Special Eurobarometer

European Commission

EUROBAROMETER

E-Communications Household Survey

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This document does not represent the point of view of the European Commission.
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Special Eurobarometer 249 / Wave 64.4 – TNS Opinion & Social

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INTRODUCTION

Since the full opening of EU electronic communications markets in 1998, the consumption of services by European households and individuals has considerably evolved. Driven by technological progress and competition, fixed and wireless broadband infrastructures have been rolled-out, allowing the delivery of services in new ways, to new places, through different payment schemes.

In that context, and because the EU regulatory framework for electronic communications networks and services sets the user at the core of its policy objectives by ensuring that he/she derives maximum benefit in terms of choice, price and quality, the European Commission regularly conducts residential surveys[1] in order to understand how European households and individuals behave in the face of a permanently evolving offer of communication services.

This Eurobarometer survey differs from previous surveys because the 2002 EU regulatory framework has been implemented in all Member States, the EU has enlarged to 25 Member States and the process of convergence has accelerated as demonstrated by the increase of bundled offers combining voice telephony, fast internet access and television broadcast services.

This report covers the 25 EU Member States, together with Accession and Candidate countries and the Turkish Cypriot Community.

The report covers the following themes:

- General overview of penetration rates
- Fixed and mobile telephony
- Computers and Internet
- Television
- Bundled offers
- European emergency number

For each of the themes, the results are analysed in terms of the European average, and comparisons are made on a country by country basis. There are, in addition, some brief comments in regard to the socio-demographic variables of households in the European Union.

For a number of questions, the emphasis has been put on regulatory specific issues. For example, the results not only present penetration rates but tackle different subjects such as consumer benefits from competition/new technologies, reasons for not having a subscription to one or other service, price sensitivity in regard to mobile substitution, attitudes towards higher speed Internet with lower prices and attitudes towards bundled offers.

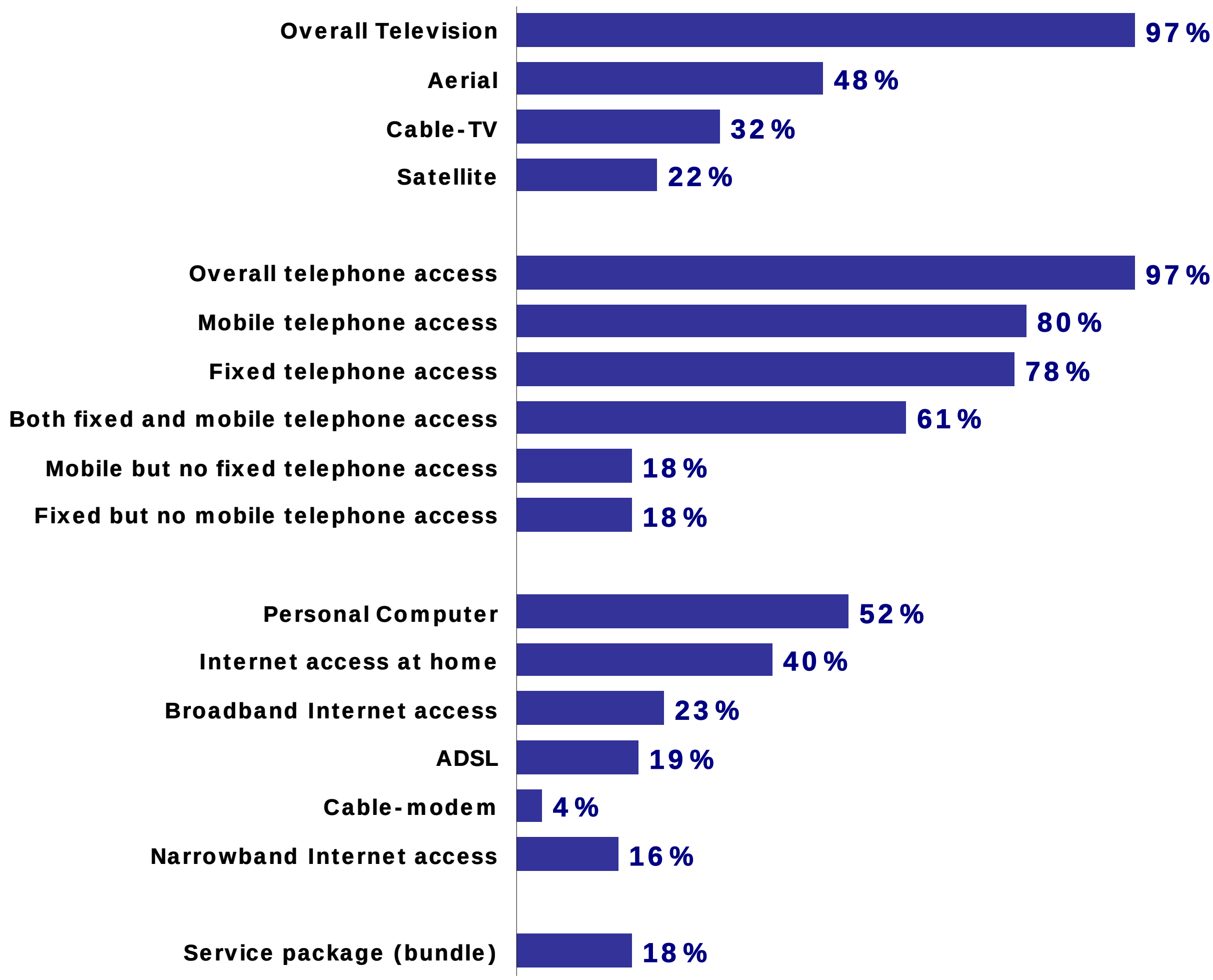
The interviews were carried out between 7 December 2005 and 11 January 2006 as part of the Eurobarometer 64.4.

[1] See previous 2002 and 2004 surveys conducted by INRA/IPSOS at: http://europa.eu.int/information_society/policy/ecomm/info_centre/documentation/studies_ext_consult/index_en.htm

The methodology applied is the one defined as part of the Standard Eurobarometer surveys of the Commission’s Directorate-General for Communication ("Public Opinion and Media Monitoring" Unit). A technical note concerning the way in which the interviews were conducted by the institutes in the TNS Opinion & Social network, as well as details concerning confidence limits, is annexed to this report.

1. Snapshots

Penetration rates of Electronic Communications Services within the European Union



2. Fixed and mobile telephony

2.1. Overall telephone access

2.1.1 Fixed and/or mobile telephone access

- Universal telephone access -

The map below depicts the proportion of European households with access to telephone services, whether fixed or mobile. It should be noted that a household can have a fixed telephone service either via a standard line, an ISDN line or those accesses provided by a cable operator or by an operator providing voice over IP

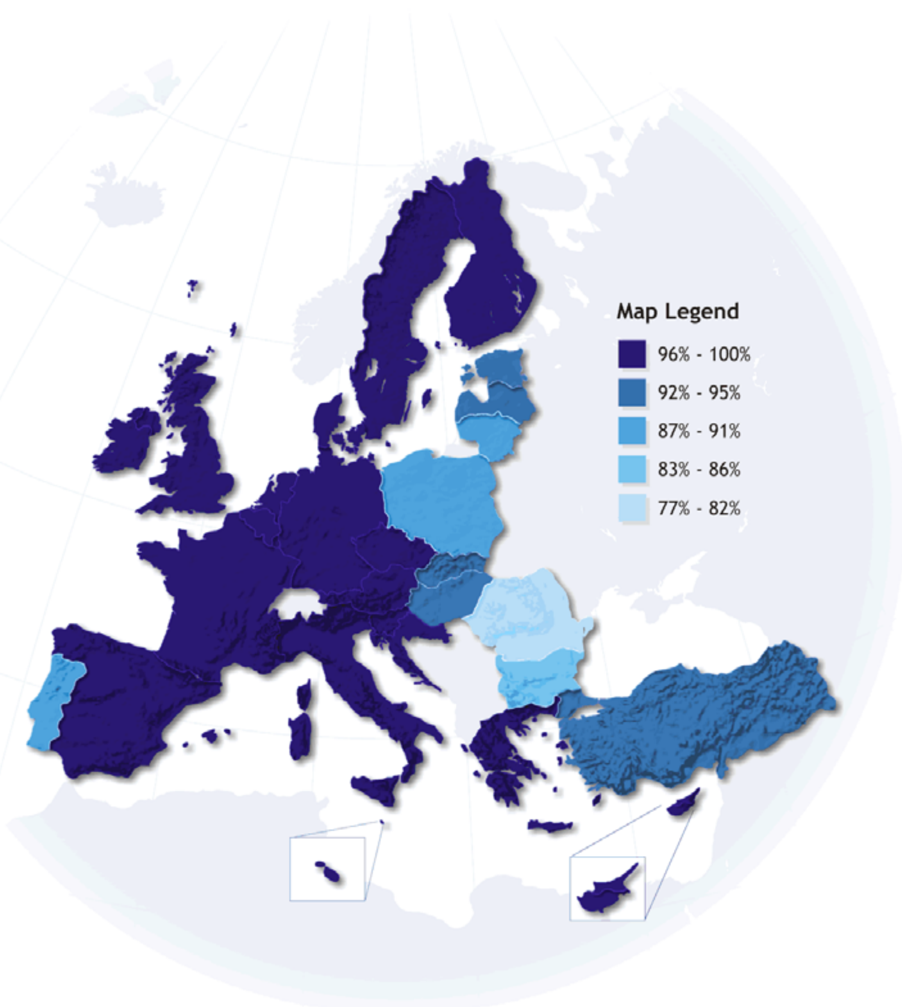
Question: Q1. For each of the following please tell me how many of them are available in your household.

Answers: At least one telephone access (fixed and or mobile)

Country Results	
Luxembourg	100%
The Netherlands	100%
Finland	100%
Sweden	100%
Cyprus*	100%
Malta	100%
France	99%
Austria	99%
Denmark	98%
Greece	98%
Ireland	98%
United Kingdom	98%
Slovenia	98%
European Union (25)	97%
Belgium	97%
Germany	97%
Spain	97%
Italy	96%
Czech Republic	96%
Estonia	95%
Hungary	93%
Latvia	93%
Slovakia	93%
Portugal	91%
Lithuania	91%
Poland	88%

* CY(tcc) = 99%

Other Countries	
Croatia	98%
Turkey	95%
Bulgaria	84%
Romania	77%



The situation in Europe is generally positive since, in the majority of the countries surveyed, access to telephony is almost universal.

In several countries, all households have at least one kind of telephone access.

However, a small but significant proportion of households in Poland, Lithuania and Portugal have no access to any form of telephone service.

With respect to countries that are not members of the EU, it can be seen that the results for Croatian and Turkish households are in line with the EU25 average. However, Bulgarian households (82%) are somewhat less well equipped in regard to telephone access, and the least favourable situation is observed in Romania where only 77% of households are equipped with any form of telephone access.

Analysis by socio-demographic characteristics:

Proportion of households with telephone access (fixed/ISDN and/or mobile)

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural	Urban	Metro
EU25	97%	94%	97%	99%	99%	96%	97%	98%
EU15	98%	96%	98%	99%	99%	98%	97%	98%
NMS10	91%	81%	91%	96%	96%	88%	91%	95%

In terms of socio-demographic characteristics, we note that single households are somewhat less well equipped and that the urbanization level seems to play a role in the New Member States.

Single households by age with telephone access

EU25			EU15			NMS10		
-29	30-59	60+	-29	30-59	60+	-29	30-59	60+
98%	96%	92%	99%	98%	94%	90%	83%	78%

The breakdown by age for one person households shows that the younger the respondent the more likely they are to have telephone access. This is particularly the case in the new Member States where 90% of those aged 29 or less living alone have telephone access compared to 78% of those aged 60+ who live alone.

2.1.2 Fixed and mobile telephone access

- 6 in 10 European households have both fixed and mobile access -

If the trend among European countries is universal access to telephony services, it should, however, be noted that this does not mean that all households have access to both forms of telephony.

In the European Union as a whole, six in ten households benefit from access to both fixed and mobile telephony services.

The highest rate is observed among Swedish households with 93%. Dutch households rank second with a rate of 87%.

It can also be seen that three New Member States rank above the European average: Malta, Cyprus and Slovenia. All other New Member States are found at the bottom of the ranking.

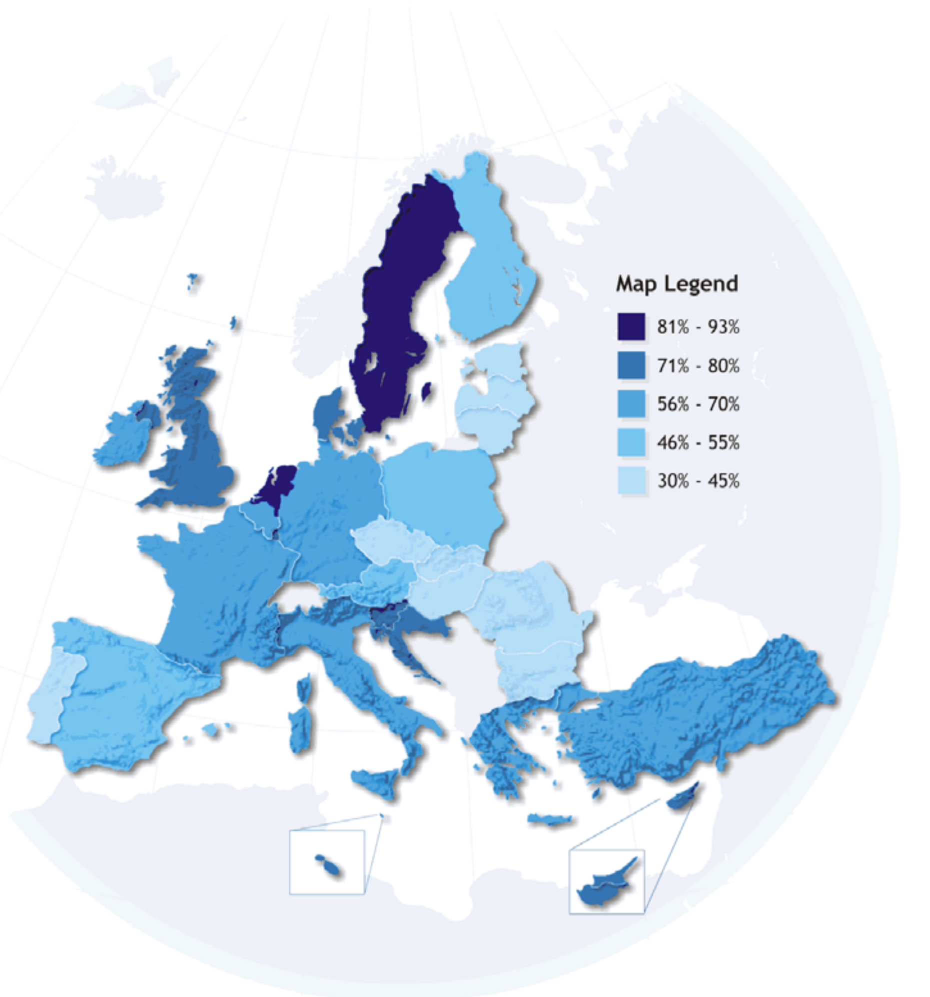
Question: Q1. For each of the following please tell me how many of them are available in your household.

Answers: Fixed telephone access and mobile telephone access

Country Results	
Sweden	93%
The Netherlands	87%
Malta	80%
Luxembourg	78%
Cyprus*	75%
Denmark	73%
Slovenia	73%
United Kingdom	72%
Greece	69%
Ireland	66%
France	64%
Germany	63%
European Union (25)	61%
Italy	60%
Belgium	56%
Spain	55%
Austria	51%
Finland	46%
Poland	46%
Estonia	45%
Hungary	44%
Czech Republic	41%
Latvia	41%
Portugal	39%
Slovakia	38%
Lithuania	30%

* CY(tcc) = 77%

Other Countries	
Croatia	71%
Turkey	58%
Bulgaria	36%
Romania	33%



In nine of the 25 Member States, the rates of households having both fixed and mobile access is below the 50% mark. The lowest penetration rate is observed in Lithuania where not even one in three households benefits from both forms of access. With a figure of 39%, Portuguese households are considerably less well equipped than households from other old European Union Member States. In Finland also, a majority of households are not equipped with both forms of telephone services.

The situation in Croatia and Turkey is more or less in line with the European average. The figures for Bulgarian and Romanian households are similar to those for Slovak and Lithuanian households.

Analysis by socio-demographic characteristics:

Proportion of households with fixed and mobile telephone access

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural	Urban	Metro
EU25	61%	41%	63%	72%	77%	62%	61%	62%
EU15	64%	44%	66%	76%	81%	66%	63%	64%
NMS10	45%	21%	42%	54%	61%	39%	44%	52%

The bigger the household is, the better the household is equipped in terms of telephony services.

The urbanization level seems, again, to play a role in the New Member States: households living in rural areas are less well equipped than households living in big cities.

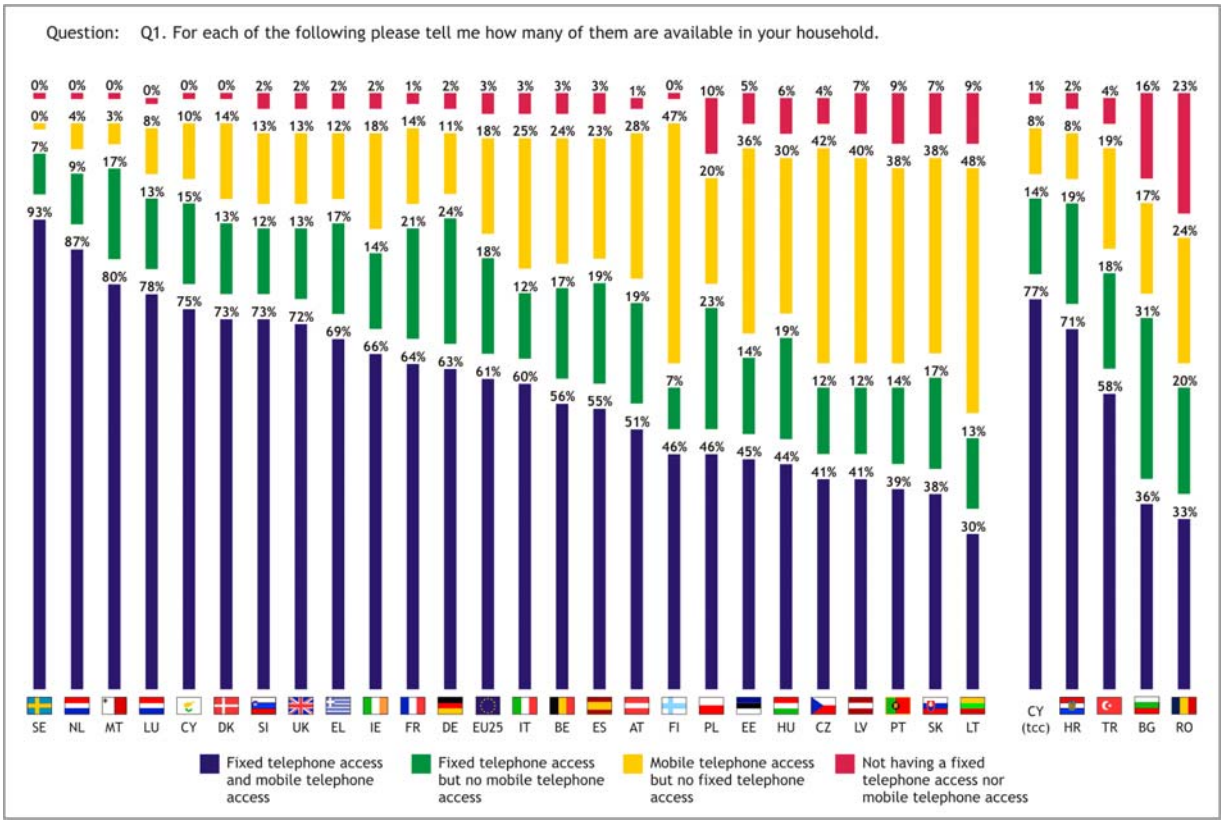
2.1.3 Overview of telephone accesses

As already observed, within the old European Member States, Portuguese and Finnish households are less equipped in terms of both forms of telephony services. It is worth to have a closer look at the findings above.

The entire European population of households can be divided into four distinct groups:

- households having fixed telephone access and mobile telephone access,
- households having fixed telephone access but no mobile telephone access,
- households having mobile telephone access but no fixed telephone access, and
- households with no telephone access

A significant number of households in Portugal and Finland are 'mobile only'. This situation is observed as well in most of the new Member States. Nevertheless, it should be remembered that even if the access to telephony is universal in Finland, it is not the case in Portugal, Poland, Lithuania, Latvia, Slovakia, Estonia and the Czech Republic. In these countries there are still households who have no telephone access at all.



The following chapters present the different situations in terms of the two forms of telephone access.

2.2. Fixed telephony

2.2.1 Households having at least one fixed and/or ISDN access

- Fixed penetration rates lower in the NMS10 than in the EU15 -

Almost all households in Sweden, Malta the Netherlands and Luxembourg have a fixed line[2] at home. On the other hand, less than one in two households in Lithuania has a fixed line at home. Penetration rates of fixed telephony are also low in the Czech Republic, Slovakia, Latvia and Portugal.

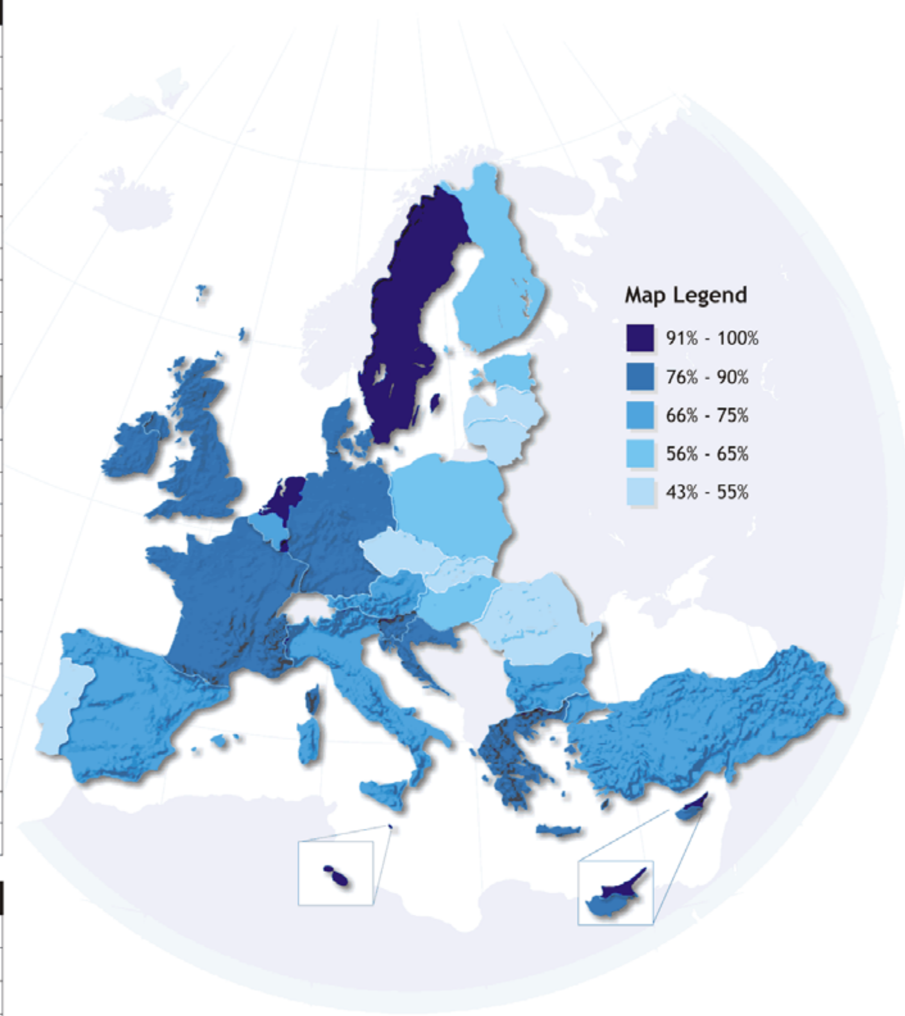
Question: Q1. For each of the following please tell me how many of them are available in your household.

Answers: At least one telephone access fixed and or ISDN

Country Results	
Sweden	100%
Malta	97%
The Netherlands	96%
Luxembourg	91%
Cyprus*	90%
Germany	86%
Greece	86%
France	85%
United Kingdom	85%
Slovenia	85%
Ireland	80%
European Union (25)	78%
Denmark	78%
Spain	74%
Belgium	73%
Austria	70%
Italy	67%
Poland	63%
Hungary	61%
Estonia	58%
Finland	57%
Portugal	54%
Latvia	54%
Slovakia	54%
Czech Republic	53%
Lithuania	43%

* CY(tcc) = 91%

Other Countries	
Croatia	90%
Turkey	75%
Bulgaria	67%
Romania	53%



[2] including ISDN and those accesses provided by a cable operator or by an operator providing voice over IP

As far as countries that are not members of the European Union are concerned, nine in ten Croatian and Turkish Cypriot Community households have a fixed line at home. The other non-Member States are found below the European average.

Analysis by socio-demographic characteristics:

Proportion of households having at least one fixed and/or ISDN access

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural	Urban	Metro
EU25	78%	73%	81%	78%	80%	80%	76%	77%
EU15	81%	76%	83%	81%	83%	84%	79%	79%
NMS10	60%	55%	63%	60%	63%	57%	60%	65%

A few specific patterns in terms of socio-demographic profiles can be underlined:

- Single households are less well equipped as regards to fixed telephony.

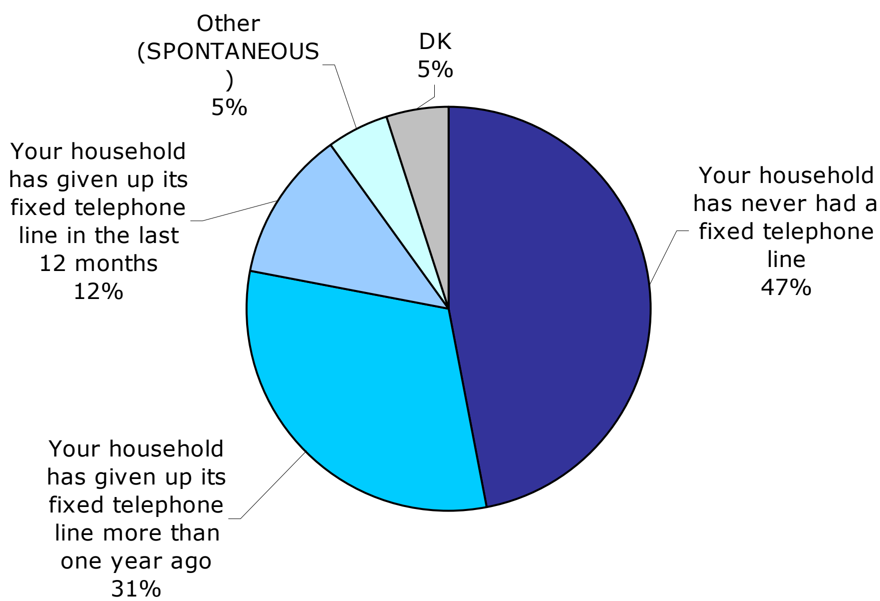
- Rural regions in the former 15 Member States seems to be somewhat better equipped with regards to fixed telephony whereas in the 10 New Member States fixed telephony is better implemented in big cities.

2.2.2 Households without any fixed telephone line

Households that indicated they had no fixed line at home (21% at the EU25 level) were asked to detail their situation.

At European level, 47% of households without any fixed telephone line have never had a fixed line.

Q8. You said there is no fixed telephone line at your home. Among the following list which situation applies to your household? % EU25

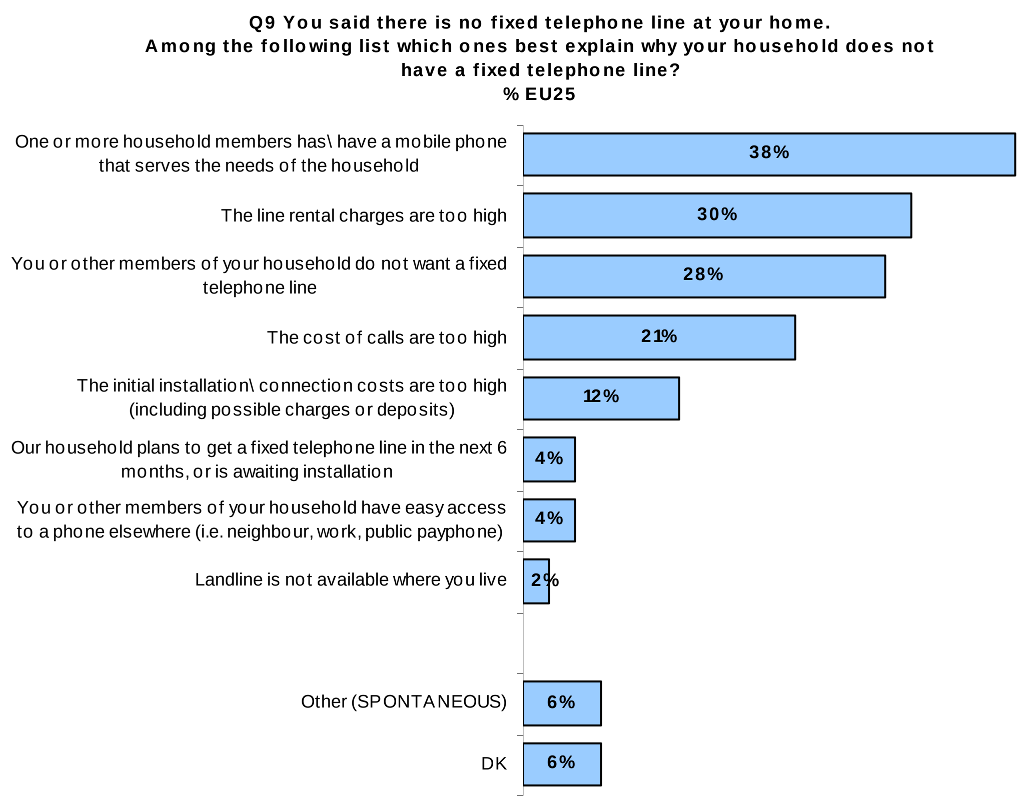


12% had given up their line in the past twelve months and 31% had given their line up more than a year previously.

The most frequently cited reason for not having a fixed line is the fact that at least one member of the household has a mobile phone that serves the needs of the household.

Almost one in three households indicated that it had no wish for a fixed line.

It should, however, be noted that several cost aspects regarding fixed telephony are also provided as a reason for not having a fixed line subscription. One in three households without a fixed line indicated that line rental charges are too high. One in five complained about the cost of calls and 12% said they could not afford the initial installation costs. In order to determine the proportion of households for which cost emerged as a prohibitory factor, we looked at the respondents who cited one or more of the following answer options "the line rental charges are too high", "the cost of calls are too high" or "the initial installation costs are too high". At the EU25 level two in five respondents do not have a fixed telephone at home for purely cost reasons. This tendency is even more apparent in the new Member States (45%) than in the EU-15 group (40%).



2.2.3 Operators providing fixed telephone lines/services

The following table presents the penetration rates of the most important operators and companies active in the fixed telephony segment for each country.

Table 1: Access and service providers for fixed telephony

Source: Q4 and Q5

COUNTRY	BASE	Which ... does your household use to provide fixed telephone line(s)?			
		Access provider(s)		Service provider(s)*	
BE	734	Belgacom Telenet	82% 15%	Belgacom Telenet Tele2 Euphony	71% 13% 7% 4%
CZ	534	Český Telekom - Telefonica	84%	Český Telekom - Telefonica Tele2	77% 8%
DK	813	TDC (Tele Danmark) Tele2 Telia	73% 9% 6%	TDC Danmark Tele 2 Danmark	67% 12%
DE	1303	Deutsche Telekom / Deutsche Telekom AG / T-Com ARCOR (bzw. o.tel.o)	88% 4%	Deutsche Telekom / Deutsche Telekom AG / T-Com Arcor (01070) Tele2 (01013) Mobilcom / Freenet (01019)	82% 10% 7% 4%
EE	578	Elion Starman/Starman	83% 11%	Elion Starman Tele2	84% 8% 8%
EL	860	OTE	100%	OTE TELLAS (τελάς) TELEPASSPORT (τελεπασπορτ)	86% 6% 5%
ES	743	Telefónica ONO Auna	85% 8% 3%	Telefónica ONO Auna	79% 8% 4%
FR	875	France Télécom Tele-2 Free	93% 8% 5%	France Télécom Tele-2 Neuf Télécom Cegetel Free	73% 13% 5% 5% 5%
IE	802	Eircom/Telecom Eireann Ntl/Cablelink Smart Telecom	85% 3% 3%	Eircom/Telecom Eireann BT Ireland	81% 4%
IT	676	Telecom Italia Tele2 Infostrada	88% 6% 5%	Telecom Italia Tele2 Infostrada	80% 10% 7%
CY	457	ATHK	97%	ATHK	99%
LV	566	Lattelekom	94%	Lattelekom Lattelenet	92% 2%
LT	441	Lietuvos telekomas	99%	Lietuvos telekomas	96%
LU	457	Entreprise des P&T, Post Tele2 Luxembourg	94% 3%	Entreprise des P&T, Post Tele2 Services	89% 12%
HU	614	T-COM (MATÁV) Invitel	57% 9%	T-COM (MATÁV) TELE2 Invitel	56% 9% 8%
MT	486	Maltacom	99%	Maltacom	100%

* company providing local, long distance and or international calls

COUNTRY	BASE	Which ... does your household use to provide fixed telephone line(s)?			
		Access provider(s)		Service provider(s)*	
NL	1084	KPN Telecom Tele2	90% 4%	KPN Telecom Tele2 (1602)	74% 20%
AT	716	Telekom Austria Tele2 UTA	79% 8%	Telekom Tele2 UTA	75% 12%
PL	634	Telekomunikacja Polska S.A. Netia S.A. Telefonia Dialog S.A.	87% 5% 4%	Telekomunikacja Polska S.A. (1033) Tele2 (1061) Netia S.A. (1055) Telefonia Dialog S.A. (1011)	84% 11% 6% 4%
PT	540	PT (Portugal Telecom) Cabovisão	91% 6%	PT (Portugal telecom) Tele 2 Cabovisão	83% 9% 6%
SI	879	Telekom Slovenije	96%	Telekom Slovenije	98%
SK	551	Slovak Telecom	96%	Orange Slovak Telecom	2% 95%
FI	584	Elisa Finnet-yhtiöt (erillinen lista) Sonera Auria (Sonera)	29% 27% 26% 5%	Elisa Finnet-yhtiöt (erillinen lista) Sonera Auria (Sonera)	27% 27% 25% 6%
SE	1006	Telia Tele2 Optimal Bredbandsbolaget (IP-telefoni)	72% 10% 6% 5%	Telia Tele2 Optimal Glocalnet (inkl Telenordia) Bredbandsbolaget (IP-telefoni)	55% 16% 9% 6% 5%
UK	1117	BT NTL / Telewest	71% 23%	BT NTL / Telewest	60% 22%
BG	670	БТК	99%	БТК	100%
HR	896	T-Com	95%	T-Com Optima	95% 2%
RO	533	ROMTELECOM RDS&RCS ASTRAL	90% 9% 2%	ROMTELECOM RDS&RCS ASTRAL	92% 8% 2%
TR	751	Türk Telekom	95%	Türk Telekom	92%
CY (tcc)	453	Kıbrıs Türk Telekomünikasyon Dairesi	100%	Kıbrıs Türk Telekomünikasyon Dairesi	100%

* company providing local, long distance and or international calls

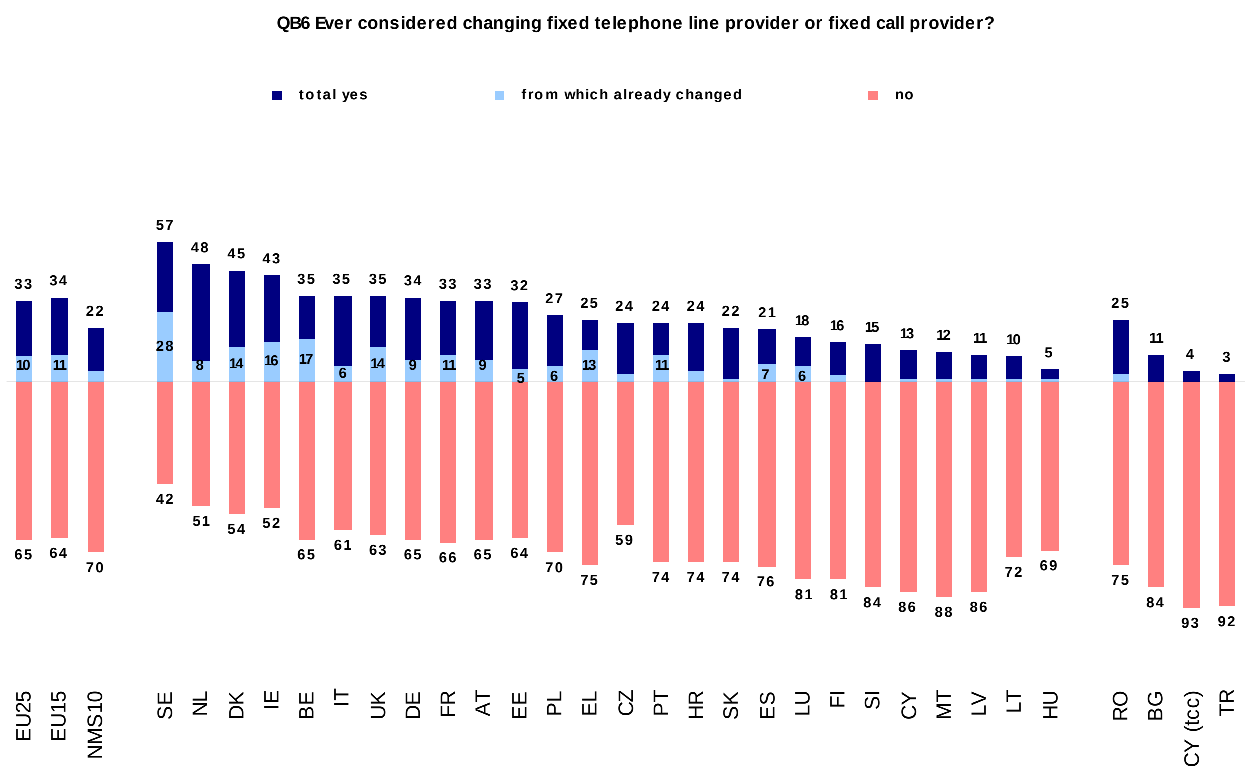
2.2.4 Changing fixed telephone line provider or fixed call provider

- One in ten EU25 households have already changed fixed telephone or call provider -

Households with a fixed line were asked to indicate if they had already considered changing fixed line or fixed call provider.

At European level, a majority of the households having a fixed line at home had never considered changing fixed telephone line provider or fixed call provider. With the exception of Sweden, these findings are also true at country level.

