

**CC-EB 2003.3**

**SERVICES OF GENERAL  
INTEREST**

**ANNEXES**

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**TABLE 1.1.A ACCESSIBILITY TO MOBILE TELEPHONE SERVICES (% BY COUNTRY)**

**Question:** In general, would you say that access to mobile telephone services is easy or difficult for you? (SHOW CARD WITH SCALE - ONE ANSWER ONLY)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	9079	500	1000	1007	1003	1004
Easy access	75	89	75	75	80	71
Difficult access	6	3	4	9	5	9
No access (SPONT.)	13	0	15	10	8	13
DK / No opinion	7	8	6	6	7	7
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	1004	500	1000	1061	1000	
Easy access	70	75	74	70	84	
Difficult access	9	1	5	7	4	
No access (SPONT.)	17	23	15	5	7	
DK / No opinion	4	1	5	18	5	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	

**TABLE 1.1.B ACCESSIBILITY TO MOBILE TELEPHONE SERVICES (% BY DEMOGRAPHICS)**

**Question:** In general, would you say that access to mobile telephone services is easy or difficult for you? (SHOW CARD WITH SCALE - ONE ANSWER ONLY)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	9079	4081	4998	1537	2199	2337	2985
Easy access	75	78	71	91	89	81	48
Difficult access	6	5	6	3	4	4	10
No access (SPONT.)	13	11	15	4	5	11	27
DK / No opinion	7	5	8	2	2	4	16
<b>Total</b>	<b>101</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	597	1037	859	1640	569	764	2503
Easy access	89	94	90	82	76	79	48
Difficult access	4	2	3	4	9	5	10
No access (SPONT.)	6	3	5	10	9	12	27
DK / No opinion	1	0	2	5	7	5	15
<b>Total</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>101</b>	<b>101</b>	<b>101</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1513	4268	2116	1081	3273	3012	2755
Easy access	44	77	87	92	68	76	82
Difficult access	11	5	3	3	7	5	4
No access (SPONT.)	27	13	7	4	17	12	10
DK / No opinion	18	5	3	1	8	7	5
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>

**TABLE 1.2.A ACCESSIBILITY TO FIXED TELEPHONE SERVICES (% BY COUNTRY)**

Question: And to fixed telephone services? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	9079	500	1000	1007	1003	1004
Easy access	83	97	78	80	84	74
Difficult access	7	0	7	10	6	11
No access (SPONT.)	7	2	11	6	7	11
DK / No opinion	3	0	4	4	3	4
<b>TOTAL</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	1004	500	1000	1061	1000	
Easy access	67	96	87	77	91	
Difficult access	10	1	7	9	5	
No access (SPONT.)	19	3	5	3	3	
DK / No opinion	5	0	1	11	1	
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 1.2.B ACCESSIBILITY TO FIXED TELEPHONE SERVICES (% BY DEMOGRAPHICS)****Question:** And to fixed telephone services? (SHOW SAME CARD WITH SCALE)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	9079	4081	4998	1537	2199	2337	2985
Easy access	83	83	83	85	83	85	80
Difficult access	7	8	6	6	8	7	8
No access (SPONT.)	7	6	7	5	7	6	8
DK / No opinion	3	3	3	3	3	2	4
<b>Total</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>101</b>	<b>100</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	597	1037	859	1640	569	764	2503
Easy access	90	92	88	79	81	78	80
Difficult access	5	3	7	10	8	5	9
No access (SPONT.)	3	4	3	7	8	12	8
DK / No opinion	2	1	1	4	3	5	4
<b>Total</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1513	4268	2116	1081	3273	3012	2755
Easy access	72	84	90	86	79	83	88
Difficult access	10	7	5	6	10	6	5
No access (SPONT.)	13	6	3	5	7	7	5
DK / No opinion	6	3	1	3	4	4	2
<b>Total</b>	<b>101</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

**TABLE 1.3.A ACCESSIBILITY TO ELECTRICITY SUPPLY SERVICES (% BY COUNTRY)**

Question: And to electricity supply services? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	9079	500	1000	1007	1003	1004
Easy access	96	95	87	92	97	98
Difficult access	2	3	3	5	3	2
No access (SPONT.)	1	0	4	0	0	0
DK / No opinion	1	2	6	2	0	0
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	1004	500	1000	1061	1000	
Easy access	94	98	98	93	97	
Difficult access	4	1	2	5	2	
No access (SPONT.)	0	1	0	0	0	
DK / No opinion	2	0	1	2	1	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	

**TABLE 1.3.B ACCESSIBILITY TO ELECTRICITY SUPPLY SERVICES (% BY DEMOGRAPHICS)****Question:** And to electricity supply services? (SHOW SAME CARD WITH SCALE)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	9079	4081	4998	1537	2199	2337	2985
Easy access	96	96	95	93	97	96	95
Difficult access	2	2	3	3	2	2	2
No access (SPONT.)	1	1	1	1	0	1	1
DK / No opinion	1	1	1	3	1	1	1
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	597	1037	859	1640	569	764	2503
Easy access	97	98	95	95	93	95	96
Difficult access	2	1	3	3	5	3	2
No access (SPONT.)	0	0	2	1	0	0	1
DK / No opinion	1	0	1	1	1	2	1
<b>Total</b>	<b>100</b>	<b>99</b>	<b>101</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1513	4268	2116	1081	3273	3012	2755
Easy access	94	95	97	95	96	95	95
Difficult access	3	3	2	1	2	2	3
No access (SPONT.)	1	1	0	1	1	1	1
DK / No opinion	1	1	1	3	1	2	1
<b>Total</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

**TABLE 1.4.A ACCESSIBILITY TO GAS SUPPLY SERVICES (% BY COUNTRY)**

Question: And to gas supply services? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	9079	500	1000	1007	1003	1004
Easy access	84	0	75	53	84	86
Difficult access	6	0	6	8	6	7
No access (SPONT.)	8	100	13	19	8	7
DK / No opinion	3	0	7	20	1	1
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>99</b>	<b>101</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	1004	500	1000	1061	1000	
Easy access	76	91	90	82	59	
Difficult access	7	2	5	6	8	
No access (SPONT.)	13	6	3	6	29	
DK / No opinion	5	1	1	5	4	
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>100</b>	

**TABLE 1.4.B ACCESSIBILITY TO GAS SUPPLY SERVICES (% BY DEMOGRAPHICS)**

Question: And to gas supply services? (SHOW SAME CARD WITH SCALE)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	9079	4081	4998	1537	2199	2337	2985
Easy access	84	83	84	83	85	85	81
Difficult access	6	6	5	7	5	6	5
No access (SPONT.)	8	8	8	6	8	8	10
DK / No opinion	3	2	3	4	2	2	4
<b>Total</b>	<b>101</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	597	1037	859	1640	569	764	2503
Easy access	86	89	85	81	80	83	82
Difficult access	6	3	6	6	10	6	6
No access (SPONT.)	7	7	8	10	9	8	9
DK / No opinion	2	1	2	3	2	3	3
<b>Total</b>	<b>101</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1513	4268	2116	1081	3273	3012	2755
Easy access	76	83	90	86	75	88	89
Difficult access	7	6	4	5	8	4	4
No access (SPONT.)	13	8	5	5	13	5	5
DK / No opinion	4	3	1	5	4	2	2
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>99</b>	<b>100</b>

**TABLE 1.5.A ACCESSIBILITY TO WATER SUPPLY SERVICES (% BY COUNTRY)**

Question: And to water supply services? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	9079	500	1000	1007	1003	1004
Easy access	93	96	84	84	96	84
Difficult access	3	2	4	8	2	9
No access (SPONT.)	2	0	6	3	1	6
DK / No opinion	2	2	6	5	1	1
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	1004	500	1000	1061	1000	
Easy access	81	97	97	90	94	
Difficult access	5	2	1	4	5	
No access (SPONT.)	11	1	1	2	0	
DK / No opinion	3	0	1	4	0	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	

**TABLE 1.5.B ACCESSIBILITY TO WATER SUPPLY SERVICES (% BY DEMOGRAPHICS)**

Question: And to water supply services? (SHOW SAME CARD WITH SCALE)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	9079	4081	4998	1537	2199	2337	2985
Easy access	93	93	93	92	94	94	92
Difficult access	3	2	3	3	3	3	3
No access (SPONT.)	2	2	2	1	2	2	3
DK / No opinion	2	2	2	4	1	1	2
<b>Total</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	597	1037	859	1640	569	764	2503
Easy access	93	96	93	93	92	94	92
Difficult access	4	3	4	3	4	2	3
No access (SPONT.)	2	1	2	3	3	2	3
DK / No opinion	1	1	1	2	1	2	2
<b>Total</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	4268	2116	1081	3273	3012	2755	4268
Easy access	93	95	93	90	94	96	93
Difficult access	3	3	1	4	2	2	3
No access (SPONT.)	3	1	2	4	2	0	3
DK / No opinion	2	1	4	2	2	1	2
<b>Total</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>101</b>

**TABLE 1.6.A ACCESSIBILITY TO POSTAL SERVICES (% BY COUNTRY)**

Question: And to postal services? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	9079	500	1000	1007	1003	1004
Easy access	93	90	82	91	94	94
Difficult access	5	7	11	6	5	3
No access (SPONT.)	1	0	3	1	0	1
DK / No opinion	2	3	5	2	1	1
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>99</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	1004	500	1000	1061	1000	
Easy access	88	95	97	90	97	
Difficult access	7	2	2	8	2	
No access (SPONT.)	1	3	0	0	0	
DK / No opinion	4	0	1	3	1	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	

**TABLE 1.6.B ACCESSIBILITY TO POSTAL SERVICES (% BY DEMOGRAPHICS)**

Question: And to postal services? (SHOW SAME CARD WITH SCALE)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	9079	4081	4998	1537	2199	2337	2985
Easy access	93	93	93	93	95	94	92
Difficult access	5	4	5	4	4	4	6
No access (SPONT.)	1	1	1	1	0	1	1
DK / No opinion	2	2	1	3	1	1	2
<b>Total</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>101</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	597	1037	859	1640	569	764	2503
Easy access	92	94	94	93	90	95	93
Difficult access	5	5	4	5	8	3	5
No access (SPONT.)	2	0	0	1	0	0	1
DK / No opinion	1	1	2	2	2	2	1
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1513	4268	2116	1081	3273	3012	2755
Easy access	91	92	95	94	92	94	94
Difficult access	5	5	4	2	6	4	4
No access (SPONT.)	2	1	0	1	1	1	0
DK / No opinion	2	2	1	3	1	2	2
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>

**TABLE 1.7.A ACCESSIBILITY TO TRANSPORT SERVICES WITHIN TOWNS/CITIES (% BY COUNTRY)****Question:** And to transport services within towns/cities (bus, tram, underground, etc)? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	9079	500	1000	1007	1003	1004
Easy access	70	55	57	71	65	79
Difficult access	13	26	12	9	15	9
No access (SPONT.)	12	0	25	11	14	11
DK / No opinion	5	20	7	9	6	2
<b>TOTAL</b>	<b>100</b>	<b>101</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>101</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	1004	500	1000	1061	1000	
Easy access	73	53	76	59	70	
Difficult access	12	22	13	14	23	
No access (SPONT.)	8	20	8	15	2	
DK / No opinion	7	5	3	12	5	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 1.7.B ACCESSIBILITY TO TRANSPORT SERVICES WITHIN TOWNS/CITIES (% BY DEMOGRAPHICS)****Question:** And to transport services within towns/cities (bus, tram, underground, etc)? (SHOW SAME CARD WITH SCALE)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	9079	4081	4998	1537	2199	2337	2985
Easy access	70	71	68	68	75	68	68
Difficult access	13	12	14	18	12	12	12
No access (SPONT.)	12	11	12	10	9	14	13
DK / No opinion	5	5	5	4	4	6	6
<b>Total</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	597	1037	859	1640	569	764	2503
Easy access	69	74	75	67	59	72	68
Difficult access	14	12	10	11	19	12	13
No access (SPONT.)	11	7	9	18	17	12	13
DK / No opinion	6	7	5	4	5	4	5
<b>Total</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1513	4268	2116	1081	3273	3012	2755
Easy access	60	68	79	73	52	74	89
Difficult access	14	13	11	17	19	12	8
No access (SPONT.)	20	13	6	6	23	9	1
DK / No opinion	7	5	4	4	7	5	3
<b>Total</b>	<b>101</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>101</b>

**TABLE 1.8.A ACCESSIBILITY TO RAIL SERVICES BETWEEN TOWNS/CITIES (% BY COUNTRY)****Question:** And to rail services between towns/cities? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	9079	500	1000	1007	1003	1004
Easy access	59	..	55	51	67	52
Difficult access	20	..	20	20	15	17
No access (SPONT.)	15	100	18	14	11	25
DK / No opinion	7	..	7	16	7	6
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	1004	500	1000	1061	1000	
Easy access	59	..	60	58	60	
Difficult access	14	..	23	16	21	
No access (SPONT.)	15	100	12	12	12	
DK / No opinion	13	..	5	14	7	
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 1.8.B ACCESSIBILITY TO RAIL SERVICES BETWEEN TOWNS/CITIES (% BY DEMOGRAPHICS)****Question:** And to rail services between towns/cities? (SHOW SAME CARD WITH SCALE)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	9079	4081	4998	1537	2199	2337	2985
Easy access	59	59	58	64	63	58	53
Difficult access	20	20	20	20	19	20	20
No access (SPONT.)	15	14	15	10	13	16	18
DK / No opinion	7	6	7	5	5	6	9
<b>Total</b>	<b>101</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	597	1037	859	1640	569	764	2503
Easy access	56	65	64	58	52	61	53
Difficult access	21	21	20	18	18	18	21
No access (SPONT.)	15	10	12	17	25	14	18
DK / No opinion	7	5	5	7	4	7	9
<b>Total</b>	<b>99</b>	<b>101</b>	<b>101</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>101</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1513	4268	2116	1081	3273	3012	2755
Easy access	46	57	68	72	39	64	79
Difficult access	21	20	18	16	28	17	11
No access (SPONT.)	23	16	9	7	26	11	4
DK / No opinion	10	7	5	4	6	7	6
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>99</b>	<b>100</b>

**TABLE 2 1.A PRICING OF MOBILE TELEPHONE SERVICES (% BY COUNTRY)**

**Question:** In general, would you say that the price you pay for the mobile telephone services you use is fair, or unfair? (SHOW CARD WITH SCALE - IF GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE") (IF RESPONDENT REQUESTS FURTHER EXPLANATION ABOUT "FAIR" READ OUT: "FAIR, MEANING THAT THE PRICE YOU PAY CORRESPONDS WITH THE VALUE YOU GET FOR IT.")

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	6874	309	832	762	696	705
Fair	35	63	48	51	55	46
Unfair	28	28	38	20	31	29
Excessive (SPONT.)	14	6	10	24	13	18
DK / No opinion	22	3	4	5	2	6
<b>TOTAL</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>99</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	736	381	837	736	880	
Fair	41	52	23	50	53	
Unfair	25	39	24	37	30	
Excessive (SPONT.)	28	5	15	10	9	
DK / No opinion	6	3	38	3	8	
<b>TOTAL</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 2 1.B PRICING OF MOBILE TELEPHONE SERVICES (% BY DEMOGRAPHICS)**

**Question:** In general, would you say that the price you pay for the mobile telephone services you use is fair, or unfair? (SHOW CARD WITH SCALE - IF GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE") (IF RESPONDENT REQUESTS FURTHER EXPLANATION ABOUT "FAIR" READ OUT: "FAIR, MEANING THAT THE PRICE YOU PAY CORRESPONDS WITH THE VALUE YOU GET FOR IT.")

