1. PENETRATION RATES OF MAIN SERVICES

**Telephone penetration**

- Households combining a fixed and mobile phone access: 61% (EU28), 16% (SK)
- Households having a mobile telephone but no fixed phone: 31% (EU28), 74% (SK)
- Households having a fixed telephone but no mobile telephone access: 7% (EU28), 4% (SK)
- Households not having fixed telephone access nor mobile telephone access: 2% (EU28), 6% (SK)
- Mobile Internet at household level: 48% (EU28), 36% (SK)
- Households making phone calls over the Internet: 23% (EU28), 20% (SK)

**Internet penetration**

- Internet (Total): 65% (EU28), 59% (SK)
- Broadband: 60% (EU28), 51% (SK)
- ADSL: 36% (EU28), 10% (SK)
- Cable modem: 12% (EU28), 15% (SK)
- Mobile network: 7% (EU28), 9% (SK)

**Television penetration**

- Television (Total): 96% (EU28), 95% (SK)
- Terrestrial TV (Digital + Analogue*): 41% (EU28), 31% (SK)
- Total 'Cable TV': 20% (EU28), 33% (SK)
- Satellite: 24% (EU28), 34% (SK)
- The telephone network + modem and/or decoder: 7% (EU28), 1% (SK)

*In countries where analogue TV is still relevant

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

Difficulties experienced due to insufficient speed

Answers: Total "Yes"

When using your household Internet subscription*
- EU28: 39%
- SK: 34%

When using the Internet on your mobile phone**
- EU28: 43%
- SK: 34%

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

Experience of Internet blocking

Answers: Total "Yes"

When using your household Internet subscription*
- EU28: 24%
- SK: 31%

When using the Internet on your mobile phone**
- EU28: 25%
- SK: 24%

*Base: Respondents who have broadband 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%
- SK: 22%

Internet as part of a bundle
- EU28: 42%
- SK: 19%

Fixed line as part of a bundle
- EU28: 37%
- SK: 4%

Television as part of a bundle
- EU28: 25%
- SK: 14%

Mobile telephone as part of a bundle
- EU28: 13%
- SK: 10%

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RESULTS FOR SLOVAKIA

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

- Bundles: 45%, 65%, 32%, 2%
- Mobile telephone: 44%, 51%, 48%, 1%
- Internet: 43%, 47%, 56%, 1%
- Fixed line telephone: 37%, 62%, 86%, 1%
- Television: 26%, 54%, 72%, 2%

EU28 vs. SK

At least once* No, never Don't know

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%
- Strongly disagree: 4%
- Don't know: 6%

**Your bundle provider regularly gives you updated information about changes to tariffs and packages**

- Agree: 53%
- Disagree: 39%
- Strongly disagree: 2%
- Don't know: 6%

**You regularly read comparisons of bundled offers**

- Agree: 62%
- Disagree: 38%
- Strongly disagree: 4%
- Don't know: 2%

**EU28**

- Total 'Agree': 52%
- Total 'Disagree': 47%
- Not applicable (SPONTANEOUS): 1%
- Don't know: 1%

**SK**

- Total 'Agree': 48%
- Total 'Disagree': 52%
- Not applicable (SPONTANEOUS): 0%
- Don't know: 1%

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: 43%
- Disagree: 55%
- Strongly disagree: 4%
- Don't know: 2%

**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: 49%
- Disagree: 47%
- Strongly disagree: 2%
- Don't know: 2%

**You limit the use of mobile Internet access because you are concerned about charges**

- Agree: 56%
- Disagree: 40%
- Strongly disagree: 7%
- Don't know: 1%

**You limit your calls to other EU countries from your mobile phone because you are concerned about communication charges**

- Agree: 49%
- Disagree: 37%
- Strongly disagree: 14%
- Don't know: 0%

**You limit your calls to other EU countries from your fixed phone because you are concerned about communication charges**

- Agree: 30%
- Disagree: 28%
- Strongly disagree: 20%
- Don't know: 1%

**EU28**

- Total 'Agree': 50%
- Total 'Disagree': 37%
- Not applicable (SPONTANEOUS): 14%
- Don't know: 0%

**SK**

- Total 'Agree': 40%
- Total 'Disagree': 48%
- Not applicable (SPONTANEOUS): 12%
- Don't know: 0%

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
63% 37% 0%

To other countries
outside the EU
44% 56% 0%

EU28
SK
At least once
Never
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
26%

Switch off the data roaming capabilities of your mobile phone or smartphone
28%

Activate a special data roaming plan offered by your network operator
14%

Connect to the Internet using public or private Wi-Fi access with your mobile phone
18%

Purchase or use a SIM card in the EU country you are visiting
12%

Other (SPONTANEOUS)
16%

Don’t know
4%

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%

Sending text messages
20%

(IF MOBILE SUBSCRIPTION ALLOWS INTERNET ACCESS) Sending and receiving e-mails excluding Wi-Fi access
47%

(IF MOBILE SUBSCRIPTION ALLOWS INTERNET ACCESS) Using social media excluding Wi-Fi access
35%

(IF MOBILE SUBSCRIPTION ALLOWS INTERNET ACCESS) Using messaging services like Viber or Skype excluding Wi-Fi access
30%

EU28
SK
Never in another EU country
Less often than in (OUR COUNTRY)
As often as in (OUR COUNTRY)
Never – Neither in (OUR COUNTRY) nor in another EU country
Don't know

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