57% of Swedish households replied they had considered changing fixed line or call provider and one in three Swedish households indicated that they had already changed provider. This proportion is also higher in the Netherlands (48%), Denmark (45%) and in Ireland (43%)



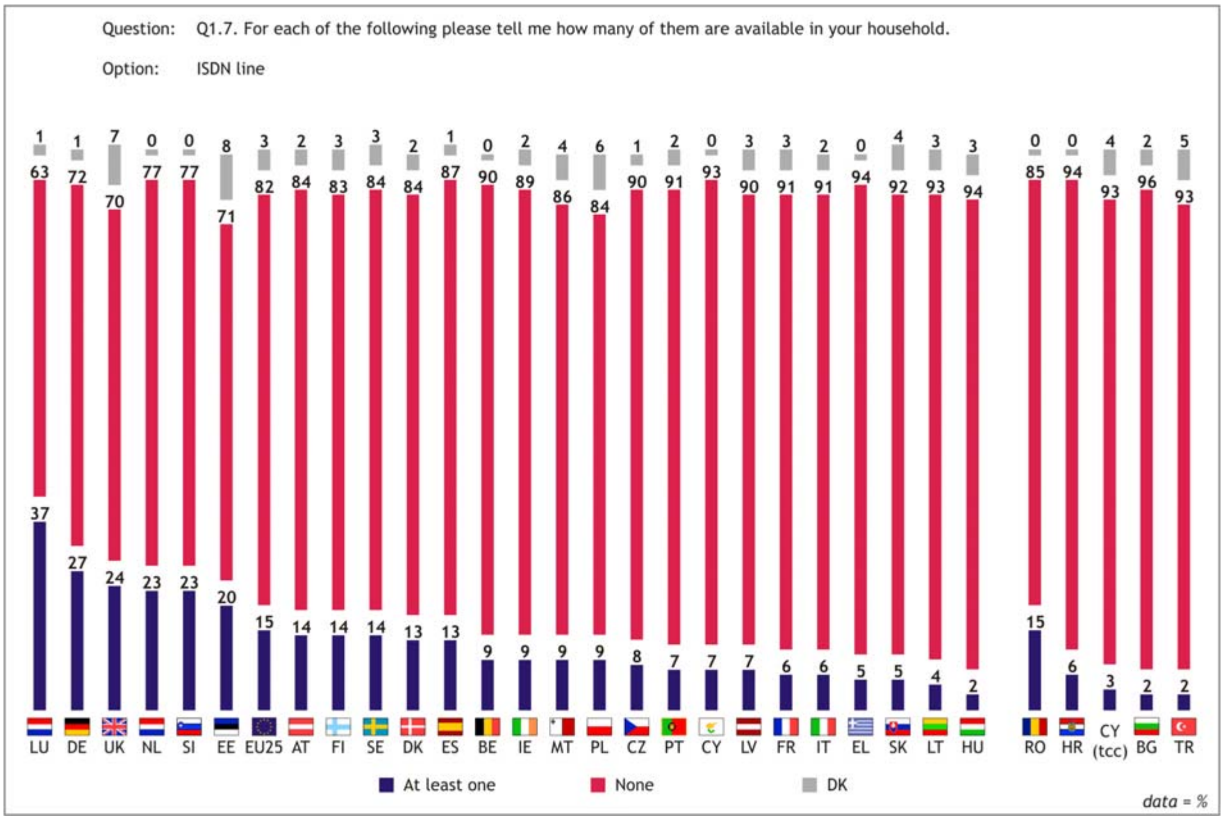
On the contrary, in the EU smaller Member States such as Malta, Latvia, Cyprus, Slovenia, Finland and Luxembourg less than 20% of households said that they have ever considered changing fixed line or call provider.

In Belgium, the United Kingdom and Greece a significant proportion of households also indicated that they had already changed provider.

In Ireland, Denmark, Italy and, to a lesser extent, in the Netherlands, Austria and Slovakia, households indicated they had considered changing provider but that they are satisfied with their current one.

2.2.5 Fixed ISDN line

ISDN[3] is still a important means of telephone access in Luxembourg, Germany, the United Kingdom[4], the Netherlands and Slovenia. In these countries, more than two in ten households use this kind of service. More than one in three households is equipped with an ISDN-line in Luxembourg.



Even if, on average, ISDN services are used by 15% of European households, the technology is far less widely implemented in countries such as Hungary, Latvia, Turkey or Bulgaria where not even one in 20 households is equipped with a line.
In Romania a share of households equivalent to the EU average are equipped with the ISDN technology.

[3] According to the national circumstances, ISDN can be used either as a second fixed line for voice call or as a separate fixed line for Internet access.
[4] We would like to draw the attention of the reader to the fact that 24% seems too high in comparison with the results of other surveys on the matter.

2.2.6 Households with a fixed telephone access but no mobile phone access

A general trend of substituting fixed telephone access by mobile telephone access has been observed in the past. Nevertheless, it should be noted that there are still many households who state that they use a fixed telephone line without having access to a mobile one.

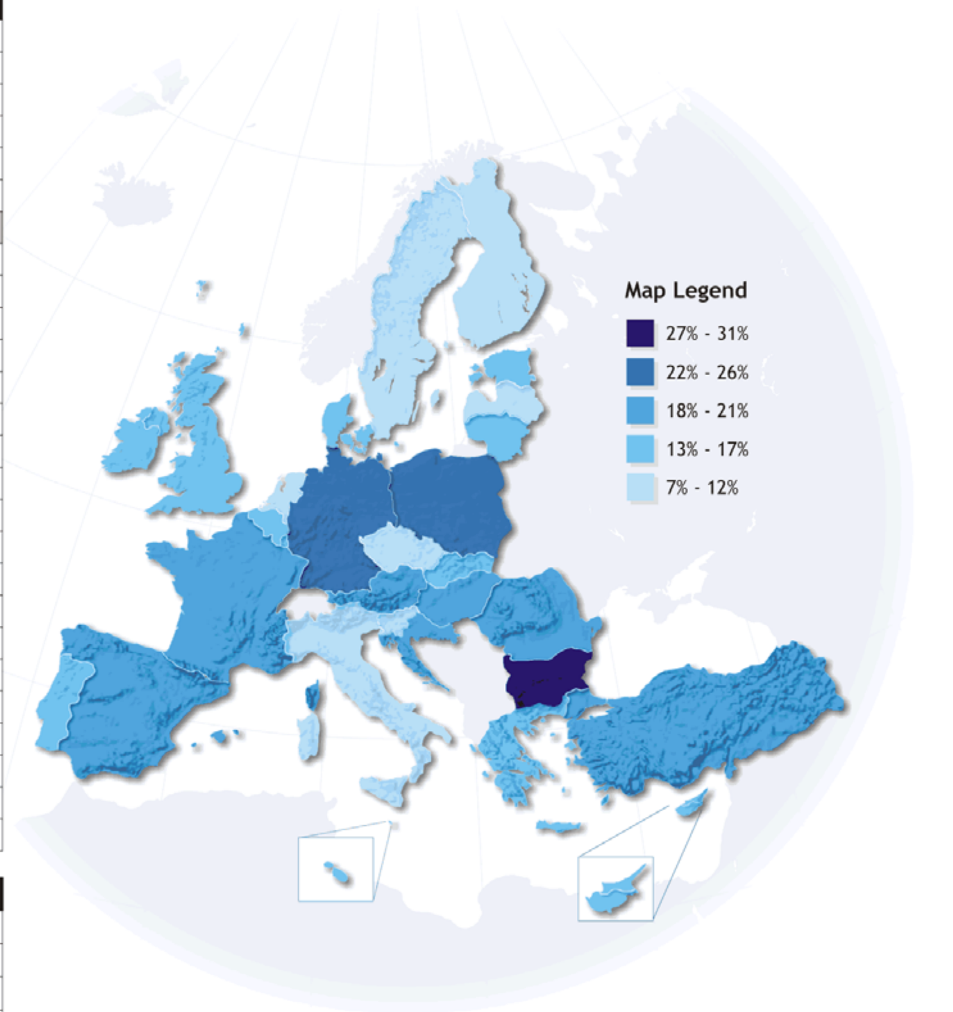
Question: Q1. For each of the following please tell me how many of them are available in your household.

Answers: Fixed telephone access but no mobile telephone access

Country Results	
Germany	24%
Poland	23%
France	21%
Spain	19%
Austria	19%
Hungary	19%
European Union (25)	18%
Belgium	17%
Greece	17%
Malta	17%
Slovakia	17%
Cyprus*	15%
Ireland	14%
Portugal	14%
Estonia	14%
Denmark	13%
Luxembourg	13%
United Kingdom	13%
Lithuania	13%
Italy	12%
Czech Republic	12%
Latvia	12%
Slovenia	12%
The Netherlands	9%
Finland	7%
Sweden	7%

* CY(tcc) = 14%

Other Countries	
Bulgaria	31%
Romania	20%
Croatia	19%
Turkey	18%



Although the EU25 average is 18%, percentages rise as high as 24% and 23% in Germany and Poland respectively. In France also, more than two in ten households still use fixed telephony without having mobile access.

The situation is totally different in Sweden, Finland and the Netherlands where less than one in ten households has a fixed access without mobile access.

Analysis by socio-demographic characteristics

Proportion of households with fixed telephone access but not mobile phone access

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural	Urban	Metro
EU25	18%	33%	19%	6%	4%	20%	17%	16%
EU15	17%	33%	18%	6%	4%	19%	16%	16%
NMS10	19%	36%	25%	8%	7%	21%	19%	18%

The analysis by socio-demographic characteristics shows clear discrepancies among the different categories of households. We can note that the patterns are almost identical for the EU15 and the NMS10: smaller household indicated more often that they have a fixed telephone access but no mobile phone access.

Single households by age with fixed telephone access but not mobile phone access

EU25			EU15			NMS10		
-29	30-59	60+	-29	30-59	60+	-29	30-59	60+
1%	10%	56%	1%	9%	56%	0%	19%	54%

As to be expected, in single households, those aged 60 or more are those who have a fixed telephone but don’t have a mobile. This tendency holds true for the EU-15 group and the new Member States.

2.3. Mobile telephony

2.3.1 Households having at least one mobile telephone access

- ***New Member States impact the mobile telephone penetration rate in EU average -***

Mobile phone penetration rate is 80% among EU25 households. This means that the mobile telephony penetration rate is slightly higher than that for fixed telephony (including ISDN) at 78%.

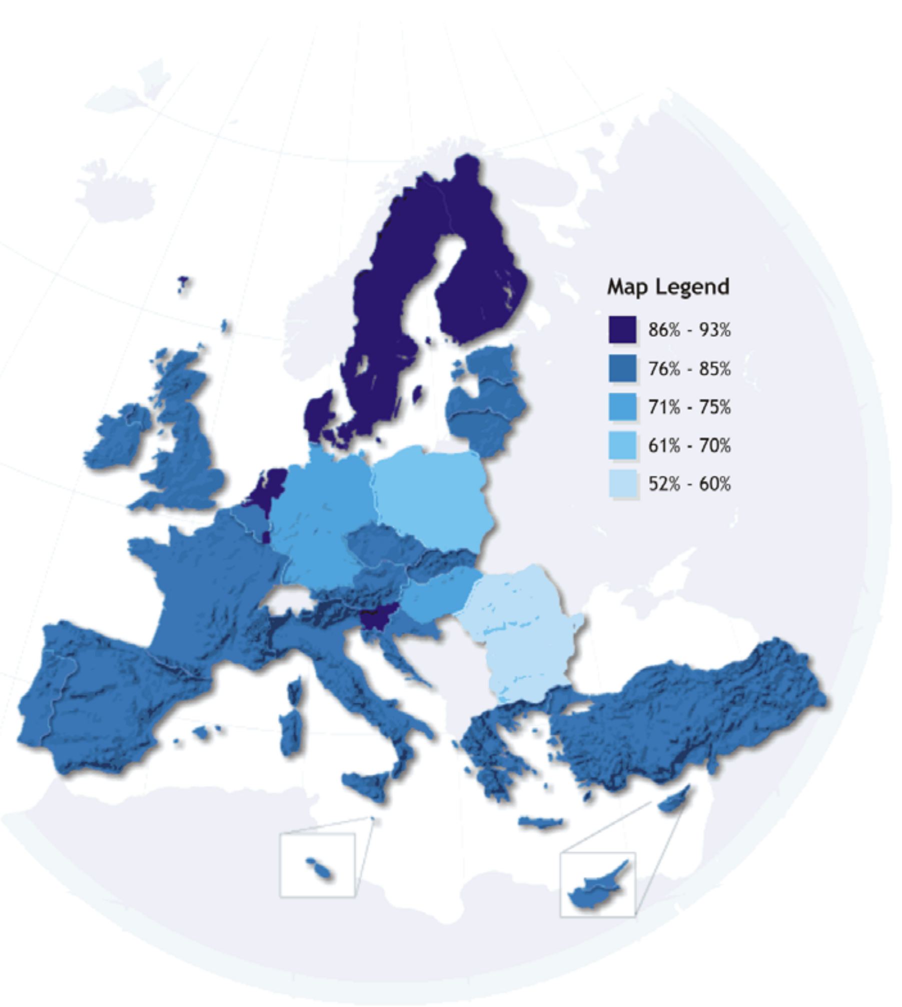
Question: Q1. For each of the following please tell me how many of them are available in your household.

Answers: At least one mobile telephone access

Country Results	
Finland	93%
Sweden	93%
The Netherlands	91%
Denmark	87%
Luxembourg	87%
Slovenia	86%
Italy	85%
United Kingdom	85%
Cyprus*	85%
Ireland	84%
Czech Republic	84%
Malta	82%
Greece	81%
Estonia	81%
Latvia	81%
European Union (25)	80%
Belgium	80%
Austria	79%
Spain	78%
France	78%
Portugal	78%
Lithuania	78%
Slovakia	76%
Hungary	75%
Germany	74%
Poland	67%

* CY(tcc) = 85%

Other Countries	
Croatia	79%
Turkey	78%
Romania	57%
Bulgaria	52%



Nordic countries and Netherlands top the ranking. However, it should be noted that six new Member states have mobile penetration rates above the EU average: Slovenia, Cyprus, Czech Republic, Malta, Estonia and Latvia. However, the other four of them are found at the bottom.

Analysis by socio-demographic characteristics

Proportion of households with at least one mobile telephone access

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural	Urban	Metro
EU25	80%	61%	78%	93%	94%	77%	80%	82%
EU15	81%	64%	80%	94%	95%	79%	81%	82%
NMS10	73%	46%	67%	89%	90%	68%	73%	79%

In socio-demographic terms we note:

- The bigger the household size, the higher the penetration rate of mobile telephony (further details on this are presented under section 2.3.3).
- The bigger the city size, the higher the penetration rate of mobile telephony. This is certainly the case in the New Member States but to a lesser extend in the old EU15.

Single households by age with at least one mobile telephone access

EU25			EU15			NMS10		
-29	30-59	60+	-29	30-59	60+	-29	30-59	60+
97%	86%	37%	98%	89%	39%	90%	65%	27%

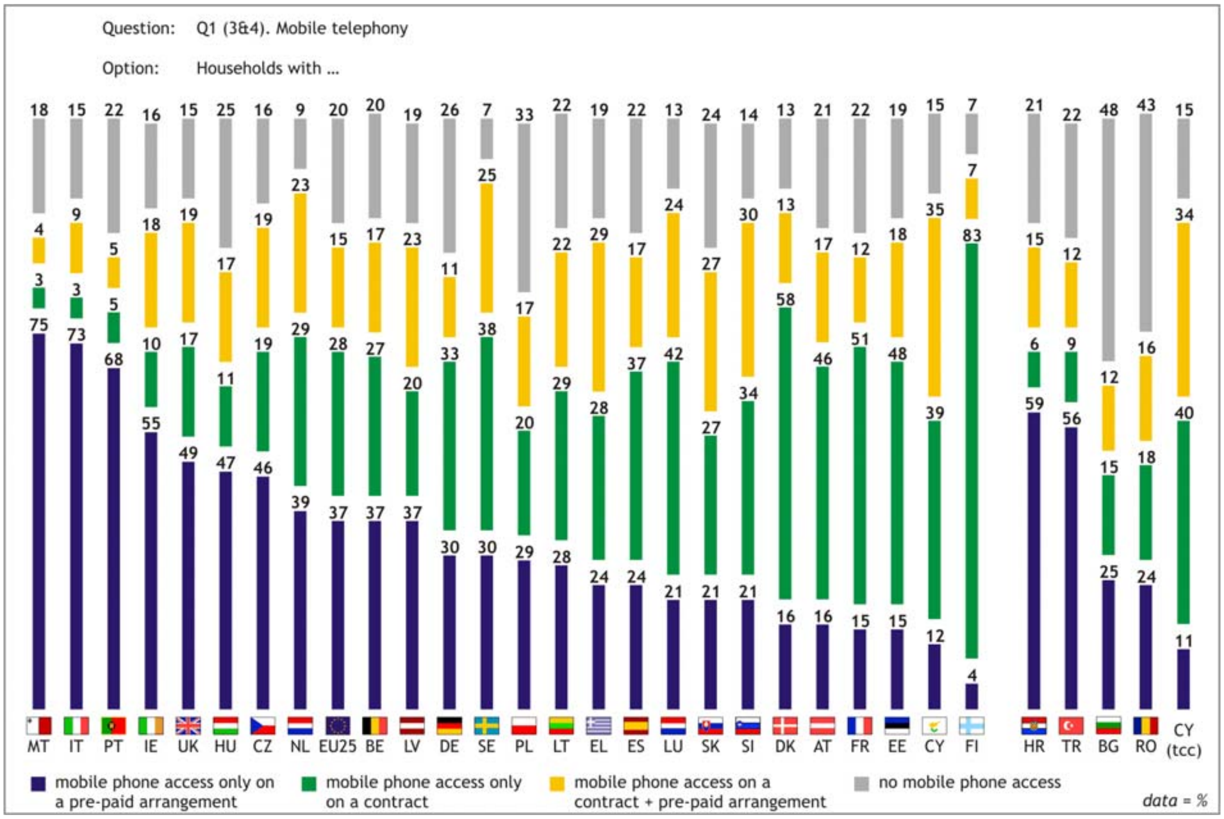
The older the respondent the more likely they are not to have a mobile.

The table above presents the results per age category in single households. However all the respondents were invited to indicate whether or not they have a personal mobile phone. Based on this, we can conclude that at the EU 25 level, more men than women (83% versus 76%) responded that they have a mobile phone. Age is also an influencing factor regarding the possession of a mobile: 95% among those aged 15-24, 94% among those aged 25-39, 85% among those aged 40-54 and 55% among those aged 55+ have a mobile phone. We underline that these results are representative for the population of individuals aged 15 years and over in the European Union.

2.3.2 Mobile telephone access: on a contract versus pre-paid

The following chart depicts the situation regarding the different forms of mobile telephone access. The European population of households can be divided into four groups:

- households having only mobile access on a pre-paid arrangement,
- households having only mobile access on a contract,
- households having both forms of mobile access, and
- households with no mobile telephone access.



It should, firstly, be noted that at EU25 level, pre-paid cards seem to be more popular than contracts. 37% of European households only use pre-paid cards, while 28% only have mobile access via a contract and 15% have both types of access.

Secondly, it needs to be stressed that this finding is country-specific. Whereas in Malta, Italy and Portugal, around seven out of ten households only use pre-paid cards, the situation is in Finland is in complete contrast where more than eight out of ten households only have access via a contract. It is also noteworthy that pre-paid arrangements also have a particularly high market share in Ireland, the United Kingdom, Hungary, the Czech Republic, the Netherlands, Belgium, Latvia and Poland. On the other hand, in addition to Finland, contracts seem to be more popular in Denmark, France, Estonia, Austria, Cyprus, Luxembourg, Spain, Slovenia, Sweden and Slovakia, whereas in Germany, Lithuania and Greece, the figures for both forms of access are more or less equal.

In the European countries that are not EU Member States, with the exception of the Turkish Cypriot Community, pre-paid access is also a more popular solution than access by means of a contract.

2.3.3 Mobile telephone access – number of subscriptions by household

The comparison of averages of the number of mobile phones per person and by the size of household reveals a trend towards fewer mobile phones in larger households in comparison to smaller ones: the bigger the household size, the lower the average number of mobile phones per person. While the average is 0.7 mobile phones per individual in single-person households, this number decreases to 0.55 mobile phones per household member in four and more-person households.

This is presumably due to the age structure of households - the number of children (under 15 years old) rises in parallel with household size. If children under 15 are excluded and we compare the previous results with the average number of mobile phones per household and per adult (person aged over 15 years), we will come to a different conclusion.

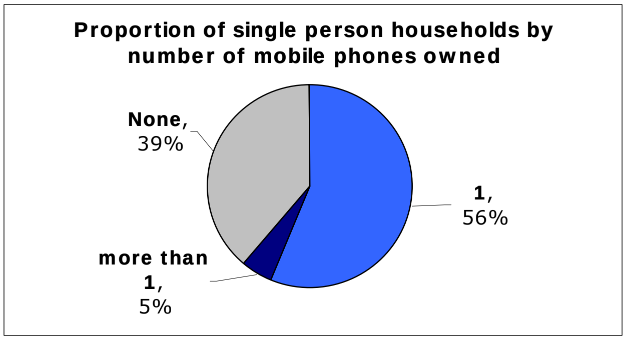
The comparison of averages clearly shows us the effect the number of children has on the number of mobile phones in a household: the bigger the household, the higher the average number of mobile phones per adult. While in households composed of one or two members the average number of mobile phones per adult is 0.7, this proportion increases in larger households (composed of three or more members) where approximately 0.9 mobiles per adult are observed.

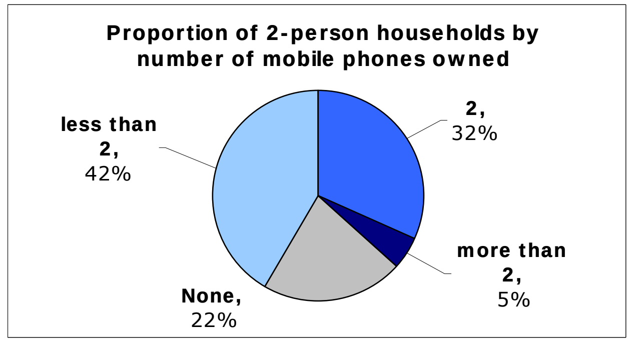
Table 2: Average number of mobile phones per person and type of household

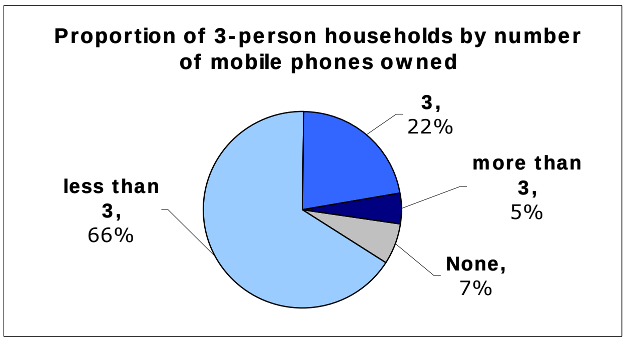
Source: Q1

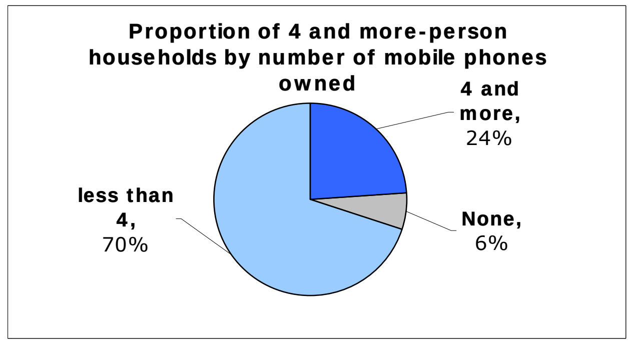
Household size	Average number of mobile phones/person	Average number of mobile phones/adult (aged 15+)
1	0.7	0.70
2	0.63	0.68
3	0.64	0.88
4+	0.55	0.89

The more in depth analysis confirms the connection between the size of the household and the average number of mobile phones per person/adult.









On the one hand, the larger the household is, the lower the probability that each person in the household has their own mobile phone. We can observe that in more than half of single-person households (61%) the member of the household has one mobile phone or more. This proportion (i.e. each member has their mobile phone) diminishes considerably in 2-person households (37%) and falls down to 27% in 3-person households and to 24% in the largest ones.

As stressed previously, this correlation is a direct consequence of the age structure of households.

On the other hand, the comparison of averages hides a trend of a better mobile phone access in larger households in comparison to smaller ones. If we compare the proportion of households without mobile phone access, it is observed that the bigger the size of household is, the more likely it is that a household is equipped by at least one mobile phone. While more than a third of single person households (39%) have no access to a mobile phone, this proportion diminishes considerably in larger households: a fifth of 2-person households (22%) do not have a mobile phone access, and the proportion falls down to 7% in 3-person households and to 6% in the largest households (4+ persons).

Furthermore, we should also highlight here that the average number of users is more or less linear with the household size.

Table 3: Average mobile phone users per size of household

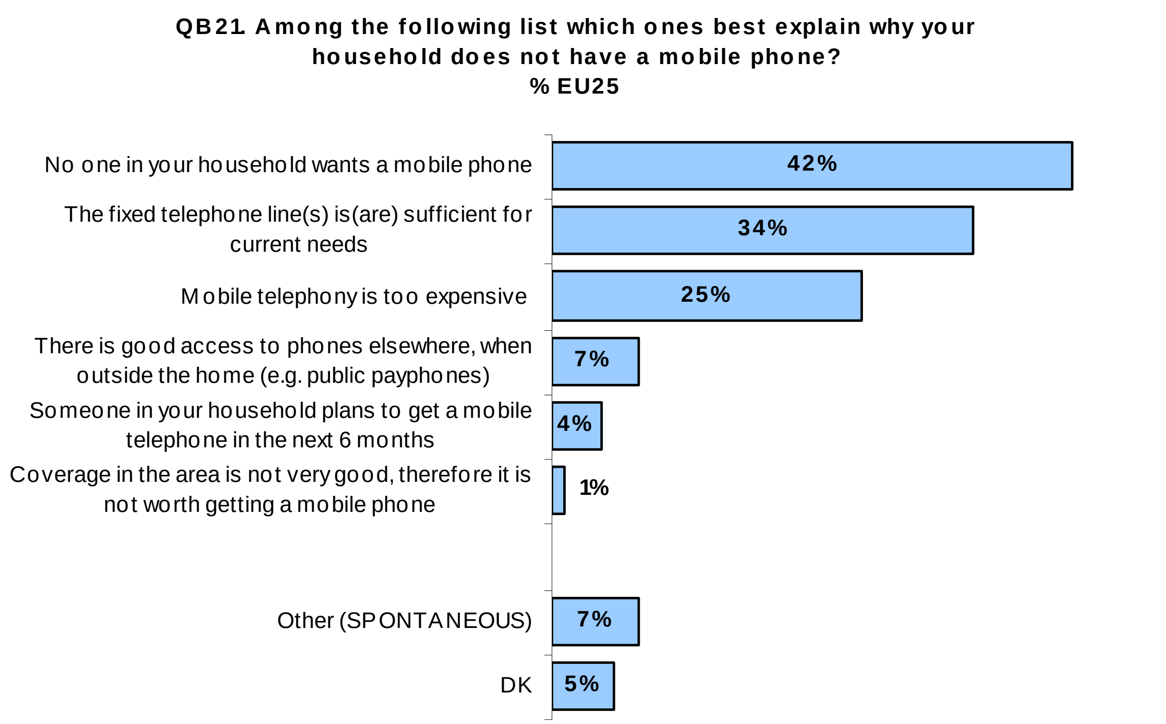
Source: Q13[5]

Household size	Average users
1	0.7
2	1.4
3	2.1
4+	2.7

2.3.4 Households without any mobile phone subscription

Households without any mobile phone access (20% at the EU25 level) were then requested to indicate the reason for this. The most common answer is the fact that no one in the households wants a mobile telephone. Secondly, 34% of households responded that the fixed telephone line is sufficient for their current needs.

It should, however, be noted that one in four households state they have no mobile phone access due to the cost of the service.



[5] How many members of your home including yourself use a mobile phone?

2.3.5 Households having only mobile phone access

It has been seen previously in this report that telephone access from the home location is universal but that the proportion of households having both fixed and mobile access at home is considerably lower (61 % at EU25 level). We have also highlighted that 18% of households still only have fixed access. To complement that picture, it is interesting to examine the share of households that only have mobile telephone access.

At European level, 18% of households stated they had access to one or several mobile phone but no fixed telephone access.

The highest figures for households having mobile phone access only and no fixed telephone access are observed in Lithuania and Finland. Results are also relatively high in the Czech Republic, Latvia, Portugal and Slovakia where around four in ten households gave the same response. All these countries have overall telephone access rates below the EU average to the exception of Finland where penetration reaches 100%.

On the other hand, not even one in ten households in Sweden, Malta, the Netherlands and Luxembourg are mobile-only users. However, these countries rank highest for the proportion of households having both fixed and mobile access.

In the European countries that are not EU Member States, the proportion of households only having mobile phone access at home is more or less in line with the EU25 average. Only in Croatia there are fewer households having only mobile access.

Analysis by socio-demographic characteristics

Proportion of households having only mobile telephone access

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural	Urban	Metro
EU25	18%	21%	15%	20%	17%	16%	20%	19%
EU15	16%	20%	14%	17%	15%	13%	18%	18%
NMS10	28%	25%	25%	34%	29%	28%	29%	27%

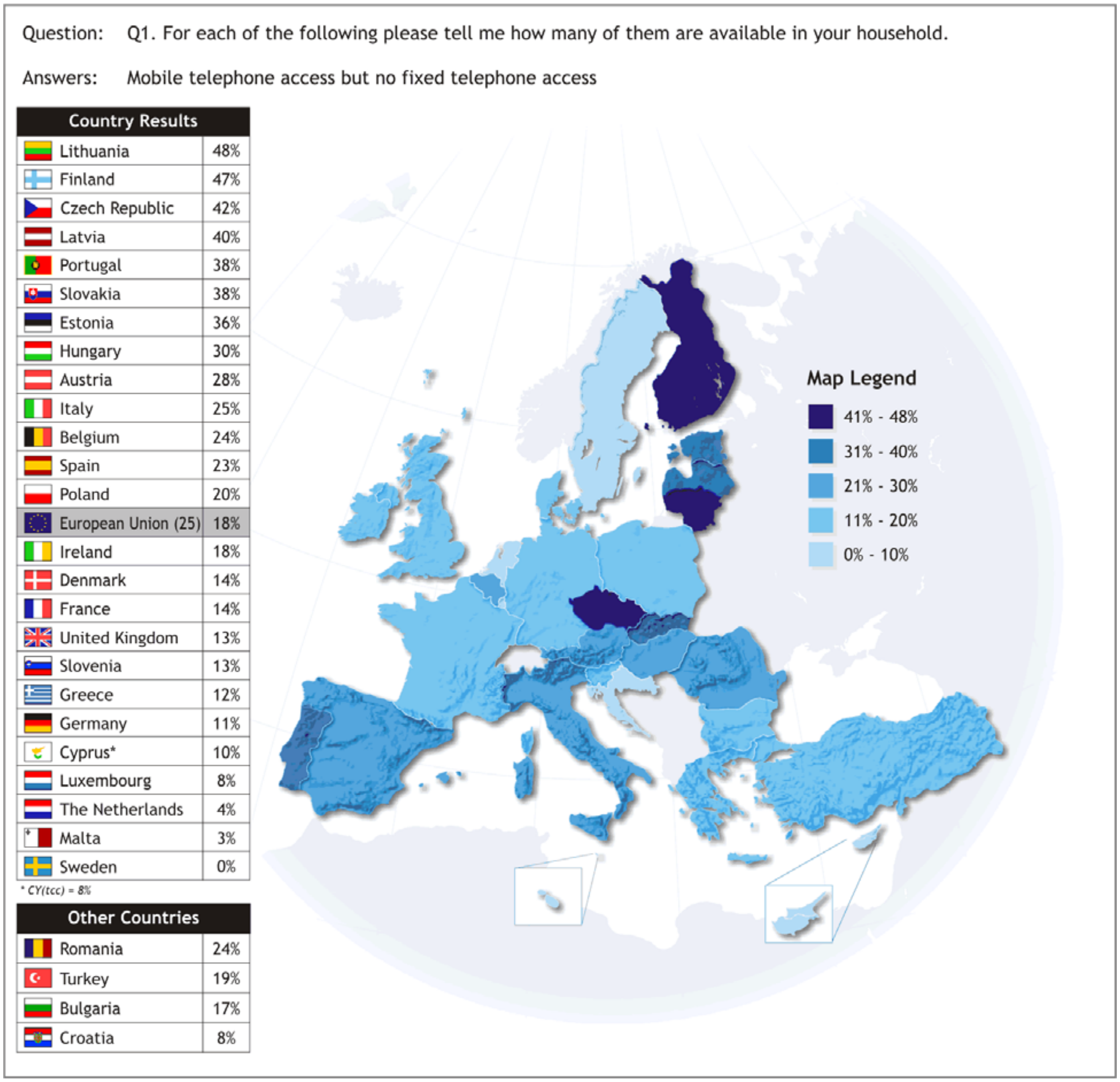
There are certain differences at the socio-demographic level for 'mobile only':

- Penetration rate of 'mobile only' is somewhat higher among single households in the old EU15. On the contrary, in the 10 New Member States the penetration rate is far higher in households of 3 people.

- If there are no significant differences for the 10 New Member States regarding the urbanisation level, it should be noted that in the old EU15 'mobile only' rates are somewhat higher in urban or metropolitan areas.

Single households by age with only mobile telephone access

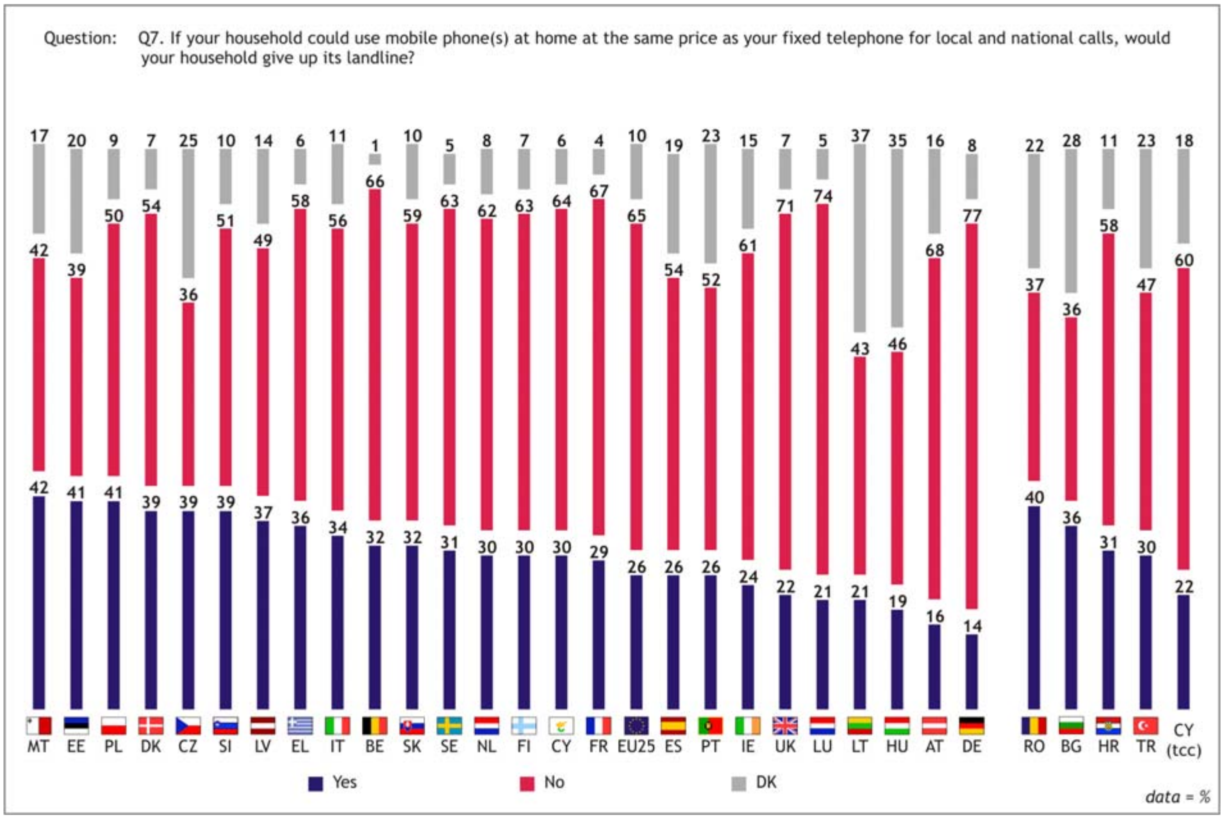
EU25			EU15			NMS10		
-29	30-59	60+	-29	30-59	60+	-29	30-59	60+
58%	29%	6%	57%	29%	5%	65%	32%	13%



2.3.6 Substitution of fixed telephone access by mobile phone access

Households with a fixed line were also polled to analyse their price sensitivity to mobile substitution. They were asked if they would give up their landline if they could use a mobile phone at the same price as the fixed line for local and national calls.

Overall in Europe, one in four households would give up its landline if mobile phone charges were at the same level. In Malta, Estonia and Poland, as many as four in ten households would give up their fixed line.



At the other end of the scale, with figures of more than seven out of ten, the 'no' response prevails in Germany, Luxembourg and the United Kingdom.

The reasons for this negative response are not clearly demonstrated by the relatively high proportions spontaneously citing other. The table that follows presents the results. Even if access to the Internet is cited by 26% of households as a reason to hold on to their fixed line, it should be noted that it is not the most important reason. Only in Denmark, the United Kingdom, Italy, Latvia, Lithuania, Estonia and the Czech Republic is this reason the most frequently cited one.

Table 4: Giving up its landline

Source: Q7[6]

	BASE	No	Yes	TOTAL NO: For other reasons (SPONTANEOUS)	TOTAL NO: Want to keep fixed line for Internet connection	TOTAL NO: Too many international calls
EU25	19203	65%	26%	35%	26%	5%
EU15	12584	67%	25%	37%	28%	5%
NMS10	5519	48%	36%	28%	16%	5%
BE	734	**66%**	*32%*	**41%**	24%	*3%*
CZ	534	*36%*	**39%**	15%	**19%**	*2%*
DK	813	**54%**	*39%*	12%	**41%**	*2%*
DE	1303	**77%**	*14%*	**44%**	33%	*4%*
EE	578	*39%*	**41%**	16%	**19%**	*5%*
EL	860	**58%**	*36%*	**45%**	9%	*5%*
ES	743	**54%**	*26%*	**44%**	10%	*1%*
FR	875	**67%**	*29%*	**35%**	31%	*3%*
IE	802	**61%**	*24%*	**36%**	24%	*4%*
IT	676	**56%**	*34%*	25%	**27%**	*4%*
CY	457	**64%**	*30%*	**42%**	20%	*5%*
LV	566	**49%**	*37%*	21%	**22%**	*6%*
LT	441	**43%**	*21%*	18%	**22%**	*2%*
LU	457	**74%**	*21%*	**35%**	32%	*11%*
HU	614	**46%**	*19%*	**23%**	22%	*1%*
MT	486	***42%***	***42%***	**30%**	9%	*4%*
NL	1084	**62%**	*30%*	**33%**	25%	*6%*
AT	716	**68%**	*16%*	**40%**	25%	*5%*
PL	634	**50%**	*41%*	**31%**	12%	*7%*
PT	540	**52%**	*26%*	**36%**	12%	*4%*
SI	879	**51%**	*39%*	**32%**	19%	*2%*
SK	551	**59%**	*32%*	**39%**	16%	*6%*
FI	584	**63%**	*30%*	**43%**	17%	*5%*
SE	1006	**63%**	*31%*	**39%**	25%	*4%*
UK	1117	**71%**	*22%*	31%	**34%**	*9%*
BG	670	***36%***	***36%***	**32%**	4%	*2%*
HR	896	**58%**	*31%*	**37%**	19%	*3%*
RO	533	*37%*	**40%**	**23%**	13%	*1%*
TR	751	**47%**	*30%*	**37%**	6%	*4%*
CY (tcc)	453	**60%**	*22%*	**32%**	*13%*	17%

(Results in bold represent the highest score by individual country. Results in italic represent the lowest score by individual country. Results indicated in a box represent the highest score per item. Results highlighted in grey represent the lowest score per item)

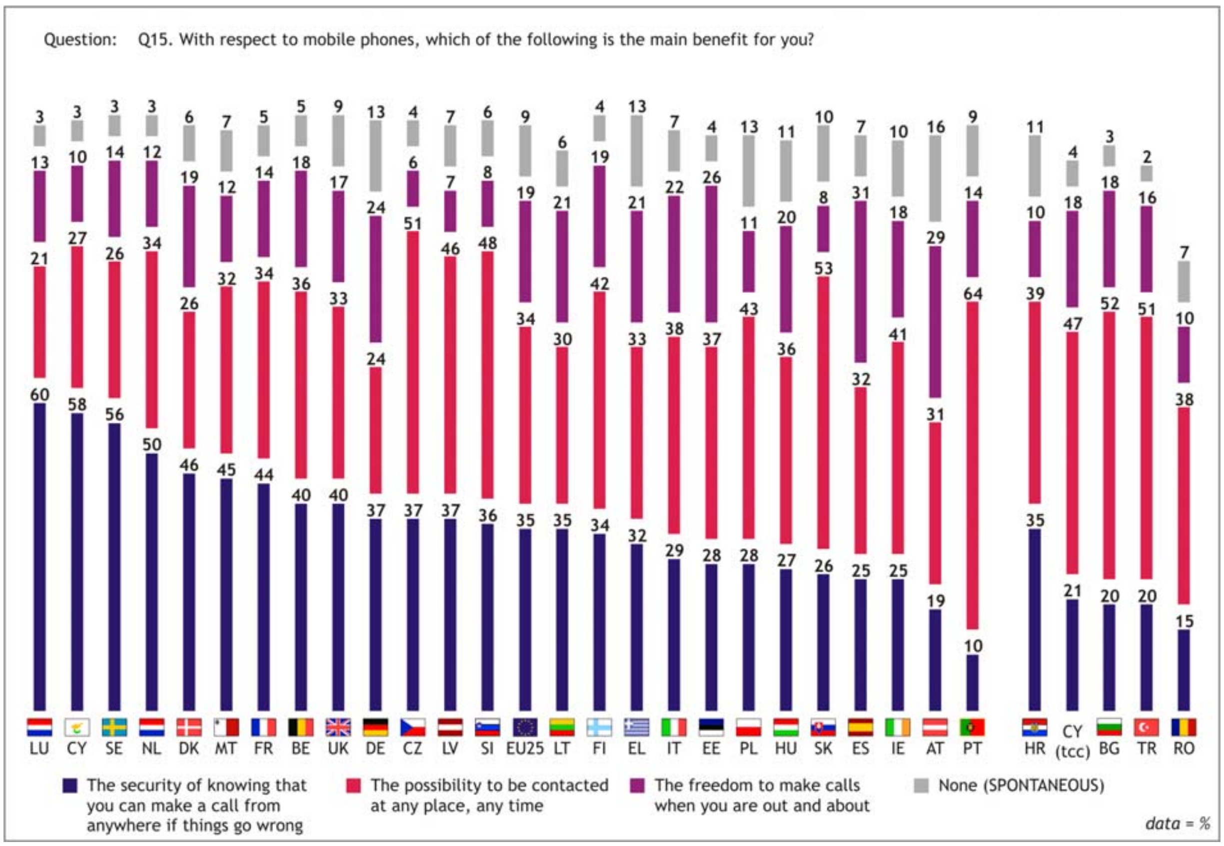
[6] "If your household could use mobile phone(s) at home at the same price as your fixed telephone for local and national calls, would your household give up its landline?"

