European Commission

Special Eurobarometer 462

Report

E-Communications and Digital Single Market

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April 2017
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Survey requested by the European Commission,
Directorate-General for Communications Networks, Content & Technology
and co-ordinated by the Directorate-General for Communication

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Directorate-General for Communications Networks, Content & Technology

Survey co-ordinated by the European Commission, Directorate-General for Communication
(DG COMM "Media monitoring and analysis" Unit)

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INTRODUCTION

In order to monitor market trends in the rapidly evolving digital communications landscape, The European Commission's Directorate General for Communications Networks, Content & Technology regularly conducts opinion surveys on the topic of electronic communications. These surveys also provide an assessment of how EU citizens and households derive benefits from their competitive and innovative digital environment.

Digital technologies and the Internet offer citizens, businesses and governments a range of opportunities. The Commission recognises these opportunities, particularly those in the field of communications. A single connected digital market across Europe could deliver more than €415 billion per year to the EU economy, creating jobs and new sources of employment, as well as boosting growth, competition, investment and innovation. However, there are a range of barriers that prevent citizens, businesses and governments from fully benefitting from the tools and opportunities the digital environment offers. Breaking down these barriers and delivering a Digital Single Market (DSM) is a key priority area for the Commission[1].

In order for citizens, businesses and public administrations to take advantage of all the opportunities offered by a digital single market, Europe needs a regulatory framework for electronic communications that promotes the deployment of infrastructures which are capable of seamlessly delivering very high-speed connectivity everywhere in Europe, including in rural areas, whilst safeguarding effective competition. In September 2016, the Commission made a legislative proposal for European Electronic Communications Code which aims to achieve these objectives. Rapid adoption by the EU co-legislators is essential.

This 10th edition of the report on e-Communications, first launched in 2006, focusses on international communications within the EU, via mobile Internet, instant messaging and social media, along with traditional communication services such as fixed telephony, and the more established mobile telephony and SMS.

Other areas covered by this report include:

- Mobile and fixed telephone access
- Fixed and mobile Internet access
- Means of access to television
- Penetration of communication bundles and switching providers
- Awareness and use of tools to control consumption of mobile services
- Awareness of the single European emergency service number 112

This survey was carried out by TNS Political & Social network in the 28 Member States of the European Union between the 15th and 25th of April 2017. Some 28,501 EU citizens from different social and demographic categories were interviewed face-to-face at home and in their native language on behalf of the Directorate-General for Communications Networks, Content and Technology. The methodology used is that of Eurobarometer surveys as carried out by the Directorate-General for Communication ("Media Monitoring and Analysis" Unit)[2]. It is the same for all countries and territories covered in the survey. A technical note concerning the interviews conducted by the member institutes of the TNS Opinion & Social network is annexed to this report. It also specifies the interview methods and the confidence intervals[3] .

[1] https://ec.europa.eu/commission/priorities/digital-single-market_en
[2] http://ec.europa.eu/commfrontoffice/publicopinion/
[3] 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 a respondent has the possibility of giving several answers to the question.

Other surveys in this series were carried out in October 2015[4], January 2014[5], February/March 2013[6], December 2011[7], February/March 2011[8], November/December 2009[9], November/December 2007[10], November/December 2006[11], and December 2005/January 2006[12].

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

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

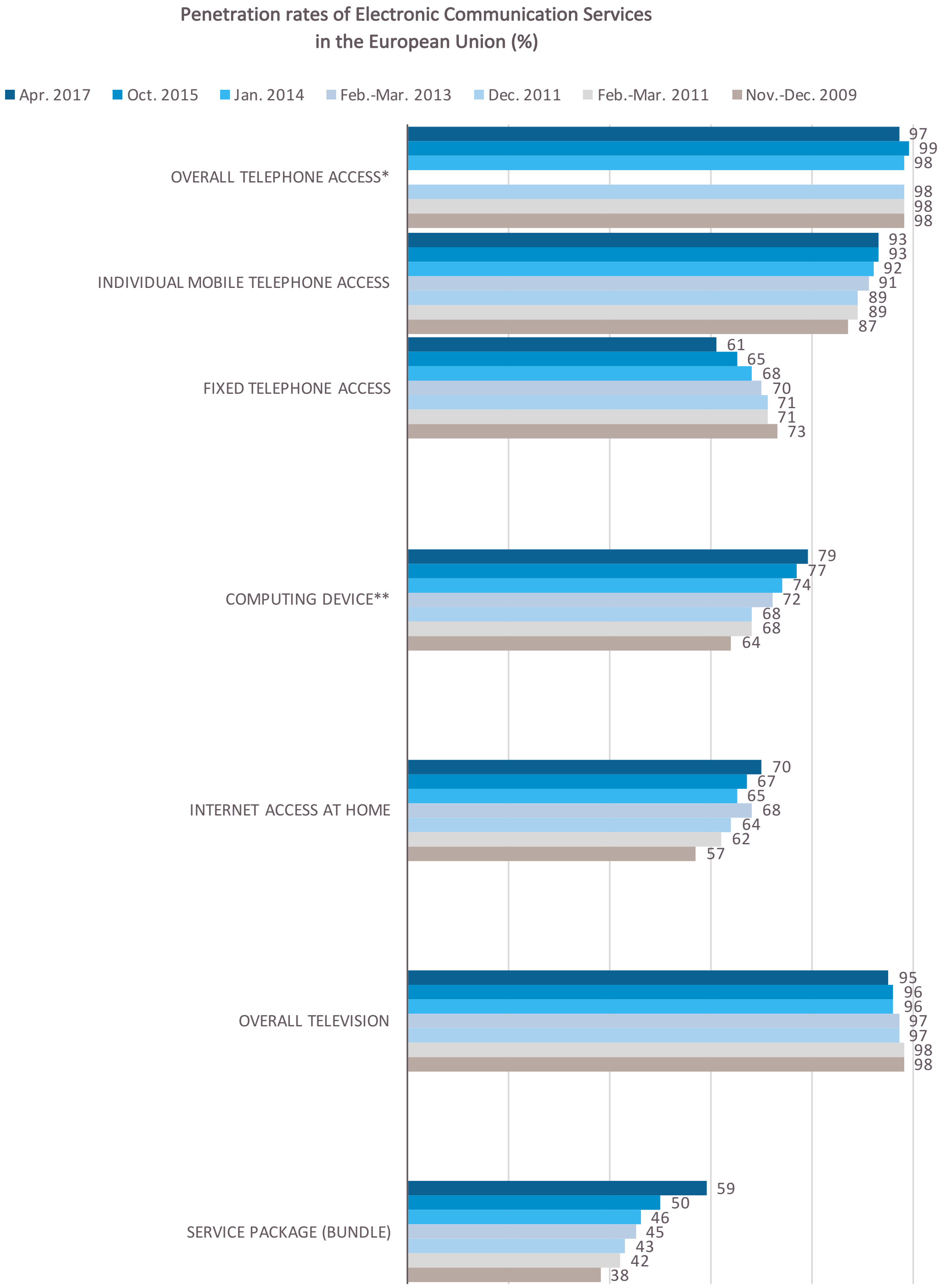
We wish to thank the people throughout the European Union

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

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

[4] http://ec.europa.eu/commfrontoffice/publicopinion/index.cfm/Survey/getSurveyDetail/instruments/SPECIAL/surveyKy/2062
[5] http://ec.europa.eu/public_opinion/archives/ebs/ebs_414_en.pdf
[6] http://ec.europa.eu/public_opinion/archives/ebs/ebs_396_en.pdf
[7] http://ec.europa.eu/public_opinion/archives/ebs/ebs_381_en.pdf
[8] http://ec.europa.eu/public_opinion/archives/ebs/ebs_362_en.pdf
[9] http://ec.europa.eu/public_opinion/archives/ebs/ebs_335_en.pdf
[10] http://ec.europa.eu/public_opinion/archives/ebs/ebs_293_full_en.pdf
[11] http://ec.europa.eu/public_opinion/archives/ebs/ebs_274_en.pdf
[12] http://ec.europa.eu/public_opinion/archives/ebs/ebs_249_en.pdf

I. SNAPSHOTS AND MAIN FINDINGS



*Question on mobile telephone access at household level (QA1.1) was not asked in survey EB79.1 in 2013.
** "Computing device" includes desk computer, laptop, tablet, and smartphone in the current and previous survey. This item was described as "personal computer" in the previous surveys. "

Mobile phone calls remain the most common communication activity

- The most common communication activities are making or receiving mobile phone calls (93%), sending or receiving SMS (76%) and sending or reading emails (72%), followed by making or receiving landline calls (63%) and using an Internet messaging service (61%).
- Since 2015, there has been a ten-point increase in the proportion of respondents who make phone or video calls via an Internet application, and an eight-point increase in the use of Internet messaging services.
- Making or receiving mobile calls is by far the most common daily activity (71%), followed by sending or receiving emails (47%) and sending or receiving SMS (44%).
- Conversely, daily landline use has declined by six points.
- However, the daily usage patterns vary considerably among age groups, with 74% of the 15-24 age group using instant messaging services on the Internet versus 17% of the 55+ group.
- Six in ten respondents agree that using a telephone is more reliable than using the Internet as a means of communication (60%).
- Almost six in ten (59%) agree that traditional means of communication using a telephone number provide more protection of consumer rights than means of communication using Internet.

Telephone access is almost universal, with the proportion of mobile only households continuing to increase

- More than half of all households have fixed line and mobile access (54%), while 37% only have mobile access, 7% only have fixed line access, and 3% do not have telephone access.
- The proportion of households with fixed and mobile access has decreased by six percentage points since October 2015 and is now at its lowest point. Mobile only households continue to increase – up four points since 2015 and 19 points since Dec 2005/Jan 2006.
- There is a huge variation across the EU in the proportion of households with fixed telephone access – from 88% in Malta to 8% in the Czech Republic. In most Member States, fixed line access has been declining since 2009.
- 89% of respondents live in households with at least one mobile telephone.
- The proportion of households that only have access to mobile telephony varies widely across Member States, from 87% in Finland to 12% in Malta.

Internet access at home – particularly mobile Internet – continues to increase, but there is a wide disparity between Member States

- Seven in ten households have home Internet access (70%), this is an increase of three points since 2015, and 13 points since 2009.
- There is a wide disparity across the EU – from 97% in the Netherlands to 45% in Italy.
- Eight in ten respondents with mobile phone access say that at least one person in their household has mobile Internet (80%) - an increase of five percentage points since 2015, and 28 points since 2011.
- Over six in ten households have both home and mobile Internet (62%), 11% only have mobile Internet and 9% only have home Internet.
- Almost one in five households (18%) do not have Internet access at all, either via home Internet, or through mobile Internet.
- The proportion of households with both home and mobile Internet has grown strongly since 2011 (+33 pp).

More than nine in ten EU households have access to television, with digital and cable being the most common delivery means

- The most common means of receiving television are digital terrestrial television (35%), digital TV via cable (22%), and satellite TV (20%). Television via Internet access or analogue television via an aerial are the least common (both 7%).
- Overall 41% receive television via aerial (digital or analogue), while 31% receive it via cable. In the EU on the whole, 7% of respondents say they watch TV over the Internet, but this proportion reaches 23% in Finland, 21% in Luxembourg and 19% in France.

The purchase of bundled communication services has increased, although the proportion of households that switched provider has decreased

- Almost six in ten EU households (59%) purchase bundled communication.
- Poland and Lithuania are the only countries where fewer than half purchase bundled services.
- Fixed Internet access is the most commonly bundled service (42%), followed by fixed telephony (36%), mobile telephony (33%), television channels (30%) and mobile Internet access (24%).
- For households with a bundle, their bundle is most likely to include Internet access (87%), followed by fixed telephony (62%) and mobile telephony (57%). Half (50%) include television channels in their bundle.
- Since 2015, the proportion of respondents that have mobile telephony as part of a bundle has increased by 10 percentage points, while bundling to include Internet access has increased by 11 points.
- Amongst respondents in households with a bundle, almost half say they, or someone in their household, has changed bundled service provider (49%), this is a decrease of eight percentage points since 2015.
- More than half of those who switched providers experienced problems (55%): The most common problems are a delay until all the new services work properly or a temporary loss of service for one day or more (both 21%).

- Overall 35% experienced service-related problems and 22% cost-related problems.

Cost is still the main criterion when subscribing to the Internet, and the majority of subscribers experience problems with their service

- When respondents with an Internet connection are asked for the main criterion in choosing an Internet provider, 42% of households give cost-related criteria, 29% mention quality-related criteria and 15% cite service-related criteria.
- When up to four criteria are considered, 76% mention cost-related criteria, 67% quality-related criteria and 57% mention service-related criteria.
- Almost six in ten (58%) respondents with an Internet connection have experienced interruption in their connection, 53% say they experience a lack of responsiveness of the Internet, 52% experience delays in downloading or uploading content and 38% report difficulties in using several applications at the same time on different devices.

A quarter of respondents make international communications within the EU at least several times a month

- Overall, only 8% of respondents make international communications within the EU daily and 17% regularly; a further 20% do so occasionally, while 55% of respondents never make international calls or send messages within the EU.
- At country level, in 15 Member States, more than half of respondents make international communications at least occasionally. Luxembourg is an outlier, as respondents in this country are much more likely to make international communications - 94% do so at least occasionally.
- Almost one third of respondents (32%) make international phone calls at least occasionally within the EU using a mobile phone and 28% do so over a landline phone. Figures are much lower when it comes to daily and regular users - just 13% of respondents make international calls on mobile phones and 11% on fixed telephones.
- Over a quarter of respondents (26%) use an instant internet messaging service to reach people in another EU country at least occasionally, and 25% send international SMS within the EU. Again, figures are much lower when it comes to daily and regular users - just 11% send international SMS daily or regularly and 15% make daily or regular use of instant internet messaging services.
- More than one in five (23%) respondents make international calls using Internet applications (both voice and video calls (VoIP)), while 19% say they make international phone calls within the EU to a phone number using Internet applications (voice calls).
- Cheaper prices than those of landline or mobile calls is the main reason cited by those who use Internet applications to make international calls (65%).
- Almost half (46%) of respondents cite the fact that Internet-based solutions include additional functions such as the ability to send text, images or video as the reason for using these applications.
- Amongst those that have made international calls within the EU, either daily, regularly or occasionally:
  - 57% of the respondents who call from a landline are aware of special tariffs that offer reduced rates or include free calls to one or more EU countries in exchange for a fee, but only 23% use them.

- 64% of respondents who call on a mobile phone are aware of special tariffs that offer reduced rates or free calls to one or more EU countries in exchange for a fee, but only 26% use them.

- **Almost half** (49%) of all respondents who make international calls with a **landline** say **international calls are included as part of their tariff**:
- 32% say their tariff includes an unlimited number of minutes and 17% say their tariff includes a limited number of minutes of international calls. 38% say they pay a standard charge per minute or per unit.
- **The majority** (57%) of all respondents who make international calls with a **mobile phone** say international calls are **included as part of their tariff:** 29% say their tariff includes an unlimited number of minutes while 28% say their tariff includes a limited number of international calls. 34% say they **pay a standard charge per minute or per unit.**

Use of tools to manage calls, SMS and data consumption is low

- Just over half (51%) of respondents with a personal mobile phone are aware of tools available from their carrier to control data, SMS and voice call consumption, with 9% using them often and 18% using them occasionally.
- More than eight in ten (83%) respondents say that a summary of the essential contract features when signing a new contract for a communications service would be useful: 46% say it would be very useful, while 37% think it would be fairly useful.

A majority would call 112 in an emergency in their own country, but awareness that this is the number to call anywhere in the EU is lower

- More than six in ten (61%) respondents would call 112 in an emergency in their country, while 31% would call the national emergency number.
- In 23 Member States, the majority would call 112.
- Almost half of all respondents (49%) know 112 is the number to call anywhere in the EU in an emergency.
- In 21 Member States, at least half of the respondents do so.

II. USE OF COMMUNICATION SERVICES

1 Experience of using different communication services

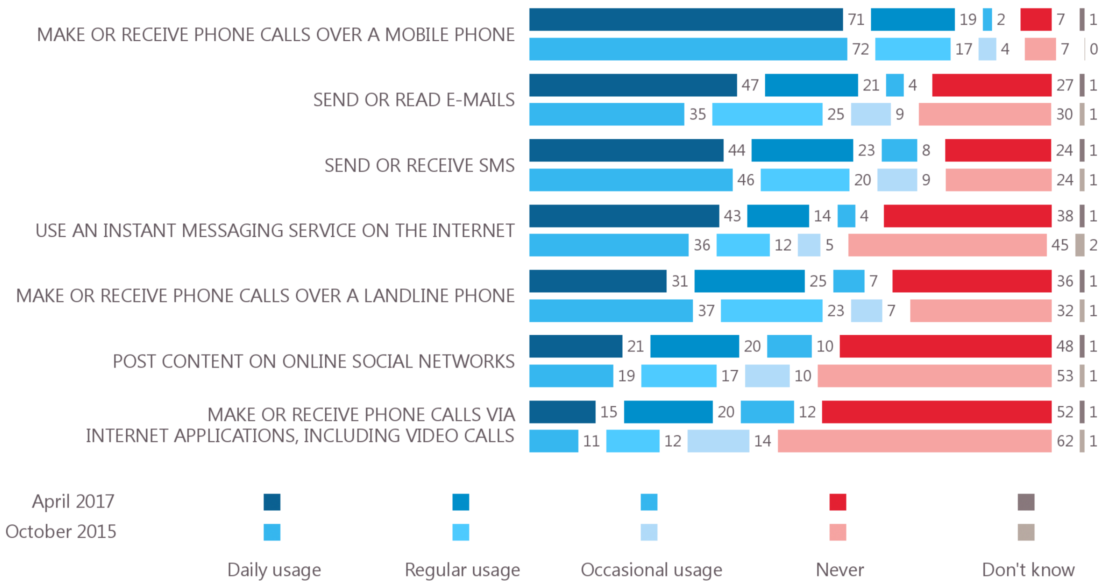
- Mobile calls are by far the most frequent communication activity -

Respondents were asked how frequently they carried out a range of communication activities[13].

More than nine in ten respondents (92%) make or receive mobile phone calls, while 75% send or receive SMS. More than seven in ten (72%) send or read emails, while 63% make or receive landline calls. More than six in ten use an Internet messaging service (61%), while just over half (51%) post content on social media. Almost half say they make phone or video calls via Internet applications (47%).

Compared to 2015, there has been a notable increase in the overall proportion of respondents who make phone or video calls via an Internet application (+10 pp) or use an Internet messaging service (+8 pp). There has also been a five-point increase in those who post content on social media, and a slight increase in the overall proportion of respondents who send or receive emails (+3 pp).

QB3 How often do you do any of the following?
(% - EU)



Base: All Respondents (N=28,501)

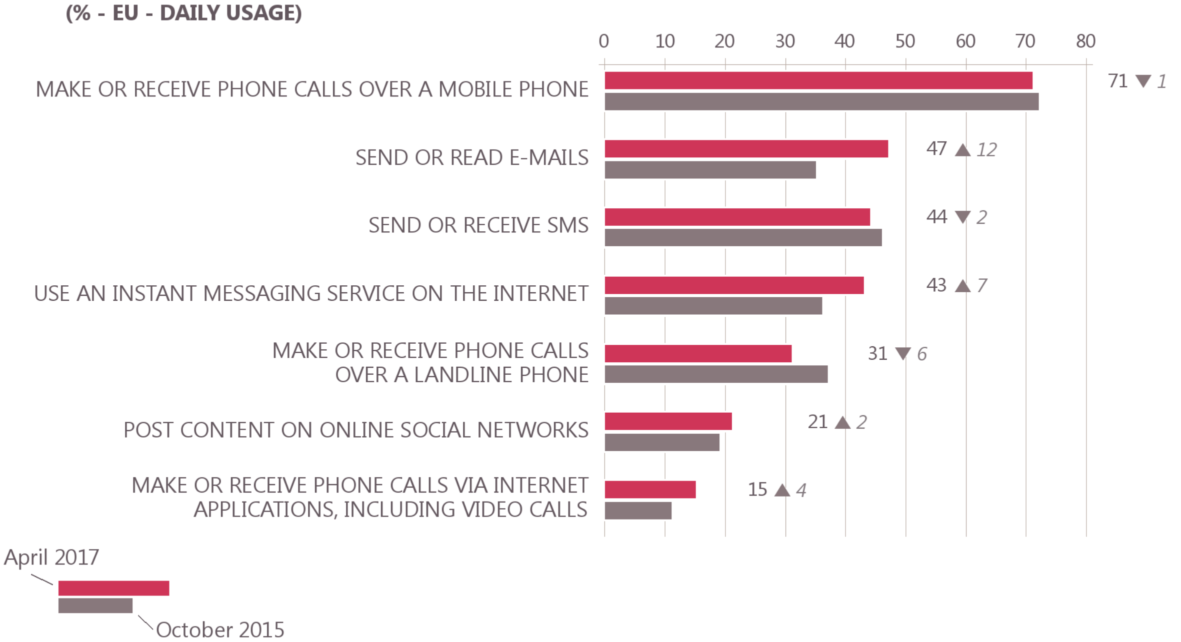
Considering the most frequent activities, making or receiving mobile calls is by far the most common: 71% do this daily. Almost half (47%) send or receive emails daily – an increase of 12 points since 2015[14]. More than four in ten Europeans send or receive SMS daily (44%), while almost as many are daily users of Internet-based instant messaging (43%). There has been a notable increase in the daily use of instant messaging since 2015 (+7 pp). In fact, daily use of instant messaging services is now more common than daily use of a landline to make or receive calls.

[13] QB3 How often do you do any of the following? Make or receive phone calls over a landline phone; Make or receive phone calls over a mobile phone; Send or receive SMS; Use an instant messaging service on the Internet; Make phone calls via Internet applications, including video calls; Send e-mails; Post content on online social media.

[14] It is important to note here that the wording of the option has changed. In 2015 it was “send emails” while in 2017 it was “send or read emails”. This will have had an impact on the trend results in all countries, so these should be interpreted with caution.

Daily use of a landline to make or receive calls has declined by six percentage points to 31%, while the proportion of those who post content to social media daily has only increased slightly (21%, +2 pp). Finally, the proportion of daily users of Internet-based phone calls has increased by four percentage points to 15%.

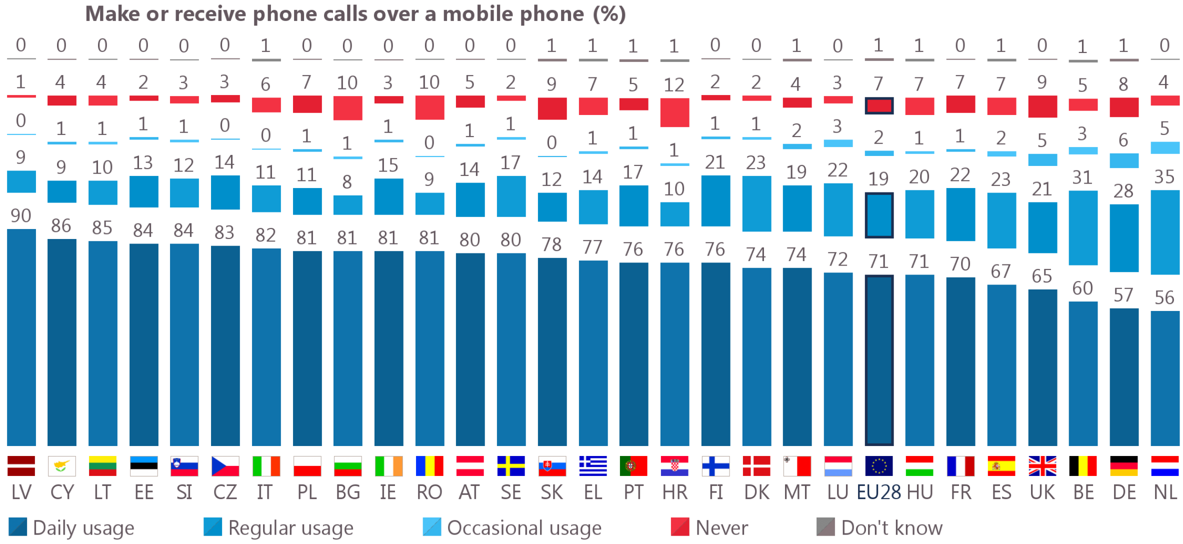
QB3 How often do you do any of the following?
(% - EU - DAILY USAGE)



Base: All Respondents (N=28,501)

More than half of all respondents in each Member State make or receive mobile calls daily. Proportions range from 90% of respondents in Latvia, 86% in Cyprus and 85% in Lithuania to 60% in Belgium, 57% in Germany and 56% in the Netherlands.

QB3.2 How often do you do any of the following?
Make or receive phone calls over a mobile phone (%)

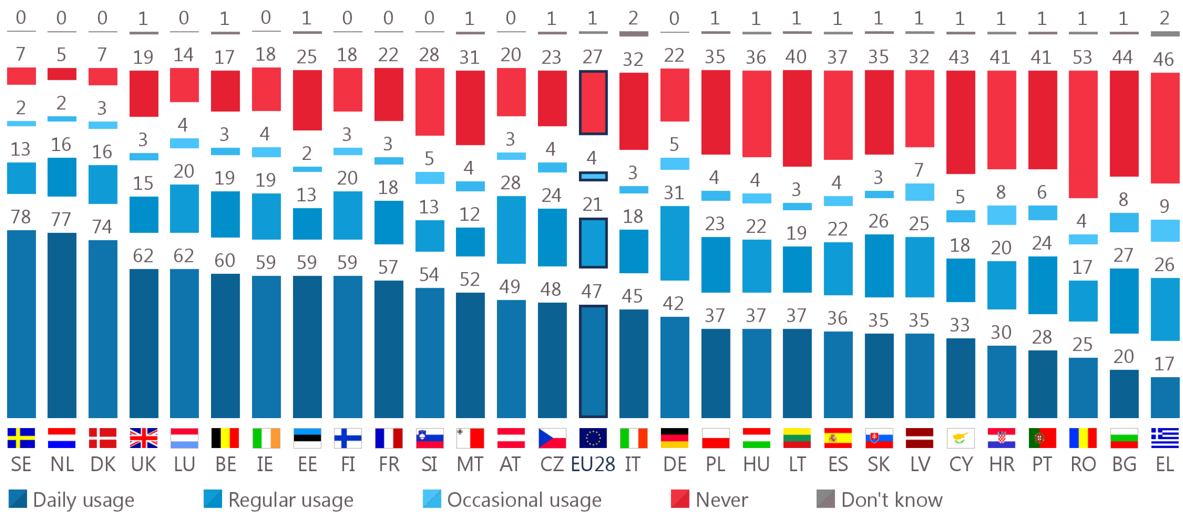


Base: All Respondents (N=28,501)

There is much greater variation in the proportions of respondents who send or read emails daily. More than seven in ten in Sweden (78%), the Netherlands (77%) and Denmark (74%) do so, compared to 25% in Romania, 20% in Bulgaria and 17% in Greece. In particular, in Romania more than half say they never do this (53%).

QB3.6 How often do you do any of the following?

Send or read e-mails (%)

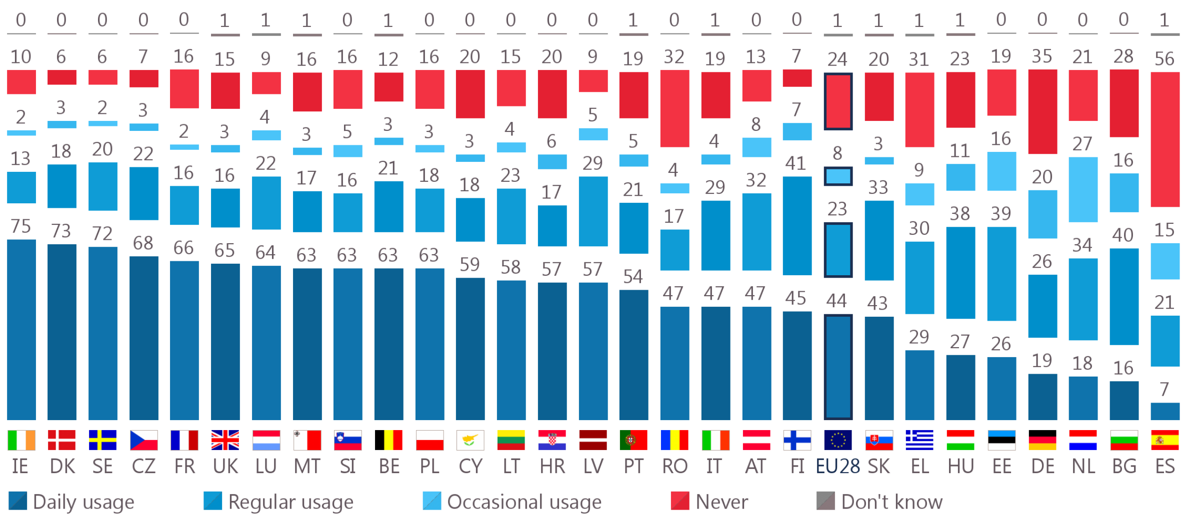


Base: All Respondents (N=28,501)

There is even wider variation in the proportion of respondents who send or receive SMS daily, although in 16 Member States more than half do this daily. Three quarters of respondents in Ireland (75%), 73% in Denmark and 72% in Sweden do so daily, compared to just 18% in the Netherlands, 16% in Bulgaria and 7% in Spain. In fact, in Spain more than half (56%) of respondents say they never do this. However, it is worth noting that Spain has the highest proportion of daily users of instant messaging services (see QB3.4 below).

QB3.3 How often do you do any of the following?

Send or receive SMS (%)

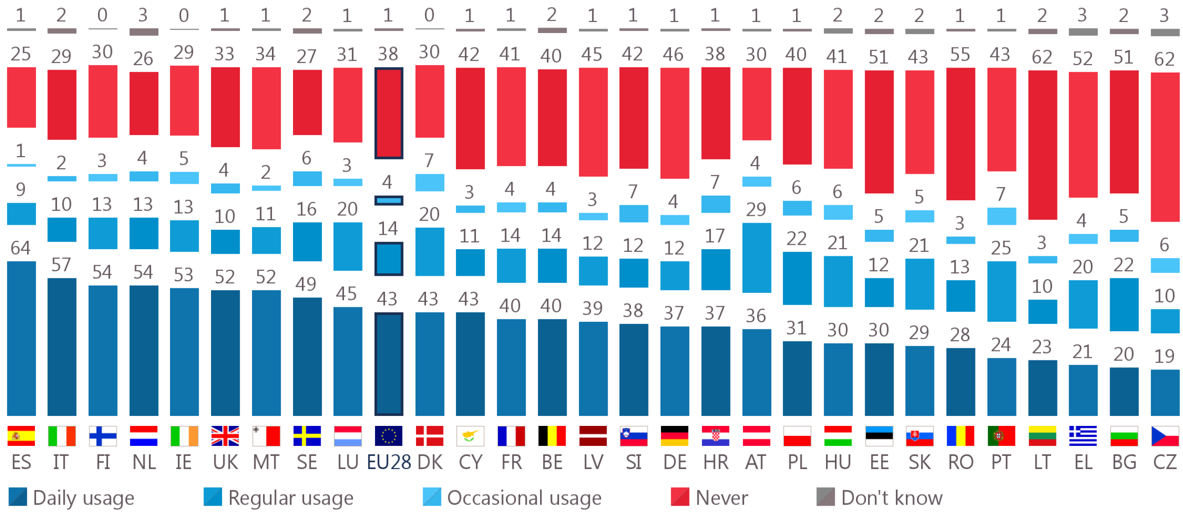


Base: All Respondents (N=28,501)

In all but one country, at least one in five respondents use an instant messaging service on the Internet daily, and in seven countries at least half do so. Daily use of instant messaging services is most widespread in Spain (64%), Italy (57%), Finland and the Netherlands (both 54%), and the least common in Greece (21%), Bulgaria (20%) and the Czech Republic (19%).

QB3.4 How often do you do any of the following?

Use an instant messaging service on the Internet (%)

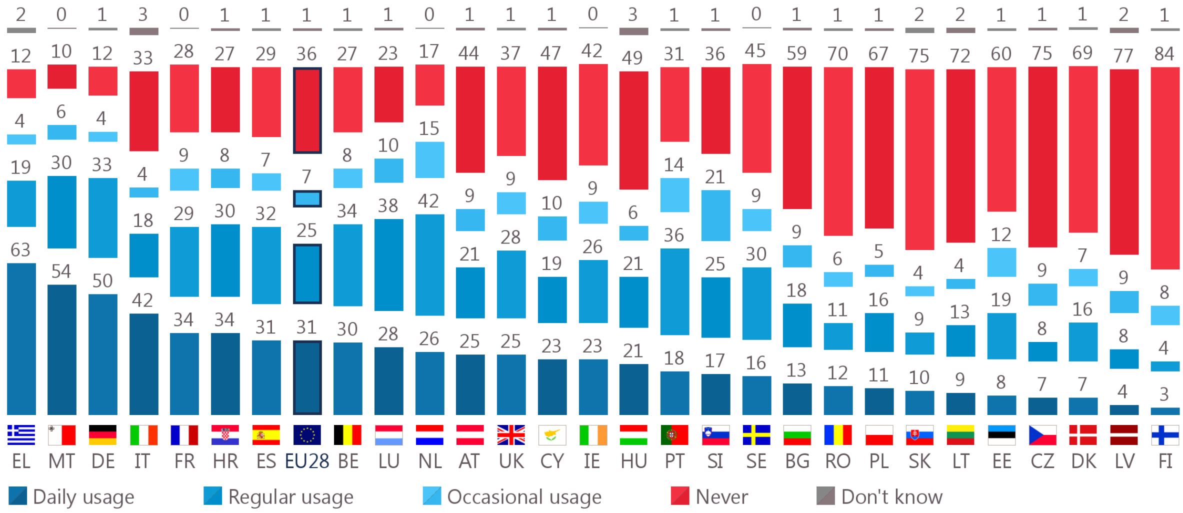


Base: All Respondents (N=28,501)

There are only three countries where at least half of all respondents make or receive landline phone calls daily: Greece (63%), Malta (54%) and Germany (50%). At the other end of the scale, 7% in Denmark and the Czech Republic, 4% in Latvia and 3% in Finland do this daily. These figures should be seen against the proportion of 'mobile only households' which is very high in the latter countries (see section III.3.b)

QB3.1 How often do you do any of the following?

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

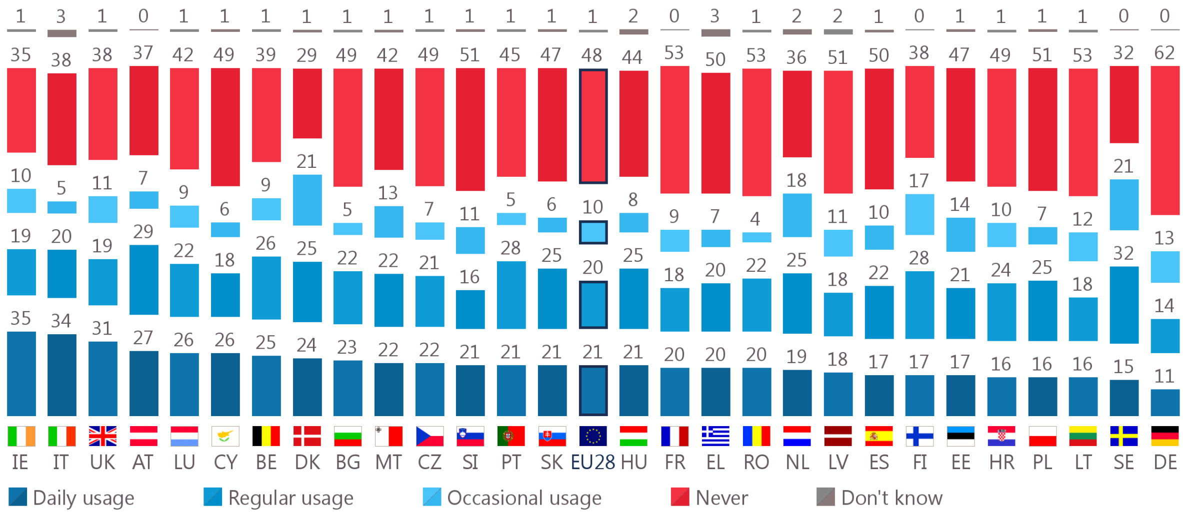


Base: All Respondents (N=28,501)

Ireland (35%), Italy (34%) and the United Kingdom (31%) are the only countries where at least three in ten respondents post content on online social networks daily. This compares to 16% in Lithuania, Poland and Croatia, 15% in Sweden and 11% in Germany.

QB3.7 How often do you do any of the following?

Post content on online social networks (%)

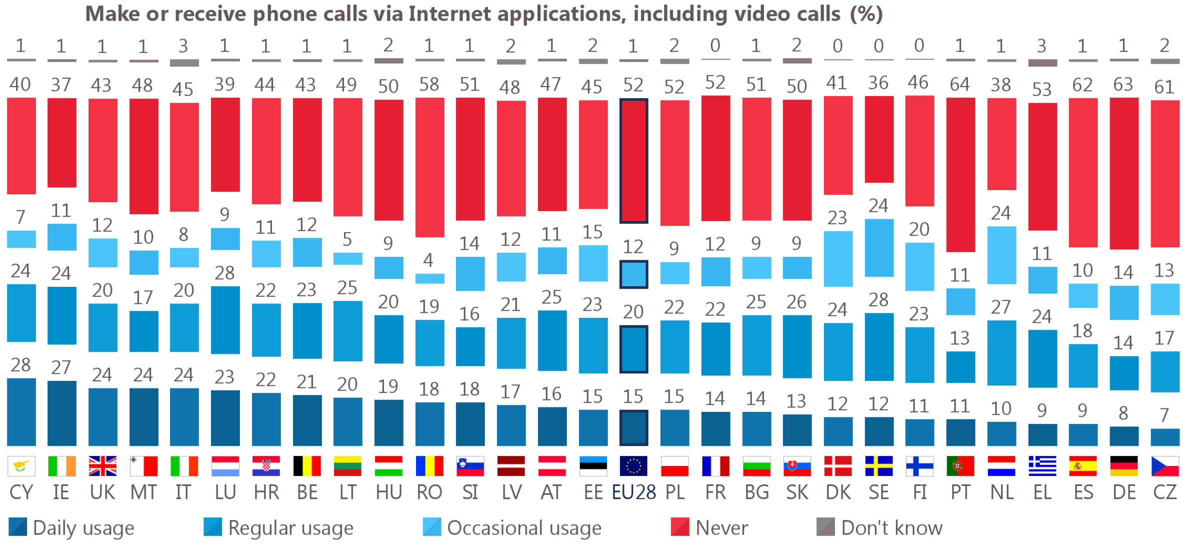


Base: All Respondents (N=28,501)

Respondents in Cyprus (28%), Ireland (27%) and the United Kingdom, Malta and Italy (all 24%) are the most likely to make or receive calls via Internet applications daily, while those in Spain and Greece (both 9%), Germany (8%) and the Czech Republic (7%) are the least likely to do so.

QB3.5 How often do you do any of the following?

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



Base: All Respondents (N=28,501)

Since 2015 there have been relatively small changes at a country level in the proportion who **make or receive mobile calls daily**. The largest increases are observed in Sweden, Poland and Hungary (all +2 pp), while the largest decreases are observed in Finland (-8 pp), Denmark and Belgium (both -6 pp).

In all countries, respondents are now more likely to **send or read emails daily** than they were in 2015, with the largest increases observed in Estonia (+25 pp), Sweden (+23 pp) and Denmark (+22 pp)[15].

Respondents in Poland (+10 pp), Lithuania (+8 pp) and Slovakia (+7 pp) are now more likely to **send or receive SMS daily**, compared to 2015. Those in Finland (-11 pp), Italy and the Netherlands (both -8 pp) are less likely to do so.

In all countries, respondents are now more likely to use an **instant messaging service** daily than they were in 2015. The largest increases are observed in Ireland (+15 pp), Finland, Malta and Latvia (all +10 pp).

In most countries, respondents are now less likely to **make or receive landline phone calls daily**, with the largest declines seen in Germany (-14 pp), Slovenia (-12 pp) and the Netherlands (-11 pp). Hungary and Austria are the only countries where there has been an increase (both +2 pp).

Compared to 2015, respondents in Denmark are now much less likely to make **daily posts to social networks** (-19 pp), while those in Slovenia (+10 pp) and Slovakia (+9 pp) are now more likely to do so.

Finally, respondents in Malta (+11 pp), Luxembourg (+10 pp), Poland, Hungary and Belgium (all +8 pp) are now more likely to make **daily use of internet applications to make or receive calls**.

[15] The trend should be interpreted with caution due to the wording change for the response option.

QB3 How often do you do any of the following?

(% - DAILY USAGE)

	Make or receive phone calls over a mobile phone	2017 - 2015	Send or read e-mails	2017 - 2015	Send or receive SMS	2017 - 2015	Use an instant messaging service on the Internet	2017 - 2015	Make or receive phone calls over a landline phone	2017 - 2015	Post content on online social networks	2017 - 2015	Make or receive phone calls via Internet applications, including video calls	2017 - 2015
EU28	71	▼1	47	▲12	44	▼2	43	▲7	31	▼6	21	▲2	15	▲4
BE	60	▼6	61	▲12	63	▼1	40	▲7	30	▼8	25	▲1	21	▲8
BG	81	▲1	20	▲7	15	▼7	20	▲1	13	▼5	23	▲6	14	▼4
CZ	83	▼2	48	▲10	68	▲4	19	▲9	6	=	21	▲7	7	▲1
DK	74	▼6	74	▲22	73	▼2	43	▲5	7	▼5	24	▼19	12	▲3
DE	57	▼5	42	▲10	19	▼7	37	▲7	50	▼14	11	▲2	8	▲1
EE	84	=	59	▲25	26	▲3	30	▲6	8	▼4	17	▲3	15	▲7
IE	81	▼2	59	▲15	75	=	53	▲15	23	▼9	35	▲3	27	▲7
EL	77	▼1	17	▲5	29	▼1	21	▲6	63	▼7	20	▲2	9	▲2
ES	67	▼1	36	▲11	7	=	64	▲7	31	▼2	17	▲2	9	▲2
FR	70	▲1	56	▲16	66	▲3	40	▲6	34	▼3	20	=	14	▲7
HR	76	▼5	30	▲3	57	▼3	37	▲4	34	▼7	17	▼3	22	▲3
IT	82	▼2	45	▲9	47	▼8	57	▲8	42	▼5	33	▲6	24	▲7
CY	87	▼2	33	▲7	59	▲2	43	▲7	23	▼7	26	▲6	28	▲7
LV	90	▼1	35	▲7	57	▲2	39	▲10	4	▼4	18	▲7	17	▲4
LT	85	=	37	▲12	58	▲8	23	▲7	9	▼2	16	▲2	20	▲3
LU	71	▼3	62	▲16	64	▼2	45	▲2	28	▼2	26	▲2	23	▲10
HU	71	▲2	37	▲10	27	▼1	30	▲8	21	▲2	22	▲5	19	▲8
MT	74	▼2	52	▲10	63	▲2	52	▲10	55	▼2	22	▼1	24	▲11
NL	56	▼4	77	▲11	17	▼8	54	▲4	26	▼11	19	▼1	10	▲4
AT	80	▲1	49	▲8	47	▼1	37	▲8	25	▲2	27	▲4	16	▼1
PL	81	▲2	38	▲11	63	▲10	31	▲6	11	▼4	16	▲3	16	▲8
PT	76	▼1	28	▲8	55	▲5	25	▲6	18	▼7	21	▲2	11	▲4
RO	81	▼1	26	▲6	47	▲6	28	▲5	12	▼3	20	▲6	18	▲6
SI	84	▼1	54	▲16	63	▲6	38	▲4	17	▼12	21	▲10	18	▲5
SK	78	▼1	35	▲7	43	▲7	29	▲9	10	▼4	21	▲9	13	▲2
FI	76	▼8	59	▲13	45	▼11	54	▲10	3	▼1	17	▼3	11	▲4
SE	80	▲2	77	▲23	72	▲4	49	▲7	16	▼6	15	=	12	▲5
UK	65	▼3	62	▲15	65	▼4	52	▲7	26	▼8	31	▲2	24	▲6

Highest increase per item

Highest decrease per item

Base: All Respondents (N=28,501)

The **socio-demographic analysis** shows a number of differences based on gender and age.

In terms of gender, the analysis shows few differences, although men are more likely to read or send emails daily (50% vs. 44% of women), but less likely to make or receive calls via a fixed line telephone (28% vs. 33%).

In terms of age, broadly speaking, the younger the respondent, the more likely they are to be daily users of each service, with the exception of making or receiving landline calls. In detail:

- Respondents aged 15-54 (79%-85%) are much more likely to make or receive daily mobile calls than those aged 55-64 (68%), 65-74 (54%), or 75+ (28%).
- Respondents aged 25-34 are the most likely to send or read emails daily (64%), compared to 58% of 15-24 year olds, 38% of 55-64 year olds and 11% of those aged 75+.
- The older the respondent, the less likely they are to be daily users of SMS, instant messaging, calls via internet apps or daily posters of content to online social media. For example, 32% of those aged 15-24 make daily use of internet applications to make calls, compared to 14% of 45-54 year olds and just 1% of those aged 75+.

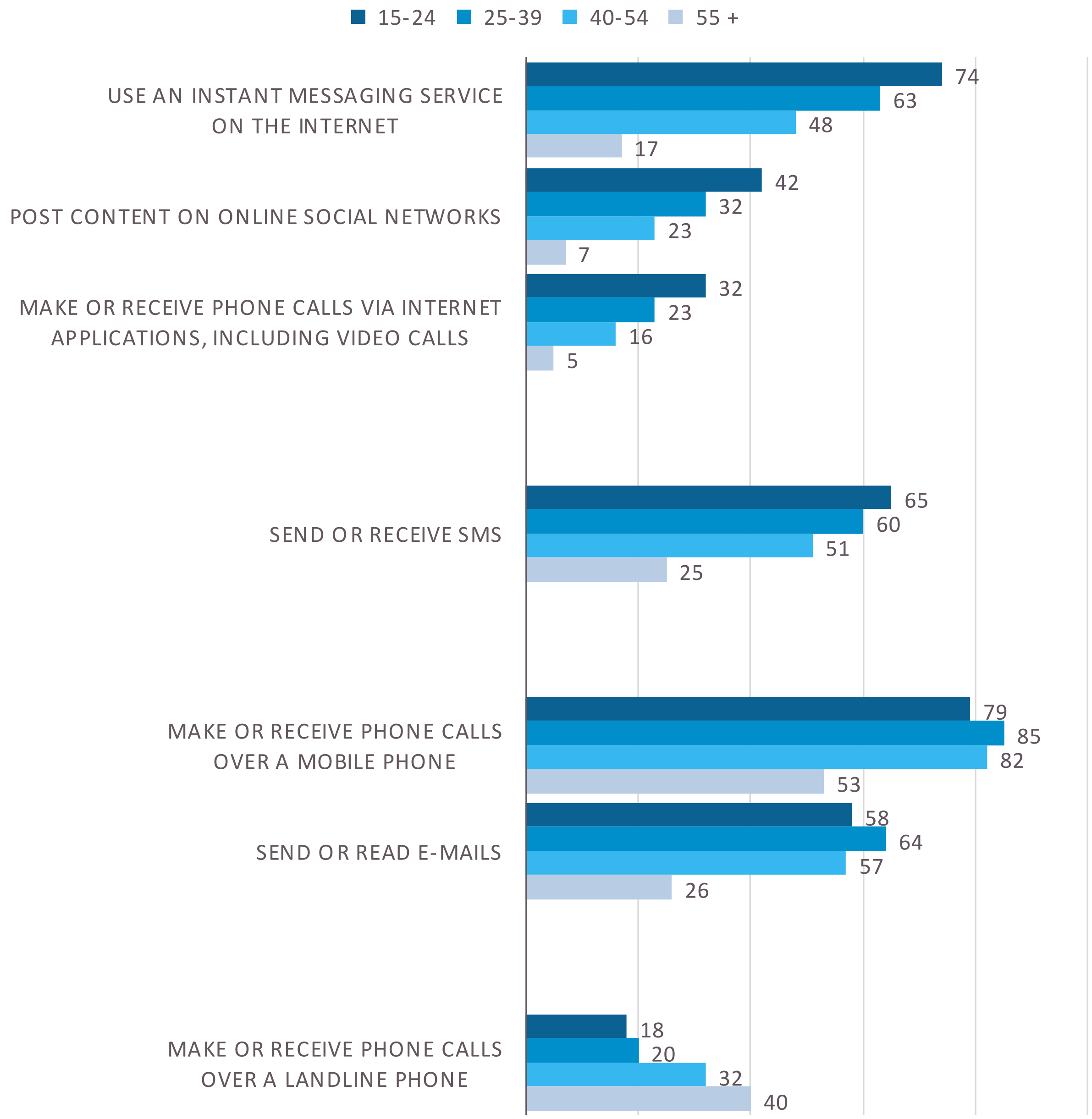
QB3T - Daily usage of communication services
(% - EU)

	Make or receive phone calls over a landline phone	Make or receive phone calls over a mobile phone	Send or receive SMS	Use an instant messaging service on the Internet	Make or receive phone calls via Internet applications, including video calls	Send or read e-mails	Post content on online social networks
EU28	31	71	44	43	15	47	21
Gender							
Man	28	72	44	45	17	50	22
Woman	33	69	45	41	14	44	21
Age							
15-24	18	79	65	74	32	58	42
25-34	19	85	61	67	24	64	33
35-44	28	85	56	56	20	62	29
45-54	32	80	49	44	14	55	21
55-64	34	68	38	28	8	38	12
65-74	42	54	23	15	4	24	6
75+	47	28	7	4	1	11	2

Base: All Respondents (N=28,501)

As was the case in 2015, the current results highlight a continuing generation gap in the use of newer compared to more traditional communication services. Respondents aged 55+, in particular, are much less likely to be regular users of Internet-based communication methods, but they are also less likely to be daily users of more traditional methods such as SMS, mobile and emails. Those under 40, on the other hand, are much less likely to be regular users of a landline to make or receive calls.

QB3 Daily usage of communication services by age groups in the European Union (%)

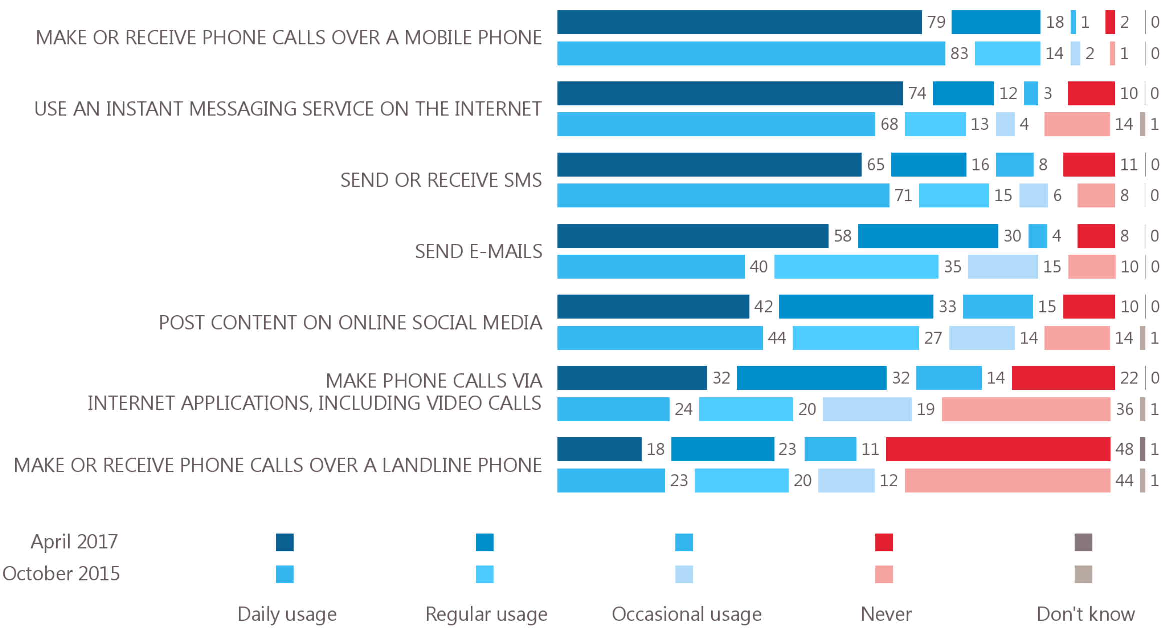


Base: All Respondents (N=28,501)

Amongst respondents aged 15-24, the overall use of instant messaging, emails[16] and phone/video calls via internet applications has increased since 2015, while sending or receiving SMS or making or receiving landline calls has decreased.

Looking specifically at daily usage, respondents in this age group are much more likely to send emails (+18 pp), and they are also more likely to make daily use of Internet applications to make phone or video calls (+8 pp) or to use instant messaging (+6 pp). On the other hand, daily sending/receiving of SMS (-6 pp), mobile or landline calling (both -5 pp) and posting content on social media (-3 pp) have decreased.

QB3 How often do you do any of the following?
(% - EU - 15-24)



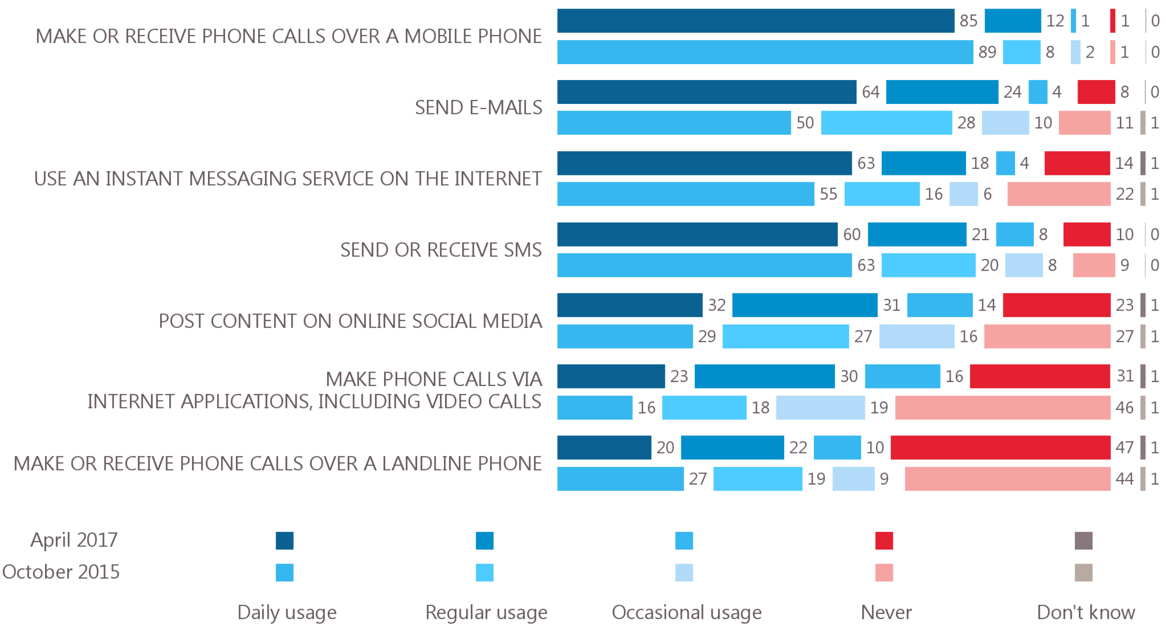
Base: Respondents aged 15-24 (N=3,702)

[16] The trend should be interpreted with caution due to the wording change for the response option.

For respondents aged 25-39, making or receiving landline or mobile calls has declined slightly, while the use of most other services has increased since 2015.

Focussing on daily usage, respondents in this age group are now more likely to send emails[17] (+14 pp), use instant messaging (+8 pp), use Internet applications to make phone or video calls (+7 pp) or post content on social media (+2 pp), compared to 2015. On the other hand, they are now less likely to make or receive daily landline (-7 pp) or mobile calls (-4 pp), or send or receive SMS daily (-3 pp).

QB3 How often do you do any of the following?
(% - EU - 25-39)



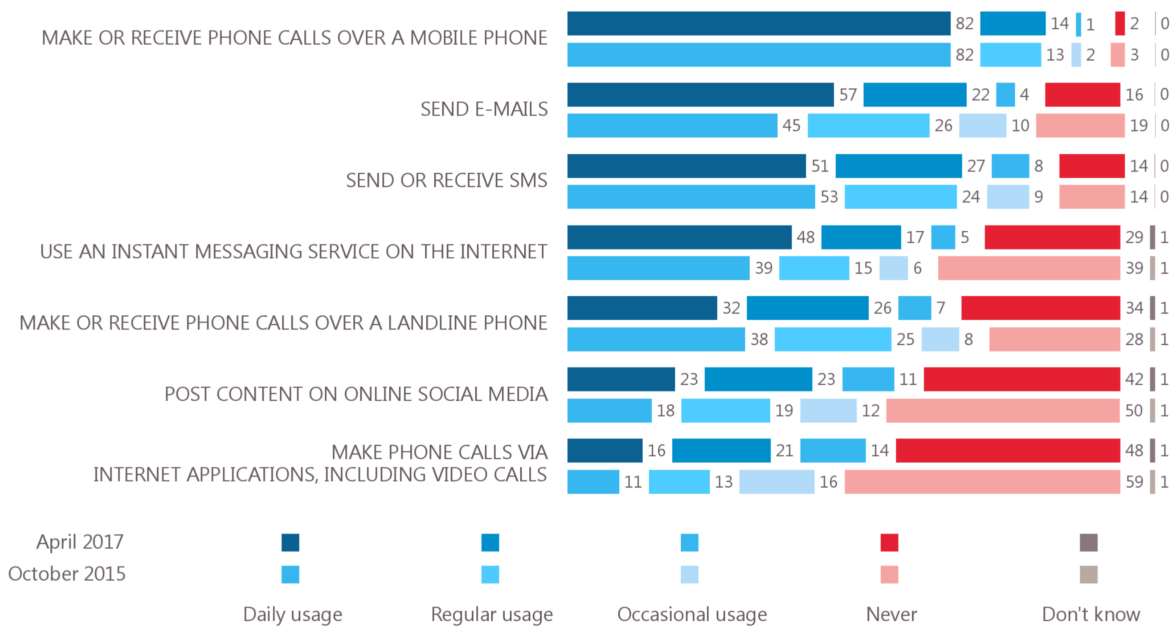
Base: Respondents aged 25-39 (N=6,578)

17 The trend should be interpreted with caution due to the wording change for the response option.

For respondents aged 40-54, the proportions using internet applications to make calls or post content on social media and using instant messaging have increased since 2015, while the use of most other services has remained steady or declined.

Looking specifically at daily usage, respondents in this age group are now more likely to send emails[18] (+12 pp), use instant messaging (+9 pp), use Internet applications to make phone or video calls (+5 pp) or to post content on social media (+5 pp) than they were in 2015. Conversely, the proportion who make or receive landline calls (-6 pp), or send or receive SMS daily (-2 pp) has declined.

QB3 How often do you do any of the following?
(% - EU - 40-54)



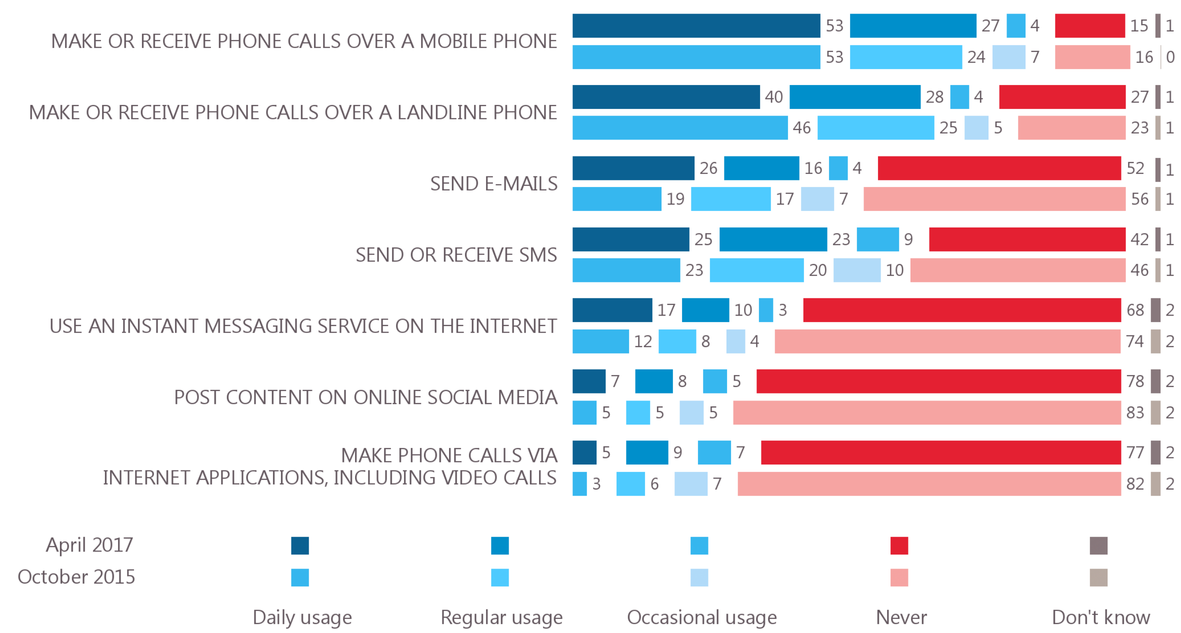
Base: Respondents aged 40-54 (N=7,149)

[18] The trend should be interpreted with caution due to the wording change for the response option.

Amongst those aged 55+, respondents are now less likely to make or receive landline or mobile calls, but are slightly more likely to do each of the other activities than they were in 2015.

When it comes to daily usage, the oldest respondents are now more likely to send emails[19] (+7 pp), instant messaging (+5 pp), use Internet applications to make phone or video calls (+2 pp) or to send/receive SMS daily (+2 pp), compared to 2015. They are, however, less likely to make or receive landline calls daily (-6 pp).

QB3 How often do you do any of the following?
(% - EU - 55+)

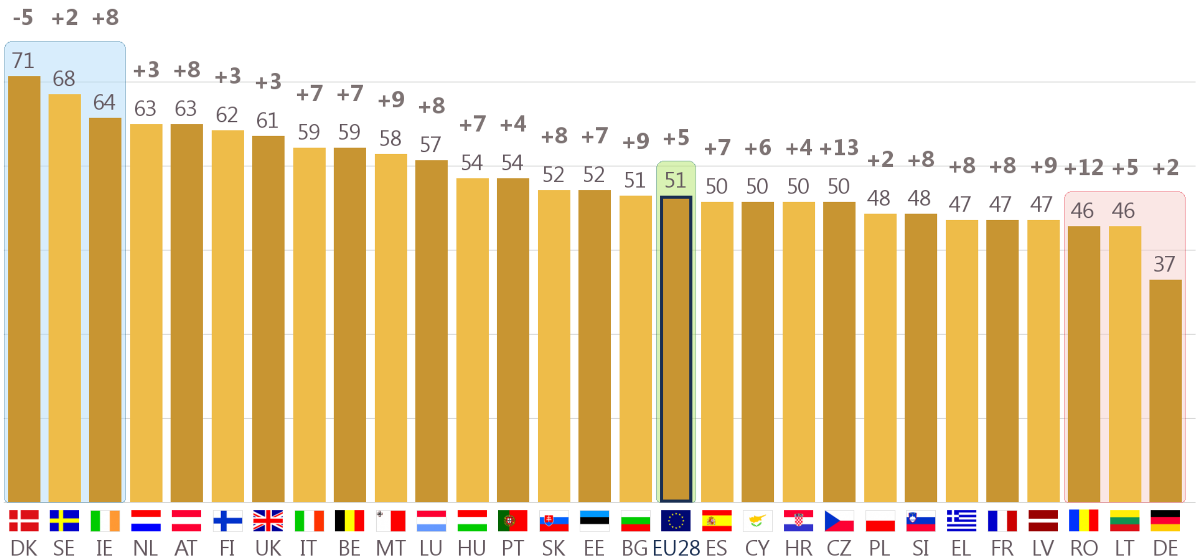


Base: Respondents aged 55+ (N=11,072)

[19] The trend should be interpreted with caution due to the wording change for the response option.

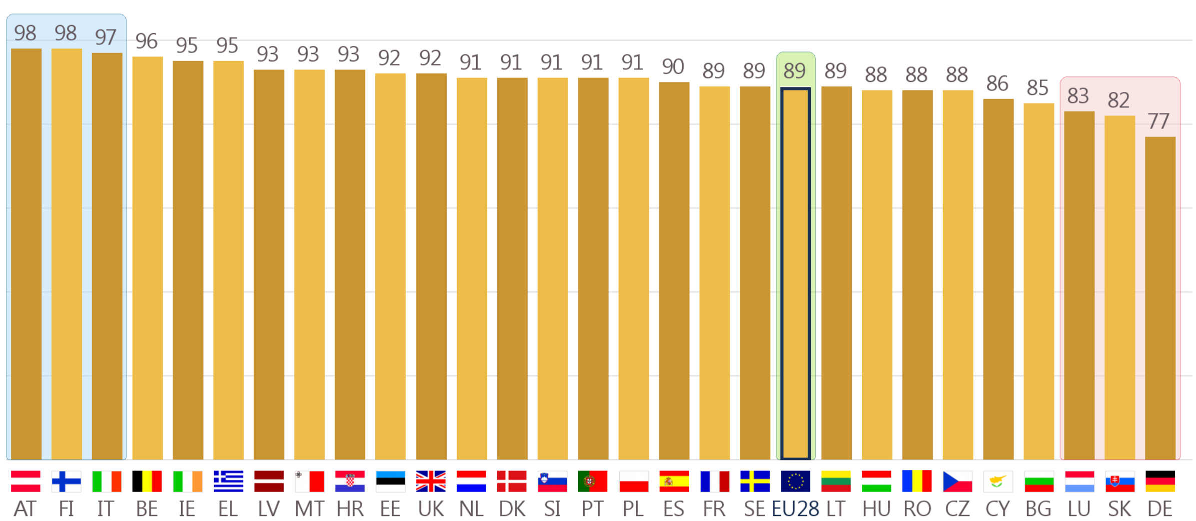
The two graphs below show the country results for posting content to online social media, first for all respondents surveyed, and then for respondents aged 15-24. Across the EU, 51% of all respondents post content on online social networks at least occasionally, but this increases to 89% for those aged 15-24. In addition, at least three quarters of 15-24 year olds in each country post content to online social networks. For all respondents, the highest proportion can be seen in Denmark (71%). These results suggest a less fragmented single market amongst young people in the European Union when it comes to posting on social media.

QB3.7 How often do you do any of the following?
Post content on online social networks
(% - AT LEAST OCCASIONAL USAGE - ALL RESPONDENTS)



Base: All Respondents (N=28,501)

QB3.7 How often do you do any of the following?
Post content on online social networks
(% - AT LEAST OCCASIONAL USAGE - 15-24)



Base: Respondents aged 15-24 (N=3,702)

Other results from the **socio-demographic analysis** show that:

- Managers are the most likely to send or read emails daily (80%), or to send or receive SMS (61%).
- The more urbanised a respondent's environment, the more likely they are to be daily users of each of these services – with the exception of making or receiving landline calls. For example, 66% of those living in rural villages make or receive mobile calls daily, compared to 77% in large towns.
- Respondents living in households with mobile phone access (either mobile only or mobile plus landline) are much more likely to do each of these activities daily – with the exception of making or receiving landline calls. For example, 47% of respondents in mobile only households and 52% in households with landline and mobile access send or read emails daily, compared to 5% in landline only households.

In addition, daily Internet users are the most likely to also be daily users of mobile, emails, SMS, instant messaging, social media, and calls via Internet applications. For instance, 59% of daily Internet users use instant messaging daily, compared to 13% of less frequent users.

QB3T - Daily usage of communication services
(% - EU)

	Make or receive phone calls over a landline phone	Make or receive phone calls over a mobile phone	Send or receive SMS	Use an instant messaging service on the Internet	Make or receive phone calls via Internet applications, including video calls	Send or read e-mails	Post content on online social networks
EU28	31	71	44	43	15	47	21
Socio-professional category							
Self-employed	36	88	53	53	20	66	28
Managers	30	83	61	57	22	80	26
Other white collars	28	85	59	55	18	64	27
Manual workers	23	79	51	48	17	45	24
House persons	41	70	34	38	11	30	17
Unemployed	19	72	44	49	16	41	27
Retired	41	48	21	13	4	22	6
Students	20	77	64	79	33	63	42
Subjective urbanisation							
Rural village	30	66	38	38	12	42	17
Small/ mid size town	30	70	45	44	15	47	22
Large town	32	77	51	47	20	52	26
Use of the Internet							
Everyday	30	82	56	59	21	64	30
Often/ Sometimes	33	59	28	13	4	14	5
Never	33	39	10	1	0	1	0
Landline/ mobile							
Mobile only	6	83	55	46	19	47	25
Landline only	49	4	3	3	2	5	2
Landline & mobile	46	71	42	46	14	52	21
No tel.	10	20	13	11	9	9	9

Base: All Respondents (N=28,501)

2 Means of communication that use a telephone number vs. means of communication using the Internet

The previous section highlights that an increasing number of Europeans are using new means of communication, and particularly Internet-based technologies. With this increase in use, it is important to understand what respondents think about the reliability and safety of these newer communication methods, compared to traditional ones.

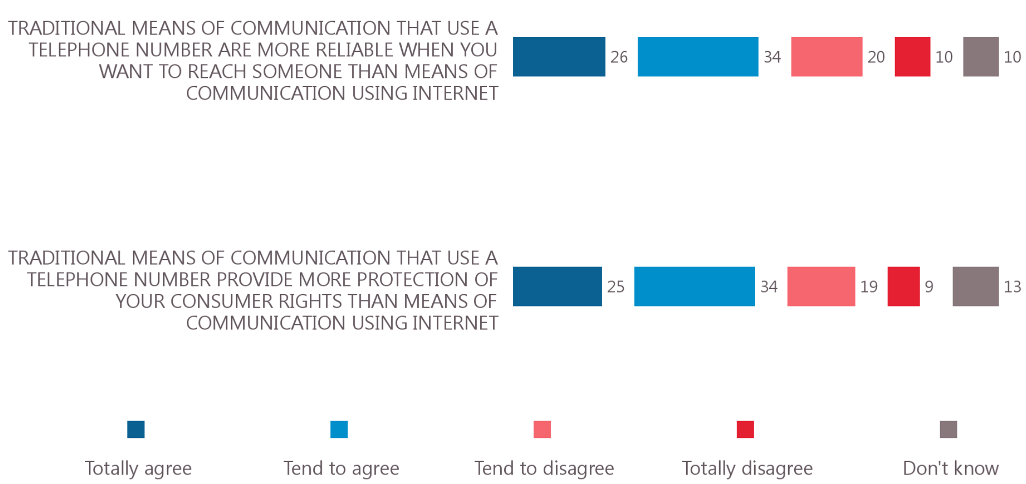
- The majority of respondents agree that telephone number-based communications are more reliable and provide more consumer rights protections than Internet-based communications -

Six in ten respondents (60%) agree that using a telephone number is more reliable when you want to reach someone, than using the Internet as a means of communication[20]. More than one quarter totally agree (26%), while 34% tend to agree. Three in ten disagree (30%), of which 10% totally disagree. One in ten is unable to answer (10%).

Almost six in ten (59%) agree that traditional means of communication that use a telephone number provide more protection of consumer rights than means of communication using Internet[21]. One quarter totally agree (25%), while 34% tend to agree. Just over one quarter disagree (28%), while more than one in ten say they don't know (13%).

The previous section illustrates that respondents are making more use of Internet-based communication methods, at the expense of traditional methods – particularly landlines. However, in spite of this shift away from traditional methods, a large majority thinks telephone-based methods provide more reliability and greater protection of their rights.

QB4 To what extent do you agree or disagree with the following statements?
(% - EU)



Base: All Respondents (N=28,501)

[20] QB4.1 To what extent do you agree or disagree with the following statements? Traditional means of communication that use a telephone number are more reliable when you want to reach someone than means of communication using Internet
[21] QB4.2 To what extent do you agree or disagree with the following statements? Traditional means of communication that use a telephone number provide more protection of your consumer rights than means of communication using Internet

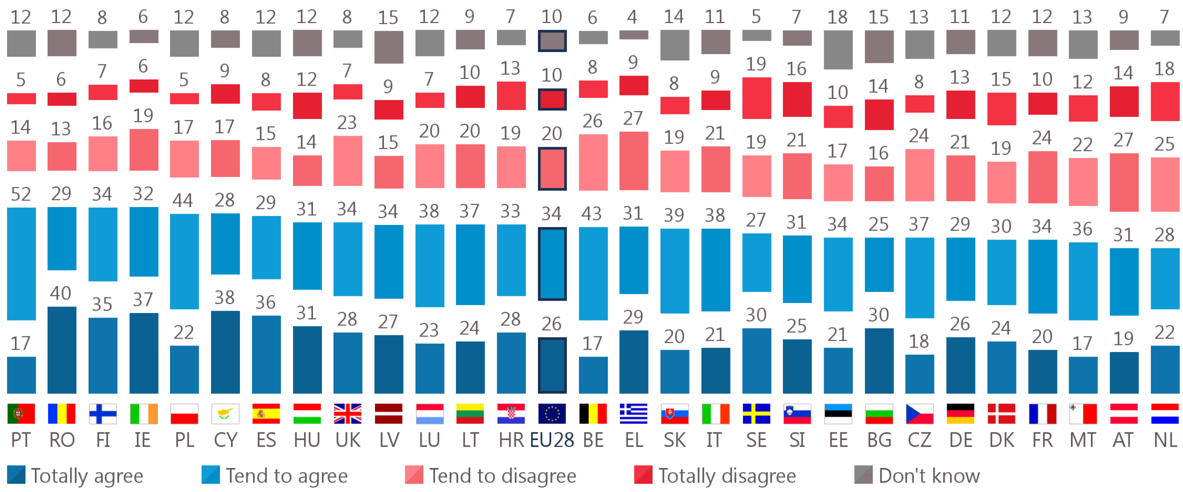
a. Reliability in reaching someone

Across the EU, six in ten respondents agree that using a telephone number is more reliable when you want to reach someone than using the Internet as a means of communication (60%).

At least half of all respondents in each Member State agree that traditional means of communication that use a telephone number are more reliable when you want to reach someone than means of communication that use the Internet. Proportions range from 69% in Ireland, Portugal, Romania and Finland to 50% in Austria and the Netherlands.

QB4.1 To what extent do you agree or disagree with the following statements?

Traditional means of communication that use a telephone number are more reliable when you want to reach someone than means of communication using Internet (%)



Base: All Respondents (N=28,501)

The **socio-demographic analysis** illustrates that those with the highest education levels (respondents who finished education at the age of 20 or older) are the least likely to agree that using a telephone number is more reliable when you want to reach someone than using the Internet as a means of communication (54% vs. 63%-64% of those who stopped education before the age of 20).

Not surprisingly perhaps, respondents who use the Internet as a means of communication are less likely to agree than those who use traditional means. For example, 65% of those who only use traditional means, agree that using a telephone number is more reliable when you want to reach someone than using the Internet as a means of communication, compared to 58% who use both traditional and Internet communication, and 18% who only use Internet-based communication.

Interestingly, there is relatively little difference in opinion based on the specific use of Internet messaging or Internet-based phone calls. Those who never use these services are only slightly more likely to agree than those who use them. For instance, 63% of those who never use Internet applications to make or receive phone calls agree that a telephone number is more reliable when you want to reach someone than using the Internet as a means of communication, compared to 59% of those who use such applications daily.

However, those who make or receive landline calls daily are more likely to agree than those who never make or receive landline calls (65% vs. 58%).

QB4.1 To what extent do you agree or disagree with the following statements?
Traditional means of communication that use a telephone number are more reliable when you want to reach someone than means of communication using Internet
(% - EU)

	Total 'Agree'	Total 'Disagree'	Don't know
EU28	60	30	10
Education (End of)			
15-	64	17	19
16-19	63	28	9
20+	54	38	8
Still studying	56	39	5
Use of means of communication			
Only traditional	65	13	22
Only using Internet	18	58	24
Both	58	35	7
None	41	22	37
Make or receive phone calls over a landline phone			
Daily usage	65	26	9
Regular usage	58	31	11
Occasional usage	55	36	9
Never	58	31	11
Use an instant messaging service on the Internet			
Daily usage	57	37	6
Regular usage	58	36	6
Occasional usage	59	34	7
Never	63	19	18
Make or receive phone calls via Internet applications, including video calls			
Daily usage	59	36	5
Regular usage	55	40	5
Occasional usage	55	39	6
Never	63	22	15

Base: All Respondents (N=28,501)

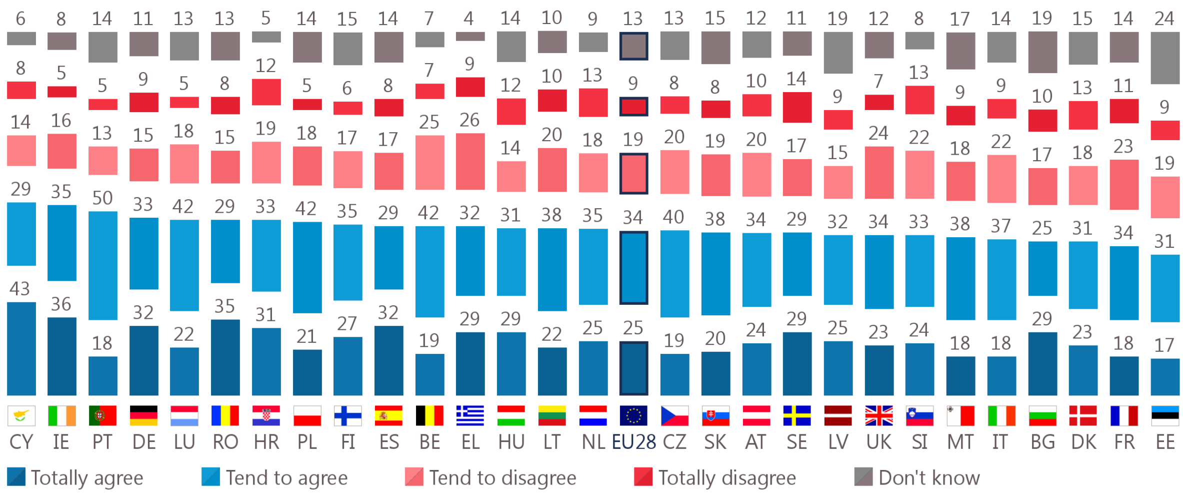
b. Protection of consumer rights

In the EU as a whole, almost six in ten (59%) respondents agree that traditional means of communication that use a telephone number provide more protection of consumer rights than means of communication using Internet, versus 28% who disagree and 13% who don't know.