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	6874	3194	3680	1460	2026	1899	1469
Fair	35	35	36	44	41	35	21
Unfair	28	30	26	35	31	27	19
Excessive (SPONT.)	14	15	14	11	18	17	9
DK / No opinion	22	21	24	10	11	21	51
<b>Total</b>	<b>99</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	555	972	794	1353	389	570	1181
Fair	39	43	41	41	38	32	20
Unfair	24	29	36	33	19	27	19
Excessive (SPONT.)	18	23	13	13	15	16	12
DK / No opinion	19	6	10	13	28	25	50
<b>Total</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	674	3302	1789	1032	2371	2292	2175
Fair	25	37	36	44	31	38	38
Unfair	17	29	27	39	29	27	29
Excessive (SPONT.)	8	14	20	8	10	15	19
DK / No opinion	50	20	17	9	30	21	15
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>101</b>

**TABLE 2 2.A PRICING OF FIXED TELEPHONE SERVICES (% BY COUNTRY)**

Question: And for fixed telephone services? (SHOW SAME CARD)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	7724	492	860	821	805	770
Fair	29	62	32	23	35	26
Unfair	42	31	49	40	42	46
Excessive (SPONT.)	20	6	16	34	20	24
DK / No opinion	9	1	3	2	2	4
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	736	487	954	844	955	
Fair	11	60	27	26	46	
Unfair	45	31	39	59	39	
Excessive (SPONT.)	38	8	21	14	10	
DK / No opinion	6	2	14	1	4	
<b>TOTAL</b>	<b>100</b>	<b>101</b>	<b>101</b>	<b>100</b>	<b>99</b>	

**TABLE 2.2.B PRICING OF FIXED TELEPHONE SERVICES (% BY DEMOGRAPHICS)**

Question: And for fixed telephone services? (SHOW SAME CARD)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	7724	3482	4242	1320	1850	2014	2520
Fair	29	29	29	38	30	25	26
Unfair	42	43	41	42	42	45	40
Excessive (SPONT.)	20	18	22	12	20	22	24
DK / No opinion	9	9	8	9	7	9	10
<b>Total</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>101</b>	<b>99</b>	<b>101</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	544	951	775	1376	500	543	2059
Fair	31	33	28	28	33	21	27
Unfair	44	42	49	44	39	45	38
Excessive (SPONT.)	18	22	20	22	17	20	24
DK / No opinion	7	3	3	7	11	14	12
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>101</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1190	3590	1909	943	2685	2522	2479
Fair	28	28	29	38	28	32	26
Unfair	36	44	45	42	45	39	43
Excessive (SPONT.)	18	21	23	9	17	20	26
DK / No opinion	19	7	3	11	10	9	6
<b>Total</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>

**TABLE 2 3.A PRICING OF ELECTRICITY SUPPLY SERVICES (% BY COUNTRY)**

Question: And for electricity supply services? (SHOW SAME CARD)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8998	500	945	1007	997	1001
Fair	44	28	36	36	51	63
Unfair	33	51	44	31	29	27
Excessive (SPONT.)	19	18	13	28	18	8
DK / No opinion	4	3	6	5	2	2
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	1002	497	999	1053	997	
Fair	35	46	47	21	59	
Unfair	30	40	27	61	28	
Excessive (SPONT.)	29	11	22	16	10	
DK / No opinion	5	3	4	2	4	
<b>TOTAL</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	

**TABLE 2 3.B PRICING OF ELECTRICITY SUPPLY SERVICES (% BY DEMOGRAPHICS)**

Question: And for electricity supply services? (SHOW SAME CARD)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	8998	4040	4958	1514	2187	2322	2954
Fair	44	44	44	48	44	41	44
Unfair	33	33	32	28	33	36	32
Excessive (SPONT.)	19	19	20	13	20	20	22
DK / No opinion	4	4	4	11	3	3	2
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	594	1031	848	1632	565	755	2478
Fair	45	54	41	41	47	33	44
Unfair	34	27	36	39	30	37	31
Excessive (SPONT.)	19	15	21	18	21	23	23
DK / No opinion	2	4	2	3	2	7	2
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1496	4231	2104	1066	3253	2966	2740
Fair	44	40	48	50	45	45	41
Unfair	34	37	28	25	35	30	31
Excessive (SPONT.)	20	20	20	11	16	20	24
DK / No opinion	3	2	4	14	4	5	4
<b>Total</b>	<b>101</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

**TABLE 2 4.A PRICING OF GAS SUPPLY SERVICES (% BY COUNTRY)**

Question: And for gas supply services? (SHOW SAME CARD)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	6934	..	840	484	858	900
Fair	49	..	35	57	48	59
Unfair	27	..	44	23	31	27
Excessive (SPONT.)	18	..	14	14	19	11
DK / No opinion	6	..	7	7	2	3
<b>TOTAL</b>	<b>100</b>	<b>..</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	868	469	963	907	645	
Fair	47	84	54	22	72	
Unfair	21	11	20	55	16	
Excessive (SPONT.)	24	2	19	20	4	
DK / No opinion	8	3	7	2	8	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	

**TABLE 2 4.B PRICING OF GAS SUPPLY SERVICES (% BY DEMOGRAPHICS)**

Question: And for gas supply services? (SHOW SAME CARD)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	6934	3093	3841	1163	1718	1784	2251
Fair	49	48	50	54	53	46	46
Unfair	27	29	26	23	25	32	28
Excessive (SPONT.)	18	17	19	11	18	18	22
DK / No opinion	6	6	5	12	4	5	5
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>101</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un- employed</b>	<b>Retired</b>
N=	462	804	647	1257	412	575	1923
Fair	49	58	45	44	55	50	47
Unfair	32	21	31	33	23	28	26
Excessive (SPONT.)	15	17	20	18	19	17	22
DK / No opinion	4	4	4	5	3	5	5
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1012	3329	1680	820	2294	2347	2259
Fair	47	45	56	54	47	50	50
Unfair	27	32	24	21	31	25	26
Excessive (SPONT.)	20	19	16	9	14	19	20
DK / No opinion	6	4	4	16	8	5	4
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>

**TABLE 2 5.A PRICING OF WATER SUPPLY SERVICES (% BY COUNTRY)**

Question: And for water supply services? (SHOW SAME CARD)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8505	500	915	893	980	891
Fair	51	75	41	45	52	56
Unfair	28	18	38	29	30	31
Excessive (SPONT.)	17	3	15	21	17	10
DK / No opinion	4	4	6	5	2	3
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	879	496	986	971	994	
Fair	29	53	56	31	70	
Unfair	34	36	21	53	21	
Excessive (SPONT.)	32	8	19	14	6	
DK / No opinion	5	3	5	2	3	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	

**TABLE 2 5.B PRICING OF WATER SUPPLY SERVICES (% BY DEMOGRAPHICS)**

Question: And for water supply services? (SHOW SAME CARD)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	8505	3804	4701	1458	2078	2200	2748
Fair	51	51	50	56	56	47	46
Unfair	28	27	28	22	25	30	30
Excessive (SPONT.)	17	17	18	11	16	19	21
DK / No opinion	4	5	4	11	3	3	2
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>99</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	561	1007	819	1544	542	684	2285
Fair	55	58	47	49	57	45	49
Unfair	26	24	31	32	26	32	28
Excessive (SPONT.)	16	14	19	16	16	19	21
DK / No opinion	3	4	3	3	0	4	3
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>101</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1389	3962	2023	1031	2883	2854	2729
Fair	50	48	54	57	57	49	46
Unfair	29	31	26	20	26	28	29
Excessive (SPONT.)	17	19	17	9	12	20	22
DK / No opinion	3	3	3	14	5	4	3
<b>Total</b>	<b>99</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>

**TABLE 2 6.A PRICING OF POSTAL SERVICES (% BY COUNTRY)**

Question: And for postal services? (SHOW SAME CARD)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8849	500	953	942	972	979
Fair	60	76	38	61	71	69
Unfair	24	5	46	16	19	19
Excessive (SPONT.)	11	2	11	13	8	5
DK / No opinion	4	18	5	10	3	6
<b>TOTAL</b>	<b>99</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>99</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	962	488	999	1054	1000	
Fair	48	88	66	36	74	
Unfair	19	8	18	50	17	
Excessive (SPONT.)	23	2	12	12	5	
DK / No opinion	10	2	4	2	4	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 2 6.B PRICING OF POSTAL SERVICES (% BY DEMOGRAPHICS)**

Question: And for postal services? (SHOW SAME CARD)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	8849	3963	4886	1496	2144	2291	2897
Fair	60	60	60	68	62	57	58
Unfair	24	24	24	19	25	26	24
Excessive (SPONT.)	11	11	12	8	10	12	14
DK / No opinion	4	4	4	6	3	4	4
<b>Total</b>	<b>99</b>	<b>99</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>99</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un- employed</b>	<b>Retired</b>
N=	584	1025	841	1595	553	739	2427
Fair	64	62	54	59	68	57	59
Unfair	25	22	32	28	19	25	23
Excessive (SPONT.)	7	10	12	10	8	13	15
DK / No opinion	3	6	2	3	5	5	3
<b>Total</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1468	4149	2075	1056	3204	2922	2685
Fair	59	58	61	67	65	61	54
Unfair	23	26	25	18	23	23	26
Excessive (SPONT.)	14	12	10	8	9	12	15
DK / No opinion	4	4	4	6	4	4	5
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>101</b>	<b>100</b>	<b>100</b>

**TABLE 2 7.A PRICING OF TRANSPORT SERVICES WITHIN TOWNS/CITIES (% BY COUNTRY)****Question:** And for transport services within towns/cities (bus, tram, underground, etc)? (SHOW SAME CARD)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	7414	500	704	772	706	874
Fair	48	43	45	44	52	61
Unfair	26	20	41	23	30	27
Excessive (SPONT.)	14	4	9	28	12	8
DK / No opinion	12	33	5	4	5	5
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>101</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	859	398	914	732	955	
Fair	37	76	51	26	50	
Unfair	27	15	20	56	30	
Excessive (SPONT.)	25	2	15	15	11	
DK / No opinion	11	7	15	3	10	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>101</b>	

**TABLE 2 7.B PRICING OF TRANSPORT SERVICES WITHIN TOWNS/CITIES (% BY DEMOGRAPHICS)****Question:** And for transport services within towns/cities (bus, tram, underground, etc)? (SHOW SAME CARD)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3 N=	7414	3301	4113	1359	1840	1889	2305
Fair	48	49	47	55	48	44	48
Unfair	26	26	26	26	28	29	23
Excessive (SPONT.)	14	13	15	10	15	15	14
DK / No opinion	12	12	11	10	9	12	14
<b>Total</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>99</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	477	900	747	1330	460	600	1895
Fair	47	47	43	47	49	45	49
Unfair	26	26	35	33	17	29	22
Excessive (SPONT.)	10	14	17	13	19	15	15
DK / No opinion	17	14	5	7	15	11	14
<b>Total</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1122	3378	1849	977	2288	2450	2641
Fair	48	45	48	57	45	55	43
Unfair	23	28	27	26	27	23	30
Excessive (SPONT.)	15	15	13	9	13	10	20
DK / No opinion	14	11	11	8	16	12	7
<b>Total</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>

**TABLE 2 8.A PRICING OF RAIL SERVICES BETWEEN TOWNS/CITIES (% BY COUNTRY)**

Question: And for rail services between towns/cities? (SHOW SAME CARD)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	5822	..	777	582	688	650
Fair	38	..	24	47	55	46
Unfair	30	..	51	18	29	28
Excessive (SPONT.)	15	..	16	20	9	9
DK / No opinion	17	..	9	16	7	18
<b>TOTAL</b>	<b>100</b>	<b>..</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>101</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	714	..	878	703	830	
Fair	31	..	38	23	62	
Unfair	26	..	24	54	18	
Excessive (SPONT.)	19	..	16	16	4	
DK / No opinion	24	..	22	6	15	
<b>TOTAL</b>	<b>100</b>	<b>..</b>	<b>100</b>	<b>99</b>	<b>99</b>	

**TABLE 2 8.B PRICING OF RAIL SERVICES BETWEEN TOWNS/CITIES (% BY DEMOGRAPHICS)****Question:** And for rail services between towns/cities? (SHOW SAME CARD)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	5822	2632	3190	1083	1519	1481	1719
Fair	38	38	38	45	39	36	34
Unfair	30	31	29	33	31	32	25
Excessive (SPONT.)	15	14	15	11	16	15	16
DK / No opinion	17	16	18	11	14	18	24
<b>Total</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>99</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	396	741	609	1035	165	519	1527
Fair	46	39	35	38	34	35	35
Unfair	27	27	40	35	28	29	25
Excessive (SPONT.)	9	15	15	15	15	19	17
DK / No opinion	17	19	9	13	23	17	23
<b>Total</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	702	2724	1520	799	1687	1958	2148
Fair	36	35	38	48	36	41	36
Unfair	27	31	31	30	32	28	31
Excessive (SPONT.)	13	16	16	11	10	13	24
DK / No opinion	24	18	15	11	22	19	9
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>

**TABLE 3.1.A QUALITY OF MOBILE TELEPHONE SERVICES (% BY COUNTRY)**

**Question:** Overall, what do you think of the quality of mobile telephone services that you use? Would you say it is very good, fairly good, fairly bad, or very bad? (SHOW CARD WITH SCALE - IF GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK 'NOT APPLICABLE')

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	6806	309	827	762	687	682
Very good	28	58	40	24	40	22
Fairly good	48	38	53	66	56	62
Fairly bad	3	2	2	4	2	8
Very bad	0		0	0	1	1
DK / No opinion	21	1	5	5	1	7
<b>TOTAL</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	725	381	837	723	873	
Very good	28	52	21	38	35	
Fairly good	63	44	41	55	55	
Fairly bad	3	2	2	4	4	
Very bad	0	0	0	1	1	
DK / No opinion	7	2	36	2	4	
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	

**TABLE 3.1.B QUALITY OF MOBILE TELEPHONE SERVICES (% BY DEMOGRAPHICS)**

**Question:** Overall, what do you think of the quality of mobile telephone services that you use? Would you say it is very good, fairly good, fairly bad, or very bad? (SHOW CARD WITH SCALE - IF GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE")

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	6806	3160	3646	1457	2020	1883	1426
Very good	28	29	28	33	32	27	19
Fairly good	48	49	46	55	54	49	28
Fairly bad	3	3	3	2	3	2	3
Very bad	0	0	0	1	0	0	0
DK / No opinion	21	20	23	9	10	21	50
<b>Total</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	553	970	794	1343	387	563	1139
Very good	33	38	30	27	25	26	20
Fairly good	48	57	54	56	46	48	30
Fairly bad	2	1	3	3	2	3	3
Very bad	0	0	1	0	0	0	0
DK / No opinion	17	4	12	14	27	23	47
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	655	3265	1780	1030	2355	2267	2148
Very good	19	28	32	30	25	29	31
Fairly good	28	51	48	57	43	48	52
Fairly bad	2	3	3	5	2	3	3
Very bad	1	0	0	0	1	0	0
DK / No opinion	51	19	16	9	29	20	13
<b>Total</b>	<b>101</b>	<b>101</b>	<b>99</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>99</b>

**TABLE 3.2.A QUALITY OF FIXED TELEPHONE SERVICES (% BY COUNTRY)**

Question: And of the quality of fixed telephone services? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	7642	492	850	822	792	751
Very good	28	67	30	16	35	18
Fairly good	56	31	57	72	56	62
Fairly bad	7	1	9	8	7	16
Very bad	1	0	1	1	1	1
DK / No opinion	8	0	4	3	0	3
<b>TOTAL</b>	<b>100</b>	<b>99</b>	<b>101</b>	<b>100</b>	<b>99</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	711	487	954	830	953	
Very good	16	59	26	18	36	
Fairly good	68	38	54	67	57	
Fairly bad	9	2	6	13	5	
Very bad	1		1	1	1	
DK / No opinion	6	0	12	1	1	
<b>TOTAL</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>100</b>	<b>100</b>	

**TABLE 3.2.B QUALITY OF FIXED TELEPHONE SERVICES (% BY DEMOGRAPHICS)**

Question: And of the quality of fixed telephone services? (SHOW SAME CARD WITH SCALE)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3 N=	7642	3439	4203	1309	1830	1989	2494
Very good	28	27	28	26	28	27	29
Fairly good	56	57	56	58	56	58	54
Fairly bad	7	7	7	9	8	7	6
Very bad	1	2	1	1	1	1	1
DK / No opinion	8	8	8	6	7	8	10
<b>Total</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un- employed</b>	<b>Retired</b>
N=	543	942	766	1358	498	534	2032
Very good	28	33	26	24	32	25	29
Fairly good	58	56	61	59	49	53	53
Fairly bad	7	9	9	10	8	6	5
Very bad	0	1	2	1	0	3	1
DK / No opinion	6	1	3	7	10	12	12
<b>Total</b>	<b>99</b>	<b>100</b>	<b>101</b>	<b>101</b>	<b>99</b>	<b>99</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1169	3555	1889	937	2653	2485	2466
Very good	26	27	29	26	28	28	26
Fairly good	48	58	59	57	54	57	57
Fairly bad	5	7	9	10	6	6	11
Very bad	1	1	1	1	2	1	1
DK / No opinion	20	7	2	7	11	9	4
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>101</b>	<b>101</b>	<b>99</b>

**TABLE 3.3.A QUALITY OF ELECTRICITY SUPPLY SERVICES (% BY COUNTRY)**

Question: And of the quality of electricity supply services? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8991	500	942	1007	999	1001
Very good	40	59	40	21	47	39
Fairly good	55	34	52	69	49	57
Fairly bad	3	5	4	7	3	3
Very bad	0	1	1	0	1	0
DK / No opinion	2	2	4	3	1	0
<b>TOTAL</b>	<b>100</b>	<b>101</b>	<b>101</b>	<b>100</b>	<b>101</b>	<b>99</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	999	497	999	1050	997	
Very good	30	54	39	33	43	
Fairly good	63	42	56	61	54	
Fairly bad	3	3	3	5	2	
Very bad	0	0	0	0	0	
DK / No opinion	4	0	2	1	1	
<b>TOTAL</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 3.3.B QUALITY OF ELECTRICITY SUPPLY SERVICES (% BY DEMOGRAPHICS)**

Question: And of the quality of electricity supply services? (SHOW SAME CARD WITH SCALE)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	8991	4038	4953	1515	2187	2318	2950
Very good	40	40	39	38	39	40	40
Fairly good	55	54	56	53	57	55	55
Fairly bad	3	3	3	4	3	3	3
Very bad	0	0	0	0	0	0	0
DK / No opinion	2	2	2	5	1	1	2
<b>Total</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	593	1031	845	1630	565	755	2476
Very good	38	44	40	38	40	35	40
Fairly good	58	53	54	56	58	59	55
Fairly bad	3	2	4	4	1	5	3
Very bad	0	0	1	0	0	0	0
DK / No opinion	1	1	1	2	1	1	2
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1498	4219	2105	1068	3251	2968	2734
Very good	38	38	43	40	35	44	40
Fairly good	57	57	53	50	60	51	54
Fairly bad	3	4	3	3	3	3	5
Very bad	0	0	0	0	0	0	1
DK / No opinion	2	1	1	6	2	2	1
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>101</b>

**TABLE 3.4.A QUALITY OF GAS SUPPLY SERVICES (% BY COUNTRY)**

Question: And of the quality of gas supply services? (SHOW SAME CARD WITH SCALE)

	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
CC EB 2003.3						
N=	6902	..	832	484	855	897
Very good	40	..	38	22	45	39
Fairly good	51	..	51	69	46	56
Fairly bad	4	..	5	5	7	3
Very bad	1	..	1		2	1
DK / No opinion	5	..	6	4	1	1
<b>TOTAL</b>	<b>101</b>	<b>..</b>	<b>101</b>	<b>100</b>	<b>101</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	859	469	963	902	641	
Very good	30	60	41	40	42	
Fairly good	60	36	50	54	49	
Fairly bad	3	3	3	4	4	
Very bad	0	1	0	0	1	
DK / No opinion	7	0	6	1	5	
<b>TOTAL</b>	<b>859</b>	<b>469</b>	<b>963</b>	<b>902</b>	<b>641</b>	

