

## Special Eurobarometer 219

# “Services of general interest”

11/2004

## ANNEXES

- ◆ Tables
- ◆ Technical Specifications
- ◆ Questionnaire

QF1.1 En général, diriez-vous que l'accès aux ... est facile ou difficile pour vous ? Par cela, je ne veux pas dire "accès financier".

QF1.1 In general, would you say that access to ... is easy or difficult for you? By that, I do not mean "financial access".

services du téléphone mobile

mobile telephone services

	TOTAL	Easy access	Difficult access	No access (SPONTA NEOUS)	DK
UE25	24786	79%	9%	7%	4%
EU25					
BE	1000	84%	8%	6%	2%
DK	1059	81%	8%	7%	4%
D-W	1045	75%	7%	12%	6%
DE	1561	75%	7%	12%	6%
D-E	516	76%	7%	12%	5%
EL	1000	84%	7%	8%	1%
ES	1031	70%	18%	9%	3%
FR	1001	76%	12%	8%	3%
IE	1000	86%	1%	7%	6%
IT	1018	76%	14%	3%	6%
LU	506	87%	7%	4%	2%
NL	1011	85%	6%	3%	7%
AT	1007	79%	4%	4%	13%
PT	1000	88%	7%	4%	2%
FI	1013	89%	6%	4%	1%
SE	1000	89%	5%	5%	1%
UK	1322	85%	5%	6%	3%
CY	508	92%	2%	5%	1%
CZ	1025	88%	4%	4%	4%
EE	1002	88%	3%	3%	7%
HU	1005	86%	5%	5%	4%
LV	1011	82%	12%	3%	3%
LT	1004	81%	10%	2%	6%
MT	500	96%	3%	0%	0%
PL	1000	80%	7%	10%	2%
SK	1203	82%	9%	6%	4%
SI	1000	91%	5%	2%	2%

QF1.2 En général, diriez-vous que l'accès aux ... est facile ou difficile pour vous ? Par cela, je ne veux pas dire "accès financier".

QF1.2 In general, would you say that access to ... is easy or difficult for you? By that, I do not mean "financial access".

services du téléphone fixe

fixed telephone services

	TOTAL	Easy access	Difficult access	No access (SPONTA NEOUS)	DK
UE25	24786	88%	6%	4%	2%
EU25					
BE	1000	89%	6%	4%	1%
DK	1059	89%	4%	5%	2%
D-W	1045	89%	4%	4%	3%
DE	1561	88%	5%	4%	3%
D-E	516	88%	5%	5%	2%
EL	1000	96%	2%	2%	0%
ES	1031	78%	16%	5%	2%
FR	1001	91%	5%	3%	1%
IE	1000	90%	3%	4%	4%
IT	1018	83%	8%	3%	5%
LU	506	94%	3%	2%	1%
NL	1011	93%	4%	1%	2%
AT	1007	83%	5%	4%	8%
PT	1000	90%	5%	4%	1%
FI	1013	82%	11%	6%	1%
SE	1000	99%	1%	1%	-
UK	1322	95%	2%	2%	1%
CY	508	98%	1%	1%	0%
CZ	1025	81%	8%	5%	6%
EE	1002	78%	6%	6%	9%
HU	1005	86%	3%	8%	4%
LV	1011	75%	17%	5%	4%
LT	1004	74%	16%	4%	6%
MT	500	99%	1%	-	-
PL	1000	86%	8%	5%	1%
SK	1203	80%	9%	6%	5%
SI	1000	93%	5%	2%	1%

QF1.3 En général, diriez-vous que l'accès aux ... est facile ou difficile pour vous ? Par cela, je ne veux pas dire "accès financier".

QF1.3 In general, would you say that access to ... is easy or difficult for you? By that, I do not mean "financial access".

services de distribution d'électricité

electricity supply services

	TOTAL	Easy access	Difficult access	No access (SPONTA NEOUS)	DK
UE25	24786	90%	6%	1%	3%
EU25					
BE	1000	89%	9%	0%	1%
DK	1059	94%	3%	1%	2%
D-W	1045	86%	6%	4%	5%
DE	1561	86%	6%	3%	5%
D-E	516	86%	8%	2%	3%
EL	1000	97%	3%	-	-
ES	1031	83%	13%	1%	2%
FR	1001	90%	6%	0%	3%
IE	1000	96%	1%	0%	3%
IT	1018	78%	12%	2%	7%
LU	506	92%	5%	1%	3%
NL	1011	87%	9%	1%	4%
AT	1007	83%	6%	2%	8%
PT	1000	95%	4%	0%	1%
FI	1013	93%	6%	0%	1%
SE	1000	98%	2%	-	0%
UK	1322	97%	2%	0%	1%
CY	508	98%	2%	-	0%
CZ	1025	95%	3%	0%	2%
EE	1002	96%	2%	0%	1%
HU	1005	98%	1%	0%	-
LV	1011	96%	3%	-	1%
LT	1004	97%	2%	0%	0%
MT	500	100%	0%	-	-
PL	1000	99%	1%	-	0%
SK	1203	90%	7%	1%	2%
SI	1000	95%	4%	-	1%

QF1.4 En général, diriez-vous que l'accès aux ... est facile ou difficile pour vous ? Par cela, je ne veux pas dire "accès financier".

QF1.4 In general, would you say that access to ... is easy or difficult for you? By that, I do not mean "financial access".

services de distribution de gaz

gas supply services

	TOTAL	Easy access	Difficult access	No access (SPONTA NEOUS)	DK
UE25	24786	70%	8%	15%	6%
EU25					
BE	1000	70%	8%	16%	7%
DK	1059	31%	6%	52%	11%
D-W	1045	59%	8%	21%	12%
DE	1561	58%	8%	22%	12%
D-E	516	55%	6%	27%	12%
EL	1000	10%	11%	71%	8%
ES	1031	74%	13%	10%	3%
FR	1001	70%	8%	15%	6%
IE	1000	53%	5%	25%	17%
IT	1018	79%	11%	3%	7%
LU	506	58%	5%	28%	9%
NL	1011	86%	7%	1%	5%
AT	1007	59%	6%	13%	21%
PT	1000	82%	9%	7%	2%
FI	1013	13%	16%	63%	8%
SE	1000	6%	3%	84%	6%
UK	1322	81%	7%	11%	2%
CY	508	-	-	76%	24%
CZ	1025	82%	5%	9%	4%
EE	1002	48%	4%	12%	35%
HU	1005	91%	5%	3%	2%
LV	1011	89%	6%	2%	2%
LT	1004	88%	6%	3%	3%
MT	500	94%	5%	-	1%
PL	1000	88%	7%	5%	0%
SK	1203	84%	8%	4%	4%
SI	1000	67%	11%	17%	5%

QF1.5 En général, diriez-vous que l'accès aux ... est facile ou difficile pour vous ? Par cela, je ne veux pas dire "accès financier".

QF1.5 In general, would you say that access to ... is easy or difficult for you? By that, I do not mean "financial access".

services de distribution d'eau

water supply services

	TOTAL	Easy access	Difficult access	No access (SPONTA NEOUS)	DK
UE25	24786	89%	5%	2%	3%
EU25					
BE	1000	93%	6%	1%	1%
DK	1059	95%	2%	1%	2%
D-W	1045	85%	5%	5%	6%
DE	1561	85%	5%	4%	5%
D-E	516	85%	8%	3%	4%
EL	1000	97%	3%	-	0%
ES	1031	85%	11%	2%	2%
FR	1001	91%	5%	1%	3%
IE	1000	92%	1%	2%	4%
IT	1018	80%	10%	3%	7%
LU	506	93%	4%	1%	3%
NL	1011	86%	6%	1%	7%
AT	1007	82%	7%	1%	10%
PT	1000	91%	5%	4%	1%
FI	1013	91%	6%	2%	1%
SE	1000	98%	1%	0%	0%
UK	1322	97%	1%	0%	1%
CY	508	98%	1%	-	0%
CZ	1025	93%	3%	2%	3%
EE	1002	86%	5%	2%	7%
HU	1005	98%	2%	0%	0%
LV	1011	88%	6%	2%	4%
LT	1004	87%	8%	2%	2%
MT	500	99%	1%	-	-
PL	1000	97%	2%	1%	-
SK	1203	87%	7%	3%	3%
SI	1000	95%	2%	1%	1%

QF1.6 En général, diriez-vous que l'accès aux ... est facile ou difficile pour vous ? Par cela, je ne veux pas dire "accès financier".

QF1.6 In general, would you say that access to ... is easy or difficult for you? By that, I do not mean "financial access".

services postaux

postal services

	TOTAL	Easy access	Difficult access	No access (SPONTA NEOUS)	DK
UE25	24786	87%	9%	1%	3%
EU25					
BE	1000	85%	13%	1%	1%
DK	1059	91%	7%	1%	1%
D-W	1045	80%	11%	4%	4%
DE	1561	80%	12%	4%	3%
D-E	516	80%	15%	3%	1%
EL	1000	91%	6%	2%	0%
ES	1031	85%	8%	3%	4%
FR	1001	88%	10%	0%	2%
IE	1000	96%	1%	-	3%
IT	1018	80%	12%	2%	7%
LU	506	93%	6%	0%	1%
NL	1011	88%	8%	0%	3%
AT	1007	87%	6%	2%	6%
PT	1000	93%	6%	0%	1%
FI	1013	93%	6%	0%	0%
SE	1000	82%	17%	0%	1%
UK	1322	91%	8%	0%	1%
CY	508	91%	4%	5%	0%
CZ	1025	92%	5%	0%	2%
EE	1002	95%	2%	0%	2%
HU	1005	96%	3%	0%	0%
LV	1011	96%	3%	1%	1%
LT	1004	96%	2%	1%	1%
MT	500	95%	5%	-	0%
PL	1000	93%	7%	-	0%
SK	1203	90%	8%	1%	2%
SI	1000	97%	2%	-	1%

QF1.7 En général, diriez-vous que l'accès aux ... est facile ou difficile pour vous ? Par cela, je ne veux pas dire "accès financier".

QF1.7 In general, would you say that access to ... is easy or difficult for you? By that, I do not mean "financial access".

services de transport urbain (bus, tram, métro, etc.)

transport services within towns/cities (bus, tram, underground, etc.)

	TOTAL	Easy access	Difficult access	No access (SPONTANEOUS)	DK
UE25	24786	71%	17%	7%	5%
EU25					
BE	1000	72%	21%	4%	3%
DK	1059	76%	16%	3%	5%
D-W	1045	72%	16%	7%	5%
DE	1561	71%	17%	7%	5%
D-E	516	68%	20%	8%	4%
EL	1000	82%	11%	6%	0%
ES	1031	77%	12%	7%	4%
FR	1001	60%	22%	13%	5%
IE	1000	69%	14%	10%	7%
IT	1018	67%	16%	9%	9%
LU	506	70%	19%	3%	7%
NL	1011	62%	31%	2%	6%
AT	1007	69%	9%	8%	15%
PT	1000	75%	19%	4%	2%
FI	1013	71%	19%	6%	3%
SE	1000	75%	20%	4%	1%
UK	1322	77%	19%	2%	2%
CY	508	31%	42%	18%	8%
CZ	1025	73%	11%	12%	5%
EE	1002	68%	7%	7%	18%
HU	1005	76%	12%	6%	6%
LV	1011	87%	9%	2%	3%
LT	1004	87%	9%	1%	4%
MT	500	70%	29%	0%	1%
PL	1000	75%	16%	8%	1%
SK	1203	76%	12%	8%	5%
SI	1000	63%	24%	11%	2%

QF1.8 En général, diriez-vous que l'accès aux ... est facile ou difficile pour vous ? Par cela, je ne veux pas dire "accès financier".

QF1.8 In general, would you say that access to ... is easy or difficult for you? By that, I do not mean "financial access".

services ferroviaires interurbains (entre villes)

rail services between towns/cities

	TOTAL	Easy access	Difficult access	No access (SPONTA NEOUS)	DK
UE25	24786	64%	20%	10%	7%
EU25					
BE	1000	70%	20%	6%	4%
DK	1059	71%	19%	4%	6%
D-W	1045	65%	19%	10%	6%
DE	1561	63%	20%	11%	6%
D-E	516	54%	26%	16%	4%
EL	1000	62%	18%	19%	1%
ES	1031	68%	13%	14%	5%
FR	1001	60%	25%	10%	5%
IE	1000	57%	19%	15%	9%
IT	1018	60%	17%	10%	13%
LU	506	55%	25%	9%	10%
NL	1011	67%	26%	2%	5%
AT	1007	67%	10%	9%	15%
PT	1000	53%	23%	19%	5%
FI	1013	60%	22%	14%	3%
SE	1000	71%	17%	9%	3%
UK	1322	71%	20%	4%	5%
CY	508	-	-	81%	19%
CZ	1025	72%	16%	6%	6%
EE	1002	44%	14%	13%	29%
HU	1005	71%	14%	6%	9%
LV	1011	61%	25%	6%	8%
LT	1004	62%	20%	5%	13%
MT	500	-	2%	76%	21%
PL	1000	59%	29%	8%	4%
SK	1203	62%	23%	10%	6%
SI	1000	48%	26%	23%	4%

QF2.1 Et pouvez-vous me dire, parmi les services suivants, ceux que vous utilisez ? (PLUSIEURS REPONSES POSSIBLES)

QF2.1 And could you tell me which of the following services do you use? (MULTIPLE ANSWERS POSSIBLE)

(SI 'ACCES AUX SERVICES DE TELEPHONIE MOBILE' , CODE 1 OU 2 EN QF1.1)

(IF 'ACCESS TO MOBILE TELEPHONE SERVICES' , CODE 1 OU 2 IN QF1.1)

	TOTAL	Mobile telephone services	Fixed telephone services	Electricity supply services	Gas supply services	Water supply services	Postal services	Transport services within towns/cities (bus, tram, underground, etc.)	Rail services between towns/cities	None of these (SPONTANEOUS)	DK
UE25	21966	83%	82%	92%	62%	89%	87%	52%	38%	0%	0%
EU25											
BE	925	83%	80%	91%	56%	91%	89%	49%	38%	-	-
DK	939	89%	83%	95%	21%	93%	89%	55%	46%	0%	0%
D-W	859	79%	90%	89%	41%	87%	88%	51%	40%	1%	0%
DE	1286	80%	88%	89%	40%	86%	87%	49%	37%	1%	0%
D-E	429	84%	80%	85%	33%	82%	83%	42%	22%	1%	-
EL	908	81%	90%	100%	1%	100%	86%	72%	38%	-	-
ES	908	80%	78%	91%	69%	90%	69%	56%	33%	-	0%
FR	887	80%	82%	94%	53%	91%	93%	41%	39%	-	-
IE	874	94%	85%	97%	41%	90%	96%	55%	40%	-	0%
IT	922	83%	79%	79%	76%	77%	76%	38%	23%	0%	0%
LU	474	93%	95%	92%	51%	92%	95%	57%	35%	-	-
NL	915	89%	95%	89%	84%	86%	89%	46%	46%	0%	-
AT	837	82%	70%	84%	36%	80%	83%	46%	35%	0%	0%
PT	944	80%	65%	97%	83%	91%	91%	59%	31%	-	-
FI	963	92%	70%	91%	4%	84%	93%	50%	41%	1%	-
SE	942	96%	99%	99%	5%	98%	94%	65%	56%	-	-
UK	1201	88%	89%	97%	79%	96%	96%	59%	47%	-	0%
CY	477	84%	95%	99%	-	99%	86%	14%	-	-	0%
CZ	944	90%	68%	93%	74%	90%	91%	61%	54%	-	4%
EE	904	88%	62%	97%	36%	84%	89%	54%	22%	-	-
HU	915	79%	64%	99%	83%	97%	94%	63%	43%	-	0%
LV	953	76%	56%	97%	86%	80%	91%	80%	42%	-	-
LT	921	80%	46%	99%	82%	85%	93%	78%	34%	-	-
MT	498	83%	96%	100%	92%	100%	95%	57%	0%	-	-
PL	875	73%	81%	99%	88%	97%	97%	65%	40%	-	-
SK	1087	83%	64%	94%	85%	88%	92%	70%	49%	-	3%
SI	961	85%	86%	97%	49%	94%	96%	33%	15%	0%	-

QF2.2 Et pouvez-vous me dire, parmi les services suivants, ceux que vous utilisez ? (PLUSIEURS REPONSES POSSIBLES)

QF2.2 And could you tell me which of the following services do you use? (MULTIPLE ANSWERS POSSIBLE)

(SI 'ACCES AUX SERVICES DU TELEPHONE FIXE' , CODE 1 OU 2 EN QF1.2)

(IF 'ACCESS TO FIXED TELEPHONE SERVICES' , CODE 1 OU 2 IN QF1.2)

	TOTAL	Mobile telephone services	Fixed telephone services	Electricity supply services	Gas supply services	Water supply services	Postal services	Transport services within towns/cities (bus, tram, underground, etc.)	Rail services between towns/cities	None of these (SPONTANEOUS)	DK
UE25	23282	75%	86%	92%	62%	90%	88%	52%	37%	0%	0%
EU25											
BE	950	76%	85%	91%	55%	91%	89%	48%	37%	-	-
DK	989	79%	90%	95%	21%	93%	89%	54%	44%	0%	0%
D-W	972	69%	91%	90%	41%	87%	88%	50%	38%	1%	0%
DE	1453	69%	90%	89%	40%	86%	87%	49%	35%	1%	0%
D-E	480	72%	85%	86%	34%	83%	83%	41%	22%	1%	-
EL	980	74%	92%	100%	1%	100%	85%	72%	36%	-	-
ES	967	71%	84%	92%	69%	90%	69%	56%	32%	-	0%
FR	959	71%	86%	94%	52%	92%	93%	39%	37%	-	-
IE	922	84%	91%	97%	41%	90%	96%	54%	39%	-	0%
IT	931	79%	82%	80%	77%	78%	77%	39%	23%	0%	1%
LU	490	88%	97%	92%	51%	92%	95%	56%	35%	-	-
NL	981	81%	96%	89%	85%	87%	88%	47%	46%	0%	-
AT	887	71%	77%	86%	36%	83%	85%	45%	34%	0%	0%
PT	950	76%	68%	98%	82%	91%	91%	60%	31%	-	-
FI	944	87%	76%	91%	4%	84%	92%	49%	39%	1%	-
SE	993	90%	99%	99%	4%	98%	94%	65%	55%	-	-
UK	1279	80%	93%	97%	80%	97%	96%	60%	45%	-	0%
CY	503	79%	96%	99%	-	99%	86%	15%	-	-	0%
CZ	912	84%	76%	93%	75%	90%	91%	61%	54%	-	5%
EE	847	78%	75%	97%	35%	84%	89%	56%	23%	-	-
HU	892	72%	72%	99%	84%	97%	94%	61%	42%	-	0%
LV	924	72%	62%	97%	86%	80%	91%	80%	42%	-	-
LT	897	75%	52%	99%	83%	85%	93%	78%	34%	-	-
MT	500	83%	96%	100%	92%	100%	95%	58%	0%	-	-
PL	942	65%	85%	99%	87%	97%	96%	64%	38%	-	-
SK	1064	76%	71%	94%	85%	88%	93%	70%	50%	-	3%
SI	975	82%	88%	96%	49%	94%	96%	33%	15%	0%	-

QF2.3 Et pouvez-vous me dire, parmi les services suivants, ceux que vous utilisez ? (PLUSIEURS REPONSES POSSIBLES)

QF2.3 And could you tell me which of the following services do you use? (MULTIPLE ANSWERS POSSIBLE)

(SI 'ACCES AUX SERVICES DE DISTRIBUTION DE L'ELECTRICITE' , CODE 1 OU 2 EN QF1.3)

(IF 'ACCESS TO ELECTRICITY SUPPLY SERVICES' , CODE 1 OU 2 IN QF1.3)

	TOTAL	Mobile telephone services	Fixed telephone services	Electricity supply services	Gas supply services	Water supply services	Postal services	Transport services within towns/cities (bus, tram, underground, etc.)	Rail services between towns/cities	None of these (SPONTANEOUS)	DK
UE25	23738	74%	83%	94%	63%	91%	88%	52%	37%	0%	0%
EU25											
BE	984	77%	81%	93%	56%	92%	89%	48%	37%	-	-
DK	1034	80%	85%	97%	21%	94%	89%	55%	45%	-	0%
D-W	958	69%	90%	93%	42%	89%	89%	51%	39%	1%	-
DE	1439	69%	88%	92%	41%	89%	88%	49%	35%	1%	-
D-E	486	71%	81%	90%	36%	87%	85%	43%	22%	1%	-
EL	1000	74%	90%	100%	1%	100%	84%	72%	36%	-	-
ES	997	71%	80%	93%	70%	92%	69%	56%	32%	-	0%
FR	963	71%	84%	97%	53%	94%	94%	39%	37%	-	-
IE	966	84%	86%	98%	41%	91%	96%	55%	39%	-	0%
IT	923	78%	79%	83%	80%	80%	77%	38%	23%	0%	0%
LU	489	87%	95%	96%	52%	95%	96%	56%	35%	-	-
NL	966	82%	95%	92%	87%	89%	89%	46%	46%	0%	-
AT	902	71%	73%	90%	37%	86%	86%	44%	34%	0%	-
PT	989	76%	65%	98%	83%	91%	91%	59%	31%	-	-
FI	1002	88%	71%	92%	4%	85%	92%	49%	39%	1%	-
SE	999	90%	99%	99%	4%	98%	94%	65%	55%	-	-
UK	1302	80%	90%	98%	79%	98%	97%	60%	45%	-	0%
CY	507	79%	95%	99%	-	99%	85%	15%	-	-	0%
CZ	997	84%	69%	95%	75%	91%	92%	61%	54%	-	4%
EE	989	80%	64%	98%	36%	84%	89%	54%	22%	-	-
HU	1004	72%	64%	99%	83%	97%	94%	62%	41%	-	0%
LV	1005	72%	57%	97%	86%	80%	91%	80%	41%	-	-
LT	997	74%	47%	100%	82%	83%	92%	77%	33%	-	-
MT	500	83%	96%	100%	92%	100%	95%	58%	0%	-	-
PL	999	64%	80%	99%	86%	96%	96%	64%	37%	-	-
SK	1166	76%	65%	96%	86%	90%	93%	71%	49%	-	3%
SI	988	82%	86%	97%	49%	95%	96%	33%	15%	0%	-

QF2.4 Et pouvez-vous me dire, parmi les services suivants, ceux que vous utilisez ? (PLUSIEURS REPONSES POSSIBLES)

QF2.4 And could you tell me which of the following services do you use? (MULTIPLE ANSWERS POSSIBLE)

(SI 'ACCES AUX SERVICES DE DISTRIBUTION DE GAZ' , CODE 1 OU 2 EN QF1.4)

(IF 'ACCESS TO GAZ SUPPLY SERVICES' , CODE 1 OU 2 IN QF1.4)

	TOTAL	Mobile telephone services	Fixed telephone services	Electricity supply services	Gas supply services	Water supply services	Postal services	Transport services within towns/cities (bus, tram, underground, etc.)	Rail services between towns/cities	None of these (SPONTANEOUS)	DK
UE25	19423	75%	82%	93%	77%	91%	88%	53%	38%	0%	0%
EU25											
BE	774	78%	79%	91%	71%	91%	89%	52%	39%	-	-
DK	397	79%	84%	96%	56%	94%	86%	61%	47%	-	0%
D-W	699	71%	88%	91%	58%	89%	89%	53%	40%	2%	-
DE	1023	71%	87%	91%	58%	89%	88%	50%	36%	2%	-
D-E	310	71%	81%	87%	56%	85%	83%	37%	20%	1%	-
EL	205	81%	83%	100%	4%	100%	80%	79%	35%	-	-
ES	895	72%	79%	93%	79%	93%	69%	56%	33%	-	0%
FR	786	73%	83%	96%	66%	94%	94%	42%	39%	-	-
IE	575	86%	87%	98%	68%	94%	98%	65%	44%	-	0%
IT	914	78%	79%	82%	81%	81%	78%	38%	23%	0%	0%
LU	318	89%	95%	96%	81%	96%	97%	60%	40%	-	-
NL	941	81%	95%	92%	90%	90%	90%	46%	46%	0%	-
AT	664	74%	73%	87%	51%	84%	83%	50%	37%	-	0%
PT	902	76%	64%	99%	91%	93%	91%	61%	32%	-	-
FI	292	90%	59%	81%	14%	71%	86%	43%	37%	1%	-
SE	98	95%	98%	99%	44%	99%	97%	77%	55%	-	-
UK	1153	81%	92%	98%	90%	98%	97%	61%	48%	-	0%
CY	0	-	-	-	-	-	-	-	-	-	-
CZ	887	85%	69%	94%	85%	92%	92%	63%	55%	-	4%
EE	527	80%	60%	98%	68%	85%	86%	56%	24%	-	-
HU	962	72%	65%	99%	87%	98%	94%	62%	42%	-	0%
LV	966	73%	57%	97%	89%	81%	91%	81%	41%	-	-
LT	939	74%	47%	99%	88%	83%	92%	77%	33%	-	-
MT	497	83%	96%	100%	92%	100%	95%	58%	0%	-	-
PL	947	65%	81%	99%	91%	97%	96%	66%	39%	-	-
SK	1102	77%	65%	95%	91%	89%	93%	70%	50%	-	3%
SI	781	85%	85%	97%	62%	96%	96%	34%	16%	0%	-

QF2.5 Et pouvez-vous me dire, parmi les services suivants, ceux que vous utilisez ? (PLUSIEURS REPONSES POSSIBLES)

QF2.5 And could you tell me which of the following services do you use? (MULTIPLE ANSWERS POSSIBLE)

(SI 'ACCES AUX SERVICES DE DISTRIBUTION D'EAU' , CODE 1 OU 2 EN QF1.5)

(IF 'ACCESS TO WATER SUPPLY SERVICES' , CODE 1 OU 2 IN QF1.5)

	TOTAL	Mobile telephone services	Fixed telephone services	Electricity supply services	Gas supply services	Water supply services	Postal services	Transport services within towns/cities (bus, tram, underground, etc.)	Rail services between towns/cities	None of these (SPONTANEOUS)	DK
UE25	23460	74%	83%	94%	63%	93%	88%	52%	37%	0%	0%
EU25											
BE	982	77%	81%	93%	56%	92%	90%	49%	37%	-	-
DK	1025	80%	85%	96%	21%	96%	89%	56%	45%	-	0%
D-W	935	69%	90%	93%	43%	92%	89%	51%	39%	1%	-
DE	1407	69%	88%	92%	42%	91%	88%	49%	35%	1%	-
D-E	479	72%	81%	91%	36%	88%	85%	43%	23%	1%	-
EL	999	74%	90%	100%	1%	100%	84%	72%	36%	-	-
ES	986	72%	80%	93%	71%	93%	69%	57%	32%	-	0%
FR	958	71%	84%	96%	54%	95%	94%	39%	37%	-	-
IE	938	83%	85%	98%	42%	94%	97%	55%	39%	-	0%
IT	915	78%	79%	83%	80%	82%	78%	38%	24%	0%	0%
LU	487	87%	95%	96%	53%	96%	96%	56%	35%	-	-
NL	937	81%	95%	92%	89%	92%	91%	46%	46%	0%	-
AT	889	71%	73%	89%	37%	87%	85%	44%	34%	-	0%
PT	955	76%	65%	98%	84%	95%	92%	60%	31%	-	-
FI	983	88%	71%	91%	4%	87%	92%	49%	39%	0%	-
SE	995	90%	99%	100%	4%	99%	94%	65%	55%	-	-
UK	1301	80%	90%	98%	79%	98%	97%	60%	45%	-	0%
CY	506	79%	95%	99%	-	99%	85%	15%	-	-	0%
CZ	981	84%	68%	94%	76%	92%	92%	62%	54%	-	4%
EE	909	80%	64%	98%	37%	92%	89%	58%	23%	-	-
HU	999	72%	64%	99%	84%	98%	94%	62%	41%	-	0%
LV	951	73%	58%	97%	87%	84%	91%	81%	43%	-	-
LT	958	75%	47%	99%	83%	87%	92%	79%	34%	-	-
MT	500	83%	96%	100%	92%	100%	95%	58%	0%	-	-
PL	991	64%	80%	99%	86%	97%	96%	65%	38%	-	-
SK	1134	77%	65%	95%	86%	92%	93%	72%	50%	-	3%
SI	973	82%	86%	98%	49%	96%	97%	33%	15%	0%	-