In all but one country, the majority agrees that traditional telephone number-based communication provides more protection of consumer rights than Internet-based communication. Respondents in Cyprus (72%), Ireland (71%) and Portugal (68%) are the most likely to think this way, compared to 54% in Bulgaria and Denmark, 52% in France and 48% in Estonia.

QB4.2 To what extent do you agree or disagree with the following statements?

Traditional means of communication that use a telephone number provide more protection of your consumer rights than means of communication using Internet (%)



Base: All Respondents (N=28,501)

The **socio-demographic analysis shows** few differences. The most notable is that respondents who use the Internet as a means of communication are less likely to agree than those who use traditional means. For instance, 60% of those who only use traditional means, or who use traditional and Internet-based communications agree that using a telephone number provides more consumer protection, compared to 28% who only use Internet-based communication.

In addition, respondents who make or receive landline calls daily are more likely to agree than those who never do (65% vs. 55%). The same pattern applies for making or receiving mobile calls (60% of daily users vs. 55% who never do). However, the same pattern does not extend to those who use Internet applications to make or receive phone calls: 60% of daily users of these services agree, compared to 61% who never do this.

QB4.2 To what extent do you agree or disagree with the following statements? **Traditional means of communication that use a telephone number provide more protection of your consumer rights than means of communication using Internet (% - EU)**

	Total 'Agree'	Total 'Disagree'	Don't know
EU28	59	28	13
Use of means of communication			
Only traditional	60	15	25
Only using Internet	28	46	26
Both	60	31	9
None	38	26	36
Make or receive phone calls over a landline phone			
Daily usage	65	24	11
Regular usage	60	27	13
Occasional usage	57	33	10
Never	55	31	14
Make or receive phone calls over a mobile phone			
Daily usage	60	30	10
Regular usage	60	25	15
Occasional usage	59	23	18
Never	55	16	29
Make or receive phone calls via Internet applications, including video calls			
Daily usage	60	34	6
Regular usage	57	36	7
Occasional usage	59	33	8
Never	61	22	17

Base: All Respondents (N=28,501)

III. TELEPHONE ACCESS

1 Overall telephone access

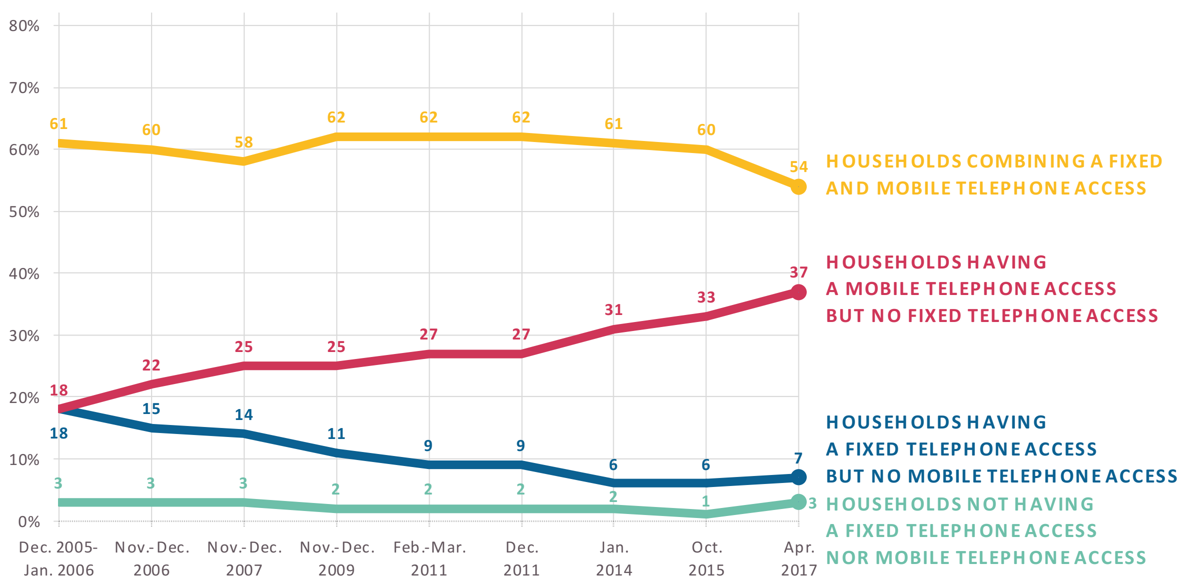
- Telephone access is almost universal –

Almost all respondents (97%) live in households with telephone access via at least one device (mobile or fixed line).

Just over half of all respondents in the EU have both fixed and mobile telephone access in their household (54%). More than one-third (36%) only have mobile telephone access, while 7% have fixed telephone access but no mobile access. Three percent have no telephone access at all.

The proportion of households with both fixed and mobile access has decreased by six points since 2015, continuing the decline that started in 2014. Combined access is now at its lowest level. The proportion of respondents living in mobile-only households, on the other hand, continues to increase. It has risen three points since 2015, and 18 points since the end of 2005/early 2006. The proportion of households with a fixed line only has increased slightly since 2015 (+1 pp), but is still lower than the levels recorded during the period Dec 2005 – Dec 2011.

D43_QB1 Household telephone access
(% - EU)



Base: Respondents who answered 'Don't know' are excluded from the base (N= 27,995)

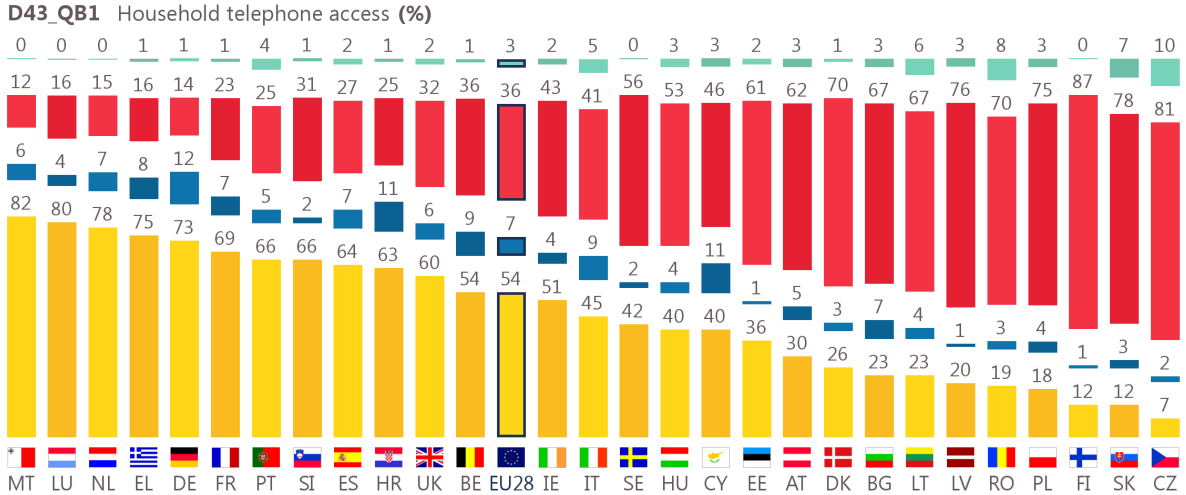
Access is also almost universal in each Member State, ranging from 100% in Malta, the Netherlands, Sweden and Finland to 87% in the Czech Republic. With the exception of the Czech Republic, at least nine in ten households have telephone access, although the type varies.

The most common type of access is the combination of fixed and mobile (54%). Households in Malta (82%), Luxembourg (80%) and the Netherlands (78%) are the most likely to have a combination of fixed line and mobile access, and are amongst the least likely to have mobile only access.

In contrast, 87% of households in Finland, 81% in the Czech Republic and 78% in Slovakia only have mobile access. Just 7% in the Czech Republic have fixed and mobile access. In fact, 10% in the Czech Republic have no telephone access at all.

Households in Germany (14%), Cyprus and Croatia (both 11%) are the most likely to only have fixed line telephone access.

D43_QB1 Household telephone access **(%)**



Base: Respondents who answered 'Don't know' are excluded from the base (N= 27,995)

In all but two countries, the proportion of households with fixed line and mobile access has decreased, with the largest decline observed in Cyprus (-16 pp), Romania (-13 pp) and Belgium (-13 pp). The exceptions are Greece (+3 pp) and Portugal (no change).

The largest increases in the proportion of households with only a fixed line can be observed in Cyprus (+8 pp), Croatia (+7 pp) and the Netherlands (+5 pp), with the largest decreases observed in Austria and Greece (both -3 pp).

The proportion of households with mobile only access has increased most in Bulgaria, Romania (both +13 pp), the United Kingdom, Latvia and Denmark (all +10 pp). In contrast, the proportion has decreased most in Lithuania (-4 pp), the Czech Republic, Italy and Portugal (both -3 pp).

In most countries, the proportion of households with no telephone access has remained stable. The exceptions are the Czech Republic (+7 pp), and Lithuania (+5 pp).

D43_QB1 Household telephone access

(%)

	Households combining a fixed and mobile telephone access	2017 - 2015	Households having a fixed telephone access but no mobile telephone access	2017 - 2015	Households having a mobile telephone access but no fixed telephone access	2017 - 2015	Households not having a fixed telephone access nor mobile telephone access	2017 - 2015
EU28	54	▼ 6	7	▲ 1	37	▲ 4	3	▲ 2
BE	54	▼ 13	8	▲ 2	36	▲ 9	1	▲ 1
BG	23	▼ 11	7	▼ 2	67	▲ 13	3	=
CZ	6	▼ 6	2	=	81	▼ 3	10	▲ 7
DK	26	▼ 12	3	▲ 1	70	▲ 10	1	▲ 1
DE	73	▼ 4	12	▲ 5	14	▼ 1	1	=
EE	36	▼ 4	1	▼ 1	60	▲ 3	2	▲ 1
IE	50	▼ 13	4	▲ 1	43	▲ 9	2	▲ 1
EL	75	▲ 3	8	▼ 3	16	=	1	=
ES	64	▼ 1	7	▲ 1	27	▼ 1	3	▲ 2
FR	69	▼ 4	7	▼ 1	23	▲ 4	1	=
HR	63	▼ 8	11	▲ 7	25	▲ 2	1	=
IT	45	▼ 4	9	▲ 3	41	▼ 3	5	▲ 3
CY	40	▼ 16	11	▲ 8	46	▲ 5	3	▲ 3
LV	20	▼ 10	1	=	76	▲ 10	3	=
LT	23	▼ 3	4	▲ 2	67	▼ 4	6	▲ 5
LU	80	▼ 1	4	=	16	=	0	=
HU	40	▼ 1	4	=	53	=	3	▲ 1
MT	82	▼ 6	6	▲ 1	12	▲ 5	0	=
NL	78	▼ 5	7	▲ 5	15	=	0	=
AT	30	▼ 2	5	▼ 3	62	▲ 3	2	▲ 1
PL	18	▼ 7	4	=	75	▲ 7	3	=
PT	66	=	5	=	25	▼ 3	4	▲ 3
RO	20	▼ 13	3	▼ 1	70	▲ 13	8	▲ 2
SI	66	▼ 3	3	=	31	▲ 3	1	▲ 1
SK	12	▼ 10	3	▼ 1	78	▲ 7	7	▲ 4
FI	12	=	1	=	87	=	0	=
SE	42	▼ 10	2	▲ 1	55	▲ 8	0	=
UK	60	▼ 12	7	▲ 1	32	▲ 10	2	▲ 1

Base: Respondents who answered 'Don't know' are excluded from the base (N= 27,995)

2 Fixed telephony

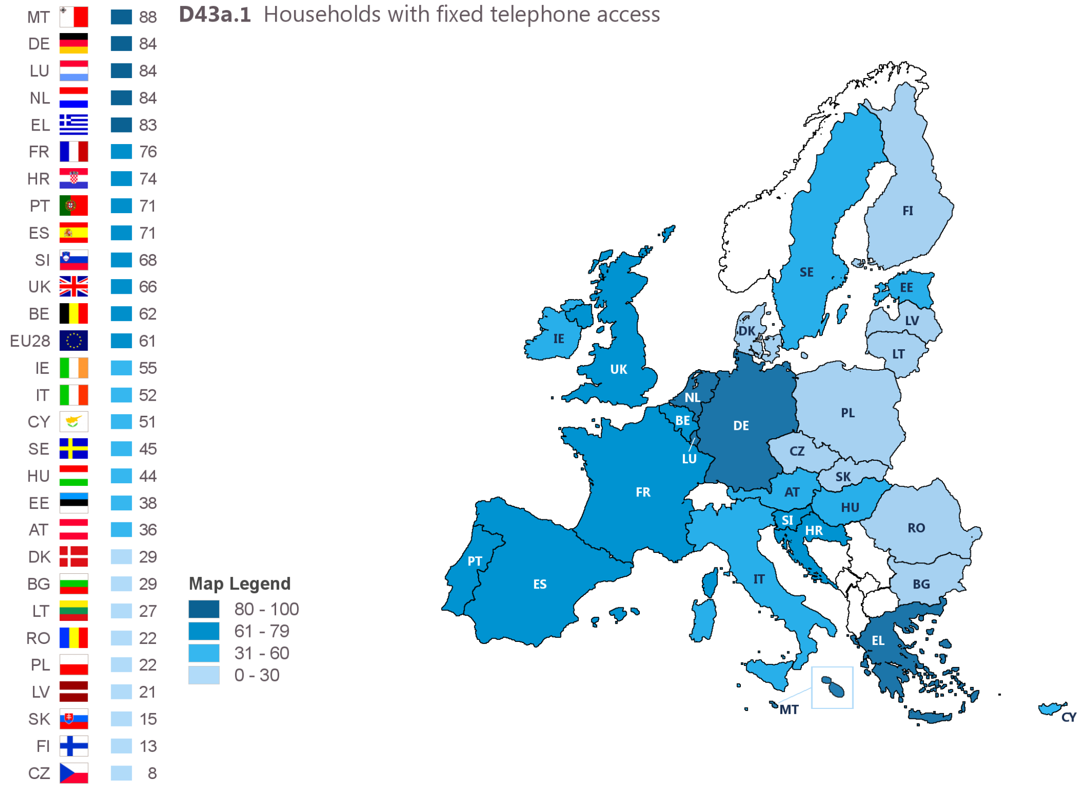
- The proportion of households with access to a fixed line telephone in their household continues to decline -

Just over six in ten respondents live in a household with a fixed line telephone (61%)[22]. However, this figure masks a wide disparity across Member States. In fact, there is a range of 80 percentage points between the Member States with the highest and lowest levels of fixed-line access.

At least eight in ten respondents in Malta (88%), Germany, Luxembourg and the Netherlands (all 84%) and Greece (83%) have fixed line access, compared to 8% in the Czech Republic, 13% in Finland and 15% in Slovakia.

The map illustrates that the highest concentrations of households with fixed line telephone access are found in Central and Western Europe.

D43a.1 Households with fixed telephone access



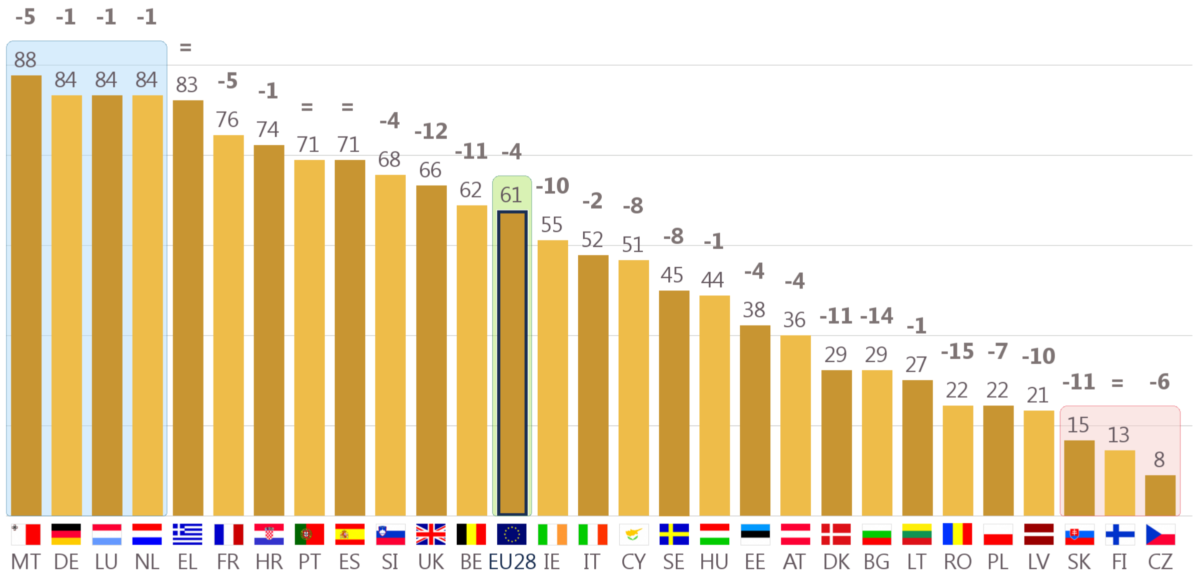
Base: All Respondents (N=28,501)

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

Across the EU, the proportion of respondents living in households with fixed line access has declined by four percentage points since 2015, but in some Member States the decline has been much larger. The largest can be observed amongst households in Romania (-15 pp), Bulgaria (-14 pp) and the United Kingdom (-12 pp).

No countries recorded an increase in the proportion of respondents living in households with fixed telephone access since 2015.

D43a.1 Households with fixed telephone access
Households with fixed telephone access

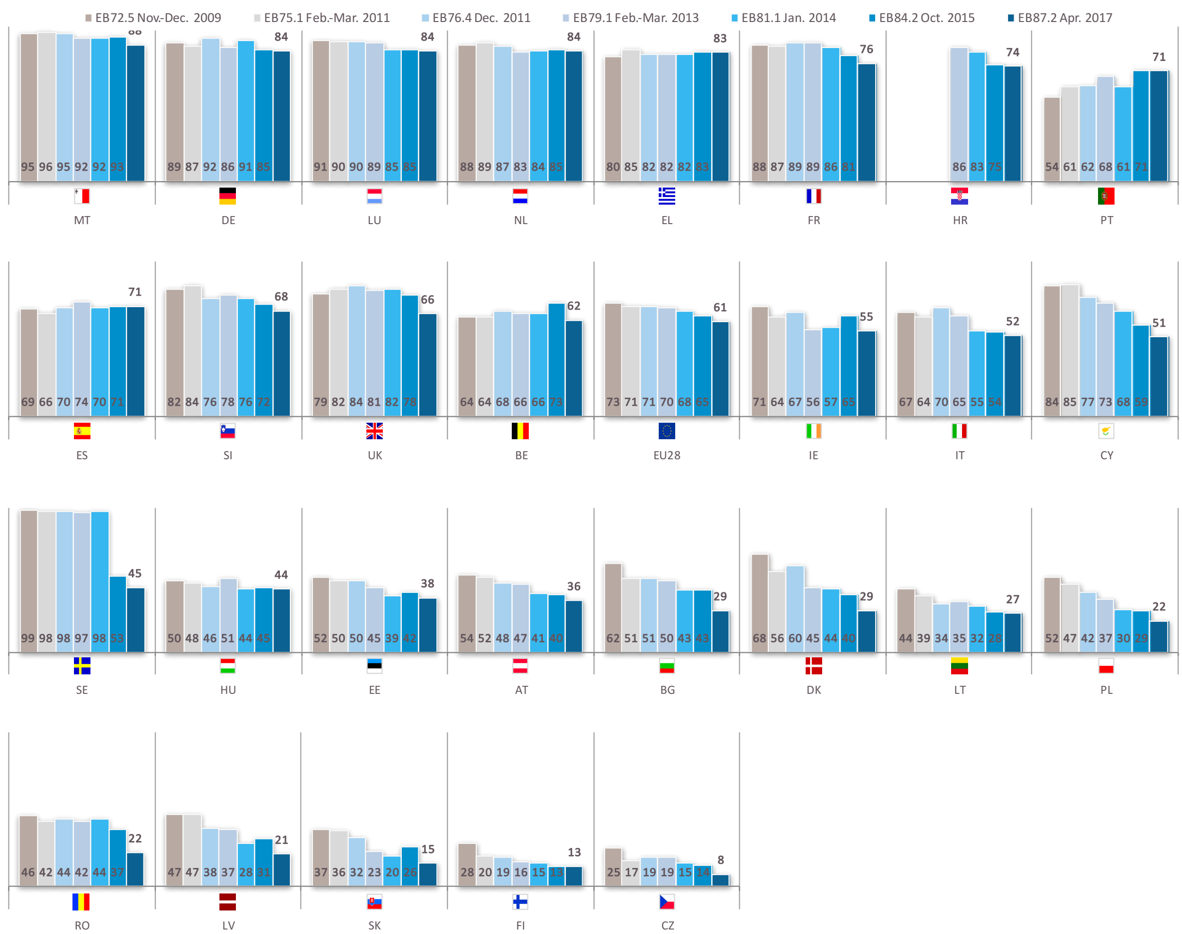


+ Evolution October 2015 – April 2017
Base: All Respondents (N=28,501)

The chart below shows the longer-term trend in the proportion of households with fixed telephone line access. Although the degree and rate vary, in most Member States there has been a decline in fixed line access since 2009 and in some cases the decline is quite large[23]. For example, the proportion of households with fixed line access in Denmark has declined by 39 points, from 68% in Nov-Dec 2009 to 29% in 2017. The declines in Bulgaria, Cyprus (both -33 pp) and Poland (-30 pp) have also been considerable.

The reverse is true in Portugal, Greece and Spain, where the proportion of households with fixed line access has increased. In Portugal, the proportion has increased by 17 points, from 54% in 2009 to 71% in 2017. The increases in Greece and Spain have been much smaller (3 and 2 points respectively).

D43a.1 Households with fixed telephone access - Evolution since 2009



Base: All Respondents (N=28,501)

The **socio-demographic analysis** shows that the older the respondent, the more likely they are to live in a household with fixed line telephone access: 49% of those aged 15-24 do so, compared to 71% of those aged 55+. Amongst those aged 55+, the oldest respondents are more likely to live in a household with fixed line access: 81% of those aged 75+ live in such a household, compared to 64% of those aged 55-64 and 68% of those aged 65-74.

[23] Please note the large decline in Sweden between 2014 and 2015 is due to a methodology change. In Sweden, there has been a large increase in the households with a mobile phone access but not fixed telephone access. This reflects the Swedish telephony market but is also explained by a change in the fieldwork methodology with pre-recruitment in Sweden using registers which include mobile phone numbers whereas in the past they only included fixed phone numbers.

Turning to consider single person households shows that the older the resident, the more likely they are to have fixed line telephone access. More than two-thirds of those aged 60+ living in single households have a fixed line telephone (70%), compared to 53% of those aged 30-59 and 34% of those aged 29 or younger.

D43a.1 Do you own a fixed telephone in your household?
(% - EU)

	Yes	No
EU28	61	39
Age		
15-24	49	51
25-39	46	54
40-54	61	39
55 +	71	29
Ageing Society		
55-64	64	36
65-74	68	32
75 +	81	19
Single household		
29 -	34	66
30 - 59	53	47
60 +	70	30

Base: All Respondents (N=28,501)

3 Mobile telephony

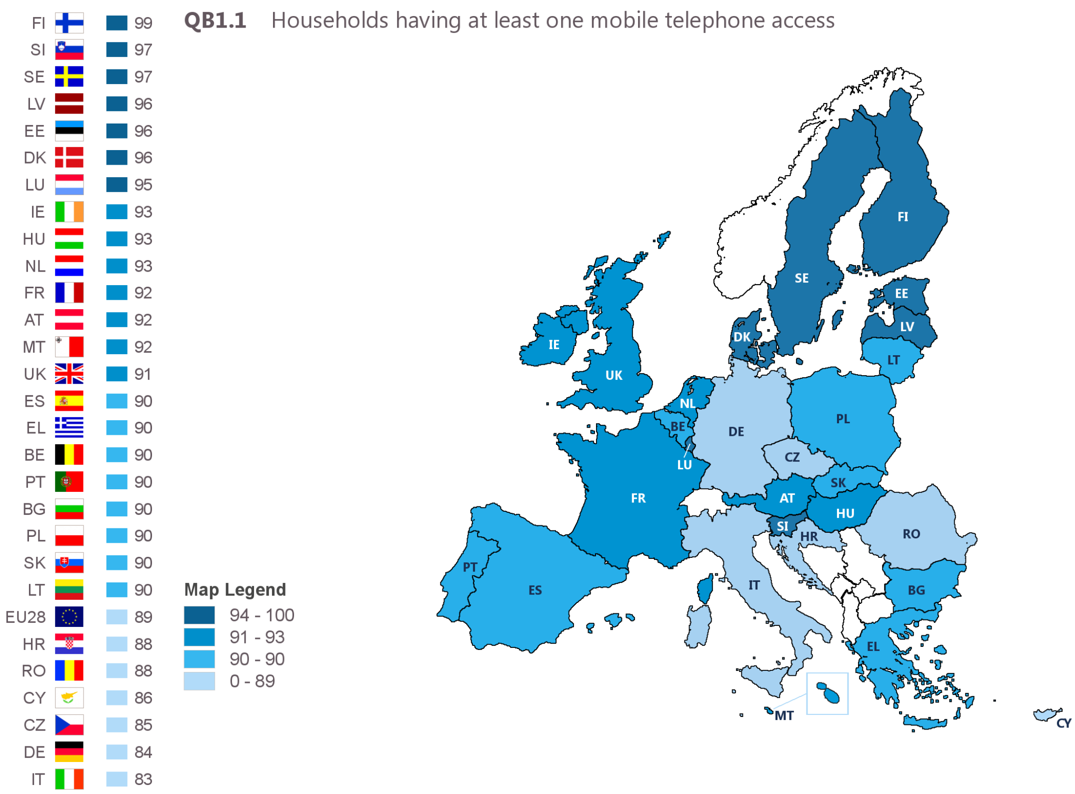
a. Access to mobile telephone

- Nearly nine in ten respondents in each country live in households with at least one mobile telephone -

Across the EU, 89% of respondents live in households with at least one mobile telephone, and there is relatively little variation across Member States[24].

In all countries, at least eight in ten respondents live in households with at least one mobile phone, ranging from 83% in Italy to 99% in Finland.

QB1.1 Households having at least one mobile telephone access

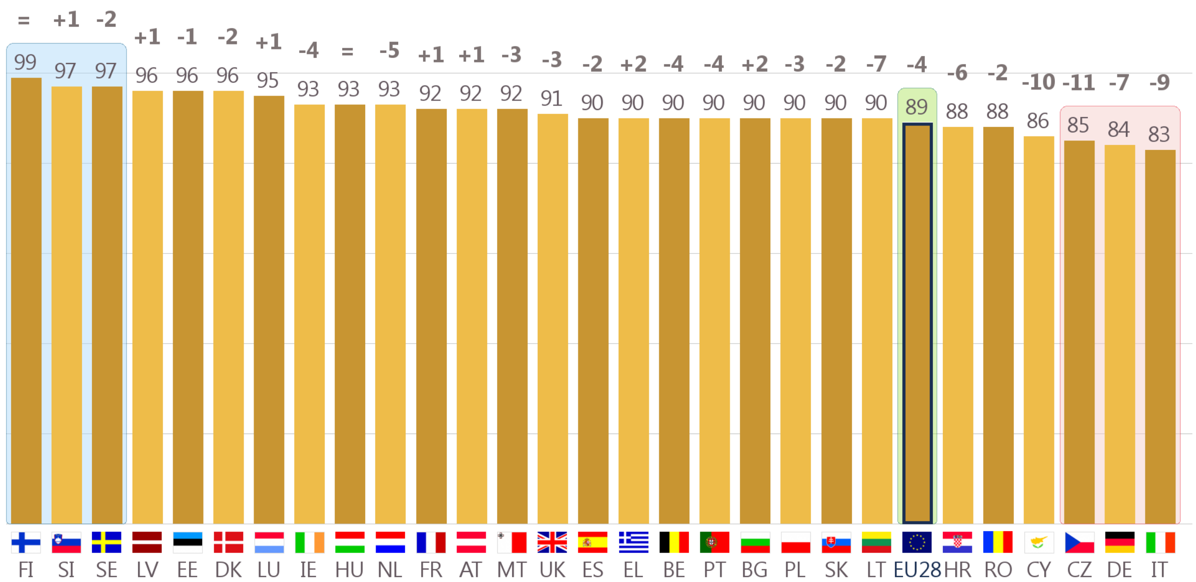


Base: All Respondents (N=28,501)

[24] QB1.1 Thinking about all household members, including yourself, please indicate for each of the following how many of them are available in your household. Mobile telephones with access to the telephone network. This includes pre and post-paid contracts.

At an EU level, there has been a four point decline in the proportion of respondents living in households with at least one mobile phone, but the declines have been larger in the Czech Republic (-11 pp), Cyprus (-10 pp) and Italy (-9 pp). In contrast, any increases have been small (below 3 pp). It should, however, be noted that the question label changed and therefore this may have an impact on the changes[25].

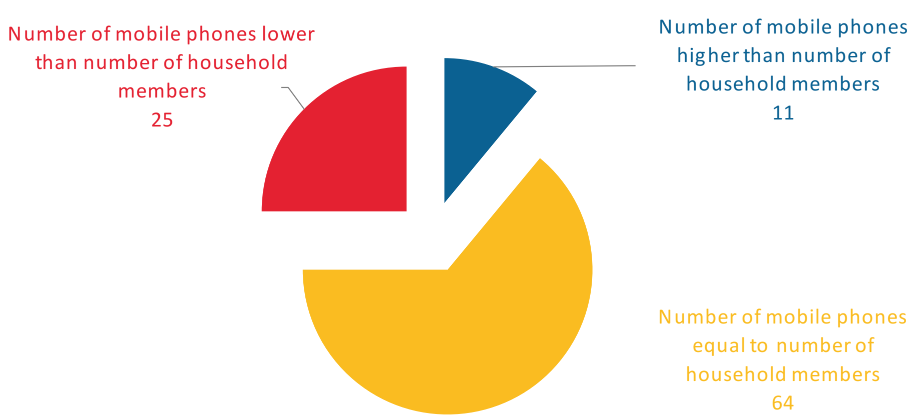
QB1.1 Households having at least one mobile telephone access
Households having at least one mobile telephone access



+ Evolution October 2015 – April 2017
Base: All Respondents (N=28,501)

The majority of respondents (64%) live in households where the number of mobile phones in the household is the same as the number of people living in the household. For just over one in ten (11%) respondents, there are more mobile phones than there are household members, while one quarter (25%) live in households where there is less than one mobile phone per household member.

D40ac_QB1.1 Number of mobile phones in household versus household size (children less than 10 years old excluded)
(% - EU)



Base: Respondents who answered 'Don't know' are excluded from the base (N= 27,995)

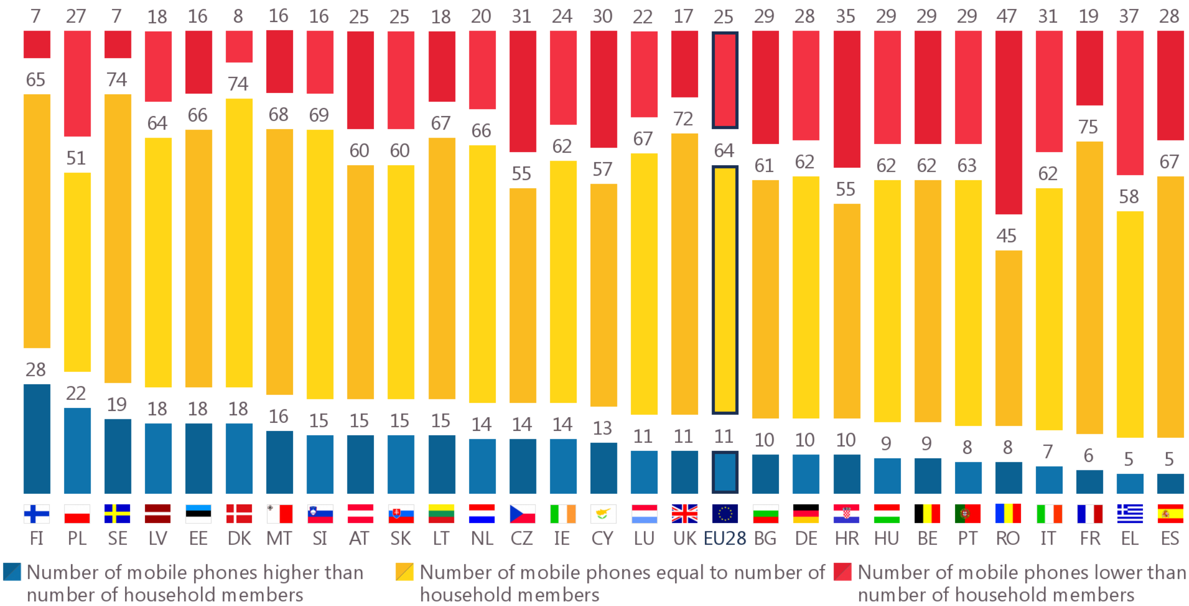
[25] In 2015, the question was the following: QA1.1 Thinking about all household members, including yourself, please indicate for each of the following how many ... are available in your household. Mobile phone accesses

In 20 Member States, at least one in ten respondents live in households where there are more mobile phones than household members, with the highest proportions observed in Finland (28%), Poland (22%) and Sweden (19%). In contrast, 5% of respondents in Spain and Greece live in households where there are more mobile phones than household members.

In all but one country, the majority of respondents say there is an equal number of mobile phones and household members, with proportions ranging from 75% in France, 74% in Sweden and Denmark and 72% in the United Kingdom to 45% in Romania, 51% in Poland and 55% in Croatia and the Czech Republic.

Romania is the only country where respondents are most likely to say there are fewer mobile phones than household members (47%), and Greece (37%) and Croatia (35%) are the only other countries where at least one third says this. In contrast, 7% in Finland and Sweden and 8% in Denmark say the same.

D40ac_QB1.1 Number of mobile phones in household versus household size (children less than 10 years old excluded) **(%)**



Base: Respondents who answered 'Don't know' are excluded from the base (N= 27,995)

The **socio-demographic analysis** shows that the younger the respondent, the more likely they are to live in a household with at least one mobile telephone: 96% of those aged 15-24 do so, compared to 81% of those aged 55+. Amongst those aged 55+, the oldest respondents are the least likely to live in a household with mobile access: 64% of those aged 75+ live in such a household, compared to 84% of those aged 65-74, and 93% of those aged 55-64.

A study of single person households shows that the older the resident, the less likely they are to have mobile telephone access. Seven in ten of those aged 60+ living in single households have a mobile telephone (70%), compared to 89% of those aged 30-59 and 96% of those aged 29 or younger.

Finally, those living in single households without children are less likely to have access to a mobile phone than those in households with children (82% vs. 95%).

QB1.1 Thinking about all household members, including yourself, please indicate for each of the following how many of them are available in your household.
Mobile telephones with access to the telephone network. This includes pre and post-paid contracts.
(% - EU)

	At least one	None	Don't know
EU28	89	9	2
Gender			
Man	91	7	1
Woman	87	11	2
Age			
15-24	96	3	1
25-39	96	2	2
40-54	93	5	2
55 +	81	17	2
Ageing Society			
55-64	93	6	1
65-74	84	14	2
75 +	64	34	2
Single household			
29 -	96	3	1
30 - 59	89	9	2
60 +	70	28	2
Household situation			
Single Household without children	82	16	2
Single Household with children	94	5	1
Multiple Household without children	90	8	2
Household with children	95	3	2

Base: All Respondents (N=28,501)

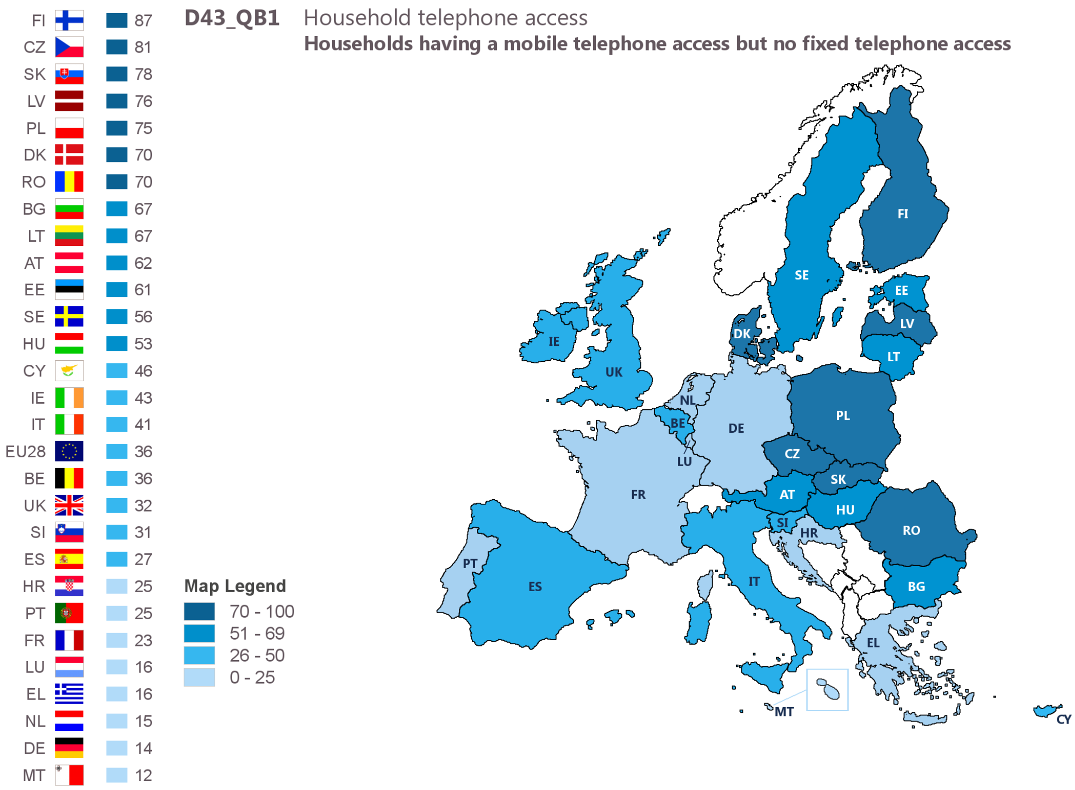
b. Households with only mobile telephone access

- More than one third of households only have mobile telephone access -

As noted in an earlier section, the proportion of respondents living in households that only have mobile telephone access has grown by 18 percentage points since December 2005/January 2006, and is now 36%.

As is the case for landline access, the proportion of households with mobile only access varies widely between countries. At least three out of four households in Finland (87%), the Czech Republic (81%), Slovakia (78%) and Latvia (76%) are mobile only. At the other end of the scale, 12% in Malta, 14% in Germany and 15% in the Netherlands live in mobile only households.

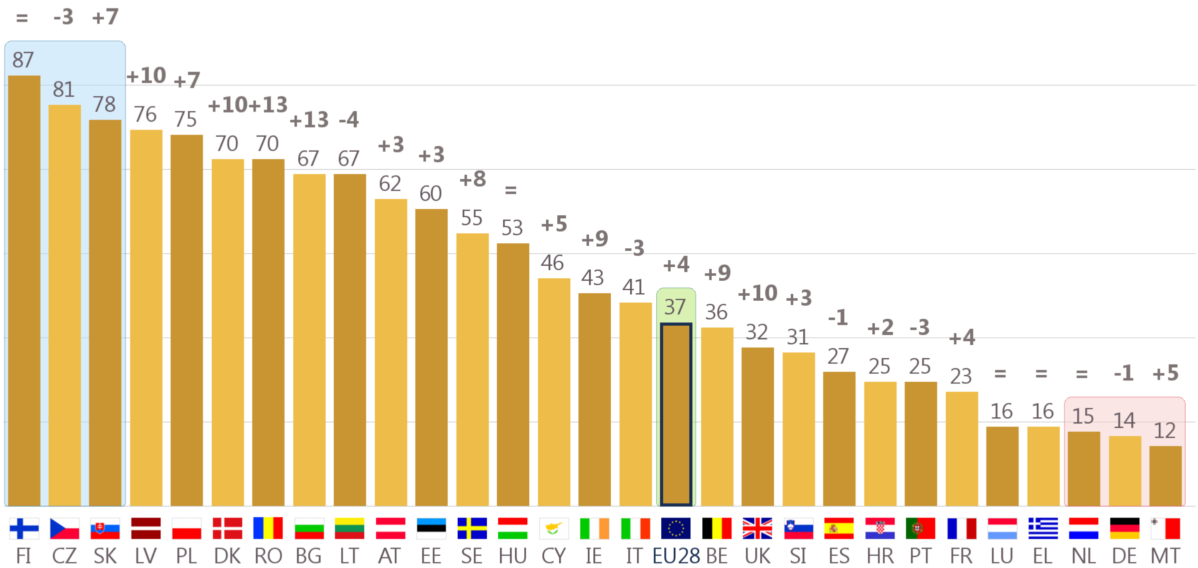
Mobile only households are most likely to be found in Northern and Eastern parts of the EU.



Base: Respondents who answered 'Don't know' are excluded from the base (N= 27,995)

In most countries the proportion of households only with access to mobile telephony has increased since 2015, with the largest increases observed in Bulgaria, Romania (both +13 pp), the United Kingdom, Denmark and Latvia (all three +10 pp). There are, however, a few exceptions, where the proportion of mobile only households declined: Lithuania (-4 pp), the Czech Republic and Portugal (both -3 pp) and Italy (-2 pp).

D43_QB1 Household telephone access
(% - HOUSEHOLDS HAVING A MOBILE TELEPHONE ACCESS BUT NO FIXED TELEPHONE ACCESS)



+ Evolution October 2015 – April 2017
Base: Respondents who answered 'Don't know' are excluded from the base (N= 27,995)

The **socio-demographic analysis** shows that the older the respondent, the less likely they are to live in a household with mobile telephone access only: 49%-52% of those aged 15-39 do so, compared to 26% of those aged 55+. Amongst those aged 55+, the oldest respondents are the least likely to live in a mobile only household: 14% of those aged 75+ live in such a household, compared to 27% of those aged 65-74 and 34% of those aged 55-64.

D43_QB1 Households having a mobile telephone access but no fixed telephone access
(% - EU)

EU28	36
Gender	
Man	39
Woman	35
Age	
15-24	49
25-39	52
40-54	37
55 +	26
Ageing society	
55-64	34
65-74	27
75+	14

Base: Respondents who answered 'Don't know' are excluded from the base (N= 27,995)

IV. INTERNET ACCESS

1 Internet access in households

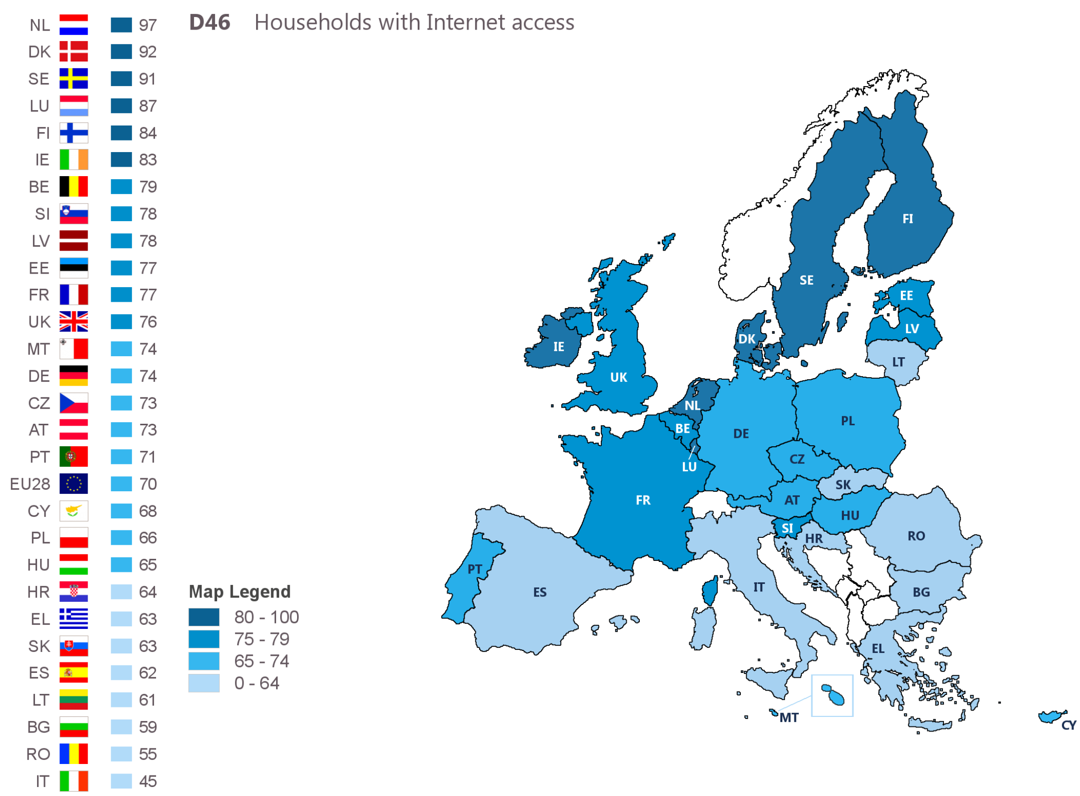
– Seven in ten EU households have Internet access at home –

Since 2015, there has been a three-point increase in the proportion of European households that have Internet access at home. This indicator has now reached 70%[26,27]. However, this high proportion masks a fairly large range of access rates across individual Member States.

Internet access is almost universal amongst households in the Netherlands (97%), and at least nine in ten households in Denmark (92%) and Sweden (91%) have Internet access.

In contrast, just 45% of households in Italy have Internet at home, followed by 55% in Romania and 59% in Bulgaria.

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



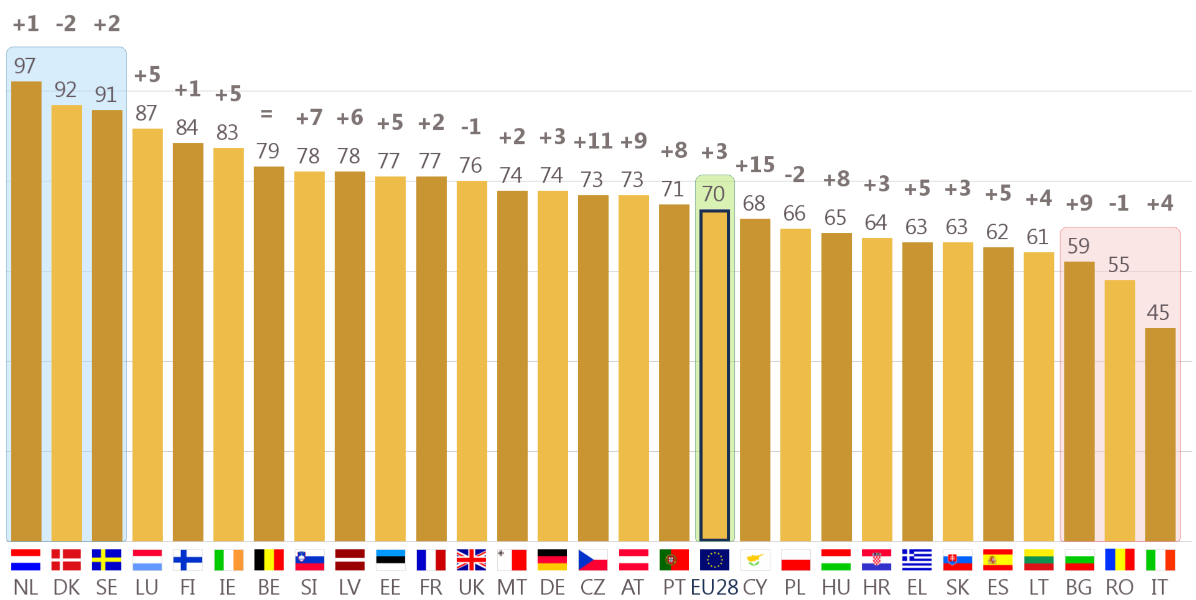
Base: All Respondents (N=28,501)

[26] D46.8 Which of the following goods do you have? An Internet connection at home.

[27] It is important to note that given the recent growth of mobile Internet access, “an Internet connection at home” may be understood as either fixed or mobile Internet connection. However, the question asked does not explicitly refer to mobile and fixed Internet at home. The total Internet penetration (including fixed and mobile Internet) is 82%, as presented further in the report.

Since 2015, the largest growth in the proportion of households with Internet access has been observed in Cyprus (+15 pp), the Czech Republic (+11 pp), Bulgaria and Austria (both +9 pp). In the remaining countries, the proportions have remained stable.

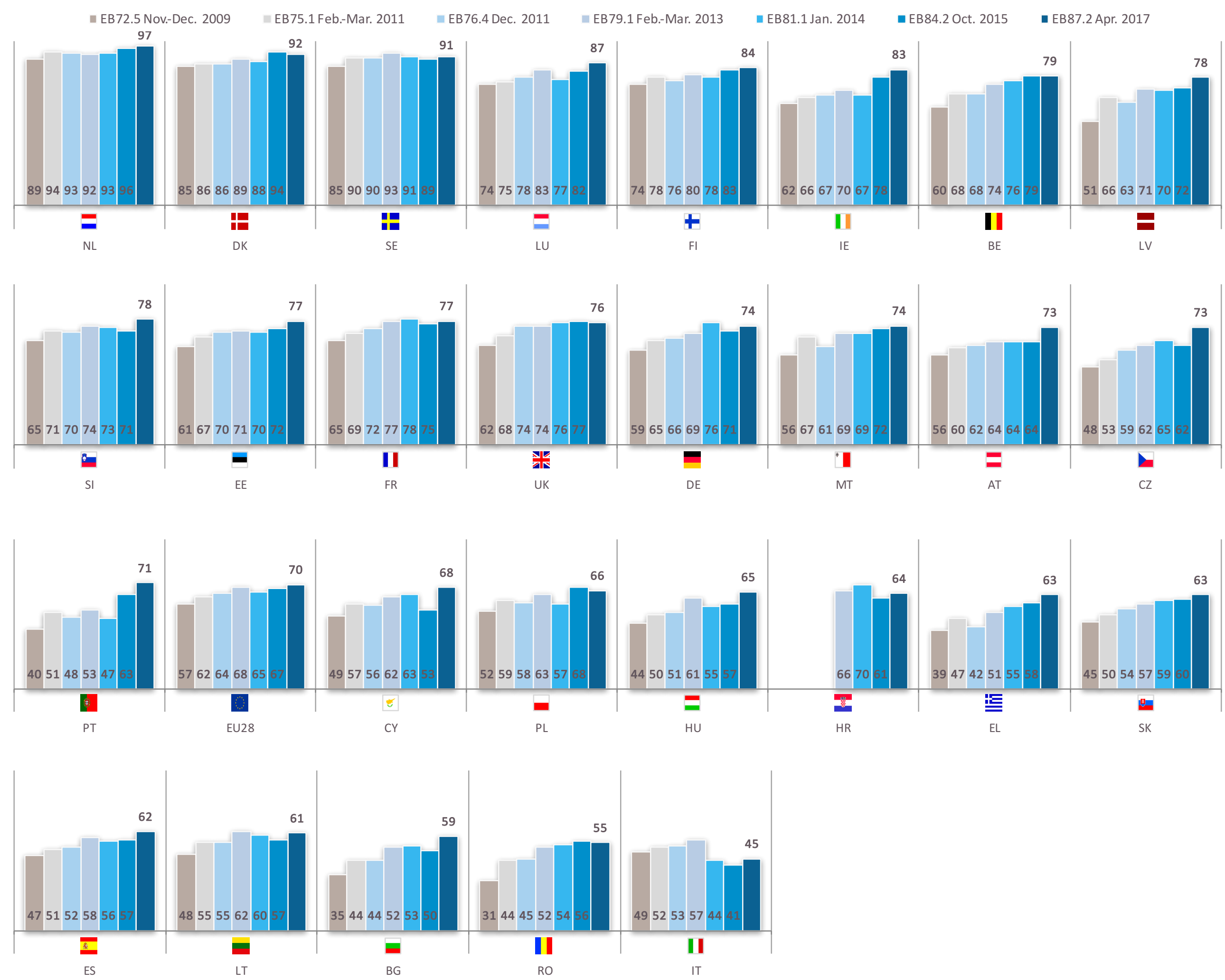
D46 Households with Internet access



+ Evolution October 2015 – April 2017
Base: All Respondents (N=28,501)

The longer-term trend shows that at an EU level, household Internet penetration has increased by 13 percentage points since 2009. At a country level, the largest increases since 2009 can be observed in Portugal (+31 pp), Latvia (+27 pp), the Czech Republic (+25 pp), Greece, Bulgaria and Romania (all +24 pp). There are only two countries with slight declines in access: Italy (-4 pp) and Croatia[28] (-2 pp).

D46 Households with Internet access - Evolution since 2009



Base: All Respondents (N=28,501)

[28] Compared to February-March 2013.

The **socio-demographic analysis** shows that men are more likely to have an Internet connection at home (74% vs. 66% of women). In addition, respondents aged 54 or younger are much more likely to live in a household with Internet access than those aged 55+ (83%-86% vs. 51%). Focussing just on respondents aged 55+ shows that the older the respondent, the less likely they are to live in a household with Internet access: 72% of those aged 55-64 do so, compared to 53% of those aged 65-74 and 27% of those aged 75+.

Larger households are more likely to have Internet access. Just over half (52%) of all one person households have access, compared to 70% of two person households, and 82-85% of those with three or more people. Focussing on single person households shows that the younger the occupant, the more likely they are to have Internet access: 81% of those aged 29 or younger have access, compared to 72% of those aged 30-59 and 36% of those aged 60+.

Urbanisation also has an impact. Those living in rural villages (67%) are the least likely to have household Internet access, followed by those in small/mid-sized towns (69%) and those in large towns (74%).

Respondents living in households that only have a landline (20%) are much less likely to have Internet at home than those living in mobile-only households (64%), or those in households with both mobile and landline access (82%).

D46 Households with Internet connection at home
(% - EU)

EU28	70
Gender	
Man	74
Woman	66
Age	
15-24	86
25-39	85
40-54	83
55 +	51
Ageing Society	
55-64	72
65-74	53
75 +	27
Household composition	
1	52
2	70
3	82
4+	85
Single household	
29 -	81
30 - 59	72
60 +	36
Subjective urbanisation	
Rural village	67
Small/ mid size town	69
Large town	74
Landline/ mobile	
Mobile only	64
Landline only	20
Landline & mobile	82
No tel.	15

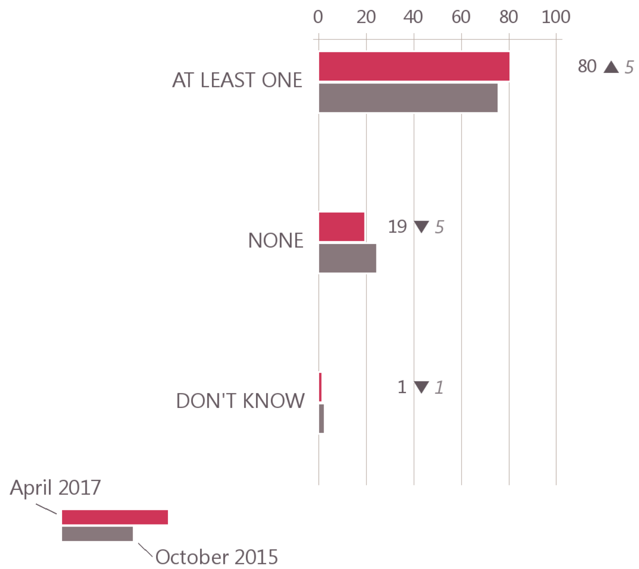
Base: All Respondents (N=28,501)

2 Mobile internet access in households

- Mobile Internet access continues to grow -

Eight in ten respondents with mobile phone access say that at least one person in their household has a mobile subscription or pre-paid arrangement that includes Internet access (80%)[29]. This is an increase of five percentage points since 2015. It must be also noted that the wording of the question slightly changed and therefore it may have impacted the results[30].

QB1.2 Thinking about all household members, including yourself, please indicate for each of the following how many of them are available in your household.
Mobile telephone contracts giving access to the Internet. This includes pre and post-paid contracts
(% - EU)



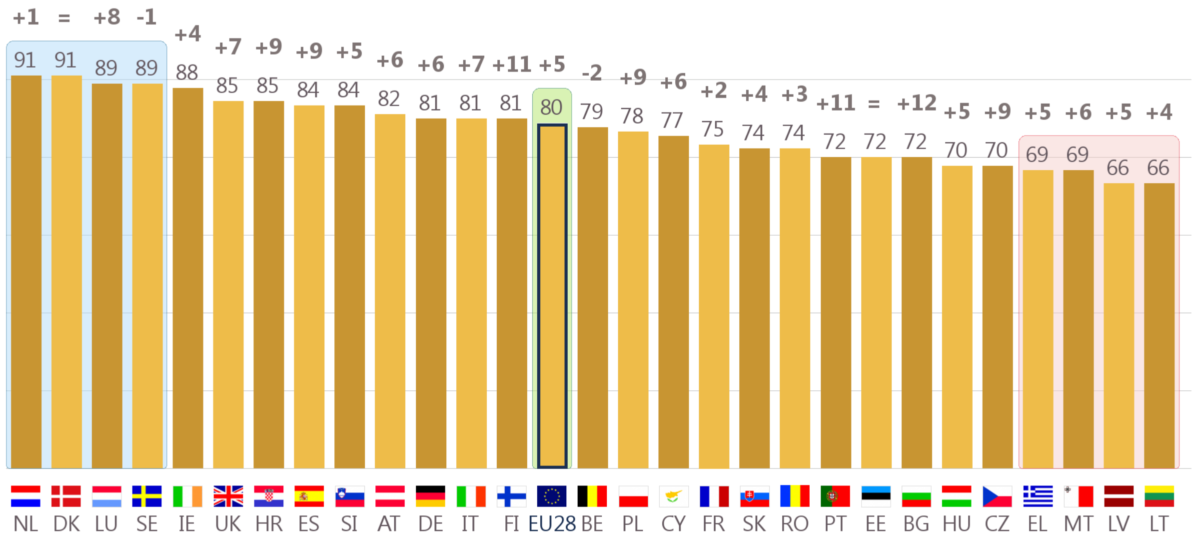
Base: Respondents with at least one mobile phone access in the household (N=25,288)

[29] QB1.2 Thinking about all household members, including yourself, please indicate for each of the following how many of them are available in your household: Mobile telephone contracts giving access to the Internet. This includes pre and post-paid contracts.
[30] In 2015, the wording of the question was the following: QA1.2 Thinking about all household members, including yourself, please indicate for each of the following how many of them are available in your household: Mobile phone subscriptions or pre-paid arrangements giving access to the Internet, e.g. for playing or downloading audio or video content or sending and receiving e-mails.

At least two thirds of respondents in each Member State live in a household with mobile Internet access. More than nine in ten respondents in the Netherlands and Denmark (both 91%) live in households with mobile Internet access, as do 89% in Luxembourg and Sweden. This compares to 69% in Malta and Greece and 66% in Latvia and Lithuania.

Since 2015, the proportion of households with a mobile phone subscription or pre-paid service that includes Internet access has increased in almost all Member States. The largest increases are observed in Bulgaria (+12 pp), Finland and Portugal (both +11 pp).

QB1.2 Thinking about all household members, including yourself, please indicate for each of the following how many of them are available in your household.
Mobile telephone contracts giving access to the Internet. This includes pre and post-paid contracts.
(% - AT LEAST ONE)

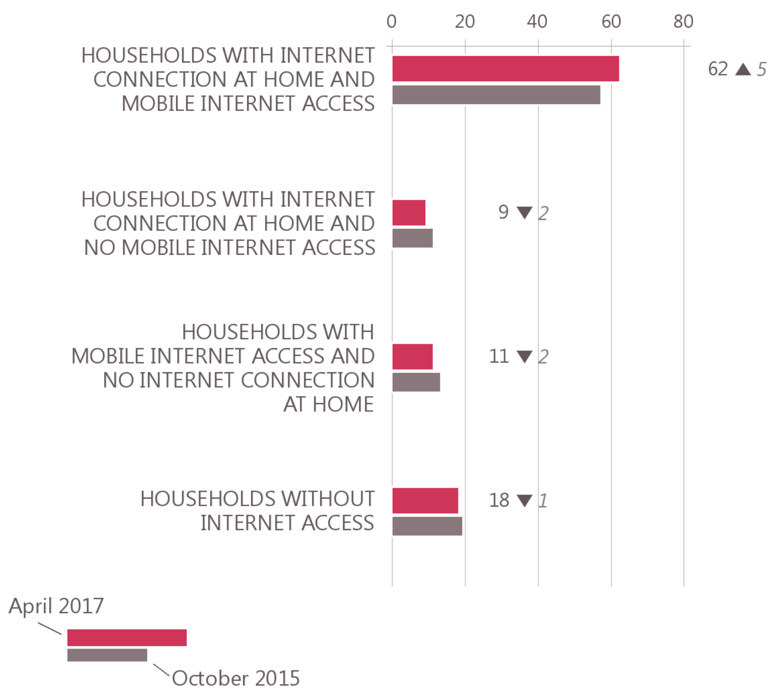


+ Evolution October 2015 – April 2017
Base: Respondents with at least one mobile phone access in the household (N=25,288)

The chart below shows that most households have both mobile and a home Internet connection (62%), while 9% have a home Internet connection but no mobile Internet access and 11% only have mobile Internet access. The fact that over one in ten respondents mentioned mobile Internet access, but no Internet access at home, may suggest that Internet access is perceived to be a household Internet access only once it is shared among household members, whereas mobile Internet access is associated with personal use.

The proportion of households with a home Internet connection and mobile Internet has increased five points since 2015, while the proportion of mobile Internet only households has decreased slightly (-2 pp,). The proportion of households with home access but no mobile access has also declined slightly (-2 pp). Also, the proportion of households with no Internet access has decreased slightly (-1 pp).

D46_QB1.2 Household Internet access
(% - EU)

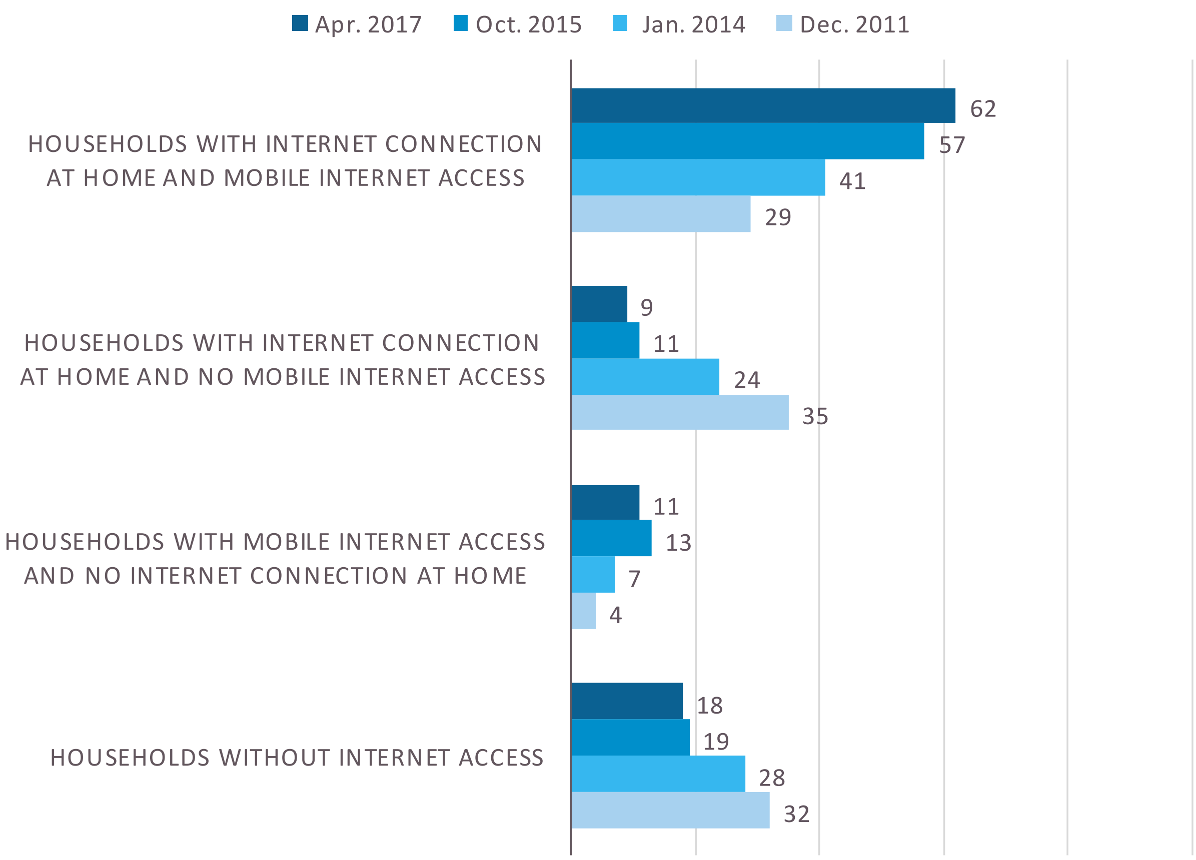


Base: Respondents who answered 'Don't know' are excluded from the base (N= 27,753)

European households are considerably more likely in 2017 than they were in 2011 to have access to mobile Internet, with the proportion more than doubling in the last six years (73%, +40 pp).

This is most likely to be a result of increased access to mobile Internet in addition to fixed Internet (62%, +33 pp), as households are less likely to have only fixed Internet (9%, - 26 pp). The proportion of households without Internet has also declined (18%, -14pp).

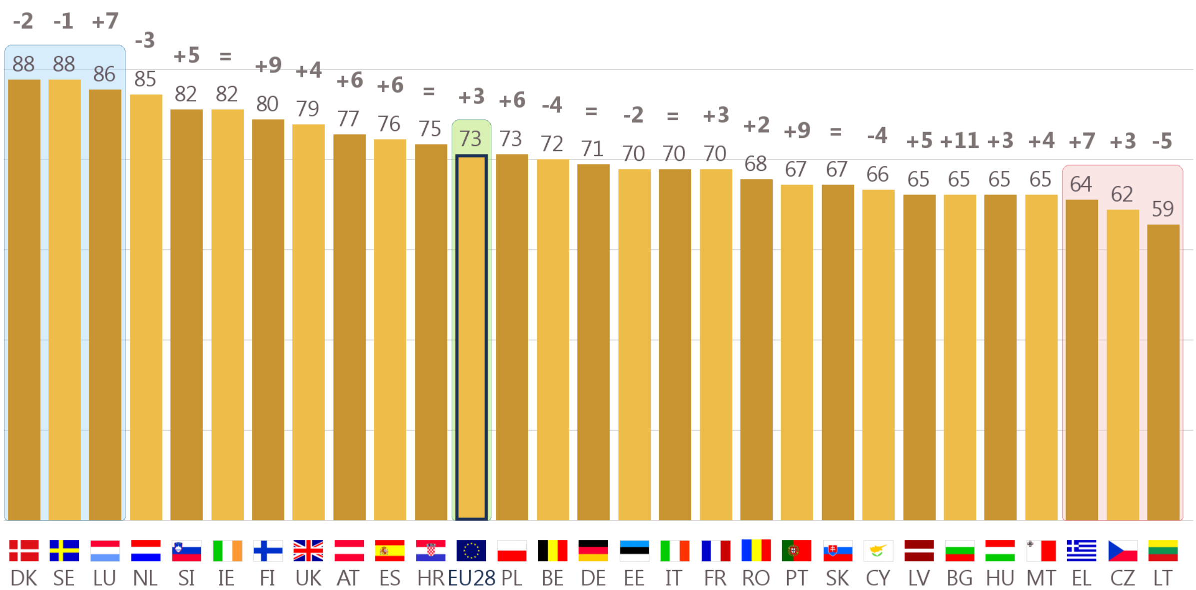
D46_QB1.2 Household Internet access
(% - EU)



Base: Respondents who answered 'Don't know' are excluded from the base (N= 27,753)

Across the EU, household mobile Internet access has increased in 16 Member States, and in particular in Bulgaria (+11 pp), Finland and Portugal (both +9 pp), Luxembourg and Greece (both +7pp). It has declined in Lithuania (-5 pp), Belgium, Cyprus (-4 pp) and the Netherlands (-3 pp).

D46_QB1.2 Households with mobile Internet access



+ Evolution October 2015 – April 2017

Base: Respondents who answered 'Don't know' are excluded from the base (N= 27,753)

A more detailed examination of the trend since 2015 shows that in all but three countries, the proportion of households with both home and mobile Internet has increased. The largest increases are observed in Portugal (+16 pp), Bulgaria (+13 pp), Austria (+12 pp), Finland, Slovenia and the Czech Republic (all three +10 pp).

The trends for households with home Internet connection and no mobile Internet access are mixed, although in most countries this combination has decreased. The decline has been largest amongst households in Finland and Portugal (both -8 pp) Luxembourg and in the UK (both -5 pp). The largest increases occurred amongst households in Cyprus (+5 pp) and the Netherlands (+3 pp).

The proportion of mobile only households has generally declined, with the largest decreases observed amongst households in Cyprus (-13 pp), the Czech Republic and Portugal (both -7 pp). The only significant increase occurred amongst households in Poland (+3 pp).

The proportion of households without Internet access has generally fallen since 2015, most notably in Bulgaria (-7 pp), the Czech Republic and Hungary (both -4 pp). In contrast, the proportion of households with no Internet access has increased in Belgium (+5 pp).

D46_QB1.2 Household Internet access
(%)

	Households with Internet connection at home and mobile Internet access	2017 - 2015	Households with Internet connection at home and no mobile Internet access	2017 - 2015	Households with mobile Internet access and no Internet connection at home	2017 - 2015	Households without Internet access	2017 - 2015
EU28	62	▲ 5	9	▼ 2	11	▼ 2	18	▼ 1
PT	62	▲ 16	10	▼ 8	5	▼ 7	23	▼ 1
BG	55	▲ 13	5	▼ 4	10	▼ 2	30	▼ 7
AT	70	▲ 12	3	▼ 4	7	▼ 6	20	▼ 2
FI	75	▲ 10	10	▼ 8	5	▼ 1	10	▼ 1
SI	74	▲ 10	5	▼ 2	8	▼ 5	13	▼ 3
CZ	56	▲ 10	18	▲ 1	6	▼ 7	20	▼ 4
CY	58	▲ 9	10	▲ 5	8	▼ 13	24	▼ 1
ES	60	▲ 8	2	▼ 3	16	▼ 2	22	▼ 3
LV	60	▲ 8	18	▼ 2	5	▼ 3	17	▼ 3
EL	51	▲ 8	13	▼ 2	13	▼ 1	23	▼ 5
LU	79	▲ 7	8	▼ 5	7	=	6	▼ 2
HU	56	▲ 7	9	▲ 1	9	▼ 4	26	▼ 4
UK	70	▲ 6	8	▼ 5	9	▼ 2	13	▲ 1
FR	65	▲ 5	12	▼ 3	5	▼ 2	18	=
IT	43	▲ 5	3	▼ 1	27	▼ 5	27	▲ 1
EE	66	▲ 4	11	=	4	▼ 6	19	▲ 2
DE	63	▲ 4	13	=	8	▼ 4	16	=
MT	62	▲ 4	13	▼ 2	3	=	22	▼ 2
HR	60	▲ 4	5	=	15	▼ 4	20	=
IE	75	▲ 3	8	▲ 1	7	▼ 3	10	▼ 1
PL	60	▲ 3	7	▼ 4	13	▲ 3	20	▼ 2
SK	56	▲ 3	7	▼ 1	11	▼ 3	26	▲ 1
SE	84	▲ 2	7	=	4	▼ 3	5	▲ 1
RO	51	▲ 2	6	▼ 2	17	=	26	=
BE	67	▲ 1	12	▼ 1	5	▼ 5	16	▲ 5
LT	50	=	11	▲ 2	9	▼ 5	30	▲ 3
DK	86	▼ 2	7	=	2	=	5	▲ 2
NL	84	▼ 3	12	▲ 3	1	=	3	=

Base: Respondents who answered 'Don't know' are excluded from the base (N= 27,753)

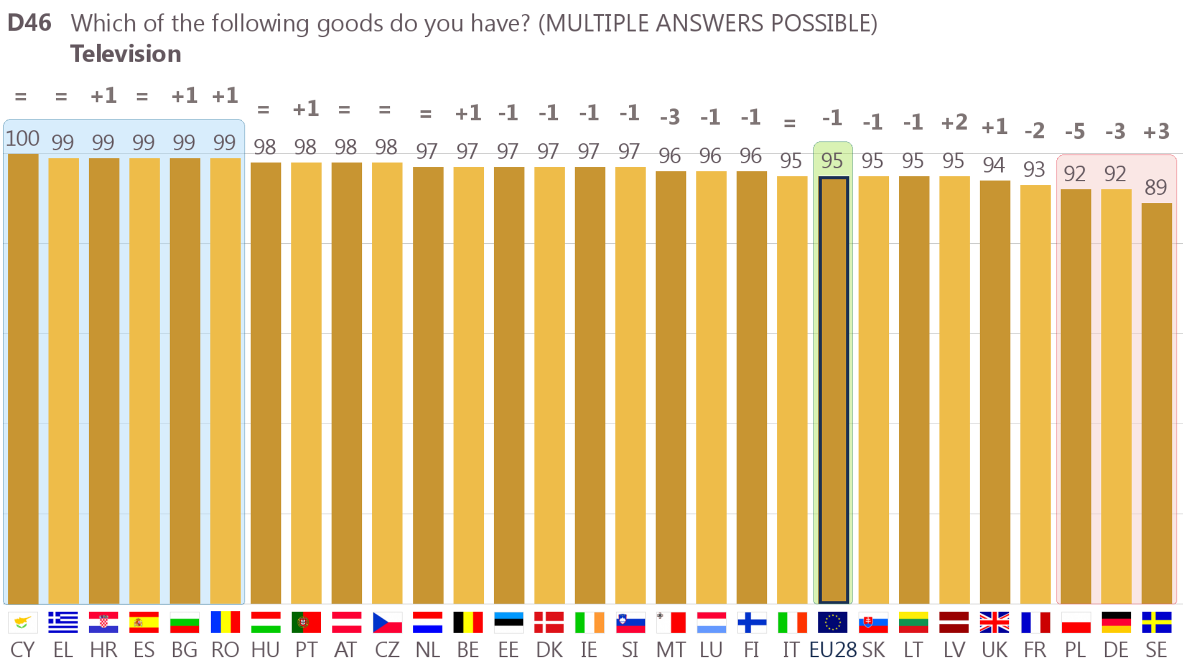
V. TELEVISION ACCESS

1 Overall access to television

– Television access is almost universal –

More than nine in ten EU households have a television (95%)[31]. This proportion is slightly lower than in 2015 (96%), 2014 (96%), 2013 (97%), 2011 (97%) and 2009 (98%).

At a country level, television access ranges from 100% in Cyprus to 89% in Sweden.



Base: All Respondents (N=28,501)

[31] D46 Which of the following goods do you have? A television.

2 Means of reception

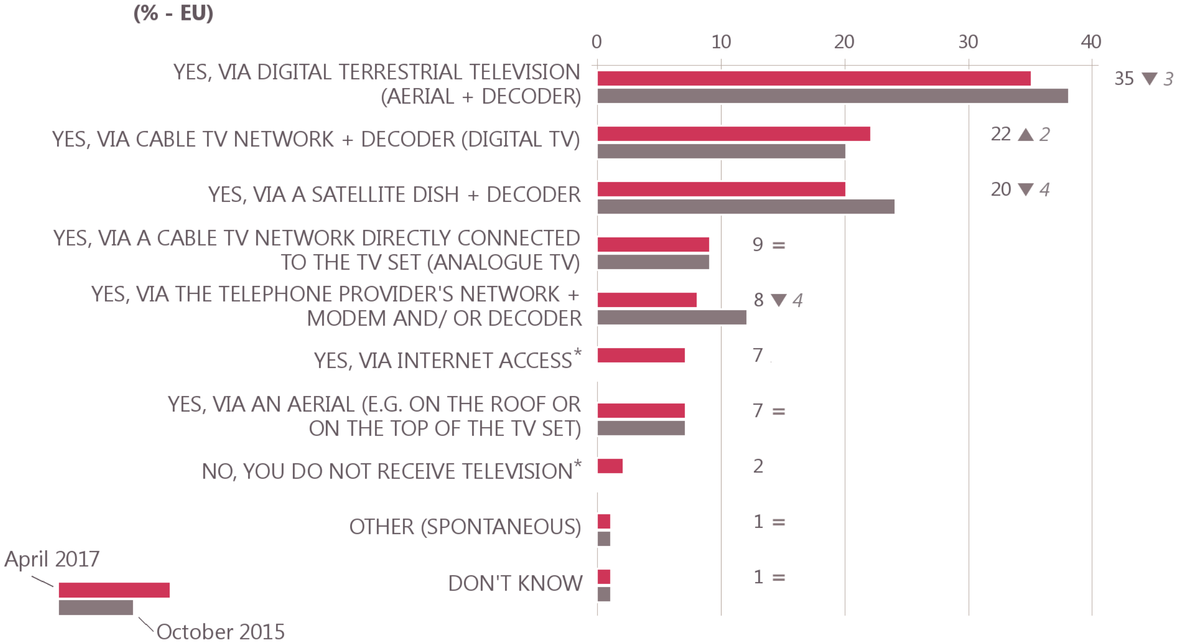
Respondents were asked how they receive television at home. Answers showed that they are most likely to receive their television via digital terrestrial television (DTT) (35%), while 7% receive analogue television via an aerial or via Internet[32] One in five households have satellite TV (20%), while 22% receive their TV via digital cable (a cable TV network + decoder), and a further 9% receive analogue cable (a cable TV network directly connected to the TV set). Less than one in ten receive their television via the telephone network (8%).

It is to be noted that this is the first time that the EB survey on electronic communications has measured the proportion of respondents who watch TV via Internet access. Unlike other means of reception where the broadcast TV services are generally integrated, the reception of TV over the Internet is independent from the media on which the TV signals are conveyed (e.g. cable-TV, telecom network, wireless etc). Nevertheless, in the EU as a whole, 7% of respondents say they receive TV over the Internet, and this proportion reaches 23% in Finland, 21% in Luxembourg and 19% in France.

Since 2015, there has been a decline in the proportion of respondents who receive their television via DTT (-5 pp), via satellite dish (-4 pp), or via telephone (-4 pp). Respondents are also slightly more likely to say they do not receive television (+4 pp).

