

Executive Agency for Health and Consumers

**CONSUMER MARKET STUDY ON THE FUNCTIONING
OF THE MARKET FOR INTERNET ACCESS AND
PROVISION FROM A CONSUMER PERSPECTIVE**

Final Report

Part 2: Consumer Survey

<i>Title</i>	Consumer market study on the functioning of the market for Internet access and provision from a consumer perspective
<i>Conducted for</i>	Executive Agency for Health and Consumers
<i>Prepared by</i>	Civic Consulting
<i>Subcontractor</i>	TNS Opinion
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1 INTRODUCTION

The Executive Agency for Health and Consumers (hereafter “the Agency”), acting on behalf of the European Commission (DG SANCO, Directorate Consumer Affairs), commissioned a consumer market study on the functioning of the market for Internet access and provision from a consumer perspective to Civic Consulting, lead Contractor of the Consumer Market Studies Consortium (CMSC).

Part 2 of the study presents the results of the consumer survey, which was implemented by TNS Opinion on the basis of a questionnaire developed by Civic Consulting.

Disclaimer

This report was produced under the Consumer Programme (2007-2013) in the frame of a contract with the Executive Agency for Health and Consumers (EAHC) acting on behalf of the European Commission. The content of this report represents the views of Civic Consulting and is its sole responsibility; it can in no way be taken to reflect the views of the European Commission and/or EAHC or any other body of the European Union. The European Commission and/or EAHC do not guarantee the accuracy of the data included in this report, nor do they accept responsibility for any use made by third parties thereof.

2 METHODOLOGY FOR IMPLEMENTATION

This section of the report presents the results of the consumer survey. It also describes the methodology used for the implementation of this survey.

2.1 INTRODUCTION

2.1.1 Background

As part of the overall consumer market study on the functioning of the market for Internet access and provision from a consumer perspective, a quantitative survey was conducted with consumers to examine consumer experience in the ISP market, focusing specifically on the issues of consumer understanding, choice of provider and the issues relating to switching provider.

This report presents the results of an online survey in all 27 Member States of the European Union, plus Iceland and Norway.

2.1.2 Objectives

The overall objectives of the study are to understand whether consumers are equipped to make optimal purchasing decisions in this market - both the initial purchase and subsequent decisions to switch (or not to switch) package or provider – and also to identify the main obstacles to optimal decision-making.

A second objective is to measure the extent to which the service provided meets consumers' needs and expectations and what problems or complaints consumers currently experience.

The specific questions addressed by the consumer survey were the following:

- ▶ What are the main consumer preferences when choosing a provider and package?
- ▶ Which technical aspects influence consumer choice?
- ▶ Are contracts (and their implications) clear to consumers?
- ▶ What are the factors that influence a decision to switch ISP?
- ▶ Are consumers able to compare the offers of several ISPs?
- ▶ Is the communication of technical aspects (speed, blocking, throttling) clear to consumers?
- ▶ How easy or difficult is it for consumers in practice to compare offers from different providers or from the same provider?

- ▶ What is the availability of comparison websites and how are they used?
- ▶ Is it clear to consumers whether it would be better to switch to another tariff?
- ▶ What are the drivers and what are the barriers for switching ISP?
- ▶ What experiences do consumers have when switching ISP?
- ▶ How easy is it to switch providers?
- ▶ How much time do consumers spend when choosing an ISP?
- ▶ How satisfied are consumers with their ISP – service, billing, meeting expectations?
- ▶ What experience of the complaint process do they have?
- ▶ How many consumers use ADR? Do the availability and quality of ADR meet consumer expectations?

The survey also sought to test consumer knowledge, behaviour and skills as well as to understand the market in more detail, and the practical obstacles which consumers face when making purchasing decisions.

2.2 METHODOLOGY

This section gives an overview of the design of the consumer survey and the methodology employed.

2.2.1 Survey Design

A consumer survey designed to collect up-to-date quantitative data was carried out in the 27 EU Member States as well as Iceland and Norway. The survey was conducted by means of CAWI (Computer Assisted Web Interviews), with the exceptions of Cyprus and Malta, where telephone-based interviews were utilised.

The target group for the survey was:

- ▶ People who have Internet access; and
- ▶ Have changed or considered changing their ISP within the last 3 years; and
- ▶ Have responsibility (sole or shared) for the decision on which ISP to select.

In the structuring phase of the study, it was decided to also include consumers who had not considered switching their Internet service provider.

The online response panels utilised for the survey are built so as to ensure that all key demographic groups (e.g. gender, age, region, and household size) are included. To produce outputs from the raw data set, the collected data were weighted according to target figures for an interlocked gender – age distribution for each country.

The target sample size for each country was 1000 respondents (500 in Cyprus, Iceland, Luxembourg, and Malta). The use of a quota to ensure a minimum of 300 respondents per country who had actually switched provider in the previous three years was planned but ultimately unnecessary, because a robust sample of 'switchers' naturally fell out. The final sample sizes are shown below.

Table 1. Consumer survey – sample sizes

Source: Consumer survey.

Country	Completed surveys
BE	1177
BG	1032
CZ	1009
DK	1033
DE	1172
EE	1039
IE	1050
EL	1061
ES	1151
FR	1178
IT	1015
CY	505
LV	1046
LT	1013
LU	442
HU	1106
MT	496
NL	1158
AT	1053
PL	1154
PT	1147
RO	1070
SI	1042
SK	1070
FI	1178
SE	1140
UK	1121
IS	547
NO	1004

An important note is that where the text refers to the EU27, this does not include data from Norway and Iceland, which are listed separately.

2.2.2 Questionnaire

The consumer survey was carried out in the 27 EU Member States and also Norway and Iceland. A copy of the questionnaire is appended to this report.

Once finalised the questionnaire was translated into all required languages.

2.2.3 Fieldwork

Fieldwork was conducted between December, 1 2011 and January 11, 2012.

Panel respondents were invited to participate in the study via a letter of invitation. This letter was sent by email. The introductory letter used in the email did not reveal the survey topic since this would have biased the results: people with a particular interest in the topic could be considered as more willing to participate than those who are not particularly concerned by it, for example. Every email sent permitted access to the dedicated URL address only once. The URL addresses led respondents directly to the specific study and questionnaire where they could commence the survey.

With respect to telephone surveys in Cyprus and Malta, interviewers were requested to spread their contact attempts over different times of the week and weekend and different times of the day. The contact details for each contact were automatically recorded by the sample management systems for CATI (Computer-assisted telephone interviewing). When the eligible respondent (i.e. the one meeting the eligibility criteria) was reached over the phone but was not available at that particular moment, the interviewer asked for an appointment (time and date).

Due to the sampling design, people who have switched ISPs within the last 3 years are over-represented in this survey with approximately 40% of the respondents. This has to be borne in mind when analysing the results.

2.3 RESULTS OF FIELDWORK

2.3.1 Current usage

This chapter examines the main consumer preferences when choosing a provider and package.

Current service(s) and costs

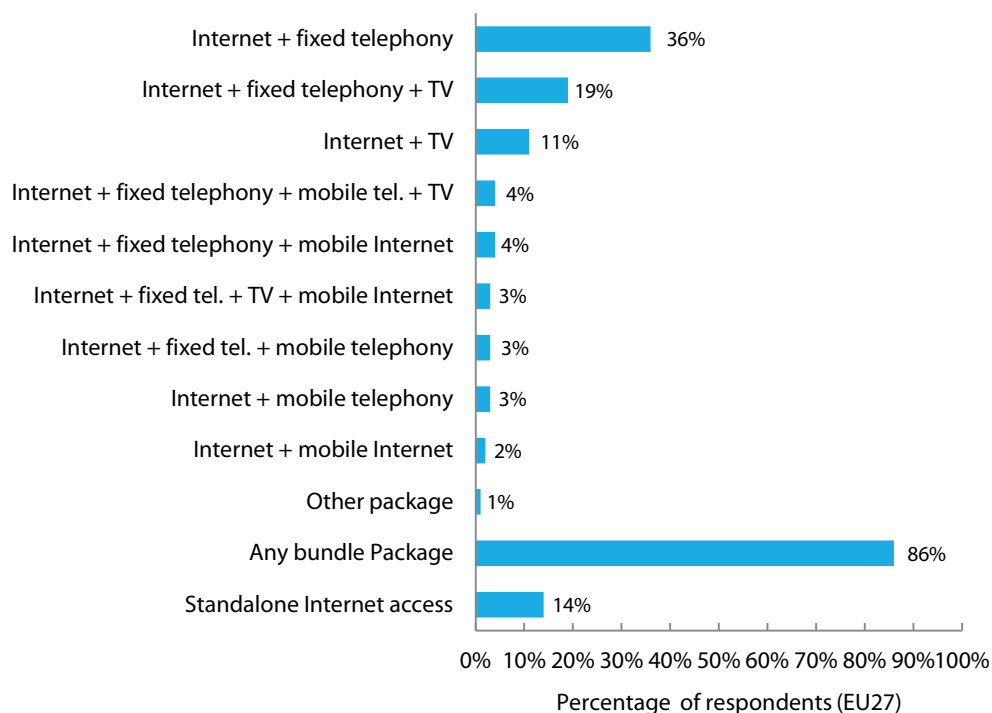
Internet packages

Most respondents to the survey have a combined bundle that includes the Internet together with other communication services from the same provider. On average, just 14% of respondents have standalone Internet access.

The majority of Internet packages include fixed telephony. Around a third of respondents (36%) have a package comprising the Internet and fixed telephony, while 19% have Internet, fixed telephony and TV. Packages that include TV are used by slightly more than a third of respondents, while packages that include mobile telephony or mobile Internet are less common (see figure below).

Figure 1. Whether Internet connection comes as part of a package

Source: Consumer survey, Q2: Nowadays people may have a combined package of two or more communication services from one provider for a monthly price on one bill. Does your main home Internet connection come with any of the following services as part of the same package? (N=27668)



Figures for each country are shown in the table below. The individual countries with a high incidence of standalone Internet access among survey respondents are Finland (47%), Slovakia (45%), the Czech Republic (44%), Bulgaria (36%) and Sweden (34%). In each of these countries, this relatively high level of standalone Internet use is accompanied by a relatively low use of fixed telephony packages, most notably in Finland, where just 6% have a package that includes fixed telephony.

The proportion of standalone Internet users among respondents is lowest in France (4%), Spain (6%), Luxembourg (6%), Greece (7%) and Germany (8%). In these countries, the proportion of fixed telephony packages is relatively high. Therefore, the results indicate that the incidence of combined packages is linked strongly to the use of fixed telephony packages (rather than other types of package).

The use of packages that include TV is highest among respondents in Estonia (71%), Slovenia (71%), Portugal (69%), Romania (69%) and Belgium (68%). Use of TV packages tends to be lowest in Member States in the south of Europe (Greece (16%), Italy (17%) and Spain (17%)).

Respondents in Luxembourg (42%), Malta (34%) and Iceland (33%) are most likely to use a package that includes mobile telephony. The use of packages that include mobile Internet is similar across EU Member States.

Table 2. Whether Internet connection comes as part of a package, analysis by country

Country	Internet + fixed telephony	Internet + fixed telephony + TV	Internet + TV	Internet + fixed telephony + mobile Internet	Internet + fixed telephony + mobile telephony + TV	Internet + mobile telephony	Internet + fixed telephony + mobile telephony	Internet + fixed telephony + TV + mobile Internet	Internet + mobile Internet	Other package	Stand-alone Internet access	Any bundle package
EU27	36%	19%	11%	4%	4%	3%	3%	3%	2%	1%	14%	86%
BE	14%	37%	18%	2%	8%	2%	2%	5%	1%	2%	10%	90%
BG	7%	10%	32%	3%	2%	3%	2%	2%	2%	1%	36%	64%
CZ	14%	10%	18%	1%	1%	6%	2%	1%	2%	1%	44%	56%
DK	22%	13%	21%	2%	2%	4%	2%	4%	2%	1%	28%	72%
DE	56%	12%	6%	4%	2%	3%	6%	2%	1%	0%	8%	92%
EE	8%	54%	13%	1%	2%	3%	1%	2%	2%	1%	14%	86%
IE	42%	9%	15%	3%	1%	2%	2%	1%	6%	1%	19%	81%
EL	58%	7%	4%	6%	2%	3%	9%	3%	1%	1%	7%	93%
ES	54%	5%	7%	9%	2%	3%	6%	3%	1%	5%	6%	94%
FR	22%	39%	5%	4%	16%	2%	3%	4%	1%	1%	4%	96%
IT	59%	6%	7%	5%	2%	4%	2%	2%	3%	1%	9%	91%
CY	45%	25%	8%	2%	8%	0%	1%	1%	0%	0%	10%	90%
LV	25%	31%	20%	1%	1%	1%	0%	1%	1%	1%	19%	81%
LT	25%	13%	28%	1%	1%	3%	0%	2%	2%	1%	24%	76%
LU	28%	10%	3%	7%	10%	2%	30%	3%	1%	1%	6%	94%
HU	16%	34%	19%	1%	3%	1%	0%	2%	1%	1%	23%	77%
MT	6%	24%	3%	1%	31%	0%	3%	5%	0%	0%	25%	75%
NL	22%	46%	12%	5%	2%	0%	0%	3%	0%	0%	10%	90%

Country	Internet + fixed telephony	Internet + fixed telephony + TV	Internet + TV	Internet + fixed telephony + mobile Internet	Internet + fixed telephony + mobile telephony + TV	Internet + mobile telephony	Internet + fixed telephony + mobile telephony	Internet + fixed telephony + TV + mobile Internet	Internet + mobile Internet	Other package	Stand-alone Internet access	Any bundle package
AT	23%	14%	17%	4%	3%	7%	4%	2%	4%	1%	22%	78%
PL	17%	13%	25%	1%	1%	6%	1%	4%	4%	1%	27%	73%
PT	13%	46%	8%	3%	3%	1%	1%	12%	1%	1%	13%	87%
RO	11%	23%	21%	2%	17%	2%	1%	8%	2%	3%	11%	89%
SI	14%	56%	8%	2%	5%	1%	0%	2%	1%	1%	11%	89%
SK	14%	11%	17%	1%	1%	6%	0%	1%	3%	1%	45%	55%
FI	3%	1%	17%	1%	1%	12%	0%	0%	13%	3%	47%	53%
SE	20%	17%	11%	3%	2%	3%	1%	3%	4%	2%	34%	66%
UK	39%	24%	11%	3%	2%	2%	1%	2%	1%	0%	14%	86%
IS	11%	16%	14%	2%	22%	2%	9%	8%	1%	1%	14%	86%
NO	13%	10%	31%	3%	1%	3%	3%	3%	1%	1%	28%	72%

Source: Consumer survey, Q2: Nowadays people may have a combined package of two or more communication services from one provider for a monthly price on one bill. Does your main home Internet connection come with any of the following services as part of the same package? (N=27668 for EU27 / 29242 for all countries). Full results for this question can be found in Annex 2.

There is very little variation by socio-demographic variables, although Internet and TV is most likely to be found in the youngest age group (15-24 years), while use of fixed telephony packages is higher amongst those aged 40 or over. Also, Internet and fixed telephony packages appear to be more common among respondents located in rural areas as opposed to metropolitan areas.

Table 3. Whether Internet connection comes as part of a package, analysis by age, locality, and provider

	Sub-Sample	Internet + fixed telephony	Internet + fixed telephony + TV	Internet + TV	Internet + fixed telephony + mobile Internet	Internet + fixed telephony + mobile telephony + TV	Internet + mobile telephony	Internet + fixed telephony + mobile telephony	Internet + fixed telephony + TV + mobile Internet	Internet + mobile Internet	Other package	Any bundle package	Stand-alone Internet access
Average	EU27	36%	19%	11%	4%	4%	3%	3%	3%	2%	1%	86%	14%
Age	15 to 24	28%	17%	18%	5%	5%	4%	2%	4%	2%	1%	86%	14%
	25 to 39	32%	16%	14%	4%	4%	4%	3%	4%	2%	1%	85%	15%
	40 to 54	38%	18%	9%	4%	4%	3%	4%	3%	2%	1%	87%	13%
	55 +	40%	23%	7%	3%	4%	2%	3%	2%	1%	1%	87%	13%
Locality	Metropolitan	31%	20%	14%	5%	5%	3%	3%	4%	3%	1%	89%	11%
	Urban centre	34%	20%	13%	4%	5%	3%	3%	3%	2%	1%	87%	13%
	Rural/Village	42%	20%	7%	3%	3%	3%	3%	2%	2%	1%	83%	17%
ISP	Incumbent	48%	17%	7%	4%	4%	3%	3%	3%	2%	1%	91%	9%
	Others	31%	20%	13%	4%	4%	3%	3%	3%	2%	1%	84%	16%

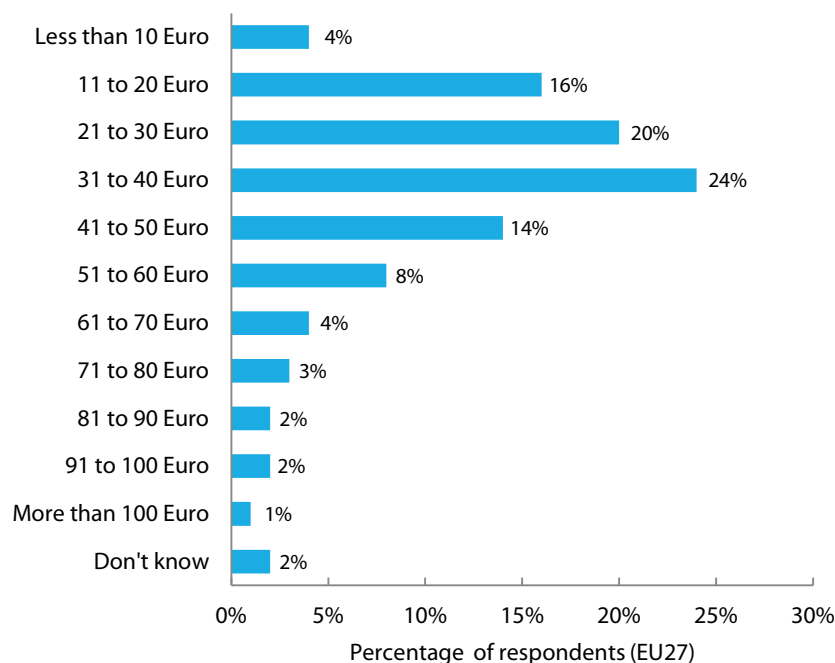
Source: Consumer survey, Q2. (N=27668 for EU27)

Average Monthly Bill

On average across the EU, respondents spend 36.5 Euro per month on their Internet bundle or standalone Internet access, although there is considerable variation: 20% spend no more than 20 Euro, while 20% spend more than 50 Euro per month.

Figure 2. Average monthly bill

Source: Consumer survey, Q3: How much is your average monthly bill for the package you selected above (or standalone Internet access if that is what you selected)? (N=27668)

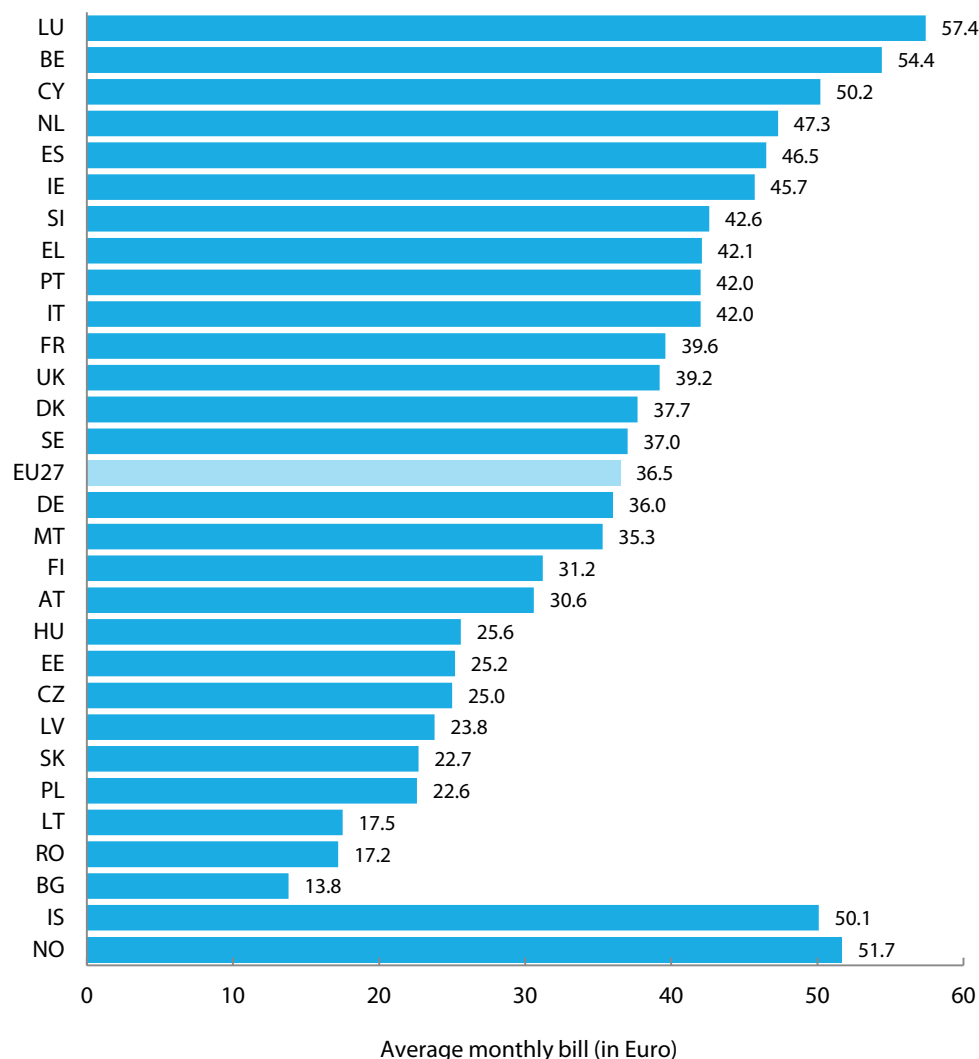


The highest monthly bills are in Luxembourg, Belgium, Norway, Iceland and Cyprus (all with a monthly average of more than 50 Euro), while the lowest are in the EU12¹ Member States, specifically Bulgaria, Romania and Lithuania, where the average is less than 20 Euro per month and a relatively high proportion of respondents pay less than 10 Euro per month (25% pay less than 10 Euro per month in Bulgaria, the highest figure of any country).

¹ The term 'EU12' is used throughout this report to refer to the so-called 'new Member States', i.e. those countries which joined the European Union in 2004 or afterward. These countries are: Bulgaria, the Czech Republic, Estonia, Cyprus, Latvia, Lithuania, Hungary, Malta, Poland, Romania, Slovenia, and Slovakia.

Figure 3. Average monthly bill, analysis by country

Source: Consumer survey, Q3.
(N=27668 for EU27 / 29243 for all countries)



Not surprisingly, standalone Internet access is cheaper than a bundle. On average, respondents pay 21 Euro per month for standalone access, almost half the cost of an average bundle (39 Euro per month). The table below also indicates that respondents subscribed to an incumbent have higher average monthly bills than respondents subscribed to new entrants (40 Euro and 35 Euro, respectively). For example, 44% of respondents subscribed to new entrants have an average monthly bill of less than 30 Euro while this is true for only 30% of those subscribed to an incumbent. In contrast, 67% of respondents subscribed to an incumbent have an average monthly bill above 31 Euro while only 54% of respondents subscribed to new entrants receive such monthly bills.

The comparison between the prices paid by incumbent and new entrant subscribers is not a *ceteris paribus* one. The divergence in average monthly bills could be influenced by, e.g. differences in the types of offers made by incumbents and new entrants, or, consumers may be more likely to subscribe to certain types of packages

with incumbents compared to new entrants. On this point, it is notable that the consumer survey findings indicate that respondents subscribed to an incumbent are more likely to have a bundle package (91% compared to 84%), whereas new entrant users are more likely to have standalone Internet (16% compared to 9%).

Table 4. Average monthly bill, analysis by locality, provider, package type, and connection speed

Source: Consumer survey, Q3.
Notes: (a) Excludes 'Don't Know' and those respondents who indicated paying more than 100 Euro; (N=27668 for EU27)

	Sub-sample	< 10 €	11 - 20 €	21 - 30 €	31 - 40 €	41 - 50 €	51 - 60 €	> 60 €	Avg. € ^(a)
Average	EU27	4%	16%	20%	24%	14%	8%	12%	36.5
EU15/EU12	EU15	2%	9%	19%	28%	17%	9%	14%	40.6
	EU12	11%	45%	26%	10%	4%	2%	1%	21.8
Locality	Metropolitan	4%	15%	20%	23%	14%	8%	14%	37.6
	Urban centre	4%	18%	21%	22%	14%	8%	12%	36.1
	Rural/Village	3%	15%	19%	26%	15%	8%	11%	36.7
ISP	Incumbent	2%	11%	17%	24%	19%	10%	14%	40.4
	Others	4%	18%	22%	24%	12%	7%	11%	35.0
Package	Standalone	16%	44%	18%	10%	3%	2%	3%	21.2
	Bundle	2%	12%	21%	26%	16%	9%	13%	39.0
Speed	Up to 2 Mbps	8%	24%	20%	22%	11%	6%	7%	31.2
	> 2 to 12 Mbps	4%	18%	21%	23%	13%	7%	11%	35.7
	>12 to 30 Mbps	2%	11%	19%	25%	16%	10%	12%	39.8
	> 30 Mbps	4%	18%	16%	19%	12%	10%	17%	38.8

How households access the Internet

On average across the EU, more than half of respondents (56%) say that their household gets access to the Internet via DSL. 20% access the Internet via a cable TV network, while 10% of the respondents in the sample use an optical fibre line. Other access methods are less common (see table below).²

Access via DSL is highest in France, Malta, Greece, Italy and Luxembourg (over 70% in each country), while respondents in Belgium, Hungary and Netherlands are most likely to use a cable TV network (all 43%). Across the EU12, access via a cable TV network is relatively high, while DSL access tends to be relatively low.

Access via an optical fibre line is considerably higher in Romania (44%) and Lithuania (40%) than in other EU Member States.

² When considering these results it should be kept in mind that the data shown in Table 5 are self-reported by respondents to the consumer survey. Some respondents may not have been properly aware of the technology underlying their Internet connection.

Table 5. Type of Internet access, analysis by country

Source: Consumer survey, Q36:
Please provide now some technical details regarding your home Internet connection: How does your household access the Internet from home? (N=27668 for EU27 / 29243 for all countries)

Country	Via ADSL, xDSL or similar	Via cable TV network	Via an optical fibre line	Via dial-up using phone or ISDN line	Via dongle/ USB stick - mobile Internet	Via the satellite network	Other
EU27	56%	20%	10%	6%	5%	3%	2%
BE	46%	43%	4%	4%	2%	3%	1%
BG	26%	40%	22%	4%	4%	2%	4%
CZ	39%	25%	16%	3%	4%	8%	8%
DK	41%	29%	11%	5%	11%	4%	4%
DE	68%	13%	4%	10%	4%	2%	0%
EE	34%	29%	10%	10%	10%	3%	5%
IE	42%	24%	7%	8%	12%	8%	4%
EL	73%	6%	7%	10%	3%	3%	0%
ES	65%	11%	12%	6%	3%	3%	1%
FR	78%	11%	4%	5%	1%	1%	1%
IT	73%	5%	8%	5%	6%	2%	2%
CY	56%	19%	2%	14%	2%	1%	0%
LV	36%	22%	22%	7%	4%	3%	7%
LT	20%	17%	40%	13%	7%	4%	3%
LU	73%	9%	7%	10%	2%	0%	1%
HU	41%	43%	6%	1%	4%	4%	3%
MT	77%	17%	0%	1%	1%	0%	0%
NL	42%	43%	8%	3%	2%	2%	1%
AT	46%	21%	6%	11%	18%	2%	3%
PL	32%	40%	7%	7%	6%	5%	5%
PT	35%	32%	20%	4%	9%	3%	2%
RO	19%	26%	44%	6%	5%	2%	1%
SI	42%	28%	20%	5%	3%	2%	1%
SK	37%	19%	20%	4%	7%	9%	6%
FI	43%	19%	9%	6%	27%	2%	4%
SE	40%	23%	19%	4%	13%	3%	2%
UK	52%	25%	9%	8%	2%	4%	1%
IS	63%	2%	24%	2%	3%	0%	0%
NO	38%	32%	18%	4%	5%	4%	3%

Respondents with a bundle are more likely than those with standalone connections to access the Internet via DSL (58% compared with 42%), whereas those with standalone access are more likely than bundle users to access the Internet through a dongle or USB stick (mobile Internet). There is also an association between WiFi and DSL: respondents with WiFi are more likely than non-WiFi users to access the Internet via DSL (64% compared with 48%).

The use of DSL increases with age, rising from 48% among 15-24-year-old respondents to 60% among those aged 55 or over. Access via DSL is also higher in rural zones or villages than in metropolitan or urban areas (see figure below).

Table 6. Type of Internet access, analysis by age, locality, package type and WiFi use

Source: Consumer survey, Q36. (N=27668 for EU27).

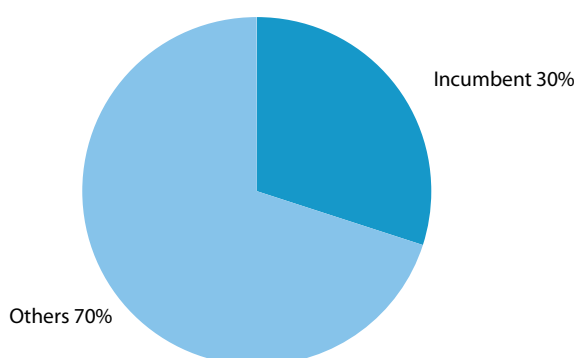
	Sub-sample	Via ADSL, xDSL or similar	Via cable TV network	Via an optical fibre line	Via dial-up using phone /ISDN line	Via dongle/ USB stick – mobile Internet	Via the satellite network
Average	EU27	56%	20%	10%	6%	5%	3%
EU15/EU12	EU15	64%	17%	8%	7%	4%	3%
	EU12	32%	34%	19%	6%	5%	4%
Age	15 to 24	48%	22%	13%	8%	5%	5%
	25 to 39	53%	20%	12%	6%	5%	3%
	40 to 54	58%	19%	9%	6%	5%	2%
	55 +	60%	21%	7%	6%	4%	2%
Locality	Metropolitan	53%	21%	14%	6%	4%	3%
	Urban centre	52%	24%	12%	6%	4%	3%
	Rural/Village	65%	14%	5%	7%	5%	3%
Package	Standalone	42%	15%	12%	7%	16%	6%
	Bundle	58%	21%	10%	6%	3%	2%
WiFi	Yes	64%	18%	9%	5%	2%	2%
	No	48%	22%	12%	8%	7%	4%

Choice of Internet provider

Consumer survey respondents were asked which Internet provider they use for their main home Internet connection. On average, across the EU, 30% of respondents say that they use the incumbent provider in their country (e.g. Deutsche Telekom in Germany, British Telecom in the UK, France Telecom-Orange in France), while the remaining 70% use another provider.³

Figure 4. Use of incumbent or other provider (EU27)

Source: Consumer survey, Q37: Which Internet provider do you use for your main home Internet connection? (N=27668)

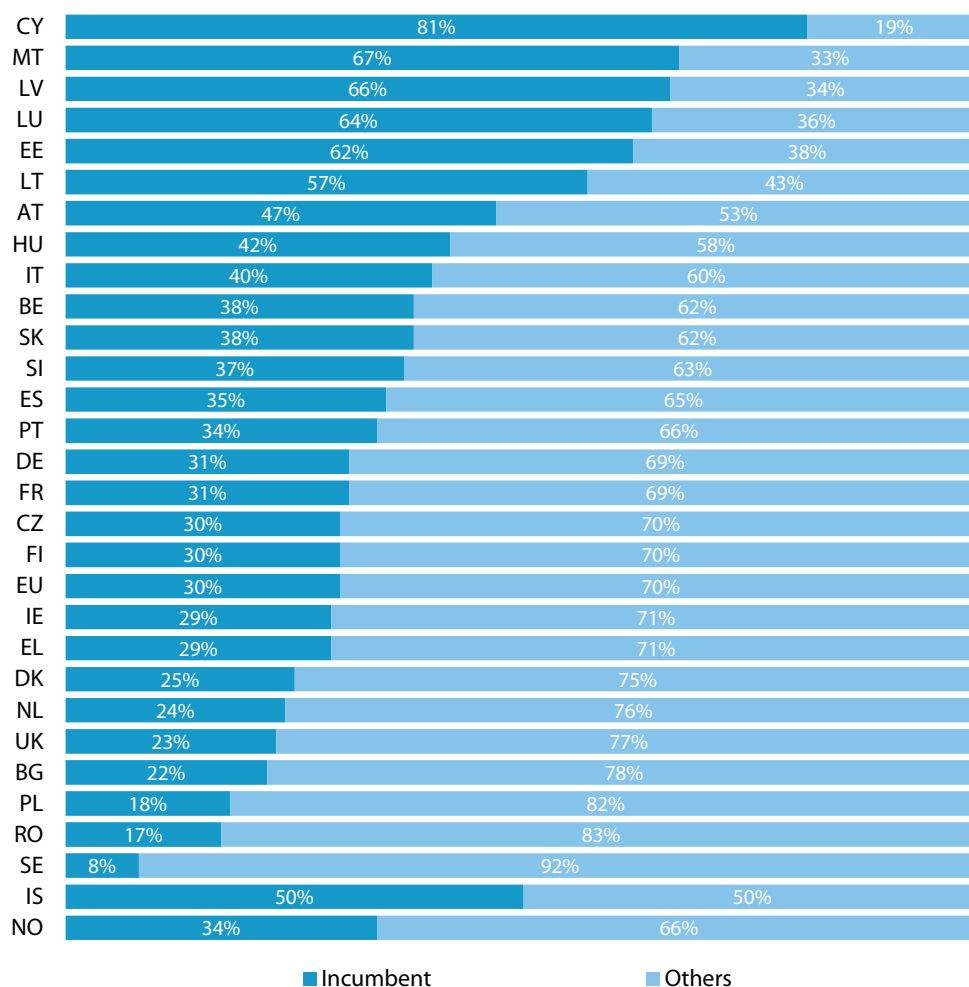


³ Given that the consumer survey was conducted online, and that the survey methodology was designed to oversample consumers who had switched their Internet provider during the past three years, this finding should not be interpreted as reflective of the *de facto* situation in the EU with respect to the proportion of consumers subscribed to incumbent and new entrant providers.

In some countries, the majority of respondents use the incumbent provider for their main home Internet connection: Cyprus (81%), Malta (67%), Latvia (66%), Luxembourg (64%), Estonia (62%) and Lithuania (57%). The proportion that uses the incumbent provider is lowest in Sweden (8%), Romania (17%) and Poland (18%).

Figure 5. Use of incumbent or other provider, analysis by country

Source: Consumer survey, Q37.
(N=27668 for EU27 and 29243 for all countries)



Respondents with DSL Internet access are more likely than other respondents to use the incumbent provider in their country. This applies to 39% of those with DSL access, compared with no more than 18% of respondents for each of the other ways of accessing the Internet. Related to this, respondents with a bundle are more likely than those with standalone access to use the incumbent provider, and those in rural zones are more likely than other respondents to use the incumbent provider. These findings are related because, as shown above, DSL access is more common among those with bundles and in rural zones.

Table 7. Use of incumbent or other provider, analysis by locality, package type, and type of Internet access

Source: Consumer survey, Q37.
(N=27668 for EU27)

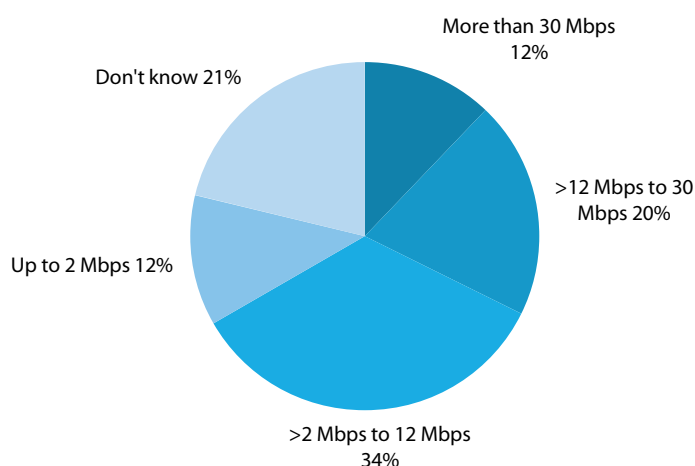
	Sub-sample	Incumbent	Others
Average	EU27	30%	70%
Locality	Metropolitan	26%	74%
	Urban centre	25%	75%
	Rural/Village	42%	58%
Package	Standalone	20%	80%
	Bundle	32%	68%
Access	DSL	39%	61%
	Cable	14%	86%
	Optical fibre (FTTx)	18%	82%
	Satellite	17%	83%
	Dongle/USB/Other	18%	82%

Speed of main home connection

The advertised speed of respondents' main home Internet connection ranges from no more than 2 Mbps (12%) to more than 30 Mbps (12%). A plurality of respondents (34%) reported that the advertised speed of their home Internet connection ranges from more than 2 Mbps to 12 Mbps. Approximately one fifth of the respondents did not know the advertised speed of their connection (21%).

Figure 6. Speed of main home connection (EU27)

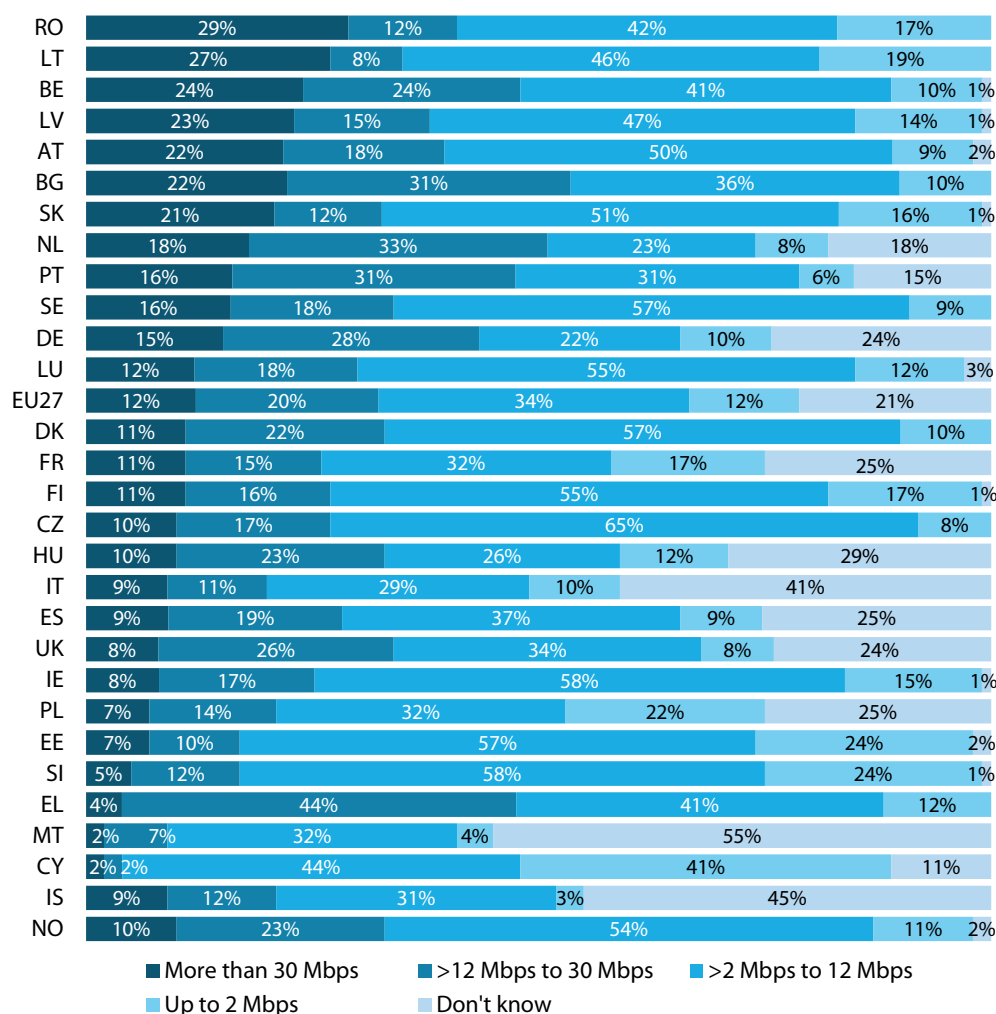
Source: Consumer survey, Q38: How fast is the advertised speed of your main home Internet connection? (N=27668)



The figure below shows the variation in advertised connection speeds across the EU, as reported by the respondents. As shown in Annex 2, average connection speeds tend to be fastest in the Netherlands, Romania, Bulgaria, Belgium, Portugal and Germany and slowest in Cyprus, Slovenia, Malta, Estonia and Poland. Lithuania and Romania, the two countries with the highest share of respondents who access the Internet via optical fibre lines (as displayed above), show the greatest variation in connection speeds, with a relatively high proportion of both fast (more than 30Mbps) and slow (up to 2 Mbps) connection speeds.

Figure 7. Speed of main home connection, analysis by country

Source: Consumer survey, Q38: How fast is the advertised speed of your main home Internet connection? (N=27668 for EU27 / 29243 for all countries)



Advertised connection speeds vary by method of access. Speeds are fastest where respondents access the Internet via an optical fibre line (29% have a connection speed of more than 30 Mbps), and slowest where access is via a dongle/USB or satellite Internet. Respondents in rural zones or villages report slower advertised connection speeds than those in metropolitan or urban areas, as shown in the table below.

Table 8. Speed of main home connection, analysis by locality and type of Internet access

Source: Consumer survey, Q38. (N=27668 for EU27).

	Sub-sample	Up to 2 Mbps	>2 to 12 Mbps	>12 to 30 Mbps	More than 30 Mbps	Don't know
Average	EU27	12%	34%	20%	12%	21%
Locality	Metropolitan	10%	34%	22%	15%	19%
	Urban centre	10%	34%	23%	13%	20%
	Rural/Village	17%	35%	15%	10%	24%
Access	DSL	12%	34%	20%	8%	25%
	Cable	10%	34%	25%	18%	14%
	Optical fibre (FTTx)	10%	31%	20%	29%	9%
	Satellite	20%	46%	13%	8%	14%
	Dongle/USB/Other	21%	38%	11%	10%	20%

Usage

Ways in which the Internet is used

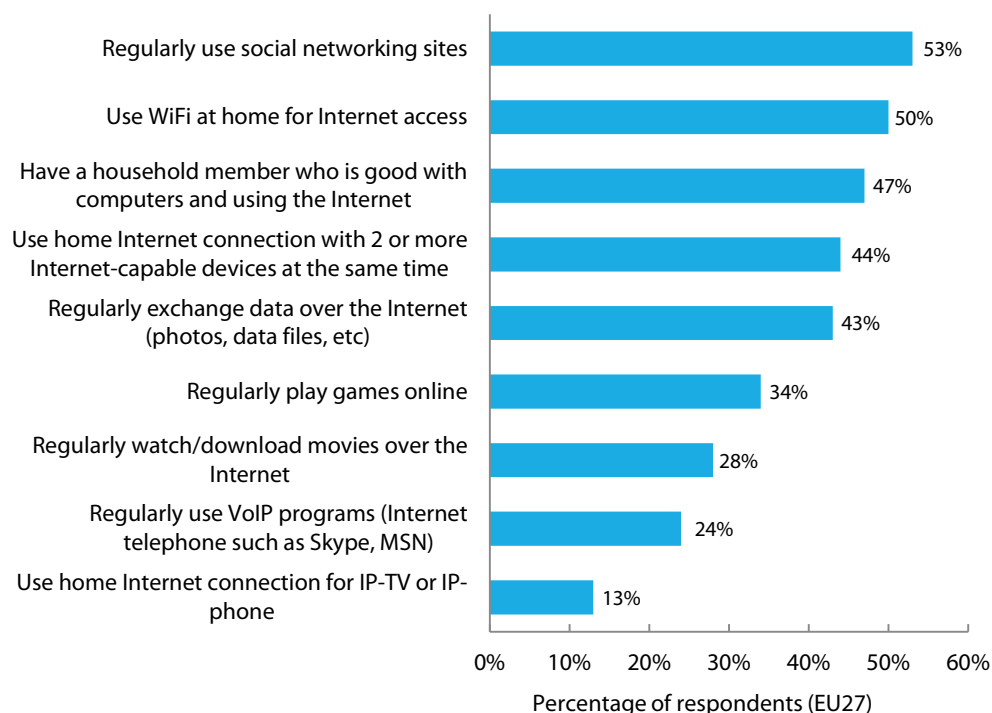
Respondents were asked about the ways in which the Internet is used in their household. On average across the EU, over half (53%) say that they or someone else in the household regularly uses social networking sites, while 43% regularly exchange data over the Internet. Around a third (34%) regularly play games online, while 28% regularly watch or download movies over the Internet, and 24% use VoIP programs on a regular basis.

Respondents were also asked about the technical setup of their Internet connection. Half (50%) use WiFi at home, and 44% use two or more computers or devices at the same time through the same connection. A small proportion (13%) use their home Internet connection for IP-TV or IP-phone.⁴

⁴ IP-TV (Internet Protocol Television) is the term used for television and/or video signals that are delivered to subscribers or viewers using Internet Protocol (IP), the technology that is also used to access the Internet. Similarly, IP-phone or VoIP (Voice over Internet protocol) is a technology that allows users to send calls using Internet Protocol.

Figure 8. Ways in which Internet is used

Source: Consumer survey, Q39: Which of the following apply to you or other people in your household? (N=27668)



Respondents in certain Member States are more likely to use the Internet for more than just browsing. This applies to:

- ▶ Use of social networking sites, which is highest in Bulgaria, Hungary and Malta;
- ▶ Exchanging data, highest in Bulgaria;
- ▶ Watching or downloading movies, highest in Bulgaria and Romania; and
- ▶ Using VoIP programs, highest in Malta and Cyprus.

Respondents in Luxembourg and Iceland are most likely to use WiFi at home, while the proportion using a home Internet connection for IP-TV or IP-phone is highest in France.

Table 9. Ways in which Internet is used by respondents, analysis by country

Country	Regularly use social networking sites	Use WiFi at home for Internet access	Have a household member who is good with computers and using the Internet	Use connection with 2 or more computers at the same time ^(a)	Regularly exchange data over the Internet (photos, data files, etc.)	Regularly play games online	Regularly watch / download movies over the Internet	Regularly use VoIP programs (Internet telephone such as Skype, MSN)	Use home Internet connection for IP-TV or IP-phone
EU27	53%	50%	47%	44%	43%	34%	28%	24%	13%
BE	52%	46%	34%	45%	51%	37%	24%	23%	13%
BG	75%	44%	53%	45%	77%	43%	59%	43%	8%
CZ	55%	47%	50%	51%	60%	37%	39%	38%	7%
DK	58%	31%	43%	47%	41%	43%	19%	24%	19%
DE	42%	47%	53%	36%	31%	29%	17%	21%	12%
EE	55%	48%	44%	46%	47%	29%	30%	42%	16%
IE	63%	55%	53%	44%	44%	40%	33%	33%	12%
EL	52%	56%	51%	44%	49%	44%	42%	35%	12%
ES	54%	59%	50%	48%	41%	34%	37%	19%	7%
FR	47%	61%	25%	48%	45%	34%	21%	18%	28%
IT	50%	53%	48%	43%	38%	30%	24%	25%	12%
CY	60%	54%	64%	45%	57%	51%	45%	59%	23%
LV	63%	27%	41%	37%	55%	27%	44%	37%	11%
LT	57%	32%	42%	42%	56%	34%	47%	49%	11%
LU	54%	67%	45%	61%	57%	28%	24%	29%	14%
HU	74%	35%	68%	46%	49%	41%	33%	35%	9%
MT	73%	59%	55%	49%	65%	42%	38%	57%	12%
NL	51%	32%	37%	51%	44%	35%	25%	20%	9%

Country	Regularly use social networking sites	Use WiFi at home for Internet access	Have a household member who is good with computers and using the Internet	Use connection with 2 or more computers at the same time ^(a)	Regularly exchange data over the Internet (photos, data files, etc.)	Regularly play games online	Regularly watch / download movies over the Internet	Regularly use VoIP programs (Internet telephone such as Skype, MSN)	Use home Internet connection for IP-TV or IP-phone
AT	52%	45%	60%	38%	46%	37%	21%	31%	13%
PL	63%	46%	54%	49%	54%	36%	38%	29%	14%
PT	71%	53%	45%	59%	58%	46%	38%	31%	8%
RO	67%	30%	56%	43%	68%	43%	52%	29%	9%
SI	59%	44%	59%	55%	64%	30%	35%	31%	22%
SK	65%	47%	54%	49%	62%	33%	39%	39%	12%
FI	64%	36%	45%	37%	45%	39%	24%	26%	19%
SE	60%	29%	44%	45%	39%	33%	28%	26%	17%
UK	49%	56%	50%	43%	30%	32%	21%	18%	10%
IS	64%	65%	41%	64%	36%	35%	33%	32%	19%
NO	67%	41%	48%	56%	49%	37%	33%	29%	19%

Source: Consumer survey, Q39. (N=27668 for EU27 / 29243 for all countries). Note (a): or other Internet-capable devices.

The proportion that uses social networking sites is higher among younger age groups, women and those respondents who have at least graduated from high (secondary) school. Younger respondents are also more likely to use the Internet for games and movies, while more educated respondents are more likely to exchange data over the Internet, and to use two or more computers with the same connection (see table below for details).

Respondents are also more likely to use the Internet in different ways if they have faster connection speeds, particular modes of access (e.g. optical fibre lines) and spend longer on the Internet for leisure purposes.

People with WiFi access are also more likely to use the Internet in different ways. WiFi access is also associated with faster connection speeds and DSL access.

Table 10. Ways in which Internet is used, analysis by gender, age, education, usage for leisure, WiFi use, connection speed and access

	Sub-Sample	Regularly use social net-working sites	Use WiFi at home for Internet access	A household member is good with computers and using the Internet	Use connection with 2 or more computers at the same time ^(a)	Regularly exchange data over the Internet (photos, data files, etc.)	Regularly play games online	Regularly watch /download movies over the Internet	Regularly use VoIP programs (Internet telephone such as Skype, MSN)	Use home Internet connection for IP-TV or IP-phone
Average	EU27	53%	50%	47%	44%	43%	34%	28%	24%	13%
Gender	Male	49%	52%	49%	46%	42%	33%	29%	25%	15%
	Female	57%	47%	46%	43%	45%	35%	28%	24%	11%
Age	15 to 24	60%	52%	44%	43%	48%	42%	44%	27%	15%
	25 to 39	58%	51%	47%	42%	46%	37%	36%	25%	13%
	40 to 54	53%	50%	50%	48%	41%	34%	26%	24%	13%
	55 +	44%	45%	46%	44%	39%	26%	13%	22%	12%
Educational	Elementary school or less	43%	35%	37%	29%	30%	37%	24%	18%	12%
	Some high school	44%	44%	46%	37%	32%	34%	18%	19%	11%
	High school graduation	54%	49%	46%	45%	43%	35%	29%	24%	13%
	University graduation	56%	54%	51%	47%	47%	34%	31%	26%	14%
	Post-graduate degree	55%	49%	48%	49%	50%	30%	32%	29%	16%
	Other qualification	56%	46%	44%	41%	39%	33%	28%	22%	11%

	Sub-Sample	Regularly use social net-working sites	Use WiFi at home for Internet access	A household member is good with computers and using the Internet	Use con-nection with 2 or more computers at the same time ^(a)	Regularly exchange data over the Internet (photos, data files, etc.)	Regularly play games online	Regularly watch /download movies over the Internet	Regularly use VoIP programs (Internet telephone such as Skype, MSN)	Use home Internet connection for IP-TV or IP-phone
Usage - Leisure	3 or more hours/day	57%	51%	50%	49%	46%	40%	33%	27%	14%
	less than 3 hours/ day	46%	47%	43%	38%	38%	25%	20%	19%	11%
	Never	35%	26%	20%	14%	24%	27%	13%	21%	9%
WiFi	Yes	59%	100%	51%	60%	48%	36%	33%	29%	16%
	No	47%	0	44%	29%	38%	32%	23%	20%	11%
Speed	Up to 2 Mbps	47%	38%	40%	33%	40%	29%	22%	19%	12%
	>2 Mbps to 12 Mbps	53%	47%	45%	44%	43%	33%	28%	24%	12%
	>12 Mbps to 30 Mbps	57%	56%	54%	52%	47%	38%	32%	27%	15%
	More than 30 Mbps	55%	52%	50%	50%	49%	39%	35%	30%	17%
Access	DSL	52%	55%	48%	46%	41%	33%	26%	23%	14%
	Cable	57%	45%	48%	46%	46%	35%	31%	25%	12%
	Optical fibre (FTTx)	55%	42%	47%	46%	50%	39%	38%	28%	14%
	Satellite	43%	35%	37%	29%	35%	28%	24%	24%	12%
	Dongle/USB/Ot-her	58%	29%	48%	25%	48%	29%	25%	25%	7%

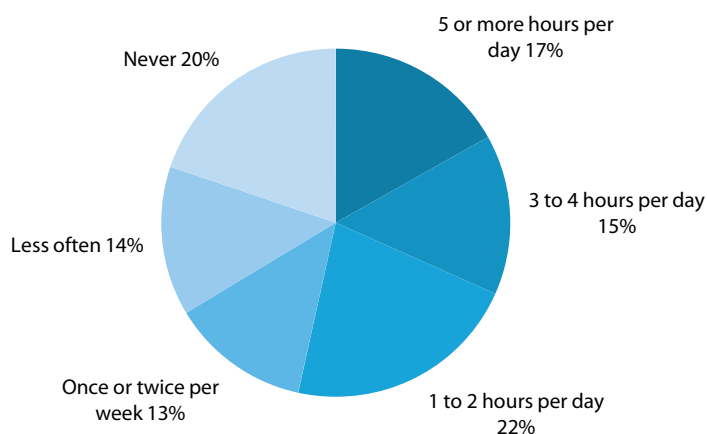
Source: Consumer survey, Q39. (N=27668 for EU27). Note (a): or other Internet-capable devices.

Time spent accessing the Internet at home for work

In the majority of cases (80%), respondents or other household members access the Internet at home for work. Around a third (32%) use it for three or more hours per day for work purposes.

Figure 9. Time spent accessing the Internet at home for work (EU27)

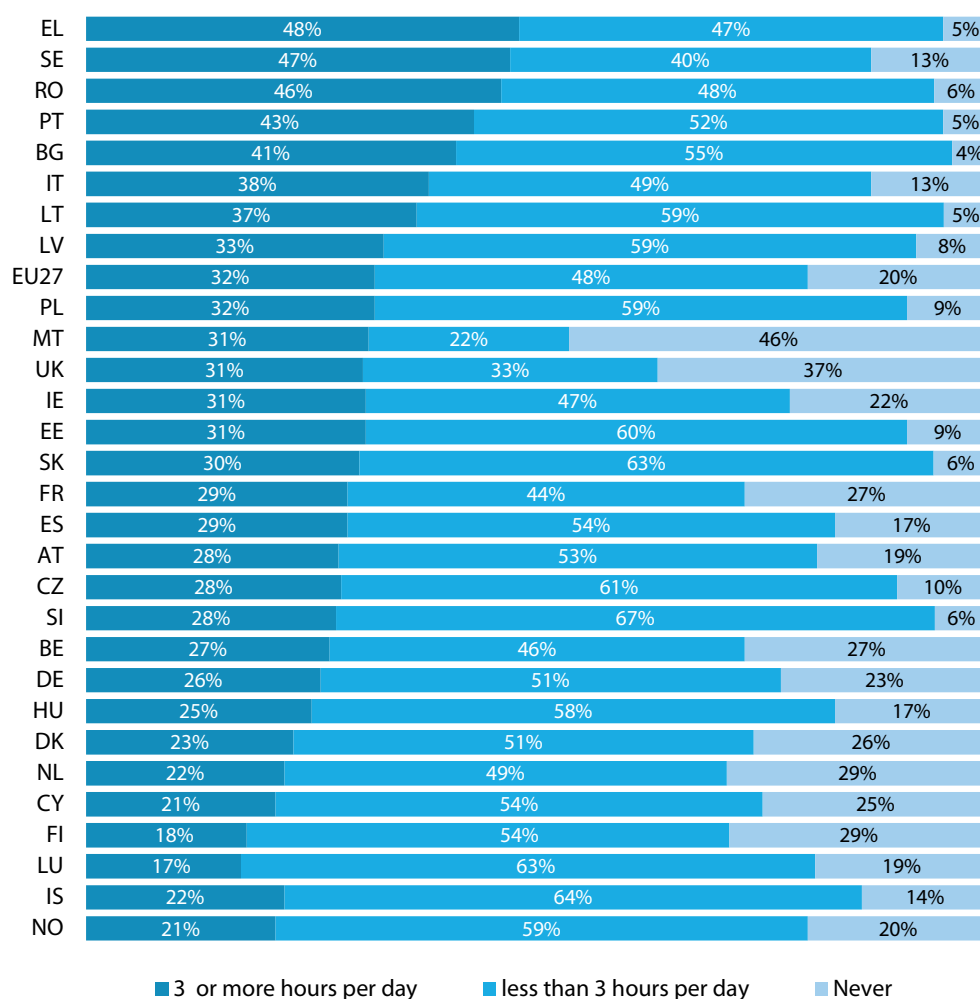
Source: Consumer survey, Q40: How often do you or other household members access the Internet at home for work? (N=27668)



The EU Member States that show the most intensive use of the Internet at home for work are: Greece, Sweden, Romania, Portugal and Bulgaria, while respondents in Malta and the UK are the least likely to access their home Internet for work.

Figure 10. Time spent accessing the Internet at home for work, analysis by country

Source: Consumer survey, Q40.
(N=27668)



Levels of access to the Internet at home for work are greater among male than female respondents (e.g. 35% of men use it for three or more hours per day, compared with 29% of women). Younger people and those who are more highly educated (with the exception of those in the group 'elementary school or less') are also more likely to access the Internet at home for work. The proportions are also higher in metropolitan zones than in other types of area.

People accessing the Internet via satellite or an optical fibre line are more likely to use their home Internet access for business, and to spend more hours doing so, compared with other modes of access (see below).

Table 11. Time spent accessing the Internet at home for work, analysis by gender, age, education, locality and type of Internet access

Source: Consumer survey, Q40. (N=27668 for EU27).

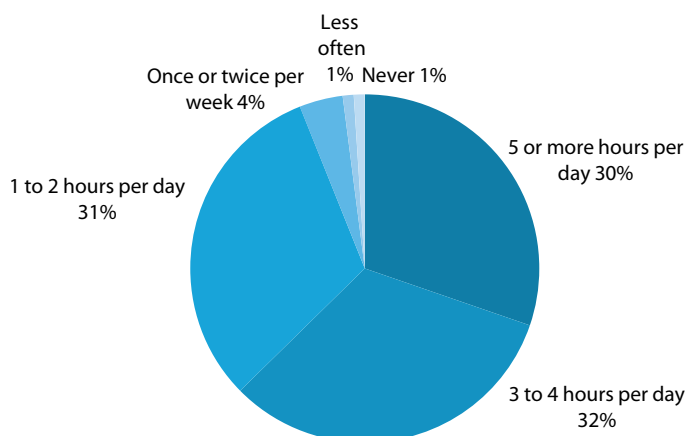
	Sub-sample	3 or more hours per day	Less than 3 hours per day	Never
Average	EU 27	32%	48%	20%
Gender	Male	35%	49%	16%
	Female	29%	48%	23%
Age	15 to 24	41%	50%	8%
	25 to 39	35%	51%	14%
	40 to 54	30%	51%	19%
	55 +	25%	42%	33%
Education	Elementary school or less	41%	27%	32%
	Some high school	24%	45%	31%
	High school graduation	28%	49%	23%
	University graduation	34%	51%	14%
	Post-graduate degree	42%	51%	7%
	Other qualification	29%	42%	29%
Locality	Metropolitan	38%	47%	15%
	Urban centre	32%	50%	19%
	Rural/Village	26%	49%	25%
Access	DSL	30%	49%	21%
	Cable	32%	48%	20%
	Optical fibre (FTTx)	39%	48%	12%
	Satellite	44%	46%	10%
	Dongle/USB/Other	26%	51%	23%

Time spent accessing the Internet at home for leisure

The majority of respondents (62%) say that they or other household members spend at least three hours per day accessing the Internet at home for leisure. In 30% of cases, they spend five or more hours per day. Only a small proportion spends less than an hour per day (6%).

Figure 11. Time spent accessing the Internet at home for leisure (EU27)

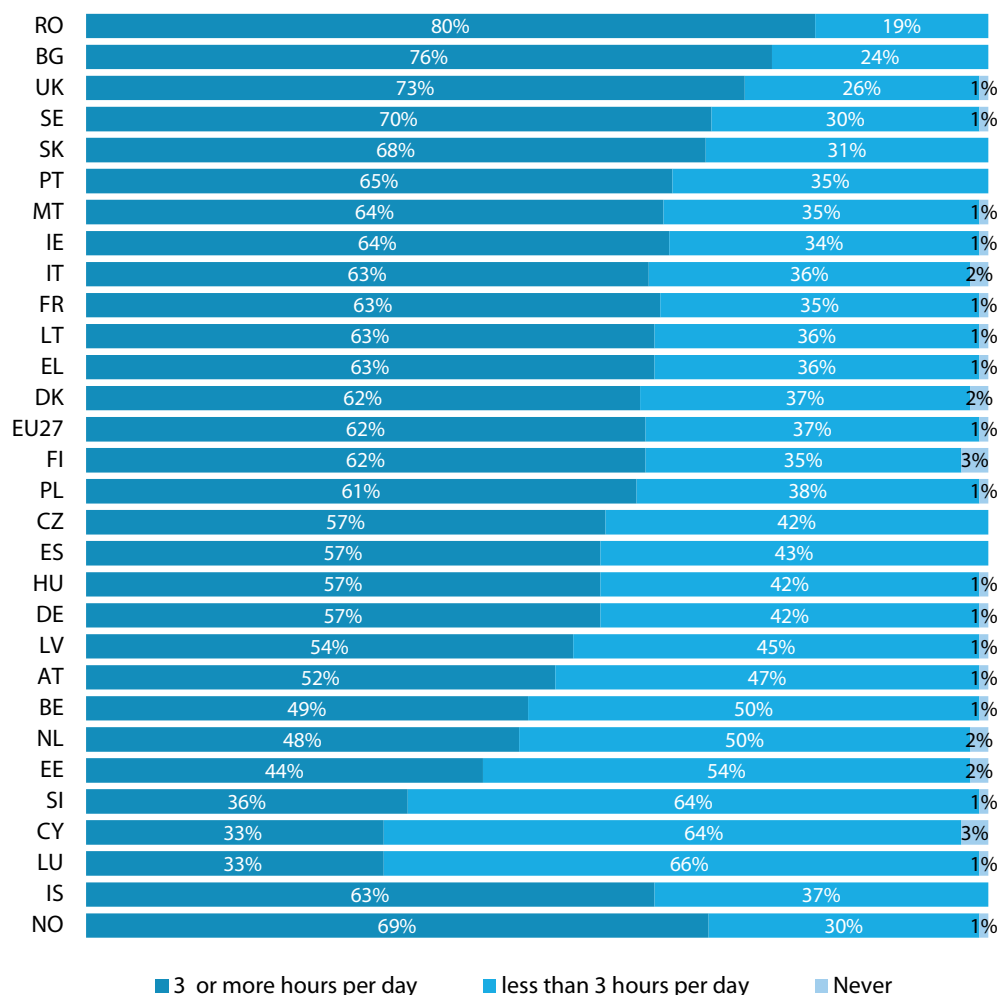
Source: Consumer survey, Q41: How often do you or other household members access the Internet at home for leisure? (N=27668)



The highest proportions of respondents saying they spend three or more hours per day accessing the Internet at home for leisure are in Romania and Bulgaria, while the figures are lowest in Luxembourg, Cyprus and Slovenia.

Figure 12. Time spent accessing the Internet at home for leisure, analysis by country

Source: Consumer survey, Q41.
(N=27668)



Younger respondents spend longer than older respondents on the Internet at home for leisure. For example, 71% of 15-24 year olds spend three or more hours per day, compared with 54% of those aged 55 or over. The other differences relate to WiFi and connection speeds. Those with WiFi at home spend longer using the Internet for leisure than other respondents, while those with faster advertised connection speeds spend longer than those with lower connection speeds.

The more time people spend accessing the Internet at home for work, the more time they are also likely to spend on the Internet for leisure: 72% of those who spend three or more hours per day on their home Internet connection for work also spend three or more hours per day accessing the Internet at home for leisure.

Table 12. Time spent accessing the Internet at home for leisure, analysis by age, Internet usage for business, WiFi use and connection speed

Source: Consumer survey, Q41. (N=27668 for EU27)

	Sub-sample	3 or more hours per day	Less than 3 hours per day	Never
Average	EU 27	62%	37%	1%
Age	15 to 24	71%	28%	1%
	25 to 39	64%	35%	1%
	40 to 54	64%	35%	1%
	55 +	54%	44%	2%
Usage - Business	3 or more hours/ day	72%	27%	1%
	Less than 3 hours/ day	55%	44%	1%
	Never	64%	33%	2%
WiFi	Yes	65%	35%	1%
	No	60%	39%	2%
Speed	Up to 2 Mbps	58%	41%	1%
	> 2 to 12 Mbps	62%	37%	1%
	>12 to 30 Mbps	63%	36%	1%
	More than 30 Mbps	68%	30%	2%

Current provider

Reasons for choosing current Internet provider

Respondents were asked about their main reasons for choosing their current Internet service provider, and were asked to give up to three reasons from a list of 15 possible answers (including 'other reason').

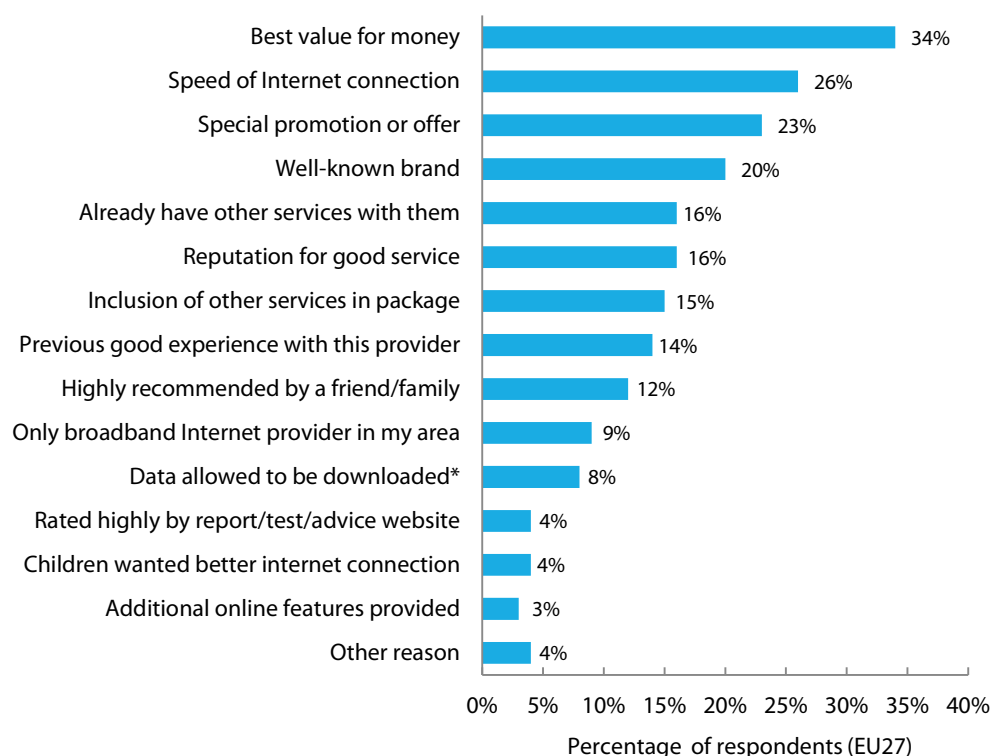
Value for money is the reason given by the largest proportion of respondents across the EU (34%), followed by speed of Internet connection (26%). 23% say that they took advantage of a special promotion or offer.

The provider's reputation and track record is also important: 20% say they chose the provider because it was a well-known brand, and 16% say the provider had a reputation for good service. In addition, 12% say the provider was recommended by friends or family, and 4% that it was rated highly in independent reports/advice.

Some respondents chose the provider because of their own previous experience. 14% say they had previous good experience with the same provider, and 16% already had other services with them.

Figure 13. Main reasons for choosing current Internet provider

Source: Consumer survey, Q24: What were the main reasons for choosing your current Internet service provider? You may give up to three reasons.
Note: * Without extra payment/slower speeds. (N=27668)



Value for money is an important factor in most EU Member States. The highest proportions of respondents giving this reason are in Bulgaria (41%) and Austria (40%). Respondents in Bulgaria are also more likely than average to mention speed of Internet connection (39%), as are respondents in other EU12 Member States, especially Lithuania (39%) and Slovakia (37%).

The importance of special offers or promotions is more evident in the Member States in the south of Europe, especially in Greece, Portugal and Spain, while respondents in Cyprus, France and Greece placed greater emphasis on well-known brands than respondents in other countries.

Table 13. Main reasons for choosing current Internet provider, analysis by country (continued in Table 14)

Country	Best value for money	Speed of connection	Took advantage of a special promotion or offer	Well-known brand	Already have other services with them	Reputation for good service	Inclusion of other services in the package	Previous good experience with this ISP
EU27	34%	26%	23%	20%	16%	16%	15%	14%
BE	29%	26%	31%	26%	22%	13%	20%	13%
BG	41%	39%	31%	13%	15%	23%	22%	14%
CZ	32%	36%	22%	12%	17%	12%	14%	13%
DK	32%	23%	17%	11%	17%	14%	16%	15%
DE	33%	24%	14%	14%	15%	12%	13%	17%
EE	34%	36%	19%	17%	37%	16%	26%	18%
IE	34%	31%	20%	25%	18%	19%	13%	12%
EL	38%	28%	33%	30%	12%	24%	12%	15%
ES	32%	25%	32%	18%	12%	15%	11%	13%
FR	34%	18%	14%	31%	12%	23%	15%	12%
IT	34%	24%	30%	22%	11%	17%	10%	12%
CY	19%	8%	7%	36%	11%	20%	8%	10%
LV	29%	33%	23%	19%	28%	15%	31%	12%
LT	37%	39%	28%	17%	26%	10%	13%	14%
LU	20%	16%	16%	29%	34%	20%	25%	23%
HU	34%	33%	26%	11%	22%	10%	27%	16%
MT	33%	16%	19%	8%	18%	24%	19%	9%
NL	26%	30%	20%	17%	22%	13%	17%	15%
AT	40%	28%	21%	15%	18%	10%	18%	15%
PL	32%	35%	25%	14%	20%	12%	12%	14%
PT	39%	27%	36%	20%	17%	16%	23%	13%

Country	Best value for money	Speed of connection	Took advantage of a special promotion or offer	Well-known brand	Already have other services with them	Reputation for good service	Inclusion of other services in the package	Previous good experience with this ISP
RO	32%	36%	28%	18%	19%	16%	25%	11%
SI	32%	28%	20%	15%	20%	11%	30%	14%
SK	33%	37%	25%	17%	16%	13%	12%	12%
FI	28%	35%	31%	17%	14%	15%	9%	18%
SE	25%	24%	20%	19%	20%	13%	13%	18%
UK	38%	25%	21%	26%	19%	18%	16%	14%
IS	28%	24%	10%	21%	19%	20%	25%	20%
NO	16%	27%	15%	22%	22%	12%	13%	17%

Source: Consumer survey, Q24. (N=27668 for EU27 / 29242 for all countries).

Table 14. Main reasons for choosing current Internet provider, analysis by country (continued)

Country	Highly recommended by a friend /family	Only broadband ISP in my area	Amount of data allowed to be downloaded without extra payment/ slower speed	High rating from an independent source	Children wanted a better connection	Additional online features provided*	Other reason
EU27	12%	9%	8%	4%	4%	3%	4%
BE	9%	7%	10%	3%	4%	3%	5%
BG	16%	3%	10%	2%	5%	2%	3%
CZ	14%	16%	17%	2%	3%	1%	4%
DK	12%	9%	8%	4%	3%	3%	8%
DE	13%	7%	7%	7%	4%	5%	3%
EE	9%	12%	8%	1%	4%	2%	3%
IE	13%	15%	13%	2%	6%	3%	2%
EL	11%	6%	7%	3%	5%	2%	1%
ES	12%	9%	5%	3%	3%	4%	3%
FR	17%	10%	3%	4%	3%	3%	5%
IT	10%	8%	6%	5%	7%	4%	2%
CY	5%	19%	2%	1%	3%	2%	4%
LV	8%	15%	9%	2%	3%	1%	4%
LT	10%	17%	12%	1%	5%	2%	2%
LU	13%	6%	7%	3%	3%	5%	4%
HU	10%	8%	5%	0%	3%	1%	9%
MT	13%	2%	6%	0%	1%	1%	6%
NL	8%	8%	5%	4%	2%	2%	6%
AT	13%	8%	25%	5%	2%	4%	2%
PL	15%	16%	12%	4%	5%	2%	3%

Country	Highly recommended by a friend /family	Only broadband ISP in my area	Amount of data allowed to be downloaded without extra payment/ slower speed	High rating from an independent source	Children wanted a better connection	Additional online features provided*	Other reason
PT	6%	9%	8%	3%	2%	3%	4%
RO	11%	20%	8%	2%	5%	2%	2%
SI	8%	22%	5%	1%	5%	2%	4%
SK	12%	16%	20%	2%	5%	2%	3%
FI	9%	13%	2%	1%	3%	6%	8%
SE	7%	14%	7%	4%	4%	2%	7%
UK	12%	6%	9%	4%	3%	3%	4%
IS	7%	7%	18%	0%	1%	2%	8%
NO	10%	14%	8%	5%	4%	6%	8%

Source: Consumer survey, Q24. (N=27668 for EU27 / 29242 for all countries). Note: * e-mail/online storage/personal website, etc.

Value for money is a less important factor for respondents who use the incumbent provider in their country, compared with those who use another provider (20% compared with 39%). Respondents who use the incumbent provider are also less likely to say that they took advantage of a promotion or special offer. However, those using the incumbent provider are more likely than other respondents to say that they chose a well-known brand, or that they chose them because they already had other services with them.

Value for money is also particularly important where there are multiple ISPs in respondents' home area. This is mentioned by 39% of respondents with three or more ISPs in their area, compared with 32% where there are two ISPs, and 22% where just one ISP is present.⁵

Connection speed is more important for respondents accessing the Internet via an optical fibre line (40% mention this), while a relatively high proportion of respondents accessing the Internet via DSL chose a well-known brand (23%); this is linked to the findings for incumbent and other providers (as those using the incumbent provider are more likely than other respondents to access the Internet via DSL).

⁵ Please note that the figures in this paragraph refer only to those respondents who compared offers within the last 12 months and reported the number of providers offering Internet access in their area.

Table 15. Main reason for choosing current provider, analysis by number of ISPs in respondent's locality, provider, access and locality

	Sub-Sample	Best value for money	Speed of connection	Took advantage of a special promotion or offer	Well-known brand	Already have other services with them (a)	Reputation for good service	Inclusion of other services in the package (b)	Previous good experience with this ISP	Highly recommended by a friend/family
Average	EU27	34%	26%	23%	20%	16%	16%	15%	14%	12%
Number of ISPs	1	22%	19%	20%	17%	13%	11%	11%	12%	10%
	2	32%	25%	22%	17%	15%	14%	13%	12%	11%
	3 +	39%	29%	26%	21%	15%	17%	15%	15%	12%
ISP	Incumbent	20%	24%	19%	29%	22%	18%	14%	17%	9%
	Others	39%	28%	25%	16%	14%	15%	15%	13%	13%
Access	DSL	34%	23%	23%	23%	15%	17%	14%	15%	12%
	Cable	30%	33%	24%	16%	22%	13%	21%	13%	12%
	Optical fibre (FTTx)	34%	40%	24%	15%	12%	16%	16%	11%	12%
	Satellite	33%	22%	17%	16%	10%	15%	10%	11%	14%
	Dongle/USB/Other	37%	25%	27%	18%	16%	12%	8%	16%	11%
Locality	Metropolitan	34%	29%	23%	19%	15%	17%	17%	13%	12%
	Urban centre	34%	27%	24%	19%	16%	16%	15%	14%	12%
	Rural/Village	32%	23%	21%	21%	17%	16%	12%	14%	12%

Source: Consumer survey, Q24. (N=27668 for EU27). Note: table includes answers given by more than 10% of respondents. Note (a): (e.g. TV or telephony), (b): (TV, fixed telephony, mobile telephony etc.).

Attitudes to current provider: Billing

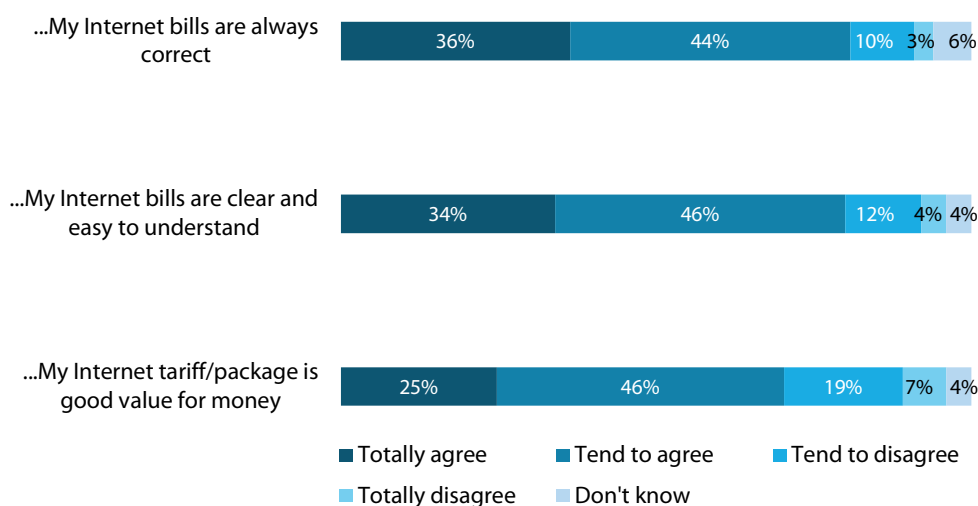
Respondents were asked whether they agreed or disagreed with a number of statements about their current Internet provider. The first set of statements relates to billing.

Respondents generally find their Internet bills easy to understand and correct. In 80% of cases, respondents agree that their Internet bills are easy to understand, and the same proportion agree that their bills are always correct. A minority of respondents disagree with each statement: 16% disagree that bills are easy to understand, and 13% disagree that bills are always correct.

In relation to value for money, 71% agree that their tariff or package is good value for money, while 26% disagree.⁶

Figure 14. Attitudes to billing

Source: Consumer survey, Q25: Agreement with the statements: (1) 'My Internet bills are always correct', (2) 'My Internet bills are clear and easy to understand', (3) 'My Internet tariff/package is good value for money'. (N=27668 for EU27)

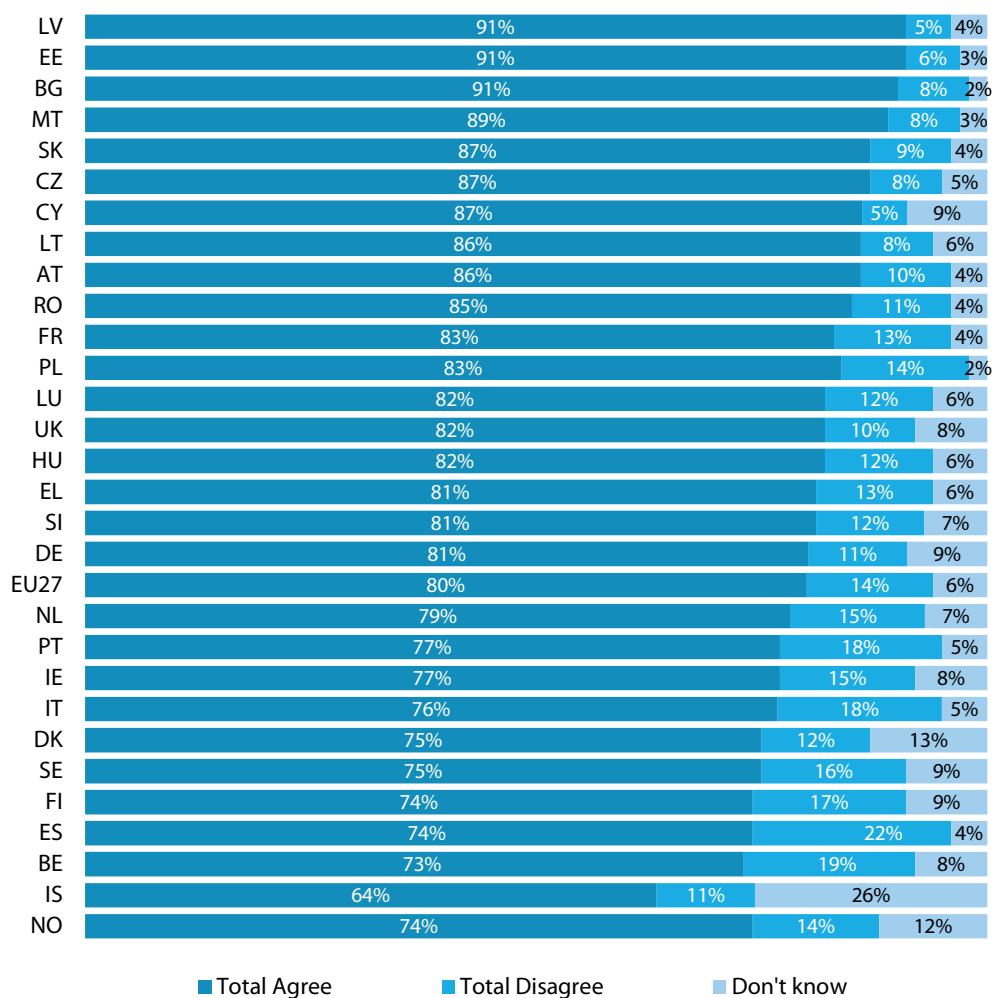


⁶ Throughout the report, some aggregated items such as the overall level of agreement differ slightly due to rounding.

There is little variation across the EU in terms of attitudes to Internet bills being correct. Respondents are most likely to agree that their bills are always correct in Bulgaria, Estonia and Latvia (91% in each case), while respondents are most likely to disagree in Spain (22%) and Belgium (19%).

Figure 15. Attitudes to Internet bills being correct, analysis by country

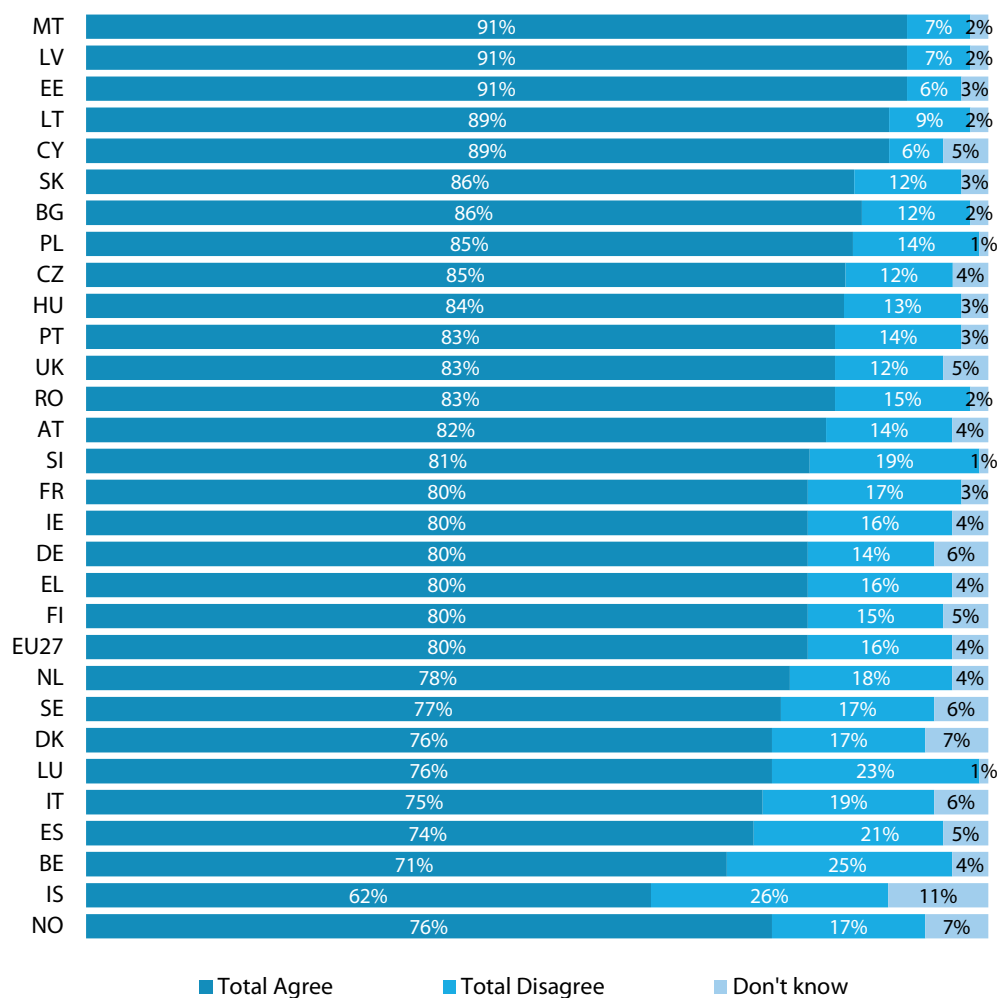
Source: Consumer survey, Q25_07: Agreement with the statement: 'My Internet bills are always correct'. (N=27668)



Attitudes to whether bills are clear and easy to understand are similar across the EU. The most positive views are in Malta, Latvia and Estonia; in each country, 91% agree. Respondents are most likely to disagree that bills are clear and easy to understand in Iceland (26%), Belgium (25%) and Luxembourg (23%).

Figure 16. Attitudes to Internet bills being clear, analysis by country

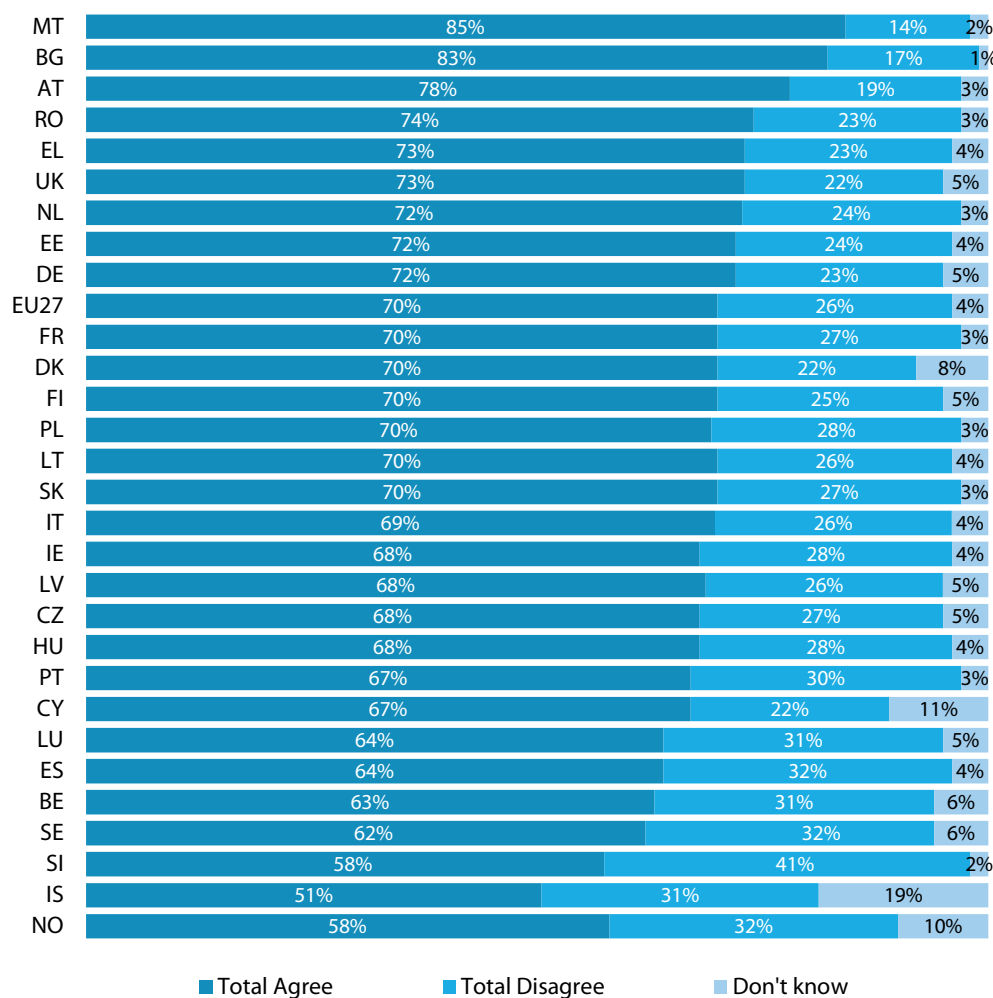
Source: Consumer survey, Q25_06: Agreement with the statement: 'My Internet bills are clear and easy to understand'. (N=27668)



Attitudes to value for money are generally consistent across the EU, with many Member States showing similar figures. Respondents are most positive in Malta (85% agree they get good value for money), Bulgaria (83%) and Austria (78%), while the highest proportions of negative views are in Slovenia (41% disagree).

Figure 17. Attitudes to value for money, analysis by country

Source: Consumer survey, Q25_05: Agreement with the statement: 'My Internet tariff/package is good value for money'. (N=27668)



Attitudes towards Internet billing are generally very consistent across social demographic variables and other sub-groups. The variables which show differences are set out in the table below.

Those with faster advertised connection speeds are more likely than those with slower speeds to agree that they get good value for money. Those with the slowest reported connection speeds (up to 2 Mbps) are also somewhat less positive in relation to bills being clear and correct.

In relation to age, older respondents are more likely than younger respondents to agree that their bills are correct and clear.

In addition, those using the incumbent provider in their country are less likely than those using other providers to say that they get good value for money (63% compared with 73%). As seen above, value for money is more important to those choosing a provider that is not the incumbent provider in their country.

Table 16. Attitudes to billing, analysis by age, provider, connection speed and type of Internet access

Source: Consumer survey, Q25. (N=27668 for EU27). Note: answer 'Total Agree' considers respondents who totally agree or tend to agree.

	Sub-sample	...My Internet bills are always correct	...My Internet bills are clear and easy to understand	...My Internet tariff/package is good value for money
Average	EU 27	80%	80%	70%
Age	15 to 24	73%	73%	68%
	25 to 39	79%	79%	71%
	40 to 54	81%	81%	69%
	55 +	85%	84%	71%
ISP	Incumbent	79%	77%	63%
	Others	81%	81%	73%
Speed	Up to 2 Mbps	74%	75%	61%
	>2 to 12 Mbps	80%	80%	69%
	>12 to 30 Mbps	82%	82%	74%
	More than 30 Mbps	82%	81%	75%
Access	DSL	81%	81%	69%
	Cable	80%	80%	71%
	Optical fibre (FTTx)	80%	78%	73%
	Satellite	75%	77%	69%
	Dongle/USB/Other	75%	77%	70%

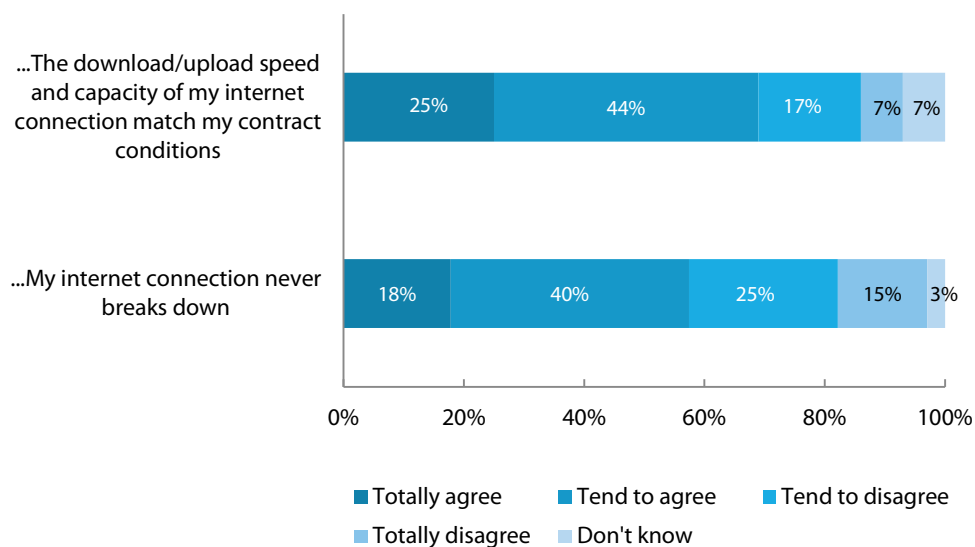
Attitudes to providers: reliability

Two statements focused on service reliability, to examine whether customer service standards meet consumers' expectations.

Around two-thirds of respondents (69%) agree that the speed and capacity of their Internet connection matches their contract conditions, while 24% disagree. However, a smaller proportion of respondents agree that their Internet connection never breaks down (58%), with 40% disagreeing with the statement.

Figure 18. Attitudes to reliability

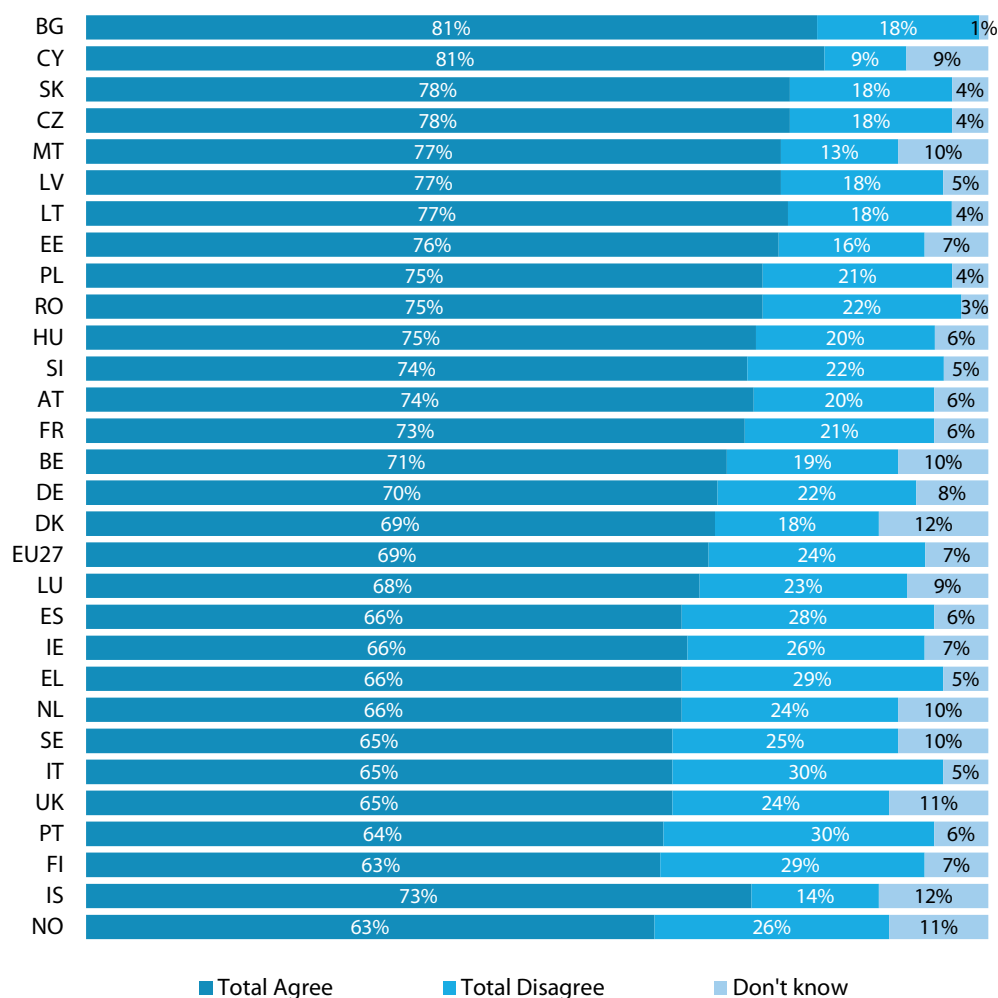
Source: Consumer survey, Q25: For each of the following please indicate whether you totally agree, tend to agree, tend to disagree or totally disagree. (N=27668)



In relation to the speed and capacity of Internet connections matching contract conditions, responses are broadly similar across most EU Member States. Respondents in the EU12 tend to be more positive, with the highest levels of agreement in Bulgaria and Cyprus (81% in each country). Respondents in Italy and Portugal are most likely to disagree (both 30%).

Figure 19. Attitudes to speed and capacity, analysis by country

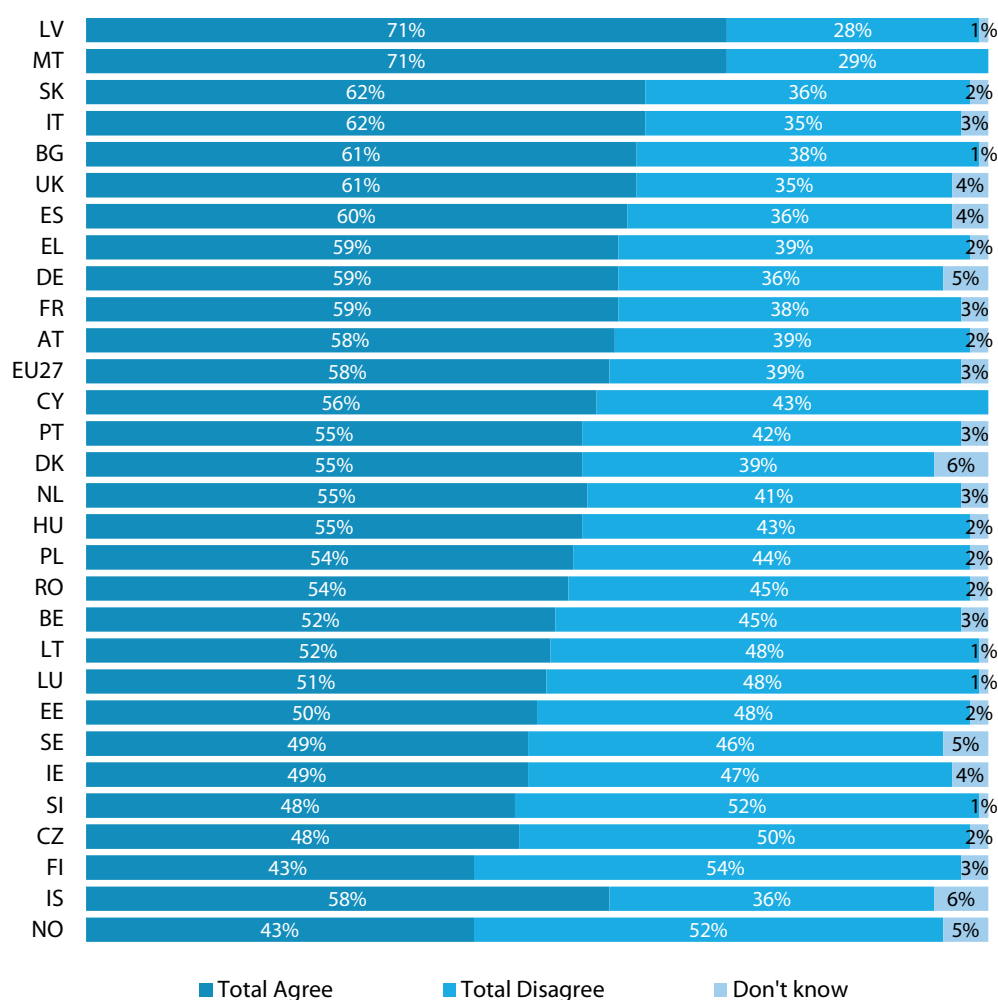
Source: Consumer survey, Q25_01: Agreement with the statement: 'The download/upload speed and capacity of my Internet connection match my contract conditions'. (N=27668)



Respondents in Latvia and Malta stand out as having the most positive attitudes towards the reliability of their Internet connections. In each country, 71% of respondents agree that their Internet connection never breaks down. By contrast, Finland, Norway and Slovenia show the most negative responses. In these three countries, respondents are more likely to disagree than agree that their Internet connection never breaks down.

Figure 20. Attitudes to Internet connection reliability, analysis by country

Source: Consumer survey, Q25_02: Agreement with the statement: 'My Internet connection never breaks down'. (N=27668)



Attitudes towards download/upload speed and connection capacity matching contract conditions, as well as Internet connection reliability, are very similar across connection conditions. As seen above in relation to billing, the main difference is in relation to connection speeds. Those with slower connection speeds (up to 2 Mbps) are less likely to agree that the speed and capacity of their connection matches contract conditions (61%) or that the Internet connection never breaks down (49%).

There are also differences by mode of access. Those accessing the Internet via a dongle/USB or by 'Other' means were less likely to agree with both of the statements (see table below).

Table 17. Attitudes to reliability, analysis by connection speed, access and locality

Source: Consumer survey, Q25. (N=27668 for EU27).

	Sub-sample	...The download/upload speed and capacity of my Internet connection match my contract conditions	...My Internet connection never breaks down
Average	EU 27	69%	58%
Speed	Up to 2 Mbps	61%	49%
	>2 to 12 Mbps	69%	56%
	>12 to 30 Mbps	72%	62%
	More than 30 Mbps	77%	64%
Access	DSL	68%	58%
	Cable	73%	56%
	Optical fibre (FTTx)	76%	63%
	Satellite	70%	60%
	Dongle/USB/Other	61%	45%
Locality	Metropolitan	70%	60%
	Urban centre	70%	58%
	Rural/Village	67%	55%

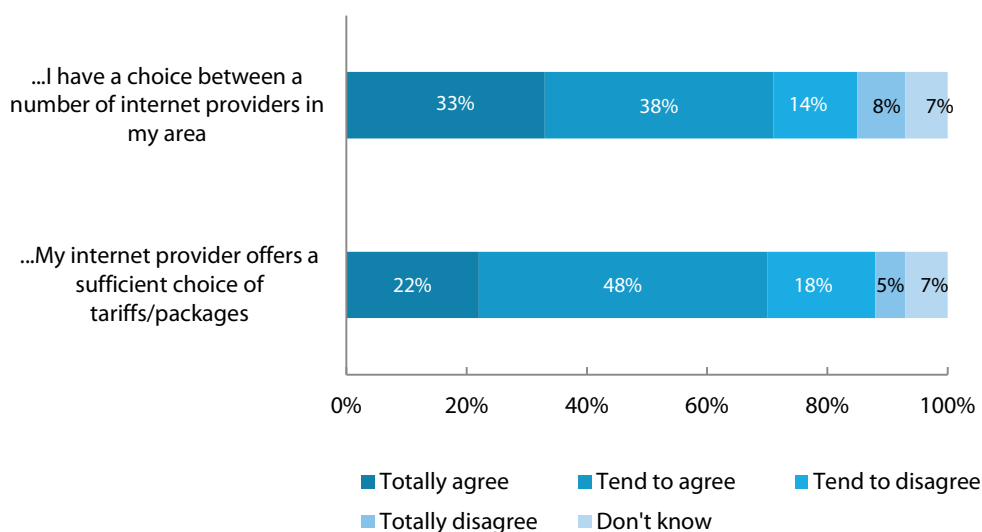
Attitudes to providers: choice

This section examines the amount of choice that consumers have, both in terms of the different tariffs or packages offered by their current provider, and the choice of different providers that is available.

The results across the EU show that most respondents agree that they have a choice between a number of Internet providers in their area (71%). However, 22% disagree. A similar picture exists for the statement 'My Internet provider offers a sufficient choice of tariffs or packages': 70% agree that their provider offers them this level of choice, while 23% disagree.

Figure 21. Attitudes to choice

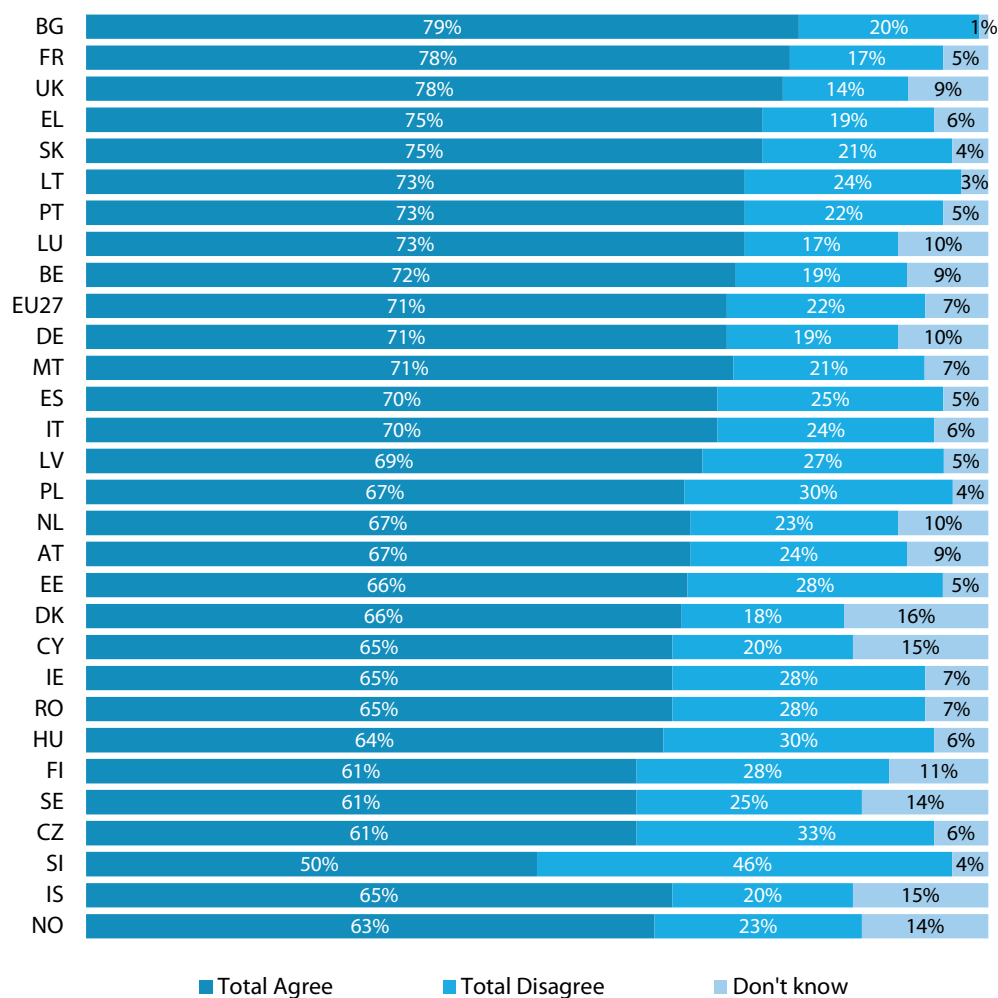
Source: Consumer survey, Q25: For each of the following please indicate whether you totally agree, tend to agree, tend to disagree or totally disagree. (N=27668)



Perceptions of the choice of providers available to respondents are broadly similar across the EU. Bulgaria (79%), France and the UK (both 78%) show the highest levels of agreement, while the proportion that agree that they have a choice of a number of providers is markedly lower in Slovenia (50%) than in other countries.

Figure 22. Attitudes to choice of Internet providers, by country

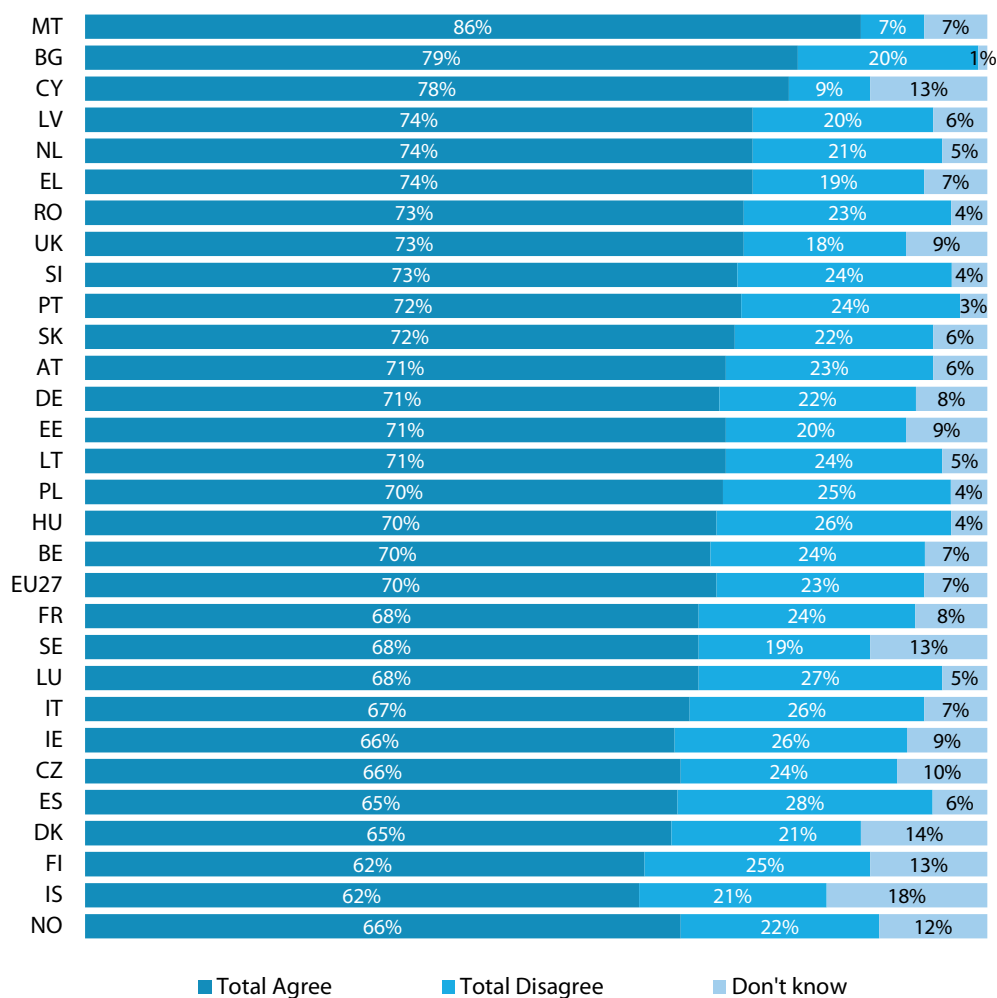
Source: Consumer survey, Q25_12: Agreement with the statement: 'I have a choice between a number of Internet providers in my area'. (N=27668)



In Malta, the proportion that agree that they get a sufficient choice of tariffs or packages from their provider (86%) is higher than in other countries. Finland and Iceland show the lowest levels of agreement (62% agree in each case). Otherwise, attitudes are very similar across the survey.

Figure 23. Attitudes to choice of tariffs and packages, by country

Source: Consumer survey, Q25_10: Agreement with the statement: 'My Internet provider offers a sufficient choice of tariffs/packages'. (N=27668)



Respondents with slower connection speeds (up to 2 Mbps) are again less positive than other respondents, this time in relation to both choice of providers available to them and the choice of tariffs or packages that their provider offers. Those with standalone Internet access are also less likely to agree with the statements than those with a bundle. Those who use the incumbent provider in their country are less likely to agree that they have a choice between a number of providers (66% compared with 74% of respondents with other providers).

The findings also show differences by age. Those aged 15-24 are less likely than older respondents to agree that they have a choice of provider, or a choice of different tariffs or packages from their current provider. In addition, respondents in rural zones or villages are less likely than those in metropolitan or urban areas to agree that they have a choice of a number of Internet providers.

Table 18. Attitudes to choice with current provider, analysis by gender, age, locality, provider, package type, WiFi use, and connection speed

Source: Consumer survey, Q25: For each of the following please indicate whether you totally agree, tend to agree, tend to disagree, or totally disagree; percentage indicates the proportion of respondents who 'totally agree' or 'tend to agree'. (N=27668 for EU27)

	Sub-sample	...I have a choice between a number of Internet providers in my area	...My Internet provider offers a sufficient choice of tariffs/packages
Average	EU27	71%	70%
Gender	Male	73%	70%
	Female	69%	69%
Age	15 to 24	67%	65%
	25 to 39	71%	69%
	40 to 54	71%	71%
	55 +	73%	72%
Locality	Metropolitan	77%	71%
	Urban centre	74%	71%
	Rural/Village	62%	68%
ISP	Incumbent	66%	68%
	Others	74%	71%
Package	Standalone	64%	63%
	Bundle	72%	71%
WiFi	Yes	74%	70%
	No	68%	69%
Speed	Up to 2 Mbps	61%	59%
	>2 to 12 Mbps	70%	69%
	>12 to 30 Mbps	76%	74%
	More than 30 Mbps	74%	76%

Attitudes to providers: Help and information

This section looks at the help and information available to people as part of customer service. It also covers providers' contracts.

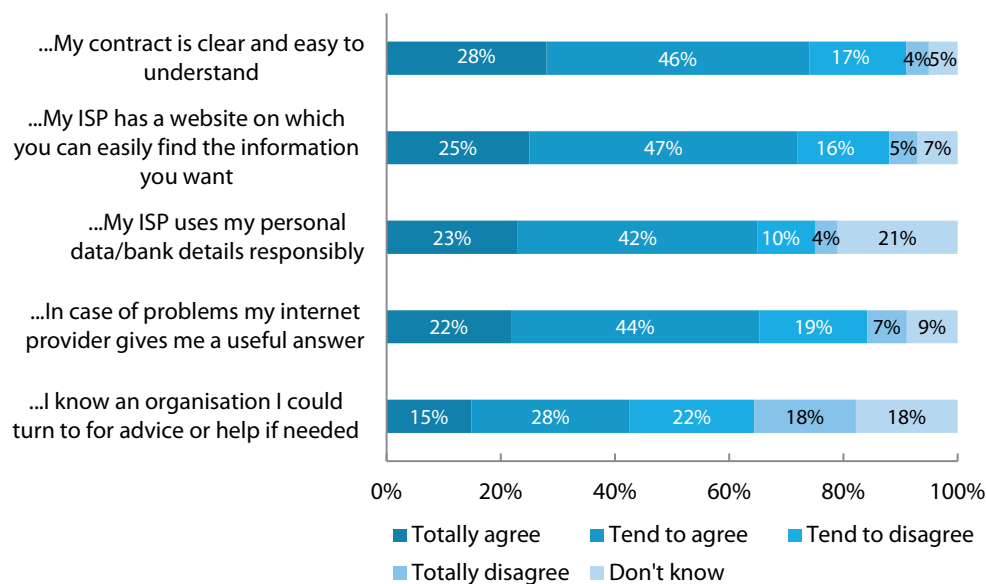
Respondents to the survey mostly agree that their contract is clear and easy to understand (74%). A similar proportion agrees that they can easily find information they want on their provider's website (72%). On both statements, 21% of respondents disagree.

The majority of respondents (65%) also agree that their Internet provider uses their personal data and bank details responsibly, although 14% disagree and 21% do not know whether this is the case. Two-thirds of respondents across the EU agree that their provider gives them a useful answer if they have any problems (66%), while 26% disagree.

Less than half of respondents (43%) say that they know an organisation such as a regulator, ombudsman or consumer protection body that they could turn to for advice or help if needed.

Figure 24. Attitudes to help and information

Source: Consumer survey, Q25: For each of the following please indicate whether you totally agree, tend to agree, tend to disagree or totally disagree. (N=27668)



Attitudes towards help and information are relatively positive in a number of countries. Malta, Cyprus, Bulgaria, Estonia and Latvia show particularly high levels of agreement to the various statements, while respondents in Lithuania are more likely than those in other countries to say they know a regulator, ombudsman or protection body they could turn to.

Views are less positive in Luxembourg (in relation to having a clear contract and website where it is easy to find information) and in Finland (also in relation to the provider's website, and in getting useful answers in case of problems).

Table 19. Attitudes to help and information, analysis by country

Source: Consumer survey, Q25. (N=27668 for EU27 / 29243 for all countries). Note (a): (regulator, ombudsman, consumer protection body etc.).

Country	...My contract is clear and easy to understand	...My provider has a website on which you can easily find the desired information	...In case of problems my Internet provider gives me a useful answer	...My Internet provider uses my personal data/bank details responsibly	...I know an organization ^(a) I could turn to for advice or help if needed
EU27	74%	71%	66%	65%	42%
BE	67%	67%	63%	55%	40%
BG	84%	76%	81%	73%	51%
CZ	80%	74%	67%	63%	37%
DK	75%	68%	67%	64%	43%
DE	74%	67%	62%	61%	30%
EE	83%	76%	79%	74%	55%
IE	73%	68%	61%	63%	43%
EL	81%	72%	75%	52%	46%
ES	69%	67%	64%	64%	53%
FR	71%	74%	63%	68%	37%
IT	72%	72%	67%	66%	44%
CY	86%	86%	90%	83%	55%
LV	84%	76%	81%	69%	45%
LT	81%	72%	74%	59%	69%
LU	64%	60%	66%	62%	43%
HU	77%	66%	69%	68%	32%
MT	81%	87%	87%	75%	61%
NL	76%	72%	61%	66%	46%
AT	74%	64%	63%	61%	33%
PL	75%	75%	68%	64%	51%
PT	73%	71%	67%	62%	54%
RO	74%	70%	70%	58%	37%
SI	73%	71%	67%	55%	50%
SK	82%	75%	73%	70%	41%
FI	73%	61%	57%	60%	42%
SE	69%	65%	62%	58%	33%
UK	76%	78%	66%	74%	48%
IS	59%	64%	70%	40%	29%
NO	70%	65%	63%	59%	39%

The table below shows the main sub-group differences in attitudes towards help and information. There is a tendency for views to be more positive in the older age groups, particularly in relation to the provider’s website and in getting answers to problems. The one exception is that older people (aged 55 or over) are less likely to know a regulator, ombudsman or protection body they could turn to.

Respondents with a bundle also tend to be somewhat more positive than those with standalone Internet access. For example, 72% of those with a bundle agree that their provider has a website on which they can easily find the information they want, compared with 65% of those with standalone access. The exception is having a contract that is clear and easy to understand, where the figures are similar for the two groups.

As on other issues, views are less positive where respondents have slow connection speeds (up to 2 Mbps). This applies most strongly to getting useful answers in case of problems, the helpfulness of the provider’s website and use of personal data.

Table 20. Attitudes to help and information, analysis by age, package type, connection speed and locality

	Sub-sample	...My contract is clear and easy to understand	...My provider has a website on which you can easily find the desired information	...In case of problems my Internet provider gives me a useful answer	...My Internet provider uses my personal data/bank details responsibly	...I know an organisation ^(a) I could turn to for advice or help if needed
Average	EU27	74%	71%	66%	65%	42%
Age	15 to 24	70%	66%	61%	62%	46%
	25 to 39	73%	70%	66%	64%	46%
	40 to 54	74%	73%	65%	65%	43%
	55 +	76%	74%	68%	67%	35%
Package	Standalone	76%	65%	62%	60%	36%
	Bundle	73%	72%	66%	66%	43%
Speed	Up to 2 Mbps	70%	63%	58%	59%	38%
	>2 to 12 Mbps	73%	71%	65%	64%	43%
	>12 to 30 Mbps	77%	74%	69%	66%	44%
	More than 30 Mbps	77%	75%	70%	69%	43%
Locality	Metropolitan	74%	71%	68%	66%	46%
	Urban centre	74%	72%	66%	65%	42%
	Rural/Village	73%	70%	63%	64%	39%

Source: Consumer survey, Q25. (N=27668 for EU27). Note (a): (regulator, ombudsman, consumer protection body etc.).

2.3.2 Comparing offers

This chapter examines the experience of consumers in comparing different offers from Internet providers. This information is important in assessing the choice available to consumers and the ways in which offers differ. It is also important to understand how easy or difficult it is for consumers to compare offers and make an informed choice of provider and tariff (both during the initial purchase and subsequent decisions to switch/not switch).

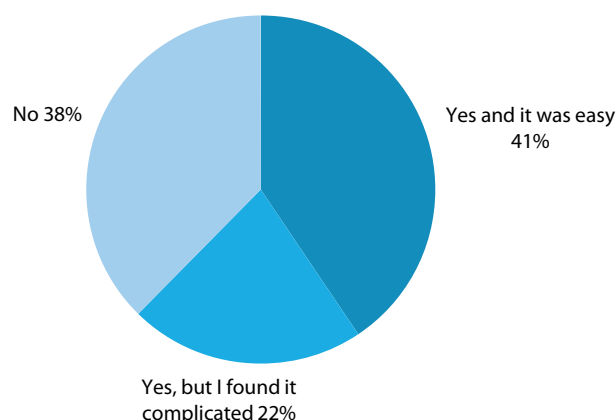
Experience of comparisons

Comparing different offers

The majority of respondents across the EU say that they have compared different offers for Internet access over the last 12 months (63%), and these respondents are more likely to say they have found it easy to do this (41%) rather than complicated (22%).

Figure 25. Whether respondents have compared different offers

Source: Consumer survey, Q18: Over the last 12 months, have you compared different offers for Internet access? (N=27668 for EU27)

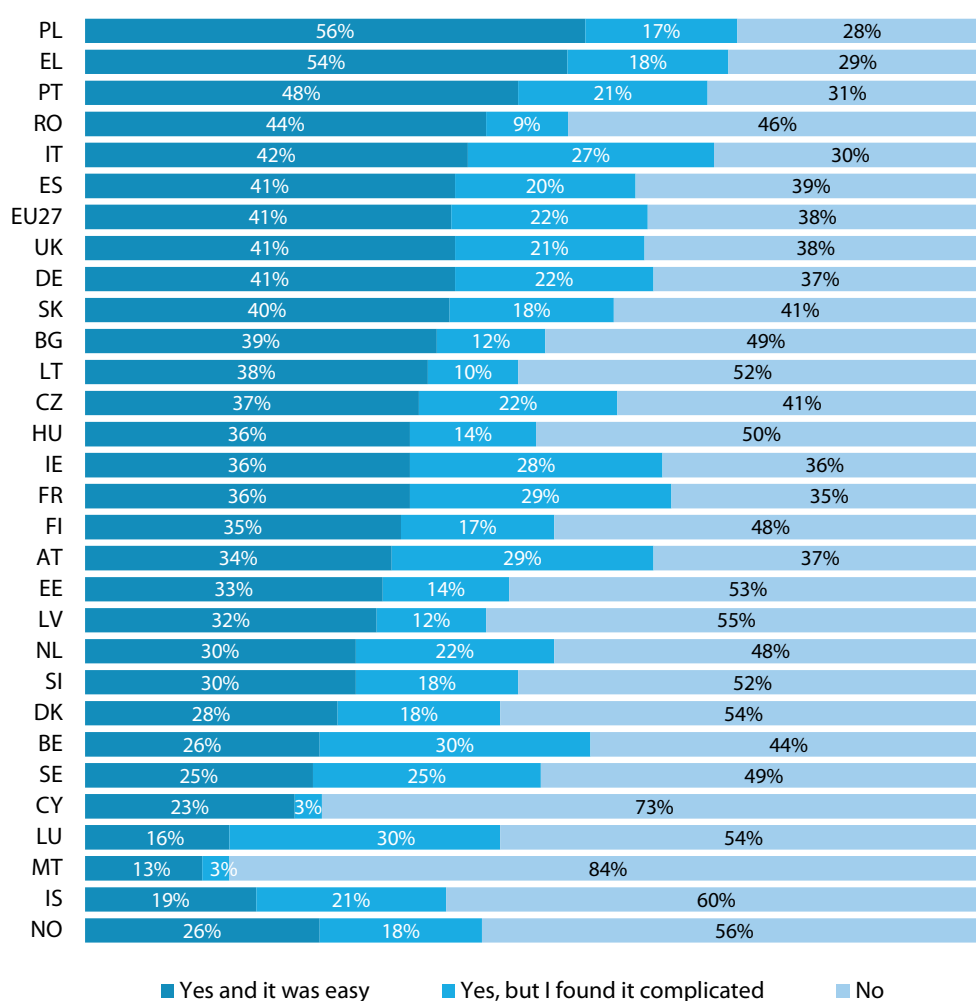


The proportion of respondents that have compared different offers is highest in Poland (73%) and Greece (72%) and lowest in Malta (16%) and Cyprus (26%).

In a number of countries, the proportion of respondents that found it easy to compare different offers is much higher than the proportion that found it complicated. This applies in particular to Poland, Greece, Romania, Cyprus, Bulgaria and Lithuania. However, in Luxembourg, Belgium and Iceland, respondents are more likely to have found it complicated than they are to have found it easy.

Figure 26. Whether respondents have compared different offers, analysis by country

Source: Consumer survey, Q18.
(N=27668 for EU27)



A number of respondent groups are more likely to have compared different offers for Internet access over the last 12 months. Men are more likely than women to have compared different offers (67% compared with 57%), and the proportion comparing offers increases with the level of education: from 46% of those educated to no more than elementary school level, to 70% of those with a post graduate degree. Older respondents are less likely to have compared offers (53% of those aged 55 or over compared to approximately two thirds of those in the age groups 15-24 and 25-39).

The proportion of respondents that have compared different offers is also higher among bundle subscribers than those with standalone access (63% compared with 53%), and is higher among those that use their home Internet access for business, particularly when they do so for three or more hours per day (70%). There are also differences in the proportions of respondents who found it easy or complicated to compare different offers. Men are more likely than women to have found it easy, while older respondents (aged 55 or over) tend to have found it more complicated than younger respondents. It is also notable that those respondents that have considered switching (but have not actually done so) are more likely to have found it complicated than actual switchers or non-switchers. This supports findings that those considering switching have often not made a switch because of difficulties they have had comparing different offers. The analysis also shows that respondents who have used comparison websites are more likely to have found it easy to compare offers than those that have not used these websites.

Table 21. Whether respondents have compared different offers, analysis by gender, age, education, switching behaviour, use of comparison websites, Internet usage for business and package type

Source: Consumer survey, Q18.
(N=27668 for EU27).

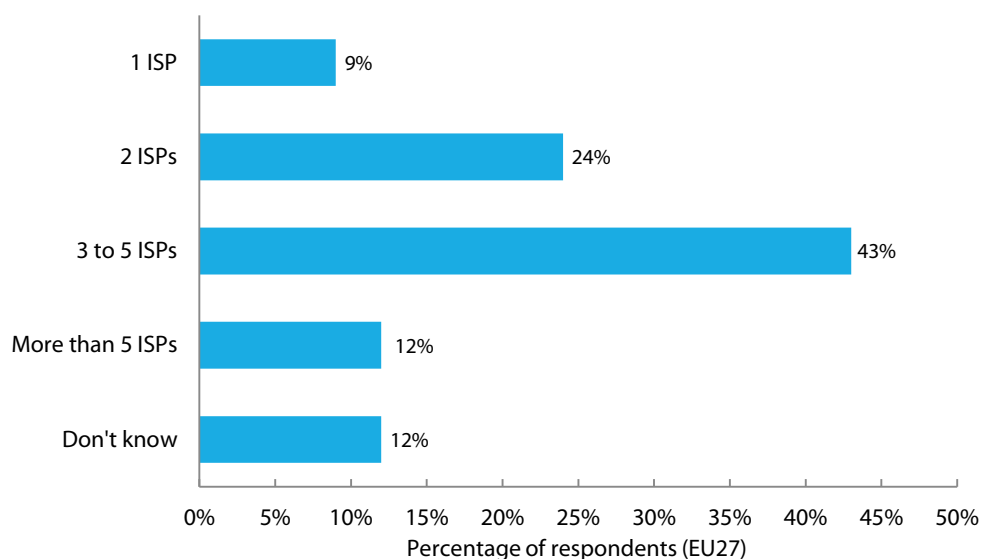
	Sub-sample	Yes and it was easy	Yes, but I found it complicated	No
Average	EU 27	41%	22%	38%
Gender	Male	46%	21%	33%
	Female	35%	22%	42%
Age	15 to 24	46%	20%	34%
	25 to 39	48%	19%	33%
	40 to 54	39%	24%	37%
	55 +	30%	23%	47%
Education	Elementary school or less	35%	11%	55%
	Some high school	35%	21%	44%
	High school graduation	39%	21%	40%
	University graduation	42%	24%	33%
	Post-graduate degree	47%	23%	30%
	Other qualification	37%	17%	46%
Switching behaviour	Switchers	50%	15%	35%
	Considerers	42%	38%	20%
	Non-Switchers	25%	13%	61%
Use of CW	Yes	57%	24%	20%
	No	26%	20%	54%
Usage - Business	3 or more hours/day	49%	21%	30%
	Less than 3 hours/ day	40%	23%	37%
	Never	29%	19%	52%
Package	Standalone	34%	19%	47%
	Bundle	41%	22%	36%

Number of providers offering Internet access in respondents' area

If respondents have compared different offers in the last 12 months, they were asked how many providers offered Internet access in their area when they last compared offers. For most of this subgroup of respondents (55%), three or more providers offered Internet access in their area, and the average was 3. However, 9% of respondents indicated that there was only one ISP that offered access in their area when they last compared offers.

Figure 27. *Number of providers offering Internet access in respondents' area*

Source: Consumer survey, Q19: When you last compared offers, how many providers offered Internet access in your area (without considering providers that only offer Internet access through mobile phone networks with use of a dongle or USB stick)? (N=17254)



The proportion of respondents who say there were three or more providers in their area is highest in Portugal and Greece (both 63%), and lowest in Malta (22%), Cyprus (34%), Estonia (36%) and Lithuania (38%). Malta also has the highest proportion of respondents who say that there was only one provider in their area when they last compared offers (22%). The table below shows the different numbers of providers that respondents reported to offer Internet access in their area for each country.

Table 22. Number of providers offering Internet access in respondents' area, analysis by country

Source: Consumer survey, Q19: When you last compared offers, how many providers offered Internet access in your area (without considering providers that only offer Internet access through mobile phone networks with use of a dongle or USB stick)? (N=17254 for EU27 / 18182 for all countries)

Country	1 ISP	2 ISPs	3 to 5 ISPs	More than 5 ISPs	Don't know
EU27	9%	24%	43%	12%	12%
BE	6%	25%	45%	7%	17%
BG	7%	25%	52%	10%	6%
CZ	7%	24%	46%	5%	18%
DK	13%	18%	35%	15%	20%
DE	10%	20%	43%	15%	12%
EE	16%	34%	34%	2%	14%
IE	11%	28%	40%	7%	15%
EL	8%	17%	51%	12%	11%
ES	10%	21%	46%	12%	11%
FR	6%	22%	44%	16%	13%
IT	10%	25%	49%	10%	7%
CY	11%	43%	30%	4%	13%
LV	15%	25%	42%	8%	10%
LT	18%	36%	33%	4%	8%
LU	7%	26%	54%	3%	10%
HU	12%	31%	44%	4%	9%
MT	22%	48%	22%	0%	8%
NL	7%	18%	38%	16%	21%
AT	8%	25%	43%	9%	14%
PL	11%	33%	43%	6%	8%
PT	7%	23%	54%	9%	7%
RO	12%	38%	40%	5%	5%
SI	9%	23%	55%	5%	8%
SK	9%	24%	48%	9%	11%
FI	12%	14%	49%	6%	18%
SE	9%	16%	37%	11%	25%
UK	8%	21%	31%	22%	19%
IS	2%	23%	54%	5%	16%
NO	11%	21%	38%	12%	18%

The number of providers, as reported by respondents who had compared different offers, is lower in rural zones than in other types of areas. For example, 50% of respondents in rural zones indicate that three or more providers offered Internet access the last time they evaluated offers, compared with 59% in metropolitan zones.

The number of providers reported by respondents is also lower among those with slow connection speeds: just 44% of those with a connection speed of up to 2Mbps say there were three or more providers in their area (compared with 62% of respondents with a connection speed between 12 Mbps and 30 Mbps). The reported number of providers is also higher among respondents classified as Internet proficient than those who are not classified as proficient (see table below).⁷

Table 23. Number of providers offering Internet access in respondents' area, analysis by locality, Internet proficiency, and connection speed

Source: Consumer survey, Q19. (N=17254 for EU27).

	Sub-sample	1 ISP	2 ISPs	3 to 5 ISPs	More than 5 ISPs	Don't know
Average	EU27	9%	24%	43%	12%	12%
EU15/EU12	EU15	9%	21%	43%	14%	13%
	EU12	11%	32%	43%	6%	9%
Locality	Metropolitan	9%	22%	43%	16%	11%
	Urban centre	8%	24%	44%	13%	11%
	Rural/Village	11%	25%	41%	9%	15%
Internet proficiency	Proficient	6%	21%	47%	16%	9%
	Not Proficient	10%	25%	41%	11%	13%
Speed	Up to 2 Mbps	16%	29%	37%	7%	11%
	>2 Mbps to 12 Mbps	10%	25%	43%	9%	12%
	>12 Mbps to 30 Mbps	8%	19%	45%	17%	12%
	More than 30 Mbps	9%	20%	41%	16%	14%

Clarity of information

Respondents who have compared different offers in the last 12 months were asked how clear the information was on different aspects of the offers. Respondents rated each aspect on a scale from 0 (not at all clear) to 10 (very clear).

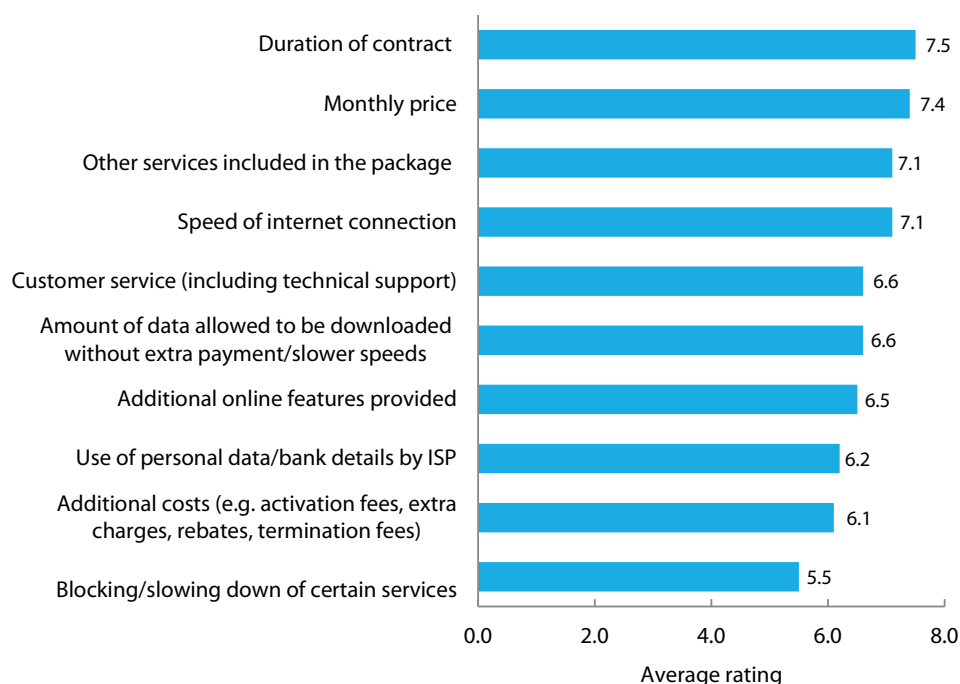
Across the EU, the highest average rating provided by respondents is 7.5, and the lowest, 5.5. Information is most likely to be seen as relatively clear in relation to duration of contract and monthly price. The speed of the connection and other services included in the package are also aspects that are generally perceived as clear.

Ratings are lowest in relation to information on the blocking or slowing down of certain Internet services. Additional costs (such as activation or termination fees) and the use of personal data or bank details by the provider are the other aspects for which the clarity of information is less highly rated.

⁷ As shown in Section 2.3.5, Respondents were identified as 'Internet proficient' if they provided the correct response for two questions in the consumer survey that assessed their understanding of key Internet service parameters.

Figure 28. Clarity of information when comparing offers

Source: Consumer survey, Q20: When you last compared offers from Internet service providers, how clear was the information provided on each of the following aspects? Please consider each item below, and rank how clear it was from 0 (Not at all clear) to 10 (Very clear). (N=17254 for EU27)



There is a general tendency for ratings on the clarity of information to be higher in the EU12. Ratings tend to be relatively low in Member States in the south of Europe (Greece, Italy, Portugal and Spain), as well as in Luxembourg and Iceland.

Looking at the individual aspects of information, the ratings about the duration of contract are highest in Lithuania, Poland, Hungary and Finland and are lowest in Italy, Norway and Iceland. Ratings about monthly price information are highest in Lithuania, and also high in the Czech Republic, Estonia, Cyprus, Romania and Finland. The lowest ratings are in Denmark, Spain and Iceland.

Respondents in Cyprus, Lithuania, the Czech Republic, Romania and Slovenia give the highest ratings for information about connection speed, with ratings lowest in Luxembourg and Iceland. Respondents in Luxembourg and Iceland also give relatively low ratings on other services included in the package, along with those in Denmark and Norway, while the highest ratings are in Malta, Hungary and Romania.

In relation to the amount of data that can be downloaded without extra payment or slower speeds, ratings are considerably higher in Lithuania than elsewhere, while those in France, Luxembourg and Portugal give the lowest ratings. On each of the other five aspects, ratings are lowest in Luxembourg and Iceland. The highest ratings are seen in Malta and Cyprus, in relation to customer service; in Germany, Cyprus, Hungary and UK, in relation to additional online features; in Malta and Germany, for use of personal data/bank details; in Poland, Germany and UK, for additional costs; and in Cyprus in relation to blocking or slowing down of certain Internet services.

Table 24. Clarity of information when comparing offers, analysis by country

Country	Duration of contract	Monthly price (such as monthly subscription, line rental)	Speed of Internet connection	Other services included in the package ^(a)	Amount of data downloadable without slower speed/extra payment	Customer service (including technical support)	Additional online features provided ^(b)	Use of personal data/bank details by provider	Additional costs ^(c)	Blockings/slowing down of certain Internet services ^(d)
EU27	7.5	7.4	7.1	7.1	6.6	6.6	6.5	6.2	6.1	5.5
BE	6.8	7.2	7.2	7.3	6.7	6.3	6.2	5.5	5.6	4.6
BG	7.9	7.9	7	7.4	6.6	6.8	6	5.3	6.2	5
CZ	8.1	8.1	7.7	7.2	7.2	7.1	6.2	6.5	6.1	5.8
DK	7	6.7	7.5	6.5	6.6	6.6	6.2	5.6	5.5	5.4
DE	8.1	7.7	7.5	7.2	7	6.9	7.1	6.8	6.6	5.9
EE	8	8.1	7.5	7.5	6.4	7.3	5.9	5.5	6	4.8
IE	7.1	7.2	6.9	6.8	6.2	6.2	5.9	5.7	5.3	4.9
EL	7.8	7.3	6.8	7	6.5	6.5	6.6	5.5	5.7	5
ES	7	6.7	6.9	6.7	6.2	6.3	6.4	5.8	5.6	5.2
FR	6.9	7.1	6.7	6.9	5.6	6.2	5.9	5.9	5.6	5.2
IT	6.6	6.9	6.7	6.7	6.1	6.3	6.3	6.2	5.8	5.4
CY	7.7	8.2	8.1	8	7.1	7.5	7.1	6.6	6.4	6.3
LV	8.1	8	7.4	7.7	7	7.2	6.5	6.3	6.1	5
LT	8.8	8.3	7.8	7.3	7.8	6.9	6.6	4.7	6.2	5.3
LU	7.1	6.8	6.4	6.5	5.8	5.2	4.9	4.4	4.9	4.1
HU	8.3	7.9	7.6	7.8	6.2	6.7	7	6.5	6.2	5.5
MT	7.2	8.1	7.5	8.1	7.1	7.6	6.5	7.2	6.3	5.3
NL	7.5	7.4	7.5	7.4	6.6	6.6	6.8	6	6.3	5.3

Country	Duration of contract	Monthly price (such as monthly subscription, line rental)	Speed of Internet connection	Other services included in the package ^(a)	Amount of data downloadable without slower speed/extra payment	Customer service (including technical support)	Additional online features provided ^(b)	Use of personal data/bank details by provider	Additional costs ^(c)	Blockings/slowing down of certain Internet services ^(d)
AT	7.8	7.7	6.9	7	7.3	6.4	6.7	5.9	5.9	5.5
PL	8.4	8	7.5	7.3	7.1	6.9	6.6	6.3	6.7	5.8
PT	6.9	7	6.9	7.3	5.9	6.4	6.2	5.5	5.3	4.5
RO	8	8.1	7.7	7.8	6.8	6.6	6.2	6.2	6.2	5.3
SI	7.7	7.6	7.7	7.4	6.2	6.3	6.1	5.4	5.2	4.6
SK	7.7	7.6	7.2	6.7	6.6	6.3	5.9	6	6.1	5.1
FI	8.2	8.1	7.2	6.9	6.1	6.5	6.9	5.6	6.3	5.2
SE	7.3	7	7.1	6.9	6	6.3	6	5.5	5.4	4.7
UK	7.7	7.8	7	7.5	7.1	7	7	6.5	6.5	5.8
IS	5.4	6.1	6.2	6.5	6.4	5.3	5.2	3.2	4	4.2
NO	6.6	7.3	7.4	6.5	6.5	6.1	6.1	5	5.2	4.8

Source: Consumer survey, Q20. (N=17254 for EU27 / 18182 for all countries). Note (a): (TV, fixed telephony, mobile telephony etc.), (b): (email/online storage/personal website etc), (c): (activation fees, extra charges, rebates, termination fees etc), (d): (e.g. video streaming, Internet telephony etc).

Respondents with fast connection speeds tend to give consistently higher ratings than those with slower speeds.

Ratings for duration of contract and monthly price are higher among those respondents with standalone access, compared with those subscribed to a bundle. However, those with a bundle give slightly higher ratings than those with standalone access on more specific aspects: the blocking or slowing down of certain services and the use of personal data or bank details.

Respondents who have considered switching their Internet provider (but have not actually done so) give consistently lower ratings than either those who have actually switched or those who have not considered switching. This suggests that people who are thinking about switching provider may fail to make a switch because they feel they are not getting clear information about different offers.

Respondents who are classified as being Internet proficient tend to give higher ratings than those who are classified as not proficient.

There are also differences by age group: older respondents (55 or over) give lower ratings than younger respondents for customer service, other services and blocking/slowing down of certain services.

Table 25. Clarity of information when comparing offers, analysis by age, switching behaviour, proficiency, package type, and speed

	Sub-Sample	Duration of contract	Monthly price	Speed of Internet connection	Other services in package ^(a)	Amount allowed to be downloaded ^(b)	Customer service (incl. technical support)	Additional online features ^(c)	Use of personal data/ bank info by ISP	Additional costs ^(d)	Blocking/ slowing down of services ^(e)
Average	EU27	7.5	7.4	7.1	7.1	6.6	6.6	6.5	6.2	6.1	5.5
Age	15 to 24	7.3	7.3	7.1	7.3	6.5	6.6	6.5	6.2	6.1	5.7
	25 to 39	7.4	7.4	7.2	7.3	6.6	6.7	6.5	6.2	6.1	5.5
	40 to 54	7.6	7.5	7.1	7.1	6.6	6.5	6.5	6.2	6.0	5.4
	55 +	7.6	7.5	7.0	6.9	6.7	6.2	6.5	6.2	6.0	5.2
Switching behaviour	Switchers	7.7	7.7	7.5	7.4	7.0	7.1	6.9	6.6	6.6	6.0
	Considerers	7.2	7.1	6.7	6.9	6.1	6.1	6.1	5.7	5.5	5.0
	Non-Switchers	7.7	7.6	7.3	7.1	6.5	6.6	6.6	6.2	6.1	5.4
Internet proficiency	Proficient	7.7	7.7	7.3	7.4	6.9	6.6	6.8	6.0	6.3	5.4
	Not Proficient	7.4	7.3	7.1	7.0	6.4	6.6	6.4	6.2	6.0	5.5
Package	Standalone	7.9	8.0	7.2	7.0	6.7	6.5	6.3	5.9	6.2	5.2
	Bundle	7.4	7.4	7.1	7.1	6.5	6.6	6.5	6.2	6.1	5.5
Speed	Up to 2 Mbps	7.3	7.1	6.6	6.8	6.3	6.3	6.3	6.1	5.9	5.3
	>2 to 12 Mbps	7.4	7.3	7.0	7.1	6.4	6.5	6.4	6.1	6.0	5.4
	>12 to 30 Mbps	7.7	7.8	7.4	7.4	6.8	6.8	6.8	6.3	6.4	5.6
	> 30 Mbps	7.9	7.7	7.6	7.5	6.9	7.0	6.9	6.4	6.3	5.7

Source: Consumer survey, Q20. Notes: (a) TV, fixed telephony, mobile telephony, etc; (b) without extra payment/s lower speed; (c) email/online storage/personal website/etc; (d) activation fees, extra charges, rebates, termination fees, etc; (e) e.g. video streaming, Internet telephony, etc. (N=17254 for EU27)

Comparison websites

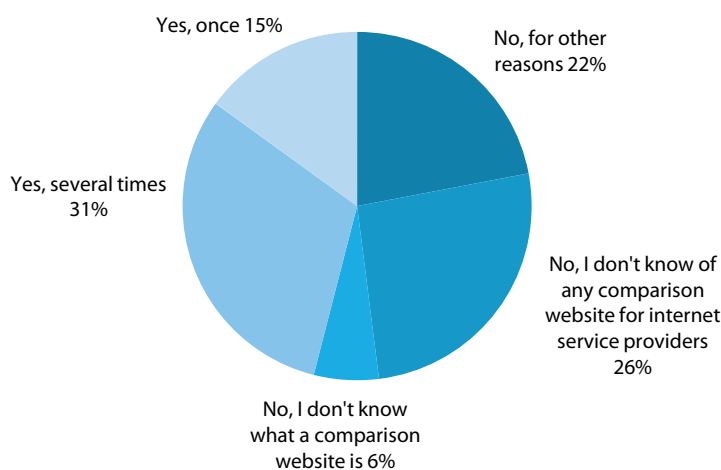
This section examines the use of comparison websites that compare offers from Internet service providers and the ways in which they are perceived to be helpful or unhelpful.

Just under half of respondents across the EU (46%) say they have used a comparison website to compare offers from different providers. 15% say they have used this type of website once, while 31% indicate they have done so several times.

Around a third of all respondents (32%) say that they don't know of this type of comparison website (26%), or don't know what a comparison website is at all (6%). This indicates that a major reason for non-use of comparison websites is a lack of knowledge of their availability.