**TABLE 3.4.B QUALITY OF GAS SUPPLY SERVICES (% BY DEMOGRAPHICS)**

Question: And of the quality of gas supply services? (SHOW SAME CARD WITH SCALE)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3 N=	6902	3080	3822	1157	1715	1773	2239
Very good	40	41	39	40	41	42	38
Fairly good	51	50	52	48	52	49	52
Fairly bad	4	4	4	5	3	4	4
Very bad	1	1	1	1	1	1	0
DK / No opinion	5	5	5	6	3	4	6
<b>Total</b>	<b>101</b>	<b>101</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un- employed</b>	<b>Retired</b>
N=	462	803	643	1246	413	570	1914
Very good	40	49	43	36	39	38	39
Fairly good	55	45	48	54	50	55	50
Fairly bad	2	3	4	5	7	5	4
Very bad	0	1	2	1	0	1	0
DK / No opinion	3	2	3	5	4	1	7
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1007	3313	1671	818	2281	2348	2240
Very good	35	38	46	43	32	46	42
Fairly good	52	53	48	45	54	48	50
Fairly bad	4	5	3	3	5	3	5
Very bad	0	0	1	1	1	0	1
DK / No opinion	9	3	2	9	9	3	2
<b>Total</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>101</b>	<b>101</b>	<b>100</b>	<b>100</b>

**TABLE 3.5.A QUALITY OF WATER SUPPLY SERVICES (% BY COUNTRY)**

Question: And of the quality of water supply services? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8489	500	911	894	982	885
Very good	39	59	38	19	48	23
Fairly good	51	34	49	59	47	53
Fairly bad	7	2	8	16	4	18
Very bad	1	2	1	3	1	5
DK / No opinion	3	3	4	3	1	1
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	870	496	986	972	993	
Very good	21	52	40	32	43	
Fairly good	57	40	51	59	49	
Fairly bad	15	5	6	7	6	
Very bad	3	2	0	0	2	
DK / No opinion	4	0	3	1	1	
<b>TOTAL</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>101</b>	

**TABLE 3.5.B QUALITY OF WATER SUPPLY SERVICES (% BY DEMOGRAPHICS)**

Question: And of the quality of water supply services? (SHOW SAME CARD WITH SCALE)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	8489	3797	4692	1453	2078	2194	2743
Very good	39	40	38	38	39	40	38
Fairly good	51	50	52	50	51	50	51
Fairly bad	7	7	7	6	7	7	7
Very bad	1	1	1	1	1	1	1
DK / No opinion	3	3	3	5	2	2	2
<b>Total</b>	<b>101</b>	<b>101</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un- employed</b>	<b>Retired</b>
N=	559	1007	811	1547	542	682	2282
Very good	36	46	38	37	44	34	40
Fairly good	55	45	50	51	50	54	51
Fairly bad	6	7	8	9	4	10	6
Very bad	1	1	1	1	1	2	1
DK / No opinion	2	2	2	3	1	1	2
<b>Total</b>	<b>100</b>	<b>101</b>	<b>99</b>	<b>101</b>	<b>100</b>	<b>101</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1388	3953	2021	1027	2879	2851	2721
Very good	38	37	43	40	35	44	38
Fairly good	52	52	49	46	54	49	49
Fairly bad	7	8	6	6	6	5	11
Very bad	1	1	1	1	1	1	1
DK / No opinion	3	2	2	7	4	2	1
<b>Total</b>	<b>101</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>

**TABLE 3.6.A QUALITY OF POSTAL SERVICES (% BY COUNTRY)**

Question: And of the quality of postal services? (SHOW SAME CARD WITH SCALE)

	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
CC EB 2003.3						
N=	8854	500	948	945	979	983
Very good	33	56	22	23	42	29
Fairly good	54	32	50	66	49	59
Fairly bad	9	3	22	5	6	6
Very bad	1	0	3	1	1	1
DK / No opinion	3	8	3	5	1	5
<b>TOTAL</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	962	488	999	1051	999	
Very good	24	64	36	19	43	
Fairly good	61	33	56	55	53	
Fairly bad	8	2	6	21	4	
Very bad	1	0	0	3	0	
DK / No opinion	7	1	2	2	1	
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	

**TABLE 3.6.B QUALITY OF POSTAL SERVICES (% BY DEMOGRAPHICS)**

Question: And of the quality of postal services? (SHOW SAME CARD WITH SCALE)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	8854	3962	4892	1499	2149	2288	2897
Very good	33	34	33	32	31	35	35
Fairly good	54	54	54	54	57	52	54
Fairly bad	9	8	9	10	9	10	8
Very bad	1	1	1	1	1	1	1
DK / No opinion	3	3	2	4	2	2	3
<b>Total</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>101</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	587	1021	840	1599	555	742	2425
Very good	29	32	31	31	39	31	37
Fairly good	60	53	51	53	54	61	53
Fairly bad	7	10	14	12	3	6	7
Very bad	2	1	2	1	0	1	1
DK / No opinion	2	4	1	2	3	2	2
<b>Total</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>99</b>	<b>101</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1467	4151	2078	1057	3203	2919	2695
Very good	37	32	33	32	31	36	33
Fairly good	53	55	54	51	58	53	51
Fairly bad	6	9	9	12	7	9	12
Very bad	1	1	1	1	1	1	1
DK / No opinion	3	2	2	4	2	2	3
<b>Total</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>101</b>	<b>100</b>

**TABLE 3.7.A QUALITY OF TRANSPORT SERVICES WITHIN TOWNS/CITIES (% BY COUNTRY)**

**Question:** And of the quality of transport services within towns/cities (bus, tram, underground, etc.)? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	7362	500	700	774	699	866
Very good	23	28	17	14	21	24
Fairly good	47	31	48	60	45	57
Fairly bad	17	8	24	19	22	13
Very bad	4	7	5	2	8	2
DK / No opinion	9	26	5	5	3	4
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	848	398	914	716	947	
Very good	15	29	26	7	25	
Fairly good	56	31	47	40	44	
Fairly bad	17	23	12	39	19	
Very bad	2	9	3	12	7	
DK / No opinion	9	7	12	3	6	
<b>TOTAL</b>	<b>99</b>	<b>99</b>	<b>100</b>	<b>101</b>	<b>101</b>	

**TABLE 3.7.B QUALITY OF TRANSPORT SERVICES WITHIN TOWNS/CITIES (% BY DEMOGRAPHICS)**

**Question:** And of the quality of transport services within towns/cities (bus, tram, underground, etc.)? (SHOW SAME CARD WITH SCALE)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	7362	3283	4079	1352	1825	1875	2289
Very good	23	23	22	19	22	23	26
Fairly good	47	46	48	48	48	45	46
Fairly bad	17	17	17	21	17	18	13
Very bad	4	3	5	4	6	3	4
DK / No opinion	9	11	8	7	7	10	11
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	474	895	744	1319	459	594	1876
Very good	24	24	21	20	23	19	27
Fairly good	42	38	49	49	47	56	45
Fairly bad	21	21	19	17	16	14	13
Very bad	1	7	8	5	2	2	4
DK / No opinion	12	10	3	9	12	9	11
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1108	3346	1845	974	2257	2435	2635
Very good	25	22	24	19	18	27	22
Fairly good	46	48	45	49	49	45	48
Fairly bad	12	17	18	22	15	17	19
Very bad	5	4	5	5	5	2	6
DK / No opinion	12	10	9	5	13	9	5
<b>Total</b>	<b>100</b>	<b>101</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

**TABLE 3.8.A QUALITY OF RAIL SERVICES BETWEEN TOWNS/CITIES (% BY COUNTRY)****Question:** And of the quality of rail services between towns/cities? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	5733	..	768	580	682	637
Very good	19	..	13	13	24	17
Fairly good	39	..	34	55	48	50
Fairly bad	21	..	36	14	20	13
Very bad	6	..	11	4	5	1
DK / No opinion	15	..	7	15	4	18
<b>TOTAL</b>	<b>100</b>	<b>..</b>	<b>101</b>	<b>101</b>	<b>101</b>	<b>99</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	688	..	878	684	816	
Very good	13	..	21	7	25	
Fairly good	52	..	37	40	45	
Fairly bad	13	..	17	38	15	
Very bad	1	..	6	8	4	
DK / No opinion	21	..	19	6	11	
<b>TOTAL</b>	<b>100</b>	<b>..</b>	<b>100</b>	<b>99</b>	<b>100</b>	

**TABLE 3.8.B QUALITY OF RAIL SERVICES BETWEEN TOWNS/CITIES (% BY DEMOGRAPHICS)****Question:** And of the quality of rail services between towns/cities? (SHOW SAME CARD WITH SCALE)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	5733	2592	3141	1071	1498	1457	1687
Very good	19	20	18	17	17	19	21
Fairly good	39	38	40	42	42	38	35
Fairly bad	21	21	21	24	20	22	18
Very bad	6	7	6	8	9	5	4
DK / No opinion	15	15	15	9	11	16	21
<b>Total</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>99</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	394	727	608	1014	161	505	1498
Very good	15	19	16	16	22	22	22
Fairly good	45	33	44	41	37	44	36
Fairly bad	23	24	24	24	14	15	18
Very bad	5	10	9	6	3	4	4
DK / No opinion	12	14	7	13	24	15	20
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	678	2686	1496	795	1646	1937	2121
Very good	19	18	20	15	15	20	21
Fairly good	42	40	38	40	37	40	40
Fairly bad	14	21	21	26	20	20	23
Very bad	5	5	8	10	7	6	6
DK / No opinion	20	16	13	9	21	14	9
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>

**TABLE 4.1.A CLEAR INFORMATION FROM MOBILE TELEPHONE PROVIDERS (% BY COUNTRY)**

**Question:** In general, would you say the information (bills, contracts, advertising, tickets, leaflets, etc.) you receive from your mobile telephone service provider is clear, or unclear? (SHOW CARD WITH SCALE - If GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE")

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	6718	309	810	762	656	667
Clear	66	87	79	89	86	84
Unclear	10	6	13	5	7	7
DK / No opinion	24	7	8	5	7	8
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>99</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	712	381	837	710	874	
Clear	75	86	53	88	84	
Unclear	14	9	10	8	10	
DK / No opinion	11	5	37	4	7	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	

**TABLE 4.1.B CLEAR INFORMATION FROM MOBILE TELEPHONE PROVIDERS (% BY DEMOGRAPHICS)**

**Question:** In general, would you say the information (bills, contracts, advertising, tickets, leaflets, etc.) you receive from your mobile telephone service provider is clear, or unclear? (SHOW CARD WITH SCALE - If GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE")

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	6718	3108	3610	1444	2004	1852	1398
Clear	66	68	64	78	78	66	39
Unclear	10	10	10	10	10	12	7
DK / No opinion	24	22	26	12	12	22	54
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	550	960	786	1320	382	555	1118
Clear	77	81	77	72	63	63	40
Unclear	4	13	9	12	9	12	9
DK / No opinion	19	6	13	16	28	25	51
<b>Total</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	643	3224	1755	1020	2323	2238	2121
Clear	37	69	70	80	58	69	72
Unclear	7	10	13	8	9	9	13
DK / No opinion	56	21	17	12	32	22	15
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>

**TABLE 4.2.A CLEAR INFORMATION FROM FIXED TELEPHONE PROVIDERS (% BY COUNTRY)****Question:** And from your fixed telephone service provider? (SHOW SAME CARD)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	7580	492	840	821	785	738
Clear	75	85	76	84	85	86
Unclear	15	10	16	11	12	10
DK / No opinion	10	5	7	5	3	4
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	690	487	954	823	950	
Clear	59	84	71	82	88	
Unclear	25	13	15	14	8	
DK / No opinion	17	3	14	4	3	
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	

**TABLE 4.2.B CLEAR INFORMATION FROM FIXED TELEPHONE PROVIDERS (% BY DEMOGRAPHICS)****Question:** And from your fixed telephone service provider? (SHOW SAME CARD)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	7580	3399	4181	1298	1819	1957	2486
Clear	75	75	75	74	79	76	71
Unclear	15	14	15	14	13	15	16
DK / No opinion	10	10	10	12	8	9	13
<b>Total</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	538	930	757	1337	499	532	2028
Clear	79	82	80	76	77	70	71
Unclear	13	15	16	15	13	17	15
DK / No opinion	8	2	4	9	10	13	14
<b>Total</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1171	3525	1865	927	2637	2464	2441
Clear	64	77	79	75	73	78	74
Unclear	14	15	18	10	14	12	20
DK / No opinion	23	8	3	15	13	10	7
<b>Total</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>

**TABLE 4.3.A CLEAR INFORMATION FROM ELECTRICITY SUPPLY PROVIDERS (% BY COUNTRY)****Question:** And from your electricity supply service provider? (SHOW SAME CARD)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8940	500	937	1007	986	998
Clear	82	63	73	84	84	93
Unclear	13	31	16	10	11	4
DK / No opinion	5	6	11	7	5	3
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	973	497	999	1050	993	
Clear	75	79	83	83	90	
Unclear	10	16	14	14	7	
DK / No opinion	15	4	3	3	4	
<b>TOTAL</b>						

**TABLE 4.3.B CLEAR INFORMATION FROM ELECTRICITY SUPPLY PROVIDERS (% BY DEMOGRAPHICS)****Question:** And from your electricity supply service provider? (SHOW SAME CARD)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	8940	4010	4930	1500	2177	2299	2943
Clear	82	81	82	74	84	84	82
Unclear	13	13	13	11	13	13	14
DK / No opinion	5	6	5	15	2	3	4
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	590	1023	841	1616	563	753	2471
Clear	84	85	81	84	89	79	82
Unclear	14	12	18	12	10	17	14
DK / No opinion	2	3	1	4	1	4	4
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1494	4200	2092	1053	3238	2948	2715
Clear	82	83	83	70	81	83	80
Unclear	14	13	15	10	13	12	15
DK / No opinion	4	4	2	20	6	5	4
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>

**TABLE 4.4.A CLEAR INFORMATION FROM GAS SUPPLY PROVIDERS (% BY COUNTRY)****Question:** And from your gas supply service provider? (SHOW SAME CARD)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	6847	..	825	482	838	888
Clear	81	..	71	86	82	89
Unclear	11	..	17	4	12	6
DK / No opinion	8	..	11	10	6	5
<b>TOTAL</b>	<b>100</b>	<b>..</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	834	469	963	905	643	
Clear	71	80	83	83	85	
Unclear	10	5	10	12	6	
DK / No opinion	19	15	8	5	9	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	

**TABLE 4.4.B CLEAR INFORMATION FROM GAS SUPPLY PROVIDERS (% BY DEMOGRAPHICS)****Question:** And from your gas supply service provider? (SHOW SAME CARD)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	6847	3041	3806	1142	1704	1752	2231
Clear	81	80	81	74	85	82	81
Unclear	11	11	10	9	10	12	12
DK / No opinion	8	8	8	17	5	7	7
<b>Total</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	455	797	635	1228	412	570	1914
Clear	87	85	82	81	83	80	82
Unclear	8	11	14	12	9	12	10
DK / No opinion	5	4	4	8	9	8	8
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>101</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1002	3288	1662	802	2276	2324	2213
Clear	79	83	82	70	78	84	80
Unclear	10	11	14	8	10	9	14
DK / No opinion	11	6	4	22	12	7	6
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

**TABLE 4.5.A CLEAR INFORMATION FROM WATER SUPPLY PROVIDERS (% BY COUNTRY)****Question:** And from your water supply service provider? (SHOW SAME CARD)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8399	500	897	891	959	873
Clear	82	81	72	82	85	86
Unclear	11	12	16	11	8	8
DK / No opinion	7	7	12	7	7	6
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	847	496	986	961	989	
Clear	71	82	85	80	88	
Unclear	16	14	9	15	8	
DK / No opinion	13	4	5	5	4	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	

**TABLE 4.5.B CLEAR INFORMATION FROM WATER SUPPLY PROVIDERS (% BY DEMOGRAPHICS)****Question:** And from your water supply service provider? (SHOW SAME CARD)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3 N=	8399	3747	4652	1437	2060	2156	2725
Clear	82	83	82	74	87	83	83
Unclear	11	10	11	9	10	12	11
DK / No opinion	7	7	7	17	4	4	6
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>99</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	556	992	800	1522	537	676	2270
Clear	87	85	81	84	89	81	84
Unclear	9	11	14	12	8	14	10
DK / No opinion	4	4	4	5	2	5	6
<b>Total</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>101</b>	<b>99</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1377	3911	1998	1013	2841	2825	2694
Clear	83	83	84	71	83	85	78
Unclear	10	11	14	6	8	9	16
DK / No opinion	6	6	3	22	8	6	6
<b>Total</b>	<b>99</b>	<b>100</b>	<b>101</b>	<b>99</b>	<b>99</b>	<b>100</b>	<b>100</b>

**TABLE 4.6.A CLEAR INFORMATION FROM POSTAL PROVIDERS (% BY COUNTRY)****Question:** And from your postal service provider(s)? (SHOW SAME CARD)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8728	500	926	941	952	965
Clear	86	68	78	89	83	89
Unclear	8	6	12	4	6	5
DK / No opinion	7	26	10	6	11	7
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>101</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	934	488	999	1029	994	
Clear	73	88	90	82	92	
Unclear	9	3	7	11	5	
DK / No opinion	17	9	4	7	3	
<b>TOTAL</b>	<b>99</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	

