



EUROPE DIRECT Contact Centre

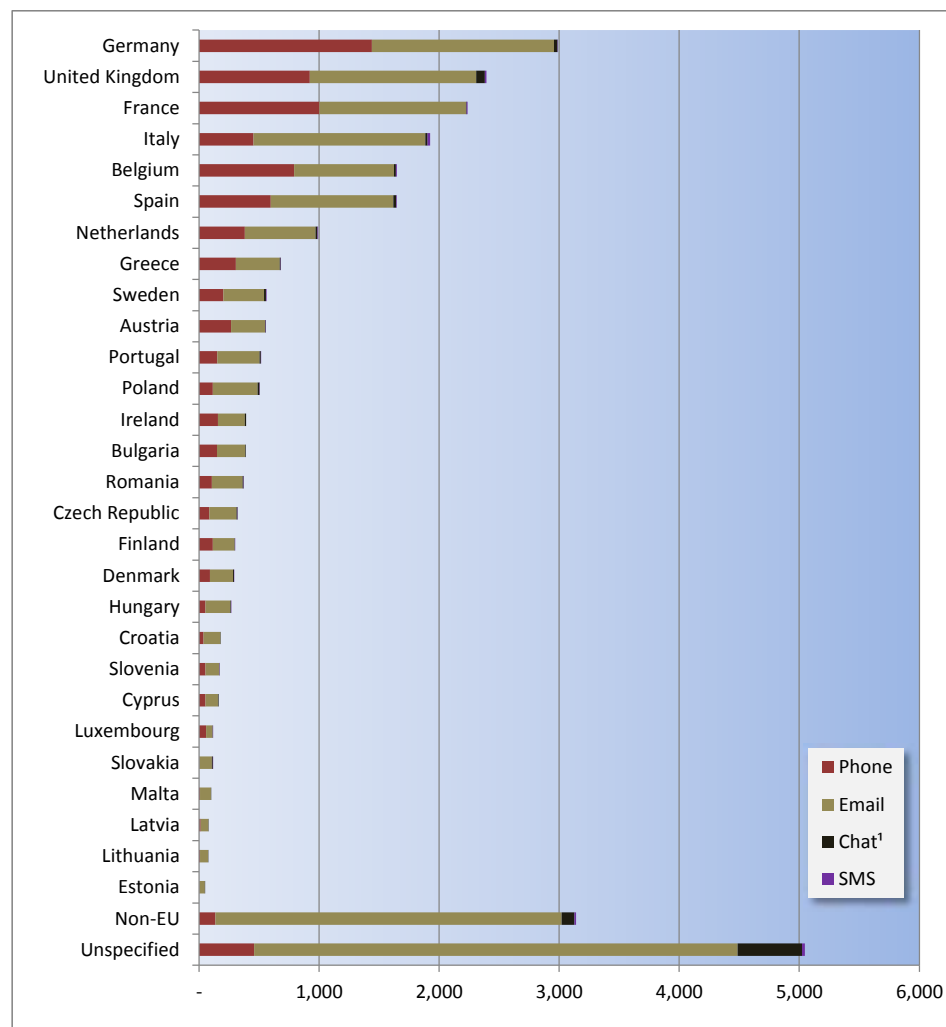
Quarterly report for July - September 2015

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Enquiries by country and channel