Overall, 40% receive television via an aerial while 30% receive it via cable.

D46.1_QB2 Does your household receive television ...? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)



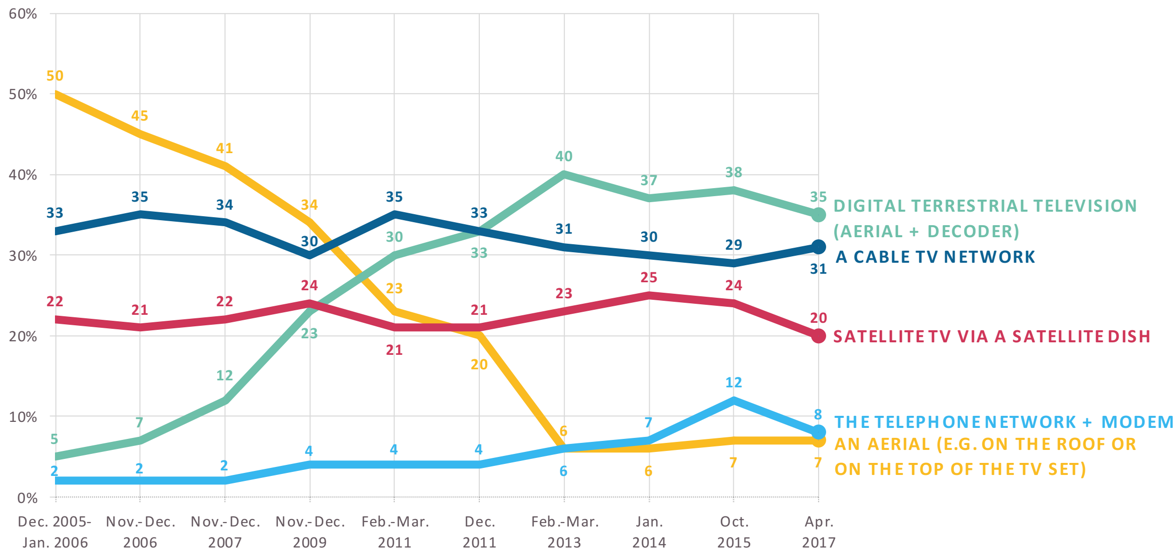
Base: Respondents who have television (N= 26,986)

[32] QB2 Does your household receive television ...? Yes, via an aerial (e.g. on the roof or on the top of the TV set); Yes, via Digital Terrestrial Television (aerial + decoder); Yes, via a cable TV network directly connected to the TV set (analogue TV); Yes, via cable TV network + decoder (digital TV); Yes, via a satellite dish + decoder; Yes, via the telephone provider's network + modem and/ or decoder; Yes, via Internet access; No, you do not receive television.

The longer-term trends show that digital terrestrial television penetration has started to decline again, after stabilising between 2014-2015. Satellite connections are also declining and in fact have reached their lowest point. TV access via the telephone network has lost almost all the ground gained between 2014 and 2015.

Cable connections and aerial connections have remained relatively stable since 2013.

D46.1_QB2 Means of receiving the television - evolution since 2005 **(% - EU)**



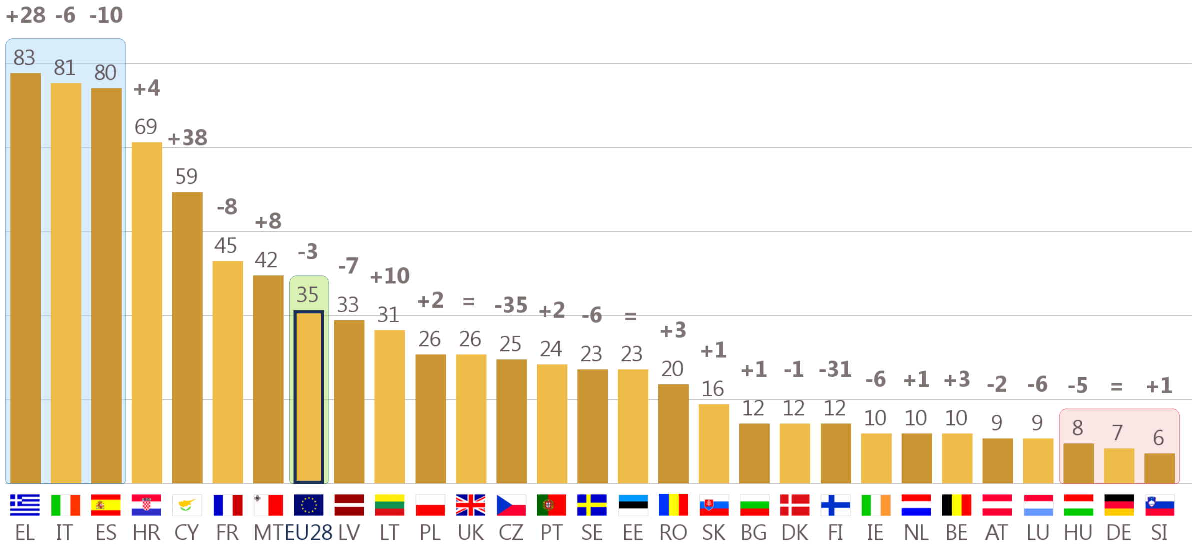
Base: Respondents who have television (N= 26,986)

The means used to access television vary widely across Member States[33].

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

Digital Terrestrial Television is the most common means of access in eight countries, especially in Greece (83%), Italy (81%) and Spain (80%). On the other hand, just 6% in Slovenia, 7% in Germany and 8% in Hungary access television using this means.

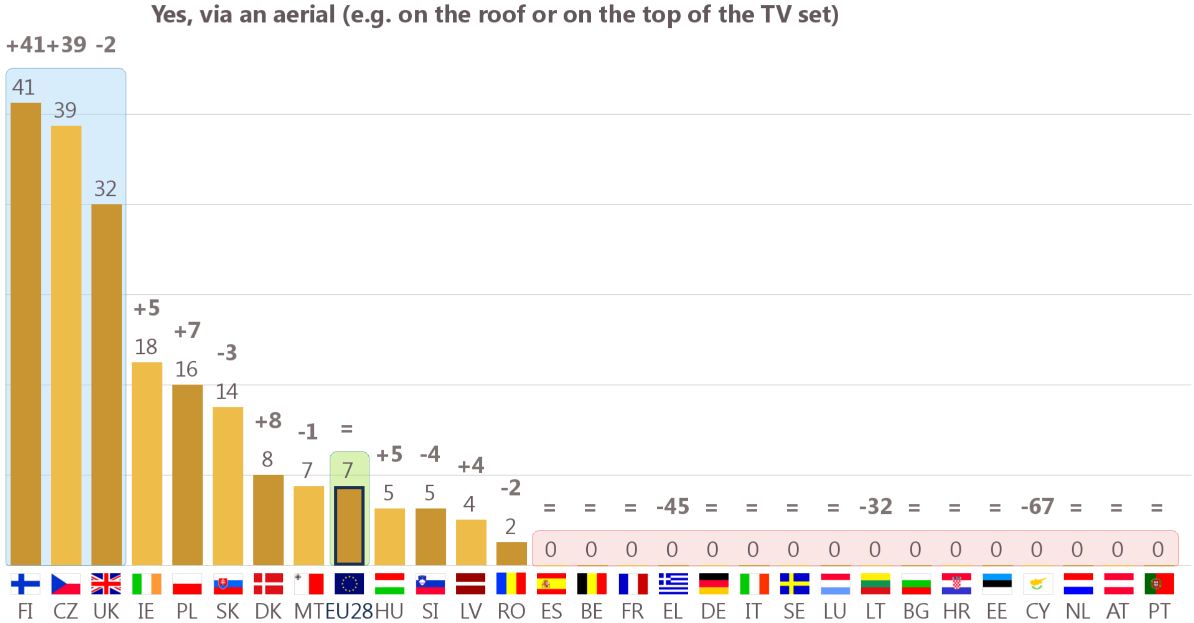
D46.1_QB2 Does your household receive television ...? (MULTIPLE ANSWERS POSSIBLE)
Yes, via Digital Terrestrial Television (aerial + decoder)



Base: Respondents who have television (N= 26,986)

In most countries, the television is not received via **an aerial (analogue TV)** at all. However, at least three in ten respondents in Finland (41%), the Czech Republic (39%) and the UK (32%) say they receive television this way.

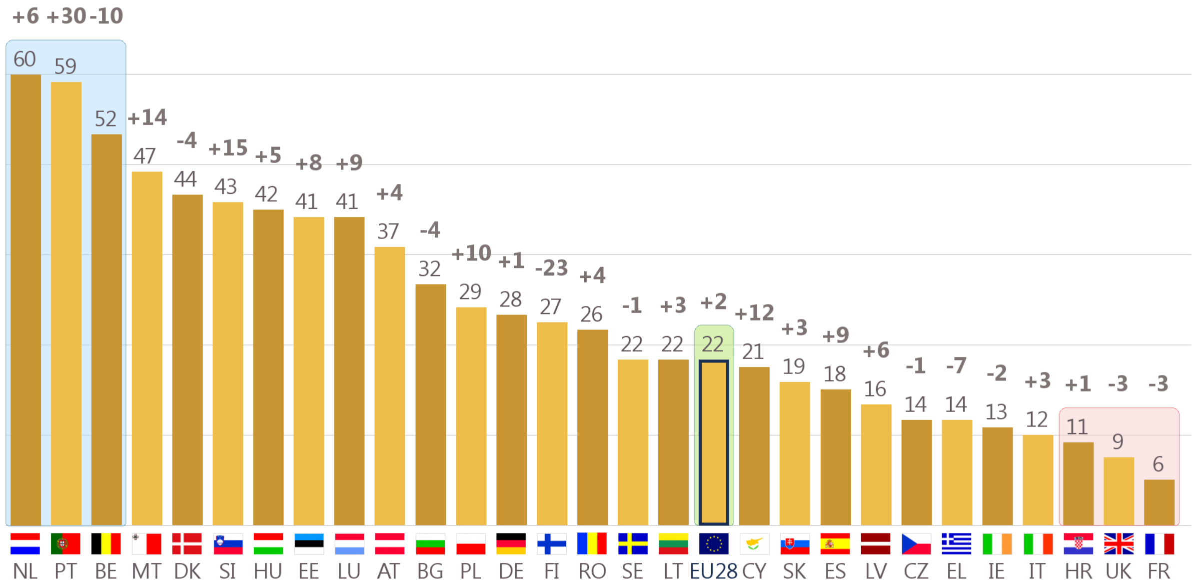
D46.1_QB2 Does your household receive television ...? (MULTIPLE ANSWERS POSSIBLE)
Yes, via an aerial (e.g. on the roof or on the top of the TV set)



Base: Respondents who have television (N= 26,986)

Digital cable TV is the most common means of access in 12 Member States, and particularly in the Netherlands (60%), Portugal (59%) and Belgium (52%). This compares to just 6% of households in France, 9% in the UK and 11% in Croatia.

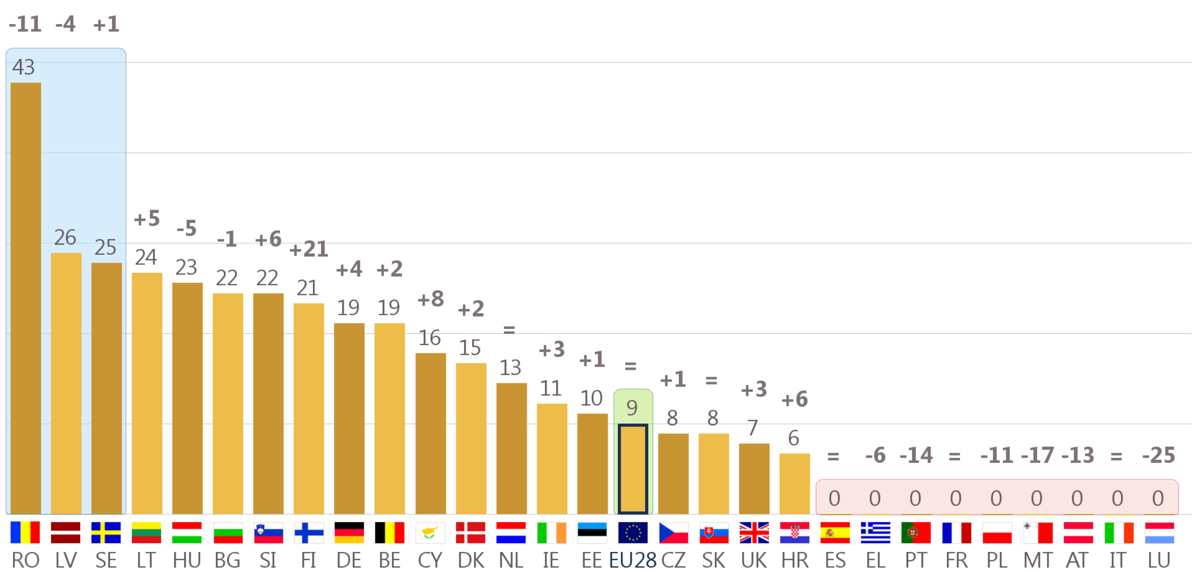
D46.1_QB2 Does your household receive television ...? (MULTIPLE ANSWERS POSSIBLE)
Yes, via cable TV network + decoder (digital TV)



Base: Respondents who have television (N= 26,986)

Analogue cable TV is a less common means of television reception. In nine countries this means is not available at all. However, over four in ten respondents in Romania (43%) say they receive television this way.

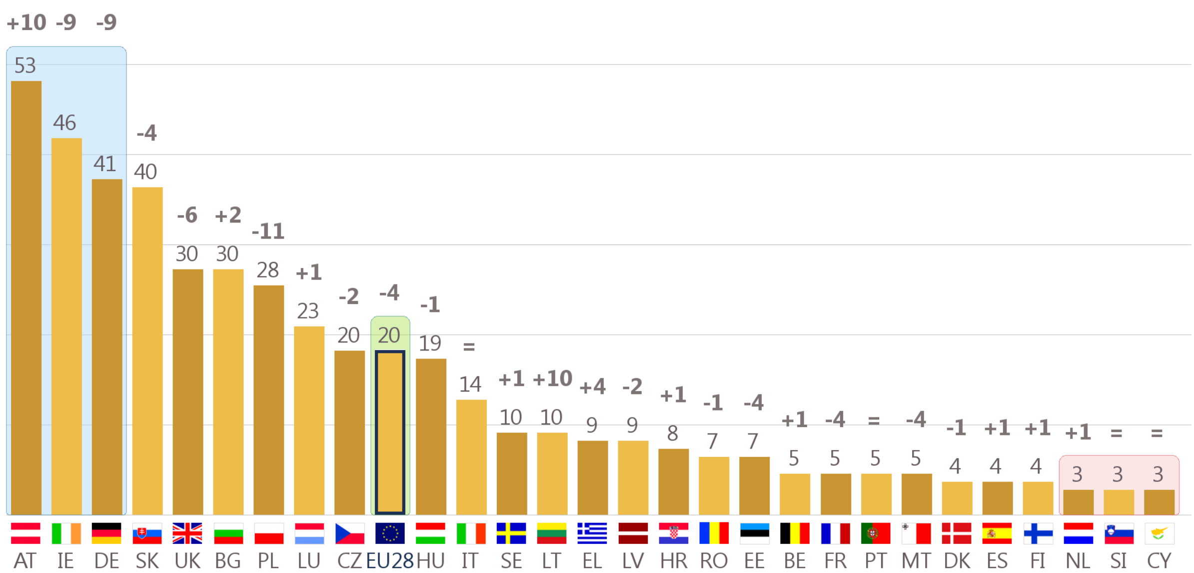
D46.1_QB2 Does your household receive television ...? (MULTIPLE ANSWERS POSSIBLE)
Yes, via a cable TV network directly connected to the TV set (analogue TV)



Base: Respondents who have television (N= 26,986)

Television access via **satellite** is the most common method of television access in three Member States: Austria (53%), Ireland (46%) and Germany (41%). At the other end of the scale, 3% of households in Slovenia, the Netherlands and Cyprus access TV this way.

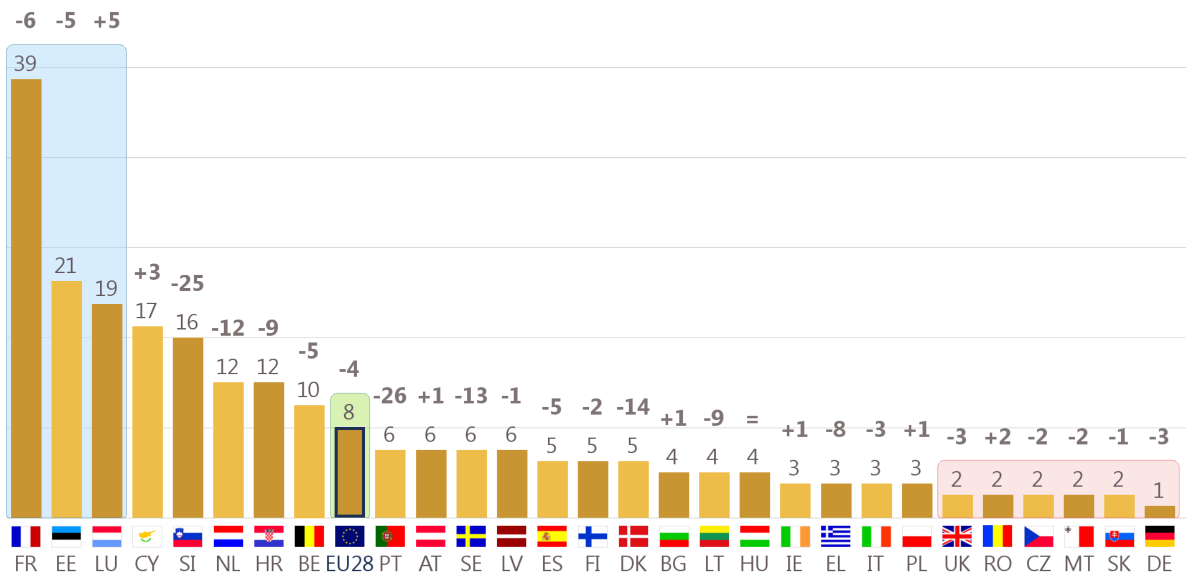
D46.1_QB2 Does your household receive television ...? (MULTIPLE ANSWERS POSSIBLE)
Yes, via a satellite dish + decoder



Base: Respondents who have television (N= 26,986)

More than one third of TV owning households in France have television access **via the telephone network** (39%), this level is much higher than in other countries, although 21% in Estonia and 19% in Luxembourg access TV this way.

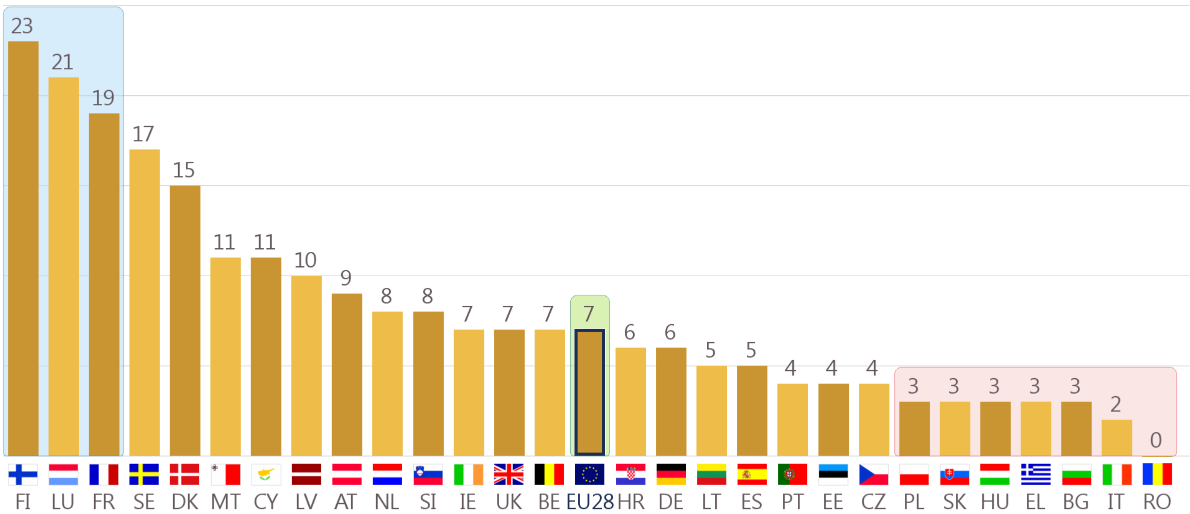
D46.1_QB2 Does your household receive television ...? (MULTIPLE ANSWERS POSSIBLE)
Yes, via the telephone provider's network + modem and/ or decoder



Base: Respondents who have television (N= 26,986)

TV access **via the Internet** is most common in Finland (23%), Luxembourg (21%) and France (19%) and least common in Romania (0%).

D46.1_QB2 Does your household receive television ...? (MULTIPLE ANSWERS POSSIBLE)
Yes, via Internet access



Base: Respondents who have television (N= 26,986)

D46.1_QB2 Does your household receive television ...? (MULTIPLE ANSWERS POSSIBLE)
(%)

		Yes, via Digital Terrestrial Television (aerial + decoder)	Yes, via cable TV network + decoder (digital TV)	Yes, via a satellite dish + decoder	Yes, via a cable TV network directly connected to the TV set (analogue TV)	Yes, via the telephone provider's network + modem and/ or decoder	Yes, via Internet access	Yes, via an aerial (e.g. on the roof or on the top of the TV set)	Total 'Yes'	No, you do not receive television	Other (SPONTANEOUS)	Don't know
EU28		35	22	20	9	8	7	7	98	2	1	1
BE		10	52	5	19	10	7	0	98	2	0	0
BG		12	32	30	22	4	3	0	99	0	0	1
CZ		25	14	20	8	2	4	39	98	0	0	1
DK		12	44	4	15	5	15	8	97	2	2	1
DE		7	28	41	19	1	6	0	98	1	0	1
EE		23	41	7	10	21	4	0	98	1	0	2
IE		10	13	46	11	3	7	18	98	2	0	0
EL		83	14	9	0	3	3	0	100	0	0	0
ES		80	18	4	0	5	5	0	96	3	1	0
FR		45	6	5	0	39	19	0	98	1	1	1
HR		69	11	8	6	12	6	0	99	0	0	1
IT		81	12	14	0	3	2	0	97	2	1	1
CY		59	21	3	16	17	11	0	97	3	0	1
LV		33	16	9	26	6	10	4	98	2	0	0
LT		31	22	10	24	4	5	0	94	5	3	1
LU		9	41	23	0	19	21	0	96	3	1	1
HU		8	42	19	23	4	3	5	99	0	0	0
MT		42	47	5	0	2	11	7	100	0	1	0
NL		10	60	3	13	12	8	0	99	0	1	0
AT		9	37	53	0	6	9	0	99	0	0	0
PL		26	29	28	0	3	3	16	98	1	1	1
PT		24	59	5	0	6	4	0	95	4	2	1
RO		20	26	7	43	2	0	2	98	1	0	1
SI		6	43	3	22	16	8	5	98	0	1	1
SK		16	19	40	8	2	3	14	98	1	1	1
FI		12	27	4	21	5	23	41	98	0	0	2
SE		23	22	10	25	6	17	0	93	2	4	4
UK		26	9	30	7	2	7	32	97	2	1	1

Highest percentage per country *Lowest percentage per country*

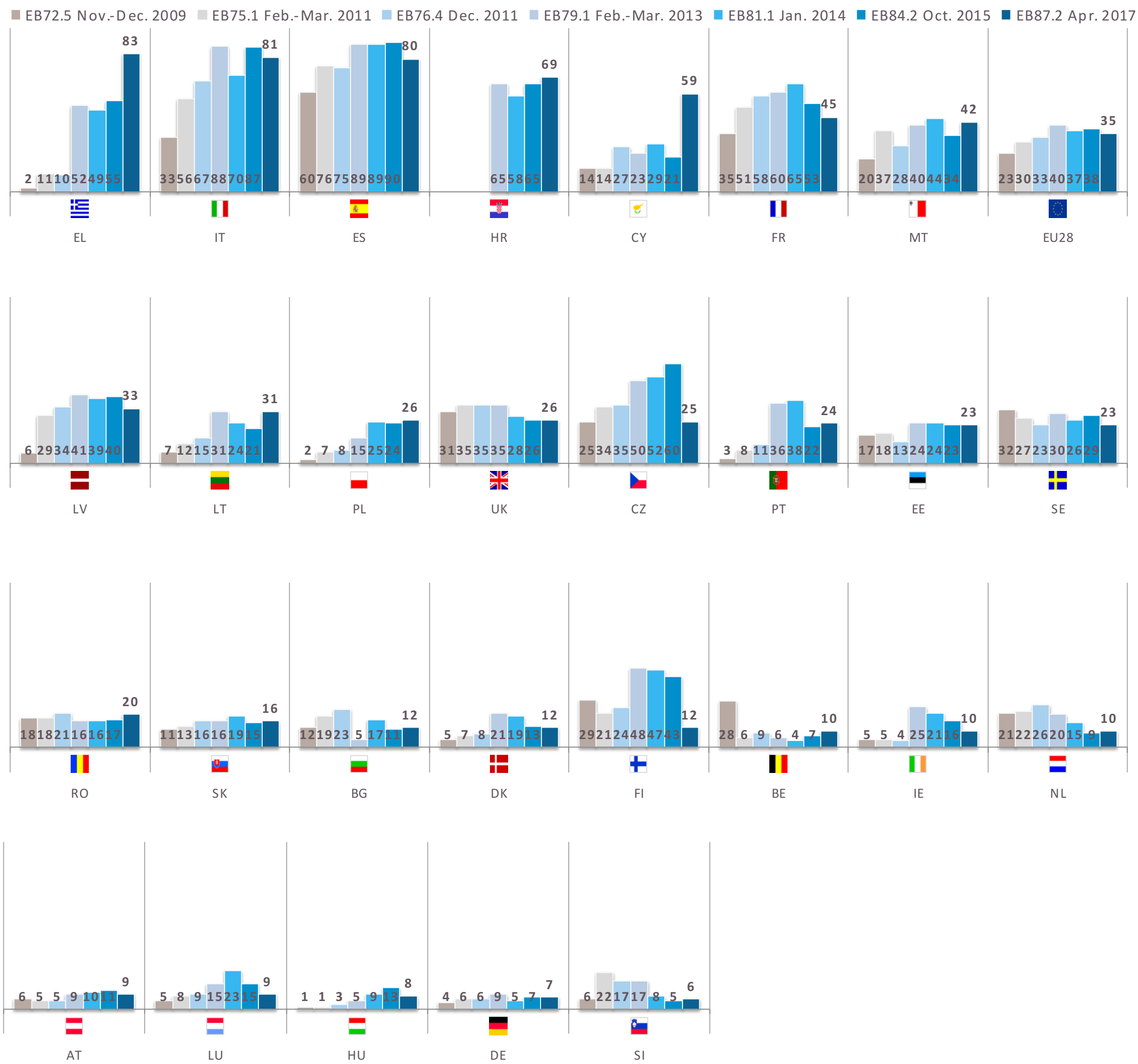
Highest percentage per item Lowest percentage per item

Base: Respondents who have television (N= 26,986)

The longer-term trend shows that in most Member States, the proportion of households with digital terrestrial television is higher than in 2009. The largest increases in this period are observed amongst households in Greece (+81 pp), Italy (+48) and Cyprus (+45 pp). In the case of Greece and Cyprus, this increase mostly occurred between 2015 and 2017. Other notable increases since 2009 include Latvia (+27 pp), Lithuania (+24 pp), Poland (+24 pp) and Malta (+22 pp).

However, some countries show a different pattern. For example, digital TV access in Ireland has been falling steadily since 2013 (-15 pp), and the same applies in the United Kingdom (-9 pp) and Sweden (-7 pp). In the Czech Republic and Finland, access has fallen dramatically between 2015 and 2017.

D46.1_QB2 Does your household receive television ...? (MULTIPLE ANSWERS POSSIBLE)
(% - YES, VIA DIGITAL TERRESTRIAL TELEVISION (AERIAL + DECODER))

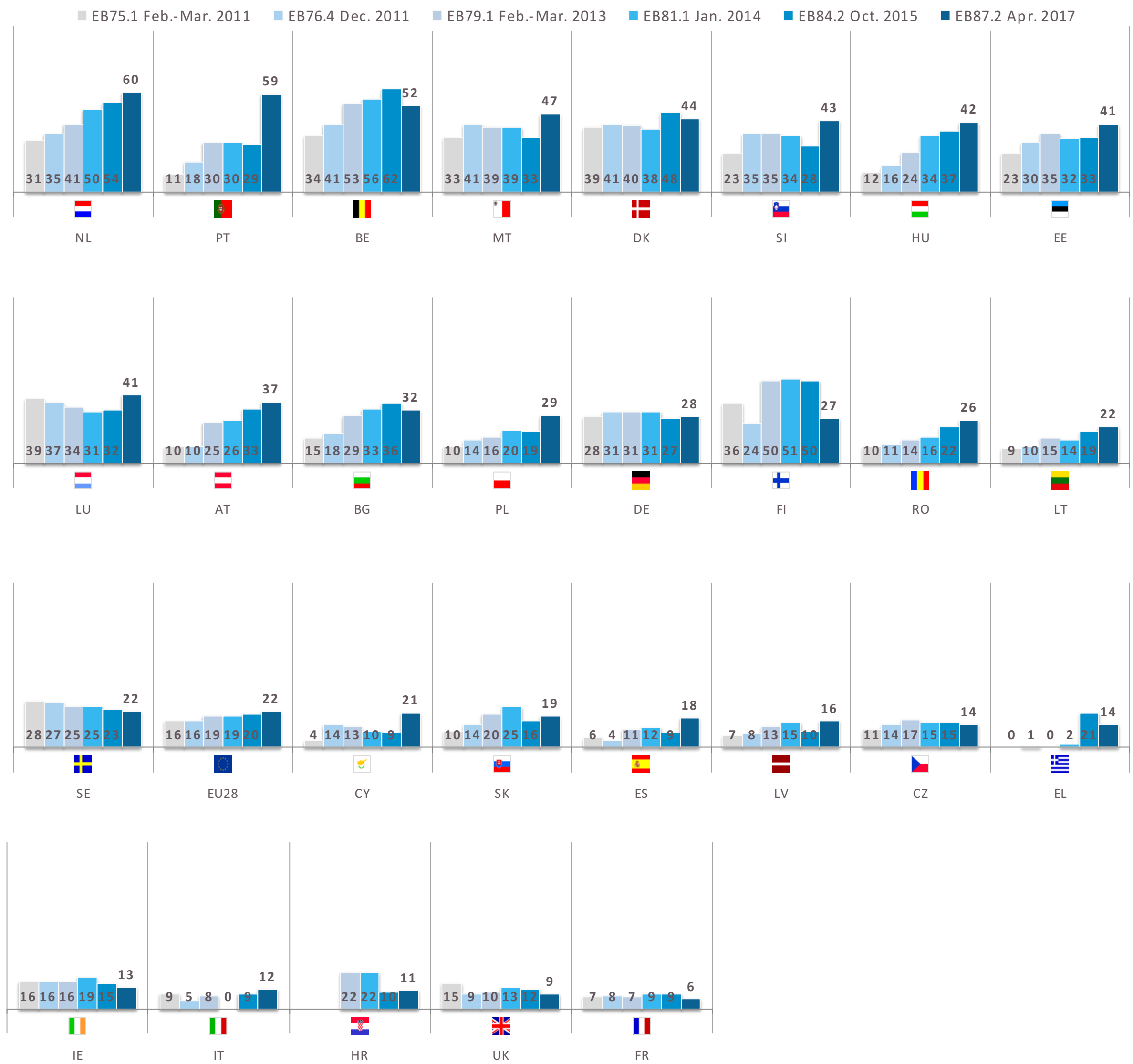


Base: Respondents who have television (N= 26,986)

Across the EU, digital cable TV has only grown slightly since February/March 2011 (+5 percentage points). However, growth has been more substantial amongst households in Portugal (+48 pp), Hungary (+30 pp) and the Netherlands (+29 pp). In the case of Portugal, much of this growth occurred between 2015 and 2017 (+30 pp). Between 2011 and 2017, the proportion of households with digital cable access declined by 11 points in Croatia, nine points in Finland, and six points in Sweden and the United Kingdom.

Since 2015 there has been a large decrease in this means of TV access in Finland (-24 pp).

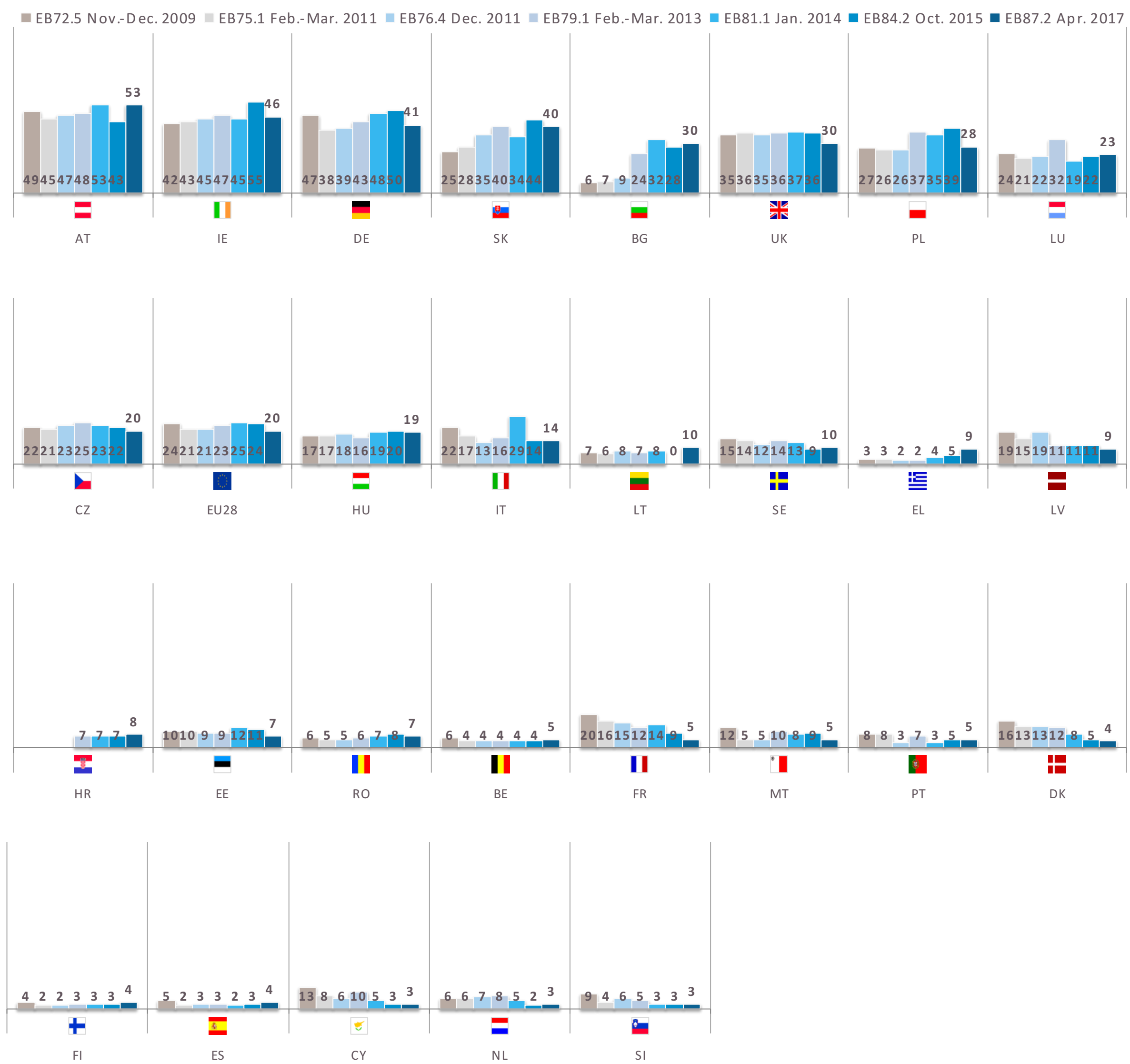
D46.1_QB2 Does your household receive television …? (MULTIPLE ANSWERS POSSIBLE)
(% - YES, VIA CABLE TV NETWORK + DECODER (DIGITAL TV))



Base: Respondents who have television (N= 26,986)

The most notable increases in satellite TV access since 2011 have occurred in Bulgaria (+24 pp) and Slovakia (+15 pp). In most other countries this means of TV access has declined since 2009, with the largest decreases observed in France (-15 pp), Denmark (-12 pp) and Latvia and Cyprus (both -10 pp).

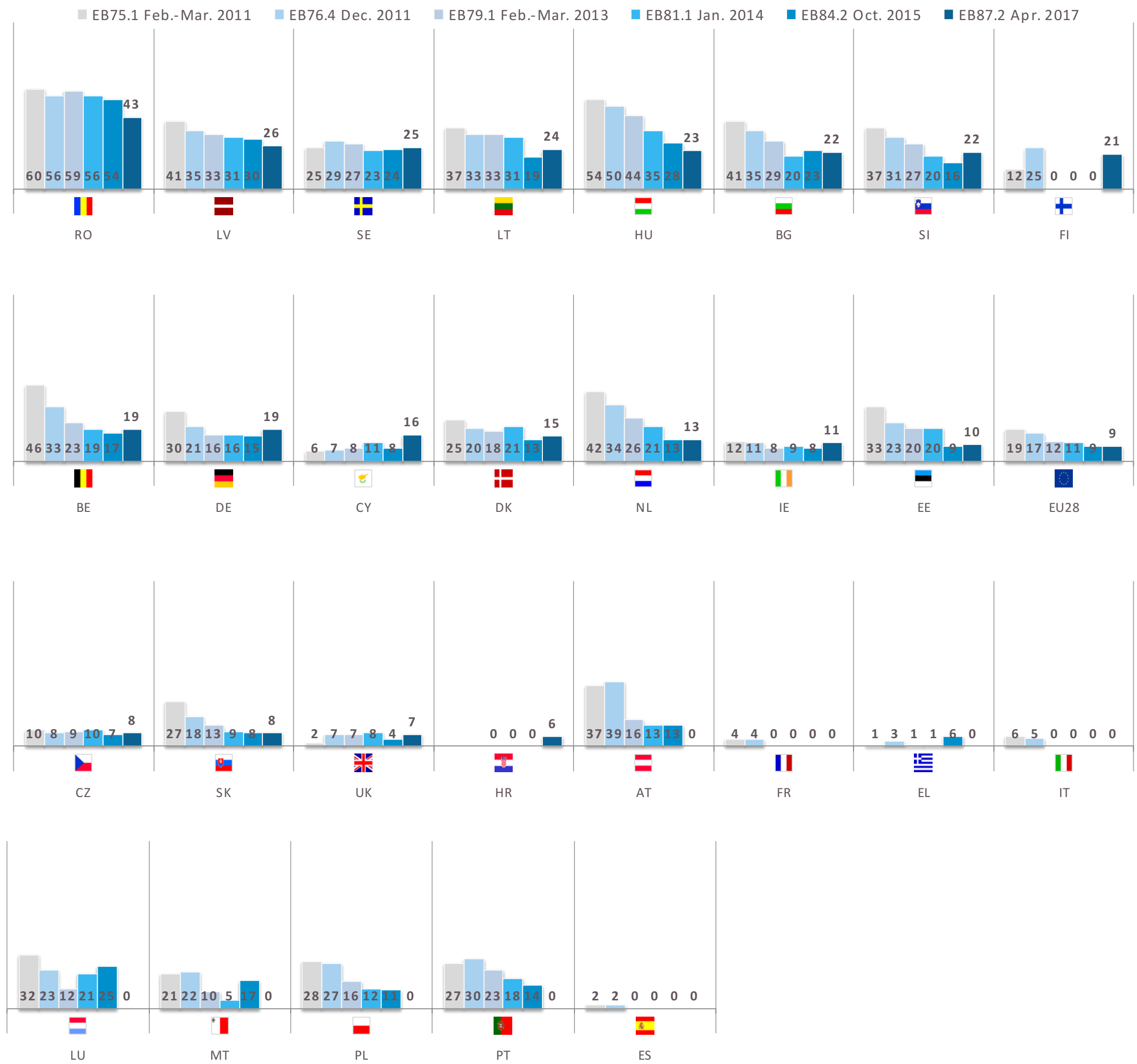
D46.1_QB2 Does your household receive television ...? (MULTIPLE ANSWERS POSSIBLE)
(% - YES, VIA A SATELLITE DISH + DECODER)



Base: Respondents who have television (N= 26,986)

The use of analogue cable TV continues to decline across the EU (-10 pp since 2011), and this decline is echoed in almost all Member States. The largest declines are observed amongst households in Austria (-37 pp), Luxembourg (-32 pp), Hungary (-31 pp), the Netherlands (-29 pp), and Belgium (-27 pp). In contrast, the largest increase is observed in Cyprus (+8 pp since 2015).

D46.1_QB2 Does your household receive television ...? (MULTIPLE ANSWERS POSSIBLE)
(% - YES, VIA A CABLE TV NETWORK DIRECTLY CONNECTED TO THE TV SET (ANALOGUE TV))



Base: Respondents who have television (N= 26,986)

VI. SERVICE PACKAGES

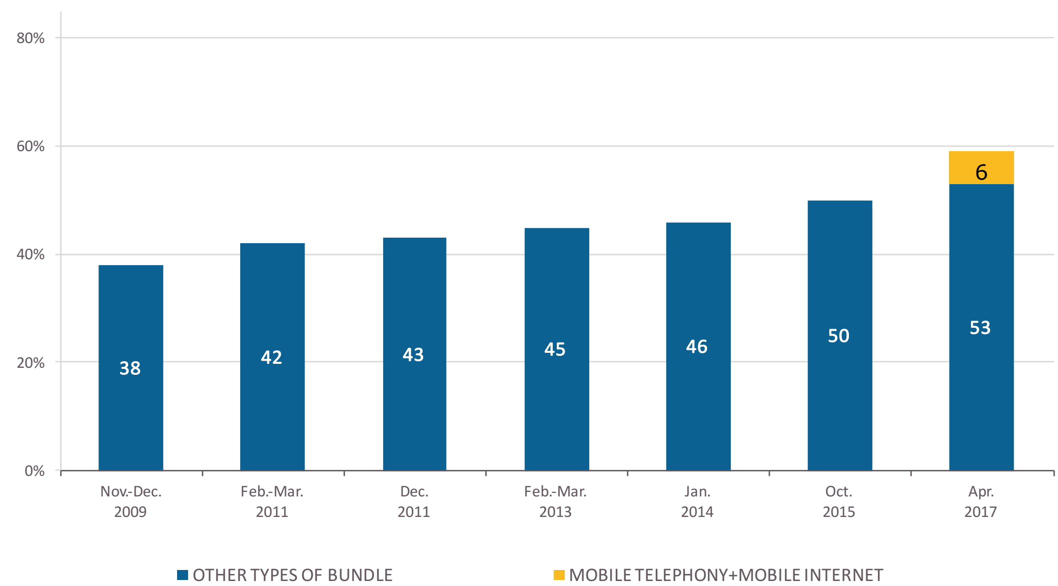
1 Overall penetration of service packages

–The purchase of bundled communications services continues to increase –

Almost six in ten EU households (59%) purchase bundled communication services (packages that combine two or more services for one overall price)[34]. This is an increase of nine percentage points since the previous survey in 2015, and a 21-point increase since 2009.

The increase is partially due to the change in the definition of the bundle. Namely, a mobile phone together with mobile Internet access is now considered as a bundle. According to the previous definition, only 53% of EU households purchase services as a part of a bundle.

QB5 By service bundle, we mean a package offering a combination of at least two electronic communication services (or a combination of at least one electronic communication service with one or more services such as TV channels) from the same provider at an overall price. Has your household subscribed to two or more of the following services as part of a bundle? (AT LEAST TWO 'YES' ANSWERS)
(% - EU - TOTAL 'YES')



Base: All Respondents (N=28,501)

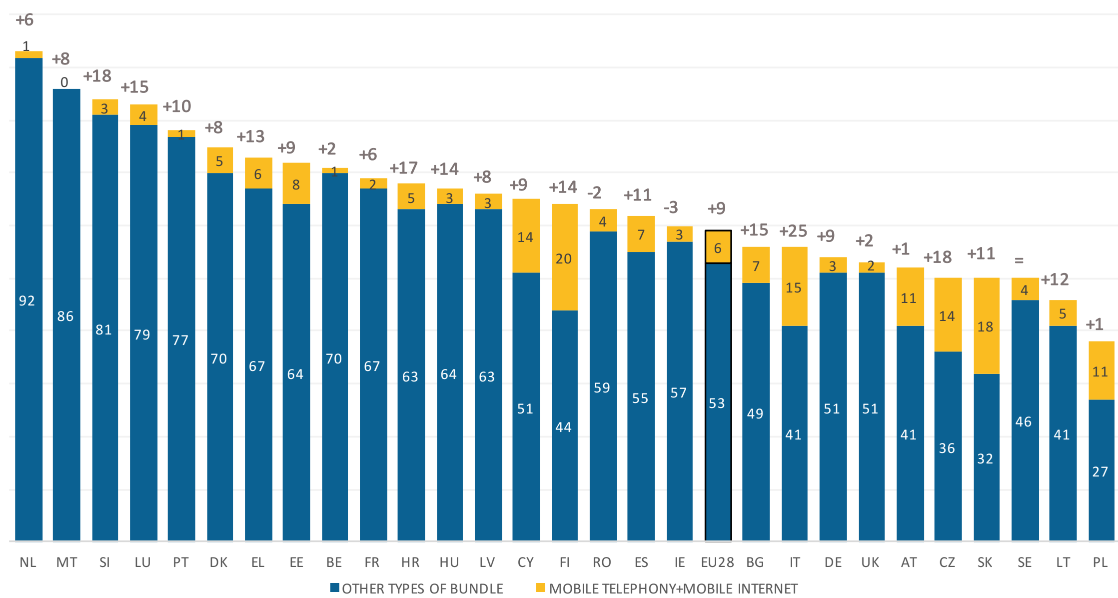
[34] QB5 By service bundle, we mean a package offering a combination of at least two electronic communication services (or a combination of at least one electronic communication service with one or more services such as TV channels) from the same provider at an overall price. Has your household subscribed to two or more of the following services as part of a bundle? (READ OUT – MIN. 2 ANSWERS) No, we have not bought services as part of a bundle; Yes, fixed line telephone; Yes, mobile telephone; Yes, fixed Internet access; Yes, mobile Internet access; Yes, television channels; Yes, music streaming services; Yes, video streaming or video-on-demand services; Other; Don't know

More than nine in ten households in the Netherlands have purchased bundled services (93%), followed by 86% in Malta and 84% in Slovenia. Poland (38%) and Lithuania (46%) are the only countries where less than half of all households have done this.

The purchase of bundled subscriptions has increased in most of the countries, notably in Italy (+25 pp), the Czech Republic and Slovenia (both +18 pp), Croatia (+17 pp), Bulgaria and Luxembourg (both +15 pp).

In some of these countries however, the increase might be due to the fact that the combination of mobile telephony and mobile Internet is now considered as a bundle. In fact, in Cyprus, Finland, Austria, Slovakia and Poland, the proportion of households for which the bundle consists of these two services is higher than the overall change in the proportion of households that have bundled subscriptions.

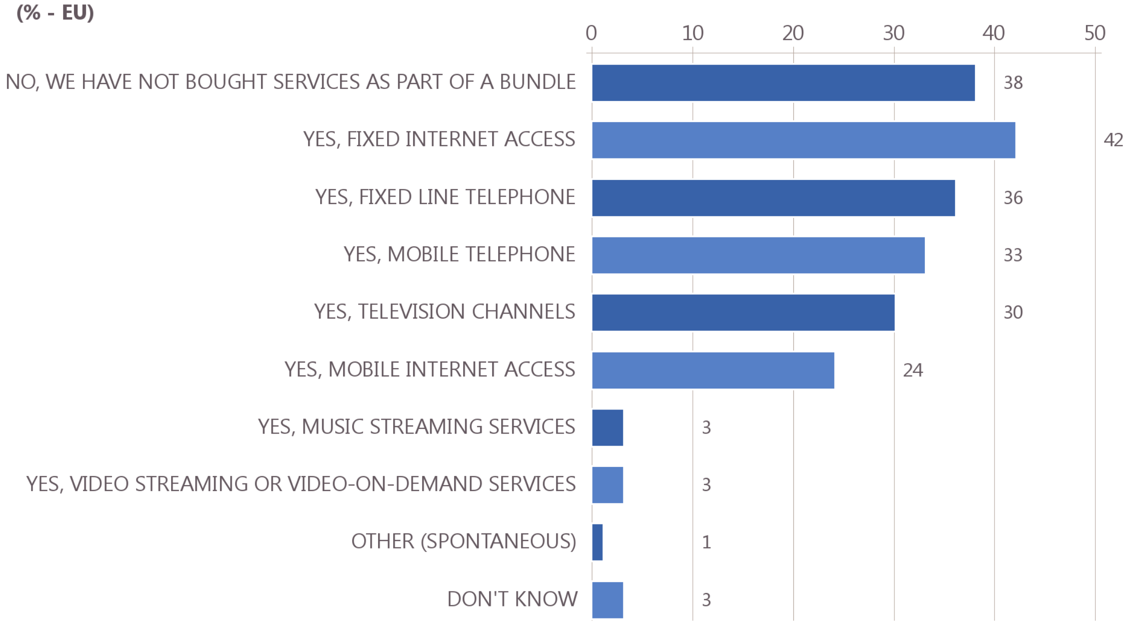
QB5 By service bundle, we mean a package offering a combination of at least two electronic communication services (or a combination of at least one electronic communication service with one or more services such as TV channels) from the same provider at an overall price. Has your household subscribed to two or more of the following services as part of a bundle? (AT LEAST TWO 'YES' ANSWERS)
(% - TOTAL 'YES')



+ Evolution October 2015 – April 2017
Base: All Respondents (N=28,501)

The chart below shows more detail about the types of bundled services purchased by households. Fixed internet access is the most commonly bundled service (42%), followed by fixed telephony (36%), mobile telephony (33%) and television channels (30%). Almost one quarter bundle mobile Internet access (24%). Fewer than one in twenty bundle music streaming or video streaming (both 3%).

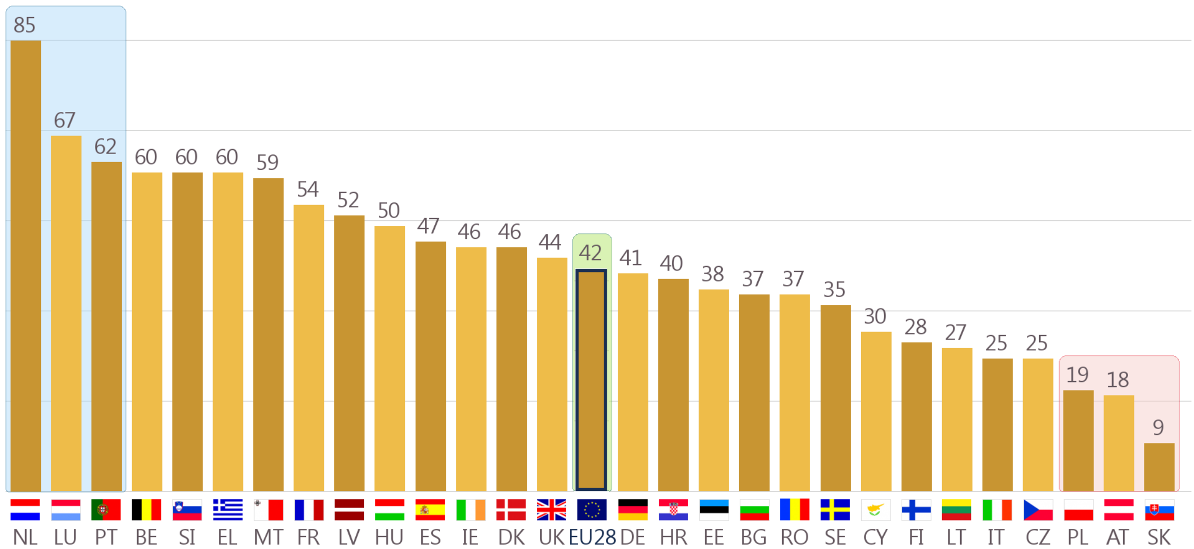
QB5 By service bundle, we mean a package offering a combination of at least two electronic communication services (or a combination of at least one electronic communication service with one or more services such as TV channels) from the same provider at an overall price. Has your household subscribed to two or more of the following services as part of a bundle? (AT LEAST TWO 'YES' ANSWERS)
(% - EU)



Base: All Respondents (N=28,501)

Respondents in the Netherlands (85%), Luxembourg (67%) and Portugal (62%) are the most likely to have **fixed Internet access** as part of a bundle, while those in Slovakia (9%), Austria (18%) and Poland (19%) are the least likely to do so.

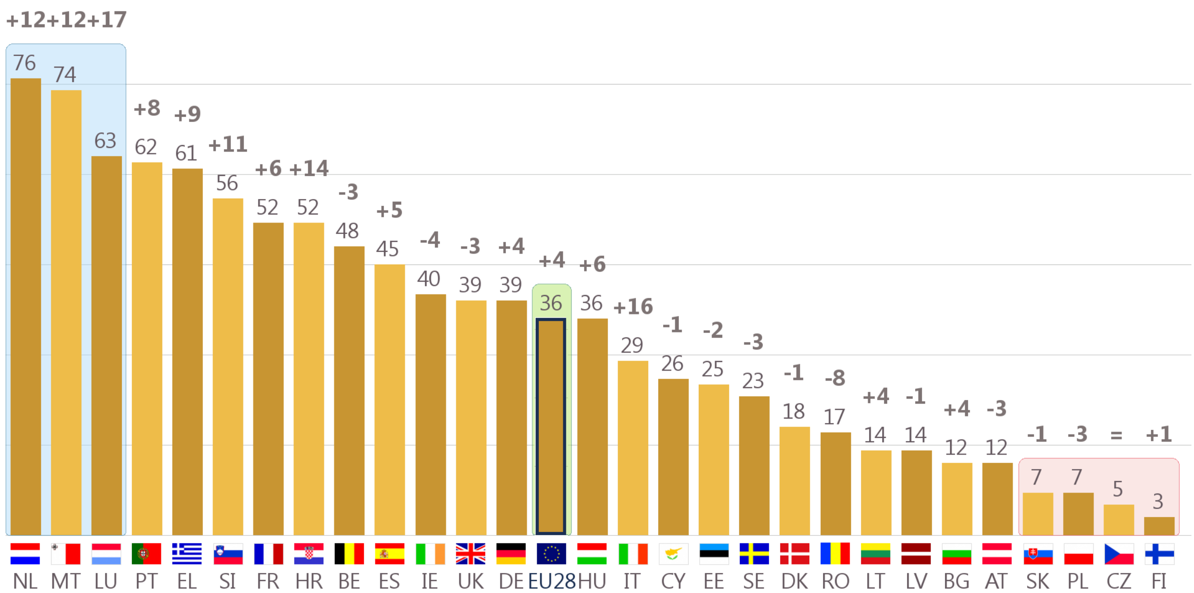
QB5 Has your household subscribed to two or more of the following services as part of a bundle?
Yes, fixed Internet access



Base: All Respondents (N=28,501)

The Netherlands (76%) and Malta (74%) are the only countries where at least seven in ten respondents have **fixed line telephone** as part of a bundle, although 63% in Luxembourg, 62% in Portugal and 61% in Greece have also have this. At the other end of the scale, 3% in Finland, 5% in the Czech Republic and 7% in Slovakia and Poland have bundled this service.

QB5 Has your household subscribed to two or more of the following services as part of a bundle?
Yes, fixed line telephone

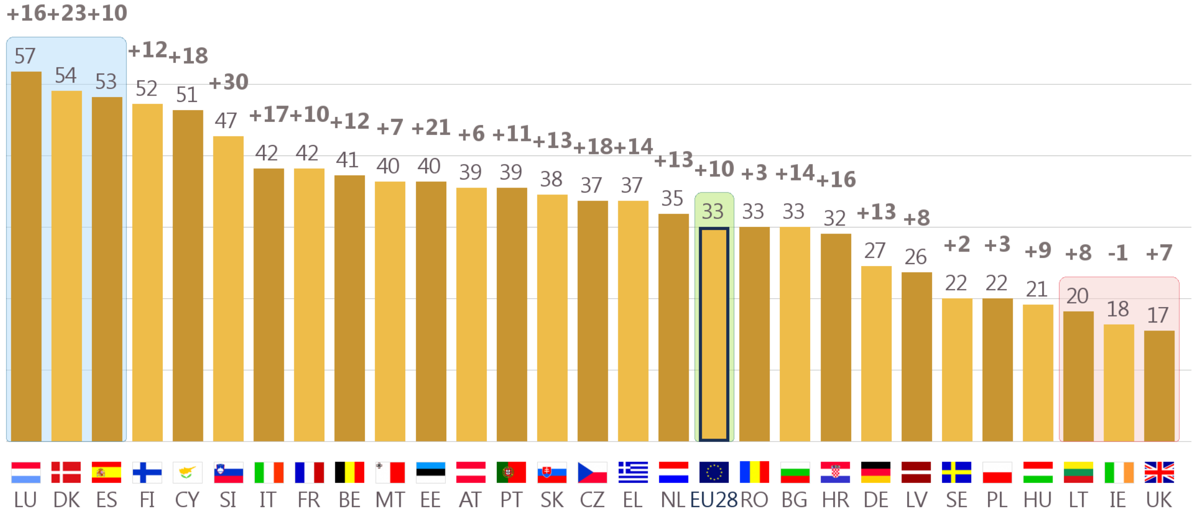


Base: All Respondents (N=28,501)

In 19 countries, at least one third of respondents say they have **mobile telephone** as part of a bundle, with those in Luxembourg (57%), Denmark (54%) and Spain (53%) the most likely to have this. This compares to 17% in the United Kingdom, and 18% in Ireland.

QB5 By service bundle, we mean a package offering a combination of at least two electronic communication services (or a combination of at least one electronic communication service with one or more services such as TV channels) from the same provider at an overall price. Has your household subscribed to two or more of the following services as part of a bundle? (AT LEAST TWO 'YES' ANSWERS)

Yes, mobile telephone

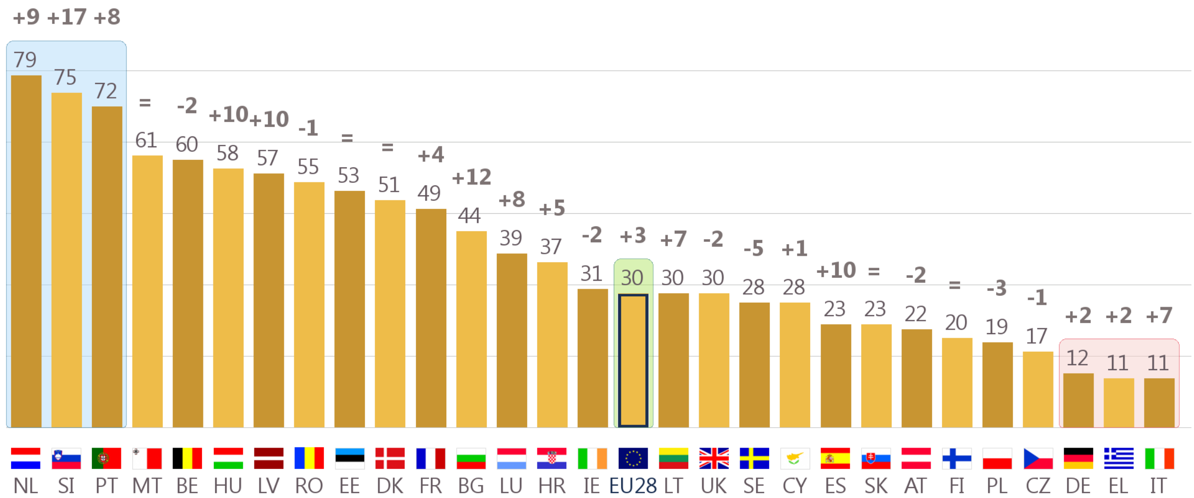


Base: All Respondents (N=28,501)

More than seven in ten respondents in the Netherlands (79%), Slovenia (75%) and Portugal (72%) have **television channels** included in a bundle, compared to 11% in Greece and Italy and 12% in Germany.

QB5 By service bundle, we mean a package offering a combination of at least two electronic communication services (or a combination of at least one electronic communication service with one or more services such as TV channels) from the same provider at an overall price. Has your household subscribed to two or more of the following services as part of a bundle? (AT LEAST TWO 'YES' ANSWERS)

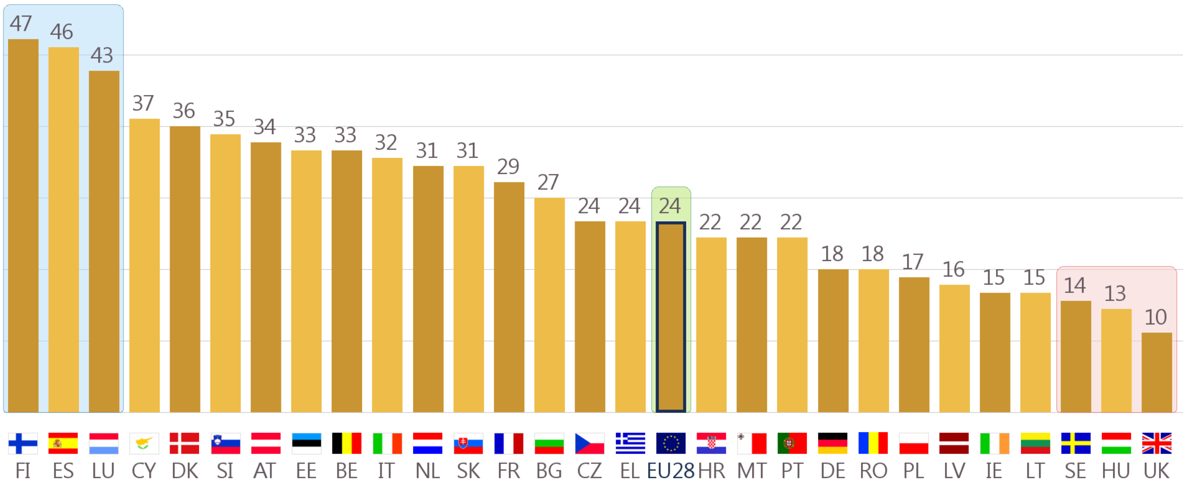
Yes, television channels



Base: All Respondents (N=28,501)

Respondents in Finland (47%), Spain (46%) and Luxembourg (43%) are the most likely to have **mobile Internet** included as part of a bundle, while those in the United Kingdom (10%), Hungary (13%) and Sweden (14%) are the least likely to have this.

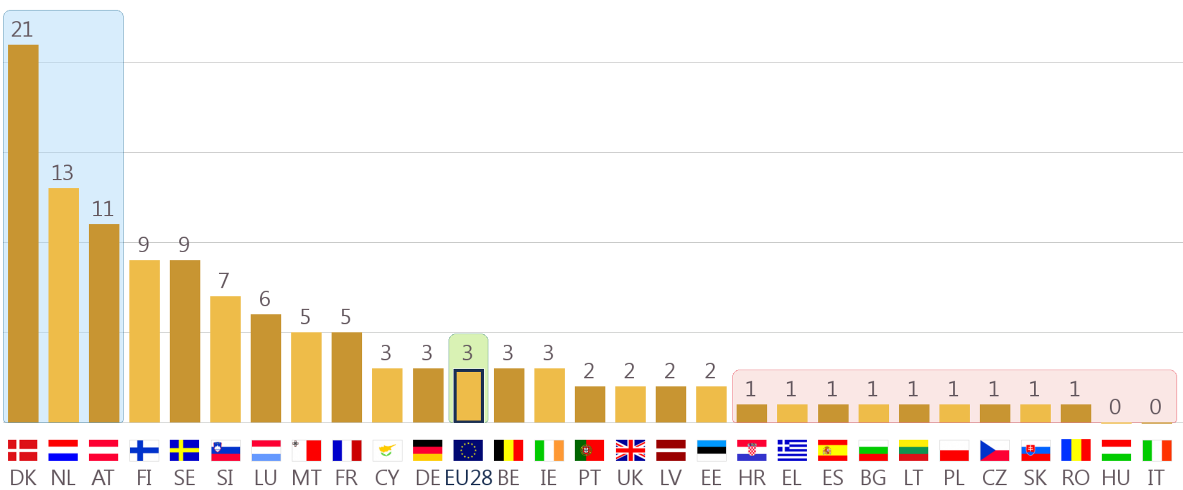
QB5 By service bundle, we mean a package offering a combination of at least two electronic communication services (or a combination of at least one electronic communication service with one or more services such as TV channels) from the same provider at an overall price. Has your household subscribed to two or more of the following services as part of a bundle? (AT LEAST TWO 'YES' ANSWERS)
Yes, mobile Internet access



Base: All Respondents (N=28,501)

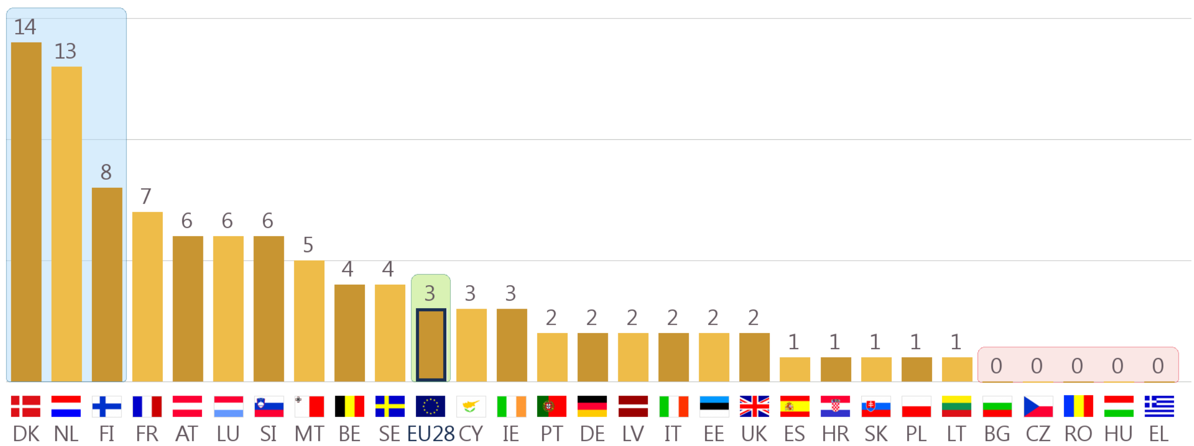
Denmark (21%), the Netherlands (13%) and Austria (11%) are the only countries where at least one in ten respondents has **music streaming** services included in a bundle, and Denmark (14%) and Austria (13%) are the only countries where at least one in ten has **video streaming or video on demand** included.

QB5 By service bundle, we mean a package offering a combination of at least two electronic communication services (or a combination of at least one electronic communication service with one or more services such as TV channels) from the same provider at an overall price. Has your household subscribed to two or more of the following services as part of a bundle? (AT LEAST TWO 'YES' ANSWERS)
Yes, music streaming services



Base: All Respondents (N=28,501)

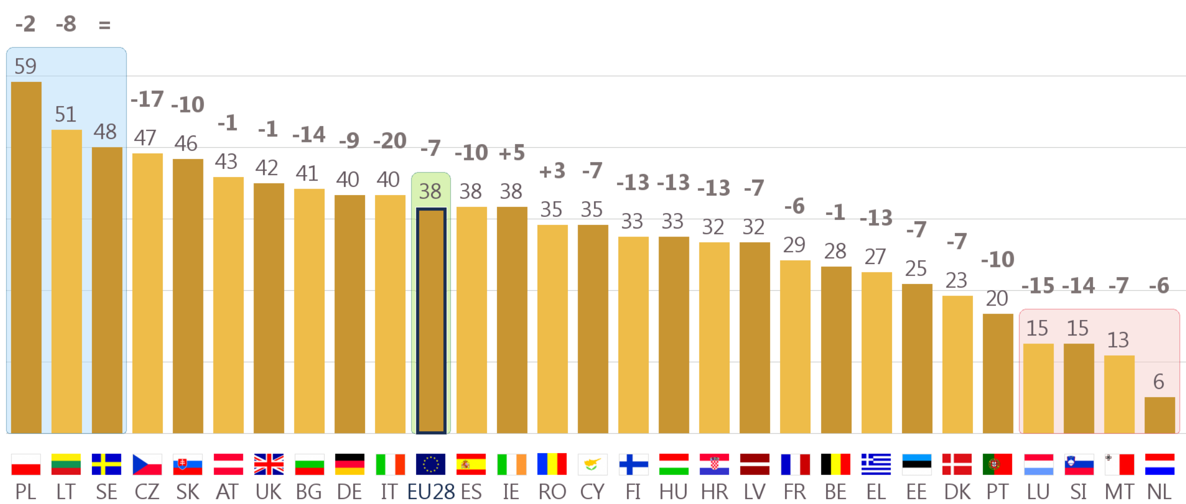
QB5 By service bundle, we mean a package offering a combination of at least two electronic communication services (or a combination of at least one electronic communication service with one or more services such as TV channels) from the same provider at an overall price. Has your household subscribed to two or more of the following services as part of a bundle? (AT LEAST TWO 'YES' ANSWERS)
Yes, video streaming or video-on-demand services



Base: All Respondents (N=28,501)

Poland (59%) and Lithuania (51%) are the only countries where at least half of respondents **have not purchased services as part of a bundle**. In contrast, 6% in the Netherlands say the same.

QB5 By service bundle, we mean a package offering a combination of at least two electronic communication services (or a combination of at least one electronic communication service with one or more services such as TV channels) from the same provider at an overall price. Has your household subscribed to two or more of the following services as part of a bundle? (AT LEAST TWO 'YES' ANSWERS)
No, we have not bought services as part of a bundle



Base: All Respondents (N=28,501)

Taking a broader view, at least one third of respondents in each country has Internet access included as part of a bundle, ranging from 89% in the Netherlands, 75% in Luxembourg and 71% in Slovenia to 33% in Poland and 37% in Lithuania and Slovakia.

Highlights from the trend analysis[35] include:

- Respondents in Luxembourg (+17 pp), Italy (+16 pp) and Croatia (+14 pp) are now more likely to have fixed line telephone included in their bundle, while those in Romania (-8 pp) are less likely to do so.
- In all but one country there have been increases in the proportion of respondents who have mobile telephone included in a bundle, with the largest increases observed in Slovenia (+30 pp), Denmark (+23 pp) and Estonia (+21 pp). The exception is Ireland (-1 pp).
- Respondents in Slovenia (+17 pp), Bulgaria (+12 pp), Spain, Latvia and Hungary (all +10 pp) are now more likely to have television channels included in a bundle, while those in Sweden are less likely to do so (-5 pp).
- In each country, the proportion who bundle Internet access has increased since 2015, with the largest increases observed in Slovenia and Italy (both +23 pp), the Czech Republic (+20 pp) and the Netherlands (+19 pp).
- The proportion of respondents who do not bundle services has dropped in all but two countries, with the largest declines seen in Italy (-20 pp), the Czech Republic (-17 pp) and Luxembourg (-15 pp). The exceptions are Ireland (+5 pp) and Romania (+3 pp).

[35] In the analysis, results from 2017 are based on the new definition of the bundle, in which combination of mobile telephony and mobile Internet is considered as a bundle.

QB5 By service bundle, we mean a package offering a combination of at least two electronic communication services (or a combination of at least one electronic communication service with one or more services such as TV channels) from the same provider at an overall price. Has your household subscribed to two or more of the following services as part of a bundle? (AT LEAST TWO 'YES' ANSWERS)
(%)

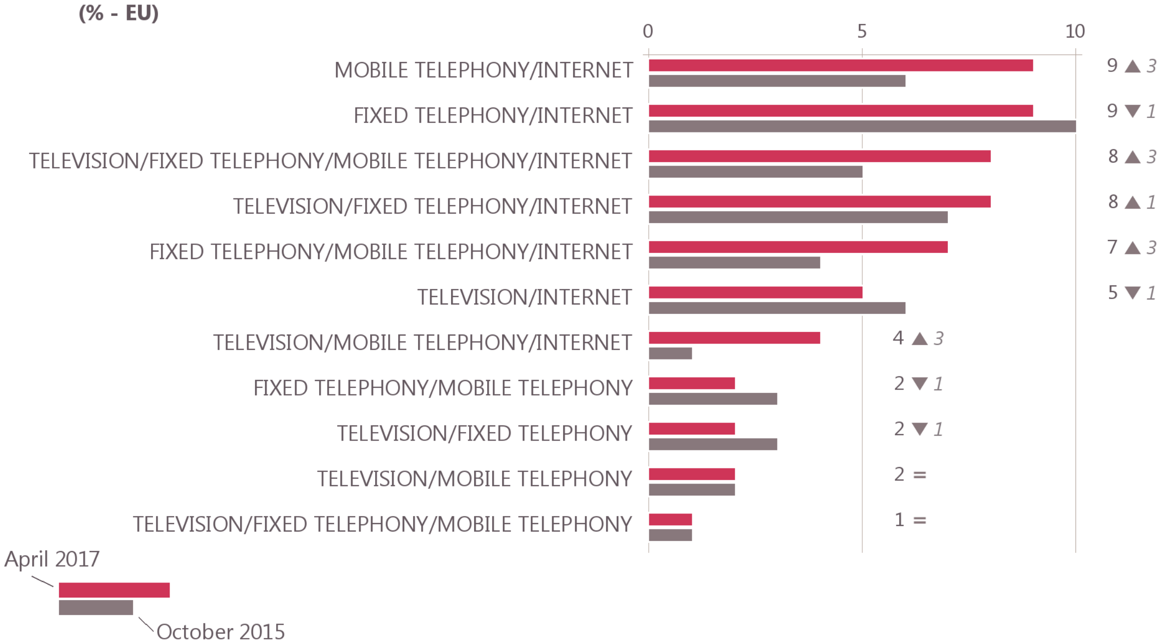
	Yes, fixed Internet access*	Yes, fixed line telephone	2017 - 2015	Yes, mobile telephone	2017 - 2015	Yes, television channels	2017 - 2015	Yes, mobile Internet access*	Yes, music streaming services*	Yes, video streaming or video-on-demand services*	No, we have not bought services as part of a bundle	2017 - 2015	Other (SPONTANEOUS)	2017 - 2015	Don't know	Total 'Internet Access'	2017 - 2015
EU28	42	36	▲4	33	▲10	30	▲3	24	3	3	38	▼7	1	▼1	3	51	▲11
BE	60	48	▼3	41	▲12	60	▼2	33	3	4	28	▼1	0	▼1	1	64	▲6
BG	37	12	▲4	33	▲14	44	▲12	27	1	0	41	▼14	0	=	3	48	▲15
CZ	25	5	=	37	▲18	17	▼1	24	1	0	47	▼17	5	▲2	3	43	▲20
DK	46	18	▼1	54	▲23	51	=	36	21	14	23	▼7	1	▼4	2	64	▲12
DE	41	39	▲4	27	▲13	12	▲2	18	3	2	40	▼9	0	▼1	6	47	▲9
EE	38	25	▼2	40	▲21	53	=	33	2	2	25	▼7	1	▼1	4	59	▲15
IE	46	40	▼4	18	▼1	31	▼2	15	3	3	38	▲5	1	▼3	2	54	▲11
EL	60	61	▲9	37	▲14	11	▲2	24	1	0	27	▼13	1	▲1	0	67	▲11
ES	47	45	▲5	53	▲10	23	▲10	46	1	1	38	▼10	0	▼1	0	57	▲14
FR	54	52	▲6	42	▲10	49	▲4	29	5	7	29	▼6	1	=	2	61	▲6
HR	40	52	▲14	32	▲16	37	▲5	22	1	1	32	▼13	1	▼1	1	49	▲18
IT	25	29	▲16	42	▲17	11	▲7	32	0	2	40	▼20	4	▲1	4	44	▲23
CY	30	26	▼1	51	▲18	28	▲1	37	3	3	35	▼7	1	▼2	1	54	▲13
LV	52	14	▼1	26	▲8	57	▲10	16	2	2	32	▼7	0	▼2	2	59	▲16
LT	27	14	▲4	20	▲8	30	▲7	15	1	1	51	▼8	2	▼4	3	37	▲17
LU	67	63	▲17	57	▲16	39	▲8	43	6	6	15	▼15	0	▼3	2	75	▲15
HU	50	36	▲6	21	▲9	58	▲10	13	0	0	33	▼13	0	▼1	1	54	▲17
MT	59	74	▲12	40	▲7	61	=	22	5	5	13	▼7	0	▼1	1	63	▲3
NL	85	76	▲12	35	▲13	79	▲9	31	13	13	6	▼6	0	▼2	1	89	▲19
AT	18	12	▼3	39	▲6	22	▼2	34	11	6	43	▼1	1	▼4	5	46	▲5
PL	19	7	▼3	22	▲3	19	▼3	17	1	1	59	▼2	0	=	3	33	▲3
PT	62	62	▲8	39	▲11	72	▲8	22	2	2	20	▼10	2	▲1	2	68	▲11
RO	37	17	▼8	33	▲3	55	▼1	18	1	0	35	▲3	2	▼2	1	46	▲6
SI	60	56	▲11	47	▲30	75	▲17	35	7	6	15	▼14	1	▼3	1	71	▲23
SK	9	7	▼1	38	▲13	23	=	31	1	1	46	▼10	6	▼1	4	37	▲15
FI	28	3	▲1	52	▲12	20	=	47	9	8	33	▼13	3	▼1	3	58	▲14
SE	35	23	▼3	22	▲2	28	▼5	14	9	4	48	=	1	=	2	44	▲4
UK	44	39	▼3	17	▲7	30	▼2	10	2	2	42	▼1	0	=	5	48	▲9

**New items*
Base: All Respondents (N=28,501)

Mobile telephony/Internet[36] and fixed telephony/Internet are the most common bundled service combinations (9%), followed by television/fixed telephony/Internet, or television/mobile telephony/fixed telephony/Internet (both 8%). Almost as many respondents (7%) have a fixed telephony/mobile telephony/ Internet bundle, while 5% bundle television and Internet. Other bundle combinations are less common, particularly television/fixed telephony/mobile telephony (1%).

There have only been slight changes since 2015[37] in the proportion of households taking different bundle combinations. The largest is a three-point increase in the proportion bundling mobile telephony and Internet.