QF2.6 Et pouvez-vous me dire, parmi les services suivants, ceux que vous utilisez ? (PLUSIEURS REPONSES POSSIBLES)

QF2.6 And could you tell me which of the following services do you use? (MULTIPLE ANSWERS POSSIBLE)

(SI 'ACCES AUX SERVICES POSTAUX', CODE 1 OU 2 EN QF1.6)

(IF 'ACCESS TO POSTAL SERVICES', CODE 1 OU 2 IN QF1.6)

	TOTAL	Mobile telephone services	Fixed telephone services	Electricity supply services	Gas supply services	Water supply services	Postal services	Transport services within towns/cities (bus, tram, underground, etc.)	Rail services between towns/cities	None of these (SPONTANEOUS)	DK
UE25	23788	75%	82%	92%	62%	90%	89%	52%	37%	0%	0%
EU25											
BE	984	77%	81%	92%	56%	91%	90%	48%	37%	-	-
DK	1037	80%	85%	95%	21%	93%	90%	55%	46%	-	0%
D-W	961	69%	90%	91%	41%	87%	91%	52%	39%	1%	0%
DE	1447	69%	88%	90%	40%	87%	90%	50%	35%	1%	0%
D-E	493	72%	81%	88%	35%	85%	85%	42%	22%	1%	-
EL	975	74%	90%	100%	1%	100%	86%	72%	37%	-	-
ES	963	73%	80%	92%	70%	91%	72%	58%	33%	-	0%
FR	981	71%	83%	94%	52%	92%	95%	40%	38%	-	-
IE	971	83%	86%	97%	40%	91%	97%	55%	39%	-	0%
IT	930	79%	78%	80%	77%	78%	80%	38%	24%	1%	1%
LU	501	87%	95%	93%	51%	93%	96%	56%	35%	-	-
NL	977	81%	95%	89%	85%	87%	90%	47%	46%	0%	-
AT	934	72%	72%	86%	35%	82%	87%	45%	34%	0%	-
PT	992	76%	65%	98%	82%	91%	91%	60%	30%	-	-
FI	1009	88%	71%	91%	4%	84%	93%	49%	39%	1%	-
SE	985	90%	99%	100%	4%	99%	95%	65%	55%	-	-
UK	1312	80%	90%	97%	79%	97%	97%	60%	45%	-	0%
CY	481	80%	96%	99%	-	99%	90%	15%	-	-	0%
CZ	1002	84%	68%	94%	74%	90%	92%	61%	54%	-	4%
EE	979	80%	64%	97%	36%	84%	91%	54%	22%	-	-
HU	999	72%	64%	99%	83%	97%	94%	62%	41%	-	0%
LV	996	72%	57%	97%	86%	80%	92%	80%	42%	-	-
LT	988	74%	47%	99%	82%	84%	93%	78%	33%	-	-
MT	499	83%	96%	100%	92%	100%	95%	57%	0%	-	-
PL	998	64%	80%	99%	86%	96%	96%	64%	37%	-	-
SK	1171	76%	64%	94%	84%	88%	94%	70%	49%	-	3%
SI	992	82%	86%	97%	49%	95%	97%	33%	15%	0%	-

QF2.7 Et pouvez-vous me dire, parmi les services suivants, ceux que vous utilisez ? (PLUSIEURS REPONSES POSSIBLES)

QF2.7 And could you tell me which of the following services do you use? (MULTIPLE ANSWERS POSSIBLE)

(SI 'ACCES AUX SERVICES DE TRANSPORT URBAIN', CODE 1 OU 2 EN QF1.7)

(IF 'ACCESS TO TRANSPORT SERVICES WITHIN TOWNS/CITIES', CODE 1 OU 2 IN QF1.7)

	TOTAL	Mobile telephone services	Fixed telephone services	Electricity supply services	Gas supply services	Water supply services	Postal services	Transport services within towns/cities (bus, tram, underground, etc.)	Rail services between towns/cities	None of these (SPONTANEOUS)	DK
UE25											
EU25	21910	76%	82%	92%	63%	90%	88%	58%	39%	0%	0%
BE	932	77%	80%	92%	57%	91%	89%	52%	39%	-	-
DK	974	80%	84%	95%	21%	93%	89%	59%	48%	0%	0%
D-W	918	69%	89%	90%	42%	87%	89%	55%	41%	1%	-
DE	1374	70%	88%	89%	41%	87%	88%	53%	38%	1%	-
D-E	457	74%	81%	89%	36%	85%	84%	46%	24%	0%	-
EL	933	74%	90%	100%	1%	100%	84%	77%	36%	-	-
ES	920	73%	80%	92%	71%	91%	72%	62%	35%	-	0%
FR	819	74%	81%	93%	56%	92%	93%	48%	41%	0%	-
IE	838	85%	85%	97%	45%	91%	96%	64%	44%	-	0%
IT	842	80%	77%	79%	77%	77%	78%	44%	26%	1%	0%
LU	452	88%	94%	92%	54%	92%	95%	63%	38%	-	-
NL	938	81%	94%	88%	84%	86%	88%	50%	49%	0%	-
AT	783	73%	73%	85%	39%	82%	84%	54%	39%	0%	-
PT	942	77%	65%	98%	83%	91%	91%	63%	32%	-	-
FI	916	89%	70%	90%	4%	84%	92%	54%	42%	1%	-
SE	948	91%	99%	99%	4%	99%	94%	69%	57%	-	-
UK	1268	81%	90%	97%	79%	96%	96%	62%	46%	-	0%
CY	375	78%	95%	100%	-	99%	88%	20%	-	-	-
CZ	853	85%	69%	93%	78%	90%	92%	72%	57%	-	4%
EE	752	80%	66%	97%	37%	90%	88%	72%	24%	-	-
HU	879	75%	65%	99%	86%	97%	94%	71%	44%	-	0%
LV	962	73%	57%	97%	86%	80%	91%	83%	43%	-	-
LT	957	74%	47%	99%	82%	84%	92%	81%	34%	-	-
MT	495	83%	96%	100%	92%	100%	95%	58%	0%	-	-
PL	907	65%	81%	99%	88%	97%	96%	71%	40%	-	-
SK	1055	76%	65%	94%	85%	89%	93%	79%	52%	-	3%
SI	864	83%	86%	97%	50%	95%	97%	38%	17%	0%	-

QF2.8 Et pouvez-vous me dire, parmi les services suivants, ceux que vous utilisez ? (PLUSIEURS REPONSES POSSIBLES)

QF2.8 And could you tell me which of the following services do you use? (MULTIPLE ANSWERS POSSIBLE)

(SI 'ACCES AUX SERVICES FERROVIAIRES INTERURBAINS', CODE 1 OU 2 EN QF1.8)

(IF 'ACCESS TO RAIL SERVICES BETWEEN TOWNS/CITIES', CODE 1 OU 2 IN QF1.8)

	TOTAL	Mobile telephone services	Fixed telephone services	Electricity supply services	Gas supply services	Water supply services	Postal services	Transport services within towns/cities (bus, tram, underground, etc.)	Rail services between towns/cities	None of these (SPONTANEOUS)	DK
UE25	20756	76%	83%	92%	63%	90%	89%	56%	43%	0%	0%
EU25											
BE	898	78%	80%	92%	57%	92%	89%	52%	41%	-	-
DK	947	81%	83%	95%	20%	93%	89%	59%	50%	0%	0%
D-W	879	70%	89%	90%	42%	87%	89%	55%	43%	1%	-
DE	1300	71%	88%	89%	41%	86%	89%	54%	40%	1%	-
D-E	413	76%	81%	88%	35%	84%	85%	47%	27%	0%	-
EL	801	76%	90%	100%	1%	100%	85%	73%	45%	-	-
ES	834	74%	80%	91%	72%	90%	71%	59%	39%	-	0%
FR	845	74%	82%	94%	54%	92%	94%	44%	44%	0%	-
IE	763	86%	85%	97%	47%	91%	96%	61%	50%	-	0%
IT	784	81%	78%	78%	77%	77%	79%	42%	29%	1%	0%
LU	408	88%	95%	92%	56%	92%	95%	60%	43%	-	-
NL	940	80%	94%	88%	84%	86%	88%	50%	50%	0%	-
AT	769	73%	72%	85%	38%	82%	84%	51%	42%	0%	-
PT	751	79%	66%	98%	81%	91%	92%	65%	40%	-	-
FI	835	89%	70%	90%	4%	84%	92%	54%	47%	1%	-
SE	880	91%	99%	99%	5%	98%	95%	68%	62%	-	-
UK	1199	83%	90%	97%	80%	97%	96%	62%	49%	-	0%
CY	0	-	-	-	-	-	-	-	-	-	-
CZ	903	86%	69%	94%	75%	90%	92%	64%	60%	-	4%
EE	580	83%	67%	97%	42%	88%	88%	64%	38%	-	-
HU	852	76%	67%	99%	85%	97%	94%	66%	49%	-	0%
LV	864	74%	58%	96%	85%	79%	91%	83%	48%	-	-
LT	821	76%	47%	99%	82%	84%	92%	79%	40%	-	-
MT	11	70%	100%	100%	93%	100%	82%	50%	6%	-	-
PL	876	65%	81%	99%	87%	97%	96%	68%	43%	-	-
SK	1013	77%	66%	94%	86%	93%	89%	73%	57%	-	3%
SI	735	84%	85%	97%	52%	95%	96%	38%	20%	0%	-

QF3a.1 En général, diriez-vous que le prix que vous payez pour les ... que vous utilisez est abordable ou non ? Par cela, je veux dire que je voudrais savoir si le prix que vous payez pour le service est raisonnable par rapport à votre budget ou non.

services de téléphonie mobile

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Affordable	Not affordable	Excessive (SPONTANEOUS)	DK
UE25	18123	68%	22%	9%	1%
EU25					
BE	766	73%	13%	13%	1%
DK	836	88%	11%	0%	1%
D-W	680	81%	8%	11%	-
DE	1031	81%	9%	11%	-
D-E	362	80%	10%	10%	-
EL	736	49%	45%	6%	0%
ES	729	60%	29%	10%	1%
FR	712	52%	35%	11%	1%
IE	818	67%	15%	16%	2%
IT	767	54%	30%	15%	1%
LU	441	68%	28%	3%	1%
NL	810	81%	13%	4%	2%
AT	683	84%	4%	11%	1%
PT	760	70%	24%	5%	1%
FI	886	68%	30%	0%	1%
SE	904	70%	26%	2%	1%
UK	1063	81%	14%	2%	2%
CY	402	75%	20%	4%	1%
CZ	854	79%	6%	15%	1%
EE	797	76%	20%	2%	2%
HU	723	82%	5%	13%	1%
LV	727	66%	31%	1%	2%
LT	738	89%	9%	1%	1%
MT	414	76%	19%	5%	0%
PL	636	55%	35%	9%	1%
SK	903	77%	9%	14%	0%
SI	812	75%	4%	22%	-

QF3a.1 In general, would you say that the price you pay for ... you use is affordable or not? By that, I mean that I would like to know if the price you pay for the service is reasonable in relation with your budget or not?

mobile telephone services

(IF 'USE THE SERVICE' IN QF2)

QF3a.2 En général, diriez-vous que le prix que vous payez pour les ... que vous utilisez est abordable ou non ? Par cela, je veux dire que je voudrais savoir si le prix que vous payez pour le service est raisonnable par rapport à votre budget ou non.

services du téléphone fixe

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Affordable	Not affordable	Excessive (SPONTANEOUS)	DK
UE25	20008	67%	22%	9%	2%
EU25					
BE	806	74%	13%	11%	1%
DK	887	87%	11%	0%	2%
D-W	887	88%	4%	8%	-
DE	1306	87%	4%	9%	-
D-E	407	82%	5%	13%	-
EL	902	39%	49%	11%	0%
ES	809	59%	28%	11%	2%
FR	828	64%	26%	8%	2%
IE	836	67%	15%	13%	5%
IT	760	42%	37%	19%	2%
LU	477	72%	21%	3%	4%
NL	945	77%	14%	7%	2%
AT	687	85%	4%	9%	2%
PT	647	53%	38%	6%	3%
FI	716	57%	40%	1%	2%
SE	987	78%	18%	1%	2%
UK	1185	87%	9%	1%	3%
CY	481	73%	21%	4%	1%
CZ	692	71%	7%	20%	2%
EE	635	60%	31%	5%	4%
HU	640	67%	13%	19%	1%
LV	571	51%	44%	2%	3%
LT	467	79%	17%	2%	2%
MT	478	73%	18%	6%	3%
PL	801	39%	48%	12%	1%
SK	760	72%	11%	16%	1%
SI	856	73%	3%	24%	0%

QF3a.2 In general, would you say that the price you pay for ... you use is affordable or not? By that, I mean that I would like to know if the price you pay for the service is reasonable in relation with your budget or not?

fixed telephone services

(IF 'USE THE SERVICE' IN QF2)

QF3a.3 En général, diriez-vous que le prix que vous payez pour les ... que vous utilisez est abordable ou non ? Par cela, je veux dire que je voudrais savoir si le prix que vous payez pour le service est raisonnable par rapport à votre budget ou non.

services de distribution d'électricité

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Affordable	Not affordable	Excessive (SPONTANEOUS)	DK
UE25	22322	64%	23%	11%	2%
EU25					
BE	911	76%	13%	9%	2%
DK	1000	83%	14%	1%	2%
D-W	886	72%	11%	17%	-
DE	1324	71%	12%	18%	-
D-E	437	66%	14%	21%	-
EL	998	32%	53%	14%	0%
ES	929	65%	25%	8%	2%
FR	931	63%	27%	7%	3%
IE	946	66%	15%	13%	7%
IT	768	48%	34%	16%	2%
LU	467	72%	20%	1%	7%
NL	884	81%	11%	6%	2%
AT	812	75%	7%	16%	3%
PT	973	55%	36%	7%	2%
FI	919	39%	58%	2%	1%
SE	993	48%	43%	4%	5%
UK	1277	86%	10%	1%	4%
CY	503	46%	42%	8%	3%
CZ	944	63%	11%	22%	3%
EE	972	63%	32%	3%	2%
HU	998	64%	14%	22%	1%
LV	972	70%	27%	1%	2%
LT	993	82%	15%	1%	1%
MT	500	57%	28%	10%	5%
PL	992	42%	42%	13%	3%
SK	1115	58%	16%	25%	1%
SI	961	70%	4%	26%	1%

QF3a.3 In general, would you say that the price you pay for ... you use is affordable or not? By that, I mean that I would like to know if the price you pay for the service is reasonable in relation with your budget or not?

electricity supply services

(IF 'USE THE SERVICE' IN QF2)

QF3a.4 En général, diriez-vous que le prix que vous payez pour les ... que vous utilisez est abordable ou non ? Par cela, je veux dire que je voudrais savoir si le prix que vous payez pour le service est raisonnable par rapport à votre budget ou non.

services de distribution de gaz

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Affordable	Not affordable	Excessive (SPONTANEOUS)	DK
UE25	14980	65%	22%	11%	3%
EU25					
BE	551	79%	12%	7%	2%
DK	221	86%	10%	1%	3%
D-W	406	68%	11%	21%	-
DE	591	66%	12%	22%	-
D-E	175	58%	16%	26%	-
EL	8	100%	-	-	-
ES	703	65%	26%	7%	2%
FR	518	65%	25%	7%	4%
IE	392	71%	14%	6%	9%
IT	745	50%	32%	16%	3%
LU	256	73%	19%	1%	7%
NL	842	82%	11%	5%	2%
AT	337	71%	9%	18%	2%
PT	818	58%	34%	6%	2%
FI	41	58%	27%	-	15%
SE	43	71%	20%	-	9%
UK	1036	86%	9%	1%	4%
CY	0	-	-	-	-
CZ	750	61%	12%	22%	4%
EE	357	78%	17%	2%	2%
HU	838	58%	17%	25%	0%
LV	861	72%	26%	1%	1%
LT	827	82%	16%	1%	1%
MT	458	86%	10%	1%	2%
PL	860	47%	39%	12%	3%
SK	1002	56%	19%	24%	1%
SI	482	79%	3%	16%	2%

QF3a.4 In general, would you say that the price you pay for ... you use is affordable or not? By that, I mean that I would like to know if the price you pay for the service is reasonable in relation with your budget or not?

gas supply services

(IF 'USE THE SERVICE' IN QF2)

QF3a.5 En général, diriez-vous que le prix que vous payez pour les ... que vous utilisez est abordable ou non ? Par cela, je veux dire que je voudrais savoir si le prix que vous payez pour le service est raisonnable par rapport à votre budget ou non.

services de distribution d'eau

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Affordable	Not affordable	Excessive (SPONTANEOUS)	DK
UE25	21758	70%	18%	9%	3%
EU25					
BE	908	81%	10%	7%	2%
DK	979	85%	10%	0%	4%
D-W	857	76%	10%	14%	-
DE	1281	73%	11%	16%	-
D-E	424	59%	14%	27%	-
EL	996	62%	32%	6%	1%
ES	915	70%	22%	6%	2%
FR	912	61%	27%	9%	3%
IE	884	76%	5%	4%	15%
IT	748	57%	27%	14%	2%
LU	466	76%	16%	1%	6%
NL	860	88%	6%	3%	2%
AT	777	85%	7%	6%	3%
PT	906	65%	29%	5%	2%
FI	854	62%	34%	1%	3%
SE	984	83%	6%	0%	11%
UK	1272	84%	11%	1%	4%
CY	500	70%	23%	5%	2%
CZ	906	65%	10%	21%	4%
EE	834	74%	21%	3%	3%
HU	977	65%	14%	20%	1%
LV	802	66%	28%	3%	2%
LT	837	82%	16%	1%	1%
MT	500	65%	24%	8%	4%
PL	965	60%	28%	8%	4%
SK	1046	61%	15%	23%	2%
SI	939	78%	3%	19%	1%

QF3a.5 In general, would you say that the price you pay for ... you use is affordable or not? By that, I mean that I would like to know if the price you pay for the service is reasonable in relation with your budget or not?

water supply services

(IF 'USE THE SERVICE' IN QF2)

QF3a.6 En général, diriez-vous que le prix que vous payez pour les ... que vous utilisez est abordable ou non ? Par cela, je veux dire que je voudrais savoir si le prix que vous payez pour le service est raisonnable par rapport à votre budget ou non.

services postaux

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Affordable	Not affordable	Excessive (SPONTANEOUS)	DK
UE25	21264	81%	11%	6%	2%
EU25	885	89%	6%	5%	1%
BE	934	89%	9%	0%	1%
DK	872	83%	7%	10%	-
D-W	1296	81%	7%	11%	-
DE	420	76%	9%	15%	-
D-E	843	76%	19%	2%	3%
EL	695	81%	14%	3%	2%
ES	929	88%	8%	2%	2%
FR	941	84%	5%	6%	5%
IE	746	60%	26%	11%	3%
IT	480	81%	14%	2%	2%
LU	884	93%	4%	2%	2%
NL	810	80%	7%	12%	1%
AT	906	83%	13%	1%	3%
PT	936	71%	27%	1%	2%
FI	938	74%	20%	3%	4%
SE	1270	94%	4%	1%	1%
UK	431	87%	5%	1%	7%
CY	924	78%	6%	14%	2%
CZ	889	87%	9%	0%	4%
EE	940	80%	7%	12%	1%
HU	911	83%	12%	2%	3%
LV	924	93%	5%	1%	2%
LT	475	93%	6%	0%	1%
MT	959	73%	18%	5%	3%
PL	1097	77%	8%	14%	1%
SK	960	88%	1%	10%	1%
SI					

QF3a.6 In general, would you say that the price you pay for ... you use is affordable or not? By that, I mean that I would like to know if the price you pay for the service is reasonable in relation with your budget or not?

postal services

(IF 'USE THE SERVICE' IN QF2)

QF3a.7 En général, diriez-vous que le prix que vous payez pour les ... que vous utilisez est abordable ou non ? Par cela, je veux dire que je voudrais savoir si le prix que vous payez pour le service est raisonnable par rapport à votre budget ou non.

services de transport urbains (bus, tram, métro, etc.)

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Affordable	Not affordable	Excessive (SPONTANEOUS)	DK
UE25	12674	68%	20%	10%	2%
EU25					
BE	481	84%	8%	7%	1%
DK	578	72%	25%	1%	2%
D-W	507	68%	13%	18%	-
DE	734	66%	14%	19%	-
D-E	211	58%	19%	23%	-
EL	721	67%	29%	3%	1%
ES	572	70%	20%	8%	1%
FR	393	72%	17%	8%	2%
IE	533	73%	11%	10%	6%
IT	370	52%	30%	15%	2%
LU	285	77%	20%	2%	1%
NL	473	65%	23%	11%	1%
AT	423	65%	12%	21%	2%
PT	593	62%	31%	4%	3%
FI	495	52%	45%	0%	2%
SE	653	63%	34%	2%	2%
UK	790	82%	13%	2%	2%
CY	74	57%	30%	6%	7%
CZ	615	80%	6%	12%	1%
EE	539	69%	22%	6%	2%
HU	628	63%	13%	22%	3%
LV	802	77%	21%	1%	1%
LT	776	87%	11%	1%	1%
MT	288	93%	6%	0%	0%
PL	641	59%	30%	8%	3%
SK	830	68%	13%	17%	2%
SI	330	65%	3%	31%	1%

QF3a.7 In general, would you say that the price you pay for ... you use is affordable or not? By that, I mean that I would like to know if the price you pay for the service is reasonable in relation with your budget or not?

transport services within towns/cities (bus, tram, underground, etc.)

(IF 'USE THE SERVICE' IN QF2)

QF3a.8 En général, diriez-vous que le prix que vous payez pour les ... que vous utilisez est abordable ou non ? Par cela, je veux dire que je voudrais savoir si le prix que vous payez pour le service est raisonnable par rapport à votre budget ou non.

services ferroviaires interurbains

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Affordable	Not affordable	Excessive (SPONTANEOUS)	DK
UE25	8885	63%	24%	11%	2%
EU25					
BE	369	77%	12%	10%	1%
DK	476	74%	24%	2%	1%
D-W	381	65%	17%	18%	-
DE	523	62%	19%	19%	-
D-E	112	45%	30%	25%	-
EL	363	63%	34%	2%	1%
ES	326	68%	20%	9%	2%
FR	373	62%	27%	10%	2%
IE	384	66%	13%	13%	7%
IT	224	46%	34%	18%	2%
LU	177	71%	24%	2%	4%
NL	465	57%	29%	14%	1%
AT	322	62%	11%	25%	1%
PT	303	65%	30%	2%	3%
FI	394	52%	46%	1%	2%
SE	549	58%	35%	2%	4%
UK	592	71%	23%	3%	3%
CY	0	-	-	-	-
CZ	542	73%	7%	17%	3%
EE	219	82%	10%	2%	6%
HU	417	78%	7%	11%	4%
LV	413	76%	19%	1%	3%
LT	332	87%	7%	1%	5%
MT	1	-	-	100%	-
PL	374	54%	31%	11%	4%
SK	581	68%	10%	18%	3%
SI	147	80%	2%	16%	2%

QF3a.8 In general, would you say that the price you pay for ... you use is affordable or not? By that, I mean that I would like to know if the price you pay for the service is reasonable in relation with your budget or not?

rail services between towns/cities

(IF 'USE THE SERVICE' IN QF2)

QF3b.1 En général, diriez-vous que le prix pour les ... est abordable ou non ? Par cela, je veux dire que je voudrais savoir si, selon vous, le prix pour le service est raisonnable par rapport à votre budget ou non.

services de téléphonie mobile

(SI 'A ACCES' , CODE 1 OU 2 EN QF1 ET SI 'N'UTILISE PAS LE SERVICE' EN QF2)

	TOTAL	Affordable	Not affordable	Excessive (SPONTA-NEOUS)	DK
UE25	3842	30%	30%	15%	25%
EU25					
BE	159	47%	18%	14%	21%
DK	102	47%	8%	3%	42%
D-W	179	48%	19%	33%	-
DE	255	45%	19%	36%	-
D-E	68	29%	19%	52%	-
EL	172	16%	52%	14%	17%
ES	179	29%	50%	8%	13%
FR	175	24%	39%	9%	28%
IE	56	23%	27%	7%	42%
IT	156	29%	29%	19%	23%
LU	33	36%	32%	4%	29%
NL	105	42%	18%	8%	32%
AT	153	34%	14%	9%	43%
PT	184	14%	48%	14%	24%
FI	76	27%	33%	-	39%
SE	38	26%	37%	5%	31%
UK	138	37%	16%	0%	46%
CY	74	27%	13%	4%	56%
CZ	90	43%	17%	6%	34%
EE	107	18%	37%	7%	38%
HU	192	19%	30%	15%	35%
LV	226	16%	35%	21%	29%
LT	183	22%	54%	1%	22%
MT	84	37%	11%	3%	49%
PL	239	14%	28%	8%	49%
SK	184	25%	28%	15%	32%
SI	149	32%	12%	16%	40%

QF3b.1 In general, would you say that the price for ... is affordable or not? By that, I mean that I would like to know if, according to you, the price for the service is reasonable in relation with your budget or not?

mobile telephone services

(IF 'HAVE ACCESS', CODE 1 OR 2 IN QF1 AND IF 'DO NOT USE THE SERVICE' IN QF2)

QF3b.2 En général, diriez-vous que le prix pour les ... est abordable ou non ? Par cela, je veux dire que je voudrais savoir si, selon vous, le prix pour le service est raisonnable par rapport à votre budget ou non.

services du téléphone fixe

(SI 'A ACCES' , CODE 1 OU 2 EN QF1 ET SI 'N'UTILISE PAS LE SERVICE' EN QF2)

	TOTAL	Affordable	Not affordable	Excessive (SPONTA-NEOUS)	DK
UE25	3274	37%	28%	14%	22%
EU25					
BE	145	52%	20%	11%	17%
DK	102	42%	17%	1%	40%
D-W	86	53%	17%	30%	-
DE	146	54%	15%	32%	-
D-E	73	54%	9%	37%	-
EL	78	31%	56%	8%	5%
ES	158	44%	38%	6%	12%
FR	130	43%	24%	6%	27%
IE	86	10%	40%	9%	41%
IT	170	36%	24%	21%	18%
LU	13	32%	39%	4%	24%
NL	36	54%	24%	13%	9%
AT	200	40%	11%	12%	38%
PT	304	14%	60%	15%	12%
FI	228	26%	45%	1%	28%
SE	6	75%	-	-	25%
UK	94	41%	18%	2%	39%
CY	21	34%	42%	6%	18%
CZ	220	31%	19%	10%	40%
EE	212	28%	33%	9%	30%
HU	252	16%	32%	20%	32%
LV	353	24%	27%	22%	26%
LT	429	40%	41%	-	20%
MT	22	26%	57%	-	17%
PL	141	22%	33%	9%	36%
SK	304	25%	23%	20%	33%
SI	119	39%	9%	25%	27%

QF3b.2 In general, would you say that the price for ... is affordable or not? By that, I mean that I would like to know if, according to you, the price for the service is reasonable in relation with your budget or not?

fixed telephone services

(IF 'HAVE ACCESS', CODE 1 OR 2 IN QF1 AND IF 'DO NOT USE THE SERVICE' IN QF2)

QF3b.3 En général, diriez-vous que le prix pour les ... est abordable ou non ? Par cela, je veux dire que je voudrais savoir si, selon vous, le prix pour le service est raisonnable par rapport à votre budget ou non.

services de distribution d'électricité

(SI 'A ACCES' , CODE 1 OU 2 EN QF1 ET SI 'N'UTILISE PAS LE SERVICE' EN QF2)