Figure 29. Use of comparison websites

Source: Consumer survey, Q21: Have you ever used a comparison website to compare the offers from different Internet service providers? (N=27668 for EU27)

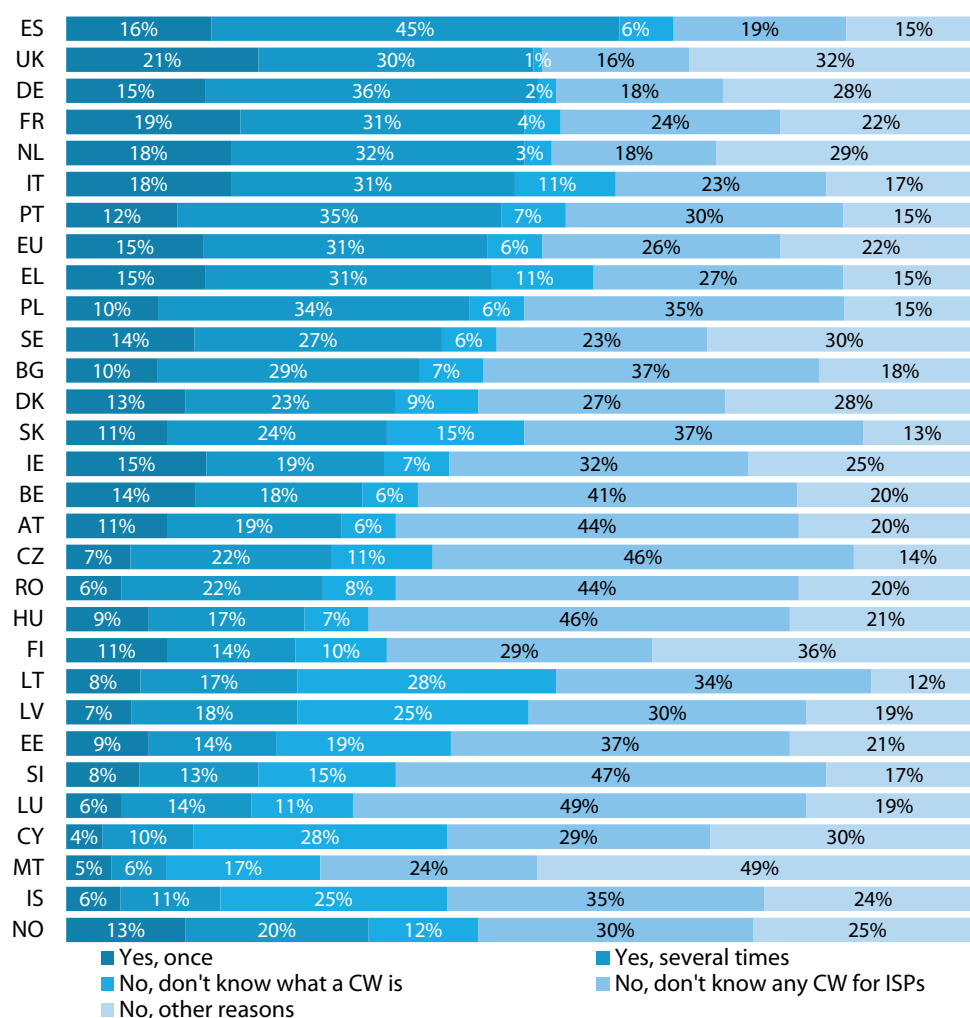


The use of comparison websites to compare offers from different providers is considerably higher in Spain (61%) than in other countries.

In general, use of comparison websites is lower in the EU12 than in the EU15,⁸ and this tends to be because of lack of knowledge about comparison websites, or, because of the relative absence of functioning comparison websites in these countries. The proportion of respondents that do not know of comparison websites (at all, or of ones that can be used to compare Internet service provision offers) is highest in Lithuania and Slovenia.

Figure 30. Use of comparison websites, analysis by country

Source: Consumer survey, Q21.
(N=27668 for EU27)



⁸ The term 'EU15' is used throughout this report to refer to the so-called 'old Member States', i.e. those countries which joined the European Union prior to 2004. These countries are: Belgium, Denmark, Germany, Ireland, Greece, Spain, France, Italy, Luxembourg, the Netherlands, Austria, Portugal, Finland, Sweden, and the United Kingdom.

The use of comparison websites is higher among those that have switched Internet provider, or have considered doing so, in the last three years.

The proportion of respondents who have used comparison websites is also higher among a number of groups: men, people under 55 years old and those with higher educational qualifications. In addition, use of comparison websites is higher among those with a bundle rather than standalone Internet access, those who do not have mobile Internet access (e.g. via a dongle, USB) and more heavy users of the Internet for leisure and/or business (see table below). Many of these sub-groups are also more likely to have switched or to have considered switching. This reflects the general finding (noted above) that people who have switched or have considered switching are also more likely to have used a comparison website.

Table 26. Use of comparison websites, analysis by gender, age, education, switching behaviour, package type, access, and usage

	Sub-Sample	Yes, once	Yes, several times	No, I don't know what a comparison website is	No, I don't know of any comparison website for ISPs	No, for other reasons	Total 'Used comparison website'	Total 'Not used'
Average	EU27	15%	31%	6%	26%	22%	46%	54%
Gender	Male	15%	35%	6%	24%	20%	50%	50%
	Female	16%	27%	6%	27%	24%	43%	57%
Age	15 to 24	18%	29%	8%	26%	20%	47%	53%
	25 to 39	17%	32%	6%	25%	20%	49%	51%
	40 to 54	15%	34%	6%	24%	22%	48%	52%
	55 +	12%	28%	5%	28%	26%	40%	60%
Education	Elementary school or less	26%	21%	6%	24%	23%	47%	53%
	Some high school	16%	29%	5%	24%	27%	44%	56%
	High school graduation	15%	30%	7%	26%	23%	44%	56%
	University graduation	15%	33%	6%	26%	20%	48%	52%
	Post-graduate degree	16%	36%	6%	25%	17%	51%	49%
	Other qualification	13%	25%	6%	26%	29%	38%	62%
Switching behaviour	Switchers	18%	35%	5%	21%	22%	53%	47%
	Considerers	14%	37%	8%	28%	13%	51%	49%
	Non-Switchers	12%	19%	5%	31%	33%	31%	69%
Package	Standalone	11%	21%	8%	34%	26%	32%	68%
	Bundle	16%	32%	6%	24%	21%	48%	52%

	Sub-Sample	Yes, once	Yes, several times	No, I don't know what a comparison website is	No, I don't know of any comparison website for ISPs	No, for other reasons	Total 'Used comparison website'	Total 'Not used'
Access	DSL	16%	32%	5%	25%	22%	48%	52%
	Cable	14%	28%	7%	28%	23%	42%	58%
	Optical fibre (FTTx)	15%	33%	9%	25%	18%	48%	52%
	Satellite	19%	35%	8%	19%	19%	54%	46%
	Dongle/USB/Other	12%	20%	5%	34%	28%	32%	68%
Usage - Leisure	3 or more hours/day	16%	33%	6%	25%	21%	49%	51%
	Less than 3 hours/ day	14%	28%	7%	28%	23%	42%	58%
	Never	16%	19%	9%	12%	45%	35%	65%
Usage - Business	3 or more hours/day	18%	38%	6%	20%	18%	57%	43%
	Less than 3 hours/ day	14%	30%	7%	29%	21%	43%	57%
	Never	14%	22%	5%	27%	31%	36%	64%

Source: Consumer survey, Q21. (N= 27668 for EU27).

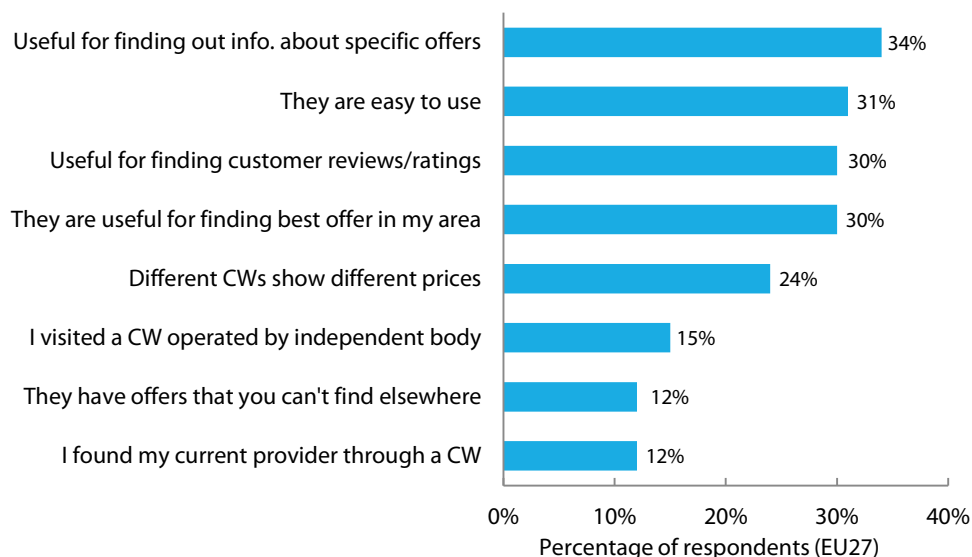
Experience of comparison websites

Respondents who have used a comparison website to compare offers from different providers were asked to communicate their experience by indicating all applicable items from a list of 12 relevant statements, of which the most important 8 are shown below.

The statements most frequently chosen (each by around a third of respondents) all reflect positive opinions: they are useful for finding out information about specific offers (34%); they are easy to use (31%); they are useful for finding customer reviews, ratings and comments (30%); and they are useful for finding the best offer available in the area (30%).

Figure 31. Experience of using comparison websites

Source: Consumer survey, Q22: Based on your experience of using comparison websites to compare offers from different Internet service providers, which of the following statements reflect your experience? Please tick all that apply. (N=12827 for EU27)



Respondents aged 55 or over are more likely than younger respondents to say that comparison websites are useful for finding out information about specific offers and for finding the best available offer. At the same time, they are more likely to say that different websites show different prices, and are less likely to say that they found their current provider through a comparison website.

Respondents with standalone Internet access are more likely than those with a bundle to say that comparison websites are easy to use and useful for finding customers reviews and comments. The main difference by Internet access technology is that those with satellite access are more likely than other respondents to say they found their current provider through a comparison website, but are less likely to choose other statements, such as comparison websites are useful for finding out information about specific offers, and they are useful for finding the best available offer.

Table 27. Experience of using comparison websites, analysis by age, package type, and type of Internet access

	Sub-Sample	Useful for finding information about specific offers	Easy to use	Useful for finding best offer available in my area	Useful for finding customer comments, reviews, ratings	Different CWs show different prices	I visited a CW operated by an independent body ^(a)	They have special offers that you can't find elsewhere	I visited a commercial CW (operated by a business)	Current ISP found through a CW
Average	EU27	34%	31%	30%	30%	24%	15%	12%	12%	12%
Age	15 to 24	30%	30%	28%	33%	22%	16%	16%	16%	16%
	25 to 39	31%	33%	29%	30%	21%	14%	13%	12%	12%
	40 to 54	35%	32%	31%	31%	24%	13%	11%	12%	12%
	55 +	40%	26%	34%	27%	28%	18%	11%	10%	9%
Package	Standalone	35%	37%	32%	35%	22%	12%	10%	10%	9%
	Bundle	34%	30%	30%	29%	24%	15%	12%	12%	12%
Access	DSL	35%	30%	31%	30%	25%	15%	11%	12%	12%
	Cable	34%	32%	30%	30%	25%	15%	13%	11%	12%
	Optical fibre (FTTx)	31%	32%	33%	33%	19%	16%	15%	15%	12%
	Satellite	25%	28%	18%	22%	18%	18%	14%	10%	22%
	Dongle/USB/Other	38%	32%	27%	35%	27%	11%	14%	10%	9%

Source: Consumer survey, Q22. (N= 12827 for EU27). Note: table includes answers given by more than 10% of all respondents, (a): e.g. a government authority or consumer organisation.

2.3.3 Switching

Switching behaviour

Switching behaviour

The data collected in our survey on the frequency of switchers and considerers among respondents in each country reflects the online survey methodology and is therefore not presented here. As a result of this methodology, Internet-savvy respondents (who are more likely to switch) were over-represented in the final sample. For this reason, we also considered the data related to switching behaviour gathered by relevant Eurobarometer surveys⁹ in the synthesis report (Part 1).

Our survey results give, however, insights into socio-demographic patterns and switching behaviour. Switching is less common among older people: 37% of respondents aged 55 or over are “non-switchers”, whereas this applies to no more than 27% in the other age groups. In terms of education, the proportion that have actually switched provider is consistent, but less highly educated people are less likely to consider switching. Thus, just 23% of those educated to no more than elementary (primary) school level are “considerers”.

There are also differences by locality. The proportion of “switchers” is highest in metropolitan zones (43%) and lowest in rural zones or villages (36%). Respondents who currently use the incumbent provider in their country are less likely to have switched (30% compared with 44% that use other providers), although a relatively high proportion of those using the incumbent provider have considered switching (38%). Respondents with a bundle are more likely than those with standalone access to be “switchers” (41% compared with 34%), and there is a relatively large proportion of standalone Internet users in the “non-switchers” category (38% of those with standalone access are “non-switchers”).

The proportion of “considerers” is relatively high among respondents from households that use the Internet at home for business (34%), while those who do not use the Internet at home for business are more likely to be “non-switchers” (37%). This is linked to the findings on age, as older people are less likely to use the Internet at home for business.

The proportion of “considerers” is also higher among respondents with slow connection speeds (37% with a speed of up to 2 Mbps). By contrast, those with fast connection speeds are less likely to have considered switching (24% with a speed of more than 30Mbps), but are more likely to have actually switched (43% with a speed of more than 30Mbps).

⁹ Including the Special Eurobarometer 362 - E-communications Household Survey and the Flash Eurobarometer 243 - Consumers' Views on Switching.

Table 28. *Switching behaviour over the last 3 years, analysis by age, education, locality, provider, Internet usage for business, package type, and connection speed*

Source: Consumer survey, Q4: Over the last 3 years, have you switched (i.e. changed) or thought about switching your Internet service provider? (N=27668 for EU27)

	Sub-sample	Switchers	Considerers	Non-Switchers
Average	EU27	40%	32%	28%
Age	15 to 24	45%	30%	25%
	25 to 39	44%	33%	23%
	40 to 54	39%	34%	27%
	55 +	32%	31%	37%
Education	Elementary school or less	41%	23%	36%
	Some high school	38%	30%	33%
	High school graduation	38%	33%	29%
	University graduation	42%	33%	25%
	Post-graduate degree	41%	35%	24%
	Other qualification	35%	28%	37%
Locality	Metropolitan	43%	32%	25%
	Urban centre	40%	33%	27%
	Rural/Village	36%	32%	32%
ISP	Incumbent	30%	38%	33%
	Others	44%	30%	26%
Usage - Business	3 or more hours/day	42%	34%	24%
	Less than 3 hours/day	39%	34%	27%
	Never	37%	26%	37%
Package	Standalone	34%	28%	38%
	Bundle	41%	33%	26%
Speed	Up to 2 Mbps	36%	37%	28%
	>2 to 12 Mbps	40%	32%	28%
	>12 to 30 Mbps	41%	31%	28%
	More than 30 Mbps	43%	24%	33%

Reasons for switching provider

By far the most frequent reason cited by respondents for switching Internet service provider is cost: 46% of respondents who have switched provider in the last three years say that they did so at least in part because they found a cheaper offer (multiple answers were possible for this question). This corresponds with the findings in Section 1.3 (see Figure 13), where value for money and taking advantage of a special promotion or offer were two of the main reasons respondents gave for choosing their current provider.

The speed and reliability of the Internet connection are also important factors in switching behaviour. More than a quarter (28%) of respondents say that one of the reasons why they switched provider was because the speed of their former Internet connection was slower than it should have been, while 23% say they often

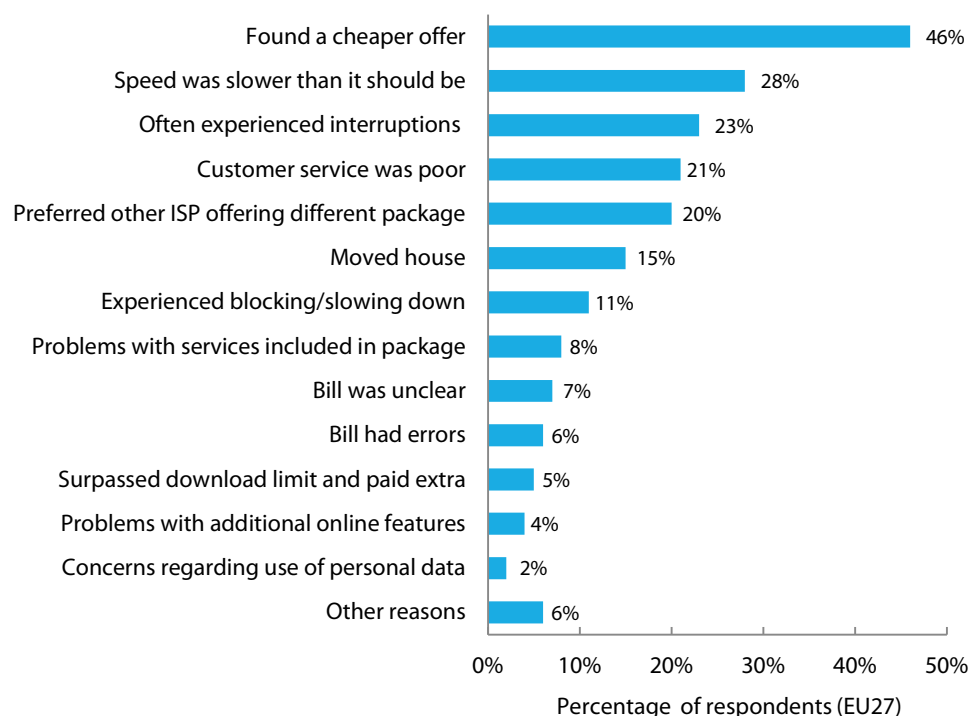
experienced interruptions in their connection. A further 11% say that they experienced blocking or slowing down of certain services.

Across the EU, 21% of respondents say that one of the reasons why they switched provider was because the customer service was poor, while others give reasons relating to a package: 20% preferred another provider offering a different package of services, and 8% had problems with other services included in their package.

Respondents are unlikely to have switched provider because of problems with their bill: just 7% switched because their bill was unclear, and 6% because their bill had errors.

Figure 32. Reasons for switching provider

Source: Consumer survey, Q6: Which of the following reasons made you switch your Internet service provider? (N=10999 for EU27)



In the table below, the main reasons for switching provider (those given by more than 10% of respondents across the EU) are shown for each country. Finding a cheaper offer is the main reason for switching in most countries, and the proportion giving this answer is particularly high in Cyprus (76%) and Greece (63%). Only in five countries is this not the most frequent reason given by respondents: Bulgaria, Luxembourg, Malta, Slovakia and Norway.

Slow speed and interruptions to the connection are more likely to be given by respondents as reasons for switching in the EU12 than in the EU15. Specifically, the slow speed of the connection was mentioned most frequently in Slovakia (40%), where this was the most common reason for switching, and in Bulgaria (39%). A relatively high proportion of respondents in Slovakia (39%) and Bulgaria (43%) also say they switched because of interruptions to the connection; in fact, this is the most common reason given for switching in Bulgaria. Blocking or slowing down of certain services is mentioned by a relatively high proportion in Slovenia (17%) and Lithuania (18%).

Respondents in Malta (42%) and Luxembourg (38%) are most likely to say that they switched to a provider offering a different package, and this was the main reason for switching in Malta and Luxembourg. Poor customer service is mentioned more frequently in Iceland (36%) and the UK (30%) than in other countries.

Table 29. Reasons for switching provider, analysis by country

Country	Found a cheaper offer	Speed was slower than it should be	Often experienced interruptions in connection	Customer service was poor	Preferred another provider offering a different package	I moved house	Experienced blocking/slowing down of services ^(a)
EU27	46%	28%	23%	21%	20%	15%	11%
BE	39%	23%	20%	20%	23%	16%	13%
BG	39%	39%	43%	24%	26%	19%	6%
CZ	47%	34%	28%	18%	9%	14%	10%
DK	45%	17%	17%	15%	16%	19%	9%
DE	52%	25%	17%	23%	24%	18%	5%
EE	46%	27%	28%	12%	23%	18%	9%
IE	53%	34%	24%	21%	19%	11%	16%
EL	63%	33%	28%	19%	22%	10%	9%
ES	51%	24%	19%	20%	16%	10%	9%
FR	34%	25%	25%	27%	27%	17%	16%
IT	49%	28%	19%	16%	14%	10%	13%
CY	76%	15%	26%	14%	10%	3%	12%
LV	40%	36%	32%	17%	33%	10%	6%
LT	48%	35%	28%	10%	16%	18%	18%
LU	35%	17%	19%	29%	38%	18%	5%
HU	50%	30%	27%	12%	15%	12%	5%
MT	24%	15%	13%	18%	42%	3%	1%
NL	43%	23%	14%	17%	17%	10%	4%
AT	56%	30%	24%	18%	24%	18%	5%
PL	45%	37%	37%	23%	22%	16%	11%

Country	Found a cheaper offer	Speed was slower than it should be	Often experienced interruptions in connection	Customer service was poor	Preferred another provider offering a different package	I moved house	Experienced blocking/slowing down of services ^(a)
PT	46%	28%	23%	16%	25%	17%	10%
RO	34%	33%	33%	15%	22%	17%	13%
SI	53%	27%	24%	9%	31%	13%	17%
SK	36%	40%	39%	16%	13%	11%	16%
FI	51%	24%	28%	17%	13%	16%	1%
SE	36%	15%	17%	11%	15%	27%	5%
UK	47%	28%	24%	30%	20%	16%	15%
IS	55%	33%	30%	36%	20%	8%	4%
NO	27%	33%	22%	17%	23%	23%	12%

Source: Consumer survey, Q6. (N=10999 for EU27). Note (a): (e.g. video streaming, Internet telephony etc).

The main demographic variation in reasons for switching is by age group. Older respondents are more likely than younger respondents to have switched because they found a cheaper offer (53% among those aged 55 or over, falling to 38% among those aged 15-24). Interruptions to the connection and blocking or slowing down of services are more likely to be given as reasons by younger rather than older respondents. The same also applies to moving house, which was more common among those under 40 compared with those aged 40 or over (see table below).

Respondents who currently use the incumbent provider in their country are less likely to have switched because they found a cheaper offer, compared with those that use other providers. In addition, respondents with a bundle are more likely than those with standalone access to have switched because they found a cheaper offer. Moving house is a more common reason for switching among respondents with standalone access than those with a bundle. In terms of mode of access, those with DSL access are more likely than other respondents to have switched because they found a cheaper offer.¹⁰

¹⁰ Details on package type and mode of access to the Internet relate to respondents' current provider (i.e. the provider respondents switched to).

Table 30. Reasons for switching provider, analysis by age, provider, package type and type of Internet access

	Sub-sample	I found a cheaper offer	The speed of my Internet connection was slower than it should be	I often experienced interruptions in my Internet connection	The customer service was poor	I preferred another provider offering a different communications services package	I moved house	I experienced blocking/slowing down of certain Internet services ^(a)
Average	EU27	46%	28%	23%	21%	20%	15%	11%
Age	15 to 24	38%	29%	27%	25%	19%	21%	14%
	25 to 39	45%	27%	24%	21%	20%	19%	12%
	40 to 54	47%	27%	23%	19%	21%	11%	9%
	55 +	53%	28%	19%	22%	21%	10%	7%
ISP	Incumbent	36%	30%	26%	24%	20%	15%	11%
	Others	49%	27%	22%	20%	20%	15%	11%
Package	Standalone	40%	31%	28%	17%	9%	24%	7%
	Bundle	47%	27%	23%	22%	22%	14%	11%
Access	DSL	50%	27%	22%	22%	20%	14%	11%
	Cable	42%	29%	23%	19%	24%	16%	9%
	Optical fibre (FTTx)	38%	32%	25%	20%	21%	17%	14%
	Satellite	35%	27%	27%	18%	11%	12%	7%
	Dongle/USB/Other	42%	26%	29%	19%	14%	19%	9%

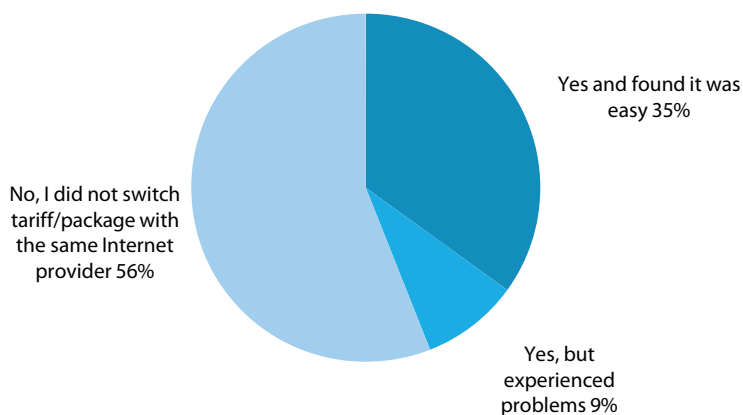
Source: Consumer survey, Q6. (N=10999 for EU27). Note (a): (e.g. video streaming, Internet telephony etc).

Switching tariff or package with the same provider

Just under half of respondents across the EU have switched tariff or package with the same Internet provider in the last three years (44%). In most cases, respondents say that they found this easy to do (35%) although some experienced problems (9%).

Figure 33.
Switching tariff or package with the same provider

Source: Consumer survey, Q17: Over the last 3 years, have you switched tariff or package with the SAME Internet service provider? (N=27668 for EU27)

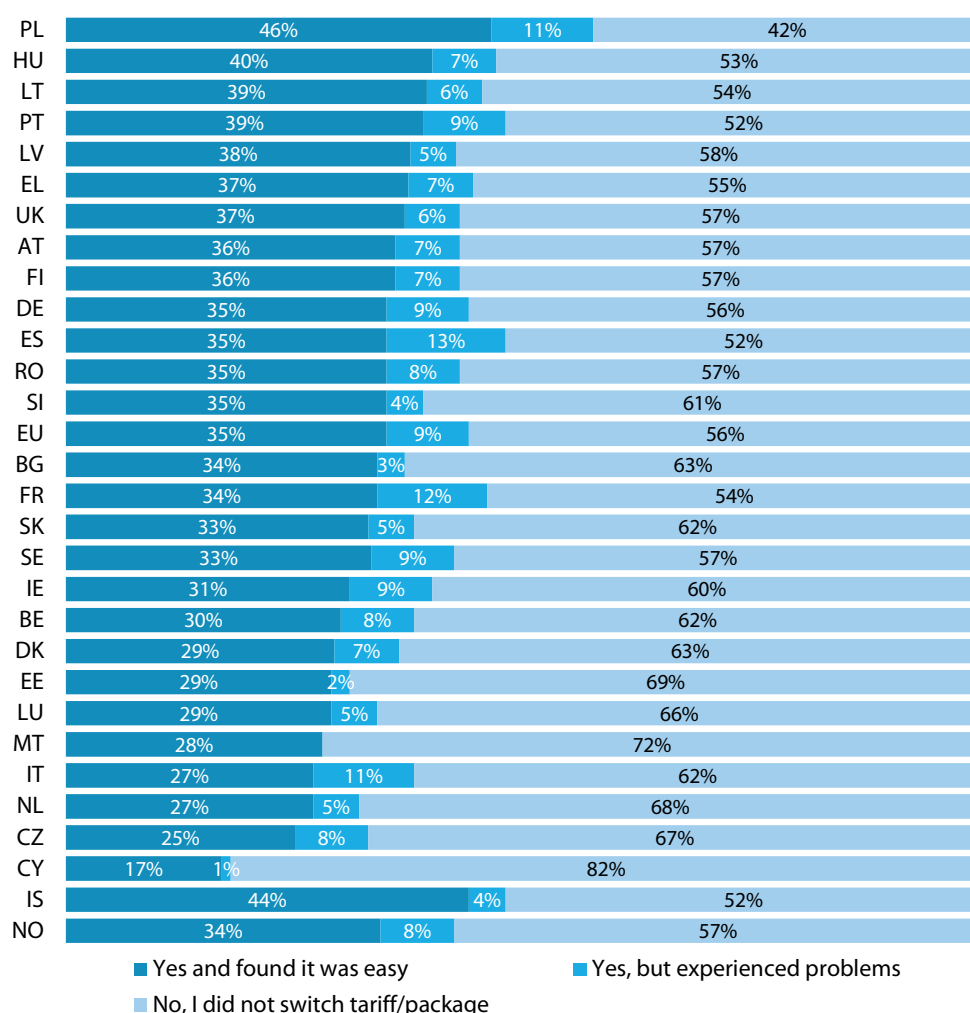


Switching tariff or package with the same provider is most common in Poland, where 57% of respondents had done this in the last three years. The proportion is lowest in Cyprus (18%) and is also lower than average in Malta (28%), Estonia (31%), the Netherlands (32%), the Czech Republic (33%) and Luxembourg (34%).

A relatively high proportion of respondents in Iceland said that switching package or tariff was easy (44% found it easy, 4% had problems), and there were a number of other countries where a low proportion of respondents experienced problems: Slovenia, Bulgaria, Estonia, Malta and Cyprus (all 4% or below). Problems were more common than average in Spain and France, the only countries where more than 11% of respondents reported problems with switching tariff or package with the same provider (see figure below).

Figure 34.
Switching tariff or package with the same provider, analysis by country

Source: Consumer survey, Q17.
(N=27668 for EU27)



As shown in the table below, survey responses indicate that a number of groups are more likely to switch tariff or package with the same provider: men, younger respondents, those living in metropolitan zones, respondents with only one ISP in their area, people who access the Internet at home for business the most, and those with a bundle. In addition, switching tariff or package is more common among those with cable, optical fibre or satellite access, and much less common among those with mobile access (e.g. through a dongle or USB). Those with just one ISP in their area and those with standalone Internet access are less likely to have experienced problems when switching.

Table 31. Switching tariff or package with the same provider, analysis by gender, age, locality, number of ISPs, Internet usage for business, package type, and type of Internet access

Source: Consumer survey, Q17.
(N=27668 for EU27)

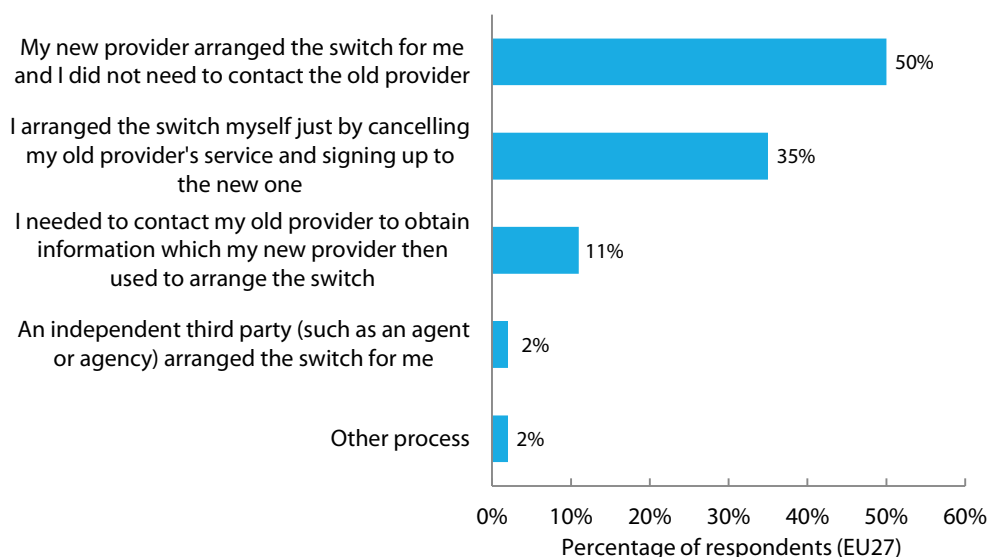
	Sub-sample	Yes and found it was easy	Yes, but experienced problems	No, I did not switch tariff/package with the same provider
Average	EU27	35%	9%	56%
Gender	Male	38%	10%	53%
	Female	31%	9%	60%
Age	15 to 24	37%	11%	51%
	25 to 39	36%	10%	54%
	40 to 54	34%	10%	56%
	55 +	31%	7%	62%
Locality	Metropolitan	39%	9%	52%
	Urban centre	35%	10%	56%
	Rural/Village	31%	9%	61%
Number of ISPs	1	55%	10%	36%
	2	44%	14%	42%
	3+	37%	12%	50%
Usage - Business	3 or more hours/day	41%	12%	48%
	Less than 3 hours/day	33%	9%	58%
	Never	29%	5%	66%
Package	Standalone	25%	5%	71%
	Bundle	36%	10%	54%
Access	DSL	34%	9%	58%
	Cable	37%	10%	53%
	Optical fibre (FTTx)	37%	11%	52%
	Satellite	39%	13%	48%
	Dongle/USB/Other	27%	6%	67%

Switching process

Respondents who have switched provider in the last three years were asked about the arrangements that were made for switching. Half of respondents across the EU (50%) say that their new provider arranged the switch for them and they did not need to contact the old provider. Around a third of respondents (35%) arranged the switch themselves by cancelling one service and signing up to the new one. It was less common for respondents to have to liaise between the two providers: 11% needed to contact their old provider to obtain information which the new provider then used to arrange the switch. For 2% of respondents, a third party arranged the switch, and the final 2% of respondents undertook another process.

Figure 35.
Arrangements for switching provider

Source: Consumer survey, Q7 Which one of the following best describes the process you went through when you switched to your current Internet service provider? (N=10999)



In Member States in the south of Europe, most respondents say that their new provider arranged the switch for them. Figures are highest in Spain (77%), Greece (72%) and Italy (70%) They were also high in Iceland (79%). However, in the EU12, it is more common for people to arrange the switch themselves, with the highest figures in Bulgaria (80%), the Czech Republic (79%) and Slovakia (78%).

The UK has the highest proportion of respondents that needed to contact their old provider to obtain information for their new provider to use in arranging the switch (23%).

Table 32.
Arrangements for switching provider, analysis by country

Source: Consumer survey; Q7.
(N=10999 for EU27 / 11598 for all countries)

Country	New provider arranged the switch for me	Arranged the switch myself	Contacted old provider to obtain information to arrange the switch	An independent third party arranged the switch	Other process
EU27	50%	35%	11%	2%	2%
BE	48%	38%	8%	3%	2%
BG	17%	80%	1%	1%	1%
CZ	13%	79%	5%	1%	2%
DK	45%	40%	7%	5%	2%
DE	53%	33%	9%	3%	2%
EE	22%	72%	2%	1%	2%
IE	48%	37%	12%	2%	2%
EL	72%	19%	6%	3%	0%
ES	77%	14%	7%	2%	1%
FR	51%	33%	13%	2%	1%
IT	70%	15%	11%	3%	1%
CY	62%	30%	7%	0%	0%
LV	17%	77%	4%	1%	2%
LT	16%	77%	3%	2%	2%
LU	46%	41%	9%	0%	4%
HU	19%	75%	3%	1%	2%
MT	19%	74%	7%	0%	0%
NL	59%	31%	6%	2%	2%
AT	21%	70%	4%	3%	2%
PL	30%	57%	10%	2%	1%
PT	37%	47%	10%	3%	3%
RO	17%	75%	4%	1%	2%
SI	63%	33%	2%	1%	1%
SK	12%	78%	6%	3%	1%
FI	45%	46%	3%	3%	3%
SE	34%	53%	8%	1%	4%
UK	52%	23%	23%	1%	2%
IS	79%	15%	4%	1%	1%
NO	42%	50%	5%	2%	1%

Regarding the switching arrangement results, there was a major difference by package type. Those respondents with standalone Internet access were more likely to have arranged the switch themselves (62%) rather than to have had this arranged by their new provider (25%), whereas the opposite applies to those with a bundle: 54% say their new provider arranged the switch for them, while 32% made arrangements themselves.

In terms of Internet access technology, those with DSL access were most likely to have had the switch arranged by their new provider (57%), whereas a high proportion of those with mobile access (e.g. via a dongle or USB) made arrangements themselves (64%). Those with satellite access were much more likely than other respondents to have had to contact their old provider to obtain information (22%).

In addition, respondents living in metropolitan zones are more likely than those in other areas to say their new provider arranged the switch for them (56%) and are less likely to have made arrangements themselves (29%).

Table 33. Arrangements for switching provider, analysis by locality, package type, and type of Internet access

Source: Consumer survey, Q7.
(N=10999 for EU27)

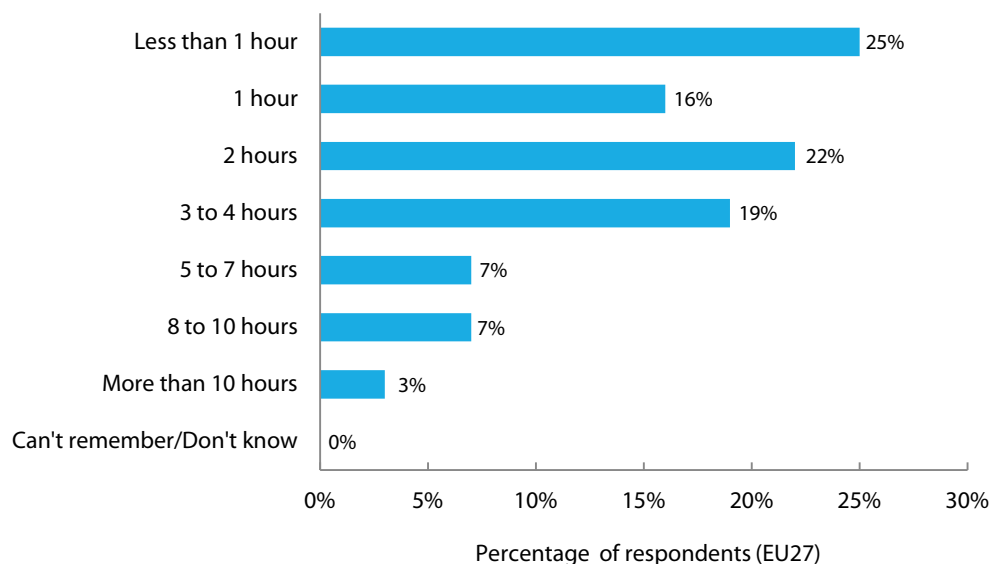
	Sub-sample	New provider arranged the switch for me	Arranged the switch myself	Contacted old provider to obtain information to arrange the switch	An independent third party arranged the switch	Other process
Average	EU27	50%	35%	11%	2%	2%
Locality	Metropolitan	56%	29%	11%	3%	1%
	Urban centre	49%	37%	10%	2%	2%
	Rural/Village	47%	38%	12%	2%	2%
Package	Standalone	25%	62%	6%	2%	5%
	Bundle	54%	32%	11%	2%	1%
Access	DSL	57%	29%	11%	2%	1%
	Cable	41%	45%	11%	2%	1%
	Optical fibre (FTTx)	47%	40%	9%	4%	1%
	Satellite	43%	27%	22%	6%	3%
	Dongle/USB/Other	25%	64%	4%	1%	6%

Time spent on switching process

On average, respondents in EU Member States spent 2.5 hours of personal time on the switching process. This ranged from less than one hour (25%) to more than 10 hours (3%).

Figure 36. Personal time spent on switching process

Source: Consumer survey, Q9: Thinking about the switching process again, roughly how many hours of personal time did you spend on this? Please give the approximate amount of time you and other household members spent until the new Internet connection was fully operational (including the initial search, comparing different offers, contacting the new provider, signing the new contract, installing/configuring equipment). (N=10999 for EU27)



The time spent by respondents tended to be higher in Portugal (3.1 hours on average), Romania (3.0 hours) and Iceland (3.3 hours) and lower in Cyprus (1.5 hours), Sweden (1.8 hours), Denmark and Finland (both 1.9 hours), as shown in the table below.

Table 34. Time spent on switching process, analysis by country

Country	< 1 hour	1 hour	2 hours	3 - 4 hours	5 - 7 hours	8 -10 hours	> 10 hours	Average ^(a)
EU27	25%	16%	22%	19%	7%	7%	3%	2.5
BE	27%	18%	25%	18%	4%	5%	2%	2.2
BG	28%	18%	19%	16%	8%	6%	5%	2.4
CZ	21%	14%	25%	22%	6%	9%	2%	2.8
DK	39%	19%	20%	13%	4%	5%	1%	1.9
DE	25%	16%	23%	20%	7%	6%	3%	2.5
EE	26%	19%	22%	19%	8%	4%	2%	2.3
IE	27%	16%	25%	18%	6%	5%	3%	2.3
EL	29%	18%	20%	24%	4%	5%	1%	2.2
ES	30%	17%	19%	19%	7%	7%	2%	2.4
FR	24%	21%	24%	16%	6%	8%	1%	2.4
IT	21%	16%	22%	23%	7%	8%	4%	2.8
CY	36%	18%	31%	3%	4%	0%	8%	1.5
LV	22%	12%	22%	24%	6%	8%	5%	2.8
LT	21%	14%	25%	24%	7%	6%	4%	2.6
LU	23%	16%	17%	23%	7%	10%	3%	2.9
HU	19%	15%	20%	24%	8%	9%	5%	2.9
MT	15%	13%	14%	17%	4%	6%	0%	2.6
NL	30%	16%	21%	18%	6%	7%	2%	2.4
AT	28%	19%	20%	23%	6%	3%	1%	2.2
PL	19%	17%	24%	21%	10%	7%	3%	2.7
PT	15%	15%	20%	23%	9%	11%	6%	3.1
RO	21%	14%	19%	15%	6%	11%	13%	3

Country	< 1 hour	1 hour	2 hours	3 - 4 hours	5 - 7 hours	8 -10 hours	> 10 hours	Average ^(a)
SI	21%	19%	19%	20%	7%	10%	4%	2.8
SK	18%	19%	22%	22%	7%	9%	2%	2.8
FI	40%	17%	19%	13%	6%	4%	3%	1.9
SE	41%	19%	16%	13%	4%	3%	4%	1.8
UK	28%	13%	24%	19%	7%	8%	2%	2.6
IS	13%	12%	15%	19%	10%	10%	7%	3.3
NO	35%	18%	18%	18%	5%	5%	1%	2.1

Source: Consumer survey, Q9. (N=10999 for EU27 / 11598 for all countries). (a) Excludes 'Don't know' and 'Can't remember'.

There was variation by age group and education level. Younger respondents (aged 15-24) tended to spend longer than older people, while the average time spent was also higher among more highly educated people (average of 2.4 hours for those who graduated high/secondary school, 2.6 hours for those that graduated from college or university and 2.9 hours among those with a post-graduate degree).

The average time spent was also higher among people using the Internet at home for business purposes, ranging from 2.8 hours on average for those who spend three or more hours per day using the Internet at home for business, to 2.2 hours for those that do not use it at all for business. In addition, those with a bundle typically spent longer than those with standalone Internet access (average of 2.6 hours compared with 2.3 hours).

Table 35. Time spent on switching process, analysis by age, education, Internet usage for business, package type and locality

	Sub-Sample	< 1 hour	1 hour	2 hours	3 - 4 hours	5 - 7 hours	8 -10 hours	> 10 hours	Average ^(a)
Average	EU27	25%	16%	22%	19%	7%	7%	3%	2.5
Age	15 to 24	19%	14%	24%	26%	10%	6%	1%	2.8
	25 to 39	24%	14%	23%	21%	7%	7%	3%	2.6
	40 to 54	26%	18%	20%	17%	6%	8%	4%	2.5
	55 +	29%	18%	22%	15%	5%	7%	3%	2.3
Education	Elementary school or less	43%	13%	15%	13%	6%	9%	0%	2.3
	Some high school	32%	15%	19%	18%	6%	7%	3%	2.3
	High school graduation	27%	17%	22%	19%	6%	7%	2%	2.4
	University graduation	21%	18%	23%	20%	7%	7%	4%	2.6
	Post-graduate degree	19%	11%	26%	23%	8%	9%	3%	2.9
	Other qualification	24%	20%	20%	13%	7%	10%	8%	2.6
Usage - Business	3 or more hours/day	22%	13%	23%	23%	7%	8%	4%	2.8
	Less than 3 hours/ day	24%	18%	23%	20%	7%	7%	3%	2.5
	Never	35%	19%	18%	13%	6%	7%	3%	2.2
Package	Standalone	33%	13%	21%	17%	5%	7%	4%	2.3
	Bundle	24%	17%	22%	20%	7%	7%	3%	2.6
Locality	Metropolitan	24%	18%	21%	18%	8%	7%	4%	2.5
	Urban centre	25%	16%	22%	21%	6%	7%	3%	2.6
	Rural/Village	26%	16%	24%	18%	6%	7%	3%	2.5

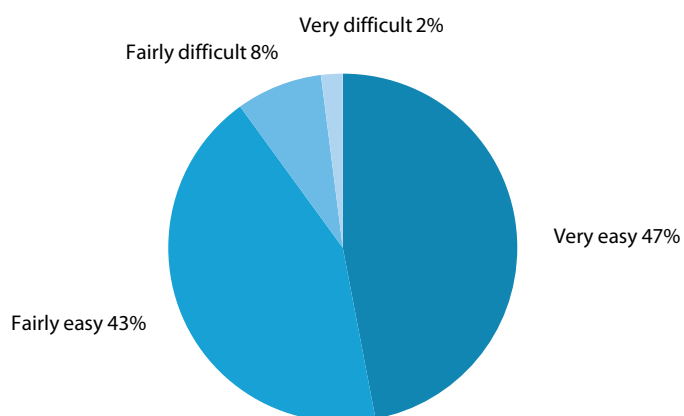
Source: Consumer survey, Q9. (N=10999 for EU27). (a) Excludes 'Don't know' and 'Can't remember'.

How easy was the actual switch?

The vast majority of respondents say that the actual switch was easy, once they had decided on a provider. 47% found it very easy to switch and 43% say it was fairly easy. Just 10% found it difficult.

Figure 37. *How easy was actual switch*

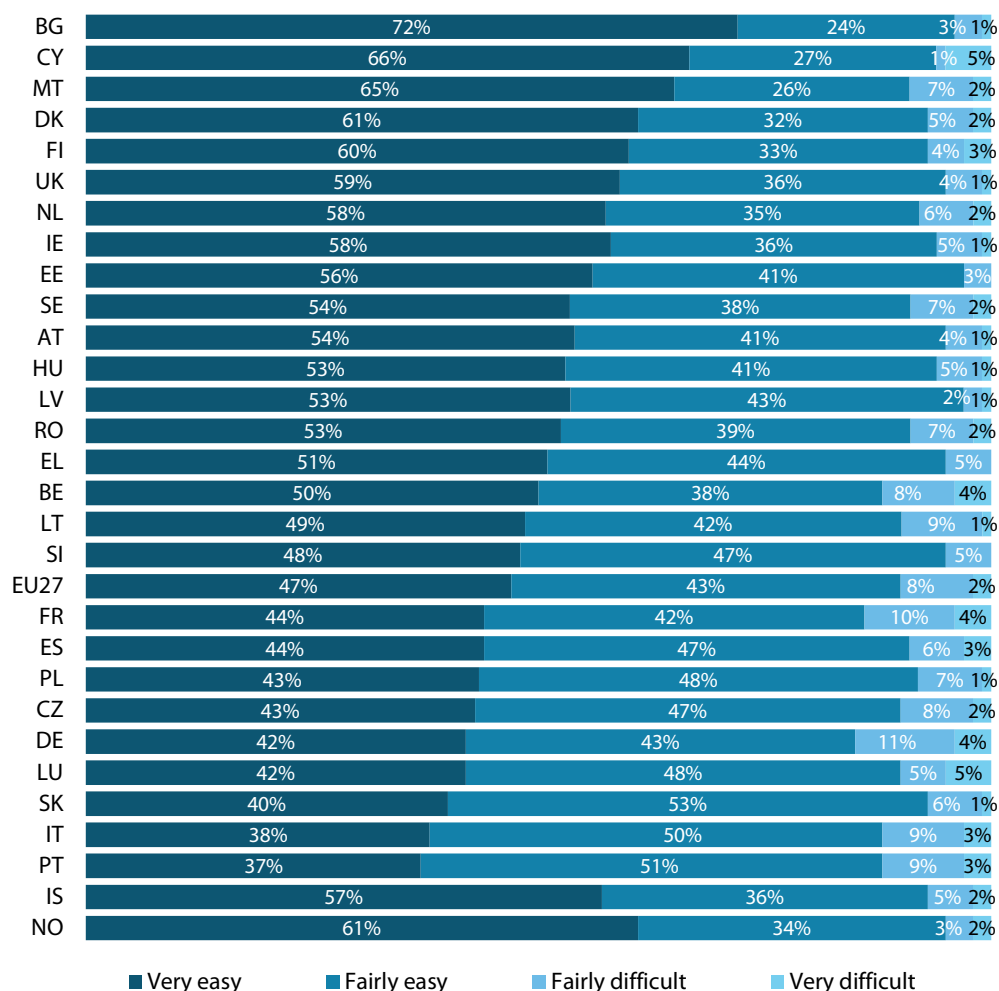
Source: Consumer survey,
Q11: After you had decided on a
provider, how easy was it to
actually switch?
(N=10999 for EU27)



The general pattern, in which most respondents found it easy to switch provider, applies across all individual Member States, as well as Iceland and Norway. The proportion that found the actual switch 'very easy' is highest in Bulgaria (72%), Cyprus (66%) and Malta (65%).

Figure 38. How easy was actual switch, analysis by country

Source: Consumer survey, Q11.
(N=10999)



Respondents' attitudes are generally consistent across different demographic groups. However, the proportion who found the actual switch 'very easy' is higher among those with standalone Internet access (55%) compared to those with a bundle (46%), and it was also higher among those who never use the Internet at home for business (57%).

Table 36. How easy was actual switch, analysis by gender, age, education, locality, package type, type of Internet access, and Internet usage for business

Source: Consumer survey, Q11.
(N=10999 for EU27)

	Sub-sample	Very easy	Fairly easy	Fairly difficult	Very difficult
Average	EU27	47%	43%	8%	2%
Gender	Male	45%	44%	8%	3%
	Female	50%	41%	7%	2%
Age	15 to 24	42%	47%	8%	2%
	25 to 39	46%	45%	8%	2%
	40 to 54	50%	40%	8%	2%
	55 +	49%	40%	7%	4%
Education	Elementary school or less	64%	28%	4%	3%
	Some high school	46%	43%	8%	2%
	High school graduation	49%	41%	7%	3%
	University graduation	45%	44%	8%	2%
	Post-graduate degree	45%	43%	9%	3%
	Other qualification	46%	46%	7%	1%
Locality	Metropolitan	47%	43%	7%	3%
	Urban centre	47%	43%	8%	2%
	Rural/Village	48%	42%	8%	2%
Package	Standalone	55%	36%	6%	3%
	Bundle	46%	44%	8%	2%
Access	DSL	46%	44%	8%	3%
	Cable	48%	43%	7%	2%
	Optical fibre (FTTx)	49%	41%	8%	2%
	Satellite	48%	38%	12%	2%
	Dongle/USB/Other	52%	38%	7%	2%
Usage - Business	3 or more hours/day	46%	44%	8%	2%
	Less than 3 hours/day	44%	45%	8%	2%
	Never	57%	34%	6%	3%

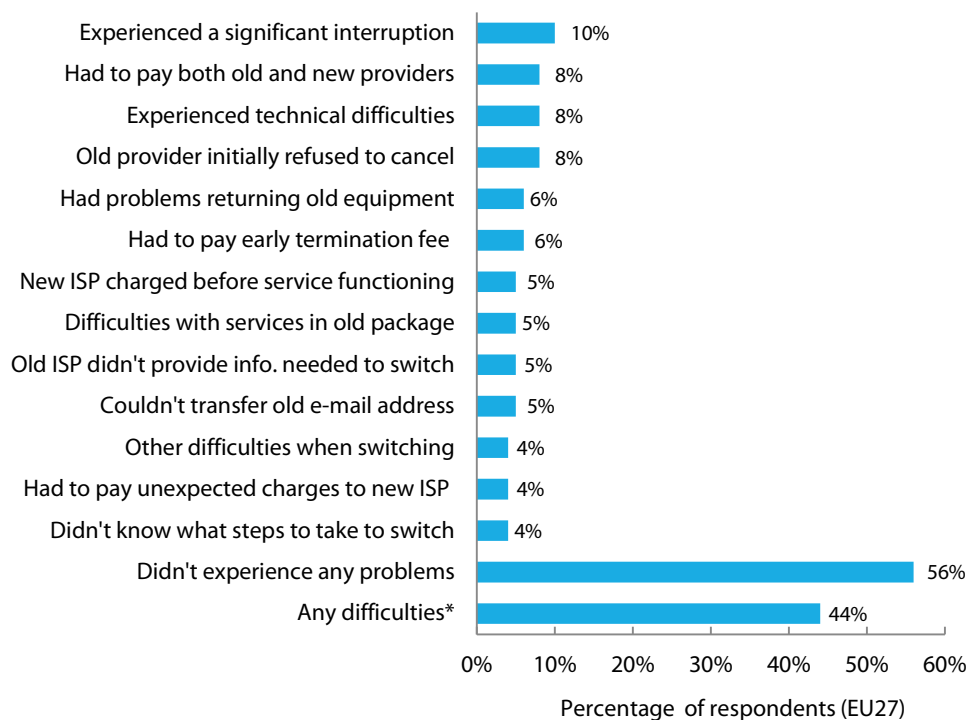
Problems experienced when switching

Although respondents mostly found it easy to make the switch to a new provider, almost half (44%) say they experienced problems of some kind when switching. In some cases, these were technical problems: 10% experienced a significant interruption of their Internet service, and 8% had technical difficulties (e.g. with the new modem or router).

Other respondents had difficulties with the old provider. For example, 8% had problems cancelling the contract with the old provider, 8% had to continue paying the old provider even when they started paying the new one, and 6% had to pay an early termination fee to the old provider.

Figure 39. Problems experienced when switching

Source: Consumer survey, Q12: Did you experience any problems when switching? (N=10999 for EU27)
Note: *'Any difficulties' includes respondents who indicated one or more of the problems listed.



The table below shows the problems encountered at the individual country level. The chart includes all problems mentioned by 5% or more of respondents (across the EU).

Respondents in Italy (52%) and France (50%) are more likely to have had problems of some kind. Specifically, in Italy a relatively high proportion had problems with interruption of their service, while in France respondents were more likely than those in other countries to have to pay an early termination fee and to be unable to take their old email address with them.

The proportion reporting problems is lowest in Cyprus (20%), Malta (25%), Estonia (26%) and Slovakia (28%).

Table 37. Problems experienced when switching, analysis by country

Country	Experienced a significant interruption	Old provider initially refused to cancel/delayed cancellation	Experienced technical difficulties	Had to pay both old and new providers	Had to pay early termination fee	Had problems returning old equipment	Couldn't take email address used with old ISP	Old ISP didn't provide info. to switch/wasn't reachable	Difficulties with other services in old package	New ISP charged for connection before it became functional	Any difficulties ^(a)	Didn't experience any problems
EU27	10%	8%	8%	8%	6%	6%	5%	5%	5%	5%	44%	56%
BE	10%	4%	7%	9%	8%	5%	9%	2%	4%	2%	42%	58%
BG	4%	5%	7%	6%	4%	3%	0%	1%	2%	3%	30%	70%
CZ	4%	8%	7%	13%	5%	4%	0%	2%	3%	1%	39%	61%
DK	5%	5%	9%	7%	4%	5%	5%	4%	6%	1%	41%	59%
DE	13%	12%	10%	5%	2%	5%	4%	6%	5%	5%	45%	55%
EE	2%	2%	7%	8%	1%	5%	0%	0%	2%	1%	26%	74%
IE	8%	7%	10%	8%	4%	4%	3%	3%	1%	6%	40%	60%
EL	7%	7%	9%	6%	7%	5%	4%	4%	2%	4%	41%	59%
ES	9%	6%	7%	7%	6%	4%	4%	4%	5%	5%	41%	59%
FR	12%	11%	8%	8%	13%	7%	11%	7%	5%	7%	50%	50%
IT	14%	8%	6%	7%	7%	9%	5%	7%	4%	4%	52%	48%
CY	2%	3%	0%	0%	3%	5%	9%	0%	0%	0%	20%	80%
LV	2%	8%	4%	8%	5%	4%	2%	2%	2%	1%	30%	70%
LT	3%	11%	7%	17%	6%	5%	1%	2%	2%	1%	42%	58%
LU	6%	4%	12%	7%	6%	1%	5%	2%	3%	4%	39%	61%
HU	3%	7%	8%	8%	1%	5%	3%	1%	3%	1%	33%	67%

Country	Experienced a significant interruption	Old provider initially refused to cancel/delayed cancellation	Experienced technical difficulties	Had to pay both old and new providers	Had to pay early termination fee	Had problems returning old equipment	Couldn't take email address used with old ISP	Old ISP didn't provide info. to switch/wasn't reachable	Difficulties with other services in old package	New ISP charged for connection before it became functional	Any difficulties ^(a)	Didn't experience any problems
MT	7%	8%	2%	5%	3%	8%	0%	2%	0%	1%	25%	75%
NL	7%	4%	7%	8%	4%	4%	7%	5%	5%	3%	36%	64%
AT	6%	4%	10%	9%	2%	5%	9%	2%	2%	3%	33%	67%
PL	5%	9%	9%	8%	6%	7%	4%	3%	3%	4%	44%	56%
PT	6%	11%	7%	7%	3%	7%	4%	4%	5%	1%	38%	62%
RO	7%	9%	2%	8%	4%	4%	1%	1%	1%	3%	31%	69%
SI	3%	4%	9%	5%	5%	10%	3%	2%	5%	3%	39%	61%
SK	4%	4%	6%	5%	4%	3%	3%	3%	2%	3%	28%	72%
FI	5%	5%	10%	9%	2%	1%	7%	4%	2%	4%	39%	61%
SE	8%	3%	9%	11%	7%	3%	8%	4%	3%	4%	44%	56%
UK	11%	7%	10%	9%	6%	6%	7%	9%	8%	7%	45%	55%
IS	12%	1%	7%	9%	4%	7%	8%	2%	6%	7%	41%	59%
NO	6%	3%	10%	13%	5%	4%	7%	2%	2%	4%	40%	60%

Source: Consumer survey, Q12. (N=10999 for EU27 / 11598 for all countries) Note: (a) Any difficulties include respondents who indicated one or more of the problems listed.

Problems with switching are more likely to be reported by respondents in a number of different sub-groups: younger people aged 15-24 (53% say they had problems); those in metropolitan zones (49%); and those using their home Internet connection for work, especially those doing so for three or more hours per day (54%). These findings are linked, as younger people are more likely to live in metropolitan zones and to be more intensive users of the Internet for work.

There are also differences by package type: those with a bundle (with their current provider) are more likely than those with standalone access to report problems (46% compared with 28%). Those with slow connection speeds (52% with a speed of no more than 2 Mbps) and those with satellite access (62%) are also more likely to say they had problems.

For the various groups that are more likely to report problems, there are no specific types of problem that account for the higher overall figure. In fact, the greater overall proportion is generally spread across the individual types of problem. The one exception is the group of respondents that have Internet access via satellite. These respondents are more likely than other respondents to say they had problems with returning equipment and taking their email address with them. The table below provides further details.

Table 38. Problems experienced when switching, analysis by age, locality, package type, connection speed, access, and business usage

	Sub-Sample	Experienced a significant interruption	Old provider initially refused to cancel	Experienced technical difficulties	Had to pay both old and new providers	Had to pay early termination fee	Had problems returning old equipment	Couldn't take email address used with old ISP	Old ISP didn't provide info. to switch	Any difficulties
Average	EU27	10%	8%	8%	8%	6%	6%	5%	5%	44%
Age	15 to 24	14%	9%	11%	6%	7%	8%	5%	8%	53%
	25 to 39	10%	9%	9%	7%	6%	6%	6%	5%	45%
	40 to 54	9%	7%	7%	8%	6%	4%	5%	5%	40%
	55 +	8%	8%	7%	8%	4%	5%	5%	4%	40%
Locality	Metropolitan	11%	10%	10%	10%	7%	7%	7%	7%	49%
	Urban centre	8%	8%	8%	7%	6%	6%	5%	5%	43%
	Rural/Village	11%	7%	6%	6%	4%	5%	5%	5%	40%
Package	Standalone	5%	5%	6%	5%	3%	3%	3%	3%	28%
	Bundle	10%	9%	8%	8%	6%	6%	6%	6%	46%
Speed	Up to 2 Mbps	13%	11%	11%	9%	6%	7%	5%	9%	52%
	>2 to 12 Mbps	10%	8%	9%	8%	7%	5%	5%	5%	46%
	>12 to 30 Mbps	8%	7%	8%	7%	5%	6%	5%	4%	39%
	More than 30 Mbps	10%	7%	6%	9%	4%	4%	6%	3%	37%
Access	DSL	11%	9%	8%	7%	6%	5%	5%	5%	43%
	Cable	8%	6%	9%	10%	6%	6%	5%	6%	43%
	Optical fibre (FTTx)	10%	10%	8%	9%	6%	6%	8%	6%	48%
	Satellite	5%	6%	11%	8%	7%	13%	13%	7%	62%
	Dongle/USB/Other	5%	8%	7%	8%	5%	2%	4%	3%	34%
Usage - Business	3 or more hours/day	12%	11%	10%	9%	8%	8%	8%	7%	54%
	Less than 3 hours/day	9%	7%	7%	7%	5%	5%	5%	5%	41%
	Never	7%	6%	7%	7%	4%	3%	3%	3%	33%

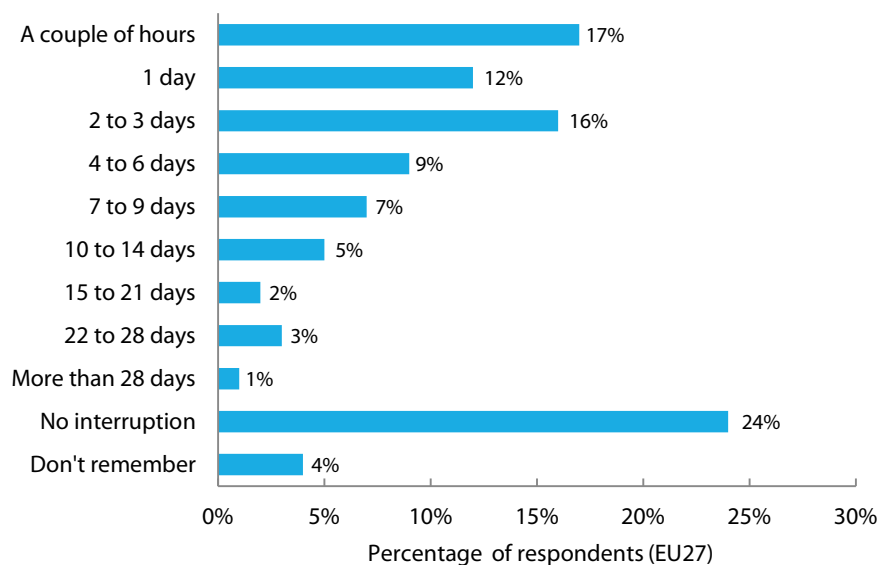
Source: Consumer survey, Q12. (N=10999 for EU27)

Time without Internet access due to switching process

Respondents who have switched Internet provider in the last three years were asked how long they spent without Internet access due to the switching process.¹¹ A quarter (24%) of the switchers say that there was no interruption. Where there was an interruption of some kind, on average respondents were without Internet access for 4.7 days. However, this average covers a wide range. At one extreme, some respondents had an interruption of just a couple of hours (17%), while other respondents say they were without Internet access for a week or more (18%).

Figure 40. Time without Internet due to switching process

Source: Consumer survey, Q10: Please estimate how long you were without Internet access due to the switching process to your current Internet service provider. Note: Respondents who switched provider because they were moving house were excluded from this question. (N=9368)



¹¹ Respondents who switched provider because they were moving house were excluded from this question.

In the following countries, a relatively high proportion of respondents say that they had no interruption to their Internet access: Hungary (44%), Finland (44%), Estonia (43%), the Czech Republic (42%) and Sweden (42%). The average time without Internet access was also relatively low in Estonia and Slovenia, as well as in Latvia and Iceland. The average time without Internet access was relatively high in France, Germany and Italy. Respondents in Italy were also less likely than in other countries to say they had no interruption at all (15%), along with respondents in Greece (13%), Iceland (15%) and France (16%).

Table 39. Time without Internet due to switching process, analysis by country

Source: Consumer survey, Q10.
Note: (a) Excludes 'Don't remember' and 'No Interruption'. (N=9368 for EU27/9872 for all countries)

Country	Average time without Internet in days ^(a)	No interruption	Don't remember
EU27	4.7	24%	4%
FR	6.3	16%	3%
DE	5.3	24%	2%
IT	5.3	15%	4%
BE	5	35%	4%
CY	4.9	27%	4%
DK	4.5	32%	10%
PL	4.5	27%	5%
SK	4.4	30%	6%
LU	4.4	29%	1%
EL	4.4	13%	7%
UK	4.3	24%	5%
FI	4.1	44%	7%
RO	4	25%	4%
CZ	3.9	42%	5%
SE	3.8	42%	7%
NL	3.8	38%	6%
HU	3.6	44%	4%
PT	3.5	29%	5%
ES	3.3	20%	3%
IE	3.1	25%	4%
MT	3	39%	0%
AT	2.8	36%	3%
BG	2.6	26%	2%
LT	2.5	38%	5%
LV	2	37%	5%
SI	1.8	29%	5%
EE	1.6	43%	7%
IS	2.2	15%	0%
NO	4	36%	9%

There are differences by age group. Around a third (35%) of people aged 55 or over say that they had no interruption to their connection, whereas the proportion is lower for younger people, especially those aged 15-24 (12%). The 15-24 age group also shows a relatively long average time without Internet access (5.6 days).

Respondents who use their home Internet connection for business purposes were more likely to have had an interruption of some kind. Those with a bundle and with satellite access (with their current provider) are also more likely to have had an interruption. These patterns are similar to those seen above in relation to problems when switching.

Table 40. Time without Internet due to switching process, analysis by age, Internet usage for business, package type, access and locality

	Sub-Sample	Couple of hours	1 day	2 - 3 days	4 - 6 days	7 - 9 days	10 - 14 days	15 - 21 days	22 - 28 days	> 28 days	No interruption	Don't remember	Average ^(a)
Average	EU27	17%	12%	16%	9%	7%	5%	2%	3%	1%	24%	4%	4.7
Age	15 to 24	13%	12%	21%	11%	13%	8%	3%	4%	1%	12%	3%	5.6
	25 to 39	17%	12%	17%	10%	8%	6%	3%	3%	1%	20%	4%	4.8
	40 to 54	18%	13%	15%	8%	5%	4%	2%	2%	1%	26%	4%	4.2
	55 +	18%	12%	11%	7%	5%	2%	1%	3%	2%	35%	4%	4.3
Usage - Business	3 or more hours/day	18%	13%	17%	10%	10%	7%	2%	3%	1%	17%	3%	4.8
	Less than 3 hours/day	16%	13%	15%	9%	6%	4%	2%	3%	2%	26%	4%	4.6
	Never	18%	10%	13%	7%	4%	4%	2%	4%	2%	32%	6%	4.6
Package	Standalone	16%	11%	12%	5%	3%	3%	2%	2%	2%	34%	9%	4.3
	Bundle	17%	12%	16%	9%	7%	5%	2%	3%	1%	23%	3%	4.7
Access	DSL	16%	12%	16%	9%	7%	5%	3%	3%	2%	22%	4%	4.8
	Cable	19%	12%	15%	8%	6%	3%	1%	4%	1%	28%	4%	4.3
	Optical fibre (FTTx)	19%	13%	14%	9%	7%	5%	1%	1%	1%	26%	3%	3.9
	Satellite	19%	13%	16%	11%	12%	10%	2%	1%	0%	12%	2%	4.7
	Dongle/USB/Other	14%	8%	10%	10%	6%	3%	2%	2%	2%	1%	34%	10%
Locality	Metropolitan	18%	13%	18%	9%	7%	6%	3%	2%	1%	21%	3%	4.5
	Urban centre	16%	14%	15%	9%	7%	5%	2%	3%	1%	25%	4%	4.7
	Rural/Village	18%	9%	15%	9%	6%	4%	2%	3%	2%	25%	5%	4.7

Source: Consumer survey, Q10. (N=9368 for EU27). Note (a): Excludes 'Don't Know' and 'No Interruption'

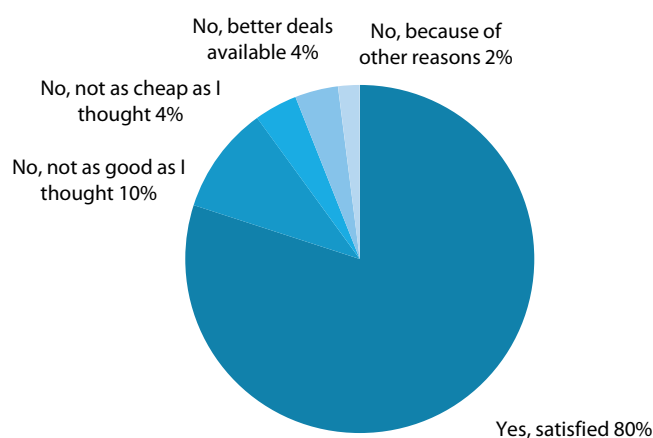
Outcome of switching

Satisfaction with switching

In most cases (80%), respondents who have switched say that they are satisfied now that they have switched Internet service provider. The remainder (20%) say they are not satisfied, either because the new provider is not as good as they thought (10%), because the new provider is not as cheap as they thought (4%), because they realise that there are even better deals available (4%), or for other reasons (2%).

Figure 41.
Satisfaction with switching (EU27)

Source: Consumer survey,
Q13: Would you say you are
satisfied now that you have
switched Internet service provider?
(N=10999 for EU27)



Satisfaction levels are generally consistent across different EU Member States, as shown in the table below. Respondents in Cyprus (92%), Estonia (88%) and Austria (88%) are most likely to say they are satisfied, while the proportion is somewhat lower in Portugal (72%) and Ireland (74%).

Table 41. Satisfaction with switching, analysis by country

Source: Consumer survey, Q13.
(N=10999 for EU27 / 11598 for all countries)

Country	Satisfied	Not satisfied, new provider not as good as thought	Not satisfied, new provider not as cheap as thought	Not satisfied, even better deals available	Not satisfied, other reasons
EU27	80%	10%	4%	4%	2%
CY	92%	5%	3%	0%	0%
EE	88%	5%	1%	4%	2%
AT	88%	7%	1%	2%	2%
LV	85%	4%	4%	5%	3%
LU	84%	11%	2%	0%	3%
UK	84%	8%	5%	3%	1%
CZ	83%	7%	3%	5%	3%
DK	83%	8%	5%	1%	2%
FR	82%	7%	4%	5%	2%
MT	82%	12%	1%	0%	4%
NL	82%	10%	3%	1%	4%
DE	81%	11%	3%	3%	2%
IT	80%	9%	7%	3%	0%
LT	80%	11%	3%	5%	1%
HU	80%	8%	2%	6%	3%
FI	80%	11%	2%	3%	4%
BE	79%	9%	6%	3%	3%
EL	79%	10%	4%	5%	2%
SK	79%	9%	4%	5%	3%
ES	78%	9%	7%	5%	2%
PL	78%	12%	4%	6%	1%
RO	77%	13%	4%	3%	3%
SE	77%	13%	3%	3%	4%
BG	76%	17%	3%	4%	0%
SI	75%	10%	6%	4%	5%
IE	74%	12%	8%	3%	3%
PT	72%	11%	4%	6%	7%
IS	77%	11%	7%	0%	5%
NO	79%	7%	7%	2%	5%

Levels of satisfaction are also generally consistent across different demographic groups, although those with a post-graduate level degree are less likely to be satisfied (76%). Satisfaction is higher among those with faster connection speeds: 85% of those with an advertised speed of 30Mbps are satisfied.

Table 42.
Satisfaction with switching, analysis by education, connection speed and locality

Source: Consumer survey, Q13.
(N=10999 for EU27)

	Sub-sample	Satisfied	Not satisfied, new provider not as good as thought	Not satisfied, new provider not as cheap as thought	Not satisfied, even better deals available	Not satisfied, other reasons
Average	EU27	80%	10%	4%	4%	2%
Education	Elementary school or less	83%	11%	2%	2%	2%
	Some high school	82%	10%	4%	2%	2%
	High school graduation	81%	9%	4%	4%	2%
	University graduation	81%	9%	4%	4%	2%
	Post-graduate degree	76%	12%	6%	5%	1%
	Other qualification	81%	7%	5%	4%	3%
Speed	Up to 2 Mbps	79%	9%	6%	4%	2%
	>2 to 12 Mbps	78%	11%	5%	4%	2%
	>12 to 30 Mbps	83%	8%	4%	3%	2%
	More than 30 Mbps	85%	6%	3%	3%	2%
Locality	Metropolitan	82%	10%	4%	2%	2%
	Urban centre	80%	10%	5%	4%	2%
	Rural/Village	80%	9%	4%	4%	3%

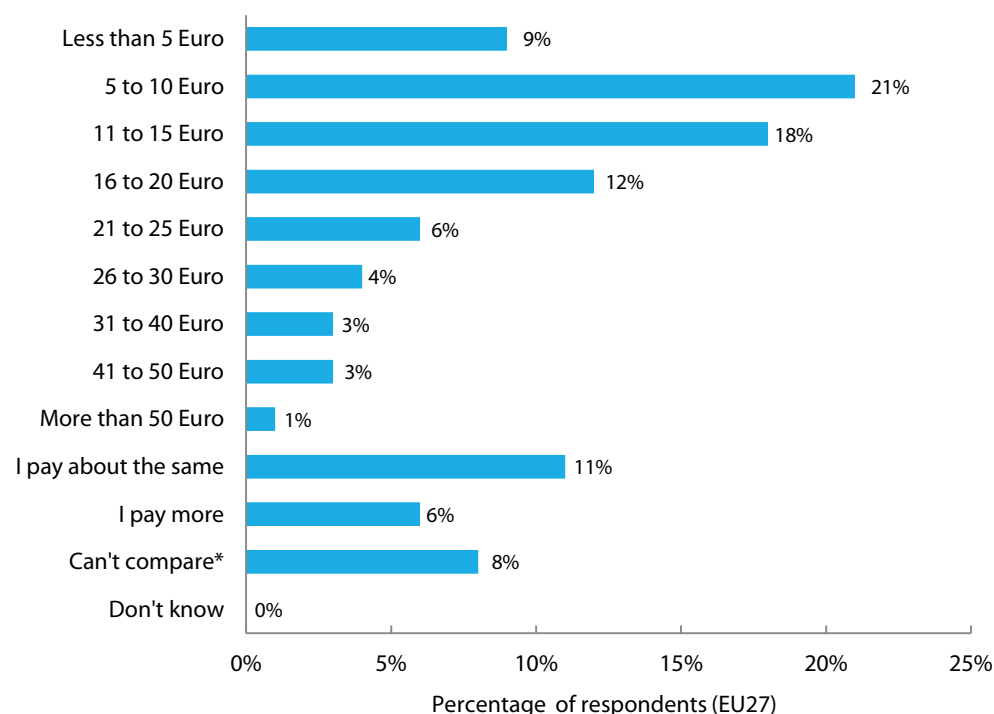
Amount saved since switching

Respondents who have switched provider in the last three years were asked how much they have saved per month since making the switch. A small proportion (6%) says that they now pay more, while 11% say that they pay about the same. A further 8% say they cannot compare the two monthly bills because the packages are different.

Where respondents say that they pay less with their new provider, the average amount saved per month is 14.7 Euro. The most common answers are between 5 and 10 Euro (21%) and between 11 and 15 Euro (18%).

Figure 42. Amount saved since switching

Source: Consumer survey, Q8: Approximately how much do you save per month since switching to your new Internet service provider, when comparing your average monthly bill now with the average monthly bill of your old provider (including all costs and charges for other services in the package, such as telephony or TV, if applicable)? (N=10999 for EU27)
Note: *Since I now have a package that includes different services



The amount saved per month varies by country. By far the highest amount is in Cyprus, where on average respondents say they have saved 23.7 Euro per month. The lowest monthly savings are seen in Bulgaria, Romania, Lithuania and Latvia; the figure is less than 9 Euro per month in each of these countries. In general, the monthly savings tend to be lower in the EU12, excepting Cyprus.

There are also a number of countries where respondents are more likely to say that they pay more or about the same as they did with their previous provider: Norway (41%), Romania (31%), Sweden (30%) and Slovakia (28%). Respondents in Italy (9%) and Austria (11%) are least likely to say they pay more or the same as they did previously.

Table 43. Amount saved since switching, analysis by country

Source: Consumer survey, Q8. (N=10999 for EU27 / 11598 for all countries). Note (a): since I now have a package that includes different services, (b): Excludes 'Don't know' and those who 'Pay the Same or More' or 'Can't Compare'.

Country	I pay about the same	I pay more	Can't compare ^(a)	Don't know	Average saving ^(b)
EU27	11%	6%	8%	0%	14.7
BE	8%	6%	19%	0%	17.2
BG	19%	4%	8%	0%	6.1
CZ	16%	9%	9%	0%	14.6
DK	14%	6%	18%	0%	14.8
DE	14%	4%	4%	0%	14.2
EE	7%	13%	12%	0%	10.3
IE	6%	6%	8%	0%	16.9
EL	8%	4%	4%	0%	15.9
ES	8%	4%	4%	0%	18.2
FR	16%	9%	7%	0%	14.5
IT	6%	3%	7%	0%	15.7
CY	16%	9%	4%	2%	23.7
LV	12%	8%	15%	0%	8.6
LT	14%	10%	6%	0%	7.8
LU	12%	8%	28%	0%	17.4
HU	11%	6%	9%	0%	10.7
MT	14%	6%	17%	28%	14.7
NL	11%	10%	11%	0%	15.3
AT	8%	3%	9%	0%	14.8
PL	12%	7%	5%	0%	10
PT	11%	5%	14%	0%	12.7
RO	19%	12%	11%	0%	6.5
SI	10%	4%	20%	0%	13.3
SK	17%	11%	7%	0%	10.4
FI	8%	7%	13%	0%	15.7
SE	20%	10%	12%	0%	14.3
UK	5%	9%	11%	0%	17.3
IS	15%	9%	11%	14%	17.4
NO	27%	14%	16%	0%	15.9

Average savings per month are greater among respondents with a bundle than those with standalone access (15 Euro compared with 11.5 Euro). Those with standalone access are also more likely to say they spend the same or more with their new provider as with their old provider (28%, compared with 16% of bundle users).

Those with fast connection speeds (with their new provider) are more likely than those with slower speeds to say that they now pay more or the same as they did previously. This applies to 24% of those with a connection speed of more than 30 Mbps. However, the average saving per month does not vary greatly according to the speed of the connection.

Table 44. Amount saved since switching, analysis by age, package type and connection speed

	Sub-Sample	< 5 €	5-10 €	11-15 €	16-20 €	21-25 €	26-30 €	31-40 €	41-50 €	> 50 €	I pay about the same	I pay more	Can't compare ^(a)	Average ^(b)
Average	EU27	9%	21%	18%	12%	6%	4%	3%	3%	1%	11%	6%	8%	14.7
Age	15 to 24	12%	20%	15%	13%	7%	3%	3%	3%	1%	9%	7%	8%	14.5
	25 to 39	10%	21%	17%	10%	6%	4%	3%	4%	1%	10%	7%	8%	14.7
	40 to 54	10%	20%	18%	12%	5%	4%	4%	3%	1%	11%	6%	7%	14.8
	55 +	6%	22%	20%	11%	4%	4%	2%	2%	0%	14%	5%	9%	14.4
Package	Standalone	17%	21%	12%	7%	3%	2%	1%	2%	0%	19%	9%	7%	11.5
	Bundle	8%	21%	18%	12%	6%	4%	3%	3%	1%	10%	6%	8%	15
Speed	Up to 2 Mbps	17%	18%	16%	7%	6%	4%	4%	4%	1%	9%	6%	8%	14.3
	>2 to 12 Mbps	9%	22%	18%	11%	5%	3%	3%	3%	0%	11%	5%	8%	14.6
	>12 to 30 Mbps	8%	20%	18%	13%	5%	4%	3%	3%	1%	9%	9%	8%	15
	More than 30 Mbps	8%	19%	15%	10%	5%	4%	3%	3%	1%	15%	9%	9%	15.3

Source: Consumer survey, Q8. (N=10999 for EU27). Note (a): since I now have a package that includes different services, (b): Excludes 'Don't know' and those who 'Pay the Same or More' or 'Can't Compare'.

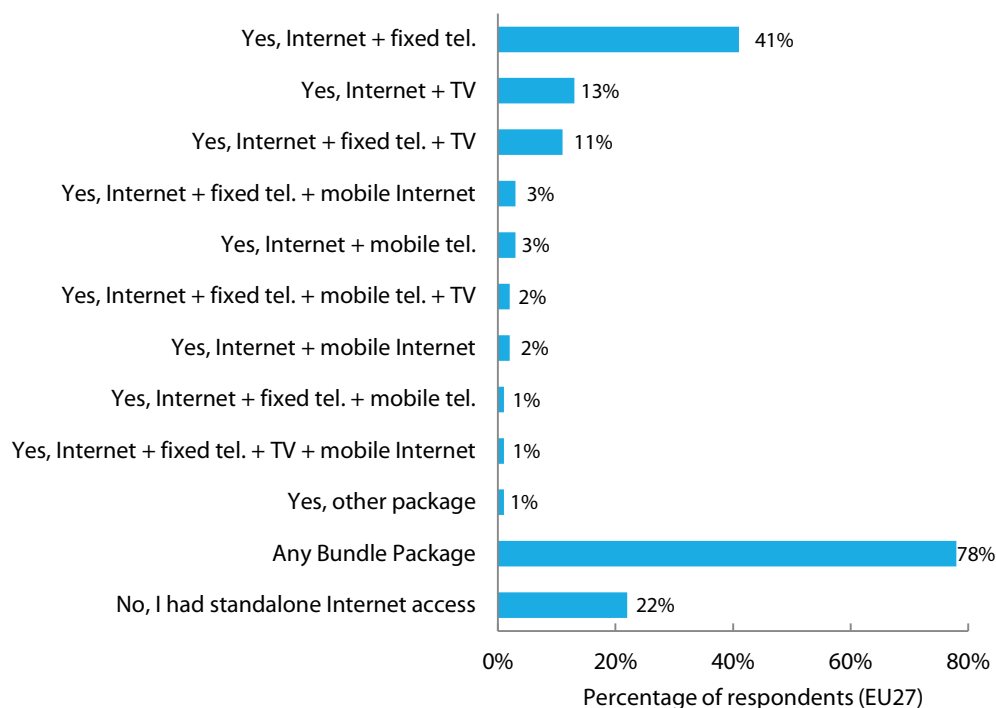
Package with previous home Internet connection

Respondents who have switched provider in the last three years were asked about the package that they had with their previous provider. The majority had a bundle, most commonly covering the Internet with fixed telephony (41%). 22% had standalone access with their previous connection.

If we compare the details of previous connections with current connections, respondents are more likely to have had standalone access with their previous connection than with their current connection (22% compared with 14%). This is mainly the result of an increase in packages including both fixed telephony and TV (with or without other services such as mobile telephony or mobile Internet), from 14% in previous packages to 26% in current packages.

Figure 43. Package with previous home Internet connection

Source: Consumer survey, Q5: Before you switched, did your PREVIOUS home Internet connection come with any of the following services as part of the same package? (N=10999 for EU27)



Comparing the type of service they had previously, the majority of respondents switched to the same type of package in the categories 'Internet and fixed telephony and TV and mobile Internet' (69%), 'Internet and fixed telephony' (62%), 'Internet and fixed telephony and TV' (55%), and 'Internet and TV' (51%). More than one third of respondents who previously had standalone Internet access chose to remain with this type of service. Similarly, for the other categories, respondents most often chose to remain with the same type of package.

Table 45. Comparison of previous and current service

		Q5. Before you switched, did your PREVIOUS home Internet connection come with any of the following services as part of the same package?										
		Inter- net + TV	Inter- net + fixed tel.	Inter- net + mobile tel.	Inter- net + mobile Inter- net	Inter- net + fixed tel.+ mobile Inter- net	Inter- net + fixed tel. + TV	Inter- net + fixed tel. + mobile tel.	Inter- net + fixed tel.+ mobile tel. + TV	Inter- net + fixed tel. + TV + mobile Inter- net	Other pack- age	Stand- alone Inter- net access
Q2. Does your main home Internet connection come with any of the following services as part of the same package?	Internet + TV	51%	6%	8%	12%	10%	7%	7%	1%	4%	9%	12%
	Internet + fixed telephony	12%	62%	25%	16%	15%	14%	18%	18%	3%	35%	23%
	Internet + mobile telephony	2%	2%	32%	10%	3%	0%	7%	0%	0%	2%	3%
	Internet + mobile Internet	2%	1%	8%	24%	4%	0%	0%	0%	2%	1%	2%
	Internet + fixed tel. + mobile Internet	2%	3%	4%	13%	42%	2%	11%	3%	3%	1%	1%
	Internet + fixed tel. + TV	14%	14%	7%	8%	12%	55%	14%	11%	3%	22%	14%
	Internet + fixed tel. + mobile tel.	1%	3%	1%	0%	3%	2%	24%	5%	2%	3%	3%
	Internet + fixed tel. + mobile tel. + TV	3%	3%	6%	4%	6%	12%	13%	46%	12%	4%	3%
	Internet + fixed tel. + TV + mobile Int.	3%	2%	5%	5%	3%	5%	5%	12%	69%	5%	1%
	Other package	1%	1%	0%	1%	0%	1%	0%	1%	0%	16%	1%
Standalone Internet access	9%	4%	5%	6%	2%	3%	2%	1%	3%	3%	37%	

Source: Consumer survey, Q2 and Q5. (N for EU27, plus Iceland and Norway=11598)

The patterns by country for previous Internet connections are similar to those observed for the current connection. The proportion of respondents with standalone access in their previous connection is highest in Finland (66%), Slovakia (62%), the Czech Republic (55%) and Bulgaria (54%). The proportion of standalone Internet users is lowest in Italy (3%) and Spain (9%). Details are shown in the table below.

As is the case with the current connection, a higher or lower level of standalone access is linked specifically to the use of fixed telephony packages. Those countries where a high proportion of respondents had fixed telephony packages in their previous connection also show a high proportion of bundles overall, while those with a low proportion of fixed telephony packages tend to show relatively high levels of standalone access.

The biggest change between previous and current connection is seen in Latvia and Malta, where the proportions with standalone access have decreased substantially.

Table 46. Package with previous home Internet connection, analysis by country

Country	Internet + TV	Internet + fixed tel.	Internet + mobile tel.	Internet + mobile Internet	Internet + fixed tel.+ mobile Internet	Internet + fixed tel. + TV	Internet + fixed tel. + mobile tel.	Internet + fixed tel.+ mobile tel. + TV	Internet + fixed tel. + TV + mobile Internet	Other package	Any bundle package	Standalone Internet access
EU27	13%	41%	3%	2%	3%	11%	1%	2%	1%	1%	78%	22%
BE	17%	21%	1%	3%	4%	20%	2%	3%	2%	1%	74%	26%
BG	29%	5%	2%	2%	1%	4%	1%	0%	1%	1%	46%	54%
CZ	10%	18%	5%	1%	2%	7%	1%	0%	1%	1%	45%	55%
DK	19%	24%	4%	1%	2%	10%	1%	3%	1%	1%	65%	35%
DE	8%	58%	2%	2%	2%	6%	1%	1%	2%	0%	83%	17%
EE	16%	14%	4%	3%	1%	22%	1%	0%	1%	7%	69%	31%
IE	14%	44%	3%	5%	2%	4%	1%	0%	1%	1%	76%	24%
EL	3%	67%	4%	2%	2%	5%	4%	0%	1%	1%	88%	12%
ES	10%	62%	4%	1%	5%	1%	1%	2%	2%	3%	91%	9%
FR	9%	32%	2%	2%	3%	32%	1%	4%	2%	0%	87%	13%
IT	9%	71%	5%	1%	4%	1%	1%	2%	1%	1%	97%	3%
CY	0%	56%	0%	0%	7%	16%	3%	1%	0%	0%	83%	17%
LV	30%	9%	1%	1%	0%	6%	0%	0%	0%	5%	52%	48%
LT	32%	17%	3%	5%	0%	4%	0%	0%	1%	4%	65%	35%
LU	6%	38%	4%	0%	1%	9%	14%	4%	1%	0%	77%	23%
HU	21%	17%	1%	1%	0%	23%	0%	0%	0%	0%	64%	36%
MT	12%	10%	0%	0%	0%	15%	1%	9%	0%	0%	47%	53%
NL	13%	32%	1%	1%	3%	24%	1%	1%	1%	1%	78%	22%
AT	14%	23%	5%	5%	1%	6%	1%	1%	1%	0%	58%	42%

Country	Internet + TV	Internet + fixed tel.	Internet + mobile tel.	Internet + mobile Internet	Internet + fixed tel.+ mobile Internet	Internet + fixed tel. + TV	Internet + fixed tel. + mobile tel.	Internet + fixed tel.+ mobile tel. + TV	Internet + fixed tel. + TV + mobile Internet	Other package	Any bundle package	Standalone Internet access
PL	21%	21%	4%	5%	1%	8%	0%	1%	1%	0%	63%	37%
PT	16%	19%	2%	2%	3%	35%	0%	3%	3%	2%	85%	15%
RO	31%	7%	3%	4%	3%	15%	0%	3%	0%	5%	72%	28%
SI	12%	32%	1%	1%	2%	28%	0%	0%	1%	5%	82%	18%
SK	10%	13%	8%	1%	1%	3%	0%	1%	1%	0%	38%	62%
FI	8%	4%	10%	8%	1%	1%	0%	0%	0%	1%	34%	66%
SE	9%	24%	2%	3%	3%	10%	0%	1%	1%	1%	55%	45%
UK	15%	33%	3%	1%	2%	13%	1%	1%	1%	1%	71%	29%
IS	7%	13%	4%	2%	2%	12%	19%	17%	2%	1%	79%	21%
NO	23%	17%	3%	2%	3%	3%	1%	1%	0%	1%	53%	47%

Source: Consumer survey, Q5. (N=10999 for EU27 / 11598 for all countries).

In their previous Internet connection, men are more likely than women to have had a bundle (81% compared with 75%), and bundles were also less common in rural zones (73%), mainly due to the lower proportion of respondents who had a package including TV.

Bundles were also more common among households using their home Internet connection for three or more hours per day for business (84%).

Table 47. Package with previous home Internet connection, analysis by gender, locality and Internet usage for business

	Sub-Sample	Inter- net + TV	Inter- net + fixed tel.	Inter- net + mobile tel.	Inter- net + mobile inter- net	Inter- net + fixed tel.+ mobile inter- net	Inter- net + fixed tel. + TV	Inter- net + fixed tel. + mobile tel.	Inter- net + fixed tel.+ mobile tel. + TV	Inter- net + fixed tel. + TV + mobile inter- net	Other pack- age	Any Bundle Package	Standalone Internet access
Average	EU27	41%	13%	11%	3%	3%	2%	2%	1%	1%	1%	78%	22%
Gender	Male	41%	14%	11%	3%	3%	3%	2%	1%	1%	1%	81%	19%
	Female	41%	12%	10%	3%	2%	2%	1%	1%	1%	1%	75%	25%
Locality	Metropolitan	39%	16%	11%	4%	4%	2%	2%	1%	2%	1%	82%	18%
	Urban centre	40%	14%	12%	3%	2%	2%	2%	1%	1%	1%	79%	21%
	Rural/Village	44%	8%	9%	3%	3%	2%	1%	1%	1%	1%	73%	27%
Usage - Business	3 or more hours/day	38%	17%	10%	4%	4%	3%	3%	1%	2%	1%	84%	16%
	Less than 3 hours/ day	42%	12%	11%	3%	2%	2%	1%	1%	1%	1%	76%	24%
	Never	45%	9%	13%	2%	1%	0%	2%	1%	0%	1%	74%	26%

Source: Consumer survey, Q5. (N=10999 for EU27).

Reasons for not switching

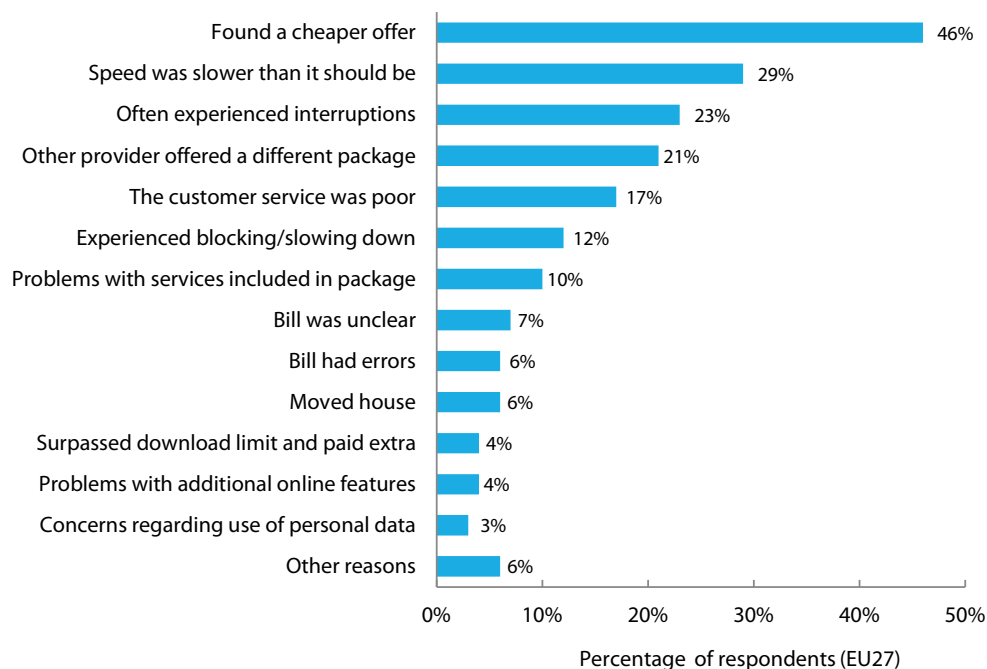
Reasons for considering switching

The reasons for considering switching are very similar to the reasons given by respondents who have actually switched. Again, by far the most frequently identified reason is cost: 46% of respondents who considered switching provider say that they did so because they found a cheaper offer. Speed and reliability again feature prominently. Almost three in ten (29%) respondents say that they considered switching because the speed of their Internet connection was slower than it should be, while 23% say they often experienced interruptions in their connection. A further 12% say that they experienced blocking or slowing down of certain services.

The one difference in the reasons for considering switching and actually switching is the lower proportion who considered switching because they moved house. Only 6% considered switching for this reason, whereas 15% gave this reason for actually switching. Analysis of questions on attitudes to the current provider indicates that respondents who have considered switching often hold negative views about their provider. For example, 41% of those who have considered switching disagree that their tariff or package is good value for money (compared with 19% of switchers and 18% of non-switchers).

Figure 44. Reasons for considering switching provider

Source: Consumer survey, Q14: Which of the following reasons made you CONSIDER switching your Internet service provider? (N=8947 for EU27)



In the table below, the main reasons for considering switching provider (those given by 10% or more of respondents across the EU) are shown for each country. Finding a cheaper offer is the main reason for considering switching in most countries, and the proportion giving this answer is highest in Spain and Greece (both 57%).

Slow speed of the connection was mentioned most frequently in Bulgaria, the Czech Republic and Romania, as well as Norway (all 40%). A relatively high proportion of respondents in Bulgaria (46%) also say they considered switching because of interruptions to the connection, and this is the most common reason given in Bulgaria. Blocking or slowing down of certain services is mentioned by a relatively high proportion in Romania (20%).

Respondents in Greece (32%) are most likely to say that they considered switching to a provider offering a different package. Poor customer service is mentioned more frequently in Iceland (24%), Belgium and France (both 23%) than in other countries. Respondents in Slovenia are more likely than those in other parts of the EU to say they had problems with other services in the package (23%).

Table 48. Reasons for considering switching provider, analysis by country

Source: Consumer survey, Q14. (N=8947 for EU27 / 9447 for all countries). Notes: (a) e.g. video streaming, Internet telephony, etc. (b) TV, fixed telephony, mobile telephony etc.

Country	Found a cheaper offer	Speed was slower than it should be	Often experienced interruptions in connection	Preferred other ISP offering different package	Customer service was poor	Experienced blocking /slowing down of services ^(a)	Problems with other services in package ^(b)
EU27	46%	29%	23%	21%	17%	12%	10%
BE	50%	23%	22%	13%	23%	17%	11%
BG	43%	40%	46%	29%	9%	12%	11%
CZ	32%	40%	33%	3%	17%	14%	10%
DK	44%	20%	20%	13%	13%	13%	6%
DE	48%	26%	15%	24%	15%	7%	8%
EE	43%	29%	24%	26%	10%	10%	16%
IE	36%	37%	27%	26%	20%	19%	8%
EL	57%	29%	22%	32%	14%	12%	9%
ES	57%	26%	18%	20%	20%	11%	7%
FR	39%	22%	30%	21%	23%	14%	13%
IT	46%	27%	17%	18%	10%	16%	9%
CY	53%	22%	20%	19%	5%	5%	1%
LV	47%	34%	18%	24%	7%	6%	11%
LT	44%	32%	20%	10%	6%	15%	11%
LU	41%	32%	24%	30%	15%	16%	9%
HU	49%	25%	30%	15%	8%	4%	17%
MT	20%	27%	20%	16%	14%	6%	16%
NL	46%	24%	16%	17%	13%	5%	8%
AT	50%	31%	20%	24%	18%	5%	7%
PL	44%	34%	33%	23%	20%	10%	9%
PT	52%	31%	24%	27%	14%	11%	14%
RO	39%	40%	34%	24%	21%	20%	17%
SI	48%	21%	24%	30%	8%	18%	23%
SK	45%	34%	28%	17%	11%	16%	5%
FI	44%	34%	36%	14%	19%	3%	7%
SE	41%	27%	22%	14%	18%	10%	9%
UK	44%	33%	25%	20%	19%	15%	7%
IS	40%	31%	34%	26%	24%	4%	14%
NO	33%	40%	29%	13%	20%	13%	8%

The main demographic variation in reasons for considering switching is by age group: speed and reliability of service are mentioned more frequently by younger respondents. For example, 39% of 15-24 year olds mention slower than expected connection speeds and 33% mention interruptions to the connection, whereas, respectively, only 25% and 19% of respondents aged 55 or older mention these items.

Respondents with a bundle are more likely than those with standalone access to have considered switching because they found a cheaper offer, whereas those with standalone access are more likely than bundle users to mention slow speeds and interruptions to the connection.

Respondents who use the incumbent provider in their country are more likely than those using other providers to say they considered switching because they found a cheaper offer. Those with DSL access, are also more likely to have considered switching because they found a cheaper offer, whereas those with mobile access (e.g. via a dongle or USB) are more likely than other respondents to mention connection speeds.

Table 49. Reasons for considering switching, analysis by age, provider, Internet usage for leisure, package type, WiFi use and type of Internet access

Source: Consumer survey, Q14. (N=8947 for EU27)
Note: Full information on this question – e.g. other reasons for considering switching - is presented in Annex 2.

	Sub-sample	Found a cheaper offer	Speed was slower than it should be	Often experienced interruptions in connection	Preferred other ISP offering different package
Average	EU27	46%	29%	23%	21%
Age	15 to 24	42%	39%	33%	19%
	25 to 39	43%	28%	26%	21%
	40 to 54	48%	30%	21%	22%
	55 +	47%	25%	19%	20%
ISP	Incumbent	52%	28%	22%	21%
	Others	42%	30%	25%	21%
Usage - Leisure	3 or more hours/day	45%	32%	26%	21%
	< 3 hours/ day	47%	24%	20%	19%
	Never	34%	18%	31%	22%
Package	Standalone	38%	39%	32%	18%
	Bundle	46%	28%	22%	21%
WiFi	Yes	50%	30%	24%	22%
	No	41%	28%	23%	19%
Access	DSL	49%	29%	22%	22%
	Cable	41%	26%	25%	18%
	Optical fibre (FTTx)	38%	31%	27%	20%
	Satellite	31%	32%	33%	12%
	Dongle/USB/Other	41%	41%	34%	17%

Reasons for not switching provider

Respondents who have considered switching were then asked why they have not actually switched provider.

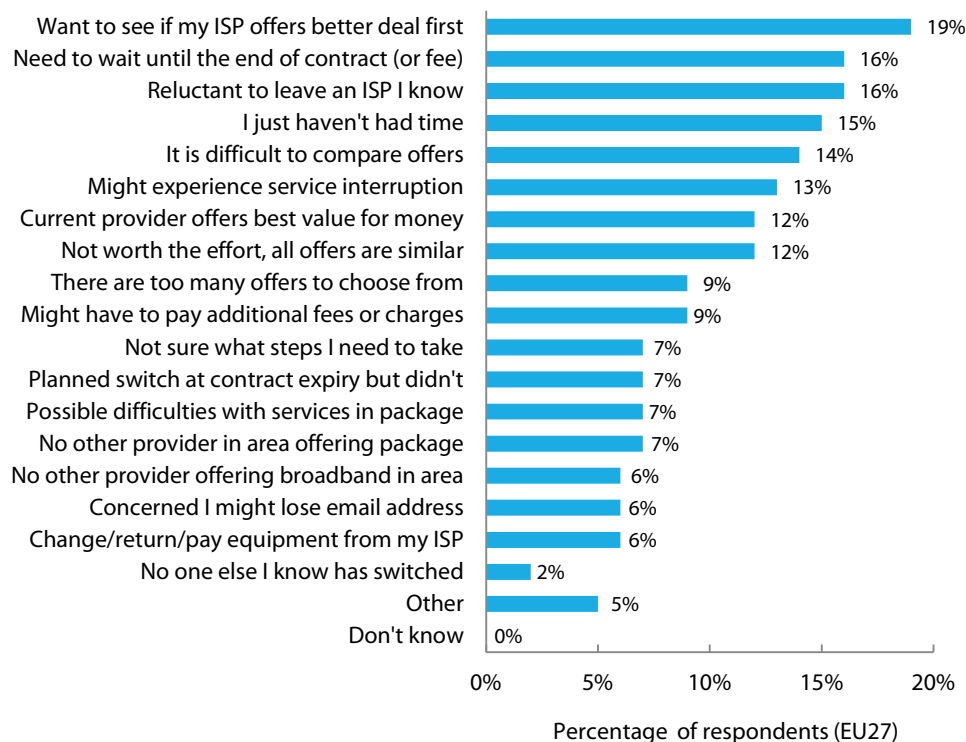
A number of different reasons are given by respondents. In broad terms, there is a division between those who are still interested in switching but have not yet done so (e.g. those waiting for the end of the contract and those who have not had time to make a switch) and those who have decided not to switch (e.g. those who are reluctant to leave a provider they know).

The most frequent reason indicated is that respondents want to see if their current provider offers them a better deal first (19%). The possible payment of additional fees is a common concern, either a penalty for leaving before the end of the contract (16%) or additional fees for switching (9%).

Other difficulties in choosing a new provider mentioned by respondents included: 14% say it is difficult to compare offers, 12% say it is not worth the effort as all offers are similar, and 9% say there are too many offers to choose from.

Figure 45. Reasons for not switching provider (considerers)

Source: Consumer survey, Q15: Which of the following are the main reasons why you have not switched your Internet service provider? Please give up to three reasons. Note: Survey respondents could indicate up to three responses. (N=8947 for EU27)



The reasons for not switching provider vary across the EU. The proportion of respondents saying that they want to see if their current provider offers them a better deal is highest in the Czech Republic, while respondents in Greece are most likely to say they are reluctant to leave a provider they know for one they don't.

The proportion who say they need to wait until the end of their contract to avoid a penalty is highest in Romania, while the difficulty of comparing offers is mentioned most frequently in Luxembourg.

Concerns about interruptions to the connection or other technical problems are most prominent in Finland, while respondents in Estonia are most likely to say that it is not worth the effort as all offers are similar. Those in Portugal are most likely to say they have not switched because their provider offers the best value for money.

Table 50. Reasons for not switching provider (considerers), analysis by country

Country	I wanted to see if my current provider offers me a better deal first	I am reluctant to leave a provider I know for one I don't know	I need to wait until the end of my contract so I can switch without paying a penalty	I just haven't had time	It is difficult to compare offers	I might experience a significant Internet service interruption or other technical difficulties	It's not worth the effort because all offers are similar	My current provider offers the best value for money
EU27	19%	16%	16%	15%	14%	13%	12%	12%
BE	12%	21%	17%	18%	24%	10%	10%	11%
BG	20%	20%	26%	17%	9%	10%	23%	16%
CZ	35%	4%	15%	22%	13%	7%	8%	10%
DK	13%	12%	5%	19%	19%	11%	9%	11%
DE	20%	14%	17%	10%	13%	18%	11%	9%
EE	15%	14%	6%	24%	25%	7%	28%	14%
IE	19%	19%	14%	19%	14%	10%	12%	15%
EL	20%	25%	10%	14%	9%	19%	14%	12%
ES	20%	14%	10%	17%	13%	15%	12%	11%
FR	17%	23%	12%	14%	18%	15%	13%	10%
IT	16%	23%	8%	16%	16%	14%	14%	11%
CY	8%	12%	4%	22%	3%	3%	4%	14%
LV	20%	12%	19%	18%	13%	5%	10%	16%
LT	28%	12%	18%	13%	9%	7%	11%	15%
LU	12%	22%	8%	23%	29%	8%	12%	8%
HU	18%	19%	22%	8%	12%	6%	11%	15%
MT	0%	7%	15%	23%	10%	5%	8%	12%
NL	6%	17%	6%	17%	15%	9%	8%	17%

Country	I wanted to see if my current provider offers me a better deal first	I am reluctant to leave a provider I know for one I don't know	I need to wait until the end of my contract so I can switch without paying a penalty	I just haven't had time	It is difficult to compare offers	I might experience a significant Internet service interruption or other technical difficulties	It's not worth the effort because all offers are similar	My current provider offers the best value for money
AT	20%	15%	19%	14%	16%	7%	14%	11%
PL	28%	8%	28%	15%	7%	9%	9%	13%
PT	28%	16%	19%	6%	8%	6%	21%	19%
RO	19%	11%	32%	22%	5%	7%	13%	11%
SI	18%	18%	9%	17%	13%	8%	16%	9%
SK	27%	14%	29%	14%	13%	3%	8%	15%
FI	14%	6%	20%	21%	16%	21%	9%	8%
SE	12%	10%	19%	18%	17%	12%	13%	8%
UK	20%	18%	17%	15%	14%	16%	11%	14%
IS	13%	22%	3%	22%	24%	14%	22%	11%
NO	17%	11%	11%	17%	13%	7%	17%	10%

Source: Consumer survey, Q15. (N=8947 for EU27 / 9447 for all countries)

Reasons for not switching provider do not vary greatly by different demographic groups. There are some minor differences by age, with older people more reluctant than younger respondents to leave a provider they know for one they don't, but less likely to say that they don't have time to switch.

Respondents accessing the Internet via DSL are more likely than other respondents to say they are reluctant to leave a provider they know, and to say they are concerned about interruptions to the service or other technical difficulties.

Table 51. Reasons for not switching provider (considerers), analysis by age and type of Internet access

	Sub-sample	I wanted to see if my current provider offers me a better deal first	I am reluctant to leave a provider I know for one I don't know	I need to wait until the end of my contract so I can switch without paying a penalty	I just haven't had time	It is difficult to compare offers	I might experience a significant Internet service interruption or other technical difficulties	It's not worth the effort because all offers are similar	My current provider offers the best value for money
Average	EU27	19%	16%	16%	15%	14%	13%	12%	12%
Age	15 to 24	16%	13%	17%	17%	15%	14%	12%	12%
	25 to 39	19%	14%	14%	17%	11%	13%	11%	13%
	40 to 54	20%	17%	17%	15%	15%	14%	12%	10%
	55 +	21%	20%	15%	11%	14%	13%	13%	11%
Access	DSL	20%	18%	16%	14%	14%	16%	13%	11%
	Cable	19%	15%	15%	17%	14%	8%	11%	13%
	Optical fibre (FTTx)	23%	10%	17%	14%	11%	11%	10%	12%
	Satellite	12%	13%	12%	18%	12%	4%	10%	13%
	Dongle/USB/Other	20%	13%	21%	20%	14%	11%	14%	13%

Source: Consumer survey, Q15. (N=8947 for EU27).

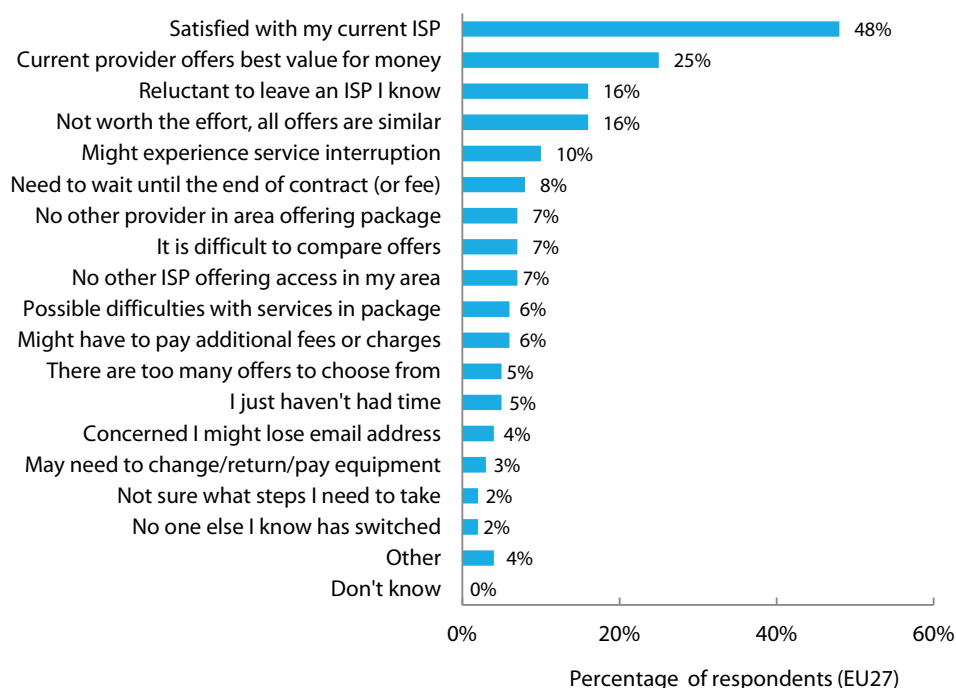
Reasons for not considering switching

Across the EU, 28% of respondents in the survey sample say they have not considered switching their Internet service provider during the last three years.¹² When asked why they have not considered switching, the main reason given is that respondents are satisfied with their current provider (48%), while 25% say that their current provider offers the best value for money. Other reasons given by respondents are that they are reluctant to change from a provider they know to one they don't (16%), and that it is not worth the effort because they believe all offers are similar (also 16%).

The figure below also includes the reasons given less frequently by respondents, which tend to concern either contracts or fees (e.g. penalty for switching before contract ends), potential problems with services (e.g. interruption to the Internet connection or difficulties with other services in the package) or options available (e.g. no other providers offering the preferred package).

Figure 46. Reasons for not considering switching (non-switchers)

Source: Consumer survey, Q16: Which of the following reasons best explain why you have not considered switching your Internet service provider? You may give up to three reasons. Note: Survey respondents could indicate up to three responses. (N=7723 for EU27)



¹² Please note this proportion is a result of the sampling design which over-represents those who have switched. Please see technical appendix for details.

Satisfaction with the current provider is the main reason given for not considering switching in every country. However, the proportion giving this answer is particularly high in Malta (77%), Cyprus (67%), Bulgaria (66%) and Lithuania (66%). The proportion that say their current provider offers the best value for money is also high in Bulgaria (47%) as well as in Romania (41%).

The view that it is not worth the effort switching because all offers are similar is most prevalent in Portugal (28%), while respondents from Luxembourg show the highest figures both for reluctance to leave a provider they know (31%) and difficulty in comparing offers (22%).

Respondents in Italy are most likely to express concerns about possible interruptions to the service or other technical difficulties (18%), while those in Poland are most likely to mention reasons relating to payment: either paying a penalty for leaving before the end of the contract (16%) or paying an additional fee for switching (10%). Reasons relating to the package of services feature prominently in Estonia: 23% say there is no other provider offering their preferred package, while 9% are concerned about possible problems with other services included in the package.

The table below provides more details by showing a breakdown of answers given by more than 5% of respondents.

Table 52. Reasons for not considering switching, analysis by country

Country	Satisfied with my current ISP	Current ISP offers best value for money	Not worth effort, offers are all similar	Reluctant to leave a ISP I know	Might experience service interruption	Need to wait until contract expires ^(a)	No other provider offering access in area	It is difficult to compare offers	No other provider in area offering package I like	Might have to pay additional fees/ charges for switching	Might experience difficulties with other services
EU27	48%	25%	16%	16%	10%	8%	7%	7%	7%	6%	6%
BE	54%	18%	14%	21%	9%	6%	3%	16%	2%	8%	9%
BG	66%	47%	17%	16%	3%	5%	5%	3%	4%	1%	2%
CZ	58%	33%	15%	17%	5%	6%	9%	6%	5%	4%	3%
DK	56%	27%	18%	10%	5%	1%	4%	10%	6%	6%	4%
DE	42%	22%	16%	13%	13%	9%	7%	6%	6%	5%	3%
EE	57%	28%	14%	27%	3%	4%	12%	6%	23%	2%	9%
IE	47%	30%	14%	15%	7%	8%	11%	6%	8%	5%	6%
EL	59%	32%	21%	19%	15%	6%	3%	7%	4%	7%	8%
ES	46%	26%	16%	15%	6%	8%	4%	6%	8%	5%	5%
FR	40%	17%	19%	18%	10%	6%	10%	11%	6%	7%	8%
IT	39%	19%	19%	18%	18%	8%	4%	9%	2%	8%	8%
CY	67%	14%	6%	7%	0%	0%	5%	2%	5%	2%	0%
LV	62%	28%	14%	24%	4%	8%	11%	8%	10%	5%	4%
LT	66%	31%	17%	15%	7%	15%	13%	4%	11%	3%	7%
LU	47%	18%	26%	31%	7%	3%	2%	22%	2%	3%	7%
HU	61%	26%	10%	13%	3%	11%	11%	5%	13%	6%	5%
MT	77%	20%	4%	9%	1%	3%	2%	1%	4%	1%	3%
NL	57%	26%	12%	13%	8%	1%	4%	2%	5%	2%	3%

Country	Satisfied with my current ISP	Current ISP offers best value for money	Not worth effort, offers are all similar	Reluctant to leave a ISP I know	Might experience service interruption	Need to wait until contract expires ^(a)	No other provider offering access in area	It is difficult to compare offers	No other provider in area offering package I like	Might have to pay additional fees/ charges for switching	Might experience difficulties with other services
AT	54%	29%	14%	6%	7%	7%	10%	9%	10%	7%	7%
PL	41%	28%	11%	10%	8%	16%	12%	4%	13%	10%	5%
PT	50%	20%	28%	11%	4%	9%	6%	6%	9%	3%	5%
RO	62%	41%	24%	13%	5%	9%	7%	4%	9%	4%	5%
SI	60%	26%	20%	20%	5%	5%	12%	9%	7%	4%	8%
SK	49%	33%	14%	13%	4%	14%	9%	5%	8%	5%	3%
FI	56%	31%	9%	17%	12%	9%	11%	9%	3%	5%	2%
SE	58%	18%	19%	15%	6%	6%	7%	9%	6%	7%	4%
UK	46%	29%	14%	21%	15%	11%	4%	4%	7%	8%	7%
IS	60%	14%	17%	15%	5%	0%	7%	10%	5%	3%	6%
NO	54%	16%	20%	15%	3%	4%	10%	11%	7%	5%	6%

Source: Consumer survey, Q16. (N= 7723 for EU27 / 8197 for all countries). Note (a): in order to switch without paying penalty

There are differences by type of locality in terms of the reasons for not considering switching. Respondents in rural zones are less likely than those in other areas to say this is because they are satisfied with the provider or the value for money they offer, and are more likely to give reasons related to availability of other providers (at all, or offering their preferred package).

Those with slow connection speeds are also less likely to give reasons related to positive views of their current provider, and are more likely to mention a possible financial penalty, the lack of alternative providers and the difficulty of comparing offers.

Respondents who use the incumbent provider in their country are less likely to base their decision on good value for money, and are more likely to give reasons related to lack of familiarity with alternatives: either reluctance to leave a provider they know for one they don't, or a lack of other providers in their area.

In terms of mode of access, respondents accessing the Internet via an optical fibre line are most likely to say they have not considered switching because they are satisfied with their current provider. Those with DSL access are most likely to say they would be concerned about a service interruption or other technical difficulties.

Table 53. Reasons for not considering switching, analysis by locality, provider, connection speed and type of Internet access

	Sub-Sample	Satisfied with my current ISP	Current ISP offers best value for money	Not worth effort, offers are all similar	Reluctant to leave a ISP I know	Might experience service interruption	Need to wait until contract expires ^(a)	No other provider offering access in area	It is difficult to compare offers	No other provider in area offering package I like	Might have to pay additional fees/charges for switching	Might experience difficulties with other services
Average	EU27	48%	25%	16%	16%	10%	8%	7%	7%	7%	6%	6%
Locality	Metropolitan	51%	27%	18%	14%	12%	9%	5%	7%	5%	7%	7%
	Urban centre	48%	28%	17%	15%	9%	9%	4%	6%	6%	6%	6%
	Rural/Village	45%	21%	15%	18%	10%	7%	12%	7%	9%	5%	4%
ISP	Incumbent	46%	17%	18%	19%	13%	9%	10%	8%	7%	6%	7%
	Others	49%	30%	16%	14%	9%	8%	5%	6%	6%	6%	5%
Speed	Up to 2 Mbps	38%	18%	14%	11%	8%	12%	10%	12%	9%	6%	7%
	>2 Mbps to 12 Mbps	50%	26%	17%	16%	9%	8%	7%	5%	6%	6%	6%
	>12 Mbps to 30 Mbps	55%	30%	18%	17%	8%	7%	5%	7%	8%	6%	5%
	More than 30 Mbps	49%	28%	16%	15%	12%	4%	6%	5%	8%	7%	5%
Access	DSL	46%	23%	17%	17%	12%	8%	7%	7%	6%	6%	6%
	Cable	50%	30%	16%	15%	7%	7%	5%	8%	8%	6%	6%
	Optical fibre (FTTx)	60%	33%	16%	12%	8%	5%	5%	3%	7%	7%	6%
	Satellite	45%	30%	13%	8%	8%	13%	10%	5%	6%	4%	2%
	Dongle/USB/Other	41%	22%	13%	11%	7%	15%	8%	7%	7%	4%	1%

Source: Consumer survey, Q16. (N= 7723 for EU27). Note (a): in order to switch without paying penalty

Facilitators to switching

All respondents were asked which of a range of options they would find helpful to switch their Internet service provider.

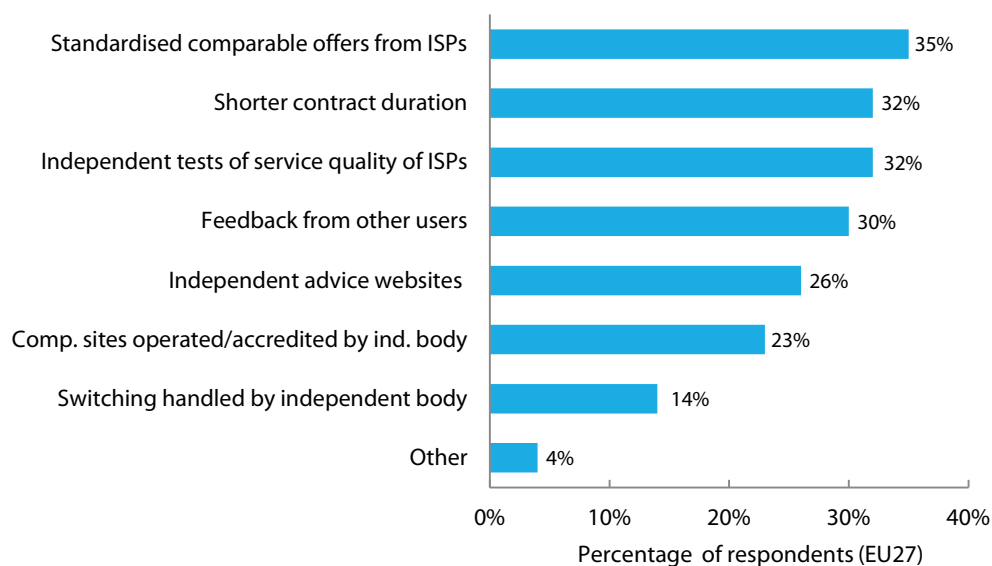
The most frequently chosen option was standardised comparable offers from providers (35%). This reflects the difficulty that some respondents have in comparing offers.

Three other options were chosen by around a third of respondents: independent tests of service quality (32%), shorter contract duration (32%) and feedback from other users (30%).

There was also some support from respondents for other options involving independent organisations. Around a quarter (26%) would like to see independent advice websites providing guidance on best offers, while 23% would find it helpful if comparison websites were operated or accredited by an independent body. There was less support (from 14%) for the switching process itself to be handled by an independent body or an agent.

Figure 47. Facilitators to switching provider

Source: Consumer survey, Q23: Which of the following would you find helpful to switch your Internet service provider? Please mark up to three items you find most helpful. (N=27668)



The table below shows the breakdown by country for facilitators to switching. Having standardised comparable offers from providers is the most popular option in many countries, and the proportion choosing this is highest in Romania, Luxembourg, Bulgaria and Estonia. A high proportion of respondents in Estonia also want to see independent tests of service quality, along with those in Slovenia, Hungary and Portugal.

The proportion of respondents choosing shorter contract durations is highest in Slovakia and Bulgaria, whereas in the Czech Republic and Latvia it is highest in relation to feedback from users.

Respondents in Slovenia and Iceland are more likely than those in other countries to want independent advice websites with guidance on best offers. Those in Iceland are also more likely to want comparison websites operated or accredited by an independent body, along with respondents in Luxembourg and Denmark.

Table 54. Facilitators to switching, analysis by country

Country	Standardised comparable offers from providers	Independent tests ^(a) of service quality of Internet providers	Shorter contract duration	Feedback from other users	Independent advice websites providing guidance on best offers	Comparison websites operated/ accredited by independent body ^(b)	Switching process handled by independent body/agent	Other
EU27	35%	32%	32%	30%	26%	23%	14%	4%
BE	43%	36%	31%	19%	31%	29%	17%	3%
BG	47%	30%	50%	40%	31%	17%	10%	1%
CZ	26%	42%	28%	58%	32%	29%	9%	4%
DK	40%	37%	20%	27%	34%	36%	12%	4%
DE	27%	32%	34%	23%	20%	21%	13%	5%
EE	47%	45%	19%	49%	37%	13%	16%	3%
IE	36%	32%	34%	45%	33%	28%	15%	2%
EL	34%	32%	33%	43%	25%	25%	12%	1%
ES	39%	28%	31%	27%	24%	20%	17%	3%
FR	39%	34%	29%	22%	29%	26%	13%	3%
IT	31%	26%	20%	31%	20%	21%	17%	5%
CY	28%	19%	13%	35%	26%	15%	8%	6%
LV	45%	29%	30%	52%	25%	12%	8%	5%
LT	41%	30%	48%	30%	38%	19%	12%	6%
LU	47%	38%	22%	32%	32%	38%	13%	2%
HU	46%	44%	38%	40%	34%	18%	7%	2%
MT	19%	13%	22%	32%	25%	17%	7%	5%
NL	32%	39%	26%	25%	32%	24%	17%	5%

Country	Standardised comparable offers from providers	Independent tests ^(a) of service quality of Internet providers	Shorter contract duration	Feedback from other users	Independent advice websites providing guidance on best offers	Comparison websites operated/ accredited by independent body ^(b)	Switching process handled by independent body/agent	Other
AT	38%	37%	32%	31%	23%	28%	17%	5%
PL	30%	33%	47%	30%	29%	24%	11%	2%
PT	43%	43%	38%	31%	28%	21%	13%	5%
RO	48%	29%	39%	42%	26%	20%	13%	2%
SI	35%	45%	28%	41%	41%	25%	16%	3%
SK	30%	33%	51%	31%	31%	22%	17%	2%
FI	38%	37%	32%	33%	36%	26%	14%	5%
SE	38%	34%	47%	25%	27%	26%	16%	4%
UK	34%	32%	30%	36%	31%	26%	17%	4%
IS	32%	34%	5%	27%	41%	43%	12%	3%
NO	39%	42%	25%	37%	25%	29%	15%	4%

Source: Consumer survey, Q23. (N=27668 for EU27 / 29243 for all countries). Note: (a) e.g. by consumer organisations, (b) e.g. government authority or national regulator.

There are some differences by age in respondents' preferences for facilitators for switching. Older respondents (aged 55 or over) are more likely than younger respondents to want standardised offers from providers, and are less likely to request feedback from others.

Table 55. Facilitators to switching, analysis by age

	Sub-Sample	Standardized comparable offers from providers	Independent tests ^(a) of service quality of Internet providers	Shorter contract duration	Feedback from other users	Independent advice websites providing guidance on best offers	Comparison websites operated/ accredited by independent body ^(b)	Switching process handled by independent body/agent	Other
Average	EU27	35%	32%	32%	30%	26%	23%	14%	4%
Age	15 to 24	29%	30%	32%	34%	25%	21%	15%	2%
	25 to 39	33%	31%	34%	34%	25%	22%	14%	2%
	40 to 54	36%	33%	32%	30%	27%	24%	14%	4%
	55 +	39%	35%	30%	24%	29%	26%	15%	5%

Source: Consumer survey, Q23. (N=27668 for EU27). Note: (a) e.g. by consumer organisations, (b) e.g. government authority or national regulator.

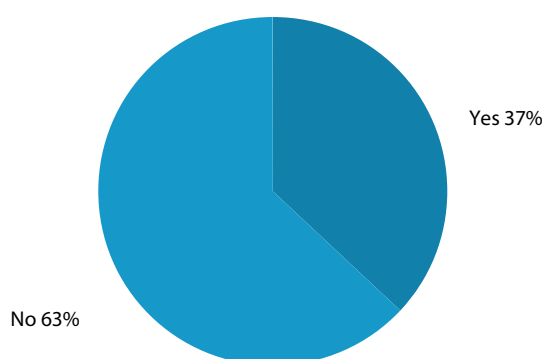
2.3.4 Problems and complaints

Problems experienced

Just over a third of respondents across the EU say that they have experienced problems with their Internet provider over the last 12 months (37%).¹³

Figure 48. Incidence of problems with ISP

Source: Consumer survey, Q26: Over the last 12 months, have you experienced any problems with your Internet service provider? (N=27668 for EU27)

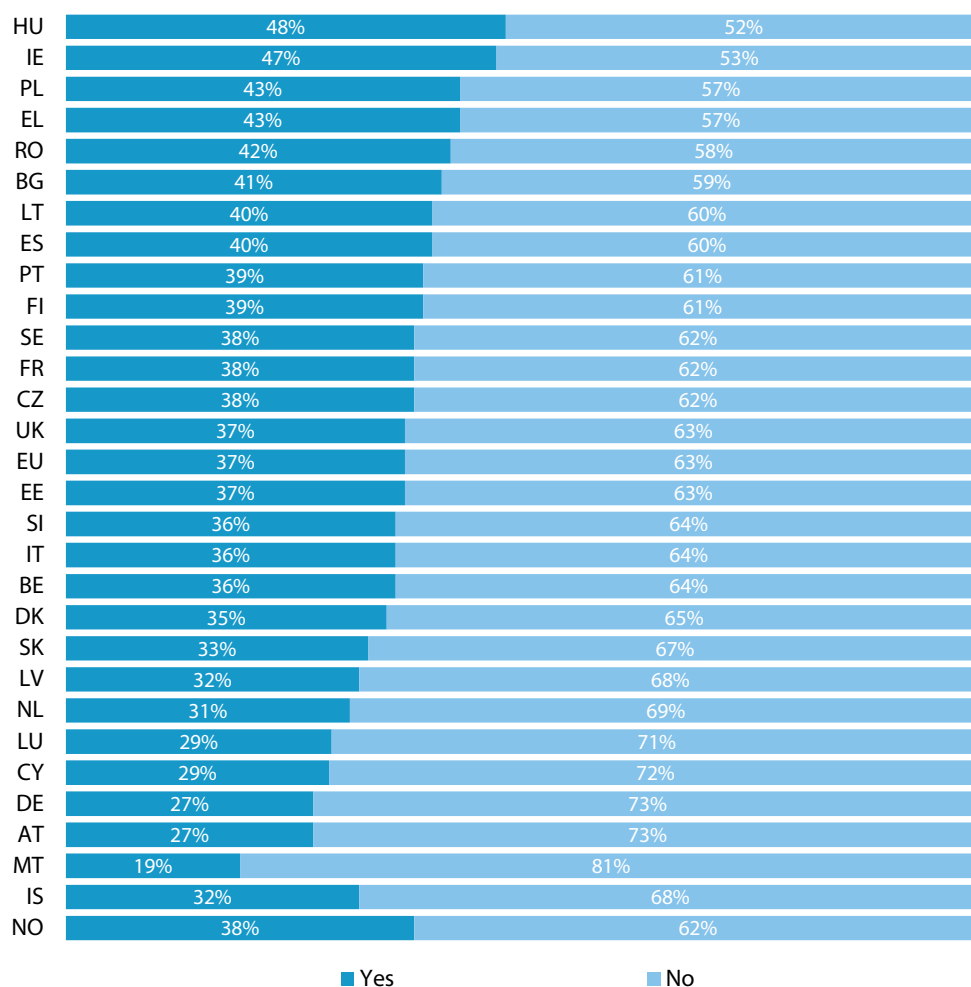


¹³ Respondents that had switched provider were asked to exclude any problems that were caused by the switching process.

The proportion that says they have experienced problems with their Internet provider is highest in Hungary, Ireland, Greece, Poland, Romania and Bulgaria. In each of these countries, more than 40% of respondents have experienced problems. The lowest proportions are in Malta (19%), Germany and Austria (both 27%).

Figure 49. Incidence of problems with ISPs, analysis by country

Source: Consumer survey, Q26: Over the last 12 months, have you experienced any problems with your Internet service provider? (N=27668 for EU27)



Problems are more likely to be reported by younger respondents. The proportion ranges from 44% of 15-24 year olds to 29% of those aged 55 or over. More highly educated respondents are more likely to say they experienced problems than less qualified respondents (although the exception is the group with the lowest level of education, for whom the proportion experiencing problems is relatively high at 41%).

Those in metropolitan zones are more likely than those in other types of locality to say they experienced problems (41% compared to 35%), while those who have considered switching their provider (but have not actually done so) are also more likely than other respondents to say they have had problems.

More frequent users of the Internet at home – for both leisure and business – are more likely than less frequent users to say they have experienced problems. However, there are no differences according to the ways in which respondents' households use the Internet (e.g. downloading movies, playing games, using social networking sites, etc.), as shown in Annex 2.

Those with slower connection speeds and those with satellite access are both more likely than other respondents to say they have experienced problems (see table below).

Table 56. Incidence of problems with ISP, analysis by age, education, locality, switching behaviour, Internet usage for leisure and business, connection speed, type of Internet access, and provider

Source: Consumer survey, Q26.
(N=27668 for EU27).

	Sub-sample	Yes	No
Average	EU27	37%	63%
EU15/EU12	EU15	35%	65%
	EU12	41%	59%
Age	15 to 24	44%	56%
	25 to 39	40%	60%
	40 to 54	36%	64%
	55 +	29%	71%
Education	Elementary school or less	41%	59%
	Some high school	29%	71%
	High school graduation	36%	64%
	University graduation	38%	62%
	Post-graduate degree	41%	59%
	Other qualification	43%	57%
Locality	Metropolitan	41%	59%
	Urban centre	35%	65%
	Rural/Village	35%	65%
Switching behaviour	Switchers	34%	66%
	Considerers	49%	51%
	Non-Switchers	26%	74%
Usage – Leisure	3 or more hours/day	39%	61%
	Less than 3 hours/day	32%	68%
	Never	34%	66%
Usage – Business	3 or more hours/day	42%	58%
	Less than 3 hours/day	36%	64%
	Never	29%	71%
Speed	Up to 2 Mbps	47%	53%
	>2 Mbps to 12 Mbps	37%	63%
	>12 Mbps to 30 Mbps	32%	68%
	More than 30 Mbps	32%	68%
Access	DSL	35%	65%
	Cable	38%	62%
	Optical fibre (FTTx)	41%	59%
	Satellite	46%	54%
	Dongle/USB/Other	37%	63%
ISP	Incumbent	36%	64%
	Others	37%	63%

Types of problem experienced

Respondents who said they experienced problems with their provider were asked to indicate the type(s) of problems they experienced. To do this, they were asked to choose from a list of 12 problem types (including 'other problems').

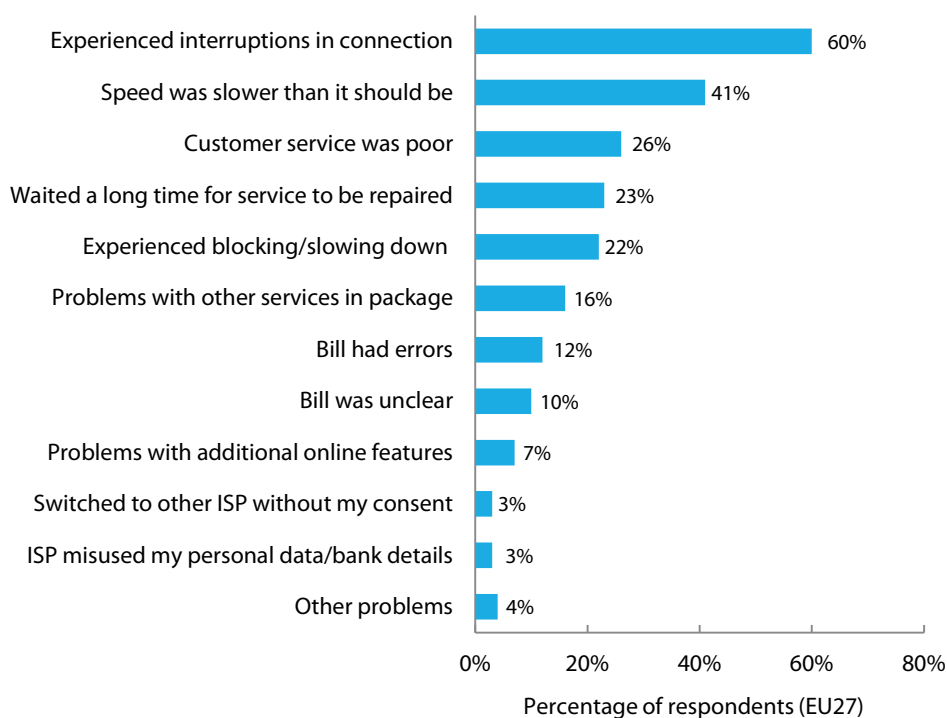
Problems reported by respondents are mostly technical. The two most common types of problems are interruptions to the Internet connection (60%) and a slower than advertised connection speed (41%). Other technical problems include blocking or slowing down of services (22%) and problems with additional online features (7%).

There were also problems with the quality of customer service or technical assistance. Around a quarter of respondents who experienced a problem say that the customer service was poor (26%) and a similar proportion say they had to wait a long time for their service to be repaired (23%). In addition, 16% of respondents report problems with other services included in the package.

Problems with bills were less common: 12% say they had bills with errors and 10% say bills were unclear.

Figure 50. Types of problems experienced

Source: Consumer survey, Q27: Have you experienced any of the following problems? (N=10109 for EU27)



The proportion of respondents reporting interruptions to their Internet connection is highest in Bulgaria and Cyprus.

A relatively high proportion of respondents in Romania say they have had problems with connection speed, poor customer service, a long wait for service repair and blocking or slowing down of services. Figures are also high in Iceland, in relation to connection speed and customer service, and in Italy, in relation to the blocking or slowing down of services.

The proportion reporting problems with bills is highest in Spain, both in relation to bills having errors and being unclear. Respondents in Luxembourg and Iceland are also more likely than other respondents to mention problems with unclear bills. Problems with other services in the package are much more likely to be mentioned in Slovenia than in other countries.

Table 57. Types of problems experienced, analysis by country

Country	Interruptions in the Internet connection	Speed was slower than it should be	Customer service was poor	Waited a long time for my service to be repaired	Blocking/slowing down of services	Problems with the other services in the package	My bill had errors	My bill was unclear	Problems with additional online features provided	Misuse of my personal data/bank details	Switched to another provider without consent	Other problems
EU27	60%	41%	26%	23%	22%	16%	12%	10%	7%	3%	3%	4%
BE	61%	30%	28%	19%	27%	26%	15%	14%	7%	1%	2%	7%
BG	83%	52%	14%	21%	14%	15%	3%	5%	3%	1%	1%	1%
CZ	72%	48%	20%	19%	9%	12%	9%	13%	5%	0%	2%	4%
DK	63%	32%	20%	15%	17%	16%	9%	9%	4%	3%	2%	4%
DE	50%	36%	27%	30%	16%	13%	12%	12%	5%	3%	3%	5%
EE	76%	38%	14%	20%	20%	22%	3%	4%	4%	0%	0%	4%
IE	63%	54%	25%	19%	29%	11%	13%	10%	7%	2%	4%	2%
EL	62%	48%	21%	15%	23%	10%	10%	10%	4%	5%	6%	2%
ES	51%	38%	25%	16%	21%	13%	23%	16%	7%	5%	3%	3%
FR	58%	31%	30%	27%	26%	25%	9%	10%	11%	4%	4%	6%
IT	44%	39%	21%	17%	32%	10%	9%	9%	7%	8%	3%	1%
CY	83%	30%	5%	5%	10%	16%	3%	1%	3%	0%	1%	4%
LV	60%	36%	7%	19%	9%	18%	5%	4%	5%	0%	3%	7%
LT	75%	43%	7%	18%	21%	16%	5%	9%	4%	1%	1%	4%
LU	72%	39%	29%	11%	21%	15%	17%	16%	13%	1%	1%	5%
HU	77%	45%	17%	19%	13%	19%	6%	9%	5%	1%	3%	2%
MT	55%	25%	12%	10%	9%	13%	12%	3%	2%	1%	0%	13%
NL	60%	29%	27%	17%	13%	22%	12%	7%	5%	1%	2%	9%

Country	Interruptions in the Internet connection	Speed was slower than it should be	Customer service was poor	Waited a long time for my service to be repaired	Blocking/slowing down of services	Problems with the other services in the package	My bill had errors	My bill was unclear	Problems with additional online features provided	Misuse of my personal data/bank details	Switched to another provider without consent	Other problems
AT	60%	43%	26%	29%	12%	15%	11%	9%	7%	2%	4%	8%
PL	73%	46%	29%	29%	17%	11%	9%	10%	6%	1%	3%	2%
PT	65%	45%	27%	28%	18%	29%	15%	9%	6%	1%	2%	3%
RO	76%	61%	35%	41%	33%	26%	6%	6%	5%	2%	4%	3%
SI	76%	39%	10%	31%	29%	45%	5%	7%	6%	0%	1%	4%
SK	71%	50%	15%	16%	25%	10%	6%	4%	5%	2%	3%	2%
FI	74%	47%	30%	22%	7%	12%	13%	9%	8%	1%	3%	5%
SE	71%	41%	28%	24%	15%	17%	13%	7%	6%	1%	2%	5%
UK	63%	44%	27%	20%	25%	15%	14%	10%	12%	4%	6%	4%
IS	77%	58%	36%	27%	10%	37%	9%	23%	3%	1%	0%	8%
NO	55%	45%	22%	21%	20%	20%	9%	9%	10%	2%	4%	5%

Source: Consumer survey, Q27 (N=10109 for EU27 / 10688 for all countries).

The proportion of respondents that say they have experienced interruptions to their Internet connection increases with age, ranging from 50% among 15-24 year olds to 68% of those aged 55 or over. Reported interruptions to the respondents' connections are also more common in rural zones and in areas where there are more ISPs (60% with 3 or more ISPs). Respondents in rural zones are also more likely to say they have had problems with their connection speed, compared with those in other types of locality.

Interruptions to the Internet connection and problems with connection speed are reported more frequently by those with standalone Internet access than those with a bundle. However, the proportion saying they have had problems with bills is higher among those with a bundle than those with standalone Internet access. This applies both to bills having errors and being unclear.

In addition, respondents with WiFi and those with faster connection speeds are more likely than other respondents to report interruptions to their connection. Although those respondents accessing the Internet via satellite report more problems, the type of problems reported by this sub-group seems to indicate that these do not primarily relate to technical issues: Those accessing the Internet via satellite are less likely than users of other technologies to say they have had problems with either interruptions to the connection or the speed of connection.

There are also some differences according to usage of the home Internet connection for leisure and business. Those respondents from households that use the Internet for leisure for three or more hours per day are more likely to say they have had technical problems (e.g. interruptions or slow speed), compared with those using it for less than three hours per day. Interruptions to the Internet connection are more likely to be mentioned by those households that do not use the home Internet for business. This may be related to the findings on age, since older users are less likely to use the Internet at home for business.

Table 58. Types of problems experienced, analysis by age, locality, number of ISPs, usage, package type, WiFi, speed, access, and provider

	Sub-Sample	Experienced interruptions	Speed was slower than it should be	Customer service was poor	Waited long time for service to be repaired	Blocking/slowing down of services	Problems with other services in package	Bill had errors	Bill was unclear	Problems with additional online features
Average	EU27	60%	41%	26%	23%	22%	16%	12%	10%	7%
Age	15 to 24	50%	38%	23%	24%	25%	16%	11%	12%	10%
	25 to 39	57%	39%	24%	22%	22%	16%	14%	10%	6%
	40 to 54	64%	43%	28%	24%	24%	17%	11%	10%	8%
	55 +	68%	42%	27%	22%	18%	15%	9%	10%	6%
Locality	Metropolitan	55%	38%	25%	24%	22%	18%	13%	10%	8%
	Urban centre	60%	39%	26%	24%	22%	17%	11%	11%	7%
	Rural/Village	64%	46%	26%	22%	23%	13%	12%	10%	7%
Number of ISPs	1	46%	39%	22%	28%	20%	13%	14%	14%	6%
	2	52%	38%	27%	25%	22%	17%	10%	10%	9%
	3+	60%	42%	29%	24%	24%	16%	14%	11%	8%
Usage - Leisure	3 or more hours/day	62%	42%	26%	24%	24%	17%	12%	10%	7%
	Less than 3 hours/day	57%	38%	25%	22%	19%	15%	11%	11%	7%
	Never	54%	27%	21%	16%	11%	13%	5%	13%	4%
Usage - Business	3 or more hours/day	54%	38%	28%	26%	24%	16%	13%	12%	9%
	Less than 3 hours/day	62%	42%	24%	22%	21%	15%	12%	10%	6%
	Never	68%	43%	25%	19%	21%	19%	10%	8%	5%
Package	Standalone	72%	50%	26%	22%	21%	2%	7%	8%	4%
	Bundle	58%	39%	26%	23%	22%	18%	12%	11%	8%

	Sub-Sample	Experienced interruptions	Speed was slower than it should be	Customer service was poor	Waited long time for service to be repaired	Blocking/slowing down of services	Problems with other services in package	Bill had errors	Bill was unclear	Problems with additional online features
WiFi	Yes	66%	44%	29%	26%	24%	19%	12%	10%	7%
	No	54%	38%	23%	21%	21%	14%	12%	11%	8%
Speed	Up to 2 Mbps	53%	38%	24%	25%	26%	14%	12%	10%	10%
	> 2 to 12 Mbps	59%	40%	26%	23%	22%	16%	11%	11%	8%
	>12 to 30 Mbps	64%	43%	25%	24%	18%	19%	13%	10%	6%
	> 30 Mbps	67%	43%	27%	24%	23%	23%	10%	11%	6%
Access	DSL	60%	41%	26%	23%	22%	15%	11%	10%	6%
	Cable	64%	39%	25%	24%	23%	22%	12%	11%	7%
	Optical fibre (FTTx)	56%	37%	25%	23%	22%	19%	14%	9%	11%
	Satellite	37%	31%	20%	26%	20%	9%	16%	11%	12%
	Dongle/USB/Other	66%	56%	26%	20%	28%	7%	9%	12%	5%
ISP	Incumbent	58%	40%	25%	22%	21%	15%	13%	11%	7%
	Others	61%	41%	26%	24%	23%	16%	11%	10%	7%

Source: Consumer survey, Q27: Have you experienced any of the following problems? (N=10109 for EU27). Note: Table includes problems chosen by 5% or more of respondents.

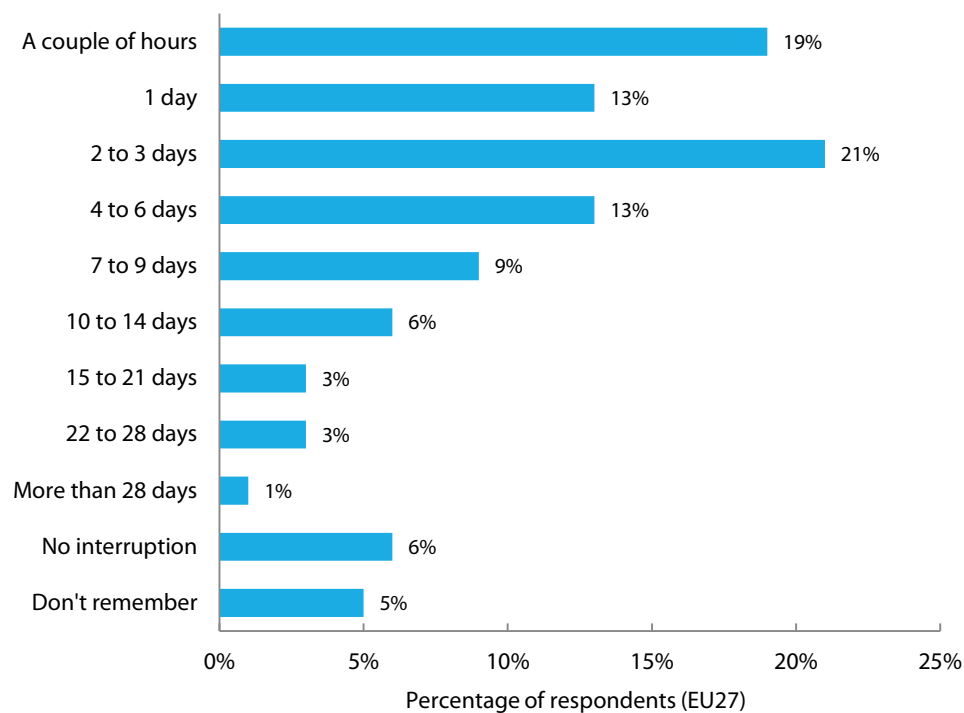
Time without Internet access

Respondents who said they had experienced problems with their provider were asked to estimate the total amount of time they were without Internet access over the last 12 months due to these problems. Those that switched provider were asked to exclude any time they spent without Internet access due to the switching process.

The average amount of time that respondents estimate they were without Internet access due to the problem(s) they experienced, in total over the 12 month period, is just under 5 days. While some respondents say they experienced no more than a day of 'downtime' (32%), for others, the total amount of time without access was 7 days or more (22%). Some respondents say that they experienced no interruption as a result of the problems they had (6%).

