Special Eurobarometer 414

E-COMMUNICATIONS AND TELECOM SINGLE MARKET HOUSEHOLD SURVEY

REPORT

Fieldwork: January 2014
Publication: March 2014

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

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

This document does not represent the point of view of the European Commission. The interpretations and opinions contained in it are solely those of the authors.

Special Eurobarometer 414 / Wave EB81.1 – TNS Opinion & Social
E-Communications and Telecom Single Market Household Survey

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

Survey co-ordinated by Directorate-General Communication (DG COMM “Strategy, Corporate Communication Actions and Eurobarometer” Unit)
Project title: Special Eurobarometer 414 "E-Communications and Telecom Single Market Household Survey"

Linguistic Version: EN

Catalogue Number: KK-02-14-734-EN-N


DOI: 10.2759/5615

© European Union, 2014
TABLE OF CONTENTS

INTRODUCTION .................................................................................................. 4

I. SNAPSHOTs AND MAIN FINDINGS ............................................................... 8

II. TELEPHONE ACCESS ................................................................................ 14
  1. OVERALL TELEPHONE ACCESS ................................................................. 14
  2. FIXED TELEPHONY ................................................................................ 18
  3. MOBILE TELEPHONY ............................................................................. 22
     3.1. Access to mobile telephone ............................................................... 22
     3.2. Households having only mobile phone access ......................... 27

4. ALTERNATIVE MEANS TO TELEPHONY FOR MAKING PHONE CALLS .... 30
   4.1. Internet phone services from home for making calls over the Internet .......................................................... 30
   4.2. Mobile phone subscription for making cheaper calls over the Internet .......................................................... 34

III. INTERNET ACCESS ................................................................................ 38
  1. INTERNET ACCESS AND MEANS OF ACCESS ............................................. 38
     1.1. Overall Internet access ................................................................ 38
     1.2. Means of access .......................................................................... 45
        1.2.1. Broadband Internet access ....................................................... 45
        1.2.2. Mobile Internet access ............................................................. 52
           1.2.2.1. Mobile Internet access in households ................................. 52
           1.2.2.2. Mobile Internet access at individual level ......................... 55

IV. TELEVISION ACCESS ............................................................................... 57
  1. OVERALL ACCESS TO TELEVISION ........................................................ 57
  2. MEANS OF RECEPTION ......................................................................... 57

V. SERVICE PACKAGES ................................................................................ 66
  1. OVERALL PENETRATION OF SERVICE PACKAGES ............................. 66

VI. TRANSPARENCY OF OFFERS AND SWITCHING SERVICE PROVIDER .... 72
  1. DATA CONSUMPTION OF INTERNET CONNECTION ........................... 72
1.1. Awareness about data consumption limits of Internet connection .... 72
1.2. Experience of extra costs due to additional data consumption ....... 74

2. TRANSPARENCY OF BUNDLED OFFERS .......................................................... 77
   2.1. Ease of price comparisons of bundled offers ............................... 78
   2.2. Frequency of price comparisons of bundled offers ....................... 79
   2.3. Updated information about changes to tariffs and packages .......... 81

3. SWITCHING SERVICE PROVIDER .................................................................... 82
   3.1. Experience of switching provider ..................................................... 82
   3.2. Satisfaction with changing service provider ................................. 85
   3.3. Switching bundle provider ............................................................... 87

VII. CONSUMER SENSITIVITY TO INTERNET CONNECTION SPEED ............... 92
   1. SPEED VS. PRICE AS SELECTION CRITERIA WHEN SUBSCRIBING TO AN
      INTERNET CONNECTION ........................................................................... 92
      1.1. Factors considered when subscribing to the Internet .................... 92
   2. KNOWLEDGE OF DOWNLOAD SPEED AND COMPLIANCE OF SERVICE WITH
      CONTRACT .................................................................................................... 96
      2.1. Knowledge of download speed ......................................................... 96
      2.2. Compliance with the contract terms ............................................... 100

VIII. QUALITY OF EXPERIENCE OF INTERNET SERVICE ACCESS ............... 104
    1. BREAKDOWNS AND HELPLINE ............................................................ 104
    2. DIFFICULTIES EXPERIENCED DUE TO INSUFFICIENT SPEED ............... 107
        2.1. When using household Internet connection .................................. 107
        2.2. When using the Internet on mobile phone .................................... 111

IX. EXPERIENCE OF INTERNET BLOCKING .................................................. 114
   1. FIXED INTERNET SERVICES ................................................................. 114
   2. MOBILE INTERNET SERVICES ............................................................. 117

X. AFFORDABILITY ......................................................................................... 121
   1. MOBILE COMMUNICATIONS ................................................................. 121
   2. FIXED COMMUNICATIONS TO ANOTHER EU COUNTRY ..................... 124
   3. COMMUNICATIONS TO PHONES OF ANOTHER NETWORK OPERATOR .... 126
4. MOBILE INTERNET SERVICES ................................................................. 128

XI. ROAMING IN THE EU ........................................................................ 130

1. TRAVELLING HABITS OF EUROPEANS IN THE EU AND OUTSIDE .... 130

2. MOBILE PHONE HABITS OF EUROPEANS WHEN IN ANOTHER EU COUNTRY. .................................................................................................................. 133

3. USE OF MOBILE PHONE SERVICES IN OTHER EU COUNTRY VS. OWN COUNTRY ........................................................................................................ 137

   3.1. Making/receiving voice calls ...................................................... 137

   3.2. Sending/receiving text messages ............................................. 141

   3.3. Using the Internet .................................................................... 146

XII. PUBLIC PHONE SERVICES .............................................................. 152

1. USE OF PUBLIC PAYPHONE SERVICES ........................................ 152

2. USE OF TELEPHONE DIRECTORY ENQUIRY SERVICES ............ 154

XIII. KNOWLEDGE OF THE SINGLE EUROPEAN EMERGENCY CALL NUMBER 112 .................................................................................................................. 157

1. CALLING THE EMERGENCY NUMBER IN ONE’S OWN COUNTRY .... 157

2. CALLING THE EMERGENCY NUMBER ANYWHERE IN THE EU ....... 159

ANNEXES

   Technical specifications
   Questionnaire
   Tables
INTRODUCTION

In a context of dynamic and fast evolving markets, the European Commission’s Directorate General Communications Networks, Content and Technology regularly carries out opinion surveys to monitor trends in electronic communications and to assess how EU households and citizens derive benefits from their competitive and innovative digital environment.

In this year's edition, an emphasis has been made on consumers' issues related to the single market, in relation with the public debate triggered by the Commission’s proposal for the building of a 'Connected Continent' adopted in September 2013. Substantial progress towards a European single market for telecoms is essential for Europe's digital ecosystem, but also for EU citizens who are increasingly dependent on the availability and quality of telecoms' connectivity, not only in their home country but also when they visit another EU country.

These consumer's issues have been grouped around two main themes. The first one is related to "Net Neutrality": consumer’s experience of certain aspects of Internet access services, including the quality of broadband access and the experience of Internet blocking. The second theme is data roaming, in particular to assess how mobile communications users' behaviour changes when travelling in other EU countries. Moreover, the report focuses on consumer's protection issues related to the transparency of conditions and terms of service provisions, including tariffs' transparency, but also on the easiness of switching, in relation with the Commission's legislative proposal for the telecoms single market.


The results reported cover all 28 Member States, and where possible, comparisons are made with previous surveys. The data have been weighted on individuals over 15 years of age or EU households, depending on the nature of the question. Indicators, such as telephone and Internet access are presented at household level whereas opinion questions are based on individuals and have been made representative of the individuals over 15 years of age.

---

Key areas discussed in the report include:

- Mobile and fixed telephone access
- Internet access and means of Internet access
- Means of access to television
- Penetration of communications bundles
- Transparency of communications offers and ease of switching
- Selection criteria when choosing an Internet provider as well as compliance with contract terms
- Experience of blocking, as well as issues due to download speed and data limits
- The use of mobiles for voice and data when in other EU countries
- Use of public payphones and telephone directory enquiry services
- Awareness of single European emergency service number 112
This survey was carried out by TNS Opinion & Social network in the 28 Member States of the European Union between the 18th and 27th of January 2014. Some 27,739 respondents from different social and demographic groups were interviewed face-to-face at home in their mother tongue on behalf of Directorate-General for Communications Networks, Content & Technology.

The methodology used is that of Eurobarometer surveys as carried out by the Directorate-General for Communication (“Strategy, Corporate Communication Actions and Eurobarometer” Unit). A technical note on the manner in which interviews were conducted by the Institutes within the TNS Opinion & Social network is appended as an annex to this report. Also included are the interview methods and confidence intervals.

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

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td>BG</td>
<td>Bulgaria</td>
</tr>
<tr>
<td>BE</td>
<td>Belgium</td>
</tr>
<tr>
<td>CZ</td>
<td>Czech Republic</td>
</tr>
<tr>
<td>DK</td>
<td>Denmark</td>
</tr>
<tr>
<td>DE</td>
<td>Germany</td>
</tr>
<tr>
<td>EE</td>
<td>Estonia</td>
</tr>
<tr>
<td>EL</td>
<td>Greece</td>
</tr>
<tr>
<td>ES</td>
<td>Spain</td>
</tr>
<tr>
<td>FR</td>
<td>France</td>
</tr>
<tr>
<td>HR</td>
<td>Croatia</td>
</tr>
<tr>
<td>IE</td>
<td>Ireland</td>
</tr>
<tr>
<td>IT</td>
<td>Italy</td>
</tr>
<tr>
<td>CY</td>
<td>Republic of Cyprus***</td>
</tr>
<tr>
<td>LT</td>
<td>Lithuania</td>
</tr>
<tr>
<td>LV</td>
<td>Latvia</td>
</tr>
<tr>
<td>LU</td>
<td>Luxembourg</td>
</tr>
<tr>
<td>HU</td>
<td>Hungary</td>
</tr>
<tr>
<td>MT</td>
<td>Malta</td>
</tr>
<tr>
<td>NL</td>
<td>The Netherlands</td>
</tr>
<tr>
<td>AT</td>
<td>Austria</td>
</tr>
<tr>
<td>PL</td>
<td>Poland</td>
</tr>
<tr>
<td>PT</td>
<td>Portugal</td>
</tr>
<tr>
<td>RO</td>
<td>Romania</td>
</tr>
<tr>
<td>SI</td>
<td>Slovenia</td>
</tr>
<tr>
<td>SK</td>
<td>Slovakia</td>
</tr>
<tr>
<td>FI</td>
<td>Finland</td>
</tr>
<tr>
<td>SE</td>
<td>Sweden</td>
</tr>
<tr>
<td>UK</td>
<td>The United Kingdom</td>
</tr>
<tr>
<td>EU28</td>
<td>European Union – 28 Member States</td>
</tr>
<tr>
<td>EU15</td>
<td>BE, IT, FR, DE, LU, NL, DK, UK, IE, PT, ES, EL, AT, SE, FI*</td>
</tr>
<tr>
<td>NMS13</td>
<td>BG, CZ, EE, HR, CY, LT, LV, MT, HU, PL, RO, SI, SK**</td>
</tr>
</tbody>
</table>

* EU15 refers to the 15 countries forming the European Union before the enlargements of 2004, 2007 and 2013

** The NMS13 are the 13 ‘new Member States’ which joined the European Union during the 2004, 2007 and 2013 enlargements

---


10 The results tables are included in the annex. It should be noted that the total of the percentages in the tables of this report may exceed 100% when the respondent has the possibility of giving several answers to the question.
*** Cyprus as a whole is one of the 28 European Union Member States. However, the ‘acquis communautaire’ has been suspended in the part of the country which is not controlled by the government of the Republic of Cyprus. For practical reasons, only the interviews carried out in the part of the country controlled by the government of the Republic of Cyprus are included in the ‘CY’ category and in the EU28 average.

* * * * *

We wish to thank the people throughout Europe who have given their time to take part in this survey. Without their active participation, this study would not have been possible.
I. SNAPSHOTS AND MAIN FINDINGS

Penetration rates of Electronic Communication Services in the European Union

- Overall telephone access
  - EB91.1 Jan. 2014: 90%
  - EB79.1 Feb.-Mar. 2013: 88
  - EB75.1 Feb.-Mar. 2011: 82
  - EB72.5 Nov.-Dec. 2009: 87

- Individual mobile telephone access
  - EB91.1 Jan. 2014: 69%
  - EB79.1 Feb.-Mar. 2013: 70
  - EB75.1 Feb.-Mar. 2011: 91
  - EB72.5 Nov.-Dec. 2009: 87

- Fixed telephone access
  - EB91.1 Jan. 2014: 71%
  - EB79.1 Feb.-Mar. 2013: 71
  - EB75.1 Feb.-Mar. 2011: 74
  - EB72.5 Nov.-Dec. 2009: 73

- Computing device
  - EB91.1 Jan. 2014: 74%
  - EB79.1 Feb.-Mar. 2013: 72
  - EB75.1 Feb.-Mar. 2011: 68
  - EB72.5 Nov.-Dec. 2009: 66

- Internet access at home
  - EB91.1 Jan. 2014: 95%
  - EB79.1 Feb.-Mar. 2013: 90
  - EB75.1 Feb.-Mar. 2011: 87
  - EB72.5 Nov.-Dec. 2009: 77

- Individual Internet access on mobile phone
  - EB91.1 Jan. 2014: 52%
  - EB79.1 Feb.-Mar. 2013: 43
  - EB75.1 Feb.-Mar. 2011: 37
  - EB72.5 Nov.-Dec. 2009: 33

- Broadband Internet access
  - EB91.1 Jan. 2014: 60%
  - EB79.1 Feb.-Mar. 2013: 56
  - EB75.1 Feb.-Mar. 2011: 58
  - EB72.5 Nov.-Dec. 2009: 48

- ADSL
  - EB91.1 Jan. 2014: 38%
  - EB79.1 Feb.-Mar. 2013: 33
  - EB75.1 Feb.-Mar. 2011: 38
  - EB72.5 Nov.-Dec. 2009: 25

- Cable modem
  - EB91.1 Jan. 2014: 12%
  - EB79.1 Feb.-Mar. 2013: 12
  - EB75.1 Feb.-Mar. 2011: 11
  - EB72.5 Nov.-Dec. 2009: 9

- Narrowband Internet access
  - EB91.1 Jan. 2014: 3%
  - EB79.1 Feb.-Mar. 2013: 4
  - EB75.1 Feb.-Mar. 2011: 3
  - EB72.5 Nov.-Dec. 2009: 7

- Overall television
  - EB91.1 Jan. 2014: 96%
  - EB79.1 Feb.-Mar. 2013: 97
  - EB75.1 Feb.-Mar. 2011: 97
  - EB72.5 Nov.-Dec. 2009: 93

- Service package (bundle)
  - EB91.1 Jan. 2014: 46%
  - EB79.1 Feb.-Mar. 2013: 42
  - EB75.1 Feb.-Mar. 2011: 42
  - EB72.5 Nov.-Dec. 2009: 35

*Question on mobile telephone access at household level (Q81) was not asked in survey EB79.1

*** “Computing device” includes desk computer, laptop, tablet, and smartphone in the current survey. This item was described as “personal computer” in the previous surveys.
Penetration rates of electronic communications services

- Overall, the proportion of households with at least one form of access (fixed and/or mobile) to the public telecoms network is 98%, ranging from 94% in Portugal and Romania to 100% in 10 Member States.

- More than two thirds of households in the EU have fixed line telephone access (68%), although this figure masks a wide disparity between Member States ranging from 98% in Sweden to 15% in Finland and the Czech Republic. Fixed telephone access has generally been declining since 2009.

- At the same time, mobile access continues to increase, with 92% of individuals now having access to a personal mobile phone. On average, access rates are high in all Member States, with Romania and Poland recording the lowest rate of 88%.

- The proportion of households with mobile access only via has increased by four percent points since 2011, with overall, 31% of EU households which have only at least one mobile phone and no more subscription to the land line phone. The proportion of mobile-only households go up to 85% in Finland and 83% in Czech Republic, and the growth rates have been particularly high in Poland (+16 pp.) and Italy (+12 pp.).

- Slightly more than one third of respondents with Internet access use it to make phone calls while at home (36%), mostly using free services rather than paid for ones.

- About one in five (21%) use a mobile phone subscription to make cheaper calls over the Internet via a smartphone, tablet or other handheld device.

- Almost two thirds of EU households have an Internet connection at home (65%) – a decrease of three percentage points since the last survey. Penetration rates are higher in northern and western Member States. This figure does not take into consideration personal mobile Internet subscriptions of household members, whose growth has more than compensated that decrease – as shown in the next bullet points.

- The rate of Internet access on mobile phone at individual level has been constantly increasing since 2009, and now reaches more than half of respondents with a personal mobile (52%). The highest rates are found amongst respondents in Sweden (77%), Denmark (72%) and the UK (69%) and the lowest rates amongst those in Bulgaria, Hungary (23% both) and Portugal (26%).

---

11 At EU level, all the differences across time commented on in this report can be considered statistically significant at 95% confidence level.
For the first time since the launch of this Eurobarometer special report in 2005, no growth of broadband Internet access in households has been measured over the previous year, with 60% of households having broadband access. Broadband Internet access is most common in northern and western Member States.

The stalling of growth of Internet connections at home noted above must be seen in conjunction with the rapid growth of Internet access via mobile subscription which, when measured at household level (i.e. households with at least one member with a mobile Internet subscription), has increased by 16 percentage points since December 2011 and is now 52%. However, there are large differences between Member States ranging from 78% in Sweden, to 23% in Portugal.

The above trend is particularly significant in Italy and Ireland, two Member States where broadband access rates in household have decreased by 11 and 5 percent points respectively since 2013, while over the last two years subscriptions to Internet access via mobile have increased by 24 pp. in Italy and 20 pp. in Ireland.

The means households use to access the Internet has changed considerably over the past two years. Households are more likely to access the Internet through a combination of both home and mobile phone connections (29% in Dec. 2011 vs. 41% in Jan. 2014) and less likely to use a home connection only (24% vs. 35%). The rate of Internet access via a mobile phone connection only has also increased by 3 pp while the proportion of households with no Internet access has decreased by 4 pp.

Television access is almost universal (96%), with most using terrestrial connections (43%) or cable (30%). The primary method of receiving television signals varies widely across Member States.

Almost half of all EU households purchase bundled communications services (46%), although there is a range of 54 percentage points between the Member States with the highest (the Netherlands) and lowest (Italy and Poland) rates.

**Price transparency and switching**

More than four out of ten are not aware of any data consumption limits on their home broadband connection (42%), while 26% know what their data consumption limits are in their contract.

Few EU citizens claim that they have had to pay extra for additional data consumption on their home Internet (14%), although more than one third of respondents in Croatia say they have had to do this.
The majority of Europeans say they can easily compare the service and price of current bundle with other offers (69%), and that they receive regular information from their provider about tariffs and packages (53%). In spite of this, most do not regularly read comparisons of bundled offers (62%) and a slight majority of EU citizens have never changed their bundle provider (53%).

At least four in ten respondents live in a household where someone has already switched at least once mobile telephone provider (44%) or Internet provider (43%), while almost four in ten (37%) say someone in their household has switched fixed telephone provider. Respondents are least likely to say that someone in their household has changed television provider (26%).

A majority of respondents also say they have never changed mobile (55%), Internet (56%) fixed line phone (62%) or television services (72%). Switching behaviour in general is more common in Spain and the Netherlands than in Romania and Cyprus.

More than three-quarters of those who have switched providers say the process was easy (76%), and the majority of respondents in each Member State also say this. Still 15% of those who switched say that it was difficult.

Internet providers, contract compliance, quality of service and blocking

For the majority of respondents price is the most important factor when it comes to choosing an Internet connection (71%), and it is also the most mentioned factor in each Member State. In fact cost-related criteria are much more widely mentioned (80%) than quality related criteria or service criteria, though these, at 54% and 48% respectively, are clearly also important.

Six out of ten EU citizens do not know the maximum download speed of their broadband Internet (60%). Knowledge of maximum download speeds is highest amongst respondents in Latvia (64%) and lowest amongst those in France (17%).

Amongst those who know their contract speeds 65% say their experience matches the contract terms – a decline of five percentage points since 2013. The Netherlands is the only Member State where less than 50% agree.

Around three-quarters of the respondents say their Internet provider is easy to contact (74%), and 71% say support staff are helpful – both measures have improved since 2013.

57% say their Internet connection never breaks down – a decrease of 3 percentage points since the last survey.

Almost four in ten respondents have experienced difficulty accessing content at home due to speed or capacity issues (39%), a decrease of four percentage points since the last survey.
More than four in ten respondents have experienced difficulty accessing content via mobile due to speed or capacity issues (43%). One in five respondents in France say they often experience these issues.

Almost one quarter of respondents have experienced blocking on their home Internet (24%), and this is most likely to occur when watching video (37%). Respondents in Romania (51%) and Croatia (46%) are the most likely to experience blocking, those in Denmark and Portugal the least likely (both 13%).

- The proportion experiencing blocking has decreased by five percentage points since 2013.

One quarter have experienced blocking when using the Internet on their mobile phone (25%), with respondents in Romania (46%), Croatia and Luxembourg (both 42%) the most likely to report this. Blocking on mobile is most likely to occur while watching video (41%).

Affordability

- Around half of the respondents limit mobile calls to other EU countries (50%) due to concerns about costs.

  More than four out of ten limit fixed line calls to other EU countries due to concerns about charges (43%).

- More than four in ten (44%) limit mobile calls to other networks due to concerns about higher charges – a decline of five percentage points since the last survey.

- Around one third respondents say they limit their use of the Internet on their mobile because they are concerned about charges (34%).

Travel and using a mobile abroad

- Almost two thirds (63%) have already travelled to another EU country at least once, and 44% have travelled outside the EU.

  - Europeans do not use their mobile in the same way when they are in other EU countries as they do in their own country: almost three in ten EU citizens who visit another EU country switch off their phone and don’t use it during their visit (28%) while 25% switch off data roaming. Overall this means at least half of the respondents switched off their data roaming capability while travelling in the EU (52%).

  When visiting another EU country, only around one in ten respondents make or receive phone calls as often as in their country (8% and 13%).

- Regular travellers are more likely to make voice calls and send texts in other EU countries compared to those who travel less often.
Less than 10% say they use e-mails, social media or instant messaging as often in another EU country as in their own. More than four in ten never use data services in another EU country: 47% never send or receive emails, 47% never use social media and 46% say they never use messaging services.

**Public payphone and directory enquiry services use and awareness of the 112 emergency number**

- Almost nine in ten EU citizens never use a public payphone in their country (88%). Public payphone use is highest in Portugal (18%) and Austria (17%), and lowest in Estonia (1%).

- Around one quarter have used a directory enquiry service in the last year (26%).

- More than half would call 112 in the event of an emergency in their country (58%), while 41% correctly identify 112 as the emergency services number anywhere in the EU. The 112 number is much more widely known in NMS13 countries than EU15 Member States (64% vs. 33%).
II. TELEPHONE ACCESS

This section of the report will discuss EU citizen’s telephone access. The proportion of households with fixed telephone access will be considered, along with individual mobile phone access. The use of alternate means of making calls via the Internet will also be discussed.

1. OVERALL TELEPHONE ACCESS

– Telephone access is universal in almost all Member States –

Nearly all EU households have telephone access, either fixed and/or mobile, with penetration rates ranging from 100% in 10 Member States to 94% in Portugal, Romania and Slovakia.

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

Base: All respondents in EU28 (n = 27739)
Most respondents in the EU (61%) have both fixed and mobile telephone access in the household. Around three in ten (31%) only have mobile telephone access and less than one in ten only have fixed telephone access (6%). Just 2% have no telephone access at all.

The distribution of different types of access changed slightly over the past two years. The proportion of households with mobile access only has increased by 4 pp. since 2011 (31% vs. 27%) while that of households with fixed access only has decreased by 3 pp. (6% vs. 9%).

![Overall telephone access - EU](chart.png)

Base: All respondents in EU28 (n = 27739)

It is interesting to note that while Sweden is the country with the highest proportion of households with both fixed and mobile telephone access (95%), Finland has the lowest access rate for this connection type (14%) and the highest access rate for mobile only access (85%). Fixed telephone access only is the highest in Germany and Malta (9%).

Although at EU level there have not been major changes in the patterns of phone access since 2011, at country level, there have been several considerable changes.

The majority of Member States (21/28) have witnessed an increase of up to 14pp in the mobile only access rate. In most of these countries (15/21) the combined telephone access rate has decreased since 2011, showing an increased preference for mobile telephone access to the detriment of fixed telephone access.

The most prominent examples are Poland (mobile only access, +14 pp. vs. combined access, -10 pp.), Estonia (+12pp. vs. -9pp.), Italy (+12 pp. vs. -11 pp.), Latvia (+11 pp. vs. -9 pp.), Denmark (+7 pp. vs. -9 pp.) and Cyprus (+7 pp. vs. -10 pp.).
Overall telephone access

- **Households combining a fixed telephone access and mobile telephone access**
- **Households having a fixed telephone access but no mobile telephone access**
- **Households having a mobile telephone access but no fixed telephone access**
- **Households not having a fixed telephone access nor mobile telephone access**
### Overall telephone access + evolution (EB81.1 Jan. 2014 - EB76.4 Dec. 2011)

<table>
<thead>
<tr>
<th></th>
<th>Households combining a fixed telephone access and mobile telephone access</th>
<th>Households having a fixed telephone access but no mobile telephone access</th>
<th>Households having a mobile telephone access but no fixed telephone access</th>
<th>Households not having a fixed telephone access nor mobile telephone access</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EU28</strong></td>
<td>61%</td>
<td>-1</td>
<td>7%</td>
<td>-2</td>
</tr>
<tr>
<td><strong>BE</strong></td>
<td>62%</td>
<td>+4</td>
<td>4%</td>
<td>-4</td>
</tr>
<tr>
<td><strong>BG</strong></td>
<td>36%</td>
<td>-7</td>
<td>7%</td>
<td>-2</td>
</tr>
<tr>
<td><strong>CZ</strong></td>
<td>15%</td>
<td>-3</td>
<td>1%</td>
<td>-1</td>
</tr>
<tr>
<td><strong>DK</strong></td>
<td>40%</td>
<td>-9</td>
<td>4%</td>
<td>+1</td>
</tr>
<tr>
<td><strong>DE</strong></td>
<td>83%</td>
<td>+2</td>
<td>9%</td>
<td>-2</td>
</tr>
<tr>
<td><strong>EE</strong></td>
<td>37%</td>
<td>-9</td>
<td>3%</td>
<td>-2</td>
</tr>
<tr>
<td><strong>IE</strong></td>
<td>52%</td>
<td>-5</td>
<td>5%</td>
<td>-1</td>
</tr>
<tr>
<td><strong>EL</strong></td>
<td>77%</td>
<td>+5</td>
<td>5%</td>
<td>-5</td>
</tr>
<tr>
<td><strong>ES</strong></td>
<td>64%</td>
<td>-7</td>
<td>6%</td>
<td>-5</td>
</tr>
<tr>
<td><strong>FR</strong></td>
<td>70%</td>
<td>+1</td>
<td>7%</td>
<td>-3</td>
</tr>
<tr>
<td><strong>HR</strong></td>
<td>76%</td>
<td>NA</td>
<td>7%</td>
<td>NA</td>
</tr>
<tr>
<td><strong>IT</strong></td>
<td>50%</td>
<td>-11</td>
<td>5%</td>
<td>-1</td>
</tr>
<tr>
<td><strong>CY</strong></td>
<td>63%</td>
<td>-10</td>
<td>5%</td>
<td>+3</td>
</tr>
<tr>
<td><strong>LV</strong></td>
<td>27%</td>
<td>-9</td>
<td>1%</td>
<td>-1</td>
</tr>
<tr>
<td><strong>LT</strong></td>
<td>29%</td>
<td>-2</td>
<td>3%</td>
<td>-3</td>
</tr>
<tr>
<td><strong>LU</strong></td>
<td>81%</td>
<td>+1</td>
<td>4%</td>
<td>-3</td>
</tr>
<tr>
<td><strong>HU</strong></td>
<td>39%</td>
<td>-1</td>
<td>5%</td>
<td>-3</td>
</tr>
<tr>
<td><strong>MT</strong></td>
<td>82%</td>
<td>+2</td>
<td>9%</td>
<td>-2</td>
</tr>
<tr>
<td><strong>AT</strong></td>
<td>36%</td>
<td>-2</td>
<td>5%</td>
<td>-5</td>
</tr>
<tr>
<td><strong>NL</strong></td>
<td>80%</td>
<td>=</td>
<td>4%</td>
<td>-1</td>
</tr>
<tr>
<td><strong>PL</strong></td>
<td>25%</td>
<td>-10</td>
<td>5%</td>
<td>-4</td>
</tr>
<tr>
<td><strong>PT</strong></td>
<td>53%</td>
<td>-2</td>
<td>6%</td>
<td>-1</td>
</tr>
<tr>
<td><strong>RO</strong></td>
<td>37%</td>
<td>-1</td>
<td>8%</td>
<td>-1</td>
</tr>
<tr>
<td><strong>SI</strong></td>
<td>73%</td>
<td>+1</td>
<td>3%</td>
<td>-2</td>
</tr>
<tr>
<td><strong>SK</strong></td>
<td>16%</td>
<td>-8</td>
<td>4%</td>
<td>-4</td>
</tr>
<tr>
<td><strong>FI</strong></td>
<td>14%</td>
<td>-2</td>
<td>1%</td>
<td>-3</td>
</tr>
<tr>
<td><strong>SE</strong></td>
<td>95%</td>
<td>+1</td>
<td>3%</td>
<td>-2</td>
</tr>
<tr>
<td><strong>UK</strong></td>
<td>77%</td>
<td>+1</td>
<td>5%</td>
<td>-2</td>
</tr>
</tbody>
</table>

**Highest percentage per country**: 95% (SE)  
**Highest percentage per item**: 95% (SE)  
**Lowest percentage per country**: 14% (FI)  
**Lowest percentage per item**: 14% (FI)

Base: All respondents in EU28 (n = 27739)
2. FIXED TELEPHONY

Although more than two thirds of EU households have fixed telephone access, the proportion continues to decrease –

More than two thirds of households in the EU have fixed line telephone access (68%), although this figure masks a wide disparity between Member States. Fixed line telephone access is almost universal amongst households in Sweden (98%), and is also high amongst households in Malta (92%) and Germany (91%). In contrast, 15% of households in the Czech Republic and Finland have fixed telephone access. The proportion is also low amongst households in Slovakia (20%). As discussed in the previous chapter, these levels should be viewed alongside the figures for mobile-only households, which are increasing in a significant number of Member States.

The map below further illustrates that fixed telephone access is more common in northern and western areas of the EU, compared to most eastern and southern Member States.

Households with fixed telephone access

Base: All respondents in EU28 (n = 27739)

12 D43a. Do you own a fixed telephone in your household?
The proportion of households with fixed telephone access has decreased slightly since the previous survey in February-March 2013 (-2 percentage points). Most Member States have also shown a decrease in the proportion of households with fixed telephone access, in particular those in Italy (-10pp), Latvia (-9pp), and Bulgaria, Hungary, Poland and Portugal (all -7pp).

Base: All respondents in EU28 (n = 27739)
The chart below shows the country level trend in households with fixed line telephone access over the last five surveys. **For most countries the overall trend is one of decline, although the rate and degree varies.** For example, in Denmark the proportion of households with fixed line access has decreased from 68% in November-December 2009, to 44% in the current survey and in Poland, from 52% to 30%. This compares with the Netherlands (-4pp) and Luxembourg (-6pp) for instance, where the decreases over the same period have been considerably smaller.

Portugal is the only country to go against the general trend and record an increase in the proportion of households with fixed telephone access since 2009 (+7pp). A number of countries have also maintained relatively stable fixed line telephone penetration since 2009, for instance Sweden, Malta, Greece and Belgium.
Comparing EU15 and NMS13 Member States shows those in EU15 countries are much more likely to have fixed telephone access (75% vs. 35% for NMS13). In NMS13 countries those in large towns are more likely to have fixed telephone access than those living in smaller towns and villages, whereas this distinction does not occur in EU15 Member States.

At the EU level urbanisation has no impact on fixed line telephone access, with rural households just as likely to have access as those households in small/mid and large towns (69% vs. 67% vs. 67% respectively).

Looking at single person households shows that the older the resident, the more likely they are to have fixed line telephone access. More than three quarters of those aged 60+ living in single households have such access (76%), compared to 41% of those aged 29 or younger.

Amongst those aged 55+, the older the respondent, the more likely they are to live in a household with fixed line access: 88% of those aged 75+ live in such a household, compared to 73% of those aged 55-64.

<table>
<thead>
<tr>
<th>Proportion of households having a fixed telephone access</th>
</tr>
</thead>
<tbody>
<tr>
<td>Household composition</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>EU28</td>
</tr>
<tr>
<td>EU15</td>
</tr>
<tr>
<td>NMS13</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Proportion of elderly people having a fixed telephone access</th>
</tr>
</thead>
<tbody>
<tr>
<td>The ageing society</td>
</tr>
<tr>
<td>55-64</td>
</tr>
<tr>
<td>EU28</td>
</tr>
<tr>
<td>EU15</td>
</tr>
<tr>
<td>NMS13</td>
</tr>
</tbody>
</table>
3. MOBILE TELEPHONY

3.1. Access to mobile telephone

- More than nine out of ten EU households have mobile phone access –

Mobile phone access is much more widespread than fixed line telephone access. More than nine in ten households said they have access to a mobile telephone (92%). Access is highest amongst respondents in Latvia, Czech Republic and Finland (all 98%). This compares with relatively lower access rates in Portugal (86%), Romania (87%) and Bulgaria (89%).

The map shows that the highest rates of mobile phone access tend to be in Scandinavian and Baltic Member States, and that few Member States have mobile access levels below 90%.

Households having at least one mobile phone access

Base: All households in EU28 (n = 27739)
Mobile phone access in households has remained relatively stable at EU level (+3 percentage points) and has slightly increased in nearly all Member States since 2011. The largest increases are amongst households in Belgium, Greece, Spain, Hungary (all +6 pp) and Bulgaria and Romania (both +5 pp).

There has been no significant decrease in mobile phone access in households in any Member State.

Base: All households in EU28 (n = 27739)
The proportion of households with mobile access only via a contract has increased six percentage points since 2011 –

Respondents were asked about the type of payment arrangements for the mobile phones in their household\(^\text{13}\). Households are most likely to have at least one mobile phone on a contract – overall, 61% of households fall into this category, with 44% only having mobile access via a contract. A further 17% have mobile access on a contract and via a pre-paid arrangement, while 31% only have mobile access via a pre-paid arrangement.

The proportion of households with contract-only mobile phone access has increased by six percentage points since 2011, but there has been little change in the proportion of households with prepaid only (-2 percentage points) or with a combination of pre-paid and contract access (-1pp).

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

![Pie chart](image)

Base: All respondents in EU28 (n = 27739)

The chart below shows that although mobile penetration across Member States is generally high, there are large differences in the type of mobile access.

At least eight out of ten households in Denmark (83%), Finland (82%) and France (81%) have mobile access only via a contract. In each case only around one in 20 households have access only via pre-paid (DK: 6%, FI: 6%, FR: 5%). In contrast, around three quarters of respondents in Italy (75%) and Portugal (74%) only have mobiles with pre-paid access in their households, and the proportion of contract-only households is low (6% and 7% respectively).

---

\(^{13}\) QB1. And thinking about all household members, including yourself, please indicate for each of the following how many of them are available in your household.
Across the EU, households in Cyprus (37%), Lithuania (36%), Croatia (34%) and Slovakia (32%) are most likely to have a combination of mobiles with contract and with pre-paid access in their household.

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

Since 2011, Spain, France (both +14pp), Latvia, the UK (both + 13pp) and Estonia (+12pp) have shown the largest increases in households with contract only mobile access. Over the same period households with prepaid only, or a combination of prepaid and contract mobiles declined in these Member States.

In some Member States, the proportion of contract only households has declined, while the proportion of pre-paid only households has increased. This is particularly the case in Romania (pre-paid: +8pp, contract: -4pp).

The largest decreases in the proportion of households with pre-paid only mobile access are seen amongst households in Ireland (-15pp), Malta, Latvia and Cyprus (all -10pp).
Malta is one of two Member States where there has been a notable increase in the proportion of households with both contract and pre-paid mobile access (+8pp), the other being Ireland (+6pp).

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


<table>
<thead>
<tr>
<th></th>
<th>Households having a mobile phone access only on a contract</th>
<th>Households having a mobile phone access only on a pre-paid arrangement</th>
<th>Households having a mobile phone access on a contract and on a pre-paid arrangement</th>
<th>Households without mobile phone access</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU28</td>
<td>44% +6</td>
<td>31% -2</td>
<td>17% -1</td>
<td>8% -3</td>
</tr>
<tr>
<td>BE</td>
<td>53% +11</td>
<td>17% -5</td>
<td>25% =</td>
<td>5% -6</td>
</tr>
<tr>
<td>BG</td>
<td>62% +5</td>
<td>13% +2</td>
<td>14% -2</td>
<td>11% -5</td>
</tr>
<tr>
<td>CZ</td>
<td>44% +9</td>
<td>28% -6</td>
<td>26% -1</td>
<td>2% -2</td>
</tr>
<tr>
<td>DK</td>
<td>83% +3</td>
<td>5% -3</td>
<td>6% -2</td>
<td>5% +2</td>
</tr>
<tr>
<td>DE</td>
<td>35% +1</td>
<td>29% -3</td>
<td>27% +4</td>
<td>9% -2</td>
</tr>
<tr>
<td>EE</td>
<td>70% +12</td>
<td>11% -3</td>
<td>15% -5</td>
<td>4% -4</td>
</tr>
<tr>
<td>IE</td>
<td>28% +9</td>
<td>41% -15</td>
<td>24% +6</td>
<td>7% =</td>
</tr>
<tr>
<td>EL</td>
<td>25% +7</td>
<td>45% +2</td>
<td>25% -3</td>
<td>5% -6</td>
</tr>
<tr>
<td>ES</td>
<td>64% +14</td>
<td>13% -4</td>
<td>15% -4</td>
<td>8% -6</td>
</tr>
<tr>
<td>FR</td>
<td>81% +14</td>
<td>5% -6</td>
<td>7% -4</td>
<td>7% -4</td>
</tr>
<tr>
<td>HR</td>
<td>28% NA</td>
<td>30% NA</td>
<td>34% NA</td>
<td>8% NA</td>
</tr>
<tr>
<td>IT</td>
<td>6% +1</td>
<td>75% =</td>
<td>12% =</td>
<td>7% -1</td>
</tr>
<tr>
<td>CY</td>
<td>47% +7</td>
<td>11% -10</td>
<td>37% =</td>
<td>5% +3</td>
</tr>
<tr>
<td>LV</td>
<td>44% +13</td>
<td>23% -10</td>
<td>31% -1</td>
<td>2% -2</td>
</tr>
<tr>
<td>LT</td>
<td>31% +5</td>
<td>28% =</td>
<td>36% -2</td>
<td>5% -3</td>
</tr>
<tr>
<td>LU</td>
<td>72% +10</td>
<td>5% -3</td>
<td>19% -4</td>
<td>4% -3</td>
</tr>
<tr>
<td>HU</td>
<td>32% +6</td>
<td>38% +4</td>
<td>22% -4</td>
<td>8% -6</td>
</tr>
<tr>
<td>MT</td>
<td>18% +5</td>
<td>50% -10</td>
<td>23% +8</td>
<td>9% -3</td>
</tr>
<tr>
<td>AT</td>
<td>64% +5</td>
<td>10% +3</td>
<td>21% -2</td>
<td>5% -6</td>
</tr>
<tr>
<td>NL</td>
<td>54% +5</td>
<td>19% =</td>
<td>23% -4</td>
<td>4% -1</td>
</tr>
<tr>
<td>PL</td>
<td>25% -2</td>
<td>41% +8</td>
<td>25% -2</td>
<td>9% -4</td>
</tr>
<tr>
<td>PT</td>
<td>7% +4</td>
<td>74% -6</td>
<td>5% -1</td>
<td>14% +3</td>
</tr>
<tr>
<td>RO</td>
<td>22% -4</td>
<td>42% +8</td>
<td>23% +1</td>
<td>13% -5</td>
</tr>
<tr>
<td>SI</td>
<td>62% +10</td>
<td>10% -4</td>
<td>24% -5</td>
<td>4% -1</td>
</tr>
<tr>
<td>SK</td>
<td>36% -1</td>
<td>23% +6</td>
<td>32% -2</td>
<td>9% -3</td>
</tr>
<tr>
<td>FI</td>
<td>82% +1</td>
<td>5% +1</td>
<td>10% =</td>
<td>2% -2</td>
</tr>
<tr>
<td>SE</td>
<td>61% +10</td>
<td>13% -6</td>
<td>23% -2</td>
<td>3% -2</td>
</tr>
<tr>
<td>UK</td>
<td>48% +13</td>
<td>25% -6</td>
<td>21% -4</td>
<td>6% -3</td>
</tr>
</tbody>
</table>

Base: All respondents in EU28 (n = 27739)
3.2. **Households having only mobile phone access**

- **Three in ten households have only mobile telephone access** –

Just over three in ten households in EU28 (31%) have only mobile telephone access, with no fixed telephone access. This rate varies considerably across Member States, with values ranging from more than seven in ten households in Finland (85%), Czech Republic (83%), Slovakia (74%) and Latvia (71%) to less than one in ten households in Sweden (2%), Germany and Malta (both 8%). The map below further illustrates the contrast between Member States in eastern and western areas in households with only mobile telephone access.

**Households with mobile telephone access but no fixed telephone access**

Base: All respondents in EU28 (n = 27739)
The proportion of households that only have mobile telephone access has increased in nearly all Member States since 2011. Although the increase at EU level is small (31%, +4 pp.), in many countries the change is considerably higher. Six countries have witnessed an increase of more than 10 percentage points: Poland (+14 pp.), Estonia, Bulgaria and Italy (all +12 pp.), Slovakia and Latvia (both +11 pp.). No Member States experienced a significant fall in mobile only access.

Comparing EU15 and NMS13 Member States shows those in NMS13 countries are much more likely to only have mobile telephone access (62% vs. 24% for EU15).

The main socio-demographic differences relate to age. The younger the respondents, the more likely they are to have only mobile telephone access. More than half of those aged 29 years or younger living in single households have mobile only access (57%), compared to less than two in ten of those aged 60+ (19%). Also, more than a quarter of people aged 55-64 years (26%) have only mobile telephone access compared to less than one in ten of those aged 75+ (9%).
At EU level\textsuperscript{14}, similar proportions of households with mobile telephone access only pay for this service only on a contract, or only via a pre-paid arrangement only (40\% and 43\%). A decreasing proportion of households (17\%, -2 pp. since 2011) use both arrangements.

\textsuperscript{14} The country level analysis has not been performed on this sub-sample, because of very low sample size in several countries (e.g. 23 cases in Sweden).
4. ALTERNATIVE MEANS TO TELEPHONY FOR MAKING PHONE CALLS

4.1. Internet phone services from home for making calls over the Internet

- More than one third of EU households make phone calls over the Internet -

Slightly more than one third of respondents with Internet access use it to make phone calls while at home (36%). This is a slight increase since the previous survey (+2 percentage points). This increase has come from those using a free Internet phone service, rather than an increase in the use of services offering cheaper calls.

Respondents are much more likely to only use an Internet phone service to make free calls than they are to only use one that charges for calls (30% vs. 4%).

At a Member State level, the use of free services are much more popular than services that allow cheaper calls, however there are only three Member States where at least half of respondents with home Internet access use a free Internet phone service: Bulgaria (55%), Lithuania (52%) and Estonia (50%). In contrast, 21% of respondents in Romania and 23% of those in Germany and the Netherlands say someone in their household uses these free services.

The Netherlands is the only Member State where more than one in ten use an Internet phone service to make cheaper calls (12%), followed by 7% of respondents in Luxembourg and 6% of respondents in Slovenia, Malta and France.
At least two thirds of respondents in Hungary (70%), Germany, Portugal, Romania (all 69%), Italy (68%) and Spain (67%) say no one in their household uses Internet phone services.

Although there has been little change at EU level in the proportion using the Internet to make free or cheaper phone calls, there have been larger changes in individual Member States. Respondents in Portugal (+11 percentage points), Ireland (+10pp), the UK (+8pp) and Croatia and Lithuania (+7pp) are now more likely to use an Internet phone service to make free calls than they were in 2013.

On the other hand, those in the Netherlands (-11pp), Slovenia (-8pp) and Hungary (-6pp) are now less likely to be using free services to make Internet phone calls compared to 2013.

The Netherlands and Malta are the only countries where there has been a notable increase in the use of Internet services that provide cheaper phone calls (+6 and +5pp respectively).
QB8. Does any household member, including yourself, use a PC or a Wi-Fi connected device, at home, to make phone calls over the Internet?

<table>
<thead>
<tr>
<th></th>
<th>Yes, you or a member of your household call users who have subscribed to the same Internet service as you, for free</th>
<th>Yes, you or a member of your household make cheaper international calls to landlines or mobile phones by means of an Internet phone service</th>
<th>Yes, both options (SPONTANEOUS)</th>
<th>No</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EU28</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>30%</td>
<td>+2</td>
<td>4%</td>
<td>=</td>
<td>2%</td>
<td>=</td>
</tr>
<tr>
<td>HR 42%</td>
<td>+7</td>
<td>3%</td>
<td>+1</td>
<td>3%</td>
<td>+1</td>
</tr>
<tr>
<td>PT 31%</td>
<td>+11</td>
<td>1%</td>
<td>=</td>
<td>1%</td>
<td>=</td>
</tr>
<tr>
<td>UK 40%</td>
<td>+8</td>
<td>4%</td>
<td>–2</td>
<td>2%</td>
<td>+2</td>
</tr>
<tr>
<td>LU 42%</td>
<td>+5</td>
<td>7%</td>
<td>=</td>
<td>5%</td>
<td>=</td>
</tr>
<tr>
<td>AT 30%</td>
<td>+4</td>
<td>5%</td>
<td>+2</td>
<td>3%</td>
<td>–1</td>
</tr>
<tr>
<td>RO 21%</td>
<td>+2</td>
<td>1%</td>
<td>–1</td>
<td>3%</td>
<td>+3</td>
</tr>
<tr>
<td>BE 34%</td>
<td>+3</td>
<td>4%</td>
<td>=</td>
<td>3%</td>
<td>+1</td>
</tr>
<tr>
<td>DK 41%</td>
<td>+5</td>
<td>2%</td>
<td>–1</td>
<td>3%</td>
<td>–1</td>
</tr>
<tr>
<td>IT 25%</td>
<td>+3</td>
<td>4%</td>
<td>+3</td>
<td>1%</td>
<td>–2</td>
</tr>
<tr>
<td>LT 52%</td>
<td>+7</td>
<td>4%</td>
<td>–2</td>
<td>0%</td>
<td>=</td>
</tr>
<tr>
<td>PL 33%</td>
<td>+5</td>
<td>3%</td>
<td>=</td>
<td>3%</td>
<td>–1</td>
</tr>
<tr>
<td>IE 42%</td>
<td>+10</td>
<td>3%</td>
<td>–3</td>
<td>1%</td>
<td>–3</td>
</tr>
<tr>
<td>ES 29%</td>
<td>+5</td>
<td>2%</td>
<td>=</td>
<td>0%</td>
<td>–2</td>
</tr>
<tr>
<td>FI 36%</td>
<td>+3</td>
<td>3%</td>
<td>+1</td>
<td>1%</td>
<td>=</td>
</tr>
<tr>
<td>BG 55%</td>
<td>+2</td>
<td>1%</td>
<td>–1</td>
<td>3%</td>
<td>+1</td>
</tr>
<tr>
<td>EL 30%</td>
<td>+4</td>
<td>1%</td>
<td>–1</td>
<td>1%</td>
<td>=</td>
</tr>
<tr>
<td>LV 43%</td>
<td>–3</td>
<td>3%</td>
<td>+1</td>
<td>7%</td>
<td>+4</td>
</tr>
<tr>
<td>MT 39%</td>
<td>=</td>
<td>6%</td>
<td>+5</td>
<td>1%</td>
<td>–1</td>
</tr>
<tr>
<td>SK 30%</td>
<td>+5</td>
<td>4%</td>
<td>–2</td>
<td>0%</td>
<td>–2</td>
</tr>
<tr>
<td>SE 35%</td>
<td>+2</td>
<td>1%</td>
<td>–2</td>
<td>4%</td>
<td>+1</td>
</tr>
<tr>
<td>EE 50%</td>
<td>=</td>
<td>2%</td>
<td>–1</td>
<td>1%</td>
<td>=</td>
</tr>
<tr>
<td>CZ 47%</td>
<td>–1</td>
<td>2%</td>
<td>=</td>
<td>1%</td>
<td>=</td>
</tr>
<tr>
<td>DE 23%</td>
<td>–2</td>
<td>3%</td>
<td>=</td>
<td>3%</td>
<td>–1</td>
</tr>
<tr>
<td>FR 30%</td>
<td>–1</td>
<td>6%</td>
<td>–2</td>
<td>0%</td>
<td>=</td>
</tr>
<tr>
<td>CY 38%</td>
<td>–5</td>
<td>4%</td>
<td>+1</td>
<td>7%</td>
<td>–2</td>
</tr>
<tr>
<td>NL 23%</td>
<td>–11</td>
<td>12%</td>
<td>+6</td>
<td>2%</td>
<td>+1</td>
</tr>
<tr>
<td>SI 24%</td>
<td>–8</td>
<td>6%</td>
<td>+1</td>
<td>6%</td>
<td>+2</td>
</tr>
<tr>
<td>HU 25%</td>
<td>–6</td>
<td>2%</td>
<td>–2</td>
<td>2%</td>
<td>+1</td>
</tr>
</tbody>
</table>

Base: All respondents who have Internet access at home in EU28 (n = 18155)
Looking at the longer term trends across Member States shows since 2009 there has been a general increase in the proportion of households making Voice over IP calls using the Internet (VoIP).

At an EU level this activity has increased 14 percentage points since 2009, however the increases in many countries are considerably larger. For example, the proportion of households making VoIP calls has increased 31 percentage points in Malta, 29pp in the UK and Luxembourg, 26pp in Ireland, 24pp in Belgium and 23pp in Portugal.

Only four countries show a decline in household use of the Internet to make phone calls since 2009: Lithuania (-9pp), Latvia (-8pp), Slovakia and Hungary (both -4pp).
4.2. **Mobile phone subscription for making cheaper calls over the Internet**

About one in five (21%) use a mobile phone subscription to make cheaper calls over the Internet via a smartphone, tablet or other handheld device\(^\text{15}\). There has been little change in this proportion since 2013. Most respondents say they do not need to do this, although the proportion saying this has decreased slightly from 61% in 2013 to 59% in the current survey.

[Diagram showing survey results]

Base: All respondents who have a personal mobile phone in EU28 (n = 25603)  
(MULTIPLE ANSWERS POSSIBLE)

\(^{15}\) QB3. Do you use a mobile phone subscription to make cheaper phone calls over the Internet via a smartphone, a tablet or another handheld device?
Using a mobile subscription to make cheaper Internet calls via a mobile or other handheld device is most common in Croatia (39%), Luxembourg (36%) and Ireland (34%). In contrast 9% of respondents in Portugal, 11% in Hungary and 12% of those in Romania and Poland say they do this.
Respondents in Croatia are much more likely to say they use a mobile subscription to make cheaper Internet calls on a handheld device than they were in 2013 (+20 percentage points), and this activity is also more common in Cyprus (+9 pp), Sweden (+8 pp) Denmark and the UK (both +7 pp). In contrast, those in Slovenia (-9 pp) and Italy (-4 pp) are now less likely to use a mobile subscription in this way.

Base: All respondents who have a personal mobile phone in EU28 (n = 25603) (MULTIPLE ANSWERS POSSIBLE)
Looking at a cross-analysis between the results on this question and that on the use of Internet phone services from home reveals that at least four out of ten respondents who use Internet phone services from home also use a mobile phone subscription to make cheaper phone calls over the Internet (43% of those who use free services and 48% of those who use paid services). On the other hand, only 14% of respondents who do not use Internet phone services from home use mobile phone subscription to make cheaper phone calls.

Respondents who only use free services at home are slightly more likely than those who only use paid services at home to say they do not need to make cheaper Internet phone calls on a handheld device (41% vs. 36%).

<table>
<thead>
<tr>
<th>Q83 Do you use a mobile phone subscription to make cheaper phone calls over the Internet via a smartphone, a tablet or another handheld device?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
</tr>
<tr>
<td>---</td>
</tr>
<tr>
<td>EU28</td>
</tr>
</tbody>
</table>

Base: All respondents who have a personal mobile phone in EU28 (n = 25603) (MULTIPLE ANSWERS POSSIBLE)
III. INTERNET ACCESS

This section of the report considered the penetration and the type of access EU Citizens have to the Internet, including mobile Internet Access.

1. INTERNET ACCESS AND MEANS OF ACCESS

1.1. Overall Internet access

- Almost two thirds of EU households have Internet access at home -

Almost two thirds of EU households have an Internet connection at home (65%)\(^\text{16}\). This is slightly less than the proportion that has some kind of computing device\(^\text{17}\) (74%). Internet penetration at home has decreased slightly since the previous survey (-3 percentage points). This variation should be considered in conjunction with the very sharp increase in Internet access via mobile phone (see in section 1.2.2 of this chapter) and, to a lesser extent, with the increased rate of Internet access via mobile phone only (see in the end of this sub-chapter).

The map illustrates that Internet access levels are not uniform across Member States. Households in northern and western areas of the EU are more likely to have home Internet access, and in particular in the Netherlands (93%), Sweden (91%) and Denmark (88%).

Member States in southern and eastern areas generally have lower household Internet penetration. This is particularly the case in Italy and Portugal where fewer than half of all households have Internet access at home (44% and 47% respectively). In fact the proportion of households in Italy with Internet access at home has decreased by 13 percentage points since 2013, and home Internet penetration also decreased in Portugal, Poland, Hungary and Luxembourg (all -6pp). Greece and Croatia recorded the highest increases in Internet penetration at +4pp.

\(^{16}\) D46. Which of the following goods do you have? An Internet connection at home.

\(^{17}\) D46. Which of the following goods do you have? Desktop, laptop, tablet or smartphone.
Households with Internet access

Base: All respondents in EU28 (n = 27739)
### Households with Internet access

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>EU28</td>
<td>65%</td>
<td>-3</td>
</tr>
<tr>
<td>EL</td>
<td>55%</td>
<td>+4</td>
</tr>
<tr>
<td>HR</td>
<td>70%</td>
<td>+4</td>
</tr>
<tr>
<td>CZ</td>
<td>65%</td>
<td>+3</td>
</tr>
<tr>
<td>BE</td>
<td>76%</td>
<td>+2</td>
</tr>
<tr>
<td>RO</td>
<td>54%</td>
<td>+2</td>
</tr>
<tr>
<td>SK</td>
<td>59%</td>
<td>+2</td>
</tr>
<tr>
<td>BG</td>
<td>53%</td>
<td>+1</td>
</tr>
<tr>
<td>FR</td>
<td>78%</td>
<td>+1</td>
</tr>
<tr>
<td>CY</td>
<td>63%</td>
<td>+1</td>
</tr>
<tr>
<td>NL</td>
<td>93%</td>
<td>+1</td>
</tr>
<tr>
<td>MT</td>
<td>69%</td>
<td>=</td>
</tr>
<tr>
<td>AT</td>
<td>64%</td>
<td>=</td>
</tr>
<tr>
<td>DK</td>
<td>88%</td>
<td>-1</td>
</tr>
<tr>
<td>DE</td>
<td>76%</td>
<td>-1</td>
</tr>
<tr>
<td>EE</td>
<td>70%</td>
<td>-1</td>
</tr>
<tr>
<td>LV</td>
<td>70%</td>
<td>-1</td>
</tr>
<tr>
<td>SI</td>
<td>73%</td>
<td>-1</td>
</tr>
<tr>
<td>ES</td>
<td>56%</td>
<td>-2</td>
</tr>
<tr>
<td>LT</td>
<td>60%</td>
<td>-2</td>
</tr>
<tr>
<td>FI</td>
<td>78%</td>
<td>-2</td>
</tr>
<tr>
<td>SE</td>
<td>91%</td>
<td>-2</td>
</tr>
<tr>
<td>IE</td>
<td>67%</td>
<td>-3</td>
</tr>
<tr>
<td>UK</td>
<td>76%</td>
<td>-3</td>
</tr>
<tr>
<td>LU</td>
<td>77%</td>
<td>-6</td>
</tr>
<tr>
<td>HU</td>
<td>55%</td>
<td>-6</td>
</tr>
<tr>
<td>PL</td>
<td>57%</td>
<td>-6</td>
</tr>
<tr>
<td>PT</td>
<td>47%</td>
<td>-6</td>
</tr>
<tr>
<td>IT</td>
<td>44%</td>
<td>-13</td>
</tr>
</tbody>
</table>

Base: All respondents in EU28 (n = 27739)
Although at an overall level there is only a fairly small difference in Internet connectivity at home between EU15 and NMS13 Member States (67% vs. 61%), there are larger differences for specific demographic groups. One and two persons-households in NMS13 Member States are much less likely to have an Internet connection compared to their EU15 counterparts.

Those living in rural villages in NMS13 are less likely to have an Internet connection than those in EU15 villages (53% vs. 66%). Those aged 30+ living in single person-households in NMS13 countries are less likely to have Internet than their EU15 counterparts. Furthermore, those aged 55+ are much less likely to have an Internet connection if they live in an NMS13 Member State, compared to those in EU15.

Across the EU, single person-households with resident aged 29 or younger are more likely than their older counterparts to have an Internet connection. More than three quarters (78%) have a home Internet connection, compared to 28% of those aged 60+ living in single households.

Focusing on the portion of EU society aged 55+ shows that the older the respondent, the less likely they are to have an Internet connection in the household. At least six out of ten aged 55-64 have one (64%), compared to 23% of those aged 75+.
The chart below illustrates the longer trend in household Internet penetration across Member States. **At an EU level, household Internet penetration has increased by eight percentage points since 2009, although much of this increase occurred prior to 2011.** The largest increases in household Internet access since 2009 are seen in Romania (+23pp), Latvia (+19pp), Bulgaria (+18pp), the Czech Republic and Germany (both +17pp). In contrast, household Internet penetration in Italy has decreased by 13 points since last year's survey.
Households’ means of Internet access have evolved considerably over the past two years. Households are now more likely to access the Internet through a combination of both home and mobile phone connections (29% vs. 41%) and less likely to only use a home connection (24% vs. 35%).

The rate of Internet access via a mobile phone connection only has also increased by 3 pp. while the proportion of households with no Internet access has decreased by 4 pp.

These changes show that Internet access via mobile phone connection is becoming more popular among households in the EU, most often in combination with a home Internet connection, but also as a unique access method.

This pattern is strongly replicated at country level with most Member States (23/28) showing a decreased rate of Internet access via home connection only and also an increased rate of combined Internet access.

In most of these countries (18/23) the Internet access rate via mobile phone connection only has remained relatively stable (between -2 pp. and +3 pp.), illustrating the decrease in Internet access rate via home only has been accompanied by an increase in combined home and mobile Internet access. Some examples in this group of countries are the Netherlands (home only, -16 pp. vs. combined, +17 pp.), Belgium (-14 pp. vs. +22 pp.), Austria (-13 pp. vs. +17 pp.), Denmark (-13 pp. vs. +14 pp.) and France (-12 pp. vs. +17 pp.).

In the rest of the countries (5/23) the decrease in Internet access rate via home only has been accompanied by an increase in Internet access through mobile phone connection only. These countries are Spain (-21 pp. vs. +10 pp.), Italy (-19 pp. vs. +12 pp.), Luxembourg (-12 pp. vs. +7 pp.), Ireland (-11 pp. vs. +8 pp.) and the United Kingdom (-8 pp. vs. +5 pp.).
Households with Internet connection at home and no mobile Internet access | Households with Internet connection at home and mobile Internet access | Households with mobile Internet access and no Internet connection at home | Households without Internet access
---|---|---|---
**EU28** | 24% | 41% | +12 | 7% | +3 | 28% | -4
**ES** | 8% | 47% | +24 | 13% | +10 | 32% | -13
**IT** | 18% | 26% | +10 | 17% | +12 | 39% | -3
**NL** | 31% | 62% | +17 | 1% | = | 6% | -1
**BE** | 33% | 43% | +22 | 5% | +2 | 19% | -10
**AT** | 16% | 50% | +17 | 6% | = | 20% | -4
**DK** | 19% | 69% | +14 | 3% | = | 9% | -1
**FR** | 26% | 51% | +17 | 3% | = | 20% | -5
**DE** | 30% | 46% | +14 | 3% | +1 | 21% | -3
**LU** | 20% | 58% | +12 | 9% | +7 | 13% | -7
**SE** | 18% | 74% | +13 | 1% | +1 | 7% | -3
**IE** | 19% | 48% | +11 | 9% | +8 | 24% | -8
**CY** | 24% | 30% | +18 | 3% | = | 34% | -8
**MT** | 32% | 37% | +16 | 3% | +3 | 26% | -11
**UK** | 18% | 57% | +5 | 10% | +5 | 15% | -2
**PL** | 30% | 27% | +6 | 6% | +2 | 37% | -1
**PT** | 30% | 17% | +6 | 3% | +1 | 50% | =
**EE** | 26% | 44% | +6 | 5% | +1 | 25% | -1
**CZ** | 33% | 32% | +11 | 6% | +3 | 20% | -10
**RO** | 31% | 23% | +12 | 5% | +3 | 41% | -12
**LT** | 25% | 35% | +8 | 0% | = | 34% | -5
**BG** | 33% | 20% | +11 | 1% | -1 | 46% | -8
**SK** | 26% | 33% | +7 | 3% | -2 | 38% | -3
**FI** | 23% | 55% | +3 | 2% | -1 | 20% | -1
**HU** | 32% | 23% | +4 | 6% | +2 | 30% | -6
**LV** | 25% | 45% | +6 | 7% | -1 | 23% | -6
**EL** | 32% | 23% | +10 | 5% | = | 40% | -13
**SI** | 21% | 52% | = | 7% | = | 20% | -3
**HR** | 19% | NA | 51% | NA | 7% | NA | 23% | NA

Base: All households in EU28 (n = 27739)
1.2. Means of access

1.2.1. Broadband Internet access

Broadband Internet access has remained stable –

The proportion of all EU households with broadband Internet access is 60% - a decrease of just 1 percentage point since the previous survey. This is only slightly lower than the overall proportion of households that have Internet access at home (65%), which implies that the vast majority of Internet access is represented by broadband access, with dial-up access only remaining significant in a small number of countries.

There are large differences between Member States in the proportion of households with broadband access. Households in western and northern areas of the EU have the highest levels of broadband access, particularly those in the Netherlands (88%), Sweden (85%) and Denmark (80%). These three countries also have the highest level of Internet access at home.

In contrast, most Member States in eastern and southern areas generally have broadband penetration of 56% or less, with the lowest levels recorded in Italy (41%) and Portugal (43%). Italy and Portugal also have the lowest levels of at home Internet access (44% and 47% respectively).

---

18 QB6. How does your household access the Internet at home? (SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE). Answers: Via a dial-up connection using a standard telephone line or an ISDN line (Narrowband Internet); Via ADSL, XDSL or similar type of connection on a fixed telephone line using a modem, a box or a router (Broadband Internet); Via the cable TV network using a cable modem, box or router (Broadband Internet); Via a mobile phone network (Broadband Internet); Via the satellite network (Broadband Internet); Via an optical fibre line (Broadband Internet); Via an electrical power line (Broadband Internet) (SPONTANEOUS); Other (SPONTANEOUS); Don’t’ know.
Households with broadband Internet access

In general, there has been little change since 2013 in the proportion of all households with broadband Internet access, with most Member States recording a change of 1-3 percentage points. However, in the case of Italy the proportion of households with broadband Internet access has decreased by 11 percentage points. Hungary recorded a decline of six points and Ireland five points. Italy is the only one of these Member States to also record a decrease in at home Internet access during the same period.

Overall, this trend should be viewed against the sharp increase in mobile Internet access, as presented in the previous section on household Internet access.

At the other end of the scale, broadband penetration increased four points in Belgium and three points in the Czech Republic, Greece and Romania.
### Households having broadband Internet access

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>EU28</td>
<td>60%</td>
<td>-1</td>
</tr>
<tr>
<td>BE</td>
<td>73%</td>
<td>+4</td>
</tr>
<tr>
<td>CZ</td>
<td>55%</td>
<td>+3</td>
</tr>
<tr>
<td>EL</td>
<td>49%</td>
<td>+3</td>
</tr>
<tr>
<td>RO</td>
<td>49%</td>
<td>+3</td>
</tr>
<tr>
<td>DE</td>
<td>65%</td>
<td>+2</td>
</tr>
<tr>
<td>FR</td>
<td>74%</td>
<td>+2</td>
</tr>
<tr>
<td>CY</td>
<td>54%</td>
<td>+2</td>
</tr>
<tr>
<td>LV</td>
<td>59%</td>
<td>+2</td>
</tr>
<tr>
<td>MT</td>
<td>64%</td>
<td>+2</td>
</tr>
<tr>
<td>NL</td>
<td>88%</td>
<td>+2</td>
</tr>
<tr>
<td>SK</td>
<td>51%</td>
<td>+2</td>
</tr>
<tr>
<td>BG</td>
<td>49%</td>
<td>+1</td>
</tr>
<tr>
<td>HR</td>
<td>62%</td>
<td>+1</td>
</tr>
<tr>
<td>FI</td>
<td>74%</td>
<td>=</td>
</tr>
<tr>
<td>ES</td>
<td>53%</td>
<td>=</td>
</tr>
<tr>
<td>SE</td>
<td>85%</td>
<td>=</td>
</tr>
<tr>
<td>DK</td>
<td>80%</td>
<td>-1</td>
</tr>
<tr>
<td>UK</td>
<td>73%</td>
<td>-1</td>
</tr>
<tr>
<td>EE</td>
<td>64%</td>
<td>-2</td>
</tr>
<tr>
<td>LT</td>
<td>50%</td>
<td>-2</td>
</tr>
<tr>
<td>LU</td>
<td>63%</td>
<td>-2</td>
</tr>
<tr>
<td>PT</td>
<td>43%</td>
<td>-3</td>
</tr>
<tr>
<td>SI</td>
<td>67%</td>
<td>-3</td>
</tr>
<tr>
<td>AT</td>
<td>52%</td>
<td>-4</td>
</tr>
<tr>
<td>PL</td>
<td>48%</td>
<td>-4</td>
</tr>
<tr>
<td>IE</td>
<td>56%</td>
<td>-5</td>
</tr>
<tr>
<td>HU</td>
<td>53%</td>
<td>-6</td>
</tr>
<tr>
<td>IT</td>
<td>41%</td>
<td>-11</td>
</tr>
</tbody>
</table>

Base: All respondents in EU28 (n = 27739)
The analysis of socio-demographic profiles shows the larger the households, the more likely it is to have a broadband connection: 44% of single person households have a broadband Internet connection, compared to 75% of those with four or more people. Older people in single person households are less likely to have broadband than their younger counterparts (60+: 25% vs. 29 or younger: 71%). Households in large towns are also more likely to have broadband (65%) compared to those in smaller towns (59%) or rural villages (57%).

Households in EU15 Member States are more likely to have broadband compared to those in NMS13 (62% vs. 53%). The size of the town the respondent is living in has more of an impact in NMS13 than it does in EU15, with NMS13 respondents much more likely to have Internet if they live in a large town than if they live in a village (64% vs. 43%).

Differences between EU15 and NMS13 Member States are also more marked when comparing those aged 55+. Although broadband access decreases with age over 55+ in EU15, it starts from a higher base (63% of those aged 55-64 vs 36% in NMS13), and those aged 75+ are still more likely to have broadband than their NMS13 counterparts (20% vs. 10%).

### Proportion of households having broadband Internet access

<table>
<thead>
<tr>
<th>Household composition</th>
<th>Rural village</th>
<th>Small/ mid size town</th>
<th>Large town</th>
<th>Single household by age</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU28</td>
<td>60%</td>
<td>44%</td>
<td>60%</td>
<td>72%</td>
</tr>
<tr>
<td>EU15</td>
<td>62%</td>
<td>47%</td>
<td>63%</td>
<td>74%</td>
</tr>
<tr>
<td>NMS13</td>
<td>53%</td>
<td>32%</td>
<td>45%</td>
<td>66%</td>
</tr>
</tbody>
</table>

### Proportion of elderly people having broadband Internet access

<table>
<thead>
<tr>
<th>The ageing society</th>
<th>EU28</th>
<th>EU15</th>
<th>NMS13</th>
</tr>
</thead>
<tbody>
<tr>
<td>55-64</td>
<td>58%</td>
<td>63%</td>
<td>36%</td>
</tr>
<tr>
<td>65-74</td>
<td>39%</td>
<td>43%</td>
<td>23%</td>
</tr>
<tr>
<td>75+</td>
<td>19%</td>
<td>20%</td>
<td>10%</td>
</tr>
</tbody>
</table>
– Most EU households with broadband use a DSL connection –

Looking just at households with some kind of Internet access at home, at least nine in ten have a broadband connection (91%). In fact in each Member State at least eight in ten households with Internet access have a broadband connection. There have generally been small changes in the proportion of Internet households with broadband access. At an EU level there has been an increase of two percentage points, and in most Member States an increase of one to four points. However, broadband connections have decreased six percentage points in Austria, and four points in Ireland and Croatia.

Across the EU, ADSL/XDSL or similar is the most common type of Internet connection (59%), followed by cable (19%) and mobile broadband (10%). Around one in twenty have fibre optic broadband (6%), 3% have satellite broadband and 1% have broadband via power lines.

One in twenty with at home Internet access use a dial-up connection (5%).

**ADSL/XDSL** broadband access is the most common type of Internet connection in 12 Member States, particularly Greece (87%), France (84%), Spain (83%), and Italy (79%). This is a sharp contrast to Bulgaria (14%), Lithuania (15%) and Slovakia (16%). **Cable** is the most common connection type in 14 countries, and is most widespread in households in Hungary (66%), Portugal (52%), Bulgaria (49%) and Romania (48%). This kind of connection is not used at all in Italy or Greece (both 0%).

Finland (57%) and Austria (29%) are the only countries where households are most likely to connect via **mobile** broadband Internet, although in the case of Austria the proportion is very close to that for ADSL (27%). **Fibre optic** connections are most likely found in households in Lithuania (27%), Sweden (24%) and Slovakia (20%), while **satellite** connections are most likely to be found in households in Ireland (13%).

At least one in ten households in Luxemburg (17%), Ireland (15%) and Lithuania (14%) still use a **dial-up** connection to the Internet, compared to no households in Malta (0%).

---

19 Some means of accessing the Internet are not available in several countries, as follows:
- *Via the cable TV network using a cable modem, box or router (Broadband Internet)*: Italy;
- *Via the satellite network (Broadband Internet)*: Denmark and Estonia;
- *Via an electrical power line (Broadband Internet) (SPONTANEOUS)*: Denmark, Estonia, Croatia, Hungary, Italy, Malta and Poland.
Q66. How does your household access the Internet at home?

| Access Method                      | EU28 | BG | CZ | DE | DK | EE | IE | EL | ES | FR | HR | IT | CY | LV | LT | LU | HU | MT | AT | NL | PL | PT | RO | SI | SK | FI | SE | LI |
|------------------------------------|------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| AGSL, XDSL or similar type of connection on a fixed telephone line using a modem, a box or a router (Broadband Internet) | 55%  | 41%| 36%| 35%| 29%| 31%| 21%| 67%| 83%| 84%| 74%| 79%| 61%| 24%| 31%| 52%| 21%| 51%| 27%| 30%| 26%| 27%| 22%| 30%| 10%| 36%| 41%| 62%|
| Via cable TV network using a modem, box or router (Broadband Internet) | 10%  | 10%| 14%| 16%| 14%| 21%| 17%| 15%| 15%| 17%| 12%| 15%| 5% | 12%| 15%| 12%| 7% | 16%| 7% | 4% | 4% | 5% | 4% | 11% | 11%| 18%| 10%| 19%|
| Via an optical fibre (Broadband Internet) | 6%   | 5% | 3% | 2% | 2% | 6% | 7% | 0% | 1% | 2% | 3% | 1% | 5% | 3% | 5% | 1% | 1% | 0% | 2% | 0% | 1% | 0% | 0% | 1% | 0% | 0% | 0% | 1% | 5% | 2%|
| Via a dial-up connection using a standard telephone line or an ISDN line (Broadband Internet) | 5%   | 3% | 2% | 2% | 1% | 1% | 1% | 3% | 3% | 1% | 0% | 1% | 0% | 2% | 0% | 5% | 1% | 1% | 0% | 1% | 0% | 0% | 1% | 1% | 1% | 0% | 0% | 2% | 5% | 1%|
| Via the satellite network (Broadband Internet) | 3%   | 2% | 0% | 0% | 0% | 1% | 1% | 0% | 0% | 1% | 1% | 0% | 1% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0%|
| Via an electrical power line (Broadband Internet) (SPONT.) | 1%   | 0% | 2% | 0% | 0% | 0% | 0% | 1% | 1% | 1% | 1% | 1% | 0% | 0% | 0% | 0% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1%|
| Other (SPONT.) | 2%   | 1% | 1% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0%|
| Don't know | = | = | = | = | = | = | = | = | = | = | = | = | = | = | = | = | = | = | = | = | = | = | = | = | = | = | = | = | = | = | =|
| Total Broadband Interest | 96%  | 94%| 92%| 91%| 91%| 91%| 91%| 99%| 98%| 100%| 99%| 91%| 88%| 93%| 84%| 84%| 84%| 83%| 81%| 81%| 92%| 91%| 91%| 92%| 92%| 92%| 92%| 92%| 92%|

Base: All respondents who have Internet access at home in EU28 (n = 18155)
(MULTIPLE ANSWERS POSSIBLE)
Households with mobile telephone access but no fixed telephone access\textsuperscript{20} are more likely to access the Internet at home via a mobile phone network (broadband Internet) (20\% vs. 10\% for all households that have Internet access at home) or via the cable TV network (27\% vs. 19\%) and less likely to access it via ADSL, XDSL or similar type of connection on a fixed telephone line (30\% vs. 59\%).

Base QB6R2: All households having a mobile telephone access but no fixed telephone access and that have Internet access at home in EU28 (n = 4456)
Base QB6: All households that have Internet access at home in EU28 (n = 18155)
(MULTIPLE ANSWERS POSSIBLE)

\textsuperscript{20} The country level analysis has not been performed on this sub-sample, because of too small sample size in 13 countries (i.e. less than 150 cases) (e.g. 12 cases in Malta).
1.2.2. Mobile Internet access

This section measures the uptake of mobile Internet access at both individual and household level (for household level access, it may be that the respondent does not have Internet access via mobile, but one or more other household members do have this access)

This two-pronged approach enables measurement of actual uptake of mobile Internet by households, as well as asking further questions related to the consumer's perception of mobile Internet (e.g. affordability, roaming), when the respondent has individual mobile Internet access.

1.2.2.1. Mobile Internet access in households

– Internet access via mobile subscription has increased by 16 percentage points since 2011 –

Just over half of all respondents with mobile phone access said at least one person in their household had a mobile subscription that included Internet (52%)\(^{21}\). This is an increase of 16 percentage points since 2011.

\(^{21}\) QB1. And thinking about all household members, including yourself, please indicate for each of the following how many of them are available in your household. Mobile phone subscription giving access to Internet e.g. for playing or downloading audio/video content or sending and receiving e-mails.
Respondents in Sweden (78%), Denmark (75%), the UK (71%) and Luxembourg (70%) are the most likely to say that their household has at least one mobile subscription that includes Internet access. In contrast just 23% of those in Portugal and 24% in Bulgaria say the same.

**Although the increase across the EU in households with at least one mobile with Internet access since 2011 is considerable (+16 percentage points), in some countries it has been even larger.** In Spain there has been a 35pp increase in households with at least one mobile with Internet access, and there have also been large increases amongst households in Italy (+24pp) and Belgium (+23pp). In the case of Italy, this increase has happened during a period where home Internet access decreased.

Slovenia is the only country where households ran counter to the EU trend, with a slight decrease (-2pp), while in Finland the proportion of households with at least one mobile with Internet access has remained stable.
QB1.3. And thinking about all household members, including yourself, please indicate for each of the following how many of them are available in your household.

Mobile phone subscription giving access to Internet e.g. for playing or downloading audio/video content or sending and receiving e-mails

+ Diff. EB81.1 Jan. 2014 - EB76.4 Dec. 2011

<table>
<thead>
<tr>
<th></th>
<th>At least one</th>
<th>None</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU28</td>
<td>52%</td>
<td>+16</td>
<td>45%</td>
</tr>
<tr>
<td>ES</td>
<td>65%</td>
<td>+35</td>
<td>26%</td>
</tr>
<tr>
<td>IT</td>
<td>46%</td>
<td>+24</td>
<td>51%</td>
</tr>
<tr>
<td>BE</td>
<td>50%</td>
<td>+23</td>
<td>48%</td>
</tr>
<tr>
<td>IE</td>
<td>61%</td>
<td>+20</td>
<td>38%</td>
</tr>
<tr>
<td>CY</td>
<td>44%</td>
<td>+20</td>
<td>55%</td>
</tr>
<tr>
<td>DE</td>
<td>53%</td>
<td>+19</td>
<td>45%</td>
</tr>
<tr>
<td>MT</td>
<td>44%</td>
<td>+19</td>
<td>53%</td>
</tr>
<tr>
<td>FR</td>
<td>59%</td>
<td>+18</td>
<td>40%</td>
</tr>
<tr>
<td>LU</td>
<td>70%</td>
<td>+18</td>
<td>28%</td>
</tr>
<tr>
<td>NL</td>
<td>66%</td>
<td>+18</td>
<td>32%</td>
</tr>
<tr>
<td>AT</td>
<td>60%</td>
<td>+16</td>
<td>39%</td>
</tr>
<tr>
<td>RO</td>
<td>32%</td>
<td>+16</td>
<td>39%</td>
</tr>
<tr>
<td>DK</td>
<td>75%</td>
<td>+15</td>
<td>24%</td>
</tr>
<tr>
<td>CZ</td>
<td>39%</td>
<td>+14</td>
<td>60%</td>
</tr>
<tr>
<td>SE</td>
<td>78%</td>
<td>+14</td>
<td>21%</td>
</tr>
<tr>
<td>UK</td>
<td>71%</td>
<td>+14</td>
<td>28%</td>
</tr>
<tr>
<td>BG</td>
<td>24%</td>
<td>+10</td>
<td>75%</td>
</tr>
<tr>
<td>EL</td>
<td>29%</td>
<td>+8</td>
<td>69%</td>
</tr>
<tr>
<td>PT</td>
<td>23%</td>
<td>+8</td>
<td>72%</td>
</tr>
<tr>
<td>PL</td>
<td>36%</td>
<td>+7</td>
<td>60%</td>
</tr>
<tr>
<td>EE</td>
<td>51%</td>
<td>+6</td>
<td>43%</td>
</tr>
<tr>
<td>LT</td>
<td>43%</td>
<td>+6</td>
<td>55%</td>
</tr>
<tr>
<td>HU</td>
<td>32%</td>
<td>+6</td>
<td>68%</td>
</tr>
<tr>
<td>SK</td>
<td>40%</td>
<td>+5</td>
<td>58%</td>
</tr>
<tr>
<td>LV</td>
<td>53%</td>
<td>+4</td>
<td>42%</td>
</tr>
<tr>
<td>FI</td>
<td>58%</td>
<td>=</td>
<td>42%</td>
</tr>
<tr>
<td>SI</td>
<td>61%</td>
<td>-2</td>
<td>36%</td>
</tr>
<tr>
<td>HR</td>
<td>63%</td>
<td>NA</td>
<td>33%</td>
</tr>
</tbody>
</table>

Base: All households who have at least a member with one mobile phone access on a contract or a pre-paid arrangement in EU28 (n = 25495)
1.2.2.2. **Mobile Internet access at individual level**

Just over half of all respondents with a personal mobile say they have a mobile subscription or pre-paid arrangement that lets them access the Internet (52%)\(^{22}\). As the map illustrates, citizens living in northern, central and western areas of the EU are the most likely to have this kind of access on their mobile. Highest levels of mobile Internet access are found amongst respondents in Sweden (77%), Denmark (72%) and the UK (69%). At the other end of the spectrum, 23% of respondents in Bulgaria and Hungary and 26% of those in Portugal have a subscription or pre-paid arrangement on their mobile that provides Internet access.

\(^{22}\)QB2. Does your mobile phone subscription or pre-paid arrangement allow you to access the Internet for playing or downloading audio/video content, sending and receiving e-mails?
Just over half of respondents with a personal mobile phone say their mobile subscription gives them Internet access, which represents a slight increase compared to the last survey (+3 percentage points). Since 2013, access to the Internet via a mobile arrangement has increased most amongst respondents in Belgium (+12 percentage points), Croatia, Austria and Romania (all +10pp). On the other hand, this kind of access is now less common amongst those in Hungary (-8pp) and Slovenia (-5pp).

### Table: Access to the Internet via Mobile Arrangement

<table>
<thead>
<tr>
<th>Country</th>
<th>Yes (%)</th>
<th>Yes (+/−)</th>
<th>No (%)</th>
<th>No (+/−)</th>
<th>Don’t know (%)</th>
<th>Don’t know (+/−)</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU28</td>
<td>52⁺⁺⁻⁻</td>
<td>48⁻⁻⁻⁻</td>
<td>2⁻⁻⁻⁻</td>
<td>1⁻⁻⁻⁻</td>
<td>0⁻⁻⁻⁻</td>
<td></td>
</tr>
<tr>
<td>BE</td>
<td>45⁺⁺⁻⁻</td>
<td>53⁻⁻⁻⁻</td>
<td>1⁻⁻⁻⁻</td>
<td>0⁻⁻⁻⁻</td>
<td>0⁻⁻⁻⁻</td>
<td></td>
</tr>
<tr>
<td>HR</td>
<td>50⁺⁺⁻⁻</td>
<td>37⁻⁻⁻⁻</td>
<td>5⁻⁻⁻⁻</td>
<td>2⁻⁻⁻⁻</td>
<td>1⁻⁻⁻⁻</td>
<td></td>
</tr>
<tr>
<td>AT</td>
<td>60⁺⁺⁻⁻</td>
<td>30⁻⁻⁻⁻</td>
<td>2⁻⁻⁻⁻</td>
<td>1⁻⁻⁻⁻</td>
<td>0⁻⁻⁻⁻</td>
<td></td>
</tr>
<tr>
<td>RO</td>
<td>35⁺⁺⁻⁻</td>
<td>59⁻⁻⁻⁻</td>
<td>6⁻⁻⁻⁻</td>
<td>3⁻⁻⁻⁻</td>
<td>1⁻⁻⁻⁻</td>
<td></td>
</tr>
<tr>
<td>NL</td>
<td>65⁺⁺⁻⁻</td>
<td>33⁻⁻⁻⁻</td>
<td>1⁻⁻⁻⁻</td>
<td>0⁻⁻⁻⁻</td>
<td>0⁻⁻⁻⁻</td>
<td></td>
</tr>
<tr>
<td>DE</td>
<td>51⁺⁺⁻⁻</td>
<td>47⁻⁻⁻⁻</td>
<td>2⁻⁻⁻⁻</td>
<td>1⁻⁻⁻⁻</td>
<td>0⁻⁻⁻⁻</td>
<td></td>
</tr>
<tr>
<td>EL</td>
<td>37⁺⁺⁻⁻</td>
<td>50⁻⁻⁻⁻</td>
<td>4⁻⁻⁻⁻</td>
<td>2⁻⁻⁻⁻</td>
<td>1⁻⁻⁻⁻</td>
<td></td>
</tr>
<tr>
<td>ES</td>
<td>63⁺⁺⁻⁻</td>
<td>30⁻⁻⁻⁻</td>
<td>1⁻⁻⁻⁻</td>
<td>0⁻⁻⁻⁻</td>
<td>0⁻⁻⁻⁻</td>
<td></td>
</tr>
<tr>
<td>SE</td>
<td>77⁺⁺⁻⁻</td>
<td>20⁻⁻⁻⁻</td>
<td>3⁻⁻⁻⁻</td>
<td>2⁻⁻⁻⁻</td>
<td>1⁻⁻⁻⁻</td>
<td></td>
</tr>
<tr>
<td>EE</td>
<td>50⁺⁺⁻⁻</td>
<td>48⁻⁻⁻⁻</td>
<td>2⁻⁻⁻⁻</td>
<td>2⁻⁻⁻⁻</td>
<td>1⁻⁻⁻⁻</td>
<td></td>
</tr>
<tr>
<td>CY</td>
<td>35⁺⁺⁻⁻</td>
<td>64⁻⁻⁻⁻</td>
<td>0⁻⁻⁻⁻</td>
<td>1⁻⁻⁻⁻</td>
<td>0⁻⁻⁻⁻</td>
<td></td>
</tr>
<tr>
<td>MT</td>
<td>42⁺⁺⁻⁻</td>
<td>56⁻⁻⁻⁻</td>
<td>2⁻⁻⁻⁻</td>
<td>0⁻⁻⁻⁻</td>
<td>0⁻⁻⁻⁻</td>
<td></td>
</tr>
<tr>
<td>DK</td>
<td>72⁺⁺⁻⁻</td>
<td>27⁻⁻⁻⁻</td>
<td>1⁻⁻⁻⁻</td>
<td>0⁻⁻⁻⁻</td>
<td>0⁻⁻⁻⁻</td>
<td></td>
</tr>
<tr>
<td>IE</td>
<td>60⁺⁺⁻⁻</td>
<td>37⁻⁻⁻⁻</td>
<td>3⁻⁻⁻⁻</td>
<td>2⁻⁻⁻⁻</td>
<td>1⁻⁻⁻⁻</td>
<td></td>
</tr>
<tr>
<td>IT</td>
<td>45⁺⁺⁻⁻</td>
<td>52⁻⁻⁻⁻</td>
<td>2⁻⁻⁻⁻</td>
<td>1⁻⁻⁻⁻</td>
<td>0⁻⁻⁻⁻</td>
<td></td>
</tr>
<tr>
<td>LU</td>
<td>61⁺⁺⁻⁻</td>
<td>38⁻⁻⁻⁻</td>
<td>1⁻⁻⁻⁻</td>
<td>1⁻⁻⁻⁻</td>
<td>0⁻⁻⁻⁻</td>
<td></td>
</tr>
<tr>
<td>UK</td>
<td>69⁺⁺⁻⁻</td>
<td>29⁻⁻⁻⁻</td>
<td>2⁻⁻⁻⁻</td>
<td>1⁻⁻⁻⁻</td>
<td>0⁻⁻⁻⁻</td>
<td></td>
</tr>
<tr>
<td>BG</td>
<td>23⁺⁺⁻⁻</td>
<td>75⁻⁻⁻⁻</td>
<td>1⁻⁻⁻⁻</td>
<td>0⁻⁻⁻⁻</td>
<td>0⁻⁻⁻⁻</td>
<td></td>
</tr>
<tr>
<td>CZ</td>
<td>41⁺⁺⁻⁻</td>
<td>56⁻⁻⁻⁻</td>
<td>3⁻⁻⁻⁻</td>
<td>2⁻⁻⁻⁻</td>
<td>1⁻⁻⁻⁻</td>
<td></td>
</tr>
<tr>
<td>FI</td>
<td>60⁺⁺⁻⁻</td>
<td>38⁻⁻⁻⁻</td>
<td>2⁻⁻⁻⁻</td>
<td>1⁻⁻⁻⁻</td>
<td>0⁻⁻⁻⁻</td>
<td></td>
</tr>
<tr>
<td>LT</td>
<td>52⁺⁺⁻⁻</td>
<td>43⁻⁻⁻⁻</td>
<td>5⁻⁻⁻⁻</td>
<td>1⁻⁻⁻⁻</td>
<td>0⁻⁻⁻⁻</td>
<td></td>
</tr>
<tr>
<td>PT</td>
<td>29⁺⁺⁻⁻</td>
<td>72⁻⁻⁻⁻</td>
<td>2⁻⁻⁻⁻</td>
<td>0⁻⁻⁻⁻</td>
<td>0⁻⁻⁻⁻</td>
<td></td>
</tr>
<tr>
<td>LV</td>
<td>53⁻⁻⁻⁻</td>
<td>45⁺⁺⁻⁻</td>
<td>2⁻⁻⁻⁻</td>
<td>1⁻⁻⁻⁻</td>
<td>0⁻⁻⁻⁻</td>
<td></td>
</tr>
<tr>
<td>PL</td>
<td>38⁻⁻⁻⁻</td>
<td>57⁻⁻⁻⁻</td>
<td>5⁻⁻⁻⁻</td>
<td>3⁻⁻⁻⁻</td>
<td>1⁻⁻⁻⁻</td>
<td></td>
</tr>
<tr>
<td>SK</td>
<td>41⁻⁻⁻⁻</td>
<td>56⁻⁻⁻⁻</td>
<td>3⁻⁻⁻⁻</td>
<td>2⁻⁻⁻⁻</td>
<td>1⁻⁻⁻⁻</td>
<td></td>
</tr>
<tr>
<td>FR</td>
<td>56⁻⁻⁻⁻</td>
<td>43⁻⁻⁻⁻</td>
<td>1⁻⁻⁻⁻</td>
<td>0⁻⁻⁻⁻</td>
<td>0⁻⁻⁻⁻</td>
<td></td>
</tr>
<tr>
<td>SI</td>
<td>52⁻⁻⁻⁻</td>
<td>44⁺⁺⁻⁻</td>
<td>4⁻⁻⁻⁻</td>
<td>1⁻⁻⁻⁻</td>
<td>0⁻⁻⁻⁻</td>
<td></td>
</tr>
<tr>
<td>HU</td>
<td>23⁻⁻⁻⁻</td>
<td>77⁺⁺⁻⁻</td>
<td>0⁻⁻⁻⁻</td>
<td>0⁻⁻⁻⁻</td>
<td>0⁻⁻⁻⁻</td>
<td></td>
</tr>
</tbody>
</table>

Base: All respondents who have a personal mobile phone in EU28 (n = 25603)
IV. TELEVISION ACCESS

This section discusses EU citizens’ access to television, and the means they use to receive TV signals.

1. OVERALL ACCESS TO TELEVISION

– Almost everyone in the EU has television access –

Almost all EU households have access to a television (96%). This proportion is in line with that of 2013 (97%), December 2011 (97%) and December 2009 (98%).

2. MEANS OF RECEPTION

– Digital terrestrial television is the most common means of receiving TV –

Respondents with a television in the household are most likely to receive their television via terrestrial connection (43%), either by means of Digital Terrestrial Television (37%) or by analogue television with an aerial (6%), while one quarter receive television via satellite (25%). In total, 30% have cable TV – 19% receive digital cable, while 11% have analogue cable. Less than one in ten receive their television via the phone network (7%) or via the Internet (4%).

There have only been slight changes since the last survey in 2013: a three percentage point drop in television owners using digital terrestrial connections, and a two point increase in satellite connections.

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

---

23 D46. Which of the following goods do you have? Television
24 QB5. Does your household receive television via...? Answers: An aerial (for example on the roof or on the top of the TV set); Digital Terrestrial Television (aerial + decoder) (USE APPROPRIATE EXAMPLE IN EACH COUNTRY – UK: Freeview\ Digibox - FR: TNT); A cable TV network (analogue = directly connected to the TV set); A cable TV network + decoder (digital TV); Satellite TV via a satellite dish + decoder; The telephone network + modem and\ or decoder, i.e. ADSL or VDSL; The Internet (Wi-Fi connected TV, PC and\ or a handheld device); Don’t know.
25 Some means of receiving television are not available in several countries, as follows:

- An aerial (for example on the roof or on the top of the TV set): Austria, Belgium, Bulgaria, Czech Republic, Germany, Denmark, Estonia, Spain, Finland, France, Croatia, Hungary, Italy, Luxembourg, Latvia, the Netherlands, Portugal and Sweden;
- A cable TV network (analogue = directly connected to the TV set): Spain, Finland, France, Croatia, Italy;
- A cable TV network + decoder (digital TV): Italy;
- The telephone network + modem and\ or decoder, i.e. ADSL or VDSL: Croatia and Lithuania.
Q5. Does your household receive television via...?

- Digital Terrestrial Television (aerial + decoder): 37% vs. 40%
- Satellite TV via a satellite dish + decoder: 25% vs. 23%
- A cable TV network + decoder (digital TV): 19% vs. 19%
- A cable TV network (analogue = directly connected to the TV set): 11% vs. 12%
- The telephone network + modem and/or decoder, i.e. ADSL or VDSL: 7% vs. 6%
- An aerial (for example on the roof or on the top of the TV set): 6% vs. 6%
- The Internet (Wi-Fi connected TV, PC and/or a handheld device): 4% vs. 4%
- Don't know: 1% vs. 1%

Total 'Cable TV' = 30% vs. 31%
Total 'Aerial or DTT' = 43% vs. 45%

Base: All respondents who have television in the household in EU28 (n = 26652) (MULTIPLE ANSWERS POSSIBLE)
After a long period of growth between 2005 and 2013, digital terrestrial television declined slightly in the current survey (-3 percentage points). Cable and satellite connections have remained fairly stable since 2005, although there have been consecutive slight declines in cable access since 2011.

Analogue television access via an aerial has remained stable at 6%, after a sharp decrease between 2011 and 2012.

Television access over the telephone network has shown only a small increase since 2005.
There are large variations between Member States in the methods used to access television. Digital terrestrial television is the most common kind of access in nine countries, particularly Spain (89%), Italy (70%) and France (65%). In a sharp contrast just 4% of respondents in Belgium and 5% of those in Germany access television using this method.

Respondents in Austria are the most likely to access television via satellite, and this is also the most common method of television access within the country (53%). Satellite TV access is also high in Germany (48%) and Ireland (45%), but Austria is the only country where at least half of those with a television use this method of television access.

At least half of all television owning respondents in Belgium (56%), Finland (51%) and the Netherlands (50%) have digital cable TV, compared with no households in Italy. Analogue cable TV is also not used by households in Italy, Finland, Croatia, France or Spain (all 0%). On the other hand, analogue cable is the most common kind of television connection in Romania (56%), and it is also common in Hungary (35%), Lithuania and Latvia (both 31%).

More than one third of households in France have television access TV via the telephone network (36%), as do at least one in five households in Belgium (23%), Slovenia (22%) and Croatia (20%). No households in Bulgaria, Greece, Lithuania or Poland access television using this method.

Television delivered via an aerial is rare in most Member States. However, it is the most common method of television access in Cyprus (62%) and Greece (57%), and just over one quarter of UK households with a TV use this method (26%).

Households in Sweden (18%) and France (11%) are the most likely to receive television over the Internet. No households in Portugal, Poland or Greece receive television this way.
### Q85. Does your household receive television via...?

<table>
<thead>
<tr>
<th></th>
<th>Digital Terrestrial Television (aerial + decoder)</th>
<th>Satellite TV via a satellite dish + decoder</th>
<th>An aerial (for example on the roof or on the top of the TV set)</th>
<th>The telephone network = modem and or decoder, i.e. ADSL or VDSL</th>
<th>The Internet (Wi-Fi connected TV, PC and a handheld device)</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EU28</strong></td>
<td>37%</td>
<td>25%</td>
<td>19%</td>
<td>11%</td>
<td>7%</td>
<td>6%</td>
</tr>
<tr>
<td><strong>BE</strong></td>
<td>4%</td>
<td>4%</td>
<td><strong>58%</strong></td>
<td>19%</td>
<td>7%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>BG</strong></td>
<td>17%</td>
<td>32%</td>
<td>33%</td>
<td>20%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>CZ</strong></td>
<td>52%</td>
<td>23%</td>
<td>15%</td>
<td>10%</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>DK</strong></td>
<td>19%</td>
<td>8%</td>
<td>38%</td>
<td>21%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>DE</strong></td>
<td>5%</td>
<td>48%</td>
<td>31%</td>
<td>18%</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>EE</strong></td>
<td>24%</td>
<td>12%</td>
<td>32%</td>
<td>20%</td>
<td>14%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>IE</strong></td>
<td>21%</td>
<td>45%</td>
<td>19%</td>
<td>9%</td>
<td>1%</td>
<td>11%</td>
</tr>
<tr>
<td><strong>EL</strong></td>
<td>49%</td>
<td>4%</td>
<td>2%</td>
<td>1%</td>
<td>0%</td>
<td><strong>57%</strong></td>
</tr>
<tr>
<td><strong>ES</strong></td>
<td><strong>89%</strong></td>
<td>2%</td>
<td>12%</td>
<td>0%</td>
<td>3%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>FR</strong></td>
<td>65%</td>
<td>14%</td>
<td>9%</td>
<td>0%</td>
<td><strong>38%</strong></td>
<td>0%</td>
</tr>
<tr>
<td><strong>HR</strong></td>
<td>58%</td>
<td>7%</td>
<td>22%</td>
<td>0%</td>
<td>20%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>IT</strong></td>
<td>70%</td>
<td>29%</td>
<td>0%</td>
<td>0%</td>
<td>3%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>CY</strong></td>
<td>29%</td>
<td>5%</td>
<td>10%</td>
<td><strong>11%</strong></td>
<td>10%</td>
<td><strong>82%</strong></td>
</tr>
<tr>
<td><strong>LV</strong></td>
<td>39%</td>
<td>11%</td>
<td>15%</td>
<td>31%</td>
<td>3%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>LT</strong></td>
<td>24%</td>
<td>0%</td>
<td>14%</td>
<td><strong>31%</strong></td>
<td>0%</td>
<td>22%</td>
</tr>
<tr>
<td><strong>LU</strong></td>
<td>23%</td>
<td>19%</td>
<td>31%</td>
<td>21%</td>
<td>0%</td>
<td>4%</td>
</tr>
<tr>
<td><strong>HU</strong></td>
<td>9%</td>
<td>19%</td>
<td>34%</td>
<td><strong>35%</strong></td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>MT</strong></td>
<td>44%</td>
<td>8%</td>
<td>39%</td>
<td>5%</td>
<td>1%</td>
<td>6%</td>
</tr>
<tr>
<td><strong>AT</strong></td>
<td>10%</td>
<td><strong>53%</strong></td>
<td>26%</td>
<td>13%</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>NL</strong></td>
<td>15%</td>
<td>5%</td>
<td>50%</td>
<td>21%</td>
<td>8%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>PL</strong></td>
<td>25%</td>
<td><strong>35%</strong></td>
<td>20%</td>
<td>12%</td>
<td><strong>0%</strong></td>
<td><strong>13%</strong></td>
</tr>
<tr>
<td><strong>PT</strong></td>
<td>38%</td>
<td>3%</td>
<td>30%</td>
<td>18%</td>
<td>10%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>RO</strong></td>
<td>16%</td>
<td>7%</td>
<td><strong>56%</strong></td>
<td>1%</td>
<td>6%</td>
<td>2%</td>
</tr>
<tr>
<td><strong>SI</strong></td>
<td>8%</td>
<td>3%</td>
<td>34%</td>
<td>20%</td>
<td>22%</td>
<td>10%</td>
</tr>
<tr>
<td><strong>SK</strong></td>
<td>19%</td>
<td><strong>34%</strong></td>
<td>25%</td>
<td>9%</td>
<td>1%</td>
<td><strong>13%</strong></td>
</tr>
<tr>
<td><strong>FI</strong></td>
<td>47%</td>
<td>3%</td>
<td>51%</td>
<td>0%</td>
<td>1%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>SE</strong></td>
<td>26%</td>
<td>13%</td>
<td>25%</td>
<td>23%</td>
<td>11%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>UK</strong></td>
<td>28%</td>
<td>37%</td>
<td>13%</td>
<td>8%</td>
<td>1%</td>
<td><strong>25%</strong></td>
</tr>
</tbody>
</table>

### Highest percentage per country
- Digitale Terrestrial Television (aerial + decoder): **53%** (AT)
- Satellite TV via a satellite dish + decoder: **58%** (ES)
- An aerial (for example on the roof or on the top of the TV set): **82%** (CY)
- The telephone network = modem and or decoder, i.e. ADSL or VDSL: **38%** (FR)
- The Internet (Wi-Fi connected TV, PC and a handheld device): **57%** (EL)

### Lowest percentage per country
- Digitale Terrestrial Television (aerial + decoder): 4% (BE)
- Satellite TV via a satellite dish + decoder: 2% (BG)
- An aerial (for example on the roof or on the top of the TV set): 0% (IE)
- The telephone network = modem and or decoder, i.e. ADSL or VDSL: 0% (FI)
- The Internet (Wi-Fi connected TV, PC and a handheld device): 0% (ES)

Base: All respondents who have television in the household in EU28 (n = 26652)  
(MULTIPLE ANSWERS POSSIBLE)
Longer term trends show the number of households receiving digital terrestrial television in the EU is still considerably higher than in 2009 (+14 percentage points), in spite of the slight decrease since the last survey. However, at Member State level there have been declines over the same period: Belgium (-24pp), the Netherlands, Sweden (both -6 percentage points), the UK (-3pp), Romania (-2pp).

Member States with the largest increases in digital terrestrial television since 2009 include Greece (+47pp), Italy (+37pp), Portugal (+35pp) and Latvia (+33pp).
At EU level there has been a small (+3 percentage point) increase in the proportion of households with digital cable television since February/March 2011. In this period, digital cable access has increased most amongst households in Belgium and Hungary (+22 percentage points). During the same time period analogue cable TV access declined in both countries (BE: -27pp, HU: -19pp). Digital terrestrial access in Belgium also decreased 24pp during this time.

Digital cable access increased in 22 Member States between February/March 2011 and 2014. A few Member States showed the reverse trend, with the largest declines in digital cable access amongst households in Luxembourg (-8pp) and Italy (-9pp).
Although digital terrestrial and digital cable access has increased since 2011, the use of analogue cable to access television has declined (-8 percentage points). At Member State level, this decline is most notable amongst households in Bulgaria, the Netherlands (both -21pp) and Hungary (-19). Digital cable access increased in all three Member States during the same period.

Only two Member States recorded an increase in analogue cable access in this period: the UK (+6 percentage points) and Cyprus (+5pp). However, in both countries overall use of this method remains low.
Satellite television access has remained stable across the EU, with a one percentage point increase between 2009 and 2014. Most Member States also show a relatively stable penetration. The exceptions are a large increase in Bulgaria (+26pp), and a decrease of 8pp in Latvia, Cyprus and Denmark.
V. SERVICE PACKAGES

1. OVERALL PENETRATION OF SERVICE PACKAGES

– Almost half of all EU households purchase bundled communications services –

More than four in ten EU households purchase a combined package with more than one communications service included in an overall price (46%)\(^\text{26}\). This is a small increase of one percentage point since the last survey in 2013, but an eight point increase since 2009.

QB19. By bundle, we mean a combined package offering more than one communication service from the same provider at an overall price. Has your household subscribed to two or more of the following services as part of a bundle?

Base: All respondents in EU28 (n = 27739)

\(^\text{26}\) QB19. By bundle, we mean a combined package offering more than one communication service from the same provider at an overall price. Has your household subscribed to two or more of the following services as part of a bundle?
At least seven out of ten households in the Netherlands (75%) and Belgium (70%) purchase these types of communications bundles, as do 64% of households in France and 63% of those in Slovenia. Overall, a majority of households in 13 Member States purchase a communications bundle. At the other end of the scale, bundles are least common in Italy, Poland (both 21%), Slovakia (22%) and the Czech Republic (23%).

It is worth noting that Italy and Poland also have the lowest levels of home Internet access, cable TV access and relatively low levels of fixed line telephone access.

Base: All respondents in EU28 (n = 27739)
At EU level there has been little change in the proportion of households that bundle Internet access (+1 percentage point) or mobile (+1pp), and no change in the bundling of fixed telephone or TV services. The proportion who do not bundle communication services has also remained the same. At Member State level there have also been relatively few large changes since 2013. Notable exceptions include:

- The Netherlands, where bundling of Internet (+7pp), telephone (+6pp) and TV (+9pp) have all increased, and the proportion of household who do not bundle services has decreased (-11pp).

- Belgium, where bundling of Internet (+6pp) and TV (+8pp) has increased, and the proportion of household who do not bundle services has decreased (-8pp).

- Latvia, Luxembourg and Lithuania, where the proportion of households that do not bundle services has increased by 13, 10 and 8 percentage points respectively.

- Spain and Finland, where more households now bundle mobile (+10pp and +8pp respectively) and Internet services: (both +5pp).

### Table: Bundling of Communication Services

<table>
<thead>
<tr>
<th>Country</th>
<th>Internet</th>
<th>Telephone</th>
<th>Television</th>
<th>Mobile</th>
<th>Services bundled as part of a bundle</th>
<th>Other (Spontaneous)</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU28</td>
<td>42%</td>
<td>37%</td>
<td>25%</td>
<td>13%</td>
<td>+1</td>
<td>51%</td>
<td>3%</td>
</tr>
<tr>
<td>BE</td>
<td>+6</td>
<td>47%</td>
<td>+8</td>
<td>+6</td>
<td></td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>BG</td>
<td>-2</td>
<td>8%</td>
<td>-1</td>
<td>36%</td>
<td>-1</td>
<td>0%</td>
<td>2%</td>
</tr>
<tr>
<td>CZ</td>
<td>-2</td>
<td>6%</td>
<td>-2</td>
<td>15%</td>
<td>-1</td>
<td>0%</td>
<td>3%</td>
</tr>
<tr>
<td>DK</td>
<td>-4</td>
<td>25%</td>
<td>-3</td>
<td>36%</td>
<td>-3</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>DE</td>
<td>57%</td>
<td>50%</td>
<td>15%</td>
<td>15%</td>
<td>-2</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>EE</td>
<td>+1</td>
<td>23%</td>
<td>-3</td>
<td>42%</td>
<td>-3</td>
<td>0%</td>
<td>5%</td>
</tr>
<tr>
<td>IE</td>
<td>-2</td>
<td>32%</td>
<td>-3</td>
<td>21%</td>
<td>+5</td>
<td>0%</td>
<td>2%</td>
</tr>
<tr>
<td>EL</td>
<td>+4</td>
<td>47%</td>
<td>+3</td>
<td>0%</td>
<td>+2</td>
<td>0%</td>
<td>2%</td>
</tr>
<tr>
<td>ES</td>
<td>+3</td>
<td>41%</td>
<td>+3</td>
<td>10%</td>
<td>-3</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>FR</td>
<td>+4</td>
<td>58%</td>
<td>+2</td>
<td>30%</td>
<td>+3</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>HR</td>
<td>+7</td>
<td>44%</td>
<td>+2</td>
<td>10%</td>
<td>+2</td>
<td>1%</td>
<td>3%</td>
</tr>
<tr>
<td>IT</td>
<td>+1</td>
<td>16%</td>
<td>+1</td>
<td>3%</td>
<td>+1</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>CY</td>
<td>-5</td>
<td>25%</td>
<td>-5</td>
<td>29%</td>
<td>-2</td>
<td>0%</td>
<td>5%</td>
</tr>
<tr>
<td>LV</td>
<td>+4</td>
<td>14%</td>
<td>-7</td>
<td>38%</td>
<td>-4</td>
<td>0%</td>
<td>2%</td>
</tr>
<tr>
<td>LT</td>
<td>-5</td>
<td>11%</td>
<td>-5</td>
<td>22%</td>
<td>-3</td>
<td>0%</td>
<td>3%</td>
</tr>
<tr>
<td>LU</td>
<td>-3</td>
<td>52%</td>
<td>-10</td>
<td>27%</td>
<td>+3</td>
<td>0%</td>
<td>3%</td>
</tr>
<tr>
<td>HU</td>
<td>-1</td>
<td>29%</td>
<td>-4</td>
<td>44%</td>
<td>-4</td>
<td>0%</td>
<td>4%</td>
</tr>
<tr>
<td>MT</td>
<td>2%</td>
<td>52%</td>
<td>-3</td>
<td>52%</td>
<td>+1</td>
<td>0%</td>
<td>3%</td>
</tr>
<tr>
<td>AT</td>
<td>-2</td>
<td>15%</td>
<td>-2</td>
<td>18%</td>
<td>-4</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>NL</td>
<td>+7</td>
<td>52%</td>
<td>+6</td>
<td>63%</td>
<td>+9</td>
<td>0%</td>
<td>3%</td>
</tr>
<tr>
<td>PL</td>
<td>-6</td>
<td>10%</td>
<td>-1</td>
<td>14%</td>
<td>-2</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>PT</td>
<td>+2</td>
<td>45%</td>
<td>+1</td>
<td>48%</td>
<td>+2</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>RO</td>
<td>+1</td>
<td>22%</td>
<td>+5</td>
<td>42%</td>
<td>+1</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>SI</td>
<td>-2</td>
<td>49%</td>
<td>-4</td>
<td>56%</td>
<td>+2</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>SK</td>
<td>+1</td>
<td>4%</td>
<td>-1</td>
<td>10%</td>
<td>+3</td>
<td>0%</td>
<td>4%</td>
</tr>
<tr>
<td>FI</td>
<td>+5</td>
<td>6%</td>
<td>-8</td>
<td>8%</td>
<td>-8</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>SE</td>
<td>+2</td>
<td>45%</td>
<td>+3</td>
<td>33%</td>
<td>+1</td>
<td>0%</td>
<td>1%</td>
</tr>
</tbody>
</table>

Base: All respondents in EU28 (n = 27739)

(MIN 2 ANSWERS)
The table below shows there has been little change between 2013 and 2014 in the proportion of EU households that subscribe to two or more services as part of a bundle.