	TOTAL	Affordable	Not affordable	Excessive (SPONTA-NEOUS)	DK
UE25	1415	52%	24%	14%	10%
EU25					
BE	73	70%	15%	7%	7%
DK	35	72%	14%	4%	10%
D-W	71	53%	13%	35%	-
DE	115	55%	13%	32%	-
D-E	48	60%	16%	23%	-
EL	2	-	44%	-	56%
ES	68	66%	26%	4%	3%
FR	32	43%	32%	10%	15%
IE	20	28%	5%	10%	56%
IT	155	47%	32%	11%	10%
LU	22	32%	29%	2%	36%
NL	82	57%	19%	7%	17%
AT	90	53%	12%	15%	21%
PT	16	13%	45%	-	42%
FI	83	34%	51%	3%	12%
SE	6	17%	-	-	83%
UK	25	70%	10%	-	20%
CY	3	50%	50%	-	-
CZ	53	47%	14%	4%	34%
EE	17	39%	48%	4%	8%
HU	6	35%	-	16%	49%
LV	33	37%	48%	10%	5%
LT	4	53%	29%	18%	-
MT	0	-	-	-	-
PL	7	38%	12%	13%	37%
SK	51	20%	27%	29%	24%
SI	28	74%	-	9%	17%

QF3b.3 In general, would you say that the price for ... is affordable or not?By that, I mean that I would like to know if, according to you, the price for the service is reasonable in relation with your budget or not?

electricity supply services

(IF 'HAVE ACCESS', CODE 1 OR 2 IN QF1 AND IF 'DO NOT USE THE SERVICE' IN QF2)

QF3b.4 En général, diriez-vous que le prix pour les ... est abordable ou non ? Par cela, je veux dire que je voudrais savoir si, selon vous, le prix pour le service est raisonnable par rapport à votre budget ou non.

services de distribution de gaz

(SI 'A ACCES' , CODE 1 OU 2 EN QF1 ET SI 'N'UTILISE PAS LE SERVICE' EN QF2)

	TOTAL	Affordable	Not affordable	Excessive (SPONTA-NEOUS)	DK
UE25	4443	42%	18%	14%	27%
EU25					
BE	224	57%	9%	5%	29%
DK	176	27%	7%	3%	64%
D-W	293	56%	10%	35%	-
DE	432	53%	10%	36%	-
D-E	135	44%	12%	45%	-
EL	197	36%	23%	8%	34%
ES	192	51%	31%	3%	15%
FR	268	32%	15%	3%	50%
IE	183	25%	5%	3%	68%
IT	170	41%	31%	12%	16%
LU	62	36%	14%	3%	47%
NL	98	53%	13%	8%	26%
AT	328	38%	5%	10%	47%
PT	84	13%	34%	3%	50%
FI	251	15%	17%	2%	66%
SE	55	15%	17%	1%	67%
UK	117	36%	5%	2%	56%
CY	0	-	-	-	-
CZ	137	39%	18%	7%	37%
EE	170	38%	10%	3%	49%
HU	124	22%	32%	15%	31%
LV	104	22%	30%	19%	29%
LT	112	46%	27%	-	27%
MT	39	66%	-	-	34%
PL	87	22%	31%	4%	43%
SK	101	18%	29%	25%	28%
SI	298	36%	10%	11%	43%

QF3b.4 In general, would you say that the price for ... is affordable or not? By that, I mean that I would like to know if, according to you, the price for the service is reasonable in relation with your budget or not?

gas supply services

(IF 'HAVE ACCESS', CODE 1 OR 2 IN QF1 AND IF 'DO NOT USE THE SERVICE' IN QF2)

QF3b.5 En général, diriez-vous que le prix pour les ... est abordable ou non ? Par cela, je veux dire que je voudrais savoir si, selon vous, le prix pour le service est raisonnable par rapport à votre budget ou non.

services de distribution d'eau

(SI 'A ACCES' , CODE 1 OU 2 EN QF1 ET SI 'N'UTILISE PAS LE SERVICE' EN QF2)

	TOTAL	Affordable	Not affordable	Excessive (SPONTA-NEOUS)	DK
UE25	1701	50%	23%	13%	15%
EU25					
BE	74	75%	13%	7%	6%
DK	45	65%	12%	2%	21%
D-W	77	63%	7%	30%	-
DE	126	60%	12%	29%	-
D-E	55	50%	25%	25%	-
EL	3	35%	29%	-	36%
ES	70	68%	25%	3%	3%
FR	46	47%	32%	4%	17%
IE	54	14%	10%	4%	72%
IT	166	41%	32%	13%	14%
LU	21	38%	13%	3%	47%
NL	77	63%	16%	5%	15%
AT	112	50%	11%	15%	25%
PT	49	20%	34%	4%	42%
FI	129	51%	28%	1%	20%
SE	11	16%	9%	-	74%
UK	29	61%	15%	-	25%
CY	4	64%	-	-	36%
CZ	75	47%	5%	7%	41%
EE	75	36%	13%	2%	49%
HU	22	18%	32%	-	50%
LV	149	17%	25%	23%	35%
LT	121	22%	33%	1%	45%
MT	0	-	-	-	-
PL	26	32%	8%	9%	51%
SK	88	17%	18%	28%	37%
SI	35	64%	7%	7%	23%

QF3b.5 In general, would you say that the price for ... is affordable or not?By that, I mean that I would like to know if, according to you, the price for the service is reasonable in relation with your budget or not?

water supply services

(IF 'HAVE ACCESS', CODE 1 OR 2 IN QF1 AND IF 'DO NOT USE THE SERVICE' IN QF2)

QF3b.6 En général, diriez-vous que le prix pour les ... est abordable ou non ? Par cela, je veux dire que je voudrais savoir si, selon vous, le prix pour le service est raisonnable par rapport à votre budget ou non.

services postaux

(SI 'A ACCES' , CODE 1 OU 2 EN QF1 ET SI 'N'UTILISE PAS LE SERVICE' EN QF2)

	TOTAL	Affordable	Not affordable	Excessive (SPONTA-NEOUS)	DK
UE25	2524	60%	18%	8%	14%
EU25					
BE	98	82%	7%	1%	9%
DK	103	65%	19%	1%	16%
D-W	89	71%	6%	22%	-
DE	150	66%	10%	24%	-
D-E	72	53%	20%	28%	-
EL	132	63%	21%	2%	15%
ES	268	63%	24%	2%	12%
FR	52	67%	16%	2%	15%
IE	30	44%	-	7%	49%
IT	185	53%	24%	8%	14%
LU	21	45%	15%	5%	35%
NL	93	76%	7%	1%	16%
AT	124	45%	15%	14%	26%
PT	85	44%	17%	2%	37%
FI	72	47%	40%	-	13%
SE	47	35%	33%	2%	30%
UK	42	80%	7%	-	13%
CY	49	67%	6%	-	27%
CZ	78	49%	12%	2%	37%
EE	90	55%	14%	4%	27%
HU	59	32%	11%	17%	40%
LV	84	50%	17%	9%	25%
LT	64	55%	23%	-	22%
MT	25	75%	-	-	25%
PL	39	34%	18%	2%	46%
SK	74	41%	13%	21%	25%
SI	32	71%	5%	12%	12%

QF3b.6 In general, would you say that the price for ... is affordable or not? By that, I mean that I would like to know if, according to you, the price for the service is reasonable in relation with your budget or not?

postal services

(IF 'HAVE ACCESS', CODE 1 OR 2 IN QF1 AND IF 'DO NOT USE THE SERVICE' IN QF2)

QF3b.7 En général, diriez-vous que le prix pour les ... est abordable ou non ? Par cela, je veux dire que je voudrais savoir si, selon vous, le prix pour le service est raisonnable par rapport à votre budget ou non.

services de transport urbain (bus, tram, métro, etc.)

(SI 'A ACCES' , CODE 1 OU 2 EN QF1 ET SI 'N'UTILISE PAS LE SERVICE' EN QF2)

	TOTAL	Affordable	Not affordable	Excessive (SPONTANEOUS)	DK
UE25	9235	43%	20%	12%	24%
EU25					
BE	451	65%	10%	7%	17%
DK	396	38%	18%	1%	42%
D-W	411	46%	19%	35%	-
DE	640	43%	20%	37%	-
D-E	246	33%	22%	44%	-
EL	212	59%	16%	-	24%
ES	349	58%	28%	4%	10%
FR	426	37%	17%	3%	43%
IE	305	37%	6%	7%	50%
IT	472	39%	28%	12%	20%
LU	167	52%	17%	-	31%
NL	465	40%	24%	12%	24%
AT	360	37%	6%	15%	42%
PT	349	28%	28%	5%	39%
FI	422	31%	32%	1%	36%
SE	295	43%	31%	1%	25%
UK	477	55%	12%	2%	31%
CY	301	25%	17%	7%	51%
CZ	238	49%	6%	6%	38%
EE	213	46%	21%	4%	28%
HU	251	55%	9%	11%	25%
LV	160	41%	20%	14%	25%
LT	181	49%	20%	1%	30%
MT	208	90%	2%	-	8%
PL	266	21%	20%	4%	55%
SK	225	41%	11%	17%	32%
SI	534	36%	10%	19%	35%

QF3b.7 In general, would you say that the price for ... is affordable or not? By that, I mean that I would like to know if, according to you, the price for the service is reasonable in relation with your budget or not?

transport services within towns/cities (bus, tram, underground, etc.)

(IF 'HAVE ACCESS', CODE 1 OR 2 IN QF1 AND IF 'DO NOT USE THE SERVICE' IN QF2)

QF3b.8 En général, diriez-vous que le prix pour les ... est abordable ou non ? Par cela, je veux dire que je voudrais savoir si, selon vous, le prix pour le service est raisonnable par rapport à votre budget ou non.

services ferroviaires interurbains

(SI 'A ACCES' , CODE 1 OU 2 EN QF1 ET SI 'N'UTILISE PAS LE SERVICE' EN QF2)

	TOTAL	Affordable	Not affordable	Excessive (SPONTA-NEOUS)	DK
UE25	11871	36%	24%	13%	27%
EU25					
BE	530	61%	13%	9%	17%
DK	471	37%	21%	2%	39%
D-W	497	38%	23%	39%	-
DE	777	36%	23%	41%	-
D-E	302	29%	23%	48%	-
EL	438	48%	22%	1%	29%
ES	507	54%	28%	3%	15%
FR	472	29%	27%	3%	40%
IE	380	31%	12%	8%	50%
IT	559	38%	25%	15%	22%
LU	231	49%	18%	0%	33%
NL	475	28%	35%	16%	21%
AT	447	34%	11%	16%	39%
PT	449	38%	26%	3%	34%
FI	442	27%	31%	1%	41%
SE	331	35%	36%	1%	28%
UK	607	37%	21%	4%	38%
CY	0	-	-	-	-
CZ	360	46%	9%	7%	39%
EE	361	39%	13%	2%	46%
HU	435	45%	10%	12%	34%
LV	450	28%	15%	18%	40%
LT	489	39%	18%	1%	42%
MT	11	8%	-	-	92%
PL	502	14%	26%	4%	56%
SK	433	34%	11%	15%	40%
SI	588	45%	7%	10%	38%

QF3b.8 In general, would you say that the price for ... is affordable or not?By that, I mean that I would like to know if, according to you, the price for the service is reasonable in relation with your budget or not?

rail services between towns/cities

(IF 'HAVE ACCESS', CODE 1 OR 2 IN QF1 AND IF 'DO NOT USE THE SERVICE' IN QF2)

QF4a.1 Et en général, diriez-vous que le prix que vous payez pour les ... que vous utilisez est justifié ou non ? Par cela, je veux dire que je voudrais savoir si le rapport qualité-prix est bon ou non.

QF4a.1 And in general, would you say that the price you pay for ... you use is justified or not? By that, I mean that I would like to know if the price you pay for the service is value for money or not?

services de téléphonie mobile

mobile telephone services

(SI 'UTILISE LE SERVICE' EN QF2)

(IF 'USE THE SERVICE' IN QF2)

	TOTAL	Justified	Not justified	DK
UE25	18123	55%	42%	4%
EU25				
BE	766	60%	39%	1%
DK	836	73%	24%	3%
D-W	680	60%	36%	4%
DE	1031	61%	35%	4%
D-E	362	63%	34%	3%
EL	736	57%	42%	1%
ES	729	48%	48%	3%
FR	712	38%	60%	2%
IE	818	49%	46%	5%
IT	767	47%	48%	5%
LU	441	65%	31%	5%
NL	810	64%	32%	4%
AT	683	74%	21%	5%
PT	760	70%	28%	2%
FI	886	77%	20%	3%
SE	904	60%	36%	4%
UK	1063	59%	37%	4%
CY	402	80%	18%	2%
CZ	854	57%	39%	4%
EE	797	57%	39%	4%
HU	723	68%	30%	2%
LV	727	64%	32%	4%
LT	738	79%	20%	1%
MT	414	74%	25%	0%
PL	636	47%	47%	6%
SK	903	54%	43%	3%
SI	812	71%	29%	0%

QF4a.2 Et en général, diriez-vous que le prix que vous payez pour les ... que vous utilisez est justifié ou non ? Par cela, je veux dire que je voudrais savoir si le rapport qualité-prix est bon ou non.

services du téléphone fixe

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Justified	Not justified	DK
UE25	20008	55%	41%	4%
EU25				
BE	806	62%	36%	2%
DK	887	73%	24%	3%
D-W	887	70%	26%	4%
DE	1306	69%	27%	4%
D-E	407	66%	32%	3%
EL	902	44%	56%	1%
ES	809	51%	46%	3%
FR	828	51%	45%	4%
IE	836	53%	39%	8%
IT	760	36%	61%	3%
LU	477	74%	21%	5%
NL	945	61%	34%	4%
AT	687	70%	25%	5%
PT	647	51%	47%	2%
FI	716	70%	28%	3%
SE	987	73%	23%	3%
UK	1185	69%	26%	6%
CY	481	75%	22%	3%
CZ	692	36%	58%	6%
EE	635	35%	59%	7%
HU	640	40%	58%	3%
LV	571	50%	43%	6%
LT	467	71%	26%	3%
MT	478	70%	27%	3%
PL	801	31%	64%	6%
SK	760	46%	50%	5%
SI	856	68%	31%	1%

QF4a.2 And in general, would you say that the price you pay for ... you use is justified or not? By that, I mean that I would like to know if the price you pay for the service is value for money or not?

fixed telephone services

(IF 'USE THE SERVICE' IN QF2)

QF4a.3 Et en général, diriez-vous que le prix que vous payez pour les ... que vous utilisez est justifié ou non ? Par cela, je veux dire que je voudrais savoir si le rapport qualité-prix est bon ou non.

services de distribution d'électricité

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Justified	Not justified	DK
UE25	22322	57%	38%	5%
EU25				
BE	911	68%	29%	2%
DK	1000	76%	20%	3%
D-W	886	48%	48%	4%
DE	1324	47%	49%	4%
D-E	437	44%	53%	3%
EL	998	43%	56%	1%
ES	929	62%	34%	4%
FR	931	65%	31%	4%
IE	946	54%	37%	10%
IT	768	47%	48%	5%
LU	467	76%	15%	9%
NL	884	71%	22%	7%
AT	812	61%	33%	6%
PT	973	58%	38%	3%
FI	919	64%	33%	2%
SE	993	45%	48%	7%
UK	1277	75%	19%	6%
CY	503	57%	39%	4%
CZ	944	40%	51%	8%
EE	972	50%	45%	5%
HU	998	49%	48%	3%
LV	972	72%	24%	4%
LT	993	76%	22%	2%
MT	500	54%	40%	6%
PL	992	40%	51%	9%
SK	1115	33%	62%	6%
SI	961	71%	27%	2%

QF4a.3 And in general, would you say that the price you pay for ... you use is justified or not? By that, I mean that I would like to know if the price you pay for the service is value for money or not?

electricity supply services

(IF 'USE THE SERVICE' IN QF2)

QF4a.4 Et en général, diriez-vous que le prix que vous payez pour les ... que vous utilisez est justifié ou non ? Par cela, je veux dire que je voudrais savoir si le rapport qualité-prix est bon ou non.

QF4a.4 And in general, would you say that the price you pay for ... you use is justified or not? By that, I mean that I would like to know if the price you pay for the service is value for money or not?

services de distribution de gaz

gas supply services

(SI 'UTILISE LE SERVICE' EN QF2)

(IF 'USE THE SERVICE' IN QF2)

	TOTAL	Justified	Not justified	DK
UE25	14980	58%	36%	6%
EU25				
BE	551	71%	26%	3%
DK	221	78%	17%	5%
D-W	406	42%	52%	6%
DE	591	41%	54%	5%
D-E	175	37%	61%	3%
EL	8	86%	14%	-
ES	703	64%	32%	4%
FR	518	66%	28%	6%
IE	392	61%	24%	15%
IT	745	50%	45%	5%
LU	256	78%	14%	8%
NL	842	70%	24%	6%
AT	337	56%	38%	6%
PT	818	60%	37%	3%
FI	41	80%	10%	10%
SE	43	73%	14%	12%
UK	1036	76%	18%	6%
CY	0	-	-	-
CZ	750	40%	51%	9%
EE	357	74%	19%	7%
HU	838	44%	53%	3%
LV	861	72%	25%	3%
LT	827	76%	21%	3%
MT	458	85%	11%	4%
PL	860	46%	45%	8%
SK	1002	32%	62%	5%
SI	482	78%	19%	2%

QF4a.5 Et en général, diriez-vous que le prix que vous payez pour les ... que vous utilisez est justifié ou non ? Par cela, je veux dire que je voudrais savoir si le rapport qualité-prix est bon ou non.

services de distribution d'eau

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Justified	Not justified	DK
UE25	21758	63%	32%	5%
EU25				
BE	908	78%	20%	2%
DK	979	82%	13%	4%
D-W	857	60%	35%	5%
DE	1281	56%	39%	4%
D-E	424	41%	55%	4%
EL	996	65%	34%	1%
ES	915	68%	29%	4%
FR	912	60%	35%	5%
IE	884	66%	14%	20%
IT	748	54%	41%	4%
LU	466	79%	13%	8%
NL	860	82%	12%	5%
AT	777	77%	17%	6%
PT	906	65%	31%	4%
FI	854	81%	16%	3%
SE	984	80%	8%	12%
UK	1272	72%	21%	6%
CY	500	75%	21%	4%
CZ	906	39%	51%	9%
EE	834	63%	30%	7%
HU	977	52%	45%	3%
LV	802	68%	26%	5%
LT	837	70%	28%	2%
MT	500	62%	32%	6%
PL	965	56%	36%	8%
SK	1046	37%	58%	5%
SI	939	75%	24%	1%

QF4a.5 And in general, would you say that the price you pay for ... you use is justified or not? By that, I mean that I would like to know if the price you pay for the service is value for money or not?

water supply services

(IF 'USE THE SERVICE' IN QF2)

QF4a.6 Et en général, diriez-vous que le prix que vous payez pour les ... que vous utilisez est justifié ou non ? Par cela, je veux dire que je voudrais savoir si le rapport qualité-prix est bon ou non.

services postaux

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Justified	Not justified	DK
UE25	21264	71%	25%	4%
EU25				
BE	885	80%	19%	1%
DK	934	83%	16%	2%
D-W	872	61%	35%	4%
DE	1296	60%	36%	4%
D-E	420	58%	39%	3%
EL	843	77%	20%	3%
ES	695	73%	23%	4%
FR	929	82%	14%	4%
IE	941	73%	18%	9%
IT	746	54%	41%	6%
LU	480	81%	15%	4%
NL	884	87%	10%	3%
AT	810	66%	29%	5%
PT	906	83%	15%	3%
FI	936	82%	16%	2%
SE	938	68%	26%	6%
UK	1270	84%	13%	3%
CY	431	84%	4%	11%
CZ	924	51%	43%	6%
EE	889	81%	12%	7%
HU	940	64%	32%	3%
LV	911	82%	13%	5%
LT	924	87%	9%	4%
MT	475	92%	5%	2%
PL	959	64%	28%	8%
SK	1097	52%	44%	4%
SI	960	85%	14%	1%

QF4a.6 And in general, would you say that the price you pay for ... you use is justified or not? By that, I mean that I would like to know if the price you pay for the service is value for money or not?

postal services

(IF 'USE THE SERVICE' IN QF2)

QF4a.7 Et en général, diriez-vous que le prix que vous payez pour les ... que vous utilisez est justifié ou non ? Par cela, je veux dire que je voudrais savoir si le rapport qualité-prix est bon ou non.

services de transport urbain (bus, tram, métro, etc.)

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Justified	Not justified	DK
UE25	12674	60%	36%	4%
EU25				
BE	481	80%	19%	1%
DK	578	62%	36%	3%
D-W	507	50%	47%	4%
DE	734	48%	48%	4%
D-E	211	40%	55%	6%
EL	721	68%	30%	2%
ES	572	66%	32%	2%
FR	393	66%	29%	5%
IE	533	60%	30%	10%
IT	370	46%	49%	5%
LU	285	82%	15%	4%
NL	473	55%	42%	3%
AT	423	54%	39%	8%
PT	593	60%	35%	5%
FI	495	76%	21%	3%
SE	653	63%	33%	4%
UK	790	70%	26%	4%
CY	74	67%	26%	7%
CZ	615	62%	32%	5%
EE	539	56%	39%	5%
HU	628	50%	44%	5%
LV	802	77%	18%	5%
LT	776	76%	21%	3%
MT	288	95%	4%	1%
PL	641	60%	33%	7%
SK	830	47%	48%	5%
SI	330	59%	40%	1%

QF4a.7 And in general, would you say that the price you pay for ... you use is justified or not? By that, I mean that I would like to know if the price you pay for the service is value for money or not?

transport services within towns/cities (bus, tram, underground, etc.)

(IF 'USE THE SERVICE' IN QF2)

QF4a.8 Et en général, diriez-vous que le prix que vous payez pour les ... que vous utilisez est justifié ou non ? Par cela, je veux dire que je voudrais savoir si le rapport qualité-prix est bon ou non.

services ferroviaires interurbains

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Justified	Not justified	DK
UE25	8885	54%	42%	4%
EU25				
BE	369	71%	28%	1%
DK	476	66%	32%	2%
D-W	381	42%	55%	3%
DE	523	40%	56%	3%
D-E	112	29%	65%	6%
EL	363	66%	32%	2%
ES	326	65%	33%	2%
FR	373	62%	34%	4%
IE	384	52%	37%	11%
IT	224	46%	51%	3%
LU	177	79%	16%	6%
NL	465	41%	56%	3%
AT	322	51%	44%	5%
PT	303	67%	29%	4%
FI	394	73%	25%	2%
SE	549	55%	39%	6%
UK	592	54%	42%	4%
CY	0	-	-	-
CZ	542	51%	42%	7%
EE	219	75%	17%	8%
HU	417	63%	31%	6%
LV	413	75%	18%	7%
LT	332	78%	16%	6%
MT	1	100%	-	-
PL	374	49%	42%	9%
SK	581	45%	49%	6%
SI	147	71%	25%	4%

QF4a.8 And in general, would you say that the price you pay for ... you use is justified or not? By that, I mean that I would like to know if the price you pay for the service is value for money or not?

rail services between towns/cities

(IF 'USE THE SERVICE' IN QF2)

QF4b.1 Et en général, diriez-vous que le prix pour les ... est justifié ou non ? Par cela, je veux dire que je voudrais savoir si, selon vous, le rapport qualité-prix est bon ou non.

QF4b.1 And in general, would you say that the price for ... is justified or not? By that, I mean that I would like to know if, according to you, the price for the service is value for money or not.

services de téléphonie mobile

mobile telephone services

(SI 'A ACCES' , CODE 1 OU 2 EN QF1 ET SI 'N'UTILISE PAS LE SERVICE' EN QF2)

(IF 'HAVE ACCESS', CODE 1 OR 2 IN QF1 AND IF 'DO NOT USE THE SERVICE' IN QF2)

	TOTAL	Justified	Not justified	DK
UE25	3842	26%	39%	35%
EU25				
BE	159	41%	33%	26%
DK	102	37%	18%	44%
D-W	179	36%	37%	27%
DE	255	35%	38%	27%
D-E	68	31%	43%	26%
EL	172	18%	56%	26%
ES	179	25%	51%	24%
FR	175	27%	43%	31%
IE	56	12%	38%	50%
IT	156	29%	47%	23%
LU	33	45%	28%	28%
NL	105	38%	29%	33%
AT	153	29%	23%	48%
PT	184	7%	63%	30%
FI	76	40%	18%	42%
SE	38	17%	40%	43%
UK	138	26%	23%	51%
CY	74	26%	16%	58%
CZ	90	24%	25%	51%
EE	107	11%	34%	55%
HU	192	13%	46%	41%
LV	226	19%	24%	57%
LT	183	22%	37%	42%
MT	84	37%	11%	52%
PL	239	14%	32%	54%
SK	184	16%	40%	44%
SI	149	25%	29%	46%

QF4b.2 Et en général, diriez-vous que le prix pour les ... est justifié ou non ? Par cela, je veux dire que je voudrais savoir si, selon vous, le rapport qualité-prix est bon ou non.

QF4b.2 And in general, would you say that the price for ... is justified or not? By that, I mean that I would like to know if, according to you, the price for the service is value for money or not.

services du téléphone fixe

fixed telephone services

(SI 'A ACCES' , CODE 1 OU 2 EN QF1 ET SI 'N'UTILISE PAS LE SERVICE' EN QF2)

(IF 'HAVE ACCESS', CODE 1 OR 2 IN QF1 AND IF 'DO NOT USE THE SERVICE' IN QF2)

	TOTAL	Justified	Not justified	DK
UE25	3274	28%	45%	27%
EU25				
BE	145	48%	39%	13%
DK	102	35%	28%	38%
D-W	86	34%	46%	19%
DE	146	35%	48%	17%
D-E	73	38%	50%	12%
EL	78	25%	67%	8%
ES	158	29%	55%	17%
FR	130	37%	33%	30%
IE	86	12%	43%	45%
IT	170	30%	50%	20%
LU	13	50%	34%	16%
NL	36	41%	41%	18%
AT	200	38%	20%	42%
PT	304	4%	82%	15%
FI	228	43%	30%	27%
SE	6	47%	28%	25%
UK	94	30%	22%	48%
CY	21	40%	55%	5%
CZ	220	21%	41%	38%
EE	212	24%	47%	29%
HU	252	6%	59%	35%
LV	353	28%	23%	48%
LT	429	28%	42%	30%
MT	22	54%	29%	17%
PL	141	19%	38%	43%
SK	304	18%	44%	38%
SI	119	32%	36%	32%

QF4b.3 Et en général, diriez-vous que le prix pour les ... est justifié ou non ? Par cela, je veux dire que je voudrais savoir si, selon vous, le rapport qualité-prix est bon ou non.

QF4b.3 And in general, would you say that the price for ... is justified or not? By that, I mean that I would like to know if, according to you, the price for the service is value for money or not.

services de distribution d'électricité

electricity supply services

(SI 'A ACCES' , CODE 1 OU 2 EN QF1 ET SI 'N'UTILISE PAS LE SERVICE' EN QF2)

(IF 'HAVE ACCESS', CODE 1 OR 2 IN QF1 AND IF 'DO NOT USE THE SERVICE' IN QF2)

	TOTAL	Justified	Not justified	DK
UE25	1415	46%	33%	20%
EU25				
BE	73	68%	25%	6%
DK	35	59%	23%	18%
D-W	71	37%	37%	25%
DE	115	40%	38%	22%
D-E	48	49%	38%	13%
EL	2	-	44%	56%
ES	68	66%	28%	6%
FR	32	47%	30%	23%
IE	20	14%	20%	66%
IT	155	42%	39%	19%
LU	22	39%	31%	29%
NL	82	56%	20%	25%
AT	90	52%	30%	18%
PT	16	13%	18%	68%
FI	83	55%	37%	8%
SE	6	17%	23%	61%
UK	25	59%	18%	23%
CY	3	50%	50%	-
CZ	53	34%	19%	47%
EE	17	28%	43%	29%
HU	6	-	16%	84%
LV	33	37%	40%	24%
LT	4	53%	47%	-
MT	0	-	-	-
PL	7	28%	27%	46%
SK	51	22%	49%	30%
SI	28	67%	6%	28%

QF4b.4 Et en général, diriez-vous que le prix pour les ... est justifié ou non ? Par cela, je veux dire que je voudrais savoir si, selon vous, le rapport qualité-prix est bon ou non.