2.3.7 Main benefits of mobile telephony

Respondents were also asked to give their personal opinion about mobile telephony. They were asked to cite what was, in their view, the most important benefit of mobile telephony.

At EU25 level, a vast majority of respondents feels that mobile telephony has improved their lives.

One-third of EU25 respondents indicated that they have the security of knowing that they can make calls from anywhere if things go wrong. Another third of those polled indicated they have the possibility to be contacted everywhere at any time. Two in ten also mentioned the possibility of having the freedom to make calls when they are out and about.



The security aspect is cited by a majority of respondents in Luxembourg, Cyprus, Sweden and the Netherlands. It is also the most frequently mentioned answer in Denmark, Malta, France, Belgium, the United Kingdom, Germany and Lithuania.

In Portugal, Slovakia and the Czech Republic, a majority agrees on the benefit of being contacted at any place at any time. Also among Slovenes, Latvians, Poles, Finns, Irish, Italians, Estonians and Hungarians, this is seen as the most important benefit of mobile telephony.

In Greece, an equal proportion of respondents cited both benefits whereas, in Spain and Austria, respondents tended to refer more often to the possibility of being contacted anywhere and the freedom to make calls when they are out and about.

The possibility to be contacted at any place, any time tops the ranking in all four non-EU Member States and in the Turkish Cypriot Community.

2.3.8 Operators used for mobile phone subscription

The following table depicts the market shares of the various mobile telephony providers for each country. Those respondents who had indicated that they personally had a mobile phone were requested to state which provider they are using. These results are thus representative for the respective national populations of individuals aged 15 years and over.

Table 5: Mobile telephony providers

Source: Q16

COUNTRY	BASE	Which provider do you personally use for mobile telephony?	
BE	809	Proximus	47%
		Mobistar	36%
		Base	18%
CZ	889	T-Mobile	43%
		Eurotel	35%
		Oskar - Vodafone	29%
DK	901	TDC Mobil	33%
		Sonofon	19%
		Telia	18%
		Telmore	15%
DE	1156	T-Mobile (D1)	38%
		Vodafone (D2)	33%
		O2	13%
		E-Plus	11%
EE	820	EMT (ka: Simpel, POP)/EMT (также и Simpel, POP)	51%
		Tele2 (ka: Smart, Ultra)/Tele2 (также и Smart, Ultra)	30%
		Elisa (бывший Radiolinja) (также и Zen)/Elisa (endine Radiolinja) (ka: Zen)	20%
EL	716	COSMOTE (κοσμοτὲ)	41%
		VODAFONE (βόνταφον)	41%
		TIM (τιμ)	18%
ES	788	Movistar	54%
		Vodafone	27%
		Amena	20%
FR	797	Orange	53%
		SFR	35%
		Bouygues Télécom	15%
IE	833	Vodafone	50%
		O2	37%
		Meteor	12%
IT	848	TIM/Telecom Italia Mobile	43%
		Vodafone	41%
		Wind	18%
CY	412	ATHK	97%
		Areeba	4%
LV	816	LMT (+ O-karte)	49%
		Tele2 (+ Zelta Zivtiņa; Urā! karte)	48%
		Zetkom (+ Amigo karte; Hallo! karte)	7%
LT	780	OMNITEL	46%
		TELE 2	40%
		BITĖ LIETUVA	28%

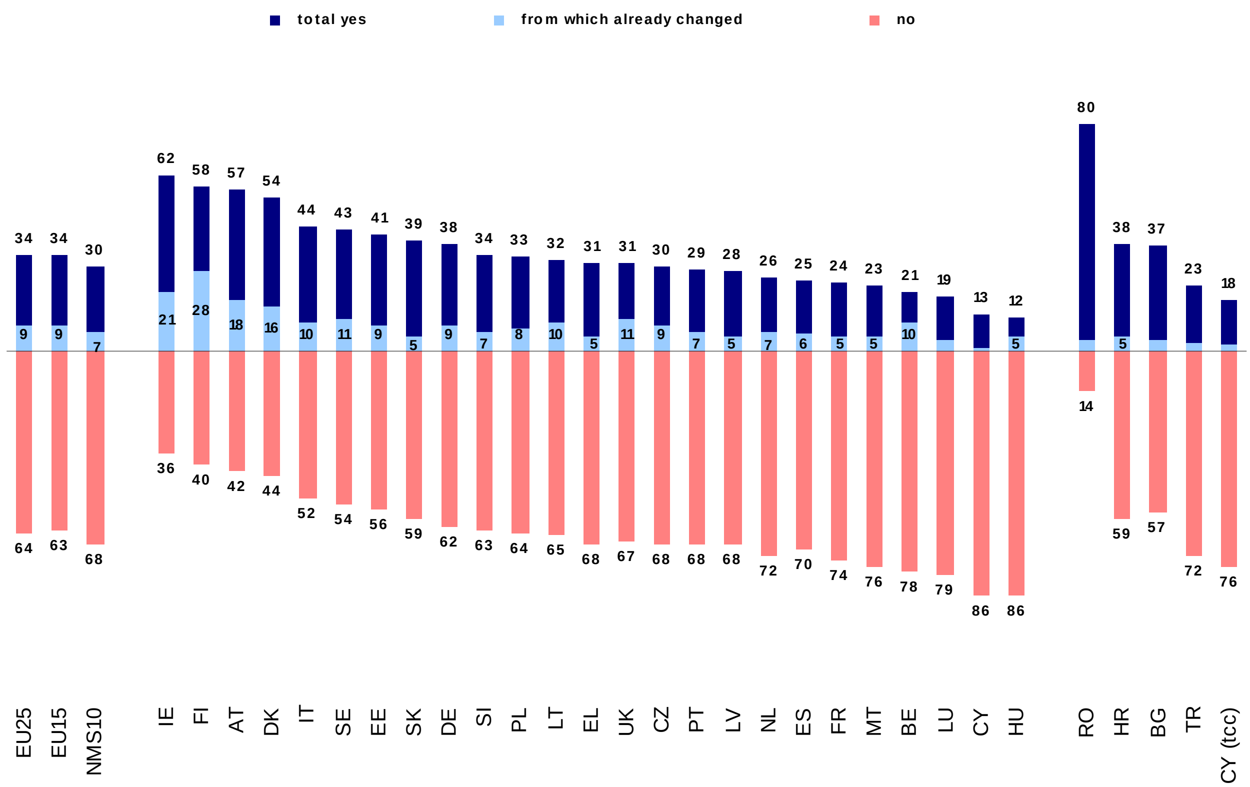
COUNTRY	BASE	Which provider do you personally use for mobile telephony?	
LU	447	Tango Entreprise des P&T, Post CMD Mobilux VOXmobile	48% 22% 16% 15% 15%
HU	756	T-Mobil Pannon GSM Vodafone	46% 33% 23%
MT	401	Go Mobile Vodafone	57% 43%
NL	1005	KPN Vodafone T-Mobile Orange Telfort	31% 21% 14% 12% 11%
AT	817	Mobilkom T-Mobile One tele.ring	31% 29% 17% 14%
PL	631	Orange (Idea) Era Plus Simplus	30% 23% 20% 8%
PT	750	TMN VODAFONE OPTIMUS	44% 39% 17%
SI	906	Mobitel Simobil Debitel	78% 18% 5%
SK	801	Orange Slovensko T-Mobile Slovensko	70% 35%
FI	962	TeliaSonera Elisa DNA Tele Finland Saunalahti Kolumbus	37% 23% 14% 11% 9% 7%
SE	959	Telia Tele2/Comviq Vodafone	51% 26% 18%
UK	1098	Orange O2 / Cellnet Vodafone T-Mobile / One2One Virgin Mobile 3 (three mobile)	28% 24% 22% 14% 7% 4%
BG	480	МобилТел Глобул	68% 33%
HR	693	T-Mobile (Cronet, Simpa, HT, T-HT, T-Com) VIPNET (Vipme, Vip smart i sl.) Tele 2 (Bla bla)	57% 44% 3%
RO	535	ORANGE CONNEX VODAFONE	57% 48%
TR	675	TURKCELL TELSİM AVEA	77% 22% 11%
CY (tcc)	392	KKTCELL Kuzey Kıbrıs TELSİM	75% 38%

2.3.9 Changing mobile telephony provider

Respondents with a personal mobile phone were also requested to state if they had personally ever considered changing mobile network provider.

At European level, 34% indicated that they had considered changing mobile phone provider. However, it should be noted that there are huge differences between countries. In Ireland, Finland, Austria and Denmark a majority had already considered changing mobile network provider but this is far less frequent in the case in Hungary Cyprus, Luxembourg and Belgium.

QB17 Have you personally ever considered changing mobile network provider?

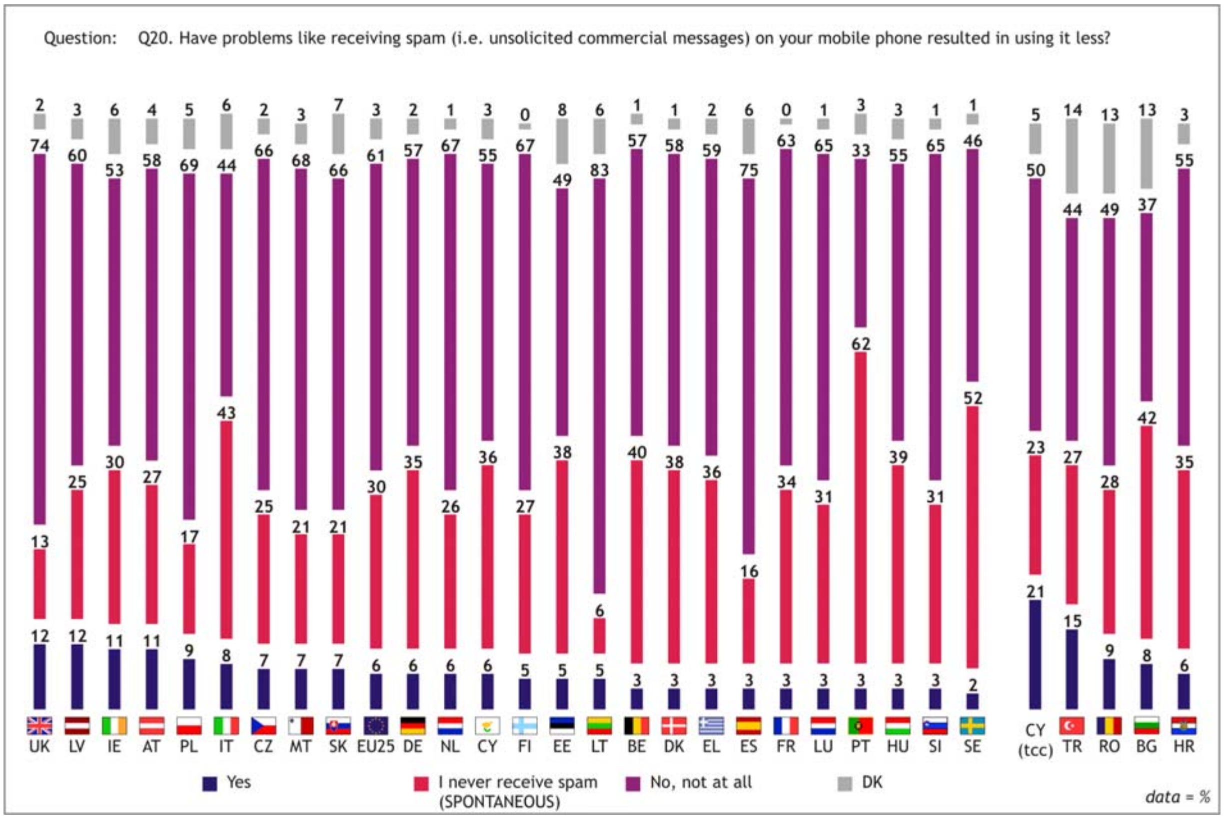


Even in those countries where a majority of mobile phone owners indicated that they had already considered changing mobile network provider, it has been noted that most of them also stated they are satisfied with their current provider. The highest percentage of respondents who indicated they had in reality already changed was observed in Finland.

2.3.10 Spam on mobile phones

- *Spam on mobile phones is certainly not a widespread problem* -

Another subject covered in this survey regarding mobile telephony was that of spam or unsolicited commercial messages. All mobile phone owners were asked to state if the fact that they had received spam had led them to change their behaviour. It may be seen that spam is apparently not a problem at all. Only 6% across Europe said they use their mobile phones less due to spam.



2.4. Public payphones

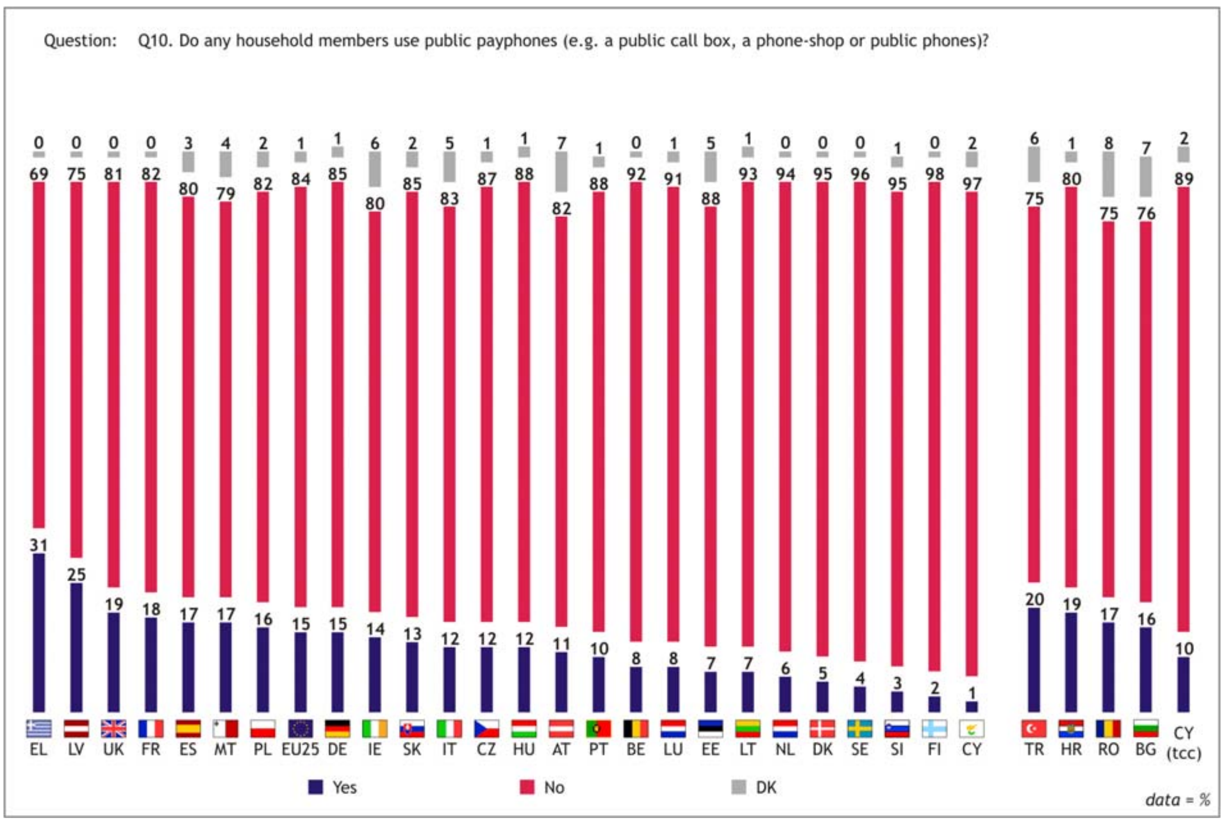
- Public payphones used for different reasons -

This survey also tackles the use of public pay phones. The respondents were asked if someone in their household uses public pay phones. The chart below presents the results at household level.

In the EU25, 15% of households use public pay phones. With 31%, Greece tops the ranking. Also more Latvian and British households use public payphones than households in the other Member States.

In Cyprus, Finland, Slovenia, Sweden and Denmark, the use of public pay phones is not widespread at all.

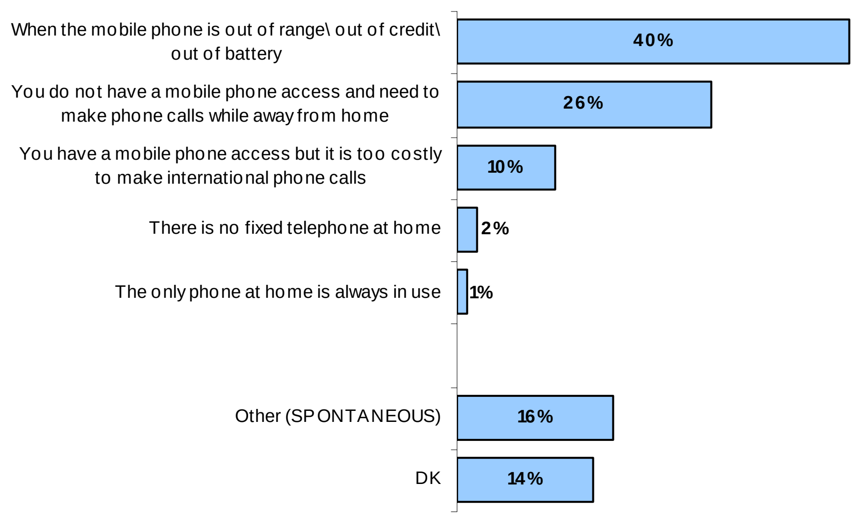
As far as European countries that are not members of the EU are concerned, it can be seen that the use of public payphones is somewhat higher than the European average in Turkey and Croatia. Romanian and Bulgarian results are in line with the EU25 average, whereas results for the non-governmental controlled area of Cyprus are lower.



In the EU25 as a whole, an average of 3% of respondents use public payphones once a week or more often, 2% about once a month, 4% less often than once a month, and 4% only when away from home or travelling. This means that among a representative EU25 population of 15 years and over, 86% never use public pay phones.

The reason most frequently cited by the 14% of respondents making use of public pay phones is that their mobile phone is out of range, out of credit or out of battery. The next most popular answer is that people have to make calls while away and that they do not have a mobile for doing so. One in ten public pay phone users claimed that they used them for international calls.

QB12. For what reasons do you personally make use of public payphones?
% EU25



3. Computers and Internet

3.1. Personal computer equipment

3.1.1 Household with at least one computer

- *Only one in two EU25 households are equipped with a PC -*

Since 97% of EU25 households access the Internet via a computer and Internet access via other means is relatively rare (6% via mobile phone, 2% via television), it is interesting to examine the figures for the penetration of PCs by country.

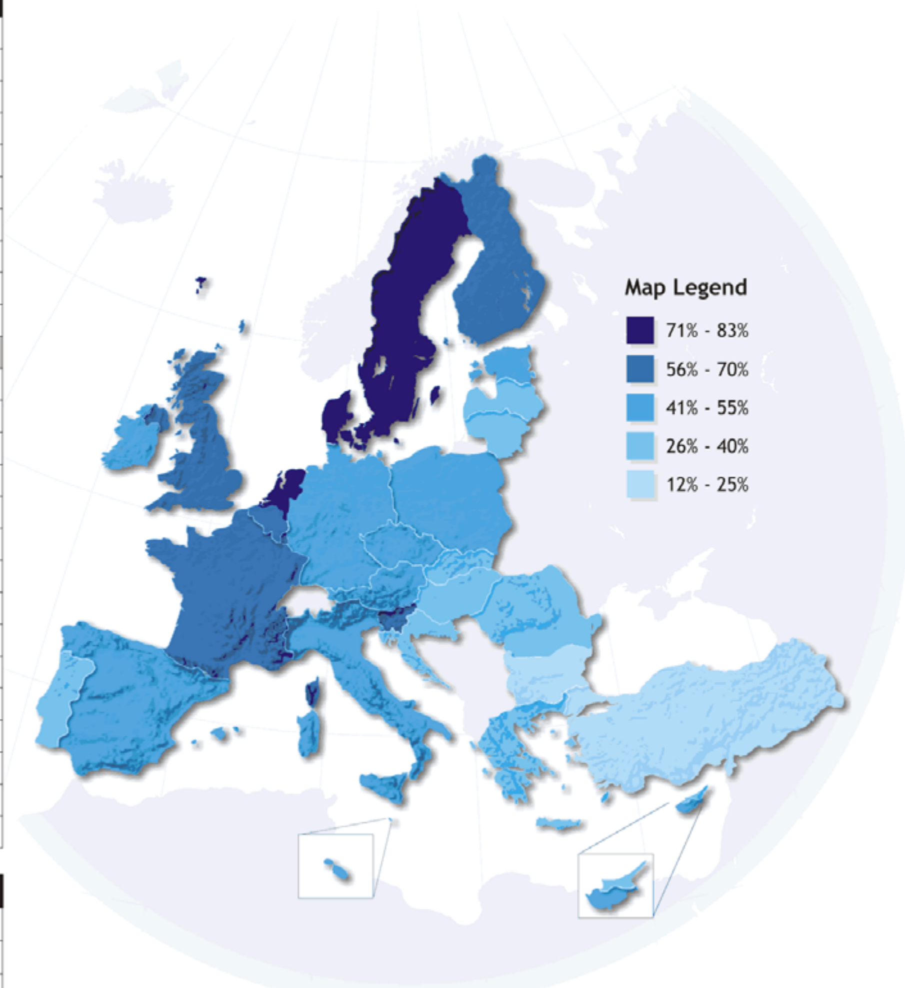
Question: Q1. For each of the following please tell me how many of them are available in your household.

Answers: At least one computer

Country Results	
The Netherlands	83%
Sweden	79%
Denmark	77%
Luxembourg	68%
Finland	66%
Slovenia	59%
United Kingdom	58%
Belgium	57%
France	56%
Malta	53%
European Union (25)	52%
Germany	52%
Austria	49%
Italy	47%
Spain	46%
Cyprus*	46%
Estonia	45%
Ireland	44%
Czech Republic	41%
Poland	41%
Hungary	36%
Lithuania	36%
Latvia	35%
Slovakia	35%
Portugal	34%
Greece	33%

* CY(tcc) = 37%

Other Countries	
Croatia	40%
Romania	30%
Bulgaria	13%
Turkey	12%



As can be seen, Dutch households are the best equipped. They are followed closely by Swedish and Danish households. In these three countries, more than seven in ten households have a personal computer.

In addition, more than half of the households in Luxembourg, Finland, Slovenia, the United Kingdom, Belgium, France, Malta and Germany have a personal computer. This means that in 14 European Union countries, the penetration rate of personal computers is under the 50% mark. The lowest rates are observed in Greece, Portugal, Slovakia and Latvia.

Analysis by socio-demographic characteristics

Proportion of households with at least one computer

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural	Urban	Metro
EU25	52%	31%	47%	67%	74%	51%	52%	54%
EU15	54%	34%	50%	69%	77%	54%	55%	55%
NMS10	40%	16%	27%	53%	64%	34%	40%	50%

Demographic analysis shows a strong link between household size and personal computers. The bigger the household, the more likely it is to have a PC.

In the New Member States, there is also a clear relation between the level of urbanisation and PC ownership. The bigger the city, the more likely that households have a PC.

Single households by age with at least one computer

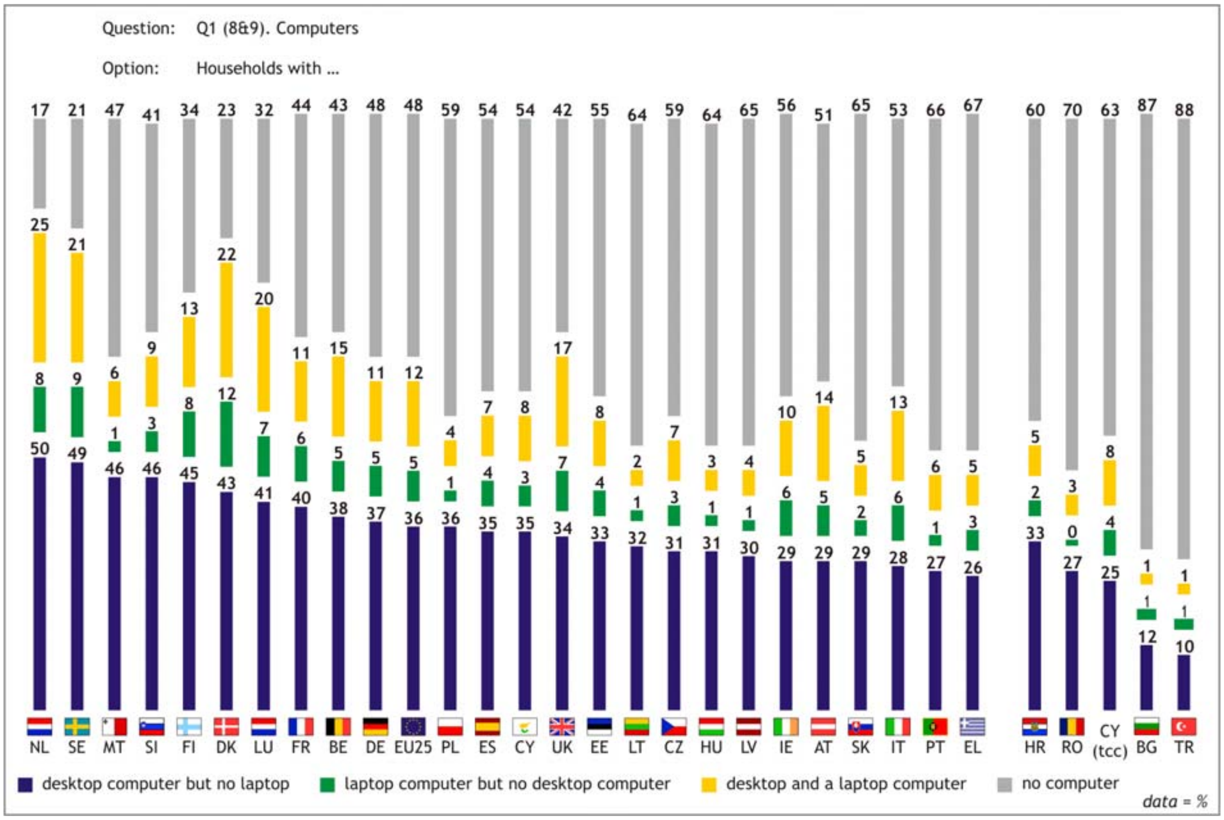
EU25			EU15			NMS10		
-29	30-59	60+	-29	30-59	60+	-29	30-59	60+
62%	51%	11%	63%	55%	13%	54%	27%	3%

3.1.2 Desktop and laptop computers

The following chart presents the split between desktop computers and laptop computers.

Desktop computers are, not surprisingly, far more widespread than laptop computers. However, it should be pointed out that in some EU25 countries, like Denmark, the Netherlands, and Sweden, approximately one in three households has a laptop computer at its disposal.

Furthermore, it is noteworthy that the proportion of households only having a laptop available is systematically lower than the proportion of households having both desktop and laptop. This means that, in general, the laptop is used as a substitute for the desktop computer. This seems to be the case in some countries where it can be observed that a significant proportion of households only have a laptop at their disposal: Denmark (12%), Sweden (9%), and the Netherlands and Finland (both 8%).



3.1.3 Wifi modem or router for wireless Internet

Across the EU25, 27% of respondents with Internet access at home indicated that they have a wifi router. France tops the ranking, with a wifi router for almost one in two households with the Internet. Wifi technology is also quite widespread in Luxembourg and Spain.

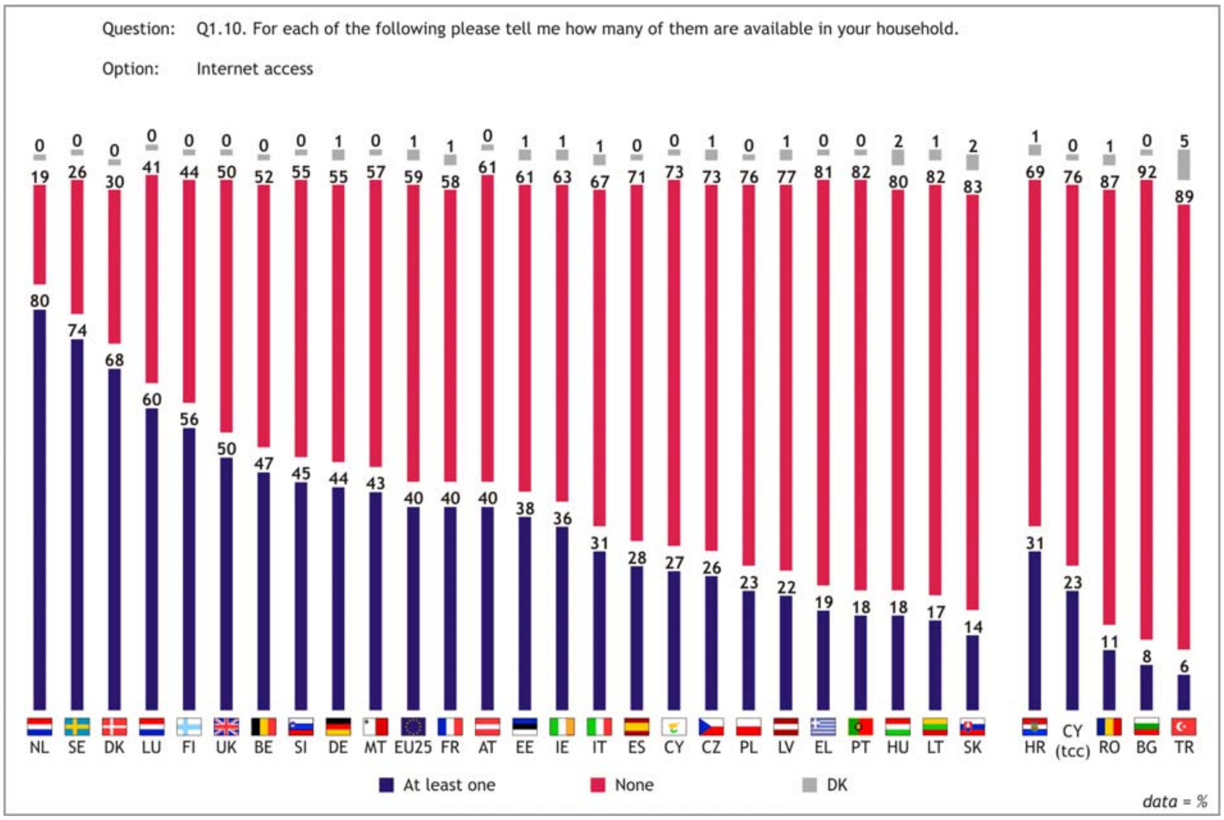
It would appear that in Sweden, Latvia, Poland, Greece, Lithuania and Hungary wifi is the less present. All other EU25 countries generated results that are around or a little below the average result.

3.2. Internet access and means

3.2.1 Internet

The following chart depicts the proportion of households with Internet at home. The Netherlands, Sweden and Denmark top the ranking. In Luxembourg, Finland and the United Kingdom, more than 50% of households have Internet access from home.

Among the New Member States, Slovene households are the best off with 45% of them with Internet access at home. This is 3 points more than the EU15 average. Other New Member States are found at the bottom of the ranking, together with two older Member States, Portugal and Greece.



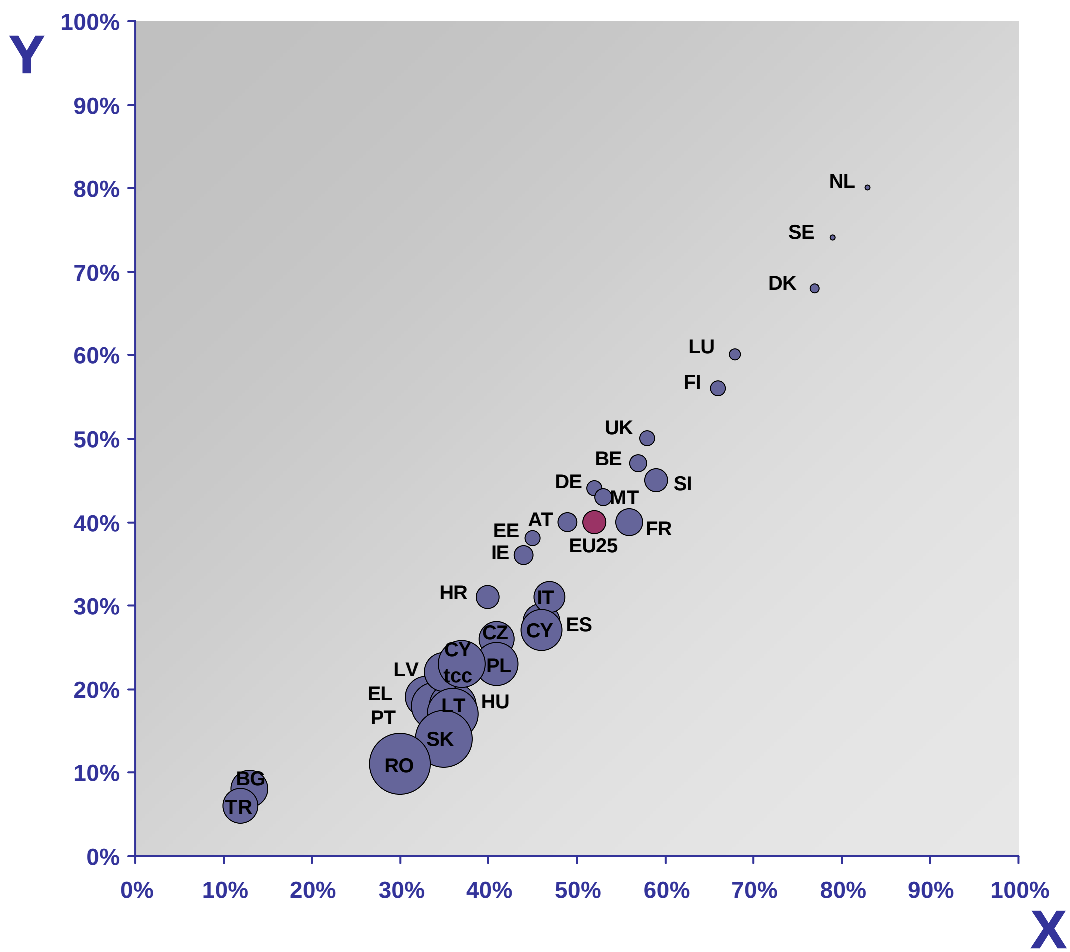
31% of Croatian households have Internet access, but households in Turkey Bulgaria and Romania lag far behind.

It would appear that there is a very strong link between having Internet access at home and having a personal computer at home. As already mentioned, 97% of those accessing the Internet from home use a PC for doing so.

The chart below illustrates the results of comparing PC penetration with Internet penetration. The X-axis represents the PC rate, while the Y-axis represents the Internet rate. Finally, the size of the bubble depends on the proportion of households with PC stating they have no Internet connection. In other words, the bigger the bubble, the higher the share of households having a PC but no Internet connection.

The correlation between PC rate (X-axis) and Internet rate (Y-axis) is almost linear (Pearson equals 0.97). It can thus be said that the lack of PCs is an obstacle to Internet access.

The second noteworthy finding is the fact that in countries with larger sized bubbles, the PCs are not as often equipped with Internet as in countries with smaller bubbles. The countries with larger sized bubbles are also the countries with lower PC penetration. This means that in countries where the PC penetration is low, it becomes more likely that households having a PC do not have an Internet connection despite having the equipment for it[7].



On the basis of this, it might be concluded that Internet access at home will only increase in line with computer penetration unless new means of access to the Internet increase in importance over the next year (handheld devices, PC).

[7] The share of no Internet among PC equipped households reaches 63% in Romania, 25% in the EU25 on average and only 7% in the Netherlands and Sweden.

3.2.2 Households' means of access to the Internet

3.2.2.1 Broadband Internet access

The following map depicts the proportion of households accessing the Internet via a broadband connection. Broadband Internet penetration rate is 23% among EU25 households whereas narrowband Internet penetration rate (see subchapter 3.2.2.2) is 16%. This means that at the EU25 level a majority of households with Internet access use the broadband technology (more on this in subchapter 3.2.2.3). However, we should point out that this finding does not apply in all surveyed countries.