**TABLE 4.6.B CLEAR INFORMATION FROM POSTAL PROVIDERS (% BY DEMOGRAPHICS)****Question:** And from your postal service provider(s)? (SHOW SAME CARD)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3 N=	8728	3897	4831	1480	2126	2246	2855
Clear	86	85	87	85	87	85	86
Unclear	8	8	7	6	8	9	7
DK / No opinion	7	7	7	9	5	6	8
<b>Total</b>	<b>101</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	573	1010	829	1565	550	732	2395
Clear	87	84	85	85	92	85	87
Unclear	8	10	10	9	4	8	6
DK / No opinion	5	6	5	6	4	7	7
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1446	4094	2043	1044	3160	2883	2647
Clear	84	87	84	82	87	88	82
Unclear	6	7	10	7	7	6	11
DK / No opinion	9	6	6	10	6	6	8
<b>Total</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>101</b>

**TABLE 4.7.A CLEAR INFORMATION FROM TRANSPORT PROVIDERS WITHIN TOWNS/CITIES (% BY COUNTRY)****Question:** And from the providers of transport service within towns/cities? (SHOW SAME CARD)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	7202	500	666	773	677	845
Clear	77	47	79	82	75	86
Unclear	9	9	10	10	7	5
DK / No opinion	14	44	11	9	18	9
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	811	398	914	675	943	
Clear	64	71	78	78	82	
Unclear	13	15	8	12	9	
DK / No opinion	23	14	14	9	9	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	

**TABLE 4.7.B CLEAR INFORMATION FROM TRANSPORT PROVIDERS WITHIN TOWNS/CITIES (% BY DEMOGRAPHICS)****Question:** And from the providers of transport service within towns/cities? (SHOW SAME CARD)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3 N=	7202	3197	4005	1324	1788	1823	2246
Clear	77	75	78	78	79	76	76
Unclear	9	8	9	8	10	10	7
DK / No opinion	14	16	12	14	11	14	18
<b>Total</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	464	871	720	1284	456	580	1848
Clear	81	73	83	78	78	76	75
Unclear	4	12	11	7	9	11	8
DK / No opinion	15	15	6	14	13	13	17
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1096	3275	1790	952	2223	2369	2575
Clear	74	78	77	75	73	78	80
Unclear	8	8	11	12	9	7	10
DK / No opinion	19	14	13	13	18	15	10
<b>Total</b>	<b>101</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

**TABLE 4.8.A CLEAR INFORMATION FROM RAIL PROVIDERS BETWEEN TOWNS/CITIES (% BY COUNTRY)****Question:** And from the providers of rail service between town/cities? (SHOW SAME CARD)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	5629	..	733	580	668	619
Clear	70	..	70	76	75	76
Unclear	9	..	13	8	6	5
DK / No opinion	21	..	16	16	19	18
<b>TOTAL</b>	<b>100</b>	<b>..</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>99</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	671	..	878	668	812	
Clear	57	..	69	77	79	
Unclear	10	..	9	12	8	
DK / No opinion	33	..	23	12	13	
<b>TOTAL</b>	<b>100</b>	<b>..</b>	<b>101</b>	<b>101</b>	<b>100</b>	

**TABLE 4.8.B CLEAR INFORMATION FROM RAIL PROVIDERS BETWEEN TOWNS/CITIES (% BY DEMOGRAPHICS)****Question:** Question: And from the providers of rail service between town/cities? (SHOW SAME CARD)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	5629	2524	3105	1050	1465	1424	1670
Clear	70	70	70	76	76	69	63
Unclear	9	10	8	8	9	11	8
DK / No opinion	21	20	21	16	15	20	29
<b>Total</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	386	718	583	976	160	498	1499
Clear	79	70	80	72	66	68	63
Unclear	7	11	11	8	10	11	8
DK / No opinion	15	19	10	20	24	20	29
<b>Total</b>	<b>101</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	672	2634	1469	776	1621	1883	2096
Clear	60	71	73	76	63	72	75
Unclear	9	8	11	8	9	7	11
DK / No opinion	31	21	17	16	28	20	14
<b>Total</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>

**TABLE 5.1.A FAIR CONTRACT WITH MOBILE TELEPHONE PROVIDERS (% BY COUNTRY)**

**Question:** In general, would you say that the terms and conditions of your contract with your mobile telephone service provider are fair, or unfair? (SHOW CARD WITH SCALE - IF GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE") (IF RESPONDENT REQUESTS FURTHER EXPLANATION ABOUT "FAIR" READ OUT: "FAIR, MEANING THAT IT TAKES YOUR INTERESTS IN ACCOUNT AS WELL.")

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	6700	309	794	763	683	656
Fair	53	75	67	72	80	69
Unfair	19	12	14	18	12	18
DK / No opinion	28	13	18	10	8	14
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>101</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	715	381	837	686	876	
Fair	64	86	37	80	75	
Unfair	21	8	22	13	16	
DK / No opinion	15	6	41	7	9	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 5.1.B FAIR CONTRACT WITH MOBILE TELEPHONE PROVIDERS (% BY DEMOGRAPHICS)**

**Question:** In general, would you say that the terms and conditions of your contract with your mobile telephone service provider are fair, or unfair? (SHOW CARD WITH SCALE - IF GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE") (IF RESPONDENT REQUESTS FURTHER EXPLANATION ABOUT "FAIR" READ OUT: "FAIR, MEANING THAT IT TAKES YOUR INTERESTS IN ACCOUNT AS WELL.")

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	6700	3105	3595	1443	1996	1851	1390
Fair	53	54	53	60	63	52	33
Unfair	19	20	18	24	21	19	11
DK / No opinion	28	26	30	16	16	29	56
<b>Total</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	544	960	780	1315	383	555	1116
Fair	57	67	62	61	57	50	30
Unfair	20	23	21	18	10	19	15
DK / No opinion	23	10	17	21	33	31	55
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	644	3210	1751	1019	2312	2226	2127
Fair	36	56	55	61	49	54	57
Unfair	9	18	24	21	15	20	23
DK / No opinion	55	27	22	17	36	27	20
<b>Total</b>	<b>100</b>	<b>101</b>	<b>101</b>	<b>99</b>	<b>100</b>	<b>101</b>	<b>100</b>

**TABLE 5.2.A FAIR CONTRACT WITH FIXED TELEPHONE PROVIDERS (% BY COUNTRY)****Question:** Fixed telephone service provider (SHOW SAME CARD) (READ OUT)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	7571	492	835	820	794	735
Fair	51	75	48	49	63	50
Unfair	34	11	33	42	29	38
DK / No opinion	15	14	18	9	8	13
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>101</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	689	487	954	812	953	
Fair	39	85	47	58	72	
Unfair	42	9	35	33	23	
DK / No opinion	19	6	18	9	6	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	

**TABLE 5.2.B FAIR CONTRACT WITH FIXED TELEPHONE PROVIDERS (% BY DEMOGRAPHICS)****Question:** Fixed telephone service provider (SHOW SAME CARD) (READ OUT)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3 N=	7571	3394	4177	1279	1819	1965	2488
Fair	51	49	53	52	55	48	49
Unfair	34	37	31	32	33	36	33
DK / No opinion	15	15	16	16	12	15	18
<b>Total</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	537	936	758	1340	499	530	2027
Fair	49	57	51	50	67	46	49
Unfair	36	37	41	36	21	34	31
DK / No opinion	15	6	8	13	12	19	21
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>101</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1173	3527	1868	911	2622	2457	2455
Fair	47	50	55	53	52	52	48
Unfair	27	35	37	29	30	33	39
DK / No opinion	26	14	8	19	18	15	13
<b>Total</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>

**TABLE 5.3.A FAIR CONTRACT WITH ELECTRICITY SUPPLY PROVIDERS (% BY COUNTRY)****Question:** Electricity supply service provider (SHOW SAME CARD) (READ OUT)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8953	500	932	1007	992	995
Fair	67	64	55	58	75	77
Unfair	23	21	24	31	15	14
DK / No opinion	10	15	21	11	10	9
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	989	497	999	1044	998	
Fair	67	81	67	62	83	
Unfair	16	12	26	28	11	
DK / No opinion	16	6	7	10	6	
<b>TOTAL</b>	<b>99</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 5.3.B FAIR CONTRACT WITH ELECTRICITY SUPPLY PROVIDERS (% BY DEMOGRAPHICS)**

Question: Electricity supply service provider (SHOW SAME CARD) (READ OUT)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3 N=	8953	4017	4936	1498	2177	2308	2949
Fair	67	66	68	64	71	64	68
Unfair	23	24	22	18	23	26	22
DK / No opinion	10	10	10	18	6	10	9
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	591	1027	837	1630	562	755	2473
Fair	72	69	65	64	79	64	68
Unfair	21	26	28	25	14	26	23
DK / No opinion	7	5	7	11	8	10	10
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>101</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1494	4216	2093	1049	3241	2947	2727
Fair	64	66	70	63	68	68	64
Unfair	25	24	25	14	21	23	26
DK / No opinion	11	10	5	23	11	9	10
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

**TABLE 5.4.A FAIR CONTRACT WITH GAS SUPPLY PROVIDERS (% BY COUNTRY)**

Question: Gas supply service provider (SHOW SAME CARD) (READ OUT)

	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
CC EB 2003.3						
N=	6840	..	821	481	850	886
Fair	67	..	52	69	75	71
Unfair	20	..	25	17	16	19
DK / No opinion	13	..	23	14	10	10
<b>TOTAL</b>	<b>100</b>	<b>..</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	844	469	963	892	634	
Fair	68	85	69	60	82	
Unfair	13	2	19	30	8	
DK / No opinion	20	12	12	11	10	
<b>TOTAL</b>	<b>101</b>	<b>99</b>	<b>100</b>	<b>101</b>	<b>100</b>	

**TABLE 5.4.B FAIR CONTRACT WITH GAS SUPPLY PROVIDERS (% BY DEMOGRAPHICS)****Question:** Gas supply service provider (SHOW SAME CARD) (READ OUT)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3 N=	6840	3048	3792	1138	1698	1758	2228
Fair	67	66	68	64	72	64	68
Unfair	20	21	18	15	19	23	19
DK / No opinion	13	13	14	21	9	13	13
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	457	798	633	1238	409	570	1904
Fair	71	71	65	63	76	69	67
Unfair	18	24	25	22	11	21	19
DK / No opinion	11	5	10	14	13	9	14
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1001	3296	1652	798	2267	2321	2220
Fair	63	66	72	62	65	69	68
Unfair	21	21	20	12	18	20	21
DK / No opinion	16	12	8	26	18	10	11
<b>Total</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>99</b>	<b>100</b>

**TABLE 5.5.A FAIR CONTRACT WITH WATER SUPPLY PROVIDERS (% BY COUNTRY)**

Question: Water supply service provider (SHOW SAME CARD) (READ OUT)

	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
CC EB 2003.3 N=	8427	500	894	892	975	876
Fair	68	76	56	61	76	64
Unfair	21	9	23	27	15	25
DK / No opinion	11	15	21	12	9	11
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	867	496	986	951	990	
Fair	62	82	70	63	83	
Unfair	23	12	22	26	11	
DK / No opinion	15	6	8	11	6	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 5.5.B FAIR CONTRACT WITH WATER SUPPLY PROVIDERS (% BY DEMOGRAPHICS)**

Question: Water supply service provider (SHOW SAME CARD) (READ OUT)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3 N=	8427	3767	4660	1436	2058	2178	2734
Fair	68	69	68	65	73	68	67
Unfair	21	21	21	16	20	23	23
DK / No opinion	11	10	11	19	8	9	10
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	560	999	801	1534	540	680	2272
Fair	70	71	67	68	77	67	68
Unfair	21	23	25	21	16	25	22
DK / No opinion	9	6	9	10	7	9	10
<b>Total</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>99</b>	<b>100</b>	<b>101</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1382	3932	2004	1009	2857	2823	2710
Fair	69	66	73	63	72	68	64
Unfair	21	23	20	12	16	22	25
DK / No opinion	10	10	7	25	12	10	10
<b>Total</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>

**TABLE 5.6.A FAIR CONTRACT WITH POSTAL PROVIDERS (% BY COUNTRY)**

Question: Postal service provider (SHOW SAME CARD) (READ OUT)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8710	500	909	943	957	951
Fair	73	63	54	68	73	78
Unfair	15	4	24	15	10	8
DK / No opinion	13	32	22	17	17	14
<b>TOTAL</b>	<b>101</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	939	488	999	1032	992	
Fair	66	88	78	64	88	
Unfair	11	1	14	22	6	
DK / No opinion	23	10	8	14	5	
<b>TOTAL</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>99</b>	

**TABLE 5.6.B FAIR CONTRACT WITH POSTAL PROVIDERS (% BY DEMOGRAPHICS)**

Question: Postal service provider (SHOW SAME CARD) (READ OUT)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	8710	3891	4819	1473	2107	2247	2862
Fair	73	72	73	72	75	72	72
Unfair	15	15	15	12	13	17	16
DK / No opinion	13	13	13	16	11	12	13
<b>Total</b>	<b>101</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>99</b>	<b>101</b>	<b>101</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un- employed</b>	<b>Retired</b>
N=	582	1001	825	1568	549	735	2392
Fair	69	71	71	73	80	72	74
Unfair	17	19	19	13	10	16	14
DK / No opinion	14	9	11	14	10	13	12
<b>Total</b>	<b>100</b>	<b>99</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1450	4089	2041	1029	3171	2873	2630
Fair	73	71	73	73	75	73	68
Unfair	14	15	17	10	12	15	18
DK / No opinion	13	14	10	17	12	12	14
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>

**TABLE 5.7.A FAIR CONTRACT WITH TRANSPORT PROVIDERS WITHIN TOWNS/CITIES**  
(% BY COUNTRY)**Question:** Provider of transport services within towns/cities (SHOW SAME CARD) (READ OUT)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	7199	500	655	772	684	828
Fair	61	42	55	56	62	70
Unfair	17	8	20	26	14	13
DK / No opinion	22	50	25	18	24	17
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	813	398	914	698	937	
Fair	55	67	63	50	75	
Unfair	18	18	16	31	12	
DK / No opinion	27	15	20	19	13	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	

**TABLE 5.7.B FAIR CONTRACT WITH TRANSPORT PROVIDERS WITHIN TOWNS/CITIES**  
(% BY DEMOGRAPHICS)**Question:** Provider of transport services within towns/cities (SHOW SAME CARD) (READ OUT)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3 N=	7199	3200	3999	1330	1779	1826	2243
Fair	61	61	61	61	64	59	61
Unfair	17	17	17	17	18	19	15
DK / No opinion	22	22	21	22	18	22	24
<b>Total</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un- employed</b>	<b>Retired</b>
N=	466	867	721	1285	454	585	1839
Fair	54	59	62	62	60	64	62
Unfair	17	20	23	17	13	19	15
DK / No opinion	29	20	15	21	27	17	23
<b>Total</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1101	3266	1789	954	2226	2370	2570
Fair	62	60	60	63	58	65	60
Unfair	16	17	20	17	16	13	23
DK / No opinion	22	23	20	20	25	22	17
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>

**TABLE 5.8.A FAIR CONTRACT WITH RAIL PROVIDERS BETWEEN TOWNS/CITIES (% BY COUNTRY)****Question:** Provider of rail services between towns/cities (SHOW SAME CARD) (READ OUT)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	5591	..	717	580	675	604
Fair	54	..	46	56	66	59
Unfair	19	..	25	19	9	13
DK / No opinion	27	..	29	25	25	28
<b>TOTAL</b>	<b>100</b>	<b>..</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	663	..	878	666	808	
Fair	48	..	53	53	74	
Unfair	14	..	19	27	10	
DK / No opinion	37	..	28	20	16	
<b>TOTAL</b>	<b>99</b>	<b>..</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 5.8.B FAIR CONTRACT WITH RAIL PROVIDERS BETWEEN TOWNS/CITIES (% BY DEMOGRAPHICS)****Question:** Provider of rail services between towns/cities (SHOW SAME CARD) (READ OUT)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	5591	2511	3080	1043	1450	1421	1657
Fair	54	54	54	58	59	51	51
Unfair	19	20	17	19	19	21	16
DK / No opinion	27	25	28	23	22	27	34
<b>Total</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>101</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	389	711	584	975	160	498	1471
Fair	51	55	56	58	48	56	52
Unfair	21	22	25	19	17	19	15
DK / No opinion	28	23	19	24	34	26	33
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>99</b>	<b>101</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	676	2604	1461	772	1611	1872	2081
Fair	52	53	55	58	50	57	56
Unfair	16	17	23	18	17	15	24
DK / No opinion	32	30	21	24	33	28	20
<b>Total</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

**TABLE 6.1.A COMPLAINT OCCURED WITH MOBILE TELEPHONE PROVIDERS (% BY COUNTRY)**

**Question:** In the last twelve months, have you personally made a complaint, either to any complaint-handling body (ombudsman, regulator, consumer association, industry body, etc.) or to the service provider about any aspect of...? (IF GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE")

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	6843	309	798	762	700	700
Yes	5	8	5	5	9	4
No	77	92	94	95	89	94
DK / No opinion	18	..	1	1	2	2
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	686	381	837	776	894	
Yes	4	5	4	7	3	
No	80	94	66	93	95	
DK / No opinion	15	1	30	..	2	
<b>TOTAL</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 6.1.B COMPLAINT OCCURED WITH MOBILE TELEPHONE PROVIDERS (% BY DEMOGRAPHICS)**

**Question:** In the last twelve months, have you personally made a complaint, either to any complaint-handling body (ombudsman, regulator, consumer association, industry body, etc.) or to the service provider about any aspect of...? (IF GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE")

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	6843	3164	3679	1442	1986	1887	1507
Yes	5	6	4	6	7	5	1
No	77	78	77	86	84	77	62
DK / No opinion	18	15	19	8	9	19	37
<b>Total</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	543	957	785	1342	387	563	1219
Yes	4	9	6	7	4	2	4
No	79	87	83	80	75	77	62
DK / No opinion	18	4	11	13	21	21	34
<b>Total</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	687	3299	1761	1018	2370	2285	2152
Yes	1	4	9	6	3	6	6
No	58	81	77	87	73	78	82
DK / No opinion	41	15	15	7	24	16	11
<b>Total</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>

**TABLE 6.2.A SUCCESS OF COMPLAINT WITH MOBILE TELEPHONE PROVIDERS (% BY COUNTRY)**

**Question:** (FOR EACH SERVICE WHICH RECEIVED CODE 1 ('YES') IN Q36.A., ASK) b) Would you say your complaint was dealt with very well, fairly well, fairly badly or very badly?

