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European Commission

E-Communications Household Survey

Report

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This survey was requested by the Directorate-General Information Society and Media and coordinated by the Directorate-General for Communication ("Research and Speechwriting" Unit)

Eurobarometer 72.5

E-Communications Household Survey

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

Survey co-ordinated by Directorate General Communication

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INTRODUCTION

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

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

The fieldwork of this survey was carried out between 13 November and 9 December 2009. It is a follow up to surveys carried out in November 2007 - January 2008[1], November/December 2006[2] and December 2005/January 2006[3].

This survey covers the 27 Member States of the European Union (EU27). The results are presented for the EU27 and, when significant, also for the fifteen Member States that were belonging to the EU already before May 2004, referred to as "EU15 countries" (EU15)[4] in the report, and for the twelve Member States that became new EU Members in May 2004 or in January 2007, referred to as "NMS12 countries" (NMS12)[5]. Comparisons have been made to the survey conducted in November 2007 – January 2008[6] and on occasion to November/December 2006[7].

[1] Special Eurobarometer 293, E-communications Household Survey, http://ec.europa.eu/public_opinion/archives/ebs/ebs_293_full_en.pdf
[2] Special Eurobarometer 274, E-communications Household Survey, http://ec.europa.eu/public_opinion/archives/ebs/ebs_274_en.pdf
[3] Special Eurobarometer 249, E-communications Household Survey, http://ec.europa.eu/public_opinion/archives/ebs/ebs_249_en.pdf
[4] EU15 countries include Belgium, Denmark, Germany, Greece, Spain, France, Ireland, Italy, Luxembourg, the Netherlands, Austria, Portugal, Finland, Sweden and the United Kingdom.
[5] NMS12 countries include Bulgaria, Czech Republic, Estonia, Republic of Cyprus, Lithuania, Latvia, Hungary, Malta, Poland, Romania, Slovenia and Slovakia.
[6] Here referred to as winter 2008 survey
[7] Here referred to as winter 2007 survey

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

The main themes addressed in this report are:

- The different types of telephone access available within the home
- The quality of mobile phone services
- The use of directories
- Availability of computers within the home
- Internet access within the home and the quality of that Internet connection
- Television availability and the way in which the transmission is received
- Uptake of communication packages and perceptions about them
- Data privacy and the use of social networking sites

The survey was carried out by TNS Opinion & Social network. The interviews were conducted among 26 761 EU citizens in the 27 Member States of the European Union. The methodology used is that of the Eurobarometer surveys as carried out by the Directorate General for Communication ("Research and Speechwriting" Unit)[8]. A technical note on the manner in which the interviews were conducted by the Institutes within the TNS Opinion & Social network is included as an annex to this report. Also included are the interview methods and confidence intervals[9].

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

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

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

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

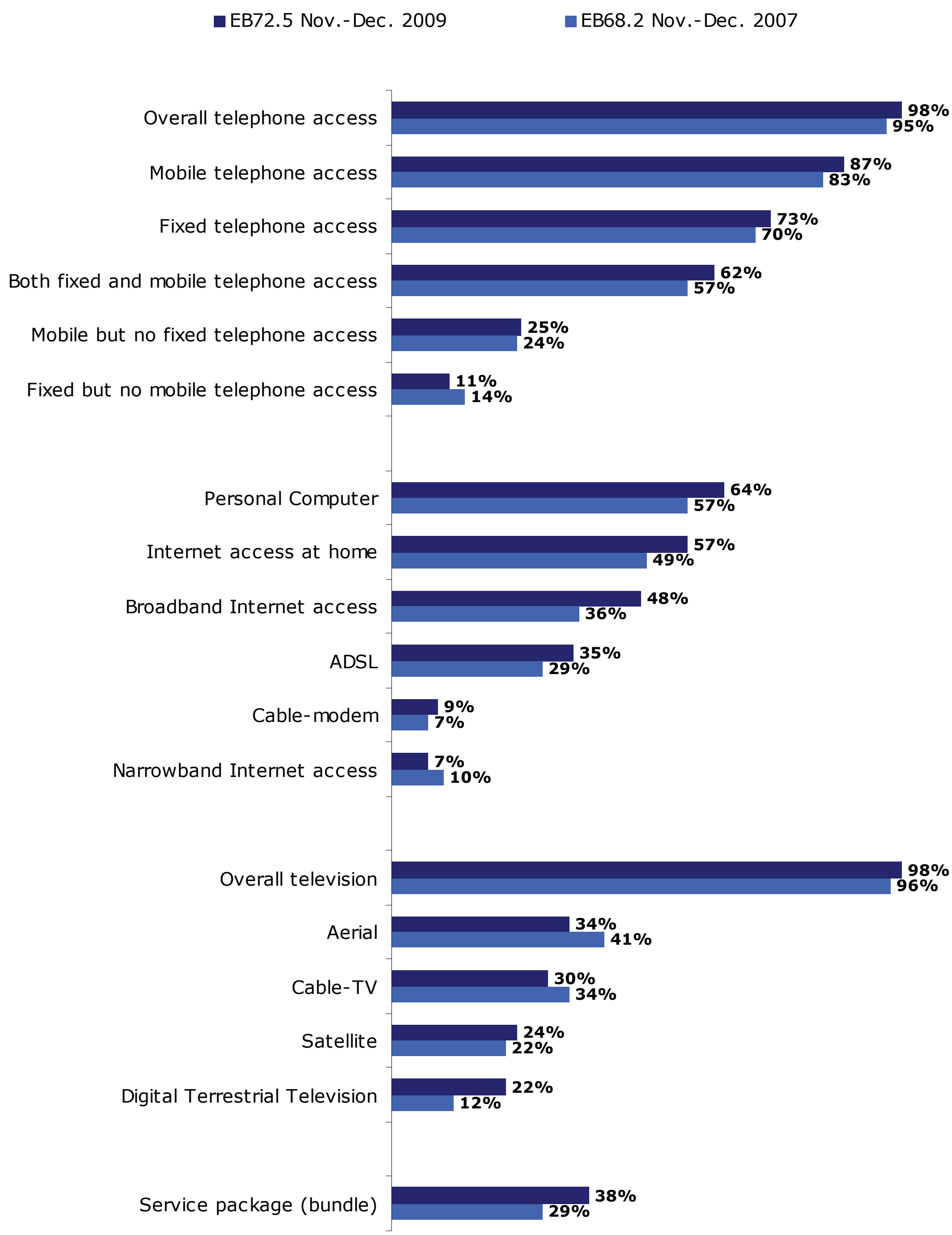
ABBREVIATIONS

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

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

1. SNAPSHOTS AND MAIN FINDINGS

Penetration rates of Electronic Communication Services in the European Union



Almost every European household has access to a telephone (98%) and more households have access to a mobile phone (87%).

- Telephone access, which was already high in winter 2008, has continued to increase, such that 98% of European households now have access to at least one telephone; either a fixed line, a mobile or both. Access is highest in Sweden, Malta, Luxembourg, the Netherlands, Cyprus, Denmark and Slovenia where all households have access to at least one telephone.
- Dual access is the most common and has increased since winter 2008, with an average of 62% of households now having this type of access. However, as in winter 2008, the discrepancy between EU15 countries and NMS12 countries remains, with dual access being more prevalent in the EU15 countries (67%) than the NMS12 countries (38%). At a country level, dual access is highest in Sweden, where 94% of households reportedly have access to both a fixed and mobile telephone.
- Mobile only access has remained stable since winter 2008 and penetration among the NMS12 countries (46%) is more than double that of the EU15 countries (21%). Czech and Finnish households report the highest incidence of mobile only access, with seven out of ten having mobile only access.
- The proportion of households having access to a mobile telephone has increased most in the NMS12 countries, out of the top nine countries with the greatest increases, six are NMS12 countries.
- Households with fixed line access only (11%) represent the smallest proportion of households in the EU and have declined since winter 2008; the decline is a reflection of households gaining a mobile and becoming dual access households instead.
- About one in five EU citizens (22%) use their PC to make calls over the Internet; this is unchanged since winter 2008. As previously, in the NMS12 countries the incidence of using this technology is double that of the EU15 countries.
- The use of public payphones is in decline; only one in seven (15%) recalled having used one at all compared to one in five (22%) who had used one in winter 2008. The main reasons given for using a payphone are because of a problem with a mobile phone.

Household access to a computer (64%) and the Internet (57%) continues to increase across Europe; however, access is far from equal across countries.

- On average, household computer access has increased by seven percentage points to 64%. However, there is considerable country variation, the greatest incidence of household computer access is in the Netherlands (92%), Denmark (87%) and Sweden (87%), whilst, the lowest incidence is in Bulgaria (37%) and Romania (42%).
- Over half of EU households have Internet access (57%). There have been significant increases in Internet access in every country; the increases range from 3 to 18 percentage points. Not surprisingly, the incidence of Internet access mirrors computer access; the Netherlands (89%), Denmark (85%) and Sweden (85%) exhibit the highest incidence of household Internet access and Bulgaria (35%) and Romania (31%) exhibit the lowest.
- The type of Internet access is shifting towards broadband, with 48% now using broadband and only 7% using narrowband; the biggest increase in broadband has been in Ireland (+34 percentage points).
- On average, most (62%) use an ADSL connection to access the Internet. In comparison, relatively few use the cable network (15%) to access the Internet, which is the next most common connection type. However, in Bulgaria, Latvia, Lithuania, Hungary, Poland, Portugal, Romania and Slovakia more connect via the cable TV network than via an ADSL connection.
- Those who remain on narrowband, about 7% of households, do so because they are content with the speed of it but an equal proportion (26%) cite no particular reason why they have not switched (they “do not know”). The costs of broadband appear to be less of an obstacle to switching (8%), as well as the lack of a broadband infrastructure in the local area (16%).
- The majority of Internet users are not considering switching providers in the short-term; among households with an Internet connection, six out of ten (59%) have not considered switching Internet providers. Here again, the lack of competing offers in the local area is not perceived as an obstacle (4%).
- Although Internet access is increasing (+8), 43% of households still do not have access in the home. The majority of those without access claim that it is because no one is interested in the Internet (58%). However, the various costs associated with the Internet are also cited as obstacles to access, although to a lower extent (19%).

Almost every EU household has access to a television (98%).

- On average, 98% of EU households have access to a television; access is lowest in Finland at 93%.
- The means by which the TV transmission is received is changing. About a third uses an aerial (34%) or the cable network (30%) to receive the TV transmission but these proportions are declining (-7 and -4 respectively). The use of digital terrestrial TV has doubled since winter 2008 and a quarter now receives their transmission this way (23%). A further quarter uses satellite to receive the TV transmission (24%).
- At a country level, aerial usage dominates in Greece (95%), as it has done in previous surveys. Digital terrestrial reception has increased most dramatically in Spain (+48), where it now accounts for reception in six out of ten homes. Satellite reception is most prevalent in Austria (49%) and Germany (47%), where cable TV is also used in equal proportions. However, cable is used most by the Dutch (75%). Only in France and Slovenia is use of the telephone network and modem to receive television notable at 19% and 10% respectively.

Finally…

- Service packages are becoming increasingly popular with a third of EU households (38%) now subscribing to a package that includes two or more services. The proportion subscribing to packages either remained stable or increased in each country, there were no decreases in uptake.
- The most popular packages are those including an Internet access; 57% of Internet access services are provided by mean of a bundled package.
- Concerns about data safety have increased, with 84% of EU citizens wanting to be informed if their personal data was lost, stolen or altered in any way. Respondents in Greece, Sweden, Cyprus, the Netherlands, Luxembourg and Malta are the most concerned (nine out of ten want to be informed) and those in Lithuania and Romania are the least concerned (seven out of ten).
- Concern about misuse of data on social networking sites appears divided (45% worried versus 44% not worried). However, there is clearly an age divide, with more respondents under 24 years of age not worried whereas more respondents over 40 years of age are worried.
- Use of paper telephone directories still dominates (66%) over telephone (49%) and online (43%) versions but use of both paper and telephone directories are declining. The use of online is growing (+3 percentage points since winter

2008), with use significantly higher among the EU15 countries (46%) than among the NMS12 countries (28%).

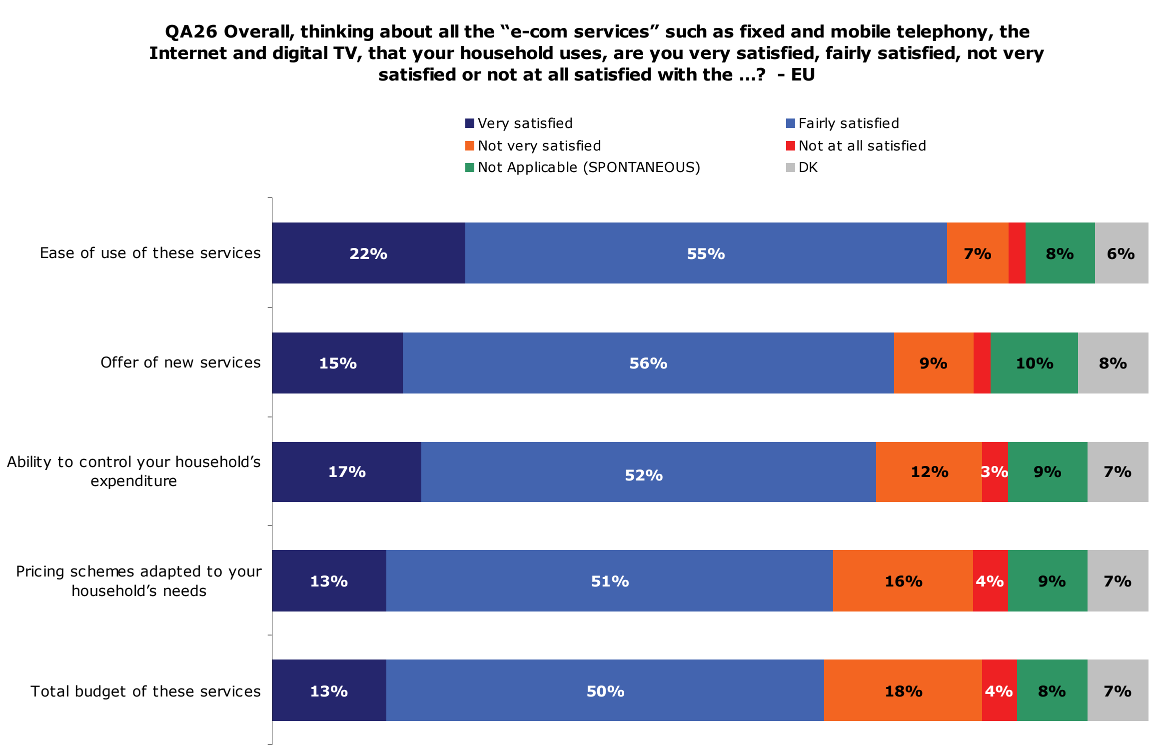
2. SETTING THE CONTEXT

Respondents were asked their overall opinions of all the "e-com services" (such as fixed and mobile telephony, the Internet and digital TV) that their household uses as well as their perception of any improvement over the last three years.

- Citizens most satisfied with e-com service ease of use -

EU citizens are most satisfied with the ease of use of "e-com services" and least satisfied with the cost aspects of these services.

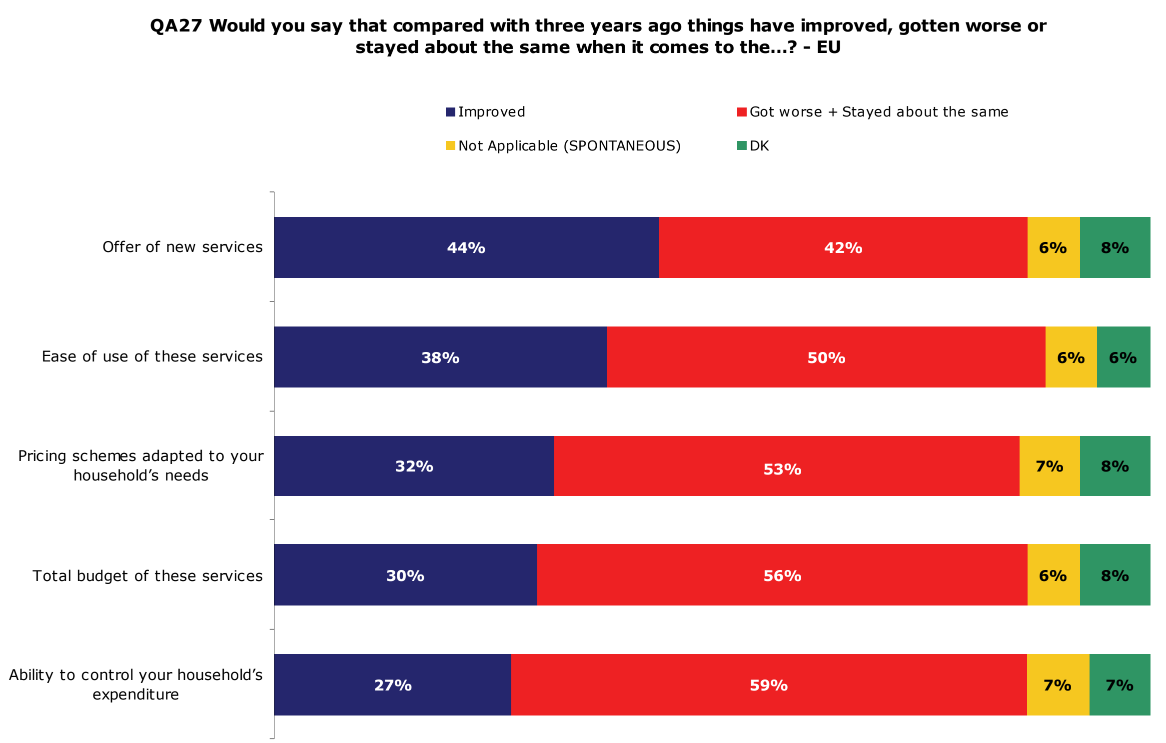
More than three quarters of citizens (77%) are satisfied (either very or fairly) with the ease of use of services and only 9% are dissatisfied (either not very or not at all). Whereas about two thirds (64%) are satisfied with the pricing schemes and total budget of e-com services and two out of ten are dissatisfied with these aspects. Respondents are marginally more satisfied with their ability to control the household's expenditure, with 69% being satisfied.



Satisfaction with the offer of new services (71%) is similar to that of their ability to control the household's expenditure. However, dissatisfaction (11%) is more similar to that of ease of use of new services (9%).

- The aspects of e-com services citizens are most satisfied with are also those which they feel have shown most improvement -

Interestingly, the e-com aspects most EU citizens are satisfied with (ease of use and offer of new services) are the services that they feel have shown improvement over the last three years.



Forty four percent believe that 'offer of new services' has improved compared to the three years ago and only 7% believe that it has worsened. 'Ease of use' ranks second, with almost four in ten feeling there has been an improvement and only 6% believing ease of use is worse.

As with satisfaction, pricing and cost aspects of e-communications are perceived less favourably than ease of use and the offer of new services. Only about a third or less believe there has been an improvement in each of these attributes in the last three years and one in ten or more believe that each has worsened.

- Those under 39 years are among the most satisfied -

Socio-demographically, those most satisfied with 'ease of use', the 'offer of new services' and the 'adaptability of pricing schemes to the household's needs' are younger (under 39 years), in employment or students, with both landline and mobile phone access in the household, from higher social groups (7-10) and users of the Internet everyday.

Those most satisfied with 'pricing schemes adapted to your households needs' and 'the total budget of these services', are also those with both landline and mobile phone access in the household, from higher social groups (7-10) and users of the Internet everyday. However, in terms of age they are more prevalent among 25 to 39 year olds and in terms of occupation are more prevalent among managers.

Older respondents (older than 55 years) are more likely to choose "not applicable" and consequently their satisfaction appears lower than other age groups. In turn, this impacts on other demographics that are linked to age such as occupation and education. The retired sub-group in the occupation scale and the low education, level both have higher proportions of not applicable and correspondingly lower levels of satisfaction because of the disproportionately high number of over 55 year olds.

Similar socio-demographic trends are apparent among those who feel there has been improvement as are exhibited in the satisfaction data. Citizens who feel most that there has been improvement in each of these features over the last three years are those under 39 years of age, white collar workers and students, those from higher social groups and everyday Internet users.

The apparent socio-demographic differences are on financial aspects, specifically the total budget of these services and controlling the household expenditure, where more unemployed, those from lower social groups and those who find it difficult to pay their bills most of the time believe that these aspects have worsened. Those who find their bills difficult to pay, are also more likely than others to feel that the pricing schemes adapted to their household's needs are worse than three years ago.

The table below is a cross tabulation showing the perceived improvement responses for each attribute by satisfaction for that attribute. Overall, the majority are satisfied with each of the attributes; from the lowest satisfaction at 63% with 'the total budget of these services' to the highest at 77% with 'ease of use of these services'. Of interest is the level of perceived improvement among those who are satisfied and dissatisfied, which demonstrates that the 'offer of new services' are particularly well regarded by citizens compared to other e-com aspects.

More than half (53%) of those satisfied with the 'offer of new services' believe that they have improved compared to three years ago and only a third believe they have stayed about the same. Whereas, those satisfied with 'pricing schemes adapted to the household's needs', 'ease of use of services' and 'total budget of these services' are approximately divided between believing these features have improved or stayed the same over the last three years.

Among those who are dissatisfied with the 'offer of new services' more believe that things have improved than have gotten worse (26% versus 17%) and half believe nothing has changed. In contrast, among respondents dissatisfied with the other aspects of e-com services the reverse is the case, with more feeling the services have worsened than improved and half believing nothing has changed.

QA26 Overall, thinking about all the "e-com services" such as fixed and mobile telephony, the Internet and digital TV, that your household uses, are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with the ...? - EU

QA27* - EU	Offer of new services		Pricing schemes adapted		Ease of use of these services		Total budget of these services		Ability to control expenditures	
	Satisfied	Not satisfied	Satisfied	Not satisfied	Satisfied	Not satisfied	Satisfied	Not satisfied	Satisfied	Not satisfied
Improved	53%	26%	43%	15%	46%	16%	40%	14%	35%	9%
Got worse	6%	17%	8%	27%	4%	22%	9%	36%	6%	35%
Stayed about the same	36%	49%	45%	52%	46%	54%	46%	45%	55%	51%
Not Applicable (SPONTANEOUS)	1%	3%	1%	2%	1%	3%	1%	2%	1%	2%
DK	4%	5%	3%	4%	3%	5%	4%	3%	3%	3%

*QA27 Would you say that compared with three years ago things have improved, gotten worse or stayed about the same when it comes to the...?

It is clear that the underlying drivers influencing perceptions about whether an aspect of e-communications has worsened/improved is interlinked with the current satisfaction with that aspect. However, an analysis of the results at country level shows that there are significant differences. They will be presented in the following chapters.

In short, we notice that a few countries consistently appear in both the lists of most/least satisfied and improved. Specifically, the Maltese are among those who feel there has been most improvement, while the French and Finnish households have opposite views. In terms of cost, the Austrians are among the most satisfied and among those who feel that there has been most improvement.

2.1. Offer of new services

The chart below plots the relationship between satisfaction and improvement over the last 3 years. The X-axis represents the satisfaction levels with the offer of new services. The Y-axis depicts the situation in terms of improvements.

The chart is divided into 4 quadrants. The upper right corner contains those countries with higher satisfaction levels than the EU–average and for which the perceived improvement over the past 3 years is higher than the EU-average. Results for the countries in this quadrant are better than those in the other three quadrants.

Although the offer of new services has improved most in Malta, with three quarters of respondents stating that e-com services have improved compared to three years ago, satisfaction levels in Malta are only at average.

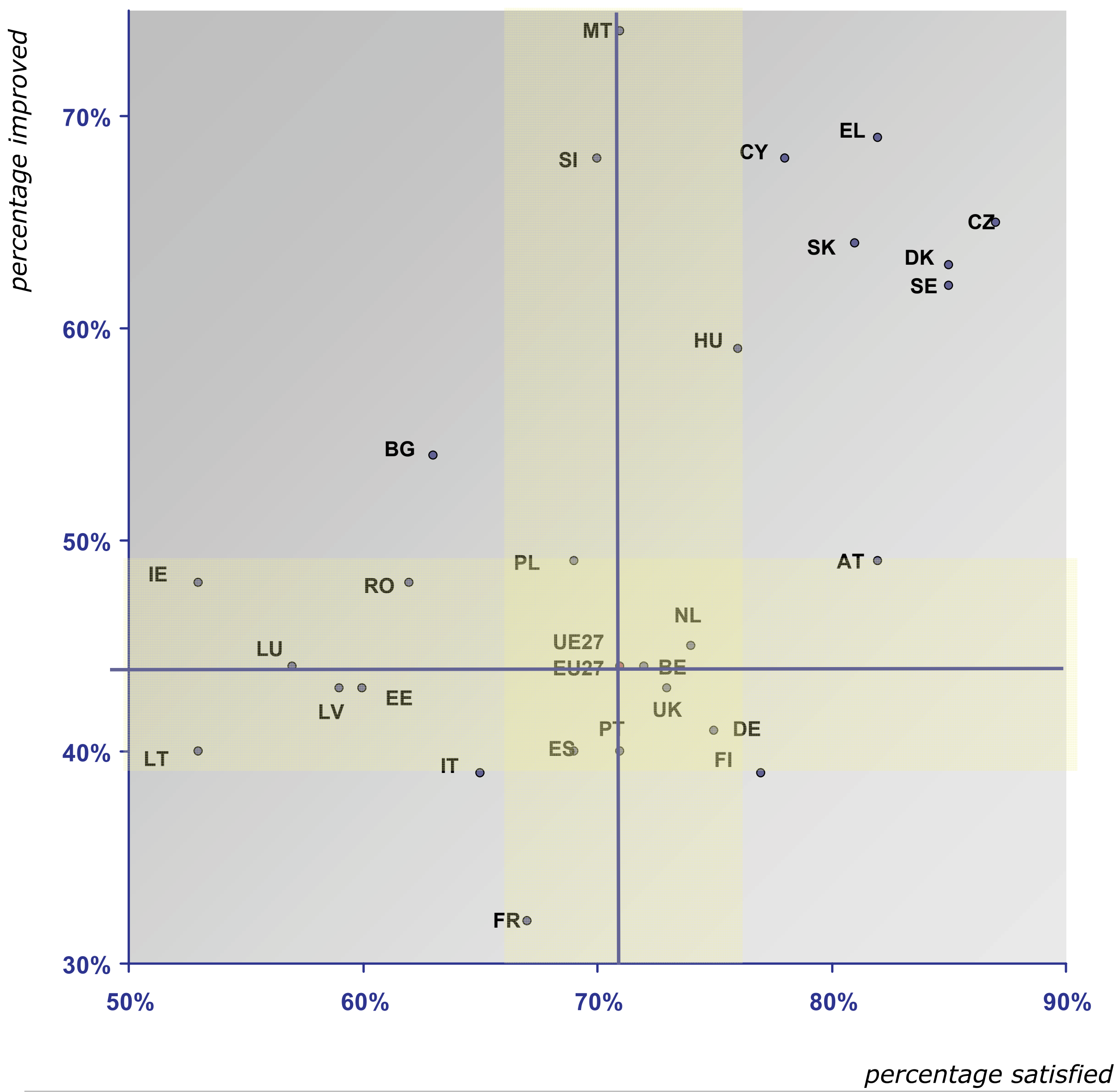
Czech, Danish and Swedish respondents are the most satisfied with the offer of new e-com services (85% or more are satisfied). At the same time, in these countries perceptions of improvement over the past three years are significantly higher than average. This is also the case for Greece and Slovakia. Amongst the EU27 countries, these five countries yielded the most positive results when it comes to the offer of new services.

Conversely, the proportion of people seeing the 'offer of new services' improving is lowest in France, Finland and Italy. While satisfaction levels in Finland are somewhat higher than the EU-average, the situation is less positive for France and Italy.

The lowest satisfaction levels are found amongst Lithuanian, Irish and Luxemburgish citizens. However, levels of perceived improvement in these countries are at average.

When it comes to Bulgaria, perceived improvements over the past 3 years is higher than the EU-average but satisfaction is still lower than the EU-average.

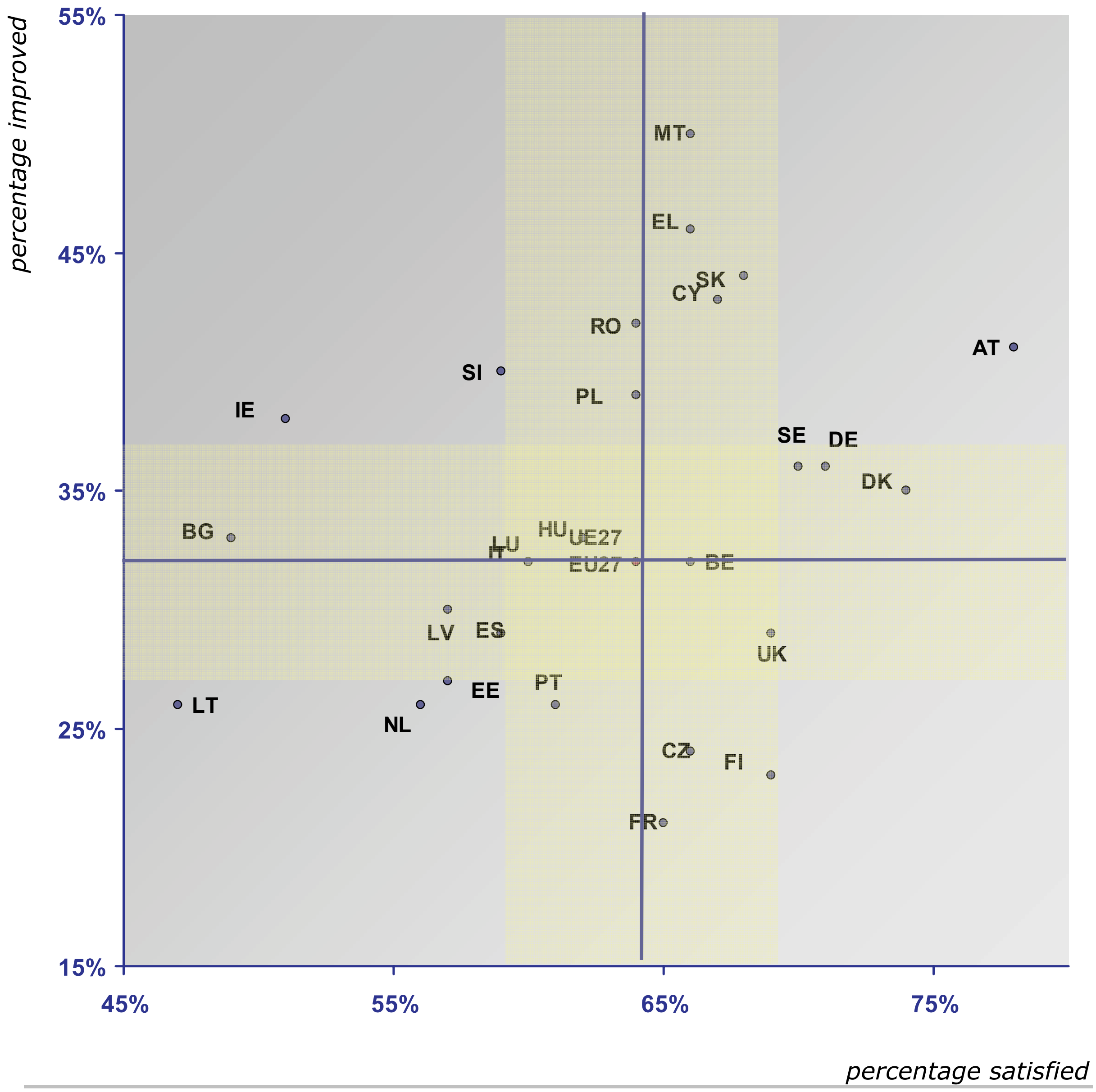
QA26.1 & QA27.1 - Offer of new services



2.2. Pricing schemes adapted to household's needs

Those most satisfied with the extent to which e-com pricing schemes are adapted to their household's needs are the Austrian, Danish, German and Swedish respondents. Austria scores better than the other two on the level of perceived improvement, making it the country with the best score on this attribute.

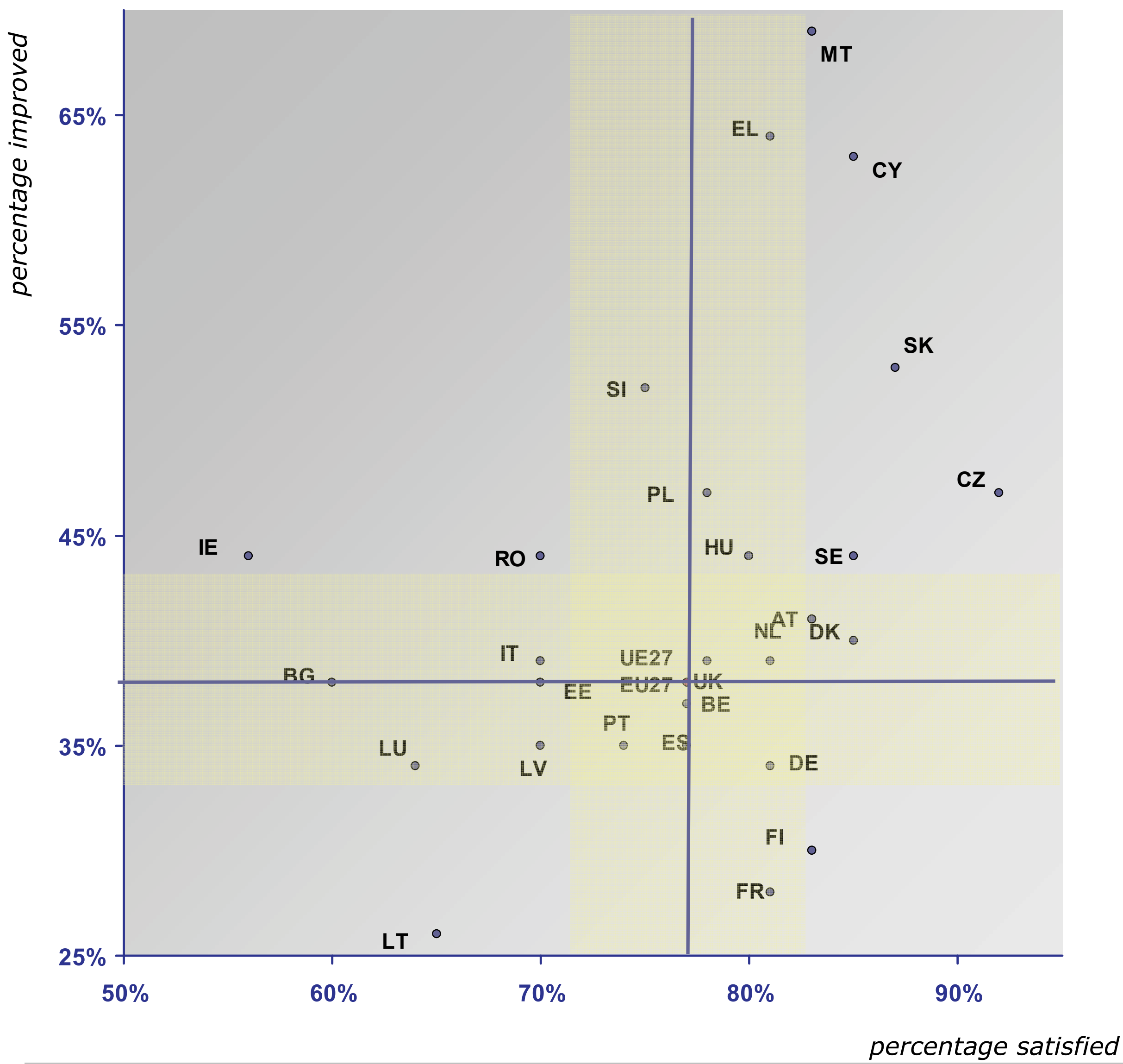
QA26.2 & QA27.2 Pricing schemes adapted to your household's needs



Maltese (50%), Greek (46%), and Slovakian (44%) respondents believe most that pricing schemes adapted to their household's needs have improved in the last three years, however satisfaction levels are at average in these countries. Interestingly, results in Lithuania and the Netherlands are the least positive. Both countries showing lower than average scores on satisfaction level and perceived improvements with regards to pricing schemes adapted for the household's needs.

2.3. Ease of use of the services

QA26.3 & QA27.3 Ease of use of these services



The greatest satisfaction with ease of use of e-com services is found in the Czech Republic, with nine out of ten feeling satisfied with ease of service use. Respondents in Slovakia, Cyprus, Denmark and Sweden are the next most satisfied, with between 87% and 85% feeling the same.

The perception that the ease of use of e-com services has improved in the last three years is greatest in Malta, Greece and Cyprus, with around two thirds feeling ease of use has improved.

Thus, Malta, Cyprus, Slovakia and the Czech Republic are the 4 countries with scores that are significantly better than in other EU-countries.

Respondents in Ireland, Bulgaria, Luxemburg and Lithuania are the least satisfied with the ease of use of e-com services.

Lithuanian respondents are also among those who are least likely to feel that ease of use has improved; just over a quarter feel there has been an improvement over the past 3 years.

2.4. Total budget of the services

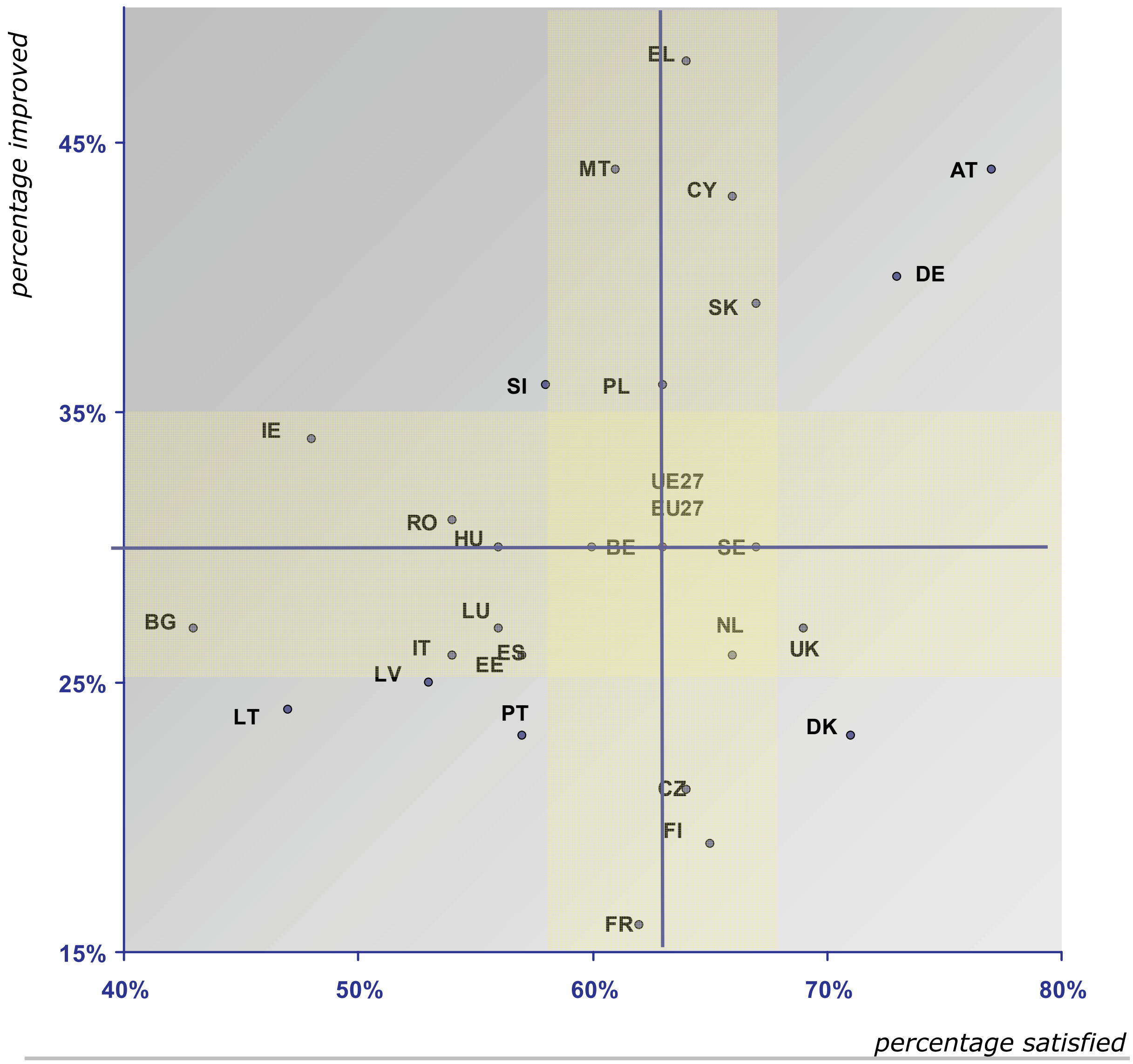
There are similarities in the patters found amongst responses regarding the 'total budget of these services' and the 'pricing schemes that are adapted to your household's needs'.

As with the pricing schemes adapted to the household's needs, the Austrians, Germans and Danish are the most satisfied with the total budget of e-com services, with 77%, 73% and 71% respectively feeling satisfied. However Denmark scores lower than the EU–average on perceived improvements, making Austria and Germany the most positive countries when it comes to the total budget of the services.

In a similar way on the lower end of the satisfaction scale, we again find the Bulgarian, Lithuanian and Irish respondents.

As with satisfaction, there are similarities in perceptions of improvement between the 'total budget of these services' and the 'pricing schemes that are adapted to the household's needs'. The Greek and Maltese respondents are the most likely to believe that the total budget of e-com services has improved in the last three years. The Austrian respondents are also among those who are the most likely to feel that pricing schemes have improved.

QA26.4 & QA27.4 Total budget of these services

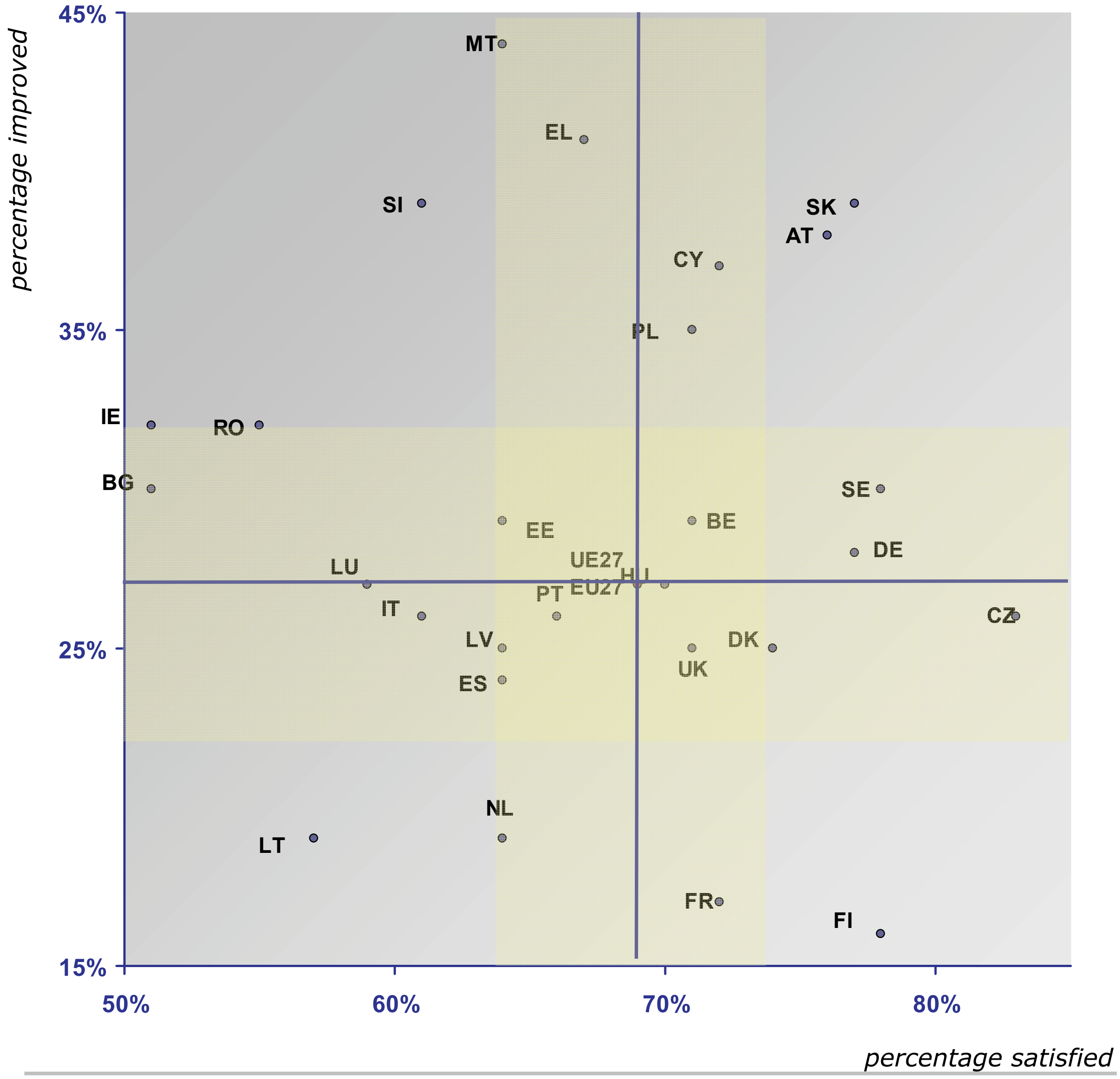


As for the pricing schemes, least perceived improvement on the total budget of these services is observed in France, Finland and the Czech Republic. However, for these countries satisfaction levels are average.

Only Lithuania and Portugal score less on both variables and are thus the most obvious outliers in the bottom left negative quadrant.

2.5. Ability to control household's expenditure

QA26.5 & 27.5 Ability to control your household's expenditure



Czech respondents are also the most satisfied with their ability to control their household's expenditure (83% satisfied), closely followed by Finish and Swedish respondents (78% satisfied) and German respondents (77% satisfied). While perceptions of improvement are average in the Czech Republic, Sweden and Germany, the level of perceived improvements is the lowest in Finland.

Slovakia and Austria score better than average on satisfaction and perceived improvements whereas, again, the Lithuanian results are worse than average on both dimensions.

3. TELEPHONE ACCESS

3.1. Overall telephone access

- Telephone access is almost universal -

Almost all households in the EU (98%) have access to a telephone, either mobile or fixed. Although access to telephones was already high in winter 2008 (95%), this represents a significant increase since the previous survey.

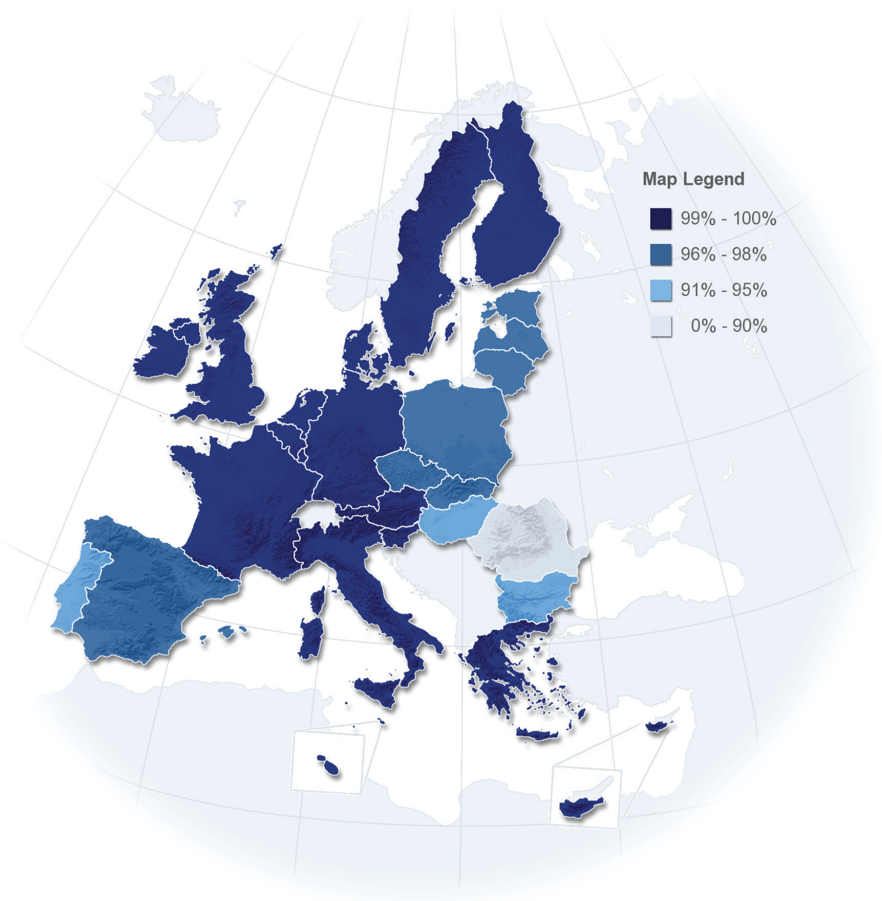
Access is highest in Sweden, Malta, Luxembourg, the Netherlands, Cyprus, Denmark and Slovenia where 100% households have access to at least one telephone. At the lower end we find Romania standing at 85%, as it was in the last survey in winter 2008. Nevertheless, telephone penetration has increased slightly from 95% in winter 2008.

- No decreases in telephone access -

In fact, there have been no decreases in access to at least one telephone since winter 2008, with penetration in all countries either remaining stable or increasing. The most marked increases are in Lithuania, Spain, Portugal and Romania where there have been increases of six or five percentage points since winter 2008. There have been increases of four percentage points in Germany, Slovakia, Latvia and Bulgaria and increases of three percentage points in Italy, Belgium and Hungary.

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

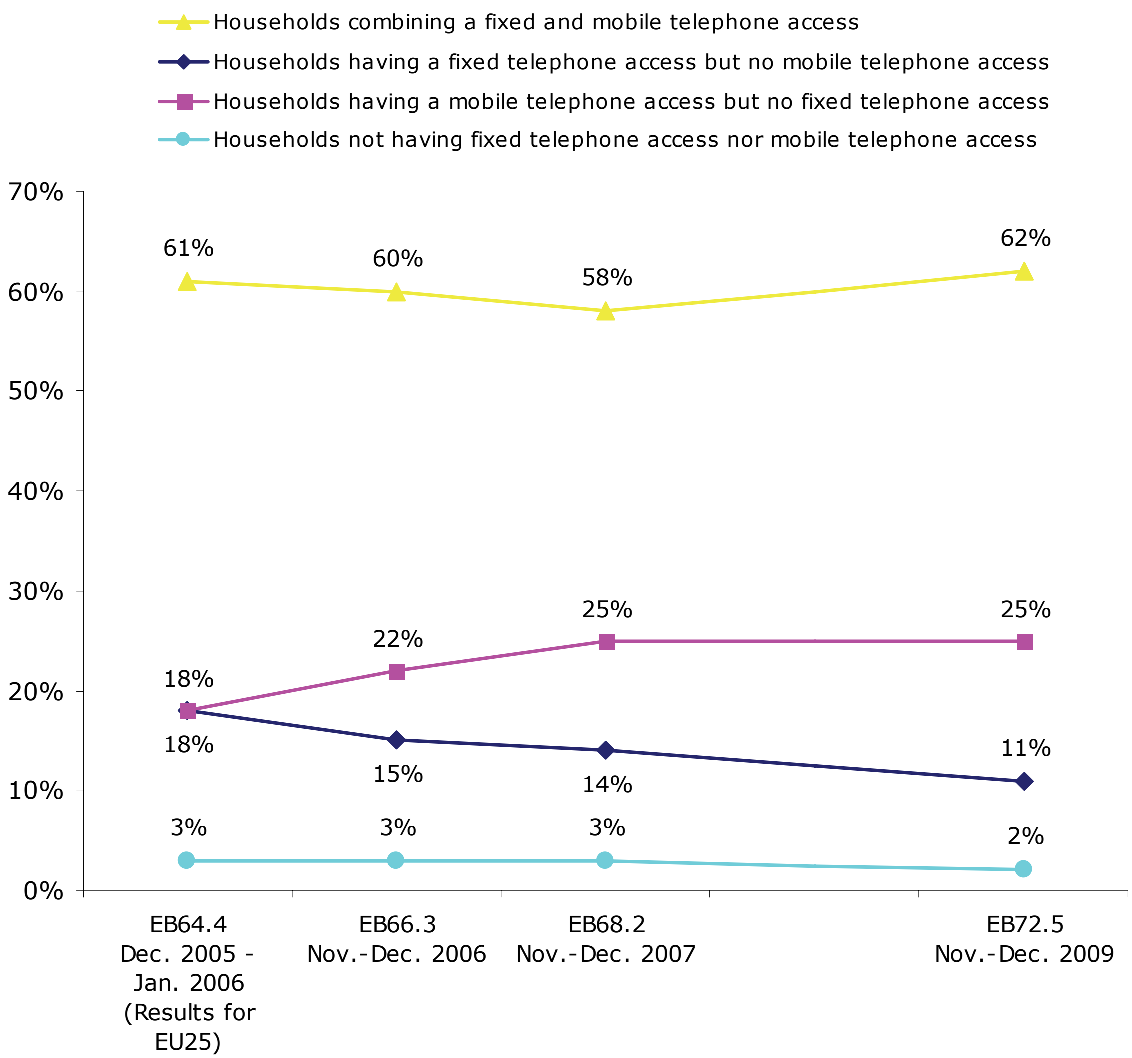
SE	100%
MT	100%
LU	100%
NL	100%
CY	100%
DK	100%
SI	100%
AT	99%
IE	99%
IT	99%
BE	99%
DE	99%
EL	99%
FR	99%
FI	99%
UK	99%
LV	98%
CZ	98%
ES	98%
EU27	98%
EE	97%
PL	96%
SK	96%
LT	96%
PT	95%
HU	94%
BG	93%
RO	85%



- More households have access to both fixed and mobile telephones -

Since the last survey, the type of telephone access households have available has changed slightly. Now, more households have access to both fixed and mobile telephones, with almost two thirds having both fixed and mobile telephones compared to 58% in winter 2008. This is due to a shift from fixed telephones only to a combination of fixed and mobile telephones. A quarter of EU households have mobile telephone access only, which is unchanged since the last survey.

Overall telephone access - EU



In addition, it is notable that for the first time since the survey began (since December 2005), the average proportion of EU households with **mobile telephone access only** has ceased to grow and is now constant at 25%, equal to that observed in winter

2008; compared to 22% in Winter 2007 and 18% in winter 2006. As in previous surveys, mobile only access is greatest in the NMS12 countries where on average 46% have mobile only access compared to 21% of households in the EU15 countries

Although the average incidence of mobile telephone access only is unchanged since winter 2008 there have been changes at a country level. In seventeen Member States the proportion of mobile only households has continued to grow, the largest increases have been in Poland and Slovakia (both +12), Denmark and Finland (both + 10), the Czech Republic (+9), Ireland (+8), Austria (+7), Romania (+6) and the UK (+5). Whereas, in four Member States the proportion of households with mobile only access has declined, specifically in Portugal (-7), Hungary (-6), France and Italy (both -5).

Dual connection (fixed and mobile) is the most prevalent in the EU15 countries (67% of households have dual access) whilst across the NMS12 countries, on average, only 38% have dual access. Increases in the proportion of those with dual connection have been seen in Portugal (+16), Latvia (+13), France (+12), Hungary (+9), Italy (+9), Spain (+8) and Bulgaria (+7). The largest corresponding percentage point decreases have been exhibited in the Czech Republic (-6), Poland (-5) and Finland (-4).

Households with **fixed access only** are equally prevalent in the EU15 countries and NMS12 countries, with 11% of the EU15 countries having fixed access only and 10% of the NMS12 countries having the same. Only in Malta has the proportion of households with fixed access only increased (+3). However, the proportion with fixed access has declined in eight countries, the largest percentage point decreases were in Bulgaria (-7), France (-6), Spain (-6), Poland (-5) and Slovakia (-5).

The proportion of households **without a fixed telephone line or mobile telephone access** remains low at 2%. The proportion of households without a fixed or mobile telephone has not increased in any country. The greatest decreases in the proportion of those without a fixed or mobile telephone are in Lithuania (-5), Romania (-5) and Portugal (-4).

Overall telephone access + evolution (EB72.5-EB68.2)

	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 fixed telephone access nor mobile telephone access	
EU27	62%	+4	11%	-3	25%	=	2%	-1
BE	**53%**	+1	11%	-1	35%	+3	*1%*	-3
BG	**48%**	+7	14%	-7	30%	+5	*7%*	-3
CZ	21%	-6	4%	=	**73%**	+9	*2%*	-2
DK	**62%**	-3	6%	-2	32%	+10	*0%*	=
DE	**69%**	+5	20%	=	11%	=	*1%*	-1
EE	44%	+4	8%	=	**45%**	+4	*3%*	=
IE	**66%**	-3	6%	-3	28%	+8	*1%*	=
EL	**66%**	-3	14%	=	19%	+3	*1%*	=
ES	**60%**	+8	10%	-6	29%	+4	*2%*	-2
FR	**76%**	+12	12%	-6	11%	-5	*1%*	=
IT	**62%**	+9	5%	-1	32%	-5	*1%*	-2
CY	**77%**	+2	7%	-2	16%	+1	*0%*	=
LV	42%	+5	5%	-2	**51%**	+6	*2%*	-3
LT	37%	+13	7%	-2	**52%**	-1	*4%*	-5
LU	**85%**	-2	6%	-2	9%	+4	*0%*	=
HU	40%	+9	11%	+1	**44%**	-6	*6%*	-2
MT	**80%**	-5	15%	+3	5%	+2	*0%*	-1
NL	**83%**	-2	5%	-1	11%	+2	*0%*	=
AT	43%	+2	11%	-2	**45%**	+7	*1%*	-1
PL	41%	-5	11%	-5	**44%**	+12	*4%*	-1
PT	**46%**	+16	8%	-1	41%	-7	*5%*	-4
RO	33%	+1	*13%*	-2	**39%**	+6	15%	-5
SI	**75%**	=	7%	-1	18%	+4	*0%*	-1
SK	30%	-2	7%	-5	**59%**	+12	*4%*	-3
FI	24%	-4	4%	-1	**71%**	+10	*1%*	=
SE	**94%**	+6	5%	-4	1%	-2	*0%*	=
UK	**69%**	-2	11%	=	20%	+5	*1%*	-1

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

3.2. Households with fixed and mobile telephone access

- Dual access is the most common connection type across the EU -

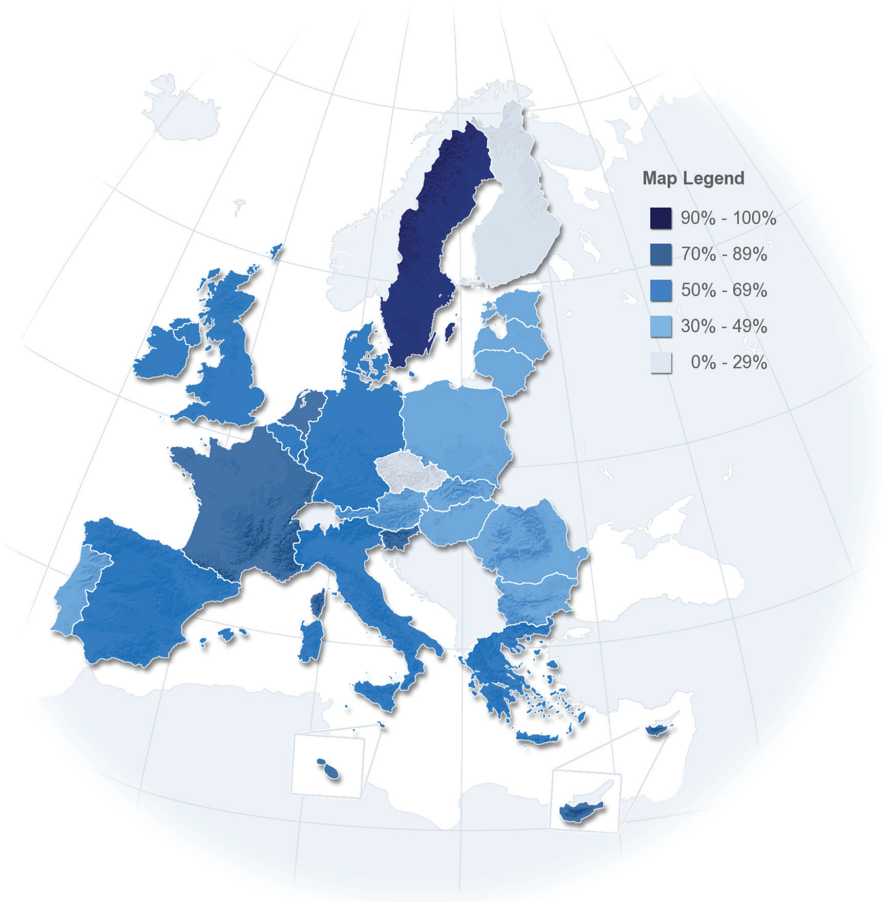
Dual access is the most prevalent connection type across the EU with almost two thirds of households having both fixed and mobile access.

Households with fixed and mobile telephone access are most prevalent in Sweden where more than nine out of ten have access to both. Dual access is also high in Luxembourg, the Netherlands and Malta where 85% to 80% have access to both.

Finnish and Czech households have the least access to both types of telephones (about two in ten) because most are using mobile phones only. Access to both fixed and mobile phones is also relatively low in Lithuania, Romania and Slovakia, around a third have dual access. As in Finland and the Czech Republic this is primarily because households in these countries are using mobile phones only (mobile only usage in Lithuania and Slovakia is amongst the highest in the EU, at 52% and 59%). Whilst in Romania there is also a considerable proportion of mobile only usage (39%) there is also 15% of households without telephone access and 13% with fixed line access only.

Households combining fixed and mobile telephone access

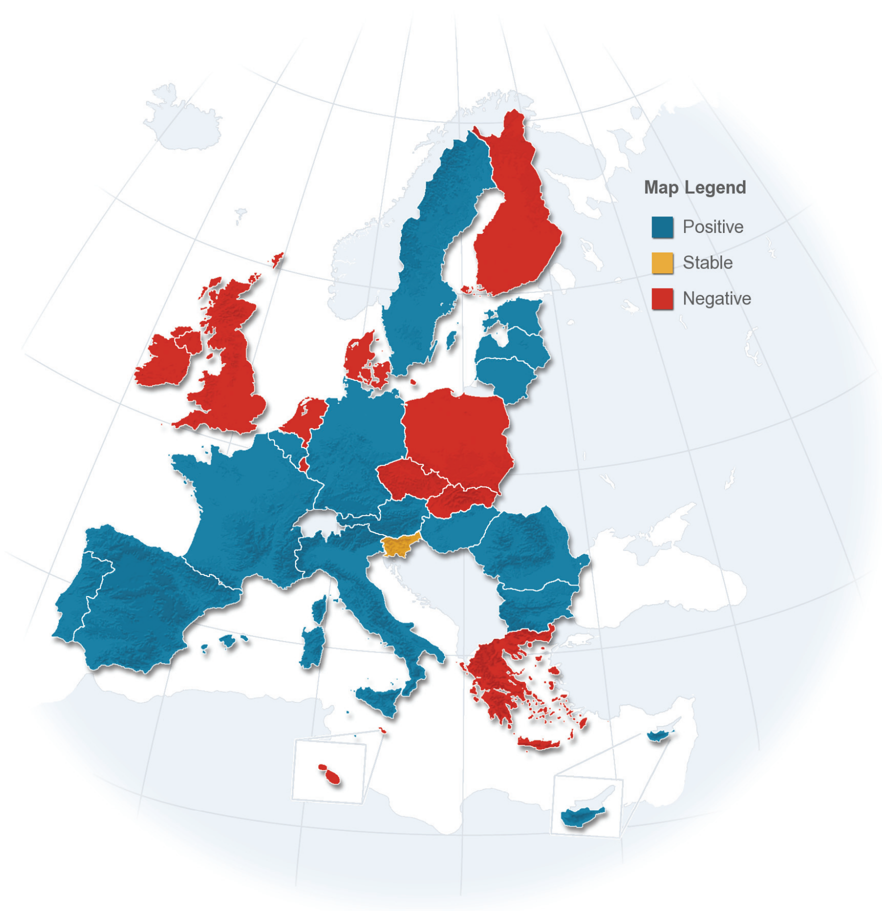
SE	94%
LU	85%
NL	83%
MT	80%
CY	77%
FR	76%
SI	75%
UK	69%
DE	69%
IE	66%
EL	66%
IT	62%
EU27	62%
DK	62%
ES	60%
BE	53%
BG	48%
PT	46%
EE	44%
AT	43%
LV	42%
PL	41%
HU	40%
LT	37%
RO	33%
SK	30%
FI	24%
CZ	21%



Since winter 2008, more EU households have gained access to both fixed and mobile telephones in their homes (an increase of four percentage points overall). The greatest increases have been in Portugal, Lithuania and France where increases have been in excess of ten percentage points. At the other extreme, the greatest decreases have been in the Czech Republic (-6 percentage points), Malta (-5), Poland (-5) and Finland (-4).

Households combining fixed and mobile telephone access
(Comparison with EB68.2 Nov.-Dec. 2007)

PT	46%	+16
LT	37%	+13
FR	76%	+12
HU	40%	+9
IT	62%	+9
ES	60%	+8
BG	48%	+7
SE	94%	+6
LV	42%	+5
DE	69%	+5
EU27	62%	+4
EE	44%	+4
CY	77%	+2
AT	43%	+2
RO	33%	+1
BE	53%	+1
SI	75%	=
LU	85%	-2
UK	69%	-2
NL	83%	-2
SK	30%	-2
DK	62%	-3
IE	66%	-3
EL	66%	-3
FI	24%	-4
PL	41%	-5
MT	80%	-5
CZ	21%	-6



Socio-demographically, households with both fixed and mobile telephones are more prevalent among multiple households, households in large towns in the NMS12 countries and the elderly aged 55-64 years.

Proportion of households combining a fixed and mobile telephone access

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small/ mid size town	Large town	-29	30-59	60+
EU27	62%	46%	65%	69%	69%	61%	61%	63%	44%	55%	42%
EU15	67%	50%	70%	76%	78%	68%	65%	68%	49%	59%	45%
NMS12	38%	26%	39%	43%	42%	33%	36%	45%	17%	29%	27%

The chart below referring to ‘the ageing society’ reflects the responses of respondents over 55 years of age in three age categories. This analysis allows us to determine whether a response or behavior is more or less prevalent among respondents in the three age categories, 55-64 years, 65-74 years and 75 years plus.

Proportion of elderly people combining a fixed and mobile telephone access

	The ageing society		
	55-64	65-74	75+
EU27	70%	62%	44%
EU15	76%	69%	48%
NMS12	45%	37%	22%

Dual access diminishes significantly with age. The situation is more common in the NMS12 countries where only 2 in 10 respondents aged 75 or over state to have both a fixed and mobile telephone access. Further analysis shows that the most important factor for not having a dual access is related to the mobile phone: the older the respondent is, the higher the probability of not having a mobile phone (see chapters 3.4.2 and 3.5.1).

3.3. Households without telephone access

- Only one in fifty households does not have access to a telephone -

Only 2% of EU households do not have access to either a fixed or mobile telephone, which is one percentage point less than in winter 2008. Although low, the proportion of households without telephone access is significantly lower across the EU15 countries (1%) than across the NMS12 countries (6%).

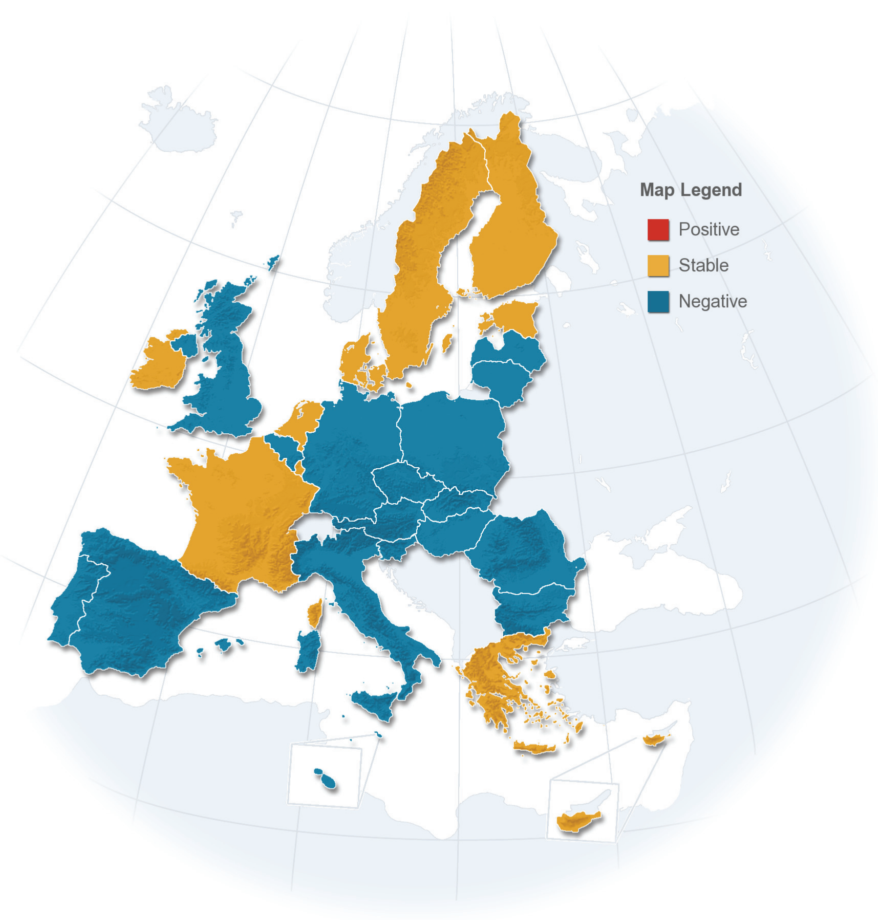
In fact, across the EU the proportion of households without access has either remained stable or decreased. The greatest decreases have been in Lithuania (-5), Romania (-5) and Portugal (-4).

In twenty of the countries surveyed the proportion of households without access has remained stable or not changed significantly.

Please note that in the chart below the usual colour coding system has been reversed to reflect the meaning of the data. A decrease in the proportion of households not having fixed line or mobile telephone access is a positive outcome and is indicated as such in the map below in blue and not red (as in other maps).

Households not having fixed telephone access nor mobile telephone access
(Comparison with EB68.2 Nov.-Dec. 2007)

EE	3%	=
NL	0%	=
SE	0%	=
CY	0%	=
LU	0%	=
IE	1%	=
DK	0%	=
EL	1%	=
FR	1%	=
FI	1%	=
PL	4%	-1
AT	1%	-1
MT	0%	-1
EU27	2%	-1
SI	0%	-1
DE	1%	-1
UK	1%	-1
ES	2%	-2
HU	6%	-2
IT	1%	-2
CZ	2%	-2
SK	4%	-3
BG	7%	-3
LV	2%	-3
BE	1%	-3
PT	5%	-4
RO	15%	-5
LT	4%	-5



Socio-demographically, those without access to either a mobile or fixed line are more prevalent among the elderly in the NMS12 countries, and in particular in households where the age of respondent was 65 years and older.

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

	The ageing society		
	55-64	65-74	75+
EU27	3%	4%	5%
EU15	1%	2%	2%
NMS12	8%	15%	19%

3.4. Fixed telephony

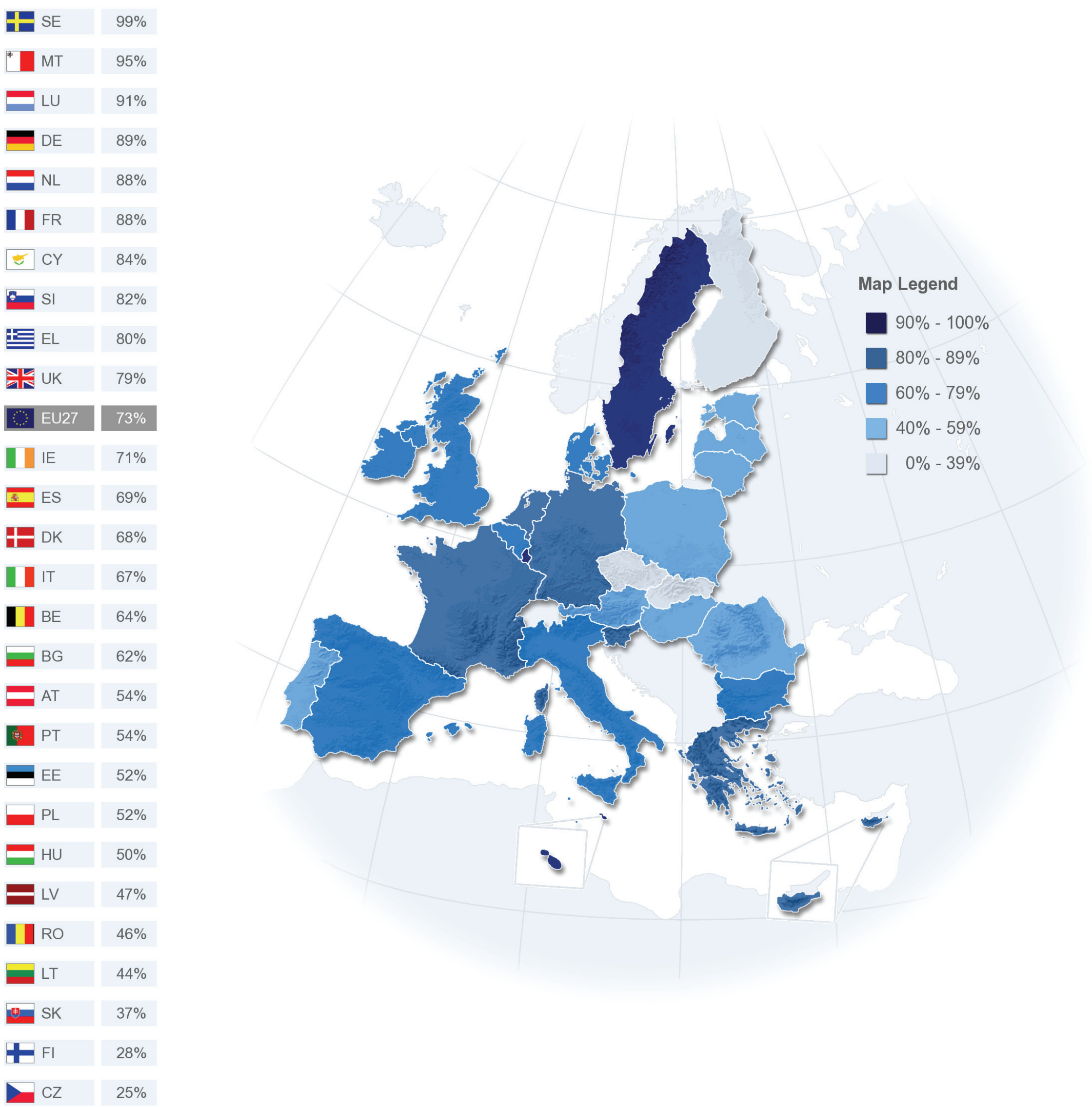
3.4.1. Households having at least one fixed telephone line

- Fixed lines are less prevalent in the NMS12 countries -

Almost three quarters of citizens in the EU have at least one fixed telephone line. However, there are significant differences between the EU15 countries and NMS12 countries, with an average of 78% of the EU15 countries households having fixed line access and only 48% of the equivalent households across the NMS12 countries having fixed line access.

Penetration of fixed telephone lines is greatest in Sweden, Malta, and Luxembourg where more than nine out of ten citizens in these countries have access to a fixed line in their household. Access is lowest in the Czech Republic and Finland; in these countries mobile telephone access is more prevalent than fixed line (mobile access only 73% and 71% respectively).

Households having fixed telephone access



The previous decline[10] in fixed telephone lines appears to be in reverse. Access to fixed telephone lines has improved overall since winter 2008, by three percentage points (from 70% in 2008). Portugal and Lithuania have demonstrated the most important increases, with 14 and 11 percentage point increases respectively. Fixed line access has also improved notably in Germany, Hungary and Italy, where eight percentage point increases are apparent in each country. In Finland and Poland the opposite is the case, with declines of 13 and 10 percentage points respectively.

[10] Winter 2008: EU average 70%, Winter 2007: EU average 72%.

Households having fixed telephone access
(Comparison with EB68.2 Nov.-Dec. 2007)

PT	54%	+14
LT	44%	+11
DE	89%	+8
HU	50%	+8
IT	67%	+8
FR	88%	+6
ES	69%	+4
EU27	73%	+3
EE	52%	+3
SE	99%	+3
LV	47%	+3
BG	62%	+1
CY	84%	=
AT	54%	=
MT	95%	-1
RO	46%	-1
SI	82%	-2
EL	80%	-3
NL	88%	-3
UK	79%	-3
BE	64%	-3
LU	91%	-4
DK	68%	-5
CZ	25%	-6
SK	37%	-6
IE	71%	-7
PL	52%	-10
FI	28%	-13

Socio-demographically, fixed lines are most prevalent among households with two people and single households of those over 60 years of age. In the EU15 countries fixed line access is slightly more prevalent in rural villages, whereas in the NMS12 countries it is more prevalent in large towns.

Proportion of households having a fixed telephone access

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small/ mid size town	Large town	-29	30-59	60+
EU27	73%	70%	77%	72%	71%	74%	72%	71%	46%	60%	81%
EU15	78%	75%	81%	78%	80%	81%	77%	77%	51%	65%	86%
NMS12	48%	47%	54%	47%	44%	46%	45%	53%	18%	34%	58%

Fixed lines are more prevalent among the elderly and are increasingly prevalent with age; they are most prevalent among those 75 years and older in the EU15 countries.

Proportion of elderly people having a fixed telephone access

	The ageing society		
	55-64	65-74	75+
EU27	79%	82%	89%
EU15	85%	87%	94%
NMS12	57%	64%	65%

3.4.2. Households having only fixed telephone access

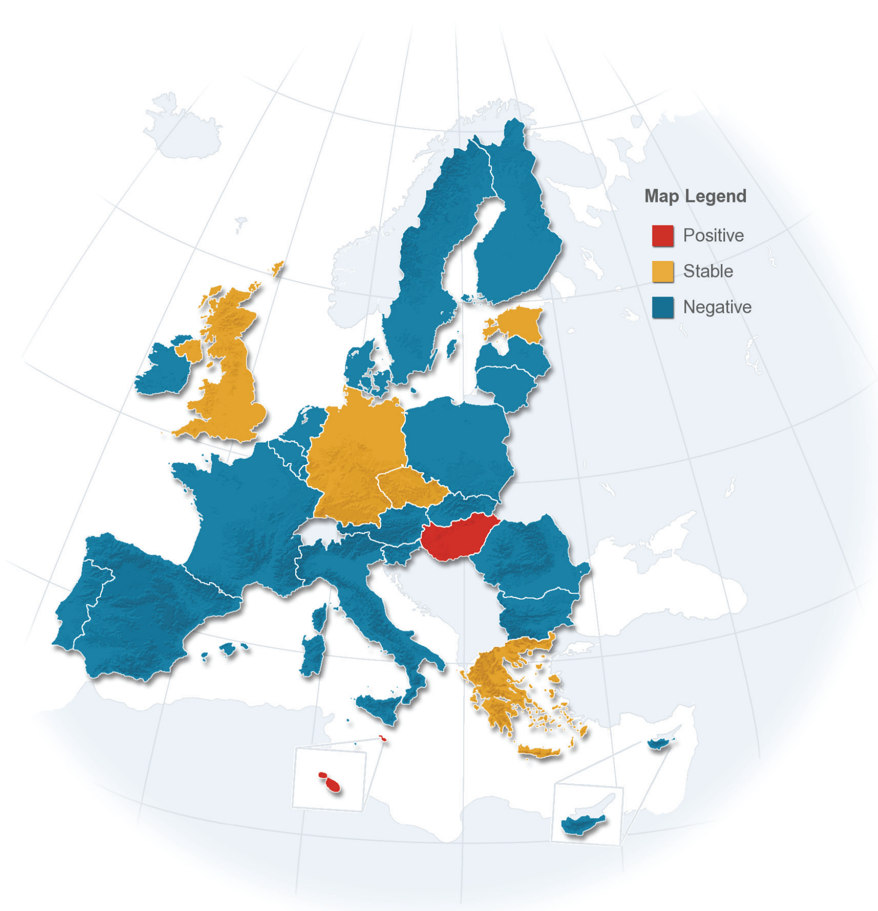
- The proportion of households with fixed line access only are declining -

The proportion of households with fixed line access only has declined by three percentage points since winter 2008, from 14% to 11%.

The greatest declines in fixed line only access are in Bulgaria (-7), Spain (-6) and France (-6). Also in Poland, Slovakia and Sweden decline is more important than in the other countries.

Households having fixed telephone access but no mobile telephone access
(Comparison with EB68.2 Nov.-Dec. 2007)

MT	15%	+3
HU	11%	+1
DE	20%	=
CZ	4%	=
UK	11%	=
EE	8%	=
EL	14%	=
PT	8%	-1
BE	11%	-1
IT	5%	-1
NL	5%	-1
FI	4%	-1
SI	7%	-1
LU	6%	-2
CY	7%	-2
AT	11%	-2
LT	7%	-2
LV	5%	-2
RO	13%	-2
DK	6%	-2
IE	6%	-3
EU27	11%	-3
SE	5%	-4
SK	7%	-5
PL	11%	-5
FR	12%	-6
ES	10%	-6
BG	14%	-7



Households using only a fixed line are more prevalent among one person households and single households over 60 years of age.

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

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small/ mid size town	Large town	-29	30-59	60+
EU27	11%	24%	12%	3%	2%	13%	11%	9%	1%	5%	39%

Among the elderly population, those over 65 years of age are more likely to have a fixed line only and in particular those 75 years and older are four times more likely than others to have a fixed line only.

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

	The ageing society		
	55-64	65-74	75+
EU27	10%	20%	46%
EU15	9%	18%	46%
NMS12	11%	27%	43%

3.4.3. Reasons for not having any fixed telephone lines

Overall the main reasons given for not having a fixed telephone line have not changed as compared to previous surveys.

- A fixed line is seen as unnecessary when a mobile phone is accessible -

The primary reason given for not having a fixed telephone line is that a mobile telephone is sufficient for the needs of the household and so there is no reason to have a fixed line as well; this has gained significant support since winter 2008 (+6). Secondly, a third of respondents state that they simply do not want a fixed telephone line, which has also increased significantly since winter 2008.