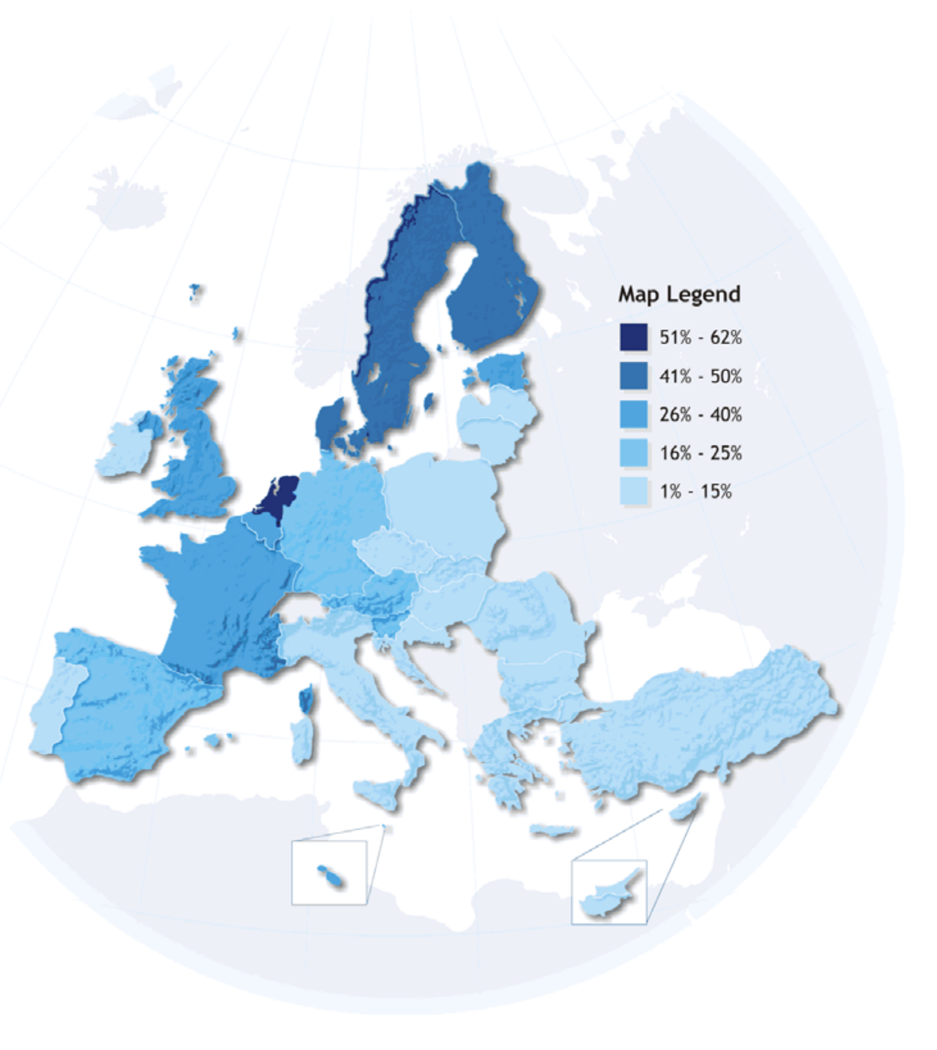
Question: Q1. For each of the following please tell me how many of them are available in your household.

Answers: Broadband Internet access

Country Results	
The Netherlands	62%
Denmark	49%
Sweden	45%
Finland	41%
Belgium	38%
France	34%
United Kingdom	32%
Estonia	32%
Malta	31%
Luxembourg	29%
European Union (25)	23%
Austria	20%
Slovenia	20%
Germany	19%
Spain	16%
Portugal	13%
Latvia	13%
Poland	13%
Italy	12%
Hungary	11%
Czech Republic	10%
Lithuania	9%
Ireland	7%
Cyprus*	7%
Slovakia	5%
Greece	2%

* CY(tcc) = 1%

Other Countries	
Romania	6%
Bulgaria	5%
Croatia	5%
Turkey	3%



The Netherlands tops the ranking with a figure of 62% - the only result that is above the 50 percent mark - 13 points higher than Denmark, the country in second place with 49%. Denmark is followed by two other Nordic countries, Sweden and Finland. Belgium, France, the United Kingdom, Estonia, Malta and Luxembourg all have results that are above the EU25 average. All other countries have scores that are below the 25% mark. Only 2% of Greek households have broadband internet access, which is an even lower proportion than in European countries that are not members of the EU.

Analysis by socio-demographic characteristics

Proportion of households with broadband Internet access

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural	Urban	Metro
EU25	23%	12%	21%	31%	34%	21%	24%	25%
EU15	25%	13%	22%	34%	38%	24%	26%	26%
NMS10	12%	5%	9%	18%	16%	4%	12%	21%

Socio-demographic analysis shows that household size is a determining factor: the more people in a household, the more probable it is that there is broadband Internet access.

It should be noted that the penetration rate of broadband Internet access depends uniquely on city size in the New Member States. In the old EU15, penetration rates appear to be quite stable across the different urbanisation levels, although broadband access is slightly lower in rural areas (-2 points).

Single households by age with broadband Internet access

EU25			EU15			NMS10		
-29	30-59	60+	-29	30-59	60+	-29	30-59	60+
23%	22%	4%	23%	24%	4%	17%	8%	0%

3.2.2.2 Narrowband Internet access

With regard to narrowband Internet penetration rates, it should be noted that the EU25 average of 16% is 7 points lower than for broadband access.

Households in Luxembourg top the ranking with 32% stating that they have a narrowband Internet connection at home. However, it is important to make a clear distinction between countries having high narrowband penetration rates due to the fact that broadband is not well developed (the case of Luxemburg) and countries with high narrowband penetration rates due to the high level of overall Internet access. The following subchapter will tackle this in detail.

As regards the New Member States, it is noteworthy that the figures for Slovenia and Cyprus are above the EU25 average while Estonia and Malta recorded figures above the EU25 average for broadband Internet access. However, it should be recalled that Slovenian and Maltese results for overall Internet access were above the EU25 average, Estonia's were close to the average and Cyprus's were much lower - although still ahead of the other 6 New Member States.

Penetration rates of narrowband access are very low in Turkey, Romania and Bulgaria, as were the penetration rates for broadband Internet in these countries. On the other hand, although broadband Internet access is only used by 5% of Croatian households, far more (25%) of them have access via a narrowband connection.

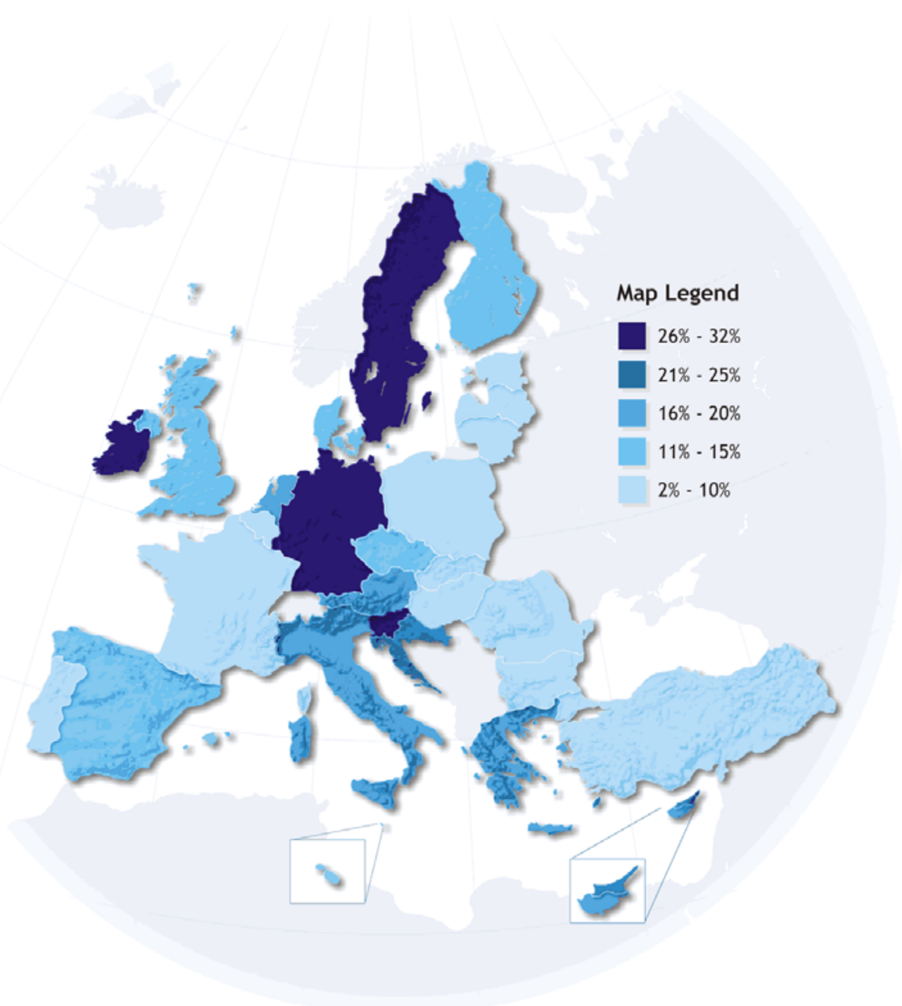
Question: Q1. For each of the following please tell me how many of them are available in your household.

Answers: Narrowband Internet access

Country Results	
Luxembourg	32%
Ireland	29%
Germany	27%
Sweden	27%
Slovenia	27%
Cyprus*	20%
The Netherlands	19%
Italy	17%
Austria	17%
European Union (25)	16%
Greece	16%
Denmark	15%
United Kingdom	15%
Finland	13%
Czech Republic	13%
Spain	11%
Malta	11%
Belgium	9%
Poland	7%
France	6%
Hungary	6%
Latvia	6%
Slovakia	6%
Portugal	5%
Lithuania	5%
Estonia	4%

* CY(tcc) = 21%

Other Countries	
Croatia	25%
Romania	4%
Bulgaria	2%
Turkey	2%



Analysis by socio-demographic characteristics

Proportion of households with narrowband Internet access

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural	Urban	Metro
EU25	16%	9%	15%	19%	21%	18%	15%	14%
EU15	17%	10%	16%	21%	23%	20%	16%	15%
NMS10	8%	3%	6%	10%	13%	7%	8%	9%

Socio-demographic profiles for narrowband are somewhat different to those for broadband.

Household size still influences the penetration rate of narrowband but to a lesser extent than for broadband. The bigger the household size, the more likely it is to have a broadband subscription rather than narrowband access.

As regards the urbanisation level, it can be seen that while the EU15 broadband penetration rate was non-dependent, it is not the case for narrowband Internet access: households in rural areas showed a greater tendency to have narrowband Internet access.

While urbanisation in the New Member States influenced the rate of penetration of broadband, this is certainly not the case for the rate of penetration of narrowband Internet.

Single households by age with narrowband Internet access

EU25			EU15			NMS10		
-29	30-59	60+	-29	30-59	60+	-29	30-59	60+
14%	16%	4%	16%	18%	4%	3%	6%	1%

3.2.2.3 Main means of Internet access

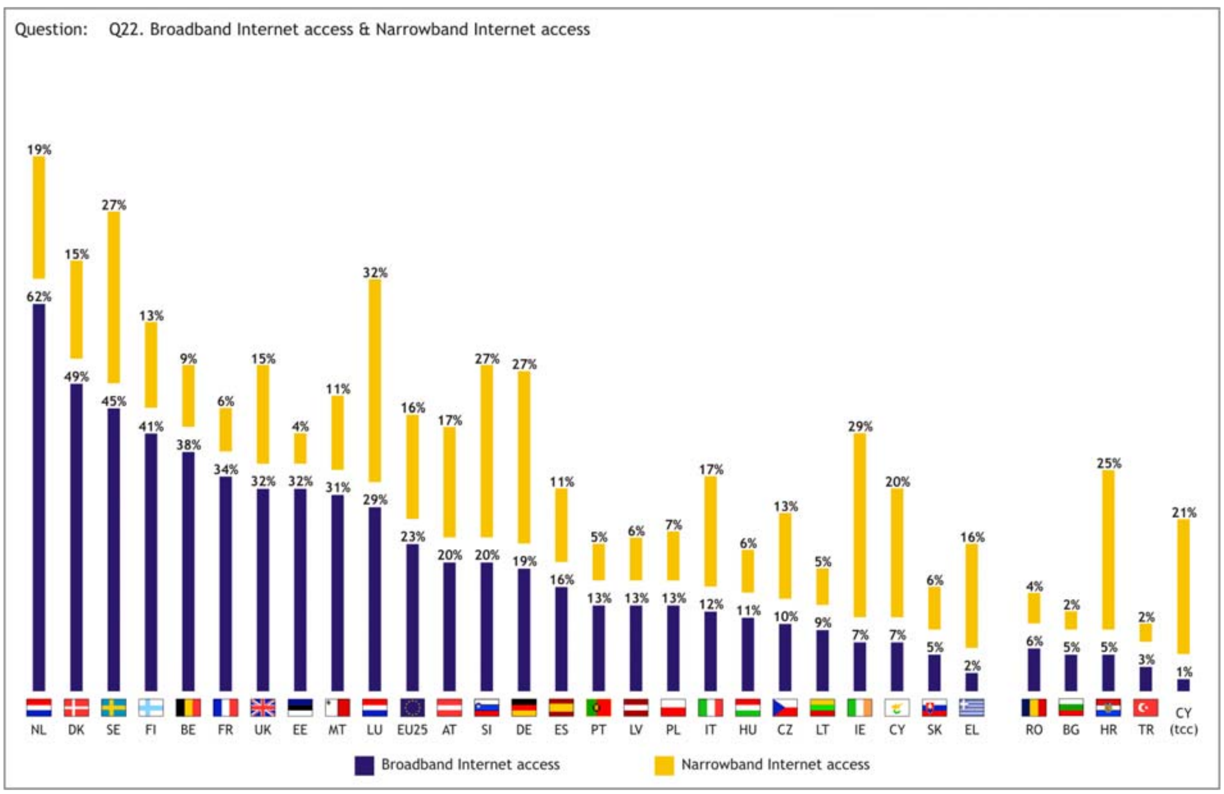
Results regarding broadband and narrowband Internet access were presented separately in previous chapters. The following graph presents the results together in order to compare narrowband penetration rates with broadband penetration rates.

Overall, a majority of household’s internet accesses in Europe are broadband.

As might be expected broadband access is more established in those countries with higher Internet penetration rates. However this is not the case in Luxemburg, Slovenia and Germany, countries that have Internet penetration rates above the EU25 average. In these three countries narrowband access is still prevalent.

The penetration rate of narrowband Internet access was also higher than average in the Netherlands and Sweden, but this is due to the fact that in these countries the level of overall Internet access is very high.

It is also clear that among the EU25 countries, narrowband is still the far most important connection mode in Greece, Ireland, Cyprus and Italy whereas the share of narrowband access within total Internet access remains very high in the Czech Republic and Slovakia.



Further information can be found in the following table.

Table 6: main means of fixed Internet access

Source: Q22

The following table presents the different means of access in detail. The reader should note that these figures are only indicative and should not be used for serious analysis since the bases (internet access) are small in the majority of countries. However, the figures are statistically more robust at EU 25, EU 15 and NMS10 levels.

	BASE	Broadband Internet	Narrowband Internet	ADSL	Dial-up - standard line	Dial-up - ISDN line	Cable TV network
EU25	9934	58%	39%	47%	26%	13%	10%
EU15	6734	59%	39%	49%	27%	13%	9%
NMS10	2110	51%	35%	22%	24%	11%	24%
BE	478	80%	20%	**53%**	17%	*3%*	27%
CZ	268	37%	48%	16%	**36%**	13%	*11%*
DK	722	71%	22%	**41%**	15%	*8%*	30%
DE	676	42%	60%	**40%**	26%	35%	*1%*
EE	382	84%	11%	**55%**	8%	*4%*	27%
EL	192	12%	85%	12%	**67%**	20%	*0%*
ES	284	55%	39%	**48%**	34%	*5%*	6%
FR	420	84%	15%	**80%**	15%	*0%*	3%
IE	362	19%	81%	15%	**74%**	9%	*1%*
IT	320	37%	55%	35%	**44%**	11%	*1%*
CY	137	26%	73%	25%	**62%**	11%	*0%*
LV	233	60%	25%	17%	15%	*10%*	**40%**
LT	176	52%	31%	*11%*	20%	*11%*	**39%**
LU	297	48%	54%	**43%**	18%	35%	*5%*
HU	183	58%	33%	**31%**	28%	*5%*	25%
MT	214	71%	25%	**49%**	23%	*1%*	23%
NL	908	77%	24%	**56%**	16%	*8%*	21%
AT	400	52%	44%	27%	**28%**	*16%*	23%
PL	233	55%	28%	21%	18%	*10%*	**29%**
PT	178	71%	26%	28%	25%	*1%*	**42%**
SI	464	43%	60%	28%	**36%**	26%	*16%*
SK	148	32%	41%	19%	**25%**	16%	*6%*
FI	568	73%	23%	**63%**	14%	*9%*	10%
SE	749	60%	37%	**52%**	35%	*2%*	8%
UK	646	65%	30%	**47%**	27%	*2%*	14%
BG	83	61%	20%	12%	14%	*7%*	**47%**
HR	305	18%	81%	17%	**71%**	10%	*0%*
RO	114	48%	39%	*3%*	31%	9%	**43%**
TR	62	55%	35%	**53%**	29%	6%	*1%*
CY (tcc)	118	3%	89%	*0%*	**88%**	2%	*0%*

(Results in bold represent the highest score by individual country. Results in italic represent the lowest score by individual country. Results indicated in a box represent the highest score per item. Results highlighted in grey represent the lowest score per item)

However, it can be seen that in countries where broadband is well established, the ADSL connection is still used by a majority. In France, Internet connection in homes is by means of ADSL for eight in ten households. The cable TV network, on the other hand, is more widespread in Latvia, Lithuania, Poland and Portugal, as well as in Bulgaria and Romania.

The standard narrowband connection via dial-up line is used by a majority in Ireland, Croatia, Greece, Cyprus, Italy, Slovenia and the Czech Republic.

The case of Finland deserves particular attention since 47% of Finish households indicate that they are 'mobile only'. How do they access the Internet? Results show that 57% of 'mobile only' households have an Internet access at home. From these, 69% access the Internet through ADSL, 14% through cable TV, 11% via a dial-up connection using a standard telephone line or ISDN and 4% via mobile network.

Table 7: Broadband Internet Access

Source: Q22

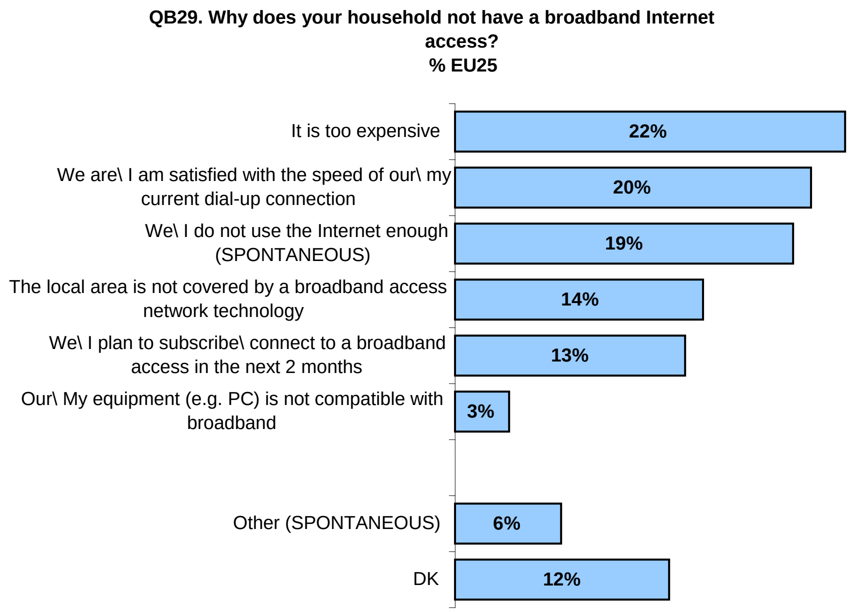
The following table presents the different means of broadband access. The reader should note that these figures are only indicative and should in any case not be used for serious analysis since the bases of broadband Internet access are far too small in the majority of countries. However, the figures are statistically more robust at EU 25, EU 15 and NMS10 levels.

	BASE	ADSL	CABLE	OTHER
EU25	5752	80%	17%	3%
BE	383	66%	34%	1%
CZ	98	43%	30%	28%
DK	511	59%	42%	1%
DE	283	96%	2%	2%
EE	320	65%	32%	4%
EL	23	100%	0%	0%
ES	157	87%	11%	3%
FR	353	96%	4%	1%
IE	67	79%	7%	15%
IT	118	96%	2%	3%
CY	35	97%	0%	3%
LV	140	29%	66%	5%
LT	91	21%	76%	3%
LU	143	90%	10%	0%
HU	106	54%	43%	3%
MT	153	69%	33%	0%
NL	695	73%	27%	0%
AT	206	52%	45%	6%
PL	127	38%	53%	9%
PT	127	39%	59%	2%
SI	201	64%	36%	0%
SK	47	62%	17%	23%
FI	415	87%	13%	1%
SE	451	86%	14%	1%
UK	417	73%	22%	6%
BG	51	20%	76%	4%
HR	55	96%	4%	0%
RO	55	5%	89%	5%
TR	34	97%	3%	0%
CY (tcc)	4	0%	0%	100%

On the EU25 level ADSL accounts for 80% of broadband Internet whereas the cable only accounts for 17%.

In addition to the above findings, it is also possible to provide some explanation as to why narrowband is still such a widespread means of Internet access as households with narrowband access were asked to indicate why they do not have broadband Internet access.

Interestingly the most frequently cited reason is the price of broadband (22%). An almost equal proportion of households indicated that they are satisfied with the current speed of their dial-up connection (20%) as who cited that they do not use the Internet enough.



14% of European households indicated that their area is not covered by broadband technology.

Lastly, 13% of households plan to subscribe to broadband within the next two months.

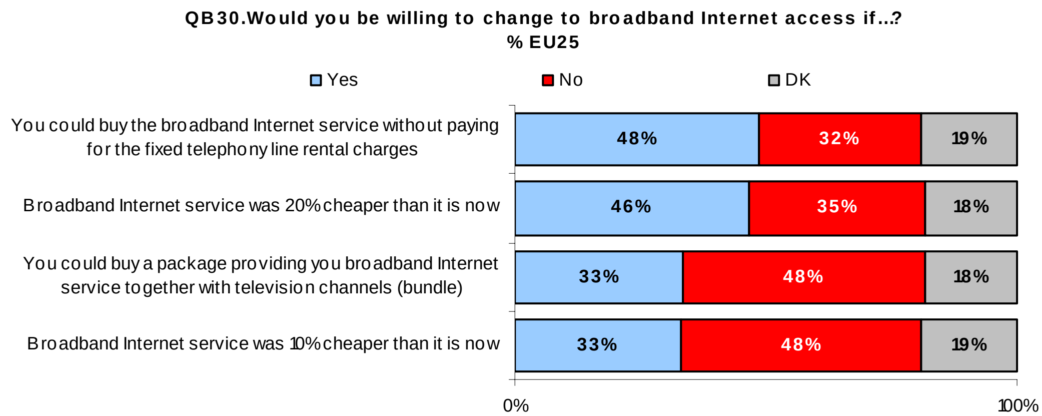
3.2.2.4 Switching to broadband for narrowband users

Respondents living in households connected to the Internet through narrowband were then asked what factors might influence them to switch to broadband.

Almost half of the respondents would be willing to change to broadband Internet if they could do so without paying fixed telephone line rental charges.

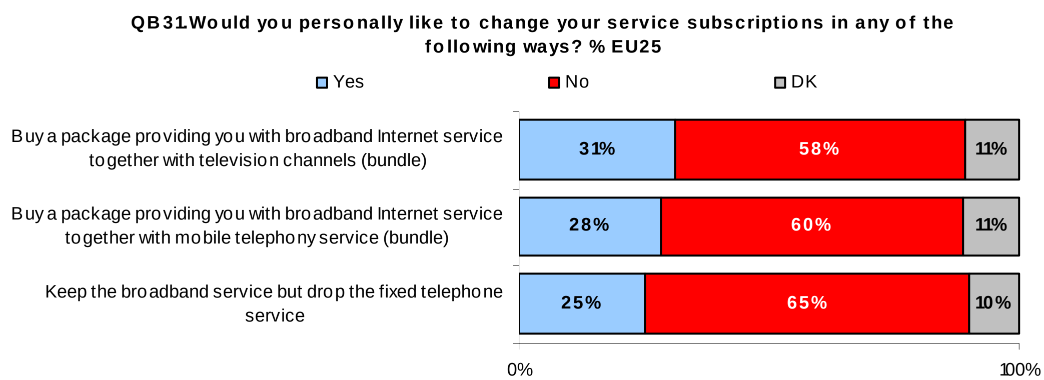
About the same proportion would switch to broadband if the service was 20% cheaper, whereas only one in three would switch if broadband was 10% cheaper.

Furthermore, one in three seems to favour a package offering Internet and television channels.



3.2.2.5 Switching to more satisfactory services for broadband users

Similarly, respondents living in households with a broadband Internet access were requested for their personal view regarding a switch to more satisfactory services.



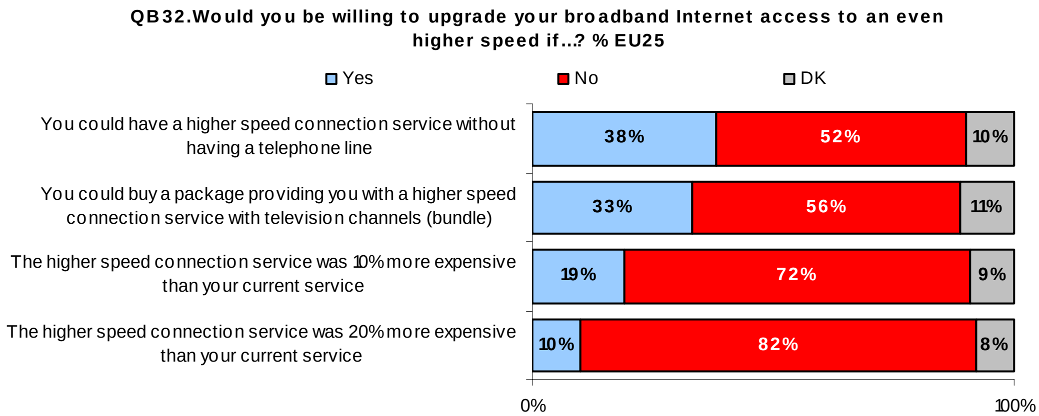
A package of television services and the Internet could probably persuade 31% of respondents to switch services, while a package of mobile telephony services and the Internet could attract 28% of them.

25% of respondents were in favour of keeping the broadband Internet service but dropping the fixed telephone service.

When offered a list of statements regarding an upgrading of the broadband service to an even higher speed service, 38% would be willing to have the higher speed service without having a telephone line.

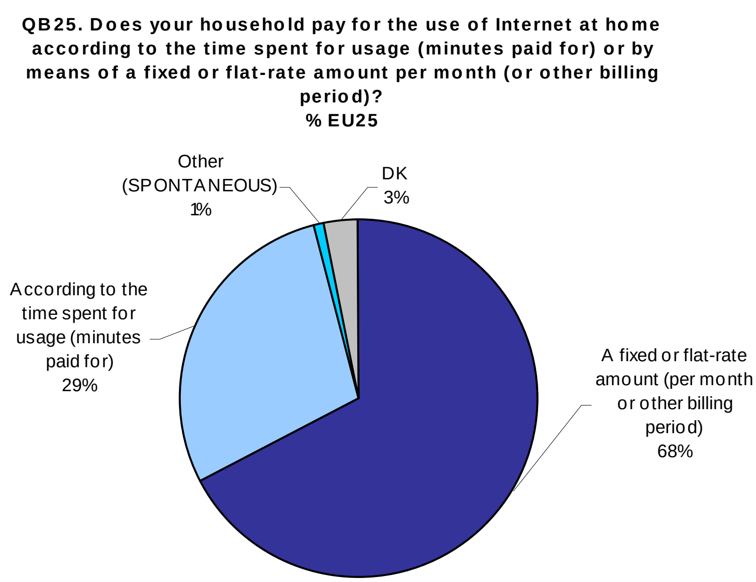
One in three would switch to higher speed broadband if they could buy the service as part of a package, together with television channels.

However, the issue of price appears to provoke some reluctance: only 10% of respondents would switch to higher speed broadband if the service was 20% more expensive than the current one. This proportion rises to 19% if the service was 10% more expensive.



3.2.3 Means used to pay for Internet access

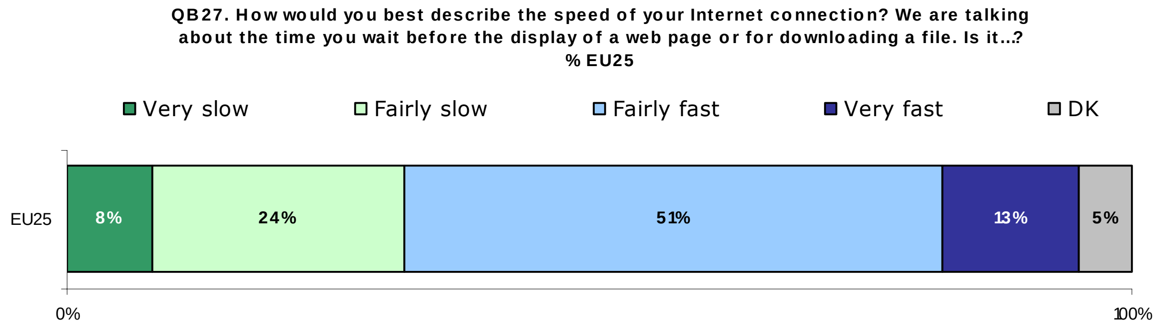
29% of European households with an Internet connection at home pay according to the time spent on the Internet. Almost 70% accessing the Internet pay a fixed amount per billing period.



3.2.4 Speed of Internet access

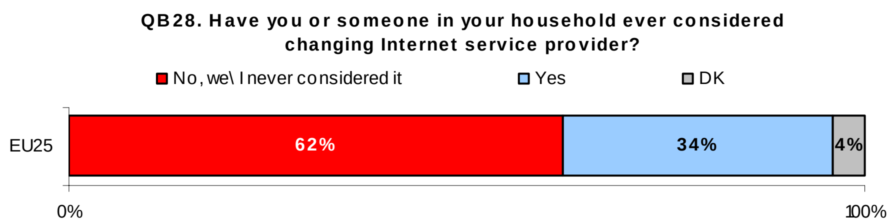
One in three households with Internet claimed that their connection is slow while the great majority seems satisfied with the speed of their connection.

These results are also in line with the respective proportion of broadband (58 %) and narrowband (39 %) in total internet access.

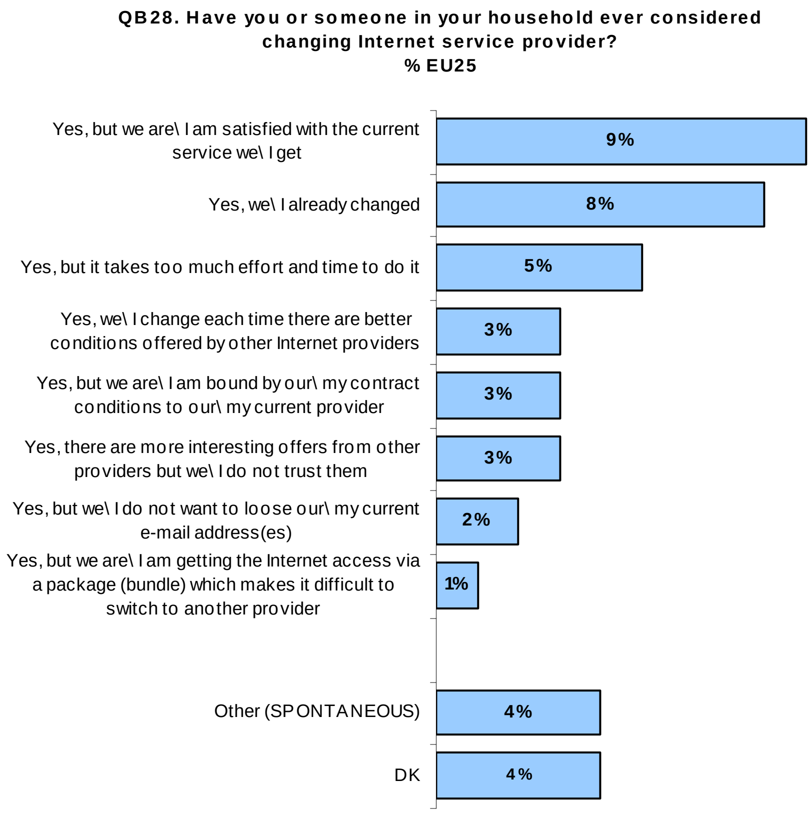


3.2.5 Changing Internet provider

A majority of EU25 households accessing the Internet are satisfied with their current service provider. One in three households admitted, however, that they had already thought about changing provider.



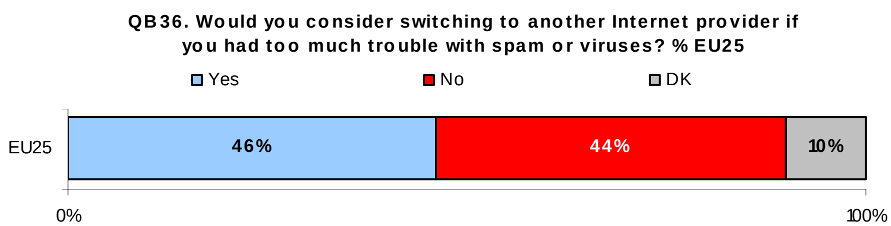
A further breakdown of those having considered the possibility to change their Internet provider is provided in the following graph. 9% said they are satisfied with their current provider and 8% replied that they had already changed provider. Other responses are less numerous, but 5% of households however consider that switching provider takes too much time and effort.



3.2.6 Spam and viruses

Only 17% of EU25 households with Internet access indicated that problems like receiving spam or viruses on their PC resulted in not using the Internet so much. The equivalent figure is more or less 30% in Latvia, Ireland, Austria and the United Kingdom.

Although spam and viruses do not appear to be a major problem, it should, however, be noted that half of the households with Internet that were surveyed would consider switching to another provider if they had too much trouble with spam or viruses.



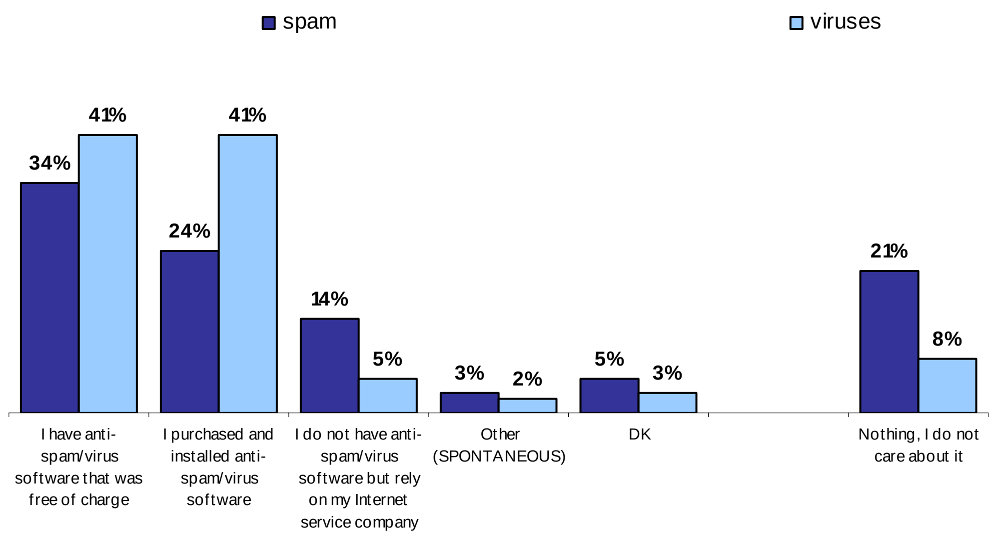
Households that indicated that problems like receiving spam or viruses on their PC resulted in using the Internet less (17%) and those who indicated that they did not use their PC less (57%) were asked what they did to combat spam and viruses.

One in three households has anti-spam software that is free of charge and one in four has anti-spam software that has been purchased.

The results are significantly higher regarding anti-virus software. Four in ten households have anti-virus software that is free of charge and four in ten have anti-virus software that has been purchased.

14% of households rely on their Internet provider for protection from spam whereas 21% do not care about it. These percentages are lower for anti-virus software.

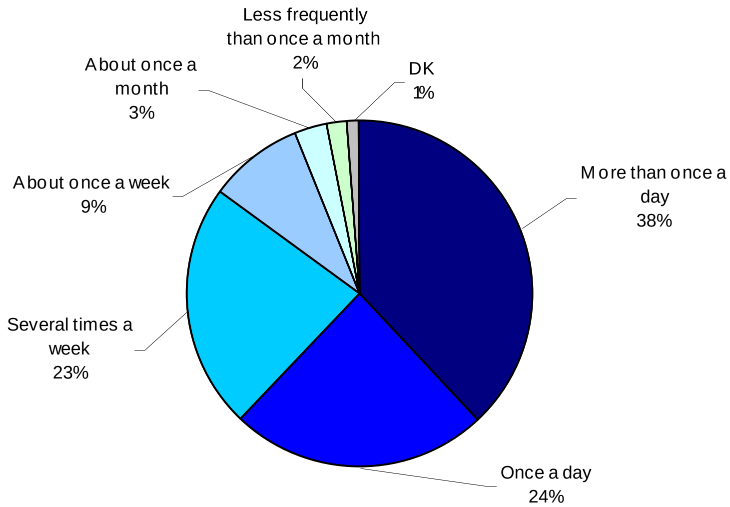
QB34 and QB35. What did you do to combat spam/viruses?
% EU25



3.2.7 Frequency of Internet use from the home

Across the EU25, a majority of households uses the Internet at least once a day. Almost one in four households uses the Internet several times a week and one in ten once a week. The proportion of households using the Internet less often than once a week is very small.

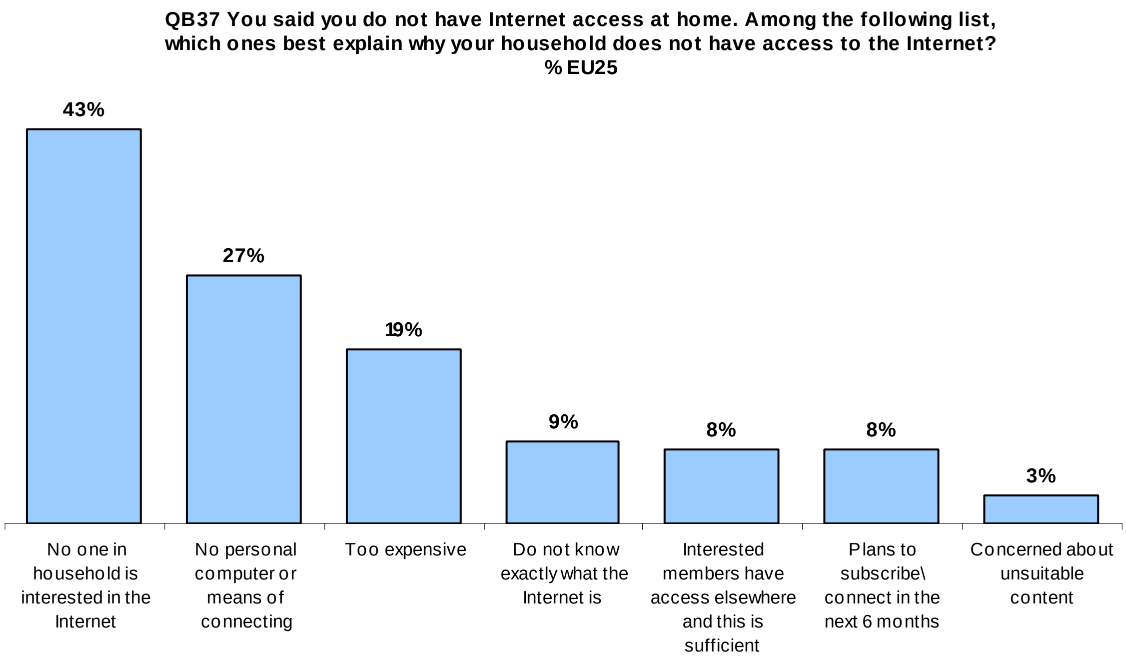
QB24. Please think about the person in your household who accesses the Internet the most including yourself. How often does he\ she access it? Is it…? % EU25



Daily use reaches 60% to 80% in most of the countries surveyed. However, the percentages for daily use are somewhat lower in the 55%-40% range in Luxembourg, Cyprus, the Czech Republic, Germany, Greece, Ireland and Italy, and Romania and Croatia. These countries have a higher proportion of respondents who indicated that they used the Internet about once a week.

3.3. No Internet access at home

In most of the countries surveyed, a majority of households indicated they had no Internet connection at home. The following graph and the table present the reasons that were mentioned for not having Internet at home.



In most of the countries, the most frequently cited reason is the fact that no one in the household is interested in the Internet.

However, this is not the case in Estonia, Latvia, Bulgaria, Croatia and Turkey. In these countries, the most common answer is the fact that there is no means of connection available in the household.

In Slovakia, on the contrary, price is the most important reason.