QB5T Different combinations of bundle services (mobile phone + mobile Internet counted as bundle) **(% - EU)**



Base: All Respondents (N=28,501)

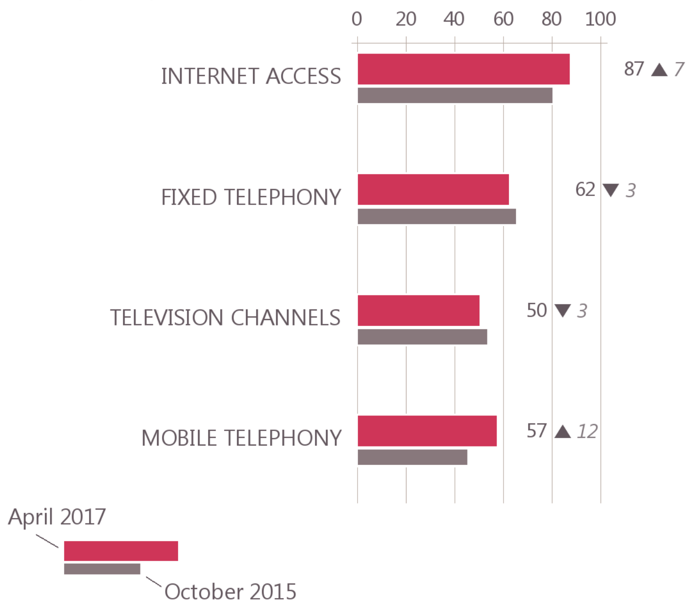
[36] Either mobile or fixed Internet access is taken under consideration
[37] In the analysis, results from 2017 are based on the new definition of the bundle, in which combination of mobile telephony and mobile Internet is considered as a bundle.

For households with a bundle, their bundle is most likely to include Internet access (87%), followed by fixed telephony (62%) and mobile telephony (57%). Half (50%) include television channels in their bundle.

As was the case between 2014 and 2015, and between 2015 and 2017[38] there has been a large increase in the addition of mobile as part of a bundle (+12 pp). This makes an increase of 28 percentage points since 2014, and is an indicator that shows that fixed-mobile is continuing to converge in the market place.

Compared to 2015, households are also much more likely to have a bundle that includes Internet access (+7 pp), but are less likely to have one that includes fixed telephony (-3 pp) or television channels (-3 pp).

QB5 By service bundle, we mean a package offering a combination of at least two electronic communication services (or a combination of at least one electronic communication service with one or more services such as TV channels) from the same provider at an overall price. Has your household subscribed to two or more of the following services as part of a bundle?
(% - EU)



Respondents who have a bundle (N=16,871)

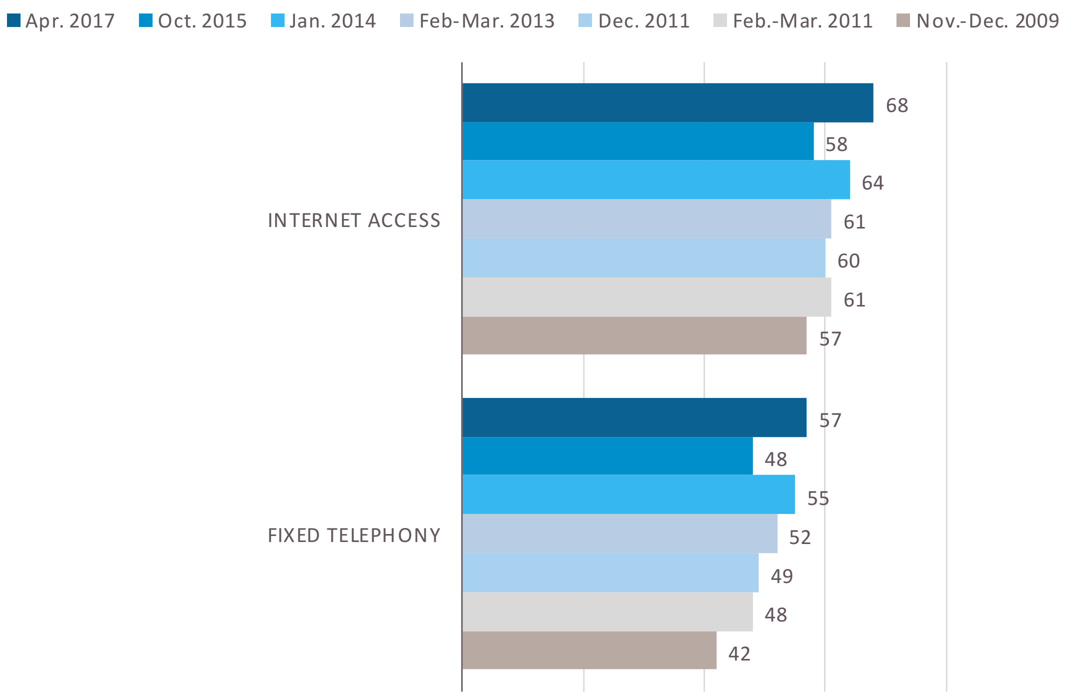
[38] In the analysis, results from 2017 are based on the new definition of the bundle, in which combination of mobile telephony and mobile Internet is considered as a bundle.

2 Shares of services as part of a service package

After a brief reversal between 2014 and 2015, households with Internet access are once again increasingly likely to have included Internet access as part of a bundle. Since 2009, the bundling of Internet access by households has increased 11 percentage points.

The same trend change applies for fixed telephone access. The proportion of households with fixed telephone access that bundle this service has increased by nine points since 2015 and by 15 points since 2009.

QB5T3/QB5T4 Shares of services bought as part of a service package (% - EU)

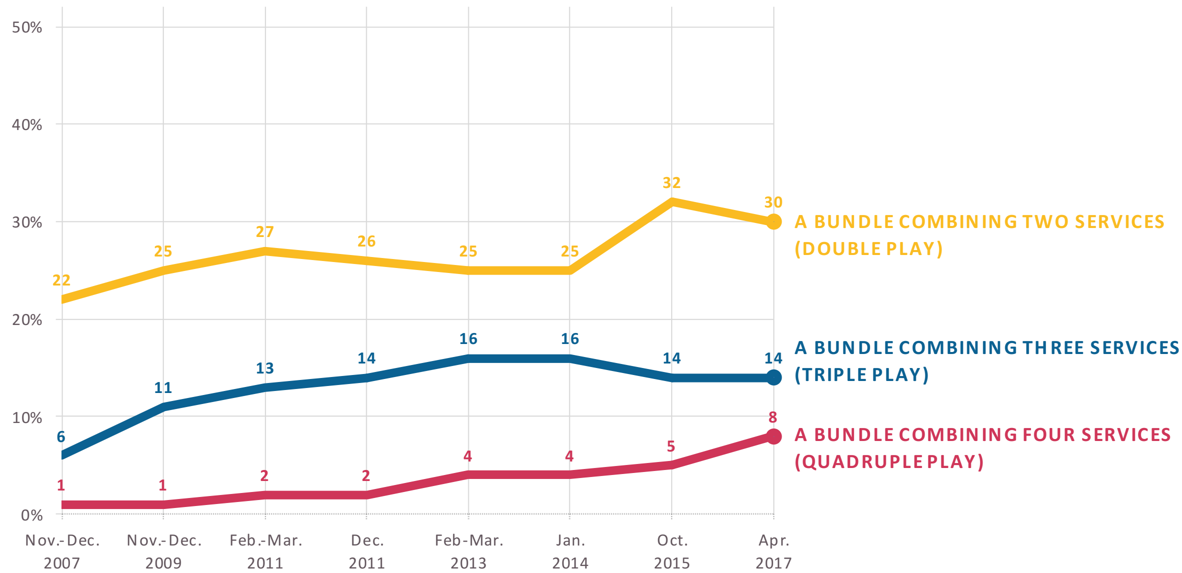


Base 1: Respondents who have Internet access (N = 19,897)
Base 2: Respondents who have fixed telephony (N = 17,305)

3 Number of services included in service packages

Since 2015, double play bundles have decreased slightly (-2 pp). On the other hand, triple play bundles have stayed constant and quadruple play bundles have increased by three points.

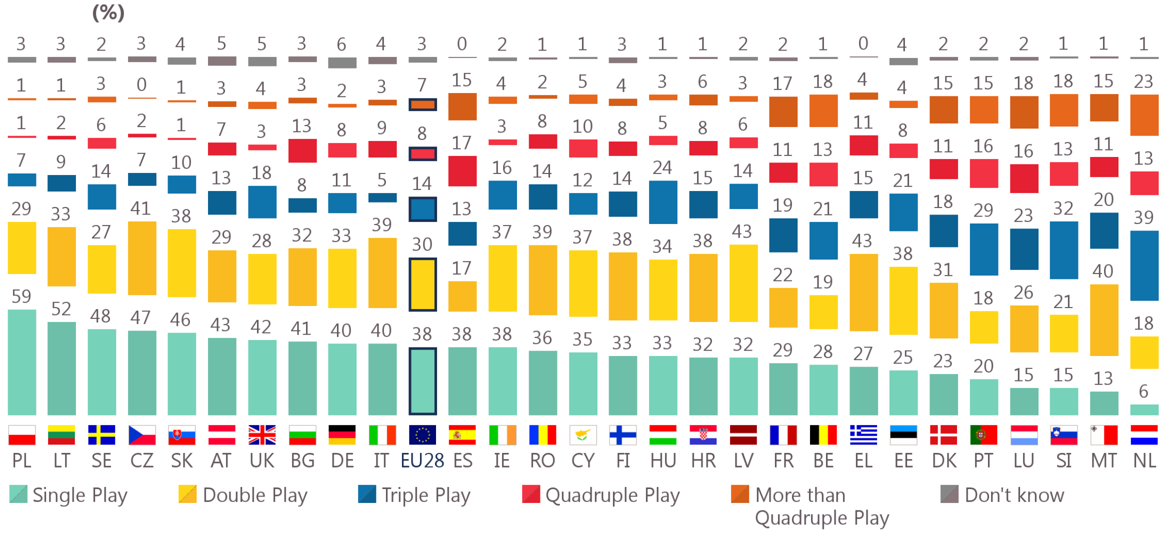
QB5T2 Respondents with different numbers of services included in the bundles
(% - EU)



Base: All Respondents (N=28,501)

Double play bundles are the most common in Latvia, Greece (both 43%), the Czech Republic (41%) and Malta (40%). Almost four in ten respondents in the Netherlands (39%) have a triple play bundle, as well as 32% in Slovenia, and 29% in Portugal. Respondents in Spain (17%), Portugal and Luxembourg (both 16%) and Bulgaria, Belgium, Slovenia and the Netherlands (all 13%) are the most likely to have service packages combining four services. More than quadruple play is most often seen in the Netherlands (23%), Belgium, Luxembourg and Slovenia (all three 18%) and France (17%).

QB5T2 Number of services within a bundle (mobile phone + mobile Internet counted as bundle)
(%)



Base: All Respondents (N=28,501)

The **socio-demographic analysis** shows that respondents aged 55+ are the least likely to have a bundle: 47% do so, compared to 71% of those aged 40-54, and 65%-68% of younger respondents. Focussing on the oldest respondents, those aged 55-64 (61%) are more likely to have a bundle than those aged 65-74 (51%), or those aged 75+ (28%).

The larger the household, the more likely they are to have a bundle: 44% of single person households have them, compared to 73% of those with four or more people. Within single person households, respondents aged 30-59 are the most likely to bundle (57%), followed by those aged 29 or younger (53%) and those aged 60+ (36%).

Finally, households with both a landline and mobile are the most likely to bundle (72%), followed by mobile only households (49%) and landline only households (22%).

QB5 Has your household subscribed to two or more of the following services as part of a bundle?
(% - EU)

	Total 'Yes'
EU28	59
Gender	
Man	62
Woman	57
Age	
15-24	65
25-39	68
40-54	71
55 +	47
Ageing Society	
55-64	61
65-74	51
75 +	28
Household composition	
1	44
2	60
3	68
4+	73
Single household	
29 -	53
30 - 59	57
60 +	36
Landline/ mobile	
Mobile only	49
Landline only	22
Landline & mobile	72
No tel.	21

Base: All Respondents (N=28,501)

VII. PURCHASING, USING AND SWITCHING SERVICES

1 Criteria when subscribing to an Internet connection

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

Respondents with an Internet connection in their household were asked the main criteria they consider when subscribing to this kind of service[39].

First, respondents were asked about the criterion they firstly consider. Cost is clearly the most important (39%), followed by the maximum download or upload speed (15%). Fewer than one in ten mention the reputation of the Internet access provider (7%), the customer service (6%), or the fact that the subscription is part of a bundle (5%). Other criteria are mentioned by 4% or less.

Overall, 42% of respondents in Internet households give cost-related criteria[40] as the main factor they consider when subscribing to an Internet service, while 29% give quality-related criteria[41] and 15% cite service-related criteria[42].

The chart below illustrates there has generally been little change since 2015. The largest variation observed is a five-point decrease in the proportion of respondents who say the main factor is that Internet is part of the bundle.

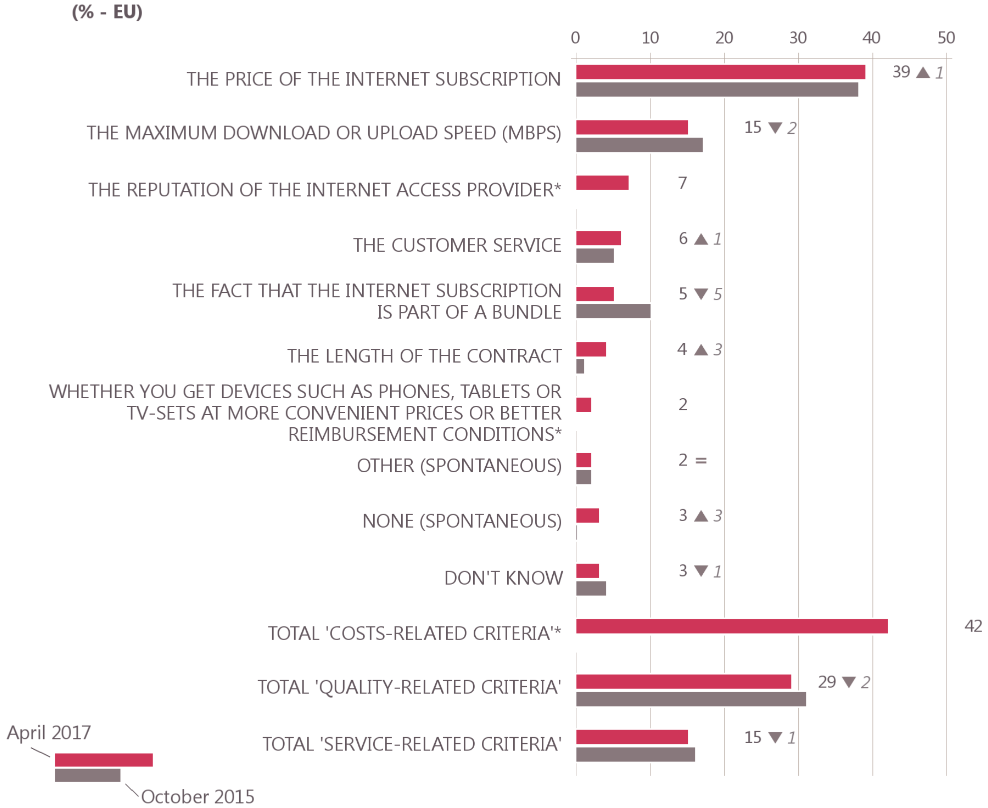
[39] Q8a When subscribing to an Internet connection what are the main factors you consider? Firstly? The maximum download or upload speed (MBps); The maximum amount of data (MB, GB) you can download or upload per month; The price of the Internet subscription; The length of the contract (; The fact that the Internet subscription is part of a bundle; The customer service; Whether you get devices such as phones, tablets or TV-sets at more convenient prices or better reimbursement conditions; The reputation of the Internet access provider; The ability to connect multiple devices at the same time without loss of quality; Other (SPONTANEOUS); None (SPONTANEOUS); Don't Know

[40] Cost-related criteria: The price of the Internet subscription; Whether you get devices such as phones, tablets or TV-sets at more convenient prices or better reimbursement conditions

[41] Quality-related criteria: The maximum download or upload speed (MBps); The maximum amount of data (MB, GB) you can download or upload per month; The ability to connect multiple devices at the same time without loss of quality.

[42] Service-related criteria: The length of the contract; The fact that the Internet subscription is part of a bundle; The customer service.

QB8a When subscribing to an Internet connection what are the main factors you consider? Firstly?
(% - EU)



**New items*
Base: Respondents with Internet connection in the household (N= 20,889)

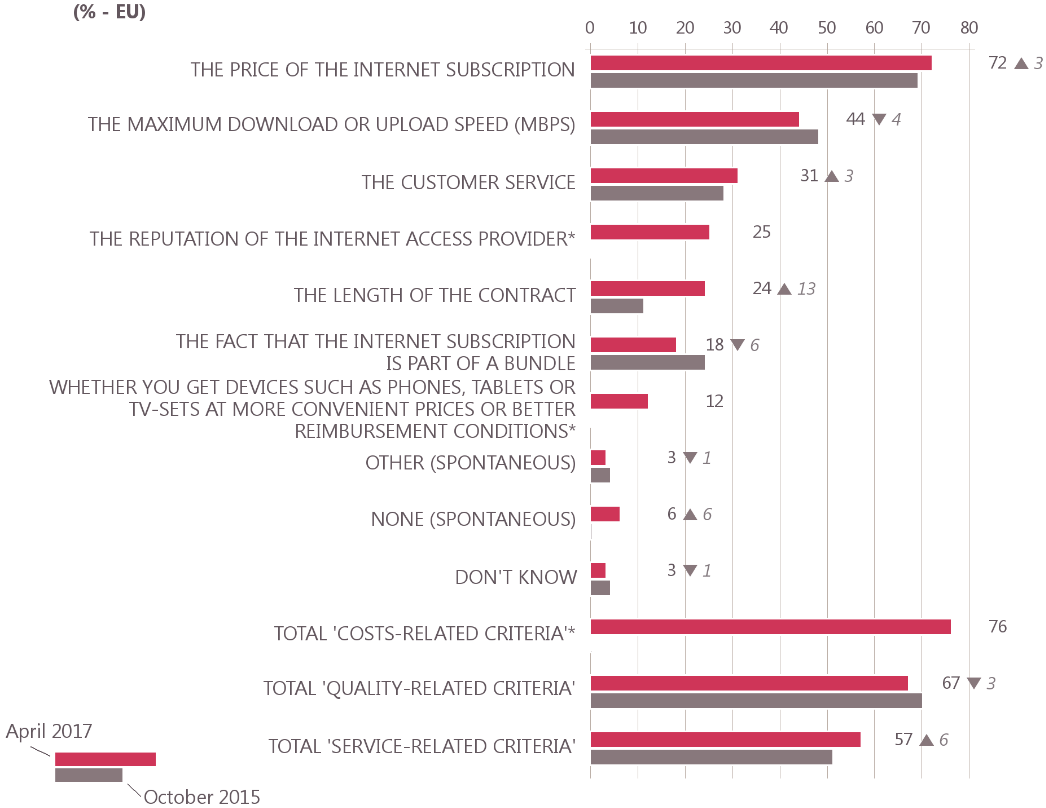
Respondents were also given the option to choose up to three additional main criteria they consider when subscribing to an Internet service. Combining all the responses together further highlights the importance of the cost: this is a main factor for 72%, and much more likely to be mentioned than any other factor. More than four in ten respondents mention the maximum download or upload speed (44%), and 31% the customer service. One quarter mention the reputation of the Internet access provider, while almost as many (24%) mention the length of the contract.

The overall picture that emerges from considering all the important criteria underlines that cost-related criteria are the most important (76%), followed by quality-related criteria (67%) and service-related criteria (57%).

Compared to 2015, respondents are now much more likely to say that the length of the contract is an important factor (+13 pp)[43], but are less likely to say this about the fact that an Internet subscription is part of the bundle (-6 pp), or about the maximum download or upload speeds (-4 pp).

[43] Please note this option is considerably modified from 2015, when it was “The notice period to terminate the contact with the provider”. The trend should therefore be interpreted with caution.

QB8T When subscribing to an Internet connection what are the main factors you consider? Firstly? And then? (MAX. 4 ANSWERS)
(% - EU)



**New items*

Base: Respondents with Internet connection in the household (N= 20,889)

The majority of respondents in each country say **price** is the main factor they consider when subscribing to an Internet connection. Price is also the most mentioned factor in each country (in Malta jointly with the maximum download or upload speed - both 56%). Respondents in Lithuania (83%), Belgium, the Czech Republic and Hungary (all 81%) are the most likely to mention price, compared to 63% in Austria and Luxembourg and 56% in Malta.

In 14 countries, at least half of respondents say the **maximum download or upload speed** is a main factor, with those in Hungary, Malta (both 56%), Greece and Ireland (both 55%) the most likely to do so. This compares to 36% in Luxembourg, 32% in France and 31% in Belgium.

The **maximum amount of data that can be downloaded or uploaded** is most likely to be a main factor for respondents in Austria (56%) and Slovakia (49%), and least likely to be a main factor for those in France and Cyprus (both 19%).

Respondents in Cyprus (60%), Belgium (51%) and France (44%) say **customer service** is a main factor when subscribing to an Internet connection, compared to 6% in Croatia and 11% in Hungary. The **reputation of the internet access provider** is most likely to be an important factor for respondents in Greece (46%) and the Netherlands (39%), but least likely to be important for those in Croatia and Finland (both 14%) and Slovenia (13%).

The ability to **use multiple connected devices** at the same time without loss of quality is most likely to be a main factor for respondents in Portugal (45%), the Netherlands (36%) and Austria (34%), and least likely to be a main factor for those in Poland (16%), Cyprus and Greece (both 17%).

Respondents in Poland (38%), Austria (36%) and Greece (34%) are the most likely to say the **length of the contract** is a main factor, compared to 11% in Cyprus and 6% in Estonia and Denmark.

Having **Internet access as part of a bundle** is most likely to be a main factor for respondents in Portugal (36%), Greece (35%), and Bulgaria (32%). It is much less likely to mentioned by those in the United Kingdom and Poland (both 10%) and Sweden (9%).

Finally, respondents in Austria, Croatia (both 25%) and Romania (24%) are the most likely to say that the offer for **devices such as phones, tablets or TV-sets at better prices or with better reimbursement conditions** is a main factor, while those in Germany (9%), Latvia (8%) and the United Kingdom (5%) are the least likely to do so.

Taking a broader view, in 24 Member States cost-related criteria are the most important when subscribing to an Internet service. In Austria, Ireland, Malta and the United Kingdom quality-related criteria are the most mentioned.

There have been a number of notable changes since 2015 at a country level:

- In 23 countries, respondents are now more likely to mention price than they were in 2015, with the largest increases observed in Lithuania (+13 pp), Cyprus (+12 pp), Estonia and Portugal (both +11). The largest decline is observed in Romania (-9 pp).
- Respondents in Hungary (+6 pp) are now more likely to mention the maximum download or upload speed, while those in Cyprus (-11 pp), Spain (-10 pp) and Germany (-9 pp) are now less likely to do so.
- Respondents in the United Kingdom (+10 pp), Romania (+9 pp) and Ireland (+8 pp) are more likely to mention the maximum amount of data that can be downloaded or uploaded per month, while those in Bulgaria are now less likely to do so (-5 pp).
- Customer service is more likely to be mentioned as a main factor by respondents in Germany, Cyprus (both +13 pp) and Portugal (+11 pp), but less likely to be mentioned by those in Ireland (-6 pp).
- The ability to connect multiple devices without loss of quality is now more likely to be mentioned by respondents in Slovenia (+7 pp), Malta (+6 pp) and Latvia (+5 pp), but less likely to be mentioned by those in Germany (-9 pp), Finland and Italy (both -8 pp).
- In all but one country, contract length is more likely to be mentioned, compared to 2015. The largest increase is observed in Portugal (+24 pp)[44].
- In 22 countries, respondents are now less likely to mention the fact that Internet is included in a bundle, with the largest declines observed in Portugal (-24 pp), Romania (-14 pp), the Netherlands and Germany (both -13 pp). The largest increase is observed in the Czech Republic (+9 pp).

[44] Please note that this option has been considerably modified since 2015, when it was "The notice period to terminate the contact with the provider". The trend should therefore be interpreted with caution.

QB8T When subscribing to an Internet connection what are the main factors you consider? Firstly? And then? (MAX. 4 ANSWERS)
(%)

	The price of the Internet subscription	2017 - 2015	The maximum download or upload speed (MBps)	2017 - 2015	The maximum amount of data (MB, GB) you can download or upload per month	2017 - 2015	The customer service	2017 - 2015	The reputation of the Internet access provider*	The ability to connect multiple devices at the same time without loss of	2017 - 2015	The length of the contract	2017 - 2015	The fact that the Internet subscription is part of a bundle	2017 - 2015	Whether you get devices such as phones, tablets or TV-sets at more convenient prices	Other (SPONTANEOUS)	2017 - 2015	None (SPONTANEOUS)	2017 - 2015	Don't know	2017 - 2015
EU28	72	▲3	44	▼4	34	▲2	31	▲3	25	25	▼1	24	▲13	18	▼6	12	3	▼1	6	▲6	3	-1
BE	81	▲3	31	▼5	27	=	51	▲6	28	27	▲4	19	▲11	18	▼5	10	3	=	2	▲2	0	-1
BG	78	▲10	50	▼5	34	▼5	20	▼9	32	27	▼1	27	▲13	32	▼2	19	1	=	2	▲2	1	-3
CZ	81	▲1	44	▼6	39	▲4	33	▲8	28	27	▲5	15	▲10	16	▲9	11	4	▲1	4	▲4	2	0
DK	76	▲3	44	▼3	34	▲4	29	▲5	22	33	▲4	6	▼2	17	▼3	19	6	▼3	5	▲5	3	-2
DE	66	▲7	40	▼9	38	▼4	35	▲13	18	23	▼9	28	▲10	13	▼13	9	2	▼2	8	▲8	4	1
EE	72	▲11	52	▲1	34	=	13	=	15	31	▲3	6	▲3	23	▼9	15	4	=	6	▲6	5	-1
IE	69	▲7	55	▲1	44	▲8	20	▼6	21	28	▲2	25	▲16	16	▲1	12	2	▲1	5	▲5	1	-2
EL	79	▲5	55	▼7	24	▼6	37	▲2	46	17	▼2	34	▲25	35	▼8	16	5	▲2	2	▲2	1	-2
ES	72	▲10	48	▼10	37	=	37	▲4	20	20	▲3	23	▲16	15	▼2	11	4	▼1	6	▲6	3	-1
FR	80	▲3	32	▲1	19	▲2	44	▲1	34	20	=	14	▲5	22	▼9	11	3	=	5	▲5	3	-1
HR	76	▲5	51	▲8	44	▲3	6	▼4	14	25	▼3	29	▲14	18	▼7	25	3	▲2	5	▲5	2	-4
IT	70	▼3	41	▼2	38	▲1	20	▼3	30	30	▼8	26	▲9	30	▲5	19	1	▼1	4	▲4	1	-1
CY	79	▲12	44	▼11	19	▼2	60	▲13	28	17	▼1	11	▲9	15	▼3	15	3	=	5	▲5	2	-2
LV	74	▲4	49	=	29	▼2	20	=	16	30	▲5	18	▲15	18	▲1	8	3	▼1	9	▲9	3	-2
LT	83	▲13	53	=	43	▲5	27	▲6	22	28	▲3	23	▲18	14	▲1	12	5	▲3	3	▲3	2	-2
LU	63	▼2	36	▼1	27	▲2	39	▲6	33	24	▼4	14	▲10	21	▼5	13	5	▼6	6	▲6	2	-3
HU	81	▲2	56	▲6	35	=	11	▲1	16	20	▲2	30	▲13	29	▼2	13	2	=	5	▲5	0	-2
MT	56	▲8	56	▲3	29	▼3	30	▼5	24	26	▲6	19	▲15	20	▼3	11	4	▼3	4	▲4	5	-1
NL	79	▲1	44	▼3	28	▼2	31	▲1	39	36	▲1	21	▲2	19	▼13	11	4	▼3	4	▲4	2	0
AT	63	▲4	50	=	56	▲5	21	▲1	16	34	=	36	▲14	20	▼3	25	4	▲1	2	▲2	3	1
PL	72	▼4	50	▼1	36	▲5	17	▲4	22	16	▼5	38	▲27	10	▼5	11	2	▲1	4	▲4	4	-2
PT	68	▲11	41	▲2	25	▼3	38	▲11	23	45	▼1	20	▲4	36	▼24	17	3	▲2	5	▲5	2	0
RO	65	▼9	53	▼6	38	▲9	13	▼3	24	23	▲2	32	▲28	22	▼14	24	3	▲1	5	▲5	4	0
SI	74	▲7	49	▲2	33	▲7	15	▲4	13	19	▲7	12	▲7	25	▼11	19	6	▼4	8	▲8	2	-1
SK	74	▲1	51	▼8	49	▲2	24	▲8	17	29	▲5	20	▲13	14	=	20	3	▲2	2	▲2	3	1
FI	75	▼1	51	▼4	26	▼1	32	▲3	14	33	▼8	17	▲6	16	▲4	18	5	▼1	7	▲7	3	-1
SE	78	▲9	52	▲3	37	▲2	22	▲7	35	33	▲4	25	▲10	9	▼6	13	5	▼8	7	▲7	2	-4
UK	66	▲4	47	▼5	37	▲10	32	=	25	24	▲3	20	▲14	10	▼5	5	2	▼4	9	▲9	5	-3

**New items*

Base: Respondents with Internet connection in the household (N= 20,889)

The **socio-demographic analysis** illustrates the following:

- Men are more likely to mention quality-related criteria, compared to women (70% vs. 64%).
- Respondents aged 55+ are the least likely to mention cost-related criteria (71% vs. 76%-80%) or quality-related criteria (50% vs. 69%-78%). Those aged 15-24 are the least likely to mention service-related criteria (50% vs. 58%-61%).
- Respondents with the lowest education levels are the least likely to mention cost (70% vs. 76%-77%) or service-related criteria (49% vs. 65%-70%).
- Daily Internet users are the most likely to mention quality-related criteria (71% vs. 43%), but there is little difference in terms of cost or service criteria.
- Respondents in mobile only households are the most likely to mention quality-related criteria (72% vs. 65% of landline and mobile, and 35% of landline only).

QB8T When subscribing to an Internet connection what are the main factors you consider? Firstly? And then?
(% - EU)

	Total 'Costs-related criteria'	Total 'Quality-related criteria'	Total 'Service-related criteria'
EU28	76	67	57
Gender			
Man	75	70	58
Woman	77	64	57
Age			
15-24	78	78	50
25-39	80	77	58
40-54	76	69	58
55 +	71	50	61
Education (End of)			
15-	70	49	59
16-19	77	65	59
20+	76	70	57
Still studying	78	79	51
Use of the Internet			
Everyday	78	71	57
Often/ Sometimes	72	43	63
Never	50	24	40
Landline/ mobile			
Mobile only	79	72	54
Landline only	54	35	39
Landline & mobile	75	65	60
No tel.	61	54	42

Base: Respondents with Internet connection in the household (N= 20,889)

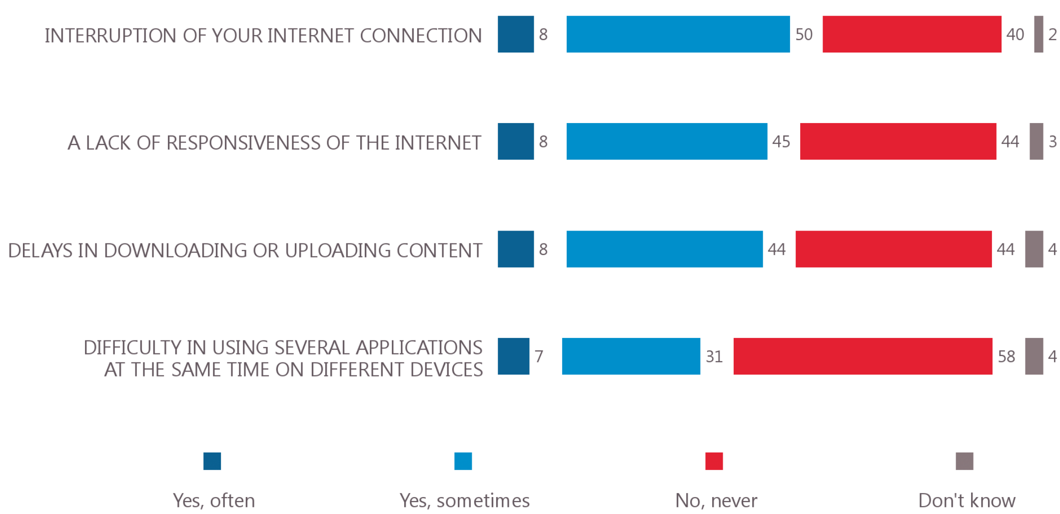
2 Problems experienced when using Internet subscription

- Interrupted connection is the most common problem experienced with Internet subscriptions -

Respondents with an Internet connection in the household were also asked about problems they might have experienced with their Internet subscription[45]. The majority (58%) have experienced interruptions in their connection, with 8% saying this happens often. More than half (53%) say they experience a lack of responsiveness of the Internet at least sometimes, with 8% saying this happens often. Again, just over half (52%) also experience delays in downloading or uploading content, with 8% saying this happens often.

Finally, 38% report difficulties in using several applications at the same time on different devices, with 7% saying this happens often.

QB9 When using your household Internet subscription, have you experienced any of the following problems?
(% - EU)



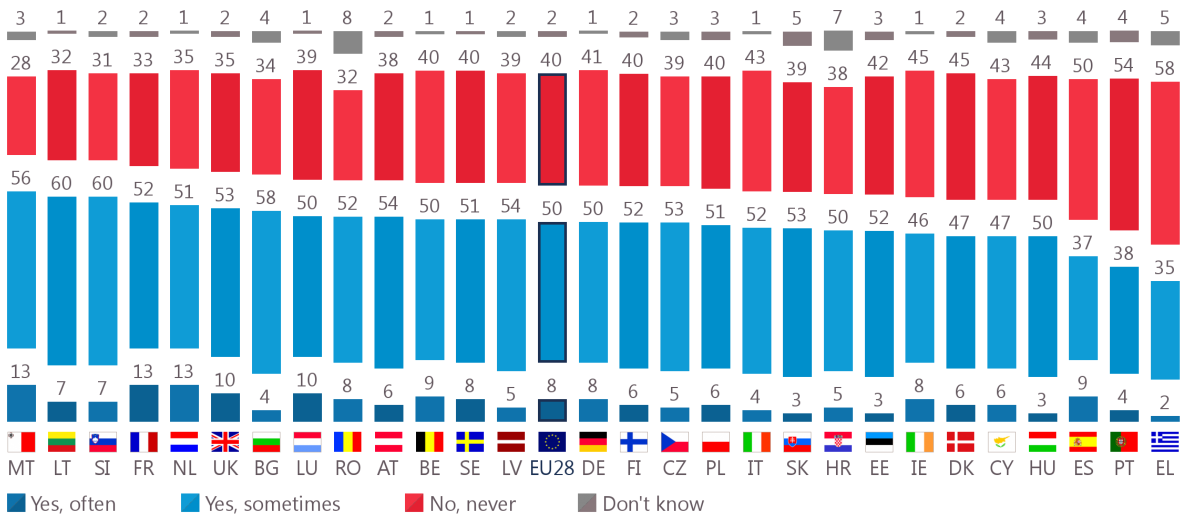
Base: Respondents with Internet connection in the household (N= 20,889)

[45] Q9 When using your household Internet subscription, have you experienced any of the following problems? Interruption of your Internet connection; Delays in downloading or uploading content; Difficulty in using several applications at the same time on different devices; A lack of responsiveness of the Internet.

In all but three Member States, the majority at least occasionally experience interruption in their Internet connection, with respondents in Malta (69%), Lithuania and Slovenia (both 67%) the most likely to report this. The exceptions are Spain (46%), Portugal (42%) and Greece (37%).

There are five countries where at least one in ten say they often experience interruption in their connection: Malta, France, the Netherlands (all 13%) the United Kingdom and Luxembourg (both 10%).

QB9.1 When using your household Internet subscription, have you experienced any of the following problems?
Interruption of your Internet connection (%)

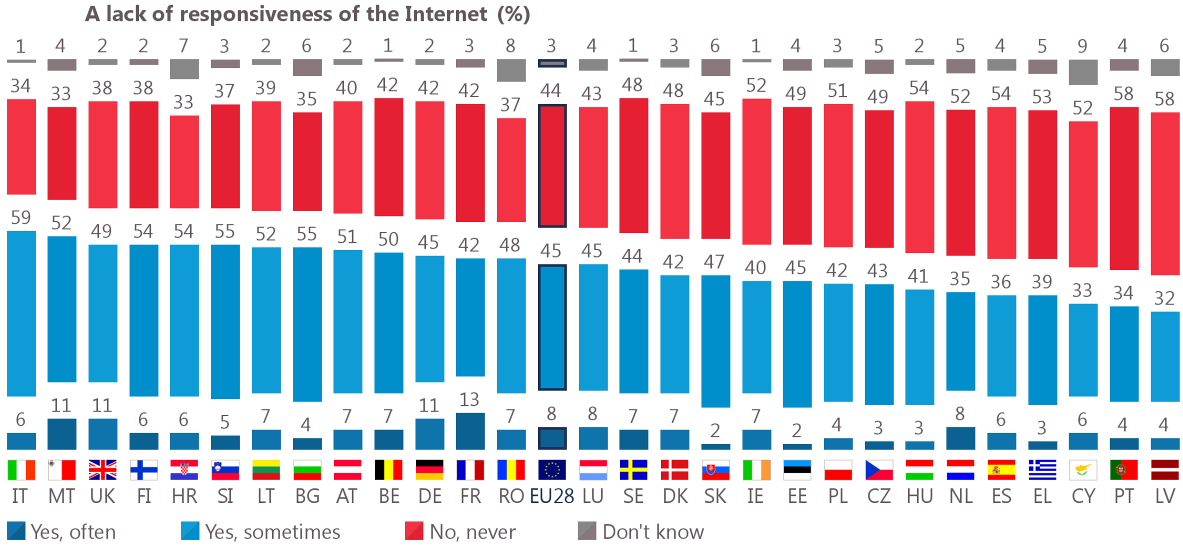


Base: Respondents with Internet connection in the household (N= 20,889)

In 15 countries, the majority say they have experienced a lack of responsiveness of the Internet at least occasionally. Respondents in Italy (65%), Malta (63%), Croatia, Slovenia, Finland and the United Kingdom (all 60%) are the most likely to report this issue, compared to 39% in Cyprus, 38% in Portugal and 36% in Latvia.

More than one in ten respondents in France (13%), Germany, Malta and the United Kingdom (all 11%) say they experience this often.

QB9.4 When using your household Internet subscription, have you experienced any of the following problems?
A lack of responsiveness of the Internet (%)

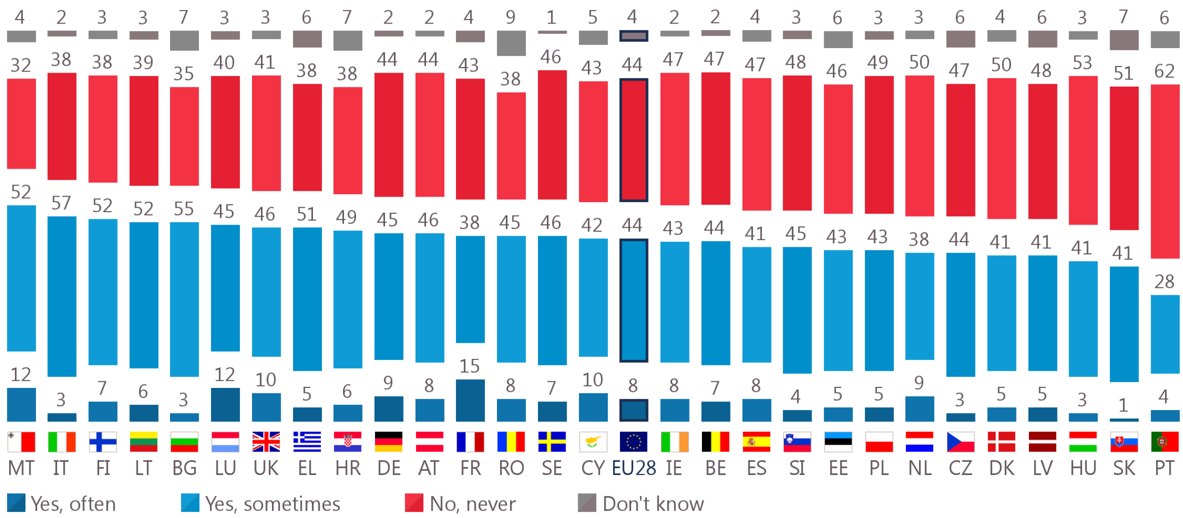


Base: Respondents with Internet connection in the household (N= 20,889)

Respondents in Malta (64%), Italy (60%) and Finland (59%) are the most likely to say they at least occasionally experience delays in downloading or uploading content, while those in Hungary (44%), Slovakia (42%) and Portugal (32%) are the least likely to do so.

Respondents in France (15%), Luxembourg and Malta (both 12%), Cyprus and the United Kingdom (both 10%) are the most likely to say they experience this problem often.

QB9.2 When using your household Internet subscription, have you experienced any of the following problems?
Delays in downloading or uploading content (%)

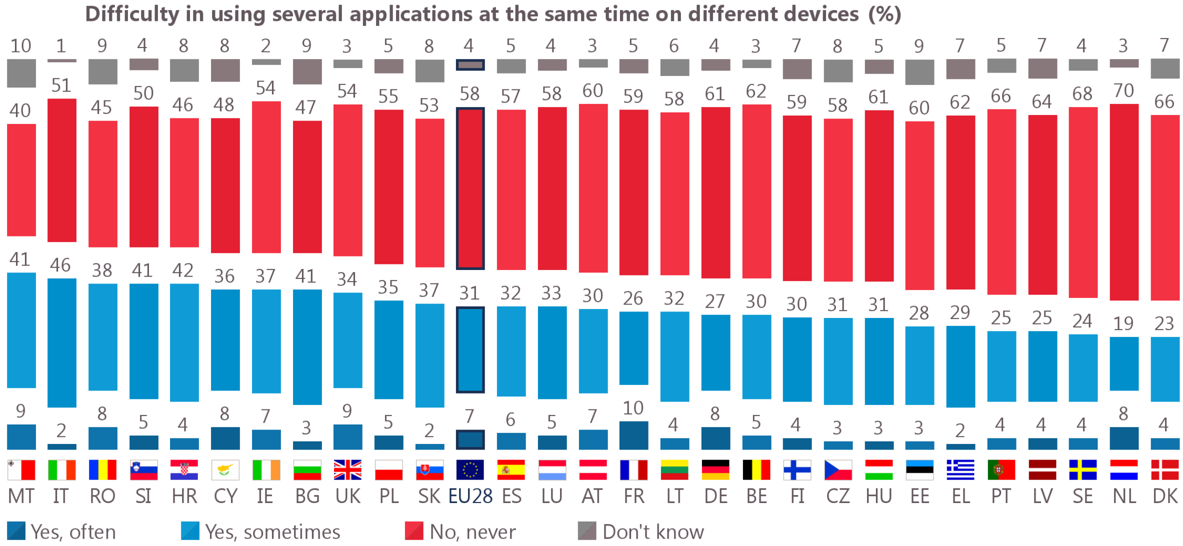


Base: Respondents with Internet connection in the household (N= 20,889)

Malta is the only country where at least half of respondents say they at least occasionally experience difficulties in using several applications at the same time on different devices (50%), followed by 48% of respondents in Italy and 46% in Croatia, Romania and Slovenia. This compares to 28% in Sweden and 27% in Denmark and the Netherlands.

Respondents in France (10%), Malta and the United Kingdom (both 9%) are the most likely to say they experience this often.

QB9.3 When using your household Internet subscription, have you experienced any of the following problems?
Difficulty in using several applications at the same time on different devices (%)



Base: Respondents with Internet connection in the household (N= 20,889)

The **socio-demographic analysis** shows – perhaps not surprisingly - that daily Internet users are more likely to say they have experienced each of these problems. For instance, 60% of daily users have experienced interruption of their Internet connection, compared to 50% of those who use it less often.

QB9 When using your household Internet subscription, have you experienced any of the following problems?
(% - EU)

	Interruption of your Internet connection	A lack of responsiveness of the Internet	Delays in downloading or uploading content	Difficulty in using several applications at the same time on different devices
EU28	58	53	52	38
Use of the Internet				
Everyday	60	56	56	40
Often/ Sometimes	50	49	42	32
Never	22	19	17	13

Base: Respondents with Internet connection in the household (N= 20,889)

3 Switching bundle provider

a. Switching bundle provider

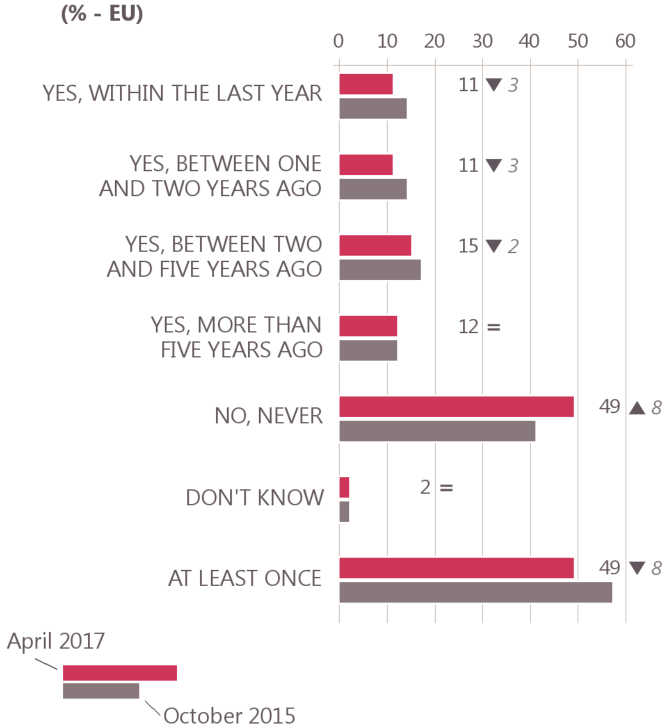
– The proportion of respondents living in households where someone has changed bundle provider has dropped since 2015 –

Amongst respondents in households with a bundle, almost half say they, or someone in their household, has changed bundled service provider (49%), while the same proportion has never changed it (49%).

At least one in ten changed provider within the last year or between one and two years ago (both 11%). A further 15% changed between two and five years ago, while 12% changed more than five years ago.

Compared to 2015 there has been an eight-point decrease in the proportion of respondents who have changed provider at least once (-8 pp). However, care should be taken when interpreting the trend results, as the definition of a bundle has changed. In the current wave, mobile phone + mobile Internet is considered as a bundle, which was not the case in 2015. In addition, as a result of this change, more respondents would have been asked this question in the current survey, which may also have influenced the results.

QB6 Have you or someone in your household changed bundle service provider?
(% - EU)



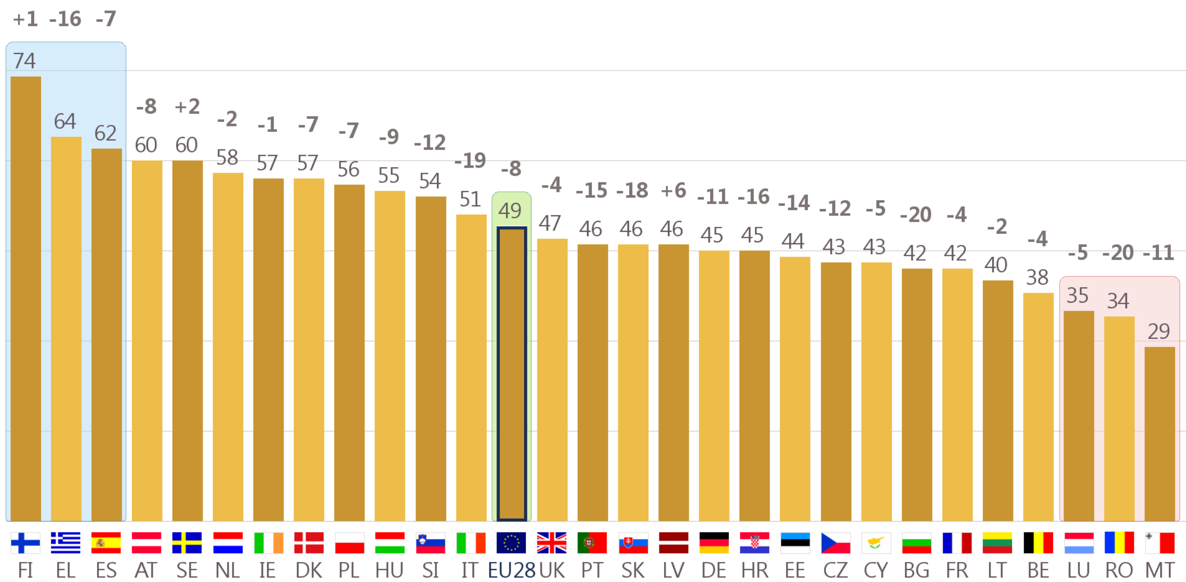
Respondents who have a bundle (N=16,871)

Amongst households with bundled services, respondents in Finland (74%) are the most likely to have changed provider at least once, followed by those in Greece (64%) and Spain (62%). Overall, there are 12 countries where the majority have changed bundle provider at least once.

Households in Luxembourg (35%), Romania (34%) and Malta (29%) are the least likely to have changed bundle provider at least once.

Compared to 2015, households in all but two countries are now less likely to have changed provider, and this is particularly the case in Bulgaria, Romania (both -20 pp), Italy (-19 pp) and Slovakia (-18 pp). The exceptions are Sweden (+2 pp) and Finland (+1 pp).

QB6 Have you or someone in your household changed bundle service provider?
(% - AT LEAST ONCE)



+ Evolution October 2015 – April 2017
Respondents who have a bundle (N=16,871)

The **socio-demographic analysis** illustrates the following:

- Respondents aged 55+ are the least likely to have changed bundle provider at least once (43%), followed by those aged 15-24 (49%) and those aged 25-54 (53%-54%).
- Respondents in households with children are more likely to have changed provider at least once than those in households without children (55% vs. 45%-47%).
- The larger the household, the more likely they are to have changed at least once: 42% of single person households have changed, compared to 55% of those with 4 or more people.
- Those who use the Internet daily (52%) are more likely to have changed provider than those who use it often/sometimes (45%) or those who never use it (29%).
- Respondents with mobile access are the most likely to have changed at least once: 52% in mobile only households and 49% in mobile and landline households have changed, compared to 30% in landline only households.
- Those who use both traditional and Internet means for communication are the most likely to have changed bundle provider at least once (51%), followed by those who only use traditional means (34%) and those who only use the Internet (29%).

QB6	Have you or someone in your household changed bundle service provider? **(At least once - % - EU)**
EU28	49
Gender	
Man	51
Woman	47
Age	
15-24	49
25-39	53
40-54	54
55 +	43
Household situation	
Single Household without children	47
Single Household with children	50
Multiple Household without children	45
Household with children	55
Household composition	
1	42
2	47
3	52
4+	55
Use of the Internet	
Everyday	52
Often/ Sometimes	45
Never	29
Landline/ mobile	
Mobile only	52
Landline only	30
Landline & mobile	49
No tel.	56
Use of means of communication	
Only traditional	34
Only using Internet	29
Both	51
None	22

Respondents who have a bundle (N=16,871)

b. Problems experienced when switching bundle provider

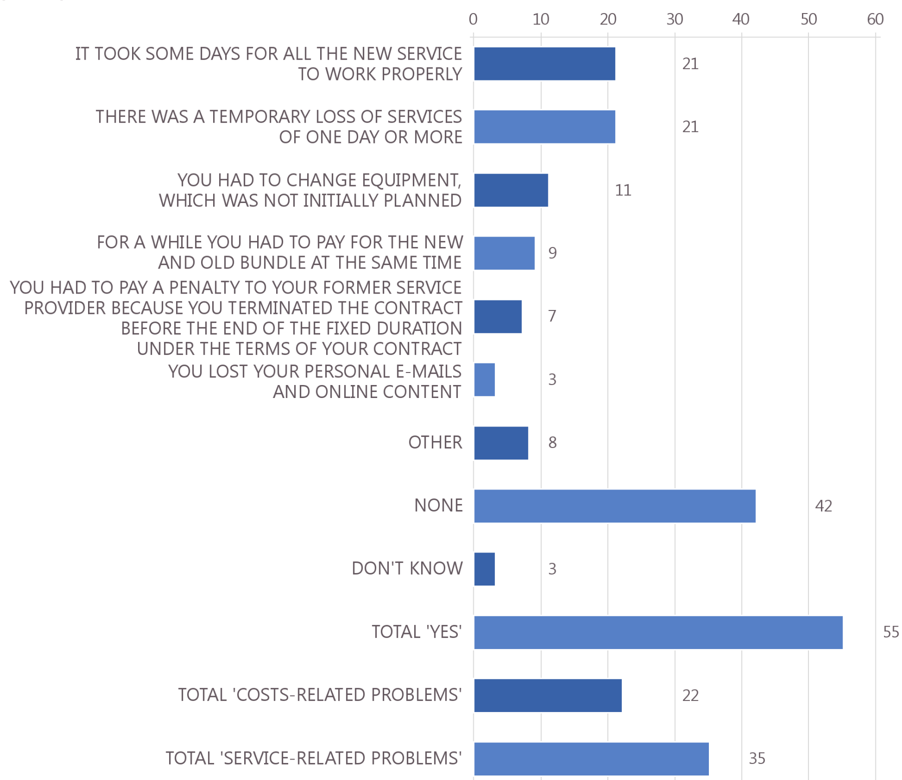
- More than half of respondents have experienced problems when switching bundle provider -

Respondents who changed bundle provider were asked if they had experienced a range of problems[46]. Just over half (55%) said they experienced problems, while 42% say they did not. The most common problems were the fact that it took some days for the new service to work properly or a temporary loss of service for one day or more (both 21%). More than one in ten said they had to change equipment, which was not initially planned.

Almost one in ten had to pay for the old and new service at the same time (9%), while 7% had to pay a penalty to their former service provider. Only a small proportion says they lost personal emails and online content (3%).

Looking more broadly, 35% experienced service-related problems[47] when switching bundles, and 22% experienced cost-related problems[48].

QB7 When you changed your bundle service provider, did you experience any of the following problems ?
(MULTIPLE ANSWERS POSSIBLE)
(% - EU)



Base: Respondents who changed bundle service provider (N= 8,957)

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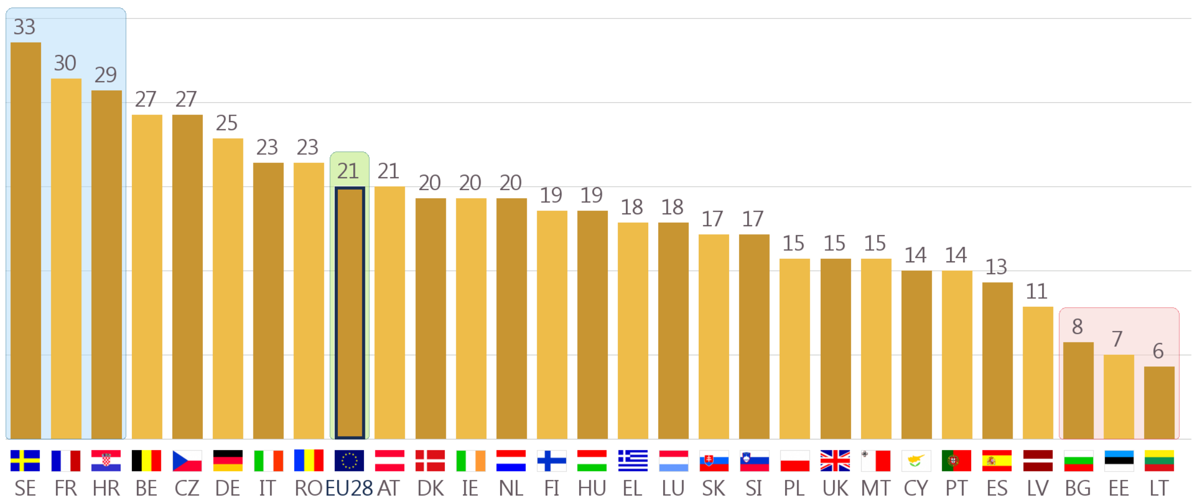
[46] Q7 When you changed your bundle service provider, did you experience any of the following problems? There was a temporary loss of services of one day or more; You lost your personal e-mails and online content; It took some days for all the new services to work properly; You had to change equipment, which was not initially planned; You had to pay a penalty to your former service provider because you terminated the contract before the end of the fixed duration under the terms of your contract; For a while you had to pay for the new and old bundle at the same time; Other; None; Don't Know.

[47] Service-related criteria: There was a temporary loss of services of one day or more; You lost your personal e-mails and online content; It took some days for all the new services to work properly.

[48] Cost-related criteria: You had to change equipment, which was not initially planned; You had to pay a penalty to your former service provider because you terminated the contract before the end of the fixed duration under the terms of your contract; For a while you had to pay for the new and old bundle at the same time

In 12 countries, respondents are most likely to say it **took some days for all the new services to work properly**, with those in Sweden (33%), France (30%) and Croatia (29%) the most likely to say this. At the other end of the scale 8% in Bulgaria, 7% in Estonia and 6% in Lithuania experienced this.

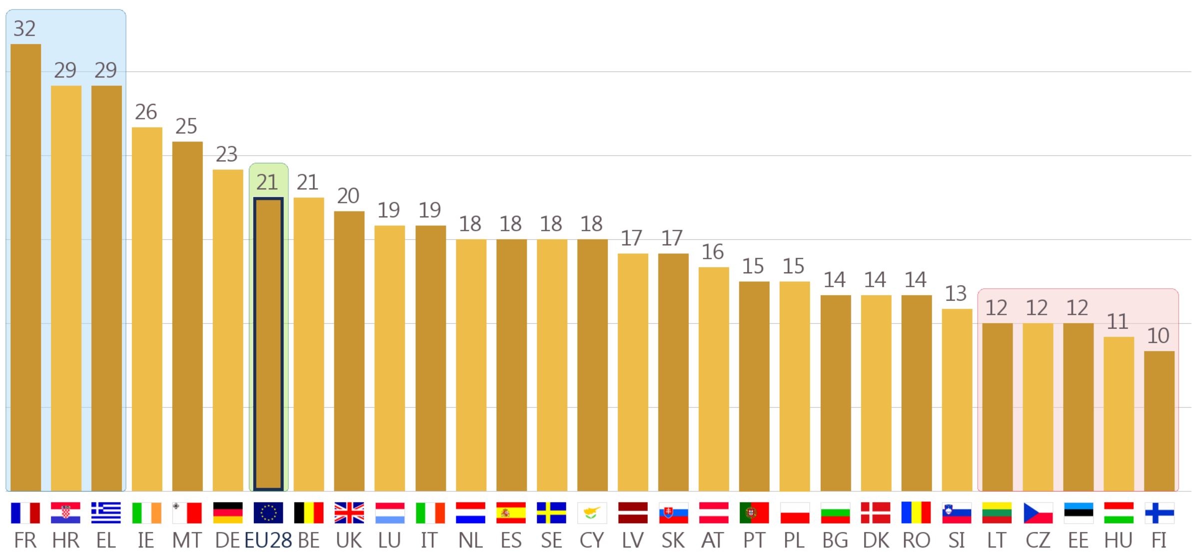
QB7 When you changed your bundle service provider, did you experience any of the following problems ? (MULTIPLE ANSWERS POSSIBLE)
It took some days for all the new services to work properly



In 13 countries, respondents are most likely to say there was a **temporary loss of services of one or more days**. Almost one third in France reports this (32%), as do 29% in Croatia and Greece. This compares to 10% in Finland, 11% in Hungary and 12% in Lithuania and Estonia.

In Slovakia (17%) and Poland (15%), respondents are equally likely to say they experienced these two problems.

QB7 When you changed your bundle service provider, did you experience any of the following problems ? (MULTIPLE ANSWERS POSSIBLE)
There was a temporary loss of services of one day or more



Respondents in Sweden and Austria (both 17%) and Ireland (16%) are the most likely to report **having to change equipment unexpectedly**, while those in Italy and Spain (7%), Estonia and Finland (6%) are the least likely to report this.

Those in Austria (16%), Finland (15%), Romania and the Czech Republic (both 14%) are the most likely to report they had to **pay for the new and old bundles at the same time**, while respondents in the United Kingdom and Germany (both 5%) and Lithuania (4%) are the least likely to report this issue.

Respondents in Poland (13%), France (12%) and Italy (11%) are the most likely to report having to **pay a penalty**, while those in Austria (10%) are the most likely to say they **lost personal emails and online content**.

QB7 When you changed your bundle service provider, did you experience any of the following problems ? (MULTIPLE ANSWERS POSSIBLE)
(%)

	It took some days for all the new services to work properly	There was a temporary loss of services of one day or more	You had to change equipment, which was not initially planned	For a while you had to pay for the new and old bundle at the same time	You had to pay a penalty to your former service provider because you terminated the contract before the end of the fixed duration under the terms of your contract	You lost your personal e-mails and online content	Other	None	Don't know	Total 'Yes'	Total 'Costs-related problems'	Total 'Service-related problems'
EU28	21	21	11	9	7	3	8	42	3	55	22	35
BE	27	21	13	8	8	2	24	15	3	83	25	43
BG	8	14	11	8	6	0	6	42	9	49	24	21
CZ	27	12	12	14	10	4	13	14	6	81	34	40
DK	20	14	8	10	1	4	16	43	4	53	16	28
DE	25	23	10	5	1	3	0	52	3	45	15	38
EE	7	12	6	7	2	1	9	62	3	35	13	17
IE	20	26	16	11	5	0	11	31	4	65	26	40
EL	18	29	8	12	5	0	4	45	2	54	22	41
ES	13	18	7	6	7	2	14	50	1	48	16	25
FR	30	32	16	12	12	5	6	31	3	66	32	48
HR	29	29	13	12	8	1	5	34	2	64	27	45
IT	23	19	7	10	11	1	7	35	4	62	24	35
CY	14	18	9	5	4	2	18	38	3	59	15	28
LV	11	17	12	7	4	1	9	48	3	50	20	26
LT	6	12	11	4	1	3	21	46	3	52	14	20
LU	18	19	15	8	6	3	17	35	5	61	23	32
HU	19	11	12	13	3	2	7	48	1	51	25	28
MT	15	25	12	12	7	0	7	40	6	54	24	34
NL	20	18	10	8	2	7	10	47	3	50	16	33
AT	21	16	17	16	7	10	4	37	4	59	36	39
PL	15	15	10	12	13	7	9	37	4	59	28	34
PT	14	15	10	6	1	1	5	50	8	42	16	27
RO	23	14	16	14	6	2	8	35	6	59	29	33
SI	17	13	9	7	4	2	18	44	1	54	17	27
SK	17	17	15	10	4	3	11	25	9	66	27	33
FI	19	10	6	15	2	3	10	51	2	47	22	25
SE	33	18	17	12	8	3	12	32	1	67	29	42
UK	15	20	10	5	5	3	7	52	5	44	17	30

Highest percentage per country *Lowest percentage per country*

Highest percentage per item | Lowest percentage per item

Base: Respondents who changed bundle service provider (N= 8,957)

The **socio-demographic analysis** shows that respondents living in mobile only or landline and mobile households (both 35%) are more likely than those in landline only households to experience service-related problems.

QB7 When you changed your bundle service provider, did you experience any of the following problems ? **(Total 'Yes' % - EU)**

EU28	55
Landline/ mobile	
Mobile only	59
Landline only	33
Landline & mobile	53
No tel.	88

Base: Respondents who changed bundle service provider (N= 8,957)

VIII. INTERNATIONAL CALLS WITHIN THE EU

1 Means and frequency of making international calls

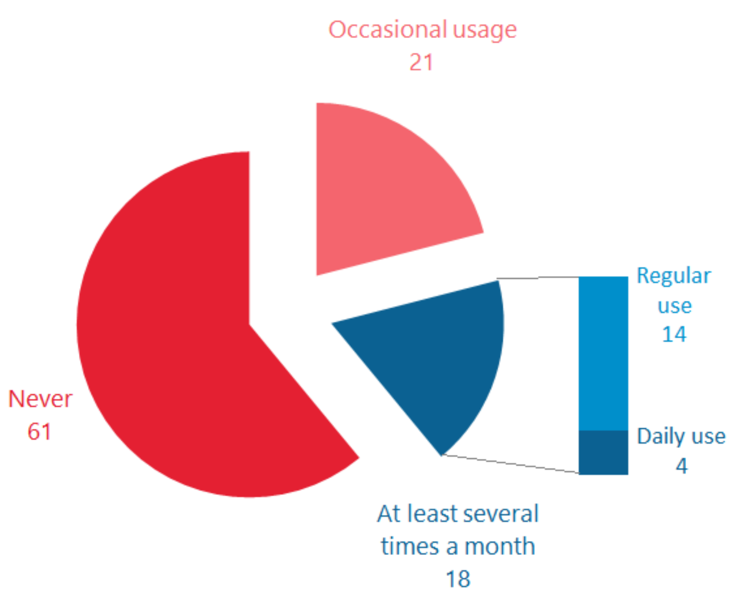
Less than 20% of respondents make international telephone calls or send SMS within the EU on a regular basis

Respondents were asked how often they made calls or sent messages[49] to other EU countries[50] using different technologies.

With regards to "traditional" fixed or mobile telephone services, the majority of respondents (61%) say they never make international voice calls or send international SMS. Another 21% of respondents declare they only use such services occasionally (i.e. once a month or less often).

Overall 18% of respondents actively use the telephone to make intra-EU calls, making such calls at least several times a month. Only 4% make fixed or mobile telephone international voice calls or send SMS on a daily basis and 14% use such services at least several times a month.

QB12T4 International communication by fixed or mobile telephone
(% - EU)



Base: Respondents who answered 'Don't know' removed from the base (N=28,441)

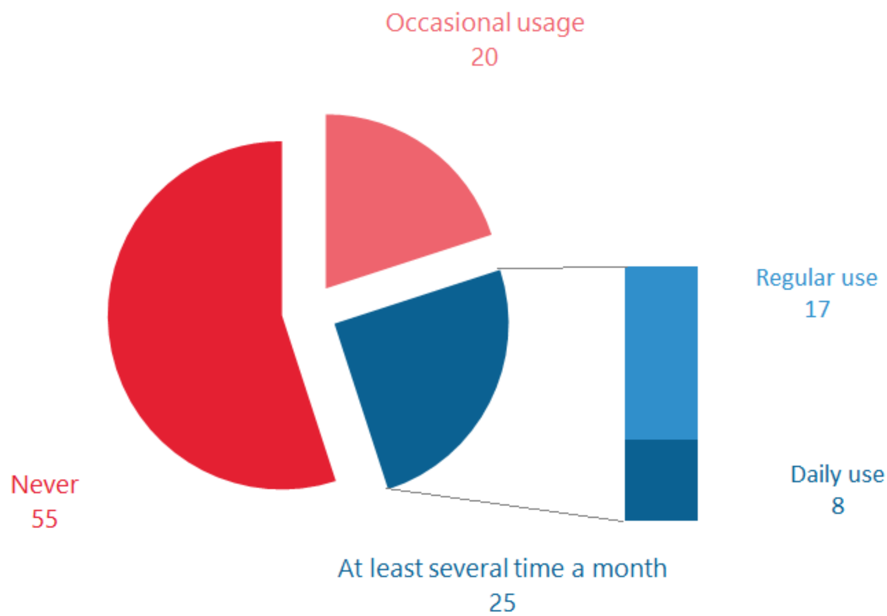
The results change when international communications also include more recent technologies, such as Internet-based video-calls or instant messaging applications.

[49] Prior to asking this question, the following definition of international calls within the EU was presented to the respondents: 'Now we are talking about international calls or messages within the European Union. With this we mean the calls you make or messages you send from the EU country where you live to another EU country. This implies that you are physically present in the EU country where you live at the time of making the call or sending the message'.

[50] QB12 How often do you do any of the following from the country where you live? 12.1 Make international phone calls over a landline phone within the EU; 12.2 Make international phone calls over a mobile phone within the EU; 12.3 Make international calls using Internet applications, including video calls (VoIP) within the EU. This excludes calling a phone number with the Internet application; 12.4 Make international phone calls to a phone number using Internet applications (voice calls) (VoIP) within the EU; 12.5 Send international SMS within the EU; 12.6 Use an instant Internet messaging service to reach people in another EU country

In this case, the overall number of daily users reaches 8% of respondents, while regular users represent 17% of respondents. Over half (55%) never make intra-EU communications while the proportion of occasional users equals 20%.

QB12T3 International communication by fixed or mobile telephone or Internet
(% - EU)

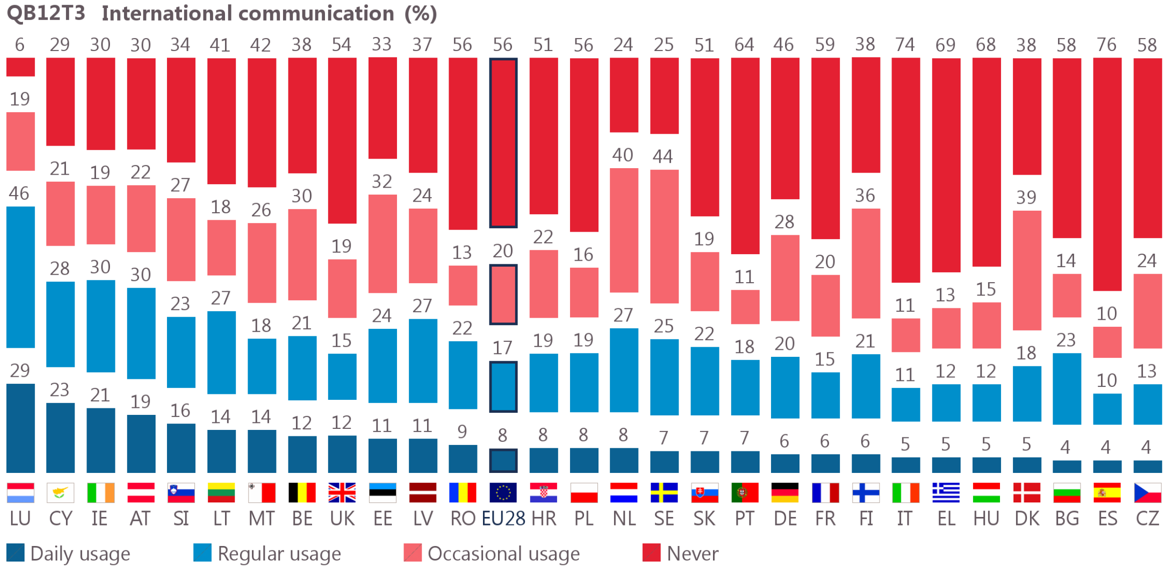


Base: Respondents who answered 'Don't know' removed from the base (N=28,445)

A country analysis shows that respondents in Luxembourg are much more likely to make international communications within the EU than respondents in other countries. Almost one third (29%) do so daily and nearly half (46%) regularly. Luxembourg is however an outlier in this comparison, given its high number of cross-border workers that commute every day from neighbouring countries.

Apart from Luxembourg, respondents in Cyprus (51%), Ireland (51%) and Austria (49%) are most likely to make international communications. In contrast, only 14% in Spain, 16% in Italy, and 17% in Hungary, Greece and the Czech Republic say they make international communications at least several times a month.

The proportion of those making international communications occasionally, ranges from around four in ten in Sweden (44%), the Netherlands (40%) and Denmark (39%) to one in ten in Spain (10%), Portugal and Italy (both 11%), Romania and Greece (both 13%).



Base: Respondents who answered 'Don't know' removed from the base (N=28,445)

The questionnaire explores six different ways to communicate with people in other EU countries.

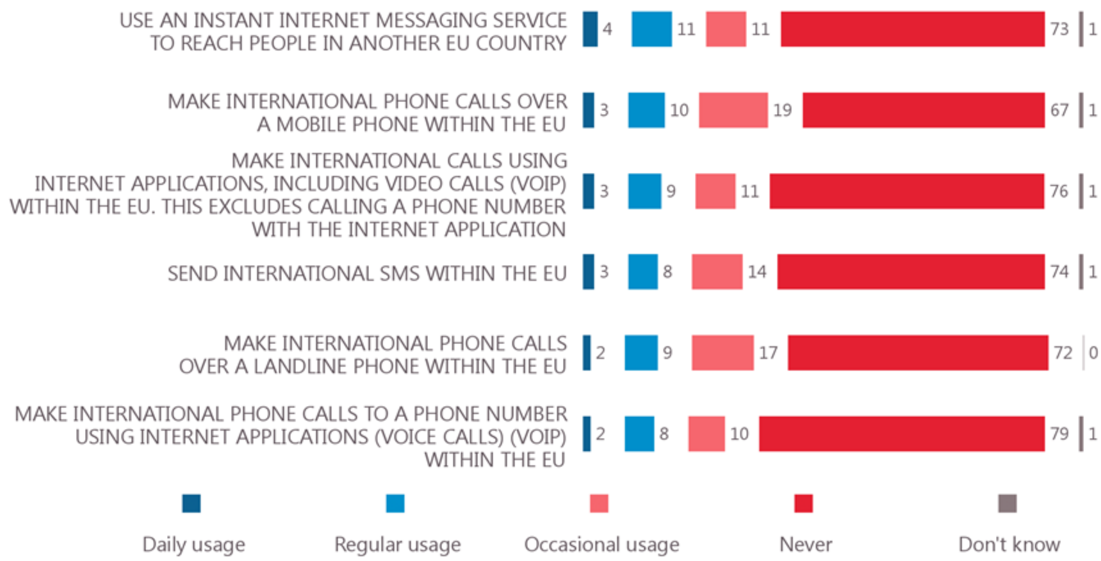
A detailed study of the results shows that respondents are most likely to use a mobile phone to make international phone calls within the EU (32%). At least one in four make international phone calls within the EU over a landline phone (28%), use an instant Internet messaging service to reach people in another EU country (26%) or send international SMS within the EU (25%).

At least one in five make international calls within the EU using Internet applications, including video calls (VoIP) (23%) or make international phone calls to a phone number within the EU using Internet applications (VoIP) (20%).

Daily use of any of these means for international communication is rare (2%-4%). Also, regular use of any of these means of international communication is relatively uncommon (8%-11%). Occasional use is more common, with at least one in ten using each option occasionally. Occasional use is the most frequent in the case of international calls using a mobile phone (19%)[51], or via landline (17%)[52].

[51] Respondents with mobile telephone access
[52] Respondents with fixed telephone access

QB12 How often do you do any of the following from the country where you live?
(% - EU)



Items 1,3,4,6: All Respondents (N= 28,501)
Item 2: Respondents with mobile telephone access (N= 26,421)
Item 5: Respondents with fixed telephone access (N= 17,359)

A more detailed analysis of the results shows that daily or regular users of international communications are only slightly more likely to use instant messaging services than either mobile phones, landline phones or Internet-based voice applications.

By contrast, respondents who only make international communications occasionally (once a month or less often) are more likely to use the more traditional communication services for this type of communication, i.e. mobile and landline phone calls and SMS, rather than instant messaging or Internet based voice applications. This suggests that when such intra-EU communications are very occasional, users do not consider other alternative tools.

The socio-demographic analysis shows that the oldest respondents are the least likely to do each of these activities at least several times a month, particularly making international phone calls to a phone number using Internet applications (4% vs. 11%-17% for other age categories). Respondents aged 39 or younger are the most likely to use instant messaging services to contact people in other EU countries (24%-26% vs. 16% of those aged 40-54 and 5% of those aged 55+), and they are also the most likely to make international calls using Internet applications.

There are small differences between men and women when it comes to making international communications within the EU. In general, men are slightly more likely to use each type of these communications. The biggest difference is observed in making phone calls over mobile phone (35% men vs. 29% women).

Daily Internet users are also much more likely to use instant messaging services (20% vs. 8% of less frequent users), Internet applications to call phone numbers (13% vs. 7%) or to make international calls using Internet applications (excluding calls to a phone number) (16% vs. 9%).

The use of Internet-based tools for international communications is most common among those who only have a mobile phone connection (12%-19%) and the least common among those who only have a landline connection (1%-2%). Interestingly, Internet-based tools for regular intra-EU communication are relatively common (9%-10%) among those who neither have a landline nor mobile phones.

QB12 How often do you do any of the following from the country where you live?
At least several times a month (% - EU)

	Use an instant Internet messaging service to reach people in another EU country	Make international phone calls over a mobile phone within the EU	Make international calls using Internet applications, including video calls (VoIP) within the EU. This excludes calling a phone number with the Internet application	Send international SMS within the EU	Make international phone calls over a landline phone within the EU	Make international phone calls to a phone number using Internet applications (voice calls) (VoIP) within the EU
EU28	15	13	12	11	11	10
Gender						
Man	28	35	25	26	30	21
Woman	24	29	22	23	25	17
Age						
15-24	26	15	20	15	10	17
25-39	24	16	18	15	11	15
40-54	16	14	13	12	12	11
55 +	5	9	5	5	10	4
Subjective urbanisation						
Rural village	22	31	20	22	27	16
Small/ mid size town	24	29	21	23	25	17
Large town	33	37	31	31	32	27
Use of the Internet						
Everyday	20	14	16	13	12	13
Often/ Sometimes	8	13	9	11	10	7
Never	1	4	1	1	6	1
Landline/ mobile						
Mobile only	19	15	14	13	0	12
Landline only	2	0	2	1	7	2
Landline & mobile	14	11	12	10	11	9
No tel.	10	0	10	8	0	9

Items 1,3,4,6: All Respondents (N= 28,501)
Item 2: Respondents with mobile telephone access (N= 26,421)
Item 5: Respondents with fixed telephone access (N= 17,359)

a. Use of Telephone and Internet-based communication applications for making international communications within the EU

In this section, the overall use of telephony and Internet-based applications for international communications within the EU is presented and compared. The results are discussed at country level.

Respondents in Luxembourg (20%), Austria (17%), Cyprus and Ireland (both 15%) are the most likely to make daily international communications via telephone. With the exception of these countries the number of daily users of telephone calls and SMS for intra-EU communications in each country is below 10%, bringing the overall EU proportion to just 4% of respondents. In fact, in 18 countries no more than 5% of respondents report making intra-EU communications by phone daily. The countries in which the number of daily telephone users for international communication is particularly low are Spain (1%), Bulgaria, Hungary and Finland (all three 2%).