The overall costs associated with fixed telephone lines (the line rental, cost of calls and the initial installation/connection costs) are another important reason not to have a fixed line. While a quarter believe that that the line rental charges are too high, this has declined since winter 2008 to levels seen in the winter 2007 survey. Around one in six reasons that the cost of fixed line calls are too high and about one in ten claims that the initial installation/connection costs are too high.[*]

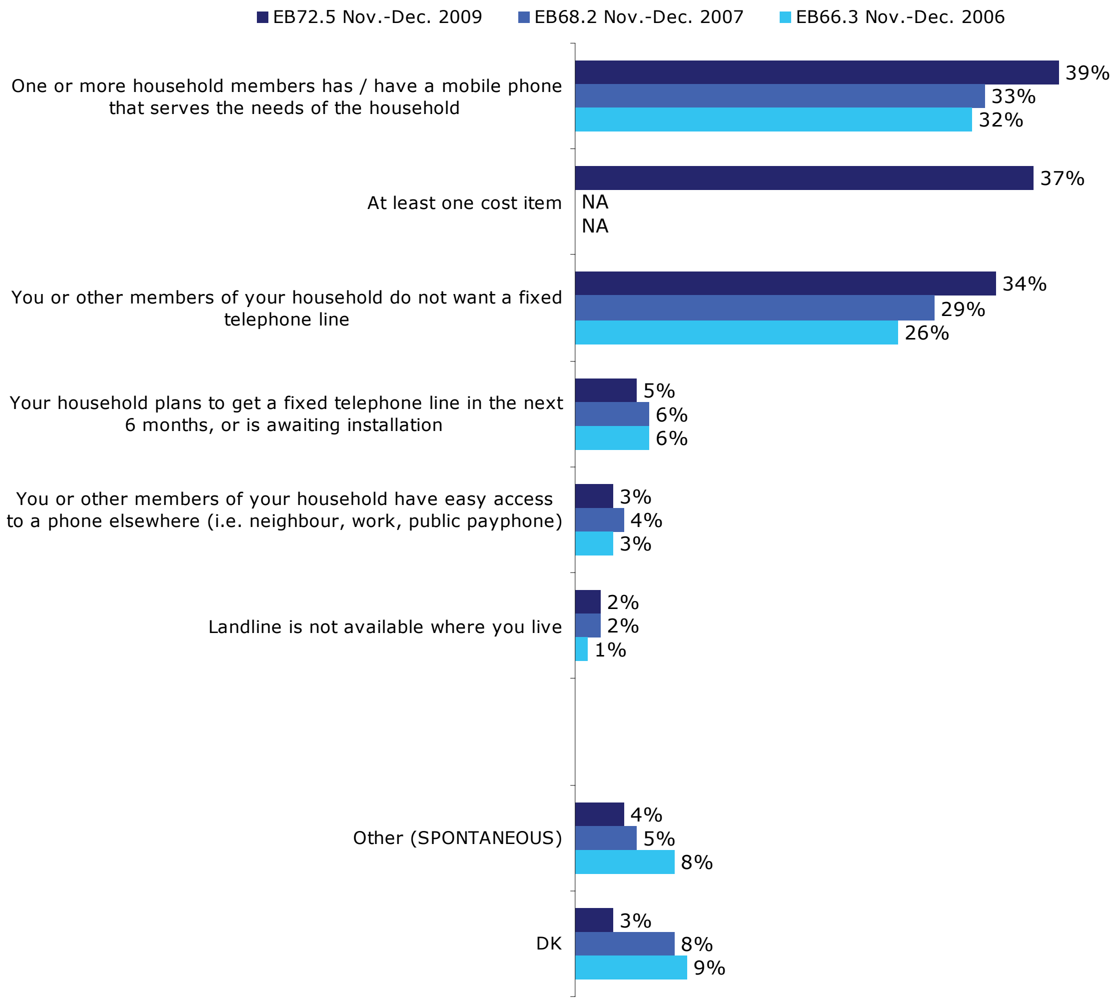
Other reasons such as waiting for the line to be installed or having access elsewhere are mentioned by relatively few people, one in twenty people or less. Only one in fifty mentioned that landline in not available where they live.[**]

The results between the EU15 countries and the NMS12 countries are very similar; there were only two notable differences. On average, significantly fewer of the EU15 countries claimed that 'you or other members of your household do not want a fixed line' as one of their reasons for not having a fixed line whereas on average 42% across the NMS12 countries gave this as one of their reasons. Whereas, on average of the EU15 countries more are planning or waiting for a fixed line installation in the next six months (7%) than in the NMS12 countries (2%).

[*] For a more detailed analysis, please see chapter 8 on "Affordability".

[**] For a more in depth analysis, please see chapter 7 on "Access to networks, applications and content".

QA6 You said there is no fixed telephone line at your home. Among the following list, which ones best explain why your household does not have a fixed telephone line?
(MULTIPLE ANSWERS POSSIBLE) - EU
(EB72.5, Base = 7338)



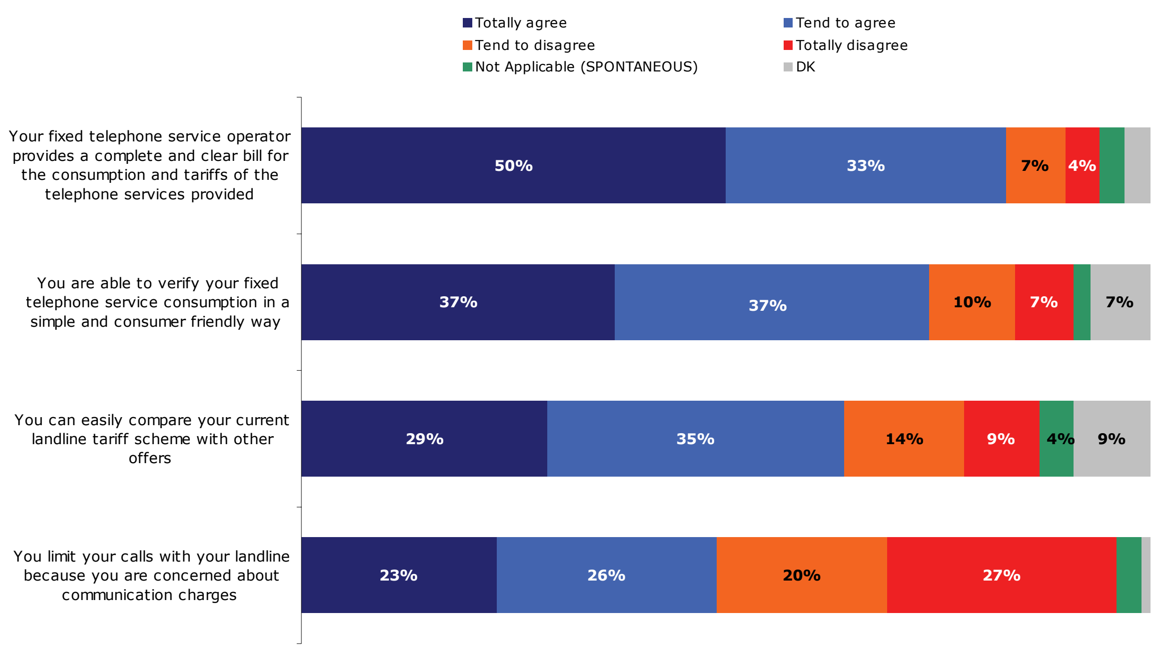
3.4.4. Keeping expenditure under control and the quality of fixed telephony

Overall, respondent's attitudes to fixed telephone services are relatively positive, as they have been in previous years.

In total 83% agree that the telephone bills they are provided with are clear and complete, which represents a slight decline compared to winter 2008 (-2 percentage points). However, while most people agree that they are able to verify their fixed telephone service consumption in a simple and consumer friendly way (74%) this is down significantly on winter 2008, by four percentage points. Agreement as to whether landline tariff schemes are easily comparable remains unchanged, with two thirds believing this is so.

Respondent opinion is divided as to whether they feel their landline calls are limited because of a concern about communication charges, with 49% agreeing and 47% disagreeing.

QA5 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree. - EU
(Asked to respondents saying that they have a fixed telephone - base = 19304)



A detailed analysis of the statements for which there is comparable data follows.

QA5.1 Your fixed telephone service operator provides a complete and clear bill for the consumption and tariffs of the telephone services provided
(Asked to respondents saying that they have a fixed telephone - base = 19304)

EU - Agree	EU27 83% agree (-2)
Highest agree by country	Ireland (90%) Cyprus (90%) Czech Republic (90%)
Largest increase of agreement (EB72.5 - EB68.2)	Czech Republic (90%; +18) Finland (83%; +14) Bulgaria (74%; +9)
EU - Disagree	EU27 11% disagree (+1)
Highest disagree by country	Bulgaria (22%) Italy (16%) France (15%)
Largest increase of disagreement (EB72.5 - EB68.2)	Denmark (13%; +4) France (15%; +4)

As in previous surveys, agreement that the service operator provides a complete and clear bill was relatively consistent across countries. The highest level of agreement is demonstrated in Ireland, Cyprus and the Czech Republic where nine out of ten agree that bills are clear and complete. The greatest percentage point gains are in the Czech Republic, Finland and Bulgaria, of nine percentage points or more. Conversely, in winter 2008, Bulgaria and Finland were among the countries with the highest disagreement with this statement.

The highest level of disagreement that complete and clear bills are provided by the service operator is in Bulgaria, Italy and France; Italy also had the highest level of disagreement in winter 2008. Denmark and France exhibited the greatest increase in disagreement, of four percentage points.

QA5.3 You are able to verify your fixed telephone service consumption in a simple and consumer friendly way
(Asked to respondents saying that they have a fixed telephone - base = 19304)

EU - Agree	EU27 74% agree (-4)
Highest agree by country	Ireland (84%) Germany (83%)
Largest increase of agreement (EB72.5 - EB68.2)	Czech Republic (78%; +12) Italy (76%; +10)
EU - Disagree	EU27 17% disagree (+2)
Highest disagree by country	Slovenia (41%) Bulgaria (41%)
Largest increase of disagreement (EB72.5 - EB68.2)	Slovenia (41%; +23) Portugal (23%; +14)

Overall agreement that verification of landline consumption is simple and consumer friendly is relatively high, three quarters of EU citizens agree that they are able to verify their landline consumption; however, this represents a four percentage point decline on winter 2008.

Respondents in Ireland and Germany agreed most that they are able to verify their fixed telephone consumption in a simple and consumer friendly way. German respondents in winter 2008 were also among those who agreed the most. The greatest incremental increases in agreement are in the Czech Republic and Italy; in winter 2008 Italy was among the countries with the highest levels of disagreement.

Slovenian and Bulgarian respondents disagreed most that they are able to verify their fixed telephone service consumption in a simple and consumer friendly way; Bulgarian respondents were also among those who felt this way in winter 2008. The greatest increases in disagreement are exhibited in Slovenia and Portugal, approximately doubling the proportion who felt this way in each country.

QA5.4 You can easily compare your current landline tariff scheme with other offers
(Asked to respondents saying that they have a fixed telephone - base = 19304)

EU - Agree	EU27 64% agree (+/-0)
Highest agree by country	Germany (77%) Greece (75%) Ireland (72%)
Largest increase of agreement (EB72.5 - EB68.2)	Bulgaria (58%; +16) Cyprus (56%; +10) Ireland (72%; +8)
EU - Disagree	EU27 23% disagree (-1)
Highest disagree by country	Slovenia (36%) Hungary (35%) Belgium (34%)
Largest increase of disagreement (EB72.5 - EB68.2)	Portugal (27%; +9) Czech Republic (24%; +9) Malta (14%; +9) Slovakia (24%; +9)

Overall two thirds of Europeans feel that they can compare landline tariffs easily. The Germans, Greeks and Irish feel this more than others, with more than seven out of ten agreeing they could compare tariffs easily. German respondents were also among the countries who felt this most in winter 2008. The Bulgarians, Cypriots and Irish exhibited the greatest incremental increases in agreement.

Respondents from Slovenia, Hungary and Belgium disagreed most that they could easily compare landline tariffs; these same countries also appeared in the list of countries that disagreed the most in winter 2008. The greatest increases in disagreement are in Portugal, Czech Republic, Malta and Slovakia, where all show an increase of nine percentage points.

QA5.2 You limit your calls with your landline because you are concerned about communication charges*
(Asked to respondents saying that they have a fixed telephone - base = 19304)

EU - Agree	EU27 49% agree
Highest agree by country	Bulgaria (72%) Ireland (65%) Poland (63%)
EU - Disagree	EU27 47% disagree
Highest disagree by country	The Netherlands (77%) Sweden (72%) Denmark (63%)

EU citizens are polarised in their opinion about limiting landline calls because of concerns about charges. Half agree that they limit their calls and half disagree.

Respondents with fixed lines in Bulgaria, Ireland and Poland agree more than landline users in other countries that they limit their calls in this way; between 72% and 63% agree. Conversely, fixed line users in the Netherlands, Sweden and Denmark disagree most that they limit their calls because of communication costs with similar proportions disagreeing that they behave this way.

* For a more detailed analysis, please see chapter 8 on "Affordability".

3.5. Mobile telephony

3.5.1. Households having at least one mobile telephone

- Mobile telephone access widespread across the EU -

Access to mobile telephones is widespread in the EU, with almost nine out of ten people having access to a mobile telephone (87%).

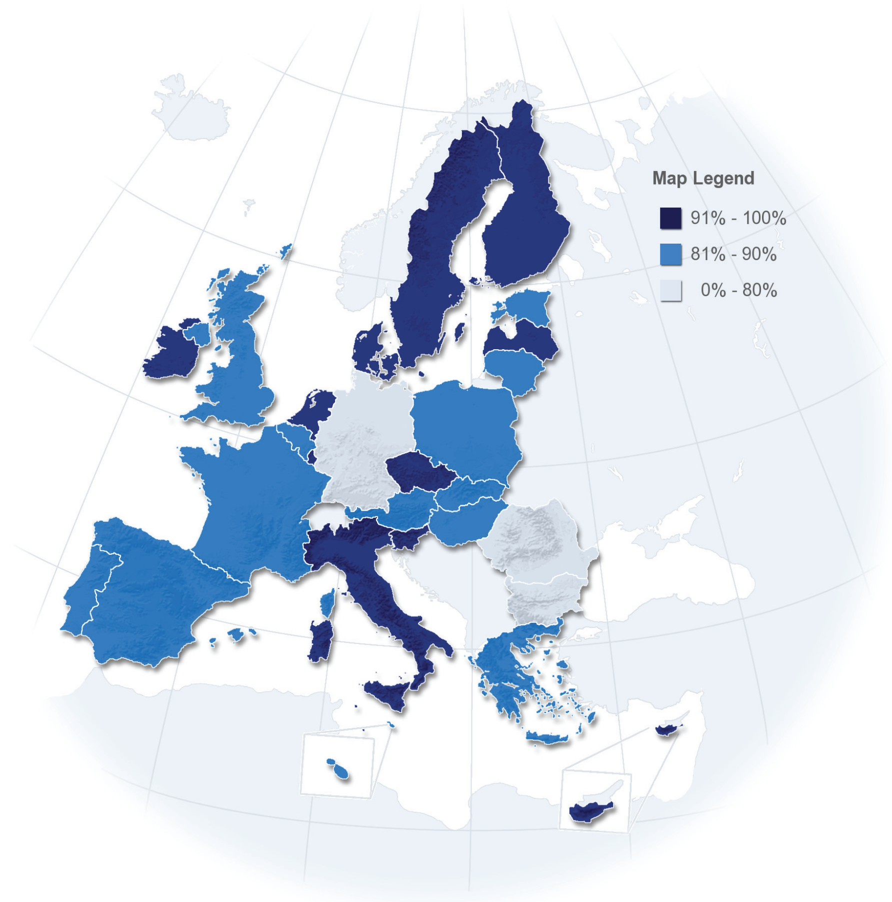
The Nordic countries of Sweden and Finland have the highest penetration of 95%, closely followed by Luxembourg, Italy, the Netherlands, the Czech Republic and Denmark at 94%. In fact, eleven of the 27 EU countries have mobile penetration above 90%.

The lowest access to mobile telephones is in Romania and Bulgaria; even so 72% and 78% of households respectively have access to at least one mobile telephone.

There is little difference between the EU15 countries and NMS12 countries. On average the EU15 countries have marginally greater access to a mobile telephone with an average of 88% access versus the equivalent average across the NMS12 countries of 84%.

Households having at least one mobile telephone access

SE	95%
FI	95%
LU	94%
IT	94%
NL	94%
CZ	94%
DK	94%
IE	93%
SI	93%
CY	93%
LV	93%
ES	89%
EE	89%
LT	89%
SK	89%
AT	88%
UK	88%
BE	88%
FR	87%
PT	87%
EU27	87%
EL	85%
MT	85%
PL	85%
HU	84%
DE	80%
BG	78%
RO	72%



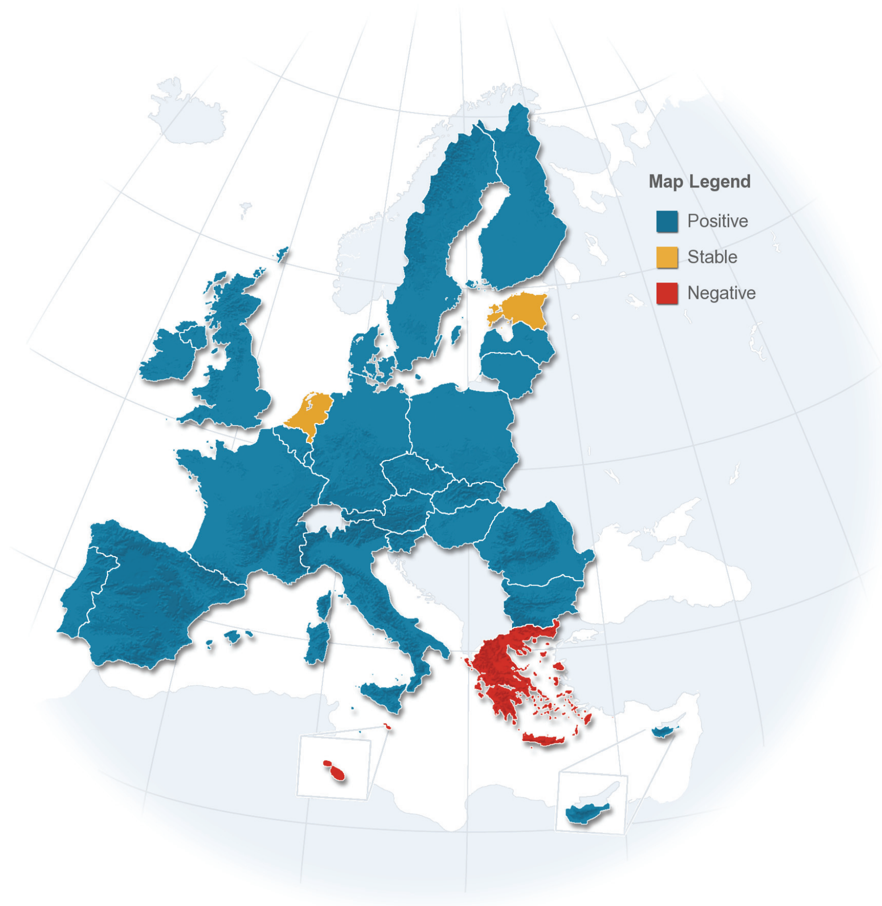
Access to mobile telephones has increased across the EU since winter 2008 by four percentage points.

Significant increases in access to mobile telephones since winter 2008 are visible across half of Europe. The greatest increases have been in Bulgaria (+10), Spain (+9) and Slovakia (+8) where the increases have been about double the EU average. The NMS12 countries appear to be experiencing the greatest increases, out of the top nine countries that showed the greatest increases, six are from the NMS12 countries.

Only Malta exhibited a significant decrease in the proportion of households with mobile telephone access (-3).

Households having at least one mobile telephone access
(Comparison with EB68.2 Nov.-Dec. 2007)

BG	78%	+10
ES	89%	+9
SK	89%	+8
FR	87%	+6
RO	72%	+6
PL	85%	+6
LT	89%	+6
LV	93%	+5
PT	87%	+5
SE	95%	+4
BE	88%	+4
EU27	87%	+4
IE	93%	+3
IT	94%	+3
DE	80%	+2
LU	94%	+2
DK	94%	+2
FI	95%	+2
HU	84%	+2
SI	93%	+2
CZ	94%	+2
CY	93%	+2
AT	88%	+2
UK	88%	+1
EE	89%	=
NL	94%	=
EL	85%	-1
MT	85%	-3



Socio-demographically, households with access to at least one mobile telephone are more prevalent among:

- Multiple households (composed of three or more people)
- Large towns
- Single households under 59 years of age

Proportion of households having at least one mobile telephone access

		Household composition				Subjective urbanisation			Single households by age		
	TOTAL	1	2	3	4+	Rural village	Small/ mid size town	Large town	-29	30-59	60+
EU27	87%	73%	86%	97%	97%	84%	87%	90%	98%	93%	55%

Among the elderly, access to a mobile telephone is more prevalent among those aged 55 to 64 years within the EU15 countries.

Proportion of elderly people having at least one mobile telephone access

	The ageing society		
	55-64	65-74	75+
EU27	88%	76%	49%
EU15	90%	80%	52%
NMS12	80%	58%	38%

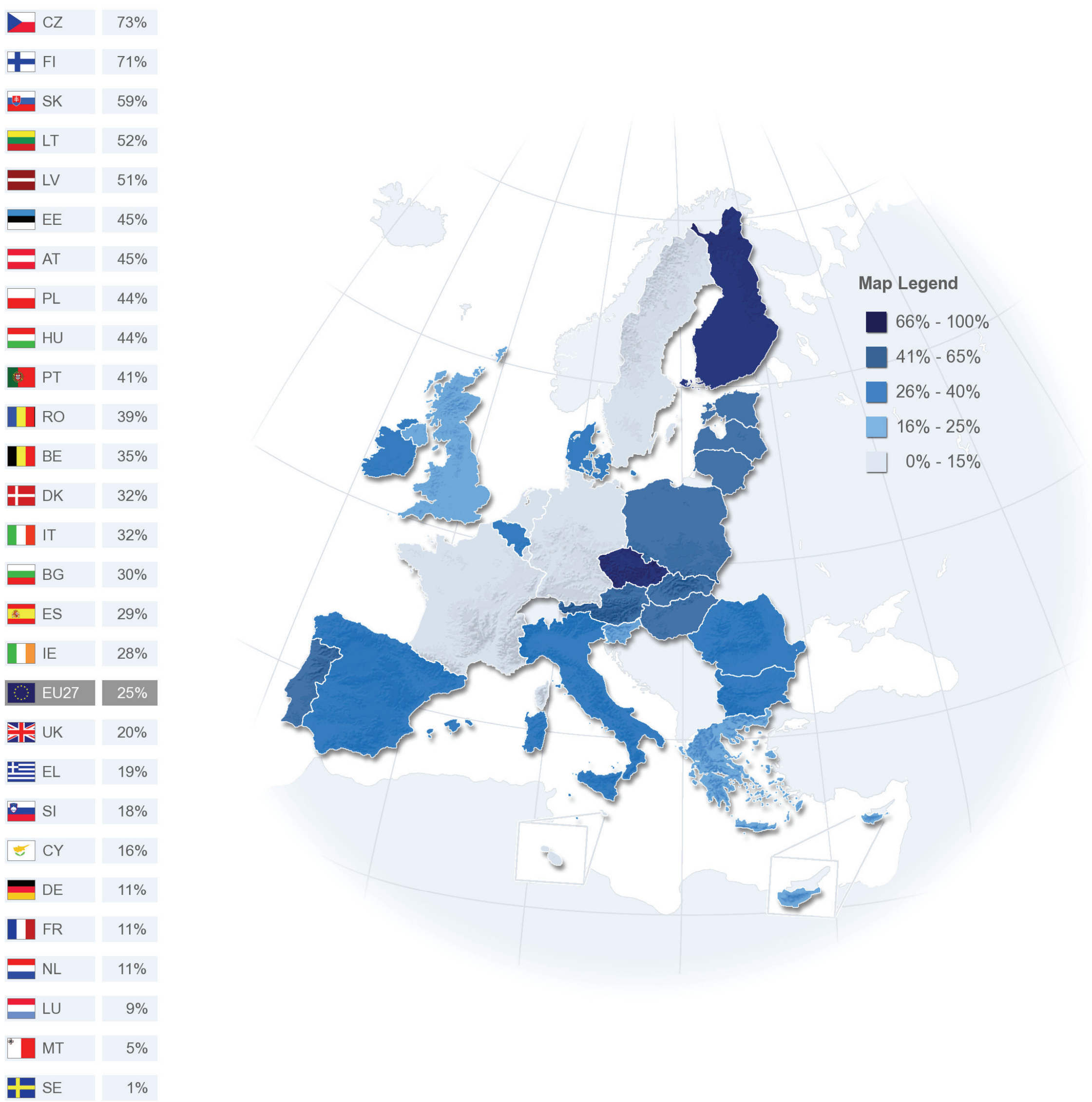
3.5.2. Households having only mobile phone access

- Mobile only access is more prevalent among the NMS12 countries -

A quarter of EU households are limited to mobile telephone access only, this is more prevalent in the NMS12 countries (46%) than in the EU15 countries (21%).

Mobile access only is greatest in the Czech Republic and Finland where about seven in ten have mobile access only. Access to mobile telephones only is lowest in Sweden and Malta, where 5% or less of households has mobile access only. In these countries dual access dominates instead, with 94% and 80% respectively having access to both fixed and mobile telephones.

Households having mobile telephone access but no fixed telephone access



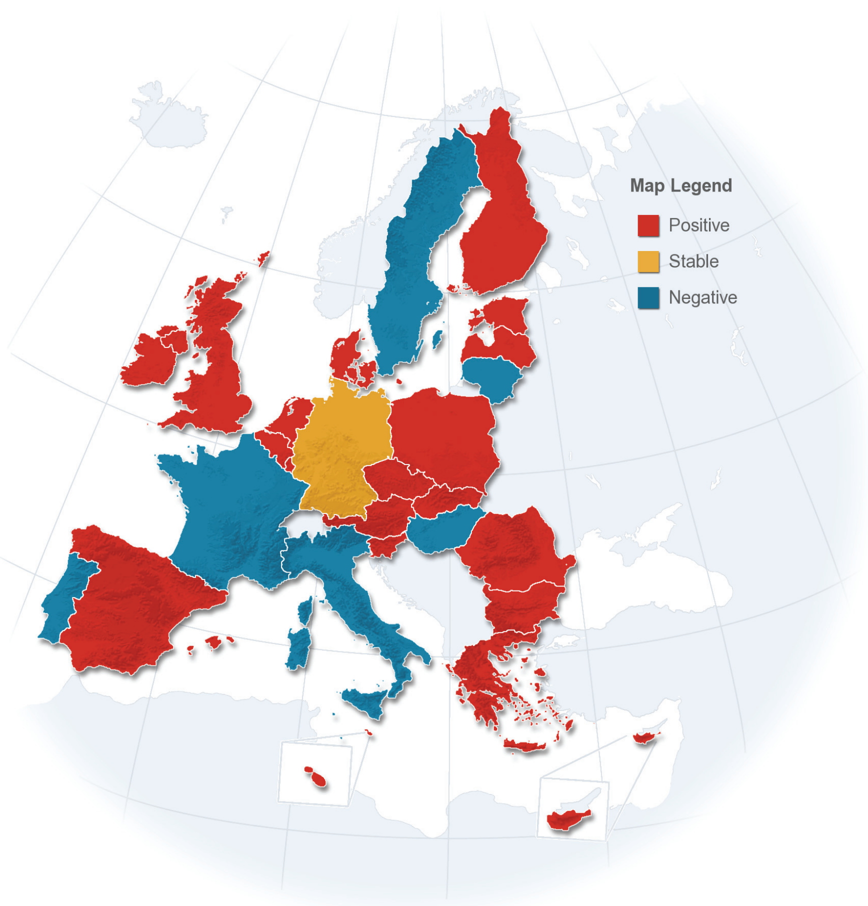
Overall, the average penetration of mobile telephone access only across the EU is unchanged since winter 2008, with a quarter of citizens still having mobile access only. However, access has increased in twenty countries since winter 2008 and declined in only six.

As one can observe in the following map, there has been considerable movement at country level in the proportion of citizens with mobile only access. Slovakian (+12), Polish (+12), Danish (+10), Finnish (+10) and Czech (+9) respondents exhibited the greatest increases in mobile only access since winter 2008. Conversely, mobile only access declined most in Portugal (-7), Hungary (-6), France (-5) and Italy (-5).

Households having mobile telephone access but no fixed telephone access

(Comparison with EB68.2 Nov.-Dec. 2007)

SK	59%	+12
PL	44%	+12
DK	32%	+10
FI	71%	+10
CZ	73%	+9
IE	28%	+8
AT	45%	+7
RO	39%	+6
LV	51%	+6
BG	30%	+5
UK	20%	+5
EE	45%	+4
ES	29%	+4
SI	18%	+4
LU	9%	+4
BE	35%	+3
EL	19%	+3
NL	11%	+2
MT	5%	+2
CY	16%	+1
DE	11%	=
EU27	25%	=
LT	52%	-1
SE	1%	-2
IT	32%	-5
FR	11%	-5
HU	44%	-6
PT	41%	-7



The socio-demographic trends for mobile telephone access only are different between the EU15 countries and NMS12 countries.

In the NMS12 countries, access to a mobile telephone only is more prevalent among multiple households and small/mid size towns. While access is more prevalent among single households of people under 59 years of age, and in particular among households of those under 29 years of age, in both the EU15 countries and NMS12 countries.

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

		Household composition				Subjective urbanisation			Single households by age		
	TOTAL	1	2	3	4+	Rural village	Small/ mid size town	Large town	-29	30-59	60+
EU27	25%	26%	22%	27%	28%	23%	26%	27%	53%	38%	13%
EU15	21%	23%	18%	21%	20%	18%	22%	22%	49%	34%	11%
NMS12	46%	41%	39%	50%	52%	44%	49%	44%	79%	61%	24%

Access to a mobile telephone only is less frequent among the elderly.

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

	The ageing society		
	55-64	65-74	75+
EU27	18%	14%	6%
EU15	13%	12%	4%
NMS12	35%	22%	16%

3.5.3. Mobile telephone access: contract versus pre-paid

- Contract and pre-paid systems used equally -

On average, use of contract and pre-paid systems is about equal, with a third using each system exclusively and a further one in five using both systems. The use of contracts and those using both systems has followed an upward trend since winter 2007, when on average 30% subscribed to a contract and 15% had both; in winter 2008, 31% were on contract and 17% were using both.

On average, contract only or pre-paid only is marginally higher across the EU15 countries than across the NMS12 countries; about a third of the EU15 countries use contract (35%) and a third use pre-payment systems (35%), whereas in the NMS12 countries just under a third (29%) use contracts and 32% use pre-paid systems. The use of a combination of systems remains more prevalent across the NMS12 countries, with 23% using both versus 17% across the EU15 countries.

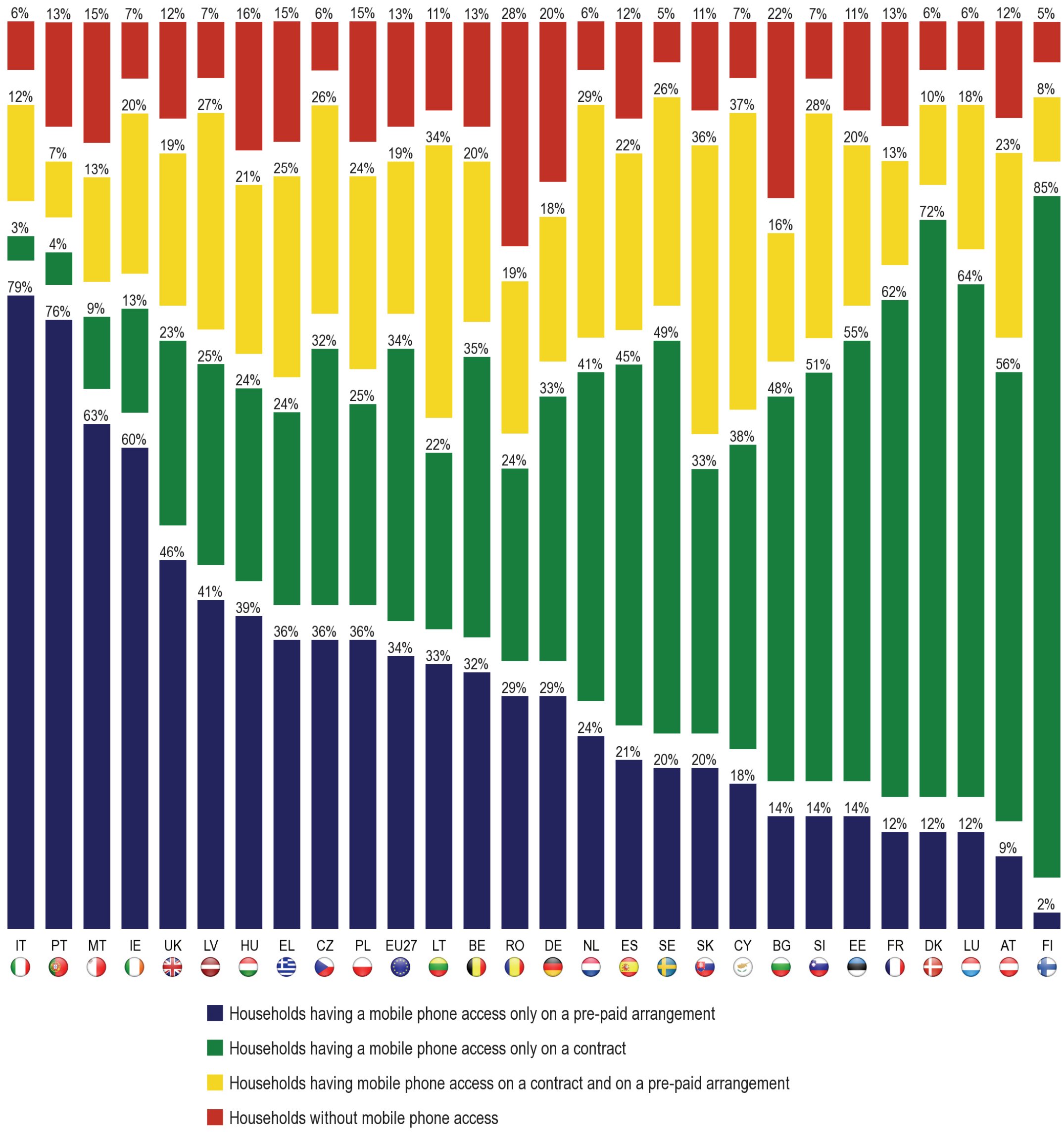
Nevertheless, across countries use of the different payment systems varies considerably.

Contract only systems dominate in Finland, where 85% of respondents adopt this system. It is interest to note that this is in a country where mobile telephone is the main source of communication for most households, as Finland is one of the countries with the highest levels of mobile access only. .

Portugal and Italy, on the other hand, exhibit the highest levels of **pre-paid only** payment, with over three quarters choosing this payment type in each country. Unsurprisingly, pre-paid only payment is lowest in Finland, where respondents are using contract systems instead.

Citizens in the NMS12 countries of Cyprus and Slovakia are using a **combination of both pre-paid and contract** payment systems the most (37% and 36% respectively). Combination usage is lowest in Portugal and Finland, with less than one in ten using both methods.

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

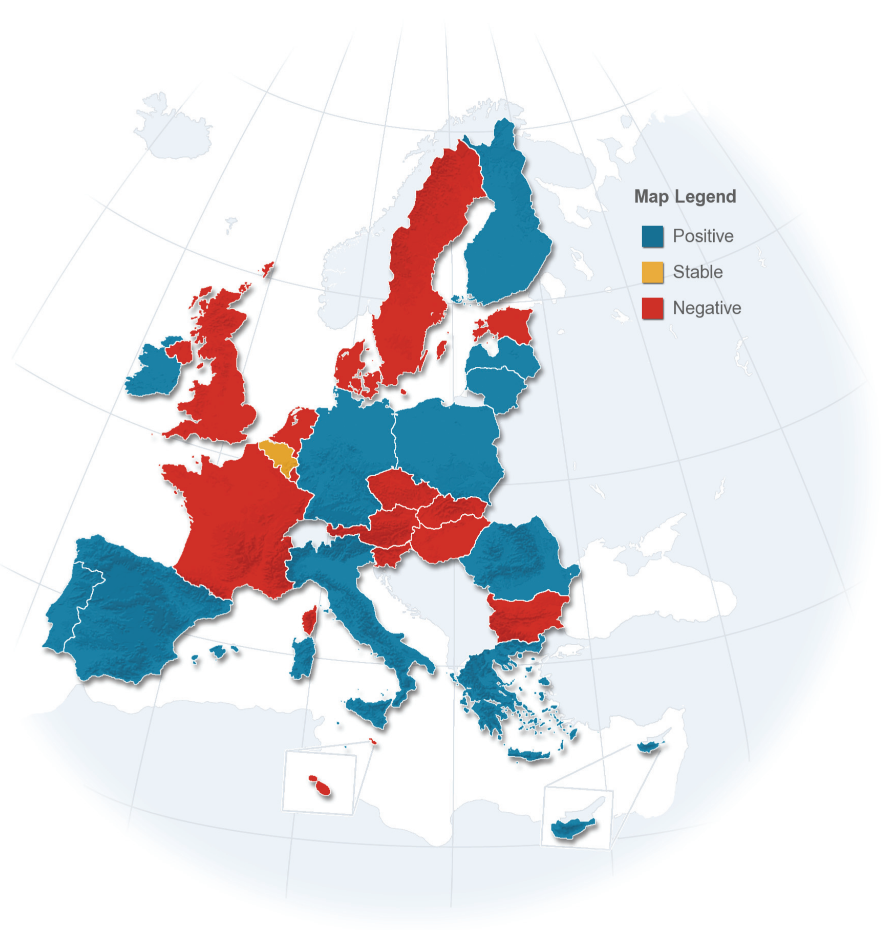


Overall, the proportion of households paying for their mobile telephone using a pre-paid system is unchanged since the previous survey (-1 percentage point). However, the average hides individual country changes.

There have been increases in the proportion using a pre-paid arrangement in ten countries. The greatest percentage point increases have been in Ireland (+9), Greece (+7) and Latvia (+7). While at the other end of the scale, there have been significant decreases in the proportion using a pre-paid arrangement in eight countries. Maltese (-13), Hungarian (-9) and Austrian (-7) respondents exhibited the largest percentage point decreases in using pre-paid systems only.

Households having a mobile phone access only on a pre-paid arrangement
(Comparison with EB68.2 Nov.-Dec. 2007)

IE	60%	+9
EL	36%	+7
LV	41%	+7
LT	33%	+5
ES	21%	+5
PL	36%	+3
IT	79%	+3
PT	76%	+3
RO	29%	+3
CY	18%	+3
DE	29%	+2
FI	2%	+1
BE	32%	=
CZ	36%	-1
EE	14%	-1
EU27	34%	-1
SI	14%	-1
LU	12%	-2
SK	20%	-2
FR	12%	-2
DK	12%	-3
UK	46%	-3
BG	14%	-6
SE	20%	-6
NL	24%	-6
AT	9%	-7
HU	39%	-9
MT	63%	-13



3.5.4. Control of expenditure and quality of mobile phone services

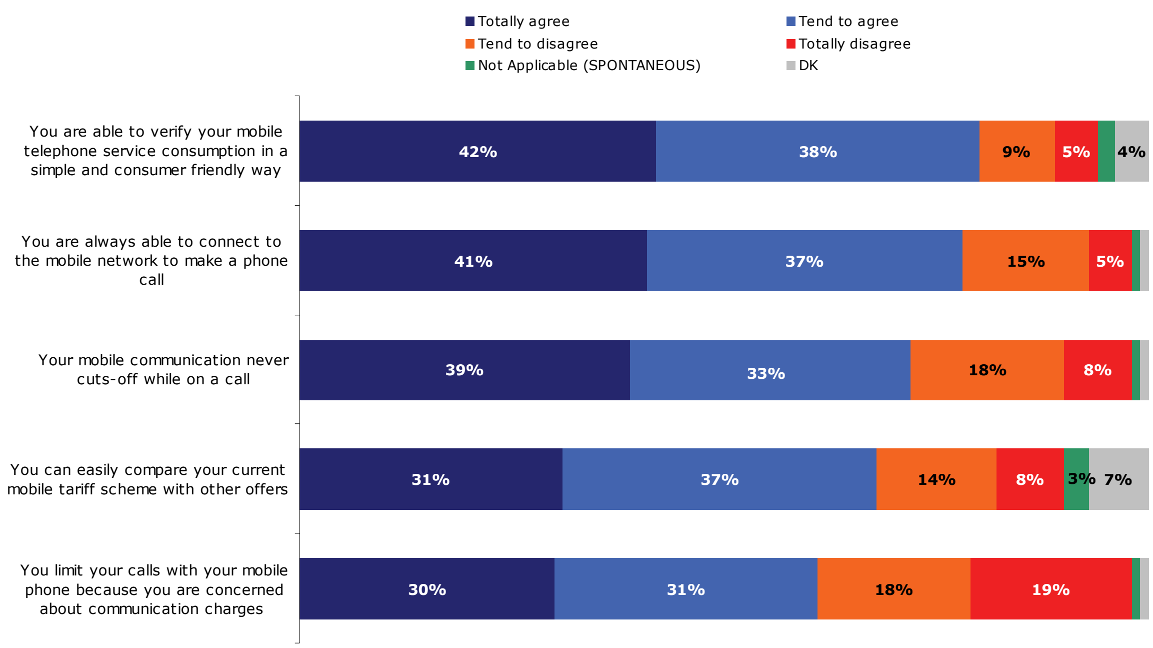
Overall, EU citizens agree that mobile phone providers perform on service quality. However, the majority of citizens also agree that they limit their use of mobile phones because they are concerned about the charges.

While eight out of ten respondents agree that they are able to verify their mobile consumption in a simple and consumer friendly way. Conversely, six out of ten limit consumption because of concerns about communication charges; significantly more than limit their consumption of fixed line because of the same concern (49%).

Most EU citizens agree that network coverage and reliability allows them to always make a call and never be disconnected. About eight out of ten (78%) agree that they are always able to connect to the network when they make a call and 72% agree that the network never cuts off while they are on a call.

Tariff comparability between networks is marginally better for mobiles than fixed lines, with 68% agreeing that they are easily able to compare mobile tariffs and 64% agreeing the same about fixed line tariffs.

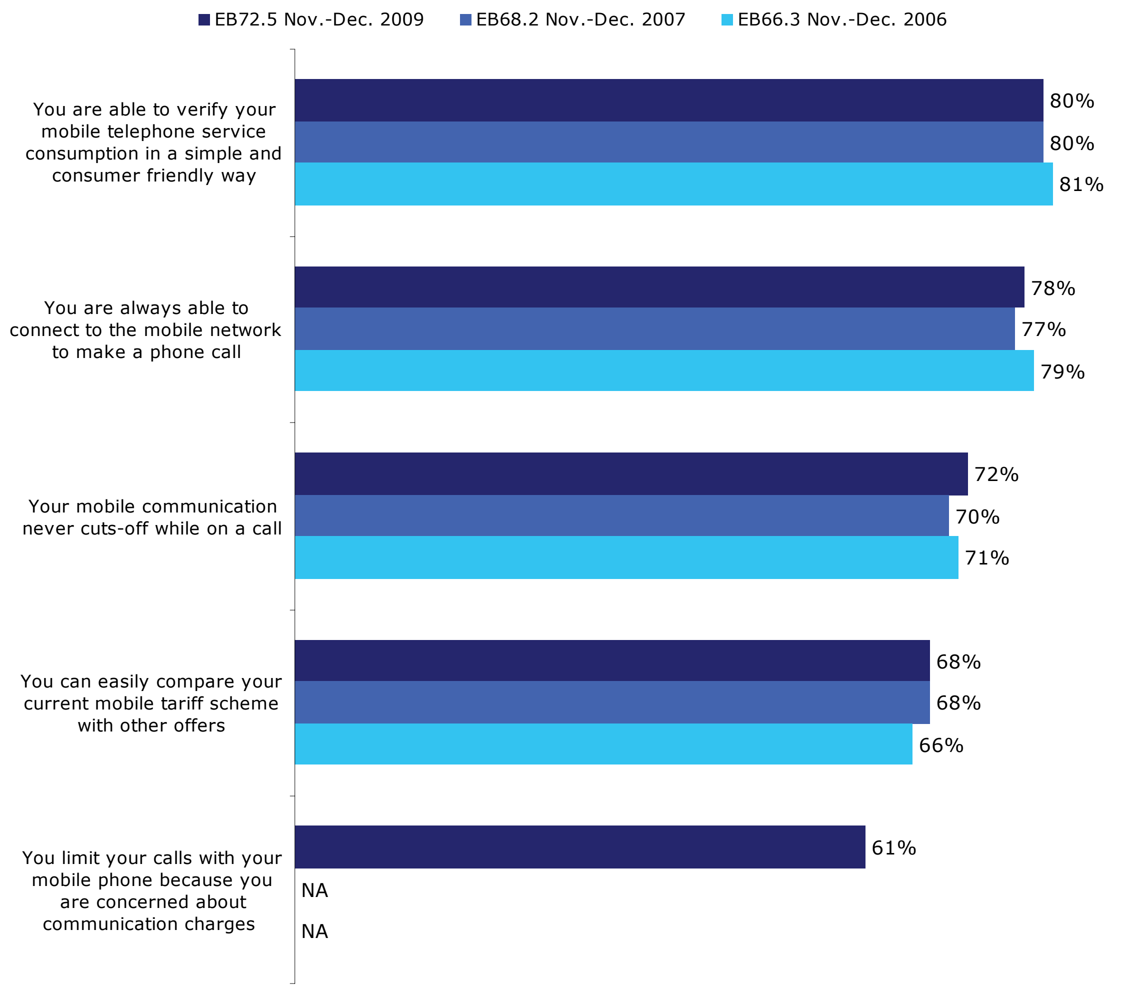
QA3a For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree. - EU
(Asked to respondents saying that they have a mobile phone - base = 23244)



- Attitudes are unchanged since winter 2006 -

Attitudes to mobile quality and pricing are unchanged since winter 2007 and winter 2006, with overall agreement either staying exactly the same or increasing by one or two percentage points.

QA3a For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
Total Agree - EU
(Asked to respondents saying that they have a mobile phone - EB72.5, base = 23244)



QA3a.4 You are able to verify your mobile telephone service consumption in a simple and consumer friendly way
(Asked to respondents saying that they have a mobile phone - base = 23244)

EU - Agree	EU27 80% agree (+/-0)
Highest agree by country	Latvia (91%) Estonia (87%) France (86%)
Largest increase of agreement (EB72.5 - EB68.2)	Ireland (84%; +7) Austria (82%; +3)
EU - Disagree	EU27 14% disagree (-1)
Highest disagree by country	Greece (25%) Finland (23%) Hungary (21%)
Largest increase of disagreement (EB72.5 - EB68.2)	Greece (25%; +8) Czech Republic (18%; +5) Malta (12%; +5)

Countries across the EU are in agreement that verification of mobile phone service consumption in a simple and consumer friendly way is possible, with consistently high agreement across countries. The highest levels of agreement are in Latvia, Estonia and France where about nine out ten people agree verification in this way is possible. Latvia and Estonia were also amongst the countries with the highest levels of agreement in winter 2008. The greatest incremental changes have been in Ireland and to a lesser extent Austria.

Disagreement is greatest in Greece, Finland and Hungary with one in five feeling that simple and consumer friendly verification of mobile consumption is not possible. Finnish citizens were also among those who disagreed the most in winter 2008. The Greeks, Czechs and Maltese exhibited the greatest percentage point increases in disagreement.

QA3a.2 You are always able to connect to the mobile network to make a phone call*
(Asked to respondents saying that they have a mobile phone - base = 23244)

EU - Agree	EU27 78% agree (+1)
Highest agree by country	Czech Republic (92%) Hungary (92%)
Largest increase of agreement (EB72.5 - EB68.2)	Luxembourg (77%; +21) Ireland (77%; +9)
EU - Disagree	EU27 20% disagree (-1)
Highest disagree by country	France (29%) Denmark (26%) United Kingdom (25%)
Largest increase of disagreement (EB72.5 - EB68.2)	Romania (24%; +8) Greece (16%; +5) Cyprus (18%; +5)

Overall there is no significant change in levels of agreement or disagreement with ability to connect to the mobile network, with about eight out of ten EU citizens agreeing that they are able to connect to the network to make a phone call and two disagreeing.

Agreement is highest among Czech and Hungarian respondents; as it was in winter 2008. The biggest incremental increase has been in Luxembourg (+21), followed by Ireland (+9).

In France, Denmark and the UK disagreement is highest, although only five or six percentage points above the EU average. Romania, Greece and Cyprus have seen the greatest incremental increases; however, in winter 2008 Greece exhibited the same high levels of agreement as the Czech Republic.

* For a more in depth analysis, please see chapter 7 on "Access to networks, applications and content".

QA3a.1 Your mobile communication never cuts-off while on a call
(Asked to respondents saying that they have a mobile phone - base = 23244)

EU - Agree	EU27 72% agree (+2)
Highest agree by country	Hungary (87%) Czech Republic (85%) Malta (84%)
Largest increase of agreement (EB72.5 - EB68.2)	Luxembourg (73%; +17) France (68%; +9) The Netherlands (75%; +9)
EU - Disagree	EU27 26% disagree (-2)
Highest disagree by country	Romania (37%) United Kingdom (35%) Spain (34%)
Largest increase of disagreement (EB72.5 - EB68.2)	Romania (37%; +8) Poland (23%; +4) Slovakia (30%; +4)

Agreement that communication never cuts off while on a call has increased overall by two percentage points since winter 2008. As with being able to connect to the network to make a call, the single biggest increase is among respondents from Luxembourg (+17); previously Luxembourg displayed one of the highest levels of disagreement.

Agreement is highest in Hungary, the Czech Republic and Malta, with more than eight out of ten respondents agreeing that mobile communication never cuts off while they are on a call. These are also the same three countries that exhibited the highest levels of agreement in winter 2008.

Against that criterion, mobile communication appears to be least reliable in Romania, the UK and Spain where most respondents disagree that mobile communication never cuts off; almost a third of respondents disagree. The UK was also among those countries that disagreed the most in winter 2008. Romania also displayed the largest incremental increase of eight percentage points.

QA3a.5 You can easily compare your current mobile tariff scheme with other offers
(Asked to respondents saying that they have a mobile phone - base = 23244)

EU - Agree	EU27 68% agree (+/-0)
Highest agree by country	Slovakia (83%) Czech Republic (81%)
Largest increase of agreement (EB72.5 - EB68.2)	Slovenia (77%; +8) Austria (76%; +6) Ireland (72%; +6)
EU - Disagree	EU27 22% disagree (-1)
Highest disagree by country	Belgium (37%) Sweden (36%) Denmark (32%)
Largest increase of disagreement (EB72.5 - EB68.2)	France (31%: +7) Sweden (36%; +6) Malta (14%; +6)

The ease of comparing mobile phone tariffs has not changed since winter 2008, with two thirds of EU citizens agreeing that they can do so easily. As is evidenced through the countries demonstrating the highest levels of agreement and disagreement there are differences between the EU15 countries and NMS12 countries. Mobile tariff comparison appears to be easier in the NMS12 countries, with 74% agreeing they can compare easily whilst across the EU15 countries only 65% feel the same.

The NMS12 countries of Slovakia and Czech Republic agree most that mobile tariff comparability is easy; in winter 2008 Slovakians also agreed the most (84%). The largest increases are of six and eight percentage points in Slovenia, Austria and Ireland.

The highest levels of disagreement that mobile tariffs are easily comparable are in the EU15 countries of Belgium, Sweden and Denmark. While France, Sweden and Malta demonstrate the largest percentage point increases in disagreement.

QA3a.3 You limit your calls with your mobile phone because you are concerned about communication charges*
(Asked to respondents saying that they have a mobile phone - base = 23244)

EU - Agree	EU27 61% agree

Highest agree by country	Ireland (78%) Bulgaria (75%) Greece (74%)

EU - Disagree	EU27 37% disagree

Highest disagree by country	Austria (62%) Finland (62%) The Netherlands (56%) Sweden (56%)

Overall, just under two thirds agree that they limit their calls with their mobile phone because of charges. Agreement is highest among the Irish, Bulgarians and the Greeks, where about three quarters agree they limit calls because of the potential cost. In contrast, Austrian, Finnish, Dutch and Swedish mobile phone users are the least likely to limit their calls because of the potential cost.

Dutch and Swedish landline users were also among those least likely to limit their landline calls because of the communication charges, whereas Irish and Bulgarian landline users were also among those most likely to limit their landline calls because of communication charge concerns.

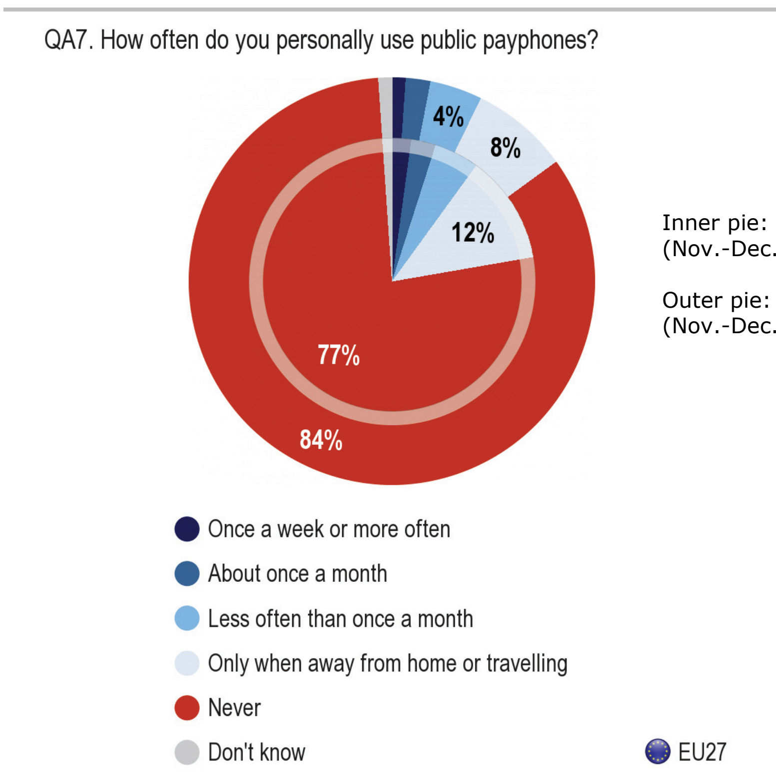
* For a more detailed analysis, please see chapter 8 on "Affordability".

3.6. Alternative means of telephony

3.6.1. Public payphones

- Public payphone use is declining -

The use of public payphones has declined significantly since winter 2008 from 22% to 15% on average. The main source of the decrease is the decline in use when away from home or travelling, which has dropped by four percentage points to 8%. Public payphones are not at all widely used: only 1% of the respondents use them once a week or more and 2 % of them use them about once a month whereas the remaining users do use public payphones less often.



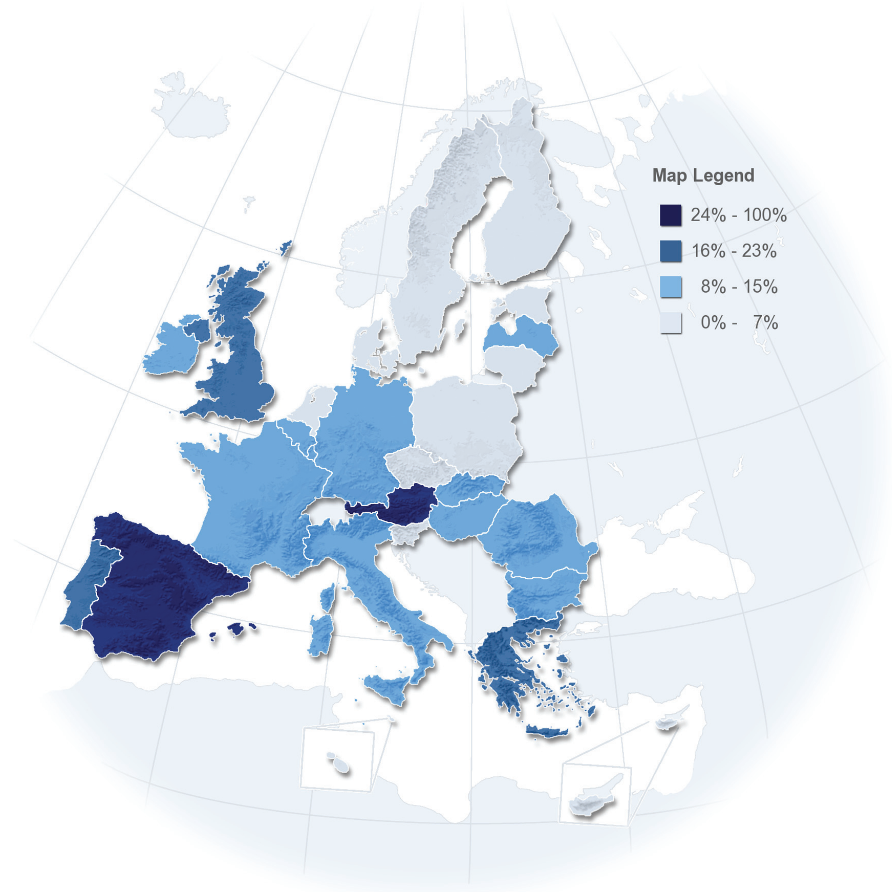
Usage of public payphones is not consistent between EU15 countries and NMS12 countries, being significantly lower in the NMS12 countries (9%) than in the EU15 countries (16%).

The greatest incidence of public payphone use is in Austria and Spain, where around three in ten people use public payphones. At the other extreme, the lowest incidence of usage is in Lithuania, Cyprus and Finland where only 3% use them at all.

AT	32%
ES	27%
PT	21%
EL	21%
UK	18%
DE	15%
FR	15%
EU27	15%
HU	14%
RO	14%
IE	13%
BE	13%
IT	12%
SK	12%
BG	11%
LU	10%
LV	9%
SE	7%
CZ	7%
PL	7%
NL	7%
DK	6%
EE	6%
MT	5%
SI	5%
FI	3%
CY	3%
LT	3%

Question: QA7. How often do you personally use public payphones?

Answers: **Once a week or more often + About once a month + Less often than once a month + Only when away from home or travelling**



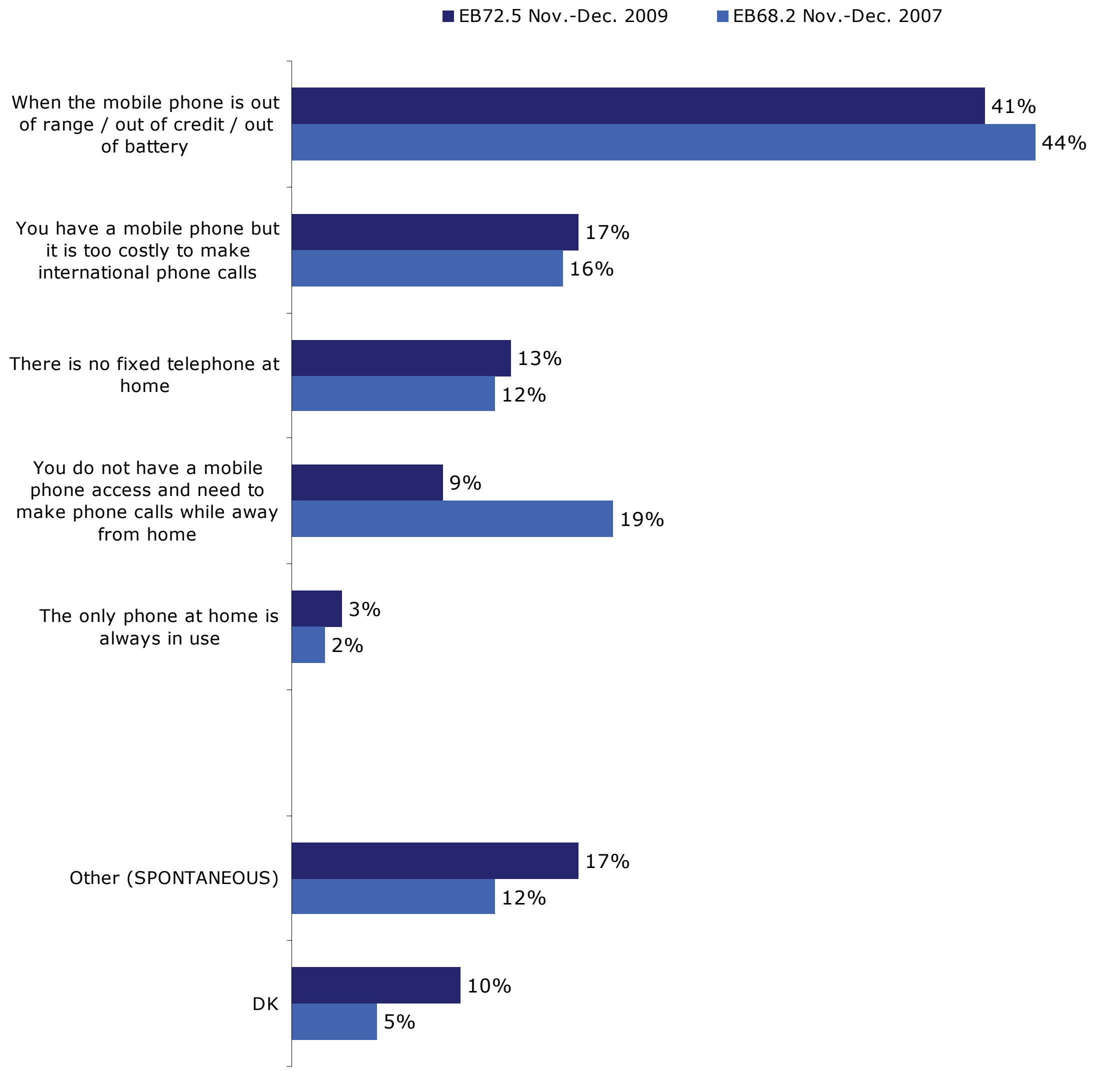
Socio-demographically, public payphone users are most prevalent among the unemployed and those who have difficulties paying their bills most of the time.

The primary reason for using a public payphone is that the user is experiencing a problem of some sort with their own mobile phone (poor reception, low credit or low battery). There has been a small decrease (-3 percentage points) but it still remains the main driver for payphone use.

The second reason given suggests that people are using payphones to call internationally, since 17% explain that a mobile phone is too costly for international phone calls. This remains relatively unchanged since winter 2008. Also unchanged is the proportion who use a payphone because they do not have a fixed line at home, this is a driver for just over one in ten payphone users.

In winter 2008, 19% of respondents said they use a payphone because they do not have a mobile phone, compared to 9% who said the same during winter 2010. The increase in mobile access has clearly impacted this motivation, the proportion of those now using a payphone because they do not have mobile phone access has halved.

QA8 For what reasons do you personally make use of public payphones? - EU (MULTIPLE ANSWERS POSSIBLE) (Asked to respondents saying that they personally use public payphones - EB72.5, base = 3948)



3.6.2. Calling over the Internet

- One in five households use their home PC to make calls -

About one in five EU households use the home PC to make calls over the Internet (22%), which is the same as winter 2008.

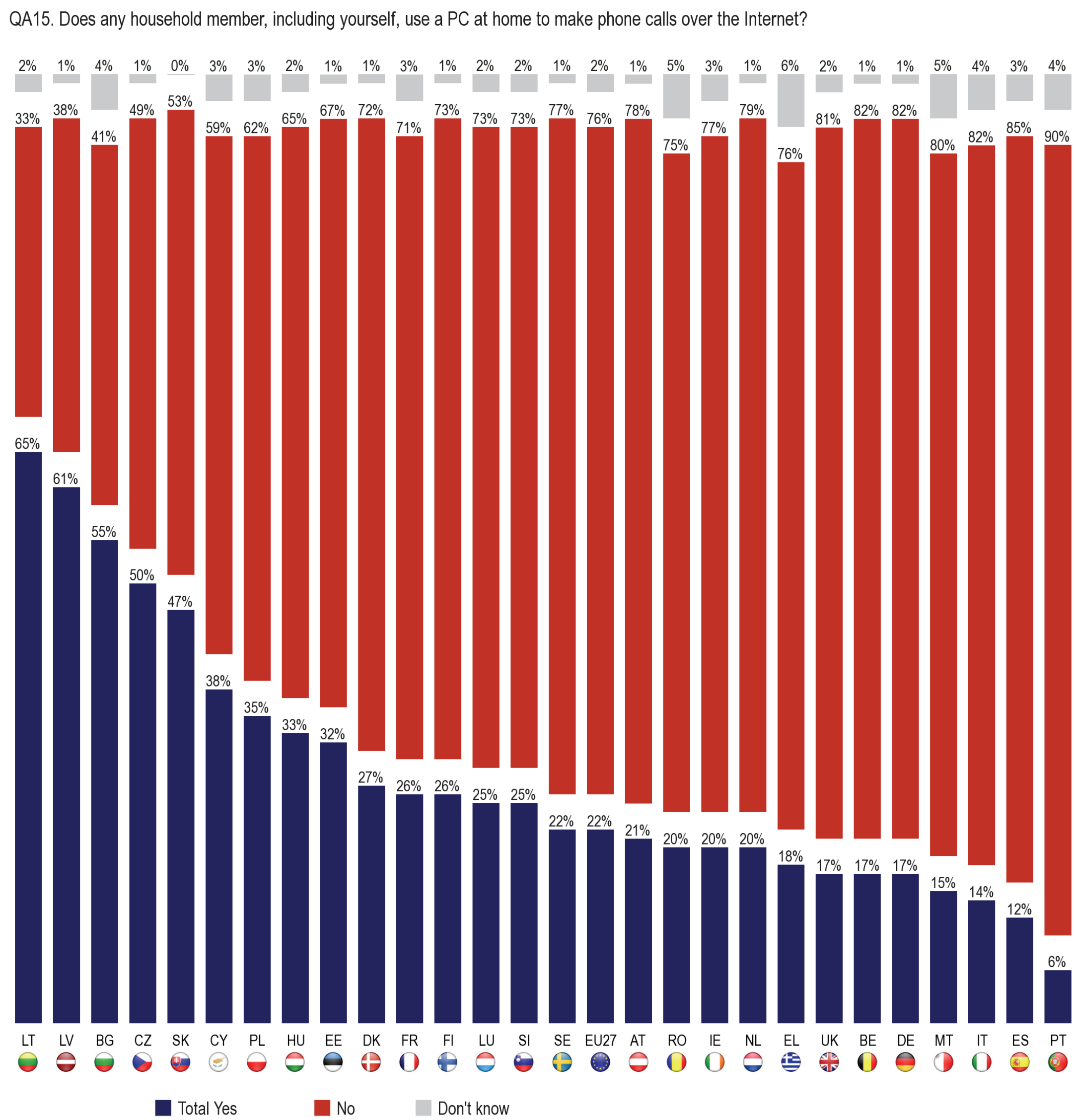
In the NMS12 countries, the incidence of making calls over the Internet is about double (37%) that of the EU15 countries (19%). However, compared to winter 2008 the average incidence across the NMS12 countries (43%) has declined by six percentage points but there has been no equivalent change in to the average incidence of the EU15 countries (18%).

However, at a country level there have been some interesting country changes since winter 2008. The greatest declines in the incidence of those using their PC to make calls over the Internet are in Poland (-14), Romania (-7) and Italy (-7). Conversely, the greatest increases in the incidence of those using this approach to make calls has been in Cyprus (+17), Latvia (+10), Bulgaria (+9), Lithuania (+7), Sweden (+7) and Ireland (+7).

The highest incidence of making calls over the Internet using a PC at home is in Lithuania and Latvia, where around six in ten households are doing so. The lowest incidence is in Portugal, where only about one in twenty are doing the same.

Of the calls made over the Internet, the majority are to other users who have subscribed to the same Internet service for free (17%). Only in Cyprus is a considerable proportion of households making cheap international calls to landlines or mobiles by means of an Internet phone service (10% versus the EU average of 3%).

Please note that there are other forms of making voice calls over the Internet, in particular using a fixed phone connected to the public telecommunications network with an active broadband access. However, respondents are not always able to make the distinction between this form of access and a standard handset connected to the public telephone network. Consequently, the question focuses only on PC-to-PC IP telephony (or Voice over IP – VOIP) to avoid any misattribution.



Households using a PC to make calls over the Internet are more prevalent in the following socio-demographic groups:

- Households in large towns
- Single households under 29 years

QA15 Does any household member, including yourself, use a PC at home to make phone calls over the Internet? - Answer: Total "Yes"

Base: Those who have Internet in the household EB72.5, n = 15178

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small/ mid size town	Large town	-29	30-59	60+
EU27	22%	21%	19%	22%	23%	20%	20%	27%	27%	22%	17%

3.7. Use of phone directories

- The paper telephone directory still dominates but online use is growing -

The use of paper telephone directories still dominates over online and telephone directory inquiries, with two thirds (66%) consulting the paper format at least once. However the proportion of citizens using the paper format is declining (73% consulted them at least once in winter 2008). Use of the telephone directory inquiries is also declining; 49% are using them at least once compared to 53% in winter 2008.

Use of the online telephone directories is increasing, with 43% referring to them at least once, compared to 40% who referred to them at least once in winter 2008.

QA23 How often do you personally consult...? - EU

	Paper telephone directories (...)	Online telephone directories	Directory inquiries (...)
More than once a month	9%	10%	4%
About once a month	12%	8%	6%
About every 2 or 3 months	14%	8%	8%
About twice a year	12%	5%	9%
About once a year	5%	3%	5%
Less often	14%	9%	17%
Never	33%	56%	50%
DK	1%	1%	1%

Usage differs considerably between the EU15 countries and NMS12 countries. Usage of the paper and online directories is significantly greater among the EU15 countries than among the NMS12 countries. While usage of the telephone directory inquiries is the same among both the EU15 countries and NMS12 countries.

QA23 How often do you personally consult...?

	Paper telephone directories (...)		Online telephone directories		Directory inquiries (...)	
	EU15	NMS12	EU15	NMS12	EU15	NMS12
Use at least once	72%	47%	46%	28%	48%	49%

4. COMPUTERS AND INTERNET

4.1. Personal computers

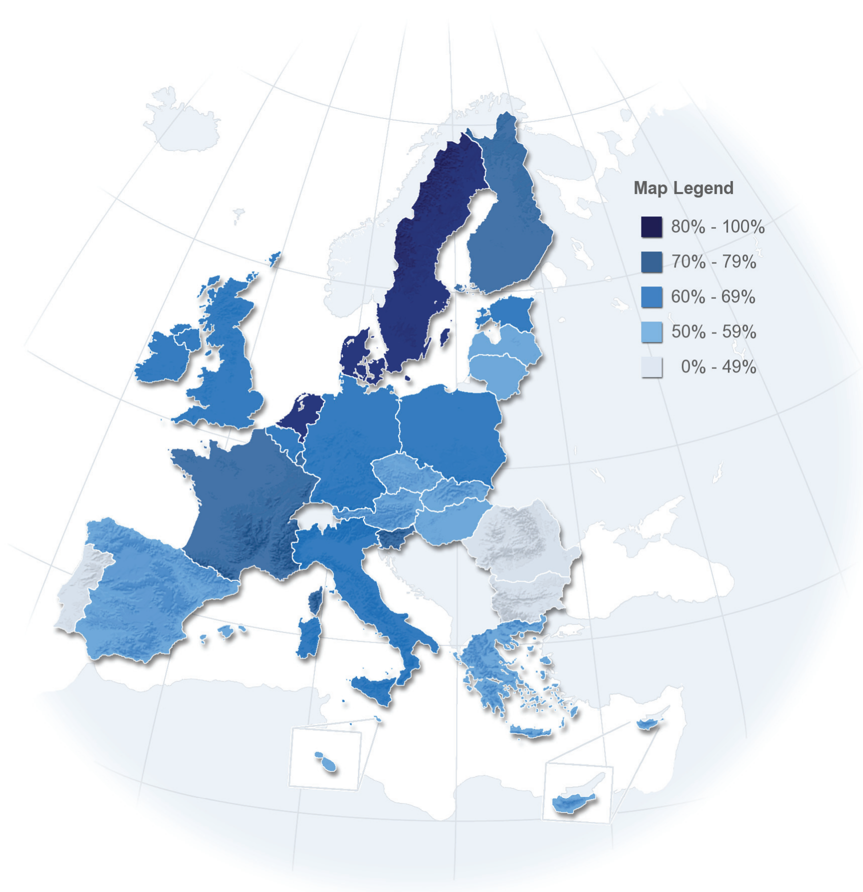
- Two thirds of households have a computer -

Almost two thirds of EU households have a computer. On average, computer ownership is greater in the EU15 countries, with two thirds (66%) of households having a computer compared to just over half (53%) of the NMS12 countries.

The greatest incidence of computers in home is in the Netherlands, Denmark and Sweden, where about nine out of ten households have a computer. Conversely, the lowest incidence is in Bulgaria and Romania where the proportion with a computer in home is less than half that in the Netherlands, Denmark or Sweden.

Households having a computer

NL	92%
DK	87%
SE	87%
LU	78%
FI	75%
FR	72%
SI	70%
UK	68%
EE	65%
EU27	64%
IE	64%
BE	64%
DE	63%
IT	62%
PL	60%
ES	58%
AT	58%
CY	58%
LV	58%
MT	57%
SK	55%
LT	54%
CZ	51%
EL	50%
HU	50%
PT	48%
RO	42%
BG	37%



- Computer access in the home is increasing -

Overall, computer access in the home is increasing across the EU; the proportion of households having a computer has increased by seven percentage points on average. Quite logically, the proportion of households with a computer has not declined in any of the countries since winter 2008. The greatest increases have been in Italy (+13), Spain (+12), Slovakia (+12), France (+10) and Belgium (+10) where increases of ten percentage points or more have been experienced.

Households having a computer
(Comparison with EB68.2 Nov.-Dec. 2007)

EU27 64% +7

IT	62%	+13	BE	64%	+5
ES	58%	+12	SE	87%	+5
SK	55%	+12	FI	75%	+4
FR	72%	+10	UK	68%	+4
BG	37%	+10	SI	70%	+4
EL	50%	+9	LU	78%	+3
PT	48%	+9	CY	58%	+3
HU	50%	+8	DK	87%	+2
LV	58%	+8	DE	63%	+2
LT	54%	+8	NL	92%	+2
PL	60%	+8	AT	58%	+1
RO	42%	+7	CZ	51%	+1
IE	64%	+6	MT	57%	=
EE	65%	+6			

Socio-demographically, households with a computer are more prevalent among multiple households, those in large towns and young (under 29 years) single households.

Proportion of households having a computer

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small/ mid size town	Large town	-29	30-59	60+
EU27	64%	41%	59%	81%	84%	60%	63%	69%	80%	62%	20%
EU15	66%	44%	63%	83%	87%	65%	65%	71%	80%	66%	22%
NMS12	53%	26%	40%	73%	71%	41%	55%	62%	82%	40%	8%

The proportion of respondents older than 75 years shows a much lower penetration rate than other age groups of society, with a 17% penetration rate overall; that is 47 points percentage less than the EU 27 average (all age groups).

Proportion of elderly people having a computer

	The ageing society		
	55-64	65-74	75+
EU27	58%	39%	17%
EU15	64%	45%	19%
NMS12	37%	15%	8%

4.2. Internet access and means of access

4.2.1. Overall internet access

- 57% of EU households have access to the Internet at home -

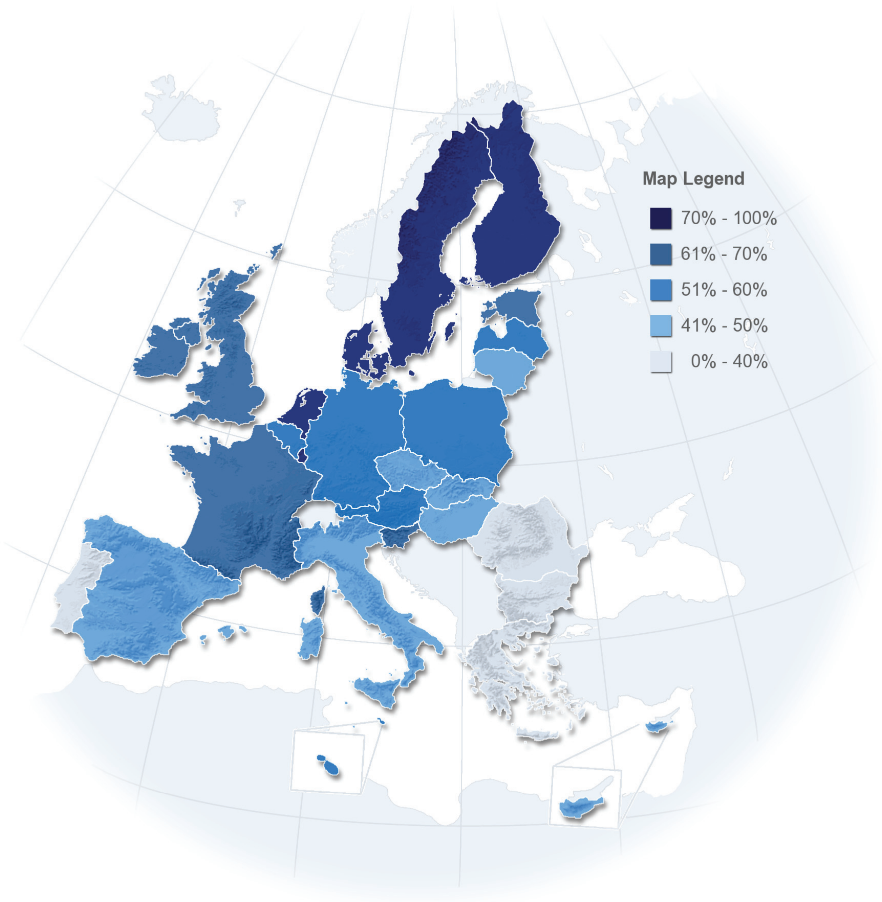
Just over half of EU households have access to the Internet at home (57%). Not surprisingly, Internet access at home differs between the EU15 countries and NMS12 countries, in the same way as computers in the home. In the EU15 countries 59% have access to the Internet whereas only 45% in the NMS12 countries have the same access.

- The regional distribution of Internet access at home is similar to the one observed for PC household access -

As with computers in the home, the same countries exhibit the greatest Internet access at home (the Netherlands, Denmark and Sweden), 89% to 85% of households in these countries have access. Internet access is the lowest in Romania and Bulgaria where the incidence of home computers is also the lowest.

Households having an Internet connection

NL	89%
DK	85%
SE	85%
LU	74%
FI	74%
FR	65%
SI	65%
IE	62%
UK	62%
EE	61%
BE	60%
DE	59%
EU27	57%
AT	56%
MT	56%
PL	52%
LV	51%
CY	49%
IT	49%
CZ	48%
LT	48%
ES	47%
SK	45%
HU	44%
PT	40%
EL	39%
BG	35%
RO	31%



On average, Internet access in the home has increased (+8) in a similar magnitude to computer access in the home, with an eight percentage point increase overall. However, unlike computer access in the home, Internet connection in the home has increased in every EU country by at least three percentage points.

The greatest increases in Internet home connections are in Slovakia (+18), Greece (+17), Hungary (+16) and Poland (+15). The smallest increases in Internet connections at home are in the Netherlands (+3), Malta (+3), Austria (+4), the Czech Republic (+4) and Belgium (+4). Only in the Netherlands can it be reasoned that because the proportion of citizens with access already is large any future incremental increases are liable to be small.

Households having an Internet connection (Comparison with EB68.2 Nov.-Dec. 2007)

EU27 57% +8

SK	45%	+18	FI	74%	+7
EL	39%	+17	SE	85%	+7
HU	44%	+16	EE	61%	+7
PL	52%	+15	RO	31%	+7
IE	62%	+13	UK	62%	+6
BG	35%	+13	SI	65%	+6
FR	65%	+12	DK	85%	+5
LT	48%	+12	DE	59%	+5
PT	40%	+11	BE	60%	+4
LV	51%	+11	AT	56%	+4
CY	49%	+10	CZ	48%	+4
ES	47%	+9	NL	89%	+3
IT	49%	+8	MT	56%	+3
LU	74%	+8			

Socio-demographically, household having an Internet connection are more prevalent among multiple households, those in large towns and single households of those under 29 years of age.

Households having an Internet connection

		Household composition				Subjective urbanisation			Single households by age		
	TOTAL	1	2	3	4+	Rural village	Small/ mid size town	Large town	-29	30-59	60+
EU27	57%	36%	53%	72%	75%	53%	57%	61%	73%	54%	17%
EU15	59%	38%	56%	75%	80%	58%	58%	64%	73%	57%	19%
NMS12	45%	24%	34%	62%	61%	33%	48%	55%	75%	37%	7%

An Internet connection in the household is increasingly less likely with age among the elderly; the prevalence of an Internet connection in the home declines over 55 years with increasing age.

Proportion of elderly people having an Internet connection

	The ageing society		
	55-64	65-74	75+
EU27	52%	35%	14%
EU15	58%	40%	16%
NMS12	32%	13%	6%

- 11% of EU households with a PC do not have Internet access -

Not all households with a PC have Internet access as well; on average one in ten EU households with a PC do not have Internet access.

Romanian, Greek and Italian households with a PC are the most likely not to have Internet access at home even though they have a computer; in these countries, of those households with a PC, almost a quarter do not have Internet access.

	Proportion of households with PC having no Internet access - EU27 + Top 10 countries
EU27	11%
RO	24%
EL	23%
IT	22%
ES	19%
SK	19%
PT	17%
CY	15%
PL	14%
HU	13%
LT	12%

Socio-demographically, the proportion of households with a computer and Internet access at home increases with household size and town size.

4.2.2. No Internet access

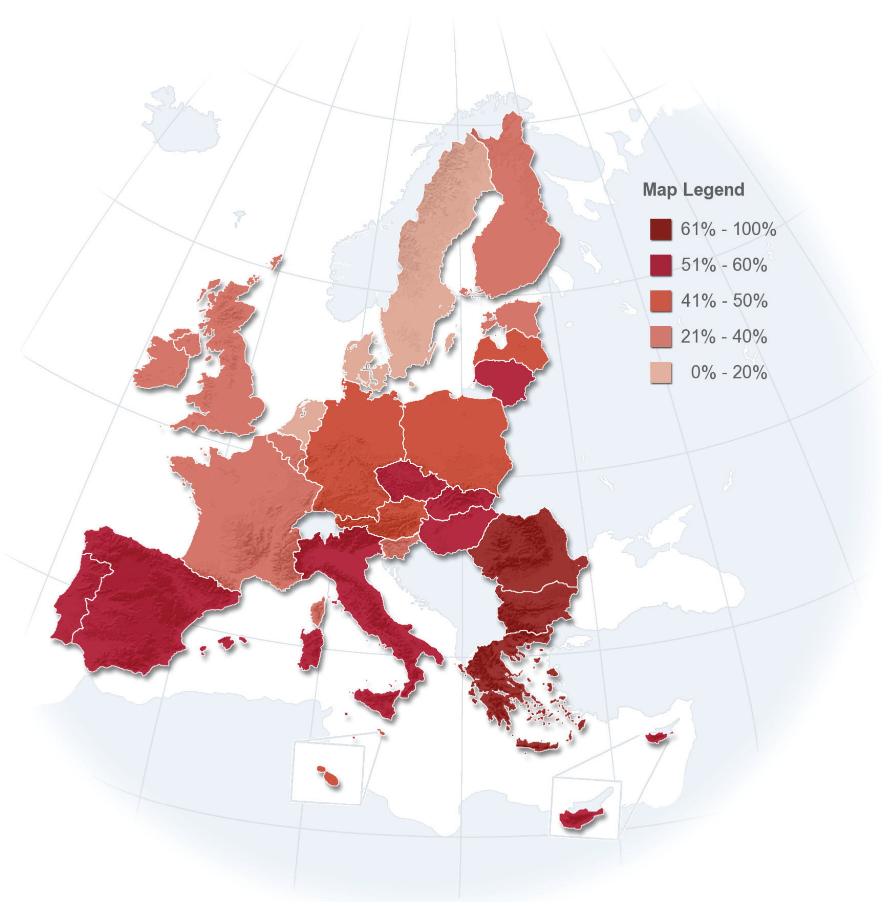
- Just under half of all EU households do not have Internet access -

Household Internet access is increasing but there are still on average 43% of households without Internet access.

Romania and Bulgaria have the highest incidence of households having no Internet access in the home, 69% and 65% respectively. Whilst, the Netherlands, Denmark and Sweden have the lowest incidence of homes without access with 11%, 15% and 15% respectively homes not having Internet access.

Households having no Internet connection at home

RO	69%
BG	65%
EL	61%
PT	60%
HU	56%
SK	55%
ES	53%
LT	52%
CZ	52%
IT	51%
CY	51%
LV	49%
PL	48%
AT	44%
MT	44%
EU27	43%
DE	41%
BE	40%
EE	39%
IE	38%
UK	38%
FR	35%
SI	35%
FI	26%
LU	26%
SE	15%
DK	15%
NL	11%



- Lack of interest is the main reason for not having Internet access at home -

The main reason given for not having an Internet connection at home is that people in the household are not interested in the Internet; claimed by about six out of ten respondents.