**QB19 By bundle, we mean a combined package offering more than one communication service from the same provider at an overall price. Has your household subscribed to two or more of the following services as part of a bundle?**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed telephone/internet</td>
<td>14%</td>
<td>14%</td>
<td></td>
<td>=</td>
</tr>
<tr>
<td>Television/Fixed telephone/internet</td>
<td>12%</td>
<td>11%</td>
<td>-1</td>
<td></td>
</tr>
<tr>
<td>Television/internet</td>
<td>5%</td>
<td>5%</td>
<td></td>
<td>=</td>
</tr>
<tr>
<td>Television/Fixed telephone/mobile telephone/internet</td>
<td>4%</td>
<td>4%</td>
<td></td>
<td>=</td>
</tr>
<tr>
<td>Fixed telephone/mobile telephone/internet</td>
<td>3%</td>
<td>4%</td>
<td>+1</td>
<td></td>
</tr>
<tr>
<td>Television/Fixed telephone</td>
<td>2%</td>
<td>2%</td>
<td></td>
<td>=</td>
</tr>
<tr>
<td>Mobile telephone/internet</td>
<td>2%</td>
<td>2%</td>
<td></td>
<td>=</td>
</tr>
<tr>
<td>Television/Mobile telephone/Internet</td>
<td>1%</td>
<td>1%</td>
<td></td>
<td>=</td>
</tr>
<tr>
<td>Fixed telephone/Mobile telephone</td>
<td>1%</td>
<td>1%</td>
<td></td>
<td>=</td>
</tr>
<tr>
<td>Television/Fixed telephone/Mobile telephone</td>
<td>0%</td>
<td>0%</td>
<td></td>
<td>=</td>
</tr>
<tr>
<td>Television/Mobile telephone</td>
<td>0%</td>
<td>0%</td>
<td></td>
<td>=</td>
</tr>
</tbody>
</table>

Base: All respondents in EU28 (n = 27739)

Households with a bundle are now more likely to include a mobile as part of that package than they were in 2013 (+3 percentage points). There has been little or no change for other services.

**QB19 By bundle, we mean a combined package offering more than one communication service from the same provider at an overall price. Has your household subscribed to two or more of the following services as part of a bundle?**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet access</td>
<td>91%</td>
<td>91%</td>
<td></td>
<td>=</td>
</tr>
<tr>
<td>Fixed telephone</td>
<td>81%</td>
<td>80%</td>
<td>-1</td>
<td></td>
</tr>
<tr>
<td>Television channels</td>
<td>54%</td>
<td>54%</td>
<td></td>
<td>=</td>
</tr>
<tr>
<td>Mobile telephone</td>
<td>26%</td>
<td>29%</td>
<td>+3</td>
<td></td>
</tr>
</tbody>
</table>

Base: All respondents who have a bundle in EU28 (n = 12853)
Since 2009 households with Internet access are more likely to have included this access as part of a bundle, and the same applies for fixed telephone access. Inclusion of Internet access has increased seven percentage points, while inclusion of fixed telephony has increased by 13pp.

Since 2007, triple play bundles have increased by ten percentage points. Double and quadruple play bundle subscriptions have also increased, but only slightly (both +3pp).

Base: All respondents who have Internet access at home in EU28 (n = 18155)
Base: All respondents who have fixed telephony in EU28 (n = 18779)
Socio-demographic analysis shows that the larger the households, the more likely they are to bundle services. One third (33%) of single person households have a bundle, compared to 56% of those with 4 or more.

The older the respondent, the less likely they are to have a bundle – this applies both to single person households, and also across all households. For example 48% of 55-64 year olds live in a household with a communications bundle, compared to 20% of those aged 75+. However, as noted in previous sections the oldest respondents are also less likely to have some of the services that could be bundled, such as Internet, TV channels or mobiles.

Citizens living in EU15 Member States are more likely to bundle services than their NMS13 counterparts (49% vs 34%), perhaps not surprising given the higher penetration rates in EU15 Member States of common bundle components such as fixed telephone access and Internet access. It is also interesting to note that while town size has little impact on the level of bundling in EU15 Member States, the same is not true for NMS13 countries. In NMS13 Member States bundling becomes more prevalent the larger the town: 24% living in rural villages have a bundle, compared to 47% of those living in a large town.

<table>
<thead>
<tr>
<th></th>
<th>TOTA L</th>
<th>Household composition</th>
<th>Subjective urbanisation</th>
<th>Single household by age</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>EU28</td>
<td>46%</td>
<td>33%</td>
<td>49%</td>
<td>55%</td>
</tr>
<tr>
<td>EU15</td>
<td>49%</td>
<td>36%</td>
<td>52%</td>
<td>59%</td>
</tr>
<tr>
<td>NMS13</td>
<td>34%</td>
<td>21%</td>
<td>30%</td>
<td>43%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>The ageing society</th>
<th>55-64</th>
<th>65-74</th>
<th>75+</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU28</td>
<td>48%</td>
<td>32%</td>
<td>20%</td>
</tr>
<tr>
<td>EU15</td>
<td>53%</td>
<td>34%</td>
<td>20%</td>
</tr>
<tr>
<td>NMS13</td>
<td>29%</td>
<td>23%</td>
<td>18%</td>
</tr>
</tbody>
</table>
VI. TRANSPARENCY OF OFFERS AND SWITCHING SERVICE PROVIDER

This section of the report looks at respondents’ experience with data consumption and extra charges for Internet access. It then reviews experiences of bundled offers – how easy it is to compare offers, how frequently consumers review offers and whether their providers inform them of changes to packages. The third part of this section explores experiences around switching service provider.

1. DATA CONSUMPTION OF INTERNET CONNECTION

1.1. Awareness about data consumption limits of Internet connection

- More than four out of ten are not aware of any data consumption limits on their home broadband connection –

Respondents are fairly evenly split between those who know they have data consumption limits on their home broadband Internet connection (46%), and those who aren’t aware of any limits (42%)\(^{27}\). Looking at more detail shows one in five (20%) say they know their contract has data limits, but they do not really know what they are, while (26%) know what the data consumption limits are in the terms of their contract.

Base: All respondents who have broadband Internet access at home in EU28 (n = 17453)

\[^{27}\] QB11. How much do you know about your data consumption limits or any other data volume limitation under the terms of your contract for your household Internet connection?
Respondents in Croatia are the most likely to be aware that there are data consumption limits on their household Internet contract (75%), followed by those in Austria (68%), and Slovakia (66%). At the other end of the scale 34% of respondents in Romania, 35% of those in Bulgaria and 36% of those in the Netherlands say the same.

Looking in more detail shows Croatia as the only country where at least half of all respondents are not only aware of data consumption limits, but say they know what those limits are for their home broadband contract (55%). Respondents in Latvia (41%), Greece (35%), Italy and Austria (both 34%) are the only other countries where at least one third of those with broadband say they know what their data consumption limits are for their home connection.

At least three in ten respondents in Slovakia, Hungary (both 36%), Austria (34%), Malta, Poland (both 32%) and Belgium (31%) say they know there are limits on their connection, but they are not sure what they are.

Respondents who aren’t aware of any data consumption limits on their broadband contract are most likely to be found in the Czech Republic (55%), Sweden (54%), Finland (53%), Estonia, Denmark (both 52%), France and the Netherlands (both 51%).
1.2. Experience of extra costs due to additional data consumption

- Few EU citizens have had to pay extra for additional data consumption on their home Internet -

Just over one in ten respondents say they have had to pay extra on top of their regular bill for additional data consumption on their household broadband Internet connection (14%)\textsuperscript{28}. For most (12%) this happens sometimes, but 2% say they often have to pay extra. However, the large majority of respondents never have to pay extra for additional data consumption (82%).

\textsuperscript{28} QB12. Have you ever had to pay extra money, on top of your regular monthly bill for additional data consumption by your household Internet connection?
The majority of respondents in each Member State have never had to pay extra for additional data consumption on their home broadband Internet connection. This response is most common amongst those in Finland (94%), Sweden (92%), Cyprus (91%) and Denmark (90%).

In contrast, more than one third of respondents in Croatia say they have had to pay additional money for excess data consumption (35%), as have 29% of those in France.
Further analysis shows that respondents who are not aware of data consumption limits for their home internet connection are the least likely to say they have had to pay extra money for excess data consumption (11%). In contrast 23% of those who know there are limits but are unsure of exactly what they are have had to pay extra, as have 17% of those who know what the data limits of their contract are.

<table>
<thead>
<tr>
<th>QB12 Have you ever had to pay extra money, on top of your regular monthly bill for additional data consumption by your household Internet connection?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total ‘Yes’</strong></td>
</tr>
<tr>
<td>Eu28</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Knowledge about data limitation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Yes, fully</strong></td>
</tr>
<tr>
<td>EU28</td>
</tr>
<tr>
<td>17%</td>
</tr>
<tr>
<td>83%</td>
</tr>
<tr>
<td>0%</td>
</tr>
<tr>
<td><strong>Yes, partially</strong></td>
</tr>
<tr>
<td>EU28</td>
</tr>
<tr>
<td>23%</td>
</tr>
<tr>
<td>75%</td>
</tr>
<tr>
<td>2%</td>
</tr>
<tr>
<td><strong>Not at all</strong></td>
</tr>
<tr>
<td>EU28</td>
</tr>
<tr>
<td>11%</td>
</tr>
<tr>
<td>80%</td>
</tr>
<tr>
<td>3%</td>
</tr>
</tbody>
</table>

Base: All respondents who have broadband Internet access at home in EU28 (n = 17453)
2. TRANSPARENCY OF BUNDLED OFFERS

– The majority of EU citizens say there is transparency around bundled offers, although fewer than half regularly compare offers –

Respondents with a bundle were asked the extent they agreed with a series of statements about bundled offers. The results show the majority of Europeans say they can easily compare the service and price of current bundle with other offers (69%), and that they receive regular information from their provider about tariffs and packages (53%). In spite of this, relatively few regularly read comparisons of bundled offers (32%), and there has been little change in the proportion who read comparisons of offers since the last survey (+2 percentage points).

*New item
Base: All respondents who have a bundle in EU28 (n = 13499)

29 QB20. Please tell me whether you agree or disagree with each of the following statements:
You can easily compare the services and prices offered by your current bundle with other bundled offers, You regularly read comparisons of bundled offers, Your bundle provider regularly gives you updated information about changes to tariffs and packages.
2.1. Ease of price comparisons of bundled offers

Denmark (44%) and Sweden (47%) are the only Member States where fewer than half say they can easily compare the service and price of their current bundle with other bundled offers. In contrast, more than eight in ten respondents in Greece (88%), Slovakia (84%), Bulgaria (82%) and Italy (81%) say this kind of comparison can be made easily.

In addition to those in Denmark and Sweden, respondents in Austria (36%) and Finland (32%) are likely to say they cannot easily compare services and prices of their current bundle with other offers.

Base: All respondents who have a bundle in EU28 (n = 13499)
2.2. Frequency of price comparisons of bundled offers

Cyprus and Ireland are the only countries where at least half of all respondents with a bundle say they regularly read comparisons of bundled offers (55% and 52% respectively), although 46% of respondents in Greece and 45% in Bulgaria also say they do this. At the other end of the scale 17% of respondents in Estonia and 19% in Sweden also say they regularly read comparisons of bundled offers. This is not necessarily related to the ease with which respondents can compare offers: although Sweden has one of the lowest proportions of respondents that say it is easy to compare offers (47%), the same is not true for Estonia (71%).

There has been little change in price comparison behaviour since 2013, with a two percentage point increase in those saying they regularly read comparisons of bundled offers. However, there have been larger changes in some Member States. Respondents in Luxembourg (+14pp), Poland (+12pp) and Slovenia (+10pp) are all more likely to regularly read bundled offer comparisons compared to the last survey. On the other hand, those in Italy (-9pp) and Austria (-6pp) are less likely to do so.
QB20.2 Please tell me whether you agree or disagree with each of the following statements. You regularly read comparisons of bundled offers.


<table>
<thead>
<tr>
<th></th>
<th>Total ‘Agree’</th>
<th>Total ‘Disagree’</th>
<th>Not applicable (SPONTANEOUS)</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU28</td>
<td>32%</td>
<td>62%</td>
<td>4%</td>
<td>2%</td>
</tr>
<tr>
<td>LU</td>
<td>34% +14</td>
<td>55% -14</td>
<td>8%</td>
<td>3% +2</td>
</tr>
<tr>
<td>PL</td>
<td>36% +12</td>
<td>59% -14</td>
<td>4%</td>
<td>1% -1</td>
</tr>
<tr>
<td>SI</td>
<td>31% +10</td>
<td>63% -8</td>
<td>2%</td>
<td>4% +3</td>
</tr>
<tr>
<td>IE</td>
<td>52% +9</td>
<td>45% -3</td>
<td>3%</td>
<td>0% -4</td>
</tr>
<tr>
<td>BE</td>
<td>35% +8</td>
<td>62% -8</td>
<td>3%</td>
<td>0%</td>
</tr>
<tr>
<td>LT</td>
<td>35% +8</td>
<td>59% -5</td>
<td>2%</td>
<td>4% -2</td>
</tr>
<tr>
<td>LV</td>
<td>37% +7</td>
<td>56% -8</td>
<td>5%</td>
<td>2%</td>
</tr>
<tr>
<td>FI</td>
<td>27% +7</td>
<td>71% -5</td>
<td>1%</td>
<td>1% +1</td>
</tr>
<tr>
<td>UK</td>
<td>35% +5</td>
<td>55% -10</td>
<td>7%</td>
<td>3% +1</td>
</tr>
<tr>
<td>NL</td>
<td>23% +5</td>
<td>71% -6</td>
<td>5%</td>
<td>1%</td>
</tr>
<tr>
<td>CY</td>
<td>55% +4</td>
<td>42% -3</td>
<td>1%</td>
<td>2% +1</td>
</tr>
<tr>
<td>EE</td>
<td>17% +4</td>
<td>76% -5</td>
<td>6%</td>
<td>1%</td>
</tr>
<tr>
<td>CZ</td>
<td>28% +3</td>
<td>70% -4</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td>MT</td>
<td>30% +2</td>
<td>50% -6</td>
<td>7%</td>
<td>5%</td>
</tr>
<tr>
<td>SK</td>
<td>26% +2</td>
<td>74% -1</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>FR</td>
<td>26% +1</td>
<td>70% -2</td>
<td>2%</td>
<td>2% +1</td>
</tr>
<tr>
<td>ES</td>
<td>40%</td>
<td>56% +2</td>
<td>2%</td>
<td>2% -1</td>
</tr>
<tr>
<td>DE</td>
<td>26%</td>
<td>71% -1</td>
<td>2%</td>
<td>1% +1</td>
</tr>
<tr>
<td>HU</td>
<td>23%</td>
<td>66% -1</td>
<td>11%</td>
<td>0%</td>
</tr>
<tr>
<td>RO</td>
<td>39% -1</td>
<td>50% +3</td>
<td>5%</td>
<td>0% -2</td>
</tr>
<tr>
<td>BG</td>
<td>45% -2</td>
<td>51% +3</td>
<td>0%</td>
<td>4% -1</td>
</tr>
<tr>
<td>PT</td>
<td>39% -2</td>
<td>57% +3</td>
<td>3%</td>
<td>1% +1</td>
</tr>
<tr>
<td>DK</td>
<td>23% -2</td>
<td>70% +1</td>
<td>4%</td>
<td>3% +2</td>
</tr>
<tr>
<td>HR</td>
<td>38% -3</td>
<td>56% +1</td>
<td>1%</td>
<td>5% +2</td>
</tr>
<tr>
<td>SE</td>
<td>19% -4</td>
<td>76% +3</td>
<td>4%</td>
<td>1% +1</td>
</tr>
<tr>
<td>EL</td>
<td>46% -5</td>
<td>53% +7</td>
<td>1%</td>
<td>0%</td>
</tr>
<tr>
<td>AT</td>
<td>25% -6</td>
<td>64% +3</td>
<td>11%</td>
<td>0%</td>
</tr>
<tr>
<td>IT</td>
<td>41% -9</td>
<td>53% +6</td>
<td>4%</td>
<td>2% +1</td>
</tr>
</tbody>
</table>

Base: All respondents who have a bundle in EU28 (n = 13499)
2.3. Updated information about changes to tariffs and packages

In all Member States – except Portugal, Italy and France – a majority of respondents regularly receive updated information about changes to tariffs and packages.

Three quarters of respondents in Poland agree that their provider regularly gives them updated information about changes to tariffs and packages (75%), as do 74% of those in the Czech Republic, 71% of those in Bulgaria and 70% of those in Luxembourg. By comparison, less than half of those with bundles in France (39%), Italy (42%), Portugal (45%), Denmark and Germany (both 48%) say the same, although France is the only country where at least half disagree (54%).

Base: All respondents who have a bundle in EU28 (n = 13499)
3. SWITCHING SERVICE PROVIDER

3.1. Experience of switching provider

- Switching service provider appears to be more common for newer services such as bundles (45%), mobile phone (44%) and Internet (43%) -

As discussed in the preceding section, a majority of Europeans agree that it is easy to compare the services and prices of their current bundle with other offers (69%). In spite of this perceived ease, most do not regularly read comparisons of bundled offers (62%), and fewer than half live in a household where someone has switched bundle provider.

At least four in ten respondents live in a household where someone has switched mobile telephone provider (44%) or Internet provider (43%), while almost four in ten (37%) say someone in their household has switched fixed telephone provider. Respondents are least likely to say that someone in their household has changed television provider (26%).

However, this relatively lower rate for television should take into consideration the fact that a significant proportion of households are not bound by a contract to a commercial TV broadcasters as they receive free-to-air TV, in particular via terrestrial television or satellite. This may have an impact on the respondent’s perception of switching TV services. Overall, switching behaviour seems to be more common for newer services such as bundles, mobile phones and Internet.

The switching patterns for bundles, mobile telephones and Internet are similar, with about one in ten switching within the last year, and in each of the other time periods. Those who have switched fixed line telephone providers are more likely to have done this more than two years ago (24%) than within the last two years (13%). The same applies for television, with 10% switching providers in the last two years, and 16% switching two or more years ago.

Base: All respondents in EU28 who have the service in question (n = between 12853 and 26652)
There is little difference in the overall proportion of EU citizens who have changed bundle, mobile or Internet providers at least once. However, at country level there are large variations.

Households in Greece are the most likely to have changed bundle service provider (68%), followed by those in Slovakia (65%) and Portugal (64%). Households in Romania are least likely to have switched bundle provider (20%).

Households in Austria are the most likely to have someone who has changed mobile provider (64%), followed by those in Finland (62%) and Spain (60%). Respondents in Cyprus (18%) and Romania (21%) are least likely to say someone in their household has switched mobile provider. In 13 EU Member States, respondents are most likely to have changed mobile provider of all the services asked about.

Respondents in Portugal are the most likely to say someone in their household has switched Internet provider (61%), followed by those in Greece (59%) and Spain (56%). Once again respondents in Romania are least likely to say this (22%). Respondents in Portugal are also the most likely across the EU to say someone in their household has switched fixed line telephone provider (62%), and this behaviour is also relatively common amongst households in the Netherlands (52%) and Greece (50%). Just 5% of respondents in Lithuania and 9% of those in Finland and Bulgaria say the same.

Slovakia (54%) and Hungary (53%) are the only Member States where at least half say someone in their household has switched television provider. At the other end of the scale, 11% of respondents in Spain and 14% of those in Finland say the same.

Looking across the range of services asked about shows that switching behaviour is more common in some Member States than others. For example in Spain and the Netherlands at least half of those with a bundle, mobile or Internet service in the household have changed provider at least once. In contrast, fewer than three in ten respondents in Romania or Cyprus have switched providers for any of the services asked about.
**QB21 Have you or someone in your household changed service provider for the following services? % of ‘At least once’**

<table>
<thead>
<tr>
<th>Service</th>
<th>Bundles</th>
<th>Mobile telephone</th>
<th>Internet</th>
<th>Fixed line telephone</th>
<th>Television</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU28</td>
<td>45%</td>
<td>44%</td>
<td>43%</td>
<td>37%</td>
<td>26%</td>
</tr>
<tr>
<td>BE</td>
<td>40%</td>
<td>44%</td>
<td>40%</td>
<td>30%</td>
<td>37%</td>
</tr>
<tr>
<td>BG</td>
<td>30%</td>
<td>25%</td>
<td>30%</td>
<td>9%</td>
<td>30%</td>
</tr>
<tr>
<td>CZ</td>
<td>52%</td>
<td>43%</td>
<td>38%</td>
<td>24%</td>
<td>25%</td>
</tr>
<tr>
<td>DK</td>
<td>51%</td>
<td>56%</td>
<td>47%</td>
<td>39%</td>
<td>26%</td>
</tr>
<tr>
<td>DE</td>
<td>41%</td>
<td>44%</td>
<td>41%</td>
<td>37%</td>
<td>21%</td>
</tr>
<tr>
<td>EE</td>
<td>43%</td>
<td>48%</td>
<td>38%</td>
<td>23%</td>
<td>33%</td>
</tr>
<tr>
<td>IE</td>
<td>56%</td>
<td>43%</td>
<td>46%</td>
<td>40%</td>
<td>32%</td>
</tr>
<tr>
<td>EL</td>
<td>66%</td>
<td>57%</td>
<td>50%</td>
<td>50%</td>
<td>15%</td>
</tr>
<tr>
<td>ES</td>
<td>55%</td>
<td>60%</td>
<td>56%</td>
<td>43%</td>
<td>11%</td>
</tr>
<tr>
<td>FR</td>
<td>40%</td>
<td>46%</td>
<td>36%</td>
<td>33%</td>
<td>24%</td>
</tr>
<tr>
<td>HR</td>
<td>48%</td>
<td>40%</td>
<td>40%</td>
<td>40%</td>
<td>28%</td>
</tr>
<tr>
<td>IT</td>
<td>55%</td>
<td>41%</td>
<td>39%</td>
<td>32%</td>
<td>16%</td>
</tr>
<tr>
<td>CY</td>
<td>24%</td>
<td>13%</td>
<td>25%</td>
<td>17%</td>
<td>17%</td>
</tr>
<tr>
<td>LV</td>
<td>48%</td>
<td>50%</td>
<td>41%</td>
<td>20%</td>
<td>43%</td>
</tr>
<tr>
<td>LT</td>
<td>26%</td>
<td>37%</td>
<td>31%</td>
<td>5%</td>
<td>26%</td>
</tr>
<tr>
<td>LU</td>
<td>20%</td>
<td>31%</td>
<td>26%</td>
<td>22%</td>
<td>22%</td>
</tr>
<tr>
<td>HU</td>
<td>46%</td>
<td>38%</td>
<td>45%</td>
<td>36%</td>
<td>53%</td>
</tr>
<tr>
<td>MT</td>
<td>23%</td>
<td>33%</td>
<td>25%</td>
<td>23%</td>
<td>23%</td>
</tr>
<tr>
<td>AT</td>
<td>56%</td>
<td>64%</td>
<td>52%</td>
<td>32%</td>
<td>31%</td>
</tr>
<tr>
<td>NL</td>
<td>60%</td>
<td>50%</td>
<td>52%</td>
<td>52%</td>
<td>46%</td>
</tr>
<tr>
<td>PL</td>
<td>47%</td>
<td>40%</td>
<td>32%</td>
<td>35%</td>
<td>34%</td>
</tr>
<tr>
<td>PT</td>
<td>64%</td>
<td>37%</td>
<td>61%</td>
<td>52%</td>
<td>48%</td>
</tr>
<tr>
<td>RO</td>
<td>20%</td>
<td>21%</td>
<td>22%</td>
<td>20%</td>
<td>27%</td>
</tr>
<tr>
<td>SI</td>
<td>51%</td>
<td>45%</td>
<td>52%</td>
<td>43%</td>
<td>46%</td>
</tr>
<tr>
<td>SK</td>
<td>65%</td>
<td>51%</td>
<td>47%</td>
<td>13%</td>
<td>54%</td>
</tr>
<tr>
<td>FI</td>
<td>59%</td>
<td>62%</td>
<td>54%</td>
<td>9%</td>
<td>14%</td>
</tr>
<tr>
<td>SE</td>
<td>45%</td>
<td>50%</td>
<td>48%</td>
<td>47%</td>
<td>45%</td>
</tr>
<tr>
<td>UK</td>
<td>46%</td>
<td>38%</td>
<td>46%</td>
<td>43%</td>
<td>31%</td>
</tr>
</tbody>
</table>

**Highest percentage per country**

**Lowest percentage per country**

Base: All respondents in EU28 who have the service in question (n = between 12853 and 26652)
3.2. Satisfaction with changing service provider

– Most respondents say it was easy to switch providers –

More than three quarters of those who have changed a service or bundle provider say it was easy to do (76%)\(^{30}\). One third say it was very easy (33%) while 43% say it was fairly easy. Around one in ten (11%) say it was fairly difficult to switch, and 4% say it was very difficult.

\(^{30}\) QB22. Thinking about the last time you changed your service or bundle provider, how easy was it?

Base: All respondents in EU28 who have changed service or bundle provider (n = 16082)
In each Member State, at least half of those who have switched bundle or service provider say it was easy to do. At least nine out of ten switchers in Slovenia (91%) and Estonia (91%) say this, as do 89% of respondents in Cyprus. Respondents in Luxembourg (63%) and Germany (64%) are least likely to say switching was easy.

At least half of all switchers in Cyprus and Denmark say switching providers was very easy (both 54%), followed by 49% of respondents in Estonia and 48% of those in Finland and Ireland. Just over one in five respondents in Austria and Portugal say the same (both 22%). At least half of all switchers in Austria, Poland (both 55%), Italy (54%), Slovakia, Hungary (both 53%) and Portugal (52%) say changing providers was fairly easy.

Roughly one in five respondents in the Czech Republic (21%), Portugal and Sweden (both 20%) say that switching bundle or service provider was difficult, compared to just 2% of respondents in Cyprus and 5% in Slovenia and Estonia. In fact, almost one in ten switchers in Sweden say it was very difficult to change providers (9%).

Base: All respondents in EU28 who have changed service or bundle provider (n = 16082)
3.3. Switching bundle provider

- Most of those who have never switched bundle providers have also never considered doing so -

Amongst those who live in households where no one has ever changed bundle providers, the majority say they have in fact never considered doing so (69%)\(^{31}\). This is in spite of the fact that the majority of those with bundles agree that it is easy to compare their current service with others. Just over one quarter (27%) have considered changing bundle providers, although they have never actually done so.

Amongst those who have considered changing bundle provider, no single reason for not going through with a change stands out. Almost one in ten (9%) say they didn’t change because they were satisfied with their current service, 6% say it would take too much time and effort to switch, while 5% are bound by the conditions of their current contract. Fewer than 5% nominated any of the other reasons.

---

\(^{31}\) QB23. Have you or someone in your household ever considered changing your bundle provider? (ROTATE – MULTIPLE ANSWERS POSSIBLE). Answers: No, you never considered it; Yes, but you are satisfied with the service you currently get; Yes, but there are no other bundle providers in the area where you live; Yes, but there are no other bundle providers which would provide good value for money; Yes, but you are currently bound by your contract with your current provider; Yes, but eventually your provider offered you better conditions and you decided not to switch; Yes, but you don’t want to take the risk of having to pay more than one provider during the switching process; Yes, but it is not clear what steps you would need to take to switch; Yes, but you do not want to lose your current e-mail address(es) or web page(s) hosted on the provider’s server; Yes, but it takes too much effort and time to do it; Yes, but some services of the bundle could not be cancelled at the same time; Other (SPONTANEOUS); Don’t know.
However, across all Member States the most common reason is that respondents have never considered switching bundle providers, and this is particularly the case in Hungary (84%) and Luxembourg (80%). In fact, Sweden is the only country where fewer than half of those who have never switched bundles say they have actually never considered changing. However, it is worth noting that although 54% of those in Sweden have considered changing, 25% did not do so because they were satisfied with their current service.

Respondents in Sweden are also the most likely to say that it takes too much time and effort to switch (16%), and that there are no other bundle providers in their area (10%). Those in Croatia are most likely to say they are bound to their current provider by contractual conditions (17%), while those in the Czech Republic are most likely to say their existing provider offered them better conditions so they did not switch (16%). Almost one in ten respondents in Romania say there are no other bundle providers that would give good value for money (9%).

Respondents in Germany are the most likely to say they didn’t want to risk service interruption while switching (6%) or having to pay more than one provider while switching (4%). Respondents in Sweden, Luxembourg and France (all 3%) are the most likely to say it wasn’t clear what steps they would need to take to switch, while respondents in the Netherlands are the most likely to have worried about losing email addresses or stored web pages (6%).

Respondents in Finland are the most likely to say that some of the bundle services could not be cancelled at the same time (4%).
### Questions: "E-Communications and Telecom Single Market Household Survey"

#### Table: Q823 Have you or someone in your household ever considered changing your bundle provider?

<table>
<thead>
<tr>
<th>Q823</th>
<th>No, you never considered it</th>
<th>Yes, but you are satisfied with the service you currently get</th>
<th>Yes, but it takes too much effort and time to do it</th>
<th>Yes, but you are currently bound to your contract with your current provider</th>
<th>Yes, but eventually your provider offered you better conditions and you decided not to switch</th>
<th>Yes, but there are no other bundle providers which would provide good value for money</th>
<th>Yes, but you don’t want to take the risk of a temporary loss of service during the switching process</th>
<th>Yes, but there are no other bundle providers in the area where you live</th>
<th>Yes, but you don’t want to take the risk of having to pay more than one provider during the switching process</th>
<th>Yes, but it is not clear what steps you would need to take to switch</th>
<th>Yes, but you do not want to lose your current e-mail address(es) or web page(s) hosted on the provider’s server</th>
<th>Yes, but some services of the bundle could not be canceled at the same time</th>
<th>Other (SPONTANEOUS)</th>
<th>Don’t know</th>
<th>Total “Yes”</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU28</td>
<td>59%</td>
<td>9%</td>
<td>5%</td>
<td>5%</td>
<td>4%</td>
<td>3%</td>
<td>3%</td>
<td>3%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>1%</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>BE</td>
<td>76%</td>
<td>11%</td>
<td>5%</td>
<td>4%</td>
<td>3%</td>
<td>3%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>2%</td>
<td>2%</td>
<td>1%</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td>BG</td>
<td>64%</td>
<td>21%</td>
<td>3%</td>
<td>4%</td>
<td>2%</td>
<td>2%</td>
<td>1%</td>
<td>4%</td>
<td>1%</td>
<td>1%</td>
<td>0%</td>
<td>0%</td>
<td>1%</td>
<td>0%</td>
<td>7%</td>
</tr>
<tr>
<td>CZ</td>
<td>64%</td>
<td>10%</td>
<td>7%</td>
<td>16%</td>
<td>4%</td>
<td>5%</td>
<td>0%</td>
<td>3%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>36%</td>
</tr>
<tr>
<td>DK</td>
<td>71%</td>
<td>7%</td>
<td>4%</td>
<td>6%</td>
<td>5%</td>
<td>3%</td>
<td>1%</td>
<td>1%</td>
<td>0%</td>
<td>0%</td>
<td>2%</td>
<td>2%</td>
<td>0%</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td>DE</td>
<td>73%</td>
<td>5%</td>
<td>7%</td>
<td>5%</td>
<td>4%</td>
<td>5%</td>
<td>2%</td>
<td>4%</td>
<td>5%</td>
<td>2%</td>
<td>3%</td>
<td>3%</td>
<td>1%</td>
<td>1%</td>
<td>3%</td>
</tr>
<tr>
<td>EE</td>
<td>67%</td>
<td>14%</td>
<td>3%</td>
<td>3%</td>
<td>4%</td>
<td>1%</td>
<td>5%</td>
<td>0%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>EL</td>
<td>63%</td>
<td>23%</td>
<td>1%</td>
<td>4%</td>
<td>1%</td>
<td>1%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>1%</td>
<td>0%</td>
<td>1%</td>
<td>0%</td>
<td>3%</td>
</tr>
<tr>
<td>EL</td>
<td>73%</td>
<td>12%</td>
<td>2%</td>
<td>3%</td>
<td>1%</td>
<td>0%</td>
<td>2%</td>
<td>0%</td>
<td>2%</td>
<td>1%</td>
<td>0%</td>
<td>0%</td>
<td>1%</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>FR</td>
<td>71%</td>
<td>8%</td>
<td>4%</td>
<td>5%</td>
<td>4%</td>
<td>4%</td>
<td>1%</td>
<td>3%</td>
<td>2%</td>
<td>1%</td>
<td>2%</td>
<td>2%</td>
<td>1%</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>HR</td>
<td>73%</td>
<td>5%</td>
<td>17%</td>
<td>4%</td>
<td>5%</td>
<td>5%</td>
<td>5%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>0%</td>
<td>2%</td>
<td>0%</td>
<td>3%</td>
</tr>
<tr>
<td>IT</td>
<td>66%</td>
<td>10%</td>
<td>2%</td>
<td>4%</td>
<td>5%</td>
<td>5%</td>
<td>1%</td>
<td>2%</td>
<td>0%</td>
<td>1%</td>
<td>0%</td>
<td>2%</td>
<td>0%</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td>CY</td>
<td>70%</td>
<td>10%</td>
<td>0%</td>
<td>2%</td>
<td>1%</td>
<td>2%</td>
<td>1%</td>
<td>3%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>4%</td>
</tr>
<tr>
<td>LV</td>
<td>72%</td>
<td>6%</td>
<td>5%</td>
<td>3%</td>
<td>8%</td>
<td>1%</td>
<td>2%</td>
<td>1%</td>
<td>2%</td>
<td>1%</td>
<td>0%</td>
<td>1%</td>
<td>0%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>LT</td>
<td>76%</td>
<td>4%</td>
<td>3%</td>
<td>4%</td>
<td>2%</td>
<td>1%</td>
<td>0%</td>
<td>0%</td>
<td>1%</td>
<td>0%</td>
<td>0%</td>
<td>1%</td>
<td>0%</td>
<td>1%</td>
<td>2%</td>
</tr>
<tr>
<td>LU</td>
<td>80%</td>
<td>5%</td>
<td>1%</td>
<td>4%</td>
<td>3%</td>
<td>4%</td>
<td>3%</td>
<td>1%</td>
<td>3%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>3%</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>HU</td>
<td>84%</td>
<td>3%</td>
<td>4%</td>
<td>3%</td>
<td>1%</td>
<td>2%</td>
<td>1%</td>
<td>0%</td>
<td>1%</td>
<td>0%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>0%</td>
</tr>
<tr>
<td>MT</td>
<td>76%</td>
<td>12%</td>
<td>3%</td>
<td>4%</td>
<td>1%</td>
<td>2%</td>
<td>2%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>0%</td>
</tr>
<tr>
<td>AT</td>
<td>64%</td>
<td>14%</td>
<td>8%</td>
<td>8%</td>
<td>2%</td>
<td>3%</td>
<td>2%</td>
<td>2%</td>
<td>3%</td>
<td>0%</td>
<td>5%</td>
<td>0%</td>
<td>2%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>NL</td>
<td>62%</td>
<td>11%</td>
<td>10%</td>
<td>3%</td>
<td>5%</td>
<td>2%</td>
<td>3%</td>
<td>2%</td>
<td>2%</td>
<td>1%</td>
<td>2%</td>
<td>1%</td>
<td>0%</td>
<td>0%</td>
<td>4%</td>
</tr>
<tr>
<td>PL</td>
<td>66%</td>
<td>3%</td>
<td>4%</td>
<td>1%</td>
<td>2%</td>
<td>1%</td>
<td>2%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>3%</td>
<td>1%</td>
<td>11%</td>
</tr>
<tr>
<td>PT</td>
<td>75%</td>
<td>5%</td>
<td>2%</td>
<td>4%</td>
<td>4%</td>
<td>0%</td>
<td>1%</td>
<td>5%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>RO</td>
<td>62%</td>
<td>15%</td>
<td>2%</td>
<td>7%</td>
<td>1%</td>
<td>9%</td>
<td>1%</td>
<td>1%</td>
<td>3%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>2%</td>
<td>1%</td>
<td>8%</td>
</tr>
<tr>
<td>SI</td>
<td>63%</td>
<td>10%</td>
<td>4%</td>
<td>1%</td>
<td>2%</td>
<td>1%</td>
<td>7%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>2%</td>
<td>5%</td>
<td>1%</td>
</tr>
<tr>
<td>SK</td>
<td>75%</td>
<td>5%</td>
<td>1%</td>
<td>2%</td>
<td>5%</td>
<td>2%</td>
<td>0%</td>
<td>0%</td>
<td>3%</td>
<td>0%</td>
<td>0%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>FI</td>
<td>66%</td>
<td>16%</td>
<td>3%</td>
<td>11%</td>
<td>3%</td>
<td>1%</td>
<td>3%</td>
<td>2%</td>
<td>1%</td>
<td>4%</td>
<td>1%</td>
<td>4%</td>
<td>1%</td>
<td>5%</td>
<td>1%</td>
</tr>
<tr>
<td>SE</td>
<td>42%</td>
<td>25%</td>
<td>16%</td>
<td>8%</td>
<td>5%</td>
<td>5%</td>
<td>0%</td>
<td>10%</td>
<td>2%</td>
<td>3%</td>
<td>3%</td>
<td>2%</td>
<td>4%</td>
<td>1%</td>
<td>4%</td>
</tr>
<tr>
<td>UK</td>
<td>66%</td>
<td>9%</td>
<td>0%</td>
<td>4%</td>
<td>7%</td>
<td>2%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>3%</td>
<td>0%</td>
<td>1%</td>
<td>3%</td>
<td>0%</td>
<td>1%</td>
</tr>
</tbody>
</table>

**Highest percentage per country**

- **EU28**
- **BE**
- **JP**
- **NL**
- **PT**
- **RO**

**Lowest percentage per country**

- **HU**
- **MT**
- **AT**
- **NL**
- **PL**
- **RO**

**Highest percentage per item**

- **E-Communications and Telecom Single Market Household Survey**

**Lowest percentage per item**

- **Q823 Have you or someone in your household ever considered changing your bundle provider?**

Base: All respondents in EU28 who have never changed bundle provider (n = 6852)

(MULTIPLE ANSWERS POSSIBLE)
Respondents who have never changed bundle provider can be categorised into two groups based on their responses:

- **Households with inertial consumers** are those where respondents say they never considered switching, they considered switching but are satisfied with the service they currently get, they considered switching but their provider eventually gave them better conditions so they decided not to change or they considered switching but it takes too much time and effort to change. These respondents may also have selected other options (multiple answers to the question were possible).

- **Households with hindered switchers** are those where respondents considered switching but there are no other bundle providers in the area where they live, there are no other bundle providers which would provide good value for money, they are currently bound by a contract with their current provider, they didn’t want to take the risk of a temporary loss of service during the switching process, they didn’t want to take the risk of having to pay more than one provider during the switching process, it was not clear what steps they would need to take to switch, they did not want to lose their current e-mail address(es) or webpage(s) hosted on the provider’s server, or that some services of the bundle could not be cancelled at the same time. These respondents may also have selected other options (multiple answers to the question were possible).

The table below shows the proportion of each of these groups of consumers in households across the EU, and in each Member State. Inertial consumers can be found in 86% of households and hindered switchers are found in 15% of households.

The majority of households in each Member State are classified as inertial consumers. At least nine in ten households in the Czech Republic, Malta (both 93%), Belgium (92%) and Hungary (91%) can be classified as inertial, compared to 73% of those in Croatia and 78% in Slovenia, Romania and Poland.

Households with hindered switchers are most likely to be found in Croatia and Sweden (both 29%), and least likely in Cyprus, Poland and Malta (all 8%).

---

32 As opposed to the previous survey (EB79.1), the category "Active switchers’ consumers" does not exist anymore, due to changes applied to the answers list and filter of this question. In the previous survey (EB79.1), the question was asked to all respondents with a bundle at home and the answers list included also the following option: "Yes, you have already changed and are bound by the time being by your contract to your current provider".
**GB23(1) Have you or someone in your household ever considered changing your bundle provider?**

<table>
<thead>
<tr>
<th></th>
<th>Inertial consumers</th>
<th>Hindered switchers consumers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EU28</strong></td>
<td>86%</td>
<td>15%</td>
</tr>
<tr>
<td><strong>CZ</strong></td>
<td>93%</td>
<td>13%</td>
</tr>
<tr>
<td><strong>MT</strong></td>
<td>93%</td>
<td>9%</td>
</tr>
<tr>
<td><strong>BE</strong></td>
<td>92%</td>
<td>10%</td>
</tr>
<tr>
<td><strong>HU</strong></td>
<td>91%</td>
<td>11%</td>
</tr>
<tr>
<td><strong>ES</strong></td>
<td>89%</td>
<td>9%</td>
</tr>
<tr>
<td><strong>IE</strong></td>
<td>88%</td>
<td>11%</td>
</tr>
<tr>
<td><strong>EL</strong></td>
<td>88%</td>
<td>9%</td>
</tr>
<tr>
<td><strong>CY</strong></td>
<td>88%</td>
<td>9%</td>
</tr>
<tr>
<td><strong>BG</strong></td>
<td>87%</td>
<td>11%</td>
</tr>
<tr>
<td><strong>LT</strong></td>
<td>87%</td>
<td>9%</td>
</tr>
<tr>
<td><strong>AT</strong></td>
<td>87%</td>
<td>19%</td>
</tr>
<tr>
<td><strong>DE</strong></td>
<td>86%</td>
<td>16%</td>
</tr>
<tr>
<td><strong>EE</strong></td>
<td>86%</td>
<td>14%</td>
</tr>
<tr>
<td><strong>UK</strong></td>
<td>86%</td>
<td>13%</td>
</tr>
<tr>
<td><strong>IT</strong></td>
<td>85%</td>
<td>15%</td>
</tr>
<tr>
<td><strong>LU</strong></td>
<td>85%</td>
<td>14%</td>
</tr>
<tr>
<td><strong>PT</strong></td>
<td>85%</td>
<td>13%</td>
</tr>
<tr>
<td><strong>FI</strong></td>
<td>85%</td>
<td>18%</td>
</tr>
<tr>
<td><strong>DK</strong></td>
<td>84%</td>
<td>18%</td>
</tr>
<tr>
<td><strong>FR</strong></td>
<td>84%</td>
<td>16%</td>
</tr>
<tr>
<td><strong>NL</strong></td>
<td>84%</td>
<td>16%</td>
</tr>
<tr>
<td><strong>SK</strong></td>
<td>83%</td>
<td>15%</td>
</tr>
<tr>
<td><strong>LV</strong></td>
<td>80%</td>
<td>19%</td>
</tr>
<tr>
<td><strong>SE</strong></td>
<td>80%</td>
<td>29%</td>
</tr>
<tr>
<td><strong>PL</strong></td>
<td>78%</td>
<td>8%</td>
</tr>
<tr>
<td><strong>RO</strong></td>
<td>78%</td>
<td>10%</td>
</tr>
<tr>
<td><strong>SI</strong></td>
<td>78%</td>
<td>10%</td>
</tr>
<tr>
<td><strong>HR</strong></td>
<td>73%</td>
<td>29%</td>
</tr>
</tbody>
</table>

**Base:** All respondents in EU28 who have never changed bundle provider (n = 6852)
(MULTIPLE ANSWERS POSSIBLE)
VII. CONSUMER SENSITIVITY TO INTERNET CONNECTION SPEED

This part of the report reviews the factors Europeans consider when subscribing to an Internet connection, their knowledge of download speeds and how well their provider complies with their terms of service.

1. SPEED VS. PRICE AS SELECTION CRITERIA WHEN SUBSCRIBING TO AN INTERNET CONNECTION

1.1. Factors considered when subscribing to the Internet

– For most Europeans, price is the most important factor when subscribing to an Internet connection –

For the majority of respondents, price is the most important factor when it comes to choosing an Internet connection (71%)\(^{33}\). Price is also mentioned much more frequently than the maximum download speed (41%), a subscription that is part of a bundle (29%), customer service or the amount of data that can be downloaded (both 26%). Around one in five say they consider the cost of installation (20%) or equipment (19%).

Combining these responses into broader themes show that 80% of respondents mention cost related criteria (price, installation and equipment costs), while 54% mention quality related criteria (download speeds and data allowance), while service criteria are mentioned by 48% (internet as a bundle component and customer service).

There have only been small changes since the last survey in 2013. Respondents are less likely to mention download speeds (-3 percentage points), customer service, installation and equipment costs (all -2pp) as factors they consider. They are, however, slightly more likely to mention data limits (+3pp) and the fact that the subscription is part of a bundle (+1pp).

\(^{33}\) QB7a. When subscribing to an Internet connection what are the main factors you consider? Firstly? QB7b. And then?
Price is the primary factor considered by a majority of respondents in all Member States. It is also the most mentioned factor in each Member State. Respondents in Hungary (84%), Croatia, Greece (both 82%) and Cyprus (80%) are the most likely to mention price, particularly compared to respondents in Malta (58%) and the UK (59%).

Respondents in Cyprus are the most likely to mention maximum download speed (71%), followed by those in Lithuania and Romania (both 63%). Along with price, download speed is the most mentioned factor by respondents in Malta (58%). At the other end of the scale 29% of respondents in France, 30% of those in Italy and 31% of those in Belgium mention download speed as an important factor when subscribing to an Internet connection.

Bundling is most likely to be considered a main factor in choosing an Internet connection by respondents in Portugal (42%), France (40%), Luxembourg and Hungary (both 38%). However, it is less likely to be considered by respondents living in Lithuania (10%), Poland (11%) and Finland (12%).

Respondents in Slovakia are most likely to consider the data limits when subscribing to an Internet connection (42%), followed by those in Croatia (39%) and Hungary (38%). Data limits are least likely to be a factor for respondents in France and Cyprus (both 16%) and Portugal (19%).
Respondents in France and Cyprus are, however, the most likely to say the customer service offered is an important factor (both 42%), and customer service is also mentioned by 37% of respondents in Belgium.

Fewer than one in ten respondents in Hungary considers customer service as a main factor when choosing an Internet service (8%).

Across all Member States 20% of respondents say the cost of installation is a main factor when choosing and Internet connection, but those in Austria (39%), Spain (31%) and Portugal (30%) are more likely to mention this aspect. At the other end of the scale 8% of respondents in Malta and Croatia and 9% in Estonia say the same.

Respondents in Austria (34%), the Czech Republic (32%) and Slovakia (31%) are the most likely to consider the cost of equipment, compared to 11% of those in Croatia and Denmark.

| Question: When subscribing to an Internet connection, what are the main factors you consider? - TOTAL |
|--------------------------------------------------|--------------------------------------------------|--------------------------------------------------|--------------------------------------------------|--------------------------------------------------|--------------------------------------------------|--------------------------------------------------|--------------------------------------------------|--------------------------------------------------|--------------------------------------------------|
| EU28 | 71% | 41% | 24% | 20% | 12% | 9% | 5% | 5% |
| BE | 74% | 31% | 24% | 24% | 37% | 28% | 16% | 2% | 1% |
| BG | 76% | 55% | 37% | 32% | 20% | 12% | 10% | 3% |
| CZ | 74% | 46% | 19% | 27% | 29% | 25% | 22% | 1% | 3% |
| DK | 76% | 57% | 16% | 18% | 29% | 16% | 11% | 7% | 4% |
| DE | 67% | 36% | 35% | 30% | 27% | 17% | 23% | 3% | 5% |
| EE | 67% | 43% | 28% | 34% | 10% | 9% | 22% | 4% | 4% |
| IE | 56% | 50% | 20% | 28% | 21% | 13% | 17% | 3% | 4% |
| EL | 62% | 50% | 26% | 22% | 19% | 25% | 24% | 1% | 2% |
| ES | 71% | 53% | 24% | 24% | 20% | 31% | 20% | 3% | 4% |
| FR | 76% | 26% | 16% | 16% | 24% | 14% | 14% | 3% | 3% |
| HR | 82% | 58% | 22% | 19% | 4% | 6% | 11% | 2% | 3% |
| IT | 67% | 30% | 34% | 26% | 25% | 17% | 2% | 4% |
| CY | 80% | 71% | 13% | 15% | 42% | 17% | 29% | 1% | 5% |
| LV | 70% | 50% | 20% | 28% | 29% | 21% | 23% | 4% | 5% |
| LT | 71% | 60% | 10% | 28% | 14% | 28% | 23% | 4% | 4% |
| LU | 60% | 43% | 38% | 30% | 13% | 13% | 10% | 8% | 4% |
| HU | 84% | 42% | 36% | 38% | 8% | 25% | 16% | 1% | 2% |
| MT | 56% | 58% | 35% | 35% | 12% | 9% | 14% | 1% | 6% |
| AT | 66% | 54% | 30% | 51% | 12% | 13% | 4% | 5% |
| NL | 76% | 56% | 32% | 30% | 15% | 5% | 9% | 3% |
| PL | 75% | 44% | 11% | 25% | 14% | 21% | 10% | 3% | 5% |
| PT | 67% | 37% | 42% | 19% | 26% | 22% | 27% | 1% | 5% |
| RO | 65% | 63% | 35% | 26% | 17% | 10% | 13% | 2% | 4% |
| SI | 71% | 52% | 20% | 22% | 21% | 10% | 11% | 4% | 4% |
| SK | 76% | 46% | 19% | 42% | 16% | 29% | 23% | 2% | 5% |
| FI | 70% | 44% | 12% | 23% | 22% | 10% | 2% | 5% | 3% |
| SE | 72% | 51% | 18% | 53% | 20% | 11% | 14% | 13% | 4% |
| UK | 56% | 42% | 22% | 22% | 22% | 20% | 14% | 5% | 9% |

Base: All respondents who have Internet access at home in EU28 (n = 19107)  
(MAX. 3 ANSWERS)
It is interesting to note that the older the respondent, the more likely they are to mention service related criteria as main factors in their decision, and the less likely they are to mention quality related criteria. For example, more than two thirds of those aged 15-24 mention quality related criteria as main factors when deciding on an Internet subscription (69%), compared to 36% of those aged 55+. Those aged 55+ are also less likely to mention price related criteria than younger age groups (74% vs. 81%-85%).

Respondents living in mobile-only households are much more likely to mention cost related criteria than those living in landline-only households (85% vs. 68%). The same pattern applies for quality related criteria (mobile only: 61%, landline only: 32%).

<table>
<thead>
<tr>
<th>QB/T - When subscribing to an Internet connection what are the main factors you consider?</th>
<th>Total 'Costs-related criteria'</th>
<th>Total 'Quality-related criteria'</th>
<th>Total 'Service-related criteria'</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU28</td>
<td>80%</td>
<td>54%</td>
<td>48%</td>
</tr>
<tr>
<td><strong>Age</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15-24</td>
<td>81%</td>
<td>69%</td>
<td>37%</td>
</tr>
<tr>
<td>25-39</td>
<td>85%</td>
<td>61%</td>
<td>47%</td>
</tr>
<tr>
<td>40-54</td>
<td>81%</td>
<td>53%</td>
<td>51%</td>
</tr>
<tr>
<td>55+</td>
<td>74%</td>
<td>36%</td>
<td>55%</td>
</tr>
<tr>
<td><strong>Landline/mobile</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mobile only</td>
<td>85%</td>
<td>61%</td>
<td>36%</td>
</tr>
<tr>
<td>Landline only</td>
<td>68%</td>
<td>32%</td>
<td>43%</td>
</tr>
<tr>
<td>Landline &amp; mobile</td>
<td>79%</td>
<td>52%</td>
<td>53%</td>
</tr>
<tr>
<td>No tel.</td>
<td>70%</td>
<td>61%</td>
<td>30%</td>
</tr>
</tbody>
</table>

Base: All respondents who have Internet access at home in EU28 (n = 19107) (MAX. 3 ANSWERS)

---

34 Internet as a bundle component and customer service.
35 Download speeds and data allowance.
36 Price, installation and equipment costs.
2. KNOWLEDGE OF DOWNLOAD SPEED AND COMPLIANCE OF SERVICE WITH CONTRACT

2.1. Knowledge of download speed

– Six out of ten EU citizens do not know the maximum download speed of their broadband Internet –

Most respondents with home broadband do not know the maximum download speed under the terms of their contract (60%)\(^\text{37}\). A further 6% were able to answer, but their answer was incorrect\(^\text{38}\).

Overall, roughly a third (34%) are able to give an accurate download speed. One in ten reports having a connection with a maximum speed of more than 30Mbps, while a further 10% report having between 16-30 Mbps. Fewer than one in ten report having a maximum speed of 7-15 Mbps, while 6% have speeds between 2-6Mbps.

Since the last survey there has been a three percentage point increase in the proportion who do not know their maximum download speed. Respondents are slightly more likely to report speeds of more than 30Mbps (+2pp), but less likely to report speeds of 7-15Mbps (-3pp), 2-6Mbps (-1pp), or less than 2Mbps (-1pp).

![Chart showing download speed categories and percentages]

Base: All respondents who have broadband Internet access at home in EU28 (n = 17453)

\(^{37}\) Q9. What is the maximum download speed under the terms of your contract?

\(^{38}\) Note that responses were coded as "incorrect answers" if the respondent did not express their download speed in Mbps.
The proportion of respondents who know the maximum download speed of their broadband Internet contract varies widely between Member States. Respondents in Latvia (64%) are the most likely to know their maximum download speed, followed by those in Hungary (61%), Denmark (57%), Greece (54%), Sweden (52%) and Poland (50%). In fact these are the only Member States where at least half of all respondents know their maximum download speeds. In contrast 17% of respondents in France, 20% of those in Italy and 21% of those in Slovakia say they know their maximum download speeds.

Across the EU the average maximum download speeds reported in respondent’s contracts is 33.7. However, in some countries the figure is much higher. In Romania (88.7 Mbps) and Latvia (85.5) respondents report maximum download speeds in their contract of more than 80 Mbps. The next highest figure comes from respondents in the Czech Republic (65.2 Mbps). All of these figures are in sharp contrast to the maximum download speeds from contracts in Croatia (5.6 Mbps), Cyprus (7.4 Mbps) and Italy (10.5 Mbps).

Since 2013, the average maximum download speeds reported according to respondent’s contracts have increased by 9Mbps, but there have been much larger changes in some Member States. The average maximum download speed reported in the Czech Republic has increased by 41.1 Mbps, while in Latvia it has increased by 30.4Mbps, and in Ireland the increase has been 27.9. Few Member States recorded a decrease in maximum download speed, the most notable in Italy (-7.1Mbps).

It is interesting to note that although respondents in Greece are amongst those most likely to correctly answer their Internet download speed, they are also the second most likely to give an incorrect answer (12%) after respondents in Estonia (13%).

Respondents in Poland, Cyprus and Finland either give a correct answer or don’t know.
Compared to 2013, respondents in Cyprus and Portugal are now more likely to give a correct answer when asked about their maximum download speed (both +10 percentage points), and awareness has also improved in Belgium, Croatia and Austria (all +6pp). It is worth noting that during the same time period incorrect answers decreased by 19pp in Cyprus to 0%, although don’t know responses increased by 9pp.

At the other end of the spectrum, respondents in Slovenia (-17pp), the Czech Republic (-15pp), Bulgaria (-11pp) and Finland (-10pp) are now much less likely to give a correct answer when asked their contractual maximum download speed. In all of these Member States, there has been an increase in the proportion of respondents who don’t know their maximum download speed, and there has also been a notable increase in incorrect answers in the Czech Republic (+9pp).
Respondents in Poland (+16pp), Slovenia (+15pp), Bulgaria (+13pp), Finland (+12pp) and Ireland (+11pp) are now more likely to say they don’t know their maximum connection speed. On the other hand, respondents in Austria and Portugal are now less likely to say they don’t know (-8pp), and more likely to give a correct answer.

**Q89. What is the maximum download speed under the terms of your contract?**

<table>
<thead>
<tr>
<th>EU28</th>
<th>Correct answer</th>
<th>Incorrect answers</th>
<th>Don’t know</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>34%</td>
<td>-3</td>
<td>0%</td>
<td>00%</td>
</tr>
<tr>
<td>CY</td>
<td>45%</td>
<td>+10</td>
<td>0%</td>
<td>-19</td>
</tr>
<tr>
<td>PT</td>
<td>44%</td>
<td>+10</td>
<td>3%</td>
<td>-2</td>
</tr>
<tr>
<td>BE</td>
<td>22%</td>
<td>+6</td>
<td>0%</td>
<td>=</td>
</tr>
<tr>
<td>HR</td>
<td>30%</td>
<td>+6</td>
<td>8%</td>
<td>=</td>
</tr>
<tr>
<td>AT</td>
<td>38%</td>
<td>+6</td>
<td>10%</td>
<td>+2</td>
</tr>
<tr>
<td>DK</td>
<td>57%</td>
<td>+5</td>
<td>2%</td>
<td>=</td>
</tr>
<tr>
<td>SK</td>
<td>21%</td>
<td>+5</td>
<td>10%</td>
<td>-8</td>
</tr>
<tr>
<td>LV</td>
<td>64%</td>
<td>+4</td>
<td>1%</td>
<td>-6</td>
</tr>
<tr>
<td>MT</td>
<td>22%</td>
<td>+4</td>
<td>6%</td>
<td>+1</td>
</tr>
<tr>
<td>EL</td>
<td>54%</td>
<td>+3</td>
<td>12%</td>
<td>-1</td>
</tr>
<tr>
<td>LT</td>
<td>27%</td>
<td>+3</td>
<td>8%</td>
<td>-2</td>
</tr>
<tr>
<td>FR</td>
<td>17%</td>
<td>+2</td>
<td>2%</td>
<td>-2</td>
</tr>
<tr>
<td>UK</td>
<td>29%</td>
<td>+1</td>
<td>6%</td>
<td>+1</td>
</tr>
<tr>
<td>HU</td>
<td>61%</td>
<td>=</td>
<td>5%</td>
<td>+2</td>
</tr>
<tr>
<td>IE</td>
<td>38%</td>
<td>-1</td>
<td>4%</td>
<td>-10</td>
</tr>
<tr>
<td>EE</td>
<td>35%</td>
<td>-3</td>
<td>13%</td>
<td>+8</td>
</tr>
<tr>
<td>NL</td>
<td>30%</td>
<td>-3</td>
<td>9%</td>
<td>+3</td>
</tr>
<tr>
<td>SE</td>
<td>52%</td>
<td>-3</td>
<td>3%</td>
<td>+1</td>
</tr>
<tr>
<td>RO</td>
<td>37%</td>
<td>-4</td>
<td>5%</td>
<td>-2</td>
</tr>
<tr>
<td>IT</td>
<td>20%</td>
<td>-5</td>
<td>8%</td>
<td>+3</td>
</tr>
<tr>
<td>LU</td>
<td>22%</td>
<td>-5</td>
<td>3%</td>
<td>+1</td>
</tr>
<tr>
<td>PL</td>
<td>50%</td>
<td>-5</td>
<td>0%</td>
<td>-11</td>
</tr>
<tr>
<td>ES</td>
<td>49%</td>
<td>-7</td>
<td>2%</td>
<td>-1</td>
</tr>
<tr>
<td>DE</td>
<td>36%</td>
<td>-9</td>
<td>11%</td>
<td>=</td>
</tr>
<tr>
<td>FI</td>
<td>47%</td>
<td>-10</td>
<td>0%</td>
<td>-2</td>
</tr>
<tr>
<td>BG</td>
<td>27%</td>
<td>-11</td>
<td>3%</td>
<td>-2</td>
</tr>
<tr>
<td>CZ</td>
<td>38%</td>
<td>-15</td>
<td>10%</td>
<td>+9</td>
</tr>
<tr>
<td>SI</td>
<td>33%</td>
<td>-17</td>
<td>7%</td>
<td>+2</td>
</tr>
</tbody>
</table>

Base: All respondents who have broadband Internet access at home in EU28 (n = 17453)
2.2. Compliance with the contract terms

— Almost two thirds agree their upload/download speeds match the terms of their contract —

Respondents who correctly reported their maximum download speed were asked if they agreed that their download/upload speed matched their contract terms\(^{39}\). Almost two thirds (65\%) say the speeds match their contract, with 31\% in total agreement and 34\% tending to agree. Just over one quarter (26\%) disagree that their speeds matches their contract: 14\% tend to disagree and 12\% disagree strongly.

The proportion who agree their speeds match their contract has declined five percentage points since the last survey in 2013, while the proportion who disagree has increased three points.

\(^{39}\) QB10.1 Please tell me if you agree or disagree with each of the following: The download/upload speed matches the terms of your contract.
The majority of respondents in all but one Member State agree their download/upload speeds match the terms of their contract. Respondents in Hungary are the most likely to agree (88%), followed by those in the Czech Republic, Cyprus (both 87%), Slovenia (86%) and Croatia (85%). The Netherlands is the only exception – here 42% of respondents agree that their download/upload speeds match their contract, although this still represents a relative majority of respondents. The Netherlands also has the highest level of “Don't know” responding (27%).

Respondents in Greece (41%), France (40%) and Spain (39%) are the most likely to disagree that their speeds match their contract.
Across the EU there has been a five percentage point decrease in those who say their experience of download/upload speeds match the terms of their contract. However, there have been much larger declines in several Member States, especially Belgium (-17 percentage points), Latvia (-15pp), Slovakia (-14pp) and Poland (-13pp). In all of these countries, the proportion of “Don’t know” responders has increased fairly proportionally, indicating an increasing lack of awareness, rather than an increase in the proportion who say the speeds they experience do not match their contract.

Agreement that speeds match the terms of their contract has increased in only five Member States: the UK (+6pp), Croatia (+5pp), Spain (+4pp), Malta (+2pp) and Bulgaria (+1pp).

The largest increases in the proportion who disagree that speeds match their contract are amongst respondents in Portugal (+12pp), Greece and Germany (both +9pp).
QB10.1 Please tell me whether you agree or disagree with each of the following. (If valid answer in QB9) The download/upload speed matches the terms of your contract

<table>
<thead>
<tr>
<th></th>
<th>Total ‘Agree’</th>
<th>Total ‘Disagree’</th>
<th>Not Applicable (SPONTANEOUS)</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU28</td>
<td>65%</td>
<td>-5</td>
<td>26%</td>
<td>+3</td>
</tr>
<tr>
<td>UK</td>
<td>61%</td>
<td>+6</td>
<td>28%</td>
<td>-8</td>
</tr>
<tr>
<td>HR</td>
<td>85%</td>
<td>+5</td>
<td>11%</td>
<td>-6</td>
</tr>
<tr>
<td>ES</td>
<td>52%</td>
<td>+4</td>
<td>30%</td>
<td>+1</td>
</tr>
<tr>
<td>MT</td>
<td>78%</td>
<td>+2</td>
<td>11%</td>
<td>-6</td>
</tr>
<tr>
<td>BG</td>
<td>63%</td>
<td>+1</td>
<td>15%</td>
<td>=</td>
</tr>
<tr>
<td>SE</td>
<td>74%</td>
<td>=</td>
<td>21%</td>
<td>+2</td>
</tr>
<tr>
<td>LT</td>
<td>84%</td>
<td>-1</td>
<td>10%</td>
<td>-3</td>
</tr>
<tr>
<td>DK</td>
<td>75%</td>
<td>-2</td>
<td>19%</td>
<td>+3</td>
</tr>
<tr>
<td>FR</td>
<td>55%</td>
<td>-2</td>
<td>40%</td>
<td>+3</td>
</tr>
<tr>
<td>CY</td>
<td>87%</td>
<td>-2</td>
<td>9%</td>
<td>=</td>
</tr>
<tr>
<td>HU</td>
<td>88%</td>
<td>-2</td>
<td>10%</td>
<td>+3</td>
</tr>
<tr>
<td>SI</td>
<td>86%</td>
<td>-2</td>
<td>9%</td>
<td>-1</td>
</tr>
<tr>
<td>CZ</td>
<td>87%</td>
<td>-3</td>
<td>11%</td>
<td>+4</td>
</tr>
<tr>
<td>PT</td>
<td>65%</td>
<td>-4</td>
<td>28%</td>
<td>+12</td>
</tr>
<tr>
<td>EE</td>
<td>70%</td>
<td>-5</td>
<td>12%</td>
<td>-2</td>
</tr>
<tr>
<td>RO</td>
<td>77%</td>
<td>-5</td>
<td>17%</td>
<td>+4</td>
</tr>
<tr>
<td>IT</td>
<td>77%</td>
<td>-6</td>
<td>23%</td>
<td>+7</td>
</tr>
<tr>
<td>AT</td>
<td>77%</td>
<td>-6</td>
<td>11%</td>
<td>+2</td>
</tr>
<tr>
<td>IE</td>
<td>64%</td>
<td>-7</td>
<td>33%</td>
<td>+8</td>
</tr>
<tr>
<td>LU</td>
<td>65%</td>
<td>-7</td>
<td>23%</td>
<td>+2</td>
</tr>
<tr>
<td>EL</td>
<td>57%</td>
<td>-9</td>
<td>41%</td>
<td>+9</td>
</tr>
<tr>
<td>DE</td>
<td>60%</td>
<td>-11</td>
<td>28%</td>
<td>+9</td>
</tr>
<tr>
<td>FI</td>
<td>68%</td>
<td>-11</td>
<td>28%</td>
<td>+8</td>
</tr>
<tr>
<td>NL</td>
<td>42%</td>
<td>-12</td>
<td>31%</td>
<td>+1</td>
</tr>
<tr>
<td>PL</td>
<td>72%</td>
<td>-13</td>
<td>11%</td>
<td>-2</td>
</tr>
<tr>
<td>SK</td>
<td>76%</td>
<td>-14</td>
<td>3%</td>
<td>-2</td>
</tr>
<tr>
<td>LV</td>
<td>70%</td>
<td>-15</td>
<td>10%</td>
<td>-2</td>
</tr>
<tr>
<td>BE</td>
<td>66%</td>
<td>-17</td>
<td>21%</td>
<td>+5</td>
</tr>
</tbody>
</table>

Base: All respondents who correctly reported their maximum download speed in EU28 (n = 5948)
VIII. QUALITY OF EXPERIENCE OF INTERNET SERVICE ACCESS

This section considers respondent’s experience with the reliability of their Internet, and the quality of help they receive from their service provider. It also reviews experiences of insufficient speed when using at home and mobile Internet.

1. BREAKDOWNS AND HELPLINE

– At least seven out of ten say their Internet provider is easy to contact, and support staff are helpful –

Respondents with Internet access at home were asked whether they agreed or disagreed with a series of statement relating to Internet connection problems and helpline staff.

More than half (57%) say their Internet connection never breaks down. This is a slight decrease since the last survey in 2013 (-3pp). Almost three quarters say that they can easily contact their provider if they have connection problems (74%), which is an improvement of five percentage points since 2009. Just over seven out of ten say the response they receive from helpline staff or the support site is helpful (71%), an increase of six percentage points since 2009.

---

QB10. Please tell me whether you agree or disagree with each of the following:

- Your Internet connection never breaks down
- You can easily contact your provider in case of Internet connection problems
- The response you receive from helpline staff or support site is helpful

---

Base: All respondents who have Internet access at home in EU28 (n = 19107)

---

40 QB10. Please tell me whether you agree or disagree with each of the following: You can easily contact your provider in case of Internet connection problems; The response you receive from helpline staff or support site is helpful; Your Internet connection never breaks down.
Your Internet connection never breaks down

Across the EU, respondents are less likely to agree that their Internet connection never breaks down (57%) than they are to agree that their provider is easy to contact and that the helpline staff or the support site is helpful (74% and 71% respectively). Those in Austria (71%), Poland (70%) and Italy (69%) are most likely to agree their Internet connection never breaks down, compared to 42% of respondents in France, 49% in Slovenia and 50% in the UK.

Respondents across the EU are slightly less likely to agree that their Internet connection never breaks down than they were in 2013 (-3 percentage points), but the decline in agreement has been larger in some Member States, particularly Belgium (-9pp), Sweden and Luxembourg (both -8pp). Agreement that their Internet connection never breaks down has only increased in four Member States since the last survey: Bulgaria (+7pp), Poland (+5pp), Lithuania (+3pp) and Romania (+2pp).

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

At least half of the respondents in each Member State agree that their provider is easy to contact if they have Internet connection problems. Respondents in Lithuania and the Czech Republic are the most likely to agree (both 88%), followed by those in Bulgaria and Latvia (both 86%). Respondents in Finland (55%), Austria and Germany (both 68%) are the least likely to agree.

Looking at the trend since 2009 shows respondents in France (+15 percentage points) and the Netherlands (+13pp) are now more likely to agree that their provider is easy to contact if they have Internet connection problems. In most other Member States, the changes have been considerably smaller, in the order of one to four percentage points. The other exception is Austria, where respondents are now much less likely to agree with this statement than they were in 2009 (-12pp).

The response you receive from helpline staff or the support site is helpful

A majority of respondents in each Member State also agree that the response they receive from helpline staff or the support site is helpful. Respondents in the Czech Republic (85%), Latvia (83%), Cyprus and Slovenia (both 82%) are the most likely to agree with this statement, while those in Finland (56%), Germany (62%) and the Netherlands (65%) are least likely to agree.

Respondents in France (+12 percentage points) and Denmark (+10pp) are more likely to agree that the response they receive from helpline staff or the support site is helpful than they were in 2009. In fact there are only four Member States where respondents are less likely to agree compared to 2009: Austria (-8pp), Bulgaria (-6pp), Slovakia (-4pp) and Cyprus (-1pp).
QB10. Please tell me whether you agree or disagree with each of the following.

**Answer: Total ‘Agree’**


<table>
<thead>
<tr>
<th></th>
<th>Your Internet connection never breaks down (-73.1 2013)</th>
<th>You can easily contact your provider in case of Internet connection problems (-72.5 2009)</th>
<th>The response you receive from helpline staff or support site is helpful (-72.5 2009)</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU28</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BE</td>
<td>51%</td>
<td>70%</td>
<td>72%</td>
</tr>
<tr>
<td>BG</td>
<td>60%</td>
<td>86%</td>
<td>73%</td>
</tr>
<tr>
<td>CZ</td>
<td>65%</td>
<td>88%</td>
<td>85%</td>
</tr>
<tr>
<td>DK</td>
<td>60%</td>
<td>60%</td>
<td>73%</td>
</tr>
<tr>
<td>DE</td>
<td>62%</td>
<td>60%</td>
<td>62%</td>
</tr>
<tr>
<td>EE</td>
<td>52%</td>
<td>85%</td>
<td>81%</td>
</tr>
<tr>
<td>IE</td>
<td>58%</td>
<td>80%</td>
<td>79%</td>
</tr>
<tr>
<td>EL</td>
<td>63%</td>
<td>75%</td>
<td>75%</td>
</tr>
<tr>
<td>ES</td>
<td>58%</td>
<td>80%</td>
<td>75%</td>
</tr>
<tr>
<td>FR</td>
<td>42%</td>
<td>69%</td>
<td>63%</td>
</tr>
<tr>
<td>HR</td>
<td>57%</td>
<td>84%</td>
<td>NA</td>
</tr>
<tr>
<td>IT</td>
<td>69%</td>
<td>73%</td>
<td>73%</td>
</tr>
<tr>
<td>CY</td>
<td>53%</td>
<td>82%</td>
<td>82%</td>
</tr>
<tr>
<td>LV</td>
<td>64%</td>
<td>86%</td>
<td>83%</td>
</tr>
<tr>
<td>LT</td>
<td>65%</td>
<td>88%</td>
<td>80%</td>
</tr>
<tr>
<td>LU</td>
<td>53%</td>
<td>75%</td>
<td>70%</td>
</tr>
<tr>
<td>HU</td>
<td>65%</td>
<td>70%</td>
<td>71%</td>
</tr>
<tr>
<td>MT</td>
<td>62%</td>
<td>81%</td>
<td>81%</td>
</tr>
<tr>
<td>AT</td>
<td>71%</td>
<td>68%</td>
<td>68%</td>
</tr>
<tr>
<td>NL</td>
<td>55%</td>
<td>70%</td>
<td>65%</td>
</tr>
<tr>
<td>PL</td>
<td>70%</td>
<td>82%</td>
<td>71%</td>
</tr>
<tr>
<td>PT</td>
<td>60%</td>
<td>80%</td>
<td>75%</td>
</tr>
<tr>
<td>RO</td>
<td>51%</td>
<td>81%</td>
<td>79%</td>
</tr>
<tr>
<td>SI</td>
<td>49%</td>
<td>73%</td>
<td>82%</td>
</tr>
<tr>
<td>SK</td>
<td>63%</td>
<td>85%</td>
<td>79%</td>
</tr>
<tr>
<td>FI</td>
<td>58%</td>
<td>55%</td>
<td>55%</td>
</tr>
<tr>
<td>SE</td>
<td>63%</td>
<td>76%</td>
<td>77%</td>
</tr>
<tr>
<td>UK</td>
<td>50%</td>
<td>76%</td>
<td>74%</td>
</tr>
</tbody>
</table>

Base: All respondents who have Internet access at home in EU28 (n = 19107)
2. DIFFICULTIES EXPERIENCED DUE TO INSUFFICIENT SPEED

2.1. When using household Internet connection

– Almost four in ten respondents have experienced difficulty accessing content at home due to speed or capacity issues –

Almost four in ten respondents with home Internet say they have experienced difficulty accessing online content or applications as a result of insufficient speed or download capacity (39%)\(^{41}\). More than one in twenty (7%) say they often experience these difficulties, while 32% say they experience them sometimes. However, more than half say they never have difficulties accessing online content or applications for these reasons (57%).

There has been a four percentage point decrease since the last survey in the proportion who say they experience problems due to insufficient speed or downloading capacity.

QB13. When using your household Internet subscription, have you experienced difficulties accessing online content and applications due to insufficient speed or downloading capacity?

Base: All respondents who have Internet access at home in EU28 (n = 19107)

\(^{41}\) QB13. When using your household Internet subscription, have you experienced difficulties accessing online content and applications due to insufficient speed or downloading capacity?
In three Member States, at least half of those with Internet access say they experience difficulty accessing online content or applications as a result of insufficient speed or download capacity: Croatia (53%), Luxembourg (52%) and France (51%). This is not necessarily related to the use of dial-up connections. Luxembourg is the only Member State in this group that has a higher proportion of households accessing the Internet at home via a dial-up connection (17% vs. 5% at EU level), as opposed to Croatia (5%) and France (3%).

At the other end of the spectrum at least seven out of ten respondents in Denmark (75%), Lithuania (74%), Malta (71%) and Spain (70%) say they never experience these problems with their home Internet.

Since 2013 there has been a four percentage point decrease across the EU in the proportion who say they experience problems due to insufficient speed or downloading capacity. At individual Member State level, however, there have been much larger changes. Respondents in Lithuania (-19 percentage points), Slovakia (-13pp), the Czech Republic (-11pp), Spain and Finland (both -10pp) are much less likely to report these issues than they were in 2013.

On the other hand, in seven Member States respondents are now more likely to say have experienced difficulty accessing online content or applications as a result of insufficient speed or download capacity: Luxembourg (+9pp), Cyprus, Croatia (both +7pp), Sweden, Estonia (both +4pp), Slovenia and Portugal (both +2pp). In fact in Luxembourg there has been an eight percentage point increase in the proportion who say they often experience these kinds of issues.

Respondents in Luxembourg (14%), the UK and France (both 12%) are the most likely to say they often experience problems due to insufficient speed or downloading capacity.
Overall, 39% of respondents say they have experienced difficulties accessing online content and applications due to insufficient speed or download capacity, but experiences vary dramatically depending on connection type. Six in ten who access the Internet via electrical cable say they experience these difficulties (60%), with one in five (20%) saying they experience them often.

Those with narrowband connections are the next most likely to say they experience difficulties due to speed or capacity (54%), followed by 45% of those with Internet via a mobile phone. Those with fibre optic (33%), cable TV network (35%) or satellite Internet (36%) are the least likely to say they experience difficulties accessing online content for these reasons.

Furthermore, for those with a broadband connection, the lower the maximum download speed the more likely they are to say they experience difficulties due to speed or capacity issues. Almost half (47%) with maximum speeds of less than 2 Mbps experience difficulties at least sometimes, compared to 34% of those with maximum speeds of 30 Mbps or more.

### Table: GB11. When using your household Internet subscription, have you experienced difficulties accessing online content and applications due to insufficient speed or downloading capacity?

<table>
<thead>
<tr>
<th>Country</th>
<th>GB11. When using your household Internet subscription, have you experienced difficulties accessing online content and applications due to insufficient speed or downloading capacity?</th>
<th>Yes, often</th>
<th>Yes, sometimes</th>
<th>No, never</th>
<th>Don’t know</th>
<th>Total ‘Yes’</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU28</td>
<td>7%</td>
<td>-1</td>
<td>32%</td>
<td>-3</td>
<td>57%</td>
<td>+5</td>
</tr>
<tr>
<td>LT</td>
<td>2%</td>
<td>-6</td>
<td>21%</td>
<td>-12</td>
<td>74%</td>
<td>+21</td>
</tr>
<tr>
<td>SK</td>
<td>2%</td>
<td>-1</td>
<td>32%</td>
<td>-12</td>
<td>60%</td>
<td>+14</td>
</tr>
<tr>
<td>CZ</td>
<td>2%</td>
<td>-2</td>
<td>35%</td>
<td>-9</td>
<td>60%</td>
<td>+12</td>
</tr>
<tr>
<td>ES</td>
<td>3%</td>
<td>-5</td>
<td>23%</td>
<td>-5</td>
<td>70%</td>
<td>+12</td>
</tr>
<tr>
<td>FI</td>
<td>3%</td>
<td>-2</td>
<td>29%</td>
<td>-8</td>
<td>60%</td>
<td>+10</td>
</tr>
<tr>
<td>AT</td>
<td>5%</td>
<td>+1</td>
<td>31%</td>
<td>-10</td>
<td>60%</td>
<td>+8</td>
</tr>
<tr>
<td>BG</td>
<td>3%</td>
<td>-3</td>
<td>40%</td>
<td>-5</td>
<td>50%</td>
<td>+12</td>
</tr>
<tr>
<td>DK</td>
<td>4%</td>
<td>-1</td>
<td>18%</td>
<td>-7</td>
<td>75%</td>
<td>+8</td>
</tr>
<tr>
<td>EL</td>
<td>6%</td>
<td>+1</td>
<td>35%</td>
<td>-7</td>
<td>71%</td>
<td>+11</td>
</tr>
<tr>
<td>RO</td>
<td>7%</td>
<td>=</td>
<td>38%</td>
<td>-6</td>
<td>56%</td>
<td>+7</td>
</tr>
<tr>
<td>UK</td>
<td>12%</td>
<td>-1</td>
<td>28%</td>
<td>-6</td>
<td>93%</td>
<td>+7</td>
</tr>
<tr>
<td>IE</td>
<td>10%</td>
<td>-1</td>
<td>28%</td>
<td>-4</td>
<td>59%</td>
<td>+6</td>
</tr>
<tr>
<td>DE</td>
<td>7%</td>
<td>-1</td>
<td>32%</td>
<td>-3</td>
<td>57%</td>
<td>+3</td>
</tr>
<tr>
<td>MT</td>
<td>3%</td>
<td>=</td>
<td>33%</td>
<td>-4</td>
<td>71%</td>
<td>+9</td>
</tr>
<tr>
<td>FR</td>
<td>12%</td>
<td>-1</td>
<td>39%</td>
<td>-3</td>
<td>47%</td>
<td>+3</td>
</tr>
<tr>
<td>LV</td>
<td>4%</td>
<td>-1</td>
<td>29%</td>
<td>-2</td>
<td>64%</td>
<td>+4</td>
</tr>
<tr>
<td>HU</td>
<td>5%</td>
<td>+1</td>
<td>31%</td>
<td>-2</td>
<td>61%</td>
<td>+2</td>
</tr>
<tr>
<td>BE</td>
<td>9%</td>
<td>+1</td>
<td>35%</td>
<td>-1</td>
<td>57%</td>
<td>+2</td>
</tr>
<tr>
<td>IT</td>
<td>4%</td>
<td>-3</td>
<td>35%</td>
<td>+3</td>
<td>65%</td>
<td>+7</td>
</tr>
<tr>
<td>NL</td>
<td>4%</td>
<td>-1</td>
<td>31%</td>
<td>+1</td>
<td>62%</td>
<td>-1</td>
</tr>
<tr>
<td>PL</td>
<td>4%</td>
<td>-2</td>
<td>29%</td>
<td>+2</td>
<td>64%</td>
<td>+1</td>
</tr>
<tr>
<td>PT</td>
<td>4%</td>
<td>=</td>
<td>23%</td>
<td>+2</td>
<td>65%</td>
<td>+2</td>
</tr>
<tr>
<td>SI</td>
<td>5%</td>
<td>-1</td>
<td>38%</td>
<td>+3</td>
<td>52%</td>
<td>-3</td>
</tr>
<tr>
<td>EE</td>
<td>5%</td>
<td>-1</td>
<td>40%</td>
<td>+5</td>
<td>53%</td>
<td>-3</td>
</tr>
<tr>
<td>SE</td>
<td>4%</td>
<td>+1</td>
<td>31%</td>
<td>+3</td>
<td>64%</td>
<td>-</td>
</tr>
<tr>
<td>HR</td>
<td>8%</td>
<td>=</td>
<td>45%</td>
<td>+7</td>
<td>40%</td>
<td>-8</td>
</tr>
<tr>
<td>CY</td>
<td>5%</td>
<td>=</td>
<td>41%</td>
<td>+7</td>
<td>45%</td>
<td>-4</td>
</tr>
<tr>
<td>LU</td>
<td>14%</td>
<td>+8</td>
<td>38%</td>
<td>+1</td>
<td>45%</td>
<td>-9</td>
</tr>
</tbody>
</table>

Base: All respondents who have Internet access at home in EU28 (n = 19107)
Overall, those who say their Internet speed does not match the terms of their contract are much more likely to say they experience problems than those who say the terms match their experience (59% vs. 31%).

<table>
<thead>
<tr>
<th>QB13 When using your household internet subscription, have you experienced difficulties accessing online content and applications due to insufficient speed or downloading capacity?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Yes, often</strong></td>
</tr>
<tr>
<td>------</td>
</tr>
<tr>
<td>EU28</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Types of internet access in the household</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Narrowband internet</strong></td>
</tr>
<tr>
<td><strong>ADSL, XDSL or similar type</strong></td>
</tr>
<tr>
<td><strong>Via the cable TV network</strong></td>
</tr>
<tr>
<td><strong>Via a mobile phone network</strong></td>
</tr>
<tr>
<td><strong>Via the satellite network</strong></td>
</tr>
<tr>
<td><strong>Via an optical fibre line</strong></td>
</tr>
<tr>
<td><strong>Via an electrical power line</strong></td>
</tr>
<tr>
<td><strong>Other</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Maximum download speed of broadband internet at home</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Less than 2 Mbps</strong></td>
</tr>
<tr>
<td><strong>2 - 5 Mbps</strong></td>
</tr>
<tr>
<td><strong>7-15 Mbps</strong></td>
</tr>
<tr>
<td><strong>16-30 Mbps</strong></td>
</tr>
<tr>
<td><strong>More than 30 Mbps</strong></td>
</tr>
<tr>
<td><strong>Incorrect answers</strong></td>
</tr>
<tr>
<td><strong>Don't know</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Internet speed matches contract</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total 'Agree'</strong></td>
</tr>
<tr>
<td><strong>Total 'Disagree'</strong></td>
</tr>
</tbody>
</table>

Base: All respondents who have Internet access at home in EU28 (n = 19107)
2.2. When using the Internet on mobile phone

- More than four in ten respondents have experienced difficulty accessing content at via mobile due to speed or capacity issues -

It is slightly more common for respondents to report difficulty accessing online content or applications on their mobile as a result of insufficient speed or download capacity (43%)\(^{42}\). One in ten say they often experience these issues (10%), while one third say they sometimes experience them (33%). Just over half (52%) say they never have difficulty accessing online content or applications on their mobile as a result of insufficient speed or download capacity.

In five Member States, at least half of all those with a personal mobile with Internet say they experience problems accessing online content or applications due to speed or capacity issues: Croatia (53%), France, Sweden (both 52%), the Netherlands (51%) and Luxembourg (50%). In fact one in five respondents in France say they often experience these issues.

At the other end of the scale 24% of respondents in Lithuania, 31% in Greece and 32% in Malta say they experience these issues.

\(^{42}\) QB16. When using the Internet on your mobile phone, have you experienced difficulties accessing online content and applications due to insufficient speed or downloading capacity?
Comparing the proportion of households who have experienced difficulties due to insufficient speed or downloading capacity on the Internet connection at home with the proportion of respondents who have experienced difficulties on the mobile phone Internet, it can be noticed that in most of the Member States difficulties are more likely to be reported in relation to the mobile Internet connection rather than the connection at home. This is especially the case in Sweden (52% vs. 35%), the Netherlands (51% vs. 35%), Denmark (36% vs. 22%), Finland (42% vs. 32%), Portugal (37% vs. 27%) and Spain (36% vs. 26%).

On the other hand, in Greece (41% vs. 31%) and Cyprus (46% vs. 40%), difficulties are more likely to be reported on home Internet than on mobile phone Internet.
<table>
<thead>
<tr>
<th>Country</th>
<th>Household Internet</th>
<th>Mobile phone Internet</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU28</td>
<td>38%</td>
<td>43%</td>
</tr>
<tr>
<td>SE</td>
<td>35%</td>
<td>52%</td>
</tr>
<tr>
<td>NL</td>
<td>35%</td>
<td>51%</td>
</tr>
<tr>
<td>DK</td>
<td>22%</td>
<td>36%</td>
</tr>
<tr>
<td>FI</td>
<td>32%</td>
<td>42%</td>
</tr>
<tr>
<td>PT</td>
<td>27%</td>
<td>37%</td>
</tr>
<tr>
<td>ES</td>
<td>26%</td>
<td>36%</td>
</tr>
<tr>
<td>MT</td>
<td>23%</td>
<td>32%</td>
</tr>
<tr>
<td>IT</td>
<td>38%</td>
<td>47%</td>
</tr>
<tr>
<td>CZ</td>
<td>37%</td>
<td>43%</td>
</tr>
<tr>
<td>AT</td>
<td>36%</td>
<td>41%</td>
</tr>
<tr>
<td>BG</td>
<td>43%</td>
<td>47%</td>
</tr>
<tr>
<td>DE</td>
<td>30%</td>
<td>43%</td>
</tr>
<tr>
<td>BE</td>
<td>43%</td>
<td>47%</td>
</tr>
<tr>
<td>EE</td>
<td>45%</td>
<td>47%</td>
</tr>
<tr>
<td>LT</td>
<td>23%</td>
<td>24%</td>
</tr>
<tr>
<td>FR</td>
<td>51%</td>
<td>52%</td>
</tr>
<tr>
<td>RO</td>
<td>45%</td>
<td>46%</td>
</tr>
<tr>
<td>SI</td>
<td>43%</td>
<td>44%</td>
</tr>
<tr>
<td>IE</td>
<td>38%</td>
<td>39%</td>
</tr>
<tr>
<td>HR</td>
<td>53%</td>
<td>53%</td>
</tr>
<tr>
<td>UK</td>
<td>43%</td>
<td>43%</td>
</tr>
<tr>
<td>HU</td>
<td>30%</td>
<td>30%</td>
</tr>
<tr>
<td>SK</td>
<td>34%</td>
<td>34%</td>
</tr>
<tr>
<td>LV</td>
<td>33%</td>
<td>33%</td>
</tr>
<tr>
<td>PL</td>
<td>33%</td>
<td>33%</td>
</tr>
<tr>
<td>LU</td>
<td>52%</td>
<td>50%</td>
</tr>
<tr>
<td>CY</td>
<td>46%</td>
<td>40%</td>
</tr>
<tr>
<td>EL</td>
<td>41%</td>
<td>31%</td>
</tr>
</tbody>
</table>

Base QB13: All households who have Internet access at home in EU28 (n = 19107)
Base QB16: All respondents who own a personal mobile phone with Internet access in EU28 (n = 13372)
IX. EXPERIENCE OF INTERNET BLOCKING

This section explores the experience of Internet blocking both at home and on mobile internet connections when trying to access online content or applications.

1. FIXED INTERNET SERVICES

– Almost one quarter of respondents have experienced blocking on their home Internet, most often when watching video –

Respondents with broadband were asked if they had ever experienced any kind of blocking of online content or applications on their home Internet. About one in five (21%) say they sometimes experience blocking, while 3% say it happens often. Almost three quarters (72%) say they have never experienced this.

The experience of blocking on home Internet has decreased by five percentage points since the last survey in 2013 (29% vs. 24%).

Romania is the only Member State where more than half of all respondents with home broadband say they have experienced blocking of online content or applications (51%), although respondents in Croatia (46%), Cyprus, Luxembourg (both 44%) and France (41%) are all much more likely than average to have experienced blocking.

---

QB14. When using your household Internet subscription, have you experienced any kind of blocking of online content or applications?

Base: All respondents who have broadband Internet access at home in EU28 (n = 17453)

---

43 QB14. When using your household Internet subscription, have you experienced any kind of blocking of online content or applications?
This contrasts with 13% of respondents in Portugal and Denmark, and 14% of those in Lithuania and Germany.

In fact, respondents in Denmark are much less likely to say they have experienced blocking than they were in the last survey (-17 percentage points), as are respondents in Greece (-13pp), Lithuania (-12pp), the Czech Republic and Sweden (both -10pp). In total, respondents in 21 Member States are now less likely to say they have experienced blocking as compared to last year's survey.

In contrast, respondents in Croatia (+11pp), Hungary, Luxembourg (both +4pp), Slovenia, Cyprus (both +3pp) and Latvia (+2pp) are all more likely to have experienced clocking compared to 2013. However, this blocking is more likely to happen sometimes rather than often.

| GB14. When using your household internet subscription, have you experienced any kind of blocking of online content or applications? |
|---|---|---|---|---|---|
| Yes, often | Yes, sometimes | No, never | Don't know | Total 'Yes' |
| EU28 | 3% | -1 | 21% | -4 | 72% | +6 | 4% | -1 | 24% | -5 |
| DK | 1% | = | 12% | -17 | 84% | +17 | 3% | = | 13% | -17 |
| EL | 3% | -1 | 21% | -12 | 68% | +13 | 7% | = | 24% | -13 |
| LT | 1% | -2 | 13% | -10 | 82% | +13 | 4% | -1 | 14% | -12 |
| CZ | 1% | -1 | 19% | -9 | 76% | +9 | 4% | +1 | 20% | -10 |
| SE | 2% | = | 25% | -10 | 71% | +11 | 2% | -1 | 27% | -10 |
| DE | 2% | -1 | 12% | -8 | 81% | +8 | 5% | +1 | 14% | -9 |
| IE | 2% | -2 | 14% | -7 | 81% | +11 | 3% | -2 | 16% | -9 |
| NL | 1% | -3 | 21% | -5 | 74% | +7 | 4% | +1 | 22% | -8 |
| ES | 1% | -3 | 15% | -4 | 80% | +8 | 4% | -1 | 16% | -7 |
| BE | 4% | -1 | 28% | -5 | 87% | +6 | 1% | = | 32% | -6 |
| BG | 1% | -2 | 29% | -4 | 81% | +5 | 9% | +1 | 30% | -6 |
| IT | 1% | -4 | 25% | -1 | 87% | +10 | 7% | -5 | 26% | -5 |
| AT | 4% | +3 | 23% | -8 | 66% | +3 | 5% | +2 | 27% | -5 |
| PT | 1% | = | 12% | -4 | 77% | +4 | 16% | = | 13% | -4 |
| SK | 1% | -1 | 30% | -3 | 65% | +8 | 4% | -4 | 31% | -4 |
| FI | 2% | +1 | 15% | -4 | 82% | +4 | 1% | -1 | 17% | -3 |
| EE | 1% | -1 | 27% | -1 | 68% | +2 | 4% | = | 28% | -2 |
| MT | 0% | -1 | 22% | -7 | 73% | +4 | 5% | -2 | 22% | -2 |
| PL | 3% | +1 | 13% | -3 | 81% | +3 | 3% | -1 | 16% | -2 |
| RO | 7% | = | 44% | -2 | 42% | +7 | 7% | = | 51% | -2 |
| FR | 7% | +1 | 34% | -2 | 57% | +2 | 2% | -1 | 41% | -1 |
| UK | 2% | +1 | 18% | -1 | 78% | = | 2% | = | 20% | = |
| LV | 2% | +1 | 15% | +1 | 86% | = | 3% | -1 | 17% | +2 |
| CY | 6% | = | 39% | +3 | 50% | +4 | 4% | -7 | 44% | +3 |
| SI | 2% | = | 31% | +3 | 62% | -4 | 5% | +1 | 33% | +3 |
| LU | 5% | = | 39% | +4 | 52% | -6 | 4% | +2 | 44% | +4 |
| HU | 3% | +1 | 25% | +3 | 69% | -3 | 3% | -1 | 28% | +4 |
| HR | 5% | +1 | 41% | +10 | 48% | -12 | 6% | +1 | 46% | +11 |

Base: All respondents who have broadband Internet access at home in EU28 (n = 17453)
Respondents who had experienced blocking of online content or applications were asked for more details about their experiences. Online blocking happens most frequently when watching video (37%), while around one in five have experienced blocking while watching live events (22%), listening to music, downloading video content (both 21%), or playing online games (19%). Fewer mention watching television (18%), uploading content to social networks (17%) or downloading audio content (15%). Less than one in ten has experienced blocking while making VoIP calls (7%).

The chart illustrates there have been only minor changes since 2013. Respondents are less likely than last year to mention blocking while watching a video or downloading video content (both -2 percentage points). However, they are more likely to mention experiencing blocking while watching television (+3pp), watching live events (+2pp), listening to music or playing online games (both +1pp).

*New item

Base: All respondents who experienced blocking on their broadband Internet at home in EU28 (n = 4222)
(MULTIPLE ANSWERS POSSIBLE)
2. MOBILE INTERNET SERVICES

- One quarter have experienced blocking when using the Internet on their mobile phone, most often when watching video –

One quarter of respondents have experienced blocking when using the Internet on their mobile phone, with 21% saying this happens sometimes and 4% saying it happens often. Most respondents, however, have not experienced blocking of online content or applications when using the Internet on their mobile phone (70%).

There has been no notable change since the last survey, however, country results show significant variations.

![Chart showing percentage of respondents experiencing blocking](chart.png)

**Base:** All respondents who own a personal mobile phone with Internet access in EU28 (n = 13372)

Respondents in Romania (46%), Croatia and Luxembourg (both 42%) are the most likely to report experiencing blocking when using the Internet on their mobile. Respondents in these three Member States are also the most likely to report experiencing blocking on their home Internet. At the other end of the scale, 13% of respondents in Lithuania and 15% of those in Finland and Latvia also report experiencing blocking while using the Internet on their mobile.

Although at EU level there is little difference between the proportion who experience blocking on home Internet or on mobile (24% vs. 25%), this is not the case for all Member States.
For example, in Denmark and Italy respondents are more likely to have experienced blocking on mobile Internet than on a home Internet connection (DK: 24% vs. 13%, IT: 36% vs. 26%). The same is also true in the Czech Republic (mobile: 27%, home: 20%) and Portugal (mobile: 20%, home: 13%).

However, the reverse is true in Cyprus, where blocking is more likely to be reported on a home Internet connection (44% vs. 31% for mobile). Blocking on home internet is also more likely to be reported by respondents in Slovakia (31% vs. 24% for mobile) and Greece (24% vs. 17% for mobile).

Although there has been little change at EU level, this is not the case for individual Member States. Respondents in Croatia (+18 percentage points), Slovenia (+12pp), the Czech Republic and Italy (both +8pp) are all more likely to say they have experienced blocking while using the Internet on their mobile than they were in 2013. Experience of this kind of blocking has declined most amongst those in the Netherlands, Malta and Lithuania (all -4pp).

In some countries there has been an increase in the experience of blocking on a mobile Internet connection since the last survey, while during the same period the proportion experiencing blocking on a home Internet connection has declined. For example in Denmark there has been a 17 percentage point decrease in the proportion experiencing blocking at home, but a 3pp increase in those experiencing mobile blocking. The same pattern applies in the Czech Republic (home: -10pp, mobile: +8pp), Italy (home: -5pp, mobile: +8pp) and Belgium (home: -6pp, mobile: +6pp).

QB14. When using the Internet on your mobile phone, have you experienced any kind of blocking of online content or applications?
QB17. When using the internet on your mobile phone, have you experienced any kind of blocking of online content or applications?


<table>
<thead>
<tr>
<th></th>
<th>Yes, often</th>
<th>Yes, sometimes</th>
<th>No, never</th>
<th>Don't know</th>
<th>Total 'Yes'</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU28</td>
<td>4%</td>
<td>-</td>
<td>21%</td>
<td>+1</td>
<td>76%</td>
</tr>
<tr>
<td>HR</td>
<td>8%</td>
<td>+4</td>
<td>24%</td>
<td>+14</td>
<td>51%</td>
</tr>
<tr>
<td>SI</td>
<td>2%</td>
<td>+1</td>
<td>28%</td>
<td>+11</td>
<td>53%</td>
</tr>
<tr>
<td>CZ</td>
<td>3%</td>
<td>+2</td>
<td>24%</td>
<td>+6</td>
<td>66%</td>
</tr>
<tr>
<td>IT</td>
<td>5%</td>
<td>=</td>
<td>31%</td>
<td>+8</td>
<td>61%</td>
</tr>
<tr>
<td>LU</td>
<td>11%</td>
<td>+2</td>
<td>31%</td>
<td>+5</td>
<td>56%</td>
</tr>
<tr>
<td>PT</td>
<td>4%</td>
<td>=</td>
<td>16%</td>
<td>+7</td>
<td>71%</td>
</tr>
<tr>
<td>BE</td>
<td>8%</td>
<td>+5</td>
<td>27%</td>
<td>+1</td>
<td>62%</td>
</tr>
<tr>
<td>BG</td>
<td>2%</td>
<td>-1</td>
<td>31%</td>
<td>+5</td>
<td>55%</td>
</tr>
<tr>
<td>HU</td>
<td>3%</td>
<td>+1</td>
<td>22%</td>
<td>+3</td>
<td>69%</td>
</tr>
<tr>
<td>RO</td>
<td>8%</td>
<td>+1</td>
<td>38%</td>
<td>+3</td>
<td>39%</td>
</tr>
<tr>
<td>SK</td>
<td>0%</td>
<td>-</td>
<td>24%</td>
<td>+5</td>
<td>68%</td>
</tr>
<tr>
<td>DK</td>
<td>4%</td>
<td>+2</td>
<td>20%</td>
<td>+1</td>
<td>73%</td>
</tr>
<tr>
<td>FR</td>
<td>10%</td>
<td>+1</td>
<td>27%</td>
<td>+2</td>
<td>57%</td>
</tr>
<tr>
<td>LV</td>
<td>2%</td>
<td>-1</td>
<td>13%</td>
<td>+4</td>
<td>71%</td>
</tr>
<tr>
<td>EE</td>
<td>1%</td>
<td>=</td>
<td>21%</td>
<td>+2</td>
<td>86%</td>
</tr>
<tr>
<td>SE</td>
<td>3%</td>
<td>=</td>
<td>27%</td>
<td>+2</td>
<td>65%</td>
</tr>
<tr>
<td>AT</td>
<td>4%</td>
<td>+1</td>
<td>27%</td>
<td>=</td>
<td>54%</td>
</tr>
<tr>
<td>PL</td>
<td>1%</td>
<td>-2</td>
<td>17%</td>
<td>+3</td>
<td>73%</td>
</tr>
<tr>
<td>FI</td>
<td>1%</td>
<td>-1</td>
<td>14%</td>
<td>+1</td>
<td>83%</td>
</tr>
<tr>
<td>CY</td>
<td>7%</td>
<td>+3</td>
<td>24%</td>
<td>-4</td>
<td>66%</td>
</tr>
<tr>
<td>DE</td>
<td>1%</td>
<td>-2</td>
<td>15%</td>
<td>=</td>
<td>76%</td>
</tr>
<tr>
<td>EL</td>
<td>3%</td>
<td>-2</td>
<td>16%</td>
<td>=</td>
<td>75%</td>
</tr>
<tr>
<td>UK</td>
<td>3%</td>
<td>=</td>
<td>15%</td>
<td>-2</td>
<td>79%</td>
</tr>
<tr>
<td>IE</td>
<td>6%</td>
<td>-1</td>
<td>14%</td>
<td>-2</td>
<td>75%</td>
</tr>
<tr>
<td>ES</td>
<td>3%</td>
<td>-1</td>
<td>17%</td>
<td>-2</td>
<td>76%</td>
</tr>
<tr>
<td>LT</td>
<td>1%</td>
<td>-3</td>
<td>12%</td>
<td>-1</td>
<td>72%</td>
</tr>
<tr>
<td>MT</td>
<td>2%</td>
<td>-2</td>
<td>15%</td>
<td>-2</td>
<td>86%</td>
</tr>
<tr>
<td>NL</td>
<td>1%</td>
<td>-3</td>
<td>23%</td>
<td>-1</td>
<td>71%</td>
</tr>
</tbody>
</table>

Base: All respondents who own a personal mobile phone with Internet access in EU28 (n = 13372)
Respondents who report blocking on their mobile are most likely to have experienced this while watching video (41%)\(^{46}\). Just under one quarter (23%) experienced blocking while listening to music. Around one in five experienced blocking while uploading content (23%), watching live events, playing online games (both 21%) and downloading video content for free (20%). 16% of respondents experienced blocking while watching television, 15% while downloading free audio content and 9% while making VoIP calls.

There has been little change since 2013. The largest changes have been an increase in the proportion who experienced blocking while playing online games (+2 percentage points), and a decrease in the proportion experiencing blocking while downloading free video content (-2pp).

\*New item

Base: All respondents who experienced blocking on their mobile phone in EU28 (n = 3373)

(MULTIPLE ANSWERS POSSIBLE)

---

\(^{46}\) QB18. In which of the following cases have you experienced the blocking of online content or applications? When trying to...
X. AFFORDABILITY

1. MOBILE COMMUNICATIONS

Around half limit calls via mobile to national numbers or to other EU countries due to concerns about costs –

Respondents were asked if they limited certain kinds of mobile calls due to cost concerns. Just over half (52%) agree they limit national calls with their mobile due to concerns about communication charges, with 27% in total agreement. Just over four in ten (43%) disagree, with 26% totally disagreeing and 17% tending to disagree. Agreement has declined three percentage points since the last survey.

Half of those with a personal mobile agree they limit calls to other EU countries due to concerns about charges (50%), with 31% in total agreement. One in five (20%) disagree (12% totally), while 29% say this isn’t applicable to them. When this result is recalculated using only those who make calls to other EU countries (i.e. remove those who say not applicable), the proportion who limit calls to other EU countries from their mobile increases to 70%.

*New item

Base: All respondents who have a personal mobile phone in EU28 (n = 25603)
At least three quarters of respondents with a personal mobile in Portugal (83%), Greece (80%) and Bulgaria (76%) agree they limit their national calls with a mobile due to concern about charges. In contrast, at least seven out of ten respondents in Finland (77%), Denmark (73%) and Sweden (70%) disagree with this statement.

Since the last survey in 2013, respondents agreement that they limit national mobile calls due to concern about phone charges has increased most amongst respondents in Luxembourg (+8 percentage points), Slovenia, Cyprus and Portugal (all +4pp). On the other hand, respondents in Slovakia, the Czech Republic (both +9pp) and the Netherlands (+8pp) are all more likely to disagree than they were in 2013.
When it comes to limiting mobile calls to other EU countries due to concerns about cost, respondents in Ireland (73%), Croatia (70%), Belgium and Slovenia (both 69%) are the most likely to say they do this. Across the EU, 20% say they do not limit mobile calls to other EU countries, but the proportions are notably higher in Finland (41%), Denmark and Estonia (both 32%). These results are absolute figures and do not take into account the very high level of 'not applicable' answers, up to 42% in the UK, 40% in Spain and 37% in Greece and Portugal.

*Base: All respondents who have a personal mobile phone in EU28 (n = 25603)*
2. FIXED COMMUNICATIONS TO ANOTHER EU COUNTRY

More than four out of ten limit fixed line calls to other EU countries due to concerns about charges

Respondents with fixed line telephones at home were asked if they limited calls to other EU countries due to concerns about communication charges. More than four in ten (43%) agree they do this, with 26% saying they totally agree. Just over one quarter (26%) disagree, with 10% tending to disagree and 16% totally disagreeing.

Three in ten (30%) say the statement does not apply to them.

When these results are recalculated to include only those who make calls to other EU countries (i.e. remove those who say not applicable) then the proportion who limit calls to other EU countries from their fixed phone increases to 61%.

---

QB4.3 You limit your calls to other EU countries from your fixed phone because you are concerned about communication charges.
Respondents with fixed line telephones in Ireland (70%), Croatia (69%) and Bulgaria (66%) are the most likely to agree that they limit their fixed phone calls to other EU countries due to concerns about charges. In fact just over half of those in Ireland totally agree (53%). In contrast, 21% of respondents in Finland, 35% of those in Lithuania and 37% of those in Estonia, Denmark and France also agree they limit these kinds of calls. In fact either a relative or an absolute majority of respondents in all Member States except Sweden, Denmark, Finland and Luxembourg say they limit EU calls from their fixed phone.

Respondents in Finland (51%), Luxembourg (44%) and Sweden (43%), Denmark (39%) and Germany (38%) are the most likely to disagree that they limit calls to other EU countries from their fixed phone due to concerns about communications charges. Respondents in the UK (44%), Spain (43%) and Lithuania (41%) are the most likely to say the statement does not apply.