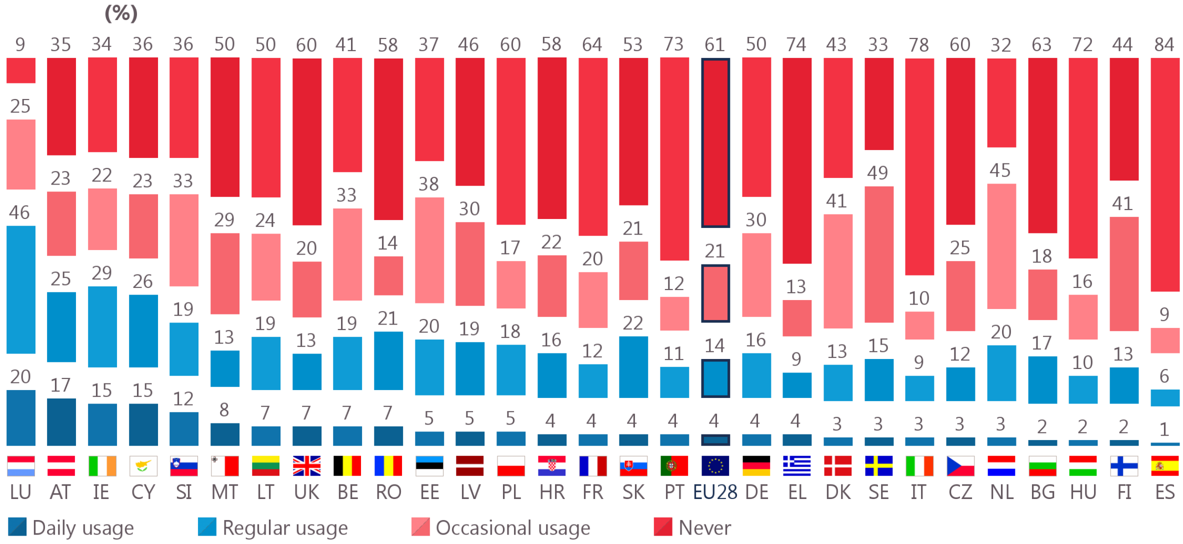
Respondents in Luxembourg are much more likely than those in other countries to make international telephone calls and send SMS within the EU at least several times a month (66%). Respondents in Ireland (44%) are the next most likely to do this, followed by Austria (42%), Cyprus (41%) and Slovenia (31%). In contrast, only 7% in Spain, 12% in Italy and Hungary, and 13% in Greece say they make international phone calls or send SMS at least several times a month.

The occasional usage of international communication via fixed or mobile phone is the most common in Sweden (49%), the Netherlands (45%), Denmark and Finland (both 41%). In contrast, only 9% in Spain, 10% in Italy and 12% in Portugal use telephony for occasional international communication.

At least seven in ten respondents in Spain (84%), Italy (78%) and Greece (74%) do not use fixed or mobile phones for international calls at all. Respondents in Luxembourg (9%), the Netherlands (32%), Sweden (33%) and Ireland (34%) are the least likely to say they never make any international communications using fixed or mobile phones.

QB12T4 International communication by fixed or mobile telephone

(%)



Base: Respondents who answered 'Don't know' removed from the base (N=28,441)

In contrast to the findings above, Internet-based communication applications such as VoIP and instant messaging, are more likely to be used on a daily or regular basis, rather than occasionally. At EU level, 6% of respondents use these applications on a daily basis and 13% on a regular basis. A further 13% of respondents use Internet-based applications for international communications within the EU once a month or less often, while 58% never use them.

The higher adoption of Internet-based technologies is shown by the fact that in 11 Member States at least one in ten respondents use these tools on a daily basis. Respondents in Luxembourg (22%), Cyprus (20%), Ireland (18%), Malta and Lithuania (both 13%) are the most likely to use Internet applications daily to make international communications within the EU. Conversely, just 3% of respondents in Bulgaria, the Czech Republic, Greece and Denmark do so.

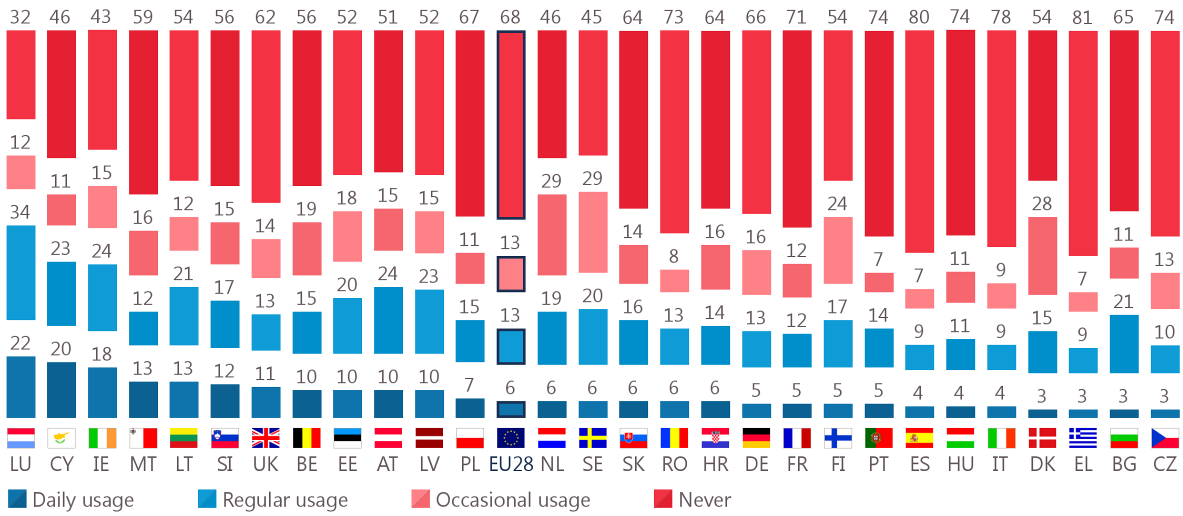
Luxembourg is again the country where the highest proportion of respondents makes intra-EU communications via the Internet at least several times a month (66%), followed by Cyprus (43%), Ireland (42%), Austria and Lithuania (both 34%). In contrast, just 12% of respondents in Greece and 13% in the Czech Republic, Spain and Italy use Internet applications at least several times a month to make international communications within the EU.

Almost three in ten respondents use the Internet for international communication occasionally in the Netherlands and Sweden (both 29%) and Denmark (28%). In contrast, less than one in ten do so in Greece, Portugal and Spain (all three 7%), Romania (8%) and Italy (9%).

In 23 countries, a majority of respondents never use the Internet for international communication. The proportion of respondents who never use this means of international communication is especially high in Greece (81%), Spain (80%) and Italy (78%). The five countries in which only a minority never use Internet applications as means of international communication are Luxembourg (32%), Ireland (43%), Sweden (45%), Cyprus and the Netherlands (both 46%).

QB12T5 International communication by Internet

(%)



Base: Respondents who answered 'Don't know' removed from the base (N= 28,280)

In 22 Member States, more respondents reported resorting to Internet-based applications than to telephony for a daily usage, with the only exceptions being Romania, Austria and Greece, where more respondents still use traditional means for daily international communication, and the Czech Republic, Slovenia and Denmark, where the proportion of respondents using both types of services daily is equal.

In nine countries, at least one in five respondents make international communications within the EU via Internet regularly, with Luxembourg (34%), Ireland and Austria (both 24%), Cyprus and Latvia (both 23%) having the highest proportion of respondents doing so. Spain, Italy and Greece (all three 9%) are the only countries in which less than one in ten respondents make international communications via the Internet regularly. Almost three in ten respondents in the Netherlands, Sweden (both 29%) and Denmark (28%) use the Internet for intra-EU communication occasionally, while less than one in ten do so in Portugal, Spain, Greece (all three 7%), Romania (8%) and Italy (9%).

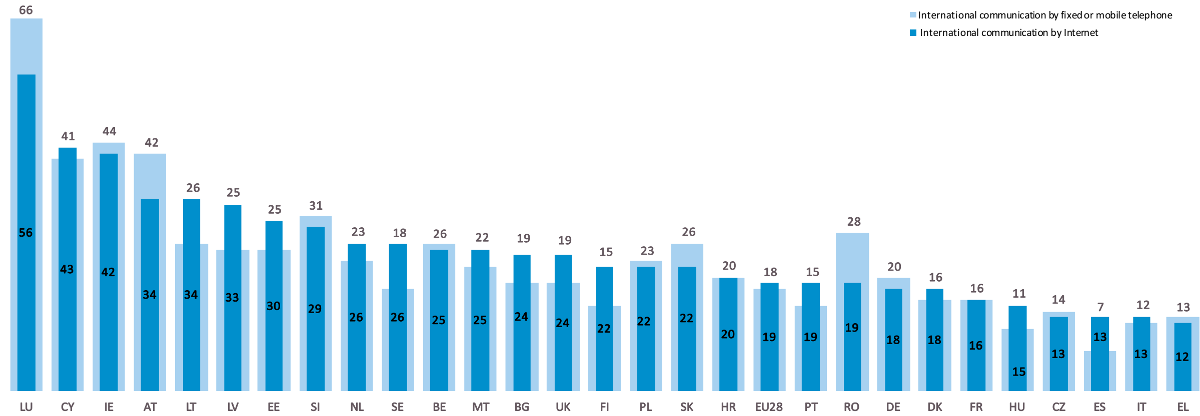
The regular usage of Internet-based applications for making international communications within the EU is more common than the use of telephony and SMS in 10 of Member States. In 15 other countries more respondents mentioned regular usage of “traditional” means, while in three: Estonia, Greece and Italy, “traditional” and more recent technologies are equally used on a regular basis .

Overall, in 15 countries respondents are more likely to use Internet applications rather than telephony for international communications at least several times a month. Internet applications are especially preferred in Lithuania (34% vs 26%), Latvia (33% vs 25%) and Sweden (26% vs 18%), where the proportion of active Internet application users is eight percentage points higher than the proportion of active telephony users for international communications. Conversely, in 11 countries the use of telephony for daily or regular communication is more common. The difference in the use of these means is the largest in Luxembourg, where the proportion of active telephony users is 10 percentage points higher than the proportion of active Internet users for international communication within the EU (66% vs 56%). A similar difference can be observed in Romania (28% vs 19%) and Austria (42% vs 34%). In Croatia (20%) and France (16%), equal numbers of respondents use telephony and Internet applications for intra-EU communication .

The situation is slightly different for occasional usage, in this case respondents prefer traditional telephone systems. On average, 13% of Europeans use internet-based communication tools once a month or less for intra-EU messages, compared to 14% who use telephony and SMS.

In contrast, in all 28 Member States, more respondents report occasionally using telephony and SMS for intra-EU communication, than occasionally using Internet-based applications.

QB12 How often do you do any of the following from the country where you live?
At least several times a month - (%)



Base: All Respondents (N=28,501)

b. Use of Instant messaging and SMS for international communication within the EU

When it comes to text services for reaching people in another country within the EU on a daily basis, 4% of Europeans use instant messaging applications and 3% send an SMS.

Looking at instant messaging, respondents in Luxembourg (18%), Ireland (16%) and Cyprus (14%) are the most likely to use an instant messaging service daily to reach people in another EU country, while those in the Czech Republic (1%), Denmark and Greece (both 2%) are the least likely to do so.

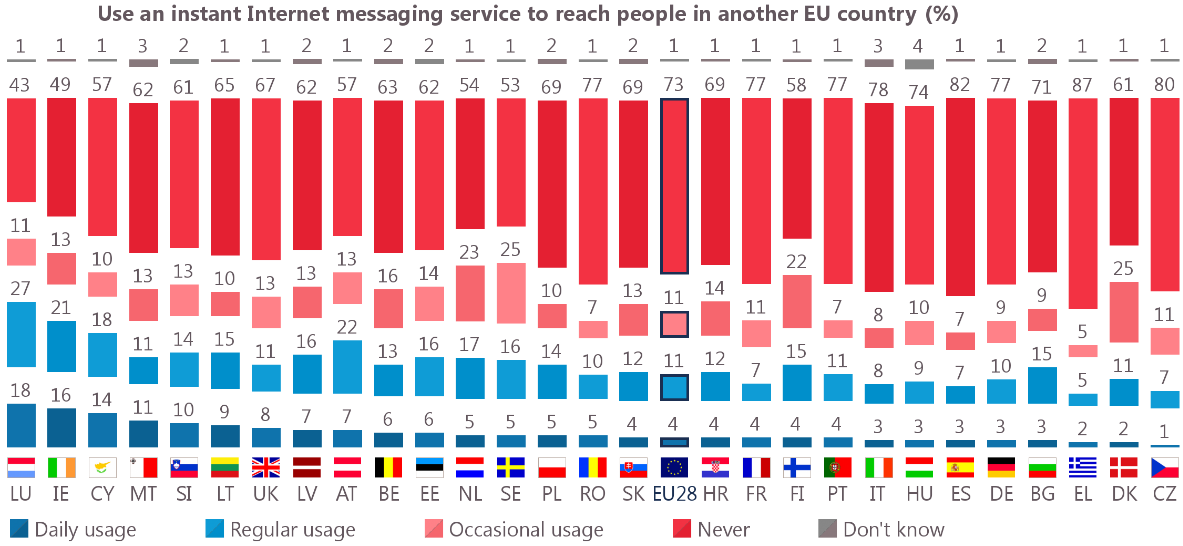
Luxembourg (45%), Ireland (37%) and Cyprus (33%) are also the countries in which instant messaging services are most used for international communication at least several times a month. This compares to only 10% in Spain, 8% in the Czech Republic and 7% in Greece.

At least one in five respondents in Denmark (25%), Sweden (25%), the Netherlands (23%) and Finland (22%) use instant messaging services for international communication occasionally. Conversely, only 5% in Greece, 7% in France, the Czech Republic and Spain and 8% in Italy do so.

Over eight in ten respondents in Greece (87%), Spain (82%) and the Czech Republic (80%) never use instant Internet messaging services to reach people in another EU country. This percentage is the lowest in Luxembourg (43%), Ireland (49%) and Sweden (53%).

QB12.6 How often do you do any of the following from the country where you live?

Use an instant Internet messaging service to reach people in another EU country (%)



Base: All Respondents (N=28,501)

Respondents in Luxembourg (15%), Austria (13%), Ireland and Cyprus (both 12%) are the most likely to send international SMS within the EU daily, compared to 1% of those in Hungary, the Netherlands, Greece, Spain, Germany and Bulgaria.

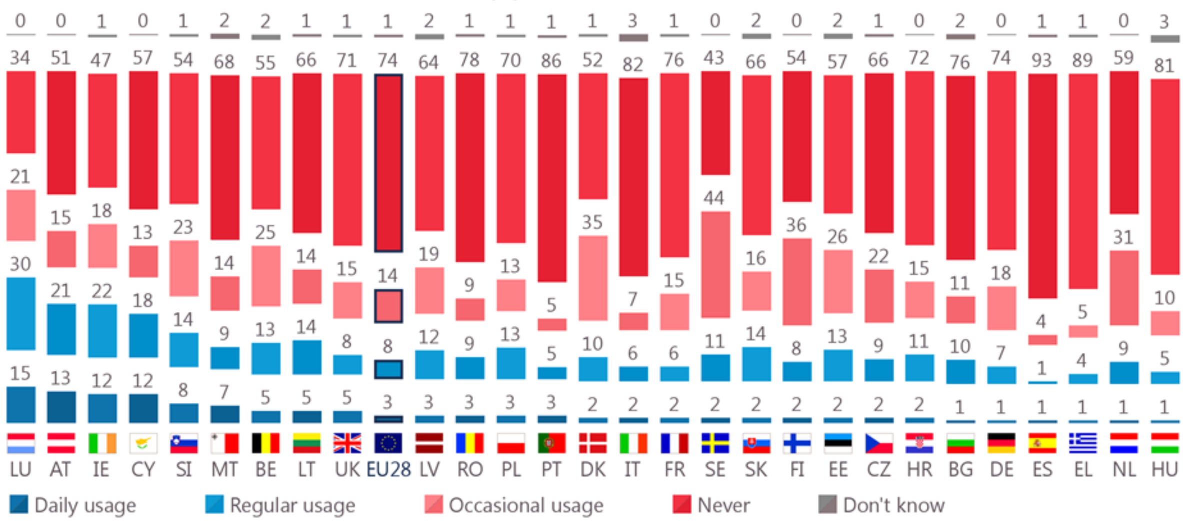
At least one in three respondents in Luxembourg (45%), Ireland (35%) and Austria (34%) send SMS to other EU countries at least several times a month, while those in Spain (2%), Hungary and Greece (both 6%) Portugal and Italy (both 8%) are the least likely to do so.

At least three in ten respondents in Sweden (44%), Finland (36%) and Denmark (35%) send SMS occasionally to other EU countries. In contrast, less than one in ten do so in Spain (4%), Portugal, Greece (both 5%), Italy (7%) and Romania (9%).

SMS as a means of international communication within the EU is least used in Spain, Greece and Portugal, where 93%, 89% and 86% of respondents, respectively, say they never use it. At the same time only 34% in Luxembourg, 43% in Sweden and 47% in Italy say they never send SMS to other EU countries.

QB12.5 How often do you do any of the following from the country where you live?

Send international SMS within the EU (%)



Base: All Respondents (N=28,501)

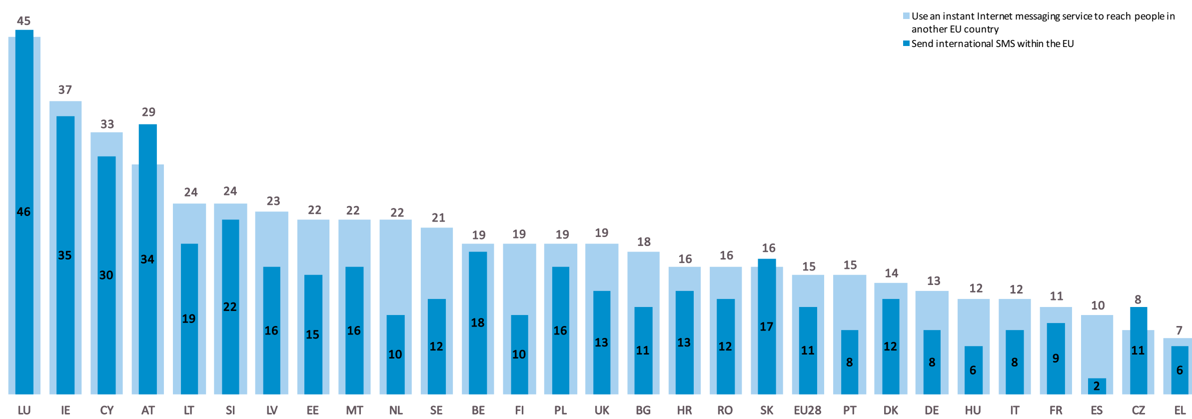
In almost all Member States, more people resort to instant messaging rather than to SMS for a daily usage, with the only exceptions being the Czech Republic and Austria, where more people prefer SMS, and Denmark, where equal proportions of respondents use each of these services daily.

In the case of regular usage, 11% of Europeans use instant messaging, compared to 8% of those sending SMS. In the majority (21) of Member States, regular use of instant messaging is more common than sending SMS. Luxembourg, Ireland, Slovakia and the Czech Republic are the only countries where the opposite is true. In Cyprus, Slovenia and Belgium the same proportion use each of the services regularly.

Luxembourg (46% vs 45%), Austria (34% vs 29%), Slovakia (17% vs 16%) and the Czech Republic (11% vs 8%) are the only countries in which sending SMS within the EU at least several times a month is more common than using instant Internet messaging services. The popularity of instant Internet messaging services for international communication at least several times a month is the most prominent in the Netherlands (22% vs 10%), Sweden (21% vs 12%) and Finland (19% vs 10%).

The opposite is true when analysing occasional usage. In a majority of countries (21) more respondents use SMS than instant messaging for occasional intra-EU contacts. Yet, in Spain, Italy and Portugal more people use instant messaging. Usage rates of both services are equal in Hungary, the Netherlands and Greece.

QB12 How often do you do any of the following from the country where you live?
At least several times a month - (%)



Base: All Respondents (N=28,501)

c. Use of fixed and mobile voice telephony and of Internet-based voice applications[53] for making international communications within the EU

Similarly to the previous comparison between SMS and instant messaging, this section focuses exclusively on the use of telephony and internet-based **voice** services.

Amongst respondents with a fixed line telephone, only a low proportion in all countries (0%-9%) make international phone calls daily over a landline.

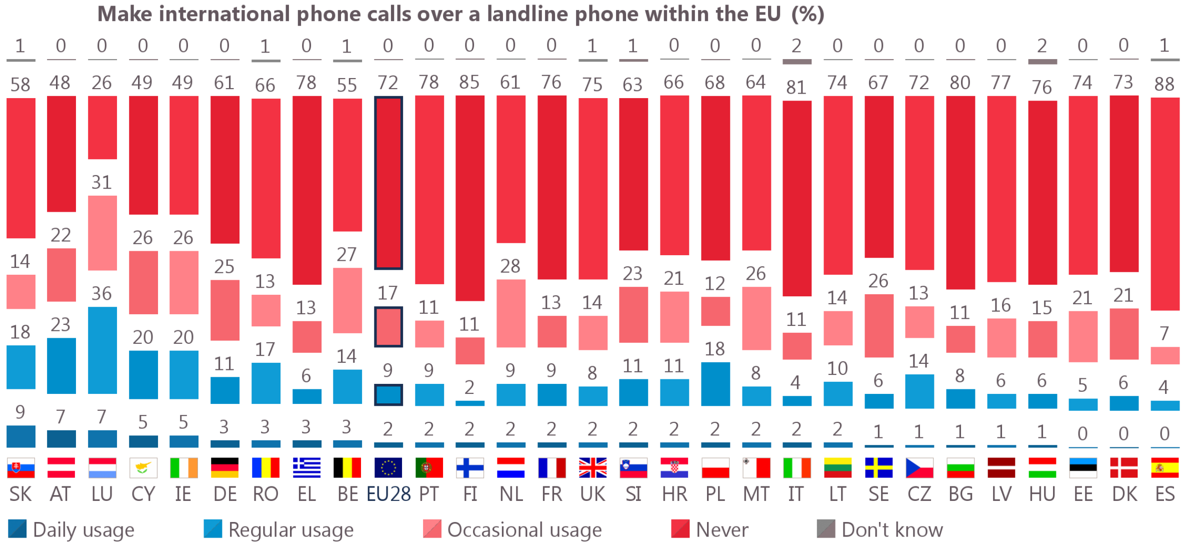
Respondents in Luxembourg (43%), Austria (30%), and Slovakia (27%) are the most likely to do this at least several times a month. In contrast, only 4% of respondents in Finland and Spain and 5% in Denmark and Estonia do so.

The occasional usage of fixed line phones for international communication is the most common in Luxembourg (31%), followed by the Netherlands (28%), Belgium and Sweden (both 27%). Spain (7%) is the only country, where less than one in ten respondents make international phone calls via landline occasionally.

Respondents in Spain (88%), Finland (85%) and Italy (81%) are the most likely to say they never make international calls over a landline phone within the EU. Conversely, only 26% in Luxembourg say so, followed by 48% in Austria and 49% in Cyprus and Ireland.

QB12.1 How often do you do any of the following from the country where you live?

Make international phone calls over a landline phone within the EU (%)



Base: Respondents with fixed telephone access (N= 17,359)

[53] Internet voice applications include those service that enable video/voice communications from one PC to another and from one PC to a phone number or vice versa.

Looking at mobile voice telephony, respondents in Austria (13%), Luxembourg (11%) and Cyprus (8%) are the most likely to make international phone calls over a mobile phone within the EU daily, compared to 1% in Hungary, Bulgaria and Spain. This rate is however not much lower than the EU average (3%), showing again that making daily international mobile calls is not a very common activity.

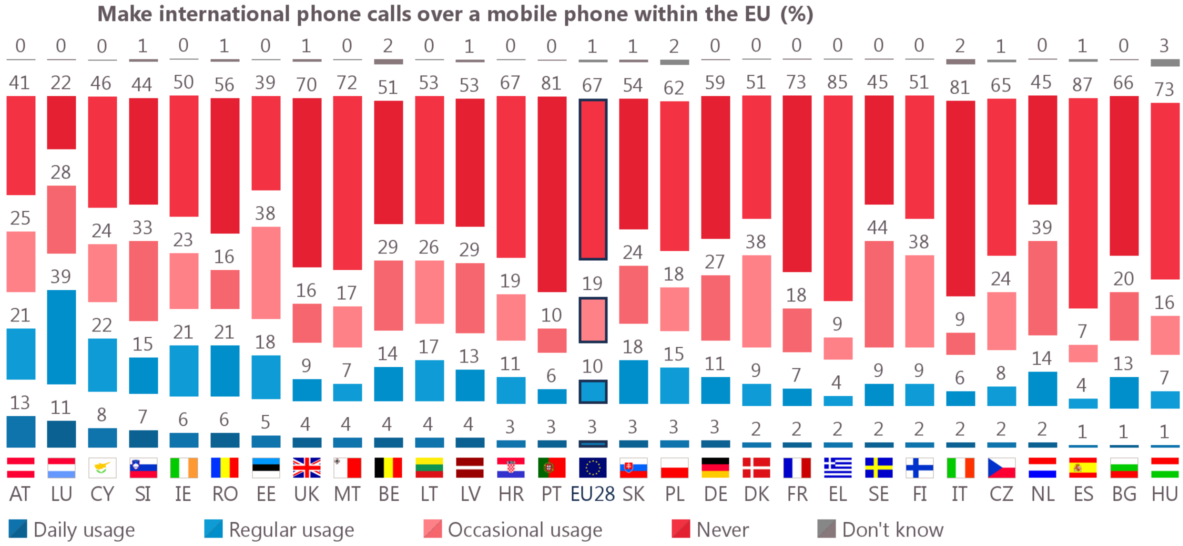
Looking at regular use, citizens in Luxembourg (50%), Austria (34%) and Cyprus (29%) are the most likely to make international calls using a mobile phone at least several times a month. The number of those using mobile telephony for voice calls at least several times a month is considerably lower in Spain (5%), Greece (6%), Hungary and Italy (both 8%).

Respondents in Sweden (44%), the Netherlands (39%), Estonia, Denmark and Finland (all three 38%), are most likely to make international phone calls over mobile phone occasionally, compared to 7% of those in Spain, 9% in Greece and 10% in Italy and Portugal.

Respondents in Spain, Greece, Portugal and Italy are the least likely to make any international voice communication within the EU over mobile phone, with 87%, 85%, 81% and 81%, respectively, saying they never make such communications.

QB12.2 How often do you do any of the following from the country where you live?

Make international phone calls over a mobile phone within the EU (%)



Base: Respondents with mobile telephone access (N= 26,421)

Looking at overall international voice communication either by mobile or fixed phone, respondents in Austria (14%), Luxembourg (13%), Cyprus and Slovenia (both 8%) are the most likely to make such communications.

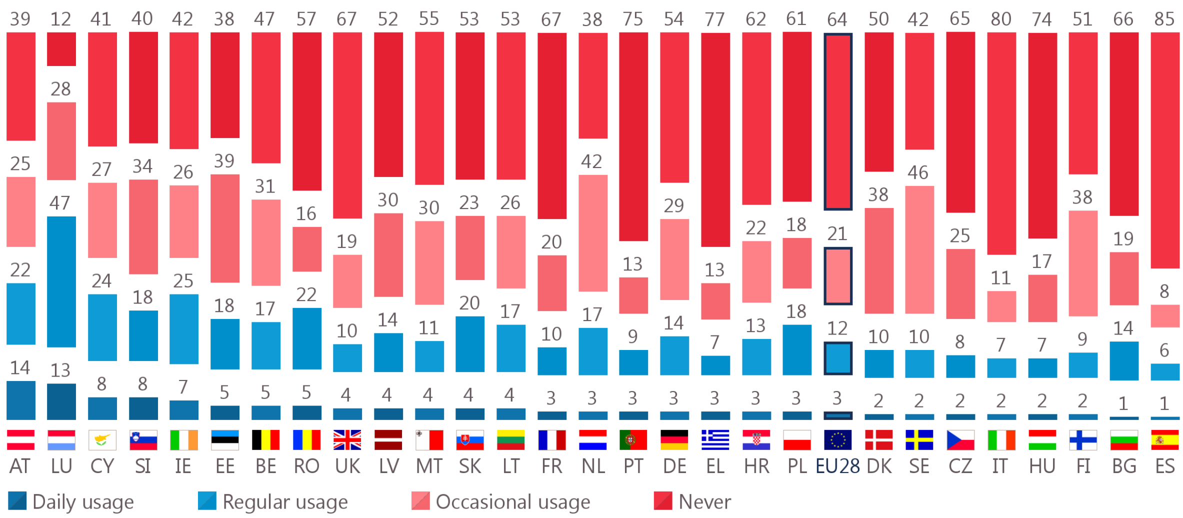
Looking at both regular and daily users of phone calls for international communication, respondents in Luxembourg (60%), Austria (36%), Ireland and Cyprus (both 32%) are the most likely to do so. In total Luxembourg stands out as the country in which the most international voice communication by phone is made at least occasionally (88%), followed by Estonia and the Netherlands (both 62%), compared with only 15% of respondents in Spain, 20% in Italy and 24% in Greece.

In 19 countries at least one in five respondents occasionally make international calls by phone with other countries within EU, with 46% doing so in Sweden, 42% in the Netherlands and 39% in Estonia. Making international phone calls occasionally is the least common in Spain (8%), Italy (11%), Portugal and Greece (both 13%).

At least three in four respondents do not make any international calls within the EU by phone in Spain (85%), Italy (80%), Greece (77%) and Portugal (75%). As with the other means of communication, the percentage of respondents saying they never make any communication by phone is the lowest in Luxembourg (12%). It is also considerably lower in Estonia, Austria (both 38%) and the Netherlands (39%).

QB12T7 International voice communication by phone

(%)



Base: Respondents with fixed or mobile telephone access (respondents who answered 'Don't know' excluded) (N= 27,765)

The analysis of the usage of Internet-based free communication applications, excluding those that enable users to call a phone number, shows that in two countries, more than one in ten respondents make international calls within the EU daily using Internet applications, including video calls (VoIP): in Luxembourg, and Cyprus (both 11%). This compares to just 1% in Spain, Italy, Finland, Greece, Sweden and Denmark.

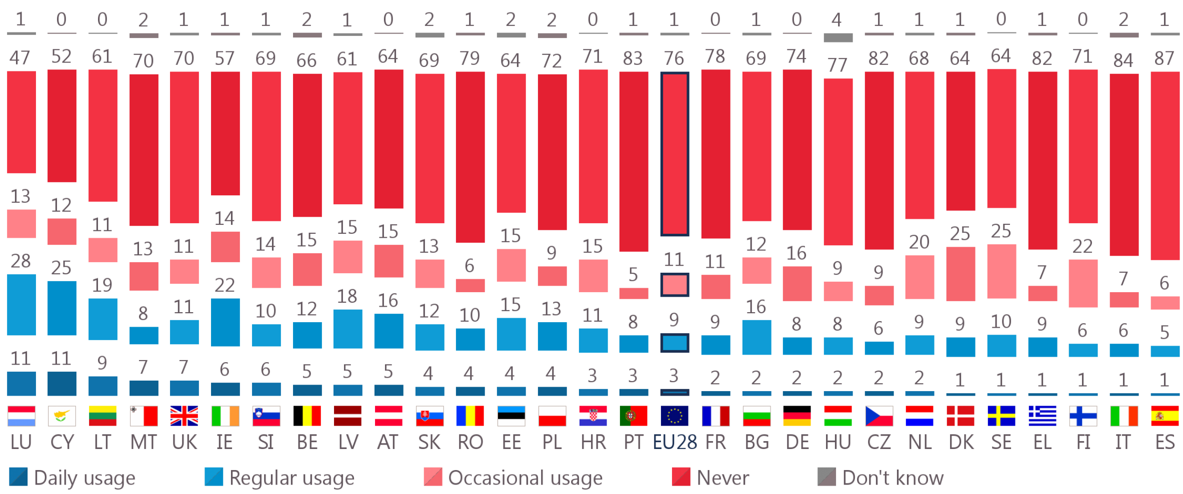
In total, almost four in ten of all respondents in Luxembourg (39%) make international calls at least several times a month within the EU using Internet applications, including video calls (VoIP), followed by 36% in Cyprus and 28% in Ireland and Lithuania. At the other end of the scale, only 6% in Spain, 7% in Italy and Finland and 10% in Greece also do so.

Making occasional international calls using Internet applications is the most common in Sweden, Denmark (both 25%), Finland (22%) and the Netherlands (20%), where at least one in five respondents do so. In contrast, only less than one in ten make such calls Portugal (5%), Romania (6%), Spain, Italy and Greece (all three 7%).

Over eight in ten respondents in Spain (87%), Italy (84%), Portugal (83%), the Czech Republic and Greece (both 82%) say they never use Internet applications to make international calls within the EU. This compares to 47% of respondents in Luxembourg, 52% in Cyprus and 57% in Ireland.

QB12.3 How often do you do any of the following from the country where you live?

Make international calls using Internet applications, including video calls (VoIP) within the EU. This excludes calling a phone number with the Internet application (%)



Base: All Respondents (N=28,501)

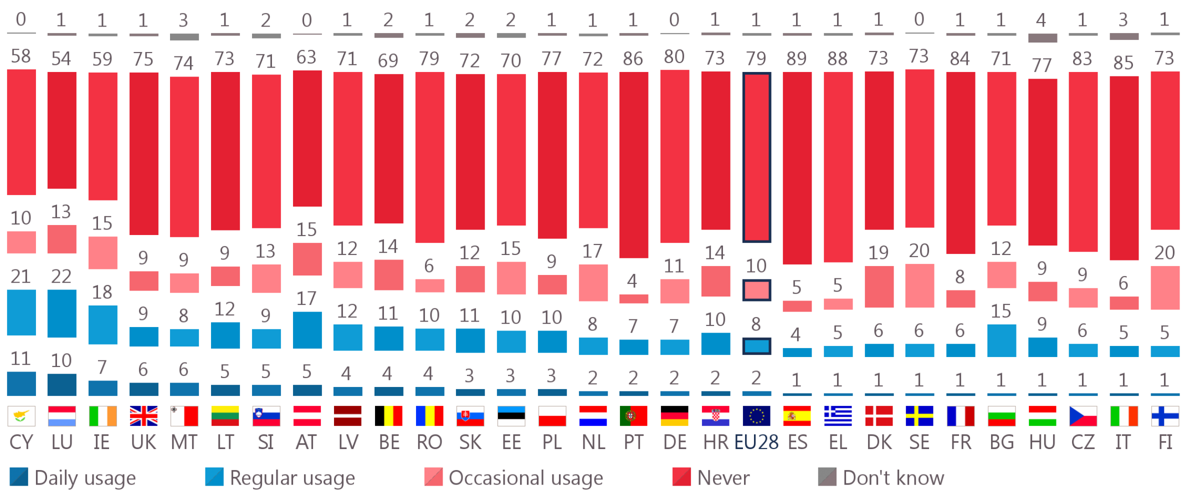
Similar results can be observed when looking at the use of Internet applications that enable dialling a phone number for a fee. Cyprus (11%) and Luxembourg (10%) are the only countries where at least one in ten respondents make daily international phone calls to a phone number within the EU using Internet applications (voice calls) (VoIP), and they are also the most likely to do this regularly (21% and 22% respectively), followed Ireland (18%) and Austria (17%). In contrast, 4% of respondents in Spain make this kind of calls regularly.

Overall, respondents in Luxembourg (45%), Cyprus (42%) and Ireland (40%) are the most likely to at least occasionally make international phone calls to a phone number within the EU using Internet applications (voice calls) (VoIP), while those in Italy (12%), Greece (11%) and Spain (10%) are the least likely to do so.

In 7 countries: Spain (89%), Greece (88%), Portugal (86%), Italy (85%), France (84%), the Czech Republic (83%) and Germany (80%), at least eight in ten respondents say they never use such services.

QB12.4 How often do you do any of the following from the country where you live?

Make international phone calls to a phone number using Internet applications (voice calls) (VoIP) within the EU (%)



Base: All Respondents (N=28,501)

Looking at overall international voice communication by Internet, Cyprus (14%), Luxembourg (13%) and Lithuania (9%) are countries in which respondents are most likely to use such means daily, while in a majority (18) of countries, no more than one in five make daily use of Internet applications for international calls.

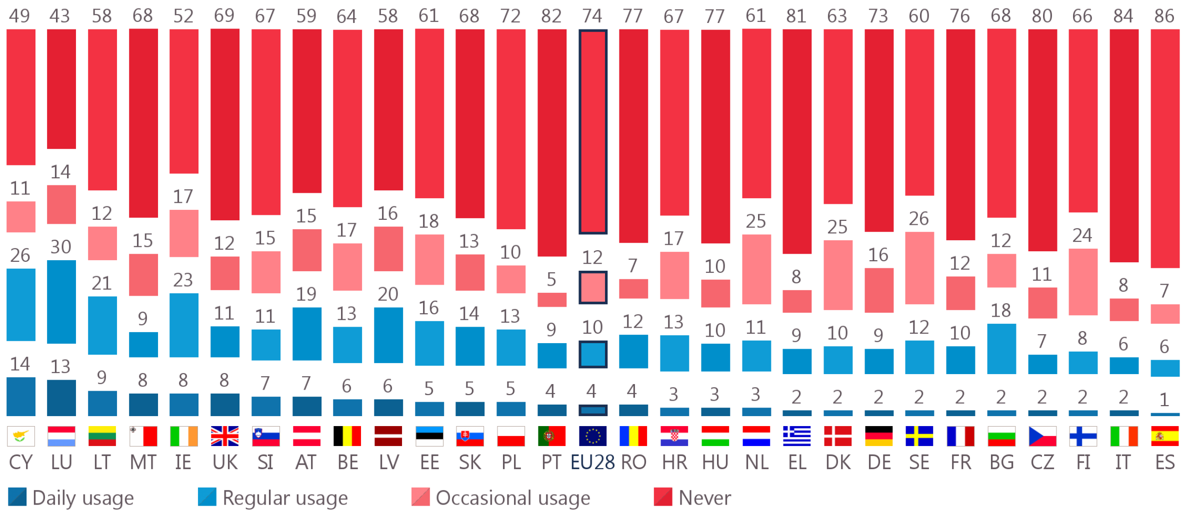
Making calls via Internet at least several times a month is also most common among respondents in Luxembourg (43%) and Cyprus (40%), as well as in Ireland (31%). On the other hand, only 7% in Spain, 8% in Italy and 10% in the Czech Republic and Finland use the Internet for international calls at least several times a month.

Around one in four respondents in Sweden (26%), the Netherlands, Denmark (both 25%) and Finland (24%) use Internet-based applications for international calls occasionally. In contrast, less than one in ten do so in Portugal (5%), Spain, Romania (both 7%), Greece and Italy (both 8%).

In general, international voice communication by Internet is the most common in Luxembourg and Cyprus, where only a minority say the never use Internet applications to make calls within the EU (43% and 49%, respectively). In contrast, over eight in ten respondents in Spain (86%), Italy (84%) and Portugal (82%) say they never make such communications.

QB12T6 International voice communication by Internet

(%)



Base: Respondents who answered 'Don't know' removed from analysis (N= 28,263)

Looking at the use of Internet applications that only enable communications from one computer to another and the use of a landline phone, the difference at EU level is minimal for daily users (3% make international calls using Internet applications while 2% use a landline phone). However, the proportion of daily users of Internet applications is higher in 19 Member States, while it is the same in only three countries. In six remaining countries, more people use the fixed telephone. With regards to regular usage, there are more users of Internet applications in 14 Member States, and the opposite is true in 10 Member States. When it comes to occasional usage, more people turn to the traditional fixed telephone in 26 countries.

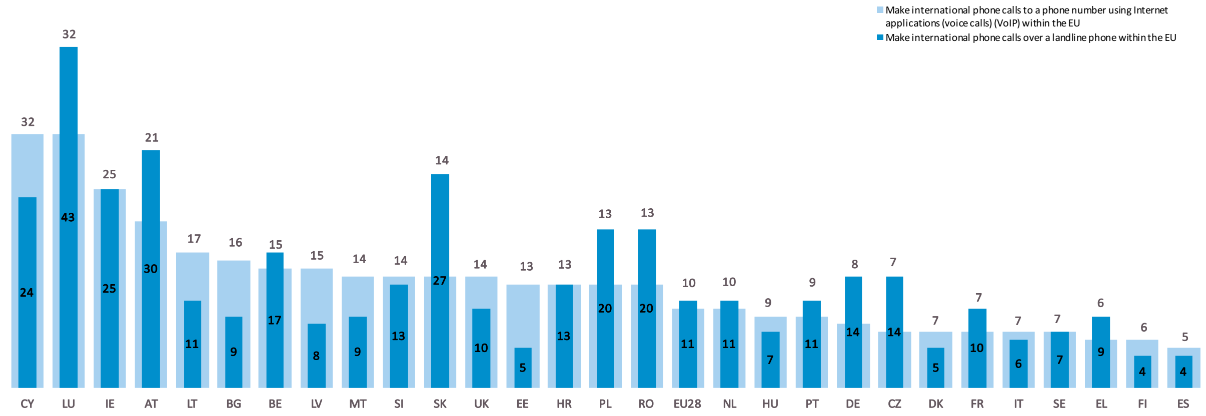
Differences are not so strong between the use of free VoIP applications (computer to computer) and mobile phone. At EU level, usage rates are equal for daily users, i.e. 3% of respondents declare they use both types of services for their intra-EU communications, with an equal distribution of countries where mobile phone or VoIP is used more for daily communication and eight Member States where daily use rates of these means are equal.

However, the use of mobile phones for regular intra-EU communication (several times a week to several times a month) is more common than the use of computer to computer applications in the relative majority of the Member States. Mobile phone is the predominant technology used for occasional usage in all Member States. This pattern is reinforced when the comparison is made between the use of mobile phones and VoIP paid services.

Looking at the usage of Internet-based paid communications that enable users to call a phone number versus traditional dialling, a similar pattern can be observed. The levels of daily users for both types of services are equal at EU level (2%), but with less visible differences: higher rates of daily users of VoIP applications can be seen in 14 Member States, while in seven Member States more daily users prefer landline telephony. The situation changes for regular and occasional users, with a higher number of respondents mentioning fixed telephone as the means of occasional communication within the EU.

Looking at the comparison between the active use (at least several times a month) of landline phones and free Internet applications for international communications, Slovakia (27% vs 14%), Luxembourg (43% vs 32%) and Austria (30% vs 21%) are the countries in which landline is used much more. In contrast, in Cyprus (24% vs 32%), Estonia (5% vs 13%), Bulgaria (9% vs 16%) and Latvia (8% vs 15%) Internet applications are used considerably more than landline phones for international communication at least several times a month.

QB12 How often do you do any of the following from the country where you live?
At least several times a month - **(%)**



Base 1: All Respondents (N=28,501)
Base 2: Respondents with fixed telephone access (N= 17,359)

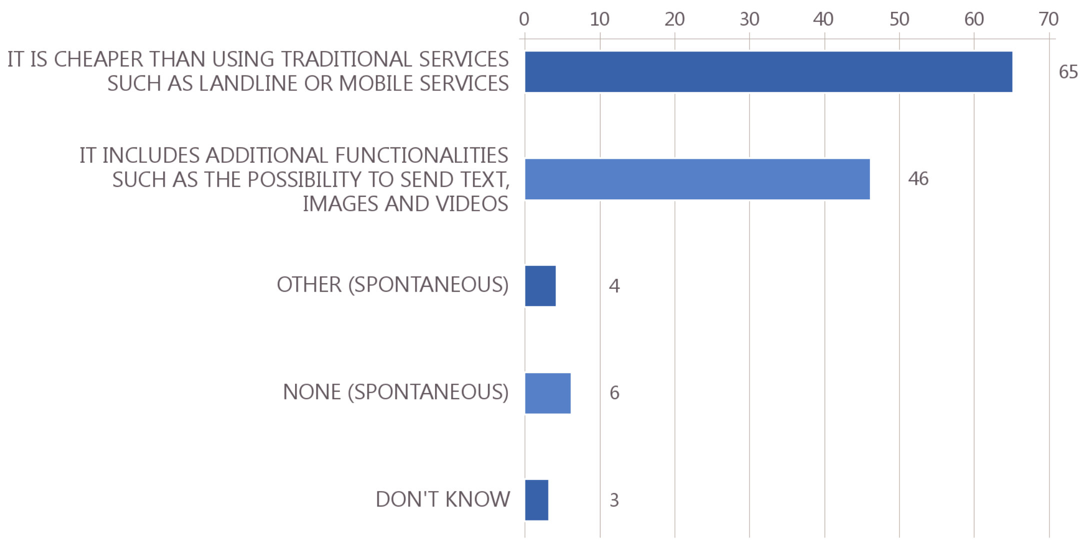
2 Reasons for making international calls using Internet applications

Respondents who use Internet applications to make international calls or send instant messages were asked their reasons for doing so[54].

- Cost is the main reason for using Internet applications to make international calls -

Almost two-thirds (65%) of respondents say Internet applications are cheaper than traditional services, and almost half (46%) say Internet-based options include additional functions such as the ability to send text, images or video.

QB13 You said you make international phone calls using Internet applications, including video calls (VoIP) within the EU or you used an instant Internet messaging service to reach people in another EU country. Is it for any of the following reasons ? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)



Base: Respondents who make international phone calls using Internet applications (N=9,104)

Amongst respondents who use Internet applications to make international calls in each country, the majority in all countries say they do so because it is cheaper. Proportions range from 86% in Greece, 85% in Cyprus and 79% in Croatia to 61% in Austria and 52% in Germany.

In eight countries, at least half of all respondents say they use Internet applications because of additional functionalities, with those in Austria (60%), the Netherlands (56%) and Latvia (55%) the most likely to say this. At the other end of the scale, only 39% of the respondents in the UK and Portugal and 38% in Italy give this reason.

[54] QB13 You said you make international phone calls using Internet applications, including video calls (VoIP) within the EU or you used an instant Internet messaging service to reach people in another EU country. Is it for any of the following reasons?

QB13 You said you make international phone calls using Internet applications, including video calls (VoIP) within the EU or you used an instant Internet messaging service to reach people in another EU country. Is it for any of the following reasons ? (MULTIPLE ANSWERS POSSIBLE)
(%)

	It is cheaper than using traditional services such as landline or mobile services	It includes additional functionalities such as the possibility to send text, images and videos	Other (SPONTANEOUS)	None (SPONTANEOUS)	Don't know
EU28	65	46	4	6	3
BE	74	40	4	0	0
BG	76	40	1	1	8
CZ	62	47	5	3	4
DK	68	43	7	5	1
DE	52	51	2	17	4
EE	66	53	5	4	3
IE	75	42	3	2	2
EL	86	53	3	0	0
ES	68	43	3	9	2
FR	69	49	2	2	3
HR	79	43	3	2	1
IT	65	38	8	2	4
CY	85	51	3	1	1
LV	78	55	4	2	2
LT	78	48	3	2	2
LU	73	47	2	3	2
HU	76	44	2	4	0
MT	77	47	4	2	2
NL	68	56	6	2	0
AT	61	60	7	3	2
PL	64	45	4	5	8
PT	78	39	1	3	2
RO	62	50	3	3	3
SI	74	42	3	3	2
SK	66	44	4	2	10
FI	72	47	4	4	3
SE	65	47	7	7	1
UK	67	39	6	7	4

Highest percentage per country *Lowest percentage per country*

Highest percentage per item Lowest percentage per item

Base: Respondents who make international phone calls using Internet applications (N=9,104)

The **socio-demographic analysis** shows that respondents aged 55+ are the least likely to say they use Internet applications for international calls because they are cheaper (59% vs. 66%-68% of younger age groups). Amongst the oldest respondents, those aged 75+ (46%) are much less likely to give this reason than those aged 65-74 (58%) or aged 55-64 (62%).

In addition, respondents who have a mobile phone (either only a mobile phone, or in addition to a landline) are more likely than those who only have a landline to mention both reasons. For example, 68% of those that only have a mobile phone say Internet-based international calls are cheaper, compared to 31% of those who only have a landline.

QB13 You said you make international phone calls using Internet applications, including video calls (VoIP) within the EU or you used an instant Internet messaging service to reach people in another EU country. Is it for any of the following reasons ? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)

	It is cheaper than using traditional services such as landline or mobile services	It includes additional functionalities such as the possibility to send text, images and videos	Other (SPONTANEOUS)	None (SPONTANEOUS)	Don't know
EU28	65	46	4	6	3
Age					
15-24	67	51	2	5	2
25-39	68	45	4	5	3
40-54	66	46	4	6	3
55 +	59	42	6	9	6
Ageing Society					
55-64	62	42	6	8	5
65-74	58	44	5	8	7
75 +	46	36	6	15	8
Education (End of)					
15-	67	40	5	7	4
16-19	62	41	5	7	5
20+	67	48	4	6	3
Still studying	68	54	3	5	1
Landline/ mobile					
Mobile only	68	45	5	3	4
Landline only	31	35	14	24	9
Landline & mobile	64	47	4	8	3
No tel.	64	37	4	3	12
Make or receive phone calls over a landline phone					
Daily usage	60	43	4	10	4
Regular usage	65	48	5	6	2
Occasional usage	68	52	4	4	3
Never	70	44	4	4	4
Make or receive phone calls over a mobile phone					
Daily usage	67	46	4	5	3
Regular usage	61	46	5	9	4
Occasional usage	65	32	2	13	4
Never	38	38	6	15	12
Make or receive phone calls via Internet applications, including video calls					
Daily usage	66	46	4	2	3
Regular usage	69	46	4	4	4
Occasional usage	64	47	4	7	3

Base: Respondents who make international phone calls using Internet applications (N=9,104)

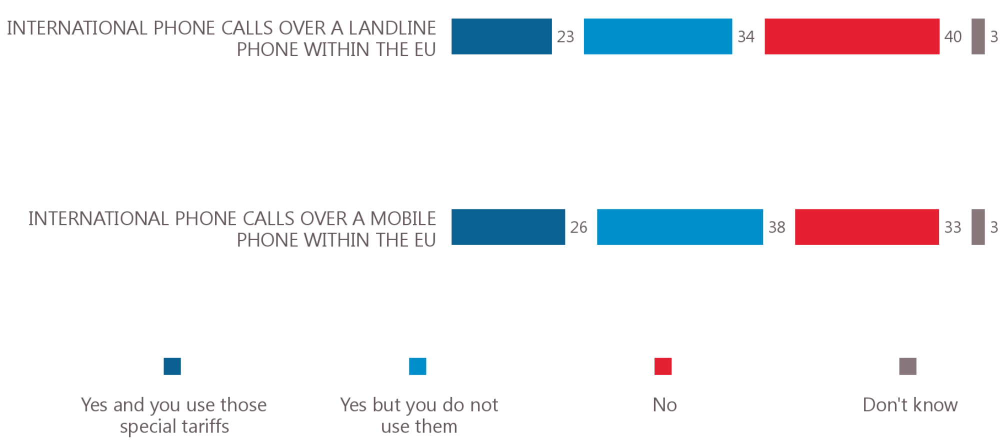
3 Special tariffs for international phone calls

a. Awareness of special tariffs for international phone calls

Respondents who make international calls via mobile or landline were asked if they were aware of special tariffs which include reduced rates or free calls to one, several or all of the EU countries in exchange for an additional fee[55].

For respondents with a landline, the majority are aware of these tariffs (57%), but only 23% use them. Amongst those with a mobile phone, 64% are aware of these special tariffs and 26% use them.

QB14 Did you know that there are special tariffs which include reduced rates or free calls to one, several or all of the EU countries in exchange of an additional fee for?
(% - EU)



Item 1: Respondents who make international phone calls over landline phones (N= 4,750)
Item 2: Respondents who make international phone calls over mobile phones (N=8,467)

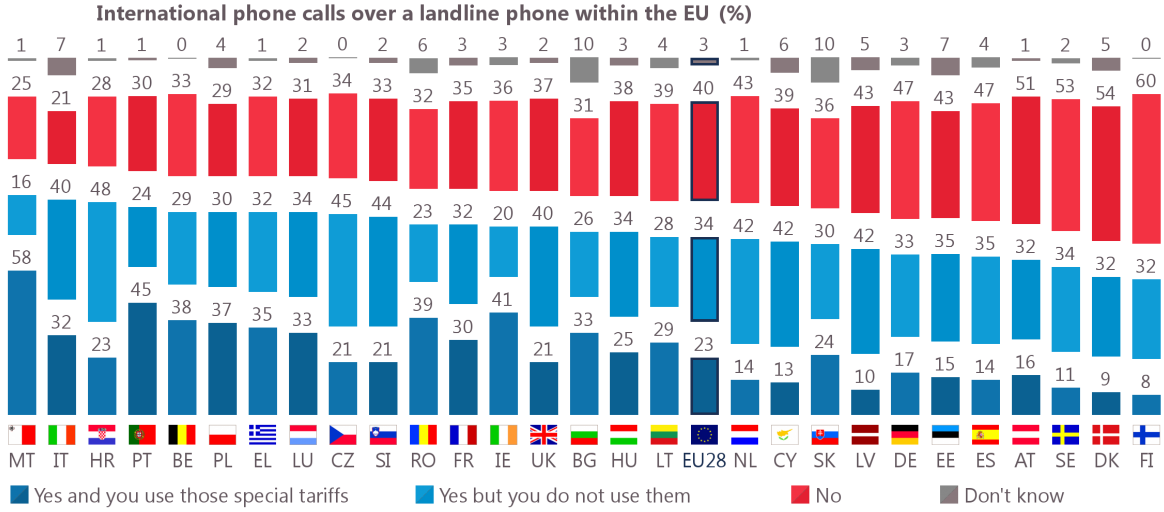
[55] Q14 Did you know that there are special tariffs which include reduced rates or free calls to one, several or all of the EU countries in exchange of an additional fee for? 14.1 International phone calls over a landline phone within the EU; 14.2 International phone calls over a mobile phone within the EU

Looking at fixed telephony tariffs, respondents in Malta (74%), Italy (72%) and Croatia (71%) are the most likely to be aware of these special tariffs for international calls within the EU on a landline[56]. This compares to 45% in Sweden, 41% in Denmark and 40% in Finland.

Malta is the only country where at least half use these tariffs (58%), followed by 45% in Portugal and 41% in Ireland.

QB14.1 Did you know that there are special tariffs which include reduced rates or free calls to one, several or all of the EU countries in exchange of an additional fee for?

International phone calls over a landline phone within the EU (%)



Base: Respondents who make international phone calls over landline phones (N= 4,750)

For respondents who make international calls on a fixed line, the **socio-demographic analysis** shows the following:

- Men are more likely to at least be aware of these tariffs (61% vs. 53%), although there is no gender difference in terms of usage.
- Respondents under 55 are the most likely to at least be aware of these special tariffs (60-69% vs. 49% of those aged 55+). However, it is respondents aged 25-39 who are the most likely to use them (31% vs. 20%-23%).
- The longer a respondent remained in education, the more likely they are to at least be aware of these tariffs, although there is no difference in terms of those who use them.
- Respondents who make daily (36%) or regular (35%) international calls over a landline are much more likely to be aware of special tariffs and to use them than those who only occasionally make this kind of call (16%). Respondents who only occasionally make this kind of calls are most likely to say they are not aware of these tariffs (44% vs. 30%-33%).

[56] The following countries are excluded from the discussion due to very low sample size (<50): LV, CZ, FI. Results for the following countries should be interpreted with caution due to low sample size (50-99): HU, EE, IT, ES, RO, DK, LT, SK, PL, BG.

QB14.1 Did you know that there are special tariffs which include reduced rates or free calls to one, several or all of the EU countries in exchange of an additional fee for?
International phone calls over a landline phone within the EU (% - EU)

	Yes and you use those special tariffs	Yes but you do not use them	No	Don't know
EU28	23	34	40	3
Gender				
Man	23	38	36	3
Woman	23	30	44	3
Age				
15-24	20	49	31	0
25-39	31	36	29	4
40-54	23	37	38	2
55 +	21	28	48	3
Education (End of)				
15-	21	22	55	2
16-19	24	32	41	3
20+	24	36	37	3
Still studying	19	49	32	0
International calls over a landline phone				
Daily usage	36	33	30	1
Regular usage	35	29	33	3
Occasional usage	16	37	44	3

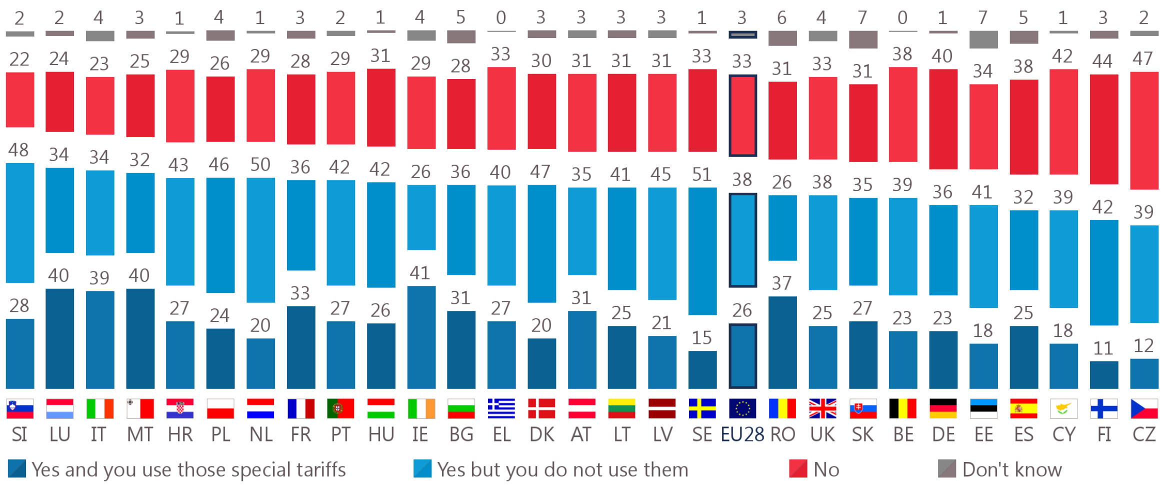
Base: Respondents who make international phone calls over landline phones (N= 4,750)

Amongst respondents who make international calls on a mobile phone, at least half in each country are aware of special tariffs for reduced rates or free calls to one or more EU countries in exchange for an additional fee. Respondents in Slovenia (76%), Luxembourg (74%) and Italy (73%) are the most likely to be aware of these tariffs, while awareness is lowest in the Czech Republic (51%), Finland (53%) and Cyprus (57%).

At least four in ten respondents in Ireland (41%), Malta and Luxembourg (both 40%) use these tariffs, compared to 15% in Sweden, 12% in the Czech Republic and 11% in Finland.

QB14.2 Did you know that there are special tariffs which include reduced rates or free calls to one, several or all of the EU countries in exchange of an additional fee for?

International phone calls over a mobile phone within the EU (%)



Base: Respondents who make international phone calls over mobile phones (N=8,467)

For those who make international calls on a mobile phone, the **socio-demographic analysis** shows the following:

- Respondents under 55 are the most likely to at least be aware of these special tariffs (66%-73% vs. 51% of those aged 55+), and are also more likely to use them (27%-30% vs. 20%).
- The longer a respondent remained in education, the more likely they are to at least be aware of these tariffs, although there is no difference in terms of those who use them.
- Daily Internet users are more likely to be aware of these tariffs (68% vs. 47%), and to use them (28% vs. 17%).
- Respondents who make daily (41%) or regular (35%) international calls over a mobile phone are much more likely to be aware of special tariffs and to use them, than those who only occasionally make this kind of call (19%). Respondents who occasionally make this kind of call are most likely to say they are not aware of these tariffs (36%), particularly compared to those who make these calls daily (20%).

QB14.2 Did you know that there are special tariffs which include reduced rates or free calls to one, several or all of the EU countries in exchange of an additional fee for?
International phone calls over a mobile phone within the EU (% - EU)

	Yes and you use those special tariffs	Yes but you do not use them	No	Don't know
EU28	26	38	33	3
Age				
15-24	28	45	25	2
25-39	30	41	26	3
40-54	27	39	32	2
55 +	20	31	46	3
Education (End of)				
15-	24	24	50	2
16-19	26	34	37	3
20+	27	41	29	3
Still studying	27	48	23	2
Use of the Internet				
Everyday	28	40	29	3
Often/ Sometimes	17	30	50	3
Never	13	19	65	3
International calls over a mobile phones				
Daily usage	41	36	20	3
Regular usage	35	32	30	3
Occasional usage	19	42	36	3

Base: Respondents who make international phone calls over mobile phones (N=8,467)

b. Use of tariff schemes for international phone calls

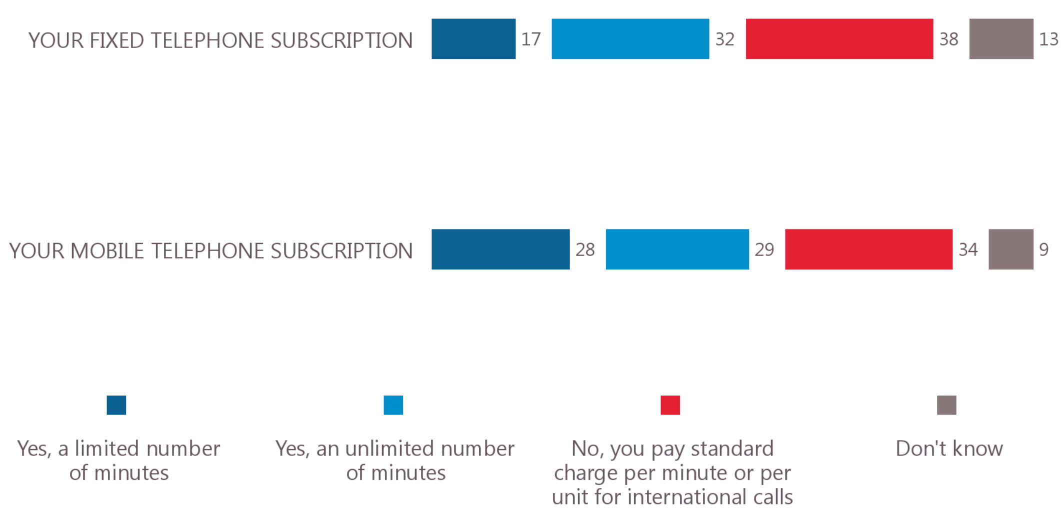
- A majority of respondents have limited or unlimited minutes for international calls as a part of their tariff -

Respondents with a fixed telephone line or a mobile subscription who make international calls were asked about the inclusion of international calls in their tariff[57].

Almost half of all respondents with a landline say international calls are included as part of their tariff (49%): 32% say their tariff includes an unlimited number of international minutes, while for 17% their tariff includes a limited number of minutes of international calls. Almost four in ten (38%) say they pay a standard charge per minute or per unit for landline international calls. Just over one in ten say they don't know (13%).

Most respondents with a mobile subscription say international calls are included as part of their tariff (57%): for 29% their tariff includes an unlimited number of such minutes while 28% have a limited number of international minutes included. Just over one third (34%) say they pay a standard charge per minute or per unit for international mobile calls. Almost one in ten say they don't know (9%).

QB15 Does your telephone tariff scheme include a limited or unlimited number of minutes of international calls within the EU?
(% - EU)



Item 1: Respondents who make international phone calls over landline phones (N= 4,750)
Item 2: Respondents who make international phone calls over mobile phones (N=8,467)

[57] QB15 Does your telephone tariff scheme include a limited or unlimited number of minutes of international calls within the EU? 15.1 Your fixed telephone subscription; 15.2 Your mobile telephone subscription.

In 14 countries, at least half of respondents say their tariff scheme includes either a limited or unlimited number of EU international calls. Respondents in Poland, Portugal and Romania (all 71%) are the most likely to say this, compared to 22% in Denmark and 14% in Sweden[58].

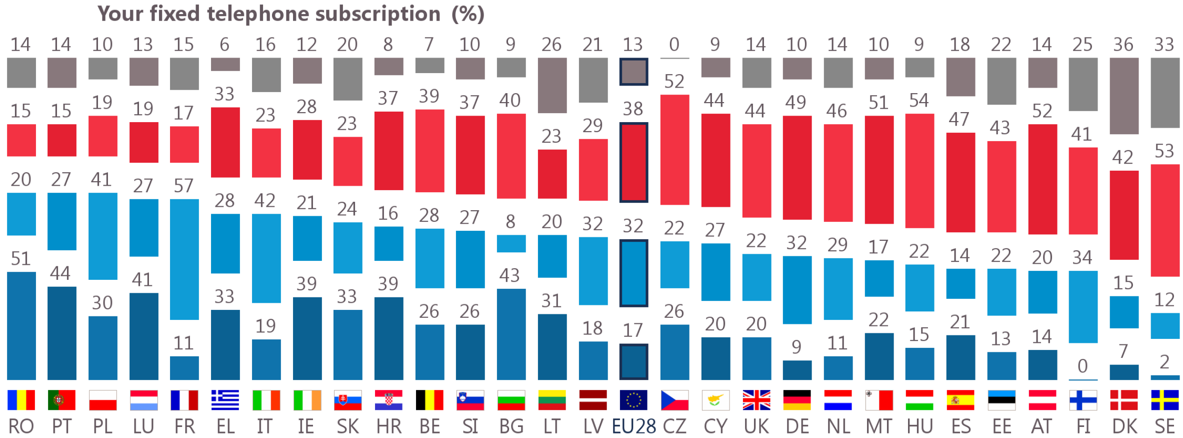
France (57%), Italy (42%) and Poland (41%) are the only countries where respondents are the most likely to say they have an unlimited number of international call minutes included in their tariff, whereas just 8% in Bulgaria say the same.

In nine countries, respondents are most likely to say they have a limited number of international minutes in their tariff, with those in Romania (51%), Portugal (44%) and Bulgaria (43%) the most likely to do so. Just 2% in Sweden say the same.

Respondents in Hungary (54%), Sweden (53%) and Austria (52%) are most likely to say they pay a standard charge per minute or unit for international calls. This compares to 15% in both Portugal and Romania.

QB15.1 Does your telephone tariff scheme include a limited or unlimited number of minutes of international calls within the EU?

Your fixed telephone subscription (%)



Base: Respondents who make international phone calls over landline phones (N= 4,750)

[58] Results for CZ, LV and FI are not included in the discussion due to very low sample size (<50). Results for HU, ES, EE, DK, BG, IT, LT, PL and RO should be interpreted with caution due to low sample size (50-99).

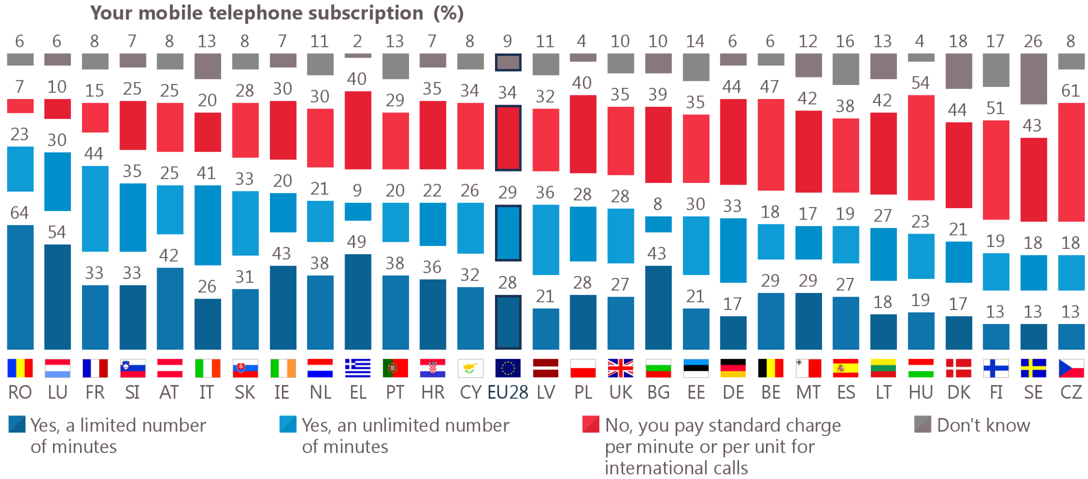
For mobile phone subscribers, in 15 countries the most common answer is that respondents pay a standard charge per minute or unit for international calls on their mobile phone. Respondents in the Czech Republic (61%), Hungary (54%) and Finland (51%) are the most likely to say this, compared to 15% in France, 10% in Luxembourg and 7% in Romania.

In five countries, respondents are most likely to say they have an unlimited number of international minutes included in their tariff: France (44%), Italy (41%), Latvia (36%), Slovenia (35%) and Slovakia (33%), with 9% in Greece and 8% in Bulgaria at the other end of the scale.

Respondents in Romania (64%), Luxembourg (54%) and Greece (49%) are the most likely to say their tariff has a limited number of international minutes, while those in Finland, Sweden and the Czech Republic are the least likely to do so (all 13%).

QB15.2 Does your telephone tariff scheme include a limited or unlimited number of minutes of international calls within the EU?

Your mobile telephone subscription (%)



Base: Respondents who make international phone calls over mobile phones (N=8,467)

The **socio-demographic analysis** shows that respondents aged 25-54 are the most likely to have at least some minutes of international calls included in their fixed line tariff (54%-57%). This compares to 44% of the oldest and youngest respondents. Respondents who experience the least difficulties paying bills are the least likely to have international call minutes included in their tariff (46% vs. 57%-59%).

Respondents under 40 are the most likely to have international minutes as part of their mobile tariff: 61% do so, compared to 56% of 40-54 year olds and 50% of those aged 55+.

Respondents in households with landline and mobile subscriptions are more likely to have at least some international minutes included in their landline subscription, compared to those who only have a landline (50% vs. 40%). Interestingly, looking at the mobile telephone subscription, there is little difference between those living in mobile only households, and those with a mobile and a landline.

Sorting the results by the frequency of usage shows that much more daily and regular users tend to have tariff schemes that include unlimited number of international minutes than the occasional users.

In the case of fixed telephony services, respondents who make daily or regular international calls are much more likely to have limited or unlimited calls included in their tariffs (67% and 57% respectively) than those who only occasionally make this kind of call (43%).

Consequently, more occasional users (43%) pay the standard communication charges for international calls than the regular (32%) and daily users (26%).

Differences are even stronger for mobile phone users who make daily or regular international calls. These are much more likely to have limited or unlimited calls included in their tariffs -80% and

66% respectively- than those who only occasionally make international calls (49%). Occasional users are most likely to say they will pay the standard charge (40%), a much higher rate than for regular calls (27%) and daily users (16%).

QB15.1 Does your telephone tariff scheme include a limited or unlimited number of minutes of international calls within the EU?

Your fixed telephone subscription (% - EU)

	Total 'Yes'	No, you pay standard charge per minute or per unit for international calls
EU28	49	38
Age		
15-24	44	37
25-39	57	34
40-54	54	34
55 +	44	43
Difficulties paying bills		
Most of the time	57	36
From time to time	59	32
Almost never/ Never	46	41
Landline/ mobile		
Mobile only	0	0
Landline only	40	41
Landline & mobile	50	38
No tel.	0	0
International calls over a landline phone		
Daily usage	67	36
Regular usage	57	32
Occasional usage	43	41
International calls over a landline phone		
Daily usage	67	26
Regular usage	57	32
Occasional usage	43	43

Base: Respondents who make international phone calls over landline phones (N= 4,750)

QB15.2 Does your telephone tariff scheme include a limited or unlimited number of minutes of international calls within the EU?
Your mobile telephone subscription (% - EU)

	Total 'Yes'	No, you pay standard charge per minute or per unit for international calls
EU28	57	34
Age		
15-24	61	34
25-39	61	30
40-54	56	35
55 +	50	38
Landline/ mobile		
Mobile only	58	33
Landline only	0	0
Landline & mobile	56	35
No tel.	0	0
International calls over a mobile phones		
Daily usage	81	16
Regular usage	66	27
Occasional usage	49	40

Base: Respondents who make international phone calls over mobile phones (N=8,467)

IX. CONSUMER PROTECTION AND COMMUNICATION SERVICES

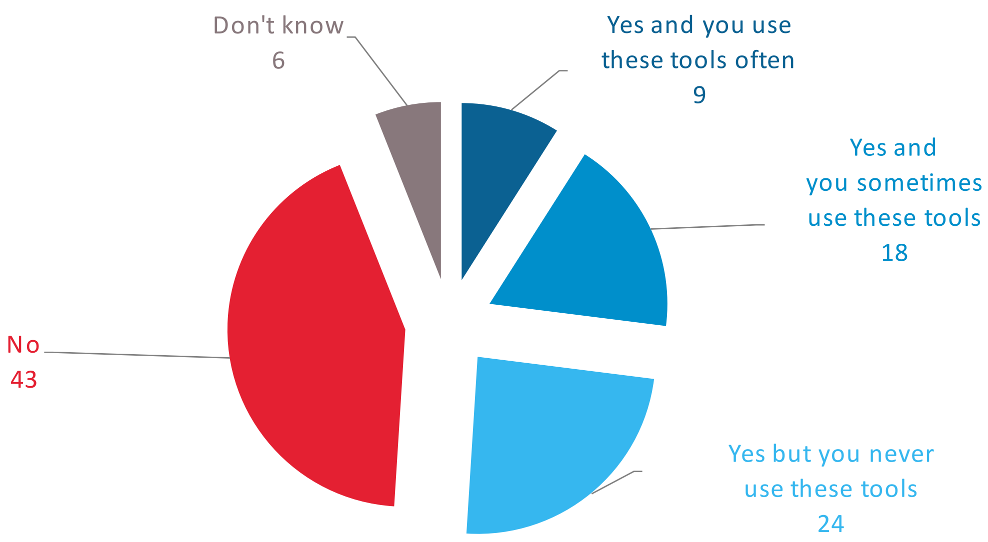
1 Awareness of tools controlling consumption of mobile services

Respondents who own a personal mobile phone were asked about tools available from their carrier to control data, SMS and voice call consumption[59].

– Just over half of all personal mobile phone owners are aware of tools to manage calls, SMS and data consumption, but only just over one quarter uses them –

Just over half are aware of these tools (51%), but only 27% use them. Fewer than one in ten use them often (9%), while 18% sometimes use them. Almost one quarter are aware of these tools but never use them (24%), while 43% do not know of such tools.

QB10 Do you know if there are tools made available by mobile network operators enabling to control the consumption of your voice calls, SMS and data?
(% - EU)



Base: Respondents who own a personal mobile phone (N= 26,421)

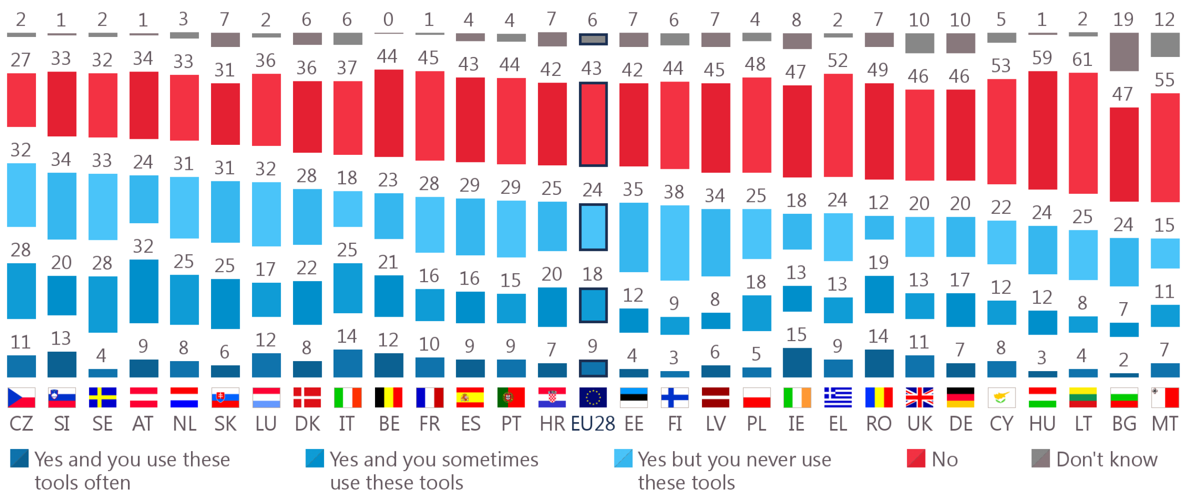
[59] QB10 Do you know if there are tools made available by mobile network operators enabling to control the consumption of your voice calls, SMS and data?

At least one third of respondents in each country are aware of tools from their mobile carrier to control consumption of voice, data and SMS, with proportions ranging from 71% of respondents in the Czech Republic, 67% in Slovenia, 65% in Sweden and Austria and 64% in the Netherlands to 33% in Malta and Bulgaria and 37% in Lithuania.

However, the proportion of those who are both aware of these tools and use them is considerably lower. Respondents in Austria (41%), the Czech Republic and Italy (both 39%) are the most likely to be aware of and use these tools, compared to 9% in Bulgaria and 12% in Finland and Lithuania.

QB10 Do you know if there are tools made available by mobile network operators enabling to control the consumption of your voice calls, SMS and data?

(%)



Base: Respondents who own a personal mobile phone (N= 26,421)

The **socio-demographic analysis** of respondents who own a personal mobile phone shows the following:

- Men are more likely to be aware of (56% vs. 46% of women) and use (31% vs. 24%) these tools.
- The older the respondent, the less likely they are to be aware of or use these tools. For instance, 14% of those aged 55+ are aware of and use these tools, compared to 41% of those aged 15-24. Furthermore, within the oldest group of respondents, those aged 55-64 are more likely than those aged 75+ to be aware of or to use these tools.
- The longer a respondent remained in education, the more likely they are to be aware of and use these tools.
- The more often a respondent uses the Internet, the more likely they are to be aware of and to use these tools. For example, 33% of daily Internet users use these tools, compared to 6% who never use the Internet.