Figure 51. Time without Internet access

Source: Consumer survey, Q29: Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT Internet access over the last 12 months due to these problem(s). (N=10109 for EU27)



The estimated time without Internet access is highest in Cyprus, France, Italy, Germany, and Ireland at five days or more without Internet access. The lowest figures are in Malta, Estonia, Hungary, Latvia and Lithuania with less than 3 days without Internet access on average.

Table 59. Time without Internet access, analysis by country

Source: Consumer survey, Q29. (N=10109 for EU27 / 10687 for all countries). Note (a): Excludes 'No Interruption' and 'Don't Remember'.

Country	No Interruption	Don't remember	Average days without access ^(a)
EU27	6%	5%	4.7
CY	6%	2%	6.4
FR	8%	3%	6.3
DE	10%	4%	5
IT	3%	4%	5
IE	5%	5%	4.9
PL	2%	6%	4.9
SE	5%	8%	4.9
SK	3%	6%	4.8
FI	6%	5%	4.7
ES	9%	4%	4.6
EL	6%	6%	4.5
RO	1%	4%	4.5
BE	6%	8%	4.3
AT	9%	5%	4.3
PT	5%	5%	4.3
BG	2%	5%	4.1
CZ	3%	6%	4.1
DK	4%	12%	4.1
SI	4%	7%	4.1
NL	6%	7%	4
LU	8%	6%	3.9
UK	6%	4%	3.8
HU	3%	4%	2.9
LT	9%	6%	2.8
EE	5%	9%	2.7
LV	10%	8%	2.3
MT	24%	4%	1.9
IS	8%	6%	3.9
NO	5%	7%	5.8

The estimated time without Internet access is higher for female than male respondents, and is also higher in the younger age groups (especially those aged 15-24). There is also a difference by Internet proficiency: those who are classified as 'proficient' estimate a shorter amount of time without Internet access than those who are 'not proficient'. This indicates that knowledge about the Internet may help to reduce the duration of the interruption.

Table 60. Time without Internet access, analysis by gender, age, Internet proficiency and package type

Source: Consumer survey, Q29.
(N=10109 for EU27).
Note (a): Excludes 'No Interruption' and 'Don't Remember'

	Sub-sample	Average days without access ^(a)
Average	EU 27	4.7
Gender	Male	4.5
	Female	4.9
Age	15 to 24	5.4
	25 to 39	4.8
	40 to 54	4.5
	55 +	4.2
Internet proficiency	Proficient	4.3
	Not Proficient	4.9
Package	Standalone	4.4
	Bundle	4.8

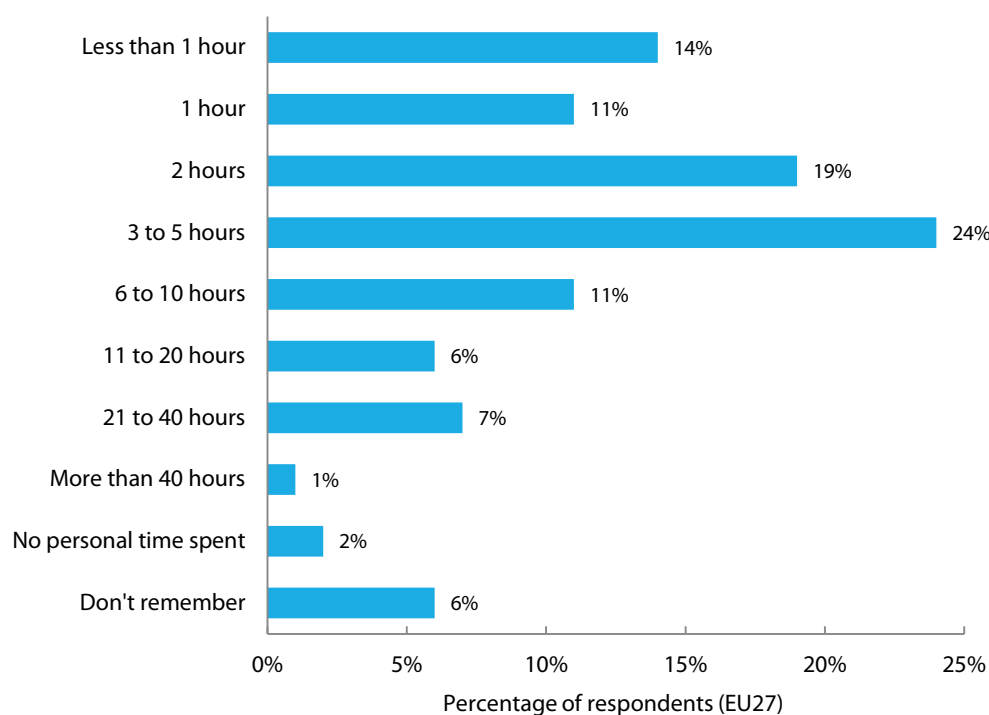
Problem resolution

Respondents who said they had experienced problems with their provider were asked to estimate how many hours of personal time they had spent trying to resolve the problem(s). Those that switched provider were asked to exclude any time they spent trying to solve problems caused by the switching process.

The average amount of personal time that respondents estimate they spent trying to resolve the problem(s) is just under 6 hours. The most common answer is between 3 and 5 hours.

Figure 52. Time spent trying to solve the problem(s)

Source: Consumer survey, Q28: Thinking about these problem(s) again, how many hours of PERSONAL TIME have you spent trying to solve the problem(s)? Please answer in terms of the approximate amount of time you and other household member spent over the last 12 months trying to solve the problem(s), rather than for how long the problem(s) lasted. (N=10109 for EU27)



The time that respondents say that they spent trying to solve the problem(s) tends to be lower in the EU12, excluding Romania and Slovenia. Specifically, The average amount of time spent is lowest in Malta, Estonia, Latvia and Hungary. It is highest in Romania and Finland.

Table 61. Time spent trying to solve the problem(s), analysis by country

Source: Consumer survey, Q28. (N=10109 for EU27 / 10687 for all countries). Note (a): Excludes 'No Time Spent' and 'Don't Remember'

Country	No personal time spent	Don't remember	Average in hours ^(a)
EU27	2%	6%	5.9
RO	2%	8%	7.9
FI	2%	3%	7.3
SE	3%	7%	6.9
SI	2%	4%	6.8
LU	2%	6%	6.6
DE	3%	6%	6.5
PT	2%	5%	6.5
FR	1%	7%	6.1
UK	3%	7%	6.1
IT	3%	2%	6
CY	9%	3%	6
BE	3%	7%	5.8
NL	2%	7%	5.8
CZ	2%	11%	5.6
IE	1%	5%	5.5
BG	3%	8%	5.4
DK	3%	6%	5.4
AT	2%	3%	5.4
ES	1%	6%	5.3
EL	2%	4%	5.2
SK	4%	6%	5.2
PL	1%	6%	5
LT	2%	7%	4.4
HU	5%	5%	4.1
LV	8%	8%	4
EE	4%	8%	3.8
MT	4%	9%	2.6
IS	1%	6%	7.1
NO	2%	8%	6.2

On average, women say they spent longer than men in trying to solve the problem(s). The average time that respondents say that they spent trying to solve the problem(s) is also higher among those who have considered switching (but have not actually done so), as well as those identified as having low Internet proficiency.

The average figure for time spent also tends to be higher among those with faster connection speeds (see table below).

Table 62. Time spent trying to solve the problem(s), analysis by gender, switching behaviour, Internet proficiency, Internet usage for leisure and business, connection speed and package type

Source: Consumer survey, Q28. (N=10109 for EU27). Note (a): Excludes 'Don't remember' and 'No time spent'

	Sub-sample	Average in hours ^(a)
Average	EU 27	5.9
Gender	Male	5.6
	Female	6.2
Switching behaviour	Switchers	5.7
	Considerers	6.4
	Non-Switchers	5.2
Internet proficiency	Proficient	5.5
	Not Proficient	6.1
Usage - Leisure	3 or more hours per day	6.1
	Less than 3 hours per day	5.4
	Never	7.6
Usage - Business	3 or more hours per day	6.2
	Less than 3 hours per day	5.8
	Never	5.5
Speed	Up to 2 Mbps	5.6
	>2 Mbps to 12 Mbps	5.8
	>12 Mbps to 30 Mbps	6.6
	More than 30 Mbps	6.4
Package	Standalone	5.9
	Bundle	5.7

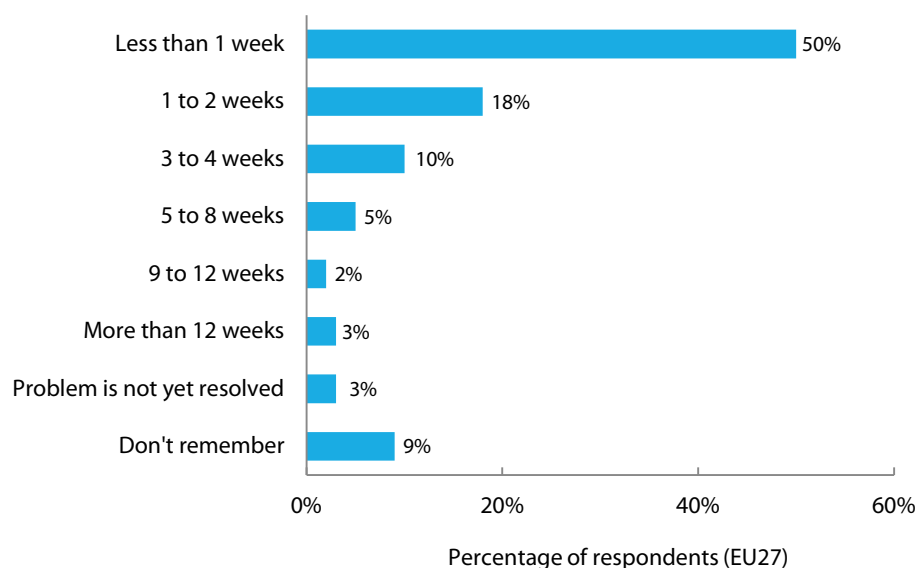
Time taken by providers to solve problems

Respondents were also asked to think about the biggest problem they had experienced with their provider over the previous 12 months and estimate how long it took the provider to resolve the problem. Once again, this question was restricted to respondents who said they had experienced problems in the previous 12 months.

Half of respondents (50%) say that the provider resolved their biggest problem in less than one week, while others say that it took longer, in some cases five or more weeks (10%).

Figure 53. Time taken by providers to solve problems

Source: Consumer survey, Q30: Now, thinking about the biggest problem you experienced with your Internet service provider over the last 12 months, please estimate how long it took your provider to resolve this problem. Please answer in terms of how long the problem lasted, from the first time it occurred to when it was finally resolved by the provider. (N=10109 for EU27)



The average time taken to resolve the problem is longest in France, Italy and Germany and shortest in Hungary, Malta, Lithuania, Latvia, Cyprus and Estonia.

Table 63. Time taken by providers to solve problems, analysis by country

Source: Consumer survey, Q30. (N=10109 for EU27 / 10687 for all countries). Note (a): Excludes 'Not Resolved' and 'Don't Remember'

Country	Average in weeks ^(a)
EU27	1.7
FR	2.2
IT	2.1
DE	2.0
SE	1.8
DK	1.7
IE	1.7
EL	1.7
ES	1.7
NL	1.7
FI	1.7
UK	1.7
BE	1.6
PT	1.6
LU	1.5
AT	1.5
CZ	1.3
PL	1.3
SK	1.2
BG	1.1
SI	1.1
RO	1.0
EE	0.9
CY	0.9
LV	0.9
LT	0.9
MT	0.9
HU	0.8
IS	1.4
NO	1.7

The estimated time taken by providers to solve problems is higher among respondents in younger age groups. The average time ranges from 2 weeks for 15-24 year olds, to 1.4 weeks for those aged 55 or over. The average time is much higher for bundle users than those with standalone access (1.8 weeks compared with 1.1 weeks), and is also higher among those with satellite access and those without WiFi at home. People who have switched their Internet provider also give a longer estimate than other respondents (see following table).

Table 64. Time taken by providers to solve problems, analysis by age, switching behaviour, package type, WiFi use, type of Internet access and locality

Source: Consumer survey, Q30. (N=10109 for EU27). Note: (a) Excludes 'Not Resolved' and 'Don't Remember'

	Sub-sample	Average in weeks ^(a)
Average	EU27	1.7
Age	15 to 24	2.0
	25 to 39	1.8
	40 to 54	1.5
	55 +	1.4
Switching behaviour	Switchers	1.9
	Considerers	1.7
	Non-Switchers	1.4
Package	Standalone	1.1
	Bundle	1.8
WiFi	Yes	1.5
	No	1.9
Access	DSL	1.7
	Cable	1.6
	Optical fibre (FTTx)	1.8
	Satellite	2.6
	Dongle/USB/Other	1.3
Locality	Metropolitan	1.7
	Urban centre	1.8
	Rural/Village	1.5

Action taken in response to biggest problem

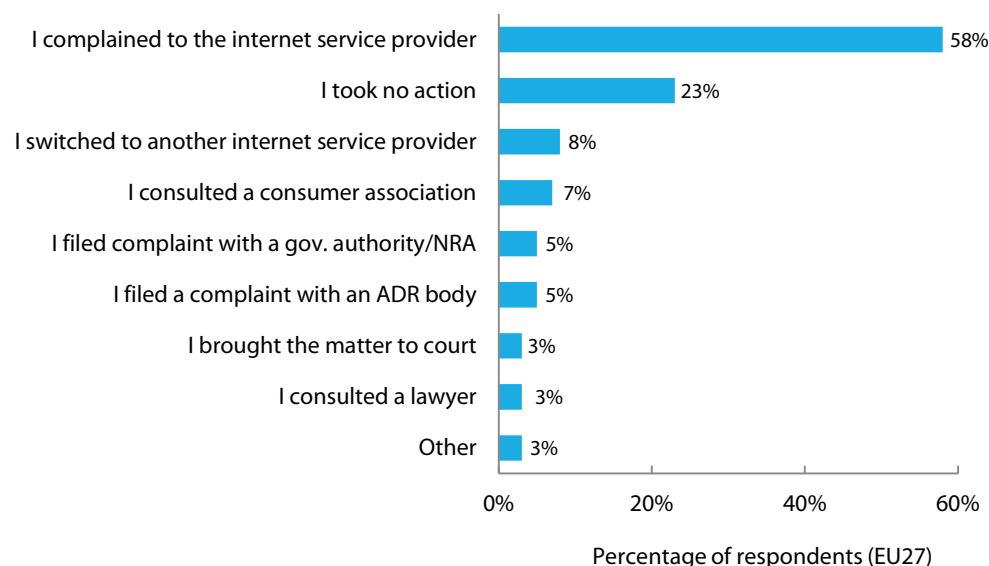
Respondents who had experienced problems in the last 12 months were asked what action they took in response to the biggest problem they had encountered.

More than half of respondents (58%) say they complained to the provider. Some respondents complained to other organisations, such as an alternative dispute resolution body (5%) or a government authority or regulator (also 5%), while some consulted a consumer association (7%). A small number consulted a lawyer (3%) or took the matter to court (also 3%). 8% switched to a different provider.

Around a quarter of respondents (23%) say that they took no action.

Figure 54. Action taken in response to biggest problem (multiple answers possible)

Source: Consumer survey, Q31: Referring to this particular problem that you described: what action did you take? (N=10109 for EU27)



The proportion that took no action at all was highest in Poland (46%) and Hungary (43%). The proportion that complained to their provider is highest in Malta, Bulgaria and Cyprus. A relatively high proportion of respondents in Italy complained to an alternative dispute resolution body (8%) or a government authority or regulator (9%), or switched provider (13%). Those in Spain are most likely to have consulted either a consumer association (13%) or a lawyer (6%).

Table 65. Action taken in response to biggest problem, analysis by country

Country	I complained to the Internet service provider	I switched to another Internet service provider	I consulted a consumer association	I filed a complaint with an alternative dispute resolution body ^(a)	I filed a complaint with a government authority or national regulator	I consulted a lawyer	I brought the matter to court	I took no action	Other
EU27	58%	8%	7%	5%	5%	3%	3%	23%	3%
BE	62%	6%	6%	3%	2%	3%	2%	25%	3%
BG	82%	7%	4%	2%	1%	2%	0%	5%	4%
CZ	65%	5%	2%	1%	2%	1%	1%	25%	5%
DK	54%	6%	5%	2%	2%	3%	3%	23%	8%
DE	57%	8%	4%	6%	3%	3%	4%	24%	4%
EE	47%	6%	3%	1%	0%	1%	0%	35%	11%
IE	64%	9%	7%	6%	5%	4%	1%	19%	3%
EL	67%	10%	6%	5%	3%	3%	2%	16%	0%
ES	62%	11%	13%	6%	6%	6%	3%	12%	2%
FR	61%	6%	7%	4%	4%	4%	2%	22%	5%
IT	54%	13%	9%	8%	9%	5%	3%	18%	1%
CY	81%	1%	2%	1%	0%	0%	0%	1%	17%
LV	70%	6%	1%	2%	2%	1%	0%	10%	12%
LT	78%	5%	3%	1%	1%	2%	1%	9%	5%
LU	68%	4%	3%	2%	3%	3%	0%	22%	3%
HU	52%	2%	1%	0%	1%	1%	0%	43%	4%
MT	86%	1%	0%	0%	0%	0%	0%	0%	13%
NL	57%	4%	4%	2%	3%	1%	3%	29%	4%

Country	I complained to the Internet service provider	I switched to another Internet service provider	I consulted a consumer association	I filed a complaint with an alternative dispute resolution body ^(a)	I filed a complaint with a government authority or national regulator	I consulted a lawyer	I brought the matter to court	I took no action	Other
AT	60%	8%	7%	5%	1%	2%	2%	26%	3%
PL	42%	7%	3%	2%	4%	2%	0%	46%	3%
PT	72%	6%	7%	2%	3%	2%	2%	15%	3%
RO	78%	5%	5%	2%	2%	0%	2%	13%	3%
SI	71%	3%	1%	0%	1%	1%	0%	7%	18%
SK	59%	6%	4%	1%	2%	3%	1%	30%	3%
FI	61%	11%	5%	3%	2%	2%	2%	24%	4%
SE	61%	5%	3%	4%	2%	3%	2%	26%	5%
UK	52%	10%	9%	7%	8%	4%	5%	26%	4%
IS	88%	4%	1%	0%	1%	0%	0%	0%	11%
NO	63%	6%	5%	4%	3%	2%	3%	21%	3%

Source: Consumer survey, Q31. (N=10109 for EU27 / 10687 for all countries). Note (a): (for example mediator, arbitrator, ombudsman).

There are differences in the type of action taken by respondents according to age. Older respondents are more likely to have complained to their provider: 62% of those aged 40 or over did this, compared with 50% of those aged 15-24. However, younger people are more likely to have taken other courses of action. Overall, younger people are more likely to have taken action of some kind than older people.

Respondents with a bundle are more likely to have taken some kind of action than those with standalone access.

The proportion that complained to their provider is higher among those with faster connection speeds, and is lower among those with satellite access. However, those with satellite access are more likely to have taken other courses of action, including switching provider (27%). See table below for further details.

Table 66. Action taken in response to biggest problem, analysis by age, package type, connection speed and type of Internet access

	Sub-Sample	Complained to the Internet service provider	Switched to another Internet service provider	Consulted a consumer association	Complained with an alternative dispute resolution body ^(a)	Complained with a government authority or national regulator	Consulted a lawyer	Brought the matter to court	Took no action	Other
Average	EU27	58%	8%	7%	5%	5%	3%	3%	23%	3%
Age	15 to 24	50%	12%	9%	7%	7%	4%	6%	19%	2%
	25 to 39	57%	10%	9%	6%	5%	5%	3%	20%	3%
	40 to 54	62%	6%	5%	3%	4%	3%	1%	25%	4%
	55 +	62%	4%	3%	2%	3%	0%	1%	28%	6%
Package	Standalone	55%	6%	3%	2%	0%	1%	0%	36%	5%
	Bundle	59%	8%	7%	5%	5%	4%	3%	21%	3%
Speed	Up to 2 Mbps	52%	10%	9%	6%	7%	4%	5%	22%	3%
	> 2 to 12 Mbps	58%	8%	8%	5%	6%	3%	3%	23%	3%
	>12 to 30 Mbps	63%	8%	5%	4%	4%	3%	2%	24%	4%
	> 30 Mbps	66%	7%	5%	3%	2%	3%	2%	22%	4%
Access	DSL	60%	7%	6%	5%	5%	3%	2%	23%	4%
	Cable	60%	7%	6%	4%	3%	3%	2%	26%	2%
	Optical fibre (FTTx)	57%	14%	9%	6%	6%	6%	7%	17%	2%
	Satellite	32%	27%	14%	10%	11%	8%	7%	17%	2%
	Dongle/USB/Other	56%	6%	2%	2%	2%	1%	1%	33%	7%

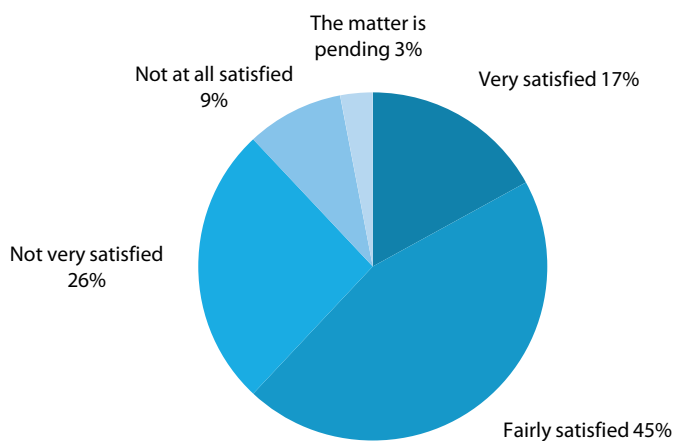
Source: Consumer survey, Q31. (N=10109 for EU27). Note (a): (for example mediator, arbitrator, ombudsman).

Satisfaction with final result

Still thinking about the action they took in response to the biggest problem that they had experienced in the previous 12 months, the majority of respondents across the EU say they were satisfied with the final result (62%), with 17% very satisfied. Around a third (35%) were not satisfied, including 9% who were not at all satisfied.

Figure 55.
*Satisfaction with
final result of action
taken (EU27)*

Source: Consumer survey,
Q32: When you took action
concerning this particular
problem, how satisfied were you
with the final result?
(N=7755 for EU27)



The levels of satisfaction are generally consistent across different countries, although the proportion of respondents who were satisfied is highest in Malta (78%), Cyprus (76%) and Estonia (75%). Respondents in Luxembourg were least satisfied (53% satisfied and 42% not satisfied).

Table 67.
Satisfaction with final result of action taken, analysis by country

Source: Consumer survey, Q32.
(N=7755 for EU27 / 8202 for all countries).

Country	Total Satisfied	Total Dissatisfied	The matter is pending
EU27	61%	35%	3%
MT	78%	9%	13%
CY	76%	22%	2%
EE	75%	23%	2%
LT	72%	26%	2%
LV	71%	26%	2%
DK	69%	25%	6%
IE	68%	30%	2%
UK	67%	30%	3%
CZ	67%	24%	8%
BG	67%	29%	4%
SI	66%	32%	2%
PL	64%	35%	1%
HU	64%	34%	1%
SE	62%	31%	7%
SK	61%	38%	1%
RO	61%	37%	2%
IT	61%	37%	2%
DE	61%	34%	6%
NL	58%	36%	6%
FI	58%	38%	5%
ES	58%	39%	3%
PT	57%	35%	8%
FR	57%	40%	3%
EL	57%	41%	2%
BE	56%	41%	3%
AT	55%	38%	7%
LU	53%	42%	5%
IS	70%	24%	5%
NO	68%	29%	3%

Respondents' satisfaction with the final result of action taken in response to the problem is higher in metropolitan zones than in other types of locality (65% were satisfied in metropolitan zones).

Those who have considered switching their provider, but have not actually done so, say they were less satisfied with the results of the action they took than either those that have switched or those that have not considered switching.

Table 68.
Satisfaction with final result of action taken, analysis by locality, switching behaviour and type of Internet access

Source: Consumer survey, Q32.
(N=7755 for EU27).

	Sub-sample	Total Satisfied	Total Dissatisfied	The matter is pending
Average	EU 27	61%	35%	3%
Locality	Metropolitan	65%	32%	2%
	Urban centre	61%	36%	3%
	Rural/Village	58%	38%	5%
Switching behaviour	Switchers	66%	31%	3%
	Considerers	55%	42%	4%
	Non-Switchers	68%	30%	3%
Access	DSL	60%	36%	4%
	Cable	65%	33%	2%
	Optical fibre (FTTx)	63%	36%	1%
	Satellite	69%	28%	2%
	Dongle/USB/Other	56%	39%	5%

Why respondents did not take action

As noted above, 23% of respondents took no action in response to the biggest problem they experienced in the previous 12 months. When asked why they did not take any action, the main reasons given by respondents are that it would have taken a lot of their time, they did not expect to get a satisfactory solution, and they did not know to whom they should complain.

Analysis by individual country is not included for this question, because of the small number of respondents answering the question.

Figure 56. Why respondents did not take action

Source: Consumer survey, Q33: Why did you not take any action? (N=2353 for EU27)



The reasons why respondents did not take action vary by gender and age. Men are more likely than women to say that it would have taken a lot of their time. Older respondents (aged 55 or over) are less likely than younger respondents to say it would have taken a lot of their time, but are more likely to say they did not know to whom they could complain, or that there is no public authority or consumer association to which they could complain.

Those using the incumbent provider in their country are more likely than those using other providers to say that they did not know to whom they could complain, but are less likely to feel that they would fail to get a satisfactory solution.

Table 69. Why respondents did not take action, analysis by gender, age and provider

	Sub-Sample	To take action would have taken a lot of my time	I did not expect to get a satisfactory solution	I did not know to whom to complain	There is no public authority to which I could complain	There is no alternative dispute resolution body available	There is no consumer association or consumer help desk to which I could complain	Other reason
Average	EU27	36%	31%	25%	7%	5%	5%	22%
Gender	Male	41%	32%	24%	8%	6%	4%	20%
	Female	32%	29%	26%	7%	5%	5%	24%
Age	15 to 24	36%	29%	31%	8%	10%	2%	15%
	25 to 39	41%	30%	20%	5%	3%	2%	23%
	40 to 54	39%	32%	21%	6%	4%	4%	22%
	55 +	26%	30%	32%	11%	8%	9%	24%
ISP	Incumbent	33%	26%	27%	10%	4%	3%	23%
	Others	37%	32%	24%	7%	6%	5%	22%

Source: Consumer survey, Q33. (N=2353 for EU27).

2.3.5 Internet proficiency

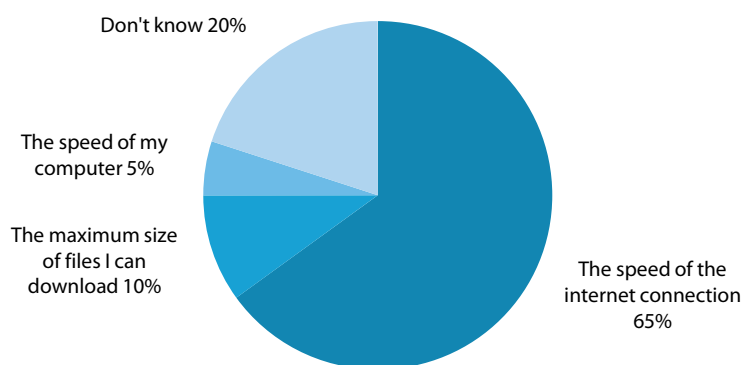
Two questions were asked in order to assess how well respondents understand key Internet service parameters.

Understanding of the term 'Mbps'

Firstly, respondents were asked for their understanding of the term 'Mbps'. Around two-thirds (65%) correctly stated that it describes the speed of the Internet connection, while 15% gave an incorrect answer and 20% did not know.

Figure 57.
Understanding of the term 'Mbps'

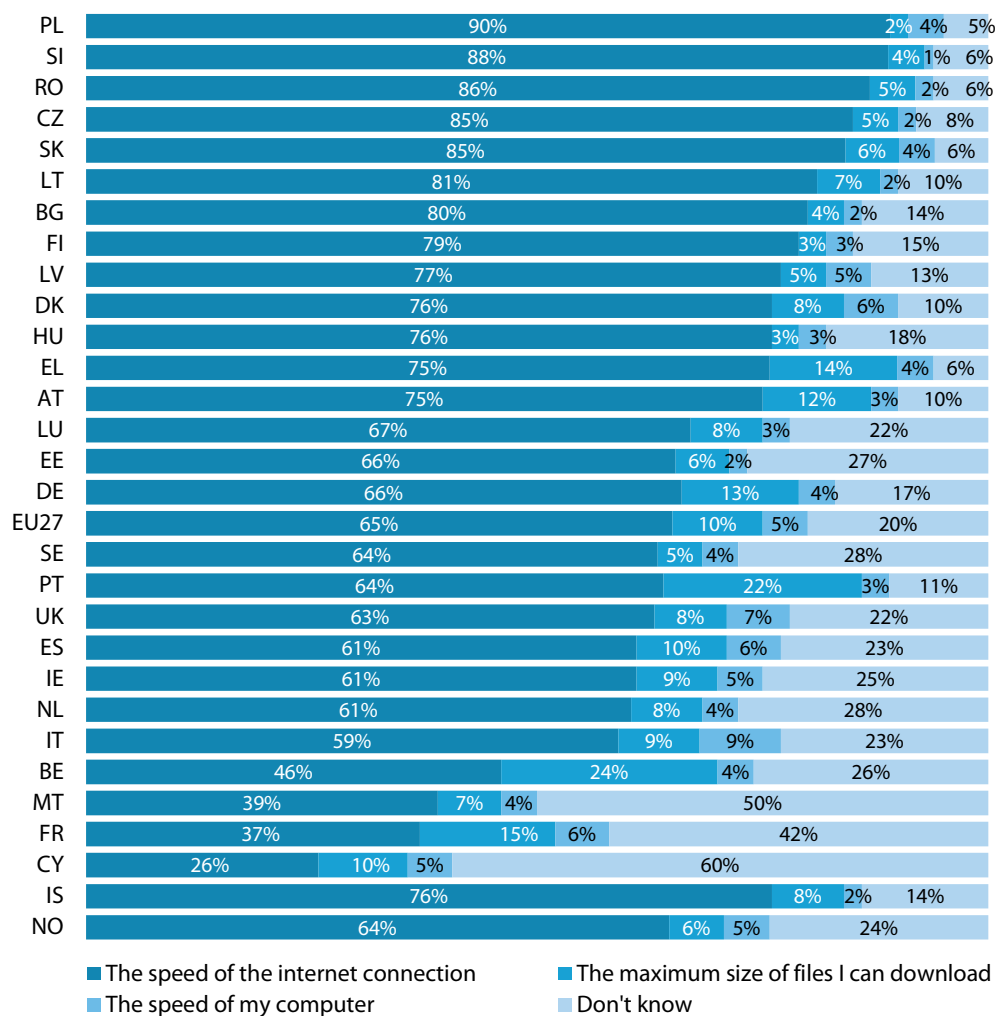
Source: Consumer survey, Q34:
'The term 'Mbps' in an offer describes...'
(N=27768 for EU27)



The proportion correctly saying that the term 'Mbps' refers to the speed of the connection is highest in Poland, Slovenia, Romania, the Czech Republic and Slovakia. It is lowest in Cyprus, France, Malta and Belgium.

Figure 58.
*Understanding of
the term 'Mbps',
analysis by country*

Source: Consumer survey, Q34.
(N=27768 for EU27)



The proportion of respondents that correctly identify the term ‘Mbps’ as referring to the speed of the connection is higher among men than women (74% compared with 56%). The proportion giving the correct answer is lower among older people (56% of those aged 55 or over compared to 71% and 67% of those aged 25-39 and 15-24, respectively), and is higher among more educated respondents, rising from 46% of those educated to elementary school level or less to 73% of those with a post-graduate degree.

Respondents with standalone access are more likely than those with a bundle to give the correct answer, and those with WiFi at home are more likely to give the correct answer than those without WiFi.

Table 70.
Understanding of the term ‘Mbps’, analysis by gender, age, education, package type and WiFi use

Source: Consumer survey, Q34.
(N=27668 for EU27)

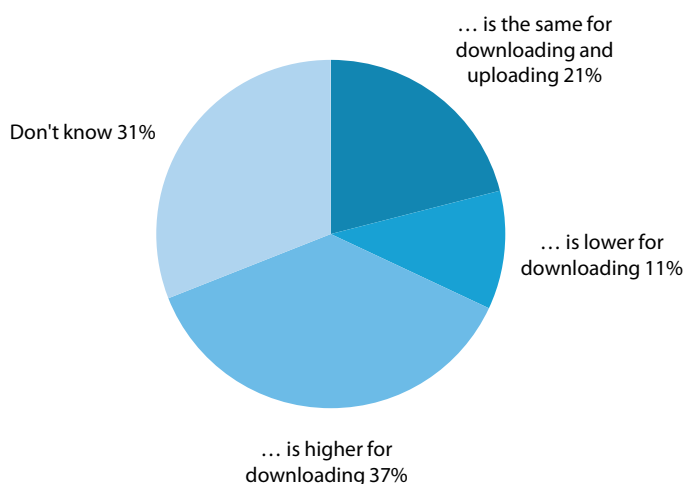
	Sub-sample	The speed of the Internet connection	The maximum size of files I can download	The speed of my computer	Don't know
Average	EU 27	65%	10%	5%	20%
Gender	Male	74%	9%	5%	12%
	Female	56%	11%	5%	28%
Age	15 to 24	67%	11%	9%	13%
	25 to 39	71%	10%	6%	13%
	40 to 54	65%	10%	5%	21%
	55 +	56%	8%	4%	32%
Education	Elementary school or less	46%	9%	14%	32%
	Some high school	56%	12%	6%	26%
	High school graduation	64%	9%	5%	23%
	University graduation	69%	10%	4%	17%
	Post-graduate degree	73%	9%	6%	12%
Package	Other qualification	59%	5%	7%	29%
	Standalone	70%	5%	3%	21%
	Bundle	64%	10%	6%	20%
WiFi	Yes	70%	9%	3%	18%
	No	60%	11%	7%	22%

Understanding of the uploading and downloading speeds of a DSL connection

The second question that was used to assess respondents' understanding of Internet service provision asked whether the speed of a broadband Internet connection with DSL is the same for downloading and uploading, or higher or lower for downloading. On average across the EU, 37% gave the correct answer: that it is higher for downloading.¹⁴ Other respondents either gave an incorrect answer (32%) or did not know (31%).

Figure 59.
Understanding of uploading and downloading speeds via DSL (EU27)

Source: Consumer survey, Q35: 'The speed of a broadband Internet connection with DSL (ADSL, xDSL) technology...'
(N=27768 for EU27)

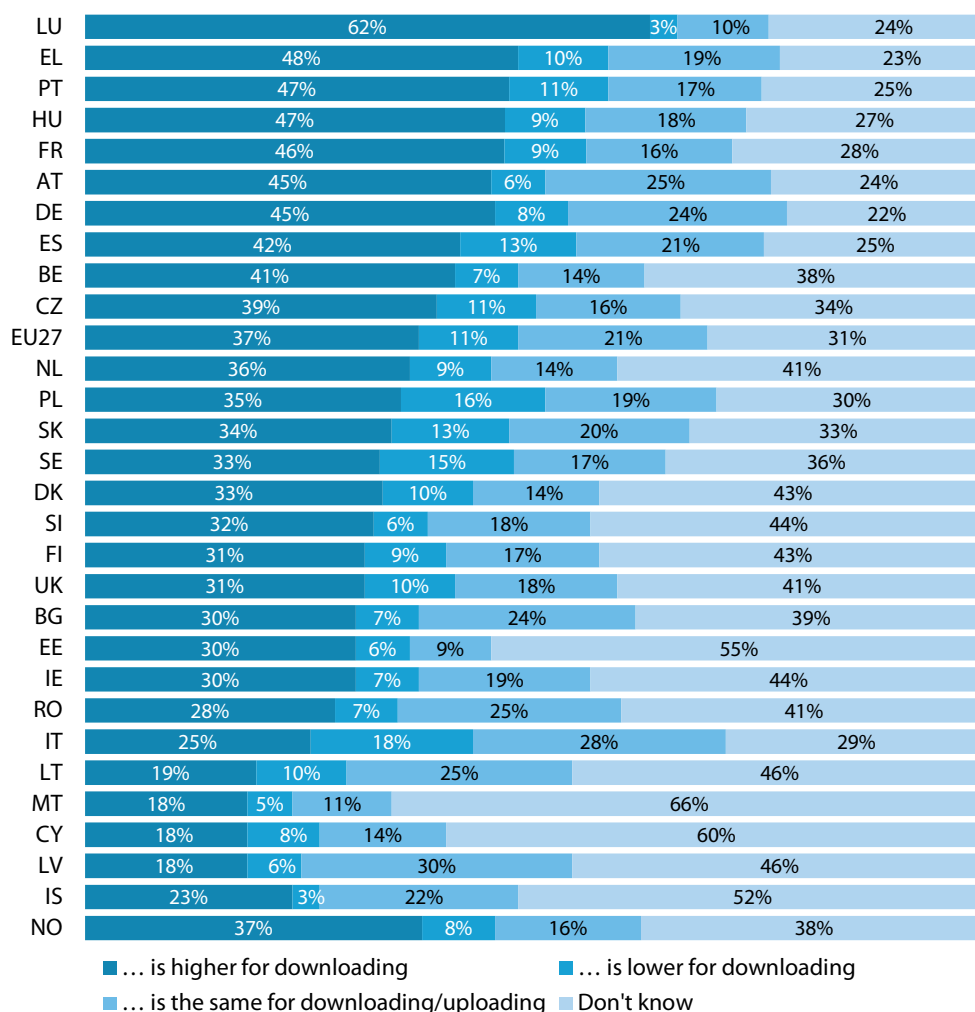


¹⁴ Consumer-oriented DSL services are generally provided with higher bandwidth for downloads than for uploads, as most consumers spend more time engaged in downloading-intensive activities.

The proportion giving the correct answer about uploading and downloading speeds via DSL is highest in Luxembourg (62%), and is also relatively high in Greece, Portugal, Hungary, France, Austria and Germany. Respondents in Cyprus, Malta, Latvia and Lithuania are less likely than those in other countries to give the correct answer.

Figure 60.
*Understanding of
uploading and
downloading speeds
via DSL, analysis by
country*

Source: Consumer survey, Q35.
(N=27768 for EU27)



As was the case with the other question on Internet proficiency, men were more likely than women to give the correct answer about downloading speeds (48% compared with 27%), although there were no differences by age or educational level on this question (see Annex 2 for more information).

The proportion giving the correct answer was higher among respondents with a bundle than those with standalone access. It was also higher among those with WiFi at home, those with DSL access and those with faster connection speeds.

Table 71.
Understanding of uploading and downloading speeds via DSL, analysis by gender, WiFi use, package type, connection speed and type of Internet access

Source: Consumer survey, Q35.
(N=27668 for EU27).

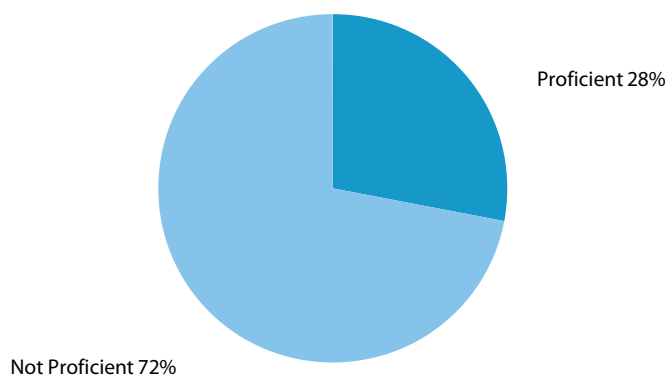
	Sub-sample	...is the same for downloading and uploading	...is lower for downloading	...is higher for downloading	Don't know
Average	EU 27	21%	11%	37%	31%
Gender	Male	19%	12%	48%	21%
	Female	22%	10%	27%	41%
WiFi	Yes	19%	11%	42%	28%
	No	22%	11%	32%	34%
Package	Standalone	15%	10%	33%	42%
	Bundle	22%	11%	38%	29%
Speed	Up to 2 Mbps	18%	14%	31%	37%
	> 2 to 12 Mbps	22%	11%	34%	33%
	>12 to 30 Mbps	20%	9%	44%	28%
	> 30 Mbps	22%	9%	38%	30%
Access	DSL	21%	10%	40%	29%
	Cable	19%	11%	34%	36%
	Optical fibre (FTTx)	23%	14%	35%	28%
	Satellite	30%	16%	25%	29%
	Dongle/USB/Other	17%	7%	29%	47%

Classification of Internet proficiency

Using the two questions outlined above, we are able to classify respondents as either 'proficient' or 'not proficient', in terms of their understanding of key Internet service parameters. To be classified as proficient, respondents need to answer both questions correctly; this applies to 28% of the total sample of respondents across the EU.

Figure 61. Internet proficiency (EU27)

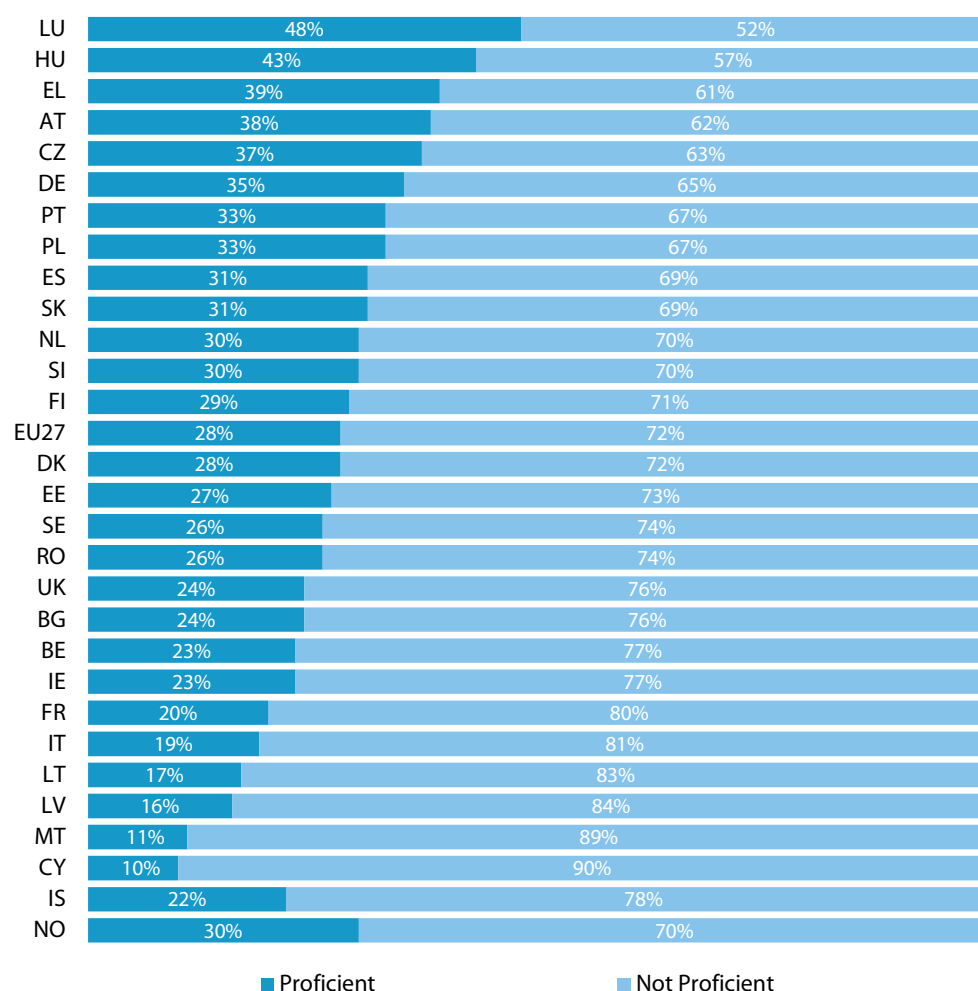
Source: Consumer survey, Q34-35.
Proficient answers on Q34 and Q35. (N=27768 for EU27)



The proportion of respondents classified as proficient is highest in Luxembourg, and is also high in Hungary, Greece, Austria, the Czech Republic and Germany. It is lowest in Cyprus, Malta, Latvia, Lithuania, Italy and France.

Figure 62. Internet proficiency, analysis by country

Source: Consumer survey, Q34-35.
(N=27768 for EU27)



The biggest difference in Internet proficiency is by gender: men are much more likely than women to be classified as proficient (39% compared with 17%). The proportion that is proficient also increases with educational qualifications, from 18% of those educated to no more than elementary school level to 32% of those with a post-graduate degree.

Proficiency is lower among non-switchers (respondents who have not switched provider or even considered doing so) than other respondents. This may be because people’s Internet proficiency increases when they look at different offers, or because people with low Internet proficiency are less inclined to look at alternative offers. Proficiency is also lower among those respondents who do not use their home Internet connection for business. These findings are linked, as non-switchers are less likely than other survey respondents to use their home Internet connection for business (as seen in Section 2.3.3).

Proficiency is higher among those with WiFi at home and those with DSL access, while it is lower among those with satellite access and those with slow connection speeds (see following table).

Table 72. Internet proficiency, analysis by gender, education, switching behaviour, Internet usage for business, WiFi use, connection speed and type of Internet access

Source: Percentage of respondents giving correct answers at both Q34 and Q35. (N=27668 for EU27).

	Sub-sample	Proficient	Not Proficient
Average	EU 27	28%	72%
Gender	Male	39%	61%
	Female	17%	83%
Education	Elementary school or less	18%	82%
	Some high school	25%	75%
	High school graduation	27%	73%
	University graduation	30%	70%
	Post-graduate degree	32%	68%
	Other qualification	23%	77%
Switching behaviour	Switchers	29%	71%
	Considerers	30%	70%
	Non-Switchers	24%	76%
Usage – Business	3 or more hours/day	28%	72%
	Less than 3 hours/day	30%	70%
	Never	23%	77%
WiFi	Yes	34%	66%
	No	22%	78%
Speed	Up to 2 Mbps	19%	81%
	> 2 to 12 Mbps	26%	74%
	>12 to 30 Mbps	35%	65%
	> 30 Mbps	28%	72%
Access	DSL	30%	70%
	Cable	26%	74%
	Optical fibre (FTTx)	26%	74%
	Satellite	13%	87%
	Dongle/USB/Other	24%	76%

ANNEX 1. CONSUMER SURVEY QUESTIONNAIRE

This annex contains the consumer survey.

English

Good morning / afternoon / evening, my name is _____ from (INSTITUTE) an independent market research company. (SENTENCE ONLY APPLIES FOR PHONE SURVEYS IN MT AND CY).

INTRODUCTORY NOTE FOR RESPONDENTS IN ALL COUNTRIES:

This EU-wide survey is being conducted for the European Commission in order to better understand how consumers experience internet service provision and the problems they encounter. **It focuses on your main internet access at home from desktop computers or laptops.** Internet access through smartphones and tablet PCs (such as an iPad) is NOT covered.

In case you don't recall all technical details of your home internet connection, please try to have with you the contractual documents while filling out the survey. This will help you to answer some of the questions.

SCREENER

1	Were you involved in choosing which internet service provider to use for your home internet connection?
---	---

ONE ANSWER ONLY

Yes	1
No	2
I don't have internet access at home	3

We are sorry, but we are only conducting this survey with people who have internet access at home and who are responsible for the choice of internet service provider. Thank you for your interest.

END OF SCREENER

2	<p>Nowadays people may have a combined package of two or more communication services from one provider for a monthly price on one bill. Does your main home internet connection come with any of the following services as part of the same package?</p> <p>Note: In the answers below 'mobile internet' refers to mobile internet access using a dongle or USB stick. It does <u>not</u> refer to routers or modems that allow you to use a desktop computer, laptop or other device wirelessly at home (WiFi).</p>
---	--

PLEASE CHECK WHETHER IN YOUR COUNTRY THE TERM 'WLAN' OR 'WIFI' IS MORE COMMON AND REPLACE, IF NEEDED

ONE ANSWER ONLY

Yes, internet <u>and</u> TV	1
Yes, internet <u>and</u> fixed telephony	2
Yes, internet <u>and</u> mobile telephony	3
Yes, internet <u>and</u> mobile internet	4
Yes, internet <u>and</u> fixed telephony <u>and</u> mobile internet	5
Yes, internet <u>and</u> fixed telephony <u>and</u> TV	6
Yes, internet <u>and</u> fixed telephony <u>and</u> mobile telephony	7
Yes, internet <u>and</u> fixed telephony <u>and</u> mobile telephony <u>and</u> TV	8
Yes, internet <u>and</u> fixed telephony <u>and</u> TV <u>and</u> mobile internet	9
Yes, other package (please specify)	10
No, standalone internet access	11

3	<p>How much is your average monthly bill for the package you selected above (or standalone internet access if that is what you selected)?</p> <p>Please include all charges on the bill such as a monthly subscription or rental charge, line rental, and download charges. The sum should include costs for other services in the package, such as telephony or TV, if applicable.</p>
---	---

ONE ANSWER ONLY

AMOUNTS HAVE TO BE TRANSFORMED INTO LOCAL CURRENCY WITH EXCHANGE RATE OF 1 NOVEMBER 2011

Less than 10 Euro	1
From 10 to less than 20 Euro	2
From 20 to less than 30 Euro	3
From 30 to less than 40 Euro	4
From 40 to less than 50 Euro	5
From 50 to less than 60 Euro	6
From 60 to less than 70 Euro	7
From 70 to less than 80 Euro	8
From 80 to less than 90 Euro	9
From 90 to less than 100 Euro	10
100 Euro or more (please specify)	11
Don't know	12

4	<p>Over the last 3 years, have you switched (i.e. changed) or thought about switching your internet service provider?</p>
---	---

ONE ANSWER ONLY

Yes, I switched internet service provider	1
Yes, I considered switching but I decided not to	2

Yes, I have considered switching but have not yet decided	3
No, I am not interested in switching	4
No, for other reasons	5

Experiences when switching (SWITCHERS ONLY)

5	<p>Before you switched, did your PREVIOUS home internet connection come with any of the following services as part of the same package?</p> <p>Note: In the answers below 'mobile internet' refers to mobile internet access using a dongle or USB stick. It does not refer to routers or modems that allow you to use a desktop computer, laptop or other device wirelessly at home (WiFi).</p>
---	--

PLEASE CHECK WHETHER IN YOUR COUNTRY THE TERM 'WLAN' OR 'WIFI' IS MORE COMMON AND REPLACE, IF NEEDED

ONE ANSWER ONLY

Yes, internet <u>and</u> TV	1
Yes, internet <u>and</u> fixed telephony	2
Yes, internet <u>and</u> mobile telephony	3
Yes, internet <u>and</u> mobile internet	4
Yes, internet <u>and</u> fixed telephony <u>and</u> mobile internet	5
Yes, internet <u>and</u> fixed telephony <u>and</u> TV	6
Yes, internet <u>and</u> fixed telephony <u>and</u> mobile telephony	7
Yes, internet <u>and</u> fixed telephony <u>and</u> mobile telephony <u>and</u> TV	8
Yes, internet <u>and</u> fixed telephony <u>and</u> TV <u>and</u> mobile internet	9
Yes, other package (please specify)	10
No, I have standalone internet access	11

6	Which of the following reasons made you switch your internet service provider?
---	--

MULTIPLE ANSWERS POSSIBLE

I often experienced interruptions in my internet connection	1
The speed of my internet connection was slower than it should be	2
I often surpassed my download limit and was required to pay extra	3
The customer service was poor	4
I experienced blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)	5
My bill was unclear	6
My bill had errors	7
I had concerns regarding the use of my personal data/bank details by the provider	8
I had problems with the other services included in the package (TV, fixed telephony, mobile telephony etc)	9
I had problems with additional online features provided (e-mail/online storage/personal website etc)	10
I switched because I moved house	11
I switched because I preferred another provider offering a different package of communications services	12
I switched because I found a cheaper offer	13
Other reasons made me switch (please specify)	14

7	Which one of the following best describes the process you went through when you switched to your current internet service provider?
---	---

ONE ANSWER ONLY

My new provider arranged the switch for me and I did not need to contact the old provider	1
---	---

I needed to contact my old provider to obtain information which my new provider then used to arrange the switch	2
An independent third party (such as an agent or agency) arranged the switch for me	3
I arranged the switch myself just by cancelling my old provider's service and signing up to the new one	4
Other process (please specify)	5

8	Approximately how much do you SAVE per month since switching to your new internet service provider, when comparing your average monthly bill now with the average monthly bill of your old provider (including all costs and charges for other services in the package, such as telephony or TV, if applicable)?
---	--

ONE ANSWER ONLY

AMOUNTS HAVE TO BE TRANSFORMED INTO LOCAL CURRENCY WITH EXCHANGE RATE OF 1 NOVEMBER 2011



Less than 5 Euro	1
From 5 to less than 10 Euro	2
From 10 to less than 15 Euro	3
From 15 to less than 20 Euro	4
From 20 to less than 25 Euro	5
From 25 to less than 30 Euro	6
From 30 to less than 40 Euro	7
From 40 to less than 50 Euro	8
50 Euro or more (please specify)	9
I pay about the same	10
I pay more	11
Can't compare, since I now have a package that includes different services	12
Don't know	13

9 Thinking about the switching process again, roughly how many hours of PERSONAL TIME did you spend on this? Please give the approximate amount of time you and other household members spent until the new internet connection was fully operational (including the initial search, comparing different offers, contacting the new provider, signing the new contract, installing/configuring equipment).

ONE ANSWER ONLY

Less than 1 hour	1
1 hour	2
2 hours	3
3 to 4 hours	4
5 to 7 hours	5
8 to 10 hours	6
More than 10 hours (please specify number of hours)	7
Can't remember	8

10 Please estimate how long you were WITHOUT internet access due to the switching process to your current internet service provider.

ONE ANSWER ONLY

A couple of hours	1
1 day	2
2 to 3 days	3

4 to 6 days	4
7 to 9 days	5
10 to 14 days	6
15 to 21 days	7
22 to 28 days	8
More than 28 days (please specify approximate duration in days)	9
No interruption	10
Don't remember	11

11 After you had decided on a provider, how easy was it to actually switch?

ONE ANSWER ONLY

Very easy	1
Fairly easy	2
Fairly difficult	3
Very difficult	4

12 Did you experience any problems when switching?

MULTIPLE ANSWERS POSSIBLE

Yes, I experienced a significant interruption of my internet service	1
Yes, I did not know what steps to take to switch from one provider to another	2
Yes, I had to pay an early termination fee to my old provider	3
Yes, after signing the contract, I had to pay charges or costs to the new provider that I was not aware of before	4

Yes, I had problems returning my old equipment (modem, router etc)	5
Yes, I experienced difficulties with other services included in my old package (such as TV, fixed telephony or mobile telephony)	6
Yes, I could not install the new modem/router or experienced other technical difficulties	7
Yes, I could not take the e-mail address that I used with my old provider with me	8
Yes, my new provider charged for the new internet connection before it became functional	9
Yes, I had to pay both my old and new providers for a certain period of time	10
Yes, my old provider initially refused to cancel my contract/delayed cancellation of my contract	11
Yes, at first my old provider was not reachable or did not provide me with the information I needed to be able to switch	12
Yes, I had other difficulties when switching (please specify)	13
No, I did not experience any problems	14

13	Would you say you are satisfied now that you have switched internet service provider?
----	---

ONE ANSWER ONLY

Yes, satisfied	1
No, not satisfied because my new provider is not as good as I thought	2
No, not satisfied because my new provider is not as cheap as I thought	3
No, not satisfied because I realised there are even better deals available	4
No, not satisfied because of other reasons (please specify)	5

Considered switching (CONSIDERER)

14	Which of the following reasons made you CONSIDER switching your internet service provider?
----	--

MULTIPLE ANSWERS POSSIBLE

I often experienced interruptions in my internet connection	1
The speed of my internet connection was slower than it should be	2
I often surpassed my download limit and was required to pay extra	3
The customer service was poor	4
I experienced blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)	5
My bill was unclear	6
My bill had errors	7
I had concerns regarding the use of my personal data/bank details by the provider	8
I had problems with the other services included in the package (TV, fixed telephony, mobile telephony etc)	9
I had problems with additional online features provided (e-mail/online storage/personal website etc)	10
I considered switching because I moved house	11
I considered switching because another provider offered a different package of communications services	12
I considered switching because I found a cheaper offer	13
I considered switching for other reasons (please specify)	14

15

Which of the following are the main reasons why you have NOT SWITCHED your internet service provider?
Please give up to three reasons.

UP TO THREE ANSWERS

There is no other provider offering broadband internet access in my area	1
There is no other provider in my area offering the package of communications services (such as TV, fixed telephony or mobile telephony) I would like	2
I need to wait until the end of my contract so I can switch without paying a penalty	3
I was going to switch when my contract expired then I didn't	4
My current provider offers the best value for money	5
I might experience difficulties with other services included in my package (such as TV, fixed telephony or mobile telephony)	6
I might experience a significant internet service interruption or other technical difficulties	7
I am reluctant to leave a provider I know for one I don't know	8
It is difficult to compare offers	9
There are too many offers to choose from	10
I just haven't had time	11
It's not worth the effort because all offers are similar	12
No one else I know has switched	13
I might have to pay additional fees or charges for switching	14
I'm not sure what steps I need to take to switch	15
I would need to change, return or pay for equipment I have from my current provider	16
I am concerned I might lose my email address with my current provider	17
I wanted to see if my current provider offers me a better deal first	18
Other reason (please specify)	19
Don't know	20

Never considered switching (NON-SWITCHERS)

16

Which of the following reasons best explain why you have NOT CONSIDERED switching your internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS

There is no other provider offering broadband internet access in my area	1
There is no other provider in my area offering the package of communications services (such as TV, fixed telephony or mobile telephony) I would like	2
I need to wait until the end of my contract so I can switch without paying a penalty	3
My current provider offers the best value for money	4
I am satisfied with my current internet provider	5
I might experience difficulties with other services included in my package (such as TV, fixed telephony or mobile telephony)	6
I might experience a significant internet service interruption or other technical difficulties	7
I am reluctant to leave a provider I know for one I don't know	8
It is difficult to compare offers	9
There are too many offers to choose from	10
I just haven't had time	11
It's not worth the effort because all offers are similar	12
No one else I know has switched	13
I might have to pay additional fees or charges for switching	14
I'm not sure what steps I need to take to switch	15
I would need to change, return or pay for equipment I have from my current provider	16
I am concerned I might lose my email address with my current provider	17
Other reason (please specify)	18
Don't know	19

Internal switching

17 Over the last 3 years, have you switched tariff or package with the SAME internet service provider?

ONE ANSWER ONLY

Yes and found it was easy	1
Yes, but experienced problems	2
No, I did not switch tariff/package with the same internet provider	3

Comparison of offers

18 Over the last 12 months, have you compared different offers for internet access?

ONE ANSWER ONLY

Yes and it was easy	1
Yes, but I found it complicated	2
No	3

ASK ALL

19 When you last compared offers, how many providers offered internet access in your area (without considering providers that only offer internet access through mobile phone networks with use of a dongle or USB stick)?

ONE ANSWER ONLY

1	1
2	2
3 to 5	3
More than 5	4
Don't know	5

20 When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?
 Please consider each item below, and rank how clear it was from 0 (Not at all clear) to 10 (Very clear).
 Use your mouse to drag the cards showing the statements to the scale at the top. There must be a number displayed above the card to stick. The cards load automatically until there are no more. At any time, you can move previously positioned cards.

ONE ANSWER PER ITEM

Speed of internet connection	1
Amount of data allowed to be downloaded without extra payment/slower speeds	2
Monthly price (such as monthly subscription, line rental)	3
Additional costs (such as activation fees, extra charges, rebates, termination fees)	4
Duration of contract	5
Customer service (including technical support)	6

Blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)	7
Additional online features provided (e-mail/online storage/personal website etc)	8
Other services included in the package (TV, fixed telephony, mobile telephony etc)	9
Use of personal data/bank details by provider	10

21 Have you ever used a comparison website to compare the offers from different internet service providers?

ONE ANSWER ONLY

Yes, once	1
Yes, several times	2
No, I don't know what a comparison website is	3
No, I don't know of any comparison website for internet service providers	4
No, for other reasons	5

22 Based on your experience of using comparison websites to compare offers from different internet service providers, which of the following statements reflect your experience? Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

They are useful for finding the best offer available in my area	1
They are useful for finding out information about specific offers	2
They are useful for finding customer comments, reviews, ratings	3
They are easy to use	4
They have special offers that you can't find elsewhere	5
I visited a comparison website operated by an independent body (e.g. an government authority or consumer organisation)	6

I visited a commercial comparison website (operated by business)	7
I found my current internet provider through a comparison website	8
Different comparison websites show different prices	9
The offers I found were not up to date or complete	10
They do not help me find the best offer available in my area	11
I don't trust them, they are not independent and impartial	12

23	Which of the following would you find helpful to switch your internet service provider? Please mark up to three items you find most helpful.
----	--

MULTIPLE ANSWERS POSSIBLE



Independent advice websites providing guidance on best offers	1
Comparison websites operated or accredited by a independent body (e.g. government authority or national regulator)	2
Standardized comparable offers from providers	3
Switching process handled by independent body/agent	4
Shorter contract duration	5
Feedback from other users	6
Independent tests (e.g. by consumer organisations) of service quality of internet providers	7
Other (please specify)	8
DK	9

Current internet provider

24

What were the main reasons for choosing your current internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS

Speed of internet connection	1
Amount of data allowed to be downloaded without extra payment/slower speeds	2
Best value for money	3
Additional online features provided (e-mail/online storage/personal website etc)	4
Inclusion of other services in the package (TV, fixed telephony, mobile telephony etc)	5
Reputation for good service	6
Only broadband internet provider in my area	7
Rated highly by an independent report/test/advice website	8
Highly recommended by a friend/family	9
Took advantage of a special promotion or offer	10
Well-known brand	11
Children wanted a better internet connection	12
Previous good experience with this provider	13
Already have other services with them (e.g. TV or telephony)	14
Other reason (specify)	15

25

For each of the following please indicate whether you totally agree, tend to agree, tend to disagree or totally disagree.

ONE ANSWER PER ITEM

	Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know
The download/upload speed and capacity of my internet connection match my contract conditions	1	2	3	4	5
My internet connection never breaks down	1	2	3	4	5
In case of problems my internet provider gives me a useful answer	1	2	3	4	5
My internet provider uses my personal data/bank details responsibly	1	2	3	4	5
My internet tariff/package is good value for money	1	2	3	4	5
My internet bills are clear and easy to understand	1	2	3	4	5
My internet bills are always correct	1	2	3	4	5
My contract is clear and easy to understand	1	2	3	4	5
My internet service provider has a website on which you can easily find the information you want	1	2	3	4	5
My internet provider offers a sufficient choice of tariffs/packages	1	2	3	4	5
I know an organisation (regulator, ombudsman, consumer protection body etc.) I could turn to for advice or help if needed	1	2	3	4	5
I have a choice between a number of internet providers in my area	1	2	3	4	5

Experiencing problems / complaints

26A	Over the last 12 months, have you experienced any problems with your internet service provider? Note: In case you have switched provider during this period, please do <u>not</u> consider problems that were caused by the switching process.
-----	---

ONE ANSWER ONLY

Yes	1
No	2

26B	Over the last 12 months, have you experienced any problems with your internet service provider?
-----	---

ONE ANSWER ONLY

Yes	1
No	2

27	Have you experienced any of the following problems?
----	---

MULTIPLE ANSWERS POSSIBLE

I experienced interruptions in my internet connection	1
---	---

The speed of my internet connection was slower than it should be	2
The customer service was poor	3
My bill was unclear	4
My bill had errors	5
My internet connection was switched to another provider without the consent or knowledge of anyone in the household	6
I experienced blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)	7
My provider misused my personal data/bank details	8
I had problems with the other services included in the package (TV, fixed telephony, mobile telephony etc)	9
I had problems with additional online features provided (e-mail/online storage/personal website etc)	10
I had to wait a long time for my service to be repaired	11
Other problems (please specify)	12

28A	<p>Thinking about these problem(s) again, how many hours of PERSONAL TIME have you spent trying to solve the problem(s)? Please answer in terms of the approximate amount of time you and other household member spent over the last 12 months trying to solve the problem(s), rather than for how long the problem(s) lasted.</p> <p>Note: In case you have switched provider during this period, please do <u>not</u> consider personal time spent trying to solve problems that were caused by the switching process.</p>
-----	--

ONE ANSWER ONLY

Less than 1 hour	1
1 hour	2

2 hours	3
3 to 5 hours	4
6 to 10 hours	5
11 to 20 hours	6
21 to 40 hours	7
More than 40 hours (please specify number of hours)	8
No personal time spent	9
Don't remember	10

28B	Thinking about these problem(s) again, how many hours of PERSONAL TIME have you spent trying to solve the problem(s)? Please answer in terms of the approximate amount of time you and other household member spent over the last 12 months trying to solve the problem(s), rather than for how long the problem(s) lasted.
-----	---

ONE ANSWER ONLY

Less than 1 hour	1
1 hour	2
2 hours	3
3 to 5 hours	4
6 to 10 hours	5
11 to 20 hours	6
21 to 40 hours	7
More than 40 hours (please specify number of hours)	8
No personal time spent	9
Don't remember	10

Light blue horizontal bar.

29A Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).
Note: In case you have switched provider during this period, please do not consider time without internet access due to the switching process.

Light purple horizontal bar.

ONE ANSWER ONLY

Light purple horizontal bar.

A couple of hours	1
1 day	2
2 to 3 days	3
4 to 6 days	4
7 to 9 days	5
10 to 14 days	6
15 to 21 days	7
22 to 28 days	8
More than 28 days (please specify approximate duration in days)	9
No interruption	10
Don't remember	11

Light blue horizontal bar.

29B Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

A couple of hours	1
1 day	2
2 to 3 days	3
4 to 6 days	4
7 to 9 days	5
10 to 14 days	6
15 to 21 days	7
22 to 28 days	8
More than 28 days (please specify approximate duration in days)	9
No interruption	10
Don't remember	11

30 Now, thinking about the BIGGEST PROBLEM you experienced with your internet service provider over the last 12 months, please estimate how long it took your provider to resolve this problem. Please answer in terms of how long the problem lasted, from the first time it occurred to when it was finally resolved by the provider.

ONE ANSWER ONLY

Less than 1 week	1
1 to 2 weeks	2
3 to 4 weeks	3

5 to 8 weeks	4
9 to 12 weeks	5
More than 12 weeks	6
Problem is not yet resolved (please specify duration in weeks)	7
Don't remember	8

31 Referring to THIS PARTICULAR PROBLEM that you described: what action did you take?

MULTIPLE ANSWERS POSSIBLE

I complained to the internet service provider	1
I switched to another internet service provider	2
I consulted a consumer association	3
I consulted a lawyer	4
I filed a complaint with a government authority or national regulator	5
I filed a complaint with an alternative dispute resolution body (for example mediator, arbitrator, ombudsman)	6
I brought the matter to court	7
I took no action	8
Other (please specify)	9

32 When you took action concerning this particular problem, how satisfied were you with the final result?

ONE ANSWER

Very satisfied	1
Fairly satisfied	2
Not very satisfied	3

Not at all satisfied	4
The matter is pending	5

33 Why did you not take any action?

MULTIPLE ANSWERS POSSIBLE

To take action would have taken a lot of my time	1
I did not expect to get a satisfactory solution	2
There is no public authority to which I could complain	3
There is no consumer association or consumer help desk to which I could complain	4
There is no alternative dispute resolution body (for example mediator, arbitrator, ombudsman) available	5
I did not know to whom to complain	6
Other reason (specify	7

INTERNET LITERACY TEST

34 The term 'Mbps' in an offer describes...

ONE ANSWER ONLY

CHECK APPROPRIATE ABBREVIATION IN EACH COUNTRY - COULD BE Mb etc

The speed of the internet connection	1
The maximum size of files I can download	2
The speed of my computer	3
Don't know	4

35 The speed of a broadband internet connection with DSL (ADSL, xDSL) technology...

ONE ANSWER ONLY

... is the same for downloading and uploading	1
... is lower for downloading	2
... is higher for downloading	3
Don't know	4

INTERNET CONNECTION - TECHNICAL DETAILS

36	<p>Please provide now some technical details regarding your home internet connection: How does your household access the internet from home?</p> <p>Note: Your modem or router may allow you to use a desktop computer, laptop or other device wirelessly at home (WiFi) independent from the type of internet access you have. In case of doubt, please check your contract.</p>
----	---

PLEASE CHECK WHETHER IN YOUR COUNTRY THE TERM 'WLAN' OR 'WIFI' IS MORE COMMON AND REPLACE, IF NEEDED

MULTIPLE ANSWERS POSSIBLE

Via a dial-up connection using a standard telephone line or an ISDN line	1
Via ADSL, xDSL or a similar type of connection on the fixed telephone line using a modem, a box or a router (broadband internet)	2
Via the cable TV network using a cable modem, box or router (broadband internet)	3
Via the use of a dongle or USB stick (mobile internet)	4
Via the satellite network	5
Via an optical fibre line	6
Other (please specify)	7

37	<p>Which internet provider do you use for your main home internet connection?</p>
----	---

ONE ANSWER ONLY

BT	1
BSkyB (SKY)	2
O2	3
Orange	4
TalkTalk/AOL/Tiscali	5

Virgin Media	6
[Provider ...]	7
[Provi der NI]	8
Other provider (specify)	9

38	How fast is the advertised speed of your main home internet connection?
----	---

ONE ANSWER ONLY

CHECK APPROPRIATE ABBREVIATION IN EACH COUNTRY - COULD BE Mb etc

No more than 1 Mbps	1
More than 1 Mbps but no more than 2 Mbps	2
More than 2 Mbps but no more than 4 Mbps	3
More than 4 Mbps but no more than 8 Mbps	4
More than 8 Mbps but no more than 12 Mbps	5
More than 12 Mbps but no more than 30 Mbps	6
More than 30 Mbps	7
Don't know	8

CLOSING QUESTION

39 Which of the following apply to you or other people in your household?

PLEASE CHECK WHETHER IN YOUR COUNTRY THE TERM 'WLAN' OR 'WIFI' IS MORE COMMON AND REPLACE, IF NEEDED

MULTIPLE ANSWERS POSSIBLE

Regularly watch/download movies over the internet	1
Use home internet connection for IP-TV or IP-phone	2
Regularly play games online	3
Regularly exchange data over the internet (photos, data files, etc)	4
Regularly use social networking sites	5
Regularly use VoIP programs (internet telephone such as Skype, MSN)	6
Have a household member who is good with computers and using the internet	7
Use WiFi at home for internet access	8
Use home internet connection with 2 or more computers or other internet-capable devices at the same time	9

40 How often you or other household members access the internet at home for WORK?

ONE ANSWER ONLY

5 or more hours per <u>day</u>	1
3 to 4 hours per <u>day</u>	2
1 to 2 hours per <u>day</u>	3
Once or twice <u>per week</u>	4
Less often	5

Never	6
-------	---

41	How often you or other household members access the internet at home for LEISURE?
----	---

ONE ANSWER ONLY

5 or more hours per <u>day</u>	1
3 to 4 hours per <u>day</u>	2
1 to 2 hours per <u>day</u>	3
Once or twice <u>per week</u>	4
Less often	5
Never	6

Socio Demos

D1	Are you a
----	-----------

ONE ANSWER ONLY

Female	1
Male	2

D2	How old are you?
----	------------------

<input type="text"/>	<input type="text"/>
----------------------	----------------------

Refusal	999
---------	-----

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D3 Could you please specify to which age category you belong?

ONE ANSWER ONLY

Between 15 and 24 years old	1
Between 25 and 39 years old	2
Between 40 and 54 years old	3
55 years old or more	4
Refusal	5

D4 At what stage did you complete your full-time studies?

ONE ANSWER ONLY

Elementary (primary) school or less	1
Some high (secondary) school	2
Graduation from high (secondary) school	3
Graduation from college, university or other third-level institute	4
Post-graduate degree (Masters, PHD) beyond your initial degree	5
Other qualification (SPONTANEOUS)	6
Refusal (SPONTANEOUS)	7

D5	In which kind of locality do you live?
----	--

ONE ANSWER ONLY

Metropolitan zone	1
Large town / urban centre	2
Rural zone or Village	3

ANNEX 2. RESULTS OF CONSUMER SURVEY

This annex presents the results of the consumer survey.

Volume

Q2. Nowadays people may have a combined package of two or more communication services from one provider for a monthly price on one bill. Does your main home internet connection come with any of the following services as part of the same package?

ONE ANSWER ONLY
FILTER: ASK Q2 IF Q1=1

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
Yes, internet and TV	3112 11%	1330 8%	2575 22%	213 18%	334 32%	178 18%	217 21%	69 6%	130 13%	153 15%	37 4%
Yes, internet and fixed telephony	9926 36%	6691 42%	1698 15%	160 14%	70 7%	138 14%	223 22%	655 56%	85 8%	440 42%	620 58%
Yes, internet and mobile telephony	858 3%	451 3%	487 4%	23 2%	30 3%	64 6%	43 4%	33 3%	34 3%	19 2%	36 3%
Yes, internet and mobile internet	543 2%	285 2%	308 3%	8 1%	18 2%	25 2%	26 2%	14 1%	25 2%	61 6%	16 1%
Yes, internet and fixed telephony and mobile internet	1073 4%	728 5%	169 1%	28 2%	28 3%	14 1%	21 2%	52 4%	8 1%	27 3%	63 6%
Yes, internet and fixed telephony and TV	5201 19%	3050 19%	2103 18%	433 37%	107 10%	97 10%	131 13%	138 12%	559 54%	91 9%	70 7%

Volume

Q2. Nowadays people may have a combined package of two or more communication services from one provider for a monthly price on one bill. Does your main home internet connection come with any of the following services as part of the same package?

ONE ANSWER ONLY
FILTER: ASK Q2 IF Q1=1

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
Yes, internet and fixed telephony and mobile telephony	824 3%	567 4%	110 1%	20 2%	20 2%	16 2%	19 2%	70 6%	5 1%	19 2%	92 9%
Yes, internet and fixed telephony and mobile telephony and TV	1196 4%	671 4%	564 5%	98 8%	17 2%	10 1%	24 2%	22 2%	17 2%	9 1%	21 2%
Yes, internet and fixed telephony and TV and mobile internet	844 3%	457 3%	441 4%	57 5%	26 2%	9 1%	37 4%	24 2%	16 2%	16 1%	27 3%
Yes, other package	330 1%	182 1%	164 1%	22 2%	14 1%	15 1%	7 1%	5 0	15 1%	11 1%	9 1%
Any Bundle Package	23906 86%	14413 90%	8618 74%	1062 90%	663 64%	567 56%	748 72%	1080 92%	895 86%	847 81%	990 93%
No, I have standalone internet access	3762 14%	1663 10%	2968 26%	115 10%	369 36%	442 44%	285 28%	92 8%	144 14%	203 19%	71 7%

Q2. Nowadays people may have a combined package of two or more communication services from one provider for a monthly price on one bill. Does your main home internet connection come with any of the following services as part of the same package?

ONE ANSWER ONLY
FILTER: ASK Q2 IF Q1=1

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	496	1158	1053	1154	1147	1070
Yes, internet and TV	3112 11%	81 7%	61 5%	67 7%	40 8%	206 20%	285 28%	12 3%	205 19%	16 3%	133 12%	181 17%	290 25%	87 8%	221 21%
Yes, internet and fixed telephony	9926 36%	620 54%	256 22%	594 59%	226 45%	265 25%	251 25%	123 28%	174 16%	31 6%	250 22%	242 23%	194 17%	144 13%	116 11%
Yes, internet and mobile telephony	858 3%	37 3%	18 2%	45 4%	2 0	9 1%	27 3%	7 2%	10 1%	2 0	5 0	70 7%	70 6%	11 1%	25 2%
Yes, internet and mobile internet	543 2%	14 1%	16 1%	27 3%	2 0	5 1%	24 2%	3 1%	7 1%	2 0	3 0	43 4%	48 4%	10 1%	18 2%
Yes, internet and fixed telephony and mobile internet	1073 4%	99 9%	48 4%	51 5%	9 2%	6 1%	11 1%	33 7%	11 1%	6 1%	57 5%	37 4%	17 1%	38 3%	16 2%
Yes, internet and fixed telephony and TV	5201 19%	60 5%	456 39%	63 6%	125 25%	323 31%	136 13%	43 10%	378 34%	121 24%	531 46%	144 14%	148 13%	529 46%	246 23%

Q2. Nowadays people may have a combined package of two or more communication services from one provider for a monthly price on one bill. Does your main home internet connection come with any of the following services as part of the same package?

ONE ANSWER ONLY
FILTER: ASK Q2 IF Q1=1

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	496	1158	1053	1154	1147	1070
Yes, internet and fixed telephony and mobile telephony	824 3%	70 6%	40 3%	25 2%	7 1%	0 0	2 0	132 30%	5 0	15 3%	5 0	47 4%	10 1%	9 1%	11 1%
Yes, internet and fixed telephony and mobile telephony and TV	1196 4%	19 2%	184 16%	19 2%	38 8%	10 1%	8 1%	45 10%	37 3%	153 31%	20 2%	26 3%	11 1%	32 3%	184 17%
Yes, internet and fixed telephony and TV and mobile internet	844 3%	32 3%	45 4%	25 2%	7 1%	9 1%	16 2%	12 3%	17 2%	25 5%	32 3%	17 2%	45 4%	132 12%	88 8%
Yes, other package	330 1%	54 5%	6 1%	6 1%	0 0	11 1%	8 1%	5 1%	12 1%	0 0	3 0	11 1%	12 1%	10 1%	27 3%
Any Bundle Package	23906 86%	1086 94%	1132 96%	922 91%	455 90%	843 81%	769 76%	415 94%	855 77%	370 75%	1040 90%	818 78%	847 73%	1003 87%	953 89%
No, I have standalone internet access	3762 14%	65 6%	46 4%	93 9%	50 10%	203 19%	244 24%	27 6%	251 23%	126 25%	118 10%	235 22%	307 27%	144 13%	117 11%

Volume

Q2. Nowadays people may have a combined package of two or more communication services from one provider for a monthly price on one bill. Does your main home internet connection come with any of the following services as part of the same package?

ONE ANSWER ONLY
 FILTER: ASK Q2 IF Q1=1

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	547
Yes, internet and TV	3112 11%	88 8%	181 17%	204 17%	122 11%	126 11%	314 31%	79 14%
Yes, internet and fixed telephony	9926 36%	147 14%	146 14%	40 3%	234 20%	433 39%	135 13%	59 11%
Yes, internet and mobile telephony	858 3%	6 1%	68 6%	143 12%	33 3%	18 2%	32 3%	10 2%
Yes, internet and mobile internet	543 2%	5 1%	33 3%	152 13%	42 4%	15 1%	14 1%	5 1%
Yes, internet and fixed telephony and mobile internet	1073 4%	17 2%	10 1%	12 1%	36 3%	31 3%	27 3%	11 2%
Yes, internet and fixed telephony and TV	5201 19%	581 56%	116 11%	10 1%	199 17%	274 24%	104 10%	88 16%

Volume

Q2. Nowadays people may have a combined package of two or more communication services from one provider for a monthly price on one bill. Does your main home internet connection come with any of the following services as part of the same package?

ONE ANSWER ONLY
FILTER: ASK Q2 IF Q1=1

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	547
Yes, internet and fixed telephony and mobile telephony	824 3%	3 0	3 0	2 0	13 1%	12 1%	34 3%	50 9%
Yes, internet and fixed telephony and mobile telephony and TV	1196 4%	49 5%	6 1%	14 1%	26 2%	26 2%	15 1%	121 22%
Yes, internet and fixed telephony and TV and mobile internet	844 3%	16 2%	10 1%	6 0	34 3%	24 2%	33 3%	42 8%
Yes, other package	330 1%	15 1%	11 1%	41 3%	19 2%	4 0	11 1%	5 1%
Any Bundle Package	23906 86%	926 89%	583 55%	625 53%	758 66%	962 86%	718 72%	471 86%
No, I have standalone internet access	3762 14%	116 11%	487 45%	553 47%	382 34%	159 14%	286 28%	75 14%

Volume

Q3. How much is your average monthly bill for the package you selected above (or standalone internet access if that is what you selected)?

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
Less than 10 Euro	1045 4%	303 2%	1246 11%	6 1%	260 25%	59 6%	24 2%	13 1%	61 6%	14 1%	11 1%
11 to 20 Euro	4531 16%	1389 9%	5209 45%	21 2%	695 67%	433 43%	148 14%	93 8%	313 30%	100 10%	86 8%
21 to 30 Euro	5644 20%	3032 19%	3021 26%	80 7%	53 5%	241 24%	258 25%	305 26%	349 34%	124 12%	248 23%
31 to 40 Euro	6607 24%	4445 28%	1152 10%	150 13%	15 1%	154 15%	170 16%	396 34%	219 21%	137 13%	231 22%
41 to 50 Euro	3865 14%	2665 17%	502 4%	196 17%	2 0	52 5%	107 10%	180 15%	42 4%	244 23%	194 18%
51 to 60 Euro	2156 8%	1516 9%	201 2%	246 21%	3 0	36 4%	60 6%	85 7%	15 1%	169 16%	78 7%

Volume

Q3. How much is your average monthly bill for the package you selected above (or standalone internet access if that is what you selected)?

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
61 to 70 Euro	1123 4%	802 5%	72 1%	168 14%	0 0	14 1%	68 7%	44 4%	5 0	110 10%	55 5%
71 to 80 Euro	726 3%	525 3%	27 0%	108 9%	0 0	4 0	31 3%	7 1%	2 0	53 5%	36 3%
81 to 90 Euro	537 2%	389 2%	20 0%	58 5%	0 0	6 1%	18 2%	8 1%	3 0	14 1%	33 3%
91 to 100 Euro	573 2%	406 3%	45 0%	43 4%	1 0	4 0	31 3%	6 1%	1 0	33 3%	52 5%
More than 100 Euro	245 1%	178 1%	8 0%	54 5%	0 0	0 0	22 2%	6 1%	0 0	21 2%	10 1%
Don't know	616 2%	424 3%	83 1%	47 4%	2 0	6 1%	98 9%	29 2%	28 3%	31 3%	26 2%
Average (Excl. DK)	36.5	40.6	21.8	54.4	13.8	25.0	37.7	36.0	25.2	45.7	42.1

Volume

Q3. How much is your average monthly bill for the package you selected above (or standalone internet access if that is what you selected)?

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
Less than 10 Euro	1045 4%	18 2%	9 1%	34 3%	0 0	68 6%	200 20%	3 1%	61 5%	5 1%	6 0	50 5%	111 10%	26 2%	143 13%
11 to 20 Euro	4531 16%	41 4%	19 2%	122 12%	22 4%	350 33%	497 49%	4 1%	347 31%	95 19%	62 5%	256 24%	436 38%	114 10%	676 63%
21 to 30 Euro	5644 20%	99 9%	155 13%	197 19%	60 12%	392 38%	240 24%	21 5%	372 34%	68 14%	142 12%	319 30%	397 34%	154 13%	197 18%
31 to 40 Euro	6607 24%	269 23%	609 52%	215 21%	64 13%	165 16%	59 6%	55 13%	193 17%	148 30%	207 18%	179 17%	124 11%	192 17%	30 3%
41 to 50 Euro	3865 14%	313 27%	181 15%	149 15%	83 16%	53 5%	12 1%	68 15%	85 8%	76 15%	234 20%	97 9%	54 5%	344 30%	8 1%
51 to 60 Euro	2156 8%	166 14%	97 8%	65 6%	46 9%	12 1%	0 0	91 21%	17 1%	37 7%	213 18%	56 5%	17 1%	155 14%	2 0

Volume

Q3. How much is your average monthly bill for the package you selected above (or standalone internet access if that is what you selected)?

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
61 to 70 Euro	1123 4%	86 7%	40 3%	31 3%	30 6%	2 0	4 0	67 15%	13 1%	13 3%	135 12%	33 3%	1 0	60 5%	6 1%
71 to 80 Euro	726 3%	68 6%	15 1%	51 5%	33 7%	1 0	0 0	45 10%	1 0	10 2%	68 6%	19 2%	0 0	37 3%	3 0
81 to 90 Euro	537 2%	31 3%	10 1%	51 5%	17 3%	0 0	0 0	29 6%	1 0	3 1%	21 2%	9 1%	1 0	18 2%	0 0
91 to 100 Euro	573 2%	23 2%	14 1%	57 6%	32 6%	0 0	1 0	27 6%	1 0	3 1%	25 2%	9 1%	6 1%	20 2%	1 0
More than 100 Euro	245 1%	13 1%	4 0	17 2%	39 8%	1 0	0 0	29 6%	0 0	3 1%	7 1%	6 1%	0 0	3 0	0 0
Don't know	616 2%	25 2%	25 2%	26 3%	81 16%	2 0	2 0	3 1%	15 1%	39 8%	39 3%	20 2%	6 1%	24 2%	4 0
Average (Excl. DK)	36.5	46.5	39.6	42.0	50.2	23.8	17.5	57.4	25.6	35.3	47.3	30.6	22.6	42.0	17.2

Volume

Q3. How much is your average monthly bill for the package you selected above (or standalone internet access if that is what you selected)?

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	569
Less than 10 Euro	1045 4%	2 0	104 10%	66 6%	38 3%	27 2%	19 2%	9 2%
11 to 20 Euro	4531 16%	47 5%	503 47%	235 20%	113 10%	164 15%	53 5%	22 4%
21 to 30 Euro	5644 20%	177 17%	225 21%	267 23%	303 27%	262 23%	87 9%	50 9%
31 to 40 Euro	6607 24%	239 23%	130 12%	310 26%	296 26%	217 19%	133 13%	94 16%
41 to 50 Euro	3865 14%	284 27%	52 5%	147 12%	145 13%	132 12%	138 14%	94 17%
51 to 60 Euro	2156 8%	186 18%	30 3%	63 5%	81 7%	101 9%	142 14%	73 13%

Volume

Q3. How much is your average monthly bill for the package you selected above (or standalone internet access if that is what you selected)?

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	569
61 to 70 Euro	1123 4%	59 6%	2 0	16 1%	40 4%	56 5%	111 11%	60 10%
71 to 80 Euro	726 3%	27 3%	5 0	11 1%	30 3%	37 3%	51 5%	28 5%
81 to 90 Euro	537 2%	10 1%	3 0	5 0	16 1%	39 4%	41 4%	29 5%
91 to 100 Euro	573 2%	4 0	7 1%	10 1%	29 3%	39 3%	78 8%	26 5%
More than 100 Euro	245 1%	2 0	1 0	5 0	0 0	20 2%	46 5%	22 4%
Don't know	616 2%	5 0	8 1%	42 4%	47 4%	29 3%	106 11%	63 11%
Average (<i>Excl. DK</i>)	36.5	42.6	22.7	31.2	37.0	39.2	51.7	50.1

Volume

Q4. Over the last 3 years, have you switched (i.e. changed) or thought about switching your internet service provider?

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
Yes, I switched internet service provider	10999 40%	6550 41%	4180 36%	499 42%	398 39%	361 36%	367 36%	480 41%	350 34%	483 46%	433 41%
Yes, I considered switching but I decided not to	3883 14%	2303 14%	1502 13%	127 11%	116 11%	102 10%	92 9%	167 14%	122 12%	148 14%	153 14%
Yes, I have considered switching but have not yet decided	5063 18%	2889 18%	2262 20%	210 18%	154 15%	241 24%	169 16%	192 16%	170 16%	188 18%	179 17%
No, I am not interested in switching	5086 18%	2777 17%	2603 22%	246 21%	300 29%	256 25%	322 31%	181 15%	302 29%	173 17%	256 24%
No, for other reasons	2637 10%	1557 10%	1038 9%	95 8%	64 6%	49 5%	82 8%	152 13%	95 9%	57 5%	40 4%
Switchers	10999 40%	6550 41%	4180 36%	499 42%	398 39%	361 36%	367 36%	480 41%	350 34%	483 46%	433 41%
Considerers	8947 32%	5192 32%	3764 33%	337 29%	270 26%	343 34%	262 25%	359 31%	292 28%	336 32%	332 31%
Non-Switchers	7723 28%	4334 27%	3641 31%	341 29%	364 35%	304 30%	405 39%	333 28%	397 38%	231 22%	296 28%

Q4. Over the last 3 years, have you switched (i.e. changed) or thought about switching your internet service provider?

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
Yes, I switched internet service provider	10999 40%	462 40%	445 38%	429 42%	39 8%	351 34%	304 30%	84 19%	389 35%	88 18%	475 41%	407 39%	479 41%	506 44%	337 31%
Yes, I considered switching but I decided not to	3883 14%	184 16%	194 17%	160 16%	59 12%	146 14%	172 17%	40 9%	143 13%	18 4%	124 11%	135 13%	191 17%	189 16%	83 8%
Yes, I have considered switching but have not yet decided	5063 18%	199 17%	205 17%	194 19%	62 12%	167 16%	156 15%	106 24%	185 17%	24 5%	189 16%	191 18%	213 18%	186 16%	244 23%
No, I am not interested in switching	5086 18%	217 19%	167 14%	130 13%	276 55%	277 27%	290 29%	182 41%	273 25%	284 57%	283 24%	274 26%	146 13%	205 18%	347 32%
No, for other reasons	2637 10%	90 8%	166 14%	101 10%	68 14%	104 10%	92 9%	29 7%	115 10%	88 18%	87 8%	46 4%	127 11%	62 5%	59 5%
Switchers	10999 40%	462 40%	445 38%	429 42%	39 8%	351 34%	304 30%	84 19%	389 35%	88 18%	475 41%	407 39%	479 41%	506 44%	337 31%
Considerers	8947 32%	382 33%	399 34%	354 35%	122 24%	314 30%	327 32%	146 33%	329 30%	41 8%	313 27%	325 31%	403 35%	375 33%	327 31%
Non-Switchers	7723 28%	306 27%	334 28%	231 23%	345 68%	382 36%	382 38%	211 48%	388 35%	371 74%	370 32%	320 30%	272 24%	266 23%	406 38%

Volume

Q4. Over the last 3 years, have you switched (i.e. changed) or thought about switching your internet service provider?

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	558
Yes, I switched internet service provider	10999 40%	288 28%	306 29%	487 41%	421 37%	474 42%	316 31%	119 21%
Yes, I considered switching but I decided not to	3883 14%	182 17%	143 13%	138 12%	123 11%	139 12%	122 12%	58 10%
Yes, I have considered switching but have not yet decided	5063 18%	232 22%	243 23%	197 17%	199 17%	236 21%	172 17%	113 20%
No, I am not interested in switching	5086 18%	250 24%	204 19%	259 22%	307 27%	197 18%	282 28%	233 42%
No, for other reasons	2637 10%	90 9%	175 16%	98 8%	91 8%	75 7%	111 11%	36 6%
Switchers	10999 40%	288 28%	306 29%	487 41%	421 37%	474 42%	316 31%	119 21%
Considerers	8947 32%	414 40%	385 36%	335 28%	321 28%	375 33%	294 29%	171 31%
Non-Switchers	7723 28%	340 33%	379 35%	357 30%	397 35%	272 24%	394 39%	268 48%

Volume

Q5. Before you switched, did your PREVIOUS home internet connection come with any of the following services as part of the same package?

ONE ANSWER ONLY
 FILTER: ASK Q5 IF Q4=1

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	10999	6550	4180	499	398	361	367	480	350	483	433
Yes, internet and TV	1416 13%	697 11%	927 22%	86 17%	113 29%	38 10%	70 19%	37 8%	56 16%	68 14%	12 3%
Yes, internet and fixed telephony	4520 41%	3083 47%	676 16%	107 21%	20 5%	65 18%	86 24%	279 58%	49 14%	214 44%	289 67%
Yes, internet and mobile telephony	365 3%	216 3%	144 3%	7 1%	7 2%	18 5%	14 4%	11 2%	14 4%	15 3%	17 4%
Yes, internet and mobile internet	235 2%	120 2%	144 3%	13 3%	6 2%	5 1%	4 1%	10 2%	10 3%	22 5%	7 2%
Yes, internet and fixed telephony and mobile internet	298 3%	201 3%	51 1%	20 4%	6 1%	6 2%	6 2%	9 2%	3 1%	12 2%	7 2%
Yes, internet and fixed telephony and TV	1210 11%	733 11%	425 10%	98 20%	17 4%	25 7%	36 10%	27 6%	78 22%	19 4%	20 5%

Volume

Q5. Before you switched, did your PREVIOUS home internet connection come with any of the following services as part of the same package?

ONE ANSWER ONLY

FILTER: ASK Q5 IF Q4=1

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	10999	6550	4180	499	398	361	367	480	350	483	433
Yes, internet and fixed telephony and mobile telephony	114 1%	76 1%	20 0%	10 2%	4 1%	2 1%	3 1%	7 1%	2 1%	7 1%	19 4%
Yes, internet and fixed telephony and mobile telephony and TV	196 2%	126 2%	51 1%	14 3%	0 0	0 0	10 3%	7 1%	1 0	1 0	1 0
Yes, internet and fixed telephony and TV and mobile internet	147 1%	97 1%	29 1%	9 2%	6 1%	2 1%	4 1%	9 2%	3 1%	6 1%	3 1%
Yes, other package	109 1%	55 1%	67 2%	6 1%	6 1%	2 1%	4 1%	1 0	25 7%	6 1%	6 1%
Any Bundle Package	8610 78%	5405 83%	2534 61%	369 74%	185 46%	163 45%	237 65%	397 83%	241 69%	370 76%	381 88%
No, I had standalone internet access	2388 22%	1145 17%	1646 39%	130 26%	213 54%	199 55%	130 35%	82 17%	109 31%	114 24%	52 12%

Q5. Before you switched, did your PREVIOUS home internet connection come with any of the following services as part of the same package?

ONE ANSWER ONLY

FILTER: ASK Q5 IF Q4=1

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	10999	462	445	429	39	351	304	84	389	88	475	407	479	506	337
Yes, internet and TV	1416 13%	46 10%	41 9%	40 9%	0 0	105 30%	96 32%	5 6%	81 21%	11 12%	60 13%	58 14%	101 21%	80 16%	106 31%
Yes, internet and fixed telephony	4520 41%	287 62%	142 32%	304 71%	22 56%	31 9%	51 17%	32 38%	67 17%	9 10%	150 32%	94 23%	102 21%	98 19%	23 7%
Yes, internet and mobile telephony	365 3%	20 4%	7 2%	23 5%	0 0	3 1%	9 3%	3 4%	3 1%	0 0	5 1%	21 5%	18 4%	9 2%	11 3%
Yes, internet and mobile internet	235 2%	6 1%	10 2%	6 1%	0 0	2 1%	15 5%	0 0	4 1%	0 0	4 1%	19 5%	24 5%	10 2%	13 4%
Yes, internet and fixed telephony and mobile internet	298 3%	23 5%	15 3%	19 4%	3 7%	1 0	0 0	1 1%	0 0	0 0	15 3%	6 1%	3 1%	14 3%	10 3%
Yes, internet and fixed telephony and TV	1210 11%	4 1%	142 32%	6 1%	6 16%	22 6%	11 4%	7 9%	88 23%	13 15%	116 24%	23 6%	37 8%	179 35%	49 15%

Q5. Before you switched, did your PREVIOUS home internet connection come with any of the following services as part of the same package?

ONE ANSWER ONLY

FILTER: ASK Q5 IF Q4=1

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	10999	462	445	429	39	351	304	84	389	88	475	407	479	506	337
Yes, internet and fixed telephony and mobile telephony	114 1%	5 1%	4 1%	5 1%	1 3%	0 0	0 0	12 14%	1 0	1 1%	4 1%	5 1%	2 0	1 0	2 0
Yes, internet and fixed telephony and mobile telephony and TV	196 2%	8 2%	20 4%	8 2%	1 1%	0 0	0 0	4 4%	1 0	8 9%	5 1%	5 1%	6 1%	13 3%	12 3%
Yes, internet and fixed telephony and TV and mobile internet	147 1%	10 2%	7 2%	4 1%	0 0	1 0	4 1%	1 1%	1 0	0 0	6 1%	2 1%	4 1%	14 3%	2 0
Yes, other package	109 1%	14 3%	0 0	3 1%	0 0	17 5%	11 4%	0 0	1 0	0 0	3 1%	2 0	2 0	10 2%	17 5%
Any Bundle Package	8610 78%	422 91%	388 87%	418 97%	32 83%	182 52%	196 65%	65 77%	248 64%	41 47%	369 78%	234 58%	300 63%	428 85%	243 72%
No, I had standalone internet access	2388 22%	40 9%	57 13%	11 3%	6 17%	169 48%	108 35%	19 23%	142 36%	46 53%	106 22%	173 42%	179 37%	77 15%	93 28%

Volume

Q5. Before you switched, did your PREVIOUS home internet connection come with any of the following services as part of the same package?

ONE ANSWER ONLY

FILTER: ASK Q5 IF Q4=1

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	10999	288	306	487	421	474	316	115
Yes, internet and TV	1416 13%	35 12%	30 10%	39 8%	40 9%	72 15%	73 23%	8 7%
Yes, internet and fixed telephony	4520 41%	94 32%	40 13%	18 4%	102 24%	155 33%	53 17%	15 13%
Yes, internet and mobile telephony	365 3%	3 1%	24 8%	50 10%	8 2%	16 3%	10 3%	4 4%
Yes, internet and mobile internet	235 2%	2 1%	4 1%	38 8%	12 3%	5 1%	6 2%	2 2%
Yes, internet and fixed telephony and mobile internet	298 3%	6 2%	2 1%	6 1%	11 3%	10 2%	8 3%	2 2%
Yes, internet and fixed telephony and TV	1210 11%	79 28%	9 3%	3 1%	41 10%	62 13%	10 3%	14 12%

Volume

Q5. Before you switched, did your PREVIOUS home internet connection come with any of the following services as part of the same package?

ONE ANSWER ONLY

FILTER: ASK Q5 IF Q4=1

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	10999	288	306	487	421	474	316	115
Yes, internet and fixed telephony and mobile telephony	114 1%	1 0	0 0	0 0	1 0	3 1%	4 1%	21 19%
Yes, internet and fixed telephony and mobile telephony and TV	196 2%	0 0	2 1%	2 0	6 1%	5 1%	2 1%	19 17%
Yes, internet and fixed telephony and TV and mobile internet	147 1%	3 1%	3 1%	1 0	5 1%	5 1%	1 0	3 2%
Yes, other package	109 1%	15 5%	1 0	7 1%	4 1%	3 1%	3 1%	2 1%
Any Bundle Package	8610 78%	237 82%	115 38%	166 34%	231 55%	337 71%	168 53%	90 79%
No, I had standalone internet access	2388 22%	51 18%	191 62%	321 66%	190 45%	138 29%	147 47%	25 21%

Volume

Q6. Which of the following reasons made you switch your internet service provider?

MULTIPLE ANSWERS POSSIBLE

FILTER: ASK Q6 IF Q4=1

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	10999	6550	4180	499	398	361	367	480	350	483	433
I switched because I found a cheaper offer	5087 46%	3083 47%	1791 43%	193 39%	157 39%	168 47%	165 45%	247 52%	160 46%	258 53%	271 63%
The speed of my internet connection was slower than it should be	3059 28%	1704 26%	1475 35%	112 23%	155 39%	123 34%	61 17%	122 25%	93 27%	164 34%	142 33%
I often experienced interruptions in my internet connection	2545 23%	1345 21%	1423 34%	100 20%	170 43%	102 28%	62 17%	81 17%	97 28%	116 24%	122 28%
The customer service was poor	2344 21%	1435 22%	789 19%	102 20%	95 24%	66 18%	54 15%	109 23%	41 12%	103 21%	83 19%
I switched because I preferred another provider offering a different package of communications services	2222 20%	1325 20%	841 20%	113 23%	105 26%	34 9%	59 16%	115 24%	81 23%	93 19%	97 22%
I switched because I moved house	1630 15%	958 15%	654 16%	80 16%	76 19%	52 14%	70 19%	85 18%	63 18%	55 11%	41 10%
I experienced blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)	1166 11%	691 11%	453 11%	65 13%	24 6%	35 10%	31 9%	23 5%	33 9%	75 16%	40 9%
I had problems with the other services included in the package (TV, fixed telephony, mobile telephony etc)	879 8%	556 8%	249 6%	34 7%	26 7%	15 4%	9 3%	28 6%	26 7%	35 7%	29 7%
My bill was unclear	747 7%	488 7%	169 4%	50 10%	4 1%	10 3%	14 4%	26 5%	3 1%	28 6%	33 8%
My bill had errors	677 6%	469 7%	83 2%	37 7%	3 1%	5 1%	18 5%	37 8%	2 1%	22 5%	16 4%

Volume

Q6. Which of the following reasons made you switch your internet service provider?

MULTIPLE ANSWERS POSSIBLE

FILTER: ASK Q6 IF Q4=1

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	10999	6550	4180	499	398	361	367	480	350	483	433
I often surpassed my download limit and was required to pay extra	590 5%	351 5%	224 5%	48 10%	8 2%	22 6%	8 2%	8 2%	1 0	47 10%	22 5%
I had problems with additional online features provided (<i>e-mail/online storage/personal website etc</i>)	482 4%	322 5%	90 2%	17 3%	6 2%	6 2%	11 3%	21 4%	6 2%	24 5%	16 4%
I had concerns regarding the use of my personal data/bank details by the provider	234 2%	155 2%	37 1%	3 1%	1 0	0 0	5 1%	16 3%	3 1%	9 2%	2 0
Other reasons made me switch	637 6%	374 6%	256 6%	47 9%	13 3%	39 11%	37 10%	27 6%	29 8%	17 4%	17 4%

Q6. Which of the following reasons made you switch your internet service provider?

MULTIPLE ANSWERS POSSIBLE

FILTER: ASK Q6 IF Q4=1

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	10999	462	445	429	39	351	304	84	389	88	475	407	479	506	337
I switched because I found a cheaper offer	5087 46%	238 51%	151 34%	209 49%	29 76%	141 40%	147 48%	29 35%	196 50%	21 24%	206 43%	229 56%	214 45%	234 46%	114 34%
The speed of my internet connection was slower than it should be	3059 28%	112 24%	111 25%	121 28%	6 15%	128 36%	107 35%	15 17%	117 30%	13 15%	111 23%	124 30%	178 37%	144 28%	111 33%
I often experienced interruptions in my internet connection	2545 23%	87 19%	111 25%	80 19%	10 26%	114 32%	86 28%	16 19%	106 27%	11 13%	68 14%	97 24%	175 37%	115 23%	110 33%
The customer service was poor	2344 21%	95 20%	119 27%	68 16%	5 14%	59 17%	29 10%	24 29%	45 12%	16 18%	82 17%	74 18%	108 23%	83 16%	52 15%
I switched because I preferred another provider offering a different package of communications services	2222 20%	72 16%	120 27%	62 14%	4 10%	116 33%	49 16%	32 38%	58 15%	37 42%	81 17%	99 24%	105 22%	125 25%	73 22%
I switched because I moved house	1630 15%	47 10%	76 17%	42 10%	1 3%	36 10%	54 18%	15 18%	49 12%	2 3%	48 10%	74 18%	76 16%	84 17%	58 17%
I experienced blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)	1166 11%	42 9%	72 16%	56 13%	5 12%	20 6%	54 18%	4 5%	21 5%	1 1%	19 4%	19 5%	54 11%	50 10%	45 13%
I had problems with the other services included in the package (TV, fixed telephony, mobile telephony etc)	879 8%	38 8%	61 14%	30 7%	0 0	23 7%	19 6%	6 8%	36 9%	2 3%	46 10%	13 3%	25 5%	72 14%	24 7%
My bill was unclear	747 7%	46 10%	23 5%	42 10%	0 0	7 2%	18 6%	4 5%	8 2%	3 3%	13 3%	19 5%	31 7%	23 5%	6 2%
My bill had errors	677 6%	52 11%	17 4%	21 5%	0 0	10 3%	4 1%	8 9%	8 2%	5 6%	20 4%	24 6%	11 2%	17 3%	6 2%

Q6. Which of the following reasons made you switch your internet service provider?

MULTIPLE ANSWERS POSSIBLE

FILTER: ASK Q6 IF Q4=1

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	10999	462	445	429	39	351	304	84	389	88	475	407	479	506	337
I often surpassed my download limit and was required to pay extra	590 5%	12 3%	11 3%	24 6%	1 3%	5 2%	13 4%	2 2%	5 1%	7 8%	7 1%	29 7%	39 8%	63 13%	5 2%
I had problems with additional online features provided (<i>e-mail/online storage/personal website etc</i>)	482 4%	25 5%	26 6%	21 5%	2 6%	3 1%	4 1%	2 2%	6 2%	1 1%	14 3%	6 1%	12 3%	21 4%	9 3%
I had concerns regarding the use of my personal data/bank details by the provider	234 2%	12 3%	1 0	7 2%	0 0	0 0	2 1%	0 0	4 1%	1 1%	4 1%	3 1%	9 2%	2 0	3 1%
Other reasons made me switch	637 6%	20 4%	32 7%	14 3%	0 0	22 6%	19 6%	5 6%	43 11%	5 6%	70 15%	27 7%	13 3%	43 9%	33 10%

Q6. Which of the following reasons made you switch your internet service provider?

MULTIPLE ANSWERS POSSIBLE

FILTER: ASK Q6 IF Q4=1

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	10999	288	306	487	421	474	316	116
I switched because I found a cheaper offer	5087 46%	154 53%	110 36%	246 51%	154 36%	224 47%	86 27%	64 55%
The speed of my internet connection was slower than it should be	3059 28%	77 27%	122 40%	116 24%	65 15%	131 28%	105 33%	38 33%
I often experienced interruptions in my internet connection	2545 23%	68 24%	118 39%	136 28%	72 17%	113 24%	68 22%	34 30%
The customer service was poor	2344 21%	27 9%	50 16%	81 17%	44 11%	141 30%	52 17%	42 36%
I switched because I preferred another provider offering a different package of communications services	2222 20%	88 31%	41 13%	64 13%	62 15%	94 20%	74 23%	24 20%
I switched because I moved house	1630 15%	37 13%	35 11%	80 16%	116 27%	76 16%	74 23%	10 8%
I experienced blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)	1166 11%	48 17%	49 16%	7 1%	20 5%	71 15%	38 12%	4 4%
I had problems with the other services included in the package (TV, fixed telephony, mobile telephony etc)	879 8%	33 11%	7 2%	21 4%	19 4%	49 10%	14 4%	11 9%
My bill was unclear	747 7%	4 1%	9 3%	20 4%	8 2%	50 11%	16 5%	7 6%
My bill had errors	677 6%	3 1%	8 3%	23 5%	11 3%	56 12%	9 3%	7 6%

Volume

Q6. Which of the following reasons made you switch your internet service provider?

MULTIPLE ANSWERS POSSIBLE

FILTER: ASK Q6 IF Q4=1

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	10999	288	306	487	421	474	316	116
I often surpassed my download limit and was required to pay extra	590 5%	2 1%	34 11%	6 1%	11 3%	63 13%	11 4%	12 10%
I had problems with additional online features provided (<i>e-mail/online storage/personal website etc</i>)	482 4%	10 4%	3 1%	7 1%	16 4%	31 7%	10 3%	2 2%
I had concerns regarding the use of my personal data/bank details by the provider	234 2%	2 1%	3 1%	4 1%	9 2%	25 5%	5 2%	2 2%
Other reasons made me switch	637 6%	24 8%	21 7%	71 15%	55 13%	15 3%	31 10%	6 5%

Volume

Q7. Which one of the following best describes the process you went through when you switched to your current internet service provider?

ONE ANSWER ONLY

FILTER: ASK Q7 IF Q4=1

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	10999	6550	4180	499	398	361	367	480	350	483	433
My new provider arranged the switch for me and I did not need to contact the old provider	5552 50%	3737 57%	964 23%	239 48%	68 17%	47 13%	166 45%	256 53%	77 22%	230 48%	312 72%
I arranged the switch myself just by cancelling my old provider's service and signing up to the new one	3864 35%	1794 27%	2820 67%	192 38%	318 80%	286 79%	148 40%	158 33%	253 72%	178 37%	82 19%
I needed to contact my old provider to obtain information which my new provider then used to arrange the switch	1166 11%	759 12%	271 6%	42 8%	4 1%	18 5%	28 7%	41 9%	8 2%	57 12%	25 6%
An independent third party (<i>such as an agent or agency</i>) arranged the switch for me	247 2%	158 2%	66 2%	15 3%	4 1%	2 1%	17 5%	17 3%	5 1%	10 2%	14 3%
Other process	170 2%	103 2%	60 1%	12 2%	4 1%	8 2%	8 2%	8 2%	7 2%	7 2%	1 0

Q7. Which one of the following best describes the process you went through when you switched to your current internet service provider?

ONE ANSWER ONLY
 FILTER: ASK Q7 IF Q4=1

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	10999	462	445	429	39	351	304	84	389	88	475	407	479	506	337
My new provider arranged the switch for me and I did not need to contact the old provider	5552 50%	354 77%	227 51%	299 70%	24 62%	60 17%	50 16%	39 46%	75 19%	17 19%	281 59%	87 21%	145 30%	188 37%	57 17%
I arranged the switch myself just by cancelling my old provider's service and signing up to the new one	3864 35%	63 14%	145 33%	63 15%	12 30%	270 77%	234 77%	34 41%	291 75%	64 74%	148 31%	285 70%	271 57%	238 47%	254 75%
I needed to contact my old provider to obtain information which my new provider then used to arrange the switch	1166 11%	32 7%	59 13%	49 11%	3 7%	13 4%	9 3%	8 9%	11 3%	6 7%	28 6%	15 4%	48 10%	48 10%	15 4%
An independent third party (<i>such as an agent or agency</i>) arranged the switch for me	247 2%	9 2%	8 2%	13 3%	0 0	3 1%	5 2%	0 0	3 1%	0 0	8 2%	12 3%	10 2%	14 3%	4 1%
Other process	170 2%	4 1%	6 1%	5 1%	0 0	6 2%	5 2%	3 4%	9 2%	0 0	11 2%	8 2%	4 1%	17 3%	7 2%

Volume

Q7. Which one of the following best describes the process you went through when you switched to your current internet service provider?

ONE ANSWER ONLY

FILTER: ASK Q7 IF Q4=1

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	10999	288	306	487	421	474	316	115
My new provider arranged the switch for me and I did not need to contact the old provider	5552 50%	181 63%	38 12%	217 45%	145 34%	246 52%	132 42%	91 79%
I arranged the switch myself just by cancelling my old provider's service and signing up to the new one	3864 35%	95 33%	237 78%	224 46%	221 53%	107 23%	157 50%	17 15%
I needed to contact my old provider to obtain information which my new provider then used to arrange the switch	1166 11%	5 2%	18 6%	16 3%	33 8%	108 23%	15 5%	4 4%
An independent third party (<i>such as an agent or agency</i>) arranged the switch for me	247 2%	3 1%	9 3%	15 3%	4 1%	5 1%	7 2%	1 1%
Other process	170 2%	4 1%	4 1%	14 3%	18 4%	8 2%	5 1%	2 1%

Volume

Q8. Approximately how much do you SAVE per month since switching to your new internet service provider, when comparing your average monthly bill now with the average monthly bill of your old provider (including all costs and charges for other services in the package, such as telephony or TV, if applicable)?

ONE ANSWER ONLY

FILTER: ASK Q8 IF Q4=1

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	10999	6550	4180	499	398	361	367	480	350	483	433
Less than 5 Euro	1004 9%	451 7%	773 18%	27 5%	123 31%	31 9%	32 9%	33 7%	42 12%	33 7%	25 6%
5 to 10 Euro	2316 21%	1278 20%	1151 28%	68 14%	129 32%	66 18%	52 14%	110 23%	96 27%	83 17%	99 23%
11 to 15 Euro	1939 18%	1218 19%	568 14%	87 17%	19 5%	51 14%	52 14%	103 21%	69 20%	95 20%	89 20%
16 to 20 Euro	1269 12%	853 13%	224 5%	45 9%	2 0	45 12%	37 10%	67 14%	16 4%	63 13%	58 13%
21 to 25 Euro	617 6%	420 6%	95 2%	37 7%	2 1%	16 4%	16 4%	22 5%	13 4%	43 9%	35 8%
26 to 30 Euro	393 4%	272 4%	48 1%	13 3%	0 0	9 2%	13 4%	14 3%	2 1%	24 5%	18 4%
31 to 40 Euro	311 3%	218 3%	32 1%	18 4%	0 0	12 3%	8 2%	17 4%	1 0	19 4%	16 4%

Volume

Q8. Approximately how much do you SAVE per month since switching to your new internet service provider, when comparing your average monthly bill now with the average monthly bill of your old provider (including all costs and charges for other services in the package, such as telephony or TV, if applicable)?

ONE ANSWER ONLY

FILTER: ASK Q8 IF Q4=1

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	10999	6550	4180	499	398	361	367	480	350	483	433
41 to 50 Euro	335 3%	237 4%	27 1%	24 5%	0 0	8 2%	9 2%	8 2%	1 0	23 5%	17 4%
More than 50 Euro	70 1%	51 1%	1 0%	10 2%	0 0	0 0	8 2%	1 0	0 0	3 1%	7 2%
I pay about the same	1178 11%	645 10%	600 14%	42 8%	76 19%	58 16%	52 14%	65 14%	26 7%	29 6%	36 8%
I pay more	710 6%	398 6%	337 8%	31 6%	15 4%	33 9%	22 6%	20 4%	45 13%	29 6%	16 4%
Can't compare, since I now have a package that includes different services	852 8%	509 8%	321 8%	97 19%	31 8%	31 9%	66 18%	21 4%	40 12%	37 8%	18 4%
Don't know	4 0%	2 0%	2 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 0%	0 0%
Average (Excl. DK)	14.7	15.8	9.7	17.2	6.1	14.6	14.8	14.2	10.3	16.9	15.9

Volume

Q8. Approximately how much do you SAVE per month since switching to your new internet service provider, when comparing your average monthly bill now with the average monthly bill of your old provider (including all costs and charges for other services in the package, such as telephony or TV, if applicable)?

ONE ANSWER ONLY

FILTER: ASK Q8 IF Q4=1

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	10999	462	445	429	39	351	304	84	389	88	475	407	479	506	337
Less than 5 Euro	1004 9%	14 3%	42 9%	29 7%	0 0	52 15%	67 22%	4 5%	45 11%	5 6%	44 9%	24 6%	75 16%	31 6%	105 31%
5 to 10 Euro	2316 21%	67 14%	77 17%	113 26%	1 3%	111 32%	103 34%	10 12%	135 35%	12 14%	83 18%	105 26%	150 31%	127 25%	60 18%
11 to 15 Euro	1939 18%	106 23%	82 18%	63 15%	3 9%	45 13%	30 10%	12 14%	49 13%	3 3%	72 15%	97 24%	91 19%	107 21%	18 5%
16 to 20 Euro	1269 12%	80 17%	36 8%	64 15%	7 18%	15 4%	6 2%	6 7%	35 9%	4 4%	47 10%	32 8%	24 5%	50 10%	8 2%
21 to 25 Euro	617 6%	36 8%	16 4%	38 9%	1 4%	3 1%	4 1%	2 3%	13 3%	2 2%	26 5%	21 5%	11 2%	14 3%	4 1%
26 to 30 Euro	393 4%	33 7%	26 6%	13 3%	5 12%	2 1%	3 1%	2 2%	8 2%	1 1%	20 4%	15 4%	5 1%	16 3%	1 0
31 to 40 Euro	311 3%	21 4%	10 2%	15 4%	5 12%	0 0	1 0	4 4%	0 0	2 2%	14 3%	11 3%	4 1%	5 1%	0 0

Volume

Q8. Approximately how much do you SAVE per month since switching to your new internet service provider, when comparing your average monthly bill now with the average monthly bill of your old provider (including all costs and charges for other services in the package, such as telephony or TV, if applicable)?

ONE ANSWER ONLY

FILTER: ASK Q8 IF Q4=1

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	10999	462	445	429	39	351	304	84	389	88	475	407	479	506	337
41 to 50 Euro	335 3%	24 5%	10 2%	19 4%	1 2%	0 0	0 0	4 5%	4 1%	2 3%	16 3%	17 4%	3 1%	5 1%	0 0
More than 50 Euro	70 1%	5 1%	6 1%	4 1%	3 8%	0 0	0 0	1 1%	0 0	0 0	3 1%	1 0	0 0	2 0	0 0
I pay about the same	1178 11%	38 8%	69 16%	26 6%	6 16%	43 12%	43 14%	10 12%	42 11%	12 14%	51 11%	32 8%	57 12%	55 11%	64 19%
I pay more	710 6%	18 4%	41 9%	14 3%	3 9%	28 8%	30 10%	6 8%	25 6%	5 6%	49 10%	14 3%	33 7%	25 5%	41 12%
Can't compare, since I now have a package that includes different services	852 8%	19 4%	29 7%	31 7%	2 4%	53 15%	18 6%	23 28%	34 9%	15 17%	51 11%	38 9%	25 5%	69 14%	37 11%
Don't know	4 0	1 0	0 0	0 0	1 2%	0 0	0 0	0 0	0 0	25 28%	0 0	0 0	0 0	0 0	0 0
Average (Excl. DK)	14.7	18.2	14.5	15.7	23.7	8.6	7.8	17.4	10.7	14.7	15.3	14.8	10.0	12.7	6.5

Volume

Q8. Approximately how much do you SAVE per month since switching to your new internet service provider, when comparing your average monthly bill now with the average monthly bill of your old provider (including all costs and charges for other services in the package, such as telephony or TV, if applicable)?

ONE ANSWER ONLY

FILTER: ASK Q8 IF Q4=1

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	10999	288	306	487	421	474	316	119
Less than 5 Euro	1004 9%	19 7%	40 13%	31 6%	38 9%	35 7%	24 8%	6 5%
5 to 10 Euro	2316 21%	53 19%	83 27%	82 17%	60 14%	71 15%	22 7%	12 10%
11 to 15 Euro	1939 18%	53 18%	36 12%	86 18%	70 17%	77 16%	30 10%	12 10%
16 to 20 Euro	1269 12%	39 14%	19 6%	66 13%	27 6%	70 15%	21 7%	8 7%
21 to 25 Euro	617 6%	13 5%	7 2%	36 7%	17 4%	38 8%	11 4%	5 4%
26 to 30 Euro	393 4%	9 3%	5 2%	17 3%	13 3%	18 4%	18 6%	10 8%
31 to 40 Euro	311 3%	4 1%	1 0	21 4%	13 3%	16 3%	2 1%	6 5%

Volume

Q8. Approximately how much do you SAVE per month since switching to your new internet service provider, when comparing your average monthly bill now with the average monthly bill of your old provider (including all costs and charges for other services in the package, such as telephony or TV, if applicable)?

ONE ANSWER ONLY

FILTER: ASK Q8 IF Q4=1

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	10999	288	306	487	421	474	316	119
41 to 50 Euro	335 3%	0 0	3 1%	9 2%	7 2%	28 6%	7 2%	0 0
More than 50 Euro	70 1%	0 0	1 0	2 0	0 0	3 1%	1 0	2 2%
I pay about the same	1178 11%	28 10%	53 17%	38 8%	84 20%	22 5%	85 27%	17 15%
I pay more	710 6%	12 4%	33 11%	35 7%	42 10%	44 9%	44 14%	10 9%
Can't compare, since I now have a package that includes different services	852 8%	58 20%	23 7%	63 13%	50 12%	52 11%	51 16%	13 11%
Don't know	4 0	0 0	0 0	0 0	0 0	0 0	0 0	17 14%
Average (Excl. DK)	14.7	13.3	10.4	15.7	14.3	17.3	15.9	17.4

Volume

Q9. Thinking about the switching process again, roughly how many hours of PERSONAL TIME did you spend on this? Please give the approximate amount of time you and other household members spent until the new internet connection was fully operational (including the initial search, comparing different offers, contacting the new provider, signing the new contract, installing/configuring equipment).

ONE ANSWER ONLY

FILTER: ASK Q9 IF Q4=1

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	10999	6550	4180	499	398	361	367	480	350	483	433
Less than 1 hour	2749 25%	1706 26%	863 21%	136 27%	112 28%	77 21%	141 39%	120 25%	91 26%	131 27%	126 29%
1 hour	1801 16%	1082 17%	660 16%	92 18%	70 18%	51 14%	68 19%	79 16%	66 19%	76 16%	76 18%
2 hours	2445 22%	1456 22%	931 22%	123 25%	76 19%	89 25%	75 20%	111 23%	79 22%	119 25%	87 20%
3 to 4 hours	2135 19%	1265 19%	831 20%	89 18%	63 16%	78 22%	46 13%	97 20%	65 19%	86 18%	104 24%
5 to 7 hours	740 7%	420 6%	337 8%	21 4%	30 8%	22 6%	15 4%	32 7%	28 8%	30 6%	16 4%
8 to 10 hours	796 7%	459 7%	342 8%	27 5%	25 6%	34 9%	18 5%	28 6%	14 4%	25 5%	21 5%
More than 10 hours	328 3%	162 2%	212 5%	12 2%	20 5%	8 2%	2 1%	12 3%	7 2%	16 3%	3 1%
Can't remember	1 0	0 0	3 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0
Don't know	2 0	0 0	4 0	0 0	0 0	2 1%	0 0	0 0	0 0	1 0	0 0
Average (Excl. DK/Can't Remember)	2.5	2.5	2.8	2.2	2.4	2.8	1.9	2.5	2.3	2.3	2.2

Volume

Q9. Thinking about the switching process again, roughly how many hours of PERSONAL TIME did you spend on this? Please give the approximate amount of time you and other household members spent until the new internet connection was fully operational (including the initial search, comparing different offers, contacting the new provider, signing the new contract, installing/configuring equipment).

ONE ANSWER ONLY

FILTER: ASK Q9 IF Q4=1

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	10999	462	445	429	39	351	304	84	389	88	475	407	479	506	337
Less than 1 hour	2749 25%	137 30%	106 24%	88 21%	14 36%	77 22%	63 21%	20 23%	75 19%	13 15%	143 30%	114 28%	92 19%	78 15%	71 21%
1 hour	1801 16%	78 17%	94 21%	68 16%	7 18%	43 12%	41 14%	14 16%	57 15%	12 13%	76 16%	78 19%	79 17%	77 15%	48 14%
2 hours	2445 22%	90 19%	108 24%	94 22%	12 31%	77 22%	75 25%	14 17%	77 20%	12 14%	98 21%	80 20%	116 24%	103 20%	64 19%
3 to 4 hours	2135 19%	86 19%	71 16%	97 23%	1 3%	84 24%	73 24%	20 23%	94 24%	15 17%	84 18%	95 23%	100 21%	117 23%	51 15%
5 to 7 hours	740 7%	31 7%	27 6%	29 7%	2 4%	22 6%	22 7%	6 7%	31 8%	3 4%	29 6%	23 6%	46 10%	43 9%	22 6%
8 to 10 hours	796 7%	32 7%	34 8%	36 8%	0 0	30 8%	17 6%	9 10%	34 9%	5 6%	34 7%	11 3%	33 7%	55 11%	39 11%
More than 10 hours	328 3%	8 2%	5 1%	17 4%	3 8%	19 5%	12 4%	2 3%	21 5%	0 0	11 2%	4 1%	13 3%	32 6%	44 13%
Can't remember	1 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	28 32%	0 0	0 0	0 0	0 0	0 0
Don't know	2 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0
Average (Excl. DK/Can't Remember)	2.5	2.4	2.4	2.8	1.5	2.8	2.6	2.9	2.9	2.6	2.4	2.2	2.7	3.1	3.0

Volume

Q9. Thinking about the switching process again, roughly how many hours of PERSONAL TIME did you spend on this? Please give the approximate amount of time you and other household members spent until the new internet connection was fully operational (including the initial search, comparing different offers, contacting the new provider, signing the new contract, installing/configuring equipment).

ONE ANSWER ONLY

FILTER: ASK Q9 IF Q4=1

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	10999	288	306	487	421	474	316	119
Less than 1 hour	2749 25%	60 21%	56 18%	193 40%	172 41%	131 28%	111 35%	16 13%
1 hour	1801 16%	54 19%	58 19%	84 17%	79 19%	59 13%	57 18%	14 12%
2 hours	2445 22%	56 19%	68 22%	90 19%	69 16%	113 24%	57 18%	18 15%
3 to 4 hours	2135 19%	59 20%	68 22%	61 13%	54 13%	90 19%	58 18%	22 19%
5 to 7 hours	740 7%	20 7%	22 7%	27 6%	19 4%	33 7%	17 5%	12 10%
8 to 10 hours	796 7%	29 10%	27 9%	17 4%	15 3%	38 8%	15 5%	12 10%
More than 10 hours	328 3%	11 4%	5 2%	13 3%	15 4%	10 2%	2 1%	8 7%
Can't remember	1 0	0 0	0 0	0 0	0 0	0 0	0 0	11 9%
Don't know	2 0	0 0	2 1%	0 0	0 0	0 0	0 0	6 5%
Average (Excl. DK/Can't Remember)	2.5	2.8	2.8	1.9	1.8	2.6	2.1	3.3

Volume

Q10. Please estimate how long you were WITHOUT internet access due to the switching process to your current internet service provider.

ONE ANSWER ONLY

FILTER: ASK Q10 IF Q4 =1 & ASK Q10 IF Q6=1 TO 10 OR 12 TO 14 IN Q6

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	9368	5592	3526	419	322	309	297	395	287	429	391
A couple of hours	1583 17%	961 17%	553 16%	64 15%	69 22%	44 14%	56 19%	72 18%	66 23%	98 23%	90 23%
1 day	1149 12%	681 12%	446 13%	40 10%	63 20%	31 10%	30 10%	38 10%	44 15%	60 14%	66 17%
2 to 3 days	1467 16%	878 16%	545 15%	53 13%	59 18%	42 14%	31 11%	56 14%	22 8%	67 16%	55 14%
4 to 6 days	837 9%	515 9%	274 8%	34 8%	21 7%	17 6%	21 7%	29 7%	5 2%	27 6%	34 9%
7 to 9 days	638 7%	393 7%	207 6%	19 5%	10 3%	7 2%	8 3%	29 7%	3 1%	21 5%	20 5%
10 to 14 days	468 5%	295 5%	134 4%	14 3%	6 2%	8 3%	12 4%	22 6%	3 1%	11 2%	15 4%

Volume

Q10. Please estimate how long you were WITHOUT internet access due to the switching process to your current internet service provider.

ONE ANSWER ONLY

FILTER: ASK Q10 IF Q4 =1 & ASK Q10 IF Q6=1 TO 10 OR 12 TO 14 IN Q6

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	9368	5592	3526	419	322	309	297	395	287	429	391
15 to 21 days	205 2%	136 2%	39 1%	12 3%	1 0	6 2%	6 2%	12 3%	1 0	9 2%	16 4%
22 to 28 days	275 3%	179 3%	63 2%	14 3%	3 1%	5 2%	9 3%	16 4%	0 0	2 0	14 4%
More than 28 days	131 1%	87 2%	24 1%	8 2%	2 1%	3 1%	0 0	14 4%	0 0	6 1%	4 1%
No interruption	2252 24%	1258 22%	1078 31%	145 35%	82 26%	129 42%	94 32%	96 24%	124 43%	109 25%	50 13%
Don't remember	365 4%	209 4%	162 5%	17 4%	5 2%	16 5%	29 10%	9 2%	19 7%	19 4%	26 7%
Average (<i>Excl. DK/No Interruption</i>)	4.7	4.8	4.0	5.0	2.6	3.9	4.5	5.3	1.6	3.1	4.4

Volume



Q10. Please estimate how long you were WITHOUT internet access due to the switching process to your current internet service provider.

ONE ANSWER ONLY

FILTER: ASK Q10 IF Q4 =1 & ASK Q10 IF Q6=1 TO 10 OR 12 TO 14 IN Q6

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	9368	415	369	388	38	315	250	69	341	84	427	333	402	422	279
A couple of hours	1583 17%	84 20%	30 8%	51 13%	9 25%	86 27%	43 17%	12 17%	53 16%	11 14%	95 22%	92 28%	51 13%	95 22%	50 18%
1 day	1149 12%	76 18%	37 10%	52 13%	5 15%	40 13%	46 18%	9 13%	37 11%	22 26%	49 11%	25 7%	47 12%	46 11%	35 13%
2 to 3 days	1467 16%	76 18%	70 19%	74 19%	1 2%	34 11%	32 13%	11 17%	40 12%	8 10%	34 8%	44 13%	69 17%	58 14%	45 16%
4 to 6 days	837 9%	29 7%	61 16%	52 14%	4 11%	15 5%	10 4%	2 3%	16 5%	1 1%	16 4%	19 6%	40 10%	36 9%	22 8%
7 to 9 days	638 7%	24 6%	28 8%	41 11%	1 3%	3 1%	2 1%	5 8%	9 3%	6 7%	12 3%	10 3%	34 8%	13 3%	19 7%
10 to 14 days	468 5%	15 4%	34 9%	19 5%	1 3%	2 1%	6 2%	2 3%	12 3%	0 0	13 3%	8 2%	14 3%	9 2%	21 8%

Volume



Q10. Please estimate how long you were WITHOUT internet access due to the switching process to your current internet service provider.

ONE ANSWER ONLY

FILTER: ASK Q10 IF Q4 =1 & ASK Q10 IF Q6=1 TO 10 OR 12 TO 14 IN Q6

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	9368	415	369	388	38	315	250	69	341	84	427	333	402	422	279
15 to 21 days	205 2%	6 2%	20 5%	5 1%	2 6%	2 1%	1 1%	0 0	4 1%	2 2%	7 2%	3 1%	6 1%	12 3%	2 1%
22 to 28 days	275 3%	4 1%	14 4%	20 5%	1 3%	2 0	2 1%	3 4%	5 1%	1 1%	11 3%	2 1%	10 2%	5 1%	3 1%
More than 28 days	131 1%	5 1%	7 2%	2 0	1 2%	0 0	1 0	4 5%	1 0	0 0	4 1%	2 1%	3 1%	5 1%	1 0
No interruption	2252 24%	83 20%	59 16%	57 15%	10 27%	116 37%	95 38%	20 29%	150 44%	33 39%	161 38%	119 36%	109 27%	124 29%	70 25%
Don't remember	365 4%	13 3%	10 3%	14 4%	2 4%	15 5%	12 5%	1 1%	15 4%	0 0	24 6%	9 3%	20 5%	19 5%	11 4%
Average (Excl. DK/No Interruption)	4.7	3.3	6.3	5.3	4.9	2.0	2.5	4.4	3.6	3.0	3.8	2.8	4.5	3.5	4.0

Volume

Q10. Please estimate how long you were WITHOUT internet access due to the switching process to your current internet service provider.

ONE ANSWER ONLY

FILTER: ASK Q10 IF Q4 =1 & ASK Q10 IF Q6=1 TO 10 OR 12 TO 14 IN Q6

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	9368	252	271	407	305	398	242	100
A couple of hours	1583 17%	81 32%	42 15%	77 19%	49 16%	81 20%	54 22%	38 38%
1 day	1149 12%	43 17%	36 13%	32 8%	27 9%	50 13%	17 7%	18 18%
2 to 3 days	1467 16%	25 10%	30 11%	40 10%	39 13%	56 14%	16 7%	14 14%
4 to 6 days	837 9%	9 4%	24 9%	14 4%	11 4%	26 6%	17 7%	6 6%
7 to 9 days	638 7%	2 1%	16 6%	11 3%	11 4%	29 7%	11 5%	8 8%
10 to 14 days	468 5%	4 2%	6 2%	7 2%	9 3%	24 6%	8 3%	2 2%

Volume

Q10. Please estimate how long you were WITHOUT internet access due to the switching process to your current internet service provider.

ONE ANSWER ONLY

FILTER: ASK Q10 IF Q4 =1 & ASK Q10 IF Q6=1 TO 10 OR 12 TO 14 IN Q6

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	9368	252	271	407	305	398	242	100
15 to 21 days	205 2%	1 0	3 1%	7 2%	5 2%	6 1%	5 2%	0 0
22 to 28 days	275 3%	1 0	10 4%	12 3%	4 1%	9 2%	4 1%	0 0
More than 28 days	131 1%	0 0	5 2%	2 0	1 0	5 1%	1 0	0 0
No interruption	2252 24%	73 29%	82 30%	177 44%	127 42%	95 24%	88 36%	15 15%
Don't remember	365 4%	14 5%	18 6%	29 7%	22 7%	18 5%	21 9%	0 0
Average (<i>Excl. DK/No Interruption</i>)	4.7	1.8	4.4	4.1	3.8	4.3	4.0	2.2

Volume

Q11. After you had decided on a provider, how easy was it to actually switch?

ONE ANSWER ONLY
 FILTER: ASK Q11 IF Q4=1

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	10999	6550	4180	499	398	361	367	480	350	483	433
Very easy	5182 47%	3062 47%	2034 49%	251 50%	287 72%	155 43%	222 61%	200 42%	197 56%	281 58%	220 51%
Fairly easy	4706 43%	2789 43%	1825 44%	190 38%	96 24%	171 47%	119 32%	207 43%	142 41%	174 36%	190 44%
Fairly difficult	839 8%	518 8%	271 6%	40 8%	10 3%	29 8%	19 5%	53 11%	10 3%	24 5%	20 5%
Very difficult	271 2%	181 3%	51 1%	18 4%	4 1%	6 2%	7 2%	19 4%	1 0	3 1%	2 0
Total Easy	9889 90%	5851 90%	3859 93%	441 88%	383 96%	326 90%	341 93%	407 85%	340 97%	456 94%	411 95%
Total Difficult	1110 10%	699 10%	322 7%	58 12%	14 4%	35 10%	26 7%	72 15%	10 3%	28 6%	22 5%

Q11. After you had decided on a provider, how easy was it to actually switch?

ONE ANSWER ONLY

FILTER: ASK Q11 IF Q4=1

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	10999	462	445	429	39	351	304	84	389	88	475	407	479	506	337
Very easy	5182 47%	202 44%	197 44%	161 38%	26 66%	187 53%	148 49%	35 42%	205 53%	57 65%	274 58%	218 54%	208 43%	187 37%	178 53%
Fairly easy	4706 43%	218 47%	187 42%	214 50%	10 27%	152 43%	127 42%	41 48%	159 41%	23 26%	165 35%	166 41%	231 48%	259 51%	132 39%
Fairly difficult	839 8%	30 6%	44 10%	40 9%	1 1%	7 2%	26 9%	4 5%	21 5%	6 7%	27 6%	18 4%	35 7%	46 9%	22 7%
Very difficult	271 2%	13 3%	17 4%	14 3%	2 5%	5 1%	3 1%	4 5%	4 1%	1 2%	10 2%	5 1%	5 1%	14 3%	5 2%
Total Easy	9889 90%	419 91%	384 86%	375 87%	36 93%	339 97%	274 90%	76 90%	364 94%	80 91%	439 92%	385 95%	439 92%	446 88%	309 92%
Total Difficult	1110 10%	43 9%	61 14%	54 13%	3 7%	12 3%	29 10%	9 10%	25 6%	8 9%	37 8%	22 5%	40 8%	59 12%	28 8%

Q11. After you had decided on a provider, how easy was it to actually switch?

ONE ANSWER ONLY

FILTER: ASK Q11 IF Q4=1

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	10999	288	306	487	421	474	316	116
Very easy	5182 47%	138 48%	121 40%	292 60%	225 54%	280 59%	192 61%	66 57%
Fairly easy	4706 43%	135 47%	163 53%	159 33%	159 38%	170 36%	108 34%	42 36%
Fairly difficult	839 8%	14 5%	17 6%	21 4%	30 7%	19 4%	10 3%	6 5%
Very difficult	271 2%	1 0	5 1%	14 3%	6 2%	5 1%	7 2%	2 2%
Total Easy	9889 90%	273 95%	284 93%	451 93%	385 91%	450 95%	299 95%	108 93%
Total Difficult	1110 10%	16 5%	22 7%	35 7%	36 9%	24 5%	17 5%	8 7%

Q12. Did you experience any problems when switching?

MULTIPLE ANSWERS 1-13 POSSIBLE. IF 14, NO OTHER ANSWER POSSIBLE

FILTER: ASK Q12 IF Q4=1

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	10999	6550	4180	499	398	361	367	480	350	483	433
Yes, I experienced a significant interruption of my internet service	1085 10%	725 11%	202 5%	48 10%	17 4%	13 4%	18 5%	63 13%	7 2%	40 8%	31 7%
Yes, my old provider initially refused to cancel my contract/delayed cancellation of my contract	908 8%	542 8%	342 8%	21 4%	18 5%	30 8%	17 5%	55 12%	6 2%	32 7%	30 7%
Yes, I could not install the new modem/router or experienced other technical difficulties	880 8%	539 8%	294 7%	34 7%	26 7%	26 7%	33 9%	47 10%	24 7%	46 10%	40 9%
Yes, I had to pay both my old and new providers for a certain period of time	825 8%	476 7%	356 9%	43 9%	24 6%	47 13%	28 7%	26 5%	26 8%	39 8%	27 6%
Yes, I had to pay an early termination fee to my old provider	638 6%	398 6%	194 5%	39 8%	16 4%	20 5%	16 4%	10 2%	4 1%	18 4%	30 7%
Yes, I had problems returning my old equipment (<i>modem, router etc</i>)	627 6%	377 6%	228 5%	24 5%	12 3%	16 4%	17 5%	23 5%	17 5%	20 4%	22 5%
Yes, I could not take the e-mail address that I used with my old provider with me	592 5%	399 6%	102 2%	45 9%	0 0	2 0	20 5%	19 4%	1 0	15 3%	17 4%
Yes, at first my old provider was not reachable or did not provide me with the information I needed to be able to switch	577 5%	390 6%	96 2%	9 2%	5 1%	8 2%	16 4%	28 6%	1 0	17 3%	19 4%
Yes, I experienced difficulties with other services included in my old package (<i>such as TV, fixed telephony or mobile telephony</i>)	501 5%	328 5%	111 3%	21 4%	9 2%	11 3%	22 6%	22 5%	8 2%	7 1%	11 2%

Volume

Q12. Did you experience any problems when switching?

MULTIPLE ANSWERS 1-13 POSSIBLE. IF 14, NO OTHER ANSWER POSSIBLE

FILTER: ASK Q12 IF Q4=1

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	10999	6550	4180	499	398	361	367	480	350	483	433
Yes, my new provider charged for the new internet connection before it became functional	498 5%	326 5%	111 3%	12 2%	12 3%	5 1%	5 1%	23 5%	4 1%	27 6%	19 4%
Yes, I did not know what steps to take to switch from one provider to another	471 4%	299 5%	132 3%	26 5%	13 3%	20 6%	13 4%	15 3%	1 0	20 4%	14 3%
Yes, after signing the contract, I had to pay charges or costs to the new provider that I was not aware of before	405 4%	255 4%	116 3%	14 3%	8 2%	7 2%	11 3%	17 4%	10 3%	22 5%	16 4%
Yes, I had other difficulties when switching	392 4%	251 4%	102 2%	26 5%	7 2%	20 6%	14 4%	27 6%	7 2%	15 3%	5 1%
Any Difficulties	4817 44%	2964 45%	1575 38%	210 42%	118 30%	141 39%	149 41%	216 45%	91 26%	193 40%	177 41%
No, I did not experience any problems	6182 56%	3586 55%	2605 62%	289 58%	280 70%	220 61%	218 59%	264 55%	259 74%	291 60%	256 59%

Q12. Did you experience any problems when switching?

MULTIPLE ANSWERS 1-13 POSSIBLE. IF 14, NO OTHER ANSWER POSSIBLE

FILTER: ASK Q12 IF Q4=1

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	10999	462	445	429	39	351	304	84	389	88	475	407	479	506	337
Yes, I experienced a significant interruption of my internet service	1085 10%	42 9%	54 12%	60 14%	1 2%	7 2%	8 3%	5 6%	10 3%	6 7%	33 7%	26 6%	25 5%	28 6%	23 7%
Yes, my old provider initially refused to cancel my contract/delayed cancellation of my contract	908 8%	30 6%	47 11%	34 8%	1 3%	28 8%	32 11%	4 4%	28 7%	7 8%	21 4%	16 4%	43 9%	58 11%	32 9%
Yes, I could not install the new modem/router or experienced other technical difficulties	880 8%	31 7%	34 8%	26 6%	0 0	14 4%	23 7%	10 12%	29 8%	2 2%	33 7%	40 10%	44 9%	36 7%	8 2%
Yes, I had to pay both my old and new providers for a certain period of time	825 8%	31 7%	35 8%	28 7%	0 0	28 8%	52 17%	6 7%	30 8%	4 5%	36 8%	38 9%	39 8%	34 7%	28 8%
Yes, I had to pay an early termination fee to my old provider	638 6%	27 6%	57 13%	32 7%	1 3%	16 5%	18 6%	5 6%	6 1%	3 3%	17 4%	8 2%	27 6%	16 3%	13 4%
Yes, I had problems returning my old equipment (<i>modem, router etc</i>)	627 6%	18 4%	30 7%	37 9%	2 5%	14 4%	15 5%	1 1%	18 5%	7 8%	19 4%	22 5%	33 7%	38 7%	15 4%
Yes, I could not take the e-mail address that I used with my old provider with me	592 5%	17 4%	49 11%	22 5%	3 9%	9 2%	4 1%	4 5%	10 3%	0 0	34 7%	35 9%	19 4%	18 4%	4 1%
Yes, at first my old provider was not reachable or did not provide me with the information I needed to be able to switch	577 5%	17 4%	30 7%	30 7%	0 0	7 2%	5 2%	2 2%	5 1%	2 2%	23 5%	7 2%	15 3%	18 4%	5 1%
Yes, I experienced difficulties with other services included in my old package (<i>such as TV, fixed telephony or mobile telephony</i>)	501 5%	23 5%	23 5%	18 4%	0 0	7 2%	7 2%	3 3%	11 3%	0 0	25 5%	9 2%	15 3%	24 5%	5 1%

Q12. Did you experience any problems when switching?

MULTIPLE ANSWERS 1-13 POSSIBLE. IF 14, NO OTHER ANSWER POSSIBLE
 FILTER: ASK Q12 IF Q4=1

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	10999	462	445	429	39	351	304	84	389	88	475	407	479	506	337
Yes, my new provider charged for the new internet connection before it became functional	498 5%	25 5%	30 7%	16 4%	0 0	3 1%	3 1%	4 4%	5 1%	1 1%	14 3%	10 3%	17 4%	7 1%	9 3%
Yes, I did not know what steps to take to switch from one provider to another	471 4%	20 4%	23 5%	28 6%	0 0	8 2%	14 5%	1 1%	4 1%	0 0	11 2%	8 2%	16 3%	18 4%	8 2%
Yes, after signing the contract, I had to pay charges or costs to the new provider that I was not aware of before	405 4%	24 5%	18 4%	18 4%	0 0	7 2%	6 2%	1 1%	5 1%	0 0	7 1%	8 2%	19 4%	13 3%	6 2%
Yes, I had other difficulties when switching	392 4%	11 2%	20 4%	7 2%	0 0	10 3%	5 2%	3 3%	20 5%	0 0	36 8%	10 2%	10 2%	28 6%	1 0
Any Difficulties	4817 44%	191 41%	225 50%	225 52%	8 20%	104 30%	127 42%	33 39%	130 33%	22 25%	171 36%	136 33%	209 44%	191 38%	106 31%
No, I did not experience any problems	6182 56%	271 59%	221 50%	205 48%	31 80%	247 70%	176 58%	52 61%	260 67%	66 75%	305 64%	271 67%	269 56%	314 62%	231 69%

Q12. Did you experience any problems when switching?

MULTIPLE ANSWERS 1-13 POSSIBLE. IF 14, NO OTHER ANSWER POSSIBLE

FILTER: ASK Q12 IF Q4=1

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	10999	288	306	487	421	474	316	111
Yes, I experienced a significant interruption of my internet service	1085 10%	9 3%	11 4%	26 5%	33 8%	53 11%	18 6%	13 12%
Yes, my old provider initially refused to cancel my contract/delayed cancellation of my contract	908 8%	13 4%	12 4%	26 5%	11 3%	35 7%	11 3%	2 1%
Yes, I could not install the new modem/router or experienced other technical difficulties	880 8%	25 9%	18 6%	49 10%	40 9%	47 10%	32 10%	7 7%
Yes, I had to pay both my old and new providers for a certain period of time	825 8%	15 5%	15 5%	45 9%	46 11%	43 9%	42 13%	10 9%
Yes, I had to pay an early termination fee to my old provider	638 6%	16 5%	11 4%	8 2%	27 7%	28 6%	15 5%	4 4%
Yes, I had problems returning my old equipment (<i>modem, router etc</i>)	627 6%	30 10%	10 3%	6 1%	13 3%	29 6%	13 4%	8 7%
Yes, I could not take the e-mail address that I used with my old provider with me	592 5%	10 3%	10 3%	34 7%	33 8%	34 7%	21 7%	9 8%
Yes, at first my old provider was not reachable or did not provide me with the information I needed to be able to switch	577 5%	5 2%	9 3%	19 4%	15 4%	42 9%	6 2%	2 2%
Yes, I experienced difficulties with other services included in my old package (<i>such as TV, fixed telephony or mobile telephony</i>)	501 5%	13 5%	6 2%	11 2%	14 3%	37 8%	8 2%	6 6%

Volume

Q12. Did you experience any problems when switching?

MULTIPLE ANSWERS 1-13 POSSIBLE. IF 14, NO OTHER ANSWER POSSIBLE

FILTER: ASK Q12 IF Q4=1

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	10999	288	306	487	421	474	316	111
Yes, my new provider charged for the new internet connection before it became functional	498 5%	8 3%	8 3%	18 4%	17 4%	34 7%	12 4%	8 7%
Yes, I did not know what steps to take to switch from one provider to another	471 4%	19 6%	11 3%	7 2%	10 2%	27 6%	6 2%	2 2%
Yes, after signing the contract, I had to pay charges or costs to the new provider that I was not aware of before	405 4%	13 5%	7 2%	9 2%	20 5%	21 4%	12 4%	7 6%
Yes, I had other difficulties when switching	392 4%	8 3%	8 3%	27 6%	22 5%	16 3%	13 4%	3 3%
Any Difficulties	4817 44%	113 39%	86 28%	189 39%	184 44%	212 45%	127 40%	46 41%
No, I did not experience any problems	6182 56%	176 61%	219 72%	297 61%	237 56%	263 55%	189 60%	65 59%

Q13. Would you say you are satisfied now that you have switched internet service provider?

ONE ANSWER ONLY

FILTER: ASK Q13 IF Q4=1

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	10999	6550	4180	499	398	361	367	480	350	483	433
Yes, satisfied	8839 80%	5293 81%	3283 79%	393 79%	301 76%	300 83%	306 83%	390 81%	308 88%	359 74%	341 79%
No, not satisfied because my new provider is not as good as I thought	1063 10%	611 9%	464 11%	46 9%	67 17%	25 7%	31 8%	53 11%	16 5%	60 12%	42 10%
No, not satisfied because my new provider is not as cheap as I thought	488 4%	305 5%	147 4%	29 6%	13 3%	10 3%	18 5%	13 3%	5 1%	37 8%	17 4%
No, not satisfied because I realised there are even better deals available	399 4%	216 3%	208 5%	14 3%	15 4%	17 5%	4 1%	12 3%	14 4%	14 3%	23 5%
No, not satisfied because of other reasons	209 2%	125 2%	77 2%	17 3%	2 0	9 3%	9 2%	11 2%	7 2%	14 3%	10 2%
Total Satisfied	8839 80%	5293 81%	3283 79%	393 79%	301 76%	300 83%	306 83%	390 81%	308 88%	359 74%	341 79%
Total Dissatisfied	2159 20%	1257 19%	897 21%	106 21%	97 24%	61 17%	61 17%	89 19%	42 12%	125 26%	92 21%

Q13. Would you say you are satisfied now that you have switched internet service provider?