QF4b.4 And in general, would you say that the price for ... is justified or not? By that, I mean that I would like to know if, according to you, the price for the service is value for money or not.

services de distribution de gaz

gas supply services

(SI 'A ACCES' , CODE 1 OU 2 EN QF1 ET SI 'N'UTILISE PAS LE SERVICE' EN QF2)

(IF 'HAVE ACCESS', CODE 1 OR 2 IN QF1 AND IF 'DO NOT USE THE SERVICE' IN QF2)

	TOTAL	Justified	Not justified	DK
UE25	4443	36%	28%	36%
EU25				
BE	224	58%	13%	30%
DK	176	26%	9%	65%
D-W	293	36%	36%	28%
DE	432	35%	36%	29%
D-E	135	30%	39%	31%
EL	197	39%	22%	40%
ES	192	50%	33%	17%
FR	268	31%	17%	51%
IE	183	19%	13%	69%
IT	170	44%	38%	18%
LU	62	39%	12%	49%
NL	98	53%	17%	29%
AT	328	34%	16%	49%
PT	84	17%	40%	42%
FI	251	27%	12%	61%
SE	55	11%	18%	71%
UK	117	32%	8%	59%
CY	0	-	-	-
CZ	137	24%	33%	43%
EE	170	38%	13%	49%
HU	124	10%	54%	36%
LV	104	27%	24%	49%
LT	112	38%	20%	42%
MT	39	59%	4%	37%
PL	87	27%	30%	43%
SK	101	14%	54%	33%
SI	298	32%	19%	49%

QF4b.5 Et en général, diriez-vous que le prix pour les ... est justifié ou non ? Par cela, je veux dire que je voudrais savoir si, selon vous, le rapport qualité-prix est bon ou non.

QF4b.5 And in general, would you say that the price for ... is justified or not? By that, I mean that I would like to know if, according to you, the price for the service is value for money or not.

services de distribution d'eau

water supply services

(SI 'A ACCES' , CODE 1 OU 2 EN QF1 ET SI 'N'UTILISE PAS LE SERVICE' EN QF2)

(IF 'HAVE ACCESS', CODE 1 OR 2 IN QF1 AND IF 'DO NOT USE THE SERVICE' IN QF2)

	TOTAL	Justified	Not justified	DK
UE25	1701	49%	30%	21%
EU25				
BE	74	83%	15%	3%
DK	45	60%	15%	25%
D-W	77	48%	32%	20%
DE	126	46%	37%	18%
D-E	55	39%	48%	13%
EL	3	35%	29%	36%
ES	70	72%	22%	6%
FR	46	47%	28%	25%
IE	54	23%	11%	66%
IT	166	48%	37%	15%
LU	21	51%	13%	36%
NL	77	64%	18%	18%
AT	112	51%	22%	27%
PT	49	15%	33%	52%
FI	129	63%	19%	18%
SE	11	22%	-	78%
UK	29	57%	23%	20%
CY	4	81%	-	19%
CZ	75	28%	25%	47%
EE	75	38%	10%	52%
HU	22	8%	39%	52%
LV	149	20%	20%	60%
LT	121	18%	25%	57%
MT	0	-	-	-
PL	26	25%	18%	58%
SK	88	17%	40%	43%
SI	35	54%	14%	32%

QF4b.6 Et en général, diriez-vous que le prix pour les ... est justifié ou non ? Par cela, je veux dire que je voudrais savoir si, selon vous, le rapport qualité-prix est bon ou non.

QF4b.6 And in general, would you say that the price for ... is justified or not? By that, I mean that I would like to know if, according to you, the price for the service is value for money or not.

services postaux

postal services

(SI 'A ACCES' , CODE 1 OU 2 EN QF1 ET SI 'N'UTILISE PAS LE SERVICE' EN QF2)

(IF 'HAVE ACCESS', CODE 1 OR 2 IN QF1 AND IF 'DO NOT USE THE SERVICE' IN QF2)

	TOTAL	Justified	Not justified	DK
UE25	2524	53%	29%	18%
EU25				
BE	98	79%	10%	11%
DK	103	56%	20%	23%
D-W	89	56%	31%	13%
DE	150	51%	39%	11%
D-E	72	38%	57%	5%
EL	132	60%	21%	19%
ES	268	61%	26%	13%
FR	52	50%	31%	19%
IE	30	27%	25%	48%
IT	185	47%	34%	19%
LU	21	60%	16%	24%
NL	93	77%	11%	13%
AT	124	46%	26%	28%
PT	85	39%	15%	46%
FI	72	67%	23%	10%
SE	47	32%	41%	28%
UK	42	78%	16%	6%
CY	49	70%	-	30%
CZ	78	25%	27%	48%
EE	90	59%	15%	26%
HU	59	14%	35%	51%
LV	84	48%	15%	37%
LT	64	49%	8%	43%
MT	25	59%	-	41%
PL	39	27%	25%	48%
SK	74	33%	37%	30%
SI	32	66%	14%	20%

QF4b.7 Et en général, diriez-vous que le prix pour les ... est justifié ou non ? Par cela, je veux dire que je voudrais savoir si, selon vous, le rapport qualité-prix est bon ou non.

QF4b.7 And in general, would you say that the price for ... is justified or not? By that, I mean that I would like to know if, according to you, the price for the service is value for money or not.

services de transport urbain (bus, tram, métro, etc.)

transport services within towns/cities (bus, tram, underground, etc.)

(SI 'A ACCES' , CODE 1 OU 2 EN QF1 ET SI 'N'UTILISE PAS LE SERVICE' EN QF2)

(IF 'HAVE ACCESS', CODE 1 OR 2 IN QF1 AND IF 'DO NOT USE THE SERVICE' IN QF2)

	TOTAL	Justified	Not justified	DK
UE25	9235	38%	33%	29%
EU25				
BE	451	63%	21%	16%
DK	396	32%	26%	42%
D-W	411	31%	50%	19%
DE	640	28%	52%	19%
D-E	246	19%	61%	20%
EL	212	60%	16%	24%
ES	349	53%	33%	13%
FR	426	38%	21%	40%
IE	305	31%	16%	52%
IT	472	39%	37%	23%
LU	167	50%	17%	33%
NL	465	37%	39%	24%
AT	360	29%	22%	49%
PT	349	23%	40%	37%
FI	422	46%	20%	34%
SE	295	41%	30%	29%
UK	477	44%	23%	33%
CY	301	29%	21%	50%
CZ	238	40%	19%	42%
EE	213	39%	29%	32%
HU	251	29%	36%	35%
LV	160	40%	18%	42%
LT	181	37%	24%	39%
MT	208	81%	8%	12%
PL	266	22%	20%	58%
SK	225	24%	39%	37%
SI	534	26%	33%	41%

QF4b.8 Et en général, diriez-vous que le prix pour les ... est justifié ou non ? Par cela, je veux dire que je voudrais savoir si, selon vous, le rapport qualité-prix est bon ou non.

QF4b.8 And in general, would you say that the price for ... is justified or not? By that, I mean that I would like to know if, according to you, the price for the service is value for money or not.

services ferroviaires interurbains

rail services between towns/cities

(SI 'A ACCES' , CODE 1 OU 2 EN QF1 ET SI 'N'UTILISE PAS LE SERVICE' EN QF2)

(IF 'HAVE ACCESS', CODE 1 OR 2 IN QF1 AND IF 'DO NOT USE THE SERVICE' IN QF2)

	TOTAL	Justified	Not justified	DK
UE25	11871	32%	36%	32%
EU25				
BE	530	58%	27%	16%
DK	471	35%	25%	40%
D-W	497	24%	56%	20%
DE	777	22%	58%	19%
D-E	302	15%	66%	19%
EL	438	50%	20%	30%
ES	507	51%	32%	17%
FR	472	34%	26%	40%
IE	380	22%	24%	54%
IT	559	37%	39%	23%
LU	231	51%	17%	32%
NL	475	25%	53%	23%
AT	447	28%	28%	44%
PT	449	35%	35%	30%
FI	442	42%	21%	37%
SE	331	33%	36%	31%
UK	607	29%	30%	41%
CY	0	-	-	-
CZ	360	28%	31%	41%
EE	361	37%	15%	48%
HU	435	28%	34%	38%
LV	450	29%	15%	56%
LT	489	31%	15%	54%
MT	11	36%	6%	59%
PL	502	17%	26%	58%
SK	433	18%	37%	44%
SI	588	38%	18%	44%

QF5.1 En général, que pensez-vous de la qualité des ... que vous utilisez ? Diriez-vous qu'elle est très bonne, plutôt bonne, plutôt mauvaise, ou très mauvaise ?

QF5.1 Overall, what do you think of the quality of ... that you use? Would you say it is very good, fairly good, fairly bad, or very bad?

services de téléphonie mobile

mobile telephone services

(SI 'UTILISE LE SERVICE' EN QF2)

(IF 'USE THE SERVICE' IN QF2)

	TOTAL	Very good	Fairly good	Fairly bad	Very bad	DK	Good	Bad
UE25	18123	27%	64%	7%	1%	2%	91%	8%
EU25								
BE	766	38%	57%	4%	1%	0%	95%	4%
DK	836	46%	45%	6%	2%	1%	91%	8%
D-W	680	33%	61%	4%	1%	1%	94%	5%
DE	1031	33%	61%	4%	1%	1%	94%	5%
D-E	362	34%	62%	4%	0%	1%	95%	4%
EL	736	30%	65%	5%	0%	0%	95%	5%
ES	729	13%	71%	12%	2%	3%	84%	13%
FR	712	16%	69%	11%	3%	1%	85%	14%
IE	818	42%	52%	4%	-	3%	93%	4%
IT	767	18%	71%	9%	0%	2%	89%	9%
LU	441	36%	57%	6%	0%	0%	93%	6%
NL	810	34%	59%	5%	1%	1%	93%	6%
AT	683	36%	60%	3%	0%	0%	97%	3%
PT	760	12%	84%	3%	0%	1%	95%	3%
FI	886	32%	65%	3%	0%	0%	97%	3%
SE	904	42%	52%	5%	1%	1%	93%	6%
UK	1063	30%	56%	8%	3%	3%	87%	11%
CY	402	47%	50%	2%	0%	1%	97%	2%
CZ	854	41%	59%	1%	-	0%	99%	1%
EE	797	31%	60%	8%	1%	0%	91%	9%
HU	723	44%	52%	3%	0%	1%	96%	3%
LV	727	43%	52%	4%	0%	0%	95%	5%
LT	738	34%	62%	3%	0%	0%	96%	3%
MT	414	53%	45%	2%	-	0%	98%	2%
PL	636	23%	71%	5%	0%	1%	94%	5%
SK	903	42%	56%	2%	-	1%	97%	2%
SI	812	29%	65%	4%	1%	0%	94%	5%

QF5.2 En général, que pensez-vous de la qualité des ... que vous utilisez ? Diriez-vous qu'elle est très bonne, plutôt bonne, plutôt mauvaise, ou très mauvaise ?

QF5.2 Overall, what do you think of the quality of ... that you use? Would you say it is very good, fairly good, fairly bad, or very bad?

services du téléphone fixe

fixed telephone services

(SI 'UTILISE LE SERVICE' EN QF2)

(IF 'USE THE SERVICE' IN QF2)

	TOTAL	Very good	Fairly good	Fairly bad	Very bad	DK	Good	Bad
UE25	20008	32%	60%	6%	1%	1%	92%	7%
BE	806	46%	50%	2%	1%	1%	96%	3%
DK	887	60%	35%	3%	0%	1%	96%	3%
D-W	887	39%	55%	5%	1%	1%	93%	6%
DE	1306	37%	57%	4%	1%	1%	94%	5%
D-E	407	30%	66%	4%	-	0%	96%	4%
EL	902	23%	69%	8%	1%	0%	92%	8%
ES	809	22%	64%	10%	1%	2%	86%	12%
FR	828	31%	63%	5%	1%	1%	94%	6%
IE	836	54%	40%	3%	0%	3%	94%	3%
IT	760	13%	72%	11%	2%	1%	85%	13%
LU	477	49%	48%	1%	0%	1%	97%	2%
NL	945	58%	39%	3%	1%	0%	97%	3%
AT	687	48%	47%	4%	-	1%	95%	4%
PT	647	9%	84%	5%	1%	1%	93%	6%
FI	716	37%	56%	5%	0%	1%	93%	5%
SE	987	63%	34%	2%	0%	0%	97%	3%
UK	1185	43%	51%	3%	1%	2%	94%	4%
CY	481	54%	44%	0%	0%	0%	99%	1%
CZ	692	28%	65%	5%	1%	2%	93%	6%
EE	635	33%	61%	5%	0%	1%	94%	5%
HU	640	36%	56%	6%	1%	1%	92%	7%
LV	571	41%	51%	5%	1%	2%	92%	6%
LT	467	34%	61%	3%	-	3%	94%	3%
MT	478	50%	45%	4%	0%	0%	95%	5%
PL	801	17%	72%	8%	2%	1%	89%	10%
SK	760	28%	66%	5%	1%	1%	93%	5%
SI	856	26%	69%	5%	0%	0%	95%	5%

QF5.3 En général, que pensez-vous de la qualité des ... que vous utilisez ? Diriez-vous qu'elle est très bonne, plutôt bonne, plutôt mauvaise, ou très mauvaise ?

QF5.3 Overall, what do you think of the quality of ... that you use? Would you say it is very good, fairly good, fairly bad, or very bad?

services de distribution d'électricité

electricity supply services

(SI 'UTILISE LE SERVICE' EN QF2)

(IF 'USE THE SERVICE' IN QF2)

	TOTAL	Very good	Fairly good	Fairly bad	Very bad	DK	Good	Bad
UE25	22322	35%	59%	4%	1%	1%	94%	5%
EU25								
BE	911	48%	50%	2%	0%	-	98%	2%
DK	1000	70%	28%	1%	0%	1%	98%	1%
D-W	886	44%	52%	3%	0%	2%	95%	3%
DE	1324	41%	55%	3%	0%	1%	96%	3%
D-E	437	31%	67%	3%	0%	-	97%	3%
EL	998	22%	67%	10%	1%	0%	88%	11%
ES	929	21%	68%	7%	1%	3%	89%	9%
FR	931	38%	59%	1%	1%	1%	97%	2%
IE	946	62%	34%	1%	0%	2%	96%	1%
IT	768	14%	76%	9%	0%	1%	90%	9%
LU	467	53%	45%	2%	-	1%	97%	2%
NL	884	57%	37%	4%	0%	2%	94%	4%
AT	812	54%	43%	2%	0%	0%	97%	3%
PT	973	9%	83%	6%	0%	1%	93%	7%
FI	919	39%	56%	4%	0%	-	95%	5%
SE	993	59%	34%	4%	1%	2%	93%	5%
UK	1277	44%	51%	2%	1%	2%	95%	3%
CY	503	52%	46%	2%	-	1%	97%	2%
CZ	944	39%	57%	2%	0%	1%	96%	2%
EE	972	29%	62%	8%	1%	0%	91%	9%
HU	998	38%	56%	6%	0%	1%	93%	6%
LV	972	57%	40%	3%	0%	1%	96%	3%
LT	993	43%	53%	3%	0%	0%	96%	3%
MT	500	40%	52%	7%	0%	0%	92%	7%
PL	992	28%	68%	3%	0%	1%	96%	3%
SK	1115	34%	60%	5%	0%	1%	94%	6%
SI	961	31%	65%	3%	0%	0%	97%	3%

QF5.4 En général, que pensez-vous de la qualité des ... que vous utilisez ? Diriez-vous qu'elle est très bonne, plutôt bonne, plutôt mauvaise, ou très mauvaise ?

QF5.4 Overall, what do you think of the quality of ... that you use? Would you say it is very good, fairly good, fairly bad, or very bad?

services de distribution de gaz

gas supply services

(SI 'UTILISE LE SERVICE' EN QF2)

(IF 'USE THE SERVICE' IN QF2)

	TOTAL	Very good	Fairly good	Fairly bad	Very bad	DK	Good	Bad
UE25	14980	32%	62%	4%	0%	2%	94%	5%
EU25								
BE	551	48%	49%	1%	0%	1%	97%	2%
DK	221	67%	32%	-	-	2%	98%	-
D-W	406	39%	58%	2%	-	2%	97%	2%
DE	591	37%	60%	2%	-	2%	96%	2%
D-E	175	28%	67%	4%	-	1%	95%	4%
EL	8	71%	29%	-	-	-	100%	-
ES	703	17%	72%	7%	1%	3%	89%	8%
FR	518	38%	58%	1%	1%	3%	96%	2%
IE	392	58%	36%	1%	-	6%	93%	1%
IT	745	12%	79%	8%	0%	1%	91%	8%
LU	256	50%	49%	-	-	1%	99%	-
NL	842	59%	36%	3%	0%	2%	95%	3%
AT	337	55%	38%	3%	1%	2%	94%	4%
PT	818	7%	84%	7%	0%	2%	91%	7%
FI	41	36%	49%	3%	3%	10%	85%	5%
SE	43	72%	23%	-	-	5%	95%	-
UK	1036	45%	51%	2%	1%	2%	96%	2%
CY	0	-	-	-	-	-	-	-
CZ	750	39%	56%	3%	0%	2%	95%	3%
EE	357	36%	60%	2%	0%	2%	96%	2%
HU	838	30%	53%	14%	2%	0%	83%	16%
LV	861	56%	40%	3%	0%	1%	96%	3%
LT	827	43%	55%	1%	1%	1%	97%	1%
MT	458	44%	50%	4%	1%	1%	94%	5%
PL	860	28%	67%	3%	0%	1%	95%	3%
SK	1002	35%	59%	5%	0%	1%	94%	5%
SI	482	28%	69%	2%	0%	1%	97%	3%

QF5.5 En général, que pensez-vous de la qualité des ... que vous utilisez ? Diriez-vous qu'elle est très bonne, plutôt bonne, plutôt mauvaise, ou très mauvaise ?

QF5.5 Overall, what do you think of the quality of ... that you use? Would you say it is very good, fairly good, fairly bad, or very bad?

services de distribution d'eau

water supply services

(SI 'UTILISE LE SERVICE' EN QF2)

(IF 'USE THE SERVICE' IN QF2)

	TOTAL	Very good	Fairly good	Fairly bad	Very bad	DK	Good	Bad
UE25	21758	35%	58%	5%	1%	1%	93%	6%
EU25								
BE	908	49%	48%	2%	1%	0%	97%	3%
DK	979	71%	26%	1%	0%	1%	98%	1%
D-W	857	44%	53%	1%	0%	2%	97%	1%
DE	1281	40%	56%	2%	0%	1%	97%	2%
D-E	424	27%	67%	6%	-	0%	94%	6%
EL	996	24%	65%	8%	1%	1%	89%	10%
ES	915	19%	70%	7%	1%	3%	89%	8%
FR	912	34%	59%	4%	1%	1%	93%	6%
IE	884	59%	30%	3%	2%	6%	89%	5%
IT	748	14%	74%	10%	1%	1%	88%	11%
LU	466	52%	44%	1%	1%	1%	97%	2%
NL	860	61%	36%	1%	0%	1%	97%	1%
AT	777	61%	37%	2%	0%	1%	97%	2%
PT	906	10%	83%	5%	0%	1%	93%	6%
FI	854	46%	51%	3%	-	0%	97%	3%
SE	984	73%	23%	1%	0%	2%	96%	1%
UK	1272	44%	50%	3%	1%	1%	95%	4%
CY	500	46%	48%	4%	1%	1%	94%	5%
CZ	906	33%	57%	8%	1%	1%	90%	8%
EE	834	29%	57%	9%	3%	1%	87%	12%
HU	977	32%	54%	11%	2%	1%	86%	13%
LV	802	44%	40%	9%	5%	2%	84%	14%
LT	837	31%	55%	11%	3%	1%	86%	13%
MT	500	38%	52%	9%	1%	0%	90%	10%
PL	965	30%	64%	4%	1%	1%	94%	5%
SK	1046	31%	58%	8%	1%	1%	89%	10%
SI	939	27%	63%	8%	2%	0%	90%	10%

QF5.6 En général, que pensez-vous de la qualité des ... que vous utilisez ? Diriez-vous qu'elle est très bonne, plutôt bonne, plutôt mauvaise, ou très mauvaise ?

QF5.6 Overall, what do you think of the quality of ... that you use? Would you say it is very good, fairly good, fairly bad, or very bad?

services postaux

postal services

(SI 'UTILISE LE SERVICE' EN QF2)

(IF 'USE THE SERVICE' IN QF2)

	TOTAL	Very good	Fairly good	Fairly bad	Very bad	DK	Good	Bad
UE25	21264	25%	61%	11%	2%	1%	86%	13%
EU25								
BE	885	31%	52%	14%	3%	0%	83%	17%
DK	934	58%	35%	6%	1%	1%	93%	6%
D-W	872	23%	60%	13%	2%	1%	84%	15%
DE	1296	23%	61%	13%	2%	1%	84%	15%
D-E	420	23%	63%	12%	2%	1%	86%	14%
EL	843	26%	66%	7%	1%	0%	92%	8%
ES	695	21%	69%	7%	1%	2%	90%	8%
FR	929	26%	65%	7%	1%	1%	91%	8%
IE	941	50%	38%	7%	1%	4%	88%	7%
IT	746	9%	64%	22%	3%	2%	73%	25%
LU	480	46%	46%	7%	1%	0%	92%	8%
NL	884	49%	45%	4%	0%	1%	95%	5%
AT	810	33%	51%	13%	1%	1%	84%	14%
PT	906	13%	81%	5%	0%	1%	93%	5%
FI	936	33%	59%	6%	2%	0%	92%	8%
SE	938	34%	45%	16%	3%	2%	79%	19%
UK	1270	27%	54%	14%	5%	1%	81%	19%
CY	431	54%	40%	2%	-	3%	94%	2%
CZ	924	21%	64%	13%	1%	1%	85%	14%
EE	889	34%	61%	2%	0%	2%	96%	3%
HU	940	25%	60%	11%	2%	1%	85%	14%
LV	911	57%	39%	2%	0%	1%	96%	3%
LT	924	36%	58%	3%	0%	2%	95%	3%
MT	475	37%	50%	10%	3%	0%	87%	13%
PL	959	22%	71%	6%	0%	1%	93%	6%
SK	1097	24%	61%	14%	0%	1%	85%	14%
SI	960	30%	67%	2%	1%	1%	96%	3%

QF5.7 En général, que pensez-vous de la qualité des ... que vous utilisez ? Diriez-vous qu'elle est très bonne, plutôt bonne, plutôt mauvaise, ou très mauvaise ?

QF5.7 Overall, what do you think of the quality of ... that you use? Would you say it is very good, fairly good, fairly bad, or very bad?

services de transport urbain (bus, tram, métro, etc.)

transport services within towns/cities (bus, tram, underground, etc.)

(SI 'UTILISE LE SERVICE' EN QF2)

(IF 'USE THE SERVICE' IN QF2)

	TOTAL	Very good	Fairly good	Fairly bad	Very bad	DK	Good	Bad
UE25	12674	19%	59%	16%	4%	2%	78%	20%
EU25								
BE	481	30%	55%	11%	2%	0%	86%	14%
DK	578	50%	35%	13%	1%	1%	85%	14%
D-W	507	18%	61%	18%	3%	0%	79%	20%
DE	734	18%	61%	18%	3%	1%	79%	21%
D-E	211	16%	60%	17%	4%	3%	76%	21%
EL	721	19%	57%	20%	4%	1%	76%	24%
ES	572	18%	68%	10%	3%	2%	86%	13%
FR	393	21%	63%	11%	2%	3%	84%	14%
IE	533	32%	48%	11%	3%	6%	80%	15%
IT	370	8%	50%	30%	10%	2%	58%	40%
LU	285	42%	45%	12%	0%	1%	87%	12%
NL	473	24%	51%	22%	2%	1%	75%	24%
AT	423	28%	56%	13%	0%	3%	84%	14%
PT	593	8%	62%	27%	1%	3%	69%	28%
FI	495	27%	61%	10%	2%	1%	88%	11%
SE	653	31%	52%	13%	2%	2%	84%	15%
UK	790	23%	57%	14%	4%	2%	80%	18%
CY	74	15%	49%	27%	5%	4%	64%	32%
CZ	615	15%	62%	21%	1%	1%	77%	22%
EE	539	18%	64%	14%	2%	2%	81%	17%
HU	628	16%	48%	27%	8%	2%	64%	35%
LV	802	40%	51%	6%	2%	1%	92%	7%
LT	776	24%	61%	12%	1%	2%	85%	13%
MT	288	22%	50%	25%	3%	1%	71%	28%
PL	641	16%	69%	11%	2%	2%	85%	13%
SK	830	12%	48%	33%	5%	2%	61%	38%
SI	330	18%	59%	19%	4%	0%	77%	23%

QF5.8 En général, que pensez-vous de la qualité des ... que vous utilisez ? Diriez-vous qu'elle est très bonne, plutôt bonne, plutôt mauvaise, ou très mauvaise ?

QF5.8 Overall, what do you think of the quality of ... that you use? Would you say it is very good, fairly good, fairly bad, or very bad?

services ferroviaires interurbains

rail services between towns/cities

(SI 'UTILISE LE SERVICE' EN QF2)

(IF 'USE THE SERVICE' IN QF2)

	TOTAL	Very good	Fairly good	Fairly bad	Very bad	DK	Good	Bad
UE25	8885	17%	57%	19%	5%	2%	74%	24%
EU25								
BE	369	29%	56%	12%	1%	1%	85%	13%
DK	476	50%	38%	9%	1%	1%	88%	10%
D-W	381	15%	57%	24%	4%	0%	72%	28%
DE	523	14%	56%	24%	5%	1%	70%	29%
D-E	112	10%	53%	25%	9%	3%	63%	35%
EL	363	20%	66%	12%	1%	1%	87%	13%
ES	326	16%	70%	10%	2%	2%	86%	11%
FR	373	20%	62%	14%	2%	2%	82%	16%
IE	384	32%	46%	12%	3%	6%	78%	15%
IT	224	7%	50%	28%	12%	3%	57%	40%
LU	177	40%	47%	9%	1%	3%	86%	10%
NL	465	16%	56%	25%	2%	1%	72%	27%
AT	322	31%	50%	17%	1%	1%	81%	18%
PT	303	14%	66%	15%	2%	3%	80%	17%
FI	394	27%	65%	7%	0%	1%	92%	8%
SE	549	30%	55%	10%	2%	3%	86%	12%
UK	592	15%	53%	18%	9%	4%	69%	28%
CY	0	-	-	-	-	-	-	-
CZ	542	14%	53%	27%	4%	2%	67%	31%
EE	219	19%	57%	16%	3%	5%	76%	19%
HU	417	15%	57%	21%	3%	3%	72%	24%
LV	413	41%	50%	4%	1%	4%	91%	5%
LT	332	27%	60%	6%	1%	6%	87%	7%
MT	1	100%	-	-	-	-	100%	-
PL	374	12%	58%	21%	7%	3%	70%	28%
SK	581	15%	53%	26%	2%	4%	68%	28%
SI	147	20%	62%	14%	2%	2%	82%	15%

QF6.1 En général, diriez-vous que les informations (factures, contrats, publicités, tickets, dépliants, etc.) que vous recevez ... sont satisfaisantes ou pas satisfaisantes ?

