



Special Eurobarometer 396

E-COMMUNICATIONS HOUSEHOLD SURVEY

REPORT

Fieldwork: February - March 2013

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This survey has been requested by the European Commission, Directorate-General Communications Networks, Content and Technology and co-ordinated by Directorate-General for Communication.

http://ec.europa.eu/public_opinion/index_en.htm

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Special Eurobarometer 396 / Wave EB79.1 – TNS Opinion & Social

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E-communications household survey

Conducted by TNS Opinion & Social at the request of
the European Commission, Directorate-General Communications
Networks, Content and Technology

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

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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 services.

In this context, the European Commission's Directorate General Communications Networks, Content and Technology 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. For this year's edition, emphasis has been placed on consumer perceptions of broadband speed, on the quality of experience of access services, on consumer affordability, on factors for subscribing and switching between communication service providers and on the transparency of tariff information.

The results show a great variety of national situations which can be observed across the EU when measuring the absolute levels of development of e-communications services. However, the report also shows converging patterns in EU consumer responses to market developments driven by technological change and/or regulatory developments. For example this concerns the steady growth of digital terrestrial television, mobile Internet subscriptions, the growth of voice over IP telephony, or the readiness to switch to higher speed broadband connections. This survey is a follow-up to several carried out previously: in December 2011¹, February/March 2011², November/December 2009³, November 2007/January 2008⁴, November/December 2006⁵, and December 2005/January 2006⁶.

The report covers the 28 Member States. However, because the fieldwork took place before the official date of Croatia's accession to the European Union on 1 July 2013, results are presented for the EU 27 and Croatia. The results are presented for the EU27 and, when significant, the EU15 and the NMS12 Member States. Comparisons have been made with the surveys conducted in December 2011, February/March 2011, November/December 2009 and on occasion with the November/December 2007 and November/December 2006 surveys.

¹ Special Eurobarometer 381, E-communications Household Survey, http://ec.europa.eu/public_opinion/archives/ebs/ebs_381_en.pdf

² Special Eurobarometer 362, E-communications Household Survey, http://ec.europa.eu/public_opinion/archives/ebs/ebs_362_en.pdf

³ Special Eurobarometer 335, E-communications Household Survey, http://ec.europa.eu/public_opinion/archives/ebs/ebs_335_en.pdf

⁴ Special Eurobarometer 293, E-communications Household Survey, http://ec.europa.eu/public_opinion/archives/ebs/ebs_293_full_en.pdf

⁵ Special Eurobarometer 274, E-communications Household Survey, http://ec.europa.eu/public_opinion/archives/ebs/ebs_274_en.pdf

⁶ Special Eurobarometer 249, E-communications Household Survey, http://ec.europa.eu/public_opinion/archives/ebs/ebs_249_en.pdf

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, and focuses primarily on household composition, subjective urbanisation, single households and the ageing society.

The main themes of the report are:

- The different types of telephone access available to individuals and in the home
- Internet access and the quality of Internet access
- Television access and means of reception
- Penetration of communication service packages
- Consumer sensitivity to the speed of the Internet connection
- The quality of experience of communication services
- Affordability of telephone and Internet services
- The transparency of communication service pricing
- Factors in switching Internet service providers and service package providers

This survey was carried out by TNS Opinion & Social network in the 27 Member States of the European Union and in Croatia between 23 February and 10 March 2013. Some 27,786 respondents from different social and demographic groups were interviewed face-to-face at home in their mother tongue on behalf of the Directorate-General for Communications Networks, Content and Technology. The methodology used is that of Eurobarometer surveys as carried out by the Directorate-General for Communication ("Research and Speechwriting" Unit)⁷. A technical note on the manner in which interviews were conducted by the Institutes within the TNS Opinion & Social network is appended as an annex to this report. Also included are the interview methods and confidence intervals⁸.

These data do not constitute the official EU data for Internet access as measured by Eurostat in the EU ICT household survey and as reported in the Digital Agenda Scoreboard⁹.

⁷ http://ec.europa.eu/public_opinion/index_en.htm

⁸ The results tables are included in the annex. It should be noted that the total of the percentages in the tables of this report may exceed 100% when the respondent was able to give several answers to the question.

⁹ <http://digital-agenda-data.eu>

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

ABBREVIATIONS			
BE	Belgium	LV	Latvia
CZ	Czech Republic	LU	Luxembourg
BG	Bulgaria	HU	Hungary
DK	Denmark	MT	Malta
DE	Germany	NL	The Netherlands
EE	Estonia	AT	Austria
EL	Greece	PL	Poland
ES	Spain	PT	Portugal
FR	France	RO	Romania
IE	Ireland	SI	Slovenia
IT	Italy	SK	Slovakia
CY	Republic of Cyprus***	FI	Finland
LT	Lithuania	SE	Sweden
HR	Croatia	UK	The United Kingdom
		EU27	European Union – 27 Member States
		EU15	BE, IT, FR, DE, LU, NL, DK, UK, IE, PT, ES, EL, AT, SE, FI*
		NMS12	BG, CZ, EE, CY, LT, LV, MT, HU, PL, RO, SL, SK**
		EURO AREA	BE, FR, IT, LU, DE, AT, ES, PT, IE, NL, FI, EL, EE, SI, CY, MT, SK

* EU15 refers to the 15 countries forming the European Union before the enlargements of 2004 and 2007

** The NMS12 are the 12 'new Member States' which joined the European Union during the 2004 and 2007 enlargements

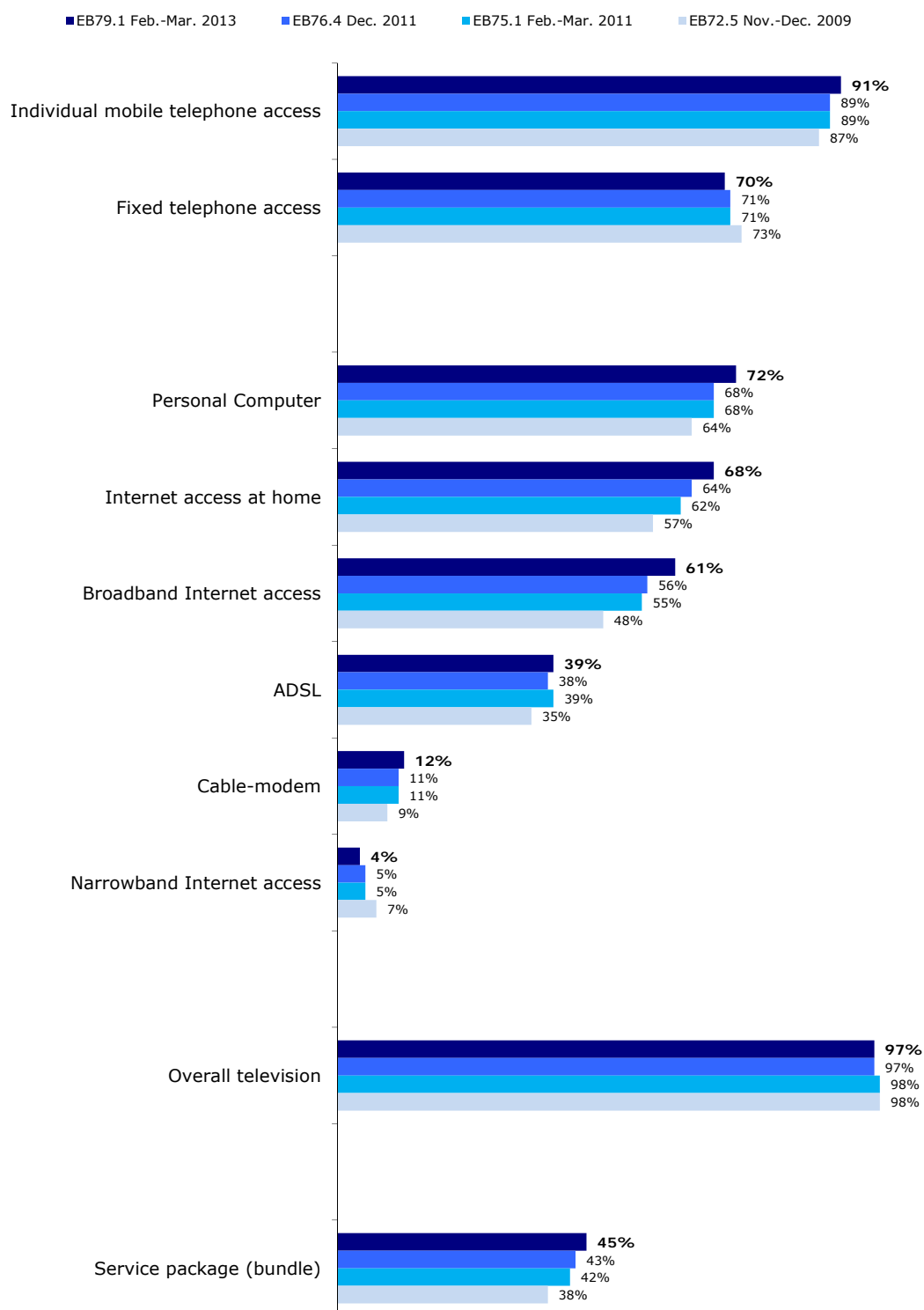
*** Cyprus as a whole is one of the 27 European Union Member States. However, the 'acquis communautaire' has been suspended in the part of the country which is not controlled by the government of the Republic of Cyprus. For practical reasons, only the interviews carried out in the part of the country controlled by the government of the Republic of Cyprus are included in the 'CY' category and in the EU27 average.

* * * * *

We wish to thank the people throughout Europe who gave their time to take part in this survey. Without their active participation, this study would not have been possible.

1. SNAPSHOTS AND MAIN FINDINGS

Penetration rates of Electronic Communication Services in the European Union



Penetration rates of Electronic Communication Services in the European Union

- Most EU households have access to a fixed telephone line (70%), and most EU citizens have individual mobile telephone access (91%).
- Overall, the proportion of EU households with fixed telephone access has remained fairly stable since December 2011 (-1 point) but has declined since 2009 (-3 points). A strong divide remains between the EU15, where almost eight out of ten households have fixed telephone access (78%), and the NMS12, where slightly less than four out of ten households do so (39%). This gap has been widening since 2009.
- More than nine out of ten EU citizens have individual access to a mobile phone (91%). This number has remained fairly stable since December 2011 (+2 points) but has significantly increased since 2009 (+4 points). Individual mobile telephone access is highest in Luxembourg (98%), Latvia (98%), the Czech Republic (97%), Denmark (97%) and Finland (97%).
- Around one-third of EU citizens (34%) use the Internet to make cheap phone calls (voice over IP), a seven percentage points since December 2011 (27%).
- More than six out of ten EU households have broadband Internet access (61%), a five percentage point increase since December 2011. The largest increases are found in Romania (+11), Hungary (+11), Bulgaria (+10) and Cyprus (+10).
- When broadband and narrowband access are combined, approximately seven out of ten EU households have home Internet access (68%). This proportion has increased by four percentage points since December 2011 and by 11 percentage points since December 2009. The geographical divide between Northern and Western countries and Eastern and Southern countries has been narrowing since 2009.
- Almost half of EU citizens with a mobile phone now also have a subscription allowing them to access the Internet (49%), a 14-point increase since December 2011. Respondents were most likely to have these types of mobile phone subscriptions in Sweden (71%), Denmark (68%) and the United Kingdom (65%). Respondents in Bulgaria (20%), Romania (25%) and Portugal (26%) were least likely to have phones with these capabilities.
- Further to the digital switchover process in Europe, terrestrial television remains the dominant means for receiving television in the household.
- Four in ten households in the EU access television through digital terrestrial television (40%), a 35 percentage point increase since 2006. Around one in three EU citizens has cable TV network combined with a decoder (31%), and more than one in five a satellite TV and a decoder (23%). At the same time, analogue terrestrial TV, which was the means of reception for television for half of European households in 2006, is now only used by 6% of European households.
- Slightly more than four in ten EU households purchase a bundle of communication services from the same provider at an overall price (45%), a two percentage point increase over December 2011. Respondents from Luxembourg (68%), the

Netherlands (66%) and Slovenia (63%) were most likely to have purchased a communication service bundle.

Consumer sensitivity to Internet connection speed

- This survey has measured the different aspects of consumer perceptions of speed, namely knowledge of download speed and compliance with the contract terms, speed vs. price as a selection criterion when subscribing to an Internet connection, the difficulties experienced due to insufficient speed and the readiness to pay or switch for higher speed.
- The survey found that nearly six out of ten respondents (57%) did not know the maximum download speed of their Internet connection. Nevertheless, those who did do so mentioned higher maximum download speed capacities than in 2011.
- Furthermore, nearly a quarter of the respondents who knew their download speed said that their actual Internet download and upload speeds did not match the terms of their contract.
- The price and technical features of the connection (maximum speed and download capacities) are the main selection criteria when subscribing to an Internet connection
- Overall, slightly less than half of all respondents would be willing to change their Internet packages for higher speed or greater downloading capacity (45%), mostly among those who experience difficulties accessing online content due to insufficient speed, where four in ten respondents reported difficulties
- This proportion combines 29% of the respondents who would only change service provider to get a higher speed connection for the same price, 5% who would only pay more for a faster Internet connection offered by their current Internet provider and 11% respondents who would be willing to move for either both options.

Quality of experience of communication access services

- This survey looked first at the quality of experience with using Internet from home.
- Six in ten respondents either agreed or tended to agree that their Internet connection never breaks down (60%). This proportion has remained relatively stable since December 2011 (+1 point).
- Overall, slightly less than three out of ten respondents had been blocked from accessing online content or applications either often or sometimes while using the Internet from home (29%).
- Approximately four in ten respondents (43%) either sometimes or often experienced difficulties accessing online content and applications from home due to insufficient Internet speed or downloading capacity.
- The survey then looked at the quality of experience when using the Internet from mobile phones.

- The proportion of respondents who reported that access to online content or applications is sometimes blocked on their mobile phones has increased since December 2011 (20% compared with 16%).
- Around four in ten respondents thought their mobile Internet connection provider was responsible for blocking content (37%) and more than three in ten thought the application or content provider was responsible (32%). Approaching one in five respondents believed they were blocked from accessing content due to geographical copyright restrictions (17%) or by the manufacturer of their mobile phone (15%).
- Finally, this year's edition has focused, *inter alia*, on the quality of experience of fixed and mobile voice services. This section looks at potential issues respondents might have when connecting to the mobile network to place a call, and their perceptions of the quality of sound for landline, mobile and Internet calls.
- More than eight in ten respondents are always able to connect to the mobile network to make a call (81%).
- Three-quarters of respondents agreed or tended to agree that their mobile phone calls are never cut off during a call (75%).
- Only 38% of respondents agreed that sound quality is very good on their mobile phones compared with 49% for landline phones and 25% for Internet calls.

Affordability

- Over half of EU citizens limit their national and international mobile phone calls because of concerns about cost (respectively 55% and 54%).
- EU consumers are far less likely to limit calls to mobile or fixed phones on another network operator than in 2011. Still, roughly half of all EU respondents (49%) have limited their calls to mobile or fixed phones on another network operator because they were concerned about the charges, a decline of 11 percentage points since the previous survey in December 2011.
- Respondents were also asked whether they agreed that they limited their use of mobile Internet access because they were concerned about the cost of communication services. Approximately one-third of respondents either totally agreed or tended to agree with this statement (34%). There has been a nine percentage point drop in the proportion of respondents who agreed with this statement since December 2011 (34% compared with 43%).
- One in five respondents uses a mobile phone subscription to make cheaper phone calls over the Internet via a smartphone, tablet or another handheld device (20%).

Price transparency and switching service package providers

- Slightly less than one third of EU citizens disagree that it is easy to compare the terms of service packages (29%), a 3-point increase since December 2011.
- Only slightly more than a quarter of respondents regularly read comparisons of bundled offers (26%), a one percentage point increase over December 2011 (25%).
- More than four in ten respondents reported that they have considered changing their bundle provider (42%), a nine percentage point increase since the previous survey in December 2011 (33%).
- Since the previous survey in December 2011, the majority of EU Member States saw increases in the proportion of respondents who had considered changing their bundle providers.

2. TELEPHONE ACCESS

The proportion of households lacking any telephone access has remained stable over the previous four waves: only 2% of households have no telephone access. In the previous three waves, nearly two-thirds (62%) of households reported having both a fixed line and a mobile telephone.

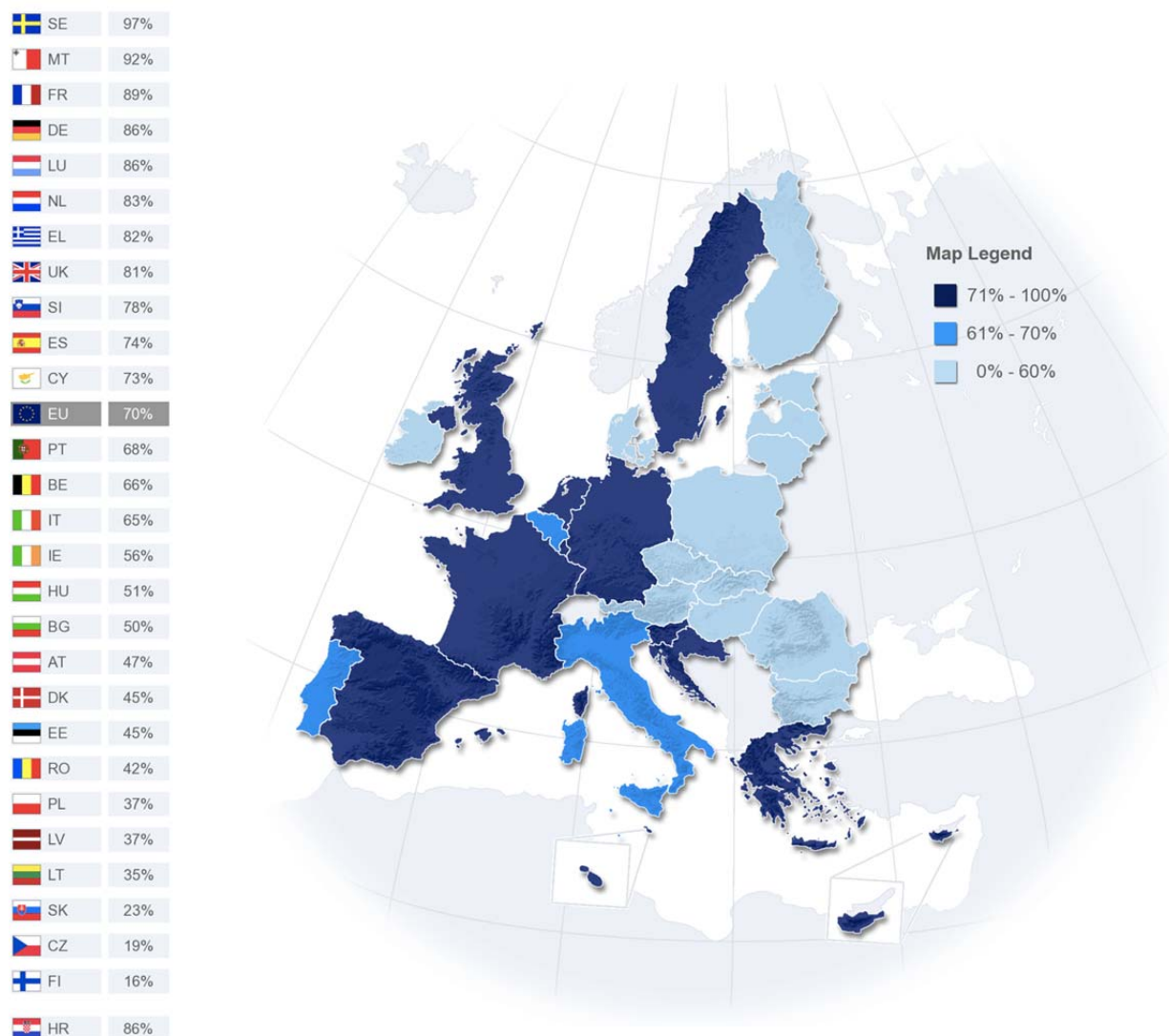
Because of these stable results, the current wave did not look at the overall proportion of telephone access of any kind but focused only on household fixed telephone access and individual mobile access, including mobile phone subscription with Internet access (see section 3.3). For this reason, it has not been possible to measure the proportion of mobile phone-only households in the current wave. However, it is very likely that in countries where the penetration of fixed telephone access has decreased, the rate of mobile phone-only households has increased, given the stability of overall telephone access over the last four waves.

2.1. Fixed telephony

- Seven out of ten EU citizens have access to a fixed telephone line –

Across the EU¹⁰, a majority of citizens have access to a fixed telephone line (70%). However, household access to a fixed telephone line varies significantly across EU Member States¹¹. The highest levels of access are found in Sweden (97%), Malta (92%) and France (89%), and the lowest levels in Slovakia (23%), the Czech Republic (19%) and Finland (16%). The proportion of households with fixed telephone access in Croatia is higher than the EU average (86% versus 70%).

Households with fixed telephone access













Base: All respondents in EU27 (n = 26786); HR (n = 1000)

¹⁰ References to the "EU average" or "EU households" refer to EU27, because the fieldwork took place before Croatia's accession to the European Union on 1 July 2013.

¹¹ D43a. Do you own a fixed telephone in your household?

- Household access to a fixed telephone line fell in 18 EU countries and rose in seven -

Overall, the proportion of EU households with fixed telephone access has decreased slightly since December 2011 (-1). However, within individual EU countries, there have been some changes in the proportion of households with access to a fixed telephone line since December 2011. The largest increases in household access to a fixed telephone line were found in Spain (+6), Portugal (+5) and Hungary (+3). The majority of EU countries have seen a fall in the proportion of households with fixed telephone access since December 2011, most strikingly in Slovakia (-9), Poland (-7) and Denmark (-7).

 ES	74%	+6
 PT	68%	+5
 HU	51%	+3
 MT	92%	+1
 FR	89%	+1
 UK	81%	+1
 SI	78%	+1
 EL	82%	=
 BE	66%	=
 SE	97%	-1
 EU27	70%	-1
 AT	47%	-1
 LV	37%	-1
 LT	35%	-1
 CZ	19%	-1
 LU	86%	-2
 NL	83%	-2
 CY	73%	-2
 IT	65%	-2
 BG	50%	-2
 DE	86%	-3
 RO	42%	-4
 FI	16%	-4
 EE	45%	-5
 IE	56%	-6
 DK	45%	-7
 PL	37%	-7
 SK	23%	-9

Households with fixed telephone access
(Comparison with EB76.4 Dec. 2011)



Base: All respondents in EU27 (n = 26786)

There is a significant difference between the proportions of households with fixed telephone access in EU15 and NMS12 countries. Nearly eight out of ten EU15 households have fixed telephone access (78%) compared with not quite four out of ten NMS12 households (39%).

In terms of urbanisation, respondents are equally likely to have access to a fixed telephone line if they live in small or midsized towns (69%), rural villages (72%) or large towns (71%). Access to a fixed telephone line has an inverse relationship with age in single households. The proportion of citizens aged 60+ in single households with access to a fixed telephone line is twice that of those aged under 30 with access to a fixed telephone line (79% compared with 41%). This age divide is greater in NMS12 countries, where half of citizens aged 60 or more in single households have access to a fixed telephone line (48%) compared with only one in ten citizens under 30 (13%).

Within the older age groups, the oldest respondents were more likely to have access to a fixed telephone line. Almost nine out of ten respondents aged 75 or above had access to a fixed telephone line (88%) compared with slightly more than three-quarters of respondents between the ages of 55 and 64 (77%).

Proportion of households having a fixed telephone access

	TOTAL	Household composition				Subjective urbanisation			Single household by age		
		1	2	3	4+	Rural village	Small/ mid size town	Large town	-29	30-59	60+
EU27	70%	66%	77%	69%	68%	72%	69%	71%	41%	56%	79%
EU15	78%	70%	83%	79%	81%	81%	75%	78%	44%	60%	85%
NMS12	39%	38%	45%	38%	35%	38%	33%	46%	13%	26%	48%

Proportion of elderly people having a fixed telephone access

	The ageing society		
	55-64	65-74	75+
EU27	77%	80%	88%
EU15	85%	86%	91%
NMS12	44%	52%	65%

Base: All respondents in EU27 (n = 26786)

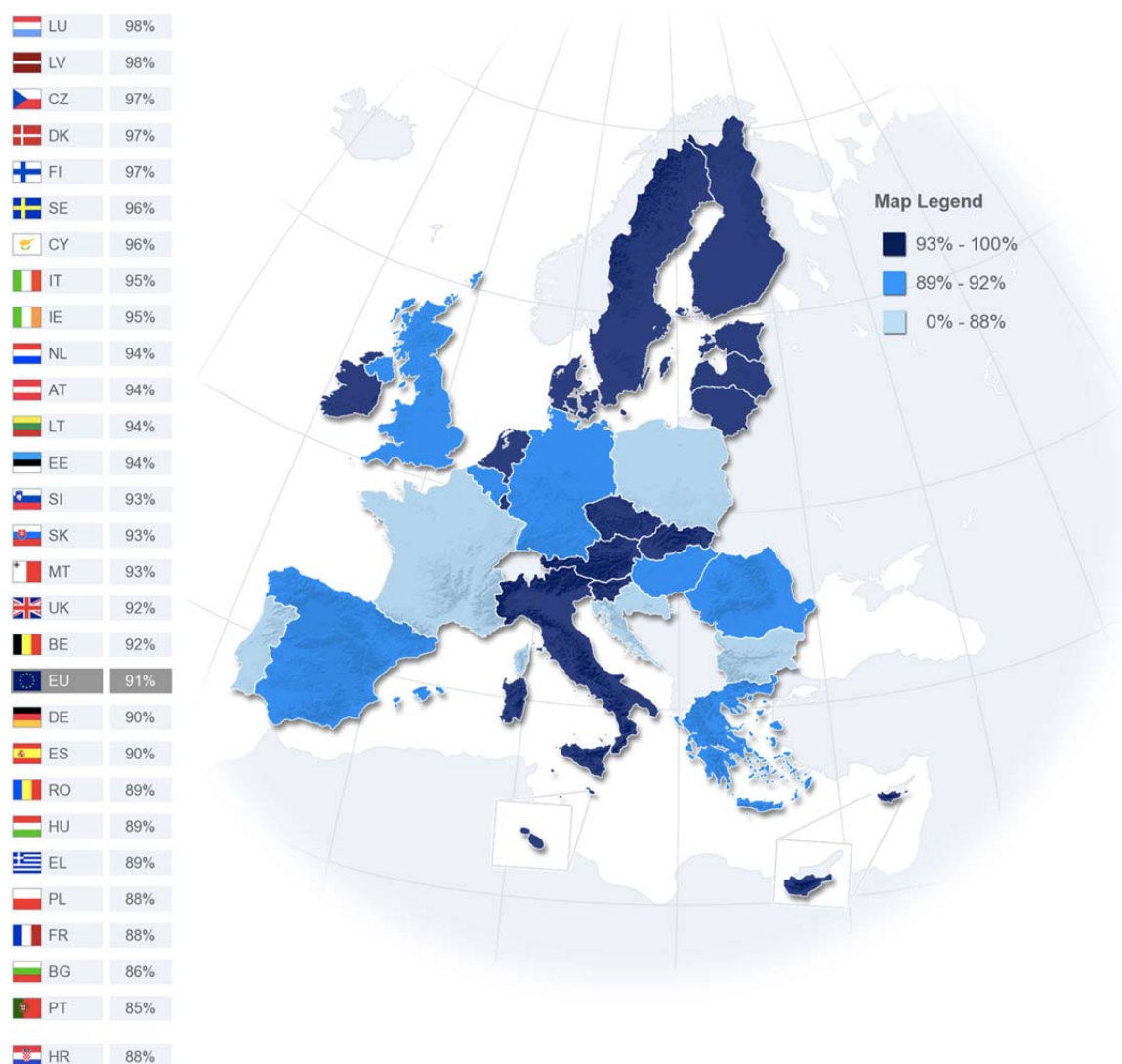
2.2. Mobile telephony

- Nine out of ten EU citizens have mobile telephone access -

Rates of mobile telephone access are very high across the EU, with over nine out of ten respondents reporting that they have individual mobile telephone access (91%)¹².

Individual mobile telephone access rates are highest in Luxemburg (98%), Latvia (98%), the Czech Republic (97%), Denmark (97%) and Finland (97%) and lowest in Poland (88%), France (88%), Bulgaria (86%) and Portugal (85%). In Croatia, slightly fewer than nine out of ten individuals have access to a mobile telephone (88%).

Individual mobile telephone access































Base: All respondents in EU27 (n = 26786); HR (n = 1000)

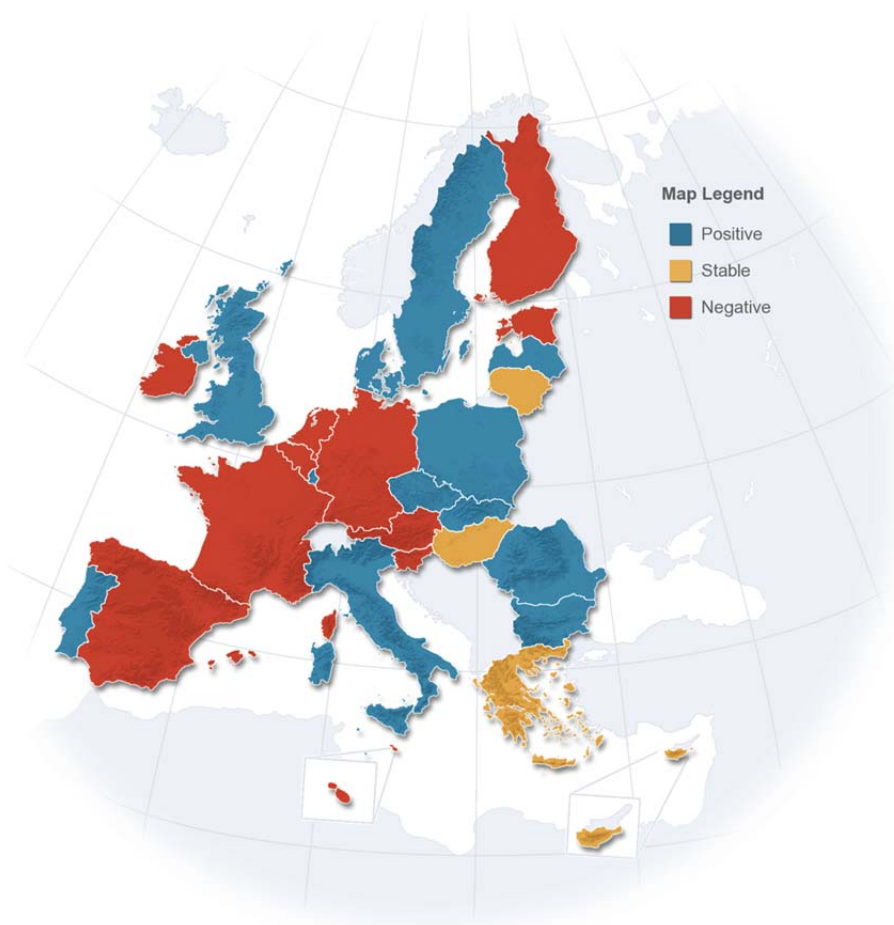
¹² D43b. Do you own a personal mobile telephone?

- Mobile telephone access has remained stable in EU Member States -

Mobile telephone access in the EU has remained stable since December 2011. However, there have been changes in the levels of mobile telephone access within individual Member States. Individual mobile phone access rose by five percentage points in Romania, and by three percentage points in both Slovakia and Bulgaria. The largest decreases were found in the Netherlands, Estonia, Belgium, Germany, and France, where mobile access fell by two percentage points.

Individual mobile telephone access (Comparison with EB76.4 Dec. 2011)

	RO	89%	+5
	SK	93%	+3
	BG	86%	+3
	UK	92%	+2
	LU	98%	+1
	LV	98%	+1
	CZ	97%	+1
	DK	97%	+1
	SE	96%	+1
	IT	95%	+1
	PL	88%	+1
	PT	85%	+1
	CY	96%	=
	LT	94%	=
	EU27	91%	=
	HU	89%	=
	EL	89%	=
	FI	97%	-1
	IE	95%	-1
	AT	94%	-1
	MT	93%	-1
	SI	93%	-1
	ES	90%	-1
	NL	94%	-2
	EE	94%	-2
	BE	92%	-2
	DE	90%	-2
	FR	88%	-2



Base: All respondents in EU27 (n = 26786)

2.3. Alternative means to telephony for making phone calls

2.3.1. Internet phone services for making calls over the Internet

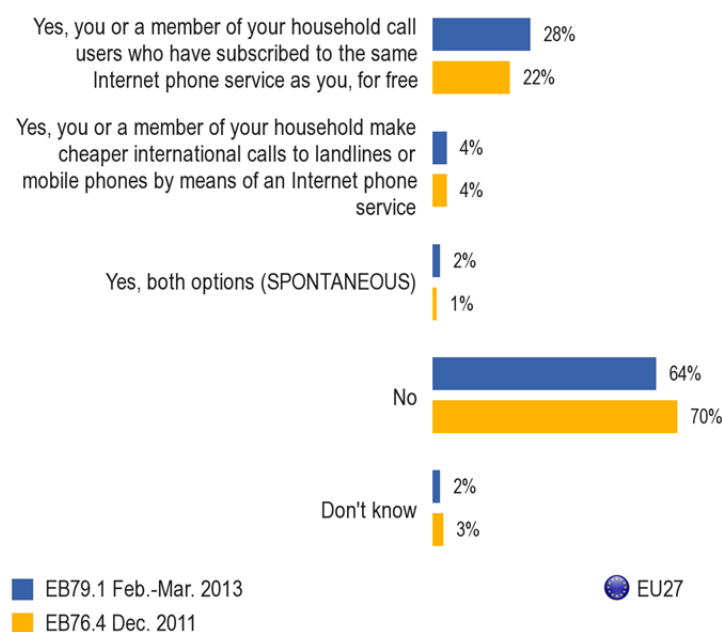
- Slightly more EU households now make phone calls over the Internet than in December 2011 –

Just over one-third of EU citizens use the Internet to make phone calls at home (34%). The proportion of EU households who use the Internet to make phone calls has increased by seven percentage points since December 2011 (34% compared with 27%)¹³.

Of the EU citizens who have Internet access at home, almost three out of ten use it to make free calls to individuals who have subscribed to the same Internet phone service (28%). This proportion has increased slightly since December 2011 (22%).

A smaller proportion of EU citizens use Internet phone services to make cheaper international calls to landlines or mobile phones (4%).

QA7. Does any household member, including yourself, use a PC or a Wi-Fi connected device, at home to make phone calls over the Internet?

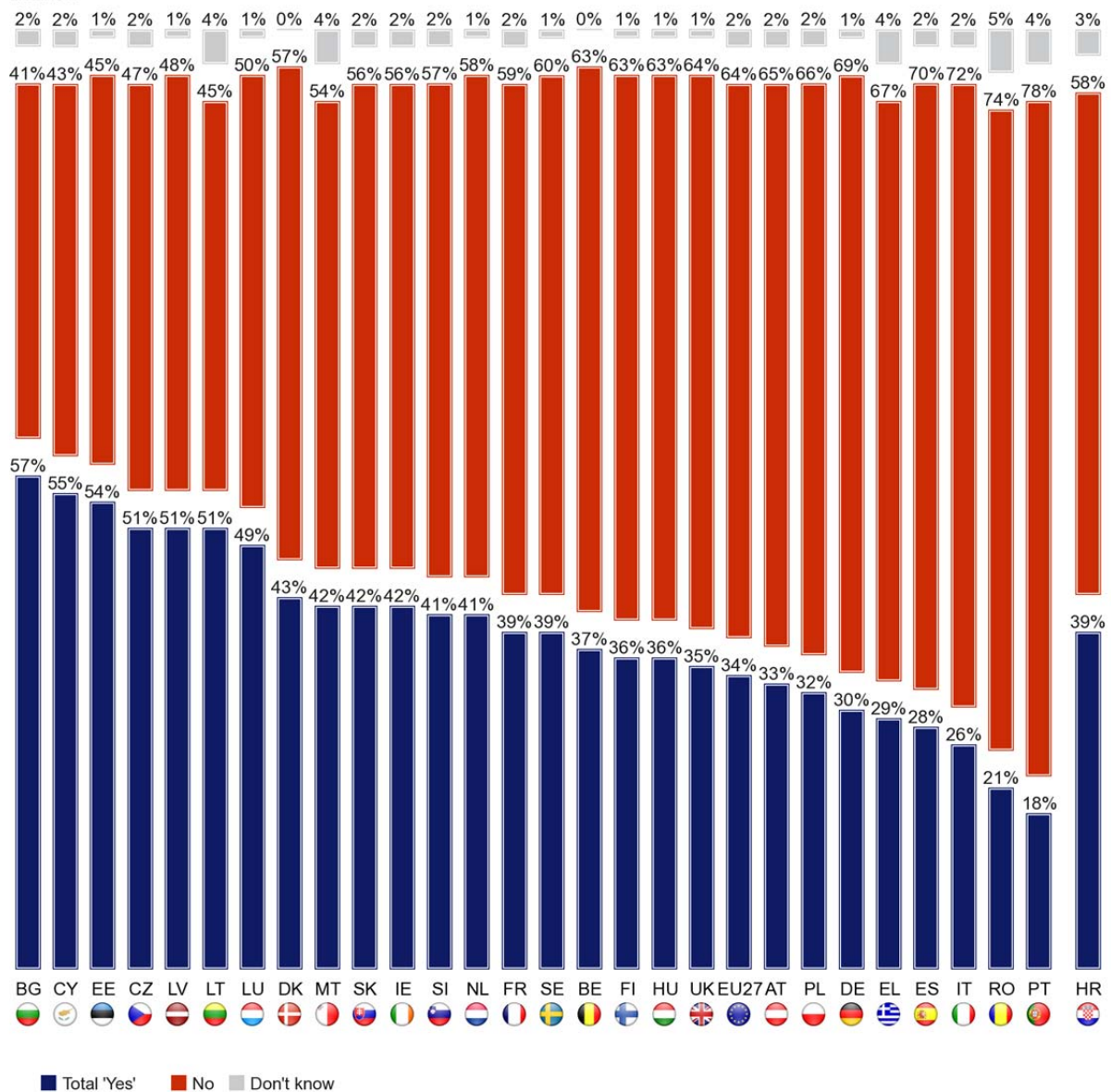


Base: All respondents who have Internet access at home in EU 27 (n = 18137)

¹³ QA7. Does any household member, including yourself, use a PC or a Wi-Fi connected device, at home to make phone calls over the Internet?

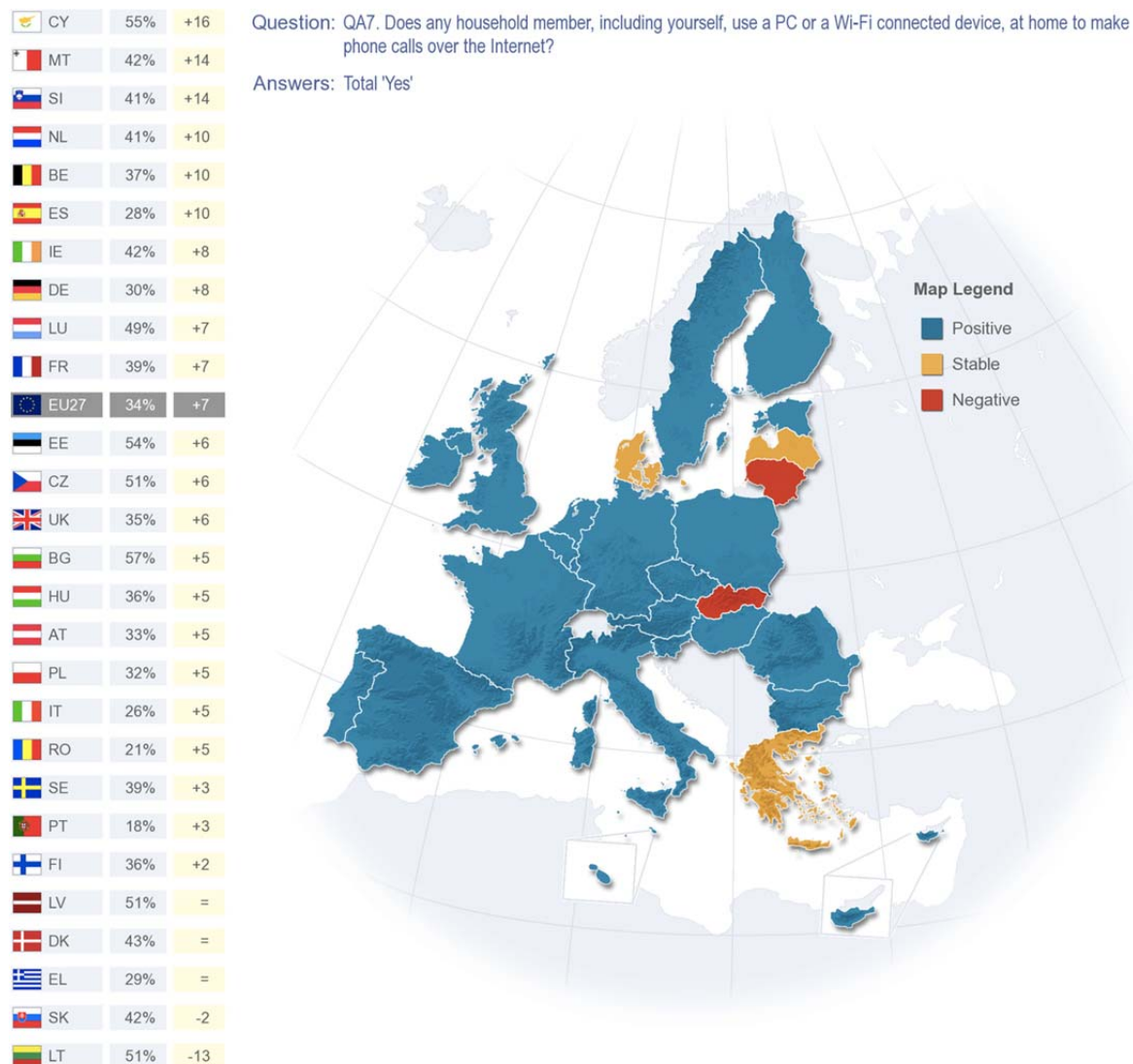
Among EU countries, there were considerable differences in the proportion of respondents who placed calls over the Internet. Over half of respondents in Bulgaria (57%), Cyprus (55%) and Estonia (54%) reported that they made phone calls over the Internet. The fewest respondents did so in Italy (26%), Romania (21%) and Portugal (18%).

QA7. Does any household member, including yourself, use a PC or a Wi-Fi connected device, at home to make phone calls over the Internet?



Base: All respondents who have Internet access at home in EU 27 (n = 18137); HR (n = 661)

The proportion of respondents who make phone calls over the Internet using a PC or a Wi-Fi connected device at home has increased by seven percentage points since the previous survey in December 2011. Within individual Member States, there have also been changes in the proportion of respondents who use this method to make phone calls since the previous survey. The largest increases were recorded in Cyprus (+16), Malta (+14) and Slovenia (+14). The proportions of respondents making these calls declined in only two countries: Slovakia (-2) and Lithuania (-13).



Base: All respondents who have Internet access at home in EU 27 (n = 18137)

3. INTERNET ACCESS

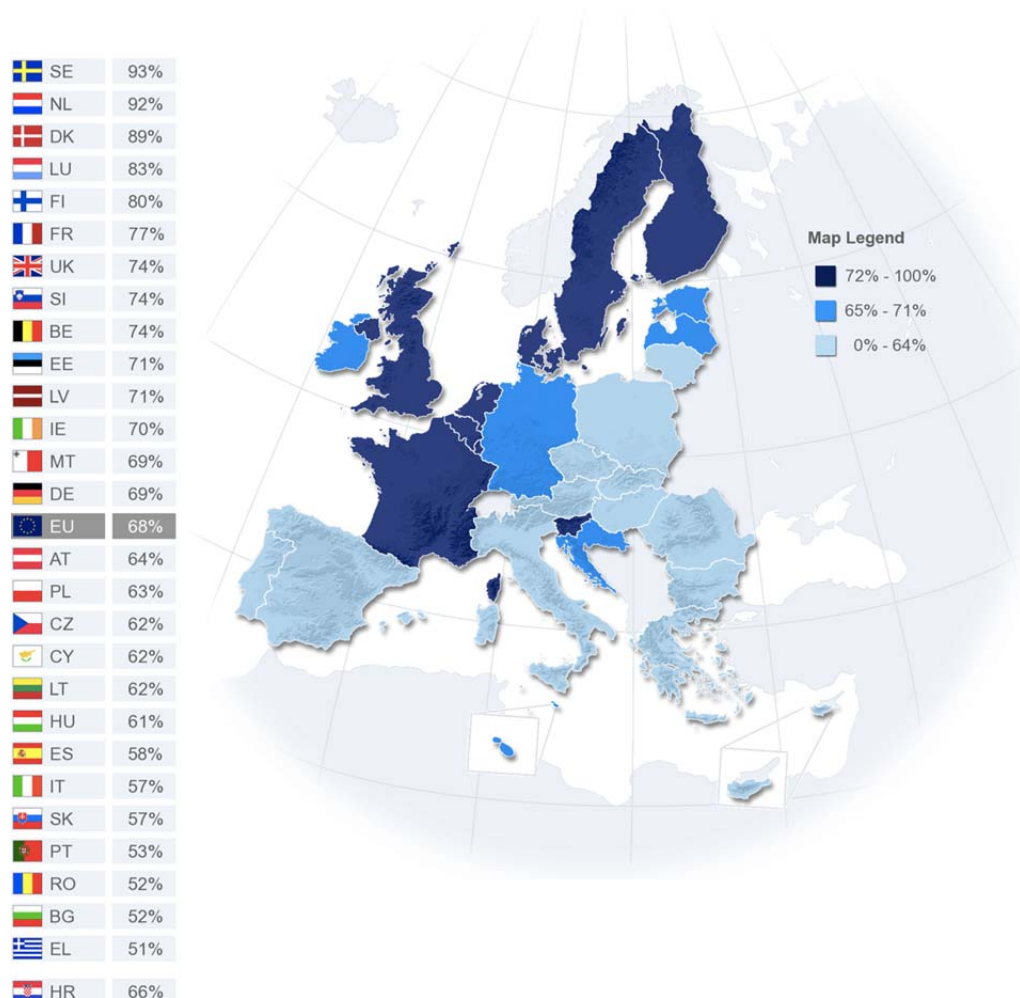
3.1. Internet access and means of access

3.1.1 Overall Internet access

- Seven out of ten EU households have an Internet connection –

Overall, nearly seven out of ten EU households have an Internet connection (68%), roughly the proportion with access to a personal computer (72%)¹⁴. This represents a 4 percentage point increase since the last survey. Nine out of ten respondents said they had household access to the Internet in Sweden (93%), the Netherlands (92%) and Denmark (89%), but the incidence is much lower in Bulgaria (52%), Romania (52%) and Greece (51%), where only half of respondents do so.

Households with Internet access































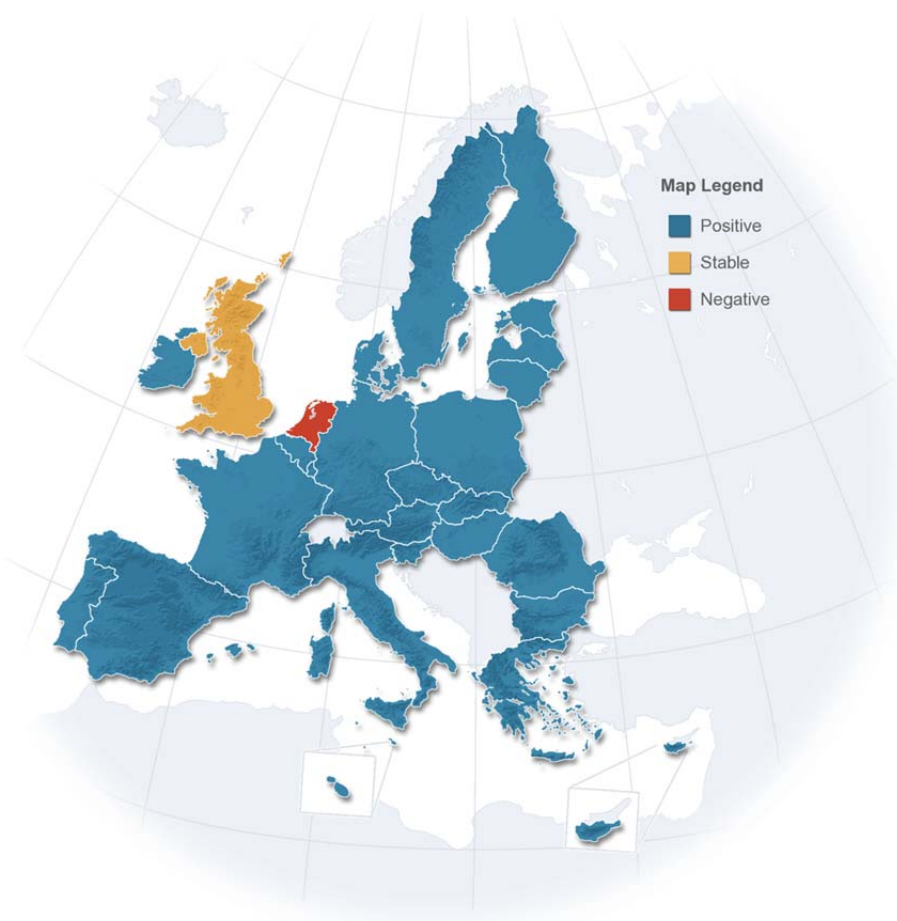
Base: All respondents in EU 27 (n = 26786); HR (n = 1000)

¹⁴ D46 Which of the following goods do you have? An Internet connection at home

Across the EU, the proportion of households with Internet access has increased slightly since December 2011 (68% compared with 64%), and in several countries significantly so. The sharpest increases in Internet access rates were found in Hungary (+10), Greece (+9), Latvia (+8), Malta (+8), and Bulgaria (+8).

Households with Internet access (Comparison with EB76.4 Dec. 2011)

 HU	61%	+10
 EL	51%	+9
 LV	71%	+8
 MT	69%	+8
 BG	52%	+8
 LT	62%	+7
 RO	52%	+7
 BE	74%	+6
 CY	62%	+6
 ES	58%	+6
 LU	83%	+5
 FR	77%	+5
 PL	63%	+5
 PT	53%	+5
 FI	80%	+4
 SI	74%	+4
 EU	68%	+4
 IT	57%	+4
 SE	93%	+3
 DK	89%	+3
 IE	70%	+3
 DE	69%	+3
 CZ	62%	+3
 SK	57%	+3
 AT	64%	+2
 EE	71%	+1
 UK	74%	=
 NL	92%	-1



Base: All respondents in EU 27 (n = 26786)

There is a nine percentage point divide between the proportion of respondents with household Internet in EU15 and NMS12 countries (69% compared with 60%), reflecting a similar divide in computer ownership. Larger households are also much more likely to have Internet access. Approaching nine out of ten respondents in households of four or more people reported having household Internet access (87%) compared with slightly under half of respondents in single-person households (48%).

Overall, older EU citizens in single households are less likely to have Internet access in their homes. More than eight out of 10 respondents aged 29 or younger had Internet access (84%) compared with fewer than three out of ten respondents aged 60 or older (27%). The lowest incidence of household Internet access is in the homes of EU citizens over the age of 75 (20%). Persons over the age of 75 are nearly twice as likely to have Internet access in EU15 countries (22%) as in NMS12 countries (12%).

Proportion of households having an internet connection

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small/ mid size town	Large town	-29	30-59	60+
EU27	68%	48%	67%	83%	87%	66%	67%	71%	84%	66%	27%
EU15	69%	51%	70%	85%	89%	69%	68%	72%	84%	68%	30%
NMS12	60%	30%	50%	78%	81%	52%	61%	68%	83%	50%	12%

Proportion of elderly people having an internet connection

	The ageing society		
	55-64	65-74	75+
EU27	67%	43%	20%
EU15	73%	47%	22%
NMS12	47%	24%	12%

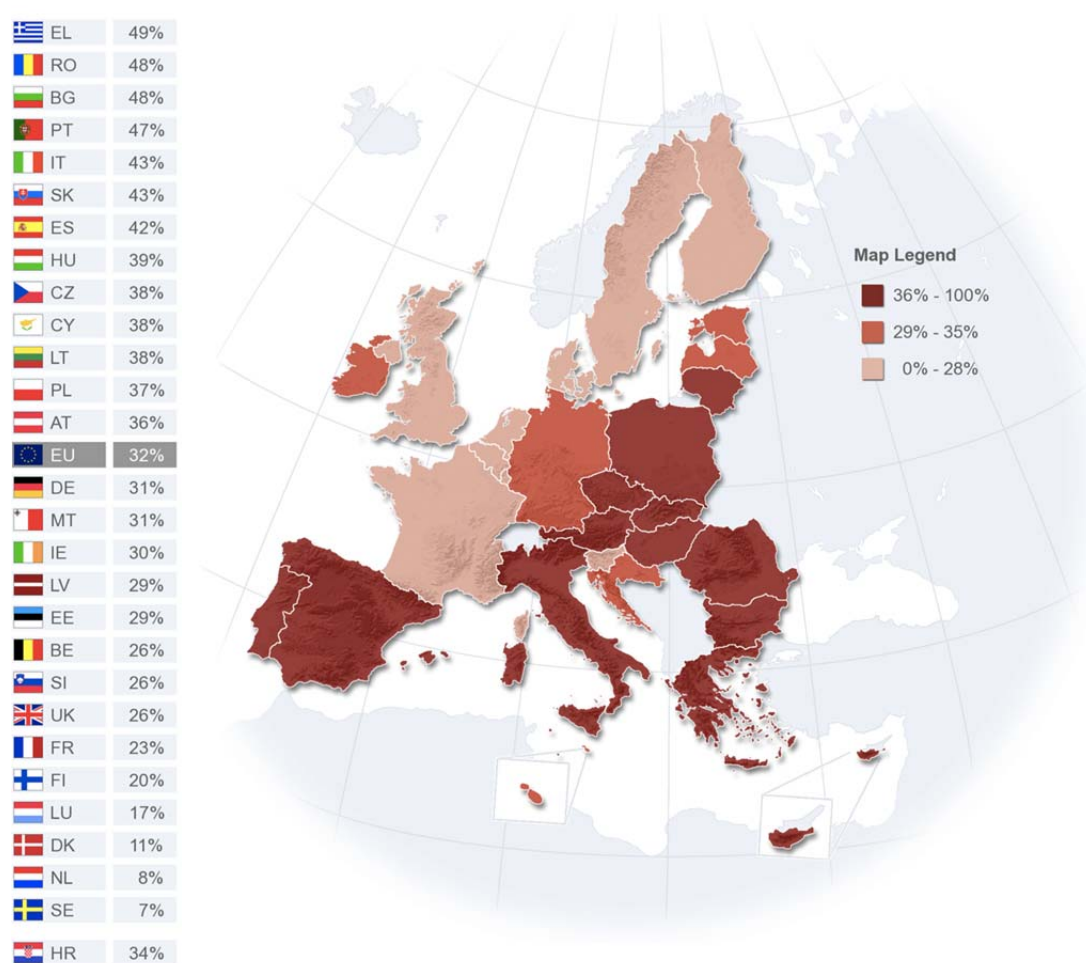
Base: All respondents in EU 27 (n = 26786)

3.1.2 Reasons for not having Internet access at home

- A third of EU households do not have Internet access –

Just over three out of ten EU households do not have an Internet connection (32%). The proportion of households without Internet access is highest in Greece (49%), Bulgaria (48%) and Romania (48%), where almost half of respondents reported they live in households with no Internet access. The proportion without household Internet access was lowest in Sweden (7%), the Netherlands (8%) and Denmark (11%). The proportion of households in Croatia without Internet access is similar to the EU average (34% versus 32%).

Households with no Internet connection



Base: All respondents in EU 27 (n = 26786); HR (n = 1000)

Respondents who did not have household Internet access were asked why this was¹⁵. The first reason given by two-thirds of these respondents for not having household Internet access was that no one in their household is interested in the Internet (65%).

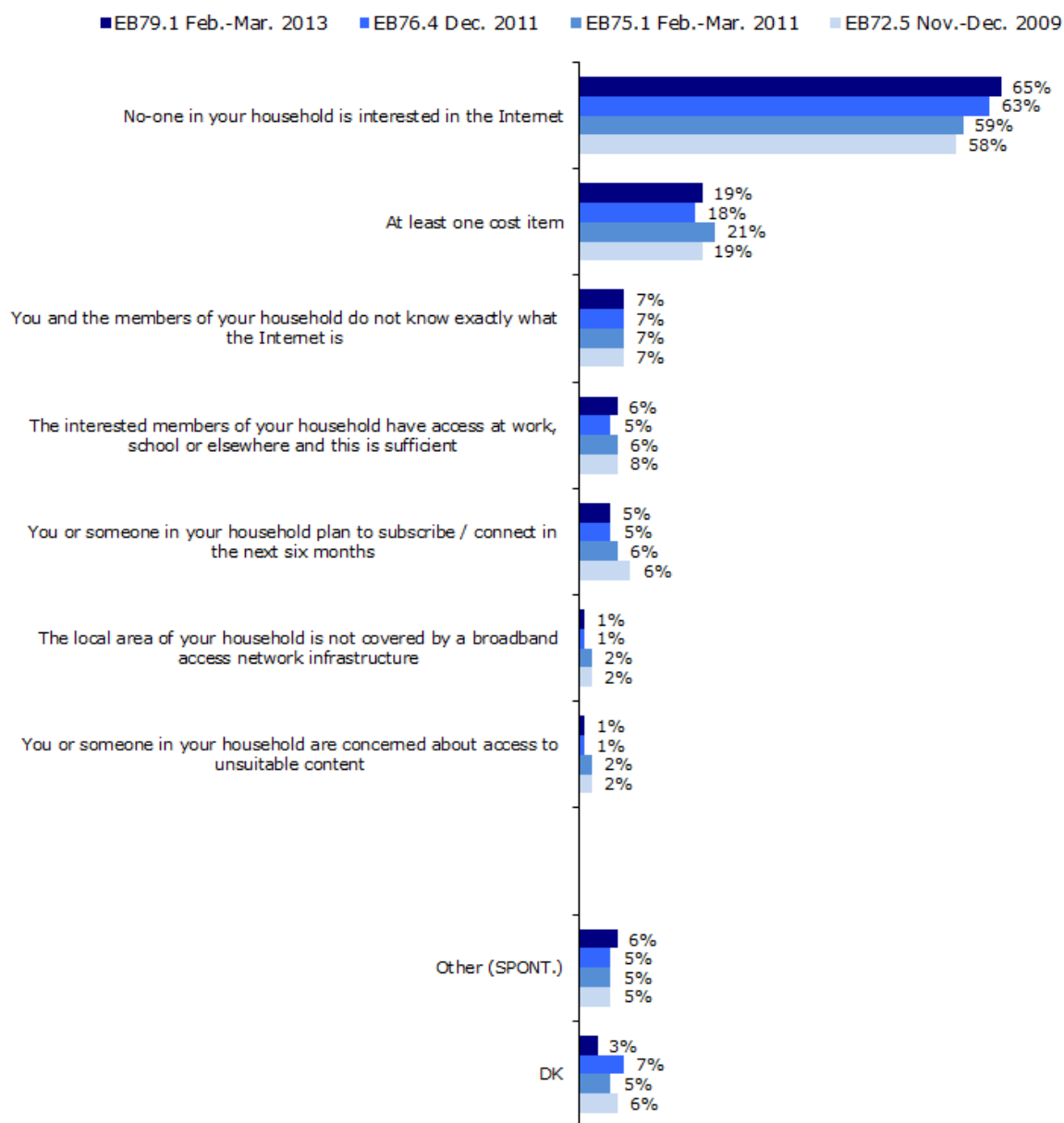
The cost of an Internet connection was mentioned by around one in five respondents (19%). This proportion has remained relatively stable since previous surveys: 18% in December 2011 and 19% in December 2009. The cost reasons are discussed in much more detail below in the chapter on affordability.