ONE ANSWER ONLY

FILTER: ASK Q13 IF Q4=1

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	10999	462	445	429	39	351	304	84	389	88	475	407	479	506	337
Yes, satisfied	8839 80%	359 78%	365 82%	344 80%	36 92%	299 85%	242 80%	71 84%	311 80%	72 82%	390 82%	358 88%	372 78%	364 72%	260 77%
No, not satisfied because my new provider is not as good as I thought	1063 10%	43 9%	32 7%	40 9%	2 5%	14 4%	34 11%	10 11%	31 8%	11 12%	49 10%	29 7%	56 12%	57 11%	43 13%
No, not satisfied because my new provider is not as cheap as I thought	488 4%	31 7%	18 4%	31 7%	1 3%	13 4%	10 3%	1 2%	9 2%	1 1%	13 3%	4 1%	18 4%	21 4%	13 4%
No, not satisfied because I realised there are even better deals available	399 4%	21 5%	22 5%	13 3%	0 0	16 5%	14 5%	0 0	25 6%	0 0	4 1%	9 2%	28 6%	31 6%	11 3%
No, not satisfied because of other reasons	209 2%	8 2%	8 2%	2 0	0 0	9 3%	4 1%	3 3%	13 3%	4 4%	19 4%	7 2%	4 1%	33 7%	10 3%
Total Satisfied	8839 80%	359 78%	365 82%	344 80%	36 92%	299 85%	242 80%	71 84%	311 80%	72 82%	390 82%	358 88%	372 78%	364 72%	260 77%
Total Dissatisfied	2159 20%	103 22%	80 18%	86 20%	3 8%	52 15%	62 20%	14 16%	79 20%	16 18%	86 18%	49 12%	106 22%	142 28%	76 23%

Q13. Would you say you are satisfied now that you have switched internet service provider?

ONE ANSWER ONLY

FILTER: ASK Q13 IF Q4=1

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	10999	288	306	487	421	474	316	110
Yes, satisfied	8839 80%	216 75%	241 79%	389 80%	324 77%	398 84%	250 79%	85 77%
No, not satisfied because my new provider is not as good as I thought	1063 10%	30 10%	27 9%	52 11%	56 13%	37 8%	23 7%	12 11%
No, not satisfied because my new provider is not as cheap as I thought	488 4%	17 6%	11 4%	11 2%	14 3%	22 5%	21 7%	8 7%
No, not satisfied because I realised there are even better deals available	399 4%	12 4%	16 5%	14 3%	12 3%	12 3%	7 2%	0 0
No, not satisfied because of other reasons	209 2%	14 5%	10 3%	20 4%	15 4%	5 1%	15 5%	5 5%
Total Satisfied	8839 80%	216 75%	241 79%	389 80%	324 77%	398 84%	250 79%	85 77%
Total Dissatisfied	2159 20%	73 25%	65 21%	97 20%	97 23%	76 16%	66 21%	25 23%

Q14. Which of the following reasons made you CONSIDER switching your internet service provider?

MULTIPLE ANSWERS POSSIBLE
 FILTER: ASK Q14 IF Q4=2 OR 3

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	8947	5191	3765	337	270	343	262	359	292	336	332
I considered switching because I found a cheaper offer	4077 46%	2417 47%	1580 42%	169 50%	115 43%	109 32%	116 44%	172 48%	127 43%	120 36%	188 57%
The speed of my internet connection was slower than it should be	2588 29%	1416 27%	1318 35%	79 23%	107 40%	136 40%	51 20%	94 26%	86 29%	125 37%	96 29%
I often experienced interruptions in my internet connection	2102 23%	1092 21%	2541 33%	73 22%	124 46%	115 33%	52 20%	55 15%	69 24%	92 27%	73 22%
I considered switching because another provider offered a different package of communications services	1843 21%	1076 21%	758 20%	44 13%	79 29%	10 3%	33 13%	85 24%	77 26%	88 26%	106 32%
The customer service was poor	1502 17%	879 17%	612 16%	79 23%	23 9%	59 17%	34 13%	54 15%	28 10%	69 20%	47 14%
I experienced blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)	1092 12%	626 12%	482 13%	58 17%	32 12%	48 14%	35 13%	24 7%	29 10%	65 19%	40 12%
I had problems with the other services included in the package (TV, fixed telephony, mobile telephony etc)	851 10%	461 9%	444 12%	39 11%	29 11%	34 10%	15 6%	27 8%	48 16%	25 8%	31 9%
My bill was unclear	614 7%	391 8%	167 4%	29 9%	9 3%	19 6%	13 5%	19 5%	3 1%	28 8%	20 6%
I considered switching because I moved house	507 6%	333 6%	112 3%	14 4%	13 5%	6 2%	17 7%	31 9%	15 5%	21 6%	16 5%
My bill had errors	505 6%	325 6%	127 3%	27 8%	6 2%	21 6%	18 7%	18 5%	4 1%	14 4%	7 2%

Volume

Q14. Which of the following reasons made you CONSIDER switching your internet service provider?

MULTIPLE ANSWERS POSSIBLE
 FILTER: ASK Q14 IF Q4=2 OR 3

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	8947	5191	3765	337	270	343	262	359	292	336	332
I had problems with additional online features provided (<i>e-mail/online storage/personal website etc</i>)	351 4%	227 4%	82 2%	12 4%	6 2%	9 3%	8 3%	19 5%	5 2%	17 5%	9 3%
I often surpassed my download limit and was required to pay extra	346 4%	216 4%	105 3%	33 10%	5 2%	11 3%	5 2%	7 2%	0 0	40 12%	11 3%
I had concerns regarding the use of my personal data/bank details by the provider	266 3%	169 3%	74 2%	6 2%	5 2%	4 1%	4 1%	11 3%	2 1%	11 3%	3 1%
I considered switching for other reasons	561 6%	329 6%	228 6%	33 10%	13 5%	43 13%	31 12%	21 6%	21 7%	12 4%	7 2%

Q14. Which of the following reasons made you CONSIDER switching your internet service provider?

MULTIPLE ANSWERS POSSIBLE
FILTER: ASK Q14 IF Q4=2 OR 3

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	8947	382	399	354	122	314	327	146	329	41	313	325	403	375	327
I considered switching because I found a cheaper offer	4077 46%	217 57%	155 39%	162 46%	64 53%	147 47%	143 44%	60 41%	162 49%	8 20%	144 46%	164 50%	175 44%	197 52%	126 39%
The speed of my internet connection was slower than it should be	2588 29%	101 26%	88 22%	96 27%	27 22%	106 34%	106 32%	48 32%	81 25%	11 27%	76 24%	102 31%	139 34%	116 31%	131 40%
I often experienced interruptions in my internet connection	2102 23%	69 18%	119 30%	60 17%	24 20%	55 18%	64 20%	35 24%	99 30%	8 20%	50 16%	67 20%	134 33%	91 24%	110 34%
I considered switching because another provider offered a different package of communications services	1843 21%	75 20%	85 21%	65 18%	23 19%	75 24%	34 10%	43 30%	51 15%	7 16%	54 17%	80 24%	93 23%	102 27%	77 24%
The customer service was poor	1502 17%	75 20%	91 23%	37 10%	6 5%	22 7%	19 6%	22 15%	25 8%	6 14%	40 13%	58 18%	79 20%	51 14%	68 21%
I experienced blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)	1092 12%	42 11%	57 14%	56 16%	6 5%	20 6%	48 15%	24 16%	14 4%	2 6%	16 5%	17 5%	42 10%	43 11%	65 20%
I had problems with the other services included in the package (TV, fixed telephony, mobile telephony etc)	851 10%	25 7%	53 13%	32 9%	1 1%	35 11%	38 11%	12 9%	56 17%	6 16%	25 8%	23 7%	36 9%	52 14%	56 17%
My bill was unclear	614 7%	37 10%	31 8%	41 11%	5 4%	7 2%	15 5%	17 11%	11 3%	3 7%	13 4%	10 3%	19 5%	9 2%	16 5%
I considered switching because I moved house	507 6%	12 3%	31 8%	21 6%	1 1%	18 6%	9 3%	11 7%	3 1%	1 2%	18 6%	25 8%	10 2%	12 3%	16 5%
My bill had errors	505 6%	44 12%	31 8%	16 4%	3 2%	7 2%	5 2%	14 10%	6 2%	1 2%	10 3%	10 3%	13 3%	20 5%	13 4%

Q14. Which of the following reasons made you CONSIDER switching your internet service provider?

MULTIPLE ANSWERS POSSIBLE
 FILTER: ASK Q14 IF Q4=2 OR 3

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	8947	382	399	354	122	314	327	146	329	41	313	325	403	375	327
I had problems with additional online features provided (<i>e-mail/online storage/personal website etc</i>)	351 4%	14 4%	12 3%	17 5%	7 5%	4 1%	16 5%	6 4%	7 2%	1 2%	12 4%	21 7%	9 2%	9 3%	6 2%
I often surpassed my download limit and was required to pay extra	346 4%	9 2%	12 3%	21 6%	3 2%	2 1%	7 2%	4 3%	2 1%	1 3%	9 3%	19 6%	18 4%	16 4%	1 0
I had concerns regarding the use of my personal data/bank details by the provider	266 3%	10 3%	23 6%	16 4%	0 0	6 2%	4 1%	4 3%	5 2%	0 0	5 2%	6 2%	11 3%	6 1%	4 1%
I considered switching for other reasons	561 6%	20 5%	34 9%	13 4%	0 0	18 6%	23 7%	9 6%	33 10%	0 0	30 9%	32 10%	16 4%	28 7%	16 5%

Q14. Which of the following reasons made you CONSIDER switching your internet service provider?

MULTIPLE ANSWERS POSSIBLE
 FILTER: ASK Q14 IF Q4=2 OR 3

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	8947	414	385	335	321	375	294	169
I considered switching because I found a cheaper offer	4077 46%	200 48%	172 45%	148 44%	131 41%	164 44%	98 33%	68 40%
The speed of my internet connection was slower than it should be	2588 29%	89 21%	130 34%	112 34%	88 27%	125 33%	117 40%	52 31%
I often experienced interruptions in my internet connection	2102 23%	99 24%	109 28%	121 36%	71 22%	93 25%	86 29%	58 34%
I considered switching because another provider offered a different package of communications services	1843 21%	124 30%	67 17%	46 14%	45 14%	76 20%	37 13%	45 26%
The customer service was poor	1502 17%	32 8%	42 11%	65 19%	59 18%	71 19%	58 20%	41 24%
I experienced blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)	1092 12%	74 18%	63 16%	10 3%	31 10%	57 15%	37 13%	8 4%
I had problems with the other services included in the package (TV, fixed telephony, mobile telephony etc)	851 10%	95 23%	20 5%	22 7%	30 9%	27 7%	25 8%	24 14%
My bill was unclear	614 7%	18 4%	8 2%	24 7%	17 5%	24 6%	20 7%	24 14%
I considered switching because I moved house	507 6%	8 2%	14 4%	15 5%	27 8%	24 6%	26 9%	8 5%
My bill had errors	505 6%	8 2%	10 3%	19 6%	12 4%	23 6%	12 4%	15 9%

Volume

Q14. Which of the following reasons made you CONSIDER switching your internet service provider?

MULTIPLE ANSWERS POSSIBLE
 FILTER: ASK Q14 IF Q4=2 OR 3

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	8947	414	385	335	321	375	294	169
I had problems with additional online features provided (<i>e-mail/online storage/personal website etc</i>)	351 4%	16 4%	5 1%	14 4%	14 4%	19 5%	20 7%	4 2%
I often surpassed my download limit and was required to pay extra	346 4%	0 0	21 5%	7 2%	11 3%	24 7%	16 6%	24 14%
I had concerns regarding the use of my personal data/bank details by the provider	266 3%	2 1%	9 2%	7 2%	12 4%	7 2%	4 1%	2 1%
I considered switching for other reasons	561 6%	41 10%	23 6%	34 10%	22 7%	26 7%	10 3%	5 3%

Q15. Which of the following are the main reasons why you have NOT SWITCHED your internet service provider? Please give up to three reasons.

UP TO THREE ANSWERS

FILTER: ASK Q15 IF Q4=2 OR 3

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	8947	5191	3765	337	270	343	262	359	292	336	332
I wanted to see if my current provider offers me a better deal first	1744 19%	936 18%	935 25%	42 12%	55 20%	120 35%	33 13%	71 20%	44 15%	62 19%	66 20%
I am reluctant to leave a provider I know for one I don't know	1472 16%	935 18%	405 11%	72 21%	54 20%	15 4%	32 12%	49 14%	40 14%	65 19%	83 25%
I need to wait until the end of my contract so I can switch without paying a penalty	1423 16%	690 13%	962 26%	59 17%	69 26%	52 15%	12 5%	62 17%	18 6%	48 14%	32 10%
I just haven't had time	1344 15%	758 15%	625 17%	60 18%	47 17%	74 22%	50 19%	37 10%	70 24%	62 19%	46 14%
It is difficult to compare offers	1210 14%	772 15%	324 9%	82 24%	23 9%	46 13%	51 19%	46 13%	73 25%	46 14%	29 9%
I might experience a significant internet service interruption or other technical difficulties	1187 13%	772 15%	279 7%	33 10%	27 10%	23 7%	29 11%	65 18%	21 7%	34 10%	62 19%
It's not worth the effort because all offers are similar	1077 12%	637 12%	421 11%	35 10%	62 23%	26 8%	24 9%	38 11%	82 28%	42 12%	48 14%
My current provider offers the best value for money	1049 12%	592 11%	487 13%	36 11%	42 16%	33 10%	29 11%	32 9%	42 14%	49 15%	41 12%
I might have to pay additional fees or charges for switching	845 9%	512 10%	300 8%	61 18%	25 9%	29 8%	25 10%	23 6%	9 3%	32 10%	58 17%
There are too many offers to choose from	800 9%	500 10%	241 6%	34 10%	22 8%	31 9%	46 18%	36 10%	45 15%	28 8%	21 6%

Q15. Which of the following are the main reasons why you have NOT SWITCHED your internet service provider? Please give up to three reasons.

UP TO THREE ANSWERS

FILTER: ASK Q15 IF Q4=2 OR 3

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	8947	5191	3765	337	270	343	262	359	292	336	332
There is no other provider in my area offering the package of communications services (such as TV, fixed telephony or mobile telephony) I would like	651 7%	339 7%	378 10%	7 2%	30 11%	27 8%	19 7%	26 7%	44 15%	27 8%	30 9%
I might experience difficulties with other services included in my package (such as TV, fixed telephony or mobile telephony)	631 7%	368 7%	262 7%	26 8%	25 9%	29 9%	16 6%	29 8%	41 14%	28 8%	29 9%
I was going to switch when my contract expired then I didn't	599 7%	287 6%	413 11%	12 4%	29 11%	23 7%	7 3%	20 6%	3 1%	16 5%	40 12%
I'm not sure what steps I need to take to switch	582 7%	357 7%	193 5%	27 8%	10 4%	22 6%	9 4%	9 3%	9 3%	16 5%	11 3%
I am concerned I might lose my email address with my current provider	557 6%	388 5%	60 2%	29 9%	0 0	6 2%	22 9%	29 8%	1 0	11 3%	15 5%
There is no other provider offering broadband internet access in my area	544 6%	248 5%	408 11%	12 4%	23 8%	23 7%	9 3%	18 5%	20 7%	34 10%	15 5%
I would need to change, return or pay for equipment I have from my current provider	539 6%	303 6%	252 7%	42 12%	11 4%	22 6%	10 4%	18 5%	32 11%	17 5%	17 5%
No one else I know has switched	181 2%	119 2%	39 1%	4 1%	8 3%	1 0	7 3%	8 2%	2 1%	16 5%	9 3%
Other reason	459 5%	287 6%	139 4%	26 8%	11 4%	31 9%	32 12%	23 6%	18 6%	18 5%	10 3%
Don't know	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0

Q15. Which of the following are the main reasons why you have NOT SWITCHED your internet service provider? Please give up to three reasons.

UP TO THREE ANSWERS

FILTER: ASK Q15 IF Q4=2 OR 3

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	8947	382	399	354	122	314	327	146	329	41	313	325	403	375	327
I wanted to see if my current provider offers me a better deal first	1744 19%	78 20%	68 17%	58 16%	10 8%	63 20%	91 28%	17 12%	59 18%	0 0	20 6%	64 20%	113 28%	104 28%	61 19%
I am reluctant to leave a provider I know for one I don't know	1472 16%	54 14%	91 23%	80 23%	15 12%	37 12%	40 12%	33 22%	62 19%	3 7%	52 17%	50 15%	33 8%	59 16%	36 11%
I need to wait until the end of my contract so I can switch without paying a penalty	1423 16%	39 10%	49 12%	29 8%	5 4%	59 19%	58 18%	12 8%	73 22%	6 15%	18 6%	61 19%	112 28%	71 19%	106 32%
I just haven't had time	1344 15%	66 17%	57 14%	58 16%	27 22%	56 18%	44 13%	34 23%	27 8%	9 23%	54 17%	46 14%	60 15%	22 6%	70 22%
It is difficult to compare offers	1210 14%	51 13%	73 18%	57 16%	3 3%	40 13%	28 9%	42 29%	38 12%	4 10%	48 15%	53 16%	29 7%	30 8%	17 5%
I might experience a significant internet service interruption or other technical difficulties	1187 13%	56 15%	59 15%	51 14%	3 3%	15 5%	24 7%	11 8%	18 6%	2 5%	28 9%	24 7%	35 9%	24 6%	22 7%
It's not worth the effort because all offers are similar	1077 12%	47 12%	53 13%	49 14%	5 4%	31 10%	36 11%	18 12%	38 11%	3 8%	24 8%	44 14%	37 9%	80 21%	43 13%
My current provider offers the best value for money	1049 12%	41 11%	42 10%	40 11%	17 14%	50 16%	50 15%	11 8%	50 15%	5 12%	53 17%	37 11%	54 13%	70 19%	37 11%
I might have to pay additional fees or charges for switching	845 9%	37 10%	40 10%	46 13%	4 3%	38 12%	16 5%	23 15%	19 6%	0 0	16 5%	34 10%	28 7%	17 5%	30 9%
There are too many offers to choose from	800 9%	43 11%	34 9%	35 10%	1 0	24 8%	8 2%	12 8%	12 4%	0 0	32 10%	24 7%	29 7%	20 5%	11 3%

Q15. Which of the following are the main reasons why you have NOT SWITCHED your internet service provider? Please give up to three reasons.

UP TO THREE ANSWERS

FILTER: ASK Q15 IF Q4=2 OR 3

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	8947	382	399	354	122	314	327	146	329	41	313	325	403	375	327
There is no other provider in my area offering the package of communications services (such as TV, fixed telephony or mobile telephony) I would like	651 7%	34 9%	20 5%	17 5%	16 13%	42 13%	45 14%	5 3%	54 17%	1 2%	31 10%	36 11%	28 7%	46 12%	46 14%
I might experience difficulties with other services included in my package (such as TV, fixed telephony or mobile telephony)	631 7%	19 5%	23 6%	28 8%	2 1%	29 9%	16 5%	8 6%	21 6%	0 0	21 7%	23 7%	28 7%	21 6%	18 6%
I was going to switch when my contract expired then I didn't	599 7%	24 6%	16 4%	19 5%	1 1%	17 5%	54 16%	0 0	30 9%	1 3%	13 4%	15 5%	55 14%	31 8%	32 10%
I'm not sure what steps I need to take to switch	582 7%	20 5%	46 12%	26 7%	3 2%	8 2%	17 5%	19 13%	19 6%	2 5%	12 4%	16 5%	27 7%	18 5%	8 2%
I am concerned I might lose my email address with my current provider	557 6%	17 4%	26 7%	24 7%	0 0	4 1%	13 4%	16 11%	22 7%	0 0	32 10%	31 10%	4 1%	12 3%	0 0
There is no other provider offering broadband internet access in my area	544 6%	17 4%	16 4%	21 6%	26 22%	39 12%	37 11%	6 4%	50 15%	0 0	18 6%	25 8%	49 12%	16 4%	36 11%
I would need to change, return or pay for equipment I have from my current provider	539 6%	15 4%	37 9%	19 5%	1 1%	16 5%	32 10%	18 12%	26 8%	1 2%	34 11%	22 7%	18 5%	12 3%	33 10%
No one else I know has switched	181 2%	10 3%	9 2%	11 3%	0 0	4 1%	3 1%	4 3%	0 0	0 0	8 3%	6 2%	6 2%	5 1%	1 0
Other reason	459 5%	22 6%	20 5%	13 4%	5 4%	15 5%	18 6%	7 4%	17 5%	7 17%	28 9%	17 5%	9 2%	32 8%	5 2%
Don't know	0 0	0 0	0 0	0 0	1 1%	0 0	0 0	0 0	0 0	1 1%	0 0	0 0	0 0	0 0	0 0

Volume

Q15. Which of the following are the main reasons why you have NOT SWITCHED your internet service provider? Please give up to three reasons.

UP TO THREE ANSWERS

FILTER: ASK Q15 IF Q4=2 OR 3

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	8947	414	385	335	321	375	294	171
I wanted to see if my current provider offers me a better deal first	1744 19%	73 18%	103 27%	46 14%	40 12%	74 20%	51 17%	23 13%
I am reluctant to leave a provider I know for one I don't know	1472 16%	76 18%	52 14%	21 6%	31 10%	69 18%	34 11%	37 22%
I need to wait until the end of my contract so I can switch without paying a penalty	1423 16%	36 9%	113 29%	67 20%	61 19%	62 17%	32 11%	5 3%
I just haven't had time	1344 15%	72 17%	55 14%	71 21%	56 18%	57 15%	50 17%	38 22%
It is difficult to compare offers	1210 14%	53 13%	48 13%	54 16%	54 17%	51 14%	39 13%	42 24%
I might experience a significant internet service interruption or other technical difficulties	1187 13%	33 8%	13 3%	71 21%	40 12%	61 16%	20 7%	23 14%
It's not worth the effort because all offers are similar	1077 12%	65 16%	32 8%	30 9%	41 13%	43 11%	51 17%	37 22%
My current provider offers the best value for money	1049 12%	39 9%	56 15%	28 8%	27 8%	53 14%	30 10%	18 11%
I might have to pay additional fees or charges for switching	845 9%	47 11%	45 12%	27 8%	33 10%	38 10%	26 9%	10 6%
There are too many offers to choose from	800 9%	43 10%	31 8%	19 6%	28 9%	38 10%	48 16%	6 4%

Volume

Q15. Which of the following are the main reasons why you have NOT SWITCHED your internet service provider? Please give up to three reasons.

UP TO THREE ANSWERS

FILTER: ASK Q15 IF Q4=2 OR 3

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	8947	414	385	335	321	375	294	171
There is no other provider in my area offering the package of communications services (<i>such as TV, fixed telephony or mobile telephony</i>) I would like	651 7%	64 15%	20 5%	15 5%	23 7%	19 5%	36 12%	6 4%
I might experience difficulties with other services included in my package (<i>such as TV, fixed telephony or mobile telephony</i>)	631 7%	60 15%	17 4%	16 5%	31 10%	28 8%	26 9%	19 11%
I was going to switch when my contract expired then I didn't	599 7%	22 5%	44 11%	21 6%	32 10%	19 5%	20 7%	1 0
I'm not sure what steps I need to take to switch	582 7%	10 2%	18 5%	12 4%	20 6%	38 10%	32 11%	5 3%
I am concerned I might lose my email address with my current provider	557 6%	20 5%	9 2%	33 10%	21 7%	40 11%	21 7%	12 7%
There is no other provider offering broadband internet access in my area	544 6%	45 11%	17 4%	30 9%	20 6%	13 3%	34 12%	10 6%
I would need to change, return or pay for equipment I have from my current provider	539 6%	31 8%	37 10%	19 6%	15 5%	17 4%	22 7%	7 4%
No one else I know has switched	181 2%	7 2%	3 1%	7 2%	7 2%	6 2%	12 4%	0 0
Other reason	459 5%	35 8%	16 4%	24 7%	21 6%	18 5%	19 6%	11 6%
Don't know	0 0	0 0	0 0	1 0	0 0	0 0	0 0	9 5%

Q16. Which of the following reasons best explain why you have NOT CONSIDERED switching your internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS

FILTER: ASK Q16 IF Q4=4 OR 5

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	7723	4334	3642	341	364	304	405	333	397	231	296
I am satisfied with my current internet provider	3696 48%	1970 45%	2019 55%	185 54%	242 66%	177 58%	228 56%	141 42%	225 57%	109 47%	176 59%
My current provider offers the best value for money	1963 25%	996 23%	1208 33%	62 18%	170 47%	102 33%	109 27%	73 22%	112 28%	70 30%	96 32%
It's not worth the effort because all offers are similar	1262 16%	718 17%	568 16%	48 14%	61 17%	46 15%	74 18%	53 16%	58 14%	32 14%	64 21%
I am reluctant to leave a provider I know for one I don't know	1201 16%	703 16%	488 13%	71 21%	56 16%	52 17%	41 10%	43 13%	107 27%	35 15%	56 19%
I might experience a significant internet service interruption or other technical difficulties	784 10%	501 12%	206 6%	32 9%	13 3%	16 5%	21 5%	42 13%	13 3%	15 7%	46 15%
I need to wait until the end of my contract so I can switch without paying a penalty	643 8%	330 8%	384 11%	21 6%	17 5%	20 6%	5 1%	30 9%	15 4%	19 8%	17 6%
There is no other provider offering broadband internet access in my area	519 7%	258 6%	334 9%	11 3%	17 5%	28 9%	14 4%	23 7%	46 12%	25 11%	10 3%
It is difficult to compare offers	515 7%	320 7%	160 4%	53 16%	10 3%	20 6%	42 10%	21 6%	25 6%	13 6%	20 7%
There is no other provider in my area offering the package of communications services (such as TV, fixed telephony or mobile telephony) I would like	516 7%	248 6%	354 10%	8 2%	15 4%	15 5%	23 6%	21 6%	93 23%	18 8%	12 4%

Volume

Q16. Which of the following reasons best explain why you have NOT CONSIDERED switching your internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS
 FILTER: ASK Q16 IF Q4=4 OR 5

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	7723	4334	3642	341	364	304	405	333	397	231	296
I might have to pay additional fees or charges for switching	471 6%	274 6%	197 5%	28 8%	4 1%	11 4%	23 6%	18 5%	9 2%	12 5%	21 7%
I might experience difficulties with other services included in my package (such as TV, fixed telephony or mobile telephony)	433 6%	256 6%	169 5%	32 9%	8 2%	9 3%	17 4%	11 3%	36 9%	13 6%	22 8%
I just haven't had time	420 5%	233 5%	205 6%	21 6%	15 4%	18 6%	16 4%	16 5%	21 5%	13 6%	13 5%
There are too many offers to choose from	405 5%	244 6%	146 4%	20 6%	21 6%	22 7%	41 10%	16 5%	11 3%	8 3%	11 4%
I am concerned I might lose my email address with my current provider	271 4%	182 4%	48 1%	21 6%	1 0	2 1%	13 3%	17 5%	4 1%	1 0	8 3%
I would need to change, return or pay for equipment I have from my current provider	234 3%	124 3%	132 4%	18 5%	5 1%	9 3%	12 3%	4 1%	32 8%	5 2%	10 3%
I'm not sure what steps I need to take to switch	177 2%	113 3%	47 1%	18 5%	5 1%	4 1%	12 3%	9 3%	11 3%	4 2%	2 1%
No one else I know has switched	129 2%	77 2%	47 1%	3 1%	4 1%	4 1%	5 1%	7 2%	8 2%	4 2%	8 3%
Other reason	315 4%	194 4%	102 3%	24 7%	7 2%	8 3%	22 5%	13 4%	10 3%	7 3%	7 2%
Don't know	3 0	0 0	6 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0

Q16. Which of the following reasons best explain why you have NOT CONSIDERED switching your internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS

FILTER: ASK Q16 IF Q4=4 OR 5

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	7723	306	334	231	345	382	382	211	388	371	370	320	272	266	406
I am satisfied with my current internet provider	3695 48%	141 46%	133 40%	90 39%	231 67%	238 62%	252 66%	100 47%	235 61%	287 77%	209 57%	173 54%	111 41%	134 50%	251 62%
My current provider offers the best value for money	1963 25%	79 26%	58 17%	44 19%	48 14%	105 28%	119 31%	39 18%	99 26%	73 20%	97 26%	94 29%	77 28%	54 20%	166 41%
It's not worth the effort because all offers are similar	1262 16%	48 16%	63 19%	43 19%	20 6%	52 14%	64 17%	55 26%	37 10%	14 4%	45 12%	43 14%	31 11%	74 28%	96 24%
I am reluctant to leave a provider I know for one I don't know	1201 16%	47 15%	61 18%	42 18%	23 7%	93 24%	58 15%	66 31%	52 13%	32 9%	49 13%	19 6%	28 10%	29 11%	53 13%
I might experience a significant internet service interruption or other technical difficulties	783 10%	20 6%	33 10%	41 18%	2 0	14 4%	25 7%	14 7%	13 3%	3 1%	30 8%	24 7%	23 8%	12 4%	22 5%
I need to wait until the end of my contract so I can switch without paying a penalty	643 8%	26 8%	19 6%	18 8%	1 0	31 8%	56 15%	6 3%	41 11%	12 3%	5 1%	22 7%	44 16%	23 9%	35 9%
There is no other provider offering broadband internet access in my area	519 7%	13 4%	32 10%	9 4%	16 5%	42 11%	49 13%	4 2%	42 11%	6 2%	16 4%	31 10%	32 12%	16 6%	28 7%
It is difficult to compare offers	515 7%	18 6%	36 11%	21 9%	8 2%	29 8%	16 4%	47 22%	18 5%	2 1%	7 2%	28 9%	11 4%	15 6%	16 4%
There is no other provider in my area offering the package of communications services (such as TV, fixed telephony or mobile telephony) I would like	516 7%	24 8%	20 6%	6 2%	17 5%	39 10%	44 11%	5 2%	50 13%	14 4%	19 5%	31 10%	34 13%	24 9%	37 9%

Q16. Which of the following reasons best explain why you have NOT CONSIDERED switching your internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS

FILTER: ASK Q16 IF Q4=4 OR 5

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	7723	306	334	231	345	382	382	211	388	371	370	320	272	266	406
I might have to pay additional fees or charges for switching	471 6%	14 5%	24 7%	18 8%	5 2%	20 5%	10 3%	7 3%	24 6%	4 1%	9 2%	23 7%	26 10%	7 3%	15 4%
I might experience difficulties with other services included in my package (such as TV, fixed telephony or mobile telephony)	432 6%	15 5%	28 8%	18 8%	1 0	16 4%	27 7%	15 7%	19 5%	12 3%	10 3%	23 7%	15 5%	14 5%	21 5%
I just haven't had time	420 5%	20 6%	15 5%	16 7%	28 8%	15 4%	21 5%	8 4%	12 3%	8 2%	14 4%	15 5%	17 6%	9 3%	27 7%
There are too many offers to choose from	405 5%	12 4%	36 11%	14 6%	2 1%	15 4%	13 3%	19 9%	5 1%	5 1%	11 3%	19 6%	16 6%	5 2%	6 2%
I am concerned I might lose my email address with my current provider	271 4%	8 2%	10 3%	8 3%	2 1%	3 1%	6 2%	6 3%	13 3%	2 1%	29 8%	15 5%	5 2%	3 1%	3 1%
I would need to change, return or pay for equipment I have from my current provider	234 3%	6 2%	17 5%	9 4%	1 0	19 5%	21 6%	9 4%	19 5%	1 0	15 4%	16 5%	14 5%	10 4%	9 2%
I'm not sure what steps I need to take to switch	177 2%	10 3%	4 1%	12 5%	3 1%	8 2%	10 3%	5 2%	5 1%	1 0	3 1%	6 2%	3 1%	4 2%	3 1%
No one else I know has switched	129 2%	7 2%	7 2%	4 2%	3 1%	10 3%	8 2%	5 2%	1 0	0 0	4 1%	3 1%	2 1%	4 1%	7 2%
Other reason	315 4%	14 5%	16 5%	7 3%	9 3%	11 3%	4 1%	5 3%	6 2%	13 4%	22 6%	11 4%	15 5%	7 2%	4 1%
Don't know	3 0	0 0	0 0	0 0	0 0	0 0	1 0	0 0	0 0	14 4%	0 0	0 0	0 0	0 0	2 0

Volume



Q16. Which of the following reasons best explain why you have NOT CONSIDERED switching your internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS
 FILTER: ASK Q16 IF Q4=4 OR 5

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	7723	340	379	357	397	272	394	268
I am satisfied with my current internet provider	3695 48%	204 60%	187 49%	199 56%	229 58%	125 46%	214 54%	160 60%
My current provider offers the best value for money	1963 25%	88 26%	123 33%	109 31%	72 18%	78 29%	64 16%	39 14%
It's not worth the effort because all offers are similar	1262 16%	69 20%	55 14%	34 9%	77 19%	37 14%	78 20%	47 17%
I am reluctant to leave a provider I know for one I don't know	1201 16%	67 20%	49 13%	62 17%	59 15%	56 21%	58 15%	39 15%
I might experience a significant internet service interruption or other technical difficulties	783 10%	18 5%	15 4%	42 12%	25 6%	41 15%	13 3%	14 5%
I need to wait until the end of my contract so I can switch without paying a penalty	643 8%	18 5%	51 14%	32 9%	24 6%	30 11%	15 4%	1 0
There is no other provider offering broadband internet access in my area	519 7%	41 12%	33 9%	39 11%	29 7%	11 4%	41 10%	20 7%
It is difficult to compare offers	515 7%	31 9%	21 5%	32 9%	34 9%	11 4%	44 11%	28 10%
There is no other provider in my area offering the package of communications services (such as TV, fixed telephony or mobile telephony) I would like	516 7%	24 7%	29 8%	10 3%	24 6%	18 7%	28 7%	14 5%

Volume

Q16. Which of the following reasons best explain why you have NOT CONSIDERED switching your internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS

FILTER: ASK Q16 IF Q4=4 OR 5

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	7723	340	379	357	397	272	394	268
I might have to pay additional fees or charges for switching	471 6%	13 4%	21 5%	16 5%	28 7%	23 8%	19 5%	7 3%
I might experience difficulties with other services included in my package (<i>such as TV, fixed telephony or mobile telephony</i>)	432 6%	26 8%	12 3%	6 2%	18 4%	19 7%	25 6%	17 6%
I just haven't had time	420 5%	20 6%	14 4%	14 4%	31 8%	15 6%	24 6%	12 4%
There are too many offers to choose from	405 5%	17 5%	17 4%	9 3%	25 6%	9 3%	22 6%	8 3%
I am concerned I might lose my email address with my current provider	271 4%	7 2%	4 1%	24 7%	23 6%	14 5%	14 4%	10 4%
I would need to change, return or pay for equipment I have from my current provider	234 3%	12 4%	13 3%	13 4%	6 2%	4 2%	11 3%	2 1%
I'm not sure what steps I need to take to switch	177 2%	4 1%	8 2%	10 3%	6 2%	5 2%	13 3%	4 2%
No one else I know has switched	129 2%	7 2%	6 2%	2 1%	3 1%	3 1%	8 2%	2 1%
Other reason	315 4%	10 3%	12 3%	29 8%	28 7%	14 5%	20 5%	18 7%
Don't know	3 0	0 0	0 0	0 0	0 0	0 0	0 0	9 3%

Volume

Q17. Over the last 3 years, have you switched tariff or package with the SAME internet service provider?

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
Yes and found it was easy	9548 35%	5379 33%	4448 38%	352 30%	352 34%	250 25%	303 29%	407 35%	299 29%	323 31%	396 37%
Yes, but experienced problems	2550 9%	1523 9%	958 8%	99 8%	34 3%	86 8%	74 7%	105 9%	25 2%	92 9%	79 7%
No, I did not switch tariff/package with the same internet provider	15570 56%	9174 57%	6180 53%	727 62%	647 63%	673 67%	655 63%	660 56%	715 69%	635 60%	586 55%

Q17. Over the last 3 years, have you switched tariff or package with the SAME internet service provider?

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
Yes and found it was easy	9548 35%	401 35%	404 34%	277 27%	88 17%	396 38%	400 39%	129 29%	439 40%	138 28%	313 27%	378 36%	535 46%	449 39%	373 35%
Yes, but experienced problems	2550 9%	150 13%	139 12%	112 11%	5 1%	47 5%	63 6%	20 5%	75 7%	1 0	62 5%	76 7%	131 11%	102 9%	83 8%
No, I did not switch tariff/package with the same internet provider	15570 56%	600 52%	635 54%	627 62%	412 82%	602 58%	550 54%	293 66%	591 53%	361 72%	783 68%	599 57%	488 42%	597 52%	613 57%

Q17. Over the last 3 years, have you switched tariff or package with the SAME internet service provider?

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	556
Yes and found it was easy	9548 35%	362 35%	356 33%	419 36%	381 33%	416 37%	346 34%	243 44%
Yes, but experienced problems	2550 9%	41 4%	50 5%	87 7%	106 9%	70 6%	83 8%	22 4%
No, I did not switch tariff/package with the same internet provider	15570 56%	639 61%	665 62%	673 57%	653 57%	635 57%	575 57%	291 52%

Volume

Q18. Over the last 12 months, have you compared different offers for internet access?

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
Yes and it was easy	11219 41%	6316 39%	5238 45%	310 26%	401 39%	373 37%	288 28%	484 41%	339 33%	374 36%	569 54%
Yes, but I found it complicated	6035 22%	3816 24%	1703 15%	351 30%	121 12%	222 22%	189 18%	255 22%	149 14%	297 28%	188 18%
No	10414 38%	5944 37%	4644 40%	515 44%	510 49%	415 41%	557 54%	432 37%	551 53%	379 36%	304 29%

Q18. Over the last 12 months, have you compared different offers for internet access?

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
Yes and it was easy	11219 41%	469 41%	426 36%	431 42%	117 23%	339 32%	382 38%	71 16%	396 36%	64 13%	347 30%	359 34%	641 56%	553 48%	476 44%
Yes, but I found it complicated	6035 22%	229 20%	343 29%	276 27%	18 3%	129 12%	100 10%	132 30%	153 14%	15 3%	253 22%	303 29%	192 17%	236 21%	101 9%
No	10414 38%	454 39%	408 35%	308 30%	370 73%	579 55%	531 52%	239 54%	556 50%	420 84%	559 48%	391 37%	322 28%	358 31%	493 46%

Volume



Q18. Over the last 12 months, have you compared different offers for internet access?

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	561
Yes and it was easy	11219 41%	310 30%	433 40%	411 35%	286 25%	457 41%	266 26%	106 19%
Yes, but I found it complicated	6035 22%	191 18%	198 18%	206 17%	290 25%	239 21%	177 18%	120 21%
No	10414 38%	541 52%	440 41%	561 48%	563 49%	425 38%	561 56%	335 60%

Volume

Q19. When you last compared offers, how many providers offered internet access in your area (without considering providers that only offer internet access through mobile phone networks with use of a dongle or USB stick)?

ONE ANSWER ONLY

FILTER: ASK Q19 IF Q18 = 1 OR 2

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	17254	10132	6942	662	522	594	476	740	488	671	757
1 ISP	1576 9%	885 9%	742 11%	42 6%	37 7%	43 7%	61 13%	72 10%	78 16%	73 11%	63 8%
2 ISPs	4064 24%	2175 21%	2199 32%	168 25%	133 25%	144 24%	86 18%	151 20%	164 34%	185 28%	132 17%
3 to 5 ISPs	7414 43%	4347 43%	3000 43%	295 45%	271 52%	272 46%	167 35%	320 43%	165 34%	270 40%	388 51%
More than 5 ISPs	2124 12%	1419 14%	397 6%	45 7%	50 10%	29 5%	69 15%	108 15%	12 2%	45 7%	91 12%
Total More than 3 ISPs	9538 55%	5766 57%	3397 49%	340 51%	321 61%	301 51%	236 50%	428 58%	177 36%	315 47%	480 63%
Don't know	2075 12%	1305 13%	604 9%	112 17%	32 6%	107 18%	93 20%	88 12%	69 14%	98 15%	83 11%
Average	3.0	3.1	2.9	3.1	3.1	3.1	2.9	3.0	2.6	2.9	3.2

Volume

Q19. When you last compared offers, how many providers offered internet access in your area (without considering providers that only offer internet access through mobile phone networks with use of a dongle or USB stick)?

ONE ANSWER ONLY

FILTER: ASK Q19 IF Q18 = 1 OR 2

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	17254	697	770	707	135	467	482	203	550	80	599	662	832	789	577
1 ISP	1576 9%	71 10%	46 6%	72 10%	14 11%	69 15%	86 18%	14 7%	65 12%	18 22%	41 7%	54 8%	91 11%	53 7%	68 12%
2 ISPs	4064 24%	143 21%	167 22%	175 25%	57 43%	118 25%	176 36%	52 26%	172 31%	38 48%	108 18%	166 25%	271 33%	182 23%	221 38%
3 to 5 ISPs	7414 43%	321 46%	338 44%	344 49%	41 30%	198 42%	161 33%	109 54%	242 44%	18 22%	228 38%	286 43%	355 43%	428 54%	231 40%
More than 5 ISPs	2124 12%	85 12%	120 16%	68 10%	5 4%	37 8%	20 4%	7 3%	24 4%	0 0	94 16%	61 9%	48 6%	72 9%	27 5%
Total More than 3 ISPs	9538 55%	407 58%	459 60%	412 58%	46 34%	236 50%	181 38%	116 57%	265 48%	18 22%	322 54%	347 52%	403 48%	500 63%	258 45%
Don't know	2075 12%	77 11%	98 13%	49 7%	17 13%	46 10%	39 8%	20 10%	48 9%	6 8%	128 21%	95 14%	68 8%	54 7%	30 5%
Average	3.0	3.1	3.1	3.0	2.6	2.9	2.6	3.2	2.9	2.2	3.1	3.0	2.9	3.2	2.8

Volume

Q19. When you last compared offers, how many providers offered internet access in your area (without considering providers that only offer internet access through mobile phone networks with use of a dongle or USB stick)?

ONE ANSWER ONLY

FILTER: ASK Q19 IF Q18 = 1 OR 2

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	17254	501	630	617	577	696	443	226
1 ISP	1576 9%	46 9%	54 9%	76 12%	54 9%	56 8%	48 11%	5 2%
2 ISPs	4064 24%	116 23%	150 24%	88 14%	94 16%	144 21%	91 21%	52 23%
3 to 5 ISPs	7414 43%	273 55%	301 48%	303 49%	216 37%	214 31%	169 38%	122 54%
More than 5 ISPs	2124 12%	26 5%	59 9%	37 6%	66 11%	154 22%	55 12%	10 5%
Total More than 3 ISPs	9538 55%	299 60%	360 57%	340 55%	281 49%	368 53%	224 51%	133 59%
Don't know	2075 12%	39 8%	66 11%	113 18%	147 25%	129 19%	79 18%	36 16%
Average	3.0	3.1	3.1	3.1	3.0	2.9	2.9	3.3

Volume

Q20_01. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Speed of internet connection

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	17254	10132	6941	662	522	594	476	740	488	671	757
Not at all clear 1	702 4%	436 4%	219 3%	28 4%	31 6%	17 3%	15 3%	21 3%	11 2%	32 5%	42 6%
2	778 5%	454 4%	320 5%	23 3%	22 4%	29 5%	17 4%	24 3%	17 3%	30 5%	42 6%
3	784 5%	479 5%	266 4%	30 5%	36 7%	27 5%	17 4%	27 4%	28 6%	50 7%	60 8%
4	964 6%	581 6%	347 5%	32 5%	30 6%	19 3%	23 5%	40 5%	26 5%	53 8%	45 6%
5	1213 7%	758 7%	365 5%	45 7%	37 7%	24 4%	26 5%	37 5%	29 6%	43 6%	49 6%
6	1024 6%	593 6%	434 6%	40 6%	34 7%	31 5%	23 5%	40 5%	35 7%	40 6%	50 7%

Volume

Q20_01. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Speed of internet connection

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	17254	10132	6941	662	522	594	476	740	488	671	757
7	2143 12%	1362 13%	587 8%	90 14%	41 8%	33 6%	55 11%	83 11%	46 9%	77 11%	80 11%
8	2580 15%	1608 16%	789 11%	97 15%	65 12%	86 14%	68 14%	116 16%	56 11%	75 11%	104 14%
9	2781 16%	1551 15%	1338 19%	99 15%	85 16%	114 19%	67 14%	131 18%	88 18%	103 15%	110 14%
Very clear 10	3903 23%	2066 20%	2172 31%	157 24%	131 25%	199 33%	143 30%	199 27%	145 30%	149 22%	166 22%
DK	382 2%	243 2%	104 1%	21 3%	8 2%	17 3%	24 5%	20 3%	8 2%	19 3%	10 1%
Average Excl. DK	7.1	7.0	7.6	7.2	7.0	7.7	7.5	7.5	7.5	6.9	6.8

Volume

Q20_01. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Speed of internet connection

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	17254	697	770	707	135	467	482	203	550	77	599	662	832	789	577
Not at all clear 1	702 4%	30 4%	43 6%	34 5%	3 2%	14 3%	13 3%	19 9%	20 4%	1 1%	14 2%	27 4%	28 3%	24 3%	9 2%
2	778 5%	30 4%	39 5%	38 5%	0 0	20 4%	12 3%	16 8%	23 4%	1 1%	14 2%	40 6%	41 5%	39 5%	27 5%
3	784 5%	38 6%	47 6%	27 4%	3 2%	20 4%	15 3%	9 5%	14 2%	1 1%	17 3%	34 5%	32 4%	41 5%	13 2%
4	964 6%	52 7%	39 5%	44 6%	1 1%	23 5%	17 4%	13 7%	26 5%	2 3%	17 3%	39 6%	45 5%	43 6%	31 5%
5	1213 7%	57 8%	71 9%	68 10%	11 8%	37 8%	24 5%	12 6%	30 6%	10 13%	40 7%	47 7%	38 5%	85 11%	36 6%
6	1024 6%	40 6%	45 6%	47 7%	5 4%	25 5%	38 8%	12 6%	36 7%	5 6%	40 7%	37 6%	55 7%	55 7%	32 6%

Q20_01. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Speed of internet connection

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	17254	697	770	707	135	467	482	203	550	77	599	662	832	789	577
7	2143	89	100	121	17	47	40	22	41	9	118	90	73	106	53
	12%	13%	13%	17%	13%	10%	8%	11%	7%	11%	20%	14%	9%	13%	9%
8	2580	110	114	130	31	59	63	39	69	26	103	100	76	99	80
	15%	16%	15%	18%	23%	13%	13%	19%	13%	34%	17%	15%	9%	13%	14%
9	2781	102	112	88	18	110	96	20	99	10	90	103	169	111	109
	16%	15%	15%	13%	14%	24%	20%	10%	18%	13%	15%	15%	20%	14%	19%
Very clear 10	3903	132	139	99	46	107	154	36	183	13	133	133	267	164	176
	23%	19%	18%	14%	34%	23%	32%	18%	33%	17%	22%	20%	32%	21%	31%
DK	382	17	21	11	0	6	9	3	8	0	15	12	9	22	10
	2%	2%	3%	2%	0	1%	2%	1%	2%	0	2%	2%	1%	3%	2%
Average Excl. DK	7.1	6.9	6.7	6.7	8.1	7.4	7.8	6.4	7.6	7.5	7.5	6.9	7.5	6.9	7.7

Volume

Q20_01. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Speed of internet connection
ONE ANSWER ONLY
FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	17254	501	630	617	577	696	443	226
Not at all clear 1	702 4%	15 3%	25 4%	31 5%	23 4%	33 5%	12 3%	15 7%
2	778 5%	14 3%	30 5%	25 4%	29 5%	33 5%	15 3%	8 4%
3	784 5%	22 4%	40 6%	29 5%	31 5%	33 5%	16 4%	12 5%
4	964 6%	26 5%	28 5%	43 7%	37 6%	38 6%	28 6%	22 10%
5	1213 7%	30 6%	41 6%	29 5%	28 5%	46 7%	31 7%	29 13%
6	1024 6%	38 8%	39 6%	26 4%	33 6%	36 5%	26 6%	16 7%

Volume

Q20_01. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Speed of internet connection
ONE ANSWER ONLY
FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	17254	501	630	617	577	696	443	226
7	2143 12%	35 7%	64 10%	78 13%	70 12%	89 13%	51 11%	30 13%
8	2580 15%	53 11%	64 10%	93 15%	79 14%	112 16%	59 13%	30 13%
9	2781 16%	84 17%	109 17%	98 16%	83 14%	120 17%	70 16%	10 4%
Very clear 10	3903 23%	177 35%	178 28%	156 25%	142 25%	138 20%	112 25%	35 16%
DK	382 2%	6 1%	12 2%	10 2%	20 4%	16 2%	23 5%	18 8%
Average Excl. DK	7.1	7.7	7.2	7.2	7.1	7.0	7.4	6.2

Volume

Q20_02. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Amount of data allowed to be downloaded without extra payment/slower speeds

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	17253	10132	6941	662	522	594	476	740	488	671	757
Not at all clear 1	1118 6%	671 7%	410 6%	38 6%	46 9%	29 5%	20 4%	23 3%	37 8%	57 9%	53 7%
2	1038 6%	622 6%	385 6%	34 5%	43 8%	17 3%	32 7%	41 6%	46 9%	57 8%	43 6%
3	1151 7%	687 7%	434 6%	36 5%	31 6%	24 4%	27 6%	40 5%	25 5%	50 7%	54 7%
4	1081 6%	656 6%	378 5%	40 6%	30 6%	48 8%	37 8%	36 5%	40 8%	48 7%	58 8%
5	1259 7%	753 7%	470 7%	49 7%	26 5%	43 7%	37 8%	62 8%	27 6%	51 8%	46 6%
6	910 5%	534 5%	367 5%	49 7%	34 6%	24 4%	30 6%	30 4%	27 6%	33 5%	50 7%

Volume

Q20_02. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Amount of data allowed to be downloaded without extra payment/slower speeds

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	17253	10132	6941	662	522	594	476	740	488	671	757
7	2188 13%	1368 14%	658 9%	89 13%	33 6%	65 11%	52 11%	101 14%	49 10%	76 11%	95 13%
8	2287 13%	1396 14%	778 11%	102 15%	53 10%	70 12%	52 11%	105 14%	53 11%	75 11%	98 13%
9	2202 13%	1254 12%	991 14%	79 12%	70 13%	76 13%	65 14%	135 18%	60 12%	73 11%	86 11%
Very clear 10	3052 18%	1593 16%	1758 25%	122 18%	130 25%	167 28%	78 16%	137 18%	96 20%	121 18%	145 19%
DK	967 6%	597 6%	312 4%	24 4%	26 5%	32 5%	46 10%	31 4%	27 6%	31 5%	30 4%
Average Excl. DK	6.6	6.4	6.9	6.7	6.6	7.2	6.6	7.0	6.4	6.2	6.5

Q20_02. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Amount of data allowed to be downloaded without extra payment/slower speeds

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	17253	697	770	707	135	467	482	203	550	73	599	662	832	789	577
Not at all clear 1	1118 6%	48 7%	88 11%	55 8%	8 6%	23 5%	12 3%	23 11%	40 7%	1 2%	30 5%	22 3%	53 6%	54 7%	28 5%
2	1038 6%	49 7%	53 7%	51 7%	4 3%	25 5%	11 2%	13 6%	42 8%	2 3%	23 4%	43 7%	44 5%	66 8%	31 5%
3	1151 7%	48 7%	73 10%	49 7%	6 4%	26 6%	20 4%	16 8%	44 8%	2 3%	43 7%	20 3%	52 6%	73 9%	39 7%
4	1081 6%	57 8%	58 7%	51 7%	5 4%	20 4%	20 4%	21 11%	36 7%	4 6%	27 5%	33 5%	30 4%	80 10%	41 7%
5	1259 7%	49 7%	69 9%	58 8%	13 10%	31 7%	26 5%	18 9%	41 7%	14 19%	46 8%	34 5%	55 7%	62 8%	39 7%
6	910 5%	30 4%	41 5%	48 7%	17 12%	25 5%	26 5%	14 7%	28 5%	5 7%	31 5%	46 7%	35 4%	41 5%	46 8%

Volume

Q20_02. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Amount of data allowed to be downloaded without extra payment/slower speeds

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	17253	697	770	707	135	467	482	203	550	73	599	662	832	789	577
7	2188 13%	90 13%	76 10%	121 17%	16 12%	57 12%	35 7%	22 11%	53 10%	5 7%	103 17%	69 10%	84 10%	94 12%	48 8%
8	2287 13%	104 15%	98 13%	88 12%	15 11%	45 10%	68 14%	24 12%	51 9%	18 25%	92 15%	94 14%	88 11%	90 11%	72 13%
9	2202 13%	81 12%	63 8%	78 11%	13 10%	60 13%	73 15%	21 10%	67 12%	5 7%	69 12%	87 13%	134 16%	80 10%	69 12%
Very clear 10	3052 18%	90 13%	86 11%	76 11%	38 28%	123 26%	172 36%	25 12%	95 17%	16 22%	79 13%	193 29%	227 27%	97 12%	140 24%
DK	967 6%	50 7%	65 8%	33 5%	0 0	31 7%	20 4%	6 3%	54 10%	0 0	55 9%	21 3%	29 3%	52 7%	23 4%
Average Excl. DK	6.6	6.2	5.6	6.1	7.1	7.0	7.8	5.8	6.2	7.1	6.6	7.3	7.1	5.9	6.8

Volume

Q20_02. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Amount of data allowed to be downloaded without extra payment/slower speeds

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	17253	501	630	617	577	696	443	226
Not at all clear 1	1118 6%	27 5%	21 3%	68 11%	58 10%	35 5%	28 6%	17 7%
2	1038 6%	43 9%	46 7%	37 6%	38 7%	30 4%	26 6%	9 4%
3	1151 7%	52 10%	44 7%	51 8%	49 9%	37 5%	29 7%	12 6%
4	1081 6%	33 6%	56 9%	28 5%	40 7%	36 5%	30 7%	20 9%
5	1259 7%	34 7%	54 9%	37 6%	32 6%	34 5%	35 8%	26 12%
6	910 5%	37 7%	32 5%	31 5%	30 5%	35 5%	17 4%	19 8%

Volume

Q20_02. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Amount of data allowed to be downloaded without extra payment/slower speeds

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	17253	501	630	617	577	696	443	226
7	2188 13%	50 10%	52 8%	56 9%	68 12%	99 14%	46 10%	25 11%
8	2287 13%	58 11%	87 14%	51 8%	68 12%	111 16%	65 15%	21 9%
9	2202 13%	67 13%	92 15%	40 7%	49 9%	90 13%	42 9%	8 3%
Very clear 10	3052 18%	76 15%	117 19%	131 21%	86 15%	154 22%	83 19%	53 23%
DK	967 6%	25 5%	29 5%	86 14%	58 10%	36 5%	43 10%	17 7%
Average Excl. DK	6.6	6.2	6.6	6.1	6.0	7.1	6.5	6.4

Volume

Q20_03. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Monthly price (such as monthly subscription, line rental)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	17254	10132	6941	662	522	594	476	740	488	671	757
Not at all clear 1	615 4%	403 4%	135 2%	27 4%	12 2%	8 1%	31 6%	21 3%	14 3%	19 3%	20 3%
2	677 4%	425 4%	199 3%	32 5%	13 2%	9 2%	28 6%	23 3%	15 3%	36 5%	32 4%
3	645 4%	385 4%	243 3%	27 4%	31 6%	25 4%	36 8%	26 3%	14 3%	26 4%	48 6%
4	781 5%	472 5%	278 4%	30 4%	17 3%	17 3%	26 5%	22 3%	12 2%	46 7%	50 7%
5	924 5%	555 5%	338 5%	47 7%	35 7%	30 5%	24 5%	31 4%	22 4%	42 6%	28 4%
6	987 6%	627 6%	270 4%	39 6%	20 4%	36 6%	24 5%	30 4%	24 5%	43 6%	44 6%

Volume

Q20_03. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Monthly price (such as monthly subscription, line rental)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	17254	10132	6941	662	522	594	476	740	488	671	757
7	2246 13%	1431 14%	606 9%	88 13%	42 8%	44 7%	60 13%	95 13%	40 8%	77 11%	96 13%
8	2567 15%	1546 15%	929 13%	95 14%	52 10%	93 16%	70 15%	116 16%	60 12%	96 14%	125 16%
9	2663 15%	1532 15%	1156 17%	98 15%	71 14%	94 16%	72 15%	145 20%	86 18%	92 14%	122 16%
Very clear 10	4697 27%	2470 24%	2657 38%	162 24%	224 43%	223 37%	84 18%	212 29%	198 41%	180 27%	180 24%
DK	453 3%	285 3%	130 2%	17 3%	6 1%	17 3%	21 4%	18 2%	4 1%	14 2%	13 2%
Average Excl. DK	7.4	7.3	8.0	7.2	7.9	8.1	6.7	7.7	8.1	7.2	7.3

Volume

Q20_03. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Monthly price (such as monthly subscription, line rental)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	17254	697	770	707	135	467	482	203	550	79	599	662	832	789	577
Not at all clear 1	615 4%	41 6%	41 5%	34 5%	2 2%	9 2%	9 2%	10 5%	14 2%	3 4%	13 2%	16 2%	15 2%	26 3%	8 1%
2	677 4%	40 6%	45 6%	36 5%	1 1%	14 3%	7 1%	13 6%	18 3%	1 1%	25 4%	22 3%	27 3%	28 4%	16 3%
3	645 4%	33 5%	13 2%	38 5%	5 4%	7 2%	11 2%	9 5%	18 3%	1 1%	20 3%	21 3%	30 4%	47 6%	11 2%
4	781 5%	55 8%	30 4%	37 5%	2 1%	13 3%	13 3%	13 6%	20 4%	1 1%	20 3%	36 5%	39 5%	47 6%	22 4%
5	924 5%	52 7%	69 9%	30 4%	8 6%	32 7%	18 4%	27 13%	30 6%	7 8%	32 5%	23 3%	34 4%	61 8%	31 5%
6	987 6%	46 7%	54 7%	63 9%	4 3%	28 6%	25 5%	12 6%	26 5%	2 3%	41 7%	44 7%	22 3%	67 9%	26 4%

Volume

Q20_03. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Monthly price (such as monthly subscription, line rental)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	17254	697	770	707	135	467	482	203	550	79	599	662	832	789	577
7	2246 13%	92 13%	103 13%	115 16%	16 12%	36 8%	40 8%	8 4%	48 9%	7 9%	111 19%	68 10%	71 9%	99 12%	60 10%
8	2567 15%	103 15%	107 14%	112 16%	25 18%	67 14%	60 12%	31 15%	57 10%	16 21%	105 18%	99 15%	120 14%	113 14%	68 12%
9	2663 15%	97 14%	89 12%	84 12%	17 12%	81 17%	83 17%	29 14%	85 15%	9 12%	89 15%	130 20%	138 17%	107 14%	109 19%
Very clear 10	4697 27%	125 18%	198 26%	134 19%	54 40%	172 37%	212 44%	48 24%	219 40%	31 40%	126 21%	196 30%	318 38%	166 21%	217 38%
DK	453 3%	13 2%	22 3%	23 3%	0 0	7 2%	4 1%	3 2%	14 3%	0 0	17 3%	7 1%	16 2%	28 4%	9 2%
Average Excl. DK	7.4	6.7	7.1	6.9	8.2	8.0	8.3	6.8	7.9	8.1	7.4	7.7	8.0	7,0	8.1

Volume

Q20_03. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Monthly price (such as monthly subscription, line rental)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	17254	501	630	617	577	696	443	226
Not at all clear 1	615 4%	19 4%	24 4%	7 1%	22 4%	20 3%	12 3%	17 8%
2	677 4%	14 3%	23 4%	8 1%	25 4%	13 2%	15 3%	10 4%
3	645 4%	22 4%	30 5%	17 3%	32 6%	19 3%	21 5%	19 8%
4	781 5%	26 5%	22 4%	22 4%	32 6%	26 4%	26 6%	19 8%
5	924 5%	37 7%	34 5%	30 5%	48 8%	23 3%	28 6%	31 14%
6	987 6%	19 4%	41 6%	28 5%	30 5%	31 4%	14 3%	22 10%

Volume

Q20_03. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Monthly price (such as monthly subscription, line rental)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	17254	501	630	617	577	696	443	226
7	2246 13%	33 7%	56 9%	63 10%	66 12%	110 16%	61 14%	20 9%
8	2567 15%	71 14%	86 14%	88 14%	80 14%	109 16%	70 16%	31 14%
9	2663 15%	86 17%	100 16%	107 17%	99 17%	117 17%	78 18%	13 6%
Very clear 10	4697 27%	170 34%	206 33%	232 38%	116 20%	201 29%	97 22%	35 15%
DK	453 3%	3 1%	9 1%	14 2%	26 5%	26 4%	22 5%	10 4%
Average Excl. DK	7.4	7.6	7.6	8.1	7.0	7.8	7.3	6.1

Volume

Q20_04. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Additional costs (such as activation fees, extra charges, rebates, termination fees)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	17254	10132	6941	662	522	594	476	740	488	671	757
Not at all clear 1	1387 8%	841 8%	488 7%	75 11%	32 6%	50 8%	58 12%	28 4%	35 7%	79 12%	70 9%
2	1232 7%	728 7%	484 7%	56 8%	57 11%	65 11%	35 7%	34 5%	42 9%	78 12%	65 9%
3	1309 8%	785 8%	483 7%	59 9%	47 9%	45 8%	55 11%	58 8%	37 8%	59 9%	68 9%
4	1392 8%	829 8%	529 8%	61 9%	44 8%	39 7%	37 8%	47 6%	38 8%	74 11%	72 10%
5	1460 8%	847 8%	614 9%	59 9%	44 8%	46 8%	38 8%	57 8%	38 8%	52 8%	73 10%
6	1053 6%	626 6%	404 6%	35 5%	31 6%	28 5%	31 6%	41 6%	39 8%	32 5%	63 8%

Volume

Q20_04. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Additional costs (such as activation fees, extra charges, rebates, termination fees)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	17254	10132	6941	662	522	594	476	740	488	671	757
7	2358 14%	1469 15%	724 10%	82 12%	37 7%	67 11%	57 12%	123 17%	57 12%	63 9%	90 12%
8	2153 12%	1313 13%	736 11%	65 10%	47 9%	53 9%	44 9%	134 18%	55 11%	66 10%	67 9%
9	1745 10%	957 9%	882 13%	59 9%	55 11%	78 13%	42 9%	75 10%	53 11%	60 9%	74 10%
Very clear 10	2364 14%	1251 12%	1317 19%	78 12%	111 21%	103 17%	48 10%	111 15%	61 12%	67 10%	93 12%
DK	802 5%	487 5%	281 4%	33 5%	17 3%	20 3%	32 7%	31 4%	33 7%	39 6%	23 3%
Average Excl. DK	6.1	6.0	6.4	5.6	6.2	6.1	5.5	6.6	6.0	5.3	5.7

Q20_04. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Additional costs (such as activation fees, extra charges, rebates, termination fees)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	17254	697	770	707	135	467	482	203	550	77	599	662	832	789	577
Not at all clear 1	1387 8%	83 12%	77 10%	60 8%	13 9%	36 8%	37 8%	23 12%	49 9%	8 11%	35 6%	42 6%	43 5%	90 11%	54 9%
2	1232 7%	59 8%	69 9%	58 8%	8 6%	40 9%	33 7%	22 11%	33 6%	4 5%	34 6%	59 9%	41 5%	88 11%	45 8%
3	1309 8%	51 7%	61 8%	66 9%	5 4%	32 7%	38 8%	32 16%	46 8%	2 3%	32 5%	68 10%	49 6%	75 9%	41 7%
4	1392 8%	59 8%	67 9%	61 9%	8 6%	35 7%	31 7%	24 12%	34 6%	10 13%	53 9%	54 8%	68 8%	81 10%	38 7%
5	1460 8%	71 10%	84 11%	46 6%	19 14%	33 7%	47 10%	18 9%	57 10%	10 13%	52 9%	66 10%	69 8%	56 7%	58 10%
6	1053 6%	40 6%	57 7%	49 7%	14 10%	36 8%	33 7%	12 6%	49 9%	4 6%	45 8%	50 8%	45 5%	68 9%	31 5%

Volume

Q20_04. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Additional costs (such as activation fees, extra charges, rebates, termination fees)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	17254	697	770	707	135	467	482	203	550	77	599	662	832	789	577
7	2358 14%	92 13%	85 11%	139 20%	7 5%	44 9%	52 11%	22 11%	49 9%	4 5%	106 18%	64 10%	96 12%	86 11%	55 10%
8	2153 12%	101 14%	75 10%	81 11%	21 15%	70 15%	63 13%	16 8%	45 8%	8 11%	67 11%	84 13%	91 11%	62 8%	69 12%
9	1745 10%	51 7%	69 9%	52 7%	11 8%	44 9%	48 10%	12 6%	68 12%	7 9%	65 11%	63 10%	118 14%	61 8%	63 11%
Very clear 10	2364 14%	62 9%	83 11%	74 10%	30 22%	72 15%	75 16%	14 7%	99 18%	19 24%	75 13%	81 12%	171 21%	76 10%	105 18%
DK	802 5%	28 4%	43 6%	22 3%	0 0	25 5%	24 5%	7 3%	21 4%	0 0	35 6%	30 5%	41 5%	45 6%	17 3%
Average Excl. DK	6.1	5.6	5.6	5.8	6.4	6.1	6.2	4.9	6.2	6.3	6.3	5.9	6.7	5.3	6.2

Volume

Q20_04. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Additional costs (such as activation fees, extra charges, rebates, termination fees)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	17254	501	630	617	577	696	443	226
Not at all clear 1	1387 8%	57 11%	52 8%	33 5%	64 11%	59 8%	53 12%	43 19%
2	1232 7%	68 14%	53 8%	47 8%	57 10%	33 5%	45 10%	29 13%
3	1309 8%	54 11%	50 8%	39 6%	55 9%	34 5%	47 11%	39 17%
4	1392 8%	46 9%	59 9%	59 9%	47 8%	56 8%	41 9%	16 7%
5	1460 8%	42 8%	56 9%	50 8%	44 8%	50 7%	44 10%	35 15%
6	1053 6%	40 8%	38 6%	39 6%	27 5%	30 4%	20 4%	10 4%

Volume

Q20_04. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Additional costs (such as activation fees, extra charges, rebates, termination fees)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	17254	501	630	617	577	696	443	226
7	2358 14%	42 8%	63 10%	75 12%	69 12%	88 13%	49 11%	8 4%
8	2153 12%	38 8%	64 10%	75 12%	53 9%	96 14%	47 11%	13 6%
9	1745 10%	41 8%	84 13%	62 10%	52 9%	91 13%	29 7%	6 3%
Very clear 10	2364 14%	51 10%	100 16%	107 17%	56 10%	112 16%	39 9%	11 5%
DK	802 5%	22 4%	12 2%	31 5%	53 9%	45 6%	29 7%	16 7%
Average Excl. DK	6.1	5.2	6.1	6.3	5.4	6.5	5.2	4.0

Volume

Q20_05. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Duration of contract

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	17253	10132	6941	662	522	594	476	740	488	671	757
Not at all clear 1	649 4%	434 4%	119 2%	39 6%	14 3%	11 2%	17 4%	16 2%	8 2%	29 4%	28 4%
2	629 4%	390 4%	198 3%	39 6%	20 4%	18 3%	19 4%	12 2%	6 1%	31 5%	21 3%
3	789 5%	488 5%	251 4%	25 4%	25 5%	17 3%	23 5%	18 2%	18 4%	37 5%	21 3%
4	817 5%	511 5%	246 4%	41 6%	27 5%	23 4%	25 5%	25 3%	25 5%	47 7%	25 3%
5	915 5%	566 6%	292 4%	53 8%	21 4%	28 5%	39 8%	36 5%	36 7%	35 5%	50 7%
6	739 4%	445 4%	267 4%	38 6%	24 5%	22 4%	32 7%	26 3%	26 5%	28 4%	33 4%

Volume

Q20_05. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Duration of contract

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	17253	10132	6941	662	522	594	476	740	488	671	757
7	1939 11%	1274 13%	420 6%	85 13%	36 7%	46 8%	58 12%	75 10%	38 8%	60 9%	72 10%
8	2402 14%	1521 15%	671 10%	77 12%	42 8%	72 12%	56 12%	108 15%	49 10%	90 13%	89 12%
9	2563 15%	1473 15%	1116 16%	73 11%	65 12%	106 18%	75 16%	147 20%	71 15%	94 14%	128 17%
Very clear 10	5305 31%	2705 27%	3225 46%	159 24%	236 45%	228 38%	95 20%	263 36%	195 40%	170 25%	262 35%
DK	508 3%	324 3%	136 2%	31 5%	13 2%	24 4%	37 8%	14 2%	15 3%	49 7%	26 3%
Average Excl. DK	7.5	7.3	8.2	6.8	7.9	8.1	7.0	8.1	8.0	7.1	7.8

Q20_05. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Duration of contract

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	17253	697	770	707	135	467	482	203	550	71	599	662	832	789	577
Not at all clear 1	649 4%	38 5%	47 6%	41 6%	5 4%	7 2%	5 1%	11 5%	8 1%	6 9%	22 4%	11 2%	10 1%	36 5%	12 2%
2	629 4%	28 4%	43 6%	44 6%	2 1%	13 3%	7 2%	11 6%	12 2%	3 4%	7 1%	27 4%	22 3%	41 5%	18 3%
3	789 5%	44 6%	51 7%	48 7%	2 2%	16 3%	5 1%	11 5%	16 3%	4 6%	21 4%	28 4%	29 4%	40 5%	22 4%
4	817 5%	44 6%	45 6%	46 7%	2 2%	19 4%	11 2%	6 3%	22 4%	1 2%	25 4%	21 3%	20 2%	44 6%	29 5%
5	915 5%	42 6%	49 6%	42 6%	18 13%	20 4%	15 3%	20 10%	26 5%	9 12%	40 7%	32 5%	32 4%	65 8%	25 4%
6	739 4%	28 4%	25 3%	41 6%	7 5%	20 4%	18 4%	10 5%	20 4%	3 4%	41 7%	27 4%	26 3%	65 8%	28 5%

Volume

Q20_05. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Duration of contract

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	17253	697	770	707	135	467	482	203	550	71	599	662	832	789	577
7	1939 11%	84 12%	105 14%	109 15%	9 7%	34 7%	30 6%	14 7%	34 6%	3 4%	86 14%	60 9%	45 5%	88 11%	34 6%
8	2402 14%	110 16%	103 13%	120 17%	25 18%	51 11%	33 7%	30 15%	51 9%	7 9%	105 18%	80 12%	82 10%	78 10%	51 9%
9	2563 15%	96 14%	96 12%	65 9%	19 14%	74 16%	72 15%	34 17%	95 17%	8 11%	79 13%	138 21%	143 17%	116 15%	78 14%
Very clear 10	5305 31%	163 23%	184 24%	127 18%	45 34%	200 43%	283 59%	51 25%	253 46%	27 38%	153 25%	215 33%	413 50%	181 23%	266 46%
DK	508 3%	19 3%	22 3%	23 3%	0 0	14 3%	3 1%	4 2%	14 3%	0 0	21 3%	21 3%	11 1%	35 4%	12 2%
Average Excl. DK	7.5	7.0	6.9	6.6	7.7	8.1	8.8	7.1	8.3	7.2	7.5	7.8	8.4	6.9	8.0

Volume

Q20_05. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Duration of contract

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	17253	501	630	617	577	696	443	226
Not at all clear 1	649 4%	14 3%	20 3%	9 1%	25 4%	22 3%	25 6%	34 15%
2	629 4%	15 3%	25 4%	12 2%	24 4%	16 2%	23 5%	10 4%
3	789 5%	19 4%	41 6%	21 3%	26 5%	26 4%	38 9%	18 8%
4	817 5%	29 6%	26 4%	21 3%	33 6%	28 4%	23 5%	14 6%
5	915 5%	27 5%	28 4%	22 4%	24 4%	28 4%	41 9%	32 14%
6	739 4%	26 5%	35 6%	24 4%	28 5%	27 4%	30 7%	21 9%

Volume



Q20_05. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Duration of contract

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	17253	501	630	617	577	696	443	226
7	1939 11%	43 9%	38 6%	60 10%	65 11%	93 13%	48 11%	13 6%
8	2402 14%	48 10%	60 9%	74 12%	80 14%	118 17%	42 9%	12 5%
9	2563 15%	90 18%	99 16%	97 16%	84 15%	109 16%	61 14%	13 6%
Very clear 10	5305 31%	172 34%	248 39%	254 41%	159 28%	200 29%	82 19%	33 15%
DK	508 3%	18 4%	10 2%	23 4%	29 5%	28 4%	31 7%	25 11%
Average Excl. DK	7.5	7.7	7.7	8.2	7.3	7.7	6.6	5.4

Volume

Q20_06. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Customer service (including technical support)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	17254	10132	6941	662	522	594	476	740	488	671	757
Not at all clear 1	918 5%	573 6%	277 4%	45 7%	23 4%	13 2%	18 4%	28 4%	12 2%	42 6%	32 4%
2	965 6%	574 6%	368 5%	34 5%	39 7%	21 4%	27 6%	32 4%	11 2%	50 7%	44 6%
3	1003 6%	569 6%	458 7%	40 6%	32 6%	35 6%	32 7%	45 6%	24 5%	56 8%	45 6%
4	1147 7%	662 7%	492 7%	47 7%	27 5%	38 6%	33 7%	41 6%	27 6%	52 8%	57 8%
5	1435 8%	866 9%	515 7%	65 10%	45 9%	54 9%	39 8%	51 7%	40 8%	64 10%	70 9%
6	1078 6%	629 6%	445 6%	60 9%	40 8%	28 5%	32 7%	29 4%	33 7%	42 6%	65 9%

Volume

Q20_06. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Customer service (including technical support)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	17254	10132	6941	662	522	594	476	740	488	671	757
7	2564 15%	1566 15%	870 13%	86 13%	66 13%	72 12%	64 13%	124 17%	57 12%	94 14%	112 15%
8	2597 15%	1566 15%	936 13%	91 14%	49 9%	95 16%	51 11%	134 18%	77 16%	84 13%	101 13%
9	2214 13%	1269 13%	974 14%	75 11%	70 13%	88 15%	62 13%	108 15%	82 17%	51 8%	98 13%
Very clear 10	2651 15%	1433 14%	1397 20%	81 12%	122 23%	123 21%	78 16%	112 15%	101 21%	111 17%	107 14%
DK	683 4%	425 4%	209 3%	38 6%	9 2%	28 5%	40 8%	36 5%	24 5%	25 4%	27 4%
Average Excl. DK	6.6	6.5	6.8	6.3	6.8	7.1	6.6	6.9	7.3	6.2	6.5

Volume



Q20_06. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Customer service (including technical support)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	17254	697	770	707	135	467	482	203	550	77	599	662	832	789	577
Not at all clear 1	918 5%	49 7%	56 7%	54 8%	8 6%	11 2%	15 3%	23 11%	25 4%	6 8%	23 4%	26 4%	27 3%	43 5%	35 6%
2	965 6%	43 6%	55 7%	49 7%	0 0	26 6%	28 6%	21 11%	31 6%	0 0	27 4%	28 4%	40 5%	43 6%	35 6%
3	1003 6%	42 6%	47 6%	34 5%	1 1%	12 3%	23 5%	22 11%	27 5%	1 1%	31 5%	54 8%	59 7%	57 7%	40 7%
4	1147 7%	48 7%	49 6%	51 7%	7 5%	27 6%	31 6%	19 9%	37 7%	4 5%	34 6%	69 10%	60 7%	55 7%	45 8%
5	1435 8%	57 8%	95 12%	54 8%	12 9%	43 9%	35 7%	20 10%	53 10%	4 5%	46 8%	66 10%	62 7%	78 10%	27 5%
6	1078 6%	43 6%	42 5%	62 9%	5 4%	30 6%	37 8%	13 6%	34 6%	4 5%	64 11%	48 7%	46 6%	61 8%	48 8%

Q20_06. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Customer service (including technical support)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	17254	697	770	707	135	467	482	203	550	77	599	662	832	789	577
7	2564 15%	104 15%	109 14%	123 17%	22 17%	47 10%	60 12%	25 12%	81 15%	8 10%	132 22%	89 13%	101 12%	105 13%	77 13%
8	2597 15%	116 17%	95 12%	103 15%	29 21%	92 20%	68 14%	19 9%	63 11%	13 17%	86 14%	78 12%	119 14%	112 14%	72 12%
9	2214 13%	87 12%	78 10%	83 12%	14 10%	67 14%	74 15%	20 10%	72 13%	8 10%	67 11%	62 9%	119 14%	99 13%	78 13%
Very clear 10	2651 15%	82 12%	118 15%	80 11%	36 27%	103 22%	91 19%	11 5%	103 19%	29 37%	62 10%	100 15%	180 22%	97 12%	103 18%
DK	683 4%	27 4%	24 3%	15 2%	0 0	8 2%	20 4%	10 5%	24 4%	0 0	27 5%	43 7%	19 2%	39 5%	19 3%
Average Excl. DK	6.6	6.3	6.2	6.3	7.5	7.2	6.9	5.2	6.7	7.6	6.6	6.4	6.9	6.4	6.6

Volume

Q20_06. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Customer service (including technical support)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	17254	501	630	617	577	696	443	226
Not at all clear 1	918 5%	21 4%	35 6%	24 4%	20 4%	31 4%	30 7%	29 13%
2	965 6%	37 7%	44 7%	36 6%	37 6%	32 5%	32 7%	17 8%
3	1003 6%	36 7%	52 8%	48 8%	52 9%	25 4%	34 8%	19 9%
4	1147 7%	44 9%	50 8%	43 7%	41 7%	41 6%	32 7%	15 7%
5	1435 8%	54 11%	49 8%	64 10%	47 8%	52 8%	47 11%	30 13%
6	1078 6%	36 7%	54 9%	42 7%	44 8%	32 5%	22 5%	21 9%

Volume

Q20_06. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Customer service (including technical support)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	17254	501	630	617	577	696	443	226
7	2564 15%	62 12%	72 11%	81 13%	86 15%	94 14%	57 13%	19 9%
8	2597 15%	62 12%	75 12%	96 16%	75 13%	122 18%	59 13%	17 7%
9	2214 13%	69 14%	86 14%	72 12%	63 11%	101 14%	47 11%	6 3%
Very clear 10	2651 15%	68 13%	90 14%	90 15%	73 13%	124 18%	57 13%	31 14%
DK	683 4%	12 2%	24 4%	22 3%	38 7%	41 6%	28 6%	20 9%
Average Excl. DK	6.6	6.3	6.3	6.5	6.3	7.0	6.1	5.3

Volume

Q20_07. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	17253	10132	6941	662	522	594	476	740	488	671	757
Not at all clear 1	1860 11%	1077 11%	788 11%	100 15%	77 15%	56 9%	48 10%	51 7%	74 15%	94 14%	106 14%
2	1773 10%	1061 10%	660 10%	79 12%	74 14%	61 10%	52 11%	75 10%	61 13%	68 10%	58 8%
3	1446 8%	847 8%	586 8%	74 11%	43 8%	48 8%	36 7%	56 8%	44 9%	78 12%	85 11%
4	1331 8%	767 8%	574 8%	48 7%	56 11%	47 8%	38 8%	55 7%	32 7%	56 8%	70 9%
5	1334 8%	795 8%	506 7%	54 8%	25 5%	26 4%	35 7%	54 7%	37 8%	47 7%	62 8%
6	839 5%	491 5%	343 5%	50 8%	25 5%	30 5%	22 5%	24 3%	25 5%	32 5%	53 7%

Volume

Q20_07. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	17253	10132	6941	662	522	594	476	740	488	671	757
7	2124 12%	1319 13%	664 10%	61 9%	37 7%	53 9%	54 11%	110 15%	44 9%	68 10%	62 8%
8	1744 10%	1031 10%	684 10%	37 6%	49 9%	65 11%	36 7%	86 12%	46 9%	65 10%	82 11%
9	1551 9%	897 9%	661 10%	40 6%	59 11%	66 11%	34 7%	71 10%	35 7%	39 6%	45 6%
Very clear 10	1501 9%	808 8%	799 12%	34 5%	39 7%	72 12%	46 10%	80 11%	28 6%	42 6%	50 7%
DK	1750 10%	1038 10%	676 10%	85 13%	38 7%	69 12%	77 16%	78 11%	61 12%	82 12%	85 11%
Average Excl. DK	5.5	5.4	5.6	4.6	5.0	5.8	5.4	5.9	4.8	4.9	5.0

Volume

Q20_07. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	17253	697	770	707	135	467	482	203	550	73	599	662	832	789	577
Not at all clear 1	1860 11%	82 12%	98 13%	69 10%	12 9%	69 15%	52 11%	34 17%	65 12%	10 13%	52 9%	57 9%	79 9%	116 15%	78 14%
2	1773 10%	79 11%	77 10%	92 13%	6 5%	53 11%	60 12%	29 14%	54 10%	5 6%	52 9%	67 10%	68 8%	115 15%	56 10%
3	1446 8%	54 8%	64 8%	66 9%	9 7%	47 10%	41 8%	31 15%	46 8%	5 6%	67 11%	75 11%	71 9%	80 10%	46 8%
4	1331 8%	64 9%	63 8%	44 6%	4 3%	41 9%	40 8%	22 11%	38 7%	8 11%	43 7%	63 10%	61 7%	77 10%	58 10%
5	1334 8%	73 11%	63 8%	55 8%	18 13%	28 6%	43 9%	29 14%	44 8%	15 21%	49 8%	34 5%	62 7%	54 7%	50 9%
6	839 5%	22 3%	45 6%	42 6%	15 11%	20 4%	29 6%	8 4%	35 6%	7 10%	42 7%	33 5%	42 5%	44 6%	24 4%

Volume

Q20_07. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	17253	697	770	707	135	467	482	203	550	73	599	662	832	789	577
7	2124 12%	98 14%	92 12%	104 15%	16 12%	47 10%	47 10%	17 8%	40 7%	7 9%	95 16%	71 11%	83 10%	67 9%	61 11%
8	1744 10%	69 10%	69 9%	68 10%	21 16%	36 8%	37 8%	11 6%	57 10%	5 6%	51 8%	70 11%	86 10%	40 5%	53 9%
9	1551 9%	65 9%	56 7%	67 9%	15 11%	40 9%	37 8%	6 3%	44 8%	1 1%	38 6%	64 10%	81 10%	51 6%	52 9%
Very clear 10	1501 9%	37 5%	58 8%	53 8%	19 14%	33 7%	50 10%	5 3%	69 13%	11 16%	29 5%	65 10%	110 13%	43 5%	56 10%
DK	1750 10%	54 8%	85 11%	47 7%	0 0	54 11%	46 10%	11 5%	59 11%	0 0	81 14%	62 9%	90 11%	104 13%	42 7%
Average Excl. DK	5.5	5.2	5.2	5.4	6.3	5.0	5.3	4.1	5.5	5.3	5.3	5.5	5.8	4.5	5.3

Volume

Q20_07. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	17253	501	630	617	577	696	443	226
Not at all clear 1	1860 11%	87 17%	98 16%	73 12%	85 15%	79 11%	65 15%	49 22%
2	1773 10%	63 13%	62 10%	57 9%	74 13%	55 8%	59 13%	12 5%
3	1446 8%	62 12%	57 9%	58 9%	56 10%	43 6%	42 9%	22 10%
4	1331 8%	50 10%	64 10%	54 9%	53 9%	43 6%	34 8%	23 10%
5	1334 8%	37 7%	49 8%	55 9%	32 6%	48 7%	29 7%	35 15%
6	839 5%	17 3%	27 4%	24 4%	25 4%	31 5%	14 3%	5 2%

Volume

Q20_07. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	17253	501	630	617	577	696	443	226
7	2124 12%	32 6%	71 11%	64 10%	49 8%	85 12%	54 12%	13 6%
8	1744 10%	35 7%	50 8%	49 8%	42 7%	89 13%	24 5%	9 4%
9	1551 9%	44 9%	54 9%	47 8%	39 7%	77 11%	32 7%	7 3%
Very clear 10	1501 9%	31 6%	56 9%	51 8%	35 6%	63 9%	34 8%	13 6%
DK	1750 10%	43 9%	44 7%	85 14%	87 15%	83 12%	55 12%	39 17%
Average Excl. DK	5.5	4.6	5.1	5.2	4.7	5.8	4.8	4.2

Volume

Q20_08. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Additional online features provided (e-mail/online storage/personal website etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	17253	10132	6941	662	522	594	476	740	488	671	757
Not at all clear 1	841 5%	472 5%	396 6%	36 6%	49 9%	45 8%	20 4%	20 3%	29 6%	34 5%	35 5%
2	925 5%	482 5%	536 8%	40 6%	46 9%	39 7%	31 7%	21 3%	31 6%	59 9%	34 4%
3	1184 7%	706 7%	447 6%	51 8%	34 7%	37 6%	39 8%	41 6%	46 9%	70 10%	49 6%
4	1173 7%	685 7%	483 7%	49 7%	41 8%	49 8%	40 8%	47 6%	56 11%	64 10%	62 8%
5	1301 8%	779 8%	485 7%	58 9%	36 7%	32 5%	33 7%	46 6%	39 8%	53 8%	67 9%
6	995 6%	596 6%	370 5%	48 7%	33 6%	28 5%	28 6%	32 4%	34 7%	43 6%	51 7%

Volume

Q20_08. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Additional online features provided (e-mail/online storage/personal website etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	17253	10132	6941	662	522	594	476	740	488	671	757
7	2712 16%	1695 17%	817 12%	78 12%	47 9%	71 12%	59 12%	128 17%	48 10%	62 9%	99 13%
8	2716 16%	1688 17%	844 12%	99 15%	65 12%	96 16%	58 12%	144 19%	52 11%	88 13%	112 15%
9	2019 12%	1151 11%	905 13%	57 9%	50 10%	65 11%	54 11%	116 16%	56 12%	67 10%	93 12%
Very clear 10	2285 13%	1275 13%	1098 16%	74 11%	79 15%	72 12%	54 11%	106 14%	47 10%	71 11%	119 16%
DK	1101 6%	603 6%	560 8%	71 11%	43 8%	58 10%	59 12%	39 5%	50 10%	59 9%	37 5%
Average Excl. DK	6.5	6.5	6.4	6.2	6.0	6.2	6.2	7.1	5.9	5.9	6.6

Q20_08. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Additional online features provided (e-mail/online storage/personal website etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	17253	697	770	707	135	467	482	203	550	70	599	662	832	789	577
Not at all clear 1	841 5%	40 6%	55 7%	38 5%	8 6%	25 5%	26 5%	22 11%	16 3%	10 14%	19 3%	29 4%	32 4%	34 4%	50 9%
2	925 5%	36 5%	52 7%	37 5%	3 2%	24 5%	28 6%	25 12%	25 5%	0 0	23 4%	25 4%	72 9%	41 5%	42 7%
3	1184 7%	45 6%	73 10%	58 8%	2 1%	33 7%	29 6%	23 12%	34 6%	3 4%	25 4%	26 4%	44 5%	67 8%	49 9%
4	1173 7%	49 7%	60 8%	49 7%	6 5%	32 7%	33 7%	16 8%	30 5%	4 5%	34 6%	48 7%	60 7%	75 10%	31 5%
5	1301 8%	62 9%	75 10%	52 7%	17 13%	39 8%	40 8%	25 12%	40 7%	11 16%	47 8%	72 11%	60 7%	84 11%	34 6%
6	995 6%	47 7%	43 6%	59 8%	14 10%	28 6%	21 4%	13 6%	40 7%	6 8%	54 9%	38 6%	32 4%	58 7%	44 8%

Volume

Q20_08. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Additional online features provided (e-mail/online storage/personal website etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	17253	697	770	707	135	467	482	203	550	70	599	662	832	789	577
7	2712 16%	121 17%	109 14%	136 19%	14 11%	50 11%	59 12%	25 12%	59 11%	3 4%	121 20%	93 14%	105 13%	123 16%	67 12%
8	2716 16%	111 16%	112 15%	121 17%	24 18%	66 14%	69 14%	19 9%	79 14%	14 20%	103 17%	101 15%	90 11%	118 15%	64 11%
9	2019 12%	83 12%	51 7%	56 8%	17 13%	62 13%	67 14%	12 6%	95 17%	4 6%	72 12%	82 12%	118 14%	84 11%	67 12%
Very clear 10	2285 13%	72 10%	86 11%	75 11%	29 21%	66 14%	80 17%	10 5%	106 19%	16 24%	65 11%	99 15%	141 17%	71 9%	90 16%
DK	1101 6%	31 4%	54 7%	29 4%	0 0	44 10%	32 7%	13 6%	26 5%	0 0	36 6%	50 7%	79 10%	34 4%	38 7%
Average Excl. DK	6.5	6.4	5.9	6.3	7.1	6.5	6.6	4.9	7.0	6.5	6.8	6.7	6.6	6.2	6.2

Volume

Q20_08. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Additional online features provided (e-mail/online storage/personal website etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	17253	501	630	617	577	696	443	226
Not at all clear 1	841 5%	34 7%	42 7%	20 3%	31 5%	24 3%	29 6%	24 11%
2	925 5%	38 8%	61 10%	35 6%	39 7%	27 4%	27 6%	18 8%
3	1184 7%	35 7%	56 9%	32 5%	60 10%	37 5%	33 7%	27 12%
4	1173 7%	54 11%	49 8%	37 6%	43 8%	34 5%	44 10%	7 3%
5	1301 8%	44 9%	59 9%	48 8%	46 8%	40 6%	32 7%	35 15%
6	995 6%	26 5%	45 7%	31 5%	39 7%	24 3%	32 7%	19 8%

Volume

Q20_08. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Additional online features provided (e-mail/online storage/personal website etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	17253	501	630	617	577	696	443	226
7	2712 16%	64 13%	64 10%	86 14%	72 12%	126 18%	58 13%	22 10%
8	2716 16%	66 13%	91 14%	88 14%	77 13%	121 17%	54 12%	25 11%
9	2019 12%	51 10%	69 11%	83 14%	57 10%	99 14%	50 11%	3 1%
Very clear 10	2285 13%	66 13%	69 11%	109 18%	51 9%	113 16%	46 10%	20 9%
DK	1101 6%	25 5%	26 4%	48 8%	63 11%	50 7%	40 9%	27 12%
Average Excl. DK	6.5	6.1	5.9	6.9	6.0	7.0	6.1	5.2

Volume

Q20_09. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Other services included in the package (TV, fixed telephony, mobile telephony etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	17253	10132	6940	662	522	594	476	740	488	671	757
Not at all clear 1	664 4%	401 4%	236 3%	14 2%	13 2%	19 3%	22 5%	21 3%	12 2%	34 5%	27 4%
2	662 4%	395 4%	251 4%	24 4%	22 4%	24 4%	36 8%	22 3%	23 5%	42 6%	36 5%
3	821 5%	514 5%	245 4%	24 4%	16 3%	18 3%	29 6%	49 7%	25 5%	35 5%	29 4%
4	876 5%	515 5%	353 5%	30 5%	29 6%	35 6%	24 5%	35 5%	17 4%	34 5%	43 6%
5	1003 6%	601 6%	371 5%	41 6%	41 8%	38 6%	35 7%	32 4%	28 6%	44 7%	60 8%
6	1036 6%	607 6%	419 6%	41 6%	44 8%	29 5%	28 6%	39 5%	15 3%	47 7%	44 6%

Volume

Q20_09. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Other services included in the package (TV, fixed telephony, mobile telephony etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	17253	10132	6940	662	522	594	476	740	488	671	757
7	2523 15%	1580 16%	752 11%	102 15%	64 12%	66 11%	71 15%	114 15%	57 12%	70 10%	90 12%
8	2913 17%	1782 18%	981 14%	129 20%	43 8%	105 18%	72 15%	132 18%	57 12%	92 14%	120 16%
9	2554 15%	1449 14%	1164 17%	103 16%	78 15%	97 16%	53 11%	123 17%	100 20%	90 13%	132 17%
Very clear 10	3381 20%	1811 18%	1825 26%	125 19%	150 29%	115 19%	65 14%	137 19%	131 27%	133 20%	132 17%
DK	821 5%	477 5%	343 5%	28 4%	22 4%	48 8%	41 9%	35 5%	23 5%	49 7%	45 6%
Average Excl. DK	7.1	7.0	7.4	7.3	7.4	7.2	6.5	7.2	7.5	6.8	7.0

Volume

Q20_09. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Other services included in the package (TV, fixed telephony, mobile telephony etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	17253	697	770	707	135	467	482	203	550	66	599	662	832	789	577
Not at all clear 1	664 4%	40 6%	41 5%	26 4%	5 4%	6 1%	13 3%	9 4%	10 2%	1 1%	18 3%	15 2%	37 4%	21 3%	14 2%
2	662 4%	28 4%	40 5%	36 5%	0 0	10 2%	17 4%	13 7%	15 3%	1 1%	10 2%	28 4%	31 4%	22 3%	16 3%
3	821 5%	35 5%	34 4%	34 5%	1 1%	29 6%	21 4%	13 6%	21 4%	1 1%	20 3%	37 6%	28 3%	32 4%	20 3%
4	876 5%	34 5%	35 5%	45 6%	5 4%	22 5%	29 6%	12 6%	22 4%	1 2%	19 3%	48 7%	46 5%	35 4%	20 3%
5	1003 6%	64 9%	59 8%	43 6%	5 3%	29 6%	28 6%	16 8%	33 6%	4 6%	30 5%	49 7%	35 4%	52 7%	30 5%
6	1036 6%	38 5%	46 6%	59 8%	9 6%	18 4%	24 5%	21 10%	17 3%	3 4%	36 6%	45 7%	57 7%	65 8%	30 5%

Volume

Q20_09. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Other services included in the package (TV, fixed telephony, mobile telephony etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	17253	697	770	707	135	467	482	203	550	66	599	662	832	789	577
7	2523 15%	109 16%	124 16%	130 18%	15 11%	54 12%	47 10%	26 13%	45 8%	6 9%	139 23%	75 11%	88 11%	105 13%	68 12%
8	2913 17%	100 14%	127 17%	131 19%	26 19%	59 13%	75 16%	39 19%	87 16%	22 33%	117 20%	96 14%	115 14%	145 18%	81 14%
9	2554 15%	104 15%	80 10%	89 13%	30 22%	82 18%	84 17%	25 12%	109 20%	9 14%	89 15%	86 13%	132 16%	129 16%	111 19%
Very clear 10	3381 20%	104 15%	158 21%	80 11%	40 29%	137 29%	110 23%	22 11%	169 31%	19 28%	102 17%	137 21%	214 26%	146 18%	183 32%
DK	821 5%	41 6%	24 3%	34 5%	0 0	21 5%	34 7%	9 4%	20 4%	0 0	20 3%	46 7%	51 6%	37 5%	5 1%
Average Excl. DK	7.1	6.7	6.9	6.7	8.0	7.7	7.3	6.5	7.8	8.1	7.4	7.0	7.3	7.3	7.8

Volume

Q20_09. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Other services included in the package (TV, fixed telephony, mobile telephony etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	17253	501	630	617	577	696	443	226
Not at all clear 1	664 4%	9 2%	24 4%	26 4%	19 3%	28 4%	22 5%	8 3%
2	662 4%	19 4%	40 6%	27 4%	29 5%	16 2%	21 5%	9 4%
3	821 5%	15 3%	35 5%	24 4%	34 6%	34 5%	37 8%	15 7%
4	876 5%	34 7%	41 7%	49 8%	33 6%	31 5%	27 6%	13 6%
5	1003 6%	42 8%	51 8%	27 4%	49 9%	21 3%	38 9%	24 11%
6	1036 6%	36 7%	43 7%	37 6%	34 6%	28 4%	19 4%	17 8%

Volume

Q20_09. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Other services included in the package (TV, fixed telephony, mobile telephony etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	17253	501	630	617	577	696	443	226
7	2523 15%	42 8%	80 13%	78 13%	67 12%	93 13%	73 16%	40 18%
8	2913 17%	79 16%	91 14%	78 13%	77 13%	145 21%	51 11%	37 16%
9	2554 15%	87 17%	82 13%	76 12%	88 15%	109 16%	51 12%	12 5%
Very clear 10	3381 20%	127 25%	103 16%	119 19%	100 17%	165 24%	68 15%	30 13%
DK	821 5%	10 2%	40 6%	76 12%	47 8%	25 4%	36 8%	20 9%
Average Excl. DK	7.1	7.4	6.7	6.9	6.9	7.5	6.5	6.5

Volume

Q20_10. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Use of personal data/bank details by provider

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	17253	10132	6941	662	522	594	476	740	488	671	757
Not at all clear 1	1420 8%	808 8%	642 9%	83 13%	82 16%	39 7%	51 11%	29 4%	56 11%	59 9%	92 12%
2	1159 7%	666 7%	504 7%	52 8%	56 11%	39 7%	38 8%	37 5%	38 8%	61 9%	74 10%
3	1152 7%	681 7%	452 7%	52 8%	38 7%	34 6%	44 9%	50 7%	40 8%	65 10%	48 6%
4	1194 7%	719 7%	431 6%	54 8%	44 8%	28 5%	37 8%	42 6%	44 9%	47 7%	60 8%
5	1310 8%	763 8%	544 8%	51 8%	35 7%	50 8%	31 7%	54 7%	41 8%	59 9%	54 7%
6	957 6%	582 6%	331 5%	43 6%	24 5%	30 5%	21 4%	41 6%	24 5%	43 6%	42 6%

Volume

Q20_10. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Use of personal data/bank details by provider

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	17253	10132	6941	662	522	594	476	740	488	671	757
7	2259 13%	1388 14%	745 11%	78 12%	43 8%	72 12%	43 9%	102 14%	44 9%	67 10%	75 10%
8	2189 13%	1358 13%	687 10%	67 10%	50 9%	56 9%	46 10%	110 15%	44 9%	77 12%	78 10%
9	1855 11%	1072 11%	792 11%	49 7%	44 8%	63 11%	45 10%	122 16%	35 7%	54 8%	56 7%
Very clear 10	2369 14%	1323 13%	1133 16%	71 11%	64 12%	113 19%	56 12%	110 15%	62 13%	77 11%	85 11%
DK	1390 8%	772 8%	679 10%	61 9%	44 8%	70 12%	64 13%	43 6%	62 13%	62 9%	94 12%
Average Excl. DK	6.2	6.2	6.1	5.5	5.3	6.5	5.6	6.8	5.5	5.7	5.5

Q20_10. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Use of personal data/bank details by provider

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	17253	697	770	707	135	467	482	203	550	69	599	662	832	789	577
Not at all clear 1	1420 8%	67 10%	66 9%	58 8%	15 11%	34 7%	102 21%	47 23%	39 7%	7 10%	44 7%	52 8%	66 8%	81 10%	63 11%
2	1159 7%	52 8%	65 8%	39 6%	1 1%	32 7%	52 11%	25 12%	39 7%	3 4%	42 7%	48 7%	55 7%	73 9%	41 7%
3	1152 7%	47 7%	55 7%	46 7%	7 5%	25 5%	35 7%	19 9%	44 8%	1 1%	49 8%	59 9%	55 7%	61 8%	30 5%
4	1194 7%	57 8%	67 9%	51 7%	6 4%	38 8%	38 8%	16 8%	39 7%	0 0	45 8%	61 9%	48 6%	62 8%	35 6%
5	1310 8%	66 9%	67 9%	36 5%	21 16%	29 6%	28 6%	8 4%	34 6%	7 11%	44 7%	45 7%	63 8%	76 10%	52 9%
6	957 6%	36 5%	48 6%	55 8%	11 8%	30 6%	26 5%	14 7%	23 4%	4 5%	40 7%	37 6%	42 5%	51 6%	21 4%

Volume

Q20_10. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Use of personal data/bank details by provider

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	17253	697	770	707	135	467	482	203	550	69	599	662	832	789	577
7	2259 13%	93 13%	77 10%	128 18%	14 11%	52 11%	46 10%	19 9%	51 9%	4 6%	94 16%	86 13%	97 12%	92 12%	59 10%
8	2189 13%	90 13%	94 12%	107 15%	11 8%	42 9%	35 7%	21 10%	51 9%	16 23%	73 12%	73 11%	87 10%	65 8%	53 9%
9	1855 11%	67 10%	73 9%	58 8%	14 11%	54 11%	22 5%	12 6%	60 11%	6 8%	41 7%	68 10%	98 12%	72 9%	77 13%
Very clear 10	2369 14%	72 10%	107 14%	82 12%	34 25%	74 16%	46 10%	8 4%	125 23%	22 32%	73 12%	81 12%	126 15%	71 9%	106 18%
DK	1390 8%	50 7%	51 7%	46 6%	0 0	56 12%	52 11%	14 7%	44 8%	0 0	53 9%	51 8%	94 11%	87 11%	39 7%
Average Excl. DK	6.2	5.8	5.9	6.2	6.6	6.3	4.7	4.4	6.5	7.2	6.0	5.9	6.3	5.5	6.2

Volume

Q20_10. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Use of personal data/bank details by provider

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	17253	501	630	617	577	696	443	226
Not at all clear 1	1420 8%	48 10%	54 9%	71 12%	74 13%	57 8%	59 13%	88 39%
2	1159 7%	50 10%	57 9%	53 9%	56 10%	34 5%	55 12%	21 9%
3	1152 7%	49 10%	46 7%	54 9%	38 7%	35 5%	34 8%	12 5%
4	1194 7%	51 10%	41 7%	42 7%	38 7%	39 6%	38 9%	13 6%
5	1310 8%	48 10%	56 9%	39 6%	40 7%	56 8%	32 7%	20 9%
6	957 6%	35 7%	31 5%	31 5%	24 4%	24 3%	22 5%	9 4%

Volume

Q20_10. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Use of personal data/bank details by provider

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	17253	501	630	617	577	696	443	226
7	2259 13%	42 8%	57 9%	54 9%	57 10%	104 15%	55 12%	9 4%
8	2189 13%	44 9%	72 11%	57 9%	67 12%	100 14%	42 9%	5 2%
9	1855 11%	39 8%	75 12%	52 8%	52 9%	72 10%	31 7%	4 2%
Very clear 10	2369 14%	51 10%	91 14%	83 13%	55 9%	112 16%	25 6%	11 5%
DK	1390 8%	45 9%	50 8%	80 13%	75 13%	63 9%	51 12%	33 15%
Average Excl. DK	6.2	5.4	6.0	5.6	5.5	6.5	5.0	3.2

Volume

Q21. Have you ever used a comparison website to compare the offers from different internet service providers?

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
Yes, once	4240 15%	2754 17%	1003 9%	168 14%	103 10%	72 7%	130 13%	180 15%	94 9%	161 15%	163 15%
Yes, several times	8587 31%	5208 32%	3012 26%	211 18%	297 29%	227 22%	242 23%	418 36%	141 14%	204 19%	330 31%
No, I don't know what a comparison website is	1642 6%	819 5%	1045 9%	75 6%	69 7%	111 11%	97 9%	25 2%	199 19%	78 7%	120 11%
No, I don't know of any comparison website for internet service providers	7110 26%	3537 22%	1561 39%	485 41%	381 37%	460 46%	279 27%	215 18%	384 37%	340 32%	286 27%
No, for other reasons	6090 22%	3758 23%	1964 17%	239 20%	182 18%	140 14%	285 28%	333 28%	221 21%	268 25%	161 15%
Total used comparison website	12827 46%	7962 49%	4015 35%	378 32%	400 39%	299 30%	372 36%	599 51%	234 23%	365 35%	494 47%
Total not used	14841 54%	8114 51%	4570 65%	799 68%	632 61%	710 70%	661 64%	573 49%	805 77%	685 65%	567 53%

Q21. Have you ever used a comparison website to compare the offers from different internet service providers?

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
Yes, once	4240 15%	183 16%	218 19%	187 18%	18 4%	76 7%	84 8%	28 6%	100 9%	26 5%	203 18%	120 11%	119 10%	143 12%	61 6%
Yes, several times	8587 31%	521 45%	362 31%	314 31%	49 10%	191 18%	175 17%	64 14%	190 17%	28 6%	376 32%	197 19%	389 34%	401 35%	239 22%
No, I don't know what a comparison website is	1642 6%	65 6%	52 4%	108 11%	141 28%	262 25%	285 28%	47 11%	83 7%	85 17%	35 3%	61 6%	65 6%	81 7%	86 8%
No, I don't know of any comparison website for internet service providers	7110 26%	214 19%	287 24%	237 23%	144 29%	316 30%	346 34%	218 49%	506 46%	119 24%	210 18%	465 44%	404 35%	349 30%	473 44%
No, for other reasons	6090 22%	168 15%	258 22%	168 17%	153 30%	200 19%	122 12%	86 19%	227 21%	243 49%	334 29%	209 20%	177 15%	173 15%	210 20%
Total used comparison website	12827 46%	704 61%	580 49%	501 49%	67 13%	267 26%	259 26%	92 21%	290 26%	54 11%	580 50%	317 30%	508 44%	544 47%	301 28%
Total not used	14841 54%	447 39%	598 51%	514 51%	438 87%	779 74%	754 74%	350 79%	816 74%	446 89%	578 50%	736 70%	646 56%	603 53%	769 72%

Q21. Have you ever used a comparison website to compare the offers from different internet service providers?

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	552
Yes, once	4240 15%	88 8%	117 11%	133 11%	161 14%	240 21%	131 13%	32 6%
Yes, several times	8587 31%	135 13%	259 24%	163 14%	303 27%	336 30%	205 20%	60 11%
No, I don't know what a comparison website is	1642 6%	152 15%	156 15%	116 10%	67 6%	12 1%	122 12%	135 25%
No, I don't know of any comparison website for internet service providers	7110 26%	491 47%	395 37%	337 29%	264 23%	179 16%	298 30%	195 35%
No, for other reasons	6090 22%	176 17%	143 13%	430 36%	345 30%	354 32%	249 25%	130 24%
Total used comparison website	12827 46%	223 21%	376 35%	296 25%	464 41%	576 51%	335 33%	91 17%
Total not used	14841 54%	819 79%	694 65%	882 75%	676 59%	545 49%	669 67%	460 83%

Volume

Q22. Based on your experience of using comparison websites to compare offers from different internet service providers, which of the following statements reflect your experience? Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE
 FILTER: ASK Q22 IF Q21 =1 OR 2

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	12827	7962	4015	378	400	299	372	599	234	365	494
They are useful for finding out information about specific offers	4370 34%	2698 34%	1407 35%	107 28%	168 42%	122 41%	91 25%	247 41%	75 32%	103 28%	175 35%
They are easy to use	3948 31%	2406 30%	1355 34%	99 26%	127 32%	77 26%	106 29%	141 24%	64 27%	107 29%	185 37%
They are useful for finding the best offer available in my area	3888 30%	2393 30%	1272 32%	114 30%	147 37%	105 35%	94 25%	208 35%	83 35%	103 28%	153 31%
They are useful for finding customer comments, reviews, ratings	3846 30%	2268 28%	1522 38%	97 26%	173 43%	81 27%	79 21%	164 27%	67 29%	115 32%	168 34%
Different comparison websites show different prices	3052 24%	1874 24%	1009 25%	88 23%	95 24%	82 27%	67 18%	153 26%	54 23%	85 23%	78 16%
I visited a comparison website operated by an independent body (e.g. an government authority or consumer organisation)	1913 15%	1260 16%	407 10%	79 21%	39 10%	41 14%	69 19%	98 16%	15 6%	83 23%	58 12%

Volume

Q22. Based on your experience of using comparison websites to compare offers from different internet service providers, which of the following statements reflect your experience? Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE
 FILTER: ASK Q22 IF Q21 =1 OR 2

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	12827	7962	4015	378	400	299	372	599	234	365	494
They have special offers that you can't find elsewhere	1568 12%	979 12%	476 12%	38 10%	46 12%	29 10%	42 11%	70 12%	35 15%	51 14%	79 16%
I visited a commercial comparison website (<i>operated by business</i>)	1556 12%	1006 13%	382 10%	48 13%	44 11%	37 12%	47 13%	65 11%	21 9%	32 9%	81 16%
I found my current internet provider through a comparison website	1539 12%	971 12%	439 11%	43 11%	30 7%	25 8%	30 8%	81 14%	23 10%	40 11%	59 12%
The offers I found were not up to date or complete	1146 9%	699 9%	392 10%	37 10%	30 8%	33 11%	45 12%	38 6%	12 5%	31 9%	39 8%
They do not help me find the best offer available in my area	809 6%	481 6%	310 8%	35 9%	24 6%	38 13%	38 10%	32 5%	35 15%	41 11%	35 7%
I don't trust them, they are not independent and impartial	610 5%	385 5%	173 4%	26 7%	19 5%	15 5%	39 10%	23 4%	21 9%	14 4%	21 4%

Q22. Based on your experience of using comparison websites to compare offers from different internet service providers, which of the following statements reflect your experience? Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE
 FILTER: ASK Q22 IF Q21 =1 OR 2

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	12827	704	580	501	67	267	259	92	290	54	580	317	508	544	301
They are useful for finding out information about specific offers	4370 34%	229 33%	155 27%	147 29%	38 56%	105 39%	70 27%	25 28%	64 22%	28 52%	187 32%	128 40%	162 32%	193 35%	128 43%
They are easy to use	3948 31%	187 27%	160 28%	160 32%	40 60%	86 32%	63 24%	24 26%	76 26%	31 59%	182 31%	69 22%	184 36%	169 31%	112 37%
They are useful for finding the best offer available in my area	3888 30%	180 26%	171 29%	118 23%	38 57%	60 23%	76 29%	21 22%	74 25%	22 40%	174 30%	94 30%	154 30%	201 37%	98 33%
They are useful for finding customer comments, reviews, ratings	3846 30%	188 27%	140 24%	162 32%	25 38%	71 26%	53 21%	31 34%	74 25%	13 24%	175 30%	102 32%	204 40%	201 37%	141 47%
Different comparison websites show different prices	3052 24%	137 19%	129 22%	127 25%	28 43%	43 16%	50 19%	23 25%	56 19%	11 21%	127 22%	65 20%	150 30%	95 17%	50 16%
I visited a comparison website operated by an independent body (e.g. an government authority or consumer organisation)	1913 15%	63 9%	88 15%	90 18%	19 29%	17 6%	21 8%	11 12%	33 11%	7 12%	137 24%	71 22%	50 10%	97 18%	26 9%

Q22. Based on your experience of using comparison websites to compare offers from different internet service providers, which of the following statements reflect your experience? Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE
 FILTER: ASK Q22 IF Q21 =1 OR 2

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	12827	704	580	501	67	267	259	92	290	54	580	317	508	544	301
They have special offers that you can't find elsewhere	1568 12%	103 15%	60 10%	50 10%	24 36%	36 13%	26 10%	13 14%	41 14%	5 10%	63 11%	34 11%	65 13%	63 12%	30 10%
I visited a commercial comparison website (<i>operated by business</i>)	1556 12%	106 15%	69 12%	60 12%	22 33%	19 7%	23 9%	6 7%	26 9%	6 10%	44 8%	28 9%	31 6%	53 10%	43 14%
I found my current internet provider through a comparison website	1539 12%	72 10%	66 11%	56 11%	12 17%	22 8%	24 9%	9 10%	21 7%	5 10%	79 14%	27 9%	62 12%	61 11%	36 12%
The offers I found were not up to date or complete	1146 9%	77 11%	78 14%	40 8%	15 23%	28 10%	11 4%	14 15%	59 20%	3 5%	39 7%	31 10%	40 8%	46 8%	29 10%
They do not help me find the best offer available in my area	809 6%	40 6%	46 8%	26 5%	6 9%	36 13%	31 12%	11 12%	24 8%	5 9%	44 8%	24 8%	39 8%	35 6%	15 5%
I don't trust them, they are not independent and impartial	610 5%	40 6%	43 7%	15 3%	1 1%	7 3%	12 5%	7 8%	21 7%	1 2%	37 6%	17 5%	19 4%	14 3%	9 3%

Volume

Q22. Based on your experience of using comparison websites to compare offers from different internet service providers, which of the following statements reflect your experience? Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE
 FILTER: ASK Q22 IF Q21 =1 OR 2

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	12827	223	376	296	464	576	335	77
They are useful for finding out information about specific offers	4370 34%	94 42%	136 36%	93 31%	108 23%	226 39%	100 30%	24 32%
They are easy to use	3948 31%	68 30%	117 31%	87 29%	143 31%	243 42%	117 35%	20 26%
They are useful for finding the best offer available in my area	3888 30%	63 28%	140 37%	79 27%	106 23%	203 35%	116 35%	19 25%
They are useful for finding customer comments, reviews, ratings	3846 30%	45 20%	117 31%	91 31%	157 34%	165 29%	82 24%	8 10%
Different comparison websites show different prices	3052 24%	74 33%	81 22%	87 29%	133 29%	151 26%	60 18%	8 10%
I visited a comparison website operated by an independent body (e.g. an government authority or consumer organisation)	1913 15%	37 17%	37 10%	73 25%	82 18%	93 16%	78 23%	16 21%

Volume

Q22. Based on your experience of using comparison websites to compare offers from different internet service providers, which of the following statements reflect your experience? Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE
 FILTER: ASK Q22 IF Q21 =1 OR 2

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	12827	223	376	296	464	576	335	77
They have special offers that you can't find elsewhere	1568 12%	12 5%	45 12%	38 13%	36 8%	89 15%	38 11%	3 4%
I visited a commercial comparison website (<i>operated by business</i>)	1556 12%	55 25%	56 15%	45 15%	71 15%	87 15%	37 11%	17 22%
I found my current internet provider through a comparison website	1539 12%	23 10%	50 13%	33 11%	52 11%	85 15%	34 10%	4 5%
The offers I found were not up to date or complete	1146 9%	23 10%	59 16%	51 17%	46 10%	36 6%	38 11%	4 6%
They do not help me find the best offer available in my area	809 6%	14 6%	25 7%	37 13%	53 11%	21 4%	18 5%	18 24%
I don't trust them, they are not independent and impartial	610 5%	19 8%	23 6%	26 9%	32 7%	22 4%	17 5%	22 29%

Volume

Q23. Which of the following would you find helpful to switch your internet service provider? Please mark up to three items you find most helpful.

MULTIPLE ANSWERS POSSIBLE

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
Standardized comparable offers from providers	9609 35%	5494 34%	4261 37%	507 43%	487 47%	257 26%	418 40%	317 27%	490 47%	375 36%	357 34%
Independent tests (e.g. by consumer organisations) of service quality of internet providers	8945 32%	5134 32%	3913 34%	426 36%	306 30%	426 42%	378 37%	376 32%	464 45%	336 32%	341 32%
Shorter contract duration	8900 32%	4760 30%	4823 42%	362 31%	511 50%	285 28%	202 20%	399 34%	196 19%	352 34%	354 33%
Feedback from other users	8360 30%	4513 28%	4418 38%	225 19%	408 40%	587 58%	281 27%	271 23%	512 49%	475 45%	461 43%
Independent advice websites providing guidance on best offers	7331 26%	4101 26%	3493 30%	368 31%	318 31%	324 32%	349 34%	239 20%	386 37%	345 33%	264 25%
Comparison websites operated or accredited by a independent body (e.g. government authority or national regulator)	6446 23%	3802 24%	2548 22%	340 29%	173 17%	292 29%	371 36%	249 21%	140 13%	293 28%	263 25%
Switching process handled by independent body/agent	3972 14%	2449 15%	1286 11%	200 17%	100 10%	86 9%	126 12%	156 13%	165 16%	161 15%	125 12%
Other	969 4%	621 4%	252 2%	38 3%	11 1%	39 4%	45 4%	55 5%	30 3%	19 2%	12 1%
DK	38 0	38 0	18 0	1 0	1 0	1 0	2 0	1 0	2 0	1 0	3 0

Q23. Which of the following would you find helpful to switch your internet service provider? Please mark up to three items you find most helpful.

MULTIPLE ANSWERS POSSIBLE

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
Standardized comparable offers from providers	9609 35%	443 39%	464 39%	314 31%	141 28%	469 45%	413 41%	207 47%	504 46%	93 19%	375 32%	397 38%	341 30%	488 43%	516 48%
Independent tests (e.g. by consumer organisations) of service quality of internet providers	8945 32%	322 28%	405 34%	269 26%	94 19%	301 29%	300 30%	168 38%	487 44%	65 13%	451 39%	390 37%	376 33%	496 43%	311 29%
Shorter contract duration	8900 32%	353 31%	340 29%	208 20%	63 13%	316 30%	485 48%	98 22%	419 38%	108 22%	296 26%	336 32%	544 47%	432 38%	416 39%
Feedback from other users	8360 30%	312 27%	253 22%	315 31%	178 35%	539 52%	303 30%	142 32%	446 40%	162 32%	292 25%	324 31%	352 30%	358 31%	446 42%
Independent advice websites providing guidance on best offers	7331 26%	279 24%	342 29%	199 20%	129 26%	257 25%	389 38%	143 32%	372 34%	126 25%	370 32%	244 23%	339 29%	318 28%	282 26%
Comparison websites operated or accredited by a independent body (e.g. government authority or national regulator)	6446 23%	235 20%	308 26%	211 21%	78 15%	130 12%	192 19%	166 38%	204 18%	84 17%	279 24%	293 28%	281 24%	244 21%	210 20%
Switching process handled by independent body/agent	3972 14%	193 17%	158 13%	172 17%	43 8%	87 8%	122 12%	59 13%	81 7%	37 7%	194 17%	175 17%	125 11%	153 13%	140 13%
Other	969 4%	29 3%	36 3%	48 5%	29 6%	57 5%	64 6%	8 2%	20 2%	25 5%	57 5%	50 5%	18 2%	55 5%	19 2%
DK	38 0	0 0	0 0	3 0	50 10%	3 0	1 0	1 0	1 0	112 22%	1 0	7 1%	0 0	1 0	1 0

Volume

Q23. Which of the following would you find helpful to switch your internet service provider? Please mark up to three items you find most helpful.

MULTIPLE ANSWERS POSSIBLE

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	569
Standardized comparable offers from providers	9609 35%	370 35%	318 30%	442 38%	437 38%	379 34%	390 39%	184 32%
Independent tests (e.g. by consumer organisations) of service quality of internet providers	8945 32%	466 45%	355 33%	434 37%	384 34%	357 32%	423 42%	194 34%
Shorter contract duration	8900 32%	291 28%	541 51%	378 32%	539 47%	331 30%	252 25%	31 5%
Feedback from other users	8360 30%	430 41%	329 31%	390 33%	280 25%	402 36%	369 37%	153 27%
Independent advice websites providing guidance on best offers	7331 26%	429 41%	334 31%	423 36%	303 27%	343 31%	254 25%	233 41%
Comparison websites operated or accredited by a independent body (e.g. government authority or national regulator)	6446 23%	263 25%	232 22%	310 26%	296 26%	294 26%	287 29%	244 43%
Switching process handled by independent body/agent	3972 14%	172 16%	184 17%	161 14%	178 16%	188 17%	151 15%	70 12%
Other	969 4%	33 3%	24 2%	56 5%	40 4%	43 4%	37 4%	17 3%
DK	38 0	3 0	2 0	4 0	4 0	1 0	2 0	88 16%

Volume

Q24. What were the main reasons for choosing your current internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
Best value for money	9286 34%	5424 34%	3811 33%	346 29%	428 41%	324 32%	331 32%	386 33%	352 34%	361 34%	400 38%
Speed of internet connection	7331 26%	3889 24%	4055 35%	303 26%	401 39%	360 36%	234 23%	275 24%	370 36%	324 31%	301 28%
Took advantage of a special promotion or offer	6398 23%	3600 22%	2992 26%	370 31%	322 31%	225 22%	174 17%	163 14%	199 19%	207 20%	351 33%
Well-known brand	5516 20%	3431 21%	1708 15%	306 26%	139 13%	124 12%	112 11%	160 14%	172 17%	262 25%	313 30%
Already have other services with them (e.g. TV or telephony)	4394 16%	2401 15%	2245 19%	257 22%	153 15%	170 17%	180 17%	171 15%	386 37%	186 18%	127 12%
Reputation for good service	4387 16%	2646 16%	1578 14%	155 13%	238 23%	120 12%	147 14%	145 12%	171 16%	194 19%	249 24%
Inclusion of other services in the package (TV, fixed telephony, mobile telephony etc)	4083 15%	2220 14%	2116 18%	237 20%	232 22%	144 14%	169 16%	156 13%	269 26%	133 13%	123 12%
Previous good experience with this provider	3864 14%	2273 14%	1544 13%	152 13%	144 14%	126 13%	160 15%	194 17%	189 18%	123 12%	162 15%
Highly recommended by a friend/family	3348 12%	1909 12%	1499 13%	108 9%	169 16%	137 14%	126 12%	147 13%	91 9%	134 13%	116 11%
Only broadband internet provider in my area	2617 9%	1281 8%	1735 15%	80 7%	27 3%	163 16%	91 9%	79 7%	122 12%	159 15%	63 6%
Amount of data allowed to be downloaded without extra payment/slower speeds	2159 8%	1117 7%	1269 11%	122 10%	98 10%	170 17%	86 8%	85 7%	81 8%	141 13%	79 7%

Volume

Q24. What were the main reasons for choosing your current internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
Rated highly by an independent report/test/advice website	1136 4%	734 5%	277 2%	37 3%	21 2%	23 2%	39 4%	81 7%	12 1%	19 2%	35 3%
Children wanted a better internet connection	1099 4%	626 4%	495 4%	43 4%	48 5%	28 3%	31 3%	48 4%	37 4%	59 6%	51 5%
Additional online features provided (e-mail/online storage/personal website etc)	933 3%	609 4%	213 2%	32 3%	21 2%	13 1%	28 3%	59 5%	20 2%	27 3%	26 2%
Other reason	976 4%	572 4%	397 3%	62 5%	36 3%	41 4%	84 8%	37 3%	36 3%	21 2%	12 1%

Q24. What were the main reasons for choosing your current internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
Best value for money	9286 34%	364 32%	403 34%	341 34%	96 19%	305 29%	373 37%	87 20%	375 34%	164 33%	307 26%	424 40%	368 32%	450 39%	341 32%
Speed of internet connection	7331 26%	290 25%	208 18%	248 24%	39 8%	345 33%	395 39%	69 16%	362 33%	82 16%	352 30%	293 28%	400 35%	313 27%	383 36%
Took advantage of a special promotion or offer	6398 23%	367 32%	163 14%	309 30%	37 7%	245 23%	281 28%	69 16%	293 26%	94 19%	233 20%	216 21%	291 25%	409 36%	300 28%
Well-known brand	5516 20%	207 18%	363 31%	220 22%	184 36%	202 19%	170 17%	130 29%	123 11%	39 8%	196 17%	158 15%	160 14%	227 20%	188 18%
Already have other services with them (e.g. TV or telephony)	4394 16%	142 12%	137 12%	116 11%	55 11%	294 28%	263 26%	152 34%	248 22%	89 18%	251 22%	194 18%	225 20%	194 17%	205 19%
Reputation for good service	4387 16%	174 15%	267 23%	174 17%	99 20%	161 15%	99 10%	89 20%	115 10%	121 24%	156 13%	101 10%	135 12%	189 16%	175 16%
Inclusion of other services in the package (TV, fixed telephony, mobile telephony etc)	4083 15%	122 11%	175 15%	103 10%	40 8%	326 31%	129 13%	112 25%	299 27%	94 19%	197 17%	188 18%	143 12%	269 23%	272 25%
Previous good experience with this provider	3864 14%	154 13%	143 12%	125 12%	49 10%	124 12%	139 14%	104 23%	178 16%	44 9%	178 15%	155 15%	162 14%	147 13%	120 11%
Highly recommended by a friend/family	3348 12%	137 12%	198 17%	100 10%	25 5%	86 8%	97 10%	58 13%	114 10%	65 13%	87 8%	133 13%	177 15%	72 6%	113 11%
Only broadband internet provider in my area	2617 9%	102 9%	114 10%	77 8%	97 19%	155 15%	176 17%	25 6%	84 8%	8 2%	90 8%	89 8%	183 16%	102 9%	209 20%
Amount of data allowed to be downloaded without extra payment/slower speeds	2159 8%	60 5%	36 3%	63 6%	12 2%	89 9%	119 12%	32 7%	56 5%	31 6%	57 5%	267 25%	142 12%	92 8%	83 8%

Q24. What were the main reasons for choosing your current internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
Rated highly by an independent report/test/advice website	1136 4%	36 3%	46 4%	52 5%	6 1%	26 2%	15 1%	11 3%	5 0	1 0	48 4%	57 5%	43 4%	32 3%	18 2%
Children wanted a better internet connection	1099 4%	31 3%	34 3%	73 7%	13 3%	35 3%	49 5%	13 3%	28 3%	5 1%	26 2%	19 2%	54 5%	21 2%	50 5%
Additional online features provided (e-mail/online storage/personal website etc)	933 3%	43 4%	39 3%	46 4%	12 2%	13 1%	19 2%	24 5%	16 1%	4 1%	24 2%	47 4%	23 2%	39 3%	21 2%
Other reason	976 4%	31 3%	55 5%	16 2%	20 4%	39 4%	23 2%	20 4%	96 9%	31 6%	67 6%	22 2%	30 3%	48 4%	25 2%

Volume

Q24. What were the main reasons for choosing your current internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	543
Best value for money	9286 34%	332 32%	349 33%	328 28%	288 25%	429 38%	161 16%	150 28%
Speed of internet connection	7331 26%	294 28%	395 37%	417 35%	275 24%	284 25%	274 27%	130 24%
Took advantage of a special promotion or offer	6398 23%	206 20%	271 25%	367 31%	232 20%	239 21%	152 15%	53 10%
Well-known brand	5516 20%	158 15%	184 17%	203 17%	217 19%	289 26%	216 22%	114 21%
Already have other services with them (e.g. TV or telephony)	4394 16%	206 20%	172 16%	169 14%	228 20%	218 19%	221 22%	103 19%
Reputation for good service	4387 16%	118 11%	138 13%	172 15%	154 13%	201 18%	118 12%	108 20%
Inclusion of other services in the package (TV, fixed telephony, mobile telephony etc)	4083 15%	314 30%	126 12%	109 9%	150 13%	182 16%	127 13%	135 25%
Previous good experience with this provider	3864 14%	145 14%	133 12%	209 18%	205 18%	160 14%	170 17%	109 20%
Highly recommended by a friend/family	3348 12%	83 8%	126 12%	106 9%	77 7%	133 12%	100 10%	35 7%
Only broadband internet provider in my area	2617 9%	232 22%	170 16%	154 13%	155 14%	69 6%	145 14%	39 7%
Amount of data allowed to be downloaded without extra payment/slower speeds	2159 8%	56 5%	211 20%	22 2%	83 7%	104 9%	79 8%	99 18%

Volume

Q24. What were the main reasons for choosing your current internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	543
Rated highly by an independent report/test/advice website	1136 4%	13 1%	19 2%	16 1%	45 4%	46 4%	49 5%	0 0
Children wanted a better internet connection	1099 4%	56 5%	55 5%	33 3%	45 4%	36 3%	44 4%	6 1%
Additional online features provided (e-mail/online storage/personal website etc)	933 3%	19 2%	20 2%	67 6%	22 2%	34 3%	58 6%	10 2%
Other reason	976 4%	42 4%	32 3%	97 8%	83 7%	44 4%	79 8%	42 8%

Volume

Q25_01. ...The download/upload speed and capacity of my internet connection match my contract conditions

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
Totally agree	6979 25%	3780 24%	3654 32%	334 28%	464 45%	299 30%	397 38%	307 26%	287 28%	232 22%	257 24%
Tend to agree	12176 44%	7062 44%	5132 44%	501 43%	370 36%	488 48%	320 31%	509 43%	508 49%	465 44%	440 41%
Tend to disagree	4749 17%	2867 18%	1702 15%	154 13%	136 13%	131 13%	128 12%	189 16%	134 13%	199 19%	218 21%
Totally disagree	1853 7%	1130 7%	633 5%	75 6%	51 5%	51 5%	63 6%	72 6%	37 4%	79 8%	93 9%
Don't know	1912 7%	1237 8%	464 4%	113 10%	11 1%	40 4%	126 12%	95 8%	74 7%	76 7%	52 5%
Total Agree	19154 69%	10842 68%	8786 76%	835 71%	834 81%	787 78%	716 69%	816 70%	795 76%	697 66%	698 66%
Total Disagree	6602 24%	3997 25%	2335 20%	229 19%	187 18%	182 18%	191 18%	261 22%	171 16%	278 26%	311 29%

Q25_01. ...The download/upload speed and capacity of my internet connection match my contract conditions

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
Totally agree	6979 25%	215 19%	248 21%	227 22%	325 64%	351 34%	306 30%	106 24%	359 32%	289 58%	318 27%	336 32%	324 28%	255 22%	341 32%
Tend to agree	12176 44%	540 47%	607 52%	428 42%	86 17%	452 43%	478 47%	194 44%	466 42%	96 19%	442 38%	441 42%	536 46%	476 41%	460 43%
Tend to disagree	4749 17%	228 20%	190 16%	226 22%	32 6%	145 14%	147 15%	75 17%	161 15%	42 8%	189 16%	168 16%	188 16%	225 20%	153 14%
Totally disagree	1853 7%	97 8%	59 5%	79 8%	16 3%	44 4%	37 4%	26 6%	55 5%	23 5%	91 8%	46 4%	57 5%	124 11%	81 8%
Don't know	1912 7%	71 6%	74 6%	55 5%	46 9%	53 5%	45 4%	40 9%	64 6%	51 10%	117 10%	61 6%	48 4%	67 6%	35 3%
Total Agree	19154 69%	755 66%	855 73%	655 65%	411 81%	804 77%	783 77%	300 68%	825 75%	384 77%	761 66%	778 74%	861 75%	731 64%	801 75%
Total Disagree	6602 24%	325 28%	249 21%	305 30%	48 9%	190 18%	184 18%	101 23%	216 20%	65 13%	280 24%	214 20%	246 21%	349 30%	234 22%

Q25_01. ...The download/upload speed and capacity of my internet connection match my contract conditions

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	569
Totally agree	6979 25%	320 31%	345 32%	258 22%	316 28%	253 23%	325 32%	146 26%
Tend to agree	12176 44%	447 43%	488 46%	487 41%	421 37%	474 42%	306 31%	271 48%
Tend to disagree	4749 17%	153 15%	138 13%	219 19%	200 18%	187 17%	177 18%	48 8%
Totally disagree	1853 7%	72 7%	50 5%	127 11%	83 7%	82 7%	82 8%	33 6%
Don't know	1912 7%	50 5%	48 4%	88 7%	119 10%	125 11%	113 11%	71 12%
Total Agree	19154 69%	767 74%	834 78%	745 63%	737 65%	727 65%	631 63%	417 73%
Total Disagree	6602 24%	225 22%	188 18%	346 29%	283 25%	269 24%	259 26%	81 14%

Q25_02. ...My internet connection never breaks down

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
Totally agree	4879 18%	2925 18%	1802 16%	190 16%	252 24%	115 11%	251 24%	254 22%	104 10%	170 16%	223 21%
Tend to agree	11123 40%	6517 41%	4512 39%	421 36%	379 37%	366 36%	317 31%	434 37%	410 40%	344 33%	406 38%
Tend to disagree	6795 25%	3881 24%	3025 26%	343 29%	231 22%	248 25%	255 25%	269 23%	321 31%	309 29%	246 23%
Totally disagree	4015 15%	2194 14%	2051 18%	186 16%	159 15%	254 25%	152 15%	158 14%	179 17%	188 18%	163 15%
Don't know	856 3%	558 3%	195 2%	36 3%	10 1%	25 2%	57 6%	57 5%	24 2%	39 4%	22 2%
Total Agree	16002 58%	9442 59%	6314 55%	611 52%	631 61%	482 48%	569 55%	688 59%	515 50%	514 49%	629 59%
Total Disagree	10810 39%	6075 38%	5076 44%	529 45%	390 38%	503 50%	407 39%	428 36%	500 48%	497 47%	409 39%

Q25_02. ...My internet connection never breaks down

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
Totally agree	4879 18%	169 15%	192 16%	193 19%	150 30%	235 22%	122 12%	78 18%	173 16%	178 36%	212 18%	187 18%	153 13%	164 14%	188 18%
Tend to agree	11123 40%	523 45%	503 43%	433 43%	135 27%	508 49%	402 40%	147 33%	436 39%	178 36%	430 37%	424 40%	471 41%	468 41%	387 36%
Tend to disagree	6795 25%	304 26%	258 22%	241 24%	115 23%	198 19%	346 34%	139 32%	261 24%	106 21%	314 27%	246 23%	309 27%	304 26%	303 28%
Totally disagree	4015 15%	114 10%	194 16%	118 12%	103 20%	96 9%	136 13%	73 17%	216 20%	36 7%	166 14%	170 16%	201 17%	181 16%	174 16%
Don't know	856 3%	41 4%	30 3%	30 3%	1 0	9 1%	7 1%	4 1%	20 2%	1 0	36 3%	25 2%	20 2%	31 3%	18 2%
Total Agree	16002 58%	691 60%	696 59%	626 62%	285 56%	743 71%	523 52%	225 51%	609 55%	356 71%	642 55%	612 58%	625 54%	632 55%	575 54%
Total Disagree	10810 39%	418 36%	453 38%	359 35%	219 43%	294 28%	482 48%	213 48%	477 43%	143 29%	480 41%	416 39%	510 44%	484 42%	477 45%

Q25_02. ...My internet connection never breaks down

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	569
Totally agree	4879 18%	144 14%	184 17%	131 11%	194 17%	205 18%	156 16%	83 15%
Tend to agree	11123 40%	352 34%	478 45%	375 32%	366 32%	479 43%	272 27%	246 43%
Tend to disagree	6795 25%	266 26%	241 23%	313 27%	279 24%	267 24%	304 30%	121 21%
Totally disagree	4015 15%	272 26%	143 13%	326 28%	250 22%	131 12%	221 22%	85 15%
Don't know	856 3%	8 1%	24 2%	32 3%	52 5%	40 4%	51 5%	34 6%
Total Agree	16002 58%	496 48%	662 62%	507 43%	560 49%	683 61%	428 43%	330 58%
Total Disagree	10810 39%	538 52%	384 36%	639 54%	528 46%	398 35%	525 52%	206 36%

Volume

Q25_03. ...In case of problems my internet provider gives me a useful answer

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
Totally agree	6112 22%	3327 21%	3158 27%	231 20%	461 45%	258 26%	336 33%	245 21%	327 31%	191 18%	307 29%
Tend to agree	12043 44%	7014 44%	4997 43%	510 43%	376 36%	420 42%	352 34%	480 41%	494 48%	453 43%	487 46%
Tend to disagree	5237 19%	3096 19%	2052 18%	216 18%	122 12%	180 18%	126 12%	255 22%	102 10%	224 21%	141 13%
Totally disagree	1920 7%	1136 7%	750 6%	120 10%	63 6%	67 7%	57 6%	52 4%	37 4%	89 8%	71 7%
Don't know	2356 9%	1503 9%	628 5%	100 8%	9 1%	84 8%	162 16%	140 12%	78 8%	93 9%	54 5%
Total Agree	18155 66%	10341 65%	8155 70%	741 63%	837 81%	677 67%	688 67%	724 62%	821 79%	645 61%	794 75%
Total Disagree	7157 26%	4232 26%	2802 24%	336 29%	185 18%	247 25%	183 18%	307 26%	140 13%	312 30%	213 20%

Q25_03. ...In case of problems my internet provider gives me a useful answer

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
Totally agree	6112 22%	207 18%	186 16%	219 22%	390 77%	402 38%	258 25%	88 20%	290 26%	331 66%	257 22%	224 21%	246 21%	219 19%	316 30%
Tend to agree	12043 44%	524 46%	554 47%	464 46%	65 13%	448 43%	495 49%	204 46%	478 43%	106 21%	451 39%	443 42%	537 47%	552 48%	431 40%
Tend to disagree	5237 19%	260 23%	235 20%	201 20%	15 3%	93 9%	136 13%	81 18%	206 19%	40 8%	208 18%	206 20%	228 20%	218 19%	200 19%
Totally disagree	1920 7%	71 6%	123 10%	73 7%	22 4%	33 3%	42 4%	40 9%	71 6%	9 2%	108 9%	77 7%	75 6%	84 7%	85 8%
Don't know	2356 9%	88 8%	80 7%	59 6%	12 2%	70 7%	83 8%	29 7%	62 6%	15 3%	135 12%	103 10%	69 6%	73 6%	38 4%
Total Agree	18155 66%	732 64%	740 63%	683 67%	455 90%	850 81%	753 74%	292 66%	768 69%	437 87%	708 61%	668 63%	783 68%	772 67%	747 70%
Total Disagree	7157 26%	331 29%	358 30%	274 27%	38 7%	126 12%	178 18%	121 27%	276 25%	49 10%	316 27%	283 27%	303 26%	303 26%	284 27%

Q25_03. ...In case of problems my internet provider gives me a useful answer

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	569
Totally agree	6112 22%	288 28%	291 27%	186 16%	303 27%	262 23%	301 30%	149 26%
Tend to agree	12043 44%	409 39%	491 46%	480 41%	399 35%	483 43%	336 33%	251 44%
Tend to disagree	5237 19%	206 20%	161 15%	246 21%	225 20%	160 14%	175 17%	72 13%
Totally disagree	1920 7%	82 8%	46 4%	130 11%	73 6%	72 6%	73 7%	36 6%
Don't know	2356 9%	57 5%	81 8%	136 12%	140 12%	144 13%	119 12%	61 11%
Total Agree	18155 66%	696 67%	782 73%	666 57%	702 62%	745 66%	637 63%	400 70%
Total Disagree	7157 26%	289 28%	207 19%	375 32%	298 26%	232 21%	248 25%	109 19%

Volume

Q25_04. ...My internet provider uses my personal data/bank details responsibly

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
Totally agree	6390 23%	3672 23%	2783 24%	220 19%	336 33%	243 24%	444 43%	240 20%	300 29%	267 25%	213 20%
Tend to agree	11575 42%	6796 42%	4661 40%	429 36%	422 41%	395 39%	214 21%	470 40%	471 45%	395 38%	340 32%
Tend to disagree	2794 10%	1619 10%	1182 10%	143 12%	125 12%	85 8%	59 6%	130 11%	51 5%	95 9%	119 11%
Totally disagree	990 4%	542 3%	503 4%	65 6%	106 10%	42 4%	27 3%	21 2%	19 2%	41 4%	89 8%
Don't know	5919 21%	3447 21%	2458 21%	319 27%	44 4%	245 24%	289 28%	311 27%	199 19%	253 24%	299 28%
Total Agree	17965 65%	10468 65%	7444 64%	649 55%	758 73%	638 63%	658 64%	710 61%	771 74%	662 63%	553 52%
Total Disagree	3784 14%	2161 13%	1685 14%	208 18%	231 22%	126 13%	86 8%	151 13%	70 7%	135 13%	209 20%

Q25_04. ...My internet provider uses my personal data/bank details responsibly

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
Totally agree	6390 23%	227 20%	239 20%	204 20%	341 68%	317 30%	190 19%	92 21%	323 29%	318 64%	355 31%	243 23%	221 19%	244 21%	251 23%
Tend to agree	11575 42%	509 44%	565 48%	467 46%	80 16%	408 39%	402 40%	181 41%	433 39%	57 11%	412 36%	395 37%	519 45%	470 41%	374 35%
Tend to disagree	2794 10%	153 13%	116 10%	113 11%	11 2%	46 4%	53 5%	29 7%	70 6%	5 1%	127 11%	85 8%	143 12%	105 9%	120 11%
Totally disagree	990 4%	53 5%	43 4%	56 5%	18 4%	16 2%	16 2%	14 3%	21 2%	12 2%	33 3%	28 3%	43 4%	41 4%	58 5%
Don't know	5919 21%	209 18%	216 18%	176 17%	55 11%	259 25%	352 35%	126 29%	258 23%	108 22%	230 20%	302 29%	229 20%	288 25%	267 25%
Total Agree	17965 65%	736 64%	804 68%	671 66%	421 83%	725 69%	593 59%	272 62%	756 68%	375 75%	767 66%	638 61%	740 64%	714 62%	625 58%
Total Disagree	3784 14%	206 18%	158 13%	168 17%	29 6%	62 6%	69 7%	44 10%	92 8%	17 3%	160 14%	113 11%	185 16%	145 13%	178 17%

Q25_04. ...My internet provider uses my personal data/bank details responsibly

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	569
Totally agree	6390 23%	265 25%	320 30%	297 25%	345 30%	329 29%	373 37%	93 16%
Tend to agree	11575 42%	309 30%	430 40%	408 35%	321 28%	503 45%	221 22%	136 24%
Tend to disagree	2794 10%	115 11%	67 6%	91 8%	97 9%	69 6%	78 8%	20 3%
Totally disagree	990 4%	66 6%	38 4%	19 2%	17 2%	17 1%	35 3%	8 1%
Don't know	5919 21%	288 28%	215 20%	362 31%	360 32%	204 18%	298 30%	313 55%
Total Agree	17965 65%	573 55%	751 70%	705 60%	666 58%	832 74%	594 59%	228 40%
Total Disagree	3784 14%	181 17%	105 10%	110 9%	114 10%	85 8%	112 11%	28 5%

Volume

Q25_05. ...My internet tariff/package is good value for money

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
Totally agree	6813 25%	3812 24%	3242 28%	248 21%	475 46%	256 25%	352 34%	302 26%	254 24%	229 22%	321 30%
Tend to agree	12590 46%	7417 46%	4999 43%	493 42%	381 37%	432 43%	372 36%	542 46%	492 47%	489 47%	453 43%
Tend to disagree	5293 19%	3100 19%	2150 19%	228 19%	121 12%	194 19%	153 15%	215 18%	189 18%	226 21%	196 18%
Totally disagree	1830 7%	1037 6%	835 7%	140 12%	50 5%	81 8%	71 7%	49 4%	61 6%	66 6%	50 5%
Don't know	1143 4%	709 4%	360 3%	68 6%	6 1%	46 5%	86 8%	63 5%	44 4%	41 4%	40 4%
Total Agree	19403 70%	11229 70%	8241 71%	741 63%	856 83%	688 68%	724 70%	844 72%	746 72%	718 68%	774 73%
Total Disagree	7122 26%	4137 25%	2985 26%	368 31%	170 17%	275 27%	223 22%	264 23%	250 24%	291 28%	246 23%

Q25_05. ...My internet tariff/package is good value for money

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
Totally agree	6813 25%	209 18%	216 18%	246 24%	213 42%	235 22%	253 25%	67 15%	302 27%	314 63%	329 28%	342 32%	267 23%	260 23%	347 32%
Tend to agree	12590 46%	522 45%	605 51%	458 45%	124 25%	478 46%	452 45%	218 49%	455 41%	109 22%	508 44%	479 45%	536 46%	507 44%	447 42%
Tend to disagree	5293 19%	267 23%	238 20%	200 20%	60 12%	212 20%	217 21%	92 21%	206 19%	63 13%	215 19%	149 14%	241 21%	260 23%	165 15%
Totally disagree	1830 7%	107 9%	82 7%	69 7%	52 10%	64 6%	48 5%	43 10%	100 9%	6 1%	66 6%	48 5%	79 7%	86 7%	79 7%
Don't know	1143 4%	46 4%	37 3%	43 4%	56 11%	57 5%	44 4%	22 5%	43 4%	8 2%	40 3%	36 3%	32 3%	35 3%	32 3%
Total Agree	19403 70%	732 64%	821 70%	704 69%	337 67%	713 68%	705 70%	285 64%	757 68%	423 85%	837 72%	821 78%	803 70%	766 67%	795 74%
Total Disagree	7122 26%	374 32%	320 27%	268 26%	112 22%	276 26%	265 26%	135 31%	306 28%	69 14%	282 24%	196 19%	319 28%	346 30%	244 23%

Volume

Q25_05. ...My internet tariff/package is good value for money

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	569
Totally agree	6813 25%	210 20%	302 28%	283 24%	299 26%	289 26%	218 22%	74 13%
Tend to agree	12590 46%	392 38%	448 42%	538 46%	406 36%	532 47%	365 36%	214 38%
Tend to disagree	5293 19%	261 25%	211 20%	218 19%	266 23%	183 16%	230 23%	133 23%
Totally disagree	1830 7%	163 16%	73 7%	75 6%	99 9%	63 6%	95 10%	42 7%
Don't know	1143 4%	16 2%	35 3%	63 5%	70 6%	53 5%	96 10%	106 19%
Total Agree	19403 70%	602 58%	750 70%	822 70%	705 62%	821 73%	583 58%	288 51%
Total Disagree	7122 26%	424 41%	285 27%	294 25%	366 32%	246 22%	325 32%	175 31%

Volume

Q25_06. ...My internet bills are clear and easy to understand

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
Totally agree	9422 34%	5040 31%	5101 44%	308 26%	555 54%	435 43%	447 43%	443 38%	526 51%	334 32%	427 40%
Tend to agree	12718 46%	7617 47%	4722 41%	528 45%	329 32%	419 42%	338 33%	493 42%	422 41%	501 48%	419 40%
Tend to disagree	3347 12%	2047 13%	1130 10%	187 16%	87 8%	86 9%	126 12%	135 12%	51 5%	121 12%	133 13%
Totally disagree	999 4%	587 4%	403 3%	103 9%	40 4%	31 3%	47 5%	26 2%	12 1%	47 4%	36 3%
Don't know	1182 4%	786 5%	230 3%	51 4%	20 2%	38 4%	75 7%	75 6%	28 3%	47 4%	45 4%
Total Agree	22141 80%	12657 78%	9823 85%	836 71%	884 86%	855 85%	785 76%	937 80%	947 91%	836 80%	846 80%
Total Disagree	4346 16%	2634 17%	1533 13%	290 25%	128 12%	117 12%	174 17%	161 14%	63 6%	168 16%	169 16%

Q25_06. ...My internet bills are clear and easy to understand

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
Totally agree	9422 34%	277 24%	311 26%	256 25%	383 76%	571 55%	465 46%	119 27%	472 43%	396 79%	450 39%	461 44%	473 41%	392 34%	470 44%
Tend to agree	12718 46%	581 50%	632 54%	506 50%	67 13%	382 37%	436 43%	216 49%	456 41%	58 12%	458 40%	404 38%	507 44%	556 49%	420 39%
Tend to disagree	3347 12%	184 16%	156 13%	154 15%	14 3%	56 5%	75 7%	68 15%	105 9%	24 5%	145 13%	117 11%	113 10%	128 11%	128 12%
Totally disagree	999 4%	55 5%	43 4%	42 4%	14 3%	18 2%	17 2%	34 8%	44 4%	13 3%	62 5%	30 3%	46 4%	36 3%	34 3%
Don't know	1182 4%	55 5%	36 3%	57 6%	27 5%	19 2%	20 2%	5 1%	29 3%	9 2%	44 4%	41 4%	16 1%	35 3%	18 2%
Total Agree	22141 80%	857 74%	943 80%	762 75%	450 89%	953 91%	901 89%	335 76%	928 84%	455 91%	907 78%	865 82%	980 85%	948 83%	890 83%
Total Disagree	4346 16%	239 21%	199 17%	196 19%	28 6%	74 7%	92 9%	102 23%	149 13%	37 7%	207 18%	147 14%	158 14%	164 14%	162 15%