<table>
<thead>
<tr>
<th>QB4.3. Please tell me whether you agree or disagree with each of the following.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>You limit your calls to other EU countries from your fixed phone because you are concerned about communication charges</strong></td>
</tr>
</tbody>
</table>

| IE | HR | BG | SI | CZ | CY | BE | AT | SK | RO | EL | PT | IT | LV | MT | PL | EU28 | HU | DE | UK | ES | NL | SE | DK | FR | EE | LT | FI |
| 0% | 4% | 7% | 1% | 1% | 0% | 1% | 8% | 1% | 0% | 1% | 0% | 2% | 2% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% |
| 27% | 18% | 15% | 13% | 13% | 10% | 14% | 12% | 24% | 36% | 36% | 30% | 29% | 12% | 27% | 31% | 30% | 17% | 18% | 43% | 27% | 21% | 44% | 43% | 37% | 21% | 44% | 43% | 37% |

Base: All respondents who have a fixed phone at home in EU28 (n = 18757)
3. COMMUNICATIONS TO PHONES OF ANOTHER NETWORK OPERATOR

More than four in ten limit mobile calls to other networks due to concerns about higher charges

Respondents with a personal mobile are less concerned about limiting calls to other phone networks than they are about limiting national or EU calls. More than four in ten (44%) agree they limit calls to mobile or fixed line phones on other networks due to concerns about higher charges – 22% totally agree and 22% tend to agree. Almost half, however, do not do this: 30% totally disagree with the statement, while 19% tend to disagree.

Respondents are slightly less likely to agree they limit calls to other networks than they were in 2013 (-5 percentage points).

At least three quarters of respondents with personal mobiles in Portugal (83%), Bulgaria and Greece (both 76%) agree they limit calls from their mobile to mobiles or fixed lines on other networks due to concerns about higher charges. In contrast, at least eight out of ten respondents in Denmark (82%), Finland and Sweden (both 80%) disagree that they limit these kinds of calls. Respondents in these three countries are also amongst the most likely to say they do not limit national mobile calls or mobile calls to another EU country.

QB4.4 Please tell me whether you agree or disagree with each of the following. You limit your calls to mobile or fixed phones of another network operator because you are concerned about higher communication charges than when making a phone call to others on your own network.

49 QB4.4 Please tell me whether you agree or disagree with each of the following. You limit your calls to mobile or fixed phones of another network operator because you are concerned about higher communication charges than when making a phone call to others on your own network.
Although at EU level agreement has decreased five percentage points since 2013, in some Member States the trend is reversed. For example since 2013, respondents in Luxembourg (+5 percentage points), the UK (+3pp), Belgium, Austria and Estonia (all +1pp) are more likely to agree they limit these kinds of calls due to concerns about higher charges. On the other hand, respondents in Italy (+13pp), Denmark (+11pp), the Czech Republic and Croatia (both +9pp) are all more likely to disagree.

<table>
<thead>
<tr>
<th>Highest agree by country</th>
<th>EU - Agree</th>
<th>EU28 44% agree (-5)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Portugal</td>
<td>83%</td>
<td></td>
</tr>
<tr>
<td>Bulgaria</td>
<td>75%</td>
<td></td>
</tr>
<tr>
<td>Greece</td>
<td>76%</td>
<td></td>
</tr>
<tr>
<td>Ireland</td>
<td>71%</td>
<td></td>
</tr>
<tr>
<td>Romania</td>
<td>67%</td>
<td></td>
</tr>
<tr>
<td>Croatia</td>
<td>63%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Largest increase of agreement (EBB1.1 - EB79.1)</th>
<th>EU - Agree</th>
<th>EU28 44% agree (-5)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Luxembourg</td>
<td>28%; +5</td>
<td></td>
</tr>
<tr>
<td>United Kingdom</td>
<td>40%; +3</td>
<td></td>
</tr>
<tr>
<td>Belgium</td>
<td>47%; +1</td>
<td></td>
</tr>
<tr>
<td>Austria</td>
<td>39%; +1</td>
<td></td>
</tr>
<tr>
<td>Estonia</td>
<td>30%; +1</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EU - Disagree</th>
<th>EU28 49% disagree (+2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highest disagree by country</td>
<td></td>
</tr>
<tr>
<td>Denmark</td>
<td>82%</td>
</tr>
<tr>
<td>Finland</td>
<td>80%</td>
</tr>
<tr>
<td>Sweden</td>
<td>80%</td>
</tr>
<tr>
<td>The Netherlands</td>
<td>71%</td>
</tr>
<tr>
<td>Estonia</td>
<td>57%</td>
</tr>
<tr>
<td>France</td>
<td>67%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Largest increase of disagreement (EBB1.1 - EB79.1)</th>
<th>EU - Disagree</th>
<th>EU28 49% disagree (+2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Italy</td>
<td>47%; +13</td>
<td></td>
</tr>
<tr>
<td>Denmark</td>
<td>82%; +11</td>
<td></td>
</tr>
<tr>
<td>Czech Republic</td>
<td>39%; +9</td>
<td></td>
</tr>
<tr>
<td>Croatia</td>
<td>32%; +9</td>
<td></td>
</tr>
</tbody>
</table>

Base: All respondents who have a personal mobile phone in EU28 (n = 25603)
4. MOBILE INTERNET SERVICES

Most respondents do not limit their use of the Internet on their mobile

Just over one third (34%) of respondents with a personal mobile with Internet access agree they limit their mobile Internet use due to concern about charges. One in five (19%) tend to agree, while 15% totally agree. However, the majority say they don’t limit mobile Internet use for this reason (58%), with 38% totally disagreeing.

There has been no noteworthy change since the last survey in 2013.

There are only five countries where at least half of all respondents agree they limit mobile Internet use due to concerns about charges: Portugal (64%), Ireland (63%), Greece (56%), Cyprus (51%) and Slovenia (50%). On the other hand, at least seven out of ten respondents in Finland (77%), Denmark (72%) and Sweden (71%) disagree and do not limit their mobile Internet access. Respondents in these countries are also the most likely to disagree they limit mobile calls.

---

50 QB4.4 Please tell me whether you agree or disagree with each of the following. You limit the use of mobile Internet access because you are concerned about charges.
Limiting mobile Internet use due to concern about charges has increased most notably in Ireland (+9 percentage points), Latvia (+8pp) and Portugal (+6pp).

In contrast, respondents in Bulgaria (+15pp), Croatia (+14pp), Italy and Malta (both +10pp) are now much more likely than last year to disagree that they limit mobile Internet use due to concern over charges.

<table>
<thead>
<tr>
<th>Country</th>
<th>Total ‘Agree’</th>
<th>Total ‘Disagree’</th>
<th>Not applicable (SPONTANEOUS)</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU28</td>
<td>34%</td>
<td>58%</td>
<td>7%</td>
<td>1%</td>
</tr>
<tr>
<td>IE</td>
<td>63% (+9)</td>
<td>32% -7</td>
<td>5% -1</td>
<td>0%</td>
</tr>
<tr>
<td>LV</td>
<td>43% (+8)</td>
<td>45% +1</td>
<td>11% -7</td>
<td>1%</td>
</tr>
<tr>
<td>PT</td>
<td>64% (+6)</td>
<td>28% +1</td>
<td>8% -7</td>
<td>0%</td>
</tr>
<tr>
<td>DE</td>
<td>26% (+5)</td>
<td>66% -6</td>
<td>8%</td>
<td>2% +1</td>
</tr>
<tr>
<td>LU</td>
<td>36% (+5)</td>
<td>55% -8</td>
<td>8% +2</td>
<td>1% +1</td>
</tr>
<tr>
<td>EE</td>
<td>27% (+4)</td>
<td>66% +4</td>
<td>7% -5</td>
<td>0% -3</td>
</tr>
<tr>
<td>AT</td>
<td>33% (+4)</td>
<td>50% -6</td>
<td>10% +1</td>
<td>1% +1</td>
</tr>
<tr>
<td>NL</td>
<td>38% (+4)</td>
<td>58% -3</td>
<td>4% -1</td>
<td>0%</td>
</tr>
<tr>
<td>SK</td>
<td>40% (+4)</td>
<td>49% +5</td>
<td>3% -9</td>
<td>0%</td>
</tr>
<tr>
<td>EL</td>
<td>56% (+3)</td>
<td>33% +5</td>
<td>11% -8</td>
<td>0%</td>
</tr>
<tr>
<td>HU</td>
<td>36% (+3)</td>
<td>46% +7</td>
<td>14% -9</td>
<td>2% -1</td>
</tr>
<tr>
<td>SI</td>
<td>50% (+3)</td>
<td>41% -2</td>
<td>7% -2</td>
<td>2% +1</td>
</tr>
<tr>
<td>UK</td>
<td>41% (+3)</td>
<td>48% -7</td>
<td>11% +5</td>
<td>0% -1</td>
</tr>
<tr>
<td>RO</td>
<td>47% (+2)</td>
<td>34% -4</td>
<td>12% +5</td>
<td>7% -3</td>
</tr>
<tr>
<td>DK</td>
<td>24% (+1)</td>
<td>72% +5</td>
<td>4% -6</td>
<td>0%</td>
</tr>
<tr>
<td>FR</td>
<td>29% (+1)</td>
<td>64% +2</td>
<td>5% -4</td>
<td>1% +1</td>
</tr>
<tr>
<td>LT</td>
<td>40% (+1)</td>
<td>40% +6</td>
<td>18% -7</td>
<td>2%</td>
</tr>
<tr>
<td>BE</td>
<td>46% -1</td>
<td>49% +4</td>
<td>5% -3</td>
<td>0%</td>
</tr>
<tr>
<td>CZ</td>
<td>36% -1</td>
<td>55% +5</td>
<td>7% -3</td>
<td>0% -1</td>
</tr>
<tr>
<td>CY</td>
<td>51% -1</td>
<td>40% +2</td>
<td>0% +1</td>
<td>0% -2</td>
</tr>
<tr>
<td>FI</td>
<td>17% -1</td>
<td>77% +5</td>
<td>5% -5</td>
<td>1% +1</td>
</tr>
<tr>
<td>ES</td>
<td>30% -2</td>
<td>68% +4</td>
<td>2% -2</td>
<td>0%</td>
</tr>
<tr>
<td>SE</td>
<td>22% -2</td>
<td>71% +2</td>
<td>7%</td>
<td>0%</td>
</tr>
<tr>
<td>MT</td>
<td>44% -5</td>
<td>47% +10</td>
<td>7% -3</td>
<td>2% -2</td>
</tr>
<tr>
<td>PL</td>
<td>32% -7</td>
<td>53% +5</td>
<td>13% +2</td>
<td>2%</td>
</tr>
<tr>
<td>HR</td>
<td>49% -9</td>
<td>47% +14</td>
<td>3% -4</td>
<td>1% -1</td>
</tr>
<tr>
<td>IT</td>
<td>31% -10</td>
<td>66% +10</td>
<td>3%</td>
<td>0%</td>
</tr>
<tr>
<td>BG</td>
<td>42% -13</td>
<td>51% +15</td>
<td>2% -3</td>
<td>5% +1</td>
</tr>
</tbody>
</table>

Base: All respondents who have a personal mobile phone with access to the Internet in EU28 (n = 13372)
XI. ROAMING IN THE EU

This survey investigated the behaviours of mobile phone users when visiting another EU country. As a result, a distinction has been made between access to public telecom networks and the use of services and applications.

1. TRAVELLING HABITS OF EUROPEANS IN THE EU AND OUTSIDE

— A majority of EU citizens have travelled to other EU countries, but are less likely to have travelled outside the EU —

Respondents were asked about their travel habits both within and outside the EU. Almost two thirds (63%) have travelled to other EU countries, with 34% doing so at least once per year. However, respondents are less likely to travel outside the EU (44%). Most (56%) have never done so, and just 13% visit a non-EU country at least once per year.

The country analysis shows respondents living in central and northern areas of the EU are more likely to have visited a country within the EU at least once compared to those living in the southern and eastern parts of Europe.

Respondents in Luxembourg are the most likely to regularly travel to other EU countries (28%). In fact they are much more likely to do so than the next most regular travellers — respondents in Slovenia (11%), Austria and the Netherlands (both 10%).

Respondents in the Netherlands (67%), Denmark (63%), Sweden (62%) and Luxembourg (60%) are the most likely to say they visit other EU countries occasionally.

---

51 QB24. How often do you travel abroad…? To other countries within the EU; To other countries outside the EU.
52 The following regroupings of responses have been performed: "Regularly" = "Several times a month" + "Once a month"; "Occasionally" = "Several times a year" + "Once a year"; "Rarely" = "Once over the last 2 years" + "Once over the last 3 to 5 years" + "Less often".
Almost half of all respondents in Cyprus say they visit other EU countries rarely (48%), followed by respondents in Finland (39%), Latvia and the Czech Republic (both 37%).

In nine Member States at least half of all respondents say they never travel to other EU countries, and this is particularly the case for respondents in Bulgaria (63%), Greece and Portugal (both 61%).

Respondents are less likely to have travelled outside the EU, with 44% saying they have done so at least once. Respondents living in Sweden (85%), Denmark (75%) and Austria (70%) are the most likely to have visited a non-EU country at least once. This is a sharp contrast with Romania, where 15% of respondents have visited a non-EU country at least once. Respondents in Portugal (18%) and Hungary (19%) are also much less likely to have visited a country outside the EU.

The map below illustrates that respondents living in central and northern areas of the EU are the most likely to have visited a country outside the EU at least once.
Question: Q204.2. How often do you travel abroad...?
Option: To other countries outside the EU
Answers: At least once outside the EU

Base: All respondents in EU28 (n = 27739)
2. MOBILE PHONE HABITS OF EUROPEANS WHEN IN ANOTHER EU COUNTRY

– Almost three in ten EU citizens who visit another EU country switch off their phone and don’t use it during their visit –

Respondents who travel to other EU countries were asked how they access public telecom networks from their mobile phone during their visit(s) to other EU countries. Just over one quarter (26%) say they only switch off their mobile phone and do not use it while they are in another EU country, 17% say they only switch off data roaming. In total, at least half of the respondents switch off their data roaming while travelling in the EU (52%). Almost one in five (18%) activate a special data roaming plan offered by their network, while 16% make use of public or private Wi-Fi to connect to the Internet. One in ten (10%) purchase or use a SIM card in the EU country they are visiting.

Respondents who only switch off their mobile phone and never use it = 26%
Respondents who only switch off data roaming capabilities of their mobile smartphone = 17%
Respondents who switch off their mobile phone and never use it AND/OR switch off data roaming capabilities of their mobile smartphone = 52%

Base: All respondents in EU28 who have visited another EU country and who have a personal mobile phone (n = 13285)

Base for answer “Activate a special data roaming plan offered by your network operator”: All respondents in EU28 who have visited another EU country, who have a personal mobile phone and do not switch off data roaming capabilities when visiting another EU country (n = 9959)

(MULTIPLE ANSWERS POSSIBLE)

QB25a. When visiting another EU country, you generally...

53 QB25a. When visiting another EU country, you generally...? Switch off your mobile phone and never use it; Switch off the data roaming capabilities of your mobile phone or smartphone (IF DOES NOT SWITCH OFF DATA ROAMING CAPABILITIES); Activate a special data roaming plan offered by your network operator; Purchase or use a SIM card in the EU country you are visiting; Connect to the Internet using public or private Wi-Fi access with your mobile phone.
There is a mixture of behaviours across Member States. In Austria (42%), France (41%), Portugal (40%), Hungary (38%), the UK (37%) and Germany (33%) respondents are most likely to say they switch off their phone and don’t use it during their visit. Just over one third of respondents in Bulgaria also do this (34%). In contrast just 9% of respondents in Malta and Cyprus say the same.

In Sweden (56%), Denmark (55%), the Netherlands (43%), Croatia (39%), Ireland (35%) and Belgium (24%) respondents are most likely to say they switch off the data roaming capabilities of their phone while visiting another EU country. Just 2% of respondents in Cyprus say the same.

In 13 Member States respondents are most likely to activate a special data roaming plan from their network operator, and this is particularly the case in Latvia (56%), Cyprus (47%) and the Czech Republic (44%). Only 3% of respondents in Denmark and Sweden do the same.

Spain is the only country where respondents are most likely to say they use public or private Wi-Fi to connect to the Internet (28%), although this option is also popular with respondents in Sweden (39%), the Netherlands (37%) and Denmark (29%).

Across the EU respondents in Romania are most likely to purchase or use a SIM card in the country they are visiting (34%), followed by those in Greece (21%). Just 2% of respondents in the Czech Republic also do this.
Q825a When visiting another EU country, you generally...?

<table>
<thead>
<tr>
<th>Switch off your mobile phone and never use it</th>
<th>Switch off the data roaming capabilities of your mobile phone or smartphone</th>
<th>Activate a special data roaming plan offered by your network operator</th>
<th>Connect to the Internet using public or private Wi-Fi access with your mobile phone</th>
<th>Purchase or use a SIM card in the EU country you are visiting</th>
<th>Other (SPONTANEOUS)</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU28 20%</td>
<td>25%</td>
<td>18%</td>
<td>16%</td>
<td>10%</td>
<td>9%</td>
<td>6%</td>
</tr>
<tr>
<td>BE 21%</td>
<td>24%</td>
<td>11%</td>
<td>20%</td>
<td>9%</td>
<td>15%</td>
<td>15%</td>
</tr>
<tr>
<td>BG 34%</td>
<td>7%</td>
<td>40%</td>
<td>6%</td>
<td>15%</td>
<td>6%</td>
<td>1%</td>
</tr>
<tr>
<td>CZ 17%</td>
<td>20%</td>
<td>44%</td>
<td>13%</td>
<td>2%</td>
<td>3%</td>
<td>6%</td>
</tr>
<tr>
<td>DK 21%</td>
<td>65%</td>
<td>3%</td>
<td>28%</td>
<td>5%</td>
<td>10%</td>
<td>4%</td>
</tr>
<tr>
<td>DE 33%</td>
<td>20%</td>
<td>14%</td>
<td>12%</td>
<td>14%</td>
<td>10%</td>
<td>9%</td>
</tr>
<tr>
<td>EE 13%</td>
<td>17%</td>
<td>41%</td>
<td>15%</td>
<td>9%</td>
<td>8%</td>
<td>3%</td>
</tr>
<tr>
<td>IE 14%</td>
<td>35%</td>
<td>23%</td>
<td>15%</td>
<td>9%</td>
<td>8%</td>
<td>3%</td>
</tr>
<tr>
<td>EL 25%</td>
<td>10%</td>
<td>30%</td>
<td>18%</td>
<td>21%</td>
<td>5%</td>
<td>3%</td>
</tr>
<tr>
<td>ES 20%</td>
<td>15%</td>
<td>22%</td>
<td>28%</td>
<td>11%</td>
<td>11%</td>
<td>2%</td>
</tr>
<tr>
<td>FR 41%</td>
<td>20%</td>
<td>13%</td>
<td>17%</td>
<td>7%</td>
<td>10%</td>
<td>9%</td>
</tr>
<tr>
<td>HR 31%</td>
<td>36%</td>
<td>9%</td>
<td>25%</td>
<td>7%</td>
<td>8%</td>
<td>6%</td>
</tr>
<tr>
<td>IT 18%</td>
<td>19%</td>
<td>33%</td>
<td>12%</td>
<td>12%</td>
<td>6%</td>
<td>5%</td>
</tr>
<tr>
<td>CY 5%</td>
<td>2%</td>
<td>47%</td>
<td>13%</td>
<td>10%</td>
<td>15%</td>
<td>1%</td>
</tr>
<tr>
<td>LV 20%</td>
<td>7%</td>
<td>56%</td>
<td>7%</td>
<td>10%</td>
<td>0%</td>
<td>4%</td>
</tr>
<tr>
<td>LT 21%</td>
<td>12%</td>
<td>30%</td>
<td>7%</td>
<td>13%</td>
<td>15%</td>
<td>6%</td>
</tr>
<tr>
<td>LU 16%</td>
<td>23%</td>
<td>14%</td>
<td>18%</td>
<td>9%</td>
<td>30%</td>
<td>3%</td>
</tr>
<tr>
<td>HU 38%</td>
<td>12%</td>
<td>26%</td>
<td>8%</td>
<td>9%</td>
<td>9%</td>
<td>5%</td>
</tr>
<tr>
<td>MT 5%</td>
<td>19%</td>
<td>25%</td>
<td>20%</td>
<td>12%</td>
<td>5%</td>
<td>20%</td>
</tr>
<tr>
<td>AT 42%</td>
<td>17%</td>
<td>14%</td>
<td>15%</td>
<td>12%</td>
<td>9%</td>
<td>2%</td>
</tr>
<tr>
<td>NL 15%</td>
<td>43%</td>
<td>10%</td>
<td>37%</td>
<td>8%</td>
<td>17%</td>
<td>3%</td>
</tr>
<tr>
<td>PL 22%</td>
<td>23%</td>
<td>40%</td>
<td>4%</td>
<td>8%</td>
<td>2%</td>
<td>5%</td>
</tr>
<tr>
<td>PT 40%</td>
<td>8%</td>
<td>38%</td>
<td>3%</td>
<td>7%</td>
<td>5%</td>
<td>1%</td>
</tr>
<tr>
<td>RO 14%</td>
<td>9%</td>
<td>39%</td>
<td>11%</td>
<td>34%</td>
<td>5%</td>
<td>6%</td>
</tr>
<tr>
<td>SI 18%</td>
<td>33%</td>
<td>11%</td>
<td>20%</td>
<td>9%</td>
<td>34%</td>
<td>1%</td>
</tr>
<tr>
<td>SK 28%</td>
<td>14%</td>
<td>40%</td>
<td>12%</td>
<td>4%</td>
<td>7%</td>
<td>2%</td>
</tr>
<tr>
<td>FI 16%</td>
<td>27%</td>
<td>31%</td>
<td>16%</td>
<td>6%</td>
<td>18%</td>
<td>2%</td>
</tr>
<tr>
<td>SE 16%</td>
<td>56%</td>
<td>2%</td>
<td>39%</td>
<td>6%</td>
<td>15%</td>
<td>2%</td>
</tr>
<tr>
<td>UK 37%</td>
<td>38%</td>
<td>7%</td>
<td>11%</td>
<td>8%</td>
<td>7%</td>
<td>4%</td>
</tr>
</tbody>
</table>

Base: All respondents in EU28 who have visited another EU country and who have a personal mobile phone (n = 13285)

Base for answer “Activate a special data roaming plan offered by your network operator”: All respondents in EU28 who have visited another EU country, who have a personal mobile phone and do not switch off data roaming capabilities when visiting another EU country (n = 9959)
Respondents were grouped into those who travelled regularly, occasionally and rarely, and the results for this question were recalculated\textsuperscript{54}. These results highlight that regular travellers are less likely to switch off their phone altogether, but are more likely to just switch off data roaming capabilities. One third of regular travellers switch off data roaming compared to 28% of occasional travellers and 16% of rare travellers.

\begin{table}[h]
\centering
\begin{tabular}{|c|c|c|c|c|c|c|c|}
\hline
\textbf{Frequency of travel to other countries within the EU} & & & & & & & \\
\hline
\textbf{EU28} & 26\% & 25\% & 18\% & 15\% & 10\% & 9\% & 8\%
\hline
\hline
\textbf{Regularly} & 21\% & 23\% & 15\% & 14\% & 11\% & 16\% & 5\%
\hline
\textbf{Occasionally} & 26\% & 28\% & 19\% & 18\% & 10\% & 9\% & 5\%
\hline
\textbf{Rarely} & 24\% & 16\% & 19\% & 12\% & 11\% & 9\% & 7\%
\hline
\end{tabular}
\caption{When visiting another EU country, you generally…? (MULTIPLE ANSWERS POSSIBLE)}
\end{table}

Base: All respondents in EU28 who have visited another EU country and who have a personal mobile phone (n = 13285)

Base for answer “Activate a special data roaming plan offered by your network operator”: All respondents in EU28 who have visited another EU country, who have a personal mobile phone and do not switch off data roaming capabilities when visiting another EU country (n = 9959)

\textsuperscript{54} Regularly=once a month or several times a month; occasionally=several times a year or once a year; rarely=once over the last 2 years, once over the last 3-5 years.
3. USE OF MOBILE PHONE SERVICES IN OTHER EU COUNTRY VS. OWN COUNTRY

This section of the report considers extent to which respondents modify their use of the main mobile services and applications when visiting another EU country.

3.1. Making/receiving voice calls

When visiting another EU country, only around 10% of respondents make or receive phone calls as often as in their country.

Relatively few respondents with a personal mobile make voice calls with the same frequency as they do when in their own country (8%), while slightly more say they receive as many voice calls as they do when in their own country (13%).

Around three in ten respondents with a personal mobile never make (30%) or receive (29%) voice calls when visiting another EU country. Around half say that they make (54%) or receive (51%) voice calls on their mobile less often than they do when in their own country.

Base: All respondents in EU28 who have visited another EU country and who have a personal mobile phone (n = 13285)

---

QB25b. When visiting another EU country, how often do you use the following services on your mobile phone…? Making voice calls; Receiving voice calls.

---

55 QB25b. When visiting another EU country, how often do you use the following services on your mobile phone…? Making voice calls; Receiving voice calls.
In all Member States, less than two in ten respondents make voice calls as often as in their country when visiting another EU country.

Almost one in five respondents in Cyprus (19%) and Romania (18%) say they use their mobiles as often in other EU countries as they do in their own, compared to 4% of those in Bulgaria and Hungary and 5% of those in France.

Austria is the only Member State where the majority never use their mobile to make voice calls when in another EU country (61%). Respondents in Bulgaria and France (both 40%) are the next most likely to say this. In contrast, 10% of those in Cyprus, 12% in Estonia and 14% in Malta and Finland say the same.

Respondents in Estonia, Finland (both 73%) and Malta (72%) are the most likely to say they use their mobile less often to make voice calls in other EU countries than in their own, particularly compared to those in Austria (31%). In fact in 23 Member States at least half of all respondents say they use their mobile less often to make or receive calls when in another EU country.
In ten Member States, at least one in five respondents uses their mobile to receive calls as often when in another EU country as in their own. This is particularly the case amongst respondents in Luxembourg (28%), Estonia and Finland (both 27%). On the other hand respondents in Hungary and Spain (both 7%) are least likely to do this.

As is the case for making mobile calls, Austria is the only Member State where at least half of all EU travellers with a personal mobile phone never receive voice calls on their mobile when in another EU country (61%). Austria also has the highest proportion who switch off their mobiles when in another EU country (42%). Respondents in Bulgaria (40%), France and Portugal (both 37%) are the next most likely to say this. In contrast 7% of those in Estonia and 9% of those in Cyprus say the same.

Respondents in Cyprus (66%), Malta and Slovenia (both 64%) are the most likely to say they receive mobile voice calls less often in other EU countries than in their own, particularly compared to those in Austria (27%).
Socio-demographic analysis shows that no clear patterns according to age, as few respondents in any age group make or receive calls on their mobile as often when in another EU country as they do at home. For example 8% of those aged 15-24 make calls as often in another EU country as in their own, compared to 9% of those aged 25-54 and 7% of those aged 55+.

The oldest and youngest respondents are the least likely to say they make voice calls less often when in another EU country (49% and 51%-vs. 56%) and the most likely to say they never use their phone in another country (33% vs. 27%-28%). This last pattern also applies to receiving voice calls.

Regular travellers are more likely to use their mobile as often to make mobile voice calls when in another EU country compared to less frequent travellers (18% vs. 9%-5%). The same pattern applies when looking at receiving calls (30% vs. 7%-14%).

### Table: Making voice calls

<table>
<thead>
<tr>
<th></th>
<th>EU28</th>
<th>Age</th>
<th>Frequency of travel to other countries within the EU</th>
<th>Mobile phone habits when in another EU country</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>As often as in (OUR COUNTRY)</td>
<td>Less often than in (OUR COUNTRY)</td>
<td>Never in another EU country</td>
<td>Never – Neither in (OUR COUNTRY) nor in another EU country</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EU28</td>
<td>8%</td>
<td>54%</td>
<td>30%</td>
<td>7%</td>
</tr>
<tr>
<td>Age</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15-24</td>
<td>8%</td>
<td>51%</td>
<td>33%</td>
<td>7%</td>
</tr>
<tr>
<td>25-39</td>
<td>9%</td>
<td>56%</td>
<td>28%</td>
<td>6%</td>
</tr>
<tr>
<td>40-54</td>
<td>9%</td>
<td>49%</td>
<td>27%</td>
<td>7%</td>
</tr>
<tr>
<td>55+</td>
<td>7%</td>
<td>33%</td>
<td>9%</td>
<td></td>
</tr>
<tr>
<td>Regularly</td>
<td>18%</td>
<td>45%</td>
<td>26%</td>
<td>7%</td>
</tr>
<tr>
<td>Occasionally</td>
<td>9%</td>
<td>57%</td>
<td>26%</td>
<td>7%</td>
</tr>
<tr>
<td>Rarely</td>
<td>5%</td>
<td>47%</td>
<td>38%</td>
<td>8%</td>
</tr>
<tr>
<td>Never</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Switch off mobile phone</td>
<td>1%</td>
<td>14%</td>
<td>68%</td>
<td>16%</td>
</tr>
<tr>
<td>Switch off data roaming</td>
<td>7%</td>
<td>69%</td>
<td>21%</td>
<td>3%</td>
</tr>
<tr>
<td>Active use data roaming</td>
<td>14%</td>
<td>75%</td>
<td>7%</td>
<td>2%</td>
</tr>
<tr>
<td>Use SIM in country visited</td>
<td>15%</td>
<td>67%</td>
<td>13%</td>
<td>4%</td>
</tr>
<tr>
<td>Connect. mob. to Wi-Fi</td>
<td>10%</td>
<td>70%</td>
<td>17%</td>
<td>3%</td>
</tr>
<tr>
<td>Other</td>
<td>13%</td>
<td>58%</td>
<td>20%</td>
<td>7%</td>
</tr>
</tbody>
</table>

Base: All respondents in EU28 who have visited another EU country and who have a personal mobile phone (n = 13285)
3.2. **Sending/receiving text messages**

- **When visiting another EU country, only around one in five respondents send text messages as often as in their country** –

At least one in five respondents send (20%) or receive (25%) texts as often when in another EU country as they do when at home. This is higher than the levels reported for voice calls (making: 8%, receiving: 13%).

Around one quarter of respondents with a personal mobile never send (26%) or receive (25%) text messages when visiting another EU country. More than four in ten send (45%) or receive (42%) texts on their mobile less often than they do when in their own country.

---

56 QB25b. When visiting another EU country, how often do you use the following services on your mobile phone...? Sending text messages; Receiving text messages.
As was the case for sending and receiving calls, respondents in Austria are the most likely to say they never use their mobile to send texts while in another EU country (61%). Those in Spain and Bulgaria (both 42%) are the next most likely to say this. On the other hand less than one in ten respondents in Denmark, Malta, Cyprus and the Netherlands say they never send texts when in another EU country (all 9%).

In most Member States, respondents are most likely to say they send texts less often when they are in another EU country compared to at home. This is particularly the case for respondents in Denmark, Slovakia, the Czech Republic (all 58%) and Slovenia (57%). Respondents in Austria are the least likely to say they send texts less often (24%), however most say they never send texts.

In all Member States a minority of respondents send texts as often when visiting another EU country as they would when at home, with respondents in Finland (41%), Malta (39%), the Netherlands and Estonia (both 34%) the most likely to do this. Respondents in Hungary (15%) the UK and Cyprus (both 13%) are the most likely to say they never send texts, whether at home or in another EU country.
Base: All respondents in EU28 who have visited another EU country and who have a personal mobile phone (n = 13285)
Regular travellers are more likely to send texts when in another EU country as they would do in their own country when compared to less frequent travellers (29% vs. 22%-13%).

**QB25b.3 When visiting another EU country, how often do you use the following services on your mobile phone...?**

### SENDING TEXT MESSAGES

<table>
<thead>
<tr>
<th></th>
<th>As often as in (OUR COUNTRY)</th>
<th>Less often than in (OUR COUNTRY)</th>
<th>Never in another EU country</th>
<th>Never – Neither in (OUR COUNTRY) nor in another EU country</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EU28</strong></td>
<td>20%</td>
<td>45%</td>
<td>26%</td>
<td>8%</td>
<td>1%</td>
</tr>
</tbody>
</table>

**Frequency of travel to other countries within the EU**

<table>
<thead>
<tr>
<th>Regularity</th>
<th>29%</th>
<th>38%</th>
<th>25%</th>
<th>6%</th>
<th>2%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Occasionally</td>
<td>22%</td>
<td>47%</td>
<td>22%</td>
<td>8%</td>
<td>1%</td>
</tr>
<tr>
<td>Rarely</td>
<td>13%</td>
<td>43%</td>
<td>33%</td>
<td>9%</td>
<td>2%</td>
</tr>
</tbody>
</table>

Base: All respondents in EU28 who have visited another EU country and who have a personal mobile phone (n = 13285)

In a now familiar pattern, more than six out of ten respondents in Austria do not receive text messages when in another EU country (61%), followed by 41% of those in Spain and 40% of those in Bulgaria. In contrast, 6% of respondents in the Netherlands and 8% of those in Denmark and Cyprus say the same.

Respondents in Denmark and Slovenia (both 52%) are the most likely to say they receive text messages less often when in other EU countries compared to their own country, followed by those in Slovakia (51%) and Ireland (50%). Respondents in Austria are least likely to say this (23%).

Finland is the only country where at least half say they receive text messages as often as in their own country (53%), followed by those in the Netherlands (47%) and the Czech Republic and Sweden (both 46%).

Respondents in the UK (13%) and Cyprus (11%) are the most likely to say they never receive texts, whether in their own country or another EU country.
Base: All respondents in EU28 who have visited another EU country and who have a personal mobile phone (n = 13285)
3.3. Using the Internet

- Fewer than one in ten use data services on their mobile as often when in other EU countries -

Respondents that have visited another EU country and have a personal mobile with Internet access were asked about their use of a range of data services, not including accessing them via Wi-Fi. In 25 Member States, less than 15% of respondents say they send and receive emails as often in other EU countries as they do in their own country. The exceptions are those in Estonia (21%), Italy and Cyprus (both 19%). Respondents in Sweden (1%), France (4%), Spain and Hungary (both 5%) are the least likely to say they send and receive emails via mobile as often at home as in another EU country.

More than four in ten never use these services in another EU country: 47% never send or receive emails, 47% never use social media and 46% say they never use messaging services.

Around one quarter say they send and receive emails (26%) and use social media (25%) less often compared to their own country, while 17% say this about messaging services. Fewer than one in ten say they send and receive email (9%), use social media (6%) or messaging services (7%) as often in other EU countries as they do at home.

Respondents are most likely to say they never use messaging services on their mobile irrespective of the country (28%), followed by social media (20%) and sending and receiving emails (16%).

Base: All respondents in EU28 who have visited another EU country and who have a personal mobile phone with a subscription allowing Internet access (n = 8474)

57 QB25b. When visiting another EU country, how often do you use the following services on your mobile phone...? Sending and receiving e-mails excluding Wi-Fi access; Using social media excluding Wi-Fi access; Using messaging services like Viber or Skype excluding Wi-Fi access.
Respondents in Spain who have a mobile with Internet access, and have visited another EU country are the most likely to say they never use their mobile to send or receive emails in other EU countries (68%), followed by those in Austria (61%) and Germany (57%). At the other end of the scale 18% of respondents in Poland say the same.

Respondents in Portugal (46%), Italy (41%) and Malta (40%) are the most likely to say they send and receive emails (excluding Wi-Fi) less often in other EU countries compared to when they are in their own country. Just 13% of respondents in Austria, 15% of those in Lithuania and 16% of those in Cyprus say the same.

Respondents in Lithuania, Hungary (both 31%) and Cyprus (29%) are the most likely to say they never send or receive emails on their phone (excluding Wi-Fi), whether in their own or another EU country.

Base: All respondents in EU28 who have visited another EU country and who have a personal mobile phone with a subscription allowing Internet access (n = 8474)
In 22 Member States no more than one in ten respondents use social media as often as they do in their own country. The most notable exceptions are respondents in Latvia, Malta, Cyprus (all 16%) and Estonia and Romania (both 14%).

Respondents in Spain are also the most likely to say they never use social media on their mobile (excluding Wi-Fi) when in another EU country (70%), followed by those in Austria (64%) and Germany (56%). At the other end of the scale 26% of respondents in Poland, 27% in Estonia and 28% in Latvia say the same.

Respondents in Portugal, Italy (both 43%) and Estonia (41%) are the most likely to say they use social media (excluding Wi-Fi) less often in other EU countries compared to when they are in their own country. Just 9% of respondents in Spain, 11% of those in Lithuania and 13% of those in Hungary say the same.

Respondents in Hungary (34%), Cyprus (33%) and Lithuania (32%) are the most likely to say they never use social media on their phone (excluding Wi-Fi), whether in their own or another EU country.
Respondents in Latvia, Cyprus (both 19%) and Estonia (18%) are the most likely to say they use messaging services as often in other EU countries as in their own – respondents in Sweden (0%) and Germany (2%) are the least likely to say this.

Messaging services are generally less used on mobiles, with 28% of respondents in the EU saying they never use them (either in their own or in another country). Respondents in the Netherlands (41%), Hungary (38%) and Sweden (37%) are the most likely to say they never use these services.

Respondents in Spain are the most likely to say they never use messaging services on their mobiles while travelling in other EU countries (62%), followed by those in Austria (57%) and Germany (54%). At the other end of the scale 24% of respondents in Poland and 27% of those in Estonia and Cyprus say the same.

Respondents in Malta are the most likely to say they use messaging services less often in other EU countries compared to their own (35%), followed by those in Estonia (33%), Portugal and Italy (both 32%). Just 7% of those in Spain and 10% of those in the Netherlands say the same.

Base: All respondents in EU28 who have visited another EU country and who have a personal mobile phone with a subscription allowing Internet access (n = 8474)
There is no difference between age groups in the proportion that say they send and receive emails as often in another EU country as they do in their own. Just 7% of 15-24 year olds say this, compared to 10% of those aged 25-54 and 6% of those aged 55+. There is also no age-based difference in the proportion that say they use social media or messaging services as often in another EU country as they do at home.

Those aged 25-54 are the most likely to say they send or receive emails less often in another EU country (28%-29%), while 15-39 year olds are the most likely to say they use social media (28%) or messaging services (19%) via mobile less often when in another EU country.

Respondents aged 15-24 are the most likely to say they never send and receive emails on their mobile when in another EU country, particularly compared to those aged 40-54 (53% vs. 43%). The youngest respondents are also the most likely to say they never use social media via mobile (54%) or messaging services via mobile (54%).

The analysis once again shows that regular travellers are the most likely to use their mobile in the same way when in another EU country as they do when in their own. Almost one in five (18%) regular travellers say they send and receive emails via mobile as often in another EU country as in their own, compared to 9% of occasional travellers and 5% of those who travel rarely.

The differences are less pronounced for social media use, with 10% of regular travellers saying they do this as often in another EU country, compared to 4%-6% of those who travel less frequently. Regular travellers are also slightly more likely to say they use messaging services as often in another EU country as in their own (11% vs. 4%-7%).

**QB25b.5 When visiting another EU country, how often do you use the following services on your mobile phone...?**

<table>
<thead>
<tr>
<th>Sending and receiving e-mails excluding Wi-Fi access</th>
<th>As often as in (OUR COUNTRY)</th>
<th>Less often than in (OUR COUNTRY)</th>
<th>Never in another EU country</th>
<th>Never – Neither in (OUR COUNTRY) nor in another EU country</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EU28</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9%</td>
<td>26%</td>
<td>47%</td>
<td>16%</td>
<td>2%</td>
<td></td>
</tr>
<tr>
<td><strong>Age</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15-24</td>
<td>7%</td>
<td>24%</td>
<td>53%</td>
<td>14%</td>
<td>2%</td>
</tr>
<tr>
<td>25-39</td>
<td>10%</td>
<td>29%</td>
<td>40%</td>
<td>13%</td>
<td>2%</td>
</tr>
<tr>
<td>40-54</td>
<td>10%</td>
<td>28%</td>
<td>43%</td>
<td>17%</td>
<td>2%</td>
</tr>
<tr>
<td>55+</td>
<td>8%</td>
<td>22%</td>
<td>46%</td>
<td>22%</td>
<td>4%</td>
</tr>
<tr>
<td><strong>Frequency of travel to other countries within the EU</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regularly</td>
<td>18%</td>
<td>25%</td>
<td>42%</td>
<td>13%</td>
<td>2%</td>
</tr>
<tr>
<td>Occasionally</td>
<td>9%</td>
<td>27%</td>
<td>40%</td>
<td>16%</td>
<td>2%</td>
</tr>
<tr>
<td>Rarely</td>
<td>5%</td>
<td>24%</td>
<td>51%</td>
<td>17%</td>
<td>3%</td>
</tr>
</tbody>
</table>

Base: All respondents in EU28 who have visited another EU country and who have a personal mobile phone with a subscription allowing Internet access (n = 8474)
QB25b.6 When visiting another EU country, how often do you use the following services on your mobile phone...?

### Using social media excluding Wi-Fi access

<table>
<thead>
<tr>
<th></th>
<th>As often as in (OUR COUNTRY)</th>
<th>Less often than in (OUR COUNTRY)</th>
<th>Never in another EU country</th>
<th>Never – Neither in (OUR COUNTRY) nor in another EU country</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU28</td>
<td>6%</td>
<td>25%</td>
<td>47%</td>
<td>20%</td>
<td>2%</td>
</tr>
<tr>
<td><strong>Age</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15-24</td>
<td>5%</td>
<td>28%</td>
<td>54%</td>
<td>11%</td>
<td>1%</td>
</tr>
<tr>
<td>25-39</td>
<td>6%</td>
<td>28%</td>
<td>48%</td>
<td>10%</td>
<td>2%</td>
</tr>
<tr>
<td>40-54</td>
<td>5%</td>
<td>24%</td>
<td>44%</td>
<td>25%</td>
<td>2%</td>
</tr>
<tr>
<td>65+</td>
<td>4%</td>
<td>15%</td>
<td>42%</td>
<td>36%</td>
<td>3%</td>
</tr>
</tbody>
</table>

### Frequency of travel to other countries within the EU

<table>
<thead>
<tr>
<th></th>
<th>Regularly</th>
<th>Occasionally</th>
<th>Rarely</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base</td>
<td>10%</td>
<td>0%</td>
<td>4%</td>
</tr>
<tr>
<td>EU28</td>
<td>23%</td>
<td>20%</td>
<td>23%</td>
</tr>
<tr>
<td>15-24</td>
<td>45%</td>
<td>40%</td>
<td>51%</td>
</tr>
<tr>
<td>25-39</td>
<td>19%</td>
<td>20%</td>
<td>20%</td>
</tr>
<tr>
<td>40-54</td>
<td>5%</td>
<td>12%</td>
<td>24%</td>
</tr>
<tr>
<td>65+</td>
<td>15%</td>
<td>34%</td>
<td>20%</td>
</tr>
</tbody>
</table>

Base: All respondents in EU28 who have visited another EU country and who have a personal mobile phone with a subscription allowing Internet access (n = 8474)

QB25b.7 When visiting another EU country, how often do you use the following services on your mobile phone...?

### Using messaging services like Viber or Skype excluding Wi-Fi access

<table>
<thead>
<tr>
<th></th>
<th>As often as in (OUR COUNTRY)</th>
<th>Less often than in (OUR COUNTRY)</th>
<th>Never in another EU country</th>
<th>Never – Neither in (OUR COUNTRY) nor in another EU country</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU28</td>
<td>7%</td>
<td>17%</td>
<td>46%</td>
<td>28%</td>
<td>2%</td>
</tr>
<tr>
<td><strong>Age</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15-24</td>
<td>8%</td>
<td>19%</td>
<td>54%</td>
<td>18%</td>
<td>1%</td>
</tr>
<tr>
<td>25-39</td>
<td>7%</td>
<td>19%</td>
<td>48%</td>
<td>26%</td>
<td>2%</td>
</tr>
<tr>
<td>40-54</td>
<td>6%</td>
<td>17%</td>
<td>42%</td>
<td>34%</td>
<td>1%</td>
</tr>
<tr>
<td>65+</td>
<td>5%</td>
<td>12%</td>
<td>42%</td>
<td>38%</td>
<td>3%</td>
</tr>
</tbody>
</table>

### Frequency of travel to other countries within the EU

<table>
<thead>
<tr>
<th></th>
<th>Regularly</th>
<th>Occasionally</th>
<th>Rarely</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base</td>
<td>11%</td>
<td>15%</td>
<td>46%</td>
</tr>
<tr>
<td>EU28</td>
<td>15%</td>
<td>45%</td>
<td>25%</td>
</tr>
<tr>
<td>15-24</td>
<td>18%</td>
<td>29%</td>
<td>25%</td>
</tr>
<tr>
<td>25-39</td>
<td>12%</td>
<td>17%</td>
<td>28%</td>
</tr>
</tbody>
</table>

Base: All respondents in EU28 who have visited another EU country and who have a personal mobile phone with a subscription allowing Internet access (n = 8474)
XII. PUBLIC PHONE SERVICES

1. USE OF PUBLIC PAYPHONE SERVICES

- Almost nine in ten EU citizens never use a public payphone in their country -

The large majority of respondents say they never use a public payphone in their country (88%)\(^{58}\). This proportion has increased by 4 percentage points during the four year period since the last survey when a similar question was asked\(^{59}\).

Fewer than one in ten (8%) say they use a payphone. Around one in twenty use a payphone when their mobile is out of range or out of credit or battery (6%) while 2% use a payphone because they do not have mobile access and need to make calls while not at home. Just 1% say they do not have a fixed telephone at home, or they use a payphone to make an international call.

---

\(^{58}\) QB28. Do you use a public payphone in (OUR COUNTRY) for one or more of the following reasons?

\(^{59}\) EB72.5 (November–December 2009) QA7. How often do you personally use public payphones?
Across all Member States, use of public payphones is low. Respondents in Portugal (18%) and Austria (17%) are most likely to say they use payphones, but even here this represents less than one in five. At the other end of the scale just 1% of respondents in Estonia say they use public payphones in their country. Use of payphones is not necessarily related to personal mobile phone access: although Portugal has one of the lowest rates (89%), Austria’s is higher (95%). However fixed telephone access is below EU average in both countries (Austria: 41%, Portugal: 61%).

Almost all respondents in Malta, Cyprus, Sweden (all 97%), Denmark, Slovenia and Lithuania (all 96%) say they never use public payphones in their country. In contrast, 45% of respondents in Estonia and 67% of those in Finland say the same. However, this is because a large proportion in both Member States say their country does not have public payphones (EE: 53%60, FI: 30%), and not because payphone use is high.

60 Public payphones have been withdrawn in Estonia at the end of 2010. (http://news.err.ee/v/culture/f644e646-b54e-45ca-9602-b28f378a3a7f)
2. USE OF TELEPHONE DIRECTORY ENQUIRY SERVICES

Around one quarter have used a directory enquiry service in the last year —

Most respondents have used a directory enquiry service at least once (64%), with around one in five saying they have used one in the last six months (18%)61. Just under one in ten used such a service more than six months to one year ago (8%), or more than a year to two years ago (8%). Three in ten last used a directory enquiry service more than two years ago (30%) while 32% say they have never used one.

61 QB29. When did you last use a telephone directory enquiry service?
Use of directory enquiry services is highest amongst respondents in the Netherlands, with 83% having used a telephone directory enquiry service in the last year, and a further 11% having used one at least once, although more than one year ago. Overall there are only five Member States where at least half of all respondents say they have used a telephone directory service in the last year: the Netherlands (83%), Sweden (65%), Finland (62%), Greece (53%) and Ireland (50%). In contrast just 8% of respondents in Poland and 10% of those in Romania have used a telephone directory service in the last year.

At least half of all respondents in Germany (55%) and Denmark (54%) say they have used a directory service at least once, but it was more than a year ago. Almost half of all respondents in France and Austria say the same (both 47%). Respondents in Austria (11%) and Cyprus (17%) are least likely to say they have used a directory service at least once more than a year ago.

Poland (57%), Luxembourg (53%), the Czech Republic (52%) and Lithuania (50%) are the only Member States where at least half say they have never used a telephone directory enquiry service. Just 6% of respondents in the Netherlands and 13% of those in Sweden and Finland say the same.
Socio-demographic analysis reveals those aged 25 and over are the most likely to have used a telephone directory service at least once in the past year (26%-30% vs. 19% of those aged 15-24). They are also more likely than the youngest respondents to have used a telephone directory service more than one year ago (38%-42% vs. 25%). At least half of the respondents aged 15-24 (53%) say they have never used a telephone directory enquiry service, compared to 24%-30% of older age groups.

<table>
<thead>
<tr>
<th>Age</th>
<th>At least once in the past year</th>
<th>At least once more than one year ago</th>
<th>Never</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU28</td>
<td>25%</td>
<td>38%</td>
<td>32%</td>
<td>4%</td>
</tr>
<tr>
<td>15-24</td>
<td>19%</td>
<td>25%</td>
<td>53%</td>
<td>3%</td>
</tr>
<tr>
<td>25-39</td>
<td>23%</td>
<td>38%</td>
<td>30%</td>
<td>4%</td>
</tr>
<tr>
<td>40-54</td>
<td>30%</td>
<td>42%</td>
<td>24%</td>
<td>4%</td>
</tr>
<tr>
<td>55+</td>
<td>25%</td>
<td>40%</td>
<td>30%</td>
<td>4%</td>
</tr>
</tbody>
</table>

Base: All respondents in EU28 (n = 27739)
XIII. KNOWLEDGE OF THE SINGLE EUROPEAN EMERGENCY CALL NUMBER 112

1. CALLING THE EMERGENCY NUMBER IN ONE’S OWN COUNTRY

More than half would call 112 in the event of an emergency in their country

Almost six out of ten EU citizens say 112 is the number they would call in the event of an emergency in their country (58%)62. Almost one quarter (24%) would dial a national number, while 16% mention other numbers. Almost one in ten (8%) say they do not know what number they would call.

In all but five EU Member States respondents are most likely to mention 112 when asked what emergency number they would call. Furthermore in 21 Member States at least half of all respondents mentioned 112. Almost all respondents in the Netherlands, Finland and Sweden say they would dial 112 (all 97%), as would 95% of respondents in Romania and 94% of those in Estonia. In a stark contrast, just 5% of respondents in Greece, 7% of those in the UK and 16% of those in France say they would call 112. In fact Greece, France, the UK, Ireland and Austria are the only Member States where a number other than 112 is most mentioned.

62 QB26. Can you tell me what telephone number you would call in the event of an emergency in (OUR COUNTRY); for example, if someone needs urgent medical assistance or if you need to contact the police or the fire brigade?
<table>
<thead>
<tr>
<th>Country</th>
<th>112</th>
<th>National number(s)</th>
<th>Other number(s)</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU28</td>
<td>50%</td>
<td>24%</td>
<td>18%</td>
<td>8%</td>
</tr>
<tr>
<td>BE</td>
<td>65%</td>
<td>16%</td>
<td>17%</td>
<td>7%</td>
</tr>
<tr>
<td>BG</td>
<td>88%</td>
<td>13%</td>
<td>0%</td>
<td>4%</td>
</tr>
<tr>
<td>CZ</td>
<td>59%</td>
<td>25%</td>
<td>19%</td>
<td>5%</td>
</tr>
<tr>
<td>DK</td>
<td>93%</td>
<td>3%</td>
<td>12%</td>
<td>2%</td>
</tr>
<tr>
<td>DE</td>
<td>84%</td>
<td>10%</td>
<td>13%</td>
<td>4%</td>
</tr>
<tr>
<td>EE</td>
<td>94%</td>
<td>9%</td>
<td>6%</td>
<td>2%</td>
</tr>
<tr>
<td>IE</td>
<td>31%</td>
<td>22%</td>
<td>43%</td>
<td>10%</td>
</tr>
<tr>
<td>EL</td>
<td>5%</td>
<td>44%</td>
<td>29%</td>
<td>23%</td>
</tr>
<tr>
<td>ES</td>
<td>70%</td>
<td>3%</td>
<td>17%</td>
<td>12%</td>
</tr>
<tr>
<td>FR</td>
<td>16%</td>
<td>79%</td>
<td>7%</td>
<td>8%</td>
</tr>
<tr>
<td>HR</td>
<td>80%</td>
<td>9%</td>
<td>7%</td>
<td>8%</td>
</tr>
<tr>
<td>IT</td>
<td>58%</td>
<td>15%</td>
<td>19%</td>
<td>13%</td>
</tr>
<tr>
<td>CY</td>
<td>37%</td>
<td>17%</td>
<td>12%</td>
<td>36%</td>
</tr>
<tr>
<td>LV</td>
<td>82%</td>
<td>5%</td>
<td>15%</td>
<td>5%</td>
</tr>
<tr>
<td>LT</td>
<td>85%</td>
<td>5%</td>
<td>8%</td>
<td>6%</td>
</tr>
<tr>
<td>LU</td>
<td>93%</td>
<td>11%</td>
<td>10%</td>
<td>2%</td>
</tr>
<tr>
<td>HU</td>
<td>49%</td>
<td>17%</td>
<td>13%</td>
<td>23%</td>
</tr>
<tr>
<td>MT</td>
<td>63%</td>
<td>1%</td>
<td>15%</td>
<td>21%</td>
</tr>
<tr>
<td>AT</td>
<td>35%</td>
<td>42%</td>
<td>13%</td>
<td>15%</td>
</tr>
<tr>
<td>NL</td>
<td>97%</td>
<td>1%</td>
<td>3%</td>
<td>1%</td>
</tr>
<tr>
<td>PL</td>
<td>74%</td>
<td>26%</td>
<td>5%</td>
<td>4%</td>
</tr>
<tr>
<td>PT</td>
<td>92%</td>
<td>1%</td>
<td>1%</td>
<td>6%</td>
</tr>
<tr>
<td>RO</td>
<td>95%</td>
<td>0%</td>
<td>1%</td>
<td>3%</td>
</tr>
<tr>
<td>SI</td>
<td>86%</td>
<td>6%</td>
<td>12%</td>
<td>4%</td>
</tr>
<tr>
<td>SK</td>
<td>81%</td>
<td>17%</td>
<td>6%</td>
<td>4%</td>
</tr>
<tr>
<td>FI</td>
<td>97%</td>
<td>0%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>SE</td>
<td>97%</td>
<td>0%</td>
<td>3%</td>
<td>2%</td>
</tr>
<tr>
<td>UK</td>
<td>7%</td>
<td>45%</td>
<td>47%</td>
<td>5%</td>
</tr>
</tbody>
</table>

Base: All respondents in EU28 (n = 27739)
(DO NOT SHOW CARD - DO NOT READ OUT)
(MULTIPLE ANSWERS POSSIBLE)
Respondents in France are most likely to say they would call a national number (79%), as are those in Greece (44%) and Austria (42%). No respondents in Romania, Finland or Sweden mentioned a national number. Respondents in the UK (47%) and Ireland (43%) are most likely to say they would call another number, compared to no respondents in Bulgaria.

At least one in five respondents in Cyprus (36%), Greece, Hungary (both 23%) and Malta (21%) say they do not know what number they would call.

2. CALLING THE EMERGENCY NUMBER ANYWHERE IN THE EU

   Four in ten correctly identify 112 as the single European emergency call number anywhere in the EU –

When asked, four in ten respondents correctly identified 112 as the single European number to call emergency services anywhere in Europe (40%)\(^\text{63}\). Slightly more respondents (41%) mentioned 112 as well as another number, while 11% only gave another number. Almost half (49%) said they could not say what telephone number to call.

The chart shows there has been no notable change in awareness since 2007.

\(^{63}\) QB27. Can you tell me what telephone number enables you to call emergency services anywhere in the EU?
Respondents living in NMS13 countries are much more likely to only mention 112 than their counterparts living in EU15 (64% vs. 33%).

In 11 Member States a majority of respondents only identify 112 as the number to call emergency services anywhere in the EU, and this is particularly the case in Luxembourg (78%), Romania (70%), Bulgaria and Poland (both 69%). In contrast, just 10% of respondents in Greece and 18% of those in the UK are able to do so.

One quarter of respondents in Italy (25%) and 20% of those in Ireland mention some other number as the one to call, compared to 1% of respondents in the Czech Republic and 2% of those in Bulgaria and Hungary.

A large majority of respondents in Greece cannot say what telephone number allows them to call emergency services anywhere in the EU (86%), and 70% of respondents in Spain and the UK are also unable to say. At the other end of the scale, 14% of respondents in Luxembourg do not know what number to use to call emergency services anywhere in the EU.

Since 2007 there have been some large changes in the awareness of 112 as the single European emergency call number within Member States. Respondents in Bulgaria (+31 percentage points), Cyprus (+20pp), Belgium (+19pp), Estonia (+18pp) and Malta (+10pp) are now much more likely to only mention 112 when asked what number to use to call emergency services anywhere in the EU.

On the other hand respondents in Portugal (-27pp), Spain (-24pp), Denmark (-13pp) and the Czech Republic (-12pp) are all less likely to only mention 112. They are also less likely to mention 112 even in combination with other numbers. In fact, respondents in Spain (+24pp) and Portugal (+22pp) are much more likely to say they do not know what number to call than they were in 2007, as are respondents in the Czech Republic (15pp).
**QB27 Can you tell me what telephone number enables you to call emergency services anywhere in the EU?**

<table>
<thead>
<tr>
<th>EU28</th>
<th>112</th>
<th>Other number(s)</th>
<th>No</th>
<th>Only correct answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>41%</td>
<td>-1</td>
<td>11%</td>
<td>49%</td>
<td>-1</td>
</tr>
<tr>
<td>70%</td>
<td>+31</td>
<td>2%</td>
<td>28%</td>
<td>-25</td>
</tr>
<tr>
<td>37%</td>
<td>+20</td>
<td>7%</td>
<td>57%</td>
<td>-20</td>
</tr>
<tr>
<td>61%</td>
<td>+20</td>
<td>11%</td>
<td>29%</td>
<td>-20</td>
</tr>
<tr>
<td>40%</td>
<td>+19</td>
<td>8%</td>
<td>44%</td>
<td>-25</td>
</tr>
<tr>
<td>34%</td>
<td>+10</td>
<td>7%</td>
<td>60%</td>
<td>-13</td>
</tr>
<tr>
<td>70%</td>
<td>+8</td>
<td>7%</td>
<td>24%</td>
<td>-10</td>
</tr>
<tr>
<td>61%</td>
<td>+7</td>
<td>6%</td>
<td>33%</td>
<td>-9</td>
</tr>
<tr>
<td>52%</td>
<td>+8</td>
<td>14%</td>
<td>36%</td>
<td>-11</td>
</tr>
<tr>
<td>71%</td>
<td>+7</td>
<td>3%</td>
<td>27%</td>
<td>-6</td>
</tr>
<tr>
<td>33%</td>
<td>+5</td>
<td>25%</td>
<td>43%</td>
<td>-8</td>
</tr>
<tr>
<td>45%</td>
<td>+4</td>
<td>2%</td>
<td>53%</td>
<td>-5</td>
</tr>
<tr>
<td>33%</td>
<td>+1</td>
<td>13%</td>
<td>54%</td>
<td>-2</td>
</tr>
<tr>
<td>80%</td>
<td>+2</td>
<td>9%</td>
<td>14%</td>
<td>-5</td>
</tr>
<tr>
<td>10%</td>
<td>=</td>
<td>4%</td>
<td>86%</td>
<td>=</td>
</tr>
<tr>
<td>18%</td>
<td>=</td>
<td>12%</td>
<td>70%</td>
<td>-5</td>
</tr>
<tr>
<td>48%</td>
<td>+2</td>
<td>16%</td>
<td>42%</td>
<td>-5</td>
</tr>
<tr>
<td>33%</td>
<td>-2</td>
<td>20%</td>
<td>48%</td>
<td>-11</td>
</tr>
<tr>
<td>57%</td>
<td>-3</td>
<td>11%</td>
<td>33%</td>
<td>-4</td>
</tr>
<tr>
<td>42%</td>
<td>-3</td>
<td>9%</td>
<td>51%</td>
<td>+6</td>
</tr>
<tr>
<td>47%</td>
<td>-3</td>
<td>8%</td>
<td>40%</td>
<td>+1</td>
</tr>
<tr>
<td>69%</td>
<td>-4</td>
<td>5%</td>
<td>27%</td>
<td>+4</td>
</tr>
<tr>
<td>48%</td>
<td>-7</td>
<td>8%</td>
<td>44%</td>
<td>+5</td>
</tr>
<tr>
<td>41%</td>
<td>-7</td>
<td>16%</td>
<td>45%</td>
<td>-4</td>
</tr>
<tr>
<td>61%</td>
<td>-13</td>
<td>1%</td>
<td>38%</td>
<td>+15</td>
</tr>
<tr>
<td>41%</td>
<td>-13</td>
<td>14%</td>
<td>46%</td>
<td>+8</td>
</tr>
<tr>
<td>23%</td>
<td>-26</td>
<td>7%</td>
<td>70%</td>
<td>+24</td>
</tr>
<tr>
<td>34%</td>
<td>-26</td>
<td>5%</td>
<td>61%</td>
<td>+22</td>
</tr>
<tr>
<td>65%</td>
<td>NA</td>
<td>10%</td>
<td>NA</td>
<td>NA</td>
</tr>
</tbody>
</table>

Base: All respondents in EU28 (n = 27739)

(DO NOT SHOW CARD - DO NOT READ OUT)

(MULTIPLE ANSWERS POSSIBLE)
More than half of those who regularly travel to other countries in the EU mention 112 as the EU-wide emergency number (55%). They are more likely to mention 112 than those who travel to other EU countries occasionally (48%), rarely (40%) or never (33%).

It is worth noting that more than four out of ten respondents (45%) who would call 112 in their own country do not know that this is the Single European emergency service number that can be called also in other Member States. Almost one in ten (8%) mentioned another number and more than a third (37%) could not mention any number at all.

| QB27 Can you tell me what telephone number enables you to call emergency services anywhere in the EU? (DO NOT SHOW CARD – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE) |
|-------------------------------------------------|-----------------|-----------------|-----------------|
| EU28                                           | 112             | Other number(s) | No              | Only correct answer |
| EU28                                           | 41%             | 11%             | 49%             | 40%                 |
| **Frequency of travel to other countries within the EU** | **112** | **Other number(s)** | **No** | **Only correct answer** |
| Regularly                                      | 55%             | 16%             | 31%             | 53%                 |
| Occasionally                                   | 48%             | 12%             | 41%             | 47%                 |
| Rarely                                         | 40%             | 10%             | 50%             | 40%                 |
| Never                                          | 33%             | 10%             | 58%             | 32%                 |
| **Emergency number called in one's own country** | **112** | **National number(s)** | **Other number(s)** | **Don't know** |
| 112                                            | 56%             | 8%              | 37%             | 55%                 |
| National number(s)                             | 31%             | 17%             | 54%             | 29%                 |
| Other number(s)                                | 18%             | 19%             | 64%             | 17%                 |
| Don't know                                     | 7%              | 4%              | 88%             | 7%                  |

Base: All respondents in EU28 (n = 27739)
ANNEXES
TECHNICAL SPECIFICATIONS
Between the 18th and the 27th of January 2014, TNS opinion & social, a consortium created between TNS political & social, TNS UK and TNS opinion, carried out the wave 81.1 of the EUROBAROMETER survey, on request of the EUROPEAN COMMISSION, Directorate-General for Communication, "Strategy, Corporate Communication Actions and Eurobarometer".

The SPECIAL EUROBAROMETER 414 is part of wave 81.1 and covers the population of the respective nationalities of the 28 European Union Member States, resident in each of the Member States and aged 15 years and over.

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

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

For each country a comparison between the sample and the universe was carried out. The Universe description was derived from Eurostat population data or from national statistics offices. For all countries surveyed, a national weighting procedure, using marginal and intercellular weighting, was carried out based on this Universe description. In all countries, gender, age, region and size of locality were introduced in the iteration procedure. For international weighting (i.e. EU averages), TNS Opinion & Social applies the official population figures as provided by EUROSTAT or national statistic offices. The total population figures for input in this post-weighting procedure are listed below.
<table>
<thead>
<tr>
<th>ABBR.</th>
<th>COUNTRIES</th>
<th>INSTITUTES</th>
<th>N° INTERVIEWS</th>
<th>DATES FIELDWORK</th>
<th>POPULATION 15+</th>
<th>PROPORTION EU28</th>
</tr>
</thead>
<tbody>
<tr>
<td>BE</td>
<td>Belgium</td>
<td>TNS Dimaros</td>
<td>1.017</td>
<td>19/01/14</td>
<td>8.399.546</td>
<td>2.16%</td>
</tr>
<tr>
<td>BG</td>
<td>Bulgaria</td>
<td>TNS BBSS</td>
<td>1.000</td>
<td>19/01/14</td>
<td>6.537.510</td>
<td>1.58%</td>
</tr>
<tr>
<td>CZ</td>
<td>Czech Rep.</td>
<td>TNS Asso</td>
<td>1.003</td>
<td>19/01/14</td>
<td>9.012.443</td>
<td>2.10%</td>
</tr>
<tr>
<td>DK</td>
<td>Denmark</td>
<td>TNS Gallup DK</td>
<td>1.012</td>
<td>19/01/14</td>
<td>4.561.264</td>
<td>1.10%</td>
</tr>
<tr>
<td>DE</td>
<td>Germany</td>
<td>TNS Infotest</td>
<td>1.547</td>
<td>19/01/14</td>
<td>64.336.369</td>
<td>15.58%</td>
</tr>
<tr>
<td>EE</td>
<td>Estonia</td>
<td>TNS Emor</td>
<td>1.000</td>
<td>19/01/14</td>
<td>945.733</td>
<td>0.23%</td>
</tr>
<tr>
<td>IE</td>
<td>Ireland</td>
<td>Behaviour &amp; Attitudes</td>
<td>1.012</td>
<td>19/01/14</td>
<td>3.522.000</td>
<td>0.85%</td>
</tr>
<tr>
<td>EL</td>
<td>Greece</td>
<td>TNS ICAP</td>
<td>1.003</td>
<td>19/01/14</td>
<td>8.693.566</td>
<td>2.11%</td>
</tr>
<tr>
<td>ES</td>
<td>Spain</td>
<td>TNS Spain</td>
<td>1.006</td>
<td>19/01/14</td>
<td>39.127.930</td>
<td>9.47%</td>
</tr>
<tr>
<td>FR</td>
<td>France</td>
<td>TNS Sofres</td>
<td>1.057</td>
<td>19/01/14</td>
<td>47.756.439</td>
<td>11.56%</td>
</tr>
<tr>
<td>HR</td>
<td>Croatia</td>
<td>HENDAL</td>
<td>1.010</td>
<td>19/01/14</td>
<td>3.749.400</td>
<td>0.91%</td>
</tr>
<tr>
<td>IT</td>
<td>Italy</td>
<td>TNS Italia</td>
<td>1.019</td>
<td>19/01/14</td>
<td>51.852.391</td>
<td>12.56%</td>
</tr>
<tr>
<td>CY</td>
<td>Rep. Of Cyprus</td>
<td>CYMAR</td>
<td>500</td>
<td>19/01/14</td>
<td>705.360</td>
<td>0.17%</td>
</tr>
<tr>
<td>LV</td>
<td>Latvia</td>
<td>TNS Latvia</td>
<td>1.020</td>
<td>19/01/14</td>
<td>1.447.886</td>
<td>0.35%</td>
</tr>
<tr>
<td>LT</td>
<td>Lithuania</td>
<td>TNS LT</td>
<td>1.023</td>
<td>19/01/14</td>
<td>2.929.740</td>
<td>0.69%</td>
</tr>
<tr>
<td>LU</td>
<td>Luxembourg</td>
<td>TNS LRés</td>
<td>503</td>
<td>19/01/14</td>
<td>434.873</td>
<td>0.11%</td>
</tr>
<tr>
<td>HU</td>
<td>Hungary</td>
<td>TNS Hoffmann</td>
<td>1.017</td>
<td>19/01/14</td>
<td>8.320.614</td>
<td>2.01%</td>
</tr>
<tr>
<td>MT</td>
<td>Malta</td>
<td>MISCO</td>
<td>500</td>
<td>19/01/14</td>
<td>335.476</td>
<td>0.08%</td>
</tr>
<tr>
<td>NL</td>
<td>Netherlands</td>
<td>TNS NIPO</td>
<td>991</td>
<td>19/01/14</td>
<td>13.371.900</td>
<td>3.24%</td>
</tr>
<tr>
<td>AT</td>
<td>Austria</td>
<td>ipf Umfrageforschung</td>
<td>1.023</td>
<td>19/01/14</td>
<td>7.009.827</td>
<td>1.70%</td>
</tr>
<tr>
<td>PL</td>
<td>Poland</td>
<td>TNS Polske</td>
<td>1.000</td>
<td>19/01/14</td>
<td>32.413.735</td>
<td>7.85%</td>
</tr>
<tr>
<td>PT</td>
<td>Portugal</td>
<td>TNS Portugal</td>
<td>1.034</td>
<td>19/01/14</td>
<td>8.414.215</td>
<td>2.04%</td>
</tr>
<tr>
<td>RO</td>
<td>Romania</td>
<td>TNS CSOP</td>
<td>1.049</td>
<td>19/01/14</td>
<td>10.246.731</td>
<td>4.42%</td>
</tr>
<tr>
<td>SI</td>
<td>Slovenia</td>
<td>RM PLUS</td>
<td>1.064</td>
<td>19/01/14</td>
<td>1.759.701</td>
<td>0.43%</td>
</tr>
<tr>
<td>SK</td>
<td>Slovakia</td>
<td>TNS Slovenskia</td>
<td>1.000</td>
<td>19/01/14</td>
<td>4.549.955</td>
<td>1.10%</td>
</tr>
<tr>
<td>FI</td>
<td>Finland</td>
<td>TNS Gallup</td>
<td>998</td>
<td>19/01/14</td>
<td>4.440.004</td>
<td>1.08%</td>
</tr>
<tr>
<td>SE</td>
<td>Sweden</td>
<td>TNS Sifo</td>
<td>1.005</td>
<td>19/01/14</td>
<td>7.791.240</td>
<td>1.85%</td>
</tr>
<tr>
<td>UK</td>
<td>United Kingdom</td>
<td>TNS UK</td>
<td>1.326</td>
<td>19/01/14</td>
<td>51.848.010</td>
<td>12.26%</td>
</tr>
<tr>
<td>TOTAL EU28</td>
<td></td>
<td></td>
<td><strong>27.739</strong></td>
<td><strong>19/01/14</strong></td>
<td><strong>412.963.943</strong></td>
<td><strong>100%</strong>*</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>N</th>
<th>5%</th>
<th>10%</th>
<th>15%</th>
<th>20%</th>
<th>25%</th>
<th>30%</th>
<th>35%</th>
<th>40%</th>
<th>45%</th>
<th>50%</th>
</tr>
</thead>
<tbody>
<tr>
<td>50</td>
<td>6.0</td>
<td>8.3</td>
<td>9.9</td>
<td>11.1</td>
<td>12.0</td>
<td>12.7</td>
<td>13.2</td>
<td>13.6</td>
<td>13.8</td>
<td>13.9</td>
</tr>
<tr>
<td>500</td>
<td>1.9</td>
<td>2.6</td>
<td>3.1</td>
<td>3.5</td>
<td>3.8</td>
<td>4.0</td>
<td>4.2</td>
<td>4.3</td>
<td>4.4</td>
<td>4.4</td>
</tr>
<tr>
<td>1000</td>
<td>1.4</td>
<td>1.9</td>
<td>2.2</td>
<td>2.5</td>
<td>2.7</td>
<td>2.8</td>
<td>3.0</td>
<td>3.0</td>
<td>3.1</td>
<td>3.1</td>
</tr>
<tr>
<td>1500</td>
<td>1.1</td>
<td>1.5</td>
<td>1.8</td>
<td>2.0</td>
<td>2.2</td>
<td>2.3</td>
<td>2.4</td>
<td>2.5</td>
<td>2.5</td>
<td>2.5</td>
</tr>
<tr>
<td>2000</td>
<td>1.0</td>
<td>1.3</td>
<td>1.6</td>
<td>1.8</td>
<td>1.9</td>
<td>2.0</td>
<td>2.1</td>
<td>2.1</td>
<td>2.2</td>
<td>2.2</td>
</tr>
<tr>
<td>3000</td>
<td>0.8</td>
<td>1.1</td>
<td>1.3</td>
<td>1.4</td>
<td>1.5</td>
<td>1.6</td>
<td>1.7</td>
<td>1.8</td>
<td>1.8</td>
<td>1.8</td>
</tr>
<tr>
<td>4000</td>
<td>0.7</td>
<td>0.9</td>
<td>1.1</td>
<td>1.2</td>
<td>1.3</td>
<td>1.4</td>
<td>1.5</td>
<td>1.5</td>
<td>1.5</td>
<td>1.5</td>
</tr>
<tr>
<td>5000</td>
<td>0.6</td>
<td>0.8</td>
<td>1.0</td>
<td>1.1</td>
<td>1.2</td>
<td>1.3</td>
<td>1.3</td>
<td>1.4</td>
<td>1.4</td>
<td>1.4</td>
</tr>
<tr>
<td>6000</td>
<td>0.6</td>
<td>0.8</td>
<td>0.9</td>
<td>1.0</td>
<td>1.1</td>
<td>1.2</td>
<td>1.2</td>
<td>1.3</td>
<td>1.3</td>
<td>1.3</td>
</tr>
<tr>
<td>7000</td>
<td>0.5</td>
<td>0.7</td>
<td>0.8</td>
<td>0.9</td>
<td>1.0</td>
<td>1.1</td>
<td>1.1</td>
<td>1.1</td>
<td>1.2</td>
<td>1.2</td>
</tr>
<tr>
<td>8000</td>
<td>0.5</td>
<td>0.7</td>
<td>0.8</td>
<td>0.9</td>
<td>1.0</td>
<td>1.0</td>
<td>1.1</td>
<td>1.1</td>
<td>1.1</td>
<td>1.1</td>
</tr>
<tr>
<td>9000</td>
<td>0.5</td>
<td>0.6</td>
<td>0.7</td>
<td>0.8</td>
<td>0.9</td>
<td>0.9</td>
<td>1.0</td>
<td>1.0</td>
<td>1.0</td>
<td>1.0</td>
</tr>
<tr>
<td>10000</td>
<td>0.4</td>
<td>0.6</td>
<td>0.7</td>
<td>0.8</td>
<td>0.8</td>
<td>0.9</td>
<td>0.9</td>
<td>1.0</td>
<td>1.0</td>
<td>1.0</td>
</tr>
<tr>
<td>11000</td>
<td>0.4</td>
<td>0.6</td>
<td>0.7</td>
<td>0.7</td>
<td>0.8</td>
<td>0.9</td>
<td>0.9</td>
<td>0.9</td>
<td>0.9</td>
<td>0.9</td>
</tr>
<tr>
<td>12000</td>
<td>0.4</td>
<td>0.5</td>
<td>0.6</td>
<td>0.7</td>
<td>0.8</td>
<td>0.8</td>
<td>0.9</td>
<td>0.9</td>
<td>0.9</td>
<td>0.9</td>
</tr>
<tr>
<td>13000</td>
<td>0.4</td>
<td>0.5</td>
<td>0.6</td>
<td>0.7</td>
<td>0.7</td>
<td>0.8</td>
<td>0.8</td>
<td>0.8</td>
<td>0.9</td>
<td>0.9</td>
</tr>
<tr>
<td>14000</td>
<td>0.4</td>
<td>0.5</td>
<td>0.6</td>
<td>0.7</td>
<td>0.7</td>
<td>0.8</td>
<td>0.8</td>
<td>0.8</td>
<td>0.8</td>
<td>0.8</td>
</tr>
<tr>
<td>15000</td>
<td>0.3</td>
<td>0.5</td>
<td>0.6</td>
<td>0.6</td>
<td>0.7</td>
<td>0.7</td>
<td>0.8</td>
<td>0.8</td>
<td>0.8</td>
<td>0.8</td>
</tr>
</tbody>
</table>
QUESTIONNAIRE
B. E-Communications and Telecom Single Market Household Survey

D43a  Do you own a fixed telephone in your household?

<table>
<thead>
<tr>
<th>D43a</th>
<th>D43b</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed</td>
<td>Mobile</td>
</tr>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
</tbody>
</table>

EB79.5 D43a D43b

D46  Which of the following goods do you have?

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

| Television | 1 |
| DVD player | 2 |
| Music CD player | 3 |
| Desk computer (M) | 4 |
| Laptop (N) | 5 |
| Tablet (N) | 6 |
| Smartphone (N) | 7 |
| An Internet connection at home | 8 |
| A car | 9 |
| An apartment/ a house which you have finished paying for | 10 |
| An apartment/ a house which you are paying for | 11 |
| None (SPONTANEOUS) | 12 |
| OK | 13 |

EB79.5 D46 TREND MODIFIED

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

**(SHOW CARD - ONE ANSWER PER LINE)**

| Mobile phone accesses on a contract (billed) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| Mobile phone accesses on a pre-paid arrangement (pre-paid cards) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| Mobile phone subscription giving access to Internet e.g. for playing or downloading audio, video content or sending and receiving e-mails | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
### QB2

Does your mobile phone subscription or pre-paid arrangement allow you to access the Internet for playing or downloading audio/video content, sending and receiving e-mails? (M)

**[ApiResponse]**

<p>| | | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### EB79.1 QA1

### QB3

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

**[ApiResponse]**

<p>| | | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### EB79.1 QA2

### QB4

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

**[ApiResponse]**

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

#### EB79.1 QA3 TRENDS MODIFIED
**Q5**

Does your household receive television via...?

<table>
<thead>
<tr>
<th>SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>An aerial (for example on the roof or on the top of the TV set)</td>
</tr>
<tr>
<td>Digibox - FR: TNT)</td>
</tr>
<tr>
<td>A cable TV network (analogue = directly connected to the TV set)</td>
</tr>
<tr>
<td>A cable TV network + decoder (digital TV)</td>
</tr>
<tr>
<td>Satellite TV via a satellite dish + decoder</td>
</tr>
<tr>
<td>The telephone network + modem and/ or decoder, i.e. ADSL or VDSL (M)</td>
</tr>
<tr>
<td>The Internet (Wi-Fi connected TV, PC and/ or a handheld device)</td>
</tr>
<tr>
<td>OK</td>
</tr>
</tbody>
</table>

**EB79.1 QA4**

ASK QBS TO QB8 IF "INTERNET IN THE HOUSEHOLD", CODE 8 IN D46 – OTHERS GO TO QB9

**Q6**

How does your household access the Internet at home?

<table>
<thead>
<tr>
<th>SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Via a dial-up connection using a standard telephone line or an ISDN line (Narrowband Internet)</td>
</tr>
<tr>
<td>Via ADSL, XDSL or similar type of connection on a fixed telephone line using a modem, a box or a router (Broadband Internet)</td>
</tr>
<tr>
<td>Via the cable TV network using a cable modem, box or router (Broadband Internet)</td>
</tr>
<tr>
<td>Via a mobile phone network (Broadband Internet)</td>
</tr>
<tr>
<td>Via the satellite network (Broadband Internet)</td>
</tr>
<tr>
<td>Via an optical fibre line (Broadband Internet)</td>
</tr>
<tr>
<td>Via an electrical power line (Broadband Internet) (SPONTANEOUS)</td>
</tr>
<tr>
<td>Other (SPONTANEOUS)</td>
</tr>
<tr>
<td>OK</td>
</tr>
</tbody>
</table>

**EB79.1 QA5**

**Q7a**

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

<table>
<thead>
<tr>
<th>SHOW CARD – READ OUT – ROTATE - ONE ANSWER ONLY</th>
</tr>
</thead>
<tbody>
<tr>
<td>The maximum download speed</td>
</tr>
<tr>
<td>The maximum amount of data (Mb, GB) you can download/upload (M)</td>
</tr>
<tr>
<td>The price of the Internet subscription</td>
</tr>
<tr>
<td>The fact that the Internet subscription is part of a bundle (INT.: IF NEEDED: By bundle, we mean a combined package offering more than one communication service from the same provider at an overall price)</td>
</tr>
<tr>
<td>The customer service offered</td>
</tr>
<tr>
<td>The cost of the equipment</td>
</tr>
<tr>
<td>The cost of installation</td>
</tr>
<tr>
<td>Other (SPONTANEOUS)</td>
</tr>
<tr>
<td>OK</td>
</tr>
</tbody>
</table>

**EB79.1 QA6a**

**Q7b**

And then?

<table>
<thead>
<tr>
<th>SHOW CARD – READ OUT – ROTATE - MAX. 3 ANSWERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>The maximum download speed</td>
</tr>
<tr>
<td>The maximum amount of data (Mb, GB) you can download/upload (M)</td>
</tr>
<tr>
<td>The price of the Internet subscription</td>
</tr>
<tr>
<td>The fact that the Internet subscription is part of a bundle (INT.: IF NEEDED: By bundle, we mean a combined package offering more than one communication service from the same provider at an overall price)</td>
</tr>
<tr>
<td>The customer service offered</td>
</tr>
<tr>
<td>The cost of the equipment</td>
</tr>
<tr>
<td>The cost of installation</td>
</tr>
<tr>
<td>Other (SPONTANEOUS)</td>
</tr>
<tr>
<td>OK</td>
</tr>
</tbody>
</table>
QB8  Does any household member, including yourself, use a PC or a Wi-Fi connected device, at home, to make phone calls over the Internet?

**Readout – One answer only:**

<p>| | | | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes, you or a member of your household call users who have subscribed to the same Internet phone service as you, for free (INT: Internet call sites such as SKYPE)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes, you or a member of your household make cheaper international calls to landlines or mobile phones by means of an Internet phone service</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes, both options (SPONTANEOUS)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DK</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

EB79.1 QA7

Ask QB9 if "BROADBAND INTERNET ACCESS AT HOME", CODES 2 TO 7 IN QB8 – OTHERS GO TO QB10

QB9  What is the maximum download speed under the terms of your contract?

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

<p>| |</p>
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Mbps</td>
</tr>
</tbody>
</table>

EB79.1 QA8

Ask QB10 if "INTERNET IN THE HOUSEHOLD", CODE 8 IN D46 – OTHERS GO TO QB11

QB10  Please tell me whether you agree or disagree with each of the following.

**SHOW CARD WITH SCALE – ONE ANSWER PER LINE**

<table>
<thead>
<tr>
<th>READ OUT</th>
<th>Totally agree</th>
<th>Tend to agree</th>
<th>Tend to disagree</th>
<th>Totally disagree</th>
<th>Not Applicable (SPONTANEOUS)</th>
<th>DK</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>IF VALID ANSWER IN QB9) The download upload speed matches the terms of your contract</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>2</td>
<td>Your Internet connection never breaks down</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>3</td>
<td>You can easily contact your provider in case of Internet connection problems</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>4</td>
<td>The response you receive from helpline staff or support site is helpful</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

EB79.1 QA9 (ITEMS 1-2) + EB72.5 QA16 (ITEMS 3-4)
Q5

Have you ever had to pay extra money, on top of your regular monthly bill for additional data consumption by your household Internet connection?

(READ OUT – ONE ANSWER ONLY)

Yes, often
Yes, sometimes
No, never
OK

NEW (BASED ON EB79.1 QA10)

ASK QB11 AND QB12 IF "BROADBAND INTERNET ACCESS AT HOME", CODES 2 TO 7 IN QB6 – OTHERS GO TO QB13

When using your household Internet subscription, have you experienced any kind of blocking of online content or applications? (M)

(READ OUT – ONE ANSWER ONLY)

Yes, often
Yes, sometimes
No, never
OK

EB79.1 QA13 (FILTER MODIFIED)
### QB15

**In which of the following cases have you experienced the blocking of online content or applications at home using your household Internet subscription? When trying to…**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Play online games</td>
<td>1</td>
</tr>
<tr>
<td>Watch a video (video streaming) (M)</td>
<td>2</td>
</tr>
<tr>
<td>Listen to music (music streaming, podcasts) (M)</td>
<td>3</td>
</tr>
<tr>
<td>Watch live events (sports, news, etc.)</td>
<td>4</td>
</tr>
<tr>
<td>Download video content for free (e.g., sharing via peer to peer) (M)</td>
<td>5</td>
</tr>
<tr>
<td>Download audio content for free (e.g., sharing podcasts via peer to peer) (M)</td>
<td>6</td>
</tr>
<tr>
<td>Make phone calls over the Internet using dedicated VoIP applications (M)</td>
<td>7</td>
</tr>
<tr>
<td>Watch television</td>
<td>8</td>
</tr>
<tr>
<td>Upload content on social networks, blogs and forums (N)</td>
<td>9</td>
</tr>
<tr>
<td>Other (SPONTANEOUS)</td>
<td>10</td>
</tr>
<tr>
<td>OK</td>
<td>11</td>
</tr>
</tbody>
</table>

### EB79.1 QA14 TREND MODIFIED

**ASK QB18 TO QB18 IF "OWNS A PERSONAL MOBILE PHONE WITH ACCESS TO THE INTERNET", CODE 1 IN QB2 – OTHERS GO TO QB19**

### QB16

**When using the Internet on your mobile phone, have you experienced difficulties accessing online content and applications due to insufficient speed or downloading capacity?**

<table>
<thead>
<tr>
<th>Answer</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, often</td>
<td>1</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>2</td>
</tr>
<tr>
<td>No, never</td>
<td>3</td>
</tr>
<tr>
<td>OK</td>
<td>4</td>
</tr>
</tbody>
</table>

### QB17

**When using the Internet on your mobile phone, have you experienced any kind of blocking of online content or applications? (M)**

<table>
<thead>
<tr>
<th>Answer</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, often</td>
<td>1</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>2</td>
</tr>
<tr>
<td>No, never</td>
<td>3</td>
</tr>
<tr>
<td>OK</td>
<td>4</td>
</tr>
</tbody>
</table>
ASK QB18 IF “EXPERIENCED BLOCKING”, CODES 1 OR 2 IN QB17 – OTHERS GO TO QB19

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

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

<table>
<thead>
<tr>
<th>Activity</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Play online games</td>
<td>1</td>
</tr>
<tr>
<td>Watch a video (video streaming) (M)</td>
<td>2</td>
</tr>
<tr>
<td>Listen to music (audio streaming, podcasts) (M)</td>
<td>3</td>
</tr>
<tr>
<td>Watch live events (sports, news, etc.)</td>
<td>4</td>
</tr>
<tr>
<td>Download video content for free (e.g. sharing via peer to peer) (M)</td>
<td>5</td>
</tr>
<tr>
<td>Download audio content for free (e.g. sharing podcasts via peer to peer) (M)</td>
<td>6</td>
</tr>
<tr>
<td>Make phone calls over the Internet using a dedicated VoIP applications (M)</td>
<td>7</td>
</tr>
<tr>
<td>Watch television</td>
<td>8</td>
</tr>
<tr>
<td>Upload content on social networks, blogs and forums (N)</td>
<td>9</td>
</tr>
<tr>
<td>Other (SPONTANEOUS)</td>
<td>10</td>
</tr>
<tr>
<td>DK</td>
<td>11</td>
</tr>
</tbody>
</table>

EB79.1 QA17 TREND MODIFIED

ASK ALL

QB19

My bundle, we mean a combined package offering more than one communication service from the same provider at an overall price. Has your household subscribed to two or more of the following services as part of a bundle? (M)

(READ OUT – MIN. 2 ANSWERS)

<table>
<thead>
<tr>
<th>Service</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>No, we have not bought services as part of a bundle (M)</td>
<td>1</td>
</tr>
<tr>
<td>Yes, television channels</td>
<td>2</td>
</tr>
<tr>
<td>Yes, fixed line telephone</td>
<td>3</td>
</tr>
<tr>
<td>Yes, mobile telephone</td>
<td>4</td>
</tr>
<tr>
<td>Yes, Internet access</td>
<td>5</td>
</tr>
<tr>
<td>Other (SPONTANEOUS)</td>
<td>6</td>
</tr>
<tr>
<td>DK</td>
<td>7</td>
</tr>
</tbody>
</table>

EB79.1 QA20

ASK QB20 IF “HAVE A BUNDLE”, CODES 2 TO 5 IN QB19 - OTHERS GO TO QB21

QB20

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

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

<table>
<thead>
<tr>
<th>Statement</th>
<th>Totally agree</th>
<th>Tend to agree</th>
<th>Tend to disagree</th>
<th>Totally disagree</th>
<th>Not Applicable (SPONTANEOUS)</th>
<th>DK</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 You can easily compare the services and prices offered by your current bundle with other bundled offers (N)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>2 You regularly read comparisons of bundled offers</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>3 Your bundle provider regularly gives you updated information about changes to tariffs and packages (N)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
</tbody>
</table>

EB79.1 QA21 TREND MODIFIED (FILTER MODIFIED)
Have you or someone in your household changed service provider for the following services?

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Television</td>
<td>Yes, within the last year</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>Fixed line telephone</td>
<td>Yes, between more than one year</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>Mobile telephone</td>
<td>Yes, between more than two year</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>Internet</td>
<td>Yes, between more than five year</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>Bundles</td>
<td>Yes, more than five years</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>No, never</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DK</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Thinking about the last time you changed your service or bundle provider, how easy was it?

- Very easy: 1
- Fairly easy: 2
- Fairly difficult: 3
- Very difficult: 4
- DK: 5

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

- No, you never considered it: 1
- Yes, but you are satisfied with the service you currently get: 2
- Yes, but there are no other bundle providers in the area where you live: 3
- Yes, but there are no other bundle providers which would provide good value for money: 4
- Yes, but you are currently bound by your contract with your current provider: 5
- Yes, but eventually your provider offered you better conditions and you decided not to switch: 6
- Yes, but you don't want to take the risk of a temporary loss of service during the switching process: 7
- Yes, but you don't want to take the risk of having to pay more than one provider during the switching process: 8
- Yes, but it is not clear what steps you would need to take to switch: 9
- Yes, but you do not want to lose your current e-mail address(es) or web page(s) hosted on the provider's server: 10
- Yes, but it takes too much effort and time to do it: 11
- Yes, but some services of the bundle could not be cancelled at the same time: 12
- Other: 13
- DK: 14
QB24

<table>
<thead>
<tr>
<th>(READ OUT)</th>
<th>Several times a month</th>
<th>Once a month</th>
<th>Several times a year</th>
<th>Once a year</th>
<th>Once over the last 2 years</th>
<th>Once over the last 3 to 5 years</th>
<th>Less often</th>
<th>Never</th>
<th>DK</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>To other countries within the EU</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>2</td>
<td>To other countries outside the EU</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
</tr>
</tbody>
</table>

NEW

ASK QB25a AND QB25b IF "HAS VISITED ANOTHER EU COUNTRY", CODES 1 TO 6 IN QB24 1 AND IF "OWNS A PERSONAL MOBILE PHONE", CODE 1 IN D43b – OTHERS GO TO QB26

QB25a

When visiting another EU country, you generally...?

SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE

Switch off your mobile phone and never use it, Switch off the data roaming capabilities of your mobile phone or smartphone, (IF DOES NOT SWITCH OFF DATA ROAMING CAPABILITIES) Activate a special data roaming plan offered by your network operator, Purchase or use a SIM card in the EU country you are visiting, Connect to the Internet using public or private Wi-Fi access with your mobile phone, Other (SPONTANEOUS), DK

NEW

QB25b

When visiting another EU country, how often do you use the following services on your mobile phone...?

SHOW CARD WITH SCALE – ONE ANSWER PER LINE

<table>
<thead>
<tr>
<th>(READ OUT)</th>
<th>As often as in (OUR COUNTRY)</th>
<th>Less often than in (OUR COUNTRY)</th>
<th>Never in another EU country</th>
<th>Never – Neither in (OUR COUNTRY) nor in another EU country</th>
<th>DK</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Making voice calls</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>2 Receiving voice calls</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>3 Sending text messages</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>4 Receiving text messages</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>5 (IF MOBILE SUBSCRIPTION ALLOWS INTERNET ACCESS) Sending and receiving e-mails excluding Wi-Fi access</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>6 (IF &quot;MOBILE SUBSCRIPTION ALLOWS INTERNET ACCESS&quot;) Using social media excluding Wi-Fi access</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>7 (IF &quot;MOBILE SUBSCRIPTION ALLOWS INTERNET ACCESS&quot;) Using messaging services like Viber or Skype excluding Wi-Fi access</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

NEW
**QB26** Can you tell me what telephone number you would call in the event of an emergency in (OUR COUNTRY); for example, if someone needs urgent medical assistance or if you need to contact the police or the fire brigade?

| 112 | 1. |
| National number(s) | 2. |
| Other number(s) | 3. |
| OK | 4. |

**NEW**

**QB27** Can you tell me what telephone number enables you to call emergency services anywhere in the EU (M)?

| 112 | 1. |
| Other number(s) | 2. |
| No | 3. |

**EB68 QD16**

**QB28** Do you use a public payphone in (OUR COUNTRY) for one or more of the following reasons?

**SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE**

| No, you never use a public payphone | 1. |
| Yes, when the mobile phone is out of range or out of credit or out of battery | 2. |
| Yes, to make an international call | 3. |
| Yes, because there is no fixed telephone at home | 4. |
| Yes, because you do not have mobile phone access and need to make a phone call while away from home | 5. |
| No public payphone in (OUR COUNTRY) (SPONTANEOUS) | 6. |
| OK | 7. |

**NEW**

**QB29** When did you last use a telephone directory enquiry service?

**SHOW CARD – READ OUT – ONE ANSWER ONLY**

| Six months ago or earlier | 1 |
| Between more than six months ago and a year | 2 |
| Between more than a year ago and two years | 3 |
| More than two years ago | 4 |
| Never | 5 |
| OK | 6 |

**NEW**
The household weight is applied for questions where we use the household as a unit of analysis. It is a constructed variable that harmonises the household profile in our data sets with the official figures coming from the latest census.

1 The household weight is applied for questions where we use the household as a unit of analysis. It is a constructed variable that harmonises the household profile in our data sets with the official figures coming from the latest census.
D43a Possédez-vous un téléphone fixe dans votre foyer?
D43a Do you own a fixed telephone in your household?
D43a Gibt es in Ihrem Haushalt einen Festnetz-Telefonanschluss?

<table>
<thead>
<tr>
<th>Household Ménage</th>
<th>Oui Yes</th>
<th>Non No</th>
<th>Diff. EB</th>
<th>Diff. EB</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>EB 81.1</td>
<td>Diff. EB 79.1</td>
<td>EB 81.1</td>
<td>Diff. EB</td>
</tr>
<tr>
<td>EU 28</td>
<td>68</td>
<td>-2</td>
<td>32</td>
<td>2</td>
</tr>
<tr>
<td>BE</td>
<td>66</td>
<td>0</td>
<td>34</td>
<td>0</td>
</tr>
<tr>
<td>BG</td>
<td>43</td>
<td>-7</td>
<td>57</td>
<td>7</td>
</tr>
<tr>
<td>CZ</td>
<td>15</td>
<td>-4</td>
<td>85</td>
<td>4</td>
</tr>
<tr>
<td>DK</td>
<td>44</td>
<td>-1</td>
<td>56</td>
<td>1</td>
</tr>
<tr>
<td>DE</td>
<td>91</td>
<td>0</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td>EE</td>
<td>39</td>
<td>-6</td>
<td>61</td>
<td>6</td>
</tr>
<tr>
<td>IE</td>
<td>57</td>
<td>1</td>
<td>43</td>
<td>-1</td>
</tr>
<tr>
<td>EL</td>
<td>82</td>
<td>0</td>
<td>18</td>
<td>0</td>
</tr>
<tr>
<td>ES</td>
<td>70</td>
<td>-4</td>
<td>30</td>
<td>4</td>
</tr>
<tr>
<td>FR</td>
<td>86</td>
<td>-3</td>
<td>14</td>
<td>3</td>
</tr>
<tr>
<td>HR</td>
<td>83</td>
<td>-3</td>
<td>17</td>
<td>3</td>
</tr>
<tr>
<td>IT</td>
<td>55</td>
<td>-10</td>
<td>45</td>
<td>10</td>
</tr>
<tr>
<td>CY</td>
<td>68</td>
<td>-5</td>
<td>32</td>
<td>5</td>
</tr>
<tr>
<td>LV</td>
<td>28</td>
<td>-9</td>
<td>72</td>
<td>9</td>
</tr>
<tr>
<td>LT</td>
<td>32</td>
<td>-3</td>
<td>68</td>
<td>3</td>
</tr>
<tr>
<td>LU</td>
<td>85</td>
<td>-1</td>
<td>15</td>
<td>1</td>
</tr>
<tr>
<td>HU</td>
<td>44</td>
<td>-7</td>
<td>56</td>
<td>7</td>
</tr>
<tr>
<td>MT</td>
<td>92</td>
<td>0</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td>NL</td>
<td>84</td>
<td>1</td>
<td>16</td>
<td>-1</td>
</tr>
<tr>
<td>AT</td>
<td>41</td>
<td>-6</td>
<td>59</td>
<td>6</td>
</tr>
<tr>
<td>PL</td>
<td>30</td>
<td>-7</td>
<td>70</td>
<td>7</td>
</tr>
<tr>
<td>PT</td>
<td>61</td>
<td>-7</td>
<td>39</td>
<td>7</td>
</tr>
<tr>
<td>RO</td>
<td>44</td>
<td>2</td>
<td>56</td>
<td>-2</td>
</tr>
<tr>
<td>SI</td>
<td>76</td>
<td>-2</td>
<td>24</td>
<td>2</td>
</tr>
<tr>
<td>SK</td>
<td>20</td>
<td>-3</td>
<td>80</td>
<td>3</td>
</tr>
<tr>
<td>FI</td>
<td>15</td>
<td>-1</td>
<td>85</td>
<td>1</td>
</tr>
<tr>
<td>SE</td>
<td>98</td>
<td>1</td>
<td>2</td>
<td>-1</td>
</tr>
<tr>
<td>UK</td>
<td>82</td>
<td>-3</td>
<td>18</td>
<td>3</td>
</tr>
</tbody>
</table>
### D43b Besitzen Sie ein Mobiltelefon?