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	337	20	37	39	55	25
Very well	21	12	30	17	19	5
Fairly well	34	43	27	53	38	38
Fairly badly	23	4	17	18	21	19
Very badly	13	41	1	10	14	28
DK / No opinion	9	0	25	2	8	11
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	34	16	35	40	36	
Very well	9	14	20	26	16	
Fairly well	46	56	33	34	19	
Fairly badly	26	18	25	31	36	
Very badly	9	12	15	8	25	
DK / No opinion	10	0	7	1	4	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 6.2.B SUCCESS OF COMPLAINT WITH MOBILE TELEPHONE PROVIDERS (% BY DEMOGRAPHICS)**

**Question:** (FOR EACH SERVICE WHICH RECEIVED CODE 1 ('YES') IN Q36.A., ASK) b) Would you say your complaint was dealt with very well, fairly well, fairly badly or very badly?

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	337	185	152	104	117	83	31
Very well	21	15	29	34	16	17	14
Fairly well	34	36	32	36	29	43	29
Fairly badly	23	23	24	17	24	26	36
Very badly	13	15	9	8	20	5	17
DK / No opinion	9	11	6	4	11	8	5
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>101</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	30	59	47	72	11	18	29
Very well	20	29	28	19	1	14	8
Fairly well	42	33	32	20	44	20	46
Fairly badly	6	20	13	37	4	34	37
Very badly	30	17	24	5	31	7	3
DK / No opinion	1	1	4	18	20	25	6
<b>Total</b>	<b>99</b>	<b>100</b>	<b>101</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	19	145	98	69	85	107	141
Very well	21	14	23	26	22	24	16
Fairly well	29	40	32	29	24	37	37
Fairly badly	14	26	21	29	38	21	18
Very badly	33	6	20	7	6	11	20
DK / No opinion	4	14	4	8	9	6	10
<b>Total</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>99</b>	<b>101</b>

**TABLE 6.3.A COMPLAINT OCCURED WITH FIXED TELEPHONE PROVIDERS (% BY COUNTRY)**

Question: Fixed telephone services

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	7657	492	824	844	807	757
Yes	5	6	9	4	8	4
No	88	94	90	94	90	94
DK / No opinion	7	..	1	2	2	2
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	660	487	954	873	959	
Yes	6	9	4	10	3	
No	80	90	86	90	96	
DK / No opinion	15	0	10	1	1	
<b>TOTAL</b>	<b>101</b>	<b>99</b>	<b>100</b>	<b>101</b>	<b>100</b>	

**TABLE 6.3.B COMPLAINT OCCURED WITH FIXED TELEPHONE PROVIDERS (% BY DEMOGRAPHICS)**

Question: Fixed telephone services

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	7657	3433	4224	1305	1833	1991	2507
Yes	5	7	4	4	8	6	4
No	88	86	89	91	86	87	87
DK / No opinion	7	7	7	5	6	7	9
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	536	934	765	1361	502	544	2051
Yes	8	11	7	6	5	5	3
No	86	87	90	89	88	85	87
DK / No opinion	5	2	3	5	6	11	10
<b>Total</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>101</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1186	3577	1872	930	2676	2478	2465
Yes	2	6	7	6	4	6	7
No	81	89	90	87	87	88	88
DK / No opinion	17	5	3	7	9	6	5
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

**TABLE 6.4.A SUCCESS OF COMPLAINT WITH FIXED TELEPHONE PROVIDERS (% BY COUNTRY)**

Question: Fixed telephone services

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	459	30	68	36	66	31
Very well	13	26	6	5	14	4
Fairly well	37	40	31	64	43	35
Fairly badly	23	15	21	31	17	28
Very badly	15	16	9	0	12	26
DK / No opinion	13	3	33	0	13	7
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	39	48	38	81	22	
Very well	0	40	19	10	5	
Fairly well	33	29	36	40	22	
Fairly badly	44	18	20	32	49	
Very badly	16	12	18	17	16	
DK / No opinion	7	1	8	1	8	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	

**TABLE 6.4.B SUCCESS OF COMPLAINT WITH FIXED TELEPHONE PROVIDERS (% BY DEMOGRAPHICS)**

Question: Fixed telephone services

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	459	224	235	60	147	142	108
Very well	13	9	19	4	13	19	10
Fairly well	37	40	32	52	31	35	39
Fairly badly	23	26	18	15	24	23	25
Very badly	15	14	15	17	18	9	16
DK / No opinion	13	11	15	11	13	13	10
<b>Total</b>	<b>101</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>99</b>	<b>99</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	47	83	50	88	36	32	72
Very well	24	18	12	4	5	11	13
Fairly well	25	50	42	32	7	34	30
Fairly badly	26	19	16	31	52	19	26
Very badly	19	7	7	11	13	35	19
DK / No opinion	7	6	24	23	23	1	13
<b>Total</b>	<b>101</b>	<b>100</b>	<b>101</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>101</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	56	218	129	50	127	146	181
Very well	16	9	20	12	17	14	10
Fairly well	44	28	45	49	21	43	41
Fairly badly	23	29	18	8	31	18	21
Very badly	9	18	9	18	23	14	11
DK / No opinion	7	16	8	13	8	10	17
<b>Total</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>

**TABLE 6.5.A COMPLAINT OCCURED WITH ELECTRICITY SUPPLY PROVIDERS (% BY COUNTRY)**

Question: Electricity supply services

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8881	500	914	1007	994	994
Yes	4	14	5	3	9	2
No	95	86	94	92	90	96
DK / No opinion	2	..	2	4	1	1
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>101</b>	<b>99</b>	<b>100</b>	<b>99</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	928	497	999	1053	995	
Yes	2	13	2	4	3	
No	85	87	97	95	97	
DK / No opinion	13	0	1	1	1	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	

**TABLE 6.5.B COMPLAINT OCCURED WITH ELECTRICITY SUPPLY PROVIDERS (% BY DEMOGRAPHICS)**

Question: Electricity supply services

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	8881	3986	4895	1494	2148	2287	2931
Yes	4	4	3	2	5	4	3
No	95	94	95	95	94	94	95
DK / No opinion	2	2	2	3	1	2	2
<b>Total</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	584	1012	834	1607	559	748	2457
Yes	2	9	4	5	3	3	3
No	97	89	95	93	97	96	95
DK / No opinion	1	2	1	2	1	2	2
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>101</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1484	4175	2071	1050	3211	2925	2706
Yes	4	3	5	1	4	3	5
No	94	95	94	95	94	96	94
DK / No opinion	2	2	1	4	2	1	2
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>

**TABLE 6.6.A SUCCESS OF COMPLAINT WITH ELECTRICITY SUPPLY PROVIDERS (% BY COUNTRY)**

Question: Electricity supply services

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	408	67	50	34	79	20
Very well	14	23	8	7	18	13
Fairly well	32	38	38	45	37	42
Fairly badly	27	25	13	32	28	10
Very badly	14	12	21	12	12	18
DK / No opinion	13	3	19	3	6	18
<b>TOTAL</b>	<b>100</b>	<b>101</b>	<b>99</b>	<b>99</b>	<b>101</b>	<b>101</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	16	53	21	41	27	
Very well	0	16	13	12	21	
Fairly well	41	22	20	46	19	
Fairly badly	4	37	34	34	37	
Very badly	23	24	12	8	13	
DK / No opinion	32	1	21	0	10	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 6.6.B SUCCESS OF COMPLAINT WITH ELECTRICITY SUPPLY PROVIDERS (% BY DEMOGRAPHICS)**

Question: Electricity supply services

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	408	193	215	39	113	127	128
Very well	14	11	17	5	13	16	17
Fairly well	32	34	31	53	31	40	20
Fairly badly	27	32	22	25	30	24	27
Very badly	14	15	12	11	14	14	15
DK / No opinion	13	8	17	6	13	6	20
<b>Total</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>99</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	32	64	42	90	34	26	97
Very well	7	5	14	13	48	20	15
Fairly well	32	36	48	39	18	34	20
Fairly badly	29	39	18	26	5	12	30
Very badly	31	18	1	12	5	6	17
DK / No opinion	0	3	19	10	24	28	18
<b>Total</b>	<b>99</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	88	209	85	20	147	122	133
Very well	17	15	6	30	18	11	13
Fairly well	30	37	26	30	25	34	39
Fairly badly	27	22	41	5	22	30	32
Very badly	10	13	19	18	23	7	10
DK / No opinion	17	14	8	17	12	19	6
<b>Total</b>	<b>101</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>

**TABLE 6.7.A COMPLAINT OCCURED WITH GAS SUPPLY PROVIDERS (% BY COUNTRY)**

Question: Gas supply services

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	6890	..	810	508	854	899
Yes	2	..	4	2	5	0
No	94	..	94	97	94	98
DK / No opinion	4	..	2	1	1	2
<b>TOTAL</b>	<b>100</b>	<b>..</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	804	469	964	917	665	
Yes	1	2	1	3	2	
No	85	98	95	97	96	
DK / No opinion	14	0	5	1	2	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>101</b>	<b>100</b>	

**TABLE 6.7.B COMPLAINT OCCURED WITH GAS SUPPLY PROVIDERS (% BY DEMOGRAPHICS)**

Question: Gas supply services

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	6890	3067	3823	1149	1704	1772	2247
Yes	2	2	2	1	2	2	1
No	94	94	95	95	95	93	94
DK / No opinion	4	4	3	3	3	4	4
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>99</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	463	803	639	1239	411	572	1920
Yes	2	3	3	3	1	1	1
No	95	95	96	93	96	96	94
DK / No opinion	3	2	2	4	3	3	5
<b>Total</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1009	3318	1659	811	2294	2337	2225
Yes	2	2	2	2	1	2	2
No	92	95	96	93	92	96	96
DK / No opinion	7	3	2	6	7	2	2
<b>Total</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>

**TABLE 6.8.A SUCCESS OF COMPLAINT WITH GAS SUPPLY PROVIDERS (% BY COUNTRY)**

Question: Gas supply services

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	144	..	29	8	39	4
Very well	22	..	46	11	14	21
Fairly well	26	..	6	23	31	0
Fairly badly	24	..	6	32	39	18
Very badly	13	..	21	34	4	0
DK / No opinion	15	..	21	0	12	61
<b>TOTAL</b>	<b>100</b>	<b>..</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	10	10	7	26	11	
Very well	0	10	14	7	19	
Fairly well	55	38	37	32	33	
Fairly badly	0	33	28	22	24	
Very badly	22	19	0	36	24	
DK / No opinion	23	0	20	2	0	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>100</b>	

**TABLE 6.8.B SUCCESS OF COMPLAINT WITH GAS SUPPLY PROVIDERS (% BY DEMOGRAPHICS)**

Question: Gas supply services

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	144	67	77	18	39	41	45
Very well	22	23	20	5	17	14	48
Fairly well	26	29	22	21	18	40	17
Fairly badly	24	24	25	39	37	21	10
Very badly	13	12	14	13	17	11	11
DK / No opinion	15	12	19	22	10	15	15
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>101</b>	<b>101</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	12	24	13	29	8	8	34
Very well	36	15	5	17	4	12	39
Fairly well	15	20	45	30	21	65	17
Fairly badly	15	39	4	32	57	0	18
Very badly	7	21	16	2	17	23	15
DK / No opinion	27	5	30	19	0	0	11
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	73	33	15	2	58	46	2
Very well	28	16	18	26	52	4	21
Fairly well	29	31	28	8	19	23	37
Fairly badly	17	21	32	36	15	36	17
Very badly	17	9	19	12	5	16	16
DK / No opinion	10	23	3	18	10	21	9
<b>Total</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>

**TABLE 6.9.A COMPLAINT OCCURED WITH WATER SUPPLY PROVIDERS (% BY COUNTRY)**

Question: Water supply services

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8422	500	885	901	978	898
Yes	2	4	5	3	6	4
No	95	96	94	95	93	94
DK / No opinion	2	..	2	2	1	2
<b>TOTAL</b>	<b>99</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	815	496	986	973	990	
Yes	3	9	1	4	3	
No	85	91	97	96	96	
DK / No opinion	13	0	3	1	1	
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>101</b>	<b>101</b>	<b>100</b>	

**TABLE 6.9.B COMPLAINT OCCURED WITH WATER SUPPLY PROVIDERS (% BY DEMOGRAPHICS)**

Question: Water supply services

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3 N=	8422	3765	4657	1441	2049	2176	2735
Yes	2	3	2	2	3	3	2
No	95	95	95	95	95	95	96
DK / No opinion	2	3	2	4	2	2	2
<b>Total</b>	<b>99</b>	<b>101</b>	<b>99</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	558	993	803	1526	538	680	2276
Yes	3	4	4	4	2	1	2
No	95	94	94	93	98	98	96
DK / No opinion	2	3	2	2	0	1	2
<b>Total</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1380	3934	1992	1015	2867	2818	2698
Yes	2	3	3	1	2	3	3
No	96	95	95	94	94	96	95
DK / No opinion	2	2	2	5	4	1	2
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

**TABLE 6.10.A SUCCESS OF COMPLAINT WITH WATER SUPPLY PROVIDERS (% BY COUNTRY)**

Question: Water supply services

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	327	18	41	31	52	37
Very well	10	16	12	9	7	0
Fairly well	29	36	12	61	44	32
Fairly badly	29	23	44	13	24	24
Very badly	18	12	15	6	16	27
DK / No opinion	14	13	18	11	9	17
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	22	41	9	43	33	
Very well	0	13	22	4	21	
Fairly well	25	14	23	26	16	
Fairly badly	41	43	6	39	20	
Very badly	16	27	20	28	23	
DK / No opinion	19	2	28	2	20	
<b>TOTAL</b>	<b>101</b>	<b>99</b>	<b>99</b>	<b>99</b>	<b>100</b>	

**TABLE 6.10.B SUCCESS OF COMPLAINT WITH WATER SUPPLY PROVIDERS (% BY DEMOGRAPHICS)**

Question: Water supply services

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	327	145	182	37	82	108	99
Very well	10	7	12	21	11	4	13
Fairly well	29	34	24	30	25	32	28
Fairly badly	29	25	32	19	28	34	29
Very badly	18	19	17	14	19	18	21
DK / No opinion	14	14	14	16	18	12	9
<b>Total</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	30	55	34	73	26	19	69
Very well	15	2	6	1	18	3	14
Fairly well	40	14	51	34	15	6	25
Fairly badly	26	36	19	31	22	73	27
Very badly	11	39	5	18	9	18	24
DK / No opinion	8	10	20	16	35	0	10
<b>Total</b>	<b>100</b>	<b>101</b>	<b>101</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	62	169	74	18	90	110	123
Very well	8	4	4	55	23	5	8
Fairly well	41	23	40	8	17	28	38
Fairly badly	28	39	17	12	27	35	26
Very badly	14	17	30	1	21	13	22
DK / No opinion	8	17	9	23	12	18	7
<b>Total</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>101</b>

**TABLE 6.11.A COMPLAINT OCCURED WITH POSTAL PROVIDERS (% BY COUNTRY)**

Question: Postal services

	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
CC EB 2003.3						
N=	8771	500	917	965	973	981
Yes	3	2	8	3	5	1
No	95	98	90	94	95	98
DK / No opinion	2	..	1	3	1	1
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>101</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	898	488	999	1053	997	
Yes	1	2	1	6	1	
No	85	98	97	94	97	
DK / No opinion	14	..	1	1	1	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>101</b>	<b>99</b>	

**TABLE 6.11.B COMPLAINT OCCURED WITH POSTAL PROVIDERS (% BY DEMOGRAPHICS)**

Question: Postal services

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3 N=	8771	3924	4847	1488	2116	2267	2879
Yes	3	4	3	2	4	4	2
No	95	94	96	96	95	94	96
DK / No opinion	2	2	2	3	1	2	2
<b>Total</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un- employed</b>	<b>Retired</b>
N=	577	1014	831	1581	549	732	2406
Yes	5	5	6	5	2	1	2
No	93	93	92	94	96	98	97
DK / No opinion	2	2	2	1	2	2	2
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>101</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1452	4114	2053	1051	3163	2894	2676
Yes	1	3	5	3	2	3	4
No	97	95	94	95	96	95	94
DK / No opinion	2	2	1	3	2	1	2
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>99</b>	<b>100</b>

**TABLE 6.12.A SUCCESS OF COMPLAINT WITH POSTAL PROVIDERS (% BY COUNTRY)**

Question: Postal services

	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
CC EB 2003.3						
N=	292	8	75	30	46	13
Very well	8	0	7	12	8	7
Fairly well	26	23	25	44	20	28
Fairly badly	32	64	36	29	41	5
Very badly	17	13	11	3	17	39
DK / No opinion	17	0	22	13	14	21
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>101</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	14	9	15	67	15	
Very well	0	15	11	5	14	
Fairly well	18	35	27	37	26	
Fairly badly	46	50	19	30	14	
Very badly	0	0	24	23	16	
DK / No opinion	36	0	19	4	30	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	