Country	SMS	Chat ¹	Phone	Email	Total	
Germany	3	28	1,439	1,518	2,988	
United Kingdom	13	72	924	1,386	2,395	
France	7	7	1,004	1,219	2,237	
Italy	22	19	454	1,430	1,925	
Belgium	10	15	792	832	1,649	
Spain	4	23	599	1,021	1,647	
Netherlands	4	18	381	589	992	
Greece	4	7	306	367	684	
Sweden	5	14	202	341	562	
Austria	1	4	267	283	555	
Portugal	3	10	153	351	517	
Poland	2	17	116	372	507	
Ireland	-	11	158	224	393	
Bulgaria	-	5	151	233	389	
Romania	2	8	106	258	374	
Czech Republic	1	7	85	228	321	
Finland	1	2	114	182	299	
Denmark	2	9	92	190	293	
Hungary	1	4	54	208	267	
Croatia	-	5	38	140	183	
Slovenia	2	2	55	113	172	
Cyprus	-	4	54	104	162	
Luxembourg	1	3	58	55	117	
Slovakia	1	6	2	106	115	
Malta	-	3	9	90	102	
Latvia	-	1	13	64	78	
Lithuania	-	3	8	66	77	
Estonia	-	1	3	46	50	
Total EU	89	308	7,637	12,016	20,050	71.0%
Non-EU	15	106	137	2,884	3,142	11.1%
Unspecified	23	536	459	4,029	5,047	17.9%
Grand Total	127	950	8,233	18,929	28,239	
	0.4%	3.4%	29.2%	67.0%		
Obsolete²	216	230	2,036	3,238	5,720	16.8%



Ranking of countries by share of phone calls, e-mail and chat

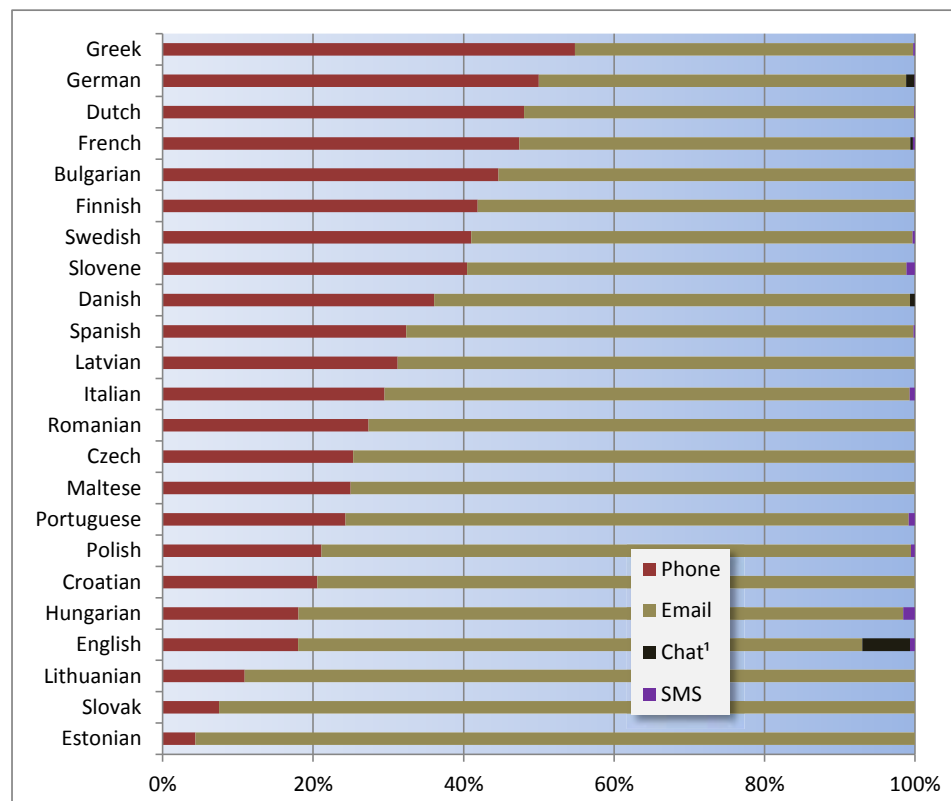
¹ On the chat channel, citizens are not asked to divulge their country of origin. The data is thus only available in relatively few cases and must be interpreted with care.

² Types of messages (newsletter, eccentric messages, advertising etc.) which generally do not require a reply.