In addition to lack of interest and cost, respondents gave several other reasons for choosing not to have a household Internet connection. The third most common reason given was that the respondent and their household members did not know what the Internet was (7%).

A similar proportion reported that they did not have an Internet connection at home because the interested members of their household had sufficient Internet access outside of the house (6%). Other reasons mentioned by a minority of respondents were that their household plans to subscribe in the next six months (5%), that they lived in an area without broadband coverage (1%) or that they were concerned about unsuitable content on the Internet (1%).

¹⁵ QA19. You said you do not have Internet access at home. From the following list, which best explain why your household does not have access to the Internet?

**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**



Base: All respondents who do not have an Internet connection at home in EU 27 (n = 8649)

National results show that lack of interest in the Internet is the most widespread in Malta, where eight out of ten respondents without the Internet said that they were not interested (81%). Slightly fewer than eight out of ten respondents gave this reason in Cyprus (78%), Slovenia (76%) and Austria (75%). Respondents in Ireland were less likely to give this reason (47%) than respondents in other EU Member States.

There are substantial differences between EU countries in the proportions of respondents planning to subscribe to the Internet in the next six months. More than one respondent in ten in Denmark gave this explanation of why they did not currently have a household Internet connection (15%), while only one per cent of respondents in Portugal did so.

Three per cent of respondents in Germany were concerned about unsuitable content on the Internet, the highest proportion of all EU Member States. Slightly more than one in 20 households in Ireland is located in an area without broadband access infrastructure (6%), but virtually no respondents in Greece, Spain, Malta, the Netherlands, Finland, Sweden, or the United Kingdom gave this reason for not having Internet access (0%).

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

		No-one in your household is interested in the Internet	The monthly subscription cost is too high	The cost of buying a personal computer and modem is too high	The monthly subscription cost of broadband Internet is too high	You and the members of your household do not know exactly what the Internet is	The interested members of your household have access at work, school or elsewhere and this is sufficient	You or someone in your household plan to subscribe/connect in the next six months	The initial installation cost for the broadband network is too high	Your household is not located in an area covered by a broadband access network infrastructure	You or someone in your household are concerned about access to unsuitable content	Other (SPONTANEOUS)	Don't know
EU27		65%	11%	9%	8%	7%	6%	5%	5%	1%	1%	6%	3%
BE		68%	11%	11%	9%	12%	4%	7%	7%	3%	0%	9%	0%
BG		66%	11%	17%	5%	9%	4%	6%	2%	1%	0%	1%	8%
CZ		62%	20%	18%	10%	4%	12%	6%	8%	1%	1%	4%	1%
DK		60%	9%	5%	7%	14%	5%	15%	2%	2%	1%	12%	1%
DE		67%	9%	11%	7%	3%	8%	7%	4%	2%	3%	7%	2%
EE		69%	11%	11%	6%	7%	11%	2%	7%	2%	0%	1%	3%
IE		47%	7%	6%	3%	9%	5%	8%	3%	6%	1%	10%	9%
EL		58%	14%	8%	7%	10%	13%	8%	4%	0%	1%	1%	2%
ES		62%	12%	6%	11%	21%	6%	3%	6%	0%	0%	5%	1%
FR		65%	16%	7%	8%	6%	2%	5%	5%	1%	0%	13%	1%
IT		66%	6%	2%	7%	4%	9%	5%	3%	2%	0%	5%	4%
CY		78%	14%	5%	7%	13%	6%	3%	4%	1%	1%	4%	0%
LV		53%	20%	19%	4%	4%	8%	8%	5%	2%	1%	0%	4%
LT		57%	12%	14%	4%	5%	5%	4%	1%	1%	1%	9%	9%
LU		51%	7%	2%	3%	19%	8%	6%	5%	1%	1%	13%	0%
HU		58%	25%	17%	13%	8%	4%	4%	9%	1%	1%	8%	1%
MT		81%	3%	5%	3%	16%	1%	3%	2%	0%	1%	1%	0%
AT		75%	11%	11%	9%	9%	9%	3%	11%	2%	0%	7%	1%
NL		58%	7%	4%	0%	5%	5%	5%	2%	0%	0%	19%	2%
PL		69%	13%	13%	6%	5%	3%	5%	6%	1%	1%	5%	3%
PT		74%	10%	6%	9%	4%	3%	1%	3%	1%	1%	4%	2%
RO		56%	12%	15%	10%	13%	4%	5%	10%	5%	2%	5%	12%
SI		76%	7%	4%	3%	10%	2%	4%	3%	3%	0%	13%	1%
SK		66%	16%	14%	11%	5%	11%	3%	7%	2%	2%	2%	2%
FI		69%	6%	5%	3%	10%	2%	6%	1%	0%	0%	8%	4%
SE		58%	3%	3%	11%	9%	4%	10%	3%	0%	1%	17%	5%
UK		63%	13%	6%	11%	2%	4%	5%	4%	0%	0%	7%	4%
HR		62%	19%	15%	12%	5%	6%	11%	3%	1%	1%	5%	1%
<div> <div>Highest percentage per country</div> <div>Lowest percentage per country</div> <div>Highest percentage per item</div> <div>Lowest percentage per item</div> </div>													

Base: All respondents who do not have an Internet connection at home in EU 27 (n = 8649); HR (n = 339)

3.1.3 Means of access

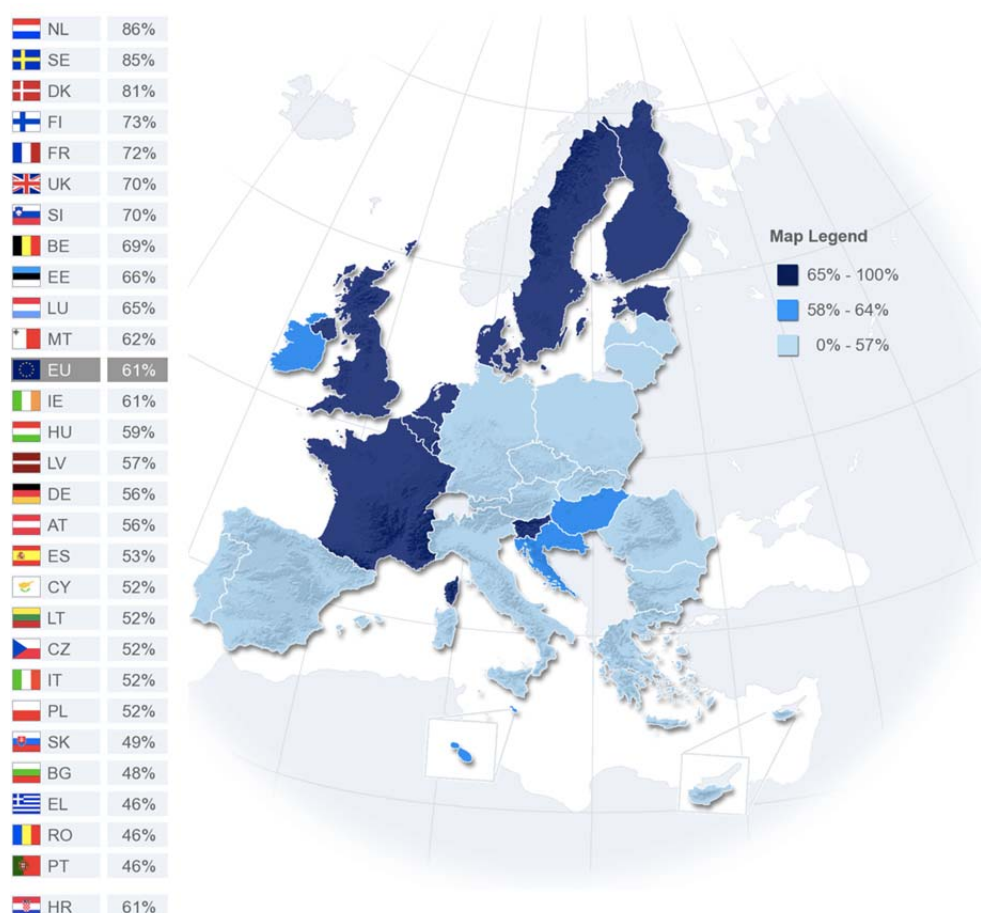
3.1.3.1 Broadband Internet access

- **Six out of ten EU citizens have broadband Internet access, an increase over previous surveys –**

Six out of ten EU citizens have household broadband Internet access (61%), a five percentage point increase over the last December 2011 survey¹⁶.

There are significant differences between EU Member States in the proportion of households with broadband Internet access. Over eight out of ten respondents in the Netherlands (86%), Sweden (85%) and Denmark (81%) have broadband Internet access, the highest proportions in the EU. The lowest levels are in Greece (46%), Romania (46%) and Portugal (46%), where slightly more than four out of ten respondents have broadband Internet access in their homes. The level of household broadband Internet access in Croatia is the same as the EU average (61%).

Households with broadband Internet access



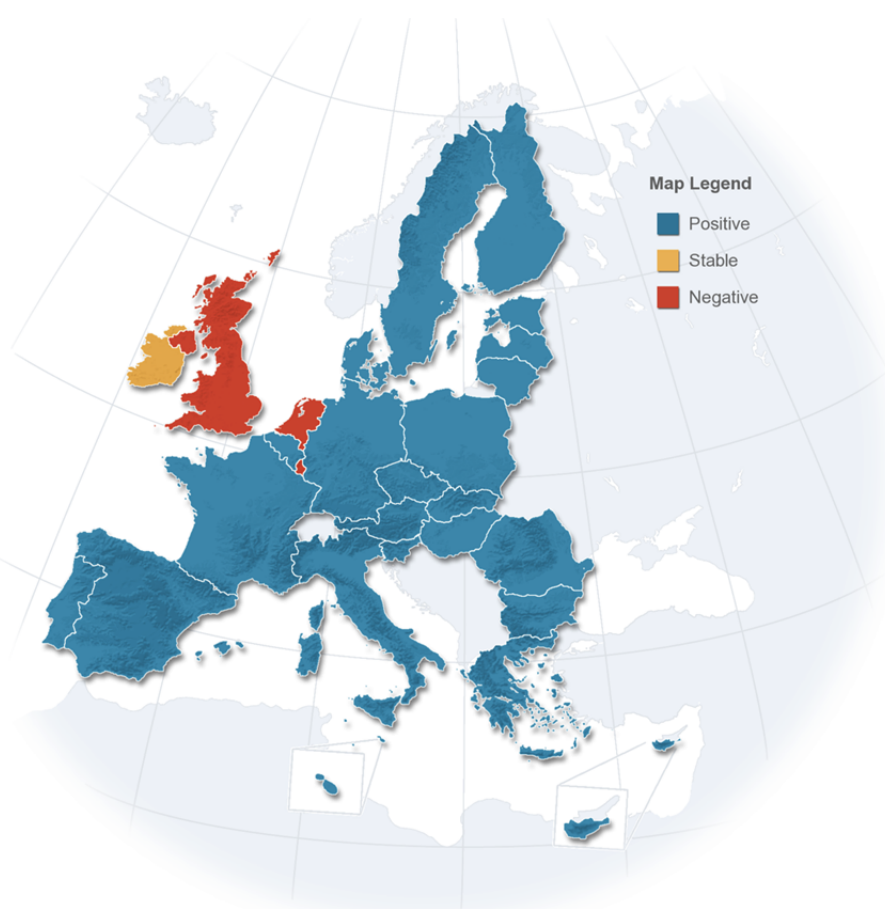
¹⁶ QA5. How does your household access the Internet at home?

- The proportion of EU households with broadband Internet access has increased by five percentage points -

Overall, the proportion of EU households with broadband Internet access has increased by five percentage points since the previous survey in December 2011 (61% compared with 56%). The Member States recording the highest increases in levels of household broadband Internet access are Romania (+11), Hungary (+11), Bulgaria (+10) and Cyprus (+10), while there were very minor declines in Luxembourg (-2), the United Kingdom (-1) and the Netherlands (-1), and no change in Ireland.

Households with broadband Internet access
(Comparison with EB76.4 Dec. 2011)

	HU	59%	+11
	RO	46%	+11
	CY	52%	+10
	BG	48%	+10
	SI	70%	+9
	LT	52%	+9
	EL	46%	+8
	FR	72%	+6
	DE	56%	+6
	ES	53%	+6
	SK	49%	+6
	BE	69%	+5
	EU27	61%	+5
	CZ	52%	+5
	IT	52%	+5
	PL	52%	+5
	MT	62%	+4
	AT	56%	+4
	PT	46%	+4
	DK	81%	+3
	FI	73%	+3
	LV	57%	+3
	SE	85%	+2
	EE	66%	+1
	IE	61%	=
	NL	86%	-1
	UK	70%	-1
	LU	65%	-2



Base: All respondents who have Internet access in EU 27 (n = 18137)

Broadband Internet access is more common in larger households and in larger towns. Like computer ownership and general Internet access, older respondents in single-person households were less likely to have broadband Internet access.

The older EU citizens are, the less likely they are to have broadband Internet access. Fewer than one in five respondents over the age of 75 has broadband (17%) compared with almost six in ten between the ages of 55 and 64 (58%).

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	61%	43%	60%	76%	77%	57%	60%	66%	75%	60%	23%
EU15	63%	46%	63%	78%	81%	61%	61%	67%	75%	62%	26%
NMS12	52%	26%	43%	67%	69%	40%	52%	64%	74%	44%	10%

Proportion of elderly people having broadband Internet access

	The ageing society		
	55-64	65-74	75+
EU27	58%	37%	17%
EU15	63%	41%	18%
NMS12	40%	20%	8%

Base: All respondents who have Internet access in EU 27 (n = 18137)

- Most EU citizens use DSL to connect to broadband Internet –

Of all forms of broadband Internet connections, EU citizens are most likely to use ADSL, XDSL or a similar type of fixed telephone line connection using a modem, box, or router (58%). Respondents in Greece were most likely to use this method to connect to broadband (87%) and respondents in Lithuania were least likely (16%).

The second most common form of broadband Internet connection is via a cable TV network using a cable modem, box or router, around two in ten citizens using this method (18%). Broadband users were most likely to use this method in Hungary (61%), where six out of ten respondents do so. This form of connection was also common in Portugal (55%), Belgium (44%) and Bulgaria (43%), while almost no respondents use this type of broadband Internet connection in Greece (0%) and Italy (1%).

Roughly one in ten Europeans uses a mobile phone network to connect to the Internet (9%). This form of broadband Internet connection is most common in Finland, where just over one-third of respondents used this method (34%), and least widespread in the Netherlands, Luxembourg, Cyprus and Greece (all only 3%).

Slightly more than one in 20 Europeans using broadband connects via an optical fibre line (6%). This method of Internet connection was fairly widespread in Lithuania (26%) and Sweden (26%) where approximately a quarter of respondents used it, and least common in Greece, where almost no respondents did so (0%).





























EU citizens are less likely to use satellite networks to connect to broadband in their homes: only three per cent of citizens used this type of Internet connection (3%). Slightly more than one in ten respondents from Slovakia (13%) used this method to connect to the Internet, the highest level in the EU. However, almost no respondents in Denmark, Germany, Estonia, Greece, Italy, Luxembourg or Malta used this form of Internet connection (0%).

A small proportion of respondents in Austria (2%) and the Czech Republic (2%) connected to broadband via an electrical power line, but overall the average proportion of EU citizens who used this method is close to zero.

Only slightly more than one in twenty EU citizens connected to the Internet through a dial-up connection using a standard telephone line or ISDN line, a form of narrowband Internet (6%). However, more than one in ten respondents from Luxembourg used this method, the highest incidence in the EU (15%), followed by Germany (14%).

As was mentioned in last year's report, a possible explanation is that in Germany DSL is offered in addition to ISDN, and that a fraction of respondents answered ISDN – which corresponds to the label of their subscription – whereas they actually have DSL.

Q45 How does your household access the Internet at home?

	Via ADSL, XDSL or similar type of connection on a fixed 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 mobile phone network (Broadband Internet)	Via a dial-up connection using a standard telephone line or an ISDN line (Narrowband Internet)	Via an optical fibre line (Broadband Internet)	Via the satellite network (Broadband Internet)	Via an electrical power line (Broadband Internet) (SPONTANEOUS)	Other (SPONTANEOUS)	Don't know	Total Broadband Internet
EU27	58%	18%	9%	6%	6%	3%	0%	2%	3%	89%
 BE	42%	44%	7%	5%	3%	1%	0%	1%	2%	93%
 BG	18%	43%	11%	1%	16%	4%	0%	2%	6%	92%
 CZ	27%	28%	5%	2%	12%	11%	2%	10%	5%	84%
 DK	38%	31%	15%	5%	12%	0%	0%	1%	3%	91%
 DE	67%	10%	5%	14%	1%	0%	0%	1%	5%	82%
 EE	38%	37%	18%	1%	4%	0%	0%	2%	3%	93%
 IE	27%	18%	24%	11%	7%	12%	0%	2%	1%	87%
 EL	87%	0%	3%	4%	0%	0%	0%	1%	6%	90%
 ES	73%	8%	9%	4%	8%	1%	0%	2%	2%	92%
 FR	85%	7%	7%	4%	2%	1%	0%	1%	3%	94%
 IT	81%	1%	11%	2%	1%	0%	0%	3%	3%	92%
 CY	58%	23%	3%	10%	1%	3%	1%	0%	6%	84%
 LV	24%	26%	9%	9%	18%	3%	1%	3%	8%	80%
 LT	16%	33%	10%	11%	26%	2%	1%	2%	4%	83%
 LU	59%	9%	3%	15%	10%	0%	0%	2%	6%	78%
 HU	22%	61%	8%	1%	3%	5%	1%	1%	2%	97%
 MT	49%	36%	5%	0%	3%	0%	0%	0%	10%	90%
 AT	35%	31%	22%	6%	2%	5%	2%	4%	4%	87%
 NL	43%	39%	3%	4%	9%	1%	0%	1%	2%	94%
 PL	24%	36%	14%	6%	4%	5%	0%	9%	3%	82%
 PT	20%	55%	5%	3%	5%	5%	0%	5%	4%	88%
 RO	18%	41%	7%	5%	23%	4%	0%	1%	6%	88%
 SI	36%	38%	10%	3%	14%	3%	1%	1%	3%	95%
 SK	20%	22%	15%	5%	17%	13%	1%	3%	7%	86%
 FI	52%	12%	34%	9%	6%	1%	0%	1%	1%	91%
 SE	35%	21%	20%	5%	26%	2%	1%	2%	3%	92%
 UK	57%	16%	6%	3%	10%	8%	0%	2%	2%	94%
 HR	65%	16%	11%	5%	1%	1%	0%	1%	2%	93%

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

Base: All respondents who have Internet access in EU 27 (n = 18137); HR (n = 661)

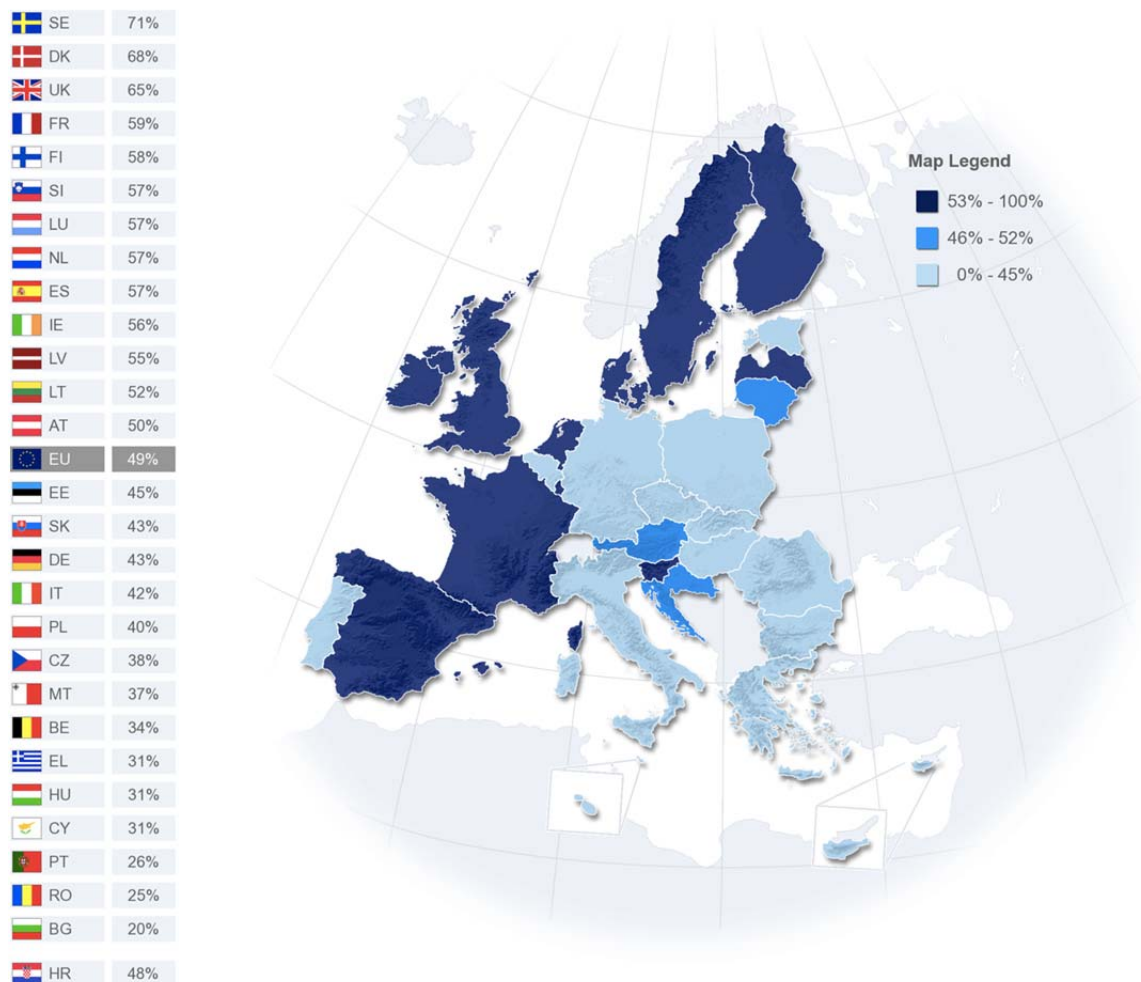
3.2. Mobile phones and Internet

- Half of EU citizens who have a mobile phone have a subscription with Internet access -

Almost half of EU citizens who have a mobile phone have a subscription that allows them to access the Internet to play or download audio and visual content and to send and receive emails (49%)¹⁷. Respondents were most likely to have these types of mobile phone subscriptions in Sweden (71%), Denmark (68%) and the United Kingdom (65%). Respondents in Bulgaria (20%), Romania (25%) and Portugal (26%) were least likely to have phones with these capabilities. The proportion of respondents in Croatia with this type of mobile phone subscription (48%) was close to the EU average (49%).

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

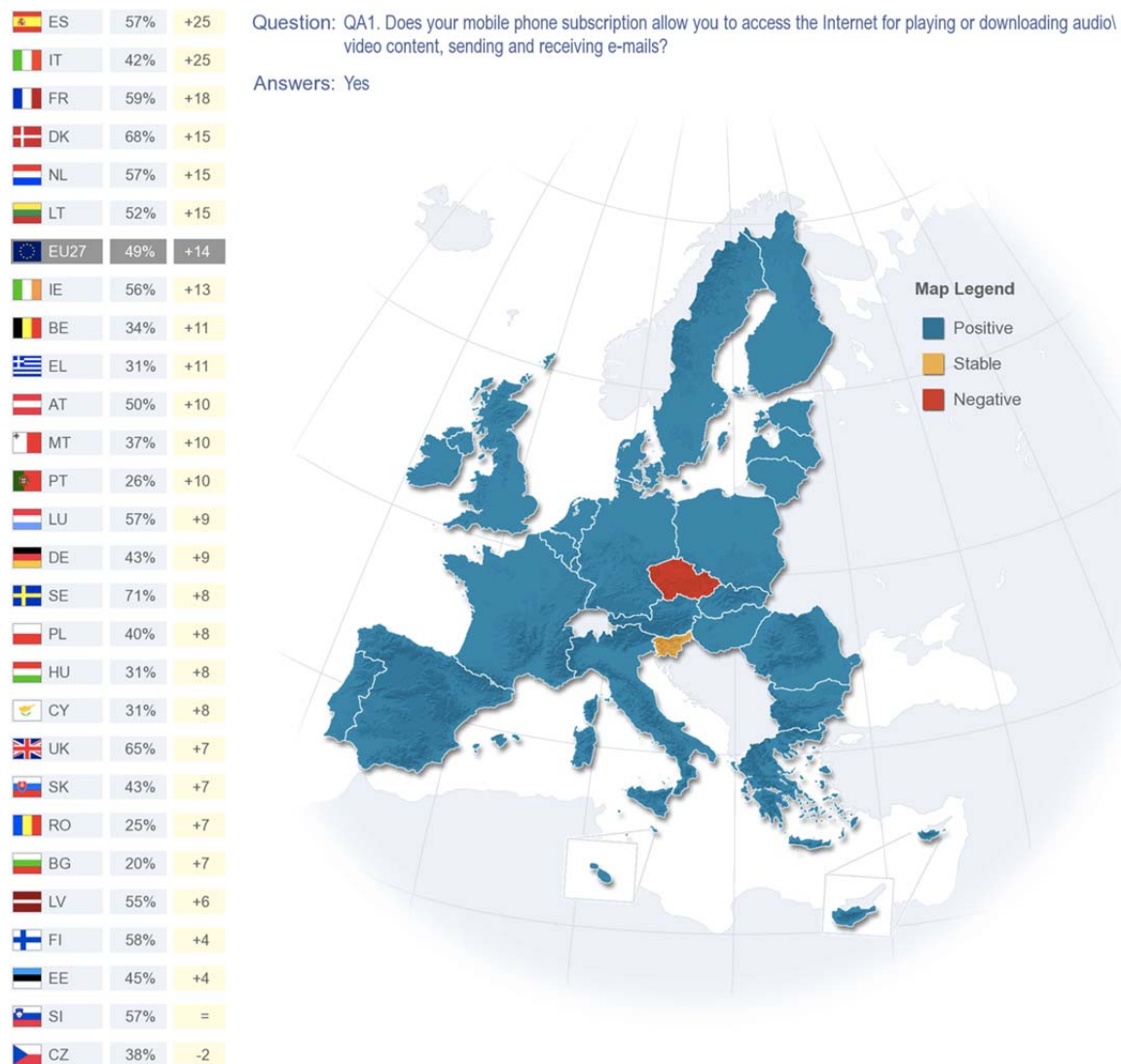
Answers: Yes



Base: All respondents who have a personal mobile phone in EU 27 (n = 24427); HR (n = 876)

¹⁷ QA1. Does your mobile phone subscription allow you to access the Internet for playing or downloading audio/video content, sending and receiving e-mails?

The proportion of EU citizens with these mobile phone subscriptions has increased by 14 percentage points since December 2011. Mobile phone subscriptions with Internet access either increased or remained stable in every country with the one exception of the Czech Republic, where fewer respondents have these subscriptions than in December 2011 (-2). The largest increases in levels of these mobile phone subscriptions are in Spain (+25), Italy (+25) and France (+18), while the proportion is unchanged in Slovenia.



Base: All respondents who have a personal mobile phone in EU 27 (n = 24427)

4. TELEVISION ACCESS

4.1. Overall access to television

- Television access is nearly universal in the EU -

Almost all households in the EU have access to a television (97%). This proportion has remained stable since December 2011 (97%) and December 2009 (98%)¹⁸.

4.2. Means of reception

- Four in ten EU households receive television via digital terrestrial connections –

Respondents in households with television were asked what access methods they use¹⁹. One in four households in the EU receives television through digital terrestrial television, in which an aerial and decoder are used in combination (40%), a rise of seven percentage points since the previous survey. Roughly one in five EU citizens uses satellite TV and a decoder (23%) or a cable TV network combined with a decoder (19%). Slightly more than one in ten EU households receives television through an analogue cable TV network (12%). Analogue cable TV is not available in some EU countries, which may affect these EU averages. This response option is not offered to respondents in those countries.

Slightly more than one in twenty EU households receives television through an aerial connection (6%), a 14-point decline reflecting the switch to digital TV in many EU countries. A similar proportion of EU households connect through a telephone network combined with a modem (6%).

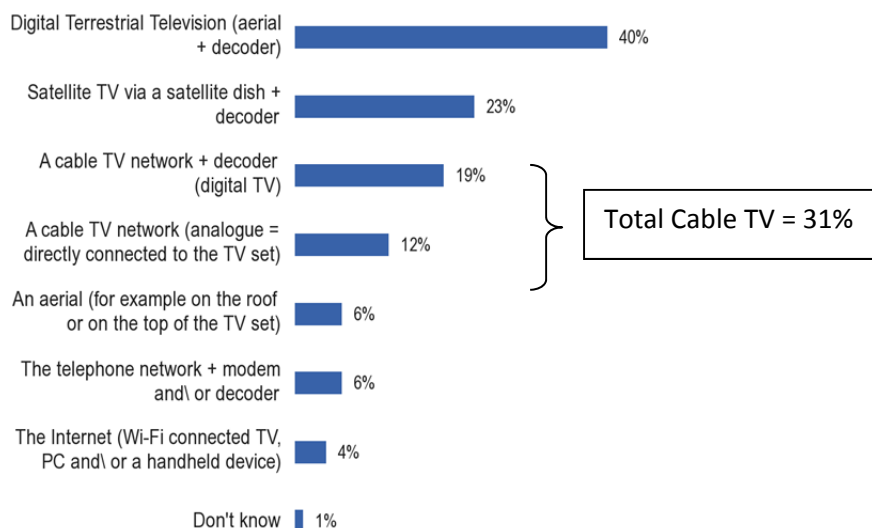
¹⁸ D46. Which of the following goods do you have? Television

¹⁹ QA4. Does your household receive television via...? (M)

Only four per cent of respondents said that they receive television over the Internet. This type of television reception is relatively new, which probably affects these results. There are various devices that can broadcast television from the Internet (e.g. a connected TV, PC, tablets), and these forms of access were not differentiated in the question.

Some of these methods of receiving television are not available in all Member States which will affect the overall average.

QA4. Does your household receive television via...?

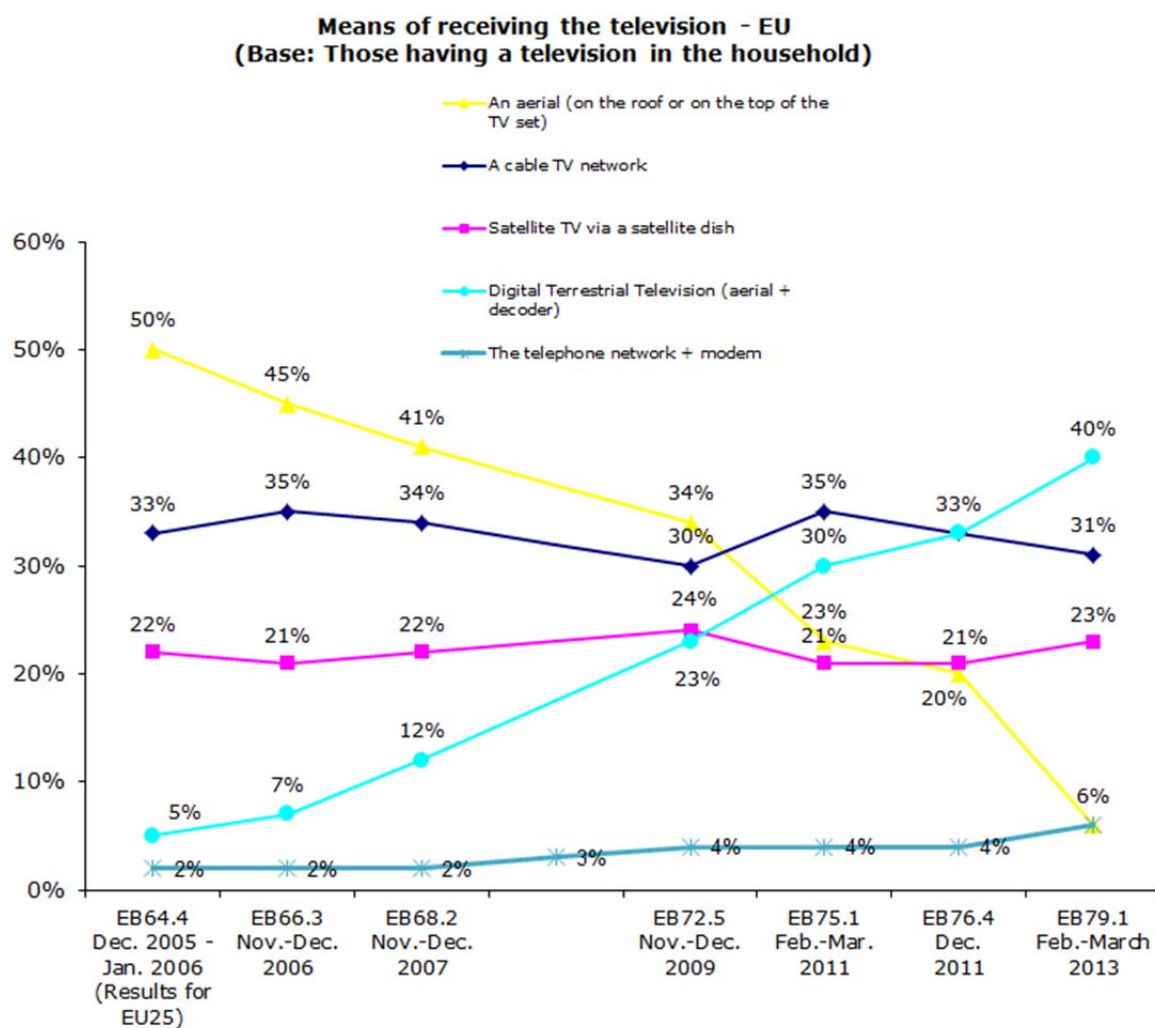


EU27

Base: All respondents who have television in the household in EU 27 (n=26115)

Digital terrestrial television has continued to grow; it has gained six percentage points since December 2011, and thirty-five percentage points since 2006.

Cable television's share fell slightly (-3) since December 2011, but has remained relatively stable over time, varying between 30% and 35% of the total. The satellite share of this total has also remained constant at between 21% and 24% in all surveys.



(MULTIPLE ANSWERS POSSIBLE)

There are significant differences in the methods that respondents use to access television in different Member States. Digital terrestrial television access is most common in Spain, where almost nine in ten respondents used this method to receive television in their homes (89%). This method was least common in Bulgaria and Hungary, where only one in twenty respondents used digital terrestrial television in their households (both 5%).

Satellite TV was used most frequently in Austria, where slightly under half of respondents used this method in their households (48%). Overall, satellite TV was least common in Greece, where only two per cent of respondents used this method.






























A cable TV network with a decoder was most common in Belgium, where over half of households used this method (53%), and least widespread in Greece, where almost no respondents did so (0%). Analogue cable TV networks were most widespread in Romania, where approximately six out of ten respondents received television broadcasts in this way (59%), while almost no respondents did so in Finland, Spain, France and Italy (all 0%).

Aerial television access is very popular in Cyprus, where nearly seven out of ten respondents had this form of household television (68%) and in Greece, where six out of ten respondents did so (62%). However this was not a method used frequently in other countries, and the option does not exist in Belgium, Denmark, Germany, Luxembourg, Austria, the Netherlands, Portugal, Finland and Sweden and is almost never used in the Czech Republic, Estonia, Spain, France, Italy and Latvia (all 0%) due to the digital switch over, in compliance with the EU legislation.

One-third of respondents in France received television through a telephone network and modem (34%). Roughly one in five respondents used this method in Belgium (18%) and over one in ten did so in Estonia (13%) and Slovenia (11%). However, fewer than one in ten respondents received television in this way in any other EU country.

Throughout the EU very few respondents used the Internet to receive television (4%). However, in France (13%) and Sweden (11%) at least one in ten respondents accessed television this way.

QA4 Does your household receive television via...?

		Digital Terrestrial Television (aerial + decoder)	Satellite TV via a satellite dish + decoder	A cable TV network + decoder (digital TV)	A cable TV network (analogue = directly connected to the TV set)	An aerial (for example on the roof or on the top of the TV set)	The telephone network + modem and/or decoder	The Internet (Wi-Fi connected TV, PC and/or a handheld device)	Don't know
	EU27	40%	23%	19%	12%	6%	6%	4%	1%
	BE	6%	4%	53%	23%	-	18%	2%	1%
	BG	5%	24%	29%	29%	13%	1%	2%	0%
	CZ	50%	25%	17%	9%	-	2%	1%	1%
	DK	21%	12%	40%	18%	-	5%	5%	5%
	DE	9%	43%	31%	16%	-	1%	4%	1%
	EE	24%	9%	35%	20%	-	13%	2%	2%
	IE	25%	47%	16%	8%	10%	0%	1%	1%
	EL	52%	2%	0%	1%	62%	0%	0%	0%
	ES	89%	3%	11%	-	-	2%	2%	0%
	FR	60%	12%	7%	-	-	34%	13%	1%
	IT	88%	16%	8%	-	-	2%	2%	0%
	CY	23%	10%	13%	8%	68%	2%	1%	0%
	LV	41%	11%	13%	33%	-	2%	2%	1%
	LT	31%	7%	15%	33%	16%	-	3%	1%
	LU	15%	32%	34%	12%	-	8%	5%	5%
	HU	5%	16%	24%	44%	10%	1%	1%	0%
	MT	40%	10%	39%	10%	5%	-	1%	2%
	AT	9%	48%	25%	16%	-	3%	3%	2%
	NL	20%	8%	41%	26%	-	7%	6%	1%
	PL	15%	37%	16%	16%	19%	0%	1%	1%
	PT	36%	7%	30%	23%	-	4%	0%	3%
	RO	16%	6%	14%	59%	6%	1%	1%	1%
	SI	17%	5%	35%	27%	10%	11%	5%	1%
	SK	16%	40%	20%	13%	12%	1%	1%	1%
	FI	48%	3%	50%	-	-	2%	3%	1%
	SE	30%	14%	25%	27%	-	6%	11%	3%
	UK	38%	36%	10%	7%	20%	1%	2%	1%
	HR	65%	7%	22%	-	-	-	14%	1%
Highest percentage per country		Lowest percentage per country							
		Highest percentage per item			Lowest percentage per item				

Base: All respondents who have television in the household in EU 27 (n=26115); HR (n=987)²⁰

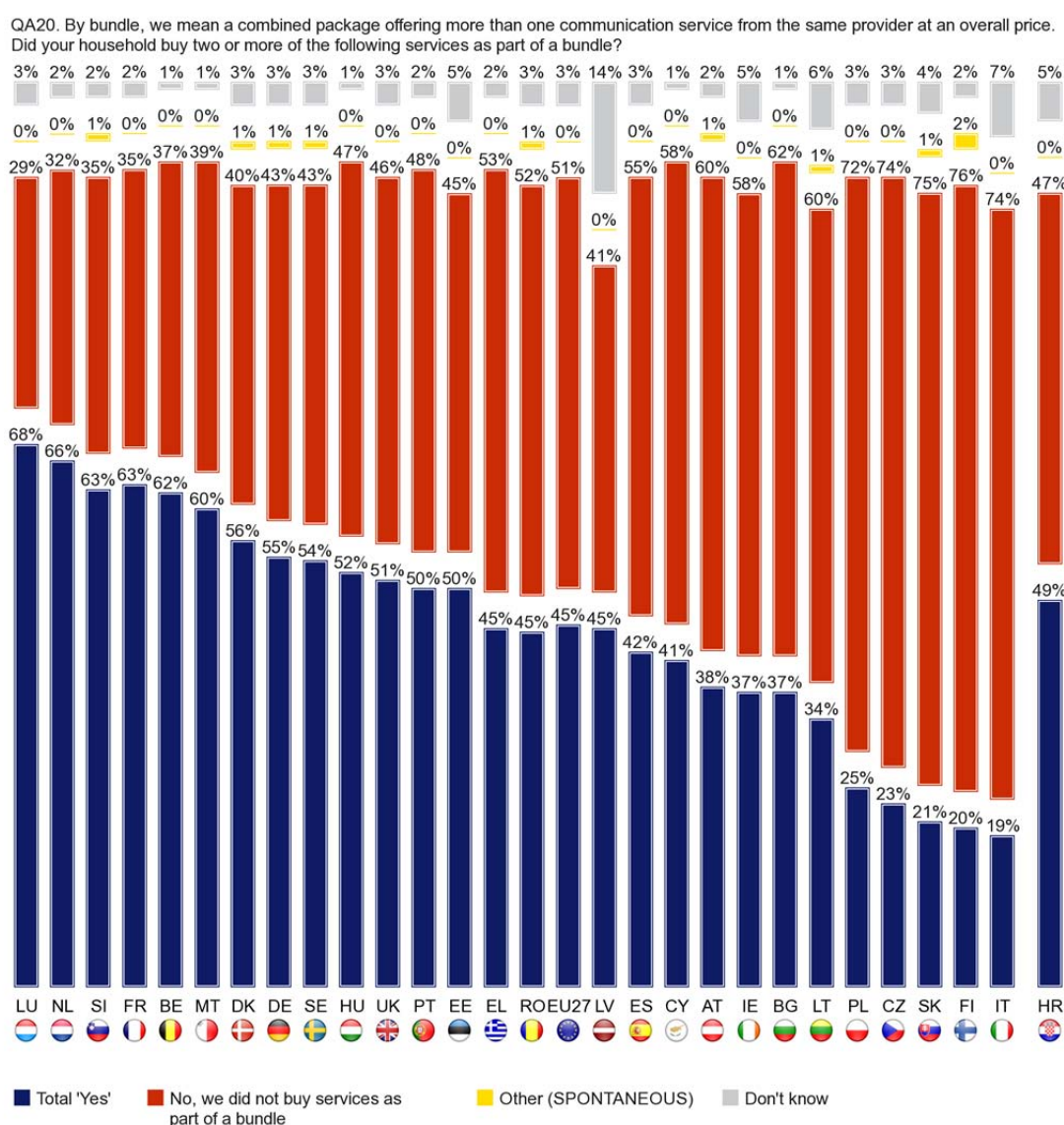
²⁰ In the above table the methods for receiving television which are not available in some Member States are marked with a dash.

5. SERVICE PACKAGES

5.1 Overall penetration of service packages

- 45% of EU households purchase a bundle of communication services -

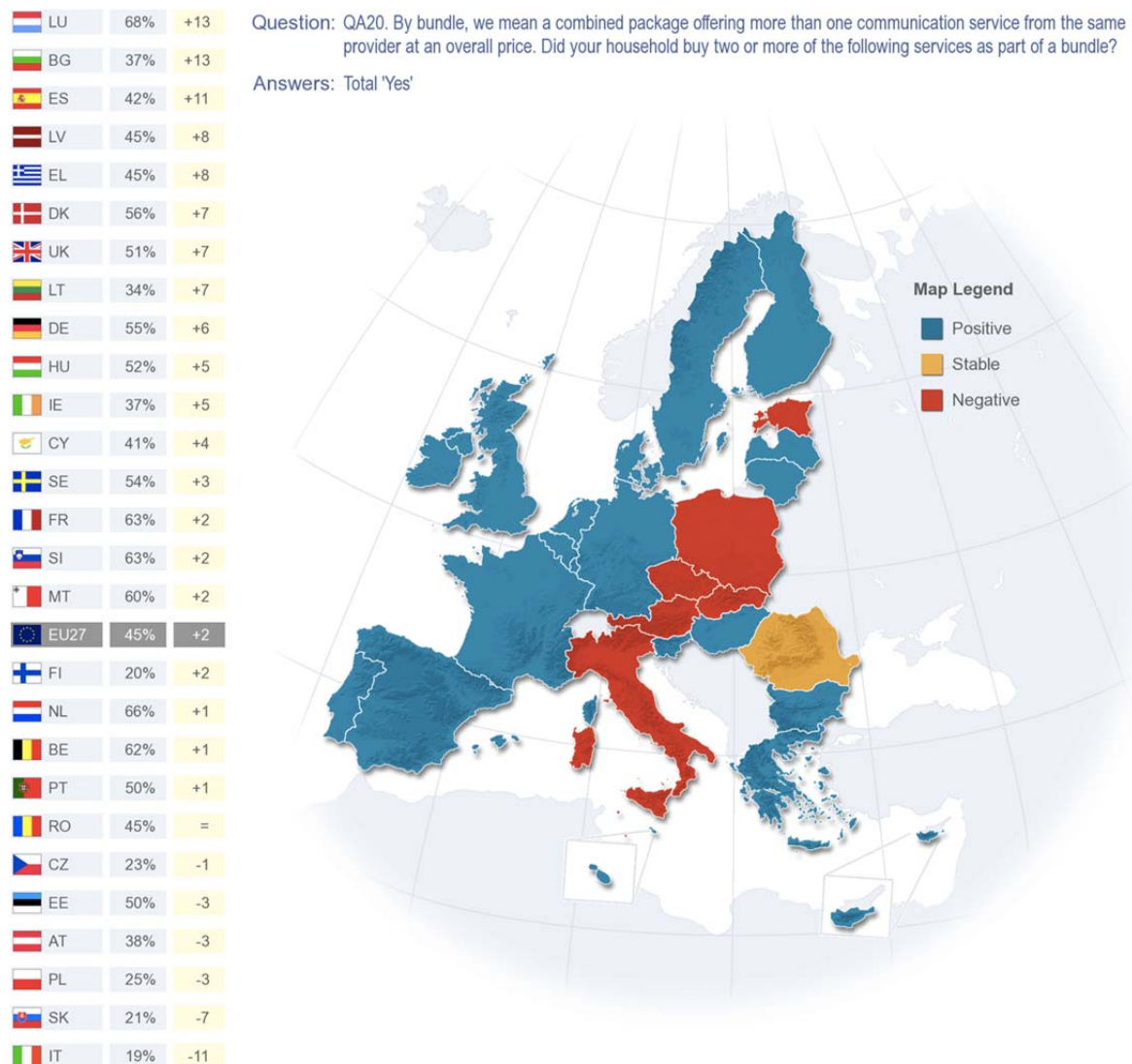
Slightly more than four in ten EU households purchase a bundle, meaning a combined package offering more than one communication service from the same provider at an overall price (45%), a two percentage point increase since the previous survey in December 2011²¹. Respondents in Luxembourg (68%), the Netherlands (66%), Slovenia (63%) and France (63%) were most likely to have purchased a communication service bundle, while respondents in Slovakia (21%) Finland (20%) and Italy (19%) were least likely to have done so.



Base: All respondents in EU 27 (n= 26786); HR (n=1000)

²¹ QA20. By bundle, we mean a combined package offering more than one communication service from the same provider at an overall price. Did your household buy two or more of the following services as part of a bundle?

The proportion of EU citizens who purchase bundles of two or more communication services has increased slightly since December 2011 (+2), and there have been significant changes in the proportions of respondents doing so within individual EU Member States over the same period. Bulgaria (+13) and Luxembourg (+13) saw the greatest increases in bundle purchases, while in Italy the proportion has fallen by 11 percentage points since December 2011.



Base: All respondents in EU 27 (n= 26786)

EU citizens are most likely to purchase a communication service bundle that combines fixed telephone access with Internet access (14%). This was also the most popular communications package in the EU in December 2011 (15%), though there has been a one percentage point drop in the proportion purchasing this bundle since that date.

A communication service bundle that combines television, fixed telephone access and Internet access is also popular (12%). The proportion of EU citizens who purchase this communication service package has increased only slightly since December 2011 (+1).

There has been a two percentage point increase in the proportion of EU citizens who purchase a bundle with television, fixed telephone access, mobile telephone access and Internet access since December 2011 (4% versus 2%).

QA20 By bundle, we mean a combined package offering more than one communication service from the same provider at an overall price. Did your household buy two or more of the following services as part of a bundle?

	EB79.1 Feb.-Mar. 2013	EB76.4 Dec. 2011	Evolution (EB79.1-EB76.4)
Fixed telephony/Internet	14%	15%	-1
Television/Fixed telephony/Internet	12%	11%	+1
Television/Internet	5%	5%	=
Television/Fixed telephony/Mobile telephony/Internet	4%	2%	+2
Fixed telephony/Mobile telephony/Internet	3%	3%	=
Television/Fixed telephony	2%	3%	-1
Mobile telephony/Internet	2%	2%	=
Television/Mobile telephony/Internet	1%	1%	=
Fixed telephony/Mobile telephony	1%	1%	=
Television/Fixed telephony/Mobile telephony	0%	0%	=
Television/Mobile telephony	0%	1%	-1

Base: All respondents who have a bundle in EU 27 (n= 12181)

– Internet access is the service most likely to be purchased in a bundle –

Respondents who purchased bundles were also asked about which individual communication services they purchased as part of the package, and were requested to choose at least two items from the Internet, fixed telephone access, television channels, or mobile telephone access. Over nine out of ten of these respondents reported that they purchased Internet access as part of a bundle (91%), a proportion that has increased only slightly since December 2011 (+1). Eight out of ten respondents who purchased bundles reported that they purchased fixed telephone access in this way (81%), unchanged since December 2011. Slightly more than half of these respondents purchased television channels in a bundle with other communication services (54%), up slightly since 2011 (+3). A quarter of the respondents buying bundles purchased mobile telephone access in this way (26%). Of these four bundle options, mobile telephone access has seen the greatest increase since December 2011 (+4).

QA20 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

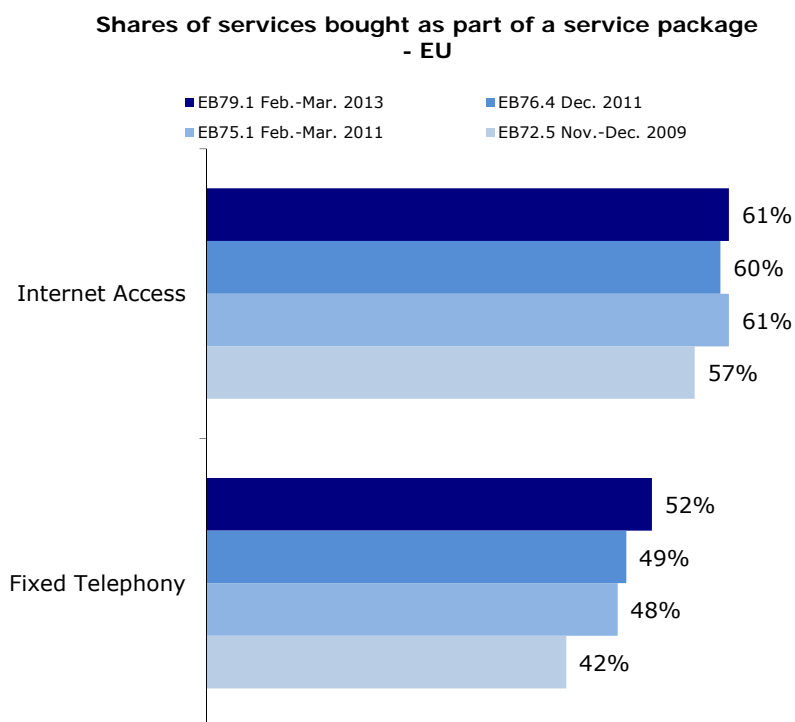
Answer: Total "Yes" - Bundles composition

	EB79.1 Feb.-Mar. 2013	EB76.4 Dec. 2011	Evolution (EB79.1 - EB76.4)
Internet access	91%	90%	+1
Fixed telephony	81%	81%	=
Television channels	54%	51%	+3
Mobile telephony	26%	22%	+4

Base: All respondents who have a bundle in EU 27 (n= 12181)

The proportion of respondents with Internet access who bought this service as part of a bundle (61%) has remained relatively stable since December 2011 (60%).

Slightly over half of respondents with fixed telephone access purchased this service as part of a bundle (52%), up a little since the previous surveys in December 2011 (49%) and December 2009 (42%).



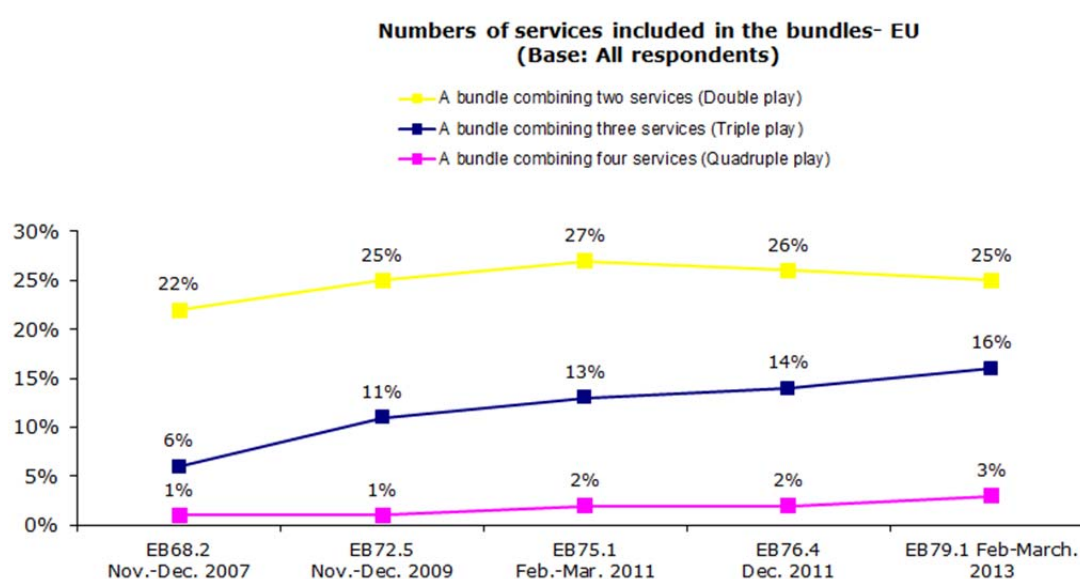
Base: All respondents who have Internet access in EU 27 (n= 18137)

Base: All respondents who have fixed telephony in EU 27 (n= 18884)

– Bundles that combine three services (triple play) have continued to gain ground over the years –

Bundles that combine two services²² or double play bundles seem to be the most popular bundle types, and a quarter of EU households subscribe to this kind of package. Double play bundles have lost a little ground (-1) since the last e-communications survey conducted in December 2011, but have remained relatively stable over time, varying between 22 – 27%.

Bundles that offer three services or triple play bundles have continued to gain ground over the years; the share of triple play bundles has increased by two percentage points since December 2011, and 10% since autumn 2007.



²² Respondents were asked to select among the following e-communication services: internet, television, mobile and fixed telephony.

– Bundling is more common in EU15 –

More respondents in EU15 countries purchased communication services bundles (48%) than in NMS12 countries (34%). This is probably due to the development of telephone and communications services in the EU15 compared with the NMS12. Broadband uptake and fixed telephony penetration rates are also higher in the EU15.

Larger households were more likely to purchase a communication service bundle. Across the EU, over half of households with four or more members purchase a bundle package (55%), compared with one third of single-person households (33%).

Respondents in large towns are more likely to purchase a bundle than citizens in rural villages (50% compared with 43%). Similarly, EU citizens aged 29 or under in single-person households are over twice as likely to purchase a bundle as those aged 60 or older in single-person households (50% compared with 21%).

The older EU citizens are, the less likely they are to have a bundle. The proportion of respondents between the ages of 55 and 64 who purchased a bundle was more than double the proportion of respondents aged 75 or older (46% compared with 17%).

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	45%	33%	46%	54%	55%	43%	43%	50%	50%	44%	21%
EU15	48%	35%	49%	57%	61%	48%	46%	51%	51%	46%	23%
NMS12	34%	21%	32%	42%	39%	24%	30%	48%	41%	25%	16%

Proportion of elderly people having a bundle

	The ageing society		
	55-64	65-74	75+
EU27	46%	31%	17%
EU15	50%	32%	18%
NMS12	31%	25%	12%

Base: All respondents who have a bundle in EU 27 (n= 12181)

6. CONSUMER SENSITIVITY TO INTERNET CONNECTION SPEED

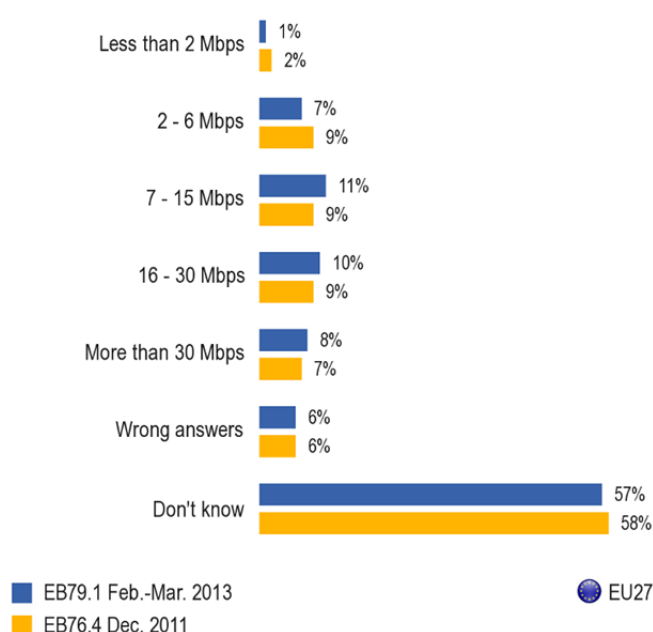
6.1. Knowledge of download speed and reliability of service

6.1.1. Knowledge of download speed

– Nearly six out of ten EU citizens do not know the maximum download speed of their Internet connection –

Respondents were asked what the maximum download speed is under the terms of their Internet contract²³. Nearly six out of ten (57%) did not know their Internet connection's maximum download speed, a one percentage point decrease since the previous survey in December 2011. Of the respondents who did know the maximum download speed of their Internet contract, the largest proportion of respondents said this was 7–15 Mbps (11%), followed by 16–30 Mbps (10%), More than 30 Mbps (8%), 2–6 Mbps (7%), and less than 2 Mbps (1%). Since the previous survey in December 2011, there has been a two percentage point decrease in the proportion of respondents whose maximum Internet download speed is 2–6 Mbps (7% compared with 9%) and a two percentage point increase in the proportion of respondents with a maximum speed of 7–15 Mbps (11% compared with 9%). One in 20 respondents provided an incorrect answer when they were asked about their maximum Internet download speed (6%).²⁴

QA8. What is the maximum download speed under the terms of your contract?



