

Note:

To read the data presented in the data tables, please note that two percentages are shown. The first is the ratio between the number of recorded answers and the total number of people to who the question was put. The second is the ratio between the number of recorded answers and the number of persons having given an answer to the question (therefore, people who did not express an opinion and responded “don’t know” were excluded).

For example, for the question Q2 on page 5, “in general, would you say that access to mobile telephone services is easy or difficult for you?”, results for Belgium read as follows:

1074 is the total number of surveyed people. On those 1074 persons,
788 responded having an easy access, or
73.4% of surveyed people (788/1074) or
78.9% of people having given an answer to the question (788/(1074-75))
61 persons responded having a difficult access, or
5.7 % of surveyed people (61/1074) or
6.1% of people having given an answer to the question (61/(1074-75))
150 persons answered spontaneously that they had no access at all (this answer was not proposed), or
14% of surveyed people (150/1074) or
15% of people having given an answer to the question (150/(1074-75))
75 persons did not express an opinion (DK = don’t know), or
7% of surveyed people (75/1074)

“Average”: shows the medium position, on a scale with n points (where n= 2, 3, 4,...) or the surveyed sample. To each level in the scale corresponds a weight which allows the calculation of the average.