<table>
<thead>
<tr>
<th>Länder</th>
<th>Oui</th>
<th>Non</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>92</td>
<td>8</td>
</tr>
<tr>
<td>BE</td>
<td>94</td>
<td>6</td>
</tr>
<tr>
<td>BG</td>
<td>89</td>
<td>11</td>
</tr>
<tr>
<td>CZ</td>
<td>97</td>
<td>3</td>
</tr>
<tr>
<td>DK</td>
<td>97</td>
<td>3</td>
</tr>
<tr>
<td>DE</td>
<td>92</td>
<td>8</td>
</tr>
<tr>
<td>EE</td>
<td>95</td>
<td>5</td>
</tr>
<tr>
<td>IE</td>
<td>95</td>
<td>5</td>
</tr>
<tr>
<td>EL</td>
<td>90</td>
<td>10</td>
</tr>
<tr>
<td>ES</td>
<td>92</td>
<td>8</td>
</tr>
<tr>
<td>FR</td>
<td>91</td>
<td>9</td>
</tr>
<tr>
<td>HR</td>
<td>92</td>
<td>8</td>
</tr>
<tr>
<td>IT</td>
<td>94</td>
<td>6</td>
</tr>
<tr>
<td>CY</td>
<td>95</td>
<td>5</td>
</tr>
<tr>
<td>LV</td>
<td>97</td>
<td>3</td>
</tr>
<tr>
<td>LT</td>
<td>94</td>
<td>6</td>
</tr>
<tr>
<td>LU</td>
<td>97</td>
<td>3</td>
</tr>
<tr>
<td>HU</td>
<td>91</td>
<td>9</td>
</tr>
<tr>
<td>MT</td>
<td>94</td>
<td>6</td>
</tr>
<tr>
<td>NL</td>
<td>95</td>
<td>5</td>
</tr>
<tr>
<td>AT</td>
<td>95</td>
<td>5</td>
</tr>
<tr>
<td>PL</td>
<td>88</td>
<td>12</td>
</tr>
<tr>
<td>PT</td>
<td>89</td>
<td>11</td>
</tr>
<tr>
<td>RO</td>
<td>88</td>
<td>12</td>
</tr>
<tr>
<td>SI</td>
<td>94</td>
<td>6</td>
</tr>
<tr>
<td>SK</td>
<td>94</td>
<td>6</td>
</tr>
<tr>
<td>FI</td>
<td>98</td>
<td>2</td>
</tr>
<tr>
<td>SE</td>
<td>97</td>
<td>3</td>
</tr>
<tr>
<td>UK</td>
<td>93</td>
<td>7</td>
</tr>
</tbody>
</table>

**Note:** Die Tabelle zeigt die Veränderungen in der Besitzrate von Mobiltelefonen zwischen der aktuellen und der vorherigen Umfrage. Die Prozentwerte sind auf die Bevölkerung über 15 Jahre aufgewogen.
### D43T - Equipement téléphonique

<table>
<thead>
<tr>
<th>Pays</th>
<th>Portable uniquement</th>
<th>Fixe uniquement</th>
<th>Fixe et portable</th>
<th>Pas de téléphone</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Mobile only</td>
<td>Landline only</td>
<td>Landline and mobile</td>
<td>Kein Telefonanschluss</td>
</tr>
<tr>
<td>EU 28</td>
<td>31</td>
<td>6</td>
<td>61</td>
<td>2</td>
</tr>
<tr>
<td>BE</td>
<td>29</td>
<td>5</td>
<td>65</td>
<td>1</td>
</tr>
<tr>
<td>BG</td>
<td>55</td>
<td>6</td>
<td>34</td>
<td>2</td>
</tr>
<tr>
<td>CZ</td>
<td>83</td>
<td>0</td>
<td>15</td>
<td>0</td>
</tr>
<tr>
<td>DK</td>
<td>49</td>
<td>3</td>
<td>48</td>
<td>0</td>
</tr>
<tr>
<td>DE</td>
<td>9</td>
<td>8</td>
<td>83</td>
<td>0</td>
</tr>
<tr>
<td>EE</td>
<td>60</td>
<td>3</td>
<td>35</td>
<td>2</td>
</tr>
<tr>
<td>IE</td>
<td>39</td>
<td>3</td>
<td>56</td>
<td>2</td>
</tr>
<tr>
<td>EL</td>
<td>16</td>
<td>9</td>
<td>74</td>
<td>1</td>
</tr>
<tr>
<td>ES</td>
<td>25</td>
<td>6</td>
<td>67</td>
<td>2</td>
</tr>
<tr>
<td>FR</td>
<td>12</td>
<td>9</td>
<td>79</td>
<td>0</td>
</tr>
<tr>
<td>HR</td>
<td>18</td>
<td>8</td>
<td>73</td>
<td>1</td>
</tr>
<tr>
<td>IT</td>
<td>42</td>
<td>4</td>
<td>52</td>
<td>2</td>
</tr>
<tr>
<td>CY</td>
<td>30</td>
<td>5</td>
<td>65</td>
<td>0</td>
</tr>
<tr>
<td>LV</td>
<td>71</td>
<td>1</td>
<td>27</td>
<td>1</td>
</tr>
<tr>
<td>LT</td>
<td>68</td>
<td>3</td>
<td>26</td>
<td>3</td>
</tr>
<tr>
<td>LU</td>
<td>13</td>
<td>2</td>
<td>84</td>
<td>1</td>
</tr>
<tr>
<td>HU</td>
<td>53</td>
<td>5</td>
<td>38</td>
<td>4</td>
</tr>
<tr>
<td>MT</td>
<td>5</td>
<td>6</td>
<td>89</td>
<td>0</td>
</tr>
<tr>
<td>NL</td>
<td>14</td>
<td>5</td>
<td>81</td>
<td>0</td>
</tr>
<tr>
<td>AT</td>
<td>60</td>
<td>4</td>
<td>35</td>
<td>1</td>
</tr>
<tr>
<td>PL</td>
<td>66</td>
<td>7</td>
<td>22</td>
<td>5</td>
</tr>
<tr>
<td>PT</td>
<td>31</td>
<td>6</td>
<td>58</td>
<td>5</td>
</tr>
<tr>
<td>RO</td>
<td>51</td>
<td>7</td>
<td>37</td>
<td>5</td>
</tr>
<tr>
<td>SI</td>
<td>23</td>
<td>5</td>
<td>71</td>
<td>1</td>
</tr>
<tr>
<td>SK</td>
<td>76</td>
<td>2</td>
<td>18</td>
<td>4</td>
</tr>
<tr>
<td>FI</td>
<td>85</td>
<td>2</td>
<td>13</td>
<td>0</td>
</tr>
<tr>
<td>SE</td>
<td>2</td>
<td>3</td>
<td>95</td>
<td>0</td>
</tr>
<tr>
<td>UK</td>
<td>18</td>
<td>6</td>
<td>76</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Pays</th>
<th>Portable uniquement</th>
<th>Fixe uniquement</th>
<th>Fixe et portable</th>
<th>Pas de téléphone</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Mobile only</td>
<td>Landline only</td>
<td>Landline and mobile</td>
<td>Kein Telefonanschluss</td>
</tr>
<tr>
<td>EU 28</td>
<td>31</td>
<td>6</td>
<td>61</td>
<td>2</td>
</tr>
<tr>
<td>BE</td>
<td>29</td>
<td>5</td>
<td>65</td>
<td>1</td>
</tr>
<tr>
<td>BG</td>
<td>55</td>
<td>6</td>
<td>34</td>
<td>2</td>
</tr>
<tr>
<td>CZ</td>
<td>83</td>
<td>0</td>
<td>15</td>
<td>0</td>
</tr>
<tr>
<td>DK</td>
<td>49</td>
<td>3</td>
<td>48</td>
<td>0</td>
</tr>
<tr>
<td>DE</td>
<td>9</td>
<td>8</td>
<td>83</td>
<td>0</td>
</tr>
<tr>
<td>EE</td>
<td>60</td>
<td>3</td>
<td>35</td>
<td>2</td>
</tr>
<tr>
<td>IE</td>
<td>39</td>
<td>3</td>
<td>56</td>
<td>2</td>
</tr>
<tr>
<td>EL</td>
<td>16</td>
<td>9</td>
<td>74</td>
<td>1</td>
</tr>
<tr>
<td>ES</td>
<td>25</td>
<td>6</td>
<td>67</td>
<td>2</td>
</tr>
<tr>
<td>FR</td>
<td>12</td>
<td>9</td>
<td>79</td>
<td>0</td>
</tr>
<tr>
<td>HR</td>
<td>18</td>
<td>8</td>
<td>73</td>
<td>1</td>
</tr>
<tr>
<td>IT</td>
<td>42</td>
<td>4</td>
<td>52</td>
<td>2</td>
</tr>
<tr>
<td>CY</td>
<td>30</td>
<td>5</td>
<td>65</td>
<td>0</td>
</tr>
<tr>
<td>LV</td>
<td>71</td>
<td>1</td>
<td>27</td>
<td>1</td>
</tr>
<tr>
<td>LT</td>
<td>68</td>
<td>3</td>
<td>26</td>
<td>3</td>
</tr>
<tr>
<td>LU</td>
<td>13</td>
<td>2</td>
<td>84</td>
<td>1</td>
</tr>
<tr>
<td>HU</td>
<td>53</td>
<td>5</td>
<td>38</td>
<td>4</td>
</tr>
<tr>
<td>MT</td>
<td>5</td>
<td>6</td>
<td>89</td>
<td>0</td>
</tr>
<tr>
<td>NL</td>
<td>14</td>
<td>5</td>
<td>81</td>
<td>0</td>
</tr>
<tr>
<td>AT</td>
<td>60</td>
<td>4</td>
<td>35</td>
<td>1</td>
</tr>
<tr>
<td>PL</td>
<td>66</td>
<td>7</td>
<td>22</td>
<td>5</td>
</tr>
<tr>
<td>PT</td>
<td>31</td>
<td>6</td>
<td>58</td>
<td>5</td>
</tr>
<tr>
<td>RO</td>
<td>51</td>
<td>7</td>
<td>37</td>
<td>5</td>
</tr>
<tr>
<td>SI</td>
<td>23</td>
<td>5</td>
<td>71</td>
<td>1</td>
</tr>
<tr>
<td>SK</td>
<td>76</td>
<td>2</td>
<td>18</td>
<td>4</td>
</tr>
<tr>
<td>FI</td>
<td>85</td>
<td>2</td>
<td>13</td>
<td>0</td>
</tr>
<tr>
<td>SE</td>
<td>2</td>
<td>3</td>
<td>95</td>
<td>0</td>
</tr>
<tr>
<td>UK</td>
<td>18</td>
<td>6</td>
<td>76</td>
<td>0</td>
</tr>
</tbody>
</table>
D46 Which of the following goods do you have? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
D46 Welche Dinge auf dieser Liste besitzen Sie? (MEHRFACHNENNUNGEN MÖGLICH)

<table>
<thead>
<tr>
<th>Pondéré Ménage</th>
<th>Television</th>
<th>DVD-player</th>
<th>Music CD player</th>
<th>Desk computer</th>
<th>Laptop</th>
<th>Tablet</th>
<th>Smartphone</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>EB 81.1</td>
<td>Diff. EB 79.1</td>
<td>EB 81.1</td>
<td>Diff. EB 79.1</td>
<td>EB 81.1</td>
<td>Diff. EB 79.1</td>
<td>EB 81.1</td>
</tr>
<tr>
<td>EU 28</td>
<td>96</td>
<td>-1</td>
<td>65</td>
<td>-3</td>
<td>55</td>
<td>-4</td>
<td>42</td>
</tr>
<tr>
<td>BE</td>
<td>96</td>
<td>-2</td>
<td>71</td>
<td>-11</td>
<td>62</td>
<td>-14</td>
<td>50</td>
</tr>
<tr>
<td>BG</td>
<td>99</td>
<td>-1</td>
<td>26</td>
<td>-3</td>
<td>13</td>
<td>-2</td>
<td>41</td>
</tr>
<tr>
<td>CZ</td>
<td>99</td>
<td>1</td>
<td>73</td>
<td>4</td>
<td>59</td>
<td>-2</td>
<td>49</td>
</tr>
<tr>
<td>DK</td>
<td>97</td>
<td>-1</td>
<td>82</td>
<td>-2</td>
<td>77</td>
<td>-1</td>
<td>40</td>
</tr>
<tr>
<td>DE</td>
<td>95</td>
<td>-2</td>
<td>73</td>
<td>-2</td>
<td>71</td>
<td>0</td>
<td>52</td>
</tr>
<tr>
<td>EE</td>
<td>96</td>
<td>-1</td>
<td>49</td>
<td>-2</td>
<td>47</td>
<td>-4</td>
<td>39</td>
</tr>
<tr>
<td>IE</td>
<td>96</td>
<td>-1</td>
<td>72</td>
<td>-7</td>
<td>56</td>
<td>-7</td>
<td>22</td>
</tr>
<tr>
<td>EL</td>
<td>98</td>
<td>-2</td>
<td>65</td>
<td>-2</td>
<td>58</td>
<td>-6</td>
<td>36</td>
</tr>
<tr>
<td>ES</td>
<td>98</td>
<td>-1</td>
<td>64</td>
<td>-3</td>
<td>48</td>
<td>-1</td>
<td>45</td>
</tr>
<tr>
<td>FR</td>
<td>96</td>
<td>1</td>
<td>71</td>
<td>-2</td>
<td>58</td>
<td>-4</td>
<td>48</td>
</tr>
<tr>
<td>HR</td>
<td>97</td>
<td>-2</td>
<td>62</td>
<td>0</td>
<td>53</td>
<td>7</td>
<td>55</td>
</tr>
<tr>
<td>IT</td>
<td>96</td>
<td>-3</td>
<td>55</td>
<td>-13</td>
<td>43</td>
<td>-12</td>
<td>28</td>
</tr>
<tr>
<td>CY</td>
<td>100</td>
<td>0</td>
<td>55</td>
<td>-6</td>
<td>50</td>
<td>-4</td>
<td>33</td>
</tr>
<tr>
<td>LV</td>
<td>95</td>
<td>-2</td>
<td>41</td>
<td>3</td>
<td>36</td>
<td>2</td>
<td>47</td>
</tr>
<tr>
<td>LT</td>
<td>96</td>
<td>-1</td>
<td>33</td>
<td>2</td>
<td>27</td>
<td>1</td>
<td>39</td>
</tr>
<tr>
<td>LU</td>
<td>96</td>
<td>-1</td>
<td>77</td>
<td>-10</td>
<td>70</td>
<td>-10</td>
<td>47</td>
</tr>
<tr>
<td>HU</td>
<td>99</td>
<td>-1</td>
<td>64</td>
<td>0</td>
<td>38</td>
<td>-3</td>
<td>54</td>
</tr>
<tr>
<td>MT</td>
<td>98</td>
<td>-1</td>
<td>64</td>
<td>-9</td>
<td>49</td>
<td>-4</td>
<td>51</td>
</tr>
<tr>
<td>NL</td>
<td>96</td>
<td>0</td>
<td>86</td>
<td>1</td>
<td>79</td>
<td>-2</td>
<td>66</td>
</tr>
<tr>
<td>AT</td>
<td>99</td>
<td>0</td>
<td>77</td>
<td>0</td>
<td>82</td>
<td>-2</td>
<td>39</td>
</tr>
<tr>
<td>PL</td>
<td>97</td>
<td>-1</td>
<td>48</td>
<td>-7</td>
<td>30</td>
<td>-10</td>
<td>40</td>
</tr>
<tr>
<td>PT</td>
<td>97</td>
<td>-1</td>
<td>54</td>
<td>6</td>
<td>38</td>
<td>-1</td>
<td>24</td>
</tr>
<tr>
<td>RO</td>
<td>99</td>
<td>1</td>
<td>26</td>
<td>5</td>
<td>17</td>
<td>5</td>
<td>49</td>
</tr>
<tr>
<td>SI</td>
<td>95</td>
<td>-2</td>
<td>56</td>
<td>-8</td>
<td>52</td>
<td>-13</td>
<td>50</td>
</tr>
<tr>
<td>SK</td>
<td>99</td>
<td>1</td>
<td>59</td>
<td>1</td>
<td>46</td>
<td>3</td>
<td>40</td>
</tr>
<tr>
<td>FI</td>
<td>94</td>
<td>2</td>
<td>63</td>
<td>-8</td>
<td>73</td>
<td>0</td>
<td>38</td>
</tr>
<tr>
<td>SE</td>
<td>98</td>
<td>1</td>
<td>86</td>
<td>0</td>
<td>85</td>
<td>-2</td>
<td>57</td>
</tr>
<tr>
<td>UK</td>
<td>94</td>
<td>-4</td>
<td>80</td>
<td>-4</td>
<td>67</td>
<td>-7</td>
<td>42</td>
</tr>
</tbody>
</table>
**D46 Parmi les biens suivants, lesquels possédez-vous ? (PLUSIEURS REPONSES POSSIBLES)**

**D46 Which of the following goods do you have? (SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)**

**D46 Welche Dinge auf dieser Liste besitzen Sie? (MEHRFACHNENNUNGEN MÖGLICH)**

<table>
<thead>
<tr>
<th>Péré Ménage</th>
<th>Une connexion Internet à la maison</th>
<th>Une voiture</th>
<th>Un appartement/Une maison que vous avez fini de payer</th>
<th>Un appartement/Une maison que vous êtes en train de payer</th>
<th>Aucun (SP.)</th>
<th>None (SP.)</th>
<th>NSP</th>
<th>Total 'Dispositif informatique'</th>
<th>Total 'Computing device'</th>
<th>Gesamt 'Rechnergerät'</th>
</tr>
</thead>
<tbody>
<tr>
<td>Household Weighted</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Haushalts gewichteter</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EU 28</td>
<td>65</td>
<td>-3</td>
<td>69</td>
<td>-2</td>
<td>42</td>
<td>0</td>
<td>25</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>BE</td>
<td>76</td>
<td>2</td>
<td>80</td>
<td>6</td>
<td>37</td>
<td>2</td>
<td>29</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>BG</td>
<td>53</td>
<td>1</td>
<td>48</td>
<td>-3</td>
<td>84</td>
<td>2</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>CZ</td>
<td>65</td>
<td>3</td>
<td>69</td>
<td>0</td>
<td>60</td>
<td>2</td>
<td>21</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>DK</td>
<td>88</td>
<td>-1</td>
<td>71</td>
<td>6</td>
<td>13</td>
<td>0</td>
<td>60</td>
<td>8</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>DE</td>
<td>76</td>
<td>-1</td>
<td>79</td>
<td>-3</td>
<td>32</td>
<td>-1</td>
<td>17</td>
<td>-4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>EE</td>
<td>70</td>
<td>-1</td>
<td>55</td>
<td>-1</td>
<td>67</td>
<td>-5</td>
<td>19</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>IE</td>
<td>67</td>
<td>-3</td>
<td>75</td>
<td>-1</td>
<td>34</td>
<td>4</td>
<td>45</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>EL</td>
<td>55</td>
<td>4</td>
<td>75</td>
<td>5</td>
<td>63</td>
<td>5</td>
<td>11</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>ES</td>
<td>56</td>
<td>-2</td>
<td>69</td>
<td>3</td>
<td>49</td>
<td>0</td>
<td>39</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>HR</td>
<td>78</td>
<td>1</td>
<td>81</td>
<td>2</td>
<td>34</td>
<td>0</td>
<td>20</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>IT</td>
<td>70</td>
<td>4</td>
<td>71</td>
<td>0</td>
<td>70</td>
<td>-3</td>
<td>16</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>CY</td>
<td>63</td>
<td>1</td>
<td>92</td>
<td>-2</td>
<td>56</td>
<td>0</td>
<td>31</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>LV</td>
<td>70</td>
<td>-1</td>
<td>46</td>
<td>3</td>
<td>53</td>
<td>-1</td>
<td>16</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>LT</td>
<td>60</td>
<td>-2</td>
<td>54</td>
<td>1</td>
<td>60</td>
<td>-3</td>
<td>7</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>LU</td>
<td>77</td>
<td>-6</td>
<td>84</td>
<td>-1</td>
<td>35</td>
<td>0</td>
<td>37</td>
<td>-2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>HU</td>
<td>55</td>
<td>-6</td>
<td>42</td>
<td>-1</td>
<td>66</td>
<td>-2</td>
<td>17</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>MT</td>
<td>69</td>
<td>0</td>
<td>75</td>
<td>4</td>
<td>54</td>
<td>8</td>
<td>24</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>NL</td>
<td>93</td>
<td>1</td>
<td>79</td>
<td>2</td>
<td>12</td>
<td>2</td>
<td>54</td>
<td>-1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>AT</td>
<td>64</td>
<td>0</td>
<td>81</td>
<td>3</td>
<td>36</td>
<td>0</td>
<td>53</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>PL</td>
<td>57</td>
<td>-6</td>
<td>50</td>
<td>-6</td>
<td>60</td>
<td>-3</td>
<td>13</td>
<td>-5</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>PT</td>
<td>47</td>
<td>-6</td>
<td>61</td>
<td>-2</td>
<td>38</td>
<td>0</td>
<td>35</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>RO</td>
<td>54</td>
<td>2</td>
<td>38</td>
<td>1</td>
<td>82</td>
<td>6</td>
<td>4</td>
<td>-2</td>
<td>0</td>
<td>-1</td>
</tr>
<tr>
<td>SI</td>
<td>73</td>
<td>-1</td>
<td>81</td>
<td>-3</td>
<td>74</td>
<td>-2</td>
<td>11</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>SK</td>
<td>59</td>
<td>2</td>
<td>59</td>
<td>1</td>
<td>70</td>
<td>-2</td>
<td>19</td>
<td>-1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>FI</td>
<td>78</td>
<td>-2</td>
<td>70</td>
<td>-2</td>
<td>35</td>
<td>-3</td>
<td>32</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>SE</td>
<td>91</td>
<td>-2</td>
<td>78</td>
<td>2</td>
<td>26</td>
<td>-3</td>
<td>56</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>UK</td>
<td>76</td>
<td>-3</td>
<td>66</td>
<td>-7</td>
<td>27</td>
<td>-3</td>
<td>40</td>
<td>2</td>
<td>3</td>
<td>3</td>
</tr>
</tbody>
</table>
### Proportion of Households with a Computing Device Having Internet Access

<table>
<thead>
<tr>
<th>Country</th>
<th>Household Weighted</th>
<th>Haushalts gewichtetetter</th>
<th>%</th>
<th>Proportion of Households with PC having Internet access</th>
<th>Anteil der Haushalte mit Internetverbindung</th>
<th>%</th>
<th>Proportion of Households with a Computing Device Having Internet Access</th>
<th>Haushalte mit Rechengerät und Internetverbindung</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>39</td>
<td>39</td>
<td></td>
<td>92</td>
<td>65</td>
<td>-1</td>
<td>87</td>
<td>-5</td>
</tr>
<tr>
<td>BE</td>
<td>47</td>
<td>47</td>
<td></td>
<td>95</td>
<td>75</td>
<td>1</td>
<td>93</td>
<td>-4</td>
</tr>
<tr>
<td>BG</td>
<td>40</td>
<td>40</td>
<td></td>
<td>97</td>
<td>53</td>
<td>1</td>
<td>97</td>
<td>2</td>
</tr>
<tr>
<td>CZ</td>
<td>46</td>
<td>46</td>
<td></td>
<td>93</td>
<td>65</td>
<td>4</td>
<td>90</td>
<td>-3</td>
</tr>
<tr>
<td>DK</td>
<td>39</td>
<td>39</td>
<td></td>
<td>97</td>
<td>88</td>
<td>0</td>
<td>96</td>
<td>-1</td>
</tr>
<tr>
<td>DE</td>
<td>49</td>
<td>49</td>
<td></td>
<td>94</td>
<td>75</td>
<td>-1</td>
<td>93</td>
<td>-2</td>
</tr>
<tr>
<td>EE</td>
<td>37</td>
<td>37</td>
<td></td>
<td>95</td>
<td>70</td>
<td>0</td>
<td>93</td>
<td>-4</td>
</tr>
<tr>
<td>IE</td>
<td>19</td>
<td>19</td>
<td></td>
<td>89</td>
<td>67</td>
<td>1</td>
<td>85</td>
<td>-7</td>
</tr>
<tr>
<td>EL</td>
<td>32</td>
<td>32</td>
<td></td>
<td>89</td>
<td>54</td>
<td>4</td>
<td>81</td>
<td>-8</td>
</tr>
<tr>
<td>ES</td>
<td>39</td>
<td>39</td>
<td></td>
<td>89</td>
<td>55</td>
<td>-1</td>
<td>80</td>
<td>-9</td>
</tr>
<tr>
<td>FR</td>
<td>46</td>
<td>46</td>
<td></td>
<td>96</td>
<td>77</td>
<td>2</td>
<td>94</td>
<td>-1</td>
</tr>
<tr>
<td>HR</td>
<td>51</td>
<td>51</td>
<td></td>
<td>92</td>
<td>69</td>
<td>7</td>
<td>88</td>
<td>-6</td>
</tr>
<tr>
<td>IT</td>
<td>24</td>
<td>24</td>
<td></td>
<td>85</td>
<td>44</td>
<td>-12</td>
<td>68</td>
<td>-14</td>
</tr>
<tr>
<td>CY</td>
<td>31</td>
<td>31</td>
<td></td>
<td>95</td>
<td>62</td>
<td>1</td>
<td>85</td>
<td>-7</td>
</tr>
<tr>
<td>LV</td>
<td>43</td>
<td>43</td>
<td></td>
<td>93</td>
<td>69</td>
<td>0</td>
<td>91</td>
<td>-5</td>
</tr>
<tr>
<td>LT</td>
<td>36</td>
<td>36</td>
<td></td>
<td>92</td>
<td>60</td>
<td>-1</td>
<td>89</td>
<td>-3</td>
</tr>
<tr>
<td>LU</td>
<td>45</td>
<td>45</td>
<td></td>
<td>95</td>
<td>77</td>
<td>-5</td>
<td>90</td>
<td>-6</td>
</tr>
<tr>
<td>HU</td>
<td>47</td>
<td>47</td>
<td></td>
<td>87</td>
<td>55</td>
<td>-5</td>
<td>85</td>
<td>-9</td>
</tr>
<tr>
<td>MT</td>
<td>50</td>
<td>50</td>
<td></td>
<td>97</td>
<td>69</td>
<td>0</td>
<td>95</td>
<td>-4</td>
</tr>
<tr>
<td>NL</td>
<td>65</td>
<td>65</td>
<td></td>
<td>99</td>
<td>92</td>
<td>1</td>
<td>98</td>
<td>0</td>
</tr>
<tr>
<td>AT</td>
<td>38</td>
<td>38</td>
<td></td>
<td>97</td>
<td>64</td>
<td>0</td>
<td>88</td>
<td>-7</td>
</tr>
<tr>
<td>PL</td>
<td>34</td>
<td>34</td>
<td></td>
<td>86</td>
<td>56</td>
<td>-6</td>
<td>84</td>
<td>-8</td>
</tr>
<tr>
<td>PT</td>
<td>20</td>
<td>20</td>
<td></td>
<td>86</td>
<td>45</td>
<td>-6</td>
<td>83</td>
<td>-7</td>
</tr>
<tr>
<td>RO</td>
<td>44</td>
<td>44</td>
<td></td>
<td>88</td>
<td>52</td>
<td>3</td>
<td>86</td>
<td>-5</td>
</tr>
<tr>
<td>SI</td>
<td>47</td>
<td>47</td>
<td></td>
<td>94</td>
<td>71</td>
<td>-2</td>
<td>92</td>
<td>-5</td>
</tr>
<tr>
<td>SK</td>
<td>37</td>
<td>37</td>
<td></td>
<td>92</td>
<td>58</td>
<td>2</td>
<td>92</td>
<td>-4</td>
</tr>
<tr>
<td>FI</td>
<td>36</td>
<td>36</td>
<td></td>
<td>95</td>
<td>77</td>
<td>-3</td>
<td>96</td>
<td>-2</td>
</tr>
<tr>
<td>SE</td>
<td>57</td>
<td>57</td>
<td></td>
<td>99</td>
<td>91</td>
<td>-2</td>
<td>97</td>
<td>-1</td>
</tr>
<tr>
<td>UK</td>
<td>40</td>
<td>40</td>
<td></td>
<td>95</td>
<td>75</td>
<td>-2</td>
<td>89</td>
<td>-5</td>
</tr>
</tbody>
</table>
### Households having a Fixed Telephone Access

<table>
<thead>
<tr>
<th>Household Weighted</th>
<th>Haushalte, die einen Festnetz-Telefonanschluss gibt</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>EB 81.1</td>
</tr>
<tr>
<td>EU 28</td>
<td>96</td>
</tr>
<tr>
<td>BE</td>
<td>96</td>
</tr>
<tr>
<td>BG</td>
<td>99</td>
</tr>
<tr>
<td>CZ</td>
<td>99</td>
</tr>
<tr>
<td>DK</td>
<td>97</td>
</tr>
<tr>
<td>DE</td>
<td>95</td>
</tr>
<tr>
<td>EE</td>
<td>96</td>
</tr>
<tr>
<td>IE</td>
<td>96</td>
</tr>
<tr>
<td>EL</td>
<td>98</td>
</tr>
<tr>
<td>ES</td>
<td>98</td>
</tr>
<tr>
<td>FR</td>
<td>96</td>
</tr>
<tr>
<td>HR</td>
<td>97</td>
</tr>
<tr>
<td>IT</td>
<td>96</td>
</tr>
<tr>
<td>CY</td>
<td>100</td>
</tr>
<tr>
<td>LV</td>
<td>95</td>
</tr>
<tr>
<td>LT</td>
<td>96</td>
</tr>
<tr>
<td>LU</td>
<td>96</td>
</tr>
<tr>
<td>HU</td>
<td>99</td>
</tr>
<tr>
<td>MT</td>
<td>98</td>
</tr>
<tr>
<td>NL</td>
<td>96</td>
</tr>
<tr>
<td>AT</td>
<td>99</td>
</tr>
<tr>
<td>PL</td>
<td>97</td>
</tr>
<tr>
<td>PT</td>
<td>97</td>
</tr>
<tr>
<td>RO</td>
<td>99</td>
</tr>
<tr>
<td>SI</td>
<td>95</td>
</tr>
<tr>
<td>SK</td>
<td>99</td>
</tr>
<tr>
<td>FI</td>
<td>94</td>
</tr>
<tr>
<td>SE</td>
<td>98</td>
</tr>
<tr>
<td>UK</td>
<td>94</td>
</tr>
</tbody>
</table>
### Household Survey

#### Households weighted

<table>
<thead>
<tr>
<th>Country</th>
<th>Ménages ayant au moins un accès à la téléphonie (fixe et/ou mobile)</th>
<th>Ménages ayant au moins un accès à la téléphonie mobile</th>
<th>Ménages combinant un accès à la téléphonie fixe et un accès à la téléphonie mobile</th>
<th>Ménages ayant un accès à la téléphonie fixe mais pas d'accès à la téléphonie mobile</th>
<th>Ménages ayant un accès à la téléphonie mobile mais pas d'accès à la téléphonie fixe</th>
<th>Ménages n'ayant ni d'accès à la téléphonie fixe ni à la téléphonie mobile</th>
<th>Ménages n'ayant ni d'accès à la téléphonie fixe ni à la téléphonie mobile</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>98.0 0</td>
<td>92.3</td>
<td>61.0 -1</td>
<td>7.0 -2</td>
<td>31.0 4</td>
<td>2.0 0</td>
<td></td>
</tr>
<tr>
<td>BE</td>
<td>99.2 2</td>
<td>95.6</td>
<td>62.4</td>
<td>4.4 -4</td>
<td>33.2 2</td>
<td>1.2 -2</td>
<td></td>
</tr>
<tr>
<td>BG</td>
<td>96.3 3</td>
<td>89.5</td>
<td>36.7</td>
<td>7.2 -2</td>
<td>53.12 4</td>
<td>4.3 -3</td>
<td></td>
</tr>
<tr>
<td>CZ</td>
<td>99.2 2</td>
<td>98.2</td>
<td>15.3 -9</td>
<td>1.0 0</td>
<td>83.5 1</td>
<td>1.2 -2</td>
<td></td>
</tr>
<tr>
<td>DK</td>
<td>99.1 -1</td>
<td>95.2</td>
<td>40.9</td>
<td>4.1</td>
<td>55.7 1</td>
<td>1.1</td>
<td></td>
</tr>
<tr>
<td>DE</td>
<td>100.1 0</td>
<td>91.2</td>
<td>83.2</td>
<td>9.2 -2</td>
<td>8.0 0</td>
<td>0.1</td>
<td></td>
</tr>
<tr>
<td>EE</td>
<td>98.1 1</td>
<td>96.4</td>
<td>37.9</td>
<td>3.2 -2</td>
<td>59.12 2</td>
<td>2.1</td>
<td></td>
</tr>
<tr>
<td>IE</td>
<td>98.1 -1</td>
<td>93.0</td>
<td>52.5</td>
<td>5.1</td>
<td>41.4 2</td>
<td>1.1</td>
<td></td>
</tr>
<tr>
<td>EL</td>
<td>100.1 0</td>
<td>95.6</td>
<td>77.5</td>
<td>5.5 -5</td>
<td>18.1 0</td>
<td>0.1</td>
<td></td>
</tr>
<tr>
<td>ES</td>
<td>97.1 -1</td>
<td>92.6</td>
<td>64.7</td>
<td>6.5 -5</td>
<td>28.2 -3</td>
<td>3.1</td>
<td></td>
</tr>
<tr>
<td>FR</td>
<td>100.0 0</td>
<td>92.3</td>
<td>79.1</td>
<td>7.3 -3</td>
<td>13.2 0</td>
<td>0.0</td>
<td></td>
</tr>
<tr>
<td>HR</td>
<td>100.0 0</td>
<td>92.0</td>
<td>76.0</td>
<td>7.0</td>
<td>16.0 0</td>
<td>0.0</td>
<td></td>
</tr>
<tr>
<td>IT</td>
<td>98.0 0</td>
<td>93.1</td>
<td>50.1 -11</td>
<td>5.0 -1</td>
<td>43.12 2</td>
<td>2.0</td>
<td></td>
</tr>
<tr>
<td>CY</td>
<td>100.0 0</td>
<td>95.3</td>
<td>63.0 -10</td>
<td>5.0 3</td>
<td>32.7 0</td>
<td>0.0</td>
<td></td>
</tr>
<tr>
<td>LV</td>
<td>99.1 1</td>
<td>98.2</td>
<td>27.9</td>
<td>1.1</td>
<td>71.11 1</td>
<td>1.1</td>
<td></td>
</tr>
<tr>
<td>LT</td>
<td>98.1 1</td>
<td>95.3</td>
<td>29.2</td>
<td>3.3</td>
<td>66.5 2</td>
<td>1.1</td>
<td></td>
</tr>
<tr>
<td>LU</td>
<td>100.0 0</td>
<td>96.3</td>
<td>81.1</td>
<td>4.3</td>
<td>15.3 0</td>
<td>0.0</td>
<td></td>
</tr>
<tr>
<td>HU</td>
<td>97.3 2</td>
<td>92.6</td>
<td>39.3</td>
<td>5.3</td>
<td>53.7 3</td>
<td>3.3</td>
<td></td>
</tr>
<tr>
<td>MT</td>
<td>100.1 0</td>
<td>91.3</td>
<td>82.2</td>
<td>9.2 -2</td>
<td>8.1 -1</td>
<td>0.1</td>
<td></td>
</tr>
<tr>
<td>NL</td>
<td>100.0 0</td>
<td>96.1</td>
<td>80.0</td>
<td>4.1</td>
<td>16.1 0</td>
<td>0.0</td>
<td></td>
</tr>
<tr>
<td>AT</td>
<td>99.1 -1</td>
<td>94.4</td>
<td>36.1</td>
<td>5.1</td>
<td>58.6 1</td>
<td>1.1</td>
<td></td>
</tr>
<tr>
<td>PL</td>
<td>99.0 0</td>
<td>91.4</td>
<td>25.1 -10</td>
<td>5.0 -4</td>
<td>66.14 4</td>
<td>0.0</td>
<td></td>
</tr>
<tr>
<td>PT</td>
<td>94.2 -2</td>
<td>86.3</td>
<td>53.0</td>
<td>8.0</td>
<td>33.0 6</td>
<td>2.0</td>
<td></td>
</tr>
<tr>
<td>RO</td>
<td>94.4 4</td>
<td>87.5</td>
<td>37.1</td>
<td>8.1</td>
<td>50.6 6</td>
<td>6.4</td>
<td></td>
</tr>
<tr>
<td>SI</td>
<td>99.0 -1</td>
<td>96.1</td>
<td>73.1</td>
<td>3.2</td>
<td>23.0 1</td>
<td>1.1</td>
<td></td>
</tr>
<tr>
<td>SK</td>
<td>94.1 -1</td>
<td>90.2</td>
<td>16.1</td>
<td>4.4</td>
<td>74.11 6</td>
<td>1.1</td>
<td></td>
</tr>
<tr>
<td>FI</td>
<td>100.0 0</td>
<td>98.2</td>
<td>14.2</td>
<td>1.3</td>
<td>85.5 0</td>
<td>0.0</td>
<td></td>
</tr>
<tr>
<td>SE</td>
<td>100.0 0</td>
<td>97.2</td>
<td>95.1</td>
<td>3.2</td>
<td>2.0 0</td>
<td>0.0</td>
<td></td>
</tr>
<tr>
<td>UK</td>
<td>99.0 0</td>
<td>94.3</td>
<td>77.1</td>
<td>5.2</td>
<td>17.2 1</td>
<td>0.0</td>
<td></td>
</tr>
</tbody>
</table>
QB1.1 And thinking about all household members, including yourself, please indicate for each of the following how many of them are available in your household. Mobile phone accesses on a contract (billed)

<table>
<thead>
<tr>
<th>%</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>Oui</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>37</td>
<td>30</td>
<td>22</td>
<td>6</td>
<td>3</td>
<td>2</td>
<td>60</td>
<td></td>
</tr>
<tr>
<td>BE</td>
<td>21</td>
<td>36</td>
<td>29</td>
<td>7</td>
<td>6</td>
<td>1</td>
<td>78</td>
<td></td>
</tr>
<tr>
<td>BG</td>
<td>23</td>
<td>21</td>
<td>29</td>
<td>16</td>
<td>11</td>
<td>0</td>
<td>76</td>
<td></td>
</tr>
<tr>
<td>CZ</td>
<td>30</td>
<td>26</td>
<td>29</td>
<td>10</td>
<td>5</td>
<td>0</td>
<td>70</td>
<td></td>
</tr>
<tr>
<td>DK</td>
<td>11</td>
<td>49</td>
<td>27</td>
<td>8</td>
<td>5</td>
<td>0</td>
<td>89</td>
<td></td>
</tr>
<tr>
<td>DE</td>
<td>37</td>
<td>28</td>
<td>23</td>
<td>6</td>
<td>4</td>
<td>1</td>
<td>61</td>
<td></td>
</tr>
<tr>
<td>EE</td>
<td>13</td>
<td>40</td>
<td>24</td>
<td>12</td>
<td>10</td>
<td>2</td>
<td>85</td>
<td></td>
</tr>
<tr>
<td>IE</td>
<td>47</td>
<td>35</td>
<td>16</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>53</td>
<td></td>
</tr>
<tr>
<td>EL</td>
<td>50</td>
<td>29</td>
<td>17</td>
<td>3</td>
<td>2</td>
<td>0</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>ES</td>
<td>16</td>
<td>37</td>
<td>30</td>
<td>8</td>
<td>4</td>
<td>5</td>
<td>79</td>
<td></td>
</tr>
<tr>
<td>FR</td>
<td>12</td>
<td>41</td>
<td>30</td>
<td>10</td>
<td>6</td>
<td>0</td>
<td>88</td>
<td></td>
</tr>
<tr>
<td>HR</td>
<td>36</td>
<td>26</td>
<td>24</td>
<td>8</td>
<td>5</td>
<td>1</td>
<td>63</td>
<td></td>
</tr>
<tr>
<td>IT</td>
<td>78</td>
<td>9</td>
<td>6</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>18</td>
<td></td>
</tr>
<tr>
<td>CY</td>
<td>16</td>
<td>32</td>
<td>34</td>
<td>10</td>
<td>8</td>
<td>0</td>
<td>84</td>
<td></td>
</tr>
<tr>
<td>LV</td>
<td>23</td>
<td>30</td>
<td>27</td>
<td>10</td>
<td>8</td>
<td>2</td>
<td>75</td>
<td></td>
</tr>
<tr>
<td>LT</td>
<td>33</td>
<td>31</td>
<td>25</td>
<td>8</td>
<td>3</td>
<td>1</td>
<td>67</td>
<td></td>
</tr>
<tr>
<td>LU</td>
<td>8</td>
<td>46</td>
<td>31</td>
<td>8</td>
<td>6</td>
<td>1</td>
<td>91</td>
<td></td>
</tr>
<tr>
<td>HU</td>
<td>46</td>
<td>24</td>
<td>20</td>
<td>5</td>
<td>4</td>
<td>0</td>
<td>54</td>
<td></td>
</tr>
<tr>
<td>MT</td>
<td>58</td>
<td>25</td>
<td>13</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>41</td>
<td></td>
</tr>
<tr>
<td>NL</td>
<td>21</td>
<td>35</td>
<td>29</td>
<td>8</td>
<td>5</td>
<td>2</td>
<td>77</td>
<td></td>
</tr>
<tr>
<td>AT</td>
<td>15</td>
<td>34</td>
<td>34</td>
<td>10</td>
<td>7</td>
<td>0</td>
<td>85</td>
<td></td>
</tr>
<tr>
<td>PL</td>
<td>49</td>
<td>24</td>
<td>19</td>
<td>6</td>
<td>1</td>
<td>1</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>PT</td>
<td>83</td>
<td>7</td>
<td>4</td>
<td>1</td>
<td>0</td>
<td>5</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>RO</td>
<td>37</td>
<td>25</td>
<td>14</td>
<td>4</td>
<td>1</td>
<td>17</td>
<td>45</td>
<td></td>
</tr>
<tr>
<td>SI</td>
<td>13</td>
<td>30</td>
<td>31</td>
<td>14</td>
<td>11</td>
<td>0</td>
<td>86</td>
<td></td>
</tr>
<tr>
<td>SK</td>
<td>31</td>
<td>26</td>
<td>27</td>
<td>8</td>
<td>7</td>
<td>1</td>
<td>67</td>
<td></td>
</tr>
<tr>
<td>FI</td>
<td>8</td>
<td>40</td>
<td>31</td>
<td>12</td>
<td>10</td>
<td>0</td>
<td>92</td>
<td></td>
</tr>
<tr>
<td>SE</td>
<td>16</td>
<td>39</td>
<td>29</td>
<td>10</td>
<td>6</td>
<td>0</td>
<td>84</td>
<td></td>
</tr>
<tr>
<td>UK</td>
<td>29</td>
<td>26</td>
<td>29</td>
<td>8</td>
<td>7</td>
<td>1</td>
<td>69</td>
<td></td>
</tr>
</tbody>
</table>

QB1.1 Et en pensant à tous les membres de votre ménage, vous y compris, pourriez-vous me dire combien des services suivants sont disponibles dans votre ménage.

Un accès à la téléphonie mobile par un contrat (facturation)

QB1.1 Wenn Sie einmal an alle Mitglieder Ihres Haushalts denken, Sie selbst eingeschlossen: Bitte sagen Sie mir für jedes der folgenden Geräte bzw. Dienste, wie viele Sie davon in Ihrem Haushalt haben.

Handy mit Vertrag (mit Rechnung)

<table>
<thead>
<tr>
<th>Pondéré Ménage</th>
<th>Aucun</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4 et plus</th>
<th>NSP</th>
<th>Oui</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4 and more</td>
<td>DK</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Kein</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4 und mehr</td>
<td>WN</td>
<td>Ja</td>
<td></td>
</tr>
</tbody>
</table>

T9
Q81.2 And thinking about all household members, including yourself, please indicate for each of the following how many of them are available in your household.
Mobile phone accesses on a pre-paid arrangement (pre-paid cards)

<table>
<thead>
<tr>
<th>Household Weighted</th>
<th>Aucun</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4 et plus</th>
<th>NSP</th>
<th>Oui</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kein</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td></td>
<td>4 und mehr</td>
<td>WN</td>
<td>Ja</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>49</td>
<td>27</td>
<td>14</td>
<td>5</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>BE</td>
<td>56</td>
<td>26</td>
<td>10</td>
<td>3</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>BG</td>
<td>73</td>
<td>17</td>
<td>7</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>CZ</td>
<td>46</td>
<td>34</td>
<td>16</td>
<td>2</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>DK</td>
<td>87</td>
<td>11</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>DE</td>
<td>43</td>
<td>30</td>
<td>17</td>
<td>5</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>EE</td>
<td>67</td>
<td>16</td>
<td>5</td>
<td>2</td>
<td>1</td>
<td>7</td>
</tr>
<tr>
<td>IE</td>
<td>35</td>
<td>37</td>
<td>19</td>
<td>6</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>EL</td>
<td>30</td>
<td>31</td>
<td>25</td>
<td>9</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>ES</td>
<td>59</td>
<td>19</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>12</td>
</tr>
<tr>
<td>FR</td>
<td>87</td>
<td>9</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>HR</td>
<td>33</td>
<td>29</td>
<td>20</td>
<td>9</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td>IT</td>
<td>12</td>
<td>28</td>
<td>33</td>
<td>16</td>
<td>10</td>
<td>1</td>
</tr>
<tr>
<td>CY</td>
<td>51</td>
<td>25</td>
<td>14</td>
<td>6</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>LV</td>
<td>43</td>
<td>29</td>
<td>15</td>
<td>6</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>LT</td>
<td>35</td>
<td>32</td>
<td>20</td>
<td>8</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>LU</td>
<td>72</td>
<td>18</td>
<td>4</td>
<td>2</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>HU</td>
<td>38</td>
<td>32</td>
<td>20</td>
<td>5</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>MT</td>
<td>27</td>
<td>39</td>
<td>21</td>
<td>8</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>NL</td>
<td>57</td>
<td>30</td>
<td>9</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>AT</td>
<td>69</td>
<td>22</td>
<td>6</td>
<td>1</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>PL</td>
<td>34</td>
<td>32</td>
<td>21</td>
<td>8</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>PT</td>
<td>20</td>
<td>38</td>
<td>25</td>
<td>11</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>RO</td>
<td>24</td>
<td>34</td>
<td>20</td>
<td>8</td>
<td>3</td>
<td>11</td>
</tr>
<tr>
<td>SI</td>
<td>65</td>
<td>24</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>SK</td>
<td>44</td>
<td>31</td>
<td>17</td>
<td>5</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>FI</td>
<td>83</td>
<td>13</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>SE</td>
<td>64</td>
<td>28</td>
<td>7</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>UK</td>
<td>53</td>
<td>29</td>
<td>13</td>
<td>3</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>
Q81.3 And thinking about all household members, including yourself, please indicate for each of the following how many of them are available in your household.

Mobile phone subscription giving access to Internet e.g. for playing or downloading audio\ video content or sending and receiving e-mails

**SPECIAL EUROBAROMETER 414**

**“E-Communications and Telecom Single Market Household Survey”**

<table>
<thead>
<tr>
<th>Pondéré Ménage</th>
<th>Aucun</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4 et plus</th>
<th>NSP</th>
<th>Oui</th>
</tr>
</thead>
<tbody>
<tr>
<td>Household Weighted</td>
<td>Kein</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4 und mehr</td>
<td>WN</td>
<td>Ja</td>
</tr>
<tr>
<td>EU 28</td>
<td>45</td>
<td>29</td>
<td>17</td>
<td>4</td>
<td>2</td>
<td>3</td>
<td>52</td>
</tr>
<tr>
<td>BE</td>
<td>48</td>
<td>29</td>
<td>13</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>50</td>
</tr>
<tr>
<td>BG</td>
<td>75</td>
<td>13</td>
<td>9</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>24</td>
</tr>
<tr>
<td>CZ</td>
<td>60</td>
<td>22</td>
<td>13</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>39</td>
</tr>
<tr>
<td>DK</td>
<td>24</td>
<td>41</td>
<td>24</td>
<td>7</td>
<td>4</td>
<td>0</td>
<td>75</td>
</tr>
<tr>
<td>DE</td>
<td>45</td>
<td>25</td>
<td>18</td>
<td>6</td>
<td>4</td>
<td>2</td>
<td>53</td>
</tr>
<tr>
<td>EE</td>
<td>43</td>
<td>26</td>
<td>16</td>
<td>6</td>
<td>3</td>
<td>6</td>
<td>51</td>
</tr>
<tr>
<td>IE</td>
<td>38</td>
<td>30</td>
<td>21</td>
<td>6</td>
<td>4</td>
<td>1</td>
<td>61</td>
</tr>
<tr>
<td>EL</td>
<td>69</td>
<td>22</td>
<td>6</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>29</td>
</tr>
<tr>
<td>ES</td>
<td>26</td>
<td>31</td>
<td>25</td>
<td>6</td>
<td>3</td>
<td>8</td>
<td>65</td>
</tr>
<tr>
<td>FR</td>
<td>40</td>
<td>35</td>
<td>17</td>
<td>4</td>
<td>2</td>
<td>1</td>
<td>59</td>
</tr>
<tr>
<td>HR</td>
<td>33</td>
<td>21</td>
<td>25</td>
<td>9</td>
<td>7</td>
<td>4</td>
<td>63</td>
</tr>
<tr>
<td>IT</td>
<td>51</td>
<td>24</td>
<td>15</td>
<td>4</td>
<td>3</td>
<td>3</td>
<td>46</td>
</tr>
<tr>
<td>CY</td>
<td>55</td>
<td>23</td>
<td>12</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>44</td>
</tr>
<tr>
<td>LV</td>
<td>42</td>
<td>24</td>
<td>18</td>
<td>6</td>
<td>5</td>
<td>5</td>
<td>53</td>
</tr>
<tr>
<td>LT</td>
<td>55</td>
<td>21</td>
<td>15</td>
<td>5</td>
<td>3</td>
<td>2</td>
<td>43</td>
</tr>
<tr>
<td>LU</td>
<td>28</td>
<td>43</td>
<td>18</td>
<td>5</td>
<td>3</td>
<td>2</td>
<td>70</td>
</tr>
<tr>
<td>HU</td>
<td>68</td>
<td>21</td>
<td>8</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>32</td>
</tr>
<tr>
<td>MT</td>
<td>53</td>
<td>22</td>
<td>15</td>
<td>4</td>
<td>3</td>
<td>3</td>
<td>44</td>
</tr>
<tr>
<td>NL</td>
<td>32</td>
<td>33</td>
<td>23</td>
<td>6</td>
<td>3</td>
<td>2</td>
<td>66</td>
</tr>
<tr>
<td>AT</td>
<td>39</td>
<td>25</td>
<td>24</td>
<td>7</td>
<td>4</td>
<td>1</td>
<td>60</td>
</tr>
<tr>
<td>PL</td>
<td>60</td>
<td>21</td>
<td>11</td>
<td>3</td>
<td>1</td>
<td>4</td>
<td>36</td>
</tr>
<tr>
<td>PT</td>
<td>72</td>
<td>15</td>
<td>6</td>
<td>1</td>
<td>0</td>
<td>5</td>
<td>23</td>
</tr>
<tr>
<td>RO</td>
<td>39</td>
<td>21</td>
<td>9</td>
<td>2</td>
<td>1</td>
<td>29</td>
<td>32</td>
</tr>
<tr>
<td>SI</td>
<td>36</td>
<td>28</td>
<td>21</td>
<td>6</td>
<td>3</td>
<td>6</td>
<td>61</td>
</tr>
<tr>
<td>SK</td>
<td>58</td>
<td>21</td>
<td>14</td>
<td>2</td>
<td>3</td>
<td>2</td>
<td>40</td>
</tr>
<tr>
<td>FI</td>
<td>42</td>
<td>25</td>
<td>21</td>
<td>6</td>
<td>6</td>
<td>0</td>
<td>58</td>
</tr>
<tr>
<td>SE</td>
<td>21</td>
<td>35</td>
<td>27</td>
<td>10</td>
<td>6</td>
<td>2</td>
<td>78</td>
</tr>
<tr>
<td>UK</td>
<td>28</td>
<td>29</td>
<td>27</td>
<td>9</td>
<td>7</td>
<td>1</td>
<td>71</td>
</tr>
</tbody>
</table>
### Q81R - Téléphonie mobile

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

<table>
<thead>
<tr>
<th>%</th>
<th>Households with mobile phone access only on a pre-paid arrangement</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>44 6 31 -2 17 -1 8 -3 1,9 1,9</td>
</tr>
<tr>
<td>BE</td>
<td>53 11 17 -5 25 0 5 -6 2,2 2,1</td>
</tr>
<tr>
<td>BG</td>
<td>62 5 13 2 14 -2 11 -5 2,1 1,9</td>
</tr>
<tr>
<td>CZ</td>
<td>44 9 28 -6 26 -1 2 -2 2,1 2,1</td>
</tr>
<tr>
<td>DK</td>
<td>83 3 6 -3 6 -2 5 2 1,6 1,6</td>
</tr>
<tr>
<td>DE</td>
<td>35 1 29 -3 27 4 9 -2 2,1 2,0</td>
</tr>
<tr>
<td>EE</td>
<td>70 12 11 -3 15 -5 4 -4 2,1 2,1</td>
</tr>
<tr>
<td>IE</td>
<td>28 9 41 -15 24 6 7 0 1,8 1,8</td>
</tr>
<tr>
<td>EL</td>
<td>25 7 45 2 25 -3 5 -6 2,1 2,1</td>
</tr>
<tr>
<td>ES</td>
<td>64 14 13 -4 15 -4 8 -6 1,8 1,8</td>
</tr>
<tr>
<td>FR</td>
<td>81 14 5 -6 7 -4 7 -4 1,8 1,6</td>
</tr>
<tr>
<td>HR</td>
<td>28 20 27 -10 23 8 9 -3 1,9 1,8</td>
</tr>
<tr>
<td>IT</td>
<td>6 1 75 0 12 0 7 -1 2,2 2,5</td>
</tr>
<tr>
<td>CY</td>
<td>47 7 11 -10 37 0 5 3 2,5 2,5</td>
</tr>
<tr>
<td>LV</td>
<td>44 13 23 -10 31 -1 2 -2 2,5 2,3</td>
</tr>
<tr>
<td>LT</td>
<td>31 5 28 0 36 -2 5 -3 2,3 2,4</td>
</tr>
<tr>
<td>LU</td>
<td>72 10 5 -3 19 -4 4 -3 1,9 2,0</td>
</tr>
<tr>
<td>HU</td>
<td>32 6 38 4 22 -4 8 -6 2,0 2,1</td>
</tr>
<tr>
<td>MT</td>
<td>18 5 50 -10 23 8 9 -3 1,9 1,8</td>
</tr>
<tr>
<td>NL</td>
<td>54 5 19 0 23 -4 4 -1 2,0 2,0</td>
</tr>
<tr>
<td>AT</td>
<td>64 5 10 3 21 -2 5 -6 2,0 2,0</td>
</tr>
<tr>
<td>PL</td>
<td>25 -2 41 8 25 -2 9 -4 2,0 2,0</td>
</tr>
<tr>
<td>PT</td>
<td>7 4 74 -6 5 -1 14 3 1,6 2,1</td>
</tr>
<tr>
<td>RO</td>
<td>22 -4 42 8 23 1 13 -5 1,8 1,7</td>
</tr>
<tr>
<td>SI</td>
<td>62 10 10 -4 24 -5 4 -1 2,3 2,3</td>
</tr>
<tr>
<td>SK</td>
<td>36 -1 23 6 32 -2 9 -3 2,3 2,4</td>
</tr>
<tr>
<td>FI</td>
<td>82 1 6 1 10 0 2 -2 2,0 2,1</td>
</tr>
<tr>
<td>SE</td>
<td>61 10 13 -6 23 -2 3 -2 2,0 2,0</td>
</tr>
<tr>
<td>UK</td>
<td>48 13 25 -6 21 -4 6 -3 2,1 2,0</td>
</tr>
</tbody>
</table>
## SPECIAL EUROBAROMETER 414

### “E-Communications and Telecom Single Market Household Survey”

QB1R2 - Téléphonie mobile
QB1R2 - Mobile telephony
QB1R2 - Mobilfunk
SI TELEPHONE MOBILE UNIQUEMENT
IF ONLY MOBILE PHONE
WENN NUR MOBILTELEFON

<table>
<thead>
<tr>
<th>Pondéré Ménage</th>
<th>Ménages ayant accès à la téléphonie mobile seulement via un contrat</th>
<th>Ménages ayant accès à la téléphonie mobile seulement via carte prépayée</th>
<th>Ménages ayant accès à la téléphonie mobile via contrat et via carte prépayée</th>
<th>Moyenne de téléphone mobile par ménage</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Haushalte, die nur Handys mit Vertrag besitzen</td>
<td>Haushalte, die nur Handys mit Pre-Paid-Karte besitzen</td>
<td>Haushalte, die nur Handys mit Vertrag und Pre-Paid-Karte besitzen</td>
<td>Average number of mobile phones per household</td>
</tr>
<tr>
<td></td>
<td>%</td>
<td>EB 81.1 Diff. EB 76.4</td>
<td>EB 81.1 Diff. EB 76.4</td>
<td>EB 81.1 Diff. EB 76.4</td>
</tr>
<tr>
<td>EU 28</td>
<td>40</td>
<td>43</td>
<td>17</td>
<td>2,0</td>
</tr>
<tr>
<td>BE</td>
<td>55</td>
<td>20</td>
<td>26</td>
<td>2,2</td>
</tr>
<tr>
<td>BG</td>
<td>65</td>
<td>18</td>
<td>17</td>
<td>2,3</td>
</tr>
<tr>
<td>CZ</td>
<td>45</td>
<td>29</td>
<td>26</td>
<td>2,2</td>
</tr>
<tr>
<td>DK</td>
<td>88</td>
<td>6</td>
<td>6</td>
<td>1,6</td>
</tr>
<tr>
<td>DE</td>
<td>39</td>
<td>41</td>
<td>20</td>
<td>1,8</td>
</tr>
<tr>
<td>EE</td>
<td>71</td>
<td>13</td>
<td>16</td>
<td>2,2</td>
</tr>
<tr>
<td>IE</td>
<td>28</td>
<td>51</td>
<td>21</td>
<td>1,9</td>
</tr>
<tr>
<td>EL</td>
<td>17</td>
<td>62</td>
<td>21</td>
<td>2,1</td>
</tr>
<tr>
<td>ES</td>
<td>64</td>
<td>21</td>
<td>15</td>
<td>1,7</td>
</tr>
<tr>
<td>FR</td>
<td>82</td>
<td>11</td>
<td>7</td>
<td>1,6</td>
</tr>
<tr>
<td>HR</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IT</td>
<td>7</td>
<td>83</td>
<td>10</td>
<td>2,2</td>
</tr>
<tr>
<td>CY</td>
<td>38</td>
<td>22</td>
<td>40</td>
<td>2,5</td>
</tr>
<tr>
<td>LV</td>
<td>42</td>
<td>25</td>
<td>33</td>
<td>2,6</td>
</tr>
<tr>
<td>LT</td>
<td>31</td>
<td>34</td>
<td>35</td>
<td>2,4</td>
</tr>
<tr>
<td>LU</td>
<td>70</td>
<td>12</td>
<td>18</td>
<td>1,7</td>
</tr>
<tr>
<td>HU</td>
<td>33</td>
<td>48</td>
<td>19</td>
<td>2,1</td>
</tr>
<tr>
<td>MT</td>
<td>5</td>
<td>83</td>
<td>12</td>
<td>1,5</td>
</tr>
<tr>
<td>NL</td>
<td>79</td>
<td>11</td>
<td>10</td>
<td>1,7</td>
</tr>
<tr>
<td>AT</td>
<td>74</td>
<td>7</td>
<td>19</td>
<td>2,1</td>
</tr>
<tr>
<td>PL</td>
<td>25</td>
<td>50</td>
<td>25</td>
<td>2,2</td>
</tr>
<tr>
<td>PT</td>
<td>7</td>
<td>90</td>
<td>3</td>
<td>1,6</td>
</tr>
<tr>
<td>RO</td>
<td>17</td>
<td>58</td>
<td>25</td>
<td>2,0</td>
</tr>
<tr>
<td>SI</td>
<td>64</td>
<td>12</td>
<td>24</td>
<td>2,0</td>
</tr>
<tr>
<td>SK</td>
<td>38</td>
<td>26</td>
<td>36</td>
<td>2,5</td>
</tr>
<tr>
<td>FI</td>
<td>82</td>
<td>7</td>
<td>11</td>
<td>2,1</td>
</tr>
<tr>
<td>SE</td>
<td>73</td>
<td>10</td>
<td>17</td>
<td>1,6</td>
</tr>
<tr>
<td>UK</td>
<td>54</td>
<td>29</td>
<td>17</td>
<td>1,8</td>
</tr>
</tbody>
</table>

## Fußnoten

1. T13
<table>
<thead>
<tr>
<th>Household Weighted</th>
<th>Weighted</th>
<th>%</th>
<th>Weighted</th>
<th>%</th>
<th>Weighted</th>
<th>%</th>
<th>Weighted</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pondéré Ménage</td>
<td>Ménages ayant une connexion Internet à la maison et accès à l’Internet mobile (Haushalte mit Internet-Anschluss zu Hause und mobilen Internetzugang)</td>
<td>%</td>
<td>EB 81.1</td>
<td>Diff.</td>
<td>EB 76.4</td>
<td>%</td>
<td>EB 81.1</td>
<td>Diff.</td>
</tr>
<tr>
<td>EU 28</td>
<td>EU 28</td>
<td>41</td>
<td>12</td>
<td>24</td>
<td>-11</td>
<td>7</td>
<td>3</td>
<td>28</td>
</tr>
<tr>
<td>BE</td>
<td>BE</td>
<td>43</td>
<td>22</td>
<td>33</td>
<td>-14</td>
<td>5</td>
<td>2</td>
<td>19</td>
</tr>
<tr>
<td>BG</td>
<td>BG</td>
<td>20</td>
<td>11</td>
<td>33</td>
<td>-2</td>
<td>1</td>
<td>-1</td>
<td>46</td>
</tr>
<tr>
<td>CZ</td>
<td>CZ</td>
<td>32</td>
<td>11</td>
<td>33</td>
<td>-4</td>
<td>6</td>
<td>3</td>
<td>29</td>
</tr>
<tr>
<td>DK</td>
<td>DK</td>
<td>69</td>
<td>14</td>
<td>19</td>
<td>-13</td>
<td>3</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>DE</td>
<td>DE</td>
<td>46</td>
<td>14</td>
<td>30</td>
<td>-12</td>
<td>3</td>
<td>1</td>
<td>21</td>
</tr>
<tr>
<td>IE</td>
<td>IE</td>
<td>44</td>
<td>6</td>
<td>26</td>
<td>-6</td>
<td>5</td>
<td>1</td>
<td>25</td>
</tr>
<tr>
<td>EL</td>
<td>EL</td>
<td>48</td>
<td>11</td>
<td>19</td>
<td>-11</td>
<td>9</td>
<td>8</td>
<td>24</td>
</tr>
<tr>
<td>ES</td>
<td>ES</td>
<td>47</td>
<td>24</td>
<td>8</td>
<td>-21</td>
<td>13</td>
<td>10</td>
<td>32</td>
</tr>
<tr>
<td>FR</td>
<td>FR</td>
<td>51</td>
<td>17</td>
<td>26</td>
<td>-12</td>
<td>3</td>
<td>0</td>
<td>20</td>
</tr>
<tr>
<td>HR</td>
<td>HR</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>IT</td>
<td>IT</td>
<td>26</td>
<td>10</td>
<td>18</td>
<td>-19</td>
<td>17</td>
<td>12</td>
<td>39</td>
</tr>
<tr>
<td>CY</td>
<td>CY</td>
<td>39</td>
<td>18</td>
<td>24</td>
<td>-10</td>
<td>3</td>
<td>0</td>
<td>34</td>
</tr>
<tr>
<td>LV</td>
<td>LV</td>
<td>45</td>
<td>6</td>
<td>25</td>
<td>1</td>
<td>7</td>
<td>-1</td>
<td>23</td>
</tr>
<tr>
<td>LT</td>
<td>LT</td>
<td>35</td>
<td>8</td>
<td>25</td>
<td>-3</td>
<td>6</td>
<td>0</td>
<td>34</td>
</tr>
<tr>
<td>LU</td>
<td>LU</td>
<td>58</td>
<td>12</td>
<td>20</td>
<td>-12</td>
<td>9</td>
<td>7</td>
<td>13</td>
</tr>
<tr>
<td>HU</td>
<td>HU</td>
<td>23</td>
<td>4</td>
<td>32</td>
<td>0</td>
<td>6</td>
<td>2</td>
<td>39</td>
</tr>
<tr>
<td>MT</td>
<td>MT</td>
<td>37</td>
<td>16</td>
<td>32</td>
<td>-8</td>
<td>3</td>
<td>3</td>
<td>28</td>
</tr>
<tr>
<td>NL</td>
<td>NL</td>
<td>62</td>
<td>17</td>
<td>31</td>
<td>-16</td>
<td>1</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>AT</td>
<td>AT</td>
<td>50</td>
<td>17</td>
<td>15</td>
<td>-13</td>
<td>6</td>
<td>0</td>
<td>29</td>
</tr>
<tr>
<td>PL</td>
<td>PL</td>
<td>27</td>
<td>6</td>
<td>30</td>
<td>-7</td>
<td>6</td>
<td>2</td>
<td>37</td>
</tr>
<tr>
<td>PT</td>
<td>PT</td>
<td>17</td>
<td>6</td>
<td>30</td>
<td>-7</td>
<td>3</td>
<td>1</td>
<td>50</td>
</tr>
<tr>
<td>RO</td>
<td>RO</td>
<td>23</td>
<td>12</td>
<td>31</td>
<td>-3</td>
<td>5</td>
<td>3</td>
<td>41</td>
</tr>
<tr>
<td>SI</td>
<td>SI</td>
<td>52</td>
<td>0</td>
<td>21</td>
<td>3</td>
<td>7</td>
<td>0</td>
<td>20</td>
</tr>
<tr>
<td>SK</td>
<td>SK</td>
<td>33</td>
<td>7</td>
<td>26</td>
<td>-2</td>
<td>3</td>
<td>-2</td>
<td>38</td>
</tr>
<tr>
<td>FI</td>
<td>FI</td>
<td>55</td>
<td>3</td>
<td>23</td>
<td>-1</td>
<td>2</td>
<td>-1</td>
<td>20</td>
</tr>
<tr>
<td>SE</td>
<td>SE</td>
<td>74</td>
<td>13</td>
<td>18</td>
<td>-11</td>
<td>1</td>
<td>1</td>
<td>7</td>
</tr>
<tr>
<td>UK</td>
<td>UK</td>
<td>57</td>
<td>5</td>
<td>18</td>
<td>-8</td>
<td>10</td>
<td>5</td>
<td>15</td>
</tr>
</tbody>
</table>
QB2: Does your mobile phone subscription or pre-paid arrangement allow you to access the Internet for playing or downloading audio/video content, sending and receiving e-mails?

<table>
<thead>
<tr>
<th>Country</th>
<th>Oui</th>
<th>Non</th>
<th>NSP</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>52</td>
<td>46</td>
<td>2</td>
</tr>
<tr>
<td>BE</td>
<td>46</td>
<td>53</td>
<td>1</td>
</tr>
<tr>
<td>BG</td>
<td>23</td>
<td>76</td>
<td>1</td>
</tr>
<tr>
<td>CZ</td>
<td>41</td>
<td>56</td>
<td>3</td>
</tr>
<tr>
<td>DK</td>
<td>72</td>
<td>27</td>
<td>0</td>
</tr>
<tr>
<td>DE</td>
<td>51</td>
<td>47</td>
<td>2</td>
</tr>
<tr>
<td>EE</td>
<td>50</td>
<td>48</td>
<td>2</td>
</tr>
<tr>
<td>IE</td>
<td>60</td>
<td>37</td>
<td>3</td>
</tr>
<tr>
<td>EL</td>
<td>37</td>
<td>59</td>
<td>4</td>
</tr>
<tr>
<td>ES</td>
<td>63</td>
<td>36</td>
<td>1</td>
</tr>
<tr>
<td>FR</td>
<td>56</td>
<td>43</td>
<td>1</td>
</tr>
<tr>
<td>HR</td>
<td>58</td>
<td>37</td>
<td>5</td>
</tr>
<tr>
<td>IT</td>
<td>46</td>
<td>52</td>
<td>2</td>
</tr>
<tr>
<td>CY</td>
<td>36</td>
<td>64</td>
<td>0</td>
</tr>
<tr>
<td>LV</td>
<td>53</td>
<td>45</td>
<td>2</td>
</tr>
<tr>
<td>LT</td>
<td>52</td>
<td>43</td>
<td>1</td>
</tr>
<tr>
<td>LU</td>
<td>61</td>
<td>38</td>
<td>1</td>
</tr>
<tr>
<td>HU</td>
<td>23</td>
<td>77</td>
<td>0</td>
</tr>
<tr>
<td>MT</td>
<td>42</td>
<td>56</td>
<td>2</td>
</tr>
<tr>
<td>NL</td>
<td>66</td>
<td>33</td>
<td>1</td>
</tr>
<tr>
<td>AT</td>
<td>60</td>
<td>38</td>
<td>2</td>
</tr>
<tr>
<td>PL</td>
<td>38</td>
<td>57</td>
<td>5</td>
</tr>
<tr>
<td>PT</td>
<td>26</td>
<td>72</td>
<td>2</td>
</tr>
<tr>
<td>RO</td>
<td>35</td>
<td>59</td>
<td>6</td>
</tr>
<tr>
<td>SI</td>
<td>52</td>
<td>44</td>
<td>4</td>
</tr>
<tr>
<td>SK</td>
<td>41</td>
<td>56</td>
<td>3</td>
</tr>
<tr>
<td>FI</td>
<td>60</td>
<td>38</td>
<td>2</td>
</tr>
<tr>
<td>SE</td>
<td>77</td>
<td>20</td>
<td>3</td>
</tr>
<tr>
<td>UK</td>
<td>69</td>
<td>29</td>
<td>2</td>
</tr>
</tbody>
</table>

SI TELEPHONE MOBILE PERSONNEL CODE 1 EN D43b
IF PERSONAL MOBILE PHONE IN D43b
NUR WENN PERSÖNLICHE MOBILTELEFON BEI D43b
Q83 Utilisez-vous un abonnement de téléphonie mobile pour passer des appels téléphoniques moins chers sur un smartphone, une tablette ou un autre appareil portable via Internet ? (ROTATION – PLUSIEURS REPONSES POSSIBLES)
Q83 Do you use a mobile phone subscription to make cheaper phone calls over the Internet via a smartphone, a tablet or another handheld device? (READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)
Q83 Nutzen Sie einen Mobiltelefonanschluss, um mit einem Smartphone, einem Tablet-PC oder einem anderen mobilen Kleingerät über das Internet billiger zu telefonieren? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

**SI TELEPHONE MOBILE PERSONNEL CODE 1 EN D43b**

**IF PERSONAL MOBILE PHONE IN D43b**

**NUR WENN PERSÖNLICHE MOBILTELEFON BEI D43b**

<table>
<thead>
<tr>
<th>Pondéré Pop 15+</th>
<th>Oui</th>
<th>Non, vous n'en avez pas besoin</th>
<th>Non, vous ne savez pas c'est possible</th>
<th>Nein, Sie usssten nicht, dass dies möglich ist</th>
<th>Non, vous ne pouvez pas utiliser ce type d'appli. sur votre smartphone/ tablette/ appareil portable en raison des limitations imposées par votre opérateur de réseau mobile, no, you cannot run this type of appl. on your smartphone/ tablet/ handheld device due to restrictions imposed by your mobile network</th>
<th>Nein, Sie wissen nicht, wie das geht</th>
<th>Nein, Sie, Sie wissen nicht, wie das geht</th>
<th>Non, vous ne savez pas comment faire</th>
<th>Non, vous ne savez pas comment faire</th>
<th>Non, pour d'autres raisons (SP.)</th>
<th>NSP</th>
<th>Total 'Non'</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pop 15+ Weighted</td>
<td>Yes</td>
<td>No, you do not need it</td>
<td>No, you did not know it was possible</td>
<td>Nein, Sie wissen nicht, dass dies möglich ist</td>
<td>Nein, Sie wissen nicht, wie das geht</td>
<td>Nein, Sie wissen nicht, wie das geht</td>
<td>Nein, Sie wissen nicht, wie das geht</td>
<td>Nein, vous ne savez pas comment faire</td>
<td>Nein, vous ne savez pas comment faire</td>
<td>Nein, pour d'autres raisons (SP.)</td>
<td>NSP</td>
<td>Total 'No'</td>
</tr>
<tr>
<td>Bevölkerung 15 + gewichteter</td>
<td>Ja</td>
<td>Nein, dafür haben Sie keinen Bedarf</td>
<td>Nein, Sie wissen nicht, dass dies möglich ist</td>
<td>Nein, Sie wissen nicht, wie das geht</td>
<td>Nein, Sie wissen nicht, wie das geht</td>
<td>Nein, Sie wissen nicht, wie das geht</td>
<td>Nein, Sie wissen nicht, wie das geht</td>
<td>Nein, Sie wissen nicht, wie das geht</td>
<td>Nein, Sie wissen nicht, wie das geht</td>
<td>Nein, für andere Gründe (SP.)</td>
<td>NSP</td>
<td>Gesamt ‘Nein’</td>
</tr>
</tbody>
</table>

| % | Diff. EB 79.1 | Diff. EB 79.1 | Diff. EB 79.1 | Diff. EB 79.1 | Diff. EB 79.1 | Diff. EB 79.1 | Diff. EB 79.1 | Diff. EB 79.1 | Diff. EB 79.1 | Diff. EB 79.1 | Diff. EB 79.1 | Diff. EB 79.1 | Diff. EB 79.1 | Diff. EB 79.1 | Diff. EB 79.1 | Diff. EB 79.1 | Diff. EB 79.1 | Diff. EB 79.1 | Diff. EB 79.1 | Diff. EB 79.1 | Diff. EB 79.1 | Diff. EB 79.1 | Diff. EB 79.1 |
|---|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| EU 28 | 21 | -1 | 59 | -2 | 4 | -1 | 3 | 0 | 8 | 0 | 6 | 1 | 2 | 1 | 77 | -2 |
| BE | 20 | 3 | 62 | -6 | 5 | -2 | 3 | 1 | 8 | 1 | 7 | 4 | 0 | 0 | 80 | -2 |
| BG | 13 | 0 | 70 | 2 | 2 | -1 | 3 | 1 | 5 | 1 | 8 | 2 | -2 | 0 | 86 | 1 |
| CZ | 14 | 6 | 63 | -1 | 4 | -5 | 3 | 0 | 17 | -3 | 1 | 0 | 1 | 1 | 86 | -5 |
| DK | 29 | 7 | 52 | -7 | 3 | -3 | 2 | 0 | 7 | -2 | 12 | 3 | 1 | 0 | 70 | -7 |
| DE | 18 | 0 | 70 | -2 | 3 | -1 | 1 | -1 | 4 | -2 | 6 | 1 | 2 | 2 | 81 | -1 |
| EE | 21 | 3 | 65 | -5 | 2 | 0 | 2 | -1 | 7 | 0 | 3 | 1 | 2 | 1 | 77 | -4 |
| IE | 34 | 5 | 45 | -6 | 4 | 0 | 3 | 0 | 8 | -1 | 7 | 2 | 0 | 2 | 65 | -5 |
| EL | 13 | 5 | 71 | -5 | 4 | -1 | 2 | -4 | 7 | 0 | 5 | 4 | 1 | 1 | 86 | -6 |
| ES | 31 | 2 | 55 | 0 | 7 | 0 | 1 | -2 | 5 | -1 | 5 | 2 | 0 | 2 | 68 | -1 |
| FR | 24 | 3 | 55 | 1 | 5 | 0 | 4 | 0 | 7 | 0 | 7 | 2 | 1 | 1 | 75 | 3 |
| HR | 30 | 0 | 44 | -21 | 4 | -4 | 2 | 1 | 5 | 0 | 7 | 1 | 2 | 0 | 59 | -22 |
| IT | 20 | -4 | 63 | 2 | 3 | 0 | 2 | 0 | 5 | 0 | 6 | 1 | 1 | 1 | 79 | 3 |
| CY | 26 | 9 | 62 | -7 | 5 | -2 | 0 | -1 | 6 | -2 | 6 | 2 | 0 | 2 | 72 | -9 |
| LV | 17 | 3 | 75 | 0 | 2 | -1 | 1 | 0 | 4 | -3 | 1 | 0 | 1 | 0 | 82 | -3 |
| LT | 14 | 3 | 73 | -8 | 2 | 0 | 0 | -1 | 8 | 3 | 1 | 0 | 3 | 2 | 83 | -5 |
| LU | 36 | 1 | 49 | -4 | 1 | -2 | 3 | 2 | 4 | -1 | 8 | 3 | 1 | 0 | 63 | -1 |
| HU | 11 | -1 | 72 | -3 | 4 | -1 | 2 | -1 | 8 | 1 | 5 | 2 | 0 | 0 | 89 | 1 |
| MT | 27 | 6 | 56 | -2 | 2 | -1 | 1 | 0 | 6 | 0 | 9 | -3 | 2 | 1 | 71 | -7 |
| NL | 24 | -1 | 53 | -3 | 3 | 0 | 3 | -1 | 6 | -1 | 11 | 5 | 1 | 1 | 75 | 1 |
| AT | 20 | -2 | 67 | 4 | 6 | 0 | 2 | 0 | 6 | -1 | 4 | -2 | 1 | 1 | 79 | 2 |
| PL | 12 | 1 | 63 | 1 | 5 | -2 | 2 | -3 | 13 | -2 | 5 | 2 | 2 | 1 | 86 | -2 |
| PT | 9 | 3 | 76 | -6 | 3 | 0 | 1 | -1 | 6 | -4 | 6 | 5 | 1 | 1 | 90 | -4 |
| RO | 12 | -1 | 57 | 0 | 5 | -2 | 2 | 0 | 9 | -3 | 11 | 0 | 7 | 4 | 80 | -3 |
| SI | 19 | -9 | 54 | -3 | 6 | 1 | 1 | 0 | 12 | 3 | 13 | 7 | 2 | 0 | 79 | 8 |
| SK | 18 | 6 | 59 | -5 | 6 | -3 | 3 | 0 | 12 | 0 | 2 | 0 | 1 | 1 | 82 | -6 |
| FI | 17 | 6 | 65 | -7 | 4 | -2 | 3 | 0 | 8 | 2 | 10 | 3 | 1 | 0 | 83 | -5 |
| SE | 29 | 8 | 43 | -10 | 3 | 1 | 2 | -2 | 11 | 3 | 13 | -1 | 2 | 0 | 69 | -8 |
| UK | 30 | 7 | 41 | -10 | 4 | -4 | 6 | 0 | 14 | 3 | 6 | 1 | 1 | 1 | 68 | -9 |
Vous limitez les appels nationaux depuis votre téléphone mobile parce que vous vous souciez des coûts de communication.

**Q84.1** Pouvez-vous me dire si vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes.

Vous limitez les appels nationaux depuis votre téléphone mobile parce que vous vous souciez des coûts de communication.

**Q84.1** Please tell me whether you agree or disagree with each of the following.

You limit your national calls with your mobile phone because you are concerned about communication charges.

**Q84.1** Sagen Sie mir bitte für jede der folgenden Aussagen, inwieweit Sie dieser zustimmen oder nicht zustimmen.

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

<table>
<thead>
<tr>
<th>Pondere Pop 15+</th>
<th>Tout à fait d'accord</th>
<th>Plutôt d'accord</th>
<th>Pas du tout d'accord</th>
<th>Pas applicable (SP.)</th>
<th>Total 'D'accord'</th>
<th>Total 'Pas d'accord'</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>27 -1</td>
<td>25 -2</td>
<td>17 -1</td>
<td>26 2</td>
<td>52 -3</td>
<td>43 1</td>
</tr>
<tr>
<td>BE</td>
<td>34 3</td>
<td>27 -1</td>
<td>18 0</td>
<td>19 -2</td>
<td>61 2</td>
<td>37 -2</td>
</tr>
<tr>
<td>BG</td>
<td>46 7</td>
<td>30 -8</td>
<td>13 -1</td>
<td>9 1</td>
<td>76 -1</td>
<td>22 0</td>
</tr>
<tr>
<td>CZ</td>
<td>25 -10</td>
<td>37 0</td>
<td>22 2</td>
<td>14 7</td>
<td>62 -10</td>
<td>36 9</td>
</tr>
<tr>
<td>DK</td>
<td>15 0</td>
<td>10 -1</td>
<td>8 -6</td>
<td>65 8</td>
<td>25 -1</td>
<td>73 2</td>
</tr>
<tr>
<td>DE</td>
<td>22 -8</td>
<td>22 6</td>
<td>20 2</td>
<td>33 -1</td>
<td>44 -2</td>
<td>53 1</td>
</tr>
<tr>
<td>EE</td>
<td>18 1</td>
<td>19 1</td>
<td>19 0</td>
<td>43 -3</td>
<td>37 2</td>
<td>62 -3</td>
</tr>
<tr>
<td>IE</td>
<td>49 11</td>
<td>22 -12</td>
<td>13 -2</td>
<td>13 3</td>
<td>71 -1</td>
<td>26 1</td>
</tr>
<tr>
<td>EL</td>
<td>53 8</td>
<td>27 -9</td>
<td>11 -1</td>
<td>6 2</td>
<td>80 -1</td>
<td>17 1</td>
</tr>
<tr>
<td>ES</td>
<td>38 4</td>
<td>19 -7</td>
<td>13 -1</td>
<td>29 4</td>
<td>57 -3</td>
<td>42 3</td>
</tr>
<tr>
<td>FR</td>
<td>28 -1</td>
<td>17 -1</td>
<td>11 -3</td>
<td>39 1</td>
<td>45 -2</td>
<td>50 -2</td>
</tr>
<tr>
<td>HR</td>
<td>41 -6</td>
<td>26 -1</td>
<td>13 -1</td>
<td>16 5</td>
<td>67 -7</td>
<td>29 4</td>
</tr>
<tr>
<td>IT</td>
<td>17 -6</td>
<td>39 -1</td>
<td>26 5</td>
<td>15 2</td>
<td>56 -7</td>
<td>41 7</td>
</tr>
<tr>
<td>CY</td>
<td>49 6</td>
<td>21 -2</td>
<td>11 -3</td>
<td>16 -1</td>
<td>70 4</td>
<td>27 -4</td>
</tr>
<tr>
<td>LV</td>
<td>16 -3</td>
<td>16 -4</td>
<td>19 -2</td>
<td>46 7</td>
<td>32 -7</td>
<td>65 5</td>
</tr>
<tr>
<td>LT</td>
<td>16 -1</td>
<td>20 -7</td>
<td>22 2</td>
<td>40 5</td>
<td>36 -8</td>
<td>62 7</td>
</tr>
<tr>
<td>LU</td>
<td>22 7</td>
<td>13 1</td>
<td>24 5</td>
<td>36 -16</td>
<td>35 8</td>
<td>60 -11</td>
</tr>
<tr>
<td>HU</td>
<td>25 -3</td>
<td>31 -1</td>
<td>16 -2</td>
<td>18 2</td>
<td>56 -4</td>
<td>34 0</td>
</tr>
<tr>
<td>MT</td>
<td>40 5</td>
<td>21 -8</td>
<td>19 2</td>
<td>18 2</td>
<td>61 -3</td>
<td>37 4</td>
</tr>
<tr>
<td>NL</td>
<td>24 -4</td>
<td>15 -4</td>
<td>14 -2</td>
<td>43 10</td>
<td>39 -8</td>
<td>57 8</td>
</tr>
<tr>
<td>AT</td>
<td>13 -1</td>
<td>25 2</td>
<td>29 1</td>
<td>25 -3</td>
<td>38 1</td>
<td>54 -2</td>
</tr>
<tr>
<td>PL</td>
<td>21 -1</td>
<td>39 -1</td>
<td>23 0</td>
<td>13 -1</td>
<td>60 -2</td>
<td>36 -1</td>
</tr>
<tr>
<td>PT</td>
<td>45 8</td>
<td>38 -4</td>
<td>10 -2</td>
<td>6 -1</td>
<td>83 4</td>
<td>16 -3</td>
</tr>
<tr>
<td>RO</td>
<td>42 4</td>
<td>25 -8</td>
<td>14 0</td>
<td>13 2</td>
<td>67 -4</td>
<td>27 2</td>
</tr>
<tr>
<td>SI</td>
<td>38 2</td>
<td>26 2</td>
<td>15 -2</td>
<td>19 -4</td>
<td>64 4</td>
<td>34 -6</td>
</tr>
<tr>
<td>SK</td>
<td>21 -4</td>
<td>34 -6</td>
<td>27 3</td>
<td>15 6</td>
<td>55 -10</td>
<td>42 9</td>
</tr>
<tr>
<td>FI</td>
<td>7 0</td>
<td>15 -1</td>
<td>20 -2</td>
<td>57 3</td>
<td>22 -1</td>
<td>77 1</td>
</tr>
<tr>
<td>SE</td>
<td>14 -4</td>
<td>13 -4</td>
<td>10 0</td>
<td>60 7</td>
<td>27 -8</td>
<td>70 7</td>
</tr>
<tr>
<td>UK</td>
<td>34 6</td>
<td>19 -3</td>
<td>12 -9</td>
<td>23 -1</td>
<td>53 3</td>
<td>35 -10</td>
</tr>
</tbody>
</table>
Q84R.1 Please tell me whether you agree or disagree with each of the following.

You limit your national calls with your mobile phone because you are concerned about communication charges.

Q84R.1 Sagen Sie mir bitte für jede der folgenden Aussagen, inwieweit Sie dieser zustimmen oder nicht zustimmen.

SI TELEPHONE MOBILE PERSONNEL CODE 1 EN D43b
IF PERSONAL MOBILE PHONE IN D43b
NUR WENN PERSÖNLICHE MOBILELEFON BEI D43b

<table>
<thead>
<tr>
<th>Pondére Pop 15+</th>
<th>Bevölkerung 15+ gewichteter</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>EB 81.1</td>
</tr>
<tr>
<td>EU 28</td>
<td>28</td>
</tr>
<tr>
<td>BE</td>
<td>35</td>
</tr>
<tr>
<td>BG</td>
<td>47</td>
</tr>
<tr>
<td>CZ</td>
<td>26</td>
</tr>
<tr>
<td>DK</td>
<td>16</td>
</tr>
<tr>
<td>DE</td>
<td>23</td>
</tr>
<tr>
<td>EE</td>
<td>19</td>
</tr>
<tr>
<td>IE</td>
<td>50</td>
</tr>
<tr>
<td>EL</td>
<td>55</td>
</tr>
<tr>
<td>ES</td>
<td>38</td>
</tr>
<tr>
<td>FR</td>
<td>29</td>
</tr>
<tr>
<td>HR</td>
<td>42</td>
</tr>
<tr>
<td>IT</td>
<td>17</td>
</tr>
<tr>
<td>CY</td>
<td>51</td>
</tr>
<tr>
<td>LV</td>
<td>17</td>
</tr>
<tr>
<td>LT</td>
<td>17</td>
</tr>
<tr>
<td>LU</td>
<td>23</td>
</tr>
<tr>
<td>HU</td>
<td>27</td>
</tr>
<tr>
<td>MT</td>
<td>40</td>
</tr>
<tr>
<td>NL</td>
<td>25</td>
</tr>
<tr>
<td>AT</td>
<td>14</td>
</tr>
<tr>
<td>PL</td>
<td>21</td>
</tr>
<tr>
<td>PT</td>
<td>45</td>
</tr>
<tr>
<td>RO</td>
<td>44</td>
</tr>
<tr>
<td>SI</td>
<td>38</td>
</tr>
<tr>
<td>SK</td>
<td>22</td>
</tr>
<tr>
<td>FI</td>
<td>7</td>
</tr>
<tr>
<td>SE</td>
<td>14</td>
</tr>
<tr>
<td>UK</td>
<td>38</td>
</tr>
</tbody>
</table>
QB4.2 Please tell me whether you agree or disagree with each of the following.
You limit your calls to other EU countries from your mobile phone because you are concerned about communication charges

<table>
<thead>
<tr>
<th>Country</th>
<th>Tend to agree</th>
<th>Tend to disagree</th>
<th>Strongly agree</th>
<th>Strongly disagree</th>
<th>NSP</th>
<th>DK</th>
<th>WN</th>
<th>Total Agree</th>
<th>Total Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>31</td>
<td>19</td>
<td>8</td>
<td>12</td>
<td>29</td>
<td>1</td>
<td></td>
<td>50</td>
<td>20</td>
</tr>
<tr>
<td>BE</td>
<td>48</td>
<td>21</td>
<td>8</td>
<td>9</td>
<td>14</td>
<td>0</td>
<td></td>
<td>69</td>
<td>17</td>
</tr>
<tr>
<td>BG</td>
<td>47</td>
<td>20</td>
<td>5</td>
<td>5</td>
<td>21</td>
<td>2</td>
<td></td>
<td>67</td>
<td>10</td>
</tr>
<tr>
<td>C2</td>
<td>40</td>
<td>25</td>
<td>10</td>
<td>6</td>
<td>18</td>
<td>1</td>
<td></td>
<td>65</td>
<td>16</td>
</tr>
<tr>
<td>DK</td>
<td>36</td>
<td>19</td>
<td>9</td>
<td>27</td>
<td>16</td>
<td>0</td>
<td></td>
<td>52</td>
<td>32</td>
</tr>
<tr>
<td>DE</td>
<td>34</td>
<td>19</td>
<td>9</td>
<td>21</td>
<td>20</td>
<td>1</td>
<td></td>
<td>53</td>
<td>26</td>
</tr>
<tr>
<td>EE</td>
<td>24</td>
<td>21</td>
<td>12</td>
<td>20</td>
<td>22</td>
<td>1</td>
<td></td>
<td>45</td>
<td>32</td>
</tr>
<tr>
<td>IE</td>
<td>56</td>
<td>17</td>
<td>7</td>
<td>13</td>
<td>7</td>
<td>0</td>
<td></td>
<td>73</td>
<td>14</td>
</tr>
<tr>
<td>EL</td>
<td>40</td>
<td>16</td>
<td>4</td>
<td>2</td>
<td>37</td>
<td>1</td>
<td></td>
<td>56</td>
<td>6</td>
</tr>
<tr>
<td>ES</td>
<td>31</td>
<td>10</td>
<td>5</td>
<td>13</td>
<td>40</td>
<td>1</td>
<td></td>
<td>41</td>
<td>18</td>
</tr>
<tr>
<td>FR</td>
<td>35</td>
<td>13</td>
<td>5</td>
<td>17</td>
<td>29</td>
<td>1</td>
<td></td>
<td>48</td>
<td>22</td>
</tr>
<tr>
<td>HR</td>
<td>47</td>
<td>23</td>
<td>7</td>
<td>7</td>
<td>13</td>
<td>3</td>
<td></td>
<td>70</td>
<td>14</td>
</tr>
<tr>
<td>IT</td>
<td>19</td>
<td>28</td>
<td>13</td>
<td>11</td>
<td>28</td>
<td>1</td>
<td></td>
<td>47</td>
<td>24</td>
</tr>
<tr>
<td>CY</td>
<td>51</td>
<td>15</td>
<td>8</td>
<td>11</td>
<td>15</td>
<td>0</td>
<td></td>
<td>66</td>
<td>19</td>
</tr>
<tr>
<td>LV</td>
<td>31</td>
<td>18</td>
<td>13</td>
<td>17</td>
<td>19</td>
<td>2</td>
<td></td>
<td>49</td>
<td>30</td>
</tr>
<tr>
<td>LT</td>
<td>27</td>
<td>17</td>
<td>10</td>
<td>13</td>
<td>31</td>
<td>2</td>
<td></td>
<td>44</td>
<td>23</td>
</tr>
<tr>
<td>LU</td>
<td>36</td>
<td>26</td>
<td>14</td>
<td>17</td>
<td>7</td>
<td>0</td>
<td></td>
<td>62</td>
<td>31</td>
</tr>
<tr>
<td>HU</td>
<td>23</td>
<td>15</td>
<td>9</td>
<td>16</td>
<td>33</td>
<td>4</td>
<td></td>
<td>38</td>
<td>25</td>
</tr>
<tr>
<td>MT</td>
<td>35</td>
<td>18</td>
<td>11</td>
<td>6</td>
<td>29</td>
<td>1</td>
<td></td>
<td>53</td>
<td>17</td>
</tr>
<tr>
<td>NL</td>
<td>43</td>
<td>15</td>
<td>5</td>
<td>15</td>
<td>22</td>
<td>0</td>
<td></td>
<td>58</td>
<td>20</td>
</tr>
<tr>
<td>AT</td>
<td>30</td>
<td>27</td>
<td>17</td>
<td>13</td>
<td>13</td>
<td>0</td>
<td></td>
<td>57</td>
<td>30</td>
</tr>
<tr>
<td>PL</td>
<td>17</td>
<td>28</td>
<td>12</td>
<td>7</td>
<td>33</td>
<td>3</td>
<td></td>
<td>45</td>
<td>19</td>
</tr>
<tr>
<td>PT</td>
<td>29</td>
<td>22</td>
<td>8</td>
<td>4</td>
<td>37</td>
<td>0</td>
<td></td>
<td>51</td>
<td>12</td>
</tr>
<tr>
<td>RO</td>
<td>35</td>
<td>19</td>
<td>9</td>
<td>9</td>
<td>25</td>
<td>3</td>
<td></td>
<td>54</td>
<td>18</td>
</tr>
<tr>
<td>SI</td>
<td>44</td>
<td>25</td>
<td>9</td>
<td>13</td>
<td>8</td>
<td>1</td>
<td></td>
<td>69</td>
<td>22</td>
</tr>
<tr>
<td>SK</td>
<td>35</td>
<td>29</td>
<td>15</td>
<td>7</td>
<td>14</td>
<td>0</td>
<td></td>
<td>64</td>
<td>22</td>
</tr>
<tr>
<td>FI</td>
<td>20</td>
<td>18</td>
<td>15</td>
<td>26</td>
<td>20</td>
<td>1</td>
<td></td>
<td>38</td>
<td>41</td>
</tr>
<tr>
<td>SE</td>
<td>36</td>
<td>16</td>
<td>7</td>
<td>24</td>
<td>17</td>
<td>0</td>
<td></td>
<td>52</td>
<td>31</td>
</tr>
<tr>
<td>UK</td>
<td>33</td>
<td>11</td>
<td>5</td>
<td>8</td>
<td>42</td>
<td>1</td>
<td></td>
<td>44</td>
<td>13</td>
</tr>
</tbody>
</table>
**SPECIAL EUROBAROMETER 414**

**"E-Communications and Telecom Single Market**

**Household Survey**

QB4R.2 Pourevez-vous me dire si vous êtes d’accord ou pas d’accord avec chacune des affirmations suivantes.
Vous limites les appels vers d’autres pays de l’UE depuis votre téléphone mobile parce que vous vous souciez des coûts de communication

QB4R.2 Please tell me whether you agree or disagree with each of the following.
You limit your calls to other EU countries from your mobile phone because you are concerned about communication charges

QB4R.2 Sagen Sie mir bitte für jede der folgenden Aussagen, inwieweit Sie dieser zustimmen oder nicht zustimmen.
Sie begrenzen die Zahl Ihrer Anrufe von Ihrem Mobiltelefon in andere EU-Länder, weil Sie sich Sorgen wegen der Telefonkosten machen

**SI TELEPHONE MOBILE PERSONNEL CODE 1 EN D43b**

**IF PERSONAL MOBILE PHONE IN D43b**

**NUR WENN PERSÖNLICHES MOBILTELEFON BEI D43b**

<table>
<thead>
<tr>
<th>Bevölkerung 15+ gewichteter</th>
<th>Tot à fait d’accord</th>
<th>Plutôt d’accord</th>
<th>Plutôt pas d’accord</th>
<th>Pas du tout d’accord</th>
<th>NSP</th>
<th>Total 'D'accord'</th>
<th>Total 'Agree'</th>
<th>Total 'Pas d'accord'</th>
<th>Total 'Disagree'</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td></td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
</tr>
<tr>
<td>EU 28</td>
<td>44</td>
<td>26</td>
<td>12</td>
<td>17</td>
<td>1</td>
<td>70</td>
<td>29</td>
<td>81.1</td>
<td></td>
</tr>
<tr>
<td>BE</td>
<td>56</td>
<td>24</td>
<td>10</td>
<td>10</td>
<td>0</td>
<td>80</td>
<td>20</td>
<td>81.1</td>
<td></td>
</tr>
<tr>
<td>BG</td>
<td>60</td>
<td>25</td>
<td>6</td>
<td>6</td>
<td>3</td>
<td>85</td>
<td>12</td>
<td>81.1</td>
<td></td>
</tr>
<tr>
<td>CZ</td>
<td>49</td>
<td>31</td>
<td>12</td>
<td>7</td>
<td>1</td>
<td>80</td>
<td>19</td>
<td>81.1</td>
<td></td>
</tr>
<tr>
<td>DK</td>
<td>42</td>
<td>19</td>
<td>6</td>
<td>33</td>
<td>0</td>
<td>61</td>
<td>39</td>
<td>81.1</td>
<td></td>
</tr>
<tr>
<td>DE</td>
<td>43</td>
<td>24</td>
<td>12</td>
<td>21</td>
<td>0</td>
<td>67</td>
<td>33</td>
<td>81.1</td>
<td></td>
</tr>
<tr>
<td>EE</td>
<td>31</td>
<td>27</td>
<td>15</td>
<td>26</td>
<td>1</td>
<td>58</td>
<td>41</td>
<td>81.1</td>
<td></td>
</tr>
<tr>
<td>IE</td>
<td>64</td>
<td>20</td>
<td>8</td>
<td>8</td>
<td>0</td>
<td>84</td>
<td>16</td>
<td>81.1</td>
<td></td>
</tr>
<tr>
<td>EL</td>
<td>64</td>
<td>25</td>
<td>6</td>
<td>4</td>
<td>1</td>
<td>89</td>
<td>10</td>
<td>81.1</td>
<td></td>
</tr>
<tr>
<td>ES</td>
<td>52</td>
<td>17</td>
<td>9</td>
<td>21</td>
<td>1</td>
<td>69</td>
<td>30</td>
<td>81.1</td>
<td></td>
</tr>
<tr>
<td>FR</td>
<td>49</td>
<td>18</td>
<td>7</td>
<td>25</td>
<td>1</td>
<td>67</td>
<td>32</td>
<td>81.1</td>
<td></td>
</tr>
<tr>
<td>HR</td>
<td>54</td>
<td>26</td>
<td>8</td>
<td>9</td>
<td>3</td>
<td>80</td>
<td>17</td>
<td>81.1</td>
<td></td>
</tr>
<tr>
<td>IT</td>
<td>26</td>
<td>40</td>
<td>18</td>
<td>15</td>
<td>1</td>
<td>66</td>
<td>33</td>
<td>81.1</td>
<td></td>
</tr>
<tr>
<td>CY</td>
<td>59</td>
<td>18</td>
<td>10</td>
<td>13</td>
<td>0</td>
<td>77</td>
<td>23</td>
<td>81.1</td>
<td></td>
</tr>
<tr>
<td>LV</td>
<td>38</td>
<td>23</td>
<td>16</td>
<td>21</td>
<td>2</td>
<td>61</td>
<td>37</td>
<td>81.1</td>
<td></td>
</tr>
<tr>
<td>LT</td>
<td>39</td>
<td>24</td>
<td>15</td>
<td>19</td>
<td>3</td>
<td>63</td>
<td>34</td>
<td>81.1</td>
<td></td>
</tr>
<tr>
<td>LU</td>
<td>39</td>
<td>28</td>
<td>15</td>
<td>18</td>
<td>0</td>
<td>67</td>
<td>33</td>
<td>81.1</td>
<td></td>
</tr>
<tr>
<td>HU</td>
<td>35</td>
<td>23</td>
<td>13</td>
<td>24</td>
<td>5</td>
<td>58</td>
<td>37</td>
<td>81.1</td>
<td></td>
</tr>
<tr>
<td>MT</td>
<td>49</td>
<td>26</td>
<td>15</td>
<td>9</td>
<td>1</td>
<td>75</td>
<td>24</td>
<td>81.1</td>
<td></td>
</tr>
<tr>
<td>NL</td>
<td>55</td>
<td>19</td>
<td>7</td>
<td>19</td>
<td>0</td>
<td>74</td>
<td>26</td>
<td>81.1</td>
<td></td>
</tr>
<tr>
<td>AT</td>
<td>34</td>
<td>31</td>
<td>20</td>
<td>15</td>
<td>0</td>
<td>65</td>
<td>35</td>
<td>81.1</td>
<td></td>
</tr>
<tr>
<td>PL</td>
<td>26</td>
<td>42</td>
<td>18</td>
<td>10</td>
<td>4</td>
<td>68</td>
<td>28</td>
<td>81.1</td>
<td></td>
</tr>
<tr>
<td>PT</td>
<td>45</td>
<td>36</td>
<td>12</td>
<td>6</td>
<td>1</td>
<td>81</td>
<td>18</td>
<td>81.1</td>
<td></td>
</tr>
<tr>
<td>RO</td>
<td>47</td>
<td>26</td>
<td>11</td>
<td>12</td>
<td>4</td>
<td>73</td>
<td>23</td>
<td>81.1</td>
<td></td>
</tr>
<tr>
<td>SI</td>
<td>48</td>
<td>27</td>
<td>10</td>
<td>14</td>
<td>1</td>
<td>75</td>
<td>24</td>
<td>81.1</td>
<td></td>
</tr>
<tr>
<td>SK</td>
<td>40</td>
<td>34</td>
<td>17</td>
<td>8</td>
<td>1</td>
<td>74</td>
<td>25</td>
<td>81.1</td>
<td></td>
</tr>
<tr>
<td>FI</td>
<td>25</td>
<td>22</td>
<td>19</td>
<td>33</td>
<td>1</td>
<td>47</td>
<td>52</td>
<td>81.1</td>
<td></td>
</tr>
<tr>
<td>SE</td>
<td>43</td>
<td>20</td>
<td>8</td>
<td>29</td>
<td>0</td>
<td>63</td>
<td>37</td>
<td>81.1</td>
<td></td>
</tr>
<tr>
<td>UK</td>
<td>57</td>
<td>19</td>
<td>9</td>
<td>14</td>
<td>1</td>
<td>76</td>
<td>23</td>
<td>81.1</td>
<td></td>
</tr>
</tbody>
</table>
QB4.3 Please tell me whether you agree or disagree with each of the following. You limit your calls to other EU countries from your fixed phone because you are concerned about communication charges.

<table>
<thead>
<tr>
<th>Country</th>
<th>Totally agree</th>
<th>Tend to agree</th>
<th>Tend to disagree</th>
<th>Totally disagree</th>
<th>Not applicable</th>
<th>NSP</th>
<th>DK</th>
<th>WN</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>26</td>
<td>17</td>
<td>10</td>
<td>16</td>
<td>30</td>
<td>1</td>
<td>43</td>
<td>26</td>
</tr>
<tr>
<td>BE</td>
<td>39</td>
<td>21</td>
<td>13</td>
<td>15</td>
<td>12</td>
<td>0</td>
<td>60</td>
<td>28</td>
</tr>
<tr>
<td>BG</td>
<td>47</td>
<td>19</td>
<td>5</td>
<td>5</td>
<td>17</td>
<td>7</td>
<td>66</td>
<td>10</td>
</tr>
<tr>
<td>CZ</td>
<td>38</td>
<td>24</td>
<td>5</td>
<td>9</td>
<td>23</td>
<td>1</td>
<td>62</td>
<td>14</td>
</tr>
<tr>
<td>DK</td>
<td>27</td>
<td>10</td>
<td>7</td>
<td>32</td>
<td>23</td>
<td>1</td>
<td>37</td>
<td>39</td>
</tr>
<tr>
<td>DE</td>
<td>23</td>
<td>17</td>
<td>15</td>
<td>23</td>
<td>21</td>
<td>1</td>
<td>40</td>
<td>38</td>
</tr>
<tr>
<td>EE</td>
<td>20</td>
<td>17</td>
<td>11</td>
<td>19</td>
<td>30</td>
<td>3</td>
<td>37</td>
<td>30</td>
</tr>
<tr>
<td>IE</td>
<td>53</td>
<td>17</td>
<td>9</td>
<td>7</td>
<td>14</td>
<td>0</td>
<td>70</td>
<td>16</td>
</tr>
<tr>
<td>EL</td>
<td>37</td>
<td>15</td>
<td>5</td>
<td>6</td>
<td>36</td>
<td>1</td>
<td>52</td>
<td>11</td>
</tr>
<tr>
<td>ES</td>
<td>26</td>
<td>12</td>
<td>5</td>
<td>13</td>
<td>43</td>
<td>1</td>
<td>38</td>
<td>18</td>
</tr>
<tr>
<td>FR</td>
<td>24</td>
<td>13</td>
<td>7</td>
<td>24</td>
<td>31</td>
<td>1</td>
<td>37</td>
<td>31</td>
</tr>
<tr>
<td>HR</td>
<td>45</td>
<td>24</td>
<td>7</td>
<td>7</td>
<td>13</td>
<td>4</td>
<td>69</td>
<td>14</td>
</tr>
<tr>
<td>IT</td>
<td>24</td>
<td>24</td>
<td>13</td>
<td>8</td>
<td>30</td>
<td>1</td>
<td>48</td>
<td>21</td>
</tr>
<tr>
<td>CY</td>
<td>41</td>
<td>20</td>
<td>10</td>
<td>14</td>
<td>14</td>
<td>1</td>
<td>61</td>
<td>24</td>
</tr>
<tr>
<td>LV</td>
<td>26</td>
<td>20</td>
<td>9</td>
<td>15</td>
<td>29</td>
<td>1</td>
<td>46</td>
<td>24</td>
</tr>
<tr>
<td>LT</td>
<td>22</td>
<td>13</td>
<td>6</td>
<td>14</td>
<td>41</td>
<td>4</td>
<td>35</td>
<td>20</td>
</tr>
<tr>
<td>LU</td>
<td>23</td>
<td>21</td>
<td>19</td>
<td>25</td>
<td>12</td>
<td>0</td>
<td>44</td>
<td>44</td>
</tr>
<tr>
<td>HU</td>
<td>26</td>
<td>16</td>
<td>6</td>
<td>12</td>
<td>37</td>
<td>3</td>
<td>42</td>
<td>18</td>
</tr>
<tr>
<td>MT</td>
<td>27</td>
<td>17</td>
<td>14</td>
<td>13</td>
<td>27</td>
<td>2</td>
<td>44</td>
<td>27</td>
</tr>
<tr>
<td>NL</td>
<td>25</td>
<td>13</td>
<td>11</td>
<td>24</td>
<td>27</td>
<td>0</td>
<td>38</td>
<td>35</td>
</tr>
<tr>
<td>AT</td>
<td>32</td>
<td>25</td>
<td>16</td>
<td>13</td>
<td>13</td>
<td>1</td>
<td>57</td>
<td>29</td>
</tr>
<tr>
<td>PL</td>
<td>18</td>
<td>26</td>
<td>14</td>
<td>9</td>
<td>31</td>
<td>2</td>
<td>44</td>
<td>23</td>
</tr>
<tr>
<td>PT</td>
<td>26</td>
<td>25</td>
<td>10</td>
<td>3</td>
<td>36</td>
<td>0</td>
<td>51</td>
<td>13</td>
</tr>
<tr>
<td>RO</td>
<td>32</td>
<td>21</td>
<td>8</td>
<td>7</td>
<td>24</td>
<td>8</td>
<td>53</td>
<td>15</td>
</tr>
<tr>
<td>SI</td>
<td>38</td>
<td>25</td>
<td>11</td>
<td>15</td>
<td>10</td>
<td>1</td>
<td>63</td>
<td>26</td>
</tr>
<tr>
<td>SK</td>
<td>31</td>
<td>26</td>
<td>18</td>
<td>4</td>
<td>20</td>
<td>1</td>
<td>57</td>
<td>22</td>
</tr>
<tr>
<td>FI</td>
<td>8</td>
<td>13</td>
<td>20</td>
<td>31</td>
<td>27</td>
<td>1</td>
<td>21</td>
<td>51</td>
</tr>
<tr>
<td>SE</td>
<td>23</td>
<td>15</td>
<td>9</td>
<td>34</td>
<td>18</td>
<td>1</td>
<td>38</td>
<td>43</td>
</tr>
<tr>
<td>UK</td>
<td>27</td>
<td>13</td>
<td>6</td>
<td>9</td>
<td>44</td>
<td>1</td>
<td>40</td>
<td>15</td>
</tr>
</tbody>
</table>
**SPECIAL EUROBAROMETER 414**

**“E-Communications and Telecom Single Market Household Survey”**

QB4R.3 Pouvez-vous me dire si vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes.

Vous limitez les appels vers d'autres pays de l'UE depuis votre téléphone fixe parce que vous vous souciez des coûts de communication.

QB4R.3 Please tell me whether you agree or disagree with each of the following.

You limit your calls to other EU countries from your fixed phone because you are concerned about communication charges.

QB4R.3 Sagen Sie mir bitte für jede der folgenden Aussagen, inwieweit Sie dieser zustimmen oder nicht zustimmen.

Sie begrenzen die Zahl Ihrer Anrufe von Ihrem Festnetz-Telefonanschluss in andere EU-Länder, weil Sie sich Sorgen wegen der Telefonkosten machen.

**SI TELEPHONE MOBILE PERSONNEL CODE 1 EN D43b**

**IF PERSONAL MOBILE PHONE IN D43b**

**NUR WENN PERSÖNLICHE MOBILTELEFON BEI D43b**

<table>
<thead>
<tr>
<th>Pop 15+</th>
<th>Tout à fait d’accord</th>
<th>Plutôt d’accord</th>
<th>Plutôt pas d’accord</th>
<th>Pas du tout d’accord</th>
<th>NSP</th>
<th>Total ‘D’accord’</th>
<th>Total ‘Pas d’accord’</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SI</strong></td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
</tr>
<tr>
<td><strong>EU 28</strong></td>
<td>38 23</td>
<td>14 23</td>
<td>2 2</td>
<td>61 37</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>BE</strong></td>
<td>44 24</td>
<td>15 17</td>
<td>0 68</td>
<td>32</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>BG</strong></td>
<td>57 32</td>
<td>6 11</td>
<td>1 82</td>
<td>17</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>CZ</strong></td>
<td>50 32</td>
<td>6 11</td>
<td>1 82</td>
<td>17</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>DK</strong></td>
<td>35 14</td>
<td>9 41</td>
<td>1 49</td>
<td>50</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>DE</strong></td>
<td>30 21</td>
<td>19 29</td>
<td>1 51</td>
<td>48</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>EE</strong></td>
<td>29 24</td>
<td>15 28</td>
<td>4 53</td>
<td>43</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>IE</strong></td>
<td>62 20</td>
<td>10 8</td>
<td>0 82</td>
<td>18</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>EL</strong></td>
<td>59 23</td>
<td>8 9</td>
<td>1 82</td>
<td>17</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>ES</strong></td>
<td>45 21</td>
<td>8 23</td>
<td>3 66</td>
<td>31</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>FR</strong></td>
<td>35 18</td>
<td>10 35</td>
<td>2 53</td>
<td>45</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>HR</strong></td>
<td>52 28</td>
<td>8 8</td>
<td>4 80</td>
<td>16</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>IT</strong></td>
<td>34 34</td>
<td>18 12</td>
<td>2 68</td>
<td>30</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>CY</strong></td>
<td>48 23</td>
<td>12 16</td>
<td>1 71</td>
<td>28</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>LV</strong></td>
<td>36 29</td>
<td>12 21</td>
<td>2 65</td>
<td>33</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>LT</strong></td>
<td>38 22</td>
<td>10 24</td>
<td>6 60</td>
<td>34</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>LU</strong></td>
<td>27 24</td>
<td>21 28</td>
<td>0 51</td>
<td>49</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>HU</strong></td>
<td>42 26</td>
<td>9 18</td>
<td>5 68</td>
<td>27</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>MT</strong></td>
<td>37 23</td>
<td>19 18</td>
<td>3 60</td>
<td>37</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>NL</strong></td>
<td>34 18</td>
<td>15 33</td>
<td>0 52</td>
<td>48</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>AT</strong></td>
<td>37 29</td>
<td>18 15</td>
<td>1 66</td>
<td>33</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>PL</strong></td>
<td>26 38</td>
<td>20 13</td>
<td>3 64</td>
<td>33</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>PT</strong></td>
<td>40 40</td>
<td>15 4</td>
<td>1 80</td>
<td>19</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>RO</strong></td>
<td>42 27</td>
<td>10 10</td>
<td>11 69</td>
<td>20</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>SI</strong></td>
<td>42 28</td>
<td>12 16</td>
<td>2 70</td>
<td>28</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>SK</strong></td>
<td>39 32</td>
<td>23 5</td>
<td>1 71</td>
<td>28</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>FI</strong></td>
<td>12 17</td>
<td>27 42</td>
<td>2 29</td>
<td>69</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>SE</strong></td>
<td>28 18</td>
<td>11 42</td>
<td>1 46</td>
<td>53</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>UK</strong></td>
<td>49 22</td>
<td>11 16</td>
<td>2 71</td>
<td>27</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### QB4.4 Pensez-vous que la limitation des appels vers les téléphones mobiles ou fixes d’un autre opérateur parce que vous vous souciez des coûts de communication plus élevés que pour des appels vers des téléphones du même opérateur.

#### Vous limitez vos appels à des numéros de personnes de votre propre opérateur ou à des numéros de personnes de votre propre réseau parce que vous vous souciez des coûts de communication plus élevés que pour des appels vers des numéros de personnes du même opérateur.

<table>
<thead>
<tr>
<th>Pays</th>
<th>Pourcentage (%)</th>
<th>Différence</th>
<th>Total 'D'accord'</th>
<th>Total 'Pas d'accord'</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BE</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BG</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CZ</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DK</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DE</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EE</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EL</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ES</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FR</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HR</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IT</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CY</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LV</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LT</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LU</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HU</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MT</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NL</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AT</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PL</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PT</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RO</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SI</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SK</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FI</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SE</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UK</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Vous regardez avec préoccupation les appels que vous recevez vers des numéros de personnes de votre propre opérateur ou à des numéros de personnes de votre propre réseau parce que vous vous souciez des coûts de communication plus élevés que pour des appels vers des numéros de personnes du même opérateur.

### QB4.4 Please tell me whether you agree or disagree with each of the following.

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

### QB4.4 Sagen Sie mir bitte für jede der folgenden Aussagen, inwieweit Sie dieser zustimmen oder nicht zustimmen.

Sie begrenzen die Zahl Ihrer Anrufe auf Mobiltelefone oder Festnetzanschlüsse anderer Netzbetreiber, weil Sie sich Sorgen machen, dass die Kosten höher sind, als wenn Sie jemanden in Ihrem eigenen Netz anrufen.
QB4R.4 Pensez-vous que les appels vers les téléphones mobiles ou fixes d’un autre opérateur parce que vous vous souciez des coûts de communication sont plus élevés que pour des appels vers des téléphones du même opérateur.

QB4R.4 Veuillez me dire si vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes. Vous limitez les appels vers les téléphones mobiles ou fixes d’un autre opérateur parce que vous vous souciez des coûts de communication. Vous limitez les appels vers les téléphones mobiles ou fixes d’un autre opérateur parce que vous vous souciez des coûts de communication. Vous limitez les appels vers les téléphones mobiles ou fixes d’un autre opérateur parce que vous vous souciez des coûts de communication.

QB4R.4 Sagen Sie mir bitte für jede der folgenden Aussagen, inwieweit Sie dieser zustimmen oder nicht zustimmen. Sie begrenzen die Zahl Ihrer Anrufe auf Mobiltelefone oder Festnetzanschlüsse anderer Netzbetreiber, weil Sie sich Sorgen machen, dass die Kosten höher sind, als wenn Sie jemanden in Ihrem eigenen Netz anrufen.