Q25_06. ...My internet bills are clear and easy to understand

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	569
Totally agree	9422 34%	399 38%	488 46%	444 38%	442 39%	361 32%	461 46%	122 22%
Tend to agree	12718 46%	441 42%	428 40%	495 42%	441 39%	574 51%	306 30%	232 41%
Tend to disagree	3347 12%	145 14%	98 9%	134 11%	146 13%	102 9%	113 11%	103 18%
Totally disagree	999 4%	49 5%	28 3%	46 4%	47 4%	31 3%	58 6%	46 8%
Don't know	1182 4%	8 1%	28 3%	58 5%	64 6%	53 5%	66 7%	65 11%
Total Agree	22141 80%	840 81%	916 86%	939 80%	883 77%	935 83%	767 76%	354 62%
Total Disagree	4346 16%	194 19%	126 12%	181 15%	193 17%	133 12%	170 17%	150 26%

Volume

Q25_07. ...My internet bills are always correct

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
Totally agree	10027 36%	5375 33%	5399 47%	343 29%	636 62%	451 45%	501 48%	469 40%	544 52%	326 31%	424 40%
Tend to agree	12201 44%	7334 46%	4458 38%	515 44%	300 29%	427 42%	274 27%	478 41%	402 39%	480 46%	435 41%
Tend to disagree	2885 10%	1754 11%	1001 9%	156 13%	59 6%	59 6%	92 9%	101 9%	52 5%	112 11%	103 10%
Totally disagree	955 3%	585 4%	321 3%	72 6%	20 2%	18 2%	36 4%	24 2%	7 1%	49 5%	38 4%
Don't know	1599 6%	1028 6%	407 4%	91 8%	17 2%	54 5%	130 13%	101 9%	34 3%	84 8%	60 6%
Total Agree	22228 80%	12709 79%	9857 85%	857 73%	936 91%	878 87%	775 75%	947 81%	946 91%	806 77%	859 81%
Total Disagree	3841 14%	2339 15%	1322 12%	228 19%	79 8%	77 8%	128 12%	125 11%	59 6%	160 15%	142 13%

Q25_07. ...My internet bills are always correct

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
Totally agree	10027 36%	298 26%	323 27%	265 26%	380 75%	577 55%	442 44%	155 35%	501 45%	388 78%	473 41%	552 52%	501 43%	380 33%	491 46%
Tend to agree	12201 44%	549 48%	656 56%	512 50%	57 11%	376 36%	433 43%	208 47%	409 37%	57 11%	437 38%	353 33%	462 40%	500 44%	420 39%
Tend to disagree	2885 10%	194 17%	112 10%	135 13%	16 3%	44 4%	61 6%	36 8%	91 8%	31 6%	109 9%	87 8%	128 11%	162 14%	89 8%
Totally disagree	955 3%	63 6%	45 4%	48 5%	7 1%	13 1%	20 2%	17 4%	38 3%	8 2%	63 5%	19 2%	38 3%	42 4%	31 3%
Don't know	1599 6%	46 4%	42 4%	56 5%	45 9%	37 4%	57 6%	27 6%	66 6%	16 3%	76 7%	42 4%	24 2%	63 5%	40 4%
Total Agree	22228 80%	847 74%	979 83%	776 76%	437 87%	953 91%	875 86%	362 82%	910 82%	445 89%	910 79%	905 86%	963 83%	880 77%	910 85%
Total Disagree	3841 14%	258 22%	157 13%	183 18%	23 5%	56 5%	81 8%	53 12%	130 12%	39 8%	172 15%	106 10%	166 14%	204 18%	120 11%

Volume



Q25_07. ...My internet bills are always correct

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	569
Totally agree	10027 36%	464 45%	522 49%	397 34%	482 42%	410 37%	483 48%	135 24%
Tend to agree	12201 44%	376 36%	406 38%	478 41%	375 33%	506 45%	259 26%	229 40%
Tend to disagree	2885 10%	88 8%	81 8%	142 12%	139 12%	92 8%	106 11%	43 8%
Totally disagree	955 3%	42 4%	18 2%	55 5%	44 4%	23 2%	37 4%	17 3%
Don't know	1599 6%	73 7%	43 4%	105 9%	100 9%	90 8%	119 12%	145 26%
Total Agree	22228 80%	840 81%	928 87%	875 74%	857 75%	916 82%	742 74%	363 64%
Total Disagree	3841 14%	129 12%	99 9%	197 17%	183 16%	115 10%	143 14%	60 11%

Volume

Q25_08. ...My contract is clear and easy to understand

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
Totally agree	7717 28%	4212 26%	3956 34%	248 21%	526 51%	328 33%	431 42%	348 30%	320 31%	272 26%	355 33%
Tend to agree	12693 46%	7508 47%	4961 43%	541 46%	340 33%	483 48%	341 33%	521 44%	545 52%	490 47%	505 48%
Tend to disagree	4693 17%	2777 17%	1833 16%	244 21%	110 11%	132 13%	140 14%	184 16%	110 11%	184 17%	122 11%
Totally disagree	1239 4%	721 4%	515 4%	82 7%	46 4%	30 3%	42 4%	46 4%	17 2%	43 4%	41 4%
Don't know	1326 5%	859 5%	320 3%	62 5%	10 1%	36 4%	78 8%	73 6%	46 4%	61 6%	38 4%
Total Agree	20410 74%	11720 73%	8917 77%	789 67%	866 84%	811 80%	773 75%	869 74%	866 83%	762 73%	860 81%
Total Disagree	5932 21%	3498 21%	2348 20%	326 28%	156 15%	162 16%	183 18%	230 20%	128 12%	227 22%	163 15%

Q25_08. ...My contract is clear and easy to understand

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
Totally agree	7717 28%	248 22%	263 22%	228 23%	351 70%	371 35%	323 32%	77 17%	360 33%	314 63%	385 33%	298 28%	360 31%	307 27%	360 34%
Tend to agree	12693 46%	549 48%	572 49%	499 49%	81 16%	508 49%	502 50%	207 47%	487 44%	88 18%	497 43%	484 46%	506 44%	535 47%	427 40%
Tend to disagree	4693 17%	234 20%	228 19%	200 20%	15 3%	118 11%	115 11%	107 24%	170 15%	43 9%	168 15%	169 16%	207 18%	204 18%	191 18%
Totally disagree	1239 4%	57 5%	66 6%	45 4%	15 3%	21 2%	39 4%	32 7%	56 5%	26 5%	59 5%	58 5%	52 5%	53 5%	60 6%
Don't know	1326 5%	63 5%	49 4%	43 4%	43 8%	28 3%	33 3%	19 4%	33 3%	28 6%	49 4%	44 4%	29 2%	49 4%	31 3%
Total Agree	20410 74%	797 69%	835 71%	727 72%	432 86%	879 84%	825 81%	284 64%	847 77%	403 81%	881 76%	782 74%	866 75%	842 73%	787 74%
Total Disagree	5932 21%	291 25%	294 25%	245 24%	30 6%	139 13%	154 15%	139 31%	226 20%	70 14%	228 20%	227 22%	259 22%	256 22%	251 23%

Volume

Q25_08. ...My contract is clear and easy to understand

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	569
Totally agree	7717 28%	291 28%	383 36%	297 25%	377 33%	313 28%	362 36%	116 20%
Tend to agree	12693 46%	471 45%	490 46%	560 48%	411 36%	542 48%	342 34%	221 39%
Tend to disagree	4693 17%	190 18%	138 13%	190 16%	211 18%	156 14%	161 16%	94 16%
Totally disagree	1239 4%	53 5%	30 3%	70 6%	57 5%	35 3%	55 5%	35 6%
Don't know	1326 5%	38 4%	30 3%	62 5%	84 7%	76 7%	85 8%	102 18%
Total Agree	20410 74%	762 73%	872 82%	857 73%	788 69%	855 76%	704 70%	338 59%
Total Disagree	5932 21%	242 23%	168 16%	260 22%	268 23%	190 17%	216 21%	129 23%

Volume

Q25_09. ...My internet service provider has a website on which you can easily find the information you want

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
Totally agree	6789 25%	3732 23%	3411 29%	247 21%	438 42%	268 27%	308 30%	264 23%	312 30%	248 24%	303 29%
Tend to agree	12944 47%	7656 48%	5061 44%	542 46%	349 34%	482 48%	393 38%	526 45%	482 46%	466 44%	463 44%
Tend to disagree	4389 16%	2592 16%	1725 15%	222 19%	154 15%	144 14%	138 13%	210 18%	122 12%	185 18%	126 12%
Totally disagree	1520 5%	907 6%	573 5%	77 7%	76 7%	38 4%	59 6%	61 5%	22 2%	58 6%	43 4%
Don't know	2026 7%	1189 7%	817 7%	88 8%	15 1%	76 8%	136 13%	110 9%	101 10%	93 9%	125 12%
Total Agree	19733 71%	11388 71%	8472 73%	789 67%	788 76%	750 74%	700 68%	790 67%	794 76%	714 68%	766 72%
Total Disagree	5909 21%	3499 22%	2298 20%	299 25%	229 22%	183 18%	196 19%	272 23%	143 14%	243 23%	170 16%

Q25_09. ...My internet service provider has a website on which you can easily find the information you want

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
Totally agree	6789 25%	240 21%	240 20%	212 21%	365 72%	356 34%	280 28%	69 16%	254 23%	357 71%	331 29%	232 22%	307 27%	280 24%	332 31%
Tend to agree	12944 47%	532 46%	627 53%	517 51%	72 14%	441 42%	451 45%	198 45%	471 43%	77 15%	503 43%	444 42%	557 48%	533 46%	421 39%
Tend to disagree	4389 16%	221 19%	177 15%	164 16%	11 2%	99 10%	120 12%	101 23%	185 17%	14 3%	186 16%	226 21%	176 15%	195 17%	160 15%
Totally disagree	1520 5%	64 6%	72 6%	67 7%	10 2%	29 3%	31 3%	46 11%	56 5%	3 1%	72 6%	78 7%	62 5%	52 5%	52 5%
Don't know	2026 7%	94 8%	61 5%	54 5%	47 9%	120 11%	131 13%	28 6%	140 13%	49 10%	66 6%	74 7%	51 4%	87 8%	104 10%
Total Agree	19733 71%	772 67%	868 74%	729 72%	437 86%	797 76%	731 72%	267 60%	725 66%	434 87%	834 72%	675 64%	864 75%	814 71%	753 70%
Total Disagree	5909 21%	285 25%	250 21%	232 23%	21 4%	128 12%	150 15%	147 33%	241 22%	17 3%	258 22%	304 29%	239 21%	247 22%	213 20%

Volume

Q25_09. ...My internet service provider has a website on which you can easily find the information you want

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	569
Totally agree	6789 25%	305 29%	343 32%	176 15%	325 29%	316 28%	301 30%	108 19%
Tend to agree	12944 47%	438 42%	459 43%	537 46%	421 37%	553 49%	353 35%	258 45%
Tend to disagree	4389 16%	189 18%	162 15%	233 20%	187 16%	130 12%	174 17%	81 14%
Totally disagree	1520 5%	49 5%	41 4%	107 9%	81 7%	46 4%	74 7%	22 4%
Don't know	2026 7%	61 6%	65 6%	124 11%	126 11%	75 7%	104 10%	101 18%
Total Agree	19733 71%	743 71%	802 75%	713 61%	747 65%	869 78%	653 65%	366 64%
Total Disagree	5909 21%	238 23%	203 19%	341 29%	268 23%	176 16%	247 25%	102 18%

Q25_10. ...My internet provider offers a sufficient choice of tariffs/packages

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
Totally agree	6186 22%	3476 22%	2907 25%	259 22%	433 42%	184 18%	302 29%	298 25%	256 25%	207 20%	263 25%
Tend to agree	13157 48%	7698 48%	5366 46%	563 48%	383 37%	481 48%	372 36%	531 45%	481 46%	482 46%	526 50%
Tend to disagree	4959 18%	2881 18%	2076 18%	205 17%	153 15%	177 18%	155 15%	224 19%	156 15%	195 19%	161 15%
Totally disagree	1427 5%	801 5%	672 6%	72 6%	56 5%	69 7%	60 6%	29 2%	56 5%	76 7%	41 4%
Don't know	1939 7%	1219 8%	566 5%	78 7%	8 1%	97 10%	144 14%	90 8%	91 9%	91 9%	70 7%
Total Agree	19343 70%	11174 70%	8273 71%	823 70%	816 79%	666 66%	673 65%	829 71%	737 71%	689 66%	789 74%
Total Disagree	6386 23%	3682 23%	2748 24%	277 24%	208 20%	247 24%	215 21%	253 22%	212 20%	271 26%	203 19%

Q25_10. ...My internet provider offers a sufficient choice of tariffs/packages

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
Totally agree	6186 22%	178 15%	210 18%	184 18%	296 59%	284 27%	236 23%	75 17%	281 25%	299 60%	342 30%	241 23%	243 21%	240 21%	299 28%
Tend to agree	13157 48%	576 50%	591 50%	500 49%	100 20%	486 46%	485 48%	226 51%	491 44%	129 26%	513 44%	509 48%	571 49%	587 51%	480 45%
Tend to disagree	4959 18%	253 22%	203 17%	201 20%	14 3%	157 15%	206 20%	87 20%	213 19%	32 6%	188 16%	198 19%	229 20%	213 19%	174 16%
Totally disagree	1427 5%	75 7%	79 7%	59 6%	31 6%	51 5%	38 4%	31 7%	73 7%	4 1%	58 5%	42 4%	62 5%	68 6%	71 7%
Don't know	1939 7%	70 6%	94 8%	71 7%	64 13%	68 6%	48 5%	23 5%	48 4%	37 7%	56 5%	63 6%	50 4%	40 3%	46 4%
Total Agree	19343 70%	753 65%	801 68%	684 67%	396 78%	770 74%	721 71%	301 68%	772 70%	428 86%	856 74%	750 71%	813 70%	827 72%	779 73%
Total Disagree	6386 23%	328 28%	283 24%	260 26%	46 9%	208 20%	244 24%	118 27%	286 26%	36 7%	246 21%	240 23%	291 25%	280 24%	244 23%

Volume

Q25_10. ...My internet provider offers a sufficient choice of tariffs/packages

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	569
Totally agree	6186 22%	276 27%	254 24%	193 16%	346 30%	274 24%	349 35%	87 15%
Tend to agree	13157 48%	483 46%	516 48%	539 46%	433 38%	548 49%	314 31%	265 47%
Tend to disagree	4959 18%	183 18%	184 17%	201 17%	162 14%	154 14%	158 16%	85 15%
Totally disagree	1427 5%	63 6%	48 4%	91 8%	50 4%	46 4%	67 7%	32 6%
Don't know	1939 7%	37 4%	69 6%	153 13%	150 13%	99 9%	116 12%	100 18%
Total Agree	19343 70%	759 73%	770 72%	733 62%	778 68%	822 73%	663 66%	352 62%
Total Disagree	6386 23%	246 24%	232 22%	292 25%	212 19%	200 18%	225 22%	117 21%

Volume

Q25_11. ...I know an organisation (regulator, ombudsman, consumer protection body etc.) I could turn to for advice or help if needed

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
Totally agree	4079 15%	2273 14%	1967 17%	178 15%	296 29%	122 12%	208 20%	121 10%	209 20%	162 15%	218 21%
Tend to agree	7621 28%	4414 27%	3228 28%	290 25%	228 22%	256 25%	237 23%	235 20%	360 35%	290 28%	272 26%
Tend to disagree	5963 22%	3486 22%	2440 21%	245 21%	239 23%	258 26%	186 18%	244 21%	184 18%	250 24%	173 16%
Totally disagree	4895 18%	2948 18%	1773 15%	226 19%	236 23%	151 15%	160 16%	324 28%	76 7%	167 16%	118 11%
Don't know	5109 18%	2954 18%	2177 19%	238 20%	33 3%	223 22%	242 23%	247 21%	211 20%	181 17%	280 26%
Total Agree	11701 42%	6687 41%	5195 45%	468 40%	524 51%	378 37%	445 43%	356 30%	569 55%	452 43%	490 46%
Total Disagree	10859 39%	6434 40%	4213 36%	471 40%	476 46%	408 40%	346 33%	568 48%	260 25%	417 40%	290 27%

Q25_11. ...I know an organisation (regulator, ombudsman, consumer protection body etc.) I could turn to for advice or help if needed

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
Totally agree	4079 15%	218 19%	118 10%	151 15%	238 47%	188 18%	235 23%	61 14%	133 12%	249 50%	169 15%	112 11%	186 16%	263 23%	177 17%
Tend to agree	7621 28%	390 34%	314 27%	295 29%	41 8%	284 27%	459 45%	131 30%	222 20%	56 11%	366 32%	230 22%	401 35%	359 31%	219 21%
Tend to disagree	5963 22%	261 23%	271 23%	218 22%	20 4%	206 20%	221 22%	90 20%	243 22%	45 9%	241 21%	232 22%	264 23%	201 18%	154 14%
Totally disagree	4895 18%	127 11%	261 22%	165 16%	110 22%	100 10%	40 4%	82 19%	220 20%	110 22%	169 15%	289 27%	170 15%	138 12%	150 14%
Don't know	5109 18%	156 14%	214 18%	186 18%	97 19%	267 26%	58 6%	78 18%	288 26%	40 8%	212 18%	189 18%	133 12%	186 16%	369 34%
Total Agree	11701 42%	607 53%	432 37%	446 44%	279 55%	472 45%	695 69%	192 43%	355 32%	305 61%	535 46%	343 33%	587 51%	622 54%	396 37%
Total Disagree	10859 39%	388 34%	533 45%	383 38%	129 26%	306 29%	261 26%	172 39%	463 42%	155 31%	410 35%	521 50%	434 38%	339 30%	305 28%

Volume

Q25_11. ...I know an organisation (regulator, ombudsman, consumer protection body etc.) I could turn to for advice or help if needed

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	569
Totally agree	4079 15%	225 22%	148 14%	165 14%	172 15%	172 15%	165 16%	55 10%
Tend to agree	7621 28%	293 28%	293 27%	335 28%	206 18%	365 33%	227 23%	112 20%
Tend to disagree	5963 22%	224 22%	269 25%	231 20%	237 21%	261 23%	172 17%	93 16%
Totally disagree	4895 18%	165 16%	159 15%	224 19%	266 23%	137 12%	172 17%	132 23%
Don't know	5109 18%	135 13%	201 19%	224 19%	260 23%	186 17%	268 27%	178 31%
Total Agree	11701 42%	518 50%	441 41%	499 42%	377 33%	537 48%	392 39%	166 29%
Total Disagree	10859 39%	389 37%	428 40%	455 39%	503 44%	398 36%	344 34%	224 39%

Volume

Q25_12. ...I have a choice between a number of internet providers in my area

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
Totally agree	9260 33%	5300 33%	4092 35%	387 33%	558 54%	228 23%	440 43%	407 35%	402 39%	285 27%	452 43%
Tend to agree	10435 38%	6340 39%	3631 31%	466 40%	256 25%	386 38%	238 23%	423 36%	288 28%	397 38%	343 32%
Tend to disagree	3753 14%	2069 13%	1869 16%	144 12%	134 13%	205 20%	98 9%	144 12%	142 14%	159 15%	134 13%
Totally disagree	2288 8%	1152 7%	1431 12%	79 7%	74 7%	132 13%	88 8%	84 7%	150 14%	140 13%	68 6%
Don't know	1933 7%	1215 8%	564 5%	101 9%	10 1%	58 6%	170 16%	114 10%	56 5%	69 7%	65 6%
Total Agree	19695 71%	11640 72%	7723 66%	853 72%	815 79%	614 61%	678 66%	831 71%	690 66%	682 65%	795 75%
Total Disagree	6041 22%	3221 20%	3300 28%	223 19%	208 20%	337 33%	186 18%	228 19%	292 28%	299 28%	202 19%

Q25_12. ...I have a choice between a number of internet providers in my area

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
Totally agree	9260 33%	338 29%	432 37%	277 27%	252 50%	489 47%	478 47%	135 31%	373 34%	276 55%	360 31%	393 37%	374 32%	447 39%	390 36%
Tend to agree	10435 38%	472 41%	492 42%	435 43%	75 15%	230 22%	261 26%	188 43%	338 31%	81 16%	419 36%	312 30%	396 34%	393 34%	302 28%
Tend to disagree	3753 14%	190 16%	122 10%	162 16%	29 6%	163 16%	125 12%	49 11%	156 14%	47 9%	176 15%	171 16%	206 18%	157 14%	154 14%
Totally disagree	2288 8%	92 8%	72 6%	82 8%	71 14%	117 11%	118 12%	26 6%	173 16%	59 12%	92 8%	85 8%	135 12%	93 8%	145 14%
Don't know	1933 7%	58 5%	60 5%	59 6%	77 15%	47 5%	31 3%	44 10%	66 6%	36 7%	111 10%	92 9%	43 4%	57 5%	80 7%
Total Agree	19695 71%	811 70%	924 78%	712 70%	327 65%	719 69%	738 73%	323 73%	712 64%	357 71%	779 67%	705 67%	769 67%	840 73%	691 65%
Total Disagree	6041 22%	282 25%	194 17%	244 24%	101 20%	280 27%	243 24%	74 17%	329 30%	107 21%	268 23%	256 24%	342 30%	250 22%	299 28%

Q25_12. ...I have a choice between a number of internet providers in my area

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	569
Totally agree	9260 33%	251 24%	448 42%	328 28%	385 34%	369 33%	382 38%	182 32%
Tend to agree	10435 38%	268 26%	351 33%	391 33%	316 28%	502 45%	250 25%	189 33%
Tend to disagree	3753 14%	213 20%	147 14%	157 13%	142 12%	103 9%	108 11%	51 9%
Totally disagree	2288 8%	265 25%	77 7%	170 14%	138 12%	50 4%	125 12%	60 11%
Don't know	1933 7%	45 4%	47 4%	132 11%	159 14%	97 9%	139 14%	87 15%
Total Agree	19695 71%	519 50%	799 75%	719 61%	701 61%	871 78%	632 63%	371 65%
Total Disagree	6041 22%	478 46%	224 21%	327 28%	280 25%	153 14%	233 23%	111 20%

Volume

Q26A. Over the last 12 months, have you experienced any problems with your internet service provider?

ONE ANSWER ONLY; Q26A FOR SWITCHERS ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	10999	6550	4180	499	398	361	367	480	350	483	433
Yes	3739 34%	2195 34%	1505 36%	158 32%	167 42%	96 26%	125 34%	122 25%	117 34%	218 45%	176 41%
No	7260 66%	4355 66%	2676 64%	341 68%	231 58%	266 74%	242 66%	358 75%	233 66%	265 55%	257 59%

Q26A. Over the last 12 months, have you experienced any problems with your internet service provider?

ONE ANSWER ONLY; Q26A FOR SWITCHERS ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	10999	462	445	429	39	351	304	84	389	88	475	407	479	506	337
Yes	3739 34%	175 38%	155 35%	148 34%	5 12%	106 30%	103 34%	26 31%	178 46%	16 18%	154 32%	115 28%	170 36%	186 37%	128 38%
No	7260 66%	287 62%	290 65%	282 66%	34 88%	245 70%	201 66%	58 69%	211 54%	72 82%	322 68%	292 72%	308 64%	320 63%	208 62%

Volume



Q26A. Over the last 12 months, have you experienced any problems with your internet service provider?

ONE ANSWER ONLY; Q26A FOR SWITCHERS ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	10999	288	306	487	421	474	316	112
Yes	3739 34%	82 28%	91 30%	197 40%	149 35%	171 36%	113 36%	44 39%
No	7260 66%	207 72%	215 70%	290 60%	272 65%	303 64%	203 64%	68 61%

Volume

Q26B. Over the last 12 months, have you experienced any problems with your internet service provider?

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	16669	9526	7406	678	634	648	666	692	689	567	628
Yes	6370 38%	3474 36%	3273 44%	263 39%	255 40%	287 44%	238 36%	194 28%	266 39%	279 49%	280 45%
No	10299 62%	6052 64%	4132 56%	415 61%	380 60%	361 56%	429 64%	498 72%	423 61%	288 51%	348 55%

Q26B. Over the last 12 months, have you experienced any problems with your internet service provider?

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	16669	689	733	586	466	695	709	358	717	412	683	646	675	641	733
Yes	6370 38%	289 42%	293 40%	216 37%	139 30%	230 33%	298 42%	100 28%	348 49%	79 19%	206 30%	174 27%	324 48%	257 40%	320 44%
No	10299 62%	399 58%	440 60%	369 63%	328 70%	465 67%	411 58%	258 72%	369 51%	334 81%	477 70%	472 73%	351 52%	385 60%	414 56%

Volume



Q26B. Over the last 12 months, have you experienced any problems with your internet service provider?

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	16669	754	764	691	719	647	688	431
Yes	6370 38%	296 39%	264 35%	268 39%	279 39%	248 38%	271 39%	130 30%
No	10299 62%	458 61%	500 65%	424 61%	440 61%	399 62%	417 61%	301 70%

Volume



Q26T. Over the last 12 months, have you experienced any problems with your internet service provider?

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
Yes	10109 37%	5669 35%	4778 41%	421 36%	422 41%	383 38%	363 35%	316 27%	383 37%	497 47%	456 43%
No	17559 63%	10407 65%	6808 59%	756 64%	611 59%	627 62%	671 65%	856 73%	656 63%	553 53%	605 57%

Q26T. Over the last 12 months, have you experienced any problems with your internet service provider?

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
Yes	10109 37%	464 40%	448 38%	364 36%	144 29%	336 32%	401 40%	126 29%	526 48%	95 19%	360 31%	289 27%	494 43%	443 39%	448 42%
No	17559 63%	686 60%	730 62%	651 64%	362 72%	710 68%	612 60%	316 71%	580 52%	406 81%	799 69%	764 73%	659 57%	705 61%	622 58%

Volume



Q26T. Over the last 12 months, have you experienced any problems with your internet service provider?

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	543
Yes	10109 37%	378 36%	355 33%	465 39%	428 38%	419 37%	384 38%	174 32%
No	17559 63%	665 64%	715 67%	714 61%	712 62%	702 63%	620 62%	369 68%

Volume

Q27. Have you experienced any of the following problems?

MULTIPLE ANSWERS POSSIBLE

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	10109	5669	4778	421	421	382	362	316	384	497	456
I experienced interruptions in my internet connection	6079 60%	3145 55%	3577 75%	256 61%	348 83%	276 72%	229 63%	158 50%	293 76%	312 63%	285 62%
The speed of my internet connection was slower than it should be	4113 41%	2152 38%	2356 49%	125 30%	219 52%	185 48%	115 32%	113 36%	146 38%	270 54%	220 48%
The customer service was poor	2602 26%	1475 26%	1187 25%	119 28%	57 14%	76 20%	74 20%	84 27%	52 14%	127 25%	96 21%
I had to wait a long time for my service to be repaired	2350 23%	1240 22%	1317 28%	82 19%	88 21%	72 19%	56 15%	96 30%	75 20%	92 19%	69 15%
I experienced blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)	2247 22%	1304 23%	944 20%	112 27%	60 14%	35 9%	63 17%	50 16%	77 20%	146 29%	106 23%
I had problems with the other services included in the package (TV, fixed telephony, mobile telephony etc)	1617 16%	897 16%	790 17%	109 26%	62 15%	47 12%	57 16%	40 13%	86 22%	54 11%	44 10%

Volume

Q27. Have you experienced any of the following problems?

MULTIPLE ANSWERS POSSIBLE

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	10109	5669	4778	421	421	382	362	316	384	497	456
My bill had errors	1181 12%	745 13%	338 7%	64 15%	13 3%	36 9%	31 9%	39 12%	13 3%	63 13%	46 10%
My bill was unclear	1043 10%	620 11%	400 8%	60 14%	20 5%	49 13%	34 9%	36 12%	16 4%	51 10%	47 10%
I had problems with additional online features provided (<i>e-mail/online storage/personal website etc</i>)	733 7%	451 8%	240 5%	29 7%	11 3%	20 5%	15 4%	16 5%	15 4%	32 7%	21 4%
My provider misused my personal data/bank details	350 3%	237 4%	57 1%	4 1%	4 1%	2 0	10 3%	9 3%	0 0	9 2%	25 5%
My internet connection was switched to another provider without the consent or knowledge of anyone in the household	345 3%	206 4%	131 3%	10 2%	6 1%	10 2%	8 2%	10 3%	1 0	18 4%	27 6%
Other problems	372 4%	228 4%	123 3%	28 7%	5 1%	16 4%	14 4%	15 5%	15 4%	12 2%	10 2%

Q27. Have you experienced any of the following problems?

MULTIPLE ANSWERS POSSIBLE

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	10109	464	448	364	143	336	401	126	526	95	359	288	494	443	448
I experienced interruptions in my internet connection	6079 60%	236 51%	258 58%	159 44%	118 83%	202 60%	299 75%	90 72%	407 77%	52 55%	214 60%	173 60%	363 73%	287 65%	341 76%
The speed of my internet connection was slower than it should be	4113 41%	175 38%	137 31%	141 39%	43 30%	120 36%	170 43%	50 39%	235 45%	24 25%	104 29%	125 43%	228 46%	199 45%	272 61%
The customer service was poor	2602 26%	117 25%	134 30%	78 21%	7 5%	25 7%	30 7%	37 29%	87 17%	11 12%	96 27%	74 26%	145 29%	118 27%	157 35%
I had to wait a long time for my service to be repaired	2350 23%	77 16%	122 27%	63 17%	8 5%	63 19%	73 18%	14 11%	101 19%	9 10%	60 17%	85 29%	143 29%	126 28%	182 41%
I experienced blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)	2247 22%	97 21%	118 26%	118 32%	15 10%	31 9%	86 21%	27 21%	68 13%	9 9%	47 13%	33 12%	86 17%	79 18%	148 33%
I had problems with the other services included in the package (TV, fixed telephony, mobile telephony etc)	1617 16%	62 13%	110 25%	37 10%	23 16%	60 18%	65 16%	18 15%	98 19%	12 13%	78 22%	44 15%	57 11%	127 29%	116 26%

Q27. Have you experienced any of the following problems?

MULTIPLE ANSWERS POSSIBLE

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	10109	464	448	364	143	336	401	126	526	95	359	288	494	443	448
My bill had errors	1181 12%	107 23%	42 9%	33 9%	4 3%	16 5%	20 5%	22 17%	31 6%	11 12%	42 12%	33 11%	44 9%	68 15%	26 6%
My bill was unclear	1043 10%	75 16%	45 10%	34 9%	1 1%	15 4%	34 9%	20 16%	46 9%	3 3%	27 7%	25 9%	49 10%	40 9%	29 6%
I had problems with additional online features provided (<i>e-mail/online storage/personal website etc</i>)	733 7%	33 7%	47 11%	25 7%	4 3%	16 5%	17 4%	16 13%	25 5%	2 2%	17 5%	21 7%	27 6%	26 6%	23 5%
My provider misused my personal data/bank details	350 3%	22 5%	17 4%	29 8%	0 0	1 0	3 1%	1 1%	5 1%	1 1%	4 1%	5 2%	6 1%	6 1%	8 2%
My internet connection was switched to another provider without the consent or knowledge of anyone in the household	345 3%	14 3%	16 4%	12 3%	1 1%	10 3%	5 1%	2 1%	14 3%	0 0	6 2%	13 4%	14 3%	8 2%	17 4%
Other problems	372 4%	15 3%	28 6%	3 1%	6 4%	22 7%	15 4%	6 5%	12 2%	12 13%	32 9%	23 8%	11 2%	15 3%	12 3%

Volume

Q27. Have you experienced any of the following problems?

MULTIPLE ANSWERS POSSIBLE

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	10109	378	355	465	428	419	384	171
I experienced interruptions in my internet connection	6079 60%	285 76%	251 71%	342 74%	306 71%	263 63%	212 55%	132 77%
The speed of my internet connection was slower than it should be	4113 41%	147 39%	177 50%	218 47%	174 41%	183 44%	175 45%	98 58%
The customer service was poor	2602 26%	39 10%	52 15%	140 30%	118 28%	114 27%	85 22%	62 36%
I had to wait a long time for my service to be repaired	2350 23%	116 31%	57 16%	101 22%	101 24%	83 20%	81 21%	45 27%
I experienced blocking/slowing down of certain internet services (<i>e.g. video streaming, internet telephony etc</i>)	2247 22%	110 29%	89 25%	33 7%	65 15%	105 25%	77 20%	17 10%
I had problems with the other services included in the package (<i>TV, fixed telephony, mobile telephony etc</i>)	1617 16%	170 45%	34 10%	54 12%	72 17%	62 15%	77 20%	63 37%

Volume

Q27. Have you experienced any of the following problems?

MULTIPLE ANSWERS POSSIBLE

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	10109	378	355	465	428	419	384	171
My bill had errors	1181 12%	19 5%	22 6%	62 13%	55 13%	59 14%	33 9%	15 9%
My bill was unclear	1043 10%	25 7%	13 4%	42 9%	31 7%	43 10%	33 9%	39 23%
I had problems with additional online features provided (<i>e-mail/online storage/personal website etc</i>)	733 7%	23 6%	17 5%	36 8%	27 6%	51 12%	39 10%	5 3%
My provider misused my personal data/bank details	350 3%	2 0	6 2%	6 1%	4 1%	18 4%	7 2%	1 1%
My internet connection was switched to another provider without the consent or knowledge of anyone in the household	345 3%	2 1%	10 3%	12 3%	9 2%	24 6%	15 4%	1 0
Other problems	372 4%	16 4%	7 2%	21 5%	23 5%	15 4%	18 5%	15 8%

Volume

Q28A. Thinking about these problem(s) again, how many hours of PERSONAL TIME have you spent trying to solve the problem(s)? Please answer in terms of the approximate amount of time you and other household member spent over the last 12 months trying to solve the problem(s), rather than for how long the problem(s) lasted.

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q28A IF Q4 =1

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	3739	2195	1505	158	167	96	125	122	117	218	176
Less than 1 hour	644 17%	383 17%	246 16%	32 20%	29 17%	8 9%	26 21%	14 11%	19 17%	30 14%	32 18%
1 hour	461 12%	263 12%	205 14%	21 13%	22 13%	16 17%	16 13%	13 10%	20 17%	25 11%	18 10%
2 hours	753 20%	434 20%	323 22%	22 14%	36 22%	27 28%	14 11%	29 24%	22 19%	44 20%	34 19%
3 to 5 hours	815 22%	282 22%	318 21%	41 26%	34 21%	15 16%	33 26%	33 27%	25 21%	58 27%	43 24%
6 to 10 hours	337 9%	202 9%	125 8%	9 6%	20 12%	6 6%	14 11%	9 7%	8 7%	23 11%	20 11%
11 to 20 hours	214 6%	136 6%	57 4%	7 4%	4 3%	5 5%	4 3%	11 9%	3 3%	14 6%	12 7%
21 to 40 hours	272 7%	158 7%	113 8%	14 9%	8 5%	8 8%	10 8%	6 5%	1 1%	12 6%	8 5%
More than 40 hours	35 1%	17 1%	24 2%	1 1%	3 2%	1 1%	2 2%	1 1%	1 1%	1 0	1 1%
No personal time spent	64 2%	36 2%	30 2%	3 2%	2 1%	3 3%	2 2%	2 2%	4 3%	3 1%	2 1%
Don't remember	143 4%	82 4%	63 4%	8 5%	8 5%	6 6%	4 3%	4 3%	12 11%	7 3%	5 3%
Average Excl. DK	5.7	5.9	5.5	5.8	4.7	5.8	5.6	5.6	3.4	5.5	5.2

Volume



Q28A. Thinking about these problem(s) again, how many hours of PERSONAL TIME have you spent trying to solve the problem(s)? Please answer in terms of the approximate amount of time you and other household member spent over the last 12 months trying to solve the problem(s), rather than for how long the problem(s) lasted.

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q28A IF Q4 =1

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	3739	175	155	148	5	106	103	26	178	16	154	115	170	186	128
Less than 1 hour	644 17%	33 19%	26 17%	32 22%	1 23%	19 18%	23 23%	5 19%	53 30%	8 48%	30 20%	18 16%	23 13%	20 11%	19 15%
1 hour	461 12%	28 16%	20 13%	15 10%	1 20%	19 18%	20 20%	3 13%	26 15%	2 11%	20 13%	11 9%	21 12%	23 12%	16 13%
2 hours	753 20%	39 22%	18 11%	36 24%	0 0	22 21%	19 19%	6 22%	30 17%	3 16%	18 12%	25 22%	48 28%	25 13%	13 10%
3 to 5 hours	815 22%	25 14%	36 23%	31 21%	0 0	17 17%	17 17%	4 17%	27 15%	1 5%	32 21%	31 27%	43 25%	45 24%	25 20%
6 to 10 hours	337 9%	21 12%	9 6%	16 11%	1 12%	5 5%	8 8%	2 9%	11 6%	0 0	19 12%	16 14%	15 9%	34 18%	11 8%
11 to 20 hours	214 6%	13 8%	14 9%	3 2%	2 44%	2 2%	1 1%	0 0	4 2%	0 0	8 5%	4 4%	2 1%	7 4%	13 10%
21 to 40 hours	272 7%	8 4%	14 9%	12 8%	0 0	4 4%	6 6%	4 16%	11 6%	0 0	9 6%	5 5%	10 6%	20 11%	16 13%
More than 40 hours	35 1%	0 0	2 1%	0 0	0 0	1 1%	1 1%	0 0	1 0	0 0	3 2%	1 1%	1 0	3 2%	7 5%
No personal time spent	64 2%	2 1%	4 2%	1 0	0 0	12 11%	2 2%	0 0	7 4%	1 5%	4 3%	2 1%	2 1%	2 1%	2 2%
Don't remember	143 4%	6 3%	13 8%	2 2%	0 0	5 5%	4 3%	1 4%	8 5%	2 14%	9 6%	2 2%	6 4%	7 4%	6 4%
Average Excl. DK	5.7	5.0	6.9	5.3	8.1	3.8	4.4	7.3	4.3	1.1	5.6	5.0	4.7	7.1	8.3

Volume

Q28A. Thinking about these problem(s) again, how many hours of PERSONAL TIME have you spent trying to solve the problem(s)?
Please answer in terms of the approximate amount of time you and other household member spent over the last 12 months trying to solve the problem(s), rather than for how long the problem(s) lasted.

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q28A IF Q4 =1

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	3739	82	91	197	149	171	113	43
Less than 1 hour	644 17%	14 17%	22 25%	24 12%	13 9%	34 20%	15 13%	2 5%
1 hour	461 12%	9 12%	18 20%	26 13%	10 7%	21 12%	15 13%	3 8%
2 hours	753 20%	18 22%	8 9%	32 16%	31 21%	36 21%	14 13%	8 20%
3 to 5 hours	815 22%	12 15%	15 17%	46 23%	35 24%	36 21%	26 23%	11 25%
6 to 10 hours	337 9%	7 8%	7 8%	24 12%	18 12%	11 6%	13 12%	4 10%
11 to 20 hours	214 6%	12 14%	5 5%	14 7%	7 5%	10 6%	9 8%	9 21%
21 to 40 hours	272 7%	7 9%	8 9%	17 9%	15 10%	14 8%	7 6%	1 2%
More than 40 hours	35 1%	3 4%	1 1%	3 2%	4 2%	1 1%	1 1%	2 5%
No personal time spent	64 2%	0 0	3 3%	2 1%	3 2%	5 3%	3 3%	0 0
Don't remember	143 4%	0 0	3 3%	9 4%	13 8%	3 2%	10 9%	2 4%
Average Excl. DK	5.7	7.1	5.8	6.7	7.1	5.7	6.1	6.9

Volume

Q28B. Thinking about these problem(s) again, how many hours of PERSONAL TIME have you spent trying to solve the problem(s)? Please answer in terms of the approximate amount of time you and other household member spent over the last 12 months trying to solve the problem(s), rather than for how long the problem(s) lasted.

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q28B IF Q4 = 2, 3, 4, 5

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	6370	3474	3273	263	255	287	238	194	266	279	280
Less than 1 hour	765 12%	367 11%	527 16%	25 9%	46 18%	34 12%	52 22%	13 7%	57 22%	21 8%	47 17%
1 hour	625 10%	320 9%	375 11%	36 14%	33 13%	29 10%	21 9%	6 3%	49 18%	35 13%	28 10%
2 hours	1132 18%	625 18%	562 17%	42 16%	43 17%	56 19%	34 14%	56 29%	40 15%	47 17%	44 16%
3 to 5 hours	1617 25%	911 26%	754 23%	75 28%	47 18%	70 24%	44 18%	38 19%	59 22%	86 31%	69 25%
6 to 10 hours	758 12%	446 13%	302 9%	23 9%	18 7%	26 9%	31 13%	23 12%	14 5%	34 12%	43 15%
11 to 20 hours	371 6%	208 6%	177 5%	10 4%	12 5%	13 5%	18 7%	18 9%	4 1%	19 7%	14 5%
21 to 40 hours	416 7%	231 7%	203 6%	18 7%	23 9%	15 5%	9 4%	17 9%	13 5%	12 4%	11 4%
More than 40 hours	91 1%	53 2%	40 1%	4 1%	0 0	3 1%	3 1%	1 1%	1 1%	3 1%	3 1%
No personal time spent	160 3%	93 3%	66 2%	9 4%	9 4%	5 2%	9 4%	9 4%	10 4%	4 1%	6 2%
Don't remember	435 7%	221 6%	267 8%	20 8%	24 9%	35 12%	17 7%	14 7%	17 7%	18 7%	15 5%
Average Excl. DK	6.0	6.2	5.6	5.8	6.1	5.3	5.2	7.3	4.1	5.5	5.2

Volume



Q28B. Thinking about these problem(s) again, how many hours of PERSONAL TIME have you spent trying to solve the problem(s)? Please answer in terms of the approximate amount of time you and other household member spent over the last 12 months trying to solve the problem(s), rather than for how long the problem(s) lasted.

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q28B IF Q4 = 2, 3, 4, 5

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	6370	289	293	216	139	230	298	100	348	79	206	174	324	257	320
Less than 1 hour	765 12%	43 15%	15 5%	18 9%	46 33%	76 33%	63 21%	8 8%	90 26%	23 29%	37 18%	16 9%	48 15%	20 8%	36 11%
1 hour	625 10%	39 14%	28 10%	22 10%	21 15%	29 13%	41 14%	7 7%	57 17%	7 9%	21 10%	22 13%	34 11%	29 11%	31 10%
2 hours	1132 18%	32 11%	67 23%	32 15%	18 13%	27 12%	55 18%	20 20%	55 16%	15 19%	36 17%	30 17%	65 20%	50 20%	39 12%
3 to 5 hours	1617 25%	75 26%	89 30%	61 28%	9 7%	34 15%	66 22%	34 34%	55 16%	10 13%	48 23%	52 30%	79 24%	75 29%	85 26%
6 to 10 hours	758 12%	43 15%	43 15%	33 15%	10 7%	8 4%	15 5%	10 10%	31 9%	8 11%	16 8%	17 10%	32 10%	29 11%	33 10%
11 to 20 hours	371 6%	15 5%	15 5%	13 6%	4 3%	8 3%	17 6%	3 3%	10 3%	2 3%	12 6%	13 7%	17 5%	13 5%	26 8%
21 to 40 hours	416 7%	16 5%	10 3%	17 8%	6 5%	11 5%	11 4%	7 7%	11 3%	3 4%	15 7%	10 6%	16 5%	17 6%	32 10%
More than 40 hours	91 1%	2 1%	6 2%	6 3%	7 5%	1 0	1 0	1 1%	2 1%	0 0	2 1%	2 1%	7 2%	4 1%	2 1%
No personal time spent	160 3%	4 1%	2 1%	9 4%	13 9%	14 6%	5 2%	3 3%	20 6%	3 4%	4 2%	3 2%	1 0	6 2%	5 2%
Don't remember	435 7%	22 7%	17 6%	5 2%	5 3%	23 10%	24 8%	6 6%	16 5%	7 8%	16 8%	8 5%	24 7%	14 6%	31 10%
Average Excl. DK	6.0	5.6	5.2	6.7	3.9	4.1	4.3	5.8	3.8	4.1	5.9	5.8	5.2	5.9	7.5

Volume

Q28B. Thinking about these problem(s) again, how many hours of PERSONAL TIME have you spent trying to solve the problem(s)?
Please answer in terms of the approximate amount of time you and other household member spent over the last 12 months trying to solve the problem(s), rather than for how long the problem(s) lasted.

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q28B IF Q4 = 2, 3, 4, 5

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	6370	296	264	268	279	248	271	125
Less than 1 hour	765 12%	44 15%	59 22%	23 9%	36 13%	37 15%	44 16%	5 4%
1 hour	625 10%	41 14%	29 11%	19 7%	30 11%	18 7%	22 8%	9 7%
2 hours	1132 18%	49 17%	47 18%	39 14%	40 14%	34 14%	44 16%	26 21%
3 to 5 hours	1617 25%	64 22%	58 22%	68 26%	72 26%	67 27%	69 25%	33 26%
6 to 10 hours	758 12%	24 8%	23 9%	45 17%	28 10%	24 10%	32 12%	26 21%
11 to 20 hours	371 6%	23 8%	8 3%	31 12%	21 8%	10 4%	12 5%	6 5%
21 to 40 hours	416 7%	25 9%	13 5%	23 9%	22 8%	22 9%	23 8%	11 9%
More than 40 hours	91 1%	4 1%	0 0	5 2%	4 1%	4 2%	2 1%	0 0
No personal time spent	160 3%	8 3%	10 4%	7 3%	11 4%	7 3%	3 1%	1 1%
Don't remember	435 7%	15 5%	17 7%	7 2%	15 5%	25 10%	20 7%	8 7%
Average Excl. DK	6.0	6.4	4.6	7.8	6.6	6.5	6.3	7.2

Volume

Q28T. Thinking about these problem(s) again, how many hours of PERSONAL TIME have you spent trying to solve the problem(s)? Please answer in terms of the approximate amount of time you and other household member spent over the last 12 months trying to solve the problem(s), rather than for how long the problem(s) lasted.

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	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	10109	5669	4778	421	422	383	363	316	383	497	456
Less than 1 hour	1409 14%	750 13%	773 16%	57 14%	75 18%	42 11%	78 21%	27 9%	76 20%	51 10%	79 17%
1 hour	1086 11%	584 10%	580 12%	57 14%	55 13%	45 12%	37 10%	19 6%	69 18%	60 12%	46 10%
2 hours	1885 19%	1059 19%	886 19%	64 15%	79 19%	83 22%	48 13%	85 27%	62 16%	91 18%	78 17%
3 to 5 hours	2432 24%	1393 25%	1072 22%	116 28%	81 19%	85 22%	77 21%	71 22%	84 22%	144 29%	112 25%
6 to 10 hours	1095 11%	648 11%	427 9%	32 8%	38 9%	32 8%	45 12%	32 10%	22 6%	57 11%	63 14%
11 to 20 hours	585 6%	344 6%	234 5%	17 4%	16 4%	18 5%	22 6%	29 9%	7 2%	33 7%	26 6%
21 to 40 hours	688 7%	389 7%	316 7%	32 8%	31 7%	23 6%	19 5%	23 7%	14 4%	24 5%	19 4%
More than 40 hours	126 1%	70 1%	63 1%	5 1%	3 1%	4 1%	5 1%	2 1%	2 1%	4 1%	4 1%
No personal time spent	224 2%	130 2%	96 2%	12 3%	11 3%	8 2%	11 3%	11 3%	14 4%	7 1%	8 2%
Don't remember	578 6%	303 5%	330 7%	28 7%	32 8%	41 11%	21 6%	18 6%	29 8%	25 5%	20 4%
Average Excl. DK	5.9	6.0	5.5	5.8	5.4	5.6	5.4	6.5	3.8	5.5	5.2

Q28T. Thinking about these problem(s) again, how many hours of PERSONAL TIME have you spent trying to solve the problem(s)? Please answer in terms of the approximate amount of time you and other household member spent over the last 12 months trying to solve the problem(s), rather than for how long the problem(s) lasted.

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	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	10109	464	448	364	144	336	401	126	526	95	360	289	494	443	448
Less than 1 hour	1409 14%	76 16%	41 9%	50 14%	47 33%	95 28%	86 21%	13 10%	143 27%	31 33%	67 19%	34 12%	71 14%	40 9%	55 12%
1 hour	1086 11%	67 14%	48 11%	37 10%	22 15%	48 14%	61 15%	10 8%	83 16%	9 9%	41 11%	33 11%	55 11%	52 12%	47 10%
2 hours	1885 19%	71 15%	85 19%	68 19%	18 13%	49 15%	74 18%	26 21%	85 16%	18 19%	54 15%	55 19%	113 23%	75 17%	52 12%
3 to 5 hours	2432 24%	100 22%	125 28%	92 25%	9 6%	51 15%	83 21%	38 30%	82 16%	11 12%	80 22%	83 29%	122 25%	120 27%	110 25%
6 to 10 hours	1095 11%	64 14%	52 12%	49 13%	11 8%	13 4%	23 6%	12 10%	42 8%	8 8%	35 10%	33 11%	47 10%	63 14%	44 10%
11 to 20 hours	585 6%	28 6%	29 6%	16 4%	6 4%	10 3%	18 4%	3 2%	14 3%	2 2%	20 6%	17 6%	19 4%	20 5%	39 9%
21 to 40 hours	688 7%	24 5%	24 5%	29 8%	6 4%	15 4%	17 4%	11 9%	22 4%	3 3%	24 7%	15 5%	26 5%	37 8%	48 11%
More than 40 hours	126 1%	2 0%	8 2%	6 2%	7 5%	2 1%	2 0%	1 1%	3 1%	0 0%	5 1%	3 1%	8 2%	7 2%	9 2%
No personal time spent	224 2%	6 1%	6 1%	10 3%	13 9%	26 8%	7 2%	3 2%	27 5%	4 4%	8 2%	5 2%	3 1%	8 2%	7 2%
Don't remember	578 6%	28 6%	30 7%	7 2%	5 3%	28 8%	28 7%	7 6%	24 5%	9 9%	25 7%	10 3%	30 6%	21 5%	37 8%
Average Excl. DK	5.9	5.3	6.1	6.0	6.0	4.0	4.4	6.6	4.1	2.6	5.8	5.4	5.0	6.5	7.9

Volume

Q28T. Thinking about these problem(s) again, how many hours of PERSONAL TIME have you spent trying to solve the problem(s)? Please answer in terms of the approximate amount of time you and other household member spent over the last 12 months trying to solve the problem(s), rather than for how long the problem(s) lasted.

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	10109	378	355	465	428	419	384	168
Less than 1 hour	1409 14%	58 15%	81 23%	47 10%	49 11%	71 17%	59 15%	7 4%
1 hour	1086 11%	50 13%	47 13%	45 10%	40 9%	39 9%	37 10%	12 7%
2 hours	1885 19%	67 18%	55 15%	71 15%	71 17%	70 17%	58 15%	34 20%
3 to 5 hours	2432 24%	76 20%	73 21%	114 25%	107 25%	103 25%	95 25%	44 26%
6 to 10 hours	1095 11%	31 8%	30 8%	69 15%	46 11%	35 8%	45 12%	30 18%
11 to 20 hours	585 6%	35 9%	13 4%	45 10%	28 7%	20 5%	21 5%	15 9%
21 to 40 hours	688 7%	32 8%	21 6%	40 9%	37 9%	36 9%	30 8%	12 7%
More than 40 hours	126 1%	7 2%	1 0%	8 2%	8 2%	5 1%	3 1%	2 1%
No personal time spent	224 2%	8 2%	13 4%	9 2%	14 3%	12 3%	6 2%	1 1%
Don't remember	578 6%	15 4%	20 6%	16 3%	28 7%	28 7%	30 8%	10 6%
Average Excl. DK	5.9	6.8	5.2	7.3	6.9	6.1	6.2	7.1

Volume



Q29A. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q29A IF Q4 =1

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	3739	2195	1505	158	167	96	125	122	117	218	176
A couple of hours	853 23%	498 23%	351 23%	35 22%	42 25%	19 20%	37 30%	23 19%	34 29%	47 21%	32 18%
1 day	512 14%	302 14%	202 13%	22 14%	31 19%	15 15%	25 20%	13 10%	25 21%	30 14%	34 19%
2 to 3 days	696 19%	376 17%	367 24%	27 17%	28 17%	25 26%	20 16%	23 19%	19 16%	48 22%	36 21%
4 to 6 days	504 13%	300 14%	192 13%	18 11%	26 16%	15 16%	9 7%	14 12%	4 4%	31 14%	18 10%
7 to 9 days	311 8%	191 9%	103 7%	12 8%	14 8%	4 4%	8 6%	17 14%	6 5%	18 8%	7 4%
10 to 14 days	212 6%	121 6%	96 6%	10 6%	6 4%	4 4%	6 4%	3 3%	5 4%	17 8%	12 7%

Volume

Q29A. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q29A IF Q4 =1

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	3739	2195	1505	158	167	96	125	122	117	218	176
15 to 21 days	99 3%	55 3%	48 3%	6 4%	3 2%	1 1%	4 3%	2 2%	0 0	5 3%	3 2%
22 to 28 days	132 4%	82 4%	40 3%	1 1%	3 2%	0 0	2 2%	6 5%	2 2%	3 1%	6 3%
More than 28 days	48 1%	30 1%	16 1%	5 3%	0 0	1 1%	0 0	1 1%	0 0	2 1%	2 1%
No interruption	249 7%	168 8%	43 3%	10 6%	5 3%	5 6%	9 7%	16 13%	9 8%	9 4%	14 8%
Don't remember	123 3%	73 3%	47 3%	12 7%	7 4%	7 7%	6 5%	3 2%	14 12%	7 3%	12 7%
Average Excl. DK	4.6	4.6	4.3	4.1	3.7	3.1	3.5	5.0	2.7	4.3	4.2

Volume



Q29A. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q29A IF Q4 =1

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	3739	175	155	148	5	106	103	26	178	16	154	115	170	186	128
A couple of hours	853 23%	41 23%	25 16%	35 24%	2 44%	31 29%	19 19%	7 26%	65 37%	5 29%	45 29%	34 30%	35 20%	42 23%	29 22%
1 day	512 14%	25 14%	13 9%	26 17%	0 0	20 19%	22 22%	2 9%	25 14%	2 15%	16 10%	13 12%	20 11%	24 13%	17 13%
2 to 3 days	696 19%	29 16%	20 13%	28 19%	0 0	23 22%	35 34%	5 19%	38 22%	3 21%	22 15%	13 11%	43 25%	31 17%	35 28%
4 to 6 days	504 13%	28 16%	26 17%	18 12%	1 20%	6 6%	11 10%	1 3%	20 11%	0 0	18 12%	13 12%	22 13%	34 18%	14 11%
7 to 9 days	311 8%	10 6%	12 8%	15 10%	0 0	1 1%	2 2%	2 7%	7 4%	1 5%	9 6%	8 7%	13 8%	12 7%	11 9%
10 to 14 days	212 6%	10 6%	16 10%	5 3%	0 0	1 1%	4 4%	1 3%	6 3%	0 0	7 5%	8 7%	14 8%	13 7%	8 6%

Volume



Q29A. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q29A IF Q4 =1

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	3739	175	155	148	5	106	103	26	178	16	154	115	170	186	128
15 to 21 days	99 3%	3 2%	9 6%	2 1%	1 23%	1 1%	1 1%	1 4%	4 2%	0 0	3 2%	3 2%	8 5%	2 1%	4 3%
22 to 28 days	132 4%	6 3%	4 3%	11 7%	1 12%	1 1%	1 1%	1 6%	2 1%	0 0	6 4%	5 5%	7 4%	4 2%	3 2%
More than 28 days	48 1%	2 1%	5 3%	1 0	0 0	2 2%	1 1%	2 7%	1 0	0 0	4 2%	1 1%	1 1%	5 3%	3 3%
No interruption	249 7%	15 9%	21 13%	3 2%	0 0	13 13%	4 3%	4 14%	4 2%	5 30%	11 7%	14 13%	4 2%	9 5%	2 1%
Don't remember	123 3%	5 3%	3 2%	5 3%	0 0	7 7%	3 3%	1 3%	6 3%	0 0	13 8%	3 2%	4 2%	9 5%	2 2%
Average Excl. DK	4.6	4.3	6.0	4.9	8.4	2.1	2.9	4.9	3.0	1.7	4.3	4.7	5.2	4.2	4.3

Volume

Q29A. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q29A IF Q4 =1

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	3739	82	91	197	149	171	113	43
A couple of hours	853 23%	18 22%	20 23%	55 28%	30 20%	47 27%	9 8%	17 39%
1 day	512 14%	12 14%	8 8%	22 11%	15 10%	29 17%	15 13%	3 8%
2 to 3 days	696 19%	19 23%	21 23%	38 19%	29 19%	29 17%	20 17%	8 18%
4 to 6 days	504 13%	11 13%	14 15%	21 11%	23 16%	24 14%	11 10%	1 2%
7 to 9 days	311 8%	5 6%	5 5%	9 4%	12 8%	15 9%	17 15%	4 9%
10 to 14 days	212 6%	4 5%	9 9%	10 5%	7 5%	9 5%	4 3%	3 6%

Volume

Q29A. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q29A IF Q4 =1

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	3739	82	91	197	149	171	113	43
15 to 21 days	99 3%	2 2%	0 0	8 4%	8 6%	3 2%	2 2%	2 4%
22 to 28 days	132 4%	3 3%	6 6%	8 4%	3 2%	3 2%	7 6%	0 0
More than 28 days	48 1%	0 0	2 2%	4 2%	0 0	2 1%	1 1%	0 0
No interruption	249 7%	3 4%	5 6%	15 7%	5 4%	7 4%	13 12%	1 3%
Don't remember	123 3%	6 7%	3 3%	8 4%	17 11%	4 2%	15 13%	5 12%
Average Excl. DK	4.6	4.3	5.1	4.6	4.8	3.7	6.1	3.5

Volume

Q29B. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q29B IF Q4 = 2, 3, 4, 5

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	6370	3474	3273	263	255	287	238	194	266	279	280
A couple of hours	1066 17%	541 16%	655 20%	55 21%	60 24%	72 25%	52 22%	28 15%	87 33%	32 12%	41 15%
1 day	843 13%	465 13%	420 13%	34 13%	41 16%	18 6%	30 13%	16 8%	42 16%	30 11%	53 19%
2 to 3 days	1443 23%	752 22%	835 26%	57 22%	60 23%	67 23%	38 16%	48 25%	64 24%	66 24%	59 21%
4 to 6 days	846 13%	453 13%	458 14%	28 11%	26 10%	37 13%	28 12%	33 17%	21 8%	38 14%	38 13%
7 to 9 days	641 10%	382 11%	245 7%	16 6%	10 4%	29 10%	13 6%	20 10%	8 3%	35 12%	23 8%
10 to 14 days	395 6%	225 6%	177 5%	19 7%	19 7%	17 6%	13 5%	9 5%	7 3%	28 10%	24 8%

Volume

Q29B. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q29B IF Q4 = 2, 3, 4, 5

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	6370	3474	3273	263	255	287	238	194	266	279	280
15 to 21 days	211 3%	126 4%	80 2%	10 4%	5 2%	12 4%	9 4%	3 2%	4 2%	4 1%	5 2%
22 to 28 days	165 3%	87 3%	92 3%	6 2%	11 4%	12 4%	7 3%	7 4%	2 1%	10 4%	9 3%
More than 28 days	72 1%	42 1%	29 1%	2 1%	3 1%	1 0	2 1%	1 1%	0 0	3 1%	1 0
No interruption	353 6%	231 7%	77 2%	16 6%	5 2%	7 3%	7 3%	17 9%	9 3%	14 5%	13 5%
Don't remember	335 5%	170 5%	206 6%	20 8%	15 6%	15 5%	38 16%	11 5%	22 8%	18 7%	15 5%
Average Excl. DK	4.8	4.9	4.3	4.5	4.4	5.1	4.6	4.9	2.7	5.5	4.7

Volume

Q29B. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q29B IF Q4 = 2, 3, 4, 5

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	6370	289	293	216	139	230	298	100	348	79	206	174	324	257	320
A couple of hours	1066 17%	37 13%	36 12%	26 12%	34 24%	73 32%	76 26%	31 31%	110 32%	34 43%	47 23%	38 22%	45 14%	53 21%	53 17%
1 day	843 13%	57 20%	27 9%	29 14%	22 16%	30 13%	56 19%	14 14%	57 16%	9 11%	36 18%	17 10%	40 12%	35 14%	44 14%
2 to 3 days	1443 23%	57 20%	51 17%	54 25%	31 23%	46 20%	68 23%	13 13%	78 22%	6 7%	47 23%	43 25%	94 29%	56 22%	79 25%
4 to 6 days	846 13%	29 10%	46 16%	25 12%	12 9%	16 7%	18 6%	17 18%	49 14%	3 4%	20 10%	26 15%	48 15%	33 13%	54 17%
7 to 9 days	641 10%	30 10%	46 16%	30 14%	9 6%	15 7%	12 4%	6 6%	10 3%	3 4%	11 6%	11 6%	26 8%	23 9%	28 9%
10 to 14 days	395 6%	17 6%	23 8%	20 9%	6 4%	3 1%	6 2%	4 4%	9 3%	1 1%	8 4%	7 4%	22 7%	16 6%	17 5%

Volume

Q29B. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q29B IF Q4 = 2, 3, 4, 5

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	6370	289	293	216	139	230	298	100	348	79	206	174	324	257	320
15 to 21 days	211 3%	13 4%	22 8%	8 4%	9 6%	1 0	5 2%	0 0	4 1%	1 1%	4 2%	5 3%	6 2%	11 4%	12 4%
22 to 28 days	165 3%	7 3%	10 3%	4 2%	3 2%	2 1%	2 1%	0 0	4 1%	1 1%	5 2%	2 1%	11 3%	4 1%	7 2%
More than 28 days	72 1%	5 2%	5 2%	3 1%	1 1%	2 1%	2 1%	1 1%	3 1%	0 0	3 1%	3 2%	3 1%	2 1%	4 1%
No interruption	353 6%	26 9%	17 6%	9 4%	9 7%	21 9%	31 11%	6 6%	11 3%	18 23%	11 6%	11 6%	6 2%	11 4%	3 1%
Don't remember	335 5%	12 4%	10 3%	8 4%	3 2%	21 9%	20 7%	7 7%	14 4%	4 5%	13 6%	12 7%	24 8%	14 5%	18 6%
Average Excl. DK	4.8	4.9	6.5	5.1	4.3	2.6	2.7	2.9	2.8	2.0	3.6	3.9	4.7	4.4	4.6

Volume

Q29B. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q29B IF Q4 = 2, 3, 4, 5

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	6370	296	264	268	279	248	271	117
A couple of hours	1066 17%	86 29%	68 26%	54 20%	53 19%	51 21%	41 15%	29 25%
1 day	843 13%	31 10%	24 9%	24 9%	31 11%	40 16%	47 17%	16 14%
2 to 3 days	1443 23%	66 22%	56 21%	66 25%	57 20%	53 21%	50 18%	13 11%
4 to 6 days	846 13%	28 9%	35 13%	30 11%	40 14%	28 11%	39 14%	20 17%
7 to 9 days	641 10%	23 8%	29 11%	23 9%	24 9%	22 9%	29 11%	9 8%
10 to 14 days	395 6%	12 4%	9 3%	22 8%	18 6%	12 5%	23 9%	4 3%

Volume

Q29B. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q29B IF Q4 = 2, 3, 4, 5

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	6370	296	264	268	279	248	271	117
15 to 21 days	211 3%	6 2%	6 2%	11 4%	11 4%	3 1%	6 2%	6 5%
22 to 28 days	165 3%	8 3%	9 4%	4 2%	6 2%	4 2%	15 5%	1 1%
More than 28 days	72 1%	2 1%	3 1%	6 2%	3 1%	3 1%	2 1%	3 2%
No interruption	353 6%	14 5%	7 3%	13 5%	18 6%	19 8%	7 3%	11 9%
Don't remember	335 5%	19 6%	18 7%	15 6%	18 6%	14 5%	13 5%	5 4%
Average Excl. DK	4.8	3.9	4.4	4.8	4.9	3.8	5.4	4.3

Volume

Q29T. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	10109	5669	4778	421	422	383	363	316	383	497	456
A couple of hours	1919 19%	1039 18%	1007 21%	90 21%	102 24%	91 24%	89 25%	51 16%	121 32%	79 16%	73 16%
1 day	1355 13%	766 14%	622 13%	56 13%	72 17%	33 9%	55 15%	29 9%	67 17%	60 12%	87 19%
2 to 3 days	2139 21%	1128 20%	1202 25%	84 20%	88 21%	92 24%	58 16%	71 22%	83 22%	114 23%	95 21%
4 to 6 days	1350 13%	753 13%	650 14%	46 11%	52 12%	52 14%	37 10%	47 15%	25 7%	69 14%	56 12%
7 to 9 days	952 9%	573 10%	347 7%	28 7%	24 6%	33 9%	21 6%	37 12%	14 4%	53 11%	30 7%
10 to 14 days	607 6%	346 6%	273 6%	29 7%	25 6%	21 5%	19 5%	12 4%	12 3%	45 9%	36 8%

Volume

Q29T. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	10109	5669	4778	421	422	383	363	316	383	497	456
15 to 21 days	310 3%	181 3%	127 3%	16 4%	8 2%	13 3%	13 4%	5 2%	4 1%	9 2%	8 2%
22 to 28 days	297 3%	169 3%	133 3%	7 2%	14 3%	12 3%	9 2%	13 4%	4 1%	13 3%	15 3%
More than 28 days	120 1%	72 1%	45 1%	7 2%	3 1%	2 1%	2 1%	2 1%	0 0%	5 1%	3 1%
No interruption	602 6%	399 7%	120 3%	26 6%	10 2%	12 3%	16 4%	33 10%	18 5%	23 5%	27 6%
Don't remember	458 5%	244 4%	253 5%	32 8%	22 5%	22 6%	44 12%	14 4%	36 9%	25 5%	27 6%
Average Excl. DK	4.7	4.8	4.3	4.3	4.1	4.1	4.1	5.0	2.7	4.9	4.5

Volume

Q29T. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	10109	464	448	364	144	336	401	126	526	95	360	289	494	443	448
A couple of hours	1919 19%	78 17%	61 14%	61 17%	36 25%	104 31%	95 24%	38 30%	175 33%	39 41%	92 26%	72 25%	80 16%	95 21%	82 18%
1 day	1355 13%	82 18%	40 9%	55 15%	22 15%	50 15%	78 19%	16 13%	82 16%	11 12%	52 14%	30 10%	60 12%	59 13%	61 14%
2 to 3 days	2139 21%	86 19%	71 16%	82 23%	31 22%	69 21%	103 26%	18 14%	116 22%	9 9%	69 19%	56 19%	137 28%	87 20%	114 25%
4 to 6 days	1350 13%	57 12%	72 16%	43 12%	13 9%	22 7%	29 7%	18 14%	69 13%	3 3%	38 11%	39 13%	70 14%	67 15%	68 15%
7 to 9 days	952 9%	40 9%	58 13%	45 12%	9 6%	16 5%	14 3%	8 6%	17 3%	4 4%	20 6%	19 7%	39 8%	35 8%	39 9%
10 to 14 days	607 6%	27 6%	39 9%	25 7%	6 4%	4 1%	10 2%	5 4%	15 3%	1 1%	15 4%	15 5%	36 7%	29 7%	25 6%

Volume

Q29T. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	10109	464	448	364	144	336	401	126	526	95	360	289	494	443	448
15 to 21 days	310 3%	16 3%	31 7%	10 3%	10 7%	2 1%	6 1%	1 1%	8 2%	1 1%	7 2%	8 3%	14 3%	13 3%	16 4%
22 to 28 days	297 3%	13 3%	14 3%	15 4%	4 3%	3 1%	3 1%	1 1%	6 1%	1 1%	11 3%	7 2%	18 4%	8 2%	10 2%
More than 28 days	120 1%	7 2%	10 2%	4 1%	1 1%	4 1%	3 1%	3 2%	4 1%	0 0%	7 2%	4 1%	4 1%	7 2%	7 2%
No interruption	602 6%	41 9%	38 8%	12 3%	9 6%	34 10%	35 9%	10 8%	15 3%	23 24%	22 6%	25 9%	10 2%	20 5%	5 1%
Don't remember	458 5%	17 4%	13 3%	13 4%	3 2%	28 8%	23 6%	8 6%	20 4%	4 4%	26 7%	15 5%	28 6%	23 5%	20 4%
Average Excl. DK	4.7	4.6	6.3	5.0	6.4	2.35	2.8	3.9	2.9	1.9	4.0	4.3	4.9	4.3	4.5

Volume

Q29T. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	10109	378	355	465	428	419	384	160
A couple of hours	1919 19%	104 28%	88 25%	109 23%	83 19%	98 23%	50 13%	46 29%
1 day	1355 13%	43 11%	32 9%	46 10%	46 11%	69 16%	62 16%	19 12%
2 to 3 days	2139 21%	85 22%	77 22%	104 22%	86 20%	82 20%	70 18%	21 13%
4 to 6 days	1350 13%	39 10%	49 14%	51 11%	63 15%	52 12%	50 13%	21 13%
7 to 9 days	952 9%	28 7%	34 10%	32 7%	36 8%	37 9%	46 12%	13 8%
10 to 14 days	607 6%	16 4%	18 5%	32 7%	25 6%	21 5%	27 7%	7 4%

Volume

Q29T. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	10109	378	355	465	428	419	384	160
15 to 21 days	310 3%	8 2%	6 2%	19 4%	19 4%	6 1%	8 2%	8 5%
22 to 28 days	297 3%	11 3%	15 4%	12 3%	9 2%	7 2%	22 6%	1 1%
More than 28 days	120 1%	2 1%	5 1%	10 2%	3 1%	5 1%	3 1%	3 2%
No interruption	602 6%	17 4%	12 3%	28 6%	23 5%	26 6%	20 5%	12 8%
Don't remember	458 5%	25 7%	21 6%	23 5%	35 8%	18 4%	28 7%	10 6%
Average Excl. DK	4.7	4.1	4.8	4.7	4.9	3.8	5.8	3.9

Volume



Q30. Now, thinking about the BIGGEST PROBLEM you experienced with your internet service provider over the last 12 months, please estimate how long it took your provider to resolve this problem. Please answer in terms of how long the problem lasted, from the first time it occurred to when it was finally resolved by the provider.

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	10109	5669	4778	421	421	382	362	316	384	497	456
Less than 1 week	5030 50%	2532 45%	3146 66%	211 50%	271 64%	211 55%	193 53%	112 35%	251 65%	228 46%	230 50%
1 to 2 weeks	1810 18%	1095 19%	642 13%	70 17%	50 12%	62 16%	36 10%	75 24%	37 10%	107 21%	81 18%
3 to 4 weeks	1008 10%	652 12%	244 5%	27 6%	19 4%	27 7%	38 10%	43 14%	13 3%	46 9%	32 7%
5 to 8 weeks	555 5%	359 6%	135 3%	22 5%	12 3%	11 3%	13 3%	22 7%	4 1%	22 4%	30 7%
9 to 12 weeks	220 2%	144 3%	51 1%	11 3%	5 1%	3 1%	13 4%	4 1%	2 1%	14 3%	10 2%
More than 12 weeks	281 3%	181 3%	71 1%	11 3%	12 3%	7 2%	10 3%	10 3%	10 3%	17 3%	11 2%
Problem is not yet resolved	330 3%	209 4%	92 2%	25 6%	9 2%	13 3%	11 3%	13 4%	5 1%	21 4%	14 3%
Don't remember	874 9%	496 8%	397 8%	44 10%	43 10%	48 13%	49 14%	37 12%	60 16%	43 9%	47 10%
Average Excl. DK	1.7	1.9	1.1	1.6	1.1	1.3	1.7	2.0	0.9	1.7	1.7

Volume



Q30. Now, thinking about the BIGGEST PROBLEM you experienced with your internet service provider over the last 12 months, please estimate how long it took your provider to resolve this problem. Please answer in terms of how long the problem lasted, from the first time it occurred to when it was finally resolved by the provider.

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	10109	464	448	364	143	336	401	126	526	95	359	288	494	443	448
Less than 1 week	5030 50%	230 50%	171 38%	163 45%	104 73%	197 59%	278 69%	67 53%	403 77%	66 70%	174 48%	148 51%	307 62%	228 52%	322 72%
1 to 2 weeks	1810 18%	92 20%	95 21%	69 19%	10 7%	23 7%	31 8%	19 15%	42 8%	4 5%	51 14%	40 14%	83 17%	86 20%	50 11%
3 to 4 weeks	1008 10%	55 12%	68 15%	44 12%	5 3%	9 3%	16 4%	9 8%	13 2%	3 4%	40 11%	25 9%	30 6%	25 6%	20 4%
5 to 8 weeks	555 5%	30 6%	35 8%	31 8%	2 1%	6 2%	4 1%	6 5%	4 1%	2 2%	16 4%	15 5%	21 4%	16 4%	8 2%
9 to 12 weeks	220 2%	5 1%	16 4%	14 4%	2 1%	1 0	3 1%	3 2%	1 0	0 0	8 2%	3 1%	7 1%	15 3%	4 1%
More than 12 weeks	281 3%	8 2%	22 5%	15 4%	2 2%	7 2%	2 0	3 3%	10 2%	2 2%	11 3%	9 3%	7 1%	12 3%	3 1%
Problem is not yet resolved	330 3%	11 2%	21 5%	6 2%	5 3%	7 2%	10 3%	9 8%	14 3%	4 4%	22 6%	12 4%	4 1%	24 5%	11 2%
Don't remember	874 9%	34 7%	21 5%	23 6%	13 9%	86 26%	56 14%	9 7%	39 7%	13 13%	39 11%	36 12%	35 7%	37 8%	31 7%
Average Excl. DK	1.7	1.7	2.2	2.1	0.9	0.9	0.9	1.5	0.8	0.9	1.7	1.5	1.3	1.6	1.0

Volume

Q30. Now, thinking about the BIGGEST PROBLEM you experienced with your internet service provider over the last 12 months, please estimate how long it took your provider to resolve this problem. Please answer in terms of how long the problem lasted, from the first time it occurred to when it was finally resolved by the provider.

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	10109	378	355	465	428	419	384	156
Less than 1 week	5030 50%	268 71%	229 64%	192 41%	203 47%	208 50%	198 51%	67 43%
1 to 2 weeks	1810 18%	51 14%	46 13%	70 15%	68 16%	73 17%	46 12%	35 22%
3 to 4 weeks	1008 10%	12 3%	23 7%	34 7%	40 9%	40 10%	43 11%	12 8%
5 to 8 weeks	555 5%	11 3%	10 3%	14 3%	24 6%	18 4%	21 6%	2 1%
9 to 12 weeks	220 2%	6 2%	3 1%	14 3%	13 3%	11 3%	6 2%	3 2%
More than 12 weeks	281 3%	5 1%	9 3%	20 4%	12 3%	9 2%	13 3%	7 4%
Problem is not yet resolved	330 3%	8 2%	10 3%	39 8%	11 3%	17 4%	12 3%	20 13%
Don't remember	874 9%	17 5%	24 7%	82 18%	56 13%	43 10%	45 12%	10 7%
Average Excl. DK	1.7	1.1	1.2	1.7	1.8	1.7	1.7	1.4

Volume

Q31. Referring to THIS PARTICULAR PROBLEM that you described: what action did you take?

MULTIPLE ANSWERS POSSIBLE (FOR 1 TO 7).

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	10109	5669	4778	421	421	382	362	316	384	497	456
I complained to the internet service provider	5900 58%	3298 58%	2817 59%	261 62%	344 82%	249 65%	197 54%	181 57%	179 47%	316 64%	305 67%
I switched to another internet service provider	825 8%	509 9%	267 6%	23 6%	28 7%	19 5%	22 6%	25 8%	25 6%	43 9%	44 10%
I consulted a consumer association	670 7%	439 8%	150 3%	24 6%	17 4%	8 2%	17 5%	14 4%	11 3%	34 7%	29 6%
I filed a complaint with an alternative dispute resolution body (<i>for example mediator, arbitrator, ombudsman</i>)	483 5%	326 6%	82 2%	12 3%	8 2%	4 1%	8 2%	19 6%	3 1%	29 6%	24 5%
I filed a complaint with a government authority or national regulator	477 5%	306 5%	123 3%	10 2%	6 1%	6 2%	5 2%	10 3%	1 0	23 5%	15 3%
I consulted a lawyer	327 3%	213 4%	75 2%	11 3%	7 2%	4 1%	10 3%	9 3%	5 1%	18 4%	13 3%
I brought the matter to court	275 3%	187 3%	44 1%	10 2%	2 0	4 1%	9 3%	13 4%	1 0	7 1%	10 2%
I took no action	2351 23%	1199 21%	1429 30%	105 25%	21 5%	96 25%	83 23%	77 24%	133 35%	94 19%	71 16%
Other	352 3%	190 3%	187 4%	11 3%	17 4%	18 5%	28 8%	13 4%	42 11%	14 3%	2 0

Q31. Referring to THIS PARTICULAR PROBLEM that you described: what action did you take?

MULTIPLE ANSWERS POSSIBLE (FOR 1 TO 7).
 FILTER: ASK Q27 IF Q26A =1 OR Q26B =1

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	10109	464	448	364	143	336	401	126	526	95	359	288	494	443	448
I complained to the internet service provider	5900 58%	288 62%	274 61%	198 54%	116 81%	235 70%	314 78%	86 68%	273 52%	81 86%	204 57%	173 60%	207 42%	319 72%	350 78%
I switched to another internet service provider	825 8%	53 11%	25 6%	46 13%	1 1%	19 6%	18 5%	6 4%	10 2%	1 1%	15 4%	23 8%	35 7%	25 6%	23 5%
I consulted a consumer association	670 7%	60 13%	30 7%	35 9%	2 2%	3 1%	10 3%	4 3%	4 1%	0 0	14 4%	21 7%	16 3%	32 7%	20 5%
I filed a complaint with an alternative dispute resolution body (<i>for example mediator, arbitrator, ombudsman</i>)	483 5%	29 6%	16 4%	30 8%	1 1%	7 2%	4 1%	2 2%	1 0	0 0	8 2%	14 5%	11 2%	11 2%	11 2%
I filed a complaint with a government authority or national regulator	477 5%	27 6%	16 4%	34 9%	0 0	8 2%	6 1%	3 3%	6 1%	0 0	11 3%	4 1%	21 4%	13 3%	7 2%
I consulted a lawyer	327 3%	26 6%	16 4%	18 5%	0 0	4 1%	7 2%	4 3%	3 1%	0 0	5 1%	7 2%	12 2%	8 2%	2 0
I brought the matter to court	275 3%	13 3%	11 2%	11 3%	0 0	1 0	2 1%	0 0	1 0	0 0	12 3%	7 2%	2 0	9 2%	11 2%
I took no action	2351 23%	58 12%	98 22%	65 18%	2 1%	35 10%	36 9%	28 22%	224 43%	0 0	105 29%	76 26%	225 46%	66 15%	56 13%
Other	352 3%	11 2%	23 5%	3 1%	24 17%	40 12%	19 5%	4 3%	24 4%	12 13%	14 4%	8 3%	13 3%	14 3%	13 3%

Volume

Q31. Referring to THIS PARTICULAR PROBLEM that you described: what action did you take?

MULTIPLE ANSWERS POSSIBLE (FOR 1 TO 7).

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	10109	378	355	465	428	419	384	160
I complained to the internet service provider	5900 58%	267 71%	211 59%	282 61%	260 61%	216 52%	243 63%	141 88%
I switched to another internet service provider	825 8%	11 3%	21 6%	50 11%	23 5%	44 10%	24 6%	7 4%
I consulted a consumer association	670 7%	4 1%	14 4%	25 5%	14 3%	36 9%	19 5%	1 1%
I filed a complaint with an alternative dispute resolution body (<i>for example mediator, arbitrator, ombudsman</i>)	483 5%	0 0	5 1%	15 3%	15 4%	31 7%	16 4%	0 0
I filed a complaint with a government authority or national regulator	477 5%	4 1%	8 2%	8 2%	9 2%	35 8%	10 3%	1 1%
I consulted a lawyer	327 3%	3 1%	12 3%	10 2%	11 3%	17 4%	7 2%	0 0
I brought the matter to court	275 3%	1 0	5 1%	7 2%	10 2%	22 5%	13 3%	0 0
I took no action	2351 23%	27 7%	106 30%	112 24%	113 26%	110 26%	81 21%	0 0
Other	352 3%	68 18%	10 3%	19 4%	23 5%	18 4%	10 3%	18 11%

Volume

Q32. When you took action concerning this particular problem, how satisfied were you with the final result?

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND ASK Q32 IF Q31 = 1 TO 7

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	7755	4470	3344	316	400	286	280	239	251	403	385
Very satisfied	1280 17%	754 17%	507 15%	46 15%	87 22%	80 28%	67 24%	23 9%	50 20%	75 19%	76 20%
Fairly satisfied	3478 45%	1947 44%	1654 49%	130 41%	182 45%	112 39%	126 45%	122 51%	138 55%	197 49%	144 37%
Not very satisfied	2032 26%	1172 26%	874 26%	68 21%	89 22%	62 22%	43 15%	62 26%	45 18%	85 21%	107 28%
Not at all satisfied	713 9%	440 10%	232 7%	63 20%	27 7%	8 3%	28 10%	18 8%	12 5%	38 9%	51 13%
The matter is pending	252 3%	157 4%	78 2%	9 3%	15 4%	24 8%	16 6%	14 6%	6 2%	8 2%	7 2%
Total Satisfied	4758 61%	2701 61%	2161 64%	176 56%	269 67%	192 67%	193 69%	145 61%	188 75%	272 68%	220 57%
Total Dissatisfied	2745 35%	1612 36%	1106 33%	131 41%	116 29%	70 24%	70 25%	80 34%	57 23%	123 30%	158 41%

Q32. When you took action concerning this particular problem, how satisfied were you with the final result?

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND ASK Q32 IF Q31 = 1 TO 7

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	7755	407	350	299	119	301	365	98	302	82	254	212	269	377	392
Very satisfied	1280 17%	70 17%	47 13%	52 18%	50 42%	54 18%	45 12%	14 15%	36 12%	42 51%	41 16%	31 15%	35 13%	55 15%	46 12%
Fairly satisfied	3478 45%	165 41%	153 44%	131 44%	40 33%	161 54%	217 60%	38 38%	159 53%	22 27%	107 42%	86 40%	138 51%	160 42%	195 50%
Not very satisfied	2032 26%	119 29%	101 29%	86 29%	19 16%	64 21%	72 20%	29 30%	68 23%	4 5%	63 25%	62 29%	80 30%	87 23%	110 28%
Not at all satisfied	713 9%	41 10%	38 11%	26 9%	7 6%	16 5%	23 6%	12 12%	35 12%	3 4%	29 11%	19 9%	14 5%	46 12%	35 9%
The matter is pending	252 3%	11 3%	11 3%	5 2%	3 2%	7 2%	8 2%	5 5%	4 1%	11 13%	15 6%	15 7%	3 1%	30 8%	6 2%
Total Satisfied	4758 61%	235 58%	199 57%	183 61%	90 76%	215 71%	262 72%	52 53%	195 64%	64 78%	148 58%	117 55%	172 64%	215 57%	241 61%
Total Dissatisfied	2745 35%	160 39%	139 40%	111 37%	27 22%	79 26%	94 26%	41 42%	104 34%	8 9%	92 36%	81 38%	94 35%	133 35%	145 37%

Volume

Q32. When you took action concerning this particular problem, how satisfied were you with the final result?

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND ASK Q32 IF Q31 = 1 TO 7

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	7755	350	249	353	315	310	304	142
Very satisfied	1280 17%	52 15%	23 9%	41 12%	37 12%	85 27%	67 22%	16 12%
Fairly satisfied	3478 45%	180 52%	130 52%	162 46%	157 50%	124 40%	140 46%	83 59%
Not very satisfied	2032 26%	78 22%	71 29%	74 21%	82 26%	66 21%	65 21%	15 11%
Not at all satisfied	713 9%	32 9%	24 10%	59 17%	16 5%	27 9%	24 8%	19 14%
The matter is pending	252 3%	8 2%	2 1%	17 5%	23 7%	8 3%	8 3%	7 5%
Total Satisfied	4758 61%	232 66%	152 61%	203 58%	195 62%	208 67%	207 68%	100 70%
Total Dissatisfied	2745 35%	110 32%	95 38%	133 38%	97 31%	93 30%	89 29%	35 24%

Volume

Q33. Why did you not take any action?

MULTIPLE ANSWERS POSSIBLE

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q33 IF Q31 = 8

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	2353	1199	1434	105	21	96	83	77	133	94	71
To take action would have taken a lot of my time	843 36%	418 35%	543 38%	50 47%	6 30%	35 36%	23 28%	23 30%	57 43%	38 41%	24 34%
I did not expect to get a satisfactory solution	721 31%	366 31%	442 31%	31 29%	5 22%	20 21%	15 18%	25 33%	37 28%	25 26%	26 37%
I did not know to whom to complain	585 25%	314 26%	313 22%	23 22%	1 6%	25 26%	26 31%	21 28%	23 18%	22 23%	19 27%
There is no public authority to which I could complain	174 7%	101 8%	72 5%	3 3%	2 8%	4 4%	2 3%	7 9%	6 4%	5 5%	4 6%
There is no alternative dispute resolution body (for example mediator, arbitrator, ombudsman) available	128 5%	75 6%	51 4%	5 4%	1 6%	2 2%	1 1%	5 7%	5 4%	1 1%	7 10%
There is no consumer association or consumer help desk to which I could complain	112 5%	57 5%	70 5%	6 6%	2 11%	5 5%	4 5%	6 7%	6 4%	4 4%	5 7%
Other reason	511 22%	242 20%	359 25%	20 19%	10 45%	26 27%	30 36%	15 19%	38 28%	20 21%	13 19%

Q33. Why did you not take any action?

MULTIPLE ANSWERS POSSIBLE

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q33 IF Q31 = 8

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	2353	58	98	65	24	35	36	28	224	12	105	76	225	66	56
To take action would have taken a lot of my time	843 36%	21 37%	32 32%	19 29%	10 41%	8 22%	8 22%	14 51%	58 26%	2 15%	29 28%	29 37%	97 43%	19 29%	21 38%
I did not expect to get a satisfactory solution	721 31%	17 29%	28 29%	23 36%	9 37%	5 14%	10 28%	11 39%	56 25%	3 24%	31 30%	28 37%	77 34%	20 30%	19 33%
I did not know to whom to complain	585 25%	11 19%	33 34%	14 22%	1 4%	5 13%	5 15%	10 35%	51 23%	1 5%	22 21%	21 27%	45 20%	14 22%	15 27%
There is no public authority to which I could complain	174 7%	4 7%	7 7%	8 12%	0 0	0 0	1 4%	0 0	10 4%	0 0	6 5%	8 10%	12 6%	3 5%	2 4%
There is no alternative dispute resolution body (for example mediator, arbitrator, ombudsman) available	128 5%	2 3%	11 12%	4 5%	0 0	0 0	2 4%	2 6%	8 4%	1 8%	3 3%	3 5%	9 4%	1 1%	2 3%
There is no consumer association or consumer help desk to which I could complain	112 5%	1 1%	7 7%	1 1%	0 0	1 2%	1 4%	1 3%	9 4%	0 0	5 4%	3 5%	10 4%	3 5%	6 11%
Other reason	511 22%	13 22%	12 12%	12 18%	7 27%	19 54%	17 47%	6 21%	72 32%	6 49%	33 32%	12 16%	53 24%	17 26%	9 15%

Volume

Q33. Why did you not take any action?

MULTIPLE ANSWERS POSSIBLE

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q33 IF Q31 = 8

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	2353	27	106	112	113	110	81	13
To take action would have taken a lot of my time	843 36%	10 37%	24 23%	36 32%	49 43%	48 43%	39 49%	1 8%
I did not expect to get a satisfactory solution	721 31%	9 33%	30 28%	33 29%	31 27%	30 28%	14 17%	4 30%
I did not know to whom to complain	585 25%	6 23%	36 34%	42 37%	23 21%	29 26%	17 21%	5 38%
There is no public authority to which I could complain	174 7%	0 0	4 4%	6 6%	3 3%	12 11%	3 4%	1 5%
There is no alternative dispute resolution body (<i>for example mediator, arbitrator, ombudsman</i>) available	128 5%	0 0	5 4%	3 3%	6 5%	6 6%	1 1%	0 0
There is no consumer association or consumer help desk to which I could complain	112 5%	2 6%	3 3%	7 6%	2 2%	5 4%	2 2%	0 0
Other reason	511 22%	3 12%	22 21%	32 29%	27 23%	25 23%	26 32%	3 25%

Volume

Q34. The term 'Mbps' in an offer describes...

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
The speed of the internet connection	17904 65%	9536 59%	9807 85%	541 46%	825 80%	854 85%	782 76%	779 66%	682 66%	639 61%	797 75%
The maximum size of files I can download	2668 10%	1801 11%	448 4%	282 24%	42 4%	53 5%	83 8%	147 13%	59 6%	93 9%	148 14%
The speed of my computer	1470 5%	963 6%	327 3%	49 4%	21 2%	24 2%	65 6%	52 4%	20 2%	54 5%	47 4%
Don't know	5626 20%	3776 23%	1004 9%	305 26%	145 14%	77 8%	102 10%	194 17%	278 27%	263 25%	69 6%

Q34. The term 'Mbps' in an offer describes...

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
The speed of the internet connection	17904 65%	702 61%	437 37%	598 59%	129 26%	804 77%	817 81%	298 67%	840 76%	197 39%	705 61%	789 75%	1034 90%	734 64%	924 86%
The maximum size of files I can download	2668 10%	113 10%	173 15%	90 9%	51 10%	57 5%	74 7%	35 8%	33 3%	33 7%	93 8%	123 12%	22 2%	256 22%	57 5%
The speed of my computer	1470 5%	74 6%	70 6%	90 9%	25 5%	51 5%	17 2%	11 3%	30 3%	19 4%	41 4%	34 3%	41 4%	33 3%	22 2%
Don't know	5626 20%	262 23%	498 42%	238 23%	301 60%	134 13%	105 10%	98 22%	204 18%	252 50%	319 28%	107 10%	57 5%	125 11%	67 6%

Volume

Q34. The term 'Mbps' in an offer describes...

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	569
The speed of the internet connection	17904 65%	919 88%	910 85%	930 79%	726 64%	702 63%	646 64%	432 76%
The maximum size of files I can download	2668 10%	45 4%	61 6%	34 3%	51 5%	93 8%	63 6%	45 8%
The speed of my computer	1470 5%	14 1%	38 4%	40 3%	46 4%	83 7%	52 5%	14 2%
Don't know	5626 20%	64 6%	60 6%	173 15%	316 28%	244 22%	243 24%	79 14%

Volume

Q35. The speed of a broadband internet connection with DSL (ADSL, xDSL) technology...

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
... is the same for downloading and uploading	5713 21%	3333 21%	2355 20%	170 14%	249 24%	158 16%	142 14%	285 24%	92 9%	196 19%	206 19%
... is lower for downloading	3040 11%	1761 11%	1286 11%	77 7%	71 7%	107 11%	98 10%	92 8%	63 6%	73 7%	102 10%
... is higher for downloading	10301 37%	6148 38%	3879 33%	484 41%	308 30%	398 39%	345 33%	532 45%	317 30%	316 30%	506 48%
Don't know	8615 31%	4833 30%	4067 35%	446 38%	404 39%	346 34%	447 43%	263 22%	568 55%	465 44%	247 23%

Q35. The speed of a broadband internet connection with DSL (ADSL, xDSL) technology...

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
... is the same for downloading and uploading	5713 21%	240 21%	188 16%	282 28%	69 14%	309 30%	255 25%	46 10%	194 18%	56 11%	157 14%	260 25%	218 19%	194 17%	265 25%
... is lower for downloading	3040 11%	146 13%	110 9%	181 18%	39 8%	67 6%	102 10%	14 3%	96 9%	23 5%	110 9%	59 6%	184 16%	132 11%	70 7%
... is higher for downloading	10301 37%	482 42%	545 46%	255 25%	92 18%	191 18%	193 19%	275 62%	518 47%	90 18%	420 36%	478 45%	401 35%	536 47%	300 28%
Don't know	8615 31%	283 25%	335 28%	297 29%	305 60%	480 46%	463 46%	107 24%	298 27%	331 66%	471 41%	256 24%	351 30%	286 25%	436 41%

Volume

Q35. The speed of a broadband internet connection with DSL (ADSL, xDSL) technology...

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	569
... is the same for downloading and uploading	5713 21%	190 18%	218 20%	205 17%	192 17%	207 18%	161 16%	123 22%
... is lower for downloading	3040 11%	62 6%	138 13%	102 9%	169 15%	114 10%	83 8%	20 3%
... is higher for downloading	10301 37%	331 32%	362 34%	365 31%	371 33%	345 31%	374 37%	129 23%
Don't know	8615 31%	458 44%	353 33%	506 43%	408 36%	454 41%	385 38%	297 52%

Volume



Q34&35. Proficient answers on Q34 and Q35

FILTER: CORRECT ANSWERS Q34=1 AND Q35=3

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
Proficient	7721 28%	4347 27%	3604 31%	274 23%	252 24%	369 37%	288 28%	412 35%	282 27%	244 23%	410 39%
Not Proficient	19947 72%	11729 73%	7982 69%	903 77%	780 76%	640 63%	745 72%	760 65%	757 73%	806 77%	651 61%

Volume



Q34&35. Proicient answers on Q34 and Q35

FILTER: CORRECT ANSWERS Q34=1 AND Q35=3

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
Proficient	7721 28%	356 31%	240 20%	191 19%	51 10%	163 16%	173 17%	211 48%	471 43%	53 11%	344 30%	395 38%	386 33%	375 33%	282 26%
Not Proficient	19947 72%	795 69%	938 80%	824 81%	454 90%	883 84%	840 83%	231 52%	635 57%	447 89%	814 70%	658 62%	768 67%	772 67%	788 74%

Volume

Q34&35. Proficient answers on Q34 and Q35

FILTER: CORRECT ANSWERS Q34=1 AND Q35=3

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	569
Proficient	7721 28%	309 30%	330 31%	345 29%	302 26%	270 24%	300 30%	124 22%
Not Proficient	19947 72%	733 70%	740 69%	833 71%	838 74%	851 76%	704 70%	445 78%

Volume

Q36. Please provide now some technical details regarding your home internet connection: How does your household access the internet from home?

MULTIPLE ANSWERS POSSIBLE

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	15811	11398	1177	1032	1009	1033	1172	1039	1050	1061
Via ADSL, xDSL or a similar type of connection on the fixed telephone line using a modem, a box or a router (<i>broadband internet</i>)	15504 56%	10094 64%	3601 32%	546 46%	270 26%	397 39%	423 41%	798 68%	358 34%	436 42%	778 73%
Via the cable TV network using a cable modem, box or router (<i>broadband internet</i>)	5533 20%	2649 17%	3825 34%	504 43%	416 40%	251 25%	297 29%	154 13%	306 29%	255 24%	65 6%
Via an optical fibre line	2807 10%	1247 8%	2198 19%	43 4%	232 22%	157 16%	111 11%	44 4%	108 10%	78 7%	70 7%
Via a dial-up connection using a standard telephone line or an ISDN line	1778 6%	1068 7%	652 6%	43 4%	43 4%	26 3%	54 5%	119 10%	107 10%	79 8%	104 10%
Via the use of a dongle or USB stick (<i>mobile internet</i>)	1283 5%	711 4%	628 5%	18 2%	37 4%	42 4%	117 11%	50 4%	106 10%	126 12%	29 3%
Via the satellite network	804 3%	403 3%	507 4%	29 3%	19 2%	77 8%	41 4%	24 2%	34 3%	79 8%	34 3%
Other	503 2%	1247 1%	464 4%	6 1%	41 4%	82 8%	42 4%	4 0	48 5%	42 4%	3 0
Don't know	42 0	22 0	25 0	4 0	0 0	6 1%	24 2%	0 0	6 1%	9 1%	2 0

Q36. Please provide now some technical details regarding your home internet connection: How does your household access the internet from home?

MULTIPLE ANSWERS POSSIBLE

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
Via ADSL, xDSL or a similar type of connection on the fixed telephone line using a modem, a box or a router (<i>broadband internet</i>)	15504 56%	752 65%	918 78%	739 73%	280 56%	378 36%	205 20%	321 73%	456 41%	386 77%	488 42%	483 46%	371 32%	396 35%	205 19%
Via the cable TV network using a cable modem, box or router (<i>broadband internet</i>)	5533 20%	132 11%	126 11%	53 5%	98 19%	234 22%	177 17%	41 9%	474 43%	87 17%	503 43%	225 21%	458 40%	372 32%	282 26%
Via an optical fibre line	2807 10%	141 12%	50 4%	86 8%	11 2%	230 22%	409 40%	29 7%	62 6%	0 0	92 8%	59 6%	85 7%	224 20%	466 44%
Via a dial-up connection using a standard telephone line or an ISDN line	1778 6%	65 6%	56 5%	52 5%	72 14%	76 7%	130 13%	43 10%	14 1%	5 1%	34 3%	115 11%	82 7%	51 4%	61 6%
Via the use of a dongle or USB stick (<i>mobile internet</i>)	1283 5%	37 3%	12 1%	58 6%	11 2%	47 4%	69 7%	8 2%	42 4%	7 1%	17 2%	194 18%	74 6%	99 9%	56 5%
Via the satellite network	804 3%	30 3%	14 1%	23 2%	6 1%	28 3%	38 4%	2 0	39 4%	1 0	20 2%	26 2%	62 5%	35 3%	20 2%
Other	503 2%	12 1%	8 1%	25 2%	0 0	72 7%	26 3%	3 1%	38 3%	0 0	10 1%	34 3%	52 5%	28 2%	14 1%
Don't know	42 0	1 0	0 0	0 0	27 5%	6 1%	5 0	0 0	0 0	14 3%	0 0	6 1%	0 0	0 0	2 0

Volume

Q36. Please provide now some technical details regarding your home internet connection: How does your household access the internet from home?

MULTIPLE ANSWERS POSSIBLE

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	569
Via ADSL, xDSL or a similar type of connection on the fixed telephone line using a modem, a box or a router (<i>broadband internet</i>)	15504 56%	439 42%	393 37%	505 43%	452 40%	581 52%	381 38%	360 63%
Via the cable TV network using a cable modem, box or router (<i>broadband internet</i>)	5533 20%	296 28%	199 19%	220 19%	262 23%	285 25%	318 32%	12 2%
Via an optical fibre line	2807 10%	207 20%	216 20%	106 9%	220 19%	102 9%	176 18%	135 24%
Via a dial-up connection using a standard telephone line or an ISDN line	1778 6%	52 5%	46 4%	69 6%	42 4%	85 8%	39 4%	13 2%
Via the use of a dongle or USB stick (<i>mobile internet</i>)	1283 5%	26 3%	78 7%	317 27%	152 13%	23 2%	53 5%	15 3%
Via the satellite network	804 3%	19 2%	99 9%	25 2%	33 3%	45 4%	35 4%	2 0
Other	503 2%	14 1%	63 6%	49 4%	27 2%	9 1%	29 3%	2 0
Don't know	42 0	1 0	5 0	13 1%	12 1%	1 0	7 1%	29 5%

Volume

Q37. Which internet provider do you use for your main home internet connection?

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
Incumbent	8362 30%	5037 31%	2905 25%	442 38%	222 22%	304 30%	256 25%	366 31%	645 62%	304 29%	306 29%
Others	19306 70%	11038 69%	8681 75%	735 62%	810 78%	705 70%	777 75%	806 69%	394 38%	746 71%	755 71%

Q37. Which internet provider do you use for your main home internet connection?

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
Incumbent	8362 30%	403 35%	365 31%	408 40%	407 81%	688 66%	573 57%	283 64%	467 42%	336 67%	279 24%	497 47%	205 18%	395 34%	181 17%
Others	19306 70%	748 65%	813 69%	607 60%	98 19%	358 34%	440 43%	159 36%	639 58%	164 33%	879 76%	556 53%	949 82%	752 66%	889 83%

Volume



Q37. Which internet provider do you use for your main home internet connection?

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	569
Incumbent	8362 30%	381 37%	404 38%	351 30%	96 8%	256 23%	342 34%	283 50%
Others	19306 70%	661 63%	666 62%	827 70%	1044 92%	865 77%	662 66%	286 50%

Volume

Q38. How fast is the advertised speed of your main home internet connection?

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
No more than 1 Mbps	1156 4%	619 4%	624 5%	40 3%	33 3%	24 2%	31 3%	58 5%	113 11%	50 5%	26 2%
More than 1 Mbps but no more than 2 Mbps	2252 8%	1137 7%	1398 12%	77 7%	75 7%	59 6%	77 7%	65 6%	139 13%	111 11%	98 9%
More than 2 Mbps but no more than 4 Mbps	3635 13%	2023 13%	1760 15%	165 14%	72 7%	115 11%	122 12%	135 12%	159 15%	184 18%	138 13%
More than 4 Mbps but no more than 8 Mbps	1096 4%	436 3%	995 9%	179 15%	103 10%	240 24%	181 18%	0 0	238 23%	279 27%	145 14%
More than 8 Mbps but no more than 12 Mbps	4672 17%	2760 17%	1837 16%	143 12%	199 19%	298 29%	283 27%	120 10%	196 19%	144 14%	148 14%
More than 12 Mbps but no more than 30 Mbps	5626 20%	3484 22%	1785 15%	278 24%	317 31%	169 17%	226 22%	329 28%	100 10%	182 17%	464 44%

Volume

Q38. How fast is the advertised speed of your main home internet connection?

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
More than 30 Mbps	3434 12%	1888 12%	1723 15%	279 24%	231 22%	104 10%	110 11%	179 15%	76 7%	89 8%	39 4%
Don't know	5797 21%	3730 23%	1464 13%	15 1%	3 0	1 0	2 0	286 24%	17 2%	11 1%	3 0
Up to 2 Mbps	3407 12%	1756 13%	2022 17%	118 10%	108 10%	82 8%	108 10%	123 10%	252 24%	161 15%	124 12%
>2 Mbps to 12 Mbps	9404 34%	5219 33%	4592 40%	487 41%	374 36%	653 65%	586 57%	255 22%	594 57%	607 58%	430 41%
>12 Mbps to 30 Mbps	5626 20%	3484 22%	1785 15%	278 24%	317 31%	169 17%	226 22%	329 28%	100 10%	182 17%	464 44%
More than 30 Mbps	3434 12%	1888 12%	1723 15%	279 24%	231 22%	104 10%	110 11%	179 15%	76 7%	89 8%	39 4%
Average	18.7	19.0	17.9	23.3	23.9	15,0	15.9	22.9	11,0	12.9	14.4

Q38. How fast is the advertised speed of your main home internet connection?

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
No more than 1 Mbps	1156 4%	39 3%	62 5%	31 3%	59 12%	35 3%	89 9%	18 4%	40 4%	3 1%	36 3%	35 3%	78 7%	20 2%	56 5%
More than 1 Mbps but no more than 2 Mbps	2252 8%	67 6%	143 12%	75 7%	149 29%	112 11%	104 10%	34 8%	92 8%	18 4%	61 5%	62 6%	179 16%	48 4%	128 12%
More than 2 Mbps but no more than 4 Mbps	3635 13%	150 13%	179 15%	130 13%	133 26%	148 14%	150 15%	62 14%	134 12%	34 7%	111 10%	121 11%	212 18%	99 9%	140 13%
More than 4 Mbps but no more than 8 Mbps	1096 4%	0 0	0 0	0 0	70 14%	153 15%	157 16%	111 25%	0 0	74 15%	0 0	260 25%	0 0	0 0	162 15%
More than 8 Mbps but no more than 12 Mbps	4672 17%	279 24%	196 17%	169 17%	19 4%	192 18%	155 15%	69 16%	154 14%	52 10%	151 13%	145 14%	153 13%	261 23%	146 14%
More than 12 Mbps but no more than 30 Mbps	5626 20%	223 19%	176 15%	110 11%	12 2%	155 15%	78 8%	78 18%	250 23%	34 7%	380 33%	185 18%	163 14%	359 31%	124 12%

Q38. How fast is the advertised speed of your main home internet connection?

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
More than 30 Mbps	3434 12%	105 9%	133 11%	87 9%	9 2%	246 23%	277 27%	54 12%	113 10%	10 2%	206 18%	229 22%	78 7%	188 16%	311 29%
Don't know	5797 21%	288 25%	290 25%	413 41%	55 11%	6 1%	3 0	15 3%	323 29%	276 55%	213 18%	16 2%	291 25%	173 15%	2 0
Up to 2 Mbps	3407 12%	107 9%	205 17%	106 10%	208 41%	147 14%	193 19%	52 12%	132 12%	21 4%	96 8%	97 9%	258 22%	68 6%	184 17%
>2 Mbps to 12 Mbps	9404 34%	429 37%	375 32%	298 29%	222 44%	493 47%	462 46%	243 55%	288 26%	159 32%	262 23%	526 50%	365 32%	360 31%	449 42%
>12 Mbps to 30 Mbps	5626 20%	223 19%	176 15%	110 11%	12 2%	155 15%	78 8%	78 18%	250 23%	34 7%	380 33%	185 18%	163 14%	359 31%	124 12%
More than 30 Mbps	3434 12%	105 9%	133 11%	87 9%	9 2%	246 23%	277 27%	54 12%	113 10%	10 2%	206 18%	229 22%	78 7%	188 16%	311 29%
Average	18.7	17.2	17,0	16.9	4.6	21.8	22.5	15.9	18.8	11,0	24.7	21.4	12.7	23.3	24.3

Volume

Q38. How fast is the advertised speed of your main home internet connection?

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	569
No more than 1 Mbps	1156 4%	88 8%	45 4%	85 7%	23 2%	36 3%	30 3%	5 1%
More than 1 Mbps but no more than 2 Mbps	2252 8%	165 16%	125 12%	117 10%	81 7%	59 5%	78 8%	12 2%
More than 2 Mbps but no more than 4 Mbps	3635 13%	221 21%	247 23%	155 13%	133 12%	134 12%	143 14%	29 5%
More than 4 Mbps but no more than 8 Mbps	1096 4%	145 14%	157 15%	222 19%	260 23%	0 0	243 24%	46 8%
More than 8 Mbps but no more than 12 Mbps	4672 17%	239 23%	138 13%	274 23%	254 22%	243 22%	158 16%	104 18%
More than 12 Mbps but no more than 30 Mbps	5626 20%	125 12%	131 12%	185 16%	204 18%	291 26%	227 23%	70 12%

Volume

Q38. How fast is the advertised speed of your main home internet connection?

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	569
More than 30 Mbps	3434 12%	50 5%	221 21%	128 11%	179 16%	94 8%	101 10%	48 9%
Don't know	5797 21%	10 1%	6 1%	12 1%	5 0	264 24%	24 2%	254 45%
Up to 2 Mbps	3407 12%	253 24%	170 16%	202 17%	104 9%	95 8%	108 11%	18 3%
>2 Mbps to 12 Mbps	9404 34%	605 58%	542 51%	650 55%	648 57%	377 34%	544 54%	179 31%
>12 Mbps to 30 Mbps	5626 20%	125 12%	131 12%	185 16%	204 18%	291 26%	227 23%	70 12%
More than 30 Mbps	3434 12%	50 5%	221 21%	128 11%	179 16%	94 8%	101 10%	48 9%
Average	18.7	9.8	19.2	14.6	18.1	17.7	15.2	19.2

Q39. Which of the following apply to you or other people in your household?

MULTIPLE ANSWERS POSSIBLE

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
Regularly watch/download movies over the internet	7776 28%	3899 24%	4906 42%	282 24%	604 59%	393 39%	193 19%	200 17%	317 30%	348 33%	444 42%
Use home internet connection for IP-TV or IP-phone	3615 13%	2180 14%	1303 11%	153 13%	83 8%	70 7%	200 19%	138 12%	168 16%	126 12%	129 12%
Regularly play games online	9394 34%	5279 33%	4410 38%	431 37%	442 43%	373 37%	444 43%	337 29%	305 29%	415 40%	471 44%
Regularly exchange data over the internet (<i>photos, data files, etc</i>)	11895 43%	6201 39%	6875 59%	596 51%	791 77%	608 60%	425 41%	367 31%	492 47%	463 44%	522 49%
Regularly use social networking sites	14625 53%	7982 50%	7497 65%	608 52%	776 75%	553 55%	596 58%	493 42%	576 55%	664 63%	555 52%
Regularly use VoIP programs (<i>internet telephone such as Skype, MSN</i>)	6676 24%	3469 22%	3886 34%	274 23%	449 43%	380 38%	247 24%	241 21%	433 42%	346 33%	369 35%
Have a household member who is good with computers and using the internet	13092 47%	7293 45%	6319 55%	406 34%	543 53%	502 50%	445 43%	618 53%	456 44%	554 53%	537 51%
Use WiFi at home for internet access	13699 50%	8330 52%	4750 41%	537 46%	456 44%	476 47%	317 31%	547 47%	499 48%	582 55%	590 56%
Use home internet connection with 2 or more computers or other internet-capable devices at the same time	12284 44%	7031 44%	5426 47%	524 45%	462 45%	511 51%	485 47%	420 36%	473 46%	459 44%	466 44%
Yes, Wifi at home	13699 50%	8330 52%	4750 41%	537 46%	456 44%	476 47%	317 31%	547 47%	499 48%	582 55%	590 56%
No, Wifi at home	13969 50%	7746 48%	6836 59%	640 54%	576 56%	533 53%	716 69%	625 53%	540 52%	468 45%	471 44%

Q39. Which of the following apply to you or other people in your household?

MULTIPLE ANSWERS POSSIBLE

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
Regularly watch/download movies over the internet	7776 28%	428 37%	244 21%	247 24%	225 45%	457 44%	478 47%	106 24%	368 33%	190 38%	295 25%	221 21%	433 38%	433 38%	560 52%
Use home internet connection for IP-TV or IP-phone	3615 13%	80 7%	332 28%	119 12%	118 23%	120 11%	114 11%	62 14%	104 9%	62 12%	103 9%	133 13%	158 14%	96 8%	97 9%
Regularly play games online	9394 34%	394 34%	395 34%	304 30%	259 51%	285 27%	344 34%	126 28%	455 41%	211 42%	408 35%	387 37%	413 36%	525 46%	461 43%
Regularly exchange data over the internet (<i>photos, data files, etc</i>)	11895 43%	473 41%	530 45%	382 38%	289 57%	577 55%	565 56%	252 57%	546 49%	326 65%	505 44%	489 46%	621 54%	665 58%	722 68%
Regularly use social networking sites	14625 53%	622 54%	558 47%	504 50%	301 60%	658 63%	575 57%	238 54%	817 74%	365 73%	595 51%	549 52%	727 63%	809 71%	717 67%
Regularly use VoIP programs (<i>internet telephone such as Skype, MSN</i>)	6676 24%	219 19%	207 18%	254 25%	299 59%	384 37%	496 49%	126 29%	388 35%	287 57%	234 20%	328 31%	340 29%	358 31%	311 29%
Have a household member who is good with computers and using the internet	13092 47%	571 50%	298 25%	491 48%	324 64%	433 41%	430 42%	197 45%	749 68%	274 55%	430 37%	628 60%	620 54%	517 45%	598 56%
Use WiFi at home for internet access	13699 50%	678 59%	724 61%	533 53%	270 54%	279 27%	321 32%	296 67%	391 35%	297 59%	376 32%	471 45%	534 46%	611 53%	316 30%
Use home internet connection with 2 or more computers or other internet-capable devices at the same time	12284 44%	555 48%	568 48%	434 43%	227 45%	391 37%	428 42%	267 61%	506 46%	244 49%	594 51%	397 38%	560 49%	676 59%	465 43%
Yes, Wifi at home	13699 50%	678 59%	724 61%	533 53%	270 54%	279 27%	321 32%	296 67%	391 35%	297 59%	376 32%	471 45%	534 46%	611 53%	316 30%
No, Wifi at home	13969 50%	473 41%	454 39%	482 47%	235 46%	767 73%	692 68%	146 33%	715 65%	203 41%	782 68%	582 55%	620 54%	536 47%	754 70%

Q39. Which of the following apply to you or other people in your household?

MULTIPLE ANSWERS POSSIBLE

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	569
Regularly watch/download movies over the internet	7776 28%	367 35%	414 39%	283 24%	324 28%	237 21%	332 33%	189 33%
Use home internet connection for IP-TV or IP-phone	3615 13%	225 22%	129 12%	230 19%	191 17%	115 10%	187 19%	106 19%
Regularly play games online	9394 34%	311 30%	348 33%	454 39%	373 33%	354 32%	370 37%	200 35%
Regularly exchange data over the internet (<i>photos, data files, etc</i>)	11895 43%	666 64%	661 62%	534 45%	448 39%	336 30%	495 49%	205 36%
Regularly use social networking sites	14625 53%	619 59%	694 65%	760 64%	683 60%	545 49%	672 67%	366 64%
Regularly use VoIP programs (<i>internet telephone such as Skype, MSN</i>)	6676 24%	323 31%	414 39%	303 26%	293 26%	201 18%	294 29%	183 32%
Have a household member who is good with computers and using the internet	13092 47%	615 59%	582 54%	530 45%	499 44%	557 50%	480 48%	235 41%
Use WiFi at home for internet access	13699 50%	461 44%	506 47%	423 36%	336 29%	625 56%	408 41%	372 65%
Use home internet connection with 2 or more computers or other internet-capable devices at the same time	12284 44%	569 55%	523 49%	435 37%	508 45%	486 43%	563 56%	365 64%
Yes, Wifi at home	13699 50%	461 44%	506 47%	423 36%	336 29%	625 56%	408 41%	372 65%
No, Wifi at home	13969 50%	581 56%	564 53%	755 64%	804 71%	496 44%	596 59%	197 35%

Volume

Q40. How often do you or other household members access the internet at home for work?

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
5 or more hours per day	4577 17%	2565 16%	2143 18%	160 14%	241 23%	135 13%	117 11%	138 12%	135 13%	166 16%	298 28%
3 to 4 hours per day	4213 15%	2408 15%	1872 16%	156 13%	177 17%	150 15%	121 12%	171 15%	187 18%	159 15%	216 20%
1 to 2 hours per day	6015 22%	3261 20%	3141 27%	270 23%	275 27%	277 27%	210 20%	226 19%	306 29%	201 19%	261 25%
Once or twice per week	3522 13%	1879 12%	1921 17%	125 11%	176 17%	182 18%	150 15%	147 13%	197 19%	154 15%	144 14%
Less often	3878 14%	2299 14%	1503 13%	147 12%	121 12%	160 16%	163 16%	220 19%	122 12%	134 13%	93 9%
Never	5463 20%	3655 23%	1006 9%	319 27%	42 4%	104 10%	272 26%	271 23%	93 9%	236 22%	50 5%
3 or more hours per day (1-2)	8790 32%	4973 31%	4015 34%	316 27%	418 41%	286 28%	238 23%	308 26%	322 31%	325 31%	514 48%
less than 3 hours per day (3-5)	13415 48%	7439 46%	6565 57%	542 46%	572 55%	620 61%	523 51%	593 51%	624 60%	490 47%	497 47%
Never (6)	5463 20%	3655 23%	1006 9%	319 27%	42 4%	104 10%	272 26%	271 23%	93 9%	236 22%	50 5%

Q40. How often do you or other household members access the internet at home for work?

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
5 or more hours per day	4577 17%	172 15%	176 15%	217 21%	52 10%	147 14%	180 18%	28 6%	129 12%	47 9%	95 8%	134 13%	211 18%	235 20%	273 26%
3 to 4 hours per day	4213 15%	164 14%	164 14%	172 17%	55 11%	196 19%	190 19%	48 11%	152 14%	110 22%	165 14%	162 15%	164 14%	258 22%	220 21%
1 to 2 hours per day	6015 22%	278 24%	237 20%	223 22%	166 33%	284 27%	279 28%	119 27%	234 21%	52 10%	215 19%	252 24%	334 29%	319 28%	267 25%
Once or twice per week	3522 13%	153 13%	134 11%	113 11%	55 11%	211 20%	188 19%	93 21%	174 16%	32 6%	179 15%	176 17%	199 17%	171 15%	148 14%
Less often	3878 14%	186 16%	146 12%	157 15%	50 10%	121 12%	127 13%	67 15%	230 21%	28 6%	170 15%	130 12%	148 13%	106 9%	96 9%
Never	5463 20%	198 17%	320 27%	133 13%	127 25%	87 8%	48 5%	86 19%	187 17%	232 46%	334 29%	199 19%	99 9%	58 5%	66 6%
3 or more hours per day (1-2)	8790 32%	337 29%	340 29%	390 38%	107 21%	343 33%	370 37%	76 17%	281 25%	156 31%	260 22%	297 28%	375 32%	493 43%	493 46%
less than 3 hours per day (3-5)	13415 48%	616 54%	518 44%	493 49%	271 54%	616 59%	595 59%	280 63%	637 58%	112 22%	564 49%	558 53%	680 59%	596 52%	511 48%
Never (6)	5463 20%	198 17%	320 27%	133 13%	127 25%	87 8%	48 5%	86 19%	187 17%	232 46%	334 29%	199 19%	99 9%	58 5%	66 6%

Volume

Q40. How often do you or other household members access the internet at home for work?

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	552
5 or more hours per day	4577 17%	135 13%	154 14%	106 9%	306 27%	195 17%	90 9%	54 10%
3 to 4 hours per day	4213 15%	154 15%	172 16%	101 9%	229 20%	150 13%	120 12%	68 12%
1 to 2 hours per day	6015 22%	357 34%	331 31%	206 18%	242 21%	166 15%	207 21%	186 34%
Once or twice per week	3522 13%	185 18%	205 19%	203 17%	105 9%	82 7%	192 19%	102 18%
Less often	3878 14%	151 15%	141 13%	222 19%	108 9%	117 10%	192 19%	67 12%
Never	5463 20%	60 6%	68 6%	339 29%	150 13%	411 37%	203 20%	76 14%
3 or more hours per day (1-2)	8790 32%	289 28%	325 30%	208 18%	535 47%	345 31%	210 21%	122 22%
less than 3 hours per day (3-5)	13415 48%	693 67%	677 63%	631 54%	456 40%	365 33%	591 59%	355 64%
Never (6)	5463 20%	60 6%	68 6%	339 29%	150 13%	411 37%	203 20%	76 14%

Volume

Q41. How often do you or other household members access the internet at home for leisure?

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
5 or more hours per day	8319 30%	4754 30%	4696 32%	242 21%	442 43%	267 27%	314 30%	296 25%	162 16%	341 33%	371 35%
3 to 4 hours per day	8913 32%	5152 32%	3804 33%	334 28%	340 33%	312 31%	324 31%	370 32%	296 28%	332 32%	302 28%
1 to 2 hours per day	8639 31%	5151 32%	3267 28%	484 41%	219 21%	317 31%	324 31%	431 37%	422 41%	302 29%	309 29%
Once or twice per week	1100 4%	617 4%	520 4%	72 6%	19 2%	69 7%	41 4%	46 4%	107 10%	39 4%	52 5%
Less often	406 1%	226 1%	196 2%	32 3%	9 1%	40 4%	15 1%	11 1%	29 3%	20 2%	19 2%
Never	292 1%	177 1%	103 1%	14 1%	3 0	4 0	16 2%	17 1%	22 2%	15 1%	8 1%
3 or more hours per day (1-2)	17231 62%	9906 62%	8500 65%	576 49%	782 76%	580 57%	637 62%	667 57%	458 44%	674 64%	673 63%
less than 3 hours per day (3-5)	10145 37%	5994 37%	3983 35%	587 50%	247 24%	425 42%	380 37%	488 42%	559 54%	362 34%	380 36%
Never (6)	292 1%	177 1%	103 1%	14 1%	3 0	4 0	16 2%	17 1%	22 2%	15 1%	8 1%

Q41. How often do you or other household members access the internet at home for leisure?

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
5 or more hours per day	8319 30%	291 25%	339 29%	315 31%	63 12%	244 23%	306 30%	55 12%	260 24%	114 23%	219 19%	217 21%	315 27%	352 31%	504 47%
3 to 4 hours per day	8913 32%	360 31%	407 35%	324 32%	105 21%	317 30%	331 33%	92 21%	375 34%	206 41%	342 30%	327 31%	385 33%	388 34%	354 33%
1 to 2 hours per day	8639 31%	406 35%	359 30%	310 31%	251 50%	361 34%	284 28%	245 56%	392 35%	105 21%	480 41%	405 38%	359 31%	361 31%	193 18%
Once or twice per week	1100 4%	72 6%	44 4%	28 3%	51 10%	70 7%	69 7%	40 9%	53 5%	37 7%	68 6%	72 7%	62 5%	31 3%	7 1%
Less often	406 1%	16 1%	16 1%	23 2%	20 4%	41 4%	14 1%	8 2%	16 1%	30 6%	31 3%	22 2%	17 2%	11 1%	6 1%
Never	292 1%	5 0	14 1%	15 2%	14 3%	13 1%	9 1%	2 1%	10 1%	7 1%	19 2%	10 1%	16 1%	3 0	5 0
3 or more hours per day (1-2)	17231 62%	652 57%	746 63%	639 63%	168 33%	561 54%	637 63%	147 33%	636 57%	320 64%	561 48%	545 52%	700 61%	741 65%	858 80%
less than 3 hours per day (3-5)	10145 37%	494 43%	418 35%	361 36%	323 64%	471 45%	367 36%	293 66%	461 42%	173 35%	579 50%	499 47%	438 38%	404 35%	206 19%
Never (6)	292 1%	5 0	14 1%	15 2%	14 3%	13 1%	9 1%	2 1%	10 1%	7 1%	19 2%	10 1%	16 1%	3 0	5 0

Volume

Q41. How often do you or other household members access the internet at home for leisure?

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	553
5 or more hours per day	8319 30%	121 12%	345 32%	320 27%	428 38%	456 41%	379 38%	164 30%
3 to 4 hours per day	8913 32%	251 24%	386 36%	410 35%	365 32%	366 33%	315 31%	183 33%
1 to 2 hours per day	8639 31%	461 44%	276 26%	346 29%	302 27%	265 24%	265 26%	192 35%
Once or twice per week	1100 4%	133 13%	48 5%	54 5%	24 2%	22 2%	31 3%	12 2%
Less often	406 1%	70 7%	12 1%	10 1%	13 1%	6 1%	8 1%	1 0
Never	292 1%	6 1%	3 0	38 3%	7 1%	6 1%	6 1%	1 0
3 or more hours per day (1-2)	17231 62%	372 36%	730 68%	729 62%	793 70%	822 73%	694 69%	347 63%
less than 3 hours per day (3-5)	10145 37%	664 64%	336 31%	410 35%	340 30%	293 26%	304 30%	205 37%
Never (6)	292 1%	6 1%	3 0	38 3%	7 1%	6 1%	6 1%	1 0

Volume



D1. Are you a

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
Female	13979 51%	8083 50%	5959 51%	610 52%	560 54%	538 53%	528 51%	602 51%	577 56%	532 51%	470 44%
Male	13689 49%	7993 50%	5627 49%	567 48%	472 46%	471 47%	505 49%	570 49%	462 44%	518 49%	591 56%

Volume



D1. Are you a

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
Female	13979 51%	581 51%	603 51%	481 47%	261 52%	573 55%	527 52%	226 51%	618 56%	255 51%	588 51%	505 48%	563 49%	555 48%	554 52%
Male	13689 49%	570 49%	575 49%	534 53%	244 48%	473 45%	486 48%	216 49%	488 44%	245 49%	570 49%	548 52%	591 51%	592 52%	516 48%

Volume



D1. Are you a

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	569
Female	13979 51%	507 49%	550 51%	608 52%	572 50%	581 52%	505 50%	274 48%
Male	13689 49%	535 51%	520 49%	570 48%	568 50%	540 48%	499 50%	295 52%

Volume

D3. How old are you?

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
Between 15 and 24 years old	3822 14%	2106 13%	1906 16%	148 13%	167 16%	105 10%	174 17%	125 11%	149 14%	197 19%	229 22%
Between 25 and 39 years old	8470 31%	4761 30%	3975 34%	315 27%	414 40%	327 32%	302 29%	263 22%	283 27%	364 35%	450 42%
Between 40 and 54 years old	8128 29%	4747 30%	3340 29%	330 28%	346 33%	285 28%	302 29%	349 30%	283 27%	294 28%	334 31%
55 years old or more	7244 26%	4460 28%	2366 20%	384 33%	105 10%	292 29%	253 25%	434 37%	322 31%	195 19%	48 5%
Refusal	3 0	2 0	0 0	0 0	0 0	0 0	1 0	0 0	2 0	0 0	0 0

D3. How old are you?

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
Between 15 and 24 years old	3822 14%	141 12%	163 14%	148 15%	68 13%	176 17%	177 17%	44 10%	83 7%	60 12%	125 11%	148 14%	219 19%	216 19%	208 19%
Between 25 and 39 years old	8470 31%	476 41%	308 26%	352 35%	154 31%	337 32%	312 31%	131 30%	350 32%	130 26%	312 27%	318 30%	391 34%	470 41%	403 38%
Between 40 and 54 years old	8128 29%	387 34%	338 29%	299 29%	140 28%	311 30%	333 33%	141 32%	313 28%	141 28%	340 29%	338 32%	335 29%	365 32%	282 26%
55 years old or more	7244 26%	147 13%	369 31%	216 21%	143 28%	222 21%	192 19%	126 29%	360 33%	169 34%	380 33%	250 24%	208 18%	96 8%	178 17%
Refusal	3 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	1 0	0 0	0 0	0 0	0 0

Volume



D3. How old are you?

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	569
Between 15 and 24 years old	3822 14%	130 12%	182 17%	151 13%	139 12%	138 12%	182 18%	73 13%
Between 25 and 39 years old	8470 31%	304 29%	339 32%	318 27%	292 26%	285 25%	321 32%	166 29%
Between 40 and 54 years old	8128 29%	322 31%	316 30%	370 31%	296 26%	300 27%	287 29%	157 28%
55 years old or more	7244 26%	287 27%	233 22%	337 29%	412 36%	398 36%	214 21%	173 30%
Refusal	3 0	0 0	0 0	3 0	1 0	0 0	0 0	0 0

Volume

D4. At what stage did you complete your full-time studies?

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
Elementary (<i>primary</i>) school or less	624 2%	413 3%	128 1%	38 3%	3 0	20 2%	163 16%	20 2%	8 1%	26 2%	6 1%
Some high (<i>secondary</i>) school	4339 16%	2994 19%	558 5%	109 9%	12 1%	187 19%	318 31%	540 46%	107 10%	149 14%	21 2%
Graduation from high (<i>secondary</i>) school	9507 34%	5498 34%	4050 35%	443 38%	339 33%	523 52%	191 18%	256 22%	272 26%	294 28%	304 29%
Graduation from college, university or other third-level institute	8878 32%	5148 32%	3746 32%	490 42%	398 39%	103 10%	194 19%	284 24%	385 37%	414 39%	547 52%
Post-graduate degree (<i>Masters, PHD</i>) beyond your initial degree	3500 13%	1608 10%	2598 22%	81 7%	268 26%	169 17%	88 9%	61 5%	143 14%	114 11%	157 15%
Other qualification	815 3%	414 3%	500 4%	17 1%	12 1%	8 1%	77 7%	10 1%	122 12%	52 5%	26 2%
Refusal	4 0	1 0	6 0	0 0	0 0	0 0	1 0	0 0	1 0	2 0	0 0

D4. At what stage did you complete your full-time studies?

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
Elementary (<i>primary</i>) school or less	624 2%	25 2%	38 3%	21 2%	9 2%	10 1%	15 1%	11 2%	35 3%	15 3%	31 3%	18 2%	4 0	11 1%	1 0
Some high (<i>secondary</i>) school	4339 16%	93 8%	117 10%	115 11%	30 6%	38 4%	39 4%	82 19%	45 4%	27 5%	79 7%	362 34%	29 3%	152 13%	8 1%
Graduation from high (<i>secondary</i>) school	9507 34%	425 37%	435 37%	438 43%	171 34%	236 23%	193 19%	134 30%	513 46%	239 48%	609 53%	378 36%	424 37%	390 34%	194 18%
Graduation from college, university or other third-level institute	8878 32%	453 39%	385 33%	283 28%	201 40%	504 48%	470 46%	137 31%	413 37%	187 37%	389 34%	183 17%	238 21%	424 37%	600 56%
Post-graduate degree (<i>Masters, PHD</i>) beyond your initial degree	3500 13%	122 11%	159 14%	146 14%	94 19%	188 18%	257 25%	45 10%	46 4%	29 6%	38 3%	55 5%	359 31%	136 12%	262 24%
Other qualification	815 3%	34 3%	44 4%	12 1%	0 0	71 7%	39 4%	34 8%	55 5%	3 1%	12 1%	58 5%	100 9%	34 3%	3 0
Refusal	4 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	2 0

D4. At what stage did you complete your full-time studies?

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	569
Elementary (<i>primary</i>) school or less	624 2%	11 1%	65 6%	138 12%	87 8%	20 2%	46 5%	67 12%
Some high (<i>secondary</i>) school	4339 16%	51 5%	178 17%	152 13%	167 15%	161 14%	119 12%	62 11%
Graduation from high (<i>secondary</i>) school	9507 34%	484 46%	524 49%	468 40%	426 37%	362 32%	370 37%	183 32%
Graduation from college, university or other third-level institute	8878 32%	435 42%	285 27%	281 24%	334 29%	418 37%	364 36%	162 28%
Post-graduate degree (<i>Masters, PHD</i>) beyond your initial degree	3500 13%	55 5%	17 2%	81 7%	62 5%	120 11%	56 6%	76 13%
Other qualification	815 3%	7 1%	2 0	58 5%	62 5%	41 4%	49 5%	0 0
Refusal	4 0	0 0	0 0	0 0	1 0	0 0	0 0	20 3%

Volume

D5. In which kind of locality do you live?

ONE ANSWER ONLY

	EU 27	EU 15	EU 12	BE	BG	CZ	DK	DE	EE	IE	EL
TOTAL	27668	16076	11586	1177	1032	1009	1033	1172	1039	1050	1061
Metropolitan zone	6479 23%	3747 23%	2761 24%	152 13%	332 32%	186 18%	254 25%	222 19%	247 24%	175 17%	299 28%
Large town / urban centre	13015 47%	7299 45%	6151 53%	435 37%	626 61%	440 44%	418 40%	587 50%	348 34%	462 44%	644 61%
Rural zone or Village	8174 30%	5030 31%	2674 23%	590 50%	75 7%	383 38%	362 35%	363 31%	444 43%	413 39%	118 11%

Volume

D5. In which kind of locality do you live?

ONE ANSWER ONLY

	EU 27	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO
TOTAL	27668	1151	1178	1015	505	1046	1013	442	1106	500	1158	1053	1154	1147	1070
Metropolitan zone	6479 23%	399 35%	234 20%	271 27%	1 0	522 50%	301 30%	83 19%	320 29%	8 2%	101 9%	238 23%	230 20%	394 34%	314 29%
Large town / urban centre	13015 47%	490 43%	463 39%	432 43%	335 66%	358 34%	525 52%	133 30%	341 31%	220 44%	581 50%	423 40%	684 59%	536 47%	664 62%
Rural zone or Village	8174 30%	263 23%	481 41%	311 31%	169 33%	165 16%	187 18%	226 51%	445 40%	272 54%	476 41%	391 37%	240 21%	218 19%	92 9%

Volume

D5. In which kind of locality do you live?

ONE ANSWER ONLY

	EU 27	SI	SK	FI	SE	UK	NO	IS
TOTAL	27668	1042	1070	1178	1140	1121	1004	565
Metropolitan zone	6479 23%	145 14%	168 16%	350 30%	315 28%	250 22%	320 32%	268 47%
Large town / urban centre	13015 47%	383 37%	407 38%	507 43%	487 43%	555 50%	357 36%	201 36%
Rural zone or Village	8174 30%	514 49%	495 46%	321 27%	339 30%	316 28%	327 33%	96 17%

Q2. Nowadays people may have a combined package of two or more communication services from one provider for a monthly price on one bill. Does your main home internet connection come with any of the following services as part of the same package?

ONE ANSWER ONLY
FILTER: ASK Q2 IF Q1=1

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14773	4051	8956	8588	7644	668	4575	10054	9394	3680	866	6875	13722	8645
Yes, internet and TV	3112 11%	1736 12%	1608 11%	742 18%	1298 14%	795 9%	508 7%	182 27%	381 8%	1081 11%	1032 11%	550 15%	115 13%	954 14%	1748 13%	642 7%
Yes, internet and fixed telephony	9926 36%	5092 35%	5333 36%	1135 28%	2903 32%	3299 38%	3087 40%	176 26%	2012 44%	3511 35%	3333 35%	1143 31%	251 29%	2155 31%	4643 34%	3627 42%
Yes, internet and mobile telephony	858 3%	442 3%	465 3%	170 4%	332 4%	238 3%	167 2%	35 5%	127 3%	328 3%	253 3%	141 4%	23 3%	231 3%	448 3%	228 3%
Yes, internet and mobile internet	543 2%	326 2%	246 2%	91 2%	216 2%	177 2%	88 1%	15 2%	103 2%	181 2%	150 2%	104 3%	20 2%	190 3%	237 2%	145 2%
Yes, internet and fixed telephony and mobile internet	1073 4%	630 4%	500 3%	191 5%	380 4%	346 4%	214 3%	7 1%	181 4%	356 4%	420 4%	138 4%	27 3%	327 5%	529 4%	274 3%
Yes, internet and fixed telephony and TV	5201 19%	2646 18%	2828 19%	683 17%	1444 16%	1570 18%	1776 23%	93 14%	723 16%	2006 20%	1890 20%	617 17%	145 17%	1351 20%	2732 20%	1390 16%

Q2. Nowadays people may have a combined package of two or more communication services from one provider for a monthly price on one bill. Does your main home internet connection come with any of the following services as part of the same package?

ONE ANSWER ONLY
FILTER: ASK Q2 IF Q1=1

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14773	4051	8956	8588	7644	668	4575	10054	9394	3680	866	6875	13722	8645
Yes, internet and fixed telephony and mobile telephony	824 3%	400 3%	473 3%	90 2%	233 3%	312 4%	238 3%	1 0	225 5%	253 3%	313 3%	58 2%	23 3%	207 3%	366 3%	300 3%
Yes, internet and fixed telephony and mobile telephony and TV	1196 4%	688 5%	571 4%	202 5%	381 4%	368 4%	309 4%	16 2%	119 3%	374 4%	547 6%	193 5%	9 1%	338 5%	649 5%	272 3%
Yes, internet and fixed telephony and TV and mobile internet	844 3%	481 3%	412 3%	159 4%	352 4%	241 3%	141 2%	12 2%	96 2%	281 3%	313 3%	159 4%	33 4%	251 4%	450 3%	191 2%
Yes, other package	330 1%	144 1%	204 1%	25 1%	108 1%	108 1%	107 1%	5 1%	44 1%	136 1%	105 1%	33 1%	25 3%	90 1%	162 1%	96 1%
Any Bundle Package	23906 86%	12587 87%	12639 86%	3489 86%	7646 85%	7452 87%	6636 87%	543 81%	4010 88%	8505 85%	8357 89%	3136 85%	670 77%	6094 89%	11966 87%	7165 83%
No, I have standalone internet access	3762 14%	1882 13%	2134 14%	562 14%	1310 15%	1136 13%	1008 13%	125 19%	564 12%	1550 15%	1037 11%	544 15%	196 23%	780 11%	1756 13%	1480 17%

Q2. Nowadays people may have a combined package of two or more communication services from one provider for a monthly price on one bill. Does your main home internet connection come with any of the following services as part of the same package?

ONE ANSWER ONLY
FILTER: ASK Q2 IF Q1=1

	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS			
	EU 27	1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8851	20391	11598	9447	8196	13516	15726	8164	21078	18230	10705	307	9259	14209	5774
Yes, internet and TV	3112	337	729	1011	634	2710	1557	1018	769	1709	1635	737	2607	2179	1115	50	1412	1547	384
	11%	20%	17%	10%	7%	13%	13%	11%	9%	13%	10%	9%	12%	12%	10%	16%	15%	11%	7%
Yes, internet and fixed telephony	9926	583	1404	3823	4205	6220	4147	3521	2757	5064	5362	3195	7231	6408	3948	70	2989	5124	2312
	36%	35%	33%	38%	48%	31%	36%	37%	34%	37%	34%	39%	34%	35%	37%	23%	32%	36%	40%
Yes, internet and mobile telephony	858	78	179	344	254	653	403	323	181	503	404	204	703	541	350	17	387	416	104
	3%	5%	4%	3%	3%	3%	3%	3%	2%	4%	3%	2%	3%	3%	3%	5%	4%	3%	2%
Yes, internet and mobile internet	543	37	107	210	150	422	226	223	123	273	299	119	453	359	203	10	248	270	53
	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%	2%	1%	2%	2%	2%	3%	3%	2%	1%
Yes, internet and fixed telephony and mobile internet	1073	54	197	486	377	753	426	473	232	696	434	273	857	691	426	14	486	529	115
	4%	3%	5%	5%	4%	4%	4%	5%	3%	5%	3%	3%	4%	4%	4%	4%	5%	4%	2%
Yes, internet and fixed telephony and TV	5201	248	690	1673	1466	4008	2093	1679	1701	2237	3237	1608	3866	3455	1976	42	1497	2642	1335
	19%	15%	16%	17%	17%	20%	18%	18%	21%	17%	21%	20%	18%	19%	18%	14%	16%	19%	23%

Q2. Nowadays people may have a combined package of two or more communication services from one provider for a monthly price on one bill. Does your main home internet connection come with any of the following services as part of the same package?

ONE ANSWER ONLY
FILTER: ASK Q2 IF Q1=1

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8851	20391	11598	9447	8196	13516	15726	8164	21078	18230	10705	307	9259	14209	5774
Yes, internet and fixed telephony and mobile telephony	824 3%	27 2%	104 2%	397 4%	249 3%	624 3%	307 3%	313 3%	254 3%	499 4%	375 2%	275 3%	598 3%	517 3%	352 3%	5 2%	249 3%	452 3%	172 3%
Yes, internet and fixed telephony and mobile telephony and TV	1196 4%	50 3%	236 6%	511 5%	362 4%	897 4%	573 5%	359 4%	327 4%	645 5%	615 4%	304 4%	956 5%	898 5%	357 3%	4 1%	456 5%	596 4%	207 4%
Yes, internet and fixed telephony and TV and mobile internet	844 3%	55 3%	165 4%	370 4%	255 3%	638 3%	397 3%	300 3%	196 2%	465 3%	428 3%	249 3%	644 3%	610 3%	276 3%	6 2%	424 5%	350 2%	119 2%
Yes, other package	330 1%	10 1%	37 1%	101 1%	87 1%	262 1%	105 1%	116 1%	128 2%	141 1%	208 1%	104 1%	245 1%	230 1%	118 1%	1 0	96 1%	182 1%	71 1%
Any Bundle Package	23906 86%	1480 89%	3849 90%	8925 89%	8040 91%	17186 84%	10233 88%	8325 88%	6668 81%	12231 90%	12995 83%	7066 87%	18159 86%	15887 87%	9120 85%	218 71%	8244 89%	12108 85%	4874 84%
No, I have standalone internet access	3762 14%	183 11%	430 10%	1122 11%	811 9%	3205 16%	1365 12%	1123 12%	1528 19%	1285 10%	2731 17%	1098 13%	2918 14%	2343 13%	1585 15%	88 29%	1015 11%	2101 15%	900 16%

Volume

Q2. Nowadays people may have a combined package of two or more communication services from one provider for a monthly price on one bill. Does your main home internet connection come with any of the following services as part of the same package?

ONE ANSWER ONLY
 FILTER: ASK Q2 IF Q1=1

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14457	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Yes, internet and TV	3112 11%	0 0	3344 13%	1232 9%	2112 14%	547 15%	1202 12%	599 10%	492 14%	1115 6%	1458 25%	568 19%	142 17%	96 5%
Yes, internet and fixed telephony	9926 36%	0 0	10425 41%	5722 40%	4703 32%	1210 34%	3387 34%	2093 35%	924 26%	8724 48%	878 15%	561 19%	154 18%	180 10%
Yes, internet and mobile telephony	858 3%	0 0	907 4%	331 2%	576 4%	152 4%	359 4%	129 2%	48 1%	496 3%	120 2%	74 2%	54 6%	202 12%
Yes, internet and mobile internet	543 2%	0 0	572 2%	184 1%	388 3%	98 3%	225 2%	71 1%	43 1%	266 1%	97 2%	85 3%	30 4%	138 8%
Yes, internet and fixed telephony and mobile internet	1073 4%	0 0	1130 4%	630 4%	500 3%	104 3%	404 4%	256 4%	143 4%	744 4%	182 3%	137 5%	38 4%	50 3%
Yes, internet and fixed telephony and TV	5201 19%	0 0	5473 22%	2954 20%	2519 17%	465 13%	1783 18%	1463 25%	942 26%	2851 16%	1933 33%	546 18%	122 14%	52 3%

Volume

Q2. Nowadays people may have a combined package of two or more communication services from one provider for a monthly price on one bill. Does your main home internet connection come with any of the following services as part of the same package?

ONE ANSWER ONLY
 FILTER: ASK Q2 IF Q1=1

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14457	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Yes, internet and fixed telephony and mobile telephony	824 3%	0 0	873 3%	465 3%	408 3%	71 2%	325 3%	200 3%	55 2%	743 4%	60 1%	46 2%	14 2%	16 1%
Yes, internet and fixed telephony and mobile telephony and TV	1196 4%	0 0	1259 5%	632 4%	628 4%	102 3%	436 4%	278 5%	236 7%	723 4%	266 5%	243 8%	22 3%	18 1%
Yes, internet and fixed telephony and TV and mobile internet	844 3%	0 0	893 4%	502 3%	391 3%	69 2%	280 3%	199 3%	175 5%	447 2%	217 4%	168 6%	47 6%	53 3%
Yes, other package	330 1%	0 0	349 1%	186 1%	162 1%	56 2%	81 1%	69 1%	77 2%	143 1%	78 1%	68 2%	6 1%	81 5%
Any Bundle Package	23906 86%	0 0	25226 100%	12839 89%	12386 84%	2873 80%	8481 85%	5358 90%	3134 87%	16249 89%	5288 90%	2494 83%	629 74%	887 51%
No, I have standalone internet access	3762 14%	4016 100%	0 0	1618 11%	2398 16%	722 20%	1513 15%	594 10%	488 13%	1961 11%	589 10%	495 17%	222 26%	861 49%

Q3. How much is your average monthly bill for the package you selected above (or standalone internet access if that is what you selected)?

ONE ANSWER ONLY

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Less than 10 Euro	1045 4%	539 4%	559 4%	202 5%	358 4%	330 4%	208 3%	39 6%	107 2%	342 3%	346 4%	210 6%	55 6%	260 4%	537 4%	302 3%
11 to 20 Euro	4531 16%	2361 16%	2394 16%	786 19%	1623 18%	1254 15%	1090 14%	94 14%	532 12%	1565 16%	1518 16%	886 24%	158 18%	1065 15%	2405 18%	1285 15%
21 to 30 Euro	5644 20%	2943 20%	2988 20%	897 22%	1770 20%	1760 20%	1505 20%	130 20%	960 21%	2096 21%	1904 20%	630 17%	210 24%	1370 20%	2902 21%	1659 19%
31 to 40 Euro	6607 24%	3486 24%	3467 23%	790 20%	1963 22%	2040 24%	2159 28%	142 21%	1371 30%	2235 22%	2195 23%	842 23%	168 19%	1606 23%	3059 22%	2288 26%
41 to 50 Euro	3865 14%	2037 14%	2048 14%	513 13%	1315 15%	1291 15%	966 13%	92 14%	670 15%	1400 14%	1378 15%	434 12%	110 13%	962 14%	1863 14%	1260 15%
51 to 60 Euro	2156 8%	1097 8%	1200 8%	262 6%	692 8%	659 8%	684 9%	55 8%	373 8%	794 8%	758 8%	280 8%	38 4%	562 8%	1045 8%	690 8%
61 to 70 Euro	1123 4%	604 4%	603 4%	122 3%	386 4%	366 4%	333 4%	30 5%	178 4%	419 4%	469 5%	89 2%	22 3%	313 5%	564 4%	330 4%

Q3. How much is your average monthly bill for the package you selected above (or standalone internet access if that is what you selected)?

ONE ANSWER ONLY

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
71 to 80 Euro	726 3%	362 3%	412 3%	79 2%	250 3%	271 3%	174 2%	16 2%	70 2%	339 3%	236 3%	89 2%	24 3%	200 3%	364 3%	210 2%
81 to 90 Euro	537 2%	276 2%	298 2%	93 2%	171 2%	191 2%	120 2%	4 1%	93 2%	249 2%	172 2%	39 1%	17 2%	158 2%	280 2%	136 2%
91 to 100 Euro	573 2%	349 2%	273 2%	95 2%	188 2%	176 2%	163 2%	36 5%	28 1%	252 3%	176 2%	112 3%	18 2%	188 3%	268 2%	166 2%
More than 100 Euro	245 1%	127 1%	143 1%	31 1%	59 1%	85 1%	95 1%	5 1%	50 1%	138 1%	60 1%	11 0	6 1%	61 1%	120 1%	89 1%
Don't know	616 2%	286 2%	390 3%	182 4%	181 2%	165 2%	148 2%	25 4%	143 3%	226 2%	183 2%	57 2%	41 5%	130 2%	314 2%	232 3%
Average (Excl. DK)	36.5	36.7	36.6	34.6	36.3	37.3	37.2	37.9	36.7	37.6	36.8	33.9	33.7	37.6	36.1	36.7

Q3. How much is your average monthly bill for the package you selected above (or standalone internet access if that is what you selected)?

ONE ANSWER ONLY

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
Less than 10 Euro	1045 4%	100 6%	169 4%	341 3%	186 2%	913 4%	480 4%	239 3%	379 5%	420 3%	679 4%	292 4%	807 4%	643 4%	445 4%	11 4%	374 4%	602 4%	123 2%
11 to 20 Euro	4531 16%	298 18%	792 19%	1441 14%	995 11%	3761 18%	1900 16%	1407 15%	1449 18%	1871 14%	2885 18%	1335 16%	3420 16%	2981 16%	1724 16%	51 16%	1487 16%	2497 18%	771 13%
21 to 30 Euro	5644 20%	366 22%	934 22%	2056 20%	1503 17%	4428 22%	2638 23%	1815 19%	1477 18%	2733 20%	3198 20%	1780 22%	4150 20%	3655 20%	2220 21%	56 18%	1879 20%	2883 20%	1168 20%
31 to 40 Euro	6607 24%	337 20%	936 22%	2564 26%	2132 24%	4821 24%	2694 23%	2425 26%	1834 22%	3430 25%	3523 22%	2139 26%	4815 23%	4300 24%	2591 24%	62 20%	2099 23%	3282 23%	1572 27%
41 to 50 Euro	3865 14%	248 15%	634 15%	1438 14%	1658 19%	2427 12%	1656 14%	1400 15%	1029 13%	2024 15%	2060 13%	1085 13%	3000 14%	2617 14%	1430 13%	38 12%	1317 14%	1973 14%	795 14%
51 to 60 Euro	2156 8%	100 6%	330 8%	931 9%	905 10%	1391 7%	823 7%	861 9%	612 7%	1263 9%	1034 7%	600 7%	1697 8%	1447 8%	845 8%	4 1%	715 8%	1111 8%	471 8%
61 to 70 Euro	1123 4%	55 3%	187 4%	425 4%	442 5%	765 4%	431 4%	418 4%	357 4%	555 4%	652 4%	364 4%	843 4%	734 4%	447 4%	26 8%	389 4%	532 4%	286 5%

Q3. How much is your average monthly bill for the package you selected above (or standalone internet access if that is what you selected)?