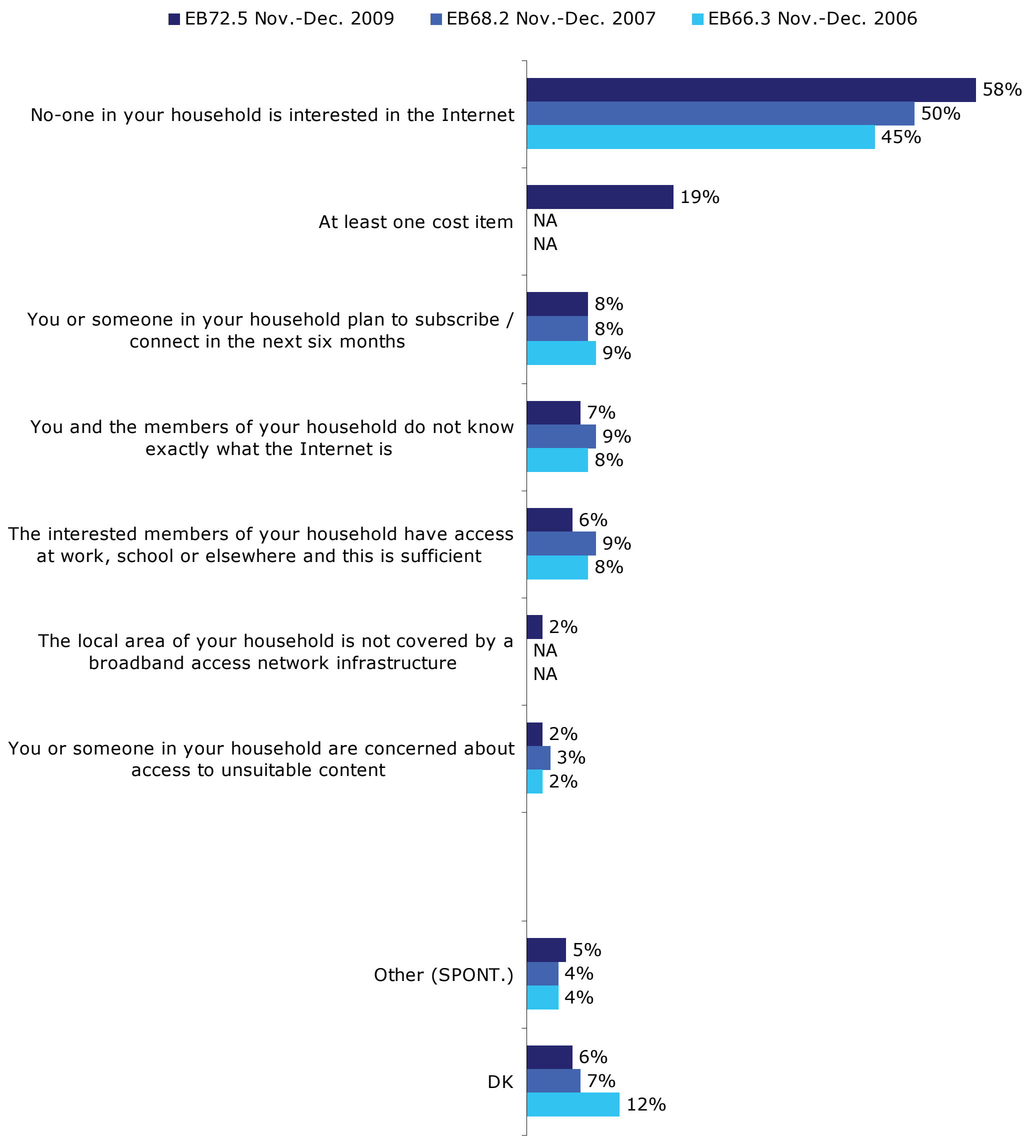
- Costs are the second reason given -

Overall, 19% mention the high costs associated with the Internet as being a reason for not having the Internet at home. Specifically, the costs are too high of buying the PC and modem (9%), the monthly subscription charges (9%), the monthly broadband subscription charges (7%) and the initial broadband installation charges (6%)[*].

As in previous surveys, 8% plan to connect to the Internet within the next six months. While a further 7% claims that they and the others in their household do not really know what the Internet is as the reason for not connecting (-2 percentage points since winter 2008). Those with access at work or school are relatively small at 6% and have declined since the last survey (-3).

[*] For a more detailed analysis, please see chapter 8 on "Affordability".

QA19 You said you do not have Internet access at home. Among the following list, which ones best explain why your household does not have access to the Internet? (MULTIPLE ANSWERS POSSIBLE) - EU
(EB72.5, base = 11583)



The chart on the following page illustrates the country breakdown for each of the above responses.

Lack of interest in the Internet is most prevalent in Malta and Austria where around three quarters of those who do not have the Internet at home in these countries claim this is why. While in Romania and Latvia almost half as many (38% and 42% respectively) gave this as their reason for not having access.

Cost concerns are of most concern in the Czech Republic and Slovakia, where costs issues of any sort are highest among Czech and Slovakian respondents, be they the installation costs or monthly subscription charges in general or specifically of broadband connection. Czech, Slovakian and Hungarian respondents are most deterred by the cost of the computer/modem and high monthly subscription costs. Broadband installation costs are an obstacle most for Slovakian, Belgian, Czech and Romanians with one in ten giving this as a reason for not connecting. In addition, more Czechs and Slovakians (13%) claim that the monthly subscription of broadband is too high.

Almost one in ten in the EU is planning to connect within the next six months (8%). There is little variation between countries but imminent connection is most prevalent in the EU15 countries of France and the Netherlands with 12% planning to connect in the next six months. Whilst this is least frequent in the NMS12 countries of Bulgaria and Malta, with only 3% planning to connect in each.

Understanding of the Internet appears to be poorest in Denmark, Romania and Cyprus, with one in five stating that they are not connecting to the Internet because they do not know what it is. Those in the UK are the least likely to give lack of understanding of the Internet as their reason for not connecting, with only 2% stating the same.

Among those who feel that they do not need access at home because they have Internet access elsewhere, Slovakian respondents feel this way more than others (20%). Conversely, those in Luxembourg and Denmark are the least likely to feel that sufficient Internet access elsewhere is a reason for not having Internet access at home (1%).

QA19 You said you do not have Internet access at home.
Among the following list, which ones best explain why your household does not have access to the Internet? (MULTIPLE ANSWERS POSSIBLE)
(Base = 11583)

	No-one in your household is interested in the Internet	The cost of buying a personal computer and modem is too high	The monthly subscription cost is too high	You or someone in your household plan to subscribe / connect in the next six months	You and the members of your household do not know exactly what the Internet is	The monthly subscription cost of broadband Internet is too high	The initial installation cost for the broadband network is too high	The interested members of your household have access at work, school or elsewhere and this is sufficient	The local area of your household is not covered by a broadband access network infrastructure	You or someone in your household are concerned about access to unsuitable content	Other (SPONT.)	DK
EU27	58%	9%	9%	8%	7%	7%	6%	6%	2%	2%	5%	6%
BE	**65%**	10%	14%	5%	9%	10%	10%	4%	*0%*	1%	6%	2%
BG	**56%**	15%	10%	3%	11%	4%	2%	9%	2%	*1%*	3%	16%
CZ	**54%**	20%	18%	8%	3%	13%	10%	11%	*0%*	1%	3%	1%
DK	**64%**	14%	10%	10%	20%	9%	4%	*1%*	*1%*	2%	3%	2%
DE	**69%**	9%	5%	9%	4%	5%	4%	5%	*1%*	3%	2%	4%
EE	**47%**	14%	12%	4%	7%	9%	9%	12%	3%	*0%*	12%	6%
IE	**57%**	10%	3%	8%	7%	8%	8%	5%	4%	*2%*	3%	10%
EL	**66%**	4%	5%	10%	6%	4%	3%	7%	*1%*	3%	2%	2%
ES	**57%**	7%	11%	6%	9%	11%	6%	4%	*0%*	1%	6%	2%
FR	**59%**	9%	10%	12%	3%	7%	6%	3%	3%	*0%*	12%	3%
IT	**52%**	4%	6%	10%	5%	7%	6%	13%	3%	*2%*	3%	6%
CY	**66%**	5%	8%	7%	19%	8%	9%	5%	*1%*	2%	12%	2%
LV	**42%**	15%	16%	9%	5%	8%	8%	9%	5%	*1%*	5%	3%
LT	**55%**	14%	14%	8%	8%	6%	2%	8%	2%	*1%*	0%	4%
LU	**58%**	1%	*0%*	5%	7%	1%	3%	1%	*0%*	2%	8%	14%
HU	**54%**	17%	22%	5%	12%	11%	8%	6%	*1%*	*1%*	2%	1%
MT	**74%**	6%	2%	3%	13%	3%	2%	2%	*0%*	*0%*	1%	7%
NL	**54%**	6%	10%	12%	8%	9%	7%	3%	*1%*	2%	13%	6%
AT	**73%**	15%	11%	8%	8%	7%	6%	7%	*1%*	*1%*	2%	2%
PL	**56%**	12%	12%	8%	6%	9%	6%	4%	3%	*1%*	3%	5%
PT	**61%**	7%	8%	4%	14%	5%	5%	7%	*1%*	*1%*	2%	4%
RO	**38%**	14%	12%	5%	20%	8%	10%	6%	7%	*2%*	0%	23%
SI	**64%**	6%	6%	10%	9%	3%	2%	10%	6%	*0%*	5%	1%
SK	**45%**	18%	18%	9%	15%	13%	11%	20%	3%	*2%*	3%	2%
FI	**68%**	1%	1%	4%	13%	3%	2%	9%	1%	*0%*	7%	1%
SE	**61%**	7%	7%	10%	3%	6%	6%	10%	2%	*1%*	7%	3%
UK	**55%**	7%	9%	9%	2%	5%	5%	4%	*0%*	1%	9%	8%

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

4.2.3. Internet access all the time

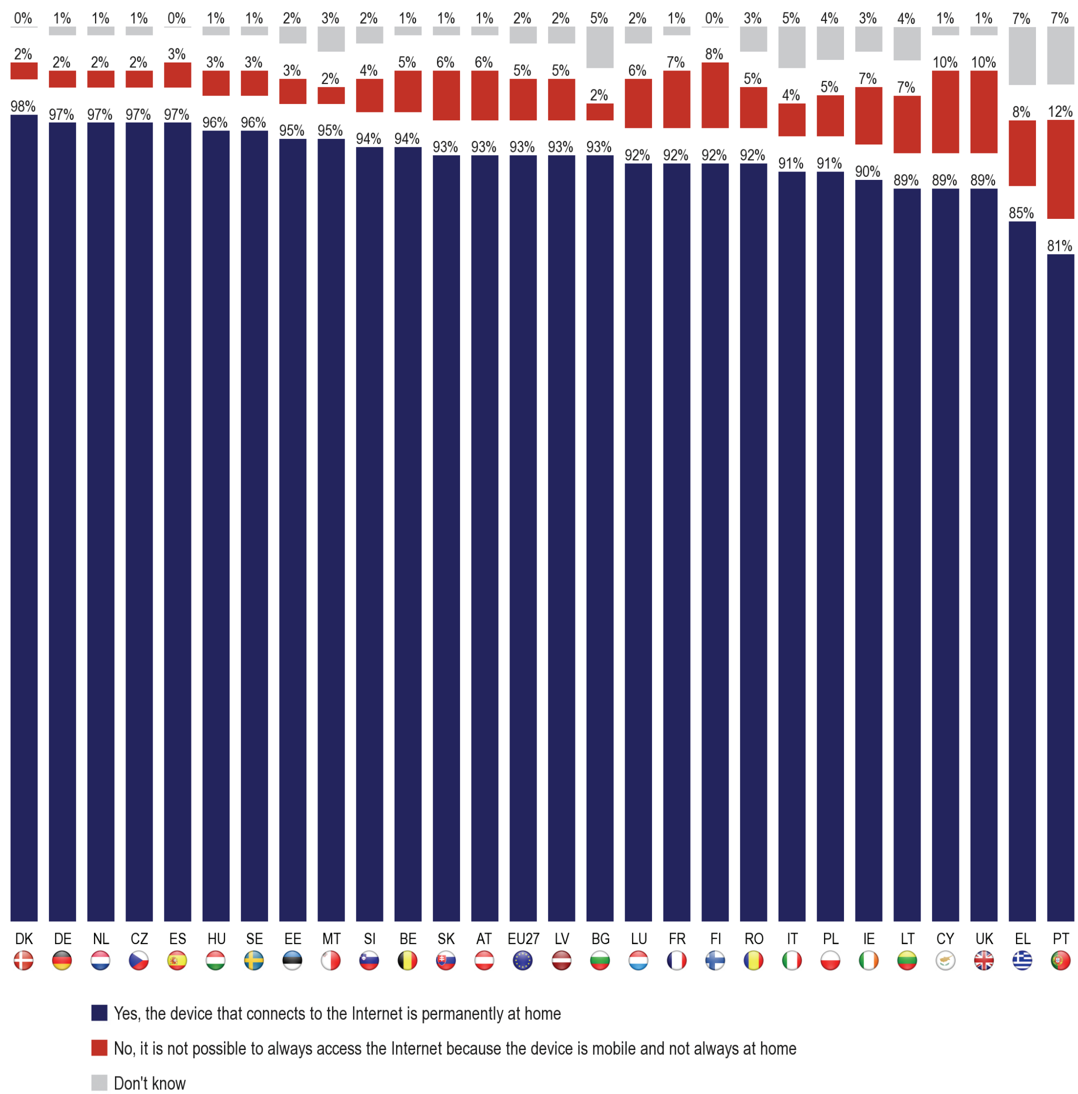
- Among households with the Internet; 93% can access it all the time -

Internet connecting devices are becoming increasingly portable (e.g. mobile handsets, PDAs, laptops) and so it is possible that these devices may not be accessible at home during some time periods during the day. Accessibility is likely to depend on the number of devices owned per household and the type of subscription (e.g. at a fixed location versus mobile access). In light of this increasingly portable market, a new question was introduced into the survey to measure whether respondents are always able to access the Internet at home or not.

Among households with Internet access, in more than nine out of ten households (93%) it is always possible to access the Internet. Accessibility is relatively consistent between countries with only 17 percentage points separating the highest and lowest.

Denmark exhibits the highest accessibility, with 98% of respondents being able to access the Internet all the time. Portugal has the lowest incidence of 81% having Internet access all the time and the highest percentage of respondents acknowledging that they are not able to gain access all of the time (12%). However, in Portugal the proportion who does not know is also one of the highest with 7% stating “don’t know”.

QA13. And is it possible to always access the Internet in your home?



Base: Those who have Internet in the household EB72.5, n = 15178

There is no difference in the consistency of Internet accessibility between the EU15 countries and NMS12 countries; 93% on average across the EU15 countries vs. 93% on average across the NMS12 countries.

QA13 And is it possible to always access the Internet in your home? (Base: Those who have only Internet access via mobile phone network EB72.5; n = 599)

	Yes, the device that connects to the Internet is permanently at home	No, it is not possible to always access the Internet because the device is mobile and not always at home	DK
EU27	83%	16%	1%

Not surprisingly, among those who access the Internet using the mobile phone network (via an Internet card or USB modem that is plugged into the computer or through a mobile phone connected to the computer), the incidence of always being able to access the Internet is slightly lower in comparison to the total. Nevertheless, eight out of ten households using the mobile network are able to access the Internet at anytime, 16% are not always able to do so because the connecting device is not always in the home. The results do not differ significantly in function of the household's size.

4.2.4. Means of Access

4.2.4.1. Broadband Internet access

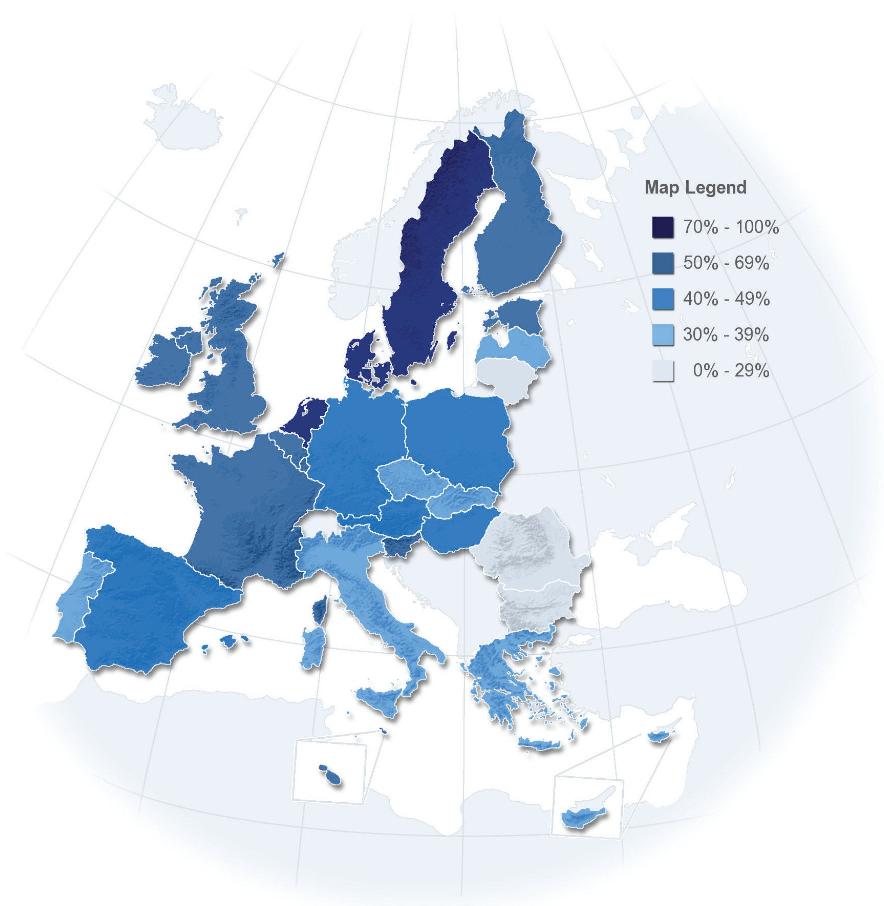
- Broadband is more prevalent among the EU15 countries -

About half EU households have broadband Internet access; however broadband access is clearly more prevalent in the EU15 countries than in the NMS12 countries. Of the twelve countries with broadband incidence above the EU average only three are NMS12 countries (Estonia, Malta and Slovenia); the remaining nine are all EU15 countries.

The highest level of broadband Internet access is in the Netherlands, Denmark and Sweden, where the incidence of home PC and Internet access is also the highest in the EU. Romanian and Bulgarian citizens have the lowest incidence of broadband access at home, which corresponds to the low incidence of computer and Internet access, only a quarter of citizens have broadband Internet access at home.

Households having broadband Internet access

NL	79%
DK	76%
SE	76%
FI	64%
FR	59%
LU	59%
UK	58%
EE	55%
BE	54%
MT	54%
SI	54%
IE	54%
EU27	48%
DE	45%
AT	45%
ES	44%
PL	40%
HU	40%
CY	39%
CZ	39%
LV	38%
IT	38%
SK	36%
PT	33%
EL	31%
LT	29%
BG	27%
RO	25%



- Broadband access has increased most in Ireland (+34 points) -

The availability of broadband Internet access at home is increasing across the EU (+12). The most marked improvement has been in Ireland, where a third of citizens have gained broadband access at home since winter 2008.

All countries have shown increases in broadband Internet access since winter 2008, the lowest increase is in the Netherlands (+2) where the greatest incidence already exists, followed by Belgium (+3).

Households having broadband Internet access
(Comparison with EB68.2 Nov.-Dec. 2007)

EU27 48% +12

IE	54%	+34	FR	59%	+11
SK	36%	+19	AT	45%	+11
EL	31%	+17	PT	33%	+11
ES	44%	+16	UK	58%	+11
CY	39%	+16	CZ	39%	+11
HU	40%	+16	EE	55%	+10
IT	38%	+15	LT	29%	+10
SE	76%	+15	RO	25%	+10
SI	54%	+15	MT	54%	+9
LV	38%	+14	DK	76%	+7
PL	40%	+14	LU	59%	+6
BG	27%	+13	FI	64%	+6
DE	45%	+12	BE	54%	+3
			NL	79%	+2

Households with broadband Internet access are more frequent among multiple households, those in large towns and young single households (under 29 years of age).

Proportion of households having broadband Internet access

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small/ mid size town	Large town	-29	30-59	60+
EU27	48%	30%	44%	61%	65%	45%	47%	53%	62%	45%	13%
EU15	51%	32%	48%	64%	70%	50%	49%	56%	63%	49%	14%
NMS12	36%	17%	27%	50%	48%	25%	37%	46%	56%	26%	6%

The prevalence of broadband Internet access is lower among the elderly age categories. The incidence of broadband decreases with age and is lowest among those aged 75 years and older, with only one in ten having broadband Internet access overall.

Proportion of elderly people having broadband Internet access

	The ageing society		
	55-64	65-74	75+
EU27	44%	28%	10%
EU15	49%	32%	11%
NMS12	26%	9%	4%

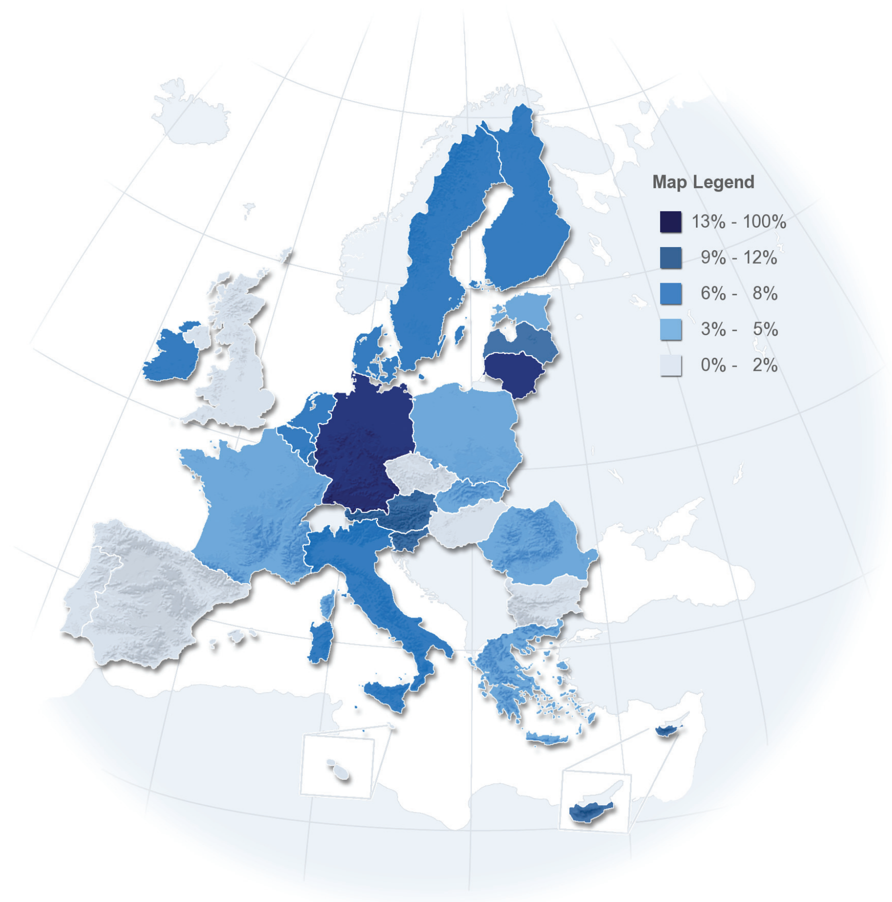
4.2.4.2. Narrowband Internet access

- Only 7% use a narrowband connection -

About one in fourteen access the Internet at home using a narrowband Internet connection. This type of connection is most common in Lithuania and Germany, where one in seven connect to the Internet in their homes this way. Whereas, in Malta, Portugal, the UK, the Czech Republic, Hungary, Bulgaria and Spain 2% of homes or less use this type of connection.

Households having narrowband Internet access

LT	15%
DE	15%
LU	12%
SI	11%
AT	10%
CY	9%
LV	9%
FI	8%
IT	7%
EU27	7%
NL	7%
DK	6%
BE	6%
SE	6%
IE	6%
SK	5%
EL	5%
FR	5%
PL	5%
RO	4%
EE	3%
ES	2%
BG	2%
HU	2%
CZ	2%
UK	2%
PT	2%
MT	0%



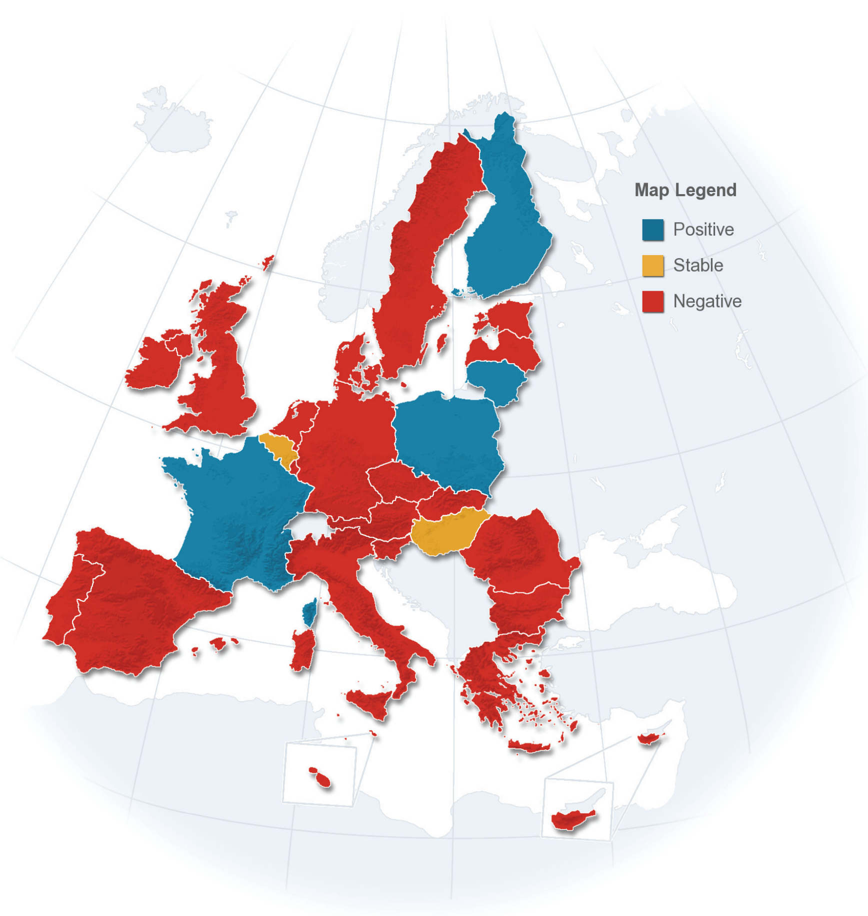
- Use of narrowband is declining across the EU -

On average, across the EU there has been a three percentage point decline in household narrowband Internet access. EU citizens are moving away from the relatively basic, narrowband connection and towards the faster, broadband connection.

In 12 of the 27 countries surveyed there has been a decline in the proportion of households with narrowband access (a decline of three percentage points or more). The greatest decline is in Ireland (-16), where there has been the greatest increase in broadband access. The only significant increase in narrowband since winter 2008 has been in Lithuania (+4).

Households having narrowband Internet access
(Comparison with EB68.2 Nov.-Dec. 2007)

LT	15%	+4
FI	8%	+2
FR	5%	+1
PL	5%	+1
HU	2%	=
BE	6%	=
AT	10%	-1
NL	7%	-1
SK	5%	-1
DK	6%	-1
EL	5%	-2
PT	2%	-2
EE	3%	-2
LV	9%	-2
RO	4%	-2
CZ	2%	-3
UK	2%	-3
EU27	7%	-3
ES	2%	-4
LU	12%	-4
SI	11%	-4
SE	6%	-4
BG	2%	-4
MT	0%	-4
CY	9%	-5
IT	7%	-7
DE	15%	-7
IE	6%	-16

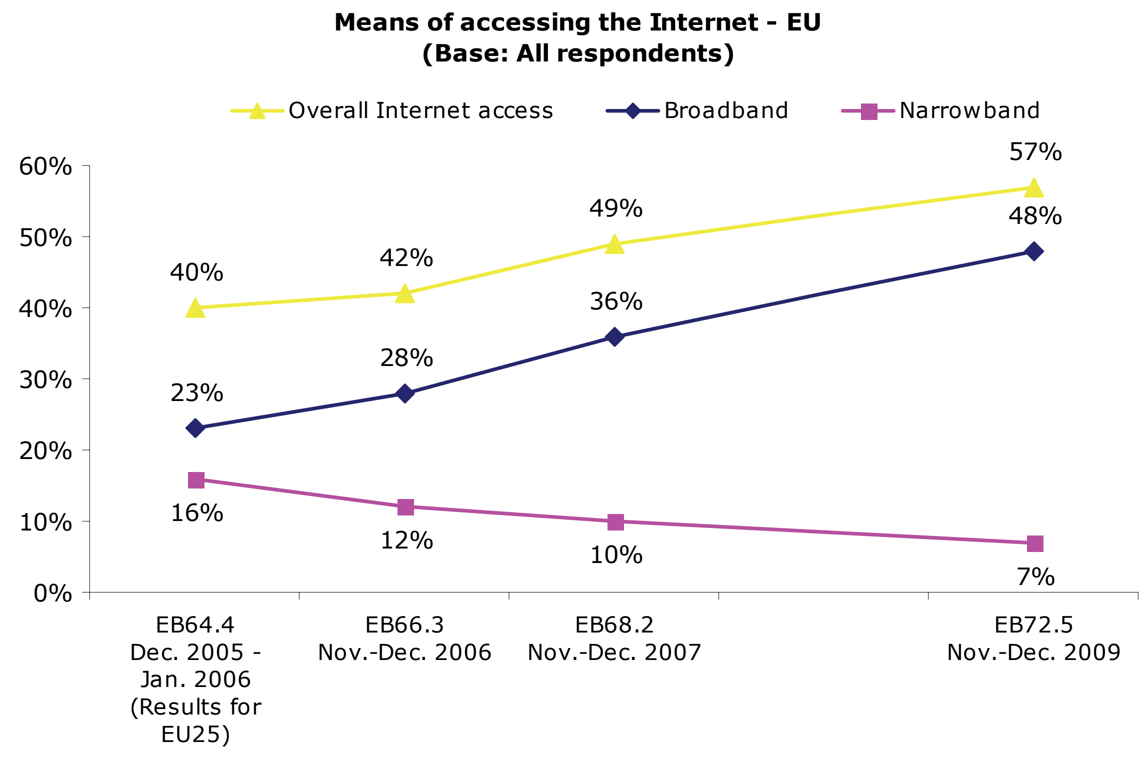


4.2.4.3. Use of different types of Internet access

The following chart illustrates the shift towards broadband from narrowband in addition to the overall increase in household Internet access via broadband connections.

- Broadband gains have come from new Internet connections and those switching from narrowband -

There has been a 12 percentage point increase in households with broadband access since winter 2008. This increase in broadband access has come from households gaining new access to the Internet via broadband (an eight percentage point increase in overall Internet access) and from narrowband users shifting to broadband (a three percentage point decrease in narrowband Internet access).

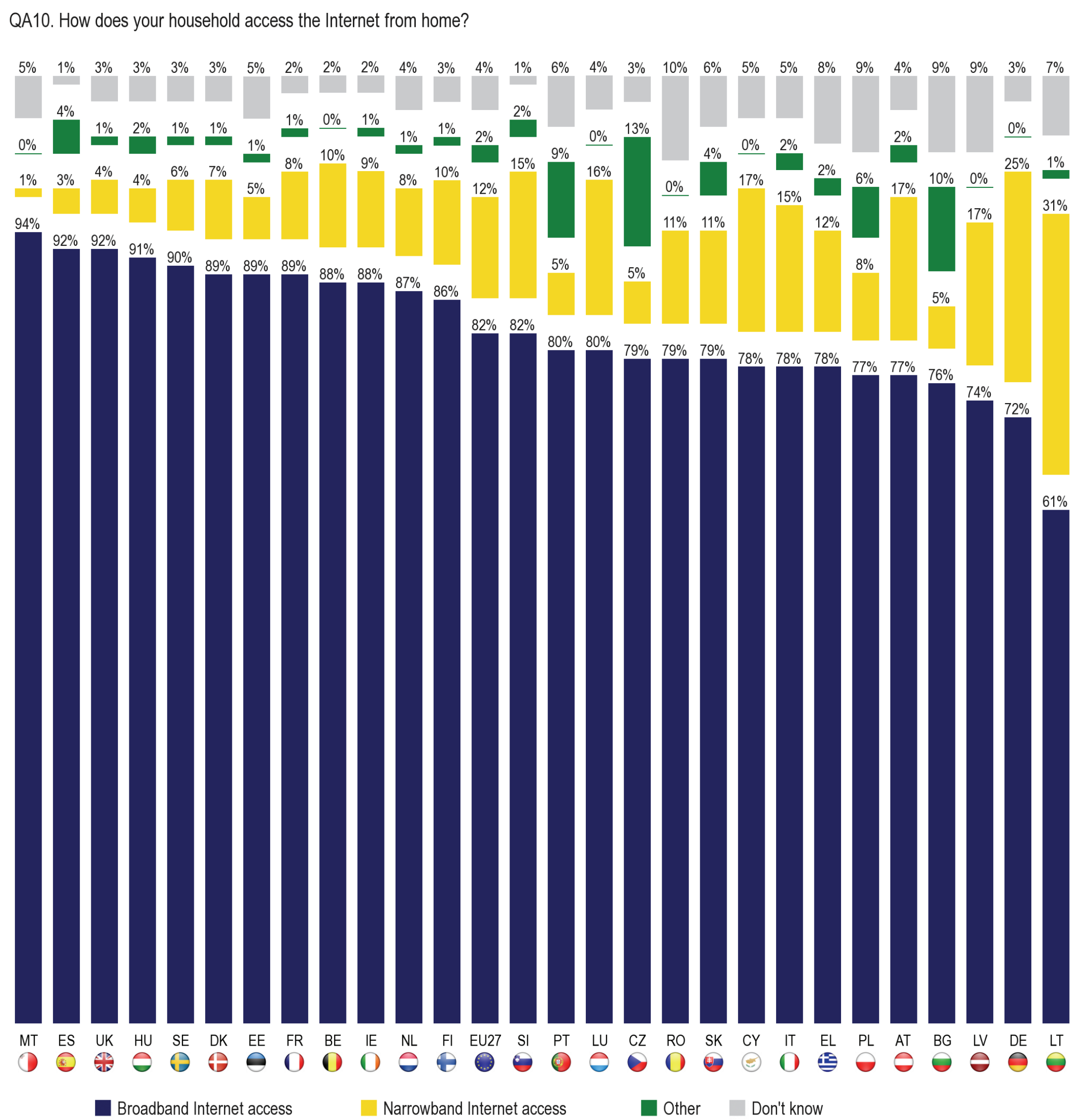


Broadband clearly dominates the Internet market. Narrowband has relatively little share of the market, apart from in Lithuania and Germany where narrowband represents a third and a quarter of the Internet market in each country respectively.

- Broadband dominates Internet connections in every EU country -

The chart on the following page illustrates the dominance of broadband across every EU country; in every country broadband dominates over narrowband. In Malta, broadband access dominates exclusively and barely anyone is using narrowband.

Lithuania (31%) and Germany (25%) have the greatest incidence of using narrowband, although broadband dominates nonetheless. Latvia, Austria, Cyprus, Luxembourg, Italy and Slovenia have the next greatest narrowband proportion of narrowband connections, with between 17% and 15% each.



Base: Those who have Internet in the household EB72.5, n = 15178

- The type of Internet connection varies by country -

The table below shows the penetration of each Internet type among all respondents with an Internet connection at home.

ADSL continues to dominate broadband Internet connections, with almost two thirds of those with an Internet connection at home using this type of connection (+3 percentage points since winter 2008). Access in this way is highest in the France and Spain, with 85% and 80% of respondents using this type of Internet access respectively. ADSL access is lowest among Romanian (10%) and Lithuanian (13%) respondents.

Use of the cable TV network to obtain broadband Internet access is unchanged since winter 2008 (+1). One in seven respondents (15%) use the cable TV network to obtain broadband Internet access. Hungarian and Portuguese respondents exhibit the highest incidence of using the cable TV network for Internet access, 54% and 50% respectively. In Bulgaria (36%), Latvia (32%), Lithuania (34%), Hungary (54%), Poland (30%), Portugal (50%), Romania (44%) and Slovakia (27%) the cable TV network is the main type of broadband connection. However, it must be noted that the overall broadband penetration in these eight countries is below the EU average. Italian (1%) and Greek (1%) households use the cable TV network the least to access the Internet.

Four countries have experienced an increase of their proportion of households having broadband Internet via the cable TV network superior or equal to ten points, indeed Luxemburg (+13 points), Malta (+12 points), Hungary (+11 points) and Ireland (+10 points). Bulgaria is the only country with a great decrease of the use of cable (-16). At the European level (+1 point) and for the huge majority of countries, the use of cable remains stable (for instance, France and Spain have the same proportion as in 2007).

In terms of narrowband, both dial up using a standard telephone line and using an ISDN line have declined since winter 2008 (-5 and -3 percentage points respectively). The incidence of dial up using a standard telephone line and using a standard ISDN line is relatively low at 7% and 5% respectively of all those with an Internet connection at home. The two countries which remain the biggest users of narrowband dominate these connection types; Lithuania is the biggest user of dial up using a standard line (25%) and Germany is the biggest user of dial-up using an ISDN line (16%).

Use of the mobile phone network (via an Internet card or USB modem that is plugged into the computer or a computer connected to the Internet via a mobile phone or directly via the mobile phone itself) to connect to the Internet at home has not increased significantly (+1%). Usage is greatest in Austria (15%), Ireland (15%), Poland (14%) and Slovakia (14%) where about one in seven are connecting to the Internet using the mobile phone network[11].

Use of the satellite network remains very low (+1 since winter 2008) with only 2% on average connecting through the satellite network. However, in the Czech Republic and Slovakia use is notable with one in five and one in seven of those with the Internet at home respectively using this approach.

There has been some spontaneous recall of accessing the Internet via optical fibre lines. Access via optical fibre lines is relatively low overall (1%); however, it is relatively high in Romania and Bulgaria, with 16% and 12% of those with Internet access connecting this way.

[11] Please bear in mind that the survey tackles two different issues regarding mobile Internet connections. On the one hand the results presented in this chapter on the usage of the mobile phone network to connect to the internet at home and on the other hand the mobile subscriptions allowing connecting to the Internet. It is not because people have a mobile phone allowing them to surf on the Internet that they mainly use this device to connect to the Internet when they are at home.

QA10 How does your household access the Internet from home? (MULTIPLE ANSWERS POSSIBLE)
(Asked to respondents saying that they have Internet at home - Base = 15178)

	Via ADSL, XDSL or similar type of connection on the fixe telephone line using a modem, a box or a router (Broadband Internet)	Via the cable TV network using a cable modem, box or router (Broadband Internet)	Via a dial-up connection using a standard telephone line	Via a dial-up connection using an ISDN line	Via the mobile phone network	Via the satellite network	Via an optical fibre line (SPONT.)	Via a power line (SPONT.)	Other (SPONT.)	DK
EU27	62%	15%	7%	5%	5%	2%	1%	0%	2%	4%
BE	**50%**	39%	9%	1%	1%	1%	1%	0%	0%	2%
BG	23%	**36%**	3%	2%	3%	2%	12%	2%	10%	9%
CZ	**29%**	24%	2%	3%	5%	19%	4%	0%	13%	3%
DK	**52%**	33%	4%	3%	4%	1%	3%	0%	1%	3%
DE	**70%**	3%	10%	16%	2%	1%	0%	0%	0%	3%
EE	**42%**	41%	3%	2%	3%	3%	0%	2%	1%	5%
IE	**60%**	16%	8%	1%	15%	2%	0%	0%	1%	2%
EL	**74%**	1%	8%	4%	2%	3%	1%	0%	2%	8%
ES	**80%**	13%	3%	0%	3%	0%	0%	0%	4%	1%
FR	**85%**	5%	8%	0%	2%	1%	1%	0%	1%	2%
IT	**72%**	1%	11%	4%	6%	0%	1%	0%	2%	5%
CY	**65%**	12%	15%	4%	7%	2%	0%	0%	0%	6%
LV	27%	**32%**	11%	6%	6%	4%	5%	1%	0%	9%
LT	13%	**34%**	25%	6%	8%	3%	4%	0%	1%	7%
LU	**61%**	15%	8%	8%	4%	0%	0%	0%	0%	4%
HU	26%	**54%**	3%	1%	8%	3%	1%	0%	2%	3%
MT	**61%**	35%	0%	1%	2%	0%	0%	0%	0%	5%
NL	**64%**	23%	3%	5%	3%	0%	1%	0%	1%	4%
AT	**33%**	32%	7%	11%	15%	2%	0%	0%	2%	4%
PL	27%	**30%**	5%	3%	14%	6%	0%	0%	6%	9%
PT	19%	**50%**	3%	2%	11%	3%	1%	1%	10%	6%
RO	10%	**44%**	6%	6%	9%	3%	16%	0%	0%	11%
SI	**48%**	23%	6%	10%	4%	1%	10%	0%	2%	1%
SK	18%	**27%**	4%	7%	14%	14%	6%	0%	4%	6%
FI	**69%**	8%	8%	2%	12%	1%	0%	0%	1%	3%
SE	**58%**	23%	6%	1%	12%	1%	4%	0%	1%	3%
UK	**60%**	21%	3%	1%	8%	6%	0%	0%	1%	3%

Highest percentage per country *Lowest percentage per country*

Highest percentage per item | Lowest percentage per item

4.2.4.4. Switching to broadband for narrowband users

Twelve percent of households use narrowband versus 82% using broadband to access the Internet. Given the growth of broadband it is useful to understand the underlying reasons why some households are still connected through narrowband and do not switch to/choose for broadband. Some obstacles remain the same as in previous surveys (no infrastructure, incompatible equipment and insufficient attractive online content) while others, such as high costs and not using the Internet enough, appear to be of less concern than in previous years.

- The main reason for not switching is being satisfied with the narrowband connection speed but an equal proportion just "don't know" -

Still the main reason narrowband users give for not switching to broadband is that they are satisfied with the speed of their current connection (26%), although this has declined by four percentage points to the same level seen in winter 2006.

However, a quarter of narrowband users also just "don't know" why they do not have broadband access, which represents the biggest increase of ten percentage points since winter 2008. The greatest incidence of "don't know" is in Spain, Romania, Bulgaria, Estonia, Lithuania and Germany. Furthermore, respondents answering "don't know" are more likely to have difficulties paying their bills most of the time (41%), be students (44%), 15-24 years old (39%), use the Internet every day (32%) and belong to lower social classes. Given this demographic profile, it could be that those responding "don't know" are doing so as a way to avoid talking about "costs".

Aspects relating to the network and personal equipment are the underlying issues for some, specifically the broadband infrastructure and their own PC hardware. About one in six (16%) believe that their household is not covered by the broadband infrastructure (+1 percentage point) and one in twenty (5%) believes that their PC is not compatible with broadband (+2), which is the same as previously.[*]

Frequency of using the Internet is becoming less of a reason not to switch to broadband, with only one in ten claiming that they do not use the Internet enough to justify broadband (-3 percentage points).

[*] For a more in depth analysis, please see chapter 7 on "Access to networks, applications and content".

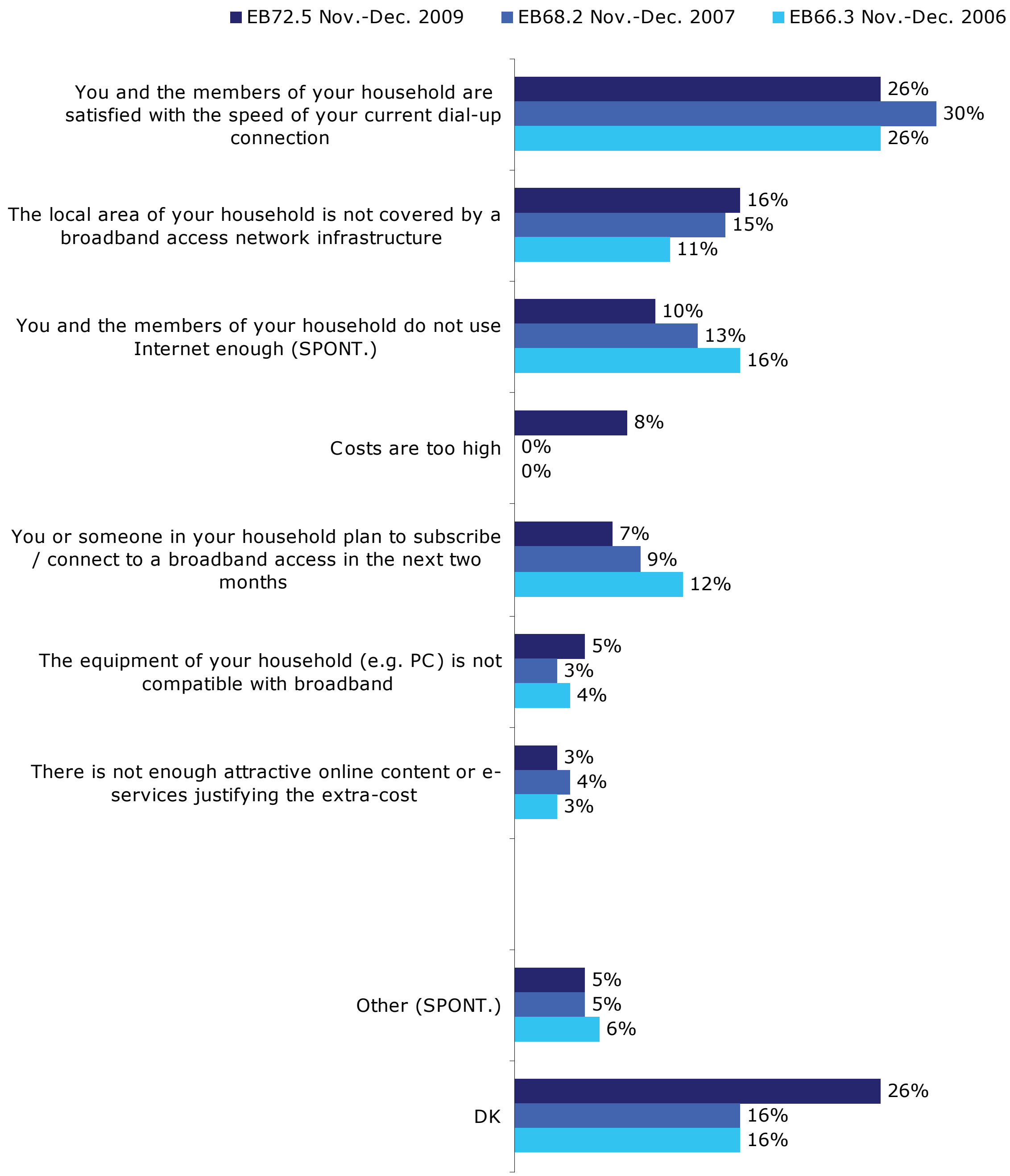
- Cost reasons have decreased -

Cost has decreased as a reason not to switch to broadband, with those who claim the monthly costs are too high (5%) and those who state the installation costs are too high (4%) both decreasing significantly since winter 2008 (both -5 percentage points each).[*]

The proportion of narrowband users about to switch to broadband (in the next two months) is continuing to decline, with only 7% about to switch. Given the shrinking base of narrowband users it is likely that those planning to switch in the short-term will also decline.

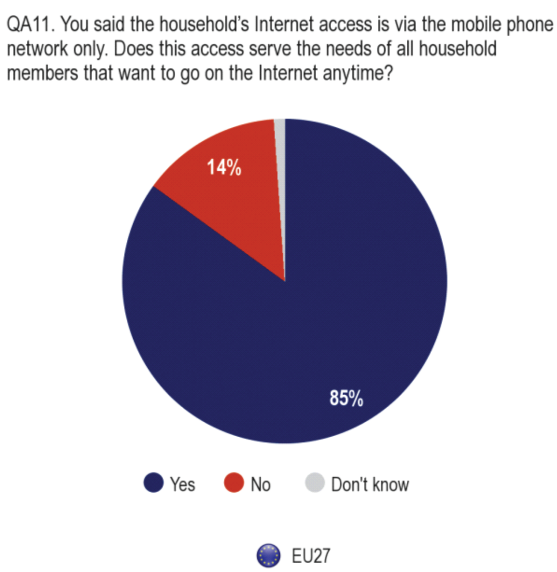
[*] For a more detailed analysis, please see chapter 8 on "Affordability".

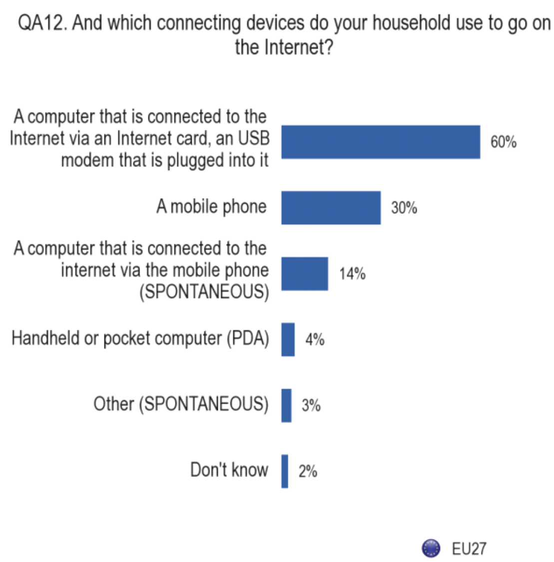
QA18 Why does your household not have broadband Internet access?
(MULTIPLE ANSWERS POSSIBLE) - EU
(Asked to respondents saying that they have narrowband Internet connection - EB72.5, base = 1530)



4.2.4.5. Mobile data only

Households only using the mobile network to access the Internet represent 4% of households with Internet access. The majority (85%) of those using just the mobile network to gain access to the Internet feel that this meets the needs of everyone in the household. Only one in seven believe that everyone's needs are not met by the mobile phone network.





EU27

Base: Those who have only Internet access via mobile phone network EB72.5; n = 599

Most households (six out of ten) are connecting to the mobile network via an Internet card or USB modem that is plugged into the computer. A third is connecting through a mobile phone and only one in seven are using a computer connected to the Internet via a mobile phone.

4.3. Quality of Internet services

4.3.1. Break downs, speed, access, helpline and tariffs

It is important to assess the quality of the Internet connection and the support that EU citizens believe they are receiving. Consequently, respondents were asked to indicate their level of agreement or disagreement with several statements about the quality of their Internet connection and the support that they receive in order to evaluate their satisfaction with these items. In this section, we will examine the satisfaction among respondents who have Internet access at home.

Compared to previous waves of this survey, three items have been added to this question. The first new item tackles perceptions on restrictions or limitations imposed by the Internet providers. The other two new items where introduced to get a more accurate picture on the performance of the Internet connection. They quantify break downs and speed of Internet connections.

At first glance, it appears that EU citizens are relatively satisfied with the service they are receiving from their Internet provider. However, on closer analysis there are several notable areas of disagreement, specifically around the speed and quality of connection. At a country level, the British are the most consistently dissatisfied with both the speed and quality of connection, while the French are the most consistently dissatisfied with all aspects of support.

- Citizens are most satisfied with tariff comparability -

Satisfaction is greatest with tariff comparability, with three quarters agreeing that they can compare tariffs easily. Second and third are about being able to obtain support when there is a problem and whether that support is helpful. About seven out of ten agree they can easily contact their service provider when they have a problem and about two thirds agree the response from staff/the support site is helpful.

- Speed and consistency of connection reveals some dissatisfaction -

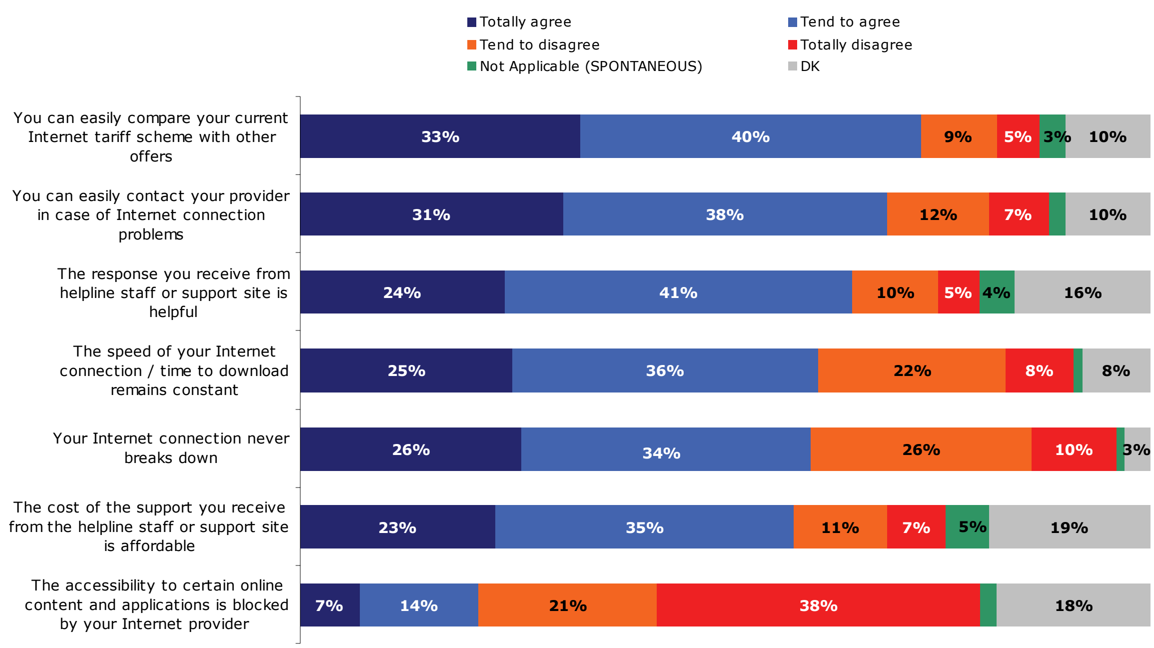
The speed and quality of Internet connection reveals some dissatisfaction. While six out of ten agree that the speed of the connection remains constant and a further six out of ten believe that the connection never breaks down, 30% and 36% respectively disagree that this is the case.

About six in ten agree that the cost of the support they receive is affordable. However, there maybe a lack of knowledge about the cost of support given by Internet providers with one in five claiming that they "do not know".

- Most do not agree that online content and applications are blocked -

Finally, most do not agree that their Internet provider blocks accessibility to online content and applications, with about six in ten disagreeing that this is the case. However, 18% "do not know" if their provider is blocking accessibility. One in five agrees that their provider blocks accessibility to online content and applications.

QA16 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree. - EU
(Asked to respondents saying that they have Internet access at home - base = 16244)



We will now examine cases where the overall picture outlined above differs from country to country.

QA16.7 You can easily compare your current Internet tariff scheme with other offers
(Asked to respondents saying that they have Internet access at home – base = 16244)

EU - Agree	EU27 73% agree (+3)
Highest agree by country	Czech Republic (90%) Slovakia (87%)
Largest increase of agreement (EB72.5 - EB68.2)	Cyprus (65%; +12) Spain (71%; +11) Ireland (68%; +11) Austria (81%; +11)
EU - Disagree	EU27 14% disagree (-4)
Highest disagree by country	Denmark (29%) Belgium (25%) Sweden (24%)
Largest increase of disagreement (EB72.5 - EB68.2)	Denmark (29%; +3) Estonia (10%; +3) Romania (14%; +2)

Overall tariff ease of comparability has improved by three percentage points since winter 2008.

Czech and Slovakian respondents agree most that tariff comparability is easy, with about nine out of ten with Internet access at home agreeing; these two countries also agreed the most in winter 2008. Tariff comparability appears to have improved the most in Cyprus, Spain, Ireland and Austria, where the greatest increases in agreement are exhibited.

Disagreement is greatest in Denmark, Belgium and Sweden with around a quarter feeling that tariffs are not easily comparable (disagreement was also greatest in Denmark and Belgium in the last survey). Although the largest increases in disagreement have been relatively small, notably Denmark (one of the countries with the highest levels of disagreement in this survey and in the previous survey) is one of those with the largest increase.

QA16.4 You can easily contact your provider in case of Internet connection problems

(Asked to respondents saying that they have Internet access at home – base = 16244)

EU - Agree	EU27 69% agree (+3)
Highest agree by country	Latvia (88%) Bulgaria (87%) Lithuania (86%)
Largest increase of agreement (EB72.5 - EB68.2)	Spain (76%; +9) Luxembourg (75%; +7) Ireland (73%; +6) Malta (84%; +6)
EU - Disagree	EU27 19% disagree (-3)
Highest disagree by country	France (33%) Finland (30%) The Netherlands (27%)
Largest increase of disagreement (EB72.5 - EB68.2)	Denmark (23%; +5) Portugal (11%; +5) Hungary (14%; +4) Romania (18%; +4)

While overall seven out of ten respondents feel they can easily contact their Internet provider in case of Internet connection problems, this is not a unanimously held perception across all countries. Agreement is greatest in the NMS12 countries of Latvia, Bulgaria and Lithuania with between 86% and 88% agreeing that they can do so.

However, in the EU15 countries of France, Finland and the Netherlands disagreement is highest, between 27% and 33%, and agreement is correspondingly low being in the region of 51% to 57%. Disagreement about being able to contact the service provider easily was also highest in France in winter 2008.

QA16.6 The response you receive from helpline staff or support site is helpful
(Asked to respondents saying that they have Internet access at home – base = 16244)

EU - Agree	EU27 65% agree (+4)
Highest agree by country	Bulgaria (85%) Cyprus (83%) Czech Republic (83%) Slovakia (83%)
Largest increase of agreement (EB72.5 - EB68.2)	Bulgaria (85%; +12) Ireland (71%; +10) The Netherlands (57%; +9)
EU - Disagree	EU27 15% disagree (-3)
Highest disagree by country	France (24%) The Netherlands (17%) Denmark (16%) Germany (16%)
Largest increase of disagreement (EB72.5 - EB68.2)	Denmark (16%; +2) Romania (15%; +2) Portugal (12%; +1) Slovenia (13%; +1)

Agreement that the support staff/site is helpful is similar to that as the ease of contacting the Internet provider in case of Internet connection problems, with 65% agreeing overall. In some countries, the highest levels of country agreement/disagreement with ease of contacting the Internet provider are matched by the equivalent levels for support staff/site helpfulness; it appears that in these countries support is availability and helpfulness go hand in hand.

Only Bulgaria is among those countries with the highest agreement for both ease of contacting the Internet provider in case of Internet problems and support staff/site helpfulness. Agreement that the staff/site is helpful is also the highest in Cyprus, Czech Republic and Slovakia; respondents from the Czech Republic and Slovakia were also among those agreeing the most in the last survey.

Both France and the Netherlands are among those countries with the highest levels of disagreement for both ease of contacting the Internet provider in case of Internet problems and support staff/site helpfulness. Disagreement is greatest in France, as it was in winter 2008, with a quarter of respondents feeling that the response they received was not helpful.

The largest percentage increases in disagreement are less than the equivalent percentage point increases in agreement; the improvements appear to be better than the deterioration.

We will now focus on two of the new items that where introduced to get a more accurate picture on the performance of the Internet connection by quantifying break downs and speed of Internet connections.

QA16.2 The speed of your Internet connection / time to download remains constant
(Asked to respondents saying that they have Internet access at home – base = 16244)

EU - Agree	EU27 61% agree
Highest agree by country	Austria (74%) Belgium (72%) Hungary (71%)
EU - Disagree	EU27 30% disagree
Highest disagree by country	Finland (52%) Spain (48%) United Kingdom (40%)

QA16.1 Your Internet connection never breaks down*
(Asked to respondents saying that they have Internet access at home – base = 16244)

EU - Agree	EU27 60% agree
Highest agree by country	Austria (76%) Sweden (73%) Germany (71%) Hungary (71%)
EU - Disagree	EU27 36% disagree
Highest disagree by country	France (55%) Cyprus (55%) United Kingdom (46%)

The statement, 'Your Internet connection never breaks down' replaces the general statement of 'You are satisfied with the performance of your Internet connection' that was included in the previous survey, in order to obtain more detail about the quality of the Internet connection.

Overall, six out of ten agree that their connection never breaks down, however, a third (36%) disagree. There are similarities between the speed of Internet connection and its continuity of connection, with Austria and Hungary being among those countries with the highest levels of agreement for both speed of Internet connection and never breaking down, and the UK being among those with the highest levels of disagreement on both aspects.

Respondents in Belgium are also among the most satisfied with the speed of their Internet connection. While Swedish and German respondents are also among the most satisfied with the continuity of their connection (i.e. that it never breaks down).

Conversely, along with the UK, respondents in Finland and Spain are the most dissatisfied with their speed of connection (52% and 48% respectively). Whereas respondents in France and Cyprus are the most dissatisfied with the continuity of the Internet connection, with more than half disagreeing that it never breaks down.

QA16.5 The cost of the support you receive from the helpline staff or support site is affordable
(Asked to respondents saying that they have Internet access at home – base = 16244)

EU - Agree	EU27 58% agree (+2)

Highest agree by country	Austria (79%) Bulgaria (79%) Czech Republic (78%) Slovenia (78%)

Largest increase of agreement (EB72.5 - EB68.2)	Bulgaria (79%; +10) Austria (79%; +8) Ireland (64%; +8)

EU - Disagree	EU27 18% disagree (-4)

Highest disagree by country	France (34%) Spain (26%) Finland (23%)

Largest increase of disagreement (EB72.5 - EB68.2)	Denmark (18%; +4) Romania (15%; +4) Finland (23%; +3) Sweden (7%; +3)

It appears that overall agreement levels are lowest with respect to the affordability of the support from helpline staff/support site, however, it must be noted that one in five respondents (19%) did not know and so did not agree or disagree.

Nevertheless, almost eight out of ten respondents in Austria, Bulgaria, the Czech Republic and Slovenia agree that the support is affordable. The highest increases of between eight and ten percentage points in agreement are in Bulgaria, Austria and Ireland.

* For a more in depth analysis, please see chapter 7 on "Access to networks, applications and content".

France, Spain and Finland exhibited the highest levels of disagreement, with about a quarter to a third disagreeing that the support is affordable. French respondents also disagreed most that support was affordable in the last survey. Overall, disagreement has decreased by four percentage points.

QA16.3 The accessibility to certain online content and applications is blocked by your Internet provider*
(Asked to respondents saying that they have Internet access at home – base = 16244)

EU - Agree	EU27 21% agree

Highest agree by country	Portugal (43%) Cyprus (37%) Italy (35%)

EU - Disagree	EU27 59% disagree

Highest disagree by country	Czech Republic (79%) Estonia (73%) Latvia (73%)

One in five agrees that their provider blocks accessibility to some content and applications. However, agreement is not uniform between countries and the highest agreement is exhibited in Portugal, Cyprus and Italy where a third or more agree their accessibility is blocked in some way by the provider.

On the other hand, Czech, Estonian and Latvian respondents actively disagreed most (about three quarters in each country) that their providers are censoring online content and applications in any way.

Given that overall 18% do not know whether their provider is blocking accessibility, it is also interesting to review the proportion of respondents in each country who are unsure and thus state "don't know". The highest proportions of "don't know" are in Malta and Italy, 33% and 30% respectively. The lowest proportions are in Belgium and Hungary, where only 6% responded with "don't know".

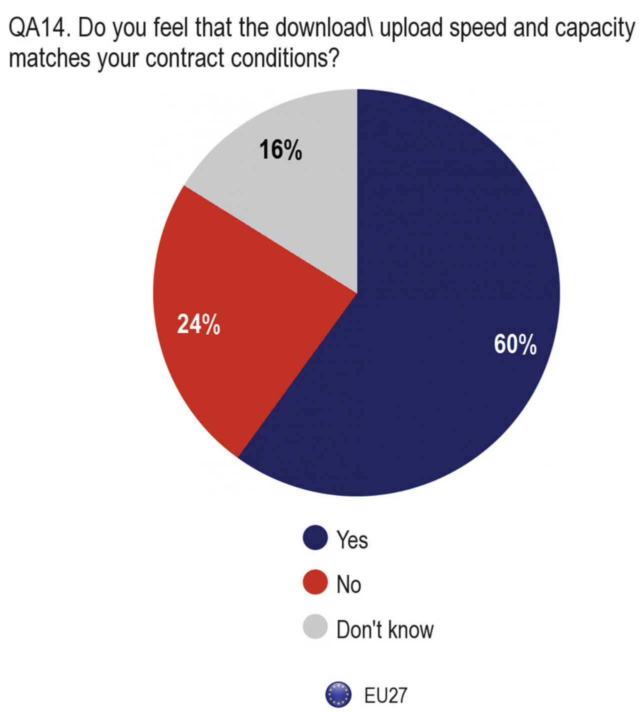
* For a more in depth analysis, please see chapter 7 on "Access to networks, applications and content".

4.3.2. Internet speed and capacity compared to expectations

- The Internet speed and capacity meets the expectations of six out of ten -

The majority (60%) feel that they are getting the speed and capacity they expect from their Internet contract. However, a quarter feels that the speed and capacity of their Internet connection does not match their contract; it could be that they are either getting a better or worse connection than expected for the Internet contract they are on.

About one in six are unsure whether the speed and capacity matches their contract conditions. Presumably these respondents cannot recall the speed or capacity included in their Internet contract and how that relates to what they actually receive.



Base: Those who have Internet in the household EB72.5, n = 16244

The perception that households are getting the speed and capacity they expect from their Internet contract is greatest among households with a broadband connection, with seven out of ten feeling the speed and capacity of their connection matches their contract. Households using the mobile phone network or a dial-up connection to access the Internet are the least satisfied, with only 56% and 55% respectively feeling their connection matches their contract.

QA10 How does your household access the Internet from home? (MULTIPLE ANSWERS POSSIBLE) - (Household Weighted)

QA14* - EU	EU27	Via the cable TV network using a cable modem, box or router (Broadband Internet)	Via a dial-up connection using an ISDN line	Via ADSL, XDSL or similar type of connection on the fixe telephone line using a modem, a box or arouter (Broadband Internet)	Via the satellite network	Via the mobile phone network	Via a dial-up connection using a standard telephone line
Yes	61%	71%	66%	60%	60%	56%	55%
No	24%	17%	21%	26%	26%	33%	26%
DK	15%	12%	13%	14%	14%	11%	19%

***QA14 Do you feel that the download/ upload speed and capacity matches your contract conditions?**

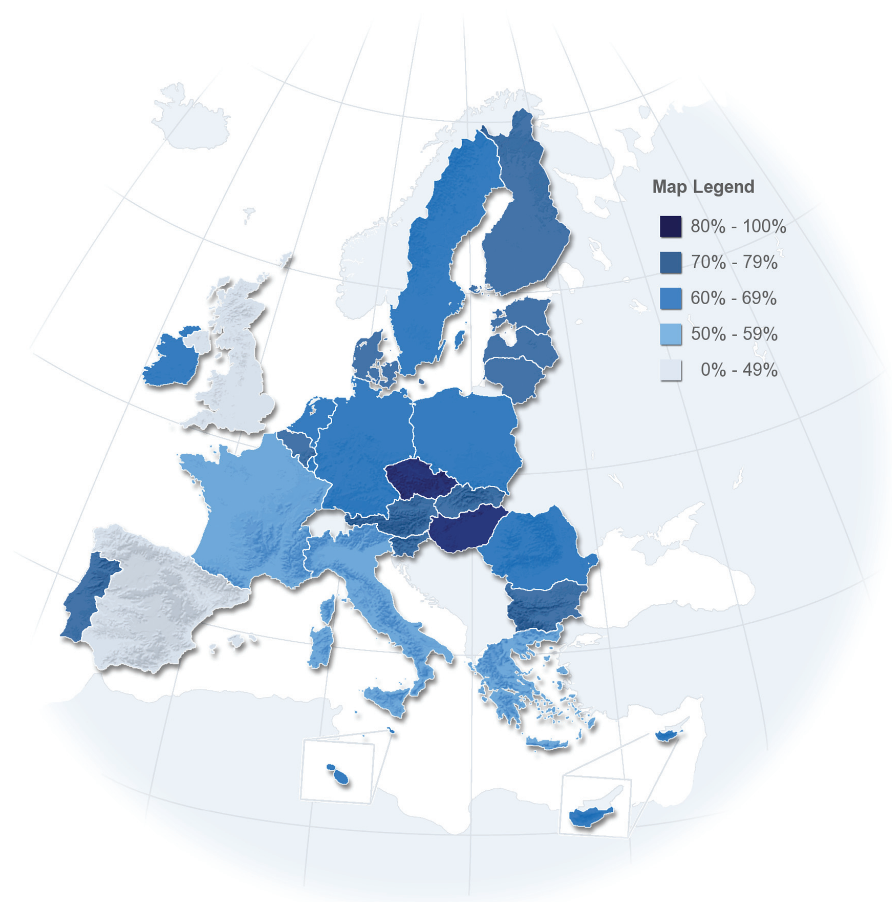
While on average six out of ten felt that their Internet speed and capacity most matched their contract, up to eight out of ten respondents in the Czech Republic, Hungary, Lithuania and Slovenia felt the same. In fact, in 13 of the 27 countries surveyed at least seven out of ten respondents felt that their Internet experience matched the contract conditions.

At the other extreme, Spain and the UK have the lowest incidence of respondents who feel the actual Internet speed and capacity match the contract; 47% and 49% respectively. The other big EU countries follow closely behind, with Italy at 53%, France at 58% and Germany at 62%, which explains why the overall EU 27 average is 60%.

CZ	80%
HU	80%
LT	79%
SI	79%
BE	78%
SK	77%
BG	76%
EE	75%
DK	74%
AT	72%
PT	72%
FI	71%
LV	70%
MT	68%
PL	68%
IE	68%
RO	66%
CY	66%
LU	65%
SE	65%
DE	62%
NL	62%
EU27	60%
FR	58%
EL	58%
IT	53%
UK	49%
ES	47%

Question: QA14. Do you feel that the download\ upload speed and capacity matches your contract conditions?

Answers: Yes

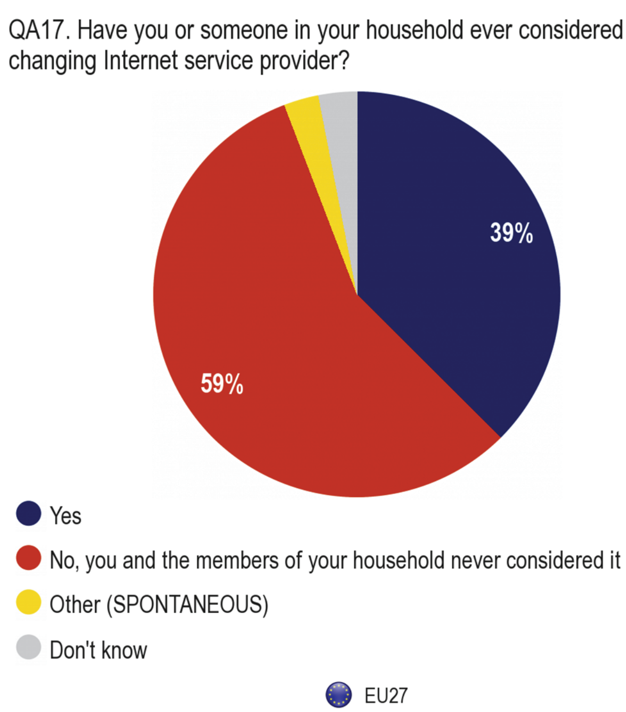


Base: Those who have Internet in the household EB72.5, n = 16244

4.3.3. Switching Internet providers

- Six out of ten households have not considered switching Internet providers -

Respondents from households with Internet access were asked if they had considered changing provider and the underlying reasons for not switching provider. While on average, the majority of Internet users in the EU have not considered switching Internet providers (59%), there are significant differences among Member States, ranging from 45% in Sweden and Denmark to 85% in Hungary.



Base: Those who have Internet in the household EB72.5, n = 15178

- 10% have considered switching but are satisfied with their current service -

Although four in ten state that they have considered switching Internet provider, one in ten is currently satisfied with the service they are receiving and has not switched for that reason. This is particularly so in Spain and Sweden where 20% and 18% respectively have considered switching but remain happy with the service they get from their current provider.

Approximately one in ten (9%) explained that they have already switched provider. This behaviour is most common among Danish respondents, 22% have already switched. The other countries also achieving higher broadband penetration rates have results higher than the EU average, which tends to establish a relationship between the level of broadband penetration rates and the level of competition as measured in terms of households having already switched provider.

The effort involved in switching is a deterrent to about one in twenty and particularly so in the Netherlands. A similar proportion state they are bound by their existing contract and so cannot change provider; this is the main obstacle for Slovakian respondents.

Relatively few feel that a lack of alternative Internet providers in the area where they live is preventing them from switching (4% overall). However, one in ten Irish and Romanian respondents would like to change providers but they believe there is not a provider in the area of their household which they could switch to.

Three percent or less said they would switch provider but could not because either they are tied into a bundle or they doubt the offer or they worry about losing email addresses and web page favourites. Only 2% claim to change Internet provider depending on the conditions offered.

QA17 Have you or someone in your household ever considered changing Internet service provider? (MULTIPLE ANSWERS POSSIBLE)
(Asked to respondents saying that they have Internet in the household, base = 15178)

	No, you and the members of your household never considered it	Yes, but you and the members of your household are satisfied with the current service you get	Yes, you or someone in your household has already changed	Yes, but it takes too much effort and time to do it	Yes, but you and the members of your household are bound by your contract conditions to your current provider	Yes, but there are no other Internet access providers in the area of your household which would deliver good value for money	Yes, but you and the members of your household are getting the Internet access via a package (bundle) which makes it difficult to switch to another provider	Yes, there are more interesting offers from other providers but you and the members of your household do not trust them	Yes, you or someone in your household changes each time there are better conditions offered by another Internet provider	Yes, but you and the members of your household do not want to lose your current e-mail address(es) / web page(s) hosted on the server of the Internet service provider	Yes, but you and the members of your household did not know it is actually possible to change provider	Other (SPONT.)	DK
EU27	59%	10%	9%	6%	5%	4%	3%	3%	2%	2%	1%	3%	3%
BE	**73%**	6%	5%	4%	5%	*1%*	2%	2%	2%	2%	*1%*	2%	1%
BG	**80%**	6%	1%	2%	4%	3%	1%	2%	2%	*0%*	1%	0%	4%
CZ	**64%**	14%	3%	6%	5%	6%	2%	4%	1%	1%	*0%*	0%	1%
DK	**45%**	14%	22%	7%	4%	5%	7%	3%	3%	2%	*1%*	3%	1%
DE	**56%**	11%	10%	8%	8%	3%	3%	4%	2%	2%	*1%*	2%	1%
EE	**61%**	10%	6%	4%	1%	7%	4%	2%	2%	*0%*	1%	2%	4%
IE	**56%**	16%	7%	4%	2%	11%	2%	*1%*	*1%*	*1%*	*1%*	3%	3%
EL	**61%**	8%	8%	2%	5%	*1%*	5%	4%	3%	2%	*1%*	1%	7%
ES	**51%**	20%	9%	2%	4%	5%	1%	5%	3%	1%	*0%*	2%	2%
FR	**65%**	7%	11%	6%	3%	2%	1%	3%	2%	2%	*0%*	3%	2%
IT	**63%**	9%	7%	3%	3%	6%	2%	6%	2%	3%	*0%*	2%	5%
CY	**69%**	9%	4%	4%	2%	5%	4%	5%	1%	3%	*0%*	3%	3%
LV	**62%**	10%	5%	5%	6%	7%	3%	2%	1%	*0%*	1%	2%	2%
LT	**65%**	7%	6%	3%	9%	5%	*0%*	2%	1%	1%	1%	1%	1%
LU	**78%**	6%	5%	3%	3%	1%	3%	2%	2%	1%	*0%*	1%	0%
HU	**85%**	3%	1%	*0%*	3%	2%	2%	2%	4%	*0%*	1%	0%	2%
MT	**72%**	5%	10%	2%	2%	*0%*	3%	1%	3%	2%	*0%*	1%	3%
NL	**55%**	11%	10%	14%	2%	2%	3%	4%	2%	5%	*0%*	5%	1%
AT	**59%**	14%	7%	9%	7%	3%	6%	5%	4%	4%	*2%*	0%	1%
PL	**62%**	6%	4%	5%	6%	5%	2%	2%	1%	2%	*0%*	3%	7%
PT	**62%**	10%	6%	2%	5%	3%	1%	3%	3%	*0%*	1%	2%	6%
RO	**64%**	11%	4%	1%	4%	10%	2%	1%	2%	*0%*	1%	0%	6%
SI	**58%**	10%	7%	7%	7%	5%	4%	2%	*1%*	2%	3%	4%	1%
SK	**54%**	11%	1%	7%	14%	5%	6%	3%	4%	2%	*0%*	0%	2%
FI	**55%**	10%	13%	9%	7%	2%	2%	2%	*1%*	3%	2%	4%	1%
SE	**45%**	18%	15%	13%	8%	5%	7%	3%	3%	4%	*0%*	4%	1%
UK	**52%**	9%	12%	7%	5%	4%	5%	2%	4%	1%	*0%*	3%	3%

Highest percentage per country *Lowest percentage per country*

Highest percentage per item Lowest percentage per item

4.4. Mobile phones and Internet

- 33% of mobile phone users can access the Internet to play/download content and send/receive email -

A third of respondents have a mobile phone with a subscription that allows them access to the Internet to play or download audio/video content and send/receive emails. This type of mobile Internet subscription is most common among Swedish mobile phone users, with about six in every ten mobile users having Internet access as part of their mobile subscription. At the other extreme, Romanian and Bulgarian mobile phone users are the least likely to have such a subscription, with one in seven or less having the same type of Internet subscription.

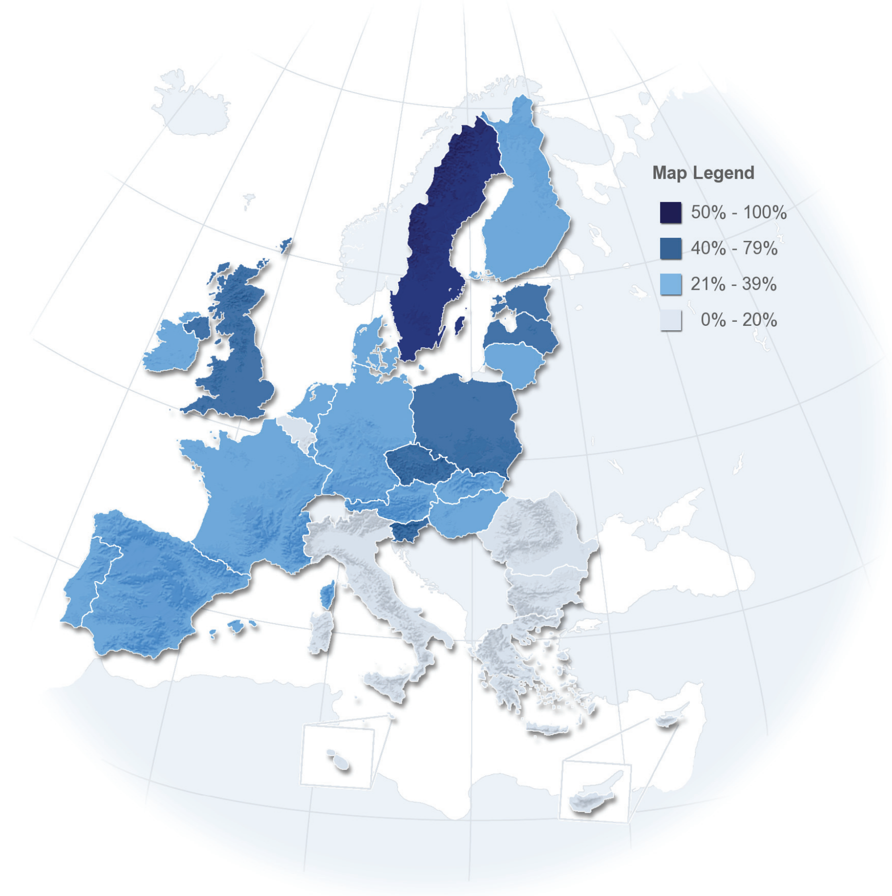
Overall, there appears to be a lower incidence of mobile phone users with access to the Internet to download or send/receive email in the southern European countries, with only one in five having access.

Mobile phone users with access to the Internet to download or send/receive email are 5% to have only mobile data to access Internet. But they are 77% to have also a fixed Internet access at home. Finally, 18% of them answer that they don’t have Internet at home.

SE	58%
UK	49%
SI	47%
CZ	45%
PL	44%
LV	43%
EE	42%
DK	38%
AT	38%
SK	38%
FI	36%
IE	35%
FR	35%
LU	34%
EU27	33%
NL	32%
ES	30%
DE	30%
HU	28%
LT	23%
PT	21%
BE	20%
EL	20%
IT	20%
CY	18%
MT	18%
BG	15%
RO	12%

Question: QA1. Does your mobile phone subscription allow you to access Internet for playing or downloading audio\ video content, sending and receiving e-mails?

Answers: **Yes**



Base: Those who own a personal mobile phone EB72.5, n = 23244

- The incidence of mobile Internet subscription is the same in EU15 countries and NMS12 countries -

Although the highest incidence of mobile phone users with a subscription that allows them access to the Internet is in one of the EU15 countries, namely Sweden (58%), and the lowest is in two countries from the NMS12 countries, namely Romania (12%) and Bulgaria (15%), on average there is no difference between the EU15 countries and the NMS12 countries. On average, 33% of mobile phone users in the EU15 countries have Internet access in their subscription and 33% of users in the NMS12 countries also have the equivalent access.

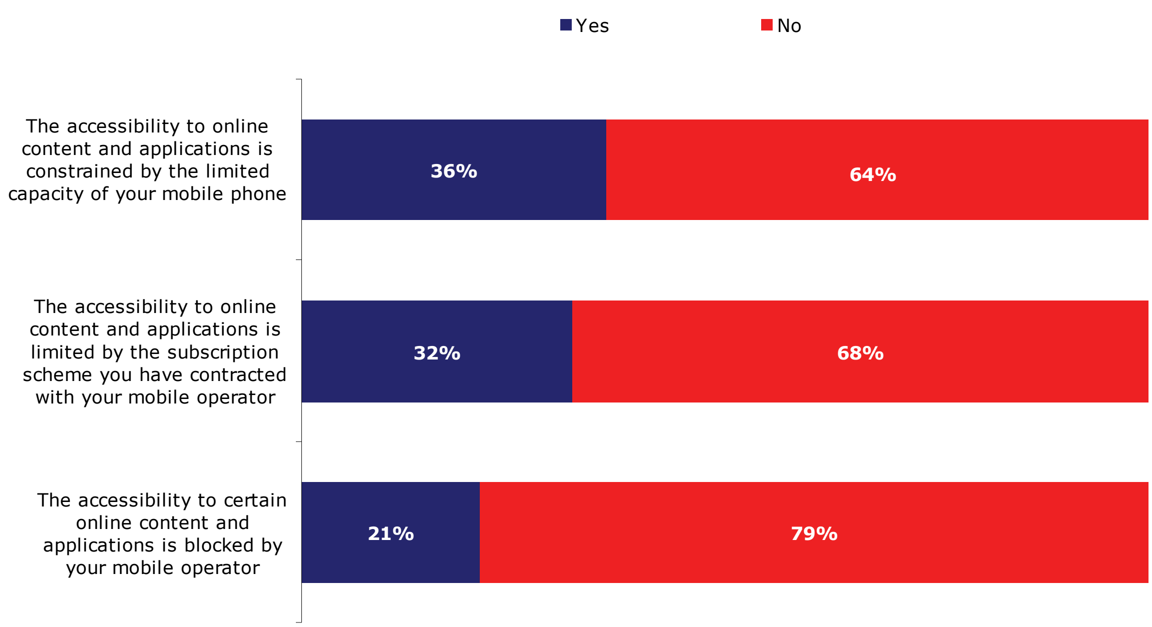
Socio-demographically, the incidence of mobile phone users with access to the Internet to play or download audio/video content and send/receive emails is highest among 15-24 year olds, students and those who are using the Internet everyday.

The majority (about two thirds or more) who are accessing the Internet on their phone feel that online accessibility on their phone is not restricted by their phone capacity, subscription contract or mobile provider.

- The main limitation to Internet access* is phone capacity closely followed by the subscription scheme -

Nevertheless, of the three potential limitations to Internet accessibility, phone capacity appears to be the primary restriction, closely followed by the subscriptions scheme the user is contracted to; about a third agree with each statement. Restrictions imposed by the mobile operator are felt to be the least likely to be limiting Internet accessibility, but still one in five are agreeing that providers are blocking access to certain online content and applications.

QA4 For each of the following situations, please tell me if it applies to you or not? - EU (Asked to respondents saying that they own a personal mobile phone with an access to the Internet - base = 7612)



* For a more in depth analysis, please see chapter 7 on "Access to networks, applications and content".