QB10 Do you know if there are tools made available by mobile network operators enabling to control the consumption of your voice calls, SMS and data?
(% - EU)

	Total 'Yes'	Total 'Yes and uses these tools'
EU28	51	27
Gender		
Man	56	31
Woman	46	24
Age		
15-24	64	41
25-39	62	35
40-54	58	30
55 +	33	14
Education (End of)		
15-	28	13
16-19	49	25
20+	60	31
Still studying	66	43
Use of the Internet		
Everyday	60	33
Often/ Sometimes	36	16
Never	17	6

Base: Respondents who own a personal mobile phone (N= 26,421)

2 Usefulness of a contract summary

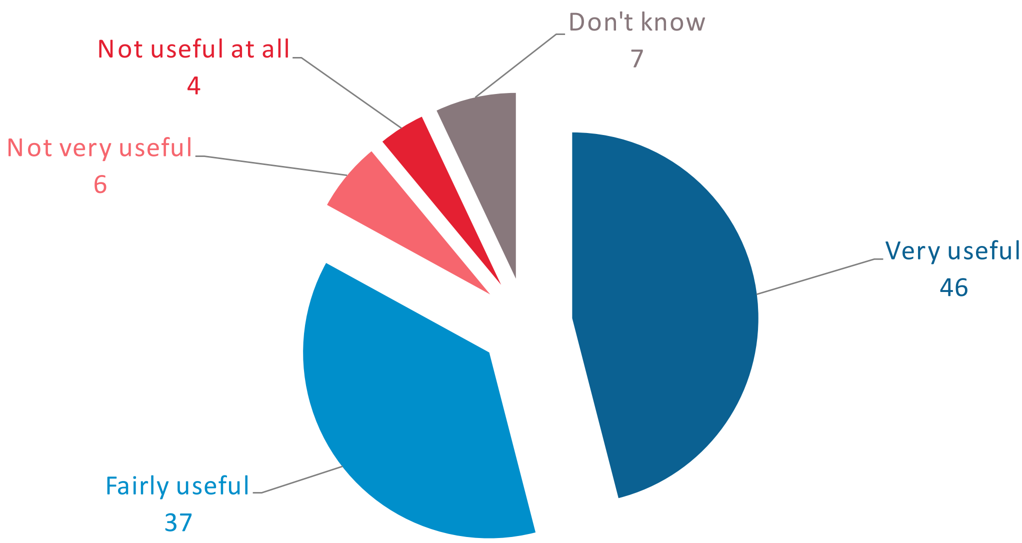
All respondents were asked how useful they thought it would be to have a summary of the essential contract features when signing a new contract for a communications service[60].

– A large majority say a contract summary would be useful –

More than eight in ten (83%) say this would be useful. In fact, almost half say it would be very useful (46%), while 37% think it would be fairly useful.

QB11 When you sign a new contract for communication services, how useful or not would it be for you to have a summary of the essential contract features, such as the main characteristics of the different services and their price, the length of the contract and the conditions for termination?

(% - EU)



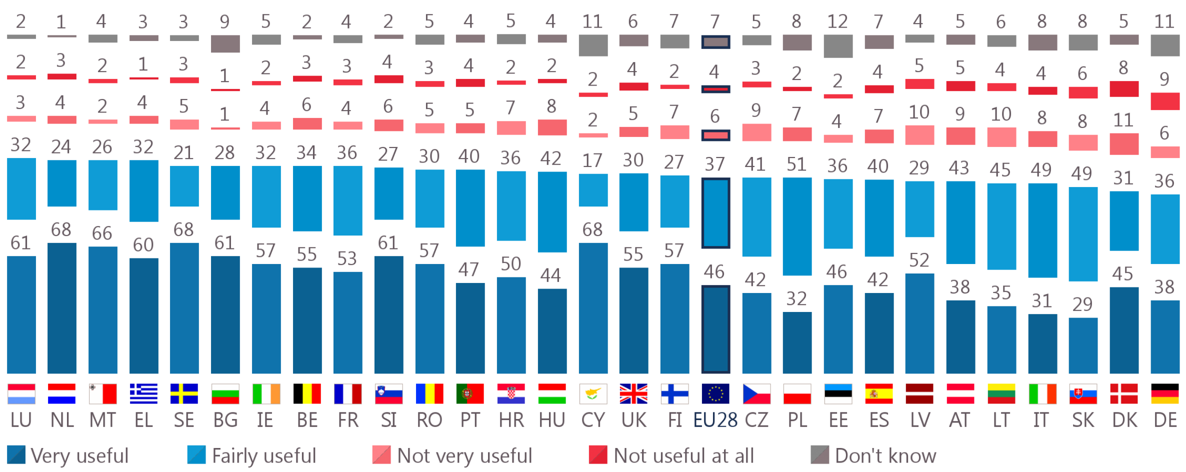
Base: All Respondents (N=28,501)

[60] QB11 When you sign a new contract for communication services, how useful or not would it be for you to have a summary of the essential contract features, such as the main characteristics of the different services and their price, the length of the contract and the conditions for termination?

In all but three countries, at least eight in ten respondents agree a summary of essential contract features would be useful, with those in Luxembourg (93%), Greece, Malta and the Netherlands (all 92%) the most likely to do so. The three exceptions are Germany (74%), Denmark (76%) and Slovakia (78%), but even in these countries, this represents a notable majority of respondents.

QB11 When you sign a new contract for communication services, how useful or not would it be for you to have a summary of the essential contract features, such as the main characteristics of the different services and their price, the length of the contract and the conditions for termination?

(%)



Base: All Respondents (N=28,501)

The **socio-demographic analysis** shows that respondents aged 55+ are the least likely to say that a summary would be useful (74% vs. 88%-89%), as are those with the lowest education levels (69% vs. 85%-88% of those with higher education levels).

In addition, respondents who use only a mobile phone or mobile and landline phones (both 85%) are much more likely to say this summary would be useful than those who only have a landline (58%) or have no telephone (57%). Finally, respondents who only use traditional means of communication (66%) are less likely than those who only use the Internet (77%) or who use both (89%) to say a contact summary would be useful.

QB11 When you sign a new contract for communication services, how useful or not would it be for you to have a summary of the essential contract features, such as the main characteristics of the different services and their price, the length of the contract and the conditions for termination?
(% - EU)

	Total 'Useful'
EU28	83
Age	
15-24	89
25-39	89
40-54	88
55 +	74
Education (End of)	
15-	69
16-19	85
20+	88
Still studying	89
Landline/ mobile	
Mobile only	85
Landline only	58
Landline & mobile	85
No tel.	57
Use of means of communication	
Only traditional	66
Only using Internet	77
Both	89
None	47

Base: All Respondents (N=28,501)

X. KNOWLEDGE OF THE EUROPEAN EMERGENCY NUMBER 112

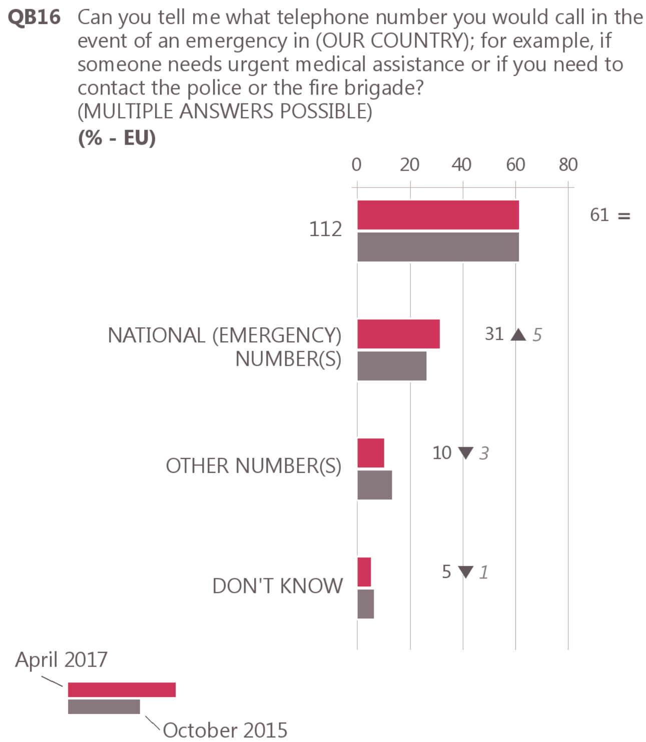
1 Calling the emergency number in one's own country

– More than six in ten respondents would call 112 for an emergency in their own country –

If they had an emergency in their country, most respondents would call 112 (61%)[61].

Just over three in ten (31%) would call the national emergency number, while 10% would call another number. One in twenty (5%) do not know which number they would call.

Compared to 2015, there has been no change in the proportion who would call 112, but there has been a five-point increase in the proportion who would call their national emergency number.



Base: All Respondents (N=28,501)

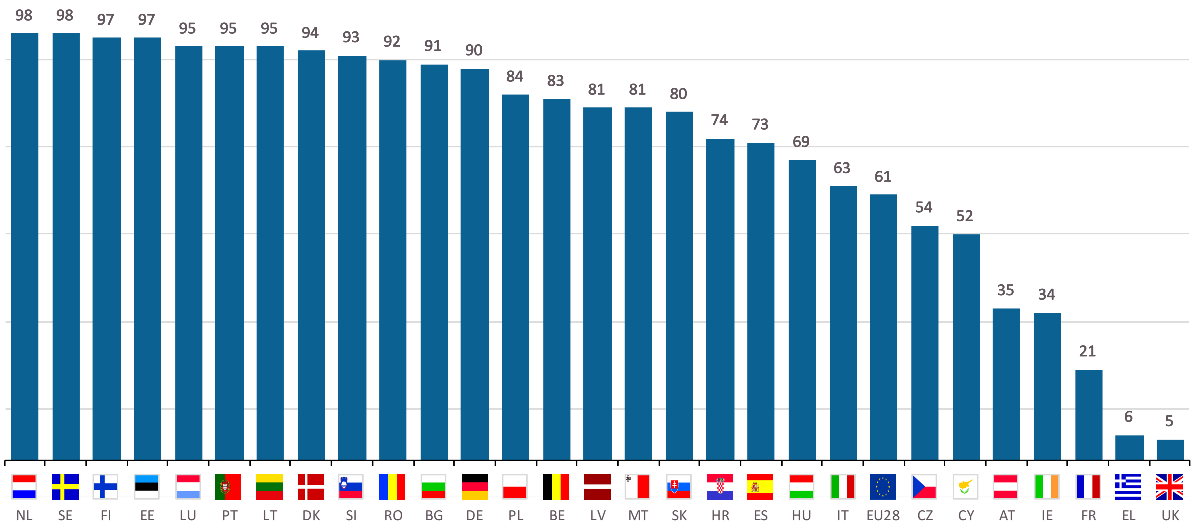
[61] QB16 Can you tell me what telephone number you would call in the event of an emergency in (OUR COUNTRY); for example, if someone needs urgent medical assistance or if you need to contact the police or the fire brigade?

In 23 countries, a majority of respondents would call 112 in an emergency in their own country, with 98% in the Netherlands and Sweden and 97% in Estonia and Finland saying they would call this number. In stark contrast, 5% in the United Kingdom and 6% in Greece also say they would call 112. These are the only two countries where less than one in five say they would call 112.

A majority of respondents in the United Kingdom (80%), France (76%), Greece (61%) and Austria (53%) would call their national emergency number, and this is also the most mentioned option by respondents in Ireland (49%).

Respondents in Greece (30%) and Ireland (20%) are the most likely to mention another number, while almost one quarter in Cyprus say they do not know what number they would call in an emergency in their country (23%).

QB16 Can you tell me what telephone number you would call in the event of an emergency in (OUR COUNTRY); for example, if someone needs urgent medical assistance or if you need to contact the police or the fire brigade? (MULTIPLE ANSWERS POSSIBLE)
(% - 112)



Base: All Respondents (N=28,501)

At an overall EU level, there has been no change since 2015 in the proportion who would call 112 in case of an emergency in their country, however there have been notable changes in some Member States. Respondents in Hungary (+13 pp), Belgium (+12 pp) and Malta (+9 pp) are now all more likely to say they would call 112. Those in Cyprus (-5 pp) and the United Kingdom (-4 pp) are less likely to do so.

Respondents in the United Kingdom (+26 pp) and Ireland (+21 pp) are now much more likely to say they would call their national emergency number than they were in 2015, while those in Hungary (-9 pp) are now less likely to mention their national emergency number.

QB16 Can you tell me what telephone number you would call in the event of an emergency in (OUR COUNTRY); for example, if someone needs urgent medical assistance or if you need to contact the police or the fire brigade?
(MULTIPLE ANSWERS POSSIBLE)
(%)

	112	2017 - 2015	National (emergency) number(s)	2017 - 2015	Other number(s)	2017 - 2015	Don't know
EU28	61	=	31	▲5	10	▼3	5
BE	83	▲12	11	=	9	▼6	1
BG	91	▲2	3	=	1	=	7
CZ	54	▲1	45	▲7	10	▼2	3
DK	94	=	5	▲1	9	▼1	1
DE	90	▲1	9	▲3	8	▼1	1
EE	97	▲1	1	=	2	=	1
IE	34	▲2	49	▲21	20	▼22	5
EL	6	=	61	▲7	30	▼1	9
ES	73	▲1	4	▲2	17	=	8
FR	21	▲2	76	▼3	9	▲5	5
HR	74	=	19	▲4	4	▼8	9
IT	63	=	26	▲9	14	▼5	9
CY	52	▼5	13	▲8	17	▼4	23
LV	81	▲1	8	▲4	17	▼4	3
LT	95	▲5	5	▲1	3	▼2	2
LU	95	▼1	5	=	12	▲6	1
HU	69	▲13	12	▼9	16	▲1	9
MT	81	▲9	2	▲2	8	▼3	10
NL	98	=	1	=	2	=	1
AT	35	=	53	▼2	14	▲2	6
PL	84	▲3	21	▼2	3	=	4
PT	95	▼2	3	=	1	=	2
RO	92	▼1	5	▲4	1	=	4
SI	93	▲6	6	▲3	4	▼6	2
SK	80	=	15	▼3	7	▲1	6
FI	97	▼2	2	▲1	1	=	1
SE	98	▲1	1	▼4	3	▼2	1
UK	5	▼4	80	▲26	14	▼22	4

Base: All Respondents (N=28,501)

The **socio-demographic analysis** shows that respondents with the lowest education levels are the least likely to say they would call 112 (52% vs. 62%-65% of those with higher education levels). Those living in rural villages are the most likely to say they would call 112 (66% vs. 59%-61% of those living in towns), and the least likely to say they would call the national emergency number (25% vs. 33%-34%). Finally, respondents who only have a mobile phone (67%) are much more likely to say they would call 112 than those who only have a landline (50%), or have both a landline and a mobile (59%).

QB16 Can you tell me what telephone number you would call in the event of an emergency in (OUR COUNTRY); for example, if someone needs urgent medical assistance or if you need to contact the police or the fire brigade? (MULTIPLE ANSWERS POSSIBLE)

(% - EU)

	112	National (emergency) number(s)	Other number(s)	DK
EU28	61	31	10	5
Education (End of)				
15-	52	30	13	9
16-19	62	32	9	4
20+	65	32	9	3
Still studying	63	31	11	5
Subjective urbanisation				
Rural village	66	25	10	5
Small/ mid size town	59	34	11	5
Large town	61	33	10	4
Landline/ mobile				
Mobile only	67	26	9	5
Landline only	50	32	11	11
Landline & mobile	59	34	11	3
No tel.	48	29	7	21

Base: All Respondents (N=28,501)

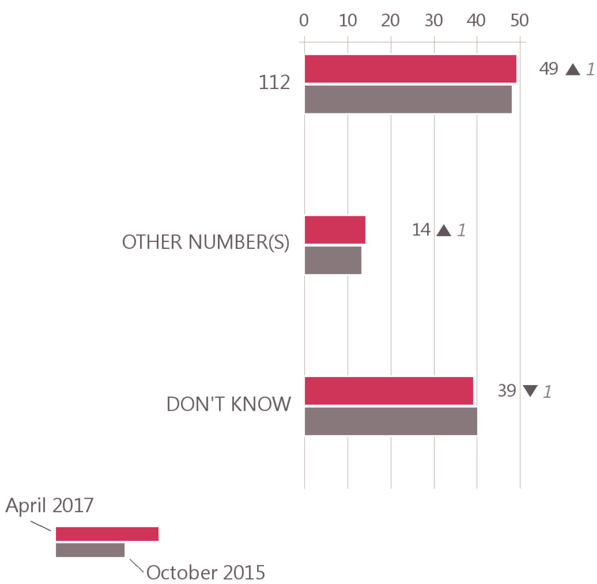
2 Calling the emergency number anywhere in the EU

– Almost half of respondents know 112 is the correct number to call anywhere in the EU in case of an emergency –

When asked, 49% of respondents correctly identified 112 as the number to call emergency services anywhere in the EU[62]. Just over one in ten (14%) would call another number. Almost four in ten (39%) could not answer.

There has been little change since 2015.

QB17 Can you tell me what telephone number enables you to call emergency services anywhere in the EU?
(MULTIPLE ANSWERS POSSIBLE)
(% - EU)



Base: All Respondents (N=28,501)

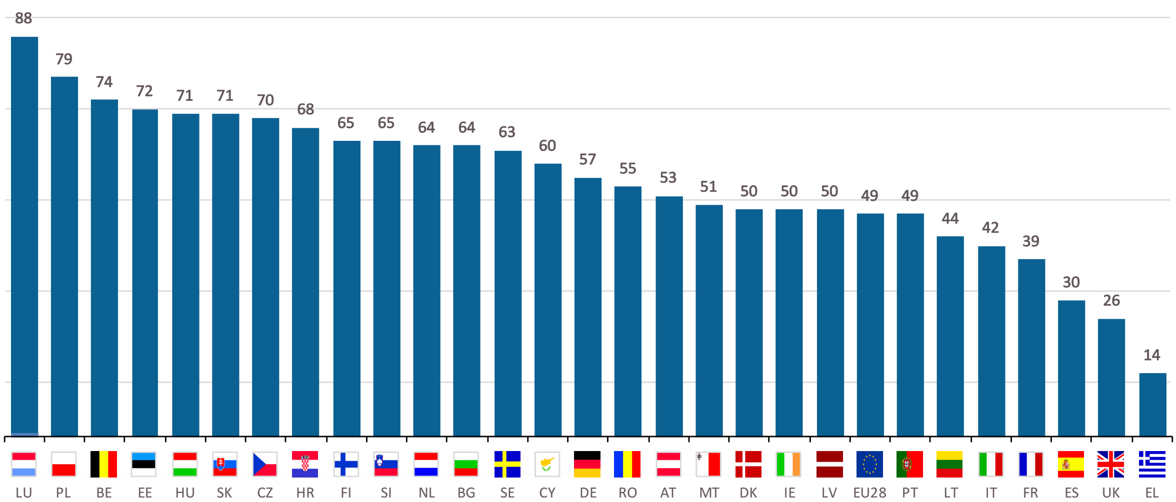
[62] QB17 Can you tell me what telephone number enables you to call emergency services anywhere in the EU?

In 21 countries, at least half of all respondents correctly identify 112 as the number to call. Respondents in Luxembourg (88%), Poland (79%) and Belgium (74%) are the most likely to do so, compared to 14% in Greece, 26% in the United Kingdom and 30% in Spain.

Respondents in Ireland (28%), Greece (27%), Austria and Italy (both 24%) are the most likely to say they would call another number.

More than half of all respondents in Greece and Spain (both 60%) and the United Kingdom (53%) say they do not know which number they would call. Overall, in 23 countries at least one in five say they do not know which number they would call.

QB17 Can you tell me what telephone number enables you to call emergency services anywhere in the EU? (MULTIPLE ANSWERS PO
(% - 112)



Base: All Respondents (N=28,501)

Compared to 2015, respondents in Slovenia (+15 pp), the Czech Republic (+10 pp) and Belgium (+9 pp) are now more likely to identify 112 as the number to call emergency services anywhere in the EU. The largest decline is observed amongst respondents in Romania (-6 pp), Germany and Poland (both -4 pp).

There have generally only been small changes in the proportions who would call another number (0-5 pp).

QB17 Can you tell me what telephone number enables you to call emergency services anywhere in the EU? (MULTIPLE ANSWERS POSSIBLE)
(%)

	112	2017 - 2015	Other number(s)	2017 - 2015	Don't know	Only correct answer	2017 - 2015
EU28	49	▲ 1	14	▲ 1	39	47	▲ 1
BE	74	▲ 9	19	▲ 5	9	72	▲ 8
BG	64	▲ 3	7	▲ 2	30	63	▲ 3
CZ	70	▲ 10	14	▼ 2	19	68	▲ 9
DK	50	▲ 1	19	▼ 1	34	47	▲ 1
DE	57	▼ 4	8	=	36	56	▼ 3
EE	72	▲ 7	5	▼ 1	23	72	▲ 7
IE	50	▲ 6	28	▼ 2	24	48	▲ 6
EL	14	▲ 1	27	▲ 3	60	13	=
ES	30	▲ 1	10	▲ 3	60	29	=
FR	39	▼ 1	13	▲ 2	48	39	▼ 1
HR	68	▲ 4	10	▼ 2	23	67	▲ 4
IT	42	▲ 6	24	▼ 2	39	37	▲ 5
CY	60	▲ 2	8	▼ 2	33	59	▲ 2
LV	50	▲ 6	12	▼ 2	39	49	▲ 6
LT	44	▲ 6	22	▼ 1	35	43	▲ 7
LU	88	▲ 8	9	▼ 1	8	84	▲ 6
HU	71	▲ 8	7	▼ 4	23	70	▲ 8
MT	51	▲ 8	12	▼ 2	38	50	▲ 7
NL	64	▲ 3	11	▲ 2	26	63	▲ 3
AT	53	▲ 3	24	▼ 1	24	52	▲ 3
PL	79	▼ 4	7	=	16	78	▼ 4
PT	49	▼ 2	11	▲ 1	41	48	▼ 2
RO	55	▼ 6	14	▲ 5	32	54	▼ 7
SI	65	▲ 15	17	▲ 2	20	62	▲ 14
SK	71	▼ 1	12	▼ 2	18	70	=
FI	65	▲ 1	10	▲ 1	27	63	=
SE	63	▲ 6	8	▼ 3	30	62	▲ 6
UK	26	▲ 4	22	▲ 4	53	26	▲ 4

Base: All Respondents (N=28,501)

The **socio-demographic analysis shows** that men are more likely to know that 112 is the number to call for an emergency anywhere in the EU (52% vs. 46% of women). The oldest respondents are the least likely to mention 112 (41% vs. 50%-57%), as are those with the lowest education levels (31% vs. 51%-57%).

Finally, respondents who only have a mobile phone (55%) are much more likely to know 112 is the number to call, compared to those who only have a landline (30%), or have both a landline and a mobile phone (46%).

QB17 Can you tell me what telephone number enables you to call emergency services anywhere in the EU? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)

	112	Other number(s)	Don't know	Only correct answer
EU28	49	14	39	47
Gender				
Man	52	14	36	50
Woman	46	14	41	45
Age				
15-24	50	18	34	48
25-39	57	14	31	56
40-54	52	14	35	50
55 +	41	13	47	40
Education (End of)				
15-	31	13	57	29
16-19	51	14	36	49
20+	57	14	31	55
Still studying	49	17	36	47
Landline/ mobile				
Mobile only	55	15	32	54
Landline only	30	10	61	29
Landline & mobile	46	14	41	45
No tel.	41	16	44	40

Base: All Respondents (N=28,501)

CONCLUSION

The survey findings indicate that respondents in the European Union adapt well to the rapid pace of change in the electronic communications markets, both in terms of **applications and services** and **access to networks**.

A clear shift can be observed, away from the use of traditional communications such as calling with landline or mobile phones towards the use of Internet-based services. The most common communication activities remain making or receiving mobile phone calls (93%) and sending or receiving SMS (76%), but now more than six in ten respondents say they are using Internet messaging services (61%). In fact, there has been an eight-point increase in the use of Internet messaging services since 2015. During the same period the use of landlines declined by five points (63%). The uptake of these services is especially high among younger respondents: 74% of them are using an instant messaging service on the Internet daily, compared to 17% of respondents aged 55+.

There is also a general shift from the use of fixed networks to the use of mobile networks. Mobile only households continue to increase – up four points since 2015 and up 18 points since December 2005/January 2006. However, this change should be considered along with the fact that in some countries there is still a large share of respondents who have both fixed and mobile telephone access. For example, this is the case in Malta (82%), Luxembourg (80%) and the Netherlands (78%) where more than three-quarters of households have access to both.

International communications within the European Union

For the first time, the e-communications survey asked questions to measure the rate of international communications within the European Union. In total, a quarter of respondents make international communications at least several times a month. However, only 8% do so on a daily basis, and this drops to 4% when considering only fixed and mobile phone calls. A relatively high proportion of respondents are making international communications via Internet-based services: 15% are using an instant messaging service to reach people in another EU country and 12% are making international calls using Internet applications at least several times a month.

These results further reinforce the general increase in the use of Internet-based services in the European Union, identified elsewhere in this survey. The main reason for using Internet applications is that they are cheaper than traditional services. However, it is important to note that respondents believe traditional services (landline and mobile phones) are generally more reliable and offer more protection of their consumer rights than Internet-based services.

Considering all types of communications, younger respondents are more likely to make international communications in general. The differences are even higher for the use of Internet-based services for international communications, with those under 39 years of age much more likely to use them than older respondents.

The majority of respondents are aware of special tariffs that offer reduced rates or free calls for international calls on mobile and landline phones, but only around a quarter use them. However, at least around half of all respondents already have an unlimited or limited number of minutes for international calls in their mobile or landline phone subscriptions.

Bundled communication services

The proportion of households purchasing bundled communication services has been gradually increasing since 2009. In 2017, 59% of households have purchased a package offering a combination at least two electronic communication services. It is important to note that the definition of bundle includes more combinations than in the previous surveys, which may have impacted the results. However, using the old definition there has still been an increase of three percentage points since 2015 (now 53%).

Nearly half of the respondents (49%) who have a bundle, changed their providers over the last five years. This has surprisingly declined by eight points since 2015, which may be due to the fact that over half of respondents (55%) experienced problems when switching their providers.

Internet subscriptions

Cost remains the main factor considered when taking an Internet subscription, mentioned by 39% of respondents who have an Internet connection at home. Cost is much more likely to be mentioned than the maximum upload/download speeds (15%) or the reputation of the Internet access provider (7%). In fact, cost remains more important than quality in respondents' purchasing decision, despite the fact that 58% say they at least sometimes experience interruption in their household Internet connection.

Consumer protection

The majority of respondents are aware there are tools available to control their consumption when using mobile phones, but only 27% use them. This discrepancy between awareness and use is observed in all Member States.

There is a strong consensus that having a summary of the essential contract features for communication services is useful. More than eight in ten respondents agree, and there are almost no variations between countries.

112, the European emergency number

Awareness of 112 remains high in the European Union. More than six in ten respondents (61%) would call 112 for an emergency in their own country – the same proportion as in 2015. In 23 Member States, respondents would be more likely to call 112 than any national number.

Almost half of the respondents (49%) would call 112 in case of an emergency anywhere in the EU, and this result has not changed since 2015. 112 is also the main answer in each Member State except Greece.

TECHNICAL SPECIFICATIONS

Between the 15th and the 25th of April 2017, TNS opinion & social, a consortium created between TNS political & social, TNS UK and TNS opinion, carried out the wave 87.2 of the EUROBAROMETER survey, at the request of the European Commission, Directorate-General for Communication, "Media Monitoring and Analysis" Unit.

The wave 87.2 includes the SPECIAL EUROBAROMETER 462 and covers the population of the respective nationalities of the European Union Member States, resident in each of the 28 Member States and aged 15 years and over.

	COUNTRIES	INSTITUTES	N° INTERVIEWS	DATES FIELDWORK		POPULATION 15+	PROPORTION EU28
BE	Belgium	TNS Dimarso	1,141	15/04/2017	24/04/2017	9,693,779	2.25%
BG	Bulgaria	TNS BBSS	1,053	15/04/2017	24/04/2017	6,537,535	1.52%
CZ	Czech Rep.	TNS Aisa	1,079	15/04/2017	24/04/2017	9,238,431	2.15%
DK	Denmark	TNS Gallup DK	1,032	15/04/2017	24/04/2017	4,838,729	1.13%
DE	Germany	TNS Infratest	1,601	15/04/2017	24/04/2017	70,160,634	16.32%
EE	Estonia	TNS Emor	1,015	15/04/2017	24/04/2017	1,160,064	0.27%
IE	Ireland	Behaviour & Attitudes	1,003	15/04/2017	24/04/2017	3,592,162	0.84%
EL	Greece	TNS ICAP	1,008	15/04/2017	24/04/2017	9,937,810	2.31%
ES	Spain	TNS Spain	1,026	15/04/2017	24/04/2017	39,445,245	9.17%
FR	France	TNS Sofres	1,015	15/04/2017	23/04/2017	54,097,255	12.58%
HR	Croatia	HENDAL	1,048	15/04/2017	24/04/2017	3,796,476	0.88%
IT	Italy	TNS Italia	1,020	15/04/2017	24/04/2017	52,334,536	12.17%
CY	Rep. Of Cyprus	CYMAR	501	15/04/2017	24/04/2017	741,308	0.17%
LV	Latvia	TNS Latvia	1,006	15/04/2017	24/04/2017	1,707,082	0.40%
LT	Lithuania	TNS LT	1,007	15/04/2017	24/04/2017	2,513,384	0.58%
LU	Luxembourg	TNS ILReS	514	15/04/2017	24/04/2017	457,127	0.11%
HU	Hungary	TNS Hoffmann	1,074	15/04/2017	24/04/2017	8,781,161	2.04%
MT	Malta	MISCO	525	15/04/2017	24/04/2017	364,171	0.08%
NL	Netherlands	TNS NIPO	1,012	15/04/2017	24/04/2017	13,979,215	3.25%
AT	Austria	ipr Umfrageforschung	1,023	15/04/2017	24/04/2017	7,554,711	1.76%
PL	Poland	TNS Polska	1,047	15/04/2017	24/04/2017	33,444,171	7.78%
PT	Portugal	TNS Portugal	1,093	15/04/2017	24/04/2017	8,480,126	1.97%
RO	Romania	TNS CSOP	1,067	15/04/2017	24/04/2017	16,852,701	3.92%
SI	Slovenia	Mediana	1,032	15/04/2017	24/04/2017	1,760,032	0.41%
SK	Slovakia	TNS Slovakia	1,124	15/04/2017	24/04/2017	4,586,024	1.07%
FI	Finland	TNS Gallup Oy	1,020	15/04/2017	23/04/2017	4,747,810	1.10%
SE	Sweden	TNS Sifo	1,043	15/04/2017	24/04/2017	7,998,763	1.86%
UK	United Kingdom	TNS UK	1,372	15/04/2017	25/04/2017	51,174,531	11.90%
		TOTAL EU28	28,501	15/04/2017	25/04/2017	429,974,973	100%*

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

The basic sample design applied in all states is a multi-stage, random (probability) one. In each country, a number of sampling points was drawn with probability proportional to population size (for a total coverage of the country) and to population density.

In order to do so, the sampling points were drawn systematically from each of the "administrative regional units", after stratification by individual unit and type of area. They thus represent the whole territory of the countries surveyed according to the EUROSTAT NUTS II[1] (or equivalent) and according to the distribution of the resident population of the respective nationalities in terms of metropolitan, urban and rural areas.

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

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

Readers are reminded that survey results are <u>estimations</u>, 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:

<u>Statistical Margins due to the sampling process</u>

(at the 95% level of confidence)

various sample sizes are in rows *various observed results are in columns*

	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	
N=50	6.0	8.3	9.9	11.1	12.0	12.7	13.2	13.6	13.8	13.9	N=50
N=500	1.9	2.6	3.1	3.5	3.8	4.0	4.2	4.3	4.4	4.4	N=500
N=1000	**1.4**	**1.9**	**2.2**	**2.5**	**2.7**	**2.8**	**3.0**	**3.0**	**3.1**	**3.1**	**N=1000**
N=1500	1.1	1.5	1.8	2.0	2.2	2.3	2.4	2.5	2.5	2.5	N=1500
N=2000	1.0	1.3	1.6	1.8	1.9	2.0	2.1	2.1	2.2	2.2	N=2000
N=3000	0.8	1.1	1.3	1.4	1.5	1.6	1.7	1.8	1.8	1.8	N=3000
N=4000	0.7	0.9	1.1	1.2	1.3	1.4	1.5	1.5	1.5	1.5	N=4000
N=5000	0.6	0.8	1.0	1.1	1.2	1.3	1.3	1.4	1.4	1.4	N=5000
N=6000	0.6	0.8	0.9	1.0	1.1	1.2	1.2	1.2	1.3	1.3	N=6000
N=7000	0.5	0.7	0.8	0.9	1.0	1.1	1.1	1.1	1.2	1.2	N=7000
N=7500	0.5	0.7	0.8	0.9	1.0	1.0	1.1	1.1	1.1	1.1	N=7500
N=8000	0.5	0.7	0.8	0.9	0.9	1.0	1.0	1.1	1.1	1.1	N=8000
N=9000	0.5	0.6	0.7	0.8	0.9	0.9	1.0	1.0	1.0	1.0	N=9000
N=10000	0.4	0.6	0.7	0.8	0.8	0.9	0.9	1.0	1.0	1.0	N=10000
N=11000	0.4	0.6	0.7	0.7	0.8	0.9	0.9	0.9	0.9	0.9	N=11000
N=12000	0.4	0.5	0.6	0.7	0.8	0.8	0.9	0.9	0.9	0.9	N=12000
N=13000	0.4	0.5	0.6	0.7	0.7	0.8	0.8	0.8	0.9	0.9	N=13000
N=14000	0.4	0.5	0.6	0.7	0.7	0.8	0.8	0.8	0.8	0.8	N=14000
N=15000	0.3	0.5	0.6	0.6	0.7	0.7	0.8	0.8	0.8	0.8	N=15000
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	

[1] Figures updated in August 2015.

QUESTIONNAIRE

ASK ALL

D43a Do you own a fixed telephone in your household?

(NO ANSWER NOT ALLOWED)

Yes	1,
No	2,

EB86.3 D43a

D43b Do you own a personal mobile telephone?

(NO ANSWER NOT ALLOWED)

Yes	1,
No	2,

EB86.3 D3b

D46 Which of the following goods do you have?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

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

EB86.3 D46

CODE "NO ANSWER" IN CODE 13, CODES 12 AND 13 ARE EXCLUSIVE

QB1 Thinking about all household members, including yourself, please indicate for each of the following how many of them are available in your household.

(READ OUT – ONE ANSWER ONLY)

	1	2	3	4	5	6	7	8	9+	0	DK
1 Mobile telephones with access to the telephone network. This includes pre- and post-paid contracts. (M)	1	2	3	4	5	6	7	8	9	10	11
2 Mobile telephone contracts giving access to the Internet. This includes pre- and post-paid contracts. (M)	1	2	3	4	5	6	7	8	9	10	11

EB84.2 QA1 MODIFIED

ASK ALL, QB2: CODE 8 AND 10 ARE EXCLUSIVE

QB2 Does your household receive television ...?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

Yes, via an aerial (e.g. on the roof or on the top of the TV set) (M)	1,
Yes, via Digital Terrestrial Television (aerial + decoder) (USE APPROPRIATE EXAMPLE IN EACH COUNTRY - UK: Freeview\ Digibox - FR: TNT) (M)	2,
Yes, via a cable TV network directly connected to the TV set (analogue TV) (M)	3,
Yes, via cable TV network + decoder (digital TV) (M)	4,
Yes, via a satellite dish + decoder (M)	5,
Yes, via the telephone provider's network + modem and/ or decoder (M)	6,
Yes, via Internet access (N)	7,
No, you do not receive television (N)	8,
Other (SP.)	9,
DK	10,

EB84.2 QA2 MODIFIED

QB3 How often do you do any of the following?
(READ OUT – ONE ANSWER PER LINE)

		Several times a day	Once a day	Several times a week	Once a week	Several times a month	Once a month	Less than once a month	Never	DK
1	Make or receive phone calls over a landline phone	1	2	3	4	5	6	7	8	9
2	Make or receive phone calls over a mobile phone	1	2	3	4	5	6	7	8	9
3	Send or receive SMS	1	2	3	4	5	6	7	8	9
4	Use an instant messaging service on the Internet (M)	1	2	3	4	5	6	7	8	9
5	Make or receive phone calls via Internet applications, including video calls (M)	1	2	3	4	5	6	7	8	9
6	Send or read e-mails (M)	1	2	3	4	5	6	7	8	9
7	Post content on online social networks (M)	1	2	3	4	5	6	7	8	9

EB84.2 QA4 MODIFIED

INTERVIEWER: (READ OUT) In the following question, we would like you to compare traditional means of communication that use a telephone number (defined as fixed phone, mobile phone or SMS) and means of communication using Internet (defined as instant messaging, phone call using the Internet applications, e-mails and online social networks).

QB4 To what extent do you agree or disagree with the following statements?

(READ OUT – ONE ANSWER PER LINE)

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
1	Traditional means of communication that use a telephone number are more reliable when you want to reach someone than means of communication using Internet	1	2	3	4	5
2	Traditional means of communication that use a telephone number provide more protection of your consumer rights than means of communication using Internet	1	2	3	4	5

NEW

INTERVIEWER: (READ OUT) By service bundle, we mean a package offering a combination of at least two electronic communication services (or a combination of at least one electronic communication service with one or more services such as TV channels) from the same provider at an overall price.

QB5 Has your household subscribed to two or more of the following services as part of a bundle?

(READ OUT – MIN. 2 ANSWERS)

No, we have not bought services as part of a bundle	1,
Yes, fixed line telephone	2,
Yes, mobile telephone	3,
Yes, fixed Internet access (M)	4,
Yes, mobile Internet access (M)	5,
Yes, television channels	6,
Yes, music streaming services (N)	7,
Yes, video streaming or video-on-demand services (N)	8,
Other (SP.)	9,
DK	10,

EB84.2 QA7 MODIFIED

ASK QB6 IF "HAS A BUNDLE", QB5=2-8

QB6 Have you or someone in your household changed bundle service provider?

(READ OUT – ONE ANSWER ONLY)

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

EB84.2 QA9

ASK QB7 IF "CHANGED BUNDLE SERVICE PROVIDER", QB6=1-4

QB7 When you changed your bundle service provider, did you experience any of the following problems?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

There was a temporary loss of services of one day or more	1,
You lost your personal e-mails and online content	2,
It took some days for all the new services to work properly	3,
You had to change equipment, which was not initially planned	4,
You had to pay a penalty to your former service provider because you terminated the contract before the end of the fixed duration under the terms of your contract	5,
For a while you had to pay for the new and old bundle at the same time	6,
Other	7,
None	8,
DK	9,

NEW

ASK QB8a IF "INTERNET CONNECTION AT HOME", D46=8

QB8a When subscribing to an Internet connection what are the main factors you consider? Firstly?

(READ OUT – ONE ANSWER ONLY)

The maximum download or upload speed (MBps) (M)	1,
The maximum amount of data (MB, GB) you can download or upload per month (M)	2,
The price of the Internet subscription	3,
The length of the contract (M)	4,
The fact that the Internet subscription is part of a bundle (M)	5,
The customer service	6,
Whether you get devices such as phones, tablets or TV-sets at more convenient prices or better reimbursement conditions (N)	7,
The reputation of the Internet access provider (N)	8,
The ability to connect multiple devices at the same time without loss of quality (M)	9,
Other (SP.)	10,
None (SP.)	11,
DK	12,

EB84.2, QA3a MODIFIED

QB8b: ASK IF QB8a=1-10, EXCLUDE ANSWER GIVEN IN QB8a FROM LIST OF ANSWERS FOR QB8b, EXCEPT FOR ANSWER 10

QB8b And then?

(READ OUT – MAX. 3 ANSWERS)

The maximum download or upload speed (MBps) (M)	1,
The maximum amount of data (MB, GB) you can download or upload per month (M)	2,
The price of the Internet subscription	3,
The length of the contract (M)	4,
The fact that the Internet subscription is part of a bundle (M)	5,
The customer service	6,
Whether you get devices such as phones, tablets or TV-sets at more convenient prices or better reimbursement conditions (N)	7,
The reputation of the Internet access provider (N)	8,
The ability to connect multiple devices at the same time without loss of quality (M)	9,
Other (SP.)	10,
None (SP.)	11,
DK	12,

EB84.2, QA3b MODIFIED

ASK QB9 IF "INTERNET CONNECTION IN THE HOUSEHOLD", D46=8

QB9 When using your household Internet subscription, have you experienced any of the following problems?

(READ OUT – ONE ANSWER PER LINE)

		Yes, often	Yes, sometimes	No, never	DK
1	Interruption of your Internet connection	1	2	3	4
2	Delays in downloading or uploading content	1	2	3	4
3	Difficulty in using several applications at the same time on different devices	1	2	3	4
4	A lack of responsiveness of the Internet	1	2	3	4

NEW

ASK QB10 IF "OWN A PERSONAL MOBILE TELEPHONE", D43b=1

QB10 Do you know if there are tools made available by mobile network operators enabling to control the consumption of your voice calls, SMS and data?

(READ OUT – ONE ANSWER ONLY)

Yes, and you use these tools often	1,
Yes, and you sometimes use these tools	2,
Yes, but you never use these tools	3,
No	4,
DK	5,

NEW

ASK ALL

INTERVIEWER: (READ OUT) Now we are talking about the contracts for communication services, such as fixed Internet, mobile Internet, mobile phone, fixed phone, television and possibly other services. They can have been sold either separately or in bundles.

QB11 When you sign a new contract for communication services, how useful or not would it be for you to have a summary of the essential contract features, such as the main characteristics of the different services and their price, the length of the contract and the conditions for termination?
(READ OUT – ONE ANSWER ONLY)

Very useful	1,
Fairly useful	2,
Not very useful	3,
Not useful at all	4,
DK	5,

NEW

INERVIEWER: (READ OUT) Now we are talking about international calls or messages within the European Union. With this we mean the calls you make or messages you send from the EU country where you live to another EU country.
This implies that you are physically present in the EU country where you live at the time of making the call or sending the message.

QB12 How often do you do any of the following from the country where you live?
(READ OUT – ONE ANSWER PER LINE)

		Several times a day	Once a day	Several times a week	Once a week	Several times a month	Once a month	Less than once a month	Never	DK
1	Make international phone calls over a landline phone within the EU	1	2	3	4	5	6	7	8	9
2	Make international phone calls over a mobile phone within the EU	1	2	3	4	5	6	7	8	9
3	Make international calls using Internet applications, including video calls (VoIP) within the EU. This excludes calling a phone number with the Internet application.	1	2	3	4	5	6	7	8	9

4	Make international phone calls to a phone number using Internet applications (voice calls) (VoIP) within the EU	1	2	3	4	5	6	7	8	9
5	Send international SMS within the EU	1	2	3	4	5	6	7	8	9
6	Use an instant Internet messaging service to reach people in another EU country	1	2	3	4	5	6	7	8	9

NEW

ASK QB13 IF QB12.3=1-7 OR QB12.4=1-7 OR QB12.6=1-7

QB13 You said you make international phone calls using Internet applications, including video calls (VoIP) within the EU or you used an instant Internet messaging service to reach people in another EU country. Is it for any of the following reasons?
(READ OUT – MULTIPLE ANSWERS POSSIBLE)

It is cheaper than using traditional services such as landline or mobile services	1,
It includes additional functionalities such as the possibility to send text, images and videos	2,
Other (SP.)	3,
DK	4,

NEW

QB14.1: ASK IF QB12.1=1-7
QB14.2: ASK IF QB12.2=1-7

QB14 Did you know that there are special tariffs which include reduced rates or free calls to one, several or all of the EU countries in exchange of an additional fee for?
(READ OUT – ONE ANSWER PER LINE)

		Yes, and you use those special tariffs	Yes, but you do not use them	No	DK
1	International phone calls over a landline phone within the EU	1	2	3	4
2	International phone calls over a mobile phone within the EU	1	2	3	4

NEW

QB15.2: ASK IF QB12.2=1-7
QB15.1: ASK IF QB12.1=1-7

QB15 Does your telephone tariff scheme include a limited or unlimited number of minutes of international calls within the EU?
(READ OUT – ONE ANSWER PER LINE)

		Yes, a limited number of minutes	Yes, an unlimited number of minutes	No, you pay standard charge per minute or per unit for international calls	DK
1	Your fixed telephone subscription	1	2	3	4
2	Your mobile telephone subscription	1	2	3	4

NEW

ASK ALL

QB16 Can you tell me what telephone number you would call in the event of an emergency in (OUR COUNTRY); for example, if someone needs urgent medical assistance or if you need to contact the police or the fire brigade?
(DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

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

EB84.2 QA18 MODIFIED

QB17 Can you tell me what telephone number enables you to call emergency services anywhere in the EU?
(DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

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

EB84.2 QA19

D43a.1 Do you own a fixed telephone in your household?
(%)

	Yes		No	
	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*
EU28	**61**	*-4*	**39**	*4*
BE	**62**	*-11*	**38**	*11*
BG	**29**	*-14*	**71**	*14*
CZ	**8**	*-6*	**92**	*6*
DK	**29**	*-11*	**71**	*11*
DE	**84**	*-1*	**16**	*1*
EE	**38**	*-4*	**62**	*4*
IE	**55**	*-10*	**45**	*10*
EL	**83**	*0*	**17**	*0*
ES	**71**	*0*	**29**	*0*
FR	**76**	*-5*	**24**	*5*
HR	**74**	*-1*	**26**	*1*
IT	**52**	*-2*	**48**	*2*
CY	**51**	*-8*	**49**	*8*
LV	**21**	*-10*	**79**	*10*
LT	**27**	*-1*	**73**	*1*
LU	**84**	*-1*	**16**	*1*
HU	**44**	*-1*	**56**	*1*
MT	**88**	*-5*	**12**	*5*
NL	**84**	*-1*	**16**	*1*
AT	**36**	*-4*	**64**	*4*
PL	**22**	*-7*	**78**	*7*
PT	**71**	*0*	**29**	*0*
RO	**22**	*-15*	**78**	*15*
SI	**68**	*-4*	**32**	*4*
SK	**15**	*-11*	**85**	*11*
FI	**13**	*0*	**87**	*0*
SE	**45**	*-8*	**55**	*8*
UK	**66**	*-12*	**34**	*12*

D43b.1 Do you own a personal mobile telephone?
(%)

	Yes		No	
	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*
EU28	**93**	*1*	**7**	*-1*
BE	**93**	*-1*	**7**	*1*
BG	**89**	*1*	**11**	*-1*
CZ	**97**	*0*	**3**	*0*
DK	**98**	*1*	**2**	*-1*
DE	**92**	*0*	**8**	*0*
EE	**97**	*1*	**3**	*-1*
IE	**96**	*0*	**4**	*0*
EL	**91**	*1*	**9**	*-1*
ES	**93**	*1*	**7**	*-1*
FR	**94**	*4*	**6**	*-4*
HR	**87**	*-4*	**13**	*4*
IT	**91**	*0*	**9**	*0*
CY	**96**	*0*	**4**	*0*
LV	**99**	*1*	**1**	*-1*
LT	**95**	*-1*	**5**	*1*
LU	**98**	*1*	**2**	*-1*
HU	**93**	*2*	**7**	*-2*
MT	**95**	*1*	**5**	*-1*
NL	**97**	*0*	**3**	*0*
AT	**92**	*2*	**8**	*-2*
PL	**92**	*0*	**8**	*0*
PT	**94**	*1*	**6**	*-1*
RO	**90**	*-1*	**10**	*1*
SI	**97**	*2*	**3**	*-2*
SK	**90**	*-2*	**10**	*2*
FI	**99**	*0*	**1**	*0*
SE	**99**	*1*	**1**	*-1*
UK	**92**	*-1*	**8**	*1*

D43T Landline / mobile
(%)

	Mobile only		Landline only		Landline and mobile		No phone	
	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*
EU28	**37**	*4*	**5**	*-1*	**56**	*-4*	**2**	*1*
BE	**40**	*11*	**6**	*0*	**54**	*-11*	**0**	*0*
BG	**69**	*12*	**7**	*-1*	**20**	*-11*	**4**	*0*
CZ	**90**	*4*	**1**	*0*	**7**	*-4*	**2**	*0*
DK	**73**	*11*	**2**	*0*	**25**	*-10*	**0**	*-1*
DE	**11**	*1*	**8**	*0*	**81**	*-1*	**0**	*0*
EE	**64**	*5*	**1**	*-2*	**33**	*-4*	**2**	*1*
IE	**46**	*9*	**3**	*0*	**50**	*-9*	**1**	*0*
EL	**17**	*0*	**8**	*-1*	**74**	*1*	**1**	*0*
ES	**28**	*1*	**6**	*-1*	**65**	*0*	**1**	*0*
FR	**20**	*5*	**5**	*-4*	**74**	*-1*	**1**	*0*
HR	**28**	*3*	**11**	*3*	**59**	*-7*	**2**	*1*
IT	**44**	*1*	**5**	*-1*	**47**	*-1*	**4**	*1*
CY	**45**	*9*	**3**	*-1*	**51**	*-8*	**1**	*0*
LV	**79**	*10*	**0**	*-1*	**20**	*-9*	**1**	*0*
LT	**70**	*2*	**3**	*1*	**25**	*-3*	**2**	*0*
LU	**16**	*1*	**2**	*-1*	**82**	*0*	**0**	*0*
HU	**55**	*2*	**5**	*0*	**37**	*-2*	**3**	*0*
MT	**7**	*3*	**5**	*-1*	**88**	*-2*	**0**	*0*
NL	**16**	*2*	**3**	*0*	**81**	*-2*	**0**	*0*
AT	**68**	*8*	**6**	*-3*	**24**	*-6*	**2**	*1*
PL	**76**	*7*	**4**	*0*	**16**	*-7*	**4**	*0*
PT	**26**	*-3*	**4**	*-1*	**68**	*4*	**2**	*0*
RO	**71**	*15*	**3**	*-1*	**18**	*-17*	**8**	*3*
SI	**31**	*4*	**2**	*-2*	**67**	*-1*	**0**	*-1*
SK	**79**	*6*	**3**	*-1*	**11**	*-8*	**7**	*3*
FI	**87**	*0*	**1**	*0*	**12**	*0*	**0**	*0*
SE	**50**	*12*	**1**	*0*	**49**	*-12*	**0**	*0*
UK	**28**	*8*	**6**	*-1*	**64**	*-9*	**2**	*2*

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

	Television		DVD player		Music CD player		Desk computer		Laptop		Tablet		Smartphone	
	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*
EU28	**95**	*-1*	**50**	*-5*	**43**	*-3*	**35**	*-2*	**56**	*2*	**37**	*5*	**65**	*9*
BE	**97**	*1*	**60**	*-8*	**60**	*-5*	**39**	*-3*	**67**	*0*	**47**	*5*	**67**	*13*
BG	**99**	*1*	**19**	*-2*	**13**	*0*	**35**	*-1*	**36**	*2*	**19**	*3*	**47**	*12*
CZ	**98**	*0*	**60**	*-1*	**48**	*-1*	**43**	*6*	**51**	*7*	**27**	*3*	**53**	*13*
DK	**97**	*-1*	**70**	*-8*	**63**	*-9*	**39**	*-6*	**84**	*0*	**69**	*3*	**83**	*3*
DE	**92**	*-3*	**57**	*-5*	**53**	*-4*	**40**	*-3*	**61**	*3*	**32**	*7*	**67**	*8*
EE	**97**	*-1*	**40**	*-5*	**40**	*1*	**41**	*-1*	**62**	*4*	**36**	*5*	**59**	*8*
IE	**97**	*-1*	**62**	*-13*	**55**	*-2*	**26**	*-2*	**68**	*-2*	**58**	*5*	**79**	*11*
EL	**99**	*0*	**58**	*-1*	**49**	*-1*	**29**	*-1*	**48**	*1*	**30**	*7*	**61**	*11*
ES	**99**	*0*	**37**	*-5*	**32**	*2*	**38**	*-1*	**48**	*5*	**36**	*8*	**72**	*11*
FR	**93**	*-2*	**54**	*-3*	**45**	*-3*	**38**	*0*	**58**	*4*	**38**	*5*	**62**	*14*
HR	**99**	*1*	**38**	*-3*	**27**	*-7*	**36**	*-5*	**43**	*2*	**25**	*8*	**68**	*8*
IT	**95**	*0*	**37**	*-5*	**26**	*-6*	**22**	*-3*	**40**	*-2*	**24**	*0*	**62**	*2*
CY	**100**	*0*	**32**	*-11*	**33**	*-9*	**25**	*2*	**54**	*4*	**40**	*2*	**59**	*23*
LV	**95**	*2*	**31**	*-1*	**32**	*1*	**42**	*-4*	**55**	*4*	**36**	*8*	**56**	*10*
LT	**95**	*-1*	**20**	*-2*	**22**	*4*	**25**	*-3*	**48**	*2*	**19**	*5*	**49**	*9*
LU	**96**	*-1*	**73**	*-1*	**65**	*1*	**51**	*7*	**73**	*9*	**61**	*17*	**82**	*11*
HU	**98**	*0*	**50**	*2*	**35**	*4*	**47**	*-2*	**42**	*7*	**19**	*5*	**63**	*14*
MT	**96**	*-3*	**61**	*3*	**39**	*-2*	**43**	*-4*	**63**	*3*	**47**	*4*	**59**	*4*
NL	**97**	*0*	**77**	*-3*	**71**	*-3*	**56**	*2*	**83**	*3*	**72**	*1*	**85**	*2*
AT	**98**	*0*	**67**	*-2*	**64**	*-3*	**40**	*4*	**54**	*7*	**31**	*10*	**71**	*9*
PL	**92**	*-5*	**35**	*-7*	**24**	*0*	**21**	*-17*	**59**	*4*	**20**	*-1*	**55**	*7*
PT	**98**	*1*	**35**	*-11*	**33**	*-6*	**19**	*-1*	**64**	*7*	**30**	*5*	**60**	*16*
RO	**99**	*1*	**12**	*-6*	**7**	*-2*	**37**	*-3*	**35**	*3*	**29**	*1*	**49**	*15*
SI	**97**	*-1*	**45**	*0*	**49**	*4*	**47**	*-2*	**61**	*9*	**36**	*5*	**67**	*15*
SK	**95**	*-1*	**45**	*0*	**32**	*0*	**38**	*-5*	**35**	*-1*	**28**	*5*	**47**	*5*
FI	**96**	*-1*	**66**	*-1*	**67**	*-5*	**41**	*3*	**74**	*1*	**55**	*4*	**77**	*9*
SE	**89**	*3*	**59**	*-4*	**61**	*-5*	**38**	*-2*	**81**	*3*	**54**	*2*	**83**	*-1*
UK	**94**	*1*	**62**	*-8*	**56**	*2*	**34**	*3*	**62**	*-3*	**56**	*6*	**69**	*8*

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

	An Internet connection at home		A car		An apartment/ a house which you have finished paying for		An apartment/ a house which you are paying for		None (SPONTANEOUS)		Don't know	Total 'Households with PC (desk computer +laptop)'		Total 'Households with a computing device'	
	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*
EU28	**70**	*3*	**70**	*0*	**42**	*0*	**23**	*-1*	**0**	*-1*	**1**	**69**	*-2*	**79**	*2*
BE	**79**	*0*	**77**	*0*	**41**	*1*	**32**	*0*	**0**	*0*	**0**	**77**	*-3*	**83**	*0*
BG	**59**	*9*	**59**	*4*	**81**	*-5*	**3**	*0*	**0**	*-1*	**0**	**57**	*3*	**62**	*4*
CZ	**73**	*11*	**72**	*6*	**56**	*-2*	**21**	*3*	**0**	*0*	**0**	**74**	*9*	**78**	*8*
DK	**92**	*-2*	**80**	*-1*	**15**	*0*	**61**	*-3*	**0**	*0*	**0**	**91**	*-3*	**94**	*-2*
DE	**74**	*3*	**69**	*-2*	**32**	*3*	**13**	*-1*	**0**	*0*	**2**	**74**	*-2*	**81**	*-1*
EE	**77**	*5*	**63**	*7*	**70**	*0*	**21**	*0*	**0**	*0*	**0**	**76**	*2*	**80**	*3*
IE	**83**	*5*	**84**	*2*	**34**	*-1*	**48**	*-1*	**0**	*0*	**0**	**75**	*0*	**87**	*1*
EL	**63**	*5*	**77**	*5*	**63**	*-1*	**13**	*4*	**0**	*0*	**0**	**62**	*-1*	**73**	*4*
ES	**62**	*5*	**70**	*1*	**53**	*-1*	**31**	*0*	**0**	*0*	**0**	**61**	*0*	**77**	*5*
FR	**77**	*2*	**77**	*-2*	**32**	*0*	**18**	*0*	**0**	*0*	**0**	**74**	*2*	**81**	*2*
HR	**64**	*3*	**74**	*1*	**78**	*2*	**10**	*2*	**0**	*0*	**0**	**60**	*-4*	**75**	*1*
IT	**45**	*4*	**77**	*-2*	**48**	*-2*	**22**	*-6*	**2**	*1*	**0**	**53**	*-5*	**67**	*-2*
CY	**68**	*15*	**92**	*9*	**47**	*4*	**22**	*-6*	**0**	*0*	**0**	**62**	*7*	**73**	*10*
LV	**78**	*6*	**54**	*3*	**60**	*7*	**14**	*2*	**1**	*0*	**1**	**75**	*2*	**81**	*2*
LT	**61**	*4*	**49**	*-3*	**66**	*1*	**7**	*0*	**0**	*0*	**0**	**59**	*-2*	**66**	*1*
LU	**87**	*5*	**88**	*1*	**37**	*-2*	**37**	*0*	**0**	*0*	**1**	**85**	*8*	**92**	*6*
HU	**65**	*8*	**55**	*3*	**71**	*3*	**21**	*7*	**0**	*0*	**0**	**66**	*3*	**74**	*6*
MT	**74**	*2*	**76**	*-3*	**55**	*-7*	**23**	*4*	**0**	*0*	**0**	**73**	*1*	**78**	*4*
NL	**97**	*1*	**86**	*4*	**13**	*5*	**61**	*-6*	**0**	*0*	**0**	**95**	*1*	**97**	*0*
AT	**73**	*9*	**80**	*2*	**38**	*4*	**55**	*2*	**0**	*0*	**0**	**72**	*5*	**80**	*5*
PL	**66**	*-2*	**58**	*1*	**60**	*3*	**9**	*-4*	**0**	*0*	**1**	**67**	*-5*	**74**	*-1*
PT	**71**	*8*	**72**	*5*	**33**	*4*	**42**	*3*	**0**	*0*	**0**	**69**	*5*	**75**	*6*
RO	**55**	*-1*	**40**	*-2*	**83**	*-1*	**6**	*3*	**0**	*0*	**0**	**55**	*-2*	**63**	*1*
SI	**78**	*7*	**84**	*1*	**74**	*-3*	**11**	*1*	**1**	*1*	**0**	**76**	*5*	**83**	*7*
SK	**63**	*3*	**63**	*2*	**66**	*-4*	**20**	*1*	**0**	*0*	**2**	**59**	*-1*	**65**	*1*
FI	**84**	*1*	**80**	*-1*	**42**	*-4*	**36**	*0*	**0**	*0*	**0**	**85**	*1*	**90**	*2*
SE	**91**	*2*	**64**	*-4*	**26**	*-1*	**45**	*3*	**0**	*0*	**0**	**91**	*0*	**94**	*-1*
UK	**76**	*-1*	**62**	*-5*	**28**	*-3*	**30**	*0*	**1**	*-1*	**0**	**68**	*-5*	**84**	*1*

D46R Computer and Internet
(%)

	Households with PC that also have Internet access		Proportion of households with PC that also have Internet access		Households with a computing device that also have Internet access		Proportion of households with a computing device that also have Internet access	
	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2
EU28	**64**	*1*	**93**	*3*	**69**	*2*	**88**	*2*
BE	**74**	*-2*	**97**	*2*	**78**	*0*	**94**	*0*
BG	**55**	*7*	**96**	*8*	**58**	*9*	**93**	*8*
CZ	**68**	*9*	**93**	*1*	**72**	*10*	**92**	*4*
DK	**90**	*-3*	**98**	*0*	**92**	*-2*	**97**	*-1*
DE	**70**	*2*	**95**	*5*	**73**	*3*	**91**	*5*
EE	**74**	*4*	**97**	*3*	**76**	*5*	**95**	*3*
IE	**72**	*3*	**96**	*4*	**82**	*5*	**94**	*4*
EL	**57**	*2*	**92**	*5*	**61**	*4*	**84**	*1*
ES	**56**	*3*	**92**	*5*	**61**	*5*	**80**	*1*
FR	**72**	*3*	**97**	*2*	**76**	*2*	**93**	*-1*
HR	**56**	*-1*	**94**	*6*	**63**	*4*	**84**	*4*
IT	**42**	*2*	**78**	*10*	**43**	*2*	**64**	*5*
CY	**58**	*10*	**94**	*6*	**66**	*14*	**91**	*8*
LV	**71**	*3*	**95**	*3*	**77**	*6*	**94**	*4*
LT	**57**	*3*	**96**	*7*	**61**	*5*	**91**	*5*
LU	**82**	*7*	**96**	*-1*	**85**	*6*	**93**	*2*
HU	**62**	*7*	**94**	*6*	**65**	*9*	**87**	*4*
MT	**68**	*-3*	**94**	*-4*	**72**	*0*	**92**	*-5*
NL	**94**	*1*	**99**	*1*	**96**	*1*	**99**	*1*
AT	**68**	*7*	**95**	*3*	**73**	*9*	**92**	*7*
PL	**63**	*-3*	**94**	*2*	**66**	*-1*	**89**	*-1*
PT	**66**	*7*	**95**	*2*	**69**	*7*	**92**	*2*
RO	**50**	*-2*	**92**	*2*	**54**	*-1*	**85**	*-4*
SI	**73**	*6*	**95**	*1*	**76**	*6*	**92**	*0*
SK	**56**	*-1*	**95**	*0*	**61**	*2*	**93**	*1*
FI	**80**	*1*	**95**	*1*	**84**	*1*	**93**	*0*
SE	**88**	*1*	**97**	*1*	**90**	*1*	**96**	*2*
UK	**63**	*-5*	**92**	*-1*	**75**	*-1*	**89**	*-2*

D43_QB1 Household telephone access
(%)

	Households combining a fixed and mobile telephone access		Households having a fixed telephone access but no mobile telephone access		Households having a mobile telephone access but no fixed telephone access		Households not having a fixed telephone access nor mobile telephone access		Overall Telephone Access	
	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*
EU28	**54**	*-6*	**7**	*1*	**37**	*4*	**3**	*2*	**97**	*-2*
BE	**54**	*-13*	**8**	*2*	**36**	*9*	**1**	*1*	**99**	*-1*
BG	**23**	*-11*	**7**	*-2*	**67**	*13*	**3**	*0*	**97**	*0*
CZ	**6**	*-6*	**2**	*0*	**81**	*-3*	**10**	*7*	**90**	*-7*
DK	**26**	*-12*	**3**	*1*	**70**	*10*	**1**	*1*	**99**	*-1*
DE	**73**	*-4*	**12**	*5*	**14**	*-1*	**1**	*0*	**99**	*0*
EE	**36**	*-4*	**1**	*-1*	**60**	*3*	**2**	*1*	**98**	*-1*
IE	**50**	*-13*	**4**	*1*	**43**	*9*	**2**	*1*	**98**	*-1*
EL	**75**	*3*	**8**	*-3*	**16**	*0*	**1**	*0*	**99**	*0*
ES	**64**	*-1*	**7**	*1*	**27**	*-1*	**3**	*2*	**97**	*-2*
FR	**69**	*-4*	**7**	*-1*	**23**	*4*	**1**	*0*	**99**	*0*
HR	**63**	*-8*	**11**	*7*	**25**	*2*	**1**	*0*	**99**	*0*
IT	**45**	*-4*	**9**	*3*	**41**	*-3*	**5**	*3*	**95**	*-3*
CY	**40**	*-16*	**11**	*8*	**46**	*5*	**3**	*3*	**97**	*-3*
LV	**20**	*-10*	**1**	*0*	**76**	*10*	**3**	*0*	**97**	*0*
LT	**23**	*-3*	**4**	*2*	**67**	*-4*	**6**	*5*	**94**	*-5*
LU	**80**	*-1*	**4**	*0*	**16**	*0*	**0**	*0*	**100**	*0*
HU	**40**	*-1*	**4**	*0*	**53**	*0*	**3**	*1*	**97**	*-1*
MT	**82**	*-6*	**6**	*1*	**12**	*5*	**0**	*0*	**100**	*0*
NL	**78**	*-5*	**7**	*5*	**15**	*0*	**0**	*0*	**100**	*0*
AT	**30**	*-2*	**5**	*-3*	**62**	*3*	**2**	*1*	**98**	*-1*
PL	**18**	*-7*	**4**	*0*	**75**	*7*	**3**	*0*	**97**	*0*
PT	**66**	*0*	**5**	*0*	**25**	*-3*	**4**	*3*	**96**	*-3*
RO	**20**	*-13*	**3**	*-1*	**70**	*13*	**8**	*2*	**92**	*-2*
SI	**66**	*-3*	**3**	*0*	**31**	*3*	**1**	*1*	**99**	*-1*
SK	**12**	*-10*	**3**	*-1*	**78**	*7*	**7**	*4*	**93**	*-4*
FI	**12**	*0*	**1**	*0*	**87**	*0*	**0**	*0*	**100**	*0*
SE	**42**	*-10*	**2**	*1*	**55**	*8*	**0**	*0*	**100**	*0*
UK	**60**	*-12*	**7**	*1*	**32**	*10*	**2**	*1*	**98**	*-1*

D46_QB1.2 Household Internet access
(%)

		Households with Internet connection at home and mobile Internet access		Households with Internet connection at home and no mobile Internet access		Households with mobile Internet access and no Internet connection at home		Households without Internet access	
		EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*
EU28		**62**	*5*	**9**	*-2*	**11**	*-2*	**18**	*-1*
BE		**67**	*1*	**12**	*-1*	**5**	*-5*	**16**	*5*
BG		**55**	*13*	**5**	*-4*	**10**	*-2*	**30**	*-7*
CZ		**56**	*10*	**18**	*1*	**6**	*-7*	**20**	*-4*
DK		**86**	*-2*	**7**	*0*	**2**	*0*	**5**	*2*
DE		**63**	*4*	**13**	*0*	**8**	*-4*	**16**	*0*
EE		**66**	*4*	**11**	*0*	**4**	*-6*	**19**	*2*
IE		**75**	*3*	**8**	*1*	**7**	*-3*	**10**	*-1*
EL		**51**	*8*	**13**	*-2*	**13**	*-1*	**23**	*-5*
ES		**60**	*8*	**2**	*-3*	**16**	*-2*	**22**	*-3*
FR		**65**	*5*	**12**	*-3*	**5**	*-2*	**18**	*0*
HR		**60**	*4*	**5**	*0*	**15**	*-4*	**20**	*0*
IT		**43**	*5*	**3**	*-1*	**27**	*-5*	**27**	*1*
CY		**58**	*9*	**10**	*5*	**8**	*-13*	**24**	*-1*
LV		**60**	*8*	**18**	*-2*	**5**	*-3*	**17**	*-3*
LT		**50**	*0*	**11**	*2*	**9**	*-5*	**30**	*3*
LU		**79**	*7*	**8**	*-5*	**7**	*0*	**6**	*-2*
HU		**56**	*7*	**9**	*1*	**9**	*-4*	**26**	*-4*
MT		**62**	*4*	**13**	*-2*	**3**	*0*	**22**	*-2*
NL		**84**	*-3*	**12**	*3*	**1**	*0*	**3**	*0*
AT		**70**	*12*	**3**	*-4*	**7**	*-6*	**20**	*-2*
PL		**60**	*3*	**7**	*-4*	**13**	*3*	**20**	*-2*
PT		**62**	*16*	**10**	*-8*	**5**	*-7*	**23**	*-1*
RO		**51**	*2*	**6**	*-2*	**17**	*0*	**26**	*0*
SI		**74**	*10*	**5**	*-2*	**8**	*-5*	**13**	*-3*
SK		**56**	*3*	**7**	*-1*	**11**	*-3*	**26**	*1*
FI		**75**	*10*	**10**	*-8*	**5**	*-1*	**10**	*-1*
SE		**84**	*2*	**7**	*0*	**4**	*-3*	**5**	*1*
UK		**70**	*6*	**8**	*-5*	**9**	*-2*	**13**	*1*

D40ac_QB1_1 Number of mobile phones in household versus household size
(%)

	Number of mobile phones lower than number of household members		Number of mobile phones equal to number of household members		Number of mobile phones higher than number of household member	
	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*
EU28	**25**	*1*	**64**	*-4*	**11**	*3*
BE	**29**	*3*	**62**	*-7*	**9**	*4*
BG	**29**	*-2*	**61**	*2*	**10**	*0*
CZ	**31**	*15*	**55**	*-14*	**14**	*-1*
DK	**8**	*1*	**74**	*-3*	**18**	*2*
DE	**28**	*3*	**62**	*-7*	**10**	*4*
EE	**16**	*1*	**66**	*0*	**18**	*-1*
IE	**24**	*0*	**62**	*-2*	**14**	*2*
EL	**37**	*-6*	**58**	*5*	**5**	*1*
ES	**28**	*-2*	**67**	*3*	**5**	*-1*
FR	**19**	*-3*	**75**	*2*	**6**	*1*
HR	**35**	*9*	**55**	*-11*	**10**	*2*
IT	**31**	*3*	**62**	*-2*	**7**	*-1*
CY	**30**	*15*	**57**	*-18*	**13**	*3*
LV	**18**	*-8*	**64**	*5*	**18**	*3*
LT	**18**	*9*	**67**	*-7*	**15**	*-2*
LU	**22**	*1*	**67**	*-4*	**11**	*3*
HU	**29**	*-3*	**62**	*4*	**9**	*-1*
MT	**16**	*2*	**68**	*-7*	**16**	*5*
NL	**20**	*8*	**66**	*-7*	**14**	*-1*
AT	**25**	*-2*	**60**	*-5*	**15**	*7*
PL	**27**	*1*	**51**	*-5*	**22**	*4*
PT	**29**	*-1*	**63**	*5*	**8**	*-4*
RO	**47**	*3*	**45**	*-2*	**8**	*-1*
SI	**16**	*-3*	**69**	*0*	**15**	*3*
SK	**25**	*2*	**60**	*-5*	**15**	*3*
FI	**7**	*1*	**65**	*-5*	**28**	*4*
SE	**7**	*3*	**74**	*-10*	**19**	*7*
UK	**17**	*1*	**72**	*-6*	**11**	*5*

D40ac_QB1_2 Number of mobile phones with Internet access in household versus household size **(%)**

	Number of mobile phones with Internet access lower than number of household members		Number of mobile phones with Internet access equal to number of household members		Number of mobile phones with Internet access higher than number of household member	
	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*
EU28	**41**	*-7*	**51**	*5*	**8**	*2*
BE	**49**	*4*	**42**	*-9*	**9**	*5*
BG	**57**	*-11*	**37**	*10*	**6**	*1*
CZ	**63**	*3*	**28**	*-6*	**9**	*3*
DK	**18**	*-5*	**66**	*1*	**16**	*4*
DE	**37**	*-8*	**56**	*6*	**7**	*2*
EE	**52**	*-5*	**37**	*3*	**11**	*2*
IE	**35**	*-8*	**51**	*3*	**14**	*5*
EL	**66**	*-9*	**32**	*10*	**2**	*-1*
ES	**39**	*-12*	**58**	*13*	**3**	*-1*
FR	**42**	*-4*	**54**	*3*	**4**	*1*
HR	**52**	*-1*	**41**	*-2*	**7**	*3*
IT	**41**	*-15*	**53**	*13*	**6**	*2*
CY	**50**	*-3*	**41**	*4*	**9**	*-1*
LV	**64**	*-5*	**27**	*2*	**9**	*3*
LT	**54**	*2*	**37**	*-2*	**9**	*0*
LU	**39**	*-11*	**53**	*7*	**8**	*4*
HU	**65**	*-5*	**30**	*6*	**5**	*-1*
MT	**53**	*-6*	**38**	*4*	**9**	*2*
NL	**29**	*0*	**59**	*-2*	**12**	*2*
AT	**37**	*-10*	**47**	*0*	**16**	*10*
PL	**50**	*-7*	**30**	*0*	**20**	*7*
PT	**55**	*-13*	**40**	*13*	**5**	*0*
RO	**65**	*3*	**28**	*-3*	**7**	*0*
SI	**43**	*-8*	**47**	*5*	**10**	*3*
SK	**55**	*-2*	**34**	*-1*	**11**	*3*
FI	**29**	*-14*	**49**	*6*	**22**	*8*
SE	**17**	*0*	**66**	*-1*	**17**	*1*
UK	**27**	*-9*	**64**	*4*	**9**	*5*

QB1.1 Thinking about all household members, including yourself, please indicate for each of the following how many of them are available in your household.
Mobile telephones with access to the telephone network. This includes pre and post-paid contracts.
(%)

	None		1		2		3		4 and more		Don't know	At least one	
	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	EB87.2	*Diff. EB87.2 - EB84.2*
EU28	**9**	*2*	**32**	*-3*	**31**	*-2*	**13**	*0*	**13**	*2*	**2**	**89**	*-4*
BE	**10**	*4*	**30**	*-3*	**32**	*-5*	**15**	*2*	**13**	*3*	**0**	**90**	*-4*
BG	**10**	*-2*	**17**	*-1*	**33**	*4*	**20**	*-4*	**20**	*2*	**0**	**90**	*2*
CZ	**12**	*8*	**25**	*1*	**32**	*-3*	**14**	*-4*	**14**	*-5*	**3**	**85**	*-11*
DK	**4**	*2*	**28**	*-3*	**37**	*-1*	**16**	*3*	**15**	*-1*	**0**	**96**	*-2*
DE	**12**	*4*	**38**	*-7*	**29**	*-3*	**9**	*0*	**8**	*3*	**3**	**84**	*-7*
EE	**3**	*0*	**32**	*2*	**30**	*0*	**16**	*-4*	**18**	*2*	**1**	**96**	*-1*
IE	**6**	*3*	**19**	*-2*	**36**	*-3*	**18**	*0*	**20**	*0*	**1**	**93**	*-4*
EL	**9**	*-3*	**25**	*-1*	**37**	*1*	**15**	*0*	**12**	*2*	**1**	**90**	*2*
ES	**9**	*1*	**28**	*-5*	**38**	*3*	**13**	*1*	**11**	*-1*	**0**	**90**	*-2*
FR	**8**	*0*	**49**	*-1*	**28**	*1*	**7**	*-2*	**7**	*1*	**0**	**92**	*1*
HR	**12**	*6*	**18**	*-1*	**27**	*-4*	**19**	*1*	**24**	*-2*	**0**	**88**	*-6*
IT	**13**	*6*	**19**	*-3*	**29**	*-5*	**16**	*-3*	**18**	*1*	**4**	**83**	*-9*
CY	**14**	*11*	**24**	*-3*	**35**	*-2*	**10**	*-5*	**16**	*0*	**0**	**86**	*-10*
LV	**4**	*0*	**24**	*-4*	**31**	*-1*	**21**	*1*	**19**	*4*	**1**	**96**	*1*
LT	**10**	*7*	**42**	*-1*	**26**	*-1*	**11**	*-4*	**11**	*-1*	**1**	**90**	*-7*
LU	**4**	*0*	**28**	*0*	**34**	*-2*	**17**	*1*	**16**	*2*	**1**	**95**	*1*
HU	**7**	*1*	**25**	*-3*	**33**	*2*	**18**	*-1*	**16**	*1*	**0**	**93**	*0*
MT	**6**	*1*	**26**	*-11*	**38**	*10*	**11**	*0*	**17**	*-2*	**1**	**92**	*-3*
NL	**7**	*5*	**31**	*2*	**32**	*-6*	**14**	*-1*	**16**	*0*	**0**	**93**	*-5*
AT	**8**	*-1*	**28**	*-3*	**29**	*-5*	**15**	*-1*	**19**	*9*	**0**	**92**	*1*
PL	**7**	*1*	**21**	*-1*	**26**	*-1*	**18**	*-1*	**27**	*2*	**2**	**90**	*-3*
PT	**9**	*3*	**18**	*-1*	**35**	*1*	**23**	*-1*	**15**	*-3*	**1**	**90**	*-4*
RO	**11**	*1*	**26**	*1*	**30**	*1*	**17**	*-4*	**16**	*1*	**2**	**88**	*-2*
SI	**3**	*0*	**19**	*-2*	**28**	*-2*	**21**	*2*	**28**	*1*	**0**	**97**	*1*
SK	**10**	*3*	**23**	*-2*	**28**	*0*	**17**	*1*	**22**	*-1*	**1**	**90**	*-2*
FI	**1**	*0*	**28**	*0*	**32**	*-4*	**15**	*-1*	**23**	*4*	**0**	**99**	*0*
SE	**2**	*1*	**51**	*-6*	**29**	*3*	**9**	*-1*	**8**	*2*	**0**	**97**	*-2*
UK	**8**	*2*	**37**	*-1*	**37**	*-6*	**10**	*1*	**7**	*3*	**1**	**91**	*-3*

QB1.2 Thinking about all household members, including yourself, please indicate for each of the following how many of them are available in your household.

Mobile telephone contracts giving access to the Internet. This includes pre and post-paid contracts.