<table>
<thead>
<tr>
<th>pondéré pop 15+</th>
<th>Tout à fait d'accord</th>
<th>Plutôt d'accord</th>
<th>Plutôt pas d'accord</th>
<th>Pas du tout d'accord</th>
<th>NSP</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>EB 81.1</td>
<td>Diff. EB 79.1</td>
<td>EB 81.1</td>
<td>Diff. EB 79.1</td>
<td>EB 81.1</td>
</tr>
<tr>
<td>EU 28</td>
<td>23</td>
<td>-3</td>
<td>24</td>
<td>-1</td>
<td>20</td>
</tr>
<tr>
<td>BE</td>
<td>27</td>
<td>4</td>
<td>22</td>
<td>-2</td>
<td>21</td>
</tr>
<tr>
<td>BG</td>
<td>49</td>
<td>1</td>
<td>29</td>
<td>-7</td>
<td>12</td>
</tr>
<tr>
<td>CZ</td>
<td>30</td>
<td>-7</td>
<td>31</td>
<td>-1</td>
<td>23</td>
</tr>
<tr>
<td>DK</td>
<td>8</td>
<td>-2</td>
<td>7</td>
<td>-2</td>
<td>8</td>
</tr>
<tr>
<td>DE</td>
<td>20</td>
<td>-9</td>
<td>24</td>
<td>5</td>
<td>23</td>
</tr>
<tr>
<td>EE</td>
<td>13</td>
<td>1</td>
<td>18</td>
<td>0</td>
<td>19</td>
</tr>
<tr>
<td>IE</td>
<td>50</td>
<td>8</td>
<td>23</td>
<td>-9</td>
<td>13</td>
</tr>
<tr>
<td>EL</td>
<td>51</td>
<td>3</td>
<td>29</td>
<td>-7</td>
<td>15</td>
</tr>
<tr>
<td>ES</td>
<td>29</td>
<td>1</td>
<td>18</td>
<td>-8</td>
<td>16</td>
</tr>
<tr>
<td>FR</td>
<td>15</td>
<td>-2</td>
<td>12</td>
<td>-1</td>
<td>15</td>
</tr>
<tr>
<td>HR</td>
<td>37</td>
<td>-11</td>
<td>28</td>
<td>0</td>
<td>15</td>
</tr>
<tr>
<td>IT</td>
<td>16</td>
<td>-11</td>
<td>34</td>
<td>-4</td>
<td>30</td>
</tr>
<tr>
<td>CY</td>
<td>38</td>
<td>8</td>
<td>16</td>
<td>-8</td>
<td>19</td>
</tr>
<tr>
<td>LV</td>
<td>19</td>
<td>-2</td>
<td>17</td>
<td>-2</td>
<td>19</td>
</tr>
<tr>
<td>LT</td>
<td>19</td>
<td>-3</td>
<td>22</td>
<td>-5</td>
<td>20</td>
</tr>
<tr>
<td>LU</td>
<td>19</td>
<td>6</td>
<td>12</td>
<td>2</td>
<td>27</td>
</tr>
<tr>
<td>HU</td>
<td>28</td>
<td>0</td>
<td>33</td>
<td>0</td>
<td>16</td>
</tr>
<tr>
<td>MT</td>
<td>39</td>
<td>2</td>
<td>20</td>
<td>-8</td>
<td>24</td>
</tr>
<tr>
<td>NL</td>
<td>10</td>
<td>-4</td>
<td>9</td>
<td>-1</td>
<td>14</td>
</tr>
<tr>
<td>AT</td>
<td>18</td>
<td>2</td>
<td>25</td>
<td>-1</td>
<td>30</td>
</tr>
<tr>
<td>PL</td>
<td>18</td>
<td>-3</td>
<td>37</td>
<td>0</td>
<td>26</td>
</tr>
<tr>
<td>PT</td>
<td>49</td>
<td>5</td>
<td>37</td>
<td>-7</td>
<td>8</td>
</tr>
<tr>
<td>RO</td>
<td>43</td>
<td>-1</td>
<td>29</td>
<td>0</td>
<td>14</td>
</tr>
<tr>
<td>SI</td>
<td>32</td>
<td>-3</td>
<td>26</td>
<td>4</td>
<td>17</td>
</tr>
<tr>
<td>SK</td>
<td>28</td>
<td>-4</td>
<td>33</td>
<td>-4</td>
<td>26</td>
</tr>
<tr>
<td>FI</td>
<td>6</td>
<td>1</td>
<td>11</td>
<td>0</td>
<td>17</td>
</tr>
<tr>
<td>SE</td>
<td>5</td>
<td>-3</td>
<td>10</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>UK</td>
<td>27</td>
<td>7</td>
<td>20</td>
<td>1</td>
<td>18</td>
</tr>
</tbody>
</table>
QB4.5 Please tell me whether you agree or disagree with each of the following.

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

<table>
<thead>
<tr>
<th>Bevölkerung 15 + gewichteter</th>
<th>Ponds é. Pop 15+</th>
<th>%</th>
<th>Totally agree</th>
<th>Tend to agree</th>
<th>Tend to disagree</th>
<th>Stimme voll und ganz zu</th>
<th>Stimme eher zu</th>
<th>Stimme eher nicht zu</th>
<th>Stimme überhaupt nicht zu</th>
<th>Pas du tout d'accord</th>
<th>Pas d'accord applicable (SP.)</th>
<th>Not applicable (SP.)</th>
<th>Trifft nicht zu (SP.)</th>
<th>Total 'D'accord'</th>
<th>Total 'Agree'</th>
<th>Total 'Disagree'</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>15</td>
<td>0</td>
<td>19</td>
<td>20</td>
<td>2</td>
<td>38</td>
<td>-2</td>
<td>7</td>
<td>7</td>
<td>1</td>
<td>0</td>
<td>34</td>
<td>0</td>
<td>58</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>BE</td>
<td>26</td>
<td>-1</td>
<td>20</td>
<td>21</td>
<td>2</td>
<td>28</td>
<td>2</td>
<td>5</td>
<td>-3</td>
<td>0</td>
<td>0</td>
<td>46</td>
<td>-1</td>
<td>49</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>BG</td>
<td>19</td>
<td>-4</td>
<td>23</td>
<td>27</td>
<td>2</td>
<td>24</td>
<td>13</td>
<td>2</td>
<td>-3</td>
<td>5</td>
<td>1</td>
<td>42</td>
<td>-13</td>
<td>51</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>CZ</td>
<td>12</td>
<td>-5</td>
<td>26</td>
<td>30</td>
<td>-2</td>
<td>25</td>
<td>7</td>
<td>-3</td>
<td>0</td>
<td>-1</td>
<td>38</td>
<td>5</td>
<td>1</td>
<td>55</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>DK</td>
<td>12</td>
<td>1</td>
<td>12</td>
<td>9</td>
<td>-4</td>
<td>63</td>
<td>9</td>
<td>4</td>
<td>-6</td>
<td>0</td>
<td>0</td>
<td>24</td>
<td>1</td>
<td>72</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>DE</td>
<td>11</td>
<td>-1</td>
<td>15</td>
<td>24</td>
<td>9</td>
<td>42</td>
<td>-15</td>
<td>6</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>26</td>
<td>5</td>
<td>66</td>
<td>-6</td>
<td></td>
</tr>
<tr>
<td>EE</td>
<td>13</td>
<td>4</td>
<td>14</td>
<td>17</td>
<td>3</td>
<td>49</td>
<td>1</td>
<td>7</td>
<td>-5</td>
<td>0</td>
<td>-3</td>
<td>27</td>
<td>4</td>
<td>66</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>IE</td>
<td>42</td>
<td>14</td>
<td>21</td>
<td>13</td>
<td>-2</td>
<td>52</td>
<td>3</td>
<td>6</td>
<td>-4</td>
<td>1</td>
<td>1</td>
<td>29</td>
<td>1</td>
<td>64</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>HR</td>
<td>25</td>
<td>-11</td>
<td>24</td>
<td>20</td>
<td>7</td>
<td>27</td>
<td>7</td>
<td>3</td>
<td>-4</td>
<td>1</td>
<td>-1</td>
<td>49</td>
<td>-9</td>
<td>47</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>IT</td>
<td>8</td>
<td>-4</td>
<td>23</td>
<td>33</td>
<td>7</td>
<td>33</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>31</td>
<td>-10</td>
<td>66</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>CY</td>
<td>32</td>
<td>-3</td>
<td>19</td>
<td>10</td>
<td>-4</td>
<td>30</td>
<td>6</td>
<td>9</td>
<td>1</td>
<td>0</td>
<td>-2</td>
<td>51</td>
<td>-1</td>
<td>40</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>LV</td>
<td>23</td>
<td>3</td>
<td>20</td>
<td>18</td>
<td>4</td>
<td>27</td>
<td>-3</td>
<td>11</td>
<td>-7</td>
<td>1</td>
<td>-2</td>
<td>43</td>
<td>8</td>
<td>45</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>LT</td>
<td>19</td>
<td>-3</td>
<td>21</td>
<td>14</td>
<td>2</td>
<td>26</td>
<td>4</td>
<td>18</td>
<td>-7</td>
<td>2</td>
<td>0</td>
<td>40</td>
<td>1</td>
<td>40</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>LU</td>
<td>19</td>
<td>2</td>
<td>17</td>
<td>19</td>
<td>3</td>
<td>36</td>
<td>-11</td>
<td>8</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>36</td>
<td>5</td>
<td>55</td>
<td>-8</td>
<td></td>
</tr>
<tr>
<td>HU</td>
<td>11</td>
<td>-3</td>
<td>27</td>
<td>19</td>
<td>5</td>
<td>27</td>
<td>2</td>
<td>14</td>
<td>-9</td>
<td>2</td>
<td>-1</td>
<td>38</td>
<td>3</td>
<td>46</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>MT</td>
<td>20</td>
<td>-8</td>
<td>24</td>
<td>28</td>
<td>12</td>
<td>19</td>
<td>-2</td>
<td>7</td>
<td>-3</td>
<td>2</td>
<td>-2</td>
<td>44</td>
<td>-5</td>
<td>47</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>NL</td>
<td>17</td>
<td>3</td>
<td>21</td>
<td>13</td>
<td>-2</td>
<td>45</td>
<td>-1</td>
<td>4</td>
<td>-1</td>
<td>0</td>
<td>0</td>
<td>38</td>
<td>4</td>
<td>58</td>
<td>-3</td>
<td></td>
</tr>
<tr>
<td>AT</td>
<td>6</td>
<td>-3</td>
<td>27</td>
<td>30</td>
<td>-1</td>
<td>26</td>
<td>-5</td>
<td>10</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>33</td>
<td>4</td>
<td>56</td>
<td>-6</td>
<td></td>
</tr>
<tr>
<td>PL</td>
<td>12</td>
<td>1</td>
<td>20</td>
<td>30</td>
<td>3</td>
<td>23</td>
<td>2</td>
<td>13</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>32</td>
<td>7</td>
<td>53</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>PT</td>
<td>30</td>
<td>-1</td>
<td>34</td>
<td>15</td>
<td>-1</td>
<td>13</td>
<td>2</td>
<td>8</td>
<td>-7</td>
<td>0</td>
<td>0</td>
<td>64</td>
<td>6</td>
<td>28</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>RO</td>
<td>25</td>
<td>1</td>
<td>22</td>
<td>18</td>
<td>0</td>
<td>16</td>
<td>-4</td>
<td>12</td>
<td>5</td>
<td>7</td>
<td>-3</td>
<td>47</td>
<td>2</td>
<td>34</td>
<td>-4</td>
<td></td>
</tr>
<tr>
<td>SI</td>
<td>27</td>
<td>0</td>
<td>23</td>
<td>14</td>
<td>-2</td>
<td>27</td>
<td>0</td>
<td>7</td>
<td>-2</td>
<td>2</td>
<td>1</td>
<td>50</td>
<td>3</td>
<td>41</td>
<td>-2</td>
<td></td>
</tr>
<tr>
<td>SK</td>
<td>14</td>
<td>-8</td>
<td>34</td>
<td>29</td>
<td>-1</td>
<td>20</td>
<td>6</td>
<td>3</td>
<td>-9</td>
<td>0</td>
<td>0</td>
<td>48</td>
<td>4</td>
<td>49</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>FI</td>
<td>5</td>
<td>-3</td>
<td>12</td>
<td>16</td>
<td>1</td>
<td>61</td>
<td>4</td>
<td>5</td>
<td>-5</td>
<td>1</td>
<td>1</td>
<td>17</td>
<td>-1</td>
<td>77</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>SE</td>
<td>7</td>
<td>-4</td>
<td>15</td>
<td>11</td>
<td>4</td>
<td>60</td>
<td>-2</td>
<td>7</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>22</td>
<td>-2</td>
<td>71</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>UK</td>
<td>21</td>
<td>4</td>
<td>20</td>
<td>16</td>
<td>-3</td>
<td>32</td>
<td>-4</td>
<td>11</td>
<td>5</td>
<td>0</td>
<td>-1</td>
<td>41</td>
<td>3</td>
<td>48</td>
<td>-7</td>
<td></td>
</tr>
<tr>
<td>Country</td>
<td>(\text{Tout à fait d'accord} )</td>
<td>(\text{Plutôt d'accord} )</td>
<td>(\text{Plutôt pas d'accord} )</td>
<td>(\text{Pas du tout d'accord} )</td>
<td>NSP</td>
<td>Total 'D'accord'</td>
<td>Total 'Pas d'accord'</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------</td>
<td>--------------------------------</td>
<td>----------------</td>
<td>----------------</td>
<td>----------------</td>
<td>-----</td>
<td>----------------</td>
<td>----------------</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BE</td>
<td>27%</td>
<td>33%</td>
<td>32%</td>
<td>32%</td>
<td>-3</td>
<td>52%</td>
<td>3%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BG</td>
<td>19%</td>
<td>28%</td>
<td>23%</td>
<td>13%</td>
<td>-1</td>
<td>63%</td>
<td>3%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CZ</td>
<td>13%</td>
<td>32%</td>
<td>26%</td>
<td>5%</td>
<td>0</td>
<td>74%</td>
<td>2%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DE</td>
<td>12%</td>
<td>25%</td>
<td>45%</td>
<td>2%</td>
<td>0</td>
<td>75%</td>
<td>2%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EE</td>
<td>14%</td>
<td>18%</td>
<td>53%</td>
<td>2%</td>
<td>-3</td>
<td>79%</td>
<td>0%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IE</td>
<td>44%</td>
<td>20%</td>
<td>15%</td>
<td>0%</td>
<td>-1</td>
<td>65%</td>
<td>7%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EL</td>
<td>30%</td>
<td>22%</td>
<td>14%</td>
<td>1%</td>
<td>1</td>
<td>64%</td>
<td>6%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ES</td>
<td>15%</td>
<td>20%</td>
<td>2%</td>
<td>0%</td>
<td>0</td>
<td>30%</td>
<td>4%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FR</td>
<td>17%</td>
<td>13%</td>
<td>55%</td>
<td>1%</td>
<td>0</td>
<td>51%</td>
<td>0%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HR</td>
<td>25%</td>
<td>21%</td>
<td>28%</td>
<td>1%</td>
<td>-1</td>
<td>50%</td>
<td>13%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IT</td>
<td>8%</td>
<td>24%</td>
<td>34%</td>
<td>1%</td>
<td>1</td>
<td>32%</td>
<td>10%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CY</td>
<td>35%</td>
<td>11%</td>
<td>33%</td>
<td>0%</td>
<td>-2</td>
<td>56%</td>
<td>3%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LV</td>
<td>26%</td>
<td>20%</td>
<td>31%</td>
<td>1%</td>
<td>-3</td>
<td>48%</td>
<td>3%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LT</td>
<td>23%</td>
<td>17%</td>
<td>32%</td>
<td>3%</td>
<td>0</td>
<td>48%</td>
<td>4%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LU</td>
<td>20%</td>
<td>21%</td>
<td>39%</td>
<td>1%</td>
<td>1</td>
<td>39%</td>
<td>7%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HU</td>
<td>13%</td>
<td>22%</td>
<td>32%</td>
<td>2%</td>
<td>-2</td>
<td>44%</td>
<td>4%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MT</td>
<td>22%</td>
<td>26%</td>
<td>20%</td>
<td>1%</td>
<td>-2</td>
<td>48%</td>
<td>9%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NL</td>
<td>18%</td>
<td>21%</td>
<td>47%</td>
<td>0%</td>
<td>0</td>
<td>39%</td>
<td>3%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AT</td>
<td>6%</td>
<td>33%</td>
<td>29%</td>
<td>2%</td>
<td>1</td>
<td>36%</td>
<td>6%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PL</td>
<td>14%</td>
<td>34%</td>
<td>27%</td>
<td>2%</td>
<td>0</td>
<td>37%</td>
<td>7%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PT</td>
<td>32%</td>
<td>17%</td>
<td>14%</td>
<td>0%</td>
<td>0</td>
<td>69%</td>
<td>0%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RO</td>
<td>28%</td>
<td>21%</td>
<td>18%</td>
<td>8%</td>
<td>-3</td>
<td>53%</td>
<td>-1%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SI</td>
<td>29%</td>
<td>15%</td>
<td>29%</td>
<td>2%</td>
<td>1</td>
<td>54%</td>
<td>3%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SK</td>
<td>14%</td>
<td>30%</td>
<td>20%</td>
<td>1%</td>
<td>1</td>
<td>49%</td>
<td>0%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FI</td>
<td>5%</td>
<td>3%</td>
<td>65%</td>
<td>1%</td>
<td>1</td>
<td>18%</td>
<td>1%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SE</td>
<td>8%</td>
<td>11%</td>
<td>65%</td>
<td>0%</td>
<td>0</td>
<td>24%</td>
<td>1%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UK</td>
<td>23%</td>
<td>22%</td>
<td>36%</td>
<td>1%</td>
<td>0</td>
<td>45%</td>
<td>4%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Q85 Votre ménage reçoit-il la télévision par ... ? (PLUSIEURS REPONSES POSSIBLES)
Q85 Does your household receive television via...? (MULTIPLE ANSWERS POSSIBLE)
Q85 Empfängt Ihr Haushalt Fernsehsender über...? (MEHRFACHNENNUNGEN MÖGLICH)

SI TELEVISION DANS LE MENAGE CODE 1 EN D46
IF TELEVISION IN THE HOUSEHOLD CODE 1 IN D46
NUR WENN FERNSEHER FALLS CODE 1 IN D46

QB5 Does your household receive television via...? (MULTIPLE ANSWERS POSSIBLE)

|                        | EU 28 | Diff. | BR 81.1 | Diff. | EB 81.1 | Diff. | HU 81.1 | Diff. | RO 81.1 | Diff. | BG 81.1 | Diff. | CZ 81.1 | Diff. | DE 81.1 | Diff. | EE 81.1 | Diff. | IE 81.1 | Diff. | EL 81.1 | Diff. | ES 81.1 | Diff. | FR 81.1 | Diff. | HR 81.1 | Diff. | IT 81.1 | Diff. | CY 81.1 | Diff. | LV 81.1 | Diff. | LT 81.1 | Diff. | LU 81.1 | Diff. | HU 81.1 | Diff. | MT 81.1 | Diff. | NL 81.1 | Diff. | AT 81.1 | Diff. | PL 81.1 | Diff. | PT 81.1 | Diff. | RO 81.1 | Diff. | SI 81.1 | Diff. | SK 81.1 | Diff. | FI 81.1 | Diff. | SE 81.1 | Diff. | UK 81.1 | Diff. |
|------------------------|-------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|
Q85 Votre ménage reçoit-il la télévision par ... ? (PLUSIEURS REPONSES POSSIBLES)
Q85 Does your household receive television via...? (MULTIPLE ANSWERS POSSIBLE)
Q85 Empfängt Ihr Haushalt Fernsehsender über...? (MEHRFACHNENNUNGEN MÖGLICH)
SIE TELEVISION DANS LE MENAGE CODE 1 EN D46
IF TELEVISION IN THE HOUSEHOLD CODE 1 IN D46
NUR WENN FERNSEHER IM HAUSHALT FALLS CODE 1 IN D46

<table>
<thead>
<tr>
<th>Household Weighted</th>
<th>Pondéré Ménage</th>
<th>NSP</th>
<th>DK</th>
<th>WN</th>
<th>Total ’TV par câble’</th>
<th>Total ’Antenne hertzienne ou TNT’</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BE</td>
<td>4</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>30</td>
<td>43</td>
</tr>
<tr>
<td>BG</td>
<td>1</td>
<td>-1</td>
<td>0</td>
<td>0</td>
<td>52</td>
<td>17</td>
</tr>
<tr>
<td>CZ</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>25</td>
<td>52</td>
</tr>
<tr>
<td>DK</td>
<td>7</td>
<td>2</td>
<td>8</td>
<td>3</td>
<td>57</td>
<td>19</td>
</tr>
<tr>
<td>DE</td>
<td>3</td>
<td>-2</td>
<td>1</td>
<td>0</td>
<td>46</td>
<td>3</td>
</tr>
<tr>
<td>EE</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>51</td>
<td>24</td>
</tr>
<tr>
<td>IE</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>28</td>
<td>28</td>
</tr>
<tr>
<td>EL</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>97</td>
</tr>
<tr>
<td>ES</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>12</td>
<td>89</td>
</tr>
<tr>
<td>FR</td>
<td>11</td>
<td>-2</td>
<td>1</td>
<td>0</td>
<td>9</td>
<td>65</td>
</tr>
<tr>
<td>HR</td>
<td>6</td>
<td>-8</td>
<td>1</td>
<td>0</td>
<td>22</td>
<td>58</td>
</tr>
<tr>
<td>IT</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>70</td>
</tr>
<tr>
<td>CY</td>
<td>6</td>
<td>5</td>
<td>1</td>
<td>1</td>
<td>20</td>
<td>81</td>
</tr>
<tr>
<td>LV</td>
<td>4</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>46</td>
<td>39</td>
</tr>
<tr>
<td>LT</td>
<td>5</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>45</td>
<td>45</td>
</tr>
<tr>
<td>LU</td>
<td>4</td>
<td>-1</td>
<td>2</td>
<td>-3</td>
<td>52</td>
<td>23</td>
</tr>
<tr>
<td>HU</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>69</td>
<td>9</td>
</tr>
<tr>
<td>MT</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>44</td>
<td>49</td>
</tr>
<tr>
<td>NL</td>
<td>6</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>70</td>
<td>15</td>
</tr>
<tr>
<td>AT</td>
<td>3</td>
<td>0</td>
<td>1</td>
<td>-1</td>
<td>39</td>
<td>10</td>
</tr>
<tr>
<td>PL</td>
<td>0</td>
<td>-1</td>
<td>1</td>
<td>0</td>
<td>31</td>
<td>37</td>
</tr>
<tr>
<td>PT</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>-1</td>
<td>48</td>
<td>38</td>
</tr>
<tr>
<td>RO</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>71</td>
<td>22</td>
</tr>
<tr>
<td>SI</td>
<td>4</td>
<td>-1</td>
<td>4</td>
<td>3</td>
<td>54</td>
<td>18</td>
</tr>
<tr>
<td>SK</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>34</td>
<td>32</td>
</tr>
<tr>
<td>FI</td>
<td>9</td>
<td>6</td>
<td>1</td>
<td>0</td>
<td>51</td>
<td>47</td>
</tr>
<tr>
<td>SE</td>
<td>18</td>
<td>7</td>
<td>5</td>
<td>2</td>
<td>46</td>
<td>26</td>
</tr>
<tr>
<td>UK</td>
<td>5</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>20</td>
<td>49</td>
</tr>
</tbody>
</table>

The Internet (Wi-Fi connected TV, PC and/or a handheld device)

The Internet (Fernseher, PC und/oder anderes mobiles Kleingerät mit WLAN-Anschluss)

INTERNET (télésvision, ordinateur et/ou appareil portable connecté par Wi-Fi)

Das Internet (Fernseher, PC und/oder anderes mobiles Kleingerät mit WLAN-Anschluss)

Gewichteter Haushalte

Household Weighted

Pondéré Ménage
QB6 De quel type d’accès à Internet votre ménage dispose-t-il à la maison ? (PLUSIEURS REPONSES POSSIBLES)
QB6 How does your household access the Internet at home? (MULTIPLE ANSWERS POSSIBLE)
QB6 Wie wird in Ihrem Haushalt eine Verbindung zum Internet hergestellt? (MEHRFACHNENNUNGEN MÖGLICH)

| SI INTERNET DANS LE MENAGE CODE 8 EN D46 |
| IF THE INTERNET IN THE HOUSEHOLD CODE 8 IN D46 |
| NUR WENN INTERNET IM HAUSHALT FALLS CODE 8 IN D46 |

<table>
<thead>
<tr>
<th>PONDÉRÉ MÉNAGE</th>
<th>HOUSEHOLD WEIGHTED</th>
<th>HAUSHALTS GEWICHTERTE</th>
<th>%</th>
<th>EB 81.1</th>
<th>Diff. EB 79.1</th>
<th>EB 81.1</th>
<th>Diff. EB 79.1</th>
<th>EB 81.1</th>
<th>Diff. EB 79.1</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td></td>
<td></td>
<td>5</td>
<td>-1</td>
<td></td>
<td>59</td>
<td>-1</td>
<td>19</td>
<td>1</td>
</tr>
<tr>
<td>BE</td>
<td></td>
<td></td>
<td>3</td>
<td>-2</td>
<td></td>
<td>41</td>
<td>-1</td>
<td>46</td>
<td>2</td>
</tr>
<tr>
<td>BG</td>
<td></td>
<td></td>
<td>2</td>
<td>1</td>
<td></td>
<td>14</td>
<td>-4</td>
<td>49</td>
<td>6</td>
</tr>
<tr>
<td>CZ</td>
<td></td>
<td></td>
<td>2</td>
<td>0</td>
<td></td>
<td>30</td>
<td>3</td>
<td>25</td>
<td>-3</td>
</tr>
<tr>
<td>DK</td>
<td></td>
<td></td>
<td>4</td>
<td>-1</td>
<td></td>
<td>29</td>
<td>-9</td>
<td>35</td>
<td>4</td>
</tr>
<tr>
<td>DE</td>
<td></td>
<td></td>
<td>9</td>
<td>-5</td>
<td></td>
<td>69</td>
<td>-1</td>
<td>11</td>
<td>3</td>
</tr>
<tr>
<td>EE</td>
<td></td>
<td></td>
<td>6</td>
<td>5</td>
<td></td>
<td>31</td>
<td>-7</td>
<td>38</td>
<td>1</td>
</tr>
<tr>
<td>IE</td>
<td></td>
<td></td>
<td>15</td>
<td>4</td>
<td></td>
<td>21</td>
<td>-6</td>
<td>27</td>
<td>9</td>
</tr>
<tr>
<td>EL</td>
<td></td>
<td></td>
<td>6</td>
<td>2</td>
<td></td>
<td>87</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>ES</td>
<td></td>
<td></td>
<td>3</td>
<td>-1</td>
<td></td>
<td>83</td>
<td>10</td>
<td>7</td>
<td>-1</td>
</tr>
<tr>
<td>FR</td>
<td></td>
<td></td>
<td>3</td>
<td>-1</td>
<td></td>
<td>84</td>
<td>-1</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>HR</td>
<td></td>
<td></td>
<td>5</td>
<td>0</td>
<td></td>
<td>74</td>
<td>9</td>
<td>10</td>
<td>-6</td>
</tr>
<tr>
<td>IT</td>
<td></td>
<td></td>
<td>3</td>
<td>1</td>
<td></td>
<td>79</td>
<td>-2</td>
<td>0</td>
<td>-1</td>
</tr>
<tr>
<td>CY</td>
<td></td>
<td></td>
<td>7</td>
<td>-3</td>
<td></td>
<td>61</td>
<td>3</td>
<td>19</td>
<td>-4</td>
</tr>
<tr>
<td>LV</td>
<td></td>
<td></td>
<td>9</td>
<td>0</td>
<td></td>
<td>24</td>
<td>0</td>
<td>29</td>
<td>3</td>
</tr>
<tr>
<td>LT</td>
<td></td>
<td></td>
<td>14</td>
<td>3</td>
<td></td>
<td>15</td>
<td>-1</td>
<td>31</td>
<td>-2</td>
</tr>
<tr>
<td>LU</td>
<td></td>
<td></td>
<td>17</td>
<td>2</td>
<td></td>
<td>52</td>
<td>-7</td>
<td>16</td>
<td>7</td>
</tr>
<tr>
<td>HU</td>
<td></td>
<td></td>
<td>1</td>
<td>0</td>
<td></td>
<td>21</td>
<td>-1</td>
<td>66</td>
<td>5</td>
</tr>
<tr>
<td>MT</td>
<td></td>
<td></td>
<td>0</td>
<td>0</td>
<td></td>
<td>51</td>
<td>2</td>
<td>37</td>
<td>1</td>
</tr>
<tr>
<td>NL</td>
<td></td>
<td></td>
<td>2</td>
<td>-2</td>
<td></td>
<td>36</td>
<td>-7</td>
<td>46</td>
<td>7</td>
</tr>
<tr>
<td>AT</td>
<td></td>
<td></td>
<td>8</td>
<td>2</td>
<td></td>
<td>27</td>
<td>-8</td>
<td>24</td>
<td>-7</td>
</tr>
<tr>
<td>PL</td>
<td></td>
<td></td>
<td>5</td>
<td>-1</td>
<td></td>
<td>26</td>
<td>2</td>
<td>34</td>
<td>-2</td>
</tr>
<tr>
<td>PT</td>
<td></td>
<td></td>
<td>3</td>
<td>0</td>
<td></td>
<td>27</td>
<td>7</td>
<td>52</td>
<td>-3</td>
</tr>
<tr>
<td>RO</td>
<td></td>
<td></td>
<td>6</td>
<td>1</td>
<td></td>
<td>22</td>
<td>4</td>
<td>48</td>
<td>7</td>
</tr>
<tr>
<td>SI</td>
<td></td>
<td></td>
<td>3</td>
<td>0</td>
<td></td>
<td>30</td>
<td>-6</td>
<td>44</td>
<td>6</td>
</tr>
<tr>
<td>SK</td>
<td></td>
<td></td>
<td>3</td>
<td>-2</td>
<td></td>
<td>16</td>
<td>-4</td>
<td>25</td>
<td>3</td>
</tr>
<tr>
<td>FI</td>
<td></td>
<td></td>
<td>4</td>
<td>-5</td>
<td></td>
<td>38</td>
<td>-14</td>
<td>14</td>
<td>2</td>
</tr>
<tr>
<td>SE</td>
<td></td>
<td></td>
<td>2</td>
<td>-3</td>
<td></td>
<td>41</td>
<td>6</td>
<td>20</td>
<td>-1</td>
</tr>
<tr>
<td>UK</td>
<td></td>
<td></td>
<td>2</td>
<td>-1</td>
<td></td>
<td>62</td>
<td>5</td>
<td>18</td>
<td>2</td>
</tr>
</tbody>
</table>
**QB6 How does your household access the Internet at home? (MULTIPLE ANSWERS POSSIBLE)**

**E-Communications and Telecom Single Market**

Household Survey

<table>
<thead>
<tr>
<th>Household Survey</th>
<th>Illustrator Internet (Broadband Internet)</th>
<th>Via an optical fibre line (Broadband Internet)</th>
<th>Via an electrical power line (Broadband Internet) (SP.)</th>
<th>Other (SP.)</th>
<th>NSP</th>
<th>Total 'Internet à haut débit'</th>
<th>Total 'Breitband Internet'</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Par le réseau satellite (Internet à haut débit)</td>
<td>Par une ligne à fibre optique (Internet à haut débit)</td>
<td>Par le réseau d’électricité (Internet à haut débit) (SP.)</td>
<td>Autre (SP.)</td>
<td></td>
<td>Total 'Internet à haut débit'</td>
<td>Total 'Breitband Internet'</td>
</tr>
<tr>
<td></td>
<td>%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EU 28</td>
<td>3</td>
<td>0</td>
<td>6</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>BE</td>
<td>1</td>
<td>0</td>
<td>6</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>BG</td>
<td>7</td>
<td>3</td>
<td>13</td>
<td>-3</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>CZ</td>
<td>10</td>
<td>-1</td>
<td>14</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>10</td>
</tr>
<tr>
<td>DK</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>18</td>
<td>6</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>DE</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>EE</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>IE</td>
<td>13</td>
<td>1</td>
<td>7</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>EL</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>ES</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>-1</td>
<td>2</td>
</tr>
<tr>
<td>FR</td>
<td>1</td>
<td>0</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>HR</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>IT</td>
<td>4</td>
<td>4</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>CY</td>
<td>3</td>
<td>0</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>LV</td>
<td>2</td>
<td>-1</td>
<td>17</td>
<td>-1</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>LT</td>
<td>3</td>
<td>1</td>
<td>27</td>
<td>1</td>
<td>0</td>
<td>-1</td>
<td>2</td>
</tr>
<tr>
<td>LU</td>
<td>2</td>
<td>2</td>
<td>12</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>HU</td>
<td>3</td>
<td>-2</td>
<td>2</td>
<td>-1</td>
<td>0</td>
<td>-1</td>
<td>2</td>
</tr>
<tr>
<td>MT</td>
<td>1</td>
<td>1</td>
<td>4</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>NL</td>
<td>1</td>
<td>0</td>
<td>11</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>AT</td>
<td>5</td>
<td>0</td>
<td>4</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>PL</td>
<td>8</td>
<td>3</td>
<td>5</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>PT</td>
<td>3</td>
<td>-2</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>RO</td>
<td>3</td>
<td>-1</td>
<td>15</td>
<td>-8</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>SI</td>
<td>3</td>
<td>0</td>
<td>12</td>
<td>-2</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>SK</td>
<td>12</td>
<td>-1</td>
<td>20</td>
<td>3</td>
<td>0</td>
<td>-1</td>
<td>2</td>
</tr>
<tr>
<td>FI</td>
<td>2</td>
<td>1</td>
<td>9</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>SE</td>
<td>3</td>
<td>1</td>
<td>24</td>
<td>-2</td>
<td>1</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>UK</td>
<td>7</td>
<td>-1</td>
<td>7</td>
<td>-3</td>
<td>2</td>
<td>2</td>
<td>0</td>
</tr>
</tbody>
</table>
### Special Eurobarometer 414

**E-Communications and Telecom Single Market Household Survey**

<table>
<thead>
<tr>
<th>Household Weighted</th>
<th>Ménages avec uniquement Data Mobile</th>
<th>Ménages avec Internet Fixe et Data Mobile</th>
<th>Ménages à Haut Débit Mobile</th>
<th>Ménages d'une personne à Haut Débit Mobile</th>
<th>Ménages de plusieurs personnes à Haut Débit Mobile</th>
</tr>
</thead>
<tbody>
<tr>
<td>Haushaltsgewichteter</td>
<td>Haushalte, die ausschließlich einen mobilen Internetzugang besitzen</td>
<td>Haushalte, die einen Festnetz-Internetzugang und einen mobilen Internetzugang besitzen</td>
<td>Haushalte mit mobilen Breitbandanschluss</td>
<td>Haushalte mit mobilen Breitbandanschluss</td>
<td>Haushalte mit mobilen Breitbandanschluss</td>
</tr>
<tr>
<td>%</td>
<td>EB 81.1</td>
<td>Diff. EB 79.1</td>
<td>EB 81.1</td>
<td>Diff. EB 79.1</td>
<td>EB 81.1</td>
</tr>
<tr>
<td>EU 28</td>
<td>5</td>
<td>-1</td>
<td>5</td>
<td>2</td>
<td>10</td>
</tr>
<tr>
<td>BE</td>
<td>3</td>
<td>-1</td>
<td>5</td>
<td>2</td>
<td>8</td>
</tr>
<tr>
<td>BG</td>
<td>8</td>
<td>-2</td>
<td>2</td>
<td>2</td>
<td>10</td>
</tr>
<tr>
<td>CZ</td>
<td>4</td>
<td>0</td>
<td>3</td>
<td>1</td>
<td>7</td>
</tr>
<tr>
<td>DK</td>
<td>10</td>
<td>-1</td>
<td>6</td>
<td>2</td>
<td>16</td>
</tr>
<tr>
<td>DE</td>
<td>4</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td>6</td>
</tr>
<tr>
<td>EE</td>
<td>18</td>
<td>3</td>
<td>5</td>
<td>2</td>
<td>23</td>
</tr>
<tr>
<td>IE</td>
<td>13</td>
<td>-11</td>
<td>2</td>
<td>2</td>
<td>15</td>
</tr>
<tr>
<td>EL</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>ES</td>
<td>1</td>
<td>-3</td>
<td>14</td>
<td>8</td>
<td>15</td>
</tr>
<tr>
<td>FR</td>
<td>1</td>
<td>-1</td>
<td>5</td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td>HR</td>
<td>4</td>
<td>-6</td>
<td>5</td>
<td>4</td>
<td>9</td>
</tr>
<tr>
<td>IT</td>
<td>8</td>
<td>0</td>
<td>3</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>CY</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>LV</td>
<td>11</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>12</td>
</tr>
<tr>
<td>LT</td>
<td>7</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>10</td>
</tr>
<tr>
<td>LU</td>
<td>3</td>
<td>1</td>
<td>4</td>
<td>3</td>
<td>7</td>
</tr>
<tr>
<td>HU</td>
<td>4</td>
<td>-2</td>
<td>2</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>MT</td>
<td>3</td>
<td>-1</td>
<td>3</td>
<td>1</td>
<td>7</td>
</tr>
<tr>
<td>NL</td>
<td>1</td>
<td>-1</td>
<td>3</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>AT</td>
<td>19</td>
<td>4</td>
<td>10</td>
<td>3</td>
<td>29</td>
</tr>
<tr>
<td>PL</td>
<td>11</td>
<td>-2</td>
<td>2</td>
<td>1</td>
<td>14</td>
</tr>
<tr>
<td>PT</td>
<td>4</td>
<td>-1</td>
<td>1</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>RO</td>
<td>4</td>
<td>0</td>
<td>7</td>
<td>4</td>
<td>11</td>
</tr>
<tr>
<td>SI</td>
<td>5</td>
<td>-1</td>
<td>3</td>
<td>-1</td>
<td>8</td>
</tr>
<tr>
<td>SK</td>
<td>12</td>
<td>-1</td>
<td>2</td>
<td>-1</td>
<td>15</td>
</tr>
<tr>
<td>FI</td>
<td>32</td>
<td>12</td>
<td>25</td>
<td>11</td>
<td>57</td>
</tr>
<tr>
<td>SE</td>
<td>7</td>
<td>-3</td>
<td>17</td>
<td>6</td>
<td>24</td>
</tr>
<tr>
<td>UK</td>
<td>2</td>
<td>-1</td>
<td>7</td>
<td>5</td>
<td>9</td>
</tr>
</tbody>
</table>
**SPECIAL EUROBAROMETER 414**  
**“E-Communications and Telecom Single Market Household Survey”**

Q86 De quel type d’accès à Internet votre ménage dispose-t-il à la maison ? (PLUSIEURS REPONSES POSSIBLES)

Q86 How does your household access the Internet at home? (MULTIPLE ANSWERS POSSIBLE)

Q86 Wie wird in Ihrem Haushalt eine Verbindung zum Internet hergestellt? (MEHRFACHNENNUNGEN MÖGLICH)

**SI TELEPHONE MOBILE UNIQUEMENT**  
**IF ONLY MOBILE PHONE**  
**WENN NUR MOBILTELEFON**

<table>
<thead>
<tr>
<th>Haushaltsgewichteter</th>
<th>Household Weighted</th>
<th>Pondéré Ménage</th>
<th>Household Survey</th>
<th>Kategorie</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EU 28</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BE</td>
<td>3</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>BG</td>
<td>1</td>
<td>-1</td>
<td>8</td>
<td>-2</td>
<td>10</td>
</tr>
<tr>
<td>CZ</td>
<td>1</td>
<td>0</td>
<td>23</td>
<td>2</td>
<td>8</td>
</tr>
<tr>
<td>DK</td>
<td>3</td>
<td>0</td>
<td>21</td>
<td>-10</td>
<td>21</td>
</tr>
<tr>
<td>DE</td>
<td>12</td>
<td>5</td>
<td>34</td>
<td>-8</td>
<td>31</td>
</tr>
<tr>
<td>EE</td>
<td>5</td>
<td>4</td>
<td>25</td>
<td>-8</td>
<td>31</td>
</tr>
<tr>
<td>IE</td>
<td>5</td>
<td>2</td>
<td>12</td>
<td>3</td>
<td>29</td>
</tr>
<tr>
<td>EL</td>
<td>9</td>
<td>9</td>
<td>48</td>
<td>-21</td>
<td>15</td>
</tr>
<tr>
<td>ES</td>
<td>4</td>
<td>-10</td>
<td>63</td>
<td>14</td>
<td>19</td>
</tr>
<tr>
<td>FR</td>
<td>3</td>
<td>0</td>
<td>54</td>
<td>-11</td>
<td>22</td>
</tr>
<tr>
<td>HR</td>
<td>3</td>
<td>0</td>
<td>41</td>
<td>23</td>
<td>13</td>
</tr>
<tr>
<td>IT</td>
<td>6</td>
<td>3</td>
<td>51</td>
<td>0</td>
<td>25</td>
</tr>
<tr>
<td>CY</td>
<td>4</td>
<td>-6</td>
<td>54</td>
<td>8</td>
<td>5</td>
</tr>
<tr>
<td>LV</td>
<td>7</td>
<td>1</td>
<td>21</td>
<td>3</td>
<td>16</td>
</tr>
<tr>
<td>LT</td>
<td>5</td>
<td>0</td>
<td>12</td>
<td>4</td>
<td>11</td>
</tr>
<tr>
<td>LU</td>
<td>13</td>
<td>12</td>
<td>46</td>
<td>-7</td>
<td>29</td>
</tr>
<tr>
<td>HU</td>
<td>0</td>
<td>0</td>
<td>14</td>
<td>0</td>
<td>10</td>
</tr>
<tr>
<td>MT</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>-45</td>
<td>45</td>
</tr>
<tr>
<td>NL</td>
<td>2</td>
<td>0</td>
<td>33</td>
<td>-12</td>
<td>45</td>
</tr>
<tr>
<td>AT</td>
<td>4</td>
<td>3</td>
<td>23</td>
<td>-6</td>
<td>34</td>
</tr>
<tr>
<td>PL</td>
<td>4</td>
<td>0</td>
<td>18</td>
<td>-1</td>
<td>16</td>
</tr>
<tr>
<td>PT</td>
<td>2</td>
<td>-1</td>
<td>16</td>
<td>2</td>
<td>15</td>
</tr>
<tr>
<td>RO</td>
<td>2</td>
<td>-1</td>
<td>16</td>
<td>1</td>
<td>13</td>
</tr>
<tr>
<td>SI</td>
<td>2</td>
<td>0</td>
<td>13</td>
<td>-15</td>
<td>13</td>
</tr>
<tr>
<td>SK</td>
<td>2</td>
<td>-2</td>
<td>13</td>
<td>-1</td>
<td>16</td>
</tr>
<tr>
<td>FI</td>
<td>3</td>
<td>-5</td>
<td>36</td>
<td>-15</td>
<td>60</td>
</tr>
<tr>
<td>SE</td>
<td>0</td>
<td>-2</td>
<td>25</td>
<td>6</td>
<td>32</td>
</tr>
<tr>
<td>UK</td>
<td>0</td>
<td>-6</td>
<td>45</td>
<td>8</td>
<td>17</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>EB 81.1</th>
<th>Diff. EB 79.1</th>
<th>EB 81.1</th>
<th>Diff. EB 79.1</th>
<th>EB 81.1</th>
<th>Diff. EB 79.1</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>3</td>
<td>-1</td>
<td>3</td>
<td>-1</td>
<td>27</td>
<td>1</td>
</tr>
<tr>
<td>BE</td>
<td>3</td>
<td>1</td>
<td>32</td>
<td>-7</td>
<td>52</td>
<td>8</td>
</tr>
<tr>
<td>BG</td>
<td>1</td>
<td>-1</td>
<td>8</td>
<td>-2</td>
<td>53</td>
<td>10</td>
</tr>
<tr>
<td>CZ</td>
<td>1</td>
<td>0</td>
<td>23</td>
<td>2</td>
<td>26</td>
<td>-2</td>
</tr>
<tr>
<td>DK</td>
<td>3</td>
<td>0</td>
<td>21</td>
<td>-10</td>
<td>35</td>
<td>1</td>
</tr>
<tr>
<td>DE</td>
<td>12</td>
<td>5</td>
<td>34</td>
<td>-8</td>
<td>11</td>
<td>-6</td>
</tr>
<tr>
<td>EE</td>
<td>5</td>
<td>4</td>
<td>25</td>
<td>-8</td>
<td>38</td>
<td>5</td>
</tr>
<tr>
<td>IE</td>
<td>5</td>
<td>2</td>
<td>12</td>
<td>3</td>
<td>29</td>
<td>15</td>
</tr>
<tr>
<td>EL</td>
<td>9</td>
<td>9</td>
<td>48</td>
<td>-21</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>ES</td>
<td>4</td>
<td>-10</td>
<td>63</td>
<td>14</td>
<td>8</td>
<td>3</td>
</tr>
<tr>
<td>FR</td>
<td>3</td>
<td>0</td>
<td>54</td>
<td>-11</td>
<td>22</td>
<td>8</td>
</tr>
<tr>
<td>HR</td>
<td>3</td>
<td>0</td>
<td>41</td>
<td>23</td>
<td>13</td>
<td>-5</td>
</tr>
<tr>
<td>IT</td>
<td>6</td>
<td>3</td>
<td>51</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>CY</td>
<td>4</td>
<td>-6</td>
<td>54</td>
<td>8</td>
<td>23</td>
<td>-6</td>
</tr>
<tr>
<td>LV</td>
<td>7</td>
<td>1</td>
<td>21</td>
<td>3</td>
<td>32</td>
<td>2</td>
</tr>
<tr>
<td>LT</td>
<td>5</td>
<td>0</td>
<td>12</td>
<td>4</td>
<td>35</td>
<td>-4</td>
</tr>
<tr>
<td>LU</td>
<td>13</td>
<td>12</td>
<td>46</td>
<td>-7</td>
<td>14</td>
<td>8</td>
</tr>
<tr>
<td>HU</td>
<td>0</td>
<td>0</td>
<td>14</td>
<td>0</td>
<td>67</td>
<td>5</td>
</tr>
<tr>
<td>MT</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>-45</td>
<td>23</td>
<td>1</td>
</tr>
<tr>
<td>NL</td>
<td>2</td>
<td>0</td>
<td>33</td>
<td>-12</td>
<td>45</td>
<td>7</td>
</tr>
<tr>
<td>AT</td>
<td>4</td>
<td>3</td>
<td>23</td>
<td>-6</td>
<td>24</td>
<td>-8</td>
</tr>
<tr>
<td>PL</td>
<td>4</td>
<td>0</td>
<td>18</td>
<td>-1</td>
<td>34</td>
<td>-1</td>
</tr>
<tr>
<td>PT</td>
<td>2</td>
<td>-1</td>
<td>16</td>
<td>2</td>
<td>41</td>
<td>-3</td>
</tr>
<tr>
<td>RO</td>
<td>2</td>
<td>-1</td>
<td>16</td>
<td>1</td>
<td>53</td>
<td>7</td>
</tr>
<tr>
<td>SI</td>
<td>2</td>
<td>0</td>
<td>13</td>
<td>-15</td>
<td>50</td>
<td>12</td>
</tr>
<tr>
<td>SK</td>
<td>2</td>
<td>-2</td>
<td>13</td>
<td>-1</td>
<td>27</td>
<td>3</td>
</tr>
<tr>
<td>FI</td>
<td>3</td>
<td>-5</td>
<td>36</td>
<td>-15</td>
<td>14</td>
<td>2</td>
</tr>
<tr>
<td>SE</td>
<td>0</td>
<td>-2</td>
<td>25</td>
<td>6</td>
<td>6</td>
<td>-5</td>
</tr>
<tr>
<td>UK</td>
<td>0</td>
<td>-6</td>
<td>45</td>
<td>8</td>
<td>25</td>
<td>10</td>
</tr>
</tbody>
</table>
**SPECIAL EUROBAROMETER 414**

"E-Communications and Telecom Single Market Household Survey"

**QB6** De quel type d'accès à Internet votre ménage dispose-t-il à la maison ? (PLUSIEURS REPONSES POSSIBLES)

**QB6** How does your household access the Internet at home? (MULTIPLE ANSWERS POSSIBLE)

**QB6** Wie wird in Ihrem Haushalt eine Verbindung zum Internet hergestellt? (MEHRFACHNENNUNGEN MÖGLICH)

*SI TELEPHONE MOBILE UNIQUEMENT*

*IF ONLY MOBILE PHONE*

*WENN NUR MOBILTELEFON*

<table>
<thead>
<tr>
<th>Pondéré Ménage</th>
<th>Household Weighted</th>
<th>Haushalts gewichteter</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th></th>
<th>EB 81.1</th>
<th>Diff. EB 79.1</th>
<th>EB 81.1</th>
<th>Diff. EB 79.1</th>
<th>EB 81.1</th>
<th>Diff. EB 79.1</th>
<th>EB 81.1</th>
<th>Diff. EB 79.1</th>
<th>EB 81.1</th>
<th>Diff. EB 79.1</th>
<th>EB 81.1</th>
<th>Diff. EB 79.1</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>7</td>
<td>3</td>
<td>9</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>-2</td>
<td>4</td>
<td>0</td>
<td>88</td>
<td>2</td>
</tr>
<tr>
<td>BE</td>
<td>1</td>
<td>-1</td>
<td>8</td>
<td>5</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>-2</td>
<td>96</td>
<td>1</td>
</tr>
<tr>
<td>BG</td>
<td>9</td>
<td>2</td>
<td>14</td>
<td>-4</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>6</td>
<td>0</td>
<td>91</td>
<td>1</td>
</tr>
<tr>
<td>CZ</td>
<td>11</td>
<td>-2</td>
<td>17</td>
<td>3</td>
<td>2</td>
<td>-1</td>
<td>11</td>
<td>-1</td>
<td>6</td>
<td>0</td>
<td>84</td>
<td>2</td>
</tr>
<tr>
<td>DK</td>
<td>0</td>
<td>0</td>
<td>20</td>
<td>8</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>3</td>
<td>0</td>
<td>92</td>
<td>-1</td>
</tr>
<tr>
<td>DE</td>
<td>4</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>5</td>
<td>1</td>
<td>7</td>
<td>2</td>
<td>75</td>
<td>-9</td>
</tr>
<tr>
<td>EE</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>-1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>-2</td>
<td>2</td>
<td>-2</td>
<td>92</td>
<td>0</td>
</tr>
<tr>
<td>IE</td>
<td>19</td>
<td>5</td>
<td>4</td>
<td>-5</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>3</td>
<td>0</td>
<td>1</td>
<td>91</td>
<td>-3</td>
</tr>
<tr>
<td>EL</td>
<td>6</td>
<td>6</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>-3</td>
<td>24</td>
<td>8</td>
<td>0</td>
<td>0</td>
<td>68</td>
<td>-18</td>
</tr>
<tr>
<td>ES</td>
<td>7</td>
<td>7</td>
<td>6</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>6</td>
<td>3</td>
<td>1</td>
<td>90</td>
<td>13</td>
</tr>
<tr>
<td>FR</td>
<td>6</td>
<td>6</td>
<td>3</td>
<td>-2</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>-9</td>
<td>4</td>
<td>1</td>
<td>89</td>
<td>2</td>
</tr>
<tr>
<td>HR</td>
<td>3</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>12</td>
<td>6</td>
<td>9</td>
<td>6</td>
<td>76</td>
<td>-12</td>
</tr>
<tr>
<td>IT</td>
<td>10</td>
<td>8</td>
<td>3</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>-8</td>
<td>4</td>
<td>-2</td>
<td>86</td>
<td>6</td>
</tr>
<tr>
<td>CY</td>
<td>1</td>
<td>-3</td>
<td>3</td>
<td>-1</td>
<td>0</td>
<td>-4</td>
<td>0</td>
<td>0</td>
<td>12</td>
<td>9</td>
<td>84</td>
<td>-2</td>
</tr>
<tr>
<td>LV</td>
<td>2</td>
<td>-2</td>
<td>16</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>-4</td>
<td>6</td>
<td>2</td>
<td>86</td>
<td>4</td>
</tr>
<tr>
<td>LT</td>
<td>5</td>
<td>3</td>
<td>29</td>
<td>-1</td>
<td>1</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>3</td>
<td>-1</td>
<td>90</td>
<td>1</td>
</tr>
<tr>
<td>LU</td>
<td>7</td>
<td>7</td>
<td>10</td>
<td>8</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>-13</td>
<td>2</td>
<td>-7</td>
<td>85</td>
<td>10</td>
</tr>
<tr>
<td>HU</td>
<td>4</td>
<td>-3</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>-2</td>
<td>3</td>
<td>2</td>
<td>0</td>
<td>-2</td>
<td>97</td>
<td>1</td>
</tr>
<tr>
<td>MT</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>-3</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>28</td>
<td>25</td>
<td>72</td>
<td>-25</td>
</tr>
<tr>
<td>NL</td>
<td>1</td>
<td>0</td>
<td>12</td>
<td>5</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>5</td>
<td>1</td>
<td>91</td>
<td>-2</td>
</tr>
<tr>
<td>AT</td>
<td>6</td>
<td>2</td>
<td>4</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>6</td>
<td>0</td>
<td>9</td>
<td>6</td>
<td>82</td>
<td>-2</td>
</tr>
<tr>
<td>PL</td>
<td>10</td>
<td>3</td>
<td>6</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>8</td>
<td>-4</td>
<td>5</td>
<td>2</td>
<td>83</td>
<td>1</td>
</tr>
<tr>
<td>PT</td>
<td>4</td>
<td>-6</td>
<td>9</td>
<td>6</td>
<td>1</td>
<td>1</td>
<td>10</td>
<td>-3</td>
<td>3</td>
<td>-1</td>
<td>85</td>
<td>5</td>
</tr>
<tr>
<td>RO</td>
<td>4</td>
<td>0</td>
<td>16</td>
<td>-3</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>-1</td>
<td>4</td>
<td>-3</td>
<td>95</td>
<td>5</td>
</tr>
<tr>
<td>SI</td>
<td>4</td>
<td>1</td>
<td>14</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>4</td>
<td>2</td>
<td>93</td>
<td>-2</td>
</tr>
<tr>
<td>SK</td>
<td>12</td>
<td>-2</td>
<td>21</td>
<td>3</td>
<td>0</td>
<td>-1</td>
<td>2</td>
<td>-1</td>
<td>9</td>
<td>1</td>
<td>87</td>
<td>2</td>
</tr>
<tr>
<td>FI</td>
<td>2</td>
<td>1</td>
<td>9</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>96</td>
<td>4</td>
</tr>
<tr>
<td>SE</td>
<td>2</td>
<td>2</td>
<td>41</td>
<td>-9</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>100</td>
<td>2</td>
</tr>
<tr>
<td>UK</td>
<td>6</td>
<td>2</td>
<td>13</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>-12</td>
<td>4</td>
<td>4</td>
<td>95</td>
<td>13</td>
</tr>
</tbody>
</table>
QB7a.1 Quels facteurs sont les plus importants pour vous lors de votre souscription à un Internet ?

<table>
<thead>
<tr>
<th>Pays</th>
<th>Téléchargement</th>
<th>Download/Upload</th>
<th>Service</th>
<th>Matériel</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>-1</td>
<td>0</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>BE</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>BG</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>CZ</td>
<td>-4</td>
<td>4</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>DK</td>
<td>-1</td>
<td>-1</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>DE</td>
<td>-3</td>
<td>-2</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>EE</td>
<td>-7</td>
<td>3</td>
<td>6</td>
<td>5</td>
</tr>
<tr>
<td>IE</td>
<td>10</td>
<td>7</td>
<td>-2</td>
<td>-1</td>
</tr>
<tr>
<td>EL</td>
<td>3</td>
<td>2</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>ES</td>
<td>-1</td>
<td>1</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>FR</td>
<td>-1</td>
<td>2</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>HR</td>
<td>6</td>
<td>3</td>
<td>10</td>
<td>2</td>
</tr>
<tr>
<td>IT</td>
<td>-3</td>
<td>2</td>
<td>13</td>
<td>4</td>
</tr>
<tr>
<td>CY</td>
<td>3</td>
<td>1</td>
<td>19</td>
<td>9</td>
</tr>
<tr>
<td>LV</td>
<td>-1</td>
<td>3</td>
<td>40</td>
<td>6</td>
</tr>
<tr>
<td>LT</td>
<td>11</td>
<td>7</td>
<td>38</td>
<td>9</td>
</tr>
<tr>
<td>LU</td>
<td>-4</td>
<td>7</td>
<td>32</td>
<td>20</td>
</tr>
<tr>
<td>HU</td>
<td>-1</td>
<td>1</td>
<td>53</td>
<td>15</td>
</tr>
<tr>
<td>MT</td>
<td>-2</td>
<td>4</td>
<td>30</td>
<td>19</td>
</tr>
<tr>
<td>NL</td>
<td>-2</td>
<td>7</td>
<td>52</td>
<td>13</td>
</tr>
<tr>
<td>AT</td>
<td>2</td>
<td>11</td>
<td>32</td>
<td>18</td>
</tr>
<tr>
<td>PL</td>
<td>-1</td>
<td>8</td>
<td>51</td>
<td>5</td>
</tr>
<tr>
<td>PT</td>
<td>-2</td>
<td>4</td>
<td>41</td>
<td>24</td>
</tr>
<tr>
<td>RO</td>
<td>-1</td>
<td>7</td>
<td>34</td>
<td>14</td>
</tr>
<tr>
<td>SI</td>
<td>4</td>
<td>6</td>
<td>40</td>
<td>10</td>
</tr>
<tr>
<td>SK</td>
<td>-1</td>
<td>9</td>
<td>43</td>
<td>7</td>
</tr>
<tr>
<td>FI</td>
<td>-3</td>
<td>8</td>
<td>42</td>
<td>5</td>
</tr>
<tr>
<td>SE</td>
<td>-2</td>
<td>8</td>
<td>42</td>
<td>10</td>
</tr>
<tr>
<td>UK</td>
<td>-2</td>
<td>9</td>
<td>36</td>
<td>12</td>
</tr>
</tbody>
</table>
### Q87a.1 Lors d’une souscription à un abonnement Internet, quels sont les principaux facteurs que vous prenez en compte ?

**En premier ?** (ROTATION)

### Q87a.1 When subscribing to an Internet connection what are the main factors you consider? Firstly? (ROTATE)

### Q87a.1 Welche Faktoren sind für Sie bei der Auswahl eines Internetanschlusses am wichtigsten? Erstens? (ROTIEREN)

#### SI INTERNET DANS LE MENAGE CODE 8 EN D46

IF THE INTERNET IN THE HOUSEHOLD CODE 8 IN D46

NUR WENN INTERNET IM HAUSHALT FALLS CODE 8 IN D46

<table>
<thead>
<tr>
<th>Country</th>
<th>%</th>
<th>Le coût de l’installation</th>
<th>Autre (SP.)</th>
<th>NSP</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EU 28</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BE</td>
<td>4</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>BG</td>
<td>5</td>
<td>1</td>
<td>-1</td>
<td>1</td>
</tr>
<tr>
<td>CZ</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>DK</td>
<td>4</td>
<td>0</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>DE</td>
<td>2</td>
<td>5</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>EE</td>
<td>3</td>
<td>0</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>IE</td>
<td>3</td>
<td>0</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>EL</td>
<td>6</td>
<td>3</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>ES</td>
<td>7</td>
<td>1</td>
<td>-1</td>
<td>4</td>
</tr>
<tr>
<td>FR</td>
<td>3</td>
<td>2</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>HR</td>
<td>1</td>
<td>0</td>
<td>-1</td>
<td>1</td>
</tr>
<tr>
<td>IT</td>
<td>7</td>
<td>0</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>CY</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>LV</td>
<td>4</td>
<td>0</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>LT</td>
<td>6</td>
<td>0</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>LU</td>
<td>4</td>
<td>0</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>HU</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>MT</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>NL</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>AT</td>
<td>8</td>
<td>2</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>PL</td>
<td>5</td>
<td>1</td>
<td>1</td>
<td>7</td>
</tr>
<tr>
<td>PT</td>
<td>8</td>
<td>2</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>RO</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>SI</td>
<td>3</td>
<td>4</td>
<td>-1</td>
<td>4</td>
</tr>
<tr>
<td>SK</td>
<td>5</td>
<td>2</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>FI</td>
<td>2</td>
<td>9</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>SE</td>
<td>1</td>
<td>0</td>
<td>8</td>
<td>4</td>
</tr>
<tr>
<td>UK</td>
<td>6</td>
<td>0</td>
<td>3</td>
<td>8</td>
</tr>
</tbody>
</table>

### Other (SP.)

<table>
<thead>
<tr>
<th>Country</th>
<th>%</th>
<th>The cost of installation</th>
<th>Other (SP.)</th>
<th>NSP</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DK</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EU 28</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>WN</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
QB7a.2 When subscribing to an Internet connection what are the main factors you consider? Firstly? (ROTATE)

SI INTERNET DANS LE MENAGE CODE 8 EN D46
IF THE INTERNET IN THE HOUSEHOLD CODE 8 IN D46
NUR WENN INTERNET IM HAUSHALT FALLS CODE 8 IN D46

<table>
<thead>
<tr>
<th>Bevölkerung 15+ gewichteter</th>
<th>Total 'Costs-related criteria'</th>
<th>Total 'Quality-related criteria'</th>
<th>Total 'Service-related criteria'</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>EB 81.1 Diff. EB 79.1</td>
<td>EB 81.1 Diff. EB 79.1</td>
<td>EB 81.1 Diff. EB 79.1</td>
</tr>
<tr>
<td>EU 28</td>
<td>51 -1</td>
<td>22 0</td>
<td>21 1</td>
</tr>
<tr>
<td>BE</td>
<td>53 -2</td>
<td>15 2</td>
<td>30 0</td>
</tr>
<tr>
<td>BG</td>
<td>43 -2</td>
<td>31 6</td>
<td>22 -3</td>
</tr>
<tr>
<td>CZ</td>
<td>61 1</td>
<td>21 0</td>
<td>15 0</td>
</tr>
<tr>
<td>DK</td>
<td>55 1</td>
<td>22 -2</td>
<td>13 1</td>
</tr>
<tr>
<td>DE</td>
<td>41 -2</td>
<td>26 0</td>
<td>26 2</td>
</tr>
<tr>
<td>EE</td>
<td>42 6</td>
<td>29 -4</td>
<td>22 -1</td>
</tr>
<tr>
<td>IE</td>
<td>44 -5</td>
<td>38 9</td>
<td>12 -3</td>
</tr>
<tr>
<td>EL</td>
<td>63 9</td>
<td>23 1</td>
<td>12 -7</td>
</tr>
<tr>
<td>ES</td>
<td>58 3</td>
<td>21 0</td>
<td>16 0</td>
</tr>
<tr>
<td>FR</td>
<td>57 0</td>
<td>12 0</td>
<td>25 0</td>
</tr>
<tr>
<td>HR</td>
<td>52 -3</td>
<td>28 10</td>
<td>17 -6</td>
</tr>
<tr>
<td>IT</td>
<td>52 -2</td>
<td>15 -2</td>
<td>28 5</td>
</tr>
<tr>
<td>CY</td>
<td>43 1</td>
<td>44 4</td>
<td>9 -6</td>
</tr>
<tr>
<td>LV</td>
<td>48 -3</td>
<td>28 1</td>
<td>16 1</td>
</tr>
<tr>
<td>LT</td>
<td>50 2</td>
<td>37 1</td>
<td>7 -2</td>
</tr>
<tr>
<td>LU</td>
<td>38 -2</td>
<td>24 -2</td>
<td>30 3</td>
</tr>
<tr>
<td>HU</td>
<td>58 3</td>
<td>24 1</td>
<td>16 -3</td>
</tr>
<tr>
<td>MT</td>
<td>32 -3</td>
<td>39 1</td>
<td>22 2</td>
</tr>
<tr>
<td>NL</td>
<td>55 3</td>
<td>18 0</td>
<td>19 -4</td>
</tr>
<tr>
<td>AT</td>
<td>48 -2</td>
<td>23 3</td>
<td>23 0</td>
</tr>
<tr>
<td>PL</td>
<td>60 -1</td>
<td>22 -1</td>
<td>10 2</td>
</tr>
<tr>
<td>PT</td>
<td>55 -1</td>
<td>13 -1</td>
<td>26 4</td>
</tr>
<tr>
<td>RO</td>
<td>36 -3</td>
<td>44 2</td>
<td>15 0</td>
</tr>
<tr>
<td>SI</td>
<td>46 2</td>
<td>29 3</td>
<td>16 -7</td>
</tr>
<tr>
<td>SK</td>
<td>58 -3</td>
<td>25 0</td>
<td>11 1</td>
</tr>
<tr>
<td>FI</td>
<td>52 -4</td>
<td>26 -2</td>
<td>10 1</td>
</tr>
<tr>
<td>SE</td>
<td>44 2</td>
<td>27 1</td>
<td>17 -1</td>
</tr>
<tr>
<td>UK</td>
<td>45 -4</td>
<td>25 1</td>
<td>19 1</td>
</tr>
</tbody>
</table>
### T37

#### SPECIAL EUROBAROMETER 414

**“E-Communications and Telecom Single Market Household Survey”**

QB7b.1 Et ensuite ? (ROTATION - MAX. 3 REPONSES)

QB7b.1 And then? (ROTATE - MAX. 3 ANSWERS)

QB7b.1 Und welche noch? (ROTIEREN - MAX. 3 ANTWORTEN)

**SI INTERNET DANS LE MENAGE CODE 8 EN D46**

**IF THE INTERNET IN THE HOUSEHOLD CODE 8 IN D46**

**NUR WENN INTERNET IM HAUSHALT FALLS CODE 8 IN D46**

<table>
<thead>
<tr>
<th>Code</th>
<th>Pop 15+ Weighted</th>
<th>Bevölkerung 15+ gewichteter</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>La vitesse maximale de téléchargement</td>
<td>La capacité maximale de données (MB, GB) de téléchargement ou d’envoi</td>
</tr>
<tr>
<td></td>
<td>The maximum download speed</td>
<td>The maximum amount of data (MB, GB) you can download/upload</td>
</tr>
<tr>
<td></td>
<td>Die maximale Download-Geschwindigkeit</td>
<td>Das maximale Download-/Upload-Volumen (MB, GB)</td>
</tr>
<tr>
<td>EU 28</td>
<td>28 -1</td>
<td>20 2</td>
</tr>
<tr>
<td>BE</td>
<td>23 0</td>
<td>18 0</td>
</tr>
<tr>
<td>BG</td>
<td>32 6</td>
<td>27 8</td>
</tr>
<tr>
<td>CZ</td>
<td>33 -2</td>
<td>20 1</td>
</tr>
<tr>
<td>DK</td>
<td>40 3</td>
<td>29 14</td>
</tr>
<tr>
<td>DE</td>
<td>23 -6</td>
<td>21 1</td>
</tr>
<tr>
<td>EE</td>
<td>26 -1</td>
<td>23 1</td>
</tr>
<tr>
<td>IE</td>
<td>30 -3</td>
<td>22 4</td>
</tr>
<tr>
<td>EL</td>
<td>38 -2</td>
<td>20 -4</td>
</tr>
<tr>
<td>ES</td>
<td>38 5</td>
<td>20 0</td>
</tr>
<tr>
<td>FR</td>
<td>22 -2</td>
<td>13 -5</td>
</tr>
<tr>
<td>HR</td>
<td>41 10</td>
<td>31 5</td>
</tr>
<tr>
<td>IT</td>
<td>23 -9</td>
<td>13 1</td>
</tr>
<tr>
<td>CY</td>
<td>31 -8</td>
<td>13 -7</td>
</tr>
<tr>
<td>LV</td>
<td>31 -2</td>
<td>23 -2</td>
</tr>
<tr>
<td>LT</td>
<td>34 3</td>
<td>22 -6</td>
</tr>
<tr>
<td>LU</td>
<td>26 -5</td>
<td>24 4</td>
</tr>
<tr>
<td>HU</td>
<td>29 1</td>
<td>28 2</td>
</tr>
<tr>
<td>MT</td>
<td>28 2</td>
<td>28 4</td>
</tr>
<tr>
<td>NL</td>
<td>27 -2</td>
<td>24 8</td>
</tr>
<tr>
<td>AT</td>
<td>23 -7</td>
<td>22 -5</td>
</tr>
<tr>
<td>PL</td>
<td>32 0</td>
<td>19 0</td>
</tr>
<tr>
<td>PT</td>
<td>29 2</td>
<td>16 3</td>
</tr>
<tr>
<td>RO</td>
<td>27 -3</td>
<td>20 -4</td>
</tr>
<tr>
<td>SI</td>
<td>29 -7</td>
<td>17 -7</td>
</tr>
<tr>
<td>SK</td>
<td>33 -1</td>
<td>34 2</td>
</tr>
<tr>
<td>FI</td>
<td>27 -6</td>
<td>22 -1</td>
</tr>
<tr>
<td>SE</td>
<td>33 5</td>
<td>26 12</td>
</tr>
<tr>
<td>UK</td>
<td>29 5</td>
<td>22 6</td>
</tr>
</tbody>
</table>

**Weighted Pop 15+**

- Geschwindigkeit (download speed)
- Le prix de l’abonnement Internet (The price of the Internet subscription)
- Le fait que l’abonnement à Internet soit inclus dans une offre groupée (The fact that the Internet subscription is part of a bundle)

**Pop 15+**

- Die maximale Download-Geschwindigkeit (The maximum download speed)
- Die Kosten für den Internetanschluss (The cost of the Internet subscription)
- Die Tatsache, dass der Internetanschluss Bestandteil eines Komplettpakets ist (The fact that the Internet subscription is part of a bundle)

**Bevölkerung 15+ gewichteter**

- Der angebotene Kundendienst (The customer service offered)
- Die Kosten für die technische Ausrüstung (The cost of the equipment)

**Columns:**

- Diff. EB 81.1
- Diff. EB 79.1
- EB 81.1
- EB 79.1

**Countries:**

- EU 28
- BE
- BG
- CZ
- DK
- DE
- EE
- IE
- EL
- ES
- FR
- HR
- IT
- CY
- LV
- LT
- LU
- HU
- MT
- NL
- AT
- PL
- PT
- RO
- SI
- SK
- FI
- SE
- UK

**Regions:**

- EB 81.1
- EB 79.1

**Notes:**

- The maximum amount of data (MB, GB) you can download/upload:
- The price of the Internet subscription:
- The fact that the Internet subscription is part of a bundle:
- The customer service offered:
- The cost of the equipment:
<table>
<thead>
<tr>
<th></th>
<th>Pondéré Pop 15+</th>
<th>Le coût de l’installation</th>
<th>Autre (SP.)</th>
<th>NSP</th>
<th>Pop 15+ Weighted</th>
<th>The cost of installation</th>
<th>Other (SP.)</th>
<th>DK</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Bevölkerung 15+ gewichtet</td>
<td>Die Installationskosten</td>
<td>Andere (SP.)</td>
<td>WN</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>%</td>
<td>EB 81.1</td>
<td>Diff. EB 79.1</td>
<td>EB 81.1</td>
<td>Diff. EB 79.1</td>
<td>EB 81.1</td>
<td>Diff. EB 79.1</td>
<td></td>
</tr>
<tr>
<td>EU 28</td>
<td>16</td>
<td>-3</td>
<td>2</td>
<td>-1</td>
<td>6</td>
<td>-1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BE</td>
<td>21</td>
<td>-7</td>
<td>2</td>
<td>-1</td>
<td>4</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BG</td>
<td>12</td>
<td>-1</td>
<td>0</td>
<td>-1</td>
<td>7</td>
<td>-1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CZ</td>
<td>21</td>
<td>-2</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>-2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DK</td>
<td>15</td>
<td>-1</td>
<td>2</td>
<td>-3</td>
<td>5</td>
<td>-4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DE</td>
<td>15</td>
<td>-5</td>
<td>2</td>
<td>-1</td>
<td>4</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EE</td>
<td>7</td>
<td>-1</td>
<td>1</td>
<td>0</td>
<td>13</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IE</td>
<td>10</td>
<td>-12</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>-2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EL</td>
<td>20</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ES</td>
<td>25</td>
<td>2</td>
<td>2</td>
<td>-2</td>
<td>5</td>
<td>-1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FR</td>
<td>12</td>
<td>-1</td>
<td>1</td>
<td>0</td>
<td>8</td>
<td>-2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HR</td>
<td>7</td>
<td>-6</td>
<td>2</td>
<td>0</td>
<td>5</td>
<td>-2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IT</td>
<td>19</td>
<td>-2</td>
<td>2</td>
<td>1</td>
<td>3</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CY</td>
<td>18</td>
<td>-4</td>
<td>0</td>
<td>-1</td>
<td>4</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LV</td>
<td>18</td>
<td>-1</td>
<td>1</td>
<td>0</td>
<td>7</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LT</td>
<td>21</td>
<td>-7</td>
<td>3</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LU</td>
<td>15</td>
<td>4</td>
<td>7</td>
<td>3</td>
<td>5</td>
<td>-6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HU</td>
<td>23</td>
<td>-2</td>
<td>1</td>
<td>1</td>
<td>4</td>
<td>-1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MT</td>
<td>9</td>
<td>-3</td>
<td>0</td>
<td>-1</td>
<td>4</td>
<td>-1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NL</td>
<td>12</td>
<td>1</td>
<td>6</td>
<td>2</td>
<td>7</td>
<td>-3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AT</td>
<td>32</td>
<td>-4</td>
<td>4</td>
<td>-1</td>
<td>4</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PL</td>
<td>17</td>
<td>-1</td>
<td>2</td>
<td>0</td>
<td>6</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PT</td>
<td>23</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>4</td>
<td>-4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RO</td>
<td>10</td>
<td>-14</td>
<td>1</td>
<td>0</td>
<td>3</td>
<td>-4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SI</td>
<td>16</td>
<td>0</td>
<td>7</td>
<td>0</td>
<td>6</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SK</td>
<td>15</td>
<td>-9</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FI</td>
<td>8</td>
<td>-3</td>
<td>10</td>
<td>4</td>
<td>4</td>
<td>-3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SE</td>
<td>10</td>
<td>3</td>
<td>9</td>
<td>-2</td>
<td>5</td>
<td>-4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>UK</td>
<td>16</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>13</td>
<td>-2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
QB7b.2 Et ensuite ? (ROTATION - MAX. 3 REPONSES)
QB7b.2 And then? (ROTATE - MAX. 3 ANSWERS)
QB7b.2 Und welche noch? (ROTIEREN - MAX 3. ANTWORTEN)

SI INTERNET DANS LE MENAGE CODE 8 EN D46
IF THE INTERNET IN THE HOUSEHOLD CODE 8 IN D46
NUR WENN INTERNET IM HAUSHALT FALLS CODE 8 IN D46

<table>
<thead>
<tr>
<th></th>
<th>Total 'Costs-related criteria'</th>
<th>Total 'Quality-related criteria'</th>
<th>Total 'Service-related criteria'</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>'Critères relatifs aux coûts'</td>
<td>'Critères relatifs à la qualité'</td>
<td>'Critères relatifs au service'</td>
</tr>
<tr>
<td></td>
<td>'Dienst bezogene Kriterien'</td>
<td>'Qualitätsbezogene Kriterien'</td>
<td>'Dienst bezogene Kriterien'</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>%</th>
<th>Diff.</th>
<th>%</th>
<th>Diff.</th>
<th>%</th>
<th>Diff.</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>51</td>
<td>-2</td>
<td>41</td>
<td>0</td>
<td>34</td>
<td>-1</td>
</tr>
<tr>
<td>BE</td>
<td>53</td>
<td>-4</td>
<td>35</td>
<td>0</td>
<td>40</td>
<td>0</td>
</tr>
<tr>
<td>BG</td>
<td>54</td>
<td>1</td>
<td>47</td>
<td>10</td>
<td>44</td>
<td>4</td>
</tr>
<tr>
<td>CZ</td>
<td>55</td>
<td>-9</td>
<td>47</td>
<td>1</td>
<td>30</td>
<td>0</td>
</tr>
<tr>
<td>DK</td>
<td>44</td>
<td>-5</td>
<td>56</td>
<td>10</td>
<td>31</td>
<td>-3</td>
</tr>
<tr>
<td>DE</td>
<td>56</td>
<td>0</td>
<td>40</td>
<td>-2</td>
<td>35</td>
<td>0</td>
</tr>
<tr>
<td>EE</td>
<td>51</td>
<td>-1</td>
<td>43</td>
<td>1</td>
<td>25</td>
<td>0</td>
</tr>
<tr>
<td>IE</td>
<td>52</td>
<td>-9</td>
<td>47</td>
<td>2</td>
<td>28</td>
<td>-5</td>
</tr>
<tr>
<td>EL</td>
<td>54</td>
<td>0</td>
<td>53</td>
<td>-1</td>
<td>34</td>
<td>-12</td>
</tr>
<tr>
<td>ES</td>
<td>58</td>
<td>6</td>
<td>51</td>
<td>7</td>
<td>28</td>
<td>-3</td>
</tr>
<tr>
<td>FR</td>
<td>44</td>
<td>-3</td>
<td>30</td>
<td>-5</td>
<td>52</td>
<td>2</td>
</tr>
<tr>
<td>HR</td>
<td>44</td>
<td>0</td>
<td>57</td>
<td>10</td>
<td>21</td>
<td>-10</td>
</tr>
<tr>
<td>IT</td>
<td>49</td>
<td>-1</td>
<td>33</td>
<td>-8</td>
<td>32</td>
<td>-5</td>
</tr>
<tr>
<td>CY</td>
<td>65</td>
<td>3</td>
<td>41</td>
<td>-10</td>
<td>46</td>
<td>-16</td>
</tr>
<tr>
<td>LV</td>
<td>56</td>
<td>-4</td>
<td>45</td>
<td>-5</td>
<td>33</td>
<td>6</td>
</tr>
<tr>
<td>LT</td>
<td>62</td>
<td>-2</td>
<td>49</td>
<td>-2</td>
<td>17</td>
<td>-5</td>
</tr>
<tr>
<td>LU</td>
<td>44</td>
<td>0</td>
<td>42</td>
<td>-4</td>
<td>40</td>
<td>10</td>
</tr>
<tr>
<td>HU</td>
<td>56</td>
<td>-6</td>
<td>48</td>
<td>4</td>
<td>28</td>
<td>-4</td>
</tr>
<tr>
<td>MT</td>
<td>43</td>
<td>2</td>
<td>49</td>
<td>4</td>
<td>44</td>
<td>-1</td>
</tr>
<tr>
<td>NL</td>
<td>46</td>
<td>1</td>
<td>42</td>
<td>3</td>
<td>39</td>
<td>0</td>
</tr>
<tr>
<td>AT</td>
<td>68</td>
<td>0</td>
<td>39</td>
<td>-7</td>
<td>39</td>
<td>-5</td>
</tr>
<tr>
<td>PL</td>
<td>49</td>
<td>-7</td>
<td>43</td>
<td>-2</td>
<td>16</td>
<td>-1</td>
</tr>
<tr>
<td>PT</td>
<td>58</td>
<td>-3</td>
<td>41</td>
<td>6</td>
<td>39</td>
<td>11</td>
</tr>
<tr>
<td>RO</td>
<td>54</td>
<td>-11</td>
<td>44</td>
<td>-4</td>
<td>36</td>
<td>-13</td>
</tr>
<tr>
<td>SI</td>
<td>49</td>
<td>-6</td>
<td>40</td>
<td>-11</td>
<td>23</td>
<td>-5</td>
</tr>
<tr>
<td>SK</td>
<td>60</td>
<td>-6</td>
<td>55</td>
<td>1</td>
<td>24</td>
<td>-5</td>
</tr>
<tr>
<td>FI</td>
<td>48</td>
<td>3</td>
<td>44</td>
<td>-5</td>
<td>24</td>
<td>-4</td>
</tr>
<tr>
<td>SE</td>
<td>46</td>
<td>2</td>
<td>49</td>
<td>12</td>
<td>28</td>
<td>-4</td>
</tr>
<tr>
<td>UK</td>
<td>44</td>
<td>-4</td>
<td>43</td>
<td>7</td>
<td>27</td>
<td>-2</td>
</tr>
</tbody>
</table>
**QB7T - Lors d’une souscription à un abonnement Internet, quels sont les principaux facteurs que vous prenez en compte ? TOTAL**

QB7T - When subscribing to an Internet connection what are the main factors you consider? TOTAL

**SI INTERNET DANS LE MENAGE CODE 8 EN D46**

**IF THE INTERNET IN THE HOUSEHOLD CODE 8 IN D46**

**NUR WENN INTERNET IM HAUSHALT FALLS CODE 8 IN D46**

<table>
<thead>
<tr>
<th>Pop 15+ Weighted</th>
<th>La vitesse maximale de téléchargement</th>
<th>The maximum download speed</th>
<th>The price of the Internet subscription</th>
<th>The fact that the Internet subscription is part of a bundle</th>
<th>The service client proposé</th>
<th>Le coût du matériel</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>EB 81.1 Diff. EB 79.1</td>
<td>EB 81.1 Diff. EB 79.1</td>
<td>EB 81.1 Diff. EB 79.1</td>
<td>EB 81.1 Diff. EB 79.1</td>
<td>EB 81.1 Diff. EB 79.1</td>
<td>EB 81.1 Diff. EB 79.1</td>
</tr>
<tr>
<td>EU 28</td>
<td>41 -3</td>
<td>26 3</td>
<td>71 0</td>
<td>29 1</td>
<td>26 -2</td>
<td>19 -2</td>
</tr>
<tr>
<td>BE</td>
<td>31 0</td>
<td>24 2</td>
<td>74 -3</td>
<td>35 0</td>
<td>37 0</td>
<td>18 -4</td>
</tr>
<tr>
<td>BG</td>
<td>55 9</td>
<td>33 9</td>
<td>75 -3</td>
<td>37 -3</td>
<td>31 5</td>
<td>16 0</td>
</tr>
<tr>
<td>CZ</td>
<td>46 -6</td>
<td>27 5</td>
<td>74 -6</td>
<td>19 -1</td>
<td>26 1</td>
<td>32 -4</td>
</tr>
<tr>
<td>DK</td>
<td>57 2</td>
<td>32 13</td>
<td>76 0</td>
<td>16 -2</td>
<td>29 -1</td>
<td>11 0</td>
</tr>
<tr>
<td>DE</td>
<td>38 -10</td>
<td>30 4</td>
<td>67 2</td>
<td>35 3</td>
<td>27 -1</td>
<td>23 -1</td>
</tr>
<tr>
<td>EE</td>
<td>43 -6</td>
<td>34 3</td>
<td>67 5</td>
<td>28 0</td>
<td>18 -2</td>
<td>22 0</td>
</tr>
<tr>
<td>IE</td>
<td>59 7</td>
<td>28 2</td>
<td>69 8</td>
<td>20 0</td>
<td>21 -8</td>
<td>17 -8</td>
</tr>
<tr>
<td>EL</td>
<td>59 2</td>
<td>22 -6</td>
<td>82 5</td>
<td>28 -11</td>
<td>19 -10</td>
<td>24 2</td>
</tr>
<tr>
<td>ES</td>
<td>53 5</td>
<td>24 1</td>
<td>71 13</td>
<td>24 2</td>
<td>20 -5</td>
<td>28 1</td>
</tr>
<tr>
<td>FR</td>
<td>29 -3</td>
<td>16 -4</td>
<td>79 0</td>
<td>40 3</td>
<td>42 2</td>
<td>14 -1</td>
</tr>
<tr>
<td>HR</td>
<td>58 16</td>
<td>39 7</td>
<td>82 4</td>
<td>22 -8</td>
<td>16 -9</td>
<td>11 -6</td>
</tr>
<tr>
<td>IT</td>
<td>30 -10</td>
<td>20 2</td>
<td>67 -2</td>
<td>34 4</td>
<td>26 -4</td>
<td>17 2</td>
</tr>
<tr>
<td>CY</td>
<td>71 -5</td>
<td>16 -6</td>
<td>80 6</td>
<td>13 -9</td>
<td>42 -18</td>
<td>29 0</td>
</tr>
<tr>
<td>LV</td>
<td>50 -3</td>
<td>29 0</td>
<td>70 -5</td>
<td>20 1</td>
<td>29 4</td>
<td>23 -4</td>
</tr>
<tr>
<td>LT</td>
<td>63 2</td>
<td>28 -4</td>
<td>71 1</td>
<td>10 -2</td>
<td>14 -4</td>
<td>30 1</td>
</tr>
<tr>
<td>LU</td>
<td>43 -8</td>
<td>30 6</td>
<td>60 -11</td>
<td>38 -2</td>
<td>34 17</td>
<td>12 2</td>
</tr>
<tr>
<td>HU</td>
<td>42 1</td>
<td>38 3</td>
<td>84 -1</td>
<td>38 -4</td>
<td>8 -2</td>
<td>18 -2</td>
</tr>
<tr>
<td>MT</td>
<td>58 1</td>
<td>35 8</td>
<td>58 1</td>
<td>35 3</td>
<td>32 -1</td>
<td>14 2</td>
</tr>
<tr>
<td>NL</td>
<td>38 -3</td>
<td>30 10</td>
<td>78 2</td>
<td>32 -2</td>
<td>29 0</td>
<td>18 3</td>
</tr>
<tr>
<td>AT</td>
<td>34 -6</td>
<td>31 -5</td>
<td>66 -2</td>
<td>30 -3</td>
<td>32 -5</td>
<td>34 -1</td>
</tr>
<tr>
<td>PL</td>
<td>44 -1</td>
<td>26 0</td>
<td>75 -6</td>
<td>11 -2</td>
<td>14 2</td>
<td>19 -5</td>
</tr>
<tr>
<td>PT</td>
<td>37 2</td>
<td>19 4</td>
<td>67 -1</td>
<td>42 9</td>
<td>26 8</td>
<td>27 1</td>
</tr>
<tr>
<td>RO</td>
<td>63 -4</td>
<td>26 -1</td>
<td>75 -3</td>
<td>35 -4</td>
<td>17 -12</td>
<td>13 -11</td>
</tr>
<tr>
<td>SI</td>
<td>52 -3</td>
<td>22 -8</td>
<td>71 -5</td>
<td>20 -13</td>
<td>21 3</td>
<td>19 5</td>
</tr>
<tr>
<td>SK</td>
<td>46 -3</td>
<td>42 2</td>
<td>79 1</td>
<td>19 1</td>
<td>16 -6</td>
<td>31 -5</td>
</tr>
<tr>
<td>FI</td>
<td>44 -9</td>
<td>29 -1</td>
<td>70 -6</td>
<td>12 -1</td>
<td>22 -4</td>
<td>26 8</td>
</tr>
<tr>
<td>SE</td>
<td>51 3</td>
<td>33 16</td>
<td>72 2</td>
<td>18 -3</td>
<td>28 -1</td>
<td>14 0</td>
</tr>
<tr>
<td>UK</td>
<td>42 2</td>
<td>29 8</td>
<td>59 -4</td>
<td>23 4</td>
<td>22 -4</td>
<td>14 -6</td>
</tr>
</tbody>
</table>
Q87T - Lors d’une souscription à un abonnement Internet, quels sont les principaux facteurs que vous prenez en compte ? TOTAL

Q87T - When subscribing to an Internet connection what are the main factors you consider? TOTAL

Q87T - Welche Faktoren sind für Sie bei der Auswahl eines Internetanschlusses am wichtigsten? GESAMT

SI INTERNET DANS LE MENAGE CODE 8 EN D46
IF THE INTERNET IN THE HOUSEHOLD CODE 8 IN D46
NUR WENN INTERNET IM HAUSHALT FALLS CODE 8 IN D46

<table>
<thead>
<tr>
<th></th>
<th>Le coût de l’installation</th>
<th>Autre (SP.)</th>
<th>NSP</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Le coût</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pop 15+</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Weighted</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bevölkerung 15+</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>+ gewichteteter</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>EB 81.1</td>
<td>Diff.</td>
<td>EB 79.1</td>
</tr>
<tr>
<td>EU 28</td>
<td>20</td>
<td>-2</td>
<td>4</td>
</tr>
<tr>
<td>BE</td>
<td>26</td>
<td>-6</td>
<td>2</td>
</tr>
<tr>
<td>BG</td>
<td>13</td>
<td>-1</td>
<td>1</td>
</tr>
<tr>
<td>CZ</td>
<td>25</td>
<td>-2</td>
<td>1</td>
</tr>
<tr>
<td>DK</td>
<td>16</td>
<td>-4</td>
<td>7</td>
</tr>
<tr>
<td>DE</td>
<td>17</td>
<td>-5</td>
<td>3</td>
</tr>
<tr>
<td>EE</td>
<td>9</td>
<td>-1</td>
<td>4</td>
</tr>
<tr>
<td>IE</td>
<td>13</td>
<td>-19</td>
<td>3</td>
</tr>
<tr>
<td>EL</td>
<td>25</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>ES</td>
<td>31</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>FR</td>
<td>14</td>
<td>-2</td>
<td>3</td>
</tr>
<tr>
<td>HR</td>
<td>8</td>
<td>-8</td>
<td>2</td>
</tr>
<tr>
<td>IT</td>
<td>25</td>
<td>-2</td>
<td>2</td>
</tr>
<tr>
<td>CY</td>
<td>17</td>
<td>-6</td>
<td>1</td>
</tr>
<tr>
<td>LV</td>
<td>21</td>
<td>-2</td>
<td>4</td>
</tr>
<tr>
<td>LT</td>
<td>26</td>
<td>-6</td>
<td>4</td>
</tr>
<tr>
<td>LU</td>
<td>18</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>HU</td>
<td>25</td>
<td>-2</td>
<td>1</td>
</tr>
<tr>
<td>MT</td>
<td>8</td>
<td>-4</td>
<td>1</td>
</tr>
<tr>
<td>NL</td>
<td>12</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>AT</td>
<td>39</td>
<td>-2</td>
<td>4</td>
</tr>
<tr>
<td>PL</td>
<td>21</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>PT</td>
<td>30</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>RO</td>
<td>10</td>
<td>-14</td>
<td>2</td>
</tr>
<tr>
<td>SI</td>
<td>18</td>
<td>0</td>
<td>11</td>
</tr>
<tr>
<td>SK</td>
<td>20</td>
<td>-10</td>
<td>2</td>
</tr>
<tr>
<td>FI</td>
<td>10</td>
<td>-3</td>
<td>15</td>
</tr>
<tr>
<td>SE</td>
<td>11</td>
<td>3</td>
<td>13</td>
</tr>
<tr>
<td>UK</td>
<td>20</td>
<td>1</td>
<td>5</td>
</tr>
</tbody>
</table>
Q87T - Lors d’une souscription à un abonnement Internet, quels sont les principaux facteurs que vous prenez en compte ? TOTAL

Q87T - When subscribing to an Internet connection what are the main factors you consider? TOTAL

Q87T - Welche Faktoren sind für Sie bei der Auswahl eines Internetanschlusses am wichtigsten? GESAMT

SI INTERNET DANS LE MENAGE CODE 8 EN D46

<table>
<thead>
<tr>
<th></th>
<th>'Critères relatifs aux coûts'</th>
<th>'Critères relatifs à la qualité'</th>
<th>'Critères relatifs au service'</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>'Costs-related criteria'</td>
<td>'Quality-related criteria'</td>
<td>'Service-related criteria'</td>
</tr>
<tr>
<td></td>
<td>Gesamt 'Kosten bezogenen Kriterien'</td>
<td>Gesamt 'Qualitätsbezogene Kriterien'</td>
<td>Gesamt 'Dienst bezogene Kriterien'</td>
</tr>
<tr>
<td>%</td>
<td>EB 81.1</td>
<td>Diff. EB 79.1</td>
<td>EB 81.1</td>
</tr>
<tr>
<td>EU 28</td>
<td>80</td>
<td>-1</td>
<td>54</td>
</tr>
<tr>
<td>BE</td>
<td>82</td>
<td>-3</td>
<td>42</td>
</tr>
<tr>
<td>BG</td>
<td>81</td>
<td>-2</td>
<td>63</td>
</tr>
<tr>
<td>CZ</td>
<td>84</td>
<td>-4</td>
<td>58</td>
</tr>
<tr>
<td>DK</td>
<td>82</td>
<td>-1</td>
<td>67</td>
</tr>
<tr>
<td>DE</td>
<td>79</td>
<td>1</td>
<td>55</td>
</tr>
<tr>
<td>EE</td>
<td>76</td>
<td>4</td>
<td>61</td>
</tr>
<tr>
<td>IE</td>
<td>79</td>
<td>-5</td>
<td>69</td>
</tr>
<tr>
<td>EL</td>
<td>90</td>
<td>7</td>
<td>66</td>
</tr>
<tr>
<td>ES</td>
<td>85</td>
<td>4</td>
<td>62</td>
</tr>
<tr>
<td>FR</td>
<td>84</td>
<td>0</td>
<td>38</td>
</tr>
<tr>
<td>HR</td>
<td>84</td>
<td>0</td>
<td>71</td>
</tr>
<tr>
<td>IT</td>
<td>78</td>
<td>-2</td>
<td>43</td>
</tr>
<tr>
<td>CY</td>
<td>87</td>
<td>3</td>
<td>73</td>
</tr>
<tr>
<td>LV</td>
<td>81</td>
<td>-3</td>
<td>60</td>
</tr>
<tr>
<td>LT</td>
<td>85</td>
<td>1</td>
<td>70</td>
</tr>
<tr>
<td>LU</td>
<td>70</td>
<td>-3</td>
<td>57</td>
</tr>
<tr>
<td>HU</td>
<td>90</td>
<td>0</td>
<td>62</td>
</tr>
<tr>
<td>MT</td>
<td>65</td>
<td>-2</td>
<td>67</td>
</tr>
<tr>
<td>NL</td>
<td>82</td>
<td>1</td>
<td>53</td>
</tr>
<tr>
<td>AT</td>
<td>81</td>
<td>-2</td>
<td>47</td>
</tr>
<tr>
<td>PL</td>
<td>85</td>
<td>-2</td>
<td>58</td>
</tr>
<tr>
<td>PT</td>
<td>83</td>
<td>1</td>
<td>49</td>
</tr>
<tr>
<td>RO</td>
<td>78</td>
<td>-5</td>
<td>72</td>
</tr>
<tr>
<td>SI</td>
<td>76</td>
<td>-6</td>
<td>60</td>
</tr>
<tr>
<td>SK</td>
<td>85</td>
<td>-2</td>
<td>62</td>
</tr>
<tr>
<td>FI</td>
<td>81</td>
<td>-3</td>
<td>60</td>
</tr>
<tr>
<td>SE</td>
<td>77</td>
<td>3</td>
<td>65</td>
</tr>
<tr>
<td>UK</td>
<td>72</td>
<td>-3</td>
<td>55</td>
</tr>
</tbody>
</table>
QB8 Dans votre ménage, quelqu’un, y compris vous-même, utilise-t-il un PC ou un appareil connecté par Wi-Fi, à la maison, pour téléphoner via Internet ?
QB8 Does any household member, including yourself, use a PC or a Wi-Fi connected device, at home, to make phone calls over the Internet? 
QB8 Nutzen Sie oder jemand in Ihrem Haushalt den Computer oder ein Gerät mit WLAN-Verbindung zu Hause, um über das Internet zu telefonieren? 

<table>
<thead>
<tr>
<th>Pondéré Ménage</th>
<th>Household Weighted</th>
<th>Haushalts gewichteter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non</td>
<td>No</td>
<td>Nein</td>
</tr>
</tbody>
</table>

**Oui, vous ou un membre de votre ménage appelez des utilisateurs qui ont souscrit le même service de téléphone gratuit via Internet que vous.**

- Yes, you or a member of your household use a PC or a Wi-Fi connected device at home to make phone calls via Internet.

**Oui, vous ou un membre de votre ménage passez des appels internationaux à moindre coût vers des lignes fixes ou mobiles, en utilisant un service de téléphone par Internet.**

- Yes, you or a member of your household make cheaper international calls to landlines or mobile phones by means of an Internet phone service.

**Ja, Sie oder ein Mitglied Ihres Haushaltes rufen kostenlos Nutzer an, die beim gleichen Internet-Telefondienst angemeldet sind wie Sie.**

- Yes, both options (SP.)

**Ja, Sie oder ein Mitglied Ihres Haushaltes rufen über einen Internet-Telefondienst günstiger Festnetzanschlüsse oder Handys im Ausland an.**

- Ja, beide Möglichkeiten werden genutzt (SP.)

**Oui, les deux options (SP.)**

- Yes, both options (SP.)

<table>
<thead>
<tr>
<th>%</th>
<th>EB 81.1</th>
<th>Diff. EB 79.1</th>
<th>EB 81.1</th>
<th>Diff. EB 79.1</th>
<th>EB 81.1</th>
<th>Diff. EB 79.1</th>
<th>EB 81.1</th>
<th>Diff. EB 79.1</th>
<th>EB 81.1</th>
<th>Diff. EB 79.1</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>63</td>
<td>-1</td>
<td>30</td>
<td>2</td>
<td>4</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>-1</td>
</tr>
<tr>
<td>BE</td>
<td>59</td>
<td>-4</td>
<td>34</td>
<td>3</td>
<td>4</td>
<td>0</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>BG</td>
<td>39</td>
<td>-2</td>
<td>55</td>
<td>2</td>
<td>1</td>
<td>-1</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>CZ</td>
<td>49</td>
<td>2</td>
<td>47</td>
<td>-1</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>-1</td>
</tr>
<tr>
<td>DK</td>
<td>53</td>
<td>-4</td>
<td>41</td>
<td>5</td>
<td>2</td>
<td>-1</td>
<td>3</td>
<td>-1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>DE</td>
<td>69</td>
<td>3</td>
<td>23</td>
<td>-2</td>
<td>3</td>
<td>0</td>
<td>3</td>
<td>-1</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>EE</td>
<td>46</td>
<td>1</td>
<td>50</td>
<td>2</td>
<td>2</td>
<td>-1</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>IE</td>
<td>53</td>
<td>-3</td>
<td>42</td>
<td>10</td>
<td>3</td>
<td>-3</td>
<td>1</td>
<td>-3</td>
<td>1</td>
<td>-1</td>
</tr>
<tr>
<td>EL</td>
<td>65</td>
<td>-2</td>
<td>30</td>
<td>4</td>
<td>1</td>
<td>-1</td>
<td>1</td>
<td>0</td>
<td>3</td>
<td>-1</td>
</tr>
<tr>
<td>ES</td>
<td>67</td>
<td>-3</td>
<td>29</td>
<td>5</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>-2</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>FR</td>
<td>63</td>
<td>4</td>
<td>30</td>
<td>-1</td>
<td>6</td>
<td>-2</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>-1</td>
</tr>
<tr>
<td>HR</td>
<td>48</td>
<td>-10</td>
<td>42</td>
<td>7</td>
<td>3</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>IT</td>
<td>68</td>
<td>-4</td>
<td>25</td>
<td>3</td>
<td>4</td>
<td>3</td>
<td>1</td>
<td>-2</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>CY</td>
<td>47</td>
<td>4</td>
<td>38</td>
<td>-5</td>
<td>4</td>
<td>1</td>
<td>7</td>
<td>-2</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>LV</td>
<td>46</td>
<td>-2</td>
<td>43</td>
<td>-3</td>
<td>3</td>
<td>1</td>
<td>7</td>
<td>4</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>LT</td>
<td>41</td>
<td>-4</td>
<td>52</td>
<td>7</td>
<td>4</td>
<td>-2</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>-1</td>
</tr>
<tr>
<td>LU</td>
<td>44</td>
<td>-6</td>
<td>42</td>
<td>5</td>
<td>7</td>
<td>0</td>
<td>5</td>
<td>0</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>HU</td>
<td>70</td>
<td>7</td>
<td>25</td>
<td>-6</td>
<td>2</td>
<td>-2</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>MT</td>
<td>52</td>
<td>-2</td>
<td>39</td>
<td>0</td>
<td>6</td>
<td>5</td>
<td>1</td>
<td>-1</td>
<td>2</td>
<td>-2</td>
</tr>
<tr>
<td>NL</td>
<td>62</td>
<td>4</td>
<td>23</td>
<td>-11</td>
<td>12</td>
<td>6</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>AT</td>
<td>60</td>
<td>-5</td>
<td>30</td>
<td>4</td>
<td>5</td>
<td>2</td>
<td>3</td>
<td>-1</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>PL</td>
<td>62</td>
<td>-4</td>
<td>33</td>
<td>5</td>
<td>3</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>-1</td>
</tr>
<tr>
<td>PT</td>
<td>69</td>
<td>-9</td>
<td>27</td>
<td>11</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>-2</td>
</tr>
<tr>
<td>RO</td>
<td>69</td>
<td>-5</td>
<td>21</td>
<td>2</td>
<td>1</td>
<td>-1</td>
<td>3</td>
<td>3</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>SI</td>
<td>62</td>
<td>5</td>
<td>24</td>
<td>-8</td>
<td>6</td>
<td>1</td>
<td>6</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>SK</td>
<td>54</td>
<td>-2</td>
<td>39</td>
<td>5</td>
<td>4</td>
<td>-2</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>FI</td>
<td>60</td>
<td>-3</td>
<td>36</td>
<td>3</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>-1</td>
</tr>
<tr>
<td>SE</td>
<td>60</td>
<td>0</td>
<td>35</td>
<td>2</td>
<td>1</td>
<td>-2</td>
<td>4</td>
<td>1</td>
<td>0</td>
<td>-1</td>
</tr>
<tr>
<td>UK</td>
<td>53</td>
<td>-8</td>
<td>40</td>
<td>8</td>
<td>4</td>
<td>-2</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Country</td>
<td>EU28</td>
<td>BE</td>
<td>BG</td>
<td>CZ</td>
<td>DK</td>
<td>DE</td>
<td>EE</td>
<td>IE</td>
<td>EL</td>
<td>ES</td>
</tr>
<tr>
<td>---------</td>
<td>------</td>
<td>----</td>
<td>---</td>
<td>---</td>
<td>----</td>
<td>----</td>
<td>----</td>
<td>----</td>
<td>----</td>
<td>----</td>
</tr>
<tr>
<td>Less than 2 Mbps</td>
<td>0.1</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>2-6 Mbps</td>
<td>0.1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>7-15 Mbps</td>
<td>0.1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>16-30 Mbps</td>
<td>0.1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>31+ Mbps</td>
<td>0.1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Incorrect answers</td>
<td>0.1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
QB10.1 Please tell me whether you agree or disagree with each of the following.

(IF VALID ANSWER IN QB9) The download/upload speed matches the terms of your contract

<table>
<thead>
<tr>
<th>Country</th>
<th>'Totally agree'</th>
<th>'Tend to agree'</th>
<th>'Tend to disagree'</th>
<th>'Totally disagree'</th>
<th>'Not applicable (SP.)'</th>
<th>'Trifft nicht zu (SP.)'</th>
<th>'Gesamt 'Stimme zu'</th>
<th>'Gesamt 'Stimme nicht zu'</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>31</td>
<td>34</td>
<td>14</td>
<td>12</td>
<td>0</td>
<td>0</td>
<td>9</td>
<td>2</td>
</tr>
<tr>
<td>BE</td>
<td>24</td>
<td>42</td>
<td>13</td>
<td>6</td>
<td>2</td>
<td>2</td>
<td>11</td>
<td>10</td>
</tr>
<tr>
<td>BG</td>
<td>43</td>
<td>15</td>
<td>11</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>-1</td>
</tr>
<tr>
<td>CZ</td>
<td>41</td>
<td>2</td>
<td>9</td>
<td>3</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>DK</td>
<td>50</td>
<td>1</td>
<td>10</td>
<td>9</td>
<td>0</td>
<td>-1</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td>DE</td>
<td>32</td>
<td>10</td>
<td>16</td>
<td>5</td>
<td>2</td>
<td>2</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td>EE</td>
<td>44</td>
<td>35</td>
<td>9</td>
<td>3</td>
<td>3</td>
<td>0</td>
<td>9</td>
<td>8</td>
</tr>
<tr>
<td>IE</td>
<td>35</td>
<td>10</td>
<td>19</td>
<td>14</td>
<td>3</td>
<td>0</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>EL</td>
<td>21</td>
<td>0</td>
<td>27</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>ES</td>
<td>30</td>
<td>22</td>
<td>18</td>
<td>21</td>
<td>3</td>
<td>0</td>
<td>9</td>
<td>-4</td>
</tr>
<tr>
<td>FR</td>
<td>26</td>
<td>5</td>
<td>18</td>
<td>22</td>
<td>8</td>
<td>0</td>
<td>5</td>
<td>-1</td>
</tr>
<tr>
<td>HR</td>
<td>45</td>
<td>6</td>
<td>6</td>
<td>5</td>
<td>3</td>
<td>1</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>IT</td>
<td>22</td>
<td>57</td>
<td>12</td>
<td>11</td>
<td>9</td>
<td>0</td>
<td>0</td>
<td>-1</td>
</tr>
<tr>
<td>CY</td>
<td>55</td>
<td>32</td>
<td>5</td>
<td>4</td>
<td>2</td>
<td>0</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>LV</td>
<td>36</td>
<td>34</td>
<td>6</td>
<td>4</td>
<td>1</td>
<td>0</td>
<td>19</td>
<td>17</td>
</tr>
<tr>
<td>LT</td>
<td>55</td>
<td>7</td>
<td>6</td>
<td>4</td>
<td>1</td>
<td>1</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>LU</td>
<td>38</td>
<td>27</td>
<td>9</td>
<td>14</td>
<td>8</td>
<td>3</td>
<td>3</td>
<td>9</td>
</tr>
<tr>
<td>HU</td>
<td>42</td>
<td>46</td>
<td>7</td>
<td>3</td>
<td>2</td>
<td>0</td>
<td>-1</td>
<td>2</td>
</tr>
<tr>
<td>MT</td>
<td>49</td>
<td>29</td>
<td>3</td>
<td>2</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td>11</td>
</tr>
<tr>
<td>NL</td>
<td>28</td>
<td>14</td>
<td>16</td>
<td>15</td>
<td>4</td>
<td>0</td>
<td>-1</td>
<td>27</td>
</tr>
<tr>
<td>AT</td>
<td>20</td>
<td>57</td>
<td>12</td>
<td>11</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>12</td>
</tr>
<tr>
<td>PL</td>
<td>20</td>
<td>52</td>
<td>8</td>
<td>3</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td>16</td>
</tr>
<tr>
<td>PT</td>
<td>22</td>
<td>3</td>
<td>20</td>
<td>8</td>
<td>4</td>
<td>1</td>
<td>-3</td>
<td>6</td>
</tr>
<tr>
<td>RO</td>
<td>38</td>
<td>39</td>
<td>13</td>
<td>4</td>
<td>1</td>
<td>0</td>
<td>-1</td>
<td>6</td>
</tr>
<tr>
<td>SI</td>
<td>53</td>
<td>33</td>
<td>7</td>
<td>2</td>
<td>-1</td>
<td>0</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>SK</td>
<td>31</td>
<td>45</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>21</td>
<td>16</td>
</tr>
<tr>
<td>FI</td>
<td>33</td>
<td>35</td>
<td>22</td>
<td>6</td>
<td>2</td>
<td>-1</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>SE</td>
<td>44</td>
<td>5</td>
<td>12</td>
<td>9</td>
<td>-2</td>
<td>0</td>
<td>5</td>
<td>-2</td>
</tr>
<tr>
<td>UK</td>
<td>29</td>
<td>32</td>
<td>13</td>
<td>15</td>
<td>-3</td>
<td>0</td>
<td>-1</td>
<td>11</td>
</tr>
</tbody>
</table>

NL: Nederland; DE: Deutschland; ES: Spanien; FR: Frankreich; IT: Italien; AT: Österreich; PL: Polen; PT: Portugal; RO: Rumänien; SI: Slowenien; SK: Slowakei; FI: Finnland; SE: Schweden; UK: Großbritannien
Q8.2 Pouvez-vous me dire si vous êtes d’accord ou pas d’accord avec chacune des affirmations suivantes.
Votre connexion Internet ne se coupe jamais

Votre Internet connection never breaks down

Sagen Sie mir bitte für jede der folgenden Aussagen, inwieweit sie dieser zustimmen oder nicht zustimmen.

Ihre Internetverbindung wird nie unterbrochen.