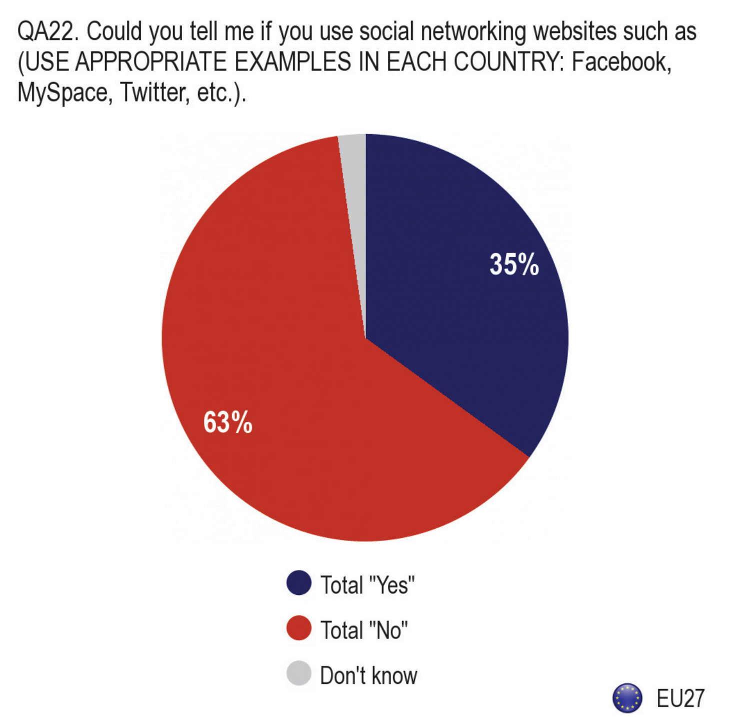
4.5. Users of social networking sites

The very rapid growth of social networking websites observed over the last three years is an interesting phenomenon to monitor because these websites offer new communication tools for individuals, whether through their PC or smart phones, which impact on individuals' opinions and behaviour in relation to their personal or household needs for e-communications services.

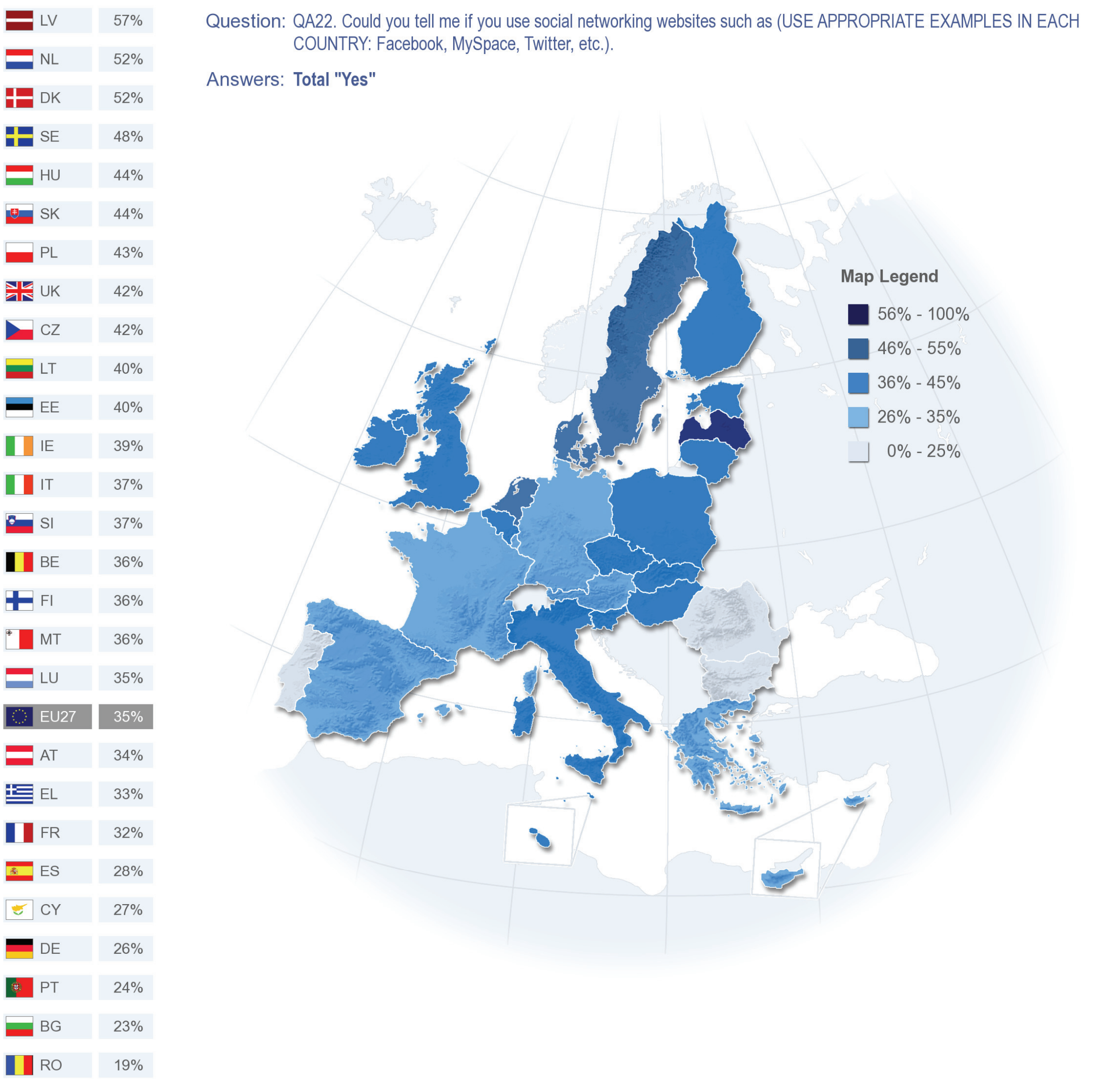
For the purpose of this survey, two new questions have been introduced. The first measures the use by EU citizens of social networking websites. The second quantifies data privacy concerns resulting from the upload of personal information. Results are presented in the following sections.

- More than one third of EU citizens use a social networking site -

About a third of EU citizens are using social networking websites and two thirds do not use them at all (the "No" on the chart below aggregates the "Never" and "No Internet access" responses).



The incidence of usage is greatest in Latvia where almost six out of ten respondents (57%) are using social networking websites. Usage is next highest in the Netherlands, Denmark and Sweden where about five out of ten respondents are using them. Conversely, usage is lowest in Romania, where only two in ten use such websites.



- About half would never use a social networking site -

The highest incidence of "never using social networking sites" is among German and Spanish respondents, of whom almost six out of ten claim they would never use one, compared to the EU average of 49%. The lowest incidence of respondents never using social networking sites is in Latvia and Hungary, with only about a quarter stating the same.

Age seems to be the biggest socio-demographic factor distinguishing those who use social networking websites. Among those who use social networking websites every day, 15-24 years olds and students are most prevalent, whilst among those who would never use a social networking website the most prevalent are over 40 year olds and the retired.

- Users of social networking sites tend to visit several times per week -

Social networking sites tend to be used frequently, with 57% of users visiting them at least two or three times a week, whereas, less than a quarter (23%) is using them once a week or a couple of times a month.

Users of social networking websites in Cyprus, Malta, Sweden, Latvia and Finland are the most frequent users of social networking sites, with between 59% and 53% using them every day or almost every day. The lowest incidence of frequent users is in Romania, with only 11% using them every day or almost every day and furthermore only 11% using them two or three times a week.

The incidence of using social networking website two or three times per week is greatest in Hungary, Spain and Italy where about a third (between 34% and 30%) access social networking sites this often.

There is relatively little difference between Member States in terms of the proportion of users accessing social website once a week or two or three times per month. The range between the highest and lowest incidence is 14 and 13 percentage points respectively.

Those who use social networking websites less often than two or three times per month are most prevalent in Romania, where almost half of the users exhibit this type of usage (47%). Conversely, one of the countries with a high incidence of frequent users, Latvia, has the lowest incidence of occasional users, at 5%.

QA22 Could you tell me if you use social networking websites such as (USE APPROPRIATE EXAMPLES IN EACH COUNTRY: Facebook, MySpace, Twitter, etc.). - Answer: "Yes"
Frequency of usage

	Base	Everyday / Almost everyday	Two or three times a week	About once a week	Two or three times a month	Less often
EU27	9346	34%	23%	14%	9%	20%
BE	363	**39%**	25%	11%	*6%*	19%
BG	237	**26%**	22%	17%	*9%*	**26%**
CZ	461	19%	17%	19%	*14%*	**31%**
DK	524	**46%**	17%	13%	*12%*	*12%*
DE	399	27%	19%	*12%*	*12%*	**31%**
EE	395	**40%**	20%	15%	*8%*	18%
IE	389	**28%**	23%	15%	*13%*	21%
EL	329	**33%**	24%	18%	*9%*	15%
ES	289	29%	**32%**	18%	*7%*	14%
FR	324	**44%**	19%	*9%*	*9%*	19%
IT	385	**30%**	**30%**	19%	*5%*	16%
CY	135	**59%**	19%	7%	*4%*	11%
LV	581	**53%**	23%	11%	9%	*5%*
LT	408	**38%**	20%	13%	*8%*	23%
LU	180	**34%**	29%	14%	*11%*	*11%*
HU	447	20%	**34%**	20%	*11%*	14%
MT	180	**56%**	19%	11%	*3%*	11%
NL	527	**37%**	23%	13%	*10%*	17%
AT	346	18%	**26%**	21%	*15%*	21%
PL	425	**26%**	23%	*16%*	*16%*	19%
PT	246	*13%*	25%	21%	*13%*	**29%**
RO	191	*11%*	*11%*	16%	16%	**47%**
SI	380	**38%**	22%	14%	*5%*	22%
SK	457	23%	23%	18%	*9%*	**27%**
FI	378	**53%**	19%	8%	*3%*	17%
SE	485	**54%**	15%	10%	*8%*	13%
UK	566	**43%**	19%	14%	*10%*	14%

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

5. TELEVISION

5.1. Overall access to television

- Television access is almost universal -

Access to a television set is almost universal across the EU, with 98% on average of EU households having access.

There is little variation within the EU but the greatest access is within Greece, Spain, Cyprus, Hungary and Slovakia where 100% of households have access to a television. The lowest incidence of households having access to a television remains in Finland, at 93% (+1 percentage point compared to winter 2008). Latvia has the next lowest incidence at 96%.

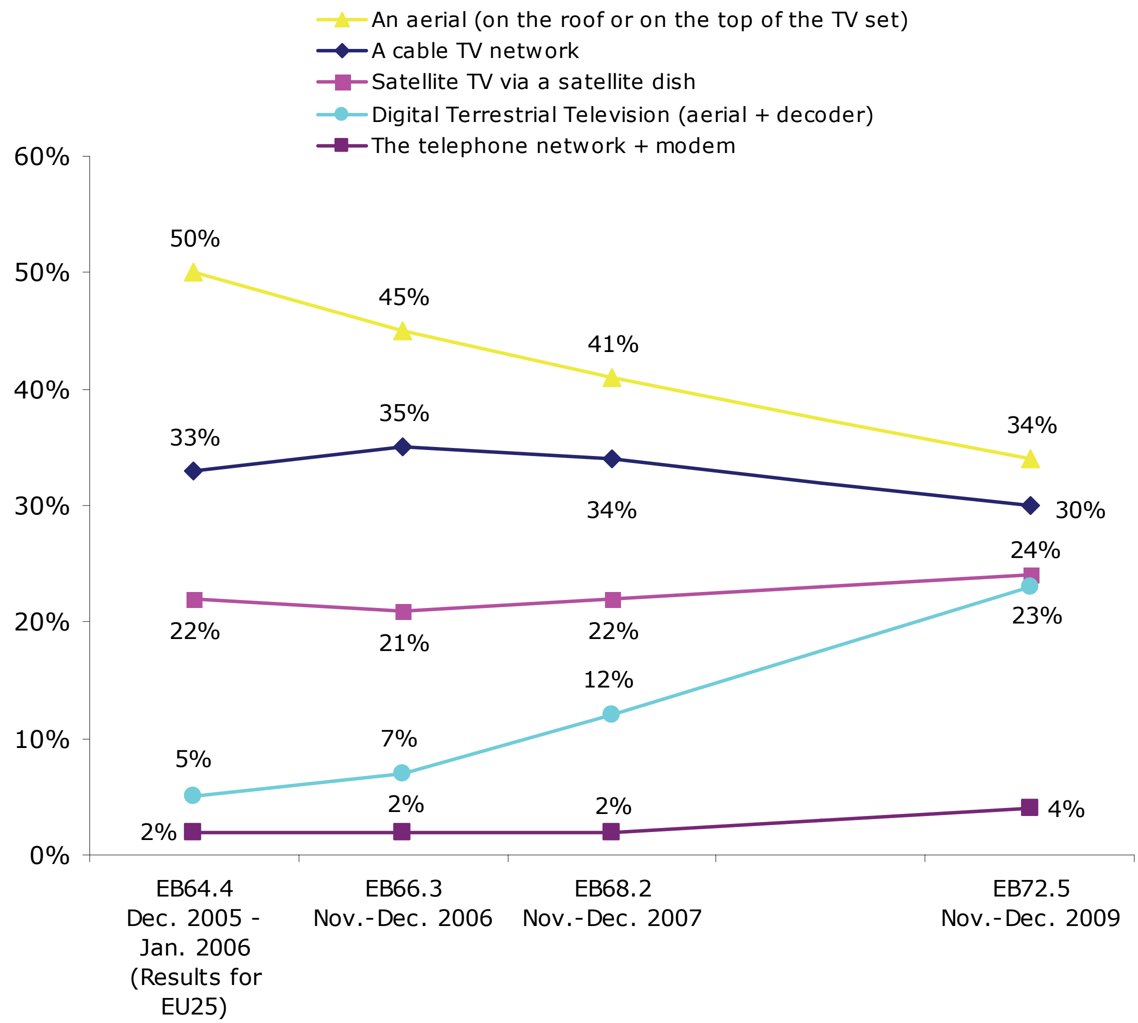
The apparent decreases in television penetration in French and Spanish households in winter 2008 have recovered in this new survey. Ninety seven percent of households in France have access to a television set (+4) and in Spain access is almost universal at 100% (+7).

5.2. Means of reception

- There are four ways by which the TV transmission is received -

There is no dominant means through which EU households receive broadcast television. As a result of the availability of cable television, satellite television and the increasing shift from analogue to digital, the way in which people receive their television is changing and varies from one country to another.

Means of receiving the television - EU
(Base: Those having a television in the household)



- Digital terrestrial television doubled -

Receiving TV signals via an aerial continues, along with cable TV, to be the main means of television reception in the EU, with 34% and 30% of EU households respectively using these means of reception, followed by satellite (24%) and digital terrestrial television (23%). However, there is a clear decline in the use of aerials (-7 since winter 2008) and to a lesser extent of cable (-4). The greatest increase has been in the numbers using digital terrestrial television, which have almost doubled since winter 2008 to 23% (+11).

Eight countries have seen double digit growth in the incidence of digital terrestrial television since winter 2008; specifically in Spain (+48), Italy (+25), Czech Republic (+19), Belgium (+18), France (+14), Estonia (+12), Malta (+11) and Romania (+10).

- Aerial usage still dominates in southern part of Europe -

In terms of aerial usage (i.e. for the reception of analogue TV signals), Greece has the highest incidence of usage, with almost all households still using this approach, followed by Cyprus, Italy, Spain and Portugal. The lowest incidence is in the Netherlands where no households use an aerial, instead the majority (three quarters) receive their television through a cable TV network. Whereas the Greeks are the lowest users of a cable TV network, with only 1%.

A further 24% of European households is receiving their television transmission through satellite TV via a satellite dish. Receiving television through satellite TV is most prevalent in Austria (49%) and Germany (47%). Interestingly, in both Austria and Germany equal proportions of households use satellite and cable TV to receive the television transmission in each country. Satellite TV has shown the greatest percentage point growth in Ireland (+11) and Poland (+11) since winter 2008. The Greeks are also the lowest users of satellite TV.

- Digital television dominates in Spain -

The use of digital terrestrial TV now dominates in Spain with six out of ten using it compared to the EU average of just over two out of ten (+48 percentage points since winter 2008). The next highest incidence of digital usage is in France at 35% (+14), followed by Italy at 33% (+25), Sweden at 32% (-4) and the UK at 31% (=).

Use of the telephone network and modem to receive television remains relatively low at about one in twenty overall. However, in France it has grown as a means of reception since winter 2008 to 19% (+13 percentage points). Use in Slovenia has doubled to 10%.

QA9 Does your household receive the television via...? (MULTIPLE ANSWERS POSSIBLE) + Evolution (EB72.5-EB68.2)
(Asked to respondents saying that they have television in the household - base = 26194)

	An aerial (on the roof or on the top of the TV set)		A cable TV network		Satellite TV via a satellite dish		Digital Terrestrial Television (aerial + decoder)		The telephone network + modem		DK
EU27	34%	-7	30%	-4	24%	+2	23%	+11	4%	+2	1%
BE	*2%*	=	**69%**	-18	6%	=	28%	+18	*2%*	+1	1%
BG	21%	-6	**62%**	-1	6%	-1	12%	+9	*0%*	=	1%
CZ	**36%**	-30	22%	+5	22%	+6	25%	+19	*1%*	-1	0%
DK	16%	-12	**66%**	+4	16%	+2	5%	+2	*3%*	+2	1%
DE	3%	+1	46%	-9	**47%**	+7	4%	=	*1%*	+1	1%
EE	27%	-18	**45%**	+5	10%	+1	17%	+12	*6%*	+2	1%
IE	25%	-14	33%	+2	**42%**	+11	5%	=	*1%*	=	1%
EL	**95%**	-3	*1%*	+1	3%	-2	2%	+1	*1%*	+1	0%
ES	59%	-18	14%	+3	5%	-2	**60%**	+48	*2%*	-1	0%
FR	**58%**	-9	*10%*	+2	20%	-2	35%	+14	19%	+13	1%
IT	**61%**	-18	6%	-4	22%	+4	33%	+25	*1%*	+1	2%
CY	**81%**	-10	7%	=	13%	+3	14%	+7	*1%*	=	0%
LV	32%	-10	**46%**	-1	19%	+4	6%	+5	*2%*	+2	2%
LT	**54%**	-5	33%	-4	7%	+3	7%	+6	*1%*	=	1%
LU	6%	=	**63%**	-8	24%	-1	5%	+3	*1%*	=	2%
HU	17%	-8	**64%**	+3	17%	+5	*1%*	-2	*1%*	+1	1%
MT	13%	-4	**64%**	-6	12%	-3	20%	+11	*1%*	=	0%
NL	*0%*	=	**75%**	-8	6%	-2	21%	+9	2%	+1	1%
AT	7%	+1	46%	-3	**49%**	+7	6%	+1	*1%*	=	1%
PL	**38%**	-15	36%	+3	27%	+11	2%	+1	*0%*	=	2%
PT	**54%**	-10	35%	+2	8%	+4	3%	+2	*1%*	+1	1%
RO	11%	-3	**64%**	-13	6%	+4	18%	+10	*1%*	+1	2%
SI	28%	-8	**54%**	=	9%	-3	*6%*	+4	10%	+5	1%
SK	30%	-19	**39%**	-2	25%	+8	11%	+6	*1%*	=	0%
FI	**38%**	-5	34%	-4	4%	=	29%	+8	*1%*	=	1%
SE	15%	+1	**46%**	+3	15%	-4	32%	-4	*6%*	+1	3%
UK	33%	-9	16%	=	**35%**	+4	31%	=	*1%*	=	1%

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

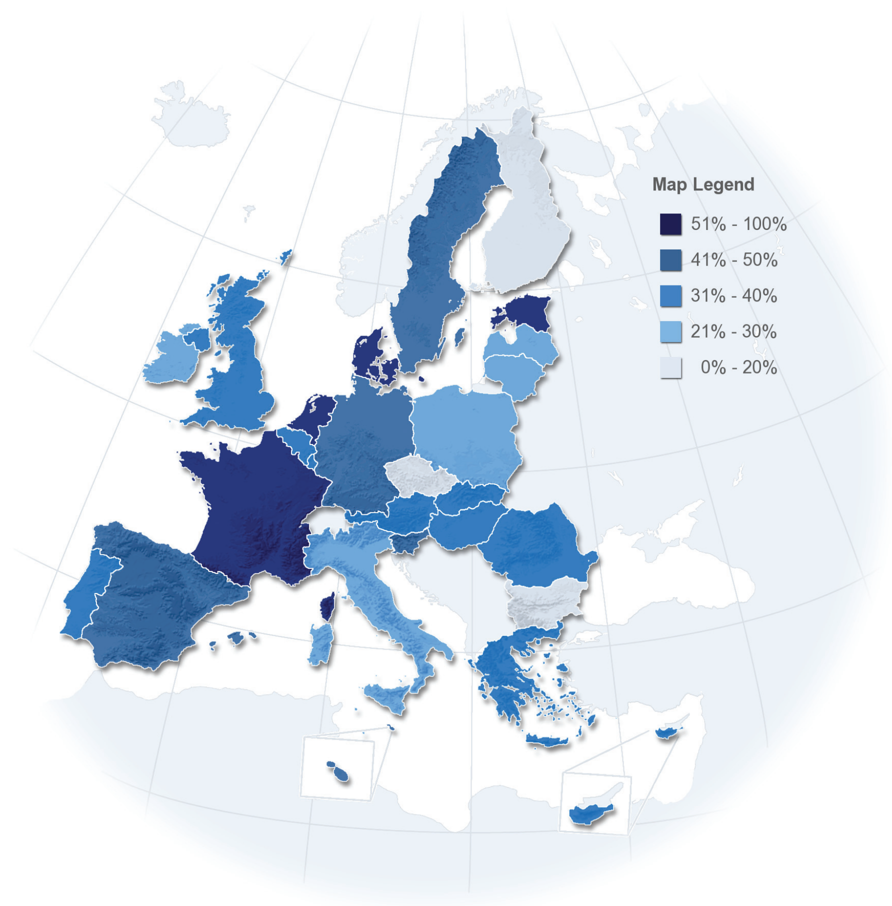
6. SERVICE PACKAGES

Across Europe, service providers increasingly offer a combination of fixed telephony, mobile phone, Internet and television in bundled packages for a single subscription. The uptake of these packages continues in all surveyed countries, reaching a European average of 38% (+9 since winter 2008). Significant differences are observed.

NL	60%
DK	53%
EE	52%
FR	51%
MT	47%
SI	46%
SE	43%
ES	42%
DE	41%
LU	40%
UK	40%
BE	39%
EU27	38%
AT	37%
HU	36%
RO	36%
PT	34%
CY	34%
EL	34%
SK	31%
IE	27%
PL	25%
LT	25%
LV	24%
IT	21%
CZ	19%
BG	18%
FI	13%

Question: QA24. By bundle, we mean a combined package offering more than one communication service from the same provider at a single price. Does your household buy two or more of the following services as part of a bundle?

Answers: **Total Yes**



Packages of two or more services are most common in the Netherlands (60%). About half of the households in Denmark, Estonia and France also buy two or more services as part of a bundle. The lowest incidence of bundle purchasing is recorded in Finland, where only 13% of households buy services in this way. This should be seen in the light of the fact that 71% of Finnish households do not have fixed telephony. We will see later that fixed telephony is one of the principal components of bundles.

Households choosing a service package are more prevalent among multiple households (those with three or more occupants) and those in large towns. Packages are less prevalent in single households of older people and among the elderly generally.

Proportion of households having a bundle

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small/ mid size town	Large town	-29	30-59	60+
EU27	38%	24%	36%	46%	49%	34%	36%	44%	40%	34%	15%
EU15	40%	26%	38%	49%	53%	38%	37%	47%	42%	35%	16%
NMS12	28%	17%	27%	34%	35%	20%	29%	37%	29%	23%	12%

Proportion of elderly people having a bundle

	The ageing society		
	55-64	65-74	75+
EU27	36%	23%	13%
EU15	39%	25%	13%
NMS12	26%	17%	9%

- Bundle packages are growing in popularity -

Bundle packages are becoming increasingly popular, with more than a third of households on average subscribing to a package that includes two or more services (+9 since winter 2008). All countries exhibited an increase in adoption of packages or remained stable; there were no decreases in uptake of packages.

Malta demonstrated the largest percentage point increase since winter 2008 in households subscribing to packages with two or more services (+31). Whilst at the other extreme, Latvia showed no change in uptake and Bulgaria, Luxembourg and the Czech Republic did not increase significantly, increasing by only one or two percentage points.

	Households having bundles	(Comparison with EB68.2 Nov.-Dec. 2007)
EU27	38%	+9
MT	47%	+31
EL	34%	+22
NL	60%	+18
FR	51%	+16
CY	34%	+16
EE	52%	+16
SI	46%	+14
IE	27%	+12
SE	43%	+11
RO	36%	+11
ES	42%	+10
UK	40%	+10
PT	34%	+9
HU	36%	+9
SK	31%	+8
DK	53%	+6
BE	39%	+6
IT	21%	+6
AT	37%	+6
FI	13%	+6
DE	41%	+5
PL	25%	+5
LT	25%	+4
LU	40%	+2
CZ	19%	+2
BG	18%	+1
LV	24%	=

There are various package combinations made available to households as shown in the table below.

QA24 By bundle, we mean a combined package offering more than one communication service from the same provider at a single price. Does your household buy two or more of the following services as part of a bundle? (MIN. 2 ANSWERS) - EU

	EB72.5 Nov.-Dec. 2009	EB68.2 Nov.-Dec. 2007	Evolution (EB72.5-EB68.2)
Television channels / Fixed telephony / Mobile telephony / Internet access	1.5%	1%	+0.5
Television channels / Fixed telephony / Mobile telephony	0.5%	0%	+0.5
Television channels / Fixed telephony / Internet access	8%	4%	+4
Television channels / Mobile telephony / Internet access	0.5%	0%	+0.5
Fixed telephony / Mobile telephony / Internet access	2%	2%	=
Television channels / Fixed telephony	2.5%	3%	-0.5
Television channels / Mobile telephony	1%	1%	=
Television channels / Internet access	4%	3%	+1
Fixed telephony / Mobile telephony	1%	1%	=
Fixed telephony / Internet access	15%	13%	+2
Mobile telephony / Internet access	2%	1%	+1

As in the previous survey, the most popular package combination is fixed telephone line with Internet access, with one in seven European households choosing this combination. The second most popular combination, which has doubled since winter 2008, is "triple-play" which provides television services as well as fixed telephony and Internet access.

The following table shows the type of products those using bundles are receiving in their packages.

QA24 By bundle, we mean a combined package offering more than one communication service from the same provider at a single price. Does your household buy two or more of the following services as part of a bundle? (MIN. 2 ANSWERS) - EU
Answer: Total "Yes" - Bundles composition

	EB72.5 Nov.-Dec. 2009	EB68.2 Nov.-Dec. 2007	Evolution (EB72.5-EB68.2)
Internet access	86%	83%	+3
Fixed telephony	80%	83%	-3
Television channels	47%	41%	+6
Mobile telephony	22%	21%	+1

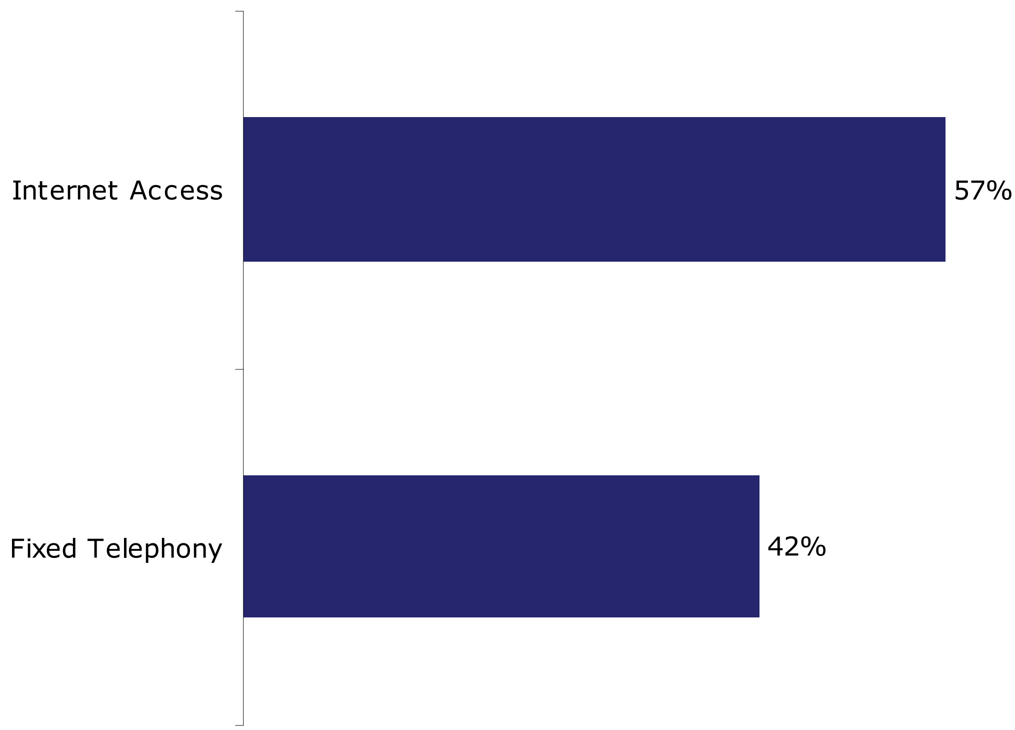
Packages are dominated by Internet and fixed telephone access, with 86% and 80% of packages providing these services. However, since winter 2008, Internet access has grown by three percentage points while fixed telephone access has declined by three percentage points. The greatest service increase has been in the provision of television channels as part of the package, which has increased by six percentage points to 47%. Mobile phones represent the smallest service provided as part of a package, at 22% of all packages.

Given that the most popular bundles include a fixed line, it is not surprising that the lowest incidence of bundles is in Finland, where the incidence of mobile only usage is among the highest and that the highest incidence of bundles is in the Netherlands where the incidence of dual telephone usage is among the highest; evidently the need for bundles is a reflection, at least in part, of the need for a fixed line.

Further analysis shows that in most of the countries with a high rate of broadband Internet access (the Netherlands, Denmark, Sweden, France, Luxemburg, Malta, the United Kingdom and Belgium) a high rate of bundling is observed.

Although the proportion of bundles with fixed telephone and Internet access are similar, the impact on the market is considerably different: of those who currently access the Internet, almost six out of ten (57%) are doing so as part of a service package. Whereas, only about four out of ten (42%) are obtaining their fixed line as part of a package.

Shares of services bought as part of a service package - EU



- Bundles perceived as convenient and cheaper than the individual services -

Communication packages are primarily seen as being convenient because they result in a single invoice and cheaper than paying for the services separately. Not surprisingly these benefit perceptions are greatest in countries where the incidence of using service packages is among the greatest. Estonians (58%) and Slovenians (57%) believe most that service packages are convenient.

In fact, in almost all countries, the fact that there is only one invoice is seen as the main advantage of bundles. Many countries are in line with the European average for this item (for instance, France and Germany both recorded a score of 42%). Malta (47%) and the United Kingdom (37%) are the only countries where the cheapness of packages, in comparison to paying separately for each service, is ranked first.

However, in a few countries where the incidence of bundles is low, the disadvantages of packages are perceived to be greater than their advantages. For instance, in Finland (43%), the Czech Republic (35%) and Bulgaria (29%), packages are primarily perceived as being of no interest because "you get services you do not really need". Finnish respondents are the least likely to believe that packages are convenient or cheaper than the individual services, at 19% and 8% respectively. Maybe unsurprisingly, Finland, Bulgaria and the Czech Republic are also the three lowest countries in term of package penetration.

- But 17% of Europeans believe bundles include services they do not need -

Among those countries where use of packages is low, the main belief about packages is that included within the package are services that are not needed; Finland 43%, Czech Republic 35%, Bulgaria 29%. In Romania this perception is lowest (6%) and the dominant perceptions are that packages are convenient and cheaper than the individual services.

One in ten feels that packages lack transparency and clarity regarding the cost and conditions of each service. There is little difference between countries in this perception with Czech respondents mentioning this most at 16% and Romanian respondents mentioning it the least at 4%.

Similarly, 8% are not interested in packages because they do not want to be tied to the same provider for all of the services. Slovakians mentioned this more than most (20%) while those from Luxembourg mentioned it least (3%).

Interestingly, about one in five citizens do not have a perception of service packages (18% don't know). The proportion of respondents answering "don't know" varies by country and is potentially indicative of a lack of knowledge about packages available in their country. A third of Romanian respondents replied "don't know" and just over a quarter of Polish, Italian, Irish and Bulgarian respondents also answered "don't know". In all of these countries the use of service packages is less than average, perhaps as a consequence of this lack of knowledge.

**QA25 What do you personally think about these kinds of communication packages?
(MULTIPLE ANSWERS POSSIBLE)**

	It is more convenient because there is only one invoice	It is cheaper than paying separately for each service	Packages are not interesting because you get services you do not really need	Packages offer less transparency and clarity about the cost and conditions of each service	Packages are not interesting because you are bound to the same provider for all services	Other (SPONT.)	DK
EU27	39%	29%	17%	9%	8%	3%	18%
BE	**45%**	28%	25%	*9%*	11%	4%	8%
BG	21%	18%	**29%**	*7%*	13%	0%	26%
CZ	26%	24%	**35%**	16%	*15%*	2%	6%
DK	**48%**	29%	18%	13%	*12%*	4%	11%
DE	**42%**	33%	18%	*9%*	11%	2%	13%
EE	**58%**	31%	16%	8%	*4%*	2%	11%
IE	**30%**	24%	16%	*7%*	11%	1%	27%
EL	**45%**	35%	21%	10%	*6%*	1%	6%
ES	**46%**	30%	17%	7%	*4%*	5%	15%
FR	**42%**	31%	19%	11%	*5%*	4%	15%
IT	**25%**	18%	15%	12%	*9%*	2%	28%
CY	**45%**	26%	20%	*7%*	10%	1%	24%
LV	**42%**	26%	22%	*5%*	9%	2%	15%
LT	**29%**	17%	26%	*5%*	12%	5%	19%
LU	**35%**	18%	10%	5%	*3%*	6%	23%
HU	**45%**	40%	20%	8%	*6%*	1%	7%
MT	38%	**47%**	15%	*6%*	8%	0%	17%
NL	**50%**	36%	*9%*	*9%*	*9%*	2%	12%
AT	**44%**	33%	22%	*13%*	17%	1%	9%
PL	**38%**	28%	9%	*7%*	8%	0%	28%
PT	**34%**	20%	20%	*6%*	9%	2%	22%
RO	**45%**	24%	6%	*4%*	6%	2%	35%
SI	**57%**	45%	14%	*8%*	*8%*	7%	8%
SK	**29%**	28%	23%	*12%*	20%	4%	6%
FI	19%	*8%*	**43%**	9%	14%	7%	16%
SE	**44%**	30%	22%	*12%*	13%	3%	11%
UK	35%	**37%**	14%	*5%*	*5%*	3%	21%

Highest percentage per country *Lowest percentage per country*

Highest percentage per item Lowest percentage per item

An analysis of perceptions among those who have packages compared to those who do not shows quite logically that those with a service package have a more positive perception than those who do not (see the table below).

Those who have a service package believe more than those who do not have a package that packages are convenient because there is only one invoice and that they are cheaper than paying for services separately. Whereas, those who do not have a package believe more than those who do have a package that packages are not interesting because they include services they do not need and they are bound to the same service provider for all services. In addition, significantly more of those who do not have a package than who have a package have no opinion about them, as they 'do not know' (26% versus 3%).

QA25 What do you personally think about these kinds of communication packages? - EU27 (MULTIPLE ANSWERS POSSIBLE)

	Households having no service package	Households having service package
Packages are not interesting because you get services you do not really need	28%	4%
It is more convenient because there is only one invoice	21%	65%
It is cheaper than paying separately for each service	15%	51%
Packages are not interesting because you are bound to the same provider for all services	12%	3%
Packages offer less transparency and clarity about the cost and conditions of each service	10%	7%
Other (SPONTANEOUS)	4%	1%
DK	26%	3%

7. ACCESS TO NETWORKS, APPLICATIONS AND CONTENT

In the following chapter, we will focus on the perceptions of EU households and individuals regarding access to fixed, mobile and Internet network infrastructure, services, applications and content and on any obstacles which hinder or block their ability to access them.

7.1. Internet access

7.1.1. Network infrastructure

- Broadband network coverage is not perceived as a crucial issue -

The absence of a broadband access network in the area where they live is given as a reason for not having Internet access by only 2% of EU households without Internet access (i.e. 1% of all EU households). However, 16% of EU households with narrowband access give the lack of a broadband access network in the area where they live as a reason for not upgrading to broadband access (1% of all EU households).

The lack of competing offers in the area where they live is given as a reason for not considering switching Internet service providers by an EU average of 4% of respondents in households with Internet access (i.e. 2% of total EU households).

While overall we might conclude that the relatively low level of responses shows that broadband network coverage is not perceived as a crucial issue by EU households, it may be that households with narrowband access are more sensitive to this issue. This can be explained by the fact that households with narrowband access have greater interest in the Internet, with only 10% of respondents saying that they do not use the Internet enough and 3% saying that there is not enough attractive online content or e-services, while 58% of those in households without Internet access stated that no-one in the household was interested in the Internet and a further 7% of respondents said they did not know exactly what the Internet was.

Base (Percentages of interviewed households)	Households mentioning the lack of broadband access network or of competitive Internet access providers in the area where they live as a reason for...	
6%	...not having broadband Internet access	16%
59%	...not changing Internet service provider	4%
43%	...not having access to the Internet	2%

7.1.2. Issues related to services provider

- 21% of European households with Internet access experience problems with blocked content/applications -

In addition to 'passive' obstacles which are likely to block or limit access to online content and applications, such as the lack of broadband network infrastructure in their area (see the results in the sub-sections above concerning the perception of network coverage issues), the perceptions of EU citizens have been measured with respect to any 'active' obstacles caused by the behaviour of their Internet access provider.

It is important to bear in mind that the question only measures the user's perceptions and that the blockage or limitations users experience can also be the result of a problem located above the access level in the Internet value chain.

About one in five Europeans households that have Internet access (21%) agree that their access to certain online content and applications is blocked by their Internet provider[12]. However, some countries seem worse affected than others. By far the highest rate of agreement with this statement is seen in Portugal, where 43% of respondents agree, as do about a third in Cyprus (37%), Italy (35%), Ireland (33%), Slovakia (32%) and Greece (31%). On the other hand, it is much less of a problem in Sweden and Latvia (both 14%), the Czech Republic (12%) and the Netherlands (10%).

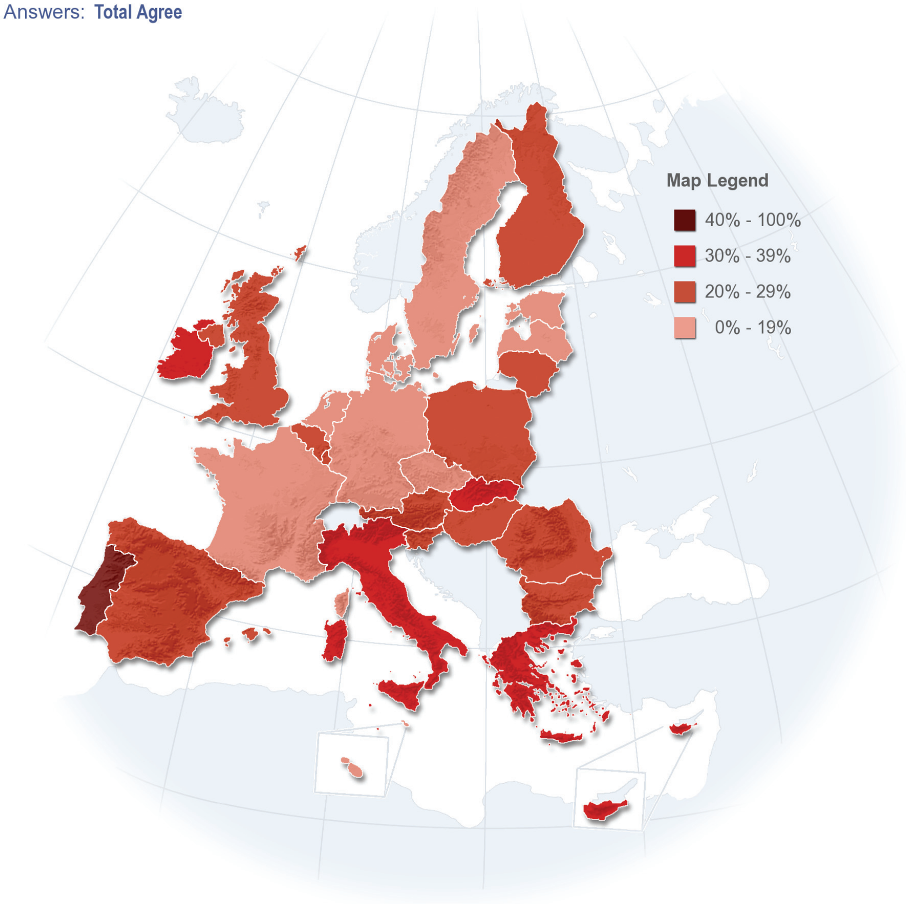
[12] Note that this question measures the user's perceptions of online content and application blocking. It is possible that the blockage or limitation in the user's experience could also be the result of a problem located above the access level in the Internet value chain, or due to end-user’s terminal setup and capabilities.

PT	43%
CY	37%
IT	35%
IE	33%
SK	32%
EL	31%
PL	26%
RO	26%
LT	25%
SI	25%
HU	24%
AT	23%
FI	23%
BG	22%
LU	22%
ES	22%
EU27	21%
UK	20%
BE	20%
MT	18%
FR	16%
DK	16%
DE	15%
EE	15%
SE	14%
LV	14%
CZ	12%
NL	10%

Question: QA16.3. For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

Option: The accessibility to certain online content and applications is blocked by your Internet provider

Answers: **Total Agree**

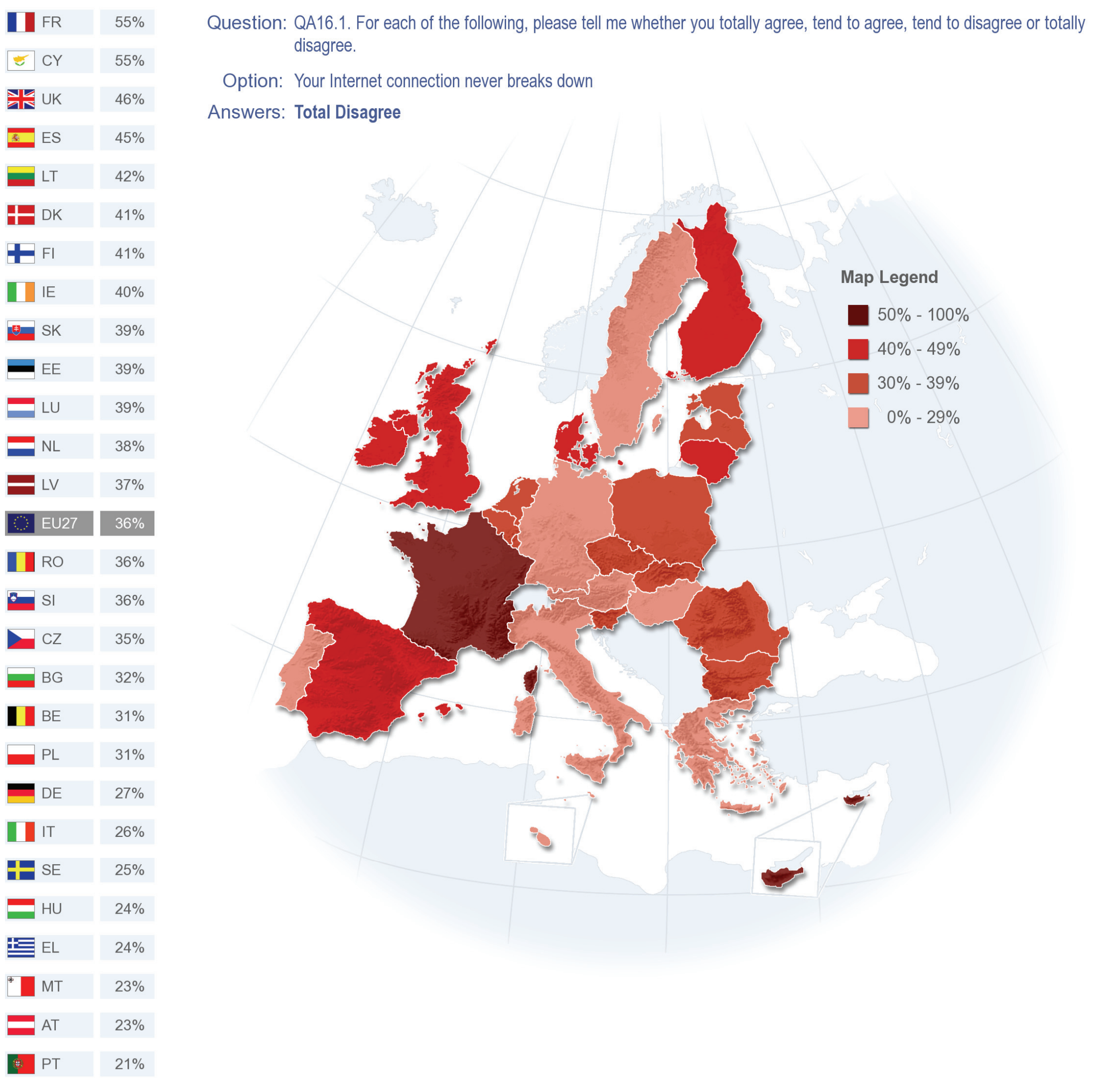


Base: Those who have Internet in the household EB72.5, n = 16244

When these data are cross-referenced with those households which state that there are no other Internet access providers in their area which would deliver good value for money, we find that 4% of EU households are deemed to use a provider that limits their Internet access.

- 36% of Europeans households with Internet access experience service breakdowns -

Overall, a third (36%) of European households with Internet access disagree that their connection never breaks down. However, the results vary from country to country, with the highest levels of disagreement recorded in France and Cyprus (both 55%). The United Kingdom (46%) and Spain (45%) are also among the most dissatisfied with the interruptions to their connections. Respondents in Hungary and Greece (both 24%), Malta and Austria (23%) and Portugal (21%) are the least affected by this problem.



Base: Those who have Internet in the household EB72.5, n = 16244

Five percent of EU households experience an Internet connection that breaks down but do not have the option to switch to another Internet provider offering good value for money.

7.1.3. Equipment issues

- 5% of EU households do not have a permanent Internet access due to a mobile connecting device -

While some households might be equipped with a permanent Internet access, other households might rely on mobile phones or USB modem that is plugged into the computer to access the Internet from home. For this reason, it is relevant to bear in mind whether the mobile device is always available to all members of the household. If not all household members are able to access the Internet because the mobile device is not always present in the home, one might want to subtract these households from the household Internet penetration rate presented earlier in this report.

Only in 5% of EU households the Internet access is not permanent because the connecting device is not always at home. Portuguese, Cypriot and British Internet households experience this problem the most, with 12% and 10% respectively stating that they are not always able to access the Internet because the device is not always at home. In ten countries the problem is almost non-existent; specifically in the Netherlands, Malta, Germany and the Czech Republic.

QA13 And is it possible to always access the Internet in your home?
Answer: No, it is not possible to always access the Internet because the device is mobile and not always at home

	Households with Internet - base = 15178
EU27	5%
PT	12%
CY	10%
UK	10%
EL	8%
FI	8%
IE	7%
FR	7%
LT	7%
LU	6%
AT	6%
SK	6%
BE	5%
LV	5%
PL	5%
RO	5%
IT	4%
SI	4%
EE	3%
ES	3%
HU	3%
SE	3%
BG	2%
CZ	2%
DK	2%
DE	2%
MT	2%
NL	2%

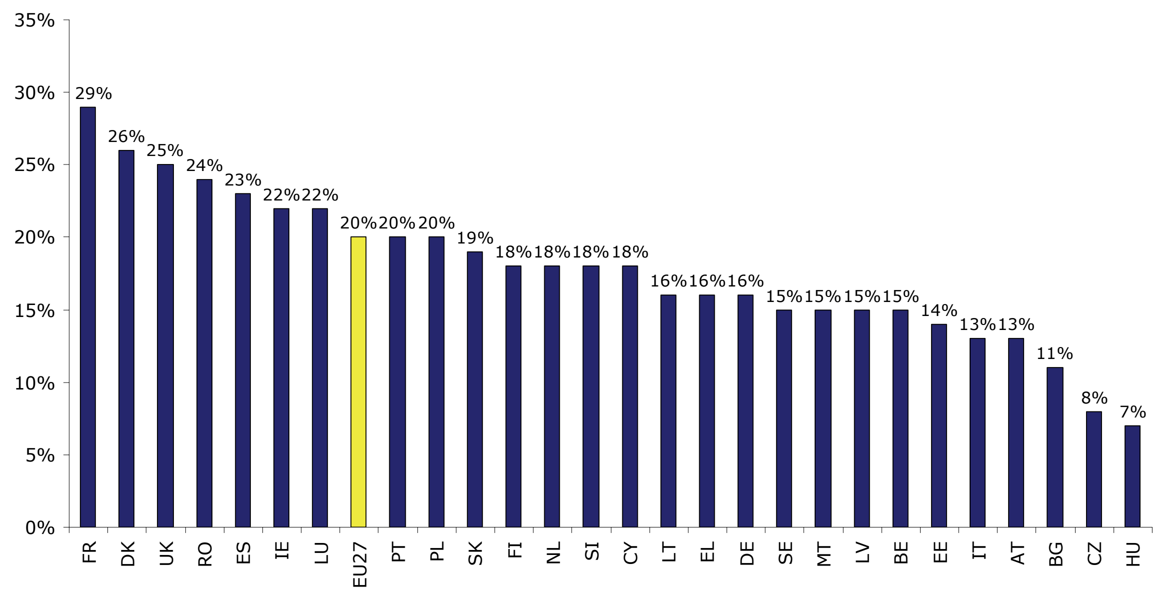
7.2. Mobile telephony

7.2.1. Network infrastructure

On average, one in five EU citizens (20%) is not always able to connect to the mobile network to make a telephone call (representing 17% of the total European population).

French and Danish respondents are the least able to connect to the mobile network, with more than a quarter disagreeing that they can always connect to the network to make a telephone call. Conversely, Hungarian and Czech respondents appear to be the most likely to be able to connect, with only 7% and 8% respectively disagreeing that they are always able to connect.

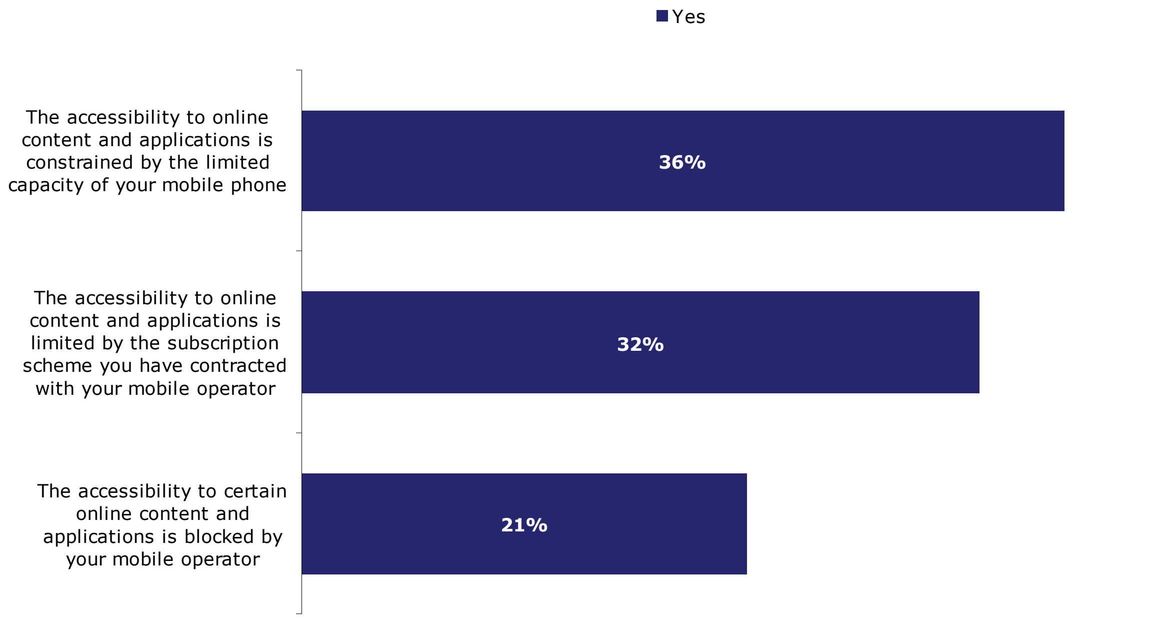
QA3a You are always able to connect to the mobile network to make a phone call - Total "Disagree"
(Those saying that they have a mobile phone - base EU = 23244)



7.2.2. Issues related to Internet on mobile phones

The use of mobile Internet access is growing. 33% of all EU mobile phone users now have a mobile phone subscription allowing them to access the Internet (28% of EU citizens). Mobile phone users with a subscription allowing them to access the Internet have been interviewed about any difficulties they might face in accessing online content and applications from their mobile, due to the capacity of the device, the features of their subscription or their operator.

QA4 For each of the following situations, please tell me if it applies to you or not? - EU (Asked to respondents saying that they own a personal mobile phone with an access to the Internet - base = 7612)



Mobile phone with limited capacity

36% of respondents are limited in the online content and applications they can access through their mobile phone by its capacity.

Those most limited by their mobile phone capacity are found in Slovakia, the Czech Republic and the United Kingdom, where 58%, 51% and 47% of respondents respectively are limited by their mobile phone capacity. The proportion of respondents using the mobile network to access the Internet in Slovakia is currently among the highest (14%) while in the Czech Republic and the United Kingdom this figure falls neither towards the top or the bottom of the scale, at 5% and 8% respectively.

Internet restrictions on mobile phones due to operators

Respondents in Slovakia, France and the Czech Republic are more likely to believe that their subscription limits their access to online content and applications. In Slovakia, two thirds of respondents (66%) believe that their subscription limits online access.

More respondents in Slovakia believe that access to online content and applications is blocked by the mobile operator than in all other countries. The incidence of believing the mobile operator is blocking online content and applications is around double the EU average in this country.

QA4.1 The accessibility to online content and applications is constrained by the limited capacity of your mobile phone		QA4.2 The accessibility to online content and applications is limited by the subscription scheme you have contracted with your mobile operator		QA4.3 The accessibility to certain online content and applications is blocked by your mobile operator	
	Yes		Yes		Yes
EU27	36%	EU27	32%	EU27	21%
SK	58%	SK	66%	SK	41%
CZ	51%	FR	44%	CY	31%
UK	47%	CZ	42%	PT	31%
RO	44%	BE	40%	HU	30%
IE	43%	RO	38%	EL	27%
PT	43%	PT	37%	UK	27%
FI	43%	UK	37%	CZ	26%
FR	40%	IE	33%	PL	24%
CY	40%	PL	33%	RO	24%
MT	38%	ES	30%	FR	23%
NL	37%	IT	30%	AT	23%
BE	36%	EL	29%	IE	22%
LU	33%	HU	29%	IT	22%
DE	32%	MT	27%	ES	21%
EL	32%	NL	26%	MT	21%
DK	31%	BG	25%	LU	19%
HU	31%	DE	25%	BE	17%
PL	30%	LU	24%	DE	14%
AT	29%	AT	22%	SI	14%
SE	29%	LT	21%	FI	14%
ES	28%	SI	20%	DK	12%
SI	28%	CY	18%	SE	11%
LT	27%	DK	17%	NL	10%
EE	26%	EE	16%	EE	9%
BG	25%	SE	16%	LT	9%
IT	25%	FI	15%	LV	6%
LV	13%	LV	9%	BG	4%

8. AFFORDABILITY

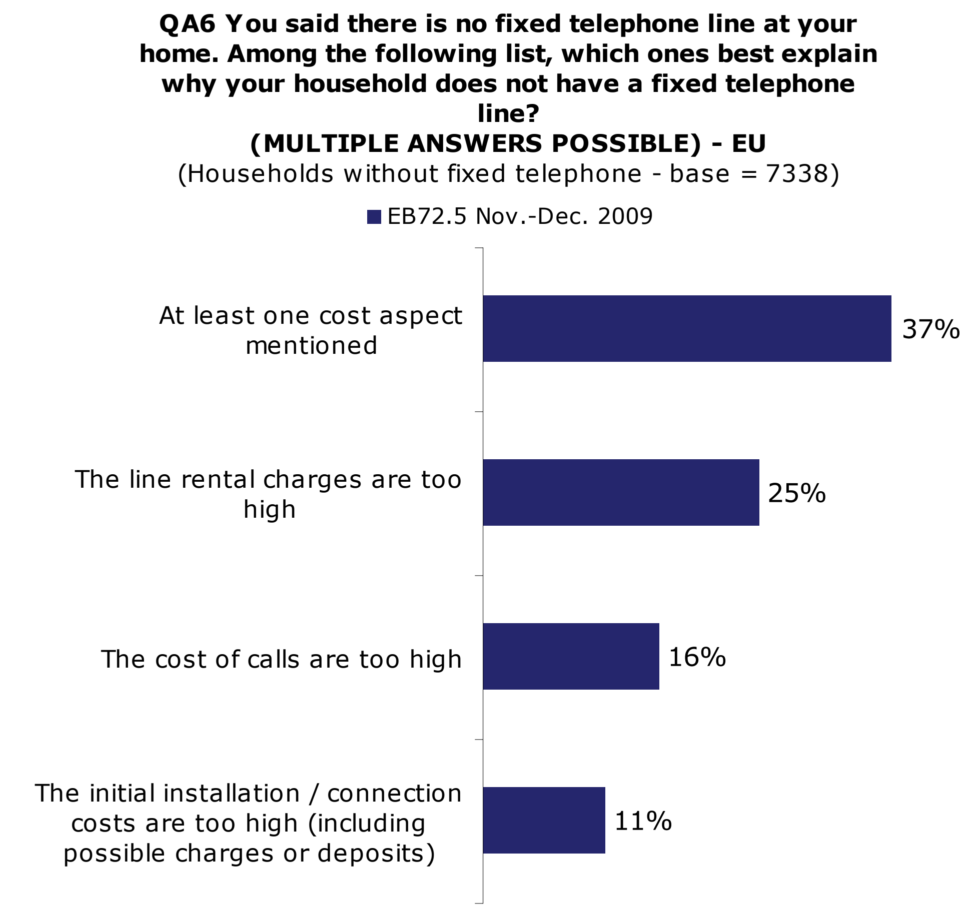
In this chapter, the sensitivity of EU households and users to the different cost-components of landlines, mobile communications and Internet access is presented.

8.1. Fixed telephony

8.1.1. Non-equipment/installation due to costs/charges

- Cost is an important factor for not having a landline -

When respondents are asked why they have no fixed line at home, after stating that a mobile telephone is sufficient for the needs of the household or just that they do not want a fixed line, cost is the main reason for not having a fixed line.



More than one third of EU citizens (37%) cite at least one cost aspect as a reason for not having a fixed line in their home. Among these aspects, the most frequently mentioned is that the line rental charges are too high (25%), followed by the cost of calls. Initial installation/connection charges are mentioned by similar proportions of respondents.

The Czech Republic and Finland have the highest incidence of households without a fixed telephone line (75% and 72% respectively).

The Czech Republic has one of the highest proportions of respondents citing at least one cost aspect as a reason for not having a fixed line.

QA6 You said there is no fixed telephone line at your home. Among the following list, which ones best explain why your household does not have a fixed telephone line? (MULTIPLE ANSWERS POSSIBLE) - EU + Top countries without fixed telephone line
(Base = Households without fixed telephone)

	Base: No fixed telephone line	At least one cost aspect mentioned	The line rental charges are too high	The cost of calls are too high	The initial installation / connection costs are too high (...)
EU27	27%	37%	25%	16%	11%
CZ	75%	42%	31%	16%	20%
FI	72%	25%	19%	10%	4%
SK	63%	18%	11%	11%	5%
LT	56%	25%	15%	16%	3%
RO	54%	34%	25%	21%	11%
LV	53%	23%	14%	13%	7%
HU	50%	35%	27%	17%	8%
EE	48%	17%	11%	6%	5%
PL	48%	36%	25%	19%	8%
AT	46%	37%	27%	19%	7%
PT	46%	46%	31%	17%	13%

Among top countries without fixed telephone line, those most concerned about line rental charges are Czech and Portuguese respondents (31%) followed by Austrian and Hungarian respondents (27%). Romanian respondents are the most concerned about the high cost of calls, with more than one in five citing this as a reason not to have a fixed line. The high cost of installation/connection is an issue primarily for Czech respondents, with twice the EU average (20% against 11%) citing this as a reason not to have a fixed line.

8.1.2. Usage limitations due to concerns about communication charges

- Almost one in two with landline at home limit their landline calls due to cost concerns -

In the previous section we have seen that 16% of households without a landline at home said that the cost of calls was too high. We will now further explore household behaviour in relation to perceptions of the level of communication charges. Around a third of all EU citizens (49% of those with a landline at home) limit their landline calls because they are concerned about charges.

The respondents most likely to limit landline calls are found in Bulgaria (72%), Ireland (65%), Poland (63%) and Greece (61%). The least likely are Austrian (33%), Finnish (32%), Danish (30%), Swedish (25%) and Dutch (20%) respondents.

Interestingly, Irish and Bulgarian respondents are among the most likely to limit both mobile and landline calls because they are concerned about communication charges (see the next section for a similar analysis in respect of mobile communications). The Austrians and Dutch are among the least likely to limit either mobile or landline calls because of concerns about communication costs.

QA5 You limit your calls with your landline because you are concerned about communication charges
Answer: Total "Agree"

	People with fixed telephone access - base = 19304
EU27	49%
BG	72%
IE	65%
PL	63%
EL	61%
SK	58%
PT	57%
MT	55%
CY	55%
RO	54%
CZ	54%
BE	53%
HU	52%
LV	52%
ES	50%
SI	49%
IT	49%
LT	49%
DE	48%
FR	48%
UK	48%
EE	43%
LU	39%
AT	33%
FI	32%
DK	30%
SE	25%
NL	20%

Quite logically, we note a clear correlation between the limitation of calls because of communication charges and social positioning or financial difficulties. Indeed, a high percentage of people who have difficulties paying their bills most of the time limit their calls because they are concerned about communication charges. This also applies to those positioning themselves at the bottom of the social scale.

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

	Difficulties paying bills			Self-positioning on the social staircase		
	Most of the time	From time to time	Almost never	Low (1-4)	Medium (5-6)	High (7-10)
EU27	65%	55%	44%	56%	48%	44%

Age seems to have a minor impact on sensitivity to communication charges.

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

	The ageing society		
	55-64	65-74	75+
EU27	46%	52%	44%

8.2. Mobile telephony

- Six out of ten mobile phone users limit their calls due to concerns about communication charges -

About two thirds of all EU mobile phone users (61%) limit their mobile phone calls because of concerns about communication charges.

Irish respondents, more than three quarters of whom limit their mobile phone calls because of their perceptions of call charges, are the most concerned. Bulgarian and Greek respondents follow, with about three quarters of respondents feeling the same.

Austrian respondents are the least concerned about limiting their mobile phone calls because of the communication charges, with only 30% restricting their calls in this way. Finnish respondents are also relatively unconcerned about the communication costs, with only about a third (37%) limiting their calls because of such concerns. Interestingly, these two countries have among the highest proportion of mobile-only households in EU15, 71% and 45 respectively. However, a similar pattern cannot be observed among EU12 countries, with no clear relationship observed between sensitivity to communication charges and the proportion of mobile-only households.

QA3a You limit your calls with your mobile phone because you are concerned about communication charges
Answer: Total "Agree"

	Mobile phone owners - base = 23244
EU27	61%
IE	78%
BG	75%
EL	74%
CZ	70%
FR	70%
IT	69%
SK	69%
ES	69%
LV	68%
MT	68%
BE	68%
PL	67%
PT	67%
CY	59%
EE	58%
LT	58%
RO	58%
DE	57%
SI	55%
HU	55%
UK	51%
LU	47%
DK	44%
SE	42%
NL	42%
FI	37%
AT	30%

As in the case of landlines, people with difficulties paying their bills most of the time or positioning themselves at the bottom of the social scale are more likely to limit their mobile calls because they are concerned about communication charges than people in other categories.

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

	Difficulties paying bills			Self-positioning on the social staircase		
	Most of the time	From time to time	Almost never	Low (1-4)	Medium (5-6)	High (7-10)
EU27	75%	69%	56%	69%	62%	54%

Here again, age seems to have a minor impact on sensitivity to communication charges, although people aged over 75 are less likely to limit their calls because of communication charges than people in other older age categories, especially those aged between 65 and 74.

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

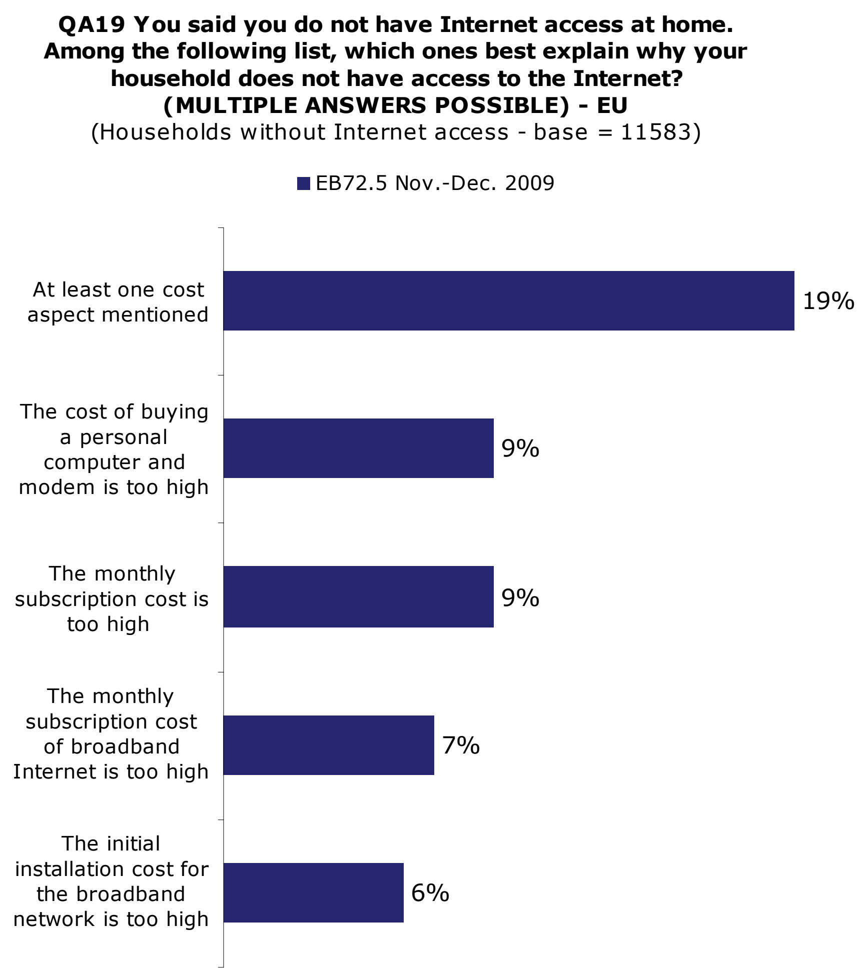
	The ageing society		
	55-64	65-74	75+
EU27	59%	66%	52%

8.3. Internet access

- Two in ten households with no Internet mention at least one cost raison for the non-equipment -

When respondents are asked why they do not have Internet access at home, after claiming that they are not interested in the Internet, respondents cite an aspect related to cost.

Almost one in five EU citizens (19%) state that they do not have the Internet at home because of at least one aspect associated with the cost.



The individual aspects are mentioned by similar proportions of respondents; from 9% mentioning either that the cost of buying a PC and modem is too high or that the monthly subscription is too high to 6% mentioning that the initial broadband installation cost is too high.

Romanian and Bulgarian households have the lowest penetration rates for Internet access at home, with 69% and 65% respectively. In these two countries, at least one cost aspect is mentioned relatively often, by 23% of Romanian respondents and 20% of Bulgarian respondents respectively.

However, among the countries with the lowest incidence of Internet access at home, the country in which respondents are most likely to cite at least one cost aspect is Hungary. More than one third of Hungarian respondents (34%) cited at least one cost aspect as a reason for not having the Internet at home.

QA19 You said you do not have Internet access at home. Among the following list, which ones best explain why your household does not have access to the Internet?
(MULTIPLE ANSWERS POSSIBLE) - EU + Top countries without Internet connection
(Base = Households without Internet connection)

	Base: No Internet connection at home	At least one cost aspect mentioned	The cost of buying a personal computer and modem is too high	The monthly subscription cost is too high	The monthly subscription cost of broadband Internet is too high	The initial installation cost for the broadband network is too high
EU27	43%	19%	9%	9%	7%	6%
RO	69%	23%	14%	12%	8%	10%
BG	65%	20%	15%	10%	4%	2%
EL	61%	10%	4%	5%	4%	3%
PT	60%	19%	7%	8%	5%	5%
HU	56%	34%	17%	22%	11%	8%
SK	55%	29%	18%	18%	13%	11%
ES	53%	22%	7%	11%	11%	6%
CZ	52%	33%	20%	18%	13%	10%
LT	52%	24%	14%	14%	6%	2%
IT	51%	15%	4%	6%	7%	6%

Among top countries without Internet connection, respondents in Romania, Bulgaria, Hungary, Slovakia, the Czech Republic and Lithuania are most likely to believe that the cost of buying a PC and modem is too high. Those in Hungary, Slovakia and the Czech Republic are most likely to say that the monthly subscription costs are too high.

Some respondents are deterred by the perception of high broadband costs (both monthly subscriptions and the initial installation costs); the incidence of both of these issues is highest among respondents in Romania, Hungary, Slovakia and the Czech Republic. The incidence in Spain of the monthly broadband subscription being too high is also among the highest, although high installation costs are not.

9. DATA PRIVACY ISSUES

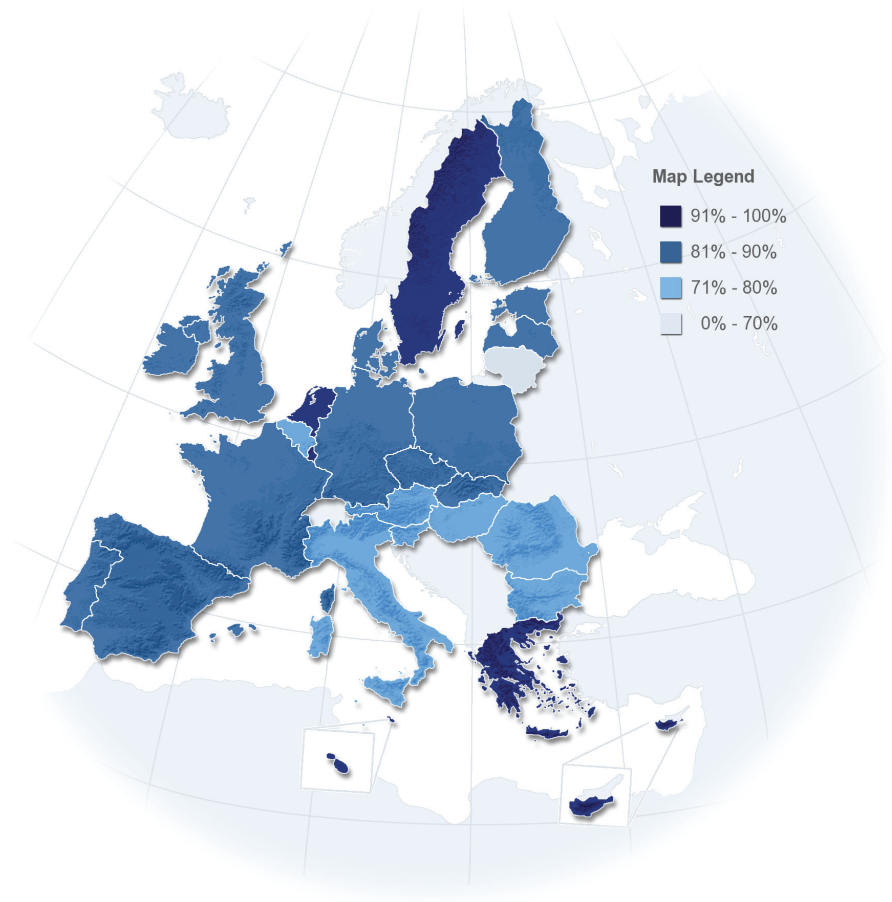
- 84% of citizens want to be informed of any breach in data confidentiality -

Most EU citizens do want to be informed if their personal data has been lost, stolen or altered in any way (84%). This result combines the 70% of EU citizens who would want to know under any circumstances, and the 14% who would only want to know if they risked financial harm as a result of the loss or alteration. This is a significant increase compared to the results obtained in 2006.

EL	94%
SE	93%
CY	93%
NL	92%
LU	92%
MT	92%
EE	89%
CZ	88%
UK	87%
LV	87%
IE	87%
DK	87%
DE	87%
FR	86%
FI	85%
EU27	84%
PT	83%
ES	83%
PL	81%
SK	81%
IT	80%
AT	80%
BE	80%
HU	78%
SI	77%
BG	76%
RO	73%
LT	69%

Question: QA20. Companies like telecom providers collect personal data such as name, address and credit card details. In case any of your personal data was lost, stolen or altered in any way, would you like to be informed or not?

Answers: **Total Yes**



Data privacy appears to be of most concern among the Greek, Swedish, Cypriot, Dutch, Luxembourgers and Maltese, nine out of ten of whom want to be informed if their personal data is lost, stolen or altered in any way. The Lithuanians and Romanians are the least concerned, with about seven out of ten feeling the same.

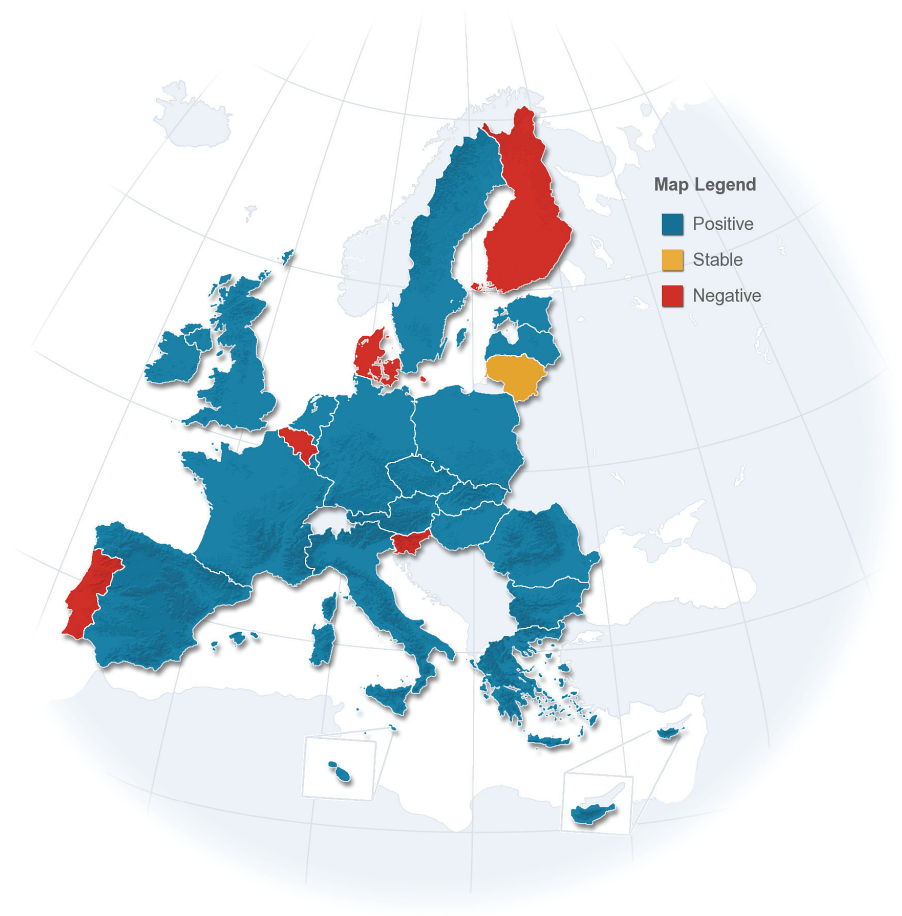
- Data privacy concerns are increasing -

Overall, concerns about data privacy among EU citizens have increased since the survey in winter 2006 (+6 percentage points).

Question: QA20. Companies like telecom providers collect personal data such as name, address and credit card details. In case any of your personal data was lost, stolen or altered in any way, would you like to be informed or not?

Answers: Total Yes

IE	87%	+21
RO	73%	+20
BG	76%	+18
AT	80%	+14
HU	78%	+14
DE	87%	+12
LU	92%	+8
EE	89%	+7
IT	80%	+6
EU27	84%	+6
CY	93%	+6
FR	86%	+6
PL	81%	+4
LV	87%	+4
ES	83%	+4
EL	94%	+3
SE	93%	+3
UK	87%	+3
NL	92%	+2
CZ	88%	+2
SK	81%	+2
MT	92%	+1
LT	69%	=
DK	87%	-2
SI	77%	-6
BE	80%	-6
PT	83%	-6
FI	85%	-8



(Comparison with EB66.3 Nov.-Dec. 2006)

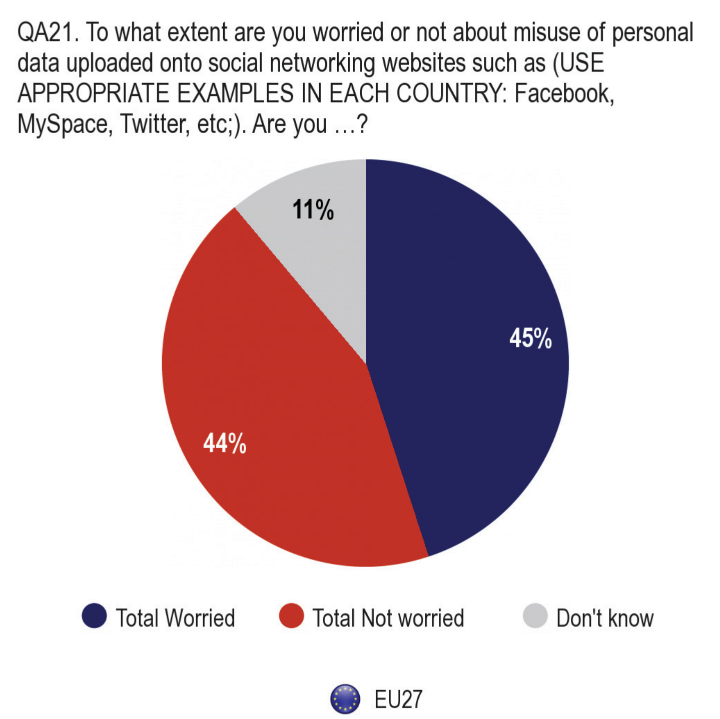
The biggest percentage point increases are in Ireland, Romania and Bulgaria. Interestingly, although Romania and Bulgaria have shown some of the largest incremental increases, they remain among the least concerned overall. Austria, Hungary and Germany also record two-digit increases.

There have been significant decreases of six percentage points or more among respondents in Finland, Portugal, Belgium and Slovenia since winter 2006.

- Opinion divided about misuse of personal data on social networking sites -

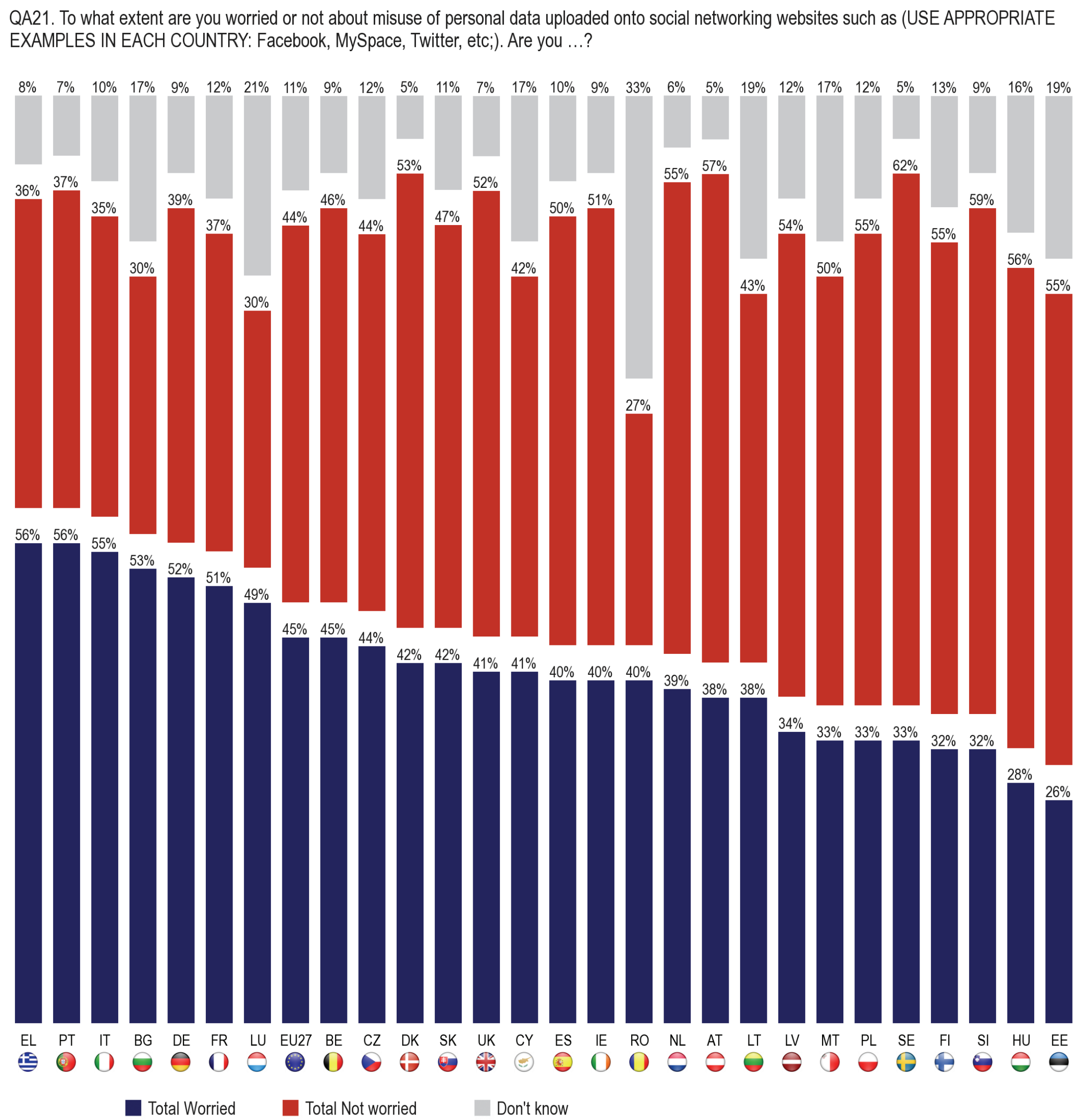
In conjunction with the question on the use of social networking websites (see section "Users of social networking sites"), EU citizens were also interviewed on any privacy issue related to the upload of personal data on this type of sites

The results show that EU citizens are polarised as to whether they are worried about the misuse of personal data on social networking websites; equal proportions are worried as are not worried.



- EU15 countries more concerned than NMS12 countries -

On average, the EU15 countries are more concerned than the NMS12 countries; total proportion worried is 47% vs. 38% respectively. In addition, six of the seven countries with above average proportions of respondents worried are EU15 countries.



Those countries most concerned about the misuse of personal data on social networking websites are Greece, Portugal and Italy; more than half of the respondents in these countries are concerned. Interestingly, of these countries only Greece was also among those countries most concerned about data privacy, both Portugal and Italy were below average.

Estonian and Hungarian respondents are the least concerned about data misuse, only 26% and 28% respectively are worried.

Notably, a third of Romanian respondents "don't know" whether to be worried or not. Romanian respondents also recorded the highest proportion of "don't know" regarding their perceptions of communication packages. It would seem that there is a general lack of knowledge/ opinion among Romanian respondents regarding these communication options.

Age and the associated demographics appear to be the underlying differences between those who are worried and those who are not. Among those who are worried about the misuse of personal data the most prevalent socio-demographic groups are:

- 40-54 years of age (53%)
- Completed education over 20 years (51%)
- Self-employed (54%), managers (54%), other white collar (55%)

Whereas, among those who are not worried the most prevalent, corresponding socio-demographic groups are:

- 15-24 years of age (52%)
- Still studying (51%)
- Unemployed (50%), students (51%)

Users of social networking websites appear to be slightly more worried about the misuse of personal data on such sites. On average, among those who use social networking websites 51% are worried about the misuse of data whereas among non-users 43% are worried.

However, at a country level the picture is not always consistent. In Greece, France, Slovakia and Denmark users and non-users are equally concerned and the proportion of users that is worried is the same as the proportion of non-users. In the Netherlands and Sweden, the reverse is the case and the proportion of non-users that is worried is greater than the proportion of users.