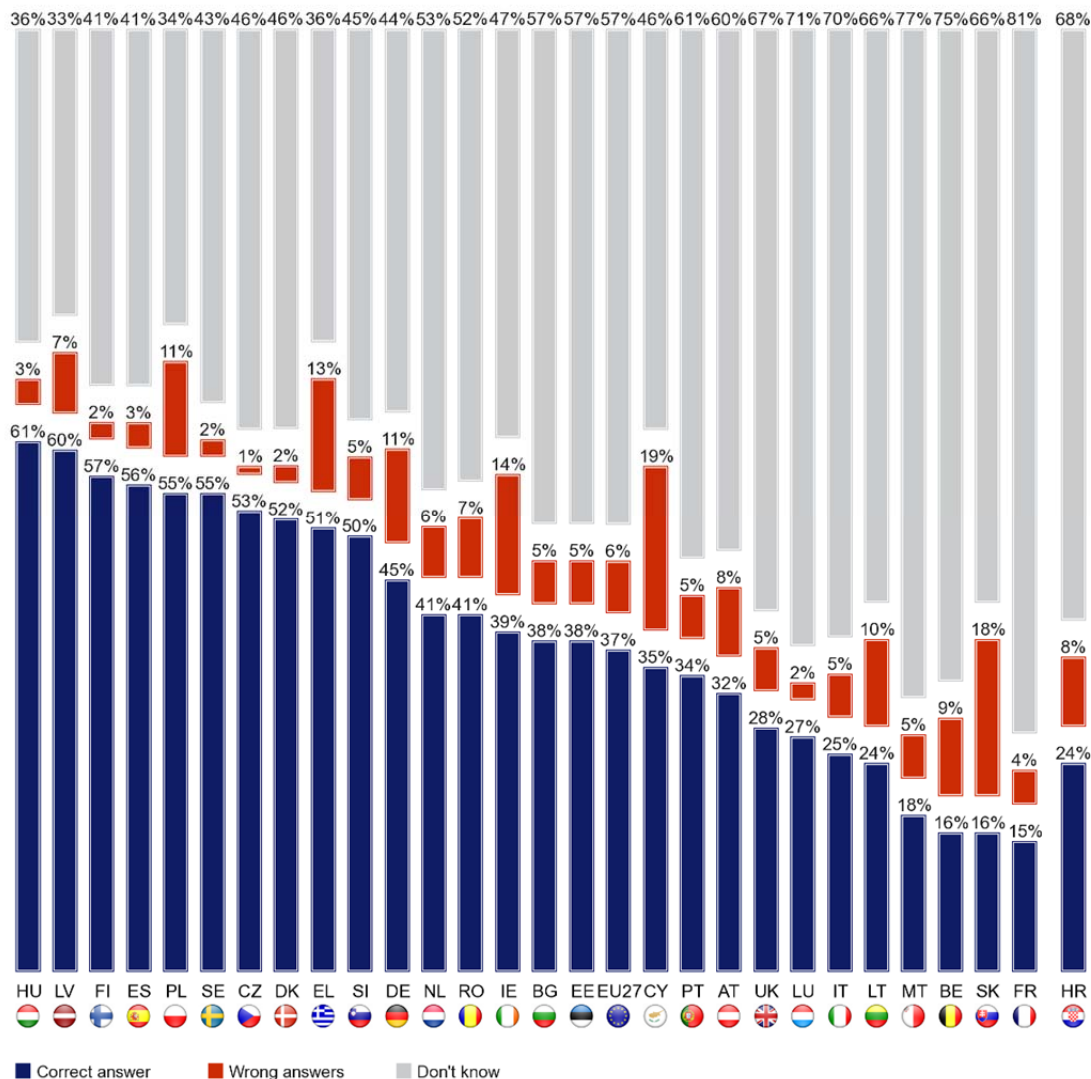
Base: All respondents who have broadband Internet access at home in EU 27 (n = 17275)

²³ QA8. What is the maximum download speed under the terms of your contract?

²⁴ Note that we code responses as "wrong answers" if the respondent does not express their download speed in Mbps.

The proportion of respondents who provided a wrong answer when asked about their maximum Internet download speed differed by EU Member State. Respondents were most likely to provide a correct answer in Hungary (61%), Latvia (60%) and Finland (57%), where approximately six out of ten respondents provided correct answers, while respondents in Belgium (16%), Slovakia (16%) and France (15%) were least likely to do so.

QA8. What is the maximum download speed under the terms of your contract?



Base: All respondents who have broadband Internet access at home in EU 27
(n = 17275); HR (n = 608)

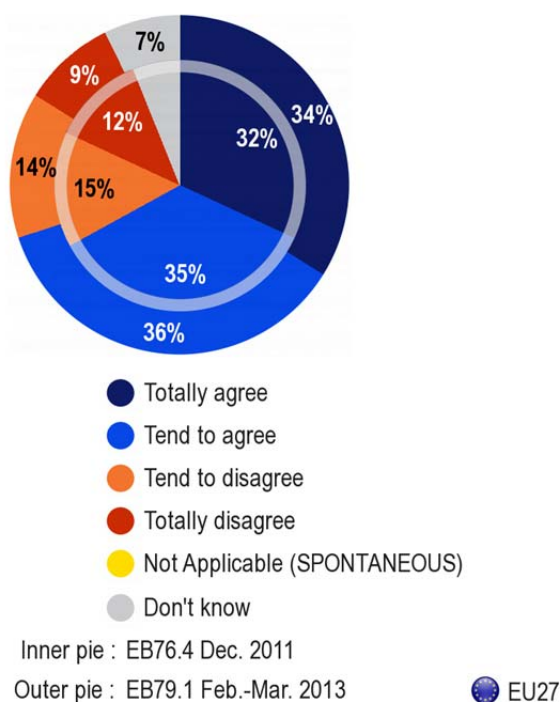
6.1.2. Compliance with the contract terms

– Seven out of ten EU citizens agree that their Internet download speed matches the terms of their contract –

Seven out of ten respondents who know their Internet speed (70%) agree that their Internet download and upload speed matches the terms of their contract²⁵. The proportion of respondents who agreed or tended to agree that their download speed matches their contract terms has increased by three percentage points since the previous survey in December 2011 (70% compared with 67%). Around a quarter of respondents disagreed that their Internet download speed matches the terms of their contract (23%). This proportion has decreased by four percentage points since December 2011 (23% compared with 27%).

QA9.1. Please tell me whether you agree or disagree with each of the following.

The download\upload speed matches the terms of your contract



Base: All respondents who correctly reported their maximum download speed (n = 6282)




















²⁵ QA9.1 Please tell me whether you agree or disagree with each of the following: (ONLY IF VALID ANSWER IN QA8) The download\upload speed matches the terms of your contract

Across EU Member States there are differences in the proportion of respondents who agreed or disagreed that their Internet download speed matches the terms of their contract. Respondents were most likely to agree that their Internet speed matched their contract terms in the Czech Republic (90%), Hungary (90%) and Slovakia (90%), where nine out of ten respondents agreed. The highest levels of disagreement were in Spain (38%), France (37%) and the United Kingdom (36%), where over a third of respondents disagreed.

Compared with the previous survey in December 2011, there were also changes in the proportion of respondents who agreed or disagreed that their Internet download and upload speed matches the terms of their contract. The largest increases in agreement were in Italy (+17), Finland (+14) and Romania (+13), while disagreement had risen most in Malta (+8), France (+5) and Ireland (+5).

QA9.1 Please tell me whether you agree or disagree with each of the following.

The download\upload speed matches the terms of your contract

EU - Agree  EU27 70% agree (+3)	
Highest agree by country	 Czech Republic (90%)  Hungary (90%)  Slovakia (90%)  Cyprus (89%)  Slovenia (88%)
Largest increase of agreement (EB79.1 - EB76.4)	 Italy (83%; +17)  Finland (79%; +14)  Romania (82%; +13)
EU - Disagree  EU27 23% disagree (-4)	
Highest disagree by country	 Spain (38%)  France (37%)  United Kingdom (36%)
Largest increase of disagreement (EB79.1 - EB76.4)	 Malta (17%; +8)  France (37%; +5)  Ireland (25%; +5)  The Netherlands (30%; +4)  Belgium (16%; +4)  Poland (13%; +4)

Base: All respondents who correctly reported their maximum download speed (n = 6282)

6.2. Speed vs. price as selection criteria when subscribing to an Internet connection

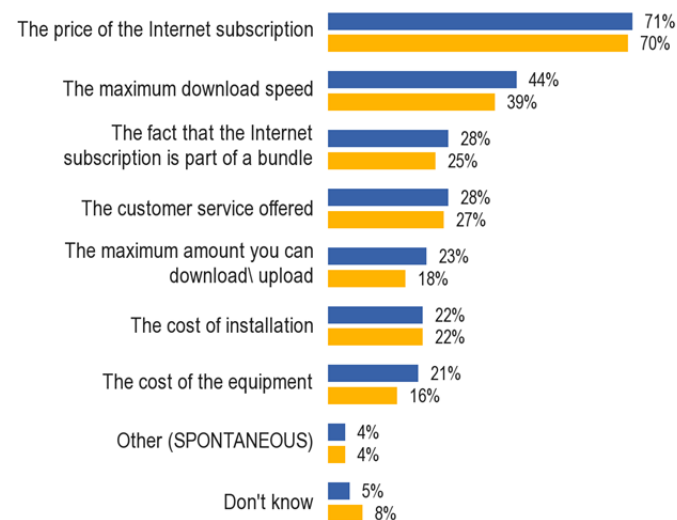
6.2.1. *Factors considered when subscribing to the Internet*

– Seven out of ten respondents believe price is the most important factor when choosing an Internet subscription service –

Respondents were asked about the most important factor they consider when choosing an Internet connection subscription²⁶. More than seven out of ten respondents said that the most important factor is the price of the Internet subscription (71%), a one percentage point rise on December 2011. Over four out of ten respondents reported that the most important factor is the maximum download speed (44%), a five percentage point increase over the previous survey (39%). As is evident from these results, the price of an Internet subscription is relatively more important to EU citizens than the speed of the connection. Approaching three out of ten respondents said that the most important factor is whether the Internet subscription is part of a bundle (28%). There has been a three percentage point increase in the proportion of respondents who mentioned bundle options as the most important factor since December 2011 (25%). Customer service was the most important factor for almost three out of ten respondents (28%), while nearly a quarter said that the most important factor was the maximum amount they could download or upload (23%), a five percentage point increase over December 2011 (18%). Just over one in five respondents reported that the installation cost is the most important factor (22%), and a further fifth said that the cost of the equipment was the most important factor (21%).

²⁶ QA6a When subscribing to an Internet connection what are the main factors you consider? Firstly?
QA6b And then?

QA6T. - When subscribing to an Internet connection what are the main factors you consider? - TOTAL



■ EB79.1 Feb.-Mar. 2013

● EU27

■ EB76.4 Dec. 2011

(MAXIMUM 4 ANSWERS POSSIBLE)

Base: All respondents who have Internet access in EU 27 (n = 19274)

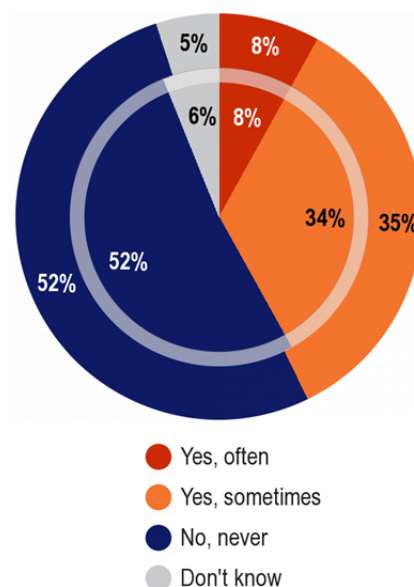
6.3. Difficulties experienced due to insufficient speed

– More than four in ten respondents had difficulty accessing online content from home due to insufficient Internet capacity –

Approximately four in ten respondents (43%) either sometimes or often experienced difficulties accessing online content and applications due to insufficient Internet speed or downloading capacity²⁷. The proportion of EU citizens who experienced these difficulties has increased by one percentage point since the previous survey in December 2011 (35% compared with 34%).

Just over half of EU citizens experienced no difficulties accessing online content or applications for these reasons (52%), a proportion that has remained stable since the previous survey in 2011.

QA10. Have you experienced difficulties accessing online content and applications due to insufficient speed or downloading capacity?



Inner pie : EB76.4 Dec. 2011

Outer pie : EB79.1 Feb.-Mar. 2013

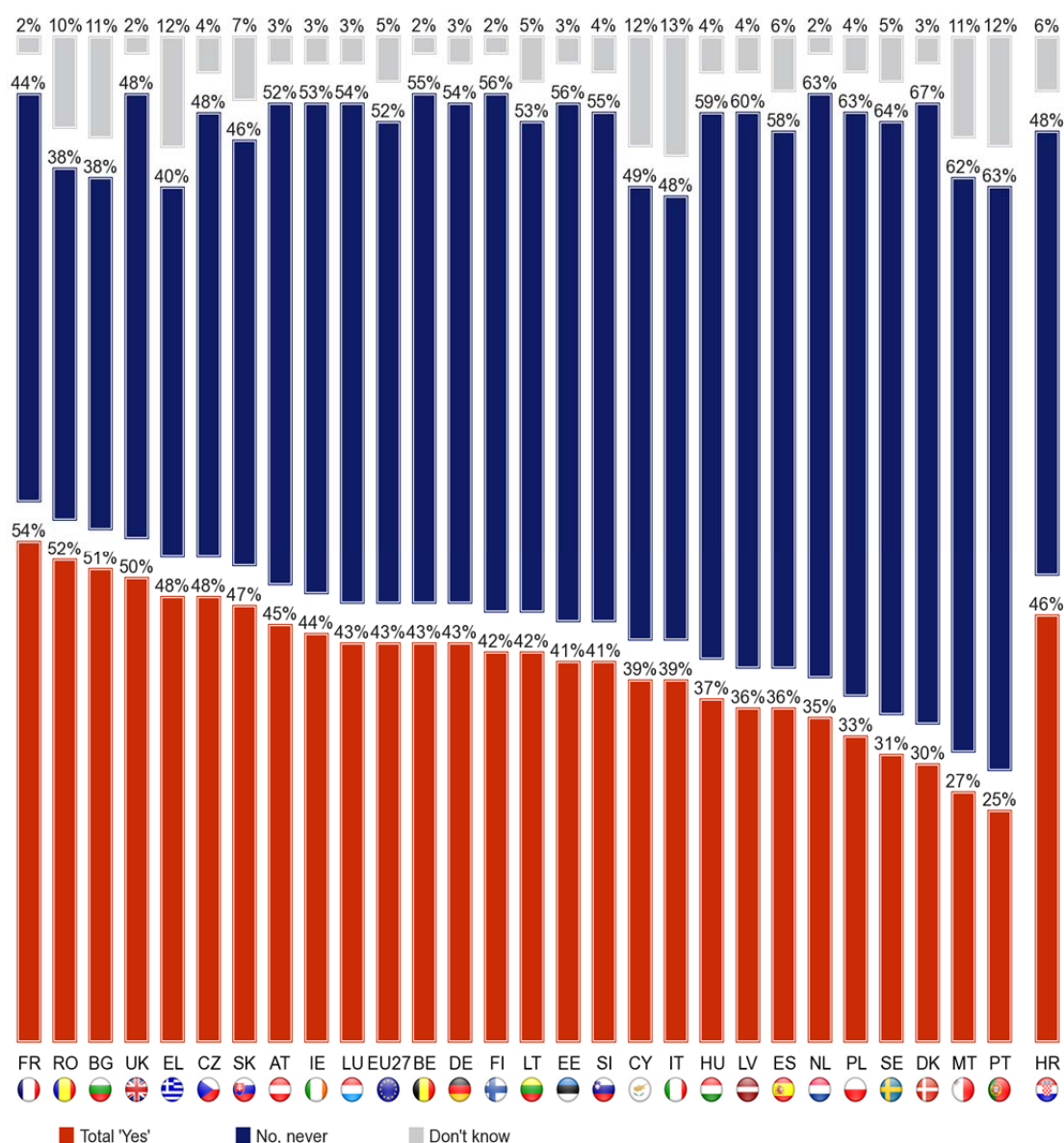
EU27

Base: All respondents who have household Internet access in EU 27 (n = 19274)

²⁷ QA10. Have you experienced difficulties accessing online content and applications due to insufficient speed or downloading capacity? (M)

There are differences between EU Member States in the proportion of respondents experiencing difficulties accessing online content and applications due to insufficient speed or downloading capacity. Respondents were most likely to have had these difficulties in France (54%), Romania (52%) and Bulgaria (51%), and least likely to have done so in Denmark (30%), Malta (27%) and Portugal (25%).

QA10. Have you experienced difficulties accessing online content and applications due to insufficient speed or downloading capacity?



Base: All respondents who have household Internet access in EU 27 (n = 19274); HR (n = 661)

6.4. Readiness to pay or switch for higher speed

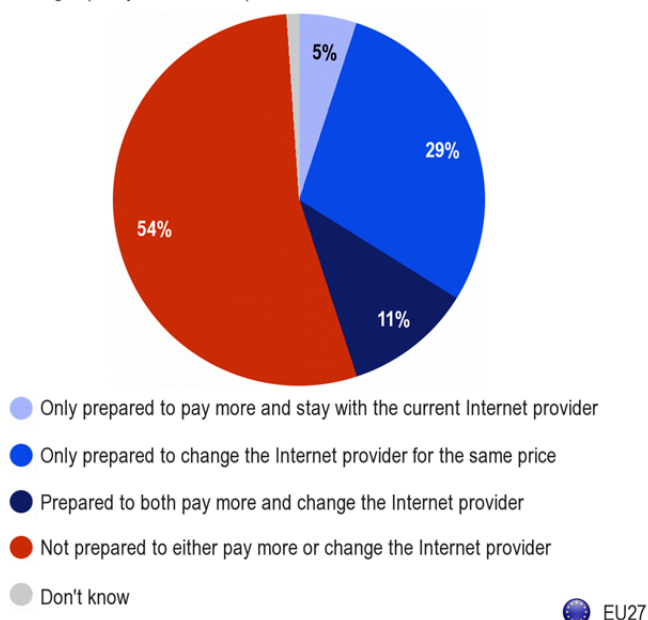
– Slightly less than half of all respondents would be willing to change their Internet packages for higher speed or greater downloading capacity –

The December 2011 survey measured EU citizens' readiness to pay for higher Internet speed, and found that 82% of respondents would not be ready to pay a 15% higher price or more for a faster connection²⁸.

This year, it was decided to split the question (QC11 in previous wave) in two in order to measure (a) the respondent's readiness to pay more for a higher speed without changing service providers and (b) the respondent's readiness to change provider to obtain a higher speed at the same price. This decision was driven by the previous findings on consumer sensitivity to speed (see section 6.3) and on attitudes towards switching (see section 6.2.2).

Overall, slightly less than half of all respondents would be willing to change their Internet packages for higher speed or greater downloading capacity (45%).²⁹ Respondents willing to take action to receive an upgraded Internet service would be most likely to change their Internet provider if they were offered faster Internet or greater downloading capacity for the same price (29%). Only a small minority (5%) would be prepared to pay more for an upgraded Internet package while staying with the same Internet provider. Just over one in ten respondents (11%) took an active stance and said they would be prepared both to pay more and change Internet providers to receive higher speed or greater downloading capacity.

QA11QA12. Willingness to pay more without changing the current Internet provider or change the Internet provider and receive higher speed or greater downloading capacity for the same price.



Base: All respondents who have broadband Internet access in EU 27 (n = 17275)

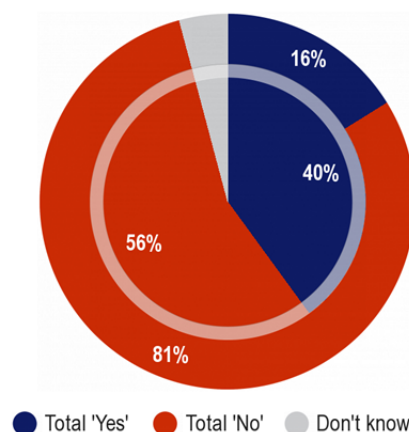
²⁸ http://ec.europa.eu/public_opinion/archives/ebs/ebs_381_en.pdf, page 68.

²⁹ Note that these figures refer to the proportion of respondents who answered yes to either of questions QA11 or QA12.

Findings indicate that a majority of respondents would be prepared neither to pay more for an Internet connection with a higher speed or greater downloading capacity nor to change their Internet provider if offered higher speed or greater downloading capacity (81% and 56% respectively). However, respondents are far more prepared to change their Internet provider if they are offered a better Internet package for the same price (40%) than they are to pay more but stay with the same provider (16%). These two questions will be analysed in more detail in the following pages.³⁰

Q11. Would you be prepared to pay more for an Internet connection with a higher speed or greater downloading capacity than your current one without changing your current Internet provider?

Q12. Would you be prepared to change your Internet provider if you were offered a higher speed or greater downloading capacity for the same price?



Inner pie : Q12: Change Internet provider

Outer pie : Q11: Pay more and stay with the same Internet provider

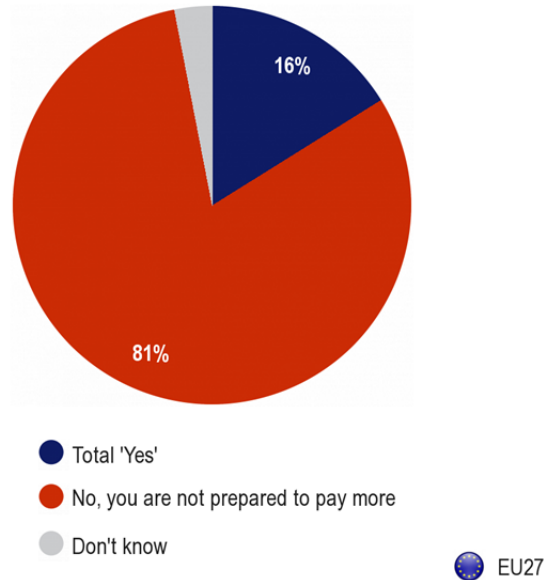
EU27

Base: All respondents who have broadband Internet access in EU 27 (n = 17275)

³⁰ QA11. Would you be prepared to pay more for an Internet connection with a higher speed or greater downloading capacity than your current one without changing your current Internet provider?) QA12. Would you be prepared to change your Internet provider if you were offered a higher speed or greater downloading capacity for the same price?

Eight out of ten respondents would not be prepared to pay more for an Internet connection with a higher speed or greater downloading capacity than offered by their current plan without changing their current Internet provider (81%). Approximately one in six respondents would be willing to pay more for a faster Internet connection (16%).

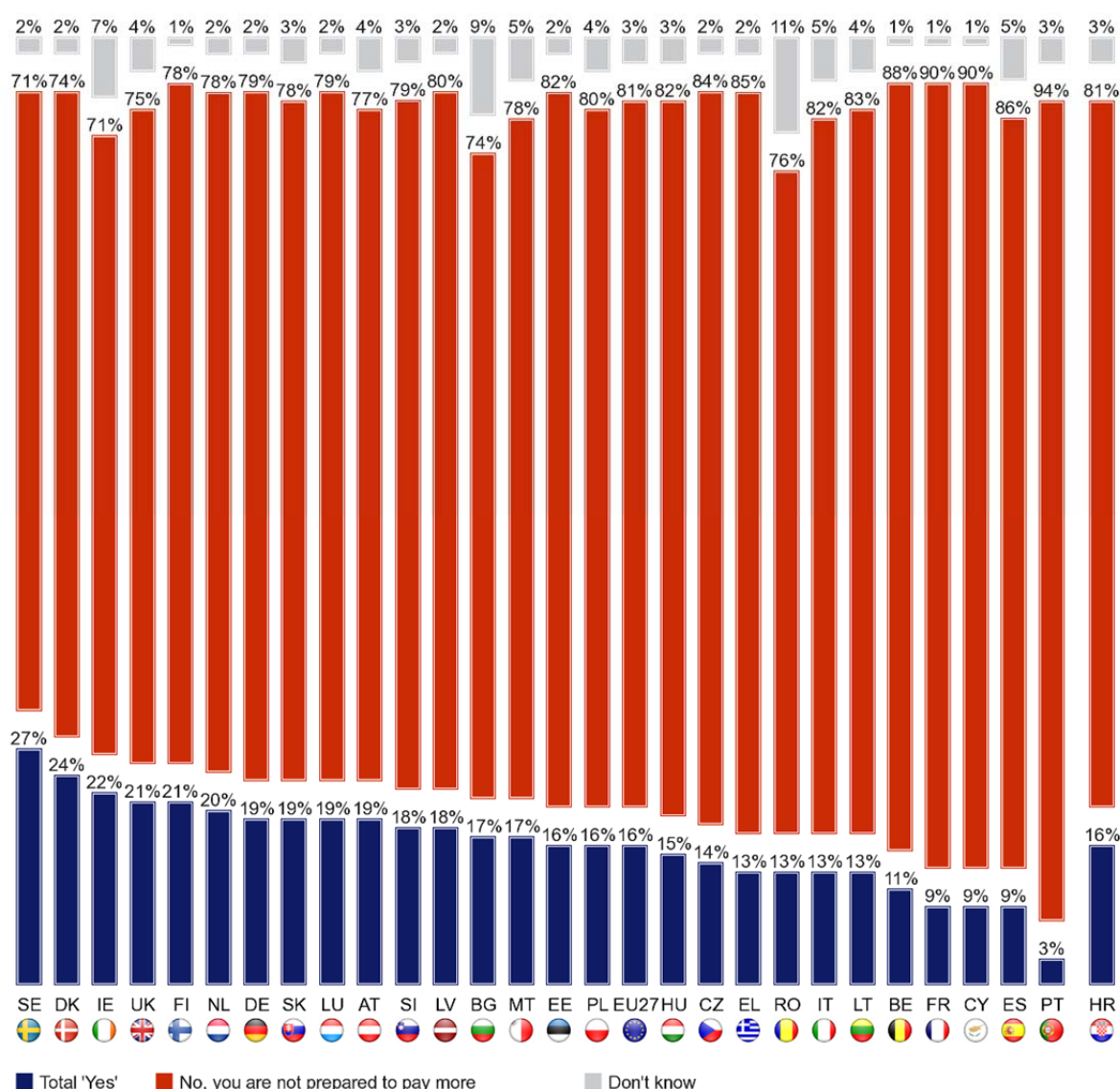
QA11. Would you be prepared to pay more for an Internet connection with a higher speed or greater downloading capacity than your current one without changing your current Internet provider?



Base: All respondents who have broadband Internet access in EU 27 (n = 17275)

Less than three in ten respondents would pay more for an Internet connection offered by their current provider with a greater speed or downloading capacity in every EU Member State. The greatest proportion of respondents would be willing to pay more for these services in Sweden (27%), Denmark (24%) and Ireland (22%). Respondents were least willing to pay more for a higher speed or larger downloading capacity in France (9%), Cyprus (9%), Spain (9%) and Portugal (3%). The proportion of respondents in Croatia who would be prepared to pay more for such a plan was the same as the EU average (both 16%).

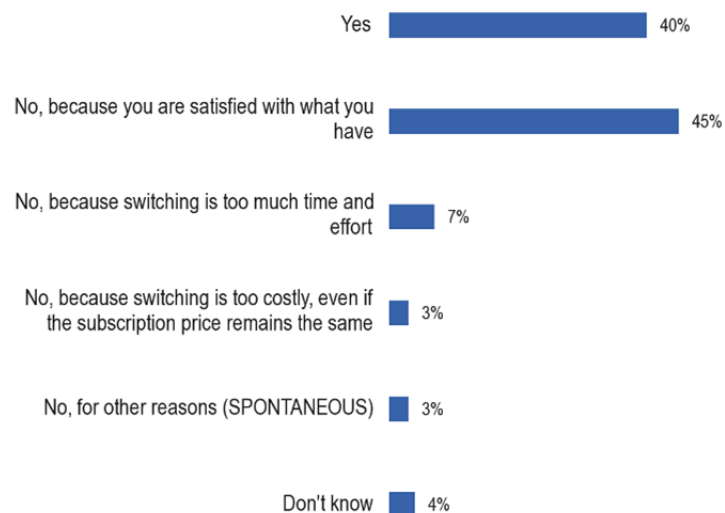
QA11. Would you be prepared to pay more for an Internet connection with a higher speed or greater downloading capacity than your current one without changing your current Internet provider?



Base: All respondents who have broadband Internet access in EU 27 (n = 17275); HR (n = 608)

Respondents were also asked if they would change their Internet provider if they were offered a higher speed or greater downloading capacity for the same price as their current service. A majority of respondents would not be prepared to pay more (56%), while 45% would not change their provider because they are satisfied with the Internet service they have. Slightly more than one in 20 respondents would not change their plan because switching requires too much time and effort (7%). However, four out of ten respondents would change their service provider for this reason (40%).

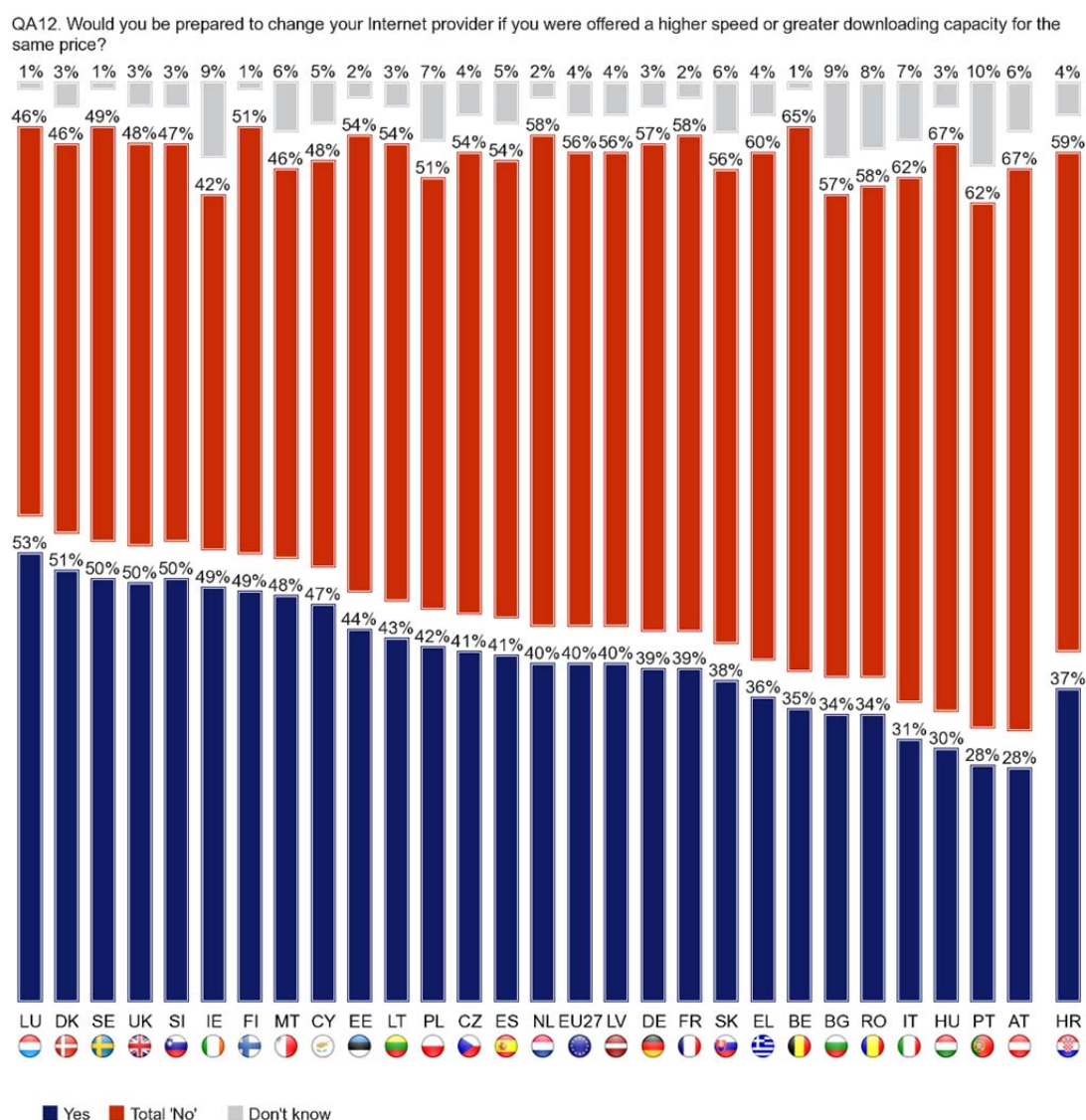
QA12. Would you be prepared to change your Internet provider if you were offered a higher speed or greater downloading capacity for the same price?



EU27

Base: All respondents who have broadband Internet access in EU 27 (n = 17275)

Across the EU, there were differences in the proportion of respondents who would change their Internet service provider if they were offered a plan with faster speed or a larger downloading capacity for the same price. Over half of respondents would change their Internet provider for this reason in Luxembourg (53%) and Denmark (51%). Around three in ten respondents would do so in Hungary (30%), Portugal (28%) and Austria (28%).



Base: All respondents who have broadband Internet access in EU 27 (n = 17275); HR (n = 608)

Respondents were asked whether they would be prepared to change their Internet package to get higher speed and greater downloading capacity by either paying more while staying with the same provider, or by changing Internet providers while paying the same price. There is a striking difference in the proportion of respondents who would pay more while staying with the same provider and the proportion who are willing to change Internet providers to get better services at the same price; respondents are far more likely to opt for the second (16% vs. 40%).

The results indicate two main findings: overall, a majority of subscribers would not be willing to change to obtain a higher speed under either of these two conditions – paying a higher price or switching provider. Among those who would be willing to change, the higher price is perceived as a greater obstacle than the change of provider: only 16% of respondents would be willing to pay a higher price for a faster Internet connection with their current provider, but 40% would be prepared to change providers for a faster connection.

A close look at the data reveals a pattern with respect to the quality of the Internet service experience and willingness to switch Internet package. Respondents who often experience difficulties accessing online content are most likely to be willing to upgrade their current Internet package (75%). Conversely, respondents who have no difficulties accessing online content are least likely to be willing to change their Internet package (35%).

QA11+QA12 Change current Internet package for higher speed or greater downloading capacity

	Yes	No
EU27	45%	54%

Experienced difficulties accessing online content		
Yes, often	75%	25%
Yes, sometimes	57%	43%
No, never	35%	65%
Don't know	22%	78%

Base: All respondents who have broadband Internet access in EU 27 (n = 17275)

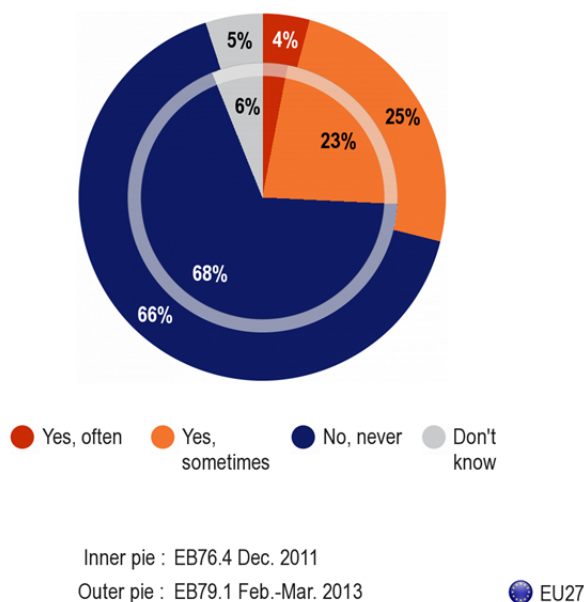
7. QUALITY OF EXPERIENCE OF COMMUNICATION ACCESS SERVICES

7.1. Fixed Internet services

7.1.1. *Experience of blocking when using the Internet from home*

Respondents were asked if they had experienced any blocking of either online content or applications while using the Internet at home³¹. Overall, almost three out of ten respondents had experienced this type of blocking either often or sometimes (29%). Two-thirds of respondents had never been blocked from online content or applications while using the Internet at home (66%), a proportion that has decreased by two percentage points since December 2011 (68%).

QA13. While surfing on the Internet at home, have you experienced any kind of blocking of online content or applications?

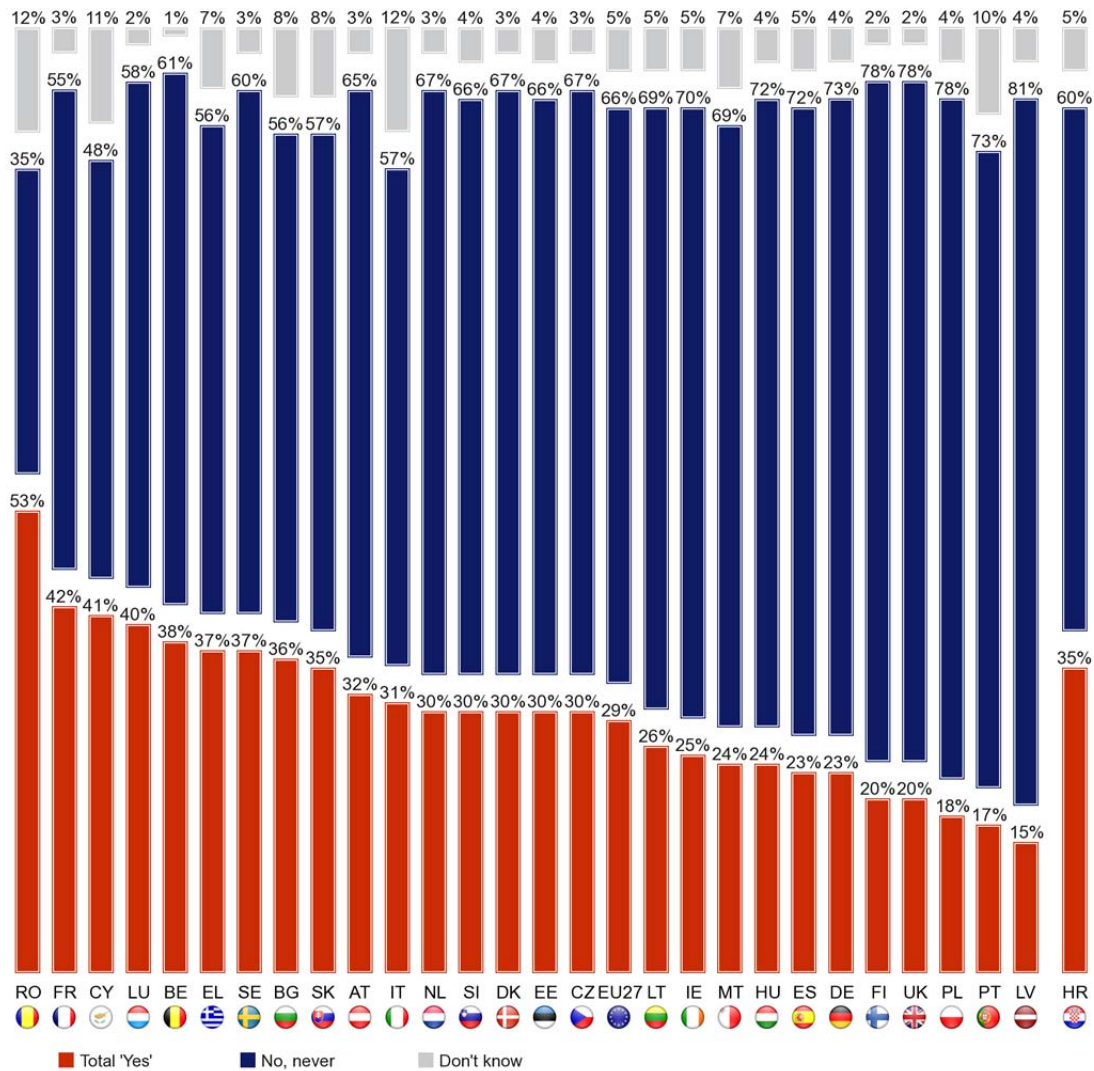


Base: All respondents who have broadband Internet access at home in EU 27 (n = 17275)

³¹ QA13. While surfing on the Internet at home, have you experienced any kind of blocking of online content or applications? (INT.: Internet blocking, also known as web filtering, prohibits users from accessing online content and applications)

The proportion of respondents who had been blocked from accessing online content or applications while using the Internet at home varied between EU Member States. Respondents in Romania (53%), France (42%) and Cyprus (41%) were most likely to have had this experience; respondents in Latvia (15%), Portugal (17%) and Poland (18%) were least likely to have done so.

QA13. While surfing on the Internet at home, have you experienced any kind of blocking of online content or applications?

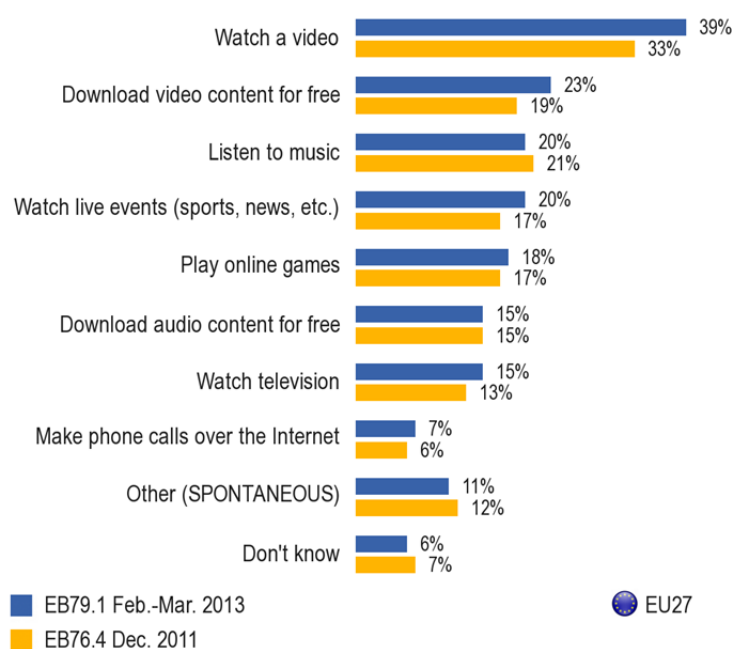


Base: All respondents who have broadband Internet access at home in EU 27 (n = 17275); HR (n = 608)

Respondents who had been blocked from accessing online content or applications when they used the Internet at home were asked about the types of content concerned³². Almost four in ten respondents had been blocked from accessing content while watching a video (39%), a 6-point increase since December 2011 (33%). Slightly less than a quarter of respondents had been blocked when downloading free video content (23%), a 4-point increase over December 2011 (19%). There has been a 3-point increase in the proportion of respondents who have been blocked while watching live events since the previous survey (20% compared with 17%). One in five respondents had been blocked from content while listening to music (20%), one percentage point down on the previous survey.

Similarly, almost one in five respondents had been blocked from playing online games (18%), which was a one percentage point increase from December 2011. More than one in ten respondents had been blocked while downloading free audio content (15%, unchanged) or watching television (also 15%, but +2). Seven per cent of respondents had been blocked from accessing online content or applications while making phone calls over the Internet (7%), a one percentage point increase over the previous survey.

QA14. In which of the following cases have you experienced the blocking of online content or applications at home? When trying to...

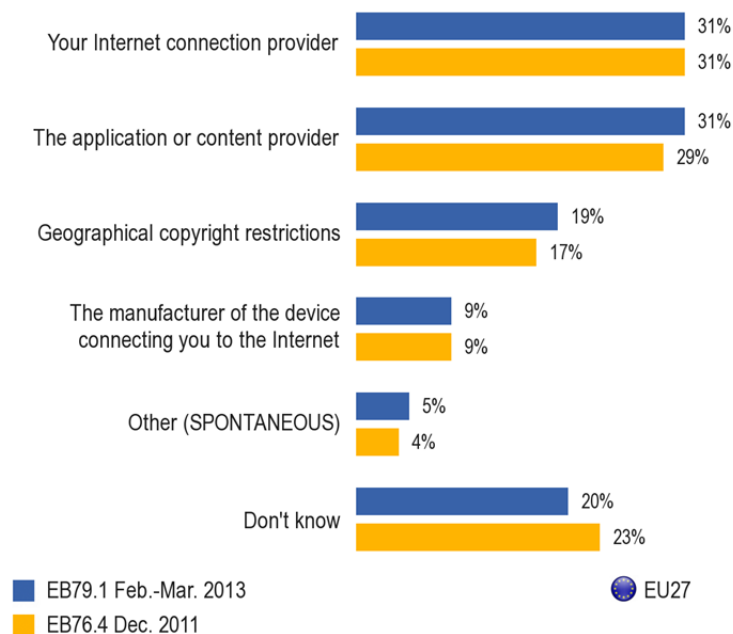


Base: All respondents who experienced blocking in EU 27 (n = 4994)

³² QA14. In which of the following cases have you experienced the blocking of online content or applications at home? When trying to...

Respondents who had been blocked from accessing online content or applications on their home Internet connection were asked who they thought was responsible³³. Just over three out of ten respondents thought the content was blocked by the application or content provider (31%), a two percentage point increase over the previous survey, and the same proportion said they were blocked by their Internet service provider (31%), unchanged since December 2011. Nearly one in five respondents believed they were blocked from content due to geographical copyright restrictions (19%), a two percentage point increase over the previous survey. Fewer than one in ten respondents believed they were blocked by the manufacturer of the device connecting them to the Internet (9%), unchanged since December 2011.

QA15. In your opinion, which of the following was responsible for the blocking of online content or applications?



Base: All respondents who experienced blocking in EU 27 (n = 4994)

³³ QA15. In your opinion, which of the following was responsible for the blocking of online content or applications?

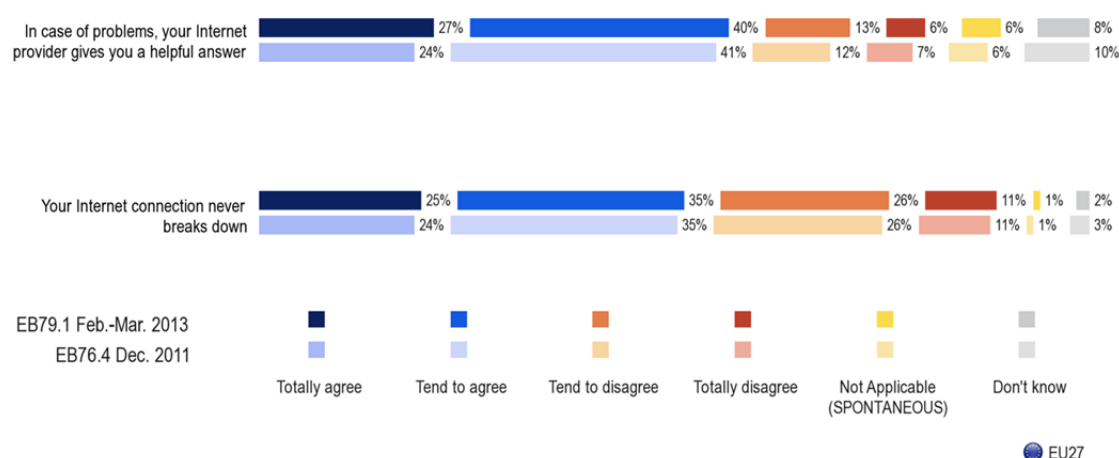
7.1.2. Breakdowns and helpline

- **Seven out of ten respondents reported that their Internet provider gives them helpful answers in the event of problems –**

Almost seven out of ten respondents either agreed or tended to agree that their Internet provider gives helpful answers in the event of problems (67%), up slightly since December 2011, when just under two-thirds of respondents either totally agreed or tended to agree with this statement (65%)³⁴.

Six in ten respondents either totally agreed or tended to agree that their Internet connection never breaks down (60%), up one percentage point since December 2011.

QA9. Please tell me whether you agree or disagree with each of the following.



Base: All respondents with a household Internet connection in EU 27 (n = 19274)

³⁴ QA9.2 Please tell me whether you agree or disagree with each of the following: Your Internet connection never breaks down















QA9.3 Please tell me whether you agree or disagree with each of the following: In case of problems, your Internet provider gives you a helpful answer

Across EU Member States, there are differences in the proportion of respondents who agreed that their Internet provider gives them helpful answers when there are problems. EU citizens were most likely to agree with this statement in Cyprus (87%), Malta (81%) and the Czech Republic (80%), and most likely to disagree in France (27%), the Netherlands (24%) and Italy (21%).

Within Member States, there were changes in the proportion of respondents who agreed and disagreed with this statement compared with December 2011. The largest increases in agreement were in Ireland (+18), Luxembourg (+7) and Spain (+6), and disagreement gained most ground in Slovenia (+5), Italy (+4) and Malta (+3).

QA9.3 Please tell me whether you agree or disagree with each of the following.

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

EU - Agree  EU27 67% agree (+2)	
Highest agree by country	 Cyprus (87%)
	 Malta (81%)
	 Czech Republic (80%)
Largest increase of agreement (EB79.1 - EB76.4)	 Ireland (76%; +18)
	 Luxembourg (60%; +7)
	 Spain (74%; +6)
EU - Disagree  EU27 19% disagree (no change)	
Highest disagree by country	 France (27%)
	 The Netherlands (24%)
	 Italy (21%)
Largest increase of disagreement (EB79.1 - EB76.4)	 Slovenia (17%; +5)
	 Italy (21%; +4)
	 Malta (8%; +3)
















Base: All respondents with a household Internet connection in EU 27 (n = 19274)

There were also national differences in the proportion of respondents who agreed that their Internet connection never breaks down. Three-quarters of respondents agreed that their Internet never breaks down in Austria (75%), and over seven out of ten respondents agreed in Hungary (72%) and Sweden (71%). Respondents were most likely to disagree that their Internet never breaks down in France (50%), the United Kingdom (47%) and Estonia (46%).

Since December 2011, there have been changes in the numbers of respondents who agreed that their Internet connection never breaks down. Agreement has increased most in Ireland (+15), Latvia (+10) and Luxembourg (+9), while disagreement has grown in Estonia, Slovenia, Poland and Austria (all +3).

QA9.2 Please tell me whether you agree or disagree with each of the following.

Your Internet connection never breaks down

EU - Agree  EU27 60% agree (+1)	
Highest agree by country	 Austria (75%)
	 Hungary (72%)
	 Sweden (71%)
Largest increase of agreement (EB79.1 - EB76.4)	 Ireland (60%; +15)
	 Latvia (69%; +10)
	 Luxembourg (61%; +9)
EU - Disagree  EU27 37% disagree (no change)	
Highest disagree by country	 France (50%)
	 United Kingdom (47%)
	 Estonia (46%)
Largest increase of disagreement (EB79.1 - EB76.4)	 Estonia (46%; +3)
	 Slovenia (42%; +3)
	 Poland (31%; +3)
	 Austria (23%; +3)

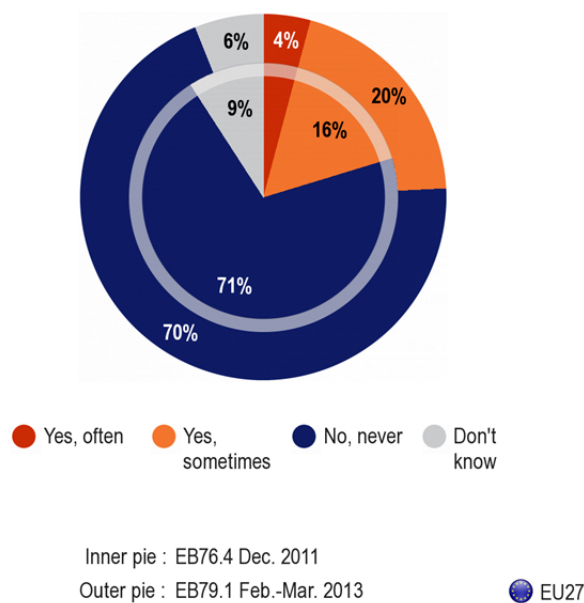
Base: All respondents with a household Internet connection in EU 27 (n = 19274)

7.1.3. *Experience of Internet blocking when using a mobile phone*

Across the EU, seven out of ten respondents reported that they had never been blocked from online content or applications while using the Internet on their mobile phone (70%). Almost a quarter of respondents (24%) reported that they had sometimes or often been blocked from accessing content on their phones³⁵.

The proportion of respondents who sometimes had online content or applications blocked on their mobile phones has increased slightly since December 2011 (20% compared with 16%). However, the proportion who had often been blocked from online content or applications was unchanged since the previous survey (4%).

QA16. While surfing on the Internet using your mobile phone, have you experienced any kind of blocking of online content or applications?

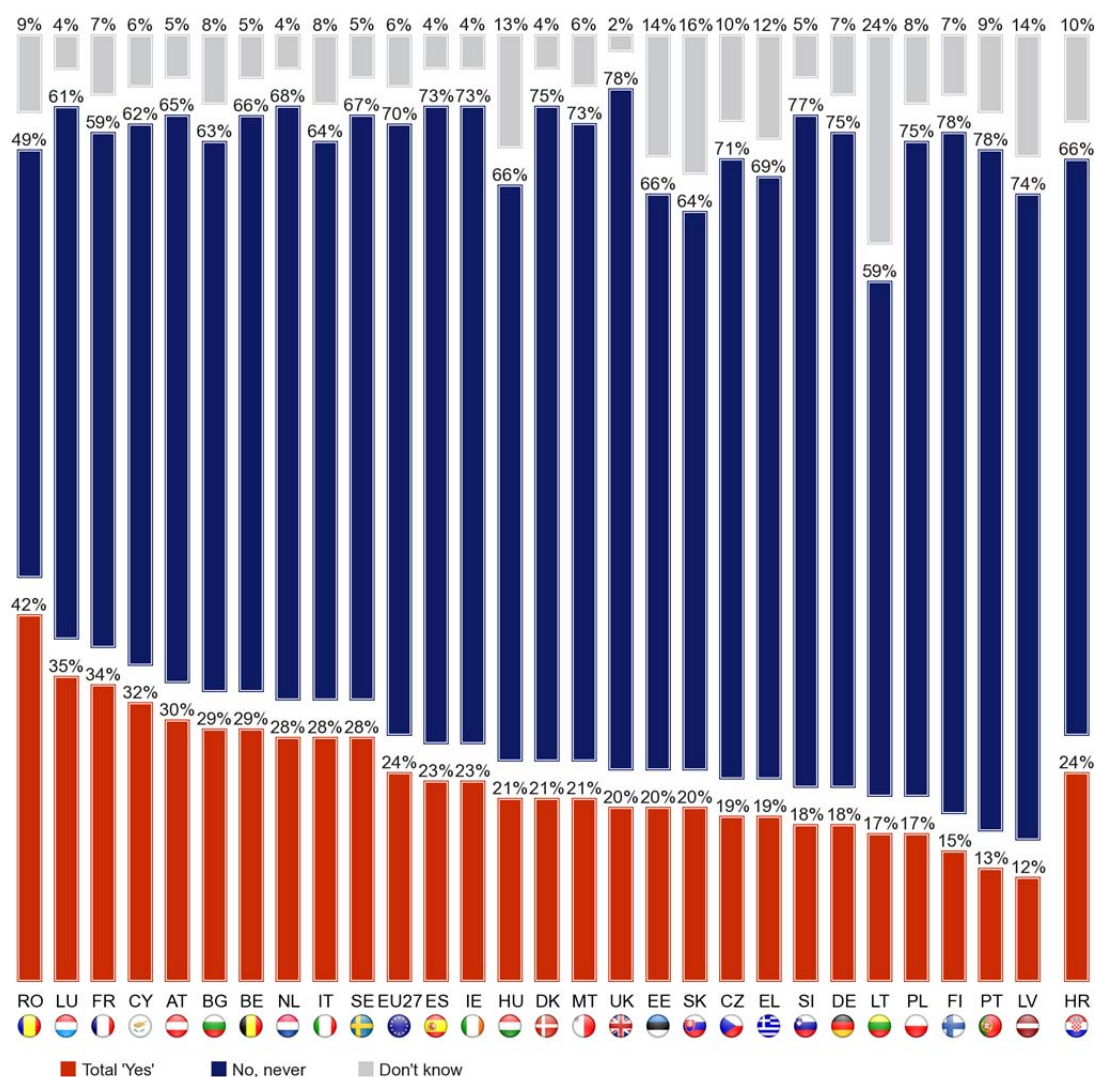


Base: All respondents who own a personal mobile phone with Internet access in EU 27 (n = 11827)

³⁵ QA16. While surfing on the Internet using your mobile phone, have you experienced any kind of blocking of online content or applications? (INT.: Internet blocking, also known as web filtering, prohibits users from accessing online content and applications)

The proportion of respondents who had been blocked from online content or applications while using the Internet on their mobile phone varied between EU countries. Respondents in Romania (42%), Luxembourg (35%) and France (34%) were most likely to have been blocked from accessing this content on their mobile phones. At the other end of the spectrum, only slightly more than one in ten respondents in Finland (15%), Portugal (13%) and Latvia (12%) had been blocked from this content.

QA16. While surfing on the Internet using your mobile phone, have you experienced any kind of blocking of online content or applications?