Table 8: reasons for not having Internet at home

Source: Q37

	BASE	No one in household is interested in the Internet	No personal computer or means of connecting	Too expensive	Do not know exactly what the Internet is	Interested members have access elsewhere and this is sufficient	Plans to subscribe\ connect in the next 6 months	Concerned about unsuitable content
EU25	14647	43%	27%	19%	9%	8%	8%	3%
EU15	8772	46%	27%	17%	9%	8%	7%	3%
NMS10	6949	34%	29%	28%	9%	10%	8%	2%
BE	530	**47%**	29%	26%	8%	10%	8%	*3%*
CZ	736	**41%**	36%	17%	6%	19%	8%	*2%*
DK	313	**45%**	24%	13%	11%	11%	12%	*2%*
DE	829	**56%**	33%	20%	*3%*	8%	7%	*3%*
EE	611	33%	**45%**	26%	6%	13%	10%	*0%*
EL	808	**53%**	27%	16%	17%	6%	5%	*3%*
ES	715	**41%**	22%	11%	13%	8%	7%	*3%*
FR	601	**40%**	32%	17%	9%	6%	12%	*5%*
IE	633	**37%**	21%	9%	7%	13%	7%	*1%*
IT	677	**35%**	24%	14%	13%	9%	6%	*3%*
CY	369	**58%**	18%	7%	7%	9%	*5%*	7%
LV	803	**32%**	29%	24%	6%	14%	10%	*1%*
LT	834	17%	**28%**	18%	*5%*	10%	12%	14%
LU	203	**46%**	22%	6%	12%	6%	18%	*1%*
HU	805	**39%**	27%	30%	10%	9%	6%	*1%*
MT	285	**44%**	40%	12%	18%	6%	12%	*1%*
NL	218	**37%**	30%	17%	*2%*	8%	12%	*2%*
AT	618	**51%**	29%	24%	6%	13%	5%	*2%*
PL	762	**33%**	26%	31%	9%	7%	8%	*2%*
PT	826	**40%**	22%	24%	22%	8%	*2%*	4%
SI	563	**43%**	25%	13%	20%	14%	9%	*1%*
SK	846	26%	35%	**36%**	12%	19%	8%	*3%*
FI	453	**35%**	33%	16%	8%	15%	14%	*2%*
SE	259	**58%**	36%	10%	8%	10%	7%	*1%*
UK	660	**51%**	19%	15%	4%	6%	7%	*3%*
BG	919	35%	**42%**	20%	20%	7%	3%	*0%*
HR	690	37%	**39%**	18%	10%	7%	8%	*1%*
RO	876	**33%**	32%	30%	19%	9%	7%	*1%*
TR	893	25%	**45%**	22%	8%	5%	3%	*2%*
CY (tcc)	382	**34%**	22%	12%	10%	10%	8%	*1%*

4. Television

4.1. Access to television overall

- Universal television access -

In the European Union, 97% of households surveyed stated they had at least one television. Penetration rates are close to 100% in Greece and Cyprus. The lowest rate (95%) is observed in Germany.

The results in the accession and candidate countries, and among the Turkish Cypriot Community, are in line with the above observation. All Turkish Cypriot Community households claimed they had at least one television, while penetration rates reach 98% in Turkey and Croatia, and 96% in Romania and Bulgaria.

However, respondents were asked to indicate how many standard and wide-screen televisions are available in their household. It is thus interesting to analyse the market share of each of the television formats.

4.2. Standard television and wide-screen television

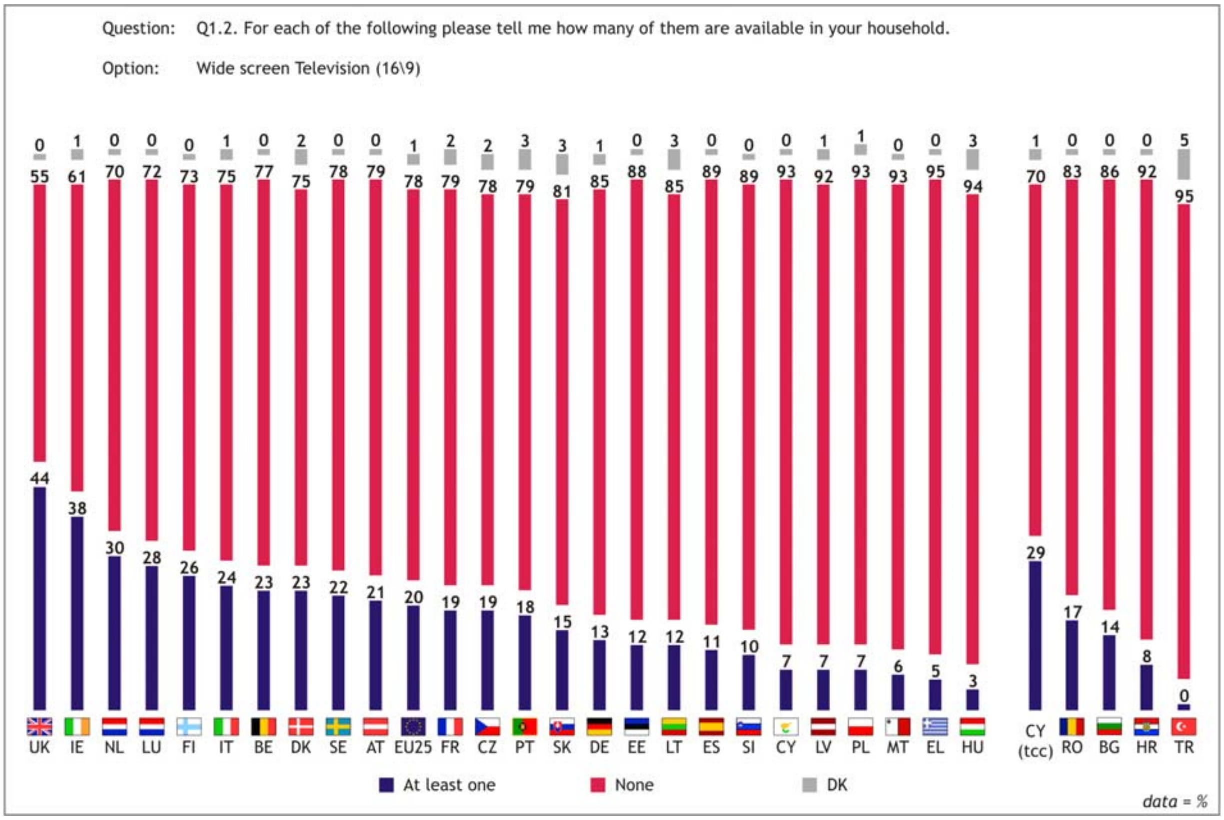
- ***Wide-screen technology is well established in the United Kingdom and Ireland –***

The overwhelming majority (77%) of households in the European Union still only have standard television(s) at home. It should, however, be noted that those households only having wide-screen television represent 5% of the EU25 population and that 15% of households in the EU25 have both wide-screen television and standard television in their homes.

Penetration rates of standard television are very high, especially in Greece, Spain and Cyprus (98%). With the exception of the Czech Republic (90%), all new Member States have penetration rates above the EU25 average of 91%. Penetration rates of standard televisions are lower in Belgium (84%) and Luxembourg (85%).

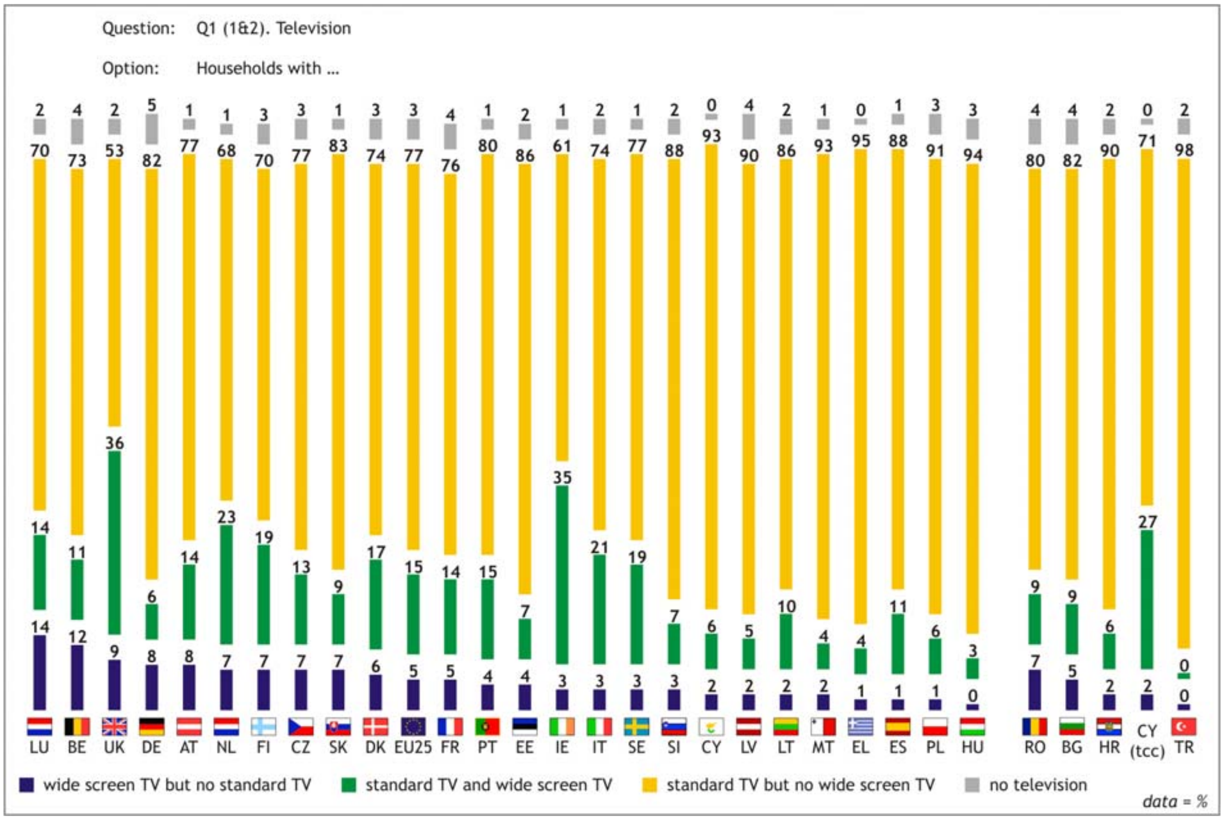
As far as the non-members of the European Union are concerned, penetration rates are also very high with rates of 98% recorded in both Turkey and in the Turkish Cypriot Community, and 95% in Croatia. Results in Bulgaria and Romania are close to the EU25 average.

The market share of wide-screen televisions is highest in the United Kingdom with almost one in two households (44%) saying they have at least one wide-screen television at home. Second ranked is Ireland, with 38% of households benefiting from the wide-screen technology. The Netherlands is in third position (30%), followed closely by households in Luxembourg (28%). With penetration rates of 20% and more, wide-screen televisions are also well established in the Nordic countries, Italy, Belgium and Austria. On the other hand, the figures for all of the new Member States of the European Union are below the EU25 average of 20%. The lowest scores are observed in Hungary (3%), Greece (5%) and Malta (6%).



It is worthwhile having a closer look at the above findings. The entire European population of households can be divided into four distinct groups:

- households having only wide-screen television at home,
- households having wide-screen television, as well as standard television(s),
- households having only standard television(s) at home,
- households without television.



It was observed that overall penetration rates of standard televisions were lower in Belgium (84%) and Luxembourg (85%). However, it would appear that, in these countries, there are now more households who only have wide-screen television at home.

In countries where the proportion of households having at least one wide-screen television at home is higher, this is especially because households have both technologies in house (United Kingdom, Ireland, the Netherlands, Italy, Sweden, Finland and Denmark).

4.3. Means of reception

The households benefiting from television access were asked to indicate how they receive it.

At European level, the aerial on the roof or on the top of the television seems to be the most popular means. One in two European households states it receives television in this way. With a figure of 33%, cable television is ranked second. Satellite television is used by 22% of European households. Digital terrestrial television is less common since only 5% of European households claimed to have this at home. Television received via the telephone network is still in its early stages and not at all widespread yet.

Table 9: Means of reception

Source: Q2

	An aerial	A cable TV network	Satellite TV via a satellite dish	Digital Terrestrial Television	The telephone network + modem
EU25	50%	33%	22%	5%	2%
EU15	49%	32%	24%	6%	2%
NMS10	55%	38%	11%	1%	2%
BE	3%	**93%**	5%	*1%*	*1%*
CZ	**76%**	20%	10%	*0%*	1%
DK	33%	**60%**	16%	*0%*	3%
DE	5%	**56%**	38%	4%	*2%*
EE	**56%**	40%	7%	*0%*	2%
EL	**98%**	*0%*	3%	3%	*0%*
ES	**90%**	9%	9%	2%	*1%*
FR	**75%**	10%	23%	*4%*	*4%*
IE	**44%**	36%	25%	7%	*2%*
IT	**85%**	8%	17%	5%	*1%*
CY	**98%**	4%	9%	20%	*1%*
LV	47%	**49%**	9%	*1%*	2%
LT	**63%**	36%	3%	*0%*	*0%*
LU	15%	**76%**	17%	*1%*	2%
HU	37%	**57%**	7%	2%	*1%*
MT	31%	**69%**	8%	3%	*1%*
NL	*1%*	**92%**	6%	3%	2%
AT	26%	40%	**47%**	*3%*	5%
PL	**53%**	39%	12%	*1%*	2%
PT	**64%**	35%	4%	*0%*	*0%*
SI	46%	**50%**	14%	*0%*	9%
SK	**60%**	33%	19%	*1%*	5%
FI	**50%**	44%	5%	8%	*1%*
SE	39%	**45%**	27%	17%	*3%*
UK	**50%**	17%	33%	17%	*1%*
BG	42%	**53%**	8%	1%	*0%*
HR	**86%**	14%	20%	*0%*	1%
RO	22%	**78%**	1%	*0%*	5%
TR	**65%**	5%	29%	4%	*0%*
CY (tcc)	47%	*0%*	**49%**	20%	*0%*

(Results in bold represent the highest score by individual country. Results in italic represent the lowest score by individual country. Results indicated in a box represent the highest score per item. Results highlighted in grey represent the lowest score per item)

Not unexpectedly, country results show significant discrepancies.

The aerial on the roof or on the top of the television is used by almost all households that have television access in Greece and Cyprus. This means of access is also common in Spain, Croatia, Italy, the Czech Republic and France. More than threequarters of households in these countries stated they used an aerial to receive television. More than half of households in Turkey, Portugal, Lithuania, Slovakia, Estonia, Poland, Finland and the United Kingdom still watch television using an aerial. In Ireland, the aerial is also the most popular means of television access but the penetration rate is just under the 50% mark.

With the exception of the Turkish Cypriot Community and Austria, where satellite television has the highest market share, cable is the most frequently used means of access in the other remaining countries. Belgium and the Netherlands still top the ranking with a penetration rate of 93% and 92% respectively. A majority of households in Romania, Luxembourg, Malta, Denmark, Hungary, Germany, Bulgaria and Slovenia access television via cable. In Latvia and Sweden, although cable is the most important means of television access, it is not yet used by a majority of households.

When it comes to digital terrestrial television, the highest penetration rates are observed in Cyprus and in the Turkish Cypriot Community. With the exception of Sweden and the United Kingdom, penetration of this mean of access remains very low.

Television received via the telephone network is not at all widespread in Europe as a whole but it is worth noting that 9% of households in Slovenia receive television in this way.

5. Service packages

A recent development in E-communication services has been the increasing availability of offers regarding service packages or bundles. Operators and providers offer a variety of services for a single global price. One of the purposes of this survey is to provide a clearer picture of this aspect.

Households were presented with a list of services and asked to indicate if they purchased two or more services as part of one or more service packages at a single price.

It was observed that these relatively new 'service packages' have already been adopted by a not insignificant proportion of households in several EU25 countries.

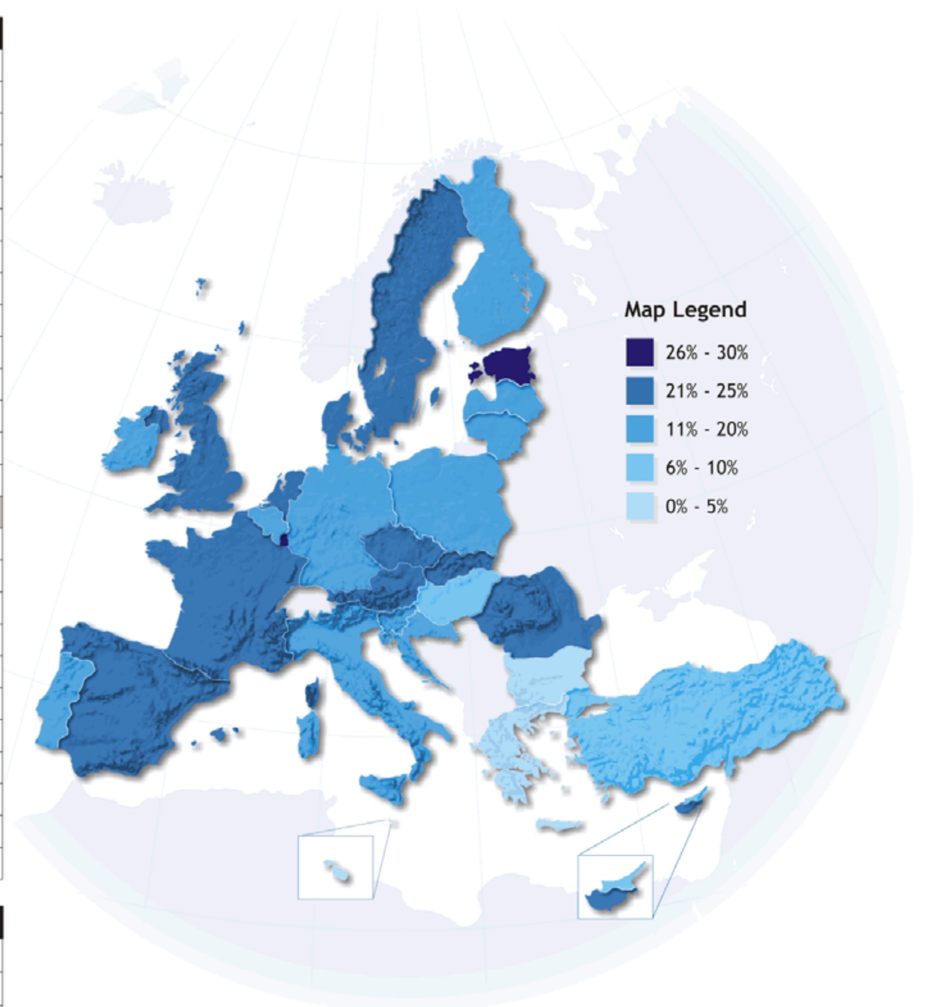
Question: Q39. Does your household buy two or more of the following services as part of one or more service packages at a single price (bundle)?

Answers: Yes

Country Results	
Estonia	30%
Luxembourg	29%
Denmark	25%
France	25%
United Kingdom	25%
Slovakia	24%
Cyprus*	23%
Austria	22%
Spain	21%
The Netherlands	21%
Sweden	21%
Czech Republic	21%
Slovenia	20%
Belgium	19%
European Union (25)	18%
Latvia	18%
Germany	17%
Ireland	15%
Finland	14%
Poland	14%
Portugal	13%
Lithuania	12%
Italy	11%
Hungary	10%
Greece	3%
Malta	0%

* CY(tcc) = 9%

Other Countries	
Romania	22%
Croatia	18%
Turkey	6%
Bulgaria	4%



Overall, at EU25 level, 18% of households have subscribed to at least one service package. However, the proportion is as high as 30% in Estonia, 29% in Luxembourg and 25% in Denmark, France and the United Kingdom.

It should be noted that service packages are not available in Malta.

The following table details the penetration rates of the different possible combinations of services.

It can be seen that although penetration rates are low, certain key combinations stand out.

The most frequently purchased service package at EU25 level is a combination of fixed telephony and Internet access. The television and fixed telephony combination is also quite popular.

Table 10: Service packages

Source: Q39

	EU25	EU15	NMS10
Television / Fixed telephony / Mobile telephony / Internet access	1%	1%	0%
Television / Fixed telephony / Mobile telephony	0%	0%	1%
Television / Fixed telephony / Internet access	2%	2%	0%
Television / Mobile telephony / Internet access	0%	0%	0%
Fixed telephony / Mobile telephony / Internet access	1%	1%	0%
Television / Fixed telephony	3%	3%	2%
Television / Mobile telephony	1%	1%	2%
Television / Internet access	2%	2%	3%
Fixed telephony / Mobile telephony	1%	1%	1%
Fixed telephony / Internet access	6%	7%	4%
Mobile telephony / Internet access	1%	1%	1%

Some interesting observations emerged when respondents were asked to give their personal opinion regarding services packages. The table that follows presents the results.

It would appear that opinion is split between those respondents who receive some e-communications services via a service package and those who indicated that their household had not purchased such a package.

Those who had made use of the service package(s) are far less inclined to answer that these packages are not interesting due to the fact that they include services that they do not really need. More than half of these respondents indicated that they considered service packages are more convenient since they only have to pay one invoice. They also tend to consider that subscribing to a service package is cheaper than paying for each service separately.

Table 11: Attitudes towards service packages

Source: Q40

% EU25	No service package in household	Service package in household
Packages are not interesting because you get services you do not really need	30%	9%
It is more convenient because there is only one invoice	20%	54%
It is cheaper than paying separately for each service	13%	34%
Packages offer less transparency and clarity about the cost and conditions of each service	10%	9%
Packages are not interesting because your are bound to the same provider for all services	10%	5%
Other (SPONTANEOUS)	4%	2%
DK	27%	9%

6. European emergency number

Last, but not least, the survey tackles the issue of the European emergency number. Since it was generally considered that citizens travelling within the European Union should be able to call a single emergency number wherever they go, it was decided to implement the free-of-charge 112 emergency number throughout the European Union whether calls are made from fixed or mobile telephones.

In order to test their knowledge, respondents were requested to answer two different questions. The first question polled their knowledge about the emergency services' numbers[8].

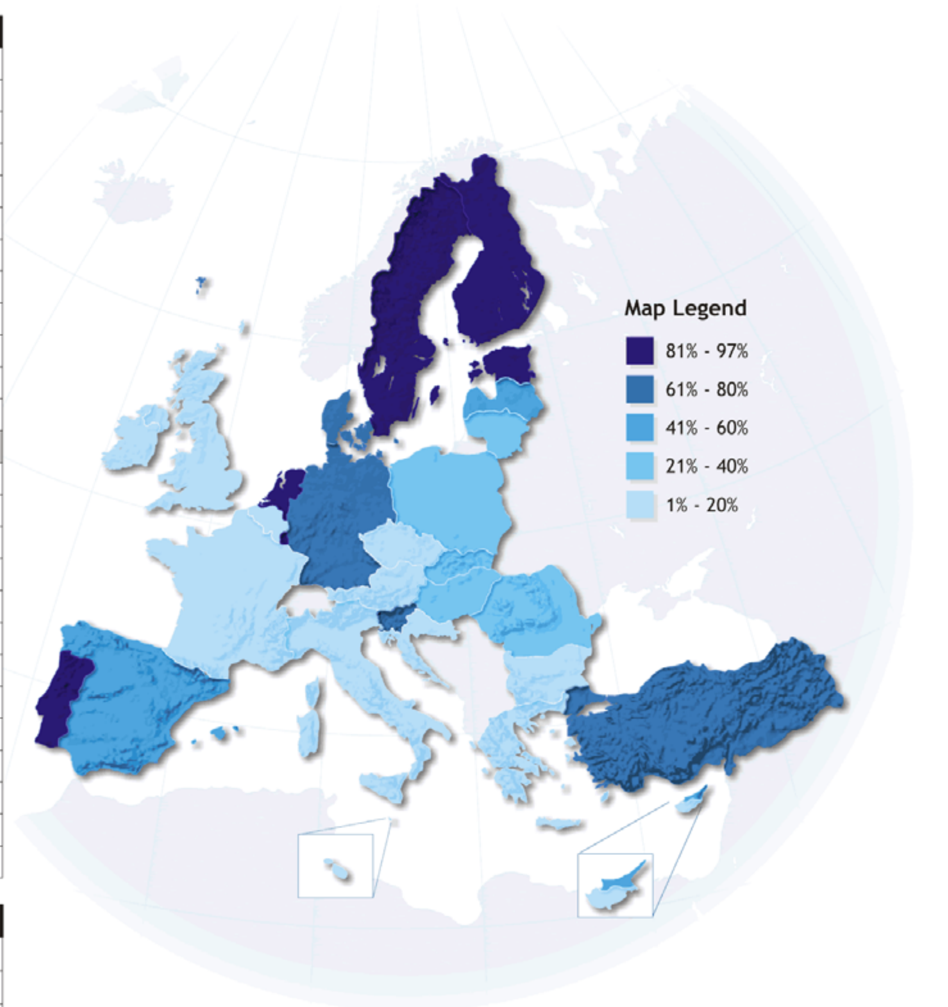
Question: Q41. Can you tell me the telephone number of emergency services, for example in case someone would urgently need medical assistance?

Answers: 112 "in national context"

Country Results	
Sweden	97%
The Netherlands	96%
Finland	94%
Luxembourg	93%
Estonia	90%
Portugal	86%
Denmark	71%
Germany	69%
Slovenia	67%
Spain	51%
Latvia	47%
Lithuania	40%
European Union (25)	36%
Slovakia	35%
Hungary	26%
Poland	23%
Austria	19%
Malta	18%
Italy	17%
France	14%
Belgium	13%
Czech Republic	13%
Ireland	11%
United Kingdom	6%
Cyprus*	5%
Greece	1%

* CY(tcc) = 48%

Other Countries	
Turkey	70%
Romania	32%
Croatia	6%
Bulgaria	2%



8 The map presents the proportion of respondents having indicated 112 as a national emergency number. Please note that other national emergency service numbers were also given by the respondents.

It should be noted that several EU25 countries have already chosen to make 112 their single emergency number (covering police, ambulance and fire). This is the case in Denmark, Finland, the Netherlands, Portugal and Sweden. In the other EU25 countries, the 112 number exists but it is used in addition to other national numbers.

Awareness of the 112 number is particularly high in Sweden and in the Netherlands The results are also very satisfactory in Finland, Luxembourg (112 used for ambulance and fire), Estonia (112 used for ambulance and fire) and Portugal.

As 112 is the national ambulance number in Turkey, it is, therefore, not surprising that seven out of ten Turks know the number.

Analysis by socio-demographic characteristics

It is also noteworthy that:

- The younger the respondent, the more likely it is that he/she knows what dialling 112 means.
- the higher the education level, the greater the awareness of the significance of 112.

Respondents were also asked if they knew the single telephone number they can call from anywhere in the EU from a fixed or mobile phone.

Overall, it should be noted that the results are somewhat satisfactory. In the EU25 as a whole, 35% of interviewees gave the right answer.

A majority of respondents gave the correct answer in Luxembourg, the Netherlands, Sweden, Finland, Denmark and Poland.

Analysis by socio-demographic characteristics

Once again, similar socio-demographic patterns emerge:

- More men (38%) than women (32%) cited 112 as the unique EU emergency number
- Younger and the best-educated tended to be more aware of the 112.

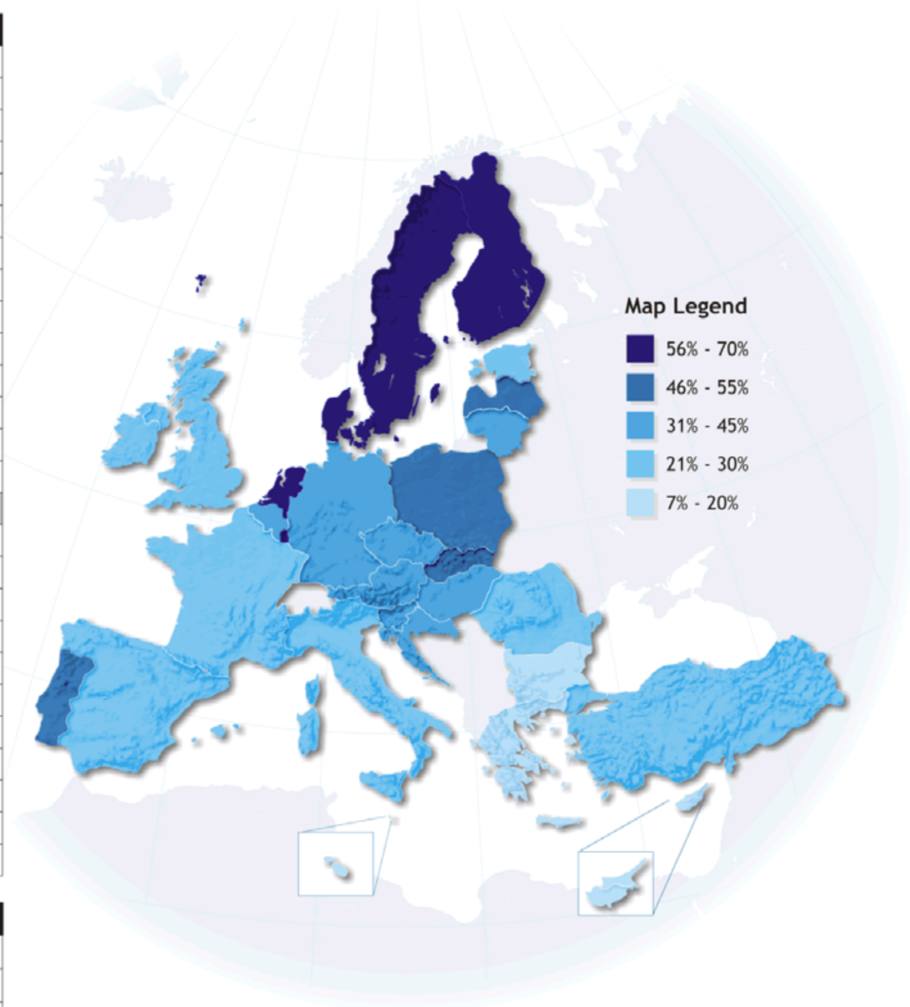
Question: Q42. Can you tell me what single telephone number enables you to call emergency services anywhere in the European Union from a fixed or a mobile phone?

Answers: 112

Country Results	
Luxembourg	70%
The Netherlands	62%
Sweden	61%
Finland	58%
Denmark	57%
Poland	52%
Latvia	49%
Portugal	47%
Slovakia	47%
Belgium	43%
Germany	41%
Czech Republic	41%
Austria	38%
Lithuania	36%
European Union (25)	35%
Hungary	35%
Slovenia	35%
Spain	30%
France	28%
Estonia	28%
Ireland	27%
Italy	26%
United Kingdom	21%
Malta	20%
Cyprus*	9%
Greece	7%

* CY(tcc) = 20%

Other Countries	
Croatia	34%
Romania	29%
Turkey	21%
Bulgaria	10%



MAIN FINDINGS

An average proportion of 97% of households from the European Union have access to fixed and/or mobile voice telephone services. Only a small proportion of households in Poland, Lithuania and Portugal have no access to any form of telephone service.

In a majority of countries, households have access to both fixed and mobile telephony, with an EU average equal to 61% with a peak of 93% in Sweden. In nine of 25 Member States, the rates of households having both fixed and mobile access is below the 50% mark. The situation in these countries must be seen in the context of less developed fixed telephone networks than in the rest of Europe. However, Finland is a clear exception, where the fixed to mobile substitution factor plays an important role, as evidenced by the high proportion of households with a mobile access only which amounts to 47% against an EU average of 18%. When polling their sensitivity to mobile substitution, one in four EU25 households said it would give up its landline if mobile phone charges were at the same level as for fixed telephony.

In a context of widespread diffusion of mobile communications, only 14% of respondents representative of the EU25 population of 15 years and over indicated that they use public payphones. For 40% of them, the main occasion for using public payphones is when the mobile phone is out of credit, out of battery or out of network range.

An interesting fact raised by the survey is that a majority of residential internet access in Europe is broadband, with an average proportion of 23% of households at EU 25 level, against 16% of households with a narrowband access. Here again the situation is very contrasted at national level: broadband tops 62% in the Netherlands, 49% in Denmark and 45% in Sweden while the lowest penetration rates are in Greece, with 2%, in Slovakia with 5% and in Cyprus with 7%.

60% of EU households do not have Internet at home. When interviewed about the reason, 43% reported a lack of interest in the Internet, and 27% said it was because they lacked a PC or any means of connection. Affordability ranks in third position, with 19% of households having indicated that they do not have an Internet access for cost reasons.

Among households with a narrowband Internet access, 39% indicated that they do not have a broadband access because they are satisfied with the speed of the dial-up connection or because they do not use the Internet enough. For 22% of them, the cost of broadband access appears as an obstacle.

Although spam on mobile phones was not a problem, 17% of EU25 households with Internet access indicated that problems such as receiving spam or viruses on their PC resulted in them using the Internet less. Furthermore, half of the households with Internet that were surveyed would consider switching to another provider if they had too much trouble with spam or viruses.

Regarding the frequency of the use of Internet, the proportion of households using the Internet less often than once a week is very small. In most of the countries surveyed, between 60% and 80% of households use the internet every day.

Television access is universal, like telephone access. The market share of wide-screen televisions is highest in the United Kingdom and Ireland. In the European Union, an aerial on the roof of the house or on the top of the television remains the most popular means of access, followed by cable television, with an average proportion of 33%, and satellite with 22%.

One of the recent developments in the E-communications services market is the increasing availability of 'service packages' or bundles. 'Service packages' have already been adopted by 18% of households at the EU level. The most frequently purchased service package is a combination of fixed telephony and Internet access.

This special Eurobarometer also polled respondents' awareness regarding the European emergency number. In the EU25 overall, 35% of respondents were able to cite 112 as the single emergency number to call from any location in the European Union.

ANNEXES

Questionnaire

A	your survey number	A	votre numéro d'étude
	EB64.3 A		EB64.3 A
B	country code	B	code pays
	EB64.3 B		EB64.3 B
C	our survey number	C	notre numéro d'étude
	EB64.3 C		EB64.3 C
D	Interview number	D	numéro de l'interview
	EB64.3 D		EB64.3 D

	ASK ITEM 26 ONLY IN BULGARIA
	ASK ITEM 27 ONLY IN ROMENIA
	ASK ITEM 28 ONLY IN TURKEY
	ASK ITEM 29 ONLY IN CROATIA
	ASK ITEM 30 ONLY IN TURKISH CYPRIOT COMMUNITY
Q1	What is your nationality? Please tell me the country(ies) that applies(y).
	(MULTIPLE ANSWERS POSSIBLE)

Belgium	1,
Denmark	2,
Germany	3,
Greece	4,
Spain	5,
France	6,
Ireland	7,
Italy	8,
Luxembourg	9,
Netherlands	10,
Portugal	11,
United Kingdom (Great Britain, Northern Ireland)	12,
Austria	13,
Sweden	14,
Finland	15,
Republic of Cyprus	16,
Czech Republic	17,
Estonia	18,
Hungary	19,
Latvia	20,
Lithuania	21,
Malta	22,
Poland	23,
Slovakia	24,
Slovenia	25,
Bulgaria	26,
Romania	27,
Turkey	28,
Croatia	29,
Member of Turkish Cypriot community	30,
Other countries	31,
DK	32,

EB64.3 Q1

	POSER ITEM 26 UNIQUEMENT EN BULGARIE
	POSER ITEM 27 UNIQUEMENT EN ROUMANIE
	POSER ITEM 28 UNIQUEMENT EN TURQUIE
	POSER ITEM 29 UNIQUEMENT EN CROATIE
	POSER ITEM 30 UNIQUEMENT EN COMMUNAUTE TURQUE CHYPRIOTE
Q1	Quelle est votre nationalité ? Veuillez indiquer le(s) pays qui s'applique(nt).
	(PLUSIEURS REPONSES POSSIBLES)

Belgique	1,
Danemark	2,
Allemagne	3,
Grèce	4,
Espagne	5,
France	6,
Irlande	7,
Italie	8,
Luxembourg	9,
Pays-Bas	10,
Portugal	11,
Royaume-Uni (Grande Bretagne, Irlande du Nord)	12,
Autriche	13,
Suède	14,
Finlande	15,
République de Chypre	16,
République tchèque	17,
Estonie	18,
Hongrie	19,
Lettonie	20,
Lituanie	21,
Malte	22,
Pologne	23,
Slovaquie	24,
Slovénie	25,
Bulgarie	26,
Roumanie	27,
Turquie	28,
Croatie	29,
Membre de la communauté turque chypriote	30,
Autre pays	31,
NSP	32,

EB64.3 Q1

	Now, moving on another topic.
D43a	Fixed telephone available in the household?
D43b	Personal mobile telephone?

	D43a	D43b
	Fixed	Mobile
Yes	1	1
No	2	2

EB64.3 D43a D43b

	Passons maintenant à un autre sujet.
D43a	Téléphone fixe au foyer ?
D43b	Téléphone mobile\ GSM personnel ?

	D43a	D43b
	Fixe	Mobile\GSM
Oui	1	1
Non	2	2

EB64.3 D43a D43b

QB1	For each of the following please tell me how many of them are available in your household.

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	0	1	2	3	4	5	6	7	8	9+	DK
1	Standard Television (4\3)	1	2	3	4	5	6	7	8	9	10	11
2	Wide screen Television (16\9)	1	2	3	4	5	6	7	8	9	10	11
3	Mobile phone access on a contract (billed)	1	2	3	4	5	6	7	8	9	10	11
4	Mobile phone access on a pre-paid arrangement (pre-paid cards)	1	2	3	4	5	6	7	8	9	10	11

QB1	Pourriez-vous me dire combien des services suivants sont disponibles dans votre ménage.