QA21 To what extent are you worried or not about misuse of personal data uploaded onto social networking websites such as (USE APPROPRIATE EXAMPLES IN EACH COUNTRY: Facebook, MySpace, Twitter, etc;). Are you ...? Answer: Total Worried

	Users of social networking websites	Non-users of social networking websites
EU27	51%	43%
PT	71%	53%
BG	71%	48%
IT	60%	52%
LU	59%	43%
DE	58%	51%
EL	57%	55%
RO	57%	35%
CY	53%	37%
LT	52%	27%
BE	50%	43%
FR	50%	52%
IE	50%	34%
UK	50%	35%
CZ	50%	39%
LV	48%	15%
PL	48%	23%
ES	47%	37%
SK	43%	40%
AT	42%	35%
SI	42%	25%
DK	41%	42%
HU	39%	21%
FI	38%	29%
EE	36%	20%
MT	36%	30%
NL	34%	44%
SE	29%	35%

ANNEXES

TECHNICAL SPECIFICATIONS

SPECIAL EUROBAROMETER N°335

"E-communications household survey"

TECHNICAL SPECIFICATIONS

Between the 13th of November and the 9th of December 2009, TNS Opinion & Social, a consortium created between TNS plc and TNS opinion, carried out wave 72.5 of the EUROBAROMETER, on request of the EUROPEAN COMMISSION, Directorate-General for Communication, "Research and Speechwriting".

The SPECIAL EUROBAROMETER N°335 is part of wave 72.5 and covers the population of the respective nationalities of the European Union Member States, resident in each of the Member States and aged 15 years and over. The basic sample design applied in all states is a multi-stage, random (probability) one. In each country, a number of sampling points was drawn with probability proportional to population size (for a total coverage of the country) and to population density.

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

ABBREVIATIONS	COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES		POPULATION 15+	N° OF HOUSEHOLDS
BE	Belgium	TNS Dimarso	1.003	19/11/2009	07/12/2009	8.866.411	4.523.391
BG	Bulgaria	TNS BBSS	1.007	13/11/2009	23/11/2009	6.584.957	2.866.000
CZ	Czech Rep.	TNS Aisa	1.096	14/11/2009	27/11/2009	8.987.535	4.479.255
DK	Denmark	TNS Gallup DK	1.008	14/11/2009	09/12/2009	4.503.365	2.563.903
DE	Germany	TNS Infratest	1.522	13/11/2009	02/12/2009	64.545.601	37.751.871
EE	Estonia	Emor	1.000	13/11/2009	06/12/2009	916.000	544.000
IE	Ireland	TNS MRBI	1.014	13/11/2009	29/11/2009	3.375.399	1.469.521
EL	Greece	TNS ICAP	1.000	14/11/2009	03/12/2009	8.693.566	4.221.000
ES	Spain	TNS Demoscopia	1.023	13/11/2009	06/12/2009	39.059.211	17.020.860
FR	France	TNS Sofres	1.005	13/11/2009	08/12/2009	47.620.942	26.734.000
IT	Italy	TNS Infratest	1.039	13/11/2009	29/11/2009	51.252.247	23.902.000
CY	Rep. of Cyprus	Synovate	502	13/11/2009	04/12/2009	651.400	270.300
LV	Latvia	TNS Latvia	1.004	13/11/2009	30/11/2009	1.448.719	838.400
LT	Lithuania	TNS Gallup Lithuania	1.027	13/11/2009	29/11/2009	2.849.359	1.356.826
LU	Luxembourg	TNS ILReS	502	13/11/2009	05/12/2009	404.907	187.000
HU	Hungary	TNS Hungary	1.017	13/11/2009	30/11/2009	8.320.614	3.862.702
MT	Malta	MISCO	500	13/11/2009	04/12/2009	335.476	139.583
NL	Netherlands	TNS NIPO	1.004	13/11/2009	06/12/2009	13.288.200	7.202.000
AT	Austria	Österreichisches Gallup-Institut	1.001	13/11/2009	01/12/2009	6.973.277	3.566.000
PL	Poland	TNS OBOP	1.000	14/11/2009	02/12/2009	32.306.436	14.191.532
PT	Portugal	TNS EUROTESTE	1.038	17/11/2009	08/12/2009	8.080.915	3.505.292
RO	Romania	TNS CSOP	1.008	14/11/2009	27/11/2009	18.246.731	7.381.000
SI	Slovenia	RM PLUS	1.017	13/11/2009	06/12/2009	1.748.308	745.000
SK	Slovakia	TNS AISA SK	1.047	14/11/2009	27/11/2009	4.549.954	1.900.344
FI	Finland	TNS Gallup Oy	1.041	17/11/2009	08/12/2009	4.412.321	2.486.781
SE	Sweden	TNS GALLUP	1.014	13/11/2009	06/12/2009	7.723.931	3.830.037
UK	United Kingdom	TNS UK	1.322	13/11/2009	03/12/2009	51.081.866	24.479.453
TOTAL			26.761	13/11/2009	09/12/2009	406.827.648	202.018.051

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

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

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

QUESTIONNAIRE

	ASK QA1 IF "OWN A PERSONAL MOBILE PHONE", CODE 1 IN D43b - OTHERS GO TO QA2
QA1	Does your mobile phone subscription allow you to access Internet for playing or downloading audio\ video content, sending and receiving e-mails?
	Yes 1
	No 2
	DK 3
	NEW

	POSER QA1 SI "POSSEDE UN TELEPHONE MOBILE PERSONNEL", CODE 1 EN D43b - LES AUTRES ALLER EN QA2
QA1	Votre abonnement de téléphone mobile vous permet-il d'aller sur Internet afin de regarder écouter ou télécharger du contenu vidéo\ audio, d'envoyer et de recevoir des emails ?
	Oui 1
	Non 2
	NSP 3
	NEW

ASK ALL

QA2	And thinking about all household members, including yourself, please indicate for each of the following how many of them are available in your household. (M)

(SHOW CARD WITH ITEMS - ONE ANSWER PER LINE)

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

EB68.2 QD1 TREND MODIFIED

A TOUS

QA2	Et en pensant à tous les membres de votre ménage, vous y compris, pourriez-vous me dire combien des services suivants sont disponibles dans votre ménage. (M)

(MONTRER CARTE AVEC ITEMS - UNE REPONSE PAR LIGNE)

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

EB68.2 QD1 TREND MODIFIED

ASK QA3a TO QA4 IF "OWN A PERSONAL MOBILE PHONE", CODE 1 IN D43b – OTHERS GO TO QA5

POSER QA3a TO QA4 SI "POSSEDE UN TELEPHONE MOBILE PERSONNEL", CODE 1 EN D43b – LES AUTRES ALLER EN QA5

QA3a For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	Not applicable (SPONTANEOUS)	DK
1	Your mobile communication never cuts-off while on a call	1	2	3	4	5	6
2	You are always able to connect to the mobile network to make a phone call	1	2	3	4	5	6
3	You limit your calls with your mobile phone because you are concerned about communication charges (N)	1	2	3	4	5	6
4	You are able to verify your mobile telephone service consumption in a simple and consumer friendly way	1	2	3	4	5	6
5	You can easily compare your current mobile tariff scheme with other offers	1	2	3	4	5	6

EB68.2 QD7 TREND MODIFIED

QA3a Pouvez-vous me dire si vous êtes tout à fait d’accord, plutôt d’accord, plutôt pas d’accord ou pas du tout d’accord avec chacune des affirmations suivantes.

(MONTRER CARTE AVEC ECHELLE – UNE REPONSE PAR LIGNE)

	(LIRE)	Tout à fait d’accord	Plutôt d’accord	Plutôt pas d’accord	Pas du tout d’accord	Pas applicable (SPONTANE)	NSP
1	Vos communications sur votre téléphone mobile ne sont jamais coupées	1	2	3	4	5	6
2	Vous pouvez toujours vous connecter sur le réseau de téléphonie mobile pour passer vos appels	1	2	3	4	5	6
3	Vous limitez les appels depuis votre téléphone mobile parce que vous vous souciez des coûts de communication (N)	1	2	3	4	5	6
4	Vous avez la possibilité de vérifier votre consommation de service de téléphonie mobile d’une manière simple et claire	1	2	3	4	5	6
5	Vous pouvez facilement comparer les tarifs de votre ligne mobile actuelle avec d’autres offres	1	2	3	4	5	6

EB68.2 QD7 TREND MODIFIED

QA3b	And compared to two years ago, would you say you pay more, less or the same amount for your mobile telephone service consumption?

More	1
Less	2
The same	3
DK	4

NEW

ASK QA4 IF "OWN A PERSONAL MOBILE PHONE WITH AN ACCESS TO THE INTERNET", CODE 1 IN QA1 - OTHERS GO TO QA5

QA4	For each of the following situations, please tell me if it applies to you or not?

(ONE ANSWER PER LINE)

	(READ OUT)	Yes	No
1	The accessibility to online content and applications is constrained by the limited capacity of your mobile phone	1	2
2	The accessibility to online content and applications is limited by the subscription scheme you have contracted with your mobile operator	1	2
3	The accessibility to certain online content and applications is blocked by your mobile operator	1	2

NEW

QA3b	Et comparé à il y a deux ans, diriez-vous que vous payez plus, moins ou le même montant pour votre consommation de service de téléphonie mobile ?

Plus	1
Moins	2
Le même montant	3
NSP	4

NEW

POSER QA4 SI "POSSEDE UN TELEPHONE MOBILE AVEC ACCES A INTERNET", CODE 1 EN QA1 - LES AUTRES ALLER EN QA5

QA4	Pouvez-vous me dire si chacune des situations suivantes s’applique à vous ou non ?

(UNE REPONSE PAR LIGNE)

	(LIRE)	Oui	Non
1	L’accès aux contenus et aux applications en ligne est peu aisé à cause de la capacité limitée de votre téléphone mobile	1	2
2	L’accès aux contenus et aux applications en ligne est limité par l’abonnement auquel vous avez souscrit chez votre opérateur de téléphonie mobile	1	2
3	L’accès à certains contenus et applications en ligne est bloqué par votre opérateur de téléphonie mobile	1	2

NEW

ASK QA5 IF "FIXED TELEPHONE ACCESS IN THE HOUSEHOLD", CODE 1 IN D43a – OTHERS GO TO QA6

QA5	For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	Not Applicable (SPONTANEOUS)	DK
1	Your fixed telephone service operator provides a complete and clear bill for the consumption and tariffs of the telephone services provided	1	2	3	4	5	6
2	You limit your calls with your landline because you are concerned about communication charges (N)	1	2	3	4	5	6
3	You are able to verify your fixed telephone service consumption in a simple and consumer friendly way (M)	1	2	3	4	5	6
4	You can easily compare your current landline tariff scheme with other offers	1	2	3	4	5	6

EB68.2 QD3 TREND MODIFIED

POSER QA5 SI "UNE LIGNE FIXE DANS LE MENAGE", CODE 1 EN D43a – LES AUTRES ALLER EN QA6

QA5	Pouvez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des affirmations suivantes.

(MONTRER CARTE AVEC ECHELLE – UNE REPONSE PAR LIGNE)

	(LIRE)	Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	Pas applicable (SPONTANE)	NSP
1	Votre opérateur de téléphonie fixe vous envoie une facture complète et claire sur votre consommation et les tarifs des services de téléphonie fournis	1	2	3	4	5	6
2	Vous limitez les appels depuis votre ligne fixe parce que vous vous souciez des coûts de communication (N)	1	2	3	4	5	6
3	Vous avez la possibilité de vérifier votre consommation de services de téléphonie fixe d'une manière simple et claire	1	2	3	4	5	6
4	Vous pouvez facilement comparer les tarifs de votre ligne fixe actuelle avec d'autres offres	1	2	3	4	5	6

EB68.2 QD3 TREND MODIFIED

	ASK QA6 IF "NO FIXED TELEPHONE ACCESS IN THE HOUSEHOLD", CODE 2 IN D43a – OTHERS GO TO QA7
QA6	You said there is no fixed telephone line at your home. Among the following list, which ones best explain why your household does not have a fixed telephone line?
	(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

Your household plans to get a fixed telephone line in the next 6 months, or is awaiting installation	1,
One or more household members has\ have a mobile phone that serves the needs of the household	2,
The initial installation\ connection costs are too high (including possible charges or deposits)	3,
The line rental charges are too high	4,
The cost of calls are too high	5,
Landline is not available where you live	6,
You or other members of your household have easy access to a phone elsewhere (i.e. neighbour, work, public payphone)	7,
You or other members of your household do not want a fixed telephone line	8,
Other (SPONTANEOUS)	9,
DK	10,

EB68.2 QD4 TREND MODIFIED

	POSER QA6 SI "PAS DE LIGNE FIXE DANS LE MENAGE", CODE 2 IN D43a – LES AUTRES ALLER EN QA7
QA6	Vous m'avez dit que vous n'aviez pas de ligne de téléphone fixe à la maison. Parmi la liste suivante, quelles raisons expliquent le mieux pourquoi votre ménage ne dispose pas de ligne de téléphonie fixe ?
	(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

Votre ménage a l'intention d'avoir une ligne fixe dans les 6 prochains mois ou attend son installation	1,
Une ou plusieurs personnes de votre ménage dispose(nt) d'un téléphone mobile et cela suffit aux besoins de votre ménage	2,
Le coût de l'installation\ du raccordement est trop élevé (y compris d'éventuels frais supplémentaires ou garanties)	3,
Le coût de l'abonnement (location de la ligne) est trop élevé	4,
Le coût des communications est trop élevé	5,
La téléphonie fixe n'est pas disponible là où vous vivez	6,
Vous ou d'autres membres de votre ménage avez facilement accès à un téléphone en dehors du ménage (p.e. chez un voisin, au bureau, une cabine publique)	7,
Vous ou d'autres membres de votre ménage ne voulez pas de ligne de téléphone fixe	8,
Autre (SPONTANE)	9,
NSP	10,

EB68.2 QD4 TREND MODIFIED

	ASK ALL		A TOUS
QA7	How often do you personally use public payphones?	QA7	A quelle fréquence utilisez-vous personnellement les téléphones publics ?
	(READ OUT – ONE ANSWER ONLY)		(LIRE – UNE SEULE REPONSE)

Once a week or more often	1	Une fois par semaine ou plus	1
About once a month	2	Environ une fois par mois	2
Less often than once a month	3	Moins d'une fois par mois	3
Only when away from home or travelling	4	Uniquement en déplacement ou en voyage	4
Never	5	Jamais	5
DK	6	NSP	6

	EB68.2 QD5		EB68.2 QD5
	ASK QA8 IF "PERSONALLY USE PUBLIC PAYPHONES", CODE 1 TO 4 IN QA7 – OTHERS GO TO QA9		POSER QA8 SI "UTILISE PERSONNELLEMENT LES TELEPHONES PUBLIQUES", CODE 1 A 4 EN QA7 – LES AUTRES ALLER EN QA9
QA8	For what reasons do you personally make use of public payphones?	QA8	Pour quelles raisons vous servez-vous personnellement des téléphones publics ?
	(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)		(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

There is no fixed telephone at home	1,	Il n'y a pas de téléphone fixe à la maison	1,
You do not have a mobile phone access and need to make phone calls while away from home	2,	Vous n'avez pas accès à un téléphone mobile et vous devez téléphoner quand vous n'êtes pas à la maison	2,
You have a mobile phone but it is too costly to make international phone calls	3,	Vous avez un téléphone mobile mais les appels internationaux sont trop chers	3,
The only phone at home is always in use	4,	Le seul téléphone disponible à la maison est toujours occupé	4,
When the mobile phone is out of range\ out of credit\ out of battery	5,	Quand le téléphone mobile est hors réseau\ n'a plus de crédit\ est déchargé	5,
Other (SPONTANEOUS)	6,	Autre (SPONTANE)	6,
DK	7,	NSP	7,

	EB68.2 QD6		EB68.2 QD6

	ASK QA9 IF "TELEVISION IN THE HOUSEHOLD", CODE 1 IN D46 - OTHERS GO TO QA10
QA9	Does your household receive the television via...?
	(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

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

EB68.2 QD2

	POSER QA9 SI "TELEVISION DANS LE MENAGE", CODE 1 EN D46 - LES AUTRES ALLER EN QA10
QA9	Votre ménage reçoit-il la télévision par ... ?
	(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

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

EB68.2 QD2

ASK QA10 TO QA18 IF "INTERNET IN THE HOUSEHOLD", CODES 5 IN D46 – OTHERS GO TO QA19

QA10 How does your household access the Internet from home?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

Via a dial-up connection using a standard telephone line	1,
Via a dial-up connection using an ISDN line	2,
Via ADSL, XDSL or similar type of connection on the fixe telephone line using a modem, a box or a router (Broadband Internet) (M)	3,
Via the cable TV network using a cable modem, box or router (Broadband Internet) (M)	4,
Via the mobile phone network	5,
Via the satellite network	6,
Via a power line (SPONTANEOUS)	7,
Via an optical fibre line (SPONTANEOUS) (N)	8,
Other (SPONTANEOUS – SPECIFY)	9,
DK	10,

EB68.2 QD8 TREND MODIFIED

POSER QA10 A QA18 SI "INTERNET DANS LE MENAGE", CODE 5 EN D46 - LES AUTRES ALLER EN QA19

QA10 De quel type d'accès à Internet votre ménage dispose-t-il à la maison ?

(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

Par une ligne téléphonique standard (M)	1,
Par une ligne numérisée du type RNIS\ ISDN	2,
Par un raccordement du type ADSL, XDSL ou similaire sur la ligne du téléphone fixe à l'aide d'un modem, d'une box ou d'un routeur (Internet à haut débit) (M)	3,
Par le réseau télévisé câblé à l'aide d'un modem pour câble, d'une box ou d'un routeur (Internet à haut débit) (M)	4,
Par le réseau de téléphonie mobile	5,
Par le réseau satellite	6,
Par le réseau d'électricité (SPONTANE)	7,
Par une ligne à fibre optique (SPONTANE) (N)	8,
Autre (SPONTANE – SPECIFIER)	9,
NSP	10,

EB68.2 QD8 TREND MODIFIED

ASK QA10o ONLY IF "OTHER" IN QA10 - CODE 9 IN QA10 - OTHERS GO TO QA11

QA10o Which other(s)?

(WRITE DOWN - CODE AT THE OFFICE - MULTIPLE ANSWERS POSSIBLE)

EB68.2 QD8o

ASK QA11 AND QA12 IF "ONLY INTERNET ACCESS VIA MOBILE PHONE NETWORK", ONLY CODE 5 IN QA10 - OTHERS GO TO QA13

QA11 You said the household’s Internet access is via the mobile phone network only. Does this access serve the needs of all household members that want to go on the Internet anytime?

Yes	1
No	2
DK	3

NEW

POSER QA10o SEULEMENT SI "AUTRE" EN QA10 - CODE 9 EN QA10 - LES AUTRES ALLER EN QA11

QA10o Quel(s) autre(s) ?

(NOTER EN CLAIR - CODER AU BUREAU - PLUSIEURS REPONSES POSSIBLES)

EB68.2 QD8o

POSER QA11 ET QA12 SI "UNIQUEMENT ACCES INTERNET VIA LE RESEAU DE TELEPHONIE MOBILE", UNIQUEMENT CODE 5 EN QA10 - LES AUTRES ALLER EN QA13

QA11 Vous avez dit que votre ménage a accès à Internet uniquement via le réseau de téléphone mobile. Cet accès répond-il aux besoins de tous les membres de votre ménage qui veulent aller sur Internet à tout moment ?

Oui	1
Non	2
NSP	3

NEW

QA12	And which connecting devices do your household use to go on the Internet? (M)

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

A mobile phone	1,
Handheld or pocket computer (PDA) (M)	2,
A computer that is connected to the Internet via an Internet card, an USB modem that is plugged into it (N)	3,
A computer that is connected to the internet via the mobile phone (SPONTANEOUS) (N)	4,
Other (SPONTANEOUS)	5,
DK	6,

EB66.3 QB21 TREND MODIFIED

ASK QA13 TO QA18 IF "INTERNET IN HOUSEHOLD", CODE 5 IN D46 - OTHERS GO TO QA19

QA12	Et quels appareils de connexion votre ménage utilise-t-il pour aller sur Internet ? (M)

(LIRE – PLUSIEURS REPONSES POSSIBLES)

Un téléphone mobile	1,
Un ordinateur portatif ou de poche (PDA) (M)	2,
Un ordinateur connecté à Internet par une carte Internet, un modem USB qui y est inséré (N)	3,
Un ordinateur connecté à Internet par un téléphone mobile (SPONTANE) (N)	4,
Autre (SPONTANE)	5,
NSP	6,

EB66.3 QB21 TREND MODIFIED

POSER QA13 A QA18 SI "INTERNET A LA MAISON", CODE 5 EN D46 - LES AUTRES ALLER EN QA19

QA13	And is it possible to always access the Internet in your home?

(READ OUT – ONE ANSWER ONLY)

Yes, the device that connects to the Internet is permanently at home	1
No, it is not possible to always access the Internet because the device is mobile and not always at home	2
DK	3

NEW

QA13	Et est-il toujours possible d’accéder à Internet à la maison ?

(LIRE – UNE SEULE REPONSE)

Oui, le dispositif qui permet de se connecter à Internet est en permanence à la maison	1
Non, il n’est pas possible d’avoir toujours accès à Internet parce que le dispositif est mobile et pas toujours à la maison	2
NSP	3

NEW

QA14	Do you feel that the download\ upload speed and capacity matches your contract conditions?	
	Yes	1
	No	2
	DK	3
	NEW	

QA14	Avez-vous le sentiment que la vitesse et la capacité de téléchargement correspondent aux conditions décrites dans le contrat que vous ou votre ménage avez signé ?	
	Oui	1
	Non	2
	NSP	3
	NEW	

QA15	Does any household member, including yourself, use a PC at home to make phone calls over the Internet?	
	(ONE ANSWER ONLY)	
	No	1
	Yes, you call users who have subscribed to the same Internet phone service as you, for free (INT.: Internet call sites such as SKYPE)	2
	Yes, you make cheap international calls to landlines or mobile phones by mean of an Internet phone service	3
	Yes, both options (SPONTANEOUS)	4
	You personally do not use the Internet (SPONTANEOUS) (N)	5
	DK	6
	EB68.2 QD9 TREND MODIFIED	

QA15	Dans votre ménage, quelqu'un, y compris vous-même, utilise-t-il un PC à la maison pour téléphoner via Internet ?	
	(UNE SEULE REPONSE)	
	Non	1
	Oui, vous appelez des utilisateurs qui ont souscrit le même service de téléphone gratuit via Internet que vous (ENQ. : des sites d'appels comme SKYPE)	2
	Oui, vous passez des appels internationaux à moindre coût vers des lignes fixes ou mobiles, en utilisant un service de téléphone par Internet	3
	Oui, les deux options (SPONTANE)	4
	Vous n'utilisez pas personnellement Internet (SPONTANE) (N)	5
	NSP	6
	EB68.2 QD9 TREND MODIFIED	

QA16	For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	Not Applicable (SPONTANEOUS)	DK
1	Your Internet connection never breaks down	1	2	3	4	5	6
2	The speed of your Internet connection\ time to download remains constant	1	2	3	4	5	6
3	The accessibility to certain online content and applications is blocked by your Internet provider (N)	1	2	3	4	5	6
4	You can easily contact your provider in case of Internet connection problems	1	2	3	4	5	6
5	The cost of the support you receive from the helpline staff or support site is affordable	1	2	3	4	5	6
6	The response you receive from helpline staff or support site is helpful	1	2	3	4	5	6
7	You can easily compare your current Internet tariff scheme with other offers	1	2	3	4	5	6

EB66.3 QB24 (items 1-2) - EB68.2 QD10 (items 4-7) TREND MODIFIED

QA16	Pouvez-vous me dire si vous êtes tout à fait d’accord, plutôt d’accord, plutôt pas d’accord ou pas du tout d’accord avec chacune des affirmations suivantes.

(MONTRER CARTE – UNE REPONSE PAR LIGNE)

	(LIRE)	Tout à fait d’accord	Plutôt d’accord	Plutôt pas d’accord	Pas du tout d’accord	Pas applicable (SPONTANE)	NSP
1	Votre connexion Internet ne se coupe jamais	1	2	3	4	5	6
2	La vitesse de votre connexion Internet\ de téléchargement reste constante	1	2	3	4	5	6
3	L’accès à certains contenus et applications en ligne est bloqué par votre fournisseur Internet (N)	1	2	3	4	5	6
4	Vous pouvez facilement contacter votre fournisseur en cas de problème de connexion Internet	1	2	3	4	5	6
5	Le coût du service d'assistance téléphonique ou du site de support est abordable	1	2	3	4	5	6
6	La réponse que vous recevez du service d'assistance téléphonique ou du site de support est utile	1	2	3	4	5	6
7	Vous pouvez facilement comparer les tarifs de votre fournisseur Internet actuel avec d’autres offres	1	2	3	4	5	6

EB66.3 QB24 (items 1-2) - EB68.2 QD10 (items 4-7) TREND MODIFIED

QA17	Have you or someone in your household ever considered changing Internet service provider?

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

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

EB64.4 QB28 TREND MODIFIED

QA17	Avez-vous ou quelqu'un dans votre ménage a-t-il envisagé de changer de fournisseur d'accès à Internet ?

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

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

EB64.4 QB28 TREND MODIFIED

	ASK QA18 IF ONLY "NARROWBAND INTERNET ACCESS", ONLY CODE 1 OR 2 IN QA10 – OTHERS GO TO QA19
QA18	Why does your household not have broadband Internet access?
	(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

You or someone in your household plan to subscribe\ connect to a broadband access in the next two months (M)	1,
You and the members of your household are satisfied with the speed of your current dial-up connection (M)	2,
The local area of your household is not covered by a broadband access network infrastructure (M)	3,
The initial installation cost for the broadband network is too high (M)	4,
The monthly subscription cost of broadband Internet is too high	5,
There is not enough attractive online content or e-services justifying the extra-cost (M)	6,
The equipment of your household (e.g. PC) is not compatible with broadband (M)	7,
You and the members of your household do not use Internet enough (SPONTANEOUS) (M)	8,
Other (SPONTANEOUS)	9,
DK	10,

EB68.2 QD11 TREND MODIFIED

	POSER QA18 SI UNIQUEMENT "ACCES A INTERNET VIA BAS DEBIT", UNIQUEMENT CODE 1 OU 2 EN QA10 - LES AUTRES ALLER EN QA19
QA18	Pourquoi n’avez-vous pas un accès Internet à haut débit dans votre foyer ?
	(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

Vous ou un membre de votre ménage prévoyez de vous abonner\ connecter à un accès à haut débit dans les 2 mois à venir (M)	1,
Vous et les membres de votre ménage êtes satisfait(e)(s) de la vitesse de votre raccordement téléphonique actuel (M)	2,
L’endroit où se situe votre ménage n'est pas couvert par une infrastructure de réseau d'accès à haut débit (M)	3,
Le coût de raccordement au réseau haut débit coûte trop cher	4,
L’abonnement mensuel à un réseau Internet à haut débit coûte trop cher	5,
Le contenu des sites ou les services de communication électronique ne sont pas suffisamment attrayants pour justifier une dépense supplémentaire (M)	6,
Le dispositif de connexion de votre ménage (p.e. un PC) n’est pas compatible à un accès haut débit	7,
Vous et les membres de votre ménage n’utilisez pas suffisamment Internet (SPONTANE) (M)	8,
Autre (SPONTANE)	9,
NSP	10,

EB68.2 QD11 TREND MODIFIED

ASK QA19 IF "NO INTERNET ACCESS AT HOME", NO CODE 5 IN D46 – OTHERS GO TO QA20

QA19 You said you do not have Internet access at home. Among the following list, which ones best explain why your household does not have access to the Internet?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

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

EB68.2 QD12 TREND MODIFIED

POSER QA19 SI "PAS D'ACCES INTERNET A LA MAISON", NO CODE 5 IN D46 - LES AUTRES ALLER EN QA20

QA19 Vous m'avez dit que vous n'aviez pas d'accès Internet chez vous. Parmi la liste suivante, quelles raisons expliquent le mieux pourquoi votre ménage n'a pas d'accès Internet ?

(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

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

EB68.2 QD12 TREND MODIFIED

	ASK QA19o ONLY IF "OTHER" IN QA19 - CODE 11 IN QA19 - OTHERS GO TO QA20
QA19o	Which other(s)?
	(WRITE DOWN - CODE AT THE OFFICE - MULTIPLE ANSWERS POSSIBLE)
	EB68.2 QD12o

	ASK ALL
QA20	Companies like telecom providers collect personal data such as name, address and credit card details. In case any of your personal data was lost, stolen or altered in any way, would you like to be informed or not?
	(READ OUT- ONE ANSWER ONLY)

Yes, under all circumstances	1
Yes, but only if you risk financial harm as a result of your data being lost, stolen or altered	2
No	3
DK	4

EB66.3 QB33

	POSER QA19o SEULEMENT SI "AUTRE" EN QA19 - CODE 11 EN QA19 - LES AUTRES ALLER EN QA20
QA19o	Quelle(s) autre(s) ?
	(NOTER EN CLAIR - CODER AU BUREAU - PLUSIEURS REPONSES POSSIBLES)
	EB68.2 QD12o

	A TOUS
QA20	Les compagnies comme les fournisseurs de télécoms récoltent des données personnelles telles que le nom, l'adresse et des détails sur les cartes de crédit. Au cas où vos données personnelles étaient perdues, volées ou endommagées d'une façon ou d'une autre, aimeriez-vous être informé(e) ?
	(LIRE – UNE SEULE REPONSE)

Oui, dans tous les cas	1
Oui, mais uniquement si vous encourez un risque financier suite à la perte, au vol ou à un endommagement de vos données	2
Non	3
NSP	4

EB66.3 QB33

QA21	To what extent are you worried or not about misuse of personal data uploaded onto social networking websites such as (USE APPROPRIATE EXAMPLES IN EACH COUNTRY: Facebook, MySpace, Twitter, etc;). Are you …?

(READ OUT – ONE ANSWER ONLY)

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

NEW

QA21	Dans quelle mesure êtes-vous personnellement soucieux(se) du mauvais usage qui pourrait être fait de données personnelles disponibles sur certains sites de réseaux sociaux tels que (INSERER LE NOM APPROPRIE DANS CHAQUE PAYS: Facebook, MySpace, Twitter, etc.) ? Etes-vous … ?

(LIRE – UNE SEULE REPONSE)

Très soucieux(se)	1
Plutôt soucieux(se)	2
Pas très soucieux(se)	3
Pas du tout soucieux(se)	4
NSP	5

NEW

QA22	Could you tell me if you use social networking websites such as (USE APPROPRIATE EXAMPLES IN EACH COUNTRY: Facebook, MySpace, Twitter, etc.).

(READ OUT – ONE ANSWER ONLY)

Everyday\ Almost everyday	1
Two or three times a week	2
About once a week	3
Two or three times a month	4
Less often	5
Never	6
No Internet access (SPONTANEOUS)	7
DK	8

NEW

QA22	Pouvez-vous me dire si vous utilisez des sites de réseaux sociaux tels que (INSERER LE NOM APPROPRIE DANS CHAQUE PAYS: Facebook, MySpace, Twitter, etc.).

(LIRE – UNE SEULE REPONSE)

Tous les jours ou presque	1
Deux ou trois fois par semaine	2
Environ une fois par semaine	3
Deux ou trois fois par mois	4
Moins souvent	5
Jamais	6
Pas d'accès Internet (SPONTANE)	7
NSP	8

NEW

QA23	How often do you personally consult…?

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	More than once a month	About once a month	About every 2 or 3 months	About twice a year	About once a year	Less often	Never	DK
1	Paper telephone directories such as white pages or yellow pages (USE APPROPRIATE NAME IN EACH COUNTRY)	1	2	3	4	5	6	7	8
2	Online telephone directories	1	2	3	4	5	6	7	8
3	Directory inquiries (calling a service number - free or not - that provides you with the contact details your are looking for)	1	2	3	4	5	6	7	8

EB68.2 QD13

QA23	Personnellement, combien de fois consultez-vous … ?

(MONTRER CARTE AVEC ECHELLE – UNE REPONSE PAR LIGNE)

	(LIRE)	Plus d'une fois par mois	Environ une fois par mois	Environ tous les 2 ou 3 mois	Environ 2 fois par an	Environ 1 fois par an	Moins souvent	Jamais	NSP
1	Les annuaires téléphoniques en papier, comme les pages blanches ou les pages jaunes (UTILISER LE NOM APPROPRIE DANS CHAQUE PAYS)	1	2	3	4	5	6	7	8
2	Les annuaires téléphoniques en ligne	1	2	3	4	5	6	7	8
3	Les services de renseignements (appeler un service - gratuitement ou pas – qui vous fournit les informations que vous cherchez)	1	2	3	4	5	6	7	8

EB68.2 QD13

QA24	By bundle, we mean a combined package offering more than one communication service from the same provider at a single price. Does your household buy two or more of the following services as part of a bundle?	QA24	Un pack\ une offre groupée est un ensemble de services de communication proposé par un même fournisseur à un prix unique. Votre ménage a-t-il souscrit à deux ou plusieurs de ces services faisant partie d'un pack\ d'une offre groupée ?
	(READ OUT – MIN. 2 ANSWERS)		(LIRE – MIN. 2 REPONSES)

Television channels	1,	Des chaînes de télévision	1,
Fixed telephony	2,	La téléphonie fixe	2,
Mobile telephony	3,	La téléphonie mobile	3,
Internet access	4,	Un accès à Internet	4,
None	5,	Aucun	5,
Other (SPONTANEOUS) (N)	6,	Autre (SPONTANE) (N)	6,
DK	7,	NSP	7,

EB68.2 QD14 TREND MODIFIED | EB68.2 QD14 TREND MODIFIED

QA25	What do you personally think about these kinds of communication packages?	QA25	Que pensez-vous personnellement de ces types de services combinés ?
	(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)		(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

It is more convenient because there is only one invoice	1,	Ils sont plus commodes parce qu'il y a une seule facture	1,
It is cheaper than paying separately for each service	2,	C'est moins cher que de payer séparément pour chacun des services	2,
Packages offer less transparency and clarity about the cost and conditions of each service	3,	Les bouquets sont moins transparents et moins clairs en ce qui concerne les coûts et conditions de chaque service	3,
Packages are not interesting because you are bound to the same provider for all services	4,	Les bouquets ne sont pas intéressants parce que vous êtes lié(e) au même fournisseur pour tous les services	4,
Packages are not interesting because you get services you do not really need	5,	Les bouquets ne sont pas intéressants parce que vous obtenez des services dont vous n'avez pas vraiment besoin	5,
Other (SPONTANEOUS)	6,	Autre (SPONTANE)	6,
DK	7,	NSP	7,

EB66.3 QB36 | EB66.3 QB36

	E-communication services are services such as television, fixed and mobile telephony and the Internet.
QA26	Overall, thinking about all the “e-com services” such as fixed and mobile telephony, the Internet and digital TV, that your household uses, are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with the …?
	(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Very satisfied	Fairly satisfied	Not very satisfied	Not at all satisfied	Not Applicable (SPONTANEOUS)	DK
1	Offer of new services	1	2	3	4	5	6
2	Pricing schemes adapted to your household’s needs	1	2	3	4	5	6
3	Ease of use of these services	1	2	3	4	5	6
4	Total budget of these services	1	2	3	4	5	6
5	Ability to control your household’s expenditure	1	2	3	4	5	6

NEW

	Les services de communication électronique sont des services tels que la télévision, la téléphonie fixe et mobile et Internet.
QA26	En général, en pensant à tous les « services e-com » tels que la téléphonie fixe et mobile, Internet et la télévision digitale, utilisés dans votre ménage, diriez-vous que vous êtes tout à fait satisfait(e), plutôt satisfait(e), plutôt pas satisfait(e) ou pas du tout satisfait(e) de … ?
	(MONTRER CARTE AVEC ECHELLE – UNE REPONSE PAR LIGNE)

	(LIRE)	Tout à fait satisfait(e)	Plutôt satisfait(e)	Plutôt pas satisfait(e)	Pas du tout satisfait(e)	Pas applicable (SPONTANE)	NSP
1	L’offre de nouveaux services	1	2	3	4	5	6
2	Un plan tarifaire adapté aux besoins de votre ménage	1	2	3	4	5	6
3	La facilité d’emploi de ces services	1	2	3	4	5	6
4	Le budget total de ces services	1	2	3	4	5	6
5	La possibilité de contrôler les dépenses de votre ménage	1	2	3	4	5	6

NEW

QA27	Would you say that compared with three years ago things have improved, gotten worse or stayed about the same when it comes to the …?

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Improved	Got worse	Stayed about the same	Not Applicable (SPONTANEOUS)	DK
1	Offer of new services	1	2	3	4	5
2	Pricing schemes adapted to your household's needs	1	2	3	4	5
3	Ease of use of these services	1	2	3	4	5
4	Total budget of these services	1	2	3	4	5
5	Ability to control your household's expenditure	1	2	3	4	5

NEW

QA27	Diriez-vous que, comparé à il y a trois ans, les choses se sont améliorées, ont empiré ou sont restées à peu près les mêmes en ce qui concerne … ?

(MONTRER CARTE AVEC ECHELLE – UNE REPONSE PAR LIGNE)

	(LIRE)	Les choses se sont améliorées	Les choses ont empiré	Les choses sont restées à peu près les mêmes	Pas applicable (SPONTANE)	NSP
1	L'offre de nouveaux services	1	2	3	4	5
2	Un plan tarifaire adapté aux besoins de votre ménage	1	2	3	4	5
3	La facilité d'emploi de ces services	1	2	3	4	5
4	Le budget total de ces services	1	2	3	4	5
5	La possibilité de contrôler les dépenses de votre ménage	1	2	3	4	5

NEW

TABLES

TABLES (Household sample)

Statistical significance of the results

The results in a survey are valid only between the limits of a **statistical margin** caused by the sampling process. This margin varies with three factors :

1. The sample size (or the size of the analysed part in the sample): the greater the number of respondents is, the smaller the statistical margin will be;
2. The result in itself : the closer the result approaches 50%, the wider the statistical margin will be ;
3. The desired degree of confidence: the more "strict" we are, the wider the statistical margin will be.

As an example, examine this illustrative case :

1. One question has been answered by 500 people ;
2. The analysed result is around 50%;
3. We choose a significance level of 95 % (it is the level most often used by the statisticians, and it is the one chosen for the Table hereafter);

In this illustrative case the statistical margin is : (+/- 4.4%) around the observed 50%.
And as a conclusion : the result for the whole population lies between 45.6% and 54.4 %.

Hereafter, the statistical margins computed for various observed results are shown, on various sample sizes, at the 95% significance level.

STATISTICAL MARGINS DUE TO THE SAMPLING PROCESS
(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	8,3	9,9	11,1	12	12,7	13,2	13,6	13,8	13,9
N=500	1,9	2,6	3,1	3,5	3,8	4	4,2	4,3	4,4	4,4
N=1000	1,4	1,9	2,2	2,5	2,7	2,8	3	3	3,1	3,1
N=1500	1,1	1,5	1,8	2	2,2	2,3	2,4	2,5	2,5	2,5
N=2000	1	1,3	1,6	1,8	1,9	2	2,1	2,1	2,2	2,2
N=3000	0,8	1,1	1,3	1,4	1,5	1,6	1,7	1,8	1,8	1,8
N=4000	0,7	0,9	1,1	1,2	1,3	1,4	1,5	1,5	1,5	1,5
N=5000	0,6	0,8	1	1,1	1,2	1,3	1,3	1,4	1,4	1,4
N=6000	0,6	0,8	0,9	1	1,1	1,2	1,2	1,2	1,3	1,3
N=7000	0,5	0,7	0,8	0,9	1	1,1	1,1	1,1	1,2	1,2
N=7500	0,5	0,7	0,8	0,9	1	1	1,1	1,1	1,1	1,1
N=8000	0,5	0,7	0,8	0,9	0,9	1	1	1,1	1,1	1,1
N=9000	0,5	0,6	0,7	0,8	0,9	0,9	1	1	1	1
N=10000	0,4	0,6	0,7	0,8	0,8	0,9	0,9	1	1	1
N=11000	0,4	0,6	0,7	0,7	0,8	0,9	0,9	0,9	0,9	0,9
N=12000	0,4	0,5	0,6	0,7	0,8	0,8	0,9	0,9	0,9	0,9
N=13000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,9	0,9
N=14000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,8	0,8
N=15000	0,3	0,5	0,6	0,6	0,7	0,7	0,8	0,8	0,8	0,8

The following table presents the bases of the results provided in this annex in similar tables:

	TOTAL	Household composition				Subjective urbanisation			Household one person		
		1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	26761	7658	7897	4802	6405	8961	10864	6899	965	2461	4232
EU15	15536	4607	4743	2701	3485	5156	6611	3744	590	1511	2506
NMS12	11225	2719	2826	2281	3399	3899	3626	3692	314	781	1624
BE	1003	314	310	176	203	418	377	193	41	108	165
BG	1007	232	289	213	273	291	229	487	14	53	165
CZ	1096	328	298	215	255	361	449	286	7	124	197
DK	1008	360	334	134	180	254	494	260	65	133	162
DE	1522	571	522	212	217	456	721	345	76	194	302
EE	1000	332	273	196	199	374	306	320	43	105	184
IE	1014	204	248	189	374	378	200	432	15	69	119
EL	1000	187	265	206	342	290	147	563	53	57	77
ES	1023	199	246	212	365	493	316	214	18	48	134
FR	1005	299	305	176	226	443	418	145	51	87	160
IT	1039	255	278	231	275	163	673	201	18	97	141
CY	502	79	134	82	206	147	180	174	8	23	48
LV	1004	246	269	218	271	334	322	347	48	105	93
LT	1027	292	260	207	268	239	476	311	33	79	180
LU	502	143	135	86	138	227	217	57	11	53	79
HU	1017	252	282	203	279	336	296	385	11	63	178
MT	500	183	129	86	102	266	121	108	6	71	105
NL	1004	331	330	136	207	389	379	236	27	147	158
AT	1001	328	275	170	228	440	279	281	53	105	169
PL	1000	241	226	195	338	333	335	331	44	63	134
PT	1038	173	282	255	328	475	312	236	18	46	109
RO	1008	188	267	230	324	416	253	338	23	46	119
SI	1017	216	227	213	361	417	319	280	16	66	134
SK	1047	313	247	187	300	436	449	162	28	125	160
FI	1041	372	315	150	204	327	455	259	78	103	190
SE	1014	383	301	146	184	284	424	306	54	127	201
UK	1322	390	455	215	263	379	455	484	44	120	226

Proportion of households having one television

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	98%	96%	98%	99%	99%	98%	98%	97%	91%	96%	98%
EU15	98%	97%	98%	99%	98%	98%	98%	96%	91%	96%	98%
NMS12	98%	96%	99%	99%	99%	97%	98%	99%	87%	97%	97%
BE	97%	92%	99%	98%	100%	98%	99%	92%	83%	89%	97%
BG	98%	96%	99%	98%	100%	97%	98%	99%	100%	93%	96%
CZ	99%	98%	99%	99%	99%	99%	99%	98%	100%	96%	99%
DK	99%	99%	100%	98%	99%	100%	100%	97%	97%	98%	100%
DE	97%	97%	97%	97%	97%	98%	98%	94%	92%	96%	98%
EE	97%	96%	98%	99%	98%	98%	98%	96%	89%	95%	98%
IE	99%	96%	99%	100%	99%	99%	100%	98%	88%	98%	96%
EL	100%	99%	99%	100%	100%	99%	99%	100%	98%	99%	100%
ES	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%
FR	97%	94%	97%	98%	98%	98%	97%	91%	86%	92%	98%
IT	99%	98%	98%	100%	98%	99%	99%	99%	100%	96%	99%
CY	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
LV	96%	95%	96%	96%	97%	97%	96%	96%	100%	89%	100%
LT	98%	97%	99%	97%	99%	98%	98%	98%	85%	97%	99%
LU	99%	98%	99%	98%	100%	100%	98%	98%	100%	98%	98%
HU	100%	99%	100%	100%	100%	100%	100%	100%	100%	99%	100%
MT	99%	99%	100%	99%	100%	100%	100%	99%	100%	100%	99%
NL	98%	97%	98%	99%	98%	98%	98%	97%	96%	98%	97%
AT	99%	99%	99%	100%	99%	100%	99%	98%	97%	99%	99%
PL	97%	92%	98%	98%	100%	97%	98%	98%	81%	97%	94%
PT	98%	98%	99%	99%	96%	97%	99%	98%	90%	100%	98%
RO	98%	96%	98%	99%	98%	95%	99%	100%	96%	96%	97%
SI	99%	96%	99%	100%	99%	99%	98%	99%	87%	95%	97%
SK	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
FI	93%	89%	97%	97%	94%	97%	96%	85%	71%	92%	95%
SE	97%	94%	99%	100%	98%	97%	97%	97%	85%	96%	95%
UK	98%	97%	99%	99%	98%	99%	99%	97%	95%	96%	99%

Proportion of households without television

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

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

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small/ mid size town	Large town	-29	30-59	60+
EU27	98%	96%	98%	99%	99%	97%	98%	99%	99%	98%	95%
EU15	99%	98%	99%	100%	100%	99%	99%	99%	99%	99%	97%
NMS12	94%	87%	93%	97%	97%	90%	94%	97%	97%	95%	82%
BE	99%	97%	99%	100%	99%	98%	100%	97%	100%	97%	96%
BG	93%	86%	90%	99%	96%	90%	91%	96%	100%	98%	81%
CZ	98%	95%	97%	100%	100%	98%	97%	99%	100%	100%	92%
DK	100%	100%	100%	100%	99%	99%	100%	100%	100%	100%	100%
DE	99%	99%	100%	100%	100%	100%	99%	99%	100%	100%	97%
EE	97%	94%	99%	97%	100%	96%	98%	98%	100%	92%	94%
IE	99%	96%	100%	100%	100%	99%	99%	99%	100%	98%	93%
EL	99%	97%	99%	99%	99%	98%	98%	99%	94%	96%	99%
ES	98%	94%	97%	100%	100%	98%	99%	98%	100%	98%	92%
FR	99%	99%	99%	100%	100%	99%	99%	100%	100%	99%	98%
IT	99%	98%	98%	99%	100%	99%	99%	100%	100%	99%	97%
CY	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
LV	98%	93%	98%	99%	100%	95%	99%	99%	94%	92%	93%
LT	96%	92%	97%	98%	99%	94%	96%	98%	100%	91%	90%
LU	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%
HU	94%	89%	95%	98%	96%	92%	94%	97%	100%	97%	86%
MT	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NL	100%	99%	100%	100%	100%	100%	100%	99%	100%	98%	100%
AT	99%	98%	99%	99%	99%	99%	97%	100%	100%	98%	97%
PL	96%	87%	96%	99%	99%	95%	96%	96%	97%	95%	80%
PT	95%	84%	95%	99%	99%	92%	98%	98%	78%	93%	81%
RO	85%	72%	82%	91%	90%	74%	85%	98%	94%	81%	64%
SI	100%	99%	99%	100%	100%	99%	100%	100%	100%	100%	98%
SK	96%	90%	98%	99%	99%	94%	98%	100%	100%	100%	81%
FI	99%	99%	99%	100%	98%	99%	98%	100%	97%	100%	99%
SE	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UK	99%	99%	100%	99%	99%	100%	99%	99%	100%	96%	100%

Proportion of households having a fixed telephone access

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small/ mid size town	Large town	-29	30-59	60+
EU27	73%	70%	77%	72%	71%	74%	72%	71%	46%	60%	81%
EU15	78%	75%	81%	78%	80%	81%	77%	77%	51%	65%	86%
NMS12	48%	47%	54%	47%	44%	46%	45%	53%	18%	34%	58%
BE	64%	59%	70%	63%	64%	73%	61%	50%	27%	40%	79%
BG	62%	66%	64%	67%	54%	50%	52%	74%	27%	59%	72%
CZ	25%	24%	25%	29%	21%	25%	26%	22%	0%	17%	30%
DK	68%	60%	73%	62%	79%	80%	71%	50%	8%	56%	85%
DE	89%	82%	92%	92%	93%	94%	86%	87%	54%	73%	95%
EE	52%	45%	59%	51%	53%	44%	50%	63%	20%	26%	63%
IE	71%	67%	79%	68%	71%	77%	68%	68%	21%	57%	78%
EL	80%	69%	84%	85%	80%	75%	74%	84%	42%	69%	88%
ES	69%	66%	71%	67%	71%	63%	75%	73%	57%	39%	76%
FR	88%	81%	91%	93%	92%	91%	88%	84%	70%	75%	88%
IT	67%	54%	64%	75%	75%	66%	66%	72%	30%	41%	67%
CY	84%	80%	86%	85%	83%	83%	86%	81%	65%	79%	83%
LV	47%	45%	51%	46%	45%	39%	44%	57%	23%	42%	58%
LT	44%	46%	45%	38%	46%	39%	45%	47%	18%	28%	58%
LU	91%	88%	88%	94%	93%	95%	90%	76%	88%	69%	100%
HU	50%	63%	54%	43%	40%	47%	44%	58%	8%	44%	74%
MT	95%	89%	100%	96%	98%	96%	93%	94%	100%	76%	98%
NL	88%	84%	87%	92%	95%	92%	92%	77%	39%	80%	96%
AT	54%	51%	64%	46%	54%	54%	49%	60%	17%	34%	72%
PL	52%	48%	64%	49%	48%	56%	50%	49%	15%	35%	64%
PT	54%	51%	59%	48%	56%	51%	55%	58%	45%	34%	60%
RO	46%	45%	51%	46%	42%	34%	45%	61%	28%	43%	49%
SI	82%	75%	81%	83%	86%	83%	83%	80%	28%	57%	89%
SK	37%	34%	43%	40%	34%	41%	39%	21%	16%	19%	49%
FI	28%	32%	38%	13%	17%	35%	28%	21%	0%	13%	55%
SE	99%	99%	100%	99%	98%	99%	99%	99%	98%	99%	100%
UK	79%	82%	79%	74%	82%	85%	77%	78%	46%	73%	94%

Proportion of households having at least one mobile telephone access

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	87%	73%	86%	97%	97%	84%	87%	90%	98%	93%	55%
EU15	88%	74%	88%	97%	98%	86%	87%	90%	98%	93%	56%
NMS12	84%	67%	79%	93%	95%	77%	86%	89%	96%	90%	50%
BE	88%	78%	86%	97%	97%	85%	90%	87%	100%	88%	66%
BG	78%	53%	70%	95%	95%	71%	74%	84%	100%	94%	36%
CZ	94%	86%	94%	100%	99%	92%	94%	97%	100%	99%	77%
DK	94%	88%	97%	99%	99%	93%	96%	92%	100%	96%	76%
DE	80%	64%	84%	97%	93%	80%	78%	83%	99%	95%	35%
EE	89%	78%	91%	95%	100%	87%	92%	89%	100%	90%	65%
IE	93%	79%	92%	99%	99%	91%	93%	95%	100%	95%	68%
EL	85%	67%	75%	94%	97%	79%	77%	90%	90%	85%	38%
ES	89%	67%	81%	98%	100%	87%	91%	88%	100%	93%	54%
FR	87%	75%	86%	96%	97%	87%	85%	93%	100%	93%	58%
IT	94%	86%	93%	98%	99%	91%	94%	97%	92%	99%	77%
CY	93%	78%	90%	96%	100%	89%	96%	94%	100%	100%	64%
LV	93%	80%	92%	98%	100%	88%	95%	94%	94%	90%	63%
LT	89%	75%	89%	97%	99%	85%	90%	90%	100%	87%	65%
LU	94%	87%	94%	97%	99%	95%	93%	92%	100%	95%	79%
HU	84%	59%	85%	98%	95%	79%	82%	90%	92%	96%	44%
MT	85%	67%	91%	99%	97%	88%	80%	84%	100%	88%	52%
NL	94%	87%	96%	100%	100%	95%	95%	92%	100%	92%	80%
AT	88%	76%	86%	98%	99%	85%	87%	93%	100%	95%	57%
PL	85%	65%	78%	96%	97%	80%	86%	88%	97%	86%	45%
PT	87%	65%	81%	95%	97%	80%	92%	93%	61%	90%	55%
RO	72%	54%	63%	81%	83%	60%	74%	85%	91%	72%	39%
SI	93%	81%	89%	97%	100%	92%	94%	93%	100%	100%	70%
SK	89%	74%	89%	98%	99%	83%	93%	96%	100%	99%	50%
FI	95%	88%	97%	100%	98%	90%	95%	100%	97%	99%	79%
SE	95%	89%	98%	100%	99%	96%	95%	95%	100%	96%	81%
UK	88%	73%	93%	97%	98%	88%	88%	90%	96%	85%	62%

Proportion of households combining a fixed and mobile telephone access

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	62%	46%	65%	69%	69%	61%	61%	63%	44%	55%	42%
EU15	67%	50%	70%	76%	78%	68%	65%	68%	49%	59%	45%
NMS12	38%	26%	39%	43%	42%	33%	36%	45%	17%	29%	27%
BE	53%	40%	57%	60%	61%	60%	52%	40%	27%	31%	49%
BG	48%	33%	44%	63%	54%	32%	36%	63%	27%	55%	26%
CZ	21%	15%	21%	29%	21%	19%	22%	21%	0%	16%	15%
DK	62%	48%	70%	61%	79%	73%	67%	42%	8%	52%	61%
DE	69%	48%	76%	89%	87%	74%	64%	71%	53%	68%	33%
EE	44%	29%	52%	48%	53%	35%	44%	54%	20%	24%	34%
IE	66%	51%	71%	67%	70%	69%	63%	64%	21%	54%	53%
EL	66%	40%	59%	79%	78%	56%	53%	75%	37%	58%	28%
ES	60%	38%	55%	66%	71%	53%	67%	63%	57%	33%	38%
FR	76%	57%	77%	89%	89%	78%	74%	77%	70%	69%	47%
IT	62%	43%	59%	74%	74%	58%	61%	69%	22%	41%	47%
CY	77%	58%	76%	81%	83%	72%	83%	75%	65%	79%	47%
LV	42%	32%	45%	45%	45%	32%	41%	52%	23%	39%	28%
LT	37%	29%	36%	36%	46%	30%	39%	39%	18%	24%	33%
LU	85%	75%	83%	91%	93%	91%	83%	68%	88%	65%	79%
HU	40%	33%	44%	43%	39%	33%	32%	51%	0%	43%	32%
MT	80%	57%	91%	96%	95%	84%	73%	79%	100%	63%	50%
NL	83%	72%	83%	92%	95%	87%	87%	70%	39%	74%	75%
AT	43%	29%	51%	45%	54%	40%	38%	53%	17%	30%	32%
PL	41%	26%	45%	46%	46%	42%	40%	41%	15%	26%	29%
PT	46%	32%	45%	44%	54%	39%	49%	53%	27%	31%	33%
RO	33%	26%	32%	36%	35%	20%	34%	47%	24%	34%	24%
SI	75%	57%	71%	80%	86%	76%	77%	72%	28%	57%	61%
SK	30%	18%	34%	38%	34%	30%	34%	17%	16%	18%	18%
FI	24%	21%	36%	13%	17%	26%	24%	21%	0%	12%	35%
SE	94%	88%	98%	99%	98%	95%	94%	94%	98%	95%	81%
UK	69%	56%	71%	72%	81%	72%	66%	69%	42%	62%	56%

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

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

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

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	25%	26%	22%	27%	28%	23%	26%	27%	53%	38%	13%
EU15	21%	23%	18%	21%	20%	18%	22%	22%	49%	34%	11%
NMS12	46%	41%	39%	50%	52%	44%	49%	44%	79%	61%	24%
BE	35%	38%	29%	37%	36%	25%	38%	47%	73%	57%	17%
BG	30%	20%	26%	32%	42%	39%	38%	21%	73%	39%	9%
CZ	73%	71%	72%	71%	79%	73%	71%	76%	100%	83%	63%
DK	32%	40%	27%	38%	20%	19%	29%	50%	92%	44%	15%
DE	11%	16%	8%	8%	7%	6%	14%	12%	46%	27%	2%
EE	45%	49%	39%	47%	47%	53%	47%	35%	80%	66%	32%
IE	28%	29%	21%	32%	29%	22%	31%	31%	79%	41%	15%
EL	19%	28%	15%	14%	20%	23%	24%	15%	53%	27%	11%
ES	29%	29%	27%	33%	29%	34%	24%	25%	43%	59%	16%
FR	11%	18%	9%	7%	8%	9%	12%	16%	30%	23%	11%
IT	32%	43%	34%	25%	25%	33%	33%	28%	70%	58%	30%
CY	16%	20%	14%	15%	17%	17%	14%	19%	35%	21%	17%
LV	51%	48%	47%	53%	54%	56%	55%	42%	71%	50%	35%
LT	52%	46%	53%	60%	53%	55%	52%	51%	82%	63%	32%
LU	9%	12%	11%	6%	7%	5%	10%	24%	12%	31%	0%
HU	44%	26%	41%	55%	56%	45%	50%	39%	92%	53%	12%
MT	5%	11%	0%	4%	2%	4%	7%	6%	0%	24%	2%
NL	11%	15%	13%	8%	5%	8%	8%	22%	61%	18%	4%
AT	45%	47%	35%	53%	46%	45%	48%	40%	83%	64%	25%
PL	44%	40%	33%	50%	51%	39%	46%	47%	82%	60%	16%
PT	41%	33%	36%	51%	43%	41%	43%	40%	33%	59%	21%
RO	39%	27%	31%	45%	48%	40%	40%	38%	67%	38%	16%
SI	18%	24%	18%	17%	14%	16%	17%	20%	72%	43%	9%
SK	59%	56%	55%	60%	65%	53%	58%	79%	84%	81%	32%
FI	71%	67%	61%	87%	81%	65%	71%	79%	97%	87%	44%
SE	1%	1%	0%	1%	2%	1%	1%	1%	2%	1%	0%
UK	20%	16%	21%	25%	17%	15%	22%	21%	54%	23%	6%

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

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

Proportion of households without mobile phone access

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	13%	27%	14%	3%	3%	16%	13%	10%	2%	7%	45%
EU15	12%	26%	12%	3%	2%	14%	13%	10%	2%	7%	44%
NMS12	16%	33%	21%	7%	5%	23%	14%	11%	4%	10%	50%
BE	12%	22%	14%	3%	3%	15%	10%	13%	0%	12%	34%
BG	22%	47%	30%	5%	5%	29%	26%	16%	0%	6%	64%
CZ	6%	14%	6%	0%	1%	8%	6%	3%	0%	1%	23%
DK	6%	12%	3%	1%	1%	7%	4%	8%	0%	4%	24%
DE	20%	36%	16%	3%	7%	20%	22%	17%	1%	5%	65%
EE	11%	22%	9%	5%	0%	13%	8%	11%	0%	10%	35%
IE	7%	21%	8%	1%	1%	9%	7%	5%	0%	5%	32%
EL	15%	33%	25%	6%	3%	21%	23%	10%	10%	15%	62%
ES	11%	33%	19%	2%	0%	13%	9%	12%	0%	7%	46%
FR	13%	25%	14%	4%	3%	13%	15%	7%	0%	7%	42%
IT	6%	14%	7%	2%	1%	9%	6%	3%	8%	1%	23%
CY	7%	22%	10%	4%	0%	11%	4%	6%	0%	0%	36%
LV	7%	20%	8%	2%	0%	12%	5%	6%	6%	10%	37%
LT	11%	25%	11%	3%	1%	15%	10%	10%	0%	13%	35%
LU	6%	13%	6%	3%	1%	5%	7%	8%	0%	5%	21%
HU	16%	41%	15%	2%	5%	21%	18%	10%	8%	4%	56%
MT	15%	33%	9%	1%	3%	12%	20%	16%	0%	12%	48%
NL	6%	13%	4%	0%	0%	5%	5%	8%	0%	8%	20%
AT	12%	24%	14%	2%	1%	15%	13%	7%	0%	5%	43%
PL	15%	35%	22%	4%	3%	20%	14%	12%	3%	14%	55%
PT	13%	35%	19%	5%	3%	20%	8%	7%	39%	10%	45%
RO	28%	46%	37%	19%	17%	40%	26%	15%	9%	28%	61%
SI	7%	19%	11%	3%	0%	8%	6%	7%	0%	0%	30%
SK	11%	26%	11%	2%	1%	17%	7%	4%	0%	1%	50%
FI	5%	12%	3%	0%	2%	10%	5%	0%	3%	1%	21%
SE	5%	11%	2%	0%	1%	4%	5%	5%	0%	4%	19%
UK	12%	27%	7%	3%	2%	12%	12%	10%	4%	15%	38%

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

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	34%	33%	35%	36%	31%	34%	32%	36%	60%	45%	20%
EU15	35%	34%	36%	37%	33%	38%	32%	36%	63%	45%	20%
NMS12	29%	30%	32%	32%	23%	19%	30%	37%	46%	43%	20%
BE	35%	31%	40%	43%	27%	38%	35%	30%	39%	38%	25%
BG	48%	38%	46%	59%	51%	36%	46%	56%	93%	65%	25%
CZ	32%	30%	36%	37%	27%	30%	33%	34%	84%	40%	22%
DK	72%	72%	71%	75%	70%	70%	71%	75%	89%	81%	59%
DE	33%	31%	35%	39%	30%	32%	33%	36%	61%	47%	12%
EE	55%	53%	60%	52%	55%	52%	56%	59%	72%	61%	44%
IE	13%	14%	16%	12%	11%	12%	10%	15%	26%	19%	9%
EL	24%	25%	22%	21%	28%	20%	16%	29%	24%	44%	13%
ES	45%	44%	43%	50%	45%	43%	46%	49%	87%	67%	30%
FR	62%	56%	62%	70%	63%	62%	60%	66%	90%	69%	39%
IT	3%	6%	2%	2%	2%	4%	3%	2%	11%	8%	3%
CY	38%	51%	50%	38%	25%	29%	41%	42%	86%	59%	42%
LV	25%	25%	28%	31%	19%	20%	25%	31%	37%	29%	14%
LT	22%	30%	26%	19%	13%	14%	23%	26%	30%	39%	26%
LU	64%	66%	70%	61%	57%	70%	60%	51%	72%	74%	59%
HU	24%	16%	30%	27%	24%	21%	22%	30%	37%	43%	6%
MT	9%	7%	11%	13%	7%	14%	4%	2%	0%	13%	3%
NL	41%	44%	44%	39%	34%	39%	41%	45%	73%	53%	30%
AT	56%	55%	61%	63%	46%	54%	54%	61%	80%	72%	36%
PL	25%	28%	31%	30%	16%	12%	27%	36%	43%	36%	20%
PT	4%	2%	3%	3%	5%	3%	3%	6%	0%	4%	2%
RO	24%	30%	23%	22%	23%	14%	29%	33%	41%	45%	23%
SI	51%	48%	57%	50%	50%	50%	53%	51%	87%	69%	33%
SK	33%	39%	32%	35%	27%	25%	38%	42%	48%	61%	21%
FI	85%	82%	92%	91%	77%	79%	86%	93%	92%	84%	77%
SE	49%	49%	50%	50%	46%	48%	47%	53%	75%	54%	40%
UK	23%	18%	24%	29%	24%	18%	24%	27%	39%	30%	8%

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

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	34%	34%	36%	35%	33%	30%	37%	36%	29%	39%	32%
EU15	35%	34%	37%	36%	34%	29%	38%	38%	27%	39%	33%
NMS12	32%	33%	31%	32%	31%	36%	30%	30%	40%	41%	27%
BE	32%	37%	32%	25%	31%	27%	31%	42%	46%	40%	34%
BG	14%	12%	14%	12%	17%	22%	15%	8%	0%	22%	9%
CZ	36%	48%	45%	24%	20%	34%	36%	39%	16%	46%	50%
DK	12%	13%	15%	6%	9%	9%	16%	8%	8%	13%	16%
DE	29%	28%	31%	25%	25%	25%	29%	32%	36%	37%	21%
EE	14%	18%	16%	10%	9%	15%	15%	13%	9%	25%	17%
IE	60%	62%	60%	59%	59%	56%	66%	60%	74%	69%	57%
EL	36%	32%	38%	42%	34%	35%	45%	34%	46%	26%	26%
ES	21%	19%	24%	21%	21%	23%	20%	18%	4%	16%	22%
FR	12%	14%	13%	9%	9%	10%	13%	13%	5%	17%	15%
IT	79%	76%	78%	77%	85%	77%	78%	85%	65%	86%	70%
CY	18%	27%	21%	13%	14%	22%	14%	18%	14%	41%	22%
LV	41%	49%	44%	36%	34%	41%	45%	36%	39%	55%	48%
LT	33%	39%	38%	31%	25%	50%	29%	28%	50%	39%	37%
LU	13%	16%	14%	14%	7%	11%	11%	25%	28%	15%	14%
HU	39%	36%	40%	43%	37%	42%	39%	36%	55%	42%	32%
MT	63%	58%	76%	56%	63%	57%	66%	75%	100%	66%	50%
NL	24%	30%	28%	16%	15%	25%	24%	23%	4%	22%	41%
AT	9%	13%	11%	5%	3%	6%	14%	9%	2%	9%	19%
PL	36%	36%	32%	40%	36%	42%	32%	34%	50%	50%	25%
PT	76%	59%	74%	83%	81%	71%	83%	78%	61%	74%	52%
RO	29%	17%	24%	32%	39%	33%	25%	27%	29%	23%	12%
SI	14%	31%	14%	10%	7%	14%	12%	17%	6%	28%	36%
SK	20%	29%	29%	10%	9%	18%	22%	21%	0%	35%	29%
FI	2%	3%	1%	1%	1%	2%	1%	3%	5%	6%	2%
SE	20%	30%	19%	10%	9%	19%	22%	18%	19%	28%	34%
UK	46%	48%	52%	46%	33%	49%	42%	47%	43%	47%	50%

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

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	19%	6%	15%	26%	33%	20%	18%	18%	8%	9%	3%
EU15	17%	6%	15%	25%	31%	20%	16%	16%	8%	9%	3%
NMS12	23%	4%	16%	30%	40%	22%	26%	22%	10%	5%	3%
BE	20%	9%	14%	30%	39%	20%	24%	15%	15%	10%	6%
BG	16%	3%	10%	24%	27%	13%	13%	19%	7%	6%	2%
CZ	26%	8%	13%	39%	53%	28%	25%	24%	0%	12%	6%
DK	10%	2%	11%	17%	20%	13%	9%	10%	3%	2%	2%
DE	18%	5%	17%	33%	38%	23%	16%	15%	3%	11%	2%
EE	20%	6%	15%	32%	36%	20%	21%	18%	18%	4%	4%
IE	20%	4%	16%	28%	29%	24%	17%	19%	0%	8%	2%
EL	25%	10%	15%	32%	36%	23%	16%	27%	20%	15%	0%
ES	22%	4%	14%	27%	34%	21%	25%	21%	9%	9%	1%
FR	14%	5%	11%	18%	26%	16%	12%	14%	5%	7%	4%
IT	12%	5%	13%	19%	11%	10%	13%	10%	15%	4%	4%
CY	37%	0%	19%	44%	61%	38%	41%	34%	0%	0%	0%
LV	27%	6%	20%	31%	47%	27%	25%	27%	17%	5%	2%
LT	34%	6%	26%	47%	62%	21%	38%	36%	20%	9%	2%
LU	18%	5%	10%	23%	35%	15%	22%	16%	0%	7%	5%
HU	21%	7%	15%	27%	34%	16%	22%	24%	0%	11%	6%
MT	13%	3%	5%	30%	27%	17%	10%	7%	0%	8%	0%
NL	29%	13%	24%	45%	51%	30%	30%	24%	22%	16%	8%
AT	23%	8%	14%	30%	51%	25%	19%	23%	17%	13%	2%
PL	24%	1%	15%	26%	45%	26%	28%	18%	3%	0%	1%
PT	7%	4%	5%	8%	10%	7%	6%	9%	0%	12%	1%
RO	19%	6%	16%	27%	22%	13%	20%	24%	21%	3%	4%
SI	28%	3%	19%	37%	43%	28%	29%	25%	8%	3%	2%
SK	36%	6%	28%	52%	62%	39%	33%	33%	52%	3%	0%
FI	8%	3%	5%	8%	21%	10%	9%	4%	0%	10%	0%
SE	26%	10%	30%	40%	44%	29%	26%	24%	6%	14%	7%
UK	19%	6%	17%	22%	41%	20%	21%	16%	14%	8%	3%

Proportion of households having a computer

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	64%	41%	59%	81%	84%	60%	63%	69%	80%	62%	20%
EU15	66%	44%	63%	83%	87%	65%	65%	71%	80%	66%	22%
NMS12	53%	26%	40%	73%	71%	41%	55%	62%	82%	40%	8%
BE	64%	39%	60%	84%	90%	61%	68%	62%	73%	52%	23%
BG	37%	10%	23%	62%	54%	19%	34%	49%	59%	19%	3%
CZ	51%	19%	43%	76%	82%	49%	51%	54%	50%	36%	7%
DK	87%	74%	91%	97%	100%	85%	88%	89%	94%	92%	51%
DE	63%	40%	64%	91%	92%	67%	60%	65%	72%	62%	18%
EE	65%	36%	61%	86%	96%	58%	61%	75%	90%	48%	16%
IE	64%	31%	57%	75%	82%	60%	61%	70%	54%	52%	16%
EL	50%	35%	27%	59%	70%	35%	43%	59%	72%	46%	1%
ES	58%	23%	40%	69%	82%	55%	57%	66%	74%	35%	12%
FR	72%	48%	70%	91%	91%	72%	68%	80%	89%	70%	22%
IT	62%	36%	49%	82%	83%	51%	62%	71%	92%	64%	11%
CY	58%	22%	31%	67%	86%	52%	69%	52%	82%	39%	4%
LV	58%	33%	50%	73%	77%	47%	61%	66%	76%	34%	9%
LT	54%	22%	40%	75%	87%	32%	58%	66%	93%	36%	3%
LU	78%	56%	73%	96%	95%	78%	82%	65%	100%	73%	38%
HU	50%	19%	43%	74%	69%	39%	46%	64%	68%	46%	6%
MT	57%	29%	52%	83%	93%	65%	55%	42%	100%	47%	14%
NL	92%	82%	95%	97%	99%	94%	89%	91%	100%	93%	68%
AT	58%	40%	43%	75%	90%	58%	57%	60%	75%	62%	14%
PL	60%	34%	44%	79%	79%	51%	62%	68%	92%	47%	9%
PT	48%	12%	24%	64%	77%	39%	55%	60%	0%	36%	3%
RO	42%	21%	32%	61%	48%	25%	46%	59%	57%	30%	10%
SI	70%	35%	56%	84%	92%	66%	73%	73%	80%	57%	19%
SK	55%	31%	41%	77%	78%	51%	53%	73%	82%	46%	11%
FI	75%	51%	80%	98%	96%	61%	78%	89%	93%	66%	26%
SE	87%	72%	92%	99%	100%	84%	86%	90%	97%	92%	52%
UK	68%	46%	69%	82%	90%	68%	66%	71%	72%	71%	27%

Proportion of households without computer

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	36%	59%	41%	19%	16%	40%	37%	31%	20%	38%	80%
EU15	34%	56%	37%	17%	13%	35%	35%	29%	20%	34%	78%
NMS12	47%	74%	60%	27%	29%	59%	45%	38%	18%	60%	92%
BE	36%	61%	40%	16%	10%	39%	32%	38%	27%	48%	77%
BG	63%	90%	77%	38%	46%	81%	66%	51%	41%	81%	97%
CZ	49%	81%	57%	24%	18%	51%	49%	46%	50%	64%	93%
DK	13%	26%	9%	3%	0%	15%	12%	11%	6%	8%	49%
DE	37%	60%	36%	9%	8%	33%	40%	35%	28%	38%	82%
EE	35%	64%	39%	14%	4%	42%	39%	25%	10%	52%	84%
IE	36%	69%	43%	25%	18%	40%	39%	30%	46%	48%	84%
EL	50%	65%	73%	41%	30%	65%	57%	41%	28%	54%	99%
ES	42%	77%	60%	31%	18%	45%	43%	34%	26%	65%	88%
FR	28%	52%	30%	9%	9%	28%	32%	20%	11%	30%	78%
IT	38%	64%	51%	18%	17%	49%	38%	29%	8%	36%	89%
CY	42%	78%	69%	33%	14%	48%	31%	48%	18%	61%	96%
LV	42%	67%	50%	27%	23%	53%	39%	34%	24%	66%	91%
LT	46%	78%	60%	25%	13%	68%	42%	34%	7%	64%	97%
LU	22%	44%	27%	4%	5%	22%	18%	35%	0%	27%	62%
HU	50%	81%	57%	26%	31%	61%	54%	36%	32%	54%	94%
MT	43%	71%	48%	17%	7%	35%	45%	58%	0%	53%	86%
NL	8%	18%	5%	3%	1%	6%	11%	9%	0%	7%	32%
AT	42%	60%	57%	25%	10%	42%	43%	40%	25%	38%	86%
PL	40%	66%	56%	21%	21%	49%	38%	32%	8%	53%	91%
PT	52%	88%	76%	36%	23%	61%	45%	40%	100%	64%	97%
RO	58%	79%	68%	39%	52%	75%	54%	41%	43%	70%	90%
SI	30%	65%	44%	16%	8%	34%	27%	27%	20%	43%	81%
SK	45%	69%	59%	23%	22%	49%	47%	27%	18%	54%	89%
FI	25%	49%	20%	2%	4%	39%	22%	11%	7%	34%	74%
SE	13%	28%	8%	1%	0%	16%	14%	10%	3%	8%	48%
UK	32%	54%	31%	18%	10%	32%	34%	29%	28%	29%	73%

Households having an Internet connection

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	57%	36%	53%	72%	75%	53%	57%	61%	73%	54%	17%
EU15	59%	38%	56%	75%	80%	58%	58%	64%	73%	57%	19%
NMS12	45%	24%	34%	62%	61%	33%	48%	55%	75%	37%	7%
BE	60%	37%	55%	79%	87%	58%	63%	58%	70%	47%	21%
BG	35%	8%	22%	61%	51%	17%	32%	47%	59%	17%	1%
CZ	48%	18%	38%	71%	79%	45%	48%	51%	50%	33%	8%
DK	85%	69%	88%	97%	99%	84%	84%	87%	92%	89%	44%
DE	59%	37%	60%	87%	91%	63%	56%	61%	72%	56%	16%
EE	61%	33%	57%	85%	91%	53%	58%	74%	82%	45%	15%
IE	62%	30%	56%	68%	79%	56%	60%	68%	63%	49%	16%
EL	39%	28%	21%	46%	54%	22%	32%	49%	61%	34%	1%
ES	47%	17%	35%	55%	66%	42%	50%	53%	66%	20%	10%
FR	65%	41%	62%	81%	87%	66%	62%	73%	84%	63%	16%
IT	49%	23%	35%	69%	69%	42%	48%	57%	50%	39%	9%
CY	49%	17%	21%	59%	76%	43%	58%	45%	82%	31%	0%
LV	51%	26%	42%	69%	69%	39%	54%	62%	64%	24%	9%
LT	48%	19%	34%	67%	77%	26%	52%	58%	88%	24%	4%
LU	74%	47%	69%	94%	96%	76%	77%	58%	62%	63%	34%
HU	44%	18%	37%	61%	62%	31%	38%	60%	59%	44%	6%
MT	56%	29%	48%	83%	93%	64%	54%	41%	100%	47%	14%
NL	89%	77%	92%	95%	99%	91%	88%	87%	100%	87%	64%
AT	56%	38%	41%	74%	88%	55%	56%	57%	75%	58%	13%
PL	52%	33%	38%	66%	66%	40%	57%	58%	88%	46%	9%
PT	40%	12%	19%	51%	64%	31%	48%	50%	11%	30%	4%
RO	31%	15%	24%	47%	36%	15%	36%	48%	36%	27%	6%
SI	65%	31%	47%	77%	90%	59%	70%	69%	75%	49%	16%
SK	45%	26%	29%	62%	66%	39%	43%	66%	82%	36%	9%
FI	74%	48%	77%	98%	97%	59%	76%	87%	93%	62%	22%
SE	85%	69%	90%	99%	99%	81%	86%	88%	94%	86%	52%
UK	62%	39%	63%	76%	84%	60%	61%	65%	61%	62%	23%

Proportion of households having narrowband Internet access

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	7%	5%	7%	8%	8%	8%	7%	5%	7%	8%	3%
EU15	7%	5%	8%	9%	8%	9%	7%	6%	6%	9%	3%
NMS12	4%	3%	3%	5%	6%	3%	5%	4%	7%	4%	1%
BE	6%	6%	6%	6%	7%	5%	9%	6%	9%	12%	2%
BG	2%	0%	0%	4%	3%	1%	1%	3%	0%	0%	0%
CZ	2%	2%	1%	1%	5%	2%	2%	2%	0%	5%	0%
DK	6%	5%	8%	4%	5%	9%	5%	4%	6%	5%	4%
DE	15%	10%	17%	19%	21%	19%	15%	11%	14%	17%	5%
EE	3%	1%	3%	5%	4%	3%	2%	5%	3%	0%	1%
IE	6%	3%	5%	7%	7%	10%	3%	4%	0%	5%	2%
EL	5%	2%	1%	8%	6%	5%	3%	5%	3%	5%	0%
ES	2%	1%	2%	2%	2%	2%	1%	1%	0%	2%	1%
FR	5%	3%	5%	9%	7%	8%	4%	1%	2%	6%	2%
IT	7%	5%	6%	10%	10%	6%	7%	11%	16%	5%	3%
CY	9%	4%	6%	12%	12%	6%	11%	10%	0%	12%	0%
LV	9%	5%	6%	13%	12%	7%	12%	7%	6%	6%	2%
LT	15%	4%	10%	18%	29%	10%	20%	11%	8%	8%	1%
LU	12%	9%	11%	17%	13%	11%	13%	12%	0%	5%	13%
HU	2%	1%	1%	4%	2%	2%	1%	2%	0%	1%	1%
MT	0%	0%	1%	0%	1%	0%	0%	1%	0%	0%	0%
NL	7%	6%	9%	3%	6%	8%	8%	4%	2%	7%	7%
AT	10%	5%	8%	15%	16%	12%	9%	7%	9%	3%	4%
PL	5%	4%	3%	4%	6%	3%	6%	6%	7%	5%	3%
PT	2%	0%	1%	1%	3%	1%	2%	1%	0%	0%	0%
RO	4%	2%	2%	5%	5%	3%	5%	3%	5%	3%	1%
SI	11%	3%	7%	14%	16%	15%	11%	4%	0%	6%	2%
SK	5%	5%	3%	5%	7%	5%	5%	3%	41%	2%	0%
FI	8%	5%	10%	9%	7%	8%	8%	6%	3%	12%	2%
SE	6%	6%	8%	7%	4%	9%	6%	4%	0%	10%	5%
UK	2%	2%	2%	3%	2%	3%	1%	3%	0%	3%	2%

Proportion of households having broadband Internet access

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	48%	30%	44%	61%	65%	45%	47%	53%	62%	45%	13%
EU15	51%	32%	48%	64%	70%	50%	49%	56%	63%	49%	14%
NMS12	36%	17%	27%	50%	48%	25%	37%	46%	56%	26%	6%
BE	54%	31%	50%	74%	79%	54%	55%	53%	60%	36%	19%
BG	27%	7%	17%	45%	39%	12%	26%	36%	48%	15%	1%
CZ	39%	14%	30%	59%	63%	33%	38%	47%	50%	24%	7%
DK	76%	64%	77%	88%	90%	71%	77%	81%	86%	83%	40%
DE	45%	28%	43%	69%	70%	48%	41%	48%	57%	43%	10%
EE	55%	29%	51%	77%	85%	46%	55%	66%	74%	42%	11%
IE	54%	26%	49%	58%	70%	45%	55%	62%	55%	42%	13%
EL	31%	24%	17%	35%	43%	15%	24%	41%	56%	26%	1%
ES	44%	16%	33%	52%	63%	38%	49%	52%	62%	18%	9%
FR	59%	37%	57%	72%	80%	58%	57%	70%	75%	57%	13%
IT	38%	18%	26%	54%	56%	33%	38%	43%	34%	34%	4%
CY	39%	16%	16%	44%	61%	33%	49%	34%	82%	25%	0%
LV	38%	20%	34%	51%	49%	27%	37%	50%	55%	16%	7%
LT	29%	13%	22%	45%	41%	14%	28%	42%	71%	16%	2%
LU	59%	37%	53%	76%	78%	63%	59%	46%	62%	61%	17%
HU	40%	17%	34%	57%	54%	26%	34%	56%	59%	42%	6%
MT	54%	28%	45%	79%	90%	61%	50%	39%	100%	43%	14%
NL	79%	66%	80%	85%	93%	80%	77%	78%	87%	78%	51%
AT	45%	32%	32%	58%	69%	41%	47%	49%	62%	53%	10%
PL	40%	21%	30%	53%	52%	31%	43%	46%	61%	25%	6%
PT	33%	11%	18%	43%	50%	23%	43%	41%	11%	29%	3%
RO	25%	13%	20%	35%	29%	10%	28%	40%	36%	22%	5%
SI	54%	27%	40%	64%	72%	43%	58%	65%	75%	42%	14%
SK	36%	22%	24%	49%	52%	26%	35%	63%	41%	34%	9%
FI	64%	42%	66%	84%	88%	50%	66%	78%	88%	50%	18%
SE	76%	60%	82%	88%	91%	71%	77%	79%	89%	71%	44%
UK	58%	35%	59%	70%	80%	56%	56%	61%	56%	58%	18%

Proportion of households having a bundle

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	38%	24%	36%	46%	49%	34%	36%	44%	40%	34%	15%
EU15	40%	26%	38%	49%	53%	38%	37%	47%	42%	35%	16%
NMS12	28%	17%	27%	34%	35%	20%	29%	37%	29%	23%	12%
BE	39%	23%	40%	52%	50%	38%	42%	34%	36%	26%	17%
BG	18%	7%	11%	30%	25%	10%	18%	23%	41%	12%	2%
CZ	19%	8%	19%	29%	25%	12%	19%	28%	18%	14%	3%
DK	54%	47%	58%	53%	60%	49%	55%	54%	46%	60%	36%
DE	41%	24%	42%	59%	62%	39%	39%	48%	28%	38%	14%
EE	52%	39%	51%	64%	63%	37%	54%	67%	56%	43%	33%
IE	27%	11%	25%	24%	38%	23%	29%	30%	12%	15%	9%
EL	34%	25%	21%	39%	47%	22%	21%	44%	36%	37%	7%
ES	42%	21%	32%	47%	57%	36%	47%	49%	57%	16%	18%
FR	51%	33%	50%	67%	66%	49%	49%	67%	75%	46%	12%
IT	21%	9%	16%	29%	32%	17%	20%	29%	0%	14%	6%
CY	34%	14%	24%	46%	43%	24%	43%	33%	49%	32%	0%
LV	24%	12%	21%	32%	32%	18%	26%	29%	18%	11%	10%
LT	25%	9%	19%	34%	41%	13%	31%	26%	23%	21%	2%
LU	40%	26%	37%	50%	53%	43%	41%	27%	62%	37%	14%
HU	36%	23%	33%	36%	49%	20%	32%	52%	49%	35%	17%
MT	47%	40%	39%	52%	63%	49%	48%	40%	0%	63%	27%
NL	60%	51%	58%	76%	67%	61%	63%	52%	75%	54%	45%
AT	37%	30%	28%	48%	49%	37%	28%	46%	45%	40%	19%
PL	26%	15%	25%	27%	33%	19%	29%	29%	23%	16%	11%
PT	34%	14%	25%	43%	43%	20%	43%	49%	19%	26%	8%
RO	36%	33%	35%	42%	35%	23%	36%	51%	36%	51%	25%
SI	47%	24%	38%	53%	62%	38%	54%	52%	58%	30%	17%
SK	30%	18%	28%	37%	41%	24%	32%	44%	64%	20%	8%
FI	13%	8%	14%	18%	18%	13%	12%	16%	5%	11%	9%
SE	43%	35%	42%	54%	51%	29%	46%	51%	43%	51%	23%
UK	40%	27%	39%	45%	56%	33%	38%	48%	37%	36%	20%