---

<table>
<thead>
<tr>
<th>Pop 15+</th>
<th>Weighted</th>
<th>Bevölkerung 15 + gewichtet</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EB</td>
<td>Diff. EB</td>
<td>EB</td>
</tr>
<tr>
<td>81.1</td>
<td>79.1</td>
<td>81.1</td>
</tr>
<tr>
<td>EU 28</td>
<td>-1</td>
<td>33</td>
</tr>
<tr>
<td>BE</td>
<td>-2</td>
<td>30</td>
</tr>
<tr>
<td>BG</td>
<td>-1</td>
<td>39</td>
</tr>
<tr>
<td>CZ</td>
<td>-1</td>
<td>50</td>
</tr>
<tr>
<td>DK</td>
<td>1</td>
<td>28</td>
</tr>
<tr>
<td>DE</td>
<td>-9</td>
<td>31</td>
</tr>
<tr>
<td>EE</td>
<td>-1</td>
<td>33</td>
</tr>
<tr>
<td>IE</td>
<td>-5</td>
<td>28</td>
</tr>
<tr>
<td>EL</td>
<td>5</td>
<td>30</td>
</tr>
<tr>
<td>ES</td>
<td>1</td>
<td>33</td>
</tr>
<tr>
<td>FR</td>
<td>-5</td>
<td>25</td>
</tr>
<tr>
<td>HR</td>
<td>-4</td>
<td>25</td>
</tr>
<tr>
<td>IT</td>
<td>-3</td>
<td>47</td>
</tr>
<tr>
<td>CY</td>
<td>-11</td>
<td>33</td>
</tr>
<tr>
<td>LV</td>
<td>-1</td>
<td>35</td>
</tr>
<tr>
<td>LT</td>
<td>-1</td>
<td>33</td>
</tr>
<tr>
<td>LU</td>
<td>-10</td>
<td>31</td>
</tr>
<tr>
<td>HU</td>
<td>-8</td>
<td>38</td>
</tr>
<tr>
<td>MT</td>
<td>1</td>
<td>34</td>
</tr>
<tr>
<td>NL</td>
<td>-1</td>
<td>27</td>
</tr>
<tr>
<td>AT</td>
<td>-1</td>
<td>48</td>
</tr>
<tr>
<td>PL</td>
<td>-1</td>
<td>52</td>
</tr>
<tr>
<td>PT</td>
<td>-1</td>
<td>42</td>
</tr>
<tr>
<td>RO</td>
<td>-1</td>
<td>33</td>
</tr>
<tr>
<td>SI</td>
<td>-3</td>
<td>31</td>
</tr>
<tr>
<td>SK</td>
<td>-1</td>
<td>47</td>
</tr>
<tr>
<td>FI</td>
<td>-2</td>
<td>36</td>
</tr>
<tr>
<td>SE</td>
<td>-8</td>
<td>29</td>
</tr>
<tr>
<td>UK</td>
<td>3</td>
<td>26</td>
</tr>
</tbody>
</table>

---

<table>
<thead>
<tr>
<th>Total 'D'accord'</th>
<th>Total 'Pas d'accord'</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>EB 81.1</td>
<td>Diff. EB 79.1</td>
</tr>
<tr>
<td>EU 28</td>
<td>-3</td>
</tr>
<tr>
<td>BE</td>
<td>-9</td>
</tr>
<tr>
<td>BG</td>
<td>7</td>
</tr>
<tr>
<td>CZ</td>
<td>-1</td>
</tr>
<tr>
<td>DK</td>
<td>0</td>
</tr>
<tr>
<td>DE</td>
<td>-7</td>
</tr>
<tr>
<td>EE</td>
<td>0</td>
</tr>
<tr>
<td>IE</td>
<td>-2</td>
</tr>
<tr>
<td>EL</td>
<td>7</td>
</tr>
<tr>
<td>ES</td>
<td>2</td>
</tr>
<tr>
<td>FR</td>
<td>6</td>
</tr>
<tr>
<td>HR</td>
<td>-6</td>
</tr>
<tr>
<td>IT</td>
<td>-1</td>
</tr>
<tr>
<td>CY</td>
<td>-4</td>
</tr>
<tr>
<td>LV</td>
<td>5</td>
</tr>
<tr>
<td>LT</td>
<td>3</td>
</tr>
<tr>
<td>LU</td>
<td>-8</td>
</tr>
<tr>
<td>HU</td>
<td>7</td>
</tr>
<tr>
<td>MT</td>
<td>-4</td>
</tr>
<tr>
<td>NL</td>
<td>-2</td>
</tr>
<tr>
<td>AT</td>
<td>4</td>
</tr>
<tr>
<td>PL</td>
<td>7</td>
</tr>
<tr>
<td>PT</td>
<td>9</td>
</tr>
<tr>
<td>RO</td>
<td>1</td>
</tr>
<tr>
<td>SI</td>
<td>7</td>
</tr>
<tr>
<td>SK</td>
<td>-1</td>
</tr>
<tr>
<td>FI</td>
<td>0</td>
</tr>
<tr>
<td>SE</td>
<td>3</td>
</tr>
<tr>
<td>UK</td>
<td>-2</td>
</tr>
</tbody>
</table>
### Special Eurobarometer 414

**“E-Communications and Telecom Single Market Household Survey”**

Q810.3 Please tell me whether you agree or disagree with each of the following. You can easily contact your provider in case of Internet connection problems.

Q810.3 Sagen Sie mir bitte für jede der folgenden Aussagen, inwieweit sie dieser zustimmen oder nicht zustimmen. Sie können Ihren Anbieter im Fall von Problemen mit der Internetverbindung leicht erreichen.

**SI INTERNET DANS LE MENAGE CODE 8 EN D46**

**IF INTERNET IN THE HOUSEHOLD CODE 8 IN D46**

**NUR INTERNET IM HAUSHALT FALLS CODE 8 IN D46**

<table>
<thead>
<tr>
<th>Bevölkerung 15+</th>
<th>Tout à fait d'accord</th>
<th>Tend à d'accord</th>
<th>Pas du tout d'accord</th>
<th>Pas applicable (SP.)</th>
<th>NSP</th>
<th>DK</th>
<th>WN</th>
<th>Total 'D'accord'</th>
<th>Total 'Pas d'accord'</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>EU 28</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>BE</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>BG</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>CZ</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>DE</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>EE</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>IE</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>EL</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>ES</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>FR</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>HR</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>IT</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>CY</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>LV</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>LT</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>LU</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>HU</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>MT</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>NL</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>AT</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>PL</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>PT</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>RO</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>SI</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>SK</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>FI</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>SE</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>UK</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>EB 81.1</th>
<th>Diff. EB 72.5</th>
<th>EB 81.1</th>
<th>Diff. EB 72.5</th>
<th>EB 81.1</th>
<th>Diff. EB 72.5</th>
<th>EB 81.1</th>
<th>Diff. EB 72.5</th>
<th>EB 81.1</th>
<th>Diff. EB 72.5</th>
<th>EB 81.1</th>
<th>Diff. EB 72.5</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>36</td>
<td>5</td>
<td>38</td>
<td>0</td>
<td>12</td>
<td>2</td>
<td>5</td>
<td>-2</td>
<td>3</td>
<td>1</td>
<td>6</td>
<td>-4</td>
</tr>
<tr>
<td>BE</td>
<td>34</td>
<td>1</td>
<td>36</td>
<td>-1</td>
<td>14</td>
<td>2</td>
<td>8</td>
<td>-2</td>
<td>5</td>
<td>0</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>BG</td>
<td>44</td>
<td>4</td>
<td>42</td>
<td>-5</td>
<td>6</td>
<td>2</td>
<td>1</td>
<td>-1</td>
<td>0</td>
<td>0</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>CZ</td>
<td>40</td>
<td>6</td>
<td>48</td>
<td>-2</td>
<td>7</td>
<td>-2</td>
<td>1</td>
<td>-1</td>
<td>1</td>
<td>0</td>
<td>3</td>
<td>-1</td>
</tr>
<tr>
<td>DK</td>
<td>42</td>
<td>1</td>
<td>27</td>
<td>1</td>
<td>11</td>
<td>0</td>
<td>8</td>
<td>-4</td>
<td>5</td>
<td>1</td>
<td>7</td>
<td>1</td>
</tr>
<tr>
<td>DE</td>
<td>34</td>
<td>1</td>
<td>34</td>
<td>3</td>
<td>15</td>
<td>2</td>
<td>6</td>
<td>-3</td>
<td>3</td>
<td>1</td>
<td>8</td>
<td>-4</td>
</tr>
<tr>
<td>EE</td>
<td>48</td>
<td>-10</td>
<td>37</td>
<td>11</td>
<td>5</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>4</td>
<td>1</td>
<td>4</td>
<td>-2</td>
</tr>
<tr>
<td>IE</td>
<td>47</td>
<td>22</td>
<td>33</td>
<td>-15</td>
<td>11</td>
<td>2</td>
<td>7</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>-13</td>
</tr>
<tr>
<td>EL</td>
<td>33</td>
<td>2</td>
<td>42</td>
<td>0</td>
<td>10</td>
<td>-2</td>
<td>4</td>
<td>0</td>
<td>3</td>
<td>1</td>
<td>8</td>
<td>-1</td>
</tr>
<tr>
<td>ES</td>
<td>46</td>
<td>22</td>
<td>34</td>
<td>-18</td>
<td>10</td>
<td>-1</td>
<td>3</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>5</td>
<td>-5</td>
</tr>
<tr>
<td>FR</td>
<td>35</td>
<td>13</td>
<td>34</td>
<td>2</td>
<td>12</td>
<td>-4</td>
<td>10</td>
<td>-7</td>
<td>4</td>
<td>2</td>
<td>5</td>
<td>-6</td>
</tr>
<tr>
<td>HR</td>
<td>40</td>
<td>44</td>
<td>9</td>
<td>4</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>-1</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>IT</td>
<td>19</td>
<td>1</td>
<td>54</td>
<td>7</td>
<td>12</td>
<td>1</td>
<td>5</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>8</td>
<td>-11</td>
</tr>
<tr>
<td>CY</td>
<td>56</td>
<td>7</td>
<td>26</td>
<td>-3</td>
<td>5</td>
<td>-3</td>
<td>2</td>
<td>-1</td>
<td>1</td>
<td>1</td>
<td>10</td>
<td>-1</td>
</tr>
<tr>
<td>LV</td>
<td>53</td>
<td>-3</td>
<td>31</td>
<td>-1</td>
<td>5</td>
<td>-1</td>
<td>2</td>
<td>0</td>
<td>5</td>
<td>4</td>
<td>2</td>
<td>-1</td>
</tr>
<tr>
<td>LT</td>
<td>59</td>
<td>3</td>
<td>29</td>
<td>-1</td>
<td>4</td>
<td>-1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>0</td>
<td>4</td>
<td>-2</td>
</tr>
<tr>
<td>LU</td>
<td>47</td>
<td>10</td>
<td>28</td>
<td>-10</td>
<td>11</td>
<td>2</td>
<td>3</td>
<td>-1</td>
<td>5</td>
<td>1</td>
<td>6</td>
<td>-2</td>
</tr>
<tr>
<td>HU</td>
<td>32</td>
<td>-3</td>
<td>46</td>
<td>7</td>
<td>9</td>
<td>-1</td>
<td>5</td>
<td>1</td>
<td>4</td>
<td>-1</td>
<td>4</td>
<td>-3</td>
</tr>
<tr>
<td>MT</td>
<td>55</td>
<td>17</td>
<td>26</td>
<td>-20</td>
<td>4</td>
<td>0</td>
<td>5</td>
<td>2</td>
<td>3</td>
<td>3</td>
<td>7</td>
<td>-2</td>
</tr>
<tr>
<td>NL</td>
<td>45</td>
<td>15</td>
<td>25</td>
<td>-2</td>
<td>11</td>
<td>-6</td>
<td>5</td>
<td>-5</td>
<td>6</td>
<td>1</td>
<td>8</td>
<td>-3</td>
</tr>
<tr>
<td>AT</td>
<td>22</td>
<td>-11</td>
<td>46</td>
<td>-1</td>
<td>16</td>
<td>8</td>
<td>1</td>
<td>-2</td>
<td>2</td>
<td>1</td>
<td>13</td>
<td>5</td>
</tr>
<tr>
<td>PL</td>
<td>27</td>
<td>-9</td>
<td>55</td>
<td>12</td>
<td>9</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>5</td>
<td>-4</td>
</tr>
<tr>
<td>PT</td>
<td>27</td>
<td>11</td>
<td>53</td>
<td>-9</td>
<td>8</td>
<td>-2</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>9</td>
<td>-2</td>
</tr>
<tr>
<td>RO</td>
<td>40</td>
<td>6</td>
<td>41</td>
<td>-2</td>
<td>6</td>
<td>-9</td>
<td>4</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>8</td>
<td>4</td>
</tr>
<tr>
<td>SI</td>
<td>39</td>
<td>6</td>
<td>34</td>
<td>-8</td>
<td>15</td>
<td>4</td>
<td>5</td>
<td>-1</td>
<td>2</td>
<td>1</td>
<td>5</td>
<td>-2</td>
</tr>
<tr>
<td>SK</td>
<td>40</td>
<td>11</td>
<td>45</td>
<td>-11</td>
<td>7</td>
<td>-1</td>
<td>0</td>
<td>-1</td>
<td>2</td>
<td>1</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>FI</td>
<td>18</td>
<td>2</td>
<td>37</td>
<td>2</td>
<td>19</td>
<td>0</td>
<td>7</td>
<td>-4</td>
<td>12</td>
<td>7</td>
<td>7</td>
<td>-7</td>
</tr>
<tr>
<td>SE</td>
<td>45</td>
<td>-2</td>
<td>31</td>
<td>6</td>
<td>10</td>
<td>-1</td>
<td>5</td>
<td>-2</td>
<td>4</td>
<td>3</td>
<td>5</td>
<td>-4</td>
</tr>
<tr>
<td>UK</td>
<td>44</td>
<td>0</td>
<td>32</td>
<td>-1</td>
<td>11</td>
<td>3</td>
<td>5</td>
<td>-2</td>
<td>4</td>
<td>1</td>
<td>4</td>
<td>-1</td>
</tr>
</tbody>
</table>
Q810.4 Pouvez-vous me dire si vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes.
La réponse que vous recevez du service d'assistance téléphonique ou du site de support est utile
Q810.4 Please tell me whether you agree or disagree with each of the following.
The response you receive from helpline staff or support site is helpful
Q810.4 Sagen Sie mir bitte für jede der folgenden Aussagen, inwieweit sie dieser zustimmen oder nicht zustimmen.
Die Unterstützung bei Problemen durch die Hotline oder die Website ihres Anbieters ist hilfreich

<table>
<thead>
<tr>
<th></th>
<th>Tout à fait d'accord</th>
<th>Tend à d'accord</th>
<th>Tout à fait pas d'accord</th>
<th>Tendent à disagreement</th>
<th>Tous les deux</th>
<th>Trifft nicht zu (SP.)</th>
<th>Stimme überhaupt</th>
<th>Stimme eher</th>
<th>Stimme eher nicht</th>
<th>Pas du tout d'accord</th>
<th>Pas du tout d'accord</th>
<th>Pas applicable (SP.)</th>
<th>NSP</th>
<th>DK</th>
<th>WND</th>
<th>Gesamt 'Stimme zu'</th>
<th>Gesamt 'Stimme nicht zu'</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicable</td>
<td>EB</td>
<td>Diff. EB</td>
<td>EB</td>
<td>Diff. EB</td>
<td>EB</td>
<td>Diff. EB</td>
<td>EB</td>
<td>EB</td>
<td>Diff. EB</td>
<td>EB</td>
<td>Diff. EB</td>
<td>EB</td>
<td>EB</td>
<td>EB</td>
<td>EB</td>
<td>EB</td>
<td>EB</td>
</tr>
<tr>
<td>EU 28</td>
<td>29 5</td>
<td>42 1</td>
<td>11 1</td>
<td>4 -1</td>
<td>5 1</td>
<td>9 -7</td>
<td>71 6</td>
<td>15 0</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BE</td>
<td>27 -3</td>
<td>45 5</td>
<td>14 3</td>
<td>4 0</td>
<td>6 -4</td>
<td>4 -1</td>
<td>72 2</td>
<td>18 3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BG</td>
<td>34 2</td>
<td>-8</td>
<td>7 3</td>
<td>2 1</td>
<td>1 1</td>
<td>11 1</td>
<td>79 -6</td>
<td>9 4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CZ</td>
<td>30 4</td>
<td>-2</td>
<td>7 0</td>
<td>1 0</td>
<td>2 0</td>
<td>5 -2</td>
<td>85 2</td>
<td>8 0</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DK</td>
<td>45 9</td>
<td>28 1</td>
<td>9 2</td>
<td>4 -5</td>
<td>6 -2</td>
<td>8 -5</td>
<td>73 10</td>
<td>13 -3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DE</td>
<td>25 4</td>
<td>37 1</td>
<td>16 5</td>
<td>5 0</td>
<td>4 -2</td>
<td>13 -8</td>
<td>62 5</td>
<td>21 5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EE</td>
<td>44 2</td>
<td>37 7</td>
<td>5 -1</td>
<td>2 1</td>
<td>6 -1</td>
<td>6 -8</td>
<td>81 9</td>
<td>7 0</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ES</td>
<td>42 22</td>
<td>37 -14</td>
<td>10 4</td>
<td>6 3</td>
<td>5 3</td>
<td>0 -18</td>
<td>79 8</td>
<td>16 7</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IT</td>
<td>32 0</td>
<td>44 1</td>
<td>8 0</td>
<td>3 1</td>
<td>3 -1</td>
<td>10 -1</td>
<td>76 1</td>
<td>11 1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PT</td>
<td>37 19</td>
<td>38 -12</td>
<td>13 4</td>
<td>2 -3</td>
<td>3 2</td>
<td>7 -10</td>
<td>75 7</td>
<td>15 1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HR</td>
<td>27 9</td>
<td>42 3</td>
<td>12 -2</td>
<td>7 -3</td>
<td>6 3</td>
<td>6 -10</td>
<td>69 12</td>
<td>19 -5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IT</td>
<td>19 3</td>
<td>54 4</td>
<td>13 2</td>
<td>4 2</td>
<td>2 1</td>
<td>8 -12</td>
<td>73 7</td>
<td>17 4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LV</td>
<td>49 38</td>
<td>34 -7</td>
<td>5 1</td>
<td>2 1</td>
<td>1 6</td>
<td>2 -5</td>
<td>83 1</td>
<td>7 2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LT</td>
<td>45 10</td>
<td>35 -2</td>
<td>3 0</td>
<td>1 0</td>
<td>9 -1</td>
<td>7 -7</td>
<td>80 8</td>
<td>4 0</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LU</td>
<td>40 14</td>
<td>30 -11</td>
<td>8 1</td>
<td>6 2</td>
<td>7 9</td>
<td>8 -10</td>
<td>70 3</td>
<td>14 3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HU</td>
<td>26 1</td>
<td>45 8</td>
<td>12 7</td>
<td>6 5</td>
<td>7 -9</td>
<td>4 -12</td>
<td>71 9</td>
<td>18 12</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MT</td>
<td>47 10</td>
<td>34 -10</td>
<td>5 2</td>
<td>4 3</td>
<td>2 0</td>
<td>8 -5</td>
<td>81 0</td>
<td>9 5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NL</td>
<td>33 4</td>
<td>32 4</td>
<td>12 -1</td>
<td>5 1</td>
<td>10 0</td>
<td>8 -8</td>
<td>65 8</td>
<td>17 0</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AT</td>
<td>19 -11</td>
<td>49 3</td>
<td>14 2</td>
<td>4 1</td>
<td>2 1</td>
<td>12 4</td>
<td>68 8</td>
<td>18 3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PL</td>
<td>21 -7</td>
<td>50 7</td>
<td>8 3</td>
<td>1 -1</td>
<td>9 6</td>
<td>11 -8</td>
<td>71 0</td>
<td>9 2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RO</td>
<td>20 3</td>
<td>56 1</td>
<td>9 -1</td>
<td>2 0</td>
<td>2 0</td>
<td>11 -3</td>
<td>76 4</td>
<td>11 -1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SI</td>
<td>45 11</td>
<td>37 -4</td>
<td>8 -3</td>
<td>2 0</td>
<td>2 0</td>
<td>6 -4</td>
<td>82 7</td>
<td>10 -3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SK</td>
<td>28 9</td>
<td>51 -13</td>
<td>7 1</td>
<td>0 3</td>
<td>0 11 3</td>
<td></td>
<td>79 -4</td>
<td>7 1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FI</td>
<td>16 0</td>
<td>40 2</td>
<td>12 0</td>
<td>5 3</td>
<td>15 7</td>
<td>12 -12</td>
<td>56 2</td>
<td>17 3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SE</td>
<td>40 -7</td>
<td>37 15</td>
<td>9 4</td>
<td>2 -1</td>
<td>3 -2</td>
<td>9 -9</td>
<td>77 8</td>
<td>11 3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UK</td>
<td>34 2</td>
<td>40 5</td>
<td>9 0</td>
<td>4 -1</td>
<td>5 -1</td>
<td>8 -5</td>
<td>74 7</td>
<td>13 -1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**QB11** Que savez-vous des limites de consommation de données ou tout autre limitation apportée au volume de données prévues dans le cadre de votre contrat de fourniture d’accès Internet à la maison ?

**QB11** How much do you know about your data consumption limits or any other data volume limitation under the terms of your contract for your household Internet connection?

**QB11** Wie viel wissen Sie über die vertraglichen Datengrenzen oder andere vertragliche Einschränkungen der Datenmenge für die Internetverbindung in Ihrem Haushalt?

SI INTERNET HAUT DEBIT DANS LE MENAGE CODES 2 A7 EN QB6
If broadband internet in the household codes 2-7 in QB6
NUR BREITBAND-INTERNET IM HAUSHALT FALLS CODES 2-7 IN QB6

<table>
<thead>
<tr>
<th>Country</th>
<th>pondéré / weighted</th>
<th>Bevölkerung</th>
<th>Vous savez quelles sont les limites de consommation de données prévues dans le cadre de votre contrat</th>
<th>Sie kennen die Datengrenze Ihres Vertrags</th>
<th>Vous n'êtes pas au courant qu'il existe des limites de consommation de données prévues dans le cadre de votre contrat</th>
<th>Sie wissen nicht, ob Ihr Vertrag eine Datengrenze hat</th>
<th>NSP</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>26</td>
<td>81.1</td>
<td>20</td>
<td>42</td>
<td>12</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>BE</td>
<td>21</td>
<td>81.1</td>
<td>31</td>
<td>47</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>BG</td>
<td>20</td>
<td>81.1</td>
<td>15</td>
<td>49</td>
<td>16</td>
<td>16</td>
<td></td>
</tr>
<tr>
<td>CZ</td>
<td>16</td>
<td>81.1</td>
<td>23</td>
<td>55</td>
<td>6</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>DK</td>
<td>21</td>
<td>81.1</td>
<td>17</td>
<td>52</td>
<td>10</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>DE</td>
<td>26</td>
<td>81.1</td>
<td>14</td>
<td>41</td>
<td>19</td>
<td>19</td>
<td></td>
</tr>
<tr>
<td>EE</td>
<td>25</td>
<td>81.1</td>
<td>18</td>
<td>52</td>
<td>5</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>IE</td>
<td>30</td>
<td>81.1</td>
<td>19</td>
<td>33</td>
<td>18</td>
<td>18</td>
<td></td>
</tr>
<tr>
<td>EL</td>
<td>35</td>
<td>81.1</td>
<td>11</td>
<td>46</td>
<td>8</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>ES</td>
<td>32</td>
<td>81.1</td>
<td>13</td>
<td>45</td>
<td>10</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>FR</td>
<td>19</td>
<td>81.1</td>
<td>23</td>
<td>51</td>
<td>7</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>HR</td>
<td>55</td>
<td>81.1</td>
<td>20</td>
<td>18</td>
<td>7</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>IT</td>
<td>34</td>
<td>81.1</td>
<td>23</td>
<td>24</td>
<td>19</td>
<td>19</td>
<td></td>
</tr>
<tr>
<td>CY</td>
<td>20</td>
<td>81.1</td>
<td>21</td>
<td>35</td>
<td>24</td>
<td>24</td>
<td></td>
</tr>
<tr>
<td>LV</td>
<td>41</td>
<td>81.1</td>
<td>17</td>
<td>35</td>
<td>7</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>LT</td>
<td>32</td>
<td>81.1</td>
<td>18</td>
<td>43</td>
<td>7</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>LU</td>
<td>26</td>
<td>81.1</td>
<td>29</td>
<td>31</td>
<td>14</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>HU</td>
<td>23</td>
<td>81.1</td>
<td>36</td>
<td>37</td>
<td>4</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>MT</td>
<td>17</td>
<td>81.1</td>
<td>32</td>
<td>15</td>
<td>36</td>
<td>36</td>
<td></td>
</tr>
<tr>
<td>NL</td>
<td>20</td>
<td>81.1</td>
<td>16</td>
<td>51</td>
<td>13</td>
<td>13</td>
<td></td>
</tr>
<tr>
<td>AT</td>
<td>34</td>
<td>81.1</td>
<td>34</td>
<td>24</td>
<td>8</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>PL</td>
<td>28</td>
<td>81.1</td>
<td>32</td>
<td>36</td>
<td>4</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>PT</td>
<td>28</td>
<td>81.1</td>
<td>20</td>
<td>42</td>
<td>10</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>RO</td>
<td>21</td>
<td>81.1</td>
<td>13</td>
<td>36</td>
<td>30</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td>SI</td>
<td>20</td>
<td>81.1</td>
<td>27</td>
<td>39</td>
<td>14</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>SK</td>
<td>30</td>
<td>81.1</td>
<td>36</td>
<td>29</td>
<td>5</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>FI</td>
<td>27</td>
<td>81.1</td>
<td>15</td>
<td>53</td>
<td>5</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>SE</td>
<td>19</td>
<td>81.1</td>
<td>18</td>
<td>54</td>
<td>9</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>UK</td>
<td>29</td>
<td>81.1</td>
<td>21</td>
<td>39</td>
<td>11</td>
<td>11</td>
<td></td>
</tr>
</tbody>
</table>
QB12 You have ever had to pay extra money, on top of your regular monthly bill for additional data consumption by your household Internet connection?

SI INTERNET HAUT DEBIT DANS LE MENAGE CODES 2 A 7 EN QB6
IF BROADBAND INTERNET IN THE HOUSEHOLD CODES 2 A 7 IN QB6
NUR BREITBAND-INTERNET IM HAUSHALT FALLS CODES 2-7 IN QB6

<table>
<thead>
<tr>
<th>Household Weighted Haushalts gewichteter</th>
<th>Yes, often</th>
<th>Yes, sometimes</th>
<th>No, never</th>
<th>Yes, often</th>
<th>Yes, sometimes</th>
<th>No, never</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
</tr>
<tr>
<td>EU 28</td>
<td>2</td>
<td>12</td>
<td>82</td>
<td>4</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>BE</td>
<td>2</td>
<td>12</td>
<td>85</td>
<td>1</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>BG</td>
<td>1</td>
<td>5</td>
<td>85</td>
<td>9</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>CZ</td>
<td>1</td>
<td>9</td>
<td>87</td>
<td>3</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>DK</td>
<td>2</td>
<td>6</td>
<td>90</td>
<td>2</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>DE</td>
<td>1</td>
<td>7</td>
<td>85</td>
<td>7</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>EE</td>
<td>1</td>
<td>7</td>
<td>88</td>
<td>4</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>IE</td>
<td>5</td>
<td>13</td>
<td>79</td>
<td>3</td>
<td>18</td>
<td></td>
</tr>
<tr>
<td>EL</td>
<td>1</td>
<td>11</td>
<td>84</td>
<td>4</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>ES</td>
<td>1</td>
<td>11</td>
<td>85</td>
<td>3</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>FR</td>
<td>4</td>
<td>25</td>
<td>69</td>
<td>2</td>
<td>29</td>
<td></td>
</tr>
<tr>
<td>HR</td>
<td>5</td>
<td>30</td>
<td>62</td>
<td>3</td>
<td>35</td>
<td></td>
</tr>
<tr>
<td>IT</td>
<td>3</td>
<td>15</td>
<td>75</td>
<td>7</td>
<td>18</td>
<td></td>
</tr>
<tr>
<td>CY</td>
<td>1</td>
<td>6</td>
<td>91</td>
<td>2</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>LV</td>
<td>2</td>
<td>11</td>
<td>86</td>
<td>1</td>
<td>13</td>
<td></td>
</tr>
<tr>
<td>LT</td>
<td>1</td>
<td>9</td>
<td>86</td>
<td>4</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>LU</td>
<td>4</td>
<td>13</td>
<td>81</td>
<td>2</td>
<td>17</td>
<td></td>
</tr>
<tr>
<td>HU</td>
<td>1</td>
<td>13</td>
<td>83</td>
<td>3</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>MT</td>
<td>2</td>
<td>15</td>
<td>80</td>
<td>3</td>
<td>17</td>
<td></td>
</tr>
<tr>
<td>NL</td>
<td>3</td>
<td>8</td>
<td>86</td>
<td>3</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>AT</td>
<td>1</td>
<td>18</td>
<td>74</td>
<td>7</td>
<td>19</td>
<td></td>
</tr>
<tr>
<td>PL</td>
<td>2</td>
<td>11</td>
<td>85</td>
<td>2</td>
<td>13</td>
<td></td>
</tr>
<tr>
<td>PT</td>
<td>2</td>
<td>15</td>
<td>81</td>
<td>2</td>
<td>17</td>
<td></td>
</tr>
<tr>
<td>RO</td>
<td>1</td>
<td>9</td>
<td>79</td>
<td>11</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>SI</td>
<td>0</td>
<td>7</td>
<td>88</td>
<td>5</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>SK</td>
<td>1</td>
<td>17</td>
<td>78</td>
<td>4</td>
<td>18</td>
<td></td>
</tr>
<tr>
<td>FI</td>
<td>0</td>
<td>5</td>
<td>94</td>
<td>1</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>SE</td>
<td>1</td>
<td>6</td>
<td>92</td>
<td>1</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>UK</td>
<td>1</td>
<td>13</td>
<td>83</td>
<td>3</td>
<td>14</td>
<td></td>
</tr>
</tbody>
</table>
QB13 Lorsque vous utilisez la connexion Internet de votre ménage, avez-vous déjà rencontré des difficultés pour accéder à des contenus ou applications en ligne en raison d’une connexion trop lente ou d’une capacité de téléchargement trop faible ?

QB13 When using your household Internet subscription, have you experienced difficulties accessing online content and applications due to insufficient speed or downloading capacity?

QB13 Hatten Sie bei der Nutzung des Internetanschlusses in Ihrem Haushalt schon einmal Probleme beim Zugriff auf Onlineinhalte oder -anwendungen, weil die Verbindung zu langsam oder die Download-Kapazität unzureichend war?

<table>
<thead>
<tr>
<th>Pondéré Pop 15+</th>
<th>Oui, souvent</th>
<th>Oui, parfois</th>
<th>Non, jamais</th>
<th>NSP</th>
<th>Total 'Oui'</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weighted Bevölkerung 15+ gewichteter</td>
<td>Ja, häufiger</td>
<td>Ja, gelegentlich</td>
<td>Nein, niemals</td>
<td>DK</td>
<td>Gesamt 'Ja'</td>
</tr>
<tr>
<td>%</td>
<td>EB 81.1</td>
<td>Diff. EB 79.1</td>
<td>EB 81.1</td>
<td>Diff. EB 79.1</td>
<td>EB 81.1</td>
</tr>
<tr>
<td>EU 28</td>
<td>7</td>
<td>-1</td>
<td>32</td>
<td>-3</td>
<td>57</td>
</tr>
<tr>
<td>BE</td>
<td>8</td>
<td>1</td>
<td>35</td>
<td>-1</td>
<td>57</td>
</tr>
<tr>
<td>BG</td>
<td>3</td>
<td>-3</td>
<td>40</td>
<td>-5</td>
<td>50</td>
</tr>
<tr>
<td>CZ</td>
<td>2</td>
<td>-2</td>
<td>35</td>
<td>-9</td>
<td>60</td>
</tr>
<tr>
<td>DK</td>
<td>4</td>
<td>-1</td>
<td>18</td>
<td>-7</td>
<td>75</td>
</tr>
<tr>
<td>DE</td>
<td>7</td>
<td>-1</td>
<td>32</td>
<td>-3</td>
<td>57</td>
</tr>
<tr>
<td>EE</td>
<td>5</td>
<td>-1</td>
<td>40</td>
<td>5</td>
<td>53</td>
</tr>
<tr>
<td>IE</td>
<td>10</td>
<td>-2</td>
<td>28</td>
<td>-4</td>
<td>59</td>
</tr>
<tr>
<td>EL</td>
<td>6</td>
<td>1</td>
<td>35</td>
<td>-8</td>
<td>51</td>
</tr>
<tr>
<td>ES</td>
<td>3</td>
<td>-5</td>
<td>23</td>
<td>-5</td>
<td>70</td>
</tr>
<tr>
<td>FR</td>
<td>12</td>
<td>0</td>
<td>39</td>
<td>-3</td>
<td>47</td>
</tr>
<tr>
<td>HR</td>
<td>8</td>
<td>0</td>
<td>45</td>
<td>7</td>
<td>40</td>
</tr>
<tr>
<td>IT</td>
<td>4</td>
<td>-3</td>
<td>35</td>
<td>3</td>
<td>55</td>
</tr>
<tr>
<td>CY</td>
<td>5</td>
<td>0</td>
<td>41</td>
<td>7</td>
<td>45</td>
</tr>
<tr>
<td>LV</td>
<td>4</td>
<td>-1</td>
<td>29</td>
<td>-2</td>
<td>64</td>
</tr>
<tr>
<td>LT</td>
<td>2</td>
<td>-6</td>
<td>21</td>
<td>-13</td>
<td>74</td>
</tr>
<tr>
<td>LU</td>
<td>14</td>
<td>8</td>
<td>38</td>
<td>1</td>
<td>45</td>
</tr>
<tr>
<td>HU</td>
<td>5</td>
<td>1</td>
<td>31</td>
<td>-2</td>
<td>61</td>
</tr>
<tr>
<td>MT</td>
<td>3</td>
<td>0</td>
<td>20</td>
<td>-4</td>
<td>71</td>
</tr>
<tr>
<td>NL</td>
<td>4</td>
<td>-1</td>
<td>31</td>
<td>1</td>
<td>62</td>
</tr>
<tr>
<td>AT</td>
<td>5</td>
<td>1</td>
<td>31</td>
<td>-10</td>
<td>60</td>
</tr>
<tr>
<td>PL</td>
<td>4</td>
<td>-2</td>
<td>29</td>
<td>2</td>
<td>64</td>
</tr>
<tr>
<td>PT</td>
<td>4</td>
<td>0</td>
<td>23</td>
<td>2</td>
<td>65</td>
</tr>
<tr>
<td>RO</td>
<td>7</td>
<td>0</td>
<td>38</td>
<td>-7</td>
<td>46</td>
</tr>
<tr>
<td>SI</td>
<td>5</td>
<td>-1</td>
<td>38</td>
<td>3</td>
<td>52</td>
</tr>
<tr>
<td>SK</td>
<td>2</td>
<td>-1</td>
<td>32</td>
<td>-12</td>
<td>60</td>
</tr>
<tr>
<td>FI</td>
<td>3</td>
<td>-2</td>
<td>29</td>
<td>-8</td>
<td>66</td>
</tr>
<tr>
<td>SE</td>
<td>4</td>
<td>1</td>
<td>31</td>
<td>3</td>
<td>64</td>
</tr>
<tr>
<td>UK</td>
<td>12</td>
<td>-1</td>
<td>31</td>
<td>-6</td>
<td>55</td>
</tr>
</tbody>
</table>

TOTAL 'OUI' = 39
TOTAL 'YES' = 43
**SPECIAL EUROBAROMETER 414**  
**“E-Communications and Telecom Single Market Household Survey”**

QB14 Lorsque vous utilisez la connexion Internet de votre ménage, avez-vous déjà constaté le blocage de contenus ou d’applications en ligne ?

QB14 When using your household Internet subscription, have you experienced any kind of blocking of online content or applications?

QB14 Haben Sie bei der Nutzung des Internetanschlusses in Ihrem Haushalt jemals erlebt, dass bestimmte Onlineinhalte oder -anwendungen gesperrt waren?

SI INTERNET HAUT DEBIT DANS LE MENAGE CODES 2 A 7 EN QB6  
IF BROADBAND INTERNET IN THE HOUSEHOLD CODES 2 A 7 IN QB6  
NUR BREITBAND-INTERNET IM HAUSHALT FALLS CODES 2-7 IN QB6

<table>
<thead>
<tr>
<th>Pondéré Pop 15+ Weighted Bevölkerung 15 + gewichteter %</th>
<th>Oui, souvent Yes, often</th>
<th>Oui, parfois Yes, sometimes</th>
<th>Non, jamais No, never</th>
<th>NSP DK</th>
<th>Total ‘Oui’ Gesamt ‘Ja’</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>3 -1</td>
<td>21 -4</td>
<td>72 6</td>
<td>4 -1</td>
<td>24 -5</td>
</tr>
<tr>
<td>BE 4 -1</td>
<td>28 -5</td>
<td>67 6</td>
<td>1 0</td>
<td>32 -6</td>
<td></td>
</tr>
<tr>
<td>BG 1 -2</td>
<td>29 -4</td>
<td>61 5</td>
<td>9 1</td>
<td>30 -6</td>
<td></td>
</tr>
<tr>
<td>CZ 1 -1</td>
<td>19 -9</td>
<td>76 9</td>
<td>4 1</td>
<td>20 -10</td>
<td></td>
</tr>
<tr>
<td>DK 1 0</td>
<td>12 -17</td>
<td>84 17</td>
<td>3 0</td>
<td>13 -17</td>
<td></td>
</tr>
<tr>
<td>DE 2 -1</td>
<td>12 -8</td>
<td>81 8</td>
<td>5 1</td>
<td>14 -9</td>
<td></td>
</tr>
<tr>
<td>EE 1 -1</td>
<td>27 -1</td>
<td>68 2</td>
<td>4 0</td>
<td>28 -2</td>
<td></td>
</tr>
<tr>
<td>IE 2 -2</td>
<td>14 -7</td>
<td>81 11</td>
<td>3 -2</td>
<td>16 -9</td>
<td></td>
</tr>
<tr>
<td>EL 3 -1</td>
<td>21 -12</td>
<td>69 13</td>
<td>7 0</td>
<td>24 -13</td>
<td></td>
</tr>
<tr>
<td>ES 1 -3</td>
<td>15 -4</td>
<td>80 8</td>
<td>4 -1</td>
<td>16 -7</td>
<td></td>
</tr>
<tr>
<td>FR 7 1</td>
<td>34 -2</td>
<td>57 2</td>
<td>2 -1</td>
<td>41 -1</td>
<td></td>
</tr>
<tr>
<td>HR 5 1</td>
<td>41 10</td>
<td>48 -12</td>
<td>6 1</td>
<td>46 11</td>
<td></td>
</tr>
<tr>
<td>IT 1 -4</td>
<td>25 -1</td>
<td>67 10</td>
<td>7 -5</td>
<td>26 -5</td>
<td></td>
</tr>
<tr>
<td>CY 5 0</td>
<td>39 3</td>
<td>52 4</td>
<td>4 -7</td>
<td>44 3</td>
<td></td>
</tr>
<tr>
<td>LV 2 1</td>
<td>15 1</td>
<td>80 -1</td>
<td>3 -1</td>
<td>17 2</td>
<td></td>
</tr>
<tr>
<td>LT 1 -2</td>
<td>13 -10</td>
<td>82 13</td>
<td>4 -1</td>
<td>14 -12</td>
<td></td>
</tr>
<tr>
<td>LU 5 0</td>
<td>39 4</td>
<td>52 -6</td>
<td>4 2</td>
<td>44 4</td>
<td></td>
</tr>
<tr>
<td>HU 3 1</td>
<td>25 3</td>
<td>69 -3</td>
<td>3 -1</td>
<td>28 4</td>
<td></td>
</tr>
<tr>
<td>MT 0 -1</td>
<td>22 -1</td>
<td>73 4</td>
<td>5 -2</td>
<td>22 -2</td>
<td></td>
</tr>
<tr>
<td>NL 1 -3</td>
<td>21 -5</td>
<td>74 7</td>
<td>4 1</td>
<td>22 -8</td>
<td></td>
</tr>
<tr>
<td>AT 4 3</td>
<td>23 -8</td>
<td>68 3</td>
<td>5 2</td>
<td>27 -5</td>
<td></td>
</tr>
<tr>
<td>PL 3 1</td>
<td>13 -3</td>
<td>81 3</td>
<td>3 -1</td>
<td>16 -2</td>
<td></td>
</tr>
<tr>
<td>PT 1 0</td>
<td>12 -4</td>
<td>77 4</td>
<td>10 0</td>
<td>13 -4</td>
<td></td>
</tr>
<tr>
<td>RO 7 0</td>
<td>44 -2</td>
<td>42 7</td>
<td>7 -5</td>
<td>51 -2</td>
<td></td>
</tr>
<tr>
<td>SI 2 0</td>
<td>31 3</td>
<td>62 -4</td>
<td>5 1</td>
<td>33 3</td>
<td></td>
</tr>
<tr>
<td>SK 1 -1</td>
<td>30 -3</td>
<td>65 8</td>
<td>4 -4</td>
<td>31 -4</td>
<td></td>
</tr>
<tr>
<td>FI 2 1</td>
<td>15 -4</td>
<td>82 4</td>
<td>1 -1</td>
<td>17 -3</td>
<td></td>
</tr>
<tr>
<td>SE 2 0</td>
<td>25 -10</td>
<td>71 11</td>
<td>2 -1</td>
<td>27 -10</td>
<td></td>
</tr>
<tr>
<td>UK 2 1</td>
<td>18 -1</td>
<td>78 0</td>
<td>2 0</td>
<td>20 0</td>
<td></td>
</tr>
</tbody>
</table>

**T52**
QB15 Dans quels cas, parmi les suivants, avez-vous déjà constaté le blocage de contenus ou d’applications en ligne chez vous ? En essayant … (ROTATION – PLUSIEURS REPONSES POSSIBLES)

QB15 In which of the following cases have you experienced the blocking of online content or applications at home using your household Internet subscription? When trying to… (ROTATE – MULTIPLE ANSWERS POSSIBLE)

QB15 In welchen der folgenden Fälle haben Sie zu Hause bei der Nutzung Ihrer Internetverbindung erlebt, dass Onlinemöglichkeiten oder -anwendungen gesperrt waren? Beim Versuch … (ROTIEREN – MEHRFACHNENNUNGEN MÖGLICH)

<table>
<thead>
<tr>
<th>Pondéré Pop 15+</th>
<th>Pop 15+ Weighted</th>
<th>Bevölkerung 15 + gewichtet</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>EB 81.1</td>
<td>Diff. EB 79.1</td>
</tr>
<tr>
<td>EU 28</td>
<td>19</td>
<td>1</td>
</tr>
<tr>
<td>BE</td>
<td>24</td>
<td>7</td>
</tr>
<tr>
<td>BG</td>
<td>18</td>
<td>3</td>
</tr>
<tr>
<td>CZ</td>
<td>17</td>
<td>-12</td>
</tr>
<tr>
<td>DK</td>
<td>12</td>
<td>-3</td>
</tr>
<tr>
<td>DE</td>
<td>12</td>
<td>4</td>
</tr>
<tr>
<td>EE</td>
<td>24</td>
<td>7</td>
</tr>
<tr>
<td>IE</td>
<td>17</td>
<td>7</td>
</tr>
<tr>
<td>EL</td>
<td>27</td>
<td>-2</td>
</tr>
<tr>
<td>ES</td>
<td>14</td>
<td>-2</td>
</tr>
<tr>
<td>FR</td>
<td>22</td>
<td>4</td>
</tr>
<tr>
<td>HR</td>
<td>24</td>
<td>-6</td>
</tr>
<tr>
<td>IT</td>
<td>15</td>
<td>-2</td>
</tr>
<tr>
<td>CY</td>
<td>33</td>
<td>4</td>
</tr>
<tr>
<td>LV</td>
<td>15</td>
<td>1</td>
</tr>
<tr>
<td>LT</td>
<td>12</td>
<td>-12</td>
</tr>
<tr>
<td>LU</td>
<td>18</td>
<td>-1</td>
</tr>
<tr>
<td>HU</td>
<td>17</td>
<td>-3</td>
</tr>
<tr>
<td>MT</td>
<td>20</td>
<td>-15</td>
</tr>
<tr>
<td>NL</td>
<td>16</td>
<td>0</td>
</tr>
<tr>
<td>AT</td>
<td>30</td>
<td>3</td>
</tr>
<tr>
<td>PL</td>
<td>21</td>
<td>-2</td>
</tr>
<tr>
<td>PT</td>
<td>19</td>
<td>4</td>
</tr>
<tr>
<td>RO</td>
<td>36</td>
<td>7</td>
</tr>
<tr>
<td>SI</td>
<td>14</td>
<td>-1</td>
</tr>
<tr>
<td>SK</td>
<td>20</td>
<td>-3</td>
</tr>
<tr>
<td>FI</td>
<td>13</td>
<td>1</td>
</tr>
<tr>
<td>SE</td>
<td>18</td>
<td>1</td>
</tr>
<tr>
<td>UK</td>
<td>14</td>
<td>-10</td>
</tr>
</tbody>
</table>
**QB15** Dans quels cas, parmi les suivants, avez-vous déjà constaté le blocage de contenus ou d'applications en ligne chez vous ? En essayant ... (ROTATION – PLUSIEURS REPONSES POSSIBLES)  
**QB15** In which of the following cases have you experienced the blocking of online content or applications at home using your household Internet subscription? When trying to... (ROTATE – MULTIPLE ANSWERS POSSIBLE)  
**QB15** In welchen der folgenden Fälle haben Sie zu Hause bei der Nutzung Ihrer Internetverbindung erlebt, dass Onlineinhalte oder -anwendungen gesperrt waren? Beim Versuch ... (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

**SI** INTERNET HAUT DEBIT DANS LE MENAGE CODES 2 A 7 EN QB6  
**IF** BROADBAND INTERNET IN THE HOUSEHOLD CODES 2 A 7 IN QB6  
**NUR BREITBAND-INTERNET IM HAUSHALT FALLS CODES 2-7 IN QB6**

<table>
<thead>
<tr>
<th>Ponéré Pop 15+</th>
<th>D'effectuer un appel par Internet en utilisant des applications d'appel en ligne</th>
<th>D'envoyer du contenu sur des réseaux sociaux, blogs et forums</th>
<th>Autre (SP.)</th>
<th>NSP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pop 15+ Weighted</td>
<td>Make phone calls over the Internet using dedicated VoIP applications</td>
<td>Watch television</td>
<td>Upload content on social networks, blogs and forums</td>
<td>Other (SP.)</td>
</tr>
<tr>
<td>Bevölkerung 15 gewichteter</td>
<td>Anrufe über das Internet mithilfe von speziellen Voice-over-IP (VoIP)-Anwendungen zu tätigen</td>
<td>Fernsehen zu schauen</td>
<td>Inhalte in soziale Netzwerke, Blogs und Foren hochzuladen</td>
<td>Andere (SP.)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>EB 81.1</th>
<th>Diff. EB 79.1</th>
<th>EB 81.1</th>
<th>Diff. EB 79.1</th>
<th>EB 81.1</th>
<th>Diff. EB 79.1</th>
<th>EB 81.1</th>
<th>Diff. EB 79.1</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>7</td>
<td>0</td>
<td>18</td>
<td>3</td>
<td>17</td>
<td>17</td>
<td>9</td>
<td>-2</td>
</tr>
<tr>
<td>BE</td>
<td>11</td>
<td>0</td>
<td>18</td>
<td>2</td>
<td>21</td>
<td>21</td>
<td>14</td>
<td>-6</td>
</tr>
<tr>
<td>BG</td>
<td>9</td>
<td>-10</td>
<td>14</td>
<td>2</td>
<td>14</td>
<td>14</td>
<td>10</td>
<td>7</td>
</tr>
<tr>
<td>CZ</td>
<td>4</td>
<td>-2</td>
<td>20</td>
<td>5</td>
<td>21</td>
<td>21</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>DK</td>
<td>4</td>
<td>0</td>
<td>18</td>
<td>1</td>
<td>11</td>
<td>11</td>
<td>14</td>
<td>-7</td>
</tr>
<tr>
<td>DE</td>
<td>7</td>
<td>6</td>
<td>20</td>
<td>4</td>
<td>15</td>
<td>15</td>
<td>8</td>
<td>-1</td>
</tr>
<tr>
<td>EE</td>
<td>7</td>
<td>-3</td>
<td>18</td>
<td>0</td>
<td>17</td>
<td>17</td>
<td>6</td>
<td>-5</td>
</tr>
<tr>
<td>IE</td>
<td>5</td>
<td>-8</td>
<td>18</td>
<td>-10</td>
<td>24</td>
<td>24</td>
<td>9</td>
<td>1</td>
</tr>
<tr>
<td>EL</td>
<td>7</td>
<td>4</td>
<td>15</td>
<td>6</td>
<td>13</td>
<td>13</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>ES</td>
<td>2</td>
<td>-3</td>
<td>8</td>
<td>-4</td>
<td>12</td>
<td>12</td>
<td>10</td>
<td>1</td>
</tr>
<tr>
<td>FR</td>
<td>7</td>
<td>-2</td>
<td>26</td>
<td>6</td>
<td>14</td>
<td>14</td>
<td>11</td>
<td>-5</td>
</tr>
<tr>
<td>HR</td>
<td>11</td>
<td>1</td>
<td>17</td>
<td>5</td>
<td>37</td>
<td>37</td>
<td>2</td>
<td>-2</td>
</tr>
<tr>
<td>IT</td>
<td>12</td>
<td>1</td>
<td>6</td>
<td>-2</td>
<td>20</td>
<td>20</td>
<td>7</td>
<td>2</td>
</tr>
<tr>
<td>CY</td>
<td>23</td>
<td>3</td>
<td>20</td>
<td>4</td>
<td>19</td>
<td>19</td>
<td>6</td>
<td>-3</td>
</tr>
<tr>
<td>LV</td>
<td>5</td>
<td>-6</td>
<td>24</td>
<td>9</td>
<td>10</td>
<td>10</td>
<td>3</td>
<td>-8</td>
</tr>
<tr>
<td>LT</td>
<td>10</td>
<td>-4</td>
<td>18</td>
<td>4</td>
<td>12</td>
<td>12</td>
<td>13</td>
<td>-4</td>
</tr>
<tr>
<td>LU</td>
<td>15</td>
<td>0</td>
<td>15</td>
<td>-9</td>
<td>15</td>
<td>15</td>
<td>15</td>
<td>0</td>
</tr>
<tr>
<td>HU</td>
<td>7</td>
<td>-9</td>
<td>9</td>
<td>-5</td>
<td>18</td>
<td>18</td>
<td>2</td>
<td>-3</td>
</tr>
<tr>
<td>MT</td>
<td>5</td>
<td>-1</td>
<td>16</td>
<td>2</td>
<td>19</td>
<td>19</td>
<td>3</td>
<td>-4</td>
</tr>
<tr>
<td>NL</td>
<td>8</td>
<td>5</td>
<td>17</td>
<td>-2</td>
<td>13</td>
<td>13</td>
<td>16</td>
<td>-3</td>
</tr>
<tr>
<td>AT</td>
<td>11</td>
<td>0</td>
<td>14</td>
<td>0</td>
<td>18</td>
<td>18</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>PL</td>
<td>6</td>
<td>-7</td>
<td>18</td>
<td>4</td>
<td>16</td>
<td>16</td>
<td>3</td>
<td>-5</td>
</tr>
<tr>
<td>PT</td>
<td>9</td>
<td>4</td>
<td>18</td>
<td>0</td>
<td>17</td>
<td>17</td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td>RO</td>
<td>5</td>
<td>-2</td>
<td>16</td>
<td>2</td>
<td>33</td>
<td>33</td>
<td>9</td>
<td>1</td>
</tr>
<tr>
<td>SI</td>
<td>5</td>
<td>-3</td>
<td>25</td>
<td>8</td>
<td>14</td>
<td>14</td>
<td>18</td>
<td>2</td>
</tr>
<tr>
<td>SK</td>
<td>3</td>
<td>-6</td>
<td>16</td>
<td>-6</td>
<td>14</td>
<td>14</td>
<td>5</td>
<td>-3</td>
</tr>
<tr>
<td>FI</td>
<td>4</td>
<td>1</td>
<td>17</td>
<td>5</td>
<td>13</td>
<td>13</td>
<td>7</td>
<td>-16</td>
</tr>
<tr>
<td>SE</td>
<td>11</td>
<td>2</td>
<td>27</td>
<td>0</td>
<td>22</td>
<td>22</td>
<td>13</td>
<td>-1</td>
</tr>
<tr>
<td>UK</td>
<td>6</td>
<td>2</td>
<td>14</td>
<td>0</td>
<td>10</td>
<td>10</td>
<td>8</td>
<td>-9</td>
</tr>
</tbody>
</table>

T54
QB16 Lorsque vous utilisez Internet sur votre téléphone mobile, avez-vous déjà rencontré des difficultés pour accéder à des contenus ou applications en ligne en raison d’une connexion trop lente ou d’une capacité de téléchargement trop faible ?

QB16 When using the Internet on your mobile phone, have you experienced difficulties accessing online content and applications due to insufficient speed or downloading capacity?

QB16 Hatten Sie bei der Nutzung des Internets mit Ihrem Mobiltelefon schon einmal Probleme beim Zugriff auf Onlineinhalte oder -anwendungen, weil die Verbindung zu langsam oder die Download-Kapazität unzureichend war?

SI TELEPHONE MOBILE PERSONNEL AVEC CONNEXION INTERNET CODE 1 EN QB2
IF PERSONAL MOBILE PHONE WITH ACCESS TO THE INTERNET CODE 1 IN QB2
NUR PERSÖNLICHE MOBILTELEFON MIT INTERNET CODE 1 IN QB2

<table>
<thead>
<tr>
<th>Pondéré Pop 15+ Weighted Bevölkerung 15+ gewichteter</th>
<th>Oui, souvent</th>
<th>Oui, parfois</th>
<th>Non, jamais</th>
<th>NSP</th>
<th>Total 'Oui’</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>Gesamt 'Ja'</td>
</tr>
<tr>
<td>EU 28</td>
<td>10</td>
<td>33</td>
<td>52</td>
<td>5</td>
<td>43</td>
</tr>
<tr>
<td>BE</td>
<td>11</td>
<td>35</td>
<td>52</td>
<td>2</td>
<td>46</td>
</tr>
<tr>
<td>BG</td>
<td>2</td>
<td>45</td>
<td>47</td>
<td>6</td>
<td>47</td>
</tr>
<tr>
<td>CZ</td>
<td>6</td>
<td>37</td>
<td>51</td>
<td>6</td>
<td>43</td>
</tr>
<tr>
<td>DK</td>
<td>10</td>
<td>26</td>
<td>61</td>
<td>3</td>
<td>36</td>
</tr>
<tr>
<td>DE</td>
<td>11</td>
<td>32</td>
<td>52</td>
<td>5</td>
<td>43</td>
</tr>
<tr>
<td>EE</td>
<td>5</td>
<td>42</td>
<td>44</td>
<td>9</td>
<td>47</td>
</tr>
<tr>
<td>IE</td>
<td>12</td>
<td>27</td>
<td>57</td>
<td>4</td>
<td>39</td>
</tr>
<tr>
<td>EL</td>
<td>5</td>
<td>26</td>
<td>63</td>
<td>6</td>
<td>31</td>
</tr>
<tr>
<td>ES</td>
<td>7</td>
<td>29</td>
<td>60</td>
<td>4</td>
<td>36</td>
</tr>
<tr>
<td>FR</td>
<td>20</td>
<td>32</td>
<td>43</td>
<td>5</td>
<td>52</td>
</tr>
<tr>
<td>HR</td>
<td>10</td>
<td>43</td>
<td>42</td>
<td>5</td>
<td>53</td>
</tr>
<tr>
<td>IT</td>
<td>7</td>
<td>40</td>
<td>51</td>
<td>2</td>
<td>47</td>
</tr>
<tr>
<td>CY</td>
<td>9</td>
<td>31</td>
<td>57</td>
<td>3</td>
<td>40</td>
</tr>
<tr>
<td>LV</td>
<td>5</td>
<td>28</td>
<td>54</td>
<td>13</td>
<td>33</td>
</tr>
<tr>
<td>LT</td>
<td>3</td>
<td>21</td>
<td>64</td>
<td>12</td>
<td>24</td>
</tr>
<tr>
<td>LU</td>
<td>15</td>
<td>35</td>
<td>43</td>
<td>7</td>
<td>50</td>
</tr>
<tr>
<td>HU</td>
<td>4</td>
<td>32</td>
<td>58</td>
<td>6</td>
<td>36</td>
</tr>
<tr>
<td>MT</td>
<td>4</td>
<td>28</td>
<td>64</td>
<td>4</td>
<td>32</td>
</tr>
<tr>
<td>NL</td>
<td>10</td>
<td>41</td>
<td>45</td>
<td>4</td>
<td>51</td>
</tr>
<tr>
<td>AT</td>
<td>4</td>
<td>37</td>
<td>54</td>
<td>5</td>
<td>41</td>
</tr>
<tr>
<td>PL</td>
<td>4</td>
<td>29</td>
<td>61</td>
<td>6</td>
<td>33</td>
</tr>
<tr>
<td>PT</td>
<td>5</td>
<td>32</td>
<td>56</td>
<td>7</td>
<td>37</td>
</tr>
<tr>
<td>RO</td>
<td>7</td>
<td>39</td>
<td>41</td>
<td>13</td>
<td>46</td>
</tr>
<tr>
<td>SI</td>
<td>6</td>
<td>38</td>
<td>49</td>
<td>7</td>
<td>44</td>
</tr>
<tr>
<td>SK</td>
<td>1</td>
<td>33</td>
<td>57</td>
<td>9</td>
<td>34</td>
</tr>
<tr>
<td>FI</td>
<td>6</td>
<td>36</td>
<td>55</td>
<td>3</td>
<td>42</td>
</tr>
<tr>
<td>SE</td>
<td>11</td>
<td>41</td>
<td>43</td>
<td>5</td>
<td>52</td>
</tr>
<tr>
<td>UK</td>
<td>14</td>
<td>29</td>
<td>54</td>
<td>3</td>
<td>43</td>
</tr>
</tbody>
</table>
QB17 Lorsque vous utilisez Internet sur votre téléphone mobile, avez-vous déjà constaté le blocage de contenus ou applications en ligne ?

QB17 When using the Internet on your mobile phone, have you experienced any kind of blocking of online content or applications?

QB17 Haben Sie bei der Nutzung des Internets mit Ihrem Mobiltelefon jemals erlebt, dass Onlineinhalte oder -anwendungen gesperrt waren?

<table>
<thead>
<tr>
<th>SI TELEPHONE MOBILE PERSONNEL AVEC CONNEXION INTERNET CODE 1 EN QB2</th>
<th>IF PERSONAL MOBILE PHONE WITH ACCESS TO THE INTERNET CODE 1 IN QB2</th>
<th>NUR PERSÖNLICHE MOBILTELEFON MIT INTERNET CODE 1 IN QB2</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Pondéré Pop 15+ Weighted Bevölkerung 15+</th>
<th>Oui, souvent Yes, often</th>
<th>Oui, parfois Yes, sometimes</th>
<th>Non, jamais No, never</th>
<th>NSP DK</th>
<th>Total 'Oui' Gesamt 'Ja'</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>EB 81.1</td>
<td>Diff. EB 79.1</td>
<td>EB 81.1</td>
<td>Diff. EB 79.1</td>
<td>EB 81.1</td>
</tr>
<tr>
<td>EU 28</td>
<td>4 0</td>
<td>21 1</td>
<td>70 0</td>
<td>5 -1</td>
<td>25 1</td>
</tr>
<tr>
<td>BE</td>
<td>8 5</td>
<td>27 1</td>
<td>62 -4</td>
<td>3 -2</td>
<td>35 6</td>
</tr>
<tr>
<td>BG</td>
<td>2 -1</td>
<td>31 5</td>
<td>59 -4</td>
<td>8 0</td>
<td>33 4</td>
</tr>
<tr>
<td>CZ</td>
<td>3 2</td>
<td>24 6</td>
<td>66 -5</td>
<td>7 -3</td>
<td>27 8</td>
</tr>
<tr>
<td>DK</td>
<td>4 2</td>
<td>20 1</td>
<td>73 -2</td>
<td>3 -1</td>
<td>24 3</td>
</tr>
<tr>
<td>DE</td>
<td>1 -2</td>
<td>15 0</td>
<td>78 3</td>
<td>6 -1</td>
<td>16 -2</td>
</tr>
<tr>
<td>EE</td>
<td>1 0</td>
<td>21 2</td>
<td>68 2</td>
<td>10 -4</td>
<td>22 2</td>
</tr>
<tr>
<td>IE</td>
<td>6 -1</td>
<td>14 -2</td>
<td>75 2</td>
<td>5 1</td>
<td>20 -3</td>
</tr>
<tr>
<td>EL</td>
<td>1 -2</td>
<td>16 0</td>
<td>75 6</td>
<td>8 -4</td>
<td>17 -2</td>
</tr>
<tr>
<td>ES</td>
<td>3 -1</td>
<td>17 -2</td>
<td>76 3</td>
<td>4 0</td>
<td>20 -3</td>
</tr>
<tr>
<td>FR</td>
<td>10 1</td>
<td>27 2</td>
<td>57 -2</td>
<td>6 -1</td>
<td>37 3</td>
</tr>
<tr>
<td>HR</td>
<td>8 4</td>
<td>34 14</td>
<td>51 -15</td>
<td>7 -3</td>
<td>42 18</td>
</tr>
<tr>
<td>IT</td>
<td>5 0</td>
<td>31 8</td>
<td>61 -3</td>
<td>3 -5</td>
<td>36 8</td>
</tr>
<tr>
<td>CY</td>
<td>7 3</td>
<td>24 -4</td>
<td>66 4</td>
<td>3 -3</td>
<td>31 -1</td>
</tr>
<tr>
<td>LV</td>
<td>2 -1</td>
<td>13 4</td>
<td>71 -3</td>
<td>14 0</td>
<td>15 3</td>
</tr>
<tr>
<td>LT</td>
<td>1 -3</td>
<td>12 -1</td>
<td>72 13</td>
<td>15 -9</td>
<td>13 -4</td>
</tr>
<tr>
<td>LU</td>
<td>11 2</td>
<td>31 5</td>
<td>50 -11</td>
<td>8 4</td>
<td>42 7</td>
</tr>
<tr>
<td>HU</td>
<td>3 1</td>
<td>22 3</td>
<td>69 3</td>
<td>6 -7</td>
<td>25 4</td>
</tr>
<tr>
<td>MT</td>
<td>2 -2</td>
<td>15 -2</td>
<td>80 7</td>
<td>3 -3</td>
<td>17 -4</td>
</tr>
<tr>
<td>NL</td>
<td>1 -3</td>
<td>23 -1</td>
<td>71 3</td>
<td>5 1</td>
<td>24 -4</td>
</tr>
<tr>
<td>AT</td>
<td>4 1</td>
<td>27 0</td>
<td>64 -1</td>
<td>5 0</td>
<td>31 1</td>
</tr>
<tr>
<td>PL</td>
<td>1 -2</td>
<td>17 3</td>
<td>73 -2</td>
<td>9 1</td>
<td>18 1</td>
</tr>
<tr>
<td>PT</td>
<td>4 0</td>
<td>16 7</td>
<td>71 -7</td>
<td>9 0</td>
<td>20 7</td>
</tr>
<tr>
<td>RO</td>
<td>8 1</td>
<td>38 3</td>
<td>39 -10</td>
<td>15 6</td>
<td>46 4</td>
</tr>
<tr>
<td>SI</td>
<td>2 1</td>
<td>28 11</td>
<td>63 -14</td>
<td>7 2</td>
<td>30 12</td>
</tr>
<tr>
<td>SK</td>
<td>0 -1</td>
<td>24 5</td>
<td>69 5</td>
<td>7 -9</td>
<td>24 4</td>
</tr>
<tr>
<td>FI</td>
<td>1 -1</td>
<td>14 1</td>
<td>83 5</td>
<td>2 -5</td>
<td>15 0</td>
</tr>
<tr>
<td>SE</td>
<td>3 0</td>
<td>27 2</td>
<td>65 -2</td>
<td>5 0</td>
<td>30 2</td>
</tr>
<tr>
<td>UK</td>
<td>3 0</td>
<td>15 -2</td>
<td>79 1</td>
<td>3 1</td>
<td>18 -2</td>
</tr>
</tbody>
</table>
QB18 Dans quels cas, parmi les suivants, avez-vous déjà constaté le blocage de contenus ou d’applications en ligne ? En essayant ...

QB18 In which of the following cases have you experienced the blocking of online content or applications? When trying to...

QB18 In welchen der folgenden Fälle haben Sie erlebt, dass Onlineinhalte oder -anwendungen gesperrt waren? Beim Versuch ...

SI TELEPHONE MOBILE PERSONNEL AVEC CONNEXION INTERNET CODE 1 EN QB2
IF PERSONAL MOBILE PHONE WITH ACCESS TO THE INTERNET CODE 1 IN QB2
NUR PERSÖNLICHE MÖGLICH

<table>
<thead>
<tr>
<th>Bevölkerung 15+ gewichtet</th>
<th>Pop 15+ Weighted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pondéré Pop 15+</td>
<td>De jouer à des jeux en ligne</td>
</tr>
<tr>
<td></td>
<td>De regarder une vidéo (vidéo en streaming)</td>
</tr>
<tr>
<td></td>
<td>D’écouter de la musique (audio en streaming ou en podcast)</td>
</tr>
<tr>
<td></td>
<td>De regarder des événements en direct (sports, actualités, etc.)</td>
</tr>
<tr>
<td></td>
<td>De télécharger gratuitement des vidéos</td>
</tr>
<tr>
<td></td>
<td>De télécharger gratuitement des contenus audio</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>EB 81.1</th>
<th>Diff. EB 79.1</th>
<th>EB 81.1</th>
<th>Diff. EB 79.1</th>
<th>EB 81.1</th>
<th>Diff. EB 79.1</th>
<th>EB 81.1</th>
<th>Diff. EB 79.1</th>
<th>EB 81.1</th>
<th>Diff. EB 79.1</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>21 2</td>
<td>41 -1</td>
<td>23 1</td>
<td>21 1</td>
<td>20 -2</td>
<td>15 -1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BE</td>
<td>20 -2</td>
<td>40 3</td>
<td>20 4</td>
<td>14 -8</td>
<td>22 0</td>
<td>12 -5</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BG</td>
<td>24 -7</td>
<td>33 -8</td>
<td>11 -10</td>
<td>16 -6</td>
<td>15 -12</td>
<td>4 -13</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CZ</td>
<td>24 -1</td>
<td>38 -3</td>
<td>16 -1</td>
<td>22 7</td>
<td>15 -16</td>
<td>15 -6</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DK</td>
<td>13 -6</td>
<td>48 -4</td>
<td>19 -9</td>
<td>21 -5</td>
<td>20 -8</td>
<td>9 -5</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DE</td>
<td>19 3</td>
<td>55 15</td>
<td>30 4</td>
<td>18 2</td>
<td>15 -7</td>
<td>13 -8</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EE</td>
<td>21 6</td>
<td>48 19</td>
<td>21 14</td>
<td>32 -5</td>
<td>11 2</td>
<td>10 -5</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IE</td>
<td>11 -5</td>
<td>34 3</td>
<td>11 -19</td>
<td>11 -14</td>
<td>20 -9</td>
<td>8 -12</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EL</td>
<td>30 0</td>
<td>42 10</td>
<td>33 2</td>
<td>20 2</td>
<td>16 -18</td>
<td>18 -11</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ES</td>
<td>15 2</td>
<td>43 4</td>
<td>19 4</td>
<td>22 6</td>
<td>29 -3</td>
<td>22 -3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FR</td>
<td>27 3</td>
<td>40 -4</td>
<td>23 -1</td>
<td>21 1</td>
<td>17 -1</td>
<td>19 7</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HR</td>
<td>25 4</td>
<td>43 -4</td>
<td>26 7</td>
<td>24 -3</td>
<td>30 -4</td>
<td>25 1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IT</td>
<td>21 3</td>
<td>39 -11</td>
<td>25 4</td>
<td>19 -1</td>
<td>25 2</td>
<td>11 -5</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CY</td>
<td>44 23</td>
<td>47 6</td>
<td>28 9</td>
<td>24 1</td>
<td>15 -6</td>
<td>7 -3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LV</td>
<td>21 5</td>
<td>43 8</td>
<td>22 -6</td>
<td>21 11</td>
<td>15 -6</td>
<td>11 2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LT</td>
<td>15 5</td>
<td>40 -5</td>
<td>7 -8</td>
<td>27 13</td>
<td>23 -9</td>
<td>17 -9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LU</td>
<td>8 -12</td>
<td>42 -17</td>
<td>25 2</td>
<td>18 -13</td>
<td>15 -4</td>
<td>14 -4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HU</td>
<td>25 1</td>
<td>27 0</td>
<td>23 6</td>
<td>9 -7</td>
<td>18 -3</td>
<td>18 -1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MT</td>
<td>26 4</td>
<td>56 3</td>
<td>36 26</td>
<td>10 -4</td>
<td>21 -2</td>
<td>14 8</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NL</td>
<td>16 4</td>
<td>39 -8</td>
<td>17 3</td>
<td>27 0</td>
<td>22 5</td>
<td>17 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AT</td>
<td>24 -8</td>
<td>42 -2</td>
<td>31 4</td>
<td>23 -5</td>
<td>27 -14</td>
<td>15 -10</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PL</td>
<td>16 5</td>
<td>25 -14</td>
<td>27 -5</td>
<td>17 0</td>
<td>17 -4</td>
<td>26 2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PT</td>
<td>18 11</td>
<td>20 -9</td>
<td>14 -4</td>
<td>10 -2</td>
<td>21 9</td>
<td>12 -3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RO</td>
<td>36 6</td>
<td>37 -12</td>
<td>31 -7</td>
<td>30 7</td>
<td>12 -8</td>
<td>6 -11</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SI</td>
<td>9 -1</td>
<td>31 5</td>
<td>15 -6</td>
<td>26 2</td>
<td>24 4</td>
<td>14 -8</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SK</td>
<td>31 6</td>
<td>45 15</td>
<td>22 6</td>
<td>10 -10</td>
<td>30 -1</td>
<td>29 4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FI</td>
<td>12 3</td>
<td>42 -4</td>
<td>22 0</td>
<td>25 9</td>
<td>16 -17</td>
<td>8 5</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SE</td>
<td>9 -1</td>
<td>49 10</td>
<td>29 8</td>
<td>39 2</td>
<td>10 -4</td>
<td>13 5</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UK</td>
<td>16 -2</td>
<td>37 0</td>
<td>18 0</td>
<td>15 -4</td>
<td>17 -1</td>
<td>9 -3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Dans quels cas, parmi les suivants, avez-vous déjà constaté le blocage de contenus ou d’applications en ligne ? En essayant ... (ROTATION – PLUSIEURS REPONSES POSSIBLES)

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

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

SI TELEPHONE MOBILE PERSONNEL AVEC CONNEXION INTERNET CODE 1 EN Q82
IF PERSONAL MOBILE PHONE WITH ACCESS TO THE INTERNET CODE 1 IN Q82
NUR PERSÖNLICHE MOBILTELEFON MIT INTERNET CODE 1 IN Q82

<table>
<thead>
<tr>
<th>Bevölkerung 15+ gewichteter</th>
<th>Pondéré Pop 15+</th>
<th>%</th>
<th>Diff. EB 81.1</th>
<th>Diff. EB 79.1</th>
<th>%</th>
<th>Diff. EB 81.1</th>
<th>Diff. EB 79.1</th>
<th>%</th>
<th>Diff. EB 81.1</th>
<th>Diff. EB 79.1</th>
<th>%</th>
<th>Diff. EB 81.1</th>
<th>Diff. EB 79.1</th>
<th>%</th>
<th>Diff. EB 81.1</th>
<th>Diff. EB 79.1</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BE</td>
<td>12</td>
<td>-5</td>
<td></td>
<td></td>
<td>16</td>
<td></td>
<td></td>
<td>4</td>
<td></td>
<td></td>
<td>6</td>
<td></td>
<td></td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BG</td>
<td>15</td>
<td>-3</td>
<td></td>
<td></td>
<td>23</td>
<td></td>
<td></td>
<td>8</td>
<td></td>
<td></td>
<td>8</td>
<td></td>
<td></td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CZ</td>
<td>8</td>
<td>-1</td>
<td></td>
<td></td>
<td>26</td>
<td></td>
<td></td>
<td>2</td>
<td></td>
<td></td>
<td>3</td>
<td></td>
<td></td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DK</td>
<td>8</td>
<td>4</td>
<td></td>
<td></td>
<td>21</td>
<td></td>
<td></td>
<td>5</td>
<td></td>
<td></td>
<td>1</td>
<td></td>
<td></td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DE</td>
<td>8</td>
<td>0</td>
<td></td>
<td></td>
<td>21</td>
<td></td>
<td></td>
<td>5</td>
<td></td>
<td></td>
<td>6</td>
<td></td>
<td></td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EE</td>
<td>4</td>
<td>-10</td>
<td></td>
<td></td>
<td>18</td>
<td></td>
<td></td>
<td>2</td>
<td></td>
<td></td>
<td>4</td>
<td></td>
<td></td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IE</td>
<td>10</td>
<td>-3</td>
<td></td>
<td></td>
<td>27</td>
<td></td>
<td></td>
<td>6</td>
<td></td>
<td></td>
<td>5</td>
<td></td>
<td></td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EL</td>
<td>4</td>
<td>-2</td>
<td></td>
<td></td>
<td>26</td>
<td></td>
<td></td>
<td>1</td>
<td></td>
<td></td>
<td>7</td>
<td></td>
<td></td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ES</td>
<td>3</td>
<td>-5</td>
<td></td>
<td></td>
<td>22</td>
<td></td>
<td></td>
<td>5</td>
<td></td>
<td></td>
<td>8</td>
<td></td>
<td></td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FR</td>
<td>15</td>
<td>7</td>
<td></td>
<td></td>
<td>32</td>
<td></td>
<td></td>
<td>1</td>
<td></td>
<td></td>
<td>9</td>
<td></td>
<td></td>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HR</td>
<td>16</td>
<td>9</td>
<td></td>
<td></td>
<td>32</td>
<td></td>
<td></td>
<td>4</td>
<td></td>
<td></td>
<td>10</td>
<td></td>
<td></td>
<td>6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IT</td>
<td>6</td>
<td>0</td>
<td></td>
<td></td>
<td>25</td>
<td></td>
<td></td>
<td>7</td>
<td></td>
<td></td>
<td>9</td>
<td></td>
<td></td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CY</td>
<td>35</td>
<td>8</td>
<td></td>
<td></td>
<td>28</td>
<td></td>
<td></td>
<td>12</td>
<td></td>
<td></td>
<td>14</td>
<td></td>
<td></td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LV</td>
<td>9</td>
<td>3</td>
<td></td>
<td></td>
<td>21</td>
<td></td>
<td></td>
<td>8</td>
<td></td>
<td></td>
<td>14</td>
<td></td>
<td></td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LT</td>
<td>8</td>
<td>-6</td>
<td></td>
<td></td>
<td>21</td>
<td></td>
<td></td>
<td>14</td>
<td></td>
<td></td>
<td>16</td>
<td></td>
<td></td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LU</td>
<td>14</td>
<td>0</td>
<td></td>
<td></td>
<td>18</td>
<td></td>
<td></td>
<td>18</td>
<td></td>
<td></td>
<td>17</td>
<td></td>
<td></td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HU</td>
<td>10</td>
<td>-6</td>
<td></td>
<td></td>
<td>25</td>
<td></td>
<td></td>
<td>18</td>
<td></td>
<td></td>
<td>20</td>
<td></td>
<td></td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MT</td>
<td>4</td>
<td>-1</td>
<td></td>
<td></td>
<td>26</td>
<td></td>
<td></td>
<td>10</td>
<td></td>
<td></td>
<td>22</td>
<td></td>
<td></td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NL</td>
<td>8</td>
<td>-1</td>
<td></td>
<td></td>
<td>26</td>
<td></td>
<td></td>
<td>12</td>
<td></td>
<td></td>
<td>23</td>
<td></td>
<td></td>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AT</td>
<td>8</td>
<td>-2</td>
<td></td>
<td></td>
<td>23</td>
<td></td>
<td></td>
<td>13</td>
<td></td>
<td></td>
<td>24</td>
<td></td>
<td></td>
<td>6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PL</td>
<td>17</td>
<td>10</td>
<td></td>
<td></td>
<td>18</td>
<td></td>
<td></td>
<td>5</td>
<td></td>
<td></td>
<td>19</td>
<td></td>
<td></td>
<td>7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PT</td>
<td>2</td>
<td>-2</td>
<td></td>
<td></td>
<td>18</td>
<td></td>
<td></td>
<td>7</td>
<td></td>
<td></td>
<td>20</td>
<td></td>
<td></td>
<td>8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RO</td>
<td>8</td>
<td>-3</td>
<td></td>
<td></td>
<td>21</td>
<td></td>
<td></td>
<td>10</td>
<td></td>
<td></td>
<td>21</td>
<td></td>
<td></td>
<td>9</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SI</td>
<td>3</td>
<td>-7</td>
<td></td>
<td></td>
<td>16</td>
<td></td>
<td></td>
<td>12</td>
<td></td>
<td></td>
<td>22</td>
<td></td>
<td></td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SK</td>
<td>6</td>
<td>-8</td>
<td></td>
<td></td>
<td>20</td>
<td></td>
<td></td>
<td>14</td>
<td></td>
<td></td>
<td>24</td>
<td></td>
<td></td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FI</td>
<td>3</td>
<td>3</td>
<td></td>
<td></td>
<td>18</td>
<td></td>
<td></td>
<td>16</td>
<td></td>
<td></td>
<td>26</td>
<td></td>
<td></td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SE</td>
<td>13</td>
<td>1</td>
<td></td>
<td></td>
<td>21</td>
<td></td>
<td></td>
<td>18</td>
<td></td>
<td></td>
<td>27</td>
<td></td>
<td></td>
<td>6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>UK</td>
<td>7</td>
<td>1</td>
<td></td>
<td></td>
<td>21</td>
<td></td>
<td></td>
<td>20</td>
<td></td>
<td></td>
<td>29</td>
<td></td>
<td></td>
<td>8</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

EB = EUR Barometer
NSP = National Sample Populations
QB19 By bundle, we mean a combined package offering more than one communication service from the same provider at an overall price. Has your household subscribed to two or more of the following services as part of a bundle? (MIN. 2 ANSWERS)

QB19 Unter einem Komplettpaket verstehen wir eine Kombination verschiedener Kommunikationsdienstleistungen von ein und denselben Anbieter zu einem Pauschalpreis. Bezieht Ihr Haushalt zwei oder mehr der folgenden Leistungen als Teil eines Komplettpakets? (MIN. 2ANTWORTEN)
SPECIAL EUROBAROMETER 414

“E-Communications and Telecom Single Market Household Survey”

QB19R - Packs (2=Television - 3=Fixed telephony - 4=Mobile telephony - 5=Internet)
QB19R - Packs (2= Télévision - 3= Téléphonie fixe - 4= Téléphonie mobile - 5=Internet)
QB19R - Packs (2=Fernsehen - 3=Telefonfestschluss - 4=Mobilfunk - 5=Internet)

<table>
<thead>
<tr>
<th>Pondéré Ménage Haushalts gewichtet</th>
<th>2+3+4+5</th>
<th>2+3+4</th>
<th>2+3+5</th>
<th>2+4+5</th>
<th>3+4+5</th>
<th>2+3</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>EB 81.1</td>
<td>Diff. EB 79.1</td>
<td>EB 81.1</td>
<td>Diff. EB 79.1</td>
<td>EB 81.1</td>
<td>Diff. EB 79.1</td>
</tr>
<tr>
<td>EU 28</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>11</td>
<td>-1</td>
<td>1</td>
</tr>
<tr>
<td>BE</td>
<td>12</td>
<td>2</td>
<td>2</td>
<td>22</td>
<td>-4</td>
<td>6</td>
</tr>
<tr>
<td>BG</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>CZ</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>-1</td>
<td>0</td>
</tr>
<tr>
<td>DK</td>
<td>5</td>
<td>1</td>
<td>0</td>
<td>-1</td>
<td>9</td>
<td>-1</td>
</tr>
<tr>
<td>DE</td>
<td>3</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td>EE</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>17</td>
<td>-5</td>
<td>1</td>
</tr>
<tr>
<td>IE</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>9</td>
<td>2</td>
</tr>
<tr>
<td>EL</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>ES</td>
<td>4</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>-4</td>
</tr>
<tr>
<td>FR</td>
<td>20</td>
<td>2</td>
<td>0</td>
<td>-1</td>
<td>18</td>
<td>-2</td>
</tr>
<tr>
<td>HR</td>
<td>4</td>
<td>2</td>
<td>0</td>
<td>-1</td>
<td>19</td>
<td>1</td>
</tr>
<tr>
<td>IT</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>CY</td>
<td>5</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>10</td>
<td>-6</td>
</tr>
<tr>
<td>LV</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>8</td>
<td>-5</td>
</tr>
<tr>
<td>LT</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>LU</td>
<td>11</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>10</td>
<td>3</td>
</tr>
<tr>
<td>HU</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>18</td>
<td>0</td>
</tr>
<tr>
<td>MT</td>
<td>19</td>
<td>1</td>
<td>4</td>
<td>2</td>
<td>17</td>
<td>-3</td>
</tr>
<tr>
<td>NL</td>
<td>5</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>43</td>
<td>3</td>
</tr>
<tr>
<td>AT</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>-1</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>PL</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>-2</td>
</tr>
<tr>
<td>PT</td>
<td>4</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>30</td>
<td>1</td>
</tr>
<tr>
<td>RO</td>
<td>3</td>
<td>-2</td>
<td>1</td>
<td>-2</td>
<td>11</td>
<td>4</td>
</tr>
<tr>
<td>SI</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>37</td>
<td>-2</td>
</tr>
<tr>
<td>SK</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>-1</td>
</tr>
<tr>
<td>FI</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>SE</td>
<td>4</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>21</td>
<td>2</td>
</tr>
<tr>
<td>UK</td>
<td>2</td>
<td>-1</td>
<td>0</td>
<td>0</td>
<td>22</td>
<td>0</td>
</tr>
</tbody>
</table>
QB19R - Packs (2=Television - 3=Fixed telephony - 4=Mobile telephony - 5=Internet)
QB19R - Packs (2=Télévision - 3= Téléphonie fixe - 4=Téléphonie mobile - 5=Internet)
QB19R - Packs (2=Fernsehen - 3=Telefonnetzanschluss - 4=Mobilfunk - 5=Internet)

<table>
<thead>
<tr>
<th>Pondéré Ménage</th>
<th>2+4</th>
<th>2+5</th>
<th>3+4</th>
<th>3+5</th>
<th>4+5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Household Weighted</td>
<td>2+4</td>
<td>2+5</td>
<td>3+4</td>
<td>3+5</td>
<td>4+5</td>
</tr>
<tr>
<td>Haushalts gewichteter</td>
<td>2+4</td>
<td>2+5</td>
<td>3+4</td>
<td>3+5</td>
<td>4+5</td>
</tr>
<tr>
<td>%</td>
<td>EB 81.1</td>
<td>Diff. EB 79.1</td>
<td>EB 81.1</td>
<td>Diff. EB 79.1</td>
<td>EB 81.1</td>
</tr>
<tr>
<td>EU 28</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>BE</td>
<td>1</td>
<td>0</td>
<td>16</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>BG</td>
<td>1</td>
<td>0</td>
<td>23</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>CZ</td>
<td>0</td>
<td>-1</td>
<td>11</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>DK</td>
<td>0</td>
<td>-2</td>
<td>16</td>
<td>-2</td>
<td>1</td>
</tr>
<tr>
<td>DE</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>EE</td>
<td>1</td>
<td>1</td>
<td>19</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>IE</td>
<td>0</td>
<td>-1</td>
<td>8</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>EL</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>ES</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>-1</td>
<td>1</td>
</tr>
<tr>
<td>FR</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>HR</td>
<td>1</td>
<td>0</td>
<td>5</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>IT</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>CY</td>
<td>1</td>
<td>1</td>
<td>9</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>LV</td>
<td>2</td>
<td>1</td>
<td>25</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>LT</td>
<td>1</td>
<td>1</td>
<td>16</td>
<td>-2</td>
<td>0</td>
</tr>
<tr>
<td>LU</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>HU</td>
<td>1</td>
<td>0</td>
<td>16</td>
<td>-1</td>
<td>0</td>
</tr>
<tr>
<td>MT</td>
<td>1</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>NL</td>
<td>0</td>
<td>-1</td>
<td>9</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>AT</td>
<td>1</td>
<td>-1</td>
<td>8</td>
<td>-1</td>
<td>1</td>
</tr>
<tr>
<td>PL</td>
<td>1</td>
<td>1</td>
<td>7</td>
<td>-3</td>
<td>1</td>
</tr>
<tr>
<td>PT</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>-1</td>
<td>0</td>
</tr>
<tr>
<td>RO</td>
<td>2</td>
<td>1</td>
<td>16</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>SI</td>
<td>1</td>
<td>1</td>
<td>11</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>SK</td>
<td>2</td>
<td>0</td>
<td>9</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>FI</td>
<td>1</td>
<td>1</td>
<td>4</td>
<td>-2</td>
<td>0</td>
</tr>
<tr>
<td>SE</td>
<td>1</td>
<td>0</td>
<td>5</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>UK</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

QB19R - Packs (2=Télévision - 3= Téléphonie fixe - 4=Téléphonie mobile - 5=Internet)

QB19R - Packs (2=Fernsehen - 3=Telefonnetzanschluss - 4=Mobilfunk - 5=Internet)

QB19R - Packs (2=Television - 3=Fixed telephony - 4=Mobile telephony - 5=Internet)
**Household Survey**

**E-Communications and Telecom Single Market**

**SPECIAL EUROBAROMETER 414**

### QB20.1

Pouvez-vous me dire si vous êtes d’accord ou pas d’accord avec chacune des affirmations suivantes.

Vous pouvez facilement comparer les services et prix de votre offre groupée actuelle avec d’autres offres groupées.

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

You can easily compare the services and prices offered by your current bundle with other bundled offers.

Sagen Sie mir bitte für jede der folgenden Aussagen, inwieweit Sie dieser zustimmen oder nicht zustimmen.

Es ist leicht, die Dienstleistungen und Preisangebote Ihres derzeitigen Komplettpakets mit anderen derartigen Angeboten zu vergleichen.

**SI OFFRE GROUPEE CODES 2 A 5 EN QB19**

**IF BUNDLE CODES 2 TO 5 IN QB19**

**NUR KOMPLETTPAKETS CODES 2-5 IN QB19**

<table>
<thead>
<tr>
<th>%</th>
<th>EU 28</th>
<th>BE</th>
<th>BG</th>
<th>CZ</th>
<th>DK</th>
<th>DE</th>
<th>EE</th>
<th>IE</th>
<th>EL</th>
<th>ES</th>
<th>FR</th>
<th>HR</th>
<th>IT</th>
<th>CY</th>
<th>LV</th>
<th>LT</th>
<th>LU</th>
<th>HU</th>
<th>MT</th>
<th>NL</th>
<th>AT</th>
<th>PL</th>
<th>PT</th>
<th>RO</th>
<th>SI</th>
<th>SK</th>
<th>FI</th>
<th>SE</th>
<th>UK</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pondéré Pop 15+</strong></td>
<td>Tout à fait d’accord</td>
<td>Plutôt d’accord</td>
<td>Plutôt pas d’accord</td>
<td>Pas du tout d’accord</td>
<td>Pas applicable (SP.)</td>
<td>NSP</td>
<td>Total 'D'accord'</td>
<td>Total 'Pas d'accord'</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EU 28</td>
<td>29</td>
<td>40</td>
<td>13</td>
<td>8</td>
<td>4</td>
<td>6</td>
<td>69</td>
<td>21</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BE</td>
<td>20</td>
<td>44</td>
<td>16</td>
<td>12</td>
<td>6</td>
<td>2</td>
<td>64</td>
<td>28</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BG</td>
<td>36</td>
<td>46</td>
<td>8</td>
<td>3</td>
<td>1</td>
<td>6</td>
<td>82</td>
<td>11</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CZ</td>
<td>24</td>
<td>53</td>
<td>15</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>77</td>
<td>17</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DK</td>
<td>22</td>
<td>22</td>
<td>16</td>
<td>29</td>
<td>4</td>
<td>7</td>
<td>44</td>
<td>45</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DE</td>
<td>25</td>
<td>39</td>
<td>17</td>
<td>12</td>
<td>3</td>
<td>4</td>
<td>64</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EE</td>
<td>35</td>
<td>36</td>
<td>10</td>
<td>5</td>
<td>7</td>
<td>7</td>
<td>71</td>
<td>15</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IE</td>
<td>41</td>
<td>33</td>
<td>10</td>
<td>14</td>
<td>2</td>
<td>0</td>
<td>74</td>
<td>24</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EL</td>
<td>38</td>
<td>50</td>
<td>9</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>88</td>
<td>11</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ES</td>
<td>37</td>
<td>39</td>
<td>12</td>
<td>3</td>
<td>3</td>
<td>6</td>
<td>76</td>
<td>15</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FR</td>
<td>32</td>
<td>35</td>
<td>14</td>
<td>9</td>
<td>5</td>
<td>5</td>
<td>67</td>
<td>23</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HR</td>
<td>32</td>
<td>45</td>
<td>11</td>
<td>4</td>
<td>1</td>
<td>7</td>
<td>77</td>
<td>15</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IT</td>
<td>22</td>
<td>59</td>
<td>10</td>
<td>2</td>
<td>2</td>
<td>5</td>
<td>81</td>
<td>12</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CY</td>
<td>53</td>
<td>25</td>
<td>7</td>
<td>8</td>
<td>2</td>
<td>5</td>
<td>78</td>
<td>15</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LV</td>
<td>35</td>
<td>44</td>
<td>7</td>
<td>4</td>
<td>6</td>
<td>4</td>
<td>79</td>
<td>11</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LT</td>
<td>33</td>
<td>34</td>
<td>11</td>
<td>9</td>
<td>3</td>
<td>10</td>
<td>67</td>
<td>20</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LU</td>
<td>21</td>
<td>36</td>
<td>14</td>
<td>12</td>
<td>9</td>
<td>8</td>
<td>57</td>
<td>26</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HU</td>
<td>24</td>
<td>39</td>
<td>17</td>
<td>11</td>
<td>8</td>
<td>1</td>
<td>63</td>
<td>28</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MT</td>
<td>38</td>
<td>32</td>
<td>7</td>
<td>7</td>
<td>3</td>
<td>13</td>
<td>70</td>
<td>14</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NL</td>
<td>34</td>
<td>27</td>
<td>12</td>
<td>10</td>
<td>7</td>
<td>10</td>
<td>61</td>
<td>22</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AT</td>
<td>11</td>
<td>45</td>
<td>30</td>
<td>6</td>
<td>2</td>
<td>6</td>
<td>56</td>
<td>36</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PL</td>
<td>18</td>
<td>55</td>
<td>11</td>
<td>4</td>
<td>1</td>
<td>11</td>
<td>73</td>
<td>15</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PT</td>
<td>24</td>
<td>53</td>
<td>13</td>
<td>5</td>
<td>2</td>
<td>3</td>
<td>77</td>
<td>18</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RO</td>
<td>25</td>
<td>38</td>
<td>14</td>
<td>9</td>
<td>4</td>
<td>10</td>
<td>63</td>
<td>23</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SI</td>
<td>34</td>
<td>36</td>
<td>10</td>
<td>8</td>
<td>4</td>
<td>8</td>
<td>70</td>
<td>18</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SK</td>
<td>23</td>
<td>61</td>
<td>12</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>84</td>
<td>13</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FI</td>
<td>29</td>
<td>36</td>
<td>22</td>
<td>10</td>
<td>0</td>
<td>3</td>
<td>65</td>
<td>32</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SE</td>
<td>21</td>
<td>26</td>
<td>18</td>
<td>25</td>
<td>6</td>
<td>4</td>
<td>47</td>
<td>43</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UK</td>
<td>34</td>
<td>36</td>
<td>10</td>
<td>6</td>
<td>6</td>
<td>8</td>
<td>70</td>
<td>16</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Q82.2 Pouvez-vous me dire si vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes. Vous lisez régulièrement des comparaisons entre les offres groupées.

Q82.2 Please tell me whether you agree or disagree with each of the following statements. You regularly read comparisons of bundled offers.

Q82.2 Sagen Sie mir bitte für jede der folgenden Aussagen, inwieweit Sie dieser zustimmen oder nicht zustimmen. Sie lesen regelmäßig Vergleiche von Komplettpaketen.

**SI OFFRE GROUPEE CODES 2 A 5 EN QB19**

IF BUNDLE CODES 2 TO 5 IN QB19

**NUR KOMPLETTPAKETS CODES 2-5 IN QB19**

**Bevölkerung 15+ gewichtet**

| % | EU 28 | BE | BG | CZ | DK | DE | EE | IE | EL | ES | FR | HR | IT | CY | LV | LT | LU | HU | MT | NL | AT | PL | PT | RO | SI | SK | FI | SE | UK |
|   | EB 81.1 | Diff. EB 79.1 | EB 81.1 | Diff. EB 79.1 | EB 81.1 | Diff. EB 79.1 | EB 81.1 | Diff. EB 79.1 | EB 81.1 | Diff. EB 79.1 | EB 81.1 | Diff. EB 79.1 | EB 81.1 | Diff. EB 79.1 | EB 81.1 | Diff. EB 79.1 | EB 81.1 | Diff. EB 79.1 | EB 81.1 | Diff. EB 79.1 | EB 81.1 | Diff. EB 79.1 |
| **Tout à fait d'accord** | | | | | | | | | | | | | | | | | | | | | | | | | | |
|   | 11 | 21 | 1 | 26 | -2 | 36 | -1 | 4 | 1 | 2 | 0 | 32 | 2 | 62 | -3 | 35 | 8 | 62 | -8 | 45 | -2 | 51 | 3 | 23 | -2 | 70 | 1 | 26 | 0 | 71 | -1 | 17 | 4 | 76 | -5 | 52 | 9 | 45 | -3 | 46 | -5 | 53 | 7 | 40 | 0 | 56 | 2 | 26 | 1 | 70 | -2 | 38 | -3 | 56 | 1 | 41 | -9 | 53 | 6 | 55 | 4 | 42 | -3 | 37 | 7 | 56 | -8 | 35 | 8 | 59 | -5 | 34 | 14 | 55 | -14 | 23 | 0 | 66 | -1 | 30 | 2 | 58 | -6 | 23 | 5 | 71 | -6 | 25 | -6 | 64 | 3 | 36 | 12 | 59 | -14 | 39 | -2 | 57 | 3 | 39 | -1 | 50 | 3 | 31 | 10 | 63 | -8 | 26 | 2 | 74 | -1 | 27 | 7 | 71 | -5 | 19 | -4 | 76 | 3 | 35 | 5 | 55 | -10 |
QB20.3 Pouvez-vous me dire si vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes.
Le fournisseur de votre offre groupée vous envoie régulièrement des informations mises à jour concernant les changements de tarifs et de forfaits

QB20.3 Please tell me whether you agree or disagree with each of the following statements.
Your bundle provider regularly gives you updated information about changes to tariffs and packages

QB20.3 Sagen Sie mir bitte für jede der folgenden Aussagen, inwieweit Sie dieser zustimmen oder nicht zustimmen.
Der Anbieter Ihres Komplettpakets informiert Sie regelmäßig über aktuelle Änderungen der Tarife und Pakete

###pondéré Pop 15+

<table>
<thead>
<tr>
<th></th>
<th>TOTALLY Agree</th>
<th>TEND to Agree</th>
<th>TEND to Disagree</th>
<th>TOTALLY Disagree</th>
<th>Not Applicable (SP.)</th>
<th>NSP</th>
<th>Total 'D'accord'</th>
<th>Total 'Pas d'accord'</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>22</td>
<td>31</td>
<td>19</td>
<td>20</td>
<td>2</td>
<td>6</td>
<td>53</td>
<td>39</td>
</tr>
<tr>
<td>BE</td>
<td>16</td>
<td>37</td>
<td>21</td>
<td>22</td>
<td>2</td>
<td>2</td>
<td>53</td>
<td>43</td>
</tr>
<tr>
<td>BG</td>
<td>26</td>
<td>45</td>
<td>15</td>
<td>8</td>
<td>0</td>
<td>6</td>
<td>71</td>
<td>23</td>
</tr>
<tr>
<td>CZ</td>
<td>24</td>
<td>50</td>
<td>17</td>
<td>7</td>
<td>0</td>
<td>2</td>
<td>74</td>
<td>24</td>
</tr>
<tr>
<td>DK</td>
<td>24</td>
<td>24</td>
<td>19</td>
<td>23</td>
<td>3</td>
<td>7</td>
<td>48</td>
<td>42</td>
</tr>
<tr>
<td>DE</td>
<td>18</td>
<td>30</td>
<td>22</td>
<td>24</td>
<td>2</td>
<td>4</td>
<td>48</td>
<td>46</td>
</tr>
<tr>
<td>EE</td>
<td>30</td>
<td>28</td>
<td>16</td>
<td>17</td>
<td>5</td>
<td>4</td>
<td>58</td>
<td>33</td>
</tr>
<tr>
<td>IE</td>
<td>15</td>
<td>30</td>
<td>15</td>
<td>18</td>
<td>2</td>
<td>0</td>
<td>65</td>
<td>33</td>
</tr>
<tr>
<td>EL</td>
<td>13</td>
<td>37</td>
<td>30</td>
<td>16</td>
<td>0</td>
<td>4</td>
<td>50</td>
<td>46</td>
</tr>
<tr>
<td>ES</td>
<td>25</td>
<td>29</td>
<td>17</td>
<td>23</td>
<td>1</td>
<td>5</td>
<td>54</td>
<td>40</td>
</tr>
<tr>
<td>FR</td>
<td>16</td>
<td>23</td>
<td>22</td>
<td>32</td>
<td>2</td>
<td>5</td>
<td>39</td>
<td>54</td>
</tr>
<tr>
<td>HR</td>
<td>26</td>
<td>37</td>
<td>20</td>
<td>12</td>
<td>0</td>
<td>5</td>
<td>63</td>
<td>32</td>
</tr>
<tr>
<td>IT</td>
<td>11</td>
<td>31</td>
<td>25</td>
<td>24</td>
<td>2</td>
<td>7</td>
<td>42</td>
<td>49</td>
</tr>
<tr>
<td>CY</td>
<td>40</td>
<td>28</td>
<td>8</td>
<td>18</td>
<td>1</td>
<td>5</td>
<td>68</td>
<td>26</td>
</tr>
<tr>
<td>LV</td>
<td>29</td>
<td>40</td>
<td>14</td>
<td>10</td>
<td>3</td>
<td>4</td>
<td>69</td>
<td>24</td>
</tr>
<tr>
<td>LT</td>
<td>25</td>
<td>29</td>
<td>21</td>
<td>16</td>
<td>3</td>
<td>6</td>
<td>54</td>
<td>37</td>
</tr>
<tr>
<td>LU</td>
<td>29</td>
<td>41</td>
<td>12</td>
<td>11</td>
<td>2</td>
<td>5</td>
<td>70</td>
<td>23</td>
</tr>
<tr>
<td>HU</td>
<td>18</td>
<td>35</td>
<td>20</td>
<td>18</td>
<td>7</td>
<td>2</td>
<td>53</td>
<td>38</td>
</tr>
<tr>
<td>MT</td>
<td>33</td>
<td>28</td>
<td>10</td>
<td>14</td>
<td>3</td>
<td>12</td>
<td>61</td>
<td>24</td>
</tr>
<tr>
<td>NL</td>
<td>26</td>
<td>27</td>
<td>18</td>
<td>17</td>
<td>2</td>
<td>10</td>
<td>53</td>
<td>35</td>
</tr>
<tr>
<td>AT</td>
<td>10</td>
<td>45</td>
<td>23</td>
<td>12</td>
<td>3</td>
<td>7</td>
<td>55</td>
<td>35</td>
</tr>
<tr>
<td>PL</td>
<td>17</td>
<td>58</td>
<td>11</td>
<td>6</td>
<td>2</td>
<td>6</td>
<td>75</td>
<td>17</td>
</tr>
<tr>
<td>PT</td>
<td>10</td>
<td>35</td>
<td>29</td>
<td>20</td>
<td>1</td>
<td>5</td>
<td>45</td>
<td>49</td>
</tr>
<tr>
<td>RO</td>
<td>22</td>
<td>35</td>
<td>20</td>
<td>12</td>
<td>2</td>
<td>9</td>
<td>57</td>
<td>32</td>
</tr>
<tr>
<td>SI</td>
<td>33</td>
<td>34</td>
<td>17</td>
<td>10</td>
<td>1</td>
<td>5</td>
<td>67</td>
<td>27</td>
</tr>
<tr>
<td>SK</td>
<td>14</td>
<td>49</td>
<td>22</td>
<td>11</td>
<td>1</td>
<td>3</td>
<td>63</td>
<td>33</td>
</tr>
<tr>
<td>FI</td>
<td>28</td>
<td>35</td>
<td>21</td>
<td>12</td>
<td>1</td>
<td>3</td>
<td>63</td>
<td>33</td>
</tr>
<tr>
<td>SE</td>
<td>35</td>
<td>30</td>
<td>11</td>
<td>17</td>
<td>3</td>
<td>4</td>
<td>65</td>
<td>28</td>
</tr>
<tr>
<td>UK</td>
<td>37</td>
<td>31</td>
<td>12</td>
<td>8</td>
<td>4</td>
<td>8</td>
<td>68</td>
<td>20</td>
</tr>
</tbody>
</table>
QB21.1 Have you or someone in your household changed service provider for the following services?
Television

<table>
<thead>
<tr>
<th>Household Weighted</th>
<th>Oui, l’année dernière</th>
<th>Oui, il y a entre plus d’un an et deux ans</th>
<th>Oui, il y a entre plus de deux ans et cinq ans</th>
<th>Oui, il y a plus de cinq ans</th>
<th>Non, jamais</th>
<th>NSP</th>
<th>Au moins une fois</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
</tr>
<tr>
<td>EU 28</td>
<td>5</td>
<td>5</td>
<td>7</td>
<td>9</td>
<td>72</td>
<td>2</td>
<td>26</td>
</tr>
<tr>
<td>BE</td>
<td>6</td>
<td>8</td>
<td>11</td>
<td>12</td>
<td>62</td>
<td>1</td>
<td>37</td>
</tr>
<tr>
<td>BG</td>
<td>5</td>
<td>4</td>
<td>10</td>
<td>11</td>
<td>66</td>
<td>4</td>
<td>30</td>
</tr>
<tr>
<td>CZ</td>
<td>4</td>
<td>4</td>
<td>7</td>
<td>10</td>
<td>74</td>
<td>1</td>
<td>25</td>
</tr>
<tr>
<td>DK</td>
<td>8</td>
<td>8</td>
<td>12</td>
<td>10</td>
<td>60</td>
<td>2</td>
<td>38</td>
</tr>
<tr>
<td>DE</td>
<td>3</td>
<td>3</td>
<td>6</td>
<td>9</td>
<td>77</td>
<td>2</td>
<td>21</td>
</tr>
<tr>
<td>EE</td>
<td>5</td>
<td>7</td>
<td>10</td>
<td>11</td>
<td>66</td>
<td>1</td>
<td>33</td>
</tr>
<tr>
<td>IE</td>
<td>5</td>
<td>7</td>
<td>8</td>
<td>12</td>
<td>68</td>
<td>0</td>
<td>32</td>
</tr>
<tr>
<td>EL</td>
<td>3</td>
<td>4</td>
<td>6</td>
<td>2</td>
<td>83</td>
<td>2</td>
<td>15</td>
</tr>
<tr>
<td>ES</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>83</td>
<td>2</td>
<td>11</td>
</tr>
<tr>
<td>FR</td>
<td>5</td>
<td>4</td>
<td>9</td>
<td>6</td>
<td>75</td>
<td>1</td>
<td>24</td>
</tr>
<tr>
<td>HR</td>
<td>6</td>
<td>6</td>
<td>8</td>
<td>8</td>
<td>70</td>
<td>2</td>
<td>28</td>
</tr>
<tr>
<td>IT</td>
<td>3</td>
<td>6</td>
<td>4</td>
<td>3</td>
<td>83</td>
<td>1</td>
<td>16</td>
</tr>
<tr>
<td>CY</td>
<td>4</td>
<td>5</td>
<td>5</td>
<td>3</td>
<td>83</td>
<td>0</td>
<td>17</td>
</tr>
<tr>
<td>LV</td>
<td>9</td>
<td>10</td>
<td>12</td>
<td>12</td>
<td>56</td>
<td>1</td>
<td>43</td>
</tr>
<tr>
<td>LT</td>
<td>3</td>
<td>6</td>
<td>9</td>
<td>8</td>
<td>71</td>
<td>3</td>
<td>26</td>
</tr>
<tr>
<td>LU</td>
<td>5</td>
<td>3</td>
<td>7</td>
<td>7</td>
<td>77</td>
<td>1</td>
<td>22</td>
</tr>
<tr>
<td>HU</td>
<td>7</td>
<td>10</td>
<td>16</td>
<td>20</td>
<td>46</td>
<td>1</td>
<td>53</td>
</tr>
<tr>
<td>MT</td>
<td>1</td>
<td>7</td>
<td>7</td>
<td>8</td>
<td>71</td>
<td>6</td>
<td>23</td>
</tr>
<tr>
<td>NL</td>
<td>10</td>
<td>10</td>
<td>14</td>
<td>12</td>
<td>53</td>
<td>1</td>
<td>46</td>
</tr>
<tr>
<td>AT</td>
<td>2</td>
<td>4</td>
<td>10</td>
<td>15</td>
<td>67</td>
<td>2</td>
<td>31</td>
</tr>
<tr>
<td>PL</td>
<td>5</td>
<td>8</td>
<td>11</td>
<td>10</td>
<td>65</td>
<td>1</td>
<td>34</td>
</tr>
<tr>
<td>PT</td>
<td>16</td>
<td>9</td>
<td>12</td>
<td>11</td>
<td>51</td>
<td>1</td>
<td>48</td>
</tr>
<tr>
<td>RO</td>
<td>3</td>
<td>4</td>
<td>8</td>
<td>12</td>
<td>67</td>
<td>6</td>
<td>27</td>
</tr>
<tr>
<td>SI</td>
<td>7</td>
<td>9</td>
<td>13</td>
<td>17</td>
<td>53</td>
<td>1</td>
<td>46</td>
</tr>
<tr>
<td>SK</td>
<td>4</td>
<td>10</td>
<td>22</td>
<td>18</td>
<td>44</td>
<td>2</td>
<td>54</td>
</tr>
<tr>
<td>FI</td>
<td>4</td>
<td>3</td>
<td>3</td>
<td>4</td>
<td>85</td>
<td>1</td>
<td>14</td>
</tr>
<tr>
<td>SE</td>
<td>10</td>
<td>6</td>
<td>14</td>
<td>15</td>
<td>54</td>
<td>1</td>
<td>45</td>
</tr>
<tr>
<td>UK</td>
<td>7</td>
<td>5</td>
<td>6</td>
<td>13</td>
<td>66</td>
<td>3</td>
<td>31</td>
</tr>
</tbody>
</table>
QB21.2 Avez-vous ou une personne de votre ménage a-t-elle changé de fournisseur de services dans les domaines de services suivants ?
La ligne de téléphone fixe

QB21.2 Have you or someone in your household changed service provider for the following services?
Fixed line telephone

QB21.2 Haben Sie oder eine andere Person in Ihrem Haushalt den Anbieter folgender Dienstleistungen gewechselt?
Festnetz-Telefonanschluss

<table>
<thead>
<tr>
<th>Pondéré Ménage</th>
<th>Oui, l’année dernière</th>
<th>Oui, il y a entre plus d’un an et deux ans</th>
<th>Oui, il y a entre plus de deux ans et cinq ans</th>
<th>Oui, il y a plus de cinq ans</th>
<th>Non, jamais</th>
<th>NSP</th>
<th>Au moins une fois</th>
</tr>
</thead>
<tbody>
<tr>
<td>Household Weighted</td>
<td>Ja, innerhalb des letzten Jahres</td>
<td>Ja, zwischen mehr als einem Jahr und zwei Jahren</td>
<td>Ja, zwischen mehr als zwei Jahren und fünf Jahren</td>
<td>Ja, vor mehr als fünf Jahren</td>
<td>Nein, niemals</td>
<td>WN</td>
<td>Mindestens einmal</td>
</tr>
<tr>
<td>%</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
</tr>
<tr>
<td>EU 28</td>
<td>6</td>
<td>7</td>
<td>12</td>
<td>12</td>
<td>62</td>
<td>1</td>
<td>37</td>
</tr>
<tr>
<td>BE</td>
<td>5</td>
<td>7</td>
<td>9</td>
<td>15</td>
<td>64</td>
<td>0</td>
<td>36</td>
</tr>
<tr>
<td>BG</td>
<td>2</td>
<td>1</td>
<td>3</td>
<td>3</td>
<td>85</td>
<td>6</td>
<td>9</td>
</tr>
<tr>
<td>CZ</td>
<td>1</td>
<td>2</td>
<td>7</td>
<td>14</td>
<td>75</td>
<td>1</td>
<td>24</td>
</tr>
<tr>
<td>DK</td>
<td>7</td>
<td>4</td>
<td>12</td>
<td>15</td>
<td>60</td>
<td>2</td>
<td>38</td>
</tr>
<tr>
<td>DE</td>
<td>4</td>
<td>6</td>
<td>12</td>
<td>15</td>
<td>62</td>
<td>1</td>
<td>37</td>
</tr>
<tr>
<td>EE</td>
<td>3</td>
<td>2</td>
<td>7</td>
<td>11</td>
<td>75</td>
<td>2</td>
<td>23</td>
</tr>
<tr>
<td>IE</td>
<td>10</td>
<td>5</td>
<td>14</td>
<td>11</td>
<td>60</td>
<td>0</td>
<td>40</td>
</tr>
<tr>
<td>EL</td>
<td>8</td>
<td>13</td>
<td>17</td>
<td>12</td>
<td>49</td>
<td>1</td>
<td>50</td>
</tr>
<tr>
<td>ES</td>
<td>9</td>
<td>10</td>
<td>12</td>
<td>12</td>
<td>56</td>
<td>1</td>
<td>43</td>
</tr>
<tr>
<td>FR</td>
<td>8</td>
<td>5</td>
<td>11</td>
<td>9</td>
<td>66</td>
<td>1</td>
<td>33</td>
</tr>
<tr>
<td>HR</td>
<td>7</td>
<td>10</td>
<td>14</td>
<td>9</td>
<td>59</td>
<td>1</td>
<td>40</td>
</tr>
<tr>
<td>IT</td>
<td>7</td>
<td>7</td>
<td>10</td>
<td>8</td>
<td>67</td>
<td>1</td>
<td>32</td>
</tr>
<tr>
<td>CY</td>
<td>4</td>
<td>6</td>
<td>5</td>
<td>2</td>
<td>83</td>
<td>0</td>
<td>17</td>
</tr>
<tr>
<td>LV</td>
<td>2</td>
<td>4</td>
<td>7</td>
<td>7</td>
<td>79</td>
<td>1</td>
<td>20</td>
</tr>
<tr>
<td>LT</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>91</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>LU</td>
<td>4</td>
<td>3</td>
<td>5</td>
<td>10</td>
<td>78</td>
<td>0</td>
<td>22</td>
</tr>
<tr>
<td>HU</td>
<td>1</td>
<td>6</td>
<td>15</td>
<td>14</td>
<td>63</td>
<td>1</td>
<td>36</td>
</tr>
<tr>
<td>MT</td>
<td>1</td>
<td>9</td>
<td>6</td>
<td>7</td>
<td>73</td>
<td>4</td>
<td>23</td>
</tr>
<tr>
<td>NL</td>
<td>9</td>
<td>9</td>
<td>17</td>
<td>17</td>
<td>46</td>
<td>2</td>
<td>52</td>
</tr>
<tr>
<td>AT</td>
<td>3</td>
<td>5</td>
<td>9</td>
<td>15</td>
<td>67</td>
<td>1</td>
<td>32</td>
</tr>
<tr>
<td>PL</td>
<td>7</td>
<td>8</td>
<td>9</td>
<td>12</td>
<td>63</td>
<td>1</td>
<td>36</td>
</tr>
<tr>
<td>PT</td>
<td>9</td>
<td>13</td>
<td>20</td>
<td>20</td>
<td>37</td>
<td>1</td>
<td>62</td>
</tr>
<tr>
<td>RO</td>
<td>3</td>
<td>2</td>
<td>5</td>
<td>10</td>
<td>75</td>
<td>5</td>
<td>20</td>
</tr>
<tr>
<td>SI</td>
<td>5</td>
<td>9</td>
<td>16</td>
<td>18</td>
<td>50</td>
<td>2</td>
<td>48</td>
</tr>
<tr>
<td>SK</td>
<td>1</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>86</td>
<td>1</td>
<td>13</td>
</tr>
<tr>
<td>FI</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>2</td>
<td>88</td>
<td>3</td>
<td>9</td>
</tr>
<tr>
<td>SE</td>
<td>8</td>
<td>6</td>
<td>17</td>
<td>16</td>
<td>52</td>
<td>1</td>
<td>47</td>
</tr>
<tr>
<td>UK</td>
<td>8</td>
<td>9</td>
<td>11</td>
<td>15</td>
<td>56</td>
<td>1</td>
<td>43</td>
</tr>
</tbody>
</table>
### SPECIAL EUROBAROMETER 414

"E-Communications and Telecom Single Market Household Survey"

QB21.3 Avez-vous ou une personne de votre ménage a-t-elle changé de fournisseur de services dans les domaines de services suivants ?