Enquiries by language and channel

Language	SMS	Chat ¹	Phone	Email	Total	
Bulgarian	-	-	129	160	289	1.0%
Croatian	-	-	30	116	146	0.5%
Czech	-	-	56	165	221	0.8%
Danish	-	1	57	100	158	0.6%
Dutch	1	-	489	528	1,018	3.6%
English	90	905	2,558	10,664	14,217	50.3%
Estonian	-	-	1	22	23	0.1%
Finnish	-	-	80	111	191	0.7%
French	8	11	1,515	1,661	3,195	11.3%
Irish	-	-	-	-	-	0.00%
German	2	33	1,512	1,477	3,024	10.7%
Greek	1	-	267	219	487	1.7%
Hungarian	3	-	35	156	194	0.7%
Italian	11	-	473	1,121	1,605	5.7%
Latvian	-	-	10	22	32	0.1%
Lithuanian	-	-	6	49	55	0.2%
Maltese	-	-	1	3	4	0.01%
Polish	2	-	83	308	393	1.4%
Portuguese	4	-	118	364	486	1.7%
Romanian	-	-	72	191	263	0.9%
Slovak	-	-	6	74	80	0.3%
Slovene	1	-	36	52	89	0.3%
Spanish	3	-	562	1,170	1,735	6.1%
Swedish	1	-	137	196	334	1.2%
Total	127	950	8,233	18,929	28,239	

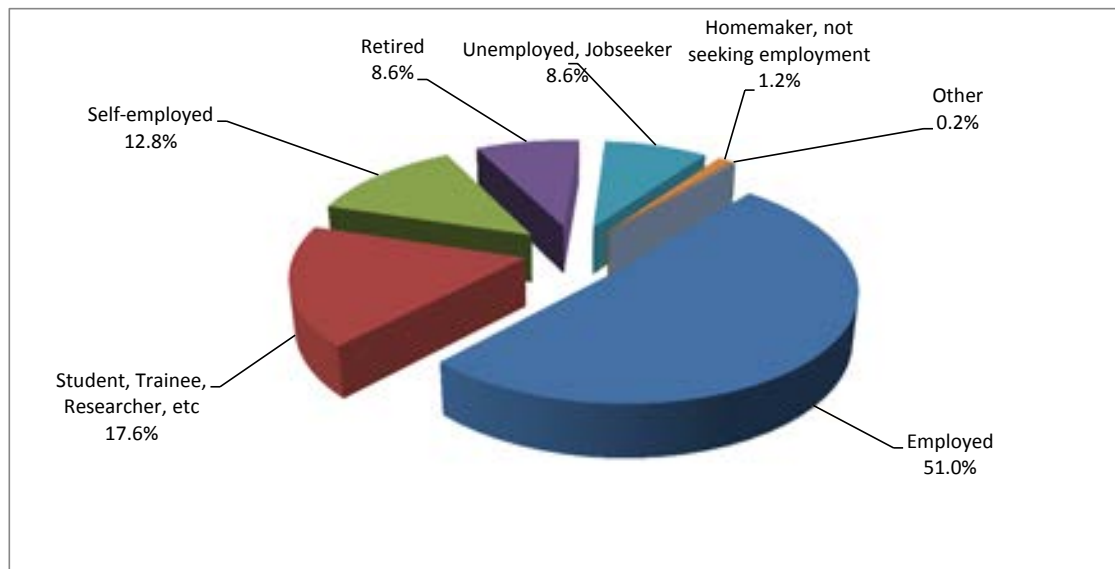
¹ Chat is only available in German, English and French.



Proportion of enquiries, sorted by proportion of phone enquiries

Enquiries by economic category, if known

Economic category	Enquiries	
Employed	5,754	20.4%
Student, Trainee, Researcher, etc	1,990	7.0%
Self-employed	1,442	5.1%
Retired	971	3.4%
Unemployed, Jobseeker	971	3.4%
Homemaker, not seeking employment	131	0.5%
Other	19	0.1%
Unspecified	16,961	60.1%
Total	28,239	