ONE ANSWER ONLY

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
71 to 80 Euro	726 3%	18 1%	93 2%	290 3%	294 3%	480 2%	279 2%	265 3%	229 3%	402 3%	372 2%	198 2%	576 3%	491 3%	271 3%	12 4%	224 2%	379 3%	171 3%
81 to 90 Euro	537 2%	42 3%	90 2%	197 2%	181 2%	394 2%	193 2%	219 2%	162 2%	265 2%	309 2%	121 1%	453 2%	436 2%	136 1%	2 1%	216 2%	262 2%	96 2%
91 to 100 Euro	573 2%	47 3%	67 2%	226 2%	227 3%	395 2%	251 2%	201 2%	171 2%	322 2%	301 2%	109 1%	514 2%	403 2%	216 2%	3 1%	303 3%	241 2%	79 1%
More than 100 Euro	245 1%	10 1%	23 1%	76 1%	84 1%	186 1%	77 1%	89 1%	104 1%	93 1%	177 1%	62 1%	208 1%	154 1%	115 1%	1 0	76 1%	126 1%	68 1%
Don't know	616 2%	42 3%	23 1%	61 1%	246 3%	430 2%	175 2%	107 1%	393 5%	139 1%	537 3%	80 1%	596 3%	369 2%	265 2%	42 14%	180 2%	321 2%	175 3%
Average (Excl. DK)	36.5	34.9	35.6	37.6	40.4	35	35.7	38.1	36.2	38	35.4	35.6	37	37	36	35.9	37.4	35.7	37.6

Volume

Q3. How much is your average monthly bill for the package you selected above (or standalone internet access if that is what you selected)?

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Less than 10 Euro	1045 4%	634 16%	464 2%	417 3%	682 5%	290 8%	376 4%	130 2%	149 4%	432 2%	211 4%	212 7%	69 8%	216 12%
11 to 20 Euro	4531 16%	1768 44%	2988 12%	1898 13%	2858 19%	846 24%	1780 18%	665 11%	646 18%	2127 12%	1078 18%	806 27%	183 22%	658 38%
21 to 30 Euro	5644 20%	734 18%	5197 21%	2844 20%	3086 21%	717 20%	2132 21%	1139 19%	590 16%	3818 21%	1245 21%	471 16%	147 17%	346 20%
31 to 40 Euro	6607 24%	403 10%	6550 26%	3802 26%	3151 21%	799 22%	2337 23%	1509 25%	694 19%	5215 29%	993 17%	474 16%	126 15%	220 13%
41 to 50 Euro	3865 14%	136 3%	3949 16%	2154 15%	1931 13%	404 11%	1329 13%	959 16%	451 12%	2801 15%	798 14%	342 11%	90 11%	90 5%
51 to 60 Euro	2156 8%	64 2%	2233 9%	1217 8%	1080 7%	204 6%	745 7%	609 10%	359 10%	1433 8%	542 9%	229 8%	68 8%	49 3%
61 to 70 Euro	1123 4%	37 1%	1170 5%	636 4%	571 4%	60 2%	411 4%	265 4%	247 7%	685 4%	322 5%	147 5%	44 5%	20 1%

Volume

Q3. How much is your average monthly bill for the package you selected above (or standalone internet access if that is what you selected)?

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
71 to 80 Euro	726 3%	31 1%	743 3%	431 3%	343 2%	37 1%	249 2%	203 3%	116 3%	466 3%	180 3%	100 3%	21 2%	13 1%
81 to 90 Euro	537 2%	29 1%	545 2%	328 2%	246 2%	51 1%	191 2%	140 2%	101 3%	318 2%	146 2%	61 2%	43 5%	16 1%
91 to 100 Euro	573 2%	16 0	606 2%	335 2%	288 2%	67 2%	172 2%	147 2%	99 3%	415 2%	129 2%	56 2%	17 2%	20 1%
More than 100 Euro	245 1%	1 0	269 1%	158 1%	112 1%	23 1%	68 1%	83 1%	52 1%	126 1%	85 1%	44 1%	12 1%	4 0
Don't know	616 2%	165 4%	511 2%	238 2%	438 3%	97 3%	206 2%	102 2%	118 3%	373 2%	146 2%	47 2%	32 4%	97 6%
Average (Excl. DK)	36.5	21.2	39	38.3	35	31.2	35.7	39.8	38.8	37.9	37.3	33.9	35.8	24.4

Q4. Over the last 3 years, have you switched (i.e. changed) or thought about switching your internet service provider?

ONE ANSWER ONLY

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Yes, I switched internet service provider	10999 40%	5933 41%	5665 38%	1819 45%	3959 44%	3368 39%	2450 32%	276 41%	1728 38%	3849 38%	3927 42%	1517 41%	301 35%	2972 43%	5471 40%	3155 36%
Yes, I considered switching but I decided not to	3883 14%	2294 16%	1805 12%	649 16%	1452 16%	1109 13%	888 12%	82 12%	523 11%	1369 14%	1415 15%	598 16%	111 13%	955 14%	2022 15%	1122 13%
Yes, I have considered switching but have not yet decided	5063 18%	2541 18%	2807 19%	560 14%	1478 16%	1826 21%	1485 19%	71 11%	836 18%	1903 19%	1725 18%	677 18%	136 16%	1233 18%	2473 18%	1643 19%
No, I am not interested in switching	5086 18%	2415 17%	2991 20%	643 16%	1289 14%	1540 18%	1934 25%	167 25%	938 21%	1947 19%	1567 17%	594 16%	189 22%	1174 17%	2566 19%	1666 19%
No, for other reasons	2637 10%	1286 9%	1505 10%	380 9%	779 9%	745 9%	887 12%	71 11%	550 12%	986 10%	760 8%	294 8%	130 15%	541 8%	1190 9%	1059 12%
Switchers	10999 40%	5933 41%	5665 38%	1819 45%	3959 44%	3368 39%	2450 32%	276 41%	1728 38%	3849 38%	3927 42%	1517 41%	301 35%	2972 43%	5471 40%	3155 36%
Considerers	8947 32%	4835 33%	4612 31%	1208 30%	2930 33%	2936 34%	2373 31%	153 23%	1359 30%	3272 33%	3140 33%	1276 35%	247 28%	2188 32%	4495 33%	2765 32%

Q4. Over the last 3 years, have you switched (i.e. changed) or thought about switching your internet service provider?

ONE ANSWER ONLY

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Non-Switchers	7723 28%	3701 26%	4496 30%	1023 25%	2068 23%	2285 27%	2821 37%	238 36%	1488 33%	2933 29%	2328 25%	887 24%	318 37%	1716 25%	3756 27%	2725 32%

Q4. Over the last 3 years, have you switched (i.e. changed) or thought about switching your internet service provider?

ONE ANSWER ONLY

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
Yes, I switched internet service provider	10999 40%	736 44%	1621 38%	4371 44%	2633 30%	8965 44%	11598 100%	0 0	0 0	6109 45%	5489 35%	3366 41%	8233 39%	7576 42%	3931 37%	91 30%	3894 42%	5563 39%	2141 37%
Yes, I considered switching but I decided not to	3883 14%	312 19%	917 21%	1829 18%	1516 17%	2583 13%	0 0	4099 43%	0 0	2316 17%	1783 11%	1351 17%	2748 13%	2548 14%	1529 14%	21 7%	1493 16%	2026 14%	579 10%
Yes, I have considered switching but have not yet decided	5063 18%	318 19%	938 22%	2361 24%	1826 21%	3523 17%	0 0	5349 57%	0 0	2547 19%	2802 18%	1463 18%	3886 18%	3345 18%	1963 18%	42 14%	1636 18%	2783 20%	930 16%
No, I am not interested in switching	5086 18%	142 9%	499 12%	964 10%	1840 21%	3566 17%	0 0	0 0	5406 66%	1626 12%	3780 24%	1372 17%	4034 19%	3252 18%	2072 19%	82 27%	1443 16%	2541 18%	1423 25%
No, for other reasons	2637 10%	155 9%	305 7%	521 5%	1037 12%	1754 9%	0 0	0 0	2791 34%	918 7%	1873 12%	613 8%	2178 10%	1510 8%	1210 11%	71 23%	794 9%	1297 9%	700 12%
Switchers	10999 40%	736 44%	1621 38%	4371 44%	2633 30%	8965 44%	11598 100%	0 0	0 0	6109 45%	5489 35%	3366 41%	8233 39%	7576 42%	3931 37%	91 30%	3894 42%	5563 39%	2141 37%
Considerers	8947 32%	630 38%	1854 43%	4190 42%	3342 38%	6106 30%	0 0	9447 100%	0 0	4863 36%	4585 29%	2813 34%	6634 31%	5893 32%	3491 33%	63 21%	3129 34%	4809 34%	1510 26%

Q4. Over the last 3 years, have you switched (i.e. changed) or thought about switching your internet service provider?

ONE ANSWER ONLY

	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS			
	EU 27	1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
Non-Switchers	7723	297	804	1485	2877	5320	0	0	8197	2544	5653	1985	6211	4762	3282	153	2236	3838	2123
	28%	18%	19%	15%	33%	26%	0	0	100%	19%	36%	24%	29%	26%	31%	50%	24%	27%	37%

Q4. Over the last 3 years, have you switched (i.e. changed) or thought about switching your internet service provider?

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Yes, I switched internet service provider	10999 40%	1365 34%	10233 41%	6036 42%	5563 38%	1290 36%	3957 40%	2467 41%	1540 43%	7125 39%	2245 38%	1279 43%	347 41%	786 45%
Yes, I considered switching but I decided not to	3883 14%	432 11%	3666 15%	1967 14%	2132 14%	575 16%	1357 14%	793 13%	377 10%	2577 14%	826 14%	432 14%	156 18%	160 9%
Yes, I have considered switching but have not yet decided	5063 18%	690 17%	4658 18%	2667 18%	2682 18%	738 21%	1868 19%	1052 18%	492 14%	3501 19%	1068 18%	473 16%	111 13%	261 15%
No, I am not interested in switching	5086 18%	944 24%	4461 18%	2362 16%	3044 21%	533 15%	1921 19%	1164 20%	815 23%	3202 18%	1231 21%	600 20%	154 18%	296 17%
No, for other reasons	2637 10%	584 15%	2207 9%	1426 10%	1365 9%	460 13%	891 9%	475 8%	397 11%	1804 10%	506 9%	205 7%	82 10%	245 14%
Switchers	10999 40%	1365 34%	10233 41%	6036 42%	5563 38%	1290 36%	3957 40%	2467 41%	1540 43%	7125 39%	2245 38%	1279 43%	347 41%	786 45%
Considerers	8947 32%	1123 28%	8325 33%	4634 32%	4814 33%	1313 37%	3225 32%	1845 31%	870 24%	6079 33%	1894 32%	905 30%	267 31%	420 24%

Volume

Q4. Over the last 3 years, have you switched (i.e. changed) or thought about switching your internet service provider?

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Non-Switchers	7723 28%	1528 38%	6668 26%	3788 26%	4408 30%	993 28%	2813 28%	1639 28%	1212 33%	5006 27%	1737 30%	805 27%	236 28%	542 31%

Q5. Before you switched, did your PREVIOUS home internet connection come with any of the following services as part of the same package?

ONE ANSWER ONLY
FILTER: ASK Q5 IF Q4=1

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	10999	5933	5665	1819	3959	3368	2450	276	1728	3849	3927	1517	301	2972	5471	3155
Yes, internet and TV	1416 13%	827 14%	675 12%	363 20%	602 15%	325 10%	210 9%	120 43%	158 9%	462 12%	471 12%	256 17%	34 11%	475 16%	771 14%	257 8%
Yes, internet and fixed telephony	4520 41%	2405 41%	2340 41%	652 36%	1425 36%	1563 46%	1104 45%	67 24%	898 52%	1584 41%	1618 41%	473 31%	105 35%	1157 39%	2193 40%	1394 44%
Yes, internet and mobile telephony	365 3%	198 3%	187 3%	96 5%	147 4%	88 3%	53 2%	4 1%	58 3%	107 3%	131 3%	70 5%	16 5%	130 4%	168 3%	87 3%
Yes, internet and mobile internet	235 2%	157 3%	91 2%	29 2%	112 3%	71 2%	37 2%	4 1%	17 1%	77 2%	93 2%	49 3%	7 2%	64 2%	118 2%	66 2%
Yes, internet and fixed telephony and mobile internet	298 3%	179 3%	135 2%	43 2%	136 3%	71 2%	64 3%	7 3%	25 1%	125 3%	89 2%	62 4%	6 2%	112 4%	121 2%	81 3%
Yes, internet and fixed telephony and TV	1210 11%	676 11%	593 10%	151 8%	463 12%	395 12%	259 11%	24 9%	150 9%	432 11%	475 12%	150 10%	39 13%	329 11%	655 12%	285 9%
Yes, internet and fixed telephony and mobile telephony	114 1%	57 1%	64 1%	19 1%	48 1%	39 1%	15 1%	0 0	9 1%	38 1%	60 2%	11 1%	3 1%	33 1%	59 1%	28 1%

Q5. Before you switched, did your PREVIOUS home internet connection come with any of the following services as part of the same package?

ONE ANSWER ONLY
FILTER: ASK Q5 IF Q4=1

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	10999	5933	5665	1819	3959	3368	2450	276	1728	3849	3927	1517	301	2972	5471	3155
Yes, internet and fixed telephony and mobile telephony and TV	196 2%	135 2%	71 1%	33 2%	85 2%	30 1%	58 2%	2 1%	45 3%	55 1%	57 1%	43 3%	4 1%	69 2%	104 2%	33 1%
Yes, internet and fixed telephony and TV and mobile internet	147 1%	85 1%	69 1%	24 1%	83 2%	35 1%	11 0	1 0	25 1%	39 1%	55 1%	34 2%	0 0	57 2%	69 1%	28 1%
Yes, other package	109 1%	63 1%	52 1%	19 1%	38 1%	38 1%	20 1%	1 0	4 0	52 1%	44 1%	7 0	7 2%	20 1%	60 1%	34 1%
Any Bundle Package	8610 78%	4782 81%	4277 75%	1430 79%	3139 79%	2657 79%	1831 75%	228 83%	1390 80%	2970 77%	3094 79%	1155 76%	221 74%	2447 82%	4318 79%	2294 73%
No, I had standalone internet access	2388 22%	1151 19%	1389 25%	389 21%	820 21%	711 21%	619 25%	48 17%	338 20%	879 23%	833 21%	362 24%	80 26%	525 18%	1153 21%	861 27%

Q5. Before you switched, did your PREVIOUS home internet connection come with any of the following services as part of the same package?

ONE ANSWER ONLY
FILTER: ASK Q5 IF Q4=1

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	10999	736	1621	4371	2633	8965	11598	0	0	6109	5489	3366	8233	7576	3931	91	3894	5563	2141
Yes, internet and TV	1416 13%	184 25%	274 17%	526 12%	328 12%	1174 13%	1502 13%	0	0	847 14%	655 12%	364 11%	1138 14%	1070 14%	425 11%	7 7%	670 17%	641 12%	191 9%
Yes, internet and fixed telephony	4520 41%	269 37%	608 38%	1808 41%	1036 39%	3709 41%	4745 41%	0	0	2608 43%	2136 39%	1445 43%	3300 40%	2995 40%	1720 44%	29 32%	1469 38%	2314 42%	962 45%
Yes, internet and mobile telephony	365 3%	37 5%	77 5%	149 3%	117 4%	268 3%	385 3%	0	0	221 4%	164 3%	80 2%	305 4%	267 4%	114 3%	4 4%	171 4%	177 3%	38 2%
Yes, internet and mobile internet	235 2%	19 3%	47 3%	128 3%	54 2%	194 2%	248 2%	0	0	166 3%	82 1%	59 2%	189 2%	168 2%	77 2%	3 3%	130 3%	112 2%	6 0
Yes, internet and fixed telephony and mobile internet	298 3%	22 3%	65 4%	164 4%	74 3%	240 3%	314 3%	0	0	213 3%	101 2%	53 2%	261 3%	205 3%	105 3%	4 5%	158 4%	129 2%	27 1%
Yes, internet and fixed telephony and TV	1210 11%	62 8%	169 10%	445 10%	222 8%	1047 12%	1269 11%	0	0	654 11%	615 11%	349 10%	920 11%	836 11%	421 11%	11 12%	375 10%	618 11%	276 13%
Yes, internet and fixed telephony and mobile telephony	114 1%	5 1%	35 2%	66 2%	25 1%	95 1%	121 1%	0	0	87 1%	33 1%	39 1%	82 1%	74 1%	46 1%	0 0	51 1%	43 1%	26 1%

Q5. Before you switched, did your PREVIOUS home internet connection come with any of the following services as part of the same package?

ONE ANSWER ONLY
FILTER: ASK Q5 IF Q4=1

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	10999	736	1621	4371	2633	8965	11598	0	0	6109	5489	3366	8233	7576	3931	91	3894	5563	2141
Yes, internet and fixed telephony and mobile telephony and TV	196 2%	33 5%	38 2%	98 2%	45 2%	161 2%	206 2%	0	0	153 3%	53 1%	48 1%	158 2%	170 2%	35 1%	1 1%	112 3%	60 1%	34 2%
Yes, internet and fixed telephony and TV and mobile internet	147 1%	25 3%	25 2%	80 2%	48 2%	106 1%	154 1%	0	0	127 2%	27 0	40 1%	113 1%	120 2%	33 1%	0 0	85 2%	65 1%	3 0
Yes, other package	109 1%	6 1%	12 1%	40 1%	29 1%	86 1%	115 1%	0	0	47 1%	68 1%	40 1%	75 1%	78 1%	38 1%	0 0	33 1%	56 1%	26 1%
Any Bundle Package	8610 78%	663 90%	1350 83%	3505 80%	1978 75%	7081 79%	9059 78%	0	0	5124 84%	3935 72%	2517 75%	6541 79%	5984 79%	3016 77%	59 65%	3254 84%	4215 76%	1590 74%
No, I had standalone internet access	2388 22%	73 10%	271 17%	866 20%	655 25%	1885 21%	2540 22%	0	0	986 16%	1554 28%	849 25%	1691 21%	1592 21%	916 23%	32 35%	640 16%	1348 24%	552 26%

Volume

Q5. Before you switched, did your PREVIOUS home internet connection come with any of the following services as part of the same package?

ONE ANSWER ONLY
 FILTER: ASK Q5 IF Q4=1

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	10999	1365	10233	6036	5563	1290	3957	2467	1540	7125	2245	1279	347	786
Yes, internet and TV	1416 13%	142 10%	1360 13%	647 11%	855 15%	254 20%	479 12%	318 13%	237 15%	704 10%	434 19%	251 20%	61 18%	71 9%
Yes, internet and fixed telephony	4520 41%	202 15%	4542 44%	2750 46%	1995 36%	426 33%	1592 40%	1045 42%	533 35%	3449 48%	650 29%	401 31%	96 28%	196 25%
Yes, internet and mobile telephony	365 3%	20 1%	365 4%	155 3%	230 4%	60 5%	155 4%	42 2%	32 2%	219 3%	50 2%	53 4%	20 6%	56 7%
Yes, internet and mobile internet	235 2%	15 1%	233 2%	93 2%	155 3%	41 3%	82 2%	44 2%	36 2%	142 2%	34 2%	33 3%	17 5%	32 4%
Yes, internet and fixed telephony and mobile internet	298 3%	6 0	309 3%	146 2%	169 3%	30 2%	114 3%	54 2%	41 3%	218 3%	37 2%	41 3%	11 3%	14 2%
Yes, internet and fixed telephony and TV	1210 11%	39 3%	1230 12%	701 12%	568 10%	74 6%	410 10%	327 13%	237 15%	708 10%	346 15%	156 12%	34 10%	31 4%
Yes, internet and fixed telephony and mobile telephony	114 1%	2 0	119 1%	73 1%	48 1%	12 1%	37 1%	22 1%	20 1%	74 1%	29 1%	10 1%	3 1%	5 1%

Volume

Q5. Before you switched, did your PREVIOUS home internet connection come with any of the following services as part of the same package?

ONE ANSWER ONLY
 FILTER: ASK Q5 IF Q4=1

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	10999	1365	10233	6036	5563	1290	3957	2467	1540	7125	2245	1279	347	786
Yes, internet and fixed telephony and mobile telephony and TV	196 2%	3 0	203 2%	91 2%	116 2%	23 2%	66 2%	55 2%	23 2%	113 2%	41 2%	33 3%	11 3%	9 1%
Yes, internet and fixed telephony and TV and mobile internet	147 1%	4 0	150 1%	77 1%	77 1%	14 1%	44 1%	28 1%	34 2%	77 1%	31 1%	20 2%	24 7%	3 0
Yes, other package	109 1%	4 0	111 1%	66 1%	49 1%	14 1%	33 1%	26 1%	21 1%	61 1%	27 1%	20 2%	0 0	9 1%
Any Bundle Package	8610 78%	437 32%	8622 84%	4798 79%	4261 77%	948 73%	3013 76%	1960 79%	1214 79%	5765 81%	1679 75%	1018 80%	277 80%	425 54%
No, I had standalone internet access	2388 22%	929 68%	1611 16%	1238 21%	1302 23%	342 27%	944 24%	506 21%	326 21%	1360 19%	566 25%	261 20%	70 20%	361 46%

Q6. Which of the following reasons made you switch your internet service provider?

MULTIPLE ANSWERS POSSIBLE

FILTER: ASK Q6 IF Q4=1

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	10999	5933	5665	1819	3959	3368	2450	276	1728	3849	3927	1517	301	2972	5471	3155
I switched because I found a cheaper offer	5087 46%	2675 45%	2673 47%	688 38%	1787 45%	1579 47%	1293 53%	112 40%	794 46%	1793 47%	1935 49%	608 40%	107 35%	1334 45%	2536 46%	1478 47%
The speed of my internet connection was slower than it should be	3059 28%	1753 30%	1477 26%	533 29%	1081 27%	926 27%	691 28%	90 33%	464 27%	1104 29%	1085 28%	385 25%	101 34%	831 28%	1515 28%	884 28%
I often experienced interruptions in my internet connection	2545 23%	1288 22%	1395 25%	498 27%	942 24%	780 23%	462 19%	66 24%	320 19%	894 23%	943 24%	371 24%	90 30%	731 25%	1175 21%	777 25%
The customer service was poor	2344 21%	1300 22%	1169 21%	447 25%	826 21%	654 19%	541 22%	69 25%	352 20%	782 20%	856 22%	360 24%	49 16%	663 22%	1130 21%	675 21%
I switched because I preferred another provider offering a different package of communications services	2222 20%	1212 20%	1135 20%	337 19%	790 20%	709 21%	509 21%	57 21%	352 20%	727 19%	859 22%	301 20%	49 16%	635 21%	1120 20%	591 19%
I switched because I moved house	1630 15%	856 14%	870 15%	384 21%	740 19%	359 11%	244 10%	51 18%	201 12%	524 14%	660 17%	252 17%	39 13%	505 17%	817 15%	404 13%

Q6. Which of the following reasons made you switch your internet service provider?

MULTIPLE ANSWERS POSSIBLE

FILTER: ASK Q6 IF Q4=1

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	10999	5933	5665	1819	3959	3368	2450	276	1728	3849	3927	1517	301	2972	5471	3155
I experienced blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)	1166 11%	726 12%	505 9%	262 14%	491 12%	302 9%	176 7%	45 16%	130 8%	342 9%	494 13%	183 12%	37 12%	397 13%	509 9%	324 10%
I had problems with the other services included in the package (TV, fixed telephony, mobile telephony etc)	879 8%	497 8%	427 8%	191 11%	313 8%	257 8%	164 7%	56 20%	106 6%	325 8%	291 7%	115 8%	30 10%	322 11%	404 7%	198 6%
My bill was unclear	747 7%	416 7%	371 7%	162 9%	334 8%	167 5%	123 5%	41 15%	91 5%	263 7%	260 7%	119 8%	13 4%	244 8%	391 7%	152 5%
My bill had errors	677 6%	379 6%	332 6%	185 10%	239 6%	144 4%	143 6%	51 18%	125 7%	231 6%	203 5%	82 5%	20 7%	215 7%	357 7%	139 4%
I often surpassed my download limit and was required to pay extra	590 5%	381 6%	240 4%	198 11%	234 6%	132 4%	55 2%	47 17%	63 4%	201 5%	190 5%	100 7%	19 6%	201 7%	263 5%	156 5%
I had problems with additional online features provided (e-mail/online storage/personal website etc)	482 4%	321 5%	186 3%	94 5%	190 5%	131 4%	92 4%	31 11%	57 3%	170 4%	140 4%	99 6%	9 3%	154 5%	212 4%	141 4%

Q6. Which of the following reasons made you switch your internet service provider?

MULTIPLE ANSWERS POSSIBLE
 FILTER: ASK Q6 IF Q4=1

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	10999	5933	5665	1819	3959	3368	2450	276	1728	3849	3927	1517	301	2972	5471	3155
I had concerns regarding the use of my personal data/bank details by the provider	234 2%	171 3%	75 1%	65 4%	117 3%	40 1%	23 1%	30 11%	28 2%	82 2%	61 2%	40 3%	5 2%	91 3%	137 3%	18 1%
Other reasons made me switch	637 6%	292 5%	383 7%	58 3%	211 5%	211 6%	195 8%	12 4%	103 6%	215 6%	257 7%	69 5%	20 7%	143 5%	338 6%	195 6%

Q6. Which of the following reasons made you switch your internet service provider?

MULTIPLE ANSWERS POSSIBLE

FILTER: ASK Q6 IF Q4=1

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	10999	736	1621	4371	2633	8965	11598	0	0	6109	5489	3366	8233	7576	3931	91	3894	5563	2141
I switched because I found a cheaper offer	5087 46%	260 35%	639 39%	2242 51%	952 36%	4396 49%	5348 46%	0	0	2812 46%	2536 46%	1729 51%	3619 44%	3462 46%	1848 47%	38 41%	1577 41%	2694 48%	1077 50%
The speed of my internet connection was slower than it should be	3059 28%	199 27%	423 26%	1364 31%	788 30%	2442 27%	3230 28%	0	0	1785 29%	1445 26%	1109 33%	2122 26%	2201 29%	1020 26%	10 11%	1094 28%	1600 29%	536 25%
I often experienced interruptions in my internet connection	2545 23%	129 18%	371 23%	1052 24%	673 26%	2010 22%	2683 23%	0	0	1452 24%	1231 22%	749 22%	1934 23%	1831 24%	840 21%	12 13%	928 24%	1289 23%	466 22%
The customer service was poor	2344 21%	119 16%	268 17%	1078 25%	636 24%	1833 20%	2468 21%	0	0	1410 23%	1059 19%	765 23%	1704 21%	1711 23%	740 19%	18 20%	891 23%	1112 20%	465 22%
I switched because I preferred another provider offering a different package of communications services	2222 20%	126 17%	312 19%	981 22%	529 20%	1818 20%	2346 20%	0	0	1312 21%	1034 19%	730 22%	1616 20%	1629 22%	710 18%	7 8%	818 21%	1117 20%	412 19%
I switched because I moved house	1630 15%	91 12%	245 15%	640 15%	393 15%	1333 15%	1726 15%	0	0	811 13%	915 17%	575 17%	1151 14%	1103 15%	612 16%	11 12%	554 14%	883 16%	289 14%

Q6. Which of the following reasons made you switch your internet service provider?

MULTIPLE ANSWERS POSSIBLE

FILTER: ASK Q6 IF Q4=1

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	10999	736	1621	4371	2633	8965	11598	0	0	6109	5489	3366	8233	7576	3931	91	3894	5563	2141
I experienced blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)	1166 11%	55 7%	197 12%	570 13%	281 11%	950 11%	1231 11%	0 0	0 0	708 12%	523 10%	325 10%	906 11%	939 12%	288 7%	3 4%	532 14%	505 9%	193 9%
I had problems with the other services included in the package (TV, fixed telephony, mobile telephony etc)	879 8%	101 14%	137 8%	381 9%	202 8%	723 8%	924 8%	0 0	0 0	585 10%	340 6%	198 6%	726 9%	652 9%	270 7%	2 2%	394 10%	382 7%	148 7%
My bill was unclear	747 7%	102 14%	156 10%	311 7%	145 6%	641 7%	787 7%	0 0	0 0	552 9%	235 4%	147 4%	640 8%	598 8%	182 5%	7 8%	376 10%	324 6%	87 4%
My bill had errors	677 6%	93 13%	102 6%	319 7%	156 6%	556 6%	711 6%	0 0	0 0	470 8%	241 4%	170 5%	541 7%	524 7%	186 5%	1 1%	308 8%	292 5%	111 5%
I often surpassed my download limit and was required to pay extra	590 5%	44 6%	156 10%	283 6%	142 5%	478 5%	620 5%	0 0	0 0	414 7%	206 4%	128 4%	492 6%	447 6%	170 4%	3 3%	338 9%	231 4%	51 2%
I had problems with additional online features provided (e-mail/online storage/personal website etc)	482 4%	62 8%	103 6%	230 5%	118 4%	389 4%	507 4%	0 0	0 0	374 6%	133 2%	122 4%	385 5%	370 5%	129 3%	8 9%	289 7%	167 3%	52 2%

Q6. Which of the following reasons made you switch your internet service provider?

MULTIPLE ANSWERS POSSIBLE
FILTER: ASK Q6 IF Q4=1

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	10999	736	1621	4371	2633	8965	11598	0	0	6109	5489	3366	8233	7576	3931	91	3894	5563	2141
I had concerns regarding the use of my personal data/bank details by the provider	234 2%	27 4%	56 3%	124 3%	44 2%	202 2%	246 2%	0	0	207 3%	39 1%	32 1%	214 3%	205 3%	39 1%	2 3%	160 4%	61 1%	25 1%
Other reasons made me switch	637 6%	24 3%	70 4%	220 5%	159 6%	517 6%	675 6%	0	0	294 5%	382 7%	218 6%	457 6%	429 6%	239 6%	8 9%	179 5%	345 6%	152 7%

Q6. Which of the following reasons made you switch your internet service provider?

MULTIPLE ANSWERS POSSIBLE
FILTER: ASK Q6 IF Q4=1

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	10999	1365	10233	6036	5563	1290	3957	2467	1540	7125	2245	1279	347	786
I switched because I found a cheaper offer	5087 46%	551 40%	4797 47%	3047 50%	2301 41%	508 39%	1830 46%	1193 48%	664 43%	3539 50%	950 42%	489 38%	122 35%	327 42%
The speed of my internet connection was slower than it should be	3059 28%	419 31%	2811 27%	1882 31%	1349 24%	310 24%	1055 27%	707 29%	540 35%	1918 27%	653 29%	407 32%	92 27%	204 26%
I often experienced interruptions in my internet connection	2545 23%	378 28%	2305 23%	1478 24%	1205 22%	361 28%	874 22%	537 22%	370 24%	1568 22%	512 23%	325 25%	94 27%	228 29%
The customer service was poor	2344 21%	234 17%	2234 22%	1426 24%	1042 19%	262 20%	775 20%	619 25%	358 23%	1597 22%	432 19%	257 20%	63 18%	148 19%
I switched because I preferred another provider offering a different package of communications services	2222 20%	122 9%	2224 22%	1347 22%	999 18%	219 17%	698 18%	554 22%	406 26%	1431 20%	530 24%	274 21%	39 11%	110 14%
I switched because I moved house	1630 15%	323 24%	1404 14%	915 15%	812 15%	165 13%	603 15%	384 16%	268 17%	984 14%	367 16%	214 17%	41 12%	149 19%

Q6. Which of the following reasons made you switch your internet service provider?

MULTIPLE ANSWERS POSSIBLE
FILTER: ASK Q6 IF Q4=1

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	10999	1365	10233	6036	5563	1290	3957	2467	1540	7125	2245	1279	347	786
I experienced blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)	1166 11%	100 7%	1130 11%	733 12%	497 9%	142 11%	405 10%	225 9%	202 13%	782 11%	209 9%	175 14%	23 7%	68 9%
I had problems with the other services included in the package (TV, fixed telephony, mobile telephony etc)	879 8%	34 3%	890 9%	509 8%	416 7%	99 8%	281 7%	206 8%	171 11%	515 7%	216 10%	142 11%	29 8%	33 4%
My bill was unclear	747 7%	40 3%	747 7%	415 7%	371 7%	120 9%	291 7%	161 7%	74 5%	481 7%	144 6%	102 8%	39 11%	26 3%
My bill had errors	677 6%	40 3%	671 7%	368 6%	343 6%	107 8%	259 7%	162 7%	94 6%	455 6%	117 5%	87 7%	17 5%	46 6%
I often surpassed my download limit and was required to pay extra	590 5%	82 6%	538 5%	298 5%	322 6%	123 10%	208 5%	109 4%	61 4%	313 4%	123 5%	126 10%	30 9%	43 5%
I had problems with additional online features provided (e-mail/online storage/personal website etc)	482 4%	10 1%	497 5%	220 4%	288 5%	72 6%	195 5%	84 3%	78 5%	227 3%	126 6%	118 9%	32 9%	13 2%

Q6. Which of the following reasons made you switch your internet service provider?

MULTIPLE ANSWERS POSSIBLE
 FILTER: ASK Q6 IF Q4=1

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	10999	1365	10233	6036	5563	1290	3957	2467	1540	7125	2245	1279	347	786
I had concerns regarding the use of my personal data/bank details by the provider	234 2%	24 2%	222 2%	90 1%	156 3%	55 4%	103 3%	39 2%	20 1%	122 2%	41 2%	46 4%	26 8%	16 2%
Other reasons made me switch	637 6%	151 11%	524 5%	351 6%	324 6%	46 4%	240 6%	195 8%	88 6%	385 5%	127 6%	85 7%	18 5%	90 11%

Q7. Which one of the following best describes the process you went through when you switched to your current internet service provider?

ONE ANSWER ONLY
 FILTER: ASK Q7 IF Q4=1

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	10999	5933	5665	1819	3959	3368	2450	276	1728	3849	3927	1517	301	2971	5471	3155
My new provider arranged the switch for me and I did not need to contact the old provider	5552 50%	3091 52%	2757 49%	891 49%	1960 50%	1789 53%	1208 49%	186 67%	878 51%	1910 50%	2061 52%	686 45%	127 42%	1660 56%	2700 49%	1489 47%
I arranged the switch myself just by cancelling my old provider's service and signing up to the new one	3864 35%	1947 33%	2140 38%	584 32%	1430 36%	1173 35%	899 37%	63 23%	622 36%	1408 37%	1334 34%	537 35%	123 41%	876 29%	2022 37%	1188 38%
I needed to contact my old provider to obtain information which my new provider then used to arrange the switch	1166 11%	688 12%	536 9%	263 14%	429 11%	298 9%	233 10%	21 8%	145 8%	414 11%	433 11%	171 11%	40 13%	313 11%	543 10%	368 12%
An independent third party (<i>such as an agent or agency</i>) arranged the switch for me	247 2%	145 2%	115 2%	70 4%	81 2%	52 2%	57 2%	5 2%	47 3%	57 1%	52 1%	98 6%	2 1%	79 3%	121 2%	61 2%
Other process	170 2%	62 1%	117 2%	10 1%	59 1%	56 2%	54 2%	1 0	37 2%	60 2%	47 1%	25 2%	9 3%	44 1%	86 2%	49 2%

Q7. Which one of the following best describes the process you went through when you switched to your current internet service provider?

ONE ANSWER ONLY
FILTER: ASK Q7 IF Q4=1

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	10999	736	1621	4371	2633	8965	11598	0	0	6109	5489	3366	8233	7576	3931	91	3894	5563	2141
My new provider arranged the switch for me and I did not need to contact the old provider	5552 50%	426 58%	827 51%	2227 51%	1171 44%	4677 52%	5848 50%	0	0	3410 56%	2438 44%	1596 47%	4253 52%	3835 51%	1963 50%	51 56%	2070 53%	2710 49%	1069 50%
I arranged the switch myself just by cancelling my old provider's service and signing up to the new one	3864 35%	205 28%	512 32%	1468 34%	1050 40%	3036 34%	4087 35%	0	0	1724 28%	2363 43%	1372 41%	2714 33%	2614 35%	1441 37%	31 34%	1190 31%	2146 39%	751 35%
I needed to contact my old provider to obtain information which my new provider then used to arrange the switch	1166 11%	72 10%	220 14%	516 12%	319 12%	905 10%	1224 11%	0	0	777 13%	447 8%	309 9%	916 11%	838 11%	385 10%	2 2%	510 13%	508 9%	206 10%
An independent third party (<i>such as an agent or agency</i>) arranged the switch for me	247 2%	29 4%	48 3%	95 2%	70 3%	190 2%	260 2%	0	0	134 2%	127 2%	38 1%	222 3%	158 2%	94 2%	8 9%	93 2%	123 2%	44 2%
Other process	170 2%	4 1%	15 1%	65 1%	22 1%	157 2%	179 2%	0	0	65 1%	114 2%	51 2%	128 2%	131 2%	48 1%	0 0	32 1%	76 1%	71 3%

Q7. Which one of the following best describes the process you went through when you switched to your current internet service provider?

ONE ANSWER ONLY
FILTER: ASK Q7 IF Q4=1

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	10999	1365	10233	6036	5563	1290	3957	2467	1540	7125	2245	1279	347	786
My new provider arranged the switch for me and I did not need to contact the old provider	5552 50%	348 25%	5501 54%	3189 53%	2659 48%	642 50%	1877 47%	1217 49%	760 49%	4045 57%	917 41%	598 47%	148 43%	195 25%
I arranged the switch myself just by cancelling my old provider's service and signing up to the new one	3864 35%	845 62%	3242 32%	2100 35%	1986 36%	463 36%	1433 36%	954 39%	589 38%	2075 29%	1004 45%	511 40%	93 27%	502 64%
I needed to contact my old provider to obtain information which my new provider then used to arrange the switch	1166 11%	81 6%	1143 11%	582 10%	642 12%	132 10%	464 12%	225 9%	145 9%	772 11%	251 11%	111 9%	75 22%	31 4%
An independent third party (<i>such as an agent or agency</i>) arranged the switch for me	247 2%	28 2%	232 2%	83 1%	177 3%	41 3%	114 3%	34 1%	21 1%	143 2%	42 2%	46 4%	21 6%	9 1%
Other process	170 2%	64 5%	115 1%	81 1%	98 2%	12 1%	68 2%	36 1%	25 2%	90 1%	30 1%	13 1%	9 3%	49 6%

Volume

Q8. Approximately how much do you SAVE per month since switching to your new internet service provider, when comparing your average monthly bill now with the average monthly bill of your old provider (including all costs and charges for other services in the package, such as telephony or TV, if applicable)?

ONE ANSWER ONLY
 FILTER: ASK Q8 IF Q4=1

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	10999	5933	5665	1819	3959	3368	2450	276	1728	3849	3927	1517	301	2972	5471	3155
Less than 5 Euro	1004 9%	580 10%	477 8%	213 12%	377 10%	326 10%	141 6%	40 14%	112 6%	334 9%	361 9%	171 11%	39 13%	262 9%	542 10%	254 8%
5 to 10 Euro	2316 21%	1331 22%	1099 19%	368 20%	850 21%	673 20%	539 22%	28 10%	353 20%	792 21%	909 23%	301 20%	47 15%	679 23%	1148 21%	603 19%
11 to 15 Euro	1939 18%	1095 18%	942 17%	265 15%	664 17%	615 18%	494 20%	66 24%	359 21%	734 19%	623 16%	209 14%	46 15%	517 17%	962 18%	559 18%
16 to 20 Euro	1269 12%	641 11%	693 12%	229 13%	415 10%	409 12%	281 11%	19 7%	202 12%	452 12%	442 11%	186 12%	33 11%	350 12%	610 11%	374 12%
21 to 25 Euro	617 6%	326 5%	323 6%	126 7%	250 6%	179 5%	93 4%	14 5%	101 6%	224 6%	205 5%	85 6%	20 7%	181 6%	341 6%	127 4%
26 to 30 Euro	393 4%	205 3%	211 4%	52 3%	147 4%	126 4%	91 4%	13 5%	72 4%	133 3%	124 3%	73 5%	1 0	114 4%	174 3%	127 4%
31 to 40 Euro	311 3%	176 3%	150 3%	48 3%	99 3%	118 4%	60 2%	13 5%	54 3%	88 2%	116 3%	44 3%	11 4%	84 3%	153 3%	90 3%

Q8. Approximately how much do you SAVE per month since switching to your new internet service provider, when comparing your average monthly bill now with the average monthly bill of your old provider (including all costs and charges for other services in the package, such as telephony or TV, if applicable)?

ONE ANSWER ONLY

FILTER: ASK Q8 IF Q4=1

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	10999	5933	5665	1819	3959	3368	2450	276	1728	3849	3927	1517	301	2972	5471	3155
41 to 50 Euro	335 3%	196 3%	156 3%	61 3%	139 4%	99 3%	53 2%	29 11%	21 1%	111 3%	118 3%	66 4%	7 2%	106 4%	157 3%	90 3%
More than 50 Euro	70 1%	28 0	46 1%	17 1%	27 1%	19 1%	11 0	0 0	11 1%	13 0	34 1%	13 1%	4 1%	30 1%	26 0	18 1%
I pay about the same	1178 11%	594 10%	662 12%	161 9%	399 10%	360 11%	337 14%	15 5%	211 12%	411 11%	420 11%	169 11%	30 10%	283 10%	608 11%	366 12%
I pay more	710 6%	396 7%	360 6%	125 7%	281 7%	215 6%	133 5%	24 9%	107 6%	265 7%	227 6%	104 7%	28 9%	170 6%	322 6%	263 8%
Can't compare, since I now have a package that includes different services	852 8%	362 6%	544 10%	151 8%	309 8%	230 7%	217 9%	15 6%	125 7%	290 8%	346 9%	95 6%	36 12%	196 7%	426 8%	284 9%
Don't know	4 0	3 0	1 0	3 0	1 0	0 0	1 0	0 0	0 0	1 0	3 0	0 0	0 0	0 0	3 0	1 0
Average (Excl. DK)	14.7	14.5	14.9	14.5	14.7	14.8	14.4	18.0	14.5	14.5	14.4	15.3	14.0	14.8	14.4	14.9

Q8. Approximately how much do you SAVE per month since switching to your new internet service provider, when comparing your average monthly bill now with the average monthly bill of your old provider (including all costs and charges for other services in the package, such as telephony or TV, if applicable)?

ONE ANSWER ONLY

FILTER: ASK Q8 IF Q4=1

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	10999	736	1621	4371	2633	8965	11598	0	0	6109	5489	3366	8233	7576	3931	91	3894	5563	2141
Less than 5 Euro	1004 9%	101 14%	176 11%	377 9%	235 9%	822 9%	1057 9%	0	0	555 9%	502 9%	309 9%	748 9%	686 9%	366 9%	5 5%	369 9%	542 10%	146 7%
5 to 10 Euro	2316 21%	163 22%	370 23%	974 22%	528 20%	1902 21%	2430 21%	0	0	1272 21%	1158 21%	800 24%	1629 20%	1548 20%	862 22%	19 21%	778 20%	1242 22%	410 19%
11 to 15 Euro	1939 18%	118 16%	296 18%	817 19%	389 15%	1648 18%	2037 18%	0	0	1183 19%	855 16%	662 20%	1376 17%	1260 17%	764 19%	13 14%	706 18%	966 17%	365 17%
16 to 20 Euro	1269 12%	86 12%	221 14%	565 13%	262 10%	1072 12%	1334 12%	0	0	791 13%	543 10%	305 9%	1029 13%	930 12%	397 10%	6 7%	513 13%	582 10%	238 11%
21 to 25 Euro	617 6%	57 8%	91 6%	262 6%	107 4%	541 6%	649 6%	0	0	430 7%	218 4%	136 4%	513 6%	458 6%	191 5%	0 0	310 8%	259 5%	80 4%
26 to 30 Euro	393 4%	35 5%	57 3%	181 4%	89 3%	327 4%	416 4%	0	0	262 4%	154 3%	125 4%	291 4%	261 3%	154 4%	1 1%	183 5%	167 3%	67 3%
31 to 40 Euro	311 3%	9 1%	39 2%	146 3%	62 2%	264 3%	327 3%	0	0	172 3%	155 3%	64 2%	263 3%	227 3%	88 2%	12 13%	104 3%	154 3%	68 3%

Q8. Approximately how much do you SAVE per month since switching to your new internet service provider, when comparing your average monthly bill now with the average monthly bill of your old provider (including all costs and charges for other services in the package, such as telephony or TV, if applicable)?

ONE ANSWER ONLY

FILTER: ASK Q8 IF Q4=1

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	10999	736	1621	4371	2633	8965	11598	0	0	6109	5489	3366	8233	7576	3931	91	3894	5563	2141
41 to 50 Euro	335 3%	57 8%	48 3%	153 4%	86 3%	267 3%	353 3%	0	0	226 4%	127 2%	70 2%	283 3%	252 3%	94 2%	6 7%	172 4%	127 2%	53 2%
More than 50 Euro	70 1%	3 0	11 1%	34 1%	22 1%	52 1%	74 1%	0	0	49 1%	25 0	21 1%	53 1%	57 1%	16 0	1 1%	25 1%	42 1%	7 0
I pay about the same	1178 11%	31 4%	135 8%	397 9%	314 12%	943 11%	1257 11%	0	0	523 9%	733 13%	372 11%	884 11%	789 10%	451 11%	17 18%	321 8%	645 12%	291 14%
I pay more	710 6%	38 5%	92 6%	247 6%	268 10%	488 5%	756 7%	0	0	339 6%	417 8%	250 7%	506 6%	509 7%	244 6%	3 3%	186 5%	376 7%	194 9%
Can't compare, since I now have a package that includes different services	852 8%	38 5%	84 5%	217 5%	270 10%	636 7%	906 8%	0	0	305 5%	601 11%	252 7%	654 8%	595 8%	303 8%	8 9%	226 6%	458 8%	221 10%
Don't know	4 0	0 0	0 0	0 0	1 0	3 0	4 0	0	0	2 0	2 0	0 0	4 0	4 0	0 0	0 0	0 0	3 0	1 0
Average (Excl. DK)	14.7	15.7	14.2	15.1	14.5	14.7	14.7	0	0	15.2	13.9	13.4	15.2	15	14	18.8	15.7	13.8	14.8

Volume

Q8. Approximately how much do you SAVE per month since switching to your new internet service provider, when comparing your average monthly bill now with the average monthly bill of your old provider (including all costs and charges for other services in the package, such as telephony or TV, if applicable)?

ONE ANSWER ONLY
 FILTER: ASK Q8 IF Q4=1

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	10999	1365	10233	6036	5563	1290	3957	2467	1540	7125	2245	1279	347	786
Less than 5 Euro	1004 9%	226 17%	831 8%	486 8%	571 10%	222 17%	373 9%	188 8%	117 8%	565 8%	233 10%	156 12%	23 7%	100 13%
5 to 10 Euro	2316 21%	288 21%	2141 21%	1357 22%	1073 19%	232 18%	857 22%	485 20%	294 19%	1570 22%	465 21%	200 16%	64 19%	164 21%
11 to 15 Euro	1939 18%	166 12%	1871 18%	1062 18%	976 18%	213 16%	716 18%	451 18%	229 15%	1313 18%	366 16%	222 17%	51 15%	112 14%
16 to 20 Euro	1269 12%	95 7%	1238 12%	659 11%	675 12%	90 7%	448 11%	322 13%	147 10%	835 12%	249 11%	142 11%	63 18%	77 10%
21 to 25 Euro	617 6%	34 3%	614 6%	371 6%	278 5%	72 6%	217 5%	127 5%	77 5%	430 6%	110 5%	75 6%	24 7%	16 2%
26 to 30 Euro	393 4%	27 2%	388 4%	187 3%	229 4%	57 4%	135 3%	104 4%	56 4%	283 4%	48 2%	42 3%	16 5%	36 5%
31 to 40 Euro	311 3%	19 1%	308 3%	118 2%	208 4%	48 4%	119 3%	65 3%	47 3%	192 3%	53 2%	35 3%	31 9%	17 2%

Volume

Q8. Approximately how much do you SAVE per month since switching to your new internet service provider, when comparing your average monthly bill now with the average monthly bill of your old provider (including all costs and charges for other services in the package, such as telephony or TV, if applicable)?

ONE ANSWER ONLY
 FILTER: ASK Q8 IF Q4=1

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	10999	1365	10233	6036	5563	1290	3957	2467	1540	7125	2245	1279	347	786
41 to 50 Euro	335 3%	27 2%	326 3%	184 3%	169 3%	51 4%	123 3%	71 3%	53 3%	222 3%	75 3%	30 2%	11 3%	17 2%
More than 50 Euro	70 1%	6 0	68 1%	43 1%	30 1%	7 1%	18 0	20 1%	10 1%	48 1%	4 0	11 1%	5 2%	6 1%
I pay about the same	1178 11%	253 19%	1003 10%	685 11%	571 10%	110 9%	428 11%	231 9%	235 15%	748 10%	245 11%	162 13%	24 7%	100 13%
I pay more	710 6%	129 9%	627 6%	412 7%	343 6%	82 6%	210 5%	214 9%	134 9%	408 6%	162 7%	102 8%	22 6%	71 9%
Can't compare, since I now have a package that includes different services	852 8%	94 7%	812 8%	470 8%	436 8%	103 8%	312 8%	189 8%	142 9%	509 7%	232 10%	101 8%	14 4%	70 9%
Don't know	4 0	0 0	4 0	1 0	3 0	2 0	0 0	0 0	0 0	1 0	2 0	0 0	0 0	0 0
Average (Excl. DK)	14.7	11.5	15	14.4	15	14.3	14.6	15	15.3	14.8	14.1	14.4	17.4	13.2

Q9. Thinking about the switching process again, roughly how many hours of PERSONAL TIME did you spend on this? Please give the approximate amount of time you and other household members spent until the new internet connection was fully operational (including the initial search, comparing different offers, contacting the new provider, signing the new contract, installing/configuring equipment).

ONE ANSWER ONLY

FILTER: ASK Q9 IF Q4=1

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	10999	5933	5665	1819	3959	3368	2450	276	1728	3849	3927	1517	301	2972	5471	3155
Less than 1 hour	2749 25%	1375 23%	1533 27%	338 19%	955 24%	890 26%	723 29%	120 43%	559 32%	1027 27%	837 21%	294 19%	71 24%	724 24%	1374 25%	809 26%
1 hour	1801 16%	977 16%	924 16%	260 14%	573 14%	615 18%	452 18%	35 13%	266 15%	673 17%	702 18%	163 11%	60 20%	534 18%	865 16%	502 16%
2 hours	2445 22%	1320 22%	1255 22%	439 24%	928 23%	668 20%	539 22%	42 15%	330 19%	846 22%	900 23%	398 26%	59 20%	627 21%	1194 22%	753 24%
3 to 4 hours	2135 19%	1282 22%	969 17%	471 26%	835 21%	580 17%	365 15%	37 13%	308 18%	715 19%	798 20%	355 23%	38 13%	542 18%	1136 21%	573 18%
5 to 7 hours	740 7%	414 7%	366 6%	174 10%	283 7%	208 6%	115 5%	17 6%	103 6%	238 6%	283 7%	119 8%	20 7%	229 8%	350 6%	201 6%

Q9. Thinking about the switching process again, roughly how many hours of PERSONAL TIME did you spend on this? Please give the approximate amount of time you and other household members spent until the new internet connection was fully operational (including the initial search, comparing different offers, contacting the new provider, signing the new contract, installing/configuring equipment).

ONE ANSWER ONLY

FILTER: ASK Q9 IF Q4=1

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	10999	5933	5665	1819	3959	3368	2450	276	1728	3849	3927	1517	301	2972	5471	3155
8 to 10 hours	796 7%	384 6%	454 8%	115 6%	273 7%	279 8%	171 7%	25 9%	117 7%	259 7%	267 7%	140 9%	29 10%	209 7%	400 7%	228 7%
More than 10 hours	328 3%	180 3%	163 3%	21 1%	110 3%	128 4%	83 3%	0 0	45 3%	87 2%	140 4%	49 3%	23 8%	106 4%	148 3%	89 3%
Can't remember	1 0	1 0	1 0	0 0	1 0	0 0	1 0	0 0	0 0	1 0	0 0	0 0	0 0	0 0	1 0	1 0
Don't know	2 0	1 0	2 0	0 0	0 0	0 0	1 0	0 0	0 0	2 0	0 0	0 0	0 0	0 0	2 0	0 0
Average (Excl. DK/Can't Remember)	2.5	2.6	2.5	2.8	2.6	2.5	2.3	2.3	2.3	2.4	2.6	2.9	2.6	2.5	2.6	2.5

Q9. Thinking about the switching process again, roughly how many hours of PERSONAL TIME did you spend on this? Please give the approximate amount of time you and other household members spent until the new internet connection was fully operational (including the initial search, comparing different offers, contacting the new provider, signing the new contract, installing/configuring equipment).

ONE ANSWER ONLY

FILTER: ASK Q9 IF Q4=1

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	10999	736	1621	4371	2633	8965	11598	0	0	6109	5489	3366	8233	7576	3931	91	3894	5563	2141
Less than 1 hour	2749 25%	203 28%	332 20%	906 21%	600 23%	2307 26%	2908 25%	0	0	1405 23%	1503 27%	716 21%	2192 27%	1888 25%	997 25%	22 25%	850 22%	1318 24%	740 35%
1 hour	1801 16%	137 19%	243 15%	635 15%	428 16%	1473 16%	1900 16%	0	0	968 16%	933 17%	605 18%	1295 16%	1195 16%	680 17%	25 28%	508 13%	985 18%	407 19%
2 hours	2445 22%	140 19%	435 27%	958 22%	592 22%	1983 22%	2575 22%	0	0	1398 23%	1176 21%	737 22%	1837 22%	1668 22%	891 23%	16 17%	903 23%	1291 23%	381 18%
3 to 4 hours	2135 19%	129 18%	337 21%	1033 24%	537 20%	1714 19%	2251 19%	0	0	1294 21%	957 17%	722 21%	1529 19%	1455 19%	778 20%	18 19%	888 23%	1086 20%	277 13%
5 to 7 hours	740 7%	56 8%	128 8%	338 8%	170 6%	609 7%	780 7%	0	0	451 7%	329 6%	248 7%	532 6%	529 7%	250 6%	1 1%	285 7%	371 7%	125 6%

Q9. Thinking about the switching process again, roughly how many hours of PERSONAL TIME did you spend on this? Please give the approximate amount of time you and other household members spent until the new internet connection was fully operational (including the initial search, comparing different offers, contacting the new provider, signing the new contract, installing/configuring equipment).

ONE ANSWER ONLY

FILTER: ASK Q9 IF Q4=1

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	10999	736	1621	4371	2633	8965	11598	0	0	6109	5489	3366	8233	7576	3931	91	3894	5563	2141
8 to 10 hours	796 7%	53 7%	99 6%	361 8%	192 7%	645 7%	837 7%	0	0	432 7%	405 7%	219 7%	618 8%	583 8%	250 6%	4 5%	319 8%	371 7%	148 7%
More than 10 hours	328 3%	18 2%	45 3%	140 3%	111 4%	232 3%	344 3%	0	0	162 3%	182 3%	118 4%	225 3%	257 3%	84 2%	3 3%	141 4%	141 3%	61 3%
Can't remember	1 0	0 0	0 0	0 0	1 0	0 0	2 0	0 0	0 0	0 0	1 0	0 0	2 0	1 0	1 0	0 0	0 0	0 0	1 0
Don't know	2 0	0 0	0 0	0 0	1 0	1 0	2 0	0 0	0 0	0 0	2 0	0 0	2 0	1 0	0 0	1 1%	0 0	1 0	2 0
Average (Excl. DK/Can't Remember)	2.5	2.5	2.6	2.8	2.6	2.5	2.5	0.0	0.0	2.6	2.5	2.6	2.5	2.6	2.5	2.0	2.8	2.5	2.2

Volume

Q9. Thinking about the switching process again, roughly how many hours of PERSONAL TIME did you spend on this? Please give the approximate amount of time you and other household members spent until the new internet connection was fully operational (including the initial search, comparing different offers, contacting the new provider, signing the new contract, installing/configuring equipment).

ONE ANSWER ONLY
 FILTER: ASK Q9 IF Q4=1

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	10999	1365	10233	6036	5563	1290	3957	2467	1540	7125	2245	1279	347	786
Less than 1 hour	2749 25%	444 33%	2464 24%	1467 24%	1441 26%	310 24%	931 24%	647 26%	488 32%	1796 25%	530 24%	313 24%	78 22%	225 29%
1 hour	1801 16%	183 13%	1717 17%	961 16%	939 17%	237 18%	729 18%	356 14%	243 16%	1181 17%	391 17%	182 14%	43 12%	126 16%
2 hours	2445 22%	280 21%	2294 22%	1328 22%	1246 22%	294 23%	881 22%	554 22%	267 17%	1585 22%	516 23%	268 21%	100 29%	134 17%
3 to 4 hours	2135 19%	230 17%	2021 20%	1176 19%	1075 19%	251 19%	752 19%	454 18%	274 18%	1336 19%	432 19%	282 22%	89 26%	160 20%
5 to 7 hours	740 7%	69 5%	711 7%	441 7%	338 6%	65 5%	268 7%	191 8%	106 7%	503 7%	142 6%	92 7%	16 5%	50 6%

Volume

Q9. Thinking about the switching process again, roughly how many hours of PERSONAL TIME did you spend on this? Please give the approximate amount of time you and other household members spent until the new internet connection was fully operational (including the initial search, comparing different offers, contacting the new provider, signing the new contract, installing/configuring equipment).

ONE ANSWER ONLY

FILTER: ASK Q9 IF Q4=1

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	10999	1365	10233	6036	5563	1290	3957	2467	1540	7125	2245	1279	347	786
8 to 10 hours	796 7%	97 7%	740 7%	487 8%	350 6%	89 7%	291 7%	189 8%	101 7%	506 7%	184 8%	93 7%	19 6%	49 6%
More than 10 hours	328 3%	60 4%	284 3%	173 3%	171 3%	43 3%	102 3%	76 3%	61 4%	215 3%	49 2%	48 4%	3 1%	42 5%
Can't remember	1 0	0 0	1 0	1 0	1 0	0 0	1 0	0 0	0 0	1 0	0 0	0 0	0 0	0 0
Don't know	2 0	2 0	0 0	0 0	2 0	0 0	2 0	0 0	0 0	2 0	0 0	0 0	0 0	0 0
Average (Excl. DK/Can't Remember)	2.5	2.3	2.6	2.6	2.4	2.4	2.5	2.6	2.4	2.5	2.6	2.6	2.5	2.4

Q10. Please estimate how long you were WITHOUT internet access due to the switching process to your current internet service provider.

ONE ANSWER ONLY

FILTER: ASK Q10 IF Q4 =1 & ASK Q10 IF Q6=1 TO 10 OR 12 TO 14 IN Q6

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	9368	5077	4795	1435	3219	3009	2207	225	1526	3325	3267	1265	263	2466	4654	2751
A couple of hours	1583 17%	860 17%	812 17%	186 13%	537 17%	556 18%	393 18%	57 25%	233 15%	633 19%	508 16%	204 16%	37 14%	433 18%	733 16%	506 18%
1 day	1149 12%	615 12%	592 12%	165 12%	395 12%	392 13%	255 12%	19 8%	173 11%	424 13%	408 12%	143 11%	41 15%	320 13%	634 14%	254 9%
2 to 3 days	1467 16%	829 16%	710 15%	296 21%	555 17%	440 15%	249 11%	37 16%	223 15%	525 16%	551 17%	177 14%	26 10%	434 18%	699 15%	407 15%
4 to 6 days	837 9%	467 9%	413 9%	163 11%	311 10%	256 8%	151 7%	16 7%	139 9%	280 8%	312 10%	110 9%	24 9%	214 9%	406 9%	261 9%
7 to 9 days	638 7%	405 8%	265 6%	180 13%	244 8%	137 5%	110 5%	25 11%	79 5%	228 7%	199 6%	122 10%	18 7%	182 7%	316 7%	173 6%
10 to 14 days	468 5%	263 5%	229 5%	116 8%	197 6%	135 4%	45 2%	8 4%	70 5%	122 4%	183 6%	85 7%	23 9%	149 6%	238 5%	105 4%
15 to 21 days	205 2%	111 2%	105 2%	43 3%	86 3%	57 2%	29 1%	3 1%	39 3%	66 2%	70 2%	27 2%	10 4%	63 3%	92 2%	61 2%

Q10. Please estimate how long you were WITHOUT internet access due to the switching process to your current internet service provider.

ONE ANSWER ONLY

FILTER: ASK Q10 IF Q4 =1 & ASK Q10 IF Q6=1 TO 10 OR 12 TO 14 IN Q6

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	9368	5077	4795	1435	3219	3009	2207	225	1526	3325	3267	1265	263	2466	4654	2751
22 to 28 days	275 3%	155 3%	134 3%	56 4%	85 3%	72 2%	76 3%	6 3%	47 3%	87 3%	100 3%	44 3%	5 2%	50 2%	145 3%	94 3%
More than 28 days	131 1%	57 1%	80 2%	17 1%	27 1%	42 1%	50 2%	0 0	34 2%	29 1%	35 1%	35 3%	4 1%	22 1%	61 1%	54 2%
No interruption	2252 24%	1172 23%	1209 25%	165 12%	649 20%	797 26%	769 35%	39 17%	439 29%	795 24%	782 24%	277 22%	48 18%	524 21%	1169 25%	688 25%
Don't remember	365 4%	143 3%	244 5%	48 3%	132 4%	126 4%	81 4%	15 7%	50 3%	136 4%	117 4%	42 3%	27 10%	75 3%	163 4%	149 5%
Average (Excl. DK/No Interruption)	4.7	4.7	4.5	5.6	4.8	4.2	4.3	4.2	4.8	4.2	4.7	5.2	5.2	4.5	4.7	4.7

Q10. Please estimate how long you were WITHOUT internet access due to the switching process to your current internet service provider.

ONE ANSWER ONLY

FILTER: ASK Q10 IF Q4 =1 & ASK Q10 IF Q6=1 TO 10 OR 12 TO 14 IN Q6

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	9368	645	1376	3731	2240	7632	9872	0	0	5298	4574	2790	7081	6472	3319	80	3340	4680	1852
A couple of hours	1583 17%	154 24%	194 14%	617 17%	359 16%	1313 17%	1672 17%	0 0%	0 0%	903 17%	769 17%	527 19%	1146 16%	1128 17%	537 16%	7 9%	598 18%	734 16%	341 18%
1 day	1149 12%	103 16%	191 14%	423 11%	250 11%	957 13%	1207 12%	0 0%	0 0%	711 13%	496 11%	293 11%	914 13%	783 12%	420 13%	4 5%	442 13%	588 13%	177 10%
2 to 3 days	1467 16%	119 18%	254 18%	602 16%	374 17%	1165 15%	1540 16%	0 0%	0 0%	910 17%	629 14%	390 14%	1150 16%	1079 17%	457 14%	4 5%	579 17%	720 15%	240 13%
4 to 6 days	837 9%	51 8%	192 14%	342 9%	196 9%	685 9%	881 9%	0 0%	0 0%	506 10%	375 8%	235 8%	645 9%	588 9%	290 9%	3 4%	322 10%	438 9%	121 7%
7 to 9 days	638 7%	45 7%	145 11%	250 7%	163 7%	508 7%	670 7%	0 0%	0 0%	446 8%	225 5%	186 7%	485 7%	484 7%	182 5%	5 6%	322 10%	275 6%	73 4%
10 to 14 days	468 5%	35 5%	69 5%	236 6%	113 5%	379 5%	492 5%	0 0%	0 0%	302 6%	191 4%	117 4%	375 5%	335 5%	157 5%	0 0%	220 7%	203 4%	70 4%
15 to 21 days	205 2%	12 2%	24 2%	94 3%	40 2%	176 2%	215 2%	0 0%	0 0%	128 2%	87 2%	54 2%	162 2%	122 2%	90 3%	4 4%	72 2%	113 2%	30 2%

Q10. Please estimate how long you were WITHOUT internet access due to the switching process to your current internet service provider.

ONE ANSWER ONLY

FILTER: ASK Q10 IF Q4 =1 & ASK Q10 IF Q6=1 TO 10 OR 12 TO 14 IN Q6

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	9368	645	1376	3731	2240	7632	9872	0	0	5298	4574	2790	7081	6472	3319	80	3340	4680	1852
22 to 28 days	275 3%	40 6%	27 2%	137 4%	59 3%	230 3%	289 3%	0 0%	0 0%	168 3%	121 3%	93 3%	195 3%	177 3%	102 3%	9 12%	99 3%	121 3%	68 4%
More than 28 days	131 1%	1 0%	14 1%	52 1%	62 3%	75 1%	137 1%	0 0%	0 0%	45 1%	92 2%	36 1%	101 1%	76 1%	58 2%	3 4%	23 1%	85 2%	29 2%
No interruption	2252 24%	75 12%	245 18%	908 24%	540 24%	1840 24%	2381 24%	0 0%	0 0%	1042 20%	1339 29%	789 28%	1591 22%	1465 23%	885 27%	31 38%	568 17%	1219 26%	593 32%
Don't remember	365 4%	10 1%	20 1%	69 2%	83 4%	304 4%	388 4%	0 0%	0 0%	137 3%	250 5%	70 3%	317 4%	236 4%	142 4%	10 12%	94 3%	184 4%	109 6%
Average (Excl. DK/No Interruption)	4.7	4.8	4.5	5.1	4.6	4.7	4.6	0.0	0.0	4.8	4.5	4.6	4.6	4.5	4.8	9.9	4.8	4.6	4.6

Volume

Q10. Please estimate how long you were WITHOUT internet access due to the switching process to your current internet service provider.

ONE ANSWER ONLY

FILTER: ASK Q10 IF Q4 =1 & ASK Q10 IF Q6=1 TO 10 OR 12 TO 14 IN Q6

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	9368	1043	8829	5121	4751	1124	3354	2083	1272	6141	1879	1065	306	637
A couple of hours	1583 17%	170 16%	1503 17%	863 17%	809 17%	240 21%	502 15%	390 19%	241 19%	1001 16%	349 19%	202 19%	59 19%	89 14%
1 day	1149 12%	110 11%	1097 12%	581 11%	626 13%	116 10%	420 13%	262 13%	158 12%	755 12%	233 12%	142 13%	41 13%	52 8%
2 to 3 days	1467 16%	128 12%	1412 16%	826 16%	714 15%	178 16%	575 17%	294 14%	204 16%	1013 16%	283 15%	153 14%	50 16%	65 10%
4 to 6 days	837 9%	52 5%	829 9%	439 9%	442 9%	88 8%	365 11%	142 7%	78 6%	563 9%	144 8%	94 9%	34 11%	64 10%
7 to 9 days	638 7%	35 3%	636 7%	324 6%	346 7%	127 11%	245 7%	84 4%	56 4%	426 7%	105 6%	77 7%	36 12%	35 6%
10 to 14 days	468 5%	30 3%	462 5%	219 4%	273 6%	47 4%	142 4%	109 5%	57 4%	334 5%	60 3%	57 5%	31 10%	17 3%
15 to 21 days	205 2%	26 2%	190 2%	104 2%	111 2%	25 2%	72 2%	55 3%	19 1%	158 3%	24 1%	15 1%	8 2%	14 2%

Volume

Q10. Please estimate how long you were WITHOUT internet access due to the switching process to your current internet service provider.

ONE ANSWER ONLY

FILTER: ASK Q10 IF Q4 =1 & ASK Q10 IF Q6=1 TO 10 OR 12 TO 14 IN Q6

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	9368	1043	8829	5121	4751	1124	3354	2083	1272	6141	1879	1065	306	637
22 to 28 days	275 3%	24 2%	265 3%	144 3%	145 3%	34 3%	104 3%	46 2%	33 3%	193 3%	68 4%	12 1%	3 1%	14 2%
More than 28 days	131 1%	25 2%	112 1%	76 1%	61 1%	14 1%	42 1%	27 1%	20 2%	108 2%	19 1%	7 1%	1 0	3 1%
No interruption	2252 24%	350 34%	2030 23%	1360 27%	1021 21%	200 18%	766 23%	604 29%	345 27%	1360 22%	528 28%	275 26%	37 12%	220 34%
Don't remember	365 4%	94 9%	294 3%	186 4%	202 4%	56 5%	121 4%	71 3%	61 5%	231 4%	67 4%	32 3%	7 2%	63 10%
Average (Excl. DK/No Interruption)	4.7	4.3	4.7	4.5	4.8	4.6	4.7	4.3	4.1	4.8	4.3	3.9	4.7	4.7

Q11. After you had decided on a provider, how easy was it to actually switch?

ONE ANSWER ONLY

FILTER: ASK Q11 IF Q4=1

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	10999	5933	5665	1819	3959	3368	2450	276	1728	3849	3927	1517	301	2972	5471	3155
Very easy	5182 47%	2662 45%	2815 50%	770 42%	1819 46%	1695 50%	1191 49%	177 64%	799 46%	1901 49%	1774 45%	686 45%	139 46%	1395 47%	2574 47%	1507 48%
Fairly easy	4706 43%	2621 44%	2334 41%	860 47%	1766 45%	1350 40%	979 40%	77 28%	749 43%	1594 41%	1745 44%	652 43%	138 46%	1280 43%	2366 43%	1309 42%
Fairly difficult	839 8%	484 8%	397 7%	147 8%	306 8%	255 8%	174 7%	12 4%	141 8%	256 7%	318 8%	133 9%	21 7%	203 7%	414 8%	265 8%
Very difficult	271 2%	166 3%	119 2%	42 2%	68 2%	68 2%	107 4%	10 3%	39 2%	98 3%	89 2%	46 3%	3 1%	94 3%	118 2%	74 2%
Total Easy	9889 90%	5283 89%	5149 91%	1631 90%	3585 91%	3045 90%	2169 89%	254 92%	1548 90%	3495 91%	3519 90%	1338 88%	277 92%	2675 90%	4940 90%	2817 89%
Total Difficult	1110 10%	650 11%	516 9%	189 10%	374 9%	323 10%	281 11%	22 8%	180 10%	354 9%	408 10%	179 12%	24 8%	296 10%	531 10%	338 11%

Q11. After you had decided on a provider, how easy was it to actually switch?

ONE ANSWER ONLY

FILTER: ASK Q11 IF Q4=1

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	10999	736	1621	4371	2633	8965	11598	0	0	6109	5489	3366	8233	7576	3931	91	3894	5563	2141
Very easy	5182 47%	402 55%	696 43%	1988 45%	1111 42%	4366 49%	5477 47%	0	0	2886 47%	2591 47%	1536 46%	3941 48%	3707 49%	1718 44%	53 58%	1775 46%	2473 44%	1229 57%
Fairly easy	4706 43%	246 33%	760 47%	1877 43%	1229 47%	3726 42%	4955 43%	0	0	2580 42%	2375 43%	1487 44%	3469 42%	3125 41%	1812 46%	18 19%	1725 44%	2508 45%	722 34%
Fairly difficult	839 8%	62 8%	143 9%	373 9%	221 8%	659 7%	881 8%	0	0	488 8%	393 7%	248 7%	633 8%	553 7%	310 8%	18 20%	303 8%	448 8%	131 6%
Very difficult	271 2%	26 4%	21 1%	133 3%	71 3%	214 2%	285 2%	0	0	155 3%	130 2%	95 3%	190 2%	191 3%	91 2%	3 3%	92 2%	134 2%	59 3%
Total Easy	9889 90%	648 88%	1456 90%	3865 88%	2340 89%	8092 90%	10432 90%	0	0	5466 89%	4966 90%	3023 90%	7409 90%	6832 90%	3530 90%	70 77%	3499 90%	4981 90%	1952 91%
Total Difficult	1110 10%	88 12%	165 10%	506 12%	293 11%	873 10%	1166 10%	0	0	644 11%	522 10%	343 10%	823 10%	744 10%	401 10%	21 23%	394 10%	582 10%	190 9%

Q11. After you had decided on a provider, how easy was it to actually switch?

ONE ANSWER ONLY
FILTER: ASK Q11 IF Q4=1

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	10999	1365	10233	6036	5563	1290	3957	2467	1540	7125	2245	1279	347	786
Very easy	5182 47%	751 55%	4726 46%	2849 47%	2628 47%	641 50%	1737 44%	1284 52%	840 55%	3278 46%	1071 48%	629 49%	167 48%	411 52%
Fairly easy	4706 43%	496 36%	4459 44%	2561 42%	2394 43%	503 39%	1837 46%	950 39%	582 38%	3103 44%	966 43%	527 41%	133 38%	300 38%
Fairly difficult	839 8%	83 6%	798 8%	467 8%	414 7%	96 7%	312 8%	157 6%	73 5%	551 8%	156 7%	102 8%	41 12%	58 7%
Very difficult	271 2%	35 3%	250 2%	158 3%	127 2%	49 4%	71 2%	75 3%	45 3%	194 3%	52 2%	21 2%	7 2%	17 2%
Total Easy	9889 90%	1248 91%	9185 90%	5410 90%	5022 90%	1144 89%	3573 90%	2234 91%	1422 92%	6380 90%	2037 91%	1156 90%	300 86%	711 90%
Total Difficult	1110 10%	118 9%	1048 10%	626 10%	540 10%	145 11%	383 10%	232 9%	118 8%	745 10%	208 9%	123 10%	47 14%	75 10%

Q12. Did you experience any problems when switching?

MULTIPLE ANSWERS 1-13 POSSIBLE. IF 14, NO OTHER ANSWER POSSIBLE
 FILTER: ASK Q12 IF Q4=1

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	10999	5933	5665	1819	3959	3368	2450	276	1728	3849	3927	1517	301	2971	5471	3155
Yes, I experienced a significant interruption of my internet service	1085 10%	615 10%	526 9%	257 14%	385 10%	299 9%	199 8%	47 17%	143 8%	342 9%	432 11%	150 10%	27 9%	321 11%	463 8%	356 11%
Yes, my old provider initially refused to cancel my contract/delayed cancellation of my contract	908 8%	549 9%	403 7%	169 9%	337 9%	241 7%	206 8%	43 16%	126 7%	282 7%	328 8%	158 10%	16 5%	285 10%	432 8%	236 7%
Yes, I could not install the new modem/router or experienced other technical difficulties	880 8%	458 8%	471 8%	193 11%	338 9%	232 7%	165 7%	45 16%	133 8%	270 7%	324 8%	138 9%	18 6%	308 10%	423 8%	199 6%
Yes, I had to pay both my old and new providers for a certain period of time	825 8%	459 8%	416 7%	117 6%	286 7%	265 8%	207 8%	54 20%	104 6%	253 7%	312 8%	124 8%	28 9%	293 10%	387 7%	195 6%
Yes, I had to pay an early termination fee to my old provider	638 6%	362 6%	309 5%	120 7%	257 6%	186 6%	109 4%	26 9%	61 4%	227 6%	239 6%	98 6%	21 7%	221 7%	321 6%	130 4%
Yes, I had problems returning my old equipment (modem, router etc)	627 6%	350 6%	311 5%	146 8%	238 6%	151 4%	125 5%	23 8%	67 4%	190 5%	266 7%	99 7%	16 5%	209 7%	304 6%	147 5%

Q12. Did you experience any problems when switching?

MULTIPLE ANSWERS 1-13 POSSIBLE. IF 14, NO OTHER ANSWER POSSIBLE
 FILTER: ASK Q12 IF Q4=1

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	10999	5933	5665	1819	3959	3368	2450	276	1728	3849	3927	1517	301	2971	5471	3155
Yes, I could not take the e-mail address that I used with my old provider with me	592 5%	332 6%	294 5%	83 5%	243 6%	177 5%	122 5%	26 9%	105 6%	186 5%	205 5%	87 6%	16 5%	199 7%	262 5%	165 5%
Yes, at first my old provider was not reachable or did not provide me with the information I needed to be able to switch	577 5%	346 6%	260 5%	145 8%	204 5%	152 5%	105 4%	33 12%	89 5%	166 4%	218 6%	92 6%	7 2%	194 7%	264 5%	148 5%
Yes, I experienced difficulties with other services included in my old package (such as TV, fixed telephony or mobile telephony)	501 5%	314 5%	212 4%	127 7%	183 5%	139 4%	77 3%	37 13%	44 3%	158 4%	163 4%	115 8%	11 4%	179 6%	239 4%	108 3%
Yes, my new provider charged for the new internet connection before it became functional	498 5%	315 5%	209 4%	103 6%	200 5%	135 4%	87 4%	26 9%	46 3%	138 4%	206 5%	96 6%	12 4%	187 6%	218 4%	120 4%
Yes, I did not know what steps to take to switch from one provider to another	471 4%	293 5%	203 4%	145 8%	200 5%	94 3%	55 2%	42 15%	64 4%	155 4%	113 3%	112 7%	9 3%	157 5%	227 4%	111 4%

Q12. Did you experience any problems when switching?

MULTIPLE ANSWERS 1-13 POSSIBLE. IF 14, NO OTHER ANSWER POSSIBLE
 FILTER: ASK Q12 IF Q4=1

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	10999	5933	5665	1819	3959	3368	2450	276	1728	3849	3927	1517	301	2971	5471	3155
Yes, after signing the contract, I had to pay charges or costs to the new provider that I was not aware of before	405 4%	239 4%	188 3%	86 5%	214 5%	89 3%	37 2%	26 10%	31 2%	136 4%	152 4%	78 5%	4 1%	137 5%	224 4%	66 2%
Yes, I had other difficulties when switching	392 4%	191 3%	223 4%	26 1%	112 3%	126 4%	149 6%	2 1%	97 6%	117 3%	141 4%	49 3%	7 2%	79 3%	181 3%	154 5%
Any Difficulties	4817 44%	2740 46%	2336 41%	963 53%	1788 45%	1341 40%	982 40%	163 59%	684 40%	1562 41%	1774 45%	773 51%	119 40%	1442 49%	2358 43%	1276 40%
No, I did not experience any problems	6182 56%	3193 54%	3330 59%	856 47%	2170 55%	2026 60%	1468 60%	114 41%	1044 60%	2286 59%	2153 55%	744 49%	182 60%	1529 51%	3113 57%	1880 60%

Q12. Did you experience any problems when switching?

MULTIPLE ANSWERS 1-13 POSSIBLE. IF 14, NO OTHER ANSWER POSSIBLE
 FILTER: ASK Q12 IF Q4=1

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	10999	736	1621	4371	2633	8965	11598	0	0	6109	5489	3366	8232	7576	3931	91	3894	5563	2141
Yes, I experienced a significant interruption of my internet service	1085 10%	69 9%	202 12%	529 12%	328 12%	813 9%	1141 10%	0 0	0 0	704 12%	437 8%	341 10%	800 10%	759 10%	377 10%	4 5%	480 12%	502 9%	158 7%
Yes, my old provider initially refused to cancel my contract/delayed cancellation of my contract	908 8%	105 14%	141 9%	384 9%	222 8%	731 8%	953 8%	0 0	0 0	576 9%	376 7%	276 8%	677 8%	654 9%	296 8%	2 3%	426 11%	408 7%	119 6%
Yes, I could not install the new modem/router or experienced other technical difficulties	880 8%	76 10%	172 11%	412 9%	222 8%	707 8%	929 8%	0 0	0 0	526 9%	403 7%	254 8%	675 8%	629 8%	293 7%	7 8%	401 10%	378 7%	151 7%
Yes, I had to pay both my old and new providers for a certain period of time	825 8%	89 12%	160 10%	357 8%	216 8%	659 7%	875 8%	0 0	0 0	514 8%	361 7%	229 7%	646 8%	625 8%	247 6%	4 4%	344 9%	375 7%	156 7%
Yes, I had to pay an early termination fee to my old provider	638 6%	61 8%	118 7%	281 6%	170 6%	502 6%	672 6%	0 0	0 0	431 7%	240 4%	163 5%	508 6%	481 6%	190 5%	1 1%	310 8%	280 5%	81 4%
Yes, I had problems returning my old equipment (<i>modem, router etc</i>)	627 6%	55 7%	111 7%	304 7%	153 6%	507 6%	660 6%	0 0	0 0	454 7%	207 4%	177 5%	483 6%	445 6%	214 5%	1 1%	326 8%	268 5%	66 3%

Q12. Did you experience any problems when switching?

MULTIPLE ANSWERS 1-13 POSSIBLE. IF 14, NO OTHER ANSWER POSSIBLE
 FILTER: ASK Q12 IF Q4=1

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	10999	736	1621	4371	2633	8965	11598	0	0	6109	5489	3366	8232	7576	3931	91	3894	5563	2141
Yes, I could not take the e-mail address that I used with my old provider with me	592 5%	48 6%	128 8%	244 6%	131 5%	495 6%	625 5%	0	0	389 6%	237 4%	149 4%	476 6%	437 6%	180 5%	7 8%	312 8%	254 5%	60 3%
Yes, at first my old provider was not reachable or did not provide me with the information I needed to be able to switch	577 5%	57 8%	87 5%	286 7%	134 5%	472 5%	606 5%	0	0	410 7%	196 4%	146 4%	460 6%	406 5%	199 5%	1 1%	272 7%	267 5%	67 3%
Yes, I experienced difficulties with other services included in my old package (such as TV, fixed telephony or mobile telephony)	501 5%	69 9%	103 6%	248 6%	132 5%	394 4%	526 5%	0	0	394 6%	132 2%	105 3%	421 5%	367 5%	158 4%	1 1%	267 7%	210 4%	49 2%
Yes, my new provider charged for the new internet connection before it became functional	498 5%	48 6%	109 7%	265 6%	146 6%	378 4%	524 5%	0	0	393 6%	131 2%	122 4%	402 5%	384 5%	139 4%	1 1%	282 7%	185 3%	58 3%
Yes, I did not know what steps to take to switch from one provider to another	471 4%	64 9%	121 7%	233 5%	141 5%	354 4%	495 4%	0	0	347 6%	148 3%	79 2%	416 5%	371 5%	124 3%	0	311 8%	154 3%	30 1%

Q12. Did you experience any problems when switching?

MULTIPLE ANSWERS 1-13 POSSIBLE. IF 14, NO OTHER ANSWER POSSIBLE
 FILTER: ASK Q12 IF Q4=1

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	10999	736	1621	4371	2633	8965	11598	0	0	6109	5489	3366	8232	7576	3931	91	3894	5563	2141
Yes, after signing the contract, I had to pay charges or costs to the new provider that I was not aware of before	405 4%	53 7%	86 5%	205 5%	99 4%	327 4%	427 4%	0	0	318 5%	109 2%	96 3%	331 4%	319 4%	103 3%	5 5%	243 6%	150 3%	34 2%
Yes, I had other difficulties when switching	392 4%	8 1%	39 2%	170 4%	110 4%	304 3%	414 4%	0	0	190 3%	224 4%	176 5%	238 3%	262 3%	151 4%	1 1%	102 3%	199 4%	112 5%
Any Difficulties	4817 44%	461 63%	914 56%	2099 48%	1262 48%	3814 43%	5076 44%	0	0	3092 51%	1984 36%	1353 40%	3723 45%	3415 45%	1632 42%	29 32%	2103 54%	2273 41%	699 33%
No, I did not experience any problems	6182 56%	274 37%	707 44%	2272 52%	1371 52%	5151 57%	6522 56%	0	0	3017 49%	3505 64%	2013 60%	4510 55%	4160 55%	2299 58%	62 68%	1790 46%	3290 59%	1442 67%

Q12. Did you experience any problems when switching?

MULTIPLE ANSWERS 1-13 POSSIBLE. IF 14, NO OTHER ANSWER POSSIBLE
 FILTER: ASK Q12 IF Q4=1

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	10999	1365	10233	6036	5563	1290	3957	2467	1540	7125	2245	1279	347	786
Yes, I experienced a significant interruption of my internet service	1085 10%	72 5%	1069 10%	630 10%	511 9%	170 13%	390 10%	198 8%	147 10%	791 11%	175 8%	130 10%	17 5%	39 5%
Yes, my old provider initially refused to cancel my contract/delayed cancellation of my contract	908 8%	70 5%	883 9%	551 9%	402 7%	144 11%	334 8%	171 7%	103 7%	622 9%	138 6%	130 10%	20 6%	66 8%
Yes, I could not install the new modem/router or experienced other technical difficulties	880 8%	87 6%	842 8%	493 8%	437 8%	144 11%	359 9%	194 8%	87 6%	557 8%	195 9%	104 8%	37 11%	56 7%
Yes, I had to pay both my old and new providers for a certain period of time	825 8%	67 5%	808 8%	449 7%	426 8%	115 9%	309 8%	185 7%	131 9%	470 7%	215 10%	118 9%	26 8%	66 8%
Yes, I had to pay an early termination fee to my old provider	638 6%	41 3%	631 6%	370 6%	302 5%	77 6%	258 7%	127 5%	63 4%	407 6%	127 6%	78 6%	23 7%	42 5%
Yes, I had problems returning my old equipment (<i>modem, router etc</i>)	627 6%	44 3%	616 6%	339 6%	321 6%	94 7%	214 5%	138 6%	59 4%	382 5%	143 6%	77 6%	46 13%	15 2%

Q12. Did you experience any problems when switching?

MULTIPLE ANSWERS 1-13 POSSIBLE. IF 14, NO OTHER ANSWER POSSIBLE
 FILTER: ASK Q12 IF Q4=1

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	10999	1365	10233	6036	5563	1290	3957	2467	1540	7125	2245	1279	347	786
Yes, I could not take the e-mail address that I used with my old provider with me	592 5%	36 3%	589 6%	301 5%	325 6%	69 5%	188 5%	129 5%	86 6%	342 5%	120 5%	96 8%	46 13%	31 4%
Yes, at first my old provider was not reachable or did not provide me with the information I needed to be able to switch	577 5%	36 3%	570 6%	317 5%	289 5%	118 9%	212 5%	106 4%	45 3%	353 5%	133 6%	77 6%	23 7%	26 3%
Yes, I experienced difficulties with other services included in my old package (such as TV, fixed telephony or mobile telephony)	501 5%	21 2%	505 5%	256 4%	271 5%	97 8%	178 5%	87 4%	71 5%	294 4%	102 5%	87 7%	24 7%	23 3%
Yes, my new provider charged for the new internet connection before it became functional	498 5%	15 1%	509 5%	252 4%	272 5%	84 6%	188 5%	91 4%	38 2%	357 5%	73 3%	65 5%	22 6%	19 2%
Yes, I did not know what steps to take to switch from one provider to another	471 4%	15 1%	480 5%	199 3%	296 5%	111 9%	152 4%	72 3%	39 3%	291 4%	100 4%	86 7%	10 3%	14 2%

Q12. Did you experience any problems when switching?

MULTIPLE ANSWERS 1-13 POSSIBLE. IF 14, NO OTHER ANSWER POSSIBLE
 FILTER: ASK Q12 IF Q4=1

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	10999	1365	10233	6036	5563	1290	3957	2467	1540	7125	2245	1279	347	786
Yes, after signing the contract, I had to pay charges or costs to the new provider that I was not aware of before	405 4%	21 2%	406 4%	187 3%	240 4%	80 6%	164 4%	54 2%	40 3%	260 4%	72 3%	62 5%	22 6%	19 2%
Yes, I had other difficulties when switching	392 4%	52 4%	362 4%	252 4%	162 3%	26 2%	137 3%	130 5%	45 3%	249 3%	103 5%	32 2%	13 4%	32 4%
Any Difficulties	4817 44%	376 28%	4700 46%	2480 41%	2596 47%	671 52%	1821 46%	957 39%	569 37%	3093 43%	966 43%	616 48%	214 62%	266 34%
No, I did not experience any problems	6182 56%	989 72%	5533 54%	3556 59%	2966 53%	619 48%	2135 54%	1510 61%	971 63%	4032 57%	1279 57%	663 52%	134 38%	519 66%

Q13. Would you say you are satisfied now that you have switched internet service provider?

ONE ANSWER ONLY

FILTER: ASK Q13 IF Q4=1

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	10999	5933	5665	1819	3959	3368	2450	276	1728	3849	3926	1517	301	2971	5471	3155
Yes, satisfied	8839 80%	4736 80%	4584 81%	1424 78%	3195 81%	2678 80%	2021 82%	230 83%	1418 82%	3115 81%	3161 81%	1152 76%	243 81%	2423 82%	4368 80%	2529 80%
No, not satisfied because my new provider is not as good as I thought	1063 10%	565 10%	554 10%	208 11%	393 10%	335 10%	182 7%	29 11%	172 10%	354 9%	366 9%	176 12%	22 7%	305 10%	522 10%	292 9%
No, not satisfied because my new provider is not as cheap as I thought	488 4%	288 5%	228 4%	96 5%	174 4%	148 4%	99 4%	4 2%	62 4%	173 4%	163 4%	98 6%	16 5%	121 4%	270 5%	125 4%
No, not satisfied because I realised there are even better deals available	399 4%	217 4%	202 4%	73 4%	125 3%	132 4%	89 4%	5 2%	43 2%	140 4%	147 4%	74 5%	11 4%	71 2%	220 4%	129 4%
No, not satisfied because of other reasons	209 2%	127 2%	97 2%	18 1%	71 2%	74 2%	59 2%	7 2%	33 2%	67 2%	89 2%	18 1%	10 3%	52 2%	91 2%	80 3%
Total Satisfied	8839 80%	4736 80%	4584 81%	1424 78%	3195 81%	2678 80%	2021 82%	230 83%	1418 82%	3115 81%	3161 81%	1152 76%	243 81%	2423 82%	4368 80%	2529 80%
Total Dissatisfied	2159 20%	1197 20%	1081 19%	395 22%	764 19%	690 20%	429 18%	46 17%	310 18%	734 19%	765 19%	365 24%	58 19%	549 18%	1103 20%	626 20%

Q13. Would you say you are satisfied now that you have switched internet service provider?

ONE ANSWER ONLY

FILTER: ASK Q13 IF Q4=1

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	10999	736	1621	4371	2633	8965	11598	0	0	6109	5489	3366	8232	7576	3931	91	3894	5563	2141
Yes, satisfied	8839 80%	574 78%	1228 76%	3415 78%	2125 81%	7195 80%	9320 80%	0	0	4859 80%	4461 81%	2807 83%	6513 79%	6028 80%	3223 82%	69 76%	3073 79%	4458 80%	1789 84%
No, not satisfied because my new provider is not as good as I thought	1063 10%	84 11%	187 12%	456 10%	232 9%	887 10%	1119 10%	0	0	653 11%	466 8%	300 9%	819 10%	745 10%	367 9%	7 8%	427 11%	534 10%	158 7%
No, not satisfied because my new provider is not as cheap as I thought	488 4%	31 4%	117 7%	232 5%	109 4%	408 5%	516 4%	0	0	290 5%	226 4%	99 3%	417 5%	365 5%	150 4%	2 2%	206 5%	264 5%	47 2%
No, not satisfied because I realised there are even better deals available	399 4%	19 3%	64 4%	181 4%	100 4%	319 4%	419 4%	0	0	200 3%	219 4%	85 3%	335 4%	286 4%	123 3%	11 12%	125 3%	186 3%	108 5%
No, not satisfied because of other reasons	209 2%	28 4%	24 1%	87 2%	66 3%	157 2%	223 2%	0	0	106 2%	117 2%	74 2%	149 2%	153 2%	68 2%	2 2%	63 2%	121 2%	39 2%
Total Satisfied	8839 80%	574 78%	1228 76%	3415 78%	2125 81%	7195 80%	9320 80%	0	0	4859 80%	4461 81%	2807 83%	6513 79%	6028 80%	3223 82%	69 76%	3073 79%	4458 80%	1789 84%
Total Dissatisfied	2159 20%	162 22%	393 24%	956 22%	507 19%	1771 20%	2278 20%	0	0	1250 20%	1028 19%	559 17%	1719 21%	1548 20%	708 18%	22 24%	821 21%	1105 20%	352 16%

Q13. Would you say you are satisfied now that you have switched internet service provider?

ONE ANSWER ONLY

FILTER: ASK Q13 IF Q4=1

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	10999	1365	10233	6036	5563	1290	3957	2467	1540	7125	2245	1279	347	786
Yes, satisfied	8839 80%	1131 83%	8188 80%	4933 82%	4387 79%	1015 79%	3082 78%	2046 83%	1315 85%	5722 80%	1837 82%	1044 82%	266 76%	595 76%
No, not satisfied because my new provider is not as good as I thought	1063 10%	134 10%	985 10%	532 9%	587 11%	113 9%	441 11%	195 8%	96 6%	696 10%	199 9%	107 8%	33 10%	98 12%
No, not satisfied because my new provider is not as cheap as I thought	488 4%	15 1%	501 5%	239 4%	278 5%	83 6%	207 5%	91 4%	48 3%	316 4%	81 4%	78 6%	28 8%	16 2%
No, not satisfied because I realised there are even better deals available	399 4%	48 4%	371 4%	199 3%	221 4%	52 4%	154 4%	86 3%	49 3%	270 4%	80 4%	26 2%	10 3%	42 5%
No, not satisfied because of other reasons	209 2%	36 3%	187 2%	133 2%	90 2%	27 2%	73 2%	48 2%	33 2%	121 2%	48 2%	24 2%	11 3%	35 4%
Total Satisfied	8839 80%	1131 83%	8188 80%	4933 82%	4387 79%	1015 79%	3082 78%	2046 83%	1315 85%	5722 80%	1837 82%	1044 82%	266 76%	595 76%
Total Dissatisfied	2159 20%	234 17%	2044 20%	1102 18%	1176 21%	274 21%	874 22%	421 17%	225 15%	1404 20%	409 18%	235 18%	82 24%	191 24%

Q14. Which of the following reasons made you CONSIDER switching your internet service provider?

MULTIPLE ANSWERS POSSIBLE
FILTER: ASK Q14 IF Q4=2 OR 3

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	8947	4835	4612	1208	2930	2936	2373	153	1359	3272	3140	1276	247	2188	4495	2765
I considered switching because I found a cheaper offer	4077 46%	2276 47%	2019 44%	513 42%	1257 43%	1405 48%	1120 47%	45 30%	625 46%	1508 46%	1438 46%	576 45%	102 41%	1040 48%	2036 45%	1218 44%
The speed of my internet connection was slower than it should be	2588 29%	1450 30%	1292 28%	468 39%	808 28%	883 30%	582 25%	23 15%	353 26%	873 27%	983 31%	434 34%	75 31%	657 30%	1229 27%	856 31%
I often experienced interruptions in my internet connection	2102 23%	1032 21%	1193 26%	399 33%	749 26%	620 21%	458 19%	27 18%	241 18%	768 23%	777 25%	318 25%	95 38%	482 22%	1070 24%	674 24%
I considered switching because another provider offered a different package of communications services	1843 21%	1055 22%	885 19%	234 19%	604 21%	638 22%	464 20%	20 13%	303 22%	672 21%	638 20%	241 19%	67 27%	493 23%	893 20%	553 20%
The customer service was poor	1502 17%	866 18%	723 16%	261 22%	507 17%	481 16%	340 14%	19 12%	149 11%	579 18%	559 18%	237 19%	45 18%	358 16%	711 16%	519 19%
I experienced blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)	1092 12%	627 13%	526 11%	247 20%	423 14%	295 10%	188 8%	16 10%	125 9%	416 13%	391 12%	167 13%	39 16%	310 14%	559 12%	285 10%

Q14. Which of the following reasons made you CONSIDER switching your internet service provider?

MULTIPLE ANSWERS POSSIBLE
 FILTER: ASK Q14 IF Q4=2 OR 3

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	8947	4835	4612	1208	2930	2936	2373	153	1359	3272	3140	1276	247	2188	4495	2765
I had problems with the other services included in the package (TV, fixed telephony, mobile telephony etc)	851 10%	445 9%	452 10%	159 13%	331 11%	252 9%	155 7%	8 5%	92 7%	285 9%	349 11%	138 11%	25 10%	228 10%	461 10%	208 8%
My bill was unclear	614 7%	380 8%	269 6%	155 13%	238 8%	180 6%	77 3%	5 3%	58 4%	229 7%	231 7%	108 8%	19 8%	161 7%	307 7%	181 7%
I considered switching because I moved house	507 6%	275 6%	264 6%	99 8%	217 7%	144 5%	79 3%	8 5%	55 4%	173 5%	210 7%	81 6%	13 5%	128 6%	286 6%	124 4%
My bill had errors	505 6%	277 6%	255 6%	98 8%	196 7%	141 5%	97 4%	12 8%	56 4%	201 6%	160 5%	88 7%	16 6%	146 7%	219 5%	167 6%
I had problems with additional online features provided (e-mail/online storage/personal website etc)	351 4%	217 4%	157 3%	91 7%	153 5%	73 2%	56 2%	6 4%	60 4%	93 3%	143 5%	68 5%	4 2%	100 5%	219 5%	54 2%
I often surpassed my download limit and was required to pay extra	346 4%	205 4%	162 4%	44 4%	175 6%	83 3%	65 3%	9 6%	28 2%	152 5%	107 3%	51 4%	19 8%	79 4%	201 4%	87 3%

Q14. Which of the following reasons made you CONSIDER switching your internet service provider?

MULTIPLE ANSWERS POSSIBLE
 FILTER: ASK Q14 IF Q4=2 OR 3

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	8947	4835	4612	1208	2930	2936	2373	153	1359	3272	3140	1276	247	2188	4495	2765
I had concerns regarding the use of my personal data/bank details by the provider	266 3%	153 3%	126 3%	65 5%	107 4%	58 2%	50 2%	2 1%	16 1%	113 3%	67 2%	67 5%	15 6%	72 3%	153 3%	55 2%
I considered switching for other reasons	561 6%	304 6%	286 6%	35 3%	139 5%	172 6%	245 10%	9 6%	87 6%	181 6%	222 7%	62 5%	30 12%	127 6%	263 6%	200 7%

Q14. Which of the following reasons made you CONSIDER switching your internet service provider?

MULTIPLE ANSWERS POSSIBLE
 FILTER: ASK Q14 IF Q4=2 OR 3

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	8947	630	1854	4190	3342	6106	0	9447	0	4863	4585	2813	6634	5893	3491	63	3129	4809	1510
I considered switching because I found a cheaper offer	4077 46%	248 39%	830 45%	2105 50%	1746 52%	2549 42%	0	4295 45%	0	2183 45%	2112 46%	1412 50%	2882 43%	2628 45%	1645 47%	22 34%	1334 43%	2298 48%	663 44%
The speed of my internet connection was slower than it should be	2588 29%	173 27%	558 30%	1249 30%	935 28%	1807 30%	0	2742 29%	0	1483 31%	1258 27%	888 32%	1854 28%	1884 32%	846 24%	12 18%	931 30%	1421 30%	390 26%
I often experienced interruptions in my internet connection	2102 23%	152 24%	480 26%	946 23%	728 22%	1497 25%	0	2225 24%	0	1166 24%	1059 23%	615 22%	1610 24%	1503 26%	702 20%	19 31%	739 24%	1130 24%	356 24%
I considered switching because another provider offered a different package of communications services	1843 21%	109 17%	396 21%	901 22%	687 21%	1253 21%	0	1940 21%	0	1014 21%	926 20%	603 21%	1337 20%	1251 21%	675 19%	14 22%	683 22%	960 20%	297 20%
The customer service was poor	1502 17%	105 17%	372 20%	740 18%	484 14%	1105 18%	0	1588 17%	0	869 18%	719 16%	478 17%	1111 17%	1024 17%	548 16%	17 26%	525 17%	818 17%	245 16%
I experienced blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)	1092 12%	99 16%	261 14%	547 13%	338 10%	815 13%	0	1153 12%	0	627 13%	526 11%	350 12%	803 12%	766 13%	381 11%	6 10%	445 14%	553 11%	155 10%

Q14. Which of the following reasons made you CONSIDER switching your internet service provider?

MULTIPLE ANSWERS POSSIBLE
 FILTER: ASK Q14 IF Q4=2 OR 3

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	8947	630	1854	4190	3342	6106	0	9447	0	4863	4585	2813	6634	5893	3491	63	3129	4809	1510
I had problems with the other services included in the package (TV, fixed telephony, mobile telephony etc)	851 10%	67 11%	218 12%	387 9%	320 10%	578 9%	0 0	898 10%	0 0	518 11%	379 8%	232 8%	666 10%	589 10%	299 9%	10 15%	320 10%	453 9%	124 8%
My bill was unclear	614 7%	58 9%	120 6%	330 8%	270 8%	379 6%	0 0	649 7%	0 0	422 9%	227 5%	201 7%	448 7%	417 7%	232 7%	0 1%	258 8%	323 7%	68 5%
I considered switching because I moved house	507 6%	43 7%	93 5%	272 6%	158 5%	381 6%	0 0	538 6%	0 0	318 7%	220 5%	168 6%	370 6%	343 6%	195 6%	0 0	196 6%	271 6%	71 5%
My bill had errors	505 6%	34 5%	107 6%	314 8%	207 6%	325 5%	0 0	532 6%	0 0	391 8%	141 3%	116 4%	416 6%	381 6%	151 4%	0 0	225 7%	232 5%	75 5%
I had problems with additional online features provided (e-mail/online storage/personal website etc)	351 4%	35 6%	102 6%	191 5%	135 4%	238 4%	0 0	373 4%	0 0	269 6%	104 2%	88 3%	285 4%	221 4%	146 4%	7 11%	210 7%	150 3%	14 1%
I often surpassed my download limit and was required to pay extra	346 4%	18 3%	68 4%	212 5%	140 4%	227 4%	0 0	367 4%	0 0	233 5%	134 3%	67 2%	300 5%	219 4%	148 4%	0 0	156 5%	165 3%	46 3%

Q14. Which of the following reasons made you CONSIDER switching your internet service provider?

MULTIPLE ANSWERS POSSIBLE
 FILTER: ASK Q14 IF Q4=2 OR 3

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	8947	630	1854	4190	3342	6106	0	9447	0	4863	4585	2813	6634	5893	3491	63	3129	4809	1510
I had concerns regarding the use of my personal data/bank details by the provider	266 3%	25 4%	46 2%	167 4%	89 3%	191 3%	0 0	279 3%	0 0	193 4%	87 2%	54 2%	226 3%	176 3%	93 3%	11 18%	141 5%	102 2%	36 2%
I considered switching for other reasons	561 6%	44 7%	65 4%	233 6%	209 6%	382 6%	0 0	590 6%	0 0	248 5%	343 7%	224 8%	366 6%	389 7%	201 6%	0 0	149 5%	309 6%	132 9%

Q14. Which of the following reasons made you CONSIDER switching your internet service provider?

MULTIPLE ANSWERS POSSIBLE
 FILTER: ASK Q14 IF Q4=2 OR 3

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	8947	1123	8325	4634	4814	1313	3225	1845	870	6079	1894	905	267	420
I considered switching because I found a cheaper offer	4077 46%	427 38%	3867 46%	2326 50%	1969 41%	471 36%	1433 44%	940 51%	366 42%	2986 49%	777 41%	341 38%	82 31%	173 41%
The speed of my internet connection was slower than it should be	2588 29%	436 39%	2306 28%	1377 30%	1365 28%	439 33%	978 30%	473 26%	233 27%	1754 29%	496 26%	278 31%	85 32%	172 41%
I often experienced interruptions in my internet connection	2102 23%	363 32%	1862 22%	1132 24%	1094 23%	373 28%	788 24%	366 20%	211 24%	1309 22%	475 25%	247 27%	87 33%	141 34%
I considered switching because another provider offered a different package of communications services	1843 21%	204 18%	1736 21%	1029 22%	911 19%	227 17%	628 19%	423 23%	171 20%	1342 22%	344 18%	182 20%	32 12%	70 17%
The customer service was poor	1502 17%	165 15%	1423 17%	889 19%	699 15%	215 16%	577 18%	249 13%	157 18%	1010 17%	333 18%	166 18%	51 19%	54 13%
I experienced blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)	1092 12%	140 13%	1013 12%	654 14%	499 10%	178 14%	417 13%	215 12%	101 12%	691 11%	225 12%	141 16%	43 16%	80 19%

Q14. Which of the following reasons made you CONSIDER switching your internet service provider?

MULTIPLE ANSWERS POSSIBLE
 FILTER: ASK Q14 IF Q4=2 OR 3

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	8947	1123	8325	4634	4814	1313	3225	1845	870	6079	1894	905	267	420
I had problems with the other services included in the package (TV, fixed telephony, mobile telephony etc)	851 10%	12 1%	885 11%	444 10%	453 9%	154 12%	307 10%	190 10%	100 12%	488 8%	247 13%	118 13%	36 13%	22 5%
My bill was unclear	614 7%	44 4%	605 7%	331 7%	318 7%	62 5%	238 7%	127 7%	60 7%	391 6%	122 6%	104 11%	16 6%	24 6%
I considered switching because I moved house	507 6%	54 5%	485 6%	255 5%	284 6%	81 6%	175 5%	103 6%	66 8%	328 5%	129 7%	51 6%	13 5%	26 6%
My bill had errors	505 6%	36 3%	496 6%	261 6%	272 6%	80 6%	214 7%	102 6%	53 6%	327 5%	93 5%	66 7%	42 16%	8 2%
I had problems with additional online features provided (e-mail/online storage/personal website etc)	351 4%	19 2%	354 4%	152 3%	221 5%	50 4%	147 5%	71 4%	26 3%	183 3%	88 5%	59 6%	36 14%	11 3%
I often surpassed my download limit and was required to pay extra	346 4%	52 5%	314 4%	147 3%	220 5%	74 6%	147 5%	58 3%	15 2%	193 3%	78 4%	37 4%	16 6%	43 10%

Q14. Which of the following reasons made you CONSIDER switching your internet service provider?

MULTIPLE ANSWERS POSSIBLE
 FILTER: ASK Q14 IF Q4=2 OR 3

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	8947	1123	8325	4634	4814	1313	3225	1845	870	6079	1894	905	267	420
I had concerns regarding the use of my personal data/bank details by the provider	266 3%	30 3%	249 3%	105 2%	175 4%	54 4%	73 2%	47 3%	26 3%	142 2%	76 4%	46 5%	14 5%	5 1%
I considered switching for other reasons	561 6%	102 9%	488 6%	292 6%	298 6%	105 8%	203 6%	112 6%	50 6%	388 6%	142 8%	28 3%	8 3%	29 7%

Q15. Which of the following are the main reasons why you have NOT SWITCHED your internet service provider? Please give up to three reasons.

UP TO THREE ANSWERS

FILTER: ASK Q15 IF Q4=2 OR 3

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	8947	4835	4612	1208	2930	2936	2373	153	1359	3272	3140	1276	247	2188	4495	2765
I wanted to see if my current provider offers me a better deal first	1744 19%	984 20%	855 19%	196 16%	565 19%	587 20%	491 21%	13 8%	250 18%	647 20%	600 19%	273 21%	56 23%	463 21%	848 19%	528 19%
I am reluctant to leave a provider I know for one I don't know	1472 16%	746 15%	804 17%	159 13%	419 14%	504 17%	469 20%	26 17%	188 14%	589 18%	531 17%	188 15%	28 11%	362 17%	702 16%	487 18%
I need to wait until the end of my contract so I can switch without paying a penalty	1423 16%	813 17%	686 15%	209 17%	425 14%	506 17%	359 15%	15 10%	220 16%	561 17%	465 15%	192 15%	46 19%	310 14%	782 17%	406 15%
I just haven't had time	1344 15%	642 13%	780 17%	203 17%	496 17%	451 15%	272 11%	11 7%	135 10%	523 16%	521 17%	196 15%	36 15%	368 17%	683 15%	370 13%
It is difficult to compare offers	1210 14%	654 14%	624 14%	183 15%	334 11%	433 15%	329 14%	28 18%	197 15%	429 13%	443 14%	155 12%	27 11%	300 14%	615 14%	363 13%
I might experience a significant internet service interruption or other technical difficulties	1187 13%	612 13%	637 14%	167 14%	371 13%	406 14%	306 13%	12 8%	175 13%	413 13%	437 14%	176 14%	36 15%	314 14%	552 12%	382 14%

Q15. Which of the following are the main reasons why you have NOT SWITCHED your internet service provider? Please give up to three reasons.

UP TO THREE ANSWERS

FILTER: ASK Q15 IF Q4=2 OR 3

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	8947	4835	4612	1208	2930	2936	2373	153	1359	3272	3140	1276	247	2188	4495	2765
It's not worth the effort because all offers are similar	1077 12%	656 14%	486 11%	147 12%	330 11%	346 12%	319 13%	25 16%	168 12%	379 12%	393 13%	141 11%	35 14%	273 12%	541 12%	328 12%
My current provider offers the best value for money	1049 12%	701 14%	406 9%	150 12%	382 13%	307 10%	268 11%	19 12%	148 11%	363 11%	391 12%	157 12%	29 12%	219 10%	561 12%	327 12%
I might have to pay additional fees or charges for switching	845 9%	411 9%	481 10%	131 11%	314 11%	261 9%	186 8%	18 12%	104 8%	313 10%	305 10%	128 10%	25 10%	188 9%	436 10%	267 10%
There are too many offers to choose from	800 9%	376 8%	475 10%	137 11%	239 8%	278 9%	196 8%	14 9%	142 10%	269 8%	275 9%	116 9%	35 14%	202 9%	436 10%	213 8%
There is no other provider in my area offering the package of communications services (such as TV, fixed telephony or mobile telephony) I would like	651 7%	406 8%	285 6%	110 9%	209 7%	196 7%	176 7%	5 4%	96 7%	208 6%	250 8%	106 8%	26 10%	167 8%	306 7%	218 8%
I might experience difficulties with other services included in my package (such as TV, fixed telephony or mobile telephony)	631 7%	340 7%	328 7%	93 8%	204 7%	195 7%	177 7%	4 2%	102 8%	225 7%	243 8%	76 6%	18 7%	164 7%	320 7%	184 7%

Q15. Which of the following are the main reasons why you have NOT SWITCHED your internet service provider? Please give up to three reasons.

UP TO THREE ANSWERS

FILTER: ASK Q15 IF Q4=2 OR 3

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	8947	4835	4612	1208	2930	2936	2373	153	1359	3272	3140	1276	247	2188	4495	2765
I was going to switch when my contract expired then I didn't	599 7%	325 7%	307 7%	76 6%	224 8%	211 7%	121 5%	13 9%	61 5%	231 7%	185 6%	127 10%	14 6%	126 6%	354 8%	152 5%
I'm not sure what steps I need to take to switch	582 7%	341 7%	276 6%	146 12%	163 6%	158 5%	151 6%	3 2%	77 6%	248 8%	164 5%	104 8%	22 9%	111 5%	349 8%	157 6%
I am concerned I might lose my email address with my current provider	557 6%	323 7%	266 6%	76 6%	122 4%	205 7%	187 8%	17 11%	109 8%	179 5%	218 7%	52 4%	13 5%	155 7%	229 5%	205 7%
There is no other provider offering broadband internet access in my area	544 6%	328 7%	250 5%	97 8%	219 7%	150 5%	112 5%	4 3%	60 4%	206 6%	194 6%	89 7%	25 10%	119 5%	210 5%	250 9%
I would need to change, return or pay for equipment I have from my current provider	539 6%	274 6%	296 6%	115 10%	201 7%	152 5%	103 4%	5 4%	76 6%	173 5%	211 7%	92 7%	13 5%	148 7%	257 6%	165 6%
No one else I know has switched	181 2%	101 2%	92 2%	39 3%	61 2%	68 2%	25 1%	3 2%	25 2%	54 2%	75 2%	34 3%	1 0	66 3%	98 2%	29 1%

Q15. Which of the following are the main reasons why you have NOT SWITCHED your internet service provider? Please give up to three reasons.

UP TO THREE ANSWERS

FILTER: ASK Q15 IF Q4=2 OR 3

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	8947	4835	4612	1208	2930	2936	2373	153	1359	3272	3140	1276	247	2188	4495	2765
Other reason	459 5%	241 5%	245 5%	39 3%	125 4%	125 4%	197 8%	6 4%	63 5%	146 4%	189 6%	67 5%	14 6%	126 6%	225 5%	134 5%
Don't know	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0

Q15. Which of the following are the main reasons why you have NOT SWITCHED your internet service provider? Please give up to three reasons.

UP TO THREE ANSWERS

FILTER: ASK Q15 IF Q4=2 OR 3

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	8947	630	1854	4190	3342	6106	0	9447	0	4863	4585	2813	6634	5893	3491	63	3129	4809	1510
I wanted to see if my current provider offers me a better deal first	1744 19%	109 17%	359 19%	920 22%	678 20%	1161 19%	0	1839 19%	0	1030 21%	809 18%	611 22%	1228 19%	1181 20%	652 19%	6 10%	598 19%	1019 21%	222 15%
I am reluctant to leave a provider I know for one I don't know	1472 16%	88 14%	275 15%	662 16%	641 19%	910 15%	0	1551 16%	0	679 14%	872 19%	434 15%	1117 17%	967 16%	573 16%	11 17%	465 15%	828 17%	257 17%
I need to wait until the end of my contract so I can switch without paying a penalty	1423 16%	91 14%	322 17%	670 16%	557 17%	941 15%	0	1498 16%	0	761 16%	737 16%	523 19%	976 15%	977 17%	516 15%	6 9%	517 17%	734 15%	247 16%
I just haven't had time	1344 15%	52 8%	266 14%	592 14%	452 14%	970 16%	0	1422 15%	0	649 13%	772 17%	369 13%	1053 16%	852 14%	556 16%	14 22%	483 15%	744 15%	195 13%
It is difficult to compare offers	1210 14%	65 10%	230 12%	594 14%	458 14%	820 13%	0	1279 14%	0	660 14%	618 13%	314 11%	964 15%	783 13%	489 14%	6 10%	456 15%	599 12%	223 15%
I might experience a significant internet service interruption or other technical difficulties	1187 13%	64 10%	212 11%	614 15%	487 15%	761 12%	0	1248 13%	0	631 13%	618 13%	384 14%	864 13%	863 15%	384 11%	1 2%	399 13%	639 13%	211 14%

Q15. Which of the following are the main reasons why you have NOT SWITCHED your internet service provider? Please give up to three reasons.

UP TO THREE ANSWERS

FILTER: ASK Q15 IF Q4=2 OR 3

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	8947	630	1854	4190	3342	6106	0	9447	0	4863	4585	2813	6634	5893	3491	63	3129	4809	1510
It's not worth the effort because all offers are similar	1077 12%	43 7%	199 11%	525 13%	373 11%	769 13%	0	1142 12%	0	588 12%	554 12%	338 12%	804 12%	726 12%	416 12%	0 1%	348 11%	568 12%	227 15%
My current provider offers the best value for money	1049 12%	47 7%	214 12%	587 14%	256 8%	851 14%	0	1107 12%	0	657 14%	450 10%	454 16%	653 10%	718 12%	387 11%	2 3%	321 10%	578 12%	209 14%
I might have to pay additional fees or charges for switching	845 9%	50 8%	187 10%	432 10%	281 8%	611 10%	0	892 9%	0	458 9%	433 9%	228 8%	664 10%	606 10%	285 8%	1 1%	310 10%	432 9%	150 10%
There are too many offers to choose from	800 9%	44 7%	122 7%	437 10%	265 8%	586 10%	0	851 9%	0	448 9%	402 9%	167 6%	683 10%	512 9%	332 10%	7 10%	275 9%	433 9%	143 9%
There is no other provider in my area offering the package of communications services (such as TV, fixed telephony or mobile telephony) I would like	651 7%	79 13%	209 11%	245 6%	265 8%	426 7%	0	691 7%	0	407 8%	285 6%	249 9%	442 7%	480 8%	210 6%	2 3%	241 8%	362 8%	88 6%
I might experience difficulties with other services included in my package (such as TV, fixed telephony or mobile telephony)	631 7%	55 9%	143 8%	286 7%	261 8%	408 7%	0	668 7%	0	334 7%	334 7%	177 6%	492 7%	412 7%	256 7%	0 1%	203 6%	344 7%	122 8%

Q15. Which of the following are the main reasons why you have NOT SWITCHED your internet service provider? Please give up to three reasons.

UP TO THREE ANSWERS

FILTER: ASK Q15 IF Q4=2 OR 3

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	8947	630	1854	4190	3342	6106	0	9447	0	4863	4585	2813	6634	5893	3491	63	3129	4809	1510
I was going to switch when my contract expired then I didn't	599 7%	53 8%	126 7%	291 7%	271 8%	362 6%	0 0	632 7%	0 0	330 7%	302 7%	173 6%	459 7%	408 7%	212 6%	12 19%	223 7%	345 7%	64 4%
I'm not sure what steps I need to take to switch	582 7%	47 7%	107 6%	292 7%	219 7%	399 7%	0 0	618 7%	0 0	289 6%	328 7%	119 4%	498 8%	355 6%	259 7%	4 7%	191 6%	339 7%	88 6%
I am concerned I might lose my email address with my current provider	557 6%	44 7%	101 5%	252 6%	257 8%	332 5%	0 0	589 6%	0 0	304 6%	285 6%	219 8%	370 6%	380 6%	205 6%	3 5%	202 6%	269 6%	118 8%
There is no other provider offering broadband internet access in my area	544 6%	122 19%	163 9%	139 3%	281 8%	297 5%	0 0	578 6%	0 0	342 7%	236 5%	207 7%	371 6%	377 6%	185 5%	16 25%	225 7%	307 6%	47 3%
I would need to change, return or pay for equipment I have from my current provider	539 6%	40 6%	118 6%	279 7%	212 6%	358 6%	0 0	570 6%	0 0	301 6%	269 6%	167 6%	403 6%	384 7%	183 5%	3 5%	245 8%	269 6%	56 4%

Q15. Which of the following are the main reasons why you have NOT SWITCHED your internet service provider? Please give up to three reasons.

UP TO THREE ANSWERS

FILTER: ASK Q15 IF Q4=2 OR 3

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	8947	630	1854	4190	3342	6106	0	9447	0	4863	4585	2813	6634	5893	3491	63	3129	4809	1510
No one else I know has switched	181 2%	12 2%	39 2%	99 2%	61 2%	132 2%	0 0	193 2%	0 0	105 2%	87 2%	31 1%	162 2%	97 2%	95 3%	0 0	86 3%	91 2%	15 1%
Other reason	459 5%	29 5%	73 4%	263 6%	143 4%	343 6%	0 0	486 5%	0 0	221 5%	265 6%	175 6%	311 5%	323 5%	163 5%	0 1%	131 4%	228 5%	127 8%
Don't know	0 0	0 0	0 0	0 0	0 0	0 0	0 0	1 0	0 0	0 0	0 0	0 0	1 0	0 0	0 0	0 0	0 0	0 0	0 0

Volume

Q15. Which of the following are the main reasons why you have NOT SWITCHED your internet service provider? Please give up to three reasons.

UP TO THREE ANSWERS
 FILTER: ASK Q15 IF Q4=2 OR 3

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	8947	1123	8325	4634	4814	1313	3225	1845	870	6079	1894	905	267	420
I wanted to see if my current provider offers me a better deal first	1744 19%	197 18%	1642 20%	1005 22%	834 17%	269 21%	681 21%	389 21%	173 20%	1187 20%	369 19%	206 23%	32 12%	82 20%
I am reluctant to leave a provider I know for one I don't know	1472 16%	180 16%	1371 16%	783 17%	768 16%	194 15%	541 17%	268 15%	131 15%	1105 18%	285 15%	86 10%	35 13%	56 13%
I need to wait until the end of my contract so I can switch without paying a penalty	1423 16%	189 17%	1310 16%	719 16%	779 16%	191 15%	565 18%	282 15%	136 16%	952 16%	293 15%	156 17%	32 12%	90 21%
I just haven't had time	1344 15%	222 20%	1200 14%	659 14%	762 16%	223 17%	478 15%	261 14%	112 13%	868 14%	317 17%	129 14%	48 18%	86 20%
It is difficult to compare offers	1210 14%	146 13%	1132 14%	618 13%	661 14%	204 16%	463 14%	200 11%	124 14%	838 14%	270 14%	98 11%	32 12%	60 14%
I might experience a significant internet service interruption or other technical difficulties	1187 13%	135 12%	1113 13%	724 16%	525 11%	188 14%	337 10%	233 13%	121 14%	952 16%	158 8%	98 11%	10 4%	45 11%

Q15. Which of the following are the main reasons why you have NOT SWITCHED your internet service provider? Please give up to three reasons.

UP TO THREE ANSWERS

FILTER: ASK Q15 IF Q4=2 OR 3

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	8947	1123	8325	4634	4814	1313	3225	1845	870	6079	1894	905	267	420
It's not worth the effort because all offers are similar	1077 12%	132 12%	1010 12%	633 14%	509 11%	142 11%	392 12%	222 12%	99 11%	776 13%	215 11%	86 10%	27 10%	59 14%
My current provider offers the best value for money	1049 12%	174 16%	933 11%	581 13%	526 11%	143 11%	358 11%	246 13%	111 13%	666 11%	252 13%	112 12%	34 13%	56 13%
I might have to pay additional fees or charges for switching	845 9%	86 8%	806 10%	470 10%	422 9%	101 8%	323 10%	189 10%	80 9%	577 9%	168 9%	80 9%	43 16%	36 9%
There are too many offers to choose from	800 9%	115 10%	735 9%	388 8%	463 10%	116 9%	316 10%	158 9%	76 9%	517 9%	192 10%	85 9%	20 8%	39 9%
There is no other provider in my area offering the package of communications services (such as TV, fixed telephony or mobile telephony) I would like	651 7%	42 4%	650 8%	351 8%	341 7%	100 8%	225 7%	165 9%	66 8%	382 6%	186 10%	92 10%	17 6%	23 6%
I might experience difficulties with other services included in my package (such as TV, fixed telephony or mobile telephony)	631 7%	18 2%	651 8%	346 7%	322 7%	58 4%	225 7%	188 10%	84 10%	434 7%	162 9%	54 6%	11 4%	9 2%

Volume

Q15. Which of the following are the main reasons why you have NOT SWITCHED your internet service provider? Please give up to three reasons.

UP TO THREE ANSWERS
 FILTER: ASK Q15 IF Q4=2 OR 3

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	8947	1123	8325	4634	4814	1313	3225	1845	870	6079	1894	905	267	420
I was going to switch when my contract expired then I didn't	599 7%	75 7%	557 7%	295 6%	337 7%	68 5%	218 7%	156 8%	45 5%	390 6%	115 6%	87 10%	21 8%	31 7%
I'm not sure what steps I need to take to switch	582 7%	64 6%	553 7%	299 6%	318 7%	86 7%	256 8%	70 4%	57 7%	335 6%	175 9%	81 9%	17 6%	19 4%
I am concerned I might lose my email address with my current provider	557 6%	47 4%	542 7%	274 6%	315 7%	72 6%	190 6%	148 8%	49 6%	421 7%	113 6%	31 3%	18 7%	6 1%
There is no other provider offering broadband internet access in my area	544 6%	111 10%	467 6%	254 5%	325 7%	99 8%	225 7%	98 5%	40 5%	309 5%	128 7%	91 10%	21 8%	34 8%
I would need to change, return or pay for equipment I have from my current provider	539 6%	34 3%	536 6%	271 6%	299 6%	74 6%	194 6%	141 8%	42 5%	361 6%	116 6%	47 5%	29 11%	26 6%

Volume

Q15. Which of the following are the main reasons why you have NOT SWITCHED your internet service provider? Please give up to three reasons.

UP TO THREE ANSWERS
 FILTER: ASK Q15 IF Q4=2 OR 3

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	8947	1123	8325	4634	4814	1313	3225	1845	870	6079	1894	905	267	420
No one else I know has switched	181 2%	5 0	188 2%	58 1%	134 3%	29 2%	71 2%	36 2%	14 2%	110 2%	28 1%	41 5%	12 5%	2 1%
Other reason	459 5%	84 7%	402 5%	273 6%	213 4%	56 4%	147 5%	128 7%	49 6%	339 6%	97 5%	27 3%	6 2%	23 5%
Don't know	0 0	0 0	1 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0

Q16. Which of the following reasons best explain why you have NOT CONSIDERED switching your internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS

FILTER: ASK Q16 IF Q4=4 OR 5

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	7723	3701	4496	1023	2068	2285	2821	238	1488	2933	2328	887	318	1716	3756	2725
I am satisfied with my current internet provider	3695 48%	1829 49%	2101 47%	439 43%	1000 48%	1126 49%	1366 48%	125 53%	651 44%	1415 48%	1147 49%	436 49%	152 48%	876 51%	1817 48%	1237 45%
My current provider offers the best value for money	1963 25%	1019 28%	1054 23%	280 27%	598 29%	557 24%	638 23%	27 11%	324 22%	753 26%	646 28%	254 29%	66 21%	472 27%	1040 28%	561 21%
It's not worth the effort because all offers are similar	1262 16%	629 17%	715 16%	154 15%	292 14%	355 16%	543 19%	59 25%	224 15%	432 15%	415 18%	169 19%	42 13%	304 18%	642 17%	398 15%
I am reluctant to leave a provider I know for one I don't know	1201 16%	587 16%	687 15%	123 12%	235 11%	324 14%	592 21%	45 19%	184 12%	457 16%	413 18%	122 14%	53 17%	233 14%	562 15%	479 18%
I might experience a significant internet service interruption or other technical difficulties	783 10%	340 9%	484 11%	87 9%	172 8%	233 10%	331 12%	12 5%	152 10%	299 10%	239 10%	90 10%	32 10%	208 12%	354 9%	261 10%
I need to wait until the end of my contract so I can switch without paying a penalty	643 8%	270 7%	407 9%	93 9%	199 10%	159 7%	225 8%	8 3%	138 9%	247 8%	190 8%	68 8%	26 8%	155 9%	344 9%	178 7%

Q16. Which of the following reasons best explain why you have NOT CONSIDERED switching your internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS

FILTER: ASK Q16 IF Q4=4 OR 5

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	7723	3701	4496	1023	2068	2285	2821	238	1488	2933	2328	887	318	1716	3756	2725
There is no other provider offering broadband internet access in my area	519 7%	229 6%	325 7%	65 6%	137 7%	180 8%	173 6%	11 4%	106 7%	171 6%	175 8%	58 7%	33 10%	82 5%	145 4%	327 12%
It is difficult to compare offers	515 7%	241 6%	311 7%	76 7%	111 5%	139 6%	226 8%	25 11%	126 8%	184 6%	142 6%	38 4%	36 11%	122 7%	231 6%	198 7%
There is no other provider in my area offering the package of communications services (such as TV, fixed telephony or mobile telephony) I would like	516 7%	220 6%	328 7%	67 7%	150 7%	154 7%	177 6%	21 9%	73 5%	204 7%	156 7%	70 8%	22 7%	87 5%	224 6%	236 9%
I might have to pay additional fees or charges for switching	471 6%	199 5%	299 7%	106 10%	131 6%	111 5%	150 5%	18 8%	74 5%	183 6%	122 5%	73 8%	28 9%	128 7%	233 6%	137 5%
I might experience difficulties with other services included in my package (such as TV, fixed telephony or mobile telephony)	432 6%	206 6%	254 6%	57 6%	90 4%	137 6%	176 6%	23 9%	87 6%	154 5%	127 5%	58 6%	12 4%	112 7%	244 6%	104 4%
I just haven't had time	420 5%	214 6%	232 5%	93 9%	161 8%	116 5%	75 3%	13 5%	47 3%	154 5%	134 6%	84 9%	15 5%	79 5%	218 6%	149 5%

Q16. Which of the following reasons best explain why you have NOT CONSIDERED switching your internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS

FILTER: ASK Q16 IF Q4=4 OR 5

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	7723	3701	4496	1023	2068	2285	2821	238	1488	2933	2328	887	318	1716	3756	2725
There are too many offers to choose from	405 5%	190 5%	240 5%	52 5%	104 5%	99 4%	174 6%	23 9%	78 5%	151 5%	99 4%	53 6%	26 8%	67 4%	186 5%	176 6%
I am concerned I might lose my email address with my current provider	271 4%	149 4%	139 3%	11 1%	43 2%	95 4%	139 5%	4 2%	57 4%	94 3%	88 4%	36 4%	9 3%	68 4%	107 3%	113 4%
I would need to change, return or pay for equipment I have from my current provider	234 3%	121 3%	127 3%	35 3%	62 3%	81 4%	70 2%	15 6%	33 2%	86 3%	73 3%	28 3%	13 4%	60 3%	125 3%	64 2%
I'm not sure what steps I need to take to switch	177 2%	88 2%	101 2%	30 3%	51 2%	57 3%	50 2%	4 2%	38 3%	59 2%	53 2%	29 3%	6 2%	54 3%	87 2%	47 2%
No one else I know has switched	129 2%	79 2%	57 1%	42 4%	40 2%	32 1%	24 1%	3 1%	46 3%	49 2%	29 1%	5 1%	5 2%	10 1%	59 2%	67 2%
Other reason	315 4%	145 4%	191 4%	27 3%	87 4%	84 4%	137 5%	7 3%	56 4%	126 4%	104 4%	35 4%	8 2%	82 5%	136 4%	118 4%
Don't know	3 0	3 0	1 0	0 0	0 0	0 0	3 0	0 0	0 0	0 0	2 0	0 0	0 0	0 0	3 0	1 0

Q16. Which of the following reasons best explain why you have NOT CONSIDERED switching your internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS

FILTER: ASK Q16 IF Q4=4 OR 5

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	7723	297	804	1485	2877	5320	0	0	8197	2544	5653	1985	6211	4762	3282	153	2236	3838	2123
I am satisfied with my current internet provider	3695 48%	94 32%	278 35%	752 51%	1329 46%	2601 49%	0	0	3930 48%	1141 45%	2788 49%	1024 52%	2906 47%	2381 50%	1513 46%	36 24%	988 44%	1948 51%	994 47%
My current provider offers the best value for money	1963 25%	65 22%	223 28%	519 35%	476 17%	1597 30%	0	0	2073 25%	712 28%	1361 24%	632 32%	1441 23%	1289 27%	743 23%	42 27%	570 25%	951 25%	553 26%
It's not worth the effort because all offers are similar	1262 16%	32 11%	110 14%	271 18%	519 18%	825 16%	0	0	1344 16%	454 18%	889 16%	368 19%	976 16%	781 16%	545 17%	17 11%	332 15%	624 16%	388 18%
I am reluctant to leave a provider I know for one I don't know	1201 16%	23 8%	115 14%	233 16%	552 19%	722 14%	0	0	1274 16%	354 14%	920 16%	309 16%	965 16%	749 16%	520 16%	5 3%	300 13%	619 16%	355 17%
I might experience a significant internet service interruption or other technical difficulties	783 10%	24 8%	85 11%	145 10%	360 13%	464 9%	0	0	824 10%	236 9%	587 10%	226 11%	597 10%	480 10%	333 10%	11 7%	191 9%	433 11%	199 9%
I need to wait until the end of my contract so I can switch without paying a penalty	643 8%	26 9%	104 13%	128 9%	258 9%	418 8%	0	0	676 8%	207 8%	469 8%	152 8%	524 8%	414 9%	246 7%	16 11%	176 8%	323 8%	177 8%

Q16. Which of the following reasons best explain why you have NOT CONSIDERED switching your internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS

FILTER: ASK Q16 IF Q4=4 OR 5

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	7723	297	804	1485	2877	5320	0	0	8197	2544	5653	1985	6211	4762	3282	153	2236	3838	2123
There is no other provider offering broadband internet access in my area	519 7%	76 26%	86 11%	35 2%	290 10%	265 5%	0 0	0 0	555 7%	185 7%	370 7%	158 8%	397 6%	317 7%	234 7%	3 2%	148 7%	299 8%	107 5%
It is difficult to compare offers	515 7%	13 5%	78 10%	93 6%	227 8%	324 6%	0 0	0 0	551 7%	151 6%	400 7%	92 5%	460 7%	285 6%	263 8%	3 2%	122 5%	284 7%	145 7%
There is no other provider in my area offering the package of communications services (such as TV, fixed telephony or mobile telephony) I would like	516 7%	49 17%	34 4%	82 6%	216 7%	332 6%	0 0	0 0	548 7%	175 7%	373 7%	178 9%	370 6%	338 7%	209 6%	1 1%	162 7%	234 6%	151 7%
I might have to pay additional fees or charges for switching	471 6%	26 9%	81 10%	98 7%	162 6%	336 6%	0 0	0 0	498 6%	192 8%	307 5%	139 7%	359 6%	293 6%	197 6%	9 6%	153 7%	245 6%	100 5%
I might experience difficulties with other services included in my package (such as TV, fixed telephony or mobile telephony)	432 6%	13 4%	61 8%	112 8%	195 7%	265 5%	0 0	0 0	460 6%	177 7%	282 5%	115 6%	344 6%	260 5%	192 6%	7 5%	186 8%	194 5%	80 4%
I just haven't had time	420 5%	16 5%	42 5%	84 6%	172 6%	275 5%	0 0	0 0	447 5%	120 5%	327 6%	89 4%	358 6%	251 5%	178 5%	17 11%	155 7%	201 5%	91 4%

Q16. Which of the following reasons best explain why you have NOT CONSIDERED switching your internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS

FILTER: ASK Q16 IF Q4=4 OR 5

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	7723	297	804	1485	2877	5320	0	0	8197	2544	5653	1985	6211	4762	3282	153	2236	3838	2123
There are too many offers to choose from	405 5%	8 3%	48 6%	82 6%	139 5%	291 5%	0 0	0 0	430 5%	124 5%	306 5%	77 4%	353 6%	222 5%	192 6%	16 10%	143 6%	208 5%	80 4%
I am concerned I might lose my email address with my current provider	271 4%	1 0	33 4%	47 3%	89 3%	199 4%	0 0	0 0	288 4%	63 2%	225 4%	53 3%	235 4%	147 3%	140 4%	1 1%	50 2%	157 4%	82 4%
I would need to change, return or pay for equipment I have from my current provider	234 3%	11 4%	28 3%	62 4%	100 3%	148 3%	0 0	0 0	248 3%	71 3%	177 3%	64 3%	184 3%	136 3%	110 3%	2 1%	88 4%	109 3%	51 2%
I'm not sure what steps I need to take to switch	177 2%	6 2%	22 3%	28 2%	66 2%	122 2%	0 0	0 0	189 2%	28 1%	161 3%	26 1%	162 3%	111 2%	76 2%	2 1%	84 4%	73 2%	32 2%
No one else I know has switched	129 2%	19 6%	18 2%	13 1%	57 2%	80 1%	0 0	0 0	137 2%	55 2%	82 1%	21 1%	116 2%	63 1%	72 2%	2 1%	45 2%	55 1%	37 2%
Other reason	315 4%	8 3%	22 3%	57 4%	109 4%	226 4%	0 0	0 0	335 4%	107 4%	228 4%	99 5%	236 4%	192 4%	132 4%	11 7%	76 3%	162 4%	97 5%
Don't know	3 0	0 0	2 0	0 0	0 0	3 0	0 0	0 0	3 0	0 0	3 0	0 0	3 0	3 0	1 0	0 0	0 0	3 0	0 0

Q16. Which of the following reasons best explain why you have NOT CONSIDERED switching your internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS

FILTER: ASK Q16 IF Q4=4 OR 5

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	7723	1528	6668	3788	4408	993	2813	1639	1212	5006	1737	805	236	542
I am satisfied with my current internet provider	3695 48%	710 46%	3220 48%	1860 49%	2070 47%	376 38%	1420 50%	896 55%	595 49%	2323 46%	865 50%	480 60%	107 45%	221 41%
My current provider offers the best value for money	1963 25%	362 24%	1711 26%	987 26%	1086 25%	174 18%	722 26%	491 30%	345 28%	1133 23%	516 30%	266 33%	71 30%	119 22%
It's not worth the effort because all offers are similar	1262 16%	198 13%	1145 17%	650 17%	693 16%	142 14%	478 17%	301 18%	190 16%	854 17%	272 16%	132 16%	30 13%	69 13%
I am reluctant to leave a provider I know for one I don't know	1201 16%	246 16%	1028 15%	639 17%	635 14%	113 11%	458 16%	277 17%	179 15%	858 17%	256 15%	97 12%	18 8%	62 11%
I might experience a significant internet service interruption or other technical difficulties	783 10%	116 8%	708 11%	418 11%	406 9%	76 8%	242 9%	139 8%	151 12%	589 12%	128 7%	64 8%	20 8%	40 7%

Q16. Which of the following reasons best explain why you have NOT CONSIDERED switching your internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS

FILTER: ASK Q16 IF Q4=4 OR 5

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	7723	1528	6668	3788	4408	993	2813	1639	1212	5006	1737	805	236	542
I need to wait until the end of my contract so I can switch without paying a penalty	643 8%	129 8%	548 8%	287 8%	389 9%	123 12%	231 8%	117 7%	52 4%	419 8%	124 7%	43 5%	30 13%	81 15%
There is no other provider offering broadband internet access in my area	519 7%	119 8%	435 7%	287 8%	268 6%	100 10%	200 7%	76 5%	76 6%	361 7%	88 5%	42 5%	23 10%	46 8%
It is difficult to compare offers	515 7%	87 6%	464 7%	229 6%	322 7%	118 12%	150 5%	113 7%	55 5%	346 7%	143 8%	21 3%	12 5%	37 7%
There is no other provider in my area offering the package of communications services (such as TV, fixed telephony or mobile telephony) I would like	516 7%	94 6%	453 7%	294 8%	254 6%	93 9%	176 6%	129 8%	93 8%	301 6%	147 8%	57 7%	15 6%	37 7%
I might have to pay additional fees or charges for switching	471 6%	63 4%	435 7%	257 7%	241 5%	55 6%	161 6%	93 6%	85 7%	304 6%	108 6%	59 7%	10 4%	24 4%
I might experience difficulties with other services included in my package (such as TV, fixed telephony or mobile telephony)	432 6%	34 2%	426 6%	262 7%	198 4%	74 7%	172 6%	80 5%	58 5%	289 6%	112 6%	51 6%	5 2%	5 1%

Q16. Which of the following reasons best explain why you have NOT CONSIDERED switching your internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS

FILTER: ASK Q16 IF Q4=4 OR 5

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	7723	1528	6668	3788	4408	993	2813	1639	1212	5006	1737	805	236	542
I just haven't had time	420 5%	98 6%	349 5%	182 5%	264 6%	82 8%	156 6%	78 5%	52 4%	254 5%	97 6%	55 7%	13 6%	32 6%
There are too many offers to choose from	405 5%	98 6%	332 5%	161 4%	269 6%	61 6%	147 5%	53 3%	57 5%	284 6%	96 5%	21 3%	11 5%	30 6%
I am concerned I might lose my email address with my current provider	271 4%	60 4%	228 3%	116 3%	172 4%	45 5%	89 3%	54 3%	39 3%	206 4%	34 2%	22 3%	13 5%	19 3%
I would need to change, return or pay for equipment I have from my current provider	234 3%	37 2%	212 3%	107 3%	141 3%	34 3%	71 3%	53 3%	40 3%	135 3%	73 4%	25 3%	1 1%	17 3%
I'm not sure what steps I need to take to switch	177 2%	54 4%	134 2%	90 2%	98 2%	35 4%	71 3%	22 1%	30 3%	104 2%	44 3%	22 3%	12 5%	21 4%
No one else I know has switched	129 2%	31 2%	106 2%	51 1%	86 2%	25 2%	37 1%	13 1%	18 1%	69 1%	37 2%	21 3%	1 1%	10 2%
Other reason	315 4%	88 6%	247 4%	186 5%	149 3%	41 4%	106 4%	69 4%	69 6%	192 4%	66 4%	20 2%	16 7%	45 8%
Don't know	3 0	1 0	3 0	0 0	3 0	0 0	1 0	0 0	2 0	1 0	0 0	2 0	0 0	0 0

Q17. Over the last 3 years, have you switched tariff or package with the SAME internet service provider?

ONE ANSWER ONLY

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Yes and found it was easy	9548 35%	5454 38%	4638 31%	1515 37%	3231 36%	2950 34%	2395 31%	271 41%	1484 32%	3308 33%	3236 34%	1466 40%	327 38%	2654 39%	4778 35%	2661 31%
Yes, but experienced problems	2550 9%	1402 10%	1290 9%	455 11%	870 10%	822 10%	546 7%	57 8%	344 8%	933 9%	876 9%	412 11%	69 8%	629 9%	1321 10%	741 9%
No, I did not switch tariff/package with the same internet provider	15570 56%	7613 53%	8845 60%	2082 51%	4855 54%	4817 56%	4703 62%	340 51%	2747 60%	5814 58%	5282 56%	1801 49%	470 54%	3592 52%	7623 56%	5244 61%

Q17. Over the last 3 years, have you switched tariff or package with the SAME internet service provider?

ONE ANSWER ONLY

	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS			
	EU 27	1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15726	8165	21078	18231	10705	307	9259	14210	5774
Yes and found it was easy	9548 35%	906 55%	1863 44%	3753 37%	3328 38%	6765 33%	3710 32%	3503 37%	2879 35%	5659 42%	4434 28%	2982 37%	7111 34%	6601 36%	3432 32%	59 19%	3758 41%	4660 33%	1675 29%
Yes, but experienced problems	2550 9%	166 10%	601 14%	1239 12%	957 11%	1735 9%	802 7%	1518 16%	372 5%	1590 12%	1101 7%	729 9%	1962 9%	1664 9%	961 9%	67 22%	1079 12%	1299 9%	313 5%
No, I did not switch tariff/package with the same internet provider	15570 56%	590 36%	1815 42%	5054 50%	4567 52%	11892 58%	7086 61%	4426 47%	4946 60%	6267 46%	10191 65%	4453 55%	12005 57%	9966 55%	6312 59%	180 59%	4422 48%	8251 58%	3786 66%

Q17. Over the last 3 years, have you switched tariff or package with the SAME internet service provider?

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Yes and found it was easy	9548 35%	994 25%	9098 36%	4990 35%	5103 35%	1282 36%	3352 34%	2139 36%	1296 36%	6118 34%	2186 37%	1117 37%	332 39%	480 27%
Yes, but experienced problems	2550 9%	184 5%	2508 10%	1200 8%	1492 10%	363 10%	950 10%	481 8%	283 8%	1588 9%	597 10%	322 11%	110 13%	102 6%
No, I did not switch tariff/package with the same internet provider	15570 56%	2838 71%	13620 54%	8268 57%	8190 55%	1950 54%	5693 57%	3332 56%	2043 56%	10504 58%	3094 53%	1550 52%	409 48%	1166 67%

Q18. Over the last 12 months, have you compared different offers for internet access?

ONE ANSWER ONLY

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Yes and it was easy	11219 41%	6592 46%	5223 35%	1844 46%	4262 48%	3386 39%	2320 30%	234 35%	1606 35%	3946 39%	3986 42%	1721 47%	322 37%	3157 46%	5610 41%	3048 35%
Yes, but I found it complicated	6035 22%	3068 21%	3299 22%	815 20%	1736 19%	2048 24%	1768 23%	70 11%	954 21%	2092 21%	2262 24%	843 23%	146 17%	1462 21%	2837 21%	2067 24%
No	10414 38%	4809 33%	6252 42%	1392 34%	2958 33%	3154 37%	3556 47%	364 55%	2015 44%	4017 40%	3146 33%	1117 30%	398 46%	2256 33%	5275 38%	3531 41%

Q18. Over the last 12 months, have you compared different offers for internet access?

ONE ANSWER ONLY

	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS			
	1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never	
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
Yes and it was easy	11219	1236	2834	6628	3298	8517	5794	3966	2055	7654	4160	3901	7914	7940	3806	69	4505	5617	1693
	41%	74%	66%	66%	37%	42%	50%	42%	25%	57%	26%	48%	38%	44%	36%	23%	49%	40%	29%
Yes, but I found it complicated	6035	427	1445	3419	2128	4238	1702	3560	1105	3215	3152	1646	4721	3850	2458	59	1962	3313	1092
	22%	26%	34%	34%	24%	21%	15%	38%	13%	24%	20%	20%	22%	21%	23%	19%	21%	23%	19%
No	10414	0	0	0	3426	7635	4103	1922	5036	2647	8414	2618	8443	6441	4442	178	2792	5280	2989
	38%	0	0	0	39%	37%	35%	20%	61%	20%	54%	32%	40%	35%	41%	58%	30%	37%	52%

Q18. Over the last 12 months, have you compared different offers for internet access?

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Yes and it was easy	11219 41%	1357 34%	10458 41%	6075 42%	5740 39%	1441 40%	3885 39%	2537 43%	1459 40%	7285 40%	2331 40%	1360 45%	379 45%	640 37%
Yes, but I found it complicated	6035 22%	773 19%	5594 22%	3231 22%	3135 21%	856 24%	2273 23%	1160 19%	577 16%	4241 23%	1128 19%	512 17%	205 24%	366 21%
No	10414 38%	1886 47%	9175 36%	5151 36%	5910 40%	1299 36%	3836 38%	2255 38%	1586 44%	6685 37%	2418 41%	1118 37%	266 31%	742 42%

Q19. When you last compared offers, how many providers offered internet access in your area (without considering providers that only offer internet access through mobile phone networks with use of a dongle or USB stick)?

ONE ANSWER ONLY

FILTER: ASK Q19 IF Q18 = 1 OR 2

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	17254	9660	8521	2659	5998	5435	4088	304	2560	6038	6248	2563	468	4619	8448	5115
1 ISP	1576 9%	846 9%	816 10%	314 12%	565 9%	479 9%	303 7%	68 23%	260 10%	581 10%	462 7%	229 9%	61 13%	411 9%	693 8%	559 11%
2 ISPs	4064 24%	2328 24%	1952 23%	701 26%	1437 24%	1267 23%	874 21%	55 18%	580 23%	1480 25%	1436 23%	632 25%	95 20%	999 22%	2014 24%	1266 25%
3 to 5 ISPs	7414 43%	4383 45%	3425 40%	1071 40%	2664 44%	2398 44%	1675 41%	107 35%	1054 41%	2542 42%	2763 44%	1164 45%	178 38%	1980 43%	3736 44%	2092 41%
More than 5 ISPs	2124 12%	1286 13%	952 11%	298 11%	767 13%	606 11%	565 14%	26 9%	297 12%	632 10%	885 14%	355 14%	43 9%	740 16%	1058 13%	440 9%
Total 3 ISPs or mores	9538 55%	5669 59%	4377 51%	1369 51%	3431 57%	3004 55%	2241 55%	133 44%	1350 53%	3174 53%	3648 58%	1519 59%	221 47%	2719 59%	4794 57%	2533 50%
Don't know	2075 12%	817 8%	1377 16%	275 10%	565 9%	685 13%	670 16%	47 15%	370 14%	802 13%	702 11%	183 7%	90 19%	490 11%	947 11%	757 15%
Average	3	3	3	2.9	3	3	3.1	2.6	3	3	3.1	3	2.9	3	3.1	2.9

Volume

Q19. When you last compared offers, how many providers offered internet access in your area (without considering providers that only offer internet access through mobile phone networks with use of a dongle or USB stick)?