- Un téléphone mobile

QB21.3 Have you or someone in your household changed service provider for the following services?

- Mobile telephone

QB21.3 Haben Sie oder eine andere Person in Ihrem Haushalt den Anbieter folgender Dienstleistungen gewechselt?

- Mobiltelefon

#### SI TELEPHONE MOBILE PERSONNEL

**FALLS PERSÖNLICHES MOBILTELEFON**

<table>
<thead>
<tr>
<th>Household Weighted</th>
<th>Pondéré Ménage</th>
<th>Oui, l’année dernière</th>
<th>Oui, il y a entre plus d’un an et deux ans</th>
<th>Oui, il y a entre plus de deux ans et cinq ans</th>
<th>Oui, il y a plus de cinq ans</th>
<th>Non, jamais</th>
<th>NSP</th>
<th>Au moins une fois</th>
</tr>
</thead>
<tbody>
<tr>
<td>Haushalts gewichteter</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>EU 28</td>
<td>10</td>
<td>11</td>
<td>13</td>
<td>10</td>
<td>55</td>
<td>1</td>
<td>44</td>
<td></td>
</tr>
<tr>
<td>BE</td>
<td>10</td>
<td>12</td>
<td>12</td>
<td>10</td>
<td>55</td>
<td>1</td>
<td>44</td>
<td></td>
</tr>
<tr>
<td>BG</td>
<td>2</td>
<td>4</td>
<td>10</td>
<td>9</td>
<td>72</td>
<td>3</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td>CZ</td>
<td>6</td>
<td>10</td>
<td>13</td>
<td>14</td>
<td>56</td>
<td>1</td>
<td>43</td>
<td></td>
</tr>
<tr>
<td>DK</td>
<td>21</td>
<td>13</td>
<td>11</td>
<td>11</td>
<td>42</td>
<td>2</td>
<td>56</td>
<td></td>
</tr>
<tr>
<td>DE</td>
<td>8</td>
<td>10</td>
<td>14</td>
<td>12</td>
<td>55</td>
<td>1</td>
<td>44</td>
<td></td>
</tr>
<tr>
<td>EE</td>
<td>11</td>
<td>14</td>
<td>12</td>
<td>11</td>
<td>52</td>
<td>0</td>
<td>48</td>
<td></td>
</tr>
<tr>
<td>IE</td>
<td>10</td>
<td>10</td>
<td>12</td>
<td>11</td>
<td>57</td>
<td>0</td>
<td>43</td>
<td></td>
</tr>
<tr>
<td>EL</td>
<td>5</td>
<td>14</td>
<td>19</td>
<td>19</td>
<td>42</td>
<td>1</td>
<td>57</td>
<td></td>
</tr>
<tr>
<td>ES</td>
<td>15</td>
<td>17</td>
<td>19</td>
<td>9</td>
<td>39</td>
<td>1</td>
<td>60</td>
<td></td>
</tr>
<tr>
<td>FR</td>
<td>15</td>
<td>9</td>
<td>15</td>
<td>7</td>
<td>54</td>
<td>0</td>
<td>46</td>
<td></td>
</tr>
<tr>
<td>HR</td>
<td>11</td>
<td>9</td>
<td>10</td>
<td>10</td>
<td>58</td>
<td>2</td>
<td>40</td>
<td></td>
</tr>
<tr>
<td>IT</td>
<td>11</td>
<td>13</td>
<td>11</td>
<td>6</td>
<td>58</td>
<td>1</td>
<td>41</td>
<td></td>
</tr>
<tr>
<td>CY</td>
<td>7</td>
<td>6</td>
<td>4</td>
<td>1</td>
<td>81</td>
<td>1</td>
<td>18</td>
<td></td>
</tr>
<tr>
<td>LV</td>
<td>13</td>
<td>11</td>
<td>13</td>
<td>13</td>
<td>50</td>
<td>0</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>LT</td>
<td>6</td>
<td>7</td>
<td>11</td>
<td>13</td>
<td>61</td>
<td>2</td>
<td>37</td>
<td></td>
</tr>
<tr>
<td>LU</td>
<td>7</td>
<td>6</td>
<td>8</td>
<td>10</td>
<td>69</td>
<td>0</td>
<td>31</td>
<td></td>
</tr>
<tr>
<td>HU</td>
<td>3</td>
<td>6</td>
<td>12</td>
<td>17</td>
<td>61</td>
<td>1</td>
<td>38</td>
<td></td>
</tr>
<tr>
<td>MT</td>
<td>6</td>
<td>9</td>
<td>9</td>
<td>9</td>
<td>62</td>
<td>5</td>
<td>33</td>
<td></td>
</tr>
<tr>
<td>NL</td>
<td>14</td>
<td>15</td>
<td>12</td>
<td>9</td>
<td>49</td>
<td>1</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>AT</td>
<td>9</td>
<td>21</td>
<td>22</td>
<td>12</td>
<td>35</td>
<td>1</td>
<td>64</td>
<td></td>
</tr>
<tr>
<td>PL</td>
<td>6</td>
<td>11</td>
<td>12</td>
<td>11</td>
<td>59</td>
<td>1</td>
<td>40</td>
<td></td>
</tr>
<tr>
<td>PT</td>
<td>4</td>
<td>3</td>
<td>10</td>
<td>20</td>
<td>62</td>
<td>1</td>
<td>37</td>
<td></td>
</tr>
<tr>
<td>RO</td>
<td>3</td>
<td>4</td>
<td>8</td>
<td>6</td>
<td>69</td>
<td>10</td>
<td>21</td>
<td></td>
</tr>
<tr>
<td>SI</td>
<td>9</td>
<td>10</td>
<td>11</td>
<td>15</td>
<td>52</td>
<td>3</td>
<td>45</td>
<td></td>
</tr>
<tr>
<td>SK</td>
<td>7</td>
<td>15</td>
<td>17</td>
<td>12</td>
<td>48</td>
<td>1</td>
<td>51</td>
<td></td>
</tr>
<tr>
<td>FI</td>
<td>13</td>
<td>16</td>
<td>17</td>
<td>16</td>
<td>37</td>
<td>1</td>
<td>62</td>
<td></td>
</tr>
<tr>
<td>SE</td>
<td>11</td>
<td>13</td>
<td>13</td>
<td>13</td>
<td>49</td>
<td>1</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>UK</td>
<td>11</td>
<td>8</td>
<td>9</td>
<td>10</td>
<td>61</td>
<td>1</td>
<td>38</td>
<td></td>
</tr>
</tbody>
</table>
QB21.4 Avez-vous ou une personne de votre ménage a-t-elle changé de fournisseur de services dans les domaines de services suivants ?

Internet

QB21.4 Have you or someone in your household changed service provider for the following services?

Internet

SI CONNEXION INTERNET DANS LE MENAGE

IF INTERNET AT HOME

FALLS INTERNET ZUHAUSE

<table>
<thead>
<tr>
<th>Household Weighted</th>
<th>Haushalts gewichtetet</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pondéré Ménage</td>
<td>Oui, l’année dernière</td>
</tr>
<tr>
<td>EU 28</td>
<td>EB 81.1</td>
</tr>
<tr>
<td>Yes, within the last year</td>
<td>Ja, innerhalb des letzten Jahres</td>
</tr>
<tr>
<td>Yes, between more than one and two years ago</td>
<td>Ja, zwischen mehr als einem Jahr und zwei Jahren</td>
</tr>
<tr>
<td>Yes, more than five years ago</td>
<td>Yes, more than five years ago</td>
</tr>
<tr>
<td>Oui, il y a plus de cinq ans</td>
<td>Non, jamais</td>
</tr>
<tr>
<td>9</td>
<td>10</td>
</tr>
<tr>
<td>7</td>
<td>9</td>
</tr>
<tr>
<td>4</td>
<td>6</td>
</tr>
<tr>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>15</td>
<td>9</td>
</tr>
<tr>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>7</td>
<td>9</td>
</tr>
<tr>
<td>13</td>
<td>10</td>
</tr>
<tr>
<td>10</td>
<td>16</td>
</tr>
<tr>
<td>12</td>
<td>15</td>
</tr>
<tr>
<td>9</td>
<td>7</td>
</tr>
<tr>
<td>10</td>
<td>8</td>
</tr>
<tr>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>7</td>
<td>6</td>
</tr>
<tr>
<td>9</td>
<td>11</td>
</tr>
<tr>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>7</td>
<td>5</td>
</tr>
<tr>
<td>4</td>
<td>10</td>
</tr>
<tr>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>11</td>
<td>11</td>
</tr>
<tr>
<td>6</td>
<td>12</td>
</tr>
<tr>
<td>3</td>
<td>9</td>
</tr>
<tr>
<td>13</td>
<td>14</td>
</tr>
<tr>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>6</td>
<td>10</td>
</tr>
<tr>
<td>6</td>
<td>14</td>
</tr>
<tr>
<td>13</td>
<td>16</td>
</tr>
<tr>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>11</td>
<td>11</td>
</tr>
</tbody>
</table>
QB21.5 Have you or someone in your household changed service provider for the following services?

**Bundles**

<table>
<thead>
<tr>
<th>Household Weighted</th>
<th>Pondéré Ménage</th>
<th>Haushalts gewichteter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, within the last year</td>
<td>Oui, l’année dernière</td>
<td>Ja, innerhalb des letzten Jahres</td>
</tr>
<tr>
<td>Yes, between more than one and two years ago</td>
<td>Oui, il y a entre plus d’un an et deux ans</td>
<td>Ja, zwischen mehr als einem Jahr und zwei Jahren</td>
</tr>
<tr>
<td>Yes, between more than two and five years ago</td>
<td>Oui, il y a entre plus de deux ans et cinq ans</td>
<td>Ja, zwischen mehr als zwei Jahren und fünf Jahren</td>
</tr>
<tr>
<td>Yes, more than five years ago</td>
<td>Oui, il y a plus de cinq ans</td>
<td>Ja, vor mehr als fünf Jahren</td>
</tr>
<tr>
<td>Non, jamais</td>
<td>Nein, niemals</td>
<td>No, never</td>
</tr>
<tr>
<td>NSP</td>
<td>Mindestens einmal</td>
<td></td>
</tr>
<tr>
<td>Au moins une fois</td>
<td>WN</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>11</td>
<td>11</td>
<td>13</td>
<td>10</td>
<td>53</td>
<td>2</td>
<td>45</td>
</tr>
<tr>
<td>BE</td>
<td>9</td>
<td>10</td>
<td>12</td>
<td>9</td>
<td>60</td>
<td>0</td>
<td>40</td>
</tr>
<tr>
<td>BG</td>
<td>4</td>
<td>6</td>
<td>13</td>
<td>7</td>
<td>67</td>
<td>3</td>
<td>30</td>
</tr>
<tr>
<td>CZ</td>
<td>13</td>
<td>15</td>
<td>13</td>
<td>11</td>
<td>47</td>
<td>1</td>
<td>52</td>
</tr>
<tr>
<td>DK</td>
<td>15</td>
<td>11</td>
<td>16</td>
<td>9</td>
<td>49</td>
<td>0</td>
<td>51</td>
</tr>
<tr>
<td>DE</td>
<td>6</td>
<td>8</td>
<td>13</td>
<td>14</td>
<td>58</td>
<td>1</td>
<td>41</td>
</tr>
<tr>
<td>EE</td>
<td>12</td>
<td>9</td>
<td>14</td>
<td>8</td>
<td>55</td>
<td>2</td>
<td>43</td>
</tr>
<tr>
<td>IE</td>
<td>16</td>
<td>9</td>
<td>22</td>
<td>9</td>
<td>44</td>
<td>0</td>
<td>56</td>
</tr>
<tr>
<td>EL</td>
<td>12</td>
<td>17</td>
<td>28</td>
<td>11</td>
<td>31</td>
<td>1</td>
<td>68</td>
</tr>
<tr>
<td>ES</td>
<td>17</td>
<td>15</td>
<td>14</td>
<td>9</td>
<td>44</td>
<td>1</td>
<td>55</td>
</tr>
<tr>
<td>FR</td>
<td>10</td>
<td>8</td>
<td>13</td>
<td>9</td>
<td>59</td>
<td>1</td>
<td>40</td>
</tr>
<tr>
<td>HR</td>
<td>11</td>
<td>11</td>
<td>17</td>
<td>9</td>
<td>48</td>
<td>4</td>
<td>48</td>
</tr>
<tr>
<td>IT</td>
<td>16</td>
<td>19</td>
<td>13</td>
<td>7</td>
<td>42</td>
<td>3</td>
<td>55</td>
</tr>
<tr>
<td>CY</td>
<td>6</td>
<td>7</td>
<td>7</td>
<td>4</td>
<td>76</td>
<td>0</td>
<td>24</td>
</tr>
<tr>
<td>LV</td>
<td>10</td>
<td>13</td>
<td>15</td>
<td>10</td>
<td>51</td>
<td>1</td>
<td>48</td>
</tr>
<tr>
<td>LT</td>
<td>5</td>
<td>5</td>
<td>10</td>
<td>8</td>
<td>68</td>
<td>4</td>
<td>28</td>
</tr>
<tr>
<td>LU</td>
<td>6</td>
<td>5</td>
<td>7</td>
<td>10</td>
<td>72</td>
<td>0</td>
<td>28</td>
</tr>
<tr>
<td>HU</td>
<td>4</td>
<td>14</td>
<td>19</td>
<td>9</td>
<td>52</td>
<td>2</td>
<td>46</td>
</tr>
<tr>
<td>MT</td>
<td>1</td>
<td>10</td>
<td>6</td>
<td>6</td>
<td>71</td>
<td>6</td>
<td>23</td>
</tr>
<tr>
<td>NL</td>
<td>14</td>
<td>11</td>
<td>15</td>
<td>10</td>
<td>49</td>
<td>1</td>
<td>50</td>
</tr>
<tr>
<td>AT</td>
<td>6</td>
<td>13</td>
<td>19</td>
<td>18</td>
<td>41</td>
<td>3</td>
<td>56</td>
</tr>
<tr>
<td>PL</td>
<td>8</td>
<td>18</td>
<td>15</td>
<td>6</td>
<td>52</td>
<td>1</td>
<td>47</td>
</tr>
<tr>
<td>PT</td>
<td>13</td>
<td>15</td>
<td>20</td>
<td>16</td>
<td>35</td>
<td>1</td>
<td>64</td>
</tr>
<tr>
<td>RO</td>
<td>3</td>
<td>3</td>
<td>7</td>
<td>7</td>
<td>67</td>
<td>13</td>
<td>20</td>
</tr>
<tr>
<td>SI</td>
<td>9</td>
<td>10</td>
<td>17</td>
<td>15</td>
<td>46</td>
<td>3</td>
<td>51</td>
</tr>
<tr>
<td>SK</td>
<td>14</td>
<td>19</td>
<td>21</td>
<td>11</td>
<td>32</td>
<td>3</td>
<td>65</td>
</tr>
<tr>
<td>FI</td>
<td>23</td>
<td>15</td>
<td>13</td>
<td>8</td>
<td>41</td>
<td>0</td>
<td>59</td>
</tr>
<tr>
<td>SE</td>
<td>11</td>
<td>9</td>
<td>19</td>
<td>10</td>
<td>50</td>
<td>1</td>
<td>49</td>
</tr>
<tr>
<td>UK</td>
<td>12</td>
<td>12</td>
<td>10</td>
<td>12</td>
<td>51</td>
<td>3</td>
<td>46</td>
</tr>
</tbody>
</table>
**QB22:** En pensant à la dernière fois où vous avez changé de fournisseur de services ou d’offres groupées, a-t-il été facile ou difficile de changer?

**QB22:** Thinking about the last time you changed your service or bundle provider, how easy was it?

**QB22:** Denken Sie nun bitte an das letzte Mal, als Sie den Dienstleister oder den Anbieter des Komplettpakets gewechselt haben. Wie einfach war das?

SI A CHANGE DE FOURNISSEUR DE SERVICE OU D’OFFRE GROUPEE CODE 1 A 4 EN QB21.1 A QB21.5

IF HAS CHANGED SERVICE OR BUNDLE PROVIDER CODE 1 TO 4 IN QB21.1 TO QB21.5

FALLS HAT DIENSTLEISTUNG ANBIETERS EINES KOMPLETPAKETS/ANBIETER GEWECHSELT CODES 1-4 IN Q21.1-Q21.5

<table>
<thead>
<tr>
<th>Bevölkerung 15+ gewichterter</th>
<th>Très facile</th>
<th>Plutôt facile</th>
<th>Plutôt difficile</th>
<th>Très difficile</th>
<th>NSP</th>
<th>Total 'Facile'</th>
<th>Total 'Difficile'</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td></td>
<td>EB 81.1</td>
<td>EB 81.1</td>
</tr>
<tr>
<td>EU 28</td>
<td>33</td>
<td>43</td>
<td>11</td>
<td>4</td>
<td>9</td>
<td>76</td>
<td>15</td>
</tr>
<tr>
<td>BE</td>
<td>39</td>
<td>41</td>
<td>13</td>
<td>3</td>
<td>4</td>
<td>80</td>
<td>16</td>
</tr>
<tr>
<td>BG</td>
<td>34</td>
<td>40</td>
<td>9</td>
<td>2</td>
<td>15</td>
<td>74</td>
<td>11</td>
</tr>
<tr>
<td>CZ</td>
<td>25</td>
<td>49</td>
<td>17</td>
<td>4</td>
<td>5</td>
<td>74</td>
<td>21</td>
</tr>
<tr>
<td>DK</td>
<td>54</td>
<td>25</td>
<td>8</td>
<td>6</td>
<td>7</td>
<td>79</td>
<td>14</td>
</tr>
<tr>
<td>DE</td>
<td>25</td>
<td>39</td>
<td>14</td>
<td>5</td>
<td>17</td>
<td>64</td>
<td>19</td>
</tr>
<tr>
<td>EE</td>
<td>49</td>
<td>42</td>
<td>4</td>
<td>1</td>
<td>4</td>
<td>91</td>
<td>5</td>
</tr>
<tr>
<td>IE</td>
<td>48</td>
<td>35</td>
<td>6</td>
<td>2</td>
<td>9</td>
<td>83</td>
<td>8</td>
</tr>
<tr>
<td>EL</td>
<td>43</td>
<td>44</td>
<td>6</td>
<td>1</td>
<td>6</td>
<td>87</td>
<td>7</td>
</tr>
<tr>
<td>ES</td>
<td>38</td>
<td>39</td>
<td>13</td>
<td>6</td>
<td>4</td>
<td>77</td>
<td>19</td>
</tr>
<tr>
<td>FR</td>
<td>38</td>
<td>40</td>
<td>12</td>
<td>5</td>
<td>5</td>
<td>78</td>
<td>17</td>
</tr>
<tr>
<td>HR</td>
<td>41</td>
<td>36</td>
<td>13</td>
<td>4</td>
<td>6</td>
<td>77</td>
<td>17</td>
</tr>
<tr>
<td>IT</td>
<td>25</td>
<td>54</td>
<td>14</td>
<td>3</td>
<td>4</td>
<td>79</td>
<td>17</td>
</tr>
<tr>
<td>CY</td>
<td>54</td>
<td>35</td>
<td>2</td>
<td>0</td>
<td>9</td>
<td>89</td>
<td>2</td>
</tr>
<tr>
<td>LV</td>
<td>45</td>
<td>41</td>
<td>6</td>
<td>2</td>
<td>6</td>
<td>86</td>
<td>8</td>
</tr>
<tr>
<td>LT</td>
<td>45</td>
<td>42</td>
<td>5</td>
<td>1</td>
<td>7</td>
<td>87</td>
<td>6</td>
</tr>
<tr>
<td>LU</td>
<td>29</td>
<td>34</td>
<td>17</td>
<td>1</td>
<td>19</td>
<td>63</td>
<td>18</td>
</tr>
<tr>
<td>HU</td>
<td>29</td>
<td>53</td>
<td>13</td>
<td>2</td>
<td>3</td>
<td>82</td>
<td>15</td>
</tr>
<tr>
<td>MT</td>
<td>39</td>
<td>39</td>
<td>9</td>
<td>5</td>
<td>8</td>
<td>78</td>
<td>14</td>
</tr>
<tr>
<td>NL</td>
<td>46</td>
<td>32</td>
<td>10</td>
<td>4</td>
<td>8</td>
<td>78</td>
<td>14</td>
</tr>
<tr>
<td>AT</td>
<td>22</td>
<td>55</td>
<td>14</td>
<td>1</td>
<td>8</td>
<td>77</td>
<td>15</td>
</tr>
<tr>
<td>PL</td>
<td>29</td>
<td>55</td>
<td>7</td>
<td>1</td>
<td>8</td>
<td>84</td>
<td>8</td>
</tr>
<tr>
<td>PT</td>
<td>22</td>
<td>52</td>
<td>15</td>
<td>5</td>
<td>6</td>
<td>74</td>
<td>20</td>
</tr>
<tr>
<td>RO</td>
<td>29</td>
<td>42</td>
<td>11</td>
<td>5</td>
<td>13</td>
<td>71</td>
<td>16</td>
</tr>
<tr>
<td>SI</td>
<td>45</td>
<td>45</td>
<td>4</td>
<td>1</td>
<td>5</td>
<td>90</td>
<td>5</td>
</tr>
<tr>
<td>SK</td>
<td>29</td>
<td>53</td>
<td>12</td>
<td>1</td>
<td>5</td>
<td>82</td>
<td>13</td>
</tr>
<tr>
<td>FI</td>
<td>48</td>
<td>38</td>
<td>8</td>
<td>2</td>
<td>4</td>
<td>86</td>
<td>10</td>
</tr>
<tr>
<td>SE</td>
<td>33</td>
<td>41</td>
<td>11</td>
<td>9</td>
<td>6</td>
<td>74</td>
<td>20</td>
</tr>
<tr>
<td>UK</td>
<td>37</td>
<td>40</td>
<td>8</td>
<td>2</td>
<td>13</td>
<td>77</td>
<td>10</td>
</tr>
<tr>
<td>Haushalts gewichteter</td>
<td>Household Weighted</td>
<td>Pondéré Ménage</td>
<td>Non, vous ne l’avez jamais envisagé</td>
<td>Oui, mais vous êtes satisfait(e)s du service actuellement fourni</td>
<td>Oui, mais il n’y a aucun autre fournisseur d’offre groupée où vous habitez</td>
<td>Oui, mais il n’y a pas d’autre fournisseur d’offre groupée qui vous fournirait un bon rapport qualité/prix</td>
<td>Oui, mais vous êtes pour l’instant engagé par votre contrat à votre fournisseur actuel</td>
</tr>
<tr>
<td>-----------------------</td>
<td>-------------------</td>
<td>----------------</td>
<td>----------------------------------</td>
<td>---------------------------------------------------------------</td>
<td>---------------------------------------------------------------</td>
<td>-----------------------------------------------------------------</td>
<td>-----------------------------------------------------------------</td>
</tr>
<tr>
<td>%</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
</tr>
<tr>
<td>EU 28</td>
<td>69</td>
<td>9</td>
<td>2</td>
<td>3</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>BE</td>
<td>76</td>
<td>11</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>BG</td>
<td>64</td>
<td>21</td>
<td>4</td>
<td>2</td>
<td>4</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>CZ</td>
<td>64</td>
<td>10</td>
<td>0</td>
<td>4</td>
<td>7</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>DK</td>
<td>71</td>
<td>7</td>
<td>6</td>
<td>3</td>
<td>6</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>DE</td>
<td>73</td>
<td>6</td>
<td>2</td>
<td>4</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>EE</td>
<td>67</td>
<td>14</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>IE</td>
<td>63</td>
<td>23</td>
<td>1</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>EL</td>
<td>73</td>
<td>12</td>
<td>0</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>ES</td>
<td>76</td>
<td>8</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>FR</td>
<td>71</td>
<td>8</td>
<td>1</td>
<td>4</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>HR</td>
<td>50</td>
<td>11</td>
<td>5</td>
<td>5</td>
<td>17</td>
<td>17</td>
<td>17</td>
</tr>
<tr>
<td>IT</td>
<td>66</td>
<td>10</td>
<td>1</td>
<td>5</td>
<td>4</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>CY</td>
<td>78</td>
<td>10</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>LV</td>
<td>72</td>
<td>6</td>
<td>2</td>
<td>8</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>LT</td>
<td>78</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>1</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>LU</td>
<td>80</td>
<td>1</td>
<td>1</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>HU</td>
<td>84</td>
<td>4</td>
<td>1</td>
<td>4</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>MT</td>
<td>79</td>
<td>12</td>
<td>1</td>
<td>2</td>
<td>4</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>NL</td>
<td>62</td>
<td>11</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>AT</td>
<td>64</td>
<td>14</td>
<td>2</td>
<td>3</td>
<td>8</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>PL</td>
<td>65</td>
<td>6</td>
<td>1</td>
<td>2</td>
<td>6</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>PT</td>
<td>75</td>
<td>6</td>
<td>3</td>
<td>5</td>
<td>4</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>RO</td>
<td>62</td>
<td>15</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>SI</td>
<td>63</td>
<td>10</td>
<td>7</td>
<td>2</td>
<td>7</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>SK</td>
<td>75</td>
<td>5</td>
<td>0</td>
<td>5</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>FI</td>
<td>55</td>
<td>16</td>
<td>3</td>
<td>3</td>
<td>6</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>SE</td>
<td>42</td>
<td>25</td>
<td>10</td>
<td>5</td>
<td>8</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>UK</td>
<td>66</td>
<td>9</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>4</td>
<td>4</td>
</tr>
</tbody>
</table>
### Q23 Avez-vous ou quelqu’un dans votre ménage a-t-il envisagé de changer de fournisseur d’offre groupée ? (ROTATION – PLUSIEURS REPONSES POSSIBLES)

**Household Survey**

IF DID NOT CHANGE SERVICE OR BUNDLE PROVIDER CODE 5 IN QB21.5

<table>
<thead>
<tr>
<th>Country</th>
<th>Yes, but eventually your provider offered you better conditions and you decided not to switch</th>
<th>Yes, but you don't want to take the risk of a temporary loss of service during the switching process</th>
<th>Ja, aber Ihre Anbieter hat Ihnen schließlich bessere Bedingungen angeboten, weshalb Sie entschieden haben, nicht zu wechseln</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU28</td>
<td>4</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>BE</td>
<td>3</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>BG</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>CZ</td>
<td>16</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>DK</td>
<td>4</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>DE</td>
<td>2</td>
<td>4</td>
<td>6</td>
</tr>
<tr>
<td>EE</td>
<td>3</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>IE</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>EL</td>
<td>3</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>ES</td>
<td>5</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>FR</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>HR</td>
<td>4</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>IT</td>
<td>8</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>CY</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>LV</td>
<td>3</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>LT</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>LU</td>
<td>3</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>HU</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>MT</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>NL</td>
<td>5</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>AT</td>
<td>2</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>PL</td>
<td>4</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>PT</td>
<td>4</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>RO</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>SI</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>SK</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>FI</td>
<td>11</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>SE</td>
<td>5</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>UK</td>
<td>7</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

---

### Q23 Have you or someone in your household ever considered changing your bundle provider? (ROTATE – MULTIPLE ANSWERS POSSIBLE)

**Household Survey**

IF DID NOT CHANGE SERVICE OR BUNDLE PROVIDER CODE 5 IN QB21.5

<table>
<thead>
<tr>
<th>Country</th>
<th>Yes, but you don't want to take the risk of having to pay more than one provider during the switching process</th>
<th>Ja, aber Sie wollen nicht Gefahr laufen, während des Anbieterwechsels für zwei Anbieter bezahlen zu müssen</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU28</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>BE</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>BG</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>CZ</td>
<td>16</td>
<td>1</td>
</tr>
<tr>
<td>DK</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>DE</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>EE</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>IE</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>EL</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>ES</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>FR</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>HR</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>IT</td>
<td>8</td>
<td>5</td>
</tr>
<tr>
<td>CY</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>LV</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>LT</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>LU</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>HU</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>MT</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>NL</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>AT</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>PL</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>PT</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>RO</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>SI</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>SK</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>FI</td>
<td>11</td>
<td>1</td>
</tr>
<tr>
<td>SE</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>UK</td>
<td>7</td>
<td>1</td>
</tr>
<tr>
<td>Pays</td>
<td>%</td>
<td>Pondéré Ménage</td>
</tr>
<tr>
<td>--------------</td>
<td>---</td>
<td>----------------</td>
</tr>
<tr>
<td>EU 28</td>
<td>2</td>
<td>Oui, mais vous ne voulez pas perdre vos adresses e-mail actuelles/ vos pages Internet hébergées sur le serveur de votre fournisseur</td>
</tr>
<tr>
<td>BE</td>
<td>1</td>
<td>Oui, mais cela demande trop d’efforts et de temps</td>
</tr>
<tr>
<td>BG</td>
<td>0</td>
<td>Autre (SP.) NSP</td>
</tr>
<tr>
<td>CZ</td>
<td>0</td>
<td>Yes, but it takes too much effort and time to do it</td>
</tr>
<tr>
<td>DK</td>
<td>0</td>
<td>Yes, but it takes too much effort and time to do it</td>
</tr>
<tr>
<td>DE</td>
<td>3</td>
<td>Autre (SP.) NSP</td>
</tr>
<tr>
<td>EE</td>
<td>1</td>
<td>Oui, mais vous ne voulez pas perdre vos adresses e-mail actuelles/ vos pages Internet hébergées sur le serveur de votre fournisseur</td>
</tr>
<tr>
<td>IE</td>
<td>0</td>
<td>Autre (SP.) NSP</td>
</tr>
<tr>
<td>EL</td>
<td>2</td>
<td>Oui, mais vous ne voulez pas perdre vos adresses e-mail actuelles/ vos pages Internet hébergées sur le serveur de votre fournisseur</td>
</tr>
<tr>
<td>ES</td>
<td>2</td>
<td>Oui, mais vous ne voulez pas perdre vos adresses e-mail actuelles/ vos pages Internet hébergées sur le serveur de votre fournisseur</td>
</tr>
<tr>
<td>FR</td>
<td>4</td>
<td>Oui, mais vous ne voulez pas perdre vos adresses e-mail actuelles/ vos pages Internet hébergées sur le serveur de votre fournisseur</td>
</tr>
<tr>
<td>HR</td>
<td>2</td>
<td>Oui, mais vous ne voulez pas perdre vos adresses e-mail actuelles/ vos pages Internet hébergées sur le serveur de votre fournisseur</td>
</tr>
<tr>
<td>IT</td>
<td>1</td>
<td>Oui, mais vous ne voulez pas perdre vos adresses e-mail actuelles/ vos pages Internet hébergées sur le serveur de votre fournisseur</td>
</tr>
<tr>
<td>CY</td>
<td>0</td>
<td>Autre (SP.) NSP</td>
</tr>
<tr>
<td>LV</td>
<td>0</td>
<td>Oui, mais vous ne voulez pas perdre vos adresses e-mail actuelles/ vos pages Internet hébergées sur le serveur de votre fournisseur</td>
</tr>
<tr>
<td>LT</td>
<td>0</td>
<td>Autre (SP.) NSP</td>
</tr>
<tr>
<td>LU</td>
<td>0</td>
<td>Oui, mais vous ne voulez pas perdre vos adresses e-mail actuelles/ vos pages Internet hébergées sur le serveur de votre fournisseur</td>
</tr>
<tr>
<td>HU</td>
<td>1</td>
<td>Autre (SP.) NSP</td>
</tr>
<tr>
<td>MT</td>
<td>1</td>
<td>Oui, mais vous ne voulez pas perdre vos adresses e-mail actuelles/ vos pages Internet hébergées sur le serveur de votre fournisseur</td>
</tr>
<tr>
<td>NL</td>
<td>6</td>
<td>Autre (SP.) NSP</td>
</tr>
<tr>
<td>AT</td>
<td>5</td>
<td>Oui, mais vous ne voulez pas perdre vos adresses e-mail actuelles/ vos pages Internet hébergées sur le serveur de votre fournisseur</td>
</tr>
<tr>
<td>PL</td>
<td>0</td>
<td>Autre (SP.) NSP</td>
</tr>
<tr>
<td>PT</td>
<td>0</td>
<td>Oui, mais vous ne voulez pas perdre vos adresses e-mail actuelles/ vos pages Internet hébergées sur le serveur de votre fournisseur</td>
</tr>
<tr>
<td>RO</td>
<td>0</td>
<td>Oui, mais vous ne voulez pas perdre vos adresses e-mail actuelles/ vos pages Internet hébergées sur le serveur de votre fournisseur</td>
</tr>
<tr>
<td>SI</td>
<td>1</td>
<td>Oui, mais vous ne voulez pas perdre vos adresses e-mail actuelles/ vos pages Internet hébergées sur le serveur de votre fournisseur</td>
</tr>
<tr>
<td>SK</td>
<td>0</td>
<td>Oui, mais vous ne voulez pas perdre vos adresses e-mail actuelles/ vos pages Internet hébergées sur le serveur de votre fournisseur</td>
</tr>
<tr>
<td>FI</td>
<td>4</td>
<td>Oui, mais vous ne voulez pas perdre vos adresses e-mail actuelles/ vos pages Internet hébergées sur le serveur de votre fournisseur</td>
</tr>
<tr>
<td>SE</td>
<td>3</td>
<td>Oui, mais vous ne voulez pas perdre vos adresses e-mail actuelles/ vos pages Internet hébergées sur le serveur de votre fournisseur</td>
</tr>
<tr>
<td>UK</td>
<td>3</td>
<td>Oui, mais vous ne voulez pas perdre vos adresses e-mail actuelles/ vos pages Internet hébergées sur le serveur de votre fournisseur</td>
</tr>
</tbody>
</table>
### QB23 Have you or someone in your household ever considered changing your bundle provider? (ROTATE – MULTIPLE ANSWERS POSSIBLE)

SI N’A PAS CHANGE DE FOURNISSEUR DE SERVICE OU D’OFFRE GROUPEE CODE 5 EN QB21.5

IF DID NOT CHANGE SERVICE OR BUNDLE PROVIDER CODE 5 IN QB21.5

FALLS HAT DEN ANBIETER DES KOMPLETTPAKETS NICHT GEWECHSELT CODE 5 IN Q21.5

<table>
<thead>
<tr>
<th>Household Weighted</th>
<th>Total 'Yes'</th>
<th>Inertial consumers</th>
<th>Hindered switchers consumers</th>
<th>Inertial consumers only</th>
<th>Hindered switchers consumers only</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gesamt 'Ja'</td>
<td></td>
<td>Verbraucher, die passiv sind</td>
<td>Verbraucher, die am Wechsel gehindert werden</td>
<td>Nur Verbraucher, die passiv sind</td>
<td>Nur Verbraucher, die am Wechsel gehindert werden</td>
</tr>
<tr>
<td>%</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
</tr>
<tr>
<td>EU 28</td>
<td>27</td>
<td>86</td>
<td>15</td>
<td>82</td>
<td>10</td>
</tr>
<tr>
<td>BE</td>
<td>22</td>
<td>92</td>
<td>10</td>
<td>88</td>
<td>6</td>
</tr>
<tr>
<td>BG</td>
<td>29</td>
<td>87</td>
<td>11</td>
<td>82</td>
<td>6</td>
</tr>
<tr>
<td>CZ</td>
<td>36</td>
<td>93</td>
<td>13</td>
<td>87</td>
<td>7</td>
</tr>
<tr>
<td>DK</td>
<td>26</td>
<td>84</td>
<td>18</td>
<td>79</td>
<td>13</td>
</tr>
<tr>
<td>DE</td>
<td>24</td>
<td>86</td>
<td>16</td>
<td>80</td>
<td>11</td>
</tr>
<tr>
<td>EE</td>
<td>32</td>
<td>86</td>
<td>14</td>
<td>84</td>
<td>12</td>
</tr>
<tr>
<td>IE</td>
<td>35</td>
<td>88</td>
<td>11</td>
<td>87</td>
<td>10</td>
</tr>
<tr>
<td>EL</td>
<td>24</td>
<td>88</td>
<td>9</td>
<td>87</td>
<td>9</td>
</tr>
<tr>
<td>ES</td>
<td>18</td>
<td>89</td>
<td>9</td>
<td>86</td>
<td>6</td>
</tr>
<tr>
<td>FR</td>
<td>26</td>
<td>84</td>
<td>16</td>
<td>80</td>
<td>13</td>
</tr>
<tr>
<td>HR</td>
<td>47</td>
<td>73</td>
<td>29</td>
<td>68</td>
<td>24</td>
</tr>
<tr>
<td>IT</td>
<td>31</td>
<td>85</td>
<td>15</td>
<td>83</td>
<td>13</td>
</tr>
<tr>
<td>CY</td>
<td>17</td>
<td>88</td>
<td>8</td>
<td>87</td>
<td>7</td>
</tr>
<tr>
<td>LV</td>
<td>25</td>
<td>80</td>
<td>19</td>
<td>78</td>
<td>17</td>
</tr>
<tr>
<td>LT</td>
<td>17</td>
<td>87</td>
<td>9</td>
<td>87</td>
<td>9</td>
</tr>
<tr>
<td>LU</td>
<td>17</td>
<td>85</td>
<td>14</td>
<td>83</td>
<td>12</td>
</tr>
<tr>
<td>HU</td>
<td>16</td>
<td>91</td>
<td>11</td>
<td>88</td>
<td>9</td>
</tr>
<tr>
<td>MT</td>
<td>19</td>
<td>93</td>
<td>8</td>
<td>90</td>
<td>5</td>
</tr>
<tr>
<td>NL</td>
<td>34</td>
<td>84</td>
<td>16</td>
<td>80</td>
<td>12</td>
</tr>
<tr>
<td>AT</td>
<td>36</td>
<td>87</td>
<td>19</td>
<td>81</td>
<td>13</td>
</tr>
<tr>
<td>PL</td>
<td>21</td>
<td>78</td>
<td>8</td>
<td>78</td>
<td>8</td>
</tr>
<tr>
<td>PT</td>
<td>21</td>
<td>85</td>
<td>13</td>
<td>83</td>
<td>11</td>
</tr>
<tr>
<td>RO</td>
<td>30</td>
<td>78</td>
<td>19</td>
<td>72</td>
<td>13</td>
</tr>
<tr>
<td>SI</td>
<td>33</td>
<td>78</td>
<td>19</td>
<td>76</td>
<td>17</td>
</tr>
<tr>
<td>SK</td>
<td>23</td>
<td>83</td>
<td>15</td>
<td>83</td>
<td>15</td>
</tr>
<tr>
<td>FI</td>
<td>39</td>
<td>85</td>
<td>18</td>
<td>77</td>
<td>9</td>
</tr>
<tr>
<td>SE</td>
<td>54</td>
<td>80</td>
<td>29</td>
<td>68</td>
<td>16</td>
</tr>
<tr>
<td>UK</td>
<td>30</td>
<td>86</td>
<td>13</td>
<td>82</td>
<td>10</td>
</tr>
<tr>
<td>Household</td>
<td>Inertial consumers</td>
<td>Active switchers consumers</td>
<td>Hindered switchers consumers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-----------</td>
<td>--------------------</td>
<td>----------------------------</td>
<td>-----------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Verbraucher, die passiv sind</td>
<td>Verbrauchern, die gewechselt haben</td>
<td>Verbraucher, die am Wechsel gehindert werden</td>
<td></td>
<td></td>
</tr>
<tr>
<td>%</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EU 28</td>
<td>46</td>
<td>45</td>
<td>8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BE</td>
<td>55</td>
<td>40</td>
<td>6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BG</td>
<td>58</td>
<td>30</td>
<td>7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CZ</td>
<td>43</td>
<td>52</td>
<td>6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DK</td>
<td>41</td>
<td>51</td>
<td>9</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DE</td>
<td>49</td>
<td>41</td>
<td>9</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EE</td>
<td>48</td>
<td>43</td>
<td>8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IE</td>
<td>39</td>
<td>56</td>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EL</td>
<td>27</td>
<td>68</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ES</td>
<td>39</td>
<td>55</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FR</td>
<td>50</td>
<td>40</td>
<td>10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HR</td>
<td>35</td>
<td>48</td>
<td>14</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IT</td>
<td>36</td>
<td>55</td>
<td>6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CY</td>
<td>67</td>
<td>24</td>
<td>6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LV</td>
<td>41</td>
<td>48</td>
<td>10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LT</td>
<td>59</td>
<td>28</td>
<td>6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LU</td>
<td>61</td>
<td>28</td>
<td>10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HU</td>
<td>47</td>
<td>46</td>
<td>6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MT</td>
<td>66</td>
<td>23</td>
<td>6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NL</td>
<td>41</td>
<td>50</td>
<td>8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AT</td>
<td>35</td>
<td>56</td>
<td>8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PL</td>
<td>41</td>
<td>46</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PT</td>
<td>30</td>
<td>63</td>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RO</td>
<td>53</td>
<td>19</td>
<td>13</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SI</td>
<td>36</td>
<td>51</td>
<td>9</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SK</td>
<td>26</td>
<td>65</td>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FI</td>
<td>34</td>
<td>59</td>
<td>7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SE</td>
<td>40</td>
<td>49</td>
<td>14</td>
<td></td>
<td></td>
</tr>
<tr>
<td>UK</td>
<td>43</td>
<td>47</td>
<td>7</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Q824.1 A quelle fréquence voyagez-vous à l’étranger ?
Dans d’autres pays de l’UE

<table>
<thead>
<tr>
<th>Poidé Pop 15+</th>
<th>Plusieurs fois par mois</th>
<th>Une fois par mois</th>
<th>Plusieurs fois par an</th>
<th>Une fois par an</th>
<th>Une fois au cours des deux dernières années</th>
<th>Une fois au cours des 3 à 5 dernières années</th>
<th>Moins souvent</th>
<th>Jamais</th>
<th>NSP</th>
<th>Au moins une fois en UE</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
</tr>
<tr>
<td>BE</td>
<td>1</td>
<td>2</td>
<td>14</td>
<td>17</td>
<td>8</td>
<td>7</td>
<td>14</td>
<td>37</td>
<td>0</td>
<td>63</td>
</tr>
<tr>
<td>BG</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>7</td>
<td>6</td>
<td>5</td>
<td>13</td>
<td>63</td>
<td>1</td>
<td>36</td>
</tr>
<tr>
<td>CZ</td>
<td>1</td>
<td>3</td>
<td>15</td>
<td>20</td>
<td>8</td>
<td>8</td>
<td>21</td>
<td>23</td>
<td>0</td>
<td>77</td>
</tr>
<tr>
<td>DK</td>
<td>3</td>
<td>3</td>
<td>38</td>
<td>24</td>
<td>9</td>
<td>6</td>
<td>8</td>
<td>7</td>
<td>0</td>
<td>93</td>
</tr>
<tr>
<td>DE</td>
<td>2</td>
<td>2</td>
<td>18</td>
<td>30</td>
<td>8</td>
<td>6</td>
<td>16</td>
<td>18</td>
<td>0</td>
<td>82</td>
</tr>
<tr>
<td>EE</td>
<td>2</td>
<td>2</td>
<td>18</td>
<td>19</td>
<td>8</td>
<td>9</td>
<td>14</td>
<td>27</td>
<td>0</td>
<td>73</td>
</tr>
<tr>
<td>IE</td>
<td>1</td>
<td>2</td>
<td>18</td>
<td>30</td>
<td>10</td>
<td>9</td>
<td>13</td>
<td>18</td>
<td>0</td>
<td>82</td>
</tr>
<tr>
<td>EL</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>7</td>
<td>6</td>
<td>7</td>
<td>18</td>
<td>61</td>
<td>0</td>
<td>38</td>
</tr>
<tr>
<td>ES</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>12</td>
<td>7</td>
<td>7</td>
<td>14</td>
<td>55</td>
<td>1</td>
<td>45</td>
</tr>
<tr>
<td>FR</td>
<td>1</td>
<td>2</td>
<td>13</td>
<td>17</td>
<td>10</td>
<td>9</td>
<td>10</td>
<td>37</td>
<td>0</td>
<td>63</td>
</tr>
<tr>
<td>HR</td>
<td>2</td>
<td>2</td>
<td>16</td>
<td>11</td>
<td>4</td>
<td>4</td>
<td>28</td>
<td>33</td>
<td>0</td>
<td>66</td>
</tr>
<tr>
<td>IT</td>
<td>1</td>
<td>2</td>
<td>5</td>
<td>8</td>
<td>9</td>
<td>6</td>
<td>16</td>
<td>52</td>
<td>0</td>
<td>48</td>
</tr>
<tr>
<td>CY</td>
<td>0</td>
<td>0</td>
<td>11</td>
<td>26</td>
<td>15</td>
<td>16</td>
<td>17</td>
<td>15</td>
<td>0</td>
<td>85</td>
</tr>
<tr>
<td>LV</td>
<td>1</td>
<td>2</td>
<td>13</td>
<td>18</td>
<td>11</td>
<td>12</td>
<td>14</td>
<td>30</td>
<td>1</td>
<td>70</td>
</tr>
<tr>
<td>LT</td>
<td>1</td>
<td>2</td>
<td>13</td>
<td>17</td>
<td>10</td>
<td>11</td>
<td>9</td>
<td>52</td>
<td>0</td>
<td>47</td>
</tr>
<tr>
<td>LU</td>
<td>19</td>
<td>8</td>
<td>45</td>
<td>14</td>
<td>3</td>
<td>2</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>96</td>
</tr>
<tr>
<td>HU</td>
<td>1</td>
<td>0</td>
<td>4</td>
<td>8</td>
<td>5</td>
<td>7</td>
<td>15</td>
<td>59</td>
<td>0</td>
<td>40</td>
</tr>
<tr>
<td>MT</td>
<td>0</td>
<td>1</td>
<td>11</td>
<td>25</td>
<td>11</td>
<td>11</td>
<td>14</td>
<td>27</td>
<td>0</td>
<td>73</td>
</tr>
<tr>
<td>NL</td>
<td>6</td>
<td>4</td>
<td>46</td>
<td>22</td>
<td>6</td>
<td>4</td>
<td>5</td>
<td>7</td>
<td>0</td>
<td>93</td>
</tr>
<tr>
<td>AT</td>
<td>5</td>
<td>5</td>
<td>34</td>
<td>22</td>
<td>9</td>
<td>4</td>
<td>12</td>
<td>10</td>
<td>0</td>
<td>90</td>
</tr>
<tr>
<td>PL</td>
<td>1</td>
<td>1</td>
<td>6</td>
<td>10</td>
<td>6</td>
<td>7</td>
<td>17</td>
<td>52</td>
<td>1</td>
<td>48</td>
</tr>
<tr>
<td>PT</td>
<td>0</td>
<td>1</td>
<td>5</td>
<td>8</td>
<td>6</td>
<td>5</td>
<td>13</td>
<td>61</td>
<td>0</td>
<td>39</td>
</tr>
<tr>
<td>RO</td>
<td>0</td>
<td>1</td>
<td>7</td>
<td>9</td>
<td>7</td>
<td>7</td>
<td>8</td>
<td>57</td>
<td>2</td>
<td>40</td>
</tr>
<tr>
<td>SI</td>
<td>5</td>
<td>6</td>
<td>30</td>
<td>19</td>
<td>2</td>
<td>1</td>
<td>18</td>
<td>19</td>
<td>0</td>
<td>81</td>
</tr>
<tr>
<td>SK</td>
<td>2</td>
<td>2</td>
<td>25</td>
<td>19</td>
<td>6</td>
<td>3</td>
<td>15</td>
<td>26</td>
<td>0</td>
<td>74</td>
</tr>
<tr>
<td>FI</td>
<td>2</td>
<td>1</td>
<td>22</td>
<td>23</td>
<td>10</td>
<td>8</td>
<td>21</td>
<td>14</td>
<td>0</td>
<td>86</td>
</tr>
<tr>
<td>SE</td>
<td>2</td>
<td>2</td>
<td>38</td>
<td>23</td>
<td>12</td>
<td>9</td>
<td>7</td>
<td>6</td>
<td>0</td>
<td>94</td>
</tr>
<tr>
<td>UK</td>
<td>0</td>
<td>1</td>
<td>18</td>
<td>21</td>
<td>10</td>
<td>8</td>
<td>14</td>
<td>27</td>
<td>0</td>
<td>73</td>
</tr>
</tbody>
</table>
QB24.2 A quelle fréquence voyagez-vous à l’étranger… ?
Dans d’autres pays hors de l’UE
QB24.2 How often do you travel abroad…?
To other countries outside the EU
QB24.2 Wie häufig reisen Sie ins Ausland?
In andere Länder außerhalb der EU

<table>
<thead>
<tr>
<th>Pondéré Pop 15+</th>
<th>Several times a month</th>
<th>Once a month</th>
<th>Several times a year</th>
<th>Once a year</th>
<th>Once over the last 2 years</th>
<th>Once over the last 3 to 5 years</th>
<th>Less often</th>
<th>Jamais</th>
<th>NSP</th>
<th>At least once outside EU</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td></td>
</tr>
<tr>
<td>EU 28</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>6</td>
<td>7</td>
<td>18</td>
<td>56</td>
<td>0</td>
<td>44</td>
</tr>
<tr>
<td>BE</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>12</td>
<td>10</td>
<td>7</td>
<td>16</td>
<td>51</td>
<td>0</td>
<td>49</td>
</tr>
<tr>
<td>BG</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>6</td>
<td>12</td>
<td>73</td>
<td>1</td>
<td>27</td>
</tr>
<tr>
<td>CZ</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>7</td>
<td>6</td>
<td>8</td>
<td>26</td>
<td>51</td>
<td>0</td>
<td>49</td>
</tr>
<tr>
<td>DK</td>
<td>1</td>
<td>1</td>
<td>8</td>
<td>13</td>
<td>14</td>
<td>14</td>
<td>25</td>
<td>25</td>
<td>0</td>
<td>75</td>
</tr>
<tr>
<td>DE</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>12</td>
<td>6</td>
<td>8</td>
<td>25</td>
<td>44</td>
<td>56</td>
</tr>
<tr>
<td>EE</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>9</td>
<td>8</td>
<td>9</td>
<td>21</td>
<td>49</td>
<td>0</td>
<td>51</td>
</tr>
<tr>
<td>IE</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>11</td>
<td>9</td>
<td>12</td>
<td>24</td>
<td>38</td>
<td>0</td>
<td>62</td>
</tr>
<tr>
<td>EL</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>2</td>
<td>4</td>
<td>16</td>
<td>74</td>
<td>0</td>
<td>26</td>
</tr>
<tr>
<td>ES</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>4</td>
<td>5</td>
<td>16</td>
<td>70</td>
<td>1</td>
<td>29</td>
</tr>
<tr>
<td>FR</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>11</td>
<td>8</td>
<td>9</td>
<td>12</td>
<td>55</td>
<td>0</td>
<td>44</td>
</tr>
<tr>
<td>HR</td>
<td>1</td>
<td>1</td>
<td>13</td>
<td>8</td>
<td>4</td>
<td>3</td>
<td>26</td>
<td>43</td>
<td>0</td>
<td>57</td>
</tr>
<tr>
<td>IT</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>5</td>
<td>5</td>
<td>4</td>
<td>17</td>
<td>63</td>
<td>0</td>
<td>37</td>
</tr>
<tr>
<td>CY</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>5</td>
<td>11</td>
<td>28</td>
<td>52</td>
<td>0</td>
<td>47</td>
</tr>
<tr>
<td>LV</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>6</td>
<td>4</td>
<td>8</td>
<td>19</td>
<td>59</td>
<td>1</td>
<td>40</td>
</tr>
<tr>
<td>LT</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>4</td>
<td>4</td>
<td>10</td>
<td>75</td>
<td>0</td>
<td>25</td>
</tr>
<tr>
<td>LU</td>
<td>0</td>
<td>1</td>
<td>11</td>
<td>15</td>
<td>10</td>
<td>7</td>
<td>13</td>
<td>42</td>
<td>0</td>
<td>58</td>
</tr>
<tr>
<td>HU</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>10</td>
<td>80</td>
<td>1</td>
<td>19</td>
</tr>
<tr>
<td>MT</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td>7</td>
<td>23</td>
<td>62</td>
<td>1</td>
<td>37</td>
</tr>
<tr>
<td>NL</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>12</td>
<td>11</td>
<td>17</td>
<td>44</td>
<td>0</td>
<td>56</td>
</tr>
<tr>
<td>AT</td>
<td>0</td>
<td>1</td>
<td>8</td>
<td>17</td>
<td>11</td>
<td>9</td>
<td>24</td>
<td>30</td>
<td>0</td>
<td>70</td>
</tr>
<tr>
<td>PL</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>4</td>
<td>2</td>
<td>4</td>
<td>13</td>
<td>75</td>
<td>1</td>
<td>25</td>
</tr>
<tr>
<td>PT</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>10</td>
<td>82</td>
<td>0</td>
<td>18</td>
</tr>
<tr>
<td>RO</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>7</td>
<td>82</td>
<td>3</td>
<td>15</td>
</tr>
<tr>
<td>SI</td>
<td>1</td>
<td>1</td>
<td>9</td>
<td>10</td>
<td>4</td>
<td>3</td>
<td>28</td>
<td>44</td>
<td>0</td>
<td>56</td>
</tr>
<tr>
<td>SK</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>10</td>
<td>7</td>
<td>6</td>
<td>17</td>
<td>56</td>
<td>0</td>
<td>44</td>
</tr>
<tr>
<td>FI</td>
<td>1</td>
<td>1</td>
<td>4</td>
<td>9</td>
<td>10</td>
<td>12</td>
<td>32</td>
<td>32</td>
<td>0</td>
<td>68</td>
</tr>
<tr>
<td>SE</td>
<td>0</td>
<td>1</td>
<td>7</td>
<td>18</td>
<td>16</td>
<td>16</td>
<td>27</td>
<td>15</td>
<td>0</td>
<td>85</td>
</tr>
<tr>
<td>UK</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>13</td>
<td>9</td>
<td>11</td>
<td>22</td>
<td>40</td>
<td>0</td>
<td>60</td>
</tr>
</tbody>
</table>
L'étude présente des données sur les voyages à l'intérieur de l'UE. Les pourcentages indiquent la fréquence à laquelle les répondants ont voyage à l'intérieur de l'UE. Les données sont présentées pour chaque pays de l'UE et décomposées en catégories de fréquence (Régulièrement, Occasionnellement, Rarement, Jamais) et pondérées par la population 15 ans et plus.

### Tableau des données

<table>
<thead>
<tr>
<th>Pays</th>
<th>Régulièrement</th>
<th>Occasionnellement</th>
<th>Rarement</th>
<th>Jamais</th>
<th>NSP</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>3</td>
<td>31</td>
<td>29</td>
<td>37</td>
<td>0</td>
</tr>
<tr>
<td>BE</td>
<td>8</td>
<td>54</td>
<td>19</td>
<td>19</td>
<td>0</td>
</tr>
<tr>
<td>BG</td>
<td>1</td>
<td>11</td>
<td>24</td>
<td>63</td>
<td>1</td>
</tr>
<tr>
<td>CZ</td>
<td>4</td>
<td>36</td>
<td>37</td>
<td>23</td>
<td>0</td>
</tr>
<tr>
<td>DK</td>
<td>6</td>
<td>63</td>
<td>24</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>DE</td>
<td>4</td>
<td>48</td>
<td>30</td>
<td>18</td>
<td>0</td>
</tr>
<tr>
<td>EE</td>
<td>5</td>
<td>37</td>
<td>31</td>
<td>27</td>
<td>0</td>
</tr>
<tr>
<td>IE</td>
<td>2</td>
<td>48</td>
<td>32</td>
<td>18</td>
<td>0</td>
</tr>
<tr>
<td>EL</td>
<td>1</td>
<td>8</td>
<td>30</td>
<td>61</td>
<td>0</td>
</tr>
<tr>
<td>ES</td>
<td>1</td>
<td>17</td>
<td>27</td>
<td>55</td>
<td>0</td>
</tr>
<tr>
<td>FR</td>
<td>4</td>
<td>30</td>
<td>29</td>
<td>37</td>
<td>0</td>
</tr>
<tr>
<td>HR</td>
<td>4</td>
<td>28</td>
<td>35</td>
<td>33</td>
<td>0</td>
</tr>
<tr>
<td>IT</td>
<td>4</td>
<td>13</td>
<td>31</td>
<td>52</td>
<td>0</td>
</tr>
<tr>
<td>CY</td>
<td>0</td>
<td>37</td>
<td>48</td>
<td>15</td>
<td>0</td>
</tr>
<tr>
<td>LV</td>
<td>2</td>
<td>31</td>
<td>37</td>
<td>30</td>
<td>0</td>
</tr>
<tr>
<td>LT</td>
<td>2</td>
<td>20</td>
<td>26</td>
<td>52</td>
<td>0</td>
</tr>
<tr>
<td>LU</td>
<td>28</td>
<td>60</td>
<td>8</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>HU</td>
<td>1</td>
<td>12</td>
<td>27</td>
<td>59</td>
<td>1</td>
</tr>
<tr>
<td>MT</td>
<td>1</td>
<td>36</td>
<td>36</td>
<td>27</td>
<td>0</td>
</tr>
<tr>
<td>NL</td>
<td>10</td>
<td>67</td>
<td>16</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>AT</td>
<td>10</td>
<td>55</td>
<td>25</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td>PL</td>
<td>2</td>
<td>16</td>
<td>30</td>
<td>52</td>
<td>0</td>
</tr>
<tr>
<td>PT</td>
<td>1</td>
<td>14</td>
<td>24</td>
<td>61</td>
<td>0</td>
</tr>
<tr>
<td>RO</td>
<td>2</td>
<td>16</td>
<td>23</td>
<td>57</td>
<td>2</td>
</tr>
<tr>
<td>SI</td>
<td>11</td>
<td>49</td>
<td>21</td>
<td>19</td>
<td>0</td>
</tr>
<tr>
<td>SK</td>
<td>5</td>
<td>44</td>
<td>25</td>
<td>26</td>
<td>0</td>
</tr>
<tr>
<td>FI</td>
<td>2</td>
<td>45</td>
<td>39</td>
<td>14</td>
<td>0</td>
</tr>
<tr>
<td>SE</td>
<td>4</td>
<td>62</td>
<td>28</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td>UK</td>
<td>1</td>
<td>39</td>
<td>33</td>
<td>27</td>
<td>0</td>
</tr>
</tbody>
</table>

**Remarque:** Les données sont pondérées par la population 15 ans et plus.
**E-Communications and Telecom Single Market Household Survey**

**QB25a Lorsque vous vous rendez dans un autre pays de l'UE, vous avez l'habitude de … ? (PLUSIEURS REPONSES POSSIBLES)**

**QB25a When visiting another EU country, you generally...? (MULTIPLE ANSWERS POSSIBLE)**

**QB25a Wie verhalten Sie sich in der Regel, wenn Sie in ein anderes EU-Land reisen? (MEHRFACHNENNUNGEN MÖGLICH)**

<table>
<thead>
<tr>
<th>Pondéré Pop 15+</th>
<th>Eteindre votre téléphone mobile et ne jamais l'utiliser</th>
<th>Déactiver l'option d'itinérance des données de votre téléphone mobile</th>
<th>Activer une option spéciale d'itinérance des données proposée par votre opérateur de réseau</th>
<th>Acheter/ utiliser une carte SIM du pays de l'UE où vous vous rendez</th>
<th>Vous connecter à Internet par un réseau de Wi-fi public ou privé avec votre téléphone mobile</th>
</tr>
</thead>
<tbody>
<tr>
<td>BE</td>
<td>28</td>
<td>25</td>
<td>18</td>
<td>10</td>
<td>16</td>
</tr>
<tr>
<td>BG</td>
<td>21</td>
<td>24</td>
<td>11</td>
<td>9</td>
<td>20</td>
</tr>
<tr>
<td>CZ</td>
<td>34</td>
<td>7</td>
<td>40</td>
<td>15</td>
<td>6</td>
</tr>
<tr>
<td>DK</td>
<td>17</td>
<td>20</td>
<td>44</td>
<td>2</td>
<td>13</td>
</tr>
<tr>
<td>DE</td>
<td>21</td>
<td>55</td>
<td>3</td>
<td>5</td>
<td>29</td>
</tr>
<tr>
<td>EE</td>
<td>33</td>
<td>20</td>
<td>14</td>
<td>14</td>
<td>12</td>
</tr>
<tr>
<td>IE</td>
<td>13</td>
<td>17</td>
<td>41</td>
<td>9</td>
<td>15</td>
</tr>
<tr>
<td>EL</td>
<td>14</td>
<td>35</td>
<td>23</td>
<td>9</td>
<td>15</td>
</tr>
<tr>
<td>ES</td>
<td>25</td>
<td>10</td>
<td>30</td>
<td>21</td>
<td>16</td>
</tr>
<tr>
<td>FR</td>
<td>20</td>
<td>15</td>
<td>22</td>
<td>11</td>
<td>28</td>
</tr>
<tr>
<td>HR</td>
<td>41</td>
<td>20</td>
<td>13</td>
<td>7</td>
<td>17</td>
</tr>
<tr>
<td>IT</td>
<td>31</td>
<td>39</td>
<td>9</td>
<td>7</td>
<td>25</td>
</tr>
<tr>
<td>CY</td>
<td>18</td>
<td>19</td>
<td>33</td>
<td>12</td>
<td>12</td>
</tr>
<tr>
<td>LV</td>
<td>9</td>
<td>2</td>
<td>47</td>
<td>19</td>
<td>13</td>
</tr>
<tr>
<td>LT</td>
<td>20</td>
<td>7</td>
<td>56</td>
<td>10</td>
<td>7</td>
</tr>
<tr>
<td>LU</td>
<td>21</td>
<td>12</td>
<td>30</td>
<td>13</td>
<td>7</td>
</tr>
<tr>
<td>HU</td>
<td>16</td>
<td>23</td>
<td>14</td>
<td>9</td>
<td>18</td>
</tr>
<tr>
<td>MT</td>
<td>38</td>
<td>12</td>
<td>26</td>
<td>9</td>
<td>8</td>
</tr>
<tr>
<td>NL</td>
<td>15</td>
<td>43</td>
<td>10</td>
<td>6</td>
<td>37</td>
</tr>
<tr>
<td>AT</td>
<td>42</td>
<td>17</td>
<td>14</td>
<td>12</td>
<td>16</td>
</tr>
<tr>
<td>PL</td>
<td>22</td>
<td>23</td>
<td>40</td>
<td>8</td>
<td>4</td>
</tr>
<tr>
<td>PT</td>
<td>40</td>
<td>8</td>
<td>38</td>
<td>7</td>
<td>3</td>
</tr>
<tr>
<td>RO</td>
<td>14</td>
<td>9</td>
<td>39</td>
<td>34</td>
<td>11</td>
</tr>
<tr>
<td>SI</td>
<td>18</td>
<td>33</td>
<td>11</td>
<td>9</td>
<td>20</td>
</tr>
<tr>
<td>SK</td>
<td>28</td>
<td>14</td>
<td>40</td>
<td>4</td>
<td>12</td>
</tr>
<tr>
<td>FI</td>
<td>15</td>
<td>27</td>
<td>31</td>
<td>6</td>
<td>16</td>
</tr>
<tr>
<td>SE</td>
<td>16</td>
<td>56</td>
<td>3</td>
<td>6</td>
<td>39</td>
</tr>
<tr>
<td>UK</td>
<td>37</td>
<td>36</td>
<td>7</td>
<td>8</td>
<td>11</td>
</tr>
</tbody>
</table>

**T79**
**E-Communications and Telecom Single Market Household Survey**

**SPECIAL EUROBAROMETER 414**

**EU 28**

<table>
<thead>
<tr>
<th>%</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BE</strong></td>
<td>26</td>
<td>17</td>
<td>16</td>
<td>7</td>
<td>7</td>
<td>9</td>
</tr>
<tr>
<td><strong>BG</strong></td>
<td>18</td>
<td>14</td>
<td>9</td>
<td>5</td>
<td>11</td>
<td>14</td>
</tr>
<tr>
<td><strong>CZ</strong></td>
<td>32</td>
<td>5</td>
<td>36</td>
<td>8</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td><strong>DK</strong></td>
<td>17</td>
<td>18</td>
<td>41</td>
<td>1</td>
<td>8</td>
<td>3</td>
</tr>
<tr>
<td><strong>DE</strong></td>
<td>14</td>
<td>29</td>
<td>0</td>
<td>1</td>
<td>5</td>
<td>17</td>
</tr>
<tr>
<td><strong>EE</strong></td>
<td>31</td>
<td>14</td>
<td>12</td>
<td>10</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td><strong>IE</strong></td>
<td>12</td>
<td>13</td>
<td>37</td>
<td>6</td>
<td>8</td>
<td>7</td>
</tr>
<tr>
<td><strong>EL</strong></td>
<td>14</td>
<td>31</td>
<td>21</td>
<td>7</td>
<td>10</td>
<td>8</td>
</tr>
<tr>
<td><strong>ES</strong></td>
<td>24</td>
<td>8</td>
<td>26</td>
<td>16</td>
<td>11</td>
<td>3</td>
</tr>
<tr>
<td><strong>FR</strong></td>
<td>20</td>
<td>12</td>
<td>18</td>
<td>4</td>
<td>7</td>
<td>9</td>
</tr>
<tr>
<td><strong>HR</strong></td>
<td>35</td>
<td>10</td>
<td>10</td>
<td>8</td>
<td>20</td>
<td>11</td>
</tr>
<tr>
<td><strong>IT</strong></td>
<td>23</td>
<td>21</td>
<td>8</td>
<td>3</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td><strong>CY</strong></td>
<td>17</td>
<td>17</td>
<td>31</td>
<td>11</td>
<td>9</td>
<td>6</td>
</tr>
<tr>
<td><strong>LV</strong></td>
<td>8</td>
<td>1</td>
<td>42</td>
<td>15</td>
<td>7</td>
<td>18</td>
</tr>
<tr>
<td><strong>LT</strong></td>
<td>18</td>
<td>6</td>
<td>54</td>
<td>9</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td><strong>LU</strong></td>
<td>20</td>
<td>10</td>
<td>29</td>
<td>11</td>
<td>5</td>
<td>15</td>
</tr>
<tr>
<td><strong>HU</strong></td>
<td>14</td>
<td>16</td>
<td>14</td>
<td>6</td>
<td>9</td>
<td>28</td>
</tr>
<tr>
<td><strong>MT</strong></td>
<td>37</td>
<td>10</td>
<td>25</td>
<td>8</td>
<td>7</td>
<td>5</td>
</tr>
<tr>
<td><strong>NL</strong></td>
<td>9</td>
<td>12</td>
<td>22</td>
<td>10</td>
<td>9</td>
<td>5</td>
</tr>
<tr>
<td><strong>AT</strong></td>
<td>13</td>
<td>20</td>
<td>7</td>
<td>2</td>
<td>11</td>
<td>16</td>
</tr>
<tr>
<td><strong>PL</strong></td>
<td>38</td>
<td>13</td>
<td>12</td>
<td>6</td>
<td>10</td>
<td>8</td>
</tr>
<tr>
<td><strong>PT</strong></td>
<td>19</td>
<td>22</td>
<td>38</td>
<td>7</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td><strong>RO</strong></td>
<td>40</td>
<td>8</td>
<td>35</td>
<td>6</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td><strong>SI</strong></td>
<td>14</td>
<td>3</td>
<td>31</td>
<td>23</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td><strong>SK</strong></td>
<td>15</td>
<td>16</td>
<td>9</td>
<td>3</td>
<td>4</td>
<td>31</td>
</tr>
<tr>
<td><strong>FI</strong></td>
<td>28</td>
<td>12</td>
<td>36</td>
<td>3</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td><strong>SE</strong></td>
<td>14</td>
<td>24</td>
<td>2</td>
<td>2</td>
<td>7</td>
<td>15</td>
</tr>
<tr>
<td><strong>UK</strong></td>
<td>36</td>
<td>29</td>
<td>6</td>
<td>6</td>
<td>4</td>
<td>7</td>
</tr>
</tbody>
</table>
** useEffect des appels vocaux**

**QB25b.1 When visiting another EU country, how often do you use the following services on your mobile phone...?**

**Making voice calls**

**QB25b.1 Wie häufig nutzen Sie die folgenden Dienstleistungen mit Ihrem Mobiltelefon, wenn Sie in ein anderes EU-Land reisen?**

<table>
<thead>
<tr>
<th>Pondéré Pop 15+</th>
<th>Pop 15+ Weighted</th>
<th>Bevölkerung 15 + gewichtet</th>
<th>%</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Genauso häufig wie in (UNSEREM LAND)</td>
<td>Weniger häufig als in (UNSEREM LAND)</td>
<td>Niemals in einem anderen EU-Land</td>
<td>NSP DK</td>
<td>WN</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EU 28</td>
<td>8</td>
<td>54</td>
<td>30</td>
<td>7</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BE</td>
<td>10</td>
<td>57</td>
<td>23</td>
<td>10</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BG</td>
<td>4</td>
<td>51</td>
<td>40</td>
<td>1</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CZ</td>
<td>7</td>
<td>62</td>
<td>28</td>
<td>2</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DK</td>
<td>10</td>
<td>69</td>
<td>15</td>
<td>6</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DE</td>
<td>8</td>
<td>52</td>
<td>35</td>
<td>4</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EE</td>
<td>10</td>
<td>73</td>
<td>12</td>
<td>4</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IE</td>
<td>10</td>
<td>57</td>
<td>19</td>
<td>13</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EL</td>
<td>6</td>
<td>54</td>
<td>21</td>
<td>18</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ES</td>
<td>7</td>
<td>53</td>
<td>33</td>
<td>3</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FR</td>
<td>5</td>
<td>46</td>
<td>40</td>
<td>8</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HR</td>
<td>6</td>
<td>45</td>
<td>37</td>
<td>11</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IT</td>
<td>14</td>
<td>58</td>
<td>24</td>
<td>4</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CY</td>
<td>19</td>
<td>66</td>
<td>10</td>
<td>5</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LV</td>
<td>13</td>
<td>67</td>
<td>15</td>
<td>4</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LT</td>
<td>7</td>
<td>50</td>
<td>36</td>
<td>2</td>
<td>5</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LU</td>
<td>14</td>
<td>66</td>
<td>16</td>
<td>3</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HU</td>
<td>4</td>
<td>37</td>
<td>37</td>
<td>21</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MT</td>
<td>13</td>
<td>72</td>
<td>14</td>
<td>1</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NL</td>
<td>9</td>
<td>70</td>
<td>15</td>
<td>5</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AT</td>
<td>6</td>
<td>31</td>
<td>61</td>
<td>2</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PL</td>
<td>14</td>
<td>55</td>
<td>17</td>
<td>11</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PT</td>
<td>6</td>
<td>56</td>
<td>34</td>
<td>4</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RO</td>
<td>18</td>
<td>54</td>
<td>15</td>
<td>7</td>
<td>6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SI</td>
<td>8</td>
<td>70</td>
<td>20</td>
<td>2</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SK</td>
<td>7</td>
<td>63</td>
<td>25</td>
<td>4</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FI</td>
<td>10</td>
<td>73</td>
<td>14</td>
<td>3</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SE</td>
<td>9</td>
<td>65</td>
<td>21</td>
<td>5</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UK</td>
<td>7</td>
<td>45</td>
<td>32</td>
<td>16</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### QUESTION 25bT.1

**Lorsque vous vous rendez dans un autre pays de l’UE, à quelle fréquence utilisez-vous les services suivants sur votre téléphone mobile ?**

**Effecuter des appels vocaux**

**When visiting another EU country, how often do you use the following services on your mobile phone…?**

**Making voice calls**

**Wie häufig nutzen Sie die folgenden Dienstleistungen mit Ihrem Mobiltelefon, wenn Sie in ein anderes EU-Land reisen?**

**Annre tätigen**

- **Si a voyage dans autre pays UE code 1 à 6 en Qb24.1 + a son propre téléphone mobile code 1 en D43b**
- **If has visited another EU country code 1 to 6 in Qb24.1 + owns a personal mobile phone code 1 in D43b**
- **Falls in anderes EU-Land gereist codes 1-6 in Qb24.1 + hat persönliches Mobiltelefon code 1 in D43b**

<table>
<thead>
<tr>
<th>Country</th>
<th>As often as in (NOTRE COUNTRY)</th>
<th>Less often than in (NOTRE COUNTRY)</th>
<th>Never in another EU country</th>
<th>Jamais - Ni en (NOTRE PAYS) ni dans un autre pays de l’UE</th>
<th>NSP</th>
</tr>
</thead>
<tbody>
<tr>
<td>BE</td>
<td>11</td>
<td>63</td>
<td>26</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>BG</td>
<td>5</td>
<td>53</td>
<td>42</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>CZ</td>
<td>7</td>
<td>64</td>
<td>29</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>DK</td>
<td>10</td>
<td>74</td>
<td>16</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>DE</td>
<td>8</td>
<td>55</td>
<td>37</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>EE</td>
<td>11</td>
<td>77</td>
<td>12</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>IE</td>
<td>12</td>
<td>66</td>
<td>22</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>EL</td>
<td>7</td>
<td>67</td>
<td>26</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>ES</td>
<td>7</td>
<td>57</td>
<td>36</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>FR</td>
<td>5</td>
<td>51</td>
<td>44</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>HR</td>
<td>7</td>
<td>51</td>
<td>42</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>IT</td>
<td>15</td>
<td>60</td>
<td>25</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>CY</td>
<td>20</td>
<td>69</td>
<td>11</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>LV</td>
<td>14</td>
<td>71</td>
<td>15</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>LT</td>
<td>8</td>
<td>54</td>
<td>38</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>LU</td>
<td>15</td>
<td>68</td>
<td>17</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>HU</td>
<td>5</td>
<td>48</td>
<td>47</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>MT</td>
<td>14</td>
<td>72</td>
<td>14</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>NL</td>
<td>10</td>
<td>74</td>
<td>16</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>AT</td>
<td>5</td>
<td>32</td>
<td>63</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>PL</td>
<td>16</td>
<td>65</td>
<td>19</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>PT</td>
<td>6</td>
<td>59</td>
<td>35</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>RO</td>
<td>21</td>
<td>61</td>
<td>18</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>SI</td>
<td>8</td>
<td>72</td>
<td>20</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>SK</td>
<td>8</td>
<td>66</td>
<td>26</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>FI</td>
<td>10</td>
<td>76</td>
<td>14</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>SE</td>
<td>9</td>
<td>69</td>
<td>22</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>UK</td>
<td>8</td>
<td>54</td>
<td>38</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
**Q825b.2** Lorsque vous vous rendez dans un autre pays de l'UE, à quelle fréquence utilisez-vous les services suivants sur votre téléphone mobile ?
Recevoir des appels vocaux

**Q825b.2** When visiting another EU country, how often do you use the following services on your mobile phone...?
Receiving voice calls

**Q825b.2** Wie häufig nutzen Sie die folgenden Dienstleistungen mit Ihrem Mobiltelefon, wenn Sie in ein anderes EU-Land reisen?
Anrufe erhalten

**SI A VOYAGE DANS AUTRE PAYS UE CODE 1 A 6 EN QB24.1 + A SON PROPRE TELEPHONE MOBILE CODE 1 EN D42b IF HAS VISITED ANOTHER EU COUNTRY CODE 1 TO 6 IN QB24.1 + OWNS A PERSONAL MOBILE PHONE CODE 1 IN D43b FALLS IN ANDERES EU-LAND GEREIST CODES 1-6 IN QB24.1 + HAT PERSÖNLICHES MOBILTELEFON CODE 1 IN D43b**

<table>
<thead>
<tr>
<th>Pondéré Pop 15+</th>
<th>Bevölkerung 15+ gewichteter</th>
<th>Receiving voice calls</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Pop 15+ Weighted</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Genauo häufig wie in (UNSEREM LAND)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>As often as in (OUR COUNTRY)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Genauso häufig wie in (UNSEREM LAND)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Less often than in (OUR COUNTRY)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Niemals in einem anderen EU-Land</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Jamais dans un autre pays de l'UE</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Never in another EU country</td>
<td></td>
</tr>
<tr>
<td>%</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
</tr>
<tr>
<td>EU 28</td>
<td>13</td>
<td>51</td>
</tr>
<tr>
<td>BE</td>
<td>21</td>
<td>54</td>
</tr>
<tr>
<td>BG</td>
<td>12</td>
<td>44</td>
</tr>
<tr>
<td>CZ</td>
<td>13</td>
<td>59</td>
</tr>
<tr>
<td>DK</td>
<td>18</td>
<td>63</td>
</tr>
<tr>
<td>DE</td>
<td>12</td>
<td>48</td>
</tr>
<tr>
<td>EE</td>
<td>27</td>
<td>61</td>
</tr>
<tr>
<td>IE</td>
<td>14</td>
<td>58</td>
</tr>
<tr>
<td>EL</td>
<td>8</td>
<td>51</td>
</tr>
<tr>
<td>ES</td>
<td>7</td>
<td>52</td>
</tr>
<tr>
<td>FR</td>
<td>8</td>
<td>49</td>
</tr>
<tr>
<td>HR</td>
<td>9</td>
<td>47</td>
</tr>
<tr>
<td>IT</td>
<td>16</td>
<td>62</td>
</tr>
<tr>
<td>CY</td>
<td>21</td>
<td>66</td>
</tr>
<tr>
<td>LV</td>
<td>21</td>
<td>62</td>
</tr>
<tr>
<td>LT</td>
<td>15</td>
<td>49</td>
</tr>
<tr>
<td>LU</td>
<td>28</td>
<td>57</td>
</tr>
<tr>
<td>HU</td>
<td>7</td>
<td>40</td>
</tr>
<tr>
<td>MT</td>
<td>17</td>
<td>64</td>
</tr>
<tr>
<td>NL</td>
<td>22</td>
<td>58</td>
</tr>
<tr>
<td>AT</td>
<td>9</td>
<td>27</td>
</tr>
<tr>
<td>PL</td>
<td>20</td>
<td>50</td>
</tr>
<tr>
<td>PT</td>
<td>9</td>
<td>50</td>
</tr>
<tr>
<td>RO</td>
<td>20</td>
<td>53</td>
</tr>
<tr>
<td>SI</td>
<td>16</td>
<td>64</td>
</tr>
<tr>
<td>SK</td>
<td>11</td>
<td>62</td>
</tr>
<tr>
<td>FI</td>
<td>27</td>
<td>58</td>
</tr>
<tr>
<td>SE</td>
<td>24</td>
<td>53</td>
</tr>
<tr>
<td>UK</td>
<td>8</td>
<td>46</td>
</tr>
</tbody>
</table>

T83
B25bT.2 Lorsque vous vous rendez dans un autre pays de l’UE, à quelle fréquence utilisez-vous les services suivants sur votre téléphone mobile ? Recevez des appels vocaux

B25bT.2 When visiting another EU country, how often do you use the following services on your mobile phone...? Receiving voice calls

B25bT.2 Wie häufig nutzen Sie die folgenden Dienstleistungen mit Ihrem Mobiltelefon, wenn Sie in ein anderes EU-Land reisen? Anrufe erhalten

SI A VOYAGE DANS AUTRE PAYS UE CODE 1 À 6 EN QB24.1 + A SON PROPRE TELEPHONE MOBILE CODE 1 EN D43b IF HAS VISITED ANOTHER EU COUNTRY CODE 1 TO 6 IN QB24.1 + OWNS A PERSONAL MOBILE PHONE CODE 1 IN D43b FALLS IN ANDERES EU-LAND GEREIST CODES 1-6 IN QB24.1 + HAT PERSÖNLICHES MOBILTELEFON CODE 1 IN D43b

<table>
<thead>
<tr>
<th>Pondéré Pop 15+</th>
<th>Moins souvent qu’en (NOTRE PAYS)</th>
<th>As often as in (OUR COUNTRY)</th>
<th>Genauso häufig wie in (UNSEREM LAND)</th>
<th>Jamais dans un autre pays de l’UE</th>
<th>Niemals in einem anderen EU-Land</th>
<th>NSP</th>
<th>DK</th>
<th>WN</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EU 28</td>
<td>14</td>
<td>55</td>
<td>31</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BE</td>
<td>23</td>
<td>59</td>
<td>18</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BG</td>
<td>12</td>
<td>46</td>
<td>42</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CZ</td>
<td>14</td>
<td>60</td>
<td>26</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DK</td>
<td>19</td>
<td>67</td>
<td>14</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DE</td>
<td>13</td>
<td>50</td>
<td>37</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EE</td>
<td>28</td>
<td>64</td>
<td>8</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IE</td>
<td>16</td>
<td>65</td>
<td>19</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EL</td>
<td>10</td>
<td>63</td>
<td>27</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ES</td>
<td>7</td>
<td>56</td>
<td>37</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FR</td>
<td>8</td>
<td>52</td>
<td>40</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HR</td>
<td>10</td>
<td>53</td>
<td>37</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IT</td>
<td>16</td>
<td>64</td>
<td>20</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CY</td>
<td>22</td>
<td>69</td>
<td>9</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LV</td>
<td>22</td>
<td>66</td>
<td>12</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LT</td>
<td>16</td>
<td>52</td>
<td>32</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LU</td>
<td>29</td>
<td>59</td>
<td>12</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HU</td>
<td>8</td>
<td>50</td>
<td>42</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MT</td>
<td>17</td>
<td>66</td>
<td>17</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NL</td>
<td>23</td>
<td>62</td>
<td>15</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AT</td>
<td>10</td>
<td>27</td>
<td>63</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PL</td>
<td>23</td>
<td>58</td>
<td>19</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PT</td>
<td>10</td>
<td>51</td>
<td>39</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RO</td>
<td>22</td>
<td>60</td>
<td>18</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SI</td>
<td>16</td>
<td>66</td>
<td>18</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SK</td>
<td>11</td>
<td>65</td>
<td>24</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FI</td>
<td>28</td>
<td>60</td>
<td>12</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SE</td>
<td>26</td>
<td>56</td>
<td>18</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UK</td>
<td>10</td>
<td>53</td>
<td>37</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
QB25b.3 Lorsque vous vous rendez dans un autre pays de l'UE, à quelle fréquence utilisez-vous les services suivants sur votre téléphone mobile ?

QB25b.3 When visiting another EU country, how often do you use the following services on your mobile phone...?

QB25b.3 Wie häufig nutzen Sie die folgenden Dienstleistungen mit Ihrem Mobiltelefon, wenn Sie in ein anderes EU-Land reisen?

SMS-Nachrichten schicken

<table>
<thead>
<tr>
<th>Pondéré Pop 15+</th>
<th>Ausserst häufig (NOTRE PAYS)</th>
<th>Weniger häufig als in (UNSEREM LAND)</th>
<th>Niemals in einem anderen EU-Land</th>
<th>Niemals – Ni en (NOTRE PAYS) ni dans un autre pays de l’UE</th>
<th>NSP</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
</tr>
<tr>
<td>EU 28</td>
<td>20</td>
<td>45</td>
<td>26</td>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td>BE</td>
<td>27</td>
<td>55</td>
<td>12</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td>BG</td>
<td>16</td>
<td>32</td>
<td>42</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>CZ</td>
<td>22</td>
<td>58</td>
<td>18</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>DK</td>
<td>27</td>
<td>58</td>
<td>9</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td>DE</td>
<td>15</td>
<td>40</td>
<td>34</td>
<td>10</td>
<td>1</td>
</tr>
<tr>
<td>EE</td>
<td>34</td>
<td>45</td>
<td>12</td>
<td>7</td>
<td>2</td>
</tr>
<tr>
<td>IE</td>
<td>24</td>
<td>53</td>
<td>16</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>EL</td>
<td>21</td>
<td>42</td>
<td>28</td>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td>ES</td>
<td>8</td>
<td>35</td>
<td>42</td>
<td>10</td>
<td>5</td>
</tr>
<tr>
<td>FR</td>
<td>14</td>
<td>46</td>
<td>33</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>HR</td>
<td>15</td>
<td>51</td>
<td>26</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td>IT</td>
<td>31</td>
<td>49</td>
<td>16</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>CY</td>
<td>33</td>
<td>45</td>
<td>9</td>
<td>13</td>
<td>0</td>
</tr>
<tr>
<td>LV</td>
<td>27</td>
<td>50</td>
<td>16</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>LT</td>
<td>14</td>
<td>46</td>
<td>30</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>LU</td>
<td>27</td>
<td>55</td>
<td>11</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>HU</td>
<td>10</td>
<td>35</td>
<td>38</td>
<td>15</td>
<td>2</td>
</tr>
<tr>
<td>MT</td>
<td>39</td>
<td>49</td>
<td>9</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>NL</td>
<td>34</td>
<td>47</td>
<td>9</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td>AT</td>
<td>10</td>
<td>24</td>
<td>61</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>PL</td>
<td>25</td>
<td>51</td>
<td>13</td>
<td>9</td>
<td>2</td>
</tr>
<tr>
<td>PT</td>
<td>7</td>
<td>49</td>
<td>37</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>RO</td>
<td>20</td>
<td>44</td>
<td>21</td>
<td>9</td>
<td>6</td>
</tr>
<tr>
<td>SI</td>
<td>24</td>
<td>57</td>
<td>15</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>SK</td>
<td>18</td>
<td>58</td>
<td>19</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>FI</td>
<td>41</td>
<td>43</td>
<td>12</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>SE</td>
<td>32</td>
<td>48</td>
<td>14</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>UK</td>
<td>18</td>
<td>46</td>
<td>23</td>
<td>13</td>
<td>0</td>
</tr>
</tbody>
</table>

SI A VOYAGE DANS AUTRE PAYS UE CODE 1 A 6 EN QB24.1 + A SON PROPRE TELEPHONE MOBILE CODE 1 EN D43b

FALLS IN ANDERES EU-LAND GEREIST CODES 1-6 IN QB24.1 + HAT PERSÖNLICHES MOBILTELEFON CODE 1 IN D43b
**SPECIAL EUROBAROMETER 414**  
**“E-Communications and Telecom Single Market Household Survey”**

QB25b.T.3 Lorsque vous vous rendez dans un autre pays de l’UE, à quelle fréquence utilisez-vous les services suivants sur votre téléphone mobile ?\n
Envoyer des SMS

QB25b.T.3 When visiting another EU country, how often do you use the following services on your mobile phone…?\n
Sending text messages

QB25b.T.3 Wie häufig nutzen Sie die folgenden Dienstleistungen mit Ihrem Mobiltelefon, wenn Sie in ein anderes EU-Land reisen?\n
SMS-Nachrichten schicken

SI A VOYAGE DANS AUTRE PAYS UE CODE 1 À 6 EN QB24.1 + A SON PROPRE TELEPHONE MOBILE CODE 1 EN D43b

IF HAS VISITED ANOTHER EU COUNTRY CODE 1 TO 6 IN QB24.1 + OWNS A PERSONAL MOBILE PHONE CODE 1 IN D43b

FALLS IN ANDERES EU-LAND GEREIST CODES 1-6 IN QB24.1 + HAT PERSÖNLICHES MOBITELLEFON CODE 1 IN D43b

### Pondéré Pop 15+ Poids 15+

<table>
<thead>
<tr>
<th>Bevölkerung 15+ gewichtet</th>
<th>Genauso häufig wie in (UNSEREM LAND)</th>
<th>Weniger häufig als in (UNSEREM LAND)</th>
<th>Niemals in einem anderen EU-Land</th>
<th>Jamais – Ni en (NOTRE PAYS) ni dans un autre pays de l’UE</th>
<th>NSP</th>
<th>DK</th>
<th>WN</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EU 28</td>
<td>22</td>
<td>50</td>
<td>28</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BE</td>
<td>29</td>
<td>59</td>
<td>12</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BG</td>
<td>17</td>
<td>36</td>
<td>47</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CZ</td>
<td>23</td>
<td>59</td>
<td>18</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DK</td>
<td>28</td>
<td>62</td>
<td>10</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DE</td>
<td>16</td>
<td>46</td>
<td>38</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EE</td>
<td>37</td>
<td>50</td>
<td>13</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IE</td>
<td>26</td>
<td>57</td>
<td>17</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EL</td>
<td>23</td>
<td>46</td>
<td>31</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ES</td>
<td>10</td>
<td>41</td>
<td>49</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FR</td>
<td>15</td>
<td>49</td>
<td>36</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HR</td>
<td>17</td>
<td>55</td>
<td>28</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IT</td>
<td>32</td>
<td>51</td>
<td>17</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CY</td>
<td>38</td>
<td>52</td>
<td>10</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LV</td>
<td>29</td>
<td>54</td>
<td>17</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LT</td>
<td>16</td>
<td>51</td>
<td>33</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LU</td>
<td>29</td>
<td>59</td>
<td>12</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HU</td>
<td>12</td>
<td>42</td>
<td>46</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MT</td>
<td>41</td>
<td>50</td>
<td>9</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NL</td>
<td>38</td>
<td>52</td>
<td>10</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AT</td>
<td>11</td>
<td>25</td>
<td>64</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PL</td>
<td>28</td>
<td>57</td>
<td>15</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PT</td>
<td>7</td>
<td>53</td>
<td>40</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RO</td>
<td>24</td>
<td>52</td>
<td>24</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SI</td>
<td>25</td>
<td>59</td>
<td>16</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SK</td>
<td>19</td>
<td>61</td>
<td>20</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FI</td>
<td>43</td>
<td>45</td>
<td>12</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SE</td>
<td>34</td>
<td>51</td>
<td>15</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>UK</td>
<td>20</td>
<td>53</td>
<td>27</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

T86
**SPECIAL EUROBAROMETER 414**  
**“E-Communications and Telecom Single Market Household Survey”**

QB25b.4 Lorsque vous vous rendez dans un autre pays de l’UE, à quelle fréquence utilisez-vous les services suivants sur votre téléphone mobile ?

Recevoir des SMS

QB25b.4 When visiting another EU country, how often do you use the following services on your mobile phone...?

Receiving text messages

QB25b.4 Wie häufig nutzen Sie die folgenden Dienstleistungen mit Ihrem Mobiltelefon, wenn Sie in ein anderes EU-Land reisen?

SMS-Nachrichten erhalten

<table>
<thead>
<tr>
<th>Pondéré Pop 15+ Weighted</th>
<th>Auch oft wie in (UNSEREM LAND)</th>
<th>Weniger oft als in (UNSEREM LAND)</th>
<th>Niemals in einem anderen EU-Land</th>
<th>NSP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bevölkerung 15+ gewichtet</td>
<td>Genauso häufig wie in (UNSEREM LAND)</td>
<td>Weniger häufig als in (UNSEREM LAND)</td>
<td>Niemals in einem anderen EU-Land</td>
<td>NSP</td>
</tr>
<tr>
<td>%</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
</tr>
</tbody>
</table>

<p>| EU 28 | 25 | 42 | 25 | 7 | 1 |
| BE | 40 | 47 | 9 | 4 | 0 |
| BG | 15 | 32 | 40 | 5 | 8 |
| CZ | 46 | 35 | 18 | 0 | 1 |
| DK | 35 | 52 | 8 | 5 | 0 |
| DE | 18 | 40 | 33 | 8 | 1 |
| EE | 45 | 40 | 9 | 4 | 2 |
| IE | 28 | 50 | 15 | 6 | 1 |
| EL | 24 | 36 | 32 | 6 | 2 |
| ES | 10 | 36 | 41 | 8 | 5 |
| FR | 16 | 46 | 33 | 4 | 1 |
| HR | 23 | 48 | 20 | 7 | 2 |
| IT | 33 | 48 | 16 | 3 | 0 |
| CY | 35 | 46 | 8 | 11 | 0 |
| LV | 34 | 49 | 13 | 3 | 1 |
| LT | 27 | 39 | 27 | 2 | 5 |
| LU | 41 | 44 | 9 | 5 | 1 |
| HU | 13 | 37 | 37 | 12 | 1 |
| MT | 42 | 47 | 9 | 2 | 0 |
| NL | 47 | 39 | 6 | 7 | 1 |
| AT | 12 | 23 | 61 | 3 | 1 |
| PL | 36 | 42 | 12 | 8 | 2 |
| PT | 12 | 45 | 38 | 5 | 0 |
| RO | 21 | 45 | 19 | 8 | 7 |
| SI | 31 | 52 | 13 | 4 | 0 |
| SK | 29 | 51 | 18 | 2 | 0 |
| FI | 53 | 33 | 11 | 2 | 1 |
| SE | 46 | 37 | 12 | 4 | 1 |
| UK | 22 | 43 | 22 | 13 | 0 |</p>
<table>
<thead>
<tr>
<th>Country</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>27</td>
<td>46</td>
<td>27</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>BE</td>
<td>41</td>
<td>49</td>
<td>10</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>BG</td>
<td>17</td>
<td>37</td>
<td>46</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>CZ</td>
<td>46</td>
<td>36</td>
<td>18</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>DK</td>
<td>37</td>
<td>55</td>
<td>8</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>DE</td>
<td>20</td>
<td>44</td>
<td>36</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>EE</td>
<td>48</td>
<td>43</td>
<td>9</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>IE</td>
<td>30</td>
<td>54</td>
<td>16</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>EL</td>
<td>27</td>
<td>39</td>
<td>34</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>ES</td>
<td>11</td>
<td>42</td>
<td>47</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>FR</td>
<td>17</td>
<td>48</td>
<td>35</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>HR</td>
<td>25</td>
<td>53</td>
<td>22</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>IT</td>
<td>34</td>
<td>50</td>
<td>16</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>CY</td>
<td>39</td>
<td>52</td>
<td>9</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>LV</td>
<td>36</td>
<td>51</td>
<td>13</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>LT</td>
<td>29</td>
<td>42</td>
<td>29</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>LU</td>
<td>44</td>
<td>46</td>
<td>10</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>HU</td>
<td>15</td>
<td>43</td>
<td>42</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>MT</td>
<td>43</td>
<td>48</td>
<td>9</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>NL</td>
<td>51</td>
<td>43</td>
<td>6</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>AT</td>
<td>13</td>
<td>24</td>
<td>63</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>PL</td>
<td>40</td>
<td>46</td>
<td>14</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>PT</td>
<td>13</td>
<td>47</td>
<td>40</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>RO</td>
<td>24</td>
<td>53</td>
<td>23</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>SI</td>
<td>32</td>
<td>54</td>
<td>14</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>SK</td>
<td>30</td>
<td>52</td>
<td>18</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>FI</td>
<td>55</td>
<td>34</td>
<td>11</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>SE</td>
<td>48</td>
<td>39</td>
<td>13</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>UK</td>
<td>25</td>
<td>50</td>
<td>25</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
QB25b.5 Lorsque vous vous rendez dans un autre pays de l'UE, à quelle fréquence utilisez-vous les services suivants sur votre téléphone mobile ?
(SI ABONNEMENT MOBILE PERMET ACCES INTERNET) Envoyer et recevoir des emails hors accès Wi-fi

QB25b.5 When visiting another EU country, how often do you use the following services on your mobile phone...?
(IF MOBILE SUBSCRIPTION ALLOWES INTERNET ACCESS) Sending and receiving e-mails excluding Wi-Fi access

QB25b.5 Wie häufig nutzen Sie die folgenden Dienstleistungen mit Ihrem Mobiltelefon, wenn Sie in ein anderes EU-Land reisen?
(FALLS DER MOBILANSLUSS INTERNETZUGANG ERLAUBT) E-Mails schicken und erhalten (ausgenommen über WLAN-Verbindungen)

<table>
<thead>
<tr>
<th>Pondéré Pop 15+</th>
<th>Pop 15+ Weighted</th>
<th>Bevölkerung 15+ gewichteter</th>
<th>%</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>NSP</th>
<th>DK</th>
<th>WN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aussi souvent qu'en (NOTRE PAYS)</td>
<td>Genuso häufig wie in (UNSEREM LAND)</td>
<td>Jamais dans un autre pays de l'UE</td>
<td>Never in another EU country</td>
<td>Niemals in einem anderen EU-Land</td>
<td>Jamais – Ni en (NOTRE PAYS) ni dans un autre pays de l'UE</td>
<td>Never – Neither in (OUR COUNTRY) nor in another EU country</td>
<td>Niemals, weder in (UNSEREM LAND), noch in einem anderen EU-Land</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| EU 28 | BE | BG | CZ | DK | DE | EE | IE | EL | ES | FR | HR | IT | CY | LV | LT | LU | HU | MT | NL | AT | PL | PT | RO | SI | SK | FI | SE | UK |
|-------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| 9     | 14 | 10 | 7  | 13 | 7  | 21 | 9  | 9  | 5  | 4  | 8  | 19 | 19 | 14 | 9  | 12 | 5  | 5  | 11 | 6  | 8  | 8  | 8  | 8  | 8  | 8  |
| 26    | 27 | 25 | 29 | 38 | 22 | 37 | 21 | 21 | 20 | 25 | 41 | 41 | 32 | 15 | 13 | 21 | 21 | 40 | 26 | 16 | 21 | 31 | 34 | 38 | 39 |
| 47    | 41 | 44 | 49 | 29 | 57 | 25 | 46 | 45 | 68 | 55 | 44 | 31 | 30 | 26 | 41 | 42 | 41 | 35 | 45 | 61 | 18 | 42 | 42 | 38 | 46 |
| 16    | 17 | 12 | 13 | 18 | 12 | 14 | 23 | 22 | 10 | 19 | 19 | 8  | 29 | 23 | 31 | 14 | 31 | 13 | 21 | 10 | 26 | 17 | 16 | 29 | 37 |
| 2     | 1  | 9  | 2  | 2  | 3  | 4  | 1  | 1  | 4  | 5  | 2  | 1  | 6  | 5  | 4  | 1  | 3  | 2  | 1  | 2  | 3  | 2  | 0  | 2  | 1  | 1  |

T89
**SPECIAL EUROBAROMETER 414**

“E-Communications and Telecom Single Market Household Survey”

QB25bT.5 Lorsque vous vous rendez dans un autre pays de l’UE, à quelle fréquence utilisez-vous les services suivants sur votre téléphone mobile ?

(SI ABONNEMENT MOBILE PERMET ACCES INTERNET) Envoyer et recevoir des emails hors accès Wi-fi

QB25bT.5 When visiting another EU country, how often do you use the following services on your mobile phone...?

(IF MOBILE SUBSCRIPTION ALLOWS INTERNET ACCESS) Sending and receiving e-mails excluding Wi-Fi access

QB25bT.5 Wie häufig nutzen Sie die folgenden Dienstleistungen mit Ihrem Mobiltelefon, wenn Sie in ein anderes EU-Land reisen?