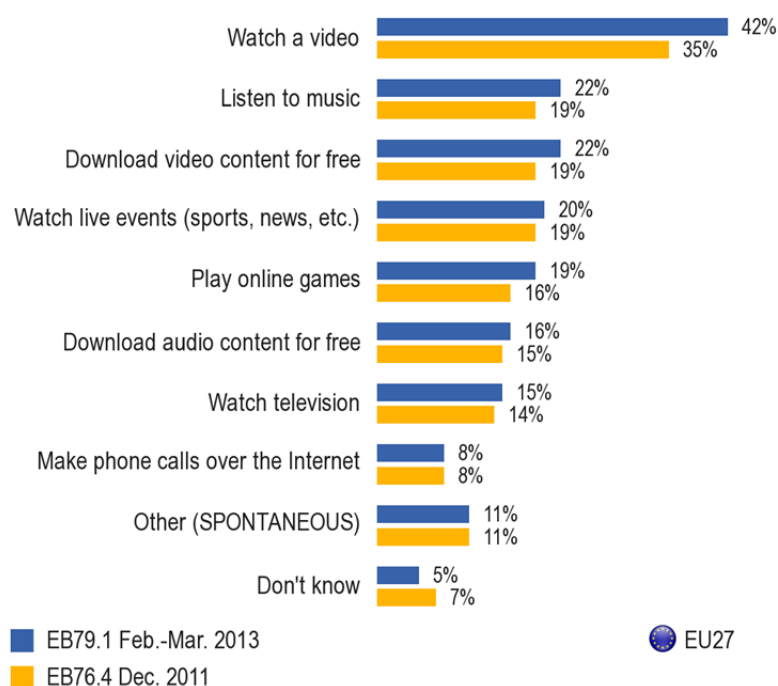


Base: All respondents who own a personal mobile phone with Internet access in EU 27 (n = 11827);
HR (n = 423)

Respondents who had been blocked from accessing online content or applications on their mobile phones were asked about the types of content they had been unable to access³⁶. Across the EU, four in ten respondents who had this experience were blocked from watching a video (42%). Roughly a fifth of respondents had been blocked from content while listening to music (22%), downloading free video content (22%), watching live events (20%) or playing online games (19%). Approximately one in ten respondents had been blocked from using this content while downloading free audio content (16%), watching television (15%) or making phone calls over the Internet (8%).

A slightly higher proportion of respondents had been blocked from all of these forms of content than in December 2011. The proportion of respondents who were blocked from watching a video on their mobile phones has increased by seven percentage points since the previous survey. There was also a slight increase in the proportion of respondents who were blocked from playing online games (19% compared with 16%), and a three percentage point increase in the proportion who were blocked either from listening to music or from downloading free video content (22% compared with 19%, in both cases). The proportion of respondents who were blocked from all other types of content has either increased by one percentage point or remained stable since December 2011.

QA17. In which of the following cases have you experienced the blocking of online content or applications? When trying to...



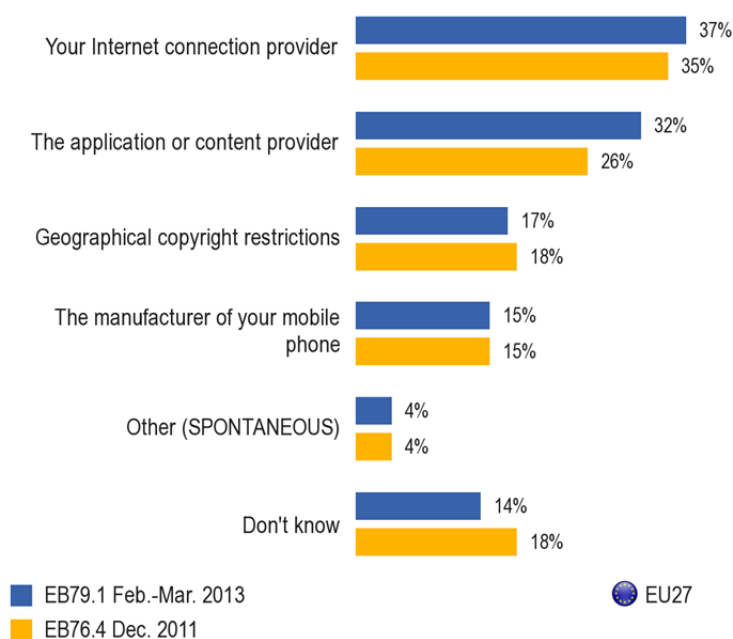
Base: All respondents who experienced blocking on their mobile phone in EU 27 (n = 2834)

³⁶ QA17. In which of the following cases have you experienced the blocking of online content or applications? When trying to... (M)

Respondents who had been blocked from accessing online content or applications on their mobile phones were also asked who they thought was responsible for blocking content³⁷. Almost four in ten respondents thought their Internet connection provider was responsible (37%), while just over three in ten thought the application or content provider was responsible (32%). Almost one in five respondents believed they were blocked from accessing content due to geographical copyright restrictions (17%) or by the manufacturer of their mobile phone (15%).

Compared with December 2011, a slightly higher proportion of respondents who were blocked from accessing online content or applications on their mobile phone believed that their Internet connection provider was responsible for blocking content (37% compared with 35%). A six percentage point increase was observed in the proportion of respondents who believed that the content or application provider was responsible (32% compared with 26%). There has been a one-point fall in the proportion who thought they were blocked by geographical copyright restrictions, while the number who thought they were blocked by the manufacturer of their mobile phone is unchanged.

QA18. In your opinion, which of the following was responsible for the blocking of online content or applications?



Base: All respondents who experienced blocking on their mobile phone in EU 27 (n = 2834)

³⁷ QA18. In your opinion, which of the following was responsible for the blocking of online content or applications?

7.2. Quality of experience of phone services

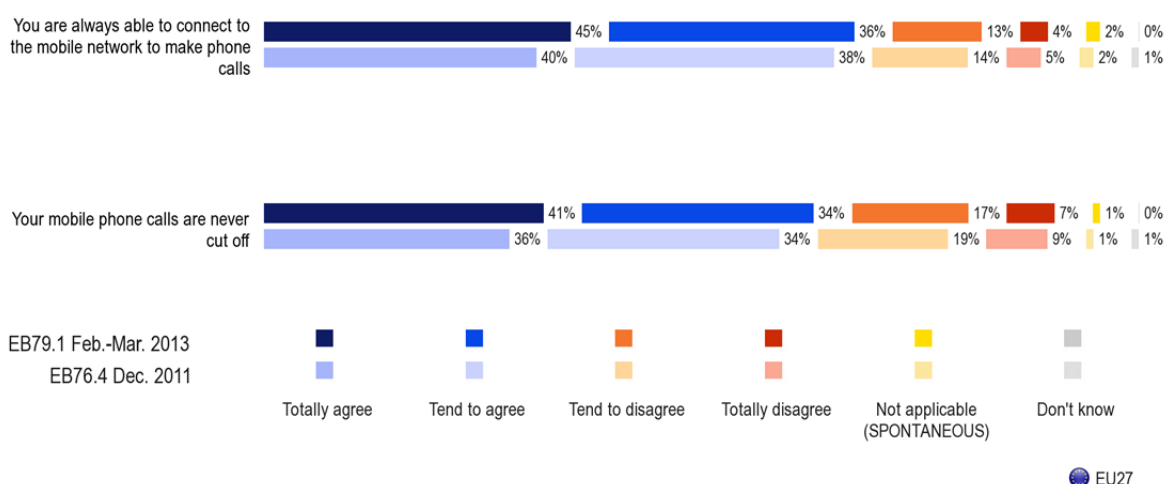
7.2.1. Quality of experience of mobile phone services

– Eight in ten respondents are always able to connect to the mobile network to make a call –

Across the EU, there was a high level of agreement with the statement that "you are always able to connect to the mobile network to make phone calls", over eight out of ten respondents saying that they totally agree or tend to agree with the statement (81%). Almost as many said that their "mobile phone calls are never cut off": three-quarters of respondents said that they totally agreed or tended to agree with this statement (75%)³⁸.

The overall proportion of respondents who agreed that they are always able to connect to their mobile network to make calls has increased slightly since December 2011 (81% compared with 78%), as has the total proportion who agreed that their mobile phone calls are never cut off (75% compared with 70%).

QA3. Please tell me whether you agree or disagree with each of the following.



Base: All respondents who have a mobile phone in EU 27 (n = 24427)

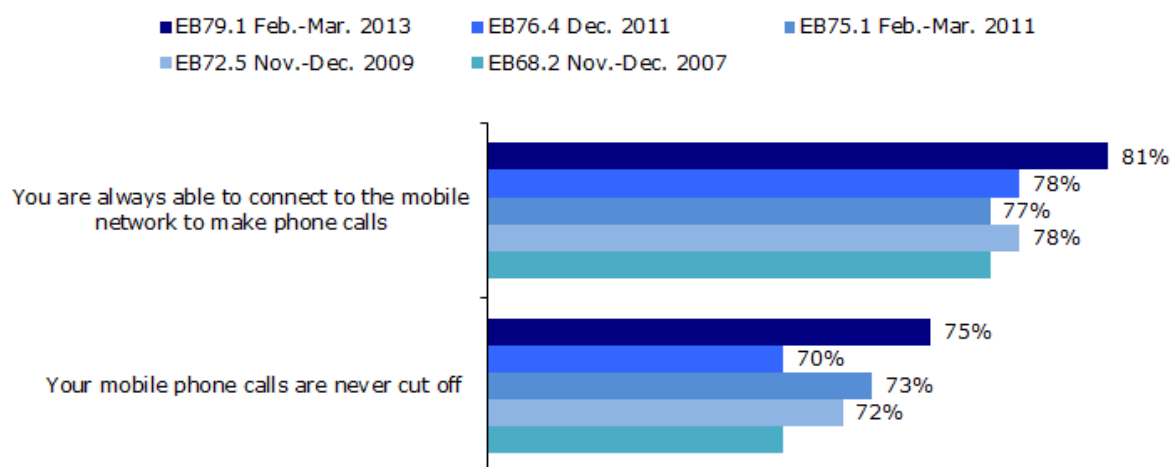
³⁸ QA3. Please tell me whether you agree or disagree with each of the following: 1. Your mobile phone calls are never cut off; 2. You are always able to connect to the mobile network to make phone calls

– The quality of mobile phone network connections in the EU has improved slightly over previous years –

The proportion of EU respondents who agreed that they are always able to connect to the mobile network to make phone calls (81%) has also risen slightly over the surveys in December 2011 (78%) and December 2009 (78%).

Similarly, there has been an increase in the proportion of respondents who agreed that their mobile phone calls are never cut off (75%) compared with December 2011 (70%) and December 2009 (72%).

QA3 Please tell me whether you agree or disagree with each of the following.
Total 'Agree' - EU























Base: All respondents who have a mobile phone in EU 27 (n = 24427)

The proportion of respondents who agreed that they are always able to connect to the mobile network to make telephone calls also varied between countries. Nine out of ten or more respondents in the Czech Republic (92%), Hungary (92%), Greece (91%), Cyprus (90%) and Latvia (90%) agreed with this statement. However, between a quarter and a fifth of respondents disagreed in the United Kingdom (25%), Denmark (23%), Luxembourg (22%) and France (22%).

Compared with December 2011, there were changes in the proportion of respondents who agreed and disagreed with this statement in individual Member States. Agreement increased most in Luxembourg (+9), Slovakia (+8) and Lithuania (+8), while disagreement rose most in Estonia (+3), Bulgaria (+2) and Germany (+1).

QA3.2 Please tell me whether you agree or disagree with each of the following.

You are always able to connect to the mobile network to make phone calls

EU - Agree  EU27 81% agree (+3)	
Highest agree by country	 Czech Republic (92%)
	 Hungary (92%)
	 Greece (91%)
	 Cyprus (90%)
	 Latvia (90%)
Largest increase of agreement (EB79.1 - EB76.4)	 Luxembourg (77%; +9)
	 Slovakia (88%; +8)
	 Lithuania (86%; +8)
	 Hungary (92%; +6)
	 Finland (84%; +6)
	 Poland (82%; +6)
EU - Disagree  EU27 17% disagree (-2)	
Highest disagree by country	 United Kingdom (25%)
	 Denmark (23%)
	 Luxembourg (22%)
	 France (22%)
Largest increase of disagreement (EB79.1 - EB76.4)	 Estonia (15%; +3)
	 Bulgaria (15%; +2)
	 Germany (16%; +1)



























Base: All respondents who have a mobile phone in EU 27 (n = 24427)

Across EU Member States, there are differences in the proportion of respondents who agreed that their mobile phone calls are never cut off. Over eight in ten respondents in the Czech Republic, Cyprus, Hungary, Malta and Portugal agreed with this statement (all 85%). However, around three in ten respondents disagreed in Finland (34%), France (29%), the United Kingdom (29%), the United Kingdom (29%) and Estonia (29%).

There have been changes in the proportion of respondents who agreed and disagreed with this statement since the previous survey in December 2011. The largest increases in agreement are in Spain (+16) and the United Kingdom (+15), while disagreement rose in Poland (+5), Estonia (+3) and Germany (+2).

QA3.1 Please tell me whether you agree or disagree with each of the following.

Your mobile phone calls are never cut off

EU - Agree  EU27 75% agree (+5)	
Highest agree by country	 Czech Republic (85%)
	 Cyprus (85%)
	 Hungary (85%)
	 Malta (85%)
	 Portugal (85%)
	 Greece (84%)
	 Italy (82%)
	 Latvia (81%)
	 Croatia (81%)
Largest increase of agreement (EB79.1 - EB76.4)	 Spain (76%; +16)
	 United Kingdom (69%; +15)
	 Malta (85%; +11)
	 Portugal (85%; +11)
	 Sweden (77%; +11)
	 Romania (71%; +11)
EU - Disagree  EU27 24% disagree (-4)	
Highest disagree by country	 Finland (34%)
	 France (29%)
	 United Kingdom (29%)
	 Estonia (29%)
	 Denmark (28%)
	 Slovenia (28%)
Largest increase of disagreement (EB79.1 - EB76.4)	 Poland (23%; +5)
	 Estonia (29%; +3)
	 Germany (24%; +2)

Base: All respondents who have a mobile phone in EU 27 (n = 24427)

7.2.2. Sound quality of calls (landline, mobile and calls over the Internet)

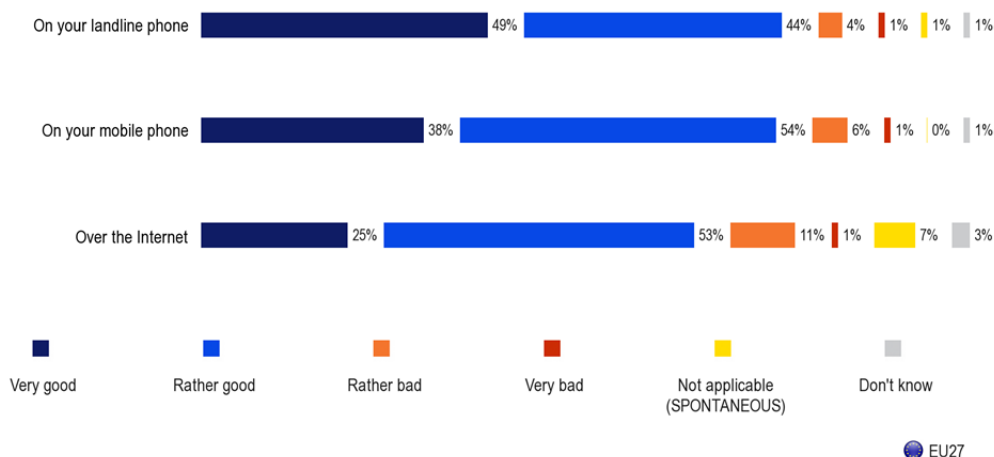
– Fewer than half of respondents agreed that the sound quality of phone calls is very good –

For the first time, the e-communications household survey measured the audio quality of phone calls³⁹. The objective was to assess to what extent the on-going shift from circuit switched telephony to IP-based phone calls, and the emergence of new calling devices, has affected the consumer experience of audio quality.

The proposed qualitative scoring, which runs from 'very good' to 'very bad', was not defined and was left to the consumer's perception. Although respondents tend to agree that in general the sound quality on their landline and mobile phones is good (93% and 92% respectively), the numbers of 'very good' answers suggest that services are under more scrutiny. These answers also provide a higher statistical dispersion than the combined analysis for very good and rather good, and hence the analysis will focus on the differences between the proportions who evaluated services as 'very good'.

Overall agreement that sound quality is good is similar for mobile phones and landline phones. However, only 38% of respondents agreed that sound quality is very good on their mobile phones compared with 49% for landline phones and 25% for Internet calls. While most respondents find the sound quality of their mobile phones to be acceptable, the overall sound quality appears to be lower than for landline phones.

QA23. When making or receiving phone calls ..., would you say that the sound quality of the phone calls is generally good or bad?



Base: All respondents who have a mobile phone in EU 27 (n = 24427)

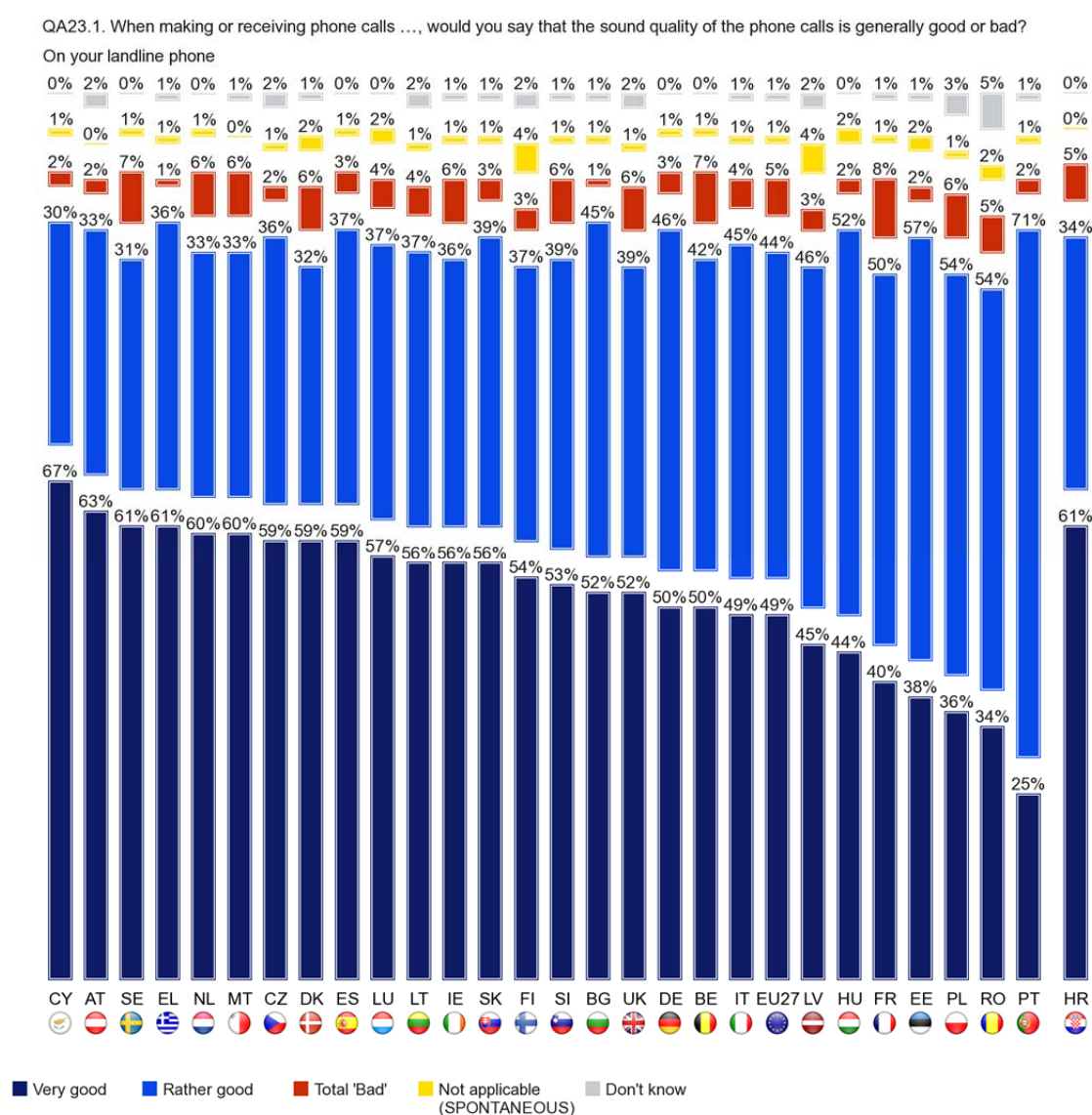
Base: All respondents who have a landline phone in EU 27 (n = 18994); HR (n = 834)

Base: All respondents who use a PC or WI-FI connected device to make phone calls over the Internet in EU 27 (n = 6854)

³⁹ QA23. When making or receiving phone calls ..., would you say that the sound quality of the phone calls is generally good or bad? 1. On your landline phone; 2. On your mobile phone; 3. Over the Internet

The proportion of respondents who said that the sound quality of phone calls on their landline phone is good varied across EU Member States. Respondents were most likely to say that it is very good in Cyprus (67%), Austria (63%), Sweden (61%) and Greece (61%). At the other end of the scale, only slightly more than one-third of respondents in Poland (36%) and Romania (34%) agreed. Only a quarter of respondents in Portugal reported that the sound quality of their landline phone calls is very good (25%). This was the lowest proportion in the EU.

However, over seven in ten respondents in Portugal (71%) said the sound quality of their landline phone calls is rather good, the highest proportion in the EU. This proportion was lowest in Denmark (32%) and Sweden (31%), reflecting the very high proportion of respondents who said the quality of their landline phone calls is very good in both countries (59% and 61% respectively).

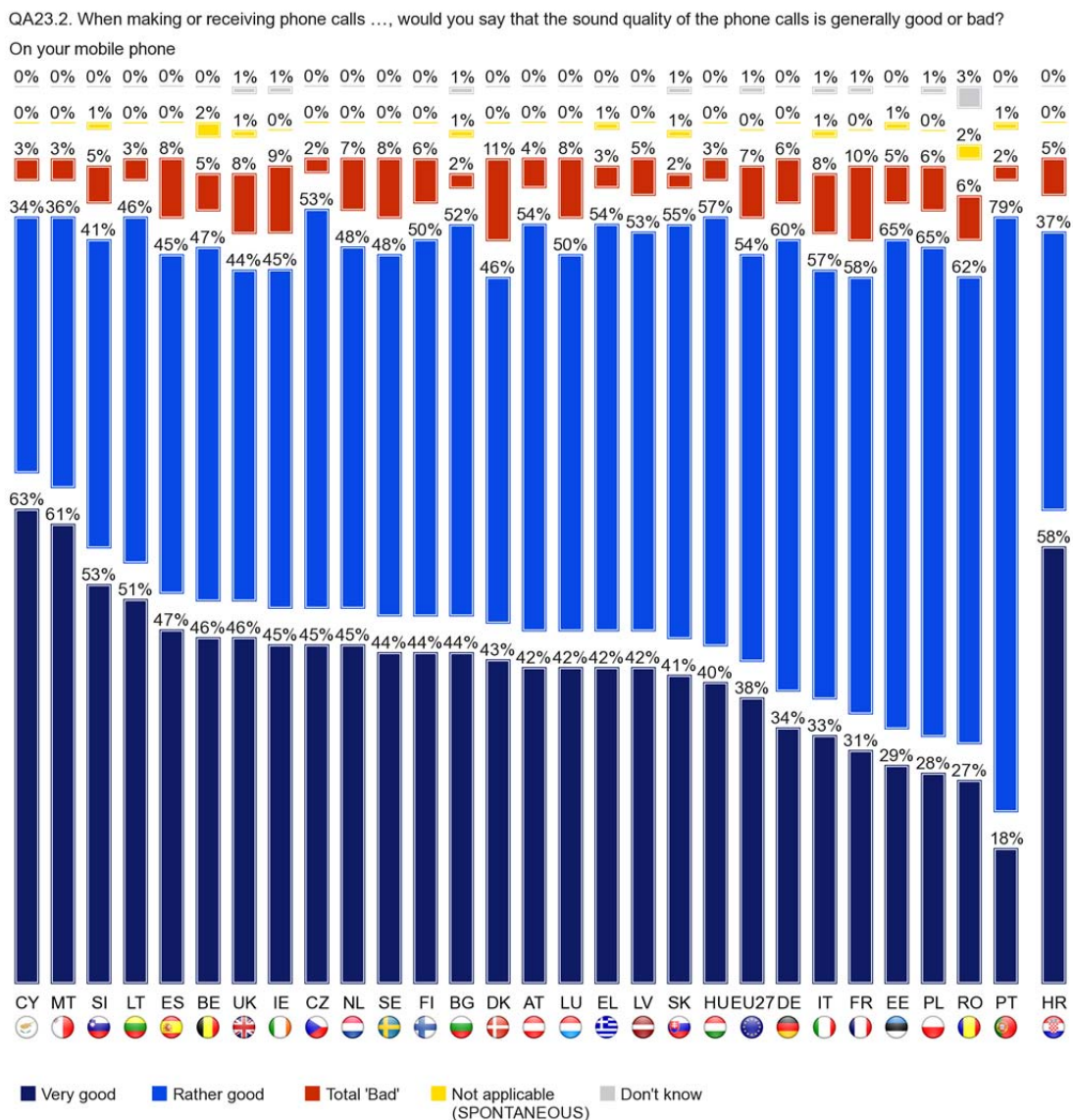


Base: All respondents who have a landline phone in EU 27 (n = 18994); HR (n = 834)

EU citizens are most likely to think that the quality of their mobile phone calls is very good in Cyprus (63%), Malta (61%) and Slovenia (53%). Citizens in Portugal (18%), Romania (27%) and Poland (28%) are least likely to agree.

Respondents are most likely to think that the sound quality of their mobile phone calls is rather good in Portugal (79%), Poland (65%) and Estonia (65%), and least likely to do so in Cyprus (34%), Malta (36%) and Slovenia (41%).

Respondents were most likely to report that the sound quality of their mobile phone calls is bad in Denmark (11%), France (10%) and Ireland (9%), where around one in ten respondents did so.



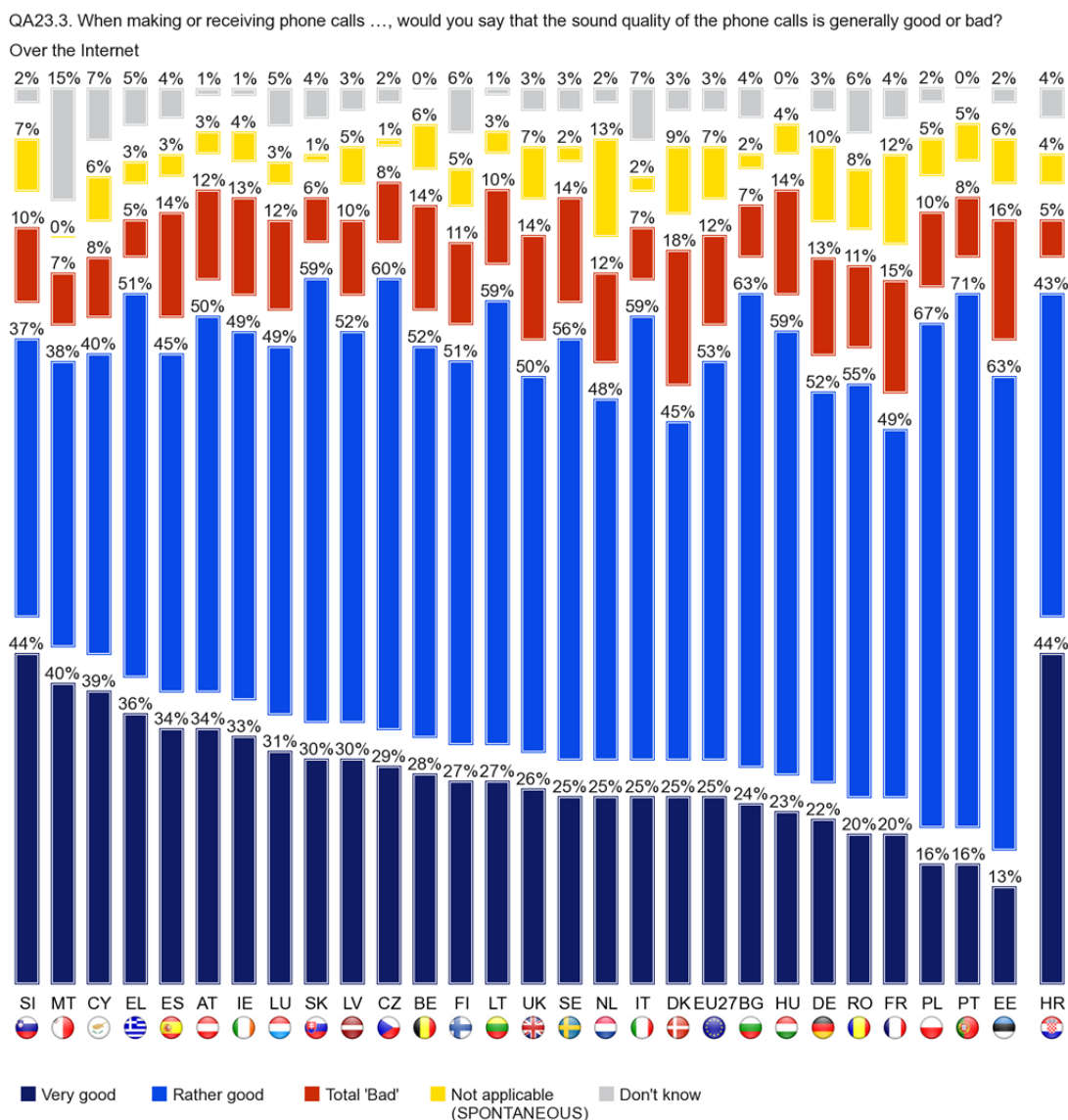
Base: All respondents who have a mobile phone in EU 27 (n = 24427); HR (n = 876)

National differences in the assessment of sound quality are very similar for mobile and Internet phone calls.

Although the absolute majority of respondents evaluate the sound quality of calls over the Internet in general as 'good', it is notable that the proportion of respondents answering 'very good' is smaller than the proportion saying 'rather good'.

Respondents were most likely to report that the sound quality of phone calls over the Internet is very good in Slovenia (44%), Malta (40%) and Cyprus (39%). Conversely, respondents were least likely to say this in Poland (16%), Portugal (16%) and Estonia (13%).

Citizens in Denmark (18%), Estonia (16%) and France (15%) are most likely to think that the sound quality of their phone calls over the Internet is 'bad', while a small minority of respondents in Greece (5%), Slovakia (6%), and Malta, Italy and Bulgaria (all 7%) say the same.



Base: All respondents who use a PC or WI-FI connected device to make phone calls over the Internet in EU 27 (n = 6854); HR (n = 269)

8. AFFORDABILITY

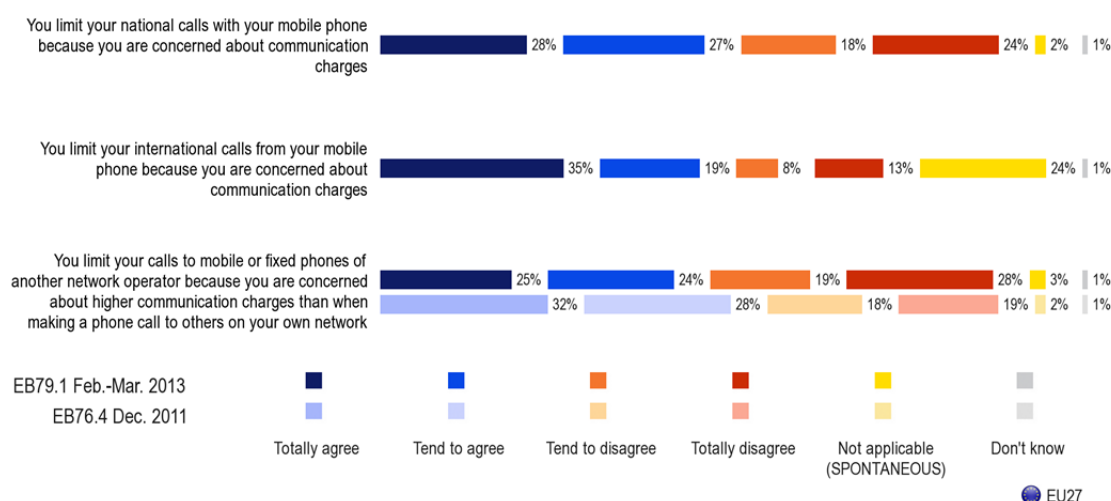
8.1. Mobile communications

– Half of EU citizens limit their national mobile phone calls because of concerns about cost -

The majority of EU citizens are concerned about the costs of mobile telephone services in general⁴⁰. Over half of respondents limited their national mobile phone calls due to concerns about communication charges (55%). A similar proportion have limited their international calls from their mobile phone for reasons of cost (54%). While overall agreement (agree + totally agree) is similar for national and international calls, just over a third (35%) of respondents totally agreed they limit their international calls on their mobile phones, compared with 28% for national calls.

In addition, roughly half of all respondents have limited their calls to mobile or fixed phones on another network operator because they were concerned about charges which are higher than when making a phone call on their own network (49%). Since the previous survey in December 2011, there has been an 11-point decline in the proportion of respondents who agreed that they had limited their **calls to mobile or fixed phones on another phone network** because they were concerned about the higher communication charges for making these phone calls.

QA3. Please tell me whether you agree or disagree with each of the following.

















Base: All respondents who have a mobile phone in EU 27 (n = 24427)

⁴⁰ QA3. Please tell me whether you agree or disagree with each of the following: 3. You limit your national calls with your mobile phone because you are concerned about communication charges; 4. You limit your international calls from your mobile phone because you are concerned about communication charges; 5. You limit your calls to mobile or fixed phones of another network operator because you are concerned about higher communication charges than when making a phone call to others on your own network

Across EU Member States there are differences in the **proportion of respondents who have limited their national calls on their mobile phone** because they were concerned about communication charges. Approximately eight out of ten respondents in Greece (81%), Portugal (79%) and Bulgaria (77%) have limited their national calls on their mobile phones for this reason. However, around seven out of ten respondents in Finland (76%), Denmark (71%) and Luxembourg (71%) have not done so.

QA3.3 Please tell me whether you agree or disagree with each of the following.
You limit your national calls with your mobile phone because you are concerned about communication charges

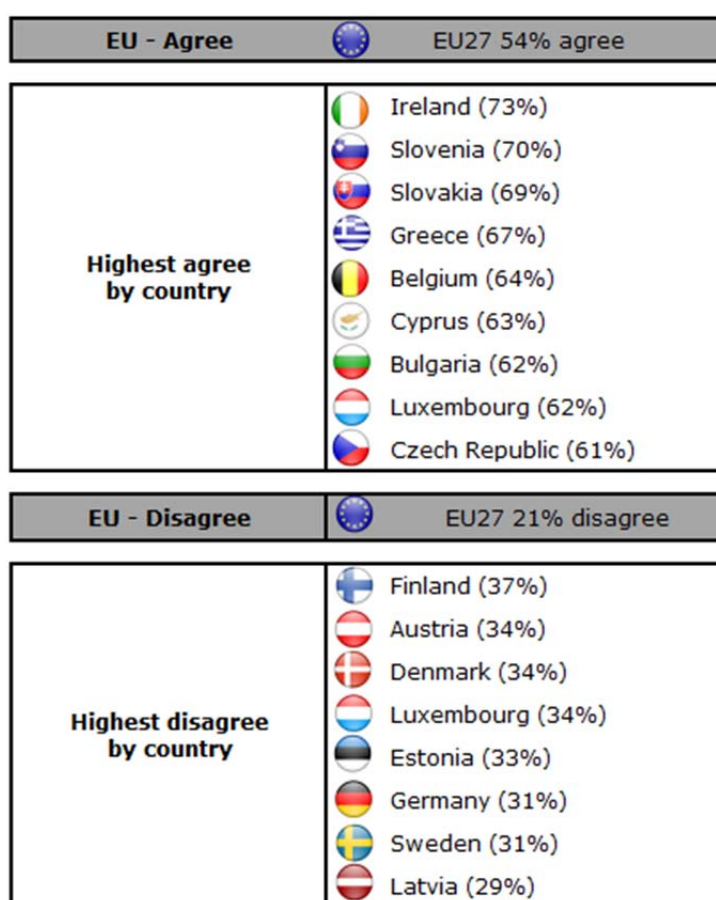
EU - Agree  EU27 55% agree	
Highest agree by country	 Greece (81%)
	 Portugal (79%)
	 Bulgaria (77%)
	 Czech Republic (72%)
	 Ireland (72%)
	 Romania (71%)
EU - Disagree  EU27 42% disagree	
Highest disagree by country	 Finland (76%)
	 Denmark (71%)
	 Luxembourg (71%)
	 Estonia (65%)
	 Sweden (63%)
	 Latvia (60%)

Base: All respondents who have a mobile phone in EU 27 (n = 24427)

The proportion of respondents who have limited their **international mobile phone calls** due to concerns over costs also varied between EU Member States. Respondents were most likely to have limited their mobile phone calls for this reason in Ireland (73%), Slovenia (70%) and Slovakia (69%). Respondents in Belgium (64%) were also among the most likely to report that they limited their phone calls for this reason. In this respect, Belgium was an outlier in EU15, where respondents were generally least likely to limit their international mobile phone calls due to concerns over costs. Respondents were least likely to have limited their phone calls for this reason in Finland (37%), Austria (34%), Denmark (34%) and Luxembourg (34%), where over a third of respondents had not done so.

QA3.4 Please tell me whether you agree or disagree with each of the following.

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























Base: All respondents who have a mobile phone in EU 27 (n = 24427)

Since the previous survey in December 2011, there has been a fall of eleven percentage points in the proportion of EU respondents who agreed that they had limited their **calls to mobile or fixed phones on another phone network** because they were concerned about the higher communication charges for making these phone calls.

However, the proportion of respondents who agreed that they limited these calls varied across EU countries. More than eight out of ten respondents had done so in Portugal (86%), Bulgaria (83%) and Greece (83%). The situation was reversed in Finland (81%) and Sweden (79%), where around eight out of ten respondents did not limit these calls. There were also changes in the levels of agreement and disagreement with this statement within individual EU Member States since December 2011. Agreement had increased most in Portugal (+7), while at the other end of the scale disagreement had risen by twenty five percentage points in Latvia.

QA3.5 Please tell me whether you agree or disagree with each of the following.

You limit your calls to mobile or fixed phones of another network operator because you are concerned about higher communication charges than when making a phone call to others

EU - Agree  EU27 49% agree (-11)	
Highest agree by country	 Portugal (86%)
	 Bulgaria (83%)
	 Greece (83%)
	 Ireland (72%)
	 Romania (70%)
	 Czech Republic (68%)
	 Slovakia (68%)
Largest increase of agreement (EB79.1 - EB76.4)	 Portugal (86%; +7)
EU - Disagree  EU27 47% disagree (+10)	
Highest disagree by country	 Finland (81%)
	 Sweden (79%)
	 Luxembourg (75%)
	 Denmark (71%)
	 Estonia (70%)
Largest increase of disagreement (EB79.1 - EB76.4)	 Latvia (57%; +25)
	 France (67%; +22)
	 Belgium (52%; +20)
	 Luxembourg (75%; +19)
	 Estonia (70%; +19)

Base: All respondents who have a mobile phone in EU 27 (n = 24427)

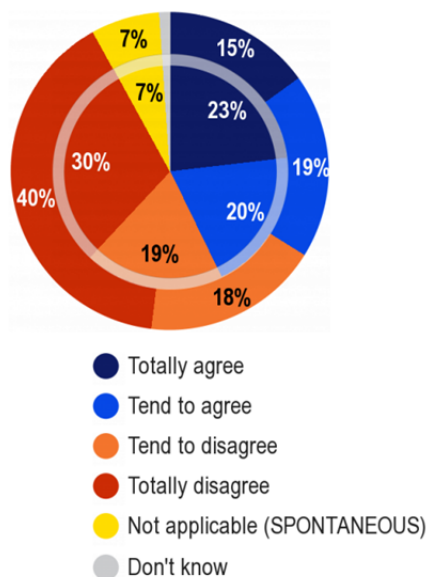
In some countries, respondents limited all three of these types of phone calls to a consistent degree. In Ireland, over seven out of ten respondents limited their national phone calls (72%), international phone calls (73%) and phone calls to other network operators (72%). These proportions were some of the highest in the EU for each call type. In Greece, Bulgaria, Czech Republic a high proportion of respondents also limited national, international, and off-network phone calls. At the other end of the spectrum, respondents from Finland, Sweden, Luxembourg, Denmark, and Estonia were unlikely to limit any of these types of calls.

8.1.1. Mobile Internet

Respondents were also asked whether they agreed that they limited their use of mobile Internet access because they were concerned about charges⁴¹. Approximately one-third of respondents either totally agreed or tended to agree with this statement (34%). However, there has been a nine percentage point decline in the proportion of respondents who agree since December 2011 (34% compared with 43%).

QA3.6. Please tell me whether you agree or disagree with each of the following.

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



Inner pie : EB76.4 Dec. 2011

Outer pie : EB79.1 Feb.-Mar. 2013



























































EU27

Base: All respondents who have a mobile phone with Internet access in EU 27 (n = 11827)

⁴¹ QA3. Please tell me whether you agree or disagree with each of the following: 6. You limit the use of mobile Internet access because you are concerned about charges

Across EU Member States, there have been changes in the proportion of respondents who agreed or disagreed with this statement since the December 2011 survey. The largest increases in agreement were in Portugal (+5), the Netherlands (+5), Luxembourg (+3) and Malta (+3). Disagreement gained most ground in the Czech Republic (+24), Spain (+22) and Finland (+17).

QA3.6 Please tell me whether you agree or disagree with each of the following.
You limit the use of mobile Internet access because you are concerned about charges

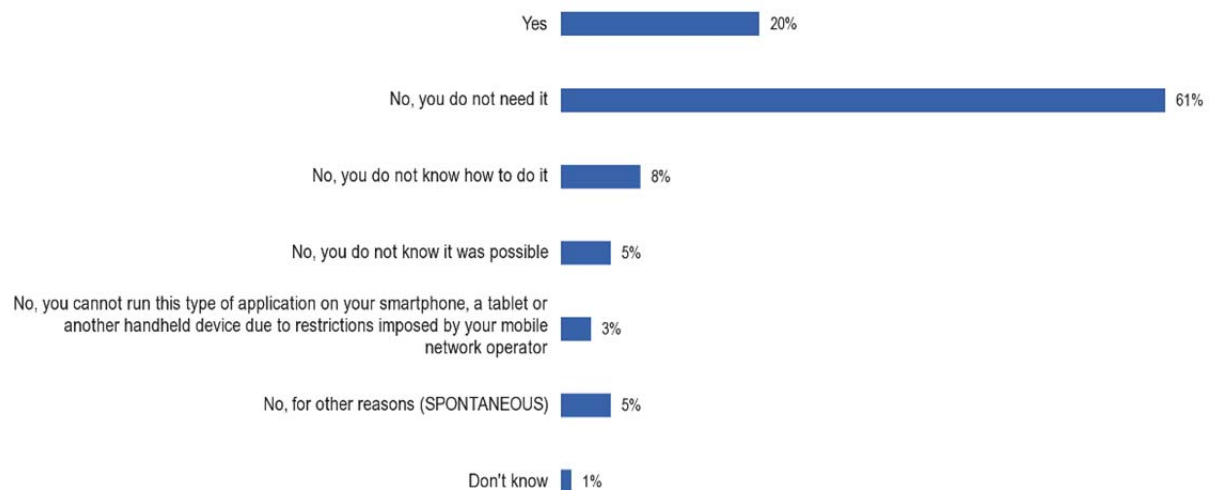
		Total 'Agree'	Evolution (EB79.1-EB76.4)			Total 'Disagree'	Evolution (EB79.1-EB76.4)
	EU27	34%	-9		EU27	58%	+9
	PT	58%	+5		DE	72%	+8
	BG	55%	-4		FI	72%	+17
	IE	54%	-6		SE	69%	+7
	EL	53%	-7		DK	67%	+2
	CY	52%	-4		ES	64%	+22
	MT	49%	+3		LU	63%	-1
	BE	47%	-15		EE	62%	+16
	SI	47%	-5		FR	62%	+9
	RO	45%	+2		AT	62%	=
	SK	44%	-7		NL	61%	-6
	IT	41%	-7		IT	56%	+6
	CZ	39%	-14		UK	55%	+6
	LT	39%	-11		CZ	50%	+24
	PL	39%	-7		PL	48%	+13
	UK	38%	-9		BE	45%	+16
	LV	35%	-22		LV	44%	+8
	HU	35%	-11		SK	44%	+10
	NL	34%	+5		SI	43%	+6
	ES	32%	-17		IE	39%	+13
	LU	31%	+3		HU	39%	+1
	AT	29%	-2		CY	38%	+2
	FR	28%	-10		RO	38%	-1
	SE	24%	-5		MT	37%	+1
	DK	23%	-8		BG	36%	+4
	EE	23%	-21		LT	34%	+1
	DE	21%	-11		EL	28%	+10
	FI	18%	-19		PT	27%	-7
	HR	58%	-		HR	33%	-

Base: All respondents who have a mobile phone with Internet access in EU 27 (n = 11827); HR (n = 423)

8.1.2. Mobile phone subscription for making cheaper calls over the Internet

Respondents were asked whether they use a mobile phone subscription to make cheaper phone calls over the Internet via a smartphone, tablet or another handheld device⁴². One in five respondents reported that they did make phone calls this way (20%). Six out of ten respondents did not make these calls because they did not need to (61%). A further one in ten respondents did not do so because they did not know how to do it (8%) and one in 20 respondents did not know it was possible (5%).

QA2. Do you use a mobile phone subscription to make cheaper phone calls over the Internet via a smartphone, tablet or another handheld device?

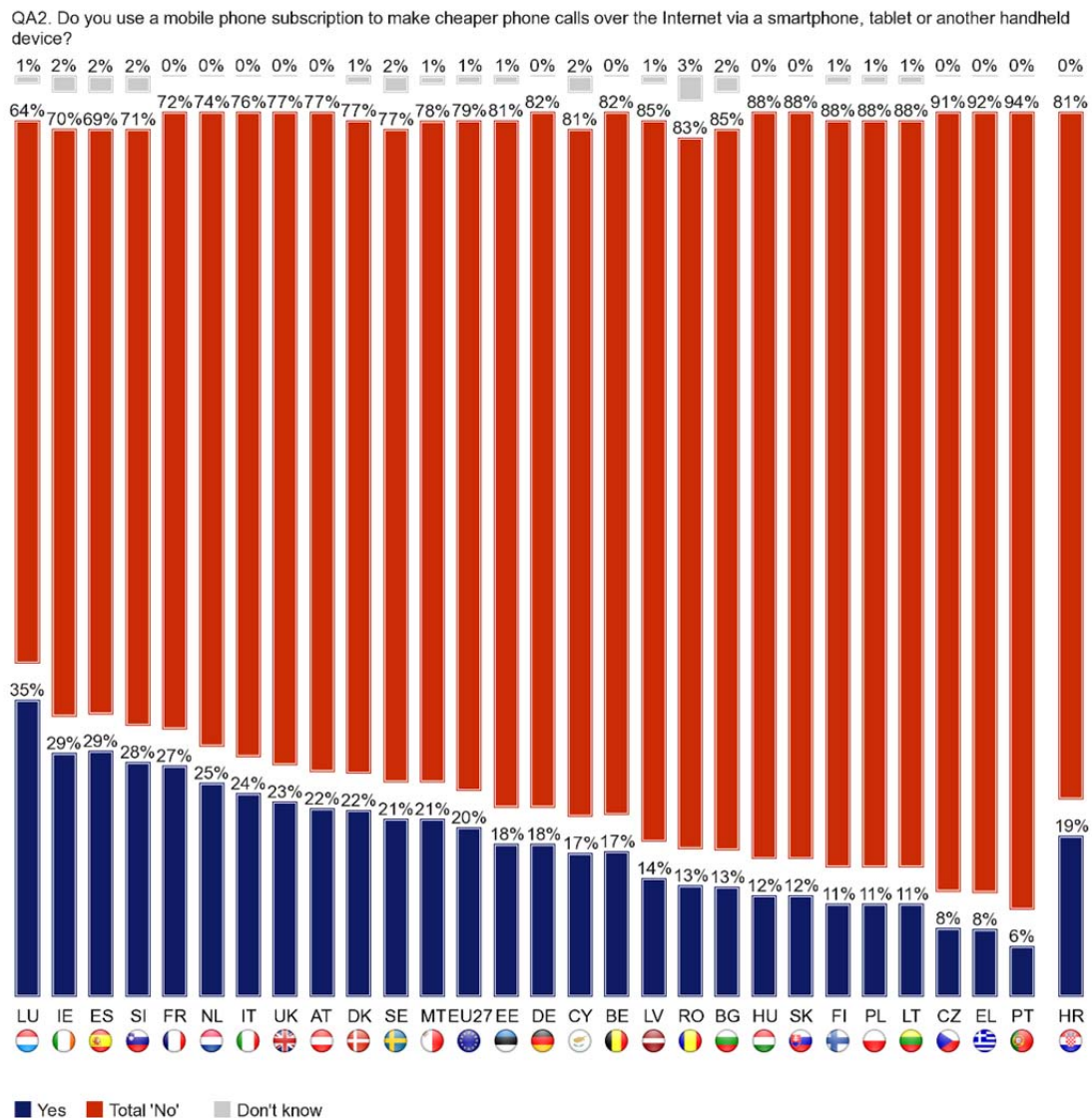


EU27

Base: All respondents who have a mobile phone in EU 27 (n = 24427)

⁴² QA2. Do you use a mobile phone subscription to make cheaper phone calls over the Internet via a smartphone, tablet or another handheld device?

Across EU Member States there were differences in the proportion of respondents who used a mobile phone subscription to make cheaper phone calls over the Internet via a smartphone, tablet, or another handheld device. Respondents were most likely to make a phone call this way in Luxembourg (35%), Ireland (29%) and Spain (29%), and least likely to do so in the Czech Republic (8%), Greece (8%) and Portugal (6%). The proportion of respondents in Croatia who made these calls was similar to the EU average (20% compared with 19%).



Base: All respondents who have a mobile phone in EU 27 (n = 24427); HR (n = 876)

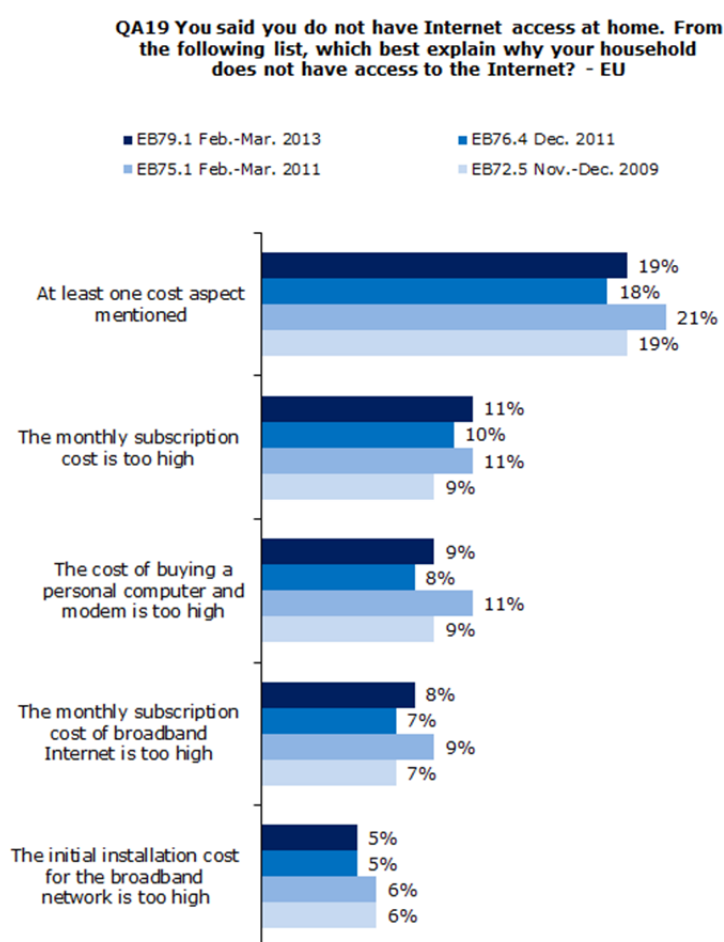
8.2. Cost issues and fixed Internet access

- A fifth of EU citizens are deterred from having home Internet access by cost -

The analysis in chapter 3 considered the reasons for not having an Internet connection at home. In this chapter on affordability, we will only focus on reasons of cost.

The cost of an Internet connection was a factor that was mentioned by roughly one in five respondents (19%). This proportion has remained relatively stable over the previous surveys: 18% in December 2011 and 19% in December 2009.

Of the cost aspects of an Internet connection, approximately one in ten respondents said the monthly subscription cost is too high (11%), the cost of buying a personal computer and a modem is too high (9%) or the monthly cost of broadband Internet is too high (8%). One in 20 respondents said that the initial installation cost for the broadband network is too high (5%). These results have remained largely unchanged since the December 2011 and December 2009 surveys.



Base: All respondents who do not have Internet access at home in EU 27 (n = 8649)

Respondents were most likely to report that cost deterred them from having a home Internet connection in Hungary, where just under four out of ten respondents without home Internet access said that cost was a factor (37%). Respondents in Malta (9%) and Finland (9%) were least likely to say that this was why they did not have home Internet access.






























Of the various cost variables, respondents in Hungary were the most likely to cite monthly subscription costs as the main reason why they did not have a home Internet connection (25%). Respondents in Malta and Sweden were least likely to give this reason (both 3%).

Respondents in Latvia were most likely to say that they had no home Internet connection because the cost of buying a personal computer and modem is too high (19%). Very few respondents in Italy and Luxemburg cited this reason for not having household Internet (2%).

Slightly more than one in ten respondents in Hungary cited the high cost of monthly broadband subscriptions as a reason why they did not have household Internet access, (13%) and were the most likely of all EU citizens to mention this reason. Almost no respondents from the Netherlands gave this explanation (0%).

One in ten respondents without household Internet access in Austria reported that they did not do so because they believed that the cost of the broadband network installation is too high (11%). Only one in a hundred respondents in Lithuania and Finland (1%) gave this reason, the lowest proportions of all EU citizens.

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

		At least one cost aspect mentioned	The monthly subscription cost is too high	The cost of buying a personal computer and modem 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	19%	11%	9%	8%	5%
	BE	21%	11%	11%	9%	7%
	BG	21%	11%	17%	5%	2%
	CZ	27%	20%	18%	10%	8%
	DK	12%	9%	5%	7%	2%
	DE	17%	9%	11%	7%	4%
	EE	21%	11%	11%	6%	7%
	IE	14%	7%	6%	3%	3%
	EL	20%	14%	8%	7%	4%
	ES	20%	12%	6%	11%	6%
	FR	22%	16%	7%	8%	5%
	IT	13%	6%	2%	7%	3%
	CY	19%	14%	5%	7%	4%
	LV	31%	20%	19%	4%	5%
	LT	20%	12%	14%	4%	1%
	LU	12%	7%	2%	3%	5%
	HU	37%	25%	17%	13%	9%
	MT	9%	3%	5%	3%	2%
	AT	18%	11%	11%	9%	11%
	NL	10%	7%	4%	0%	2%
	PL	22%	13%	13%	6%	6%
	PT	17%	10%	6%	9%	3%
	RO	26%	12%	15%	10%	10%
	SI	10%	7%	4%	3%	3%
	SK	26%	16%	14%	11%	7%
	FI	9%	6%	5%	3%	1%
	SE	11%	3%	3%	11%	3%
	UK	20%	13%	6%	11%	4%
	HR	30%	19%	15%	12%	3%

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

Base: All respondents who do not have Internet access at home in EU 27 (n = 8649)

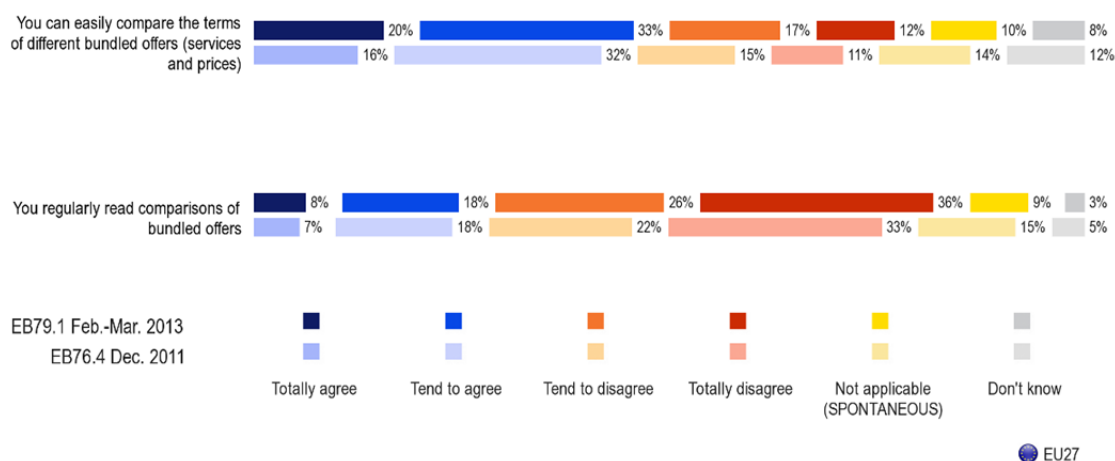
9. TRANSPARENCY AND SWITCHING SERVICE PACKAGE PROVIDER

9.1. Frequency and ease of price comparisons for bundled offers

– Half of EU citizens agree that it is easy to compare the terms of bundles –

Respondents were asked if they could easily compare the terms of different bundled offers, including services and prices⁴³. Over half of respondents (53%) either totally agreed or tended to agree that they could compare this information easily, a five percentage point increase over the previous survey in December 2011 (53% compared with 48%). However, only just over a quarter of respondents regularly read comparisons of bundled offers (26%), a one percentage point increase since December 2011 (25%).

QA21. Please tell me whether you agree or disagree with each of the following statements.



Base: All respondents in EU 27 (n = 26786)

⁴³ QA21. Please tell me whether you agree or disagree with each of the following statements. 1. You can easily compare the terms of different bundled offers (services and prices); 2. You regularly read comparisons of bundled offers






























The proportion of respondents who agreed or disagreed with these statements varied by country. Respondents were most likely to agree that they could easily compare the terms of different bundled offers in Greece (67%) and Poland (67%), where two-thirds of respondents were able to do so. A similar proportion of respondents in Croatia (64%) agreed with the statement. Respondents were most likely to disagree in Denmark (54%), Sweden (44%) and Germany (41%).

Respondents were most likely to agree that they regularly read comparisons of bundled offers in Greece (40%), Italy (39%) and Ireland (37%), where approaching four out of ten respondents do so. Just over a third of respondents in Croatia (35%) agreed with the statement. Respondents were most likely to disagree that they regularly read these offers in the Czech Republic (77%), Slovakia (75%), and Germany (75%), where more than three-quarters of respondents disagreed with this statement.






























Across EU countries, respondents were most likely to agree with both statements - that they could easily compare the terms of different bundled offers, and that they regularly read offer comparisons - in Greece (where 67% of respondents reported they could easily compare terms and 40% agreed they regularly read bundle comparisons). Respondents were also likely to agree with both statements in Italy (62% and 39%) and Ireland (58% and 37%).

QA21 Please tell me whether you agree or disagree with each of the following statements.