(MONTRER CARTE AVEC ECHELLE – UNE REPONSE PAR LIGNE)

	(LIRE)	0	1	2	3	4	5	6	7	8	9+	NSP
1	Une télévision de format standard (4\3)	1	2	3	4	5	6	7	8	9	10	11
2	Une télévision à écran large (16\9)	1	2	3	4	5	6	7	8	9	10	11
3	Un accès à la téléphonie mobile via un contrat (facturation)	1	2	3	4	5	6	7	8	9	10	11
4	Un accès à la téléphonie mobile via une carte pré-payée	1	2	3	4	5	6	7	8	9	10	11

6	Fixed telephone access (including those provided by a cable operator or by an operator providing voice over IP) e.g. one standard line plus a second line (2nd number) for fax or Internet counting as 2	1	2	3	4	5	6	7	8	9	10	11
7	ISDN line (an ISDN line which allows two simultaneous communications counts as 1)	1	2	3	4	5	6	7	8	9	10	11
8	Desktop computer	1	2	3	4	5	6	7	8	9	10	11
9	Laptop computer	1	2	3	4	5	6	7	8	9	10	11
10	Internet access (free or not) (one single access can connect several PCs)	1	2	3	4	5	6	7	8	9	10	11

6	Un accès à la téléphonie fixe (y compris les accès fournis par un câblo-opérateur ou un opérateur fournissant la téléphonie fixe sur IP) p. ex. une ligne classique plus une autre (2° numéro) pour un fax ou pour Internet comptent pour 2	1	2	3	4	5	6	7	8	9	10	11
7	Une ligne fixe numérisée du type RNIS ou ISDN (une ligne RNIS permettant 2 communications simultanées compte comme 1 abonnement)	1	2	3	4	5	6	7	8	9	10	11
8	Un ordinateur personnel (desktop)	1	2	3	4	5	6	7	8	9	10	11
9	Un ordinateur portable	1	2	3	4	5	6	7	8	9	10	11
10	Un accès Internet (gratuit ou payant) (un accès peut connecter plusieurs ordinateurs)	1	2	3	4	5	6	7	8	9	10	11

11	**(ONLY IF ACCESS IN ITEM 10) Wi-fi modem or Wi-fi router for wireless Internet**	1	2	3	4	5	6	7	8	9	10	11

TSI-2004 Q1a – TREND MODIFIED

11	**(SEULEMENT SI ACCES EN ITEM 10) Un modem ou routeur Wi-fi pour l'Internet sans fil**	1	2	3	4	5	6	7	8	9	10	11

TSI-2004 Q1a – TREND MODIFIE

	ASK QB2 AND QB3 IF "TELEVISION IN THE HOUSEHOLD", CODE 2 TO 10 IN QB1 ITEM 1 OR 2 - OTHERS GO TO QB4
QB2	Does your household receive the television via...?
	(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

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

TSI-2004 Q2 - TREND MODIFIED

QB3	Apart from the television license, does your household pay to receive any TV channels?
	(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

No	1,
Yes, a subscription to the cable-TV company	2,
Yes, a subscription to the satellite company	3,
Yes, a subscription to the telephone network company (if different from the cable-TV company)	4,
Yes, in another way (SPONTANEOUS)	5,
DK	6,

EB64.4 NEW

	POSER QB2 ET QB3 SI "TELEVISION DANS LE MENAGE", CODE 2 A 10 EN QB1 ITEM 1 OU 2 - LES AUTRES ALLER EN QB4
QB2	Votre ménage reçoit-il la télévision par ... ?
	(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

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

TSI-2004 Q2 - TREND MODIFIE

QB3	En dehors de la redevance, votre ménage paie-t-il pour avoir accès aux chaines de télévision ?
	(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

Non	1,
Oui, un abonnement au câble	2,
Oui, un abonnement au satellite	3,
Oui, un abonnement à la société du réseau téléphonique (si autre que la société de télévision par câble)	4,
Oui, un autre moyen (SPONTANE)	5,
NSP	6,

EB64.4 NOUVEAU

	ASK QB4 TO QB7 IF "FIXED TELEPHONY OR ISDN IN THE HOUSEHOLD", CODE 2 TO 10 IN QB1 ITEM 6 OR 7 - OTHERS GO TO QB8
QB4	Which operator(s) does your household use to provide fixed telephone line(s)? We are talking about line rental and not about the calls. This includes telephone lines provided by a cable operator or operators providing voice over IP.
	(SHOW APPROPRIATE LIST IN EACH COUNTRY – READ OUT – MULTIPLE ANSWERS POSSIBLE)

Fixed operator 1	1,
Fixed operator 2	2,
Fixed operator 3	3,
Fixed operator 4	4,
Fixed operator 5	5,
Fixed operator 6	6,
Fixed operator 7	7,
Fixed operator 8	8,
Fixed operator 9	9,
Fixed operator 10	10,
Fixed operator 11	11,
Fixed operator 12	12,
Fixed operator 13	13,
Fixed operator 14	14,
Fixed operator 15	15,
Fixed operator 16	16,
Fixed operator 17	17,
Fixed operator 18	18,
Fixed operator 19	19,
Fixed operator 20	20,
Others (SPONTANE - SPECIFY)	21,
DK	22,

TSI-2004 Q7 - TREND SLIGHTLY MODIFIED

	POSER QB4 A QB7 SI "LIGNE FIXE OU RNIS-ISDN DANS LE MENAGE", CODE 2 A 10 EN QB1 ITEM 6 OU 7 - LES AUTRES ALLER EN QB8
QB4	Quel(s) est(sont) l'\ les opérateur(s) auprès duquel(desquels) votre ménage a souscrit un abonnement pour avoir une(des) ligne(s) de téléphone fixe ? Nous parlons de la location de la ligne et pas des communications. Ceci inclut les lignes de téléphone fournies par un opérateur de télévision par câble ou un opérateur fournissant la téléphonie fixe via IP.
	(MONTRER LISTE APPROPRIEE DANS CHAQUE PAYS – LIRE – PLUSIEURS REPONSES POSSIBLES)

Opérateur fixe 1	1,
Opérateur fixe 2	2,
Opérateur fixe 3	3,
Opérateur fixe 4	4,
Opérateur fixe 5	5,
Opérateur fixe 6	6,
Opérateur fixe 7	7,
Opérateur fixe 8	8,
Opérateur fixe 9	9,
Opérateur fixe 10	10,
Opérateur fixe 11	11,
Opérateur fixe 12	12,
Opérateur fixe 13	13,
Opérateur fixe 14	14,
Opérateur fixe 15	15,
Opérateur fixe 16	16,
Opérateur fixe 17	17,
Opérateur fixe 18	18,
Opérateur fixe 19	19,
Opérateur fixe 20	20,
Autres (U222)	21,
NSP	22,

TSI-2004 Q7 - TREND LEGEREMENT MODIFIE

QB5	Which company(ies) does your household use to provide fixed telephone services, that is to make telephone calls? This can be the same company(ies) as the one(s) providing the fixed telephone line(s), or different one(s).

(SHOW APPROPRIATE LIST IN EACH COUNTRY – READ OUT – MULTIPLE ANSWERS POSSIBLE)

Fixed company 1	1,
Fixed company 2	2,
Fixed company 3	3,
Fixed company 4	4,
Fixed company 5	5,
Fixed company 6	6,
Fixed company 7	7,
Fixed company 8	8,
Fixed company 9	9,
Fixed company 10	10,
Fixed company 11	11,
Fixed company 12	12,
Fixed company 13	13,
Fixed company 14	14,
Fixed company 15	15,
Fixed company 16	16,
Fixed company 17	17,
Fixed company 18	18,
Fixed company 19	19,
Fixed company 20	20,
Others (SPONTANE - SPECIFY)	21,
DK	22,

TSI-2004 Q8 - TREND SLIGHTLY MODIFIED

QB5	Quelle(s) est(sont) la(les) compagnie(s) par laquelle(lesquelles) vous passez pour vos services de téléphonie fixe, c'est-à-dire pour vos appels téléphoniques ? Cette compagnie peut être la même que celle qui vous fournit la(les) ligne(s) de téléphone fixe ou une ou plusieurs autres.

(MONTRER LISTE APPROPRIEE DANS CHAQUE PAYS – LIRE – PLUSIEURS REPONSES POSSIBLES)

Compagnie fixe 1	1,
Compagnie fixe 2	2,
Compagnie fixe 3	3,
Compagnie fixe 4	4,
Compagnie fixe 5	5,
Compagnie fixe 6	6,
Compagnie fixe 7	7,
Compagnie fixe 8	8,
Compagnie fixe 9	9,
Compagnie fixe 10	10,
Compagnie fixe 11	11,
Compagnie fixe 12	12,
Compagnie fixe 13	13,
Compagnie fixe 14	14,
Compagnie fixe 15	15,
Compagnie fixe 16	16,
Compagnie fixe 17	17,
Compagnie fixe 18	18,
Compagnie fixe 19	19,
Compagnie fixe 20	20,
Autres (SPONTANE - SPECIFIER)	21,
NSP	22,

TSI-2004 Q8 - TREND LEGEREMENT MODIFIE

QB6	Have you or someone in your household ever considered changing your fixed telephone line provider or fixed call provider?

(SHOW CARD – READ OUT – ROTATE ITEMS 2 TO 12 – MULTIPLE ANSWERS POSSIBLE)

No, we\ I never considered it	1,
Yes, but we are\ I am satisfied with the current service we\ I get	2,
Yes, we\ I already changed	3,
Yes, we\ I plan to change within the next 2 months	4,
Yes, we are\ I am awaiting installation\ activation	5,
Yes, but we are\ I am bound by our\ my contract conditions to our\ my current provider	6,
Yes, but we are\ I am getting the fixed line via a package (bundle) which makes it difficult to switch to another provider	7,
Yes, but we\ I do not want to lose our\ my current telephone number	8,
Yes, there are interesting offers from new providers but we\ I do not trust them	9,
Yes, but it takes too much effort and time to do it	10,
Yes, but we\ I did not know it is actually possible to change provider	11,
Yes, we\ I intend to cancel our\ my fixed line subscription in the coming months	12,
Other (SPONTANEOUS)	13,
DK	14,

EB64.4 NEW

QB6	Avez-vous ou quelqu'un dans votre ménage a-t-il envisagé de changer d'opérateur de téléphonie fixe ou de fournisseur de services de téléphonie fixe ?

(MONTRER CARTE – LIRE – ROTATION ITEMS 2 A 12 – PLUSIEURS REPONSES POSSIBLES)

Non, nous ne l'avons\ je ne l'ai jamais envisagé	1,
Oui, mais nous sommes\ je suis satisfait(e)(s) du service actuellement fournit	2,
Oui, nous avons\ j'ai déjà changé	3,
Oui, nous envisageons\ j'envisage de changer dans les 2 mois à venir	4,
Oui, nous attendons\ j'attends l'installation\ l'activation	5,
Oui, mais nous sommes\ je suis lié(e)(s) par les conditions de contrat de notre\ mon fournisseur actuel	6,
Oui, mais nous avons\ j'ai obtenu la ligne fixe via une offre comprenant plusieurs services (bouquet\ pack\ bundle) et changer d'opérateur\ de fournisseur est dès lors plus difficile	7,
Oui, mais nous ne voulons\ je ne veux pas perdre notre\ mon numéro actuel	8,
Oui, il y a des offres intéressantes de nouvelles compagnies, mais nous\ je ne leur faisons\ fais pas confiance	9,
Oui, mais cela demande trop d'efforts et de temps	10,
Oui, mais nous ne savions\ je ne savais pas qu'il est actuellement possible de changer d'opérateur\ de fournisseur	11,
Oui, nous prévoyons\ je prévois de résilier notre\ mon abonnement de téléphonie fixe dans les mois à venir	12,
Autre (SPONTANE)	13,
NSP	14,

EB64.4 NOUVEAU

QB7	If your household could use mobile phone(s) at home at the same price as your fixed telephone for local and national calls, would your household give up its landline?		QB7	Si votre ménage pouvait utiliser le téléphone mobile à la maison au même prix que votre téléphone fixe pour des appels locaux et nationaux, votre ménage renoncerait-il à sa ligne de téléphone fixe ?
	(READ OUT – MULTIPLE ANSWERS POSSIBLE)			(LIRE – PLUSIEURS REPONSES POSSIBLES)

Yes	1,	Oui	1,
No, because we\ I want to keep a fixed line for the Internet connection at home	2,	Non, parce nous voulons\ je veux garder une ligne fixe pour notre\ ma connexion Internet à la maison	2,
No, because we\ I make too many international calls	3,	Non, parce que nous faisons\ je fais trop d'appels internationaux	3,
No, for other reasons (SPONTANEOUS)	4,	Non, pour d'autres raisons (SPONTANE)	4,
DK	5,	NSP	5,

EB64.4 NEW	EB64.4 NOUVEAU
ASK QB8 AND QB9 IF "NO FIXED TELEPHONE LINE IN THE HOUSEHOLD", CODE 1 IN QB1 ITEM 6 - OTHERS GO TO QB10	POSER QB8 ET QB9 SI "PAS DE LIGNE FIXE DANS LE MENAGE", CODE 1 EN QB1 ITEM 6 - LES AUTRES ALLER EN QB10

QB8	You said there is no fixed telephone line at your home. Among the following list which situation applies to your household?		QB8	Vous m'avez dit que vous n'aviez pas de ligne de téléphone fixe à la maison. Parmi la liste suivante, quelle situation s'applique à votre ménage ?
	(READ OUT – ONE ANSWER ONLY)			(LIRE – UNE SEULE REPONSE)

Your household has given up its fixed telephone line in the last 12 months	1	Votre ménage a résilié sa ligne fixe au cours des 12 derniers mois	1
Your household has given up its fixed telephone line more than one year ago	2	Votre ménage a résilié sa ligne fixe il y a plus d'un an	2
Your household has never had a fixed telephone line	3	Votre ménage n'a jamais eu de téléphone fixe	3
Other (SPONTANEOUS)	4	Autre (SPONTANE)	4
DK	5	NSP	5

TSI-2004 Q4 - TREND MODIFIED	TSI-2004 Q4 - TREND MODIFIE

QB9	You said there is no fixed telephone line at your home. Among the following list which ones best explain why your household does not have a fixed telephone line?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

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

TSI-2004 Q4 - TREND MODIFIED

ASK ALL

QB10	Do any household members use public payphones (e.g. a public call box, a phone-shop or public phones)?

Yes	1
No	2
DK	3

TSI-2004 Q9 - TREND

QB9	Vous m'avez dit que vous n'aviez pas de ligne de téléphone fixe à la maison. Parmi la liste suivante, quelles raisons expliquent le mieux pourquoi votre ménage ne dispose pas de ligne de téléphonie fixe ?

(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

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

TSI-2004 Q4 - TREND MODIFIE

A TOUS

QB10	Y a-t-il des membres de votre ménage qui utilisent des téléphones publics (p.e. une cabine téléphonique, un Point Phone) ?

Oui	1
Non	2
NSP	3

TSI-2004 Q9 - TREND

ASK QB11 AND QB12 IF "ANY HOUSEHOLD MEMBER USES PUBLIC PAYPHONES", CODE 1 IN QB10 - OTHERS GO TO QB13

QB11	And how often do you personally use public payphones?

(READ OUT – ONE ANSWER ONLY)

Once a week or more often	1
About once a month	2
Less often than once a month	3
Only when away from home or travelling	4
Never	5
DK	6

TSI-2004 Q10 - TREND MODIFIED

ASK QB12 IF NOT CODE 5 or 6 IN QB11 – OTHERS GO TO QB13

QB12	For what reasons do you personally make use of public payphones?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

There is no fixed telephone at home	1,
You do not have a mobile phone access and need to make phone calls while away from home	2,
You have a mobile phone access but it is too costly to make international phone calls	3,
The only phone at home is always in use	4,
When the mobile phone is out of range\ out of credit\ out of battery	5,
Other (SPONTANEOUS)	6,
DK	7,

EB64.4 NEW

POSER QB11 ET QB12 SI "MEMBRE DU MENAGE UTILISE LES TELEPHONES PUBLICS", CODE 1 EN QB10 - LES AUTRES ALLER EN QB13

QB11	A quelle fréquence utilisez-vous personnellement les téléphones publics ?

(LIRE – UNE SEULE REPONSE)

Une fois par semaine ou plus	1
Environ une fois par mois	2
Moins d'une fois par mois	3
Uniquement en déplacement ou en voyage	4
Jamais	5
NSP	6

TSI-2004 Q10 - TREND MODIFIE

POSER QB12 SI PAS CODE 5 ou 6 EN QB11 – LES AUTRES ALLER EN QB13

QB12	Pour quelles raisons vous servez-vous personnellement des téléphones publics ?

(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

Il n'y a pas de téléphone fixe à la maison	1,
Vous n'avez pas de téléphone mobile et vous devez téléphoner quand vous n'êtes pas à la maison	2,
Vous avez un téléphone mobile mais les appels internationaux sont trop chers	3,
Le seul téléphone disponible à la maison est toujours occupé	4,
Quand le téléphone mobile est hors réseau\ n'a plus de crédit\ est déchargé	5,
Autre (SPONTANE)	6,
NSP	7,

EB64.4 NOUVEAU

	English		French
	ASK ALL		A TOUS
QB13	How many members of your household, including yourself, use a mobile phone?	QB13	Combien de membres de votre ménage, vous y compris, utilisent le téléphone mobile ?
	(IF "NONE", CODE '00' - IF "DK", CODE '99')		(SI "AUCUNE", CODE '00' - SI "NSP", CODE '99')
	PEOPLE		PERSONNES
	EB64.4 NEW		EB64.4 NOUVEAU

QB15	With respect to mobile phones, which of the following is the main benefit for you?

(READ OUT – ONE ANSWER ONLY)

The possibility to be contacted at any place, any time	1
The freedom to make calls when you are out and about	2
The security of knowing that you can make a call from anywhere if things go wrong	3
None (SPONTANEOUS)	4
Other (SPONTANEOUS)	5
DK	6

EB64.4 NEW

QB15	Quel est, pour vous, le principal avantage de la téléphonie mobile ?

(LIRE – UNE SEULE REPONSE)

La possibilité d'être contacté(e) n'importe où, n'importe quand	1
La liberté de téléphoner où et quand vous le voulez	2
La sécurité de savoir que vous pouvez appeler à partir de n'importe où en cas de problème	3
Aucun (SPONTANE)	4
Autre (SPONTANE)	5
NSP	6

EB64.4 NOUVEAU

	ASK QB16 TO QB20 IF "PERSONAL MOBILE PHONE", CODE 1 IN D43b - OTHERS GO TO QB21
QB16	Which provider do you personally use for mobile telephony?
	(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

Mobile provider 1	1,
Mobile provider 2	2,
Mobile provider 3	3,
Mobile provider 4	4,
Mobile provider 5	5,
Mobile provider 6	6,
Mobile provider 7	7,
Mobile provider 8	8,
Mobile provider 9	9,
Mobile provider 10	10,
Mobile provider 11	11,
Mobile provider 12	12,
Mobile provider 13	13,
Mobile provider 14	14,
Mobile provider 15	15,
Mobile provider 16	16,
Mobile provider 17	17,
Mobile provider 18	18,
Mobile provider 19	19,
Mobile provider 20	20,
Others (SPONTANE - SPECIFY)	21,
DK	22,

TSI-2004 Q12

	POSER QB16 A QB20 SI "TELEPHONE MOBILE PERSONNEL", CODE 1 EN D43b - LES AUTRES ALLER EN QB21
QB16	Quel opérateur utilisez-vous personnellement pour la téléphonie mobile ?
	(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

Fournisseur mobile 1	1,
Fournisseur mobile 2	2,
Fournisseur mobile 3	3,
Fournisseur mobile 4	4,
Fournisseur mobile 5	5,
Fournisseur mobile 6	6,
Fournisseur mobile 7	7,
Fournisseur mobile 8	8,
Fournisseur mobile 9	9,
Fournisseur mobile 10	10,
Fournisseur mobile 11	11,
Fournisseur mobile 12	12,
Fournisseur mobile 13	13,
Fournisseur mobile 14	14,
Fournisseur mobile 15	15,
Fournisseur mobile 16	16,
Fournisseur mobile 17	17,
Fournisseur mobile 18	18,
Fournisseur mobile 19	19,
Fournisseur mobile 20	20,
Autres (SPONTANE - SPECIFIER)	21,
NSP	22,

TSI-2004 Q12

QB17	Have you personally ever considered changing mobile network provider?

(SHOW CARD – READ OUT – ROTATE ITEMS 1 TO 10 - MULTIPLE ANSWERS POSSIBLE)

Yes, but I am satisfied with my current mobile network provider	1,
Yes, I already changed mobile provider	2,
Yes, I change each time there are better conditions offered by other operators	3,
Yes, but my current contract conditions prevent me from doing so at least for the next 6 months	4,
Yes, but I get my mobile service through a package (bundle) which makes it difficult to switch to another provider	5,
Yes, but it is too complicated to make price comparisons	6,
Yes, there are interesting offers from other providers but I do not trust them	7,
Yes, but changing provider and keeping my number is too expensive and\ or takes too long	8,
Yes, but it takes too much effort and time to do it	9,
Yes, but I did not know it is possible to change provider	10,
No, I never thought about it	11,
Other (SPONTANEOUS)	12,
DK	13,

EB64.4 NEW

QB17	Avez-vous personnellement envisagé de changer d'opérateur de téléphonie mobile ?

(MONTRER CARTE – LIRE – ROTATION ITEMS 1 A 10 - PLUSIEURS REPONSES POSSIBLES)

Oui, mais je suis satisfait(e) de mon opérateur actuel	1,
Oui, j'ai déjà changé d'opérateur mobile	2,
Oui, je change chaque fois qu'il y a de meilleures conditions offertes par d'autres opérateurs	3,
Oui, mais je suis lié(e) par les conditions du contrat de mon opérateur actuel au moins pour les 6 mois à venir	4,
Oui, mais j'ai obtenu mon mobile via une offre comprenant plusieurs services (bouquet\ pack\ bundle) et changer d'opérateur est dès lors plus difficile	5,
Oui, mais il est trop difficile de faire des comparaisons de prix	6,
Oui, il y a des offres intéressantes d'autres fournisseurs, mais je ne leur fais pas confiance	7,
Oui, mais changer d'opérateur tout en gardant le même numéro de téléphone est trop cher et\ ou prend trop de temps	8,
Oui, mais cela demande trop d'efforts et de temps	9,
Oui, mais je ne savais pas qu'il est possible de changer d'opérateur	10,
Non, je ne l'ai jamais envisagé	11,
Autre (SPONTANE)	12,
NSP	13,

EB64.4 NOUVEAU

ASK QB20 IF "PERSONAL MOBILE PHONE", CODE 1 IN D43b - OTHERS GO TO QB21

POSER QB20 SI "TELEPHONE MOBILE PERSONNEL", CODE 1 EN D43b - LES AUTRES ALLER EN QB21

QB20	Have problems like receiving spam (i.e. unsolicited commercial messages) on your mobile phone resulted in using it less?

QB20	Avez-vous réduit l'utilisation de votre téléphone mobile en raison de problèmes tels que les spams (des messages commerciaux non-désirés) ?

(READ OUT – ONE ANSWER ONLY)

(LIRE – UNE SEULE REPONSE)

Yes, a lot	1
Yes, a little	2
No, not at all	3
I never receive spam (SPONTANEOUS)	4
DK	5

Oui, beaucoup	1
Oui, un peu	2
Non, pas du tout	3
Je ne reçois jamais de SPAM (SPONTANE)	4
NSP	5

EB64.4 NEW

EB64.4 NOUVEAU

	ASK QB21 IF "NO MOBILE PHONE IN THE HOUSEHOLD", CODE 1 IN QB1 ITEM 3 and 4 - OTHERS GO TO QB22
QB21	You said there is no mobile telephone in your household. Among the following list which ones best explain why your household does not have a mobile phone?
	(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

Someone in the household plans to get a mobile telephone in the next 6 months	1,
No one in my household wants a mobile phone	2,
Mobile telephony is too expensive	3,
The fixed telephone line(s) is(are) sufficient for current needs	4,
Coverage in the area is not very good, therefore it is not worth getting a mobile phone	5,
There is good access to phones elsewhere, when outside the home (e.g. public payphones)	6,
Other (SPONTANEOUS – SPECIFY)	7,
DK	8,

TSI-2004 Q13 - TREND SLIGHTLY MODIFIED

	ASK QB22 TO QB36 IF "INTERNET ACCESS AT HOME", CODE 2 TO 10 IN QB1 ITEM 10 OR 11 - OTHERS GO TO QB37
QB22	How does your household access the Internet from home?
	(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

Via a dial-up connection using a standard telephone line	1,
Via a dial-up connection using an ISDN line	2,
Via ADSL or similar type of connection (using a modem)	3,
Via the cable TV network (using a cable modem)	4,
Via the mobile phone network	5,
Via the satellite network	6,
Via a power line (SPONTANEOUS)	7,
Other (SPONTANEOUS – SPECIFY)	8,
DK	9,

TSI-2004 Q16 - TREND MODIFIED

	POSER QB21 SI "PAS DE TELEPHONE MOBILE DANS LE MENAGE", CODE 1 EN QB1 ITEM 3 et 4 - LES AUTRES ALLER EN QB22
QB21	Vous m’avez dit que personne dans votre ménage n’a de téléphone mobile. Parmi la liste suivante, quelles raisons expliquent le mieux pourquoi votre ménage n'a pas de téléphone mobile ?
	(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

Un membre de votre ménage envisage d’acheter un téléphone mobile dans les 6 mois à venir	1,
Personne dans mon ménage n’a envie d’avoir un téléphone mobile	2,
La téléphonie mobile est trop chère	3,
Pour vos besoins actuels, votre(vos) ligne(s) fixe(s) suffit(sent)	4,
La couverture de votre zone n’est pas très bonne, cela ne vaut donc pas la peine d’avoir un téléphone mobile	5,
Il y a suffisamment de téléphones accessibles près de votre foyer (p.e. un téléphone public)	6,
Autre (SPONTANE – SPECIFIER)	7,
NSP	8,

TSI-2004 Q13 - TREND LEGEREMENT MODIFIE

	POSER QB22 A QB36 SI "ACCES INTERNET A LA MAISON", CODE 2 A 10 EN QB1 ITEM 10 OU 11 - LES AUTRES ALLER EN QB37
QB22	De quel type d'accès à Internet votre ménage dispose-t-il à la maison ?
	(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

Via une ligne téléphonique	1,
Via une ligne numérisée du type RNIS\ ISDN	2,
Via un raccordement du type ADSL (à l'aide d'un modem)	3,
Via le câble TV (à l'aide d'un modem pour câble)	4,
Via le réseau de téléphonie mobile	5,
Via le réseau satellite	6,
Via le réseau d’électricité (SPONTANE)	7,
Autre (SPONTANE – SPECIFIER)	8,
NSP	9,

TSI-2004 Q16 - TREND MODIFIE

QB23	And in what ways can your household access the Internet at home?	QB23	Et par quel(s) dispositif(s) votre ménage accède-t-il à Internet à la maison ?
	(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)		(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

Via desk-top or laptop computer	1,	Un ordinateur de bureau ou portable	1,
Via television	2,	La télévision	2,
Via video games console	3,	Une console de jeux vidéo	3,
Via mobile phone	4,	Un téléphone mobile	4,
Via another wireless device such as a handheld (PDA) or pocket computer	5,	D'autres dispositifs sans fil tels qu'un ordinateur de poche (PDA)	5,
Other (SPONTANEOUS)	6,	Autre (SPONTANE)	6,
DK	7,	NSP	7,

EB64.4 NEW | EB64.4 NOUVEAU

QB24	Please think about the person in your household who accesses the Internet the most including yourself. How often does he\ she access it? Is it…?	QB24	Veuillez penser à la personne dans votre ménage qui utilise le plus souvent Internet, y compris vous-même. A quelle fréquence surfe-t-il\ elle sur Internet ? Est-ce … ?
	(READ OUT – ONE ANSWER ONLY)		(LIRE – UNE SEULE REPONSE)

More than once a day	1	Plusieurs fois par jour	1
Once a day	2	Une fois par jour	2
Several times a week	3	Plusieurs fois par semaine	3
About once a week	4	Environ une fois par semaine	4
About once a month	5	Environ une fois par mois	5
Less frequently than once a month	6	Moins d'une fois par mois	6
DK	7	NSP	7

TSI-2004 Q18 - TREND MODIFIED | TSI-2004 Q18 - TREND MODIFIE

QB25	Does your household pay for the use of Internet at home according to the time spent for usage (minutes paid for) or by means of a fixed or flat-rate amount per month (or other billing period)?

(READ OUT – ONE ANSWER ONLY)

According to the time spent for usage (minutes paid for)	1
A fixed or flat-rate amount (per month or other billing period)	2
Other (SPONTANEOUS)	3
DK	4

TSI-2004 Q19 - TREND SLIGHTLY MODIFIED

QB25	Votre ménage paie-t-il pour l'utilisation d'Internet à domicile selon le temps de connexion effectif (minutes achetées) ou en payant un forfait mensuel (ou pour une autre période fixe) ?

(LIRE – UNE SEULE REPONSE)

Selon le temps de connexion effectif (les minutes achetées)	1
Un forfait (mensuel ou autre)	2
Autre (SPONTANE)	3
NSP	4

TSI-2004 Q19 - TREND LEGEREMENT MODIFIE

QB26	Which provider(s) does your household use for its Internet service?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

Internet provider 1	1,
Internet provider 2	2,
Internet provider 3	3,
Internet provider 4	4,
Internet provider 5	5,
Internet provider 6	6,
Internet provider 7	7,
Internet provider 8	8,
Internet provider 9	9,
Internet provider 10	10,
Internet provider 11	11,
Internet provider 12	12,
Internet provider 13	13,
Internet provider 14	14,
Internet provider 15	15,
Internet provider 16	16,
Internet provider 17	17,
Internet provider 18	18,
Internet provider 19	19,
Internet provider 20	20,
Others (SPONTANE - SPECIFY)	21,
DK	22,

TSI-2004 Q20 - TREND

QB26	Quel(s) est(sont) le(s) fournisseur(s) Internet de votre ménage ?

(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

Fournisseur Internet 1	1,
Fournisseur Internet 2	2,
Fournisseur Internet 3	3,
Fournisseur Internet 4	4,
Fournisseur Internet 5	5,
Fournisseur Internet 6	6,
Fournisseur Internet 7	7,
Fournisseur Internet 8	8,
Fournisseur Internet 9	9,
Fournisseur Internet 10	10,
Fournisseur Internet 11	11,
Fournisseur Internet 12	12,
Fournisseur Internet 13	13,
Fournisseur Internet 14	14,
Fournisseur Internet 15	15,
Fournisseur Internet 16	16,
Fournisseur Internet 17	17,
Fournisseur Internet 18	18,
Fournisseur Internet 19	19,
Fournisseur Internet 20	20,
Autres (SPONTANE - SPECIFIER)	21,
NSP	22,

TSI-2004 Q20 - TREND

QB27	How would you best describe the speed of your Internet connection? We are talking about the time you wait before the display of a web page or for downloading a file. Is it…?

(READ OUT – ONE ANSWER ONLY)

Very slow	1
Fairly slow	2
Fairly fast	3
Very fast	4
DK	5

EB64.4 NEW

QB27	Comment décririez-vous la vitesse de votre connexion Internet ? Nous parlons du temps nécessaire pour qu'une page Web s'affiche à l'écran ou le temps nécessaire pour télécharger un fichier. Est-elle … ?

(LIRE – UNE SEULE REPONSE)

Très lente	1
Plutôt lente	2
Plutôt rapide	3
Très rapide	4
NSP	5

EB64.4 NOUVEAU

QB28	Have you or someone in your household ever considered changing Internet service provider?

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

No, we\ I never considered it	1,
Yes, but we are\ I am satisfied with the current service we\ I get	2,
Yes, we\ I already changed	3,
Yes, we\ I change each time there are better conditions offered by other Internet providers	4,
Yes, but we are\ I am bound by our\ my contract conditions to our\ my current provider	5,
Yes, but we are\ I am getting the Internet access via a package (bundle) which makes it difficult to switch to another provider	6,
Yes, but we\ I do not want to loose our\ my current e-mail address(es)	7,
Yes, there are more interesting offers from other providers but we\ I do not trust them	8,
Yes, but it takes too much effort and time to do it	9,
Yes, but we\ I did not know it is actually possible to change provider	10,
Other (SPONTANEOUS)	11,
DK	12,

EB64.4 NEW

QB28	Avez-vous ou quelqu'un dans votre ménage a-t-il envisagé de changer de fournisseur d'accès à Internet ?

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

Non, nous ne l'avons\ je ne l'ai jamais envisagé	1,
Oui, mais nous sommes\ je suis satisfait(e)(s) du service actuellement fourni	2,
Oui, nous avons\ j'ai déjà changé	3,
Oui, nous changeons\ je change chaque fois qu'il y a de meilleures conditions offertes par d'autres fournisseurs d'accès à Internet	4,
Oui, mais nous sommes\ je suis lié(e)(s) par les conditions du contrat de notre\ mon fournisseur actuel	5,
Oui, mais nous avons\ j'ai obtenu l'accès Internet via une offre comprenant plusieurs services (bouquet\ pack\ bundle) et changer de fournisseur est dès lors plus difficile	6,
Oui, mais nous ne voulons\ je ne veux pas perdre nos\ mes adresses de courriel\ e-mail actuelles	7,
Oui, il y a des offres plus intéressantes chez d'autres fournisseurs, mais nous\ je ne leur faisons\ fais pas confiance	8,
Oui, mais cela demande trop d'efforts et de temps	9,
Oui, mais nous ne savions\ je ne savais pas qu'il est actuellement possible de changer de fournisseur	10,
Autre (SPONTANE)	11,
NSP	12,

EB64.4 NOUVEAU

	ASK QB29 AND QB30 IF "NARROWBAND INTERNET ACCESS", CODE 1 OR 2 IN QB22 - OTHERS GO TO QB31
QB29	Why does your household not have a broadband Internet access?
	(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

We\ I plan to subscribe\ connect to a broadband access in the next 2 months	1,
We are\ I am satisfied with the speed of our\ my current dial-up connection	2,
The local area is not covered by a broadband access network technology	3,
It is too expensive	4,
Our\ My equipment (e.g. PC) is not compatible with broadband	5,
We\ I do not use the Internet enough (SPONTANEOUS)	6,
Other (SPONTANEOUS)	7,
DK	8,

EB64.4 NEW

	POSER QB29 ET QB30 SI "ACCES A INTERNET VIA BAS DEBIT", CODE 1 OU 2 EN QB22 - LES AUTRES ALLER EN QB31
QB29	Pourquoi n’avez-vous pas un accès Internet à haut débit dans votre foyer ?
	(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

Nous prévoyons\ je prévois de nous\ m’ abonner\ me connecter à un accès à haut débit dans les 2 mois à venir	1,
Nous sommes\ je suis satisfait(e)(s) de la vitesse de notre\ mon raccordement téléphonique actuel	2,
La région n'est pas couverte par la technologie du réseau d'accès à haut débit	3,
C’est trop cher	4,
Notre\ mon dispositif de connexion (p.e. un PC) n’est pas compatible à un accès haut débit	5,
Nous n’utilisons\ Je n’utilise pas suffisamment Internet (SPONTANE)	6,
Autre (SPONTANE)	7,
NSP	8,

EB64.4 NOUVEAU

QB30	Would you be willing to change to broadband Internet access if…?
	(ONE ANSWER PER LINE)

	(READ OUT)	Yes	No	DK
1	You could buy the broadband Internet service without paying for the fixed telephony line rental charges	1	2	3
2	You could buy a package providing you broadband Internet service together with television channels (bundle)	1	2	3
3	Broadband Internet service was 10% cheaper than it is now	1	2	3
4	Broadband Internet service was 20% cheaper than it is now	1	2	3

EB64.4 NEW

QB30	Seriez-vous prêt(e) à changer votre accès à Internet pour une connexion à haut débit si … ?
	(UNE REPONSE PAR LIGNE)

	(LIRE)	Oui	Non	NSP
1	Vous pouviez acheter le service Internet haut débit sans payer le coût de la location de la ligne de téléphone fixe	1	2	3
2	Vous pouviez souscrire à une offre comprenant le service Internet haut débit avec les chaines de télévision (bouquet\ pack\ bundle)	1	2	3
3	Le service Internet haut débit était 10% moins cher qu'actuellement	1	2	3
4	Le service Internet haut débit était 20% moins cher qu'actuellement	1	2	3

EB64.4 NOUVEAU

ASK QB31 AND QB32 IF "BROADBAND INTERNET ACCESS", CODE 3 to 7 IN QB22 - OTHERS GO TO QB33	POSER QB31 ET QB32 SI "ACCES INTERNET HAUT DEBIT", CODE 3 à 7 EN QB22 - LES AUTRES ALLER EN QB33

QB31	Would you personally like to change your service subscriptions in any of the following ways?	QB31	Seriez-vous prêt(e) à changer vos différents abonnements d'une des manières suivantes ?

(ONE ANSWER PER LINE) / (UNE REPONSE PAR LIGNE)

	(READ OUT)	Yes	No	DK		(LIRE)	Oui	Non	NSP
1	Keep the broadband service but drop the fixed telephone service	1	2	3	1	Garder le service haut débit mais annuler le service de téléphonie fixe	1	2	3
2	Buy a package providing you with broadband Internet service together with television channels (bundle)	1	2	3	2	Souscrire à une offre comprenant le service Internet haut débit avec les chaines de télévision (bouquet\ pack\ bundle)	1	2	3
3	Buy a package providing you with broadband Internet service together with mobile telephony service (bundle)	1	2	3	3	Souscrire à une offre comprenant le service Internet haut débit avec le service de téléphonie mobile (bouquet\ pack\ bundle)	1	2	3

EB64.4 NEW / EB64.4 NOUVEAU

QB32	Would you be willing to upgrade your broadband Internet access to an even higher speed if…?	QB32	Seriez-vous prêt(e) à augmenter la performance de votre accès à Internet haut débit pour une vitesse encore plus élevée si … ?

(ONE ANSWER PER LINE) / (UNE REPONSE PAR LIGNE)

	(READ OUT)	Yes	No	DK		(LIRE)	Oui	Non	NSP
1	You could have a higher speed connection service without having a telephone line	1	2	3	1	Vous pouviez avoir une vitesse de connexion plus élevée sans avoir de ligne téléphonique	1	2	3
2	You could buy a package providing you with a higher speed connection service with television channels (bundle)	1	2	3	2	Vous pouviez souscrire à une offre comprenant le service à vitesse de connexion plus élevée avec les chaines de télévision (bouquet\ pack\ bundle)	1	2	3
3	The higher speed connection service was 20% more expensive than your current service	1	2	3	3	Le service à vitesse de connexion plus élevée était 20% plus cher que votre service actuel	1	2	3
4	The higher speed connection service was 10% more expensive than your current service	1	2	3	4	Le service à vitesse de connexion plus élevée était 10% plus cher que votre service actuel	1	2	3

EB64.4 NEW / EB64.4 NOUVEAU

ASK QB33 TO QB36 IF "ACCESS TO THE INTERNET AT HOME", CODE 2 TO 10 IN QB1 ITEM 10 OR 11 - OTHERS GO TO QB37

QB33 Have problems like receiving spam (unsolicited commercial e-mails) or viruses on your PC resulted in using them less?

(READ OUT – ONE ANSWER ONLY)

Yes, a lot	1
Yes, a little	2
No, not at all	3
I never have spam\ viruses	4
Not applicable (SPONTANEOUS)	5
DK	6

EB64.4 NEW

ASK QB34 TO QB36 IF CODE 1 TO 3 IN QB33 - OTHERS GO TO QB39

QB34 What did you do to combat spam?

(READ OUT – ONE ANSWER ONLY)

I have anti-spam software that was free of charge	1
I purchased and installed anti-spam software	2
I do not have anti-spam software but rely on my Internet service company	3
Nothing, I do not care about it	4
Other (SPONTANEOUS)	5
DK	6

EB64.4 NEW

POSER QB33 A QB36 SI "ACCES INTERNET A LA MAISON", CODE 2 A 10 EN QB1 ITEM 10 OU 11 - LES AUTRES ALLER EN QB37

QB33 Avez-vous réduit l'utilisation de votre ordinateur en raison de problèmes tels que les spams (des messages commerciaux non-désirés) ou les virus ?

(LIRE – UNE SEULE REPONSE)

Oui, beaucoup	1
Oui, un peu	2
Non, pas du tout	3
Je n'ai jamais de spam\ virus	4
Pas applicable (SPONTANE)	5
NSP	6

EB64.4 NOUVEAU

POSER QB34 A QB36 SI CODE 1 A 3 EN QB33 - LES AUTRES ALLER EN QB39

QB34 Qu'avez-vous fait pour combattre le "spam" ?

(LIRE – UNE SEULE REPONSE)

J'ai un logiciel anti-spam gratuit	1
J'ai acheté et installé un logiciel anti-spam	2
Je n'ai pas de logiciel anti-spam, mais je fais confiance à la compagnie qui me fournit l'accès Internet	3
Rien, je ne m'inquiète pas à ce sujet	4
Autre (SPONTANE)	5
NSP	6

EB64.4 NOUVEAU

QB35	What did you do to combat viruses?

(READ OUT – ONE ANSWER ONLY)

I have antivirus software that was free of charge	1
I have purchased and installed antivirus software	2
I do not have antivirus software but rely on my Internet service company	3
Nothing, I do not care about it	3
Other (SPONTANEOUS)	4
DK	5

EB64.4 NEW

QB35	Qu'avez-vous fait pour combattre les virus ?

(LIRE – UNE SEULE REPONSE)

J'ai un logiciel anti-virus gratuit	1
J'ai acheté et installé un logiciel anti-virus	2
Je n'ai pas de logiciel anti-virus, mais je fais confiance à la compagnie qui me fournit l'accès Internet	3
Rien, je ne m'inquiète pas à ce sujet	3
Autre (SPONTANE)	4
NSP	5

EB64.4 NOUVEAU

QB36	Would you consider switching to another Internet provider if you had too much trouble with spam or viruses?

Yes	1
No	2
DK	3

EB64.4 NEW

QB36	Si vous aviez trop de problèmes avec des "spam" ou des virus, envisageriez-vous de changer de fournisseur d'accès Internet ?