**TABLE 6.12.B SUCCESS OF COMPLAINT WITH POSTAL PROVIDERS (% BY DEMOGRAPHICS)**

Question: Postal services

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3 N=	292	139	153	30	93	90	78
Very well	8	5	11	10	6	8	11
Fairly well	26	34	17	25	29	21	31
Fairly badly	32	28	36	45	31	34	24
Very badly	17	17	16	3	13	25	17
DK / No opinion	17	16	19	17	21	12	17
<b>Total</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	34	50	39	63	16	11	52
Very well	19	3	9	1	1	34	14
Fairly well	23	16	37	31	11	5	24
Fairly badly	39	32	9	36	48	25	34
Very badly	10	39	21	12	7	33	12
DK / No opinion	9	11	24	20	32	3	16
<b>Total</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	28	153	83	25	73	99	114
Very well	8	7	7	0	15	4	9
Fairly well	36	19	34	30	28	22	30
Fairly badly	31	39	19	48	28	37	30
Very badly	15	16	24	2	21	21	10
DK / No opinion	10	19	15	19	8	15	21
<b>Total</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>100</b>

**TABLE 6.13.A COMPLAINT OCCURED WITH TRANSPORT PROVIDERS WITHIN TOWNS/CITIES (% BY COUNTRY)**

Question: Transport services within towns/cities

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	7360	500	684	805	707	868
Yes	1	1	3	1	4	0
No	86	99	95	96	93	98
DK / No opinion	13	..	2	3	3	1
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	788	398	914	748	948	
Yes	1	1	1	3	1	
No	84	96	79	96	97	
DK / No opinion	15	3	20	2	2	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	

**TABLE 6.13.B COMPLAINT OCCURED WITH TRANSPORT PROVIDERS WITHIN TOWNS/CITIES (% BY DEMOGRAPHICS)**

Question: Transport services within towns/cities

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	7360	3274	4086	1342	1816	1869	2312
Yes	1	2	1	1	2	1	1
No	86	85	86	91	90	84	79
DK / No opinion	13	14	12	8	7	15	20
<b>Total</b>	<b>100</b>	<b>101</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	473	894	731	1309	459	598	1902
Yes	1	2	4	2	1	0	1
No	84	90	88	89	89	87	78
DK / No opinion	15	8	7	8	10	13	21
<b>Total</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1113	3358	1834	965	2274	2430	2621
Yes	1	2	2	2	1	1	3
No	79	85	88	91	81	87	89
DK / No opinion	20	13	11	7	18	12	9
<b>Total</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>

**TABLE 6.14.A SUCCESS OF COMPLAINT WITH TRANSPORT PROVIDERS WITHIN TOWNS/CITIES (% BY COUNTRY)**

Question: Transport services within towns/cities

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	130	3	22	9	24	5
Very well	5	0	18	0	0	0
Fairly well	18	59	14	25	28	11
Fairly badly	40	41	31	29	41	44
Very badly	9	0	0	4	14	25
DK / No opinion	27	0	36	41	16	20
<b>TOTAL</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>99</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	12	7	6	28	14	
Very well	0	8	0	3	13	
Fairly well	8	15	0	35	23	
Fairly badly	71	16	48	36	27	
Very badly	0	61	8	14	14	
DK / No opinion	21	0	44	12	23	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 6.14.B SUCCESS OF COMPLAINT WITH TRANSPORT PROVIDERS WITHIN TOWNS/CITIES (% BY DEMOGRAPHICS)**

Question: Transport services within towns/cities

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	130	60	70	21	40	37	31
Very well	5	8	2	0	11	2	1
Fairly well	18	15	22	17	14	13	38
Fairly badly	40	43	37	49	49	33	24
Very badly	9	6	13	15	3	18	6
DK / No opinion	27	28	26	20	23	34	31
<b>Total</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	7	21	18	24	8	6	25
Very well	8	11	0	0	1	29	0
Fairly well	10	13	18	30	4	22	21
Fairly badly	35	44	62	27	26	29	34
Very badly	0	2	0	6	68	19	16
DK / No opinion	47	29	20	37	0	0	29
<b>Total</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	15	67	28	19	26	31	70
Very well	6	3	0	20	25	0	3
Fairly well	34	25	11	4	29	16	17
Fairly badly	10	37	56	41	10	33	52
Very badly	29	9	1	11	18	9	7
DK / No opinion	20	26	31	24	17	42	22
<b>Total</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>101</b>

**TABLE 6.15.A COMPLAINT OCCURED WITH RAIL PROVIDERS BETWEEN TOWNS/CITIES (% BY COUNTRY)**

Question: Rail services between towns/cities

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	5844	..	743	644	703	652
Yes	2	..	4	0	3	0
No	89	..	94	95	94	97
DK / No opinion	9	..	2	5	3	3
<b>TOTAL</b>	<b>100</b>	<b>..</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	659	..	878	735	830	
Yes	1	..	2	1	1	
No	79	..	86	97	96	
DK / No opinion	19	..	13	1	3	
<b>TOTAL</b>	<b>99</b>	<b>..</b>	<b>101</b>	<b>99</b>	<b>100</b>	

**TABLE 6.15.B COMPLAINT OCCURED WITH RAIL PROVIDERS BETWEEN TOWNS/CITIES (% BY DEMOGRAPHICS)**

Question: Rail services between towns/cities

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	5844	2630	3214	1079	1519	1485	1740
Yes	2	3	1	2	2	2	1
No	89	88	89	92	90	87	87
DK / No opinion	9	9	9	6	7	11	11
<b>Total</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>99</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	404	749	600	1034	165	516	1546
Yes	0	7	4	2	1	1	1
No	91	84	92	89	81	91	88
DK / No opinion	9	9	4	9	18	8	12
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	698	2741	1526	800	1696	1945	2174
Yes	1	2	3	2	1	2	2
No	86	89	90	93	83	90	94
DK / No opinion	13	9	8	5	16	8	4
<b>Total</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

**TABLE 6.16.A SUCCESS OF COMPLAINT WITH RAIL PROVIDERS BETWEEN TOWNS/CITIES (% BY COUNTRY)**

Question: Rail services between towns/cities

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	90	..	28	2	19	3
Very well	5	..	0	0	7	54
Fairly well	14	..	11	48	33	0
Fairly badly	47	..	46	52	35	18
Very badly	19	..	22	0	4	0
DK / No opinion	15	..	21	0	21	27
<b>TOTAL</b>	<b>100</b>	<b>..</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	8	..	11	9	10	
Very well	10	..	7	0	13	
Fairly well	27	..	5	15	35	
Fairly badly	38	..	57	28	24	
Very badly	0	..	22	57	10	
DK / No opinion	26	..	9	0	19	
<b>TOTAL</b>	<b>101</b>	<b>..</b>	<b>100</b>	<b>100</b>	<b>101</b>	

**TABLE 6.16.B SUCCESS OF COMPLAINT WITH RAIL PROVIDERS BETWEEN TOWNS/CITIES (% BY DEMOGRAPHICS)**

Question: Rail services between towns/cities

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	90	53	37	20	30	21	17
Very well	5	3	10	7	1	2	17
Fairly well	14	17	6	27	21	2	11
Fairly badly	47	46	51	27	46	77	24
Very badly	19	23	10	34	17	7	28
DK / No opinion	15	12	23	5	16	12	21
<b>Total</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>101</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	5	20	13	19	2	1	8
Very well	31	1	0	0	0	0	40
Fairly well	0	3	3	45	0	0	0
Fairly badly	31	62	70	28	19	0	19
Very badly	0	29	2	12	0	100	5
DK / No opinion	38	5	25	16	81	0	37
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>101</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	6	43	20	18	15	30	40
Very badly	0	2	0	10	18	4	0
Fairly badly	56	14	5	19	11	7	25
Fairly well	10	37	73	50	38	58	43
Very well	29	25	14	10	30	13	20
DK / No opinion	5	21	7	11	4	18	12
<b>Total</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>

**TABLE 7.1.A CUSTOMER SERVICES OF MOBILE TELEPHONE PROVIDERS (% BY COUNTRY)**

**Question:** In general, would you say that customer service from your mobile telephone service provider is very good, fairly good, fairly bad or very bad? By that, I mean that I would like to know if the staffs are available, polite and if the service is quick, efficient and appropriate in urgent situations? (SHOW CARD WITH SCALE - If GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE")

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	6731	309	810	763	654	666
Very good	26	51	37	27	40	29
Fairly good	47	42	55	63	48	58
Fairly bad	3	2	2	3	2	4
Very bad	1	0	..	0	1	1
DK / No opinion	24	4	5	7	8	9
<b>TOTAL</b>	<b>101</b>	<b>99</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>101</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	714	381	837	698	899	
Very good	30	54	18	41	29	
Fairly good	59	40	42	48	54	
Fairly bad	4	2	2	5	6	
Very bad	0	..	1	0	1	
DK / No opinion	7	4	37	6	10	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 7.1.B CUSTOMER SERVICES OF MOBILE TELEPHONE PROVIDERS (% BY DEMOGRAPHICS)**

**Question:** In general, would you say that customer service from your mobile telephone service provider is very good, fairly good, fairly bad or very bad? By that, I mean that I would like to know if the staffs are available, polite and if the service is quick, efficient and appropriate in urgent situations? (SHOW CARD WITH SCALE - If GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE")

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	6731	3128	3603	1451	1996	1855	1409
Very good	26	26	26	32	30	26	15
Fairly good	47	48	45	54	55	46	30
Fairly bad	3	3	3	3	3	3	1
Very bad	1	1	0	0	1	0	0
DK / No opinion	24	22	26	12	11	24	53
<b>Total</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>99</b>	<b>99</b>
<b>MAIN ECONOMIC ACTIVITY</b>							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	549	959	781	1317	384	556	1129
Very good	28	36	33	30	23	20	16
Fairly good	49	55	51	51	49	52	28
Fairly bad	2	4	3	3	1	4	2
Very bad	2	0	1	0	0	0	0
DK / No opinion	19	5	13	16	28	24	53
<b>Total</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>99</b>
<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	649	3223	1754	1028	2321	2239	2133
Very good	18	26	28	31	23	29	27
Fairly good	25	49	50	55	42	46	54
Fairly bad	0	3	4	3	2	3	3
Very bad	0	0	1	0	0	0	1
DK / No opinion	56	22	17	11	32	22	16
<b>Total</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>101</b>

**TABLE 7.2.A CUSTOMER SERVICES OF FIXED TELEPHONE PROVIDERS (% BY COUNTRY)****Question:** And from your fixed telephone service provider? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	7536	492	840	820	751	740
Very good	19	54	22	14	26	17
Fairly good	59	38	60	72	52	59
Fairly bad	7	2	11	6	5	12
Very bad	2	0	1	0	2	1
DK / No opinion	13	6	6	7	15	11
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	687	487	954	806	959	
Very good	17	49	17	20	24	
Fairly good	60	41	60	58	61	
Fairly bad	13	6	6	9	9	
Very bad	2	2	2	1	1	
DK / No opinion	9	2	15	11	5	
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	

**TABLE 7.2.B CUSTOMER SERVICES OF FIXED TELEPHONE PROVIDERS (% BY DEMOGRAPHICS)**

Question: And from your fixed telephone service provider? (SHOW SAME CARD WITH SCALE)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	7536	3384	4152	1292	1811	1950	2463
Very good	19	18	20	21	19	20	18
Fairly good	59	59	59	55	61	59	60
Fairly bad	7	8	6	9	8	7	4
Very bad	2	3	1	4	3	1	1
DK / No opinion	13	12	13	12	9	13	16
<b>Total</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>99</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	536	929	754	1330	497	531	2003
Very good	18	20	19	22	22	18	19
Fairly good	59	64	65	61	61	52	58
Fairly bad	10	12	7	6	7	12	3
Very bad	4	1	2	1	1	2	1
DK / No opinion	9	3	7	10	9	17	20
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>101</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1151	3508	1861	924	2613	2440	2445
Very good	17	20	19	17	19	22	17
Fairly good	51	61	62	55	59	56	63
Fairly bad	2	6	11	10	6	7	8
Very bad	1	1	2	5	2	1	3
DK / No opinion	29	11	5	13	15	14	9
<b>Total</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>

**TABLE 7.3.A CUSTOMER SERVICES OF ELECTRICITY SUPPLY PROVIDERS (% BY COUNTRY)****Question:** And from your electricity supply service provider? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8870	500	933	1007	923	1000
Very good	25	44	28	16	27	24
Fairly good	60	42	55	68	45	63
Fairly bad	5	4	9	6	7	4
Very bad	1	2	0	0	1	0
DK / No opinion	9	9	8	10	19	9
<b>TOTAL</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	993	497	999	1020	998	
Very good	21	50	25	19	30	
Fairly good	62	38	65	60	60	
Fairly bad	6	7	4	8	6	
Very bad	1	3	1	0	1	
DK / No opinion	10	3	6	13	3	
<b>TOTAL</b>	<b>100</b>	<b>101</b>	<b>101</b>	<b>100</b>	<b>100</b>	

**TABLE 7.3.B CUSTOMER SERVICES OF ELECTRICITY SUPPLY PROVIDERS (% BY DEMOGRAPHICS)****Question:** And from your electricity supply service provider? (SHOW SAME CARD WITH SCALE)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3 N=	8870	3975	4895	1495	2155	2284	2915
Very good	25	25	26	23	25	26	26
Fairly good	60	61	59	54	62	61	61
Fairly bad	5	6	5	6	6	6	3
Very bad	1	1	1	0	1	1	0
DK / No opinion	9	8	9	17	5	6	10
<b>Total</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	586	1020	829	1604	562	751	2439
Very good	26	28	21	28	28	21	25
Fairly good	63	60	62	56	64	64	61
Fairly bad	5	7	8	7	1	7	3
Very bad	0	1	1	0	3	2	0
DK / No opinion	4	4	8	8	3	7	10
<b>Total</b>	<b>98</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>101</b>	<b>99</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1470	4170	2079	1050	3207	2925	2700
Very good	27	25	25	23	23	29	22
Fairly good	57	61	63	52	63	57	60
Fairly bad	3	6	6	6	4	5	8
Very bad	0	1	0	0	0	1	1
DK / No opinion	12	7	5	19	9	8	9
<b>Total</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>

**TABLE 7.4.A CUSTOMER SERVICES OF GAS SUPPLY PROVIDERS (% BY COUNTRY)**

Question: And from your gas supply service provider? (SHOW SAME CARD WITH SCALE)

	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
CC EB 2003.3						
N=	6789	..	819	479	780	894
Very good	25	..	27	19	25	26
Fairly good	59	..	56	64	47	61
Fairly bad	4	..	8	4	5	4
Very bad	1	..	0	1	1	0
DK / No opinion	12	..	7	12	20	9
<b>TOTAL</b>	<b>101</b>	<b>0</b>	<b>98</b>	<b>100</b>	<b>98</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	844	469	963	874	667	
Very good	22	52	25	21	31	
Fairly good	59	41	63	55	50	
Fairly bad	6	2	2	6	5	
Very bad	1	1	1	1	1	
DK / No opinion	11	4	10	15	11	
<b>TOTAL</b>	<b>99</b>	<b>100</b>	<b>101</b>	<b>98</b>	<b>98</b>	

**TABLE 7.4.B CUSTOMER SERVICES OF GAS SUPPLY PROVIDERS (% BY DEMOGRAPHICS)****Question:** And from your gas supply service provider? (SHOW SAME CARD WITH SCALE)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3 N=	6789	3018	3771	1142	1677	1733	2219
Very good	25	25	25	23	26	26	24
Fairly good	59	59	58	54	61	58	60
Fairly bad	4	4	4	4	5	4	3
Very bad	1	1	1	1	1	1	0
DK / No opinion	12	11	12	18	7	10	13
<b>Total</b>	<b>7092</b>	<b>3320</b>	<b>3871</b>	<b>1411</b>	<b>1958</b>	<b>2003</b>	<b>2493</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	449	791	626	1216	409	569	1892
Very good	28	29	22	27	31	24	24
Fairly good	60	61	60	56	57	61	60
Fairly bad	4	3	9	5	2	3	2
Very bad	1	1	0	0	4	2	0
DK / No opinion	8	5	9	12	6	10	13
<b>Total</b>	<b>726</b>	<b>1038</b>	<b>903</b>	<b>1491</b>	<b>674</b>	<b>669</b>	<b>1991</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	984	3260	1649	803	2252	2314	2190
Very good	26	25	27	21	21	30	23
Fairly good	54	60	61	52	62	56	60
Fairly bad	2	4	5	4	2	4	6
Very bad	0	1	1	2	1	1	1
DK / No opinion	18	10	7	21	14	10	10
<b>Total</b>	<b>1084</b>	<b>3360</b>	<b>1750</b>	<b>903</b>	<b>2352</b>	<b>2415</b>	<b>2290</b>

**TABLE 7.5.A CUSTOMER SERVICES OF WATER SUPPLY PROVIDERS (% BY COUNTRY)****Question:** And from your water supply service provider? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8335	500	898	892	895	877
Very good	25	50	26	15	27	20
Fairly good	57	39	53	65	46	59
Fairly bad	6	1	11	8	5	9
Very bad	1	0	1	1	1	1
DK / No opinion	10	10	9	11	20	11
<b>TOTAL</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	862	496	986	935	994	
Very good	17	48	26	19	30	
Fairly good	59	39	61	56	57	
Fairly bad	11	8	4	9	8	
Very bad	2	2	1	1	2	
DK / No opinion	10	3	8	15	4	
<b>TOTAL</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	