You can easily compare the terms of different bundled offers (services and prices)

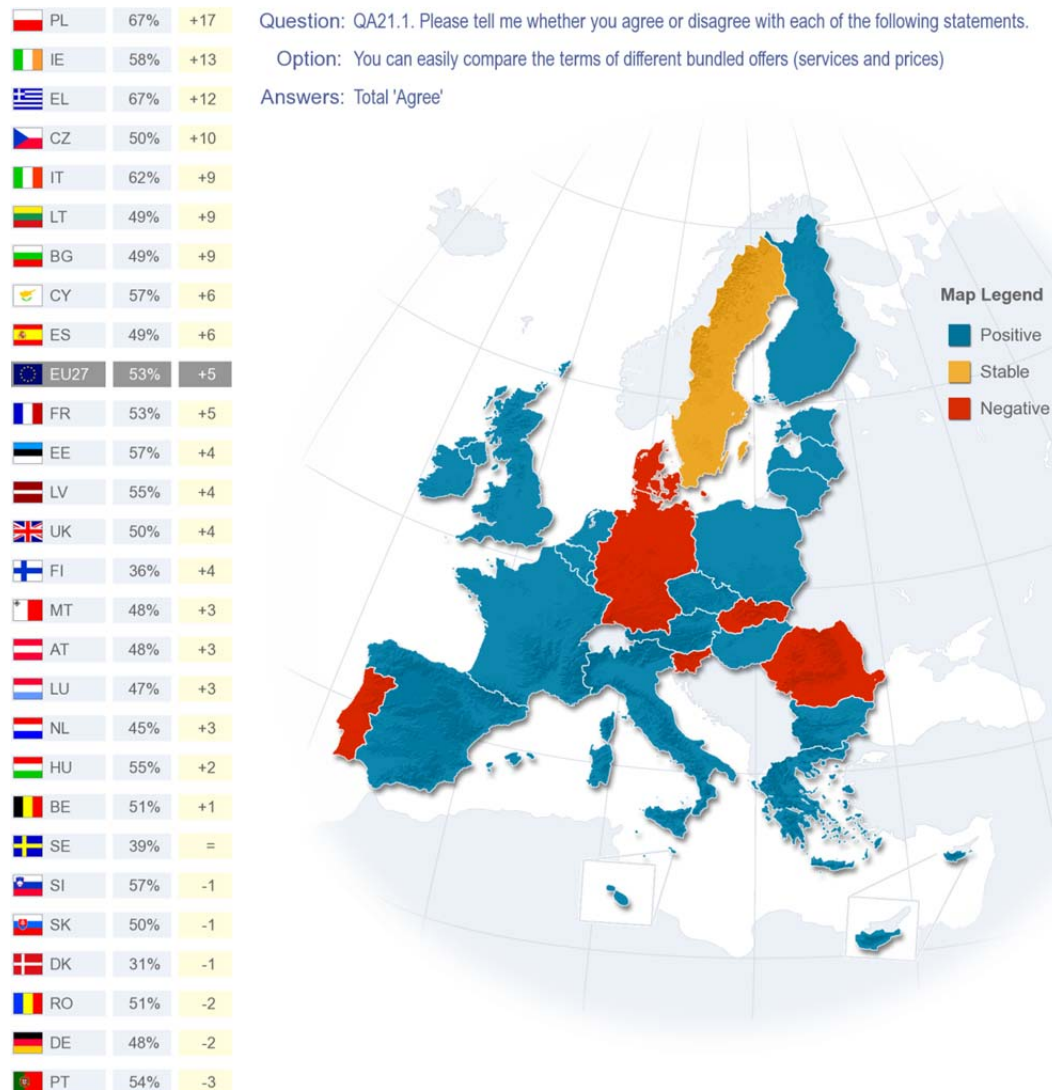
		Total 'Agree'	Total 'Disagree'	Not applicable (SPONTANEOUS)	Don't know
	EU27	53%	29%	10%	8%
	EL	67%	27%	4%	2%
	PL	67%	19%	8%	6%
	IT	62%	19%	9%	10%
	IE	58%	20%	11%	11%
	EE	57%	20%	16%	7%
	CY	57%	20%	15%	8%
	SI	57%	26%	13%	4%
	LV	55%	17%	22%	6%
	HU	55%	38%	7%	0%
	PT	54%	27%	15%	4%
	FR	53%	31%	10%	6%
	BE	51%	33%	13%	3%
	RO	51%	23%	11%	15%
	CZ	50%	35%	9%	6%
	SK	50%	35%	9%	6%
	UK	50%	26%	13%	11%
	BG	49%	23%	15%	13%
	ES	49%	29%	8%	14%
	LT	49%	23%	16%	12%
	DE	48%	41%	6%	5%
	MT	48%	26%	10%	16%
	AT	48%	39%	10%	3%
	LU	47%	31%	14%	8%
	NL	45%	35%	10%	10%
	SE	39%	44%	11%	6%
	FI	36%	36%	22%	6%
	DK	31%	54%	9%	6%
	HR	64%	26%	4%	6%

You regularly read comparisons of bundled offers

		Total 'Agree'	Total 'Disagree'	Not applicable (SPONTANEOUS)	Don't know
	EU27	26%	62%	9%	3%
	EL	40%	52%	7%	1%
	IT	39%	49%	8%	4%
	IE	37%	44%	13%	6%
	ES	35%	54%	8%	3%
	CY	34%	47%	16%	3%
	RO	29%	46%	12%	13%
	BE	28%	63%	9%	0%
	PT	28%	57%	14%	1%
	BG	26%	49%	15%	10%
	UK	26%	57%	13%	4%
	PL	24%	65%	8%	3%
	DK	23%	68%	6%	3%
	LV	23%	55%	19%	3%
	LT	23%	56%	12%	9%
	MT	23%	60%	10%	7%
	HU	22%	67%	11%	0%
	AT	22%	62%	16%	0%
	DE	21%	75%	4%	0%
	FR	21%	71%	6%	2%
	SE	21%	69%	8%	2%
	LU	20%	69%	9%	2%
	SI	19%	68%	11%	2%
	NL	17%	73%	8%	2%
	SK	17%	75%	6%	2%
	CZ	14%	77%	7%	2%
	FI	13%	67%	19%	1%
	EE	12%	72%	14%	2%
	HR	35%	56%	4%	5%
























Base: All respondents in EU 27 (n = 26786); HR (n = 1000)

Compared with the previous survey in December 2011, there were changes within individual countries in the proportion of respondents who agreed that they could easily compare the terms of different bundles of services. The largest increases in agreement were in Poland (+17), Ireland (+13) and Greece (+12). In Sweden, the proportion of respondents who agreed with the statement has remained stable (both 39%). There were decreases in agreement in six EU Member States, led by Romania (-2), Germany (-2) and Portugal (-3).



Base: All respondents in EU 27 (n = 26786)

Across countries, there were also changes in the proportions of respondents who agreed that they regularly read comparisons of bundled offers since December 2011. The largest increases in agreement were in Spain (+8), Bulgaria (+6) and Ireland (+5). Agreement fell most sharply in Slovenia (-8), Estonia (-8) and Romania (-13).

	ES	35%	+8
	BG	26%	+6
	IE	37%	+5
	LT	23%	+4
	LV	23%	+4
	IT	39%	+2
	CY	34%	+2
	UK	26%	+2
	DE	21%	+2
	CZ	14%	+2
	EL	40%	+1
	EU27	26%	+1
	PL	24%	+1
	NL	17%	+1
	FI	13%	=
	DK	23%	-1
	HU	22%	-1
	LU	20%	-1
	AT	22%	-2
	FR	21%	-2
	SE	21%	-2
	PT	28%	-3
	MT	23%	-3
	SK	17%	-3
	BE	28%	-6
	SI	19%	-8
	EE	12%	-8
	RO	29%	-13

Question: QA21.2. Please tell me whether you agree or disagree with each of the following statements.

Option: You regularly read comparisons of bundled offers

Answers: Total 'Agree'



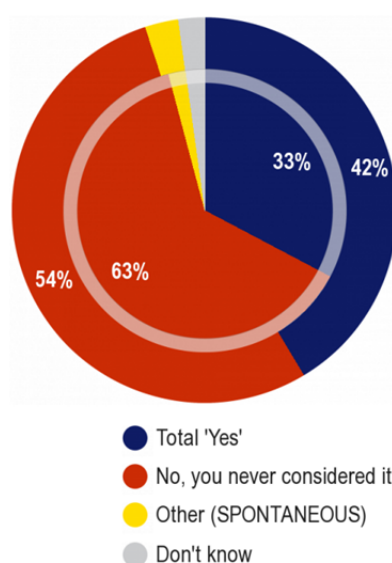
Base: All respondents in EU 27 (n = 26786)

9.2. Switching service package provider

- Four in ten EU citizens have considered changing their communications service bundle provider –

Just over four in ten respondents reported that they have considered changing their bundle provider (42%), a nine percentage point increase since the previous survey in December 2011 (33%)⁴⁴. Over half of EU respondents have never considered changing their bundle provider (54%). Respondents were most likely to say that they have never considered changing their bundle provider in Luxembourg (71%), Portugal (71%) and Latvia (70%).

QA22. Have you or someone in your household ever considered changing your bundle provider?



Inner pie : EB76.4 Dec. 2011

Outer pie : EB79.1 Feb.-Mar. 2013

EU27

Base: All respondents with a bundle at home in EU 27 (n = 12181)

⁴⁴ QA22. Have you or someone in your household ever considered changing your bundle provider?

Respondents were asked about the reasons why they had thought about changing bundle provider but had not actually switched. Over one in ten EU respondents reported that they considered switching provider but were satisfied with their existing service (14%). Respondents were most likely to give this reason for not switching provider in Bulgaria (26%) and least likely in Poland (6%).

One in ten respondents said that they had already changed bundle service provider and are temporarily bound by their contract to their current provider (10%). Respondents were most likely to give this answer in Sweden (20%), and least likely in Denmark (2%).

Slightly more than one in 20 respondents reported that they had thought about switching service provider but decided it would take too much effort and time (7%). Respondents were most likely to give this answer in the Netherlands (13%) and Sweden (13%), and least likely in Portugal (1%).

Roughly one in 20 respondents also reported that they had considered switching bundle provider, but there were no other bundle providers in the area where they live that would provide good value for money (6%). Across EU Member States, respondents were most likely to give this reason in Romania (14%) and least likely in Malta (1%).

A similar proportion of respondents reported that they thought about switching bundle provider but did not do so because their current provider eventually offered them better contract terms (6%). Respondents were most likely to say this in the Czech Republic (16%), and least likely in Cyprus (1%).

A small percentage of EU respondents had thought about switching provider but did not want to take the risk of a temporary service loss during the switching process (3%). One out of ten respondents gave this reason in Italy (8%), but almost none did so in Malta (0%).

Across the EU, three per cent of respondents had thought about switching service provider but did not want to take the risk of having to pay for more than one provider during the switching process. One in ten respondents gave this reason in Austria (8%), more than in any other EU Member State. However, only one per cent of respondents in Lithuania, Hungary and Malta gave this reason for deciding not to switch bundle provider.

Only two per cent of EU respondents reported that they had thought about switching but were unsure what steps to take, or had thought about switching but did not want to lose their current email accounts or web pages hosted by their service provider.

QA22 Have you or someone in your household ever considered changing your bundle provider?

	No, you never considered it	Yes, but you are satisfied with the service you currently get	Yes, you have already changed and are bound for the time being by your contract to your current provider	Yes, but it takes too much effort and time to do it	Yes, but there are no other bundle providers in the area where you live which would provide good value for money	Yes, but eventually your provider offered you better conditions and you decided not to switch	Yes, but you don't want to take the risk of a temporary loss of service during the switching process	Yes, but you don't want to take the risk of having to pay more than one provider during the switching process	Yes, but it is not clear what steps you would need to take to switch	Yes, but you do not want to lose your current e-mail address(es), web page(s) hosted on the server of the provider	Other (SPONTANEOUS)	Don't know	Total 'Yes'
EU27	54%	14%	10%	7%	6%	6%	3%	3%	2%	2%	3%	2%	42%
BE	59%	22%	6%	6%	2%	4%	3%	2%	3%	2%	2%	1%	38%
BG	46%	26%	14%	3%	5%	4%	2%	2%	0%	1%	0%	7%	47%
CZ	55%	14%	4%	5%	6%	16%	2%	4%	1%	2%	1%	0%	44%
DK	58%	15%	2%	10%	9%	3%	5%	3%	1%	2%	4%	1%	37%
DE	51%	14%	14%	9%	4%	5%	5%	4%	1%	4%	3%	1%	46%
EE	65%	11%	7%	4%	7%	4%	1%	2%	2%	0%	2%	1%	32%
IE	53%	11%	8%	4%	8%	7%	4%	3%	2%	0%	4%	1%	43%
EL	49%	16%	12%	3%	4%	6%	3%	2%	0%	1%	1%	6%	45%
ES	54%	15%	8%	4%	7%	7%	3%	2%	2%	0%	4%	2%	42%
FR	67%	12%	8%	6%	4%	3%	3%	2%	4%	2%	2%	1%	31%
IT	44%	20%	10%	3%	7%	8%	8%	3%	1%	1%	2%	1%	54%
CY	52%	18%	8%	4%	9%	1%	2%	3%	3%	2%	4%	0%	44%
LV	70%	8%	7%	4%	3%	3%	1%	2%	1%	1%	3%	2%	27%
LT	67%	12%	3%	4%	7%	3%	1%	1%	1%	0%	2%	2%	29%
LU	71%	7%	4%	3%	4%	3%	2%	2%	2%	0%	9%	1%	20%
HU	62%	10%	9%	3%	7%	5%	1%	1%	2%	1%	1%	1%	36%
MT	61%	19%	10%	3%	1%	3%	0%	1%	0%	0%	2%	3%	34%
AT	52%	16%	12%	10%	7%	4%	5%	8%	1%	4%	1%	3%	44%
NL	48%	14%	12%	13%	6%	7%	5%	2%	2%	6%	5%	1%	47%
PL	58%	6%	10%	3%	4%	7%	3%	4%	2%	2%	2%	3%	37%
PT	71%	9%	6%	1%	6%	2%	1%	2%	1%	0%	0%	4%	25%
RO	54%	24%	4%	4%	14%	4%	2%	2%	1%	0%	0%	3%	42%
SI	52%	18%	10%	8%	7%	2%	3%	2%	2%	2%	4%	0%	44%
SK	42%	22%	17%	7%	4%	9%	3%	4%	0%	1%	0%	0%	57%
FI	46%	16%	14%	9%	8%	9%	3%	5%	4%	2%	3%	1%	52%
SE	33%	20%	20%	13%	9%	6%	1%	4%	5%	5%	4%	1%	63%
UK	47%	11%	11%	8%	6%	9%	2%	3%	2%	2%	2%	3%	48%
HR	48%	16%	15%	4%	5%	6%	4%	6%	2%	1%	1%	2%	49%

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

Base: All respondents with a bundle at home in EU 27 (n = 12181); HR (n = 489)






























Respondents who have thought about switching bundle provider can be categorized into three groups of consumers reflecting their responses to the question concerning switching Internet providers. The groups are as follows:

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

By these definitions, approaching eight out of ten consumers are inertial (78%), one in six are hindered switchers (14%) and one in ten are active switchers (10%).

The greatest proportion of inertial consumers are in Belgium (88%) and the fewest are in Sweden (69%). Nearly a quarter of respondents in Sweden are hindered switchers (23%). Only two per cent of respondents in Malta fall under this category. One in five respondents in Sweden are active switchers (20%). At the other end of the scale, only two per cent of respondents in Denmark are in this category.

QA22T Have you or someone in your household ever considered changing your bundle provider?

		Inertial consumers	Hindered switchers consumers	Active switchers consumers
	EU 27	78%	14%	10%
	BE	88%	9%	6%
	BG	78%	8%	14%
	CZ	87%	11%	4%
	DK	82%	17%	2%
	DE	76%	15%	14%
	EE	84%	10%	7%
	IE	72%	16%	8%
	EL	74%	10%	12%
	ES	78%	14%	8%
	FR	86%	10%	8%
	IT	75%	18%	10%
	CY	75%	16%	8%
	LV	85%	7%	7%
	LT	86%	10%	3%
	LU	83%	9%	4%
	HU	79%	12%	9%
	MT	86%	2%	10%
	AT	79%	17%	12%
	NL	77%	16%	12%
	PL	74%	13%	10%
	PT	83%	9%	6%
	RO	83%	17%	4%
	SI	78%	13%	10%
	SK	77%	12%	17%
	FI	77%	17%	14%
	SE	69%	23%	20%
	UK	74%	14%	11%
	HR	73%	16%	15%

Highest percentage per country

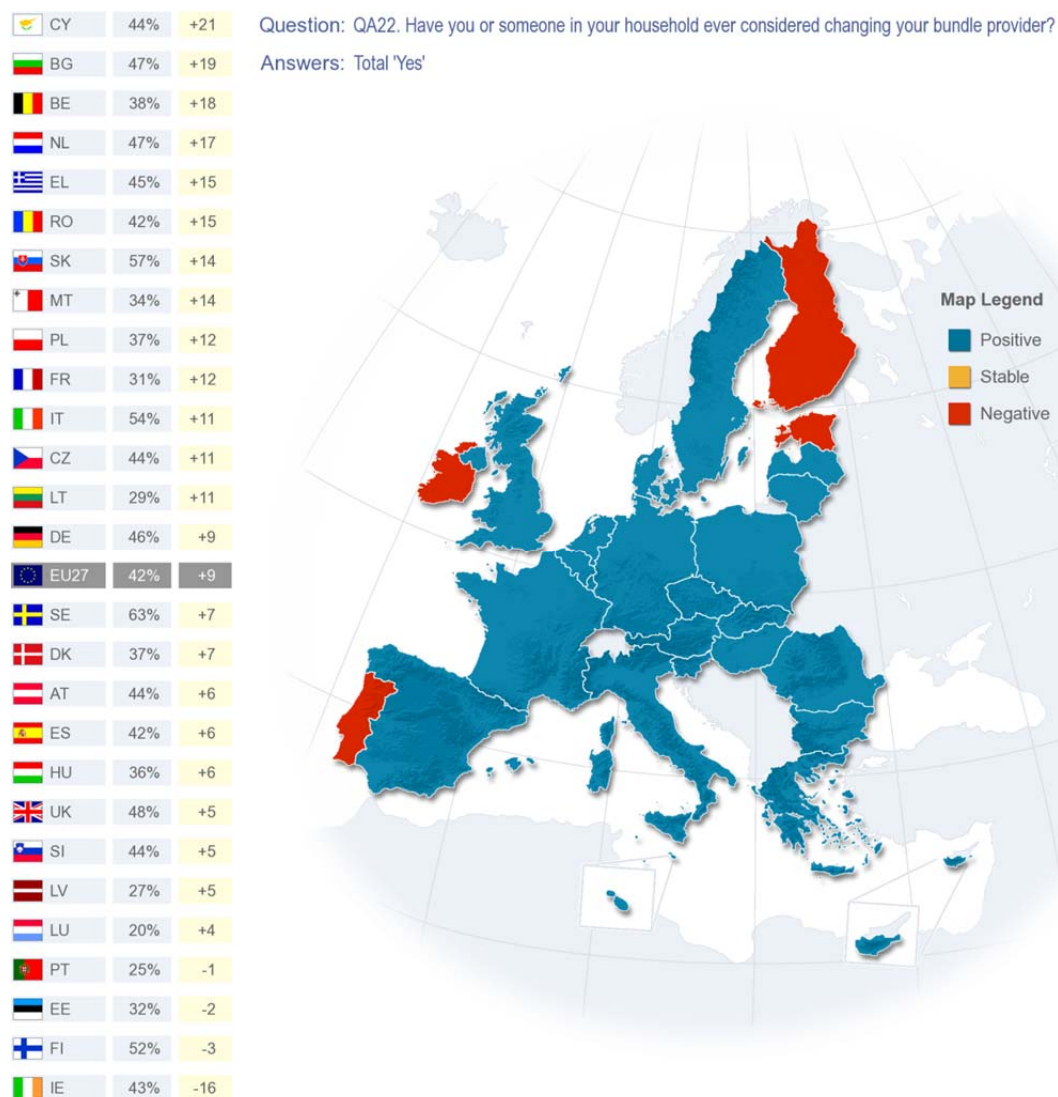
Lowest percentage per country

Highest percentage per item

Lowest percentage per item

Base: All respondents with a bundle at home in EU 27 (n = 12181); HR (n = 489)

Since the previous survey in December 2011, the proportion of respondents who had considered changing their bundle provider had increased in the majority of EU Member States, led by Cyprus (+21), Bulgaria (+19) and Belgium (+18). The largest decreases were in Estonia (-2), Finland (-3) and Ireland (-16).



Base: All respondents with a bundle at home in EU 27 (n = 12181)

ANNEXES

TECHNICAL SPECIFICATIONS

SPECIAL EUROBAROMETER 396

E-Communications household survey

TECHNICAL SPECIFICATIONS

Between the 23rd February and the 10th March 2013, TNS Opinion & Social, a consortium created between TNS plc and TNS opinion, carried out the wave 79.1 of the EUROBAROMETER survey, on request of the EUROPEAN COMMISSION, Directorate-General for Communication, "Research and Speechwriting".

The SPECIAL EUROBAROMETER 396 survey is part of wave 79.1 and covers the population of the respective nationalities of the European Union Member States, resident in each of the Member States and aged 15 years and over.

The SPECIAL EUROBAROMETER 396 survey has also been conducted in Croatia. In this country, the survey covers the national population of citizens and the population of citizens of all the European Union Member States that are residents in this country and have a sufficient command of the national languages to answer the questionnaire.

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.

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 below.

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:

Statistical Margins due to the sampling process (at the 95% level of confidence)											
<i>various sample sizes are in rows</i>						<i>various observed results are in columns</i>					
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	
N=50	6,0	8,3	9,9	11,1	12,0	12,7	13,2	13,6	13,8	13,9	N=50
N=500	1,9	2,6	3,1	3,5	3,8	4,0	4,2	4,3	4,4	4,4	N=500
N=1000	1,4	1,9	2,2	2,5	2,7	2,8	3,0	3,0	3,1	3,1	N=1000
N=1500	1,1	1,5	1,8	2,0	2,2	2,3	2,4	2,5	2,5	2,5	N=1500
N=2000	1,0	1,3	1,6	1,8	1,9	2,0	2,1	2,1	2,2	2,2	N=2000
N=3000	0,8	1,1	1,3	1,4	1,5	1,6	1,7	1,8	1,8	1,8	N=3000
N=4000	0,7	0,9	1,1	1,2	1,3	1,4	1,5	1,5	1,5	1,5	N=4000
N=5000	0,6	0,8	1,0	1,1	1,2	1,3	1,3	1,4	1,4	1,4	N=5000
N=6000	0,6	0,8	0,9	1,0	1,1	1,2	1,2	1,2	1,3	1,3	N=6000
N=7000	0,5	0,7	0,8	0,9	1,0	1,1	1,1	1,1	1,2	1,2	N=7000
N=7500	0,5	0,7	0,8	0,9	1,0	1,0	1,1	1,1	1,1	1,1	N=7500
N=8000	0,5	0,7	0,8	0,9	0,9	1,0	1,0	1,1	1,1	1,1	N=8000
N=9000	0,5	0,6	0,7	0,8	0,9	0,9	1,0	1,0	1,0	1,0	N=9000
N=10000	0,4	0,6	0,7	0,8	0,8	0,9	0,9	1,0	1,0	1,0	N=10000
N=11000	0,4	0,6	0,7	0,7	0,8	0,9	0,9	0,9	0,9	0,9	N=11000
N=12000	0,4	0,5	0,6	0,7	0,8	0,8	0,9	0,9	0,9	0,9	N=12000
N=13000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,9	0,9	N=13000
N=14000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,8	0,8	N=14000
N=15000	0,3	0,5	0,6	0,6	0,7	0,7	0,8	0,8	0,8	0,8	N=15000
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	

ABBR.	COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES		POPULATION 15+	NB OF HOUSEHOLDS
BE	Belgium	TNS Dimarso	1.090	23/02/2013	10/03/2013	8.939.546	4.828.052
BG	Bulgaria	TNS BBSS	1.000	23/02/2013	04/03/2013	6.537.510	2.179.170
CZ	Czech Rep.	TNS Aisa	1.000	23/02/2013	05/03/2013	9.012.443	4.479.255
DK	Denmark	TNS Gallup DK	1.002	23/02/2013	10/03/2013	4.561.264	2.573.417
DE	Germany	TNS Infratest	1.545	23/02/2013	10/03/2013	64.336.389	39.429.318
EE	Estonia	Emor	1.000	23/02/2013	10/03/2013	945.733	582.089
IE	Ireland	IMS Millward Brown	1.003	26/02/2013	10/03/2013	3.522.000	1.653.000
EL	Greece	TNS ICAP	1.001	23/02/2013	08/03/2013	8.693.566	4.221.000
ES	Spain	TNS Demoscopia	1.006	23/02/2013	10/03/2013	39.127.930	17.070.198
FR	France	TNS Sofres	1.058	23/02/2013	10/03/2013	47.756.439	25.566.381
IT	Italy	TNS Italia	1.020	23/02/2013	08/03/2013	51.862.391	24.933.461
CY	Rep. of Cyprus	Synovate	505	23/02/2013	10/03/2013	660.400	270.300
LV	Latvia	TNS Latvia	1.014	23/02/2013	10/03/2013	1.447.866	838.400
LT	Lithuania	TNS LT	1.029	23/02/2013	06/03/2013	2.829.740	1.356.826
LU	Luxembourg	TNS ILReS	509	23/02/2013	08/03/2013	434.878	187.000
HU	Hungary	TNS Hoffmann Kft	1.015	23/02/2013	10/03/2013	8.320.614	3.862.702
MT	Malta	MISCO	500	23/02/2013	07/03/2013	335.476	139.583
NL	Netherlands	TNS NIPO	1.021	23/02/2013	10/03/2013	13.371.980	7.386.144
AT	Austria	Österreichisches Gallup-Institut	1.052	23/02/2013	10/03/2013	7.009.827	3.598.258
PL	Poland	TNS OBOP	1.000	23/02/2013	10/03/2013	32.413.735	14.571.100
PT	Portugal	TNS EUROTESTE	1.026	24/02/2013	10/03/2013	8.080.915	3.505.292
RO	Romania	TNS CSOP	1.030	23/02/2013	05/03/2013	18.246.731	7.381.000
SI	Slovenia	RM PLUS	1.012	23/02/2013	09/03/2013	1.759.701	731.062
SK	Slovakia	TNS Slovakia	1.000	23/02/2013	10/03/2013	4.549.955	1.900.344
FI	Finland	TNS Gallup Oy	1.030	23/02/2013	10/03/2013	4.440.004	2.504.670
SE	Sweden	TNS GALLUP	1.010	23/02/2013	10/03/2013	7.791.240	4.554.824
UK	United Kingdom	TNS UK	1.308	23/02/2013	10/03/2013	51.848.010	27.167.843
EU27			26.786	23/02/2013	10/03/2013	408.836.283	207.470.689
HR	Croatia	Puls	1.000	23/02/2013	10/03/2013	3.749.400	1.451.730
TOTAL			27.786	23/02/2013	10/03/2013	412.585.683	208.922.419

QUESTIONNAIRE

A. e-Communications

D43a Do you own a fixed telephone in your household?

D43b Do you own a personal mobile telephone?

	(187)	(188)
	D43a	D43b
	Fixed	Mobile
Yes	1	1
No	2	2

EB78.1 D43a D43b

D46 Which of the following goods do you have?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(189-198)
Television	1,
DVD player	2,
Music CD player	3,
Computer	4,
An Internet connection at home	5,
A car	6,
An apartment\ a house which you have finished paying for	7,
An apartment\ a house which you are paying for	8,
None (SPONTANEOUS)	9,
DK	10,

EB78.2 D46

ASK QA1 TO QA3 IF "OWN A PERSONAL MOBILE PHONE", CODE 1 IN D43b – OTHERS GO TO QA4

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

(ONE ANSWER ONLY)

	(199)
Yes	1
No	2
DK	3

EB76.4 QC1

QA2	Do you use a mobile phone subscription to make cheaper phone calls over the Internet via a smartphone, tablet or another handheld device?
-----	---

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(200-206)
Yes	1,
No, you do not need it	2,
No, you do not know it was possible	3,
No, you cannot run this type of application on your smartphone, a tablet or another handheld device due to restrictions imposed by your mobile network operator	4,
No, you do not know how to do it	5,
No, for other reasons (SPONTANEOUS)	6,
DK	7,

NEW

QA3	Please tell me whether you agree or disagree with each of the following. (M)
-----	--

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Total ly agre e	Ten d to agre e	Ten d to disa gree	Total ly disa gree	Not appli cabl e (SP ONT ANE OUS)	DK
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(207)

1	Your mobile phone calls are never cut off (M)	1	2	3	4	5	6
2	You are always able to connect to the mobile network to make phone calls (M)	1	2	3	4	5	6
3	You limit your national calls with your mobile phone because you are concerned about communication charges (M)	1	2	3	4	5	6
4	You limit your international calls from your mobile phone because you are concerned about communication charges (N)	1	2	3	4	5	6
5	You limit your calls to mobile or fixed phones of another network operator because you are concerned about higher communication charges than when making a phone call to others on your own network (M)	1	2	3	4	5	6
6	(ONLY IF CODE 1 IN QA1) You limit the use of mobile Internet access because you are concerned about charges	1	2	3	4	5	6

(208)

(209)

(210)

(211)

(212)

EB76.4 QC3 TREND MODIFIED

ASK QA4 IF "TELEVISION IN THE HOUSEHOLD", CODE 1 IN D46 – OTHERS GO TO QA5

QA4 Does your household receive television via...? (M)

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(213-220)

(NOT IN BE, NL, CZ, DK, LU AND FI) An aerial (for example on the roof or on the top of the TV set) (M)	1,
Digital Terrestrial Television (aerial + decoder) (USE APPROPRIATE EXAMPLE IN EACH COUNTRY – UK: Freeview\ Digibox - FR: TNT)	2,
(NOT IN FI AND MT) A cable TV network (analogue = directly connected to the TV set)	3,
A cable TV network + decoder (digital TV)	4,
Satellite TV via a satellite dish + decoder	5,
(NOT IN MT AND LT) The telephone network + modem and\ or decoder	6,
The Internet (Wi-Fi connected TV, PC and\ or a handheld device) (N)	7,
DK	8,

EB76.4 QC4 TREND MODIFIED

ASK QA5 TO QA15 IF "INTERNET IN THE HOUSEHOLD", CODE 5 IN D46 – OTHERS GO TO QA16

QA5 How does your household access the Internet at home? (M)

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(221-229)

Via a dial-up connection using a standard telephone line or an ISDN line (Narrowband Internet) (M)	1,
Via ADSL, XDSL or similar type of connection on a fixed telephone line using a modem, a box or a router (Broadband Internet)	2,
Via the cable TV network using a cable modem, box or router (Broadband Internet)	3,
Via a mobile phone network (Broadband Internet) (M)	4,
(NOT in DK) Via the satellite network (Broadband Internet) (M)	5,
Via an optical fibre line (Broadband Internet) (M)	6,
(NOT IN MT AND DK) Via an electrical power line (Broadband Internet) (SPONTANEOUS) (M)	7,
Other (SPONTANEOUS)	8,
DK	9,

EB76.4 QC5 TREND MODIFIED

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QA6a	When subscribing to an Internet connection what are the main factors you consider? Firstly?
------	---

(SHOW CARD – READ OUT – ROTATE - ONE ANSWER ONLY)

	(230)
The maximum download speed	1
The maximum amount you can download\ upload	2
The price of the Internet subscription	3
The fact that the Internet subscription is part of a bundle (INT.: IF NEEDED: By bundle, we mean a combined package offering more than one communication service from the same provider at an overall price) (M)	4
The customer service offered	5
The cost of the equipment (M)	6
The cost of installation	7
Other (SPONTANEOUS)	8
DK	9

EB76.4 QC6a

QA6b	And then?
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(SHOW CARD – READ OUT – ROTATE - MAX. 3 ANSWERS)
--

	(231-239)
The maximum download speed	1,
The maximum amount you can download\ upload	2,
The price of the Internet subscription	3,
The fact that the Internet subscription is part of a bundle (INT.: IF NEEDED: By bundle, we mean a combined package offering more than one communication service from the same provider at an overall price) (M)	4,
The customer service offered	5,
The cost of the equipment (M)	6,
The cost of installation	7,
Other (SPONTANEOUS)	8,
DK	9,

EB76.4 QC6b

QA7	Does any household member, including yourself, use a PC or a Wi-Fi connected device, at home to make phone calls over the Internet?

(READ OUT – ONE ANSWER ONLY)

No	(240) 1
Yes, you or a member of your household call users who have subscribed to the same Internet phone service as you, for free (INT.: Internet call sites such as SKYPE)	2
Yes, you or a member of your household make cheaper international calls to landlines or mobile phones by means of an Internet phone service (M)	3
Yes, both options (SPONTANEOUS)	4
DK	5

EB76.4 QC7

ASK QA8 AND QA9.1 IF "BROADBAND INTERNET ACCESS AT HOME", CODES 2 TO 7 IN QA5 – OTHERS GO TO QA9.2

QA8	What is the maximum download speed under the terms of your contract?
-----	--

(INT.: If respondent gives an answer in a different unit than 'Mbps', please recode it as a wrong answer, code '998' - IF "DK", PLEASE CODE '999')

(241-243)

			Mbps
--	--	--	------

EB76.4 QC8

ASK QA9.2 TO QA15 IF "INTERNET IN THE HOUSEHOLD", CODE 5 IN D46 – OTHERS GO TO QA16

QA9	Please tell me whether you agree or disagree with each of the following. (M)
-----	--

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Total ly agre e	Ten d to agre e	Ten d to disa gree	Total ly disa gree	Not Appli cabl e (SP ONT ANE OUS)	DK
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(244)

(245)

(246)

1	(ONLY IF VALID ANSWER IN Q8) The download/upload speed matches the terms of your contract (M)	1	2	3	4	5	6
2	Your Internet connection never breaks down	1	2	3	4	5	6
3	In case of problems, your Internet provider gives you a helpful answer (M)	1	2	3	4	5	6

EB76.4 QC9

--

QA10	Have you experienced difficulties accessing online content and applications due to insufficient speed or downloading capacity? (M)
------	--

(READ OUT - ONE ANSWER ONLY)

	(247)
Yes, often	1
Yes, sometimes	2
No, never	3
DK	4

EB76.4 QC10

ASK QA11 TO QA15 IF "BROADBAND INTERNET ACCESS AT HOME", CODES 2 TO 7 IN QA5 – OTHERS GO TO QA16
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QA11	Would you be prepared to pay more for an Internet connection with a higher speed or greater downloading capacity than your current one without changing your current Internet provider? (M)
------	---

(SHOW CARD – READ OUT – ONE ANSWER ONLY)
--

	(248)
No, you are not prepared to pay more	1
Yes, you would be prepared to pay up to 15% more	2
Yes, you would be prepared to pay 16 to 33% more	3
Yes, you would be prepared to pay more than 33% more	4
DK	5

EB76.4 QC11 TREND MODIFIED

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QA12	Would you be prepared to change your Internet provider if you were offered a higher speed or greater downloading capacity for the same price?
------	---

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)
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	(249-254)
Yes	1,
No, because you are satisfied with what you have	2,
No, because switching is too much time and effort	3,
No, because switching is too costly, even if the subscription price remains the same	4,
No, for other reasons (SPONTANEOUS)	5,
DK	6,

NEW

--

QA13	While surfing on the Internet at home, have you experienced any kind of blocking of online content or applications? (INT.: Internet blocking, also known as web filtering, prohibits users from accessing online content and applications) (M)
------	--

(READ OUT – ONE ANSWER ONLY)

(255)

Yes, often	1
Yes, sometimes	2
No, never	3
DK	4

EB76.4 QC14

ASK QA14 AND QA15 IF "EXPERIENCED BLOCKING", CODES 1 OR 2 IN QA13 – OTHERS GO TO QA16

QA14	In which of the following cases have you experienced the blocking of online content or applications at home? When trying to... (M)
------	--

(SHOW CARD – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)

(256-265)

Play online games	1,
Watch a video	2,
Listen to music	3,
Watch live events (sports, news, etc.)	4,
Download video content for free	5,
Download audio content for free	6,
Make phone calls over the Internet	7,
Watch television	8,
Other (SPONTANEOUS)	9,
DK	10,

EB76.4 QC15

QA15	In your opinion, which of the following was responsible for the blocking of online content or applications? (M)
------	---

(SHOW CARD – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)

(266-271)

The manufacturer of the device connecting you to the Internet (M)	1,
The application or content provider	2,
Your Internet connection provider	3,
Geographical copyright restrictions	4,
Other (SPONTANEOUS)	5,
DK	6,

EB76.4 QC16

ASK QA16 TO QA18 IF "OWN A PERSONAL MOBILE PHONE WITH AN ACCESS TO THE INTERNET", CODE 1 IN QA1 – OTHERS GO TO QA19

QA16	While surfing on the Internet using your mobile phone, have you experienced any kind of blocking of online content or applications? (INT.: Internet blocking, also known as web filtering, prohibits users from accessing online content and applications) (M)
------	--

(READ OUT – ONE ANSWER ONLY)

	(272)
Yes, often	1
Yes, sometimes	2
No, never	3
DK	4

EB76.4 QC17

ASK QA17 AND QA18 IF "EXPERIENCED BLOCKING", CODES 1 OR 2 IN QA16 – OTHERS GO TO QA19

QA17	In which of the following cases have you experienced the blocking of online content or applications? When trying to... (M)
------	--

(SHOW CARD – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)

	(273-282)
Play online games	1,
Watch a video	2,
Listen to music	3,
Watch live events (sports, news, etc.)	4,
Download video content for free	5,
Download audio content for free	6,
Make phone calls over the Internet	7,
Watch television	8,
Other (SPONTANEOUS)	9,
DK	10,

EB76.4 QC18

QA18	In your opinion, which of the following was responsible for the blocking of online content or applications? (M)
------	---

(SHOW CARD – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)

	(283-288)
The manufacturer of your mobile phone (M)	1,
The application or content provider (M)	2,
Your Internet connection provider	3,
Geographical copyright restrictions	4,
Other (SPONTANEOUS)	5,
DK	6,

EB76.4 QC19

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. From the following list, which best explain why your household does not have access to the Internet? (M)
------	--

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(289-300)

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

EB76.4 QC20

ASK ALL

QA20	By bundle, we mean a combined package offering more than one communication service from the same provider at an overall price. Did your household buy two or more of the following services as part of a bundle? (M)
------	--

(READ OUT – MIN. 2 ANSWERS)

(301-307)

No, we did not buy services as part of a bundle (M)	1,
Yes, television channels (M)	2,
Yes, fixed line telephone (M)	3,
Yes, mobile telephone (M)	4,
Yes, Internet access (M)	5,
Other (SPONTANEOUS)	6,
DK	7,

EB76.4 QC21

QA21	Please tell me whether you agree or disagree with each of the following statements. (M)
------	---

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Total ly agre e	Ten d to agre e	Ten d to disa gree	Total ly disa gree	Not Appli cabl e (SP ONT ANE OUS)	DK
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(308)

1	You can easily compare the terms of different bundled offers (services and prices) (M)	1	2	3	4	5	6
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(309)

2	You regularly read comparisons of bundled offers (M)	1	2	3	4	5	6
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EB76.4 QC23

ASK QA22 IF "HAVE A BUNDLE", CODE 2 TO 5 IN QA20 – OTHERS GO TO QA23

QA22	Have you or someone in your household ever considered changing your bundle provider?
------	--

(SHOW CARD – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)

(310-321)

No, you never considered it	1,
Yes, but you are satisfied with the service you currently get (M)	2,
Yes, but there are no other bundle providers in the area where you live which would provide good value for money (M)	3,
Yes, you have already changed and are bound for the time being by your contract to your current provider (M)	4,
Yes, but eventually your provider offered you better conditions and you decided not to switch	5,
Yes, but you don't want to take the risk of a temporary loss of service during the switching process	6,
Yes, but you don't want to take the risk of having to pay more than one provider during the switching process	7,
Yes, but it is not clear what steps you would need to take to switch	8,
Yes, but you do not want to lose your current e-mail address(es)\ web page(s) hosted on the server of the provider (M)	9,
Yes, but it takes too much effort and time to do it	10,
Other (SPONTANEOUS)	11,
DK	12,

EB76.4 QC24

QA23	When making or receiving phone calls ..., would you say that the sound quality of the phone calls is generally good or bad?
------	---

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Very good	Rather good	Rather bad	Very bad	Not applicable (SPONTANEOUS)	DK
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(322)	1	(IF D43a=1) On your landline phone	1	2	3	4	5	6
(323)	2	(IF D43b=1) On your mobile phone	1	2	3	4	5	6
(324)	3	(IF QA7=2,3 OR 4) Over the Internet	1	2	3	4	5	6

NEW

TABLES (Household weighted)

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	97%	96%	98%	98%	98%	98%	98%	96%	89%	96%	98%
EU15	97%	96%	98%	98%	98%	98%	98%	96%	89%	96%	98%
NMS12	98%	97%	98%	99%	99%	99%	98%	98%	87%	97%	99%
BE	98%	97%	99%	99%	98%	99%	98%	97%	92%	98%	98%
BG	100%	99%	100%	99%	100%	99%	99%	100%	100%	100%	99%
CZ	98%	96%	98%	100%	99%	99%	98%	98%	85%	94%	99%
DK	98%	97%	99%	98%	98%	98%	99%	94%	95%	94%	100%
DE	96%	94%	98%	97%	99%	97%	98%	93%	87%	94%	96%
EE	97%	95%	98%	99%	99%	99%	96%	97%	85%	96%	98%
IE	97%	97%	98%	97%	97%	98%	97%	96%	100%	95%	98%
EL	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%
ES	99%	99%	99%	98%	99%	99%	99%	99%	100%	98%	100%
FR	95%	94%	96%	96%	95%	97%	96%	90%	81%	94%	98%
IT	99%	98%	100%	100%	99%	100%	99%	99%	100%	99%	98%
CY	100%	100%	100%	99%	100%	100%	99%	100%	100%	100%	100%
LV	97%	96%	95%	98%	98%	98%	97%	96%	76%	95%	100%
LT	97%	94%	97%	98%	99%	98%	97%	96%	65%	100%	97%
LU	97%	93%	99%	97%	100%	99%	96%	94%	100%	87%	97%
HU	100%	100%	100%	100%	99%	100%	99%	100%	89%	100%	100%
MT	99%	97%	100%	100%	99%	98%	98%	100%	100%	100%	93%
NL	96%	93%	98%	98%	98%	97%	98%	94%	90%	92%	96%
AT	99%	99%	100%	100%	99%	100%	98%	99%	96%	99%	100%
PL	98%	97%	97%	98%	99%	99%	98%	98%	86%	98%	99%
PT	98%	98%	98%	99%	98%	99%	99%	96%	100%	99%	97%
RO	98%	97%	99%	98%	99%	98%	98%	99%	95%	98%	97%
SI	97%	94%	99%	98%	97%	99%	97%	94%	90%	92%	95%
SK	98%	96%	99%	100%	100%	97%	99%	99%	63%	91%	100%
FI	92%	90%	96%	93%	92%	94%	94%	88%	70%	93%	98%
SE	97%	96%	99%	98%	96%	95%	97%	99%	100%	95%	97%
UK	98%	97%	97%	99%	100%	97%	97%	98%	100%	95%	98%

Proportion of households having a fixed telephone access

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small/ mid size town	Large town	-29	30-59	60+
EU27	70%	66%	77%	69%	68%	72%	69%	71%	41%	56%	79%
EU15	78%	70%	83%	79%	81%	81%	75%	78%	44%	60%	85%
NMS12	39%	38%	45%	38%	35%	38%	33%	46%	13%	26%	48%
BE	66%	55%	73%	63%	74%	74%	64%	57%	18%	34%	79%
BG	50%	53%	58%	47%	40%	41%	42%	58%	48%	30%	62%
CZ	19%	21%	19%	21%	17%	17%	15%	30%	-	13%	28%
DK	45%	39%	58%	40%	49%	60%	45%	33%	2%	27%	74%
DE	86%	78%	91%	90%	96%	90%	85%	84%	54%	71%	93%
EE	45%	45%	49%	47%	40%	39%	44%	53%	9%	28%	61%
IE	56%	51%	61%	51%	61%	58%	53%	55%	19%	39%	82%
EL	82%	69%	89%	89%	80%	77%	79%	86%	54%	55%	85%
ES	74%	75%	75%	72%	73%	70%	72%	88%	50%	68%	84%
FR	89%	81%	92%	89%	97%	90%	91%	82%	54%	73%	93%
IT	65%	48%	71%	72%	67%	64%	62%	74%	40%	34%	59%
CY	73%	63%	74%	72%	77%	74%	71%	74%	-	43%	89%
LV	37%	32%	39%	37%	39%	31%	35%	45%	5%	19%	48%
LT	35%	36%	35%	37%	33%	38%	34%	35%	7%	17%	51%
LU	86%	82%	84%	87%	94%	97%	79%	78%	67%	60%	100%
HU	51%	52%	62%	48%	41%	47%	49%	57%	-	33%	63%
MT	92%	85%	94%	95%	99%	95%	92%	76%	100%	70%	97%
NL	83%	73%	86%	88%	96%	89%	86%	71%	16%	74%	99%
AT	47%	46%	54%	43%	45%	52%	43%	46%	11%	27%	66%
PL	37%	36%	46%	38%	31%	41%	34%	37%	12%	26%	46%
PT	68%	61%	73%	69%	65%	67%	68%	68%	40%	48%	71%
RO	42%	42%	48%	37%	41%	37%	29%	58%	18%	38%	48%
SI	78%	74%	82%	77%	78%	82%	73%	77%	39%	55%	84%
SK	23%	30%	24%	19%	19%	22%	21%	34%	-	16%	40%
FI	16%	15%	21%	8%	11%	19%	17%	10%	1%	11%	26%
SE	97%	98%	98%	94%	97%	99%	95%	99%	85%	100%	98%
UK	81%	72%	85%	81%	88%	90%	75%	80%	44%	53%	92%

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	72%	53%	71%	88%	91%	69%	72%	74%	90%	74%	30%
EU15	74%	57%	74%	90%	93%	73%	74%	76%	90%	77%	33%
NMS12	63%	33%	53%	81%	85%	57%	65%	69%	92%	51%	14%
BE	76%	57%	75%	89%	94%	80%	71%	79%	80%	77%	37%
BG	55%	22%	36%	83%	80%	31%	49%	71%	94%	46%	4%
CZ	65%	39%	62%	83%	90%	62%	66%	68%	89%	58%	22%
DK	91%	87%	96%	99%	99%	87%	91%	94%	100%	94%	70%
DE	72%	56%	74%	94%	97%	74%	71%	72%	87%	74%	29%
EE	72%	45%	72%	95%	96%	66%	72%	79%	96%	63%	23%
IE	72%	55%	75%	86%	90%	71%	66%	78%	64%	67%	34%
EL	56%	31%	33%	78%	75%	41%	57%	65%	69%	53%	3%
ES	64%	42%	59%	85%	89%	63%	59%	70%	86%	74%	9%
FR	79%	60%	80%	93%	99%	79%	81%	78%	98%	76%	40%
IT	68%	45%	55%	89%	90%	53%	70%	72%	62%	77%	21%
CY	66%	30%	39%	89%	91%	63%	66%	69%	100%	43%	6%
LV	72%	44%	69%	86%	89%	72%	69%	75%	90%	57%	25%
LT	66%	36%	62%	84%	89%	55%	68%	72%	95%	48%	18%
LU	85%	65%	86%	96%	97%	87%	84%	82%	100%	85%	46%
HU	64%	33%	57%	82%	86%	58%	61%	71%	77%	59%	18%
MT	69%	46%	64%	92%	97%	69%	65%	73%	100%	70%	18%
NL	93%	85%	97%	100%	99%	92%	95%	93%	97%	90%	74%
AT	67%	44%	62%	94%	92%	64%	68%	72%	80%	77%	14%
PL	67%	32%	56%	82%	91%	63%	69%	69%	97%	43%	13%
PT	57%	24%	30%	75%	83%	48%	62%	62%	90%	48%	4%
RO	54%	30%	40%	70%	68%	46%	53%	65%	90%	53%	10%
SI	76%	36%	65%	89%	98%	76%	75%	77%	92%	74%	18%
SK	58%	25%	47%	87%	83%	52%	63%	64%	-	48%	13%
FI	81%	65%	85%	96%	100%	77%	78%	92%	96%	77%	41%
SE	94%	87%	97%	100%	100%	96%	93%	95%	100%	95%	81%
UK	78%	60%	85%	87%	92%	80%	77%	78%	98%	80%	37%

Households with 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	4%	3%	4%	4%	4%	5%	4%	2%	5%	3%	2%
EU15	4%	3%	4%	4%	5%	5%	4%	3%	5%	3%	2%
NMS12	3%	1%	2%	4%	4%	4%	2%	1%	4%	2%	1%
BE	3%	3%	4%	1%	5%	2%	4%	4%	-	4%	3%
BG	1%	1%	1%	1%	0%	-	-	1%	6%	-	-
CZ	1%	1%	1%	1%	1%	2%	0%	0%	-	2%	-
DK	4%	3%	5%	6%	3%	7%	3%	3%	-	5%	3%
DE	9%	7%	10%	11%	12%	11%	10%	4%	10%	7%	5%
EE	1%	0%	1%	1%	0%	1%	0%	1%	-	1%	-
IE	7%	7%	8%	8%	8%	12%	4%	5%	-	13%	-
EL	2%	-	1%	1%	3%	1%	-	2%	-	-	-
ES	2%	2%	2%	1%	3%	2%	2%	2%	-	4%	1%
FR	2%	1%	2%	5%	3%	3%	2%	1%	3%	2%	0%
IT	1%	1%	-	1%	4%	2%	1%	2%	-	2%	-
CY	6%	2%	4%	7%	9%	8%	9%	2%	-	7%	-
LV	6%	4%	5%	8%	8%	8%	7%	4%	5%	6%	2%
LT	6%	2%	5%	7%	11%	11%	8%	2%	-	4%	2%
LU	11%	7%	10%	14%	16%	14%	9%	9%	-	7%	7%
HU	0%	1%	0%	0%	-	0%	0%	0%	-	-	1%
MT	0%	-	-	-	1%	0%	-	-	-	-	-
NL	3%	4%	4%	2%	2%	4%	3%	1%	3%	2%	6%
AT	3%	1%	4%	5%	5%	6%	2%	1%	1%	2%	1%
PL	4%	2%	3%	7%	4%	7%	3%	2%	7%	2%	1%
PT	1%	0%	1%	2%	3%	1%	2%	2%	10%	-	-
RO	2%	0%	1%	2%	4%	3%	3%	1%	-	2%	-
SI	2%	1%	1%	1%	2%	2%	2%	-	-	-	1%
SK	3%	1%	2%	5%	3%	3%	2%	3%	-	2%	1%
FI	5%	6%	5%	3%	7%	6%	8%	1%	3%	12%	3%
SE	4%	3%	5%	3%	4%	7%	2%	4%	-	1%	5%
UK	2%	0%	2%	3%	2%	2%	1%	2%	-	-	1%

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	61%	43%	60%	76%	77%	57%	60%	66%	75%	60%	23%
EU15	63%	46%	63%	78%	81%	61%	61%	67%	75%	62%	26%
NMS12	52%	26%	43%	67%	69%	40%	52%	64%	74%	44%	10%
BE	69%	48%	68%	83%	89%	74%	63%	71%	70%	67%	29%
BG	48%	20%	32%	71%	70%	23%	41%	65%	88%	41%	4%
CZ	52%	29%	48%	68%	75%	44%	52%	64%	65%	45%	15%
DK	81%	77%	86%	85%	92%	74%	83%	84%	92%	87%	57%
DE	56%	42%	57%	79%	79%	55%	54%	62%	68%	59%	19%
EE	66%	39%	64%	87%	93%	59%	67%	74%	81%	55%	22%
IE	61%	49%	62%	73%	76%	53%	59%	70%	71%	54%	31%
EL	46%	28%	25%	63%	62%	34%	46%	52%	64%	47%	2%
ES	53%	33%	51%	72%	77%	52%	48%	62%	62%	60%	7%
FR	72%	53%	73%	86%	92%	70%	74%	71%	84%	66%	36%
IT	52%	27%	41%	75%	72%	39%	53%	57%	62%	40%	14%
CY	52%	23%	27%	66%	75%	47%	46%	61%	64%	36%	6%
LV	57%	35%	53%	69%	69%	50%	58%	62%	89%	40%	21%
LT	52%	29%	47%	66%	69%	32%	53%	63%	92%	42%	9%
LU	65%	46%	66%	74%	79%	68%	64%	61%	67%	65%	29%
HU	59%	28%	53%	75%	83%	52%	56%	70%	57%	51%	15%
MT	62%	40%	56%	82%	93%	61%	63%	67%	-	70%	18%
NL	86%	75%	91%	93%	94%	84%	89%	85%	85%	84%	62%
AT	56%	37%	49%	81%	74%	48%	58%	64%	69%	68%	11%
PL	52%	25%	43%	64%	70%	39%	53%	65%	81%	40%	7%
PT	46%	19%	25%	60%	70%	35%	52%	55%	70%	39%	3%
RO	46%	25%	34%	65%	53%	35%	44%	59%	66%	48%	8%
SI	70%	31%	60%	85%	91%	70%	70%	72%	88%	72%	12%
SK	49%	20%	40%	76%	68%	37%	57%	59%	-	39%	9%
FI	73%	57%	76%	92%	90%	70%	67%	88%	90%	62%	36%
SE	85%	76%	88%	93%	92%	84%	87%	84%	100%	90%	65%
UK	70%	51%	77%	78%	86%	74%	65%	72%	81%	66%	33%

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	28%	47%	29%	12%	9%	31%	28%	26%	10%	26%	70%
EU15	26%	43%	26%	10%	7%	27%	26%	24%	10%	23%	67%
NMS12	37%	67%	47%	19%	15%	43%	35%	31%	8%	49%	86%
BE	24%	43%	25%	11%	6%	20%	29%	21%	20%	23%	63%
BG	45%	78%	64%	17%	20%	69%	51%	29%	6%	54%	96%
CZ	35%	61%	38%	17%	10%	38%	34%	32%	11%	42%	78%
DK	9%	13%	4%	1%	1%	13%	9%	6%	-	6%	30%
DE	28%	44%	26%	6%	3%	26%	29%	28%	13%	26%	71%
EE	28%	55%	28%	5%	4%	34%	28%	21%	4%	37%	77%
IE	28%	45%	25%	14%	10%	29%	34%	22%	36%	33%	66%
EL	44%	69%	67%	22%	25%	59%	43%	35%	31%	47%	97%
ES	36%	58%	41%	15%	11%	37%	41%	30%	14%	26%	91%
FR	21%	40%	20%	7%	1%	21%	19%	22%	2%	24%	60%
IT	32%	55%	45%	11%	10%	47%	30%	28%	38%	23%	79%
CY	34%	70%	61%	11%	9%	37%	34%	31%	-	57%	94%
LV	28%	56%	31%	14%	11%	28%	31%	25%	10%	43%	75%
LT	34%	64%	38%	16%	11%	45%	32%	28%	5%	52%	82%
LU	15%	35%	14%	4%	3%	13%	16%	18%	-	15%	54%
HU	36%	67%	43%	18%	14%	42%	39%	29%	23%	41%	82%
MT	31%	54%	36%	8%	3%	31%	35%	27%	-	30%	82%
NL	7%	15%	3%	-	1%	8%	5%	7%	3%	10%	26%
AT	33%	56%	38%	6%	8%	36%	32%	28%	20%	23%	86%
PL	33%	68%	44%	18%	9%	37%	31%	31%	3%	57%	87%
PT	43%	76%	70%	25%	17%	52%	38%	38%	10%	52%	96%
RO	46%	70%	60%	30%	32%	54%	47%	35%	10%	47%	90%
SI	24%	64%	35%	11%	2%	24%	25%	23%	8%	26%	82%
SK	42%	75%	53%	13%	17%	48%	37%	36%	100%	52%	87%
FI	19%	35%	15%	4%	0%	23%	22%	8%	4%	23%	59%
SE	6%	13%	3%	-	0%	4%	7%	5%	-	5%	19%
UK	22%	40%	15%	13%	8%	20%	23%	22%	2%	20%	63%

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	3%	4%	2%	2%	2%	2%	2%	4%	11%	4%	2%
EU15	3%	4%	2%	2%	2%	2%	2%	4%	11%	4%	2%
NMS12	2%	3%	2%	1%	1%	1%	2%	2%	13%	3%	1%
BE	2%	3%	1%	1%	2%	1%	2%	3%	8%	2%	2%
BG	0%	1%	-	1%	-	1%	1%	-	-	-	1%
CZ	2%	4%	2%	0%	1%	1%	2%	2%	15%	6%	1%
DK	2%	3%	1%	2%	2%	2%	1%	6%	5%	6%	-
DE	4%	6%	2%	3%	1%	3%	2%	7%	13%	6%	4%
EE	3%	5%	2%	1%	1%	1%	4%	3%	15%	4%	2%
IE	3%	3%	2%	3%	3%	2%	3%	4%	-	5%	2%
EL	0%	0%	0%	-	0%	-	0%	0%	-	1%	-
ES	1%	1%	1%	2%	1%	1%	1%	1%	-	2%	-
FR	5%	6%	4%	4%	5%	3%	4%	10%	19%	6%	2%
IT	1%	2%	0%	0%	1%	-	1%	1%	-	1%	2%
CY	0%	-	-	1%	-	-	1%	-	-	-	-
LV	3%	4%	5%	2%	2%	2%	3%	4%	24%	5%	-
LT	3%	6%	3%	2%	1%	2%	3%	4%	35%	-	3%
LU	3%	7%	1%	3%	0%	1%	4%	6%	-	13%	3%
HU	0%	0%	0%	0%	1%	-	1%	0%	11%	-	-
MT	1%	3%	0%	-	1%	2%	2%	-	-	-	7%
NL	4%	7%	2%	2%	2%	3%	2%	6%	10%	8%	4%
AT	1%	1%	0%	0%	1%	-	2%	1%	4%	1%	-
PL	2%	3%	3%	2%	1%	1%	2%	2%	14%	2%	1%
PT	2%	2%	2%	1%	2%	1%	1%	4%	-	1%	3%
RO	2%	3%	1%	2%	1%	2%	2%	1%	5%	2%	3%
SI	3%	6%	1%	2%	3%	1%	3%	6%	10%	8%	5%
SK	2%	4%	1%	0%	0%	3%	1%	1%	37%	9%	-
FI	8%	10%	4%	7%	8%	6%	6%	12%	30%	7%	2%
SE	3%	4%	1%	2%	4%	5%	3%	1%	-	5%	3%
UK	2%	3%	3%	1%	0%	3%	3%	2%	-	5%	2%

