1. PENETRATION RATES OF MAIN SERVICES

### Telephone penetration
- Households combining a fixed and mobile phone access: 61% (EU28), 40% (DK)
- Households having a mobile telephone but no fixed phone: 31% (EU28), 55% (DK)
- Households having a fixed telephone but no mobile telephone access: 7% (EU28), 4% (DK)
- Households not having fixed telephone access nor mobile telephone access: 2% (EU28), 1% (DK)
- Mobile Internet at household level: 48% (EU28), 71% (DK)
- Households making phone calls over the Internet: 23% (EU28), 41% (DK)

### Internet penetration
- Internet (Total): 65% (EU28), 68% (DK)
- Broadband: 60% (EU28), 80% (DK)
- ADSL: 38% (EU28), 25% (DK)
- Cable modem: 12% (EU28), 31% (DK)
- Mobile network: 7% (EU28), 14% (DK)

### Television penetration
- Television (Total): 96% (EU28), 97% (DK)
- Terrestrial TV (Digital + Analogue): 41% (EU28)
- Total "Cable TV": 29% (EU28), 55% (DK)
- Satellite: 24% (EU28), 0% (DK)
- The telephone network + modem and/or decoder: 7% (EU28), 0% (DK)

*In countries where analogue TV is still relevant.
2. EXPERIENCE OF INTERNET SERVICE ACCESS

Difficulties experienced due to insufficient speed
Answers: Total ‘Yes’

- When using your household Internet subscription*: 39%
- When using the Internet on your mobile phone**: 43%

Experience of internet blocking
Answers: Total ‘Yes’

- When using your household Internet subscription*: 24%
- When using the Internet on your mobile phone**: 20%

*Base: Respondents who have Internet access at home
**Base: Respondents who own a personal mobile phone with Internet access

3. BUNDLES AND SWITCHING SERVICE PROVIDER

Proportion of households with a service package

- Total proportion of bundles: 46% EU28, 51% DK
- Internet as part of a bundle: 42% EU28, 46% DK
- Fixed line as part of a bundle: 37% EU28, 25% DK
- Television as part of a bundle: 25% EU28, 36% DK
- Mobile telephone as part of a bundle: 13% EU28, 17% DK

Have you or someone in your household changed service provider for the following services?

- Bundles: 45% EU28, 51% DK
- Mobile telephone: 44% EU28, 55% DK
- Internet: 43% EU28, 56% DK
- Fixed line telephone: 37% EU28, 38% DK
- Television: 26% EU28, 38% DK

Base: Respondents who have access to the respective service
*The following regrouping of responses has been performed: ‘At least once’ = “Yes, within the last year” + “Yes, between more than one and two years ago” + “Yes, between more than two and five years ago” + “Yes, more than five years ago”
4. TRANSPARENCY OF BUNDLED OFFERS

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

- You can easily compare the services and prices offered by your current bundle with other bundled offers:
  - Agree: 69% (EU28), 53% (DK)
  - Disagree: 21% (EU28), 39% (DK)
  - Don't know: 4% (EU28), 2% (DK)

- Your bundle provider regularly gives you updated information about changes to tariffs and packages:
  - Agree: 44% (EU28), 48% (DK)
  - Disagree: 45% (EU28), 42% (DK)
  - Don't know: 4% (EU28), 3% (DK)

- You regularly read comparisons of bundled offers:
  - Agree: 32% (EU28), 23% (DK)
  - Disagree: 62% (EU28), 70% (DK)
  - Don't know: 4% (EU28), 4% (DK)

Base: Respondents who have a bundle
*New item

Evolution 01/2014 - 02/03/2013 (EU27)

5. AFFORDABILITY

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

- You limit your national calls with your mobile phone because you are concerned about communication charges:
  - Agree: 52% (EU28), 34% (DK)
  - Disagree: 43% (EU28), 50% (DK)
  - Don't know: 4% (EU28), 2% (DK)

- You limit your calls to mobile or fixed phones of another network operator because you are concerned about higher communication charges than when making a phone call to others on your own network:
  - Agree: 25% (EU28), 15% (DK)
  - Disagree: 73% (EU28), 82% (DK)
  - Don't know: 2% (EU28), 3% (DK)

- You limit the use of mobile Internet access because you are concerned about charges:
  - Agree: 34% (EU28), 24% (DK)
  - Disagree: 56% (EU28), 72% (DK)
  - Don't know: 2% (EU28), 3% (DK)

- You limit your calls to other EU countries from your mobile phone because you are concerned about communication charges:
  - Agree: 37% (EU28), 50% (DK)
  - Disagree: 23% (EU28), 29% (DK)
  - Don't know: 4% (EU28), 1% (DK)

- You limit your calls to other EU countries from your fixed phone because you are concerned about communication charges:
  - Agree: 43% (EU28), 20% (DK)
  - Disagree: 26% (EU28), 32% (DK)
  - Don't know: 29% (EU28), 16% (DK)

Base: Respondents who have access to the respective service
*New item

Evolution 01/2014 - 02/03/2013 (EU27)
6. ROAMING IN THE EU

How often do you travel abroad…?

To other countries within the EU
- EU28: 63% At least once*
- DK: 93% At least once*
- EU28: 37% Never
- DK: 7% Never
- EU28: 0% Don't know
- DK: 0% Don't know

To other countries outside the EU
- EU28: 44% At least once*
- DK: 75% At least once*
- EU28: 56% Never
- DK: 25% Never
- EU28: 0% Don't know
- DK: 0% Don't know

*The following regrouping of responses has been performed: ‘At least once’ = ‘Several times a month’ + ‘Once a month’ + ‘Several times a year’ + ‘Once a year’ + ‘Once over the last 2 years’ + ‘Once over the last 3 to 5 years’ + ‘Less often’

When visiting another EU country, you generally…? (MULTIPLE ANSWERS POSSIBLE)

- Switch off your mobile phone and never use it: 28% EU28, 21% DK
- Switch off the data roaming capabilities of your mobile phone or smartphone: 25% EU28, 55% DK
- Activate a special data roaming plan offered by your network operator: 18% EU28, 3% DK
- Connect to the Internet using public or private Wi-Fi access with your mobile phone: 18% DK
- Purchase or use a SIM card in the EU country you are visiting: 10% EU28, 5% DK
- Other (SPONTANEOUS): 9% EU28, 19% DK
- Don’t know: 6% EU28, 4% DK

Base: Respondents who have visited another EU country and own a personal mobile phone

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

- Making voice calls: 30% EU28, 54% DK
- Sending text messages: 20% EU28, 45% DK
- Sending and receiving e-mails excluding Wi-Fi access: 47% EU28, 29% DK
- Using social media excluding Wi-Fi access: 47% EU28, 33% DK
- Using messaging services like Viber or Skype excluding Wi-Fi access: 46% EU28, 32% DK

Base: Respondents who have visited another EU country and own a personal mobile phone