QF6.1 In general, would you say the information (bills, contracts, advertising, tickets, leaflets, etc.) you receive from ... is satisfactory or not satisfactory?

de votre opérateur de téléphonie mobile

your mobile telephone service provider

(SI 'UTILISE LE SERVICE' EN QF2)

(IF 'USE THE SERVICE' IN QF2)

	TOTAL	Very satisfactory	Fairly satisfactory	Fairly not satisfactory	Not at all satisfactory	DK	Satisfactory	Not satisfactory
UE25	18123	20%	60%	12%	3%	5%	80%	15%
EU25								
BE	766	25%	60%	10%	3%	2%	85%	13%
DK	836	31%	46%	13%	3%	8%	76%	16%
D-W	680	28%	58%	10%	1%	3%	86%	11%
DE	1031	28%	58%	10%	1%	3%	86%	11%
D-E	362	29%	58%	10%	1%	2%	87%	11%
EL	736	23%	61%	12%	1%	3%	84%	14%
ES	729	13%	64%	16%	3%	4%	77%	19%
FR	712	11%	57%	20%	6%	6%	68%	25%
IE	818	35%	51%	6%	3%	6%	85%	8%
IT	767	11%	64%	15%	4%	6%	75%	18%
LU	441	35%	51%	9%	1%	4%	86%	10%
NL	810	31%	50%	11%	3%	5%	81%	14%
AT	683	32%	60%	5%	1%	1%	93%	6%
PT	760	11%	78%	3%	0%	7%	90%	3%
FI	886	22%	66%	10%	1%	2%	87%	11%
SE	904	25%	55%	11%	3%	6%	80%	14%
UK	1063	20%	59%	10%	3%	8%	79%	13%
CY	402	43%	52%	3%	0%	1%	95%	3%
CZ	854	34%	59%	4%	0%	3%	93%	4%
EE	797	29%	60%	3%	1%	5%	90%	5%
HU	723	34%	54%	7%	1%	3%	88%	9%
LV	727	44%	45%	4%	1%	6%	89%	5%
LT	738	57%	34%	6%	1%	2%	90%	7%
MT	414	34%	53%	6%	2%	4%	88%	8%
PL	636	11%	68%	11%	2%	8%	79%	13%
SK	903	41%	53%	4%	1%	1%	94%	5%
SI	812	22%	71%	6%	1%	2%	92%	6%

QF6.2 En général, diriez-vous que les informations (factures, contrats, publicités, tickets, dépliants, etc.) que vous recevez ... sont satisfaisantes ou pas satisfaisantes ?

QF6.2 In general, would you say the information (bills, contracts, advertising, tickets, leaflets, etc.) you receive from ... is satisfactory or not satisfactory?

de votre fournisseur de services de téléphone fixe

your fixed telephone service provider

(SI 'UTILISE LE SERVICE' EN QF2)

(IF 'USE THE SERVICE' IN QF2)

	TOTAL	Very satisfa- ctory	Fairly satisfa- ctory	Fairly not satisfa- ctory	Not at all satisfa- ctory	DK	Satisfa- ctory	Not satisfa- ctory
UE25	20008	21%	61%	12%	2%	5%	81%	14%
EU25								
BE	806	23%	61%	11%	2%	3%	84%	13%
DK	887	34%	46%	10%	2%	8%	80%	12%
D-W	887	30%	57%	8%	2%	4%	87%	9%
DE	1306	29%	59%	7%	2%	3%	88%	9%
D-E	407	27%	64%	6%	2%	1%	91%	8%
EL	902	14%	58%	21%	3%	3%	72%	24%
ES	809	17%	61%	16%	3%	4%	77%	19%
FR	828	13%	65%	13%	3%	6%	78%	16%
IE	836	39%	45%	4%	2%	9%	84%	7%
IT	760	7%	65%	18%	4%	5%	72%	22%
LU	477	36%	51%	6%	1%	6%	87%	7%
NL	945	39%	47%	9%	2%	4%	86%	10%
AT	687	33%	56%	7%	1%	3%	89%	8%
PT	647	9%	75%	8%	0%	8%	84%	8%
FI	716	23%	63%	9%	2%	3%	87%	11%
SE	987	31%	55%	9%	2%	4%	86%	11%
UK	1185	24%	63%	7%	1%	5%	87%	8%
CY	481	39%	54%	4%	0%	2%	93%	5%
CZ	692	24%	62%	9%	1%	4%	86%	10%
EE	635	26%	62%	4%	1%	6%	88%	6%
HU	640	27%	61%	8%	1%	4%	87%	9%
LV	571	36%	49%	8%	3%	5%	85%	10%
LT	467	52%	38%	4%	1%	5%	89%	5%
MT	478	28%	54%	11%	1%	6%	82%	13%
PL	801	10%	64%	15%	3%	8%	74%	18%
SK	760	31%	54%	10%	0%	5%	85%	11%
SI	856	14%	74%	9%	1%	2%	88%	10%

QF6.3 En général, diriez-vous que les informations (factures, contrats, publicités, tickets, dépliants, etc.) que vous recevez ... sont satisfaisantes ou pas satisfaisantes ?

QF6.3 In general, would you say the information (bills, contracts, advertising, tickets, leaflets, etc.) you receive from ... is satisfactory or not satisfactory?

de votre distributeur d'électricité

your electricity supply service provider

(SI 'UTILISE LE SERVICE' EN QF2)

(IF 'USE THE SERVICE' IN QF2)

	TOTAL	Very satisfactory	Fairly satisfactory	Fairly not satisfactory	Not at all satisfactory	DK	Satisfactory	Not satisfactory
UE25	22322	19%	60%	13%	3%	5%	79%	16%
EU25								
BE	911	23%	61%	12%	2%	2%	85%	14%
DK	1000	26%	42%	16%	8%	8%	68%	24%
D-W	886	27%	54%	12%	2%	5%	81%	14%
DE	1324	26%	55%	12%	2%	4%	81%	15%
D-E	437	22%	59%	15%	3%	1%	81%	18%
EL	998	13%	52%	26%	5%	3%	65%	32%
ES	929	15%	64%	14%	2%	5%	80%	15%
FR	931	14%	66%	13%	1%	6%	80%	14%
IE	946	40%	45%	4%	2%	10%	85%	6%
IT	768	8%	65%	20%	3%	4%	73%	23%
LU	467	39%	48%	6%	0%	7%	87%	6%
NL	884	36%	44%	12%	2%	5%	80%	14%
AT	812	32%	52%	10%	4%	2%	84%	14%
PT	973	9%	72%	10%	1%	9%	80%	11%
FI	919	22%	60%	12%	3%	3%	82%	15%
SE	993	16%	36%	26%	14%	8%	52%	40%
UK	1277	24%	64%	6%	2%	5%	87%	8%
CY	503	36%	55%	6%	0%	2%	92%	6%
CZ	944	24%	58%	11%	1%	7%	81%	11%
EE	972	24%	63%	6%	1%	6%	87%	7%
HU	998	22%	57%	14%	2%	5%	79%	16%
LV	972	50%	42%	3%	0%	4%	92%	4%
LT	993	33%	41%	13%	7%	6%	74%	20%
MT	500	24%	50%	17%	3%	7%	73%	20%
PL	992	9%	61%	16%	3%	10%	70%	20%
SK	1115	24%	56%	15%	1%	4%	80%	16%
SI	961	13%	74%	9%	1%	3%	87%	11%

QF6.4 En général, diriez-vous que les informations (factures, contrats, publicités, tickets, dépliants, etc.) que vous recevez ... sont satisfaisantes ou pas satisfaisantes ?

QF6.4 In general, would you say the information (bills, contracts, advertising, tickets, leaflets, etc.) you receive from ... is satisfactory or not satisfactory?

de votre distributeur de gaz

your gas supply service provider

(SI 'UTILISE LE SERVICE' EN QF2)

(IF 'USE THE SERVICE' IN QF2)

	TOTAL	Very satisfactory	Fairly satisfactory	Fairly not satisfactory	Not at all satisfactory	DK	Satisfactory	Not satisfactory
UE25	14980	17%	61%	12%	2%	7%	79%	14%
EU25								
BE	551	23%	59%	12%	2%	3%	83%	15%
DK	221	29%	50%	10%	1%	9%	80%	11%
D-W	406	21%	60%	11%	2%	6%	81%	13%
DE	591	21%	59%	12%	3%	5%	80%	14%
D-E	175	19%	58%	18%	4%	2%	77%	22%
EL	8	23%	50%	14%	-	13%	73%	14%
ES	703	13%	66%	14%	2%	5%	79%	16%
FR	518	13%	66%	12%	2%	6%	80%	14%
IE	392	38%	44%	3%	1%	14%	82%	4%
IT	745	8%	65%	19%	2%	5%	73%	22%
LU	256	35%	51%	4%	1%	9%	86%	5%
NL	842	37%	45%	10%	2%	6%	82%	12%
AT	337	35%	46%	12%	3%	5%	80%	15%
PT	818	8%	68%	9%	1%	13%	77%	10%
FI	41	24%	59%	-	3%	14%	83%	3%
SE	43	30%	32%	16%	10%	11%	62%	26%
UK	1036	23%	65%	6%	1%	6%	88%	7%
CY	0	-	-	-	-	-	-	-
CZ	750	20%	60%	10%	1%	9%	81%	11%
EE	357	26%	56%	6%	0%	12%	83%	6%
HU	838	21%	57%	15%	3%	4%	78%	18%
LV	861	46%	43%	3%	1%	7%	89%	4%
LT	827	35%	39%	12%	7%	7%	74%	19%
MT	458	23%	47%	9%	4%	17%	71%	12%
PL	860	9%	59%	14%	2%	15%	68%	17%
SK	1002	23%	55%	15%	1%	5%	78%	17%
SI	482	12%	77%	8%	1%	3%	88%	9%

QF6.5 En général, diriez-vous que les informations (factures, contrats, publicités, tickets, dépliants, etc.) que vous recevez ... sont satisfaisantes ou pas satisfaisantes ?

QF6.5 In general, would you say the information (bills, contracts, advertising, tickets, leaflets, etc.) you receive from ... is satisfactory or not satisfactory?

de votre distributeur d'eau

your water supply service provider

(SI 'UTILISE LE SERVICE' EN QF2)

(IF 'USE THE SERVICE' IN QF2)

	TOTAL	Very satisfactory	Fairly satisfactory	Fairly not satisfactory	Not at all satisfactory	DK	Satisfactory	Not satisfactory
UE25	21758	19%	59%	12%	3%	7%	78%	15%
EU25								
BE	908	26%	62%	9%	1%	2%	88%	10%
DK	979	32%	46%	8%	2%	12%	78%	10%
D-W	857	27%	55%	10%	2%	6%	82%	12%
DE	1281	25%	55%	12%	2%	5%	80%	14%
D-E	424	19%	54%	20%	4%	3%	73%	24%
EL	996	14%	61%	18%	4%	4%	74%	22%
ES	915	14%	67%	12%	2%	5%	81%	14%
FR	912	11%	64%	15%	3%	7%	75%	18%
IE	884	34%	35%	4%	3%	24%	69%	7%
IT	748	8%	63%	20%	3%	6%	71%	23%
LU	466	37%	48%	7%	1%	8%	85%	8%
NL	860	39%	46%	8%	1%	5%	85%	10%
AT	777	35%	51%	7%	2%	5%	86%	9%
PT	906	9%	73%	7%	1%	10%	82%	8%
FI	854	25%	60%	8%	2%	6%	84%	10%
SE	984	30%	36%	8%	3%	23%	66%	11%
UK	1272	23%	61%	7%	3%	6%	84%	10%
CY	500	35%	56%	6%	0%	2%	91%	7%
CZ	906	20%	58%	11%	2%	9%	78%	13%
EE	834	26%	57%	6%	2%	10%	83%	8%
HU	977	20%	56%	15%	3%	5%	77%	18%
LV	802	44%	43%	7%	2%	5%	87%	9%
LT	837	33%	43%	12%	6%	6%	76%	19%
MT	500	24%	51%	15%	2%	8%	76%	17%
PL	965	9%	62%	13%	3%	13%	71%	16%
SK	1046	22%	51%	20%	3%	5%	73%	23%
SI	939	13%	70%	11%	2%	3%	84%	13%

QF6.6 En général, diriez-vous que les informations (factures, contrats, publicités, tickets, dépliants, etc.) que vous recevez ... sont satisfaisantes ou pas satisfaisantes ?

QF6.6 In general, would you say the information (bills, contracts, advertising, tickets, leaflets, etc.) you receive from ... is satisfactory or not satisfactory?

de votre fournisseur de services postaux

your postal service provider(s)

(SI 'UTILISE LE SERVICE' EN QF2)

(IF 'USE THE SERVICE' IN QF2)

	TOTAL	Very satisfactory	Fairly satisfactory	Fairly not satisfactory	Not at all satisfactory	DK	Satisfactory	Not satisfactory
UE25								
EU25	21264	18%	60%	12%	3%	7%	78%	14%
BE	885	23%	62%	9%	3%	3%	85%	12%
DK	934	36%	49%	7%	1%	7%	86%	8%
D-W	872	23%	55%	14%	3%	5%	78%	17%
DE	1296	22%	57%	13%	3%	4%	79%	16%
D-E	420	20%	63%	11%	3%	4%	83%	13%
EL	843	18%	64%	12%	3%	4%	82%	14%
ES	695	17%	63%	12%	2%	6%	80%	13%
FR	929	11%	68%	11%	1%	8%	79%	13%
IE	941	37%	40%	6%	2%	15%	77%	8%
IT	746	7%	61%	21%	4%	7%	68%	25%
LU	480	38%	52%	5%	0%	5%	90%	5%
NL	884	38%	48%	6%	1%	6%	86%	7%
AT	810	26%	58%	11%	2%	3%	85%	13%
PT	906	13%	68%	5%	0%	13%	81%	5%
FI	936	24%	64%	8%	1%	2%	89%	10%
SE	938	23%	48%	16%	4%	8%	72%	20%
UK	1270	19%	58%	10%	5%	8%	77%	15%
CY	431	36%	40%	7%	2%	15%	76%	9%
CZ	924	20%	61%	11%	2%	6%	81%	13%
EE	889	29%	58%	2%	1%	10%	87%	3%
HU	940	20%	58%	11%	3%	8%	78%	14%
LV	911	51%	40%	2%	1%	6%	91%	3%
LT	924	34%	48%	9%	4%	5%	82%	13%
MT	475	25%	55%	7%	4%	9%	81%	10%
PL	959	9%	68%	9%	1%	12%	77%	10%
SK	1097	24%	54%	13%	1%	7%	79%	15%
SI	960	14%	74%	6%	2%	3%	89%	9%

QF6.7 En général, diriez-vous que les informations (factures, contrats, publicités, tickets, dépliants, etc.) que vous recevez ... sont satisfaisantes ou pas satisfaisantes ?

QF6.7 In general, would you say the information (bills, contracts, advertising, tickets, leaflets, etc.) you receive from ... is satisfactory or not satisfactory?

des services de transport urbain

providers of transport services within towns/cities

(SI 'UTILISE LE SERVICE' EN QF2)

(IF 'USE THE SERVICE' IN QF2)

	TOTAL	Very satisfactory	Fairly satisfactory	Fairly not satisfactory	Not at all satisfactory	DK	Satisfactory	Not satisfactory
UE25	12674	15%	57%	15%	4%	8%	73%	19%
EU25								
BE	481	23%	61%	11%	3%	2%	84%	14%
DK	578	30%	51%	10%	1%	8%	81%	11%
D-W	507	20%	54%	16%	2%	7%	74%	18%
DE	734	20%	54%	17%	3%	7%	74%	19%
D-E	211	16%	54%	18%	6%	5%	71%	24%
EL	721	16%	56%	17%	5%	6%	72%	22%
ES	572	14%	65%	13%	4%	4%	79%	17%
FR	393	11%	66%	12%	3%	8%	77%	15%
IE	533	27%	46%	8%	5%	15%	73%	13%
IT	370	5%	51%	27%	10%	7%	56%	37%
LU	285	33%	52%	9%	1%	5%	85%	10%
NL	473	21%	47%	20%	5%	7%	68%	26%
AT	423	24%	53%	14%	2%	7%	77%	16%
PT	593	9%	60%	16%	1%	14%	70%	17%
FI	495	22%	63%	12%	1%	1%	85%	14%
SE	653	26%	52%	12%	4%	5%	78%	16%
UK	790	18%	59%	11%	5%	7%	77%	17%
CY	74	11%	24%	29%	6%	30%	35%	35%
CZ	615	19%	52%	17%	2%	10%	71%	19%
EE	539	18%	52%	10%	1%	18%	70%	11%
HU	628	16%	52%	18%	7%	7%	68%	25%
LV	802	43%	43%	4%	2%	9%	86%	5%
LT	776	30%	48%	12%	6%	5%	78%	17%
MT	288	16%	52%	16%	6%	9%	69%	22%
PL	641	8%	62%	12%	4%	14%	70%	15%
SK	830	16%	49%	21%	3%	11%	65%	25%
SI	330	10%	71%	12%	4%	2%	81%	16%

QF6.8 En général, diriez-vous que les informations (factures, contrats, publicités, tickets, dépliants, etc.) que vous recevez ... sont satisfaisantes ou pas satisfaisantes ?

QF6.8 In general, would you say the information (bills, contracts, advertising, tickets, leaflets, etc.) you receive from ... is satisfactory or not satisfactory?

des services ferroviaires interurbains

providers of rail services between towns/cities

(SI 'UTILISE LE SERVICE' EN QF2)

(IF 'USE THE SERVICE' IN QF2)

	TOTAL	Very satisfactory	Fairly satisfactory	Fairly not satisfactory	Not at all satisfactory	DK	Satisfactory	Not satisfactory
UE25	8885	15%	57%	16%	5%	7%	72%	21%
EU25								
BE	369	23%	62%	10%	2%	3%	85%	12%
DK	476	32%	51%	8%	1%	8%	83%	9%
D-W	381	18%	54%	17%	6%	5%	73%	23%
DE	523	18%	52%	19%	6%	5%	70%	25%
D-E	112	18%	38%	28%	11%	5%	56%	39%
EL	363	14%	63%	17%	2%	5%	76%	19%
ES	326	13%	68%	14%	2%	3%	81%	16%
FR	373	10%	66%	15%	3%	6%	76%	18%
IE	384	26%	45%	9%	5%	15%	71%	14%
IT	224	5%	51%	22%	11%	10%	56%	34%
LU	177	35%	47%	9%	1%	8%	82%	9%
NL	465	23%	47%	20%	4%	6%	70%	24%
AT	322	25%	52%	16%	2%	4%	77%	18%
PT	303	16%	63%	10%	1%	10%	79%	11%
FI	394	20%	68%	10%	1%	2%	87%	11%
SE	549	24%	50%	16%	4%	7%	74%	19%
UK	592	15%	55%	14%	9%	8%	70%	22%
CY	0	-	-	-	-	-	-	-
CZ	542	16%	55%	17%	2%	10%	71%	19%
EE	219	19%	49%	8%	4%	19%	68%	12%
HU	417	17%	60%	12%	4%	6%	77%	17%
LV	413	41%	46%	4%	1%	7%	88%	5%
LT	332	32%	49%	10%	5%	4%	80%	15%
MT	1	-	-	-	-	100%	-	-
PL	374	7%	58%	16%	5%	14%	65%	21%
SK	581	20%	47%	18%	2%	13%	67%	20%
SI	147	12%	70%	13%	2%	3%	82%	15%

QF7.1 En général, diriez-vous que les termes et conditions du contrat avec votre / vos ... sont équitables ou pas équitables ?

opérateur de téléphonie mobile

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Fair	Unfair	DK
UE25	18123	64%	25%	11%
EU25				
BE	766	71%	21%	8%
DK	836	82%	13%	5%
D-W	680	73%	18%	9%
DE	1031	74%	17%	8%
D-E	362	80%	14%	6%
EL	736	65%	24%	11%
ES	729	54%	36%	10%
FR	712	45%	44%	11%
IE	818	77%	13%	10%
IT	767	47%	39%	14%
LU	441	77%	14%	9%
NL	810	78%	9%	13%
AT	683	65%	7%	28%
PT	760	78%	11%	12%
FI	886	83%	14%	3%
SE	904	68%	18%	14%
UK	1063	77%	16%	7%
CY	402	85%	5%	10%
CZ	854	70%	13%	17%
EE	797	72%	14%	14%
HU	723	86%	10%	4%
LV	727	65%	18%	17%
LT	738	65%	25%	10%
MT	414	82%	7%	10%
PL	636	54%	28%	18%
SK	903	78%	12%	10%
SI	812	81%	12%	7%

QF7.1 In general, would you say that the terms and conditions of your contract with your ... are fair or unfair?

mobile telephone service provider

(IF 'USE THE SERVICE' IN QF2)

QF7.2 En général, diriez-vous que les termes et conditions du contrat avec votre / vos ... sont équitables ou pas équitables ?

fournisseur de services du téléphone fixe

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Fair	Unfair	DK
UE25				
EU25	20008	65%	24%	11%
BE	806	73%	21%	6%
DK	887	83%	11%	6%
D-W	887	82%	10%	8%
DE	1306	82%	10%	7%
D-E	407	82%	13%	5%
EL	902	53%	35%	12%
ES	809	54%	35%	12%
FR	828	60%	27%	13%
IE	836	72%	14%	14%
IT	760	39%	49%	12%
LU	477	79%	12%	10%
NL	945	79%	10%	11%
AT	687	77%	10%	12%
PT	647	48%	36%	16%
FI	716	81%	16%	3%
SE	987	78%	13%	10%
UK	1185	81%	11%	7%
CY	481	82%	7%	11%
CZ	692	57%	25%	18%
EE	635	56%	27%	17%
HU	640	69%	26%	6%
LV	571	58%	25%	17%
LT	467	63%	23%	14%
MT	478	80%	10%	10%
PL	801	43%	38%	19%
SK	760	67%	18%	14%
SI	856	81%	13%	6%

QF7.2 In general, would you say that the terms and conditions of your contract with your ... are fair or unfair?

fixed telephone service provider

(IF 'USE THE SERVICE' IN QF2)

QF7.3 En général, diriez-vous que les termes et conditions du contrat avec votre / vos ... sont équitables ou pas équitables ?

distributeur d'électricité

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Fair	Unfair	DK
UE25	22322	68%	20%	12%
EU25				
BE	911	79%	17%	4%
DK	1000	85%	8%	7%
D-W	886	74%	17%	10%
DE	1324	73%	18%	9%
D-E	437	68%	24%	8%
EL	998	48%	41%	11%
ES	929	61%	27%	12%
FR	931	73%	16%	11%
IE	946	76%	10%	15%
IT	768	47%	41%	12%
LU	467	84%	6%	10%
NL	884	82%	5%	12%
AT	812	71%	17%	12%
PT	973	58%	25%	17%
FI	919	77%	20%	3%
SE	993	58%	27%	15%
UK	1277	86%	6%	8%
CY	503	76%	10%	14%
CZ	944	63%	18%	20%
EE	972	61%	25%	14%
HU	998	75%	18%	7%
LV	972	75%	12%	13%
LT	993	74%	14%	12%
MT	500	73%	12%	15%
PL	992	56%	24%	20%
SK	1115	67%	20%	13%
SI	961	82%	11%	7%

QF7.3 In general, would you say that the terms and conditions of your contract with your ... are fair or unfair?

electricity supply service provider

(IF 'USE THE SERVICE' IN QF2)

QF7.4 En général, diriez-vous que les termes et conditions du contrat avec votre / vos ... sont équitables ou pas équitables ?

distributeur de gaz

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Fair	Unfair	DK
UE25	14980	68%	19%	13%
EU25				
BE	551	78%	17%	5%
DK	221	85%	5%	10%
D-W	406	71%	18%	11%
DE	591	71%	20%	10%
D-E	175	67%	27%	6%
EL	8	58%	29%	13%
ES	703	63%	26%	11%
FR	518	74%	13%	12%
IE	392	79%	5%	16%
IT	745	49%	39%	13%
LU	256	84%	5%	11%
NL	842	83%	5%	13%
AT	337	66%	19%	15%
PT	818	66%	14%	20%
FI	41	78%	10%	12%
SE	43	69%	4%	27%
UK	1036	86%	6%	8%
CY	0	-	-	-
CZ	750	60%	20%	21%
EE	357	77%	7%	16%
HU	838	72%	22%	7%
LV	861	71%	13%	16%
LT	827	76%	11%	12%
MT	458	79%	4%	17%
PL	860	59%	19%	22%
SK	1002	67%	20%	13%
SI	482	84%	6%	10%

QF7.4 In general, would you say that the terms and conditions of your contract with your ... are fair or unfair?

gas supply service provider

(IF 'USE THE SERVICE' IN QF2)

QF7.5 En général, diriez-vous que les termes et conditions du contrat avec votre / vos ... sont équitables ou pas équitables ?

distributeur d'eau

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Fair	Unfair	DK
UE25				
EU25	21758	70%	17%	12%
BE	908	84%	12%	4%
DK	979	87%	4%	8%
D-W	857	78%	12%	10%
DE	1281	75%	15%	10%
D-E	424	63%	29%	8%
EL	996	64%	24%	12%
ES	915	64%	24%	12%
FR	912	69%	19%	12%
IE	884	75%	5%	20%
IT	748	54%	34%	12%
LU	466	85%	5%	10%
NL	860	84%	3%	12%
AT	777	78%	10%	12%
PT	906	63%	19%	18%
FI	854	89%	8%	3%
SE	984	71%	4%	25%
UK	1272	80%	9%	10%
CY	500	79%	6%	14%
CZ	906	60%	20%	20%
EE	834	69%	15%	16%
HU	977	76%	17%	7%
LV	802	67%	17%	16%
LT	837	71%	16%	12%
MT	500	76%	10%	14%
PL	965	63%	17%	20%
SK	1046	63%	23%	13%
SI	939	83%	9%	7%

QF7.5 In general, would you say that the terms and conditions of your contract with your ... are fair or unfair?

water supply service provider

(IF 'USE THE SERVICE' IN QF2)

QF7.6 En général, diriez-vous que les termes et conditions du contrat avec votre / vos ... sont équitables ou pas équitables ?

services postaux

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Fair	Unfair	DK
UE25				
EU25	21264	72%	13%	15%
BE	885	83%	11%	6%
DK	934	83%	6%	11%
D-W	872	75%	10%	14%
DE	1296	75%	11%	14%
D-E	420	73%	15%	13%
EL	843	74%	12%	14%
ES	695	71%	18%	12%
FR	929	75%	10%	15%
IE	941	79%	5%	16%
IT	746	51%	32%	16%
LU	480	86%	6%	9%
NL	884	83%	3%	14%
AT	810	71%	16%	13%
PT	906	70%	5%	24%
FI	936	89%	9%	3%
SE	938	67%	12%	21%
UK	1270	79%	8%	12%
CY	431	68%	2%	29%
CZ	924	68%	15%	18%
EE	889	75%	4%	20%
HU	940	76%	10%	14%
LV	911	74%	7%	20%
LT	924	82%	5%	13%
MT	475	80%	5%	15%
PL	959	67%	12%	21%
SK	1097	75%	12%	13%
SI	960	88%	4%	8%

QF7.6 In general, would you say that the terms and conditions of your contract with your ... are fair or unfair?

postal service provider

(IF 'USE THE SERVICE' IN QF2)

QF7.7 En général, diriez-vous que les termes et conditions du contrat avec votre / vos ... sont équitables ou pas équitables ?

services de transport urbain

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Fair	Unfair	DK
UE25	12674	67%	18%	15%
EU25				
BE	481	86%	9%	6%
DK	578	77%	11%	12%
D-W	507	72%	16%	13%
DE	734	70%	17%	13%
D-E	211	63%	22%	15%
EL	721	64%	20%	15%
ES	572	66%	24%	9%
FR	393	70%	15%	15%
IE	533	77%	8%	15%
IT	370	42%	43%	16%
LU	285	83%	7%	10%
NL	473	73%	10%	17%
AT	423	62%	20%	19%
PT	593	57%	17%	27%
FI	495	84%	11%	5%
SE	653	69%	12%	19%
UK	790	74%	12%	14%
CY	74	40%	10%	50%
CZ	615	69%	10%	21%
EE	539	58%	13%	28%
HU	628	65%	19%	16%
LV	802	70%	8%	22%
LT	776	74%	12%	14%
MT	288	80%	8%	12%
PL	641	63%	15%	22%
SK	830	68%	15%	16%
SI	330	79%	11%	10%