Proportion of households without bundle

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	57%	70%	58%	47%	46%	60%	58%	52%	57%	63%	78%
EU15	55%	69%	57%	44%	42%	57%	56%	50%	56%	61%	77%
NMS12	66%	77%	68%	60%	59%	74%	65%	58%	62%	73%	82%
BE	57%	74%	54%	43%	45%	57%	54%	64%	64%	72%	78%
BG	75%	84%	82%	63%	69%	82%	70%	73%	59%	81%	87%
CZ	78%	90%	79%	68%	72%	87%	78%	67%	82%	84%	94%
DK	43%	48%	40%	43%	37%	46%	43%	40%	54%	36%	56%
DE	52%	67%	50%	35%	33%	50%	54%	49%	72%	56%	73%
EE	7%	9%	8%	4%	7%	7%	6%	7%	5%	6%	11%
IE	66%	85%	68%	65%	54%	71%	68%	60%	57%	84%	89%
EL	64%	73%	78%	58%	50%	76%	77%	54%	64%	60%	89%
ES	55%	77%	64%	49%	41%	60%	51%	48%	38%	81%	80%
FR	47%	65%	49%	31%	32%	49%	49%	32%	25%	51%	86%
IT	67%	80%	72%	57%	58%	73%	67%	61%	77%	79%	80%
CY	64%	86%	74%	51%	54%	73%	54%	66%	51%	68%	100%
LV	72%	81%	76%	66%	64%	77%	70%	68%	75%	79%	87%
LT	66%	80%	72%	56%	52%	74%	63%	64%	66%	72%	87%
LU	47%	61%	52%	34%	36%	48%	46%	49%	38%	44%	76%
HU	63%	74%	66%	63%	50%	79%	66%	47%	51%	63%	80%
MT	52%	59%	60%	45%	34%	48%	52%	60%	100%	37%	72%
NL	37%	47%	41%	19%	28%	36%	35%	43%	25%	46%	53%
AT	61%	69%	67%	51%	48%	61%	70%	52%	54%	58%	81%
PL	69%	82%	69%	65%	61%	75%	67%	64%	68%	81%	86%
PT	64%	83%	73%	54%	55%	78%	54%	50%	81%	72%	88%
RO	56%	59%	58%	50%	57%	67%	55%	43%	53%	46%	65%
SI	53%	75%	61%	46%	38%	62%	46%	47%	42%	68%	83%
SK	67%	80%	69%	58%	58%	73%	67%	54%	36%	78%	90%
FI	84%	90%	83%	80%	78%	83%	85%	84%	95%	89%	89%
SE	53%	63%	55%	38%	41%	67%	49%	46%	57%	49%	74%
UK	55%	70%	56%	46%	38%	62%	56%	48%	63%	63%	76%

QA2.3 Et en pensant à tous les membres de votre ménage, vous y compris, pourriez-vous me dire combien des services suivants sont disponibles dans votre ménage.
(SEULEMENT SI TELEPHONE MOBILE EN ITEM 1 OU 2) Un abonnement à la téléphonie mobile donnant accès à Internet p.e. pour regarder\ écouter ou télécharger du contenu vidéo\ audio, pour envoyer et recevoir des emails
QA2.3 And thinking about all household members, including yourself, please indicate for each of the following how many of them are available in your household.
(ONLY IF MOBILE PHONE IN ITEM 1 OR 2) Mobile phone subscription giving access to Internet e.g. for playing or downloading audio\ video content, sending and receiving e-mails
QA2.3 Wenn Sie einmal an alle Mitglieder Ihres Haushalts denken, Sie selbst eingeschlossen: Bitte sagen Sie mir für jedes der folgenden Geräte bzw. Dienste, wie viele Sie davon in Ihrem Haushalt haben.
(NUR WENN MOBILTELEFON BEI ITEM 1 ODER 2) Mobiltelefonanschluss, der den Zugriff auf das Internet erlaubt, um dort Spiele zu spielen, Audio- oder Videoinhalte runterzuladen oder um E-Mails zu empfangen und zu versenden

1ère colonne: EB72 automne 2009 2ème colonne: % changement par rapport à EB68 automne 2007	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Aucun	63	+3	77	+7	58	0	60	+1	52	+2	60	-7	60	-9	60	-17	49	-1	65	+14	71	+5	69	+18
1	18	-3	11	-7	17	-3	17	-4	23	-2	22	+5	21	+4	18	+2	20	-1	13	-7	12	-10	12	-13
2	8	0	5	-2	5	+2	14	+3	15	+3	8	+3	8	+4	9	+6	13	-2	10	-1	5	-4	8	-2
3	2	0	1	-1	1	0	4	0	4	+1	2	+1	2	+1	2	+1	6	0	2	0	1	-1	3	+1
4 et plus	2	0	2	0	0	0	2	0	4	+1	0	-1	1	0	1	+1	4	+2	2	-1	1	0	1	-2
NSP	7	+1	4	+3	19	+1	3	0	3	-4	9	-1	9	+1	10	+7	9	+3	8	-5	10	+10	6	-3
Oui	31	-3	19	-10	22	-2	37	-2	45	+3	32	+9	31	+9	30	+10	42	-2	27	-9	19	-14	24	-16

1st column: EB72 autumn 2009 2nd column: % change from EB68 autumn 2007	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
None	65	+1	75	+16	82	+12	56	+6	68	+23	56	+7	64	+4	80	+1	65	+5	58	-1	52	-1	69	+11
1	23	+1	11	-10	8	-7	21	-4	14	-9	16	-14	13	-7	7	-5	23	-4	17	-3	17	-8	9	-9
2	6	+1	4	-5	3	-4	12	-2	7	-7	6	-7	8	-3	5	0	9	+1	14	+2	13	+1	9	+1
3	1	0	1	-1	1	-1	5	-1	3	-3	1	-2	4	0	2	0	1	-1	2	0	3	-1	2	0
4 and more	2	+1	2	-1	0	-1	3	+1	1	-2	1	-1	2	+1	0	-1	0	-1	1	0	4	+2	1	-1
DK	2	-4	7	+1	5	+1	3	0	7	-3	20	+17	9	+4	6	+5	2	-1	7	+1	11	+6	9	-4
Yes	33	+3	18	-17	12	-13	41	-6	26	-19	24	-24	27	-8	14	-6	33	-4	34	-1	37	-6	21	-9

erste Spalte: EB72 Herbst 2009 zweite Spalte: % Veränderungen im Vergleich zu EB68 Herbst 2007	RO		SI		SK		FI		SE		UK	
	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Keine	78	+8	50	-3	62	+9	48	-10	33	-23	53	-4
1	12	-6	20	-3	20	-5	22	-2	30	+5	24	+2
2	1	-6	15	+2	10	+1	10	-1	20	+9	13	+1
3	0	-1	5	0	2	0	3	0	6	+3	4	+1
4 und mehr	0	0	5	+2	4	+3	3	+1	3	+1	2	0
Weiß nicht / Keine Angabe	9	+5	5	+2	3	-6	14	+11	9	+6	4	0
Ja	13	-13	45	+1	35	-2	38	-1	58	+17	43	+4

QA6 Vous m'avez dit que vous n'aviez pas de ligne de téléphone fixe à la maison. Parmi la liste suivante, quelles raisons expliquent le mieux pourquoi votre ménage ne dispose pas de ligne de téléphonie fixe ? (PLUSIEURS REPONSES POSSIBLES)
QA6 You said there is no fixed telephone line at your home. Among the following list, which ones best explain why your household does not have a fixed telephone line? (MULTIPLE ANSWERS POSSIBLE)
QA6 Sie haben angegeben, dass es in Ihrem Haushalt keinen Telefonfestnetzanschluss gibt. Welche der folgenden Aussagen beschreibt am ehesten, warum es in Ihrem Haushalt keinen Telefonfestnetzanschluss gibt? (MEHRFACHNENNUNGEN MÖGLICH)

1ère colonne: EB72 automne 2009 2ème colonne: % changement par rapport à EB68 automne 2007	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Votre ménage a l'intention d'avoir une ligne fixe dans les 6 prochains mois ou attend son installation	5	-1	3	-3	1	0	1	+1	1	-2	12	+2	9	-1	3	-9	1	0	3	-8	9	-6	8	+4
Une ou plusieurs personnes de votre ménage dispose(nt) d'un téléphone mobile et cela suffit aux besoins de votre ménage	39	+6	45	+7	34	0	60	+5	56	-11	38	+8	40	+7	45	+7	55	+7	31	-7	48	+5	39	+3
Le coût de l'installation\ du raccordement est trop élevé (y compris d'éventuels frais supplémentaires ou garanties)	11	-1	14	+1	4	-6	20	-4	25	+7	9	+6	12	+6	20	+9	5	0	10	0	12	+4	9	0
Le coût de l'abonnement (location de la ligne) est trop élevé	25	-4	20	-7	29	-8	31	-10	44	+13	28	+2	32	+1	41	-2	11	-7	31	+6	18	+4	16	+4
Le coût des communications est trop élevé	16	-2	10	-7	22	-3	16	-2	20	-1	6	-4	8	-2	13	+2	6	-6	30	+8	24	+5	12	+3
La téléphonie fixe n'est pas disponible là où vous vivez	2	0	2	0	3	+2	0	-1	0	-3	3	+3	3	+3	4	+4	8	+2	1	+1	1	-1	2	0
Vous ou d'autres membres de votre ménage avez facilement accès à un téléphone en dehors du ménage (p.e. chez un voisin, au bureau, une cabine publique)	3	-1	4	-4	1	+1	5	-1	5	-2	0	-5	0	-7	2	-10	2	-1	3	-1	3	+1	3	0
Vous ou d'autres membres de votre ménage ne voulez pas de ligne de téléphone fixe	34	+5	37	+18	52	+34	42	+8	43	+8	36	+7	37	+8	39	+8	31	-3	26	+1	30	-2	35	+5
Autre (SPONTANE)	4	-1	5	0	2	+2	1	+1	2	-5	6	-5	6	-2	4	+1	2	0	5	+4	0	0	8	+2
NSP	3	-5	1	-11	8	-12	0	-1	0	-1	4	-4	3	-4	0	-3	4	+2	12	+2	0	-1	0	-6

1st column: EB72 autumn 2009 2nd column: % change from EB68 autumn 2007	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Your household plans to get a fixed telephone line in the next 6 months, or is awaiting installation	19	+4	6	0	5	-8	1	-1	1	0	12	-11	1	0	0	-4	6	-1	2	+2	1	-3	3	0
One or more household members has\ have a mobile phone that serves the needs of the household	27	-4	36	+8	52	+7	49	-1	32	-5	30	-14	42	+4	97	+76	58	+4	47	+5	35	+4	45	+20
The initial installation\ connection costs are too high (including possible charges or deposits)	9	-1	19	+2	7	+1	7	+3	3	-3	3	-16	8	0	24	+20	10	-2	7	+1	8	-2	13	+1
The line rental charges are too high	23	-9	29	+5	39	-5	14	+2	15	-4	13	-7	27	-6	24	-3	33	+5	27	-10	25	-8	31	0
The cost of calls are too high	10	0	12	-5	11	+7	13	+5	16	-7	0	-31	17	-4	47	+33	11	+6	19	-1	19	-1	17	-5
Landline is not available where you live	2	-2	1	-1	3	+3	5	+2	3	+1	0	0	2	+1	0	0	0	0	1	0	2	+1	1	+1
You or other members of your household have easy access to a phone elsewhere (i.e. neighbour, work, public payphone)	6	+5	4	-1	0	-3	2	-1	2	0	1	+1	3	0	1	-8	5	+5	5	0	3	+1	2	0
You or other members of your household do not want a fixed telephone line	28	0	31	+4	18	+1	40	+8	55	+12	22	-1	44	+19	0	-56	31	+1	45	+1	39	+5	16	-2
Other (SPONTANEOUS)	10	+1	3	-3	17	+16	0	-2	6	+3	18	+13	2	-5	3	+3	4	-2	1	-1	4	+2	1	0
DK	1	-2	3	-13	0	-7	2	0	1	-2	1	-1	1	-6	0	0	1	0	0	-2	6	+1	3	-10

QA6 Vous m'avez dit que vous n'aviez pas de ligne de téléphone fixe à la maison. Parmi la liste suivante, quelles raisons expliquent le mieux pourquoi votre ménage ne dispose pas de ligne de téléphonie fixe ? (PLUSIEURS REPONSES POSSIBLES)
QA6 You said there is no fixed telephone line at your home. Among the following list, which ones best explain why your household does not have a fixed telephone line? (MULTIPLE ANSWERS POSSIBLE)
QA6 Sie haben angegeben, dass es in Ihrem Haushalt keinen Telefonfestnetzanschluss gibt. Welche der folgenden Aussagen beschreibt am ehesten, warum es in Ihrem Haushalt keinen Telefonfestnetzanschluss gibt? (MEHRFACHNENNUNGEN MÖGLICH)

erste Spalte: EB72 Herbst 2009 zweite Spalte: % Veränderungen im Vergleich zu EB68 Herbst 2007	RO		SI		SK		FI		SE		UK	
	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Unser Haushalt hat vor, sich innerhalb der nächsten 6 Monate einen Telefonfestnetzanschluss zuzulegen, oder wartet auf die Freischaltung	**6**	*0*	**6**	*+2*	**1**	*-1*	**0**	*0*	**0**	*-16*	**8**	*+2*
Ein oder mehrere Haushaltsmitglieder hat/ haben ein Handy, das den Bedarf des Haushalts deckt.	**25**	*0*	**58**	*+15*	**46**	*0*	**74**	*+21*	**57**	*+42*	**23**	*+5*
Die anfänglichen Installations- bzw. die Verbindungskosten sind zu hoch (mögliche Gebühren oder Kaution mit eingerechnet).	**11**	*0*	**4**	*-2*	**5**	*-1*	**4**	*0*	**18**	*-1*	**10**	*-3*
Die Grundgebühren sind zu hoch	**25**	*-11*	**14**	*0*	**11**	*-6*	**19**	*-11*	**60**	*+34*	**27**	*-2*
Die Gesprächsgebühren sind zu hoch.	**21**	*-3*	**13**	*-2*	**11**	*-7*	**10**	*-1*	**18**	*+2*	**31**	*-1*
Da, wo Sie leben, steht ein Telefonfestnetzanschluss nicht zur Verfügung.	**4**	*+1*	**0**	*-1*	**0**	*0*	**0**	*0*	**0**	*0*	**0**	*-2*
Sie oder andere Mitglieder Ihres Haushalts haben woanders leichten Zugang zu einem Telefon (z.B. Nachbar, Arbeitsplatz, öffentliches Telefon).	**2**	*-4*	**4**	*-1*	**4**	*0*	**1**	*-1*	**0**	*-7*	**3**	*-1*
Sie oder andere Mitglieder Ihres Haushalts wollen keinen Telefonfestnetzanschluss.	**36**	*+6*	**38**	*-1*	**56**	*+14*	**23**	*-12*	**0**	*-31*	**16**	*-4*
Spontan: Sonstiges	**1**	*+1*	**8**	*+2*	**1**	*0*	**2**	*-1*	**12**	*+12*	**9**	*+1*
Weiß nicht / Keine Angabe	**14**	*+2*	**0**	*-1*	**0**	*-11*	**0**	*0*	**0**	*-9*	**3**	*-5*

QA9 Votre ménage reçoit-il la télévision par... ? (PLUSIEURS REPONSES POSSIBLES)
QA9 Does your household receive the television via...? (MULTIPLE ANSWERS POSSIBLE)
QA9 Empfängt Ihr Haushalt Fernsehsender über...? (MEHRFACHNENNUNGEN MÖGLICH)

1ère colonne: EB72 automne 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
2ème colonne: % changement par rapport à	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
EB68 automne 2007	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2
Une antenne hertzienne classique (sur le toit ou directement posée sur votre téléviseur)	**34**	*-7*	**2**	*0*	**21**	*-6*	**36**	*-30*	**16**	*-12*	**4**	*+2*	**3**	*+1*	**3**	*+2*	**27**	*-18*	**25**	*-14*	**95**	*-3*	**59**	*-18*
Un abonnement de télévision par câble	**30**	*-4*	**69**	*-18*	**62**	*-1*	**22**	*+5*	**66**	*+4*	**44**	*-10*	**46**	*-9*	**52**	*-9*	**45**	*+5*	**33**	*+2*	**1**	*+1*	**14**	*+3*
Un satellite grâce à une parabole	**24**	*+2*	**6**	*0*	**6**	*-1*	**22**	*+6*	**16**	*+2*	**48**	*+7*	**47**	*+7*	**42**	*+4*	**10**	*+1*	**42**	*+11*	**3**	*-2*	**5**	*-2*
Une télévision numérique terrestre (antenne + décodeur) (UTILISER EXEMPLE APPROPRIE – UK : Freeview\ Digibox - FR : TNT)	**23**	*+11*	**28**	*+18*	**12**	*+9*	**25**	*+19*	**5**	*+2*	**4**	*-1*	**4**	*0*	**4**	*+3*	**17**	*+12*	**5**	*0*	**2**	*+1*	**60**	*+48*
Un réseau téléphonique + modem	**4**	*+2*	**2**	*+1*	**0**	*0*	**1**	*-1*	**3**	*+2*	**1**	*+1*	**1**	*+1*	**1**	*+1*	**6**	*+2*	**1**	*0*	**1**	*+1*	**2**	*-1*
NSP	**1**	*0*	**1**	*0*	**1**	*-1*	**0**	*-1*	**1**	*-2*	**1**	*0*	**1**	*0*	**1**	*+1*	**1**	*0*	**1**	*0*	**0**	*0*	**0**	*-2*

1st column: EB72 autumn 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
2nd column: % change from EB68 autumn 2007	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2
An aerial (on the roof or on the top of the TV set)	**58**	*-9*	**61**	*-18*	**81**	*-10*	**32**	*-10*	**54**	*-5*	**6**	*0*	**17**	*-8*	**13**	*-4*	**0**	*0*	**7**	*+1*	**38**	*-15*	**54**	*-10*
A cable TV network	**10**	*+2*	**6**	*-4*	**7**	*0*	**46**	*-1*	**33**	*-4*	**63**	*-8*	**64**	*+3*	**64**	*-6*	**75**	*-8*	**46**	*-3*	**36**	*+3*	**35**	*+2*
Satellite TV via a satellite dish	**20**	*-2*	**22**	*+4*	**13**	*+3*	**19**	*+4*	**7**	*+3*	**24**	*-1*	**17**	*+5*	**12**	*-3*	**6**	*-2*	**49**	*+7*	**27**	*+11*	**8**	*+4*
Digital Terrestrial Television (aerial + decoder) (USE APPROPRIATE EXAMPLE IN EACH COUNTRY – UK: Freeview\ Digibox - FR: TNT)	**35**	*+14*	**33**	*+25*	**14**	*+7*	**6**	*+5*	**7**	*+6*	**5**	*+3*	**1**	*-2*	**20**	*+11*	**21**	*+9*	**6**	*+1*	**2**	*+1*	**3**	*+2*
The telephone network + modem	**19**	*+13*	**1**	*+1*	**1**	*0*	**2**	*+2*	**1**	*0*	**1**	*0*	**1**	*+1*	**1**	*0*	**2**	*+1*	**1**	*0*	**0**	*0*	**1**	*+1*
DK	**1**	*0*	**2**	*-1*	**0**	*0*	**2**	*+2*	**1**	*0*	**2**	*+1*	**1**	*+1*	**0**	*0*	**1**	*+1*	**1**	*+1*	**2**	*+2*	**1**	*0*

erste Spalte: EB72 Herbst 2009	RO		SI		SK		FI		SE		UK	
zweite Spalte: % Veränderungen im Vergleich zu	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
EB68 Herbst 2007	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2
eine Antenne (auf dem Dach oder Zimmerantenne)	**11**	*-3*	**28**	*-8*	**30**	*-19*	**38**	*-5*	**15**	*+1*	**33**	*-9*
einen Kabelanschluss	**64**	*-13*	**54**	*0*	**39**	*-2*	**34**	*-4*	**46**	*+3*	**16**	*0*
eine Satellitenschüssel	**6**	*+4*	**9**	*-3*	**25**	*+8*	**4**	*0*	**15**	*-4*	**35**	*+4*
digitales terrestrisches Fernsehen (Dach- oder Zimmerantenne + Decoder) (VERWENDUNG VON	**18**	*+10*	**6**	*+4*	**11**	*+6*	**29**	*+8*	**32**	*-4*	**31**	*0*
das Telefonnetz + Modem	**1**	*+1*	**10**	*+5*	**1**	*0*	**1**	*0*	**6**	*+1*	**1**	*0*
Weiß nicht / Keine Angabe	**2**	*+1*	**1**	*+1*	**0**	*-1*	**1**	*0*	**3**	*+2*	**1**	*0*

QA10 De quel type d'accès à Internet votre ménage dispose-t-il à la maison ? (PLUSIEURS REPONSES POSSIBLES)
QA10 How does your household access the Internet from home? (MULTIPLE ANSWERS POSSIBLE)
QA10 Wie wird in Ihrem Haushalt eine Verbindung zum Internet hergestellt? (MEHRFACHNENNUNGEN MÖGLICH)

1ère colonne: EB72 automne 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
2ème colonne: % changement par rapport à EB68 automne 2007	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Par une ligne téléphonique standard	7	-5	9	-1	3	-12	2	-5	4	-2	10	-6	10	-7	8	-14	3	-3	8	-27	8	-18	3	-9
Par une ligne numérisée du type RNIS\ ISDN	5	-3	1	0	2	-10	3	-3	3	+1	17	-6	16	-7	12	-13	2	-1	1	-8	4	-3	0	-4
Par un raccordement du type ADSL, XDSL ou similaire sur la ligne du téléphone fixe à l'aide d'un modem, d'une box ou d'un routeur (Internet à haut débit)	62	+3	50	-8	23	+12	29	+1	52	-4	70	+8	70	+10	70	+22	42	-7	60	+33	74	+10	80	+19
Par le réseau télévisé câblé à l'aide d'un modem pour câble, d'une box ou d'un routeur (Internet à haut débit)	15	+1	39	+6	36	-16	24	+5	33	+3	3	+1	3	+1	6	+3	41	+9	16	+10	1	+1	13	0
Par le réseau de téléphonie mobile	5	+1	1	0	3	0	5	-7	4	0	1	0	2	0	6	+3	3	+1	15	+11	2	-1	3	-1
Par le réseau satellite	2	+1	1	+1	2	0	19	+4	1	0	1	+1	1	+1	0	0	3	0	2	-4	3	+3	0	-1
Par le réseau d'électricité (SPONTANE)	0	0	0	0	2	+2	0	-1	0	-1	0	0	0	0	0	0	2	+1	0	-1	0	0	0	0
Par une ligne à fibre optique (SPONTANE)	1	+1	1	+1	12	+12	4	+4	3	+3	0	0	0	0	0	0	0	0	0	0	1	+1	0	0
Autre (SPONTANE – SPECIFIER)	2	+1	0	0	10	+10	13	0	1	0	0	0	0	0	0	0	1	-1	1	-6	2	+2	4	+3
NSP	4	+1	2	+2	9	-3	3	0	3	0	4	+1	3	0	3	0	5	+1	2	-6	8	+8	1	-7

1st column: EB72 autumn 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
2nd column: % change from EB68 autumn 2007	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Via a dial-up connection using a standard telephone line	8	0	11	-13	15	-8	11	-7	25	0	8	-4	3	-2	0	-7	3	-2	7	-5	5	0	3	-8
Via a dial-up connection using an ISDN line	0	0	4	-7	4	-9	6	-4	6	0	8	-4	1	-1	1	0	5	0	11	+3	3	-2	2	0
Via ADSL, XDSL or similar type of connection on the fixe telephone line using a modem, a box or a router (Broadband Internet)	85	0	72	+20	65	+9	27	-1	13	-2	61	-16	26	-14	61	0	64	-8	33	+5	27	-16	19	-10
Via the cable TV network using a cable modem, box or router (Broadband Internet)	5	0	1	-3	12	+9	32	+5	34	0	15	+13	54	+11	35	+12	23	+6	32	-2	30	+5	50	+5
Via the mobile phone network	2	+1	6	-3	7	+5	6	+1	8	+3	4	+3	8	+3	2	+1	3	+2	15	+2	14	+7	11	+3
Via the satellite network	1	+1	0	-1	2	+1	4	+1	3	+1	0	0	3	+1	0	0	0	0	2	0	6	+4	3	+2
Via a power line (SPONTANEOUS)	0	0	0	-1	0	0	1	0	0	0	0	-2	0	-1	0	0	0	0	0	-1	0	-1	1	+1
Via an optical fibre line (SPONTANEOUS)	1	+1	1	+1	0	0	5	+5	4	+4	0	0	1	+1	0	0	1	+1	0	0	0	0	1	+1
Other (SPONTANEOUS – SPECIFY)	1	0	2	+1	0	0	0	-3	1	-4	0	0	2	0	0	0	1	0	2	+1	6	-2	10	+10
DK	2	0	5	+2	6	-2	9	+3	7	-3	4	+1	3	+1	5	-1	4	+3	4	0	9	+4	6	0

erste Spalte: EB72 Herbst 2009	RO		SI		SK		FI		SE		UK	
zweite Spalte: % Veränderungen im Vergleich zu EB68 Herbst 2007	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Über eine normale Telefonleitung	6	-15	6	-7	4	-10	8	+2	6	-5	3	-4
Über eine ISDN-Leitung	6	+2	10	-4	7	-2	2	0	1	-1	1	-1
Über ADSL, DSL oder eine ähnliche Verbindung unter Nutzung einer Telefonleitung (Nutzung eines Modems, Einer Box oder eines Routers)	10	-5	48	+1	18	-2	69	-11	58	-5	60	-3
Über das Netzwerk des Kabelfernsehanbieters, indem Sie ein Kabelmodem, eine Box oder einen Router verwenden (Breitband-Internet)	44	-4	23	+3	27	0	8	+1	23	+8	21	+2
Per Mobilfunknetzwerk	9	+5	4	+1	14	-4	12	+6	12	+6	8	+4
Per Satellitennetzwerk	3	+3	1	0	14	0	1	+1	1	+1	6	+4
Spontan: über eine Stromleitung	0	0	0	0	0	-1	0	0	0	0	0	-1
Spontan: über eine Glasfaserleitung	16	+16	10	+10	6	+6	0	0	4	+4	0	0
Spontan: Sonstige, bitte eintragen	0	-9	2	-1	4	-1	1	0	1	0	1	+1
Weiß nicht / Keine Angabe	11	+7	1	-3	6	+2	3	0	3	-2	3	-1

QA11 Vous avez dit que votre ménage a accès à Internet uniquement via le réseau de téléphone mobile. Cet accès répond-il aux besoins de tous les membres de votre ménage qui veulent aller sur Internet à tout moment ?
QA11 You said the household's Internet access is via the mobile phone network only. Does this access serve the needs of all household members that want to go on the Internet anytime?
QA11 Sie haben angegeben, dass die Internetverbindung in Ihrem Haushalt nur über das Mobilfunknetzwerk hergestellt wird. Reicht dieser Zugang aus, um allen Familienmitgliedern die jederzeitige Internetnutzung zu ermöglichen?

	UE27 EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Oui	**85**	**91**	**76**	**83**	**64**	**74**	**87**	**100**	**70**	**78**
Non	**14**	**9**	**24**	**17**	**33**	**26**	**13**	**0**	**6**	**19**
NSP	**1**	**0**	**0**	**0**	**3**	**0**	**0**	**0**	**24**	**3**

	EL	ES	FR	IT	CY	LV	LT	LU	HU	NL
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Yes	**69**	**100**	**100**	**88**	**100**	**71**	**70**	**65**	**100**	**79**
No	**31**	**0**	**0**	**9**	**0**	**29**	**28**	**30**	**0**	**21**
DK	**0**	**0**	**0**	**3**	**0**	**0**	**2**	**5**	**0**	**0**

	AT	PL	PT	RO	SI	SK	FI	SE	UK
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Ja	**89**	**81**	**81**	**65**	**83**	**83**	**83**	**90**	**86**
Nein	**10**	**19**	**15**	**23**	**17**	**11**	**17**	**10**	**14**
Weiß nicht / Keine Angabe	**1**	**0**	**4**	**12**	**0**	**6**	**0**	**0**	**0**

QA12 Et quels appareils de connexion votre ménage utilise-t-il pour aller sur Internet ? (PLUSIEURS REPONSES POSSIBLES)
QA12 And which connecting devices do your household use to go on the Internet? (MULTIPLE ANSWERS POSSIBLE)
QA12 Und welches Gerät nutzen Sie in Ihrem Haushalt, um damit ins Internet zu gehen? (MEHRFACHNENNUNGEN MÖGLICH)

	UE27 EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Un téléphone mobile	**30**	**19**	**45**	**44**	**41**	**50**	**24**	**0**	**41**	**38**
Un ordinateur portatif ou de poche (PDA)	**4**	**22**	**40**	**7**	**14**	**0**	**0**	**0**	**12**	**2**
Un ordinateur connecté à Internet par une carte Internet, un modem USB qui y est inséré	**60**	**48**	**27**	**66**	**43**	**26**	**45**	**62**	**31**	**50**
Un ordinateur connecté à Internet par un téléphone mobile (SPONTANE)	**14**	**11**	**34**	**0**	**39**	**43**	**33**	**24**	**0**	**19**
Autre (SPONTANE)	**3**	**0**	**0**	**0**	**6**	**0**	**7**	**14**	**10**	**0**
NSP	**2**	**0**	**9**	**0**	**0**	**0**	**0**	**0**	**24**	**3**

	EL	ES	FR	IT	CY	LV	LT	LU	HU	NL
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
A mobile phone	**18**	**23**	**0**	**34**	**27**	**43**	**30**	**33**	**11**	**0**
Handheld or pocket computer (PDA)	**0**	**0**	**0**	**0**	**27**	**4**	**6**	**34**	**0**	**0**
A computer that is connected to the Internet via an Internet card, an USB modem that is plugged into it	**62**	**88**	**73**	**51**	**36**	**50**	**61**	**37**	**76**	**100**
A computer that is connected to the internet via the mobile phone (SPONTANEOUS)	**38**	**29**	**27**	**14**	**37**	**3**	**2**	**7**	**13**	**0**
Other (SPONTANEOUS)	**0**	**0**	**0**	**4**	**0**	**0**	**5**	**0**	**0**	**0**
DK	**0**	**0**	**0**	**2**	**0**	**0**	**3**	**0**	**3**	**0**

	AT	PL	PT	RO	SI	SK	FI	SE	UK
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Ein Handy	**17**	**14**	**1**	**38**	**36**	**20**	**20**	**29**	**63**
Ein Handheld/PDA oder einen Pocket-PC	**3**	**2**	**2**	**0**	**11**	**3**	**6**	**19**	**9**
Einen Computer, der über eine integrierte Internetkarte oder ein USB-Modem mit dem Internet verbunden ist	**55**	**76**	**69**	**32**	**74**	**72**	**57**	**39**	**59**
Einen Computer, der über das Mobiltelefon mit dem Internet verbunden ist	**28**	**7**	**21**	**21**	**21**	**0**	**30**	**31**	**2**
Spontan: Sonstiges	**3**	**2**	**0**	**3**	**0**	**0**	**3**	**9**	**4**
Weiß nicht / Keine Angabe	**2**	**5**	**9**	**6**	**0**	**7**	**0**	**4**	**0**

QA12B Data mobile
QA12B Mobile data
QA12B Mobildaten

	UE27 EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Ménages avec uniquement Data Mobile	4	1	2	4	3	1	2	5	3	11
Ménages avec Internet Fixe et Data Mobile	1	0	1	0	1	0	0	1	0	4
Ménages à Haut Débit Mobile	4	1	2	3	2	1	2	4	2	8
Ménages d'une personne à Haut Débit Mobile	1	0	0	0	1	1	1	2	1	1
Ménages de plusieurs personnes à Haut Débit Mobile	2	1	2	3	1	0	1	3	1	7

	EL	ES	FR	IT	CY	LV	LT	LU	HU	MT
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Households with Mobile Data only	2	2	0	5	1	5	7	4	7	0
Households with Fixed Internet and Mobile Data	0	2	1	1	6	1	1	0	1	2
Households with Mobile Broadband	1	2	0	5	1	4	6	3	6	0
Single households with Mobile Broadband	1	1	0	1	1	2	1	2	1	0
Multiple occupancy households with Mobile Broadband	0	1	0	4	1	3	5	1	6	0

	NL	AT	PL	PT	RO	SI	SK	FI	SE	UK
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Haushalte, die ausschließlich einen mobilen Internetzugang besitzen	0	12	14	11	5	2	14	9	5	6
Haushalte, die einen Festnetz-Internetzugang und einen mobilen Internetzugang besitzen	3	3	1	0	3	1	0	4	8	2
Haushalte mit mobilem Breitbandanschluss	1	12	12	6	5	2	11	8	6	5
Einpersonenhaushalte mit mobilem Breitbandanschluss	1	4	2	0	2	0	4	4	3	1
Mehrpersonenhaushalte mit mobilem Breitbandanschluss	0	8	9	6	3	1	7	4	3	4

QA13 Et est-il toujours possible d'accéder à Internet à la maison ?
QA13 And is it possible to always access the Internet in your home?
QA13 Ist es in Ihrem Haushalt zu jeder Zeit möglich, auf das Internet zuzugreifen?

	UE27 EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Oui, le dispositif qui permet de se connecter à Internet est en permanence à la maison	**93**	**94**	**93**	**97**	**98**	**97**	**97**	**97**	**95**	**90**
Non, il n'est pas possible d'avoir toujours accès à Internet parce que le dispositif est mobile et pas toujours à la maison	**5**	**5**	**2**	**2**	**2**	**2**	**2**	**2**	**3**	**7**
NSP	**2**	**1**	**5**	**1**	**0**	**1**	**1**	**1**	**2**	**3**

	EL	ES	FR	IT	CY	LV	LT	LU	HU	MT
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Yes, the device that connects to the Internet is permanently at home	**85**	**97**	**92**	**91**	**89**	**93**	**89**	**92**	**96**	**95**
No, it is not possible to always access the Internet because the device is mobile and not always at home	**8**	**3**	**7**	**4**	**10**	**5**	**7**	**6**	**3**	**2**
DK	**7**	**0**	**1**	**5**	**1**	**2**	**4**	**2**	**1**	**3**

	NL	AT	PL	PT	RO	SI	SK	FI	SE	UK
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Ja, das Gerät, mit dem die Internetverbindung hergestellt wird, befindet sich immer im Haus	**97**	**93**	**91**	**81**	**92**	**94**	**93**	**92**	**96**	**89**
Nein, eine Internetverbindung ist nicht immer möglich, da diese über ein mobiles Gerät hergestellt wird, das sich nicht immer im Haus befindet	**2**	**6**	**5**	**12**	**5**	**4**	**6**	**8**	**3**	**10**
Weiß nicht / Keine Angabe	**1**	**1**	**4**	**7**	**3**	**2**	**1**	**0**	**1**	**1**

QA15 Dans votre ménage, quelqu'un, y compris vous-même, utilise-t-il un PC à la maison pour téléphoner via Internet ?
QA15 Does any household member, including yourself, use a PC at home to make phone calls over the Internet?
QA15 Nutzen Sie oder jemand in Ihrem Haushalt den Computer zu Hause, um über das Internet zu telefonieren?

1ère colonne: EB72 automne 2009 2ème colonne: % changement par rapport à EB68 automne 2007	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Non	**76**	*0*	**82**	*0*	**41**	*-5*	**49**	*0*	**72**	*0*	**82**	*+2*	**82**	*+1*	**78**	*-9*	**67**	*-4*	**77**	*-7*	**76**	*-10*	**85**	*+2*
Oui, vous appelez des utilisateurs qui ont souscrit le même service de téléphone gratuit via Internet que vous (ENQ. : des sites d'appels comme SKYPE)	**17**	*+1*	**11**	*-4*	**46**	*+10*	**49**	*+4*	**22**	*+1*	**13**	*+1*	**14**	*+3*	**17**	*+12*	**24**	*0*	**17**	*+9*	**10**	*+3*	**7**	*0*
Oui, vous passez des appels internationaux à moindre coût vers des lignes fixes ou mobiles, en utilisant un service de téléphone par Internet	**3**	*-1*	**4**	*+3*	**3**	*-1*	**1**	*-2*	**3**	*-1*	**2**	*-1*	**2**	*-1*	**3**	*0*	**7**	*+5*	**2**	*-1*	**5**	*-2*	**2**	*-1*
Oui, les deux options (SPONTANE)	**2**	*0*	**2**	*0*	**6**	*0*	**0**	*-2*	**2**	*0*	**1**	*-1*	**1**	*-1*	**2**	*-1*	**1**	*0*	**1**	*-1*	**3**	*+3*	**3**	*+2*
NSP	**2**	*0*	**1**	*+1*	**4**	*-4*	**1**	*0*	**1**	*0*	**2**	*-1*	**1**	*-2*	**0**	*-2*	**1**	*-1*	**3**	*0*	**6**	*+6*	**3**	*-3*
Oui	**22**	*0*	**17**	*-1*	**55**	*+9*	**50**	*0*	**27**	*0*	**16**	*-1*	**17**	*+1*	**22**	*+11*	**32**	*+5*	**20**	*+7*	**18**	*+4*	**12**	*+1*

1st column: EB72 autumn 2009 2nd column: % change from EB68 autumn 2007	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
No	**71**	*-3*	**82**	*+6*	**59**	*-11*	**38**	*-8*	**33**	*-7*	**73**	*-2*	**65**	*0*	**80**	*+1*	**79**	*-5*	**78**	*0*	**62**	*+13*	**90**	*+7*
Yes, you call users who have subscribed to the same Internet phone service as you, for free (INT.: Internet call sites such as SKYPE)	**16**	*0*	**12**	*-4*	**22**	*+14*	**58**	*+13*	**61**	*+7*	**21**	*+2*	**30**	*+1*	**14**	*+1*	**17**	*+4*	**17**	*+2*	**32**	*-12*	**4**	*-4*
Yes, you make cheap international calls to landlines or mobile phones by mean of an Internet phone service	**8**	*+2*	**1**	*-3*	**10**	*-1*	**2**	*-1*	**3**	*-1*	**3**	*0*	**0**	*-4*	**1**	*-2*	**3**	*0*	**3**	*0*	**2**	*-2*	**1**	*0*
Yes, both options (SPONTANEOUS)	**2**	*0*	**1**	*0*	**6**	*+4*	**1**	*-2*	**1**	*+1*	**1**	*0*	**3**	*+2*	**0**	*-1*	**0**	*0*	**1**	*-1*	**1**	*0*	**1**	*-1*
DK	**3**	*+1*	**4**	*+1*	**3**	*-6*	**1**	*-2*	**2**	*0*	**2**	*0*	**2**	*+1*	**5**	*+1*	**1**	*+1*	**1**	*-1*	**3**	*+1*	**4**	*-2*
Yes	**26**	*+2*	**14**	*-7*	**38**	*+17*	**61**	*+10*	**65**	*+7*	**25**	*+2*	**33**	*-1*	**15**	*-2*	**20**	*+4*	**21**	*+1*	**35**	*-14*	**6**	*-5*

erste Spalte: EB72 Herbst 2009 zweite Spalte: % Veränderungen im Vergleich zu EB68 Herbst 2007	RO		SI		SK		FI		SE		UK	
	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Nein	**75**	*+7*	**73**	*-6*	**53**	*-4*	**73**	*+1*	**77**	*-6*	**81**	*0*
Ja, Sie rufen kostenlos Nutzer an, die beim gleichen Internet-Telefondienst angemeldet sind wie Sie (Seiten für Internet-Telefonie wie SKYPE)	**13**	*-7*	**17**	*0*	**43**	*+8*	**22**	*-3*	**19**	*+7*	**15**	*+4*
Ja, Sie rufen über einen Internet-Telefondienst billig Festnetzanschlüsse oder Handys im Ausland an	**5**	*+2*	**4**	*+2*	**4**	*0*	**3**	*+2*	**1**	*-1*	**2**	*-4*
Spontan: Ja, beide Möglichkeiten werden genutzt	**2**	*-2*	**4**	*+3*	**0**	*-2*	**1**	*-1*	**2**	*+1*	**0**	*0*
Weiß nicht / Keine Angabe	**5**	*0*	**2**	*+1*	**0**	*-2*	**1**	*+1*	**1**	*-1*	**2**	*0*
Ja	**20**	*-7*	**25**	*+5*	**47**	*+6*	**26**	*-2*	**22**	*+7*	**17**	*0*

QA17 Avez-vous ou quelqu'un dans votre ménage a-t-il envisagé de changer de fournisseur d'accès à Internet ? (ROTATION ITEMS 2 A 11 – PLUSIEURS REPONSES POSSIBLES)
QA17 Have you or someone in your household ever considered changing Internet service provider? (ROTATE ITEMS 2 TO 11 – MULTIPLE ANSWERS POSSIBLE)
QA17 Haben Sie oder jemand in Ihrem Haushalt jemals darüber nachgedacht, Ihren Internetanbieter zu wechseln? (ITEMS 2 BIS 11 ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

1ère colonne: EB72 automne 2009 2ème colonne: % changement par rapport à EB64 automne 2005	EU27 UE27	EU25 UE25	BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
	EB 72.5	EB 64.4	EB 72.5	EB 64.4	EB 72.5	EB 64.4	EB 72.5	EB 64.4	EB 72.5	EB 64.4	EB 72.5	EB 64.4	EB 72.5	EB 64.4	EB 72.5	EB 64.4	EB 72.5	EB 64.4	EB 72.5	EB 64.4	EB 72.5	EB 64.4	EB 72.5	EB 64.4
Non, ni vous ni quelqu'un de votre ménage ne l'a jamais envisagé	**59**	*-3*	**73**	*-1*	**80**	*+28*	**64**	*+11*	**45**	*-14*	**55**	*-3*	**56**	*-2*	**59**	*0*	**61**	*-5*	**56**	*+4*	**61**	*-7*	**51**	*-21*
Oui, mais vous et les membres de votre ménage êtes satisfait(e)(s) du service actuellement fourni	**10**	*+1*	**6**	*0*	**6**	*-12*	**14**	*+6*	**14**	*-2*	**11**	*+2*	**11**	*+2*	**10**	*-1*	**10**	*+7*	**16**	*-3*	**8**	*-1*	**20**	*+18*
Oui, mais là où vous et votre ménage vivez il n'y a pas d'autre fournisseur d'accès à Internet qui vous fournirait un bon rapport qualité prix	**4**	*+4*	**1**	*+1*	**3**	*+3*	**6**	*+6*	**5**	*+5*	**3**	*+3*	**3**	*+3*	**5**	*+5*	**7**	*+7*	**11**	*+11*	**1**	*+1*	**5**	*+5*
Oui, vous ou un membre de votre ménage a déjà	**9**	*+1*	**5**	*-1*	**1**	*-1*	**3**	*-1*	**22**	*+15*	**11**	*-2*	**10**	*-3*	**9**	*-1*	**6**	*+2*	**7**	*0*	**8**	*+4*	**9**	*+4*
Oui, vous ou les membres de votre ménage changent chaque fois qu'il y a de meilleures conditions offertes par d'autres fournisseurs d'accès à Internet	**2**	*-1*	**2**	*-1*	**2**	*+1*	**1**	*-1*	**3**	*-1*	**2**	*-1*	**2**	*-2*	**3**	*-1*	**2**	*0*	**1**	*0*	**3**	*-3*	**3**	*-2*
Oui, mais vous et les membres de votre ménage êtes lié(e)(s) par les conditions du contrat de votre fournisseur actuel	**5**	*+2*	**5**	*+2*	**4**	*+3*	**5**	*-2*	**4**	*+2*	**9**	*+6*	**8**	*+5*	**6**	*+4*	**1**	*-2*	**2**	*-1*	**5**	*+4*	**4**	*+4*
Oui, mais vous et les membres de votre ménage avez obtenu l'accès Internet via une offre comprenant plusieurs services (bouquet\ pack\ bundle) et changer de fournisseur est dès lors plus difficile	**3**	*+2*	**2**	*+1*	**1**	*-1*	**2**	*-2*	**7**	*+5*	**3**	*0*	**3**	*+1*	**4**	*+3*	**4**	*+3*	**2**	*+1*	**5**	*+5*	**1**	*0*
Oui, mais vous et les membres de votre ménage ne voulez pas perdre vos adresses e-mail actuelles\ vos liens vers des pages Internet sur le serveur de votre fournisseur de service Internet	**2**	*0*	**2**	*-1*	**0**	*-3*	**1**	*-2*	**2**	*+1*	**2**	*0*	**2**	*0*	**2**	*-1*	**0**	*0*	**1**	*+1*	**2**	*+1*	**1**	*0*
Oui, il y a des offres plus intéressantes chez d'autres fournisseurs, mais vous et les membres de votre ménage ne leur faites pas confiance	**3**	*0*	**2**	*+1*	**2**	*-2*	**4**	*-2*	**3**	*+2*	**4**	*+1*	**4**	*0*	**6**	*0*	**2**	*0*	**1**	*-1*	**4**	*+3*	**5**	*+1*
Oui, mais cela demande trop d'efforts et de temps	**6**	*+1*	**4**	*0*	**2**	*-3*	**6**	*+3*	**7**	*+3*	**7**	*+1*	**8**	*+2*	**9**	*+1*	**4**	*+1*	**4**	*-3*	**2**	*0*	**2**	*0*
Oui, mais vous et les membres de votre ménage ne saviez pas qu'il est actuellement possible de changer de fournisseur	**1**	*+1*	**1**	*+1*	**1**	*-3*	**0**	*-1*	**1**	*0*	**1**	*+1*	**1**	*+1*	**0**	*0*	**1**	*-5*	**1**	*0*	**1**	*+1*	**0**	*-1*
Autre (SPONTANE)	**3**	*-1*	**2**	*-1*	**0**	*0*	**0**	*-1*	**3**	*-4*	**2**	*-2*	**2**	*-2*	**2**	*-2*	**2**	*-4*	**3**	*-1*	**1**	*0*	**2**	*-1*
NSP	**3**	*-1*	**1**	*-1*	**4**	*-8*	**1**	*-9*	**1**	*-2*	**1**	*-1*	**1**	*-1*	**1**	*0*	**4**	*-1*	**3**	*-5*	**7**	*-1*	**2**	*-5*
Oui	**39**	*+5*	**26**	*+2*	**16**	*-20*	**35**	*-3*	**54**	*+16*	**43**	*+2*	**43**	*+3*	**40**	*0*	**35**	*+6*	**41**	*+1*	**31**	*+7*	**47**	*+26*

QA17 Avez-vous ou quelqu'un dans votre ménage a-t-il envisagé de changer de fournisseur d'accès à Internet ? (ROTATION ITEMS 2 A 11 – PLUSIEURS REPONSES POSSIBLES)
QA17 Have you or someone in your household ever considered changing Internet service provider? (ROTATE ITEMS 2 TO 11 – MULTIPLE ANSWERS POSSIBLE)
QA17 Haben Sie oder jemand in Ihrem Haushalt jemals darüber nachgedacht, Ihren Internetanbieter zu wechseln? (ITEMS 2 BIS 11 ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

1st column: EB72 autumn 2009 2nd column: % change from EB64 autumn 2005	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
	EB 72.5	EB 64.4	EB 72.5	EB 64.4	EB 72.5	EB 64.4	EB 72.5	EB 64.4	EB 72.5	EB 64.4	EB 72.5	EB 64.4	EB 72.5	EB 64.4	EB 72.5	EB 64.4	EB 72.5	EB 64.4	EB 72.5	EB 64.4	EB 72.5	EB 64.4	EB 72.5	EB 64.4
No, you and the members of your household never considered it	**65**	*+1*	**63**	*+2*	**69**	*-19*	**62**	*-10*	**65**	*-13*	**78**	*+2*	**85**	*+7*	**72**	*+13*	**55**	*-8*	**59**	*-1*	**62**	*-2*	**62**	*-11*
Yes, but you and the members of your household are satisfied with the current service you get	**7**	*0*	**9**	*-4*	**9**	*+6*	**10**	*+2*	**7**	*+3*	**6**	*-1*	**3**	*+2*	**5**	*-5*	**11**	*+2*	**14**	*+3*	**6**	*-2*	**10**	*+5*
Yes, but there are no other Internet access providers in the area of your household which would deliver good value for money	**2**	*+2*	**6**	*+6*	**5**	*+5*	**7**	*+7*	**5**	*+5*	**1**	*+1*	**2**	*+2*	**0**	*0*	**2**	*+2*	**3**	*+3*	**5**	*+5*	**3**	*+3*
Yes, you or someone in your household has already changed	**11**	*+3*	**7**	*+1*	**4**	*+2*	**5**	*0*	**6**	*+4*	**5**	*+2*	**1**	*-3*	**10**	*0*	**10**	*+2*	**7**	*-1*	**4**	*-2*	**6**	*+2*
Yes, you or someone in your household changes each time there are better conditions offered by another Internet provider	**2**	*-1*	**2**	*+1*	**1**	*+1*	**1**	*+1*	**1**	*0*	**2**	*0*	**4**	*+3*	**3**	*-4*	**2**	*-1*	**4**	*+2*	**1**	*-1*	**3**	*-1*
Yes, but you and the members of your household are bound by your contract conditions to your current provider	**3**	*-3*	**3**	*+2*	**2**	*+2*	**6**	*+3*	**9**	*+7*	**3**	*+1*	**3**	*0*	**2**	*+1*	**2**	*-1*	**7**	*+4*	**6**	*+1*	**5**	*+4*
Yes, but you and the members of your household are getting the Internet access via a package (bundle) which makes it difficult to switch to another provider	**1**	*0*	**2**	*+2*	**4**	*+4*	**3**	*+1*	**0**	*-1*	**3**	*+2*	**2**	*+2*	**3**	*+3*	**3**	*+3*	**6**	*+2*	**2**	*0*	**1**	*+1*
Yes, but you and the members of your household do not want to lose your current e-mail address(es)\ web page(s) hosted on the server of the Internet service provider	**2**	*0*	**3**	*+2*	**3**	*+1*	**0**	*0*	**1**	*+1*	**1**	*+1*	**0**	*-2*	**2**	*-1*	**5**	*+3*	**4**	*0*	**2**	*+2*	**0**	*0*
Yes, there are more interesting offers from other providers but you and the members of your household do not trust them	**3**	*0*	**6**	*+3*	**5**	*+2*	**2**	*+1*	**2**	*0*	**2**	*+1*	**2**	*+1*	**1**	*+1*	**4**	*+2*	**5**	*-2*	**2**	*+1*	**3**	*+2*
Yes, but it takes too much effort and time to do it	**6**	*+2*	**3**	*+1*	**4**	*+2*	**5**	*0*	**3**	*-2*	**3**	*+1*	**0**	*-1*	**2**	*0*	**14**	*+7*	**9**	*+4*	**5**	*-1*	**2**	*0*
Yes, but you and the members of your household did not know it is actually possible to change provider	**0**	*0*	**0**	*-1*	**0**	*0*	**1**	*0*	**1**	*+1*	**0**	*0*	**1**	*0*	**0**	*0*	**0**	*0*	**2**	*+1*	**0**	*0*	**1**	*+1*
Other (SPONTANEOUS)	**3**	*-2*	**2**	*-1*	**3**	*+2*	**2**	*-1*	**1**	*-3*	**1**	*-2*	**0**	*-3*	**1**	*-2*	**5**	*0*	**0**	*-2*	**3**	*-4*	**2**	*-1*
DK	**2**	*+1*	**5**	*-6*	**3**	*+3*	**2**	*0*	**1**	*-3*	**0**	*-2*	**2**	*-5*	**3**	*-2*	**1**	*0*	**1**	*-2*	**7**	*+4*	**6**	*-3*
Yes	**33**	*-2*	**33**	*+5*	**28**	*+17*	**36**	*+10*	**34**	*+16*	**21**	*-2*	**13**	*-2*	**26**	*-11*	**44**	*+8*	**40**	*+4*	**31**	*-2*	**32**	*+14*

QA17 Avez-vous ou quelqu'un dans votre ménage a-t-il envisagé de changer de fournisseur d'accès à Internet ? (ROTATION ITEMS 2 A 11 – PLUSIEURS REPONSES POSSIBLES)
QA17 Have you or someone in your household ever considered changing Internet service provider? (ROTATE ITEMS 2 TO 11 – MULTIPLE ANSWERS POSSIBLE)
QA17 Haben Sie oder jemand in Ihrem Haushalt jemals darüber nachgedacht, Ihren Internetanbieter zu wechseln? (ITEMS 2 BIS 11 ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

erste Spalte: EB72 Herbst 2009 zweite Spalte: % Veränderungen im Vergleich zu EB64 Herbst 2005	RO		SI		SK		FI		SE		UK	
	EB 72.5	EB 64.4	EB 72.5	EB 64.4	EB 72.5	EB 64.4	EB 72.5	EB 64.4	EB 72.5	EB 64.4	EB 72.5	EB 64.4
Nein, Sie oder jemand anderes im Haushalt haben nie darüber nachgedacht	**64**	*+26*	**58**	*-1*	**54**	*+1*	**55**	*-15*	**45**	*-12*	**52**	*-10*
Ja, aber Sie sind zufrieden mit dem Service, den Sie jetzt bekommen	**11**	*+11*	**10**	*-4*	**11**	*-11*	**10**	*+2*	**18**	*+7*	**9**	*-1*
Ja, aber es gibt in der Gegend Ihres Haushalts keinen anderen Internetanbieter, der ein gutes Preis-Leistungsverhältnis bietet	**10**	*+10*	**5**	*+5*	**5**	*+5*	**2**	*+2*	**5**	*+5*	**4**	*+4*
Ja, Sie oder jemand anderes in Ihrem Haushalt haben bereits gewechselt.	**4**	*+4*	**7**	*+1*	**1**	*-1*	**13**	*+8*	**15**	*+4*	**12**	*+3*
Ja, Sie oder jemand anderes in Ihrem Haushalt wechseln jedes Mal, wenn ein Anbieter bessere Konditionen anbietet.	**2**	*+2*	**1**	*0*	**4**	*-2*	**1**	*-1*	**3**	*0*	**4**	*+1*
Ja, aber Sie und die anderen in Ihrem Haushalt sind durch Ihre Vertragsbedingungen an Ihren jetzigen Anbieter gebunden.	**4**	*+1*	**7**	*+4*	**14**	*+3*	**7**	*+5*	**8**	*+3*	**5**	*+3*
Ja, aber Sie und die anderen in Ihrem Haushalt erhalten Ihren Internetanschluss in einem Leistungspaket, weshalb es schwierig ist, zu einem anderen Anbieter zu wechseln	**2**	*0*	**4**	*+3*	**6**	*+4*	**2**	*0*	**7**	*+6*	**5**	*+4*
Ja, aber Sie und die anderen in Ihrem Haushalt möchten Ihre jetzige e-Mail Adresse nicht verlieren.	**0**	*-1*	**2**	*+1*	**2**	*-1*	**3**	*0*	**4**	*+2*	**1**	*-1*
Ja, es gibt interessantere Angebote von anderen Anbietern, aber Sie und die anderen in Ihrem Haushalt vertrauen ihnen nicht	**1**	*-1*	**2**	*-1*	**3**	*-2*	**2**	*+1*	**3**	*+2*	**2**	*0*
Ja, aber es kostet zu viel Aufwand und Zeit	**1**	*-2*	**7**	*+4*	**7**	*+1*	**9**	*+3*	**13**	*+6*	**7**	*+2*
Ja, aber Sie und die anderen in Ihrem Haushalt wussten nicht, dass man den Anbieter überhaupt wechseln kann.	**1**	*0*	**3**	*+1*	**0**	*-1*	**2**	*+2*	**0**	*0*	**0**	*0*
Spontan: Sonstiges	**0**	*0*	**4**	*-5*	**0**	*0*	**4**	*-1*	**4**	*-3*	**3**	*+1*
Weiß nicht / Keine Angabe	**6**	*-44*	**1**	*-2*	**2**	*-1*	**1**	*+1*	**1**	*0*	**3**	*-2*
Ja	**30**	*+18*	**41**	*+3*	**45**	*+1*	**45**	*+16*	**55**	*+14*	**46**	*+12*

QA18 Pourquoi n'avez-vous pas un accès Internet à haut débit dans votre foyer ? (PLUSIEURS REPONSES POSSIBLES)
QA18 Why does your household not have broadband Internet access? (MULTIPLE ANSWERS POSSIBLE)
QA18 Warum hat Ihr Haushalt keinen Breitband-Internetzugang? (MEHRFACHNENNUNGEN MÖGLICH)

1ère colonne: EB72 automne 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
2ème colonne: % changement par rapport à EB68 automne 2007	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Vous ou un membre de votre ménage prévoyez de vous abonner\ connecter à un accès à haut débit dans les 2 mois à venir	**7**	*-2*	**6**	*+1*	**13**	*+8*	**13**	*+4*	**14**	*+5*	**9**	*+3*	**8**	*+1*	**2**	*-7*	**21**	*0*	**17**	*+6*	**4**	*-3*	**0**	*-13*
Vous et les membres de votre ménage êtes satisfait(e)(s) de la vitesse de votre raccordement téléphonique actuel	**26**	*-4*	**31**	*-22*	**35**	*+7*	**47**	*+8*	**43**	*+16*	**22**	*-9*	**23**	*-9*	**30**	*-4*	**28**	*0*	**11**	*-1*	**40**	*-7*	**14**	*-11*
L'endroit où se situe votre ménage n'est pas couvert par une infrastructure de réseau d'accès à haut débit	**16**	*+1*	**2**	*-1*	**0**	*-3*	**0**	*-10*	**11**	*+4*	**10**	*-7*	**12**	*-4*	**29**	*+18*	**15**	*0*	**35**	*+19*	**6**	*+4*	**0**	*-11*
Le coût de raccordement au réseau haut débit coûte trop cher	**4**	*-5*	**6**	*-4*	**0**	*-15*	**3**	*-11*	**14**	*+9*	**0**	*-8*	**2**	*-7*	**11**	*-3*	**0**	*-14*	**6**	*+3*	**9**	*-3*	**0**	*-7*
L'abonnement mensuel à un réseau Internet à haut débit coûte trop cher	**5**	*-5*	**4**	*-18*	**4**	*-16*	**0**	*-18*	**16**	*+5*	**5**	*-2*	**5**	*-3*	**7**	*-5*	**0**	*-16*	**3**	*-5*	**1**	*-15*	**4**	*-17*
Le contenu des sites ou les services de communication électronique ne sont pas suffisamment attrayants pour justifier une dépense supplémentaire	**3**	*-1*	**3**	*-2*	**3**	*-3*	**12**	*+5*	**5**	*+2*	**2**	*-2*	**2**	*-2*	**1**	*-5*	**0**	*0*	**4**	*+2*	**6**	*+3*	**0**	*-3*
Le dispositif de connexion de votre ménage (p.e. un PC) n'est pas compatible à un accès haut débit	**5**	*+2*	**7**	*+5*	**15**	*+10*	**11**	*+7*	**3**	*+3*	**5**	*+2*	**6**	*+2*	**11**	*+3*	**0**	*0*	**3**	*+2*	**5**	*+5*	**0**	*-3*
Vous et les membres de votre ménage n'utilisez pas suffisamment Internet (SPONTANE)	**10**	*-3*	**23**	*+8*	**0**	*-3*	**11**	*+3*	**11**	*-2*	**11**	*-3*	**11**	*-2*	**15**	*+5*	**0**	*-3*	**3**	*-8*	**2**	*-22*	**0**	*-8*
Autre (SPONTANE)	**5**	*0*	**10**	*+2*	**0**	*-2*	**0**	*-6*	**7**	*+1*	**4**	*+1*	**4**	*+1*	**2**	*-1*	**0**	*-3*	**0**	*0*	**0**	*-5*	**12**	*+6*
NSP	**26**	*+10*	**15**	*+6*	**37**	*+10*	**3**	*-6*	**3**	*-32*	**35**	*+15*	**31**	*+13*	**10**	*+2*	**36**	*+9*	**22**	*-19*	**32**	*+30*	**70**	*+43*

1st column: EB72 autumn 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
2nd column: % change from EB68 autumn 2007	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
You or someone in your household plan to subscribe\ connect to a broadband access in the next two months	**0**	*-6*	**7**	*-4*	**13**	*+11*	**5**	*0*	**2**	*+1*	**2**	*-16*	**10**	*+5*	**0**	*0*	**0**	*-4*	**9**	*+2*	**13**	*+3*	**4**	*-13*
You and the members of your household are satisfied with the speed of your current dial-up connection	**11**	*+1*	**34**	*+1*	**33**	*0*	**39**	*0*	**35**	*+8*	**34**	*+12*	**41**	*+10*	**84**	*+52*	**30**	*-4*	**49**	*+8*	**16**	*-10*	**41**	*+7*
The local area of your household is not covered by a broadband access network infrastructure	**56**	*+16*	**17**	*-1*	**0**	*-3*	**10**	*0*	**11**	*-5*	**0**	*0*	**6**	*-15*	**0**	*0*	**7**	*+3*	**6**	*+1*	**7**	*-9*	**27**	*+16*
The initial installation cost for the broadband network is too high	**5**	*-4*	**6**	*-2*	**7**	*-1*	**10**	*+2*	**1**	*-8*	**1**	*-12*	**6**	*+3*	**0**	*-7*	**3**	*-1*	**10**	*-8*	**9**	*-12*	**14**	*+10*
The monthly subscription cost of broadband Internet is too high	**0**	*-14*	**5**	*-2*	**8**	*+4*	**6**	*-1*	**3**	*-6*	**1**	*-8*	**11**	*-11*	**0**	*0*	**11**	*+4*	**13**	*-19*	**2**	*-19*	**11**	*+8*
There is not enough attractive online content or e-services justifying the extra-cost	**0**	*-2*	**3**	*-1*	**0**	*0*	**2**	*+1*	**2**	*-1*	**1**	*0*	**0**	*0*	**0**	*0*	**1**	*-1*	**5**	*+4*	**9**	*+6*	**0**	*-5*
The equipment of your household (e.g. PC) is not compatible with broadband	**6**	*+1*	**2**	*+2*	**0**	*-3*	**0**	*-2*	**3**	*-3*	**0**	*-4*	**0**	*0*	**0**	*0*	**4**	*-2*	**6**	*-1*	**6**	*+4*	**0**	*0*
You and the members of your household do not use Internet enough (SPONTANEOUS)	**5**	*-12*	**18**	*+4*	**7**	*-8*	**8**	*+3*	**6**	*+2*	**18**	*+3*	**16**	*+7*	**0**	*-30*	**3**	*-16*	**21**	*-2*	**1**	*-1*	**13**	*+10*
Other (SPONTANEOUS)	**11**	*+7*	**2**	*-6*	**0**	*-5*	**1**	*+1*	**6**	*0*	**0**	*-13*	**4**	*-7*	**0**	*0*	**1**	*-13*	**3**	*0*	**0**	*-3*	**0**	*0*
DK	**12**	*+6*	**13**	*+2*	**38**	*+6*	**24**	*-2*	**34**	*+8*	**43**	*+13*	**24**	*+13*	**16**	*-15*	**47**	*+31*	**7**	*+2*	**41**	*+24*	**4**	*-27*

QA18 Pourquoi n'avez-vous pas un accès Internet à haut débit dans votre foyer ? (PLUSIEURS REPONSES POSSIBLES)
QA18 Why does your household not have broadband Internet access? (MULTIPLE ANSWERS POSSIBLE)
QA18 Warum hat Ihr Haushalt keinen Breitband-Internetzugang? (MEHRFACHNENNUNGEN MÖGLICH)

erste Spalte: EB72 Herbst 2009	RO		SI		SK		FI		SE		UK	
zweite Spalte: % Veränderungen im Vergleich zu EB68 Herbst 2007	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Sie oder jemand anderes in Ihrem Haushalt haben vor, innerhalb der nächsten 2 Monate eine Breitbandverbindung anzuschaffen.	**2**	*-4*	**3**	*-7*	**19**	*+9*	**3**	*-8*	**10**	*-2*	**7**	*-23*
Sie oder jemand anderes in Ihrem Haushalt sind mit der Geschwindigkeit Ihrer jetzigen Einwahl-Verbindung zufrieden	**16**	*-26*	**39**	*+2*	**41**	*+5*	**39**	*+8*	**25**	*+13*	**25**	*+10*
Ihre Wohngegend ist nicht mit Breitbandnetzwerktechnologie versorgt	**16**	*+12*	**26**	*-7*	**29**	*+17*	**7**	*+2*	**22**	*-3*	**4**	*+2*
Die anfänglichen Einrichtungskosten für die Breitbandverbindung sind zu hoch	**0**	*-5*	**4**	*+1*	**4**	*+1*	**4**	*-1*	**6**	*-9*	**4**	*-3*
Die monatlichen Abonnementgebühren für Breitband-Internet sind zu hoch	**4**	*-3*	**2**	*-1*	**8**	*-1*	**5**	*-1*	**14**	*+8*	**4**	*-8*
Es gibt nicht genügend attraktive Online-Inhalte oder Dienste im Internet, die die zusätzlichen Kosten rechtfertigen würden.	**0**	*-2*	**0**	*0*	**1**	*-10*	**2**	*0*	**7**	*+4*	**0**	*-5*
Die Geräte in Ihrem Haushalt (z.B. PC) sind nicht breitbandkompatibel	**3**	*-3*	**1**	*+1*	**5**	*+2*	**3**	*-1*	**0**	*-2*	**12**	*+8*
Spontan: Sie und die anderen in Ihrem Haushalt nutzen das Internet nicht oft genug	**17**	*+7*	**10**	*-2*	**4**	*-8*	**12**	*0*	**7**	*-11*	**0**	*-17*
Spontan: Sonstiges	**0**	*-3*	**13**	*+7*	**3**	*-2*	**20**	*+10*	**14**	*+8*	**29**	*+20*
Weiß nicht / Keine Angabe	**47**	*+12*	**5**	*-1*	**1**	*-21*	**12**	*-7*	**13**	*-4*	**27**	*+20*

QA19 Vous m'avez dit que vous n'aviez pas d'accès Internet chez vous. Parmi la liste suivante, quelles raisons expliquent le mieux pourquoi votre ménage n'a pas d'accès Internet ? (PLUSIEURS REPONSES POSSIBLES)
QA19 You said you do not have Internet access at home. Among the following list, which ones best explain why your household does not have access to the Internet? (MULTIPLE ANSWERS POSSIBLE)
QA19 Sie haben angegeben, dass Sie keinen Internetzugang zu Hause haben. Welche der folgenden Aussagen beschreibt am besten, warum es in Ihrem Haushalt keinen Internetanschluss gibt? (MEHRFACHNENNUNGEN MÖGLICH)

1ère colonne: EB72 automne 2009 2ème colonne: % changement par rapport à EB68 automne 2007	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Vous ou un membre de votre ménage prévoyez de vous abonner\ connecter dans les 6 prochains mois	**8**	*0*	**5**	*-1*	**3**	*-2*	**8**	*+1*	**10**	*-3*	**9**	*+5*	**9**	*+4*	**5**	*-5*	**4**	*-4*	**8**	*-1*	**10**	*0*	**6**	*-1*
Vous et les membres de votre ménage ne savez pas exactement ce qu'est Internet	**7**	*-2*	**9**	*-6*	**11**	*0*	**3**	*-6*	**20**	*+7*	**4**	*+1*	**4**	*+1*	**8**	*+5*	**7**	*-2*	**7**	*-2*	**6**	*-4*	**9**	*-5*
Personne dans votre ménage n'est intéressé par Internet	**58**	*+8*	**65**	*+4*	**56**	*+17*	**54**	*+9*	**64**	*+10*	**72**	*+3*	**69**	*+2*	**56**	*-3*	**47**	*-4*	**57**	*+9*	**66**	*+8*	**57**	*+16*
L'endroit où se situe votre ménage n'est pas couvert par une infrastructure de réseau d'accès à haut débit	**2**	*+2*	**0**	*0*	**2**	*+2*	**0**	*0*	**1**	*+1*	**1**	*+1*	**1**	*+1*	**2**	*+2*	**3**	*+3*	**4**	*+4*	**1**	*+1*	**0**	*0*
Le coût de raccordement au réseau haut débit coûte trop cher	**6**	*+6*	**10**	*+10*	**2**	*+2*	**10**	*+10*	**4**	*+4*	**2**	*+2*	**4**	*+4*	**8**	*+8*	**9**	*+9*	**8**	*+8*	**3**	*+3*	**6**	*+6*
L'abonnement mensuel à un réseau Internet à haut débit coûte trop cher	**7**	*+7*	**10**	*+10*	**4**	*+4*	**13**	*+13*	**9**	*+9*	**3**	*+3*	**5**	*+5*	**10**	*+10*	**9**	*+9*	**8**	*+8*	**4**	*+4*	**11**	*+11*
Le coût d'un ordinateur personnel et d'un modem est trop élevé	**9**	*-6*	**10**	*-8*	**15**	*-5*	**20**	*-5*	**14**	*+1*	**6**	*-7*	**9**	*-6*	**18**	*-6*	**14**	*-7*	**10**	*-2*	**4**	*-4*	**7**	*-4*
L'abonnement mensuel coûte trop cher	**9**	*-5*	**14**	*-6*	**10**	*-1*	**18**	*-3*	**10**	*-2*	**3**	*-6*	**5**	*-6*	**9**	*-7*	**12**	*-4*	**3**	*-4*	**5**	*-4*	**11**	*+1*
Les membres de votre ménage qui sont intéressés par Internet y ont accès sur leur lieu de travail ou dans un établissement d'enseignement ou ailleurs, et cela suffit	**6**	*-3*	**4**	*-3*	**9**	*-2*	**11**	*-8*	**1**	*-11*	**4**	*-2*	**5**	*-1*	**10**	*+4*	**12**	*-2*	**5**	*-7*	**7**	*-4*	**4**	*-4*
Vous ou un membre de votre ménage êtes préoccupé(e) par l'existence de sites Internet dont le contenu est douteux	**2**	*-1*	**1**	*0*	**1**	*0*	**1**	*-1*	**2**	*-2*	**2**	*-2*	**3**	*0*	**5**	*+3*	**0**	*-1*	**2**	*0*	**3**	*-1*	**1**	*-1*
Autre (SPONTANE – SPECIFIER)	**5**	*+1*	**6**	*+1*	**3**	*+3*	**3**	*+2*	**3**	*-3*	**2**	*-2*	**2**	*-1*	**4**	*+1*	**12**	*+8*	**3**	*+1*	**2**	*+2*	**6**	*+1*
NSP	**6**	*-1*	**2**	*+1*	**16**	*-5*	**1**	*-2*	**2**	*-5*	**4**	*0*	**4**	*+1*	**5**	*+5*	**6**	*+5*	**10**	*-3*	**2**	*+2*	**2**	*-10*

1st column: EB72 autumn 2009 2nd column: % change from EB68 autumn 2007	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
You or someone in your household plan to subscribe\ connect in the next six months	**12**	*-3*	**10**	*+3*	**7**	*-5*	**9**	*-4*	**8**	*-2*	**5**	*-5*	**5**	*-3*	**3**	*-7*	**12**	*+1*	**8**	*0*	**8**	*-5*	**4**	*0*
You and the members of your household do not know exactly what the Internet is	**3**	*-7*	**5**	*-8*	**19**	*+10*	**5**	*-5*	**8**	*-2*	**7**	*-8*	**12**	*+2*	**13**	*-2*	**8**	*+2*	**8**	*-2*	**6**	*-2*	**14**	*-2*
No-one in your household is interested in the Internet	**59**	*+11*	**52**	*+2*	**66**	*+7*	**42**	*+7*	**55**	*+13*	**58**	*0*	**54**	*+16*	**74**	*+17*	**54**	*+4*	**73**	*+12*	**56**	*+11*	**61**	*+7*
The local area of your household is not covered by a broadband access network infrastructure	**3**	*+3*	**3**	*+3*	**1**	*+1*	**5**	*+5*	**2**	*+2*	**0**	*0*	**1**	*+1*	**0**	*0*	**1**	*+1*	**1**	*+1*	**3**	*+3*	**1**	*+1*
The initial installation cost for the broadband network is too high	**6**	*+6*	**6**	*+6*	**9**	*+9*	**8**	*+8*	**2**	*+2*	**3**	*+3*	**8**	*+8*	**2**	*+2*	**7**	*+7*	**6**	*+6*	**6**	*+6*	**5**	*+5*
The monthly subscription cost of broadband Internet is too high	**7**	*+7*	**7**	*+7*	**8**	*+8*	**8**	*+8*	**6**	*+6*	**1**	*+1*	**11**	*+11*	**3**	*+3*	**9**	*+9*	**7**	*+7*	**9**	*+9*	**5**	*+5*
The cost of buying a personal computer and modem is too high	**9**	*-4*	**4**	*-2*	**5**	*+1*	**15**	*-7*	**14**	*-6*	**1**	*-10*	**17**	*-11*	**6**	*-3*	**6**	*-8*	**15**	*-2*	**12**	*-9*	**7**	*-14*
The monthly subscription cost is too high	**10**	*-6*	**6**	*-2*	**8**	*+1*	**16**	*+1*	**14**	*+4*	**0**	*-8*	**22**	*-11*	**2**	*-4*	**10**	*-3*	**11**	*-5*	**12**	*-7*	**8**	*-4*
The interested members of your household have access at work, school or elsewhere and this is sufficient	**3**	*-2*	**13**	*-1*	**5**	*-4*	**9**	*-4*	**8**	*-5*	**1**	*-10*	**6**	*-4*	**2**	*-3*	**3**	*-1*	**7**	*-7*	**4**	*-3*	**7**	*+2*
You or someone in your household are concerned about access to unsuitable content	**0**	*-4*	**2**	*-2*	**2**	*-3*	**1**	*0*	**1**	*-1*	**2**	*-6*	**1**	*-1*	**0**	*-2*	**2**	*-6*	**1**	*-2*	**1**	*0*	**1**	*+1*
Other (SPONTANEOUS – SPECIFY)	**12**	*-4*	**3**	*+2*	**12**	*+11*	**5**	*0*	**0**	*-3*	**8**	*-5*	**2**	*-2*	**1**	*-2*	**13**	*-1*	**2**	*+1*	**3**	*0*	**2**	*+1*
DK	**3**	*0*	**6**	*-1*	**2**	*-5*	**3**	*0*	**4**	*0*	**14**	*+10*	**1**	*-1*	**7**	*+2*	**6**	*+3*	**2**	*0*	**5**	*0*	**4**	*-2*

QA19 Vous m'avez dit que vous n'aviez pas d'accès Internet chez vous. Parmi la liste suivante, quelles raisons expliquent le mieux pourquoi votre ménage n'a pas d'accès Internet ? (PLUSIEURS REPONSES POSSIBLES)
QA19 You said you do not have Internet access at home. Among the following list, which ones best explain why your household does not have access to the Internet? (MULTIPLE ANSWERS POSSIBLE)
QA19 Sie haben angegeben, dass Sie keinen Internetzugang zu Hause haben. Welche der folgenden Aussagen beschreibt am besten, warum es in Ihrem Haushalt keinen Internetanschluss gibt? (MEHRFACHNENNUNGEN MÖGLICH)

erste Spalte: EB72 Herbst 2009	RO		SI		SK		FI		SE		UK	
zweite Spalte: % Veränderungen im Vergleich zu EB68 Herbst 2007	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Sie oder jemand anderes in Ihrem Haushalt haben vor, innerhalb der nächsten 6 Monate einen Anschluss anzuschaffen.	**5**	*-4*	**10**	*0*	**9**	*0*	**4**	*-4*	**10**	*+2*	**9**	*+1*
Sie und die anderen in Ihrem Haushalt wissen nicht genau, was das Internet ist	**20**	*+5*	**9**	*+1*	**15**	*+1*	**13**	*+4*	**3**	*-2*	**2**	*-2*
Niemand in Ihrem Haushalt interessiert sich für das Internet	**38**	*+4*	**64**	*+3*	**45**	*+12*	**68**	*+7*	**61**	*-7*	**55**	*+3*
Ihre Wohngegend ist nicht mit Breitbandnetzwerktechnologie versorgt	**7**	*+7*	**6**	*+6*	**3**	*+3*	**1**	*+1*	**2**	*+2*	**0**	*0*
Die Einrichtungskosten für das Breitbandnetzwerk sind zu hoch.	**10**	*+10*	**2**	*+2*	**11**	*+11*	**2**	*+2*	**6**	*+6*	**5**	*+5*
Die monatlichen Gebühren für die Nutzung des Breitbandnetzwerks sind zu hoch.	**8**	*+8*	**3**	*+3*	**13**	*+13*	**3**	*+3*	**6**	*+6*	**5**	*+5*
Die Kosten für den Kauf eines PCs und Modems sind zu hoch	**14**	*-11*	**6**	*-4*	**18**	*-8*	**1**	*-9*	**7**	*-4*	**7**	*-9*
Die monatlichen Abonnementgebühren sind zu hoch	**12**	*-3*	**6**	*0*	**18**	*-7*	**1**	*-9*	**7**	*0*	**9**	*-5*
Die interessierten Mitglieder Ihres Haushalts haben Zugang zum Internet am Arbeitsplatz, in der Schule oder woanders, und das ist ausreichend.	**6**	*-5*	**10**	*+2*	**20**	*-5*	**9**	*-5*	**10**	*0*	**4**	*-3*
Sie oder jemand anderes in Ihrem Haushalt machen sich Sorgen über Internetseiten mit problematischen Inhalten	**2**	*0*	**0**	*-2*	**2**	*-1*	**0**	*-1*	**1**	*-1*	**1**	*-2*
Spontan: Sonstiges, bitte eintragen	**0**	*-1*	**5**	*-4*	**3**	*+2*	**7**	*-1*	**7**	*+4*	**9**	*+4*
Weiß nicht / Keine Angabe	**23**	*+2*	**1**	*0*	**2**	*-4*	**1**	*0*	**3**	*-2*	**8**	*-1*

QA24 Un pack\ une offre groupée est un ensemble de services de communication proposé par un même fournisseur à un prix unique. Votre ménage a-t-il souscrit à deux ou plusieurs de ces services faisant partie d'un pack\ d'une offre groupée ? (MIN. 2 REPONSES)
QA24 By bundle, we mean a combined package offering more than one communication service from the same provider at a single price. Does your household buy two or more of the following services as part of a bundle? (MIN. 2 ANSWERS)
QA24 Unter einem Leistungspaket verstehen wir eine Kombination verschiedener Kommunikationsdienstleistungen von ein und demselben Anbieter zu einem Gesamtpreis. Kauft Ihr Haushalt zwei oder mehr der folgenden Leistungen als Teil eines Leistungspakets? (MIND. 2 NENNUNGEN)

1ère colonne: EB72 automne 2009 2ème colonne: % changement par rapport à EB68 automne 2007	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Des chaînes de télévision	18	+6	30	+10	12	-2	11	+2	31	+9	6	+2	7	+3	9	+4	44	+20	8	+3	4	+3	14	-2
La téléphonie fixe	30	+7	29	+4	7	-1	9	+1	35	+6	37	0	36	+1	34	+9	27	+4	21	+11	31	+21	38	+9
La téléphonie mobile	8	+2	5	0	4	+3	4	-4	23	+7	11	+3	11	+3	10	+2	12	+6	2	+1	11	+7	5	0
Un accès à Internet	32	+8	33	+7	15	+3	17	+4	47	+8	37	+3	36	+4	35	+11	41	+9	26	+14	28	+19	38	+10
Aucun	57	-9	57	-9	75	+5	78	-2	43	-7	51	-5	52	-6	59	-9	7	-52	66	-13	64	-24	55	-10
Autre (SPONTANE)	0	0	0	0	0	0	0	0	0	0	1	+1	1	+1	1	+1	0	0	0	0	0	0	1	+1
NSP	5	0	4	+3	7	-6	3	0	4	+1	8	+2	7	+1	3	-1	41	+36	7	+1	2	+2	3	0

1st column: EB72 autumn 2009 2nd column: % change from EB68 autumn 2007	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Television channels	29	+15	5	0	17	+8	12	-1	15	+4	9	+5	31	+10	42	+30	32	+14	24	+4	15	+6	32	+10
Fixed telephony	47	+18	18	+8	29	+19	17	+3	13	+3	34	-1	20	+4	40	+30	49	+16	18	+3	15	+2	23	+8
Mobile telephony	6	0	4	-1	19	+13	3	-3	4	0	20	-4	7	-1	20	+17	8	+2	18	+8	5	+1	3	0
Internet access	48	+15	17	+7	28	+14	22	+5	21	+3	35	0	27	+9	33	+22	54	+17	29	+6	22	+5	25	+9
None	47	-16	67	-4	64	-12	72	-1	66	-10	47	-6	63	-9	52	-27	37	-17	61	-4	69	-6	64	-9
Other (SPONTANEOUS)	0	0	1	+1	1	+1	0	0	1	+1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DK	2	0	12	-2	2	-4	4	+1	9	+6	13	+4	1	0	1	-4	3	-1	2	-2	6	+1	2	0

erste Spalte: EB72 Herbst 2009 zweite Spalte: % Veränderungen im Vergleich zu EB68 Herbst 2007	RO		SI		SK		FI		SE		UK	
	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Fernsehkanäle	32	+9	37	+18	17	+4	7	+5	25	+12	25	+7
Telefonfestnetzanschluss	22	+4	37	+15	12	+1	4	+1	35	+8	32	+8
Mobilfunk	15	+15	3	-1	14	0	9	+5	11	+3	7	+4
Internetzugang	20	+4	44	+14	22	+12	10	+4	36	+9	34	+10
Keine	56	-10	53	-14	67	-5	84	-7	53	-11	55	-12
Spontan: Sonstiges	0	0	0	0	0	0	0	0	1	+1	0	0
Weiß nicht / Keine Angabe	8	-1	1	0	2	-3	3	+1	4	0	5	+2

QA24 Packs
QA24 Packs
QA24 Packs

	UE27 EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
1+2+3+4	**1**	**2**	**0**	**0**	**6**	**1**	**1**	**2**	**1**	**0**
1+2+3	**0**	**0**	**0**	**0**	**1**	**0**	**0**	**0**	**0**	**0**
1+2+4	**8**	**14**	**1**	**2**	**8**	**3**	**3**	**3**	**16**	**3**
1+3+4	**0**	**0**	**1**	**0**	**4**	**0**	**0**	**0**	**2**	**0**
2+3+4	**2**	**1**	**0**	**0**	**5**	**4**	**4**	**4**	**0**	**0**
1+2	**2**	**4**	**1**	**1**	**2**	**1**	**1**	**1**	**4**	**1**
1+3	**1**	**0**	**1**	**1**	**1**	**0**	**0**	**0**	**5**	**0**
1+4	**4**	**8**	**8**	**7**	**9**	**1**	**1**	**1**	**16**	**4**
2+3	**1**	**0**	**0**	**0**	**2**	**2**	**2**	**1**	**1**	**0**
2+4	**15**	**7**	**4**	**5**	**11**	**26**	**25**	**21**	**4**	**17**
3+4	**2**	**1**	**1**	**2**	**4**	**3**	**3**	**2**	**2**	**1**

	EL	ES	FR	IT	CY	LV	LT	LU	HU	MT
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
1+2+3+4	**0**	**1**	**2**	**0**	**7**	**0**	**0**	**2**	**1**	**14**
1+2+3	**0**	**0**	**0**	**0**	**1**	**0**	**0**	**1**	**1**	**1**
1+2+4	**1**	**9**	**22**	**1**	**5**	**5**	**3**	**2**	**8**	**10**
1+3+4	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**1**
2+3+4	**4**	**1**	**1**	**1**	**5**	**0**	**0**	**11**	**0**	**0**
1+2	**1**	**2**	**2**	**1**	**1**	**2**	**2**	**2**	**5**	**10**
1+3	**1**	**0**	**0**	**1**	**0**	**1**	**1**	**0**	**2**	**2**
1+4	**0**	**2**	**2**	**1**	**4**	**5**	**8**	**2**	**13**	**4**
2+3	**4**	**1**	**1**	**1**	**4**	**0**	**0**	**2**	**1**	**1**
2+4	**21**	**24**	**19**	**13**	**6**	**10**	**7**	**14**	**3**	**3**
3+4	**1**	**1**	**1**	**1**	**1**	**1**	**2**	**3**	**1**	**1**

	NL	AT	PL	PT	RO	SI	SK	FI	SE	UK
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
1+2+3+4	**3**	**3**	**0**	**1**	**4**	**1**	**1**	**1**	**3**	**2**
1+2+3	**0**	**1**	**0**	**0**	**3**	**0**	**1**	**1**	**0**	**0**
1+2+4	**15**	**3**	**4**	**14**	**4**	**24**	**1**	**0**	**13**	**13**
1+3+4	**1**	**2**	**0**	**0**	**1**	**0**	**1**	**1**	**0**	**0**
2+3+4	**1**	**4**	**0**	**0**	**1**	**0**	**0**	**0**	**3**	**1**
1+2	**4**	**2**	**2**	**7**	**7**	**2**	**2**	**0**	**2**	**5**
1+3	**1**	**3**	**1**	**1**	**5**	**0**	**4**	**2**	**1**	**0**
1+4	**8**	**10**	**7**	**9**	**8**	**8**	**8**	**2**	**5**	**4**
2+3	**1**	**2**	**0**	**0**	**1**	**0**	**2**	**0**	**2**	**1**
2+4	**24**	**4**	**7**	**1**	**2**	**9**	**6**	**1**	**11**	**11**
3+4	**1**	**4**	**3**	**1**	**1**	**0**	**5**	**4**	**2**	**3**

1 = Des chaînes de télévision / Television channels / Fernsehkanäle
2 = La téléphonie fixe / Fixed telephony / Telefonfestnetzanschluss
3 = La téléphonie mobile / Mobile telephony / Mobilfunk
4 = Un accès à Internet / Internet access / Internetzugang

TABLES (15+ population sample)

QA1 Votre abonnement de téléphone mobile vous permet-il d'aller sur Internet afin de regarder écouter ou télécharger du contenu vidéo\ audio, d'envoyer et de recevoir des emails ?
QA1 Does your mobile phone subscription allow you to access Internet for playing or downloading audio\ video content, sending and receiving e-mails?
QA1 Haben Sie die Möglichkeit, über Ihren Mobiltelefonanschluss auf das Internet zuzugreifen, um dort Spiele zu spielen, Audio- oder Videoinhalte runterzuladen oder um E-Mails zu empfangen und zu versenden?

