Special Eurobarometer 396 - e-Communications Household Survey

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DG CONNECT regularly carries out opinion surveys to keep abreast of trends in electronic communications markets and to assess how EU households and citizens derive benefits from the digital environment. For this year's edition, emphasis has been placed (a) on consumer perceptions of broadband speed, (b) on the quality of experience of access services, (c) on consumer affordability, (d) on factors for subscribing and switching between communication service providers and (e) on the transparency of tariff information.

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AT [7]
BE [8]
BG [9]
CY [10]
CZ [11]
DE [12]
DK [13]
EE [14]
EL [15]
ES [16]
FI [17]
FR [18]
HR [19]
HU [20]
IE [21]
IT [22]
LT [23]
LU [24]
LV [25]
MT [26]
NL [27]
PL [28]
PT [29]

RO [30]
SE [31]
SI [32]
SK [33]
UK [34]

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[4] http://ec.europa.eu/information_society/newsroom/cf/dae/document.cfm?doc_id=2632
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[6] http://ec.europa.eu/information_society/newsroom/cf/dae/document.cfm?doc_id=2638
[7] http://ec.europa.eu/information_society/newsroom/cf/dae/document.cfm?doc_id=2528
[8] http://ec.europa.eu/information_society/newsroom/cf/dae/document.cfm?doc_id=2529
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[10] http://ec.europa.eu/information_society/newsroom/cf/dae/document.cfm?doc_id=2531
[11] http://ec.europa.eu/information_society/newsroom/cf/dae/document.cfm?doc_id=2532
[12] http://ec.europa.eu/information_society/newsroom/cf/dae/document.cfm?doc_id=2533
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[21] http://ec.europa.eu/information_society/newsroom/cf/dae/document.cfm?doc_id=2542
[22] http://ec.europa.eu/information_society/newsroom/cf/dae/document.cfm?doc_id=2543
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