QF7.7 In general, would you say that the terms and conditions of your contract with your ... are fair or unfair?

provider of transport services within towns/cities

(IF 'USE THE SERVICE' IN QF2)

QF7.8 En général, diriez-vous que les termes et conditions du contrat avec votre / vos ... sont équitables ou pas équitables ?

services ferroviaires interurbains

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Fair	Unfair	DK
UE25	8885	65%	21%	15%
EU25				
BE	369	84%	9%	7%
DK	476	80%	9%	11%
D-W	381	68%	23%	9%
DE	523	66%	24%	9%
D-E	112	52%	34%	14%
EL	363	65%	20%	15%
ES	326	69%	20%	11%
FR	373	66%	21%	13%
IE	384	76%	10%	14%
IT	224	36%	48%	15%
LU	177	83%	7%	10%
NL	465	70%	12%	17%
AT	322	61%	21%	19%
PT	303	67%	11%	22%
FI	394	90%	6%	4%
SE	549	67%	11%	21%
UK	592	67%	19%	14%
CY	0	-	-	-
CZ	542	57%	19%	24%
EE	219	60%	5%	35%
HU	417	74%	10%	16%
LV	413	67%	11%	22%
LT	332	81%	5%	14%
MT	1	100%	-	-
PL	374	58%	18%	23%
SK	581	68%	14%	18%
SI	147	87%	5%	8%

QF7.8 In general, would you say that the terms and conditions of your contract with your ... are fair or unfair?

provider of rail services between towns/cities

(IF 'USE THE SERVICE' IN QF2)

QF8.1 En général, diriez-vous que le service consommateur de votre / vos ... est très bon, plutôt bon, plutôt mauvais ou très mauvais ? Par cela, je veux dire que je voudrais savoir si le personnel est disponible, poli et si le service est rapide, efficace et approprié en particulier dans des situations urgentes.

opérateur de téléphonie mobile

(SI 'UTILISE LE SERVICE' EN QF2)

QF8.1 In general, would you say that customer service from your ... 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 particular in urgent situations.

mobile telephone service provider

(IF 'USE THE SERVICE' IN QF2)

	TOTAL	Very good	Fairly good	Fairly bad	Very bad	DK	Good	Bad
UE25	18123	20%	59%	10%	3%	8%	80%	13%
EU25								
BE	766	31%	52%	9%	2%	7%	82%	11%
DK	836	28%	38%	14%	7%	12%	67%	21%
D-W	680	20%	62%	10%	2%	7%	82%	11%
DE	1031	21%	63%	9%	1%	6%	83%	10%
D-E	362	24%	66%	6%	1%	3%	90%	7%
EL	736	37%	57%	4%	0%	2%	93%	4%
ES	729	9%	64%	16%	4%	8%	73%	20%
FR	712	11%	57%	16%	6%	9%	69%	22%
IE	818	33%	54%	4%	2%	7%	87%	7%
IT	767	11%	68%	12%	1%	8%	79%	13%
LU	441	36%	49%	7%	1%	7%	85%	8%
NL	810	28%	36%	12%	5%	18%	65%	17%
AT	683	30%	57%	8%	2%	3%	86%	10%
PT	760	15%	76%	2%	0%	8%	90%	2%
FI	886	23%	55%	14%	5%	3%	78%	19%
SE	904	27%	47%	9%	3%	13%	74%	13%
UK	1063	21%	57%	9%	5%	8%	79%	13%
CY	402	44%	51%	1%	0%	3%	95%	2%
CZ	854	42%	51%	2%	0%	4%	94%	2%
EE	797	34%	55%	4%	1%	7%	88%	5%
HU	723	34%	60%	3%	0%	3%	94%	3%
LV	727	44%	48%	4%	1%	3%	92%	5%
LT	738	40%	54%	3%	1%	2%	94%	4%
MT	414	50%	47%	1%	-	2%	97%	1%
PL	636	24%	65%	5%	1%	5%	89%	6%
SK	903	41%	54%	3%	0%	2%	95%	3%
SI	812	28%	63%	5%	1%	4%	91%	5%

QF8.2 En général, diriez-vous que le service consommateur de votre / vos ... est très bon, plutôt bon, plutôt mauvais ou très mauvais ? Par cela, je veux dire que je voudrais savoir si le personnel est disponible, poli et si le service est rapide, efficace et approprié en particulier dans des situations urgentes.

fournisseur de services du téléphone fixe

(SI 'UTILISE LE SERVICE' EN QF2)

QF8.2 In general, would you say that customer service from your ... 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 particular in urgent situations.

fixed telephone service provider

(IF 'USE THE SERVICE' IN QF2)

	TOTAL	Very good	Fairly good	Fairly bad	Very bad	DK	Good	Bad
UE25	20008	18%	60%	12%	3%	8%	78%	14%
EU25								
BE	806	27%	52%	12%	3%	6%	79%	16%
DK	887	28%	45%	12%	3%	11%	73%	15%
D-W	887	19%	60%	12%	2%	6%	79%	15%
DE	1306	19%	62%	12%	2%	5%	81%	14%
D-E	407	17%	69%	9%	2%	3%	86%	11%
EL	902	21%	65%	11%	1%	1%	87%	12%
ES	809	14%	59%	15%	3%	9%	73%	19%
FR	828	13%	62%	12%	3%	10%	75%	15%
IE	836	32%	51%	6%	2%	9%	83%	8%
IT	760	7%	60%	16%	5%	12%	67%	21%
LU	477	33%	50%	7%	1%	9%	83%	8%
NL	945	29%	42%	11%	3%	14%	71%	15%
AT	687	27%	58%	9%	1%	5%	85%	10%
PT	647	8%	71%	10%	0%	11%	79%	10%
FI	716	22%	60%	9%	2%	7%	82%	11%
SE	987	27%	49%	11%	4%	9%	76%	15%
UK	1185	25%	60%	7%	2%	5%	85%	9%
CY	481	46%	49%	1%	-	3%	95%	1%
CZ	692	27%	60%	7%	0%	6%	87%	7%
EE	635	28%	56%	4%	1%	12%	84%	5%
HU	640	22%	64%	8%	1%	5%	86%	9%
LV	571	35%	54%	6%	0%	5%	89%	6%
LT	467	34%	57%	3%	1%	5%	91%	4%
MT	478	28%	59%	8%	0%	5%	86%	9%
PL	801	10%	65%	12%	4%	9%	75%	16%
SK	760	24%	59%	11%	0%	6%	83%	11%
SI	856	21%	64%	8%	1%	6%	85%	9%

QF8.3 En général, diriez-vous que le service consommateur de votre / vos ... est très bon, plutôt bon, plutôt mauvais ou très mauvais ? Par cela, je veux dire que je voudrais savoir si le personnel est disponible, poli et si le service est rapide, efficace et approprié en particulier dans des situations urgentes.

distributeur d'électricité

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Very good	Fairly good	Fairly bad	Very bad	DK	Good	Bad
UE25	22322	18%	61%	8%	2%	11%	79%	10%
EU25								
BE	911	25%	57%	9%	2%	7%	82%	12%
DK	1000	29%	40%	6%	1%	24%	69%	7%
D-W	886	20%	62%	8%	1%	9%	83%	8%
DE	1324	19%	63%	8%	1%	9%	82%	9%
D-E	437	13%	68%	9%	2%	8%	81%	11%
EL	998	19%	63%	14%	2%	2%	82%	16%
ES	929	10%	63%	11%	2%	15%	73%	12%
FR	931	15%	66%	6%	1%	12%	81%	7%
IE	946	40%	42%	4%	2%	12%	82%	6%
IT	768	6%	63%	13%	2%	16%	69%	16%
LU	467	36%	48%	3%	1%	12%	84%	3%
NL	884	26%	38%	11%	6%	19%	64%	17%
AT	812	29%	52%	10%	2%	7%	81%	12%
PT	973	9%	65%	10%	1%	15%	74%	11%
FI	919	25%	59%	7%	2%	8%	83%	9%
SE	993	21%	40%	15%	5%	20%	60%	20%
UK	1277	26%	59%	5%	2%	9%	85%	6%
CY	503	40%	53%	2%	-	5%	92%	2%
CZ	944	23%	60%	9%	0%	9%	82%	9%
EE	972	20%	60%	8%	1%	11%	80%	9%
HU	998	22%	63%	9%	1%	5%	85%	11%
LV	972	48%	45%	2%	1%	4%	93%	3%
LT	993	34%	57%	5%	1%	4%	91%	5%
MT	500	24%	52%	13%	3%	8%	76%	16%
PL	992	12%	68%	6%	1%	12%	80%	7%
SK	1115	21%	60%	11%	1%	7%	81%	12%
SI	961	20%	64%	8%	1%	7%	84%	9%

QF8.3 In general, would you say that customer service from your ... 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 particular in urgent situations.

electricity supply service provider

(IF 'USE THE SERVICE' IN QF2)

QF8.4 En général, diriez-vous que le service consommateur de votre / vos ... est très bon, plutôt bon, plutôt mauvais ou très mauvais ? Par cela, je veux dire que je voudrais savoir si le personnel est disponible, poli et si le service est rapide, efficace et approprié en particulier dans des situations urgentes.

distributeur de gaz

(SI 'UTILISE LE SERVICE' EN QF2)

QF8.4 In general, would you say that customer service from your ... 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 particular in urgent situations.

gas supply service provider

(IF 'USE THE SERVICE' IN QF2)

	TOTAL	Very good	Fairly good	Fairly bad	Very bad	DK	Good	Bad
UE25	14980	17%	62%	8%	1%	13%	78%	9%
EU25								
BE	551	25%	57%	8%	2%	7%	82%	10%
DK	221	28%	45%	3%	1%	24%	72%	4%
D-W	406	16%	68%	6%	0%	10%	84%	6%
DE	591	16%	67%	6%	1%	10%	83%	7%
D-E	175	16%	65%	9%	3%	8%	81%	11%
EL	8	47%	25%	14%	-	13%	73%	14%
ES	703	10%	61%	11%	2%	17%	71%	12%
FR	518	17%	66%	4%	1%	13%	83%	5%
IE	392	38%	45%	3%	0%	14%	83%	4%
IT	745	7%	61%	14%	2%	16%	67%	17%
LU	256	30%	54%	2%	-	13%	84%	2%
NL	842	27%	39%	8%	4%	22%	66%	12%
AT	337	29%	48%	10%	3%	10%	77%	13%
PT	818	8%	69%	9%	1%	14%	77%	9%
FI	41	28%	47%	7%	-	18%	75%	7%
SE	43	21%	29%	5%	6%	38%	50%	11%
UK	1036	25%	60%	5%	2%	8%	85%	7%
CY	0	-	-	-	-	-	-	-
CZ	750	21%	60%	8%	0%	11%	81%	8%
EE	357	26%	57%	3%	0%	13%	83%	3%
HU	838	18%	64%	13%	1%	4%	82%	14%
LV	861	47%	47%	1%	1%	5%	93%	2%
LT	827	35%	57%	3%	0%	5%	92%	3%
MT	458	32%	51%	8%	2%	8%	83%	10%
PL	860	14%	68%	4%	0%	13%	82%	5%
SK	1002	21%	61%	10%	1%	7%	82%	11%
SI	482	19%	69%	4%	-	8%	88%	4%

QF8.5 En général, diriez-vous que le service consommateur de votre / vos ... est très bon, plutôt bon, plutôt mauvais ou très mauvais ? Par cela, je veux dire que je voudrais savoir si le personnel est disponible, poli et si le service est rapide, efficace et approprié en particulier dans des situations urgentes.

distributeur d'eau

(SI 'UTILISE LE SERVICE' EN QF2)

QF8.5 In general, would you say that customer service from your ... 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 particular in urgent situations.

water supply service provider

(IF 'USE THE SERVICE' IN QF2)

	TOTAL	Very good	Fairly good	Fairly bad	Very bad	DK	Good	Bad
UE25	21758	17%	60%	7%	2%	14%	78%	9%
EU25								
BE	908	28%	58%	5%	1%	8%	85%	6%
DK	979	28%	40%	2%	0%	30%	68%	2%
D-W	857	21%	62%	7%	0%	10%	83%	7%
DE	1281	18%	63%	8%	1%	10%	82%	8%
D-E	424	9%	68%	11%	2%	10%	77%	13%
EL	996	21%	66%	10%	1%	2%	86%	12%
ES	915	10%	63%	10%	1%	16%	73%	11%
FR	912	12%	64%	6%	2%	16%	77%	7%
IE	884	37%	36%	2%	2%	22%	73%	5%
IT	748	6%	61%	13%	3%	16%	68%	16%
LU	466	38%	47%	2%	1%	12%	85%	3%
NL	860	30%	40%	5%	1%	24%	69%	6%
AT	777	32%	53%	4%	0%	11%	85%	4%
PT	906	9%	67%	8%	0%	15%	76%	8%
FI	854	26%	58%	3%	1%	12%	84%	4%
SE	984	27%	34%	4%	1%	35%	60%	4%
UK	1272	24%	57%	4%	3%	12%	81%	7%
CY	500	40%	51%	3%	0%	6%	91%	3%
CZ	906	22%	56%	10%	1%	11%	79%	11%
EE	834	23%	55%	6%	2%	15%	78%	8%
HU	977	19%	65%	10%	2%	4%	84%	12%
LV	802	40%	45%	7%	2%	6%	85%	9%
LT	837	28%	57%	9%	1%	4%	85%	10%
MT	500	23%	53%	13%	2%	9%	76%	15%
PL	965	15%	67%	4%	1%	14%	81%	4%
SK	1046	20%	59%	13%	1%	8%	78%	14%
SI	939	21%	64%	7%	1%	7%	85%	8%

QF8.6 En général, diriez-vous que le service consommateur de votre / vos ... est très bon, plutôt bon, plutôt mauvais ou très mauvais ? Par cela, je veux dire que je voudrais savoir si le personnel est disponible, poli et si le service est rapide, efficace et approprié en particulier dans des situations urgentes.

services postaux

(SI 'UTILISE LE SERVICE' EN QF2)

QF8.6 In general, would you say that customer service from your ... 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 particular in urgent situations.

postal service provider

(IF 'USE THE SERVICE' IN QF2)

	TOTAL	Very good	Fairly good	Fairly bad	Very bad	DK	Good	Bad
UE25	21264	17%	59%	12%	3%	9%	76%	14%
EU25								
BE	885	22%	54%	16%	3%	5%	76%	19%
DK	934	32%	47%	6%	2%	12%	79%	8%
D-W	872	16%	55%	19%	4%	6%	71%	23%
DE	1296	15%	57%	18%	4%	6%	72%	22%
D-E	420	13%	65%	13%	3%	6%	78%	16%
EL	843	24%	64%	9%	2%	2%	88%	11%
ES	695	12%	64%	8%	1%	15%	76%	9%
FR	929	14%	66%	8%	2%	10%	80%	10%
IE	941	35%	46%	5%	2%	12%	81%	7%
IT	746	5%	55%	21%	5%	15%	60%	25%
LU	480	36%	50%	7%	1%	6%	86%	8%
NL	884	30%	41%	7%	2%	21%	71%	9%
AT	810	24%	55%	13%	3%	5%	79%	16%
PT	906	13%	70%	4%	-	13%	83%	4%
FI	936	26%	62%	8%	2%	2%	89%	9%
SE	938	19%	46%	14%	4%	17%	65%	18%
UK	1270	21%	59%	10%	4%	7%	79%	14%
CY	431	45%	48%	1%	0%	5%	94%	1%
CZ	924	20%	57%	15%	2%	7%	76%	17%
EE	889	28%	59%	3%	1%	9%	87%	4%
HU	940	18%	67%	10%	2%	4%	85%	11%
LV	911	52%	42%	2%	1%	3%	94%	3%
LT	924	35%	59%	3%	-	3%	94%	3%
MT	475	26%	57%	9%	2%	6%	83%	11%
PL	959	17%	69%	5%	1%	8%	86%	6%
SK	1097	19%	64%	12%	1%	3%	84%	13%
SI	960	25%	66%	5%	1%	3%	91%	6%

QF8.7 En général, diriez-vous que le service consommateur de votre / vos ... est très bon, plutôt bon, plutôt mauvais ou très mauvais ? Par cela, je veux dire que je voudrais savoir si le personnel est disponible, poli et si le service est rapide, efficace et approprié en particulier dans des situations urgentes.

services de transport urbain

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Very good	Fairly good	Fairly bad	Very bad	DK	Good	Bad
UE25								
EU25	12674	13%	58%	14%	4%	10%	71%	18%
BE	481	25%	59%	10%	2%	5%	84%	12%
DK	578	25%	45%	9%	2%	19%	70%	11%
D-W	507	10%	58%	21%	3%	8%	68%	25%
DE	734	10%	58%	20%	3%	8%	69%	24%
D-E	211	12%	60%	16%	3%	9%	72%	19%
EL	721	20%	55%	19%	5%	1%	75%	24%
ES	572	10%	66%	10%	2%	13%	75%	12%
FR	393	11%	62%	9%	3%	15%	73%	12%
IE	533	26%	47%	9%	5%	13%	72%	14%
IT	370	5%	48%	21%	13%	14%	53%	33%
LU	285	31%	50%	11%	1%	7%	81%	12%
NL	473	19%	43%	15%	2%	21%	62%	17%
AT	423	21%	52%	13%	4%	11%	72%	16%
PT	593	6%	58%	20%	1%	15%	63%	21%
FI	495	18%	64%	12%	2%	4%	82%	14%
SE	653	21%	52%	13%	2%	12%	73%	15%
UK	790	15%	60%	12%	4%	9%	75%	16%
CY	74	13%	52%	28%	5%	1%	66%	33%
CZ	615	16%	53%	19%	0%	12%	69%	19%
EE	539	16%	58%	14%	2%	11%	74%	15%
HU	628	11%	58%	22%	5%	5%	69%	27%
LV	802	40%	50%	4%	1%	4%	90%	6%
LT	776	25%	60%	11%	2%	2%	85%	13%
MT	288	14%	48%	28%	6%	4%	62%	34%
PL	641	12%	69%	8%	1%	9%	81%	10%
SK	830	12%	53%	26%	4%	5%	65%	30%
SI	330	16%	64%	13%	2%	4%	80%	15%

QF8.7 In general, would you say that customer service from your ... 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 particular in urgent situations.

provider of transport services within towns/cities

(IF 'USE THE SERVICE' IN QF2)

QF8.8 En général, diriez-vous que le service consommateur de votre / vos ... est très bon, plutôt bon, plutôt mauvais ou très mauvais ? Par cela, je veux dire que je voudrais savoir si le personnel est disponible, poli et si le service est rapide, efficace et approprié en particulier dans des situations urgentes.

services ferroviaires interurbains

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Very good	Fairly good	Fairly bad	Very bad	DK	Good	Bad
UE25	8885	13%	56%	18%	5%	9%	68%	23%
EU25								
BE	369	23%	60%	10%	1%	6%	83%	12%
DK	476	26%	47%	7%	1%	18%	73%	9%
D-W	381	7%	51%	30%	7%	5%	58%	37%
DE	523	7%	51%	29%	8%	6%	58%	37%
D-E	112	7%	49%	20%	13%	11%	56%	33%
EL	363	19%	65%	14%	1%	2%	84%	14%
ES	326	9%	65%	12%	1%	14%	73%	13%
FR	373	12%	64%	12%	3%	10%	75%	15%
IE	384	27%	46%	9%	5%	14%	72%	14%
IT	224	5%	48%	22%	15%	11%	52%	36%
LU	177	33%	47%	9%	1%	10%	80%	10%
NL	465	21%	40%	18%	4%	17%	61%	22%
AT	322	23%	52%	13%	3%	8%	75%	17%
PT	303	15%	61%	12%	-	11%	77%	12%
FI	394	19%	69%	7%	1%	4%	88%	8%
SE	549	24%	49%	12%	3%	11%	73%	16%
UK	592	11%	55%	20%	5%	8%	67%	25%
CY	0	-	-	-	-	-	-	-
CZ	542	15%	50%	24%	2%	10%	65%	25%
EE	219	18%	59%	7%	0%	15%	77%	8%
HU	417	14%	68%	12%	2%	4%	82%	14%
LV	413	40%	51%	3%	1%	5%	91%	4%
LT	332	31%	58%	4%	1%	6%	89%	5%
MT	1	-	100%	-	-	-	100%	-
PL	374	12%	59%	17%	3%	8%	71%	21%
SK	581	16%	55%	19%	2%	8%	71%	21%
SI	147	17%	69%	7%	2%	4%	87%	9%

QF8.8 In general, would you say that customer service from your ... 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 particular in urgent situations.

provider of rail services between towns/cities

(IF 'USE THE SERVICE' IN QF2)

QF9.1 En général, diriez-vous que ... est / sont sûr(s) ou pas sûr(s) ?

QF9.1 In general, would you say that the ... is/are safe or not safe?

le service de téléphonie mobile

mobile telephone service

	TOTAL	Very safe	Fairly safe	Fairly not safe	Not at all safe	DK	Safe	Not safe
UE25	24786	18%	51%	14%	3%	13%	70%	17%
EU25								
BE	1000	23%	55%	13%	3%	6%	78%	16%
DK	1059	38%	36%	8%	2%	15%	74%	11%
D-W	1045	28%	46%	12%	2%	12%	74%	13%
DE	1561	27%	47%	11%	2%	13%	74%	13%
D-E	516	21%	53%	8%	3%	16%	73%	11%
EL	1000	12%	40%	26%	10%	12%	52%	36%
ES	1031	11%	62%	14%	2%	11%	73%	16%
FR	1001	10%	53%	19%	3%	15%	63%	22%
IE	1000	23%	41%	13%	7%	16%	63%	21%
IT	1018	10%	58%	18%	4%	10%	68%	22%
LU	506	29%	49%	13%	1%	8%	78%	14%
NL	1011	20%	42%	18%	4%	16%	62%	22%
AT	1007	21%	51%	8%	3%	17%	72%	11%
PT	1000	19%	57%	3%	1%	19%	77%	4%
FI	1013	29%	59%	6%	1%	6%	88%	7%
SE	1000	24%	53%	14%	4%	5%	77%	18%
UK	1322	28%	46%	10%	2%	14%	74%	11%
CY	508	46%	36%	9%	3%	6%	82%	12%
CZ	1025	22%	57%	11%	2%	9%	78%	13%
EE	1002	13%	51%	14%	3%	20%	64%	17%
HU	1005	30%	46%	5%	1%	17%	76%	6%
LV	1011	29%	47%	8%	2%	14%	77%	9%
LT	1004	14%	38%	23%	6%	18%	53%	29%
MT	500	29%	40%	17%	2%	12%	69%	19%
PL	1000	9%	50%	17%	4%	20%	59%	20%
SK	1203	17%	55%	14%	2%	12%	72%	16%
SI	1000	9%	47%	32%	7%	5%	56%	39%

QF9.2 En général, diriez-vous que ... est / sont sûr(s) ou pas sûr(s) ?

QF9.2 In general, would you say that the ... is/are safe or not safe?

le service de distribution d'électricité

electricity supply service

	TOTAL	Very safe	Fairly safe	Fairly not safe	Not at all safe	DK	Safe	Not safe
UE25								
EU25	24786	31%	58%	5%	1%	5%	89%	6%
BE	1000	34%	61%	2%	1%	1%	96%	3%
DK	1059	66%	29%	1%	0%	3%	96%	1%
D-W	1045	47%	44%	4%	0%	5%	91%	4%
DE	1561	44%	48%	4%	0%	4%	91%	4%
D-E	516	31%	62%	5%	0%	2%	93%	6%
EL	1000	18%	62%	14%	3%	2%	80%	17%
ES	1031	20%	66%	8%	1%	5%	86%	9%
FR	1001	29%	64%	3%	0%	4%	93%	3%
IE	1000	44%	50%	3%	0%	3%	94%	3%
IT	1018	12%	68%	10%	2%	8%	80%	12%
LU	506	41%	53%	3%	0%	3%	94%	4%
NL	1011	52%	36%	3%	1%	9%	88%	3%
AT	1007	37%	51%	5%	1%	7%	88%	6%
PT	1000	20%	68%	3%	0%	9%	88%	3%
FI	1013	42%	54%	2%	0%	2%	96%	2%
SE	1000	42%	47%	7%	1%	3%	89%	8%
UK	1322	49%	47%	1%	0%	3%	96%	1%
CY	508	51%	41%	4%	0%	3%	92%	5%
CZ	1025	25%	62%	6%	1%	6%	87%	7%
EE	1002	15%	66%	8%	2%	9%	81%	10%
HU	1005	36%	56%	5%	1%	3%	92%	5%
LV	1011	39%	53%	4%	1%	2%	93%	5%
LT	1004	20%	62%	10%	1%	6%	82%	11%
MT	500	32%	57%	9%	1%	2%	88%	9%
PL	1000	11%	74%	9%	1%	5%	86%	9%
SK	1203	19%	68%	7%	0%	5%	87%	7%
SI	1000	13%	59%	19%	5%	4%	73%	23%

QF9.3 En général, diriez-vous que ... est / sont sûr(s) ou pas sûr(s) ?

QF9.3 In general, would you say that the ... is/are safe or not safe?

le service de distribution de gaz

gas supply service

	TOTAL	Very safe	Fairly safe	Fairly not safe	Not at all safe	DK	Safe	Not safe
UE25	24786	24%	51%	7%	1%	17%	74%	8%
EU25								
BE	1000	25%	49%	9%	2%	14%	75%	12%
DK	1059	31%	12%	1%	1%	56%	42%	2%
D-W	1045	37%	39%	5%	2%	17%	76%	7%
DE	1561	34%	41%	5%	2%	18%	75%	7%
D-E	516	23%	49%	6%	1%	21%	72%	7%
EL	1000	4%	21%	12%	8%	55%	25%	20%
ES	1031	13%	65%	9%	1%	11%	79%	10%
FR	1001	23%	53%	3%	0%	21%	76%	3%
IE	1000	18%	33%	5%	1%	43%	51%	7%
IT	1018	12%	66%	11%	2%	9%	79%	13%
LU	506	26%	39%	5%	1%	29%	65%	7%
NL	1011	49%	35%	3%	0%	12%	85%	4%
AT	1007	24%	36%	4%	2%	33%	60%	6%
PT	1000	12%	65%	7%	1%	15%	78%	7%
FI	1013	13%	27%	7%	3%	51%	40%	10%
SE	1000	9%	20%	14%	3%	54%	29%	17%
UK	1322	43%	41%	1%	1%	14%	84%	2%
CY	508	-	-	-	-	-	-	-
CZ	1025	18%	52%	19%	2%	9%	70%	21%
EE	1002	11%	37%	5%	1%	46%	48%	6%
HU	1005	29%	53%	8%	1%	9%	82%	9%
LV	1011	39%	48%	5%	1%	8%	86%	6%
LT	1004	18%	59%	9%	2%	12%	77%	11%
MT	500	31%	53%	9%	1%	5%	84%	10%
PL	1000	9%	69%	11%	2%	9%	78%	13%
SK	1203	16%	61%	14%	2%	9%	76%	15%
SI	1000	7%	56%	18%	3%	16%	63%	21%

QF9.4 En général, diriez-vous que ... est / sont sûr(s) ou pas sûr(s) ?