ONE ANSWER ONLY

FILTER: ASK Q19 IF Q18 = 1 OR 2

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	17254	1663	4279	10046	5426	12756	7495	7526	3161	10869	7312	5547	12635	11790	6263	129	6467	8930	2785
1 ISP	1576	1663	0	0	589	1074	736	630	297	978	685	355	1308	1119	528	15	768	675	220
	9%	100%	0	0	11%	8%	10%	8%	9%	9%	9%	6%	10%	9%	8%	12%	12%	8%	8%
2 ISPs	4064	0	4279	0	1389	2891	1621	1854	804	2591	1688	1184	3096	2698	1560	21	1728	2033	518
	24%	0	100%	0	26%	23%	22%	25%	25%	24%	23%	21%	25%	23%	25%	16%	27%	23%	19%
3 to 5 ISPs	7414	0	0	7808	2458	5350	3327	3349	1132	4875	2933	2605	5203	5159	2591	58	2768	3995	1045
	43%	0	0	78%	45%	42%	44%	44%	36%	45%	40%	47%	41%	44%	41%	45%	43%	45%	38%
More than 5 ISPs	2124	0	0	2238	470	1768	1045	841	352	1506	733	907	1332	1495	731	13	705	1142	391
	12%	0	0	22%	9%	14%	14%	11%	11%	14%	10%	16%	11%	13%	12%	10%	11%	13%	14%
Total 3 ISPs or mores	9538	0	0	10046	2928	7118	4371	4190	1485	6380	3666	3512	6534	6654	3322	71	3474	5137	1436
	55%	0	0	100%	54%	56%	58%	56%	47%	59%	50%	63%	52%	56%	53%	55%	54%	58%	52%
Don't know	2075	0	0	0	521	1673	768	851	575	920	1274	496	1697	1318	854	22	497	1084	612
	12%	0	0	0	10%	13%	10%	11%	18%	8%	17%	9%	13%	11%	14%	17%	8%	12%	22%
Average	3	1	2	4	3	3	3	3	2.9	3	3	3.2	2.9	3	3	3.1	2.9	3.1	3

Volume

Q19. When you last compared offers, how many providers offered internet access in your area (without considering providers that only offer internet access through mobile phone networks with use of a dongle or USB stick)?

ONE ANSWER ONLY
 FILTER: ASK Q19 IF Q18 = 1 OR 2

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	17254	2130	16051	9307	8875	2296	6158	3697	2037	11526	3459	1872	584	1006
1 ISP	1576 9%	183 9%	1480 9%	738 8%	925 10%	370 16%	592 10%	279 8%	185 9%	979 8%	344 10%	200 11%	65 11%	105 10%
2 ISPs	4064 24%	430 20%	3849 24%	1928 21%	2351 26%	677 29%	1567 25%	685 19%	410 20%	2597 23%	853 25%	463 25%	215 37%	198 20%
3 to 5 ISPs	7414 43%	858 40%	6950 43%	4272 46%	3536 40%	845 37%	2675 43%	1663 45%	832 41%	5058 44%	1415 41%	849 45%	214 37%	393 39%
More than 5 ISPs	2124 12%	264 12%	1975 12%	1365 15%	873 10%	150 7%	580 9%	616 17%	328 16%	1588 14%	358 10%	204 11%	32 6%	84 8%
Total 3 ISPs or mores	9538 55%	1122 53%	8925 56%	5638 61%	4409 50%	996 43%	3255 53%	2278 62%	1160 57%	6646 58%	1773 51%	1053 56%	246 42%	477 47%
Don't know	2075 12%	396 19%	1798 11%	1003 11%	1191 13%	254 11%	745 12%	454 12%	283 14%	1303 11%	490 14%	157 8%	59 10%	226 22%
Average	3	3	3	3.1	2.9	2.7	3	3.2	3	3.1	3	3	2.7	3

Q20_01. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Speed of internet connection

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	17254	9660	8521	2659	5998	5435	4088	304	2560	6038	6248	2563	468	4619	8448	5115
Not at all clear 1	702 4%	379 4%	359 4%	55 2%	200 3%	225 4%	258 6%	17 6%	87 3%	267 4%	254 4%	95 4%	17 4%	151 3%	356 4%	231 5%
2	778 5%	451 5%	367 4%	93 4%	223 4%	274 5%	228 6%	20 7%	140 5%	189 3%	301 5%	134 5%	34 7%	202 4%	383 5%	233 5%
3	784 5%	448 5%	378 4%	101 4%	269 4%	249 5%	206 5%	12 4%	105 4%	291 5%	293 5%	103 4%	21 5%	197 4%	393 5%	236 5%
4	964 6%	567 6%	449 5%	159 6%	317 5%	286 5%	254 6%	8 3%	138 5%	343 6%	394 6%	108 4%	24 5%	259 6%	418 5%	341 7%
5	1213 7%	723 7%	555 7%	198 7%	408 7%	429 8%	244 6%	29 10%	132 5%	484 8%	422 7%	162 6%	49 11%	327 7%	569 7%	383 7%
6	1024 6%	558 6%	521 6%	161 6%	317 5%	341 6%	261 6%	28 9%	119 5%	391 6%	395 6%	124 5%	22 5%	249 5%	519 6%	312 6%
7	2143 12%	1177 12%	1081 13%	348 13%	852 14%	658 12%	399 10%	37 12%	304 12%	775 13%	774 12%	336 13%	32 7%	570 12%	1024 12%	664 13%

Q20_01. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Speed of internet connection

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	17254	9660	8521	2659	5998	5435	4088	304	2560	6038	6248	2563	468	4619	8448	5115
8	2580 15%	1451 15%	1265 15%	436 16%	940 16%	812 15%	529 13%	31 10%	378 15%	848 14%	1005 16%	407 16%	47 10%	770 17%	1191 14%	756 15%
9	2781 16%	1523 16%	1407 17%	462 17%	960 16%	830 15%	677 17%	46 15%	434 17%	871 14%	1012 16%	468 18%	99 21%	785 17%	1431 17%	713 14%
Very clear 10	3903 23%	2187 23%	1929 23%	567 21%	1402 23%	1221 22%	924 23%	68 22%	649 25%	1424 24%	1287 21%	574 22%	114 24%	1031 22%	1954 23%	1131 22%
DK	382 2%	195 2%	211 2%	77 3%	111 2%	110 2%	108 3%	6 2%	74 3%	154 3%	112 2%	53 2%	8 2%	79 2%	210 2%	117 2%
Average Excl. DK	7.1	7.1	7.2	7.3	7.3	7.1	6.9	6.9	7.3	7.1	7	7.3	7.1	7.2	7.2	7

Q20_01. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Speed of internet connection

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS			
	EU 27	1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	17254	1663	4279	10046	5426	12755	7495	7526	3161	10869	7312	5547	12635	11789	6263	129	6467	8930	2785
Not at all clear 1	702 4%	91 5%	179 4%	350 3%	241 4%	496 4%	251 3%	372 5%	115 4%	398 4%	340 5%	209 4%	528 4%	458 4%	276 4%	4 3%	227 4%	372 4%	139 5%
2	778 5%	102 6%	217 5%	417 4%	282 5%	536 4%	277 4%	423 6%	118 4%	515 5%	303 4%	235 4%	583 5%	501 4%	305 5%	11 9%	330 5%	359 4%	130 5%
3	784 5%	66 4%	216 5%	440 4%	262 5%	564 4%	259 3%	437 6%	129 4%	478 4%	348 5%	235 4%	591 5%	494 4%	331 5%	0 0	308 5%	382 4%	135 5%
4	964 6%	97 6%	211 5%	556 6%	330 6%	687 5%	379 5%	488 6%	150 5%	617 6%	400 5%	282 5%	734 6%	657 6%	356 6%	4 3%	385 6%	483 5%	149 5%
5	1213 7%	116 7%	294 7%	683 7%	349 6%	930 7%	475 6%	561 7%	242 8%	791 7%	487 7%	403 7%	875 7%	811 7%	448 7%	19 15%	435 7%	634 7%	209 8%
6	1024 6%	89 5%	236 6%	579 6%	354 7%	725 6%	389 5%	487 6%	203 6%	653 6%	427 6%	327 6%	752 6%	682 6%	383 6%	14 11%	333 5%	617 7%	130 5%
7	2143 12%	205 12%	537 13%	1270 13%	704 13%	1554 12%	924 12%	983 13%	350 11%	1378 13%	879 12%	679 12%	1578 12%	1504 13%	728 12%	25 20%	822 13%	1132 13%	304 11%

Q20_01. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Speed of internet connection

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS			
	EU 27	1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	17254	1663	4279	10046	5426	12755	7495	7526	3161	10869	7312	5547	12635	11789	6263	129	6467	8930	2785
8	2580 15%	199 12%	660 15%	1588 16%	853 16%	1864 15%	1095 15%	1152 15%	469 15%	1576 15%	1140 16%	781 14%	1935 15%	1717 15%	984 16%	15 12%	933 14%	1377 15%	406 15%
9	2781 16%	230 14%	741 17%	1636 16%	792 15%	2138 17%	1297 17%	1196 16%	437 14%	1795 17%	1134 16%	928 17%	2002 16%	1895 16%	1031 16%	4 3%	1109 17%	1396 16%	425 15%
Very clear 10	3903 23%	411 25%	904 21%	2405 24%	1115 21%	3000 24%	2017 27%	1261 17%	837 26%	2471 23%	1645 22%	1405 25%	2710 21%	2811 24%	1275 20%	30 23%	1438 22%	2010 23%	668 24%
DK	382 2%	56 3%	85 2%	123 1%	144 3%	262 2%	131 2%	165 2%	110 3%	196 2%	210 3%	61 1%	346 3%	258 2%	146 2%	2 2%	147 2%	169 2%	90 3%
Average Excl. DK	7.1	7	7.1	7.3	7	7.2	7.5	6.7	7.3	7.2	7.1	7.3	7.1	7.2	7	6.7	7.1	7.1	7.1

Volume

Q20_01. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Speed of internet connection

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	17254	2130	16051	9306	8875	2296	6158	3697	2037	11525	3459	1872	584	1006
Not at all clear 1	702 4%	74 3%	663 4%	372 4%	366 4%	127 6%	259 4%	121 3%	76 4%	504 4%	132 4%	48 3%	21 4%	40 4%
2	778 5%	98 5%	720 4%	385 4%	433 5%	180 8%	301 5%	135 4%	64 3%	475 4%	148 4%	110 6%	55 9%	47 5%
3	784 5%	121 6%	704 4%	426 5%	400 5%	116 5%	329 5%	140 4%	78 4%	505 4%	164 5%	83 4%	36 6%	54 5%
4	964 6%	130 6%	887 6%	506 5%	510 6%	129 6%	359 6%	170 5%	60 3%	678 6%	191 6%	71 4%	25 4%	61 6%
5	1213 7%	134 6%	1145 7%	677 7%	601 7%	200 9%	391 6%	249 7%	116 6%	794 7%	230 7%	156 8%	34 6%	83 8%
6	1024 6%	132 6%	947 6%	584 6%	495 6%	134 6%	351 6%	215 6%	98 5%	684 6%	217 6%	86 5%	37 6%	80 8%
7	2143 12%	236 11%	2022 13%	1174 13%	1084 12%	328 14%	810 13%	422 11%	238 12%	1464 13%	359 10%	250 13%	73 12%	155 15%

Volume

Q20_01. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Speed of internet connection
 ONE ANSWER ONLY
 FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	17254	2130	16051	9306	8875	2296	6158	3697	2037	11525	3459	1872	584	1006
8	2580 15%	269 13%	2448 15%	1414 15%	1303 15%	267 12%	887 14%	592 16%	270 13%	1816 16%	485 14%	235 13%	81 14%	126 13%
9	2781 16%	344 16%	2586 16%	1482 16%	1447 16%	311 14%	1021 17%	659 18%	370 18%	1795 16%	638 18%	322 17%	76 13%	132 13%
Very clear 10	3903 23%	535 25%	3581 22%	2163 23%	1953 22%	437 19%	1302 21%	945 26%	626 31%	2546 22%	819 24%	480 26%	132 23%	202 20%
DK	382 2%	58 3%	348 2%	124 1%	283 3%	66 3%	150 2%	49 1%	42 2%	264 2%	77 2%	31 2%	15 3%	25 3%
Average Excl. DK	7.1	7.2	7.1	7.2	7.1	6.6	7	7.4	7.6	7.1	7.2	7.3	6.8	6.9

Q20_02. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Amount of data allowed to be downloaded without extra payment/slower speeds

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	17253	9660	8521	2659	5998	5435	4087	304	2560	6037	6248	2563	468	4619	8447	5115
Not at all clear 1	1118 6%	547 6%	631 7%	178 7%	298 5%	342 6%	358 9%	32 11%	155 6%	450 7%	371 6%	125 5%	44 9%	259 6%	521 6%	397 8%
2	1038 6%	506 5%	588 7%	176 7%	285 5%	326 6%	306 7%	11 4%	138 5%	375 6%	416 7%	128 5%	26 6%	255 6%	456 5%	383 7%
3	1151 7%	626 6%	586 7%	146 5%	399 7%	346 6%	322 8%	28 9%	159 6%	368 6%	435 7%	193 8%	30 6%	297 6%	561 7%	355 7%
4	1081 6%	601 6%	538 6%	158 6%	409 7%	338 6%	236 6%	11 4%	162 6%	382 6%	422 7%	134 5%	29 6%	266 6%	594 7%	280 5%
5	1259 7%	699 7%	629 7%	134 5%	432 7%	449 8%	314 8%	6 2%	177 7%	457 8%	455 7%	207 8%	26 6%	285 6%	680 8%	363 7%
6	910 5%	507 5%	451 5%	142 5%	337 6%	288 5%	191 5%	15 5%	83 3%	323 5%	390 6%	132 5%	15 3%	248 5%	434 5%	275 5%
7	2188 13%	1143 12%	1160 14%	391 15%	828 14%	665 12%	419 10%	25 8%	257 10%	822 14%	783 13%	361 14%	54 12%	615 13%	1053 12%	634 12%

Q20_02. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Amount of data allowed to be downloaded without extra payment/slower speeds

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	17253	9660	8521	2659	5998	5435	4087	304	2560	6037	6248	2563	468	4619	8447	5115
8	2287 13%	1379 14%	1032 12%	385 14%	860 14%	728 13%	439 11%	37 12%	366 14%	747 12%	853 14%	337 13%	71 15%	700 15%	1121 13%	590 12%
9	2202 13%	1294 13%	1022 12%	344 13%	776 13%	663 12%	532 13%	41 14%	409 16%	694 11%	760 12%	348 14%	63 13%	644 14%	1084 13%	588 11%
Very clear 10	3052 18%	1863 19%	1354 16%	463 17%	1113 19%	957 18%	683 17%	60 20%	517 20%	1044 17%	1024 16%	483 19%	91 19%	768 17%	1529 18%	920 18%
DK	967 6%	495 5%	530 6%	142 5%	262 4%	334 6%	287 7%	36 12%	139 5%	375 6%	339 5%	115 4%	21 4%	284 6%	413 5%	328 6%
Average Excl. DK	6.6	6.7	6.3	6.6	6.7	6.5	6.2	6.5	6.8	6.4	6.5	6.7	6.6	6.7	6.6	6.4

Q20_02. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Amount of data allowed to be downloaded without extra payment/slower speeds

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	17253	1663	4279	10046	5426	12755	7495	7526	3160	10869	7312	5547	12634	11789	6263	129	6467	8930	2785
Not at all clear 1	1118 6%	129 8%	277 6%	577 6%	386 7%	792 6%	415 6%	579 8%	183 6%	622 6%	555 8%	279 5%	898 7%	761 6%	415 7%	2 1%	349 5%	556 6%	273 10%
2	1038 6%	114 7%	268 6%	546 5%	355 7%	739 6%	306 4%	593 8%	195 6%	673 6%	421 6%	286 5%	807 6%	666 6%	425 7%	3 2%	407 6%	556 6%	130 5%
3	1151 7%	107 6%	262 6%	711 7%	432 8%	780 6%	349 5%	610 8%	254 8%	686 6%	527 7%	325 6%	888 7%	766 6%	442 7%	5 4%	471 7%	556 6%	185 7%
4	1081 6%	79 5%	312 7%	622 6%	310 6%	830 7%	405 5%	516 7%	219 7%	683 6%	456 6%	338 6%	802 6%	678 6%	445 7%	18 14%	377 6%	590 7%	173 6%
5	1259 7%	98 6%	331 8%	718 7%	419 8%	909 7%	498 7%	588 8%	242 8%	743 7%	585 8%	404 7%	924 7%	835 7%	472 8%	21 16%	385 6%	730 8%	213 8%
6	910 5%	91 5%	204 5%	589 6%	335 6%	623 5%	357 5%	440 6%	161 5%	537 5%	420 6%	268 5%	690 5%	630 5%	308 5%	20 15%	307 5%	510 6%	141 5%
7	2188 13%	197 12%	550 13%	1310 13%	683 13%	1619 13%	916 12%	1014 13%	372 12%	1425 13%	877 12%	693 12%	1610 13%	1511 13%	784 13%	8 6%	841 13%	1149 13%	313 11%

Q20_02. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Amount of data allowed to be downloaded without extra payment/slower speeds

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	17253	1663	4279	10046	5426	12755	7495	7526	3160	10869	7312	5547	12634	11789	6263	129	6467	8930	2785
8	2287	221	576	1377	721	1691	1092	972	348	1512	900	754	1657	1587	813	12	942	1174	295
	13%	13%	13%	14%	13%	13%	15%	13%	11%	14%	12%	14%	13%	13%	13%	9%	15%	13%	11%
9	2202	212	614	1280	582	1733	1078	819	419	1515	800	790	1525	1488	801	27	909	1135	272
	13%	13%	14%	13%	11%	14%	14%	11%	13%	14%	11%	14%	12%	13%	13%	21%	14%	13%	10%
Very clear 10	3052	317	692	1893	896	2322	1655	1013	550	1974	1244	1213	2005	2244	966	8	1141	1526	551
	18%	19%	16%	19%	17%	18%	22%	13%	17%	18%	17%	22%	16%	19%	15%	6%	18%	17%	20%
DK	967	95	194	423	307	717	425	382	217	499	526	197	827	625	393	6	339	448	237
	6%	6%	5%	4%	6%	6%	6%	5%	7%	5%	7%	4%	7%	5%	6%	4%	5%	5%	9%
Average Excl. DK	6.6	6.6	6.5	6.7	6.3	6.6	7	6.1	6.5	6.7	6.4	6.9	6.4	6.6	6.4	6.4	6.7	6.5	6.4

Volume

Q20_02. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Amount of data allowed to be downloaded without extra payment/slower speeds
 ONE ANSWER ONLY
 FILTER: ASK Q20 IF Q18 = 1 OR 2

	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS					
	EU 27	Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	17253	2130	16051	9306	8875	2296	6158	3697	2037	11525	3459	1872	584	1006
Not at all clear 1	1118 6%	119 6%	1058 7%	630 7%	547 6%	177 8%	437 7%	227 6%	124 6%	793 7%	218 6%	100 5%	25 4%	72 7%
2	1038 6%	142 7%	951 6%	541 6%	553 6%	161 7%	388 6%	186 5%	92 5%	706 6%	216 6%	81 4%	31 5%	73 7%
3	1151 7%	140 7%	1073 7%	645 7%	568 6%	204 9%	434 7%	222 6%	83 4%	764 7%	240 7%	108 6%	37 6%	82 8%
4	1081 6%	102 5%	1038 6%	540 6%	600 7%	125 5%	389 6%	239 6%	136 7%	698 6%	225 7%	143 8%	34 6%	60 6%
5	1259 7%	145 7%	1183 7%	702 8%	626 7%	141 6%	478 8%	267 7%	148 7%	881 8%	235 7%	130 7%	54 9%	39 4%
6	910 5%	120 6%	838 5%	519 6%	438 5%	116 5%	318 5%	170 5%	114 6%	636 6%	166 5%	88 5%	21 4%	60 6%
7	2188 13%	273 13%	2029 13%	1138 12%	1165 13%	316 14%	815 13%	401 11%	214 10%	1475 13%	394 11%	243 13%	103 18%	120 12%

Volume

Q20_02. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Amount of data allowed to be downloaded without extra payment/slower speeds
 ONE ANSWER ONLY
 FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	17253	2130	16051	9306	8875	2296	6158	3697	2037	11525	3459	1872	584	1006
8	2287 13%	226 11%	2185 14%	1280 14%	1132 13%	282 12%	797 13%	513 14%	270 13%	1573 14%	416 12%	254 14%	71 12%	124 12%
9	2202 13%	263 12%	2053 13%	1136 12%	1179 13%	271 12%	732 12%	528 14%	265 13%	1422 12%	501 14%	232 12%	75 13%	113 11%
Very clear 10	3052 18%	461 22%	2757 17%	1751 19%	1467 17%	349 15%	1035 17%	804 22%	476 23%	1912 17%	664 19%	398 21%	94 16%	206 21%
DK	967 6%	140 7%	885 6%	424 5%	601 7%	153 7%	335 5%	142 4%	116 6%	665 6%	183 5%	94 5%	40 7%	56 6%
Average Excl. DK	6.6	6.7	6.5	6.6	6.5	6.3	6.4	6.8	6.9	6.5	6.6	6.8	6.7	6.5

Q20_03. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Monthly price (such as monthly subscription, line rental)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	17254	9660	8521	2659	5998	5435	4088	304	2560	6038	6248	2563	468	4619	8448	5115
Not at all clear 1	615 4%	323 3%	324 4%	83 3%	200 3%	208 4%	155 4%	20 6%	72 3%	224 4%	211 3%	93 4%	28 6%	168 4%	289 3%	190 4%
2	677 4%	318 3%	394 5%	95 4%	184 3%	195 4%	238 6%	16 5%	147 6%	281 5%	170 3%	78 3%	22 5%	176 4%	331 4%	206 4%
3	645 4%	409 4%	272 3%	124 5%	264 4%	189 3%	104 3%	15 5%	90 4%	208 3%	256 4%	94 4%	19 4%	167 4%	282 3%	232 5%
4	781 5%	464 5%	361 4%	108 4%	299 5%	265 5%	152 4%	12 4%	100 4%	302 5%	273 4%	110 4%	27 6%	160 3%	413 5%	251 5%
5	924 5%	553 6%	423 5%	173 6%	336 6%	254 5%	213 5%	21 7%	107 4%	341 6%	348 6%	134 5%	24 5%	270 6%	435 5%	270 5%
6	987 6%	526 5%	511 6%	181 7%	328 5%	299 5%	230 6%	14 5%	111 4%	433 7%	331 5%	124 5%	23 5%	242 5%	466 6%	330 6%
7	2246 13%	1229 13%	1139 13%	410 15%	779 13%	663 12%	516 13%	33 11%	303 12%	745 12%	896 14%	336 13%	55 12%	658 14%	1091 13%	619 12%

Q20_03. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Monthly price (such as monthly subscription, line rental)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	17254	9660	8521	2659	5998	5435	4088	304	2560	6038	6248	2563	468	4619	8448	5115
8	2567 15%	1480 15%	1226 14%	368 14%	995 17%	856 16%	487 12%	32 10%	412 16%	838 14%	952 15%	420 16%	53 11%	707 15%	1236 15%	762 15%
9	2663 15%	1616 17%	1192 14%	422 16%	939 16%	867 16%	580 14%	30 10%	364 14%	866 14%	1072 17%	422 16%	54 11%	739 16%	1355 16%	714 14%
Very clear 10	4697 27%	2486 26%	2456 29%	605 23%	1545 26%	1509 28%	1282 31%	93 31%	766 30%	1636 27%	1610 26%	694 27%	142 30%	1216 26%	2335 28%	1391 27%
DK	453 3%	256 3%	224 3%	90 3%	130 2%	130 2%	129 3%	18 6%	89 3%	164 3%	127 2%	59 2%	23 5%	115 2%	214 3%	151 3%
Average Excl. DK	7.4	7.4	7.4	7.3	7.4	7.5	7.5	7.1	7.5	7.3	7.5	7.5	7.2	7.4	7.5	7.3

Q20_03. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Monthly price (such as monthly subscription, line rental)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	17254	1663	4279	10046	5426	12756	7495	7526	3161	10869	7312	5547	12635	11790	6263	129	6467	8930	2785
Not at all clear 1	615 4%	89 5%	137 3%	333 3%	259 5%	389 3%	243 3%	318 4%	86 3%	408 4%	239 3%	130 2%	517 4%	374 3%	265 4%	8 6%	241 4%	267 3%	139 5%
2	677 4%	71 4%	197 5%	332 3%	223 4%	490 4%	263 4%	375 5%	74 2%	434 4%	279 4%	127 2%	586 5%	469 4%	238 4%	6 5%	254 4%	337 4%	121 4%
3	645 4%	66 4%	220 5%	321 3%	207 4%	474 4%	243 3%	320 4%	118 4%	435 4%	246 3%	163 3%	518 4%	404 3%	252 4%	25 20%	277 4%	345 4%	59 2%
4	781 5%	76 5%	191 4%	473 5%	361 7%	464 4%	243 3%	419 6%	163 5%	497 5%	327 4%	291 5%	534 4%	517 4%	307 5%	0 0	358 6%	372 4%	94 3%
5	924 5%	80 5%	247 6%	541 5%	321 6%	655 5%	347 5%	444 6%	184 6%	602 6%	373 5%	289 5%	687 5%	629 5%	339 5%	7 5%	325 5%	512 6%	138 5%
6	987 6%	77 5%	223 5%	619 6%	388 7%	649 5%	318 4%	531 7%	189 6%	595 5%	442 6%	271 5%	767 6%	683 6%	340 5%	15 11%	303 5%	565 6%	170 6%
7	2246 13%	220 13%	639 15%	1251 12%	688 13%	1680 13%	912 12%	1049 14%	407 13%	1479 14%	888 12%	656 12%	1711 14%	1484 13%	872 14%	11 9%	877 14%	1203 13%	287 10%

Q20_03. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Monthly price (such as monthly subscription, line rental)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	17254	1663	4279	10046	5426	12756	7495	7526	3161	10869	7312	5547	12635	11790	6263	129	6467	8930	2785
8	2567	264	609	1520	825	1881	1080	1160	467	1583	1123	905	1801	1808	877	21	1001	1314	392
	15%	16%	14%	15%	15%	15%	14%	15%	15%	15%	15%	16%	14%	15%	14%	16%	15%	15%	14%
9	2663	203	673	1652	795	2013	1254	1117	437	1678	1131	955	1853	1813	993	1	1084	1333	391
	15%	12%	16%	16%	15%	16%	17%	15%	14%	15%	15%	17%	15%	15%	16%	1%	17%	15%	14%
Very clear 10	4697	469	1066	2833	1243	3699	2406	1614	922	2882	2060	1644	3298	3305	1607	30	1579	2453	909
	27%	28%	25%	28%	23%	29%	32%	21%	29%	27%	28%	30%	26%	28%	26%	23%	24%	27%	33%
DK	453	47	76	171	116	364	187	179	114	277	203	117	363	303	173	4	167	229	83
	3%	3%	2%	2%	2%	3%	2%	2%	4%	3%	3%	2%	3%	3%	3%	3%	3%	3%	3%
Average Excl. DK	7.4	7.3	7.3	7.5	7.1	7.6	7.7	7.1	7.6	7.4	7.5	7.7	7.3	7.5	7.3	6.3	7.3	7.5	7.6

Volume

Q20_03. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Monthly price (such as monthly subscription, line rental)
 ONE ANSWER ONLY
 FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	17254	2130	16051	9307	8875	2296	6158	3697	2037	11525	3459	1872	584	1006
Not at all clear 1	615 4%	35 2%	612 4%	263 3%	384 4%	89 4%	233 4%	130 4%	68 3%	418 4%	118 3%	81 4%	18 3%	25 3%
2	677 4%	57 3%	656 4%	311 3%	401 5%	130 6%	289 5%	69 2%	62 3%	458 4%	143 4%	55 3%	46 8%	14 1%
3	645 4%	71 3%	610 4%	294 3%	387 4%	115 5%	262 4%	74 2%	89 4%	366 3%	127 4%	126 7%	31 5%	41 4%
4	781 5%	90 4%	734 5%	381 4%	444 5%	144 6%	283 5%	137 4%	67 3%	508 4%	146 4%	88 5%	35 6%	62 6%
5	924 5%	79 4%	896 6%	515 6%	460 5%	113 5%	365 6%	169 5%	117 6%	667 6%	167 5%	87 5%	30 5%	42 4%
6	987 6%	88 4%	949 6%	610 7%	428 5%	139 6%	352 6%	183 5%	123 6%	704 6%	211 6%	81 4%	23 4%	38 4%
7	2246 13%	204 10%	2163 13%	1199 13%	1169 13%	304 13%	870 14%	434 12%	199 10%	1560 14%	418 12%	221 12%	94 16%	102 10%

Volume

Q20_03. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Monthly price (such as monthly subscription, line rental)
 ONE ANSWER ONLY
 FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	17254	2130	16051	9307	8875	2296	6158	3697	2037	11525	3459	1872	584	1006
8	2567 15%	327 15%	2379 15%	1436 15%	1270 14%	313 14%	862 14%	577 16%	269 13%	1790 16%	502 15%	242 13%	75 13%	123 12%
9	2663 15%	367 17%	2441 15%	1522 16%	1286 14%	307 13%	945 15%	689 19%	309 15%	1781 15%	518 15%	317 17%	68 12%	172 17%
Very clear 10	4697 27%	753 35%	4189 26%	2631 28%	2311 26%	549 24%	1568 25%	1160 31%	683 34%	3005 26%	997 29%	539 29%	148 25%	334 33%
DK	453 3%	59 3%	421 3%	145 2%	335 4%	91 4%	130 2%	73 2%	49 2%	269 2%	113 3%	34 2%	15 3%	54 5%
Average Excl. DK	7.4	8	7.4	7.6	7.3	7.1	7.3	7.8	7.7	7.4	7.5	7.4	7	7.8

Q20_04. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Additional costs (such as activation fees, extra charges, rebates, termination fees)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	17254	9660	8521	2659	5998	5435	4088	304	2560	6038	6248	2563	468	4619	8448	5115
Not at all clear 1	1387 8%	669 7%	798 9%	152 6%	445 7%	494 9%	376 9%	18 6%	168 7%	521 9%	517 8%	200 8%	44 9%	363 8%	656 8%	448 9%
2	1232 7%	652 7%	650 8%	177 7%	406 7%	401 7%	318 8%	18 6%	189 7%	432 7%	468 7%	164 6%	31 7%	331 7%	593 7%	379 7%
3	1309 8%	737 8%	647 8%	235 9%	462 8%	425 8%	260 6%	23 7%	157 6%	471 8%	488 8%	206 8%	38 8%	367 8%	665 8%	351 7%
4	1392 8%	814 8%	655 8%	241 9%	496 8%	454 8%	278 7%	22 7%	212 8%	481 8%	519 8%	199 8%	35 7%	369 8%	672 8%	428 8%
5	1460 8%	805 8%	736 9%	233 9%	482 8%	449 8%	376 9%	25 8%	210 8%	507 8%	548 9%	205 8%	47 10%	347 8%	750 9%	444 9%
6	1053 6%	640 7%	468 5%	148 6%	364 6%	343 6%	252 6%	9 3%	148 6%	361 6%	407 7%	155 6%	29 6%	295 6%	497 6%	315 6%
7	2358 14%	1356 14%	1126 13%	386 15%	912 15%	716 13%	467 11%	54 18%	349 14%	875 14%	817 13%	333 13%	53 11%	697 15%	1083 13%	701 14%

Q20_04. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Additional costs (such as activation fees, extra charges, rebates, termination fees)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	17254	9660	8521	2659	5998	5435	4088	304	2560	6038	6248	2563	468	4619	8448	5115
8	2153 12%	1249 13%	1017 12%	305 11%	767 13%	653 12%	540 13%	36 12%	336 13%	720 12%	794 13%	338 13%	41 9%	570 12%	1139 13%	557 11%
9	1745 10%	977 10%	857 10%	280 11%	657 11%	503 9%	393 10%	18 6%	262 10%	579 10%	673 11%	257 10%	45 10%	514 11%	829 10%	491 10%
Very clear 10	2364 14%	1320 14%	1164 14%	350 13%	789 13%	788 14%	556 14%	58 19%	385 15%	801 13%	744 12%	432 17%	65 14%	568 12%	1218 14%	698 14%
DK	802 5%	442 5%	406 5%	151 6%	217 4%	209 4%	270 7%	24 8%	145 6%	291 5%	272 4%	74 3%	40 8%	199 4%	346 4%	302 6%
Average Excl. DK	6.1	6.2	6	6.1	6.1	6	6	6.4	6.3	6	6	6.3	5.9	6.1	6.1	6

Q20_04. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Additional costs (such as activation fees, extra charges, rebates, termination fees)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	17254	1663	4279	10046	5426	12755	7495	7526	3161	10869	7312	5547	12635	11789	6263	129	6467	8930	2785
Not at all clear 1	1387	144	339	750	483	984	493	756	218	800	667	379	1088	949	488	31	539	641	288
	8%	9%	8%	7%	9%	8%	7%	10%	7%	7%	9%	7%	9%	8%	8%	24%	8%	7%	10%
2	1232	117	302	677	411	891	437	633	232	726	576	339	963	801	480	21	388	734	180
	7%	7%	7%	7%	8%	7%	6%	8%	7%	7%	8%	6%	8%	7%	8%	17%	6%	8%	6%
3	1309	132	322	768	468	915	465	681	237	794	590	394	989	866	506	11	487	702	195
	8%	8%	8%	8%	9%	7%	6%	9%	8%	7%	8%	7%	8%	7%	8%	9%	8%	8%	7%
4	1392	112	335	878	442	1026	505	690	274	882	587	478	991	909	555	4	518	743	207
	8%	7%	8%	9%	8%	8%	7%	9%	9%	8%	8%	9%	8%	8%	9%	3%	8%	8%	7%
5	1460	137	355	870	485	1055	455	819	266	880	660	515	1025	1026	511	4	500	757	284
	8%	8%	8%	9%	9%	8%	6%	11%	8%	8%	9%	9%	8%	9%	8%	3%	8%	8%	10%
6	1053	84	285	628	362	746	418	492	198	625	483	370	738	719	375	13	335	609	163
	6%	5%	7%	6%	7%	6%	6%	7%	6%	6%	7%	7%	6%	6%	6%	10%	5%	7%	6%
7	2358	227	602	1370	731	1750	1072	969	440	1495	986	753	1728	1586	889	6	935	1245	301
	14%	14%	14%	14%	13%	14%	14%	13%	14%	14%	13%	14%	14%	13%	14%	5%	14%	14%	11%

Q20_04. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Additional costs (such as activation fees, extra charges, rebates, termination fees)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	17254	1663	4279	10046	5426	12755	7495	7526	3161	10869	7312	5547	12635	11789	6263	129	6467	8930	2785
8	2153	180	568	1314	654	1611	1083	852	330	1432	834	728	1538	1463	780	22	846	1131	289
	12%	11%	13%	13%	12%	13%	14%	11%	10%	13%	11%	13%	12%	12%	12%	17%	13%	13%	10%
9	1745	170	438	1056	462	1372	889	611	333	1202	632	576	1258	1189	635	10	745	834	254
	10%	10%	10%	11%	9%	11%	12%	8%	11%	11%	9%	10%	10%	10%	10%	8%	12%	9%	9%
Very clear 10	2364	267	543	1416	670	1814	1379	669	436	1539	946	842	1642	1691	790	3	889	1153	442
	14%	16%	13%	14%	12%	14%	18%	9%	14%	14%	13%	15%	13%	14%	13%	2%	14%	13%	16%
DK	802	92	190	319	257	590	299	353	196	495	352	173	675	590	255	3	284	382	182
	5%	6%	4%	3%	5%	5%	4%	5%	6%	5%	5%	3%	5%	5%	4%	2%	4%	4%	7%
Average Excl. DK	6.1	6.1	6.1	6.1	5.9	6.2	6.6	5.5	6.1	6.2	5.9	6.3	6	6.1	6	4.5	6.2	6	6

Volume

Q20_04. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Additional costs (such as activation fees, extra charges, rebates, termination fees)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	17254	2130	16051	9306	8875	2296	6158	3697	2037	11525	3459	1872	584	1006
Not at all clear 1	1387 8%	149 7%	1319 8%	741 8%	727 8%	176 8%	545 9%	230 6%	194 10%	917 8%	268 8%	176 9%	27 5%	112 11%
2	1232 7%	138 6%	1164 7%	691 7%	611 7%	163 7%	446 7%	243 7%	125 6%	843 7%	237 7%	134 7%	26 4%	80 8%
3	1309 8%	162 8%	1221 8%	717 8%	666 8%	196 9%	506 8%	235 6%	130 6%	878 8%	284 8%	114 6%	46 8%	86 9%
4	1392 8%	161 8%	1308 8%	752 8%	717 8%	211 9%	494 8%	265 7%	141 7%	970 8%	275 8%	150 8%	27 5%	68 7%
5	1460 8%	192 9%	1349 8%	864 9%	676 8%	213 9%	512 8%	327 9%	178 9%	1009 9%	290 8%	139 7%	44 8%	84 8%
6	1053 6%	124 6%	984 6%	645 7%	462 5%	125 5%	361 6%	257 7%	126 6%	768 7%	173 5%	108 6%	25 4%	54 5%
7	2358 14%	299 14%	2182 14%	1224 13%	1257 14%	366 16%	728 12%	528 14%	239 12%	1627 14%	428 12%	218 12%	102 17%	138 14%

Volume

Q20_04. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Additional costs (such as activation fees, extra charges, rebates, termination fees)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	17254	2130	16051	9306	8875	2296	6158	3697	2037	11525	3459	1872	584	1006
8	2153 12%	199 9%	2067 13%	1182 13%	1084 12%	237 10%	858 14%	489 13%	246 12%	1449 13%	385 11%	263 14%	83 14%	119 12%
9	1745 10%	225 11%	1608 10%	930 10%	903 10%	211 9%	592 10%	410 11%	236 12%	1087 9%	406 12%	203 11%	77 13%	74 7%
Very clear 10	2364 14%	336 16%	2148 13%	1251 13%	1233 14%	269 12%	817 13%	610 17%	346 17%	1477 13%	527 15%	285 15%	83 14%	141 14%
DK	802 5%	146 7%	702 4%	310 3%	538 6%	129 6%	300 5%	104 3%	76 4%	500 4%	184 5%	80 4%	46 8%	50 5%
Average Excl. DK	6.1	6.2	6.1	6	6.1	5.9	6	6.4	6.3	6	6.2	6.2	6.7	5.8

Q20_05. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Duration of contract

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	17253	9660	8521	2659	5998	5434	4087	304	2560	6038	6248	2563	468	4619	8447	5114
Not at all clear 1	649 4%	367 4%	320 4%	101 4%	214 4%	195 4%	177 4%	9 3%	99 4%	259 4%	194 3%	111 4%	16 3%	197 4%	324 4%	166 3%
2	629 4%	330 3%	335 4%	74 3%	218 4%	211 4%	161 4%	15 5%	84 3%	270 4%	172 3%	93 4%	31 7%	153 3%	327 4%	185 4%
3	789 5%	423 4%	414 5%	111 4%	299 5%	261 5%	166 4%	23 7%	107 4%	255 4%	342 5%	102 4%	9 2%	161 3%	426 5%	251 5%
4	817 5%	446 5%	415 5%	149 6%	287 5%	233 4%	193 5%	31 10%	108 4%	255 4%	315 5%	139 5%	13 3%	220 5%	397 5%	244 5%
5	915 5%	563 6%	407 5%	186 7%	318 5%	265 5%	200 5%	9 3%	121 5%	341 6%	332 5%	143 6%	24 5%	256 6%	456 5%	258 5%
6	739 4%	446 5%	336 4%	100 4%	268 4%	240 4%	175 4%	5 2%	98 4%	277 5%	282 5%	88 3%	31 7%	180 4%	359 4%	243 5%
7	1939 11%	1049 11%	993 12%	349 13%	729 12%	559 10%	404 10%	30 10%	253 10%	710 12%	705 11%	307 12%	37 8%	590 13%	846 10%	607 12%

Q20_05. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Duration of contract
ONE ANSWER ONLY
FILTER: ASK Q20 IF Q18 = 1 OR 2

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	17253	9660	8521	2659	5998	5434	4087	304	2560	6038	6248	2563	468	4619	8447	5114
8	2402 14%	1352 14%	1173 14%	367 14%	879 15%	741 14%	539 13%	27 9%	344 13%	764 13%	967 15%	364 14%	59 13%	640 14%	1168 14%	717 14%
9	2563 15%	1496 15%	1202 14%	441 17%	897 15%	848 16%	513 13%	41 14%	422 16%	840 14%	928 15%	402 16%	65 14%	726 16%	1288 15%	685 13%
Very clear 10	5305 31%	2921 30%	2653 31%	614 23%	1748 29%	1759 32%	1451 36%	92 30%	828 32%	1863 31%	1859 30%	765 30%	167 36%	1379 30%	2610 31%	1584 31%
DK	508 3%	267 3%	274 3%	167 6%	142 2%	123 2%	109 3%	23 7%	96 4%	203 3%	152 2%	50 2%	16 3%	118 3%	247 3%	176 3%
Average Excl. DK	7.5	7.5	7.5	7.3	7.4	7.6	7.6	7.2	7.6	7.4	7.5	7.5	7.6	7.5	7.5	7.5

Q20_05. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Duration of contract

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	17253	1663	4279	10046	5426	12755	7495	7526	3160	10869	7312	5547	12634	11789	6263	129	6467	8930	2785
Not at all clear 1	649 4%	66 4%	142 3%	348 3%	203 4%	484 4%	251 3%	353 5%	83 3%	376 3%	311 4%	191 3%	495 4%	422 4%	263 4%	1 1%	251 4%	338 4%	98 4%
2	629 4%	98 6%	175 4%	302 3%	165 3%	499 4%	247 3%	310 4%	107 3%	399 4%	266 4%	135 2%	529 4%	414 4%	247 4%	3 2%	231 4%	313 4%	121 4%
3	789 5%	64 4%	192 4%	464 5%	289 5%	548 4%	296 4%	418 6%	123 4%	439 4%	398 5%	264 5%	573 5%	531 5%	306 5%	0 0	323 5%	412 5%	101 4%
4	817 5%	76 5%	230 5%	468 5%	306 6%	555 4%	304 4%	421 6%	137 4%	513 5%	348 5%	207 4%	655 5%	538 5%	307 5%	15 12%	376 6%	400 4%	85 3%
5	915 5%	100 6%	213 5%	561 6%	305 6%	665 5%	333 4%	462 6%	175 6%	563 5%	406 6%	284 5%	685 5%	603 5%	362 6%	4 3%	333 5%	494 6%	142 5%
6	739 4%	43 3%	203 5%	439 4%	260 5%	522 4%	297 4%	356 5%	129 4%	485 4%	297 4%	247 4%	535 4%	514 4%	259 4%	9 7%	301 5%	392 4%	89 3%
7	1939 11%	165 10%	528 12%	1131 11%	712 13%	1331 10%	840 11%	902 12%	300 9%	1244 11%	798 11%	583 11%	1459 12%	1362 12%	672 11%	8 6%	707 11%	1052 12%	284 10%

Q20_05. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Duration of contract

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	17253	1663	4279	10046	5426	12755	7495	7526	3160	10869	7312	5547	12634	11789	6263	129	6467	8930	2785
8	2402	289	562	1423	784	1741	1066	999	460	1606	919	687	1838	1642	851	32	910	1221	394
	14%	17%	13%	14%	14%	14%	14%	13%	15%	15%	13%	12%	15%	14%	14%	25%	14%	14%	14%
9	2563	227	657	1510	707	1991	1183	1085	431	1687	1012	971	1727	1694	988	16	963	1332	403
	15%	14%	15%	15%	13%	16%	16%	14%	14%	16%	14%	18%	14%	14%	16%	13%	15%	15%	14%
Very clear 10	5305	470	1235	3250	1524	4050	2522	1995	1057	3250	2324	1898	3676	3706	1833	35	1853	2773	948
	31%	28%	29%	32%	28%	32%	34%	27%	33%	30%	32%	34%	29%	31%	29%	27%	29%	31%	34%
DK	508	64	143	151	171	370	157	225	159	307	234	80	461	362	175	4	219	202	121
	3%	4%	3%	1%	3%	3%	2%	3%	5%	3%	3%	1%	4%	3%	3%	3%	3%	2%	4%
Average Excl. DK	7.5	7.3	7.4	7.6	7.3	7.5	7.7	7.2	7.7	7.5	7.4	7.7	7.4	7.5	7.4	7.7	7.4	7.5	7.7

Volume

Q20_05. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Duration of contract
 ONE ANSWER ONLY
 FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	17253	2130	16051	9306	8875	2296	6158	3697	2037	11525	3459	1872	584	1006
Not at all clear 1	649 4%	63 3%	624 4%	339 4%	348 4%	112 5%	248 4%	105 3%	74 4%	429 4%	132 4%	83 4%	12 2%	41 4%
2	629 4%	51 2%	614 4%	303 3%	362 4%	84 4%	247 4%	96 3%	63 3%	431 4%	125 4%	68 4%	28 5%	22 2%
3	789 5%	77 4%	759 5%	441 5%	396 4%	109 5%	278 5%	200 5%	53 3%	515 4%	148 4%	107 6%	27 5%	49 5%
4	817 5%	76 4%	785 5%	415 4%	446 5%	110 5%	306 5%	139 4%	90 4%	552 5%	140 4%	122 6%	26 4%	35 3%
5	915 5%	99 5%	871 5%	491 5%	479 5%	113 5%	315 5%	236 6%	89 4%	631 5%	167 5%	103 5%	30 5%	48 5%
6	739 4%	87 4%	695 4%	406 4%	376 4%	107 5%	289 5%	111 3%	78 4%	513 4%	154 4%	61 3%	23 4%	37 4%
7	1939 11%	232 11%	1811 11%	1095 12%	948 11%	242 11%	676 11%	417 11%	205 10%	1331 12%	358 10%	178 10%	98 17%	98 10%

Volume

Q20_05. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Duration of contract
 ONE ANSWER ONLY
 FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	17253	2130	16051	9306	8875	2296	6158	3697	2037	11525	3459	1872	584	1006
8	2402 14%	255 12%	2270 14%	1349 14%	1176 13%	327 14%	926 15%	493 13%	247 12%	1617 14%	453 13%	244 13%	103 18%	125 12%
9	2563 15%	336 16%	2363 15%	1369 15%	1329 15%	343 15%	880 14%	608 16%	308 15%	1723 15%	498 14%	280 15%	90 15%	148 15%
Very clear 10	5305 31%	782 37%	4792 30%	2899 31%	2674 30%	628 27%	1817 30%	1218 33%	778 38%	3475 30%	1156 33%	568 30%	126 22%	369 37%
DK	508 3%	74 3%	467 3%	199 2%	342 4%	121 5%	176 3%	74 2%	53 3%	308 3%	129 4%	58 3%	20 3%	33 3%
Average Excl. DK	7.5	7.9	7.4	7.5	7.4	7.3	7.4	7.7	7.9	7.5	7.6	7.3	7.3	7.8

Q20_06. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Customer service (including technical support)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	17254	9660	8521	2659	5998	5435	4088	304	2560	6038	6248	2563	468	4619	8448	5115
Not at all clear 1	918 5%	490 5%	480 6%	127 5%	297 5%	289 5%	256 6%	19 6%	86 3%	338 6%	335 5%	155 6%	36 8%	257 6%	416 5%	296 6%
2	965 6%	501 5%	519 6%	159 6%	310 5%	292 5%	257 6%	20 7%	143 6%	299 5%	357 6%	175 7%	24 5%	208 5%	539 6%	272 5%
3	1003 6%	557 6%	503 6%	176 7%	344 6%	331 6%	207 5%	20 7%	179 7%	304 5%	367 6%	153 6%	37 8%	322 7%	439 5%	299 6%
4	1147 7%	616 6%	593 7%	203 8%	397 7%	378 7%	231 6%	20 7%	117 5%	383 6%	472 8%	171 7%	45 10%	317 7%	563 7%	329 6%
5	1435 8%	909 9%	606 7%	221 8%	478 8%	458 8%	358 9%	39 13%	187 7%	556 9%	486 8%	219 9%	29 6%	371 8%	648 8%	495 10%
6	1078 6%	641 7%	494 6%	170 6%	444 7%	347 6%	173 4%	13 4%	128 5%	344 6%	462 7%	167 6%	20 4%	299 6%	515 6%	320 6%
7	2564 15%	1431 15%	1268 15%	391 15%	1011 17%	766 14%	532 13%	30 10%	355 14%	901 15%	965 15%	375 15%	74 16%	674 15%	1195 14%	830 16%

Q20_06. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Customer service (including technical support)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	17254	9660	8521	2659	5998	5435	4088	304	2560	6038	6248	2563	468	4619	8448	5115
8	2597 15%	1478 15%	1256 15%	368 14%	912 15%	851 16%	603 15%	45 15%	368 14%	934 15%	959 15%	371 14%	58 12%	741 16%	1352 16%	640 13%
9	2214 13%	1204 12%	1125 13%	360 14%	752 13%	723 13%	494 12%	25 8%	414 16%	794 13%	762 12%	282 11%	53 11%	641 14%	1164 14%	524 10%
Very clear 10	2651 15%	1469 15%	1322 16%	377 14%	847 14%	797 15%	768 19%	46 15%	459 18%	949 16%	860 14%	402 16%	76 16%	635 14%	1276 15%	879 17%
DK	683 4%	366 4%	357 4%	107 4%	206 3%	202 4%	206 5%	27 9%	124 5%	237 4%	223 4%	95 4%	16 3%	154 3%	339 4%	229 4%
Average Excl. DK	6.6	6.6	6.6	6.5	6.6	6.6	6.7	6.2	6.9	6.7	6.5	6.4	6.3	6.6	6.6	6.5

Q20_06. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Customer service (including technical support)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS			
	EU 27	1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	17254	1663	4279	10046	5426	12755	7495	7526	3161	10869	7312	5547	12635	11789	6263	129	6467	8930	2785
Not at all clear 1	918	99	225	480	364	605	315	490	164	542	427	256	713	597	360	12	366	438	166
	5%	6%	5%	5%	7%	5%	4%	7%	5%	5%	6%	5%	6%	5%	6%	9%	6%	5%	6%
2	965	85	265	568	333	687	374	496	149	591	429	268	751	657	359	4	414	473	133
	6%	5%	6%	6%	6%	5%	5%	7%	5%	5%	6%	5%	6%	6%	6%	3%	6%	5%	5%
3	1003	80	275	606	316	744	304	553	202	629	430	340	720	627	427	5	346	560	153
	6%	5%	6%	6%	6%	6%	4%	7%	6%	6%	6%	6%	6%	5%	7%	4%	5%	6%	6%
4	1147	111	282	650	372	837	388	580	241	659	550	386	823	761	444	4	365	669	175
	7%	7%	7%	6%	7%	7%	5%	8%	8%	6%	8%	7%	7%	6%	7%	3%	6%	7%	6%
5	1435	102	380	834	503	1012	514	747	255	882	633	491	1024	967	545	3	463	815	237
	8%	6%	9%	8%	9%	8%	7%	10%	8%	8%	9%	9%	8%	8%	9%	2%	7%	9%	9%
6	1078	71	258	678	326	809	419	522	193	648	487	399	736	742	391	2	336	661	137
	6%	4%	6%	7%	6%	6%	6%	7%	6%	6%	7%	7%	6%	6%	6%	1%	5%	7%	5%
7	2564	236	646	1554	824	1875	1094	1155	450	1622	1077	807	1892	1747	929	23	873	1421	406
	15%	14%	15%	15%	15%	15%	15%	15%	14%	15%	15%	15%	15%	15%	15%	18%	13%	16%	15%

Volume

Q20_06. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Customer service (including technical support)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	17254	1663	4279	10046	5426	12755	7495	7526	3161	10869	7312	5547	12635	11789	6263	129	6467	8930	2785
8	2597	216	651	1560	745	1989	1146	1126	462	1661	1073	844	1890	1762	959	13	1049	1340	345
	15%	13%	15%	16%	14%	16%	15%	15%	15%	15%	15%	15%	15%	15%	15%	10%	16%	15%	12%
9	2214	246	537	1313	658	1671	1164	757	409	1496	833	701	1628	1561	748	21	920	1045	364
	13%	15%	13%	13%	12%	13%	16%	10%	13%	14%	11%	13%	13%	13%	12%	16%	14%	12%	13%
Very clear 10	2651	318	649	1533	750	2040	1529	782	479	1785	1005	845	1945	1946	808	36	1101	1184	505
	15%	19%	15%	15%	14%	16%	20%	10%	15%	16%	14%	15%	15%	17%	13%	28%	17%	13%	18%
DK	683	98	111	270	235	487	248	317	157	354	369	210	512	424	293	6	234	326	162
	4%	6%	3%	3%	4%	4%	3%	4%	5%	3%	5%	4%	4%	4%	5%	5%	4%	4%	6%
Average Excl. DK	6.6	6.8	6.5	6.6	6.4	6.7	7.1	6.1	6.6	6.7	6.4	6.6	6.6	6.7	6.4	7.2	6.7	6.5	6.7

Volume

Q20_06. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Customer service (including technical support)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	17254	2130	16051	9306	8875	2296	6158	3697	2037	11525	3459	1872	584	1006
Not at all clear 1	918 5%	110 5%	859 5%	484 5%	486 5%	173 8%	349 6%	155 4%	122 6%	594 5%	165 5%	115 6%	21 4%	95 9%
2	965 6%	129 6%	890 6%	514 6%	505 6%	155 7%	368 6%	196 5%	78 4%	644 6%	176 5%	118 6%	50 9%	56 6%
3	1003 6%	138 6%	922 6%	489 5%	570 6%	143 6%	410 7%	180 5%	87 4%	662 6%	209 6%	113 6%	34 6%	53 5%
4	1147 7%	147 7%	1062 7%	669 7%	540 6%	138 6%	466 8%	222 6%	119 6%	775 7%	250 7%	92 5%	30 5%	74 7%
5	1435 8%	166 8%	1349 8%	810 9%	705 8%	220 10%	499 8%	290 8%	143 7%	1004 9%	277 8%	140 7%	37 6%	74 7%
6	1078 6%	139 7%	996 6%	635 7%	499 6%	129 6%	361 6%	267 7%	130 6%	704 6%	233 7%	139 7%	12 2%	70 7%
7	2564 15%	305 14%	2394 15%	1426 15%	1273 14%	305 13%	914 15%	562 15%	233 11%	1772 15%	488 14%	234 12%	71 12%	186 18%

Volume

Q20_06. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Customer service (including technical support)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	17254	2130	16051	9306	8875	2296	6158	3697	2037	11525	3459	1872	584	1006
8	2597 15%	267 13%	2466 15%	1412 15%	1321 15%	348 15%	893 15%	575 16%	279 14%	1730 15%	534 15%	268 14%	111 19%	120 12%
9	2214 13%	235 11%	2094 13%	1170 13%	1159 13%	275 12%	764 12%	523 14%	313 15%	1484 13%	418 12%	292 16%	75 13%	90 9%
Very clear 10	2651 15%	354 17%	2436 15%	1430 15%	1361 15%	319 14%	913 15%	578 16%	459 23%	1702 15%	563 16%	307 16%	116 20%	135 13%
DK	683 4%	139 7%	583 4%	267 3%	456 5%	92 4%	221 4%	150 4%	73 4%	454 4%	146 4%	54 3%	28 5%	51 5%
Average Excl. DK	6.6	6.5	6.6	6.6	6.6	6.3	6.5	6.8	7	6.6	6.6	6.6	6.9	6.2

Q20_07. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	17253	9660	8521	2659	5998	5434	4088	304	2560	6038	6248	2563	468	4619	8447	5115
Not at all clear 1	1860 11%	998 10%	967 11%	268 10%	621 10%	597 11%	480 12%	34 11%	235 9%	648 11%	721 12%	245 10%	82 17%	502 11%	886 10%	578 11%
2	1773 10%	955 10%	917 11%	233 9%	622 10%	533 10%	484 12%	27 9%	262 10%	578 10%	635 10%	320 12%	50 11%	559 12%	754 9%	558 11%
3	1446 8%	733 8%	792 9%	201 8%	546 9%	437 8%	341 8%	42 14%	173 7%	465 8%	608 10%	196 8%	41 9%	380 8%	722 9%	423 8%
4	1331 8%	761 8%	642 8%	207 8%	468 8%	434 8%	294 7%	13 4%	191 7%	456 8%	494 8%	217 8%	32 7%	318 7%	669 8%	416 8%
5	1334 8%	797 8%	608 7%	224 8%	447 7%	461 8%	273 7%	24 8%	160 6%	536 9%	510 8%	146 6%	29 6%	301 7%	734 9%	370 7%
6	839 5%	506 5%	376 4%	117 4%	261 4%	288 5%	217 5%	14 5%	111 4%	302 5%	323 5%	111 4%	20 4%	216 5%	329 4%	337 7%
7	2124 12%	1159 12%	1078 13%	381 14%	773 13%	683 13%	400 10%	45 15%	346 14%	759 13%	733 12%	310 12%	44 9%	588 13%	1069 13%	580 11%

Q20_07. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	17253	9660	8521	2659	5998	5434	4088	304	2560	6038	6248	2563	468	4619	8447	5115
8	1744 10%	1061 11%	771 9%	307 12%	648 11%	510 9%	367 9%	23 8%	266 10%	551 9%	660 11%	299 12%	32 7%	500 11%	864 10%	467 9%
9	1551 9%	939 10%	692 8%	230 9%	572 10%	460 8%	369 9%	12 4%	232 9%	576 10%	516 8%	257 10%	38 8%	466 10%	786 9%	379 7%
Very clear 10	1501 9%	881 9%	700 8%	276 10%	512 9%	480 9%	311 8%	45 15%	297 12%	527 9%	442 7%	220 9%	50 11%	377 8%	765 9%	438 9%
DK	1750 10%	870 9%	977 11%	215 8%	529 9%	552 10%	551 13%	25 8%	285 11%	640 11%	605 10%	241 9%	51 11%	410 9%	870 10%	567 11%
Average Excl. DK	5.5	5.6	5.3	5.7	5.5	5.4	5.2	5.5	5.8	5.5	5.3	5.5	5	5.4	5.5	5.3

Q20_07. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	17253	1663	4279	10046	5426	12755	7495	7526	3160	10869	7312	5547	12634	11789	6263	129	6467	8930	2785
Not at all clear 1	1860 11%	142 9%	394 9%	1114 11%	578 11%	1388 11%	684 9%	938 12%	344 11%	1043 10%	923 13%	638 12%	1327 11%	1273 11%	680 11%	13 10%	657 10%	932 10%	377 14%
2	1773 10%	160 10%	458 11%	1034 10%	571 11%	1300 10%	644 9%	893 12%	335 11%	1067 10%	805 11%	595 11%	1277 10%	1175 10%	684 11%	13 10%	640 10%	980 11%	252 9%
3	1446 8%	129 8%	338 8%	887 9%	519 10%	1006 8%	523 7%	713 9%	289 9%	895 8%	630 9%	475 9%	1050 8%	1012 9%	508 8%	5 4%	507 8%	800 9%	218 8%
4	1331 8%	126 8%	334 8%	802 8%	414 8%	989 8%	496 7%	673 9%	234 7%	815 7%	589 8%	441 8%	963 8%	874 7%	521 8%	8 6%	428 7%	748 8%	227 8%
5	1334 8%	102 6%	334 8%	807 8%	530 10%	875 7%	515 7%	703 9%	187 6%	858 8%	547 7%	446 8%	960 8%	907 8%	497 8%	2 1%	458 7%	746 8%	201 7%
6	839 5%	78 5%	202 5%	515 5%	310 6%	572 4%	331 4%	363 5%	188 6%	520 5%	362 5%	303 5%	579 5%	585 5%	295 5%	2 2%	311 5%	467 5%	105 4%
7	2124 12%	246 15%	573 13%	1217 12%	566 10%	1672 13%	986 13%	838 11%	414 13%	1470 14%	767 10%	644 12%	1593 13%	1391 12%	829 13%	17 13%	862 13%	1098 12%	277 10%

Q20_07. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	17253	1663	4279	10046	5426	12755	7495	7526	3160	10869	7312	5547	12634	11789	6263	129	6467	8930	2785
8	1744	173	525	983	551	1281	840	728	263	1167	665	544	1288	1246	578	7	762	827	243
	10%	10%	12%	10%	10%	10%	11%	10%	8%	11%	9%	10%	10%	11%	9%	6%	12%	9%	9%
9	1551	173	401	920	460	1171	865	547	220	1106	525	468	1163	1049	564	18	718	708	205
	9%	10%	9%	9%	8%	9%	12%	7%	7%	10%	7%	8%	9%	9%	9%	14%	11%	8%	7%
Very clear 10	1501	189	361	884	431	1150	890	395	296	1085	496	504	1077	1132	439	10	639	717	225
	9%	11%	8%	9%	8%	9%	12%	5%	9%	10%	7%	9%	9%	10%	7%	8%	10%	8%	8%
DK	1750	144	360	883	495	1352	721	736	390	843	1004	490	1357	1145	669	34	485	907	456
	10%	9%	8%	9%	9%	11%	10%	10%	12%	8%	14%	9%	11%	10%	11%	26%	7%	10%	16%
Average Excl. DK	5.5	5.9	5.6	5.4	5.3	5.5	6	5	5.4	5.7	5.1	5.4	5.5	5.5	5.3	5.8	5.7	5.3	5.2

Volume

Q20_07. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	17253	2130	16051	9306	8875	2296	6158	3697	2037	11525	3459	1872	584	1006
Not at all clear 1	1860 11%	219 10%	1747 11%	1142 12%	823 9%	255 11%	704 11%	392 11%	203 10%	1225 11%	414 12%	189 10%	42 7%	129 13%
2	1773 10%	241 11%	1631 10%	1020 11%	852 10%	276 12%	600 10%	377 10%	190 9%	1219 11%	339 10%	173 9%	56 10%	118 12%
3	1446 8%	195 9%	1330 8%	798 9%	727 8%	175 8%	497 8%	314 8%	169 8%	1045 9%	244 7%	142 8%	45 8%	87 9%
4	1331 8%	195 9%	1208 8%	701 8%	702 8%	214 9%	476 8%	277 7%	150 7%	870 8%	296 9%	159 9%	40 7%	64 6%
5	1334 8%	151 7%	1254 8%	638 7%	767 9%	180 8%	428 7%	260 7%	183 9%	902 8%	258 7%	120 6%	63 11%	69 7%
6	839 5%	108 5%	774 5%	501 5%	382 4%	138 6%	318 5%	187 5%	83 4%	576 5%	171 5%	79 4%	22 4%	45 4%
7	2124 12%	236 11%	2001 12%	1148 12%	1090 12%	266 12%	822 13%	402 11%	192 9%	1424 12%	367 11%	265 14%	80 14%	150 15%

Volume

Q20_07. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	17253	2130	16051	9306	8875	2296	6158	3697	2037	11525	3459	1872	584	1006
8	1744 10%	173 8%	1659 10%	964 10%	868 10%	218 9%	612 10%	361 10%	218 11%	1173 10%	324 9%	220 12%	55 9%	78 8%
9	1551 9%	155 7%	1476 9%	701 8%	931 10%	154 7%	589 10%	391 11%	184 9%	947 8%	335 10%	197 11%	75 13%	89 9%
Very clear 10	1501 9%	168 8%	1412 9%	822 9%	758 9%	203 9%	471 8%	377 10%	264 13%	967 8%	334 10%	177 9%	58 10%	56 6%
DK	1750 10%	290 14%	1557 10%	872 9%	975 11%	217 9%	641 10%	360 10%	200 10%	1178 10%	378 11%	150 8%	49 8%	120 12%
Average Excl. DK	5.5	5.2	5.5	5.3	5.6	5.3	5.4	5.6	5.7	5.4	5.5	5.7	5.9	5.1

Q20_08. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Additional online features provided (e-mail/online storage/personal website etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	17253	9660	8521	2659	5998	5434	4087	304	2560	6037	6248	2563	468	4619	8447	5114
Not at all clear 1	841 5%	430 4%	459 5%	94 4%	277 5%	265 5%	253 6%	14 5%	124 5%	317 5%	276 4%	129 5%	28 6%	221 5%	420 5%	247 5%
2	925 5%	484 5%	492 6%	158 6%	310 5%	309 6%	199 5%	9 3%	101 4%	367 6%	298 5%	162 6%	39 8%	234 5%	458 5%	283 6%
3	1184 7%	643 7%	606 7%	193 7%	427 7%	330 6%	298 7%	15 5%	180 7%	367 6%	452 7%	200 8%	36 8%	303 7%	555 7%	390 8%
4	1173 7%	634 7%	605 7%	183 7%	427 7%	353 6%	276 7%	40 13%	192 8%	373 6%	436 7%	158 6%	40 9%	307 7%	530 6%	403 8%
5	1301 8%	707 7%	665 8%	213 8%	457 8%	429 8%	273 7%	20 7%	156 6%	472 8%	507 8%	187 7%	29 6%	364 8%	669 8%	339 7%
6	995 6%	562 6%	489 6%	125 5%	355 6%	385 7%	186 5%	16 5%	111 4%	395 7%	368 6%	138 5%	23 5%	267 6%	478 6%	305 6%
7	2712 16%	1485 15%	1369 16%	436 16%	969 16%	846 16%	603 15%	48 16%	353 14%	959 16%	1001 16%	425 17%	67 14%	699 15%	1317 16%	838 16%

Q20_08. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Additional online features provided (e-mail/online storage/personal website etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	17253	9660	8521	2659	5998	5434	4087	304	2560	6037	6248	2563	468	4619	8447	5114
8	2716 16%	1599 17%	1259 15%	444 17%	945 16%	811 15%	658 16%	41 13%	486 19%	856 14%	1062 17%	358 14%	54 12%	778 17%	1300 15%	779 15%
9	2019 12%	1294 13%	832 10%	329 12%	700 12%	654 12%	443 11%	27 9%	303 12%	675 11%	791 13%	289 11%	41 9%	554 12%	1077 13%	495 10%
Very clear 10	2285 13%	1299 13%	1105 13%	311 12%	808 13%	712 13%	571 14%	48 16%	381 15%	793 13%	720 12%	395 15%	68 15%	648 14%	1093 13%	664 13%
DK	1101 6%	524 5%	640 8%	173 6%	324 5%	340 6%	328 8%	27 9%	172 7%	463 8%	338 5%	122 5%	42 9%	244 5%	550 7%	370 7%
Average Excl. DK	6.5	6.6	6.4	6.5	6.5	6.5	6.5	6.5	6.7	6.4	6.5	6.5	6.1	6.6	6.5	6.4

Q20_08. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Additional online features provided (e-mail/online storage/personal website etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	17253	1663	4279	10046	5426	12755	7495	7526	3160	10869	7312	5547	12634	11789	6263	129	6467	8930	2785
Not at all clear 1	841 5%	104 6%	216 5%	397 4%	224 4%	665 5%	325 4%	438 6%	125 4%	442 4%	447 6%	216 4%	673 5%	562 5%	320 5%	7 5%	297 5%	404 5%	187 7%
2	925 5%	131 8%	272 6%	455 5%	299 6%	677 5%	313 4%	498 7%	165 5%	529 5%	447 6%	240 4%	736 6%	621 5%	347 6%	8 6%	356 6%	473 5%	147 5%
3	1184 7%	106 6%	365 9%	658 7%	426 8%	822 6%	411 5%	608 8%	230 7%	729 7%	520 7%	301 5%	948 8%	784 7%	460 7%	5 4%	420 6%	661 7%	168 6%
4	1173 7%	100 6%	300 7%	678 7%	407 7%	833 7%	409 5%	584 8%	246 8%	702 6%	537 7%	348 6%	891 7%	796 7%	438 7%	5 4%	412 6%	612 7%	215 8%
5	1301 8%	100 6%	298 7%	785 8%	420 8%	952 7%	540 7%	610 8%	222 7%	767 7%	605 8%	399 7%	972 8%	860 7%	510 8%	2 1%	461 7%	704 8%	207 7%
6	995 6%	77 5%	218 5%	641 6%	318 6%	733 6%	368 5%	514 7%	169 5%	635 6%	416 6%	399 7%	651 5%	676 6%	372 6%	2 2%	304 5%	616 7%	130 5%
7	2712 16%	276 17%	664 16%	1579 16%	901 17%	1953 15%	1143 15%	1210 16%	502 16%	1741 16%	1113 15%	895 16%	1960 16%	1806 15%	1038 17%	11 8%	1034 16%	1495 17%	326 12%

Q20_08. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Additional online features provided (e-mail/online storage/personal website etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	17253	1663	4279	10046	5426	12755	7495	7526	3160	10869	7312	5547	12634	11789	6263	129	6467	8930	2785
8	2716	261	626	1700	758	2099	1276	1102	480	1818	1040	933	1925	1843	988	26	1075	1330	452
	16%	16%	15%	17%	14%	16%	17%	15%	15%	17%	14%	17%	15%	16%	16%	20%	17%	15%	16%
9	2019	165	557	1224	556	1569	961	810	355	1416	709	742	1384	1438	675	13	876	987	263
	12%	10%	13%	12%	10%	12%	13%	11%	11%	13%	10%	13%	11%	12%	11%	10%	14%	11%	9%
Very clear 10	2285	242	522	1426	767	1637	1276	649	479	1559	845	771	1633	1634	734	36	920	1089	396
	13%	15%	12%	14%	14%	13%	17%	9%	15%	14%	12%	14%	13%	14%	12%	28%	14%	12%	14%
DK	1101	100	243	505	350	814	473	503	188	532	632	304	861	768	382	14	312	558	294
	6%	6%	6%	5%	6%	6%	6%	7%	6%	5%	9%	5%	7%	7%	6%	11%	5%	6%	11%
Average Excl. DK	6.5	6.4	6.4	6.7	6.5	6.5	6.9	6.1	6.6	6.7	6.2	6.8	6.4	6.6	6.4	7.4	6.7	6.4	6.4

Volume

Q20_08. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Additional online features provided (e-mail/online storage/personal website etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	17253	2130	16051	9306	8875	2296	6158	3697	2037	11525	3459	1872	584	1006
Not at all clear 1	841 5%	93 4%	796 5%	406 4%	482 5%	124 5%	306 5%	140 4%	113 6%	531 5%	164 5%	102 5%	31 5%	80 8%
2	925 5%	141 7%	835 5%	506 5%	470 5%	151 7%	405 7%	171 5%	80 4%	570 5%	241 7%	91 5%	33 6%	59 6%
3	1184 7%	158 7%	1091 7%	660 7%	588 7%	157 7%	428 7%	230 6%	93 5%	859 7%	196 6%	108 6%	52 9%	48 5%
4	1173 7%	150 7%	1089 7%	648 7%	591 7%	185 8%	426 7%	225 6%	110 5%	791 7%	204 6%	118 6%	70 12%	73 7%
5	1301 8%	149 7%	1222 8%	691 7%	681 8%	160 7%	532 9%	230 6%	158 8%	895 8%	277 8%	124 7%	27 5%	67 7%
6	995 6%	147 7%	903 6%	589 6%	461 5%	112 5%	342 6%	282 8%	106 5%	701 6%	188 5%	112 6%	12 2%	51 5%
7	2712 16%	325 15%	2529 16%	1448 16%	1406 16%	414 18%	917 15%	595 16%	265 13%	1847 16%	501 14%	312 17%	97 17%	149 15%

Volume

Q20_08. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Additional online features provided (e-mail/online storage/personal website etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	17253	2130	16051	9306	8875	2296	6158	3697	2037	11525	3459	1872	584	1006
8	2716 16%	283 13%	2575 16%	1509 16%	1349 15%	343 15%	927 15%	551 15%	365 18%	1867 16%	537 16%	272 15%	68 12%	140 14%
9	2019 12%	215 10%	1911 12%	1101 12%	1025 12%	193 8%	667 11%	479 13%	271 13%	1326 12%	453 13%	203 11%	74 13%	101 10%
Very clear 10	2285 13%	268 13%	2137 13%	1255 13%	1150 13%	282 12%	805 13%	563 15%	361 18%	1471 13%	434 13%	322 17%	85 15%	125 12%
DK	1101 6%	201 9%	963 6%	492 5%	672 8%	177 8%	403 7%	230 6%	115 6%	668 6%	265 8%	107 6%	37 6%	113 11%
Average Excl. DK	6.5	6.3	6.5	6.5	6.5	6.3	6.4	6.8	6.9	6.5	6.5	6.7	6.3	6.3

Q20_09. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Other services included in the package (TV, fixed telephony, mobile telephony etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	17253	9660	8521	2659	5998	5435	4087	304	2560	6037	6248	2563	468	4619	8447	5114
Not at all clear 1	664 4%	339 4%	362 4%	88 3%	163 3%	207 4%	242 6%	9 3%	122 5%	264 4%	174 3%	96 4%	37 8%	151 3%	330 4%	219 4%
2	662 4%	353 4%	346 4%	108 4%	235 4%	201 4%	155 4%	19 6%	123 5%	213 4%	199 3%	110 4%	35 7%	157 3%	305 4%	236 5%
3	821 5%	421 4%	448 5%	108 4%	268 4%	269 5%	224 5%	5 2%	145 6%	286 5%	321 5%	85 3%	28 6%	177 4%	403 5%	290 6%
4	876 5%	540 6%	385 5%	170 6%	268 4%	294 5%	193 5%	9 3%	136 5%	270 4%	334 5%	151 6%	26 5%	237 5%	397 5%	291 6%
5	1003 6%	571 6%	489 6%	171 6%	407 7%	332 6%	150 4%	17 5%	116 5%	378 6%	387 6%	133 5%	29 6%	272 6%	469 6%	319 6%
6	1036 6%	558 6%	532 6%	124 5%	339 6%	343 6%	284 7%	11 4%	139 5%	366 6%	381 6%	163 6%	30 6%	237 5%	556 7%	297 6%
7	2523 15%	1391 14%	1270 15%	393 15%	960 16%	798 15%	510 12%	53 18%	390 15%	908 15%	923 15%	337 13%	50 11%	724 16%	1159 14%	778 15%

Q20_09. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Other services included in the package (TV, fixed telephony, mobile telephony etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	17253	9660	8521	2659	5998	5435	4087	304	2560	6037	6248	2563	468	4619	8447	5114
8	2913 17%	1695 18%	1368 16%	452 17%	1083 18%	835 15%	693 17%	37 12%	405 16%	972 16%	1130 18%	457 18%	62 13%	859 19%	1415 17%	789 15%
9	2554 15%	1510 16%	1177 14%	406 15%	882 15%	764 14%	635 16%	41 14%	390 15%	819 14%	958 15%	418 16%	59 13%	698 15%	1292 15%	697 14%
Very clear 10	3381 20%	1832 19%	1726 20%	489 18%	1140 19%	1122 21%	805 20%	74 24%	458 18%	1229 20%	1205 19%	497 19%	95 20%	909 20%	1717 20%	932 18%
DK	821 5%	450 5%	419 5%	150 6%	253 4%	269 5%	197 5%	28 9%	136 5%	333 6%	237 4%	117 5%	18 4%	198 4%	404 5%	266 5%
Average Excl. DK	7.1	7.2	7.1	7.1	7.2	7.1	7	7.4	6.9	7.1	7.2	7.2	6.5	7.2	7.2	6.9

Q20_09. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Other services included in the package (TV, fixed telephony, mobile telephony etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS			
	EU 27	1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	17253	1663	4279	10046	5426	12755	7495	7525	3160	10869	7312	5547	12634	11789	6263	129	6467	8930	2785
Not at all clear 1	664 4%	86 5%	194 5%	309 3%	219 4%	481 4%	270 4%	307 4%	123 4%	416 4%	285 4%	125 2%	576 5%	465 4%	235 4%	1 1%	272 4%	291 3%	138 5%
2	662 4%	68 4%	195 5%	364 4%	221 4%	478 4%	249 3%	312 4%	138 4%	431 4%	268 4%	184 3%	515 4%	401 3%	291 5%	7 6%	266 4%	321 4%	112 4%
3	821 5%	95 6%	173 4%	469 5%	287 5%	582 5%	339 5%	394 5%	136 4%	511 5%	358 5%	196 4%	673 5%	510 4%	355 6%	5 4%	311 5%	458 5%	100 4%
4	876 5%	76 5%	249 6%	508 5%	337 6%	588 5%	351 5%	437 6%	137 4%	562 5%	363 5%	268 5%	657 5%	553 5%	368 6%	4 3%	343 5%	485 5%	97 3%
5	1003 6%	95 6%	267 6%	572 6%	371 7%	689 5%	355 5%	515 7%	191 6%	615 6%	445 6%	323 6%	737 6%	690 6%	369 6%	2 1%	398 6%	528 6%	134 5%
6	1036 6%	86 5%	241 6%	597 6%	331 6%	758 6%	342 5%	571 8%	177 6%	608 6%	482 7%	319 6%	771 6%	713 6%	358 6%	19 15%	364 6%	590 7%	136 5%
7	2523 15%	230 14%	679 16%	1456 14%	817 15%	1843 14%	1025 14%	1174 16%	462 15%	1628 15%	1032 14%	776 14%	1885 15%	1719 15%	921 15%	21 16%	919 14%	1314 15%	428 15%

Q20_09. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Other services included in the package (TV, fixed telephony, mobile telephony etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	17253	1663	4279	10046	5426	12755	7495	7525	3160	10869	7312	5547	12634	11789	6263	129	6467	8930	2785
8	2913	270	748	1705	878	2185	1232	1299	531	1805	1258	1009	2054	1989	1034	40	1116	1492	454
	17%	16%	17%	17%	16%	17%	16%	17%	17%	17%	17%	18%	16%	17%	17%	31%	17%	17%	16%
9	2554	218	623	1600	764	1923	1187	1028	471	1654	1033	925	1761	1787	898	2	975	1274	438
	15%	13%	15%	16%	14%	15%	16%	14%	15%	15%	14%	17%	14%	15%	14%	2%	15%	14%	16%
Very clear 10	3381	358	752	2068	949	2609	1772	1163	622	2202	1355	1184	2374	2452	1087	18	1247	1729	582
	20%	22%	18%	21%	17%	20%	24%	15%	20%	20%	19%	21%	19%	21%	17%	14%	19%	19%	21%
DK	821	79	159	398	251	618	373	325	171	436	433	238	631	510	348	11	254	449	167
	5%	5%	4%	4%	5%	5%	5%	4%	5%	4%	6%	4%	5%	4%	6%	8%	4%	5%	6%
Average Excl. DK	7.1	7	7	7.2	6.9	7.2	7.4	6.9	7.1	7.1	7.1	7.4	7	7.2	6.9	7	7.1	7.1	7.2

Volume

Q20_09. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Other services included in the package (TV, fixed telephony, mobile telephony etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	17253	2130	16051	9306	8875	2296	6158	3697	2037	11525	3459	1872	584	1006
Not at all clear 1	664 4%	76 4%	625 4%	318 3%	383 4%	99 4%	236 4%	113 3%	68 3%	455 4%	117 3%	76 4%	23 4%	40 4%
2	662 4%	89 4%	610 4%	347 4%	352 4%	117 5%	237 4%	139 4%	45 2%	455 4%	120 3%	64 3%	31 5%	41 4%
3	821 5%	129 6%	740 5%	413 4%	456 5%	142 6%	340 6%	107 3%	103 5%	558 5%	146 4%	111 6%	19 3%	43 4%
4	876 5%	100 5%	825 5%	446 5%	479 5%	129 6%	299 5%	179 5%	88 4%	600 5%	170 5%	72 4%	48 8%	47 5%
5	1003 6%	140 7%	921 6%	503 5%	557 6%	134 6%	363 6%	198 5%	114 6%	695 6%	177 5%	97 5%	45 8%	70 7%
6	1036 6%	140 7%	950 6%	586 6%	503 6%	150 7%	377 6%	206 6%	113 6%	705 6%	212 6%	99 5%	30 5%	56 6%
7	2523 15%	296 14%	2365 15%	1424 15%	1236 14%	369 16%	879 14%	550 15%	257 13%	1762 15%	475 14%	239 13%	87 15%	151 15%

Volume

Q20_09. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Other services included in the package (TV, fixed telephony, mobile telephony etc)

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	17253	2130	16051	9306	8875	2296	6158	3697	2037	11525	3459	1872	584	1006
8	2913 17%	233 11%	2830 18%	1550 17%	1513 17%	333 15%	1062 17%	623 17%	343 17%	1969 17%	607 18%	297 16%	76 13%	138 14%
9	2554 15%	240 11%	2447 15%	1483 16%	1203 14%	282 12%	855 14%	651 18%	315 15%	1692 15%	521 15%	308 16%	68 12%	131 13%
Very clear 10	3381 20%	443 21%	3115 19%	1880 20%	1678 19%	418 18%	1172 19%	788 21%	525 26%	2121 18%	789 23%	437 23%	81 14%	177 18%
DK	821 5%	244 11%	625 4%	356 4%	513 6%	124 5%	339 6%	144 4%	66 3%	514 4%	123 4%	73 4%	75 13%	112 11%
Average Excl. DK	7.1	7	7.1	7.2	7	6.8	7.1	7.4	7.5	7.1	7.3	7.3	6.6	7

Q20_10. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Use of personal data/bank details by provider

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	17253	9660	8521	2659	5998	5434	4087	304	2560	6037	6248	2563	468	4619	8447	5114
Not at all clear 1	1420 8%	751 8%	754 9%	174 7%	496 8%	505 9%	329 8%	25 8%	140 5%	509 8%	533 9%	245 10%	53 11%	397 9%	678 8%	430 8%
2	1159 7%	615 6%	614 7%	179 7%	410 7%	361 7%	278 7%	19 6%	137 5%	417 7%	437 7%	174 7%	43 9%	295 6%	601 7%	332 6%
3	1152 7%	625 6%	590 7%	212 8%	382 6%	300 6%	323 8%	20 7%	168 7%	377 6%	420 7%	192 7%	39 8%	290 6%	567 7%	359 7%
4	1194 7%	683 7%	577 7%	215 8%	408 7%	390 7%	246 6%	25 8%	147 6%	419 7%	468 7%	170 7%	31 7%	322 7%	618 7%	321 6%
5	1310 8%	731 8%	648 8%	180 7%	447 7%	404 7%	349 9%	5 2%	200 8%	500 8%	456 7%	197 8%	22 5%	335 7%	674 8%	371 7%
6	957 6%	528 5%	479 6%	129 5%	330 6%	342 6%	206 5%	20 7%	107 4%	375 6%	342 5%	135 5%	28 6%	211 5%	433 5%	363 7%
7	2259 13%	1289 13%	1090 13%	381 14%	886 15%	699 13%	413 10%	44 15%	378 15%	784 13%	795 13%	320 12%	58 12%	662 14%	1002 12%	716 14%

Q20_10. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Use of personal data/bank details by provider

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	17253	9660	8521	2659	5998	5434	4087	304	2560	6037	6248	2563	468	4619	8447	5114
8	2189 13%	1246 13%	1055 12%	347 13%	822 14%	665 12%	467 11%	19 6%	319 12%	702 12%	864 14%	352 14%	46 10%	608 13%	1166 14%	527 10%
9	1855 11%	1149 12%	801 9%	302 11%	609 10%	597 11%	441 11%	11 4%	411 16%	598 10%	649 10%	246 10%	34 7%	513 11%	933 11%	504 10%
Very clear 10	2369 14%	1319 14%	1166 14%	314 12%	764 13%	762 14%	644 16%	65 21%	384 15%	823 14%	783 13%	363 14%	68 14%	674 15%	1099 13%	713 14%
DK	1390 8%	723 7%	747 9%	225 8%	443 7%	409 8%	392 10%	51 17%	168 7%	534 9%	502 8%	169 7%	47 10%	312 7%	678 8%	480 9%
Average Excl. DK	6.2	6.3	6.1	6.2	6.2	6.2	6.2	6.2	6.6	6.1	6.1	6.1	5.7	6.3	6.1	6.1

Q20_10. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Use of personal data/bank details by provider

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	17253	1663	4279	10046	5426	12755	7495	7526	3160	10869	7312	5547	12634	11789	6263	129	6467	8930	2784
Not at all clear 1	1420 8%	148 9%	335 8%	791 8%	453 8%	1052 8%	518 7%	768 10%	219 7%	769 7%	736 10%	488 9%	1017 8%	955 8%	532 9%	18 14%	500 8%	732 8%	273 10%
2	1159 7%	68 4%	296 7%	684 7%	379 7%	849 7%	395 5%	595 8%	238 8%	657 6%	571 8%	427 8%	801 6%	758 6%	453 7%	16 13%	409 6%	651 7%	168 6%
3	1152 7%	107 6%	301 7%	689 7%	354 7%	861 7%	481 6%	512 7%	222 7%	746 7%	469 6%	416 7%	800 6%	799 7%	404 6%	12 9%	460 7%	602 7%	153 6%
4	1194 7%	121 7%	292 7%	709 7%	395 7%	865 7%	463 6%	592 8%	205 6%	740 7%	519 7%	389 7%	871 7%	812 7%	446 7%	2 2%	404 6%	709 8%	147 5%
5	1310 8%	91 5%	304 7%	821 8%	438 8%	942 7%	424 6%	726 10%	230 7%	789 7%	591 8%	371 7%	1009 8%	874 7%	493 8%	13 10%	427 7%	709 8%	243 9%
6	957 6%	66 4%	240 6%	593 6%	369 7%	638 5%	365 5%	452 6%	190 6%	625 6%	382 5%	310 6%	697 6%	629 5%	377 6%	2 1%	295 5%	596 7%	116 4%
7	2259 13%	215 13%	595 14%	1314 13%	710 13%	1669 13%	986 13%	973 13%	421 13%	1486 14%	893 12%	719 13%	1661 13%	1539 13%	821 13%	19 15%	852 13%	1152 13%	375 13%

Volume

Q20_10. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Use of personal data/bank details by provider

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	17253	1663	4279	10046	5426	12755	7495	7526	3160	10869	7312	5547	12634	11789	6263	129	6467	8930	2784
8	2189	232	620	1255	653	1648	1022	922	358	1506	795	690	1611	1458	828	15	910	1102	289
	13%	14%	14%	12%	12%	13%	14%	12%	11%	14%	11%	12%	13%	12%	13%	11%	14%	12%	10%
9	1855	206	490	1123	587	1362	865	758	326	1265	685	555	1394	1277	667	6	801	876	273
	11%	12%	11%	11%	11%	11%	12%	10%	10%	12%	9%	10%	11%	11%	11%	5%	12%	10%	10%
Very clear 10	2369	260	539	1400	718	1768	1383	649	454	1590	895	731	1754	1749	730	6	936	1127	422
	14%	16%	13%	14%	13%	14%	18%	9%	14%	15%	12%	13%	14%	15%	12%	5%	14%	13%	15%
DK	1390	149	268	668	370	1100	593	579	297	694	776	451	1019	939	511	20	472	672	325
	8%	9%	6%	7%	7%	9%	8%	8%	9%	6%	11%	8%	8%	8%	8%	15%	7%	8%	12%
Average Excl. DK	6.2	6.4	6.2	6.2	6.1	6.2	6.6	5.7	6.2	6.4	5.9	6	6.2	6.2	6.1	4.9	6.3	6	6.2

Volume

Q20_10. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Use of personal data/bank details by provider

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	17253	2130	16051	9306	8875	2296	6158	3697	2037	11525	3459	1872	584	1006
Not at all clear 1	1420 8%	216 10%	1289 8%	770 8%	735 8%	193 8%	529 9%	316 9%	160 8%	904 8%	290 8%	190 10%	47 8%	105 10%
2	1159 7%	165 8%	1064 7%	659 7%	569 6%	148 6%	447 7%	241 7%	131 6%	770 7%	237 7%	149 8%	31 5%	56 6%
3	1152 7%	137 6%	1078 7%	642 7%	574 6%	148 6%	483 8%	214 6%	114 6%	759 7%	261 8%	92 5%	35 6%	81 8%
4	1194 7%	160 7%	1100 7%	705 8%	555 6%	168 7%	415 7%	260 7%	119 6%	791 7%	242 7%	154 8%	34 6%	61 6%
5	1310 8%	156 7%	1223 8%	685 7%	695 8%	196 9%	440 7%	304 8%	172 8%	903 8%	261 8%	128 7%	44 8%	63 6%
6	957 6%	126 6%	881 5%	529 6%	479 5%	125 5%	327 5%	203 5%	89 4%	684 6%	151 4%	98 5%	22 4%	65 6%
7	2259 13%	265 12%	2114 13%	1293 14%	1086 12%	322 14%	782 13%	401 11%	236 12%	1563 14%	393 11%	232 12%	106 18%	128 13%

Volume

Q20_10. When you last compared offers from internet service providers, how clear was the information provided on each of the following aspects?

Use of personal data/bank details by provider

ONE ANSWER ONLY

FILTER: ASK Q20 IF Q18 = 1 OR 2

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	17253	2130	16051	9306	8875	2296	6158	3697	2037	11525	3459	1872	584	1006
8	2189 13%	200 9%	2101 13%	1138 12%	1164 13%	269 12%	738 12%	476 13%	281 14%	1527 13%	405 12%	223 12%	55 9%	113 11%
9	1855 11%	172 8%	1778 11%	1011 11%	939 11%	258 11%	627 10%	474 13%	211 10%	1202 10%	410 12%	202 11%	73 12%	80 8%
Very clear 10	2369 14%	298 14%	2187 14%	1196 13%	1290 15%	290 13%	855 14%	525 14%	362 18%	1558 14%	458 13%	286 15%	84 14%	138 14%
DK	1390 8%	235 11%	1235 8%	679 7%	790 9%	181 8%	515 8%	282 8%	161 8%	862 7%	350 10%	117 6%	52 9%	115 11%
Average Excl. DK	6.2	5.9	6.2	6.1	6.2	6.1	6.1	6.3	6.4	6.2	6.1	6.1	6.4	6

Q21. Have you ever used a comparison website to compare the offers from different internet service providers?

ONE ANSWER ONLY

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8588	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Yes, once	4240 15%	2180 15%	2293 16%	735 18%	1557 17%	1253 15%	928 12%	172 26%	709 16%	1493 15%	1413 15%	576 16%	110 13%	1098 16%	2045 15%	1331 15%
Yes, several times	8587 31%	5000 35%	4043 27%	1155 29%	2865 32%	2906 34%	2116 28%	141 21%	1310 29%	2968 30%	3085 33%	1318 36%	221 25%	2262 33%	4263 31%	2518 29%
No, I don't know what a comparison website is	1642 6%	938 6%	818 6%	319 8%	546 6%	480 6%	410 5%	42 6%	243 5%	674 7%	531 6%	213 6%	52 6%	444 6%	841 6%	470 5%
No, I don't know of any comparison website for internet service providers	7110 26%	3522 24%	4005 27%	1051 26%	2238 25%	2062 24%	2175 28%	158 24%	1087 24%	2635 26%	2487 26%	931 25%	228 26%	1791 26%	3518 26%	2218 26%
No, for other reasons	6090 22%	2829 20%	3615 24%	791 20%	1750 20%	1887 22%	2016 26%	156 23%	1225 27%	2284 23%	1878 20%	642 17%	255 29%	1280 19%	3055 22%	2108 24%
Total used comparison website	12827 46%	7180 50%	6336 43%	1890 47%	4422 49%	4159 48%	3044 40%	313 47%	2019 44%	4462 44%	4498 48%	1894 51%	330 38%	3360 49%	6308 46%	3848 45%
Total not used	14841 54%	7289 50%	8438 57%	2161 53%	4534 51%	4430 52%	4600 60%	355 53%	2555 56%	5593 56%	4896 52%	1786 49%	536 62%	3515 51%	7415 54%	4797 55%

Q21. Have you ever used a comparison website to compare the offers from different internet service providers?

ONE ANSWER ONLY

	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS			
	EU 27	1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18230	10705	307	9259	14210	5774
Yes, once	4240 15%	537 32%	924 22%	1618 16%	1354 15%	3119 15%	2093 18%	1369 14%	1012 12%	4473 33%	0 0	1085 13%	3388 16%	2946 16%	1480 14%	48 16%	1711 18%	1941 14%	822 14%
Yes, several times	8587 31%	441 27%	1667 39%	4762 47%	2696 30%	6346 31%	4017 35%	3494 37%	1532 19%	9042 67%	0 0	3088 38%	5955 28%	5959 33%	3025 28%	58 19%	3538 38%	4233 30%	1272 22%
No, I don't know what a comparison website is	1642 6%	96 6%	254 6%	569 6%	605 7%	1151 6%	605 5%	713 8%	437 5%	0 0	1755 11%	286 4%	1469 7%	1026 6%	703 7%	27 9%	512 6%	945 7%	299 5%
No, I don't know of any comparison website for internet service providers	7110 26%	390 23%	957 22%	2017 20%	2286 26%	5241 26%	2383 21%	2623 28%	2521 31%	0 0	7527 48%	2019 25%	5508 26%	4483 25%	3006 28%	37 12%	1862 20%	4095 29%	1569 27%
No, for other reasons	6090 22%	198 12%	477 11%	1080 11%	1910 22%	4534 22%	2501 22%	1248 13%	2695 33%	0 0	6444 41%	1687 21%	4758 23%	3816 21%	2492 23%	137 45%	1636 18%	2996 21%	1812 31%
Total used comparison website	12827 46%	978 59%	2591 61%	6380 64%	4050 46%	9465 46%	6109 53%	4863 51%	2544 31%	13516 100%	0 0	4173 51%	9343 44%	8905 49%	4505 42%	106 35%	5248 57%	6174 43%	2094 36%
Total not used	14841 54%	685 41%	1688 39%	3666 36%	4801 54%	10925 54%	5489 47%	4585 49%	5653 69%	0 0	15727 100%	3992 49%	11735 56%	9325 51%	6200 58%	201 65%	4010 43%	8036 57%	3680 64%

Q21. Have you ever used a comparison website to compare the offers from different internet service providers?

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Yes, once	4240 15%	432 11%	4041 16%	2192 15%	2281 15%	643 18%	1449 14%	841 14%	493 14%	2890 16%	817 14%	451 15%	162 19%	217 12%
Yes, several times	8587 31%	853 21%	8189 32%	4594 32%	4449 30%	1020 28%	2929 29%	1948 33%	1034 29%	5885 32%	1639 28%	974 33%	299 35%	351 20%
No, I don't know what a comparison website is	1642 6%	309 8%	1446 6%	687 5%	1069 7%	254 7%	693 7%	285 5%	178 5%	967 5%	386 7%	257 9%	66 8%	95 5%
No, I don't know of any comparison website for internet service providers	7110 26%	1361 34%	6166 24%	3801 26%	3726 25%	952 26%	2805 28%	1483 25%	980 27%	4490 25%	1667 28%	757 25%	160 19%	588 34%
No, for other reasons	6090 22%	1061 26%	5383 21%	3185 22%	3260 22%	726 20%	2118 21%	1394 23%	938 26%	3979 22%	1367 23%	550 18%	163 19%	497 28%
Total used comparison website	12827 46%	1285 32%	12231 48%	6786 47%	6730 46%	1663 46%	4378 44%	2789 47%	1527 42%	8775 48%	2456 42%	1425 48%	461 54%	568 32%
Total not used	14841 54%	2731 68%	12995 52%	7672 53%	8055 54%	1932 54%	5616 56%	3162 53%	2095 58%	9435 52%	3420 58%	1564 52%	389 46%	1180 68%

Q22. Based on your experience of using comparison websites to compare offers from different internet service providers, which of the following statements reflect your experience?
Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE
FILTER: ASK Q22 IF Q21 =1 OR 2

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	12827	7179	6336	1889	4422	4159	3043	313	2019	4461	4498	1894	330	3360	6307	3848
They are useful for finding out information about specific offers	4370 34%	2388 33%	2213 35%	561 30%	1361 31%	1459 35%	1220 40%	98 31%	722 36%	1437 32%	1613 36%	625 33%	106 32%	1139 34%	2163 34%	1299 34%
They are easy to use	3948 31%	2307 32%	1857 29%	571 30%	1463 33%	1350 32%	779 26%	104 33%	526 26%	1459 33%	1385 31%	605 32%	85 26%	1004 30%	1945 31%	1214 32%
They are useful for finding the best offer available in my area	3888 30%	2207 31%	1893 30%	527 28%	1270 29%	1275 31%	1028 34%	108 34%	641 32%	1297 29%	1420 32%	540 29%	95 29%	1070 32%	1848 29%	1182 31%
They are useful for finding customer comments, reviews, ratings	3846 30%	2021 28%	2027 32%	616 33%	1320 30%	1275 31%	836 27%	78 25%	521 26%	1333 30%	1361 30%	656 35%	98 30%	1004 30%	1915 30%	1128 29%
Different comparison websites show different prices	3052 24%	1753 24%	1457 23%	407 22%	939 21%	1002 24%	861 28%	68 22%	510 25%	1051 24%	1033 23%	469 25%	79 24%	753 22%	1496 24%	961 25%
I visited a comparison website operated by an independent body (e.g. an government authority or consumer organisation)	1913 15%	1117 16%	907 14%	309 16%	638 14%	535 13%	540 18%	64 20%	249 12%	585 13%	700 16%	378 20%	48 15%	534 16%	932 15%	559 15%

Q22. Based on your experience of using comparison websites to compare offers from different internet service providers, which of the following statements reflect your experience?
Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE
FILTER: ASK Q22 IF Q21 =1 OR 2

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	12827	7179	6336	1889	4422	4159	3043	313	2019	4461	4498	1894	330	3360	6307	3848
They have special offers that you can't find elsewhere	1568 12%	882 12%	769 12%	297 16%	583 13%	448 11%	323 11%	49 16%	190 9%	591 13%	572 13%	201 11%	48 15%	477 14%	761 12%	414 11%
I visited a commercial comparison website (<i>operated by business</i>)	1556 12%	980 14%	659 10%	302 16%	550 12%	485 12%	302 10%	61 19%	156 8%	507 11%	619 14%	256 14%	40 12%	529 16%	716 11%	394 10%
I found my current internet provider through a comparison website	1539 12%	896 12%	724 11%	305 16%	553 12%	489 12%	272 9%	48 15%	187 9%	509 11%	575 13%	264 14%	36 11%	453 13%	742 12%	425 11%
The offers I found were not up to date or complete	1146 9%	661 9%	548 9%	129 7%	348 8%	378 9%	354 12%	7 2%	183 9%	346 8%	460 10%	154 8%	60 18%	293 9%	550 9%	367 10%
They do not help me find the best offer available in my area	809 6%	485 7%	366 6%	37 2%	198 4%	312 8%	304 10%	7 2%	146 7%	258 6%	274 6%	124 7%	42 13%	129 4%	387 6%	336 9%
I don't trust them, they are not independent and impartial	610 5%	374 5%	269 4%	56 3%	174 4%	202 5%	212 7%	8 3%	83 4%	240 5%	222 5%	67 4%	24 7%	138 4%	274 4%	231 6%

Q22. Based on your experience of using comparison websites to compare offers from different internet service providers, which of the following statements reflect your experience?
Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE
FILTER: ASK Q22 IF Q21 =1 OR 2

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	12827	978	2591	6380	4050	9465	6109	4863	2544	13515	0	4173	9342	8905	4504	106	5248	6173	2094
They are useful for finding out information about specific offers	4370 34%	229 23%	767 30%	2362 37%	1346 33%	3255 34%	2130 35%	1637 34%	834 33%	4601 34%	0 0	1618 39%	2983 32%	3046 34%	1549 34%	6 6%	1481 28%	2323 38%	796 38%
They are easy to use	3948 31%	242 25%	826 32%	2067 32%	1207 30%	2956 31%	1986 33%	1435 30%	743 29%	4163 31%	0 0	1383 33%	2781 30%	2908 33%	1236 27%	19 18%	1647 31%	1856 30%	661 32%
They are useful for finding the best offer available in my area	3888 30%	233 24%	756 29%	2076 33%	1290 32%	2811 30%	1892 31%	1434 29%	774 30%	4100 30%	0 0	1450 35%	2651 28%	2783 31%	1297 29%	20 19%	1466 28%	1966 32%	668 32%
They are useful for finding customer comments, reviews, ratings	3846 30%	225 23%	744 29%	2030 32%	1252 31%	2796 30%	1836 30%	1477 30%	735 29%	4047 30%	0 0	1378 33%	2669 29%	2753 31%	1278 28%	16 15%	1548 29%	1931 31%	568 27%
Different comparison websites show different prices	3052 24%	214 22%	616 24%	1692 27%	969 24%	2241 24%	1362 22%	1325 27%	523 21%	3210 24%	0 0	983 24%	2227 24%	2202 25%	971 22%	37 35%	1280 24%	1425 23%	504 24%
I visited a comparison website operated by an independent body (e.g. an government authority or consumer organisation)	1913 15%	142 15%	353 14%	1150 18%	595 15%	1429 15%	965 16%	730 15%	330 13%	2024 15%	0 0	698 17%	1326 14%	1366 15%	649 14%	9 8%	845 16%	913 15%	267 13%

Q22. Based on your experience of using comparison websites to compare offers from different internet service providers, which of the following statements reflect your experience?
Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE
FILTER: ASK Q22 IF Q21 =1 OR 2

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	12827	978	2591	6380	4050	9465	6109	4863	2544	13515	0	4173	9342	8905	4504	106	5248	6173	2094
They have special offers that you can't find elsewhere	1568 12%	93 10%	340 13%	907 14%	542 13%	1110 12%	801 13%	613 13%	237 9%	1651 12%	0 0	526 13%	1126 12%	1169 13%	461 10%	21 20%	736 14%	733 12%	183 9%
I visited a commercial comparison website (<i>operated by business</i>)	1556 12%	131 13%	315 12%	902 14%	471 12%	1168 12%	731 12%	675 14%	233 9%	1639 12%	0 0	551 13%	1088 12%	1165 13%	470 10%	4 4%	754 14%	667 11%	218 10%
I found my current internet provider through a comparison website	1539 12%	123 13%	343 13%	818 13%	459 11%	1161 12%	933 15%	429 9%	258 10%	1620 12%	0 0	482 12%	1138 12%	1140 13%	476 11%	5 4%	766 15%	675 11%	179 9%
The offers I found were not up to date or complete	1146 9%	64 7%	196 8%	663 10%	373 9%	837 9%	439 7%	525 11%	246 10%	1210 9%	0 0	408 10%	802 9%	732 8%	463 10%	15 14%	463 9%	559 9%	188 9%
They do not help me find the best offer available in my area	809 6%	53 5%	109 4%	434 7%	274 7%	578 6%	326 5%	344 7%	181 7%	852 6%	0 0	292 7%	560 6%	543 6%	292 6%	17 16%	272 5%	421 7%	159 8%
I don't trust them, they are not independent and impartial	610 5%	28 3%	74 3%	311 5%	189 5%	454 5%	226 4%	240 5%	178 7%	643 5%	0 0	204 5%	439 5%	401 5%	211 5%	31 29%	229 4%	286 5%	128 6%

Volume

Q22. Based on your experience of using comparison websites to compare offers from different internet service providers, which of the following statements reflect your experience?
Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE
FILTER: ASK Q22 IF Q21 =1 OR 2

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	12827	1285	12230	6786	6730	1663	4378	2789	1527	8775	2456	1425	461	568
They are useful for finding out information about specific offers	4370 34%	454 35%	4147 34%	2535 37%	2066 31%	444 27%	1444 33%	1083 39%	558 37%	3080 35%	826 34%	444 31%	117 25%	218 38%
They are easy to use	3948 31%	471 37%	3692 30%	2344 35%	1820 27%	445 27%	1316 30%	992 36%	490 32%	2667 30%	793 32%	459 32%	128 28%	183 32%
They are useful for finding the best offer available in my area	3888 30%	405 32%	3695 30%	2183 32%	1918 28%	474 29%	1287 29%	943 34%	493 32%	2694 31%	743 30%	474 33%	85 18%	153 27%
They are useful for finding customer comments, reviews, ratings	3846 30%	449 35%	3599 29%	2213 33%	1835 27%	455 27%	1320 30%	885 32%	461 30%	2619 30%	728 30%	467 33%	102 22%	200 35%
Different comparison websites show different prices	3052 24%	286 22%	2924 24%	1619 24%	1590 24%	397 24%	1022 23%	608 22%	369 24%	2154 25%	604 25%	266 19%	81 18%	152 27%
I visited a comparison website operated by an independent body (e.g. an government authority or consumer organisation)	1913 15%	161 12%	1863 15%	1064 16%	960 14%	253 15%	645 15%	445 16%	220 14%	1330 15%	356 15%	223 16%	83 18%	62 11%

Volume

Q22. Based on your experience of using comparison websites to compare offers from different internet service providers, which of the following statements reflect your experience?
Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE
FILTER: ASK Q22 IF Q21 =1 OR 2

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	12827	1285	12230	6786	6730	1663	4378	2789	1527	8775	2456	1425	461	568
They have special offers that you can't find elsewhere	1568 12%	134 10%	1518 12%	862 13%	790 12%	199 12%	545 12%	359 13%	168 11%	1007 11%	314 13%	208 15%	64 14%	78 14%
I visited a commercial comparison website (<i>operated by business</i>)	1556 12%	124 10%	1515 12%	873 13%	766 11%	227 14%	497 11%	369 13%	175 11%	1074 12%	277 11%	207 15%	46 10%	57 10%
I found my current internet provider through a comparison website	1539 12%	121 9%	1499 12%	974 14%	646 10%	191 12%	516 12%	423 15%	174 11%	1016 12%	303 12%	169 12%	104 22%	49 9%
The offers I found were not up to date or complete	1146 9%	117 9%	1092 9%	646 10%	564 8%	158 10%	395 9%	190 7%	135 9%	783 9%	201 8%	133 9%	34 7%	70 12%
They do not help me find the best offer available in my area	809 6%	134 10%	718 6%	477 7%	375 6%	134 8%	261 6%	129 5%	106 7%	583 7%	127 5%	71 5%	14 3%	74 13%
I don't trust them, they are not independent and impartial	610 5%	89 7%	554 5%	326 5%	317 5%	92 6%	165 4%	147 5%	89 6%	391 4%	146 6%	52 4%	12 3%	47 8%

Q23. Which of the following would you find helpful to switch your internet service provider? Please mark up to three items you find most helpful.

MULTIPLE ANSWERS POSSIBLE

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Standardized comparable offers from providers	9609 35%	5130 35%	5037 34%	1156 29%	2956 33%	3063 36%	2992 39%	210 31%	1312 29%	3315 33%	3604 38%	1447 39%	275 32%	2578 37%	4666 34%	2923 34%
Independent tests (<i>e.g. by consumer organisations</i>) of service quality of internet providers	8945 32%	4956 34%	4525 31%	1222 30%	2770 31%	2813 33%	2674 35%	178 27%	1410 31%	3131 31%	3260 35%	1188 32%	312 36%	2304 34%	4330 32%	2847 33%
Shorter contract duration	8900 32%	4340 30%	5042 34%	1291 32%	3023 34%	2744 32%	2322 30%	223 33%	1555 34%	3242 32%	2941 31%	1096 30%	326 38%	2105 31%	4589 33%	2687 31%
Feedback from other users	8360 30%	4139 29%	4714 32%	1390 34%	3052 34%	2570 30%	1840 24%	166 25%	1161 25%	3066 30%	3109 33%	1090 30%	258 30%	2239 33%	4135 30%	2479 29%

Q23. Which of the following would you find helpful to switch your internet service provider? Please mark up to three items you find most helpful.

MULTIPLE ANSWERS POSSIBLE

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Independent advice websites providing guidance on best offers	7331 26%	3656 25%	4092 28%	1004 25%	2214 25%	2324 27%	2205 29%	157 23%	1066 23%	2708 27%	2563 27%	972 26%	280 32%	1713 25%	3605 26%	2429 28%
Comparison websites operated or accredited by a independent body (e.g. government authority or national regulator)	6446 23%	3571 25%	3260 22%	834 21%	1995 22%	2037 24%	1964 26%	118 18%	898 20%	2408 24%	2284 24%	970 26%	154 18%	1613 23%	3297 24%	1921 22%
Switching process handled by independent body/agent	3972 14%	2223 15%	1977 13%	591 15%	1228 14%	1207 14%	1173 15%	104 16%	715 16%	1398 14%	1359 14%	512 14%	111 13%	986 14%	1895 14%	1319 15%
Other	969 4%	518 4%	507 3%	84 2%	207 2%	327 4%	406 5%	36 5%	190 4%	393 4%	252 3%	113 3%	40 5%	216 3%	458 3%	351 4%
DK	38 0	25 0	18 0	15 0	10 0	9 0	8 0	2 0	19 0	12 0	7 0	2 0	1 0	6 0	14 0	23 0

Q23. Which of the following would you find helpful to switch your internet service provider? Please mark up to three items you find most helpful.

MULTIPLE ANSWERS POSSIBLE

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
Standardized comparable offers from providers	9609 35%	526 32%	1461 34%	3673 37%	3091 35%	7076 35%	3916 34%	3445 36%	2805 34%	4509 33%	5658 36%	2977 36%	7190 34%	6400 35%	3700 35%	66 22%	3108 34%	5114 36%	1945 34%
Independent tests (<i>e.g. by consumer organisations</i>) of service quality of internet providers	8945 32%	425 26%	1278 30%	3772 38%	2979 34%	6502 32%	3503 30%	3333 35%	2646 32%	4449 33%	5033 32%	3224 39%	6257 30%	5952 33%	3440 32%	90 29%	2692 29%	4905 35%	1884 33%
Shorter contract duration	8900 32%	527 32%	1443 34%	3285 33%	2737 31%	6645 33%	3855 33%	3217 34%	2311 28%	4458 33%	4923 31%	2575 32%	6807 32%	5987 33%	3282 31%	112 37%	2936 32%	4613 32%	1832 32%
Feedback from other users	8360 30%	384 23%	1262 30%	3264 32%	2557 29%	6296 31%	3625 31%	2840 30%	2388 29%	4192 31%	4661 30%	2648 32%	6205 29%	5788 32%	3009 28%	56 18%	2686 29%	4557 32%	1610 28%

Q23. Which of the following would you find helpful to switch your internet service provider? Please mark up to three items you find most helpful.

MULTIPLE ANSWERS POSSIBLE

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
Independent advice websites providing guidance on best offers	7331 26%	407 24%	1119 26%	2735 27%	2323 26%	5425 27%	2920 25%	2732 29%	2096 26%	3566 26%	4182 27%	2266 28%	5482 26%	4949 27%	2743 26%	55 18%	2336 25%	3902 27%	1510 26%
Comparison websites operated or accredited by a independent body (e.g. government authority or national regulator)	6446 23%	366 22%	910 21%	2739 27%	2044 23%	4787 23%	2627 23%	2471 26%	1732 21%	3256 24%	3574 23%	2072 25%	4758 23%	4277 23%	2517 24%	37 12%	2027 22%	3454 24%	1350 23%
Switching process handled by independent body/agent	3972 14%	221 13%	635 15%	1540 15%	1326 15%	2873 14%	1570 14%	1522 16%	1107 14%	2078 15%	2121 13%	1110 14%	3089 15%	2619 14%	1551 14%	30 10%	1510 16%	1876 13%	814 14%
Other	969 4%	36 2%	74 2%	225 2%	341 4%	684 3%	320 3%	182 2%	523 6%	225 2%	800 5%	285 3%	740 4%	610 3%	395 4%	19 6%	282 3%	382 3%	361 6%
DK	38 0	1 0	2 0	7 0	15 0	28 0	22 0	6 0	15 0	6 0	37 0	7 0	36 0	23 0	19 0	0 0	10 0	22 0	11 0

Q23. Which of the following would you find helpful to switch your internet service provider? Please mark up to three items you find most helpful.

MULTIPLE ANSWERS POSSIBLE

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Standardized comparable offers from providers	9609 35%	1330 33%	8837 35%	5300 37%	4867 33%	1274 35%	3424 34%	2029 34%	1200 33%	6453 35%	2097 36%	1024 34%	209 25%	543 31%
Independent tests (<i>e.g. by consumer organisations</i>) of service quality of internet providers	8945 32%	1356 34%	8125 32%	5128 35%	4354 29%	1044 29%	3263 33%	2120 36%	1175 32%	6030 33%	1836 31%	994 33%	205 24%	545 31%
Shorter contract duration	8900 32%	1313 33%	8068 32%	4760 33%	4622 31%	1193 33%	3230 32%	1942 33%	1158 32%	5663 31%	2071 35%	926 31%	259 30%	610 35%
Feedback from other users	8360 30%	1346 34%	7506 30%	4822 33%	4031 27%	968 27%	3058 31%	1929 32%	1156 32%	5297 29%	1930 33%	983 33%	241 28%	548 31%

Q23. Which of the following would you find helpful to switch your internet service provider? Please mark up to three items you find most helpful.

MULTIPLE ANSWERS POSSIBLE

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Independent advice websites providing guidance on best offers	7331 26%	1089 27%	6658 26%	3908 27%	3839 26%	871 24%	2810 28%	1581 27%	989 27%	4874 27%	1573 27%	769 26%	203 24%	429 25%
Comparison websites operated or accredited by a independent body (e.g. government authority or national regulator)	6446 23%	978 24%	5853 23%	3592 25%	3239 22%	772 21%	2391 24%	1484 25%	855 24%	4312 24%	1395 24%	674 23%	167 20%	415 24%
Switching process handled by independent body/agent	3972 14%	483 12%	3716 15%	2057 14%	2143 14%	468 13%	1493 15%	859 14%	563 16%	2623 14%	809 14%	462 15%	155 18%	203 12%
Other	969 4%	177 4%	847 3%	532 4%	493 3%	159 4%	289 3%	226 4%	144 4%	613 3%	218 4%	71 2%	23 3%	141 8%
DK	38 0	8 0	34 0	13 0	30 0	12 0	11 0	6 0	2 0	23 0	12 0	3 0	2 0	2 0

Q24. What were the main reasons for choosing your current internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8588	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Best value for money	9286 34%	4963 34%	4802 33%	1208 30%	3215 36%	2985 35%	2355 31%	188 28%	1428 31%	3354 33%	3332 35%	1193 32%	270 31%	2370 34%	4604 34%	2791 32%
Speed of internet connection	7331 26%	4172 29%	3577 24%	1163 29%	2495 28%	2082 24%	2009 26%	157 24%	1156 25%	2632 26%	2644 28%	959 26%	197 23%	2014 29%	3748 27%	1986 23%
Took advantage of a special promotion or offer	6398 23%	3173 22%	3565 24%	787 19%	2109 24%	2176 25%	1667 22%	162 24%	831 18%	2435 24%	2339 25%	775 21%	196 23%	1609 23%	3318 24%	1811 21%
Well-known brand	5516 20%	2927 20%	2908 20%	810 20%	1748 20%	1694 20%	1582 21%	110 16%	763 17%	2115 21%	2009 21%	696 19%	142 16%	1323 19%	2668 19%	1843 21%
Already have other services with them (e.g. TV or telephony)	4394 16%	2079 14%	2582 17%	536 13%	1195 13%	1436 17%	1495 20%	89 13%	711 16%	1628 16%	1445 15%	599 16%	187 22%	1008 15%	2226 16%	1427 17%
Reputation for good service	4387 16%	2370 16%	2256 15%	680 17%	1405 16%	1204 14%	1337 17%	91 14%	751 16%	1634 16%	1499 16%	519 14%	130 15%	1138 17%	2143 16%	1346 16%
Inclusion of other services in the package (TV, fixed telephony, mobile telephony etc)	4083 15%	1982 14%	2329 16%	538 13%	1171 13%	1289 15%	1313 17%	80 12%	591 13%	1458 15%	1520 16%	569 15%	93 11%	1169 17%	2117 15%	1026 12%

Q24. What were the main reasons for choosing your current internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8588	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Previous good experience with this provider	3864 14%	2051 14%	2042 14%	453 11%	1132 13%	1233 14%	1275 17%	119 18%	747 16%	1324 13%	1253 13%	550 15%	100 12%	923 13%	1923 14%	1246 14%
Highly recommended by a friend/family	3348 12%	1497 10%	2034 14%	604 15%	1072 12%	902 11%	954 12%	72 11%	586 13%	1243 12%	1093 12%	429 12%	108 12%	826 12%	1655 12%	1050 12%
Only broadband internet provider in my area	2617 9%	1393 10%	1386 9%	423 10%	875 10%	833 10%	648 8%	72 11%	325 7%	930 9%	880 9%	474 13%	98 11%	576 8%	991 7%	1211 14%
Amount of data allowed to be downloaded without extra payment/slower speeds	2159 8%	1347 9%	936 6%	390 10%	794 9%	663 8%	436 6%	42 6%	375 8%	753 7%	664 7%	381 10%	67 8%	575 8%	1062 8%	646 7%
Rated highly by an independent report/test/advice website	1136 4%	666 5%	535 4%	275 7%	399 4%	315 4%	213 3%	29 4%	198 4%	367 4%	336 4%	239 6%	32 4%	281 4%	591 4%	329 4%
Children wanted a better internet connection	1099 4%	628 4%	535 4%	247 6%	305 3%	399 5%	212 3%	28 4%	167 4%	371 4%	421 4%	134 4%	42 5%	285 4%	567 4%	310 4%
Additional online features provided (e-mail/online storage/personal website etc)	933 3%	567 4%	425 3%	156 4%	305 3%	254 3%	278 4%	31 5%	168 4%	283 3%	339 4%	151 4%	20 2%	315 5%	401 3%	277 3%

Q24. What were the main reasons for choosing your current internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8588	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Other reason	976 4%	424 3%	621 4%	79 2%	269 3%	311 4%	385 5%	38 6%	127 3%	358 4%	347 4%	135 4%	39 5%	203 3%	514 4%	328 4%

Q24. What were the main reasons for choosing your current internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15726	8165	21078	18230	10705	307	9259	14209	5774
Best value for money	9286 34%	361 22%	1364 32%	3910 39%	1775 20%	7989 39%	4797 41%	2545 27%	2422 30%	4766 35%	4999 32%	3214 39%	6551 31%	6265 34%	3445 32%	55 18%	2768 30%	4913 35%	2084 36%
Speed of internet connection	7331 26%	320 19%	1083 25%	2934 29%	2132 24%	5617 28%	3687 32%	1969 21%	2093 26%	3612 27%	4137 26%	2650 32%	5099 24%	5198 29%	2521 24%	30 10%	2468 27%	3868 27%	1413 24%
Took advantage of a special promotion or offer	6398 23%	334 20%	944 22%	2580 26%	1715 19%	5023 25%	3029 26%	2238 24%	1470 18%	3230 24%	3508 22%	2006 25%	4732 22%	4346 24%	2340 22%	51 17%	1985 21%	3424 24%	1329 23%
Well-known brand	5516 20%	275 17%	741 17%	2096 21%	2581 29%	3253 16%	1888 16%	2218 23%	1728 21%	2538 19%	3296 21%	1538 19%	4296 20%	3726 20%	2057 19%	52 17%	1823 20%	2719 19%	1293 22%
Already have other services with them (e.g. TV or telephony)	4394 16%	221 13%	661 15%	1525 15%	1904 22%	2757 14%	1371 12%	1844 20%	1446 18%	1918 14%	2743 17%	1318 16%	3343 16%	2846 16%	1777 17%	38 12%	1288 14%	2373 17%	1000 17%
Reputation for good service	4387 16%	185 11%	589 14%	1708 17%	1622 18%	3004 15%	1727 15%	1446 15%	1453 18%	2266 17%	2361 15%	1141 14%	3485 17%	2888 16%	1696 16%	42 14%	1490 16%	2249 16%	887 15%
Inclusion of other services in the package (TV, fixed telephony, mobile telephony etc)	4083 15%	188 11%	567 13%	1491 15%	1210 14%	3102 15%	1795 15%	1327 14%	1190 15%	1916 14%	2395 15%	1248 15%	3064 15%	2712 15%	1575 15%	25 8%	1283 14%	2180 15%	849 15%

Q24. What were the main reasons for choosing your current internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15726	8165	21078	18230	10705	307	9259	14209	5774
Previous good experience with this provider	3864 14%	196 12%	506 12%	1457 15%	1472 17%	2621 13%	1103 10%	1407 15%	1584 19%	1820 13%	2273 14%	1202 15%	2891 14%	2441 13%	1601 15%	51 17%	1193 13%	2036 14%	864 15%
Highly recommended by a friend/family	3348 12%	172 10%	460 11%	1210 12%	799 9%	2732 13%	1448 12%	1123 12%	961 12%	1614 12%	1918 12%	769 9%	2762 13%	2193 12%	1299 12%	39 13%	1137 12%	1696 12%	698 12%
Only broadband internet provider in my area	2617 9%	368 22%	666 16%	552 5%	1137 13%	1642 8%	772 7%	1122 12%	885 11%	1254 9%	1525 10%	823 10%	1956 9%	1778 10%	969 9%	33 11%	1013 11%	1346 9%	420 7%
Amount of data allowed to be downloaded without extra payment/slower speeds	2159 8%	157 9%	411 10%	945 9%	657 7%	1627 8%	957 8%	787 8%	539 7%	1236 9%	1047 7%	862 11%	1421 7%	1660 9%	613 6%	10 3%	834 9%	1124 8%	326 6%
Rated highly by an independent report/test/advice website	1136 4%	82 5%	228 5%	495 5%	363 4%	838 4%	598 5%	382 4%	222 3%	848 6%	353 2%	338 4%	864 4%	819 4%	379 4%	3 1%	557 6%	522 4%	122 2%
Children wanted a better internet connection	1099 4%	89 5%	212 5%	473 5%	335 4%	827 4%	505 4%	430 5%	227 3%	618 5%	544 3%	243 3%	920 4%	816 4%	332 3%	15 5%	519 6%	541 4%	102 2%
Additional online features provided (e-mail/online storage/personal website etc)	933 3%	39 2%	157 4%	459 5%	372 4%	620 3%	409 4%	352 4%	231 3%	651 5%	342 2%	280 3%	712 3%	631 3%	338 3%	23 7%	454 5%	408 3%	130 2%

Q24. What were the main reasons for choosing your current internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS

	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS			
	EU 27	1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15726	8165	21078	18230	10705	307	9259	14209	5774
Other reason	976	42	119	289	321	724	387	321	337	303	742	315	730	666	370	8	269	445	331
	4%	3%	3%	3%	4%	4%	3%	3%	4%	2%	5%	4%	3%	4%	3%	3%	3%	3%	6%

Q24. What were the main reasons for choosing your current internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25225	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Best value for money	9286 34%	1451 36%	8314 33%	5355 37%	4410 30%	1011 28%	3341 33%	2072 35%	1143 32%	6248 34%	1736 30%	1012 34%	281 33%	646 37%
Speed of internet connection	7331 26%	1173 29%	6576 26%	4265 29%	3484 24%	520 14%	2374 24%	1988 33%	1526 42%	4143 23%	1925 33%	1187 40%	183 22%	433 25%
Took advantage of a special promotion or offer	6398 23%	838 21%	5899 23%	3493 24%	3244 22%	763 21%	2406 24%	1392 23%	749 21%	4125 23%	1403 24%	707 24%	144 17%	473 27%
Well-known brand	5516 20%	648 16%	5186 21%	3130 22%	2704 18%	730 20%	1994 20%	1102 19%	688 19%	4101 23%	931 16%	435 15%	135 16%	318 18%
Already have other services with them (e.g. TV or telephony)	4394 16%	366 9%	4295 17%	2201 15%	2460 17%	538 15%	1679 17%	1010 17%	540 15%	2755 15%	1265 22%	356 12%	89 10%	282 16%
Reputation for good service	4387 16%	624 16%	4002 16%	2376 16%	2251 15%	486 14%	1487 15%	1013 17%	626 17%	3087 17%	766 13%	493 16%	127 15%	213 12%
Inclusion of other services in the package (TV, fixed telephony, mobile telephony etc)	4083 15%	67 2%	4245 17%	2224 15%	2087 14%	441 12%	1594 16%	942 16%	660 18%	2465 14%	1215 21%	493 16%	86 10%	131 8%

Q24. What were the main reasons for choosing your current internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25225	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Previous good experience with this provider	3864 14%	553 14%	3540 14%	2022 14%	2071 14%	517 14%	1379 14%	905 15%	423 12%	2735 15%	738 13%	329 11%	96 11%	272 16%
Highly recommended by a friend/family	3348 12%	581 14%	2950 12%	1734 12%	1797 12%	455 13%	1235 12%	738 12%	396 11%	2173 12%	732 12%	356 12%	115 14%	197 11%
Only broadband internet provider in my area	2617 9%	526 13%	2253 9%	1358 9%	1420 10%	550 15%	1041 10%	392 7%	301 8%	1665 9%	557 9%	338 11%	95 11%	158 9%
Amount of data allowed to be downloaded without extra payment/slower speeds	2159 8%	457 11%	1826 7%	1166 8%	1117 8%	266 7%	779 8%	518 9%	325 9%	1273 7%	479 8%	281 9%	94 11%	206 12%
Rated highly by an independent report/test/advice website	1136 4%	100 2%	1102 4%	546 4%	656 4%	171 5%	378 4%	251 4%	140 4%	782 4%	220 4%	131 4%	37 4%	41 2%
Children wanted a better internet connection	1099 4%	95 2%	1067 4%	521 4%	642 4%	150 4%	396 4%	196 3%	199 6%	655 4%	243 4%	180 6%	57 7%	35 2%
Additional online features provided (e-mail/online storage/personal website etc)	933 3%	82 2%	910 4%	451 3%	541 4%	102 3%	378 4%	234 4%	112 3%	668 4%	147 3%	123 4%	28 3%	36 2%

Volume

Q24. What were the main reasons for choosing your current internet service provider? You may give up to three reasons.

UP TO THREE ANSWERS

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25225	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Other reason	976 4%	254 6%	790 3%	538 4%	506 3%	129 4%	360 4%	231 4%	133 4%	618 3%	207 4%	107 4%	18 2%	137 8%

Q25_01. ...The download/upload speed and capacity of my internet connection match my contract conditions

ONE ANSWER ONLY

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Totally agree	6979 25%	3746 26%	3650 25%	1072 26%	2233 25%	2110 25%	1978 26%	241 36%	1239 27%	2600 26%	2207 23%	905 25%	202 23%	1849 27%	3554 26%	1993 23%
Tend to agree	12176 44%	6168 43%	6664 45%	1707 42%	3975 44%	3726 43%	3423 45%	223 33%	1951 43%	4435 44%	4175 44%	1668 45%	377 44%	2962 43%	6031 44%	3839 44%
Tend to disagree	4749 17%	2638 18%	2381 16%	638 16%	1553 17%	1549 18%	1278 17%	119 18%	747 16%	1670 17%	1689 18%	660 18%	135 16%	1198 17%	2354 17%	1467 17%
Totally disagree	1853 7%	1079 7%	884 6%	279 7%	650 7%	625 7%	408 5%	35 5%	282 6%	682 7%	660 7%	235 6%	68 8%	445 6%	846 6%	672 8%
Don't know	1912 7%	838 6%	1195 8%	355 9%	544 6%	578 7%	556 7%	50 7%	357 8%	668 7%	663 7%	212 6%	84 10%	421 6%	938 7%	674 8%
Total Agree	19154 69%	9914 69%	10314 70%	2779 69%	6209 69%	5836 68%	5402 71%	464 69%	3189 70%	7035 70%	6382 68%	2573 70%	579 67%	4811 70%	9584 70%	5832 67%
Total Disagree	6602 24%	3717 26%	3265 22%	918 23%	2203 25%	2174 25%	1686 22%	154 23%	1028 22%	2352 23%	2349 25%	895 24%	203 23%	1643 24%	3200 23%	2139 25%

Q25_01. ...The download/upload speed and capacity of my internet connection match my contract conditions

ONE ANSWER ONLY

	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS			
	EU 27	1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
Totally agree	6979 25%	424 25%	887 21%	2445 24%	2083 24%	5313 26%	3496 30%	1465 16%	2435 30%	3395 25%	4001 25%	2266 28%	5129 24%	4906 27%	2409 23%	81 26%	2448 26%	3410 24%	1537 27%
Tend to agree	12176 44%	670 40%	1975 46%	4432 44%	4026 45%	8807 43%	5164 45%	4023 43%	3645 44%	6051 45%	6781 43%	3579 44%	9253 44%	7861 43%	4885 46%	86 28%	3981 43%	6402 45%	2449 42%
Tend to disagree	4749 17%	351 21%	931 22%	1876 19%	1583 18%	3436 17%	1627 14%	2341 25%	1051 13%	2542 19%	2478 16%	1457 18%	3563 17%	2994 16%	1973 18%	52 17%	1738 19%	2438 17%	844 15%
Totally disagree	1853 7%	132 8%	339 8%	825 8%	610 7%	1353 7%	623 5%	1009 11%	330 4%	985 7%	977 6%	572 7%	1390 7%	1283 7%	653 6%	27 9%	699 8%	971 7%	292 5%
Don't know	1912 7%	86 5%	147 3%	468 5%	551 6%	1483 7%	688 6%	609 6%	736 9%	544 4%	1489 9%	290 4%	1743 8%	1187 7%	786 7%	60 20%	393 4%	988 7%	652 11%
Total Agree	19154 69%	1094 66%	2862 67%	6877 68%	6108 69%	14120 69%	8660 75%	5488 58%	6080 74%	9445 70%	10782 69%	5845 72%	14383 68%	12767 70%	7294 68%	167 54%	6429 69%	9813 69%	3986 69%
Total Disagree	6602 24%	483 29%	1270 30%	2701 27%	2193 25%	4789 23%	2250 19%	3350 35%	1381 17%	3527 26%	3455 22%	2029 25%	4953 23%	4277 23%	2625 25%	79 26%	2437 26%	3409 24%	1136 20%

Q25_01. ...The download/upload speed and capacity of my internet connection match my contract conditions

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Totally agree	6979 25%	1038 26%	6357 25%	3620 25%	3776 26%	778 22%	2317 23%	1753 29%	1351 37%	4154 23%	1720 29%	983 33%	247 29%	406 23%
Tend to agree	12176 44%	1696 42%	11136 44%	6495 45%	6337 43%	1431 40%	4557 46%	2536 43%	1420 39%	8156 45%	2554 43%	1286 43%	345 41%	655 37%
Tend to disagree	4749 17%	617 15%	4403 17%	2482 17%	2537 17%	748 21%	1721 17%	931 16%	460 13%	3309 18%	890 15%	385 13%	158 19%	352 20%
Totally disagree	1853 7%	264 7%	1699 7%	1017 7%	946 6%	352 10%	697 7%	345 6%	180 5%	1300 7%	348 6%	165 6%	56 7%	123 7%
Don't know	1912 7%	401 10%	1632 6%	844 6%	1190 8%	286 8%	703 7%	386 6%	211 6%	1292 7%	365 6%	172 6%	44 5%	212 12%
Total Agree	19154 69%	2734 68%	17493 69%	10115 70%	10113 68%	2209 61%	6873 69%	4289 72%	2771 77%	12310 68%	4274 73%	2268 76%	592 70%	1061 61%
Total Disagree	6602 24%	880 22%	6101 24%	3499 24%	3483 24%	1100 31%	2418 24%	1277 21%	640 18%	4609 25%	1238 21%	549 18%	214 25%	475 27%

Q25_02. ...My internet connection never breaks down

ONE ANSWER ONLY

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Totally agree	4879 18%	2633 18%	2517 17%	752 19%	1621 18%	1414 16%	1361 18%	183 27%	947 21%	1653 16%	1599 17%	642 17%	126 14%	1299 19%	2490 18%	1362 16%
Tend to agree	11123 40%	5917 41%	5804 39%	1437 35%	3596 40%	3444 40%	3244 42%	198 30%	1717 38%	4145 41%	3832 41%	1517 41%	309 36%	2850 41%	5509 40%	3361 39%
Tend to disagree	6795 25%	3459 24%	3738 25%	1015 25%	2228 25%	2164 25%	1790 23%	137 21%	1104 24%	2439 24%	2362 25%	926 25%	229 26%	1581 23%	3397 25%	2219 26%
Totally disagree	4015 15%	1998 14%	2266 15%	624 15%	1234 14%	1364 16%	1043 14%	100 15%	625 14%	1521 15%	1351 14%	501 14%	166 19%	972 14%	1910 14%	1382 16%
Don't know	856 3%	462 3%	448 3%	223 6%	278 3%	203 2%	206 3%	50 8%	181 4%	297 3%	250 3%	94 3%	37 4%	173 3%	417 3%	321 4%
Total Agree	16002 58%	8550 59%	8321 56%	2189 54%	5216 58%	4858 57%	4605 60%	380 57%	2664 58%	5798 58%	5432 58%	2159 59%	435 50%	4149 60%	7999 58%	4724 55%
Total Disagree	10810 39%	5457 38%	6004 41%	1639 40%	3461 39%	3528 41%	2833 37%	237 36%	1729 38%	3960 39%	3713 40%	1427 39%	395 46%	2554 37%	5307 39%	3601 42%

Q25_02. ...My internet connection never breaks down

ONE ANSWER ONLY

	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS			
	EU 27	1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
Totally agree	4879 18%	297 18%	630 15%	1840 18%	1602 18%	3549 17%	2535 22%	1001 11%	1615 20%	2567 19%	2584 16%	1524 19%	3626 17%	3380 19%	1706 16%	65 21%	1809 20%	2271 16%	1070 19%
Tend to agree	11123 40%	583 35%	1753 41%	4044 40%	3622 41%	8099 40%	4889 42%	3430 36%	3402 42%	5453 40%	6267 40%	3387 41%	8334 40%	7293 40%	4347 41%	80 26%	3677 40%	5737 40%	2307 40%
Tend to disagree	6795 25%	454 27%	1149 27%	2419 24%	2133 24%	5063 25%	2517 22%	2751 29%	1929 24%	3280 24%	3917 25%	1894 23%	5303 25%	4325 24%	2795 26%	77 25%	2191 24%	3684 26%	1322 23%
Totally disagree	4015 15%	270 16%	666 16%	1581 16%	1240 14%	3024 15%	1354 12%	2050 22%	861 10%	1923 14%	2341 15%	1197 15%	3067 15%	2731 15%	1494 14%	40 13%	1303 14%	2141 15%	821 14%
Don't know	856 3%	59 4%	81 2%	162 2%	254 3%	656 3%	304 3%	216 2%	390 5%	293 2%	617 4%	163 2%	748 4%	502 3%	363 3%	44 15%	279 3%	377 3%	253 4%
Total Agree	16002 58%	879 53%	2383 56%	5884 59%	5224 59%	11647 57%	7423 64%	4431 47%	5017 61%	8020 59%	8851 56%	4911 60%	11960 57%	10672 59%	6053 57%	145 47%	5485 59%	8008 56%	3378 59%
Total Disagree	10810 39%	725 44%	1815 42%	4001 40%	3374 38%	8088 40%	3871 33%	4800 51%	2790 34%	5203 38%	6258 40%	3091 38%	8370 40%	7056 39%	4289 40%	117 38%	3494 38%	5825 41%	2143 37%

Q25_02. ...My internet connection never breaks down

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Totally agree	4879 18%	603 15%	4548 18%	2514 17%	2637 18%	586 16%	1597 16%	1276 21%	831 23%	3251 18%	965 16%	650 22%	155 18%	203 12%
Tend to agree	11123 40%	1529 38%	10191 40%	6067 42%	5654 38%	1174 33%	3995 40%	2399 40%	1476 41%	7345 40%	2354 40%	1235 41%	358 42%	575 33%
Tend to disagree	6795 25%	1011 25%	6185 25%	3406 24%	3791 26%	955 27%	2584 26%	1351 23%	763 21%	4506 25%	1460 25%	669 22%	197 23%	469 27%
Totally disagree	4015 15%	691 17%	3573 14%	2132 15%	2133 14%	737 21%	1562 16%	740 12%	427 12%	2532 14%	951 16%	360 12%	122 14%	379 22%
Don't know	856 3%	181 5%	729 3%	340 2%	571 4%	142 4%	257 3%	185 3%	125 3%	577 3%	146 2%	76 3%	19 2%	121 7%
Total Agree	16002 58%	2132 53%	14739 58%	8581 59%	8290 56%	1761 49%	5591 56%	3675 62%	2307 64%	10596 58%	3319 56%	1885 63%	513 60%	779 45%
Total Disagree	10810 39%	1703 42%	9758 39%	5537 38%	5924 40%	1692 47%	4146 41%	2091 35%	1190 33%	7038 39%	2412 41%	1029 34%	319 37%	848 49%

Q25_03. ...In case of problems my internet provider gives me a useful answer

ONE ANSWER ONLY

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Totally agree	6112 22%	3080 21%	3403 23%	863 21%	1939 22%	1851 22%	1827 24%	219 33%	1104 24%	2232 22%	1986 21%	758 21%	182 21%	1646 24%	3050 22%	1787 21%
Tend to agree	12043 44%	6260 43%	6441 44%	1611 40%	3984 44%	3735 43%	3370 44%	255 38%	1951 43%	4405 44%	4165 44%	1576 43%	346 40%	3040 44%	5963 43%	3697 43%
Tend to disagree	5237 19%	2819 19%	2711 18%	832 21%	1690 19%	1704 20%	1304 17%	103 15%	872 19%	1843 18%	1748 19%	783 21%	181 21%	1239 18%	2640 19%	1651 19%
Totally disagree	1920 7%	1058 7%	972 7%	330 8%	616 7%	655 8%	429 6%	26 4%	229 5%	735 7%	705 7%	281 8%	55 6%	465 7%	923 7%	642 7%
Don't know	2356 9%	1252 9%	1247 8%	414 10%	728 8%	643 7%	714 9%	65 10%	419 9%	839 8%	790 8%	282 8%	104 12%	485 7%	1146 8%	868 10%
Total Agree	18155 66%	9339 65%	9844 67%	2475 61%	5922 66%	5586 65%	5197 68%	474 71%	3055 67%	6637 66%	6151 65%	2334 63%	527 61%	4686 68%	9013 66%	5484 63%
Total Disagree	7157 26%	3878 27%	3683 25%	1162 29%	2306 26%	2359 27%	1733 23%	129 19%	1101 24%	2578 26%	2453 26%	1063 29%	235 27%	1704 25%	3563 26%	2293 27%

Q25_03. ...In case of problems my internet provider gives me a useful answer

ONE ANSWER ONLY

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
Totally agree	6112 22%	413 25%	865 20%	2053 20%	1883 21%	4600 23%	2966 26%	1200 13%	2317 28%	3027 22%	3455 22%	1726 21%	4757 23%	4261 23%	2130 20%	92 30%	2310 25%	2863 20%	1310 23%
Tend to agree	12043 44%	644 39%	1903 44%	4497 45%	3965 45%	8736 43%	5051 44%	4124 44%	3525 43%	6010 44%	6691 43%	3667 45%	9033 43%	7886 43%	4730 44%	84 27%	3863 42%	6383 45%	2454 43%
Tend to disagree	5237 19%	362 22%	1008 24%	2082 21%	1719 19%	3811 19%	1867 16%	2522 27%	1141 14%	2730 20%	2801 18%	1618 20%	3912 19%	3301 18%	2177 20%	52 17%	1818 20%	2754 19%	959 17%
Totally disagree	1920 7%	149 9%	309 7%	822 8%	608 7%	1422 7%	665 6%	1008 11%	357 4%	935 7%	1095 7%	574 7%	1456 7%	1341 7%	665 6%	24 8%	728 8%	981 7%	321 6%
Don't know	2356 9%	95 6%	195 5%	592 6%	677 8%	1822 9%	1049 9%	593 6%	858 10%	814 6%	1685 11%	579 7%	1921 9%	1441 8%	1003 9%	55 18%	540 6%	1229 9%	730 13%
Total Agree	18155 66%	1057 64%	2767 65%	6550 65%	5848 66%	13336 65%	8017 69%	5324 56%	5842 71%	9037 67%	10146 65%	5393 66%	13790 65%	12147 67%	6860 64%	176 57%	6173 67%	9246 65%	3764 65%
Total Disagree	7157 26%	511 31%	1317 31%	2904 29%	2327 26%	5233 26%	2532 22%	3530 37%	1498 18%	3665 27%	3895 25%	2193 27%	5368 25%	4642 25%	2842 27%	76 25%	2545 27%	3735 26%	1280 22%

Q25_03. ...In case of problems my internet provider gives me a useful answer

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Totally agree	6112 22%	965 24%	5517 22%	3064 21%	3418 23%	754 21%	2180 22%	1370 23%	1050 29%	3797 21%	1352 23%	811 27%	276 32%	341 19%
Tend to agree	12043 44%	1532 38%	11169 44%	6460 45%	6240 42%	1340 37%	4332 43%	2707 45%	1496 41%	8121 45%	2455 42%	1286 43%	338 40%	676 39%
Tend to disagree	5237 19%	735 18%	4795 19%	2766 19%	2764 19%	841 23%	1966 20%	1008 17%	593 16%	3539 19%	1118 19%	501 17%	114 13%	343 20%
Totally disagree	1920 7%	268 7%	1762 7%	1018 7%	1012 7%	336 9%	724 7%	330 6%	193 5%	1201 7%	484 8%	187 6%	64 7%	123 7%
Don't know	2356 9%	516 13%	1983 8%	1150 8%	1350 9%	325 9%	792 8%	536 9%	290 8%	1552 9%	467 8%	205 7%	59 7%	265 15%
Total Agree	18155 66%	2497 62%	16686 66%	9525 66%	9659 65%	2094 58%	6512 65%	4078 69%	2546 70%	11918 65%	3807 65%	2096 70%	614 72%	1016 58%
Total Disagree	7157 26%	1003 25%	6557 26%	3784 26%	3777 26%	1177 33%	2690 27%	1338 22%	786 22%	4740 26%	1602 27%	688 23%	177 21%	466 27%

Q25_04. ...My internet provider uses my personal data/bank details responsibly

ONE ANSWER ONLY

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Totally agree	6390 23%	3270 23%	3521 24%	969 24%	2009 22%	1932 22%	1879 25%	245 37%	1142 25%	2390 24%	2062 22%	793 22%	158 18%	1686 25%	3189 23%	1916 22%
Tend to agree	11575 42%	5899 41%	6277 42%	1553 38%	3693 41%	3651 43%	3279 43%	208 31%	1851 40%	4196 42%	3981 42%	1574 43%	367 42%	2868 42%	5698 42%	3610 42%
Tend to disagree	2794 10%	1628 11%	1318 9%	503 12%	1055 12%	820 10%	567 7%	60 9%	468 10%	998 10%	934 10%	410 11%	71 8%	677 10%	1460 11%	808 9%
Totally disagree	990 4%	578 4%	468 3%	213 5%	336 4%	284 3%	213 3%	26 4%	116 3%	352 4%	361 4%	150 4%	41 5%	294 4%	460 3%	293 3%
Don't know	5919 21%	3094 21%	3190 22%	812 20%	1864 21%	1902 22%	1705 22%	129 19%	998 22%	2118 21%	2057 22%	752 20%	230 27%	1351 20%	2915 21%	2019 23%
Total Agree	17965 65%	9169 63%	9798 66%	2523 62%	5701 64%	5583 65%	5159 67%	453 68%	2993 65%	6587 66%	6043 64%	2367 64%	525 61%	4554 66%	8887 65%	5526 64%
Total Disagree	3784 14%	2206 15%	1786 12%	716 18%	1391 16%	1104 13%	780 10%	86 13%	584 13%	1351 13%	1295 14%	561 15%	112 13%	971 14%	1920 14%	1100 13%

Q25_04. ...My internet provider uses my personal data/bank details responsibly

ONE ANSWER ONLY

	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS			
	EU 27	1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
Totally agree	6390 23%	379 23%	825 19%	2188 22%	1876 21%	4915 24%	3117 27%	1369 14%	2305 28%	3120 23%	3671 23%	1841 23%	4950 23%	4523 25%	2197 21%	71 23%	2325 25%	2994 21%	1472 25%
Tend to agree	11575 42%	604 36%	1926 45%	4417 44%	3938 44%	8239 40%	4645 40%	4271 45%	3260 40%	5925 44%	6251 40%	3417 42%	8760 42%	7452 41%	4653 43%	72 23%	3749 40%	6115 43%	2312 40%
Tend to disagree	2794 10%	274 17%	645 15%	1079 11%	927 10%	2019 10%	1102 10%	1220 13%	623 8%	1592 12%	1353 9%	761 9%	2184 10%	1767 10%	1119 10%	60 20%	1168 13%	1401 10%	376 7%
Totally disagree	990 4%	81 5%	190 4%	335 3%	302 3%	744 4%	424 4%	374 4%	248 3%	506 4%	540 3%	260 3%	786 4%	683 4%	349 3%	15 5%	437 5%	468 3%	142 2%
Don't know	5919 21%	324 19%	693 16%	2027 20%	1809 20%	4475 22%	2310 20%	2214 23%	1760 21%	2373 18%	3911 25%	1886 23%	4398 21%	3807 21%	2387 22%	90 29%	1580 17%	3232 23%	1472 25%
Total Agree	17965 65%	983 59%	2751 64%	6605 66%	5814 66%	13153 65%	7762 67%	5640 60%	5566 68%	9045 67%	9922 63%	5257 64%	13710 65%	11975 66%	6851 64%	142 46%	6074 66%	9109 64%	3784 66%
Total Disagree	3784 14%	356 21%	835 20%	1414 14%	1228 14%	2763 14%	1526 13%	1594 17%	871 11%	2098 16%	1893 12%	1021 13%	2970 14%	2449 13%	1467 14%	75 24%	1605 17%	1869 13%	518 9%

Q25_04. ...My internet provider uses my personal data/bank details responsibly

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Totally agree	6390 23%	1020 25%	5771 23%	3298 23%	3493 24%	714 20%	2319 23%	1529 26%	998 28%	4075 22%	1399 24%	784 26%	238 28%	408 23%
Tend to agree	11575 42%	1382 34%	10795 43%	6194 43%	5983 40%	1415 39%	4123 41%	2414 41%	1511 42%	7744 43%	2419 41%	1217 41%	354 42%	576 33%
Tend to disagree	2794 10%	334 8%	2611 10%	1268 9%	1678 11%	479 13%	1057 11%	508 9%	318 9%	1799 10%	598 10%	338 11%	108 13%	150 9%
Totally disagree	990 4%	131 3%	915 4%	474 3%	572 4%	201 6%	332 3%	182 3%	100 3%	603 3%	232 4%	117 4%	42 5%	61 4%
Don't know	5919 21%	1150 29%	5134 20%	3224 22%	3060 21%	787 22%	2163 22%	1318 22%	695 19%	3989 22%	1229 21%	533 18%	109 13%	552 32%
Total Agree	17965 65%	2401 60%	16566 66%	9492 66%	9475 64%	2129 59%	6442 64%	3943 66%	2509 69%	11819 65%	3818 65%	2001 67%	592 70%	985 56%
Total Disagree	3784 14%	465 12%	3526 14%	1741 12%	2250 15%	679 19%	1389 14%	690 12%	418 12%	2402 13%	830 14%	455 15%	150 18%	211 12%

Q25_05. ...My internet tariff/package is good value for money

ONE ANSWER ONLY

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Totally agree	6813 25%	3551 25%	3640 25%	1057 26%	2213 25%	1978 23%	1941 25%	235 35%	1288 28%	2451 24%	2173 23%	869 24%	173 20%	1789 26%	3484 25%	1918 22%
Tend to agree	12590 46%	6444 45%	6835 46%	1686 42%	4164 46%	3934 46%	3496 46%	218 33%	1943 42%	4497 45%	4455 47%	1767 48%	397 46%	3148 46%	6202 45%	3929 45%
Tend to disagree	5293 19%	2882 20%	2723 18%	772 19%	1723 19%	1752 20%	1358 18%	95 14%	866 19%	1931 19%	1826 19%	705 19%	182 21%	1261 18%	2704 20%	1640 19%
Totally disagree	1830 7%	1024 7%	918 6%	294 7%	544 6%	615 7%	489 6%	57 9%	261 6%	770 8%	577 6%	225 6%	52 6%	431 6%	805 6%	706 8%
Don't know	1143 4%	568 4%	658 4%	242 6%	312 3%	310 4%	362 5%	62 9%	218 5%	406 4%	363 4%	114 3%	62 7%	247 4%	526 4%	452 5%
Total Agree	19403 70%	9996 69%	10475 71%	2743 68%	6376 71%	5912 69%	5436 71%	453 68%	3231 71%	6948 69%	6628 71%	2636 72%	570 66%	4937 72%	9686 71%	5847 68%
Total Disagree	7122 26%	3906 27%	3641 25%	1066 26%	2268 25%	2367 28%	1846 24%	152 23%	1126 25%	2701 27%	2403 26%	930 25%	234 27%	1691 25%	3510 26%	2346 27%