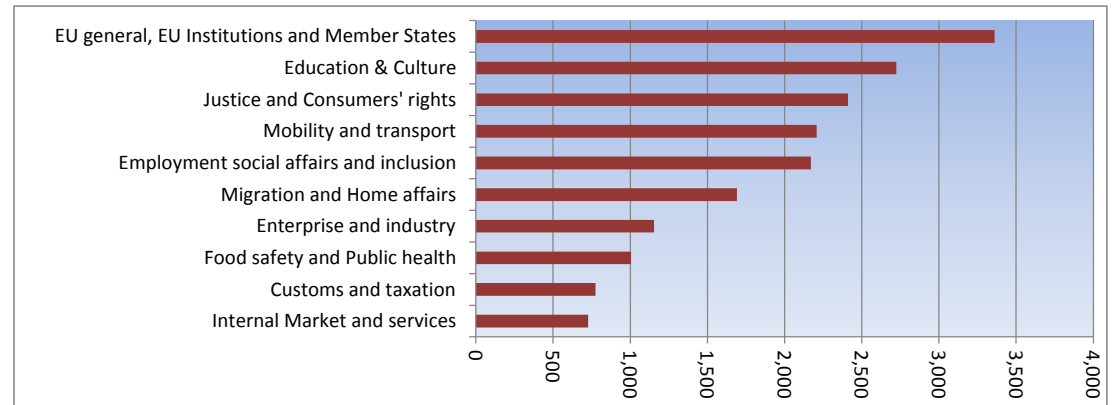
Excluding "Unspecified" cases. Given their large percentage, data must be interpreted with care.

Enquiries by subject

Top 10 subjects	Enquiries	
EU general, EU Institutions and Member States	3,360	11.9%
Education & Culture	2,723	9.6%
Justice and Consumers' rights	2,411	8.5%
Mobility and transport	2,207	7.8%
Employment social affairs and inclusion	2,171	7.7%
Migration and Home affairs	1,692	6.0%
Enterprise and industry	1,155	4.1%
Food safety and Public health	1,005	3.6%
Customs and taxation	775	2.7%
Internal Market and services	727	2.6%
Total	18,226	

Other subjects	Enquiries	
Other specific policies including International Cooperation and development, Foreign Policy, Environment, Regional Policy, Energy, Economic and monetary affairs, Competition, Agriculture and rural development, Research and innovation, Enlargement, Information Society and media, Fisheries and maritime affairs, ECHO.	3,592	12.7%
Research Enquiry Service	2,872	10.2%
Out of scope	1,605	5.7%
Service-related issues	1,032	3.7%
External trade	559	2.0%
Export Helpdesk	143	0.5%
Publication Orders	150	0.5%
EIT	60	0.2%
Total	10,013	

Grand Total	28,239
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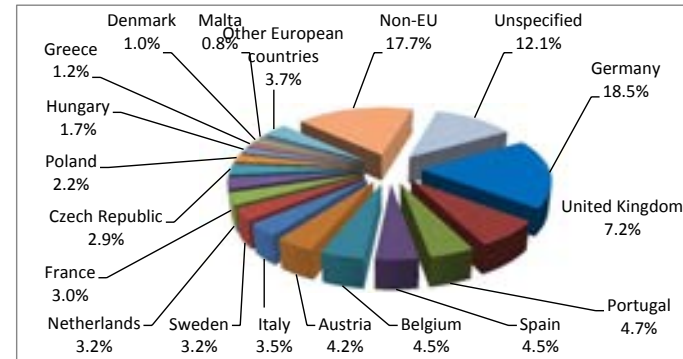


Selected hot topics by country

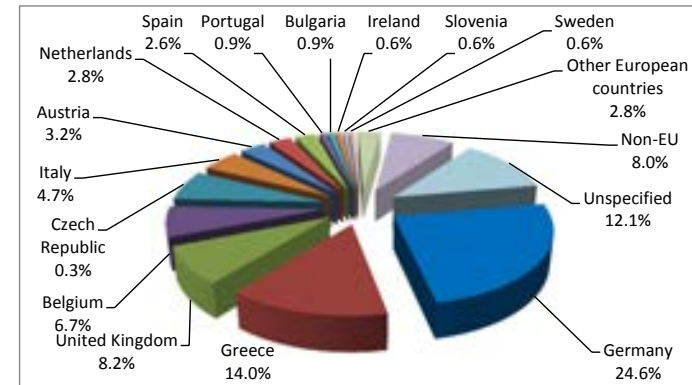
Mediterranean refugee crisis	
Country	Enquiries
Germany	110
United Kingdom	43
Portugal	28
Spain	27
Belgium	27
Austria	25
Italy	21
Sweden	19
Netherlands	19
France	18
Czech Republic	17
Poland	13
Hungary	10
Greece	7
Denmark	6
Malta	5
Romania	4
Bulgaria	4
Luxembourg	3
Croatia	3
Ireland	2
Slovakia	2
Latvia	2
Finland	1
Cyprus	1
Estonia	-
Slovenia	-
Lithuania	-
Total EU	417
Non-EU	105
Unspecified	72
Total	594