	UE27 EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Oui	**33**	**20**	**15**	**45**	**38**	**30**	**30**	**30**	**42**	**35**
Non	**63**	**79**	**80**	**48**	**59**	**67**	**67**	**67**	**54**	**57**
NSP	**4**	**1**	**5**	**7**	**3**	**3**	**3**	**3**	**4**	**8**

	EL	ES	FR	IT	CY	LV	LT	LU	HU	MT
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Yes	**20**	**30**	**35**	**20**	**18**	**43**	**23**	**34**	**28**	**18**
No	**78**	**67**	**63**	**76**	**75**	**54**	**71**	**63**	**70**	**80**
DK	**2**	**3**	**2**	**4**	**7**	**3**	**6**	**3**	**2**	**2**

	NL	AT	PL	PT	RO	SI	SK	FI	SE	UK
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Ja	**32**	**38**	**44**	**21**	**12**	**47**	**38**	**36**	**58**	**49**
Nein	**67**	**58**	**50**	**77**	**77**	**50**	**59**	**60**	**34**	**47**
Weiß nicht / Keine Angabe	**1**	**4**	**6**	**2**	**11**	**3**	**3**	**4**	**8**	**4**

QA3a.1 Pouvez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des affirmations suivantes.
Vos communications sur votre téléphone mobile ne sont jamais coupées
QA3a.1 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
Your mobile communication never cuts-off while on a call
QA3a.1 Sagen Sie mir bitte für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.
Ihre Mobilfunkverbindung wird niemals während eines Anrufs unterbrochen.

1ère colonne: EB72 automne 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
2ème colonne: % changement par rapport à EB68 automne 2007	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Tout à fait d'accord	**39**	*+5*	**46**	*0*	**43**	*+9*	**41**	*+6*	**52**	*0*	**50**	*+7*	**52**	*+8*	**58**	*+10*	**51**	*+7*	**31**	*+8*	**38**	*-5*	**23**	*+9*
Plutôt d'accord	**33**	*-3*	**29**	*0*	**37**	*-7*	**44**	*-3*	**20**	*-3*	**25**	*-3*	**24**	*-5*	**21**	*-13*	**24**	*-1*	**37**	*-1*	**39**	*+4*	**42**	*-8*
Plutôt pas d'accord	**18**	*-1*	**15**	*-2*	**11**	*-4*	**12**	*-3*	**21**	*+7*	**15**	*-1*	**14**	*-1*	**11**	*-1*	**18**	*-3*	**20**	*-8*	**18**	*+2*	**26**	*+2*
Pas du tout d'accord	**8**	*-1*	**9**	*+1*	**6**	*+2*	**3**	*0*	**6**	*-4*	**7**	*-5*	**8**	*-2*	**9**	*+4*	**7**	*-3*	**11**	*+2*	**5**	*0*	**8**	*-1*
Pas applicable (SPONTANE)	**1**	*0*	**1**	*+1*	**0**	*0*	**0**	*0*	**0**	*0*	**1**	*+1*	**1**	*0*	**0**	*0*	**0**	*0*	**0**	*0*	**0**	*-1*	**0**	*-1*
NSP	**1**	*0*	**0**	*0*	**3**	*0*	**0**	*0*	**1**	*0*	**2**	*+1*	**1**	*0*	**1**	*0*	**0**	*0*	**1**	*-1*	**0**	*0*	**1**	*-1*
D'accord	**72**	*+2*	**75**	*0*	**80**	*+2*	**85**	*+3*	**72**	*-3*	**75**	*+4*	**76**	*+3*	**79**	*-3*	**75**	*+6*	**68**	*+7*	**77**	*-1*	**65**	*+1*
Pas d'accord	**26**	*-2*	**24**	*-1*	**17**	*-2*	**15**	*-3*	**27**	*+3*	**22**	*-6*	**22**	*-3*	**20**	*+3*	**25**	*-6*	**31**	*-6*	**23**	*+2*	**34**	*+1*

1st column: EB72 autumn 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
2nd column: % change from EB68 autumn 2007	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Totally agree	**44**	*+13*	**31**	*+3*	**44**	*-1*	**49**	*-1*	**51**	*+6*	**34**	*+7*	**53**	*+10*	**50**	*+7*	**54**	*+11*	**28**	*+9*	**38**	*+1*	**21**	*-6*
Tend to agree	**24**	*-4*	**47**	*-1*	**29**	*0*	**31**	*+5*	**25**	*-2*	**39**	*+10*	**34**	*-5*	**34**	*-5*	**21**	*-2*	**40**	*-2*	**38**	*-4*	**58**	*+11*
Tend to disagree	**21**	*-3*	**15**	*-1*	**16**	*-3*	**17**	*-3*	**18**	*-6*	**21**	*-4*	**10**	*-3*	**11**	*-2*	**15**	*-4*	**22**	*-3*	**16**	*+3*	**15**	*-5*
Totally disagree	**11**	*-4*	**5**	*0*	**11**	*+5*	**3**	*-1*	**6**	*+2*	**5**	*-13*	**3**	*0*	**5**	*+1*	**9**	*-4*	**7**	*-3*	**7**	*+1*	**5**	*+1*
Not applicable (SPONTANEOUS)	**0**	*-1*	**1**	*-1*	**0**	*0*	**0**	*0*	**0**	*0*	**0**	*-1*	**0**	*-2*	**0**	*0*	**0**	*-1*	**2**	*-1*	**0**	*-1*	**1**	*0*
DK	**0**	*-1*	**1**	*0*	**0**	*-1*	**0**	*0*	**0**	*0*	**1**	*+1*	**0**	*0*	**0**	*-1*	**1**	*0*	**1**	*0*	**1**	*0*	**0**	*-1*
Agree	**68**	*+9*	**78**	*+2*	**73**	*-1*	**80**	*+4*	**76**	*+4*	**73**	*+17*	**87**	*+5*	**84**	*+2*	**75**	*+9*	**68**	*+7*	**76**	*-3*	**79**	*+5*
Disagree	**32**	*-7*	**20**	*-1*	**27**	*+2*	**20**	*-4*	**24**	*-4*	**26**	*-17*	**13**	*-3*	**16**	*-1*	**24**	*-8*	**29**	*-6*	**23**	*+4*	**20**	*-4*

erste Spalte: EB72 Herbst 2009	RO		SI		SK		FI		SE		UK	
zweite Spalte: % Veränderungen im Vergleich zu EB68 Herbst 2007	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Stimme voll und ganz zu	**29**	*-3*	**47**	*+3*	**26**	*+1*	**37**	*+9*	**47**	*0*	**39**	*+8*
Stimme eher zu	**33**	*-4*	**33**	*-2*	**44**	*-4*	**34**	*-3*	**29**	*+3*	**24**	*-5*
Stimme eher nicht zu	**24**	*+3*	**15**	*+2*	**23**	*+2*	**21**	*-2*	**11**	*-3*	**20**	*-6*
Stimme überhaupt nicht zu	**13**	*+5*	**5**	*-3*	**7**	*+2*	**8**	*-4*	**11**	*-1*	**15**	*+3*
Spontan: Trifft nicht zu	**0**	*0*	**0**	*0*	**0**	*0*	**0**	*0*	**1**	*0*	**1**	*0*
Weiß nicht / Keine Angabe	**1**	*-1*	**0**	*0*	**0**	*-1*	**0**	*0*	**1**	*+1*	**1**	*0*
Stimme zu	**62**	*-7*	**80**	*+1*	**70**	*-3*	**71**	*+6*	**76**	*+3*	**63**	*+3*
Stimme nicht zu	**37**	*+8*	**20**	*-1*	**30**	*+4*	**29**	*-6*	**22**	*-4*	**35**	*-3*

QA3a.2 Pouvez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des affirmations suivantes.
Vous pouvez toujours vous connecter sur le réseau de téléphonie mobile pour passer vos appels
QA3a.2 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
You are always able to connect to the mobile network to make a phone call
QA3a.2 Sagen Sie mir bitte für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.
Sie haben immer Zugang zum Netz, um einen Anruf zu tätigen.

1ère colonne: EB72 automne 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
2ème colonne: % changement par rapport à EB68 automne 2007	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Tout à fait d'accord	**41**	*+4*	**50**	*-2*	**51**	*+15*	**55**	*+11*	**48**	*0*	**54**	*+5*	**55**	*+7*	**57**	*+11*	**60**	*+11*	**31**	*+10*	**42**	*-8*	**26**	*+8*
Plutôt d'accord	**37**	*-3*	**31**	*-3*	**35**	*-10*	**37**	*-8*	**25**	*-3*	**29**	*-1*	**28**	*-3*	**25**	*-12*	**26**	*-4*	**46**	*-1*	**41**	*+2*	**47**	*-5*
Plutôt pas d'accord	**15**	*-1*	**11**	*0*	**8**	*-5*	**5**	*-4*	**22**	*+6*	**13**	*-1*	**13**	*-1*	**13**	*-3*	**11**	*-3*	**16**	*-7*	**11**	*+2*	**18**	*-4*
Pas du tout d'accord	**5**	*0*	**4**	*+1*	**3**	*0*	**3**	*+1*	**4**	*-3*	**3**	*-3*	**3**	*-2*	**5**	*+4*	**3**	*-3*	**6**	*-1*	**5**	*+3*	**5**	*-1*
Pas applicable (SPONTANE)	**1**	*0*	**3**	*+3*	**0**	*0*	**0**	*0*	**1**	*+1*	**1**	*+1*	**1**	*0*	**0**	*0*	**0**	*0*	**0**	*0*	**1**	*+1*	**2**	*+2*
NSP	**1**	*0*	**1**	*+1*	**3**	*0*	**0**	*0*	**0**	*-1*	**0**	*-1*	**0**	*-1*	**0**	*0*	**0**	*-1*	**1**	*-1*	**0**	*0*	**2**	*0*
D'accord	**78**	*+1*	**81**	*-5*	**86**	*+5*	**92**	*+3*	**73**	*-3*	**83**	*+4*	**83**	*+4*	**82**	*-1*	**86**	*+7*	**77**	*+9*	**83**	*-6*	**73**	*+3*
Pas d'accord	**20**	*-1*	**15**	*+1*	**11**	*-5*	**8**	*-3*	**26**	*+3*	**16**	*-4*	**16**	*-3*	**18**	*+1*	**14**	*-6*	**22**	*-8*	**16**	*+5*	**23**	*-5*

1st column: EB72 autumn 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
2nd column: % change from EB68 autumn 2007	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Totally agree	**35**	*+5*	**35**	*+3*	**50**	*-7*	**56**	*+2*	**54**	*0*	**40**	*+14*	**60**	*+3*	**43**	*+7*	**52**	*+8*	**42**	*+10*	**39**	*+3*	**22**	*-2*
Tend to agree	**33**	*-2*	**48**	*-4*	**32**	*+3*	**29**	*+1*	**25**	*-4*	**37**	*+7*	**32**	*-2*	**42**	*-5*	**28**	*-1*	**44**	*-7*	**40**	*-3*	**57**	*+6*
Tend to disagree	**20**	*-2*	**10**	*-1*	**14**	*+3*	**13**	*-2*	**14**	*-1*	**18**	*-10*	**6**	*-1*	**12**	*-2*	**14**	*-4*	**11**	*-2*	**16**	*0*	**18**	*-2*
Totally disagree	**9**	*-1*	**3**	*0*	**4**	*+2*	**2**	*0*	**2**	*0*	**4**	*-10*	**1**	*0*	**3**	*+1*	**4**	*-3*	**2**	*-1*	**4**	*+1*	**2**	*-1*
Not applicable (SPONTANEOUS)	**2**	*+1*	**3**	*+2*	**0**	*0*	**0**	*0*	**3**	*+3*	**1**	*0*	**1**	*0*	**0**	*0*	**1**	*0*	**0**	*-1*	**0**	*-1*	**0**	*-1*
DK	**1**	*-1*	**1**	*0*	**0**	*-1*	**0**	*-1*	**2**	*+2*	**0**	*-1*	**0**	*0*	**0**	*-1*	**1**	*0*	**1**	*+1*	**1**	*0*	**1**	*0*
Agree	**68**	*+3*	**83**	*-1*	**82**	*-4*	**85**	*+3*	**79**	*-4*	**77**	*+21*	**92**	*+1*	**85**	*+2*	**80**	*+7*	**86**	*+3*	**79**	*0*	**79**	*+4*
Disagree	**29**	*-3*	**13**	*-1*	**18**	*+5*	**15**	*-2*	**16**	*-1*	**22**	*-20*	**7**	*-1*	**15**	*-1*	**18**	*-7*	**13**	*-3*	**20**	*+1*	**20**	*-3*

erste Spalte: EB72 Herbst 2009	RO		SI		SK		FI		SE		UK	
zweite Spalte: % Veränderungen im Vergleich zu EB68 Herbst 2007	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Stimme voll und ganz zu	**35**	*-7*	**46**	*+3*	**30**	*+2*	**41**	*+3*	**52**	*+4*	**42**	*+9*
Stimme eher zu	**38**	*-2*	**36**	*-3*	**50**	*-2*	**40**	*-2*	**32**	*+2*	**31**	*-6*
Stimme eher nicht zu	**18**	*+5*	**14**	*+2*	**16**	*-1*	**15**	*+1*	**9**	*-5*	**16**	*-5*
Stimme überhaupt nicht zu	**6**	*+3*	**4**	*-2*	**3**	*0*	**3**	*-2*	**6**	*-1*	**9**	*+2*
Spontan: Trifft nicht zu	**1**	*+1*	**0**	*0*	**1**	*+1*	**0**	*0*	**0**	*0*	**1**	*0*
Weiß nicht / Keine Angabe	**2**	*0*	**0**	*0*	**0**	*0*	**1**	*0*	**1**	*0*	**1**	*0*
Stimme zu	**73**	*-9*	**82**	*0*	**80**	*0*	**81**	*+1*	**84**	*+6*	**73**	*+3*
Stimme nicht zu	**24**	*+8*	**18**	*0*	**19**	*-1*	**18**	*-1*	**15**	*-6*	**25**	*-3*

QA3a.3 Pouvez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des affirmations suivantes.
Vous limitez les appels depuis votre téléphone mobile parce que vous vous souciez des coûts de communication
QA3a.3 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
You limit your calls with your mobile phone because you are concerned about communication charges
QA3a.3 Sagen Sie mir bitte für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.
Sie begrenzen die Zahl der Anrufe von Ihrem Mobiltelefon, weil Sie sich Sorgen wegen der Telefonkosten machen.

	UE27 EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Tout à fait d'accord	30	33	42	28	25	32	33	37	30	35
Plutôt d'accord	31	35	33	42	19	24	24	22	28	43
Plutôt pas d'accord	18	18	13	23	14	16	15	13	16	12
Pas du tout d'accord	19	13	9	7	39	26	26	27	26	8
Pas applicable (SPONTANE)	1	1	0	0	2	1	1	1	0	1
NSP	1	0	3	0	1	1	1	0	0	1
D'accord	61	68	75	70	44	56	57	59	58	78
Pas d'accord	37	31	22	30	53	42	41	40	42	20

	EL	ES	FR	IT	CY	LV	LT	LU	HU	MT
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Totally agree	33	35	42	28	27	35	25	20	24	38
Tend to agree	41	34	28	41	32	33	33	27	31	30
Tend to disagree	19	17	15	19	17	21	22	24	15	22
Totally disagree	6	12	14	11	24	11	19	24	26	9
Not applicable (SPONTANEOUS)	1	1	1	1	0	0	0	2	4	1
DK	0	1	0	0	0	0	1	3	0	0
Agree	74	69	70	69	59	68	58	47	55	68
Disagree	25	29	29	30	41	32	41	48	41	31

	NL	AT	PL	PT	RO	SI	SK	FI	SE	UK
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Stimme voll und ganz zu	18	11	28	21	24	33	24	11	17	26
Stimme eher zu	24	19	39	46	34	22	45	26	25	25
Stimme eher nicht zu	17	29	22	16	19	21	22	26	12	20
Stimme überhaupt nicht zu	39	33	8	13	19	23	8	36	44	26
Spontan: Trifft nicht zu	1	7	1	2	2	1	1	1	2	2
Weiß nicht / Keine Angabe	1	1	2	2	2	0	0	0	0	1
Stimme zu	42	30	67	67	58	55	69	37	42	51
Stimme nicht zu	56	62	30	29	38	44	30	62	56	46

QA3a.4 Pouvez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des affirmations suivantes.
Vous avez la possibilité de vérifier votre consommation de service de téléphonie mobile d'une manière simple et claire
QA3a.4 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
You are able to verify your mobile telephone service consumption in a simple and consumer friendly way
QA3a.4 Sagen Sie mir bitte für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.
Sie können auf einfache und verbraucherfreundliche Weise überprüfen, wie Sie Ihr Mobiltelefon nutzen.

1ère colonne: EB72 automne 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
2ème colonne: % changement par rapport à	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
EB68 automne 2007	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2
Tout à fait d'accord	**42**	*+2*	**38**	*-11*	**46**	*+5*	**25**	*-9*	**47**	*-9*	**52**	*+5*	**53**	*+5*	**57**	*+5*	**58**	*-2*	**31**	*+4*	**29**	*-13*	**25**	*+5*
Plutôt d'accord	**38**	*-2*	**39**	*+6*	**38**	*-5*	**53**	*+6*	**30**	*+9*	**28**	*-4*	**28**	*-4*	**29**	*-4*	**29**	*0*	**53**	*+3*	**43**	*+3*	**49**	*-3*
Plutôt pas d'accord	**9**	*-2*	**13**	*+3*	**6**	*-3*	**15**	*+4*	**8**	*+1*	**7**	*-4*	**7**	*-4*	**7**	*-2*	**5**	*+1*	**7**	*-3*	**19**	*+6*	**10**	*-5*
Pas du tout d'accord	**5**	*+1*	**5**	*+1*	**2**	*0*	**3**	*+1*	**5**	*-1*	**6**	*+1*	**6**	*+1*	**5**	*+1*	**2**	*-1*	**3**	*0*	**6**	*+2*	**6**	*-2*
Pas applicable (SPONTANE)	**2**	*0*	**3**	*-1*	**0**	*-1*	**0**	*-2*	**4**	*0*	**2**	*+1*	**2**	*+1*	**0**	*-1*	**2**	*+1*	**1**	*0*	**1**	*+1*	**2**	*0*
NSP	**4**	*+1*	**2**	*+2*	**8**	*+4*	**4**	*0*	**6**	*0*	**5**	*+1*	**4**	*+1*	**2**	*+1*	**4**	*+1*	**5**	*-4*	**2**	*+1*	**8**	*+5*
D'accord	**80**	*0*	**77**	*-5*	**84**	*0*	**78**	*-3*	**77**	*0*	**80**	*+1*	**81**	*+1*	**86**	*+1*	**87**	*-2*	**84**	*+7*	**72**	*-10*	**74**	*+2*
Pas d'accord	**14**	*-1*	**18**	*+4*	**8**	*-3*	**18**	*+5*	**13**	*0*	**13**	*-3*	**13**	*-3*	**12**	*-1*	**7**	*0*	**10**	*-3*	**25**	*+8*	**16**	*-7*

1st column: EB72 autumn 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
2nd column: % change from EB68 autumn 2007	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2
Totally agree	**57**	*+7*	**32**	*+2*	**39**	*-25*	**62**	*-1*	**43**	*-11*	**41**	*-4*	**39**	*-2*	**37**	*-7*	**47**	*+4*	**33**	*+8*	**40**	*-1*	**26**	*-4*
Tend to agree	**29**	*-5*	**46**	*0*	**34**	*+13*	**29**	*+1*	**38**	*+4*	**33**	*+5*	**36**	*-2*	**43**	*-2*	**25**	*-4*	**49**	*-5*	**45**	*+2*	**57**	*+4*
Tend to disagree	**6**	*-2*	**13**	*-1*	**4**	*+2*	**4**	*0*	**7**	*+2*	**10**	*0*	**13**	*0*	**7**	*+1*	**12**	*0*	**10**	*-4*	**9**	*+1*	**12**	*+4*
Totally disagree	**4**	*-1*	**5**	*-1*	**6**	*+1*	**1**	*-1*	**3**	*+1*	**8**	*+1*	**8**	*+3*	**5**	*+4*	**6**	*-1*	**3**	*-1*	**1**	*-2*	**2**	*-2*
Not applicable (SPONTANEOUS)	**1**	*0*	**1**	*0*	**8**	*+6*	**1**	*0*	**3**	*+2*	**3**	*-1*	**3**	*0*	**0**	*0*	**3**	*0*	**1**	*0*	**1**	*-1*	**1**	*-1*
DK	**3**	*+1*	**3**	*0*	**9**	*+3*	**3**	*+1*	**6**	*+2*	**5**	*-1*	**1**	*+1*	**8**	*+4*	**7**	*+1*	**4**	*+2*	**4**	*+1*	**2**	*-1*
Agree	**86**	*+2*	**78**	*+2*	**73**	*-12*	**91**	*0*	**81**	*-7*	**74**	*+1*	**75**	*-4*	**80**	*-9*	**72**	*0*	**82**	*+3*	**85**	*+1*	**83**	*0*
Disagree	**10**	*-3*	**18**	*-2*	**10**	*+3*	**5**	*-1*	**10**	*+3*	**18**	*+1*	**21**	*+3*	**12**	*+5*	**18**	*-1*	**13**	*-5*	**10**	*-1*	**14**	*+2*

erste Spalte: EB72 Herbst 2009	RO		SI		SK		FI		SE		UK	
zweite Spalte: % Veränderungen im Vergleich zu	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
EB68 Herbst 2007	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2
Stimme voll und ganz zu	**40**	*-12*	**53**	*-4*	**20**	*-1*	**32**	*+2*	**58**	*-2*	**50**	*+8*
Stimme eher zu	**41**	*+8*	**30**	*+1*	**59**	*0*	**34**	*-6*	**20**	*+1*	**34**	*-7*
Stimme eher nicht zu	**7**	*0*	**6**	*0*	**15**	*+1*	**16**	*+1*	**7**	*-2*	**6**	*-2*
Stimme überhaupt nicht zu	**4**	*+2*	**7**	*+4*	**2**	*0*	**7**	*-1*	**6**	*+1*	**3**	*+1*
Spontan: Trifft nicht zu	**1**	*0*	**1**	*-1*	**1**	*0*	**4**	*+2*	**3**	*+2*	**4**	*0*
Weiß nicht / Keine Angabe	**7**	*+2*	**3**	*0*	**3**	*0*	**7**	*+2*	**6**	*0*	**3**	*0*
Stimme zu	**81**	*-4*	**83**	*-3*	**79**	*-1*	**66**	*-4*	**78**	*-1*	**84**	*+1*
Stimme nicht zu	**11**	*+2*	**13**	*+4*	**17**	*+1*	**23**	*0*	**13**	*-1*	**9**	*-1*

QA3a.5 Pouvez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des affirmations suivantes.
Vous pouvez facilement comparer les tarifs de votre ligne mobile actuelle avec d'autres offres
QA3a.5 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
You can easily compare your current mobile tariff scheme with other offers
QA3a.5 Sagen Sie mir bitte für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.
Sie können Ihren derzeitigen Mobilfunktarif einfach mit anderen Angeboten vergleichen.

1ère colonne: EB72 automne 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
2ème colonne: % changement par rapport à EB68 automne 2007	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Tout à fait d'accord	31	+1	20	-7	42	+8	33	-2	27	-12	47	+7	48	+7	48	+5	43	-5	26	+5	32	0	17	+3
Plutôt d'accord	37	-1	34	0	35	-6	48	+3	28	+7	28	-1	28	-2	27	-7	30	-4	46	+1	43	+2	43	-2
Plutôt pas d'accord	14	-1	23	+1	8	-2	13	+2	16	+1	9	-7	9	-7	12	-1	10	+3	11	-3	17	-1	13	-6
Pas du tout d'accord	8	0	14	+3	2	-1	3	0	16	+3	10	+1	9	+1	8	+1	4	-1	7	+2	5	-2	12	+1
Pas applicable (SPONTANE)	3	0	6	+1	2	0	1	-1	5	-1	2	0	2	0	3	+2	5	+3	2	0	2	0	2	-1
NSP	7	+1	3	+2	11	+1	2	-2	8	+2	4	0	4	+1	2	0	8	+4	8	-5	1	+1	13	+5
D'accord	68	0	54	-7	77	+2	81	+1	55	-5	75	+6	76	+5	75	-2	73	-9	72	+6	75	+2	60	+1
Pas d'accord	22	-1	37	+4	10	-3	16	+2	32	+4	19	-6	18	-6	20	0	14	+2	18	-1	22	-3	25	-5

1st column: EB72 autumn 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
2nd column: % change from EB68 autumn 2007	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Totally agree	27	-4	23	+2	29	-4	38	-6	38	-8	26	-8	29	+1	29	-7	25	-2	29	+7	29	-4	23	0
Tend to agree	30	-5	48	+3	32	+9	36	+3	37	+1	29	+2	37	-1	43	-4	25	-1	47	-1	46	+1	52	+5
Tend to disagree	17	+4	16	-5	8	+1	13	+3	10	+4	11	-1	18	+2	8	+2	16	+1	15	-5	12	+2	15	-1
Totally disagree	14	+3	7	0	13	-8	3	-1	4	0	10	+1	9	-2	6	+4	12	-1	6	-1	3	-1	2	-2
Not applicable (SPONTANEOUS)	3	-1	2	+1	8	0	2	-1	4	+2	11	+3	6	0	1	-1	9	+1	1	-1	2	-1	3	-2
DK	9	+3	4	-1	10	+2	8	+2	7	+1	13	+3	1	0	13	+6	13	+2	2	+1	8	+3	5	0
Agree	57	-9	71	+5	61	+5	74	-3	75	-7	55	-6	66	0	72	-11	50	-3	76	+6	75	-3	75	+5
Disagree	31	+7	23	-5	21	-7	16	+2	14	+4	21	0	27	0	14	+6	28	0	21	-6	15	+1	17	-3

erste Spalte: EB72 Herbst 2009	RO		SI		SK		FI		SE		UK	
zweite Spalte: % Veränderungen im Vergleich zu EB68 Herbst 2007	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Stimme voll und ganz zu	34	-4	42	+5	24	0	20	-4	28	-6	37	+5
Stimme eher zu	34	+1	35	+3	59	-1	36	0	21	0	29	-8
Stimme eher nicht zu	14	+2	8	-5	13	+2	21	0	18	+5	11	-2
Stimme überhaupt nicht zu	4	-1	7	-2	2	0	10	-2	18	+1	7	+3
Spontan: Trifft nicht zu	2	0	2	-1	0	-1	6	+3	6	0	6	0
Weiß nicht / Keine Angabe	12	+2	6	0	2	0	7	+3	9	0	10	+2
Stimme zu	68	-3	77	+8	83	-1	56	-4	49	-6	66	-3
Stimme nicht zu	18	+1	15	-7	15	+2	31	-2	36	+6	18	+1

QA3b Et comparé à il y a deux ans, diriez-vous que vous payez plus, moins ou le même montant pour votre consommation de service de téléphonie mobile ?
QA3b And compared to two years ago, would you say you pay more, less or the same amount for your mobile telephone service consumption?
QA3b Würden Sie sagen, dass Sie - verglichen mit der Situation vor zwei Jahren - heute mehr, weniger oder etwa gleich viel für die Nutzung Ihres Mobiltelefons zahlen?

	UE27 EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Plus	**25**	**26**	**26**	**35**	**18**	**13**	**13**	**16**	**17**	**20**
Moins	**24**	**23**	**18**	**14**	**29**	**37**	**37**	**35**	**32**	**32**
Le même montant	**46**	**48**	**47**	**50**	**50**	**46**	**46**	**47**	**47**	**43**
NSP	**5**	**3**	**9**	**1**	**3**	**4**	**4**	**2**	**4**	**5**

	EL	ES	FR	IT	CY	LV	LT	LU	HU	MT
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
More	**42**	**33**	**27**	**32**	**33**	**13**	**19**	**22**	**31**	**26**
Less	**22**	**19**	**15**	**16**	**12**	**42**	**36**	**19**	**20**	**25**
The same	**36**	**45**	**53**	**47**	**49**	**42**	**41**	**49**	**47**	**42**
DK	**0**	**3**	**5**	**5**	**6**	**3**	**4**	**10**	**2**	**7**

	NL	AT	PL	PT	RO	SI	SK	FI	SE	UK
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Mehr	**24**	**9**	**22**	**21**	**30**	**30**	**30**	**18**	**25**	**20**
Weniger	**24**	**50**	**25**	**21**	**23**	**23**	**17**	**28**	**33**	**27**
Etwa gleich viel	**43**	**36**	**49**	**55**	**35**	**43**	**51**	**47**	**36**	**48**
Weiß nicht / Keine Angabe	**9**	**5**	**4**	**3**	**12**	**4**	**2**	**7**	**6**	**5**

QA4.1 Pouvez-vous me dire si chacune des situations suivantes s'applique à vous ou non ?
L'accès aux contenus et aux applications en ligne est peu aisé à cause de la capacité limitée de votre téléphone mobile
QA4.1 For each of the following situations, please tell me if it applies to you or not?
The accessibility to online content and applications is constrained by the limited capacity of your mobile phone
QA4.1 Bitte sagen Sie mir für jede der folgenden Situationen, ob diese auf Sie zutrifft oder nicht.
Der Zugriff auf Onlineinhalte und -anwendungen ist durch die begrenzten Möglichkeiten Ihres Mobiltelefons eingeschränkt

	UE27 EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Oui	**36**	**36**	**25**	**51**	**31**	**32**	**32**	**35**	**26**	**43**
Non	**64**	**64**	**75**	**49**	**69**	**68**	**68**	**65**	**74**	**57**

	EL	ES	FR	IT	CY	LV	LT	LU	HU	MT
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Yes	**32**	**28**	**40**	**25**	**40**	**13**	**27**	**33**	**31**	**38**
No	**68**	**72**	**60**	**75**	**60**	**87**	**73**	**67**	**69**	**62**

	NL	AT	PL	PT	RO	SI	SK	FI	SE	UK
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Ja	**37**	**29**	**30**	**43**	**44**	**28**	**58**	**43**	**29**	**47**
Nein	**63**	**71**	**70**	**57**	**56**	**72**	**42**	**57**	**71**	**53**

QA4.2 Pouvez-vous me dire si chacune des situations suivantes s'applique à vous ou non ?
L'accès aux contenus et aux applications en ligne est limité par l'abonnement auquel vous avez souscrit chez votre opérateur de téléphonie mobile
QA4.2 For each of the following situations, please tell me if it applies to you or not?
The accessibility to online content and applications is limited by the subscription scheme you have contracted with your mobile operator
QA4.2 Bitte sagen Sie mir für jede der folgenden Situationen, ob diese auf Sie zutrifft oder nicht.
Der Zugriff auf Onlineinhalte und -anwendungen ist aufgrund Ihres Mobilfunkvertrages oder Ihrer Mobilfunkkarte eingeschränkt

	UE27 EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Oui	**32**	**40**	**25**	**42**	**17**	**25**	**25**	**27**	**16**	**33**
Non	**68**	**60**	**75**	**58**	**83**	**75**	**75**	**73**	**84**	**67**

	EL	ES	FR	IT	CY	LV	LT	LU	HU	MT
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Yes	**29**	**30**	**44**	**30**	**18**	**9**	**21**	**24**	**29**	**27**
No	**71**	**70**	**56**	**70**	**82**	**91**	**79**	**76**	**71**	**73**

	NL	AT	PL	PT	RO	SI	SK	FI	SE	UK
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Ja	**26**	**22**	**33**	**37**	**38**	**20**	**66**	**15**	**16**	**37**
Nein	**74**	**78**	**67**	**63**	**62**	**80**	**34**	**85**	**84**	**63**

QA4.3 Pouvez-vous me dire si chacune des situations suivantes s'applique à vous ou non ?
L'accès à certains contenus et applications en ligne est bloqué par votre opérateur de téléphonie mobile
QA4.3 For each of the following situations, please tell me if it applies to you or not?
The accessibility to certain online content and applications is blocked by your mobile operator
QA4.3 Bitte sagen Sie mir für jede der folgenden Situationen, ob diese auf Sie zutrifft oder nicht.
Ihr Mobilfunkbetreiber hat den Zugriff auf bestimmte Onlineinhalte und -anwendungen gesperrt

	UE27 EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Oui	**21**	**17**	**4**	**26**	**12**	**14**	**14**	**12**	**9**	**22**
Non	**79**	**83**	**96**	**74**	**88**	**86**	**86**	**88**	**91**	**78**

	EL	ES	FR	IT	CY	LV	LT	LU	HU	MT
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Yes	**27**	**21**	**23**	**22**	**31**	**6**	**9**	**19**	**30**	**21**
No	**73**	**79**	**77**	**78**	**69**	**94**	**91**	**81**	**70**	**79**

	NL	AT	PL	PT	RO	SI	SK	FI	SE	UK
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Ja	**10**	**23**	**24**	**31**	**24**	**14**	**41**	**14**	**11**	**27**
Nein	**90**	**77**	**76**	**69**	**76**	**86**	**59**	**86**	**89**	**73**

QA5.1 Pouvez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des affirmations suivantes.
Votre opérateur de téléphonie fixe vous envoie une facture complète et claire sur votre consommation et les tarifs des services de téléphonie fournis
QA5.1 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
Your fixed telephone service operator provides a complete and clear bill for the consumption and tariffs of the telephone services provided
QA5.1 Bitte sagen Sie mir für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.
Ihr Festnetzanbieter stellt Ihnen eine vollständige und eindeutige Rechnung über den Gebrauch und die Preise der bereitgestellten Telefondienste aus.

1ère colonne: EB72 automne 2009 2ème colonne: % changement par rapport à EB68 automne 2007	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Tout à fait d'accord	**50**	*-1*	**47**	*-4*	**36**	*+9*	**58**	*+19*	**51**	*-10*	**71**	*-1*	**72**	*0*	**75**	*+4*	**65**	*-8*	**42**	*+4*	**39**	*-12*	**37**	*-1*
Plutôt d'accord	**33**	*-1*	**34**	*+1*	**38**	*0*	**32**	*-1*	**25**	*+2*	**18**	*-1*	**17**	*-2*	**16**	*-7*	**23**	*+4*	**48**	*+1*	**44**	*+8*	**51**	*+2*
Plutôt pas d'accord	**7**	*0*	**8**	*+1*	**12**	*-3*	**5**	*+1*	**8**	*+2*	**4**	*-1*	**4**	*0*	**4**	*+1*	**5**	*+3*	**3**	*-1*	**11**	*+3*	**6**	*-1*
Pas du tout d'accord	**4**	*+1*	**4**	*-1*	**10**	*+2*	**3**	*0*	**5**	*+2*	**3**	*+1*	**3**	*+1*	**2**	*+1*	**2**	*0*	**1**	*-2*	**3**	*-1*	**1**	*0*
Pas applicable (SPONTANE)	**3**	*+2*	**5**	*+2*	**0**	*-2*	**2**	*-2*	**4**	*+2*	**1**	*+1*	**1**	*0*	**2**	*+1*	**2**	*+1*	**0**	*-1*	**2**	*+1*	**1**	*+1*
NSP	**3**	*-1*	**2**	*+1*	**4**	*-6*	**0**	*-17*	**7**	*+2*	**3**	*+1*	**3**	*+1*	**1**	*0*	**3**	*0*	**6**	*-1*	**1**	*+1*	**4**	*-1*
D'accord	**83**	*-2*	**81**	*-3*	**74**	*+9*	**90**	*+18*	**76**	*-8*	**89**	*-2*	**89**	*-2*	**91**	*-3*	**88**	*-4*	**90**	*+5*	**83**	*-4*	**88**	*+1*
Pas d'accord	**11**	*+1*	**12**	*0*	**22**	*-1*	**8**	*+1*	**13**	*+4*	**7**	*0*	**7**	*+1*	**6**	*+2*	**7**	*+3*	**4**	*-3*	**14**	*+2*	**7**	*-1*

1st column: EB72 autumn 2009 2nd column: % change from EB68 autumn 2007	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Totally agree	**52**	*+1*	**26**	*+4*	**61**	*-7*	**56**	*-9*	**53**	*-8*	**57**	*-17*	**41**	*-2*	**46**	*+4*	**57**	*-3*	**36**	*+12*	**36**	*-3*	**28**	*-2*
Tend to agree	**28**	*-6*	**49**	*-1*	**29**	*+11*	**33**	*+10*	**34**	*+9*	**32**	*+14*	**41**	*0*	**39**	*+2*	**23**	*-1*	**50**	*-10*	**45**	*-1*	**57**	*+2*
Tend to disagree	**6**	*0*	**10**	*-7*	**3**	*-3*	**5**	*-1*	**7**	*+1*	**4**	*0*	**11**	*+2*	**5**	*0*	**8**	*+1*	**7**	*-3*	**8**	*+1*	**6**	*0*
Totally disagree	**9**	*+4*	**6**	*0*	**5**	*+3*	**2**	*0*	**1**	*-2*	**3**	*0*	**3**	*-1*	**2**	*+1*	**4**	*0*	**2**	*+1*	**5**	*+1*	**3**	*+2*
Not Applicable (SPONTANEOUS)	**2**	*0*	**6**	*+5*	**0**	*-1*	**3**	*+2*	**2**	*+1*	**1**	*+1*	**2**	*+1*	**4**	*-4*	**4**	*+3*	**2**	*+1*	**4**	*+3*	**3**	*-1*
DK	**3**	*+1*	**3**	*-1*	**2**	*-3*	**1**	*-2*	**3**	*-1*	**3**	*+2*	**2**	*0*	**4**	*-3*	**4**	*0*	**3**	*-1*	**2**	*-1*	**3**	*-1*
Agree	**80**	*-5*	**75**	*+3*	**90**	*+4*	**89**	*+1*	**87**	*+1*	**89**	*-3*	**82**	*-2*	**85**	*+6*	**80**	*-4*	**86**	*+2*	**81**	*-4*	**85**	*0*
Disagree	**15**	*+4*	**16**	*-7*	**8**	*0*	**7**	*-1*	**8**	*-1*	**7**	*0*	**14**	*+1*	**7**	*+1*	**12**	*+1*	**9**	*-2*	**13**	*+2*	**9**	*+2*

erste Spalte: EB72 Herbst 2009 zweite Spalte: % Veränderungen im Vergleich zu EB68 Herbst 2007	RO		SI		SK		FI		SE		UK	
	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Stimme voll und ganz zu	**40**	*-14*	**50**	*-5*	**35**	*-7*	**47**	*+6*	**72**	*-2*	**55**	*-1*
Stimme eher zu	**35**	*+2*	**35**	*+3*	**47**	*+2*	**36**	*+8*	**16**	*0*	**30**	*-3*
Stimme eher nicht zu	**6**	*0*	**8**	*0*	**8**	*-1*	**6**	*-5*	**3**	*-1*	**5**	*+1*
Stimme überhaupt nicht zu	**4**	*+3*	**2**	*0*	**5**	*+3*	**2**	*-2*	**3**	*+1*	**3**	*+1*
Spontan: trifft nicht zu	**0**	*0*	**1**	*0*	**3**	*+3*	**4**	*-9*	**2**	*+2*	**3**	*+1*
Weiß nicht / Keine Angabe	**15**	*+9*	**4**	*+2*	**2**	*0*	**5**	*+2*	**4**	*0*	**4**	*+1*
Stimme zu	**75**	*-12*	**85**	*-2*	**82**	*-5*	**83**	*+14*	**88**	*-2*	**85**	*-4*
Stimme nicht zu	**10**	*+3*	**10**	*0*	**13**	*+2*	**8**	*-7*	**6**	*0*	**8**	*+2*

QA5.2 Pouvez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des affirmations suivantes.
Vous limitez les appels depuis votre ligne fixe parce que vous vous souciez des coûts de communication
QA5.2 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
You limit your calls with your landline because you are concerned about communication charges
QA5.2 Bitte sagen Sie mir für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.
Sie begrenzen die Zahl der Anrufe von Ihrem Festnetztelefon, weil Sie sich Sorgen wegen der Telefonkosten machen.

	UE27 EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Tout à fait d'accord	23	22	36	21	15	28	29	32	21	28
Plutôt d'accord	26	31	36	33	15	20	19	18	22	37
Plutôt pas d'accord	20	21	15	33	13	14	14	13	15	18
Pas du tout d'accord	27	23	10	12	50	27	27	27	39	12
Pas applicable (SPONTANE)	3	2	0	1	5	9	9	10	2	1
NSP	1	1	3	0	2	2	2	0	1	4
D'accord	49	53	72	54	30	48	48	50	43	65
Pas d'accord	47	44	25	45	63	41	41	40	54	30

	EL	ES	FR	IT	CY	LV	LT	LU	HU	MT
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Totally agree	24	18	27	17	22	29	19	15	20	30
Tend to agree	37	32	21	32	33	23	30	24	32	25
Tend to disagree	28	24	17	24	15	22	23	25	15	25
Totally disagree	10	24	33	25	29	22	25	31	29	16
Not Applicable (SPONTANEOUS)	1	1	1	1	1	3	2	2	3	3
DK	0	1	1	1	0	1	1	3	1	1
Agree	61	50	48	49	55	52	49	39	52	55
Disagree	38	48	50	49	44	44	48	56	44	41

	NL	AT	PL	PT	RO	SI	SK	FI	SE	UK
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Stimme voll und ganz zu	9	8	27	15	24	26	19	11	10	24
Stimme eher zu	11	25	36	42	30	23	39	21	15	24
Stimme eher nicht zu	21	29	23	22	20	22	31	19	11	22
Stimme überhaupt nicht zu	56	30	9	13	13	28	9	41	61	27
Spontan: trifft nicht zu	2	7	2	5	1	1	2	6	2	2
Weiß nicht / Keine Angabe	1	1	3	3	12	0	0	2	1	1
Stimme zu	20	33	63	57	54	49	58	32	25	48
Stimme nicht zu	77	59	32	35	33	50	40	60	72	49

QA5.3 Pouvez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des affirmations suivantes.
Vous avez la possibilité de vérifier votre consommation de services de téléphonie fixe d'une manière simple et claire
QA5.3 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
You are able to verify your fixed telephone service consumption in a simple and consumer friendly way
QA5.3 Bitte sagen Sie mir für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.
Sie können auf einfache und verbraucherfreundliche Weise überprüfen, wie Sie Ihren Festnetztelefondienst nutzen.

1ère colonne: EB72 automne 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
2ème colonne: % changement par rapport à	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
EB68 automne 2007	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2
Tout à fait d'accord	**37**	*-6*	**36**	*-7*	**20**	*-2*	**24**	*-5*	**33**	*-21*	**56**	*0*	**57**	*-1*	**64**	*-1*	**51**	*-15*	**32**	*-3*	**29**	*-11*	**18**	*-7*
Plutôt d'accord	**37**	*+2*	**39**	*+2*	**28**	*-5*	**54**	*+17*	**23**	*+4*	**26**	*+2*	**26**	*+1*	**23**	*-5*	**26**	*+5*	**52**	*+8*	**43**	*+4*	**54**	*+6*
Plutôt pas d'accord	**10**	*-1*	**13**	*+4*	**22**	*0*	**11**	*0*	**15**	*+5*	**6**	*-5*	**6**	*-3*	**5**	*+2*	**6**	*+2*	**5**	*-3*	**19**	*+5*	**10**	*-3*
Pas du tout d'accord	**7**	*+3*	**8**	*+2*	**19**	*+8*	**6**	*+4*	**8**	*+4*	**6**	*+3*	**5**	*+2*	**4**	*+2*	**4**	*+2*	**2**	*-1*	**5**	*-1*	**6**	*0*
Pas applicable (SPONTANE)	**2**	*0*	**3**	*0*	**0**	*-1*	**1**	*-3*	**8**	*+5*	**2**	*+1*	**2**	*+1*	**1**	*0*	**4**	*+2*	**1**	*0*	**1**	*+1*	**1**	*-1*
NSP	**7**	*+2*	**1**	*-1*	**11**	*0*	**4**	*-13*	**13**	*+3*	**4**	*-1*	**4**	*0*	**3**	*+2*	**9**	*+4*	**8**	*-1*	**3**	*+2*	**11**	*+5*
D'accord	**74**	*-4*	**75**	*-5*	**48**	*-7*	**78**	*+12*	**56**	*-17*	**82**	*+2*	**83**	*0*	**87**	*-6*	**77**	*-10*	**84**	*+5*	**72**	*-7*	**72**	*-1*
Pas d'accord	**17**	*+2*	**21**	*+6*	**41**	*+8*	**17**	*+4*	**23**	*+9*	**12**	*-2*	**11**	*-1*	**9**	*+4*	**10**	*+4*	**7**	*-4*	**24**	*+4*	**16**	*-3*

1st column: EB72 autumn 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
2nd column: % change from EB68 autumn 2007	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2
Totally agree	**39**	*-8*	**23**	*+3*	**39**	*-12*	**40**	*-16*	**36**	*-14*	**39**	*-24*	**23**	*-12*	**30**	*-1*	**46**	*-10*	**21**	*-1*	**23**	*-8*	**17**	*-9*
Tend to agree	**32**	*-3*	**53**	*+7*	**38**	*+16*	**36**	*+10*	**39**	*+10*	**36**	*+17*	**45**	*+3*	**40**	*-6*	**26**	*+2*	**55**	*+5*	**45**	*+1*	**50**	*-7*
Tend to disagree	**9**	*+1*	**13**	*-7*	**4**	*-3*	**8**	*+1*	**9**	*+3*	**10**	*+4*	**15**	*+3*	**5**	*-2*	**10**	*+2*	**13**	*-5*	**16**	*+3*	**18**	*+10*
Totally disagree	**11**	*+6*	**6**	*-2*	**7**	*+2*	**5**	*+1*	**5**	*+1*	**6**	*0*	**8**	*+2*	**8**	*+6*	**6**	*+1*	**4**	*0*	**6**	*0*	**5**	*+4*
Not Applicable (SPONTANEOUS)	**2**	*0*	**1**	*0*	**3**	*+2*	**4**	*+2*	**4**	*+2*	**3**	*+1*	**4**	*+2*	**2**	*0*	**3**	*+2*	**2**	*+1*	**2**	*+1*	**4**	*0*
DK	**7**	*+4*	**4**	*-1*	**9**	*-5*	**7**	*+2*	**7**	*-2*	**6**	*+2*	**5**	*+2*	**15**	*+3*	**9**	*+3*	**5**	*0*	**8**	*+3*	**6**	*+2*
Agree	**71**	*-11*	**76**	*+10*	**77**	*+4*	**76**	*-6*	**75**	*-4*	**75**	*-7*	**68**	*-9*	**70**	*-7*	**72**	*-8*	**76**	*+4*	**68**	*-7*	**67**	*-16*
Disagree	**20**	*+7*	**19**	*-9*	**11**	*-1*	**13**	*+2*	**14**	*+4*	**16**	*+4*	**23**	*+5*	**13**	*+4*	**16**	*+3*	**17**	*-5*	**22**	*+3*	**23**	*+14*

erste Spalte: EB72 Herbst 2009	RO		SI		SK		FI		SE		UK	
zweite Spalte: % Veränderungen im Vergleich zu	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
EB68 Herbst 2007	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2
Stimme voll und ganz zu	**26**	*-18*	**20**	*-16*	**16**	*-10*	**24**	*-2*	**53**	*-11*	**44**	*-7*
Stimme eher zu	**34**	*+2*	**30**	*-3*	**49**	*+1*	**30**	*-2*	**23**	*+4*	**34**	*0*
Stimme eher nicht zu	**14**	*+5*	**15**	*+4*	**19**	*+1*	**14**	*-3*	**8**	*+2*	**7**	*+2*
Stimme überhaupt nicht zu	**7**	*+4*	**26**	*+19*	**8**	*+5*	**7**	*+2*	**7**	*+4*	**5**	*+2*
Spontan: trifft nicht zu	**2**	*+2*	**2**	*-2*	**2**	*+1*	**7**	*-8*	**2**	*+1*	**5**	*+3*
Weiß nicht / Keine Angabe	**17**	*+5*	**7**	*-2*	**6**	*+2*	**18**	*+13*	**7**	*0*	**5**	*0*
Stimme zu	**60**	*-16*	**50**	*-19*	**65**	*-9*	**54**	*-4*	**76**	*-7*	**78**	*-7*
Stimme nicht zu	**21**	*+9*	**41**	*+23*	**27**	*+6*	**21**	*-1*	**15**	*+6*	**12**	*+4*

QA5.4 Pouvez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des affirmations suivantes.
Vous pouvez facilement comparer les tarifs de votre ligne fixe actuelle avec d'autres offres
QA5.4 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
You can easily compare your current landline tariff scheme with other offers
QA5.4 Bitte sagen Sie mir für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.
Sie können Ihren derzeitigen Festnetztarif einfach mit anderen Angeboten vergleichen.

1ère colonne: EB72 automne 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
2ème colonne: % changement par rapport à EB68 automne 2007	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Tout à fait d'accord	**29**	*-2*	**21**	*-2*	**23**	*+9*	**25**	*-4*	**21**	*-10*	**52**	*+4*	**53**	*+5*	**56**	*+11*	**37**	*-8*	**27**	*+1*	**32**	*+1*	**15**	*-1*
Plutôt d'accord	**35**	*+2*	**32**	*+3*	**35**	*+7*	**45**	*+10*	**25**	*+7*	**25**	*0*	**24**	*-2*	**23**	*-8*	**24**	*-3*	**45**	*+7*	**43**	*+2*	**41**	*+2*
Plutôt pas d'accord	**14**	*-1*	**20**	*-3*	**16**	*-7*	**15**	*+4*	**17**	*+1*	**8**	*-5*	**8**	*-5*	**9**	*-6*	**11**	*+3*	**11**	*0*	**18**	*+1*	**14**	*-3*
Pas du tout d'accord	**9**	*0*	**14**	*0*	**14**	*+2*	**9**	*+5*	**15**	*0*	**7**	*0*	**7**	*0*	**6**	*+2*	**7**	*+1*	**4**	*-1*	**5**	*-4*	**11**	*-2*
Pas applicable (SPONTANE)	**4**	*+1*	**10**	*+2*	**1**	*-3*	**2**	*-2*	**8**	*+1*	**2**	*0*	**3**	*+1*	**3**	*+2*	**6**	*+3*	**2**	*0*	**1**	*0*	**2**	*-1*
NSP	**9**	*0*	**3**	*0*	**11**	*-8*	**4**	*-13*	**14**	*+1*	**6**	*+1*	**5**	*+1*	**3**	*-1*	**15**	*+4*	**11**	*-7*	**1**	*0*	**17**	*+5*
D'accord	**64**	*0*	**53**	*+1*	**58**	*+16*	**70**	*+6*	**46**	*-3*	**77**	*+4*	**77**	*+3*	**79**	*+3*	**61**	*-11*	**72**	*+8*	**75**	*+3*	**56**	*+1*
Pas d'accord	**23**	*-1*	**34**	*-3*	**30**	*-5*	**24**	*+9*	**32**	*+1*	**15**	*-5*	**15**	*-5*	**15**	*-4*	**18**	*+4*	**15**	*-1*	**23**	*-3*	**25**	*-5*

1st column: EB72 autumn 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
2nd column: % change from EB68 autumn 2007	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Totally agree	**25**	*-1*	**17**	*-3*	**28**	*+2*	**30**	*-2*	**24**	*-8*	**25**	*-9*	**19**	*-3*	**30**	*0*	**27**	*-4*	**19**	*+3*	**16**	*-10*	**16**	*0*
Tend to agree	**31**	*-3*	**50**	*+7*	**28**	*+8*	**34**	*+3*	**37**	*+15*	**31**	*+9*	**36**	*+2*	**38**	*-8*	**24**	*0*	**45**	*+2*	**47**	*+5*	**46**	*-3*
Tend to disagree	**16**	*+3*	**15**	*-4*	**8**	*+2*	**12**	*+1*	**11**	*-1*	**9**	*-2*	**21**	*+2*	**8**	*+5*	**16**	*-1*	**21**	*-2*	**17**	*+3*	**22**	*+8*
Totally disagree	**14**	*+2*	**8**	*0*	**16**	*-8*	**8**	*+1*	**7**	*-3*	**10**	*-3*	**14**	*0*	**6**	*+4*	**9**	*-3*	**6**	*-3*	**7**	*0*	**5**	*+1*
Not Applicable (SPONTANEOUS)	**4**	*0*	**3**	*+2*	**7**	*-1*	**5**	*0*	**10**	*+4*	**11**	*+4*	**8**	*+1*	**1**	*0*	**9**	*+3*	**3**	*0*	**2**	*+1*	**5**	*-1*
DK	**10**	*-1*	**7**	*-2*	**13**	*-3*	**11**	*-3*	**11**	*-7*	**14**	*+1*	**2**	*-2*	**17**	*-1*	**15**	*+5*	**6**	*0*	**11**	*+1*	**6**	*-5*
Agree	**56**	*-4*	**67**	*+4*	**56**	*+10*	**64**	*+1*	**61**	*+7*	**56**	*0*	**55**	*-1*	**68**	*-8*	**51**	*-4*	**64**	*+5*	**63**	*-5*	**62**	*-3*
Disagree	**30**	*+5*	**23**	*-4*	**24**	*-6*	**20**	*+2*	**18**	*-4*	**19**	*-5*	**35**	*+2*	**14**	*+9*	**25**	*-4*	**27**	*-5*	**24**	*+3*	**27**	*+9*

erste Spalte: EB72 Herbst 2009	RO		SI		SK		FI		SE		UK	
zweite Spalte: % Veränderungen im Vergleich zu EB68 Herbst 2007	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Stimme voll und ganz zu	**27**	*-7*	**20**	*-2*	**16**	*-9*	**14**	*-2*	**28**	*-8*	**33**	*-2*
Stimme eher zu	**32**	*+8*	**32**	*+5*	**54**	*+2*	**23**	*0*	**25**	*+6*	**33**	*-2*
Stimme eher nicht zu	**13**	*-2*	**13**	*-7*	**19**	*+8*	**17**	*-2*	**18**	*+4*	**10**	*0*
Stimme überhaupt nicht zu	**7**	*+1*	**23**	*+10*	**5**	*+1*	**10**	*-4*	**14**	*-2*	**8**	*+2*
Spontan: trifft nicht zu	**3**	*+1*	**5**	*-2*	**2**	*0*	**9**	*-9*	**5**	*+1*	**8**	*+4*
Weiß nicht / Keine Angabe	**18**	*-1*	**7**	*-4*	**4**	*-2*	**27**	*+17*	**10**	*-1*	**8**	*-2*
Stimme zu	**59**	*+1*	**52**	*+3*	**70**	*-7*	**37**	*-2*	**53**	*-2*	**66**	*-4*
Stimme nicht zu	**20**	*-1*	**36**	*+3*	**24**	*+9*	**27**	*-6*	**32**	*+2*	**18**	*+2*

QA7 A quelle fréquence utilisez-vous personnellement les téléphones publics ?
QA7 How often do you personally use public payphones?
QA7 Wie oft benutzen Sie persönlich öffentliche Telefone?

1ère colonne: EB72 automne 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
2ème colonne: % changement par rapport à EB68 automne 2007	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Une fois par semaine ou plus	**1**	*-1*	**2**	*0*	**1**	*-2*	**0**	*-1*	**0**	*0*	**1**	*0*	**1**	*0*	**1**	*-1*	**0**	*0*	**1**	*0*	**2**	*-2*	**5**	*-1*
Environ une fois par mois	**2**	*-1*	**2**	*-1*	**2**	*-3*	**1**	*-1*	**0**	*0*	**1**	*-1*	**2**	*0*	**2**	*+1*	**0**	*-1*	**1**	*-1*	**2**	*-2*	**4**	*-2*
Moins d'une fois par mois	**4**	*-1*	**4**	*0*	**3**	*-4*	**2**	*-2*	**2**	*-3*	**4**	*-2*	**3**	*-2*	**1**	*-3*	**2**	*-1*	**3**	*-2*	**5**	*0*	**8**	*0*
Uniquement en déplacement ou en voyage	**8**	*-4*	**5**	*-7*	**5**	*-6*	**4**	*-6*	**4**	*-4*	**10**	*-7*	**9**	*-8*	**6**	*-12*	**4**	*-2*	**8**	*-5*	**12**	*-4*	**10**	*-3*
Jamais	**84**	*+7*	**87**	*+8*	**87**	*+26*	**93**	*+11*	**94**	*+7*	**83**	*+10*	**84**	*+10*	**88**	*+13*	**94**	*+5*	**86**	*+10*	**78**	*+7*	**73**	*+8*
NSP	**1**	*0*	**0**	*0*	**2**	*-11*	**0**	*-1*	**0**	*0*	**1**	*0*	**1**	*0*	**2**	*+2*	**0**	*-1*	**1**	*-2*	**1**	*+1*	**0**	*-2*

1st column: EB72 autumn 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
2nd column: % change from EB68 autumn 2007	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Once a week or more often	**1**	*0*	**2**	*0*	**0**	*0*	**0**	*-1*	**0**	*0*	**1**	*0*	**1**	*0*	**0**	*-1*	**1**	*0*	**2**	*+1*	**0**	*-1*	**2**	*0*
About once a month	**2**	*-1*	**3**	*-1*	**0**	*-1*	**1**	*0*	**0**	*-1*	**1**	*0*	**2**	*-1*	**0**	*0*	**0**	*0*	**2**	*-2*	**2**	*0*	**3**	*-1*
Less often than once a month	**4**	*-2*	**1**	*-1*	**1**	*0*	**2**	*-4*	**1**	*-1*	**2**	*-1*	**5**	*-2*	**1**	*-2*	**1**	*-1*	**8**	*+1*	**1**	*-2*	**5**	*-2*
Only when away from home or travelling	**8**	*-4*	**6**	*-2*	**2**	*+1*	**6**	*-1*	**2**	*-1*	**6**	*-1*	**6**	*-2*	**4**	*-3*	**5**	*-5*	**20**	*-2*	**4**	*-4*	**11**	*+1*
Never	**85**	*+7*	**87**	*+5*	**97**	*+1*	**90**	*+6*	**96**	*+2*	**90**	*+2*	**86**	*+5*	**95**	*+6*	**93**	*+6*	**67**	*+3*	**91**	*+6*	**78**	*+2*
DK	**0**	*0*	**1**	*-1*	**0**	*-1*	**1**	*0*	**1**	*+1*	**0**	*0*	**0**	*0*	**0**	*0*	**0**	*0*	**1**	*-1*	**2**	*+1*	**1**	*0*

erste Spalte: EB72 Herbst 2009	RO		SI		SK		FI		SE		UK	
zweite Spalte: % Veränderungen im Vergleich zu EB68 Herbst 2007	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Einmal pro Woche oder häufiger	**1**	*0*	**0**	*0*	**0**	*-1*	**0**	*0*	**0**	*0*	**1**	*-1*
Ungefähr einmal im Monat	**2**	*-1*	**0**	*-1*	**1**	*-1*	**0**	*0*	**0**	*0*	**2**	*-1*
Weniger als ein mal im Monat	**4**	*-4*	**1**	*-1*	**2**	*-1*	**1**	*0*	**1**	*-2*	**6**	*-1*
Nur wenn ich von zu Hause weg bin oder auf Reisen	**7**	*-7*	**4**	*-2*	**9**	*-5*	**2**	*-1*	**6**	*-2*	**9**	*-5*
Niemals	**82**	*+12*	**95**	*+4*	**87**	*+8*	**97**	*+1*	**92**	*+3*	**82**	*+8*
Weiß nicht / Keine Angabe	**4**	*0*	**0**	*0*	**1**	*0*	**0**	*0*	**1**	*+1*	**0**	*0*

QA8 Pour quelles raisons vous servez-vous personnellement des téléphones publics ? (PLUSIEURS REPONSES POSSIBLES)
QA8 For what reasons do you personally make use of public payphones? (MULTIPLE ANSWERS POSSIBLE)
QA8 Aus welchen Gründen nutzen Sie persönlich solche öffentlichen Telefone? (MEHRFACHNENNUNGEN MÖGLICH)

1ère colonne: EB72 automne 2009 2ème colonne: % changement par rapport à EB68 automne 2007	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Il n'y a pas de téléphone fixe à la maison	13	+1	21	+9	30	+22	19	-1	5	+4	2	-2	4	0	12	+8	5	-4	14	+3	14	-1	19	+1
Vous n'avez pas accès à un téléphone mobile et vous devez téléphoner quand vous n'êtes pas à la maison	9	-10	5	-7	19	0	6	-7	9	-23	11	-4	12	-3	16	+5	3	-37	6	-11	18	+1	5	-12
Vous avez un téléphone mobile mais les appels internationaux sont trop chers	17	+1	41	+6	14	+6	10	-2	5	-12	20	-9	21	-8	31	+2	17	+10	26	+8	13	-4	22	+6
Le seul téléphone disponible à la maison est toujours occupé	3	+1	2	0	0	-2	1	-2	0	-1	1	-4	1	-3	4	+4	1	+1	2	0	3	+3	6	+3
Quand le téléphone mobile est hors réseau\ n'a plus de crédit\ est déchargé	41	-3	20	-15	38	-7	63	+10	56	+7	46	+2	45	-1	34	-22	52	-11	31	-24	59	+2	37	+6
Autre (SPONTANE)	17	+5	20	+4	5	0	3	-3	31	+22	27	+18	25	+15	12	+2	15	+10	7	+4	3	+1	28	+11
NSP	10	+5	11	+9	4	-15	7	-2	0	-2	3	+1	3	+1	4	+3	12	+11	19	+9	1	+1	1	-5

1st column: EB72 autumn 2009 2nd column: % change from EB68 autumn 2007	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
There is no fixed telephone at home	8	-1	6	-3	0	0	5	-4	19	-11	3	+3	21	+1	6	+3	7	+5	10	+3	21	+9	26	0
You do not have a mobile phone access and need to make phone calls while away from home	9	-16	6	-12	0	-34	5	-29	13	-24	5	-18	16	0	19	-21	3	-3	9	-5	16	-8	8	-5
You have a mobile phone but it is too costly to make international phone calls	16	+5	22	+6	7	+7	16	+11	4	-12	17	-9	10	+7	34	+14	22	-8	27	+7	14	+6	15	+9
The only phone at home is always in use	2	+2	6	+1	0	0	1	0	3	+1	2	+1	7	+2	0	-3	2	+2	2	-2	3	+2	0	-3
When the mobile phone is out of range\ out of credit\ out of battery	39	-1	29	-10	74	+11	72	+14	52	+17	26	-7	48	-9	36	-5	53	+12	55	+1	32	-8	55	+2
Other (SPONTANEOUS)	22	0	4	-13	13	+10	4	+1	7	-6	22	0	5	-1	11	+8	20	-1	8	-2	9	-1	3	-2
DK	11	+6	28	+24	6	+6	1	0	16	+12	25	+24	6	+1	3	+2	4	+1	2	-2	11	+1	3	-2

erste Spalte: EB72 Herbst 2009 zweite Spalte: % Veränderungen im Vergleich zu EB68 Herbst 2007	RO		SI		SK		FI		SE		UK	
	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Es gibt keinen Telefonfestnetzanschluss zu Hause.	28	+1	1	-1	7	-6	11	+9	0	0	11	-3
Ihnen steht kein Handy zur Verfügung, und Sie müssen Anrufe tätigen, wenn Sie unterwegs sind.	19	+3	9	-32	7	-15	0	-17	7	-31	10	-15
Sie haben ein Handy zur Verfügung aber es ist zu teuer, Auslandsgespräche zu führen.	13	+1	14	-1	7	-1	8	0	22	+10	6	0
Das einzige Telefon zu Hause ist ständig in Benutzung.	0	-1	4	+4	2	+2	6	+6	1	+1	4	+2
Wenn das Handy keinen Empfang hat/ kein Guthaben hat/ der Akku leer ist	25	-9	65	+31	58	-4	47	-4	45	-9	47	-8
Spontan: Sonstiges	8	-5	14	-3	3	0	34	-3	13	+2	16	+10
Weiß nicht / Keine Angabe	23	+12	4	0	19	+16	2	+1	14	+9	15	+10

QA14 Avez-vous le sentiment que la vitesse et la capacité de téléchargement correspondent aux conditions décrites dans le contrat que vous ou votre ménage avez signé ?
QA14 Do you feel that the download\ upload speed and capacity matches your contract conditions?
QA14 Haben Sie das Gefühl, dass die Kapazität und Geschwindigkeit, mit der Sie Inhalte hoch- oder runterladen können, den Bedingungen Ihres Internetvertrages entspricht?

	UE27 EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Oui	**60**	**78**	**76**	**80**	**74**	**61**	**62**	**63**	**75**	**68**
Non	**24**	**15**	**8**	**15**	**16**	**25**	**25**	**26**	**16**	**16**
NSP	**16**	**7**	**16**	**5**	**10**	**14**	**13**	**11**	**9**	**16**

	EL	ES	FR	IT	CY	LV	LT	LU	HU	MT
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Yes	**58**	**47**	**58**	**53**	**66**	**70**	**79**	**65**	**80**	**68**
No	**26**	**36**	**26**	**18**	**20**	**22**	**16**	**20**	**13**	**14**
DK	**16**	**17**	**16**	**29**	**14**	**8**	**5**	**15**	**7**	**18**

	NL	AT	PL	PT	RO	SI	SK	FI	SE	UK
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Ja	**62**	**72**	**68**	**72**	**66**	**79**	**77**	**71**	**65**	**49**
Nein	**14**	**14**	**18**	**10**	**18**	**15**	**16**	**22**	**23**	**38**
Weiß nicht / Keine Angabe	**24**	**14**	**14**	**18**	**16**	**6**	**7**	**7**	**12**	**13**

QA16.1 Pouvez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des affirmations suivantes.
Votre connexion Internet ne se coupe jamais
QA16.1 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
Your Internet connection never breaks down
QA16.1 Bitte sagen Sie mir für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.
Ihre Internetverbindung wird nie unterbrochen.

1ère colonne: EB72 automne 2009 2ème colonne: % changement par rapport à EB66 automne 2006	EU27 UE27	EU25 UE25	BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3
Tout à fait d'accord	**26**	*+1*	**35**	*+4*	**24**	*+7*	**12**	*0*	**26**	*-4*	**41**	*+9*	**41**	*+6*	**39**	*-7*	**23**	*0*	**15**	*-1*	**29**	*+5*	**15**	*+1*
Plutôt d'accord	**34**	*0*	**32**	*-1*	**39**	*+9*	**51**	*+9*	**32**	*+1*	**29**	*+1*	**30**	*+2*	**33**	*+6*	**35**	*+1*	**41**	*+11*	**38**	*+1*	**35**	*-7*
Plutôt pas d'accord	**26**	*+2*	**22**	*0*	**26**	*-6*	**29**	*-1*	**29**	*+5*	**22**	*+1*	**21**	*+1*	**19**	*+2*	**31**	*+3*	**30**	*-3*	**19**	*0*	**34**	*+10*
Pas du tout d'accord	**10**	*-1*	**9**	*-4*	**6**	*-9*	**6**	*-6*	**12**	*0*	**5**	*-6*	**6**	*-4*	**8**	*+2*	**8**	*-5*	**10**	*-3*	**5**	*-9*	**11**	*+4*
Pas applicable (SPONTANE)	**1**	*0*	**1**	*+1*	**0**	*0*	**0**	*-1*	**0**	*-1*	**0**	*-1*	**0**	*-1*	**0**	*0*	**1**	*+1*	**1**	*+1*	**1**	*+1*	**0**	*-3*
NSP	**3**	*-2*	**1**	*0*	**5**	*-1*	**2**	*-1*	**1**	*-1*	**3**	*-4*	**2**	*-4*	**1**	*-3*	**2**	*0*	**3**	*-5*	**8**	*+2*	**5**	*-5*
D'accord	**60**	*+1*	**67**	*+3*	**63**	*+16*	**63**	*+9*	**58**	*-3*	**70**	*+10*	**71**	*+8*	**72**	*-1*	**58**	*+1*	**56**	*+10*	**67**	*+6*	**50**	*-6*
Pas d'accord	**36**	*+1*	**31**	*-4*	**32**	*-15*	**35**	*-7*	**41**	*+5*	**27**	*-5*	**27**	*-3*	**27**	*+4*	**39**	*-2*	**40**	*-6*	**24**	*-9*	**45**	*+14*

1st column: EB72 autumn 2009 2nd column: % change from EB66 autumn 2006	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3
Totally agree	**19**	*+5*	**21**	*-3*	**14**	*-4*	**25**	*+4*	**26**	*+4*	**22**	*-9*	**33**	*+7*	**26**	*+4*	**30**	*-2*	**33**	*+3*	**26**	*0*	**16**	*-5*
Tend to agree	**24**	*-6*	**44**	*0*	**22**	*-5*	**37**	*+8*	**31**	*+3*	**35**	*+11*	**38**	*0*	**42**	*+13*	**31**	*+2*	**43**	*-3*	**37**	*-2*	**54**	*+25*
Tend to disagree	**33**	*0*	**22**	*+5*	**41**	*+16*	**32**	*-3*	**36**	*-1*	**30**	*+3*	**19**	*-7*	**20**	*-6*	**27**	*0*	**18**	*+3*	**23**	*+3*	**18**	*-6*
Totally disagree	**22**	*+3*	**4**	*-2*	**14**	*-1*	**5**	*-4*	**6**	*-1*	**9**	*-6*	**5**	*0*	**3**	*-9*	**11**	*0*	**5**	*0*	**8**	*+1*	**3**	*-10*
Not Applicable (SPONTANEOUS)	**0**	*-1*	**1**	*0*	**0**	*-5*	**0**	*-1*	**0**	*-1*	**1**	*+1*	**2**	*0*	**0**	*0*	**0**	*0*	**0**	*-1*	**1**	*0*	**0**	*-1*
DK	**2**	*-1*	**8**	*0*	**9**	*-1*	**1**	*-4*	**1**	*-4*	**3**	*0*	**3**	*0*	**9**	*-2*	**1**	*0*	**1**	*-2*	**5**	*-2*	**9**	*-3*
Agree	**43**	*-1*	**65**	*-3*	**36**	*-9*	**62**	*+12*	**57**	*+7*	**57**	*+2*	**71**	*+7*	**68**	*+17*	**61**	*0*	**76**	*0*	**63**	*-2*	**70**	*+20*
Disagree	**55**	*+3*	**26**	*+3*	**55**	*+15*	**37**	*-7*	**42**	*-2*	**39**	*-3*	**24**	*-7*	**23**	*-15*	**38**	*0*	**23**	*+3*	**31**	*+4*	**21**	*-16*

erste Spalte: EB72 Herbst 2009 zweite Spalte: % Veränderungen im Vergleich zu EB66 Herbst 2006	RO		SI		SK		FI		SE		UK	
	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3
Stimme voll und ganz zu	**21**	*+10*	**21**	*+1*	**15**	*+6*	**18**	*0*	**34**	*-4*	**22**	*-1*
Stimme eher zu	**38**	*+16*	**39**	*+7*	**45**	*+5*	**39**	*-5*	**39**	*+6*	**29**	*-3*
Stimme eher nicht zu	**25**	*-22*	**26**	*-5*	**33**	*+1*	**30**	*+4*	**16**	*0*	**33**	*+6*
Stimme überhaupt nicht zu	**11**	*-3*	**10**	*0*	**6**	*-5*	**11**	*+1*	**9**	*-1*	**13**	*0*
Spontan: trifft nicht zu	**0**	*0*	**1**	*+1*	**0**	*-1*	**1**	*0*	**1**	*+1*	**1**	*0*
Weiß nicht / Keine Angabe	**5**	*-1*	**3**	*-4*	**1**	*-6*	**1**	*0*	**1**	*-2*	**2**	*-2*
Stimme zu	**59**	*+26*	**60**	*+8*	**60**	*+11*	**57**	*-5*	**73**	*+2*	**51**	*-4*
Stimme nicht zu	**36**	*-25*	**36**	*-5*	**39**	*-4*	**41**	*+5*	**25**	*-1*	**46**	*+6*

QA16.2 Pouvez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des affirmations suivantes.
La vitesse de votre connexion Internet\ de téléchargement reste constante
QA16.2 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
The speed of your Internet connection\ time to download remains constant
QA16.2 Bitte sagen Sie mir für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.
Die Geschwindigkeit Ihrer Internetverbindung / die Zeit beim Herunterladen bleibt konstant.

1ère colonne: EB72 automne 2009 2ème colonne: % changement par rapport à EB68 automne 2007	EU27 UE27	EU25 UE25	BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3
Tout à fait d'accord	**25**	*0*	**33**	*+6*	**26**	*+7*	**14**	*+2*	**36**	*+1*	**39**	*+6*	**38**	*+3*	**37**	*-2*	**29**	*+4*	**15**	*0*	**24**	*+6*	**12**	*-2*
Plutôt d'accord	**36**	*-2*	**39**	*0*	**42**	*+8*	**52**	*+4*	**29**	*-5*	**30**	*+1*	**31**	*+1*	**32**	*0*	**30**	*-8*	**48**	*+5*	**35**	*-5*	**31**	*-17*
Plutôt pas d'accord	**22**	*+3*	**18**	*-5*	**17**	*-11*	**27**	*+2*	**25**	*+6*	**15**	*-2*	**16**	*0*	**18**	*+5*	**26**	*+5*	**20**	*-3*	**23**	*+1*	**34**	*+16*
Pas du tout d'accord	**8**	*0*	**6**	*-3*	**5**	*-5*	**5**	*-4*	**6**	*-1*	**5**	*-2*	**5**	*-1*	**7**	*+2*	**10**	*-1*	**11**	*-1*	**5**	*-7*	**14**	*+6*
Pas applicable (SPONTANE)	**1**	*0*	**1**	*+1*	**0**	*0*	**0**	*0*	**1**	*0*	**0**	*-1*	**0**	*-1*	**1**	*-1*	**1**	*0*	**1**	*+1*	**2**	*+2*	**1**	*0*
NSP	**8**	*-1*	**3**	*+1*	**10**	*+1*	**2**	*-4*	**3**	*-1*	**11**	*-2*	**10**	*-2*	**5**	*-4*	**4**	*0*	**5**	*-2*	**11**	*+3*	**8**	*-3*
D'accord	**61**	*-2*	**72**	*+6*	**68**	*+15*	**66**	*+6*	**65**	*-4*	**69**	*+7*	**69**	*+4*	**69**	*-2*	**59**	*-4*	**63**	*+5*	**59**	*+1*	**43**	*-19*
Pas d'accord	**30**	*+3*	**24**	*-8*	**22**	*-16*	**32**	*-2*	**31**	*+5*	**20**	*-4*	**21**	*-1*	**25**	*+7*	**36**	*+4*	**31**	*-4*	**28**	*-6*	**48**	*+22*

1st column: EB72 autumn 2009 2nd column: % change from EB66 autumn 2006	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3
Totally agree	**21**	*+5*	**20**	*-2*	**27**	*+3*	**27**	*+8*	**29**	*+11*	**23**	*-8*	**30**	*+2*	**23**	*+2*	**32**	*+3*	**30**	*+1*	**24**	*+3*	**15**	*+1*
Tend to agree	**34**	*-6*	**44**	*0*	**38**	*+5*	**37**	*+4*	**37**	*+3*	**45**	*+21*	**41**	*-1*	**44**	*+13*	**31**	*-3*	**44**	*+2*	**45**	*+4*	**52**	*+13*
Tend to disagree	**25**	*+2*	**21**	*+5*	**18**	*+3*	**26**	*-5*	**25**	*-10*	**18**	*-2*	**16**	*+1*	**14**	*-14*	**20**	*+2*	**15**	*-2*	**16**	*-5*	**19**	*-3*
Totally disagree	**11**	*-1*	**4**	*0*	**5**	*-6*	**7**	*-2*	**5**	*0*	**5**	*-10*	**3**	*-1*	**5**	*0*	**6**	*-2*	**7**	*+1*	**5**	*-1*	**1**	*-9*
Not Applicable (SPONTANEOUS)	**2**	*+1*	**0**	*-1*	**0**	*-3*	**0**	*-1*	**0**	*-1*	**2**	*0*	**5**	*0*	**0**	*0*	**2**	*0*	**0**	*-1*	**1**	*0*	**1**	*0*
DK	**7**	*-1*	**11**	*-2*	**12**	*-2*	**3**	*-4*	**4**	*-3*	**7**	*-1*	**5**	*-1*	**14**	*-1*	**9**	*0*	**4**	*-1*	**9**	*-1*	**12**	*-2*
Agree	**55**	*-1*	**64**	*-2*	**65**	*+8*	**64**	*+12*	**66**	*+14*	**68**	*+13*	**71**	*+1*	**67**	*+15*	**63**	*0*	**74**	*+3*	**69**	*+7*	**67**	*+14*
Disagree	**36**	*+1*	**25**	*+5*	**23**	*-3*	**33**	*-7*	**30**	*-10*	**23**	*-12*	**19**	*0*	**19**	*-14*	**26**	*0*	**22**	*-1*	**21**	*-6*	**20**	*-12*

erste Spalte: EB72 Herbst 2009 zweite Spalte: % Veränderungen im Vergleich zu EB66 Herbst 2006	RO		SI		SK		FI		SE		UK	
	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3
Stimme voll und ganz zu	**21**	*+8*	**25**	*+3*	**14**	*+4*	**13**	*+2*	**35**	*0*	**23**	*-4*
Stimme eher zu	**41**	*+13*	**43**	*+5*	**51**	*+8*	**31**	*-14*	**34**	*+1*	**31**	*-6*
Stimme eher nicht zu	**20**	*-22*	**19**	*-2*	**27**	*-5*	**36**	*+6*	**14**	*-1*	**27**	*+7*
Stimme überhaupt nicht zu	**7**	*-2*	**8**	*-2*	**6**	*-2*	**16**	*+6*	**8**	*-1*	**13**	*+5*
Spontan: trifft nicht zu	**1**	*+1*	**1**	*+1*	**0**	*-1*	**1**	*0*	**1**	*+1*	**1**	*0*
Weiß nicht / Keine Angabe	**10**	*+2*	**4**	*-5*	**2**	*-4*	**3**	*0*	**8**	*0*	**5**	*-2*
Stimme zu	**62**	*+21*	**68**	*+8*	**65**	*+12*	**44**	*-12*	**69**	*+1*	**54**	*-10*
Stimme nicht zu	**27**	*-24*	**27**	*-4*	**33**	*-7*	**52**	*+12*	**22**	*-2*	**40**	*+12*

QA16.3 Pouvez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des affirmations suivantes.
L'accès à certains contenus et applications en ligne est bloqué par votre fournisseur Internet
QA16.3 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
The accessibility to certain online content and applications is blocked by your Internet provider
QA16.3 Bitte sagen Sie mir für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.
Ihr Internetanbieter hat den Zugriff auf bestimmte Onlineinhalte und -anwendungen gesperrt

	UE27 EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Tout à fait d'accord	7	6	5	2	7	5	6	6	7	9
Plutôt d'accord	14	14	17	10	9	10	9	5	8	24
Plutôt pas d'accord	21	26	27	38	11	12	12	15	18	23
Pas du tout d'accord	38	44	26	41	51	50	52	61	55	23
Pas applicable (SPONTANE)	2	4	2	1	3	3	2	2	2	2
NSP	18	6	23	8	19	20	19	11	10	19
D'accord	21	20	22	12	16	15	15	11	15	33
Pas d'accord	59	70	53	79	62	62	64	76	73	46

	EL	ES	FR	IT	CY	LV	LT	LU	HU	MT
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Totally agree	11	4	5	10	9	5	8	5	8	7
Tend to agree	20	18	11	25	28	9	17	17	16	11
Tend to disagree	29	21	26	18	18	31	26	26	25	21
Totally disagree	20	37	42	16	23	42	33	31	37	27
Not Applicable (SPONTANEOUS)	5	1	2	1	1	2	2	8	8	1
DK	15	19	14	30	21	11	14	13	6	33
Agree	31	22	16	35	37	14	25	22	24	18
Disagree	49	58	68	34	41	73	59	57	62	48

	NL	AT	PL	PT	RO	SI	SK	FI	SE	UK
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Stimme voll und ganz zu	4	11	8	9	10	9	5	7	5	9
Stimme eher zu	6	12	18	34	16	16	27	16	9	11
Stimme eher nicht zu	23	14	29	23	25	27	44	19	9	25
Stimme überhaupt nicht zu	49	39	25	11	24	37	14	45	54	38
Spontan: trifft nicht zu	2	11	2	3	3	1	0	3	2	3
Weiß nicht / Keine Angabe	16	13	18	20	22	10	10	10	21	14
Stimme zu	10	23	26	43	26	25	32	23	14	20
Stimme nicht zu	72	53	54	34	49	64	58	64	63	63

QA16.4 Pouvez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des affirmations suivantes.
Vous pouvez facilement contacter votre fournisseur en cas de problème de connexion Internet
QA16.4 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
You can easily contact your provider in case of Internet connection problems
QA16.4 Bitte sagen Sie mir für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.
Sie können Ihren Anbieter im Fall von Problemen mit der Internetverbindung leicht erreichen.