**TABLE 7.5.B CUSTOMER SERVICES OF WATER SUPPLY PROVIDERS (% BY DEMOGRAPHICS)****Question:** And from your water supply service provider? (SHOW SAME CARD WITH SCALE)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3 N=	8335	3725	4610	1436	2028	2147	2703
Very good	25	26	25	24	26	25	26
Fairly good	57	58	57	53	59	59	57
Fairly bad	6	6	6	6	7	7	6
Very bad	1	1	1	0	1	1	1
DK / No opinion	10	9	11	17	7	8	11
<b>Total</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	553	986	793	1508	537	672	2241
Very good	27	27	21	27	32	23	26
Fairly good	57	57	61	57	58	61	58
Fairly bad	7	7	8	7	4	6	5
Very bad	1	2	1	1	3	2	1
DK / No opinion	7	7	9	9	3	8	11
<b>Total</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>101</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1355	3882	1984	1014	2824	2794	2679
Very good	27	24	26	23	24	30	21
Fairly good	53	59	60	52	58	55	60
Fairly bad	6	6	7	7	6	5	8
Very bad	1	1	1	0	1	1	1
DK / No opinion	13	9	7	19	11	10	9
<b>Total</b>	<b>100</b>	<b>99</b>	<b>101</b>	<b>101</b>	<b>100</b>	<b>101</b>	<b>99</b>

**TABLE 7.6.A CUSTOMER SERVICES OF POSTAL PROVIDERS (% BY COUNTRY)****Question:** And from your postal service provider(s)? (SHOW SAME CARD WITH SCALE)

	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
CC EB 2003.3						
N=	8755	500	940	958	904	981
Very good	24	44	20	20	29	24
Fairly good	60	40	51	69	47	59
Fairly bad	7	1	20	4	4	5
Very bad	1	1	3	1	1	2
DK / No opinion	8	14	6	7	19	9
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>99</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	957	488	999	1028	1000	
Very good	21	60	25	17	33	
Fairly good	62	36	66	55	58	
Fairly bad	6	2	4	15	6	
Very bad	2	..	1	2	1	
DK / No opinion	10	2	4	12	3	
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>101</b>	

**TABLE 7.6.B CUSTOMER SERVICES OF POSTAL PROVIDERS (% BY DEMOGRAPHICS)****Question:** And from your postal service provider(s)? (SHOW SAME CARD WITH SCALE)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3 N=	8755	3921	4834	1488	2118	2255	2873
Very good	24	24	25	22	23	24	26
Fairly good	60	61	59	59	62	60	58
Fairly bad	7	7	7	6	8	7	6
Very bad	1	2	1	1	2	2	1
DK / No opinion	8	7	8	11	5	7	9
<b>Total</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un- employed</b>	<b>Retired</b>
N=	577	1011	830	1577	552	733	2398
Very good	24	24	18	24	28	22	27
Fairly good	60	58	63	61	58	64	58
Fairly bad	10	11	9	7	3	6	5
Very bad	2	1	3	1	4	2	0
DK / No opinion	4	5	7	7	7	6	9
<b>Total</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1445	4105	2055	1049	3179	2884	2655
Very good	28	23	25	22	25	27	19
Fairly good	57	61	61	56	62	58	59
Fairly bad	3	8	7	9	5	6	11
Very bad	1	2	2	1	1	1	3
DK / No opinion	11	7	5	11	7	8	8
<b>Total</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>

**TABLE 7.7.A CUSTOMER SERVICES OF TRANSPORT PROVIDERS WITHIN TOWNS/CITIES (% BY COUNTRY)****Question:** And from the providers of transport service within towns/cities? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	7196	500	681	752	632	864
Very good	16	27	14	14	20	19
Fairly good	54	29	51	63	42	62
Fairly bad	11	6	25	11	8	7
Very bad	3	5	4	1	3	1
DK / No opinion	15	34	6	11	27	11
<b>TOTAL</b>	<b>99</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	819	398	914	677	959	
Very good	13	26	16	11	22	
Fairly good	58	36	58	48	50	
Fairly bad	13	22	8	22	11	
Very bad	2	6	4	3	5	
DK / No opinion	14	9	14	16	12	
<b>TOTAL</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 7.7.B CUSTOMER SERVICES OF TRANSPORT PROVIDERS WITHIN TOWNS/CITIES (% BY DEMOGRAPHICS)****Question:** And from the providers of transport service within towns/cities? (SHOW SAME CARD WITH SCALE)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	7196	3195	4001	1323	1777	1823	2253
Very good	16	15	17	16	17	15	17
Fairly good	54	55	54	50	56	56	54
Fairly bad	11	12	11	14	14	11	7
Very bad	3	3	4	5	3	3	3
DK / No opinion	15	15	15	15	10	15	19
<b>Total</b>	<b>99</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un-employed</b>	<b>Retired</b>
N=	453	872	725	1281	454	579	1852
Very good	16	15	12	17	20	18	16
Fairly good	51	50	57	56	53	58	55
Fairly bad	14	14	19	11	8	9	7
Very bad	1	7	3	2	5	3	3
DK / No opinion	18	14	9	14	14	11	18
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>99</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1093	3270	1790	954	2233	2366	2561
Very good	19	15	15	16	15	19	14
Fairly good	52	55	55	53	55	54	54
Fairly bad	5	11	14	16	9	9	16
Very bad	3	4	3	3	4	3	4
DK / No opinion	21	15	13	12	17	15	12
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

**TABLE 7.8.A CUSTOMER SERVICES OF RAIL PROVIDERS BETWEEN TOWNS/CITIES**  
(% BY COUNTRY)**Question:** And from the provider of rail services between towns/cities? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	5615	..	744	578	621	635
Very good	14	..	13	13	23	16
Fairly good	47	..	40	59	46	56
Fairly bad	14	..	29	7	5	5
Very bad	4	..	8	1	2	0
DK / No opinion	20	..	10	20	24	23
<b>TOTAL</b>	<b>99</b>	<b>..</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	664	..	878	662	833	
Very good	10	..	13	10	22	
Fairly good	57	..	48	49	49	
Fairly bad	8	..	13	21	9	
Very bad	0	..	5	2	4	
DK / No opinion	25	..	21	17	17	
<b>TOTAL</b>	<b>100</b>	<b>..</b>	<b>100</b>	<b>99</b>	<b>101</b>	

**TABLE 7.8.B CUSTOMER SERVICES OF RAIL PROVIDERS BETWEEN TOWNS/CITIES**  
(% BY DEMOGRAPHICS)**Question:** And from the provider of rail services between towns/cities? (SHOW SAME CARD WITH SCALE)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	5615	2523	3092	1056	1459	1415	1666
Very good	14	13	15	16	13	13	16
Fairly good	47	49	46	44	53	49	42
Fairly bad	14	14	14	17	16	14	11
Very bad	4	5	3	6	4	5	2
DK / No opinion	20	19	21	17	13	19	29
<b>Total</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>
	<b>MAIN ECONOMIC ACTIVITY</b>						
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un- employed</b>	<b>Retired</b>
N=	377	710	588	987	159	497	1483
Very good	12	13	11	14	15	15	16
Fairly good	52	47	54	51	39	47	44
Fairly bad	16	17	20	13	15	13	11
Very bad	5	7	2	4	9	5	2
DK / No opinion	15	15	13	18	22	19	27
<b>Total</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>
	<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>		
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	675	2628	1451	783	1627	1882	2076
Very good	17	13	13	14	12	16	14
Fairly good	43	47	51	48	45	46	51
Fairly bad	8	14	16	17	14	13	17
Very bad	2	5	4	5	4	5	4
DK / No opinion	29	20	16	16	25	20	15
<b>Total</b>	<b>99</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>

## C. TECHNICAL SPECIFICATIONS

### C.1 Co-operating Agencies and Research Executives

**THE GALLUP ORGANIZATION**  
**Budapest Office – Central Eastern European Headquarters**

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Bulgaria	VITOSHA RESEARCH 1 Lazar Stanev str. 1113 Sofia	Mr. Alexander STOYANOV	359-2-971-3000	359-2-971-2233
Republic of Cyprus	CYMAR MARKET RESEARCH Digeni Akrita, 40 Strovolos 2045 1686 Nicosia	Ms. Eleni MARANGO	357-22-468-000	357-22- 468-008
Czech Republic	THE GALLUP ORGANIZATION, CZECH REPUBLIC Husova 7/241, 11 000 Praha 1	Ms. Alena NEDOMOVA	420-222-221-021	420-222-222-234
Estonia	SAAR POLL Veetorni 4 10119Tallin	Mr. Andrus SAAR	372-6-311-302	372-6-312-486
Hungary	THE GALLUP ORGANIZATION, HUNGARY Fő tér 1., Zichy Kastély H-1033 Budapest	Mr. Gergely HIDEG	361-250-0999	361-250-0650
Latvia	LATVIAN FACTS Brivibas str. 106-2 LV1001 Riga	Mr. Aigars FREIMANIS	371-731-4002	371-727-4936
Lithuania	BALTIC SURVEYS Didlauiko 47 LT2057 Vilnius	Ms. Rasa ALISAUSKIENE	370-5-212-0104	370-5-212-7145
Malta	MISCO 3rd Floor Regency House, Republic street VLT04 Valletta	Mr. Anthony CARABOTT	356-2122-0303	356-2124-7512
Poland	THE GALLUP ORGANIZATION, POLAND ul. Krzywickiego 34 02-078 Warszawa	Ms. Hanna IGNACZEWSKA	48-22-622-4132	48-22-622-6716
Romania	THE GALLUP ORGANIZATION, ROMANIA Bd. Nicolae Titulescu Nr. 1, Bl. A7, Sc. 4, Et. 8, Ap. 116-117, Sector 1 78151 Bucuresti	Ms. Olga DEZSO	40-1-210-5016	40-1-211-0366
Slovakia	FOCUS Grossinglova 37 81000 Bratislava	Mr. Ivan DIANISKA	421-2-529-31366	421-2-529-31378
Slovenia	CATI d.o.o. Trzaska cesta 2 1000 Ljubljana	Mr. Bojana PLETERSKI	386-1-241-0072	386-1-421-1970
Turkey	KONSENSUS Dikilitas Mah, Ayazmaderesi Cd. Mehmet Plaza No:30/3 Gayrettepe 80260 Istanbul	Mr. Murat SARI	90-212-216-3212	90-212-216-1814

## C2. Administrative Regional Units in the Applicant Countries

### **BULGARIA**

Sofia  
Varna  
Lovech  
Montana  
Rousse  
Bourgas  
Plovdiv  
Sofia  
Haskovo

### **CYPRUS**

### **CZECH REPUBLIC**

Praha  
Stredni Cechy  
Jihozapad  
Severozapad  
Severovychochod  
Jihovychochod  
Stredni Morava  
Ostravsko

### **ESTONIA**

Pohja-Eesti  
Kesk-Eesti  
Kirde-Eesti  
Laane-Eesti  
Louna-Eesti

### **HUNGARY**

Kozep-Magyarorszag  
Kozep-Dunantul  
Nyugat-Dunantul  
Del-Dunantul  
Eszak-Magyarorszag  
Eszak-Alfold  
Del-Alfold

### **LATVIA**

Riga  
Vidzeme  
Kurzeme  
Zemgale  
Latgale

### **LITHUNIAIA**

Alytaus  
Kauno  
Klaipedos  
Marijampoles  
Panevezio  
Siauliu  
Taurages  
Telsiu  
Utenos  
Vilniaus

### **MALTA**

### **POLAND**

Podlaskie  
Lubelskie  
Podkarpackie  
Warminsko-Mazurskie  
Lubuskie  
Opolskie  
Malopolskie  
Kujawsko-Pomorskie  
Todzkie  
Zachodnio-Pomorskie  
Pomorskie  
Wielkopolskie  
Dolnoslaskie  
Slaskie  
Mazowieckie  
Swietokrzyskie

### **ROMANIA**

Nord-Est  
Sud-Est  
Sud  
Sud-Vest  
Vest  
Nord-Vest  
Centru  
Bucuresti

### **SLOVAKIA**

Bratislavsky  
Zapadne Slovensko  
Streedne Slovensko  
Vychodne Slovensko

### **SLOVENIA**

Pomurska  
Podravska  
Koroaka  
Savinjska  
Zasavska  
Spodnjeposavska  
Dolenjska  
Osrednjeslovenska  
Gorenjska  
Notranjsko-Kraska  
Goriska  
Obalno-Kraska

### **TURKEY**

Mediterranean region  
East Anatolian region  
Aegean region  
South-East Anatolian region  
Central Anatolian region  
Black Sea region  
Marmara region

## C.3 Sample Specifications

Between the 16<sup>th</sup> of June and the 18<sup>th</sup> of July 2003, The Gallup Organization Hungary carried out wave 2003.3 of the Candidate Countries Eurobarometer, at the common request of the EUROPEAN COMMISSION, Directorate-Generals Press and Communication and DG ICT and Gender, DG Justice and Home Affairs and DG Health and Consumer Protection.

The Candidate Countries Eurobarometer 2003.3 covers citizens of each of the countries that are applying for European Union membership aged 15 and over, with the exception of Estonia, Latvia and Cyprus. In Estonia and Latvia, the survey covered permanent residents aged 15 and over. In Cyprus, the sample covered the territory of the Republic of Cyprus only. The basic sample design applied in all Candidate Countries is a multi-stage, random (probability) one. In each country, a number of sampling points were drawn with probability proportional to population size (for a total coverage of the country) and to population density. The questions covered by this report had only been asked in the 10 countries that will join the European Union in May of 2004.

For doing so, the 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 Candidate Countries Region according to the EUROSTAT NUTS 2 (or equivalent; if there are no such regions, we used NUTS 3 or equivalent regions for sampling) 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 were selected as every Nth address by standard random route procedures, from the initial address. In each household, the respondent was drawn, at random. All interviews were face-to-face in people's home and in the appropriate national language. In countries with significant minorities the respondents had a chance to respond in their mother tongue (in Estonia, Latvia and Lithuania in Russian, and in Romania in Hungarian).

Countries	Institutes	Number of Interviews	Field Work Dates	Population (x 000)
(Republic of) Cyprus	CYMAR MARKET RESEARCH	500	18-June – 4-July	689
Czech Republic	CVVM	1000	16-June – 6-July	10,226
Estonia	SAAR POLL	1007	19-June – 6-July	1,360
Hungary	THE GALLUP ORGANIZATION, HUNGARY	1003	25-June – 18-July	10,195
Latvia	LATVIAN FACTS LTD.	1004	26-June – 6-July	2,345
Lithuania	BALTIC SURVEYS	1004	18-June – 29-June	3,475
Malta	MISCO	500	16-June – 5-July	386
Poland	THE GALLUP ORGANIZATION, POLAND	1000	16-June – 8-July	38,632
Slovakia	FOCUS CENTER FOR SOCIAL AND MARKET ANALYSIS	1061	20-June – 7-July	5,331
Slovenia	CATI D.O.O.	1000	18-June – 16-July	1,980
Total number of interviews		9079		74,619

For each country a comparison between the sample and the universe was carried out. The Universe description was derived from population data from national statistics. For all Candidate Countries a weighting procedure, using marginal and intercellular weighting, was carried out, based on this Universe description. As such in all countries, gender, age, region NUTS 2, settlement size, household size, and education level were introduced in the iteration procedure. For international weighting (i.e. MS-2004 averages), Gallup applies the official population figures as provided by national statistics. The total population figures for input in this post-weighting procedure are listed above.

The results of the Candidate Countries Eurobarometer studies are reported in the form of tables, data files and analyses. Per question a Table of results is given with the full question text in English. The results are expressed as a percentage of the total. The results of the Eurobarometer surveys are analysed and made available through the Directorate-General Press and Communication, Opinion Polls of the European Commission, Office: Brey 7/41, B-1049 Brussels. The results are published on the Internet server of the European Commission: [http://europa.eu.int/comm/public\\_opinion/](http://europa.eu.int/comm/public_opinion/). All Eurobarometer datafiles are stored at the "Zentral Archiv" (Universität Köln, Bachemer Strasse, 40, D-50869 Köln-Lindenthal), available through the CESSDA Database <http://www.nsd.uib.no/cessda/europe.html>. They are at the disposal of all institutes members of the European Consortium for Political Research (Essex), of the Inter-University Consortium for Political and Social Research (Michigan) and of all those interested in social science research.