(%)

(IF 'MOBILE PHONE ACCESS', CODE 1 TO 9 IN QB1)

	None		1		2		3		4 and more		Don't know	At least one	
	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	EB87.2	Diff. EB87.2 - EB84.2
EU28	**19**	-5	**30**	-1	**28**	2	**11**	2	**11**	4	**1**	**80**	5
BE	**21**	2	**29**	-3	**28**	-3	**13**	3	**10**	2	**1**	**79**	-2
BG	**27**	-10	**15**	-2	**29**	8	**17**	4	**11**	2	**1**	**72**	12
CZ	**29**	-9	**27**	8	**26**	2	**9**	-2	**8**	0	**1**	**70**	9
DK	**8**	1	**29**	-5	**32**	-1	**14**	3	**15**	2	**1**	**91**	0
DE	**19**	-4	**36**	-4	**28**	5	**8**	0	**8**	4	**1**	**81**	6
EE	**27**	2	**26**	-4	**22**	0	**12**	-1	**11**	4	**2**	**72**	0
IE	**12**	-2	**17**	-2	**35**	-2	**18**	4	**19**	5	**0**	**88**	4
EL	**28**	-8	**27**	-5	**29**	5	**8**	2	**5**	3	**3**	**69**	5
ES	**16**	-8	**26**	-4	**36**	9	**13**	4	**9**	0	**0**	**84**	9
FR	**24**	-2	**41**	-2	**22**	1	**6**	0	**5**	2	**1**	**75**	2
HR	**15**	-5	**20**	1	**31**	0	**14**	2	**19**	5	**0**	**85**	9
IT	**18**	-6	**17**	-3	**29**	-2	**17**	3	**18**	8	**0**	**81**	7
CY	**23**	-4	**24**	-2	**31**	7	**10**	1	**12**	1	**1**	**77**	6
LV	**33**	-3	**22**	0	**23**	1	**14**	3	**8**	3	**1**	**66**	5
LT	**34**	2	**33**	4	**19**	0	**8**	-1	**6**	1	**0**	**66**	4
LU	**11**	-7	**31**	-3	**32**	3	**14**	5	**12**	4	**0**	**89**	8
HU	**30**	-4	**24**	-5	**25**	5	**10**	0	**10**	3	**0**	**70**	5
MT	**29**	-5	**24**	-5	**27**	9	**11**	3	**7**	-1	**1**	**69**	6
NL	**9**	-1	**33**	1	**31**	-3	**14**	2	**14**	1	**0**	**91**	1
AT	**16**	-6	**23**	-4	**28**	0	**13**	0	**18**	10	**2**	**82**	6
PL	**20**	-7	**24**	2	**22**	3	**10**	0	**23**	6	**2**	**78**	9
PT	**26**	-12	**16**	-1	**30**	6	**18**	4	**9**	3	**1**	**72**	11
RO	**23**	-3	**26**	3	**25**	1	**13**	-2	**11**	2	**3**	**74**	3
SI	**15**	-5	**19**	2	**26**	-5	**18**	3	**21**	4	**0**	**84**	5
SK	**25**	-2	**23**	2	**25**	-2	**10**	-1	**16**	4	**2**	**74**	4
FI	**18**	-10	**23**	3	**26**	0	**12**	0	**20**	7	**1**	**81**	11
SE	**10**	0	**46**	-1	**27**	0	**8**	-1	**8**	1	**1**	**89**	-1
UK	**14**	-6	**36**	2	**33**	0	**9**	2	**6**	3	**1**	**85**	7

QB2 Does your household receive television ...? (MULTIPLE ANSWERS POSSIBLE)
(%)

	Yes, via an aerial (e.g. on the roof or on the top of the TV set)		Yes, via Digital Terrestrial Television (aerial + decoder)		Yes, via a cable TV network directly connected to the TV set (analogue TV)		Yes, via cable TV network + decoder (digital TV)		Yes, via a satellite dish + decoder		Yes, via the telephone provider's network + modem and/ or decoder		Yes, via Internet access	
	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*
EU28	**7**	*0*	**33**	*-5*	**9**	*0*	**21**	*1*	**20**	*-4*	**8**	*-4*	**7**	*7*
BE	**0**	*0*	**10**	*3*	**19**	*2*	**51**	*-11*	**5**	*1*	**10**	*-5*	**7**	*7*
BG	**0**	*0*	**12**	*1*	**22**	*-1*	**32**	*-4*	**30**	*2*	**4**	*1*	**3**	*3*
CZ	**38**	*38*	**25**	*-35*	**8**	*1*	**14**	*-1*	**19**	*-3*	**2**	*-2*	**3**	*3*
DK	**8**	*8*	**12**	*-1*	**15**	*2*	**43**	*-5*	**4**	*-1*	**5**	*-14*	**16**	*16*
DE	**0**	*0*	**6**	*-1*	**18**	*3*	**27**	*0*	**39**	*-11*	**1**	*-3*	**7**	*7*
EE	**0**	*0*	**23**	*0*	**10**	*1*	**40**	*7*	**7**	*-4*	**20**	*-6*	**5**	*5*
IE	**18**	*5*	**10**	*-6*	**10**	*2*	**13**	*-2*	**44**	*-11*	**3**	*1*	**7**	*7*
EL	**0**	*-45*	**82**	*27*	**0**	*-6*	**14**	*-7*	**9**	*4*	**3**	*-8*	**3**	*3*
ES	**0**	*0*	**79**	*-11*	**0**	*0*	**17**	*8*	**4**	*1*	**5**	*-5*	**5**	*5*
FR	**0**	*0*	**43**	*-10*	**0**	*0*	**6**	*-3*	**4**	*-5*	**36**	*-9*	**19**	*19*
HR	**0**	*0*	**69**	*4*	**6**	*6*	**11**	*1*	**8**	*1*	**12**	*-9*	**6**	*6*
IT	**0**	*0*	**80**	*-7*	**0**	*0*	**13**	*4*	**15**	*1*	**3**	*-3*	**2**	*2*
CY	**0**	*-67*	**59**	*38*	**16**	*8*	**21**	*12*	**3**	*0*	**17**	*3*	**11**	*11*
LV	**4**	*4*	**32**	*-8*	**25**	*-5*	**16**	*6*	**9**	*-2*	**5**	*-2*	**10**	*10*
LT	**0**	*-32*	**30**	*9*	**23**	*4*	**21**	*2*	**9**	*9*	**3**	*-10*	**5**	*5*
LU	**0**	*0*	**9**	*-6*	**0**	*-25*	**40**	*8*	**22**	*0*	**19**	*5*	**20**	*20*
HU	**4**	*4*	**8**	*-5*	**22**	*-6*	**41**	*4*	**19**	*-1*	**4**	*0*	**3**	*3*
MT	**7**	*-1*	**41**	*7*	**0**	*-17*	**45**	*12*	**5**	*-4*	**2**	*-2*	**11**	*11*
NL	**0**	*0*	**9**	*0*	**13**	*0*	**58**	*4*	**3**	*1*	**12**	*-12*	**7**	*7*
AT	**0**	*0*	**9**	*-2*	**0**	*-13*	**37**	*4*	**52**	*9*	**6**	*1*	**10**	*10*
PL	**15**	*6*	**24**	*0*	**0**	*-11*	**28**	*9*	**26**	*-13*	**3**	*1*	**3**	*3*
PT	**0**	*0*	**23**	*1*	**0**	*-14*	**59**	*30*	**6**	*1*	**6**	*-26*	**4**	*4*
RO	**2**	*-2*	**20**	*3*	**42**	*-12*	**26**	*4*	**7**	*-1*	**2**	*2*	**0**	*0*
SI	**5**	*-4*	**5**	*0*	**21**	*5*	**42**	*14*	**3**	*0*	**16**	*-25*	**8**	*8*
SK	**13**	*-4*	**16**	*1*	**8**	*0*	**20**	*4*	**39**	*-5*	**2**	*-1*	**3**	*3*
FI	**39**	*39*	**11**	*-32*	**20**	*20*	**26**	*-24*	**3**	*0*	**5**	*-2*	**24**	*24*
SE	**0**	*0*	**21**	*-8*	**22**	*-2*	**20**	*-3*	**9**	*0*	**6**	*-13*	**18**	*18*
UK	**30**	*-4*	**25**	*-1*	**7**	*3*	**8**	*-4*	**29**	*-7*	**2**	*-3*	**7**	*7*

QB2 Does your household receive television ...? (MULTIPLE ANSWERS POSSIBLE)
(%)

	No, you do not receive television		Other (SPONTANEOUS)		Don't know	Total 'Via cable (analogue or digital television)'		Total 'Via an aerial (analogue or digital terrestrial television (DTT))'		Total 'Yes'	
	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*
EU28	**4**	*4*	**1**	*0*	**1**	**30**	*1*	**40**	*-3*	**95**	-
BE	**3**	*3*	**0**	*-1*	**0**	**69**	*-9*	**10**	*3*	**97**	-
BG	**0**	*0*	**0**	*0*	**1**	**53**	*-6*	**12**	*1*	**99**	-
CZ	**1**	*1*	**0**	*0*	**2**	**22**	*1*	**58**	*-2*	**97**	-
DK	**4**	*4*	**2**	*-2*	**2**	**58**	*-2*	**19**	*6*	**95**	-
DE	**4**	*4*	**0**	*0*	**1**	**45**	*3*	**6**	*-1*	**95**	-
EE	**2**	*2*	**1**	*-1*	**2**	**49**	*8*	**23**	*0*	**96**	-
IE	**3**	*3*	**0**	*-2*	**1**	**23**	*0*	**27**	*1*	**96**	-
EL	**1**	*1*	**1**	*1*	**0**	**14**	*-12*	**82**	*0*	**99**	-
ES	**4**	*4*	**1**	*1*	**0**	**17**	*8*	**79**	*-11*	**96**	-
FR	**6**	*6*	**1**	*0*	**1**	**6**	*-3*	**43**	*-10*	**93**	-
HR	**1**	*1*	**0**	*-2*	**1**	**16**	*6*	**69**	*4*	**98**	-
IT	**2**	*2*	**2**	*1*	**2**	**13**	*4*	**80**	*-7*	**96**	-
CY	**3**	*3*	**0**	*-3*	**1**	**34**	*17*	**59**	*-22*	**96**	-
LV	**3**	*3*	**0**	*-2*	**1**	**41**	*1*	**36**	*-4*	**96**	-
LT	**9**	*9*	**3**	*3*	**1**	**43**	*5*	**30**	*-21*	**90**	-
LU	**6**	*6*	**1**	*0*	**1**	**40**	*-16*	**9**	*-6*	**93**	-
HU	**1**	*1*	**0**	*0*	**0**	**63**	*-2*	**12**	*-1*	**99**	-
MT	**3**	*3*	**2**	*-5*	**0**	**45**	*-4*	**46**	*4*	**97**	-
NL	**3**	*3*	**1**	*0*	**0**	**70**	*4*	**9**	*0*	**97**	-
AT	**1**	*1*	**0**	*-1*	**1**	**37**	*-6*	**9**	*-2*	**98**	-
PL	**5**	*5*	**1**	*1*	**1**	**28**	*-2*	**38**	*5*	**94**	-
PT	**4**	*4*	**2**	*1*	**1**	**59**	*18*	**23**	*1*	**95**	-
RO	**1**	*1*	**0**	*-1*	**1**	**67**	*-4*	**22**	*1*	**98**	-
SI	**1**	*1*	**1**	*0*	**2**	**63**	*20*	**10**	*-4*	**97**	-
SK	**1**	*1*	**1**	*0*	**1**	**28**	*4*	**28**	*-3*	**97**	-
FI	**2**	*2*	**1**	*0*	**2**	**45**	*-5*	**47**	*4*	**97**	-
SE	**8**	*8*	**4**	*2*	**5**	**41**	*-5*	**21**	*-8*	**87**	-
UK	**6**	*6*	**1**	*0*	**1**	**15**	*-1*	**51**	*-4*	**93**	-

D46.1_QB2 Does your household receive television ...?
(%)

	Yes, via an an aerial (e.g. on the roof or on the top of the TV set)		Yes, via Digital Terrestrial Television (aerial + decoder)		Yes, via a cable TV network directly connected to the TV set (analogue TV)		Yes, via cable TV network + decoder (digital TV)		Yes, via a satellite dish + decoder		Yes, via the telephone provider's network + modem and/ or decoder	
	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*
EU28	**7**	*0*	**35**	*-3*	**9**	*0*	**22**	*2*	**20**	*-4*	**8**	*-4*
BE	**0**	*0*	**10**	*3*	**19**	*2*	**52**	*-10*	**5**	*1*	**10**	*-5*
BG	**0**	*0*	**12**	*1*	**22**	*-1*	**32**	*-4*	**30**	*2*	**4**	*1*
CZ	**39**	*39*	**25**	*-35*	**8**	*1*	**14**	*-1*	**20**	*-2*	**2**	*-2*
DK	**8**	*8*	**12**	*-1*	**15**	*2*	**44**	*-4*	**4**	*-1*	**5**	*-14*
DE	**0**	*0*	**7**	*0*	**19**	*4*	**28**	*1*	**41**	*-9*	**1**	*-3*
EE	**0**	*0*	**23**	*0*	**10**	*1*	**41**	*8*	**7**	*-4*	**21**	*-5*
IE	**18**	*5*	**10**	*-6*	**11**	*3*	**13**	*-2*	**46**	*-9*	**3**	*1*
EL	**0**	*-45*	**83**	*28*	**0**	*-6*	**14**	*-7*	**9**	*4*	**3**	*-8*
ES	**0**	*0*	**80**	*-10*	**0**	*0*	**18**	*9*	**4**	*1*	**5**	*-5*
FR	**0**	*0*	**45**	*-8*	**0**	*0*	**6**	*-3*	**5**	*-4*	**39**	*-6*
HR	**0**	*0*	**69**	*4*	**6**	*6*	**11**	*1*	**8**	*1*	**12**	*-9*
IT	**0**	*0*	**81**	*-6*	**0**	*0*	**12**	*3*	**14**	*0*	**3**	*-3*
CY	**0**	*-67*	**59**	*38*	**16**	*8*	**21**	*12*	**3**	*0*	**17**	*3*
LV	**4**	*4*	**33**	*-7*	**26**	*-4*	**16**	*6*	**9**	*-2*	**6**	*-1*
LT	**0**	*-32*	**31**	*10*	**24**	*5*	**22**	*3*	**10**	*10*	**4**	*-9*
LU	**0**	*0*	**9**	*-6*	**0**	*-25*	**41**	*9*	**23**	*1*	**19**	*5*
HU	**5**	*5*	**8**	*-5*	**23**	*-5*	**42**	*5*	**19**	*-1*	**4**	*0*
MT	**7**	*-1*	**42**	*8*	**0**	*-17*	**47**	*14*	**5**	*-4*	**2**	*-2*
NL	**0**	*0*	**10**	*1*	**13**	*0*	**60**	*6*	**3**	*1*	**12**	*-12*
AT	**0**	*0*	**9**	*-2*	**0**	*-13*	**37**	*4*	**53**	*10*	**6**	*1*
PL	**16**	*7*	**26**	*2*	**0**	*-11*	**29**	*10*	**28**	*-11*	**3**	*1*
PT	**0**	*0*	**24**	*2*	**0**	*-14*	**59**	*30*	**5**	*0*	**6**	*-26*
RO	**2**	*-2*	**20**	*3*	**43**	*-11*	**26**	*4*	**7**	*-1*	**2**	*2*
SI	**5**	*-4*	**6**	*1*	**22**	*6*	**43**	*15*	**3**	*0*	**16**	*-25*
SK	**14**	*-3*	**16**	*1*	**8**	*0*	**19**	*3*	**40**	*-4*	**2**	*-1*
FI	**41**	*41*	**12**	*-31*	**21**	*21*	**27**	*-23*	**4**	*1*	**5**	*-2*
SE	**0**	*0*	**23**	*-6*	**25**	*1*	**22**	*-1*	**10**	*1*	**6**	*-13*
UK	**32**	*-2*	**26**	*0*	**7**	*3*	**9**	*-3*	**30**	*-6*	**2**	*-3*

D46.1_QB2 Does your household receive television ...?
(%)

	Yes, via Internet access		No, you do not receive television		Other (SPONTANEOUS)		Don't know	Total 'Via cable (analogue or digital television)'		Total 'Via an aerial (analogue or digital terrestrial television (DTT))'		Total 'Yes'	
	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*
EU28	**7**	*7*	**2**	*2*	**1**	*0*	**1**	**31**	*2*	**41**	*-2*	**98**	-
BE	**7**	*7*	**2**	*2*	**0**	*-1*	**0**	**70**	*-8*	**10**	*3*	**98**	-
BG	**3**	*3*	**0**	*0*	**0**	*0*	**1**	**53**	*-6*	**12**	*1*	**99**	-
CZ	**4**	*4*	**0**	*0*	**0**	*0*	**1**	**22**	*1*	**59**	*-1*	**98**	-
DK	**15**	*15*	**2**	*2*	**2**	*-2*	**1**	**59**	*-1*	**20**	*7*	**97**	-
DE	**6**	*6*	**1**	*1*	**0**	*0*	**1**	**47**	*5*	**7**	*0*	**98**	-
EE	**4**	*4*	**1**	*1*	**0**	*-2*	**2**	**51**	*10*	**23**	*0*	**98**	-
IE	**7**	*7*	**2**	*2*	**0**	*-2*	**0**	**23**	*0*	**27**	*1*	**98**	-
EL	**3**	*3*	**0**	*0*	**0**	*0*	**0**	**14**	*-12*	**83**	*1*	**100**	-
ES	**5**	*5*	**3**	*3*	**1**	*1*	**0**	**18**	*9*	**80**	*-10*	**96**	-
FR	**19**	*19*	**1**	*1*	**1**	*0*	**1**	**6**	*-3*	**45**	*-8*	**98**	-
HR	**6**	*6*	**0**	*0*	**0**	*-2*	**1**	**16**	*6*	**69**	*4*	**99**	-
IT	**2**	*2*	**2**	*2*	**1**	*0*	**1**	**12**	*3*	**81**	*-6*	**97**	-
CY	**11**	*11*	**3**	*3*	**0**	*-3*	**1**	**35**	*18*	**59**	*-22*	**97**	-
LV	**10**	*10*	**2**	*2*	**0**	*-2*	**0**	**42**	*2*	**37**	*-3*	**98**	-
LT	**5**	*5*	**5**	*5*	**3**	*3*	**1**	**45**	*7*	**31**	*-20*	**94**	-
LU	**21**	*21*	**3**	*3*	**1**	*0*	**1**	**41**	*-15*	**9**	*-6*	**96**	-
HU	**3**	*3*	**0**	*0*	**0**	*0*	**0**	**64**	*-1*	**12**	*-1*	**99**	-
MT	**11**	*11*	**0**	*0*	**1**	*-6*	**0**	**47**	*-2*	**48**	*6*	**100**	-
NL	**8**	*8*	**0**	*0*	**1**	*0*	**0**	**71**	*5*	**10**	*1*	**99**	-
AT	**9**	*9*	**0**	*0*	**0**	*-1*	**0**	**37**	*-6*	**9**	*-2*	**99**	-
PL	**3**	*3*	**1**	*1*	**1**	*1*	**1**	**29**	*-1*	**41**	*8*	**98**	-
PT	**4**	*4*	**4**	*4*	**2**	*1*	**1**	**59**	*18*	**24**	*2*	**95**	-
RO	**0**	*0*	**1**	*1*	**0**	*-1*	**1**	**68**	*-3*	**22**	*1*	**98**	-
SI	**8**	*8*	**0**	*0*	**1**	*0*	**1**	**65**	*22*	**10**	*-4*	**98**	-
SK	**3**	*3*	**1**	*1*	**1**	*0*	**1**	**27**	*3*	**30**	*-1*	**98**	-
FI	**23**	*23*	**0**	*0*	**0**	*-1*	**2**	**47**	*-3*	**49**	*6*	**98**	-
SE	**17**	*17*	**2**	*2*	**4**	*2*	**4**	**46**	*0*	**23**	*-6*	**93**	-
UK	**7**	*7*	**2**	*2*	**1**	*0*	**1**	**15**	*-1*	**54**	*-1*	**97**	-

QB3.1 How often do you do any of the following?
Make or receive phone calls over a landline phone (%)

	Several times a day		Once a day		Several times a week		Once a week		Several times a month		Once a month		Less than once a month	
	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2
EU28	**22**	*-5*	**8**	*-2*	**15**	*-1*	**6**	*-1*	**5**	*5*	**2**	*-1*	**5**	*1*
BE	**18**	*-5*	**12**	*-2*	**21**	*-1*	**7**	*-1*	**6**	*6*	**3**	*0*	**5**	*1*
BG	**8**	*-2*	**4**	*-4*	**12**	*-3*	**2**	*-3*	**5**	*5*	**2**	*0*	**6**	*0*
CZ	**4**	*0*	**2**	*0*	**4**	*-3*	**1**	*-2*	**3**	*3*	**2**	*1*	**8**	*4*
DK	**5**	*-2*	**3**	*-2*	**9**	*1*	**4**	*-4*	**2**	*2*	**3**	*-1*	**5**	*0*
DE	**39**	*-12*	**11**	*-2*	**23**	*3*	**5**	*2*	**4**	*4*	**2**	*1*	**3**	*2*
EE	**4**	*-3*	**4**	*-1*	**8**	*-1*	**6**	*-4*	**5**	*5*	**4**	*-2*	**8**	*3*
IE	**13**	*-8*	**10**	*-1*	**14**	*2*	**7**	*-2*	**5**	*5*	**3**	*0*	**6**	*1*
EL	**54**	*-5*	**9**	*-1*	**15**	*3*	**2**	*1*	**3**	*3*	**1**	*0*	**2**	*-2*
ES	**20**	*-3*	**11**	*0*	**20**	*-2*	**7**	*-3*	**6**	*6*	**2**	*-2*	**6**	*0*
FR	**23**	*-1*	**11**	*-1*	**15**	*-3*	**9**	*-1*	**5**	*5*	**3**	*-3*	**6**	*1*
HR	**25**	*-1*	**9**	*-5*	**17**	*-3*	**5**	*-3*	**8**	*8*	**1**	*-3*	**7**	*3*
IT	**34**	*-5*	**8**	*0*	**11**	*0*	**3**	*-1*	**3**	*3*	**1**	*0*	**4**	*1*
CY	**16**	*-8*	**7**	*1*	**10**	*-2*	**5**	*-4*	**4**	*4*	**5**	*-2*	**6**	*0*
LV	**3**	*-2*	**1**	*-2*	**3**	*-3*	**2**	*-2*	**4**	*4*	**4**	*-2*	**5**	*-2*
LT	**7**	*-1*	**2**	*-2*	**6**	*0*	**4**	*-1*	**2**	*2*	**1**	*-2*	**3**	*0*
LU	**20**	*0*	**8**	*-3*	**20**	*-2*	**8**	*-3*	**10**	*10*	**4**	*-5*	**6**	*0*
HU	**14**	*1*	**7**	*1*	**13**	*-1*	**4**	*-3*	**4**	*4*	**2**	*-3*	**4**	*-1*
MT	**34**	*-1*	**21**	*-1*	**19**	*2*	**7**	*-2*	**3**	*3*	**3**	*-1*	**3**	*-1*
NL	**17**	*-6*	**9**	*-4*	**23**	*-3*	**11**	*-2*	**8**	*8*	**7**	*1*	**8**	*4*
AT	**18**	*1*	**7**	*1*	**10**	*-3*	**3**	*-2*	**8**	*8*	**4**	*0*	**5**	*-2*
PL	**7**	*-3*	**4**	*-1*	**10**	*-1*	**4**	*-1*	**3**	*3*	**2**	*0*	**4**	*-1*
PT	**12**	*-4*	**5**	*-5*	**19**	*-6*	**6**	*-5*	**11**	*11*	**4**	*0*	**10**	*4*
RO	**9**	*0*	**3**	*-3*	**6**	*-6*	**2**	*-4*	**3**	*3*	**1**	*-2*	**4**	*-2*
SI	**12**	*-5*	**6**	*-6*	**12**	*-2*	**5**	*-5*	**8**	*8*	**5**	*0*	**16**	*7*
SK	**7**	*-3*	**3**	*-1*	**5**	*-4*	**1**	*-3*	**3**	*3*	**1**	*-3*	**3**	*-5*
FI	**1**	*-1*	**2**	*1*	**2**	*-1*	**1**	*-1*	**1**	*1*	**4**	*2*	**4**	*-2*
SE	**9**	*-6*	**8**	*0*	**14**	*-8*	**12**	*1*	**4**	*4*	**3**	*-3*	**6**	*2*
UK	**16**	*-6*	**10**	*-1*	**16**	*-1*	**8**	*-3*	**5**	*5*	**2**	*-3*	**6**	*0*

QB3.1 How often do you do any of the following?
Make or receive phone calls over a landline phone (%)

	Never		Don't know	Daily usage		Regular usage		Occasional usage		At least several times a month		At least occasional usage	
	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2
EU28	**36**	*4*	**1**	**31**	*-6*	**25**	*2*	**7**	*-1*	**56**	*-4*	**63**	*-5*
BE	**28**	*2*	**1**	**30**	*-8*	**34**	*4*	**8**	*2*	**63**	*-4*	**72**	*-2*
BG	**59**	*7*	**1**	**13**	*-5*	**18**	*-2*	**9**	*0*	**31**	*-8*	**39**	*-8*
CZ	**75**	*-4*	**1**	**6**	*0*	**8**	*-1*	**9**	*4*	**14**	*-2*	**23**	*2*
DK	**69**	*6*	**1**	**7**	*-5*	**16**	*0*	**7**	*-2*	**23**	*-4*	**30**	*-6*
DE	**12**	*2*	**1**	**50**	*-14*	**33**	*10*	**4**	*2*	**83**	*-4*	**87**	*-3*
EE	**60**	*3*	**1**	**8**	*-4*	**19**	*0*	**12**	*0*	**27**	*-4*	**39**	*-4*
IE	**42**	*5*	**0**	**23**	*-9*	**26**	*5*	**9**	*0*	**49**	*-4*	**58**	*-4*
EL	**12**	*0*	**2**	**63**	*-7*	**19**	*6*	**3**	*-2*	**82**	*-1*	**86**	*-2*
ES	**29**	*4*	**1**	**31**	*-2*	**32**	*0*	**7**	*-3*	**63**	*-2*	**70**	*-5*
FR	**28**	*4*	**0**	**34**	*-3*	**29**	*0*	**9**	*-1*	**63**	*-3*	**72**	*-4*
HR	**27**	*3*	**1**	**34**	*-7*	**30**	*2*	**8**	*0*	**63**	*-5*	**71**	*-5*
IT	**33**	*-1*	**3**	**42**	*-5*	**18**	*3*	**4**	*0*	**60**	*-2*	**64**	*-2*
CY	**47**	*11*	**1**	**23**	*-7*	**19**	*-2*	**10**	*-3*	**42**	*-9*	**52**	*-12*
LV	**76**	*8*	**2**	**4**	*-4*	**8**	*-2*	**9**	*-4*	**13**	*-6*	**21**	*-10*
LT	**72**	*3*	**2**	**9**	*-2*	**12**	*0*	**4**	*-2*	**22**	*-1*	**26**	*-3*
LU	**23**	*1*	**1**	**28**	*-2*	**38**	*5*	**10**	*-5*	**66**	*3*	**76**	*-2*
HU	**48**	*-2*	**3**	**21**	*2*	**21**	*0*	**6**	*-4*	**43**	*3*	**49**	*-1*
MT	**10**	*2*	**0**	**55**	*-2*	**30**	*3*	**6**	*-1*	**84**	*0*	**90**	*-1*
NL	**17**	*2*	**0**	**26**	*-11*	**42**	*3*	**15**	*5*	**67**	*-8*	**83**	*-2*
AT	**44**	*-2*	**1**	**25**	*2*	**21**	*3*	**9**	*-2*	**46**	*4*	**55**	*3*
PL	**66**	*5*	**1**	**11**	*-4*	**16**	*0*	**5**	*-2*	**27**	*-4*	**32**	*-6*
PT	**31**	*4*	**1**	**18**	*-7*	**36**	*0*	**14**	*3*	**54**	*-7*	**68**	*-4*
RO	**70**	*14*	**1**	**12**	*-3*	**11**	*-7*	**6**	*-3*	**23**	*-10*	**29**	*-13*
SI	**36**	*4*	**1**	**17**	*-12*	**25**	*1*	**20**	*6*	**42**	*-11*	**63**	*-4*
SK	**75**	*15*	**2**	**10**	*-4*	**9**	*-4*	**4**	*-7*	**19**	*-8*	**23**	*-15*
FI	**84**	*2*	**1**	**3**	*-1*	**4**	*-1*	**8**	*0*	**7**	*-1*	**15**	*-2*
SE	**45**	*11*	**0**	**16**	*-6*	**30**	*-3*	**9**	*-1*	**46**	*-10*	**55**	*-11*
UK	**37**	*10*	**1**	**26**	*-8*	**29**	*1*	**9**	*-1*	**54**	*-7*	**63**	*-9*

QB3.2 How often do you do any of the following?
Make or receive phone calls over a mobile phone (%)

	Several times a day		Once a day		Several times a week		Once a week		Several times a month		Once a month		Less than once a month	
	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2
EU28	**61**	*-1*	**10**	*0*	**14**	*2*	**3**	*-1*	**2**	*2*	**1**	*-1*	**2**	*0*
BE	**47**	*-6*	**12**	*-1*	**22**	*1*	**5**	*1*	**4**	*4*	**2**	*0*	**1**	*0*
BG	**74**	*4*	**7**	*-3*	**6**	*-1*	**1**	*-1*	**1**	*1*	**0**	*0*	**1**	*1*
CZ	**74**	*3*	**9**	*-5*	**10**	*0*	**2**	*1*	**2**	*2*	**0**	*-1*	**0**	*0*
DK	**59**	*-6*	**15**	*0*	**17**	*4*	**4**	*1*	**2**	*2*	**0**	*-2*	**1**	*1*
DE	**47**	*-4*	**10**	*-1*	**19**	*3*	**4**	*-3*	**4**	*4*	**1**	*-2*	**4**	*0*
EE	**73**	*-2*	**11**	*1*	**9**	*1*	**3**	*1*	**1**	*1*	**0**	*-1*	**1**	*1*
IE	**70**	*-3*	**11**	*1*	**11**	*3*	**2**	*-1*	**1**	*1*	**0**	*-1*	**1**	*0*
EL	**70**	*0*	**7**	*-1*	**11**	*2*	**1**	*-1*	**1**	*1*	**0**	*0*	**1**	*0*
ES	**56**	*2*	**12**	*-2*	**16**	*0*	**4**	*0*	**3**	*3*	**0**	*-2*	**1**	*-1*
FR	**61**	*1*	**9**	*1*	**16**	*3*	**4**	*-1*	**2**	*2*	**1**	*-1*	**1**	*-1*
HR	**68**	*-3*	**8**	*-1*	**7**	*-1*	**1**	*-1*	**2**	*2*	**0**	*-1*	**1**	*1*
IT	**72**	*-4*	**10**	*3*	**8**	*2*	**1**	*-1*	**1**	*1*	**0**	*-1*	**1**	*1*
CY	**78**	*-5*	**9**	*4*	**7**	*1*	**1**	*0*	**1**	*1*	**0**	*-1*	**1**	*1*
LV	**81**	*-4*	**9**	*3*	**6**	*0*	**1**	*0*	**2**	*2*	**0**	*0*	**0**	*0*
LT	**77**	*1*	**8**	*-2*	**7**	*-1*	**2**	*0*	**1**	*1*	**0**	*0*	**1**	*1*
LU	**61**	*-3*	**10**	*0*	**17**	*3*	**2**	*-2*	**3**	*3*	**1**	*-1*	**2**	*1*
HU	**60**	*0*	**11**	*1*	**15**	*0*	**3**	*-1*	**2**	*2*	**0**	*-1*	**0**	*-1*
MT	**59**	*-2*	**15**	*0*	**14**	*3*	**4**	*-1*	**1**	*1*	**1**	*-1*	**0**	*0*
NL	**47**	*-2*	**9**	*-2*	**25**	*6*	**4**	*-5*	**6**	*6*	**2**	*-3*	**3**	*-1*
AT	**73**	*6*	**6**	*-5*	**11**	*0*	**1**	*-1*	**1**	*1*	**0**	*0*	**1**	*1*
PL	**71**	*3*	**10**	*0*	**8**	*-3*	**2**	*1*	**1**	*1*	**1**	*-1*	**0**	*0*
PT	**70**	*1*	**6**	*-2*	**14**	*0*	**1**	*-1*	**2**	*2*	**0**	*0*	**1**	*0*
RO	**73**	*-2*	**8**	*1*	**6**	*0*	**1**	*0*	**1**	*1*	**0**	*-1*	**0**	*0*
SI	**74**	*-1*	**10**	*0*	**9**	*1*	**1**	*-1*	**2**	*2*	**0**	*0*	**1**	*0*
SK	**70**	*-3*	**8**	*2*	**10**	*-2*	**1**	*0*	**1**	*1*	**0**	*-1*	**0**	*-1*
FI	**59**	*-10*	**17**	*2*	**16**	*5*	**4**	*1*	**1**	*1*	**1**	*1*	**0**	*0*
SE	**67**	*0*	**14**	*3*	**14**	*-1*	**3**	*0*	**1**	*1*	**1**	*0*	**0**	*-1*
UK	**54**	*-2*	**11**	*-1*	**14**	*2*	**4**	*-1*	**2**	*2*	**1**	*-2*	**4**	*0*

QB3.2 How often do you do any of the following?
Make or receive phone calls over a mobile phone (%)

	Never		Don't know	Daily usage		Regular usage		Occasional usage		At least several times a month		At least occasional usage	
	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2
EU28	7	0	0	71	-1	19	3	2	-2	90	1	93	0
BE	6	1	1	60	-6	31	6	3	-1	91	0	94	-1
BG	10	0	0	81	1	8	-1	1	0	89	0	90	1
CZ	3	1	0	83	-2	14	2	1	0	97	0	97	0
DK	2	0	0	74	-6	23	7	1	-1	97	1	98	0
DE	9	1	1	57	-5	28	5	6	-1	85	0	91	-1
EE	2	-2	0	84	0	13	2	1	0	97	2	98	2
IE	3	-1	0	81	-2	15	4	1	-1	96	2	97	2
EL	7	-2	1	77	-1	14	3	1	0	91	2	92	1
ES	7	0	1	67	-1	23	2	2	-2	91	2	92	0
FR	7	-2	0	70	1	22	4	2	-2	92	5	93	2
HR	12	3	1	76	-5	10	0	2	1	86	-4	87	-4
IT	6	-1	1	82	-2	11	3	1	0	93	1	93	0
CY	4	0	0	87	-2	9	3	1	0	95	0	96	0
LV	1	0	0	90	-1	9	2	0	-1	98	0	99	0
LT	4	1	0	85	0	10	-1	1	0	95	-1	96	-1
LU	3	-1	0	71	-3	22	4	3	0	93	0	97	1
HU	7	-1	1	71	2	20	1	1	-1	92	3	92	1
MT	4	-2	1	74	-2	19	3	2	0	93	1	95	1
NL	5	1	0	56	-4	35	7	5	-3	91	3	95	-1
AT	5	-2	0	80	1	14	1	1	0	93	1	94	1
PL	7	0	0	81	2	10	-2	1	-1	91	0	93	0
PT	5	-2	1	76	-1	17	1	1	0	92	0	94	1
RO	10	1	0	81	-1	8	1	0	-1	90	1	90	0
SI	3	-1	0	84	-1	12	2	1	0	96	1	97	1
SK	8	1	1	78	-1	12	-1	0	-1	90	-2	91	-2
FI	2	0	0	76	-8	21	7	1	1	97	-1	98	0
SE	2	1	0	80	2	17	-2	1	-1	98	2	98	-1
UK	9	1	0	65	-3	20	3	5	-2	85	0	90	-2

QB3.3 How often do you do any of the following?
Send or receive SMS (%)

	Several times a day		Once a day		Several times a week		Once a week		Several times a month		Once a month		Less than once a month	
	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*
EU28	**37**	*-1*	**7**	*0*	**13**	*-1*	**5**	*-2*	**5**	*5*	**3**	*-1*	**6**	*1*
BE	**53**	*-1*	**11**	*1*	**14**	*-2*	**3**	*0*	**5**	*5*	**1**	*-1*	**1**	*-1*
BG	**8**	*-4*	**7**	*-3*	**21**	*4*	**7**	*-3*	**12**	*12*	**7**	*-2*	**9**	*-3*
CZ	**59**	*7*	**9**	*-2*	**14**	*-1*	**3**	*-4*	**6**	*6*	**1**	*-2*	**1**	*-1*
DK	**63**	*-4*	**10**	*2*	**13**	*1*	**3**	*0*	**2**	*2*	**1**	*-1*	**2**	*0*
DE	**13**	*-6*	**6**	*-1*	**13**	*-8*	**5**	*-6*	**8**	*8*	**5**	*0*	**14**	*3*
EE	**18**	*5*	**8**	*-2*	**19**	*2*	**11**	*-5*	**8**	*8*	**7**	*-7*	**9**	*2*
IE	**65**	*-1*	**10**	*1*	**10**	*1*	**2**	*0*	**1**	*1*	**0**	*-1*	**1**	*-1*
EL	**23**	*1*	**6**	*-3*	**18**	*2*	**4**	*-4*	**8**	*8*	**2**	*-2*	**7**	*-1*
ES	**4**	*0*	**3**	*1*	**7**	*0*	**6**	*0*	**7**	*7*	**4**	*-4*	**11**	*1*
FR	**61**	*4*	**5**	*0*	**12**	*3*	**3**	*-1*	**1**	*1*	**1**	*-2*	**2**	*0*
HR	**50**	*2*	**7**	*-5*	**11**	*-1*	**3**	*-1*	**3**	*3*	**1**	*-1*	**5**	*2*
IT	**38**	*-8*	**9**	*1*	**18**	*4*	**7**	*1*	**5**	*5*	**1**	*0*	**3**	*0*
CY	**52**	*-1*	**7**	*2*	**12**	*3*	**3**	*-1*	**3**	*3*	**1**	*-2*	**2**	*-1*
LV	**48**	*3*	**8**	*-1*	**15**	*0*	**8**	*-2*	**6**	*6*	**3**	*-2*	**2**	*-1*
LT	**48**	*7*	**10**	*1*	**12**	*-2*	**7**	*-1*	**4**	*4*	**2**	*-1*	**2**	*-1*
LU	**57**	*-3*	**7**	*0*	**14**	*0*	**4**	*0*	**5**	*5*	**2**	*-1*	**1**	*-1*
HU	**18**	*-1*	**9**	*0*	**18**	*-2*	**9**	*-2*	**11**	*11*	**4**	*-3*	**7**	*1*
MT	**52**	*0*	**12**	*3*	**10**	*-1*	**5**	*-2*	**2**	*2*	**1**	*0*	**2**	*1*
NL	**13**	*-5*	**5**	*-1*	**11**	*-5*	**12**	*-4*	**11**	*11*	**12**	*1*	**15**	*5*
AT	**37**	*0*	**9**	*-2*	**19**	*3*	**5**	*-1*	**8**	*8*	**3**	*-2*	**5**	*-1*
PL	**51**	*7*	**11**	*1*	**10**	*-7*	**4**	*-1*	**4**	*4*	**2**	*-2*	**1**	*-2*
PT	**48**	*5*	**7**	*0*	**13**	*-2*	**3**	*-3*	**5**	*5*	**1**	*-1*	**4**	*1*
RO	**37**	*5*	**10**	*1*	**10**	*1*	**5**	*-1*	**2**	*2*	**2**	*-1*	**2**	*-1*
SI	**55**	*4*	**8**	*2*	**11**	*0*	**2**	*-3*	**3**	*3*	**1**	*-1*	**3**	*-1*
SK	**33**	*6*	**10**	*1*	**18**	*-6*	**7**	*0*	**8**	*8*	**1**	*-5*	**3**	*-3*
FI	**31**	*-11*	**14**	*0*	**24**	*3*	**12**	*1*	**5**	*5*	**5**	*1*	**2**	*0*
SE	**61**	*2*	**11**	*2*	**13**	*-4*	**5**	*1*	**2**	*2*	**1**	*-2*	**1**	*-1*
UK	**59**	*-2*	**7**	*0*	**10**	*1*	**4**	*0*	**2**	*2*	**1**	*0*	**2**	*0*

QB3.3 How often do you do any of the following?
Send or receive SMS (%)

	Never		Don't know	Daily usage		Regular usage		Occasional usage		At least several times a month		At least occasional usage	
	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2
EU28	24	0	1	44	-2	23	3	8	-1	67	1	76	1
BE	12	0	1	63	-1	22	2	3	0	85	2	88	1
BG	28	-2	0	15	-7	40	13	16	-5	56	8	72	3
CZ	7	-3	0	68	4	22	1	2	-3	90	5	93	3
DK	6	0	0	73	-2	18	3	3	0	91	1	94	0
DE	35	8	0	19	-7	26	-6	19	4	45	-13	65	-8
EE	19	-3	0	26	3	38	5	16	-5	65	9	81	4
IE	10	-1	0	75	0	13	2	2	-1	88	2	90	1
EL	31	-1	1	29	-1	29	4	9	-4	58	3	68	0
ES	56	-6	1	7	0	20	7	15	-3	28	9	43	6
FR	16	-3	0	66	3	16	3	2	-3	81	5	84	4
HR	20	1	0	57	-3	17	2	6	0	74	-2	80	-1
IT	19	-2	1	47	-8	29	9	4	0	76	1	80	2
CY	20	-1	0	59	2	18	5	3	-3	77	6	80	3
LV	9	-3	0	57	2	29	4	5	-3	85	5	90	2
LT	15	-7	0	58	8	23	2	4	-2	81	10	85	7
LU	9	-1	1	64	-2	22	4	4	-1	87	2	90	0
HU	23	-3	1	27	-1	38	7	11	-2	65	5	76	3
MT	16	-3	1	63	2	17	-1	3	1	81	2	84	3
NL	21	0	0	17	-8	34	1	27	6	51	-6	79	1
AT	13	-6	0	47	-1	32	10	8	-2	79	9	87	7
PL	16	-2	0	63	10	18	-3	3	-3	81	6	84	3
PT	19	-5	1	55	5	21	1	5	0	75	4	80	5
RO	32	-4	0	47	6	18	2	4	-2	64	8	68	6
SI	16	-5	0	63	6	16	0	5	-1	79	6	84	5
SK	20	0	1	43	7	33	2	4	-8	75	8	79	0
FI	7	1	0	45	-11	41	9	7	0	86	-2	93	-1
SE	6	0	0	72	4	20	-1	2	-2	92	3	94	0
UK	15	0	1	65	-4	16	4	3	0	81	0	84	0

QB3.4 How often do you do any of the following?
Use an instant messaging service on the Internet (%)

	Several times a day		Once a day		Several times a week		Once a week		Several times a month		Once a month		Less than once a month	
	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2
EU28	**37**	*6*	**6**	*0*	**8**	*0*	**3**	*-1*	**3**	*3*	**1**	*-1*	**3**	*0*
BE	**30**	*4*	**10**	*4*	**9**	*1*	**4**	*-1*	**2**	*2*	**2**	*0*	**3**	*1*
BG	**13**	*1*	**7**	*-1*	**13**	*6*	**5**	*0*	**5**	*5*	**1**	*-2*	**4**	*-1*
CZ	**16**	*9*	**3**	*0*	**5**	*0*	**2**	*0*	**3**	*3*	**1**	*0*	**5**	*2*
DK	**33**	*2*	**9**	*2*	**12**	*1*	**5**	*-1*	**3**	*3*	**3**	*0*	**4**	*-2*
DE	**32**	*8*	**5**	*-1*	**7**	*-2*	**2**	*-1*	**3**	*3*	**1**	*0*	**3**	*-2*
EE	**25**	*6*	**5**	*-1*	**6**	*2*	**3**	*-1*	**2**	*2*	**1**	*-1*	**4**	*0*
IE	**43**	*11*	**10**	*5*	**9**	*0*	**2**	*-2*	**2**	*2*	**1**	*-1*	**4**	*-1*
EL	**15**	*3*	**6**	*2*	**13**	*4*	**3**	*-1*	**5**	*5*	**2**	*0*	**3**	*-2*
ES	**57**	*5*	**7**	*2*	**6**	*0*	**1**	*0*	**1**	*1*	**0**	*-1*	**1**	*0*
FR	**35**	*7*	**5**	*-1*	**7**	*0*	**4**	*-2*	**3**	*3*	**1**	*-1*	**3**	*0*
HR	**31**	*3*	**5**	*0*	**10**	*2*	**2**	*-1*	**4**	*4*	**1**	*-2*	**6**	*1*
IT	**52**	*9*	**5**	*-2*	**7**	*-1*	**2**	*-1*	**1**	*1*	**0**	*-1*	**1**	*0*
CY	**35**	*3*	**8**	*5*	**7**	*0*	**3**	*0*	**1**	*1*	**1**	*-1*	**2**	*-1*
LV	**33**	*11*	**6**	*-1*	**7**	*0*	**3**	*-2*	**2**	*2*	**1**	*-3*	**2**	*-1*
LT	**17**	*6*	**6**	*1*	**6**	*2*	**4**	*1*	**1**	*1*	**1**	*0*	**2**	*0*
LU	**39**	*2*	**7**	*0*	**12**	*2*	**5**	*2*	**2**	*2*	**1**	*0*	**2**	*0*
HU	**23**	*6*	**7**	*2*	**12**	*3*	**4**	*0*	**5**	*5*	**2**	*-2*	**4**	*-1*
MT	**46**	*9*	**6**	*1*	**6**	*2*	**3**	*0*	**2**	*2*	**1**	*0*	**1**	*0*
NL	**51**	*4*	**3**	*0*	**7**	*0*	**2**	*0*	**3**	*3*	**2**	*0*	**3**	*2*
AT	**26**	*4*	**11**	*3*	**16**	*2*	**6**	*0*	**7**	*7*	**2**	*-1*	**2**	*-4*
PL	**23**	*4*	**8**	*2*	**12**	*0*	**5**	*-1*	**6**	*6*	**3**	*0*	**3**	*-2*
PT	**19**	*5*	**5**	*0*	**15**	*-4*	**3**	*-3*	**7**	*7*	**2**	*0*	**4**	*1*
RO	**21**	*4*	**7**	*1*	**7**	*-2*	**4**	*1*	**2**	*2*	**1**	*-1*	**2**	*0*
SI	**30**	*5*	**8**	*-1*	**7**	*1*	**3**	*1*	**2**	*2*	**1**	*-1*	**5**	*3*
SK	**23**	*6*	**6**	*3*	**10**	*-2*	**4**	*1*	**6**	*6*	**2**	*-2*	**4**	*-4*
FI	**47**	*8*	**7**	*2*	**9**	*2*	**2**	*-1*	**1**	*1*	**1**	*-1*	**2**	*-2*
SE	**45**	*10*	**5**	*-2*	**9**	*-1*	**5**	*-1*	**2**	*2*	**3**	*-1*	**4**	*1*
UK	**47**	*8*	**6**	*0*	**8**	*2*	**2**	*-1*	**1**	*1*	**2**	*0*	**2**	*-1*

QB3.4 How often do you do any of the following?
Use an instant messaging service on the Internet (%)

	Never		Don't know	Daily usage		Regular usage		Occasional usage		At least several times a month		At least occasional usage	
	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*
EU28	**38**	*-7*	**1**	**43**	*7*	**14**	*2*	**4**	*-1*	**57**	*9*	**61**	*8*
BE	**40**	*-8*	**2**	**40**	*7*	**14**	*2*	**4**	*0*	**54**	*9*	**58**	*9*
BG	**51**	*-8*	**2**	**20**	*1*	**22**	*10*	**5**	*-3*	**42**	*11*	**47**	*8*
CZ	**62**	*-11*	**3**	**19**	*9*	**10**	*2*	**6**	*2*	**29**	*11*	**35**	*13*
DK	**30**	*-5*	**0**	**43**	*5*	**20**	*4*	**6**	*-4*	**63**	*9*	**69**	*5*
DE	**46**	*-4*	**1**	**37**	*7*	**12**	*1*	**4**	*-3*	**49**	*8*	**53**	*5*
EE	**51**	*-9*	**2**	**30**	*6*	**12**	*4*	**4**	*-2*	**42**	*10*	**47**	*9*
IE	**29**	*-12*	**0**	**53**	*15*	**13**	*0*	**5**	*-2*	**66**	*15*	**71**	*14*
EL	**52**	*-11*	**3**	**21**	*6*	**20**	*6*	**4**	*-2*	**41**	*12*	**46**	*11*
ES	**25**	*-8*	**1**	**64**	*7*	**9**	*2*	**1**	*-1*	**73**	*9*	**74**	*8*
FR	**41**	*-5*	**1**	**40**	*6*	**14**	*1*	**4**	*-1*	**54**	*8*	**58**	*6*
HR	**39**	*-9*	**1**	**37**	*4*	**17**	*7*	**7**	*-2*	**54**	*10*	**60**	*8*
IT	**29**	*-7*	**2**	**57**	*8*	**10**	*-1*	**1**	*-1*	**67**	*7*	**69**	*7*
CY	**42**	*-4*	**1**	**43**	*7*	**11**	*1*	**3**	*-2*	**54**	*8*	**57**	*7*
LV	**45**	*-5*	**1**	**39**	*10*	**12**	*0*	**3**	*-4*	**50**	*9*	**54**	*6*
LT	**61**	*-4*	**2**	**23**	*7*	**10**	*2*	**3**	*-1*	**33**	*9*	**36**	*8*
LU	**31**	*-8*	**1**	**45**	*2*	**20**	*7*	**3**	*0*	**65**	*9*	**67**	*8*
HU	**42**	*-13*	**2**	**30**	*8*	**21**	*8*	**6**	*-3*	**51**	*16*	**57**	*13*
MT	**35**	*-13*	**1**	**52**	*10*	**11**	*4*	**2**	*0*	**63**	*14*	**65**	*14*
NL	**26**	*-7*	**3**	**54**	*4*	**12**	*3*	**4**	*0*	**66**	*7*	**70**	*7*
AT	**30**	*-12*	**1**	**37**	*8*	**29**	*9*	**4**	*-4*	**65**	*16*	**69**	*12*
PL	**40**	*-8*	**1**	**31**	*6*	**22**	*5*	**6**	*-2*	**53**	*11*	**58**	*7*
PT	**43**	*-7*	**1**	**25**	*6*	**25**	*1*	**6**	*0*	**49**	*5*	**56**	*7*
RO	**55**	*-3*	**1**	**28**	*5*	**13**	*1*	**3**	*0*	**41**	*5*	**44**	*5*
SI	**42**	*-11*	**1**	**38**	*4*	**12**	*4*	**7**	*2*	**50**	*8*	**57**	*10*
SK	**43**	*-7*	**2**	**29**	*9*	**21**	*6*	**5**	*-7*	**50**	*15*	**55**	*7*
FI	**30**	*-10*	**0**	**54**	*10*	**12**	*2*	**3**	*-2*	**66**	*12*	**70**	*11*
SE	**27**	*-7*	**2**	**49**	*7*	**16**	*0*	**6**	*-1*	**65**	*7*	**72**	*7*
UK	**33**	*-8*	**1**	**52**	*7*	**10**	*1*	**4**	*0*	**63**	*9*	**67**	*9*

QB3.5 How often do you do any of the following?
Make or receive phone calls via Internet applications, including video calls (%)

	Several times a day		Once a day		Several times a week		Once a week		Several times a month		Once a month		Less than once a month	
	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2
EU28	**11**	*4*	**5**	*2*	**9**	*3*	**6**	*0*	**6**	*6*	**4**	*-2*	**8**	*0*
BE	**12**	*5*	**9**	*3*	**11**	*3*	**5**	*-2*	**6**	*6*	**4**	*-5*	**8**	*-1*
BG	**7**	*-4*	**7**	*0*	**13**	*3*	**5**	*-2*	**7**	*7*	**4**	*0*	**5**	*1*
CZ	**5**	*1*	**2**	*0*	**6**	*-1*	**5**	*1*	**5**	*5*	**4**	*-1*	**9**	*3*
DK	**7**	*1*	**5**	*2*	**9**	*2*	**7**	*0*	**8**	*8*	**10**	*-2*	**13**	*-2*
DE	**5**	*1*	**2**	*-1*	**7**	*0*	**3**	*0*	**4**	*4*	**4**	*0*	**10**	*1*
EE	**10**	*7*	**5**	*1*	**8**	*-1*	**9**	*-2*	**6**	*6*	**5**	*-4*	**10**	*2*
IE	**18**	*3*	**10**	*5*	**10**	*1*	**7**	*-2*	**7**	*7*	**4**	*-3*	**7**	*-1*
EL	**5**	*1*	**4**	*0*	**13**	*5*	**4**	*-2*	**8**	*8*	**5**	*1*	**7**	*0*
ES	**6**	*2*	**3**	*0*	**7**	*3*	**6**	*2*	**5**	*5*	**3**	*-2*	**7**	*2*
FR	**10**	*4*	**4**	*2*	**8**	*3*	**5**	*0*	**8**	*8*	**5**	*-2*	**7**	*0*
HR	**17**	*3*	**5**	*-1*	**10**	*1*	**4**	*-4*	**7**	*7*	**3**	*-3*	**9**	*1*
IT	**19**	*6*	**5**	*1*	**11**	*5*	**4**	*-1*	**4**	*4*	**2**	*-1*	**6**	*-1*
CY	**22**	*6*	**6**	*1*	**11**	*2*	**5**	*0*	**8**	*8*	**2**	*-3*	**6**	*0*
LV	**12**	*4*	**5**	*0*	**8**	*-1*	**8**	*-1*	**5**	*5*	**5**	*-4*	**7**	*1*
LT	**12**	*2*	**8**	*1*	**13**	*0*	**8**	*0*	**5**	*5*	**3**	*-3*	**2**	*-2*
LU	**16**	*6*	**7**	*4*	**14**	*5*	**7**	*0*	**7**	*7*	**4**	*-4*	**5**	*-5*
HU	**12**	*6*	**7**	*2*	**9**	*1*	**4**	*0*	**7**	*7*	**4**	*1*	**5**	*-1*
MT	**19**	*10*	**5**	*1*	**6**	*1*	**8**	*3*	**3**	*3*	**5**	*0*	**5**	*-4*
NL	**7**	*3*	**3**	*1*	**10**	*3*	**9**	*-1*	**9**	*9*	**9**	*0*	**15**	*3*
AT	**9**	*-1*	**7**	*0*	**11**	*3*	**6**	*0*	**9**	*9*	**4**	*-3*	**7**	*-4*
PL	**10**	*4*	**6**	*4*	**8**	*1*	**7**	*0*	**7**	*7*	**4**	*-3*	**5**	*-4*
PT	**8**	*5*	**3**	*0*	**7**	*2*	**4**	*0*	**2**	*2*	**3**	*-1*	**9**	*1*
RO	**13**	*5*	**5**	*1*	**9**	*1*	**6**	*0*	**4**	*4*	**2**	*-2*	**2**	*0*
SI	**13**	*5*	**5**	*1*	**8**	*3*	**4**	*-2*	**5**	*5*	**3**	*-4*	**11**	*2*
SK	**9**	*2*	**5**	*1*	**10**	*2*	**5**	*-1*	**11**	*11*	**2**	*-6*	**7**	*-6*
FI	**7**	*2*	**4**	*2*	**7**	*3*	**10**	*4*	**7**	*7*	**10**	*0*	**10**	*-4*
SE	**8**	*3*	**4**	*2*	**10**	*1*	**11**	*1*	**7**	*7*	**11**	*-4*	**13**	*-3*
UK	**17**	*5*	**7**	*2*	**8**	*1*	**7**	*-1*	**4**	*4*	**6**	*-2*	**7**	*-1*

QB3.5 How often do you do any of the following?
Make or receive phone calls via Internet applications, including video calls (%)

	Never		Don't know	Daily usage		Regular usage		Occasional usage		At least several times a month		At least occasional usage	
	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*
EU28	**52**	*-10*	**1**	**15**	*4*	**20**	*8*	**12**	*-2*	**35**	*12*	**47**	*10*
BE	**43**	*-10*	**1**	**21**	*8*	**23**	*8*	**12**	*-5*	**44**	*16*	**56**	*11*
BG	**52**	*-5*	**1**	**14**	*-4*	**25**	*8*	**9**	*1*	**39**	*5*	**48**	*5*
CZ	**61**	*-8*	**2**	**7**	*1*	**17**	*6*	**13**	*1*	**24**	*7*	**37**	*8*
DK	**41**	*-7*	**0**	**12**	*3*	**24**	*10*	**23**	*-4*	**36**	*13*	**59**	*8*
DE	**63**	*-6*	**1**	**8**	*1*	**14**	*4*	**14**	*1*	**22**	*5*	**36**	*6*
EE	**45**	*-9*	**2**	**15**	*7*	**23**	*3*	**15**	*-2*	**38**	*10*	**53**	*8*
IE	**37**	*-10*	**1**	**27**	*7*	**24**	*6*	**11**	*-4*	**51**	*13*	**63**	*11*
EL	**53**	*-14*	**3**	**9**	*2*	**24**	*10*	**12**	*1*	**33**	*12*	**45**	*13*
ES	**62**	*-12*	**1**	**9**	*2*	**18**	*10*	**10**	*-1*	**27**	*13*	**37**	*12*
FR	**52**	*-15*	**0**	**14**	*7*	**22**	*12*	**12**	*-2*	**36**	*19*	**48**	*16*
HR	**44**	*-6*	**1**	**22**	*3*	**22**	*5*	**11**	*-2*	**44**	*8*	**55**	*5*
IT	**45**	*-15*	**3**	**24**	*7*	**20**	*10*	**8**	*-2*	**44**	*16*	**52**	*14*
CY	**40**	*-9*	**1**	**28**	*7*	**24**	*9*	**7**	*-4*	**52**	*16*	**59**	*12*
LV	**48**	*-6*	**2**	**17**	*4*	**21**	*4*	**12**	*-3*	**38**	*8*	**50**	*5*
LT	**49**	*0*	**1**	**20**	*3*	**25**	*4*	**5**	*-5*	**45**	*7*	**50**	*2*
LU	**39**	*-13*	**1**	**23**	*10*	**28**	*12*	**9**	*-9*	**51**	*22*	**61**	*15*
HU	**50**	*-17*	**2**	**19**	*8*	**20**	*8*	**9**	*0*	**39**	*16*	**48**	*16*
MT	**48**	*-15*	**1**	**24**	*11*	**17**	*8*	**10**	*-4*	**41**	*18*	**51**	*15*
NL	**38**	*-17*	**1**	**10**	*4*	**28**	*11*	**24**	*3*	**37**	*14*	**61**	*17*
AT	**47**	*-5*	**1**	**16**	*-1*	**25**	*12*	**11**	*-6*	**41**	*11*	**52**	*5*
PL	**52**	*-8*	**2**	**16**	*8*	**22**	*8*	**9**	*-7*	**37**	*15*	**46**	*8*
PT	**64**	*-8*	**1**	**11**	*4*	**13**	*4*	**12**	*0*	**24**	*9*	**35**	*8*
RO	**58**	*-10*	**1**	**18**	*6*	**19**	*6*	**4**	*-1*	**37**	*12*	**41**	*11*
SI	**51**	*-10*	**1**	**18**	*5*	**16**	*6*	**14**	*-2*	**34**	*11*	**49**	*10*
SK	**50**	*-1*	**2**	**13**	*2*	**26**	*12*	**9**	*-11*	**39**	*14*	**48**	*2*
FI	**46**	*-11*	**0**	**11**	*4*	**23**	*12*	**19**	*-5*	**34**	*16*	**54**	*12*
SE	**36**	*-8*	**0**	**12**	*5*	**28**	*9*	**24**	*-7*	**39**	*13*	**63**	*7*
UK	**43**	*-7*	**1**	**24**	*6*	**20**	*5*	**12**	*-4*	**44**	*11*	**56**	*7*

QB3.6 How often do you do any of the following?
Send or read e-mails (%)

	Several times a day		Once a day		Several times a week		Once a week		Several times a month		Once a month		Less than once a month	
	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*
EU28	**36**	*9*	**10**	*2*	**13**	*-4*	**4**	*-4*	**4**	*4*	**2**	*-3*	**2**	*-2*
BE	**46**	*6*	**15**	*5*	**12**	*-2*	**4**	*-3*	**3**	*3*	**1**	*-3*	**2**	*0*
BG	**11**	*4*	**10**	*4*	**16**	*6*	**6**	*-2*	**5**	*5*	**3**	*-5*	**5**	*-4*
CZ	**35**	*8*	**12**	*0*	**15**	*-3*	**6**	*-1*	**3**	*3*	**1**	*-2*	**3**	*0*
DK	**62**	*19*	**12**	*3*	**9**	*-11*	**4**	*-5*	**3**	*3*	**1**	*-5*	**2**	*-1*
DE	**31**	*8*	**11**	*2*	**20**	*-7*	**5**	*-5*	**6**	*6*	**2**	*-2*	**3**	*-2*
EE	**46**	*20*	**13**	*6*	**8**	*-7*	**3**	*-7*	**2**	*2*	**1**	*-4*	**1**	*-4*
IE	**45**	*11*	**14**	*4*	**11**	*-2*	**4**	*-4*	**4**	*4*	**2**	*-4*	**3**	*-3*
EL	**11**	*4*	**5**	*0*	**15**	*0*	**5**	*-3*	**7**	*7*	**2**	*-1*	**6**	*-3*
ES	**25**	*8*	**11**	*3*	**14**	*-3*	**5**	*-1*	**3**	*3*	**1**	*-4*	**3**	*-1*
FR	**49**	*15*	**8**	*1*	**12**	*-1*	**4**	*-4*	**2**	*2*	**1**	*-4*	**2**	*-2*
HR	**22**	*4*	**8**	*0*	**12**	*0*	**4**	*-3*	**5**	*5*	**2**	*-5*	**6**	*-1*
IT	**35**	*6*	**10**	*3*	**11**	*-2*	**4**	*-3*	**3**	*3*	**1**	*-2*	**2**	*-3*
CY	**25**	*3*	**8**	*4*	**11**	*1*	**3**	*-1*	**3**	*3*	**1**	*-2*	**3**	*-2*
LV	**25**	*4*	**10**	*3*	**12**	*0*	**7**	*-2*	**6**	*6*	**4**	*-2*	**3**	*-2*
LT	**28**	*10*	**9**	*2*	**11**	*0*	**6**	*0*	**3**	*3*	**2**	*-2*	**1**	*-3*
LU	**53**	*16*	**9**	*0*	**9**	*-7*	**7**	*-2*	**5**	*5*	**1**	*-4*	**2**	*-1*
HU	**24**	*6*	**13**	*4*	**15**	*1*	**5**	*-2*	**3**	*3*	**1**	*-4*	**3**	*-2*
MT	**43**	*8*	**8**	*2*	**7**	*-1*	**4**	*-1*	**1**	*1*	**2**	*-2*	**2**	*0*
NL	**70**	*13*	**8**	*-1*	**12**	*-4*	**2**	*-4*	**2**	*2*	**1**	*-3*	**1**	*-1*
AT	**37**	*7*	**12**	*0*	**18**	*-1*	**4**	*-1*	**6**	*6*	**1**	*-3*	**2**	*-2*
PL	**26**	*7*	**12**	*4*	**13**	*-4*	**6**	*-2*	**5**	*5*	**2**	*-3*	**2**	*-4*
PT	**22**	*9*	**6**	*-1*	**14**	*0*	**4**	*-2*	**5**	*5*	**2**	*-2*	**4**	*-2*
RO	**17**	*4*	**8**	*1*	**8**	*-3*	**5**	*0*	**3**	*3*	**1**	*-1*	**2**	*-1*
SI	**42**	*13*	**12**	*4*	**9**	*-6*	**3**	*-2*	**2**	*2*	**1**	*-2*	**3**	*-1*
SK	**25**	*5*	**10**	*2*	**17**	*-4*	**4**	*-1*	**5**	*5*	**0**	*-3*	**3**	*-3*
FI	**45**	*11*	**14**	*3*	**13**	*-4*	**4**	*-7*	**3**	*3*	**2**	*-6*	**1**	*-2*
SE	**65**	*23*	**12**	*0*	**8**	*-15*	**5**	*-2*	**1**	*1*	**1**	*-5*	**1**	*-1*
UK	**50**	*12*	**12**	*3*	**9**	*-5*	**4**	*-5*	**3**	*3*	**2**	*-4*	**1**	*-2*

QB3.6 How often do you do any of the following?
Send or read e-mails (%)

	Never		Don't know	Daily usage		Regular usage		Occasional usage		At least several times a month		At least occasional usage	
	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2
EU28	**27**	*-3*	**1**	**47**	*12*	**21**	*-4*	**4**	*-5*	**68**	*8*	**72**	*3*
BE	**17**	*-5*	**1**	**61**	*12*	**19**	*-2*	**3**	*-3*	**79**	*8*	**82**	*5*
BG	**44**	*-7*	**1**	**20**	*7*	**27**	*9*	**8**	*-9*	**47**	*16*	**56**	*8*
CZ	**23**	*-8*	**1**	**48**	*10*	**24**	*0*	**4**	*-2*	**72**	*9*	**76**	*7*
DK	**7**	*-1*	**0**	**74**	*22*	**16**	*-14*	**3**	*-6*	**90**	*8*	**93**	*2*
DE	**22**	*0*	**0**	**42**	*10*	**31**	*-6*	**5**	*-4*	**72**	*3*	**78**	*0*
EE	**25**	*-5*	**1**	**59**	*25*	**13**	*-12*	**2**	*-8*	**72**	*13*	**74**	*5*
IE	**18**	*-5*	**0**	**59**	*15*	**19**	*-2*	**4**	*-7*	**78**	*13*	**82**	*5*
EL	**46**	*-6*	**2**	**17**	*5*	**26**	*3*	**9**	*-4*	**43**	*8*	**52**	*4*
ES	**37**	*-4*	**1**	**36**	*11*	**22**	*-2*	**4**	*-5*	**58**	*10*	**62**	*4*
FR	**22**	*-7*	**0**	**56**	*16*	**18**	*-3*	**3**	*-6*	**75**	*13*	**78**	*8*
HR	**41**	*1*	**1**	**30**	*3*	**20**	*1*	**8**	*-6*	**51**	*5*	**59**	*-1*
IT	**31**	*-3*	**2**	**45**	*9*	**18**	*-2*	**3**	*-5*	**63**	*7*	**66**	*2*
CY	**43**	*-5*	**1**	**33**	*7*	**18**	*4*	**5**	*-3*	**51**	*11*	**56**	*8*
LV	**32**	*-8*	**1**	**35**	*7*	**25**	*4*	**7**	*-4*	**60**	*11*	**67**	*7*
LT	**40**	*-8*	**1**	**37**	*12*	**19**	*2*	**3**	*-5*	**56**	*14*	**59**	*9*
LU	**13**	*-8*	**0**	**62**	*16*	**20**	*-5*	**4**	*-4*	**82**	*11*	**86**	*7*
HU	**36**	*-5*	**2**	**37**	*10*	**22**	*0*	**4**	*-5*	**59**	*10*	**63**	*5*
MT	**31**	*-7*	**1**	**52**	*10*	**12**	*-1*	**4**	*-2*	**64**	*9*	**68**	*7*
NL	**5**	*-2*	**0**	**77**	*11*	**16**	*-6*	**2**	*-4*	**93**	*5*	**95**	*2*
AT	**20**	*-7*	**0**	**49**	*8*	**28**	*3*	**3**	*-4*	**77**	*11*	**80**	*7*
PL	**35**	*0*	**1**	**38**	*11*	**23**	*-2*	**4**	*-7*	**60**	*8*	**65**	*2*
PT	**41**	*-8*	**1**	**28**	*8*	**24**	*4*	**6**	*-4*	**52**	*12*	**58**	*8*
RO	**53**	*-4*	**1**	**26**	*6*	**17**	*1*	**4**	*-1*	**42**	*6*	**46**	*5*
SI	**28**	*-8*	**0**	**54**	*16*	**13**	*-7*	**5**	*-2*	**67**	*10*	**72**	*8*
SK	**35**	*-2*	**1**	**35**	*7*	**26**	*1*	**3**	*-6*	**61**	*8*	**64**	*3*
FI	**18**	*2*	**0**	**59**	*13*	**20**	*-8*	**3**	*-7*	**79**	*6*	**82**	*-2*
SE	**7**	*-1*	**0**	**77**	*23*	**13**	*-17*	**2**	*-6*	**91**	*7*	**93**	*1*
UK	**19**	*-2*	**1**	**62**	*15*	**15**	*-8*	**3**	*-6*	**78**	*9*	**81**	*3*

QB3.7 How often do you do any of the following?
Post content on online social networks (%)

	Several times a day		Once a day		Several times a week		Once a week		Several times a month		Once a month		Less than once a month	
	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2	EB87.2	Diff. EB87.2 - EB84.2
EU28	**15**	*2*	**6**	*0*	**9**	*-1*	**5**	*-2*	**5**	*5*	**4**	*-1*	**6**	*1*
BE	**16**	*-1*	**9**	*2*	**12**	*0*	**6**	*0*	**8**	*8*	**3**	*-2*	**6**	*1*
BG	**12**	*3*	**11**	*4*	**13**	*1*	**5**	*0*	**4**	*4*	**2**	*-2*	**3**	*-2*
CZ	**16**	*7*	**5**	*0*	**10**	*0*	**5**	*0*	**6**	*6*	**2**	*-2*	**6**	*3*
DK	**18**	*-14*	**7**	*-4*	**10**	*-2*	**8**	*-1*	**7**	*7*	**8**	*0*	**13**	*7*
DE	**9**	*4*	**3**	*-1*	**5**	*-4*	**3**	*-3*	**6**	*6*	**4**	*0*	**9**	*2*
EE	**12**	*3*	**5**	*0*	**8**	*2*	**8**	*-2*	**4**	*4*	**6**	*-3*	**8**	*1*
IE	**25**	*1*	**10**	*3*	**10**	*2*	**5**	*-2*	**4**	*4*	**4**	*-1*	**6**	*1*
EL	**14**	*3*	**6**	*-1*	**11**	*0*	**4**	*-1*	**5**	*5*	**2**	*0*	**5**	*1*
ES	**11**	*0*	**6**	*2*	**11**	*-1*	**5**	*-2*	**6**	*6*	**4**	*-1*	**6**	*2*
FR	**16**	*0*	**4**	*0*	**8**	*0*	**6**	*1*	**4**	*4*	**4**	*1*	**5**	*2*
HR	**12**	*-1*	**5**	*-2*	**10**	*0*	**6**	*1*	**7**	*7*	**3**	*-2*	**6**	*0*
IT	**26**	*7*	**8**	*0*	**10**	*-2*	**5**	*0*	**4**	*4*	**2**	*-1*	**4**	*0*
CY	**20**	*2*	**6**	*4*	**11**	*0*	**3**	*-2*	**4**	*4*	**2**	*0*	**5**	*-1*
LV	**11**	*4*	**7**	*3*	**9**	*3*	**5**	*0*	**4**	*4*	**4**	*-1*	**8**	*-2*
LT	**10**	*2*	**6**	*1*	**7**	*0*	**6**	*-2*	**6**	*6*	**6**	*-1*	**7**	*1*
LU	**19**	*2*	**7**	*0*	**10**	*2*	**5**	*-1*	**8**	*8*	**3**	*-4*	**6**	*2*
HU	**15**	*5*	**7**	*0*	**13**	*3*	**6**	*-1*	**5**	*5*	**3**	*-3*	**5**	*-2*
MT	**15**	*-1*	**8**	*1*	**10**	*2*	**8**	*0*	**5**	*5*	**5**	*-2*	**8**	*6*
NL	**14**	*-1*	**6**	*1*	**11**	*1*	**8**	*-1*	**7**	*7*	**9**	*-1*	**9**	*-1*
AT	**16**	*2*	**11**	*2*	**16**	*3*	**4**	*-3*	**9**	*9*	**2**	*-3*	**6**	*-1*
PL	**9**	*1*	**6**	*1*	**10**	*0*	**6**	*-3*	**9**	*9*	**4**	*-3*	**4**	*-2*
PT	**15**	*2*	**7**	*0*	**18**	*0*	**5**	*-1*	**5**	*5*	**1**	*-2*	**3**	*-1*
RO	**14**	*5*	**6**	*1*	**10**	*3*	**8**	*2*	**4**	*4*	**1**	*-2*	**3**	*0*
SI	**15**	*6*	**7**	*5*	**9**	*1*	**4**	*-3*	**3**	*3*	**4**	*-2*	**7**	*-1*
SK	**14**	*6*	**6**	*2*	**12**	*0*	**6**	*0*	**7**	*7*	**1**	*-4*	**5**	*-3*
FI	**12**	*-2*	**5**	*0*	**11**	*0*	**8**	*0*	**9**	*9*	**8**	*0*	**8**	*-3*
SE	**10**	*1*	**5**	*0*	**12**	*2*	**12**	*-2*	**7**	*7*	**11**	*-5*	**10**	*0*
UK	**23**	*2*	**8**	*-1*	**9**	*-1*	**6**	*-3*	**4**	*4*	**5**	*0*	**6**	*1*

QB3.7 How often do you do any of the following?
Post content on online social networks (%)

	Never		Don't know	Daily usage		Regular usage		Occasional usage		At least several times a month		At least occasional usage	
	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*
EU28	**48**	*-5*	**1**	**21**	*2*	**20**	*3*	**10**	*0*	**42**	*6*	**51**	*5*
BE	**40**	*-7*	**1**	**25**	*1*	**26**	*8*	**9**	*-1*	**51**	*9*	**59**	*7*
BG	**49**	*-8*	**1**	**23**	*6*	**22**	*5*	**5**	*-4*	**45**	*12*	**51**	*9*
CZ	**49**	*-13*	**1**	**21**	*7*	**21**	*6*	**7**	*-1*	**42**	*13*	**50**	*13*
DK	**29**	*6*	**1**	**24**	*-19*	**25**	*5*	**21**	*8*	**49**	*-14*	**71**	*-5*
DE	**62**	*-2*	**0**	**11**	*2*	**13**	*-1*	**13**	*1*	**25**	*2*	**37**	*2*
EE	**47**	*-7*	**1**	**17**	*3*	**21**	*5*	**14**	*-2*	**38**	*8*	**52**	*7*
IE	**35**	*-8*	**1**	**35**	*3*	**19**	*4*	**10**	*0*	**54**	*8*	**64**	*8*
EL	**50**	*-10*	**3**	**20**	*2*	**20**	*4*	**7**	*1*	**40**	*6*	**47**	*8*
ES	**49**	*-6*	**1**	**17**	*2*	**22**	*3*	**10**	*0*	**39**	*5*	**50**	*7*
FR	**53**	*-7*	**0**	**20**	*0*	**18**	*5*	**9**	*2*	**38**	*5*	**47**	*8*
HR	**49**	*-5*	**1**	**17**	*-3*	**24**	*9*	**10**	*-1*	**41**	*6*	**50**	*4*
IT	**38**	*-8*	**3**	**33**	*6*	**20**	*2*	**5**	*-3*	**54**	*10*	**59**	*7*
CY	**49**	*-3*	**1**	**26**	*6*	**18**	*2*	**6**	*-3*	**44**	*8*	**50**	*6*
LV	**51**	*-10*	**1**	**18**	*7*	**18**	*6*	**11**	*-4*	**36**	*14*	**47**	*9*
LT	**53**	*-3*	**1**	**16**	*2*	**18**	*3*	**12**	*0*	**34**	*5*	**46**	*5*
LU	**42**	*-8*	**1**	**26**	*2*	**22**	*8*	**9**	*-2*	**48**	*10*	**57**	*8*
HU	**44**	*-8*	**2**	**22**	*5*	**25**	*8*	**8**	*-5*	**46**	*12*	**54**	*7*
MT	**42**	*-9*	**1**	**22**	*-1*	**22**	*6*	**13**	*3*	**44**	*5*	**58**	*9*
NL	**36**	*-4*	**1**	**19**	*-1*	**26**	*6*	**18**	*-2*	**45**	*5*	**63**	*3*
AT	**37**	*-7*	**0**	**27**	*4*	**29**	*9*	**7**	*-5*	**55**	*12*	**63**	*8*
PL	**51**	*-2*	**1**	**16**	*3*	**25**	*5*	**7**	*-6*	**41**	*9*	**48**	*2*
PT	**45**	*-4*	**1**	**21**	*2*	**28**	*4*	**5**	*-1*	**49**	*5*	**54**	*4*
RO	**53**	*-9*	**1**	**20**	*6*	**22**	*9*	**4**	*-3*	**42**	*15*	**46**	*12*
SI	**51**	*-9*	**1**	**21**	*10*	**16**	*1*	**11**	*-3*	**37**	*11*	**48**	*8*
SK	**47**	*-6*	**1**	**21**	*9*	**25**	*7*	**6**	*-8*	**46**	*16*	**52**	*8*
FI	**38**	*-3*	**0**	**17**	*-3*	**28**	*9*	**17**	*-3*	**45**	*6*	**62**	*3*
SE	**32**	*-2*	**0**	**15**	*0*	**32**	*7*	**21**	*-6*	**47**	*8*	**68**	*2*
UK	**38**	*-4*	**1**	**31**	*2*	**19**	*1*	**11**	*1*	**50**	*2*	**61**	*3*

QB4.1 To what extent do you agree or disagree with the following statements?
Traditional means of communication that use a telephone number are more reliable when you want to reach someone than means of communication using Internet (%)

	Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know	Total 'Agree'	Total 'Disagree'
EU28	26	34	20	10	10	60	30
BE	17	43	26	8	6	60	34
BG	30	25	16	14	15	55	30
CZ	18	37	24	8	13	55	32
DK	24	30	19	15	12	54	34
DE	26	29	21	13	11	55	34
EE	21	34	17	10	18	55	27
IE	37	32	19	6	6	69	25
EL	29	31	27	9	4	60	36
ES	36	29	15	8	12	65	23
FR	20	34	24	10	12	54	34
HR	28	33	19	13	7	61	32
IT	21	38	21	9	11	59	30
CY	38	28	17	9	8	66	26
LV	27	34	15	9	15	61	24
LT	24	37	20	10	9	61	30
LU	23	38	20	7	12	61	27
HU	31	31	14	12	12	62	26
MT	17	36	22	12	13	53	34
NL	22	28	25	18	7	50	43
AT	19	31	27	14	9	50	41
PL	22	44	17	5	12	66	22
PT	17	52	14	5	12	69	19
RO	40	29	13	6	12	69	19
SI	25	31	21	16	7	56	37
SK	20	39	19	8	14	59	27
FI	35	34	16	7	8	69	23
SE	30	27	19	19	5	57	38
UK	28	34	23	7	8	62	30

QB4.2 To what extent do you agree or disagree with the following statements?
Traditional means of communication that use a telephone number provide more protection of your consumer rights than means of communication using Internet (%)

	Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know	Total 'Agree'	Total 'Disagree'
EU28	25	34	19	9	13	59	28
BE	19	42	25	7	7	61	32
BG	29	25	17	10	19	54	27
CZ	19	40	20	8	13	59	28
DK	23	31	18	13	15	54	31
DE	32	33	15	9	11	65	24
EE	17	31	19	9	24	48	28
IE	36	35	16	5	8	71	21
EL	29	32	26	9	4	61	35
ES	32	29	17	8	14	61	25
FR	18	34	23	11	14	52	34
HR	31	33	19	12	5	64	31
IT	18	37	22	9	14	55	31
CY	43	29	14	8	6	72	22
LV	25	32	15	9	19	57	24
LT	22	38	20	10	10	60	30
LU	22	42	18	5	13	64	23
HU	29	31	14	12	14	60	26
MT	18	38	18	9	17	56	27
NL	25	35	18	13	9	60	31
AT	24	34	20	10	12	58	30
PL	21	42	18	5	14	63	23
PT	18	50	13	5	14	68	18
RO	35	29	15	8	13	64	23
SI	24	33	22	13	8	57	35
SK	20	38	19	8	15	58	27
FI	27	35	17	6	15	62	23
SE	29	29	17	14	11	58	31
UK	23	34	24	7	12	57	31

QB5 Has your household subscribed to two or more of the following services as part of a bundle? (MIN. 2 ANSWERS) (%)