Proportion of households that make phone calls over the internet

	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	23%	14%	22%	31%	32%	19%	23%	27%	31%	19%	5%
EU15	23%	14%	23%	30%	34%	20%	23%	26%	31%	19%	6%
NMS12	22%	9%	19%	32%	28%	16%	23%	28%	32%	15%	3%
BE	28%	17%	25%	31%	44%	28%	23%	35%	30%	23%	10%
BG	30%	14%	19%	43%	43%	12%	29%	40%	74%	26%	2%
CZ	32%	13%	31%	44%	49%	30%	32%	34%	41%	23%	3%
DK	38%	27%	42%	52%	71%	35%	36%	42%	49%	26%	14%
DE	20%	14%	19%	30%	37%	15%	21%	25%	31%	16%	4%
EE	39%	20%	37%	55%	56%	32%	40%	44%	60%	24%	8%
IE	29%	23%	26%	34%	45%	23%	30%	35%	58%	23%	7%
EL	15%	10%	7%	18%	21%	10%	19%	16%	30%	14%	1%
ES	16%	10%	16%	23%	24%	13%	21%	19%	13%	17%	3%
FR	30%	15%	31%	42%	44%	27%	30%	36%	28%	24%	7%
IT	15%	3%	15%	18%	24%	6%	16%	18%	-	6%	1%
CY	34%	8%	18%	54%	47%	24%	41%	36%	49%	7%	-
LV	37%	17%	33%	48%	48%	35%	34%	41%	36%	26%	7%
LT	32%	17%	25%	39%	47%	26%	32%	34%	61%	21%	6%
LU	41%	27%	36%	56%	52%	45%	36%	47%	46%	46%	10%
HU	22%	12%	22%	30%	27%	17%	17%	31%	34%	20%	7%
MT	29%	22%	20%	35%	49%	26%	36%	36%	100%	28%	7%
NL	38%	29%	36%	52%	48%	31%	43%	42%	44%	38%	14%
AT	21%	10%	16%	35%	35%	16%	17%	32%	32%	15%	1%
PL	21%	6%	18%	31%	26%	14%	22%	27%	27%	10%	-
PT	10%	6%	4%	13%	14%	5%	11%	14%	10%	13%	1%
RO	11%	5%	7%	19%	11%	8%	9%	15%	12%	2%	5%
SI	30%	13%	19%	37%	43%	24%	32%	39%	52%	22%	5%
SK	24%	10%	16%	35%	36%	17%	28%	31%	-	20%	5%
FI	29%	21%	29%	42%	40%	25%	27%	39%	35%	26%	10%
SE	36%	25%	31%	62%	49%	30%	38%	38%	61%	34%	15%
UK	26%	15%	29%	33%	37%	29%	26%	24%	30%	20%	9%

Proportion of households having an internet connection

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small/ mid size town	Large town	-29	30-59	60+
EU27	68%	48%	67%	83%	87%	66%	67%	71%	84%	66%	27%
EU15	69%	51%	70%	85%	89%	69%	68%	72%	84%	68%	30%
NMS12	60%	30%	50%	78%	81%	52%	61%	68%	83%	50%	12%
BE	74%	53%	73%	88%	96%	78%	70%	77%	75%	72%	34%
BG	52%	21%	35%	77%	78%	27%	46%	70%	94%	41%	4%
CZ	62%	33%	59%	81%	88%	59%	61%	67%	68%	53%	18%
DK	89%	82%	96%	99%	100%	84%	88%	93%	94%	93%	65%
DE	69%	52%	71%	92%	96%	71%	68%	68%	81%	70%	26%
EE	71%	42%	71%	95%	96%	65%	70%	78%	88%	59%	23%
IE	70%	56%	72%	83%	86%	68%	64%	77%	71%	67%	32%
EL	51%	29%	30%	71%	68%	37%	49%	59%	64%	49%	2%
ES	58%	39%	54%	77%	81%	57%	51%	69%	74%	68%	9%
FR	77%	55%	78%	93%	98%	76%	79%	73%	87%	70%	38%
IT	57%	31%	44%	80%	80%	44%	58%	59%	77%	44%	18%
CY	62%	25%	34%	82%	88%	59%	61%	65%	64%	43%	6%
LV	71%	44%	66%	84%	90%	70%	69%	74%	94%	55%	26%
LT	62%	34%	57%	77%	84%	49%	63%	68%	94%	47%	16%
LU	83%	63%	82%	94%	98%	87%	80%	79%	67%	82%	48%
HU	61%	31%	55%	77%	85%	54%	57%	72%	67%	55%	17%
MT	69%	46%	64%	91%	97%	69%	66%	73%	100%	70%	18%
NL	92%	81%	96%	99%	99%	92%	94%	89%	93%	86%	71%
AT	64%	41%	58%	91%	88%	60%	66%	68%	77%	71%	13%
PL	63%	30%	51%	78%	86%	56%	65%	69%	92%	48%	8%
PT	53%	21%	29%	68%	79%	43%	58%	59%	80%	41%	4%
RO	52%	27%	39%	71%	62%	42%	50%	64%	75%	51%	8%
SI	74%	33%	64%	89%	96%	75%	73%	75%	92%	72%	15%
SK	57%	23%	47%	85%	81%	48%	63%	63%	-	45%	10%
FI	80%	64%	84%	96%	99%	77%	76%	91%	96%	75%	39%
SE	93%	85%	97%	99%	100%	94%	93%	93%	100%	92%	78%
UK	74%	53%	83%	82%	91%	79%	70%	76%	91%	68%	34%

Households having at least one 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	45%	33%	46%	54%	55%	43%	43%	50%	50%	44%	21%
EU15	48%	35%	49%	57%	61%	48%	46%	51%	51%	46%	23%
NMS12	34%	21%	32%	42%	39%	24%	30%	48%	41%	25%	16%
BE	62%	43%	63%	71%	79%	69%	57%	60%	35%	58%	36%
BG	37%	20%	28%	54%	46%	19%	33%	48%	64%	34%	10%
CZ	23%	15%	20%	32%	30%	17%	18%	38%	38%	19%	10%
DK	56%	52%	60%	64%	56%	56%	59%	50%	51%	54%	52%
DE	53%	39%	55%	74%	75%	54%	54%	53%	58%	55%	21%
EE	50%	31%	53%	59%	66%	36%	51%	62%	48%	34%	25%
IE	37%	28%	37%	45%	51%	26%	38%	50%	21%	29%	29%
EL	45%	19%	26%	67%	62%	35%	41%	53%	33%	34%	2%
ES	41%	24%	39%	59%	61%	39%	40%	49%	39%	40%	9%
FR	62%	48%	60%	75%	80%	57%	67%	63%	64%	61%	36%
IT	19%	8%	15%	24%	30%	12%	20%	17%	19%	15%	1%
CY	40%	15%	26%	52%	56%	30%	43%	47%	15%	29%	6%
LV	45%	30%	46%	55%	49%	30%	49%	56%	27%	34%	28%
LT	34%	19%	29%	41%	48%	27%	35%	36%	19%	26%	16%
LU	63%	45%	67%	80%	68%	69%	57%	66%	46%	61%	32%
HU	52%	37%	52%	58%	60%	43%	38%	71%	39%	43%	34%
MT	60%	41%	60%	72%	83%	61%	53%	62%	100%	52%	23%
NL	66%	54%	67%	77%	80%	66%	71%	60%	40%	64%	51%
AT	38%	26%	37%	47%	52%	33%	34%	49%	35%	43%	13%
PL	25%	13%	24%	33%	29%	16%	25%	35%	38%	15%	6%
PT	49%	30%	39%	60%	61%	33%	57%	64%	30%	40%	24%
RO	44%	39%	41%	51%	46%	29%	43%	62%	51%	48%	33%
SI	63%	36%	58%	75%	74%	60%	62%	68%	69%	59%	25%
SK	20%	8%	17%	35%	26%	14%	22%	36%	-	8%	8%
FI	19%	13%	20%	24%	29%	20%	18%	20%	21%	18%	5%
SE	53%	47%	52%	58%	61%	44%	52%	59%	38%	55%	42%
UK	51%	35%	59%	56%	64%	49%	50%	54%	54%	44%	24%






























Households having no service package

	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	51%	64%	50%	42%	41%	54%	53%	46%	46%	53%	75%
EU15	49%	62%	47%	39%	35%	49%	50%	45%	45%	51%	74%
NMS12	63%	76%	66%	54%	57%	72%	66%	49%	52%	71%	81%
BE	37%	57%	36%	29%	20%	30%	43%	39%	65%	42%	64%
BG	62%	78%	72%	45%	52%	79%	65%	52%	29%	66%	89%
CZ	74%	82%	79%	64%	65%	79%	80%	58%	62%	79%	87%
DK	40%	44%	36%	32%	40%	43%	36%	45%	47%	42%	43%
DE	43%	57%	42%	23%	21%	42%	43%	42%	38%	41%	75%
EE	45%	62%	43%	35%	30%	58%	47%	30%	46%	62%	66%
IE	58%	66%	57%	51%	45%	67%	58%	47%	73%	67%	63%
EL	53%	76%	71%	32%	38%	63%	55%	46%	57%	64%	92%
ES	55%	72%	59%	38%	37%	59%	55%	46%	61%	55%	88%
FR	35%	50%	36%	24%	16%	41%	31%	34%	36%	39%	61%
IT	74%	86%	77%	68%	64%	84%	72%	77%	45%	81%	93%
CY	58%	84%	73%	46%	43%	70%	54%	51%	71%	71%	94%
LV	41%	55%	40%	33%	38%	55%	37%	32%	57%	51%	57%
LT	60%	75%	64%	54%	44%	63%	58%	60%	76%	72%	77%
LU	29%	43%	27%	17%	24%	22%	36%	30%	54%	33%	50%
HU	47%	63%	47%	39%	38%	55%	61%	27%	61%	56%	66%
MT	39%	58%	40%	25%	12%	37%	45%	38%	-	48%	75%
NL	32%	45%	30%	20%	18%	32%	28%	37%	60%	35%	47%
AT	60%	72%	61%	50%	46%	65%	62%	49%	64%	56%	84%
PL	72%	84%	75%	64%	67%	81%	71%	64%	50%	81%	92%
PT	48%	69%	59%	38%	36%	64%	42%	34%	70%	59%	74%
RO	52%	59%	55%	44%	52%	67%	54%	34%	46%	52%	64%
SI	35%	61%	40%	24%	24%	38%	36%	30%	26%	41%	72%
SK	75%	87%	79%	61%	68%	79%	74%	63%	100%	85%	87%
FI	76%	83%	76%	70%	65%	74%	77%	76%	77%	76%	92%
SE	43%	51%	42%	37%	34%	50%	45%	37%	62%	45%	54%
UK	46%	63%	38%	40%	30%	47%	48%	43%	46%	54%	74%

QA - QCS

QA - QCS






























QA - QCS

		Ménages ayant une télévision	Ménages ayant un accès à la téléphonie fixe	Ménages ayant un ordinateur	Ménages ayant un accès Internet bas débit	Ménages ayant un accès Internet haut débit
		Households having one television	Households having a fixed telephone access	Households having a computer	Households having narrowband Internet access	Households having broadband Internet access
		Haushalte, die ein Fernsehgerät besitzen	Haushalte, in denen es einen Festnetz-Telefonanschluss gibt	Haushalte, die einen Computer besitzen	Haushalte, die einen Schmalband-Internetzugang haben	Haushalte, die einen Breitband-Internetzugang haben
%		EB 79.1	EB 79.1	EB 79.1	EB 79.1	EB 79.1
	EU 27	97	70	72	4	61
	BE	98	66	76	3	69
	BG	100	50	55	1	48
	CZ	98	19	65	1	52
	DK	98	45	91	4	81
	DE	96	86	72	9	56
	EE	97	45	72	1	66
	IE	97	56	72	7	61
	EL	100	82	56	2	46
	ES	99	74	64	2	53
	FR	95	89	79	2	72
	IT	99	65	68	1	52
	CY	100	73	66	6	52
	LV	97	37	72	6	57
	LT	97	35	66	6	52
	LU	97	86	85	11	65
	HU	100	51	64	0	59
	MT	99	92	69	0	62
	NL	96	83	93	3	86
	AT	99	47	67	3	56
	PL	98	37	67	4	52
	PT	98	68	57	1	46
	RO	98	42	54	2	46
	SI	97	78	76	2	70
	SK	98	23	58	3	49
	FI	92	16	81	5	73
	SE	97	97	94	4	85
	UK	98	81	78	2	70
	HR	99	86	66	3	61

QA4 Votre ménage reçoit-il la télévision par ... ? (PLUSIEURS REPONSES POSSIBLES)

QA4 Does your household receive television via...? (MULTIPLE ANSWERS POSSIBLE)






























QA4 Empfängt Ihr Haushalt Fernsehsender über ...? (MEHRFACHNENNUNGEN MÖGLICH)

		Une antenne hertzienne (par exemple sur le toit ou directement posée sur votre téléviseur)	Une télévision numérique terrestre (antenne + décodeur)	Un abonnement de télévision par câble (analogique = connecté directement sur le poste de TV)	Un abonnement de télévision par câble + décodeur (télévision digitale)
		An aerial (for example on the roof or on the top of the TV set)	Digital Terrestrial Television (aerial + decoder)	A cable TV network (analogue = directly connected to the TV set)	A cable TV network + decoder (digital TV)
		Eine Antenne (auf dem Dach oder Zimmerantenne)	Digitales terrestrisches Fernsehen (Dach- oder Zimmerantenne + Decoder) (DVB-T)	Einen analogen Kabelanschluss (=Kabelanschluss, der direkt mit dem Fernsehgerät verbunden ist)	Einen Kabelanschluss + Decoder (Digitalfernsehen)
%		EB 79.1	EB 79.1	EB 79.1	EB 79.1
	EU 27	6	40	12	19
	BE	0	6	23	53
	BG	13	5	29	29
	CZ	0	50	9	17
	DK	0	21	18	40
	DE	0	9	16	31
	EE	0	24	20	35
	IE	10	25	8	16
	EL	62	52	1	0
	ES	0	89	0	11
	FR	0	60	0	7
	IT	0	88	0	8
	CY	68	23	8	13
	LV	0	41	33	13
	LT	16	31	33	15
	LU	0	15	12	34
	HU	10	5	44	24
	MT	5	40	10	39
	NL	0	20	26	41
	AT	0	9	16	25
	PL	19	15	16	16
	PT	0	36	23	30
	RO	6	16	59	14
	SI	10	17	27	35
	SK	12	16	13	20
	FI	0	48	0	50
	SE	0	30	27	25
	UK	20	38	7	10
	HR	0	65	0	22

QA4 Votre ménage reçoit-il la télévision par ... ? (PLUSIEURS REPONSES POSSIBLES)

QA4 Does your household receive television via...? (MULTIPLE ANSWERS POSSIBLE)






























QA4 Empfängt Ihr Haushalt Fernsehsender über ...? (MEHRFACHNENNUNGEN MÖGLICH)

		Un satellite grâce à une parabole + décodeur	Un réseau téléphonique + modem et\ ou décodeur	Internet (télévision, ordinateur et\ ou appareil portable connecté par Wi-Fi)	NSP
		Satellite TV via a satellite dish + decoder	The telephone network + modem and\ or decoder	The Internet (Wi-Fi connected TV, PC and\ or a handheld device)	DK
		Eine Satellitenschüssel + Decoder	Das Telefonnetz + Modem und/oder Decoder	Das Internet (Fernseher, PC und/oder anderes mobiles Kleingerät mit WLAN-Anschluss)	Weiß nicht / Keine Angabe
%		EB 79.1	EB 79.1	EB 79.1	EB 79.1
	EU 27	23	6	4	1
	BE	4	18	2	1
	BG	24	1	2	0
	CZ	25	2	1	1
	DK	12	5	5	5
	DE	43	1	4	1
	EE	9	13	2	2
	IE	47	0	1	1
	EL	2	0	0	0
	ES	3	2	2	0
	FR	12	34	13	1
	IT	16	2	2	0
	CY	10	2	1	0
	LV	11	2	2	1
	LT	7	0	3	1
	LU	32	8	5	5
	HU	16	1	1	0
	MT	10	0	1	2
	NL	8	7	6	1
	AT	48	3	3	2
	PL	37	0	1	1
	PT	7	4	0	3
	RO	6	1	1	1
	SI	5	11	5	1
	SK	40	1	1	1
	FI	3	2	3	1
	SE	14	6	11	3
	UK	36	1	2	1
	HR	7	0	14	1

QA5 De quel type d'accès à Internet votre ménage dispose-t-il à la maison ? (PLUSIEURS REPONSES POSSIBLES)

QA5 How does your household access the Internet at home? (MULTIPLE ANSWERS POSSIBLE)






























QA5 Wie wird in Ihrem Haushalt eine Verbindung zum Internet hergestellt? (MEHRFACHNENNUNGEN MÖGLICH)

		Par une ligne téléphonique standard ou une ligne ISDN (Internet à bas débit)		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)		Par le réseau télévisé câblé à l'aide d'un modem pour câble, d'une box ou d'un routeur (Internet à haut débit)		Par le réseau de téléphonie mobile (Internet à haut débit)		Par le réseau satellite (Internet à haut débit)	
		Via a dial-up connection using a standard telephone line or an ISDN line (Narrowband Internet)		Via ADSL, XDSL or similar type of connection on a fixed 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 mobile phone network (Broadband Internet)		Via the satellite network (Broadband Internet)	
%		Einwahl über eine analoge oder ISDN-Telefonleitung, also KEIN Breitband-Internet		Breitband-Internetverbindung über DSL		Breitband-Internetverbindung über TV-Kabel, das heißt das Netz eines Kabelfernsehanbieters		Mobile Datenverbindung über das Mobilfunknetz eines Mobilfunkanbieters (Breitband-Internetverbindung)		Breitband-Internetverbindung über das Satellitennetzwerk	
		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	6	-2	58	-2	18	0	9	0	3	0
	BE	5	0	42	-4	44	-2	7	4	1	-1
	BG	1	-1	18	-3	43	-3	11	6	4	0
	CZ	2	0	27	-3	28	0	5	-1	11	0
	DK	5	-1	38	-1	31	-5	15	-1	0	-1
	DE	14	-7	67	11	10	-5	5	-1	0	0
	EE	1	-2	38	-2	37	-3	18	6	0	-4
	IE	11	6	27	-20	18	-1	24	3	12	8
	EL	4	1	87	0	0	-1	3	-4	0	0
	ES	4	0	73	-9	8	3	9	0	1	0
	FR	4	0	85	-4	7	4	7	4	1	0
	IT	2	-5	81	10	1	-1	11	-3	0	-1
	CY	10	-2	58	-1	23	7	3	1	3	1
	LV	9	-2	24	-5	26	-13	9	-4	3	0
	LT	11	-3	16	0	33	-6	10	3	2	-4
	LU	15	7	59	-15	9	0	3	0	0	-1
	HU	1	-3	22	1	61	-3	8	0	5	3
	MT	0	0	49	-7	36	-3	5	3	0	0
	NL	4	0	43	-19	39	12	3	-2	1	0
	AT	6	-8	35	-3	31	2	22	3	5	1
	PL	6	-2	24	-3	36	-1	14	-1	5	0
	PT	3	2	20	-4	55	3	5	0	5	3
	RO	5	-12	18	4	41	-7	7	1	4	0
	SI	3	-5	36	-2	38	0	10	2	3	1
	SK	5	-2	20	0	22	-9	15	2	13	-2
	FI	9	3	52	-4	12	-2	34	3	1	-3
	SE	5	0	35	-13	21	-10	20	2	2	0
	UK	3	1	57	-10	16	3	6	-2	8	-3
	HR	5		65		16		11		1	

QA5 De quel type d'accès à Internet votre ménage dispose-t-il à la maison ? (PLUSIEURS REPONSES POSSIBLES)

QA5 How does your household access the Internet at home? (MULTIPLE ANSWERS POSSIBLE)





























QA5 Wie wird in Ihrem Haushalt eine Verbindung zum Internet hergestellt? (MEHRFACHNENNUNGEN MÖGLICH)

		Par une ligne à fibre optique (Internet à haut débit)		Par le réseau d'électricité (Internet à haut débit) (SPONTANE)		Autre (SPONTANE)		NSP		Total 'Internet à haut débit'	
		Via an optical fibre line (Broadband Internet)		Via an electrical power line (Broadband Internet) (SPONTANEOUS)		Other (SPONTANEOUS)		DK		Total 'Broadband Internet'	
	%	Breitband-Internetverbindung über eine Glasfaserleitung		Breitband-Internetverbindung über eine Stromleitung (SPONTAN)		Sonstige (SPONTAN)		Weiß nicht / Keine Angabe		Gesamt 'Breitbandinternet'	
		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	6	4	0	0	2	0	3	0	89	2
	BE	3	2	0	0	1	0	2	2	93	-1
	BG	16	4	0	0	2	-5	6	2	92	5
	CZ	12	8	2	2	10	-4	5	0	84	4
	DK	12	6	0	0	1	0	3	0	91	1
	DE	1	1	0	0	1	0	5	1	82	6
	EE	4	3	0	0	2	1	3	-1	93	0
	IE	7	6	0	-1	2	0	1	-2	87	-4
	EL	0	0	0	0	1	0	6	0	90	0
	ES	8	8	0	0	2	0	2	-2	92	1
	FR	2	2	0	0	1	0	3	0	94	1
	IT	1	-2	0	0	3	0	3	1	92	3
	CY	1	1	1	1	0	0	6	-7	84	8
	LV	18	15	1	0	3	3	8	5	80	-6
	LT	26	14	1	1	2	0	4	-2	83	5
	LU	10	8	0	0	2	2	6	-1	78	-8
	HU	3	3	1	1	1	-2	2	1	97	4
	MT	3	3	0	0	0	0	10	5	90	-5
	NL	9	4	0	0	1	0	2	0	94	0
	AT	2	0	2	2	4	2	4	2	87	3
	PL	4	4	0	0	9	6	3	-5	82	1
	PT	5	0	0	0	5	-2	4	-1	88	1
	RO	23	16	0	0	1	-1	6	2	88	11
	SI	14	8	1	0	1	-2	3	0	95	7
	SK	17	14	1	1	3	-2	7	0	86	6
	FI	6	5	0	0	1	-1	1	-1	91	-1
	SE	26	19	1	1	2	1	3	0	92	0
	UK	10	9	0	-1	2	0	2	1	94	-2
	HR	1		0		1		2		93	

QA5B - Data Mobile

QA5B - Mobile data






























QA5B - Data Mobile

		Ménages avec uniquement Data Mobile		Ménages avec Internet Fixe et Data Mobile		Ménages à Haut Débit Mobile		Ménages d'une personne à Haut Débit Mobile		Ménages de plusieurs personnes à Haut Débit Mobile	
		Households with Mobile Data only		Households with Fixed Internet and Mobile Data		Households with Mobile Broadband		Single households with Mobile Broadband		Multiple occupancy households with Mobile Broadband	
		Haushalte, die ausschließlich einen mobilen Internetzugang besitzen		Haushalte, die einen Festnetz- Internetzugang und einen mobilen Internetzugang besitzen		Haushalte mit mobilem Breitbandanschluss		Ménages d'une personne à Haut Débit Mobile		Ménages de plusieurs personnes à Haut Débit Mobile	
		%		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	6	0	3	0	9	0	2	0	6	0
	BE	4	3	3	2	7	4	1	1	6	4
	BG	10	6	0	-1	11	6	1	0	10	6
	CZ	4	-1	2	1	5	-1	1	-1	4	-1
	DK	11	4	4	-6	15	-1	9	1	5	-3
	DE	4	0	2	0	5	-1	3	0	3	0
	EE	15	5	3	1	18	6	4	1	14	5
	IE	24	4	0	-2	24	3	9	4	15	-1
	EL	2	1	1	-4	3	-4	1	-1	3	-2
	ES	4	0	6	1	9	0	1	-2	8	2
	FR	2	1	4	2	7	4	2	1	5	3
	IT	8	-5	2	1	11	-3	2	-1	9	-2
	CY	2	1	2	1	3	1	0	0	3	1
	LV	8	-3	1	0	9	-4	1	-1	8	-2
	LT	7	1	3	2	10	3	2	1	8	2
	LU	2	0	1	0	3	0	1	0	2	0
	HU	6	1	2	-1	8	0	1	-1	6	0
	MT	4	3	2	1	5	3	1	1	4	2
	NL	2	1	2	-2	3	-2	1	0	2	-1
	AT	15	3	7	0	22	3	6	0	16	3
	PL	13	0	1	-1	14	-1	2	0	11	-2
	PT	5	0	0	-1	5	0	0	0	5	0
	RO	4	0	3	2	7	1	0	-1	7	2
	SI	6	1	4	1	10	2	2	2	8	0
	SK	13	1	3	2	15	2	2	-1	13	3
	FI	20	2	14	1	34	3	11	4	23	0
	SE	10	4	11	-2	20	2	6	1	14	0
	UK	4	-1	2	-2	6	-2	2	1	4	-3
	HR	10		1		11		1		10	

QA7 Dans votre ménage, quelqu'un, y compris vous-même, utilise-t-il un PC ou un appareil connecté par Wi-Fi, à la maison, pour téléphoner via Internet ?

QA7 Does any household member, including yourself, use a PC or a Wi-Fi connected device, at home to make phone calls over the Internet?






























QA7 Nutzen Sie oder jemand in Ihrem Haushalt den Computer oder ein Gerät mit WLAN-Verbindung zu Hause, um über das Internet zu telefonieren?

			Non		No		Nein	
			Oui, vous ou un membre de votre ménage appelez des utilisateurs qui ont souscrit le même service de téléphone gratuit via Internet que vous		Yes, you or a member of your household call users who have subscribed to the same Internet phone service as you, for free		Ja, Sie oder ein Mitglied Ihres Haushaltes rufen kostenlos Nutzer an, die beim gleichen Internet-Telefondienst angemeldet sind wie Sie	
			Oui, vous ou un membre de votre ménage passez des appels internationaux à moindre coût vers des lignes fixes ou mobiles, en utilisant un service de téléphone par Internet		Yes, you or a member of your household make cheaper international calls to landlines or mobile phones by means of an Internet phone service		Ja, Sie oder ein Mitglied Ihres Haushaltes rufen über einen Internet-Telefondienst billiger Festnetzanschlüsse oder Handys im Ausland an	
			EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	%							
	EU 27		64	-6	28	6	4	0
	BE		63	-10	31	10	4	1
	BG		41	-5	53	4	2	0
	CZ		47	-6	48	4	2	1
	DK		57	0	36	-3	3	1
	DE		69	-7	23	4	3	1
	EE		45	-5	50	7	3	-1
	IE		56	-6	32	0	6	5
	EL		67	-1	26	-1	2	1
	ES		70	-10	24	11	2	-1
	FR		59	-6	31	8	8	0
	IT		72	-5	22	7	1	-3
	CY		43	-15	43	11	3	0
	LV		48	0	46	-3	2	0
	LT		45	12	45	-13	6	3
	LU		50	-6	37	6	7	1
	HU		63	-5	31	5	4	2
	MT		54	-14	39	14	1	0
	NL		58	-10	34	13	6	0
	AT		65	-5	26	5	3	-1
	PL		66	-1	28	7	3	0
	PT		78	-2	16	5	1	-1
	RO		74	-3	19	6	2	1
	SI		57	-13	32	11	5	2
	SK		56	2	34	-4	6	2
	FI		63	-2	33	2	2	0
	SE		60	-3	33	3	3	0
	UK		64	-5	29	7	6	-1
	HR		58		35		2	

QA7 Dans votre ménage, quelqu'un, y compris vous-même, utilise-t-il un PC ou un appareil connecté par Wi-Fi, à la maison, pour téléphoner via Internet ?

QA7 Does any household member, including yourself, use a PC or a Wi-Fi connected device, at home to make phone calls over the Internet?






























QA7 Nutzen Sie oder jemand in Ihrem Haushalt den Computer oder ein Gerät mit WLAN-Verbindung zu Hause, um über das Internet zu telefonieren?

		Oui, les deux options (SPONTANE)		NSP		Total 'Oui'	
		Yes, both options (SPONTANEOUS)		DK		Total 'Yes'	
		Ja, beide Möglichkeiten werden genutzt (SPONTAN)		Weiß nicht / Keine Angabe		Gesamt 'Ja'	
%		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	2	1	2	-1	34	7
	BE	2	-1	0	0	37	10
	BG	2	1	2	0	57	5
	CZ	1	1	2	0	51	6
	DK	4	2	0	0	43	0
	DE	4	3	1	-1	30	8
	EE	1	0	1	-1	54	6
	IE	4	3	2	-2	42	8
	EL	1	0	4	1	29	0
	ES	2	0	2	0	28	10
	FR	0	-1	2	-1	39	7
	IT	3	1	2	0	26	5
	CY	9	5	2	-1	55	16
	LV	3	3	1	0	51	0
	LT	0	-3	4	1	51	-13
	LU	5	0	1	-1	49	7
	HU	1	-2	1	0	36	5
	MT	2	0	4	0	42	14
	NL	1	-3	1	0	41	10
	AT	4	1	2	0	33	5
	PL	1	-2	2	-4	32	5
	PT	1	-1	4	-1	18	3
	RO	0	-2	5	-2	21	5
	SI	4	1	2	-1	41	14
	SK	2	0	2	0	42	-2
	FI	1	0	1	0	36	2
	SE	3	0	1	0	39	3
	UK	0	0	1	-1	35	6
	HR	2		3		39	

QA19 Vous m'avez dit que vous n'aviez pas d'accès à Internet chez vous. Parmi la liste suivante, quelles sont les raisons qui expliquent le mieux pourquoi votre ménage n'a pas d'accès à Internet ? (PLUSIEURS REPONSES POSSIBLES)

QA19 You said you do not have Internet access at home. From the following list, which 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 beschreiben am besten, warum es in Ihrem Haushalt keinen Internetanschluss gibt? (MEHRFACHNENNUNGEN MÖGLICH)

		Vous ou un membre de votre ménage prévoyez de vous abonner\ connecter dans les 6 prochains mois		Vous et les membres de votre ménage ne savez pas exactement ce qu'est Internet		Personne dans votre ménage n'est intéressé par Internet		L'endroit où se situe votre ménage n'est pas couvert par une infrastructure de réseau d'accès à haut débit	
		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		No-one in your household is interested in the Internet		Your household is not located in an area covered by a broadband access network infrastructure	
		Sie oder jemand anderes in Ihrem Haushalt haben vor, innerhalb der nächsten 6 Monate einen Anschluss anzuschaffen		Sie und die Mitglieder Ihres Haushalts wissen nicht genau, was das Internet ist		Niemand in Ihrem Haushalt interessiert sich für das Internet		Ihre Wohngegend ist nicht mit Breitbandnetzwerktechnologie versorgt	
%		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	5	0	7	0	65	2	1	0
	BE	7	-1	12	4	68	1	3	-4
	BG	6	2	9	1	66	7	1	0
	CZ	6	1	4	0	62	0	1	1
	DK	15	8	14	6	60	1	2	2
	DE	7	3	3	1	67	-5	2	1
	EE	2	-1	7	1	69	18	2	0
	IE	8	3	9	2	47	-25	6	2
	EL	8	0	10	5	58	-4	0	0
	ES	3	0	21	-1	62	-2	0	-2
	FR	5	0	6	2	65	1	1	-1
	IT	5	-3	4	-1	66	7	2	1
	CY	3	-3	13	5	78	6	1	1
	LV	8	2	4	-1	53	2	2	-2
	LT	4	-4	5	-1	57	7	1	-1
	LU	6	-6	19	7	51	-9	1	0
	HU	4	0	8	2	58	7	1	0
	MT	3	2	16	2	81	4	0	-1
	NL	5	4	5	1	58	-2	0	-2
	AT	3	-5	9	6	75	8	2	2
	PL	5	0	5	-1	69	15	1	-1
	PT	1	-2	4	0	74	7	1	1
	RO	5	0	13	0	56	-1	5	0
	SI	4	-1	10	-1	76	8	3	0
	SK	3	-6	5	0	66	16	2	0
	FI	6	-2	10	-1	69	4	0	0
	SE	10	4	9	4	58	0	0	-1
	UK	5	2	2	-1	63	0	0	0
	HR	11		5		62		1	

QA19 Vous m'avez dit que vous n'aviez pas d'accès à Internet chez vous. Parmi la liste suivante, quelles sont les raisons qui expliquent le mieux pourquoi votre ménage n'a pas d'accès à Internet ? (PLUSIEURS REPONSES POSSIBLES)

QA19 You said you do not have Internet access at home. From the following list, which 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 beschreiben am besten, warum es in Ihrem Haushalt keinen Internetanschluss gibt? (MEHRFACHNENNUNGEN MÖGLICH)

		Le coût de raccordement au réseau haut débit coûte trop cher		L'abonnement mensuel à un réseau Internet à haut débit coûte trop cher		Le coût d'un ordinateur personnel et d'un modem est trop élevé		L'abonnement mensuel coûte trop cher	
		The initial installation cost for the broadband network is too high		The monthly subscription cost of broadband Internet is too high		The cost of buying a personal computer and modem is too high		The monthly subscription cost is too high	
%		Die Einrichtungskosten für das Breitbandnetzwerk sind zu hoch		Die monatlichen Gebühren für die Nutzung des Breitbandnetzwerks sind zu hoch		Die Kosten für den Kauf eines PCs und Modems sind zu hoch		Die monatlichen Abonnementgebühren sind zu hoch	
		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	5	0	8	1	9	1	11	1
	BE	7	-5	9	-1	11	-1	11	2
	BG	2	2	5	-2	17	-1	11	0
	CZ	8	2	10	-1	18	-3	20	2
	DK	2	-3	7	0	5	0	9	-7
	DE	4	1	7	2	11	3	9	2
	EE	7	-1	6	-3	11	2	11	-3
	IE	3	-6	3	-6	6	1	7	2
	EL	4	0	7	4	8	0	14	3
	ES	6	2	11	2	6	0	12	4
	FR	5	-1	8	1	7	-2	16	2
	IT	3	-2	7	3	2	0	6	2
	CY	4	-7	7	-8	5	-4	14	1
	LV	5	-1	4	-3	19	-3	20	7
	LT	1	-3	4	-4	14	3	12	0
	LU	5	4	3	2	2	1	7	7
	HU	9	-2	13	-6	17	-5	25	0
	MT	2	0	3	-4	5	-2	3	-9
	NL	2	-1	0	-4	4	-2	7	2
	AT	11	6	9	-1	11	-1	11	0
	PL	6	1	6	0	13	3	13	2
	PT	3	0	9	3	6	1	10	-2
	RO	10	5	10	4	15	4	12	1
	SI	3	-2	3	0	4	-1	7	0
	SK	7	0	11	1	14	-1	16	2
	FI	1	0	3	2	5	0	6	-1
	SE	3	-3	11	2	3	-8	3	-4
	UK	4	1	11	3	6	-1	13	2
	HR	3		12		15		19	

QA20 Une offre groupée est un ensemble de services de communication proposé par un même fournisseur à un prix global. Votre ménage a-t-il souscrit à deux ou plusieurs de ces services faisant partie d'une offre groupée ? (MIN. 2 REPONSES)

QA20 By bundle, we mean a combined package offering more than one communication service from the same provider at an overall price. Did your household buy two or more of the following services as part of a bundle? (MIN. 2 ANSWERS)






























QA20 Unter einem Leistungspaket verstehen wir eine Kombination verschiedener Kommunikationsdienstleistungen von ein und demselben Anbieter zu einem Pauschalpreis. Hat Ihr Haushalt zwei oder mehr der folgenden Leistungen als Teil eines Leistungspakets gekauft? (MIND. 2 ANTWORTEN)

		Non, nous n'avons pas souscrit à des services faisant partie d'une offre groupée		Oui, des chaînes de télévision		Oui, de la téléphonie fixe		Oui, de la téléphonie mobile	
		No, we did not buy services as part of a bundle		Yes, television channels		Yes, fixed line telephone		Yes, mobile telephone	
%		Nein, wir beziehen keine Dienstleistungen im Rahmen eines Leistungspakets		Ja, Fernsehsender		Ja, Telefonfestnetzanschluss		Ja, Mobilfunk	
		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	51	0	25	3	37	2	12	2
	BE	37	-2	56	1	45	2	16	4
	BG	62	-12	31	12	9	2	8	3
	CZ	74	2	16	1	8	0	6	-1
	DK	40	-8	39	6	28	-3	18	4
	DE	43	-1	14	4	48	3	15	1
	EE	45	6	45	-1	29	-2	5	-4
	IE	58	-6	16	1	29	5	7	4
	EL	53	-7	4	1	44	10	11	3
	ES	55	-11	13	5	38	9	14	10
	FR	35	0	43	4	58	2	27	11
	IT	74	18	2	-5	16	-10	6	-1
	CY	58	-5	31	6	30	2	6	-3
	LV	41	-18	38	9	21	4	5	0
	LT	60	-7	25	4	13	2	3	0
	LU	29	-12	24	5	62	12	44	16
	HU	47	-5	48	4	33	6	3	-3
	MT	39	-2	51	-3	55	6	26	5
	NL	32	0	54	11	56	4	7	1
	AT	60	5	23	-2	18	2	18	-4
	PL	72	7	16	-3	11	-1	5	-2
	PT	48	2	47	-1	44	1	3	1
	RO	52	-1	41	1	26	-3	11	0
	SI	35	-3	56	2	53	6	6	0
	SK	75	6	15	-4	4	-6	7	-5
	FI	76	1	8	2	0	-1	13	-1
	SE	43	-1	32	3	45	1	11	1
	UK	46	-4	33	6	44	9	6	0
	HR	47		32		42		8	

QA20 Une offre groupée est un ensemble de services de communication proposé par un même fournisseur à un prix global. Votre ménage a-t-il souscrit à deux ou plusieurs de ces services faisant partie d'une offre groupée ? (MIN. 2 REPONSES)

QA20 By bundle, we mean a combined package offering more than one communication service from the same provider at an overall price. Did your household buy two or more of the following services as part of a bundle? (MIN. 2 ANSWERS)





























QA20 Unter einem Leistungspaket verstehen wir eine Kombination verschiedener Kommunikationsdienstleistungen von ein und demselben Anbieter zu einem Pauschalpreis. Hat Ihr Haushalt zwei oder mehr der folgenden Leistungen als Teil eines Leistungspakets gekauft? (MIND. 2 ANTWORTEN)

		Oui, un accès à Internet		Autre (SPONTANE)		NSP		Total 'Oui'	
		Yes, Internet access		Other (SPONTANEOUS)		DK		Total 'Yes'	
		Ja, Internetzugang		Sonstiges (SPONTAN)		Weiß nicht / Keine Angabe		Gesamt 'Ja'	
		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	41	2	0	0	3	-3	45	2
	BE	56	3	0	0	1	1	62	1
	BG	33	11	0	0	1	-1	37	13
	CZ	21	-1	0	0	3	-1	23	-1
	DK	50	4	1	1	3	0	56	7
	DE	50	5	1	1	3	-4	55	6
	EE	45	-2	0	0	5	-3	50	-3
	IE	32	1	0	0	5	2	37	5
	EL	42	7	0	0	2	-1	45	8
	ES	39	9	0	0	3	0	42	11
	FR	58	2	0	0	2	-2	63	2
	IT	16	-8	0	0	7	-6	19	-11
	CY	38	7	0	0	1	1	41	4
	LV	40	7	0	0	14	10	45	8
	LT	32	7	1	0	6	0	34	7
	LU	57	7	0	-1	3	-1	68	13
	HU	41	5	0	0	1	-1	52	5
	MT	50	11	0	0	1	0	60	2
	NL	64	3	0	-1	2	-1	66	1
	AT	31	-1	1	0	2	-2	38	-3
	PL	23	-1	0	0	3	-4	25	-3
	PT	38	1	0	0	2	-3	50	1
	RO	32	0	1	1	3	1	45	0
	SI	58	4	1	0	2	0	63	2
	SK	18	-3	1	1	4	1	21	-7
	FI	19	2	2	1	2	-4	20	2
	SE	49	2	1	1	3	-1	54	3
	UK	47	6	0	0	3	-4	51	7
	HR	41		0		5		49	

QA20 - Packs

QA20 - Packs





























QA20 - Packs

		2+3+4+5		2+3+4		2+3+5		2+4+5		3+4+5	
		2+3+4+5		2+3+4		2+3+5		2+4+5		3+4+5	
		2+3+4+5		2+3+4		2+3+5		2+4+5		3+4+5	
%		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	4	2	0	0	12	1	1	0	3	0
	BE	10	5	1	0	26	-1	4	1	1	1
	BG	1	0	0	0	2	-1	1	1	1	0
	CZ	0	0	0	0	3	1	0	0	0	-1
	DK	4	-1	1	1	10	-1	2	0	3	0
	DE	3	1	0	0	7	2	0	0	6	-1
	EE	1	-1	0	0	22	0	1	0	0	0
	IE	0	0	0	0	7	1	0	-1	1	1
	EL	0	0	0	0	2	0	0	0	7	2
	ES	2	1	0	0	7	2	0	0	8	6
	FR	18	10	1	0	20	-5	1	0	5	0
	IT	0	0	0	-1	0	-1	0	0	2	1
	CY	3	0	0	-1	16	6	1	1	1	-1
	LV	0	0	0	0	13	4	0	0	0	0
	LT	0	0	0	0	4	-1	0	0	0	0
	LU	10	3	1	1	7	-1	0	0	25	11
	HU	1	-1	0	0	18	4	0	-1	0	0
	MT	18	1	2	1	20	7	1	0	4	3
	NL	3	1	0	0	40	12	1	1	0	-1
	AT	2	0	1	1	3	0	3	0	2	-1
	PL	0	-1	0	0	4	1	0	0	0	0
	PT	1	0	1	1	29	-1	1	1	0	0
	RO	5	-1	3	2	7	-2	1	0	0	0
	SI	2	-2	1	1	39	7	2	1	0	0
	SK	0	-1	0	0	2	-1	1	0	0	0
	FI	0	0	0	0	0	0	1	0	0	0
	SE	3	-1	0	0	19	2	0	0	3	0
	UK	3	2	0	0	22	5	0	-1	1	1

QA20 - Packs

QA20 - Packs






























QA20 - Packs

		2+3		2+4		2+5		3+4		3+5		4+5	
		2+3		2+4		2+5		3+4		3+5		4+5	
		2+3		2+4		2+5		3+4		3+5		4+5	
	%	EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.
		79.1	EB 76.4	79.1	EB 76.4	79.1	EB 76.4	79.1	EB 76.4	79.1	EB 76.4	79.1	EB 76.4
	EU 27	2	-1	0	-1	5	0	1	0	14	-1	2	0
	BE	5	0	1	0	12	0	0	0	4	0	1	0
	BG	1	1	1	-1	23	10	1	1	2	0	2	1
	CZ	1	0	1	0	10	0	0	0	3	-1	3	-1
	DK	2	1	2	2	18	6	1	0	8	-2	6	3
	DE	2	0	0	0	2	1	1	-1	29	2	3	0
	EE	4	0	0	-2	17	2	0	-1	2	-1	3	-1
	IE	2	1	1	1	5	-2	2	2	16	1	2	1
	EL	0	0	0	0	0	-1	3	2	31	5	1	-1
	ES	1	0	0	0	1	0	1	1	18	-2	3	2
	FR	3	1	0	-1	2	0	1	0	11	-4	2	1
	IT	1	-2	0	-1	0	-1	1	-1	12	-6	2	0
	CY	2	-1	0	0	8	1	0	-1	8	0	1	0
	LV	3	0	1	0	20	5	0	0	5	0	2	-1
	LT	1	0	0	-1	18	4	0	0	7	3	2	1
	LU	2	1	0	0	1	0	4	1	10	-6	2	-1
	HU	10	1	1	-1	17	1	0	0	3	1	1	1
	MT	7	-8	1	0	3	-3	0	-1	5	4	1	1
	NL	2	0	1	0	7	-3	0	-1	11	-7	1	-1
	AT	2	0	2	-3	9	-1	2	1	5	1	6	-1
	PL	1	-1	0	-2	10	-1	0	0	4	-2	3	0
	PT	10	-1	0	0	5	0	0	0	2	1	0	0
	RO	8	-1	1	-1	16	4	0	0	2	-1	1	0
	SI	4	-1	0	-1	7	-4	0	0	6	1	1	0
	SK	0	-2	2	-1	9	1	0	-1	2	-1	4	-1
	FI	0	0	0	-1	6	2	0	0	0	0	11	-1
	SE	2	0	1	0	5	0	1	0	15	-2	2	1
	UK	3	1	0	0	5	0	1	1	16	2	2	-1

QA22 Avez-vous ou quelqu'un dans votre ménage a-t-il envisagé de changer de fournisseur d'offre groupée ? (ROTATION – PLUSIEURS REPONSES POSSIBLES)

QA22 Have you or someone in your household ever considered changing your bundle provider? (ROTATE – MULTIPLE ANSWERS POSSIBLE)






























QA22 Haben Sie oder hat jemand in Ihrem Haushalt jemals in Erwägung gezogen, den Anbieter Ihres Leistungspakets zu wechseln? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

		Non, vous ne l'avez jamais envisagé		Oui, mais vous êtes satisfait(e)s du service actuellement fourni		Oui, mais là où vous vivez il n'y a pas d'autre fournisseur d'offre groupée qui vous fournirait un bon rapport qualité\ prix		Oui, vous avez déjà changé et vous êtes lié(e)s par un contrat de votre fournisseur actuel	
		No, you never considered it		Yes, but you are satisfied with the service you currently get		Yes, but there are no other bundle providers in the area where you live which would provide good value for money		Yes, you have already changed and are bound for the time being by your contract to your current provider	
%		Nein, Sie haben das noch nie in Erwägung gezogen		Ja, aber Sie sind zufrieden mit dem Service, den Sie zurzeit bekommen		Ja, aber es gibt in Ihrer Wohngegend keine anderen Anbieter von Leistungspaketen, die ein gutes Preis-Leistungs-Verhältnis bieten		Ja, Sie haben bereits gewechselt und sind momentan aufgrund Ihres Vertrags an Ihren derzeitigen Anbieter gebunden	
		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	54	-9	14	3	6	2	10	3
	BE	59	-20	22	17	2	1	6	1
	BG	46	-15	26	15	5	-1	14	10
	CZ	55	-10	14	3	6	0	4	1
	DK	58	-9	15	3	9	0	2	-2
	DE	51	-9	14	3	4	0	14	5
	EE	65	2	11	-4	7	1	7	2
	IE	53	17	11	-22	8	0	8	-7
	EL	49	-17	16	9	4	3	12	2
	ES	54	-5	15	2	7	2	8	-2
	FR	67	-11	12	6	4	3	8	3
	IT	44	-10	20	2	7	0	10	3
	CY	52	-19	18	11	9	5	8	3
	LV	70	-6	8	2	3	-1	7	4
	LT	67	-10	12	7	7	3	3	0
	LU	71	-12	7	4	4	1	4	2
	HU	62	-5	10	1	7	2	9	5
	MT	61	-13	19	7	1	-1	10	7
	NL	48	-15	14	8	6	2	12	7
	AT	52	-2	16	4	7	-2	12	6
	PL	58	-9	6	-1	4	0	10	5
	PT	71	2	9	-2	6	4	6	-2
	RO	54	-14	24	11	14	6	4	2
	SI	52	-6	18	1	7	0	10	3
	SK	42	-10	22	9	4	-3	17	9
	FI	46	3	16	-8	8	3	14	3
	SE	33	-8	20	-2	9	-1	20	8
	UK	47	-7	11	-2	6	2	11	-1
	HR	48		16		5		15	

QA22 Avez-vous ou quelqu'un dans votre ménage a-t-il envisagé de changer de fournisseur d'offre groupée ? (ROTATION – PLUSIEURS REPONSES POSSIBLES)

QA22 Have you or someone in your household ever considered changing your bundle provider? (ROTATE – MULTIPLE ANSWERS POSSIBLE)






























QA22 Haben Sie oder hat jemand in Ihrem Haushalt jemals in Erwägung gezogen, den Anbieter Ihres Leistungspakets zu wechseln? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

		Oui, mais votre fournisseur vous a finalement offert de meilleures conditions et vous avez décidé de ne pas en changer		Oui, mais vous ne voulez pas prendre le risque de perdre temporairement l'accès à ces services pendant la période du changement de fournisseur		Oui, mais vous ne voulez pas prendre le risque de devoir payer deux fournisseurs pendant la période du changement de fournisseur		Oui, mais les étapes à effectuer pour changer de fournisseur ne sont pas claires	
		Yes, but eventually your provider offered you better conditions and you decided not to switch		Yes, but you don't want to take the risk of a temporary loss of service during the switching process		Yes, but you don't want to take the risk of having to pay more than one provider during the switching process		Yes, but it is not clear what steps you would need to take to switch	
		Ja, aber Ihr Anbieter hat Ihnen schließlich bessere Konditionen angeboten, weshalb Sie entschieden haben, nicht zu wechseln		Ja, aber Sie wollen nicht Gefahr laufen, während des Anbieterwechsels vorübergehend keinen Zugriff auf den Dienst zu haben		Ja, aber Sie wollen nicht Gefahr laufen, während des Anbieterwechsels für zwei Anbieter bezahlen zu müssen		Ja, aber Sie wissen nicht genau, welche Schritte Sie tun müssen, um den Anbieter zu wechseln	
%		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	6	2	3	0	3	1	2	1
	BE	4	2	3	0	2	0	3	0
	BG	4	1	2	0	2	0	0	0
	CZ	16	7	2	0	4	1	1	-1
	DK	3	2	5	3	3	3	1	0
	DE	5	0	5	1	4	1	1	0
	EE	4	1	1	-1	2	1	2	1
	IE	7	5	4	2	3	1	2	2
	EL	6	3	3	-1	2	-1	0	-1
	ES	7	4	3	-1	2	-1	2	0
	FR	3	2	3	1	2	1	4	3
	IT	8	3	8	3	3	-1	1	-2
	CY	1	-1	2	1	3	3	3	1
	LV	3	0	1	1	2	-1	1	-1
	LT	3	3	1	0	1	0	1	-1
	LU	3	2	2	0	2	2	2	0
	HU	5	-1	1	-1	1	-1	2	1
	MT	3	3	0	0	1	1	0	-1
	NL	7	4	5	2	2	0	2	1
	AT	4	-3	5	0	8	2	1	-1
	PL	7	3	3	1	4	2	2	0
	PT	2	-2	1	0	2	1	1	0
	RO	4	1	2	1	2	1	1	0
	SI	2	-2	3	0	2	1	2	0
	SK	9	-2	3	1	4	-1	0	-1
	FI	9	4	3	3	5	2	4	0
	SE	6	0	1	-1	4	1	5	2
	UK	9	4	2	0	3	1	2	1
	HR	6		4		6		2	

QA22 Avez-vous ou quelqu'un dans votre ménage a-t-il envisagé de changer de fournisseur d'offre groupée ?
(ROTATION – PLUSIEURS REPONSES POSSIBLES)

QA22 Have you or someone in your household ever considered changing your bundle provider? (ROTATE – MULTIPLE ANSWERS POSSIBLE)






























QA22 Haben Sie oder hat jemand in Ihrem Haushalt jemals in Erwägung gezogen, den Anbieter Ihres Leistungspakets zu wechseln? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

%		Oui, mais vous ne voulez pas perdre vos adresses e-mail actuelles\ vos pages Internet hébergées sur le serveur de votre fournisseur		Oui, mais cela demande trop d'efforts et de temps		Autre (SPONTANE)		NSP	
		Yes, but you do not want to lose your current e-mail address(es)\ web page(s) hosted on the server of the provider		Yes, but it takes too much effort and time to do it		Other (SPONTANEOUS)		DK	
		Ja, aber Sie möchten nicht Ihre aktuelle(n) E-Mail-Adresse(n)/Webseite(n) verlieren, die sich auf dem Server Ihres derzeitigen Anbieters befinden		Ja, aber es kostet zu viel Aufwand und Zeit		Sonstige (SPONTAN)		Weiß nicht / Keine Angabe	
		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	2	0	7	2	3	1	2	0
	BE	2	0	6	3	2	2	1	1
	BG	1	1	3	1	0	0	7	-4
	CZ	2	1	5	0	1	0	0	-1
	DK	2	0	10	5	4	1	1	0
	DE	4	1	9	3	3	2	1	-1
	EE	0	0	4	1	2	1	1	0
	IE	0	-1	4	2	4	2	1	-2
	EL	1	0	3	0	1	0	6	4
	ES	0	0	4	1	4	1	2	0
	FR	2	1	6	3	2	0	1	0
	IT	1	-1	3	1	2	2	1	-2
	CY	2	2	4	3	4	3	0	-4
	LV	1	0	4	0	3	2	2	1
	LT	0	0	4	2	2	-2	2	-1
	LU	0	0	3	-1	9	8	1	1
	HU	1	1	3	0	1	0	1	0
	MT	0	0	3	1	2	2	3	-2
	NL	6	3	13	5	5	-1	1	0
	AT	4	-2	10	2	1	-6	3	1
	PL	2	2	3	0	2	1	3	-4
	PT	0	-1	1	-3	0	-1	4	0
	RO	0	0	4	2	0	-1	3	-2
	SI	2	0	8	3	4	-1	0	0
	SK	1	-1	7	2	0	0	0	-4
	FI	2	1	9	-1	3	1	1	1
	SE	5	2	13	1	4	2	1	0
	UK	2	0	8	-1	2	0	3	1
	HR	1		4		1		2	

QA22 Avez-vous ou quelqu'un dans votre ménage a-t-il envisagé de changer de fournisseur d'offre groupée ?
(ROTATION – PLUSIEURS REPONSES POSSIBLES)

QA22 Have you or someone in your household ever considered changing your bundle provider? (ROTATE – MULTIPLE ANSWERS POSSIBLE)

QA22 Haben Sie oder hat jemand in Ihrem Haushalt jemals in Erwägung gezogen, den Anbieter Ihres Leistungspakets zu wechseln? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)






























		Total 'Oui'		Consommateurs inertes		Consommateurs switchers actifs		Consommateurs switchers contrariés	
		Total 'Yes'		Inertial consumers		Active switchers consumers		Hindered switchers consumers	
		Gesamt 'Ja'		Verbraucher, die passiv sind		Verbrauchern, die gewechselt haben		Verbraucher, die am Wechsel gehindert werden	
	%	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	42	9	78	-4	10	3	14	3
	BE	38	18	88	-1	6	1	9	-1
	BG	47	19	78	1	14	10	8	-2
	CZ	44	11	87	1	4	1	11	-2
	DK	37	7	82	-2	2	-2	17	4
	DE	46	9	76	-4	14	5	15	3
	EE	32	-2	84	0	7	2	10	1
	IE	43	-16	72	-1	8	-7	16	3
	EL	45	15	74	-5	12	2	10	1
	ES	42	6	78	2	8	-2	14	2
	FR	31	12	86	-3	8	3	10	5
	IT	54	11	75	-4	10	3	18	0
	CY	44	21	75	-6	8	3	16	8
	LV	27	5	85	-3	7	4	7	-2
	LT	29	11	86	2	3	0	10	2
	LU	20	4	83	-8	4	2	9	1
	HU	36	6	79	-7	9	5	12	2
	MT	34	14	86	-2	10	7	2	-2
	NL	47	17	77	-2	12	7	16	4
	AT	44	6	79	2	12	6	17	-4
	PL	37	12	74	-7	10	5	13	4
	PT	25	-1	83	-1	6	-2	9	5
	RO	42	15	83	-1	4	2	17	6
	SI	44	5	78	-5	10	3	13	0
	SK	57	14	77	-2	17	9	12	-4
	FI	52	-3	77	-5	14	3	17	6
	SE	63	7	69	-7	20	8	23	5
	UK	48	5	74	-5	11	-1	14	4
	HR	49		73		15		16	

TABLES (Pop 15+ weighted)

QA1 Votre abonnement de téléphonie mobile vous permet-il d'aller sur Internet afin de jouer ou de télécharger du contenu vidéo\ audio, d'envoyer et de recevoir des emails ?

QA1 Does your mobile phone subscription allow you to access the 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?