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 (in case of a sample of 1000 people – confidence intervals for N=500 sample are larger):

Observed percentages	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
Confidence intervals	± 1.9%	± 2.5%	± 2.7%	± 3.0%	± 3.2%

## C.4 Definition and weighted distribution of the socio-demographic and other variables used in cross-tabulations

### C.4.1 Gender

The sample consists of the following breakdown by gender:

(1) Men	46 %
(2) Women	54 %

### C.4.2 Age bands

On the basis of their age, respondents are grouped into the following four age bands:

(1) Aged 15 -24	17 %
(2) Aged 25 -39	26 %
(3) Aged 40 -54	27 %
(4) Aged 55+	30 %

### C.4.3 Terminal education age

Terminal education age represents recoded categories of answers to the following question :

*"How old were you when you stopped full-time education?"*

Respondents are grouped into the following 4 categories :

(1) respondents who left school at age fifteen or younger	20 %
(2) respondents who left school at ages 16 to 19	47 %
(3) respondents who stayed in school until they were aged 20 or older	22 %
(4) respondents who are still studying	11 %

### C.4.4 Main economic activity scale

The main economic activity scale represents recoded answers to the following question:

*"What is your current occupation?"*

The original question shows the following distribution:

#### Self – employed

(1) Farmer	2 %
(2) Fisherman	0 %
(3) Professional (lawyer, medical practitioner, accountant, etc.)	1 %
(4) Owner of a shop, craftsman, self -employed person	3 %
(5) Business proprietor, owner (full or partner) of a company	2 %

#### Employed

(6) Employed professional (employed doctor, lawyer, practitioner, accountant, architect)	3 %
(7) General management, director or top management (managing director, director general, other director)	1 %
(8) Middle management, other management (department head, junior manager, teacher, technician)	6 %
(9) Employed position, working mainly at a desk	6 %
(10) Employed position, not at a desk but travelling (salesman, driver, etc.)	3 %
(11) Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)	3 %
(12) Supervisor	0 %
(13) Skilled manual worker	9 %
(14) Other (unskilled) manual worker, servant	3 %

#### Non-active

(15) Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	4 %
(16) Student	12 %
(17) Unemployed or temporarily not working	11 %
(18) Retired or unable to work through illness	31 %

The recoded categories and their distribution for the main economic activity scale are as follows:

(1) <b>Self employed</b> = Farmer + Fisherman + Professional (lawyer, medical practitioner, accountant, architect, etc.) + Owner of a shop, craftsman, other self employed person + Business proprietor, owner (full or partner) of a company	8 %
(2) <b>Managers</b> = Employed professional (employed doctor, lawyer, accountant, architect, etc.) + General management, director or top management (managing director, director general, other director) + Middle management, other management (department head, junior manager, teacher, technician)	10 %
(3) <b>Other white collars</b> = Employed position, working mainly at a desk + Employed position, not at a desk but travelling (salesmen, driver, etc.)	9 %
(4) <b>Manual Workers</b> = Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc) + Supervisor + Skilled manual worker + Other (unskilled) manual worker, servant	15 %
(5) <b>House persons</b> = Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	4 %
(6) <b>Unemployed</b> = Unemployed + temporarily not working	11 %
(7) <b>Retired</b> = Retired + unable to work through illness	31 %
(8) <b>Still studying</b> = Student	12 %

In the tables, the category "Still studying" is displayed as part of the Terminal Education Age variable

#### C.4.5 Size of locality

On the basis of their own evaluation, respondents are grouped into the following groups according to the size of their settlement:

(1) rural area or village	37 %
(2) small or middle sized town	37 %
(3) large town	26 %

**D. CCEB - 2003.3 SIG Questionnaire**

(NEW)

**Q31. a) In general, would you say that access to mobile telephone services is easy or difficult for you?**

(SHOW CARD WITH SCALE - ONE ANSWER ONLY)

- b) And to fixed telephone services?**
- c) And to electricity supply services?**
- d) And to gas supply services?**
- e) And to water supply services?**
- f) And to postal services?**
- g) And to transport services within towns/cities (bus, tram, underground, etc)?**
- h) And to rail services between towns/cities?**

(SHOW SAME CARD WITH SCALE)

READ OUT	Easy access	Difficult access	No access (SPONT.)	DK / No opinion	Refused
a) Mobile telephone services	1	2	3	9	X
b) Fixed telephone services	1	2	3	9	X
c) Electricity supply services	1	2	3	9	X
d) Gas supply services	1	2	3	9	X
e) Water supply services	1	2	3	9	X
f) Postal services	1	2	3	9	X
g) Transport services within towns/cities	1	2	3	9	X
h) Rail services between towns/cities	1	2	3	9	X

(NEW)

**Q32 a) In general, would you say that the price you pay for the mobile telephone services you use is fair, or unfair?**

(SHOW CARD WITH SCALE - IF GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE")

(IF RESPONDENT REQUESTS FURTHER EXPLANATION ABOUT "FAIR" READ OUT: "FAIR, MEANING THAT THE PRICE YOU PAY CORRESPONDS WITH THE VALUE YOU GET FOR IT.")

- b) And for fixed telephone services?**
- c) And for electricity supply services?**
- d) And for gas supply services?**
- e) And for water supply services?**
- f) And for postal services?**
- g) And for transport services within towns/cities (bus, tram, underground, etc)?**
- h) And for rail services between towns/cities?**

(SHOW SAME CARD)

READ OUT	Fair	Unfair	Excessive (SPONT.)	Not applicable	DK / No opinion	Refused
a) Mobile telephone services	1	2	3	8	9	X
b) Fixed telephone services	1	2	3	8	9	X
c) Electricity supply services	1	2	3	8	9	X
d) Gas supply services	1	2	3	8	9	X
e) Water supply services	1	2	3	8	9	X
f) Postal services	1	2	3	8	9	X
g) Transport services within towns/cities	1	2	3	8	9	X
h) Rail services between towns/cities	1	2	3	8	9	X

(NEW)

**Q33. a) Overall, what do you think of the quality of mobile telephone services that you use? Would you say it is very good, fairly good, fairly bad, or very bad?**

(SHOW CARD WITH SCALE - IF GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE")

- b) And of the quality of fixed telephone services?**
- c) And of the quality of electricity supply services?**
- d) And of the quality of gas supply services?**
- e) And of the quality of water supply services?**
- f) And of the quality of postal services?)**
- g) And of the quality of transport services within towns/cities (bus, tram, underground, etc.)?**
- h) And of the quality of rail services between towns/cities?**

(SHOW SAME CARD WITH SCALE)

READ OUT	Very good	Fairly good	Fairly bad	Very bad	Not applicable	DK	Ref.
a) Mobile telephone services	1	2	3	4	8	9	X
b) Fixed telephone services	1	2	3	4	8	9	X
c) Electricity supply services	1	2	3	4	8	9	X
d) Gas supply services	1	2	3	4	8	9	X
e) Water supply services	1	2	3	4	8	9	X
f) Postal services	1	2	3	4	8	9	X
g) Transport services within towns/cities	1	2	3	4	8	9	X
h) Rail services between towns/cities	1	2	3	4	8	9	X

(NEW)

**Q34. a) In general, would you say the information (bills, contracts, advertising, tickets, leaflets, etc.) you receive from your mobile telephone service provider is clear, or unclear?**

(SHOW CARD WITH SCALE - If GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE")

**b) And from your fixed telephone service provider?**

**c) And from your electricity supply service provider?**

**d) And from your gas supply service provider?**

**e) And from your water supply service provider?**

**f) And from your postal service provider(s)?**

**g) And from the providers of transport service within towns/cities?**

**h) And from the providers of rail service between town/cities?**

(SHOW SAME CARD)

READ OUT	Clear	Unclear	Not applicable	DK	Ref.
a) From your mobile telephone service provider	1	2	8	9	X
b) From your fixed telephone service provider	1	2	8	9	X
c) From your electricity supply service provider	1	2	8	9	X
d) From your gas supply service provider	1	2	8	9	X
e) From your water supply service provider	1	2	8	9	X
f) From your postal service provider	1	2	8	9	X
g) From providers of transport service within towns/cities	1	2	8	9	X
h) From providers of rail service between towns/cities	1	2	8	9	X

(NEW)

**Q35. a) In general, would you say that the terms and conditions of your contract with your mobile telephone service provider are fair, or unfair?**

(SHOW CARD WITH SCALE - IF GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE")

(IF RESPONDENT REQUESTS FURTHER EXPLANATION ABOUT "FAIR" READ OUT: "FAIR, MEANING THAT IT TAKES YOUR INTERESTS IN ACCOUNT AS WELL.")

- b) And with your fixed telephone service provider?**
- c) And with your electricity supply service provider?**
- d) And with your gas supply service provider?**
- e) And with your water supply service provider?**
- f) Would you say the general terms and conditions applicable to postal service provider, which are available from post offices, are fair, or unfair?**
- g) Would you say the terms and conditions of carriage from providers of transport services within towns/cities, sometimes printed on the reverse of the tickets, are fair, or unfair?**
- h) And the terms and conditions from providers of rail services between town/cities?**

(SHOW SAME CARD)

READ OUT	Fair	Unfair	Not applicable	DK	Ref.
a) Mobile telephone service provider	1	2	8	9	X
b) Fixed telephone service provider	1	2	8	9	X
c) Electricity supply service provider	1	2	8	9	X
d) Gas supply service provider	1	2	8	9	X
e) Water supply service provider	1	2	8	9	X
f) Postal service provider	1	2	8	9	X
g) Provider of transport services within towns/cities	1	2	8	9	X
h) Provider of rail services between towns/cities	1	2	8	9	X

(NEW)

**Q36. a) In the last twelve months, have you personally made a complaint, either to any complaint-handling body (ombudsman, regulator, consumer association, industry body, etc.) or to the service provider about any aspect of...?**

(IF GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK “NOT APPLICABLE”)

(FOR EACH SERVICE WHICH RECEIVED CODE 1 (‘YES’) IN Q36.A., ASK)

**b) Would you say your complaint was dealt with very well, fairly well, fairly badly or very badly?**

	Q36.a					Q36.b					
	Yes	No	Not applicable	DK	Ref.	Very well	Fairly well	Fairly badly	Very badly	DK	Ref.
a) Mobile telephone services	1	2	8	9	X	1	2	3	4	9	X
b) Fixed telephone services	1	2	8	9	X	1	2	3	4	9	X
c) Electricity supply services	1	2	8	9	X	1	2	3	4	9	X
d) Gas supply services	1	2	8	9	X	1	2	3	4	9	X
e) Water supply services	1	2	8	9	X	1	2	3	4	9	X
f) Postal services	1	2	8	9	X	1	2	3	4	9	X
g) Transport services within towns/cities	1	2	8	9	X	1	2	3	4	9	X
h) Rail services between towns/cities	1	2	8	9	X	1	2	3	4	9	X

(NEW)

**Q37. a) In general, would you say that customer service from your mobile telephone service provider is very good, fairly good, fairly bad or very bad? By that, I mean that I would like to know if the staffs are available, polite and if the service is quick, efficient and appropriate in urgent situations?**

(SHOW CARD WITH SCALE - If GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE")

- b) And from your fixed telephone service provider?**
- c) And from your electricity supply service provider?**
- d) And from your gas supply service provider?**
- e) And from your water supply service provider?**
- f) And from your postal service provider(s)?**
- g) And from the providers of transport service within towns/cities?**
- h) And from the provider of rail services between towns/cities?**

(SHOW SAME CARD WITH SCALE)

READ OUT	Very good	Fairly good	Fairly bad	Very bad	Not applicable	DK	Ref.
a) Mobile telephone service provider	1	2	3	4	8	9	X
b) Fixed telephone service provider	1	2	3	4	8	9	X
c) Electricity supply service provider	1	2	3	4	8	9	X
d) Gas supply service provider	1	2	3	4	8	9	X
e) Water supply service provider	1	2	3	4	8	9	X
f) Postal service provider	1	2	3	4	8	9	X
g) Provider of transport services within towns/cities	1	2	3	4	8	9	X
h) Provider of rail services between towns/cities	1	2	3	4	8	9	X

**DEMOS****D1. What is your nationality?**

(DO NOT PROBE - DO NOT READ OUT - ONE ANSWER ONLY)

- 
- 1) Bulgarian
  - 2) Greek
  - 3) Czech
  - 4) Estonian
  - 5) Hungarian
  - 6) Latvian
  - 7) Lithuanian
  - 8) Maltese
  - 9) Polish
  - 10) Romanian
  - 11) Slovak
  - 12) Slovenian
  - 13) Turkish
  - 14) Russian
  - 15) Other
- 99) DK / no opinion  
(spontaneous)
- 00) Refusal (spontaneous)

**D2. Are you ...?**

- 1 - Single
  - 2 - Married
  - 3 - Living as married
  - 4 - Divorced
  - 5 - Separated
  - 6 - Widowed
- 
- 9 - DK / no opinion  
(spontaneous)
- X - Refusal (spontaneous)

**D3a. How old were you when you stopped full-time education?**

(CODE THE AGE OF EDUCATION TERMINATION,

IF STILL STUDYING: CODE 00,

IF NEVER WENT TO SCHOOL: CODE 01)

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**D3.b. What is your level of education? LOCAL CODES (such as primary school, worker's school, gymnasium, college, university degree, etc.)**

LOCAL AGENCIES: APPLY CATEGORIES WHICH CORRESPOND TO THE OFFICIAL CENSUS-BUREAU CATEGORIES (AND PRESUMABLY YOU ARE REGULARLY USING) - THIS QUESTION WILL BE USED SOLELY FOR WEIGHTING PURPOSES. WE NEED INFORMATION ABOUT EDUCATION LEVEL WHICH CAN BE AN EFFICIENT INPUT FOR WEIGHTING PROCEDURES BASED ON POPULATION STATISTICS YOU WILL BE ABLE TO PROVIDE US WITH.

**D4. What is the year of your birth?**  
(CODE LAST TWO DIGITS OF THE YEAR)

--	--

**D5a. How many people live in your household, including yourself, all adults and children?**  
(CODE NUMBER OF ALL HOUSEHOLD MEMBERS)

--	--

**D5b. And how many of them are under the age of 15?**  
(CODE NUMBER OF THOSE UNDER15)

--	--

**D5c. And how many of them over 24?**  
(CODE NUMBER OF THOSE OVER 24)

--	--

**D6. Do you or anyone else in your household own .. ?**

(READ OUT)

	yes	no	DK	refusal
a) a house	1	2	9	X
b) an apartment	1	2	9	X
c) a colour TV set	1	2	9	X
d) a video recorder	1	2	9	X
e) a video camera	1	2	9	X
f) automatic washing machine	1	2	9	X
g) dishwasher	1	2	9	X
h) a PC / home computer	1	2	9	X
i) Internet access	1	2	9	X
j) a still camera	1	2	9	X
k) a second home or a holiday home/flat	1	2	9	X
l) mobile phone	1	2	9	X
m) microwave oven	1	2	9	X
n) HI-FI equipment	1	2	9	X
o) 2 or more cars	1	2	9	X
p) only one car	1	2	9	X

**D7a) What is your current occupation ?****D7b) (IF NOT DOING ANY PAID WORK CURRENTLY - CODES 1 TO 4 IN D7a)****Did you do any paid work in the past? What was your last occupation ?**

OCCUPATION	D7a) current	D7b) last
<b>NOT WORKING</b>		
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	①	↓
Student	②	
Unemployed or temporarily not working	③	
Retired or unable to work through illness	④	
<b>SELF EMPLOYED</b>		
Farmer	5	5
Fisherman	6	6
Professional (lawyer, medical practitioner, accountant, architect, ...)	7	7
Owner of a shop, craftsmen, other self employed person	8	8
Business proprietors, owner (full or partner) of a company	9	9
<b>EMPLOYED</b>		
Employed professional (employed doctor, lawyer, accountant, architect)	10	10
General management, director or top management (Managing directors, director general, other director)	11	11
Middle management, other management (department head, junior manager, teacher, technician)	12	12
Employed position, working mainly at desk	13	13
Employed position, not at desk but travelling (salesmen, driver, ...)	14	14
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, ...)	15	15
Supervisor	16	16
Skilled manual worker	17	17
Other (unskilled) manual worker, servant	18	18
<b>NEVER DID ANY PAID WORK</b>		19

**D8. Are you/were you paid - directly or indirectly - by the state, local government or other public administration?**

1 - yes

2 - no

---

9 - DK / no opinion (spontaneous)

X - Refusal (spontaneous)

**D10. Would you say you live in a ... ?**

1 - rural area or village

2 - small or middle sized town

3 - large town

---

9 - DK / no opinion

(spontaneous)

X - Refusal (spontaneous)

**D11.a. Do you consider yourself as belonging to a particular religion? (IF YES)  
Which one? (SHOW CARD - ONE ANSWER ONLY)**

1 - Roman Catholic

2 - Greek Catholic

3 - Protestant\*

4 - Orthodox\*\*

5 - Jewish

6 - Muslim

7 - Buddhist

8 - Hindu

9 - Other

10 - None, I do not consider myself belonging to a particular religion

---

99 - DK / no opinion

(spontaneous)

X - Refusal (spontaneous)

\* In the Czech Republic used: "Protestant (Evangelical Church of Czech-Brethrens, Czechoslovak Hussite)", in Hungary: "Protestant (Reformed, Evangelist, etc.)" was used

\*\* In Latvia: "Orthodox, Old Believers" was used

**D11.b. Do you attend religious services other than weddings or funerals several times a week, once a week, a few times a year, once a year or less, or never? (ONE ANSWER ONLY)**

- 1 - several times a week
- 2 - once a week
- 3 - a few times a year
- 4 - once a year or less
- 5 - never

---

9 - DK / no opinion (spontaneous)  
X - Refusal (spontaneous)

**D12. We also need some information about the income of this household to be able to analyse the survey results for different types of households. Here is a list of income groups. (SHOW CARD)**

**Please count the total wages and salaries PER MONTH of all members of this household; all pensions and social insurance benefits; child allowances and any other income like rents, etc.**

**...Of course, your answer as all other replies in this interview will be treated confidentially and referring back to you or your household will be impossible. Please give me the letter of the income group your household falls into!**

INCOME DECILISES TO BE CHECKED WITH EACH LOCAL AGENCY;  
LOCAL INCOME GROUPS APPLIED.

- 1 - B
- 2 - T
- 3 - P
- 4 - F
- 5 - E
- 6 - H
- 7 - L
- 8 - N
- 9 - R
- 10 - M

---

99 - DK / no opinion  
(spontaneous)  
X - Refusal (spontaneous)

**D13. If there were a “General Election” tomorrow, (SAY IF CONTACT IS UNDER 18 YEARS: and you had a vote), which party would you vote for? (DO NOT READ OUT - SPONTANEOUS ANSWER - ONLY ONE ANSWER)**

LOCAL AGENCIES: APPLY PARTIES THAT ARE NORMALLY INCLUDED IN A POLITICAL SURVEY IN YOUR COUNTRY, IE. THOSE WHO COULD POSSIBLY REACH AT LEAST ONE PERCENT ON GENERAL ELECTIONS AT THE CURRENT TIME.

- 1 - Party A
  - 2 - Party B
  - 3 - Party C
  - 4 - Party D
  - 5 - Party E
  - 6 - Party F
  - 7 - Party G
  - 8 - Party H
  - 9 - Party I
  - 10 - Party J
  - 11 - Party K
  - 12 - Party L
  - 13 - Other Party
  - 14 - Would vote blank/would spoil the vote
  - 15 - Would not vote
- 
- 99 - DK / no opinion  
(spontaneous)
  - X - Refusal (spontaneous)

**D14. Sex of respondent**  
(DO NOT ASK - MARK APPROPRIATE)

- 1 - male
- 2 - female