Oui	1
Non	2
NSP	3

EB64.4 NOUVEAU

ASK QB37 AND QB38 IF "NO ACCESS TO THE INTERNET AT HOME", CODE 1 IN QB1 ITEM 10 - OTHERS GO TO QB39	POSER QB38 ET QB39 SI "PAS D'ACCES INTERNET A LA MAISON", CODE 1 EN QB1 ITEM 10 - LES AUTRES ALLER EN QB39

QB37	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?	QB37	Vous m'avez dit que vous n'aviez pas d'accès Internet chez vous. Parmi la liste suivante quelles raisons expliquent le mieux pourquoi votre ménage n'a pas d'accès Internet ?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)	(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

Your household plans to subscribe\ connect in the next 6 months	1,	Votre ménage prévoit de s'abonner\ de se connecter dans les 6 prochains mois	1,
We\ I do not know exactly what the Internet is	2,	Nous ne savons pas\ je ne sais pas exactement ce qu'est Internet	2,
No one in your household is interested in the Internet	3,	Personne dans votre ménage n'est intéressé par Internet	3,
There is no personal computer (PC) or means of connecting in your home	4,	Il n'y a pas d'ordinateur personnel (PC) ni d'autre moyen de nous\ me connecter dans la maison	4,
It is too expensive	5,	C'est trop cher	5,
The interested members of your household have access at work, school or elsewhere and this is sufficient	6,	Les membres de votre ménage qui sont intéressés par Internet ont accès sur leur lieu de travail ou dans un établissement d'enseignement ou ailleurs, et cela suffit	6,
We are\ I am concerned about access to unsuitable content	7,	Nous nous soucions\ je me soucie d'un accès à un contenu douteux	7,
Other (SPONTANEOUS – SPECIFY)	8,	Autre (SPONTANE – SPECIFIER)	8,
DK	9,	NSP	9,

TSI-2004 Q15 - TREND SLIGHTLY MODIFIED	TSI-2004 Q15 - TREND LEGEREMENT MODIFIE

QB38	Would you be willing to subscribe to the Internet if…?

(ONE ANSWER PER LINE)

	(READ OUT)	Yes	No	DK
1	You could buy the Internet service without paying for the fixed telephony line rental charges	1	2	3
2	You could buy a package providing you with the Internet service together with television channels (bundle)	1	2	3
3	You could buy a package providing you with the Internet service with mobile telephony services(bundle)	1	2	3
4	Internet service was 10% cheaper than it is now	1	2	3
5	Internet service was 20% cheaper than it is now	1	2	3

EB64.4 NEW

ASK ALL

QB39	Does your household buy two or more of the following services as part of one or more service packages at a single price (bundle)?

(READ OUT – MINIMUM 2 ANSWERS)

Television channels	1,
Fixed telephony	2,
Mobile telephony	3,
Internet access	4,
None	5,
DK	6,

EB64.4 NEW

QB38	Seriez-vous prêt(e) à vous abonner à Internet si … ?

(UNE REPONSE PAR LIGNE)

	(LIRE)	Oui	Non	NSP
1	Vous pouviez acheter le service Internet sans payer le coût de la location de la ligne de téléphone fixe	1	2	3
2	Vous pouviez souscrire à une offre comprenant le service Internet avec les chaines de télévision (bouquet\ pack\ bundle)	1	2	3
3	Vous pouviez souscrire à une offre comprenant le service Internet avec le service de téléphonie mobile (bouquet\ pack\ bundle)	1	2	3
4	Le service Internet était 10% moins cher qu'actuellement	1	2	3
5	Le service Internet était 20% moins cher qu'actuellement	1	2	3

EB64.4 NOUVEAU

A TOUS

QB39	Votre ménage a-t-il souscrit à deux ou plusieurs de ces services faisant partie d'une ou de plusieurs offres combinées ? (bouquet\ pack\ bundle) ?

(LIRE – MINIMUM 2 REPONSES)

Des chaînes de télévision	1,
La téléphonie fixe	2,
La téléphonie mobile	3,
Un accès à Internet	4,
Aucun	5,
NSP	6,

EB64.4 NOUVEAU

QB40	What do you personally think about these kinds of communication packages?		QB40	Que pensez-vous personnellement de ces types de services combinés ?	
	(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)			(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)	
	It is more convenient because there is only one invoice	1,		Ils sont plus commodes parce qu'il y a une seule facture	1,
	It is cheaper than paying separately for each service	2,		C'est moins cher que de payer séparément pour chacun des services	2,
	Packages offer less transparency and clarity about the cost and conditions of each service	3,		Les bouquets sont moins transparents et moins clairs en ce qui concerne les coûts et conditions de chaque service	3,
	Packages are not interesting because your are bound to the same provider for all services	4,		Les bouquets ne sont pas intéressants parce que vous êtes lié(e) au même fournisseur pour tous les services	4,
	Packages are not interesting because you get services you do not really need	5,		Les bouquets ne sont pas intéressants parce que vous obtenez des services dont vous n'avez pas vraiment besoin	5,
	Other (SPONTANEOUS)	6,		Autre (SPONTANE)	6,
	DK	7,		NSP	7,
	EB64.4 NEW			EB64.4 NOUVEAU	
	Let's move to another topic.			Passons à un autre sujet.	
QB41	Can you tell me the telephone number of emergency services, for example in case someone would urgently need medical assistance?		QB41	Pouvez-vous me dire quel est le numéro de téléphone des services de secours, par exemple au cas où quelqu'un aurait besoin d'une aide médicale d'urgence ?	
	(DO NOT PROBE – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)			(NE RIEN SUGGERER – NE PAS LIRE – PLUSIEURS REPONSES POSSIBLES)	
	112	1,		112	1,
	National number(s) for the fire brigade, the police or the ambulance (USE APPROPRIATE NUMBERS IN EACH COUNTRY)	2,		Numéro national des sapeurs-pompiers, de la police ou de l'ambulance (UTILISER LES NUMEROS APPROPRIES DANS CHAQUE PAYS)	2,
	Other numbers	3,		Autres numéros	3,
	No\ DK	4,		Non\ NSP	4,
	EB64.4 NEW			EB64.4 NOUVEAU	

QB42	Can you tell me what single telephone number enables you to call emergency services anywhere in the European Union from a fixed or a mobile phone?

(DO NOT PROBE – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

112	1,
Other number(s)	2,
No\ DK	3,

EB64.4 NEW

QB42	Pouvez-vous me dire quel est le numéro unique qui vous permet d'appeler des services de secours n'importe où dans l'Union européenne à partir d'un téléphone fixe ou mobile ?

(NE RIEN SUGGERER – NE PAS LIRE – PLUSIEURS REPONSES POSSIBLES)

112	1,
Autre(s) numéro(s)	2,
Non\ NSP	3,

EB64.4 NOUVEAU

	DEMOGRAPHICS		DEMOGRAPHIQUES
	ASK ALL		A TOUS
D1	In political matters people talk of "the left" and "the right". How would you place your views on this scale?	D1	A propos de politique, les gens parlent de "droite" et de "gauche". Vous-même, voudriez-vous situer votre position sur cette échelle.
	(SHOW CARD) - (INT.: DO NOT PROMPT - IF CONTACT HESITATES, TRY AGAIN)		(MONTRER CARTE) - (ENQ. : NE RIEN SUGGERER. SI LA PERSONNE HESITE, INSISTER)

LEFT									RIGHT
1	2	3	4	5	6	7	8	9	10

GAUCHE									DROITE
1	2	3	4	5	6	7	8	9	10

Refusal (SPONTANEOUS)	11	Refus (SPONTANE)	11
DK	12	NSP	12

EB64.3 D1 — EB64.3 D1

NO QUESTIONS D2 TO D6 — PAS DE QUESTIONS D2 A D6

D7	Could you give me the letter which corresponds best to your own current situation?	D7	Pouvez-vous m'indiquer la lettre qui correspond le mieux à votre situation actuelle ?
	(SHOW CARD - READ OUT - ONE ANSWER ONLY)		(MONTRER CARTE - LIRE - UNE SEULE REPONSE)

Married	1	Marié(e)	1
Remarried	2	Remarié(e)	2
Unmarried currently living with partner	3	Célibataire vivant actuellement en couple	3
Unmarried having never lived with a partner	4	Célibataire n'ayant jamais vécu en couple	4
Unmarried having previously lived with a partner, but now on my own	5	Célibataire ayant déjà vécu en couple dans le passé mais actuellement seul(e)	5
Divorced	6	Divorcé(e)	6
Separated	7	Séparé(e)	7
Widowed	8	Veuf \ Veuve	8
Other (SPONTANEOUS)	9	Autre (SPONTANE)	9
Refusal (SPONTANEOUS)	10	Refus (SPONTANE)	10

EB64.3 D7 — EB64.3 D7

D8	How old were you when you stopped full-time education?	D8	A quel âge avez-vous arrêté vos études à temps complet ?
	(INT.: IF "STILL STUDYING", CODE '00' - IF "NO FULL-TIME EDUCATION", CODE '98' - IF "DK", CODE '99')		(ENQ. : SI "ETUDIE ENCORE", CODER '00' - SI "PAS FAIT D'ETUDES", CODER '98' - SI "NSP", CODE '99')

EB64.3 D8 — EB64.3 D8

	NO QUESTION D9		PAS DE QUESTION D9
D10	Gender.	D10	Sexe du répondant.
	Male 1		Homme 1
	Female 2		Femme 2
	EB64.3 D10		EB64.3 D10
D11	How old are you?	D11	Quel est votre âge ?
	EB64.3 D11		EB64.3 D11

NO QUESTION D12 TO D14

ASK D15b ONLY IF NOT DOING ANY PAID WORK CURRENTLY - CODE 1 TO 4 IN D15a

D15a	What is your current occupation?
D15b	Did you do any paid work in the past? What was your last occupation?

	D15a	D15b
	CURRENT OCCUPATION	LAST OCCUPATION
NON-ACTIVE		
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	1	
Student	2	
Unemployed or temporarily not working	3	
Retired or unable to work through illness	4	
SELF EMPLOYED		
Farmer	5	5
Fisherman	6	6
Professional (lawyer, medical practitioner, accountant, architect, etc.)	7	7
Owner of a shop, craftsmen, other self-employed person	8	8
Business proprietors, owner (full or partner) of a company	9	9
EMPLOYED		
Employed professional (employed doctor, lawyer, accountant, architect)	10	10
General management, director or top management (managing directors, director general, other director)	11	11
Middle management, other management (department head, junior manager, teacher, technician)	12	12
Employed position, working mainly at a desk	13	13
Employed position, not at a desk but travelling (salesmen, driver, etc.)	14	14
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)	15	15
Supervisor	16	16
Skilled manual worker	17	17
Other (unskilled) manual worker, servant	18	18

PAS DE QUESTIONS D12 A D14

POSER D15B SEULEMENT SI PAS D'ACTIVITE ACTUELLE - CODE 1 A 4 EN D15a

D15a	Quelle est votre profession actuelle ?
D15b	Exerciez-vous une activité professionnelle rémunérée auparavant ? Laquelle en dernier lieu ?

	D15a	D15b
	PROFESSION ACTUELLE	PROFESSION PRECEDENTE
INACTIFS		
En charge des achats courants et des tâches ménagères ou sans aucune activité professionnelle	1	
Etudiant	2	
Au chômage \ temporairement sans emploi	3	
A la retraite ou en congé de maladie prolongé	4	
INDEPENDANTS		
Agriculteur exploitant	5	5
Pêcheur	6	6
Profession libérale (avocat, médecin, expert comptable, architecte, etc.)	7	7
Commerçant ou propriétaire d'un magasin, artisan ou autre travailleur indépendant	8	8
Industriel, propriétaire (en tout ou en partie) d'une entreprise	9	9
SALARIES		
Profession libérale salariée (docteur, avocat, comptable, architecte, etc.)	10	10
Cadre supérieur \ dirigeant (PDG \ DG, Directeur, etc.)	11	11
Cadre moyen	12	12
Employé travaillant la plupart du temps dans un bureau	13	13
Employé ne travaillant pas dans un bureau mais voyageant (vendeur, chauffeur, représentant, etc.)	14	14
Employé ne travaillant pas dans un bureau mais ayant une fonction de service (hôpital, restaurant, police, pompiers, etc.)	15	15
Contremaître, agent de maîtrise	16	16
Ouvrier qualifié	17	17
Autre ouvrier (non qualifié), personnel de maison	18	18

NEVER DID ANY PAID WORK		19

EB64.3 D15a D15b

NO QUESTIONS D16 TO D24

D25 Would you say you live in a...?

(READ OUT)

rural area or village	1
small or middle sized town	2
large town	3
DK	4

EB64.3 D25

NO QUESTIONS D26 TO D39

D40a Could you tell me how many people aged 15 years or more live in your household, yourself included?

INT.: READ OUT - WRITE DOWN)

EB64.3 D40a

D40b Could you tell me how many children less than 10 years old live in your household

(INT.: READ OUT - WRITE DOWN - IF "NONE" PLEASE CODE '00')

EB64.3 D40b

D40c Could you tell me how many children aged 10 to 14 years old live in your household?

(INT.: READ OUT - WRITE DOWN - IF "NONE", PLEASE CODE '00')

EB64.3 D40c

N'A JAMAIS EXERCE D'ACTIVITE PROFESSIONNELLE REMUNEREE		19

EB64.3 D15a D15b

PAS DE QUESTIONS D16 A D24

D25 Diriez-vous que vous vivez … ?

(LIRE)

dans une commune rurale	1
dans une ville petite ou moyenne	2
dans une grande ville	3
NSP	4

EB64.3 D25

PAS DE QUESTIONS D26 A D39

D40a Pourriez-vous me dire combien de personnes âgées de 15 ans et plus vivent dans votre foyer, y compris vous-même ?

(ENQ. : LIRE - NOTER EN CLAIR)

EB64.3 D40a

D40b Pouvez-vous me dire combien d'enfants de moins de 10 ans vivent dans votre foyer ?

(ENQ. : LIRE - NOTER EN CLAIR - SI "AUCUN", CODER '00')

EB64.3 D40b

D40c Pouvez-vous me dire combien d'enfants de 10 à 14 ans vivent dans votre foyer ?

(ENQ. : LIRE - NOTER EN CLAIR - SI "AUCUN" CODER '00')

EB64.3 D40c

D41	You personally, were you born…?

SHOW CARD - READ OUT - ONE ANSWER ONLY)

in (OUR COUNTRY)	1
in another member State of the European Union	2
in Europe, but not in a member State of the European Union	3
in Asia, in Africa or in Latin America	4
in Northern America, in Japan or in Oceania	5
Refusal (SPONTANEOUS)	6

EB64.3 D41

D42	Which of these proposals corresponds to your situation?

(SHOW CARD - READ OUT - ONE ANSWER ONLY)

Your mother and your father were born in (OUR COUNTRY)	1
One of your parents was born in (OUR COUNTRY) and the other was born in another member State of the European Union	2
Your mother and your father were born in another member State of the European Union	3
At least one of your parents was born outside of the European Union	4
DK\Refusal (SPONTANEOUS)	5

EB64.3 D42

D41	Vous-même, êtes-vous né(e) … ?

(MONTRER CATRE - LIRE - UNE SEULE REPONSE)

en (NOTRE PAYS)	1
dans un autre Etat membre de l'Union européenne	2
en Europe, mais pas dans un Etat membre de l'Union européenne	3
en Asie, en Afrique ou en Amérique latine	4
en Amérique du Nord, au Japon ou en Océanie	5
Refus (SPONTANE)	6

EB64.3 D41

D42	Laquelle de ces propositions correspond à votre situation ?

(MONTRER CATRE - LIRE - UNE SEULE REPONSE)

Votre mère et votre père sont nés en (NOTRE PAYS)	1
L'un de vos parents est né en (NOTRE PAYS) et l'autre est né dans un autre Etat membre de l'Union européenne	2
Votre mère et votre père sont nés dans un autre Etat membre de l'Union européenne	3
Au moins l'un de vos parents est né en dehors de l'Union européenne	4
NSP \ Refus (SPONTANE)	5

EB64.3 D42

	INTERVIEW PROTOCOLE
P1	DATE OF INTERVIEW
	__ __ DAY __ __ MONTH
	EB64.3 P1
P2	TIME OF THE BEGINNING OF THE INTERVIEW
	(INT.:USE 24 HOUR CLOCK)
	__ __ HOUR __ __ MINUTES
	EB64.3 P2
P3	NUMBER OF MINUTES THE INTERVIEW LASTED
	__ __ __ MINUTES
	EB64.3 P3
P4	Number of persons present during the interview, including interviewer

Two (interviewer and respondent)	1
Three	2
Four	3
Five or more	4

EB64.3 P4

P5	Respondent cooperation

Excellent	1
Fair	2
Average	3
Bad	4

EB64.3 P5

P6	Size of locality
	(LOCAL CODES)
	__ __
	EB64.3 P6

	PROTOCOLE D'INTERVIEW
P1	DATE DE L'INTERVIEW
	__ __ JOUR __ __ MOIS
	EB64.3 P1
P2	HEURE DU DEBUT DE L'INTERVIEW
	(ENQ. : DE 0 A 23 HEURE)
	__ __ HEURE __ __ MINUTES
	EB64.3 P2
P3	DUREE DE L'INTERVIEW EN MINUTES
	__ __ __ MINUTES
	EB64.3 P3
P4	Nombre de personnes présentes pendant l'interview, l'enquêteur inclus.

Deux (l'enquêteur et le répondant)	1
Trois	2
Quatre	3
Cinq et plus	4

EB64.3 P4

P5	Coopération du répondant

Excellente	1
Bonne	2
Moyenne	3
Médiocre	4

EB64.3 P5

P6	Catégorie d'habitat
	(CODES LOCAUX)
	__ __
	EB64.3 P6

P7	Region		P7	Région
	(LOCAL CODES)			(CODES LOCAUX)
	EB64.3 P7			EB64.3 P7
P8	Postal code		P8	Code postal
	EB64.3 P8			EB64.3 P8
P9	Sample point number		P9	N° point de chute
	EB64.3 P9			EB64.3 P9
P10	Interviewer number		P10	N° enquêteur
	EB64.3 P10			EB64.3 P10
P11	Weighting factor		P11	Facteur de pondération
	EB64.3 P11			EB64.3 P11
	ASK ONLY in LU, BE, ES, FI, EE, LV, MT and TR			POSER UNIQUEMENT en LU, BE, ES, FI, EE, LV, MT et TR
P13	Language of interview		P13	Langue de l'interview

Language 1	1	Langue 1	1
Language 2	2	Langue 2	2
Language 3	3	Langue 3	3

EB64.3 P13 — EB64.3 P13

Technical note

EUROBAROMETER

European Commission

SPECIAL EUROBAROMETER N°249
"e-Communications household survey"
TECHNICAL SPECIFICATIONS

Between the 7th of December 2005 and the 11st of January 2006, TNS Opinion & Social, a consortium created between Taylor Nelson Sofres and EOS Gallup Europe, carried out wave 64.4 of the EUROBAROMETER, on request of the EUROPEAN COMMISSION, Directorate-General Press and Communication, Opinion Polls.

The SPECIAL EUROBAROMETER N°249 is part of wave 64.4 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 EUROBAROMETER 64.4 has also been conducted in the two acceding countries (Bulgaria and Romania) and in the two candidate countries (Croatia and Turkey) and in the Turkish Cypriot Community. In these countries, the survey covers the national population of citizens of the respective nationalities and the population of citizens of all the European Union Member States that are residents in those countries and have a sufficient command of one of the respective national language(s) 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.

EUROBAROMETER

European Commission

ABREVIATIONS	COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES		POPULATION 15+	N° OF HOUSEHOLDS
BE	Belgium	TNS Dimarso	1.011	13/12/2005	08/01/2006	8.598.982	4.402.307
CZ	Czech Rep.	TNS Aisa	1.012	09/12/2005	07/01/2006	8.571.710	4.216.088
DK	Denmark	TNS Gallup DK	1.039	09/12/2005	10/01/2006	4.380.063	2.498.621
DE	Germany	TNS Infratest	1.515	09/12/2005	23/12/2006	64.174.295	37.751.871
EE	Estonia	Emor	1.000	08/12/2005	07/01/2006	887.094	484.874
EL	Greece	TNS ICAP	999	09/12/2005	31/12/2005	8.674.230	3.664.392
ES	Spain	TNS Demoscopia	1.000	10/12/2005	07/01/2006	35.882.820	14.830.800
FR	France	TNS Sofres	1.031	09/12/2005	09/01/2006	44.010.619	22.438.675
IE	Ireland	TNS MRBI	1.000	07/12/2005	11/01/2006	3.089.775	1.287.958
IT	Italy	TNS Abacus	1.011	15/12/2005	11/01/2006	49.208.000	21.810.676
CY	Rep. of Cyprus	Synovate	507	08/12/2005	04/01/2006	552.213	223.204
LV	Latvia	TNS Latvia	1.046	10/12/2005	08/01/2006	1.394.351	526.427
LT	Lithuania	TNS Gallup Lithuania	1.022	15/12/2005	06/01/2006	2.803.661	1.356.826
LU	Luxembourg	TNS ILReS	500	08/12/2005	06/01/2006	367.199	171.953
HU	Hungary	TNS Hungary	1.010	16/12/2005	07/01/2006	8.503.379	3.862.702
MT	Malta	MISCO	500	07/12/2005	05/01/2006	322.917	127.970
NL	Netherlands	TNS NIPO	1.127	13/12/2005	09/01/2006	13.242.328	7.052.000
AT	Austria	Österreichisches Gallup-Institute	1.019	09/12/2005	04/01/2006	6.679.444	3.339.663
PL	Poland	TNS OBOP	1.000	11/12/2005	08/01/2006	31.610.437	13.855.257
PT	Portugal	TNS EUROTESTE	1.004	13/12/2005	06/01/2006	8.080.915	3.505.292
SI	Slovenia	RM PLUS	1.028	09/12/2005	08/01/2006	1.663.869	684.847
SK	Slovakia	TNS AISA SK	1.015	08/12/2005	22/12/2005	4.316.438	1.900.344
FI	Finland	TNS Gallup Oy	1.023	09/12/2005	09/01/2006	4.279.286	2.386.400
SE	Sweden	TNS GALLUP	1.009	08/12/2005	07/01/2006	7.376.680	4.448.746
UK	United Kingdom	TNS UK	1.310	08/12/2005	07/01/2006	47.685.578	24.479.453
BG	Bulgaria	TNS BBSS	1.002	16/12/2005	28/12/2005	6.695.512	2.921.887
HR	Croatia	Puls	1.000	09/12/2005	30/12/2005	3.682.826	1.451.730
RO	Romania	TNS CSOP	1.003	10/12/2005	07/01/2006	18.145.036	7.320.202
TR	Turkey	TNS PIAR	1.005	10/12/2005	04/01/2006	47.583.830	15.070.093
CY(tcc)	Turkish Cypriot Comm.	KADEM	500	13/12/2005	02/01/2006	157.101	51.636
TOTAL			29.248	07/12/2005	11/01/2006	442.620.588	208.122.894

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

For the parts of the questionnaire for which respondents were asked to answer for their household, an additional national weighting criteria was introduced in the marginal and intercellular weighting procedure. In addition to gender, age, region and size of locality all country samples were made representative of the Universe description of number of individuals in each household. After that the representative samples of individuals aged 15 and more were converted into household samples. For international weighting (i.e. EU averages), TNS Opinion & Social applied the official household figures as provided by EUROSTAT or national statistic offices. The total household figures for input in this post-weighting procedure are listed above.

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

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

Data tables

Statistical significance of the results

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

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

As an example, examine this illustrative case :

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

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

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

STATISTICAL MARGINS DUE TO THE SAMPLING PROCESS (AT THE 95 % LEVEL OF CONFIDENCE)

Various sample sizes are in rows ;
Various observed results are in columns :

	5% 95%	10% 90%	15% 85%	20% 80%	25% 75%	30% 70%	35% 65%	40% 60%	45% 55%	50% 50%
N=50	6	8.3	9.9	11.1	12	12.7	13.2	13.6	13.8	13.9
N=500	1.9	2.6	3.1	3.5	3.8	4	4.2	4.3	4.4	4.4
N=1000	1.4	1.9	2.2	2.5	2.7	2.8	3	3	3.1	3.1
N=1500	1.1	1.5	1.8	2	2.2	2.3	2.4	2.5	2.5	2.5
N=2000	1	1.3	1.6	1.8	1.9	2	2.1	2.1	2.2	2.2
N=3000	0.8	1.1	1.3	1.4	1.5	1.6	1.7	1.8	1.8	1.8
N=4000	0.7	0.9	1.1	1.2	1.3	1.4	1.5	1.5	1.5	1.5
N=5000	0.6	0.8	1	1.1	1.2	1.3	1.3	1.4	1.4	1.4
N=6000	0.6	0.8	0.9	1	1.1	1.2	1.2	1.2	1.3	1.3
N=7000	0.5	0.7	0.8	0.9	1	1.1	1.1	1.1	1.2	1.2
N=7500	0.5	0.7	0.8	0.9	1	1	1.1	1.1	1.1	1.1
N=8000	0.5	0.7	0.8	0.9	0.9	1	1	1.1	1.1	1.1
N=9000	0.5	0.6	0.7	0.8	0.9	0.9	1	1	1	1
N=10000	0.4	0.6	0.7	0.8	0.8	0.9	0.9	1	1	1
N=11000	0.4	0.6	0.7	0.7	0.8	0.9	0.9	0.9	0.9	0.9
N=12000	0.4	0.5	0.6	0.7	0.8	0.8	0.9	0.9	0.9	0.9
N=13000	0.4	0.5	0.6	0.7	0.7	0.8	0.8	0.8	0.9	0.9
N=14000	0.4	0.5	0.6	0.7	0.7	0.8	0.8	0.8	0.8	0.8
N=15000	0.3	0.5	0.6	0.6	0.7	0.7	0.8	0.8	0.8	0.8

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

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural village	Small / mid size town	Large town
EU25	24738	7207	7342	4332	5823	8047	10524	6124
EU15	15598	4645	4776	2682	3495	5038	6736	3794
NMS10	9140	2329	2228	1763	2735	3090	3554	2486
BE	1011	318	314	162	217	498	318	194
CZ	1012	306	280	189	237	303	450	259
DK	1039	371	347	137	184	255	363	421
DE	1515	571	523	210	212	465	663	387
EE	1000	335	285	191	189	379	279	342
EL	999	191	271	208	329	304	183	507
ES	1000	196	242	206	356	387	372	239
FR	1031	308	311	176	235	431	470	127
IE	1000	206	250	169	376	394	179	408
IT	1011	244	268	219	280	173	637	201
CY	507	78	135	84	210	160	347	0
LV	1046	257	284	220	284	356	344	346
LT	1022	286	256	208	273	260	399	363
LU	500	142	136	93	129	232	213	53
HU	1010	262	287	196	264	377	307	326
MT	500	52	122	111	215	338	84	75
NL	1127	363	356	168	240	469	373	285
AT	1019	327	281	176	235	455	278	286
PL	1000	240	226	197	337	320	406	274
PT	1004	165	269	254	316	324	364	297
SI	1028	220	226	213	369	440	347	241
SK	1015	252	203	156	267	490	356	153
FI	1023	364	310	154	195	287	505	232
SE	1009	386	296	145	182	475	325	206
UK	1310	376	445	219	270	349	544	412
BG	1002	228	288	219	267	287	229	485
HR	1000	204	231	186	379	388	374	238
RO	1003	190	276	232	305	435	283	271
TR	1005	138	182	185	500	430	170	328
CY(tcc)	500	53	101	94	251	160	111	229

Households having at least one television

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural	Urban	Metro
EU25	97%	95%	98%	99%	98%	98%	97%	96%
EU15	97%	95%	98%	98%	98%	98%	97%	96%
NMS10	97%	94%	98%	99%	99%	98%	98%	96%
BE	96%	94%	96%	98%	98%	97%	95%	96%
CZ	97%	96%	97%	98%	98%	97%	98%	96%
DK	97%	94%	99%	100%	100%	98%	100%	95%
DE	95%	92%	97%	98%	97%	98%	95%	93%
EE	98%	96%	99%	99%	98%	98%	99%	97%
EL	100%	99%	99%	100%	100%	100%	100%	99%
ES	99%	98%	100%	99%	100%	100%	99%	100%
FR	96%	93%	97%	97%	95%	98%	95%	91%
IE	99%	97%	100%	100%	100%	98%	100%	100%
IT	98%	97%	99%	99%	97%	99%	98%	99%
CY	100%	100%	100%	100%	100%	100%	100%	-
LV	96%	94%	97%	98%	97%	97%	95%	98%
LT	98%	94%	98%	99%	100%	96%	98%	98%
LU	98%	97%	98%	100%	99%	99%	99%	93%
HU	97%	96%	98%	98%	97%	98%	96%	97%
MT	99%	100%	99%	100%	99%	99%	100%	100%
NL	99%	98%	100%	98%	98%	99%	99%	98%
AT	99%	99%	99%	99%	97%	98%	99%	99%
PL	97%	92%	98%	98%	100%	98%	98%	95%
PT	99%	96%	99%	100%	100%	98%	100%	100%
SI	98%	95%	99%	100%	99%	98%	99%	98%
SK	99%	99%	98%	100%	99%	99%	99%	97%
FI	97%	96%	99%	96%	93%	95%	97%	98%
SE	99%	98%	100%	98%	100%	99%	99%	99%
UK	98%	98%	98%	99%	98%	97%	99%	97%
BG	96%	88%	96%	99%	99%	96%	94%	97%
HR	98%	90%	100%	99%	100%	98%	98%	97%
RO	96%	89%	96%	99%	97%	94%	99%	97%
TR	98%	91%	97%	100%	99%	97%	98%	99%
CY(tcc)	100%	100%	100%	100%	100%	100%	100%	100%

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

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural	Urban	Metro
EU25	97%	94%	97%	99%	99%	96%	97%	98%
EU15	98%	96%	98%	99%	99%	98%	97%	98%
NMS10	91%	81%	91%	96%	96%	88%	91%	95%
BE	97%	93%	99%	100%	99%	98%	99%	92%
CZ	96%	90%	95%	100%	100%	95%	96%	95%
DK	98%	95%	99%	100%	100%	98%	98%	98%
DE	97%	97%	97%	99%	99%	97%	98%	97%
EE	95%	89%	95%	100%	99%	91%	96%	98%
EL	98%	96%	97%	100%	100%	98%	96%	100%
ES	97%	92%	97%	99%	99%	96%	98%	98%
FR	99%	99%	99%	100%	100%	100%	99%	99%
IE	98%	92%	98%	99%	100%	97%	98%	98%
IT	96%	92%	97%	99%	98%	96%	96%	98%
CY	100%	100%	99%	100%	100%	100%	100%	-
LV	93%	82%	94%	97%	98%	89%	92%	97%
LT	91%	82%	91%	98%	97%	79%	95%	96%
LU	100%	100%	100%	100%	100%	100%	100%	100%
HU	93%	86%	92%	98%	95%	90%	93%	96%
MT	100%	98%	100%	99%	100%	100%	100%	100%
NL	100%	100%	100%	100%	100%	100%	100%	100%
AT	99%	98%	98%	99%	100%	98%	99%	100%
PL	88%	73%	88%	94%	95%	84%	87%	94%
PT	91%	70%	89%	98%	98%	88%	89%	97%
SI	98%	93%	98%	100%	100%	96%	99%	100%
SK	93%	87%	90%	97%	98%	91%	93%	98%
FI	100%	99%	100%	100%	100%	100%	100%	100%
SE	100%	100%	100%	100%	100%	100%	100%	100%
UK	98%	96%	98%	99%	99%	100%	97%	98%
BG	84%	73%	85%	91%	86%	77%	80%	90%
HR	98%	91%	98%	100%	100%	96%	99%	99%
RO	77%	58%	70%	85%	90%	64%	84%	92%
TR	95%	91%	93%	97%	97%	95%	98%	96%
CY(tcc)	99%	90%	100%	100%	99%	98%	97%	100%

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

	TOTAL	Household composition 1	2	3	4+	Subjective urbanisation Rural	Urban	Metro
EU25	96%	94%	97%	98%	98%	96%	96%	97%
EU15	97%	96%	97%	99%	99%	98%	97%	98%
NMS10	90%	80%	90%	96%	96%	87%	91%	93%
BE	97%	93%	99%	100%	98%	98%	99%	92%
CZ	95%	89%	95%	100%	100%	95%	96%	94%
DK	98%	95%	99%	100%	100%	98%	98%	98%
DE	97%	97%	97%	97%	98%	97%	97%	97%
EE	93%	87%	93%	99%	99%	89%	94%	97%
EL	98%	96%	97%	99%	100%	98%	95%	100%
ES	96%	89%	96%	99%	99%	96%	96%	96%
FR	99%	99%	99%	100%	100%	100%	99%	99%
IE	98%	92%	98%	99%	100%	97%	98%	98%
IT	96%	92%	97%	99%	98%	96%	96%	98%
CY	100%	100%	99%	100%	100%	100%	100%	-
LV	92%	82%	93%	97%	98%	89%	92%	97%
LT	91%	82%	91%	98%	97%	79%	95%	96%
LU	100%	100%	100%	100%	100%	100%	100%	99%
HU	93%	86%	92%	98%	95%	90%	93%	96%
MT	100%	98%	100%	99%	100%	100%	100%	100%
NL	100%	100%	100%	100%	100%	100%	100%	100%
AT	99%	98%	98%	99%	100%	98%	99%	100%
PL	87%	72%	86%	94%	94%	83%	87%	91%
PT	89%	65%	86%	98%	97%	85%	87%	96%
SI	98%	93%	98%	100%	100%	96%	99%	100%
SK	92%	84%	90%	97%	98%	91%	93%	95%
FI	100%	99%	100%	100%	100%	100%	99%	100%
SE	100%	100%	100%	100%	100%	100%	100%	100%
UK	98%	96%	98%	99%	99%	100%	97%	98%
BG	84%	73%	85%	91%	86%	77%	80%	90%
HR	98%	91%	98%	100%	100%	96%	99%	99%
RO	77%	58%	70%	85%	90%	64%	84%	92%
TR	95%	90%	93%	97%	97%	95%	98%	96%
CY(tcc)	99%	90%	100%	100%	99%	98%	97%	100%

Households having at least one telephone access fixed and or ISDN

	TOTAL	Household composition 1	2	3	4+	Subjective urbanisation Rural	Urban	Metro
EU25	78%	73%	81%	78%	80%	80%	76%	77%
EU15	81%	76%	83%	81%	83%	84%	79%	79%
NMS10	60%	55%	63%	60%	63%	57%	60%	65%
BE	73%	61%	80%	76%	77%	82%	69%	56%
CZ	53%	50%	54%	56%	52%	47%	52%	61%
DK	78%	65%	81%	89%	91%	87%	80%	72%
DE	86%	80%	90%	88%	91%	88%	84%	87%
EE	58%	52%	62%	55%	65%	49%	55%	70%
EL	86%	75%	85%	88%	93%	87%	82%	87%
ES	74%	68%	75%	76%	76%	69%	74%	82%
FR	85%	78%	87%	89%	88%	89%	84%	73%
IE	80%	78%	84%	79%	80%	82%	85%	76%
IT	67%	52%	68%	71%	75%	70%	66%	66%
CY	90%	90%	94%	89%	88%	93%	89%	-
LV	54%	52%	57%	55%	53%	48%	46%	69%
LT	43%	40%	50%	43%	40%	31%	43%	52%
LU	91%	83%	94%	92%	97%	97%	90%	72%
HU	61%	57%	66%	63%	57%	58%	58%	67%
MT	97%	95%	97%	94%	99%	98%	92%	100%
NL	96%	94%	96%	97%	99%	95%	99%	94%
AT	70%	60%	77%	74%	73%	76%	66%	66%
PL	63%	56%	66%	62%	68%	60%	64%	66%
PT	54%	51%	60%	47%	56%	49%	55%	56%
SI	85%	73%	87%	86%	92%	85%	91%	78%
SK	54%	59%	56%	45%	52%	51%	54%	60%
FI	57%	53%	63%	50%	62%	60%	56%	57%
SE	100%	99%	100%	100%	99%	100%	99%	100%
UK	85%	84%	85%	83%	90%	92%	84%	80%
BG	67%	65%	73%	67%	62%	61%	60%	73%
HR	90%	83%	87%	93%	93%	90%	89%	90%
RO	53%	41%	51%	61%	56%	41%	58%	67%
TR	75%	80%	76%	74%	73%	75%	72%	77%
CY(tcc)	91%	77%	94%	92%	92%	89%	89%	93%

Households having at least one mobile telephone access

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural	Urban	Metro
EU25	80%	61%	78%	93%	94%	77%	80%	82%
EU15	81%	64%	80%	94%	95%	79%	81%	82%
NMS10	73%	46%	67%	89%	90%	68%	73%	79%
BE	80%	62%	81%	96%	95%	80%	83%	76%
CZ	84%	63%	85%	96%	99%	85%	83%	82%
DK	87%	73%	91%	100%	97%	84%	86%	90%
DE	74%	60%	76%	92%	91%	72%	76%	74%
EE	81%	60%	83%	97%	99%	76%	83%	85%
EL	81%	58%	69%	94%	97%	74%	81%	86%
ES	78%	48%	66%	91%	95%	77%	79%	79%
FR	78%	60%	76%	92%	94%	76%	78%	87%
IE	84%	50%	80%	96%	99%	79%	82%	88%
IT	85%	68%	81%	95%	96%	83%	86%	82%
CY	85%	47%	79%	99%	98%	88%	84%	-
LV	81%	59%	78%	93%	94%	77%	80%	86%
LT	78%	56%	73%	93%	96%	67%	80%	85%
LU	87%	69%	86%	97%	99%	86%	85%	94%
HU	75%	50%	67%	94%	93%	65%	77%	84%
MT	82%	40%	64%	95%	96%	83%	85%	74%
NL	91%	80%	95%	92%	99%	93%	91%	85%
AT	79%	69%	69%	90%	98%	75%	77%	89%
PL	67%	35%	58%	84%	86%	60%	67%	74%
PT	78%	38%	65%	94%	95%	74%	74%	86%
SI	86%	60%	81%	97%	99%	84%	88%	87%
SK	76%	48%	73%	94%	95%	72%	79%	80%
FI	93%	83%	97%	99%	100%	90%	94%	93%
SE	93%	83%	98%	100%	100%	93%	90%	96%
UK	85%	68%	88%	95%	97%	85%	84%	87%
BG	52%	20%	40%	75%	74%	40%	50%	61%
HR	79%	47%	67%	95%	96%	74%	80%	86%
RO	57%	31%	41%	70%	78%	44%	61%	74%
TR	78%	56%	58%	86%	87%	75%	82%	79%
CY(tcc)	85%	37%	69%	95%	97%	81%	87%	86%

Households having at least one computer

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural	Urban	Metro
EU25	52%	31%	47%	67%	74%	51%	52%	54%
EU15	54%	34%	50%	69%	77%	54%	55%	55%
NMS10	40%	16%	27%	53%	64%	34%	40%	50%
BE	57%	32%	52%	79%	84%	57%	60%	52%
CZ	41%	15%	33%	58%	71%	39%	41%	43%
DK	77%	58%	81%	97%	96%	67%	75%	86%
DE	52%	34%	50%	76%	83%	53%	52%	53%
EE	45%	15%	38%	72%	81%	36%	48%	53%
EL	33%	19%	15%	42%	51%	19%	38%	40%
ES	46%	20%	29%	54%	68%	43%	46%	52%
FR	56%	30%	52%	75%	81%	55%	56%	59%
IE	44%	21%	35%	52%	60%	41%	45%	46%
IT	47%	22%	32%	64%	71%	42%	50%	44%
CY	46%	20%	19%	51%	70%	49%	44%	-
LV	35%	17%	27%	44%	52%	28%	30%	47%
LT	36%	14%	22%	49%	62%	25%	35%	44%
LU	68%	35%	59%	92%	98%	75%	62%	66%
HU	36%	16%	20%	54%	59%	26%	34%	48%
MT	53%	8%	30%	58%	74%	53%	62%	44%
NL	83%	67%	86%	97%	94%	84%	84%	81%
AT	49%	28%	34%	72%	79%	49%	42%	56%
PL	41%	17%	27%	50%	63%	34%	39%	52%
PT	34%	8%	20%	47%	50%	27%	32%	47%
SI	59%	21%	36%	80%	85%	54%	63%	64%
SK	35%	19%	19%	45%	63%	30%	40%	45%
FI	66%	40%	67%	93%	94%	56%	70%	71%
SE	79%	61%	83%	96%	99%	75%	83%	84%
UK	58%	34%	60%	67%	82%	61%	59%	55%
BG	13%	3%	7%	24%	18%	3%	12%	19%
HR	40%	17%	20%	53%	58%	34%	41%	48%
RO	30%	13%	20%	45%	39%	17%	30%	51%
TR	12%	24%	7%	10%	11%	7%	10%	20%
CY(tcc)	37%	11%	13%	43%	50%	32%	41%	38%