		Oui		Non		NSP	
		Yes		No		DK	
		Ja		Nein		Weiß nicht / Keine Angabe	
	%	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	49	<i>14</i>	50	<i>-13</i>	1	<i>-1</i>
	BE	34	<i>11</i>	66	<i>-11</i>	0	<i>0</i>
	BG	20	<i>7</i>	79	<i>-7</i>	1	<i>0</i>
	CZ	38	<i>-2</i>	60	<i>6</i>	2	<i>-4</i>
	DK	68	<i>15</i>	31	<i>-15</i>	1	<i>0</i>
	DE	43	<i>9</i>	56	<i>-8</i>	1	<i>-1</i>
	EE	45	<i>4</i>	54	<i>-3</i>	1	<i>-1</i>
	IE	56	<i>13</i>	43	<i>-12</i>	1	<i>-1</i>
	EL	31	<i>11</i>	67	<i>-11</i>	2	<i>0</i>
	ES	57	<i>25</i>	43	<i>-24</i>	0	<i>-1</i>
	FR	59	<i>18</i>	40	<i>-18</i>	1	<i>0</i>
	IT	42	<i>25</i>	57	<i>-25</i>	1	<i>0</i>
	CY	31	<i>8</i>	68	<i>-7</i>	1	<i>-1</i>
	LV	55	<i>6</i>	42	<i>-8</i>	3	<i>2</i>
	LT	52	<i>15</i>	42	<i>-19</i>	6	<i>4</i>
	LU	57	<i>9</i>	42	<i>-8</i>	1	<i>-1</i>
	HU	31	<i>8</i>	69	<i>-7</i>	0	<i>-1</i>
	MT	37	<i>10</i>	63	<i>-10</i>	0	<i>0</i>
	NL	57	<i>15</i>	43	<i>-15</i>	0	<i>0</i>
	AT	50	<i>10</i>	49	<i>-8</i>	1	<i>-2</i>
	PL	40	<i>8</i>	58	<i>-6</i>	2	<i>-2</i>
	PT	26	<i>10</i>	73	<i>-10</i>	1	<i>0</i>
	RO	25	<i>7</i>	72	<i>-4</i>	3	<i>-3</i>
	SI	57	<i>0</i>	40	<i>-1</i>	3	<i>1</i>
	SK	43	<i>7</i>	55	<i>-5</i>	2	<i>-2</i>
	FI	58	<i>4</i>	39	<i>-5</i>	3	<i>1</i>
	SE	71	<i>8</i>	26	<i>-8</i>	3	<i>0</i>
	UK	65	<i>7</i>	34	<i>-6</i>	1	<i>-1</i>
	HR	48		49		3	

QA2 Utilisez-vous un abonnement de téléphonie mobile pour passer des appels téléphoniques moins chers sur un Smartphone, une tablette ou un autre appareil portable via Internet ? (ROTATION – PLUSIEURS REPONSES POSSIBLES)

QA2 Do you use a mobile phone subscription to make cheaper phone calls over the Internet via a smartphone, tablet or another handheld device? (MULTIPLE ANSWERS POSSIBLE)






























QA2 Nutzen Sie einen Mobiltelefonanschluss, um mit einem Smartphone, einem Tablet-PC oder einem anderen mobilen Kleingerät über das Internet billiger zu telefonieren? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

		Oui	Non, vous n'en avez pas besoin	Non, vous ne saviez pas que c'est possible
		Yes	No, you do not need it	No, you do not know it was possible
		Ja	Nein, dafür haben Sie keinen Bedarf	Nein, Sie wussten nicht, dass dies möglich ist
%		EB 79.1	EB 79.1	EB 79.1
	EU 27	20	61	5
	BE	17	68	7
	BG	13	68	3
	CZ	8	64	9
	DK	22	59	6
	DE	18	72	4
	EE	18	70	2
	IE	29	51	4
	EL	8	76	5
	ES	29	55	7
	FR	27	54	5
	IT	24	61	3
	CY	17	69	7
	LV	14	75	3
	LT	11	81	2
	LU	35	53	3
	HU	12	75	5
	MT	21	58	3
	NL	25	56	3
	AT	22	63	6
	PL	11	62	7
	PT	6	82	3
	RO	13	57	7
	SI	28	57	5
	SK	12	64	9
	FI	11	72	6
	SE	21	53	2
	UK	23	51	8
	HR	19	65	8

QA2 Utilisez-vous un abonnement de téléphonie mobile pour passer des appels téléphoniques moins chers sur un Smartphone, une tablette ou un autre appareil portable via Internet ? (ROTATION – PLUSIEURS REPONSES POSSIBLES)

QA2 Do you use a mobile phone subscription to make cheaper phone calls over the Internet via a smartphone, tablet or another handheld device? (MULTIPLE ANSWERS POSSIBLE)






























QA2 Nutzen Sie einen Mobiltelefonanschluss, um mit einem Smartphone, einem Tablet-PC oder einem anderen mobilen Kleingerät über das Internet billiger zu telefonieren? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

		Non, vous ne pouvez pas utiliser ce type d'applications sur votre Smartphone, une tablette ou un autre appareil portable en raison des limitations imposées par votre opérateur de réseau mobile	Non, vous ne savez pas comment faire	Non, pour d'autres raisons (SPONTANE)	NSP
		No, you cannot run this type of application on your smartphone, a tablet or another handheld device due to restrictions imposed by your mobile network operator	No, you do not know how to do it	No, for other reasons (SPONTANEOUS)	DK
		Nein, Sie können aufgrund von Einschränkungen durch Ihren Mobilfunkanbieter Anwendungen dieser Art nicht auf Ihrem Smartphone, Tablet-PC oder anderem mobilen Kleingerät nutzen	Nein, Sie wissen nicht, wie das geht	Nein, aus anderen Gründen (SPONTAN)	Weiß nicht / Keine Angabe
%		EB 79.1	EB 79.1	EB 79.1	EB 79.1
	EU 27	3	8	5	1
	BE	2	7	3	0
	BG	2	4	10	2
	CZ	3	20	1	0
	DK	2	9	9	1
	DE	2	6	5	0
	EE	3	7	2	1
	IE	3	9	5	2
	EL	6	7	1	0
	ES	3	6	3	2
	FR	4	7	5	0
	IT	2	5	5	0
	CY	1	8	4	2
	LV	1	7	1	1
	LT	1	5	1	1
	LU	1	5	5	1
	HU	3	7	3	0
	MT	1	6	12	1
	NL	4	7	6	0
	AT	2	7	6	0
	PL	5	15	3	1
	PT	2	10	1	0
	RO	2	12	11	3
	SI	1	9	6	2
	SK	3	12	2	0
	FI	3	6	7	1
	SE	4	8	14	2
	UK	6	11	5	0
	HR	1	5	6	0

QA3.1 Pouvez-vous me dire si vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes.
 Vos communications sur votre téléphone mobile ne sont jamais coupées

QA3.1 Please tell me whether you agree or disagree with each of the following.
 Your mobile phone calls are never cut off





























QA3.1 Sagen Sie mir bitte für jede der folgenden Aussagen, ob Sie dieser zustimmen oder nicht zustimmen.
 Ihre Mobilfunkverbindung während eines Telefonats wird niemals unterbrochen

		Tout à fait d'accord		Plutôt d'accord		Plutôt pas d'accord		Pas du tout d'accord		Pas applicable (SPONTANE)		NSP		Total 'D'accord'		Total 'Pas d'accord'	
		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Not applicable (SPONT-ANEOUS)		DK		Total 'Agree'		Total 'Disagree'	
		Stimme voll und ganz zu		Stimme eher zu		Stimme eher nicht zu		Stimme überhaupt nicht zu		Trifft nicht zu (SPONTAN)		Weiß nicht / Keine Angabe		Gesamt 'Stimme zu'		Gesamt 'Stimme nicht zu'	
		EB	Diff. EB	EB	Diff. EB	EB	Diff. EB	EB	Diff. EB	EB	Diff. EB	EB	Diff. EB	EB	Diff. EB	EB	Diff. EB
		79.1	76.4	79.1	76.4	79.1	76.4	79.1	76.4	79.1	76.4	79.1	76.4	79.1	76.4	79.1	76.4
	EU 27	41	5	34	0	17	-2	7	-2	1	0	0	-1	75	5	24	-4
	BE	50	7	29	-4	13	-2	7	0	1	-1	0	0	79	3	20	-2
	BG	33	-4	43	5	19	1	5	-1	0	0	0	-1	76	1	24	0
	CZ	42	8	43	-8	12	0	3	0	0	0	0	0	85	0	15	0
	DK	49	3	22	1	17	-4	11	0	1	0	0	0	71	4	28	-4
	DE	48	2	27	-1	16	3	8	-1	1	-1	0	-2	75	1	24	2
	EE	41	-4	30	1	22	4	7	-1	0	0	0	0	71	-3	29	3
	IE	42	9	31	-6	17	-3	9	0	0	0	1	0	73	3	26	-3
	EL	35	-1	49	4	13	-3	2	-1	0	0	1	1	84	3	15	-4
	ES	42	16	34	0	18	-11	6	-4	0	-1	0	0	76	16	24	-15
	FR	43	1	27	1	20	0	9	-1	0	-1	1	0	70	2	29	-1
	IT	34	2	48	2	14	-2	4	0	0	-1	0	-1	82	4	18	-2
	CY	61	2	24	1	11	-1	4	-2	0	0	0	0	85	3	15	-3
	LV	44	6	37	4	15	-8	4	-2	0	0	0	0	81	10	19	-10
	LT	51	6	27	-1	16	-7	5	1	0	0	1	1	78	5	21	-6
	LU	49	4	26	6	19	-3	6	-5	0	-1	0	-1	75	10	25	-8
	HU	47	0	38	4	11	-2	4	-1	0	-1	0	0	85	4	15	-3
	MT	57	9	28	2	9	-6	5	-6	0	0	1	1	85	11	14	-12
	NL	51	5	20	-2	15	-4	12	1	2	1	0	-1	71	3	27	-3
	AT	34	5	40	-2	21	3	4	-4	1	-1	0	-1	74	3	25	-1
	PL	31	1	45	-4	18	3	5	2	0	-2	1	0	76	-3	23	5
	PT	37	6	48	5	10	-7	4	-3	1	0	0	-1	85	11	14	-10
	RO	35	4	36	7	17	-7	10	-4	1	1	1	-1	71	11	27	-11
	SI	39	4	33	-1	18	-5	10	2	0	0	0	0	72	3	28	-3
	SK	33	10	42	-4	19	-5	4	-2	0	0	2	1	75	6	23	-7
	FI	33	1	33	-2	23	-1	11	2	0	0	0	0	66	-1	34	1
	SE	42	1	35	10	15	-2	7	-9	1	0	0	0	77	11	22	-11
	UK	44	17	25	-2	19	-6	10	-7	1	-1	1	-1	69	15	29	-13
	HR	47		34		13		5		1		0		81		18	

QA3.2 Pouvez-vous me dire si vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes.
Vous pouvez toujours vous connecter sur le réseau de téléphonie mobile pour passer vos appels

QA3.2 Please tell me whether you agree or disagree with each of the following.
You are always able to connect to the mobile network to make phone calls

QA3.2 Sagen Sie mir bitte für jede der folgenden Aussagen, ob Sie dieser zustimmen oder nicht zustimmen.
Sie haben immer Zugang zum Netz, um Anrufe zu tätigen






























		Tout à fait d'accord		Plutôt d'accord		Plutôt pas d'accord		Pas du tout d'accord		Pas applicable (SPONTANE)		NSP		Total 'D'accord'		Total 'Pas d'accord'	
		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Not applicable (SPONTANEOUS)		DK		Total 'Agree'		Total 'Disagree'	
		Stimme voll und ganz zu		Stimme eher zu		Stimme eher nicht zu		Stimme überhaupt nicht zu		Trifft nicht zu (SPONTAN)		Weiß nicht / Keine Angabe		Gesamt 'Stimme zu'		Gesamt 'Stimme nicht zu'	
		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
%																	
	EU 27	45	5	36	-2	13	-1	4	-1	2	0	0	-1	81	3	17	-2
	BE	56	7	29	-4	10	-3	2	0	3	1	0	-1	85	3	12	-3
	BG	45	-3	40	2	13	2	2	0	0	0	0	-1	85	-1	15	2
	CZ	52	4	40	-1	5	-2	1	-1	1	0	1	0	92	3	6	-3
	DK	46	4	30	0	18	-2	5	-2	1	0	0	0	76	4	23	-4
	DE	56	4	27	-4	13	3	3	-2	1	0	0	-1	83	0	16	1
	EE	53	-1	32	-2	11	2	4	1	0	0	0	0	85	-3	15	3
	IE	47	10	34	-10	13	0	5	0	1	1	0	-1	81	0	18	0
	EL	44	2	47	1	7	-3	1	0	1	0	0	0	91	3	8	-3
	ES	43	11	36	-6	13	-6	4	0	3	1	1	0	79	5	17	-6
	FR	42	2	33	2	16	-1	6	0	2	-3	1	0	75	4	22	-1
	IT	37	2	47	-1	9	-2	3	0	4	1	0	0	84	1	12	-2
	CY	69	4	21	-2	7	-2	1	-2	1	1	1	1	90	2	8	-4
	LV	57	8	33	-3	8	-4	2	-1	0	0	0	0	90	5	10	-5
	LT	60	11	26	-3	9	-5	2	-1	2	-1	1	-1	86	8	11	-6
	LU	47	6	30	3	19	-1	3	-5	1	-2	0	-1	77	9	22	-6
	HU	58	6	34	0	7	-3	1	-2	0	0	0	-1	92	6	8	-5
	MT	53	-2	34	5	8	-3	4	-1	0	0	1	1	87	3	12	-4
	NL	50	5	28	-3	17	1	4	-2	1	0	0	-1	78	2	21	-1
	AT	41	-2	47	3	9	0	2	0	1	0	0	-1	88	1	11	0
	PL	35	5	47	1	14	-5	3	-1	0	-1	1	1	82	6	17	-6
	PT	33	-2	51	4	13	0	2	-2	1	0	0	0	84	2	15	-2
	RO	46	7	36	-2	12	-1	4	-2	1	0	1	-2	82	5	16	-3
	SI	48	5	35	-3	12	-1	5	0	0	-1	0	0	83	2	17	-1
	SK	42	17	46	-9	9	-6	1	-2	1	0	1	0	88	8	10	-8
	FI	46	5	38	1	13	-5	3	-1	0	0	0	0	84	6	16	-6
	SE	50	2	31	3	10	-5	6	-1	2	1	1	0	81	5	16	-6
	UK	45	9	29	-6	17	1	8	-3	1	0	0	-1	74	3	25	-2
	HR	54		33		8		3		1		1		87		11	

QA3.3 Pouvez-vous me dire si vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes.
 Vous limitez les appels nationaux depuis votre téléphone mobile parce que vous vous souciez des coûts de communication

QA3.3 Please tell me whether you agree or disagree with each of the following.
 You limit your national calls with your mobile phone because you are concerned about communication charges

QA3.3 Sagen Sie mir bitte für jede der folgenden Aussagen, ob Sie dieser zustimmen oder nicht zustimmen.

Sie begrenzen die Zahl Ihrer nationalen Anrufe von Ihrem Mobiltelefon, weil Sie sich Sorgen wegen der Telefonkosten machen

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	Pas applicable (SPONTANE)	NSP	Total 'D'accord'	Total 'Pas d'accord'
		Totally agree	Tend to agree	Tend to disagree	Totally disagree	Not applicable (SPONTANEOUS)	DK	Total 'Agree'	Total 'Disagree'
		Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	Trifft nicht zu (SPONTAN)	Weiß nicht / Keine Angabe	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
		EB 79.1	EB 79.1	EB 79.1	EB 79.1	EB 79.1	EB 79.1	EB 79.1	EB 79.1
	%								
	EU 27	28	27	18	24	2	1	55	42
	BE	31	28	18	21	2	0	59	39
	BG	39	38	14	8	1	0	77	22
	CZ	35	37	20	7	1	0	72	27
	DK	15	11	14	57	3	0	26	71
	DE	30	16	18	34	2	0	46	52
	EE	17	18	19	46	0	0	35	65
	IE	38	34	15	10	3	0	72	25
	EL	45	36	12	4	2	1	81	16
	ES	34	26	14	25	1	0	60	39
	FR	29	18	14	38	1	0	47	52
	IT	23	40	21	13	2	1	63	34
	CY	43	23	14	17	3	0	66	31
	LV	19	20	21	39	1	0	39	60
	LT	17	27	20	35	0	1	44	55
	LU	15	12	19	52	2	0	27	71
	HU	28	32	18	16	6	0	60	34
	MT	35	29	17	16	2	1	64	33
	NL	28	19	16	33	4	0	47	49
	AT	14	23	28	28	7	0	37	56
	PL	22	40	23	14	0	1	62	37
	PT	37	42	12	7	2	0	79	19
	RO	38	33	14	11	2	2	71	25
	SI	36	24	17	23	0	0	60	40
	SK	25	40	24	9	1	1	65	33
	FI	7	16	22	54	1	0	23	76
	SE	18	17	10	53	2	0	35	63
	UK	28	22	21	24	5	0	50	45
	HR	47	27	14	11	1	0	74	25






























QA3.4 Pouvez-vous me dire si vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes.
Vous limitez les appels internationaux depuis votre téléphone mobile parce que vous vous souciez des coûts de communication

QA3.4 Please tell me whether you agree or disagree with each of the following.

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

QA3.4 Sagen Sie mir bitte für jede der folgenden Aussagen, ob Sie dieser zustimmen oder nicht zustimmen.

Sie begrenzen die Zahl Ihrer internationalen Anrufe von Ihrem Mobiltelefon, weil Sie sich Sorgen wegen der Telefonkosten machen

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	Pas applicable (SPONTANE)	NSP	Total 'D'accord'	Total 'Pas d'accord'
		Totally agree	Tend to agree	Tend to disagree	Totally disagree	Not applicable (SPONTANEOUS)	DK	Total 'Agree'	Total 'Disagree'
		Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	Trifft nicht zu (SPONTAN)	Weiß nicht / Keine Angabe	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
		EB 79.1	EB 79.1	EB 79.1	EB 79.1	EB 79.1	EB 79.1	EB 79.1	EB 79.1
	EU 27	35	19	8	13	24	1	54	21
	BE	45	19	10	10	16	0	64	20
	BG	37	25	6	4	26	2	62	10
	CZ	41	20	7	4	26	2	61	11
	DK	37	16	9	25	13	0	53	34
	DE	38	14	12	19	17	0	52	31
	EE	24	19	11	22	21	3	43	33
	IE	45	28	9	8	9	1	73	17
	EL	40	27	4	3	26	0	67	7
	ES	34	16	6	14	29	1	50	20
	FR	38	14	5	16	26	1	52	21
	IT	24	29	8	8	29	2	53	16
	CY	44	19	9	7	21	0	63	16
	LV	30	16	12	17	23	2	46	29
	LT	29	19	5	13	31	3	48	18
	LU	41	21	11	23	4	0	62	34
	HU	28	17	9	12	32	2	45	21
	MT	29	22	10	8	30	1	51	18
	NL	43	14	6	16	21	0	57	22
	AT	29	27	19	15	10	0	56	34
	PL	27	25	9	6	31	2	52	15
	PT	27	31	7	4	31	0	58	11
	RO	37	21	9	9	21	3	58	18
	SI	48	22	10	13	7	0	70	23
	SK	36	33	11	5	14	1	69	16
	FI	26	22	16	21	13	2	48	37
	SE	38	18	5	26	12	1	56	31
	UK	37	15	8	12	27	1	52	20
	HR	50	22	9	8	10	1	72	17






























QA3.5 Pouvez-vous me dire si vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes.
 Vous limitez les appels vers les téléphones mobiles ou fixes d'un autre opérateur parce que vous vous souciez des coûts de communication plus élevés que pour des appels vers des téléphones du même opérateur

QA3.5 Please tell me whether you agree or disagree with each of the following.

You limit your calls to mobile or fixed phones of another network operator because you are concerned about higher communication charges than when making a phone call to others on your own network

QA3.5 Sagen Sie mir bitte für jede der folgenden Aussagen, ob Sie dieser zustimmen oder nicht zustimmen.






























Sie begrenzen die Zahl Ihrer Anrufe auf Mobiltelefone oder Festnetzanschlüsse anderer Netzbetreiber, weil Sie sich Sorgen machen, dass die Kosten höher sind, als wenn Sie jemanden in Ihrem eigenen Netz anrufen

	%	Tout à fait d'accord		Plutôt d'accord		Plutôt pas d'accord		Pas du tout d'accord		Pas applicable (SPONTANE)		NSP		Total 'D'accord'		Total 'Pas d'accord'	
		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Not applicable (SPONTANEOUS)		DK		Total 'Agree'		Total 'Disagree'	
		Stimme voll und ganz zu		Stimme eher zu		Stimme eher nicht zu		Stimme überhaupt nicht zu		Trifft nicht zu (SPONTAN)		Weiß nicht / Keine Angabe		Gesamt 'Stimme zu'		Gesamt 'Stimme nicht zu'	
		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
 EU 27		25	-7	24	-4	19	1	28	9	3	1	1	0	49	-11	47	10
 BE		23	-10	23	-10	21	3	31	17	1	-1	1	1	46	-20	52	20
 BG		47	-9	36	7	9	2	6	1	1	0	1	-1	83	-2	15	3
 CZ		36	-5	32	-2	20	3	10	2	1	1	1	1	68	-7	30	5
 DK		9	-2	8	-5	13	-6	58	4	10	8	2	1	17	-7	71	-2
 DE		29	-5	18	-2	18	-1	32	9	2	-1	1	0	47	-7	50	8
 EE		12	-18	17	-1	20	2	50	17	1	0	0	0	29	-19	70	19
 IE		41	-1	31	-4	16	3	9	1	2	1	1	0	72	-5	25	4
 EL		47	-9	36	7	12	2	4	1	1	-1	0	0	83	-2	16	3
 ES		28	-15	26	-3	16	2	28	15	1	0	1	1	54	-18	44	17
 FR		17	-16	13	-5	14	-2	53	24	2	-1	1	0	30	-21	67	22
 IT		27	-5	38	-5	21	6	13	4	1	0	0	0	65	-10	34	10
 CY		29	0	24	0	16	-5	27	3	2	1	2	1	53	0	43	-2
 LV		21	-20	18	-9	19	-1	38	26	3	3	1	1	39	-29	57	25
 LT		22	-8	26	-6	18	-4	32	18	1	0	1	0	48	-14	50	14
 LU		13	-10	10	-6	19	5	56	14	1	-2	1	-1	23	-16	75	19
 HU		26	-5	32	1	19	0	18	1	5	3	0	0	58	-4	37	1
 MT		36	-9	27	4	16	1	17	0	3	3	1	1	63	-5	33	1
 NL		13	-6	9	-7	14	-5	54	15	9	5	1	-2	22	-13	68	10
 AT		14	-2	24	2	27	0	26	-3	8	2	1	1	38	0	53	-3
 PL		21	-3	37	-1	25	0	14	6	1	-1	2	-1	58	-4	39	6
 PT		43	0	43	7	8	-5	4	-2	2	0	0	0	86	7	12	-7
 RO		42	1	28	-4	13	1	11	0	4	3	2	-1	70	-3	24	1
 SI		35	-1	22	-3	18	-4	24	9	1	-1	0	0	57	-4	42	5
 SK		31	-2	37	-4	22	3	9	3	1	0	0	0	68	-6	31	6
 FI		5	-2	11	-7	20	-5	61	13	2	1	1	0	16	-9	81	8
 SE		7	-6	10	-7	9	-5	70	18	3	0	1	0	17	-13	79	13
 UK		19	-7	18	-6	24	5	32	7	5	0	2	1	37	-13	56	12
 HR		47		27		11		12		2		1		74		23	

QA3.6 Pouvez-vous me dire si vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes.
Vous limitez l'utilisation de l'Internet mobile parce que vous vous souciez des coûts d'utilisation

QA3.6 Please tell me whether you agree or disagree with each of the following.
You limit the use of mobile Internet access because you are concerned about charges






























QA3.6 Sagen Sie mir bitte für jede der folgenden Aussagen, ob Sie dieser zustimmen oder nicht zustimmen.
Sie schränken die Nutzung des mobilen Internetzugangs ein, weil Sie sich Sorgen wegen der Kosten machen

		Tout à fait d'accord		Plutôt d'accord		Plutôt pas d'accord		Pas du tout d'accord		Pas applicable (SPONTANE)		NSP		Total 'D'accord'		Total 'Pas d'accord'	
		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Not applicable (SPONTANEOUS)		DK		Total 'Agree'		Total 'Disagree'	
		Stimme voll und ganz zu		Stimme eher zu		Stimme eher nicht zu		Stimme überhaupt nicht zu		Trifft nicht zu (SPONTAN)		Weiß nicht / Keine Angabe		Gesamt 'Stimme zu'		Gesamt 'Stimme nicht zu'	
%		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	15	-8	19	-1	18	-1	40	10	7	0	1	0	34	-9	58	9
	BE	27	-8	20	-7	19	6	26	10	8	0	0	-1	47	-15	45	16
	BG	23	-5	32	1	25	5	11	-1	5	3	4	-3	55	-4	36	4
	CZ	17	-13	22	-1	32	17	18	7	10	-10	1	0	39	-14	50	24
	DK	11	-6	12	-2	13	-4	54	6	10	6	0	0	23	-8	67	2
	DE	12	-8	9	-3	15	-5	57	13	6	2	1	1	21	-11	72	8
	EE	9	-17	14	-4	14	0	48	16	12	2	3	3	23	-21	62	16
	IE	28	-4	26	-2	20	5	19	8	6	-1	1	-6	54	-6	39	13
	EL	28	-7	25	0	16	6	12	4	19	-3	0	0	53	-7	28	10
	ES	15	-19	17	2	18	2	46	20	4	-4	0	-1	32	-17	64	22
	FR	13	-10	15	0	13	-2	49	11	10	2	0	-1	28	-10	62	9
	IT	12	-4	29	-3	26	-6	30	12	3	1	0	0	41	-7	56	6
	CY	35	0	17	-4	14	0	24	2	8	2	2	0	52	-4	38	2
	LV	20	-10	15	-12	14	-5	30	13	18	11	3	3	35	-22	44	8
	LT	22	-5	17	-6	12	-8	22	9	25	12	2	-2	39	-11	34	1
	LU	17	1	14	2	16	3	47	-4	6	-1	0	-1	31	3	63	-1
	HU	14	-11	21	0	14	-8	25	9	23	9	3	1	35	-11	39	1
	MT	28	2	21	1	16	-5	21	6	10	-6	4	2	49	3	37	1
	NL	14	0	20	5	15	-9	46	3	5	1	0	0	34	5	61	-6
	AT	9	-4	20	2	31	6	31	-6	9	2	0	0	29	-2	62	0
	PL	11	-7	28	0	27	4	21	9	11	-5	2	-1	39	-7	48	13
	PT	31	0	27	5	16	-2	11	-5	15	3	0	-1	58	5	27	-7
	RO	24	5	21	-3	18	0	20	-1	7	-1	10	0	45	2	38	-1
	SI	27	-4	20	-1	16	-2	27	8	9	-1	1	0	47	-5	43	6
	SK	22	3	22	-10	30	6	14	4	12	-2	0	-1	44	-7	44	10
	FI	8	-10	10	-9	15	-2	57	19	10	3	0	-1	18	-19	72	17
	SE	11	-4	13	-1	7	-7	62	14	7	-2	0	0	24	-5	69	7
	UK	17	-6	21	-3	19	0	36	6	6	2	1	1	38	-9	55	6
	HR	36		22		13		20		7		2		58		33	

QA6a Lors d'une souscription à un abonnement Internet, quels sont les principaux facteurs que vous prenez en compte ? En premier ? (ROTATION)

QA6a When subscribing to an Internet connection what are the main factors you consider? Firstly? (ROTATE)





























QA6a Welche Faktoren sind für Sie bei der Auswahl eines Internetanschlusses am wichtigsten? Erstens? (ROTIEREN)

		La vitesse maximale de téléchargement		La capacité maximale de téléchargement ou d'envoi		Le prix de l'abonnement Internet		Le fait que l'abonnement à Internet soit inclus dans une offre groupée	
		The maximum download speed		The maximum amount you can download\upload		The price of the Internet subscription		The fact that the Internet subscription is part of a bundle	
%		Die maximale Download-Geschwindigkeit		Das maximale Download-/Upload-Volumen		Die Kosten für den Internetanschluss		Die Tatsache, dass der Internetanschluss Bestandteil eines Leistungspakets ist	
		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	16	3	6	2	42	-3	14	2
	BE	8	2	4	0	44	-6	21	5
	BG	20	-1	5	2	42	-6	22	5
	CZ	17	-1	4	0	49	-2	10	2
	DK	19	-1	5	1	49	-1	7	1
	DE	19	9	7	2	35	-3	19	0
	EE	24	6	9	1	29	-9	19	1
	IE	21	-1	8	4	30	-18	10	4
	EL	18	2	4	1	48	-3	16	4
	ES	17	-1	4	1	35	-5	11	3
	FR	9	3	2	0	50	-5	14	2
	IT	10	-1	6	1	44	1	15	1
	CY	38	-8	2	1	38	5	6	0
	LV	22	4	5	-2	40	-4	10	2
	LT	31	3	5	-2	36	1	6	3
	LU	21	4	5	3	39	1	23	2
	HU	14	-3	9	0	51	1	18	3
	MT	33	11	5	-1	32	-4	15	-3
	NL	13	0	5	1	48	-1	16	3
	AT	10	-2	10	1	39	2	18	1
	PL	15	-4	8	1	53	5	6	3
	PT	11	3	3	1	42	-2	19	6
	RO	38	6	4	-1	39	0	14	1
	SI	20	0	6	3	40	-1	17	-3
	SK	16	2	10	2	47	-3	7	-1
	FI	21	0	8	0	50	2	4	1
	SE	21	1	5	0	39	-6	11	0
	UK	18	6	6	1	38	-4	10	3
	HR	12		6		51		17	

QA6a Lors d'une souscription à un abonnement Internet, quels sont les principaux facteurs que vous prenez en compte ?
En premier ? (ROTATION)

QA6a When subscribing to an Internet connection what are the main factors you consider? Firstly? (ROTATE)





























QA6a Welche Faktoren sind für Sie bei der Auswahl eines Internetanschlusses am wichtigsten? Erstens? (ROTIEREN)

		Le service client proposé		Le coût du matériel		Le coût de l'installation		Autre (SPONTANE)		NSP	
		The customer service offered		The cost of the equipment		The cost of installation		Other (SPONTANEOUS)		DK	
		Der angebotene Kundendienst		Die Kosten für die technische Ausrüstung		Die Installationskosten		Andere (SPONTAN)		Weiß nicht / Keine Angabe	
		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
%											
	EU 27	6	-1	4	0	5	0	2	0	5	-3
	BE	9	-1	6	2	5	-2	2	0	1	0
	BG	3	-2	2	2	1	-1	1	0	4	1
	CZ	6	0	7	2	4	1	1	0	2	-2
	DK	5	-1	1	0	4	2	5	1	5	-2
	DE	5	0	5	-2	3	1	3	0	4	-7
	EE	5	-1	4	3	2	-1	4	3	4	-3
	IE	6	1	8	7	11	7	2	0	4	-4
	EL	3	1	3	1	3	-4	1	0	4	-2
	ES	5	1	10	2	10	1	2	-1	6	-1
	FR	11	2	3	1	4	-1	2	0	5	-2
	IT	8	-2	3	-1	7	0	1	1	6	0
	CY	9	3	3	3	1	-1	2	1	1	-4
	LV	5	-2	6	3	5	-1	2	0	5	0
	LT	3	-1	6	2	6	-3	3	-2	4	-1
	LU	4	-1	1	-1	0	-3	3	1	4	-6
	HU	1	0	2	0	3	0	1	0	1	-1
	MT	5	0	2	1	1	1	0	0	7	-5
	NL	7	0	2	0	1	0	4	-2	4	-1
	AT	5	-1	6	2	6	-2	3	1	3	-2
	PL	2	-4	4	2	4	1	3	2	5	-6
	PT	3	0	7	-1	6	-5	1	-1	8	-1
	RO	0	-3	1	1	0	-1	1	1	3	-4
	SI	6	1	1	0	2	-1	5	0	3	1
	SK	3	-2	7	2	7	3	0	-1	3	-2
	FI	4	-2	3	-2	3	1	5	1	2	-1
	SE	8	2	1	0	1	1	9	3	5	-1
	UK	8	0	4	2	6	-2	2	0	8	-6
	HR	6		2		3		1		2	

QA6b Et ensuite ? (ROTATION – MAX. 3 REPONSES)

QA6b And then? (ROTATE – MAX. 3 ANSWERS)





























QA6b Und dann? (ROTIEREN – MAX 3. ANTWORTEN)

%		La vitesse maximale de téléchargement		La capacité maximale de téléchargement ou d'envoi		Le prix de l'abonnement Internet		Le fait que l'abonnement à Internet soit inclus dans une offre groupée	
		The maximum download speed		The maximum amount you can download\upload		The price of the Internet subscription		The fact that the Internet subscription is part of a bundle	
		Die maximale Download-Geschwindigkeit		Das maximale Download-/Upload-Volumen		Die Kosten für den Internetanschluss		Die Tatsache, dass der Internetanschluss Bestandteil eines Leistungspakets ist	
		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	29	1	18	3	30	2	15	0
	BE	23	2	18	1	33	5	14	-2
	BG	26	-5	19	1	37	3	18	4
	CZ	35	3	19	-2	31	3	11	2
	DK	37	4	15	0	29	3	11	3
	DE	29	0	20	5	31	-2	14	-1
	EE	27	0	22	3	35	7	10	-1
	IE	33	0	18	-3	32	4	10	-1
	EL	40	-2	24	8	29	2	24	6
	ES	33	1	20	11	24	-3	11	2
	FR	24	1	18	7	30	5	25	1
	IT	32	7	12	3	26	1	16	-3
	CY	39	14	20	8	36	-4	16	7
	LV	33	4	25	7	37	3	10	3
	LT	31	-4	28	2	36	2	7	0
	LU	31	9	20	5	33	5	18	6
	HU	28	-5	26	-5	34	-1	24	1
	MT	26	-2	24	3	27	-1	18	9
	NL	29	3	16	-1	29	1	19	4
	AT	30	1	27	-1	30	2	15	-4
	PL	32	5	19	3	29	6	7	-2
	PT	27	-3	13	-1	28	4	15	-1
	RO	30	0	24	3	41	3	26	2
	SI	36	2	24	3	38	2	17	1
	SK	34	-2	32	-3	32	1	11	5
	FI	33	2	23	0	27	-1	9	2
	SE	28	1	14	0	33	2	11	0
	UK	24	-4	16	2	27	5	10	3
	HR	31		26		28		13	

QA6b Et ensuite ? (ROTATION – MAX. 3 REPONSES)

QA6b And then? (ROTATE – MAX. 3 ANSWERS)






























QA6b Und dann? (ROTIEREN - MAX 3. ANTWORTEN)

%		Le service client proposé		Le coût du matériel		Le coût de l'installation		Autre (SPONTANE)		NSP	
		The customer service offered		The cost of the equipment		The cost of installation		Other (SPONTANEOUS)		DK	
		Der angebotene Kundendienst		Die Kosten für die technische Ausrüstung		Die Installationskosten		Andere (SPONTAN)		Weiß nicht / Keine Angabe	
		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	23	0	18	5	19	1	3	0	7	-2
	BE	29	3	17	2	28	3	3	0	2	-2
	BG	24	1	15	11	13	-1	1	0	8	-2
	CZ	20	0	30	15	23	5	0	0	4	-1
	DK	26	2	11	3	16	-1	5	2	9	0
	DE	24	-1	20	0	20	-3	3	0	4	-1
	EE	16	-2	19	12	8	0	1	0	13	-8
	IE	24	-5	18	3	22	-2	1	0	4	-2
	EL	27	-2	19	7	19	-6	0	0	2	-1
	ES	22	0	18	0	23	2	4	2	6	-1
	FR	31	0	13	2	13	-1	1	-1	10	-1
	IT	23	-1	13	-1	21	2	1	-1	3	-1
	CY	51	2	27	9	22	0	1	1	2	-3
	LV	21	0	21	15	19	-2	1	0	7	-3
	LT	16	2	24	13	28	4	3	-2	3	0
	LU	13	-7	10	2	11	1	4	-1	11	-3
	HU	9	0	18	7	25	4	0	0	5	1
	MT	30	0	11	5	12	3	1	1	5	-7
	NL	23	-1	13	5	11	1	4	-3	10	-1
	AT	33	3	30	3	36	1	5	1	3	0
	PL	11	1	21	11	18	1	2	0	3	-4
	PT	16	-7	21	1	22	4	0	-3	8	-1
	RO	29	8	24	16	24	8	1	0	7	-6
	SI	12	-1	13	7	16	5	7	0	4	-2
	SK	19	-3	30	12	24	-7	0	-1	1	-1
	FI	22	-5	16	6	11	2	6	1	7	1
	SE	22	-1	14	7	7	0	11	1	9	0
	UK	20	3	16	9	16	0	3	-1	15	-4
	HR	20		15		13		2		7	

QA6T - Lors d'une souscription à un abonnement Internet, quels sont les principaux facteurs que vous prenez en compte ? - TOTAL

QA6T - When subscribing to an Internet connection what are the main factors you consider? - TOTAL





























QA6T - Lors d'une souscription à un abonnement Internet, quels sont les principaux facteurs que vous prenez en compte ? - TOTAL

		La vitesse maximale de téléchargement		La capacité maximale de téléchargement ou d'envoi		Le prix de l'abonnement Internet		Le fait que l'abonnement à Internet soit inclus dans une offre groupée	
		The maximum download speed		The maximum amount you can download\upload		The price of the Internet subscription		The fact that the Internet subscription is part of a bundle	
		Die maximale Download-Geschwindigkeit		Das maximale Download-/Upload-Volumen		Die Kosten für den Internetanschluss		Die Tatsache, dass der Internetanschluss Bestandteil eines Leistungspakets ist	
%		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	44	5	23	5	71	1	28	3
	BE	31	4	22	1	77	-1	35	4
	BG	46	-5	24	3	78	-2	40	9
	CZ	52	3	22	-2	80	2	20	3
	DK	55	4	19	1	76	2	18	4
	DE	48	13	26	8	65	-3	32	0
	EE	49	6	31	6	62	-2	28	0
	IE	52	-1	26	3	61	-12	20	4
	EL	57	1	28	10	77	1	39	10
	ES	48	1	23	12	58	-7	22	5
	FR	32	4	20	8	79	1	37	2
	IT	40	6	18	5	69	2	30	-1
	CY	76	6	22	9	74	4	22	7
	LV	53	7	29	5	75	-1	19	4
	LT	61	1	32	0	70	3	12	2
	LU	51	14	24	8	71	8	40	8
	HU	41	-9	35	-5	85	0	42	4
	MT	57	10	27	3	57	-3	32	7
	NL	41	3	20	0	76	1	34	7
	AT	40	0	36	0	68	4	33	-2
	PL	45	2	26	5	81	12	13	2
	PT	35	-1	15	0	68	2	33	5
	RO	67	7	27	2	78	3	39	3
	SI	55	2	30	6	76	0	33	-3
	SK	49	1	40	-1	78	-2	18	4
	FI	53	2	30	-1	76	1	13	3
	SE	48	2	17	-1	70	-4	21	0
	UK	40	4	21	4	63	2	19	5
	HR	42		32		78		30	

QA6T - Lors d'une souscription à un abonnement Internet, quels sont les principaux facteurs que vous prenez en compte ? - TOTAL

QA6T - When subscribing to an Internet connection what are the main factors you consider? - TOTAL






























QA6T - Lors d'une souscription à un abonnement Internet, quels sont les principaux facteurs que vous prenez en compte ? - TOTAL

%		Le service client proposé		Le coût du matériel		Le coût de l'installation		Autre (SPONTANE)		NSP	
		The customer service offered		The cost of the equipment		The cost of installation		Other (SPONTANEOUS)		DK	
		Der angebotene Kundendienst		Die Kosten für die technische Ausrüstung		Die Installationskosten		Andere (SPONTAN)		Weiß nicht / Keine Angabe	
		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	28	1	21	5	22	0	4	0	5	-3
	BE	37	2	22	3	32	0	4	0	1	-1
	BG	26	-1	16	11	14	-2	2	0	4	1
	CZ	25	0	36	17	27	7	2	0	2	-2
	DK	30	1	11	2	20	2	10	4	5	-2
	DE	28	1	24	0	22	-1	4	0	4	-7
	EE	20	-2	22	14	10	0	5	3	4	-3
	IE	29	-2	25	10	32	6	3	0	4	-4
	EL	29	0	22	8	21	-9	1	0	4	-2
	ES	25	0	27	3	31	2	5	1	6	-1
	FR	40	2	15	3	16	-2	3	0	5	-2
	IT	30	-2	15	-2	27	1	2	0	6	0
	CY	60	8	29	12	23	0	3	2	1	-4
	LV	25	-3	27	18	23	-3	3	0	5	0
	LT	18	2	29	15	32	0	4	-3	4	-1
	LU	17	-6	10	0	11	-1	6	0	4	-6
	HU	10	1	20	7	27	3	2	1	1	-1
	MT	33	1	12	6	12	4	2	2	7	-5
	NL	29	-1	15	5	11	1	7	-4	4	-1
	AT	37	2	35	5	41	0	6	2	2	-3
	PL	12	-3	24	13	20	2	4	2	5	-6
	PT	18	-6	26	0	26	-2	1	-3	8	-1
	RO	29	7	24	16	24	8	2	0	3	-4
	SI	18	0	14	7	18	5	9	-1	3	1
	SK	22	-3	36	14	30	-3	1	-1	3	-2
	FI	26	-7	18	3	13	2	9	2	2	-1
	SE	29	1	14	7	8	1	15	3	5	-1
	UK	26	3	20	11	21	-1	3	-1	8	-6
	HR	25		17		16		2		2	

QA8 Quelle est la vitesse maximale de téléchargement prévue dans votre contrat d'abonnement ?

QA8 What is the maximum download speed under the terms of your contract?






























QA8 Wie hoch ist laut Ihres Vertrages die maximale Download-Geschwindigkeit?

		Moins de 2 Mbits		2 - 6 Mbits		7-15 Mbits		16-30 Mbits		Plus de 30 Mbitss		Réponses incorrectes		NSP	
		Less than 2 Mbps		2 - 6 Mbps		7-15 Mbps		16-30 Mbps		More than 30 Mbps		Incorrect answers		DK	
		Moins de 2 Mbits		2 - 6 Mbits		7-15 Mbits		16-30 Mbits		Plus de 30 Mbitss		Falsche Antworten		WN	
		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	1	-1	7	-2	11	2	10	1	8	1	6	0	57	-1
	BE	0	0	3	-1	2	0	4	-1	7	-2	9	-2	75	6
	BG	0	0	2	1	11	0	13	6	12	3	5	-8	57	-2
	CZ	1	0	10	4	16	0	14	8	12	7	1	-1	46	-18
	DK	0	-1	7	-5	17	-5	21	6	7	1	2	0	46	4
	DE	0	-2	12	-1	3	0	20	6	10	-6	11	3	44	0
	EE	3	-1	13	3	9	1	3	1	10	3	5	1	57	-8
	IE	1	0	9	3	14	4	7	-2	8	6	14	12	47	-23
	EL	0	0	6	-2	7	-1	37	7	1	1	13	-2	36	-3
	ES	1	0	13	-14	26	4	11	4	5	3	3	-1	41	4
	FR	1	-2	3	-2	3	-1	4	-1	4	-1	4	1	81	6
	IT	1	1	4	2	15	9	2	0	3	-2	5	1	70	-11
	CY	1	-1	20	4	9	1	4	3	1	-1	19	3	46	-9
	LV	1	0	9	3	11	0	5	-1	34	15	7	-1	33	-16
	LT	1	-1	5	1	4	-2	0	-1	14	2	10	3	66	-2
	LU	1	0	3	-4	5	0	9	3	9	3	2	2	71	-4
	HU	0	-1	17	-6	17	1	17	3	10	2	3	-3	36	4
	MT	0	0	1	-8	9	-3	6	2	2	2	5	1	77	6
	NL	4	4	2	-1	5	0	14	3	16	7	6	-2	53	-11
	AT	0	0	5	0	12	6	5	-2	10	3	8	2	60	-9
	PL	3	-3	13	-11	21	7	12	5	6	2	11	4	34	-4
	PT	2	2	4	2	9	-5	8	-4	11	1	5	-1	61	5
	RO	0	0	0	-4	4	0	3	-2	34	9	7	-1	52	-2
	SI	4	0	15	6	18	1	6	3	7	1	5	-9	45	-2
	SK	0	0	5	2	2	-2	2	-2	7	1	18	-9	66	10
	FI	2	-4	14	0	20	2	12	5	9	3	2	-12	41	6
	SE	0	-1	6	-1	19	-3	10	-2	20	12	2	1	43	-6
	UK	2	1	4	1	9	-3	9	-2	4	2	5	-1	67	2
	HR	1		16		6		1		0		8		68	

QA9.1 Pouvez-vous me dire si vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes.
La vitesse de téléchargement correspond à votre contrat

QA9.1 Please tell me whether you agree or disagree with each of the following.
The download\upload speed matches the terms of your contract






























QA9.1 Sagen Sie mir bitte für jede der folgenden Aussagen, ob Sie dieser zustimmen oder nicht zustimmen.
Die Download-/Upload-Geschwindigkeit entspricht Ihren Vertragsbedingungen

		Tout à fait d'accord		Plutôt d'accord		Plutôt pas d'accord		Pas du tout d'accord		Pas applicable (SPONTANE)		NSP		Total 'D'accord'		Total 'Pas d'accord'	
		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Not applicable (SPONTANEOUS)		DK		Total 'Agree'		Total 'Disagree'	
		Stimme voll und ganz zu		Stimme eher zu		Stimme eher nicht zu		Stimme überhaupt nicht zu		Trifft nicht zu (SPONTAN)		Weiß nicht / Keine Angabe		Gesamt 'Stimme zu'		Gesamt 'Stimme nicht zu'	
		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	%																
	EU 27	34	2	36	1	14	-1	9	-3	0	0	7	1	70	3	23	-4
	BE	40	7	43	-5	14	3	2	1	0	-4	1	-2	83	2	16	4
	BG	28	-9	54	8	11	1	4	2	0	-1	3	-1	82	-1	15	3
	CZ	39	3	51	1	6	-2	1	0	0	-1	3	-1	90	4	7	-2
	DK	49	-2	28	2	9	-4	7	2	1	-1	6	3	77	0	16	-2
	DE	42	-5	29	5	12	-3	7	-3	0	0	10	6	71	0	19	-6
	EE	40	-9	44	9	8	-5	6	4	1	1	1	0	84	0	14	-1
	IE	25	-8	46	6	12	1	13	4	0	0	4	-3	71	-2	25	5
	EL	21	-6	45	7	19	4	13	-5	0	0	2	0	66	1	32	-1
	ES	30	6	18	-10	20	-3	18	6	1	1	13	0	48	-4	38	3
	FR	31	4	26	1	23	13	14	-8	0	-2	6	-8	57	5	37	5
	IT	21	5	62	12	14	-13	2	-5	0	0	1	1	83	17	16	-18
	CY	61	-4	28	8	7	1	2	-1	0	-2	2	-2	89	4	9	0
	LV	42	0	43	9	9	-8	3	0	1	0	2	-1	85	9	12	-8
	LT	48	2	37	-2	8	-4	5	2	0	0	2	2	85	0	13	-2
	LU	37	-6	35	3	15	1	6	-3	0	-1	7	6	72	-3	21	-2
	HU	46	1	44	2	6	-1	1	-1	1	-1	2	0	90	3	7	-2
	MT	42	-5	34	1	5	0	12	8	0	-3	7	-1	76	-4	17	8
	NL	27	-4	27	0	19	7	11	-3	1	-1	15	1	54	-4	30	4
	AT	38	-2	45	-1	9	2	0	-3	0	0	8	4	83	-3	9	-1
	PL	31	0	54	-2	9	2	4	2	0	0	2	-2	85	-2	13	4
	PT	19	-10	50	2	12	-1	4	-2	4	4	11	7	69	-8	16	-3
	RO	35	-1	47	14	10	-4	3	-3	1	0	4	-6	82	13	13	-7
	SI	55	-4	33	1	7	3	3	0	0	0	2	0	88	-3	10	3
	SK	24	-10	66	13	4	-1	1	-3	0	0	5	1	90	3	5	-4
	FI	37	12	42	2	16	-6	4	-5	1	1	0	-4	79	14	20	-11
	SE	49	8	25	-6	8	-6	11	-1	0	0	7	5	74	2	19	-7
	UK	25	7	30	-5	18	-2	18	-8	1	1	8	7	55	2	36	-10
	HR	39		41		9		8		0		3		80		17	

QA9.2 Pouvez-vous me dire si vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes.
Votre connexion Internet ne se coupe jamais

QA9.2 Please tell me whether you agree or disagree with each of the following.
Your Internet connection never breaks down






























QA9.2 Sagen Sie mir bitte für jede der folgenden Aussagen, ob Sie dieser zustimmen oder nicht zustimmen.
Ihre Internetverbindung wird nie unterbrochen

		Tout à fait d'accord		Plutôt d'accord		Plutôt pas d'accord		Pas du tout d'accord		Pas applicable (SPONTANE)		NSP		Total 'D'accord'		Total 'Pas d'accord'	
		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Not applicable (SPONTANEOUS)		DK		Total 'Agree'		Total 'Disagree'	
		Stimme voll und ganz zu		Stimme eher zu		Stimme eher nicht zu		Stimme überhaupt nicht zu		Trifft nicht zu (SPONTAN)		Weiß nicht / Keine Angabe		Gesamt 'Stimme zu'		Gesamt 'Stimme nicht zu'	
%		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	25	1	35	0	26	0	11	0	1	0	2	-1	60	1	37	0
	BE	23	-4	37	4	28	0	12	2	0	-1	0	-1	60	0	40	2
	BG	15	-2	38	-1	33	3	7	-1	0	0	7	1	53	-3	40	2
	CZ	20	5	46	-4	28	1	6	-1	0	0	0	-1	66	1	34	0
	DK	31	0	29	1	24	-1	15	3	0	-2	1	-1	60	1	39	2
	DE	40	0	29	1	22	3	7	-2	0	-1	2	-1	69	1	29	1
	EE	20	-1	32	-2	35	3	11	0	2	1	0	-1	52	-3	46	3
	IE	23	9	37	6	25	-2	12	-1	1	0	2	-12	60	15	37	-3
	EL	25	4	45	1	18	-3	4	0	1	0	7	-2	70	5	22	-3
	ES	26	4	34	-2	25	-3	10	3	1	-1	4	-1	60	2	35	0
	FR	22	-1	26	1	31	0	19	-1	1	1	1	0	48	0	50	-1
	IT	19	0	51	1	21	1	6	0	1	0	2	-2	70	1	27	1
	CY	31	4	26	3	25	-7	11	2	0	-1	7	-1	57	7	36	-5
	LV	30	7	39	3	23	-9	5	-2	2	1	1	0	69	10	28	-11
	LT	33	8	29	-3	28	-6	7	0	1	1	2	0	62	5	35	-6
	LU	32	6	29	3	26	-3	12	-4	1	-1	0	-1	61	9	38	-7
	HU	26	-1	46	4	19	-1	7	-1	1	-1	1	0	72	3	26	-2
	MT	27	-6	39	12	19	0	7	0	0	-1	8	-5	66	6	26	0
	NL	29	3	28	-4	29	0	13	1	0	0	1	0	57	-1	42	1
	AT	30	0	45	-2	20	2	3	1	1	0	1	-1	75	-2	23	3
	PL	19	1	46	-1	23	-1	8	4	1	-1	3	-2	65	0	31	3
	PT	19	-1	47	6	20	-2	4	-1	3	1	7	-3	66	5	24	-3
	RO	18	2	31	1	33	2	8	-5	1	0	9	0	49	3	41	-3
	SI	21	0	35	0	29	-1	13	4	1	-1	1	-2	56	0	42	3
	SK	16	-1	48	5	29	-4	4	0	0	-1	3	1	64	4	33	-4
	FI	24	5	34	-3	29	0	13	-1	0	0	0	-1	58	2	42	-1
	SE	34	2	37	3	18	-4	10	0	0	-1	1	0	71	5	28	-4
	UK	21	3	31	3	31	0	16	-3	0	-1	1	-2	52	6	47	-3
	HR	24		39		22		9		1		5		63		31	

QA9.3 Pouvez-vous me dire si vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes.
En cas de problème, votre fournisseur Internet vous donne une réponse utile

QA9.3 Please tell me whether you agree or disagree with each of the following.
In case of problems, your Internet provider gives you a helpful answer






























QA9.3 Sagen Sie mir bitte für jede der folgenden Aussagen, ob Sie dieser zustimmen oder nicht zustimmen.
Falls Probleme auftreten, liefert Ihnen Ihr Internetanbieter eine hilfreiche Antwort

		Tout à fait d'accord		Plutôt d'accord		Plutôt pas d'accord		Pas du tout d'accord		Pas applicable (SPONTANE)		NSP		Total 'D'accord'		Total 'Pas d'accord'	
		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Not applicable (SPONTANEOUS)		DK		Total 'Agree'		Total 'Disagree'	
		Stimme voll und ganz zu		Stimme eher zu		Stimme eher nicht zu		Stimme überhaupt nicht zu		Trifft nicht zu (SPONTAN)		Weiß nicht / Keine Angabe		Gesamt 'Stimme zu'		Gesamt 'Stimme nicht zu'	
		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
%																	
	EU 27	27	3	40	-1	13	1	6	-1	6	0	8	-2	67	2	19	0
	BE	30	8	42	-4	13	0	5	-2	9	-1	1	-1	72	4	18	-2
	BG	27	-5	50	1	9	2	2	0	1	1	11	1	77	-4	11	2
	CZ	28	-3	52	4	10	-1	2	0	3	1	5	-1	80	1	12	-1
	DK	40	6	24	-4	10	0	8	-2	9	-1	9	1	64	2	18	-2
	DE	33	8	28	-5	13	0	6	-3	9	3	11	-3	61	3	19	-3
	EE	36	0	36	-2	12	-1	5	3	5	-2	6	2	72	-2	17	2
	IE	29	12	47	6	11	0	5	-1	2	-1	6	-16	76	18	16	-1
	EL	28	-2	45	-3	6	0	2	-1	5	2	14	4	73	-5	8	-1
	ES	32	8	42	-2	10	-3	5	0	3	-2	8	-1	74	6	15	-3
	FR	21	-1	36	2	18	2	9	-5	8	2	8	0	57	1	27	-3
	IT	16	-2	51	-2	17	3	4	1	3	2	9	-2	67	-4	21	4
	CY	59	7	28	-3	4	0	0	-1	1	-2	8	-1	87	4	4	-1
	LV	43	6	36	-6	6	-3	2	-2	7	2	6	3	79	0	8	-5
	LT	42	10	35	-6	6	-3	2	-1	9	3	6	-3	77	4	8	-4
	LU	34	11	26	-4	11	-4	5	-3	18	4	6	-4	60	7	16	-7
	HU	31	1	45	2	8	-1	5	2	7	-4	4	0	76	3	13	1
	MT	41	-5	40	10	5	0	3	3	2	0	9	-8	81	5	8	3
	NL	22	3	29	-1	14	-1	10	3	15	-5	10	1	51	2	24	2
	AT	24	1	50	3	11	-2	3	0	4	1	8	-3	74	4	14	-2
	PL	25	6	50	-2	11	0	3	-1	3	-2	8	-1	75	4	14	-1
	PT	18	-4	55	7	8	-2	2	0	4	-1	13	0	73	3	10	-2
	RO	28	1	44	-1	11	-1	3	-1	3	2	11	0	72	0	14	-2
	SI	40	-6	36	3	11	3	6	2	2	-2	5	0	76	-3	17	5
	SK	21	1	54	-1	10	-2	2	0	4	2	9	0	75	0	12	-2
	FI	24	8	38	-3	13	-4	5	-4	10	3	10	0	62	5	18	-8
	SE	40	6	24	-9	8	-1	6	1	13	4	9	-1	64	-3	14	0
	UK	26	2	42	0	12	1	8	0	6	-1	6	-2	68	2	20	1
	HR	36		39		10		6		3		6		75		16	

QA10 Avez-vous déjà rencontré des difficultés pour accéder à des contenus ou applications en ligne en raison d'une connexion trop lente ou d'une capacité de téléchargement trop faible ?

QA10 Have you experienced difficulties accessing online content and applications due to insufficient speed or downloading capacity?





























QA10 Hatten Sie schon einmal Schwierigkeiten beim Zugriff auf Onlineinhalte oder -anwendungen, weil die Verbindung zu langsam oder die Download-Kapazität zu niedrig war? Bitte vorlesen! Nur eine Nennung möglich!

	%	Oui, souvent		Oui, parfois		Non, jamais		NSP		Total 'Oui'	
		Yes, often		Yes, sometimes		No, never		DK		Total 'Yes'	
		Ja, häufiger		Ja, gelegentlich		Nein, niemals		Weiß nicht / Keine Angabe		Gesamt 'Ja'	
		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	8	0	35	1	52	0	5	-1	43	1
	BE	7	0	36	4	55	-4	2	0	43	4
	BG	6	1	45	3	38	-3	11	-1	51	4
	CZ	4	0	44	-1	48	1	4	0	48	-1
	DK	5	0	25	-1	67	1	3	0	30	-1
	DE	8	0	35	1	54	3	3	-4	43	1
	EE	6	1	35	-4	56	4	3	-1	41	-3
	IE	12	3	32	3	53	-2	3	-4	44	6
	EL	5	-1	43	6	40	-3	12	-2	48	5
	ES	8	2	28	-1	58	1	6	-2	36	1
	FR	12	0	42	5	44	-5	2	0	54	5
	IT	7	2	32	-8	48	3	13	3	39	-6
	CY	5	-1	34	-2	49	3	12	0	39	-3
	LV	5	-2	31	-6	60	7	4	1	36	-8
	LT	8	1	34	0	53	-2	5	1	42	1
	LU	6	-5	37	-3	54	10	3	-2	43	-8
	HU	4	-2	33	-1	59	3	4	0	37	-3
	MT	3	-1	24	13	62	-7	11	-5	27	12
	NL	5	1	30	0	63	2	2	-3	35	1
	AT	4	-1	41	1	52	1	3	-1	45	0
	PL	6	0	27	5	63	-1	4	-4	33	5
	PT	4	-2	21	-5	63	12	12	-5	25	-7
	RO	7	-4	45	-3	38	6	10	1	52	-7
	SI	6	-2	35	1	55	1	4	0	41	-1
	SK	3	-1	44	0	46	-1	7	2	47	-1
	FI	5	-2	37	-6	56	8	2	0	42	-8
	SE	3	-2	28	0	64	1	5	1	31	-2
	UK	13	3	37	3	48	-4	2	-2	50	6
	HR	8		38		48		6		46	

QA11 Seriez-vous prêt(e) à payer plus cher pour obtenir une connexion Internet plus rapide ou une plus grande capacité de téléchargement que celle dont vous disposez actuellement, sans changer de fournisseur Internet ?

QA11 Would you be prepared to pay more for an Internet connection with a higher speed or greater downloading capacity than your current one without changing your current Internet provider?






























QA11 Wären Sie bereit, mehr Geld für einen Internetanschluss auszugeben, der eine höhere Verbindungsgeschwindigkeit oder Download-Kapazität hat als Ihr derzeitiger Anschluss, ohne dabei den Anbieter zu wechseln?