	No, we have not bought	Yes, fixed line telephone	Yes, mobile telephone	Yes, fixed Internet access	Yes, mobile Internet access	Yes, television channels	Yes, music streaming services	Yes, video streaming or video-on-demand services	Other	Don't know	Total 'Yes'	Total 'Yes (mobile phone + mobile Internet excluded)'	Total 'Internet Access'
EU28	38	36	33	42	24	30	3	3	1	1	59	53	51
BE	28	48	41	60	33	60	3	4	0	1	71	70	64
BG	41	12	33	37	27	44	1	0	0	3	56	49	48
CZ	47	5	37	25	24	17	1	0	5	3	50	36	43
DK	23	18	54	46	36	51	21	14	1	2	75	70	64
DE	40	39	27	41	18	12	3	2	0	6	54	51	47
EE	25	25	40	38	33	53	2	2	1	4	72	64	59
IE	38	40	18	46	15	31	3	3	1	2	60	57	54
EL	27	61	37	60	24	11	1	0	1	0	73	67	67
ES	38	45	53	47	46	23	1	1	0	0	62	55	57
FR	29	52	42	54	29	49	5	7	1	2	69	67	61
HR	32	52	32	40	22	37	1	1	1	1	68	63	49
IT	40	29	42	25	32	11	0	2	4	4	56	41	44
CY	35	26	51	30	37	28	3	3	1	1	65	51	54
LV	32	14	26	52	16	57	2	2	0	2	66	63	59
LT	51	14	20	27	15	30	1	1	2	3	46	41	37
LU	15	63	57	67	43	39	6	6	0	2	83	79	75
HU	33	36	21	50	13	58	0	0	0	1	67	64	54
MT	13	74	40	59	22	61	5	5	0	1	86	86	63
NL	6	76	35	85	31	79	13	13	0	1	93	92	89
AT	43	12	39	18	34	22	11	6	1	5	52	41	46
PL	59	7	22	19	17	19	1	1	0	3	38	27	33
PT	20	62	39	62	22	72	2	2	2	2	78	77	68
RO	35	17	33	37	18	55	1	0	2	1	63	59	46
SI	15	56	47	60	35	75	7	6	1	1	84	81	71
SK	46	7	38	9	31	23	1	1	6	4	50	32	37
FI	33	3	52	28	47	20	9	8	3	3	64	44	58
SE	48	23	22	35	14	28	9	4	1	2	50	46	44
UK	42	39	17	44	10	30	2	2	0	5	53	51	48

QB6 Have you or someone in your household changed bundle service provider?
(%)
(IF 'HAS A BUNDLE', CODE 2 TO 8 IN QB5)

	Yes, within the last year		Yes, between one and two years ago		Yes, between two and five years ago		Yes, more than five years ago		No, never		Don't know	At least once	
	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	EB87.2	*Diff. EB87.2 - EB84.2*
EU28	**11**	*-3*	**11**	*-3*	**15**	*-2*	**12**	*0*	**49**	*8*	**2**	**49**	*-8*
BE	**10**	*1*	**8**	*-1*	**9**	*-3*	**11**	*-1*	**61**	*4*	**1**	**38**	*-4*
BG	**5**	*-4*	**10**	*-12*	**14**	*-5*	**13**	*1*	**53**	*19*	**5**	**42**	*-20*
CZ	**6**	*-7*	**10**	*-3*	**12**	*-1*	**15**	*-1*	**55**	*12*	**2**	**43**	*-12*
DK	**18**	*-4*	**12**	*-2*	**17**	*2*	**10**	*-3*	**41**	*7*	**2**	**57**	*-7*
DE	**7**	*-1*	**9**	*-2*	**15**	*-6*	**14**	*-2*	**53**	*10*	**2**	**45**	*-11*
EE	**10**	*-2*	**11**	*-1*	**12**	*-2*	**11**	*-9*	**55**	*17*	**1**	**44**	*-14*
IE	**18**	*1*	**19**	*-1*	**13**	*-1*	**7**	*0*	**42**	*1*	**1**	**57**	*-1*
EL	**9**	*-6*	**13**	*-10*	**24**	*-1*	**18**	*1*	**35**	*17*	**1**	**64**	*-16*
ES	**12**	*-6*	**12**	*-5*	**23**	*-1*	**15**	*5*	**36**	*6*	**2**	**62**	*-7*
FR	**13**	*-2*	**7**	*-1*	**11**	*-2*	**11**	*1*	**57**	*4*	**1**	**42**	*-4*
HR	**7**	*-7*	**9**	*-9*	**16**	*0*	**13**	*0*	**53**	*16*	**2**	**45**	*-16*
IT	**9**	*-11*	**15**	*-11*	**18**	*2*	**9**	*1*	**43**	*16*	**6**	**51**	*-19*
CY	**15**	*-6*	**12**	*1*	**11**	*3*	**5**	*-3*	**57**	*7*	**0**	**43**	*-5*
LV	**9**	*-2*	**13**	*4*	**15**	*1*	**9**	*3*	**54**	*-4*	**0**	**46**	*6*
LT	**9**	*3*	**12**	*1*	**9**	*-4*	**10**	*-2*	**60**	*3*	**0**	**40**	*-2*
LU	**10**	*0*	**5**	*-2*	**9**	*-4*	**11**	*1*	**65**	*6*	**0**	**35**	*-5*
HU	**4**	*-6*	**9**	*-8*	**13**	*-3*	**29**	*8*	**44**	*10*	**1**	**55**	*-9*
MT	**5**	*-4*	**6**	*1*	**7**	*-6*	**11**	*-2*	**71**	*12*	**0**	**29**	*-11*
NL	**14**	*-3*	**12**	*-4*	**16**	*1*	**16**	*4*	**41**	*1*	**1**	**58**	*-2*
AT	**8**	*-6*	**18**	*-2*	**22**	*3*	**12**	*-3*	**37**	*6*	**3**	**60**	*-8*
PL	**7**	*-8*	**15**	*-5*	**19**	*4*	**15**	*2*	**39**	*7*	**5**	**56**	*-7*
PT	**9**	*-1*	**12**	*-7*	**13**	*-3*	**12**	*-4*	**53**	*15*	**1**	**46**	*-15*
RO	**6**	*-4*	**7**	*-4*	**15**	*-4*	**6**	*-8*	**62**	*19*	**4**	**34**	*-20*
SI	**13**	*-1*	**12**	*-5*	**14**	*-2*	**15**	*-4*	**46**	*14*	**0**	**54**	*-12*
SK	**9**	*-2*	**13**	*-9*	**15**	*-4*	**9**	*-3*	**47**	*14*	**7**	**46**	*-18*
FI	**23**	*-6*	**21**	*6*	**16**	*-2*	**14**	*3*	**25**	*-2*	**1**	**74**	*1*
SE	**13**	*0*	**17**	*2*	**18**	*1*	**12**	*-1*	**39**	*-3*	**1**	**60**	*2*
UK	**16**	*0*	**11**	*-1*	**12**	*1*	**8**	*-4*	**52**	*5*	**1**	**47**	*-4*

QB7 When you changed your bundle service provider, did you experience any of the following problems ?
(MULTIPLE ANSWERS POSSIBLE)
(%)
(IF 'CHANGE BUNDLE SERVICE PROVIDER', CODE 1 TO 4 IN QB6)

	There was a temporary loss of services of one day or more	You lost your personal e-mails and online content	It took some days for all the new services to work properly	You had to change equipment, which was not initially planned	You had to pay a penalty to your former service provider because you terminated the contract before the end of the fixed duration under the terms of your contract	For a while you had to pay for the new and old bundle at the same time
EU28	21	3	21	11	7	9
BE	21	2	27	13	8	8
BG	14	0	8	11	6	8
CZ	12	4	27	12	10	14
DK	14	4	20	8	1	10
DE	23	3	25	10	1	5
EE	12	1	7	6	2	7
IE	26	0	20	16	5	11
EL	29	0	18	8	5	12
ES	18	2	13	7	7	6
FR	32	5	30	16	12	12
HR	29	1	29	13	8	12
IT	19	1	23	7	11	10
CY	18	2	14	9	4	5
LV	17	1	11	12	4	7
LT	12	3	6	11	1	4
LU	19	3	18	15	6	8
HU	11	2	19	12	3	13
MT	25	0	15	12	7	12
NL	18	7	20	10	2	8
AT	16	10	21	17	7	16
PL	15	7	15	10	13	12
PT	15	1	14	10	1	6
RO	14	2	23	16	6	14
SI	13	2	17	9	4	7
SK	17	3	17	15	4	10
FI	10	3	19	6	2	15
SE	18	3	33	17	8	12
UK	20	3	15	10	5	5

QB7 When you changed your bundle service provider, did you experience any of the following problems ?
(MULTIPLE ANSWERS POSSIBLE)
(%)
(IF 'CHANGE BUNDLE SERVICE PROVIDER', CODE 1 TO 4 IN QB6)

	Other	None	Don't know	Total 'Yes'	Total 'Costs-related problems'	Total 'Service-related problems'
EU28	8	42	3	55	22	35
BE	24	15	3	83	25	43
BG	6	42	9	49	24	21
CZ	13	14	6	81	34	40
DK	16	43	4	53	16	28
DE	0	52	3	45	15	38
EE	9	62	3	35	13	17
IE	11	31	4	65	26	40
EL	4	45	2	54	22	41
ES	14	50	1	48	16	25
FR	6	31	3	66	32	48
HR	5	34	2	64	27	45
IT	7	35	4	62	24	35
CY	18	38	3	59	15	28
LV	9	48	3	50	20	26
LT	21	46	3	52	14	20
LU	17	35	5	61	23	32
HU	7	48	1	51	25	28
MT	7	40	6	54	24	34
NL	10	47	3	50	16	33
AT	4	37	4	59	36	39
PL	9	37	4	59	28	34
PT	5	50	8	42	16	27
RO	8	35	6	59	29	33
SI	18	44	1	54	17	27
SK	11	25	9	66	27	33
FI	10	51	2	47	22	25
SE	12	32	1	67	29	42
UK	7	52	5	44	17	30

QB8a When subscribing to an Internet connection what are the main factors you consider? Firstly?
(%)
(IF 'INTERNET CONNECTION AT HOME', CODE 8 IN D46)

	The maximum download or upload speed (MBps)		The maximum amount of data (MB, GB) you can download or upload per month		The price of the Internet subscription		The length of the contract		The fact that the Internet subscription is part of a bundle		The customer service		Whether you get devices such as phones, tablets or TV-sets at more convenient prices or better reimbursement conditions	
	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*
EU28	**15**	*-2*	**8**	*1*	**39**	*1*	**4**	*3*	**5**	*-5*	**6**	*1*	**2**	*2*
BE	**9**	*-3*	**6**	*1*	**49**	*3*	**3**	*2*	**3**	*-7*	**13**	*4*	**1**	*1*
BG	**17**	*-1*	**8**	*-3*	**35**	*2*	**5**	*3*	**12**	*-7*	**2**	*-3*	**4**	*4*
CZ	**13**	*-6*	**10**	*1*	**47**	*5*	**3**	*3*	**5**	*1*	**5**	*2*	**1**	*1*
DK	**17**	*2*	**7**	*1*	**38**	*-3*	**0**	*0*	**5**	*-5*	**4**	*1*	**7**	*7*
DE	**15**	*-4*	**11**	*0*	**33**	*5*	**4**	*1*	**4**	*-8*	**8**	*5*	**2**	*2*
EE	**18**	*-1*	**9**	*1*	**35**	*6*	**0**	*-1*	**7**	*-13*	**3**	*0*	**4**	*4*
IE	**25**	*-1*	**12**	*1*	**35**	*8*	**4**	*3*	**3**	*-2*	**3**	*-2*	**3**	*3*
EL	**14**	*-1*	**4**	*-1*	**43**	*-1*	**4**	*3*	**10**	*-7*	**6**	*3*	**3**	*3*
ES	**14**	*-4*	**9**	*2*	**45**	*12*	**5**	*4*	**4**	*-3*	**9**	*1*	**1**	*1*
FR	**9**	*3*	**3**	*-1*	**49**	*-3*	**2**	*1*	**4**	*-7*	**9**	*0*	**3**	*3*
HR	**16**	*5*	**9**	*-1*	**48**	*3*	**5**	*2*	**3**	*-8*	**1**	*0*	**4**	*4*
IT	**11**	*3*	**7**	*1*	**40**	*-6*	**5**	*3*	**10**	*1*	**2**	*-2*	**4**	*4*
CY	**11**	*-6*	**3**	*1*	**45**	*15*	**0**	*0*	**5**	*-5*	**17**	*2*	**4**	*4*
LV	**18**	*1*	**6**	*-3*	**43**	*6*	**4**	*4*	**6**	*-2*	**4**	*0*	**2**	*2*
LT	**18**	*-1*	**8**	*-1*	**49**	*13*	**3**	*2*	**3**	*-3*	**4**	*1*	**2**	*2*
LU	**10**	*-1*	**8**	*3*	**32**	*-5*	**3**	*2*	**6**	*-6*	**9**	*-3*	**3**	*3*
HU	**18**	*1*	**11**	*1*	**44**	*3*	**3**	*1*	**8**	*-5*	**2**	*0*	**3**	*3*
MT	**28**	*2*	**9**	*-1*	**18**	*-1*	**2**	*2*	**6**	*-9*	**8**	*1*	**5**	*5*
NL	**13**	*-1*	**5**	*0*	**41**	*0*	**1**	*0*	**4**	*-9*	**7**	*2*	**2**	*2*
AT	**14**	*-1*	**16**	*6*	**31**	*1*	**7**	*4*	**4**	*-11*	**5**	*2*	**5**	*5*
PL	**21**	*2*	**8**	*-1*	**38**	*-8*	**7**	*6*	**3**	*-1*	**2**	*0*	**2**	*2*
PT	**11**	*4*	**5**	*2*	**43**	*6*	**3**	*0*	**15**	*-12*	**5**	*3*	**2**	*2*
RO	**23**	*-3*	**10**	*3*	**30**	*-4*	**6**	*6*	**6**	*-10*	**3**	*2*	**6**	*6*
SI	**17**	*0*	**7**	*0*	**41**	*5*	**2**	*1*	**10**	*-13*	**2**	*1*	**4**	*4*
SK	**15**	*-6*	**10**	*-2*	**42**	*3*	**2**	*1*	**4**	*-3*	**5**	*2*	**6**	*6*
FI	**19**	*1*	**6**	*2*	**37**	*-3*	**1**	*0*	**6**	*0*	**5**	*1*	**5**	*5*
SE	**20**	*-1*	**7**	*-2*	**36**	*4*	**2**	*0*	**2**	*-5*	**3**	*0*	**4**	*4*
UK	**23**	*-2*	**10**	*4*	**32**	*0*	**3**	*3*	**3**	*-3*	**6**	*1*	**1**	*1*

QB8a When subscribing to an Internet connection what are the main factors you consider? Firstly?
(%)
(IF 'INTERNET CONNECTION AT HOME', CODE 8 IN D46)

	The reputation of the Internet access provider		The ability to connect multiple devices at the same time without loss of quality		Other (SPONTANEOUS)		None (SPONTANEOUS)		Don't know	Total 'Costs-related criteria'		Total 'Quality-related criteria'		Total 'Service-related criteria'	
	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*
EU28	**7**	*7*	**6**	*-1*	**2**	*0*	**3**	*3*	**3**	**42**	*42*	**29**	*-2*	**15**	*-1*
BE	**7**	*7*	**7**	*2*	**1**	*-1*	**1**	*1*	**0**	**51**	*51*	**21**	*-2*	**18**	*-2*
BG	**8**	*8*	**6**	*2*	**0**	*0*	**1**	*1*	**1**	**39**	*39*	**31**	*-2*	**19**	*-7*
CZ	**6**	*6*	**4**	*-2*	**2**	*1*	**1**	*1*	**2**	**48**	*48*	**27**	*-7*	**14**	*7*
DK	**3**	*3*	**9**	*2*	**4**	*0*	**2**	*2*	**3**	**45**	*45*	**33**	*4*	**9**	*-4*
DE	**6**	*6*	**8**	*-3*	**1**	*-1*	**5**	*5*	**4**	**35**	*35*	**33**	*-8*	**16**	*-2*
EE	**3**	*3*	**11**	*2*	**2**	*1*	**2**	*2*	**5**	**39**	*39*	**37**	*1*	**11**	*-12*
IE	**4**	*4*	**6**	*-2*	**2**	*2*	**3**	*3*	**1**	**38**	*38*	**42**	*-2*	**9**	*-2*
EL	**9**	*9*	**3**	*0*	**2**	*1*	**0**	*0*	**1**	**46**	*46*	**21**	*-2*	**21**	*0*
ES	**4**	*4*	**2**	*-1*	**2**	*0*	**2**	*2*	**3**	**47**	*47*	**25**	*-3*	**18**	*2*
FR	**11**	*11*	**4**	*-1*	**2**	*0*	**3**	*3*	**3**	**52**	*52*	**16**	*1*	**15**	*-5*
HR	**2**	*2*	**5**	*-2*	**1**	*1*	**4**	*4*	**2**	**52**	*52*	**30**	*3*	**9**	*-6*
IT	**8**	*8*	**8**	*-3*	**1**	*1*	**3**	*3*	**1**	**44**	*44*	**26**	*1*	**17**	*2*
CY	**4**	*4*	**3**	*0*	**2**	*1*	**2**	*2*	**2**	**49**	*49*	**18**	*-5*	**23**	*-1*
LV	**3**	*3*	**7**	*-1*	**1**	*-1*	**3**	*3*	**3**	**45**	*45*	**31**	*-2*	**14**	*2*
LT	**2**	*2*	**5**	*-1*	**2**	*1*	**1**	*1*	**2**	**52**	*52*	**31**	*-3*	**10**	*-1*
LU	**15**	*15*	**7**	*-1*	**3**	*-1*	**2**	*2*	**2**	**35**	*35*	**24**	*0*	**19**	*-6*
HU	**3**	*3*	**4**	*0*	**1**	*1*	**3**	*3*	**0**	**47**	*47*	**33**	*2*	**13**	*-4*
MT	**7**	*7*	**8**	*5*	**2**	*-2*	**1**	*1*	**5**	**23**	*23*	**45**	*6*	**16**	*-7*
NL	**11**	*11*	**11**	*0*	**2**	*-1*	**2**	*2*	**2**	**43**	*43*	**29**	*-2*	**12**	*-7*
AT	**3**	*3*	**7**	*-2*	**3**	*2*	**1**	*1*	**3**	**36**	*36*	**37**	*3*	**16**	*-5*
PL	**7**	*7*	**4**	*-3*	**1**	*1*	**3**	*3*	**4**	**40**	*40*	**32**	*-3*	**12**	*4*
PT	**3**	*3*	**6**	*-2*	**2**	*1*	**2**	*2*	**2**	**46**	*46*	**21**	*4*	**23**	*-9*
RO	**3**	*3*	**5**	*0*	**1**	*0*	**3**	*3*	**4**	**36**	*36*	**38**	*0*	**15**	*-3*
SI	**3**	*3*	**5**	*1*	**3**	*0*	**3**	*3*	**2**	**45**	*45*	**30**	*3*	**13**	*-12*
SK	**3**	*3*	**7**	*1*	**1**	*0*	**2**	*2*	**3**	**47**	*47*	**32**	*-7*	**11**	*0*
FI	**2**	*2*	**9**	*-3*	**3**	*1*	**4**	*4*	**3**	**42**	*42*	**34**	*-1*	**13**	*2*
SE	**10**	*10*	**7**	*-3*	**4**	*-3*	**2**	*2*	**2**	**40**	*40*	**34**	*-5*	**7**	*-5*
UK	**7**	*7*	**6**	*1*	**1**	*-3*	**5**	*5*	**5**	**33**	*33*	**38**	*2*	**11**	*0*

QB8T When subscribing to an Internet connection what are the main factors you consider? Firstly? And then? (MAX. 4 ANSWERS)

(%)

(IF 'INTERNET CONNECTION AT HOME', CODE 8 IN D46)

	The maximum download or upload speed (MBps)		The maximum amount of data (MB, GB) you can download or upload per month		The price of the Internet subscription		The length of the contract		The fact that the Internet subscription is part of a bundle		The customer service		Whether you get devices such as phones, tablets or TV-sets at more convenient prices or better reimbursement conditions	
	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*
EU28	**44**	*-4*	**34**	*2*	**72**	*3*	**24**	*13*	**18**	*-6*	**31**	*3*	**12**	*12*
BE	**31**	*-5*	**27**	*0*	**81**	*3*	**19**	*11*	**18**	*-5*	**51**	*6*	**10**	*10*
BG	**50**	*-5*	**34**	*-5*	**78**	*10*	**27**	*13*	**32**	*-2*	**20**	*-9*	**19**	*19*
CZ	**44**	*-6*	**39**	*4*	**81**	*1*	**15**	*10*	**16**	*9*	**33**	*8*	**11**	*11*
DK	**44**	*-3*	**34**	*4*	**76**	*3*	**6**	*-2*	**17**	*-3*	**29**	*5*	**19**	*19*
DE	**40**	*-9*	**38**	*-4*	**66**	*7*	**28**	*10*	**13**	*-13*	**35**	*13*	**9**	*9*
EE	**52**	*1*	**34**	*0*	**72**	*11*	**6**	*3*	**23**	*-9*	**13**	*0*	**15**	*15*
IE	**55**	*1*	**44**	*8*	**69**	*7*	**25**	*16*	**16**	*1*	**20**	*-6*	**12**	*12*
EL	**55**	*-7*	**24**	*-6*	**79**	*5*	**34**	*25*	**35**	*-8*	**37**	*2*	**16**	*16*
ES	**48**	*-10*	**37**	*0*	**72**	*10*	**23**	*16*	**15**	*-2*	**37**	*4*	**11**	*11*
FR	**32**	*1*	**19**	*2*	**80**	*3*	**14**	*5*	**22**	*-9*	**44**	*1*	**11**	*11*
HR	**51**	*8*	**44**	*3*	**76**	*5*	**29**	*14*	**18**	*-7*	**6**	*-4*	**25**	*25*
IT	**41**	*-2*	**38**	*1*	**70**	*-3*	**26**	*9*	**30**	*5*	**20**	*-3*	**19**	*19*
CY	**44**	*-11*	**19**	*-2*	**79**	*12*	**11**	*9*	**15**	*-3*	**60**	*13*	**15**	*15*
LV	**49**	*0*	**29**	*-2*	**74**	*4*	**18**	*15*	**18**	*1*	**20**	*0*	**8**	*8*
LT	**53**	*0*	**43**	*5*	**83**	*13*	**23**	*18*	**14**	*1*	**27**	*6*	**12**	*12*
LU	**36**	*-1*	**27**	*2*	**63**	*-2*	**14**	*10*	**21**	*-5*	**39**	*6*	**13**	*13*
HU	**56**	*6*	**35**	*0*	**81**	*2*	**30**	*13*	**29**	*-2*	**11**	*1*	**13**	*13*
MT	**56**	*3*	**29**	*-3*	**56**	*8*	**19**	*15*	**20**	*-3*	**30**	*-5*	**11**	*11*
NL	**44**	*-3*	**28**	*-2*	**79**	*1*	**21**	*2*	**19**	*-13*	**31**	*1*	**11**	*11*
AT	**50**	*0*	**56**	*5*	**63**	*4*	**36**	*14*	**20**	*-3*	**21**	*1*	**25**	*25*
PL	**50**	*-1*	**36**	*5*	**72**	*-4*	**38**	*27*	**10**	*-5*	**17**	*4*	**11**	*11*
PT	**41**	*2*	**25**	*-3*	**68**	*11*	**20**	*4*	**36**	*-24*	**38**	*11*	**17**	*17*
RO	**53**	*-6*	**38**	*9*	**65**	*-9*	**32**	*28*	**22**	*-14*	**13**	*-3*	**24**	*24*
SI	**49**	*2*	**33**	*7*	**74**	*7*	**12**	*7*	**25**	*-11*	**15**	*4*	**19**	*19*
SK	**51**	*-8*	**49**	*2*	**74**	*1*	**20**	*13*	**14**	*0*	**24**	*8*	**20**	*20*
FI	**51**	*-4*	**26**	*-1*	**75**	*-1*	**17**	*6*	**16**	*4*	**32**	*3*	**18**	*18*
SE	**52**	*3*	**37**	*2*	**78**	*9*	**25**	*10*	**9**	*-6*	**22**	*7*	**13**	*13*
UK	**47**	*-5*	**37**	*10*	**66**	*4*	**20**	*14*	**10**	*-5*	**32**	*0*	**5**	*5*

QB8T When subscribing to an Internet connection what are the main factors you consider? Firstly? And then? (MAX. 4 ANSWERS)

(%)

(IF 'INTERNET CONNECTION AT HOME', CODE 8 IN D46)

	The reputation of the Internet access provider		The ability to connect multiple devices at the same time without loss of quality		Other (SPONTANEOUS)		None (SPONTANEOUS)		Don't know	Total 'Costs-related criteria'		Total 'Quality-related criteria'		Total 'Service-related criteria'	
	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*
EU28	**25**	*25*	**25**	*-1*	**3**	*-1*	**6**	*6*	**3**	**76**	*76*	**67**	*-3*	**57**	*6*
BE	**28**	*28*	**27**	*4*	**3**	*0*	**2**	*2*	**0**	**84**	*84*	**58**	*0*	**68**	*6*
BG	**32**	*32*	**27**	*-1*	**1**	*0*	**2**	*2*	**1**	**85**	*85*	**71**	*-5*	**61**	*1*
CZ	**28**	*28*	**27**	*5*	**4**	*1*	**4**	*4*	**2**	**83**	*83*	**69**	*-2*	**53**	*18*
DK	**22**	*22*	**33**	*4*	**6**	*-3*	**5**	*5*	**3**	**81**	*81*	**72**	*4*	**43**	*-2*
DE	**18**	*18*	**23**	*-9*	**2**	*-2*	**8**	*8*	**4**	**70**	*70*	**64**	*-11*	**59**	*7*
EE	**15**	*15*	**31**	*3*	**4**	*0*	**6**	*6*	**5**	**75**	*75*	**71**	*-1*	**39**	*-4*
IE	**21**	*21*	**28**	*2*	**2**	*1*	**5**	*5*	**1**	**75**	*75*	**77**	*0*	**49**	*5*
EL	**46**	*46*	**17**	*-2*	**5**	*2*	**2**	*2*	**1**	**84**	*84*	**69**	*-6*	**76**	*10*
ES	**20**	*20*	**20**	*3*	**4**	*-1*	**6**	*6*	**3**	**76**	*76*	**70**	*-5*	**56**	*6*
FR	**34**	*34*	**20**	*0*	**3**	*0*	**5**	*5*	**3**	**83**	*83*	**52**	*2*	**64**	*-1*
HR	**14**	*14*	**25**	*-3*	**3**	*2*	**5**	*5*	**2**	**81**	*81*	**76**	*5*	**46**	*1*
IT	**30**	*30*	**30**	*-8*	**1**	*-1*	**4**	*4*	**1**	**77**	*77*	**70**	*-4*	**61**	*10*
CY	**28**	*28*	**17**	*-1*	**3**	*0*	**5**	*5*	**2**	**82**	*82*	**59**	*-6*	**70**	*10*
LV	**16**	*16*	**30**	*5*	**3**	*-1*	**9**	*9*	**3**	**76**	*76*	**72**	*2*	**44**	*7*
LT	**22**	*22*	**28**	*3*	**5**	*3*	**3**	*3*	**2**	**85**	*85*	**75**	*-1*	**54**	*18*
LU	**33**	*33*	**24**	*-4*	**5**	*-6*	**6**	*6*	**2**	**69**	*69*	**58**	*-2*	**59**	*6*
HU	**16**	*16*	**20**	*2*	**2**	*0*	**5**	*5*	**0**	**84**	*84*	**74**	*1*	**56**	*6*
MT	**24**	*24*	**26**	*6*	**4**	*-3*	**4**	*4*	**5**	**63**	*63*	**74**	*6*	**54**	*-1*
NL	**39**	*39*	**36**	*1*	**4**	*-3*	**4**	*4*	**2**	**80**	*80*	**72**	*-1*	**58**	*-3*
AT	**16**	*16*	**34**	*0*	**4**	*1*	**2**	*2*	**3**	**73**	*73*	**78**	*-2*	**59**	*6*
PL	**22**	*22*	**16**	*-5*	**2**	*1*	**4**	*4*	**4**	**76**	*76*	**70**	*-2*	**54**	*21*
PT	**23**	*23*	**45**	*-1*	**3**	*2*	**5**	*5*	**2**	**76**	*76*	**70**	*-6*	**70**	*-8*
RO	**24**	*24*	**23**	*2*	**3**	*1*	**5**	*5*	**4**	**74**	*74*	**72**	*-5*	**56**	*5*
SI	**13**	*13*	**19**	*7*	**6**	*-4*	**8**	*8*	**2**	**80**	*80*	**69**	*4*	**42**	*-2*
SK	**17**	*17*	**29**	*5*	**3**	*2*	**2**	*2*	**3**	**82**	*82*	**75**	*-2*	**48**	*15*
FI	**14**	*14*	**33**	*-8*	**5**	*-1*	**7**	*7*	**3**	**79**	*79*	**69**	*-5*	**54**	*8*
SE	**35**	*35*	**33**	*4*	**5**	*-8*	**7**	*7*	**2**	**81**	*81*	**76**	*3*	**48**	*9*
UK	**25**	*25*	**24**	*3*	**2**	*-4*	**9**	*9*	**5**	**67**	*67*	**70**	*1*	**51**	*6*

QB9.1 When using your household Internet subscription, have you experienced any of the following problems?
Interruption of your Internet connection (%)
(IF 'INTERNET CONNECTION AT HOME', CODE 8 IN D46)

	Yes, often	Yes, sometimes	No, never	Don't know	At least once
EU28	8	50	40	2	58
BE	9	50	40	1	59
BG	4	58	34	4	62
CZ	5	53	39	3	58
DK	6	47	45	2	53
DE	8	50	41	1	58
EE	3	52	42	3	55
IE	8	46	45	1	54
EL	2	35	58	5	37
ES	9	37	50	4	46
FR	13	52	33	2	65
HR	5	50	38	7	55
IT	4	52	43	1	56
CY	6	47	43	4	53
LV	5	54	39	2	59
LT	7	60	32	1	67
LU	10	50	39	1	60
HU	3	50	44	3	53
MT	13	56	28	3	69
NL	13	51	35	1	64
AT	6	54	38	2	60
PL	6	51	40	3	57
PT	4	38	54	4	42
RO	8	52	32	8	60
SI	7	60	31	2	67
SK	3	53	39	5	56
FI	6	52	40	2	58
SE	8	51	40	1	59
UK	10	53	35	2	63

QB9.2 When using your household Internet subscription, have you experienced any of the following problems?
Delays in downloading or uploading content (%)
(IF 'INTERNET CONNECTION AT HOME', CODE 8 IN D46)

	Yes, often	Yes, sometimes	No, never	Don't know	At least once
EU28	8	44	44	4	52
BE	7	44	47	2	51
BG	3	55	35	7	58
CZ	3	44	47	6	47
DK	5	41	50	4	46
DE	9	45	44	2	54
EE	5	43	46	6	48
IE	8	43	47	2	51
EL	5	51	38	6	56
ES	8	41	47	4	49
FR	15	38	43	4	53
HR	6	49	38	7	55
IT	3	57	38	2	60
CY	10	42	43	5	52
LV	5	41	48	6	46
LT	6	52	39	3	58
LU	12	45	40	3	57
HU	3	41	53	3	44
MT	12	52	32	4	64
NL	9	38	50	3	47
AT	8	46	44	2	54
PL	5	43	49	3	48
PT	4	28	62	6	32
RO	8	45	38	9	53
SI	4	45	48	3	49
SK	1	41	51	7	42
FI	7	52	38	3	59
SE	7	46	46	1	53
UK	10	46	41	3	56

QB9.3 When using your household Internet subscription, have you experienced any of the following problems?
Difficulty in using several applications at the same time on different devices (%)
(IF 'INTERNET CONNECTION AT HOME', CODE 8 IN D46)

	Yes, often	Yes, sometimes	No, never	Don't know	At least once
EU28	7	31	58	4	38
BE	5	30	62	3	35
BG	3	41	47	9	44
CZ	3	31	58	8	34
DK	4	23	66	7	27
DE	8	27	61	4	35
EE	3	28	60	9	31
IE	7	37	54	2	44
EL	2	29	62	7	31
ES	6	32	57	5	38
FR	10	26	59	5	36
HR	4	42	46	8	46
IT	2	46	51	1	48
CY	8	36	48	8	44
LV	4	25	64	7	29
LT	4	32	58	6	36
LU	5	33	58	4	38
HU	3	31	61	5	34
MT	9	41	40	10	50
NL	8	19	70	3	27
AT	7	30	60	3	37
PL	5	35	55	5	40
PT	4	25	66	5	29
RO	8	38	45	9	46
SI	5	41	50	4	46
SK	2	37	53	8	39
FI	4	30	59	7	34
SE	4	24	68	4	28
UK	9	34	54	3	43

QB9.4 When using your household Internet subscription, have you experienced any of the following problems?
A lack of responsiveness of the Internet (%)
(IF 'INTERNET CONNECTION AT HOME', CODE 8 IN D46)

	Yes, often	Yes, sometimes	No, never	Don't know	At least once
EU28	8	45	44	3	53
BE	7	50	42	1	57
BG	4	55	35	6	59
CZ	3	43	49	5	46
DK	7	42	48	3	49
DE	11	45	42	2	56
EE	2	45	49	4	47
IE	7	40	52	1	47
EL	3	39	53	5	42
ES	6	36	54	4	42
FR	13	42	42	3	55
HR	6	54	33	7	60
IT	6	59	34	1	65
CY	6	33	52	9	39
LV	4	32	58	6	36
LT	7	52	39	2	59
LU	8	45	43	4	53
HU	3	41	54	2	44
MT	11	52	33	4	63
NL	8	35	52	5	43
AT	7	51	40	2	58
PL	4	42	51	3	46
PT	4	34	58	4	38
RO	7	48	37	8	55
SI	5	55	37	3	60
SK	2	47	45	6	49
FI	6	54	38	2	60
SE	7	44	48	1	51
UK	11	49	38	2	60

QB9T When using your household Internet subscription, have you experienced any of the following problems?
(%)
(IF 'INTERNET CONNECTION AT HOME', CODE 8 IN D46)

	At least one problem
EU28	72
BE	74
BG	72
CZ	70
DK	70
DE	75
EE	72
IE	63
EL	64
ES	61
FR	76
HR	68
IT	76
CY	69
LV	70
LT	76
LU	75
HU	66
MT	79
NL	76
AT	79
PL	67
PT	48
RO	68
SI	75
SK	65
FI	77
SE	75
UK	74

QB10 Do you know if there are tools made available by mobile network operators enabling to control the consumption of your voice calls, SMS and data?

(%)

(IF 'OWN A PERSONAL MOBILE TELEPHONE', CODE 1 IN D43b)

	Yes and you use these tools often	Yes and you sometimes use these tools	Yes but you never use these tools	No	Don't know	Total 'Yes'	Total 'Yes and uses these tools'
EU28	9	18	24	43	6	51	27
BE	12	21	23	44	0	56	33
BG	2	7	24	47	19	34	10
CZ	11	28	32	27	2	71	39
DK	8	22	28	36	6	58	30
DE	7	17	20	46	10	44	24
EE	4	12	35	42	7	51	16
IE	15	13	18	47	8	45	27
EL	9	13	24	52	2	45	21
ES	9	16	29	43	4	54	25
FR	10	16	28	45	1	54	26
HR	7	20	25	42	7	52	27
IT	14	25	18	37	6	57	39
CY	8	12	22	53	5	42	20
LV	6	8	34	45	7	48	15
LT	4	8	25	61	2	38	13
LU	12	17	32	36	2	61	29
HU	3	12	24	59	1	40	16
MT	7	11	15	55	12	33	18
NL	8	25	31	33	3	65	33
AT	9	32	24	34	1	65	41
PL	5	18	25	48	4	48	23
PT	9	15	29	44	4	52	24
RO	14	19	12	49	7	44	32
SI	13	20	34	33	1	66	32
SK	6	25	31	31	7	62	31
FI	3	9	38	44	6	51	12
SE	4	28	33	32	2	66	33
UK	11	13	20	46	10	44	24

QB11 When you sign a new contract for communication services, how useful or not would it be for you to have a summary of the essential contract features, such as the main characteristics of the different services and their price, the length of the contract and the conditions for termination?
(%)

	Very useful	Fairly useful	Not very useful	Not useful at all	Don't know	Total 'Useful'
EU28	46	37	6	4	7	83
BE	55	34	6	3	2	89
BG	61	28	1	1	9	89
CZ	42	41	9	3	5	83
DK	45	31	11	8	5	76
DE	38	36	6	9	11	74
EE	46	36	4	2	12	82
IE	57	32	4	2	5	89
EL	60	32	4	1	3	92
ES	42	40	7	4	7	82
FR	53	36	4	3	4	89
HR	50	36	7	2	5	86
IT	31	49	8	4	8	80
CY	68	17	2	2	11	85
LV	52	29	10	5	4	81
LT	35	45	10	4	6	80
LU	61	32	3	2	2	93
HU	44	42	8	2	4	86
MT	66	26	2	2	4	92
NL	68	24	4	3	1	92
AT	38	43	9	5	5	81
PL	32	51	7	2	8	83
PT	47	40	5	4	4	87
RO	57	30	5	3	5	87
SI	61	27	6	4	2	88
SK	29	49	8	6	8	78
FI	57	27	7	2	7	84
SE	68	21	5	3	3	89
UK	55	30	5	4	6	85

QB12.1 How often do you do any of the following from the country where you live?
Make international phone calls over a landline phone within the EU (%)
(IF 'FIXED TELEPHONE IN THE HOUSEHOLD', CODE 1 IN D43a)

	Several times a day	Once a day	Several times a week	Once a week	Several times a month	Once a month	Less than once a month	Never	Don't know	Daily usage	Regular usage	Occasional usage	At least several times a month	At least occasional usage
EU28	1	1	3	2	4	4	13	72	1	2	9	17	11	27
BE	2	1	3	4	7	7	20	55	1	3	14	27	17	44
BG	0	1	2	2	5	6	5	80	0	1	9	11	9	20
CZ	0	1	2	5	6	4	9	73	0	1	13	13	14	27
DK	0	0	2	3	1	4	18	73	0	0	5	21	5	27
DE	1	1	3	2	6	6	19	61	1	3	11	25	14	38
EE	0	0	1	1	2	4	17	74	0	0	4	21	5	26
IE	2	3	7	6	7	8	18	49	0	5	20	26	25	50
EL	2	1	2	1	3	4	9	78	0	3	6	13	9	22
ES	0	0	1	1	2	2	6	88	1	0	4	7	4	11
FR	1	1	2	3	3	3	11	76	0	2	9	14	10	24
HR	1	1	2	1	7	4	16	67	0	2	11	20	13	33
IT	1	0	2	0	2	3	8	82	2	2	4	11	6	17
CY	3	2	8	5	7	5	21	49	0	5	19	26	24	51
LV	1	1	2	2	3	4	12	77	0	1	6	16	8	23
LT	2	0	3	3	4	4	11	74	0	2	10	15	11	26
LU	5	1	13	9	14	12	19	26	0	7	36	31	43	74
HU	1	0	2	2	2	5	10	76	2	1	6	15	7	22
MT	2	0	2	3	2	9	17	64	0	2	8	26	9	35
NL	1	1	2	3	4	5	23	61	0	2	9	28	11	39
AT	2	5	9	4	10	6	16	48	0	7	23	22	30	52
PL	1	1	4	7	7	3	9	68	0	2	18	12	20	32
PT	1	2	2	2	5	3	7	77	0	2	9	11	11	22
RO	3	1	7	2	8	2	10	67	1	4	17	13	20	33
SI	1	0	3	3	5	6	17	63	1	2	11	23	13	36
SK	2	7	5	4	9	6	8	57	1	9	18	14	27	41
FI	1	1	1	1	0	4	7	85	0	2	3	11	4	15
SE	0	0	2	2	2	4	23	67	0	0	6	27	7	33
UK	1	1	2	3	2	2	12	75	1	2	8	14	10	24

QB12.2 How often do you do any of the following from the country where you live?
Make international phone calls over a mobile phone within the EU (%)
(IF 'OWN A PERSONAL MOBILE TELEPHONE', CODE 1 IN D43b)

	Several times a day	Once a day	Several times a week	Once a week	Several times a month	Once a month	Less than once a month	Never	Don't know	Daily usage	Regular usage	Occasional usage	At least several times a month	At least occasional usage
EU28	2	1	4	2	4	4	15	67	1	3	10	19	13	32
BE	2	2	5	3	7	5	24	51	2	4	14	29	18	47
BG	1	1	2	4	7	7	13	66	0	1	13	20	15	34
CZ	1	1	2	1	5	4	20	65	1	2	8	24	10	34
DK	1	1	3	2	4	5	33	51	0	2	9	38	11	49
DE	1	1	4	2	5	5	22	59	0	3	11	27	14	41
EE	2	2	5	4	8	8	29	40	0	5	18	38	22	60
IE	3	3	8	7	7	5	17	50	0	6	21	23	27	50
EL	2	1	1	1	2	1	7	85	0	2	4	9	6	15
ES	0	1	1	2	2	2	5	87	1	1	4	7	5	12
FR	1	1	2	2	3	3	15	74	0	2	7	18	9	26
HR	2	1	3	3	5	5	15	67	0	3	11	19	13	33
IT	1	1	3	2	2	2	8	81	2	2	6	10	8	18
CY	4	4	8	6	8	6	18	46	0	8	22	24	29	54
LV	2	1	4	4	5	7	22	53	1	4	13	29	17	46
LT	2	1	5	3	8	6	21	53	0	3	17	26	21	47
LU	8	3	16	8	16	10	18	22	0	11	39	28	50	78
HU	1	1	2	1	4	5	11	73	3	2	7	16	8	24
MT	3	1	2	2	3	3	13	72	0	4	7	17	11	28
NL	1	1	4	3	7	8	31	45	0	1	14	39	16	55
AT	9	5	7	3	10	6	19	41	0	14	21	25	34	59
PL	2	2	7	4	5	4	14	62	2	3	15	18	19	36
PT	1	2	2	2	2	2	7	81	0	3	6	10	9	18
RO	3	3	7	6	9	4	11	57	1	6	21	16	27	43
SI	6	1	5	3	8	10	23	44	1	7	15	32	23	55
SK	1	2	5	3	11	5	18	54	1	3	18	24	22	45
FI	1	1	2	3	5	7	31	51	0	2	9	38	11	49
SE	0	1	2	2	4	6	39	45	0	2	9	45	10	55
UK	2	2	4	2	3	3	14	70	1	4	9	17	13	30

QB12.3 How often do you do any of the following from the country where you live?
Make international calls using Internet applications, including video calls (VoIP) within the EU. This excludes calling a phone number with the Internet application. (%)

	Several times a day	Once a day	Several times a week	Once a week	Several times a month	Once a month	Less than once a month	Never	Don't know	Daily usage	Regular usage	Occasional usage	At least several times a month	At least occasional usage
EU28	2	1	3	2	3	3	9	76	1	3	9	11	12	23
BE	3	2	5	3	5	4	11	66	2	5	12	15	17	33
BG	1	1	4	4	7	5	7	69	1	2	16	12	17	30
CZ	1	1	2	1	3	2	8	82	1	2	6	10	8	18
DK	1	1	3	2	4	3	22	64	1	1	9	25	10	35
DE	1	1	3	2	3	3	13	74	0	2	8	16	10	25
EE	2	3	5	5	6	4	11	64	1	5	15	15	20	35
IE	2	4	10	6	6	5	10	57	1	6	22	15	28	42
EL	1	0	3	2	4	3	4	82	1	1	9	7	10	17
ES	0	0	1	2	2	2	5	87	1	1	5	7	5	12
FR	2	1	3	2	4	3	8	78	0	2	9	11	11	22
HR	1	2	3	3	5	3	12	71	0	3	11	15	14	29
IT	1	1	3	1	1	1	5	84	2	1	6	7	7	14
CY	7	5	11	6	8	4	8	52	0	12	25	12	36	48
LV	3	2	7	5	5	5	10	61	1	5	18	15	23	38
LT	4	4	7	6	7	5	6	61	0	9	19	11	28	39
LU	7	4	13	5	10	3	10	47	1	11	28	14	39	53
HU	0	2	3	2	4	2	7	77	4	2	8	9	10	20
MT	5	2	4	2	2	4	10	70	2	7	8	13	15	28
NL	2	1	3	1	5	6	14	68	0	2	9	20	11	31
AT	2	3	6	2	9	5	10	64	0	5	17	15	21	36
PL	1	3	4	4	5	3	7	73	2	4	13	9	17	26
PT	2	2	3	2	3	2	3	83	1	3	8	5	11	16
RO	3	1	5	3	3	2	4	79	1	4	10	6	14	20
SI	4	2	4	2	4	4	10	69	2	6	10	14	16	30
SK	2	2	3	2	7	2	11	69	2	3	12	13	16	29
FI	0	1	1	2	3	7	15	71	0	1	6	22	8	29
SE	0	1	3	2	5	5	20	63	0	1	10	25	11	36
UK	4	3	5	3	3	3	8	70	1	7	10	11	18	29

QB12.4 How often do you do any of the following from the country where you live?

Make international phone calls to a phone number using Internet applications (voice calls) (VoIP) within the EU (%)

	Several times a day	Once a day	Several times a week	Once a week	Several times a month	Once a month	Less than once a month	Never	Don't know	Daily usage	Regular usage	Occasional usage	At least several times a month	At least occasional usage
EU28	1	1	3	2	3	2	7	80	1	2	7	9	10	19
BE	2	2	4	3	4	3	11	70	2	4	11	14	15	29
BG	1	1	4	5	6	5	6	71	1	1	15	12	16	28
CZ	0	1	2	1	2	2	8	83	1	1	5	9	7	16
DK	1	0	2	2	3	2	17	73	1	1	6	19	7	26
DE	1	1	2	2	3	2	9	80	0	2	7	11	8	19
EE	1	1	3	4	4	2	12	70	2	3	10	14	13	28
IE	2	5	8	5	5	6	10	59	1	7	18	15	25	40
EL	1	1	2	1	2	2	3	87	1	1	5	5	6	12
ES	0	0	1	1	2	1	4	89	1	1	4	5	5	10
FR	1	1	3	1	2	2	6	84	1	1	6	8	7	15
HR	1	1	4	2	4	3	11	73	1	2	10	14	13	26
IT	0	1	3	1	1	1	5	85	3	1	5	6	7	13
CY	6	5	9	6	6	3	7	57	0	11	21	10	32	43
LV	2	2	5	3	4	3	8	72	1	4	12	12	15	27
LT	3	2	5	4	3	4	5	73	0	5	12	9	17	26
LU	7	3	10	4	8	3	10	55	1	10	22	13	32	45
HU	0	1	3	2	3	3	7	77	4	1	8	9	9	19
MT	4	2	3	2	2	3	6	75	2	6	8	9	14	23
NL	1	1	3	2	3	3	14	72	1	2	8	17	10	27
AT	1	3	5	3	8	4	10	64	0	5	17	15	21	36
PL	0	2	4	3	3	2	6	77	2	3	10	9	13	22
PT	1	1	3	2	2	1	3	85	1	2	7	4	9	13
RO	2	2	4	3	3	2	5	79	1	4	10	6	13	20
SI	3	2	3	2	3	4	9	71	2	5	8	13	14	27
SK	1	2	2	2	7	3	10	72	2	3	11	12	14	26
FI	1	0	2	2	2	6	14	73	1	1	5	20	6	26
SE	0	1	2	2	2	4	16	73	1	1	6	20	7	27
UK	3	3	4	2	3	2	7	75	1	6	9	10	14	24

QB12.5 How often do you do any of the following from the country where you live?
Send international SMS within the EU (%)

	Several times a day	Once a day	Several times a week	Once a week	Several times a month	Once a month	Less than once a month	Never	Don't know	Daily usage	Regular usage	Occasional usage	At least several times a month	At least occasional usage
EU28	1	1	3	2	3	3	11	74	1	3	8	14	11	25
BE	3	2	4	2	6	5	20	55	2	5	13	26	18	44
BG	0	1	2	4	4	5	7	76	1	1	10	11	11	22
CZ	1	1	3	2	5	4	18	66	1	2	10	22	11	33
DK	1	1	3	2	5	7	29	52	1	2	10	35	12	48
DE	0	1	2	1	4	3	15	74	0	1	7	18	8	26
EE	1	1	3	4	6	4	22	57	2	2	13	26	15	41
IE	5	7	10	7	5	5	13	47	1	12	22	18	35	52
EL	1	0	2	1	2	1	3	89	1	1	5	5	6	10
ES	0	0	1	0	0	1	3	93	1	0	1	4	2	6
FR	2	1	2	1	3	3	12	76	1	2	6	14	9	23
HR	1	1	3	2	5	4	11	72	0	2	10	15	13	28
IT	1	1	3	2	2	2	5	82	3	2	7	7	8	15
CY	7	6	10	4	5	4	9	56	0	12	18	13	30	44
LV	1	2	5	3	4	6	14	64	1	3	13	19	16	35
LT	3	2	5	4	5	4	11	66	1	5	14	15	19	33
LU	11	4	15	5	11	7	14	34	0	15	30	21	46	66
HU	1	0	1	2	2	2	8	80	3	1	5	10	6	16
MT	5	2	3	3	3	3	11	68	2	7	9	14	16	30
NL	0	1	2	1	5	6	25	59	1	1	9	31	10	41
AT	8	5	9	4	7	3	12	51	0	13	21	15	34	49
PL	1	2	5	3	5	2	11	69	1	3	13	13	16	29
PT	1	1	2	1	2	1	4	86	1	3	5	5	8	13
RO	2	1	3	3	3	2	6	78	1	3	9	8	12	21
SI	5	3	5	3	5	7	17	53	1	8	13	23	22	45
SK	1	2	4	3	8	3	12	66	2	2	14	15	17	32
FI	1	1	2	2	4	7	28	54	1	2	8	36	10	45
SE	1	1	3	2	6	10	34	43	0	2	11	44	12	57
UK	3	2	4	2	3	3	12	71	1	5	8	15	13	28

QB12.6 How often do you do any of the following from the country where you live?
Use an instant Internet messaging service to reach people in another EU country (%)

	Several times a day	Once a day	Several times a week	Once a week	Several times a month	Once a month	Less than once a month	Never	Don't know	Daily usage	Regular usage	Occasional usage	At least several times a month	At least occasional usage
EU28	3	2	4	2	4	3	8	73	1	4	11	11	15	26
BE	3	3	5	2	7	4	12	62	2	6	13	16	19	36
BG	1	1	5	4	6	4	5	71	2	3	15	9	18	27
CZ	1	1	2	2	3	3	8	80	1	1	7	11	8	19
DK	1	1	3	3	5	7	18	61	1	2	11	24	14	38
DE	3	1	3	3	4	2	7	77	1	3	10	9	13	22
EE	4	3	6	4	6	3	11	62	2	7	16	14	22	36
IE	8	8	11	6	4	5	8	49	1	16	21	13	37	50
EL	1	1	2	1	3	2	3	87	1	2	6	5	7	12
ES	2	1	3	2	2	2	5	82	1	3	7	7	10	17
FR	3	1	3	1	4	4	7	77	1	4	8	11	11	22
HR	2	2	4	2	6	4	10	69	1	4	12	14	16	30
IT	1	2	4	2	2	2	6	78	3	3	8	8	12	19
CY	9	6	8	4	7	3	7	57	1	15	19	10	33	43
LV	5	3	8	4	4	5	9	62	1	7	16	13	23	36
LT	6	4	6	5	4	4	6	65	1	10	15	10	24	35
LU	13	5	14	3	9	4	7	43	1	18	27	11	45	55
HU	1	1	4	2	3	3	7	74	4	3	9	10	12	22
MT	8	3	4	4	3	5	7	62	3	11	11	13	22	35
NL	3	2	7	2	8	8	16	54	1	5	17	23	22	46
AT	2	5	9	5	9	5	9	57	1	7	22	13	29	42
PL	2	3	5	4	5	3	7	69	2	5	14	11	19	29
PT	3	1	4	2	5	3	4	77	1	4	11	7	15	22
RO	4	2	4	3	4	2	4	76	1	5	10	7	16	22
SI	7	3	5	4	5	4	9	61	2	10	14	13	24	37
SK	2	2	3	2	6	3	11	69	2	4	12	13	16	29
FI	3	2	4	3	7	7	15	59	1	4	15	22	19	41
SE	3	2	4	4	8	8	17	53	1	5	16	25	21	46
UK	6	2	4	2	4	3	10	67	1	8	11	13	19	32

QB12T International voice communication by phone or Internet
(%)
(IF 'DID NOT ANSWER DON'T KNOW' (code 9) IN B12.1, B12.2, B12.3 AND B12.4)

	Daily usage	Regular usage	Occasional usage	Never	At least several times a month	At least occasional usage
EU28	5	15	20	59	20	40
BE	8	19	31	42	27	58
BG	3	21	17	60	24	40
CZ	3	10	24	62	13	37
DK	3	14	38	45	17	55
DE	4	17	29	49	22	51
EE	8	22	35	35	30	65
IE	11	31	24	34	42	66
EL	5	11	14	70	16	30
ES	2	8	10	79	10	20
FR	4	14	20	62	18	38
HR	5	18	24	53	23	47
IT	3	8	12	76	11	23
CY	16	31	22	31	47	69
LV	8	25	27	40	32	60
LT	10	26	21	43	36	57
LU	19	49	24	8	68	92
HU	3	12	15	68	15	30
MT	9	16	30	45	24	54
NL	5	20	42	32	25	68
AT	15	26	24	35	41	65
PL	6	18	17	58	25	41
PT	5	14	12	69	19	30
RO	7	22	14	57	29	42
SI	11	20	32	38	30	62
SK	6	22	20	52	27	47
FI	3	13	37	47	16	53
SE	3	16	46	35	19	65
UK	9	14	17	60	23	40

QB12TT International text and video messages by phone or Internet

(%)

(IF 'DID NOT ANSWER DON'T KNOW' (code 9) IN B12.5 AND B12.6)

	Daily usage	Regular usage	Occasional usage	Never	At least several times a month	At least occasional usage
EU28	5	13	15	66	18	34
BE	9	17	26	48	27	52
BG	3	17	10	70	20	30
CZ	3	12	21	65	14	35
DK	4	14	36	46	18	54
DE	4	14	19	63	18	37
EE	7	20	22	51	27	49
IE	19	25	16	41	44	59
EL	3	7	6	84	10	16
ES	4	7	7	82	10	18
FR	5	10	16	70	14	30
HR	5	14	16	65	19	35
IT	4	9	9	78	13	22
CY	18	20	11	51	38	49
LV	8	20	19	53	28	47
LT	11	18	14	58	29	42
LU	24	37	17	23	60	77
HU	3	10	12	75	13	25
MT	12	14	15	58	26	42
NL	5	22	31	42	27	58
AT	15	26	16	44	40	56
PL	6	16	14	64	22	36
PT	5	12	7	76	17	24
RO	6	12	9	73	18	27
SI	13	18	20	49	31	51
SK	5	16	16	63	21	37
FI	5	17	32	46	22	54
SE	6	21	40	34	26	66
UK	10	12	16	62	22	38

QB12T3 International communication by fixed or mobile telephone or Internet
(%)
(IF 'DID NOT ANSWER DON'T KNOW' (code 9) IN B12.1, B12.2, B12.3, B12.4, B12.5 AND B12.6)

	Daily usage	Regular usage	Occasional usage	Never	At least several times a month	At least occasional usage
EU28	8	17	20	55	25	44
BE	12	21	30	37	33	63
BG	4	23	14	58	27	42
CZ	4	13	24	58	17	42
DK	5	18	39	38	23	62
DE	6	20	28	46	27	54
EE	11	24	32	33	36	67
IE	21	30	19	29	52	71
EL	5	12	13	69	17	31
ES	4	10	10	75	15	24
FR	6	15	20	59	22	41
HR	8	19	22	51	27	49
IT	5	11	11	73	16	26
CY	23	28	21	29	50	71
LV	11	27	24	37	39	63
LT	14	27	18	41	41	59
LU	29	46	19	6	75	94
HU	5	12	15	66	17	32
MT	14	18	26	41	32	58
NL	8	27	40	24	35	76
AT	19	30	22	30	48	70
PL	8	19	16	55	28	44
PT	7	18	11	63	25	36
RO	9	22	13	55	31	44
SI	16	23	27	33	39	67
SK	7	22	20	50	30	49
FI	6	21	36	38	26	62
SE	7	25	44	25	32	75
UK	12	15	19	54	27	46

QB12T4 International communication by fixed or mobile telephone

(%)

(IF 'DID NOT ANSWER DON'T KNOW' (code 9) IN B12.1, B12.2 AND B12.5)

	Daily usage	Regular usage	Occasional usage	Never	At least several times a month	At least occasional usage
EU28	4	14	21	61	18	39
BE	7	19	32	41	26	58
BG	2	17	18	64	19	36
CZ	3	11	25	60	14	39
DK	3	13	41	43	16	57
DE	4	16	30	50	20	50
EE	5	20	38	37	25	63
IE	14	29	22	34	44	66
EL	4	9	14	74	13	26
ES	1	6	8	84	7	15
FR	4	12	20	64	16	36
HR	4	16	22	58	20	42
IT	3	9	10	77	12	22
CY	15	26	24	36	41	64
LV	5	19	29	46	25	54
LT	7	20	24	50	26	50
LU	20	46	25	9	66	91
HU	2	9	15	71	11	26
MT	8	13	29	49	22	50
NL	3	20	45	32	23	68
AT	17	25	23	35	42	65
PL	5	18	17	59	23	40
PT	4	11	12	73	15	27
RO	7	21	14	58	28	42
SI	12	19	32	36	31	64
SK	4	21	21	53	26	46
FI	2	13	41	43	15	56
SE	3	15	49	33	18	67
UK	7	13	20	61	19	39

QB12T5 International communication by Internet
(%)
(IF 'DID NOT ANSWER DON'T KNOW' (code 9) IN B12.3, B12.4 AND B12.6)

	Daily usage	Regular usage	Occasional usage	Never	At least several times a month	At least occasional usage
EU28	6	13	13	68	19	32
BE	10	16	19	56	25	44
BG	3	20	11	65	24	35
CZ	3	10	13	74	13	26
DK	3	15	28	54	18	46
DE	5	13	16	66	18	34
EE	9	20	18	52	30	48
IE	18	24	14	43	42	57
EL	3	9	7	81	12	19
ES	3	9	7	80	13	20
FR	5	11	12	71	16	29
HR	6	14	16	64	20	36
IT	4	9	9	78	13	22
CY	20	23	12	46	43	54
LV	10	23	15	52	33	48
LT	13	21	12	54	34	46
LU	22	34	12	32	56	68
HU	4	11	11	73	15	27
MT	13	12	16	59	25	41
NL	6	19	29	45	26	55
AT	10	24	15	51	34	49
PL	7	15	11	67	22	33
PT	5	14	7	74	19	26
RO	6	13	8	73	19	27
SI	12	17	15	56	29	44
SK	6	16	14	64	22	36
FI	5	17	24	54	22	46
SE	6	19	29	45	26	55
UK	11	14	14	62	24	38

QB12T6 International voice communication by Internet
(%)
(IF 'DID NOT ANSWER DON'T KNOW' (code 9) IN B12.3 AND B12.4)

	Daily usage	Regular usage	Occasional usage	Never	At least several times a month	At least occasional usage
EU28	4	10	12	74	14	26
BE	6	13	17	63	19	37
BG	2	18	13	68	20	32
CZ	2	7	11	80	10	20
DK	2	10	26	63	12	37
DE	2	9	16	73	11	27
EE	5	16	18	61	21	39
IE	8	23	17	52	31	48
EL	2	9	8	81	11	19
ES	1	6	7	86	7	14
FR	2	9	12	77	12	23
HR	3	13	17	67	16	33
IT	2	6	8	84	8	16
CY	14	26	12	49	40	51
LV	6	20	16	58	26	42
LT	9	21	12	58	30	42
LU	13	30	14	43	43	57
HU	2	10	10	77	13	23
MT	8	9	15	68	17	32
NL	3	11	25	61	14	39
AT	7	19	15	59	26	41
PL	5	13	10	71	18	29
PT	4	9	5	82	12	18
RO	4	11	7	77	16	23
SI	7	11	15	66	18	34
SK	5	14	13	68	19	32
FI	2	8	24	66	10	34
SE	2	12	26	61	13	39
UK	8	11	12	69	19	31

QB12T7 International voice communication by phone
(%)
(IF 'DID NOT ANSWER DON'T KNOW' (code 9) IN B12.1 AND B12.2)

	Daily usage	Regular usage	Occasional usage	Never	At least several times a month	At least occasional usage
EU28	3	12	21	64	15	36
BE	5	17	32	47	21	53
BG	1	14	19	66	15	34
CZ	2	8	24	65	10	35
DK	2	10	38	50	11	50
DE	3	14	29	54	18	46
EE	5	18	39	38	23	62
IE	7	25	26	43	32	57
EL	3	7	13	76	10	24
ES	1	5	8	85	7	15
FR	3	10	20	67	13	33
HR	3	13	22	62	16	38
IT	2	7	11	80	10	20
CY	8	24	27	41	32	59
LV	4	14	30	52	18	48
LT	3	17	26	53	21	47
LU	12	47	29	12	60	88
HU	2	8	17	74	9	26
MT	4	11	30	55	15	45
NL	2	17	42	38	19	62
AT	14	22	25	39	35	61
PL	3	18	18	61	21	39
PT	3	9	13	75	12	25
RO	6	22	16	57	27	43
SI	8	18	34	40	26	60
SK	4	20	24	53	23	47
FI	2	9	38	51	11	49
SE	2	10	46	42	12	58
UK	4	10	18	67	14	33

QB13 You said you make international phone calls using Internet applications, including video calls (VoIP) within the EU or you used an instant Internet messaging service to reach people in another EU country. Is it for any of the following reasons ? (MULTIPLE ANSWERS POSSIBLE)
(%)
(IF 'CODE 1 TO 7 IN QB12.3,QB12.4 OR QB12.6')

	It is cheaper than using traditional services such as landline or mobile services	It includes additional functionalities such as the possibility to send text, images and videos	Other (SPONTANEOUS)	None (SPONTANEOUS)	Don't know
EU28	65	46	4	6	3
BE	74	40	4	0	0
BG	76	40	1	1	8
CZ	62	47	5	3	4
DK	68	43	7	5	1
DE	52	51	2	17	4
EE	66	53	5	4	3
IE	75	42	3	2	2
EL	86	53	3	0	0
ES	68	43	3	9	2
FR	69	49	2	2	3
HR	79	43	3	2	1
IT	65	38	8	2	4
CY	85	51	3	1	1
LV	78	55	4	2	2
LT	78	48	3	2	2
LU	73	47	2	3	2
HU	76	44	2	4	0
MT	77	47	4	2	2
NL	68	56	6	2	0
AT	61	60	7	3	2
PL	64	45	4	5	8
PT	78	39	1	3	2
RO	62	50	3	3	3
SI	74	42	3	3	2
SK	66	44	4	2	10
FI	72	47	4	4	3
SE	65	47	7	7	1
UK	67	39	6	7	4

QB14.1 Did you know that there are special tariffs which include reduced rates or free calls to one, several or all of the EU countries in exchange of an additional fee for?

International phone calls over a landline phone within the EU (%)

(IF 'CODE 1 TO 7 IN QB12.1')

	Yes and you use those special tariffs	Yes but you do not use them	No	Don't know	Total 'Yes'
EU28	23	34	40	3	57
BE	38	29	33	0	67
BG	33	26	31	10	59
CZ	21	45	34	0	66
DK	9	32	54	5	41
DE	17	33	47	3	50
EE	15	35	43	7	50
IE	41	20	36	3	61
EL	35	32	32	1	67
ES	14	35	47	4	49
FR	30	32	35	3	62
HR	23	48	28	1	71
IT	32	40	21	7	72
CY	13	42	39	6	55
LV	10	42	43	5	52
LT	29	28	39	4	57
LU	33	34	31	2	67
HU	25	34	38	3	59
MT	58	16	25	1	74
NL	14	42	43	1	56
AT	16	32	51	1	48
PL	37	30	29	4	67
PT	45	24	30	1	69
RO	39	23	32	6	62
SI	21	44	33	2	65
SK	24	30	36	10	54
FI	8	32	60	0	40
SE	11	34	53	2	45
UK	21	40	37	2	61

QB14.2 Did you know that there are special tariffs which include reduced rates or free calls to one, several or all of the EU countries in exchange of an additional fee for?

International phone calls over a mobile phone within the EU (%)

(IF 'CODE 1 TO 7 IN QB12.2')

	Yes and you use those special tariffs	Yes but you do not use them	No	Don't know	Total 'Yes'
EU28	26	38	33	3	64
BE	23	39	38	0	62
BG	31	36	28	5	67
CZ	12	39	47	2	51
DK	20	47	30	3	67
DE	23	36	40	1	59
EE	18	41	34	7	59
IE	41	26	29	4	67
EL	27	40	33	0	67
ES	25	32	38	5	57
FR	33	36	28	3	69
HR	27	43	29	1	70
IT	39	34	23	4	73
CY	18	39	42	1	57
LV	21	45	31	3	66
LT	25	41	31	3	66
LU	40	34	24	2	74
HU	26	42	31	1	68
MT	40	32	25	3	72
NL	20	50	29	1	70
AT	31	35	31	3	66
PL	24	46	26	4	70
PT	27	42	29	2	69
RO	37	26	31	6	63
SI	28	48	22	2	76
SK	27	35	31	7	62
FI	11	42	44	3	53
SE	15	51	33	1	66
UK	25	38	33	4	63

QB14T.1 Did you know that there are special tariffs which include reduced rates or free calls to one, several or all of the EU countries in exchange of an additional fee for?

International phone calls over a landline phone within the EU (%)

	Yes and you use those special tariffs	Yes but you do not use them	No	Does not make international calls over a landline phone	Don't know	Total 'Yes'
EU28	4	6	6	44	40	10
BE	10	7	9	33	41	17
BG	2	1	2	21	74	3
CZ	0	1	1	5	93	1
DK	1	2	4	19	74	3
DE	6	11	16	54	13	17
EE	1	3	4	26	66	4
IE	11	5	9	26	49	16
EL	6	6	6	65	17	12
ES	1	3	4	62	30	4
FR	6	6	7	60	21	12
HR	5	11	7	47	30	16
IT	3	3	2	42	50	6
CY	4	12	10	27	47	16
LV	1	2	2	15	80	3
LT	2	2	3	20	73	4
LU	20	21	19	22	18	41
HU	2	3	4	32	59	5
MT	19	5	8	60	8	24
NL	5	14	14	51	16	19
AT	2	5	8	15	70	7
PL	2	2	2	14	80	4
PT	7	4	5	55	29	11
RO	3	2	2	14	79	5
SI	5	11	9	43	32	16
SK	2	2	2	8	86	4
FI	0	1	1	11	87	1
SE	2	6	9	33	50	8
UK	3	7	6	53	31	10

QB14T.2 Did you know that there are special tariffs which include reduced rates or free calls to one, several or all of the EU countries in exchange of an additional fee for?
International phone calls over a mobile phone within the EU (%)

	Yes and you use those special tariffs	Yes but you do not use them	No	Does not make international calls over a mobile phone	Don't know	Total 'Yes'
EU28	8	11	10	62	9	19
BE	10	17	17	48	8	27
BG	9	11	9	58	13	20
CZ	4	13	15	64	4	17
DK	9	23	14	50	4	32
DE	9	13	15	54	9	22
EE	11	24	20	38	7	35
IE	20	12	14	48	6	32
EL	4	5	5	77	9	9
ES	3	4	4	81	8	7
FR	8	9	7	69	7	17
HR	8	12	8	59	13	20
IT	6	6	4	73	11	12
CY	10	20	22	44	4	30
LV	10	20	14	53	3	30
LT	11	18	14	51	6	29
LU	30	26	19	21	4	56
HU	6	9	7	67	11	15
MT	11	8	7	68	6	19
NL	11	26	15	44	4	37
AT	17	19	17	38	9	36
PL	8	16	9	57	10	24
PT	5	7	5	76	7	12
RO	14	10	12	51	13	24
SI	15	26	12	43	4	41
SK	11	14	13	48	14	25
FI	6	20	21	50	3	26
SE	8	28	18	44	2	36
UK	7	10	9	64	10	17

QB14T Awareness of special tariffs
(%)
(IF 'CODE 1 TO 7 IN QB12.1 AND QB12.2')

	Only over a landline	Only over a mobile phone	Both	None
EU28	5	8	55	32
BE	11	8	54	27
BG	3	0	68	29
CZ	0	0	68	32
DK	1	17	41	41
DE	5	7	47	41
EE	8	9	47	36
IE	5	9	60	26
EL	12	3	65	20
ES	3	4	41	52
FR	4	8	63	25
HR	8	4	66	22
IT	2	12	77	9
CY	3	4	55	38
LV	8	16	49	27
LT	0	20	59	21
LU	6	11	63	20
HU	4	7	56	33
MT	5	10	65	20
NL	5	12	54	29
AT	6	6	53	35
PL	6	2	68	24
PT	15	3	64	18
RO	1	10	63	26
SI	1	13	67	19
SK	5	9	65	21
FI	0	7	31	62
SE	7	15	43	35
UK	6	7	59	28

QB14TT Awareness of special tariffs
(%)

	Only over a landline	Only over a mobile phone	Both	None	No international phone call
EU28	0	1	6	4	89
BE	2	1	10	5	82
BG	0	0	3	1	96
CZ	0	0	1	0	99
DK	0	1	2	2	95
DE	1	2	12	10	75
EE	1	1	3	2	93
IE	1	2	10	5	82
EL	1	0	5	2	92
ES	0	0	2	3	95
FR	0	1	7	3	89
HR	1	1	10	3	85
IT	0	1	4	0	95
CY	0	1	11	8	80
LV	0	1	1	1	97
LT	0	1	3	1	95
LU	3	6	31	10	50
HU	0	1	4	2	93
MT	1	1	10	3	85
NL	1	3	12	7	77
AT	1	1	5	4	89
PL	0	0	2	1	97
PT	1	0	5	2	92
RO	0	1	3	1	95
SI	0	2	13	4	81
SK	0	0	2	1	97
FI	0	0	1	1	98
SE	1	2	6	4	87
UK	1	1	7	3	88

QB15.1 Does your telephone tariff scheme include a limited or unlimited number of minutes of international calls within the EU?

Your fixed telephone subscription (%)

(IF 'CODE 1 TO 7 IN QB12.1')

	Yes, a limited number of minutes	Yes, an unlimited number of minutes	No, you pay standard charge per minute or per unit for international calls	Don't know	Total 'Yes'
EU28	17	32	38	13	49
BE	26	28	39	7	54
BG	43	8	40	9	51
CZ	26	22	52	0	48
DK	7	15	42	36	22
DE	9	32	49	10	41
EE	13	22	43	22	35
IE	39	21	28	12	60
EL	33	28	33	6	61
ES	21	14	47	18	35
FR	11	57	17	15	68
HR	39	16	37	8	55
IT	19	42	23	16	61
CY	20	27	44	9	47
LV	18	32	29	21	50
LT	31	20	23	26	51
LU	41	27	19	13	68
HU	15	22	54	9	37
MT	22	17	51	10	39
NL	11	29	46	14	40
AT	14	20	52	14	34
PL	30	41	19	10	71
PT	44	27	15	14	71
RO	51	20	15	14	71
SI	26	27	37	10	53
SK	33	24	23	20	57
FI	0	34	41	25	34
SE	2	12	53	33	14
UK	20	22	44	14	42

QB15.2 Does your telephone tariff scheme include a limited or unlimited number of minutes of international calls within the EU?

Your mobile telephone subscription (%)

(IF 'CODE 1 TO 7 IN QB12.2')

	Yes, a limited number of minutes	Yes, an unlimited number of minutes	No, you pay standard charge per minute or per unit for international calls	Don't know	Total 'Yes'
EU28	28	29	34	9	57
BE	29	18	47	6	47
BG	43	8	39	10	51
CZ	13	18	61	8	31
DK	17	21	44	18	38
DE	17	33	44	6	50
EE	21	30	35	14	51
IE	43	20	30	7	63
EL	49	9	40	2	58
ES	27	19	38	16	46
FR	33	44	15	8	77
HR	36	22	35	7	58
IT	26	41	20	13	67
CY	32	26	34	8	58
LV	21	36	32	11	57
LT	18	27	42	13	45
LU	54	30	10	6	84
HU	19	23	54	4	42
MT	29	17	42	12	46
NL	38	21	30	11	59
AT	42	25	25	8	67
PL	28	28	40	4	56
PT	38	20	29	13	58
RO	64	23	7	6	87
SI	33	35	25	7	68
SK	31	33	28	8	64
FI	13	19	51	17	32
SE	13	18	43	26	31
UK	27	28	35	10	55

QB16 Can you tell me what telephone number you would call in the event of an emergency in (OUR COUNTRY); for example, if someone needs urgent medical assistance or if you need to contact the police or the fire brigade?
(MULTIPLE ANSWERS POSSIBLE)
(%)

	112		National (emergency) number(s)		Other number(s)		Don't know	Only correct answer	
	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	EB87.2	*Diff. EB87.2 - EB84.2*
EU28	**61**	*0*	**31**	*5*	**10**	*-3*	**5**	**60**	*1*
BE	**83**	*12*	**11**	*0*	**9**	*-6*	**1**	**82**	*12*
BG	**91**	*2*	**3**	*0*	**1**	*0*	**7**	**90**	*1*
CZ	**54**	*1*	**45**	*7*	**10**	*-2*	**3**	**52**	*0*
DK	**94**	*0*	**5**	*1*	**9**	*-1*	**1**	**88**	*0*
DE	**90**	*1*	**9**	*3*	**8**	*-1*	**1**	**87**	*0*
EE	**97**	*1*	**1**	*0*	**2**	*0*	**1**	**96**	*0*
IE	**34**	*2*	**49**	*21*	**20**	*-22*	**5**	**32**	*3*
EL	**6**	*0*	**61**	*7*	**30**	*-1*	**9**	**5**	*-1*
ES	**73**	*1*	**4**	*2*	**17**	*0*	**8**	**72**	*2*
FR	**21**	*2*	**76**	*-3*	**9**	*5*	**5**	**20**	*1*
HR	**74**	*0*	**19**	*4*	**4**	*-8*	**9**	**73**	*1*
IT	**63**	*0*	**26**	*9*	**14**	*-5*	**9**	**59**	*1*
CY	**52**	*-5*	**13**	*8*	**17**	*-4*	**23**	**49**	*-6*
LV	**81**	*1*	**8**	*4*	**17**	*-4*	**3**	**76**	*3*
LT	**95**	*5*	**5**	*1*	**3**	*-2*	**2**	**93**	*4*
LU	**95**	*-1*	**5**	*0*	**12**	*6*	**1**	**86**	*-6*
HU	**69**	*13*	**12**	*-9*	**16**	*1*	**9**	**67**	*12*
MT	**81**	*9*	**2**	*2*	**8**	*-3*	**10**	**80**	*8*
NL	**98**	*0*	**1**	*0*	**2**	*0*	**1**	**97**	*0*
AT	**35**	*0*	**53**	*-2*	**14**	*2*	**6**	**35**	*0*
PL	**84**	*3*	**21**	*-2*	**3**	*0*	**4**	**84**	*3*
PT	**95**	*-2*	**3**	*0*	**1**	*0*	**2**	**95**	*-2*
RO	**92**	*-1*	**5**	*4*	**1**	*0*	**4**	**91**	*-2*
SI	**93**	*6*	**6**	*3*	**4**	*-6*	**2**	**91**	*7*
SK	**80**	*0*	**15**	*-3*	**7**	*1*	**6**	**80**	*0*
FI	**97**	*-2*	**2**	*1*	**1**	*0*	**1**	**97**	*-1*
SE	**98**	*1*	**1**	*-4*	**3**	*-2*	**1**	**96**	*2*
UK	**5**	*-4*	**80**	*26*	**14**	*-22*	**4**	**5**	*-3*

QB17 Can you tell me what telephone number enables you to call emergency services anywhere in the EU?
(MULTIPLE ANSWERS POSSIBLE)
(%)

	112		Other number(s)		Don't know	Only correct answer	
	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	*Diff. EB87.2 - EB84.2*	EB87.2	EB87.2	*Diff. EB87.2 - EB84.2*
EU28	**49**	*1*	**14**	*1*	**39**	**47**	*1*
BE	**74**	*9*	**19**	*5*	**9**	**72**	*8*
BG	**64**	*3*	**7**	*2*	**30**	**63**	*3*
CZ	**70**	*10*	**14**	*-2*	**19**	**68**	*9*
DK	**50**	*1*	**19**	*-1*	**34**	**47**	*1*
DE	**57**	*-4*	**8**	*0*	**36**	**56**	*-3*
EE	**72**	*7*	**5**	*-1*	**23**	**72**	*7*
IE	**50**	*6*	**28**	*-2*	**24**	**48**	*6*
EL	**14**	*1*	**27**	*3*	**60**	**13**	*0*
ES	**30**	*1*	**10**	*3*	**60**	**29**	*0*
FR	**39**	*-1*	**13**	*2*	**48**	**39**	*-1*
HR	**68**	*4*	**10**	*-2*	**23**	**67**	*4*
IT	**42**	*6*	**24**	*-2*	**39**	**37**	*5*
CY	**60**	*2*	**8**	*-2*	**33**	**59**	*2*
LV	**50**	*6*	**12**	*-2*	**39**	**49**	*6*
LT	**44**	*6*	**22**	*-1*	**35**	**43**	*7*
LU	**88**	*8*	**9**	*-1*	**8**	**84**	*6*
HU	**71**	*8*	**7**	*-4*	**23**	**70**	*8*
MT	**51**	*8*	**12**	*-2*	**38**	**50**	*7*
NL	**64**	*3*	**11**	*2*	**26**	**63**	*3*
AT	**53**	*3*	**24**	*-1*	**24**	**52**	*3*
PL	**79**	*-4*	**7**	*0*	**16**	**78**	*-4*
PT	**49**	*-2*	**11**	*1*	**41**	**48**	*-2*
RO	**55**	*-6*	**14**	*5*	**32**	**54**	*-7*
SI	**65**	*15*	**17**	*2*	**20**	**62**	*14*
SK	**71**	*-1*	**12**	*-2*	**18**	**70**	*0*
FI	**65**	*1*	**10**	*1*	**27**	**63**	*0*
SE	**63**	*6*	**8**	*-3*	**30**	**62**	*6*
UK	**26**	*4*	**22**	*4*	**53**	**26**	*4*