QF9.4 In general, would you say that the ... is/are safe or not safe?

le service de distribution d'eau

water supply service

	TOTAL	Very safe	Fairly safe	Fairly not safe	Not at all safe	DK	Safe	Not safe
UE25								
EU25	24786	32%	57%	5%	1%	5%	89%	5%
BE	1000	38%	58%	2%	0%	1%	96%	2%
DK	1059	66%	28%	1%	1%	4%	94%	2%
D-W	1045	47%	45%	2%	0%	5%	92%	3%
DE	1561	44%	48%	3%	0%	4%	92%	4%
D-E	516	31%	61%	6%	0%	2%	92%	6%
EL	1000	25%	59%	10%	4%	1%	85%	14%
ES	1031	17%	72%	6%	0%	5%	89%	6%
FR	1001	27%	62%	5%	1%	4%	89%	6%
IE	1000	49%	37%	5%	1%	8%	86%	6%
IT	1018	12%	68%	10%	2%	9%	79%	12%
LU	506	43%	52%	2%	0%	3%	95%	2%
NL	1011	55%	34%	2%	0%	10%	88%	2%
AT	1007	43%	45%	3%	1%	7%	88%	4%
PT	1000	19%	69%	2%	-	10%	88%	2%
FI	1013	43%	51%	2%	0%	4%	94%	2%
SE	1000	57%	36%	2%	0%	5%	93%	3%
UK	1322	46%	48%	2%	1%	3%	94%	3%
CY	508	55%	35%	6%	1%	4%	89%	7%
CZ	1025	29%	63%	3%	1%	5%	91%	4%
EE	1002	16%	59%	6%	1%	18%	75%	7%
HU	1005	35%	55%	6%	1%	4%	90%	7%
LV	1011	36%	44%	7%	1%	12%	80%	8%
LT	1004	19%	58%	8%	1%	14%	76%	9%
MT	500	33%	54%	9%	1%	3%	88%	9%
PL	1000	21%	70%	3%	0%	5%	92%	4%
SK	1203	23%	64%	6%	0%	6%	87%	6%
SI	1000	17%	70%	8%	2%	3%	87%	10%

QF9.5 En général, diriez-vous que ... est / sont sûr(s) ou pas sûr(s) ?

QF9.5 In general, would you say that the ... is/are safe or not safe?

les services de transport urbain

transport services within towns/cities

	TOTAL	Very safe	Fairly safe	Fairly not safe	Not at all safe	DK	Safe	Not safe
UE25	24786	18%	57%	10%	2%	12%	76%	12%
EU25								
BE	1000	24%	57%	12%	2%	5%	81%	14%
DK	1059	36%	35%	9%	1%	19%	71%	10%
D-W	1045	29%	53%	10%	2%	7%	81%	12%
DE	1561	26%	54%	11%	2%	7%	80%	13%
D-E	516	17%	57%	13%	4%	9%	74%	17%
EL	1000	17%	57%	14%	4%	8%	74%	18%
ES	1031	16%	69%	7%	1%	7%	85%	8%
FR	1001	13%	57%	8%	2%	20%	70%	10%
IE	1000	30%	45%	4%	1%	20%	75%	5%
IT	1018	7%	56%	15%	5%	18%	63%	20%
LU	506	26%	50%	8%	1%	16%	76%	9%
NL	1011	26%	47%	14%	2%	11%	73%	16%
AT	1007	21%	49%	7%	2%	23%	69%	8%
PT	1000	12%	61%	8%	0%	18%	73%	9%
FI	1013	24%	59%	4%	0%	13%	83%	4%
SE	1000	24%	56%	8%	2%	10%	80%	10%
UK	1322	29%	56%	6%	2%	7%	85%	8%
CY	508	15%	32%	12%	3%	39%	47%	15%
CZ	1025	14%	59%	14%	2%	11%	73%	16%
EE	1002	10%	48%	12%	2%	27%	58%	15%
HU	1005	18%	52%	12%	2%	16%	70%	14%
LV	1011	35%	49%	8%	2%	7%	83%	9%
LT	1004	14%	58%	17%	2%	9%	72%	19%
MT	500	15%	51%	19%	5%	10%	65%	24%
PL	1000	9%	66%	8%	1%	15%	76%	10%
SK	1203	10%	61%	18%	2%	10%	71%	19%
SI	1000	9%	71%	8%	1%	10%	80%	10%

QF9.6 En général, diriez-vous que ... est / sont sûr(s) ou pas sûr(s) ?

QF9.6 In general, would you say that the ... is/are safe or not safe?

les services ferroviaires interurbains

rail services between towns/cities

	TOTAL	Very safe	Fairly safe	Fairly not safe	Not at all safe	DK	Safe	Not safe
UE25								
EU25	24786	16%	53%	11%	3%	16%	70%	14%
BE	1000	24%	59%	8%	1%	7%	83%	9%
DK	1059	34%	35%	6%	1%	24%	69%	7%
D-W	1045	26%	51%	11%	4%	8%	78%	14%
DE	1561	24%	51%	11%	4%	9%	75%	16%
D-E	516	16%	50%	14%	7%	13%	66%	21%
EL	1000	13%	55%	13%	2%	16%	68%	16%
ES	1031	15%	67%	6%	1%	12%	81%	7%
FR	1001	13%	56%	9%	3%	20%	69%	11%
IE	1000	26%	41%	3%	1%	28%	68%	4%
IT	1018	7%	51%	16%	5%	21%	58%	21%
LU	506	23%	46%	9%	1%	21%	69%	10%
NL	1011	23%	45%	19%	3%	11%	68%	21%
AT	1007	19%	48%	7%	2%	24%	67%	9%
PT	1000	12%	50%	5%	0%	33%	63%	5%
FI	1013	25%	53%	2%	0%	19%	79%	2%
SE	1000	22%	55%	8%	2%	14%	77%	9%
UK	1322	22%	50%	13%	2%	12%	73%	15%
CY	508	-	-	-	-	-	-	-
CZ	1025	12%	61%	15%	2%	10%	73%	17%
EE	1002	9%	39%	7%	0%	45%	48%	7%
HU	1005	16%	50%	8%	1%	25%	66%	9%
LV	1011	28%	39%	4%	2%	27%	67%	6%
LT	1004	13%	52%	10%	2%	24%	64%	12%
MT	500	5%	15%	3%	1%	76%	20%	4%
PL	1000	6%	52%	16%	4%	22%	58%	20%
SK	1203	12%	58%	14%	1%	16%	69%	15%
SI	1000	10%	68%	6%	1%	16%	78%	6%

QF10a.1 Au cours des douze derniers mois, avez-vous personnellement déposé une plainte, soit à un service médiateur (ombudsman, régulateur, association de consommateurs, organisme industriel, etc.), soit au fournisseur de services lui-même, à propos des ... ?

services de téléphonie mobile

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Yes	No	DK
UE25				
EU25	18123	8%	92%	1%
BE	766	7%	93%	0%
DK	836	13%	86%	0%
D-W	680	9%	91%	1%
DE	1031	8%	91%	1%
D-E	362	7%	92%	0%
EL	736	4%	96%	0%
ES	729	12%	87%	1%
FR	712	5%	95%	0%
IE	818	8%	89%	3%
IT	767	7%	91%	3%
LU	441	3%	97%	-
NL	810	7%	93%	1%
AT	683	13%	86%	1%
PT	760	3%	96%	1%
FI	886	18%	82%	-
SE	904	12%	87%	0%
UK	1063	8%	92%	0%
CY	402	5%	93%	2%
CZ	854	7%	92%	1%
EE	797	9%	90%	1%
HU	723	3%	96%	1%
LV	727	5%	95%	0%
LT	738	6%	94%	0%
MT	414	5%	94%	0%
PL	636	6%	94%	0%
SK	903	11%	88%	1%
SI	812	3%	97%	0%

QF10a.1 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...?

mobile telephone services

(IF 'USE THE SERVICE' IN QF2)

QF10a.2 Au cours des douze derniers mois, avez-vous personnellement déposé une plainte, soit à un service médiateur (ombudsman, régulateur, association de consommateurs, organisme industriel, etc.), soit au fournisseur de services lui-même, à propos des ... ?

services du téléphone fixe

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Yes	No	DK
UE25				
EU25	20008	8%	91%	1%
BE	806	9%	90%	0%
DK	887	9%	90%	0%
D-W	887	9%	91%	1%
DE	1306	8%	91%	1%
D-E	407	6%	93%	1%
EL	902	7%	93%	-
ES	809	11%	87%	1%
FR	828	3%	97%	-
IE	836	9%	88%	3%
IT	760	12%	85%	3%
LU	477	1%	99%	-
NL	945	6%	94%	0%
AT	687	8%	91%	1%
PT	647	4%	95%	1%
FI	716	9%	91%	1%
SE	987	13%	86%	1%
UK	1185	9%	91%	0%
CY	481	5%	93%	1%
CZ	692	10%	89%	1%
EE	635	7%	92%	1%
HU	640	3%	96%	1%
LV	571	4%	95%	1%
LT	467	6%	93%	1%
MT	478	10%	90%	0%
PL	801	10%	90%	0%
SK	760	11%	86%	2%
SI	856	2%	98%	0%

QF10a.2 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...?

fixed telephone services

(IF 'USE THE SERVICE' IN QF2)

QF10a.3 Au cours des douze derniers mois, avez-vous personnellement déposé une plainte, soit à un service médiateur (ombudsman, régulateur, association de consommateurs, organisme industriel, etc.), soit au fournisseur de services lui-même, à propos des ... ?

services de distribution d'électricité

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Yes	No	DK
UE25				
EU25	22322	4%	95%	1%
BE	911	7%	93%	-
DK	1000	4%	96%	0%
D-W	886	5%	94%	0%
DE	1324	5%	95%	0%
D-E	437	4%	95%	1%
EL	998	5%	95%	0%
ES	929	5%	94%	1%
FR	931	1%	99%	0%
IE	946	4%	92%	4%
IT	768	5%	95%	1%
LU	467	1%	99%	-
NL	884	7%	93%	0%
AT	812	6%	94%	0%
PT	973	3%	96%	0%
FI	919	9%	91%	0%
SE	993	14%	85%	1%
UK	1277	3%	96%	0%
CY	503	5%	92%	3%
CZ	944	6%	93%	1%
EE	972	9%	90%	1%
HU	998	4%	95%	1%
LV	972	2%	98%	0%
LT	993	5%	94%	1%
MT	500	10%	89%	1%
PL	992	2%	98%	-
SK	1115	8%	92%	1%
SI	961	2%	98%	0%

QF10a.3 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...?

electricity supply services

(IF 'USE THE SERVICE' IN QF2)

QF10a.4 Au cours des douze derniers mois, avez-vous personnellement déposé une plainte, soit à un service médiateur (ombudsman, régulateur, association de consommateurs, organisme industriel, etc.), soit au fournisseur de services lui-même, à propos des ... ?

services de distribution de gaz

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Yes	No	DK
UE25				
EU25	14980	3%	96%	1%
BE	551	6%	94%	-
DK	221	1%	99%	-
D-W	406	2%	97%	1%
DE	591	2%	97%	1%
D-E	175	2%	97%	1%
EL	8	-	100%	-
ES	703	3%	96%	1%
FR	518	1%	99%	1%
IE	392	1%	94%	5%
IT	745	3%	95%	2%
LU	256	1%	99%	-
NL	842	4%	96%	0%
AT	337	5%	93%	2%
PT	818	1%	98%	1%
FI	41	22%	78%	-
SE	43	5%	95%	-
UK	1036	5%	94%	0%
CY	0	-	-	-
CZ	750	4%	95%	2%
EE	357	3%	96%	1%
HU	838	3%	96%	1%
LV	861	1%	98%	0%
LT	827	4%	95%	1%
MT	458	3%	96%	0%
PL	860	2%	98%	0%
SK	1002	6%	93%	1%
SI	482	1%	98%	1%

QF10a.4 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...?

gas supply services

(IF 'USE THE SERVICE' IN QF2)

QF10a.5 Au cours des douze derniers mois, avez-vous personnellement déposé une plainte, soit à un service médiateur (ombudsman, régulateur, association de consommateurs, organisme industriel, etc.), soit au fournisseur de services lui-même, à propos des ... ?

services de distribution d'eau

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Yes	No	DK
UE25				
EU25	21758	3%	96%	1%
BE	908	4%	96%	-
DK	979	1%	99%	0%
D-W	857	2%	98%	0%
DE	1281	2%	97%	0%
D-E	424	4%	95%	1%
EL	996	4%	96%	0%
ES	915	3%	96%	1%
FR	912	1%	98%	0%
IE	884	2%	92%	6%
IT	748	5%	95%	1%
LU	466	1%	99%	-
NL	860	1%	99%	0%
AT	777	3%	96%	1%
PT	906	2%	97%	1%
FI	854	5%	95%	-
SE	984	2%	96%	2%
UK	1272	4%	96%	0%
CY	500	3%	94%	3%
CZ	906	5%	93%	1%
EE	834	7%	92%	1%
HU	977	3%	96%	1%
LV	802	5%	94%	1%
LT	837	5%	94%	1%
MT	500	7%	92%	1%
PL	965	2%	98%	0%
SK	1046	9%	90%	1%
SI	939	3%	97%	0%

QF10a.5 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...?

water supply services

(IF 'USE THE SERVICE' IN QF2)

QF10a.6 Au cours des douze derniers mois, avez-vous personnellement déposé une plainte, soit à un service médiateur (ombudsman, régulateur, association de consommateurs, organisme industriel, etc.), soit au fournisseur de services lui-même, à propos des ... ?

services postaux

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Yes	No	DK
UE25				
EU25	21264	5%	95%	1%
BE	885	6%	94%	0%
DK	934	7%	93%	0%
D-W	872	7%	92%	0%
DE	1296	7%	92%	0%
D-E	420	6%	94%	1%
EL	843	2%	98%	-
ES	695	2%	97%	1%
FR	929	3%	97%	0%
IE	941	3%	91%	5%
IT	746	4%	96%	1%
LU	480	3%	97%	-
NL	884	4%	95%	0%
AT	810	12%	86%	2%
PT	906	1%	98%	1%
FI	936	11%	89%	0%
SE	938	8%	92%	1%
UK	1270	7%	93%	0%
CY	431	1%	95%	4%
CZ	924	11%	87%	1%
EE	889	4%	95%	1%
HU	940	3%	96%	1%
LV	911	2%	97%	1%
LT	924	4%	96%	1%
MT	475	8%	92%	1%
PL	959	2%	98%	-
SK	1097	8%	90%	2%
SI	960	2%	98%	0%

QF10a.6 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...?

postal services

(IF 'USE THE SERVICE' IN QF2)

QF10a.7 Au cours des douze derniers mois, avez-vous personnellement déposé une plainte, soit à un service médiateur (ombudsman, régulateur, association de consommateurs, organisme industriel, etc.), soit au fournisseur de services lui-même, à propos des ... ?

services de transport urbain

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Yes	No	DK
UE25				
EU25	12674	3%	96%	1%
BE	481	4%	96%	-
DK	578	5%	94%	1%
D-W	507	3%	96%	1%
DE	734	3%	96%	1%
D-E	211	2%	98%	-
EL	721	2%	98%	0%
ES	572	3%	97%	-
FR	393	2%	98%	0%
IE	533	4%	91%	4%
IT	370	2%	97%	2%
LU	285	1%	98%	1%
NL	473	4%	96%	-
AT	423	8%	90%	2%
PT	593	1%	96%	3%
FI	495	9%	91%	0%
SE	653	8%	91%	1%
UK	790	5%	95%	0%
CY	74	7%	93%	-
CZ	615	5%	94%	1%
EE	539	3%	97%	1%
HU	628	3%	95%	2%
LV	802	2%	97%	1%
LT	776	3%	96%	1%
MT	288	5%	94%	1%
PL	641	2%	98%	-
SK	830	6%	91%	3%
SI	330	2%	98%	0%

QF10a.7 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...?

transport services within towns/cities

(IF 'USE THE SERVICE' IN QF2)

QF10a.8 Au cours des douze derniers mois, avez-vous personnellement déposé une plainte, soit à un service médiateur (ombudsman, régulateur, association de consommateurs, organisme industriel, etc.), soit au fournisseur de services lui-même, à propos des ... ?

services ferroviaires interurbains

(SI 'UTILISE LE SERVICE' EN QF2)

	TOTAL	Yes	No	DK
UE25				
EU25	8885	5%	95%	1%
BE	369	2%	97%	0%
DK	476	3%	96%	1%
D-W	381	6%	93%	1%
DE	523	7%	93%	0%
D-E	112	9%	91%	-
EL	363	1%	99%	0%
ES	326	1%	99%	-
FR	373	3%	97%	0%
IE	384	3%	91%	6%
IT	224	5%	94%	1%
LU	177	1%	99%	-
NL	465	10%	90%	-
AT	322	7%	92%	0%
PT	303	1%	96%	3%
FI	394	5%	95%	1%
SE	549	7%	92%	1%
UK	592	7%	93%	-
CY	0	-	-	-
CZ	542	5%	93%	1%
EE	219	2%	97%	1%
HU	417	1%	96%	3%
LV	413	1%	99%	-
LT	332	2%	97%	1%
MT	1	-	100%	-
PL	374	2%	98%	0%
SK	581	4%	92%	3%
SI	147	1%	99%	-

QF10a.8 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...?

rail services between towns/cities

(IF 'USE THE SERVICE' IN QF2)

QF10b.1 Diriez-vous que votre plainte avec chacun des services suivants a été traitée très bien, assez bien, assez mal ou très mal ?

QF10b.1 Would you say your complaint with each of the following services was dealt with very well, fairly well, fairly badly or very badly?

Services de téléphonie mobile

Mobile telephone services

(SI 'PLAINTÉ' , CODE 1 EN QF10a.1)

(IF 'COMPLAINT' CODE 1 IN QF10a.1)

	TOTAL	Very well	Fairly well	Fairly badly	Very badly	DK	Well	Badly
UE25	1387	15%	41%	25%	18%	2%	55%	43%
EU25								
BE	51	32%	20%	23%	24%	2%	52%	47%
DK	112	16%	28%	32%	18%	6%	44%	50%
D-W	59	24%	38%	27%	8%	3%	62%	35%
DE	87	23%	39%	27%	9%	2%	61%	37%
D-E	27	18%	40%	27%	15%	-	58%	42%
EL	31	17%	51%	19%	13%	-	68%	32%
ES	89	6%	45%	29%	20%	-	51%	49%
FR	38	10%	35%	30%	25%	-	45%	55%
IE	63	20%	34%	32%	9%	5%	54%	41%
IT	50	13%	59%	16%	10%	2%	72%	26%
LU	12	16%	25%	31%	29%	-	41%	59%
NL	56	19%	39%	11%	27%	3%	58%	39%
AT	88	18%	51%	16%	14%	1%	68%	30%
PT	23	4%	75%	14%	7%	-	79%	21%
FI	155	23%	43%	22%	8%	3%	66%	31%
SE	110	22%	47%	18%	11%	2%	69%	29%
UK	80	4%	21%	33%	40%	2%	25%	73%
CY	20	19%	28%	16%	28%	9%	47%	43%
CZ	57	25%	46%	23%	-	6%	71%	23%
EE	70	25%	26%	25%	18%	6%	51%	43%
HU	19	17%	52%	16%	15%	-	69%	31%
LV	34	20%	42%	23%	9%	6%	62%	32%
LT	41	19%	41%	16%	14%	11%	59%	30%
MT	23	31%	32%	11%	27%	-	63%	37%
PL	39	19%	42%	24%	15%	-	61%	39%
SK	98	15%	61%	16%	2%	5%	77%	18%
SI	24	13%	22%	36%	22%	6%	36%	58%

QF10b.2 Diriez-vous que votre plainte avec chacun des services suivants a été traitée très bien, assez bien, assez mal ou très mal ?

QF10b.2 Would you say your complaint with each of the following services was dealt with very well, fairly well, fairly badly or very badly?

Services du téléphone fixe

Fixed telephone services

(SI 'PLAINTÉ' , CODE 1 EN QF10a.2)

(IF 'COMPLAINT' CODE 1 IN QF10a.2)

	TOTAL	Very well	Fairly well	Fairly badly	Very badly	DK	Well	Badly
UE25	1666	15%	36%	28%	18%	3%	51%	46%
EU25								
BE	74	27%	34%	25%	15%	-	60%	40%
DK	82	16%	40%	26%	12%	6%	56%	38%
D-W	79	15%	32%	29%	21%	3%	47%	50%
DE	111	14%	31%	31%	22%	3%	45%	53%
D-E	26	7%	25%	42%	26%	-	32%	68%
EL	60	10%	32%	24%	31%	3%	42%	55%
ES	91	14%	29%	32%	22%	4%	43%	54%
FR	21	14%	48%	16%	22%	-	62%	38%
IE	78	19%	34%	25%	13%	9%	53%	38%
IT	90	14%	37%	29%	19%	1%	51%	49%
LU	7	47%	36%	-	17%	-	83%	17%
NL	58	16%	31%	24%	20%	8%	48%	44%
AT	55	16%	69%	10%	2%	3%	85%	11%
PT	25	-	49%	30%	14%	7%	49%	44%
FI	63	26%	40%	24%	5%	5%	67%	29%
SE	127	20%	47%	23%	8%	2%	67%	31%
UK	101	17%	35%	29%	18%	1%	52%	47%
CY	24	33%	33%	9%	17%	8%	66%	26%
CZ	67	13%	38%	34%	12%	4%	51%	45%
EE	47	17%	38%	31%	8%	7%	55%	38%
HU	20	9%	48%	27%	11%	5%	57%	38%
LV	21	28%	33%	19%	12%	8%	61%	31%
LT	29	39%	18%	20%	6%	16%	58%	26%
MT	47	20%	36%	39%	6%	-	56%	44%
PL	78	17%	37%	24%	17%	4%	54%	41%
SK	87	8%	53%	26%	9%	4%	61%	35%
SI	16	6%	28%	33%	27%	6%	34%	60%

QF10b.3 Diriez-vous que votre plainte avec chacun des services suivants a été traitée très bien, assez bien, assez mal ou très mal ?

QF10b.3 Would you say your complaint with each of the following services was dealt with very well, fairly well, fairly badly or very badly?

Services de distribution d'électricité

Electricity supply services

(SI 'PLAINTE' , CODE 1 EN QF10a.3)

(IF 'COMPLAINT' CODE 1 IN QF10a.3)

	TOTAL	Very well	Fairly well	Fairly badly	Very badly	DK	Well	Badly
UE25	949	14%	42%	27%	14%	3%	57%	41%
EU25								
BE	66	21%	38%	25%	15%	1%	58%	40%
DK	38	26%	27%	22%	19%	6%	54%	41%
D-W	47	12%	43%	41%	5%	-	54%	46%
DE	66	14%	40%	39%	7%	-	54%	46%
D-E	16	26%	25%	32%	17%	-	51%	49%
EL	54	15%	27%	37%	19%	2%	42%	56%
ES	43	35%	27%	21%	15%	2%	62%	36%
FR	11	16%	71%	6%	7%	-	87%	13%
IE	35	28%	48%	16%	3%	6%	76%	19%
IT	35	7%	60%	16%	12%	5%	67%	29%
LU	6	48%	18%	34%	-	-	66%	34%
NL	60	7%	20%	34%	36%	3%	27%	70%
AT	49	19%	43%	23%	10%	5%	62%	33%
PT	31	8%	42%	22%	20%	8%	50%	42%
FI	78	17%	54%	18%	7%	4%	71%	25%
SE	138	13%	39%	29%	17%	2%	51%	46%
UK	41	5%	36%	31%	25%	3%	41%	56%
CY	27	19%	38%	26%	3%	14%	57%	29%
CZ	53	9%	71%	16%	1%	3%	80%	17%
EE	87	10%	54%	20%	14%	1%	65%	34%
HU	43	7%	56%	21%	13%	4%	62%	33%
LV	17	43%	22%	19%	8%	8%	65%	27%
LT	53	22%	32%	17%	12%	17%	53%	30%
MT	50	17%	29%	31%	22%	1%	45%	53%
PL	22	16%	53%	23%	4%	4%	69%	27%
SK	84	11%	44%	38%	6%	2%	55%	44%
SI	20	5%	30%	32%	17%	15%	35%	50%

QF10b.4 Diriez-vous que votre plainte avec chacun des services suivants a été traitée très bien, assez bien, assez mal ou très mal ?

QF10b.4 Would you say your complaint with each of the following services was dealt with very well, fairly well, fairly badly or very badly?

Services de distribution de gaz

Gas supply services

(SI 'PLAINTÉ' , CODE 1 EN QF10a.4)

(IF 'COMPLAINT' CODE 1 IN QF10a.4)

	TOTAL	Very well	Fairly well	Fairly badly	Very badly	DK	Well	Badly
UE25	464	16%	39%	23%	18%	4%	55%	41%
EU25								
BE	30	27%	35%	29%	8%	-	63%	37%
DK	3	-	71%	29%	-	-	71%	29%
D-W	10	16%	46%	30%	-	8%	62%	30%
DE	14	13%	46%	30%	4%	7%	59%	34%
D-E	4	-	45%	30%	25%	-	45%	55%
EL	0	-	-	-	-	-	-	-
ES	24	23%	31%	20%	26%	-	54%	46%
FR	4	22%	42%	-	36%	-	64%	36%
IE	5	39%	19%	19%	23%	-	58%	42%
IT	26	10%	71%	10%	3%	6%	80%	13%
LU	3	21%	48%	32%	-	-	68%	32%
NL	32	6%	27%	35%	32%	-	33%	67%
AT	17	37%	49%	7%	3%	4%	86%	10%
PT	9	16%	12%	34%	30%	9%	27%	64%
FI	9	23%	65%	12%	-	-	88%	12%
SE	2	-	-	46%	54%	-	-	100%
UK	52	11%	19%	37%	31%	3%	30%	68%
CY	0	-	-	-	-	-	-	-
CZ	27	12%	68%	11%	5%	5%	80%	15%
EE	10	40%	34%	10%	10%	7%	74%	19%
HU	25	23%	58%	2%	10%	7%	81%	12%
LV	11	38%	43%	19%	-	-	81%	19%
LT	32	30%	35%	-	3%	32%	65%	3%
MT	16	13%	20%	35%	19%	13%	33%	54%
PL	14	38%	25%	19%	18%	-	63%	37%
SK	56	13%	53%	25%	4%	4%	66%	30%
SI	7	14%	33%	8%	-	45%	47%	8%

QF10b.5 Diriez-vous que votre plainte avec chacun des services suivants a été traitée très bien, assez bien, assez mal ou très mal ?

QF10b.5 Would you say your complaint with each of the following services was dealt with very well, fairly well, fairly badly or very badly?

Services de distribution d'eau

Water supply services

(SI 'PLAINTÉ' , CODE 1 EN QF10a.5)

(IF 'COMPLAINT' CODE 1 IN QF10a.5)

	TOTAL	Very well	Fairly well	Fairly badly	Very badly	DK	Well	Badly
UE25	648	17%	36%	28%	16%	4%	52%	44%
EU25								
BE	37	32%	35%	21%	12%	-	67%	33%
DK	11	52%	20%	-	-	28%	72%	-
D-W	18	23%	45%	29%	3%	-	68%	32%
DE	30	17%	40%	34%	9%	-	57%	43%
D-E	16	3%	28%	47%	22%	-	31%	69%
EL	37	18%	26%	34%	22%	-	44%	56%
ES	29	20%	35%	30%	11%	3%	56%	41%
FR	13	15%	28%	42%	14%	-	44%	56%
IE	18	28%	35%	12%	20%	5%	63%	32%
IT	35	12%	51%	21%	10%	7%	63%	31%
LU	4	64%	17%	-	19%	-	81%	19%
NL	10	20%	9%	41%	30%	-	29%	71%
AT	23	31%	51%	15%	-	3%	82%	15%
PT	17	23%	40%	18%	6%	13%	63%	24%
FI	41	33%	42%	22%	2%	-	75%	25%
SE	23	23%	33%	15%	19%	10%	56%	34%
UK	48	12%	17%	27%	40%	5%	29%	66%
CY	16	29%	20%	24%	15%	12%	49%	39%
CZ	48	7%	34%	44%	9%	6%	41%	53%
EE	58	11%	29%	34%	20%	5%	40%	55%
HU	25	9%	72%	9%	3%	7%	81%	11%
LV	39	25%	36%	11%	23%	6%	61%	33%
LT	43	28%	22%	24%	11%	15%	50%	35%
MT	36	16%	30%	38%	16%	-	46%	54%
PL	18	25%	41%	22%	13%	-	65%	35%
SK	91	7%	50%	37%	6%	1%	56%	43%
SI	25	18%	16%	20%	40%	6%	34%	60%

QF10b.6 Diriez-vous que votre plainte avec chacun des services suivants a été traitée très bien, assez bien, assez mal ou très mal ?