Households combining a fixed telephone access and mobile telephone access

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural	Urban	Metro
EU25	61%	41%	63%	72%	77%	62%	61%	62%
EU15	64%	44%	66%	76%	81%	66%	63%	64%
NMS10	45%	21%	42%	54%	61%	39%	44%	52%
BE	56%	30%	62%	72%	73%	64%	53%	41%
CZ	41%	23%	44%	52%	52%	38%	39%	48%
DK	73%	51%	80%	92%	93%	80%	73%	70%
DE	63%	43%	68%	82%	84%	63%	62%	64%
EE	45%	22%	52%	55%	64%	34%	45%	57%
EL	69%	37%	57%	82%	90%	64%	67%	73%
ES	55%	24%	44%	68%	73%	50%	56%	62%
FR	64%	39%	65%	81%	82%	65%	64%	60%
IE	66%	36%	65%	76%	79%	64%	70%	66%
IT	60%	31%	57%	73%	77%	62%	60%	56%
CY	75%	37%	73%	88%	86%	81%	73%	-
LV	41%	26%	40%	49%	47%	34%	33%	54%
LT	30%	15%	32%	38%	38%	19%	28%	40%
LU	78%	53%	80%	89%	98%	83%	76%	67%
HU	44%	22%	43%	58%	59%	34%	45%	56%
MT	80%	37%	61%	90%	95%	81%	77%	74%
NL	87%	74%	92%	89%	98%	89%	89%	80%
AT	51%	31%	48%	65%	71%	52%	44%	55%
PL	46%	20%	40%	55%	64%	41%	46%	53%
PT	39%	18%	35%	42%	52%	35%	39%	45%
SI	73%	40%	69%	83%	91%	73%	80%	65%
SK	38%	20%	39%	44%	51%	34%	40%	43%
FI	46%	35%	56%	41%	53%	44%	46%	48%
SE	93%	82%	98%	100%	100%	93%	90%	96%
UK	72%	56%	75%	77%	88%	78%	71%	69%
BG	36%	13%	28%	51%	50%	24%	30%	45%
HR	71%	38%	56%	88%	90%	68%	70%	77%
RO	33%	15%	22%	46%	45%	22%	35%	50%
TR	58%	45%	42%	64%	66%	56%	57%	61%
CY(tcc)	77%	24%	63%	87%	90%	72%	79%	79%

Households having a fixed telephone access but no mobile telephone access

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural	Urban	Metro
EU25	18%	33%	19%	6%	4%	20%	17%	16%
EU15	17%	33%	18%	6%	4%	19%	16%	16%
NMS10	19%	36%	25%	8%	7%	21%	19%	18%
BE	17%	31%	18%	3%	4%	18%	16%	15%
CZ	12%	28%	11%	4%	0	10%	13%	13%
DK	13%	26%	9%	0	3%	16%	14%	10%
DE	24%	37%	22%	7%	9%	26%	22%	23%
EE	14%	29%	13%	3%	1%	16%	13%	13%
EL	17%	38%	28%	6%	3%	23%	15%	14%
ES	19%	44%	31%	8%	4%	19%	19%	20%
FR	21%	39%	22%	8%	6%	24%	21%	13%
IE	14%	42%	19%	3%	1%	18%	15%	11%
IT	12%	26%	17%	4%	2%	15%	10%	16%
CY	15%	53%	20%	1%	2%	12%	16%	-
LV	12%	23%	17%	3%	4%	13%	12%	12%
LT	13%	25%	18%	5%	1%	12%	15%	12%
LU	13%	31%	14%	3%	1%	14%	15%	6%
HU	19%	37%	27%	5%	4%	25%	17%	15%
MT	17%	59%	36%	4%	4%	16%	15%	26%
NL	9%	20%	5%	8%	1%	7%	9%	15%
AT	19%	29%	29%	9%	2%	23%	22%	10%
PL	23%	41%	33%	11%	10%	25%	23%	21%
PT	14%	32%	24%	4%	3%	14%	15%	11%
SI	12%	33%	18%	3%	1%	12%	11%	13%
SK	17%	39%	18%	3%	3%	18%	15%	18%
FI	7%	16%	3%	1%	-	10%	5%	6%
SE	7%	17%	2%	-	-	7%	10%	4%
UK	13%	30%	10%	3%	2%	15%	13%	12%
BG	31%	53%	45%	16%	11%	37%	30%	29%
HR	19%	45%	31%	5%	4%	22%	19%	13%
RO	20%	27%	30%	15%	12%	20%	23%	18%
TR	18%	37%	34%	11%	10%	20%	16%	18%
CY(tcc)	14%	53%	31%	5%	2%	16%	10%	14%

Households having a mobile telephone access but no fixed telephone access

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural	Urban	Metro
EU25	18%	21%	15%	20%	17%	16%	20%	19%
EU15	16%	20%	14%	17%	15%	13%	18%	18%
NMS10	28%	25%	25%	34%	29%	28%	29%	27%
BE	24%	32%	19%	24%	21%	16%	30%	36%
CZ	42%	40%	40%	44%	47%	47%	44%	34%
DK	14%	22%	12%	8%	5%	5%	12%	20%
DE	11%	17%	8%	10%	7%	9%	14%	10%
EE	36%	38%	32%	42%	35%	42%	39%	28%
EL	12%	21%	12%	12%	7%	11%	14%	13%
ES	23%	24%	22%	23%	22%	27%	23%	16%
FR	14%	21%	12%	11%	12%	11%	15%	26%
IE	18%	14%	15%	20%	20%	15%	12%	22%
IT	25%	37%	24%	23%	19%	21%	26%	26%
CY	10%	10%	6%	11%	12%	7%	11%	-
LV	40%	33%	37%	45%	47%	42%	47%	32%
LT	48%	41%	40%	55%	58%	48%	52%	44%
LU	8%	17%	6%	8%	2%	3%	9%	28%
HU	30%	28%	24%	36%	34%	31%	32%	28%
MT	3%	3%	3%	5%	1%	2%	8%	-
NL	4%	6%	3%	3%	1%	4%	2%	5%
AT	28%	38%	21%	25%	27%	23%	32%	34%
PL	20%	15%	18%	29%	21%	19%	21%	21%
PT	38%	20%	30%	53%	43%	40%	35%	41%
SI	13%	20%	12%	14%	8%	11%	8%	22%
SK	38%	28%	34%	50%	45%	39%	38%	37%
FI	47%	48%	40%	59%	47%	46%	49%	45%
SE	0%	1%	-	-	-	-	1%	-
UK	13%	12%	13%	18%	9%	7%	13%	17%
BG	17%	7%	12%	24%	24%	15%	20%	16%
HR	8%	9%	11%	7%	7%	6%	10%	9%
RO	24%	17%	19%	24%	34%	22%	26%	25%
TR	19%	11%	17%	22%	21%	19%	25%	18%
CY(tcc)	8%	14%	6%	8%	8%	9%	8%	7%

Households not having a fixed telephone access nor mobile telephone access

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural	Urban	Metro
EU25	3%	5%	3%	1%	1%	3%	3%	2%
EU15	2%	3%	2%	1%	1%	2%	2%	2%
NMS10	8%	18%	8%	3%	3%	12%	8%	3%
BE	3%	7%	1%	-	1%	2%	1%	8%
CZ	4%	10%	4%	-	-	5%	4%	5%
DK	0%	1%	-	-	-	-	-	1%
DE	2%	3%	2%	1%	1%	2%	2%	3%
EE	5%	11%	4%	-	1%	9%	4%	2%
EL	2%	4%	3%	-	-	2%	4%	-
ES	3%	7%	3%	1%	1%	3%	2%	2%
FR	1%	1%	1%	-	-	-	1%	1%
IE	2%	8%	2%	1%	-	3%	2%	2%
IT	3%	6%	2%	1%	2%	1%	4%	2%
CY	0%	-	1%	-	-	-	-	-
LV	7%	18%	6%	3%	2%	10%	8%	2%
LT	9%	18%	9%	2%	3%	21%	5%	4%
LU	-	-	-	-	-	-	-	-
HU	6%	12%	6%	2%	3%	10%	6%	2%
MT	0%	2%	-	1%	-	-	-	-
NL	-	-	-	-	-	-	-	-
AT	1%	2%	2%	1%	-	2%	1%	-
PL	10%	24%	10%	5%	4%	15%	11%	4%
PT	9%	29%	11%	2%	2%	12%	11%	3%
SI	2%	7%	2%	-	-	4%	1%	-
SK	7%	13%	9%	3%	2%	9%	6%	2%
FI	0%	1%	-	-	-	-	-	-
SE	-	-	-	-	-	-	-	-
UK	2%	2%	2%	1%	1%	-	3%	2%
BG	16%	27%	15%	9%	14%	23%	20%	10%
HR	2%	9%	2%	-	-	4%	1%	1%
RO	23%	42%	30%	15%	10%	36%	16%	8%
TR	4%	7%	7%	3%	3%	4%	2%	3%
CY(tcc)	1%	10%	-	-	1%	2%	3%	-

Households having narrowband Internet access

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural	Urban	Metro
EU25	16%	9%	15%	19%	21%	18%	15%	14%
EU15	17%	10%	16%	21%	23%	20%	16%	15%
NMS10	8%	3%	6%	10%	13%	7%	8%	9%
BE	9%	2%	12%	15%	12%	11%	9%	7%
CZ	13%	4%	10%	17%	24%	15%	11%	13%
DK	15%	9%	22%	16%	16%	24%	16%	10%
DE	27%	16%	28%	40%	41%	31%	27%	22%
EE	4%	3%	3%	4%	9%	3%	4%	6%
EL	16%	9%	6%	20%	26%	6%	21%	21%
ES	11%	3%	3%	12%	20%	11%	7%	17%
FR	6%	3%	6%	8%	9%	7%	5%	7%
IE	29%	13%	23%	34%	40%	32%	30%	26%
IT	17%	5%	9%	28%	28%	22%	17%	15%
CY	20%	8%	8%	21%	31%	23%	18%	-
LV	6%	3%	4%	5%	10%	6%	7%	4%
LT	5%	3%	3%	8%	8%	5%	5%	6%
LU	32%	24%	27%	34%	44%	38%	28%	22%
HU	6%	2%	3%	5%	14%	6%	6%	7%
MT	11%	-	5%	12%	15%	11%	6%	14%
NL	19%	16%	25%	13%	19%	22%	19%	16%
AT	17%	8%	10%	28%	31%	19%	14%	19%
PL	7%	2%	5%	8%	10%	4%	7%	8%
PT	5%	1%	3%	4%	8%	6%	4%	3%
SI	27%	4%	12%	38%	44%	28%	32%	19%
SK	6%	3%	5%	6%	10%	4%	7%	11%
FI	13%	7%	17%	14%	16%	14%	14%	7%
SE	27%	18%	36%	29%	33%	36%	22%	16%
UK	15%	12%	16%	13%	16%	25%	11%	11%
BG	2%	-	2%	3%	3%	-	1%	3%
HR	25%	11%	11%	36%	35%	21%	26%	28%
RO	4%	4%	5%	4%	4%	1%	4%	11%
TR	2%	6%	1%	3%	1%	2%	-	4%
CY(tcc)	21%	9%	6%	24%	28%	18%	24%	22%

Households having broadband Internet access

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural	Urban	Metro
EU25	23%	12%	21%	31%	34%	21%	24%	25%
EU15	25%	13%	22%	34%	38%	24%	26%	26%
NMS10	12%	5%	9%	18%	16%	4%	12%	21%
BE	38%	18%	31%	56%	64%	38%	40%	34%
CZ	10%	2%	9%	17%	16%	7%	8%	16%
DK	49%	31%	48%	68%	74%	32%	52%	57%
DE	19%	11%	18%	28%	32%	18%	17%	23%
EE	32%	11%	26%	56%	54%	21%	36%	41%
EL	2%	1%	2%	3%	3%	2%	1%	3%
ES	16%	8%	9%	21%	21%	9%	21%	18%
FR	34%	14%	30%	51%	55%	33%	35%	36%
IE	7%	3%	5%	10%	9%	3%	7%	9%
IT	12%	5%	5%	13%	23%	6%	14%	9%
CY	7%	5%	6%	11%	6%	3%	9%	-
LV	13%	6%	10%	18%	19%	4%	10%	26%
LT	9%	3%	5%	13%	15%	1%	8%	15%
LU	29%	5%	23%	44%	49%	30%	27%	27%
HU	11%	5%	6%	15%	17%	3%	9%	20%
MT	31%	5%	14%	32%	46%	30%	43%	22%
NL	62%	42%	62%	83%	77%	61%	65%	59%
AT	20%	12%	15%	29%	32%	17%	17%	29%
PL	13%	6%	10%	19%	16%	3%	14%	22%
PT	13%	4%	8%	18%	17%	5%	12%	22%
SI	20%	5%	9%	31%	28%	15%	23%	24%
SK	5%	3%	2%	5%	9%	2%	6%	10%
FI	41%	18%	38%	65%	66%	28%	42%	53%
SE	45%	33%	40%	64%	63%	33%	53%	59%
UK	32%	12%	29%	43%	55%	28%	36%	29%
BG	5%	3%	4%	8%	6%	-	3%	9%
HR	5%	4%	3%	7%	7%	1%	7%	9%
RO	6%	3%	5%	9%	5%	1%	4%	14%
TR	3%	6%	3%	2%	3%	1%	3%	7%
CY(tcc)	1%	-	-	1%	1%	-	1%	1%

Households having a mobile phone access only on a contract

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural	Urban	Metro
EU25	28%	27%	29%	31%	27%	28%	27%	29%
EU15	29%	28%	30%	32%	29%	31%	28%	30%
NMS10	20%	18%	22%	27%	18%	15%	22%	26%
BE	27%	29%	29%	26%	20%	26%	26%	29%
CZ	19%	20%	19%	21%	17%	15%	20%	22%
DK	58%	49%	62%	66%	61%	55%	56%	61%
DE	33%	30%	35%	34%	33%	30%	33%	35%
EE	48%	40%	53%	54%	48%	41%	48%	56%
EL	28%	34%	22%	25%	32%	22%	25%	33%
ES	37%	26%	35%	48%	37%	38%	38%	33%
FR	51%	42%	49%	63%	56%	48%	52%	57%
IE	10%	13%	14%	6%	8%	11%	8%	9%
IT	3%	3%	3%	5%	3%	4%	4%	2%
CY	39%	36%	51%	44%	30%	33%	41%	-
LV	20%	21%	21%	22%	17%	15%	17%	29%
LT	29%	22%	31%	33%	30%	21%	27%	37%
LU	42%	46%	49%	40%	32%	37%	44%	59%
HU	11%	10%	11%	14%	9%	6%	14%	13%
MT	3%	5%	1%	2%	4%	3%	5%	-
NL	29%	31%	34%	26%	21%	25%	29%	35%
AT	46%	46%	44%	49%	48%	43%	47%	52%
PL	20%	17%	22%	29%	16%	13%	21%	27%
PT	5%	4%	4%	7%	5%	6%	6%	3%
SI	34%	26%	40%	42%	31%	28%	40%	37%
SK	27%	19%	31%	37%	29%	25%	28%	35%
FI	83%	75%	88%	86%	86%	79%	86%	81%
SE	38%	42%	41%	35%	25%	34%	38%	46%
UK	17%	15%	16%	21%	18%	16%	16%	18%
BG	15%	7%	11%	21%	22%	9%	11%	21%
HR	6%	11%	8%	4%	3%	4%	4%	13%
RO	18%	14%	12%	25%	20%	13%	21%	22%
TR	9%	10%	8%	9%	9%	10%	9%	8%
CY(tcc)	40%	27%	47%	50%	35%	41%	45%	36%

Households having a mobile phone access only on a pre-paid arrangement

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural	Urban	Metro
EU25	37%	33%	38%	41%	37%	32%	39%	37%
EU15	37%	34%	38%	41%	37%	32%	41%	38%
NMS10	33%	26%	33%	37%	38%	34%	32%	34%
BE	37%	31%	39%	41%	40%	35%	41%	34%
CZ	46%	39%	51%	46%	48%	50%	46%	41%
DK	16%	20%	17%	15%	9%	16%	14%	18%
DE	30%	29%	32%	35%	23%	28%	32%	31%
EE	15%	16%	19%	14%	8%	19%	16%	11%
EL	24%	21%	32%	26%	19%	28%	23%	23%
ES	24%	22%	21%	26%	26%	20%	25%	30%
FR	15%	14%	17%	16%	13%	15%	16%	12%
IE	55%	31%	52%	66%	65%	53%	51%	59%
IT	73%	63%	71%	77%	80%	68%	74%	75%
CY	12%	10%	14%	11%	12%	9%	13%	-
LV	37%	34%	41%	40%	34%	39%	43%	30%
LT	28%	30%	29%	33%	20%	26%	29%	27%
LU	21%	21%	24%	19%	19%	22%	22%	8%
HU	47%	37%	44%	54%	53%	43%	47%	50%
MT	75%	35%	61%	90%	85%	77%	72%	69%
NL	39%	44%	41%	34%	32%	41%	38%	36%
AT	16%	20%	19%	12%	12%	14%	18%	18%
PL	29%	18%	25%	35%	38%	31%	27%	30%
PT	68%	34%	58%	83%	83%	63%	65%	77%
SI	21%	32%	23%	14%	18%	26%	17%	19%
SK	21%	21%	29%	19%	16%	19%	22%	25%
FI	4%	5%	4%	1%	3%	5%	3%	4%
SE	30%	35%	34%	20%	21%	31%	28%	31%
UK	49%	49%	53%	49%	43%	49%	52%	46%
BG	25%	13%	23%	30%	35%	27%	27%	24%
HR	59%	34%	53%	73%	68%	60%	60%	54%
RO	24%	12%	17%	26%	35%	25%	24%	22%
TR	56%	39%	45%	64%	62%	55%	63%	55%
CY(tcc)	11%	8%	9%	9%	13%	9%	10%	13%

Households having mobile phone access on a contract and on a pre-paid arrangement

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural	Urban	Metro
EU25	15%	2%	12%	21%	30%	17%	13%	15%
EU15	14%	2%	12%	20%	29%	16%	13%	15%
NMS10	19%	2%	12%	25%	34%	18%	19%	19%
BE	17%	2%	13%	29%	35%	19%	16%	13%
CZ	19%	4%	15%	29%	34%	20%	17%	19%
DK	13%	4%	12%	19%	27%	13%	15%	11%
DE	11%	0	9%	23%	35%	14%	11%	8%
EE	18%	3%	11%	29%	43%	16%	20%	18%
EL	29%	3%	15%	43%	47%	25%	33%	30%
ES	17%	1%	10%	17%	31%	20%	16%	16%
FR	12%	4%	10%	12%	25%	12%	10%	18%
IE	18%	6%	14%	23%	26%	15%	23%	20%
IT	9%	1%	7%	13%	13%	11%	9%	6%
CY	35%	2%	14%	44%	56%	46%	29%	-
LV	23%	4%	15%	31%	43%	23%	20%	27%
LT	22%	4%	13%	27%	45%	20%	24%	21%
LU	24%	3%	13%	38%	49%	27%	20%	27%
HU	17%	3%	13%	26%	30%	16%	16%	20%
MT	4%	-	1%	4%	7%	3%	8%	5%
NL	23%	5%	20%	32%	47%	27%	24%	14%
AT	17%	3%	7%	28%	38%	18%	11%	19%
PL	17%	0	11%	21%	32%	16%	18%	17%
PT	5%	0	4%	5%	7%	5%	3%	7%
SI	30%	2%	17%	41%	49%	29%	31%	31%
SK	27%	7%	13%	38%	50%	29%	29%	20%
FI	7%	2%	5%	12%	12%	7%	5%	9%
SE	25%	5%	23%	45%	53%	28%	24%	19%
UK	19%	3%	18%	25%	36%	20%	16%	22%
BG	12%	1%	7%	24%	18%	4%	12%	16%
HR	15%	2%	6%	18%	25%	11%	16%	19%
RO	16%	6%	12%	19%	23%	6%	16%	30%
TR	12%	7%	5%	13%	16%	11%	9%	16%
CY(tcc)	34%	2%	13%	36%	49%	31%	33%	37%

Households without mobile phone access

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural	Urban	Metro
EU25	20%	39%	22%	7%	6%	23%	20%	18%
EU15	19%	36%	20%	6%	5%	21%	19%	18%
NMS10	27%	54%	33%	11%	10%	32%	27%	21%
BE	20%	38%	19%	4%	5%	20%	17%	24%
CZ	16%	37%	15%	4%	1%	15%	17%	18%
DK	13%	27%	9%	-	3%	16%	14%	10%
DE	26%	40%	24%	8%	9%	28%	24%	26%
EE	19%	40%	17%	3%	1%	24%	17%	15%
EL	19%	42%	31%	6%	3%	26%	19%	14%
ES	22%	52%	34%	9%	5%	23%	21%	21%
FR	22%	40%	24%	8%	6%	24%	22%	13%
IE	16%	50%	20%	4%	1%	21%	18%	12%
IT	15%	32%	19%	5%	4%	17%	14%	18%
CY	15%	53%	21%	1%	2%	12%	16%	-
LV	19%	41%	22%	7%	6%	23%	20%	14%
LT	22%	44%	27%	7%	4%	33%	20%	15%
LU	13%	31%	14%	3%	1%	14%	15%	6%
HU	25%	50%	33%	6%	7%	35%	23%	16%
MT	18%	60%	36%	5%	4%	17%	15%	26%
NL	9%	20%	5%	8%	1%	7%	9%	15%
AT	21%	31%	31%	10%	2%	25%	23%	11%
PL	33%	65%	42%	16%	14%	40%	33%	26%
PT	22%	62%	35%	6%	5%	26%	26%	14%
SI	14%	40%	19%	3%	1%	16%	12%	13%
SK	24%	52%	27%	6%	5%	28%	21%	20%
FI	7%	17%	3%	1%	-	10%	6%	7%
SE	7%	17%	2%	-	-	7%	10%	4%
UK	15%	32%	12%	5%	3%	15%	16%	13%
BG	48%	80%	60%	25%	26%	60%	50%	39%
HR	21%	53%	33%	5%	4%	26%	20%	14%
RO	43%	69%	59%	30%	22%	56%	39%	26%
TR	22%	44%	42%	14%	13%	25%	18%	21%
CY(tcc)	15%	63%	31%	5%	3%	19%	13%	14%

Households having a desktop computer but no laptop

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural	Urban	Metro
EU25	36%	21%	31%	45%	52%	37%	36%	34%
EU15	36%	23%	33%	45%	51%	38%	36%	33%
NMS10	34%	13%	21%	44%	56%	30%	34%	39%
BE	38%	23%	37%	52%	50%	39%	40%	32%
CZ	31%	8%	22%	45%	61%	31%	34%	28%
DK	43%	31%	52%	52%	46%	45%	46%	40%
DE	37%	25%	34%	58%	56%	40%	36%	35%
EE	33%	12%	29%	51%	61%	31%	33%	37%
EL	26%	13%	12%	32%	40%	15%	28%	31%
ES	35%	13%	21%	38%	55%	34%	36%	35%
FR	40%	20%	36%	52%	61%	42%	39%	34%
IE	29%	15%	19%	35%	39%	27%	34%	28%
IT	28%	13%	19%	35%	45%	24%	30%	25%
CY	35%	18%	14%	33%	55%	41%	32%	-
LV	30%	15%	25%	40%	43%	27%	28%	37%
LT	32%	11%	19%	45%	57%	24%	32%	38%
LU	41%	19%	39%	64%	50%	46%	36%	43%
HU	31%	14%	18%	47%	52%	23%	31%	41%
MT	46%	3%	28%	51%	63%	46%	47%	39%
NL	50%	43%	54%	61%	49%	53%	52%	45%
AT	29%	18%	20%	38%	51%	30%	24%	34%
PL	36%	15%	21%	43%	56%	33%	34%	40%
PT	27%	6%	16%	35%	41%	23%	24%	36%
SI	46%	17%	28%	60%	68%	44%	48%	49%
SK	29%	11%	13%	38%	56%	26%	30%	36%
FI	45%	28%	48%	62%	61%	42%	50%	40%
SE	49%	43%	54%	51%	53%	53%	50%	41%
UK	34%	22%	37%	39%	42%	34%	37%	31%
BG	12%	3%	6%	21%	17%	2%	11%	17%
HR	33%	13%	15%	41%	51%	32%	33%	34%
RO	27%	9%	17%	42%	36%	16%	28%	44%
TR	10%	17%	6%	8%	10%	6%	9%	17%
CY(tcc)	25%	7%	6%	30%	35%	25%	33%	22%

Households having a laptop computer but no desktop computer

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural	Urban	Metro
EU25	5%	5%	6%	6%	3%	3%	5%	7%
EU15	6%	6%	7%	7%	3%	4%	6%	8%
NMS10	2%	1%	2%	2%	2%	1%	2%	2%
BE	5%	5%	4%	5%	4%	4%	6%	5%
CZ	3%	2%	4%	2%	3%	2%	3%	4%
DK	12%	15%	12%	8%	7%	3%	6%	22%
DE	5%	5%	5%	4%	3%	2%	5%	7%
EE	4%	1%	5%	5%	5%	2%	4%	5%
EL	3%	3%	1%	5%	3%	1%	3%	4%
ES	4%	4%	5%	8%	2%	3%	4%	7%
FR	6%	5%	6%	8%	3%	2%	7%	14%
IE	6%	3%	8%	4%	7%	4%	3%	8%
IT	6%	5%	9%	7%	4%	5%	6%	7%
CY	3%	2%	1%	5%	4%	3%	3%	-
LV	1%	1%	-	1%	1%	1%	-	1%
LT	1%	2%	1%	1%	1%	-	1%	3%
LU	7%	11%	7%	2%	8%	6%	8%	10%
HU	1%	1%	1%	2%	2%	1%	1%	1%
MT	1%	3%	1%	2%	-	1%	1%	-
NL	8%	11%	7%	9%	3%	7%	7%	11%
AT	5%	6%	5%	8%	3%	5%	5%	6%
PL	1%	1%	2%	2%	1%	-	2%	2%
PT	1%	2%	1%	3%	-	-	3%	1%
SI	3%	4%	3%	5%	2%	3%	3%	3%
SK	2%	1%	4%	1%	2%	1%	3%	2%
FI	8%	9%	8%	8%	9%	6%	8%	13%
SE	9%	12%	9%	7%	6%	5%	11%	17%
UK	7%	5%	10%	11%	4%	9%	7%	6%
BG	1%	1%	-	1%	-	-	-	1%
HR	2%	2%	2%	4%	2%	2%	1%	5%
RO	0%	1%	-	-	1%	1%	-	1%
TR	1%	2%	1%	1%	1%	1%	-	1%
CY(tcc)	4%	-	2%	6%	5%	4%	-	6%

Households having a desktop and a laptop computer

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural	Urban	Metro
EU25	12%	5%	10%	15%	20%	11%	11%	13%
EU15	13%	5%	11%	17%	23%	12%	12%	14%
NMS10	5%	2%	4%	7%	7%	2%	4%	9%
BE	15%	4%	11%	23%	30%	15%	14%	15%
CZ	7%	4%	7%	11%	8%	6%	5%	12%
DK	22%	12%	17%	37%	43%	19%	23%	24%
DE	11%	4%	12%	14%	24%	11%	11%	11%
EE	8%	2%	4%	16%	15%	3%	10%	11%
EL	5%	3%	3%	5%	8%	3%	7%	6%
ES	7%	2%	4%	9%	11%	6%	6%	11%
FR	11%	5%	10%	15%	17%	11%	10%	11%
IE	10%	3%	8%	14%	14%	10%	8%	11%
IT	13%	3%	5%	22%	21%	13%	13%	11%
CY	8%	-	4%	13%	11%	5%	9%	-
LV	4%	2%	2%	3%	8%	1%	2%	8%
LT	2%	1%	1%	2%	3%	1%	2%	2%
LU	20%	4%	13%	25%	41%	23%	19%	13%
HU	3%	1%	2%	5%	5%	1%	2%	6%
MT	6%	2%	1%	6%	11%	5%	13%	5%
NL	25%	13%	25%	27%	43%	24%	26%	25%
AT	14%	5%	9%	26%	25%	14%	13%	16%
PL	4%	1%	4%	6%	6%	1%	3%	10%
PT	6%	-	3%	10%	9%	4%	5%	10%
SI	9%	1%	4%	15%	15%	6%	12%	12%
SK	5%	7%	2%	6%	5%	3%	7%	8%
FI	13%	3%	11%	22%	24%	8%	12%	19%
SE	21%	6%	20%	38%	39%	18%	22%	26%
UK	17%	7%	13%	17%	36%	18%	15%	18%
BG	1%	-	-	1%	1%	-	-	1%
HR	5%	2%	4%	8%	6%	1%	6%	9%
RO	3%	3%	2%	3%	2%	-	2%	6%
TR	1%	5%	1%	2%	-	1%	1%	2%
CY(tcc)	8%	4%	4%	7%	10%	3%	9%	10%

Households without computer

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural	Urban	Metro
EU25	48%	69%	53%	33%	26%	49%	48%	46%
EU15	46%	66%	50%	31%	23%	46%	45%	45%
NMS10	60%	84%	73%	47%	36%	66%	60%	50%
BE	43%	68%	48%	21%	16%	43%	40%	48%
CZ	59%	85%	67%	42%	29%	61%	59%	57%
DK	23%	42%	19%	3%	4%	33%	25%	14%
DE	48%	66%	50%	24%	17%	47%	48%	47%
EE	55%	85%	62%	28%	19%	64%	52%	47%
EL	67%	81%	85%	58%	49%	81%	62%	60%
ES	54%	80%	71%	46%	32%	57%	54%	48%
FR	44%	70%	48%	25%	19%	45%	44%	41%
IE	56%	79%	65%	48%	40%	59%	55%	54%
IT	53%	78%	68%	36%	29%	58%	50%	56%
CY	54%	80%	81%	49%	30%	51%	56%	-
LV	65%	83%	73%	56%	48%	72%	70%	53%
LT	64%	86%	78%	51%	38%	75%	65%	56%
LU	32%	65%	41%	8%	2%	25%	38%	34%
HU	64%	84%	80%	46%	41%	74%	66%	52%
MT	47%	92%	70%	42%	26%	47%	38%	56%
NL	17%	33%	14%	3%	6%	16%	16%	19%
AT	51%	72%	66%	28%	21%	51%	58%	44%
PL	59%	83%	73%	50%	37%	66%	61%	48%
PT	66%	92%	80%	53%	50%	73%	68%	53%
SI	41%	79%	64%	20%	15%	46%	37%	36%
SK	65%	81%	81%	55%	37%	70%	60%	55%
FI	34%	60%	33%	7%	6%	44%	30%	29%
SE	21%	39%	17%	4%	1%	25%	17%	16%
UK	42%	66%	40%	33%	18%	39%	41%	45%
BG	87%	97%	93%	76%	82%	97%	88%	81%
HR	60%	83%	80%	47%	42%	66%	59%	52%
RO	70%	87%	80%	55%	61%	83%	70%	49%
TR	88%	76%	93%	90%	89%	93%	90%	80%
CY(tcc)	63%	89%	87%	57%	50%	68%	59%	62%

Households having standard TV and wide screen TV

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural	Urban	Metro
EU25	15%	8%	14%	19%	23%	14%	16%	15%
EU15	17%	8%	15%	21%	26%	16%	18%	16%
NMS10	7%	4%	6%	9%	8%	5%	7%	10%
BE	11%	6%	11%	15%	16%	14%	10%	6%
CZ	13%	7%	11%	22%	16%	12%	12%	17%
DK	17%	8%	17%	24%	30%	18%	20%	13%
DE	6%	1%	7%	8%	14%	7%	7%	3%
EE	7%	3%	4%	12%	14%	6%	7%	9%
EL	4%	2%	3%	4%	6%	3%	5%	5%
ES	11%	4%	10%	10%	15%	13%	10%	7%
FR	14%	8%	14%	15%	21%	14%	13%	19%
IE	35%	10%	30%	40%	49%	26%	34%	43%
IT	21%	11%	18%	29%	26%	13%	25%	16%
CY	6%	2%	3%	9%	7%	6%	5%	-
LV	5%	2%	2%	6%	10%	5%	4%	6%
LT	10%	6%	10%	16%	10%	7%	10%	12%
LU	14%	7%	11%	10%	28%	15%	15%	6%
HU	3%	1%	2%	5%	4%	2%	2%	5%
MT	4%	2%	3%	4%	6%	4%	9%	1%
NL	23%	14%	27%	21%	33%	26%	24%	18%
AT	14%	7%	11%	18%	23%	13%	13%	15%
PL	6%	3%	6%	6%	7%	3%	5%	10%
PT	15%	8%	13%	16%	20%	11%	13%	22%
SI	7%	2%	5%	10%	11%	7%	9%	6%
SK	9%	6%	7%	11%	13%	7%	13%	7%
FI	19%	9%	19%	25%	35%	15%	22%	20%
SE	19%	10%	19%	25%	30%	19%	18%	18%
UK	36%	21%	30%	46%	59%	38%	36%	35%
BG	9%	3%	6%	13%	12%	4%	4%	13%
HR	6%	1%	4%	9%	8%	3%	8%	7%
RO	9%	4%	10%	11%	12%	2%	12%	19%
TR	0%	-	-	-	0	-	-	0
CY(tcc)	27%	7%	26%	31%	30%	13%	25%	38%

Households having standard TV but no wide screen TV

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural	Urban	Metro
EU25	77%	82%	77%	74%	71%	79%	75%	76%
EU15	75%	81%	75%	72%	67%	77%	73%	75%
NMS10	88%	89%	89%	86%	89%	92%	89%	83%
BE	73%	78%	72%	68%	71%	73%	72%	74%
CZ	77%	84%	78%	67%	76%	82%	81%	66%
DK	74%	78%	77%	70%	64%	77%	71%	75%
DE	82%	85%	80%	79%	77%	83%	79%	85%
EE	86%	89%	92%	81%	78%	90%	88%	81%
EL	95%	95%	95%	96%	94%	97%	94%	93%
ES	88%	94%	89%	88%	85%	86%	89%	92%
FR	76%	82%	77%	76%	67%	79%	77%	64%
IE	61%	86%	65%	57%	48%	70%	63%	52%
IT	74%	82%	78%	68%	69%	84%	70%	82%
CY	93%	98%	97%	89%	90%	93%	93%	-
LV	90%	90%	94%	90%	85%	90%	88%	91%
LT	86%	86%	86%	82%	87%	87%	86%	84%
LU	70%	63%	78%	73%	68%	76%	68%	57%
HU	94%	94%	96%	93%	93%	96%	93%	92%
MT	93%	92%	95%	94%	92%	94%	85%	97%
NL	68%	76%	64%	71%	60%	66%	67%	73%
AT	77%	84%	82%	71%	68%	77%	78%	77%
PL	91%	89%	91%	90%	92%	94%	92%	84%
PT	80%	84%	85%	79%	75%	85%	81%	73%
SI	88%	90%	93%	87%	84%	88%	87%	90%
SK	83%	89%	87%	79%	77%	88%	79%	77%
FI	70%	78%	74%	65%	53%	76%	67%	70%
SE	77%	83%	77%	69%	69%	78%	76%	75%
UK	53%	65%	58%	46%	33%	52%	53%	54%
BG	82%	82%	85%	79%	82%	88%	85%	77%
HR	90%	87%	94%	87%	90%	94%	87%	87%
RO	80%	76%	79%	80%	82%	86%	79%	68%
TR	98%	91%	97%	100%	99%	97%	98%	99%
CY(tcc)	71%	91%	72%	65%	68%	85%	73%	59%

Households having wide screen TV but no standard TV

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural	Urban	Metro
EU25	5%	5%	7%	5%	4%	5%	6%	5%
EU15	6%	6%	7%	6%	4%	5%	7%	5%
NMS10	2%	2%	3%	4%	2%	1%	3%	3%
BE	12%	11%	14%	15%	11%	10%	14%	16%
CZ	7%	5%	9%	10%	6%	3%	6%	13%
DK	6%	7%	5%	7%	6%	3%	9%	7%
DE	8%	6%	10%	10%	6%	8%	10%	5%
EE	4%	3%	3%	6%	6%	2%	4%	7%
EL	1%	2%	1%	-	-	-	1%	1%
ES	1%	-	2%	1%	1%	1%	1%	1%
FR	5%	3%	7%	6%	7%	5%	5%	8%
IE	3%	1%	5%	4%	3%	1%	3%	5%
IT	3%	4%	3%	2%	2%	2%	4%	1%
CY	2%	-	-	2%	3%	1%	2%	-
LV	2%	1%	2%	3%	2%	1%	3%	2%
LT	2%	2%	2%	1%	3%	2%	2%	2%
LU	14%	26%	9%	17%	3%	8%	16%	30%
HU	0%	-	-	-	-	-	-	-
MT	2%	6%	-	2%	1%	1%	6%	3%
NL	7%	8%	8%	6%	4%	7%	8%	6%
AT	8%	8%	6%	11%	6%	7%	8%	7%
PL	1%	1%	1%	3%	-	-	2%	1%
PT	4%	4%	2%	5%	4%	1%	5%	5%
SI	3%	4%	2%	4%	3%	3%	4%	3%
SK	7%	4%	5%	10%	9%	4%	7%	12%
FI	7%	10%	6%	7%	6%	4%	9%	8%
SE	3%	5%	3%	4%	1%	2%	4%	6%
UK	9%	11%	10%	7%	6%	7%	10%	9%
BG	5%	3%	6%	6%	5%	3%	5%	6%
HR	2%	2%	2%	4%	2%	1%	4%	2%
RO	7%	10%	7%	8%	4%	5%	7%	9%
TR	-	-	-	-	-	-	-	-
CY(tcc)	2%	2%	1%	4%	2%	2%	1%	3%

Households without television

	TOTAL	Household composition				Subjective urbanisation		
		1	2	3	4+	Rural	Urban	Metro
EU25	3%	5%	2%	1%	2%	2%	3%	4%
EU15	3%	5%	2%	2%	2%	2%	3%	4%
NMS10	3%	6%	2%	1%	1%	2%	2%	4%
BE	4%	6%	4%	2%	2%	3%	5%	4%
CZ	3%	4%	3%	2%	2%	3%	2%	4%
DK	3%	6%	1%	-	-	2%	-	5%
DE	5%	8%	3%	2%	3%	2%	5%	7%
EE	2%	4%	1%	1%	2%	2%	1%	3%
EL	-	1%	1%	-	-	-	-	1%
ES	1%	2%	-	1%	-	-	1%	-
FR	4%	7%	3%	3%	5%	2%	5%	9%
IE	1%	3%	-	-	-	2%	-	-
IT	2%	3%	1%	1%	3%	1%	2%	1%
CY	-	-	-	-	-	-	-	-
LV	4%	6%	3%	2%	3%	3%	5%	2%
LT	2%	6%	2%	1%	-	4%	2%	2%
LU	2%	3%	2%	-	1%	1%	1%	7%
HU	3%	4%	2%	2%	3%	2%	4%	3%
MT	1%	-	1%	-	1%	1%	-	-
NL	1%	2%	-	2%	2%	1%	1%	2%
AT	1%	1%	1%	1%	3%	2%	1%	1%
PL	3%	8%	2%	2%	-	2%	2%	5%
PT	1%	4%	1%	-	-	2%	-	-
SI	2%	5%	1%	-	1%	2%	1%	2%
SK	1%	1%	2%	-	1%	1%	1%	3%
FI	3%	4%	1%	4%	7%	5%	3%	2%
SE	1%	2%	-	2%	-	1%	1%	1%
UK	2%	2%	2%	1%	2%	3%	1%	3%
BG	4%	12%	4%	1%	1%	4%	6%	3%
HR	2%	10%	-	1%	-	2%	2%	3%
RO	4%	11%	4%	1%	3%	6%	1%	3%
TR	2%	9%	3%	-	1%	3%	2%	1%
CY(tcc)	-	-	-	-	-	-	-	-