		Non, vous n'êtes pas prêt(e) à payer plus cher		Oui, vous seriez prêt(e) à payer jusqu'à 15% plus cher		Oui, vous seriez prêt(e) à payer de 16 à 33% plus cher		Oui, vous seriez prêt(e) à payer plus de 33% plus cher		NSP		Total 'Oui'	
		No, you are not prepared to pay more		Yes, you would be prepared to pay up to 15% more		Yes, you would be prepared to pay 16 to 33% more		Yes, you would be prepared to pay more than 33% more		DK		Total 'Yes'	
		Nein, Sie wären nicht bereit, mehr zu bezahlen		Ja, Sie wären bereit, bis zu 15% mehr zu bezahlen		Ja, Sie wären bereit, zwischen 16 und 33% mehr zu bezahlen		Ja, Sie wären bereit, über 33% mehr zu bezahlen		Weiß nicht / Keine Angabe		Gesamt 'Ja'	
		%	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1
	EU 27	81	-1	13	2	2	0	1	0	3	-1	16	2
	BE	88	-3	10	2	1	0	0	0	1	1	11	2
	BG	74	-8	15	6	2	1	0	0	9	1	17	7
	CZ	84	-4	12	3	2	1	0	0	2	0	14	4
	DK	74	0	15	1	5	-1	4	0	2	0	24	0
	DE	79	-2	16	4	2	-1	1	0	2	-1	19	3
	EE	82	4	13	-2	2	-1	1	0	2	-1	16	-3
	IE	71	-9	19	9	2	1	1	0	7	-1	22	10
	EL	85	-2	12	3	1	0	0	0	2	-1	13	3
	ES	86	-3	8	2	1	0	0	0	5	1	9	2
	FR	90	-1	8	2	1	0	0	0	1	-1	9	2
	IT	82	0	11	1	2	-1	0	0	5	0	13	0
	CY	90	16	8	-9	1	-4	0	0	1	-3	9	-13
	LV	80	-1	15	1	2	0	1	0	2	0	18	1
	LT	83	-3	12	4	1	0	0	0	4	-1	13	4
	LU	79	2	15	-1	3	1	1	-1	2	-1	19	-1
	HU	82	-3	15	4	0	-1	0	0	3	0	15	3
	MT	78	-2	15	4	1	0	1	1	5	-3	17	5
	NL	78	-1	15	0	4	1	1	0	2	0	20	1
	AT	77	-1	17	1	2	0	0	-1	4	1	19	0
	PL	80	8	13	0	2	0	1	0	4	-8	16	0
	PT	94	8	3	-3	0	-1	0	0	3	-4	3	-4
	RO	76	6	11	-3	1	0	1	-1	11	-2	13	-4
	SI	79	4	16	-2	1	-2	1	0	3	0	18	-4
	SK	78	-1	16	1	2	1	1	0	3	-1	19	2
	FI	78	1	16	-1	4	1	1	0	1	-1	21	0
	SE	71	-5	17	4	8	4	2	-2	2	-1	27	6
	UK	75	-3	17	5	3	0	1	0	4	-2	21	5
	HR	81		14		1		1		3		16	

QA12 Seriez-vous prêt(e) à changer de fournisseur Internet si on vous proposait une connexion plus rapide ou une plus grande capacité de téléchargement pour le même prix ? (PLUSIEURS REPONSES POSSIBLES)

QA12 Would you be prepared to change your Internet provider if you were offered a higher speed or greater downloading capacity for the same price? (MULTIPLE ANSWERS POSSIBLE)






























QA12 Wären Sie bereit, Ihren Internetanbieter zu wechseln, wenn Sie zum selben Preis eine höhere Verbindungsgeschwindigkeit oder mehr Download-Kapazität angeboten bekämen? (MEHRFACHNENNUNGEN)

		Oui	Non, parce que vous êtes satisfait(e) de ce que vous avez	Non, parce que le changement de fournisseur demande trop de temps et d'efforts
		Yes	No, because you are satisfied with what you have	No, because switching is too much time and effort
		Ja	Nein, denn Sie sind mit dem was Sie haben zufrieden	Nein, denn Wechseln kostet zu viel Zeit und Mühe
%		EB 79.1	EB 79.1	EB 79.1
	EU 27	40	45	7
	BE	35	54	9
	BG	34	47	4
	CZ	41	44	7
	DK	51	39	7
	DE	39	47	9
	EE	44	48	5
	IE	49	32	4
	EL	36	52	6
	ES	41	48	3
	FR	39	47	9
	IT	31	52	6
	CY	47	42	1
	LV	40	51	3
	LT	43	47	3
	LU	53	40	7
	HU	30	55	5
	MT	48	39	2
	NL	40	47	11
	AT	28	54	11
	PL	42	40	3
	PT	28	58	2
	RO	34	49	7
	SI	50	38	4
	SK	38	44	7
	FI	49	43	7
	SE	50	38	11
	UK	50	34	8
	HR	37	47	5

QA12 Seriez-vous prêt(e) à changer de fournisseur Internet si on vous proposait une connexion plus rapide ou une plus grande capacité de téléchargement pour le même prix ? (PLUSIEURS REPONSES POSSIBLES)

QA12 Would you be prepared to change your Internet provider if you were offered a higher speed or greater downloading capacity for the same price? (MULTIPLE ANSWERS POSSIBLE)






























QA12 Wären Sie bereit, Ihren Internetanbieter zu wechseln, wenn Sie zum selben Preis eine höhere Verbindungsgeschwindigkeit oder mehr Download-Kapazität angeboten bekämen? (MEHRFACHNENNUNGEN MÖGLICH)

		Non, parce que le changement de fournisseur est trop cher, même si le prix de l'abonnement ne change pas No, because switching is too costly, even if the subscription price remains the same Nein, denn Wechseln ist zu teuer, auch wenn die monatlichen Abonnementgebühren gleich bleiben	Non, pour d'autres raisons (SPONTANE) No, for other reasons (SPONTANEOUS) Nein, aus anderen Gründen (SPONTAN)	NSP DK Weiß nicht / Keine Angabe	Total 'Non' Total 'No' Gesamt 'Nein'
%		EB 79.1	EB 79.1	EB 79.1	EB 79.1
	EU 27	3	3	4	56
	BE	3	4	1	65
	BG	2	4	9	57
	CZ	4	1	4	54
	DK	1	3	3	46
	DE	3	2	3	57
	EE	2	2	2	54
	IE	4	3	9	42
	EL	4	1	4	60
	ES	2	2	5	54
	FR	3	4	2	58
	IT	3	2	7	62
	CY	4	3	5	48
	LV	3	1	4	56
	LT	2	2	3	54
	LU	1	4	1	46
	HU	4	3	3	67
	MT	2	4	6	46
	NL	1	3	2	58
	AT	6	4	6	67
	PL	7	1	7	51
	PT	3	1	10	62
	RO	5	3	8	58
	SI	2	6	3	47
	SK	6	1	6	56
	FI	1	3	1	51
	SE	1	3	1	49
	UK	3	5	3	48
	HR	5	5	4	59

QA13 Lorsque vous surfez sur Internet chez vous, avez-vous déjà constaté le blocage de contenus ou d'applications en ligne ?

QA13 While surfing on the Internet at home, have you experienced any kind of blocking of online content or applications?





























QA13 Haben Sie zu Hause beim Surfen im Internet jemals erlebt, dass bestimmte Onlineinhalte oder -anwendungen gesperrt waren?

		Oui, souvent		Oui, parfois		Non, jamais		NSP		Total 'Oui'	
		Yes, often		Yes, sometimes		No, never		DK		Total 'Yes'	
		Ja, häufiger		Ja, gelegentlich		Nein, niemals		Weiß nicht / Keine Angabe		Gesamt 'Ja'	
	%	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	4	1	25	2	66	-2	5	-1	29	3
	BE	5	2	33	2	61	-4	1	0	38	4
	BG	3	1	33	8	56	0	8	-9	36	9
	CZ	2	0	28	4	67	-3	3	-1	30	4
	DK	1	-2	29	6	67	-5	3	1	30	4
	DE	3	0	20	0	73	2	4	-2	23	0
	EE	2	0	28	4	66	-3	4	-1	30	4
	IE	4	1	21	1	70	2	5	-4	25	2
	EL	4	1	33	2	56	0	7	-3	37	3
	ES	4	2	19	1	72	-1	5	-2	23	3
	FR	6	0	36	3	55	-4	3	1	42	3
	IT	5	2	26	-4	57	-2	12	4	31	-2
	CY	5	2	36	-3	48	1	11	0	41	-1
	LV	1	-2	14	-7	81	8	4	1	15	-9
	LT	3	1	23	0	69	0	5	-1	26	1
	LU	5	1	35	3	58	-1	2	-3	40	4
	HU	2	-1	22	3	72	-2	4	0	24	2
	MT	1	-1	23	9	69	-2	7	-6	24	8
	NL	4	1	26	5	67	-5	3	-1	30	6
	AT	1	-2	31	8	65	-2	3	-4	32	6
	PL	2	-1	16	3	78	3	4	-5	18	2
	PT	1	-3	16	-2	73	13	10	-8	17	-5
	RO	7	-4	46	-2	35	5	12	1	53	-6
	SI	2	0	28	2	66	-2	4	0	30	2
	SK	2	0	33	5	57	-8	8	3	35	5
	FI	1	-1	19	-3	78	3	2	1	20	-4
	SE	2	-1	35	0	60	1	3	0	37	-1
	UK	1	-1	19	4	78	-1	2	-2	20	3
	HR	4		31		60		5		35	

QA14 Dans quels cas, parmi les suivants, avez-vous déjà constaté le blocage de contenus ou d'applications en ligne chez vous ? En essayant ... (ROTATION – PLUSIEURS REPONSES POSSIBLES)

QA14 In which of the following cases have you experienced the blocking of online content or applications at home? When trying to... (ROTATE – MULTIPLE ANSWERS POSSIBLE)





























QA14 In welchen der folgenden Fälle haben Sie zu Hause erlebt, dass Onlineinhalte oder -anwendungen gesperrt waren? Beim Versuch ... (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

		De jouer à des jeux en ligne		De regarder une vidéo		D'écouter de la musique		De regarder des événements en direct (sports, informations, etc.)		De télécharger gratuitement des vidéos	
		Play online games		Watch a video		Listen to music		Watch live events (sports, news, etc.)		Download video content for free	
		Onlinespiele zu spielen		Ein Video anzuschauen		Musik zu hören		Veranstaltungen live zu verfolgen (Sport, Nachrichten etc.)		Videodateien kostenlos herunterzuladen	
		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
%											
	EU 27	18	1	39	6	20	-1	20	3	23	4
	BE	17	-1	31	2	18	-4	24	4	19	5
	BG	15	0	45	10	25	9	27	9	27	3
	CZ	29	10	43	18	18	4	19	-2	31	2
	DK	15	-1	47	14	21	-2	21	-2	20	-7
	DE	8	-5	46	8	26	0	11	2	22	-10
	EE	17	2	33	4	16	2	26	3	14	-2
	IE	10	-2	32	9	22	2	25	0	21	3
	EL	29	-4	45	7	18	-6	26	17	44	22
	ES	16	8	40	12	12	-3	17	-4	32	-1
	FR	18	1	41	5	16	-3	24	7	15	5
	IT	17	0	45	8	19	-4	20	6	25	8
	CY	29	7	35	-1	28	8	22	0	32	1
	LV	14	2	28	-5	15	2	16	-10	16	-10
	LT	24	10	36	8	12	3	17	-7	22	-2
	LU	19	6	59	26	16	-4	32	19	10	-3
	HU	20	-6	24	-2	24	-11	15	-1	23	-8
	MT	35	19	49	24	9	-7	14	-9	24	15
	NL	16	5	33	7	15	-8	25	7	21	7
	AT	27	0	49	17	21	-7	18	-9	39	5
	PL	23	6	44	19	29	7	11	-6	28	13
	PT	15	2	31	5	21	-3	12	0	19	-10
	RO	29	2	41	6	35	8	27	-1	26	4
	SI	15	3	28	10	14	0	32	0	26	-2
	SK	23	8	35	9	17	-4	23	-1	34	-7
	FI	12	1	28	0	19	-8	16	-10	31	10
	SE	17	3	39	7	18	0	32	3	13	-1
	UK	24	6	25	-2	14	-2	17	3	21	10
	HR	30		40		25		31		28	

QA14 Dans quels cas, parmi les suivants, avez-vous déjà constaté le blocage de contenus ou d'applications en ligne chez vous ? En essayant ... (ROTATION – PLUSIEURS REPONSES POSSIBLES)

QA14 In which of the following cases have you experienced the blocking of online content or applications at home? When trying to... (ROTATE – MULTIPLE ANSWERS POSSIBLE)






























QA14 In welchen der folgenden Fälle haben Sie zu Hause erlebt, dass Onlineinhalte oder -anwendungen gesperrt waren? Beim Versuch ... (ROTIEREN – MEHRFACHNENNUNGEN MÖGLICH)

		De télécharger gratuitement des contenus audio		De téléphoner par Internet		De regarder la télévision		Autre (SPONTANE)		NSP	
		Download audio content for free		Make phone calls over the Internet		Watch television		Other (SPONTANEOUS)		DK	
		Audiodateien kostenlos herunterzuladen		Anrufe über das Internet zu tätigen		Fernsehen zu schauen		Andere (SPONTAN)		Weiß nicht / Keine Angabe	
%		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	15	0	7	1	15	2	11	-1	6	-1
	BE	14	-1	11	2	16	3	20	5	2	-2
	BG	18	4	19	7	12	-3	3	-10	3	-2
	CZ	23	7	6	-11	15	6	2	-1	7	-1
	DK	11	-2	4	-1	17	1	21	6	4	-4
	DE	14	-9	1	-4	16	10	9	3	10	0
	EE	10	-4	10	0	18	-4	11	4	11	4
	IE	21	7	13	2	28	20	8	0	10	2
	EL	18	8	3	-8	9	2	2	-4	2	-1
	ES	22	-3	5	0	12	4	9	-5	4	-2
	FR	12	1	9	-1	20	-2	16	-4	5	-2
	IT	16	5	11	4	8	0	5	-1	2	-5
	CY	12	-3	20	0	16	0	9	0	1	1
	LV	10	-13	11	2	15	3	11	10	13	2
	LT	22	8	14	8	14	0	17	-4	6	2
	LU	8	-3	15	6	24	8	15	-14	5	-3
	HU	16	5	16	10	14	7	5	1	6	-1
	MT	2	-11	6	1	14	0	7	-15	5	-2
	NL	18	5	3	-4	19	4	19	6	4	-5
	AT	28	3	11	-3	14	-6	5	0	6	1
	PL	14	0	13	12	14	5	8	8	10	-3
	PT	13	-8	5	1	18	11	2	-1	8	-11
	RO	15	5	7	5	14	1	8	-1	6	2
	SI	17	2	8	2	17	-1	16	-3	5	4
	SK	19	-6	9	0	22	2	8	8	1	0
	FI	12	-4	3	-1	12	6	23	2	6	1
	SE	4	-4	9	7	27	4	14	-2	5	2
	UK	12	-2	4	1	14	4	17	2	11	-1
	HR	22		10		12		4		3	

QA15 Selon vous, parmi les suivants, lequel était responsable de ce blocage de contenus ou applications en ligne ?
(ROTATION – PLUSIEURS REPONSES POSSIBLES)

QA15 In your opinion, which of the following was responsible for the blocking of online content or applications? (ROTATE – MULTIPLE ANSWERS POSSIBLE)






























QA15 Welche der folgenden Faktoren waren Ihrer Meinung nach dafür verantwortlich, dass Onlineinhalte oder -anwendungen gesperrt waren? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

		Le fabricant de votre équipement connecté au réseau		Le fournisseur de l'application ou du contenu		Votre fournisseur d'accès à Internet		Les restrictions géographiques sur les droits d'auteur		Autre (SPONTANE)		NSP	
		The manufacturer of the device connecting you to the Internet		The application or content provider		Your Internet connection provider		Geographical copyright restrictions		Other (SPONTANEOUS)		DK	
		Der Hersteller des Geräts, das Sie mit dem Internet verbindet		Der Anbieter der Anwendung oder des Inhalts		Ihr Internetanbieter		Geografische Urheberrechtsbeschränkungen		Andere (SPONTAN)		Weiß nicht / Keine Angabe	
		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	9	0	31	2	31	0	19	2	5	1	20	-3
	BE	12	3	26	2	45	0	17	1	12	4	5	-5
	BG	7	4	30	1	52	4	15	4	0	-1	14	-5
	CZ	7	-5	51	8	30	-2	24	5	2	0	11	0
	DK	12	-8	27	7	31	2	25	-11	11	3	17	1
	DE	3	-9	38	-1	17	-3	33	5	3	-1	18	3
	EE	9	4	32	1	33	9	27	-2	4	-2	13	-5
	IE	7	-3	16	-7	40	4	22	4	0	-3	27	6
	EL	7	-5	41	-6	38	7	22	12	3	2	15	1
	ES	7	4	26	7	33	-8	17	3	3	-3	24	0
	FR	7	-2	28	6	38	-3	13	-2	6	3	22	-1
	IT	17	9	35	2	25	-4	9	0	2	0	24	-6
	CY	11	2	27	-1	37	9	30	10	3	-2	14	-10
	LV	9	-1	27	-15	21	-12	24	-1	4	3	23	16
	LT	6	3	32	3	23	-4	24	0	13	9	15	-9
	LU	7	3	25	3	29	4	38	17	8	-3	15	-15
	HU	8	-7	45	0	27	3	21	4	1	0	17	4
	MT	29	29	16	-11	20	4	33	10	5	-4	13	-23
	NL	11	3	25	-1	28	5	20	3	9	2	23	-4
	AT	12	-1	51	10	23	-7	31	-2	5	-2	20	3
	PL	13	9	34	0	26	0	16	0	5	4	20	-1
	PT	3	-10	24	10	23	-1	22	5	2	0	35	-6
	RO	14	1	27	6	44	8	13	4	3	-1	21	-10
	SI	5	-7	44	9	31	-11	20	2	7	2	11	-1
	SK	13	4	46	11	16	-7	25	-7	3	1	19	6
	FI	10	4	42	-5	45	11	13	-8	8	-2	12	4
	SE	8	-6	40	4	26	2	29	5	9	1	15	2
	UK	11	5	21	-5	32	6	18	7	7	2	20	-12
	HR	13		32		43		16		5		12	

QA16 Lorsque vous surfez sur Internet à partir de votre téléphone mobile, avez-vous déjà constaté le blocage de contenus ou applications en ligne ?

QA16 While surfing on the Internet using your mobile phone, have you experienced any kind of blocking of online content or applications?






























QA16 Haben Sie beim Surfen im Internet mit Ihrem Mobiltelefon jemals erlebt, dass Onlineinhalte oder -anwendungen gesperrt waren?

	%	Oui, souvent		Oui, parfois		Non, jamais		NSP		Total 'Oui'	
		Yes, often		Yes, sometimes		No, never		DK		Total 'Yes'	
		Ja, häufiger		Ja, gelegentlich		Nein, niemals		Weiß nicht / Keine Angabe		Gesamt 'Ja'	
		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	4	0	20	4	70	-1	6	-3	24	4
	BE	3	-4	26	6	66	-3	5	1	29	2
	BG	3	2	26	14	63	-8	8	-8	29	16
	CZ	1	0	18	1	71	2	10	-3	19	1
	DK	2	-1	19	3	75	-2	4	0	21	2
	DE	3	1	15	4	75	2	7	-7	18	5
	EE	1	-1	19	3	66	-1	14	-1	20	2
	IE	7	3	16	1	73	0	4	-4	23	4
	EL	3	1	16	-2	69	4	12	-3	19	-1
	ES	4	1	19	5	73	1	4	-7	23	6
	FR	9	-2	25	5	59	-1	7	-2	34	3
	IT	5	1	23	-4	64	-1	8	4	28	-3
	CY	4	-3	28	12	62	-5	6	-4	32	9
	LV	3	2	9	-4	74	-2	14	4	12	-2
	LT	4	2	13	1	59	-13	24	10	17	3
	LU	9	0	26	-3	61	7	4	-4	35	-3
	HU	2	0	19	4	66	-11	13	7	21	4
	MT	4	3	17	4	73	-6	6	-1	21	7
	NL	4	0	24	4	68	-1	4	-3	28	4
	AT	3	-3	27	2	65	2	5	-1	30	-1
	PL	3	-1	14	6	75	1	8	-6	17	5
	PT	4	3	9	-5	78	6	9	-4	13	-2
	RO	7	-5	35	-6	49	23	9	-12	42	-11
	SI	1	-1	17	-2	77	5	5	-2	18	-3
	SK	1	0	19	-1	64	-3	16	4	20	-1
	FI	2	0	13	2	78	-1	7	-1	15	2
	SE	3	0	25	5	67	-3	5	-2	28	5
	UK	3	0	17	5	78	-2	2	-3	20	5
	HR	4		20		66		10		24	

QA17 Dans quels cas, parmi les suivants, avez-vous déjà constaté le blocage de contenus ou d'applications en ligne ? En essayant ... (ROTATION – PLUSIEURS REPONSES POSSIBLES)

QA17 In which of the following cases have you experienced the blocking of online content or applications? When trying to... (ROTATE – MULTIPLE ANSWERS POSSIBLE)






























QA17 In welchen der folgenden Fälle haben Sie erlebt, dass Onlineinhalte oder -anwendungen gesperrt waren? Beim Versuch ... (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

		De jouer à des jeux en ligne		De regarder une vidéo		D'écouter de la musique		De regarder des événements en direct (sports, informations, etc.)		De télécharger gratuitement des vidéos	
		Play online games		Watch a video		Listen to music		Watch live events (sports, news, etc.)		Download video content for free	
%		Onlinespiele zu spielen		Ein Video zu schauen		Musik zu hören		Veranstaltungen live zu verfolgen (Sport, Nachrichten etc.)		Videodateien kostenlos herunterzuladen	
		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	19	3	42	7	22	3	20	1	22	3
	BE	22	9	37	-1	16	7	22	16	22	7
	BG	31	24	41	6	21	-10	22	-9	27	27
	CZ	25	6	41	16	17	8	15	-3	31	4
	DK	19	10	52	17	28	-8	26	10	28	11
	DE	16	3	40	2	26	2	16	6	22	-2
	EE	15	0	29	1	7	-8	37	20	9	-7
	IE	16	-4	31	6	30	10	25	6	29	11
	EL	30	6	32	-2	31	12	18	-5	34	-3
	ES	13	-4	39	1	15	8	16	-2	32	-8
	FR	24	9	44	7	24	15	20	1	18	6
	IT	18	0	50	11	21	-7	20	5	23	7
	CY	21	-15	41	1	19	-17	23	15	21	-3
	LV	16	3	35	7	28	18	10	-6	21	3
	LT	10	0	45	15	15	8	14	-6	32	1
	LU	20	8	59	20	23	-1	31	15	19	4
	HU	24	0	27	-13	17	-11	16	-3	21	-1
	MT	22	22	53	12	10	-17	14	-2	23	-3
	NL	12	3	47	11	14	-1	27	-3	17	-1
	AT	32	-1	44	17	27	-6	28	6	41	11
	PL	11	-14	39	8	32	15	17	-7	21	17
	PT	7	2	29	9	18	18	12	2	12	-3
	RO	30	9	49	7	38	1	23	4	20	3
	SI	10	1	26	4	21	3	24	-6	20	-9
	SK	25	6	30	6	16	-6	20	-1	31	4
	FI	9	-8	46	1	22	-6	16	-11	33	11
	SE	10	-3	39	-2	21	-9	37	9	14	-2
	UK	18	3	37	11	18	-2	19	0	18	2
	HR	21		47		19		27		34	

QA17 Dans quels cas, parmi les suivants, avez-vous déjà constaté le blocage de contenus ou d'applications en ligne ? En essayant ... (ROTATION – PLUSIEURS REPONSES POSSIBLES)

QA17 In which of the following cases have you experienced the blocking of online content or applications? When trying to... (ROTATE – MULTIPLE ANSWERS POSSIBLE)






























QA17 In welchen der folgenden Fälle haben Sie erlebt, dass Onlineinhalte oder -anwendungen gesperrt waren? Beim Versuch ... (ROTIEREN – MEHRFACHNENNUNGEN MÖGLICH)

	%	De télécharger gratuitement des contenus audio		De téléphoner par Internet		De regarder la télévision		Autre (SPONTANE)		NSP	
		Download audio content for free		Make phone calls over the Internet		Watch television		Other (SPONTANEOUS)		DK	
		Audiodateien kostenlos herunterzuladen		Anrufe über das Internet zu tätigen		Fernsehen zu schauen		Andere (SPONTAN)		Weiß nicht / Keine Angabe	
		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	16	1	8	0	15	1	11	0	5	-2
	BE	17	6	17	1	19	3	17	2	1	-6
	BG	17	17	18	6	13	13	0	-9	2	2
	CZ	21	7	9	5	10	7	0	-3	0	-10
	DK	14	-5	4	-4	23	9	10	-5	6	4
	DE	21	-9	8	-2	18	8	5	-1	14	-1
	EE	15	2	14	6	26	13	11	-3	3	0
	IE	20	13	13	2	24	15	5	3	3	-3
	EL	29	7	6	-5	4	-9	3	-4	0	-3
	ES	25	-2	8	4	15	6	14	4	3	-3
	FR	12	2	8	-2	20	-5	15	-10	4	-4
	IT	16	6	6	4	10	3	2	0	2	2
	CY	10	-2	27	11	6	-2	4	-4	0	0
	LV	9	-15	6	-1	13	5	10	10	11	-4
	LT	26	0	14	3	10	1	11	-2	7	3
	LU	18	9	14	2	22	10	8	-14	5	-5
	HU	19	7	16	7	20	16	2	2	2	-3
	MT	6	-11	5	5	7	7	16	4	5	-15
	NL	8	0	9	0	19	6	21	10	5	2
	AT	25	-6	10	-5	20	1	6	0	5	-2
	PL	24	15	7	-7	15	-5	15	15	8	6
	PT	15	-16	4	-1	4	-6	13	8	16	-13
	RO	17	8	11	11	11	4	6	0	4	-6
	SI	22	4	10	2	12	-7	17	1	3	1
	SK	25	-5	14	5	15	1	5	-1	2	-6
	FI	3	-14	0	-12	8	3	16	9	6	3
	SE	8	1	12	4	21	-9	14	4	3	0
	UK	12	-3	6	-5	9	0	16	4	9	-1
	HR	24		7		13		7		3	

QA18 Selon vous, parmi les suivants, lequel était responsable de ce blocage de contenus ou d'applications en ligne ?
(ROTATION – PLUSIEURS REPONSES POSSIBLES)

QA18 In your opinion, which of the following was responsible for the blocking of online content or applications? (ROTATE – MULTIPLE ANSWERS POSSIBLE)






























QA18 Welche der folgenden Faktoren waren Ihrer Meinung nach dafür verantwortlich, dass Onlineinhalte und -anwendungen gesperrt wurden? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

		Le fabricant de votre téléphone mobile		Le fournisseur de l'application ou du contenu		Votre fournisseur d'accès à Internet		Les restrictions géographiques sur les droits d'auteur		Autre (SPONTANE)		NSP	
		The manufacturer of your mobile phone		The application or content provider		Your Internet connection provider		Geographical copyright restrictions		Other (SPONTANEOUS)		DK	
		Der Hersteller Ihres Mobiltelefons		Der Anbieter der Anwendung oder des Inhalts		Ihr Internetanbieter		Geografische Urheberrechtsbeschränkungen		Andere (SPONTAN)		Weiß nicht / Keine Angabe	
		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	15	0	32	6	37	2	17	-1	4	0	14	-4
	BE	21	-2	33	-1	32	2	20	6	8	4	2	-5
	BG	10	2	32	2	40	-11	18	18	0	0	25	14
	CZ	3	-6	47	14	39	6	26	7	2	2	4	-15
	DK	23	-11	36	8	31	7	27	-2	4	2	8	0
	DE	15	6	33	-10	24	6	29	-3	4	2	12	-6
	EE	8	-2	29	13	54	25	23	0	2	-2	7	-14
	IE	13	-16	26	13	43	9	16	-7	5	5	15	-3
	EL	19	8	38	14	48	-8	18	7	0	-2	7	-5
	ES	12	5	35	13	39	8	17	1	3	-2	12	-16
	FR	11	1	24	6	38	-3	14	-7	10	3	17	0
	IT	13	-2	43	25	31	-15	10	3	1	1	17	-7
	CY	8	-20	23	-1	37	-14	25	21	0	0	15	11
	LV	11	-8	16	-6	35	-11	13	0	3	1	28	21
	LT	11	2	36	14	37	-6	15	-5	8	8	14	-5
	LU	13	-5	34	18	32	3	44	24	2	-7	8	-20
	HU	3	-34	50	22	36	3	25	8	0	0	11	6
	MT	14	14	26	1	29	-19	33	7	4	4	16	-10
	NL	25	1	32	3	33	14	13	-3	5	2	11	-7
	AT	23	2	46	2	37	-3	28	0	6	-7	14	3
	PL	24	5	53	10	28	4	11	0	6	6	12	-7
	PT	10	6	27	4	20	1	20	10	4	-1	26	-13
	RO	20	-4	28	-8	52	23	11	7	3	-2	12	-12
	SI	12	-12	50	29	34	-19	19	-1	7	-1	6	1
	SK	18	3	45	10	20	4	22	-19	0	0	16	6
	FI	11	-1	51	2	31	-10	12	-4	8	5	15	13
	SE	15	-12	40	3	35	7	27	2	3	-4	12	7
	UK	14	-2	11	-2	50	6	13	-2	3	1	18	0
	HR	22		36		39		20		6		7	

QA19 Vous m'avez dit que vous n'aviez pas d'accès à Internet chez vous. Parmi la liste suivante, quelles sont les raisons qui expliquent le mieux pourquoi votre ménage n'a pas d'accès à Internet ? (PLUSIEURS REPONSES POSSIBLES)

QA19 You said you do not have Internet access at home. From the following list, which 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 beschreiben am besten, warum es in Ihrem Haushalt keinen Internetanschluss gibt? (MEHRFACHNENNUNGEN MÖGLICH)

		Les membres de votre ménage qui sont intéressés par Internet y ont accès sur leur lieu de travail ou dans un établissement d'enseignement ou ailleurs, et cela suffit		Vous ou un membre de votre ménage êtes préoccupé(e) par l'existence de sites Internet dont le contenu est douteux	
		The interested members of your household have access at work, school or elsewhere and this is sufficient		You or someone in your household are concerned about access to unsuitable content	
		Die interessierten Mitglieder Ihres Haushalts haben Zugang zum Internet am Arbeitsplatz, in der Schule oder woanders, und das ist ausreichend		Sie oder jemand anderes in Ihrem Haushalt machen sich Sorgen über Zugang zu Internetseiten mit problematischen Inhalten	
%		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	6	1	1	0
	BE	4	2	0	-2
	BG	4	0	0	-1
	CZ	12	1	1	0
	DK	5	5	1	-1
	DE	8	3	3	1
	EE	11	3	0	-1
	IE	5	3	1	0
	EL	13	4	1	-2
	ES	6	4	0	-1
	FR	2	-3	0	-2
	IT	9	1	0	-1
	CY	6	3	1	1
	LV	8	0	1	0
	LT	5	-1	1	1
	LU	8	7	1	1
	HU	4	-1	1	-1
	MT	1	-1	1	1
	NL	5	4	0	-2
	AT	9	3	0	-1
	PL	3	0	1	0
	PT	3	0	1	0
	RO	4	1	2	1
	SI	2	-1	0	0
	SK	11	-1	2	0
	FI	2	-2	0	-2
	SE	4	0	1	-1
	UK	4	1	0	-1
	HR	6		1	

QA19 Vous m'avez dit que vous n'aviez pas d'accès à Internet chez vous. Parmi la liste suivante, quelles sont les raisons qui expliquent le mieux pourquoi votre ménage n'a pas d'accès à Internet ? (PLUSIEURS REPONSES POSSIBLES)

QA19 You said you do not have Internet access at home. From the following list, which 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 beschreiben am besten, warum es in Ihrem Haushalt keinen Internetanschluss gibt? (MEHRFACHNENNUNGEN MÖGLICH)

	%	Autre (SPONTANE)		NSP		Au moins un item de coût mentionné	
		Other (SPONTANEOUS)		DK		At least one cost aspect mentioned	
		Sonstiges (SPONTAN)		Weiß nicht / Keine Angabe		Nennung von mindestens einem Kostenaspekt	
		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
 EU 27		6	1	3	-4	19	1
 BE		9	3	0	0	21	-6
 BG		1	-1	8	-5	21	-2
 CZ		4	2	1	-2	27	-4
 DK		12	4	1	-3	12	-14
 DE		7	2	2	-4	17	4
 EE		1	-9	3	-5	21	-3
 IE		10	4	9	5	14	0
 EL		1	-2	2	-2	20	4
 ES		5	-1	1	-3	20	3
 FR		13	5	1	-5	22	0
 IT		5	2	4	-5	13	3
 CY		4	3	0	-4	19	-3
 LV		0	0	4	-2	31	0
 LT		9	1	9	4	20	-2
 LU		13	-2	0	-3	12	10
 HU		8	4	1	-2	37	-5
 MT		1	0	0	-2	9	-6
 NL		19	-2	2	-2	10	-1
 AT		7	-2	1	-1	18	-3
 PL		5	4	3	-10	22	2
 PT		4	1	2	-6	17	-3
 RO		5	3	12	-4	26	7
 SI		13	2	1	-1	10	-3
 SK		2	-1	2	0	26	1
 FI		8	-8	4	3	9	-3
 SE		17	-2	5	1	11	-6
 UK		7	-2	4	0	20	-2
 HR		5		1		30	

QA21.1 Pouvez-vous me dire si vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes.
Vous pouvez facilement comparer les différentes offres groupées (services et prix)

QA21.1 Please tell me whether you agree or disagree with each of the following statements.
You can easily compare the terms of different bundled offers (services and prices)






























QA21.1 Sagen Sie mir bitte für jede der folgenden Aussagen, ob Sie dieser zustimmen oder nicht zustimmen.
Sie können die Bedingungen verschiedener Leistungspakete leicht miteinander vergleichen (Dienstleistungen und Preise)

		Tout à fait d'accord		Plutôt d'accord		Plutôt pas d'accord		Pas du tout d'accord		Pas applicable (SPONTANE) Not applicable (SPONTANEOUS) Trifft nicht zu (SPONTAN)		NSP		Total 'D'accord'		Total 'Pas d'accord'	
		Totally agree		Tend to agree		Tend to disagree		Totally disagree				DK		Total 'Agree'		Total 'Disagree'	
		Stimme voll und ganz zu		Stimme eher zu		Stimme eher nicht zu		Stimme überhaupt nicht zu				Weiß nicht / Keine Angabe		Gesamt 'Stimme zu'		Gesamt 'Stimme nicht zu'	
		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
%																	
	EU 27	20	4	33	1	17	2	12	1	10	-4	8	-4	53	5	29	3
	BE	17	2	34	-1	19	1	14	-2	13	-1	3	1	51	1	33	-1
	BG	17	5	32	4	12	3	11	1	15	-5	13	-8	49	9	23	4
	CZ	14	5	36	5	24	-3	11	0	9	-1	6	-6	50	10	35	-3
	DK	14	2	17	-3	17	-6	37	10	9	-3	6	0	31	-1	54	4
	DE	24	3	24	-5	22	2	19	4	6	0	5	-4	48	-2	41	6
	EE	23	-3	34	7	11	4	9	4	16	-11	7	-1	57	4	20	8
	IE	24	9	34	4	12	0	8	1	11	-4	11	-10	58	13	20	1
	EL	26	5	41	7	19	4	8	0	4	-14	2	-2	67	12	27	4
	ES	21	3	28	3	17	4	12	1	8	-7	14	-4	49	6	29	5
	FR	21	3	32	2	16	1	15	1	10	-1	6	-6	53	5	31	2
	IT	15	5	47	4	14	2	5	-5	9	-4	10	-2	62	9	19	-3
	CY	38	10	19	-4	9	3	11	6	15	-12	8	-3	57	6	20	9
	LV	24	6	31	-2	10	2	7	4	22	-8	6	-2	55	4	17	6
	LT	25	9	24	0	10	4	13	4	16	-10	12	-7	49	9	23	8
	LU	17	2	30	1	14	1	17	3	14	-3	8	-4	47	3	31	4
	HU	21	0	34	2	21	4	17	4	7	-9	0	-1	55	2	38	8
	MT	20	3	28	0	12	6	14	3	10	0	16	-12	48	3	26	9
	NL	20	5	25	-2	16	-2	19	5	10	-4	10	-2	45	3	35	3
	AT	11	-1	37	4	26	2	13	1	10	4	3	-10	48	3	39	3
	PL	21	10	46	7	15	8	4	2	8	-24	6	-3	67	17	19	10
	PT	13	-5	41	2	17	6	10	7	15	-4	4	-6	54	-3	27	13
	RO	16	-5	35	3	16	5	7	3	11	-1	15	-5	51	-2	23	8
	SI	24	-4	33	3	15	6	11	5	13	-5	4	-5	57	-1	26	11
	SK	13	1	37	-2	26	7	9	3	9	-8	6	-1	50	-1	35	10
	FI	12	4	24	0	22	-4	14	-2	22	3	6	-1	36	4	36	-6
	SE	14	0	25	0	20	-1	24	4	11	-1	6	-2	39	0	44	3
	UK	22	4	28	0	15	-2	11	0	13	-2	11	0	50	4	26	-2
	HR	25		39		15		11		4		6		64		26	

QA21.1 Pouvez-vous me dire si vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes.
 Vous pouvez facilement comparer les différentes offres groupées (services et prix)

QA21.1 Please tell me whether you agree or disagree with each of the following statements
 You can easily compare the terms of different bundled offers (services and prices)






























QA21.1 Pouvez-vous me dire si vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes.
 Sie können die Bedingungen verschiedener Leistungspakete leicht miteinander vergleichen (Dienstleistungen und Preise)

		Tout à fait d'accord		Plutôt d'accord		Plutôt pas d'accord		Pas du tout d'accord		Pas applicable (SPONTANE)		NSP	
		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Not applicable (SPONTANEOUS)		DK	
		Stimme voll und ganz zu		Stimme eher zu		Stimme eher nicht zu		Stimme überhaupt nicht zu		Trifft nicht zu (SPONTAN)		Weiß nicht / Keine Angabe	
%		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	26	0	36	-5	18	2	11	2	4	1	5	0
	BE	19	-1	38	-4	21	3	14	1	6	0	2	1
	BG	28	-2	49	-2	10	3	6	1	1	1	6	-1
	CZ	26	4	49	-4	18	3	3	0	0	-1	4	-2
	DK	17	0	17	-4	15	-10	40	14	6	0	5	0
	DE	28	-1	31	-7	23	2	12	5	2	0	4	1
	EE	28	-10	40	5	10	0	9	3	6	1	7	1
	IE	26	-1	45	5	13	1	7	-4	3	1	6	-2
	EL	36	-1	47	1	13	3	2	-2	1	0	1	-1
	ES	26	-3	34	-6	17	4	11	1	2	1	10	3
	FR	25	-1	35	0	19	3	12	0	5	2	4	-4
	IT	28	7	56	-7	7	0	4	-1	1	0	4	1
	CY	60	7	21	-3	5	-3	6	1	3	2	5	-4
	LV	32	0	40	-7	11	2	3	0	7	3	7	2
	LT	30	-5	33	-9	8	2	10	7	8	4	11	1
	LU	17	0	29	-1	14	-6	18	2	15	4	7	1
	HU	22	-6	37	-4	23	4	12	6	6	0	0	0
	MT	23	2	28	-9	14	7	17	6	3	0	15	-6
	NL	22	4	25	-7	17	-3	19	3	8	3	9	0
	AT	16	-10	49	3	23	6	7	3	3	1	2	-3
	PL	34	12	51	-6	7	0	1	-1	1	-1	6	-4
	PT	21	-9	51	3	17	9	5	2	4	0	2	-5
	RO	21	-11	44	-2	14	4	4	1	3	2	14	6
	SI	30	-9	37	0	15	7	7	1	8	4	3	-3
	SK	24	0	49	-7	18	7	2	-2	4	3	3	-1
	FI	28	13	32	-4	22	-10	10	-1	4	2	4	0
	SE	18	-1	26	-4	24	1	22	5	5	-1	5	0
	UK	28	1	34	-5	18	1	10	0	3	0	7	3
	HR	30		45		13		6		2		4	

QA21.2 Pouvez-vous me dire si vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes.
Vous pouvez facilement comparer les différentes offres groupées (services et prix)

QA21.2 Please tell me whether you agree or disagree with each of the following statements
You can easily compare the terms of different bundled offers (services and prices)






























QA21.2 Pouvez-vous me dire si vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes.
Sie können die Bedingungen verschiedener Leistungspakete leicht miteinander vergleichen (Dienstleistungen und Preise)

		Tout à fait d'accord		Plutôt d'accord		Plutôt pas d'accord		Pas du tout d'accord		Pas applicable (SPONTANE)		NSP	
		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Not applicable (SPONTANEOUS)		DK	
		Stimme voll und ganz zu		Stimme eher zu		Stimme eher nicht zu		Stimme überhaupt nicht zu		Trifft nicht zu (SPONTAN)		Weiß nicht / Keine Angabe	
		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
%													
	EU 27	13	5	28	5	17	1	16	1	17	-8	9	-4
	BE	12	7	25	2	13	-1	14	-7	32	-1	4	0
	BG	7	2	20	2	13	4	15	3	27	-2	18	-9
	CZ	9	5	31	10	26	-4	14	-3	13	-3	7	-5
	DK	12	6	18	3	17	-4	34	5	12	-12	7	2
	DE	16	7	17	-3	19	-3	28	2	14	2	6	-5
	EE	14	1	26	12	11	7	12	7	31	-29	6	2
	IE	23	14	25	4	8	-1	7	1	21	-6	16	-12
	EL	15	8	35	10	27	8	12	-1	8	-22	3	-3
	ES	15	6	24	7	17	3	15	3	13	-12	16	-7
	FR	13	5	25	2	12	3	19	0	22	-4	9	-6
	IT	10	6	42	10	17	2	7	-6	14	-10	10	-2
	CY	18	7	19	0	11	5	14	10	26	-19	12	-3
	LV	16	7	25	2	9	1	11	7	36	-12	3	-5
	LT	21	12	17	2	12	6	18	7	22	-17	10	-10
	LU	16	7	27	5	12	6	14	3	16	-21	15	0
	HU	17	4	28	4	18	3	28	6	8	-17	1	0
	MT	11	6	13	4	8	4	19	10	28	-7	21	-17
	NL	14	3	20	4	13	0	20	6	21	-13	12	0
	AT	5	1	26	2	29	1	21	3	16	6	3	-13
	PL	15	9	43	12	20	13	5	3	11	-35	6	-2
	PT	4	-3	32	-4	18	4	15	11	26	-5	5	-3
	RO	11	1	28	7	17	5	8	4	18	-3	18	-14
	SI	8	-3	23	5	17	9	25	17	22	-20	5	-8
	SK	9	4	28	-2	29	7	14	3	14	-12	6	0
	FI	9	3	22	2	21	-2	14	-3	28	2	6	-2
	SE	12	4	22	8	14	-4	30	3	16	-8	6	-3
	UK	15	1	23	3	10	-5	13	0	25	-1	14	2
	HR	18		32		18		17		7		8	

QA21.2 Pouvez-vous me dire si vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes.
 Vous lisez régulièrement des comparaisons entre les offres groupées

QA21.2 Please tell me whether you agree or disagree with each of the following statements.
 You regularly read comparisons of bundled offers






























QA21.2 Sagen Sie mir bitte für jede der folgenden Aussagen, ob Sie dieser zustimmen oder nicht zustimmen.
 Sie lesen regelmäßig Vergleiche von Leistungspaketen

		Tout à fait d'accord		Plutôt d'accord		Plutôt pas d'accord		Pas du tout d'accord		Pas applicable (SPONTANE)		NSP		Total 'D'accord'		Total 'Pas d'accord'	
		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Not applicable (SPONTANEOUS)		DK		Total 'Agree'		Total 'Disagree'	
		Stimme voll und ganz zu		Stimme eher zu		Stimme eher nicht zu		Stimme überhaupt nicht zu		Trifft nicht zu (SPONTAN)		Weiß nicht / Keine Angabe		Gesamt 'Stimme zu'		Gesamt 'Stimme nicht zu'	
		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
                           	EU 27	8	1	18	0	26	4	36	3	9	-6	3	-2	26	1	62	7
	BE	9	0	19	-6	21	2	42	7	9	-2	0	-1	28	-6	63	9
	BG	7	2	19	4	23	8	26	1	15	-8	10	-7	26	6	49	9
	CZ	3	2	11	0	33	4	44	1	7	-4	2	-3	14	2	77	5
	DK	9	0	14	-1	18	-4	50	11	6	-6	3	0	23	-1	68	7
	DE	10	4	11	-2	26	-1	49	2	4	-1	0	-2	21	2	75	1
	EE	3	-2	9	-6	22	2	50	23	14	-13	2	-4	12	-8	72	25
	IE	13	5	24	0	21	2	23	4	13	-2	6	-9	37	5	44	6
	EL	13	-2	27	3	31	10	21	4	7	-14	1	-1	40	1	52	14
	ES	15	4	20	4	21	7	33	-1	8	-11	3	-3	35	8	54	6
	FR	5	-1	16	-1	21	3	50	7	6	-4	2	-4	21	-2	71	10
	IT	10	2	29	0	29	9	20	-2	8	-7	4	-2	39	2	49	7
	CY	18	-1	16	3	16	4	31	12	16	-12	3	-6	34	2	47	16
	LV	7	2	16	2	23	-1	32	8	19	-10	3	-1	23	4	55	7
	LT	8	3	15	1	19	4	37	13	12	-15	9	-6	23	4	56	17
	LU	7	0	13	-1	19	3	50	7	9	-6	2	-3	20	-1	69	10
	HU	6	-2	16	1	28	5	39	2	11	-6	0	0	22	-1	67	7
	MT	10	-1	13	-2	23	7	37	2	10	2	7	-8	23	-3	60	9
	NL	6	1	11	0	24	4	49	4	8	-8	2	-1	17	1	73	8
	AT	6	-2	16	0	32	0	30	4	16	0	0	-2	22	-2	62	4
PL	5	0	19	1	37	12	28	13	8	-24	3	-2	24	1	65	25	
PT	6	-3	22	0	31	5	26	6	14	-5	1	-3	28	-3	57	11	
RO	9	-9	20	-4	25	9	21	11	12	-1	13	-6	29	-13	46	20	
SI	5	-6	14	-2	24	5	44	9	11	-5	2	-1	19	-8	68	14	
SK	5	2	12	-5	35	3	40	9	6	-8	2	-1	17	-3	75	12	
FI	3	1	10	-1	27	-1	40	1	19	2	1	-2	13	0	67	0	
SE	6	0	15	-2	20	0	49	8	8	-4	2	-2	21	-2	69	8	
UK	9	3	17	-1	23	0	34	1	13	-3	4	0	26	2	57	1	
	HR	14		21		28		28		4		5		35		56	

QA21.1 Pouvez-vous me dire si vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes.
 Vous lisez régulièrement des comparaisons entre les offres groupées

QA21.1 Please tell me whether you agree or disagree with each of the following statements
 You regularly read comparisons of bundled offers






























QA21.1 Pouvez-vous me dire si vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes.
 Sie lesen regelmäßig Vergleiche von Leistungspaketen

		Tout à fait d'accord		Plutôt d'accord		Plutôt pas d'accord		Pas du tout d'accord		Pas applicable (SPONTANE)		NSP	
		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Not applicable (SPONTANEOUS)		DK	
		Stimme voll und ganz zu		Stimme eher zu		Stimme eher nicht zu		Stimme überhaupt nicht zu		Trifft nicht zu (SPONTAN)		Weiß nicht / Keine Angabe	
%		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	10	0	19	-5	29	1	38	5	3	0	1	-1
	BE	8	-4	18	-9	24	3	46	11	4	-1	0	0
	BG	11	-2	35	0	28	7	19	-4	1	1	6	-2
	CZ	7	6	20	-4	40	2	32	0	1	0	0	-4
	DK	10	-2	14	-2	17	-7	53	14	4	-2	2	-1
	DE	12	4	13	-4	31	-3	42	2	2	1	0	0
	EE	3	-4	10	-11	26	0	55	17	6	1	0	-3
	IE	14	2	29	-11	23	-1	25	5	5	4	4	1
	EL	18	-7	36	3	29	2	12	-1	4	2	1	1
	ES	17	1	26	-3	23	0	29	2	2	-1	3	1
	FR	6	-3	17	-2	25	2	49	6	2	-1	1	-2
	IT	15	2	33	-11	29	6	19	2	3	1	1	0
	CY	30	-9	23	9	17	1	26	5	3	1	1	-7
	LV	10	2	19	-3	29	-8	35	8	5	2	2	-1
	LT	12	-1	16	-16	26	0	37	17	4	2	5	-2
	LU	8	1	11	-5	16	-5	52	8	12	2	1	-1
	HU	5	-5	18	-4	34	6	34	5	9	-2	0	0
	MT	10	-3	15	-6	26	7	38	3	4	4	7	-5
	NL	6	1	12	0	26	2	51	2	4	-4	1	-1
	AT	9	-11	22	-2	35	-2	26	13	8	2	0	0
	PL	8	0	16	-14	46	9	27	7	1	-1	2	-1
	PT	10	-3	28	-2	40	10	17	-2	5	-1	0	-2
	RO	11	-17	27	-8	28	11	18	8	5	3	11	3
	SI	7	-7	16	-4	26	1	44	10	6	1	1	-1
	SK	9	3	19	-13	35	-1	36	12	1	0	0	-1
	FI	8	4	13	-1	36	-8	39	4	4	2	0	-1
	SE	6	-3	16	-1	25	1	49	6	3	-3	1	0
	UK	10	0	21	-3	30	0	35	2	3	1	1	0
	HR	16		24		31		25		1		3	

QA21.2 Pouvez-vous me dire si vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes.
 Vous lisez régulièrement des comparaisons entre les offres groupées

QA21.2 Please tell me whether you agree or disagree with each of the following statements
 You regularly read comparisons of bundled offers






























QA21.2 Pouvez-vous me dire si vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes.
 Sie lesen regelmäßig Vergleiche von Leistungspaketen

		Tout à fait d'accord		Plutôt d'accord		Plutôt pas d'accord		Pas du tout d'accord		Pas applicable (SPONTANE)		NSP	
		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Not applicable (SPONTANEOUS)		DK	
		Stimme voll und ganz zu		Stimme eher zu		Stimme eher nicht zu		Stimme überhaupt nicht zu		Trifft nicht zu (SPONTAN)		Weiß nicht / Keine Angabe	
%		EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4	EB 79.1	Diff. EB 76.4
	EU 27	6	2	15	3	23	7	38	1	15	-10	3	-3
	BE	10	7	18	-1	13	-2	35	2	24	-4	0	-2
	BG	3	1	8	1	18	5	31	6	26	-7	14	-6
	CZ	2	1	8	2	29	6	49	0	10	-6	2	-3
	DK	8	2	12	-2	20	6	47	5	10	-12	3	1
	DE	6	3	6	-2	18	0	60	-2	10	2	0	-1
	EE	4	1	8	2	15	3	45	29	26	-34	2	-1
	IE	12	6	22	8	18	5	21	4	20	-9	7	-14
	EL	9	4	22	6	28	9	30	9	10	-26	1	-2
	ES	12	6	15	5	21	12	35	-4	15	-13	2	-6
	FR	3	0	9	-2	16	7	54	9	15	-8	3	-6
	IT	8	3	26	8	28	9	23	-6	12	-12	3	-2
	CY	10	4	9	0	15	6	36	19	26	-21	4	-8
	LV	6	4	13	4	17	2	33	10	30	-17	1	-3
	LT	8	6	13	6	15	6	39	13	18	-23	7	-8
	LU	7	2	17	4	16	7	51	15	9	-22	0	-6
	HU	7	3	14	5	21	6	46	-2	12	-11	0	-1
	MT	6	3	3	-1	15	5	46	6	23	-5	7	-8
	NL	6	2	10	4	20	4	44	6	17	-16	3	0
	AT	4	0	11	1	28	0	34	-1	22	1	1	-1
	PL	5	2	18	6	34	13	29	13	11	-34	3	0
	PT	2	-3	13	-3	27	0	35	17	21	-9	2	-2
	RO	7	-2	13	-3	23	9	23	15	19	-4	15	-15
	SI	2	-3	11	1	17	10	49	15	19	-19	2	-4
	SK	4	2	9	0	32	7	44	5	10	-12	1	-2
	FI	2	0	10	0	24	2	39	-1	24	1	1	-2
	SE	7	2	14	1	16	3	48	4	14	-7	1	-3
	UK	7	3	14	0	16	0	34	-2	24	-2	5	1
	HR	12		18		27		31		6		6	

QA23.1 Quand vous passez ou recevez des appels téléphoniques ..., diriez-vous que la qualité audio des appels est en général bonne ou mauvaise ?
Sur votre ligne fixe

QA23.1 When making or receiving phone calls ..., would you say that the sound quality of the phone calls is generally good or bad?
On your landline phone






























QA23.1 Wenn Sie selbst anrufen oder Anrufe entgegennehmen, würden Sie die Tonqualität dann im Allgemeinen als gut oder schlecht bezeichnen? Wie ist das bei Telefonaten ...?
Über Ihren Festnetzanschluss

		Très bonne	Plutôt bonne	Plutôt mauvaise	Très mauvaise	Pas applicable (SPONTANE)	NSP	Total 'Bonne'	Total 'Mauvaise'
		Very good	Rather good	Rather bad	Very bad	Not applicable (SPONTANEOUS)	DK	Total 'Good'	Total 'Bad'
		Sehr gut	Ziemlich gut	Ziemlich schlecht	Sehr schlecht	Trifft nicht zu (SPONTAN)	Weiß nicht / Keine Angabe	Gesamt 'Gut'	Gesamt 'Slecht'
	%	EB 79.1	EB 79.1	EB 79.1	EB 79.1	EB 79.1	EB 79.1	EB 79.1	EB 79.1
	EU 27	49	44	4	1	1	1	93	5
	BE	50	42	6	1	1	0	92	7
	BG	52	45	1	0	1	1	97	1
	CZ	59	36	2	0	1	2	95	2
	DK	59	32	5	1	2	1	91	6
	DE	50	46	3	0	1	0	96	3
	EE	38	57	2	0	2	1	95	2
	IE	56	36	5	1	1	1	92	6
	EL	61	36	1	0	1	1	97	1
	ES	59	37	3	0	1	0	96	3
	FR	40	50	7	1	1	1	90	8
	IT	49	45	4	0	1	1	94	4
	CY	67	30	2	0	1	0	97	2
	LV	45	46	3	0	4	2	91	3
	LT	56	37	3	1	1	2	93	4
	LU	57	37	3	1	2	0	94	4
	HU	44	52	2	0	2	0	96	2
	MT	60	33	5	1	0	1	93	6
	NL	60	33	5	1	1	0	93	6
	AT	63	33	2	0	0	2	96	2
	PL	36	54	5	1	1	3	90	6
	PT	25	71	2	0	1	1	96	2
	RO	34	54	4	1	2	5	88	5
	SI	53	39	5	1	1	1	92	6
	SK	56	39	2	1	1	1	95	3
	FI	54	37	3	0	4	2	91	3
	SE	61	31	6	1	1	0	92	7
	UK	52	39	4	2	1	2	91	6
	HR	61	34	4	1	0	0	95	5

QA23.2 Quand vous passez ou recevez des appels téléphoniques ..., diriez-vous que la qualité audio des appels est en général bonne ou mauvaise ?
Sur votre téléphone portable

QA23.2 When making or receiving phone calls ..., would you say that the sound quality of the phone calls is generally good or bad?
On your mobile phone






























QA23.2 Wenn Sie selbst anrufen oder Anrufe entgegennehmen, würden Sie die Tonqualität dann im Allgemeinen als gut oder schlecht bezeichnen? Wie ist das bei Telefonaten ...?
Über Ihr Mobiltelefon

		Très bonne	Plutôt bonne	Plutôt mauvaise	Très mauvaise	Pas applicable (SPONTANE)	NSP	Total 'Bonne'	Total 'Mauvaise'
		Very good	Rather good	Rather bad	Very bad	Not applicable (SPONTANEOUS)	DK	Total 'Good'	Total 'Bad'
		Sehr gut	Ziemlich gut	Ziemlich schlecht	Sehr schlecht	Trifft nicht zu (SPONTAN)	Weiß nicht / Keine Angabe	Gesamt 'Gut'	Gesamt 'Slecht'
	%	EB 79.1	EB 79.1	EB 79.1	EB 79.1	EB 79.1	EB 79.1	EB 79.1	EB 79.1
	EU 27	38	54	6	1	0	1	92	7
	BE	46	47	4	1	2	0	93	5
	BG	44	52	2	0	1	1	96	2
	CZ	45	53	2	0	0	0	98	2
	DK	43	46	10	1	0	0	89	11
	DE	34	60	6	0	0	0	94	6
	EE	29	65	5	0	1	0	94	5
	IE	45	45	7	2	0	1	90	9
	EL	42	54	3	0	1	0	96	3
	ES	47	45	7	1	0	0	92	8
	FR	31	58	8	2	0	1	89	10
	IT	33	57	7	1	1	1	90	8
	CY	63	34	3	0	0	0	97	3
	LV	42	53	4	1	0	0	95	5
	LT	51	46	3	0	0	0	97	3
	LU	42	50	7	1	0	0	92	8
	HU	40	57	3	0	0	0	97	3
	MT	61	36	3	0	0	0	97	3
	NL	45	48	6	1	0	0	93	7
	AT	42	54	4	0	0	0	96	4
	PL	28	65	5	1	0	1	93	6
	PT	18	79	2	0	1	0	97	2
	RO	27	62	5	1	2	3	89	6
	SI	53	41	4	1	1	0	94	5
	SK	41	55	2	0	1	1	96	2
	FI	44	50	6	0	0	0	94	6
	SE	44	48	6	2	0	0	92	8
	UK	46	44	6	2	1	1	90	8
	HR	58	37	4	1	0	0	95	5

QA23.3 Quand vous passez ou recevez des appels téléphoniques ..., diriez-vous que la qualité audio des appels est en général bonne ou mauvaise ?
Via Internet

QA23.3 When making or receiving phone calls ..., would you say that the sound quality of the phone calls is generally good or bad?
Over the Internet

QA23.3 Wenn Sie selbst anrufen oder Anrufe entgegennehmen, würden Sie die Tonqualität dann im Allgemeinen als gut oder schlecht bezeichnen? Wie ist das bei Telefonaten ...?
Über das Internet

		Très bonne	Plutôt bonne	Plutôt mauvaise	Très mauvaise	Pas applicable (SPONTANE)	NSP	Total 'Bonne'	Total 'Mauvaise'
		Very good	Rather good	Rather bad	Very bad	Not applicable (SPONTANEOUS)	DK	Total 'Good'	Total 'Bad'
		Sehr gut	Ziemlich gut	Ziemlich schlecht	Sehr schlecht	Trifft nicht zu (SPONTAN)	Weiß nicht / Keine Angabe	Gesamt 'Gut'	Gesamt 'Slecht'
		EB 79.1	EB 79.1	EB 79.1	EB 79.1	EB 79.1	EB 79.1	EB 79.1	EB 79.1
%									
	EU 27	25	53	11	1	7	3	78	12
	BE	28	52	13	1	6	0	80	14
	BG	24	63	7	0	2	4	87	7
	CZ	29	60	7	1	1	2	89	8
	DK	25	45	16	2	9	3	70	18
	DE	22	52	12	1	10	3	74	13
	EE	13	63	15	1	6	2	76	16
	IE	33	49	11	2	4	1	82	13
	EL	36	51	5	0	3	5	87	5
	ES	34	45	13	1	3	4	79	14
	FR	20	49	14	1	12	4	69	15
	IT	25	59	5	2	2	7	84	7
	CY	39	40	7	1	6	7	79	8
	LV	30	52	10	0	5	3	82	10
	LT	27	59	9	1	3	1	86	10
	LU	31	49	11	1	3	5	80	12
	HU	23	59	12	2	4	0	82	14
	MT	40	38	6	1	0	15	78	7
	NL	25	48	11	1	13	2	73	12
	AT	34	50	10	2	3	1	84	12
	PL	16	67	10	0	5	2	83	10
	PT	16	71	8	0	5	0	87	8
	RO	20	55	10	1	8	6	75	11
	SI	44	37	8	2	7	2	81	10
	SK	30	59	6	0	1	4	89	6
	FI	27	51	10	1	5	6	78	11
	SE	25	56	12	2	2	3	81	14
	UK	26	50	13	1	7	3	76	14
	HR	44	43	4	1	4	4	87	5