1. PENETRATION RATES OF MAIN SERVICES

**Telephone penetration**
- Households combining a fixed and mobile phone access: EU28 61%, SI 73%
- Households having a mobile telephone but no fixed phone: EU28 31%, SI 23%
- Households having a fixed telephone but no mobile telephone access: EU28 7%, SI 2%
- Households not having fixed telephone access nor mobile telephone access: EU28 1%, SI 1%
- Mobile Internet at household level: EU28 48%, SI 50%
- Households making phone calls over the Internet: EU28 23%, SI 27%

**Evolution**
- Households combining a fixed and mobile phone access: EU28 73%, SI 73%
- Households having a fixed telephone but no mobile telephone access: EU28 34%, SI 52%
- Households having a mobile telephone but no fixed phone: EU28 40%, SI 42%
- Households not having fixed telephone access nor mobile telephone access: EU28 59%, SI 60%
- Mobile Internet at household level: EU28 65%, SI 73%

**Internet penetration**
- Internet (Total): EU28 65%, SI 73%
- Broadband: EU28 60%, SI 67%
- ADSL: EU28 38%, SI 22%
- Cable modem: EU28 12%, SI 32%
- Mobile network: EU28 7%, SI 6%

**Television penetration**
- Television (Total): EU28 96%, SI 95%
- Terrestrial TV (Digital + Analogue*): EU28 41%, SI 17%
- Total 'Cable TV': EU28 29%, SI 51%
- Satellite: EU28 24%
- The telephone network + modem and/or decoder: EU28 7%, SI 21%

*In countries where analogue TV is still relevant

EUROBAROMETER 81.1
RESULTS FOR SLOVENIA
2. EXPERIENCE OF INTERNET SERVICE ACCESS

Difficulties experienced due to insufficient speed

Answers: Total ‘Yes’

When using your household Internet subscription*

- EU28: 39%
- SI: 43%

When using the Internet on your mobile phone**

- EU28: 43%
- SI: 44%

Experience of Internet blocking

Answers: Total ‘Yes’

When using your household Internet subscription*

- EU28: 24%
- SI: 33%

When using the Internet on your mobile phone**

- EU28: 25%
- SI: 30%

*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

- EU28: 46%
- SI: 63%

Internet as part of a bundle

- EU28: 42%
- SI: 56%

Fixed line as part of a bundle

- EU28: 37%
- SI: 49%

Television as part of a bundle

- EU28: 25%
- SI: 58%

Mobile telephone as part of a bundle

- EU28: 13%
- SI: 6%

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

- Bundles
- Mobile telephone
- Internet
- Fixed line telephone
- Television

EU28

SI

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%
  - Disagree: 21%
  - Don't know: 6%

- **Your bundle provider regularly gives you updated information about changes to tariffs and packages**
  - Agree: 53%
  - Disagree: 39%
  - Don't know: 6%

- **You regularly read comparisons of bundled offers**
  - Agree: 32%
  - Disagree: 62%
  - Don't know: 2%

**EU28 and SI**

- Total 'Agree':
  - EU28: 64%
  - SI: 63%
- Total 'Disagree':
  - EU28: 41%
  - SI: 48%
- Not applicable (SPONTANEOUS):
  - EU28: 7%
  - SI: 2%
- Don't know:
  - EU28: 1%
  - SI: 2%

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%
  - Disagree: 34%
  - Don't know: 4%

- **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: 44%
  - Disagree: 49%
  - Don't know: 7%

- **You limit the use of mobile Internet access because you are concerned about charges**
  - Agree: 34%
  - Disagree: 41%
  - Don't know: 1%

- **You limit your calls to other EU countries from your mobile phone because you are concerned about communication charges**
  - Agree: 50%
  - Disagree: 22%
  - Don't know: 8%

- **You limit your calls to other EU countries from your fixed phone because you are concerned about communication charges**
  - Agree: 43%
  - Disagree: 28%
  - Don't know: 10%

**EU28 and SI**

- Total 'Agree':
  - EU28: 51%
  - SI: 47%
- Total 'Disagree':
  - EU28: 36%
  - SI: 33%
- Not applicable (SPONTANEOUS):
  - EU28: 9%
  - SI: 10%
- Don't know:
  - EU28: 2%
  - SI: 4%

Base: Respondents who have access to the respective service

*New item*

EUROBAROMETER 81.1
RESULTS FOR SLOVENIA
6. ROAMING IN THE EU

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

- Switch off your mobile phone and never use it: 28%
- Switch off the data roaming capabilities of your mobile phone or smartphone: 16%
- Activate a special data roaming plan offered by your network operator: 25%
- Connect to the Internet using public or private Wi-Fi access with your mobile phone: 33%
- Purchase or use a SIM card in the EU country you are visiting: 18%
- Other (SPONTANEOUS): 20%
- Don’t know: 10%

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

How often do you travel abroad...?

<table>
<thead>
<tr>
<th></th>
<th>EU28</th>
<th>SI</th>
</tr>
</thead>
<tbody>
<tr>
<td>To other countries within the EU</td>
<td>63%</td>
<td>61%</td>
</tr>
<tr>
<td>To other countries outside the EU</td>
<td>44%</td>
<td>56%</td>
</tr>
</tbody>
</table>

*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'.