1ère colonne: EB72 automne 2009 2ème colonne: % changement par rapport à EB68 automne 2007	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Tout à fait d'accord	**31**	*+2*	**33**	*-3*	**40**	*+11*	**34**	*-2*	**41**	*-3*	**33**	*0*	**33**	*+1*	**33**	*+1*	**58**	*+12*	**25**	*+2*	**31**	*+4*	**24**	*+9*
Plutôt d'accord	**38**	*+1*	**37**	*+3*	**47**	*-7*	**50**	*+4*	**26**	*-1*	**30**	*+4*	**31**	*+4*	**34**	*+2*	**26**	*-11*	**48**	*+4*	**42**	*-3*	**52**	*0*
Plutôt pas d'accord	**12**	*-3*	**12**	*-2*	**4**	*-1*	**9**	*+1*	**11**	*-1*	**13**	*-4*	**13**	*-4*	**11**	*-5*	**5**	*-4*	**9**	*-5*	**12**	*-2*	**11**	*-4*
Pas du tout d'accord	**7**	*0*	**10**	*+3*	**2**	*+1*	**2**	*-1*	**12**	*+6*	**9**	*+1*	**9**	*+1*	**9**	*+4*	**2**	*-1*	**4**	*0*	**4**	*-5*	**3**	*-2*
Pas applicable (SPONTANE)	**2**	*-1*	**5**	*-1*	**0**	*-1*	**1**	*-1*	**4**	*+2*	**2**	*-2*	**2**	*-2*	**4**	*0*	**3**	*+1*	**1**	*0*	**2**	*0*	**0**	*-2*
NSP	**10**	*+1*	**3**	*0*	**7**	*-3*	**4**	*-1*	**6**	*-3*	**13**	*+1*	**12**	*0*	**9**	*-2*	**6**	*+3*	**13**	*-1*	**9**	*+6*	**10**	*-1*
D'accord	**69**	*+3*	**70**	*0*	**87**	*+4*	**84**	*+2*	**67**	*-4*	**63**	*+4*	**64**	*+5*	**67**	*+3*	**84**	*+1*	**73**	*+6*	**73**	*+1*	**76**	*+9*
Pas d'accord	**19**	*-3*	**22**	*+1*	**6**	*0*	**11**	*0*	**23**	*+5*	**22**	*-3*	**22**	*-3*	**20**	*-1*	**7**	*-5*	**13**	*-5*	**16**	*-7*	**14**	*-6*

1st column: EB72 autumn 2009 2nd column: % change from EB68 autumn 2007	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Totally agree	**22**	*0*	**18**	*+6*	**49**	*-3*	**54**	*-2*	**56**	*+9*	**37**	*-2*	**35**	*-11*	**38**	*+4*	**30**	*-1*	**33**	*+5*	**36**	*+1*	**16**	*-14*
Tend to agree	**32**	*-1*	**47**	*-2*	**29**	*+7*	**34**	*+6*	**30**	*-5*	**38**	*+9*	**39**	*+3*	**46**	*+2*	**27**	*0*	**47**	*-2*	**43**	*-7*	**62**	*+7*
Tend to disagree	**16**	*-4*	**11**	*-6*	**8**	*+3*	**6**	*-1*	**5**	*-4*	**9**	*-1*	**10**	*+2*	**4**	*-4*	**17**	*+2*	**8**	*0*	**8**	*+3*	**10**	*+6*
Totally disagree	**17**	*+1*	**4**	*-1*	**3**	*-1*	**2**	*0*	**0**	*-1*	**4**	*-2*	**4**	*+2*	**3**	*-2*	**10**	*+1*	**3**	*+1*	**2**	*-1*	**1**	*-1*
Not Applicable (SPONTANEOUS)	**2**	*0*	**1**	*-2*	**0**	*-1*	**1**	*-1*	**3**	*+1*	**4**	*-1*	**5**	*-1*	**0**	*-1*	**5**	*-2*	**1**	*-1*	**2**	*0*	**0**	*-1*
DK	**11**	*+4*	**19**	*+5*	**11**	*-5*	**3**	*-2*	**6**	*0*	**8**	*-3*	**7**	*+5*	**9**	*+1*	**11**	*0*	**8**	*-3*	**9**	*+4*	**11**	*+3*
Agree	**54**	*-1*	**65**	*+4*	**78**	*+4*	**88**	*+4*	**86**	*+4*	**75**	*+7*	**74**	*-8*	**84**	*+6*	**57**	*-1*	**80**	*+3*	**79**	*-6*	**78**	*-7*
Disagree	**33**	*-3*	**15**	*-7*	**11**	*+2*	**8**	*-1*	**5**	*-5*	**13**	*-3*	**14**	*+4*	**7**	*-6*	**27**	*+3*	**11**	*+1*	**10**	*+2*	**11**	*+5*

erste Spalte: EB72 Herbst 2009 zweite Spalte: % Veränderungen im Vergleich zu EB68 Herbst 2007	RO		SI		SK		FI		SE		UK	
	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Stimme voll und ganz zu	**34**	*-4*	**33**	*-4*	**29**	*+3*	**16**	*-7*	**47**	*+1*	**44**	*+8*
Stimme eher zu	**43**	*+7*	**42**	*+8*	**56**	*-6*	**35**	*-3*	**25**	*-1*	**33**	*-3*
Stimme eher nicht zu	**15**	*+3*	**11**	*-1*	**8**	*0*	**19**	*-2*	**11**	*0*	**8**	*-6*
Stimme überhaupt nicht zu	**3**	*+1*	**6**	*+1*	**1**	*0*	**11**	*0*	**7**	*+2*	**7**	*+2*
Spontan: trifft nicht zu	**1**	*0*	**1**	*-1*	**1**	*+1*	**5**	*+4*	**1**	*-1*	**3**	*0*
Weiß nicht / Keine Angabe	**4**	*-7*	**7**	*-3*	**5**	*+2*	**14**	*+8*	**9**	*-1*	**5**	*-1*
Stimme zu	**77**	*+3*	**75**	*+4*	**85**	*-3*	**51**	*-10*	**72**	*0*	**77**	*+5*
Stimme nicht zu	**18**	*+4*	**17**	*0*	**9**	*0*	**30**	*-2*	**18**	*+2*	**15**	*-4*

QA16.5 Pouvez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des affirmations suivantes.
Le coût du service d'assistance téléphonique ou du site de support est abordable
QA16.5 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
The cost of the support you receive from the helpline staff or support site is affordable
QA16.5 Bitte sagen Sie mir für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.
Die Kosten für die Unterstützung, die Sie vom Personal der Hotline oder auf der Supportseite im Internet erhalten, sind erschwinglich

1ère colonne: EB72 automne 2009 2ème colonne: % changement par rapport à EB68 automne 2007	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Tout à fait d'accord	**23**	*+2*	**25**	*-2*	**29**	*+10*	**24**	*+2*	**36**	*-5*	**19**	*-5*	**19**	*-4*	**20**	*-1*	**45**	*+3*	**19**	*+1*	**22**	*-1*	**17**	*+7*
Plutôt d'accord	**35**	*0*	**35**	*0*	**50**	*0*	**54**	*+4*	**21**	*0*	**33**	*+6*	**33**	*+5*	**35**	*+3*	**24**	*-8*	**45**	*+7*	**40**	*-13*	**38**	*-7*
Plutôt pas d'accord	**11**	*-3*	**12**	*-4*	**10**	*-7*	**8**	*-1*	**5**	*-3*	**8**	*-9*	**10**	*-7*	**14**	*-4*	**7**	*+1*	**8**	*-3*	**11**	*+3*	**17**	*-1*
Pas du tout d'accord	**7**	*-1*	**8**	*+2*	**1**	*-1*	**2**	*0*	**13**	*+7*	**8**	*+2*	**8**	*+2*	**8**	*+4*	**2**	*-1*	**3**	*-3*	**3**	*-3*	**9**	*0*
Pas applicable (SPONTANE)	**5**	*-1*	**12**	*+2*	**0**	*-2*	**3**	*-1*	**12**	*+4*	**6**	*0*	**6**	*0*	**5**	*-1*	**6**	*+2*	**5**	*+2*	**11**	*+4*	**2**	*-1*
NSP	**19**	*+3*	**8**	*+2*	**10**	*0*	**9**	*-4*	**13**	*-3*	**26**	*+6*	**24**	*+4*	**18**	*-1*	**16**	*+3*	**20**	*-4*	**13**	*+10*	**17**	*+2*
D'accord	**58**	*+2*	**60**	*-2*	**79**	*+10*	**78**	*+6*	**57**	*-5*	**52**	*+1*	**52**	*+1*	**55**	*+2*	**69**	*-5*	**64**	*+8*	**62**	*-14*	**55**	*0*
Pas d'accord	**18**	*-4*	**20**	*-2*	**11**	*-8*	**10**	*-1*	**18**	*+4*	**16**	*-7*	**18**	*-5*	**22**	*0*	**9**	*0*	**11**	*-6*	**14**	*0*	**26**	*-1*

1st column: EB72 autumn 2009 2nd column: % change from EB68 autumn 2007	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Totally agree	**14**	*+1*	**19**	*+7*	**31**	*-9*	**41**	*-4*	**35**	*0*	**27**	*-7*	**25**	*-5*	**20**	*-7*	**24**	*+8*	**29**	*+8*	**28**	*+1*	**15**	*-8*
Tend to agree	**29**	*+6*	**42**	*-8*	**38**	*+12*	**34**	*+5*	**36**	*-1*	**35**	*+8*	**33**	*-2*	**33**	*-12*	**23**	*-3*	**50**	*0*	**39**	*-6*	**55**	*+6*
Tend to disagree	**16**	*-2*	**11**	*-5*	**8**	*+1*	**5**	*0*	**4**	*-4*	**8**	*+3*	**5**	*-4*	**2**	*-3*	**13**	*+1*	**9**	*+1*	**4**	*-1*	**13**	*+1*
Totally disagree	**18**	*-10*	**3**	*0*	**2**	*-3*	**2**	*0*	**1**	*-1*	**4**	*-4*	**2**	*0*	**3**	*+1*	**9**	*+1*	**2**	*-1*	**1**	*-1*	**2**	*-2*
Not Applicable (SPONTANEOUS)	**3**	*0*	**2**	*-2*	**1**	*-1*	**6**	*-1*	**9**	*+5*	**5**	*-2*	**18**	*+7*	**18**	*+11*	**10**	*-1*	**1**	*-1*	**6**	*+1*	**0**	*-1*
DK	**20**	*+5*	**23**	*+8*	**20**	*0*	**12**	*0*	**15**	*+1*	**21**	*+2*	**17**	*+4*	**24**	*+10*	**21**	*-6*	**9**	*-7*	**22**	*+6*	**15**	*+4*
Agree	**43**	*+7*	**61**	*-1*	**69**	*+3*	**75**	*+1*	**71**	*-1*	**62**	*+1*	**58**	*-7*	**53**	*-19*	**47**	*+5*	**79**	*+8*	**67**	*-5*	**70**	*-2*
Disagree	**34**	*-12*	**14**	*-5*	**10**	*-2*	**7**	*0*	**5**	*-5*	**12**	*-1*	**7**	*-4*	**5**	*-2*	**22**	*+2*	**11**	*0*	**5**	*-2*	**15**	*-1*

erste Spalte: EB72 Herbst 2009 zweite Spalte: % Veränderungen im Vergleich zu EB68 Herbst 2007	RO		SI		SK		FI		SE		UK	
	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Stimme voll und ganz zu	**24**	*-8*	**39**	*+1*	**17**	*-2*	**14**	*-5*	**51**	*+1*	**32**	*+8*
Stimme eher zu	**47**	*+7*	**39**	*+6*	**59**	*+6*	**27**	*-8*	**12**	*0*	**31**	*-5*
Stimme eher nicht zu	**11**	*+2*	**6**	*-2*	**9**	*-5*	**17**	*+2*	**4**	*+2*	**9**	*-3*
Stimme überhaupt nicht zu	**4**	*+2*	**2**	*-1*	**1**	*-2*	**6**	*+1*	**3**	*+1*	**6**	*-1*
Spontan: trifft nicht zu	**1**	*0*	**4**	*0*	**3**	*+2*	**8**	*+1*	**8**	*+3*	**7**	*-2*
Weiß nicht / Keine Angabe	**13**	*-3*	**10**	*-4*	**11**	*+1*	**28**	*+9*	**22**	*-7*	**15**	*+3*
Stimme zu	**71**	*-1*	**78**	*+7*	**76**	*+4*	**41**	*-13*	**63**	*+1*	**63**	*+3*
Stimme nicht zu	**15**	*+4*	**8**	*-3*	**10**	*-7*	**23**	*+3*	**7**	*+3*	**15**	*-4*

QA16.6 Pouvez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des affirmations suivantes.
La réponse que vous recevez du service d'assistance téléphonique ou du site de support est utile
QA16.6 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
The response you receive from helpline staff or support site is helpful
QA16.6 Bitte sagen Sie mir für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.
Die Antworten, die Sie vom Personal der Hotline oder auf der Supportseite im Internet erhalten, sind hilfreich

1ère colonne: EB72 automne 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
2ème colonne: % changement par rapport à	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
EB68 automne 2007	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2
Tout à fait d'accord	**24**	*+3*	**30**	*+3*	**32**	*+14*	**26**	*+2*	**36**	*-4*	**20**	*+1*	**21**	*+2*	**24**	*+6*	**42**	*+4*	**20**	*+2*	**32**	*+6*	**18**	*+6*
Plutôt d'accord	**41**	*+1*	**40**	*+1*	**53**	*-2*	**57**	*+2*	**27**	*+5*	**37**	*+5*	**36**	*+3*	**34**	*-2*	**30**	*-10*	**51**	*+8*	**43**	*-11*	**50**	*+1*
Plutôt pas d'accord	**10**	*-3*	**11**	*-1*	**4**	*-8*	**7**	*-1*	**7**	*0*	**11**	*-6*	**11**	*-6*	**14**	*-1*	**6**	*+1*	**6**	*-3*	**8**	*-1*	**9**	*-5*
Pas du tout d'accord	**5**	*0*	**4**	*-1*	**1**	*-1*	**1**	*0*	**9**	*+2*	**5**	*0*	**5**	*0*	**5**	*0*	**1**	*-1*	**3**	*-3*	**2**	*-1*	**5**	*-1*
Pas applicable (SPONTANE)	**4**	*-2*	**10**	*-2*	**0**	*-1*	**2**	*-1*	**8**	*+1*	**5**	*-2*	**6**	*-1*	**7**	*-1*	**7**	*+3*	**2**	*-1*	**4**	*0*	**1**	*-3*
NSP	**16**	*+1*	**5**	*0*	**10**	*-2*	**7**	*-2*	**13**	*-4*	**22**	*+2*	**21**	*+2*	**16**	*-2*	**14**	*+3*	**18**	*-3*	**11**	*+7*	**17**	*+2*
D'accord	**65**	*+4*	**70**	*+4*	**85**	*+12*	**83**	*+4*	**63**	*+1*	**57**	*+6*	**57**	*+5*	**58**	*+4*	**72**	*-6*	**71**	*+10*	**75**	*-5*	**68**	*+7*
Pas d'accord	**15**	*-3*	**15**	*-2*	**5**	*-9*	**8**	*-1*	**16**	*+2*	**16**	*-6*	**16**	*-6*	**19**	*-1*	**7**	*0*	**9**	*-6*	**10**	*-2*	**14**	*-6*

1st column: EB72 autumn 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
2nd column: % change from EB68 autumn 2007	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2
Totally agree	**18**	*+1*	**16**	*+6*	**55**	*0*	**41**	*-4*	**35**	*0*	**26**	*-4*	**25**	*-13*	**37**	*+6*	**29**	*+10*	**30**	*+9*	**28**	*+3*	**17**	*-2*
Tend to agree	**39**	*-2*	**50**	*-1*	**28**	*+5*	**41**	*+7*	**37**	*-5*	**41**	*+9*	**37**	*+4*	**44**	*-4*	**28**	*-1*	**46**	*-3*	**43**	*-4*	**55**	*-3*
Tend to disagree	**14**	*0*	**11**	*-6*	**3**	*0*	**4**	*-4*	**3**	*-3*	**7**	*-2*	**5**	*0*	**3**	*-2*	**13**	*0*	**12**	*0*	**5**	*-2*	**10**	*+1*
Totally disagree	**10**	*-2*	**2**	*-3*	**0**	*0*	**1**	*-1*	**1**	*0*	**4**	*-1*	**1**	*-1*	**1**	*0*	**4**	*-2*	**3**	*0*	**2**	*0*	**2**	*0*
Not Applicable (SPONTANEOUS)	**3**	*-1*	**1**	*-3*	**1**	*0*	**4**	*+1*	**10**	*+6*	**5**	*-2*	**16**	*+5*	**2**	*+1*	**10**	*-4*	**1**	*-1*	**3**	*-2*	**2**	*0*
DK	**16**	*+4*	**20**	*+7*	**13**	*-5*	**9**	*+1*	**14**	*+2*	**17**	*0*	**16**	*+5*	**13**	*-1*	**16**	*-3*	**8**	*-5*	**19**	*+5*	**14**	*+4*
Agree	**57**	*-1*	**66**	*+5*	**83**	*+5*	**82**	*+3*	**72**	*-5*	**67**	*+5*	**62**	*-9*	**81**	*+2*	**57**	*+9*	**76**	*+6*	**71**	*-1*	**72**	*-5*
Disagree	**24**	*-2*	**13**	*-9*	**3**	*0*	**5**	*-5*	**4**	*-3*	**11**	*-3*	**6**	*-1*	**4**	*-2*	**17**	*-2*	**15**	*0*	**7**	*-2*	**12**	*+1*

erste Spalte: EB72 Herbst 2009	RO		SI		SK		FI		SE		UK	
zweite Spalte: % Veränderungen im Vergleich zu	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
EB68 Herbst 2007	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2
Stimme voll und ganz zu	**27**	*-6*	**34**	*+4*	**19**	*-3*	**16**	*-1*	**47**	*+5*	**32**	*+7*
Stimme eher zu	**48**	*+8*	**41**	*-1*	**64**	*+7*	**38**	*-6*	**22**	*+2*	**35**	*-4*
Stimme eher nicht zu	**9**	*0*	**11**	*+2*	**6**	*-4*	**12**	*+1*	**5**	*-4*	**9**	*-2*
Stimme überhaupt nicht zu	**6**	*+2*	**2**	*-1*	**0**	*-1*	**2**	*-1*	**3**	*0*	**5**	*0*
Spontan: trifft nicht zu	**2**	*+1*	**2**	*-2*	**3**	*+2*	**8**	*+1*	**5**	*+2*	**6**	*-2*
Weiß nicht / Keine Angabe	**8**	*-5*	**10**	*-2*	**8**	*-1*	**24**	*+6*	**18**	*-5*	**13**	*+1*
Stimme zu	**75**	*+2*	**75**	*+3*	**83**	*+4*	**54**	*-7*	**69**	*+7*	**67**	*+3*
Stimme nicht zu	**15**	*+2*	**13**	*+1*	**6**	*-5*	**14**	*0*	**8**	*-4*	**14**	*-2*

QA16.7 Pouvez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des affirmations suivantes.
Vous pouvez facilement comparer les tarifs de votre fournisseur Internet actuel avec d'autres offres
QA16.7 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
You can easily compare your current Internet tariff scheme with other offers
QA16.7 Bitte sagen Sie mir für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.
Sie können Ihren derzeitigen Internettarif einfach mit anderen Angeboten vergleichen

1ère colonne: EB72 automne 2009 2ème colonne: % changement par rapport à EB68 automne 2007	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Tout à fait d'accord	33	+4	26	-3	35	+10	38	0	29	-5	46	+6	47	+8	52	+18	46	+2	20	+1	34	+5	23	+8
Plutôt d'accord	40	-1	38	+1	46	-4	52	+3	24	+3	35	+4	33	0	26	-18	27	-10	48	+10	43	-7	48	+3
Plutôt pas d'accord	9	-3	17	-2	5	-4	5	-2	14	+1	7	-6	8	-4	9	0	8	+4	11	-3	10	-4	8	-7
Pas du tout d'accord	5	-1	8	+2	2	0	1	0	15	+2	5	-2	5	-2	6	0	2	-1	6	-1	3	0	5	-5
Pas applicable (SPONTANE)	3	-1	7	+1	0	0	1	0	5	-2	1	-3	1	-3	1	-1	5	+2	1	-2	3	+2	2	-1
NSP	10	+2	4	+1	12	-2	3	-1	13	+1	6	+1	6	+1	6	+1	12	+3	14	-5	7	+4	14	+2
D'accord	73	+3	64	-2	81	+6	90	+3	53	-2	81	+10	80	+8	78	0	73	-8	68	+11	77	-2	71	+11
Pas d'accord	14	-4	25	0	7	-4	6	-2	29	+3	12	-8	13	-6	15	0	10	+3	17	-4	13	-4	13	-12

1st column: EB72 autumn 2009 2nd column: % change from EB68 autumn 2007	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Totally agree	26	-4	21	+8	35	0	36	-7	42	+2	24	-9	37	-1	34	-1	34	+4	30	+7	30	+3	20	-3
Tend to agree	43	-1	53	-1	30	+12	43	+11	39	+3	33	+4	44	+5	44	+1	29	+1	51	+4	44	-5	58	+5
Tend to disagree	9	0	9	-7	6	0	7	-2	5	-5	9	-3	7	-4	2	-5	12	-1	10	-10	10	+1	10	+1
Totally disagree	8	0	4	-2	10	-4	3	-1	2	-2	6	-2	3	0	1	-1	6	-1	4	0	3	-1	0	-2
Not Applicable (SPONTANEOUS)	3	0	1	-3	4	-3	2	-2	4	+2	10	+2	5	-2	1	+1	5	-4	1	-2	2	+1	2	-4
DK	11	+5	12	+5	15	-5	9	+1	8	0	18	+8	4	+2	18	+5	14	+1	4	+1	11	+1	10	+3
Agree	69	-5	74	+7	65	+12	79	+4	81	+5	57	-5	81	+4	78	0	63	+5	81	+11	74	-2	78	+2
Disagree	17	0	13	-9	16	-4	10	-3	7	-7	15	-5	10	-4	3	-6	18	-2	14	-10	13	0	10	-1

erste Spalte: EB72 Herbst 2009 zweite Spalte: % Veränderungen im Vergleich zu EB68 Herbst 2007	RO		SI		SK		FI		SE		UK	
	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Stimme voll und ganz zu	32	-5	34	+3	25	+1	21	+2	37	+1	39	+9
Stimme eher zu	38	+5	40	+5	62	+2	36	-3	23	+2	34	-8
Stimme eher nicht zu	9	0	9	-4	10	0	15	-2	13	0	7	-4
Stimme überhaupt nicht zu	5	+2	5	-2	1	0	7	0	11	0	4	0
Spontan: trifft nicht zu	1	-3	2	-1	0	-1	10	-1	4	-1	6	+1
Weiß nicht / Keine Angabe	15	+1	10	-1	2	-2	11	+4	12	-2	10	+2
Stimme zu	70	0	74	+8	87	+3	57	-1	60	+3	73	+1
Stimme nicht zu	14	+2	14	-6	11	0	22	-2	24	0	11	-4

QA20 Les compagnies comme les fournisseurs de télécoms récoltent des données personnelles telles que le nom, l'adresse et des détails sur les cartes de crédit. Au cas où vos données personnelles étaient perdues, volées ou endommagées d'une façon ou d'une autre
QA20 Companies like telecom providers collect personal data such as name, address and credit card details. In case any of your personal data was lost, stolen or altered in any way, would you like to be informed or not?
QA20 Unternehmen wie z.B. Telekommunikationsanbieter sammeln persönliche Daten wie Name, Adresse sowie Informationen zu Kreditkarten. Gesetzt den Fall, Ihre persönlichen Daten wären verloren gegangen, gestohlen oder verändert worden, wären Sie darüber gern informiert oder nicht?

1ère colonne: EB72 automne 2009 2ème colonne: % changement par rapport à EB66 automne 2006	EU27 UE27	EU25 UE25	BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3
Oui, dans tous les cas	**70**	*+4*	**60**	*-13*	**53**	*+12*	**60**	*-1*	**74**	*-9*	**77**	*+18*	**76**	*+16*	**73**	*+9*	**79**	*+7*	**75**	*+22*	**74**	*-5*	**74**	*+6*
Oui, mais uniquement si vous encourez un risque financier suite à la perte, au vol ou à un endommagement de vos données	**14**	*0*	**20**	*+7*	**23**	*+6*	**28**	*+3*	**13**	*+7*	**10**	*-5*	**11**	*-4*	**14**	*-2*	**10**	*0*	**12**	*-1*	**20**	*+8*	**9**	*-2*
Non	**11**	*-1*	**18**	*+6*	**14**	*-4*	**9**	*0*	**11**	*+4*	**9**	*-7*	**9**	*-7*	**10**	*-7*	**7**	*+1*	**5**	*0*	**4**	*-4*	**10**	*0*
NSP	**5**	*-3*	**2**	*0*	**10**	*-14*	**3**	*-2*	**2**	*-2*	**4**	*-6*	**4**	*-5*	**3**	*0*	**4**	*-8*	**8**	*-21*	**2**	*+1*	**7**	*-4*
Oui	**84**	*+4*	**80**	*-6*	**76**	*+18*	**88**	*+2*	**87**	*-2*	**87**	*+13*	**87**	*+12*	**87**	*+7*	**89**	*+7*	**87**	*+21*	**94**	*+3*	**83**	*+4*

1st column: EB72 autumn 2009 2nd column: % change from EB66 autumn 2006	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3
Yes, under all circumstances	**73**	*+8*	**62**	*+7*	**78**	*+2*	**69**	*-2*	**58**	*+1*	**83**	*+6*	**64**	*+14*	**81**	*-1*	**74**	*+1*	**48**	*+6*	**64**	*-4*	**67**	*-10*
Yes, but only if you risk financial harm as a result of your data being lost, stolen or altered	**13**	*-2*	**18**	*-1*	**15**	*+4*	**18**	*+6*	**11**	*-1*	**9**	*+2*	**14**	*0*	**11**	*+2*	**18**	*+1*	**32**	*+8*	**17**	*+8*	**16**	*+4*
No	**10**	*-3*	**14**	*-2*	**3**	*-1*	**9**	*-2*	**22**	*+4*	**7**	*-3*	**18**	*-8*	**3**	*0*	**6**	*+1*	**14**	*-8*	**14**	*0*	**12**	*+8*
DK	**4**	*-3*	**6**	*-4*	**4**	*-5*	**4**	*-2*	**9**	*-4*	**1**	*-5*	**4**	*-6*	**5**	*-1*	**2**	*-3*	**6**	*-6*	**5**	*-4*	**5**	*-2*
Yes	**86**	*+6*	**80**	*+6*	**93**	*+6*	**87**	*+4*	**69**	*0*	**92**	*+8*	**78**	*+14*	**92**	*+1*	**92**	*+2*	**80**	*+14*	**81**	*+4*	**83**	*-6*

erste Spalte: EB72 Herbst 2009 zweite Spalte: % Veränderungen im Vergleich zu EB66 Herbst 2006	RO		SI		SK		FI		SE		UK	
	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3
Ja, in jedem Fall	**62**	*+23*	**67**	*-4*	**53**	*-3*	**72**	*-9*	**81**	*-2*	**80**	*+5*
Ja, aber nur wenn Ihnen durch Verlust, Diebstahl oder Veränderung Ihrer Daten ein finanzieller Schaden droht	**11**	*-3*	**10**	*-2*	**28**	*+5*	**13**	*+1*	**12**	*+5*	**7**	*-2*
Nein	**7**	*+2*	**19**	*+8*	**16**	*+2*	**10**	*+7*	**5**	*-1*	**11**	*+1*
Weiß nicht / Keine Angabe	**20**	*-22*	**4**	*-2*	**3**	*-4*	**5**	*+1*	**2**	*-2*	**2**	*-4*
Ja	**73**	*+20*	**77**	*-6*	**81**	*+2*	**85**	*-8*	**93**	*+3*	**87**	*+3*

QA21 Dans quelle mesure êtes-vous personnellement soucieux(se) du mauvais usage qui pourrait être fait de données personnelles disponibles sur certains sites de réseaux sociaux tels que (INSERER LE NOM APPROPRIE DANS CHAQUE PAYS: Facebook, MySpace, Twitter, etc.) ? Etes-vous ... ?
QA21 To what extent are you worried or not about misuse of personal data uploaded onto social networking websites such as (USE APPROPRIATE EXAMPLES IN EACH COUNTRY: Facebook, MySpace, Twitter, etc;). Are you ...?
QA21 Inwieweit sind Sie beunruhigt über den möglichen Missbrauch persönlicher Daten, die auf sozialen Netzwerkseiten eingestellt werden, wie (VERWENDUNG VON SPEZIFISCHEN BEISPIELEN IN JEDEM LAND: Facebook, MySpace, Twitter etc.)? Sind Sie darüber ...?

	UE27 EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Très soucieux(se)	19	15	24	19	13	29	28	25	9	20
Plutôt soucieux(se)	26	30	29	25	29	24	24	26	17	20
Pas très soucieux(se)	21	22	13	24	28	19	20	22	26	22
Pas du tout soucieux(se)	23	24	17	20	25	18	19	21	29	29
NSP	11	9	17	12	5	10	9	6	19	9
Soucieux(se)	45	45	53	44	42	53	52	51	26	40
Pas soucieux(se)	44	46	30	44	53	37	39	43	55	51

	EL	ES	FR	IT	CY	LV	LT	LU	HU	MT
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Very worried	26	22	21	18	27	10	13	17	10	13
Fairly worried	30	18	30	37	14	24	25	32	18	20
Not very worried	16	17	17	19	10	24	13	16	22	21
Not at all worried	20	33	20	16	32	30	30	14	34	29
DK	8	10	12	10	17	12	19	21	16	17
Worried	56	40	51	55	41	34	38	49	28	33
Not worried	36	50	37	35	42	54	43	30	56	50

	NL	AT	PL	PT	RO	SI	SK	FI	SE	UK
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Sehr beunruhigt	13	12	12	21	23	13	14	8	9	16
Ziemlich beunruhigt	26	26	21	35	17	19	28	24	24	25
Nicht sehr beunruhigt	37	37	26	21	9	22	26	22	38	22
Gar nicht beunruhigt	18	20	29	16	18	37	21	33	24	30
Weiß nicht / Keine Angabe	6	5	12	7	33	9	11	13	5	7
Beunruhigt	39	38	33	56	40	32	42	32	33	41
Nicht beunruhigt	55	57	55	37	27	59	47	55	62	52

QA22 Pouvez-vous me dire si vous utilisez des sites de réseaux sociaux tels que (INSERER LE NOM APPROPRIE DANS CHAQUE PAYS: Facebook, MySpace, Twitter, etc.) ?
QA22 Could you tell me if you use social networking websites such as (USE APPROPRIATE EXAMPLES IN EACH COUNTRY: Facebook, MySpace, Twitter, etc.)?
QA22 Bitte sagen Sie mir, ob Sie soziale Netzwerkseiten nutzen (VERWENDUNG VON SPEZIFISCHEN BEISPIELEN IN JEDEM LAND: Facebook, MySpace, Twitter etc.)?

	UE27 EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Tous les jours ou presque	12	14	6	8	24	7	7	10	16	11
Deux ou trois fois par semaine	8	9	5	7	9	6	5	3	8	9
Environ une fois par semaine	5	4	4	8	7	3	3	3	6	6
Deux ou trois fois par mois	3	2	2	6	6	3	3	3	3	5
Moins souvent	7	7	6	13	6	8	8	6	7	8
Jamais	49	46	38	48	42	58	58	58	39	43
Pas d'accès à Internet (SPONTANE)	14	18	31	9	6	13	14	16	17	16
NSP	2	0	8	1	0	2	2	1	4	2

	EL	ES	FR	IT	CY	LV	LT	LU	HU	MT
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Everyday\ Almost everyday	11	8	14	11	16	30	15	12	9	20
Two or three times a week	8	9	6	11	5	13	8	10	15	7
About once a week	6	5	3	7	2	6	5	5	9	4
Two or three times a month	3	2	3	2	1	5	3	4	5	1
Less often	5	4	6	6	3	3	9	4	6	4
Never	34	57	52	47	37	27	49	50	27	47
No Internet access (SPONTANEOUS)	31	12	15	15	31	14	7	10	28	15
DK	2	3	1	1	5	2	4	5	1	2

	NL	AT	PL	PT	RO	SI	SK	FI	SE	UK
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Täglich oder fast täglich	19	6	11	3	2	14	10	19	26	18
2 bis 3 mal in der Woche	12	9	10	6	2	8	10	7	7	8
Ungefähr einmal die Woche	7	7	7	5	3	5	8	3	5	6
2 oder 3 mal pro Monat	5	5	7	3	3	2	4	1	4	4
Seltener	9	7	8	7	9	8	12	6	6	6
Niemals	46	37	35	45	52	45	54	53	47	54
Spontan: kein Internetzugang	1	28	21	28	17	17	2	10	4	2
Weiß nicht / Keine Angabe	1	1	1	3	12	1	0	1	1	2

QA23.1 Personnellement, combien de fois consultez-vous … ?
Les annuaires téléphoniques en papier, comme les pages blanches ou les pages jaunes (UTILISER LE NOM APPROPRIE DANS CHAQUE PAYS)
QA23.1 How often do you personally consult…?
Paper telephone directories such as white pages or yellow pages (USE APPROPRIATE NAME IN EACH COUNTRY)
QA23.1 Wie oft ziehen Sie die folgenden Dinge zu Rate?
Das gedruckte Telefonbuch wie die Weissen oder Gelben Seiten (VERWENDUNG VON SPEZIFISCHER NAME IN JEDEM LAND)

1ère colonne: EB72 automne 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
2ème colonne: % changement par rapport à	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
EB68 automne 2007	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2
Plus d'une fois par mois	9	-3	7	-5	3	-1	2	-3	14	-4	18	-2	18	-2	17	-3	7	-4	10	-4	4	-1	4	-2
Environ une fois par mois	12	-2	13	-4	4	0	6	-5	14	-5	16	0	16	-1	16	-7	10	-3	16	-1	7	-2	5	-3
Environ tous les 2 ou 3 mois	14	-1	13	-3	5	-4	7	-4	18	-1	19	0	17	-1	12	-1	9	-1	20	-1	10	-5	16	+4
Environ 2 fois par an	12	+1	12	-4	3	-6	10	0	16	-1	11	+3	11	+3	10	0	10	-3	11	-2	11	-2	12	+2
Environ 1 fois par an	5	-1	6	0	4	+1	6	0	7	0	4	0	4	0	3	+1	7	-1	4	-1	7	-1	6	+1
Moins souvent	14	-1	18	+6	17	+2	24	-4	7	+3	15	-5	16	-3	19	+1	16	+3	14	+1	24	+5	16	-7
Jamais	33	+7	30	+9	62	+15	45	+16	24	+8	16	+3	18	+4	23	+9	40	+8	24	+8	37	+6	41	+6
NSP	1	0	1	+1	2	-7	0	0	0	0	1	+1	0	0	0	0	1	+1	1	0	0	0	0	-1

1st column: EB72 autumn 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
2nd column: % change from EB68 autumn 2007	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2
More than once a month	16	-6	7	-1	3	-4	8	-1	2	-1	29	-10	6	-5	14	+1	13	-9	11	0	3	-2	0	-2
About once a month	19	+1	11	-1	6	-4	9	-4	5	-3	18	-1	7	-4	15	-1	17	-3	15	0	6	-2	2	-3
About every 2 or 3 months	18	-2	17	+3	9	-1	12	-1	6	-4	13	0	13	+1	12	-2	15	-2	17	+1	9	-2	7	+3
About twice a year	13	+1	16	+3	9	-2	8	-1	7	-1	4	-3	10	+2	14	0	12	-1	10	-1	9	-4	10	-2
About once a year	5	0	5	-3	7	-1	8	+1	6	-1	4	-1	5	-1	7	-1	5	0	6	-2	7	-2	5	-3
Less often	4	-2	18	-2	14	0	9	+1	15	+3	9	+2	22	+1	12	-1	10	+3	19	-2	11	+2	22	+3
Never	25	+8	25	+1	52	+12	46	+5	58	+6	23	+13	37	+7	25	+4	28	+12	22	+4	54	+10	52	+3
DK	0	0	1	0	0	0	0	0	1	+1	0	0	0	-1	1	0	0	0	0	0	1	0	2	+1

erste Spalte: EB72 Herbst 2009	RO		SI		SK		FI		SE		UK	
zweite Spalte: % Veränderungen im Vergleich zu	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
EB68 Herbst 2007	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2	72.5	68.2
mehr als einmal im Monat	5	+1	6	-2	8	-7	11	-5	18	-9	7	-4
Ungefähr einmal im Monat	4	-3	8	-2	9	-2	17	-2	14	-7	13	-4
Ungefähr alle zwei bis drei Monate	4	-3	9	-3	12	-1	15	-3	17	+1	13	-4
Ungefähr zweimal im Jahr	6	-1	7	-4	9	+1	23	+5	11	+2	15	0
Ungefähr einmal im Jahr	4	-2	5	0	4	0	11	+1	4	+1	6	0
Seltener	15	+3	26	+3	21	-5	7	0	13	+3	13	+2
Nie	59	+5	39	+8	37	+14	16	+4	23	+9	32	+10
Weiß nicht / Keine Angabe	3	0	0	0	0	0	0	0	0	0	1	0

QA23.2 Personnellement, combien de fois consultez-vous … ?
Les annuaires téléphoniques en ligne
QA23.2 How often do you personally consult…?
Online telephone directories
QA23.2 Wie oft ziehen Sie die folgenden Dinge zu Rate?
Online-Telefonverzeichnisse

1ère colonne: EB72 automne 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
2ème colonne: % changement par rapport à EB68 automne 2007	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Plus d'une fois par mois	**10**	*-1*	**9**	*-4*	**4**	*+2*	**6**	*0*	**42**	*+2*	**15**	*+1*	**14**	*+1*	**12**	*+3*	**12**	*-1*	**5**	*-2*	**2**	*-1*	**5**	*+1*
Environ une fois par mois	**8**	*+1*	**9**	*-1*	**1**	*-1*	**6**	*-1*	**15**	*+1*	**10**	*+1*	**10**	*+1*	**10**	*+3*	**14**	*+3*	**8**	*0*	**5**	*+1*	**4**	*0*
Environ tous les 2 ou 3 mois	**8**	*+1*	**9**	*+2*	**3**	*-1*	**8**	*+1*	**12**	*0*	**8**	*+1*	**8**	*+1*	**9**	*+4*	**8**	*-1*	**10**	*+1*	**10**	*+7*	**9**	*+1*
Environ 2 fois par an	**5**	*+1*	**5**	*+1*	**2**	*-2*	**7**	*+2*	**5**	*0*	**5**	*+2*	**5**	*+1*	**4**	*0*	**6**	*0*	**4**	*-1*	**6**	*+4*	**5**	*+2*
Environ 1 fois par an	**3**	*+1*	**4**	*+1*	**1**	*0*	**3**	*+1*	**2**	*0*	**2**	*0*	**2**	*0*	**1**	*-2*	**2**	*-1*	**1**	*-1*	**3**	*+1*	**3**	*+1*
Moins souvent	**9**	*0*	**14**	*+6*	**9**	*0*	**17**	*+1*	**2**	*0*	**12**	*+1*	**12**	*+1*	**12**	*-1*	**7**	*0*	**9**	*-2*	**12**	*+6*	**7**	*-3*
Jamais	**56**	*-3*	**50**	*-5*	**78**	*+7*	**52**	*-5*	**22**	*-2*	**48**	*-6*	**49**	*-5*	**52**	*-7*	**50**	*0*	**61**	*+4*	**62**	*-18*	**67**	*0*
NSP	**1**	*0*	**0**	*0*	**2**	*-5*	**1**	*+1*	**0**	*-1*	**0**	*0*	**0**	*0*	**0**	*0*	**1**	*0*	**2**	*+1*	**0**	*0*	**0**	*-2*

1st column: EB72 autumn 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
2nd column: % change from EB68 autumn 2007	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
More than once a month	**21**	*-2*	**4**	*0*	**2**	*-2*	**8**	*-2*	**5**	*+1*	**25**	*+4*	**5**	*-1*	**13**	*+7*	**27**	*-8*	**10**	*+1*	**2**	*-2*	**1**	*0*
About once a month	**15**	*+5*	**8**	*0*	**2**	*-1*	**7**	*+1*	**5**	*0*	**14**	*+7*	**4**	*-1*	**8**	*+4*	**21**	*+5*	**12**	*+1*	**2**	*-1*	**2**	*0*
About every 2 or 3 months	**10**	*+2*	**10**	*+3*	**2**	*0*	**6**	*+1*	**5**	*0*	**8**	*+1*	**7**	*+3*	**5**	*0*	**15**	*+5*	**12**	*+2*	**5**	*-1*	**4**	*+2*
About twice a year	**4**	*+1*	**7**	*+1*	**2**	*+2*	**3**	*+2*	**3**	*0*	**1**	*-2*	**6**	*+3*	**5**	*0*	**7**	*+2*	**6**	*+1*	**4**	*+2*	**3**	*+1*
About once a year	**1**	*-1*	**4**	*+2*	**1**	*0*	**2**	*0*	**3**	*+1*	**0**	*-3*	**2**	*0*	**3**	*+1*	**3**	*+2*	**4**	*+1*	**3**	*0*	**1**	*-3*
Less often	**3**	*-2*	**13**	*-1*	**4**	*+1*	**3**	*0*	**6**	*0*	**8**	*+1*	**13**	*+3*	**9**	*+1*	**5**	*-1*	**9**	*-5*	**5**	*-1*	**9**	*0*
Never	**45**	*-4*	**53**	*-5*	**84**	*-1*	**70**	*-3*	**72**	*-2*	**43**	*-8*	**63**	*-7*	**55**	*-14*	**22**	*-5*	**47**	*-1*	**78**	*+3*	**79**	*0*
DK	**1**	*+1*	**1**	*0*	**3**	*+1*	**1**	*+1*	**1**	*0*	**1**	*0*	**0**	*0*	**2**	*+1*	**0**	*0*	**0**	*0*	**1**	*0*	**1**	*0*

erste Spalte: EB72 Herbst 2009	RO		SI		SK		FI		SE		UK	
zweite Spalte: % Veränderungen im Vergleich zu EB68 Herbst 2007	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
mehr als einmal im Monat	**2**	*0*	**13**	*-3*	**3**	*-1*	**14**	*-1*	**53**	*+7*	**7**	*0*
Ungefähr einmal im Monat	**2**	*0*	**11**	*+1*	**6**	*0*	**14**	*+5*	**17**	*+2*	**8**	*+1*
Ungefähr alle zwei bis drei Monate	**2**	*-1*	**10**	*+4*	**7**	*+2*	**7**	*+1*	**7**	*0*	**8**	*+1*
Ungefähr zweimal im Jahr	**2**	*-1*	**6**	*+2*	**7**	*+2*	**7**	*+2*	**2**	*0*	**6**	*+2*
Ungefähr einmal im Jahr	**3**	*0*	**2**	*0*	**2**	*0*	**4**	*0*	**0**	*-1*	**3**	*0*
Seltener	**10**	*0*	**13**	*+1*	**20**	*+6*	**9**	*+2*	**4**	*0*	**7**	*0*
Nie	**76**	*+3*	**45**	*-5*	**55**	*-7*	**44**	*-10*	**17**	*-8*	**60**	*-3*
Weiß nicht / Keine Angabe	**3**	*-1*	**0**	*0*	**0**	*-2*	**1**	*+1*	**0**	*0*	**1**	*-1*

QA23.3 Personnellement, combien de fois consultez-vous … ?
Les services de renseignements (appeler un service - gratuitement ou pas – qui vous fournit les informations que vous cherchez)
QA23.3 How often do you personally consult…?
Directory inquiries (calling a service number - free or not - that provides you with the contact details your are looking for)
QA23.3 Wie oft ziehen Sie die folgenden Dinge zu Rate?
Die Telefonauskunft (Anruf unter einer Service-Nummer - kostenlos oder nicht -, bei der Sie die Informationen bekommen, nach denen Sie suchen)

1ère colonne: EB72 automne 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
2ème colonne: % changement par rapport à EB68 automne 2007	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Plus d'une fois par mois	**4**	*-1*	**5**	*-2*	**5**	*-1*	**3**	*-1*	**5**	*0*	**3**	*-1*	**3**	*0*	**3**	*+2*	**7**	*-5*	**11**	*-2*	**3**	*-4*	**2**	*-2*
Environ une fois par mois	**6**	*0*	**8**	*0*	**4**	*-1*	**5**	*-2*	**13**	*+6*	**4**	*-1*	**4**	*0*	**2**	*0*	**13**	*-1*	**17**	*+1*	**9**	*-3*	**4**	*-1*
Environ tous les 2 ou 3 mois	**8**	*-1*	**10**	*-2*	**9**	*-6*	**8**	*0*	**10**	*0*	**7**	*0*	**6**	*-1*	**4**	*-2*	**13**	*+1*	**23**	*+1*	**22**	*+5*	**8**	*-3*
Environ 2 fois par an	**9**	*0*	**9**	*-3*	**6**	*-5*	**8**	*-3*	**11**	*-1*	**6**	*-2*	**6**	*-2*	**6**	*+1*	**12**	*-1*	**11**	*-3*	**18**	*+5*	**9**	*+2*
Environ 1 fois par an	**5**	*-1*	**6**	*-1*	**2**	*-2*	**6**	*0*	**6**	*-3*	**6**	*+1*	**5**	*0*	**4**	*-1*	**7**	*+2*	**3**	*-3*	**4**	*-4*	**4**	*0*
Moins souvent	**17**	*-1*	**21**	*+8*	**21**	*+3*	**24**	*-5*	**9**	*-2*	**27**	*+1*	**28**	*+2*	**28**	*+1*	**13**	*+1*	**13**	*+1*	**21**	*+6*	**15**	*-4*
Jamais	**50**	*+4*	**41**	*0*	**50**	*+21*	**46**	*+11*	**46**	*+1*	**47**	*+2*	**48**	*+1*	**52**	*-2*	**35**	*+4*	**19**	*+3*	**23**	*-5*	**58**	*+10*
NSP	**1**	*0*	**0**	*0*	**3**	*-9*	**0**	*0*	**0**	*-1*	**0**	*0*	**0**	*0*	**1**	*+1*	**0**	*-1*	**3**	*+2*	**0**	*0*	**0**	*-2*

1st column: EB72 autumn 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
2nd column: % change from EB68 autumn 2007	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
More than once a month	**3**	*-2*	**2**	*-2*	**21**	*+8*	**13**	*-10*	**3**	*-3*	**6**	*-4*	**3**	*-1*	**9**	*+1*	**10**	*0*	**3**	*+1*	**1**	*-2*	**2**	*0*
About once a month	**5**	*0*	**6**	*-2*	**15**	*+4*	**19**	*-1*	**8**	*-2*	**6**	*-2*	**6**	*-1*	**10**	*+2*	**12**	*0*	**7**	*+1*	**4**	*0*	**3**	*+1*
About every 2 or 3 months	**5**	*-2*	**5**	*-2*	**13**	*-1*	**21**	*+2*	**11**	*-5*	**4**	*-4*	**13**	*-1*	**10**	*-3*	**13**	*-1*	**10**	*+1*	**7**	*-1*	**5**	*+3*
About twice a year	**7**	*0*	**9**	*+1*	**10**	*-1*	**12**	*+3*	**14**	*+2*	**7**	*-3*	**11**	*-1*	**12**	*0*	**10**	*-3*	**12**	*+2*	**9**	*-3*	**6**	*-1*
About once a year	**5**	*+1*	**6**	*+1*	**4**	*-3*	**7**	*+1*	**7**	*-1*	**6**	*-6*	**8**	*+3*	**9**	*+2*	**6**	*+1*	**10**	*+1*	**7**	*-3*	**2**	*-4*
Less often	**8**	*-1*	**20**	*0*	**12**	*+5*	**8**	*+3*	**13**	*+4*	**13**	*-1*	**24**	*+1*	**14**	*-3*	**14**	*+2*	**25**	*-7*	**15**	*+2*	**11**	*-2*
Never	**67**	*+5*	**51**	*+4*	**24**	*-12*	**20**	*+2*	**43**	*+4*	**57**	*+19*	**35**	*+1*	**35**	*0*	**35**	*+1*	**32**	*+1*	**56**	*+7*	**69**	*+2*
DK	**0**	*-1*	**1**	*0*	**1**	*0*	**0**	*0*	**1**	*+1*	**1**	*+1*	**0**	*-1*	**1**	*+1*	**0**	*0*	**1**	*0*	**1**	*0*	**2**	*+1*

erste Spalte: EB72 Herbst 2009	RO		SI		SK		FI		SE		UK	
zweite Spalte: % Veränderungen im Vergleich zu EB68 Herbst 2007	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2	EB 72.5	EB 68.2
Mehr als einmal im Monat	**6**	*-1*	**5**	*-3*	**3**	*-3*	**13**	*-3*	**9**	*-3*	**4**	*+1*
Ungefähr einmal im Monat	**5**	*-3*	**7**	*-4*	**8**	*-2*	**19**	*+4*	**10**	*+2*	**6**	*-2*
Ungefähr alle zwei bis drei Monate	**6**	*-2*	**10**	*-7*	**11**	*0*	**14**	*0*	**10**	*-1*	**7**	*0*
Ungefähr zweimal im Jahr	**6**	*-1*	**12**	*0*	**11**	*0*	**19**	*-1*	**12**	*+1*	**9**	*-1*
Ungefähr einmal im Jahr	**4**	*-1*	**6**	*-1*	**4**	*-2*	**9**	*-4*	**5**	*-2*	**7**	*0*
Seltener	**14**	*0*	**33**	*+16*	**29**	*+4*	**11**	*+2*	**19**	*-2*	**14**	*-2*
Nie	**55**	*+7*	**26**	*-1*	**34**	*+4*	**15**	*+2*	**35**	*+5*	**52**	*+5*
Weiß nicht / Keine Angabe	**4**	*+1*	**1**	*0*	**0**	*-1*	**0**	*0*	**0**	*0*	**1**	*-1*

QA25 Que pensez-vous personnellement de ces types de services combinés ? (PLUSIEURS REPONSES POSSIBLES)
QA25 What do you personally think about these kinds of communication packages? (MULTIPLE ANSWERS POSSIBLE)
QA25 Was halten Sie persönlich von dieser Art von Leistungspaketen im Bereich der Kommunikation? (MEHRFACHNENNUNGEN MÖGLICH)

1ère colonne: EB72 automne 2009 2ème colonne: % changement par rapport à EB66 automne 2006	EU27 UE27	EU25 UE25	BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3
Ils sont plus commodes parce qu'il y a une seule facture	**39**	*+12*	**45**	*+12*	**21**	*+13*	**26**	*+6*	**48**	*+11*	**43**	*+13*	**42**	*+14*	**39**	*+16*	**58**	*+10*	**30**	*+10*	**45**	*+20*	**46**	*+9*
C'est moins cher que de payer séparément pour chacun des services	**29**	*+10*	**28**	*+11*	**18**	*+7*	**24**	*+3*	**29**	*+10*	**33**	*+13*	**33**	*+13*	**32**	*+13*	**31**	*+10*	**24**	*+11*	**35**	*+17*	**30**	*+5*
Les bouquets sont moins transparents et moins clairs en ce qui concerne les coûts et conditions de chaque service	**9**	*+2*	**9**	*-2*	**7**	*+4*	**16**	*+3*	**13**	*+4*	**9**	*-1*	**9**	*-1*	**12**	*+3*	**8**	*+5*	**7**	*+3*	**10**	*-3*	**7**	*+3*
Les bouquets ne sont pas intéressants parce que vous êtes lié(e) au même fournisseur pour tous les services	**8**	*0*	**11**	*+3*	**13**	*+8*	**15**	*+2*	**12**	*+1*	**10**	*+1*	**11**	*+1*	**15**	*+3*	**4**	*+2*	**11**	*+6*	**6**	*-8*	**4**	*-1*
Les bouquets ne sont pas intéressants parce que vous obtenez des services dont vous n'avez pas vraiment besoin	**17**	*-7*	**25**	*-7*	**29**	*+12*	**35**	*+5*	**18**	*-1*	**16**	*-16*	**18**	*-16*	**27**	*-16*	**16**	*+4*	**16**	*+1*	**21**	*-28*	**17**	*+4*
Autre (SPONTANE)	**3**	*0*	**4**	*-2*	**0**	*-1*	**2**	*+1*	**4**	*0*	**2**	*-1*	**2**	*-1*	**1**	*-1*	**2**	*+1*	**1**	*0*	**1**	*+1*	**5**	*0*
NSP	**18**	*-7*	**8**	*0*	**26**	*-33*	**6**	*-14*	**11**	*-8*	**15**	*0*	**13**	*-1*	**5**	*-5*	**11**	*-15*	**27**	*-20*	**6**	*+3*	**15**	*-16*

1st column: EB72 autumn 2009 2nd column: % change from EB66 autumn 2006	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3
It is more convenient because there is only one invoice	**42**	*+11*	**25**	*+14*	**45**	*+14*	**42**	*+9*	**29**	*+6*	**35**	*-1*	**45**	*+18*	**38**	*+23*	**50**	*+13*	**44**	*+19*	**38**	*+6*	**34**	*+4*
It is cheaper than paying separately for each service	**31**	*+8*	**18**	*+7*	**26**	*+12*	**26**	*+10*	**17**	*+8*	**18**	*-5*	**40**	*+25*	**47**	*+20*	**36**	*+11*	**33**	*+10*	**28**	*+11*	**20**	*+3*
Packages offer less transparency and clarity about the cost and conditions of each service	**11**	*+2*	**12**	*+4*	**7**	*+2*	**5**	*+1*	**5**	*+3*	**5**	*+1*	**8**	*+4*	**6**	*+1*	**9**	*-1*	**13**	*0*	**7**	*+2*	**6**	*+1*
Packages are not interesting because you are bound to the same provider for all services	**5**	*-1*	**9**	*0*	**10**	*+5*	**9**	*+3*	**12**	*+7*	**3**	*-1*	**6**	*+2*	**8**	*+2*	**9**	*+3*	**17**	*+3*	**8**	*+4*	**9**	*+4*
Packages are not interesting because you get services you do not really need	**19**	*-4*	**15**	*-5*	**20**	*+7*	**22**	*-12*	**26**	*-6*	**10**	*-3*	**20**	*-6*	**15**	*-8*	**9**	*-5*	**22**	*-6*	**9**	*-5*	**20**	*-3*
Other (SPONTANEOUS)	**4**	*-1*	**2**	*0*	**1**	*-2*	**2**	*+1*	**5**	*+2*	**6**	*+2*	**1**	*-1*	**0**	*-1*	**2**	*-1*	**1**	*-3*	**0**	*-2*	**2**	*0*
DK	**15**	*-7*	**28**	*-15*	**24**	*-18*	**15**	*-1*	**19**	*-12*	**23**	*-5*	**7**	*-24*	**17**	*-17*	**12**	*-10*	**9**	*-7*	**28**	*-6*	**22**	*-5*

erste Spalte: EB72 Herbst 2009 zweite Spalte: % Veränderungen im Vergleich zu EB66 Herbst 2006	RO		SI		SK		FI		SE		UK	
	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3	EB 72.5	EB 66.3
Es ist bequemer, weil es nur eine Rechnung gibt	**45**	*+24*	**57**	*+19*	**29**	*+8*	**19**	*-1*	**44**	*+9*	**35**	*+10*
Es ist billiger, als jede Leistung separat zu bezahlen	**24**	*+11*	**45**	*+13*	**28**	*+9*	**8**	*-2*	**30**	*+16*	**37**	*+16*
Pakete liefern weniger Transparenz und Klarheit über Kosten und Bedingungen der einzelnen Leistungen	**4**	*+1*	**8**	*+3*	**12**	*+2*	**9**	*-1*	**12**	*+7*	**5**	*+1*
Pakete sind nicht interessant, weil man für jede Leistung an den gleichen Anbieter gebunden ist	**6**	*+2*	**8**	*+2*	**20**	*+5*	**14**	*+5*	**13**	*0*	**5**	*-1*
Pakete sind nicht interessant, weil man Leistungen bekommt, die man nicht wirklich braucht.	**6**	*-3*	**14**	*-2*	**23**	*-5*	**43**	*+1*	**22**	*-2*	**14**	*-9*
Spontan: Sonstiges	**2**	*-1*	**7**	*-3*	**4**	*+3*	**7**	*0*	**3**	*0*	**3**	*+2*
Weiß nicht / Keine Angabe	**35**	*-23*	**8**	*-8*	**6**	*-14*	**16**	*+6*	**11**	*-11*	**21**	*-8*

QA26.1 En général, en pensant à tous les « services e-com » tels que la téléphonie fixe et mobile, Internet et la télévision digitale, utilisés dans votre ménage, diriez-vous que vous êtes tout à fait satisfait(e), plutôt satisfait(e), plutôt pas satisfait(e) ou pas du tout satisfait(e) de … ?
L'offre de nouveaux services
QA26.1 Overall, thinking about all the "e-com services" such as fixed and mobile telephony, the Internet and digital TV, that your household uses, are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with the …?
Offer of new services
QA26.1 Würden Sie sagen, Sie sind mit den elektronischen Kommunikationsdiensten, die in Ihrem Haushalt genutzt werden, wie z.B. Festnetz- und Mobiltelefonie, Internet und Digitalfernsehen, sehr zufrieden, ziemlich zufrieden, nicht sehr zufrieden oder überhaupt nicht zufrieden, wenn es um Folgendes geht:
Angebot neuer Dienste

	UE27 EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Tout à fait satisfait(e)	**15**	**18**	**16**	**20**	**29**	**22**	**21**	**21**	**12**	**14**
Plutôt satisfait(e)	**56**	**54**	**47**	**67**	**56**	**53**	**54**	**56**	**48**	**39**
Plutôt pas satisfait(e)	**9**	**10**	**5**	**7**	**5**	**6**	**7**	**8**	**7**	**6**
Pas du tout satisfait(e)	**2**	**3**	**2**	**1**	**0**	**2**	**2**	**2**	**2**	**1**
Pas applicable (SPONTANE)	**10**	**14**	**0**	**2**	**5**	**9**	**9**	**10**	**20**	**13**
NSP	**8**	**1**	**30**	**3**	**5**	**8**	**7**	**3**	**11**	**27**
Satisfait(e)	**71**	**72**	**63**	**87**	**85**	**75**	**75**	**77**	**60**	**53**
Pas satisfait(e)	**11**	**13**	**7**	**8**	**5**	**8**	**9**	**10**	**9**	**7**

	EL	ES	FR	IT	CY	LV	LT	LU	HU	MT
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Very satisfied	**24**	**12**	**10**	**7**	**27**	**11**	**13**	**7**	**22**	**21**
Fairly satisfied	**58**	**57**	**57**	**58**	**51**	**48**	**40**	**50**	**54**	**50**
Not very satisfied	**11**	**15**	**10**	**13**	**5**	**10**	**14**	**7**	**6**	**7**
Not at all satisfied	**2**	**4**	**2**	**4**	**1**	**2**	**3**	**1**	**2**	**1**
Not Applicable (SPONTANEOUS)	**4**	**5**	**12**	**9**	**2**	**23**	**19**	**24**	**11**	**6**
DK	**1**	**7**	**9**	**9**	**14**	**6**	**11**	**11**	**5**	**15**
Satisfied	**82**	**69**	**67**	**65**	**78**	**59**	**53**	**57**	**76**	**71**
Not satisfied	**13**	**19**	**12**	**17**	**6**	**12**	**17**	**8**	**8**	**8**

	NL	AT	PL	PT	RO	SI	SK	FI	SE	UK
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Sehr zufrieden,	**16**	**22**	**9**	**6**	**17**	**19**	**18**	**17**	**19**	**22**
Ziemlich zufrieden,	**58**	**60**	**60**	**65**	**45**	**51**	**63**	**60**	**66**	**51**
Nicht sehr zufrieden	**7**	**5**	**7**	**6**	**11**	**9**	**9**	**9**	**5**	**6**
Überhaupt nicht zufrieden	**1**	**1**	**1**	**0**	**2**	**2**	**1**	**2**	**0**	**1**
Spontan: trifft nicht zu	**10**	**9**	**16**	**18**	**10**	**14**	**6**	**8**	**5**	**15**
Weiß nicht / Keine Angabe	**8**	**3**	**7**	**5**	**15**	**5**	**3**	**4**	**5**	**5**
Zufrieden	**74**	**82**	**69**	**71**	**62**	**70**	**81**	**77**	**85**	**73**
Nicht zufrieden	**8**	**6**	**8**	**6**	**13**	**11**	**10**	**11**	**5**	**7**

QA26.2 En général, en pensant à tous les « services e-com » tels que la téléphonie fixe et mobile, Internet et la télévision digitale, utilisés dans votre ménage, diriez-vous que vous êtes tout à fait satisfait(e), plutôt satisfait(e), plutôt pas satisfait(e) ou pas du tout satisfait(e) de … ?
Un plan tarifaire adapté aux besoins de votre ménage
QA26.2 Overall, thinking about all the "e-com services" such as fixed and mobile telephony, the Internet and digital TV, that your household uses, are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with the …?
Pricing schemes adapted to your household's needs
QA26.2 Würden Sie sagen, Sie sind mit den elektronischen Kommunikationsdiensten, die in Ihrem Haushalt genutzt werden, wie z.B. Festnetz- und Mobiltelefonie, Internet und Digitalfernsehen, sehr zufrieden, ziemlich zufrieden, nicht sehr zufrieden oder überhaupt nicht zufrieden, wenn es um Folgendes geht:
Flexibilität der Preismodelle entsprechend der Bedürfnisse Ihres Haushaltes

	UE27 EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Tout à fait satisfait(e)	13	16	11	9	21	20	20	20	11	11
Plutôt satisfait(e)	51	50	38	57	53	50	50	50	46	40
Plutôt pas satisfait(e)	16	14	15	25	14	10	11	15	14	7
Pas du tout satisfait(e)	4	4	4	5	3	3	3	4	3	2
Pas applicable (SPONTANE)	9	14	0	2	4	8	8	8	18	13
NSP	7	2	32	2	5	9	8	3	8	27
Satisfait(e)	64	66	49	66	74	70	70	70	57	51
Pas satisfait(e)	20	18	19	30	17	13	14	19	17	9

	EL	ES	FR	IT	CY	LV	LT	LU	HU	MT
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Very satisfied	19	9	11	7	14	10	10	7	12	17
Fairly satisfied	47	50	54	53	53	47	37	53	50	49
Not very satisfied	23	22	18	19	14	14	17	9	21	11
Not at all satisfied	4	8	5	5	2	2	4	3	4	2
Not Applicable (SPONTANEOUS)	6	4	8	9	3	22	19	19	10	5
DK	1	7	4	7	14	5	13	9	3	16
Satisfied	66	59	65	60	67	57	47	60	62	66
Not satisfied	27	30	23	24	16	16	21	12	25	13

	NL	AT	PL	PT	RO	SI	SK	FI	SE	UK
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Sehr zufrieden,	11	21	9	4	18	11	12	13	10	18
Ziemlich zufrieden,	45	57	55	57	46	48	56	56	61	51
Nicht sehr zufrieden	14	9	15	17	12	20	21	18	17	9
Überhaupt nicht zufrieden	4	1	2	3	2	3	4	4	2	2
Spontan: trifft nicht zu	15	7	14	15	10	13	6	5	4	15
Weiß nicht / Keine Angabe	11	5	5	4	12	5	1	4	6	5
Zufrieden	56	78	64	61	64	59	68	69	71	69
Nicht zufrieden	18	10	17	20	14	23	25	22	19	11

QA26.3 En général, en pensant à tous les « services e-com » tels que la téléphonie fixe et mobile, Internet et la télévision digitale, utilisés dans votre ménage, diriez-vous que vous êtes tout à fait satisfait(e), plutôt satisfait(e), plutôt pas satisfait(e) ou pas du tout satisfait(e) de … ?
La facilité d'emploi de ces services
QA26.3 Overall, thinking about all the "e-com services" such as fixed and mobile telephony, the Internet and digital TV, that your household uses, are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with the …?
Ease of use of these services
QA26.3 Würden Sie sagen, Sie sind mit den elektronischen Kommunikationsdiensten, die in Ihrem Haushalt genutzt werden, wie z.B. Festnetz- und Mobiltelefonie, Internet und Digitalfernsehen, sehr zufrieden, ziemlich zufrieden, nicht sehr zufrieden oder überhaupt nicht zufrieden, wenn es um Folgendes geht:
Benutzerfreundlichkeit der Dienste

	UE27 EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Tout à fait satisfait(e)	**22**	**25**	**19**	**31**	**30**	**28**	**28**	**27**	**21**	**17**
Plutôt satisfait(e)	**55**	**52**	**41**	**61**	**55**	**52**	**53**	**55**	**49**	**39**
Plutôt pas satisfait(e)	**7**	**7**	**7**	**4**	**7**	**7**	**7**	**9**	**5**	**4**
Pas du tout satisfait(e)	**2**	**2**	**1**	**1**	**1**	**1**	**1**	**1**	**1**	**2**
Pas applicable (SPONTANE)	**8**	**13**	**0**	**2**	**3**	**5**	**5**	**7**	**18**	**12**
NSP	**6**	**1**	**32**	**1**	**4**	**7**	**6**	**1**	**6**	**26**
Satisfait(e)	**77**	**77**	**60**	**92**	**85**	**80**	**81**	**82**	**70**	**56**
Pas satisfait(e)	**9**	**9**	**8**	**5**	**8**	**8**	**8**	**10**	**6**	**6**

	EL	ES	FR	IT	CY	LV	LT	LU	HU	MT
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Very satisfied	**29**	**18**	**17**	**14**	**38**	**19**	**23**	**13**	**28**	**29**
Fairly satisfied	**52**	**59**	**64**	**56**	**47**	**51**	**42**	**51**	**52**	**54**
Not very satisfied	**11**	**9**	**6**	**9**	**3**	**4**	**6**	**9**	**7**	**2**
Not at all satisfied	**3**	**3**	**2**	**5**	**1**	**1**	**1**	**1**	**1**	**0**
Not Applicable (SPONTANEOUS)	**4**	**4**	**7**	**9**	**2**	**21**	**17**	**19**	**8**	**5**
DK	**1**	**7**	**4**	**7**	**9**	**4**	**11**	**7**	**4**	**10**
Satisfied	**81**	**77**	**81**	**70**	**85**	**70**	**65**	**64**	**80**	**83**
Not satisfied	**14**	**12**	**8**	**14**	**4**	**5**	**7**	**10**	**8**	**2**

	NL	AT	PL	PT	RO	SI	SK	FI	SE	UK
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Sehr zufrieden,	**25**	**25**	**21**	**8**	**20**	**26**	**22**	**25**	**23**	**30**
Ziemlich zufrieden,	**56**	**58**	**57**	**66**	**50**	**49**	**65**	**58**	**62**	**48**
Nicht sehr zufrieden	**6**	**8**	**4**	**6**	**10**	**6**	**7**	**9**	**6**	**4**
Überhaupt nicht zufrieden	**1**	**1**	**0**	**1**	**1**	**1**	**1**	**2**	**1**	**1**
Spontan: trifft nicht zu	**8**	**6**	**14**	**15**	**8**	**14**	**4**	**4**	**4**	**14**
Weiß nicht / Keine Angabe	**4**	**2**	**4**	**4**	**11**	**4**	**1**	**2**	**4**	**3**
Zufrieden	**81**	**83**	**78**	**74**	**70**	**75**	**87**	**83**	**85**	**78**
Nicht zufrieden	**7**	**9**	**4**	**7**	**11**	**7**	**8**	**11**	**7**	**5**

QA26.4 En général, en pensant à tous les « services e-com » tels que la téléphonie fixe et mobile, Internet et la télévision digitale, utilisés dans votre ménage, diriez-vous que vous êtes tout à fait satisfait(e), plutôt satisfait(e), plutôt pas satisfait(e) ou pas du tout satisfait(e) de … ?
Le budget total de ces services
QA26.4 Overall, thinking about all the "e-com services" such as fixed and mobile telephony, the Internet and digital TV, that your household uses, are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with the …?
Total budget of these services
QA26.4 Würden Sie sagen, Sie sind mit den elektronischen Kommunikationsdiensten, die in Ihrem Haushalt genutzt werden, wie z.B. Festnetz- und Mobiltelefonie, Internet und Digitalfernsehen, sehr zufrieden, ziemlich zufrieden, nicht sehr zufrieden oder überhaupt nicht zufrieden, wenn es um Folgendes geht:
Gesamtkosten für die Nutzung der Dienste

	UE27 EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Tout à fait satisfait(e)	13	13	8	8	17	20	20	17	11	10
Plutôt satisfait(e)	50	47	35	56	54	53	53	54	43	38
Plutôt pas satisfait(e)	18	20	20	26	15	14	15	19	18	9
Pas du tout satisfait(e)	4	5	7	6	4	2	2	3	3	3
Pas applicable (SPONTANE)	8	13	0	2	5	5	5	5	18	12
NSP	7	2	30	2	5	6	5	2	7	28
Satisfait(e)	63	60	43	64	71	73	73	71	54	48
Pas satisfait(e)	22	25	27	32	19	16	17	22	21	12

	EL	ES	FR	IT	CY	LV	LT	LU	HU	MT
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Very satisfied	17	9	10	7	12	9	10	9	10	16
Fairly satisfied	47	48	52	47	54	44	37	47	46	45
Not very satisfied	26	22	20	19	16	18	23	15	28	14
Not at all satisfied	4	8	6	6	3	4	4	3	4	2
Not Applicable (SPONTANEOUS)	5	5	7	10	2	21	15	18	7	5
DK	1	8	5	11	13	4	11	8	5	18
Satisfied	64	57	62	54	66	53	47	56	56	61
Not satisfied	30	30	26	25	19	22	27	18	32	16

	NL	AT	PL	PT	RO	SI	SK	FI	SE	UK
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Sehr zufrieden,	12	18	9	5	14	14	10	12	8	20
Ziemlich zufrieden,	54	59	54	52	40	44	57	53	59	49
Nicht sehr zufrieden	14	13	15	21	22	16	24	21	19	10
Überhaupt nicht zufrieden	2	2	2	3	5	3	4	5	2	2
Spontan: trifft nicht zu	8	6	14	15	8	17	4	4	4	14
Weiß nicht / Keine Angabe	10	2	6	4	11	6	1	5	8	5
Zufrieden	66	77	63	57	54	58	67	65	67	69
Nicht zufrieden	16	15	17	24	27	19	28	26	21	12

QA26.5 En général, en pensant à tous les « services e-com » tels que la téléphonie fixe et mobile, Internet et la télévision digitale, utilisés dans votre ménage, diriez-vous que vous êtes tout à fait satisfait(e), plutôt satisfait(e), plutôt pas satisfait(e) ou pas du tout satisfait(e) de … ?
La possibilité de contrôler les dépenses de votre ménage
QA26.5 Overall, thinking about all the "e-com services" such as fixed and mobile telephony, the Internet and digital TV, that your household uses, are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with the …?
Ability to control your household's expenditure
QA26.5 Würden Sie sagen, Sie sind mit den elektronischen Kommunikationsdiensten, die in Ihrem Haushalt genutzt werden, wie z.B. Festnetz- und Mobiltelefonie, Internet und Digitalfernsehen, sehr zufrieden, ziemlich zufrieden, nicht sehr zufrieden oder überhaupt nicht zufrieden, wenn es um Folgendes geht:
Möglichkeit der Kostenkontrolle

	UE27 EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Tout à fait satisfait(e)	**17**	**20**	**12**	**18**	**25**	**30**	**31**	**34**	**17**	**12**
Plutôt satisfait(e)	**52**	**51**	**39**	**65**	**49**	**46**	**46**	**48**	**47**	**39**
Plutôt pas satisfait(e)	**12**	**11**	**14**	**11**	**10**	**10**	**9**	**7**	**6**	**8**
Pas du tout satisfait(e)	**3**	**3**	**3**	**2**	**2**	**2**	**3**	**5**	**1**	**2**
Pas applicable (SPONTANE)	**9**	**13**	**0**	**2**	**7**	**5**	**5**	**4**	**19**	**12**
NSP	**7**	**2**	**32**	**2**	**7**	**7**	**6**	**2**	**10**	**27**
Satisfait(e)	**69**	**71**	**51**	**83**	**74**	**76**	**77**	**82**	**64**	**51**
Pas satisfait(e)	**15**	**14**	**17**	**13**	**12**	**12**	**12**	**12**	**7**	**10**

	EL	ES	FR	IT	CY	LV	LT	LU	HU	MT
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Very satisfied	**18**	**10**	**13**	**9**	**15**	**12**	**12**	**10**	**14**	**18**
Fairly satisfied	**49**	**54**	**59**	**52**	**57**	**52**	**45**	**49**	**56**	**46**
Not very satisfied	**25**	**16**	**13**	**18**	**9**	**7**	**13**	**7**	**16**	**10**
Not at all satisfied	**4**	**6**	**4**	**6**	**3**	**1**	**2**	**4**	**2**	**3**
Not Applicable (SPONTANEOUS)	**3**	**5**	**7**	**8**	**3**	**22**	**15**	**20**	**8**	**5**
DK	**1**	**9**	**4**	**7**	**13**	**6**	**13**	**10**	**4**	**18**
Satisfied	**67**	**64**	**72**	**61**	**72**	**64**	**57**	**59**	**70**	**64**
Not satisfied	**29**	**22**	**17**	**24**	**12**	**8**	**15**	**11**	**18**	**13**

	NL	AT	PL	PT	RO	SI	SK	FI	SE	UK
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Sehr zufrieden,	**17**	**22**	**12**	**6**	**16**	**17**	**12**	**18**	**26**	**25**
Ziemlich zufrieden,	**47**	**54**	**59**	**60**	**39**	**44**	**65**	**60**	**52**	**46**
Nicht sehr zufrieden	**8**	**13**	**8**	**12**	**20**	**13**	**14**	**9**	**10**	**7**
Überhaupt nicht zufrieden	**2**	**3**	**1**	**1**	**2**	**3**	**2**	**3**	**2**	**2**
Spontan: trifft nicht zu	**14**	**5**	**13**	**17**	**12**	**16**	**5**	**5**	**4**	**15**
Weiß nicht / Keine Angabe	**12**	**3**	**7**	**4**	**11**	**7**	**2**	**5**	**6**	**5**
Zufrieden	**64**	**76**	**71**	**66**	**55**	**61**	**77**	**78**	**78**	**71**
Nicht zufrieden	**10**	**16**	**9**	**13**	**22**	**16**	**16**	**12**	**12**	**9**

QA27.1 Diriez-vous que, comparé à il y a trois ans, les choses se sont améliorées, ont empiré ou sont restées à peu près les mêmes en ce qui concerne ... ?
L'offre de nouveaux services
QA27.1 Would you say that compared with three years ago things have improved, gotten worse or stayed about the same when it comes to the ...?
Offer of new services
QA27.1 Würden Sie sagen, die Situation in den vergangenen drei Jahren hat sich verbessert, verschlechtert oder ist etwa gleich geblieben, wenn es um Folgendes geht:
Angebot neuer Dienste

	UE27 EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Les choses se sont améliorées	**44**	**44**	**54**	**65**	**63**	**41**	**41**	**42**	**43**	**48**
Les choses ont empiré	**7**	**9**	**2**	**3**	**2**	**6**	**6**	**7**	**5**	**3**
Les choses sont restées à peu près les mêmes	**35**	**34**	**20**	**29**	**27**	**38**	**39**	**41**	**30**	**20**
Pas applicable (SPONTANE)	**6**	**11**	**0**	**1**	**3**	**4**	**4**	**5**	**14**	**7**
NSP	**8**	**2**	**24**	**2**	**5**	**11**	**10**	**5**	**8**	**22**

	EL	ES	FR	IT	CY	LV	LT	LU	HU	MT
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Improved	**69**	**40**	**32**	**39**	**68**	**43**	**40**	**44**	**59**	**74**
Got worse	**3**	**8**	**6**	**12**	**2**	**6**	**6**	**7**	**4**	**2**
Stayed about the same	**23**	**41**	**47**	**37**	**17**	**26**	**35**	**21**	**28**	**13**
Not Applicable (SPONTANEOUS)	**3**	**3**	**7**	**5**	**1**	**17**	**10**	**19**	**4**	**1**
DK	**2**	**8**	**8**	**7**	**12**	**8**	**9**	**9**	**5**	**10**

	NL	AT	PL	PT	RO	SI	SK	FI	SE	UK
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Verbessert	**45**	**49**	**49**	**40**	**48**	**68**	**64**	**39**	**62**	**43**
Verschlechtert	**7**	**5**	**4**	**7**	**4**	**3**	**5**	**6**	**5**	**7**
Ist etwa gleich geblieben	**35**	**36**	**31**	**35**	**26**	**16**	**27**	**45**	**23**	**32**
Spontan: trifft nicht zu	**3**	**6**	**10**	**11**	**8**	**9**	**2**	**7**	**3**	**12**
Weiß nicht / Keine Angabe	**10**	**4**	**6**	**7**	**14**	**4**	**2**	**3**	**7**	**6**

QA27.2 Diriez-vous que, comparé à il y a trois ans, les choses se sont améliorées, ont empiré ou sont restées à peu près les mêmes en ce qui concerne ... ?
Un plan tarifaire adapté aux besoins de votre ménage
QA27.2 Would you say that compared with three years ago things have improved, gotten worse or stayed about the same when it comes to the ...?
Pricing schemes adapted to your household's needs
QA27.2 Würden Sie sagen, die Situation in den vergangenen drei Jahren hat sich verbessert, verschlechtert oder ist etwa gleich geblieben, wenn es um Folgendes geht:
Flexibilität der Preismodelle entsprechend der Bedürfnisse Ihres Haushaltes

	UE27 EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Les choses se sont améliorées	**32**	**32**	**33**	**24**	**35**	**37**	**36**	**34**	**27**	**38**
Les choses ont empiré	**11**	**13**	**8**	**24**	**10**	**7**	**8**	**10**	**9**	**7**
Les choses sont restées à peu près les mêmes	**42**	**41**	**33**	**49**	**45**	**42**	**43**	**47**	**40**	**24**
Pas applicable (SPONTANE)	**7**	**11**	**0**	**1**	**3**	**4**	**4**	**5**	**14**	**8**
NSP	**8**	**3**	**26**	**2**	**7**	**10**	**9**	**4**	**10**	**23**

	EL	ES	FR	IT	CY	LV	LT	LU	HU	MT
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Improved	**46**	**29**	**21**	**32**	**43**	**30**	**26**	**32**	**33**	**50**
Got worse	**10**	**13**	**14**	**14**	**12**	**9**	**9**	**10**	**18**	**8**
Stayed about the same	**39**	**46**	**54**	**42**	**30**	**35**	**40**	**29**	**40**	**26**
Not Applicable (SPONTANEOUS)	**4**	**4**	**5**	**5**	**2**	**18**	**13**	**19**	**5**	**1**
DK	**1**	**8**	**6**	**7**	**13**	**8**	**12**	**10**	**4**	**15**

	NL	AT	PL	PT	RO	SI	SK	FI	SE	UK
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Verbessert	**26**	**41**	**39**	**26**	**42**	**40**	**44**	**23**	**36**	**29**
Verschlechtert	**9**	**6**	**9**	**12**	**6**	**17**	**14**	**10**	**16**	**12**
Ist etwa gleich geblieben	**44**	**44**	**36**	**44**	**29**	**28**	**36**	**59**	**37**	**40**
Spontan: trifft nicht zu	**7**	**5**	**10**	**11**	**8**	**10**	**4**	**4**	**3**	**13**
Weiß nicht / Keine Angabe	**14**	**4**	**6**	**7**	**15**	**5**	**2**	**4**	**8**	**6**

QA27.3 Diriez-vous que, comparé à il y a trois ans, les choses se sont améliorées, ont empiré ou sont restées à peu près les mêmes en ce qui concerne ... ?
La facilité d'emploi de ces services
QA27.3 Would you say that compared with three years ago things have improved, gotten worse or stayed about the same when it comes to the ...?
Ease of use of these services
QA27.3 Würden Sie sagen, die Situation in den vergangenen drei Jahren hat sich verbessert, verschlechtert oder ist etwa gleich geblieben, wenn es um Folgendes geht:
Benutzerfreundlichkeit der Dienste

	UE27 EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Les choses se sont améliorées	**38**	**37**	**38**	**47**	**40**	**35**	**34**	**31**	**38**	**44**
Les choses ont empiré	**6**	**8**	**4**	**3**	**5**	**5**	**6**	**8**	**3**	**3**
Les choses sont restées à peu près les mêmes	**44**	**43**	**31**	**49**	**48**	**48**	**49**	**53**	**38**	**23**
Pas applicable (SPONTANE)	**6**	**10**	**0**	**0**	**2**	**3**	**3**	**4**	**14**	**8**
NSP	**6**	**2**	**27**	**1**	**5**	**9**	**8**	**4**	**7**	**22**

	EL	ES	FR	IT	CY	LV	LT	LU	HU	MT
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Improved	**64**	**35**	**28**	**39**	**63**	**35**	**26**	**34**	**44**	**69**
Got worse	**4**	**6**	**6**	**11**	**1**	**3**	**4**	**8**	**6**	**1**
Stayed about the same	**29**	**46**	**56**	**39**	**25**	**38**	**50**	**33**	**42**	**22**
Not Applicable (SPONTANEOUS)	**2**	**4**	**5**	**5**	**2**	**18**	**11**	**17**	**4**	**0**
DK	**1**	**9**	**5**	**6**	**9**	**6**	**9**	**8**	**4**	**8**

	NL	AT	PL	PT	RO	SI	SK	FI	SE	UK
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Verbessert	**39**	**41**	**47**	**35**	**44**	**52**	**53**	**30**	**44**	**39**
Verschlechtert	**5**	**6**	**2**	**5**	**6**	**4**	**5**	**6**	**7**	**3**
Ist etwa gleich geblieben	**45**	**46**	**37**	**43**	**30**	**30**	**39**	**58**	**39**	**42**
Spontan: trifft nicht zu	**4**	**5**	**10**	**11**	**6**	**10**	**2**	**4**	**3**	**11**
Weiß nicht / Keine Angabe	**7**	**2**	**4**	**6**	**14**	**4**	**1**	**2**	**7**	**5**

QA27.4 Diriez-vous que, comparé à il y a trois ans, les choses se sont améliorées, ont empiré ou sont restées à peu près les mêmes en ce qui concerne … ?
Le budget total de ces services
QA27.4 Would you say that compared with three years ago things have improved, gotten worse or stayed about the same when it comes to the …?
Total budget of these services
QA27.4 Würden Sie sagen, die Situation in den vergangenen drei Jahren hat sich verbessert, verschlechtert oder ist etwa gleich geblieben, wenn es um Folgendes geht:
Gesamtkosten für die Nutzung der Dienste

	UE27 EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Les choses se sont améliorées	**30**	**30**	**27**	**21**	**23**	**42**	**40**	**32**	**26**	**34**
Les choses ont empiré	**14**	**17**	**15**	**27**	**20**	**8**	**9**	**13**	**11**	**8**
Les choses sont restées à peu près les mêmes	**42**	**40**	**32**	**49**	**47**	**39**	**41**	**47**	**39**	**25**
Pas applicable (SPONTANE)	**6**	**10**	**0**	**1**	**3**	**3**	**3**	**4**	**15**	**8**
NSP	**8**	**3**	**26**	**2**	**7**	**8**	**7**	**4**	**9**	**25**

	EL	ES	FR	IT	CY	LV	LT	LU	HU	MT
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Improved	**48**	**26**	**16**	**26**	**43**	**25**	**24**	**27**	**30**	**44**
Got worse	**12**	**13**	**19**	**18**	**12**	**15**	**15**	**13**	**23**	**10**
Stayed about the same	**36**	**46**	**55**	**40**	**30**	**35**	**40**	**33**	**38**	**30**
Not Applicable (SPONTANEOUS)	**3**	**4**	**5**	**6**	**1**	**19**	**12**	**17**	**4**	**1**
DK	**1**	**11**	**5**	**10**	**14**	**6**	**9**	**10**	**5**	**15**

	NL	AT	PL	PT	RO	SI	SK	FI	SE	UK
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Verbessert	**26**	**44**	**36**	**23**	**31**	**36**	**39**	**19**	**30**	**27**
Verschlechtert	**12**	**7**	**10**	**15**	**17**	**13**	**16**	**12**	**20**	**14**
Ist etwa gleich geblieben	**43**	**42**	**38**	**44**	**32**	**31**	**40**	**61**	**37**	**40**
Spontan: trifft nicht zu	**4**	**5**	**10**	**11**	**7**	**13**	**3**	**4**	**3**	**13**
Weiß nicht / Keine Angabe	**15**	**2**	**6**	**7**	**13**	**7**	**2**	**4**	**10**	**6**

QA27.5 Diriez-vous que, comparé à il y a trois ans, les choses se sont améliorées, ont empiré ou sont restées à peu près les mêmes en ce qui concerne ... ?
La possibilité de contrôler les dépenses de votre ménage
QA27.5 Would you say that compared with three years ago things have improved, gotten worse or stayed about the same when it comes to the ...?
Ability to control your household's expenditure
QA27.5 Würden Sie sagen, die Situation in den vergangenen drei Jahren hat sich verbessert, verschlechtert oder ist etwa gleich geblieben, wenn es um Folgendes geht:
Möglichkeit der Kostenkontrolle

	UE27 EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Les choses se sont améliorées	**27**	**29**	**30**	**26**	**25**	**30**	**28**	**23**	**29**	**32**
Les choses ont empiré	**10**	**12**	**8**	**7**	**6**	**6**	**7**	**9**	**5**	**10**
Les choses sont restées à peu près les mêmes	**49**	**46**	**33**	**65**	**58**	**54**	**55**	**61**	**41**	**28**
Pas applicable (SPONTANE)	**7**	**10**	**0**	**1**	**4**	**3**	**3**	**2**	**15**	**7**
NSP	**7**	**3**	**29**	**1**	**7**	**7**	**7**	**5**	**10**	**23**

	EL	ES	FR	IT	CY	LV	LT	LU	HU	MT
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Improved	**41**	**24**	**17**	**26**	**37**	**25**	**19**	**27**	**27**	**44**
Got worse	**16**	**12**	**13**	**18**	**11**	**7**	**8**	**6**	**13**	**10**
Stayed about the same	**40**	**50**	**59**	**45**	**37**	**42**	**51**	**37**	**51**	**32**
Not Applicable (SPONTANEOUS)	**2**	**4**	**5**	**5**	**3**	**18**	**11**	**18**	**5**	**1**
DK	**1**	**10**	**6**	**6**	**12**	**8**	**11**	**12**	**4**	**13**

	NL	AT	PL	PT	RO	SI	SK	FI	SE	UK
	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5	EB 72.5
Verbessert	**19**	**38**	**35**	**26**	**32**	**39**	**39**	**16**	**30**	**25**
Verschlechtert	**7**	**5**	**5**	**8**	**13**	**8**	**9**	**5**	**6**	**9**
Ist etwa gleich geblieben	**51**	**50**	**44**	**47**	**30**	**34**	**47**	**70**	**53**	**47**
Spontan: trifft nicht zu	**9**	**4**	**10**	**13**	**9**	**12**	**3**	**5**	**2**	**14**
Weiß nicht / Keine Angabe	**14**	**3**	**6**	**6**	**16**	**7**	**2**	**4**	**9**	**5**