QF10b.6 Would you say your complaint with each of the following services was dealt with very well, fairly well, fairly badly or very badly?

Services postaux

Postal services

(SI 'PLAINTÉ' , CODE 1 EN QF10a.6)

(IF 'COMPLAINT' CODE 1 IN QF10a.6)

	TOTAL	Very well	Fairly well	Fairly badly	Very badly	DK	Well	Badly
UE25	1018	10%	34%	32%	21%	3%	44%	53%
EU25								
BE	50	20%	27%	29%	24%	-	47%	53%
DK	65	23%	23%	38%	11%	6%	46%	49%
D-W	65	7%	25%	41%	22%	4%	32%	63%
DE	92	6%	28%	40%	22%	4%	34%	62%
D-E	24	4%	40%	35%	20%	-	44%	56%
EL	14	9%	-	42%	50%	-	9%	91%
ES	12	8%	37%	23%	32%	-	45%	55%
FR	24	3%	13%	37%	42%	5%	16%	79%
IE	32	30%	39%	26%	6%	-	68%	32%
IT	28	5%	55%	15%	21%	3%	61%	36%
LU	15	23%	20%	57%	-	-	43%	57%
NL	37	11%	34%	35%	20%	-	45%	55%
AT	101	8%	47%	35%	7%	3%	55%	42%
PT	6	-	71%	9%	-	20%	71%	9%
FI	102	23%	41%	23%	10%	2%	64%	34%
SE	71	16%	39%	29%	11%	6%	55%	39%
UK	86	10%	37%	25%	26%	2%	47%	51%
CY	5	-	44%	19%	21%	16%	44%	40%
CZ	104	13%	25%	55%	3%	4%	38%	58%
EE	34	17%	48%	10%	16%	9%	65%	26%
HU	29	11%	40%	24%	19%	6%	51%	43%
LV	20	27%	36%	6%	21%	11%	62%	27%
LT	34	31%	26%	6%	9%	29%	57%	15%
MT	36	15%	41%	29%	15%	-	56%	44%
PL	19	24%	36%	18%	22%	-	60%	40%
SK	88	10%	38%	37%	8%	7%	48%	45%
SI	17	18%	21%	20%	32%	9%	39%	52%

QF10b.7 Diriez-vous que votre plainte avec chacun des services suivants a été traitée très bien, assez bien, assez mal ou très mal ?

QF10b.7 Would you say your complaint with each of the following services was dealt with very well, fairly well, fairly badly or very badly?

Services de transport urbain

Transport services within towns/cities

(SI 'PLAINTE' , CODE 1 EN QF10a.7)

(IF 'COMPLAINT' CODE 1 IN QF10a.7)

	TOTAL	Very well	Fairly well	Fairly badly	Very badly	DK	Well	Badly
UE25	414	11%	28%	31%	27%	3%	39%	58%
EU25								
BE	17	13%	58%	23%	6%	-	71%	29%
DK	31	16%	30%	25%	23%	6%	46%	48%
D-W	17	5%	31%	44%	20%	-	36%	64%
DE	23	5%	32%	40%	24%	-	36%	64%
D-E	5	-	37%	10%	53%	-	37%	63%
EL	15	-	15%	42%	42%	-	15%	85%
ES	19	22%	15%	25%	32%	6%	37%	57%
FR	7	-	30%	33%	37%	-	30%	70%
IE	24	4%	22%	36%	38%	-	26%	74%
IT	6	-	52%	48%	-	-	52%	48%
LU	3	-	-	58%	42%	-	-	100%
NL	19	30%	8%	49%	13%	-	39%	61%
AT	34	14%	33%	44%	8%	1%	47%	52%
PT	6	-	79%	-	-	21%	79%	-
FI	43	21%	50%	15%	14%	-	71%	29%
SE	50	12%	34%	35%	20%	-	46%	54%
UK	37	9%	18%	26%	40%	7%	27%	66%
CY	5	-	27%	46%	27%	-	27%	73%
CZ	30	3%	49%	27%	22%	-	51%	49%
EE	14	19%	25%	30%	7%	20%	43%	37%
HU	19	5%	35%	41%	14%	5%	40%	55%
LV	17	17%	31%	24%	14%	12%	49%	39%
LT	23	44%	17%	8%	-	30%	62%	8%
MT	15	14%	24%	42%	9%	11%	38%	51%
PL	10	24%	21%	9%	46%	-	45%	55%
SK	51	6%	21%	51%	18%	4%	27%	69%
SI	6	-	18%	25%	34%	23%	18%	59%

QF10b.8 Diriez-vous que votre plainte avec chacun des services suivants a été traitée très bien, assez bien, assez mal ou très mal ?

QF10b.8 Would you say your complaint with each of the following services was dealt with very well, fairly well, fairly badly or very badly?

Services ferroviaires interurbains

Rail services between towns/cities

(SI 'PLAINTÉ' , CODE 1 EN QF10a.8)

(IF 'COMPLAINT' CODE 1 IN QF10a.8)

	TOTAL	Very well	Fairly well	Fairly badly	Very badly	DK	Well	Badly
UE25	407	9%	34%	29%	27%	1%	43%	56%
EU25								
BE	9	9%	50%	32%	9%	-	59%	41%
DK	15	8%	47%	29%	10%	6%	55%	39%
D-W	24	2%	34%	33%	28%	3%	36%	61%
DE	35	2%	31%	29%	36%	3%	33%	65%
D-E	10	-	18%	9%	73%	-	18%	82%
EL	3	-	-	35%	65%	-	-	100%
ES	3	-	54%	29%	17%	-	54%	46%
FR	11	-	41%	-	59%	-	41%	59%
IE	13	15%	7%	17%	55%	7%	21%	72%
IT	10	-	22%	49%	29%	-	22%	78%
LU	3	24%	-	31%	46%	-	24%	76%
NL	45	28%	25%	32%	13%	2%	53%	45%
AT	24	5%	39%	42%	12%	2%	44%	54%
PT	3	-	68%	32%	-	-	68%	32%
FI	19	27%	43%	19%	10%	-	71%	29%
SE	38	10%	46%	26%	18%	-	56%	44%
UK	42	12%	38%	30%	20%	-	50%	50%
CY	0	-	-	-	-	-	-	-
CZ	28	-	21%	48%	31%	-	21%	79%
EE	5	-	45%	-	-	55%	45%	-
HU	6	16%	53%	22%	-	10%	69%	22%
LV	5	32%	29%	-	28%	12%	61%	28%
LT	7	43%	26%	-	-	31%	69%	-
MT	0	-	-	-	-	-	-	-
PL	8	22%	43%	13%	23%	-	65%	35%
SK	24	3%	51%	32%	14%	-	54%	46%
SI	1	-	100%	-	-	-	100%	-

## SPECIAL EUROBAROMETER N° 219 "Services of General Interest" TECHNICAL SPECIFICATIONS

Between 27<sup>nd</sup> October and 29<sup>th</sup> November 2004, the TNS Opinion & Social, a consortium created between Taylor Nelson Sofres and EOS Gallup Europe, carried out wave 62.1 of the Eurobarometer, on request of the EUROPEAN COMMISSION, Directorate-General Press and Communication, Opinion Polls.

The SPECIAL EUROBAROMETER N° 219 is part of wave 62.1 and covers the population of the respective nationalities of the European Union Member States, resident in each of the Member States and aged 15 years and over. The basic sample design applied in all Member States is a multi-stage, random (probability) one. In each EU country, a number of sampling points was drawn with probability proportional to population size (for a total coverage of the country) and to population density.

In order to do so, the sampling points were drawn systematically from each of the "administrative regional units", after stratification by individual unit and type of area. They thus represent the whole territory of the countries surveyed according to the EUROSTAT NUTS 2 (or equivalent) and according to the distribution of the resident population of the respective EU-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 (following the *closest birthday rule*). All interviews have been conducted face-to-face in people's home and in the appropriate national language. As far as the data capture is concerned, CAPI (*Computer Assisted Personal Interview*) was used in those countries where this technique was available.

ABBREVIATIONS	COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES	POPULATION 15+
AT	Austria	Österreichisches Gallup-Institute	1007	08-11 / 21-11-2004	6,679,444
BE	Belgium	TNS Dimarso	1000	02-11 / 28-11-2004	8,598,982
DK	Denmark	TNS Gallup DK	1059	05-11 / 02-12-2004	4,380,063
FR	France	TNS Sofres	1000	06-11 / 21-11-2004	44,010,619
FI	Finland	TNS Gallup OY	1013	01-11 / 25-11-2004	4,279,286
D	Germany	TNS Infratest	1561	01-11 / 18-11-2004	64,174,295
EL	Greece	TNS ICAP	1000	29-10 / 21-11-2004	8,674,230
UK	United Kingdom	TNS UK	1312	05-11 / 29-11-2004	47,685,578
IE	Ireland	TNS MRBI	1000	05-11 / 25-11-2004	3,089,775
IT	Italy	TNS Abacus	1018	10-11 / 24-11-2004	49,208,000
LU	Luxembourg	TNS ILReS	506	30-10 / 18-11-2004	367,199
NL	The Netherlands	TNS NIPO	1011	04-11 / 22-11-2004	13,242,328
PT	Portugal	TNS EUROTESTE	1000	03-11 / 24-11-2004	8,080,915
ES	Spain	TNS Demoscopia	1031	02-11 / 21-11-2004	35,882,820
SE	Sweden	TNS GALLUP	1000	01-11 / 22-11-2004	7,376,680
CY	Rep. of Cyprus	Synovate	508	02-11 / 24-11-2004	552,212
CZ	Czech Republic	TNS Aisa	1025	08-11 / 21-11-2004	8,571,710
EE	Estonia	Emor	1002	02-11 / 18-11-2004	887,094
HU	Hungary	TNS Hungary	1005	02-11 / 21-11-2004	8503379
LV	Latvia	TNS Baltic Data House	1011	02-11 / 22-11-2004	1,394,351
LT	Lithuania	TNS Gallup Lithuania	1004	04-11 / 21-11-2004	2,803,661
MT	Malte	MISCO	500	27-10 / 17-11-2004	322,917
PL	Poland	TNS OBOP	1000	03-11 / 21-11-2004	31,610,437
SK	Slovakia	TNS AISA SK	1203	05-11 / 19-11-2004	4,316,438
SI	Slovenia	RM PLUS	1091	05-11 / 28-11-2004	1,663,869

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

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

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

**A** your survey number

(101-105)

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EB62.0 A

**B** country code

(106-107)

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EB62.0 B

**C** our survey number

(108-110)

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EB62.0 C

**D** Interview number

(111-116)

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EB62.0 D

**E** Split ballot

A	
B	

(117)

1

2

EB62.0 E

ASK ITEM 26 ONLY IN BULGARIA

ASK ITEM 27 ONLY IN ROMENIA

ASK ITEM 28 ONLY IN TURKEY

ASK ITEM 29 ONLY IN CROATIA

ASK ITEM 30 ONLY IN CYPRUS (NORTH)

**Q1** What is your nationality? Please tell me the country(ies) that applies(y).

(MULTIPLE ANSWERS POSSIBLE)

	(118-149)
Belgium	1,
Denmark	2,
Germany	3,
Greece	4,
Spain	5,
France	6,
Ireland	7,
Italy	8,
Luxembourg	9,
Netherlands	10,
Portugal	11,
United Kingdom (Great Britain, Northern Ireland)	12,
Austria	13,
Sweden	14,
Finland	15,
Cyprus (South)	16,
Czech Republic	17,
Estonia	18,
Hungary	19,
Latvia	20,
Lithuania	21,
Malta	22,
Poland	23,
Slovakia	24,
Slovenia	25,
Bulgaria	26,
Romania	27,
Turkey	28,
Croatia	29,
Cyprus (North)	30,
Other countries	31,
DK	32,

EB62.0 Q1

IF OTHER or DK THEN CLOSE INTERVIEW

D11

How old are you?

(150-151)

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EB62.0 D11

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

D15a What is your current occupation?

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

	(152-153)	(154-155)
	D15a	D15b
	CURRENT OCCUPATION	LAST OCCUPATION
<b>NON-ACTIVE</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, etc.)	7	7
Owner of a shop, craftsmen, other self-employed person	8	8
Business proprietors, owner (full or partner) of a company	9	9
<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 a desk	13	13
Employed position, not at a desk but travelling (salesmen, driver, etc.)	14	14
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)	15	15
Supervisor	16	16
Skilled manual worker	17	17
Other (unskilled) manual worker, servant	18	18
<b>NEVER DID ANY PAID WORK</b>		19

EB62.0 D15a D15b

IF "CURRENTLY WORK", CODE 5 TO 18 IN D15a

D15c When did you get your first job?

	(156)
Less than 1 year ago	1
Between 1 and 3 years ago	2
Between 4 and 7 years ago	3
Between 8 and 15 years ago	4
More than 15 years ago	5
DK	6

EB62.1 NEW

IF "UNEMPLOYED", CODE 3 IN D15a

D15d For how long have you been unemployed?

	(157)
Less than 1 year	1
Between 1 and 3 years	2
More than 3 years	3
Never did any paid work (SPONTANEOUS)	4
DK/Refusal	5

EB62.1 NEW

Let's finish with some questions about the services of general interest

ASK ALL

QF1 In general, would you say that access to ... is easy or difficult for you? By that, I do not mean "financial access".

(SHOW CARD)

(READ OUT)	EASY ACCESS	DIFFICULT ACCESS	NO ACCESS (SPONTANEOUS)	DK
------------	-------------	------------------	-------------------------	----

(571)	1	mobile telephone services	1	2	3	4
(572)	2	fixed telephone services	1	2	3	4
(573)	3	electricity supply services	1	2	3	4
(574)	4	gas supply services	1	2	3	4
(575)	5	water supply services	1	2	3	4
(576)	6	postal services	1	2	3	4
(577)	7	transport services within towns/cities (bus, tram, underground, etc.)	1	2	3	4
(578)	8	rail services between towns/cities	1	2	3	4

EB58.0 Q2 TREND SLIGHTLY MODIFIED

IF "ACCESS", CODE 1 OR 2 FOR AT LEAST ONE SERVICE IN QF1

FOR EACH SERVICE, ASK ONLY TO THOSE WHO HAVE EASY OR DIFFICULT ACCESS TO IT

QF2 And could you tell me which of the following services do you use?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(579-588)
Mobile telephone services	1,
Fixed telephone services	2,
Electricity supply services	3,
Gas supply services	4,
Water supply services	5,
Postal services	6,
Transport services within towns/cities (bus, tram, underground, etc.)	7,
Rail services between towns/cities	8,
None of these (SPONTANEOUS)	9,
DK	10,

EB62.1 NEW

IF "USE AT LEAST ONE SERVICE", CODE 1 TO 8 IN QF2

FOR EACH SERVICE, ASK ONLY TO THOSE WHO USE IT

**QF3a** In general, would you say that the price you pay for ... you use is affordable or not? By that, I mean that I would like to know if the price you pay for the service is reasonable in relation with your budget or not?

(SHOW CARD)

	(READ OUT)	AFFOR-DABLE	NOT AFFOR-DABLE	EXCESSIVE (SPONTA-NEOUS)	DK
--	------------	-------------	-----------------	--------------------------	----

(589)	1	mobile telephone services	1	2	3	4
(590)	2	fixed telephone services	1	2	3	4
(591)	3	electricity supply services	1	2	3	4
(592)	4	gas supply services	1	2	3	4
(593)	5	water supply services	1	2	3	4
(594)	6	postal services	1	2	3	4
(595)	7	transport services within towns/cities (bus, tram, underground, etc.)	1	2	3	4
(596)	8	rail services between towns/cities	1	2	3	4

EB58.0 Q3 TREND MODIFIED

IF "HAVE ACCESS", CODE 1 OR 2 IN QF1 AND IF "DO NOT USE", NOT CODE 1 TO 8 IN QF2

FOR EACH SERVICE, ASK ONLY TO THOSE WHO HAVE ACCESS TO IT BUT DO NOT USE IT

**QF3b** In general, would you say that the price for ... is affordable or not? By that, I mean that I would like to know if, according to you, the price for the service is reasonable in relation with your budget or not?

(SHOW CARD)

	(READ OUT)	AFFOR-DABLE	NOT AFFOR-DABLE	EXCESSIVE (SPONTA-NEOUS)	DK
--	------------	-------------	-----------------	--------------------------	----

(597)	1	mobile telephone services	1	2	3	4
(598)	2	fixed telephone services	1	2	3	4
(599)	3	electricity supply services	1	2	3	4
(600)	4	gas supply services	1	2	3	4
(601)	5	water supply services	1	2	3	4
(602)	6	postal services	1	2	3	4
(603)	7	transport services within towns/cities (bus, tram, underground, etc.)	1	2	3	4
(604)	8	rail services between towns/cities	1	2	3	4

EB62.1 NEW

IF "USE AT LEAST ONE SERVICE", CODE 1 TO 8 IN QF2

FOR EACH SERVICE, ASK ONLY TO THOSE WHO USE IT

QF4a And in general, would you say that the price you pay for ... you use is justified or not? By that, mean that I would like to know if the price you pay for the service is value for money or not?

(SHOW CARD)

	(READ OUT)	JUSTIFIED	NOT JUSTIFIED	DK
--	------------	-----------	---------------	----

(605)	1	mobile telephone services	1	2	3
(606)	2	fixed telephone services	1	2	3
(607)	3	electricity supply services	1	2	3
(608)	4	gas supply services	1	2	3
(609)	5	water supply services	1	2	3
(610)	6	postal services	1	2	3
(611)	7	transport services within towns/cities (bus, tram, underground, etc.)	1	2	3
(612)	8	rail services between towns/cities	1	2	3

EB62.1 NEW

IF "HAVE ACCESS", CODE 1 OR 2 IN QF1 AND IF "DO NOT USE", NOT CODE 1 TO 8 IN QF2

FOR EACH SERVICE, ASK ONLY TO THOSE WHO HAVE ACCESS TO IT BUT DO NOT USE IT

**QF4b** And in general, would you say that the price for ... is justified or not? By that, I mean that I would like to know if, according to you, the price for the service is value for money or not?

(SHOW CARD)

	(READ OUT)	JUSTIFIED	NOT JUSTIFIED	DK
(613)	1 mobile telephone services	1	2	3
(614)	2 fixed telephone services	1	2	3
(615)	3 electricity supply services	1	2	3
(616)	4 gas supply services	1	2	3
(617)	5 water supply services	1	2	3
(618)	6 postal services	1	2	3
(619)	7 transport services within towns/cities (bus, tram, underground, etc.)	1	2	3
(620)	8 rail services between towns/cities	1	2	3

EB62.1 NEW

IF "USE AT LEAST ONE SERVICE", CODE 1 TO 8 IN QF2 -OTHERS GO TO QF9

FOR EACH SERVICE, ASK ONLY TO THOSE WHO USE IT

**QF5** Overall, what do you think of the quality of ... that you use? Would you say it is very good, fairly good, fairly bad, or very bad?

(SHOW CARD)

	(READ OUT)	VERY GOOD	FAIRLY GOOD	FAIRLY BAD	VERY BAD	DK
--	------------	-----------	-------------	------------	----------	----

(621)	1	mobile telephone services	1	2	3	4	5
(622)	2	fixed telephone services	1	2	3	4	5
(623)	3	electricity supply services	1	2	3	4	5
(624)	4	gas supply services	1	2	3	4	5
(625)	5	water supply services	1	2	3	4	5
(626)	6	postal services	1	2	3	4	5
(627)	7	transport services within towns/cities (bus, tram, underground, etc.)	1	2	3	4	5
(628)	8	rail services between towns/cities	1	2	3	4	5

EB58.0 Q4 TREND MODIFIED

FOR EACH SERVICE, ASK ONLY TO THOSE WHO USE IT

QF6 In general, would you say the information (bills, contracts, advertising, tickets, leaflets, etc.) you receive from ... is satisfactory or not satisfactory?

(SHOW CARD)

(READ OUT)	VERY SATISFACTORY	FAIRLY SATISFACTORY	FAIRLY NOT SATISFACTORY	NOT AT ALL SATISFACTORY	DK
------------	-------------------	---------------------	-------------------------	-------------------------	----

(629)	1	your mobile telephone service provider	1	2	3	4	5
(630)	2	your fixed telephone service provider	1	2	3	4	5
(631)	3	your electricity supply service provider	1	2	3	4	5
(632)	4	your gas supply service provider	1	2	3	4	5
(633)	5	your water supply service provider	1	2	3	4	5
(634)	6	your postal service provider(s)	1	2	3	4	5
(635)	7	providers of transport services within towns/cities	1	2	3	4	5
(636)	8	providers of rail services between towns/cities	1	2	3	4	5

EB58.0 Q5 TREND MODIFIED

FOR EACH SERVICE, ASK ONLY TO THOSE WHO USE IT

QF7 In general, would you say that the terms and conditions of your contract with your ... are fair or unfair?

(SHOW CARD)

(READ OUT)	FAIR	UNFAIR	DK
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		FAIR	UNFAIR	DK
(637)	1 mobile telephone service provider	1	2	3
(638)	2 fixed telephone service provider	1	2	3
(639)	3 electricity supply service provider	1	2	3
(640)	4 gas supply service provider	1	2	3
(641)	5 water supply service provider	1	2	3
(642)	6 postal service provider	1	2	3
(643)	7 provider of transport services within towns/cities	1	2	3
(644)	8 provider of rail services between towns/cities	1	2	3

EB58.0 Q6 TREND MODIFIED

FOR EACH SERVICE, ASK ONLY TO THOSE WHO USE IT

**QF8** In general, would you say that customer service from your ... 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 particular in urgent situations.

(SHOW CARD)

	(READ OUT)	VERY GOOD	FAIRLY GOOD	FAIRLY BAD	VERY BAD	DK
--	------------	-----------	-------------	------------	----------	----

(645)	1	mobile telephone service provider	1	2	3	4	5
(646)	2	fixed telephone service provider	1	2	3	4	5
(647)	3	electricity supply service provider	1	2	3	4	5
(648)	4	gas supply service provider	1	2	3	4	5
(649)	5	water supply service provider	1	2	3	4	5
(650)	6	postal service provider	1	2	3	4	5
(651)	7	provider of transport services within towns/cities	1	2	3	4	5
(652)	8	provider of rail services between towns/cities	1	2	3	4	5

EB62.1 NEW

ASK ALL

QF9 In general, would you say that the ... is/are safe or not safe?

(SHOW CARD)

	(READ OUT)	VERY SAFE	FAIRLY SAFE	FAIRLY NOT SAFE	NOT AT ALL SAFE	DK
--	------------	-----------	-------------	-----------------	-----------------	----

(653)	1	mobile telephone service	1	2	3	4	5
(654)	2	electricity supply service	1	2	3	4	5
(655)	3	gas supply service	1	2	3	4	5
(656)	4	water supply service	1	2	3	4	5
(657)	5	transport services within towns/cities	1	2	3	4	5
(658)	6	rail services between towns/cities	1	2	3	4	5

EB62.1 NEW

IF "USE AT LEAST ONE SERVICE", CODE 1 TO 8 IN QF2

FOR EACH SERVICE, ASK ONLY TO THOSE WHO USE IT

**QF10a** 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...?

(READ OUT) YES NO DK

	(READ OUT)	YES	NO	DK
(659)	1 mobile telephone services	1	2	3
(660)	2 fixed telephone services	1	2	3
(661)	3 electricity supply services	1	2	3
(662)	4 gas supply services	1	2	3
(663)	5 water supply services	1	2	3
(664)	6 postal services	1	2	3
(665)	7 transport services within towns/cities	1	2	3
(666)	8 rail services between towns/cities	1	2	3

EB58.0 Q7 TREND MODIFIED

IF "YES" CODE 1 IN QF10a

FOR EACH SERVICE, ASK ONLY TO THOSE WHO USE IT AND HAVE MADE A COMPLAINT

QF10b Would you say your complaint with each of the following services was dealt with very well, fairly well, fairly badly or very badly?

(SHOW CARD)

(READ OUT)	VERY WELL	FAIRLY WELL	FAIRLY BADLY	VERY BADLY	DK
------------	-----------	-------------	--------------	------------	----

(667)	1	Mobile telephone services	1	2	3	4	5
(668)	2	Fixed telephone services	1	2	3	4	5
(669)	3	Electricity supply services	1	2	3	4	5
(670)	4	Gas supply services	1	2	3	4	5
(671)	5	Water supply services	1	2	3	4	5
(672)	6	Postal services	1	2	3	4	5
(673)	7	Transport services within towns/cities	1	2	3	4	5
(674)	8	Rail services between towns/cities	1	2	3	4	5

EB58.0 Q7 TREND MODIFIED

DEMOGRAPHICS

ASK ALL

D1 In political matters people talk of "the left" and "the right". How would you place your views on this scale?

(SHOW CARD) - (INT.: DO NOT PROMPT - IF CONTACT HESITATES, TRY AGAIN)

(675-676)

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

Refusal 11

DK 12

EB62.0 D1

NO QUESTIONS D2 TO D6

D7 Could you give me the letter which corresponds best to your own current situation?

(SHOW CARD - READ OUT - ONE ANSWER ONLY)

(677-678)

Married	1
Remarried	2
Unmarried, currently living with partner	3
Unmarried, having never lived with a partner	4
Unmarried, having previously lived with a partner, but now on my own	5
Divorced	6
Separated	7
Widowed	8
Other (SPONTANEOUS)	9
Refusal (SPONTANEOUS)	10

EB62.0 D7

**D8** How old were you when you stopped full-time education?

(INT.: IF "STILL STUDYING", CODE '00' - IF "NO FULL-TIME EDUCATION", CODE '98' - IF "DK", CODE '99')

(679-680)

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EB62.0 D8

NO QUESTION D9

**D10** Gender.

(681)

Male	1
Female	2

EB62.0 D10

QUESTION D11 ASKED AFTER Q1

NO QUESTION D12 TO D14

QUESTIONS D15a & b & c & d ASKED AFTER D11

NO QUESTIONS D16 TO D24

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

(READ OUT)

(682)

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

EB62.0 D25

NO QUESTIONS D26 TO D39

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

INT.: READ OUT - WRITE DOWN)

(683-684)

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EB62.0 D40a

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

INT.: READ OUT - WRITE DOWN)

(685-686)

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EB62.0 D40b

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

INT.: READ OUT - WRITE DOWN)

(687-688)

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EB62.0 D40c

**D41** You personally, were you born...?

SHOW CARD - READ OUT - ONE ANSWER ONLY)

	(689)
in (OUR COUNTRY)	1
in another member country of the European Union	2
in Europe, but not in a member country of the European Union	3
in Asia, in Africa or in Latin America	4
in Northern America, in Japan or in Oceania	5
Refusal (SPONTANEOUS)	6

EB62.0 D41

**D42** which of these proposals corresponds to your situation?

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

	(690)
Your mother and your father were born in (OUR COUNTRY)	1
One of your parents was born in (OUR COUNTRY) and the other was born in another Member State of the European Union	2
Your mother and your father were born in another Member State of the European Union	3
At least one of your parents was born outside of the European Union	4
DK/Refusal (SPONTANEOUS)	5

EB62.0 D42

D43a	Fixed telephone available in the household?
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D43b	Mobile telephone available in the household?
------	--

	(691)	(692)
	D43a	D43b
	Fixed	Mobile
Yes	1	1
No	2	2

EB62.0 P12a P12b
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**P6** Size of locality

(LOCAL CODES)

(706-707)

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EB62.0 P6

**P7** Region

(LOCAL CODES)

(708-709)

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EB62.0 P7

**P8** Postal code

(710-717)

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EB62.0 P8

**P9** Sample point number

(718-725)

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EB62.0 P9

**P10** Interviewer number

(726-733)

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EB62.0 P10

**P11** Weighting factor

(734-741)

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EB62.0 P11

ASK ONLY in LU, BE, ES, FI, EE, LV, MT and TR

P13 Language of interview

Language 1
Language 2
Language 3

(742)  
1  
2  
3

EB62.0 P13