Eurozone debt crisis	
Country	Enquiries
Germany	114
Greece	65
United Kingdom	38
Belgium	31
France	31
Italy	22
Austria	15
Netherlands	13
Spain	12
Portugal	4
Bulgaria	4
Ireland	3
Slovenia	3
Sweden	3
Malta	2
Romania	2
Czech Republic	2
Denmark	2
Finland	1
Slovakia	1
Hungary	1
Cyprus	-
Poland	-
Estonia	-
Lithuania	-
Croatia	-
Luxembourg	-
Latvia	-
Total EU	371
Non-EU	37
Unspecified	56
Total	464

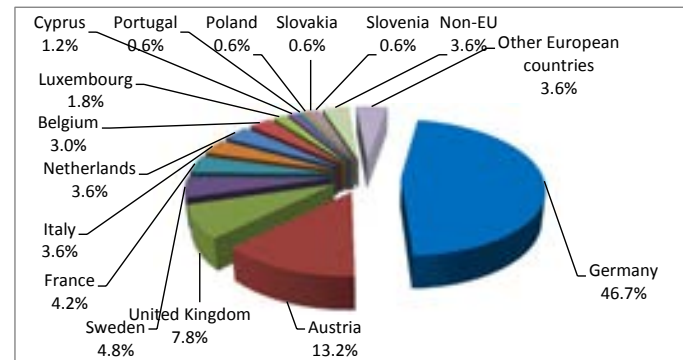
TTIP	
Country	Enquiries
Germany	78
Austria	22
United Kingdom	13
Sweden	8
France	7
Italy	6
Netherlands	6
Belgium	5
Luxembourg	3
Cyprus	2
Portugal	1
Poland	1
Slovakia	1
Slovenia	1
Latvia	-
Lithuania	-
Ireland	-
Finland	-
Spain	-
Czech Republic	-
Bulgaria	-
Romania	-
Greece	-
Estonia	-
Croatia	-
Hungary	-
Malta	-
Denmark	-
Total EU	154
Non-EU	6
Unspecified	7
Total	167



Cases related to the Mediterranean refugee crisis by country of residence



Cases related to the Eurozone debt crisis by country of residence



Cases regarding the TTIP by country of residence

Trends in the volumes of EDCC enquiries - year to year comparison

Month	2012					2013					2014					2015				
	SMS	Calls	Emails	Chat	TOTAL	SMS	Calls	Emails	Chat	TOTAL	SMS	Calls	Emails	Chat	TOTAL	SMS	Calls	Emails	Chat	TOTAL
January-March	80	9,523	14,112	1,074	24,789	131	10,348	16,129	1,122	27,730	179	12,137	24,846	1,640	38,802	125	10,544	22,062	1,660	34,391
April-June	81	9,055	14,453	839	24,428	111	10,164	15,863	1,341	27,479	155	10,819	21,832	1,485	34,291	101	9,745	20,266	1,609	31,721
July-September	82	9,319	14,467	850	24,718	124	9,991	17,762	1,449	29,326	148	10,612	21,056	1,490	33,306	127	8,233	18,929	950	28,239
October-December	104	8,759	13,686	970	23,519	144	8,932	18,188	1,191	28,455	153	8,751	19,377	1,539	29,820					0
TOTAL	347	36,656	56,718	3,733	97,454	510	39,435	67,942	5,103	112,990	635	42,319	87,111	6,154	136,219	353	28,522	61,257	4,219	94,351
	0.4%	37.6%	58.2%	3.8%		0.5%	34.9%	60.1%	4.5%		0.5%	31.1%	63.9%	4.5%		0.4%	30.2%	64.9%	4.5%	