(FALLS DER MOBILANSCHLUSS INTERNETZUGANG ERLAUBT) E-Mails schicken und erhalten (ausgenommen über WLAN-Verbindungen)

**SI A VOYAGE DANS AUTRE PAYS UE CODE 1 A 6 EN QB24.1 + A SON PROPRE TELEPHONE MOBILE CODE 1 EN D43b**

**IF HAS VISITED ANOTHER EU COUNTRY CODE 1 TO 6 IN QB24.1 + OWNS A PERSONAL MOBILE PHONE CODE 1 IN D43b**

**FALLS IN ANDERES EU-LAND GEREIST CODES 1-6 IN QB24.1 + HAT PERSÖNLICHES MOBILTELEFON CODE 1 IN D43b**

<table>
<thead>
<tr>
<th>Pondéré Pop 15+</th>
<th>Pop 15+ Weighted</th>
<th>Bevölkerung 15+ gewichtet</th>
<th>%</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aussi souvent qu’en (NOTRE PAYS)</td>
<td>As often as in (OUR COUNTRY)</td>
<td>Genauso häufig wie in (UNSEREM LAND)</td>
<td>EU 28</td>
<td>11</td>
<td>32</td>
<td>57</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Moins souvent qu’en (NOTRE PAYS)</td>
<td>Less often than in (OUR COUNTRY)</td>
<td>Weniger häufig als in (UNSEREM LAND)</td>
<td>BE</td>
<td>17</td>
<td>33</td>
<td>50</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Jamais dans un autre pays de l’UE</td>
<td>Never in another EU country</td>
<td>Niemals in einem anderen EU-Land</td>
<td>BG</td>
<td>13</td>
<td>31</td>
<td>56</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>CZ</td>
<td>9</td>
<td>33</td>
<td>58</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>DK</td>
<td>16</td>
<td>47</td>
<td>37</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>DE</td>
<td>8</td>
<td>25</td>
<td>67</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>EE</td>
<td>26</td>
<td>44</td>
<td>30</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>IE</td>
<td>12</td>
<td>28</td>
<td>60</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>EL</td>
<td>12</td>
<td>31</td>
<td>57</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>ES</td>
<td>5</td>
<td>15</td>
<td>80</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>FR</td>
<td>6</td>
<td>25</td>
<td>69</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>HR</td>
<td>11</td>
<td>33</td>
<td>56</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>IT</td>
<td>21</td>
<td>45</td>
<td>34</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>CY</td>
<td>30</td>
<td>24</td>
<td>46</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>LV</td>
<td>19</td>
<td>45</td>
<td>36</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>LT</td>
<td>15</td>
<td>23</td>
<td>62</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>LU</td>
<td>15</td>
<td>36</td>
<td>49</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>HU</td>
<td>8</td>
<td>31</td>
<td>61</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>MT</td>
<td>13</td>
<td>46</td>
<td>41</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>NL</td>
<td>7</td>
<td>34</td>
<td>59</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>AT</td>
<td>9</td>
<td>23</td>
<td>68</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>PL</td>
<td>21</td>
<td>54</td>
<td>25</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>PT</td>
<td>9</td>
<td>54</td>
<td>37</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>RO</td>
<td>21</td>
<td>39</td>
<td>40</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>SI</td>
<td>10</td>
<td>40</td>
<td>50</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>SK</td>
<td>14</td>
<td>49</td>
<td>37</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>FI</td>
<td>14</td>
<td>44</td>
<td>42</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>SE</td>
<td>2</td>
<td>34</td>
<td>64</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>UK</td>
<td>12</td>
<td>35</td>
<td>53</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
**SPECIAL EUROBAROMETER 414**

**“E-Communications and Telecom Single Market Household Survey”**

QB25b.6 Lorsque vous vous rendez dans un autre pays de l’UE, à quelle fréquence utilisez-vous les services suivants sur votre téléphone mobile ? (SI ABONNEMENT MOBILE PERMET ACCES INTERNET) Utiliser des réseaux sociaux hors accès Wi-Fi

QB25b.6 When visiting another EU country, how often do you use the following services on your mobile phone...? (IF "MOBILE SUBSCRIPTION ALLOWS INTERNET ACCESS") Using social media excluding Wi-Fi access

QB25b.6 Wie häufig nutzen Sie die folgenden Dienstleistungen mit Ihrem Mobiltelefon, wenn Sie in ein anderes EU-Land reisen? (FALLS DER MOBILANSCHLUSS INTERNETZUGANG ERLAUBT) Soziale Medien nutzen (ausgenommen über WLAN-Verbindungen)

**SI A VOYAGE DANS AUTRE PAYS UE CODE 1 A 6 EN QB24.1 + A SON PROPRE TELEPHONE MOBILE CODE 1 EN D43b**

**IF HAS VISITED ANOTHER EU COUNTRY CODE 1 TO 6 IN QB24.1 + OWNS A PERSONAL MOBILE PHONE CODE 1 IN D43b**

**FALLS IN ANDERES EU-LAND GEREIST CODES 1-6 IN QB24.1 + HAT PERSÖNLICHES MOBILTELEFON CODE 1 IN D43b**

<table>
<thead>
<tr>
<th>Pondéré Pop 15+</th>
<th>%</th>
<th>Pop 15+ Weighted</th>
<th>Bevölkerung 15 + gewichtet</th>
<th>NSP</th>
<th>DK</th>
<th>WN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aussi souvent qu’en (NOTRE PAYS)</td>
<td>As often as in (OUR COUNTRY)</td>
<td>Genauso häufig wie in (UNSEREM LAND)</td>
<td>Jamais – Ni en (NOTRE PAYS) ni dans un autre pays de l’UE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Moins souvent qu’en (NOTRE PAYS)</td>
<td>Less often than in (OUR COUNTRY)</td>
<td>Weniger häufig als in (UNSEREM LAND)</td>
<td>Never in another EU country</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jamais dans un autre pays de l’UE</td>
<td>Never in another EU country</td>
<td>Niemals in einem anderen EU-Land</td>
<td>Never – Neither in (OUR COUNTRY) nor in another EU country</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jamais – Ni en (NOTRE PAYS) ni dans un autre pays de l’UE</td>
<td>Jamais – Ni en (NOTRE PAYS) ni dans un autre pays de l’UE</td>
<td>Niemals in einem anderen EU-Land</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>6</td>
<td>25</td>
<td>47</td>
<td>20</td>
<td>2</td>
</tr>
<tr>
<td>BE</td>
<td>9</td>
<td>30</td>
<td>42</td>
<td>19</td>
<td>0</td>
</tr>
<tr>
<td>BG</td>
<td>10</td>
<td>23</td>
<td>52</td>
<td>8</td>
<td>7</td>
</tr>
<tr>
<td>CZ</td>
<td>3</td>
<td>27</td>
<td>53</td>
<td>17</td>
<td>0</td>
</tr>
<tr>
<td>DK</td>
<td>10</td>
<td>35</td>
<td>33</td>
<td>21</td>
<td>1</td>
</tr>
<tr>
<td>DE</td>
<td>4</td>
<td>18</td>
<td>56</td>
<td>21</td>
<td>1</td>
</tr>
<tr>
<td>EE</td>
<td>14</td>
<td>41</td>
<td>27</td>
<td>15</td>
<td>3</td>
</tr>
<tr>
<td>IE</td>
<td>10</td>
<td>19</td>
<td>46</td>
<td>23</td>
<td>2</td>
</tr>
<tr>
<td>EL</td>
<td>9</td>
<td>20</td>
<td>51</td>
<td>20</td>
<td>0</td>
</tr>
<tr>
<td>ES</td>
<td>5</td>
<td>9</td>
<td>70</td>
<td>11</td>
<td>5</td>
</tr>
<tr>
<td>FR</td>
<td>2</td>
<td>21</td>
<td>54</td>
<td>22</td>
<td>1</td>
</tr>
<tr>
<td>HR</td>
<td>6</td>
<td>24</td>
<td>46</td>
<td>20</td>
<td>4</td>
</tr>
<tr>
<td>IT</td>
<td>13</td>
<td>43</td>
<td>30</td>
<td>12</td>
<td>2</td>
</tr>
<tr>
<td>CY</td>
<td>16</td>
<td>14</td>
<td>29</td>
<td>33</td>
<td>8</td>
</tr>
<tr>
<td>LV</td>
<td>16</td>
<td>31</td>
<td>28</td>
<td>21</td>
<td>4</td>
</tr>
<tr>
<td>LT</td>
<td>7</td>
<td>11</td>
<td>45</td>
<td>32</td>
<td>5</td>
</tr>
<tr>
<td>LU</td>
<td>10</td>
<td>22</td>
<td>41</td>
<td>26</td>
<td>1</td>
</tr>
<tr>
<td>HU</td>
<td>5</td>
<td>13</td>
<td>47</td>
<td>34</td>
<td>1</td>
</tr>
<tr>
<td>MT</td>
<td>16</td>
<td>37</td>
<td>32</td>
<td>15</td>
<td>0</td>
</tr>
<tr>
<td>NL</td>
<td>4</td>
<td>25</td>
<td>46</td>
<td>24</td>
<td>1</td>
</tr>
<tr>
<td>AT</td>
<td>6</td>
<td>18</td>
<td>64</td>
<td>11</td>
<td>1</td>
</tr>
<tr>
<td>PL</td>
<td>10</td>
<td>35</td>
<td>26</td>
<td>28</td>
<td>1</td>
</tr>
<tr>
<td>PT</td>
<td>5</td>
<td>43</td>
<td>35</td>
<td>15</td>
<td>2</td>
</tr>
<tr>
<td>RO</td>
<td>14</td>
<td>24</td>
<td>29</td>
<td>19</td>
<td>14</td>
</tr>
<tr>
<td>SI</td>
<td>5</td>
<td>24</td>
<td>46</td>
<td>24</td>
<td>1</td>
</tr>
<tr>
<td>SK</td>
<td>8</td>
<td>36</td>
<td>35</td>
<td>19</td>
<td>2</td>
</tr>
<tr>
<td>FI</td>
<td>8</td>
<td>38</td>
<td>36</td>
<td>16</td>
<td>2</td>
</tr>
<tr>
<td>SE</td>
<td>1</td>
<td>23</td>
<td>54</td>
<td>21</td>
<td>1</td>
</tr>
<tr>
<td>UK</td>
<td>5</td>
<td>29</td>
<td>42</td>
<td>24</td>
<td>0</td>
</tr>
</tbody>
</table>
**SPECIAL EUROBAROMETER 414**

**“E-Communications and Telecom Single Market Household Survey”**

QB25b-T.6 Lorsque vous vous rendez dans un autre pays de l’UE, à quelle fréquence utilisez-vous les services suivants sur votre téléphone mobile ?

(SI ABONNEMENT MOBILE PERMET ACCES INTERNET) Utiliser des réseaux sociaux hors accès Wi-fi

QB25b-T.6 When visiting another EU country, how often do you use the following services on your mobile phone...

(IF "MOBILE SUBSCRIPTION ALLOWS INTERNET ACCESS") Using social media excluding Wi-Fi access

QB25b-T.6 Wie häufig nutzen Sie die folgenden Dienstleistungen mit Ihrem Mobiltelefon, wenn Sie in ein anderes EU-Land reisen?

(FALLS DER MOBILANSCHLUSS INTERNETZUGANG ERLAUBT) Soziale Medien nutzen (ausgenommen über WLAN-Verbindungen)

<table>
<thead>
<tr>
<th>Pondéré Pop 15+</th>
<th>Pop 15+ Weighted</th>
<th>Bevölkerung 15+ gewichtet</th>
<th>%</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EB</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EU 28</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BE</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BG</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CZ</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DK</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DE</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EE</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IE</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EL</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ES</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FR</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HR</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IT</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CY</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LV</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LT</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LU</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HU</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MT</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NL</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AT</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PL</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PT</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RO</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SI</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SK</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FI</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SE</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UK</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

T92
QB25b.7 Lorsque vous vous rendez dans un autre pays de l’UE, à quelle fréquence utilisez-vous les services suivants sur votre téléphone mobile ?
(SI ABONNEMENT MOBILE PERMET ACCES INTERNET) Utiliser des services de messagerie comme Viber ou Skype hors accès Wi-fi

QB25b.7 When visiting another EU country, how often do you use the following services on your mobile phone...?
(IF "MOBILE SUBSCRIPTION ALLOWS INTERNET ACCESS") Using messaging services like Viber or Skype excluding Wi-Fi access

QB25b.7 Wie häufig nutzen Sie die folgenden Dienstleistungen mit Ihrem Mobiltelefon, wenn Sie in ein anderes EU-Land reisen?
(FALLS DER MOBILANSCHLUSS INTERNETZUGANG ERLAUBT) Nachrichtensysteme wie Viber oder Skype nutzen
(ausgenommen über WLAN-Verbindungen)

<table>
<thead>
<tr>
<th>Pondéré Pop 15+</th>
<th>As often as in (OUR COUNTRY)</th>
<th>Less often than in (OUR COUNTRY)</th>
<th>Never in another EU country</th>
<th>Never – Ni en (NOTRE PAYS) ni dans un autre pays de l’UE</th>
<th>NSP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pop 15+ Weighted</td>
<td>Genauso häufig wie in (UNSEREM LAND)</td>
<td>Weniger häufig als in (UNSEREM LAND)</td>
<td>Niemals in einem anderen EU-Land</td>
<td>Niemals, weder in (UNSEREM LAND), noch in einem anderen EU-Land</td>
<td></td>
</tr>
<tr>
<td>Bevölkerung 15 + gewichteter</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>%</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
</tr>
<tr>
<td>EU 28</td>
<td>7</td>
<td>17</td>
<td>46</td>
<td>28</td>
<td>2</td>
</tr>
<tr>
<td>BE</td>
<td>10</td>
<td>24</td>
<td>38</td>
<td>28</td>
<td>0</td>
</tr>
<tr>
<td>BG</td>
<td>15</td>
<td>30</td>
<td>40</td>
<td>8</td>
<td>7</td>
</tr>
<tr>
<td>CZ</td>
<td>4</td>
<td>23</td>
<td>52</td>
<td>20</td>
<td>1</td>
</tr>
<tr>
<td>DK</td>
<td>10</td>
<td>30</td>
<td>32</td>
<td>25</td>
<td>3</td>
</tr>
<tr>
<td>DE</td>
<td>2</td>
<td>13</td>
<td>54</td>
<td>30</td>
<td>1</td>
</tr>
<tr>
<td>EE</td>
<td>18</td>
<td>33</td>
<td>27</td>
<td>17</td>
<td>5</td>
</tr>
<tr>
<td>IE</td>
<td>9</td>
<td>17</td>
<td>46</td>
<td>26</td>
<td>2</td>
</tr>
<tr>
<td>EL</td>
<td>10</td>
<td>19</td>
<td>45</td>
<td>25</td>
<td>1</td>
</tr>
<tr>
<td>ES</td>
<td>4</td>
<td>7</td>
<td>62</td>
<td>22</td>
<td>5</td>
</tr>
<tr>
<td>FR</td>
<td>4</td>
<td>15</td>
<td>52</td>
<td>27</td>
<td>2</td>
</tr>
<tr>
<td>HR</td>
<td>15</td>
<td>24</td>
<td>39</td>
<td>19</td>
<td>3</td>
</tr>
<tr>
<td>IT</td>
<td>14</td>
<td>32</td>
<td>32</td>
<td>20</td>
<td>2</td>
</tr>
<tr>
<td>CY</td>
<td>19</td>
<td>14</td>
<td>27</td>
<td>32</td>
<td>8</td>
</tr>
<tr>
<td>LV</td>
<td>19</td>
<td>23</td>
<td>28</td>
<td>27</td>
<td>3</td>
</tr>
<tr>
<td>LT</td>
<td>10</td>
<td>16</td>
<td>40</td>
<td>29</td>
<td>5</td>
</tr>
<tr>
<td>LU</td>
<td>11</td>
<td>19</td>
<td>43</td>
<td>27</td>
<td>0</td>
</tr>
<tr>
<td>HU</td>
<td>5</td>
<td>11</td>
<td>45</td>
<td>38</td>
<td>1</td>
</tr>
<tr>
<td>MT</td>
<td>13</td>
<td>35</td>
<td>32</td>
<td>20</td>
<td>0</td>
</tr>
<tr>
<td>NL</td>
<td>4</td>
<td>10</td>
<td>44</td>
<td>41</td>
<td>1</td>
</tr>
<tr>
<td>AT</td>
<td>6</td>
<td>16</td>
<td>57</td>
<td>18</td>
<td>3</td>
</tr>
<tr>
<td>PL</td>
<td>16</td>
<td>27</td>
<td>24</td>
<td>29</td>
<td>4</td>
</tr>
<tr>
<td>PT</td>
<td>7</td>
<td>32</td>
<td>33</td>
<td>24</td>
<td>4</td>
</tr>
<tr>
<td>RO</td>
<td>12</td>
<td>16</td>
<td>29</td>
<td>29</td>
<td>14</td>
</tr>
<tr>
<td>SI</td>
<td>10</td>
<td>19</td>
<td>40</td>
<td>30</td>
<td>1</td>
</tr>
<tr>
<td>SK</td>
<td>8</td>
<td>31</td>
<td>36</td>
<td>23</td>
<td>2</td>
</tr>
<tr>
<td>FI</td>
<td>8</td>
<td>24</td>
<td>39</td>
<td>27</td>
<td>2</td>
</tr>
<tr>
<td>SE</td>
<td>0</td>
<td>11</td>
<td>51</td>
<td>37</td>
<td>1</td>
</tr>
<tr>
<td>UK</td>
<td>8</td>
<td>17</td>
<td>43</td>
<td>32</td>
<td>0</td>
</tr>
</tbody>
</table>
QB25b.7 Lorsque vous vous rendez dans un autre pays de l’UE, à quelle fréquence utilisez-vous les services suivants sur votre téléphone mobile ?
(SI ABONNEMENT MOBILE PERMET ACCES INTERNET) Utiliser des services de messagerie comme Viber ou Skype hors accès Wi-fi

QB25b.7 When visiting another EU country, how often do you use the following services on your mobile phone...?
(IF "MOBILE SUBSCRIPTION ALLOWS INTERNET ACCESS") Using messaging services like Viber or Skype excluding Wi-Fi access

QB25b.7 Wie häufig nutzen Sie die folgenden Dienstleistungen mit Ihrem Mobiltelefon, wenn Sie in ein anderes EU-Land reisen?
(FALLS DER MOBILANSCHLUSS INTERNETZUGANG ERLAUBT) Nachrichtensysteme wie Viber oder Skype nutzen (ausgenommen über WLAN-Verbindungen)

<table>
<thead>
<tr>
<th>Bevölkerung 15+ gewichtet</th>
<th>Pondéré Pop 15+</th>
<th>Pop 15+ Weighted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Genauso häufig wie in (UNSEREM LAND)</td>
<td>As often as in (OUR COUNTRY)</td>
<td>Less often than in (OUR COUNTRY)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>9</td>
<td>25</td>
<td>66</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>BE</td>
<td>14</td>
<td>33</td>
<td>53</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>BG</td>
<td>18</td>
<td>35</td>
<td>47</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>CZ</td>
<td>5</td>
<td>29</td>
<td>66</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>DK</td>
<td>15</td>
<td>41</td>
<td>44</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>DE</td>
<td>4</td>
<td>18</td>
<td>78</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>EE</td>
<td>23</td>
<td>42</td>
<td>35</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>IE</td>
<td>12</td>
<td>24</td>
<td>64</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>EL</td>
<td>14</td>
<td>25</td>
<td>61</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>ES</td>
<td>5</td>
<td>10</td>
<td>85</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>FR</td>
<td>6</td>
<td>21</td>
<td>73</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>HR</td>
<td>19</td>
<td>30</td>
<td>51</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>IT</td>
<td>18</td>
<td>41</td>
<td>41</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>CY</td>
<td>32</td>
<td>24</td>
<td>44</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>LV</td>
<td>28</td>
<td>33</td>
<td>39</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>LT</td>
<td>16</td>
<td>24</td>
<td>60</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>LU</td>
<td>16</td>
<td>26</td>
<td>58</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>HU</td>
<td>8</td>
<td>18</td>
<td>74</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>MT</td>
<td>17</td>
<td>44</td>
<td>39</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>NL</td>
<td>6</td>
<td>18</td>
<td>76</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>AT</td>
<td>7</td>
<td>20</td>
<td>73</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>PL</td>
<td>23</td>
<td>41</td>
<td>36</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>PT</td>
<td>9</td>
<td>45</td>
<td>46</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>RO</td>
<td>21</td>
<td>29</td>
<td>50</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>SI</td>
<td>15</td>
<td>27</td>
<td>58</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>SK</td>
<td>10</td>
<td>41</td>
<td>49</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>FI</td>
<td>12</td>
<td>34</td>
<td>54</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>SE</td>
<td>0</td>
<td>18</td>
<td>82</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>UK</td>
<td>11</td>
<td>26</td>
<td>63</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Pouvez-vous me dire quel numéro de téléphone vous appelleriez en cas d’urgence en (NOTRE PAYS) ; par exemple, si quelqu’un a besoin d’une aide médicale d’urgence ou au cas où vous auriez besoin de contacter la police ou les pompiers ? (NE PAS MONTRER CARTE – NE PAS LIRE – PLUSIEURS REPONSES POSSIBLES)

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

Können Sie mir bitte sagen, welche Telefonnummer Sie bei einem Notfall in (UNSEREM LAND) anrufen würden, zum Beispiel, wenn jemand dringend medizinische Hilfe benötigt oder Sie die Polizei oder Feuerwehr kontaktieren müssten? (LISTE NICHT ZEIGEN! NICHT VORLESEN! MEHRFACHNENNUNGEN MÖGLICH)

<table>
<thead>
<tr>
<th>Pondéré</th>
<th>Numéro(s) national (aux)</th>
<th>Autre(s) numéro(s)</th>
<th>NSP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pop 15+</td>
<td>National number(s)</td>
<td>Other number(s)</td>
<td></td>
</tr>
<tr>
<td>Weighted</td>
<td>Nationale Rufnummer(n)</td>
<td>Andere Nummer(n)</td>
<td></td>
</tr>
<tr>
<td>Bevölkerung 15+</td>
<td>NSP</td>
<td>Gewichtete</td>
<td>NSP</td>
</tr>
<tr>
<td>%</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
<td>EB 81.1</td>
</tr>
</tbody>
</table>

EU 28: 58 24 16 8
BE: 65 16 17 7
BG: 88 13 0 4
CZ: 59 25 19 5
DK: 93 3 12 2
DE: 84 10 13 4
EE: 94 5 6 2
IE: 31 22 43 10
EL: 5 44 29 23
ES: 70 3 17 12
FR: 16 79 7 8
HR: 80 9 7 8
IT: 58 15 19 23
CY: 37 17 12 36
LV: 82 5 15 5
LT: 85 5 8 6
LU: 93 11 10 2
HU: 49 17 13 23
MT: 63 1 15 21
NL: 97 1 3 1
AT: 35 42 13 15
PL: 74 26 5 4
PT: 92 1 1 6
RO: 95 0 1 3
SI: 86 6 12 4
SK: 81 17 8 4
FI: 97 0 1 1
SE: 97 0 3 2
UK: 7 45 47 5
<table>
<thead>
<tr>
<th>Pays</th>
<th>112</th>
<th>Autre(s) numéro(s)</th>
<th>Non</th>
<th>Exclusivement réponse correcte</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>41</td>
<td>11</td>
<td>49</td>
<td>40</td>
</tr>
<tr>
<td>BE</td>
<td>61</td>
<td>2</td>
<td>29</td>
<td>60</td>
</tr>
<tr>
<td>BG</td>
<td>70</td>
<td>2</td>
<td>28</td>
<td>69</td>
</tr>
<tr>
<td>CZ</td>
<td>61</td>
<td>1</td>
<td>38</td>
<td>61</td>
</tr>
<tr>
<td>DK</td>
<td>41</td>
<td>14</td>
<td>46</td>
<td>40</td>
</tr>
<tr>
<td>DE</td>
<td>42</td>
<td>9</td>
<td>51</td>
<td>41</td>
</tr>
<tr>
<td>EE</td>
<td>49</td>
<td>8</td>
<td>44</td>
<td>48</td>
</tr>
<tr>
<td>IE</td>
<td>33</td>
<td>2</td>
<td>48</td>
<td>32</td>
</tr>
<tr>
<td>EL</td>
<td>10</td>
<td>0</td>
<td>86</td>
<td>10</td>
</tr>
<tr>
<td>ES</td>
<td>23</td>
<td>7</td>
<td>70</td>
<td>23</td>
</tr>
<tr>
<td>FR</td>
<td>33</td>
<td>13</td>
<td>54</td>
<td>33</td>
</tr>
<tr>
<td>HR</td>
<td>65</td>
<td>10</td>
<td>27</td>
<td>63</td>
</tr>
<tr>
<td>IT</td>
<td>33</td>
<td>25</td>
<td>43</td>
<td>32</td>
</tr>
<tr>
<td>CY</td>
<td>37</td>
<td>7</td>
<td>57</td>
<td>37</td>
</tr>
<tr>
<td>LV</td>
<td>47</td>
<td>8</td>
<td>46</td>
<td>46</td>
</tr>
<tr>
<td>LT</td>
<td>41</td>
<td>16</td>
<td>45</td>
<td>40</td>
</tr>
<tr>
<td>LU</td>
<td>80</td>
<td>9</td>
<td>14</td>
<td>78</td>
</tr>
<tr>
<td>HU</td>
<td>45</td>
<td>2</td>
<td>53</td>
<td>45</td>
</tr>
<tr>
<td>MT</td>
<td>34</td>
<td>10</td>
<td>60</td>
<td>34</td>
</tr>
<tr>
<td>NL</td>
<td>57</td>
<td>11</td>
<td>33</td>
<td>56</td>
</tr>
<tr>
<td>AT</td>
<td>52</td>
<td>14</td>
<td>36</td>
<td>50</td>
</tr>
<tr>
<td>PL</td>
<td>70</td>
<td>8</td>
<td>24</td>
<td>69</td>
</tr>
<tr>
<td>PT</td>
<td>34</td>
<td>5</td>
<td>61</td>
<td>33</td>
</tr>
<tr>
<td>RO</td>
<td>71</td>
<td>3</td>
<td>27</td>
<td>70</td>
</tr>
<tr>
<td>SI</td>
<td>46</td>
<td>16</td>
<td>42</td>
<td>42</td>
</tr>
<tr>
<td>SK</td>
<td>69</td>
<td>5</td>
<td>27</td>
<td>68</td>
</tr>
<tr>
<td>FI</td>
<td>61</td>
<td>7</td>
<td>33</td>
<td>61</td>
</tr>
<tr>
<td>SE</td>
<td>48</td>
<td>8</td>
<td>44</td>
<td>48</td>
</tr>
<tr>
<td>UK</td>
<td>18</td>
<td>12</td>
<td>70</td>
<td>18</td>
</tr>
</tbody>
</table>
QB28 Utilisez-vous les téléphones publics en (NOTRE PAYS) pour une ou plusieurs des raisons suivantes ? (PLUSIEURS REPONSES POSSIBLES)

QB28 Do you use a public payphone in (OUR COUNTRY) for one or more of the following reasons? (MULTIPLE ANSWERS POSSIBLE)

QB28 Nutzen Sie in (UNSEREM LAND) öffentliche Münz- oder Kartentelefone aus einem oder mehreren der folgenden Gründe? (MEHRFACHNENNUNGEN MÖGLICH)

<table>
<thead>
<tr>
<th>%</th>
<th>BE 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>EB 81.1</th>
<th>NSP</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>88</td>
<td>6</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>BE</td>
<td>87</td>
<td>4</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>BG</td>
<td>90</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>CZ</td>
<td>87</td>
<td>10</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>DK</td>
<td>96</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>DE</td>
<td>87</td>
<td>7</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>EE</td>
<td>45</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>53</td>
<td>0</td>
</tr>
<tr>
<td>IE</td>
<td>89</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>EL</td>
<td>92</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>ES</td>
<td>88</td>
<td>6</td>
<td>3</td>
<td>2</td>
<td>3</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>FR</td>
<td>88</td>
<td>6</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>HR</td>
<td>92</td>
<td>3</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>IT</td>
<td>91</td>
<td>5</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>CY</td>
<td>97</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>LV</td>
<td>77</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>20</td>
<td>1</td>
</tr>
<tr>
<td>LT</td>
<td>96</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>LU</td>
<td>86</td>
<td>4</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td>HU</td>
<td>88</td>
<td>7</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>MT</td>
<td>97</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>NL</td>
<td>93</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>AT</td>
<td>76</td>
<td>10</td>
<td>2</td>
<td>1</td>
<td>9</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>PL</td>
<td>90</td>
<td>4</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>PT</td>
<td>82</td>
<td>12</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>RO</td>
<td>84</td>
<td>5</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>8</td>
</tr>
<tr>
<td>SI</td>
<td>96</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>SK</td>
<td>87</td>
<td>4</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td>FI</td>
<td>67</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>30</td>
<td>0</td>
</tr>
<tr>
<td>SE</td>
<td>97</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>UK</td>
<td>84</td>
<td>6</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>6</td>
<td>1</td>
</tr>
</tbody>
</table>

**Notes:**
- EB: EU 28
- NSP: No public payphone in (OUR COUNTRY) (SP.)
- DK: Es gibt keine öffentlichen Münz- oder Kartentelefone in (UNSEREM LAND) (SP.)

**Language Options:**
- French
- English
- German
- Dutch
- Italian
<table>
<thead>
<tr>
<th>Country</th>
<th>Six months ago or earlier</th>
<th>Between more than six months ago and a year</th>
<th>Between more than a year ago and two years</th>
<th>More than two years ago</th>
<th>Jamais</th>
<th>NSP</th>
<th>Au moins une fois</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU 28</td>
<td>18</td>
<td>8</td>
<td>30</td>
<td>32</td>
<td>4</td>
<td>64</td>
<td></td>
</tr>
<tr>
<td>BE</td>
<td>25</td>
<td>11</td>
<td>24</td>
<td>32</td>
<td>0</td>
<td>68</td>
<td></td>
</tr>
<tr>
<td>BG</td>
<td>10</td>
<td>7</td>
<td>21</td>
<td>46</td>
<td>11</td>
<td>43</td>
<td></td>
</tr>
<tr>
<td>CZ</td>
<td>9</td>
<td>8</td>
<td>21</td>
<td>52</td>
<td>3</td>
<td>45</td>
<td></td>
</tr>
<tr>
<td>DK</td>
<td>11</td>
<td>5</td>
<td>47</td>
<td>30</td>
<td>0</td>
<td>70</td>
<td></td>
</tr>
<tr>
<td>DE</td>
<td>11</td>
<td>8</td>
<td>46</td>
<td>24</td>
<td>2</td>
<td>74</td>
<td></td>
</tr>
<tr>
<td>EE</td>
<td>19</td>
<td>11</td>
<td>20</td>
<td>39</td>
<td>1</td>
<td>60</td>
<td></td>
</tr>
<tr>
<td>IE</td>
<td>37</td>
<td>13</td>
<td>17</td>
<td>23</td>
<td>0</td>
<td>77</td>
<td></td>
</tr>
<tr>
<td>EL</td>
<td>34</td>
<td>19</td>
<td>18</td>
<td>14</td>
<td>2</td>
<td>84</td>
<td></td>
</tr>
<tr>
<td>ES</td>
<td>14</td>
<td>7</td>
<td>25</td>
<td>44</td>
<td>2</td>
<td>54</td>
<td></td>
</tr>
<tr>
<td>FR</td>
<td>13</td>
<td>6</td>
<td>42</td>
<td>34</td>
<td>0</td>
<td>66</td>
<td></td>
</tr>
<tr>
<td>HR</td>
<td>25</td>
<td>11</td>
<td>24</td>
<td>20</td>
<td>11</td>
<td>69</td>
<td></td>
</tr>
<tr>
<td>IT</td>
<td>30</td>
<td>13</td>
<td>21</td>
<td>19</td>
<td>6</td>
<td>75</td>
<td></td>
</tr>
<tr>
<td>CY</td>
<td>37</td>
<td>9</td>
<td>10</td>
<td>34</td>
<td>3</td>
<td>63</td>
<td></td>
</tr>
<tr>
<td>LV</td>
<td>33</td>
<td>16</td>
<td>15</td>
<td>24</td>
<td>1</td>
<td>75</td>
<td></td>
</tr>
<tr>
<td>LT</td>
<td>18</td>
<td>6</td>
<td>16</td>
<td>50</td>
<td>4</td>
<td>46</td>
<td></td>
</tr>
<tr>
<td>LU</td>
<td>13</td>
<td>3</td>
<td>23</td>
<td>53</td>
<td>1</td>
<td>46</td>
<td></td>
</tr>
<tr>
<td>HU</td>
<td>11</td>
<td>11</td>
<td>28</td>
<td>33</td>
<td>4</td>
<td>63</td>
<td></td>
</tr>
<tr>
<td>MT</td>
<td>37</td>
<td>10</td>
<td>15</td>
<td>29</td>
<td>3</td>
<td>68</td>
<td></td>
</tr>
<tr>
<td>NL</td>
<td>74</td>
<td>9</td>
<td>4</td>
<td>7</td>
<td>0</td>
<td>94</td>
<td></td>
</tr>
<tr>
<td>AT</td>
<td>8</td>
<td>11</td>
<td>13</td>
<td>34</td>
<td>22</td>
<td>12</td>
<td>66</td>
</tr>
<tr>
<td>PL</td>
<td>4</td>
<td>4</td>
<td>6</td>
<td>57</td>
<td>7</td>
<td>36</td>
<td></td>
</tr>
<tr>
<td>PT</td>
<td>8</td>
<td>12</td>
<td>11</td>
<td>32</td>
<td>7</td>
<td>61</td>
<td></td>
</tr>
<tr>
<td>RO</td>
<td>6</td>
<td>4</td>
<td>6</td>
<td>48</td>
<td>16</td>
<td>36</td>
<td></td>
</tr>
<tr>
<td>SI</td>
<td>18</td>
<td>8</td>
<td>6</td>
<td>29</td>
<td>3</td>
<td>61</td>
<td></td>
</tr>
<tr>
<td>SK</td>
<td>23</td>
<td>13</td>
<td>14</td>
<td>25</td>
<td>19</td>
<td>6</td>
<td>75</td>
</tr>
<tr>
<td>FI</td>
<td>45</td>
<td>17</td>
<td>9</td>
<td>15</td>
<td>13</td>
<td>1</td>
<td>86</td>
</tr>
<tr>
<td>SE</td>
<td>57</td>
<td>8</td>
<td>4</td>
<td>17</td>
<td>13</td>
<td>1</td>
<td>86</td>
</tr>
<tr>
<td>UK</td>
<td>13</td>
<td>6</td>
<td>6</td>
<td>39</td>
<td>35</td>
<td>1</td>
<td>64</td>
</tr>
</tbody>
</table>
### Proportion of households having at least one telephone access (fixed and or mobile)

<table>
<thead>
<tr>
<th>TOTAL</th>
<th>Household composition</th>
<th>Subjective urbanisation</th>
<th>Single household by age</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>EU28</td>
<td>98%</td>
<td>97%</td>
<td>99%</td>
</tr>
<tr>
<td>EU15</td>
<td>99%</td>
<td>98%</td>
<td>99%</td>
</tr>
<tr>
<td>NMS13</td>
<td>97%</td>
<td>91%</td>
<td>97%</td>
</tr>
<tr>
<td>BE</td>
<td>99%</td>
<td>99%</td>
<td>100%</td>
</tr>
<tr>
<td>BG</td>
<td>96%</td>
<td>91%</td>
<td>96%</td>
</tr>
<tr>
<td>CZ</td>
<td>99%</td>
<td>98%</td>
<td>99%</td>
</tr>
<tr>
<td>DK</td>
<td>99%</td>
<td>99%</td>
<td>100%</td>
</tr>
<tr>
<td>DE</td>
<td>100%</td>
<td>100%</td>
<td>99%</td>
</tr>
<tr>
<td>EE</td>
<td>98%</td>
<td>96%</td>
<td>100%</td>
</tr>
<tr>
<td>IE</td>
<td>98%</td>
<td>97%</td>
<td>98%</td>
</tr>
<tr>
<td>EL</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>ES</td>
<td>97%</td>
<td>95%</td>
<td>98%</td>
</tr>
<tr>
<td>FR</td>
<td>100%</td>
<td>99%</td>
<td>100%</td>
</tr>
<tr>
<td>HR</td>
<td>100%</td>
<td>98%</td>
<td>100%</td>
</tr>
<tr>
<td>IT</td>
<td>98%</td>
<td>95%</td>
<td>98%</td>
</tr>
<tr>
<td>CY</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>LV</td>
<td>99%</td>
<td>95%</td>
<td>100%</td>
</tr>
<tr>
<td>LT</td>
<td>98%</td>
<td>94%</td>
<td>99%</td>
</tr>
<tr>
<td>LU</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>HU</td>
<td>97%</td>
<td>94%</td>
<td>99%</td>
</tr>
<tr>
<td>MT</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>NL</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>AT</td>
<td>99%</td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td>PT</td>
<td>94%</td>
<td>88%</td>
<td>97%</td>
</tr>
<tr>
<td>RO</td>
<td>94%</td>
<td>86%</td>
<td>95%</td>
</tr>
<tr>
<td>SI</td>
<td>99%</td>
<td>96%</td>
<td>99%</td>
</tr>
<tr>
<td>SK</td>
<td>94%</td>
<td>86%</td>
<td>95%</td>
</tr>
<tr>
<td>FI</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>SE</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>UK</td>
<td>99%</td>
<td>97%</td>
<td>100%</td>
</tr>
</tbody>
</table>
### Proportion of households having a fixed telephone access

<table>
<thead>
<tr>
<th>TOTAL</th>
<th>Household composition</th>
<th>Subjective urbanisation</th>
<th>Single household by age</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Rural village</td>
<td>Small/medium size town</td>
</tr>
<tr>
<td>EU28</td>
<td>68%</td>
<td>65%</td>
<td>74%</td>
</tr>
<tr>
<td>EU15</td>
<td>75%</td>
<td>69%</td>
<td>80%</td>
</tr>
<tr>
<td>NMS13</td>
<td>35%</td>
<td>32%</td>
<td>37%</td>
</tr>
<tr>
<td>BE</td>
<td>66%</td>
<td>61%</td>
<td>70%</td>
</tr>
<tr>
<td>BG</td>
<td>43%</td>
<td>48%</td>
<td>47%</td>
</tr>
<tr>
<td>CZ</td>
<td>15%</td>
<td>15%</td>
<td>16%</td>
</tr>
<tr>
<td>DK</td>
<td>44%</td>
<td>40%</td>
<td>51%</td>
</tr>
<tr>
<td>DE</td>
<td>88%</td>
<td>80%</td>
<td>93%</td>
</tr>
<tr>
<td>EE</td>
<td>39%</td>
<td>37%</td>
<td>44%</td>
</tr>
<tr>
<td>IE</td>
<td>57%</td>
<td>57%</td>
<td>61%</td>
</tr>
<tr>
<td>EL</td>
<td>82%</td>
<td>71%</td>
<td>89%</td>
</tr>
<tr>
<td>ES</td>
<td>70%</td>
<td>66%</td>
<td>71%</td>
</tr>
<tr>
<td>FR</td>
<td>86%</td>
<td>78%</td>
<td>90%</td>
</tr>
<tr>
<td>HR</td>
<td>83%</td>
<td>69%</td>
<td>83%</td>
</tr>
<tr>
<td>IT</td>
<td>55%</td>
<td>49%</td>
<td>58%</td>
</tr>
<tr>
<td>CY</td>
<td>68%</td>
<td>70%</td>
<td>74%</td>
</tr>
<tr>
<td>LV</td>
<td>28%</td>
<td>24%</td>
<td>34%</td>
</tr>
<tr>
<td>LT</td>
<td>32%</td>
<td>34%</td>
<td>37%</td>
</tr>
<tr>
<td>LU</td>
<td>85%</td>
<td>84%</td>
<td>85%</td>
</tr>
<tr>
<td>HU</td>
<td>44%</td>
<td>48%</td>
<td>51%</td>
</tr>
<tr>
<td>MT</td>
<td>92%</td>
<td>88%</td>
<td>93%</td>
</tr>
<tr>
<td>NL</td>
<td>84%</td>
<td>77%</td>
<td>85%</td>
</tr>
<tr>
<td>AT</td>
<td>41%</td>
<td>41%</td>
<td>46%</td>
</tr>
<tr>
<td>PL</td>
<td>30%</td>
<td>33%</td>
<td>36%</td>
</tr>
<tr>
<td>PT</td>
<td>61%</td>
<td>50%</td>
<td>64%</td>
</tr>
<tr>
<td>RO</td>
<td>44%</td>
<td>40%</td>
<td>51%</td>
</tr>
<tr>
<td>SI</td>
<td>76%</td>
<td>56%</td>
<td>83%</td>
</tr>
<tr>
<td>SK</td>
<td>20%</td>
<td>21%</td>
<td>30%</td>
</tr>
<tr>
<td>FI</td>
<td>15%</td>
<td>18%</td>
<td>19%</td>
</tr>
<tr>
<td>SE</td>
<td>98%</td>
<td>96%</td>
<td>98%</td>
</tr>
<tr>
<td>UK</td>
<td>78%</td>
<td>71%</td>
<td>82%</td>
</tr>
</tbody>
</table>
Proportion of households having at least one mobile telephone access

<table>
<thead>
<tr>
<th>Country</th>
<th>TOTAL</th>
<th>Household composition</th>
<th>Subjective urbanisation</th>
<th>Single household by age</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>EU28</td>
<td>92%</td>
<td>84%</td>
<td>94%</td>
<td>98%</td>
</tr>
<tr>
<td>EU15</td>
<td>92%</td>
<td>84%</td>
<td>94%</td>
<td>98%</td>
</tr>
<tr>
<td>NMS13</td>
<td>93%</td>
<td>80%</td>
<td>92%</td>
<td>98%</td>
</tr>
<tr>
<td>BE</td>
<td>95%</td>
<td>88%</td>
<td>96%</td>
<td>99%</td>
</tr>
<tr>
<td>BG</td>
<td>89%</td>
<td>69%</td>
<td>90%</td>
<td>98%</td>
</tr>
<tr>
<td>CZ</td>
<td>98%</td>
<td>95%</td>
<td>99%</td>
<td>100%</td>
</tr>
<tr>
<td>DK</td>
<td>95%</td>
<td>92%</td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td>DE</td>
<td>88%</td>
<td>81%</td>
<td>90%</td>
<td>95%</td>
</tr>
<tr>
<td>EE</td>
<td>96%</td>
<td>90%</td>
<td>98%</td>
<td>99%</td>
</tr>
<tr>
<td>IE</td>
<td>93%</td>
<td>86%</td>
<td>97%</td>
<td>99%</td>
</tr>
<tr>
<td>EL</td>
<td>95%</td>
<td>84%</td>
<td>92%</td>
<td>100%</td>
</tr>
<tr>
<td>ES</td>
<td>92%</td>
<td>84%</td>
<td>94%</td>
<td>98%</td>
</tr>
<tr>
<td>FR</td>
<td>92%</td>
<td>83%</td>
<td>95%</td>
<td>98%</td>
</tr>
<tr>
<td>HR</td>
<td>92%</td>
<td>78%</td>
<td>89%</td>
<td>95%</td>
</tr>
<tr>
<td>IT</td>
<td>93%</td>
<td>83%</td>
<td>94%</td>
<td>99%</td>
</tr>
<tr>
<td>CY</td>
<td>95%</td>
<td>78%</td>
<td>96%</td>
<td>100%</td>
</tr>
<tr>
<td>LV</td>
<td>98%</td>
<td>93%</td>
<td>99%</td>
<td>100%</td>
</tr>
<tr>
<td>LT</td>
<td>95%</td>
<td>84%</td>
<td>97%</td>
<td>99%</td>
</tr>
<tr>
<td>LU</td>
<td>96%</td>
<td>90%</td>
<td>97%</td>
<td>100%</td>
</tr>
<tr>
<td>HU</td>
<td>92%</td>
<td>81%</td>
<td>93%</td>
<td>95%</td>
</tr>
<tr>
<td>MT</td>
<td>91%</td>
<td>78%</td>
<td>96%</td>
<td>99%</td>
</tr>
<tr>
<td>NL</td>
<td>96%</td>
<td>92%</td>
<td>98%</td>
<td>99%</td>
</tr>
<tr>
<td>AT</td>
<td>94%</td>
<td>89%</td>
<td>94%</td>
<td>100%</td>
</tr>
<tr>
<td>PL</td>
<td>91%</td>
<td>72%</td>
<td>92%</td>
<td>97%</td>
</tr>
<tr>
<td>PT</td>
<td>86%</td>
<td>75%</td>
<td>91%</td>
<td>97%</td>
</tr>
<tr>
<td>RO</td>
<td>87%</td>
<td>71%</td>
<td>83%</td>
<td>95%</td>
</tr>
<tr>
<td>SI</td>
<td>96%</td>
<td>89%</td>
<td>92%</td>
<td>100%</td>
</tr>
<tr>
<td>SK</td>
<td>90%</td>
<td>78%</td>
<td>91%</td>
<td>99%</td>
</tr>
<tr>
<td>FI</td>
<td>98%</td>
<td>96%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>SE</td>
<td>97%</td>
<td>94%</td>
<td>99%</td>
<td>97%</td>
</tr>
<tr>
<td>UK</td>
<td>93%</td>
<td>87%</td>
<td>95%</td>
<td>98%</td>
</tr>
</tbody>
</table>
Proportion of households without mobile phone access

<table>
<thead>
<tr>
<th>TOTAL</th>
<th>Household composition</th>
<th>Subjective urbanisation</th>
<th>Single household by age</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>EU28</td>
<td>8%</td>
<td>16%</td>
<td>6%</td>
</tr>
<tr>
<td>EU15</td>
<td>8%</td>
<td>16%</td>
<td>6%</td>
</tr>
<tr>
<td>NMS13</td>
<td>7%</td>
<td>20%</td>
<td>8%</td>
</tr>
<tr>
<td>BE</td>
<td>5%</td>
<td>12%</td>
<td>4%</td>
</tr>
<tr>
<td>BG</td>
<td>11%</td>
<td>31%</td>
<td>10%</td>
</tr>
<tr>
<td>CZ</td>
<td>2%</td>
<td>5%</td>
<td>1%</td>
</tr>
<tr>
<td>DK</td>
<td>5%</td>
<td>8%</td>
<td>1%</td>
</tr>
<tr>
<td>DE</td>
<td>12%</td>
<td>19%</td>
<td>10%</td>
</tr>
<tr>
<td>EE</td>
<td>4%</td>
<td>10%</td>
<td>2%</td>
</tr>
<tr>
<td>IE</td>
<td>7%</td>
<td>14%</td>
<td>3%</td>
</tr>
<tr>
<td>EL</td>
<td>5%</td>
<td>16%</td>
<td>8%</td>
</tr>
<tr>
<td>ES</td>
<td>8%</td>
<td>16%</td>
<td>6%</td>
</tr>
<tr>
<td>FR</td>
<td>8%</td>
<td>17%</td>
<td>5%</td>
</tr>
<tr>
<td>HR</td>
<td>8%</td>
<td>22%</td>
<td>11%</td>
</tr>
<tr>
<td>IT</td>
<td>7%</td>
<td>17%</td>
<td>6%</td>
</tr>
<tr>
<td>CY</td>
<td>5%</td>
<td>22%</td>
<td>4%</td>
</tr>
<tr>
<td>LV</td>
<td>2%</td>
<td>7%</td>
<td>1%</td>
</tr>
<tr>
<td>LT</td>
<td>5%</td>
<td>16%</td>
<td>3%</td>
</tr>
<tr>
<td>LU</td>
<td>4%</td>
<td>10%</td>
<td>3%</td>
</tr>
<tr>
<td>MT</td>
<td>9%</td>
<td>22%</td>
<td>4%</td>
</tr>
<tr>
<td>NL</td>
<td>4%</td>
<td>8%</td>
<td>2%</td>
</tr>
<tr>
<td>AT</td>
<td>6%</td>
<td>11%</td>
<td>6%</td>
</tr>
<tr>
<td>PT</td>
<td>14%</td>
<td>25%</td>
<td>9%</td>
</tr>
<tr>
<td>RO</td>
<td>13%</td>
<td>29%</td>
<td>17%</td>
</tr>
<tr>
<td>SI</td>
<td>4%</td>
<td>11%</td>
<td>8%</td>
</tr>
<tr>
<td>SK</td>
<td>10%</td>
<td>22%</td>
<td>9%</td>
</tr>
<tr>
<td>FI</td>
<td>2%</td>
<td>4%</td>
<td>0%</td>
</tr>
<tr>
<td>SE</td>
<td>3%</td>
<td>6%</td>
<td>1%</td>
</tr>
<tr>
<td>UK</td>
<td>7%</td>
<td>13%</td>
<td>5%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>Household composition</td>
<td>Subjective urbanisation</td>
<td>Single household by age</td>
</tr>
<tr>
<td>-------</td>
<td>-----------------------</td>
<td>-------------------------</td>
<td>-------------------------</td>
</tr>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>EU28</td>
<td>61%</td>
<td>51%</td>
<td>69%</td>
</tr>
<tr>
<td>EU15</td>
<td>68%</td>
<td>56%</td>
<td>74%</td>
</tr>
<tr>
<td>NMS13</td>
<td>31%</td>
<td>21%</td>
<td>32%</td>
</tr>
<tr>
<td>BE</td>
<td>62%</td>
<td>50%</td>
<td>67%</td>
</tr>
<tr>
<td>BG</td>
<td>36%</td>
<td>26%</td>
<td>40%</td>
</tr>
<tr>
<td>CZ</td>
<td>15%</td>
<td>12%</td>
<td>16%</td>
</tr>
<tr>
<td>DK</td>
<td>40%</td>
<td>33%</td>
<td>50%</td>
</tr>
<tr>
<td>DE</td>
<td>76%</td>
<td>62%</td>
<td>84%</td>
</tr>
<tr>
<td>EE</td>
<td>37%</td>
<td>31%</td>
<td>42%</td>
</tr>
<tr>
<td>IE</td>
<td>52%</td>
<td>46%</td>
<td>61%</td>
</tr>
<tr>
<td>EL</td>
<td>77%</td>
<td>55%</td>
<td>81%</td>
</tr>
<tr>
<td>ES</td>
<td>64%</td>
<td>54%</td>
<td>66%</td>
</tr>
<tr>
<td>FR</td>
<td>79%</td>
<td>62%</td>
<td>85%</td>
</tr>
<tr>
<td>HR</td>
<td>76%</td>
<td>49%</td>
<td>73%</td>
</tr>
<tr>
<td>IT</td>
<td>50%</td>
<td>37%</td>
<td>53%</td>
</tr>
<tr>
<td>CY</td>
<td>63%</td>
<td>47%</td>
<td>70%</td>
</tr>
<tr>
<td>MT</td>
<td>27%</td>
<td>22%</td>
<td>34%</td>
</tr>
<tr>
<td>LT</td>
<td>29%</td>
<td>24%</td>
<td>36%</td>
</tr>
<tr>
<td>LU</td>
<td>81%</td>
<td>74%</td>
<td>82%</td>
</tr>
<tr>
<td>HU</td>
<td>39%</td>
<td>35%</td>
<td>46%</td>
</tr>
<tr>
<td>NL</td>
<td>82%</td>
<td>66%</td>
<td>89%</td>
</tr>
<tr>
<td>AT</td>
<td>36%</td>
<td>31%</td>
<td>41%</td>
</tr>
<tr>
<td>PL</td>
<td>53%</td>
<td>37%</td>
<td>58%</td>
</tr>
<tr>
<td>RO</td>
<td>37%</td>
<td>25%</td>
<td>39%</td>
</tr>
<tr>
<td>SI</td>
<td>73%</td>
<td>49%</td>
<td>76%</td>
</tr>
<tr>
<td>SK</td>
<td>16%</td>
<td>13%</td>
<td>26%</td>
</tr>
<tr>
<td>FI</td>
<td>14%</td>
<td>14%</td>
<td>19%</td>
</tr>
<tr>
<td>SE</td>
<td>95%</td>
<td>90%</td>
<td>97%</td>
</tr>
<tr>
<td>UK</td>
<td>72%</td>
<td>61%</td>
<td>78%</td>
</tr>
</tbody>
</table>
## Proportion of households having a fixed telephone access but no mobile telephone access

<table>
<thead>
<tr>
<th>Country</th>
<th>TOTAL</th>
<th>Household composition</th>
<th>Subjective urbanisation</th>
<th>Single household by age</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1  2  3  4+</td>
<td>Rural village</td>
<td>Small/ mid size town</td>
</tr>
<tr>
<td>EU28</td>
<td>7%</td>
<td>13%</td>
<td>5%</td>
<td>2%</td>
</tr>
<tr>
<td>EU15</td>
<td>7%</td>
<td>13%</td>
<td>5%</td>
<td>2%</td>
</tr>
<tr>
<td>NMS13</td>
<td>4%</td>
<td>10%</td>
<td>5%</td>
<td>1%</td>
</tr>
<tr>
<td>BE</td>
<td>4%</td>
<td>10%</td>
<td>3%</td>
<td>1%</td>
</tr>
<tr>
<td>BG</td>
<td>7%</td>
<td>22%</td>
<td>7%</td>
<td>-</td>
</tr>
<tr>
<td>CZ</td>
<td>1%</td>
<td>2%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>DK</td>
<td>4%</td>
<td>7%</td>
<td>1%</td>
<td>-</td>
</tr>
<tr>
<td>DE</td>
<td>12%</td>
<td>19%</td>
<td>9%</td>
<td>4%</td>
</tr>
<tr>
<td>EE</td>
<td>3%</td>
<td>6%</td>
<td>2%</td>
<td>-</td>
</tr>
<tr>
<td>EL</td>
<td>5%</td>
<td>12%</td>
<td>1%</td>
<td>0%</td>
</tr>
<tr>
<td>ES</td>
<td>6%</td>
<td>11%</td>
<td>5%</td>
<td>1%</td>
</tr>
<tr>
<td>FR</td>
<td>7%</td>
<td>16%</td>
<td>5%</td>
<td>2%</td>
</tr>
<tr>
<td>HR</td>
<td>7%</td>
<td>20%</td>
<td>10%</td>
<td>5%</td>
</tr>
<tr>
<td>IT</td>
<td>5%</td>
<td>12%</td>
<td>4%</td>
<td>1%</td>
</tr>
<tr>
<td>CY</td>
<td>5%</td>
<td>22%</td>
<td>4%</td>
<td>-</td>
</tr>
<tr>
<td>LV</td>
<td>1%</td>
<td>3%</td>
<td>1%</td>
<td>-</td>
</tr>
<tr>
<td>LT</td>
<td>3%</td>
<td>10%</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td>LU</td>
<td>4%</td>
<td>10%</td>
<td>3%</td>
<td>-</td>
</tr>
<tr>
<td>MT</td>
<td>9%</td>
<td>22%</td>
<td>4%</td>
<td>1%</td>
</tr>
<tr>
<td>NL</td>
<td>4%</td>
<td>8%</td>
<td>2%</td>
<td>1%</td>
</tr>
<tr>
<td>AT</td>
<td>5%</td>
<td>10%</td>
<td>5%</td>
<td>0%</td>
</tr>
<tr>
<td>PL</td>
<td>5%</td>
<td>15%</td>
<td>6%</td>
<td>2%</td>
</tr>
<tr>
<td>PT</td>
<td>8%</td>
<td>13%</td>
<td>6%</td>
<td>2%</td>
</tr>
<tr>
<td>RO</td>
<td>8%</td>
<td>15%</td>
<td>12%</td>
<td>2%</td>
</tr>
<tr>
<td>SI</td>
<td>3%</td>
<td>7%</td>
<td>7%</td>
<td>0%</td>
</tr>
<tr>
<td>SK</td>
<td>4%</td>
<td>8%</td>
<td>4%</td>
<td>0%</td>
</tr>
<tr>
<td>FI</td>
<td>1%</td>
<td>4%</td>
<td>0%</td>
<td>-</td>
</tr>
<tr>
<td>SE</td>
<td>3%</td>
<td>6%</td>
<td>1%</td>
<td>3%</td>
</tr>
<tr>
<td>UK</td>
<td>5%</td>
<td>10%</td>
<td>4%</td>
<td>1%</td>
</tr>
</tbody>
</table>
### Proportion of households having a mobile telephone access but no fixed telephone access

#### HOUSEHOLD COMPOSITION

<table>
<thead>
<tr>
<th>TOTAL</th>
<th>Household composition</th>
<th>Subjective urbanisation</th>
<th>Single household by age</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>EU28</td>
<td>31%</td>
<td>32%</td>
<td>25%</td>
</tr>
<tr>
<td>EU15</td>
<td>24%</td>
<td>28%</td>
<td>20%</td>
</tr>
<tr>
<td>NMS13</td>
<td>62%</td>
<td>59%</td>
<td>60%</td>
</tr>
<tr>
<td>BE</td>
<td>33%</td>
<td>38%</td>
<td>30%</td>
</tr>
<tr>
<td>BG</td>
<td>53%</td>
<td>42%</td>
<td>50%</td>
</tr>
<tr>
<td>CZ</td>
<td>83%</td>
<td>83%</td>
<td>82%</td>
</tr>
<tr>
<td>DK</td>
<td>55%</td>
<td>59%</td>
<td>49%</td>
</tr>
<tr>
<td>DE</td>
<td>12%</td>
<td>19%</td>
<td>6%</td>
</tr>
<tr>
<td>EE</td>
<td>59%</td>
<td>59%</td>
<td>56%</td>
</tr>
<tr>
<td>IE</td>
<td>41%</td>
<td>40%</td>
<td>37%</td>
</tr>
<tr>
<td>EL</td>
<td>18%</td>
<td>29%</td>
<td>11%</td>
</tr>
<tr>
<td>ES</td>
<td>28%</td>
<td>29%</td>
<td>27%</td>
</tr>
<tr>
<td>FR</td>
<td>13%</td>
<td>21%</td>
<td>10%</td>
</tr>
<tr>
<td>HR</td>
<td>16%</td>
<td>29%</td>
<td>17%</td>
</tr>
<tr>
<td>IT</td>
<td>43%</td>
<td>46%</td>
<td>41%</td>
</tr>
<tr>
<td>CY</td>
<td>32%</td>
<td>30%</td>
<td>26%</td>
</tr>
<tr>
<td>LV</td>
<td>71%</td>
<td>71%</td>
<td>65%</td>
</tr>
<tr>
<td>LT</td>
<td>66%</td>
<td>60%</td>
<td>61%</td>
</tr>
<tr>
<td>LU</td>
<td>15%</td>
<td>16%</td>
<td>15%</td>
</tr>
<tr>
<td>HU</td>
<td>53%</td>
<td>46%</td>
<td>48%</td>
</tr>
<tr>
<td>MT</td>
<td>8%</td>
<td>12%</td>
<td>7%</td>
</tr>
<tr>
<td>NL</td>
<td>16%</td>
<td>23%</td>
<td>15%</td>
</tr>
<tr>
<td>AT</td>
<td>58%</td>
<td>58%</td>
<td>54%</td>
</tr>
<tr>
<td>PL</td>
<td>66%</td>
<td>54%</td>
<td>62%</td>
</tr>
<tr>
<td>PT</td>
<td>33%</td>
<td>39%</td>
<td>33%</td>
</tr>
<tr>
<td>RO</td>
<td>50%</td>
<td>46%</td>
<td>44%</td>
</tr>
<tr>
<td>SI</td>
<td>23%</td>
<td>41%</td>
<td>17%</td>
</tr>
<tr>
<td>SK</td>
<td>74%</td>
<td>65%</td>
<td>65%</td>
</tr>
<tr>
<td>FI</td>
<td>85%</td>
<td>82%</td>
<td>81%</td>
</tr>
<tr>
<td>SE</td>
<td>2%</td>
<td>4%</td>
<td>2%</td>
</tr>
<tr>
<td>UK</td>
<td>21%</td>
<td>27%</td>
<td>18%</td>
</tr>
</tbody>
</table>
### Proportion of households not having a fixed telephone access nor mobile telephone access

<table>
<thead>
<tr>
<th></th>
<th>Household composition</th>
<th>Subjective urbanisation</th>
<th>Single household by age</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>EU28</strong></td>
<td>2%</td>
<td>3%</td>
<td>1%</td>
</tr>
<tr>
<td><strong>EU15</strong></td>
<td>1%</td>
<td>2%</td>
<td>1%</td>
</tr>
<tr>
<td><strong>NMS13</strong></td>
<td>3%</td>
<td>9%</td>
<td>3%</td>
</tr>
<tr>
<td><strong>BE</strong></td>
<td>1%</td>
<td>1%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>BG</strong></td>
<td>4%</td>
<td>9%</td>
<td>4%</td>
</tr>
<tr>
<td><strong>CZ</strong></td>
<td>1%</td>
<td>2%</td>
<td>1%</td>
</tr>
<tr>
<td><strong>DK</strong></td>
<td>1%</td>
<td>1%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>DE</strong></td>
<td>0%</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td><strong>EE</strong></td>
<td>2%</td>
<td>4%</td>
<td>-</td>
</tr>
<tr>
<td><strong>IE</strong></td>
<td>2%</td>
<td>3%</td>
<td>2%</td>
</tr>
<tr>
<td><strong>EL</strong></td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>ES</strong></td>
<td>3%</td>
<td>5%</td>
<td>2%</td>
</tr>
<tr>
<td><strong>FR</strong></td>
<td>0%</td>
<td>1%</td>
<td>-</td>
</tr>
<tr>
<td><strong>HR</strong></td>
<td>0%</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>IT</strong></td>
<td>2%</td>
<td>5%</td>
<td>2%</td>
</tr>
<tr>
<td><strong>CY</strong></td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>LV</strong></td>
<td>1%</td>
<td>5%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>LT</strong></td>
<td>2%</td>
<td>6%</td>
<td>1%</td>
</tr>
<tr>
<td><strong>LU</strong></td>
<td>0%</td>
<td>-</td>
<td>1%</td>
</tr>
<tr>
<td><strong>MT</strong></td>
<td>3%</td>
<td>6%</td>
<td>1%</td>
</tr>
<tr>
<td><strong>NL</strong></td>
<td>0%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>AT</strong></td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td><strong>PL</strong></td>
<td>4%</td>
<td>13%</td>
<td>2%</td>
</tr>
<tr>
<td><strong>PT</strong></td>
<td>6%</td>
<td>12%</td>
<td>3%</td>
</tr>
<tr>
<td><strong>RO</strong></td>
<td>6%</td>
<td>14%</td>
<td>5%</td>
</tr>
<tr>
<td><strong>SI</strong></td>
<td>1%</td>
<td>4%</td>
<td>1%</td>
</tr>
<tr>
<td><strong>SK</strong></td>
<td>6%</td>
<td>14%</td>
<td>5%</td>
</tr>
<tr>
<td><strong>FI</strong></td>
<td>0%</td>
<td>0%</td>
<td>-</td>
</tr>
<tr>
<td><strong>SE</strong></td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>UK</strong></td>
<td>1%</td>
<td>3%</td>
<td>0%</td>
</tr>
</tbody>
</table>
### Proportion of households having a television

<table>
<thead>
<tr>
<th></th>
<th>TOTAL</th>
<th>Household composition</th>
<th>Subjective urbanisation</th>
<th>Single household by age</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>EU28</td>
<td>96%</td>
<td>94%</td>
<td>97%</td>
<td>97%</td>
</tr>
<tr>
<td>EU15</td>
<td>96%</td>
<td>94%</td>
<td>96%</td>
<td>97%</td>
</tr>
<tr>
<td>NMS13</td>
<td>98%</td>
<td>95%</td>
<td>97%</td>
<td>99%</td>
</tr>
<tr>
<td>BE</td>
<td>96%</td>
<td>93%</td>
<td>97%</td>
<td>98%</td>
</tr>
<tr>
<td>BG</td>
<td>99%</td>
<td>99%</td>
<td>99%</td>
<td>100%</td>
</tr>
<tr>
<td>CZ</td>
<td>99%</td>
<td>99%</td>
<td>98%</td>
<td>100%</td>
</tr>
<tr>
<td>DK</td>
<td>97%</td>
<td>96%</td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td>DE</td>
<td>94%</td>
<td>92%</td>
<td>97%</td>
<td>97%</td>
</tr>
<tr>
<td>EE</td>
<td>96%</td>
<td>95%</td>
<td>99%</td>
<td>94%</td>
</tr>
<tr>
<td>IE</td>
<td>96%</td>
<td>99%</td>
<td>95%</td>
<td>95%</td>
</tr>
<tr>
<td>EL</td>
<td>98%</td>
<td>96%</td>
<td>98%</td>
<td>99%</td>
</tr>
<tr>
<td>ES</td>
<td>98%</td>
<td>77%</td>
<td>98%</td>
<td>99%</td>
</tr>
<tr>
<td>FR</td>
<td>96%</td>
<td>96%</td>
<td>96%</td>
<td>95%</td>
</tr>
<tr>
<td>HR</td>
<td>97%</td>
<td>92%</td>
<td>99%</td>
<td>96%</td>
</tr>
<tr>
<td>IT</td>
<td>96%</td>
<td>99%</td>
<td>96%</td>
<td>98%</td>
</tr>
<tr>
<td>CY</td>
<td>95%</td>
<td>93%</td>
<td>96%</td>
<td>96%</td>
</tr>
<tr>
<td>LV</td>
<td>95%</td>
<td>93%</td>
<td>96%</td>
<td>98%</td>
</tr>
<tr>
<td>LT</td>
<td>96%</td>
<td>92%</td>
<td>99%</td>
<td>95%</td>
</tr>
<tr>
<td>LU</td>
<td>95%</td>
<td>98%</td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td>HU</td>
<td>95%</td>
<td>97%</td>
<td>97%</td>
<td>100%</td>
</tr>
<tr>
<td>MT</td>
<td>96%</td>
<td>95%</td>
<td>97%</td>
<td>96%</td>
</tr>
<tr>
<td>NL</td>
<td>96%</td>
<td>99%</td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td>AT</td>
<td>99%</td>
<td>99%</td>
<td>99%</td>
<td>100%</td>
</tr>
<tr>
<td>PT</td>
<td>97%</td>
<td>93%</td>
<td>97%</td>
<td>98%</td>
</tr>
<tr>
<td>RO</td>
<td>99%</td>
<td>99%</td>
<td>99%</td>
<td>100%</td>
</tr>
<tr>
<td>SI</td>
<td>95%</td>
<td>82%</td>
<td>98%</td>
<td>99%</td>
</tr>
<tr>
<td>SK</td>
<td>99%</td>
<td>98%</td>
<td>97%</td>
<td>99%</td>
</tr>
<tr>
<td>FI</td>
<td>94%</td>
<td>91%</td>
<td>97%</td>
<td>98%</td>
</tr>
<tr>
<td>SE</td>
<td>98%</td>
<td>96%</td>
<td>99%</td>
<td>100%</td>
</tr>
<tr>
<td>UK</td>
<td>93%</td>
<td>90%</td>
<td>95%</td>
<td>96%</td>
</tr>
</tbody>
</table>
### Proportion of households without television

<table>
<thead>
<tr>
<th>TOTAL</th>
<th>Household composition</th>
<th>Subjective urbanisation</th>
<th>Single household by age</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>EU28</td>
<td>4%</td>
<td>6%</td>
<td>3%</td>
</tr>
<tr>
<td>EU15</td>
<td>4%</td>
<td>6%</td>
<td>4%</td>
</tr>
<tr>
<td>NMS13</td>
<td>2%</td>
<td>5%</td>
<td>3%</td>
</tr>
<tr>
<td>BE</td>
<td>4%</td>
<td>7%</td>
<td>3%</td>
</tr>
<tr>
<td>BG</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>CZ</td>
<td>1%</td>
<td>1%</td>
<td>2%</td>
</tr>
<tr>
<td>DK</td>
<td>3%</td>
<td>4%</td>
<td>1%</td>
</tr>
<tr>
<td>DE</td>
<td>6%</td>
<td>8%</td>
<td>3%</td>
</tr>
<tr>
<td>EE</td>
<td>4%</td>
<td>5%</td>
<td>1%</td>
</tr>
<tr>
<td>IE</td>
<td>4%</td>
<td>1%</td>
<td>5%</td>
</tr>
<tr>
<td>EL</td>
<td>2%</td>
<td>6%</td>
<td>2%</td>
</tr>
<tr>
<td>ES</td>
<td>2%</td>
<td>3%</td>
<td>2%</td>
</tr>
<tr>
<td>FR</td>
<td>4%</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>HR</td>
<td>3%</td>
<td>8%</td>
<td>1%</td>
</tr>
<tr>
<td>IT</td>
<td>4%</td>
<td>3%</td>
<td>4%</td>
</tr>
<tr>
<td>CY</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>LV</td>
<td>5%</td>
<td>7%</td>
<td>4%</td>
</tr>
<tr>
<td>LT</td>
<td>4%</td>
<td>7%</td>
<td>4%</td>
</tr>
<tr>
<td>LU</td>
<td>4%</td>
<td>8%</td>
<td>1%</td>
</tr>
<tr>
<td>HU</td>
<td>1%</td>
<td>2%</td>
<td>1%</td>
</tr>
<tr>
<td>MT</td>
<td>2%</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>NL</td>
<td>4%</td>
<td>5%</td>
<td>3%</td>
</tr>
<tr>
<td>AT</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>PL</td>
<td>3%</td>
<td>7%</td>
<td>3%</td>
</tr>
<tr>
<td>PT</td>
<td>3%</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>RO</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>SI</td>
<td>5%</td>
<td>18%</td>
<td>2%</td>
</tr>
<tr>
<td>SK</td>
<td>1%</td>
<td>2%</td>
<td>3%</td>
</tr>
<tr>
<td>FI</td>
<td>6%</td>
<td>9%</td>
<td>3%</td>
</tr>
<tr>
<td>SE</td>
<td>2%</td>
<td>4%</td>
<td>1%</td>
</tr>
<tr>
<td>UK</td>
<td>7%</td>
<td>10%</td>
<td>5%</td>
</tr>
</tbody>
</table>
### Special Eurobarometer 414

#### E-Communications and Telecom Single Market

**Household Survey**

<table>
<thead>
<tr>
<th>TOTAL</th>
<th>Households having a computing device</th>
<th>Subjective urbanisation</th>
<th>Single household by age</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Rural village</td>
<td>Small/ mid size town</td>
</tr>
<tr>
<td>EU28</td>
<td>74%</td>
<td>57%</td>
<td>73%</td>
</tr>
<tr>
<td>EU15</td>
<td>76%</td>
<td>60%</td>
<td>76%</td>
</tr>
<tr>
<td>NMS13</td>
<td>69%</td>
<td>41%</td>
<td>61%</td>
</tr>
<tr>
<td>BE</td>
<td>80%</td>
<td>59%</td>
<td>82%</td>
</tr>
<tr>
<td>BG</td>
<td>54%</td>
<td>20%</td>
<td>37%</td>
</tr>
<tr>
<td>CZ</td>
<td>72%</td>
<td>48%</td>
<td>67%</td>
</tr>
<tr>
<td>DK</td>
<td>92%</td>
<td>86%</td>
<td>98%</td>
</tr>
<tr>
<td>DE</td>
<td>75%</td>
<td>62%</td>
<td>75%</td>
</tr>
<tr>
<td>EE</td>
<td>75%</td>
<td>46%</td>
<td>77%</td>
</tr>
<tr>
<td>IE</td>
<td>78%</td>
<td>60%</td>
<td>84%</td>
</tr>
<tr>
<td>EL</td>
<td>67%</td>
<td>49%</td>
<td>45%</td>
</tr>
<tr>
<td>ES</td>
<td>69%</td>
<td>49%</td>
<td>64%</td>
</tr>
<tr>
<td>FR</td>
<td>82%</td>
<td>61%</td>
<td>87%</td>
</tr>
<tr>
<td>HR</td>
<td>79%</td>
<td>49%</td>
<td>57%</td>
</tr>
<tr>
<td>IT</td>
<td>65%</td>
<td>42%</td>
<td>50%</td>
</tr>
<tr>
<td>CY</td>
<td>73%</td>
<td>35%</td>
<td>53%</td>
</tr>
<tr>
<td>LV</td>
<td>75%</td>
<td>45%</td>
<td>68%</td>
</tr>
<tr>
<td>LT</td>
<td>67%</td>
<td>32%</td>
<td>59%</td>
</tr>
<tr>
<td>LU</td>
<td>85%</td>
<td>66%</td>
<td>86%</td>
</tr>
<tr>
<td>HU</td>
<td>64%</td>
<td>36%</td>
<td>57%</td>
</tr>
<tr>
<td>MT</td>
<td>73%</td>
<td>49%</td>
<td>74%</td>
</tr>
<tr>
<td>NL</td>
<td>94%</td>
<td>85%</td>
<td>98%</td>
</tr>
<tr>
<td>AT</td>
<td>73%</td>
<td>49%</td>
<td>73%</td>
</tr>
<tr>
<td>PL</td>
<td>67%</td>
<td>35%</td>
<td>56%</td>
</tr>
<tr>
<td>PT</td>
<td>55%</td>
<td>32%</td>
<td>54%</td>
</tr>
<tr>
<td>RO</td>
<td>61%</td>
<td>26%</td>
<td>53%</td>
</tr>
<tr>
<td>SI</td>
<td>77%</td>
<td>53%</td>
<td>64%</td>
</tr>
<tr>
<td>SK</td>
<td>63%</td>
<td>31%</td>
<td>57%</td>
</tr>
<tr>
<td>FI</td>
<td>81%</td>
<td>66%</td>
<td>86%</td>
</tr>
<tr>
<td>SE</td>
<td>94%</td>
<td>86%</td>
<td>98%</td>
</tr>
<tr>
<td>UK</td>
<td>80%</td>
<td>66%</td>
<td>84%</td>
</tr>
</tbody>
</table>
### Proportion of households having a desk computer

<table>
<thead>
<tr>
<th>TOTAL</th>
<th>Household composition</th>
<th>Subjective urbanisation</th>
<th>Single household by age</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>EU28</td>
<td>42%</td>
<td>25%</td>
<td>42%</td>
</tr>
<tr>
<td>EU15</td>
<td>41%</td>
<td>26%</td>
<td>42%</td>
</tr>
<tr>
<td>NMS13</td>
<td>47%</td>
<td>19%</td>
<td>40%</td>
</tr>
<tr>
<td>BE</td>
<td>50%</td>
<td>34%</td>
<td>47%</td>
</tr>
<tr>
<td>BG</td>
<td>41%</td>
<td>12%</td>
<td>26%</td>
</tr>
<tr>
<td>CZ</td>
<td>49%</td>
<td>25%</td>
<td>47%</td>
</tr>
<tr>
<td>DK</td>
<td>40%</td>
<td>31%</td>
<td>51%</td>
</tr>
<tr>
<td>DE</td>
<td>44%</td>
<td>30%</td>
<td>46%</td>
</tr>
<tr>
<td>EE</td>
<td>39%</td>
<td>19%</td>
<td>36%</td>
</tr>
<tr>
<td>IE</td>
<td>22%</td>
<td>14%</td>
<td>23%</td>
</tr>
<tr>
<td>EL</td>
<td>36%</td>
<td>17%</td>
<td>22%</td>
</tr>
<tr>
<td>ES</td>
<td>45%</td>
<td>27%</td>
<td>40%</td>
</tr>
<tr>
<td>FR</td>
<td>48%</td>
<td>26%</td>
<td>50%</td>
</tr>
<tr>
<td>HR</td>
<td>55%</td>
<td>17%</td>
<td>36%</td>
</tr>
<tr>
<td>IT</td>
<td>28%</td>
<td>13%</td>
<td>21%</td>
</tr>
<tr>
<td>CY</td>
<td>33%</td>
<td>12%</td>
<td>24%</td>
</tr>
<tr>
<td>LT</td>
<td>39%</td>
<td>15%</td>
<td>30%</td>
</tr>
<tr>
<td>LU</td>
<td>47%</td>
<td>25%</td>
<td>47%</td>
</tr>
<tr>
<td>HU</td>
<td>54%</td>
<td>25%</td>
<td>50%</td>
</tr>
<tr>
<td>MT</td>
<td>51%</td>
<td>30%</td>
<td>49%</td>
</tr>
<tr>
<td>NL</td>
<td>66%</td>
<td>51%</td>
<td>72%</td>
</tr>
<tr>
<td>AT</td>
<td>39%</td>
<td>22%</td>
<td>40%</td>
</tr>
<tr>
<td>PL</td>
<td>40%</td>
<td>12%</td>
<td>33%</td>
</tr>
<tr>
<td>PT</td>
<td>24%</td>
<td>12%</td>
<td>23%</td>
</tr>
<tr>
<td>RO</td>
<td>49%</td>
<td>19%</td>
<td>44%</td>
</tr>
<tr>
<td>SI</td>
<td>50%</td>
<td>24%</td>
<td>40%</td>
</tr>
<tr>
<td>SK</td>
<td>40%</td>
<td>13%</td>
<td>37%</td>
</tr>
<tr>
<td>FI</td>
<td>38%</td>
<td>27%</td>
<td>45%</td>
</tr>
<tr>
<td>SE</td>
<td>57%</td>
<td>42%</td>
<td>65%</td>
</tr>
<tr>
<td>UK</td>
<td>36%</td>
<td>22%</td>
<td>42%</td>
</tr>
</tbody>
</table>
### Proportion of households without a desk computer

<table>
<thead>
<tr>
<th>TOTAL</th>
<th>Household composition</th>
<th>Subjective urbanisation</th>
<th>Single household by age</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>EU28</td>
<td>58%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EU15</td>
<td>59%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NMS13</td>
<td>53%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BE</td>
<td>50%</td>
<td>66%</td>
<td>53%</td>
</tr>
<tr>
<td>BG</td>
<td>59%</td>
<td>88%</td>
<td>74%</td>
</tr>
<tr>
<td>CZ</td>
<td>51%</td>
<td>75%</td>
<td>53%</td>
</tr>
<tr>
<td>DK</td>
<td>60%</td>
<td>69%</td>
<td>49%</td>
</tr>
<tr>
<td>DE</td>
<td>56%</td>
<td>70%</td>
<td>54%</td>
</tr>
<tr>
<td>EE</td>
<td>61%</td>
<td>81%</td>
<td>64%</td>
</tr>
<tr>
<td>IE</td>
<td>78%</td>
<td>86%</td>
<td>77%</td>
</tr>
<tr>
<td>EL</td>
<td>64%</td>
<td>83%</td>
<td>78%</td>
</tr>
<tr>
<td>ES</td>
<td>55%</td>
<td>73%</td>
<td>60%</td>
</tr>
<tr>
<td>FR</td>
<td>52%</td>
<td>74%</td>
<td>50%</td>
</tr>
<tr>
<td>HR</td>
<td>45%</td>
<td>83%</td>
<td>64%</td>
</tr>
<tr>
<td>IT</td>
<td>72%</td>
<td>87%</td>
<td>79%</td>
</tr>
<tr>
<td>CY</td>
<td>67%</td>
<td>88%</td>
<td>76%</td>
</tr>
<tr>
<td>LV</td>
<td>53%</td>
<td>81%</td>
<td>61%</td>
</tr>
<tr>
<td>LT</td>
<td>61%</td>
<td>85%</td>
<td>70%</td>
</tr>
<tr>
<td>LU</td>
<td>53%</td>
<td>75%</td>
<td>53%</td>
</tr>
<tr>
<td>HU</td>
<td>46%</td>
<td>75%</td>
<td>50%</td>
</tr>
<tr>
<td>MT</td>
<td>49%</td>
<td>70%</td>
<td>51%</td>
</tr>
<tr>
<td>NL</td>
<td>34%</td>
<td>49%</td>
<td>28%</td>
</tr>
<tr>
<td>AT</td>
<td>61%</td>
<td>78%</td>
<td>60%</td>
</tr>
<tr>
<td>PL</td>
<td>60%</td>
<td>88%</td>
<td>67%</td>
</tr>
<tr>
<td>PT</td>
<td>76%</td>
<td>88%</td>
<td>77%</td>
</tr>
<tr>
<td>RO</td>
<td>51%</td>
<td>81%</td>
<td>56%</td>
</tr>
<tr>
<td>SI</td>
<td>50%</td>
<td>76%</td>
<td>60%</td>
</tr>
<tr>
<td>SK</td>
<td>60%</td>
<td>87%</td>
<td>63%</td>
</tr>
<tr>
<td>FI</td>
<td>62%</td>
<td>73%</td>
<td>55%</td>
</tr>
<tr>
<td>SE</td>
<td>43%</td>
<td>58%</td>
<td>35%</td>
</tr>
<tr>
<td>UK</td>
<td>64%</td>
<td>78%</td>
<td>58%</td>
</tr>
</tbody>
</table>
## Proportion of households having an internet connection

<table>
<thead>
<tr>
<th>TOTAL</th>
<th>Household composition</th>
<th>Subjective urbanisation</th>
<th>Single household by age</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>EU28</td>
<td>65%</td>
<td>48%</td>
<td>66%</td>
</tr>
<tr>
<td>EU15</td>
<td>67%</td>
<td>51%</td>
<td>69%</td>
</tr>
<tr>
<td>NMS13</td>
<td>61%</td>
<td>35%</td>
<td>51%</td>
</tr>
<tr>
<td>BE</td>
<td>76%</td>
<td>54%</td>
<td>77%</td>
</tr>
<tr>
<td>BG</td>
<td>53%</td>
<td>19%</td>
<td>34%</td>
</tr>
<tr>
<td>CZ</td>
<td>65%</td>
<td>40%</td>
<td>60%</td>
</tr>
<tr>
<td>DK</td>
<td>88%</td>
<td>81%</td>
<td>98%</td>
</tr>
<tr>
<td>DE</td>
<td>70%</td>
<td>55%</td>
<td>71%</td>
</tr>
<tr>
<td>EE</td>
<td>70%</td>
<td>42%</td>
<td>72%</td>
</tr>
<tr>
<td>IE</td>
<td>67%</td>
<td>50%</td>
<td>72%</td>
</tr>
<tr>
<td>EL</td>
<td>55%</td>
<td>39%</td>
<td>40%</td>
</tr>
<tr>
<td>ES</td>
<td>56%</td>
<td>38%</td>
<td>52%</td>
</tr>
<tr>
<td>FR</td>
<td>78%</td>
<td>55%</td>
<td>84%</td>
</tr>
<tr>
<td>HR</td>
<td>70%</td>
<td>37%</td>
<td>47%</td>
</tr>
<tr>
<td>IT</td>
<td>44%</td>
<td>24%</td>
<td>34%</td>
</tr>
<tr>
<td>CY</td>
<td>63%</td>
<td>33%</td>
<td>42%</td>
</tr>
<tr>
<td>LV</td>
<td>70%</td>
<td>40%</td>
<td>63%</td>
</tr>
<tr>
<td>LT</td>
<td>60%</td>
<td>28%</td>
<td>50%</td>
</tr>
<tr>
<td>LU</td>
<td>77%</td>
<td>58%</td>
<td>77%</td>
</tr>
<tr>
<td>HU</td>
<td>55%</td>
<td>26%</td>
<td>51%</td>
</tr>
<tr>
<td>MT</td>
<td>69%</td>
<td>47%</td>
<td>68%</td>
</tr>
<tr>
<td>NL</td>
<td>93%</td>
<td>83%</td>
<td>97%</td>
</tr>
<tr>
<td>AT</td>
<td>64%</td>
<td>41%</td>
<td>63%</td>
</tr>
<tr>
<td>PL</td>
<td>57%</td>
<td>30%</td>
<td>45%</td>
</tr>
<tr>
<td>PT</td>
<td>47%</td>
<td>28%</td>
<td>44%</td>
</tr>
<tr>
<td>RO</td>
<td>54%</td>
<td>26%</td>
<td>47%</td>
</tr>
<tr>
<td>SI</td>
<td>73%</td>
<td>51%</td>
<td>60%</td>
</tr>
<tr>
<td>SK</td>
<td>59%</td>
<td>25%</td>
<td>55%</td>
</tr>
<tr>
<td>FI</td>
<td>78%</td>
<td>61%</td>
<td>83%</td>
</tr>
<tr>
<td>SE</td>
<td>91%</td>
<td>81%</td>
<td>96%</td>
</tr>
<tr>
<td>UK</td>
<td>71%</td>
<td>53%</td>
<td>77%</td>
</tr>
</tbody>
</table>
### Proportion of households having broadband Internet access

<table>
<thead>
<tr>
<th>TOTAL</th>
<th>Household composition</th>
<th>Subjective urbanisation</th>
<th>Single household by age</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>EU28</td>
<td>60%</td>
<td>44%</td>
<td>60%</td>
</tr>
<tr>
<td>EU15</td>
<td>62%</td>
<td>47%</td>
<td>63%</td>
</tr>
<tr>
<td>NMS13</td>
<td>53%</td>
<td>32%</td>
<td>45%</td>
</tr>
<tr>
<td>BE</td>
<td>73%</td>
<td>52%</td>
<td>75%</td>
</tr>
<tr>
<td>BG</td>
<td>49%</td>
<td>18%</td>
<td>67%</td>
</tr>
<tr>
<td>CZ</td>
<td>55%</td>
<td>35%</td>
<td>50%</td>
</tr>
<tr>
<td>DK</td>
<td>80%</td>
<td>73%</td>
<td>90%</td>
</tr>
<tr>
<td>DE</td>
<td>60%</td>
<td>47%</td>
<td>59%</td>
</tr>
<tr>
<td>EE</td>
<td>64%</td>
<td>37%</td>
<td>66%</td>
</tr>
<tr>
<td>IE</td>
<td>56%</td>
<td>40%</td>
<td>57%</td>
</tr>
<tr>
<td>EL</td>
<td>49%</td>
<td>36%</td>
<td>36%</td>
</tr>
<tr>
<td>ES</td>
<td>53%</td>
<td>38%</td>
<td>48%</td>
</tr>
<tr>
<td>FR</td>
<td>74%</td>
<td>52%</td>
<td>80%</td>
</tr>
<tr>
<td>HR</td>
<td>62%</td>
<td>33%</td>
<td>42%</td>
</tr>
<tr>
<td>IT</td>
<td>41%</td>
<td>22%</td>
<td>32%</td>
</tr>
<tr>
<td>CY</td>
<td>54%</td>
<td>32%</td>
<td>34%</td>
</tr>
<tr>
<td>LV</td>
<td>59%</td>
<td>33%</td>
<td>54%</td>
</tr>
<tr>
<td>LT</td>
<td>50%</td>
<td>25%</td>
<td>41%</td>
</tr>
<tr>
<td>LU</td>
<td>63%</td>
<td>44%</td>
<td>58%</td>
</tr>
<tr>
<td>HU</td>
<td>53%</td>
<td>25%</td>
<td>49%</td>
</tr>
<tr>
<td>MT</td>
<td>64%</td>
<td>42%</td>
<td>66%</td>
</tr>
<tr>
<td>NL</td>
<td>88%</td>
<td>75%</td>
<td>93%</td>
</tr>
<tr>
<td>AT</td>
<td>52%</td>
<td>37%</td>
<td>49%</td>
</tr>
<tr>
<td>PL</td>
<td>48%</td>
<td>27%</td>
<td>38%</td>
</tr>
<tr>
<td>PT</td>
<td>43%</td>
<td>26%</td>
<td>40%</td>
</tr>
<tr>
<td>RO</td>
<td>49%</td>
<td>22%</td>
<td>42%</td>
</tr>
<tr>
<td>SI</td>
<td>67%</td>
<td>44%</td>
<td>54%</td>
</tr>
<tr>
<td>SK</td>
<td>51%</td>
<td>23%</td>
<td>46%</td>
</tr>
<tr>
<td>FI</td>
<td>74%</td>
<td>57%</td>
<td>78%</td>
</tr>
<tr>
<td>SE</td>
<td>85%</td>
<td>72%</td>
<td>89%</td>
</tr>
<tr>
<td>UK</td>
<td>68%</td>
<td>49%</td>
<td>74%</td>
</tr>
</tbody>
</table>

**Subjective urbanisation**
- Rural village
- Small/ mid size town
- Large town

**Single household by age**
- Under 29
- 30-59
- 60+
Proportion of households having narrowband Internet access

<table>
<thead>
<tr>
<th>TOTAL</th>
<th>Household composition</th>
<th>Subjective urbanisation</th>
<th>Single household by age</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>EU28</td>
<td>3%</td>
<td>2%</td>
<td>3%</td>
</tr>
<tr>
<td>EU15</td>
<td>3%</td>
<td>2%</td>
<td>3%</td>
</tr>
<tr>
<td>NMS13</td>
<td>3%</td>
<td>1%</td>
<td>2%</td>
</tr>
<tr>
<td>BE</td>
<td>2%</td>
<td>2%</td>
<td>1%</td>
</tr>
<tr>
<td>BG</td>
<td>1%</td>
<td>-</td>
<td>1%</td>
</tr>
<tr>
<td>CZ</td>
<td>1%</td>
<td>-</td>
<td>2%</td>
</tr>
<tr>
<td>DK</td>
<td>3%</td>
<td>2%</td>
<td>4%</td>
</tr>
<tr>
<td>DE</td>
<td>6%</td>
<td>5%</td>
<td>7%</td>
</tr>
<tr>
<td>EE</td>
<td>4%</td>
<td>4%</td>
<td>3%</td>
</tr>
<tr>
<td>IE</td>
<td>9%</td>
<td>6%</td>
<td>14%</td>
</tr>
<tr>
<td>EL</td>
<td>3%</td>
<td>2%</td>
<td>1%</td>
</tr>
<tr>
<td>ES</td>
<td>1%</td>
<td>-</td>
<td>1%</td>
</tr>
<tr>
<td>FR</td>
<td>2%</td>
<td>1%</td>
<td>2%</td>
</tr>
<tr>
<td>HR</td>
<td>3%</td>
<td>1%</td>
<td>2%</td>
</tr>
<tr>
<td>IT</td>
<td>1%</td>
<td>-</td>
<td>1%</td>
</tr>
<tr>
<td>CY</td>
<td>3%</td>
<td>-</td>
<td>2%</td>
</tr>
<tr>
<td>LV</td>
<td>6%</td>
<td>4%</td>
<td>5%</td>
</tr>
<tr>
<td>LT</td>
<td>8%</td>
<td>1%</td>
<td>7%</td>
</tr>
<tr>
<td>LU</td>
<td>12%</td>
<td>13%</td>
<td>14%</td>
</tr>
<tr>
<td>MT</td>
<td>0%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>NL</td>
<td>2%</td>
<td>4%</td>
<td>2%</td>
</tr>
<tr>
<td>AT</td>
<td>4%</td>
<td>0%</td>
<td>5%</td>
</tr>
<tr>
<td>PL</td>
<td>3%</td>
<td>-</td>
<td>2%</td>
</tr>
<tr>
<td>PT</td>
<td>2%</td>
<td>1%</td>
<td>2%</td>
</tr>
<tr>
<td>RO</td>
<td>3%</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>SI</td>
<td>2%</td>
<td>3%</td>
<td>1%</td>
</tr>
<tr>
<td>SK</td>
<td>1%</td>
<td>-</td>
<td>2%</td>
</tr>
<tr>
<td>FI</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>SE</td>
<td>2%</td>
<td>2%</td>
<td>3%</td>
</tr>
<tr>
<td>UK</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
</tr>
</tbody>
</table>
### Proportion of households having at least one bundle

<table>
<thead>
<tr>
<th>TOTAL</th>
<th>Household composition</th>
<th>Subjective urbanisation</th>
<th>Single household by age</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>EU28</td>
<td>46%</td>
<td>33%</td>
<td>49%</td>
</tr>
<tr>
<td>EU15</td>
<td>49%</td>
<td>36%</td>
<td>52%</td>
</tr>
<tr>
<td>NMS13</td>
<td>34%</td>
<td>21%</td>
<td>30%</td>
</tr>
<tr>
<td>BE</td>
<td>70%</td>
<td>57%</td>
<td>73%</td>
</tr>
<tr>
<td>BG</td>
<td>35%</td>
<td>15%</td>
<td>24%</td>
</tr>
<tr>
<td>CZ</td>
<td>23%</td>
<td>13%</td>
<td>21%</td>
</tr>
<tr>
<td>DK</td>
<td>51%</td>
<td>44%</td>
<td>62%</td>
</tr>
<tr>
<td>DE</td>
<td>54%</td>
<td>39%</td>
<td>57%</td>
</tr>
<tr>
<td>EE</td>
<td>50%</td>
<td>30%</td>
<td>48%</td>
</tr>
<tr>
<td>IE</td>
<td>35%</td>
<td>25%</td>
<td>40%</td>
</tr>
<tr>
<td>EL</td>
<td>49%</td>
<td>28%</td>
<td>35%</td>
</tr>
<tr>
<td>ES</td>
<td>46%</td>
<td>27%</td>
<td>45%</td>
</tr>
<tr>
<td>FR</td>
<td>64%</td>
<td>44%</td>
<td>66%</td>
</tr>
<tr>
<td>HR</td>
<td>54%</td>
<td>28%</td>
<td>40%</td>
</tr>
<tr>
<td>IT</td>
<td>21%</td>
<td>8%</td>
<td>16%</td>
</tr>
<tr>
<td>CY</td>
<td>38%</td>
<td>28%</td>
<td>21%</td>
</tr>
<tr>
<td>LV</td>
<td>44%</td>
<td>24%</td>
<td>45%</td>
</tr>
<tr>
<td>LT</td>
<td>29%</td>
<td>15%</td>
<td>27%</td>
</tr>
<tr>
<td>LU</td>
<td>58%</td>
<td>49%</td>
<td>55%</td>
</tr>
<tr>
<td>HU</td>
<td>48%</td>
<td>33%</td>
<td>46%</td>
</tr>
<tr>
<td>MT</td>
<td>58%</td>
<td>39%</td>
<td>65%</td>
</tr>
<tr>
<td>NL</td>
<td>75%</td>
<td>66%</td>
<td>79%</td>
</tr>
<tr>
<td>AT</td>
<td>33%</td>
<td>21%</td>
<td>35%</td>
</tr>
<tr>
<td>PL</td>
<td>21%</td>
<td>15%</td>
<td>19%</td>
</tr>
<tr>
<td>PT</td>
<td>50%</td>
<td>32%</td>
<td>53%</td>
</tr>
<tr>
<td>RO</td>
<td>47%</td>
<td>30%</td>
<td>45%</td>
</tr>
<tr>
<td>SI</td>
<td>63%</td>
<td>32%</td>
<td>56%</td>
</tr>
<tr>
<td>SK</td>
<td>22%</td>
<td>11%</td>
<td>17%</td>
</tr>
<tr>
<td>FI</td>
<td>26%</td>
<td>16%</td>
<td>26%</td>
</tr>
<tr>
<td>SE</td>
<td>55%</td>
<td>49%</td>
<td>56%</td>
</tr>
<tr>
<td>UK</td>
<td>51%</td>
<td>37%</td>
<td>57%</td>
</tr>
</tbody>
</table>
### Proportion of households having no service package

<table>
<thead>
<tr>
<th>TOTAL</th>
<th>Household composition</th>
<th>Subjective urbanisation</th>
<th>Single household by age</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>EU28</td>
<td>51%</td>
<td>65%</td>
<td>48%</td>
</tr>
<tr>
<td>EU15</td>
<td>48%</td>
<td>63%</td>
<td>45%</td>
</tr>
<tr>
<td>NMS13</td>
<td>63%</td>
<td>76%</td>
<td>62%</td>
</tr>
<tr>
<td>BE</td>
<td>29%</td>
<td>42%</td>
<td>26%</td>
</tr>
<tr>
<td>BG</td>
<td>64%</td>
<td>84%</td>
<td>75%</td>
</tr>
<tr>
<td>CZ</td>
<td>73%</td>
<td>86%</td>
<td>74%</td>
</tr>
<tr>
<td>DK</td>
<td>45%</td>
<td>53%</td>
<td>34%</td>
</tr>
<tr>
<td>DE</td>
<td>43%</td>
<td>59%</td>
<td>39%</td>
</tr>
<tr>
<td>EE</td>
<td>45%</td>
<td>64%</td>
<td>48%</td>
</tr>
<tr>
<td>IE</td>
<td>63%</td>
<td>74%</td>
<td>59%</td>
</tr>
<tr>
<td>EL</td>
<td>49%</td>
<td>71%</td>
<td>63%</td>
</tr>
<tr>
<td>ES</td>
<td>53%</td>
<td>72%</td>
<td>52%</td>
</tr>
<tr>
<td>FR</td>
<td>35%</td>
<td>56%</td>
<td>33%</td>
</tr>
<tr>
<td>HR</td>
<td>43%</td>
<td>65%</td>
<td>57%</td>
</tr>
<tr>
<td>IT</td>
<td>74%</td>
<td>90%</td>
<td>78%</td>
</tr>
<tr>
<td>CY</td>
<td>62%</td>
<td>72%</td>
<td>77%</td>
</tr>
<tr>
<td>LV</td>
<td>54%</td>
<td>75%</td>
<td>52%</td>
</tr>
<tr>
<td>LT</td>
<td>68%</td>
<td>81%</td>
<td>70%</td>
</tr>
<tr>
<td>LU</td>
<td>39%</td>
<td>50%</td>
<td>43%</td>
</tr>
<tr>
<td>MT</td>
<td>39%</td>
<td>57%</td>
<td>34%</td>
</tr>
<tr>
<td>NL</td>
<td>31%</td>
<td>32%</td>
<td>18%</td>
</tr>
<tr>
<td>AT</td>
<td>63%</td>
<td>77%</td>
<td>60%</td>
</tr>
<tr>
<td>PL</td>
<td>76%</td>
<td>84%</td>
<td>79%</td>
</tr>
<tr>
<td>PT</td>
<td>39%</td>
<td>49%</td>
<td>46%</td>
</tr>
<tr>
<td>RO</td>
<td>49%</td>
<td>60%</td>
<td>49%</td>
</tr>
<tr>
<td>SI</td>
<td>33%</td>
<td>61%</td>
<td>40%</td>
</tr>
<tr>
<td>SK</td>
<td>75%</td>
<td>88%</td>
<td>76%</td>
</tr>
<tr>
<td>FI</td>
<td>71%</td>
<td>82%</td>
<td>72%</td>
</tr>
<tr>
<td>SE</td>
<td>41%</td>
<td>49%</td>
<td>40%</td>
</tr>
<tr>
<td>UK</td>
<td>46%</td>
<td>61%</td>
<td>41%</td>
</tr>
</tbody>
</table>
### Proportion of households that make phone calls over the Internet

<table>
<thead>
<tr>
<th>TOTAL</th>
<th>Household composition</th>
<th>Subjective urbanisation</th>
<th>Single household by age</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>EU28</td>
<td>23%</td>
<td>15%</td>
<td>22%</td>
</tr>
<tr>
<td>EU15</td>
<td>23%</td>
<td>16%</td>
<td>23%</td>
</tr>
<tr>
<td>NMS13</td>
<td>24%</td>
<td>11%</td>
<td>18%</td>
</tr>
<tr>
<td>BE</td>
<td>31%</td>
<td>20%</td>
<td>29%</td>
</tr>
<tr>
<td>BG</td>
<td>31%</td>
<td>10%</td>
<td>18%</td>
</tr>
<tr>
<td>CZ</td>
<td>33%</td>
<td>22%</td>
<td>25%</td>
</tr>
<tr>
<td>DK</td>
<td>41%</td>
<td>29%</td>
<td>49%</td>
</tr>
<tr>
<td>DE</td>
<td>19%</td>
<td>13%</td>
<td>19%</td>
</tr>
<tr>
<td>EE</td>
<td>37%</td>
<td>18%</td>
<td>33%</td>
</tr>
<tr>
<td>IE</td>
<td>31%</td>
<td>21%</td>
<td>32%</td>
</tr>
<tr>
<td>EL</td>
<td>18%</td>
<td>15%</td>
<td>13%</td>
</tr>
<tr>
<td>ES</td>
<td>17%</td>
<td>14%</td>
<td>17%</td>
</tr>
<tr>
<td>FR</td>
<td>28%</td>
<td>19%</td>
<td>25%</td>
</tr>
<tr>
<td>HR</td>
<td>34%</td>
<td>18%</td>
<td>20%</td>
</tr>
<tr>
<td>IT</td>
<td>13%</td>
<td>6%</td>
<td>10%</td>
</tr>
<tr>
<td>CY</td>
<td>31%</td>
<td>28%</td>
<td>17%</td>
</tr>
<tr>
<td>LT</td>
<td>37%</td>
<td>19%</td>
<td>27%</td>
</tr>
<tr>
<td>LU</td>
<td>34%</td>
<td>13%</td>
<td>27%</td>
</tr>
<tr>
<td>HU</td>
<td>42%</td>
<td>32%</td>
<td>32%</td>
</tr>
<tr>
<td>MT</td>
<td>32%</td>
<td>15%</td>
<td>26%</td>
</tr>
<tr>
<td>NL</td>
<td>34%</td>
<td>24%</td>
<td>35%</td>
</tr>
<tr>
<td>AT</td>
<td>24%</td>
<td>12%</td>
<td>20%</td>
</tr>
<tr>
<td>PL</td>
<td>21%</td>
<td>8%</td>
<td>12%</td>
</tr>
<tr>
<td>PT</td>
<td>32%</td>
<td>15%</td>
<td>26%</td>
</tr>
<tr>
<td>RO</td>
<td>14%</td>
<td>2%</td>
<td>14%</td>
</tr>
<tr>
<td>SI</td>
<td>27%</td>
<td>14%</td>
<td>24%</td>
</tr>
<tr>
<td>SK</td>
<td>26%</td>
<td>10%</td>
<td>23%</td>
</tr>
<tr>
<td>FI</td>
<td>31%</td>
<td>23%</td>
<td>30%</td>
</tr>
<tr>
<td>SE</td>
<td>36%</td>
<td>20%</td>
<td>33%</td>
</tr>
<tr>
<td>UK</td>
<td>30%</td>
<td>20%</td>
<td>32%</td>
</tr>
</tbody>
</table>


<table>
<thead>
<tr>
<th>TOTAL</th>
<th>Household composition</th>
<th>Subjective urbanisation</th>
<th>Single household by age</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>EU28</td>
<td>44%</td>
<td>44%</td>
<td>45%</td>
</tr>
<tr>
<td>EU15</td>
<td>46%</td>
<td>46%</td>
<td>47%</td>
</tr>
<tr>
<td>NMS13</td>
<td>32%</td>
<td>35%</td>
<td>35%</td>
</tr>
<tr>
<td>BE</td>
<td>53%</td>
<td>53%</td>
<td>56%</td>
</tr>
<tr>
<td>BG</td>
<td>62%</td>
<td>50%</td>
<td>64%</td>
</tr>
<tr>
<td>CZ</td>
<td>44%</td>
<td>45%</td>
<td>41%</td>
</tr>
<tr>
<td>DK</td>
<td>83%</td>
<td>79%</td>
<td>88%</td>
</tr>
<tr>
<td>DE</td>
<td>37%</td>
<td>35%</td>
<td>40%</td>
</tr>
<tr>
<td>EE</td>
<td>70%</td>
<td>67%</td>
<td>72%</td>
</tr>
<tr>
<td>IE</td>
<td>29%</td>
<td>39%</td>
<td>24%</td>
</tr>
<tr>
<td>EL</td>
<td>25%</td>
<td>32%</td>
<td>24%</td>
</tr>
<tr>
<td>ES</td>
<td>63%</td>
<td>64%</td>
<td>68%</td>
</tr>
<tr>
<td>FR</td>
<td>81%</td>
<td>72%</td>
<td>82%</td>
</tr>
<tr>
<td>HR</td>
<td>28%</td>
<td>32%</td>
<td>30%</td>
</tr>
<tr>
<td>IT</td>
<td>6%</td>
<td>9%</td>
<td>7%</td>
</tr>
<tr>
<td>CY</td>
<td>47%</td>
<td>66%</td>
<td>55%</td>
</tr>
<tr>
<td>LV</td>
<td>44%</td>
<td>50%</td>
<td>53%</td>
</tr>
<tr>
<td>LT</td>
<td>31%</td>
<td>34%</td>
<td>42%</td>
</tr>
<tr>
<td>LU</td>
<td>72%</td>
<td>71%</td>
<td>79%</td>
</tr>
<tr>
<td>HU</td>
<td>32%</td>
<td>31%</td>
<td>36%</td>
</tr>
<tr>
<td>MT</td>
<td>18%</td>
<td>21%</td>
<td>21%</td>
</tr>
<tr>
<td>NL</td>
<td>54%</td>
<td>51%</td>
<td>57%</td>
</tr>
<tr>
<td>AT</td>
<td>64%</td>
<td>63%</td>
<td>71%</td>
</tr>
<tr>
<td>PL</td>
<td>25%</td>
<td>27%</td>
<td>27%</td>
</tr>
<tr>
<td>PT</td>
<td>7%</td>
<td>7%</td>
<td>8%</td>
</tr>
<tr>
<td>RO</td>
<td>22%</td>
<td>26%</td>
<td>23%</td>
</tr>
<tr>
<td>SI</td>
<td>62%</td>
<td>68%</td>
<td>56%</td>
</tr>
<tr>
<td>SK</td>
<td>36%</td>
<td>39%</td>
<td>41%</td>
</tr>
<tr>
<td>FI</td>
<td>82%</td>
<td>82%</td>
<td>87%</td>
</tr>
<tr>
<td>SE</td>
<td>61%</td>
<td>64%</td>
<td>58%</td>
</tr>
<tr>
<td>UK</td>
<td>48%</td>
<td>45%</td>
<td>45%</td>
</tr>
</tbody>
</table>

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

Subjective urbanisation
- Rural village
- Small/ mid size town
- Large town

Age categories:
- -29
- 30-59
- 60+
<table>
<thead>
<tr>
<th>TOTAL</th>
<th>Household composition</th>
<th>Subjective urbanisation</th>
<th>Single household by age</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>EU28</td>
<td>31%</td>
<td>34%</td>
<td>33%</td>
</tr>
<tr>
<td>EU15</td>
<td>31%</td>
<td>33%</td>
<td>32%</td>
</tr>
<tr>
<td>NMS13</td>
<td>34%</td>
<td>40%</td>
<td>37%</td>
</tr>
<tr>
<td>BE</td>
<td>17%</td>
<td>20%</td>
<td>19%</td>
</tr>
<tr>
<td>BG</td>
<td>12%</td>
<td>16%</td>
<td>16%</td>
</tr>
<tr>
<td>CZ</td>
<td>28%</td>
<td>44%</td>
<td>35%</td>
</tr>
<tr>
<td>DK</td>
<td>6%</td>
<td>9%</td>
<td>3%</td>
</tr>
<tr>
<td>DE</td>
<td>34%</td>
<td>42%</td>
<td>35%</td>
</tr>
<tr>
<td>EE</td>
<td>11%</td>
<td>16%</td>
<td>12%</td>
</tr>
<tr>
<td>IE</td>
<td>41%</td>
<td>41%</td>
<td>45%</td>
</tr>
<tr>
<td>EL</td>
<td>45%</td>
<td>47%</td>
<td>53%</td>
</tr>
<tr>
<td>ES</td>
<td>13%</td>
<td>15%</td>
<td>14%</td>
</tr>
<tr>
<td>FR</td>
<td>5%</td>
<td>7%</td>
<td>6%</td>
</tr>
<tr>
<td>HR</td>
<td>30%</td>
<td>39%</td>
<td>38%</td>
</tr>
<tr>
<td>IT</td>
<td>75%</td>
<td>66%</td>
<td>81%</td>
</tr>
<tr>
<td>CY</td>
<td>11%</td>
<td>10%</td>
<td>17%</td>
</tr>
<tr>
<td>LV</td>
<td>23%</td>
<td>34%</td>
<td>24%</td>
</tr>
<tr>
<td>LT</td>
<td>28%</td>
<td>40%</td>
<td>30%</td>
</tr>
<tr>
<td>LU</td>
<td>5%</td>
<td>9%</td>
<td>5%</td>
</tr>
<tr>
<td>HU</td>
<td>38%</td>
<td>42%</td>
<td>38%</td>
</tr>
<tr>
<td>MT</td>
<td>50%</td>
<td>54%</td>
<td>53%</td>
</tr>
<tr>
<td>NL</td>
<td>19%</td>
<td>30%</td>
<td>20%</td>
</tr>
<tr>
<td>AT</td>
<td>10%</td>
<td>16%</td>
<td>8%</td>
</tr>
<tr>
<td>PL</td>
<td>41%</td>
<td>42%</td>
<td>44%</td>
</tr>
<tr>
<td>PT</td>
<td>74%</td>
<td>67%</td>
<td>78%</td>
</tr>
<tr>
<td>RO</td>
<td>41%</td>
<td>39%</td>
<td>43%</td>
</tr>
<tr>
<td>SI</td>
<td>10%</td>
<td>17%</td>
<td>15%</td>
</tr>
<tr>
<td>SK</td>
<td>23%</td>
<td>35%</td>
<td>25%</td>
</tr>
<tr>
<td>FI</td>
<td>6%</td>
<td>9%</td>
<td>4%</td>
</tr>
<tr>
<td>SE</td>
<td>13%</td>
<td>20%</td>
<td>16%</td>
</tr>
<tr>
<td>UK</td>
<td>29%</td>
<td>38%</td>
<td>29%</td>
</tr>
</tbody>
</table>

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

#### TOTAL

<table>
<thead>
<tr>
<th>Household composition</th>
<th>Subjective urbanisation</th>
<th>Single household by age</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>-----------------------</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>EU28</td>
<td>17%</td>
<td>5%</td>
</tr>
<tr>
<td>EU15</td>
<td>15%</td>
<td>5%</td>
</tr>
<tr>
<td>NMS13</td>
<td>27%</td>
<td>5%</td>
</tr>
<tr>
<td>BE</td>
<td>24%</td>
<td>15%</td>
</tr>
<tr>
<td>BG</td>
<td>14%</td>
<td>3%</td>
</tr>
<tr>
<td>CZ</td>
<td>26%</td>
<td>5%</td>
</tr>
<tr>
<td>DK</td>
<td>6%</td>
<td>4%</td>
</tr>
<tr>
<td>DE</td>
<td>17%</td>
<td>4%</td>
</tr>
<tr>
<td>EE</td>
<td>15%</td>
<td>7%</td>
</tr>
<tr>
<td>IE</td>
<td>24%</td>
<td>6%</td>
</tr>
<tr>
<td>EL</td>
<td>25%</td>
<td>6%</td>
</tr>
<tr>
<td>ES</td>
<td>15%</td>
<td>5%</td>
</tr>
<tr>
<td>FR</td>
<td>7%</td>
<td>4%</td>
</tr>
<tr>
<td>HR</td>
<td>35%</td>
<td>7%</td>
</tr>
<tr>
<td>IT</td>
<td>12%</td>
<td>8%</td>
</tr>
<tr>
<td>CY</td>
<td>37%</td>
<td>1%</td>
</tr>
<tr>
<td>LV</td>
<td>31%</td>
<td>9%</td>
</tr>
<tr>
<td>LT</td>
<td>35%</td>
<td>10%</td>
</tr>
<tr>
<td>LU</td>
<td>19%</td>
<td>11%</td>
</tr>
<tr>
<td>HU</td>
<td>22%</td>
<td>8%</td>
</tr>
<tr>
<td>MT</td>
<td>23%</td>
<td>4%</td>
</tr>
<tr>
<td>NL</td>
<td>23%</td>
<td>11%</td>
</tr>
<tr>
<td>AT</td>
<td>21%</td>
<td>7%</td>
</tr>
<tr>
<td>PL</td>
<td>25%</td>
<td>2%</td>
</tr>
<tr>
<td>PT</td>
<td>5%</td>
<td>2%</td>
</tr>
<tr>
<td>RO</td>
<td>23%</td>
<td>6%</td>
</tr>
<tr>
<td>SI</td>
<td>24%</td>
<td>4%</td>
</tr>
<tr>
<td>SK</td>
<td>32%</td>
<td>3%</td>
</tr>
<tr>
<td>FI</td>
<td>10%</td>
<td>5%</td>
</tr>
<tr>
<td>SE</td>
<td>23%</td>
<td>10%</td>
</tr>
<tr>
<td>UK</td>
<td>17%</td>
<td>4%</td>
</tr>
</tbody>
</table>