Q25_05. ...My internet tariff/package is good value for money

ONE ANSWER ONLY

	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS			
	EU 27	1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
Totally agree	6813 25%	391 24%	884 21%	2474 25%	1702 19%	5489 27%	3585 31%	1132 12%	2474 30%	3458 26%	3733 24%	2082 25%	5109 24%	4784 26%	2313 22%	93 30%	2393 26%	3276 23%	1522 26%
Tend to agree	12590 46%	669 40%	1922 45%	4571 46%	3842 43%	9437 46%	5493 47%	4054 43%	3732 46%	6106 45%	7174 46%	3780 46%	9499 45%	8186 45%	5009 47%	85 28%	3976 43%	6618 47%	2686 47%
Tend to disagree	5293 19%	398 24%	976 23%	2125 21%	2107 24%	3498 17%	1617 14%	2930 31%	1058 13%	2660 20%	2945 19%	1542 19%	4063 19%	3413 19%	2160 20%	33 11%	1848 20%	2873 20%	884 15%
Totally disagree	1830 7%	142 9%	404 9%	669 7%	812 9%	1130 6%	563 5%	982 10%	396 5%	959 7%	983 6%	566 7%	1376 7%	1187 7%	708 7%	47 15%	725 8%	877 6%	341 6%
Don't know	1143 4%	63 4%	94 2%	207 2%	388 4%	837 4%	340 3%	349 4%	537 7%	333 2%	892 6%	194 2%	1031 5%	661 4%	516 5%	49 16%	317 3%	566 4%	342 6%
Total Agree	19403 70%	1060 64%	2805 66%	7045 70%	5544 63%	14926 73%	9078 78%	5187 55%	6205 76%	9564 71%	10906 69%	5862 72%	14608 69%	12970 71%	7322 68%	178 58%	6369 69%	9894 70%	4208 73%
Total Disagree	7122 26%	539 32%	1380 32%	2794 28%	2919 33%	4628 23%	2181 19%	3912 41%	1455 18%	3618 27%	3929 25%	2109 26%	5439 26%	4600 25%	2867 27%	80 26%	2573 28%	3749 26%	1225 21%

Q25_05. ...My internet tariff/package is good value for money

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Totally agree	6813 25%	1103 27%	6088 24%	3490 24%	3701 25%	800 22%	2287 23%	1649 28%	1200 33%	4181 23%	1526 26%	923 31%	221 26%	488 28%
Tend to agree	12590 46%	1700 42%	11580 46%	6754 47%	6526 44%	1410 39%	4615 46%	2747 46%	1517 42%	8407 46%	2658 45%	1272 43%	365 43%	728 42%
Tend to disagree	5293 19%	687 17%	4918 19%	2849 20%	2756 19%	775 22%	2006 20%	1030 17%	546 15%	3681 20%	1057 18%	499 17%	163 19%	281 16%
Totally disagree	1830 7%	260 6%	1683 7%	932 6%	1010 7%	417 12%	666 7%	297 5%	214 6%	1193 7%	399 7%	197 7%	80 9%	99 6%
Don't know	1143 4%	267 7%	958 4%	433 3%	793 5%	192 5%	421 4%	228 4%	145 4%	748 4%	237 4%	98 3%	22 3%	152 9%
Total Agree	19403 70%	2802 70%	17668 70%	10244 71%	10226 69%	2211 61%	6902 69%	4396 74%	2717 75%	12588 69%	4185 71%	2195 73%	586 69%	1216 70%
Total Disagree	7122 26%	947 24%	6600 26%	3781 26%	3766 25%	1193 33%	2671 27%	1327 22%	760 21%	4874 27%	1455 25%	697 23%	243 29%	380 22%

Q25_06. ...My internet bills are clear and easy to understand

ONE ANSWER ONLY

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Totally agree	9422 34%	4985 34%	5004 34%	1242 31%	2927 33%	2920 34%	2897 38%	281 42%	1737 38%	3420 34%	2992 32%	1251 34%	303 35%	2360 34%	4767 35%	2861 33%
Tend to agree	12718 46%	6617 46%	6782 46%	1728 43%	4112 46%	4012 47%	3546 46%	220 33%	1955 43%	4626 46%	4564 49%	1661 45%	372 43%	3151 46%	6221 45%	4027 47%
Tend to disagree	3347 12%	1797 12%	1738 12%	582 14%	1223 14%	1014 12%	717 9%	73 11%	491 11%	1240 12%	1122 12%	514 14%	96 11%	926 13%	1638 12%	972 11%
Totally disagree	999 4%	522 4%	541 4%	197 5%	325 4%	341 4%	201 3%	23 3%	117 3%	371 4%	390 4%	124 3%	39 4%	216 3%	519 4%	328 4%
Don't know	1182 4%	548 4%	708 5%	303 7%	369 4%	301 4%	284 4%	71 11%	276 6%	397 4%	327 3%	129 4%	56 6%	222 3%	577 4%	457 5%
Total Agree	22141 80%	11602 80%	11786 80%	2970 73%	7039 79%	6932 81%	6443 84%	501 75%	3692 81%	8047 80%	7556 80%	2913 79%	675 78%	5512 80%	10988 80%	6888 80%
Total Disagree	4346 16%	2319 16%	2280 15%	778 19%	1548 17%	1355 16%	917 12%	95 14%	607 13%	1611 16%	1512 16%	638 17%	135 16%	1142 17%	2157 16%	1300 15%

Q25_06. ...My internet bills are clear and easy to understand

ONE ANSWER ONLY

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
Totally agree	9422 34%	566 34%	1205 28%	3335 33%	2651 30%	7338 36%	4494 39%	2187 23%	3307 40%	4427 33%	5562 35%	2984 37%	7005 33%	6458 35%	3439 32%	92 30%	3027 33%	4733 33%	2229 39%
Tend to agree	12718 46%	689 41%	2098 49%	4785 48%	4184 47%	9214 45%	5082 44%	4847 51%	3470 42%	6399 47%	6999 45%	3808 47%	9591 46%	8292 45%	5011 47%	95 31%	4148 45%	6709 47%	2541 44%
Tend to disagree	3347 12%	273 16%	670 16%	1331 13%	1292 15%	2244 11%	1175 10%	1685 18%	676 8%	1788 13%	1748 11%	879 11%	2656 13%	2094 11%	1395 13%	47 15%	1360 15%	1687 12%	488 8%
Totally disagree	999 4%	70 4%	189 4%	418 4%	348 4%	715 4%	414 4%	421 4%	228 3%	545 4%	518 3%	287 4%	776 4%	669 4%	368 3%	26 8%	341 4%	549 4%	173 3%
Don't know	1182 4%	65 4%	117 3%	177 2%	376 4%	880 4%	433 4%	307 3%	516 6%	357 3%	899 6%	206 3%	1050 5%	718 4%	492 5%	46 15%	383 4%	530 4%	343 6%
Total Agree	22141 80%	1255 75%	3303 77%	8120 81%	6835 77%	16553 81%	9576 83%	7034 74%	6777 83%	10826 80%	12561 80%	6792 83%	16596 79%	14750 81%	8450 79%	188 61%	7175 77%	11443 81%	4770 83%
Total Disagree	4346 16%	343 21%	859 20%	1749 17%	1640 19%	2958 15%	1589 14%	2106 22%	904 11%	2332 17%	2267 14%	1166 14%	3432 16%	2763 15%	1763 16%	73 24%	1701 18%	2237 16%	661 11%

Q25_06. ...My internet bills are clear and easy to understand

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Totally agree	9422 34%	1720 43%	8268 33%	4953 34%	5036 34%	1181 33%	3282 33%	2257 38%	1497 41%	5961 33%	2109 36%	1119 37%	289 34%	699 40%
Tend to agree	12718 46%	1550 39%	11849 47%	6913 48%	6486 44%	1515 42%	4695 47%	2622 44%	1435 40%	8712 48%	2611 44%	1216 41%	363 43%	655 37%
Tend to disagree	3347 12%	382 10%	3154 13%	1610 11%	1926 13%	535 15%	1230 12%	644 11%	396 11%	2206 12%	668 11%	436 15%	98 12%	181 10%
Totally disagree	999 4%	99 2%	964 4%	458 3%	605 4%	165 5%	402 4%	179 3%	129 4%	638 4%	227 4%	96 3%	59 7%	46 3%
Don't know	1182 4%	266 7%	991 4%	524 4%	732 5%	199 6%	386 4%	249 4%	165 5%	693 4%	261 4%	121 4%	41 5%	168 10%
Total Agree	22141 80%	3270 81%	20117 80%	11866 82%	11522 78%	2696 75%	7977 80%	4879 82%	2932 81%	14673 81%	4720 80%	2335 78%	652 77%	1353 77%
Total Disagree	4346 16%	481 12%	4118 16%	2068 14%	2531 17%	700 19%	1632 16%	823 14%	525 14%	2844 16%	896 15%	533 18%	158 19%	227 13%

Q25_07. ...My internet bills are always correct

ONE ANSWER ONLY

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Totally agree	10027 36%	5246 36%	5382 36%	1430 35%	3091 35%	3055 36%	3050 40%	267 40%	1886 41%	3605 36%	3275 35%	1285 35%	306 35%	2484 36%	5080 37%	3064 35%
Tend to agree	12201 44%	6270 43%	6574 44%	1544 38%	3953 44%	3910 46%	3437 45%	214 32%	1833 40%	4457 44%	4313 46%	1648 45%	378 44%	3082 45%	5905 43%	3857 45%
Tend to disagree	2885 10%	1660 11%	1389 9%	554 14%	1133 13%	842 10%	521 7%	87 13%	419 9%	1125 11%	919 10%	421 11%	77 9%	729 11%	1490 11%	830 10%
Totally disagree	955 3%	537 4%	473 3%	203 5%	330 4%	312 4%	166 2%	29 4%	104 2%	358 4%	359 4%	124 3%	36 4%	221 3%	513 4%	276 3%
Don't know	1599 6%	755 5%	956 6%	321 8%	450 5%	469 5%	471 6%	71 11%	332 7%	509 5%	528 6%	201 5%	69 8%	359 5%	734 5%	618 7%
Total Agree	22228 80%	11516 80%	11956 81%	2974 73%	7044 79%	6966 81%	6487 85%	481 72%	3719 81%	8062 80%	7588 81%	2933 80%	684 79%	5566 81%	10985 80%	6921 80%
Total Disagree	3841 14%	2197 15%	1862 13%	756 19%	1463 16%	1154 13%	686 9%	116 17%	524 11%	1483 15%	1278 14%	546 15%	113 13%	950 14%	2003 15%	1106 13%

Q25_07. ...My internet bills are always correct

ONE ANSWER ONLY

	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS			
	EU 27	1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
Totally agree	10027 36%	568 34%	1242 29%	3630 36%	2908 33%	7720 38%	4601 40%	2537 27%	3491 43%	4665 35%	5963 38%	3239 40%	7390 35%	6778 37%	3749 35%	102 33%	3201 35%	5125 36%	2303 40%
Tend to agree	12201 44%	639 38%	2081 49%	4507 45%	4057 46%	8787 43%	4889 42%	4641 49%	3314 40%	6130 45%	6715 43%	3604 44%	9241 44%	7919 43%	4816 45%	109 36%	3979 43%	6377 45%	2488 43%
Tend to disagree	2885 10%	248 15%	637 15%	1135 11%	1021 12%	2029 10%	1159 10%	1299 14%	591 7%	1610 12%	1439 9%	763 9%	2286 11%	1845 10%	1170 11%	34 11%	1186 13%	1481 10%	382 7%
Totally disagree	955 3%	99 6%	181 4%	423 4%	357 4%	653 3%	391 3%	424 4%	195 2%	605 4%	405 3%	275 3%	735 3%	673 4%	326 3%	10 3%	426 5%	443 3%	141 2%
Don't know	1599 6%	108 6%	137 3%	351 3%	509 6%	1202 6%	558 5%	547 6%	605 7%	505 4%	1205 8%	285 3%	1426 7%	1016 6%	644 6%	51 17%	467 5%	783 6%	460 8%
Total Agree	22228 80%	1207 73%	3323 78%	8137 81%	6965 79%	16508 81%	9490 82%	7178 76%	6805 83%	10795 80%	12678 81%	6842 84%	16631 79%	14697 81%	8565 80%	211 69%	7180 78%	11502 81%	4791 83%
Total Disagree	3841 14%	348 21%	818 19%	1558 16%	1378 16%	2682 13%	1550 13%	1723 18%	787 10%	2216 16%	1843 12%	1038 13%	3022 14%	2518 14%	1497 14%	45 15%	1612 17%	1925 14%	523 9%

Q25_07. ...My internet bills are always correct

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	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Totally agree	10027 36%	1893 47%	8735 35%	5199 36%	5429 37%	1260 35%	3442 34%	2418 41%	1520 42%	6398 35%	2205 38%	1170 39%	312 37%	727 42%
Tend to agree	12201 44%	1390 35%	11454 45%	6712 46%	6132 41%	1412 39%	4522 45%	2485 42%	1451 40%	8389 46%	2470 42%	1212 41%	323 38%	592 34%
Tend to disagree	2885 10%	313 8%	2736 11%	1345 9%	1704 12%	490 14%	1147 11%	493 8%	323 9%	1882 10%	588 10%	336 11%	133 16%	179 10%
Totally disagree	955 3%	106 3%	905 4%	474 3%	536 4%	164 5%	352 4%	197 3%	117 3%	547 3%	243 4%	138 5%	47 6%	41 2%
Don't know	1599 6%	314 8%	1396 6%	728 5%	983 7%	269 7%	530 5%	359 6%	211 6%	993 5%	371 6%	135 4%	35 4%	209 12%
Total Agree	22228 80%	3283 82%	20189 80%	11911 82%	11562 78%	2672 74%	7964 80%	4902 82%	2971 82%	14787 81%	4675 80%	2382 80%	636 75%	1319 75%
Total Disagree	3841 14%	418 10%	3641 14%	1819 13%	2240 15%	654 18%	1500 15%	690 12%	440 12%	2430 13%	831 14%	473 16%	180 21%	220 13%

Q25_08. ...My contract is clear and easy to understand

ONE ANSWER ONLY

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Totally agree	7717 28%	4013 28%	4164 28%	1115 28%	2399 27%	2303 27%	2358 31%	278 42%	1501 33%	2849 28%	2365 25%	949 26%	231 27%	1981 29%	3905 28%	2291 26%
Tend to agree	12693 46%	6514 45%	6868 46%	1716 42%	4148 46%	4051 47%	3467 45%	238 36%	1940 42%	4600 46%	4523 48%	1670 45%	410 47%	3101 45%	6234 45%	4047 47%
Tend to disagree	4693 17%	2611 18%	2347 16%	684 17%	1607 18%	1447 17%	1219 16%	60 9%	688 15%	1712 17%	1663 18%	721 20%	114 13%	1204 18%	2330 17%	1424 16%
Totally disagree	1239 4%	689 5%	623 4%	226 6%	381 4%	455 5%	250 3%	26 4%	157 3%	454 5%	451 5%	181 5%	42 5%	317 5%	594 4%	401 5%
Don't know	1326 5%	643 4%	772 5%	309 8%	422 5%	332 4%	351 5%	66 10%	290 6%	440 4%	392 4%	158 4%	68 8%	272 4%	659 5%	483 6%
Total Agree	20410 74%	10527 73%	11032 75%	2831 70%	6547 73%	6354 74%	5824 76%	516 77%	3441 75%	7449 74%	6888 73%	2619 71%	642 74%	5082 74%	10139 74%	6337 73%
Total Disagree	5932 21%	3300 23%	2970 20%	910 22%	1988 22%	1902 22%	1469 19%	86 13%	844 18%	2166 22%	2114 23%	903 25%	156 18%	1521 22%	2924 21%	1825 21%

Q25_08. ...My contract is clear and easy to understand

ONE ANSWER ONLY

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
Totally agree	7717 28%	485 29%	988 23%	2642 26%	2166 24%	6011 29%	3797 33%	1587 17%	2793 34%	3756 28%	4420 28%	2342 29%	5835 28%	5348 29%	2732 26%	97 32%	2718 29%	3713 26%	1746 30%
Tend to agree	12693 46%	702 42%	2068 48%	4747 47%	4216 48%	9166 45%	5225 45%	4560 48%	3597 44%	6281 46%	7101 45%	3775 46%	9607 46%	8304 46%	5009 47%	68 22%	3963 43%	6818 48%	2601 45%
Tend to disagree	4693 17%	324 19%	891 21%	1906 19%	1588 18%	3370 17%	1684 15%	2317 25%	957 12%	2451 18%	2507 16%	1437 18%	3521 17%	2938 16%	1952 18%	68 22%	1721 19%	2458 17%	779 13%
Totally disagree	1239 4%	104 6%	201 5%	554 6%	480 5%	832 4%	454 4%	595 6%	263 3%	614 5%	698 4%	358 4%	954 5%	845 5%	452 4%	15 5%	448 5%	653 5%	211 4%
Don't know	1326 5%	48 3%	132 3%	198 2%	402 5%	1013 5%	438 4%	388 4%	588 7%	413 3%	1001 6%	252 3%	1163 6%	796 4%	560 5%	58 19%	410 4%	568 4%	436 8%
Total Agree	20410 74%	1187 71%	3056 71%	7389 74%	6382 72%	15177 74%	9022 78%	6148 65%	6390 78%	10038 74%	11521 73%	6118 75%	15441 73%	13652 75%	7741 72%	165 54%	6680 72%	10531 74%	4348 75%
Total Disagree	5932 21%	428 26%	1092 26%	2459 24%	2069 23%	4201 21%	2139 18%	2912 31%	1219 15%	3065 23%	3205 20%	1795 22%	4475 21%	3782 21%	2404 22%	83 27%	2169 23%	3111 22%	990 17%

Q25_08. ...My contract is clear and easy to understand

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Totally agree	7717 28%	1396 35%	6781 27%	3831 26%	4346 29%	1000 28%	2714 27%	1837 31%	1252 35%	4794 26%	1734 30%	954 32%	300 35%	535 31%
Tend to agree	12693 46%	1645 41%	11736 47%	6899 48%	6483 44%	1529 43%	4561 46%	2725 46%	1536 42%	8639 47%	2661 45%	1199 40%	318 37%	734 42%
Tend to disagree	4693 17%	560 14%	4398 17%	2500 17%	2457 17%	664 18%	1784 18%	913 15%	487 13%	3097 17%	991 17%	544 18%	150 18%	258 15%
Totally disagree	1239 4%	131 3%	1181 5%	644 4%	668 5%	208 6%	499 5%	201 3%	172 5%	807 4%	243 4%	146 5%	60 7%	68 4%
Don't know	1326 5%	284 7%	1130 4%	584 4%	830 6%	194 5%	436 4%	276 5%	176 5%	872 5%	248 4%	147 5%	23 3%	153 9%
Total Agree	20410 74%	3041 76%	18518 73%	10730 74%	10829 73%	2530 70%	7275 73%	4561 77%	2788 77%	13434 74%	4395 75%	2153 72%	618 73%	1269 73%
Total Disagree	5932 21%	691 17%	5579 22%	3145 22%	3125 21%	872 24%	2283 23%	1114 19%	658 18%	3904 21%	1234 21%	690 23%	210 25%	326 19%

Q25_09. ...My internet service provider has a website on which you can easily find the information you want

ONE ANSWER ONLY

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Totally agree	6789 25%	3499 24%	3691 25%	1053 26%	2128 24%	1989 23%	2018 26%	263 39%	1211 26%	2438 24%	2185 23%	880 24%	212 25%	1761 26%	3442 25%	1987 23%
Tend to agree	12944 47%	6861 47%	6787 46%	1615 40%	4145 46%	4242 49%	3645 48%	208 31%	2115 46%	4797 48%	4410 47%	1732 47%	386 45%	3145 46%	6429 47%	4074 47%
Tend to disagree	4389 16%	2357 16%	2285 15%	707 17%	1564 17%	1332 16%	1039 14%	69 10%	709 15%	1558 15%	1561 17%	615 17%	130 15%	1094 16%	2182 16%	1366 16%
Totally disagree	1520 5%	858 6%	754 5%	270 7%	512 6%	464 5%	366 5%	29 4%	181 4%	557 6%	569 6%	236 6%	39 5%	389 6%	717 5%	505 6%
Don't know	2026 7%	895 6%	1256 9%	406 10%	607 7%	562 7%	576 8%	98 15%	359 8%	705 7%	670 7%	217 6%	98 11%	486 7%	952 7%	713 8%
Total Agree	19733 71%	10360 72%	10479 71%	2669 66%	6273 70%	6231 73%	5663 74%	471 71%	3326 73%	7235 72%	6594 70%	2612 71%	599 69%	4906 71%	9871 72%	6061 70%
Total Disagree	5909 21%	3214 22%	3039 21%	976 24%	2076 23%	1796 21%	1405 18%	98 15%	890 19%	2114 21%	2130 23%	851 23%	169 20%	1483 22%	2900 21%	1871 22%

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	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
Totally agree	6789 25%	417 25%	858 20%	2454 24%	2001 23%	5189 25%	3406 29%	1394 15%	2391 29%	3524 26%	3665 23%	2017 25%	5173 25%	4836 27%	2281 21%	73 24%	2473 27%	3162 22%	1555 27%
Tend to agree	12944 47%	704 42%	2093 49%	4799 48%	4265 48%	9384 46%	5404 47%	4617 49%	3627 44%	6521 48%	7127 45%	4079 50%	9569 45%	8414 46%	5141 48%	93 30%	3988 43%	6931 49%	2729 47%
Tend to disagree	4389 16%	312 19%	869 20%	1771 18%	1455 16%	3187 16%	1539 13%	2083 22%	1020 12%	2179 16%	2463 16%	1327 16%	3315 16%	2790 15%	1819 17%	33 11%	1648 18%	2287 16%	707 12%
Totally disagree	1520 5%	129 8%	294 7%	663 7%	500 6%	1112 5%	528 5%	756 8%	328 4%	781 6%	830 5%	397 5%	1214 6%	1018 6%	545 5%	49 16%	576 6%	798 6%	237 4%
Don't know	2026 7%	101 6%	166 4%	360 4%	631 7%	1520 7%	721 6%	599 6%	831 10%	510 4%	1641 10%	344 4%	1807 9%	1174 6%	919 9%	58 19%	573 6%	1032 7%	545 9%
Total Agree	19733 71%	1121 67%	2951 69%	7252 72%	6266 71%	14572 71%	8810 76%	6010 64%	6018 73%	10045 74%	10793 69%	6097 75%	14742 70%	13250 73%	7422 69%	167 54%	6461 70%	10092 71%	4284 74%
Total Disagree	5909 21%	441 27%	1162 27%	2434 24%	1955 22%	4299 21%	2067 18%	2838 30%	1348 16%	2960 22%	3293 21%	1724 21%	4530 21%	3807 21%	2364 22%	82 27%	2224 24%	3085 22%	944 16%

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	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Totally agree	6789 25%	961 24%	6229 25%	3477 24%	3713 25%	816 23%	2335 23%	1606 27%	1204 33%	4222 23%	1559 27%	857 29%	245 29%	417 24%
Tend to agree	12944 47%	1634 41%	12014 48%	7063 49%	6586 45%	1436 40%	4772 48%	2771 47%	1507 42%	8833 49%	2664 45%	1268 42%	358 42%	703 40%
Tend to disagree	4389 16%	664 17%	3978 16%	2349 16%	2293 16%	694 19%	1582 16%	925 16%	464 13%	2888 16%	944 16%	464 16%	130 15%	296 17%
Totally disagree	1520 5%	273 7%	1338 5%	714 5%	897 6%	311 9%	557 6%	277 5%	144 4%	997 5%	311 5%	156 5%	69 8%	97 6%
Don't know	2026 7%	484 12%	1667 7%	855 6%	1296 9%	339 9%	749 7%	373 6%	303 8%	1270 7%	399 7%	245 8%	48 6%	234 13%
Total Agree	19733 71%	2594 65%	18243 72%	10540 73%	10299 70%	2251 63%	7107 71%	4376 74%	2711 75%	13055 72%	4223 72%	2125 71%	603 71%	1121 64%
Total Disagree	5909 21%	938 23%	5316 21%	3063 21%	3190 22%	1005 28%	2139 21%	1202 20%	608 17%	3886 21%	1255 21%	620 21%	199 23%	393 23%

Q25_10. ...My internet provider offers a sufficient choice of tariffs/packages

ONE ANSWER ONLY

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Totally agree	6186 22%	3270 23%	3301 22%	954 24%	1972 22%	1910 22%	1733 23%	225 34%	1195 26%	2266 23%	1945 21%	774 21%	165 19%	1604 23%	3167 23%	1800 21%
Tend to agree	13157 48%	6910 48%	6951 47%	1699 42%	4251 47%	4156 48%	3755 49%	224 34%	2118 46%	4782 48%	4571 49%	1762 48%	400 46%	3253 47%	6522 48%	4086 47%
Tend to disagree	4959 18%	2703 19%	2531 17%	841 21%	1688 19%	1539 18%	1166 15%	92 14%	721 16%	1746 17%	1767 19%	760 21%	148 17%	1294 19%	2457 18%	1483 17%
Totally disagree	1427 5%	732 5%	780 5%	215 5%	506 6%	419 5%	373 5%	39 6%	182 4%	585 6%	498 5%	166 5%	41 5%	330 5%	644 5%	538 6%
Don't know	1939 7%	853 6%	1211 8%	342 8%	540 6%	565 7%	617 8%	88 13%	359 8%	675 7%	613 7%	217 6%	112 13%	393 6%	933 7%	738 9%
Total Agree	19343 70%	10181 70%	10251 69%	2653 65%	6223 69%	6066 71%	5488 72%	449 67%	3313 72%	7048 70%	6517 69%	2536 69%	565 65%	4858 71%	9688 71%	5886 68%
Total Disagree	6386 23%	3435 24%	3312 22%	1056 26%	2194 24%	1958 23%	1540 20%	131 20%	903 20%	2331 23%	2265 24%	927 25%	189 22%	1625 24%	3101 23%	2021 23%

Q25_10. ...My internet provider offers a sufficient choice of tariffs/packages

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	EU 27	1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
Totally agree	6186 22%	383 23%	808 19%	2317 23%	1818 21%	4753 23%	3218 28%	1214 13%	2140 26%	3234 24%	3337 21%	1934 24%	4637 22%	4375 24%	2116 20%	80 26%	2288 25%	2945 21%	1339 23%
Tend to agree	13157 48%	697 42%	2062 48%	4831 48%	4158 47%	9702 48%	5658 49%	4388 46%	3815 47%	6462 48%	7398 47%	4014 49%	9846 47%	8573 47%	5198 49%	90 29%	4106 44%	6939 49%	2815 49%
Tend to disagree	4959 18%	389 23%	965 23%	2002 20%	1816 21%	3418 17%	1656 14%	2479 26%	1099 13%	2545 19%	2689 17%	1500 18%	3734 18%	3159 17%	2022 19%	54 18%	1755 19%	2692 19%	787 14%
Totally disagree	1427 5%	118 7%	312 7%	550 5%	461 5%	1051 5%	449 4%	723 8%	341 4%	731 5%	781 5%	397 5%	1116 5%	918 5%	568 5%	27 9%	588 6%	685 5%	239 4%
Don't know	1939 7%	76 5%	132 3%	347 3%	598 7%	1466 7%	619 5%	643 7%	802 10%	542 4%	1522 10%	319 4%	1745 8%	1206 7%	803 7%	55 18%	522 6%	948 7%	594 10%
Total Agree	19343 70%	1080 65%	2870 67%	7148 71%	5977 68%	14455 71%	8875 77%	5601 59%	5955 73%	9697 72%	10735 68%	5949 73%	14484 69%	12949 71%	7313 68%	170 55%	6394 69%	9884 70%	4154 72%
Total Disagree	6386 23%	507 31%	1277 30%	2551 25%	2277 26%	4469 22%	2105 18%	3203 34%	1440 18%	3277 24%	3470 22%	1897 23%	4850 23%	4076 22%	2589 24%	81 27%	2343 25%	3378 24%	1026 18%

Q25_10. ...My internet provider offers a sufficient choice of tariffs/packages

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Totally agree	6186 22%	898 22%	5673 22%	3119 22%	3452 23%	728 20%	2081 21%	1485 25%	1113 31%	3861 21%	1448 25%	778 26%	236 28%	372 21%
Tend to agree	13157 48%	1637 41%	12224 48%	7073 49%	6788 46%	1409 39%	4848 49%	2920 49%	1649 46%	8755 48%	2873 49%	1360 45%	338 40%	727 42%
Tend to disagree	4959 18%	708 18%	4526 18%	2726 19%	2508 17%	846 24%	1834 18%	938 16%	499 14%	3401 19%	973 17%	493 16%	141 17%	289 17%
Totally disagree	1427 5%	285 7%	1227 5%	693 5%	820 6%	295 8%	562 6%	231 4%	144 4%	916 5%	256 4%	174 6%	86 10%	92 5%
Don't know	1939 7%	489 12%	1575 6%	846 6%	1218 8%	318 9%	669 7%	377 6%	217 6%	1278 7%	327 6%	185 6%	49 6%	268 15%
Total Agree	19343 70%	2535 63%	17897 71%	10193 70%	10239 69%	2137 59%	6930 69%	4405 74%	2763 76%	12615 69%	4321 74%	2138 72%	575 68%	1098 63%
Total Disagree	6386 23%	993 25%	5754 23%	3419 24%	3328 23%	1141 32%	2395 24%	1169 20%	642 18%	4317 24%	1229 21%	667 22%	227 27%	381 22%

Q25_11. ...I know an organisation (regulator, ombudsman, consumer protection body etc.) I could turn to for advice or help if needed

ONE ANSWER ONLY

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Totally agree	4079 15%	2141 15%	2175 15%	717 18%	1401 16%	1273 15%	923 12%	153 23%	587 13%	1434 14%	1364 15%	655 18%	122 14%	1217 18%	2019 15%	1080 12%
Tend to agree	7621 28%	4155 29%	3885 26%	1139 28%	2723 30%	2390 28%	1787 23%	145 22%	1045 23%	2837 28%	2706 29%	1055 29%	251 29%	1980 29%	3802 28%	2258 26%
Tend to disagree	5963 22%	3189 22%	3100 21%	884 22%	2057 23%	1742 20%	1606 21%	120 18%	969 21%	2146 21%	2065 22%	854 23%	136 16%	1345 20%	2956 22%	1989 23%
Totally disagree	4895 18%	2456 17%	2718 18%	668 16%	1444 16%	1493 17%	1567 21%	93 14%	1015 22%	1731 17%	1564 17%	641 17%	131 15%	1180 17%	2405 18%	1588 18%
Don't know	5109 18%	2528 17%	2897 20%	643 16%	1330 15%	1691 20%	1761 23%	157 24%	959 21%	1907 19%	1696 18%	475 13%	227 26%	1154 17%	2540 19%	1731 20%
Total Agree	11701 42%	6296 44%	6059 41%	1856 46%	4125 46%	3663 43%	2710 35%	298 45%	1632 36%	4271 42%	4070 43%	1710 46%	372 43%	3197 46%	5820 42%	3338 39%
Total Disagree	10859 39%	5645 39%	5818 39%	1552 38%	3501 39%	3235 38%	3173 42%	213 32%	1984 43%	3877 39%	3628 39%	1495 41%	266 31%	2525 37%	5362 39%	3577 41%

Q25_11. ...I know an organisation (regulator, ombudsman, consumer protection body etc.) I could turn to for advice or help if needed

ONE ANSWER ONLY

	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS			
	EU 27	1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
Totally agree	4079 15%	349 21%	617 14%	1608 16%	1301 15%	3015 15%	2016 17%	1022 11%	1278 16%	2459 18%	1856 12%	1181 14%	3135 15%	2878 16%	1388 13%	50 16%	1819 20%	1834 13%	663 11%
Tend to agree	7621 28%	453 27%	1433 33%	3058 30%	2509 28%	5530 27%	3394 29%	2570 27%	2076 25%	4507 33%	3533 22%	2409 30%	5630 27%	5006 27%	2965 28%	68 22%	2970 32%	3781 27%	1289 22%
Tend to disagree	5963 22%	335 20%	956 22%	2286 23%	1922 22%	4368 21%	2394 21%	2215 23%	1681 21%	3010 22%	3280 21%	1792 22%	4497 21%	3872 21%	2347 22%	70 23%	1906 21%	3249 23%	1134 20%
Totally disagree	4895 18%	277 17%	737 17%	1760 18%	1518 17%	3656 18%	1861 16%	2016 21%	1297 16%	1860 14%	3314 21%	1492 18%	3682 17%	3166 17%	1977 18%	31 10%	1239 13%	2668 19%	1267 22%
Don't know	5109 18%	248 15%	536 13%	1335 13%	1602 18%	3823 19%	1934 17%	1625 17%	1865 23%	1680 12%	3744 24%	1291 16%	4134 20%	3309 18%	2029 19%	87 28%	1325 14%	2678 19%	1420 25%
Total Agree	11701 42%	803 48%	2050 48%	4666 46%	3810 43%	8545 42%	5410 47%	3592 38%	3354 41%	6966 52%	5389 34%	3590 44%	8765 42%	7884 43%	4353 41%	118 38%	4788 52%	5615 40%	1952 34%
Total Disagree	10859 39%	612 37%	1693 40%	4046 40%	3440 39%	8024 39%	4254 37%	4231 45%	2978 36%	4870 36%	6593 42%	3284 40%	8179 39%	7038 39%	4323 40%	102 33%	3145 34%	5917 42%	2401 42%

Q25_11. ...I know an organisation (regulator, ombudsman, consumer protection body etc.) I could turn to for advice or help if needed

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Totally agree	4079 15%	563 14%	3752 15%	2105 15%	2211 15%	473 13%	1459 15%	995 17%	648 18%	2459 14%	917 16%	584 20%	191 22%	231 13%
Tend to agree	7621 28%	882 22%	7158 28%	3974 27%	4066 28%	883 25%	2837 28%	1598 27%	908 25%	5010 28%	1614 27%	892 30%	267 31%	341 20%
Tend to disagree	5963 22%	911 23%	5378 21%	3170 22%	3119 21%	797 22%	2211 22%	1187 20%	702 19%	4024 22%	1223 21%	596 20%	176 21%	346 20%
Totally disagree	4895 18%	789 20%	4384 17%	2646 18%	2528 17%	747 21%	1671 17%	1078 18%	596 16%	3391 19%	1046 18%	390 13%	98 11%	331 19%
Don't know	5109 18%	871 22%	4553 18%	2563 18%	2861 19%	695 19%	1816 18%	1094 18%	767 21%	3326 18%	1076 18%	527 18%	120 14%	499 29%
Total Agree	11701 42%	1445 36%	10910 43%	6078 42%	6277 42%	1355 38%	4297 43%	2593 44%	1557 43%	7468 41%	2532 43%	1477 49%	457 54%	572 33%
Total Disagree	10859 39%	1700 42%	9763 39%	5816 40%	5647 38%	1545 43%	3882 39%	2265 38%	1298 36%	7415 41%	2269 39%	986 33%	274 32%	677 39%

Q25_12. ...I have a choice between a number of internet providers in my area

ONE ANSWER ONLY

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Totally agree	9260 33%	5064 35%	4735 32%	1318 33%	3051 34%	2841 33%	2588 34%	225 34%	1505 33%	3322 33%	3235 34%	1275 35%	236 27%	2720 40%	4975 36%	2104 24%
Tend to agree	10435 38%	5507 38%	5486 37%	1391 34%	3352 37%	3281 38%	2969 39%	194 29%	1646 36%	3845 38%	3606 38%	1394 38%	305 35%	2552 37%	5223 38%	3218 37%
Tend to disagree	3753 14%	1974 14%	1983 13%	653 16%	1343 15%	1114 13%	846 11%	72 11%	600 13%	1367 14%	1243 13%	555 15%	120 14%	813 12%	1729 13%	1415 16%
Totally disagree	2288 8%	1087 8%	1344 9%	368 9%	742 8%	772 9%	548 7%	64 10%	360 8%	841 8%	768 8%	294 8%	103 12%	430 6%	851 6%	1149 13%
Don't know	1933 7%	838 6%	1225 8%	321 8%	468 5%	581 7%	693 9%	112 17%	464 10%	680 7%	542 6%	162 4%	102 12%	360 5%	943 7%	759 9%
Total Agree	19695 71%	10571 73%	10222 69%	2709 67%	6402 71%	6121 71%	5557 73%	420 63%	3150 69%	7167 71%	6841 73%	2669 73%	540 62%	5272 77%	10198 74%	5322 62%
Total Disagree	6041 22%	3061 21%	3327 23%	1021 25%	2085 23%	1887 22%	1395 18%	136 20%	961 21%	2208 22%	2011 21%	849 23%	224 26%	1243 18%	2581 19%	2565 30%

Q25_12. ...I have a choice between a number of internet providers in my area

ONE ANSWER ONLY

	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS			
	EU 27	1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
Totally agree	9260 33%	364 22%	917 21%	4330 43%	2392 27%	7408 36%	4588 40%	2627 28%	2584 32%	4586 34%	5213 33%	3082 38%	6717 32%	6474 36%	3242 30%	83 27%	3046 33%	4781 34%	1972 34%
Tend to agree	10435 38%	456 27%	1866 44%	3949 39%	3408 38%	7585 37%	4258 37%	3794 40%	2941 36%	5425 40%	5567 35%	3114 38%	7879 37%	6707 37%	4196 39%	90 29%	3465 37%	5414 38%	2114 37%
Tend to disagree	3753 14%	386 23%	844 20%	1168 12%	1431 16%	2527 12%	1411 12%	1584 17%	963 12%	1977 15%	1981 13%	1013 12%	2945 14%	2418 13%	1489 14%	51 17%	1481 16%	1919 14%	558 10%
Totally disagree	2288 8%	373 22%	495 12%	416 4%	1006 11%	1424 7%	789 7%	854 9%	787 10%	971 7%	1459 9%	690 8%	1740 8%	1483 8%	930 9%	17 5%	733 8%	1238 9%	460 8%
Don't know	1933 7%	83 5%	156 4%	184 2%	615 7%	1448 7%	553 5%	587 6%	923 11%	557 4%	1506 10%	266 3%	1797 9%	1148 6%	849 8%	66 22%	535 6%	857 6%	670 12%
Total Agree	19695 71%	821 49%	2783 65%	8279 82%	5799 66%	14993 74%	8846 76%	6422 68%	5525 67%	10011 74%	10780 69%	6196 76%	14596 69%	13182 72%	7437 69%	173 56%	6510 70%	10196 72%	4086 71%
Total Disagree	6041 22%	759 46%	1340 31%	1584 16%	2437 28%	3951 19%	2200 19%	2439 26%	1750 21%	2947 22%	3441 22%	1703 21%	4685 22%	3901 21%	2419 23%	68 22%	2213 24%	3157 22%	1018 18%

Q25_12. ...I have a choice between a number of internet providers in my area

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Totally agree	9260 33%	1271 32%	8527 34%	5177 36%	4622 31%	945 26%	3189 32%	2344 39%	1475 41%	5988 33%	2030 35%	1129 38%	238 28%	602 34%
Tend to agree	10435 38%	1297 32%	9695 38%	5582 39%	5411 37%	1239 34%	3790 38%	2166 36%	1198 33%	7177 39%	2078 35%	1006 34%	326 38%	539 31%
Tend to disagree	3753 14%	586 15%	3371 13%	1814 13%	2143 14%	606 17%	1493 15%	712 12%	405 11%	2351 13%	854 15%	444 15%	131 15%	215 12%
Totally disagree	2288 8%	447 11%	1984 8%	1109 8%	1321 9%	503 14%	852 9%	341 6%	242 7%	1491 8%	458 8%	246 8%	82 10%	188 11%
Don't know	1933 7%	414 10%	1648 7%	775 5%	1287 9%	303 8%	670 7%	388 7%	302 8%	1204 7%	457 8%	163 5%	74 9%	204 12%
Total Agree	19695 71%	2569 64%	18223 72%	10759 74%	10033 68%	2184 61%	6980 70%	4510 76%	2673 74%	13165 72%	4108 70%	2136 71%	565 66%	1142 65%
Total Disagree	6041 22%	1033 26%	5355 21%	2924 20%	3465 23%	1109 31%	2345 23%	1053 18%	647 18%	3842 21%	1312 22%	691 23%	213 25%	402 23%

Q26A. Over the last 12 months, have you experienced any problems with your internet service provider?

ONE ANSWER ONLY; Q26A FOR SWITCHERS ONLY

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	10999	5933	5665	1819	3959	3368	2450	276	1728	3849	3926	1517	301	2971	5471	3155
Yes	3739 34%	2168 37%	1776 31%	772 42%	1532 39%	1033 31%	607 25%	144 52%	494 29%	1242 32%	1365 35%	590 39%	109 36%	1190 40%	1723 31%	1031 33%
No	7260 66%	3765 63%	3890 69%	1047 58%	2426 61%	2335 69%	1843 75%	133 48%	1234 71%	2606 68%	2562 65%	927 61%	192 64%	1781 60%	3748 69%	2125 67%

Q26A. Over the last 12 months, have you experienced any problems with your internet service provider?

ONE ANSWER ONLY; Q26A FOR SWITCHERS ONLY

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	10999	736	1621	4371	2633	8965	11598	0	0	6109	5489	3366	8232	7576	3931	91	3894	5563	2141
Yes	3739	347	662	1733	919	3025	3944	0	0	2426	1518	1026	2918	2760	1154	30	1617	1779	549
	34%	47%	41%	40%	35%	34%	34%	0	0	40%	28%	30%	35%	36%	29%	33%	42%	32%	26%
No	7260	389	958	2638	1714	5940	7654	0	0	3683	3971	2339	5315	4816	2778	61	2277	3785	1592
	66%	53%	59%	60%	65%	66%	66%	0	0	60%	72%	70%	65%	64%	71%	67%	58%	68%	74%

Q26A. Over the last 12 months, have you experienced any problems with your internet service provider?

ONE ANSWER ONLY; Q26A FOR SWITCHERS ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	10999	1365	10233	6036	5563	1290	3957	2467	1540	7125	2245	1279	347	786
Yes	3739 34%	396 29%	3548 35%	1892 31%	2052 37%	584 45%	1373 35%	754 31%	440 29%	2316 33%	766 34%	489 38%	169 49%	279 35%
No	7260 66%	970 71%	6685 65%	4144 69%	3511 63%	705 55%	2583 65%	1713 69%	1100 71%	4809 67%	1479 66%	790 62%	178 51%	507 65%

Q26B. Over the last 12 months, have you experienced any problems with your internet service provider?

ONE ANSWER ONLY

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	16669	8536	9108	2232	4997	5220	5194	392	2847	6206	5468	2163	565	3903	8251	5490
Yes	6370 38%	3264 38%	3480 38%	1019 46%	2076 42%	2034 39%	1614 31%	132 34%	845 30%	2371 38%	2211 40%	920 43%	263 47%	1651 42%	3119 38%	1973 36%
No	10299 62%	5272 62%	5628 62%	1213 54%	2921 58%	3186 61%	3580 69%	259 66%	2001 70%	3835 62%	3256 60%	1243 57%	302 53%	2252 58%	5132 62%	3517 64%

Q26B. Over the last 12 months, have you experienced any problems with your internet service provider?

ONE ANSWER ONLY

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	16669	927	2659	5675	6219	11425	0	9447	8197	7406	10237	4799	12845	10654	6774	216	5365	8646	3632
Yes	6370	478	1263	2530	2235	4508	0	4628	2116	3307	3436	1875	4869	4363	2306	75	2269	3344	1131
	38%	52%	48%	45%	36%	39%	0	49%	26%	45%	34%	39%	38%	41%	34%	35%	42%	39%	31%
No	10299	449	1395	3145	3983	6917	0	4819	6081	4099	6801	2924	7976	6292	4467	141	3096	5302	2501
	62%	48%	52%	55%	64%	61%	0	51%	74%	55%	66%	61%	62%	59%	66%	65%	58%	61%	69%

Q26B. Over the last 12 months, have you experienced any problems with your internet service provider?

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	16669	2651	14993	8422	9222	2306	6038	3485	2082	11085	3631	1710	503	962
Yes	6370 38%	981 37%	5762 38%	3217 38%	3527 38%	1108 48%	2375 39%	1175 34%	705 34%	4030 36%	1486 41%	725 42%	225 45%	360 37%
No	10299 62%	1669 63%	9230 62%	5205 62%	5695 62%	1197 52%	3663 61%	2309 66%	1377 66%	7055 64%	2146 59%	985 58%	279 55%	602 63%

Q26T. Over the last 12 months, have you experienced any problems with your internet service provider?

ONE ANSWER ONLY

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14773	4051	8956	8588	7644	668	4575	10055	9394	3680	866	6874	13722	8645
Yes	10109 37%	5432 38%	5256 36%	1791 44%	3608 40%	3067 36%	2221 29%	276 41%	1339 29%	3613 36%	3576 38%	1510 41%	372 43%	2841 41%	4842 35%	3004 35%
No	17559 63%	9037 62%	9518 64%	2260 56%	5347 60%	5521 64%	5423 71%	392 59%	3235 71%	6441 64%	5818 62%	2170 59%	494 57%	4033 59%	8880 65%	5642 65%

Q26T. Over the last 12 months, have you experienced any problems with your internet service provider?

ONE ANSWER ONLY

	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS			
	EU 27	1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4280	10046	8852	20390	11598	9447	8197	13515	15726	8165	21077	18230	10705	307	9259	14209	5773
Yes	10109	825	1925	4263	3154	7533	3944	4628	2116	5733	4954	2901	7787	7123	3460	105	3886	5123	1680
	37%	50%	45%	42%	36%	37%	34%	49%	26%	42%	32%	36%	37%	39%	32%	34%	42%	36%	29%
No	17559	838	2353	5783	5697	12857	7654	4819	6081	7782	10772	5263	13291	11108	7245	202	5373	9087	4093
	63%	50%	55%	58%	64%	63%	66%	51%	74%	58%	68%	64%	63%	61%	68%	66%	58%	64%	71%

Volume

Q26T. Over the last 12 months, have you experienced any problems with your internet service provider?

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3596	9995	5952	3622	18210	5876	2989	850	1748
Yes	10109 37%	1377 34%	9310 37%	5109 35%	5579 38%	1692 47%	3748 37%	1929 32%	1145 32%	6346 35%	2252 38%	1214 41%	394 46%	639 37%
No	17559 63%	2639 66%	15915 63%	9349 65%	9206 62%	1902 53%	6246 62%	4022 68%	2477 68%	11864 65%	3625 62%	1775 59%	457 54%	1109 63%

Q27. Have you experienced any of the following problems?

MULTIPLE ANSWERS POSSIBLE

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	10109	5432	5256	1790	3609	3067	2221	276	1339	3613	3576	1510	373	2841	4842	3004
I experienced interruptions in my internet connection	6079 60%	3108 57%	3315 63%	896 50%	2065 57%	1962 64%	1500 68%	114 41%	722 54%	2252 62%	2192 61%	863 57%	279 75%	1574 55%	2920 60%	1929 64%
The speed of my internet connection was slower than it should be	4113 41%	2182 40%	2172 41%	687 38%	1422 39%	1316 43%	929 42%	77 28%	500 37%	1499 41%	1511 42%	572 38%	195 52%	1091 38%	1872 39%	1392 46%
The customer service was poor	2602 26%	1446 27%	1301 25%	411 23%	877 24%	871 28%	589 27%	49 18%	311 23%	922 26%	924 26%	445 29%	96 26%	712 25%	1251 26%	785 26%
I had to wait a long time for my service to be repaired	2350 23%	1292 24%	1190 23%	434 24%	802 22%	749 24%	496 22%	57 20%	325 24%	824 23%	838 23%	337 22%	102 27%	677 24%	1139 24%	666 22%
I experienced blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)	2247 22%	1276 23%	1096 21%	445 25%	796 22%	728 24%	404 18%	57 21%	276 21%	794 22%	835 23%	307 20%	103 28%	625 22%	1069 22%	679 23%
I had problems with the other services included in the package (TV, fixed telephony, mobile telephony etc)	1617 16%	803 15%	913 17%	291 16%	561 16%	536 17%	327 15%	45 16%	168 13%	528 15%	653 18%	236 16%	85 23%	506 18%	813 17%	397 13%

Q27. Have you experienced any of the following problems?

MULTIPLE ANSWERS POSSIBLE

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	10109	5432	5256	1790	3609	3067	2221	276	1339	3613	3576	1510	373	2841	4842	3004
My bill had errors	1181 12%	642 12%	604 11%	198 11%	497 14%	345 11%	206 9%	49 18%	162 12%	424 12%	401 11%	172 11%	38 10%	355 13%	528 11%	362 12%
My bill was unclear	1043 10%	576 11%	525 10%	208 12%	375 10%	304 10%	214 10%	26 10%	155 12%	366 10%	362 10%	148 10%	44 12%	281 10%	523 11%	298 10%
I had problems with additional online features provided (e-mail/online storage/personal website etc)	733 7%	388 7%	389 7%	179 10%	221 6%	244 8%	132 6%	22 8%	97 7%	218 6%	273 8%	141 9%	26 7%	232 8%	341 7%	204 7%
My provider misused my personal data/bank details	350 3%	211 4%	157 3%	68 4%	204 6%	65 2%	32 1%	30 11%	23 2%	112 3%	93 3%	92 6%	19 5%	127 4%	192 4%	50 2%
My internet connection was switched to another provider without the consent or knowledge of anyone in the household	345 3%	223 4%	142 3%	81 5%	170 5%	68 2%	45 2%	17 6%	34 3%	97 3%	136 4%	76 5%	4 1%	123 4%	147 3%	96 3%
Other problems	372 4%	186 3%	208 4%	26 1%	118 3%	114 4%	136 6%	5 2%	47 3%	147 4%	133 4%	56 4%	9 2%	101 4%	160 3%	133 4%

Q27. Have you experienced any of the following problems?

MULTIPLE ANSWERS POSSIBLE

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	10109	825	1925	4263	3155	7533	3944	4628	2116	5733	4955	2901	7786	7123	3460	105	3885	5122	1680
I experienced interruptions in my internet connection	6079 60%	377 46%	1011 52%	2569 60%	1826 58%	4597 61%	2139 54%	2916 63%	1367 65%	3115 54%	3308 67%	1958 67%	4465 57%	4390 62%	1977 57%	56 54%	2090 54%	3191 62%	1141 68%
The speed of my internet connection was slower than it should be	4113 41%	319 39%	727 38%	1777 42%	1265 40%	3089 41%	1441 37%	2062 45%	851 40%	2237 39%	2118 43%	1345 46%	3010 39%	3010 42%	1315 38%	29 27%	1470 38%	2162 42%	722 43%
The customer service was poor	2602 26%	181 22%	519 27%	1252 29%	792 25%	1956 26%	976 25%	1361 29%	411 19%	1585 28%	1163 23%	840 29%	1908 25%	1870 26%	856 25%	22 21%	1079 28%	1251 24%	418 25%
I had to wait a long time for my service to be repaired	2350 23%	233 28%	485 25%	1021 24%	703 22%	1780 24%	823 21%	1190 26%	469 22%	1302 23%	1180 24%	737 25%	1745 22%	1716 24%	749 22%	17 16%	1026 26%	1130 22%	326 19%
I experienced blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)	2247 22%	169 20%	431 22%	1039 24%	653 21%	1719 23%	837 21%	1089 24%	446 21%	1291 23%	1081 22%	659 23%	1714 22%	1712 24%	649 19%	12 11%	934 24%	1092 21%	347 21%
I had problems with the other services included in the package (TV, fixed telephony, mobile telephony etc)	1617 16%	106 13%	324 17%	666 16%	477 15%	1238 16%	641 16%	779 17%	296 14%	863 15%	852 17%	431 15%	1284 16%	1189 17%	513 15%	13 13%	625 16%	777 15%	313 19%

Q27. Have you experienced any of the following problems?

MULTIPLE ANSWERS POSSIBLE

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	10109	825	1925	4263	3155	7533	3944	4628	2116	5733	4955	2901	7786	7123	3460	105	3885	5122	1680
My bill had errors	1181 12%	115 14%	191 10%	612 14%	422 13%	823 11%	527 13%	575 12%	144 7%	838 15%	407 8%	358 12%	888 11%	843 12%	398 11%	5 5%	489 13%	593 12%	163 10%
My bill was unclear	1043 10%	113 14%	193 10%	478 11%	344 11%	757 10%	477 12%	482 10%	143 7%	675 12%	426 9%	304 10%	798 10%	713 10%	375 11%	14 13%	466 12%	496 10%	139 8%
I had problems with additional online features provided (e-mail/online storage/personal website etc)	733 7%	53 6%	170 9%	352 8%	229 7%	548 7%	253 6%	364 8%	161 8%	493 9%	285 6%	162 6%	615 8%	526 7%	247 7%	5 4%	368 9%	328 6%	81 5%
My provider misused my personal data/bank details	350 3%	30 4%	65 3%	214 5%	75 2%	294 4%	183 5%	138 3%	47 2%	302 5%	66 1%	48 2%	320 4%	264 4%	92 3%	12 12%	214 5%	143 3%	12 1%
My internet connection was switched to another provider without the consent or knowledge of anyone in the household	345 3%	55 7%	94 5%	171 4%	100 3%	266 4%	172 4%	161 3%	32 2%	270 5%	95 2%	75 3%	291 4%	273 4%	87 3%	5 5%	222 6%	121 2%	22 1%
Other problems	372 4%	17 2%	67 3%	132 3%	111 4%	284 4%	145 4%	143 3%	106 5%	183 3%	212 4%	160 6%	234 3%	239 3%	154 4%	1 1%	95 2%	215 4%	85 5%

Volume

Q27. Have you experienced any of the following problems?

MULTIPLE ANSWERS POSSIBLE
 FILTER: ASK Q27 IF Q26A =1 OR Q26B =1

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	10109	1377	9310	5109	5579	1693	3748	1929	1145	6346	2252	1215	394	639
I experienced interruptions in my internet connection	6079 60%	986 72%	5437 58%	3396 66%	3027 54%	903 53%	2221 59%	1240 64%	770 67%	3825 60%	1436 64%	678 56%	146 37%	425 66%
The speed of my internet connection was slower than it should be	4113 41%	693 50%	3661 39%	2256 44%	2099 38%	638 38%	1494 40%	822 43%	494 43%	2629 41%	878 39%	444 37%	121 31%	356 56%
The customer service was poor	2602 26%	362 26%	2386 26%	1490 29%	1258 23%	409 24%	974 26%	489 25%	313 27%	1668 26%	572 25%	304 25%	79 20%	169 26%
I had to wait a long time for my service to be repaired	2350 23%	302 22%	2180 23%	1307 26%	1176 21%	417 25%	867 23%	464 24%	277 24%	1473 23%	533 24%	281 23%	101 26%	125 20%
I experienced blocking/slowing down of certain internet services (e.g. video streaming, internet telephony etc)	2247 22%	292 21%	2081 22%	1220 24%	1153 21%	432 26%	814 22%	339 18%	268 23%	1373 22%	509 23%	268 22%	80 20%	181 28%
I had problems with the other services included in the package (TV, fixed telephony, mobile telephony etc)	1617 16%	27 2%	1688 18%	959 19%	756 14%	237 14%	582 16%	364 19%	259 23%	927 15%	499 22%	229 19%	34 9%	48 7%

Volume



Q27. Have you experienced any of the following problems?

MULTIPLE ANSWERS POSSIBLE
 FILTER: ASK Q27 IF Q26A =1 OR Q26B =1

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	10109	1377	9310	5109	5579	1693	3748	1929	1145	6346	2252	1215	394	639
My bill had errors	1181 12%	98 7%	1147 12%	598 12%	647 12%	211 12%	414 11%	251 13%	118 10%	701 11%	270 12%	172 14%	64 16%	56 9%
My bill was unclear	1043 10%	104 8%	997 11%	515 10%	587 11%	173 10%	406 11%	186 10%	123 11%	643 10%	241 11%	110 9%	45 11%	76 12%
I had problems with additional online features provided (e-mail/online storage/personal website etc)	733 7%	55 4%	722 8%	351 7%	427 8%	161 10%	305 8%	110 6%	71 6%	411 6%	163 7%	138 11%	46 12%	29 5%
My provider misused my personal data/bank details	350 3%	13 1%	355 4%	118 2%	250 4%	94 6%	119 3%	48 2%	24 2%	206 3%	70 3%	50 4%	39 10%	7 1%
My internet connection was switched to another provider without the consent or knowledge of anyone in the household	345 3%	23 2%	342 4%	144 3%	221 4%	64 4%	136 4%	46 2%	46 4%	210 3%	62 3%	57 5%	31 8%	13 2%
Other problems	372 4%	59 4%	336 4%	232 5%	162 3%	62 4%	119 3%	98 5%	54 5%	269 4%	73 3%	27 2%	1 0	39 6%

Volume



Q28A. Thinking about these problem(s) again, how many hours of PERSONAL TIME have you spent trying to solve the problem(s)? Please answer in terms of the approximate amount of time you and other household member spent over the last 12 months trying to solve the problem(s), rather than for how long the problem(s) lasted.

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q28A IF Q4 =1

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	3739	2168	1776	772	1532	1033	607	144	494	1242	1365	590	109	1190	1723	1031
Less than 1 hour	644 17%	371 17%	307 17%	152 20%	273 18%	141 14%	113 19%	74 52%	72 15%	236 19%	184 13%	77 13%	36 33%	232 19%	265 15%	181 18%
1 hour	461 12%	291 13%	196 11%	104 13%	189 12%	145 14%	48 8%	15 11%	55 11%	139 11%	186 14%	84 14%	7 7%	138 12%	245 14%	104 10%
2 hours	753 20%	459 21%	333 19%	136 18%	321 21%	208 20%	127 21%	10 7%	103 21%	250 20%	301 22%	109 18%	20 18%	238 20%	340 20%	214 21%
3 to 5 hours	815 22%	478 22%	382 22%	174 23%	339 22%	246 24%	101 17%	22 15%	106 21%	277 22%	305 22%	141 24%	11 10%	262 22%	388 23%	210 20%
6 to 10 hours	337 9%	207 10%	149 8%	74 10%	141 9%	94 9%	47 8%	6 4%	39 8%	106 9%	121 9%	72 12%	12 11%	110 9%	151 9%	95 9%

Volume



Q28A. Thinking about these problem(s) again, how many hours of PERSONAL TIME have you spent trying to solve the problem(s)? Please answer in terms of the approximate amount of time you and other household member spent over the last 12 months trying to solve the problem(s), rather than for how long the problem(s) lasted.

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q28A IF Q4 =1

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	3739	2168	1776	772	1532	1033	607	144	494	1242	1365	590	109	1190	1723	1031
11 to 20 hours	214 6%	106 5%	120 7%	51 7%	76 5%	55 5%	45 7%	9 6%	44 9%	51 4%	99 7%	21 3%	4 4%	75 6%	101 6%	50 5%
21 to 40 hours	272 7%	144 7%	142 8%	48 6%	102 7%	77 7%	59 10%	4 3%	30 6%	102 8%	87 6%	57 10%	6 6%	88 7%	121 7%	77 7%
More than 40 hours	35 1%	16 1%	21 1%	1 0	16 1%	14 1%	6 1%	0 0	2 0	13 1%	13 1%	5 1%	3 2%	11 1%	19 1%	8 1%
No personal time spent	64 2%	32 1%	37 2%	5 1%	29 2%	14 1%	21 3%	1 0	10 2%	22 2%	24 2%	12 2%	0 0	9 1%	24 1%	36 3%
Don't remember	143 4%	65 3%	88 5%	27 4%	46 3%	39 4%	41 7%	3 2%	34 7%	47 4%	46 3%	13 2%	10 9%	27 2%	69 4%	56 5%
Average Excl. DK	5.7	5.4	6.1	5.4	5.4	5.8	6.7	3.4	5.9	5.7	5.7	6.3	4.8	5.7	5.6	5.7

Q28A. Thinking about these problem(s) again, how many hours of PERSONAL TIME have you spent trying to solve the problem(s)? Please answer in terms of the approximate amount of time you and other household member spent over the last 12 months trying to solve the problem(s), rather than for how long the problem(s) lasted.

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q28A IF Q4 =1

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	3739	347	662	1733	919	3025	3944	0	0	2426	1518	1026	2918	2760	1154	30	1617	1778	549
Less than 1 hour	644 17%	126 36%	71 11%	228 13%	135 15%	543 18%	678 17%	0	0	396 16%	282 19%	156 15%	522 18%	501 18%	172 15%	6 18%	299 18%	253 14%	127 23%
1 hour	461 12%	47 14%	114 17%	177 10%	105 11%	382 13%	486 12%	0	0	317 13%	169 11%	152 15%	335 11%	305 11%	177 15%	4 13%	191 12%	241 14%	54 10%
2 hours	753 20%	49 14%	194 29%	356 21%	187 20%	604 20%	792 20%	0	0	532 22%	259 17%	222 22%	570 20%	547 20%	239 21%	6 20%	330 20%	381 21%	81 15%
3 to 5 hours	815 22%	58 17%	138 21%	426 25%	214 23%	647 21%	860 22%	0	0	536 22%	324 21%	241 24%	619 21%	597 22%	262 23%	1 2%	389 24%	361 20%	110 20%
6 to 10 hours	337 9%	29 8%	32 5%	209 12%	97 11%	259 9%	356 9%	0	0	215 9%	142 9%	99 10%	257 9%	263 10%	93 8%	1 3%	146 9%	170 10%	40 7%

Volume

Q28A. Thinking about these problem(s) again, how many hours of PERSONAL TIME have you spent trying to solve the problem(s)? Please answer in terms of the approximate amount of time you and other household member spent over the last 12 months trying to solve the problem(s), rather than for how long the problem(s) lasted.

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q28A IF Q4 =1

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	3739	347	662	1733	919	3025	3944	0	0	2426	1518	1026	2918	2760	1154	30	1617	1778	549
11 to 20 hours	214 6%	11 3%	48 7%	111 6%	61 7%	165 5%	226 6%	0	0	160 7%	66 4%	49 5%	177 6%	170 6%	55 5%	1 5%	87 5%	117 7%	23 4%
21 to 40 hours	272 7%	17 5%	40 6%	142 8%	50 5%	236 8%	286 7%	0	0	174 7%	113 7%	57 6%	229 8%	210 8%	70 6%	6 20%	114 7%	128 7%	44 8%
More than 40 hours	35 1%	4 1%	9 1%	15 1%	13 1%	25 1%	37 1%	0	0	20 1%	18 1%	9 1%	28 1%	21 1%	16 1%	0 0	16 1%	15 1%	7 1%
No personal time spent	64 2%	2 0	7 1%	15 1%	22 2%	47 2%	68 2%	0	0	24 1%	44 3%	14 1%	54 2%	48 2%	17 1%	4 13%	12 1%	29 2%	27 5%
Don't remember	143 4%	3 1%	11 2%	54 3%	36 4%	117 4%	153 4%	0	0	51 2%	101 7%	27 3%	125 4%	99 4%	52 5%	2 6%	34 2%	82 5%	37 7%
Average Excl. DK	5.7	4.1	5.2	6.3	5.5	5.7	5.7	0	0	5.7	5.7	5.1	5.9	5.9	5.2	9.6	5.5	5.8	5.7

Volume

Q28A. Thinking about these problem(s) again, how many hours of PERSONAL TIME have you spent trying to solve the problem(s)? Please answer in terms of the approximate amount of time you and other household member spent over the last 12 months trying to solve the problem(s), rather than for how long the problem(s) lasted.

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q28A IF Q4 =1

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	3739	396	3548	1892	2052	584	1373	754	440	2316	766	489	169	279
Less than 1 hour	644 17%	63 16%	615 17%	355 19%	323 16%	177 30%	176 13%	89 12%	92 21%	394 17%	134 17%	93 19%	31 18%	45 16%
1 hour	461 12%	43 11%	443 12%	227 12%	259 13%	54 9%	226 16%	91 12%	47 11%	275 12%	105 14%	65 13%	16 10%	29 10%
2 hours	753 20%	88 22%	704 20%	363 19%	428 21%	112 19%	290 21%	139 18%	79 18%	467 20%	142 19%	83 17%	55 33%	71 25%
3 to 5 hours	815 22%	71 18%	789 22%	434 23%	426 21%	109 19%	303 22%	187 25%	75 17%	499 22%	183 24%	119 24%	36 21%	41 15%
6 to 10 hours	337 9%	42 11%	315 9%	173 9%	184 9%	36 6%	156 11%	73 10%	35 8%	222 10%	54 7%	51 10%	6 4%	25 9%

Volume

Q28A. Thinking about these problem(s) again, how many hours of PERSONAL TIME have you spent trying to solve the problem(s)? Please answer in terms of the approximate amount of time you and other household member spent over the last 12 months trying to solve the problem(s), rather than for how long the problem(s) lasted.

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q28A IF Q4 =1

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	3739	396	3548	1892	2052	584	1373	754	440	2316	766	489	169	279
11 to 20 hours	214 6%	18 4%	209 6%	94 5%	133 6%	29 5%	66 5%	50 7%	23 5%	138 6%	37 5%	28 6%	16 9%	9 3%
21 to 40 hours	272 7%	34 9%	252 7%	148 8%	138 7%	40 7%	85 6%	74 10%	45 10%	167 7%	61 8%	28 6%	5 3%	27 10%
More than 40 hours	35 1%	2 1%	35 1%	11 1%	26 1%	7 1%	7 1%	11 1%	7 2%	26 1%	6 1%	3 1%	1 1%	4 1%
No personal time spent	64 2%	14 4%	54 2%	25 1%	43 2%	5 1%	23 2%	11 1%	8 2%	37 2%	14 2%	8 2%	1 0	9 3%
Don't remember	143 4%	20 5%	132 4%	61 3%	92 4%	14 2%	42 3%	28 4%	30 7%	91 4%	30 4%	11 2%	2 1%	20 7%
Average Excl. DK	5.7	6.1	5.6	5.7	5.7	4.9	5.3	6.8	6.5	5.7	5.7	5.2	4.5	6.2

Volume

Q28B. Thinking about these problem(s) again, how many hours of PERSONAL TIME have you spent trying to solve the problem(s)? Please answer in terms of the approximate amount of time you and other household member spent over the last 12 months trying to solve the problem(s), rather than for how long the problem(s) lasted.

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q28B IF Q4 = 2, 3, 4, 5

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	6370	3264	3480	1019	2076	2034	1614	132	845	2371	2211	920	263	1651	3119	1973
Less than 1 hour	765 12%	396 12%	417 12%	116 11%	275 13%	236 12%	187 12%	18 14%	85 10%	283 12%	293 13%	113 12%	21 8%	228 14%	383 12%	202 10%
1 hour	625 10%	322 10%	339 10%	102 10%	241 12%	201 10%	116 7%	8 6%	61 7%	260 11%	220 10%	90 10%	20 8%	156 9%	304 10%	200 10%
2 hours	1132 18%	631 19%	566 16%	187 18%	353 17%	286 14%	371 23%	29 22%	176 21%	423 18%	306 14%	224 24%	38 14%	284 17%	579 19%	334 17%
3 to 5 hours	1617 25%	852 26%	860 25%	312 31%	504 24%	544 27%	352 22%	29 22%	168 20%	573 24%	630 28%	233 25%	79 30%	393 24%	758 24%	561 28%
6 to 10 hours	758 12%	414 13%	388 11%	94 9%	287 14%	271 13%	150 9%	14 10%	110 13%	276 12%	256 12%	102 11%	45 17%	222 13%	370 12%	211 11%

Q28B. Thinking about these problem(s) again, how many hours of PERSONAL TIME have you spent trying to solve the problem(s)? Please answer in terms of the approximate amount of time you and other household member spent over the last 12 months trying to solve the problem(s), rather than for how long the problem(s) lasted.

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q28B IF Q4 = 2, 3, 4, 5

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	6370	3264	3480	1019	2076	2034	1614	132	845	2371	2211	920	263	1651	3119	1973
11 to 20 hours	371 6%	188 6%	204 6%	64 6%	113 5%	130 6%	85 5%	8 6%	67 8%	110 5%	156 7%	42 5%	9 4%	102 6%	178 6%	112 6%
21 to 40 hours	416 7%	201 6%	241 7%	69 7%	115 6%	160 8%	97 6%	6 4%	83 10%	135 6%	136 6%	63 7%	18 7%	110 7%	203 6%	129 7%
More than 40 hours	91 1%	36 1%	60 2%	14 1%	22 1%	30 1%	30 2%	0 0	8 1%	55 2%	27 1%	4 0	2 1%	24 1%	38 1%	35 2%
No personal time spent	160 3%	74 2%	94 3%	24 2%	41 2%	28 1%	75 5%	6 4%	23 3%	61 3%	53 2%	26 3%	1 0	42 3%	72 2%	54 3%
Don't remember	435 7%	149 5%	312 9%	37 4%	125 6%	148 7%	151 9%	15 11%	65 8%	194 8%	135 6%	22 2%	30 11%	92 6%	234 7%	135 7%
Average Excl. DK	6.0	5.8	6.2	6.0	5.6	6.6	5.8	5.4	7.5	5.6	6.1	5.7	6.4	6.1	6.0	6.0

Volume



Q28B. Thinking about these problem(s) again, how many hours of PERSONAL TIME have you spent trying to solve the problem(s)? Please answer in terms of the approximate amount of time you and other household member spent over the last 12 months trying to solve the problem(s), rather than for how long the problem(s) lasted.

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q28B IF Q4 = 2, 3, 4, 5

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	6370	478	1263	2530	2235	4508	0	4628	2116	3307	3436	1875	4869	4363	2306	75	2269	3343	1131
Less than 1 hour	765 12%	61 13%	128 10%	236 9%	225 10%	588 13%	0	428 9%	385 18%	365 11%	448 13%	254 14%	559 11%	541 12%	270 12%	2 2%	244 11%	407 12%	162 14%
1 hour	625 10%	42 9%	120 9%	244 10%	242 11%	418 9%	0	452 10%	209 10%	306 9%	354 10%	182 10%	478 10%	406 9%	248 11%	6 8%	195 9%	342 10%	123 11%
2 hours	1132 18%	94 20%	282 22%	440 17%	396 18%	801 18%	0	845 18%	352 17%	651 20%	546 16%	363 19%	834 17%	746 17%	449 19%	3 3%	398 18%	620 19%	179 16%
3 to 5 hours	1617 25%	133 28%	342 27%	698 28%	595 27%	1117 25%	0	1198 26%	514 24%	825 25%	887 26%	472 25%	1240 25%	1131 26%	553 24%	28 37%	623 27%	870 26%	218 19%
6 to 10 hours	758 12%	49 10%	166 13%	381 15%	284 13%	519 12%	0	625 13%	178 8%	472 14%	331 10%	241 13%	562 12%	515 12%	275 12%	12 16%	302 13%	379 11%	122 11%

Volume

Q28B. Thinking about these problem(s) again, how many hours of PERSONAL TIME have you spent trying to solve the problem(s)? Please answer in terms of the approximate amount of time you and other household member spent over the last 12 months trying to solve the problem(s), rather than for how long the problem(s) lasted.

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q28B IF Q4 = 2, 3, 4, 5

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	6370	478	1263	2530	2235	4508	0	4628	2116	3307	3436	1875	4869	4363	2306	75	2269	3343	1131
11 to 20 hours	371 6%	22 5%	65 5%	186 7%	134 6%	258 6%	0	299 6%	93 4%	221 7%	171 5%	100 5%	292 6%	270 6%	117 5%	5 7%	153 7%	179 5%	59 5%
21 to 40 hours	416 7%	38 8%	91 7%	172 7%	159 7%	283 6%	0	326 7%	115 5%	236 7%	206 6%	112 6%	330 7%	320 7%	118 5%	3 4%	195 9%	196 6%	50 4%
More than 40 hours	91 1%	15 3%	7 1%	43 2%	28 1%	69 2%	0	76 2%	21 1%	51 2%	46 1%	21 1%	75 2%	49 1%	47 2%	0	43 2%	39 1%	15 1%
No personal time spent	160 3%	3 1%	11 1%	52 2%	45 2%	123 3%	0	92 2%	77 4%	42 1%	127 4%	33 2%	135 3%	95 2%	66 3%	8 11%	43 2%	68 2%	57 5%
Don't remember	435 7%	21 4%	50 4%	79 3%	128 6%	333 7%	0	288 6%	173 8%	139 4%	322 9%	98 5%	363 7%	290 7%	163 7%	8 11%	72 3%	243 7%	146 13%
Average Excl. DK	6.0	6.1	6.1	6.5	6.2	5.9	0.0	6.4	5.2	6.3	5.7	5.7	6.2	6.3	5.5	6.7	6.8	5.7	5.3

Volume

Q28B. Thinking about these problem(s) again, how many hours of PERSONAL TIME have you spent trying to solve the problem(s)? Please answer in terms of the approximate amount of time you and other household member spent over the last 12 months trying to solve the problem(s), rather than for how long the problem(s) lasted.

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q28B IF Q4 = 2, 3, 4, 5

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	6370	981	5762	3217	3527	1108	2375	1175	705	4030	1486	725	225	360
Less than 1 hour	765 12%	160 16%	652 11%	370 12%	442 13%	110 10%	259 11%	160 14%	92 13%	451 11%	202 14%	90 12%	25 11%	56 16%
1 hour	625 10%	82 8%	578 10%	320 10%	340 10%	116 10%	240 10%	120 10%	53 8%	366 9%	164 11%	81 11%	24 11%	33 9%
2 hours	1132 18%	128 13%	1069 19%	539 17%	658 19%	183 17%	472 20%	190 16%	110 16%	725 18%	288 19%	118 16%	33 15%	46 13%
3 to 5 hours	1617 25%	242 25%	1470 26%	844 26%	868 25%	341 31%	631 27%	233 20%	174 25%	1029 26%	372 25%	164 23%	89 40%	79 22%
6 to 10 hours	758 12%	129 13%	673 12%	398 12%	405 11%	126 11%	256 11%	137 12%	71 10%	504 12%	171 11%	86 12%	15 7%	37 10%

Volume



Q28B. Thinking about these problem(s) again, how many hours of PERSONAL TIME have you spent trying to solve the problem(s)? Please answer in terms of the approximate amount of time you and other household member spent over the last 12 months trying to solve the problem(s), rather than for how long the problem(s) lasted.

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q28B IF Q4 = 2, 3, 4, 5

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	6370	981	5762	3217	3527	1108	2375	1175	705	4030	1486	725	225	360
11 to 20 hours	371 6%	38 4%	354 6%	189 6%	203 6%	43 4%	150 6%	92 8%	52 7%	245 6%	61 4%	55 8%	21 9%	12 3%
21 to 40 hours	416 7%	51 5%	390 7%	214 7%	228 6%	75 7%	161 7%	81 7%	48 7%	274 7%	83 6%	48 7%	12 5%	28 8%
More than 40 hours	91 1%	19 2%	77 1%	64 2%	32 1%	16 1%	25 1%	46 4%	3 0	75 2%	9 1%	10 1%	0 0	4 1%
No personal time spent	160 3%	38 4%	131 2%	71 2%	97 3%	19 2%	49 2%	40 3%	23 3%	101 2%	46 3%	13 2%	1 1%	8 2%
Don't remember	435 7%	93 9%	368 6%	207 6%	254 7%	78 7%	131 6%	76 6%	78 11%	261 6%	91 6%	59 8%	4 2%	57 16%
Average Excl. DK	6.0	5.5	6.1	6.1	5.9	5.9	6.0	6.4	6.4	6.2	5.3	6.3	5.8	6.2

Volume

Q28T. Thinking about these problem(s) again, how many hours of PERSONAL TIME have you spent trying to solve the problem(s)? Please answer in terms of the approximate amount of time you and other household member spent over the last 12 months trying to solve the problem(s), rather than for how long the problem(s) lasted.

ONE ANSWER ONLY

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	10109	5432	5256	1791	3608	3067	2221	276	1339	3613	3576	1510	372	2841	4842	3004
Less than 1 hour	1409 14%	767 14%	724 14%	268 15%	548 15%	377 12%	300 14%	92 33%	157 12%	519 14%	477 13%	190 13%	57 15%	460 16%	648 13%	383 13%
1 hour	1086 11%	613 11%	535 10%	206 12%	430 12%	346 11%	164 7%	23 8%	116 9%	399 11%	406 11%	174 12%	27 7%	294 10%	549 11%	304 10%
2 hours	1885 19%	1090 20%	899 17%	323 18%	674 19%	494 16%	498 22%	39 14%	279 21%	673 19%	607 17%	333 22%	58 16%	522 18%	919 19%	548 18%
3 to 5 hours	2432 24%	1330 24%	1242 24%	486 27%	843 23%	790 26%	453 20%	51 18%	274 20%	850 24%	935 26%	374 25%	90 24%	655 23%	1146 24%	771 26%
6 to 10 hours	1095 11%	621 11%	537 10%	168 9%	428 12%	365 12%	197 9%	20 7%	149 11%	382 11%	377 11%	174 12%	57 15%	332 12%	521 11%	306 10%

Q28T. Thinking about these problem(s) again, how many hours of PERSONAL TIME have you spent trying to solve the problem(s)? Please answer in terms of the approximate amount of time you and other household member spent over the last 12 months trying to solve the problem(s), rather than for how long the problem(s) lasted.

ONE ANSWER ONLY

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	10109	5432	5256	1791	3608	3067	2221	276	1339	3613	3576	1510	372	2841	4842	3004
11 to 20 hours	585 6%	294 5%	324 6%	115 6%	189 5%	185 6%	130 6%	17 6%	111 8%	161 4%	255 7%	63 4%	13 3%	177 6%	279 6%	162 5%
21 to 40 hours	688 7%	345 6%	383 7%	117 7%	217 6%	237 8%	156 7%	10 4%	113 8%	237 7%	223 6%	120 8%	24 6%	198 7%	324 7%	206 7%
More than 40 hours	126 1%	52 1%	81 2%	15 1%	38 1%	44 1%	36 2%	0 0%	10 1%	68 2%	40 1%	9 1%	5 1%	35 1%	57 1%	43 1%
No personal time spent	224 2%	106 2%	131 2%	29 2%	70 2%	42 1%	96 4%	7 3%	33 2%	83 2%	77 2%	38 3%	1 0%	51 2%	96 2%	90 3%
Don't remember	578 6%	214 4%	400 8%	64 4%	171 5%	187 6%	192 9%	18 7%	99 7%	241 7%	181 5%	35 2%	40 11%	119 4%	303 6%	191 6%
Average Excl. DK	5.9	5.6	6.2	5.7	5.5	6.2	6.3	4.4	6.7	5.7	5.9	6.0	5.6	5.9	5.8	5.9

Q28T. Thinking about these problem(s) again, how many hours of PERSONAL TIME have you spent trying to solve the problem(s)? Please answer in terms of the approximate amount of time you and other household member spent over the last 12 months trying to solve the problem(s), rather than for how long the problem(s) lasted.

ONE ANSWER ONLY

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	10109	825	1925	4263	3154	7533	3944	4628	2116	5733	4954	2901	7787	7123	3460	105	3886	5121	1680
Less than 1 hour	1409 14%	187 23%	199 10%	464 11%	360 11%	1131 15%	678 17%	428 9%	385 18%	761 13%	730 15%	410 14%	1081 14%	1042 15%	442 13%	8 8%	543 14%	660 13%	289 17%
1 hour	1086 11%	89 11%	234 12%	421 10%	347 11%	800 11%	486 12%	452 10%	209 10%	623 11%	523 11%	334 12%	813 10%	711 10%	425 12%	10 10%	386 10%	583 11%	177 11%
2 hours	1885 19%	143 17%	476 25%	796 19%	583 18%	1405 19%	792 20%	845 18%	352 17%	1183 21%	805 16%	585 20%	1404 18%	1293 18%	688 20%	9 9%	728 19%	1001 20%	260 15%
3 to 5 hours	2432 24%	191 23%	480 25%	1124 26%	809 26%	1764 23%	860 22%	1198 26%	514 24%	1361 24%	1211 24%	713 25%	1859 24%	1728 24%	815 24%	29 28%	1012 26%	1231 24%	328 20%
6 to 10 hours	1095 11%	78 9%	198 10%	590 14%	381 12%	778 10%	356 9%	625 14%	178 8%	687 12%	473 10%	340 12%	819 11%	778 11%	368 11%	13 12%	448 12%	549 11%	162 10%

Q28T. Thinking about these problem(s) again, how many hours of PERSONAL TIME have you spent trying to solve the problem(s)? Please answer in terms of the approximate amount of time you and other household member spent over the last 12 months trying to solve the problem(s), rather than for how long the problem(s) lasted.

ONE ANSWER ONLY

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	10109	825	1925	4263	3154	7533	3944	4628	2116	5733	4954	2901	7787	7123	3460	105	3886	5121	1680
11 to 20 hours	585 6%	33 4%	113 6%	297 7%	195 6%	423 6%	226 6%	299 6%	93 4%	381 7%	237 5%	149 5%	469 6%	440 6%	172 5%	6 6%	240 6%	296 6%	82 5%
21 to 40 hours	688 7%	55 7%	131 7%	314 7%	209 7%	519 7%	286 7%	326 7%	115 5%	410 7%	319 6%	169 6%	559 7%	530 7%	188 5%	9 9%	309 8%	324 6%	94 6%
More than 40 hours	126 1%	19 2%	16 1%	58 1%	41 1%	94 1%	37 1%	76 2%	21 1%	71 1%	64 1%	30 1%	103 1%	70 1%	63 2%	0 0%	59 2%	54 1%	22 1%
No personal time spent	224 2%	5 1%	18 1%	67 2%	67 2%	170 2%	68 2%	92 2%	77 4%	66 1%	171 3%	47 2%	189 2%	143 2%	83 2%	12 11%	55 1%	97 2%	84 5%
Don't remember	578 6%	24 3%	61 3%	133 3%	164 5%	450 6%	153 4%	288 6%	173 8%	190 3%	423 9%	125 4%	488 6%	389 5%	215 6%	10 10%	106 3%	325 6%	183 11%
Average Excl. DK	5.9	5.1	5.7	6.4	5.9	5.8	2.9	3.2	2.6	6.0	5.7	5.4	6.1	6.1	5.4	8.2	6.2	5.8	5.5

Volume

Q28T. Thinking about these problem(s) again, how many hours of PERSONAL TIME have you spent trying to solve the problem(s)? Please answer in terms of the approximate amount of time you and other household member spent over the last 12 months trying to solve the problem(s), rather than for how long the problem(s) lasted.

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	10109	1377	9310	5109	5579	1692	3748	1929	1145	6346	2252	1214	394	639
Less than 1 hour	1409 14%	223 16%	1267 14%	725 14%	765 14%	287 17%	435 12%	249 13%	184 16%	845 13%	336 15%	183 15%	56 14%	101 16%
1 hour	1086 11%	125 9%	1021 11%	547 11%	599 11%	170 10%	466 12%	211 11%	100 9%	641 10%	269 12%	146 12%	40 10%	62 10%
2 hours	1885 19%	216 16%	1773 19%	902 18%	1086 19%	295 17%	762 20%	329 17%	189 17%	1192 19%	430 19%	201 17%	88 22%	117 18%
3 to 5 hours	2432 24%	313 23%	2259 24%	1278 25%	1294 23%	450 27%	934 25%	420 22%	249 22%	1528 24%	555 25%	283 23%	125 32%	120 19%
6 to 10 hours	1095 11%	171 12%	988 11%	571 11%	589 11%	162 10%	412 11%	210 11%	106 9%	726 11%	225 10%	137 11%	21 5%	62 10%

Volume

Q28T. Thinking about these problem(s) again, how many hours of PERSONAL TIME have you spent trying to solve the problem(s)? Please answer in terms of the approximate amount of time you and other household member spent over the last 12 months trying to solve the problem(s), rather than for how long the problem(s) lasted.

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	10109	1377	9310	5109	5579	1692	3748	1929	1145	6346	2252	1214	394	639
11 to 20 hours	585 6%	56 4%	563 6%	283 6%	336 6%	72 4%	216 6%	142 7%	75 7%	383 6%	98 4%	83 7%	37 9%	21 3%
21 to 40 hours	688 7%	85 6%	642 7%	362 7%	366 7%	115 7%	246 7%	155 8%	93 8%	441 7%	144 6%	76 6%	17 4%	55 9%
More than 40 hours	126 1%	21 2%	112 1%	75 1%	58 1%	23 1%	32 1%	57 3%	10 1%	101 2%	15 1%	13 1%	1 0%	8 1%
No personal time spent	224 2%	52 4%	185 2%	96 2%	140 3%	24 1%	72 2%	51 3%	31 3%	138 2%	60 3%	21 2%	2 1%	17 3%
Don't remember	578 6%	113 8%	500 5%	268 5%	346 6%	92 5%	173 5%	104 5%	108 9%	352 6%	121 5%	70 6%	6 2%	77 12%
Average Excl. DK	5.9	5.8	5.9	5.9	5.8	5.4	5.7	6.6	6.5	5.9	5.5	5.8	5.2	6.2

Q29A. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q29A IF Q4 =1

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	3739	2168	1776	772	1532	1033	607	144	494	1242	1365	590	109	1190	1723	1031
A couple of hours	853 23%	501 23%	394 22%	162 21%	365 24%	225 22%	143 24%	82 57%	69 14%	273 22%	339 25%	105 18%	28 25%	292 25%	385 22%	218 21%
1 day	512 14%	325 15%	214 12%	79 10%	209 14%	178 17%	74 12%	12 8%	59 12%	211 17%	174 13%	68 11%	16 14%	150 13%	248 14%	141 14%
2 to 3 days	696 19%	420 19%	313 18%	133 17%	318 21%	203 20%	80 13%	17 12%	85 17%	218 18%	278 20%	121 21%	15 14%	224 19%	350 20%	160 16%
4 to 6 days	504 13%	313 14%	217 12%	140 18%	198 13%	117 11%	76 12%	6 4%	84 17%	140 11%	185 14%	99 17%	17 15%	180 15%	216 13%	135 13%
7 to 9 days	311 8%	190 9%	140 8%	96 12%	123 8%	68 7%	43 7%	12 8%	61 12%	91 7%	97 7%	65 11%	4 3%	102 9%	145 8%	83 8%
10 to 14 days	212 6%	120 6%	103 6%	67 9%	87 6%	59 6%	11 2%	1 0	30 6%	70 6%	73 5%	42 7%	7 7%	48 4%	121 7%	54 5%
15 to 21 days	99 3%	48 2%	56 3%	18 2%	35 2%	29 3%	22 4%	1 1%	6 1%	36 3%	43 3%	14 2%	4 3%	41 3%	35 2%	28 3%

Q29A. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q29A IF Q4 =1

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	3739	2168	1776	772	1532	1033	607	144	494	1242	1365	590	109	1190	1723	1031
22 to 28 days	132 4%	69 3%	71 4%	28 4%	56 4%	41 4%	16 3%	3 2%	10 2%	55 4%	35 3%	35 6%	3 3%	57 5%	51 3%	31 3%
More than 28 days	48 1%	23 1%	28 2%	3 0	29 2%	17 2%	2 0	3 2%	4 1%	9 1%	23 2%	9 1%	3 2%	17 1%	21 1%	13 1%
No interruption	249 7%	108 5%	156 9%	33 4%	71 5%	64 6%	97 16%	4 3%	72 15%	89 7%	75 5%	22 4%	2 2%	56 5%	88 5%	121 12%
Don't remember	123 3%	50 2%	83 5%	15 2%	42 3%	32 3%	44 7%	3 2%	14 3%	51 4%	43 3%	10 2%	12 11%	23 2%	64 4%	46 4%
Average Excl. DK	4.6	4.4	4.9	5.2	4.4	4.5	4.2	2.4	4.8	4.7	4.3	5.5	4.3	4.8	4.4	4.6

Volume

Q29A. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q29A IF Q4 =1

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	3739	347	662	1733	919	3025	3944	0	0	2426	1518	1026	2918	2760	1154	30	1617	1779	549
A couple of hours	853 23%	114 33%	115 17%	391 23%	196 21%	699 23%	895 23%	0	0	553 23%	342 23%	255 25%	640 22%	671 24%	222 19%	2 8%	366 23%	376 21%	153 28%
1 day	512 14%	53 15%	112 17%	204 12%	145 16%	395 13%	539 14%	0	0	346 14%	194 13%	153 15%	387 13%	396 14%	135 12%	9 30%	233 14%	228 13%	78 14%
2 to 3 days	696 19%	68 20%	160 24%	312 18%	163 18%	571 19%	734 19%	0	0	475 20%	259 17%	203 20%	531 18%	509 18%	216 19%	9 28%	333 21%	317 18%	84 15%
4 to 6 days	504 13%	34 10%	121 18%	243 14%	131 14%	399 13%	530 13%	0	0	359 15%	172 11%	132 13%	399 14%	360 13%	171 15%	0	234 14%	240 14%	56 10%
7 to 9 days	311 8%	21 6%	62 9%	141 8%	74 8%	256 8%	330 8%	0	0	211 9%	119 8%	69 7%	261 9%	218 8%	112 10%	0	146 9%	160 9%	25 5%
10 to 14 days	212 6%	20 6%	38 6%	116 7%	27 3%	196 6%	223 6%	0	0	131 5%	92 6%	42 4%	181 6%	147 5%	76 7%	1 2%	105 6%	107 6%	11 2%
15 to 21 days	99 3%	2 1%	10 2%	58 3%	22 2%	83 3%	104 3%	0	0	62 3%	42 3%	22 2%	83 3%	76 3%	28 2%	1 2%	36 2%	46 3%	22 4%

Volume



Q29A. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q29A IF Q4 =1

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	3739	347	662	1733	919	3025	3944	0	0	2426	1518	1026	2918	2760	1154	30	1617	1779	549
22 to 28 days	132 4%	16 5%	12 2%	82 5%	33 4%	107 4%	140 4%	0	0	78 3%	62 4%	23 2%	117 4%	101 4%	36 3%	3 8%	54 3%	72 4%	13 2%
More than 28 days	48 1%	7 2%	8 1%	26 1%	18 2%	33 1%	51 1%	0	0	33 1%	18 1%	13 1%	38 1%	33 1%	17 1%	1 2%	25 2%	22 1%	3 1%
No interruption	249 7%	6 2%	18 3%	124 7%	81 9%	183 6%	264 7%	0	0	131 5%	132 9%	82 8%	182 6%	166 6%	94 8%	4 13%	54 3%	136 8%	74 13%
Don't remember	123 3%	4 1%	6 1%	37 2%	30 3%	103 3%	133 3%	0	0	46 2%	87 6%	33 3%	100 3%	83 3%	48 4%	2 7%	30 2%	73 4%	30 5%
Average Excl. DK	4.6	3.9	4.1	5.1	4.3	4.7	4.6	0	0	4.5	4.8	3.8	4.8	4.5	4.8	4.7	4.5	4.9	3.8

Volume

Q29A. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q29A IF Q4 =1

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	3739	396	3548	1892	2052	584	1373	754	440	2316	766	489	169	279
A couple of hours	853 23%	87 22%	808 23%	471 25%	424 21%	219 38%	229 17%	165 22%	125 28%	527 23%	183 24%	113 23%	28 16%	64 23%
1 day	512 14%	52 13%	487 14%	282 15%	257 13%	76 13%	197 14%	105 14%	52 12%	326 14%	107 14%	69 14%	22 13%	21 8%
2 to 3 days	696 19%	78 20%	655 18%	324 17%	410 20%	105 18%	290 21%	136 18%	83 19%	405 17%	165 22%	90 18%	38 23%	43 15%
4 to 6 days	504 13%	42 11%	489 14%	249 13%	282 14%	74 13%	229 17%	77 10%	43 10%	321 14%	94 12%	70 14%	26 16%	24 9%
7 to 9 days	311 8%	25 6%	306 9%	144 8%	186 9%	33 6%	127 9%	59 8%	33 8%	172 7%	64 8%	55 11%	10 6%	31 11%
10 to 14 days	212 6%	27 7%	197 6%	90 5%	133 6%	32 5%	81 6%	44 6%	18 4%	137 6%	37 5%	32 7%	7 4%	18 7%
15 to 21 days	99 3%	8 2%	96 3%	50 3%	54 3%	6 1%	43 3%	37 5%	10 2%	53 2%	29 4%	10 2%	7 4%	6 2%

Volume

Q29A. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q29A IF Q4 =1

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	3739	396	3548	1892	2052	584	1373	754	440	2316	766	489	169	279
22 to 28 days	132 4%	11 3%	128 4%	56 3%	83 4%	9 1%	42 3%	22 3%	31 7%	60 3%	32 4%	13 3%	17 10%	20 7%
More than 28 days	48 1%	8 2%	42 1%	23 1%	28 1%	6 1%	15 1%	13 2%	6 1%	42 2%	5 1%	3 1%	0 0	4 1%
No interruption	249 7%	35 9%	229 6%	160 8%	104 5%	16 3%	82 6%	60 8%	22 5%	203 9%	20 3%	23 5%	4 2%	26 9%
Don't remember	123 3%	22 6%	111 3%	44 2%	90 4%	7 1%	36 3%	35 5%	17 4%	70 3%	28 4%	12 2%	9 6%	22 8%
Average Excl. DK	4.6	4.3	4.6	4.2	4.9	3.2	4.8	4.8	4.9	4.3	4.7	4.5	6.2	5.9

Q29B. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q29B IF Q4 = 2, 3, 4, 5

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	6370	3263	3480	1019	2076	2034	1614	132	845	2370	2211	920	263	1651	3119	1973
A couple of hours	1066 17%	521 16%	606 17%	126 12%	308 15%	359 18%	335 21%	35 26%	125 15%	417 18%	362 16%	157 17%	31 12%	323 20%	504 16%	301 15%
1 day	843 13%	435 13%	460 13%	123 12%	280 13%	281 14%	211 13%	18 14%	92 11%	326 14%	319 14%	116 13%	24 9%	226 14%	415 13%	254 13%
2 to 3 days	1443 23%	793 24%	730 21%	233 23%	416 20%	461 23%	414 26%	29 22%	151 18%	539 23%	512 23%	228 25%	64 25%	381 23%	690 22%	452 23%
4 to 6 days	846 13%	444 14%	452 13%	148 14%	329 16%	287 14%	133 8%	20 15%	132 16%	276 12%	294 13%	126 14%	48 18%	239 14%	417 13%	242 12%
7 to 9 days	641 10%	334 10%	345 10%	146 14%	223 11%	190 9%	120 7%	5 4%	118 14%	238 10%	206 9%	94 10%	17 6%	116 7%	354 11%	209 11%
10 to 14 days	395 6%	219 7%	201 6%	88 9%	154 7%	92 5%	86 5%	10 7%	47 6%	140 6%	149 7%	66 7%	8 3%	105 6%	177 6%	138 7%
15 to 21 days	211 3%	93 3%	129 4%	41 4%	78 4%	57 3%	47 3%	2 1%	31 4%	84 4%	45 2%	48 5%	12 4%	51 3%	102 3%	69 4%

Q29B. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q29B IF Q4 = 2, 3, 4, 5

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	6370	3263	3480	1019	2076	2034	1614	132	845	2370	2211	920	263	1651	3119	1973
22 to 28 days	165 3%	68 2%	108 3%	33 3%	44 2%	59 3%	40 3%	1 0	54 6%	39 2%	53 2%	24 3%	7 2%	30 2%	78 3%	68 3%
More than 28 days	72 1%	29 1%	48 1%	11 1%	28 1%	23 1%	13 1%	0 0	6 1%	37 2%	21 1%	6 1%	7 2%	19 1%	26 1%	31 2%
No interruption	353 6%	188 6%	183 5%	34 3%	111 5%	116 6%	110 7%	4 3%	40 5%	135 6%	143 6%	42 5%	6 2%	99 6%	176 6%	96 5%
Don't remember	335 5%	138 4%	217 6%	36 4%	106 5%	109 5%	104 6%	8 6%	48 6%	139 6%	106 5%	13 1%	40 15%	63 4%	180 6%	111 6%
Average Excl. DK	4.8	4.6	4.9	5.6	5	4.5	4.2	3.5	6.1	4.5	4.5	5.1	4.9	4.3	4.8	5.2

Volume

Q29B. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q29B IF Q4 = 2, 3, 4, 5

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	6370	478	1263	2530	2235	4508	0	4627	2116	3307	3436	1875	4868	4363	2306	75	2269	3343	1131
A couple of hours	1066 17%	78 16%	179 14%	363 14%	337 15%	791 18%	0	683 15%	445 21%	465 14%	663 19%	336 18%	791 16%	750 17%	366 16%	11 15%	339 15%	552 17%	236 21%
1 day	843 13%	34 7%	196 16%	292 12%	288 13%	607 13%	0	576 12%	319 15%	450 14%	445 13%	274 15%	621 13%	627 14%	268 12%	1 1%	312 14%	404 12%	179 16%
2 to 3 days	1443 23%	124 26%	327 26%	610 24%	525 23%	999 22%	0	1070 23%	454 21%	769 23%	755 22%	441 24%	1082 22%	950 22%	558 24%	16 22%	573 25%	773 23%	178 16%
4 to 6 days	846 13%	61 13%	168 13%	364 14%	326 15%	571 13%	0	685 15%	212 10%	493 15%	404 12%	251 13%	645 13%	626 14%	267 12%	4 5%	336 15%	437 13%	123 11%
7 to 9 days	641 10%	74 15%	166 13%	295 12%	221 10%	458 10%	0	504 11%	175 8%	385 12%	294 9%	137 7%	542 11%	430 10%	247 11%	3 4%	256 11%	360 11%	63 6%
10 to 14 days	395 6%	24 5%	78 6%	175 7%	178 8%	242 5%	0	290 6%	129 6%	212 6%	208 6%	120 6%	300 6%	265 6%	143 6%	11 15%	134 6%	242 7%	44 4%
15 to 21 days	211 3%	20 4%	51 4%	81 3%	64 3%	158 4%	0	177 4%	45 2%	103 3%	119 3%	61 3%	161 3%	137 3%	83 4%	2 3%	73 3%	124 4%	25 2%

Volume



Q29B. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q29B IF Q4 = 2, 3, 4, 5

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	6370	478	1263	2530	2235	4508	0	4627	2116	3307	3436	1875	4868	4363	2306	75	2269	3343	1131
22 to 28 days	165 3%	14 3%	29 2%	76 3%	54 2%	123 3%	0 0	147 3%	29 1%	81 2%	95 3%	44 2%	132 3%	102 2%	70 3%	4 5%	56 2%	86 3%	35 3%
More than 28 days	72 1%	5 1%	7 1%	45 2%	18 1%	59 1%	0 0	58 1%	18 1%	53 2%	23 1%	18 1%	59 1%	56 1%	20 1%	0 0	35 2%	28 1%	14 1%
No interruption	353 6%	23 5%	28 2%	154 6%	120 5%	251 6%	0 0	228 5%	143 7%	171 5%	200 6%	122 6%	250 5%	216 5%	148 6%	8 10%	93 4%	157 5%	122 11%
Don't remember	335 5%	21 4%	33 3%	74 3%	106 5%	249 6%	0 0	209 5%	146 7%	124 4%	231 7%	71 4%	284 6%	204 5%	137 6%	14 19%	63 3%	180 5%	112 10%
Average Excl. DK	4.8	5.3	4.9	5.1	4.9	4.7	0	5.1	4	4.9	4.7	4.5	4.9	4.6	5	6.8	4.8	5	4.2

Volume

Q29B. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q29B IF Q4 = 2, 3, 4, 5

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	6370	981	5762	3216	3527	1108	2375	1175	705	4030	1486	725	225	360
A couple of hours	1066 17%	176 18%	951 17%	557 17%	570 16%	147 13%	402 17%	216 18%	153 22%	628 16%	306 21%	119 16%	26 12%	62 17%
1 day	843 13%	140 14%	755 13%	419 13%	476 13%	141 13%	317 13%	174 15%	68 10%	558 14%	174 12%	103 14%	31 14%	37 10%
2 to 3 days	1443 23%	230 23%	1293 22%	738 23%	785 22%	255 23%	495 21%	294 25%	155 22%	927 23%	306 21%	176 24%	57 26%	86 24%
4 to 6 days	846 13%	105 11%	791 14%	368 11%	528 15%	168 15%	338 14%	118 10%	101 14%	502 12%	227 15%	90 12%	44 19%	39 11%
7 to 9 days	641 10%	96 10%	583 10%	354 11%	325 9%	123 11%	260 11%	84 7%	53 8%	398 10%	150 10%	78 11%	38 17%	19 5%
10 to 14 days	395 6%	66 7%	354 6%	186 6%	233 7%	79 7%	162 7%	66 6%	34 5%	245 6%	104 7%	41 6%	10 5%	22 6%
15 to 21 days	211 3%	20 2%	202 4%	119 4%	103 3%	52 5%	55 2%	57 5%	22 3%	154 4%	34 2%	25 3%	5 2%	6 2%

Volume

Q29B. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q29B IF Q4 = 2, 3, 4, 5

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	6370	981	5762	3216	3527	1108	2375	1175	705	4030	1486	725	225	360
22 to 28 days	165 3%	23 2%	153 3%	75 2%	101 3%	44 4%	46 2%	20 2%	25 4%	103 3%	35 2%	22 3%	5 2%	15 4%
More than 28 days	72 1%	6 1%	70 1%	49 2%	27 1%	5 0	24 1%	18 2%	8 1%	56 1%	12 1%	4 1%	0 0	5 1%
No interruption	353 6%	39 4%	333 6%	204 6%	167 5%	37 3%	157 7%	71 6%	31 4%	258 6%	61 4%	32 4%	2 1%	25 7%
Don't remember	335 5%	80 8%	275 5%	144 4%	211 6%	58 5%	117 5%	56 5%	56 8%	201 5%	77 5%	34 5%	5 2%	45 12%
Average Excl. DK	4.8	4.4	4.8	4.8	4.8	5.6	4.6	4.5	4.7	4.9	4.6	4.8	4.9	4.8

Q29T. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	10109	5431	5256	1791	3608	3067	2221	276	1339	3612	3576	1510	372	2841	4842	3004
A couple of hours	1919 19%	1022 19%	1000 19%	288 16%	673 19%	584 19%	478 22%	117 42%	194 14%	690 19%	701 20%	262 17%	59 16%	615 22%	889 18%	519 17%
1 day	1355 13%	760 14%	674 13%	202 11%	489 14%	459 15%	285 13%	30 11%	151 11%	537 15%	493 14%	184 12%	40 11%	376 13%	663 14%	395 13%
2 to 3 days	2139 21%	1213 22%	1043 20%	366 20%	734 20%	664 22%	494 22%	46 17%	236 18%	757 21%	790 22%	349 23%	79 21%	605 21%	1040 21%	612 20%
4 to 6 days	1350 13%	757 14%	669 13%	288 16%	527 15%	404 13%	209 9%	26 9%	216 16%	416 12%	479 13%	225 15%	65 17%	419 15%	633 13%	377 13%
7 to 9 days	952 9%	524 10%	485 9%	242 14%	346 10%	258 8%	163 7%	17 6%	179 13%	329 9%	303 8%	159 11%	21 6%	218 8%	499 10%	292 10%
10 to 14 days	607 6%	339 6%	304 6%	155 9%	241 7%	151 5%	97 4%	11 4%	77 6%	210 6%	222 6%	108 7%	15 4%	153 5%	298 6%	192 6%
15 to 21 days	310 3%	141 3%	185 4%	59 3%	113 3%	86 3%	69 3%	3 1%	37 3%	120 3%	88 2%	62 4%	16 4%	92 3%	137 3%	97 3%

Q29T. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	10109	5431	5256	1791	3608	3067	2221	276	1339	3612	3576	1510	372	2841	4842	3004
22 to 28 days	297 3%	137 3%	179 3%	61 3%	100 3%	100 3%	56 3%	4 1%	64 5%	94 3%	88 2%	59 4%	10 3%	87 3%	129 3%	99 3%
More than 28 days	120 1%	52 1%	76 1%	14 1%	57 2%	40 1%	15 1%	3 1%	10 1%	46 1%	44 1%	15 1%	10 3%	36 1%	47 1%	44 1%
No interruption	602 6%	296 5%	339 6%	67 4%	182 5%	180 6%	207 9%	8 3%	112 8%	224 6%	218 6%	64 4%	8 2%	155 5%	264 5%	217 7%
Don't remember	458 5%	188 3%	300 6%	51 3%	148 4%	141 5%	148 7%	11 4%	62 5%	190 5%	149 4%	23 2%	52 14%	86 3%	244 5%	157 5%
Average Excl. DK	4.7	4.5	4.9	5.4	4.8	4.5	4.2	3.0	5.6	4.6	4.4	5.3	4.8	4.5	4.7	5.0

Q29T. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	10109	825	1925	4263	3154	7533	3944	4627	2116	5733	4954	2901	7786	7123	3460	105	3886	5122	1680
A couple of hours	1919	192	294	754	533	1490	895	683	445	1018	1005	591	1431	1421	588	13	705	928	389
	19%	23%	15%	18%	17%	20%	23%	15%	21%	18%	20%	20%	18%	20%	17%	12%	18%	18%	23%
1 day	1355	87	308	496	433	1002	539	576	319	796	639	427	1008	1023	403	10	545	632	257
	13%	11%	16%	12%	14%	13%	14%	12%	15%	14%	13%	15%	13%	14%	12%	10%	14%	12%	15%
2 to 3 days	2139	192	487	922	688	1570	734	1070	454	1244	1014	644	1613	1459	774	25	906	1090	262
	21%	23%	25%	22%	22%	21%	19%	23%	21%	22%	20%	22%	21%	20%	22%	24%	23%	21%	16%
4 to 6 days	1350	95	289	607	457	970	530	685	212	852	576	383	1044	986	438	4	570	677	179
	13%	12%	15%	14%	14%	13%	13%	15%	10%	15%	12%	13%	13%	14%	13%	4%	15%	13%	11%
7 to 9 days	952	95	228	436	295	714	330	504	175	596	413	206	803	648	359	3	402	520	88
	9%	12%	12%	10%	9%	9%	8%	11%	8%	10%	8%	7%	10%	9%	10%	3%	10%	10%	5%
10 to 14 days	607	44	116	291	205	438	223	290	129	343	300	162	481	412	219	12	239	349	55
	6%	5%	6%	7%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	11%	6%	7%	3%
15 to 21 days	310	22	61	139	86	241	104	177	45	165	161	83	244	213	111	3	109	170	47
	3%	3%	3%	3%	3%	3%	3%	4%	2%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%

Volume

Q29T. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS			
	EU 27	1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	10109	825	1925	4263	3154	7533	3944	4627	2116	5733	4954	2901	7786	7123	3460	105	3886	5122	1680
22 to 28 days	297 3%	30 4%	41 2%	158 4%	87 3%	230 3%	140 4%	147 3%	29 1%	159 3%	157 3%	67 2%	249 3%	203 3%	106 3%	7 7%	110 3%	158 3%	48 3%
More than 28 days	120 1%	12 1%	15 1%	71 2%	36 1%	92 1%	51 1%	58 1%	18 1%	86 2%	41 1%	31 1%	97 1%	89 1%	37 1%	1 1%	60 2%	50 1%	17 1%
No interruption	602 6%	29 4%	46 2%	278 7%	201 6%	434 6%	264 7%	228 5%	143 7%	302 5%	332 7%	204 7%	432 6%	382 5%	242 7%	12 11%	147 4%	293 6%	196 12%
Don't remember	458 5%	25 3%	39 2%	111 3%	136 4%	352 5%	133 3%	209 5%	146 7%	170 3%	318 6%	104 4%	384 5%	287 4%	185 5%	16 15%	93 2%	253 5%	142 8%
Average Excl. DK	4.7	4.7	4.6	5.1	4.7	4.7	4.6	5.1	4.0	4.7	4.7	4.3	4.9	4.6	5.0	6.4	4.7	5.0	4.0

Volume

Q29T. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	10109	1377	9310	5108	5579	1692	3748	1929	1145	6346	2252	1214	394	639
A couple of hours	1919 19%	263 19%	1759 19%	1028 20%	994 18%	366 22%	631 17%	381 20%	278 24%	1155 18%	489 22%	232 19%	54 14%	126 20%
1 day	1355 13%	192 14%	1242 13%	701 14%	733 13%	217 13%	514 14%	279 14%	120 10%	884 14%	281 12%	172 14%	53 13%	58 9%
2 to 3 days	2139 21%	308 22%	1948 21%	1062 21%	1195 21%	360 21%	785 21%	430 22%	238 21%	1332 21%	471 21%	266 22%	95 24%	129 20%
4 to 6 days	1350 13%	147 11%	1280 14%	617 12%	810 15%	242 14%	567 15%	195 10%	144 13%	823 13%	321 14%	160 13%	70 18%	63 10%
7 to 9 days	952 9%	121 9%	889 10%	498 10%	511 9%	156 9%	387 10%	143 7%	86 8%	570 9%	214 10%	133 11%	48 12%	50 8%
10 to 14 days	607 6%	93 7%	551 6%	276 5%	366 7%	111 7%	243 6%	110 6%	52 5%	382 6%	141 6%	73 6%	17 4%	40 6%
15 to 21 days	310 3%	28 2%	298 3%	169 3%	157 3%	58 3%	98 3%	94 5%	32 3%	207 3%	63 3%	35 3%	12 3%	12 2%

Volume

Q29T. Thinking about these problem(s) again, please estimate the total amount of time that you were WITHOUT internet access over the last 12 months due to these problem(s).

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	10109	1377	9310	5108	5579	1692	3748	1929	1145	6346	2252	1214	394	639
22 to 28 days	297 3%	34 2%	281 3%	131 3%	184 3%	53 3%	88 2%	42 2%	56 5%	163 3%	67 3%	35 3%	22 6%	35 5%
More than 28 days	120 1%	14 1%	112 1%	72 1%	55 1%	11 1%	39 1%	31 2%	14 1%	98 2%	17 1%	7 1%	0 0%	9 1%
No interruption	602 6%	74 5%	562 6%	364 7%	271 5%	53 3%	239 6%	131 7%	53 5%	461 7%	81 4%	55 5%	6 2%	51 8%
Don't remember	458 5%	102 7%	386 4%	188 4%	301 5%	65 4%	153 4%	91 5%	73 6%	271 4%	105 5%	46 4%	14 4%	67 10%
Average Excl. DK	4.7	4.4	4.8	4.6	4.8	4.7	4.7	4.6	4.8	4.7	4.6	4.7	5.4	5.3

Volume



Q30. Now, thinking about the BIGGEST PROBLEM you experienced with your internet service provider over the last 12 months, please estimate how long it took your provider to resolve this problem. Please answer in terms of how long the problem lasted, from the first time it occurred to when it was finally resolved by the provider.

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	10109	5432	5255	1790	3609	3067	2221	276	1339	3613	3576	1510	373	2841	4842	3004
Less than 1 week	5030 50%	2712 50%	2607 50%	733 41%	1732 48%	1666 54%	1189 54%	159 57%	556 41%	1851 51%	1850 52%	734 49%	169 45%	1426 50%	2395 49%	1498 50%
1 to 2 weeks	1810 18%	1024 19%	884 17%	410 23%	684 19%	483 16%	330 15%	28 10%	266 20%	632 17%	655 18%	261 17%	66 18%	535 19%	862 18%	511 17%
3 to 4 weeks	1008 10%	577 11%	489 9%	251 14%	430 12%	227 7%	158 7%	38 14%	172 13%	301 8%	344 10%	178 12%	34 9%	311 11%	489 10%	266 9%
5 to 8 weeks	555 5%	305 6%	282 5%	145 8%	200 6%	153 5%	88 4%	5 2%	89 7%	193 5%	168 5%	118 8%	14 4%	181 6%	271 6%	134 4%

Q30. Now, thinking about the BIGGEST PROBLEM you experienced with your internet service provider over the last 12 months, please estimate how long it took your provider to resolve this problem. Please answer in terms of how long the problem lasted, from the first time it occurred to when it was finally resolved by the provider.

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	10109	5432	5255	1790	3609	3067	2221	276	1339	3613	3576	1510	373	2841	4842	3004
9 to 12 weeks	220 2%	146 3%	87 2%	37 2%	105 3%	56 2%	34 2%	16 6%	17 1%	69 2%	72 2%	48 3%	10 3%	49 2%	145 3%	38 1%
More than 12 weeks	281 3%	135 2%	163 3%	44 2%	113 3%	80 3%	61 3%	7 3%	39 3%	105 3%	85 2%	53 4%	8 2%	80 3%	121 2%	97 3%
Problem is not yet resolved	330 3%	163 3%	186 4%	31 2%	73 2%	130 4%	115 5%	3 1%	47 4%	132 4%	108 3%	40 3%	19 5%	65 2%	129 3%	154 5%
Don't remember	874 9%	369 7%	558 11%	138 8%	272 8%	271 9%	246 11%	20 7%	153 11%	330 9%	292 8%	78 5%	53 14%	194 7%	429 9%	304 10%
Average Excl. DK	1.7	1.8	1.6	2	1.8	1.5	1.4	1.8	1.9	1.6	1.6	2	1.7	1.7	1.8	1.5

Volume

Q30. Now, thinking about the BIGGEST PROBLEM you experienced with your internet service provider over the last 12 months, please estimate how long it took your provider to resolve this problem. Please answer in terms of how long the problem lasted, from the first time it occurred to when it was finally resolved by the provider.

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	10109	825	1925	4263	3154	7533	3944	4627	2116	5733	4954	2901	7786	7123	3460	105	3885	5122	1680
Less than 1 week	5030 50%	412 50%	883 46%	1991 47%	1544 49%	3776 50%	1901 48%	2242 48%	1177 56%	2597 45%	2722 55%	1607 55%	3712 48%	3621 51%	1654 48%	44 42%	1874 48%	2555 50%	890 53%
1 to 2 weeks	1810 18%	166 20%	433 22%	830 19%	603 19%	1305 17%	664 17%	907 20%	337 16%	1169 20%	739 15%	521 18%	1387 18%	1294 18%	609 18%	6 6%	771 20%	914 18%	223 13%
3 to 4 weeks	1008 10%	94 11%	276 14%	483 11%	317 10%	750 10%	420 11%	510 11%	137 6%	741 13%	325 7%	206 7%	860 11%	717 10%	343 10%	6 6%	509 13%	442 9%	115 7%
5 to 8 weeks	555 5%	50 6%	129 7%	311 7%	205 6%	382 5%	271 7%	241 5%	75 4%	409 7%	178 4%	91 3%	496 6%	385 5%	201 6%	1 1%	266 7%	272 5%	49 3%

Q30. Now, thinking about the BIGGEST PROBLEM you experienced with your internet service provider over the last 12 months, please estimate how long it took your provider to resolve this problem. Please answer in terms of how long the problem lasted, from the first time it occurred to when it was finally resolved by the provider.

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	10109	825	1925	4263	3154	7533	3944	4627	2116	5733	4954	2901	7786	7123	3460	105	3885	5122	1680
9 to 12 weeks	220 2%	22 3%	27 1%	128 3%	40 1%	192 3%	121 3%	78 2%	33 2%	147 3%	86 2%	47 2%	186 2%	151 2%	81 2%	0 0	101 3%	118 2%	13 1%
More than 12 weeks	281 3%	11 1%	30 2%	154 4%	110 3%	188 3%	127 3%	123 3%	47 2%	156 3%	142 3%	71 2%	227 3%	176 2%	109 3%	13 12%	83 2%	155 3%	60 4%
Problem is not yet resolved	330 3%	14 2%	61 3%	154 4%	104 3%	245 3%	121 3%	170 4%	58 3%	175 3%	174 4%	141 5%	208 3%	244 3%	102 3%	3 3%	97 3%	179 3%	72 4%
Don't remember	874 9%	56 7%	87 5%	212 5%	232 7%	695 9%	318 8%	357 8%	252 12%	338 6%	589 12%	217 7%	711 9%	534 7%	361 10%	32 31%	184 5%	486 9%	257 15%
Average Excl. DK	1.7	1.8	1.8	2	1.7	1.7	1.9	1.7	1.4	1.9	1.4	1.4	1.8	1.7	1.8	1	1.9	1.7	1.3

Volume

Q30. Now, thinking about the BIGGEST PROBLEM you experienced with your internet service provider over the last 12 months, please estimate how long it took your provider to resolve this problem. Please answer in terms of how long the problem lasted, from the first time it occurred to when it was finally resolved by the provider.

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	10109	1377	9310	5108	5579	1693	3748	1929	1145	6346	2252	1214	394	639
Less than 1 week	5030 50%	800 58%	4519 49%	2745 54%	2575 46%	854 50%	1766 47%	982 51%	623 54%	3045 48%	1267 56%	629 52%	132 33%	328 51%
1 to 2 weeks	1810 18%	174 13%	1733 19%	953 19%	955 17%	279 17%	700 19%	322 17%	228 20%	1159 18%	399 18%	186 15%	108 27%	80 13%
3 to 4 weeks	1008 10%	72 5%	994 11%	386 8%	681 12%	201 12%	477 13%	147 8%	70 6%	645 10%	171 8%	160 13%	64 16%	39 6%
5 to 8 weeks	555 5%	29 2%	558 6%	235 5%	352 6%	79 5%	212 6%	126 7%	45 4%	329 5%	101 4%	90 7%	61 16%	17 3%

Volume

Q30. Now, thinking about the BIGGEST PROBLEM you experienced with your internet service provider over the last 12 months, please estimate how long it took your provider to resolve this problem. Please answer in terms of how long the problem lasted, from the first time it occurred to when it was finally resolved by the provider.

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	10109	1377	9310	5108	5579	1693	3748	1929	1145	6346	2252	1214	394	639
9 to 12 weeks	220 2%	11 1%	222 2%	89 2%	143 3%	41 2%	74 2%	55 3%	20 2%	133 2%	64 3%	19 2%	11 3%	9 1%
More than 12 weeks	281 3%	42 3%	256 3%	115 2%	183 3%	46 3%	79 2%	72 4%	25 2%	188 3%	47 2%	34 3%	4 1%	26 4%
Problem is not yet resolved	330 3%	50 4%	299 3%	206 4%	143 3%	43 3%	130 3%	62 3%	33 3%	255 4%	48 2%	20 2%	2 0	30 5%
Don't remember	874 9%	200 15%	728 8%	379 7%	548 10%	148 9%	310 8%	164 8%	102 9%	591 9%	155 7%	75 6%	12 3%	110 17%
Average Excl. DK	1.7	1.1	1.8	1.5	1.9	1.7	1.8	1.8	1.4	1.7	1.6	1.8	2.6	1.3

Q31. Referring to THIS PARTICULAR PROBLEM that you described: what action did you take?

MULTIPLE ANSWERS POSSIBLE (FOR 1 TO 7).
 FILTER: ASK Q27 IF Q26A =1 OR Q26B =1

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	10109	5432	5255	1790	3609	3067	2221	276	1339	3613	3576	1510	373	2841	4842	3004
I complained to the internet service provider	5900 58%	3108 57%	3136 60%	902 50%	2055 57%	1903 62%	1384 62%	134 49%	771 58%	2176 60%	2144 60%	845 56%	173 47%	1627 57%	2761 57%	1856 62%
I switched to another internet service provider	825 8%	490 9%	380 7%	215 12%	368 10%	196 6%	91 4%	26 10%	91 7%	286 8%	235 7%	202 13%	29 8%	320 11%	359 7%	191 6%
I consulted a consumer association	670 7%	442 8%	265 5%	158 9%	331 9%	157 5%	60 3%	42 15%	103 8%	192 5%	222 6%	130 9%	17 5%	228 8%	324 7%	156 5%
I filed a complaint with an alternative dispute resolution body (for example mediator, arbitrator, ombudsman)	483 5%	292 5%	218 4%	133 7%	227 6%	104 3%	45 2%	27 10%	73 5%	164 5%	162 5%	76 5%	7 2%	160 6%	260 5%	89 3%

Q31. Referring to THIS PARTICULAR PROBLEM that you described: what action did you take?

MULTIPLE ANSWERS POSSIBLE (FOR 1 TO 7).
 FILTER: ASK Q27 IF Q26A =1 OR Q26B =1

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	10109	5432	5255	1790	3609	3067	2221	276	1339	3613	3576	1510	373	2841	4842	3004
I filed a complaint with a government authority or national regulator	477 5%	330 6%	172 3%	120 7%	194 5%	119 4%	69 3%	48 18%	57 4%	128 4%	167 5%	94 6%	6 2%	172 6%	216 4%	113 4%
I consulted a lawyer	327 3%	200 4%	144 3%	65 4%	190 5%	80 3%	10 0	30 11%	52 4%	70 2%	96 3%	85 6%	11 3%	117 4%	185 4%	42 1%
I brought the matter to court	275 3%	166 3%	125 2%	103 6%	123 3%	43 1%	22 1%	21 8%	38 3%	79 2%	74 2%	69 5%	10 3%	129 5%	138 3%	24 1%
I took no action	2351 23%	1176 22%	1306 25%	347 19%	729 20%	777 25%	628 28%	38 14%	300 22%	852 24%	873 24%	283 19%	136 36%	568 20%	1137 23%	776 26%
Other	352 3%	173 3%	199 4%	41 2%	92 3%	108 4%	130 6%	6 2%	50 4%	118 3%	125 3%	58 4%	15 4%	79 3%	162 3%	131 4%

Q31. Referring to THIS PARTICULAR PROBLEM that you described: what action did you take?

MULTIPLE ANSWERS POSSIBLE (FOR 1 TO 7).
 FILTER: ASK Q27 IF Q26A =1 OR Q26B =1

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	10109	825	1925	4263	3154	7533	3944	4627	2116	5733	4954	2901	7786	7123	3460	105	3885	5122	1680
I complained to the internet service provider	5900 58%	404 49%	1070 56%	2708 64%	1915 61%	4330 57%	2092 53%	2894 63%	1258 59%	3369 59%	2875 58%	1851 64%	4393 56%	4229 59%	1975 57%	40 39%	2122 55%	3108 61%	1014 60%
I switched to another internet service provider	825 8%	91 11%	205 11%	450 11%	241 8%	629 8%	598 15%	202 4%	70 3%	661 12%	209 4%	174 6%	696 9%	602 8%	253 7%	15 14%	478 12%	337 7%	55 3%
I consulted a consumer association	670 7%	76 9%	165 9%	344 8%	242 8%	465 6%	345 9%	302 7%	59 3%	504 9%	202 4%	113 4%	594 8%	498 7%	202 6%	7 7%	418 11%	253 5%	36 2%
I filed a complaint with an alternative dispute resolution body (<i>for example mediator, arbitrator, ombudsman</i>)	483 5%	68 8%	123 6%	258 6%	157 5%	353 5%	272 7%	194 4%	43 2%	393 7%	117 2%	73 3%	437 6%	385 5%	124 4%	0 0	315 8%	166 3%	29 2%

Q31. Referring to THIS PARTICULAR PROBLEM that you described: what action did you take?

MULTIPLE ANSWERS POSSIBLE (FOR 1 TO 7).
 FILTER: ASK Q27 IF Q26A =1 OR Q26B =1

	EU 27	NUMBER OF ISPs IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	10109	825	1925	4263	3154	7533	3944	4627	2116	5733	4954	2901	7786	7123	3460	105	3885	5122	1680
I filed a complaint with a government authority or national regulator	477 5%	69 8%	136 7%	239 6%	155 5%	347 5%	274 7%	199 4%	29 1%	425 7%	76 2%	88 3%	414 5%	354 5%	137 4%	11 11%	345 9%	145 3%	12 1%
I consulted a lawyer	327 3%	42 5%	84 4%	176 4%	128 4%	216 3%	187 5%	145 3%	12 1%	273 5%	71 1%	40 1%	304 4%	234 3%	110 3%	0 0	212 5%	118 2%	13 1%
I brought the matter to court	275 3%	39 5%	103 5%	126 3%	68 2%	223 3%	164 4%	92 2%	35 2%	247 4%	44 1%	41 1%	250 3%	208 3%	83 2%	0 0	199 5%	90 2%	2 0
I took no action	2351 23%	147 18%	363 19%	747 18%	652 21%	1829 24%	782 20%	1040 22%	660 31%	996 17%	1486 30%	740 25%	1742 22%	1543 22%	898 26%	41 39%	665 17%	1260 25%	556 33%
Other	352 3%	13 2%	42 2%	149 4%	97 3%	274 4%	138 3%	158 3%	76 4%	158 3%	213 4%	130 4%	241 3%	251 4%	118 3%	2 2%	111 3%	179 3%	82 5%

Q31. Referring to THIS PARTICULAR PROBLEM that you described: what action did you take?

MULTIPLE ANSWERS POSSIBLE (FOR 1 TO 7).
FILTER: ASK Q27 IF Q26A =1 OR Q26B =1

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	10109	1377	9310	5108	5579	1693	3748	1929	1145	6346	2252	1215	394	639
I complained to the internet service provider	5900 58%	751 55%	5493 59%	3263 64%	2982 53%	873 52%	2167 58%	1220 63%	754 66%	3786 60%	1357 60%	691 57%	124 32%	361 56%
I switched to another internet service provider	825 8%	81 6%	789 8%	354 7%	516 9%	163 10%	314 8%	152 8%	75 7%	418 7%	152 7%	166 14%	106 27%	38 6%
I consulted a consumer association	670 7%	36 3%	671 7%	302 6%	405 7%	158 9%	289 8%	97 5%	52 5%	399 6%	131 6%	112 9%	55 14%	16 2%
I filed a complaint with an alternative dispute resolution body (<i>for example mediator, arbitrator, ombudsman</i>)	483 5%	25 2%	485 5%	204 4%	306 5%	108 6%	188 5%	81 4%	35 3%	303 5%	80 4%	76 6%	38 10%	14 2%

Volume

Q31. Referring to THIS PARTICULAR PROBLEM that you described: what action did you take?

MULTIPLE ANSWERS POSSIBLE (FOR 1 TO 7).
 FILTER: ASK Q27 IF Q26A =1 OR Q26B =1

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	10109	1377	9310	5108	5579	1693	3748	1929	1145	6346	2252	1215	394	639
I filed a complaint with a government authority or national regulator	477 5%	6 0	495 5%	180 4%	321 6%	111 7%	206 6%	73 4%	22 2%	301 5%	76 3%	77 6%	45 11%	10 2%
I consulted a lawyer	327 3%	12 1%	332 4%	113 2%	231 4%	72 4%	126 3%	50 3%	34 3%	172 3%	63 3%	72 6%	31 8%	7 1%
I brought the matter to court	275 3%	6 0	285 3%	87 2%	204 4%	78 5%	112 3%	35 2%	21 2%	139 2%	41 2%	83 7%	28 7%	4 1%
I took no action	2351 23%	494 36%	1988 21%	1204 24%	1277 23%	369 22%	846 23%	458 24%	248 22%	1485 23%	575 26%	205 17%	67 17%	208 33%
Other	352 3%	65 5%	306 3%	212 4%	159 3%	54 3%	120 3%	78 4%	51 4%	263 4%	48 2%	27 2%	7 2%	42 7%

Q32. When you took action concerning this particular problem, how satisfied were you with the final result?

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND ASK Q32 IF Q31 = 1 TO 7

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	7755	4254	3948	1442	2878	2289	1592	238	1039	2759	2702	1227	237	2273	3703	2227
Very satisfied	1280 17%	697 16%	661 17%	307 21%	515 18%	296 13%	240 15%	125 52%	129 12%	443 16%	402 15%	220 18%	39 16%	481 21%	552 15%	325 15%
Fairly satisfied	3478 45%	1929 45%	1751 44%	616 43%	1316 46%	1012 44%	737 46%	60 25%	533 51%	1178 43%	1254 46%	551 45%	105 44%	1004 44%	1717 46%	960 43%
Not very satisfied	2032 26%	1113 26%	1031 26%	389 27%	744 26%	624 27%	387 24%	31 13%	263 25%	785 28%	728 27%	291 24%	46 20%	572 25%	1001 27%	572 26%
Not at all satisfied	713 9%	389 9%	365 9%	101 7%	214 7%	262 11%	176 11%	18 8%	64 6%	263 10%	252 9%	118 10%	38 16%	167 7%	319 9%	268 12%
The matter is pending	252 3%	127 3%	139 4%	29 2%	90 3%	94 4%	52 3%	4 2%	50 5%	90 3%	66 2%	47 4%	8 4%	50 2%	114 3%	102 5%
Total Satisfied	4758 61%	2626 62%	2413 61%	923 64%	1831 64%	1308 57%	977 61%	185 78%	661 64%	1621 59%	1656 61%	772 63%	144 61%	1485 65%	2269 61%	1285 58%
Total Dissatisfied	2745 35%	1502 35%	1396 35%	490 34%	957 33%	887 39%	564 35%	49 21%	327 32%	1049 38%	979 36%	409 33%	85 36%	738 32%	1320 36%	840 38%

Q32. When you took action concerning this particular problem, how satisfied were you with the final result?

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND ASK Q32 IF Q31 = 1 TO 7

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	7755	678	1562	3515	2500	5703	3162	3586	1455	4736	3466	2161	6041	5578	2560	64	3219	3860	1123
Very satisfied	1280 17%	183 27%	258 17%	564 16%	362 14%	996 17%	742 23%	339 9%	277 19%	868 18%	490 14%	286 13%	1072 18%	1076 19%	277 11%	5 8%	688 21%	449 12%	220 20%
Fairly satisfied	3478 45%	254 38%	718 46%	1558 44%	1131 45%	2549 45%	1344 43%	1628 45%	708 49%	2062 44%	1618 47%	1024 47%	2656 44%	2430 44%	1226 48%	24 38%	1357 42%	1851 48%	473 42%
Not very satisfied	2032 26%	167 25%	402 26%	952 27%	692 28%	1452 25%	715 23%	1105 31%	324 22%	1271 27%	874 25%	531 25%	1613 27%	1390 25%	727 28%	27 43%	824 26%	1079 28%	241 21%
Not at all satisfied	713 9%	65 10%	138 9%	326 9%	233 9%	520 9%	262 8%	383 11%	108 7%	414 9%	340 10%	243 11%	510 8%	501 9%	245 10%	7 11%	247 8%	369 10%	137 12%
The matter is pending	252 3%	9 1%	45 3%	115 3%	81 3%	185 3%	98 3%	130 4%	38 3%	121 3%	145 4%	77 4%	189 3%	181 3%	84 3%	0 1%	103 3%	111 3%	51 5%
Total Satisfied	4758 61%	437 65%	976 62%	2122 60%	1493 60%	3545 62%	2086 66%	1967 55%	985 68%	2931 62%	2108 61%	1310 61%	3729 62%	3505 63%	1504 59%	29 46%	2045 64%	2300 60%	693 62%
Total Dissatisfied	2745 35%	232 34%	540 35%	1278 36%	925 37%	1973 35%	978 31%	1489 42%	432 30%	1685 36%	1213 35%	774 36%	2124 35%	1891 34%	972 38%	34 54%	1071 33%	1449 38%	379 34%

Volume

Q32. When you took action concerning this particular problem, how satisfied were you with the final result?

ONE ANSWER ONLY

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND ASK Q32 IF Q31 = 1 TO 7

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	7755	883	7319	3903	4300	1323	2900	1472	897	4859	1676	1010	327	431
Very satisfied	1280 17%	135 15%	1223 17%	677 17%	681 16%	316 24%	417 14%	247 17%	166 19%	774 16%	282 17%	191 19%	71 22%	52 12%
Fairly satisfied	3478 45%	395 45%	3286 45%	1725 44%	1955 45%	515 39%	1274 44%	680 46%	423 47%	2143 44%	801 48%	444 44%	156 48%	188 44%
Not very satisfied	2032 26%	199 23%	1945 27%	1007 26%	1138 26%	322 24%	809 28%	347 24%	219 24%	1303 27%	422 25%	258 26%	79 24%	109 25%
Not at all satisfied	713 9%	116 13%	637 9%	384 10%	370 9%	136 10%	305 11%	149 10%	65 7%	449 9%	134 8%	103 10%	14 4%	59 14%
The matter is pending	252 3%	38 4%	228 3%	110 3%	156 4%	34 3%	95 3%	49 3%	24 3%	191 4%	36 2%	14 1%	7 2%	23 5%
Total Satisfied	4758 61%	530 60%	4508 62%	2402 62%	2636 61%	832 63%	1691 58%	927 63%	589 66%	2916 60%	1083 65%	635 63%	227 69%	239 56%
Total Dissatisfied	2745 35%	315 36%	2583 35%	1391 36%	1507 35%	457 35%	1114 38%	496 34%	284 32%	1752 36%	557 33%	361 36%	93 28%	168 39%

Q33. Why did you not take any action?

MULTIPLE ANSWERS POSSIBLE

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q33 IF Q31 = 8

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	2353	1177	1307	348	730	778	629	38	300	853	874	283	136	568	1139	777
To take action would have taken a lot of my time	843 36%	479 41%	414 32%	125 36%	296 41%	307 39%	164 26%	6 15%	101 34%	291 34%	332 38%	120 42%	42 31%	216 38%	427 38%	250 32%
I did not expect to get a satisfactory solution	721 31%	374 32%	384 29%	101 29%	218 30%	251 32%	188 30%	13 36%	84 28%	252 30%	256 29%	92 33%	61 45%	181 32%	338 30%	239 31%
I did not know to whom to complain	585 25%	278 24%	339 26%	108 31%	143 20%	161 21%	204 32%	14 38%	85 28%	222 26%	205 23%	65 23%	25 19%	143 25%	254 22%	219 28%
There is no public authority to which I could complain	174 7%	95 8%	87 7%	29 8%	36 5%	46 6%	72 11%	4 12%	26 9%	59 7%	72 8%	12 4%	9 6%	43 8%	75 7%	64 8%
There is no alternative dispute resolution body (for example mediator, arbitrator, ombudsman) available	128 5%	75 6%	59 5%	33 10%	23 3%	28 4%	51 8%	2 7%	11 4%	69 8%	37 4%	5 2%	10 7%	30 5%	66 6%	39 5%
There is no consumer association or consumer help desk to which I could complain	112 5%	47 4%	71 5%	8 2%	18 2%	34 4%	58 9%	3 7%	18 6%	49 6%	25 3%	16 6%	6 4%	20 3%	69 6%	30 4%

Q33. Why did you not take any action?

MULTIPLE ANSWERS POSSIBLE

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q33 IF Q31 = 8

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	2353	1177	1307	348	730	778	629	38	300	853	874	283	136	568	1139	777
Other reason	511 22%	232 20%	310 24%	52 15%	169 23%	173 22%	148 24%	6 15%	47 16%	182 21%	210 24%	67 24%	29 22%	105 19%	265 23%	171 22%

Q33. Why did you not take any action?

MULTIPLE ANSWERS POSSIBLE

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q33 IF Q31 = 8

	EU 27	NUMBER OF ISPs IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	2353	147	364	747	654	1830	782	1042	661	996	1488	740	1745	1544	900	41	666	1261	557
To take action would have taken a lot of my time	843 36%	45 31%	118 32%	298 40%	218 33%	675 37%	295 38%	391 38%	207 31%	403 40%	490 33%	306 41%	587 34%	553 36%	329 37%	11 27%	237 36%	496 39%	160 29%
I did not expect to get a satisfactory solution	721 31%	38 26%	109 30%	244 33%	172 26%	586 32%	229 29%	365 35%	163 25%	346 35%	412 28%	254 34%	504 29%	503 33%	242 27%	14 34%	208 31%	391 31%	159 29%
I did not know to whom to complain	585 25%	50 34%	103 28%	211 28%	178 27%	439 24%	206 26%	294 28%	117 18%	234 23%	383 26%	168 23%	449 26%	399 26%	205 23%	13 31%	184 28%	289 23%	143 26%
There is no public authority to which I could complain	174 7%	7 5%	28 8%	70 9%	62 10%	120 7%	51 7%	107 10%	24 4%	80 8%	103 7%	64 9%	119 7%	136 9%	47 5%	0 0	64 10%	85 7%	34 6%
There is no alternative dispute resolution body (for example mediator, arbitrator, ombudsman) available	128 5%	15 10%	18 5%	35 5%	23 4%	111 6%	24 3%	59 6%	51 8%	57 6%	77 5%	30 4%	105 6%	81 5%	48 5%	5 13%	47 7%	26 2%	61 11%
There is no consumer association or consumer help desk to which I could complain	112 5%	6 4%	14 4%	26 4%	18 3%	100 5%	20 3%	59 6%	39 6%	38 4%	80 5%	20 3%	98 6%	70 5%	46 5%	2 6%	43 6%	50 4%	25 4%

Q33. Why did you not take any action?

MULTIPLE ANSWERS POSSIBLE

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q33 IF Q31 = 8

	EU 27	NUMBER OF ISPs IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	2353	147	364	747	654	1830	782	1042	661	996	1488	740	1745	1544	900	41	666	1261	557
Other reason	511 22%	27 19%	50 14%	162 22%	147 23%	395 22%	191 24%	173 17%	178 27%	161 16%	381 26%	162 22%	380 22%	331 21%	210 23%	1 1%	138 21%	276 22%	127 23%

Q33. Why did you not take any action?

MULTIPLE ANSWERS POSSIBLE

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q33 IF Q31 = 8

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	2353	494	1991	1206	1279	370	848	458	248	1487	576	205	67	208
To take action would have taken a lot of my time	843 36%	179 36%	714 36%	482 40%	411 32%	116 31%	305 36%	170 37%	90 36%	520 35%	217 38%	81 40%	16 24%	76 37%
I did not expect to get a satisfactory solution	721 31%	146 30%	612 31%	382 32%	376 29%	129 35%	241 28%	132 29%	83 33%	472 32%	167 29%	58 28%	10 15%	68 33%
I did not know to whom to complain	585 25%	104 21%	512 26%	295 24%	322 25%	87 24%	217 26%	91 20%	60 24%	378 25%	156 27%	29 14%	17 26%	59 28%
There is no public authority to which I could complain	174 7%	36 7%	146 7%	102 8%	80 6%	12 3%	63 7%	28 6%	28 11%	117 8%	31 5%	18 9%	5 8%	13 6%
There is no alternative dispute resolution body (for example mediator, arbitrator, ombudsman) available	128 5%	19 4%	115 6%	58 5%	76 6%	31 8%	47 6%	32 7%	14 6%	96 6%	26 5%	5 2%	5 7%	5 3%
There is no consumer association or consumer help desk to which I could complain	112 5%	34 7%	84 4%	44 4%	73 6%	21 6%	43 5%	15 3%	25 10%	64 4%	27 5%	8 4%	2 3%	20 9%

Volume

Q33. Why did you not take any action?

MULTIPLE ANSWERS POSSIBLE

FILTER: ASK Q27 IF Q26A =1 OR Q26B =1 AND Q33 IF Q31 = 8

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	2353	494	1991	1206	1279	370	848	458	248	1487	576	205	67	208
Other reason	511 22%	124 25%	418 21%	279 23%	263 21%	58 16%	180 21%	110 24%	59 24%	308 21%	140 24%	47 23%	18 27%	39 19%

Q34. The term 'Mbps' in an offer describes...

ONE ANSWER ONLY

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
The speed of the internet connection	17904 65%	10715 74%	8209 56%	2700 67%	6368 71%	5557 65%	4297 56%	304 46%	2559 56%	6393 64%	6480 69%	2675 73%	510 59%	4628 67%	9090 66%	5206 60%
The maximum size of files I can download	2668 10%	1244 9%	1566 11%	466 11%	907 10%	846 10%	591 8%	61 9%	544 12%	873 9%	944 10%	343 9%	45 5%	669 10%	1323 10%	817 9%
The speed of my computer	1470 5%	759 5%	794 5%	371 9%	512 6%	391 5%	278 4%	91 14%	286 6%	506 5%	383 4%	229 6%	58 7%	501 7%	701 5%	352 4%
Don't know	5626 20%	1751 12%	4205 28%	514 13%	1168 13%	1795 21%	2478 32%	211 32%	1186 26%	2282 23%	1587 17%	433 12%	254 29%	1077 16%	2608 19%	2270 26%

Q34. The term 'Mbps' in an offer describes...

ONE ANSWER ONLY

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
The speed of the internet connection	17904 65%	1018 61%	2776 65%	7134 71%	5629 64%	13295 65%	7535 65%	6350 67%	5039 61%	8886 66%	10038 64%	8165 100%	10759 51%	12087 66%	6740 63%	98 32%	6029 65%	9655 68%	3240 56%
The maximum size of files I can download	2668 10%	218 13%	499 12%	1120 11%	931 11%	1879 9%	1264 11%	937 10%	609 7%	1667 12%	1143 7%	0 0	2810 13%	1781 10%	1000 9%	29 9%	1132 12%	1271 9%	407 7%
The speed of my computer	1470 5%	213 13%	363 8%	558 6%	446 5%	1107 5%	713 6%	529 6%	311 4%	1053 8%	500 3%	0 0	1553 7%	998 5%	522 5%	33 11%	800 9%	596 4%	157 3%
Don't know	5626 20%	214 13%	641 15%	1234 12%	1846 21%	4110 20%	2086 18%	1631 17%	2238 27%	1910 14%	4045 26%	0 0	5956 28%	3365 18%	2443 23%	147 48%	1298 14%	2687 19%	1970 34%

Volume

Q34. The term 'Mbps' in an offer describes...

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
The speed of the internet connection	17904 65%	2825 70%	16098 64%	10054 70%	8870 60%	2039 57%	6423 64%	4203 71%	2465 68%	11607 64%	3917 67%	2089 70%	444 52%	1176 67%
The maximum size of files I can download	2668 10%	218 5%	2592 10%	1245 9%	1565 11%	353 10%	945 9%	542 9%	377 10%	1777 10%	456 8%	361 12%	151 18%	96 6%
The speed of my computer	1470 5%	129 3%	1425 6%	494 3%	1059 7%	318 9%	517 5%	215 4%	162 4%	863 5%	330 6%	234 8%	97 11%	43 2%
Don't know	5626 20%	844 21%	5111 20%	2664 18%	3292 22%	885 25%	2108 21%	991 17%	618 17%	3962 22%	1174 20%	306 10%	159 19%	432 25%

Q35. The speed of a broadband internet connection with DSL (ADSL, xDSL) technology...

ONE ANSWER ONLY

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
... is the same for downloading and uploading	5713 21%	2729 19%	3296 22%	898 22%	1853 21%	1818 21%	1456 19%	114 17%	1048 23%	2001 20%	1949 21%	758 21%	155 18%	1424 21%	2841 21%	1760 20%
... is lower for downloading	3040 11%	1727 12%	1477 10%	560 14%	1171 13%	940 11%	532 7%	68 10%	428 9%	1064 11%	1064 11%	484 13%	95 11%	840 12%	1548 11%	816 9%
... is higher for downloading	10301 37%	6914 48%	3971 27%	1538 38%	3511 39%	3086 36%	2749 36%	241 36%	1644 36%	3624 36%	3636 39%	1481 40%	259 30%	2802 41%	4971 36%	3112 36%
Don't know	8615 31%	3099 21%	6030 41%	1056 26%	2421 27%	2745 32%	2907 38%	245 37%	1455 32%	3366 33%	2745 29%	957 26%	357 41%	1809 26%	4363 32%	2957 34%

Q35. The speed of a broadband internet connection with DSL (ADSL, xDSL) technology...

ONE ANSWER ONLY

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
... is the same for downloading and uploading	5713 21%	426 26%	1023 24%	2166 22%	1929 22%	4096 20%	2397 21%	1967 21%	1661 20%	3090 23%	2936 19%	0 0	6025 29%	3863 21%	2101 20%	62 20%	2279 25%	2730 19%	1015 18%
... is lower for downloading	3040 11%	280 17%	632 15%	1332 13%	994 11%	2210 11%	1290 11%	1266 13%	648 8%	1919 14%	1285 8%	0 0	3204 15%	2092 11%	1076 10%	36 12%	1263 14%	1539 11%	402 7%
... is higher for downloading	10301 37%	573 34%	1661 39%	4531 45%	3421 39%	7464 37%	4614 40%	3614 38%	2657 32%	5713 42%	5171 33%	8165 100%	2720 13%	6913 38%	3929 37%	43 14%	3652 39%	5427 38%	1806 31%
Don't know	8615 31%	384 23%	963 23%	2016 20%	2508 28%	6621 32%	3296 28%	2601 28%	3231 39%	2794 21%	6335 40%	0 0	9129 43%	5363 29%	3599 34%	166 54%	2064 22%	4513 32%	2551 44%

Volume

Q35. The speed of a broadband internet connection with DSL (ADSL, xDSL) technology...

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
... is the same for downloading and uploading	5713 21%	587 15%	5438 22%	2716 19%	3309 22%	652 18%	2160 22%	1181 20%	805 22%	3738 21%	1133 19%	688 23%	252 30%	290 17%
... is lower for downloading	3040 11%	390 10%	2814 11%	1520 11%	1684 11%	507 14%	1121 11%	538 9%	336 9%	1879 10%	661 11%	425 14%	136 16%	130 7%
... is higher for downloading	10301 37%	1342 33%	9543 38%	6143 42%	4742 32%	1106 31%	3444 34%	2593 44%	1387 38%	7328 40%	1971 34%	1045 35%	215 25%	502 29%
Don't know	8615 31%	1698 42%	7430 29%	4079 28%	5050 34%	1329 37%	3270 33%	1639 28%	1094 30%	5266 29%	2112 36%	831 28%	248 29%	825 47%

Q34&35. Proficient answers on Q34 and Q35

FILTER: CORRECT ANSWERS Q34=1 AND Q35=3

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Proficient	7721 28%	5636 39%	2529 17%	1150 28%	2721 30%	2330 27%	1964 26%	123 18%	1147 25%	2693 27%	2822 30%	1182 32%	198 23%	2164 31%	3716 27%	2285 26%
Not Proficient	19947 72%	8833 61%	12245 83%	2901 72%	6236 70%	6259 73%	5680 74%	545 82%	3428 75%	7362 73%	6572 70%	2498 68%	668 77%	4712 69%	10007 73%	6360 74%

Q34&35. Proficient answers on Q34 and Q35

FILTER: CORRECT ANSWERS Q34=1 AND Q35=3

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
Proficient	7721	355	1184	3512	2560	5605	3366	2813	1985	4173	3992	8165	0	5226	2919	20	2607	4219	1338
	28%	21%	28%	35%	29%	27%	29%	30%	24%	31%	25%	100%	0	29%	27%	7%	28%	30%	23%
Not Proficient	19947	1308	3096	6534	6292	14786	8233	6634	6211	9343	11735	0	21078	13005	7786	286	6652	9990	4436
	72%	79%	72%	65%	71%	73%	71%	70%	76%	69%	75%	0	100%	71%	73%	93%	72%	70%	77%

Volume



Q34&35. Proficient answers on Q34 and Q35

FILTER: CORRECT ANSWERS Q34=1 AND Q35=3

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Proficient	7721 28%	1098 27%	7066 28%	4913 34%	3252 22%	698 19%	2588 26%	2113 35%	1000 28%	5489 30%	1508 26%	784 26%	113 13%	413 24%
Not Proficient	19947 72%	2918 73%	18159 72%	9545 66%	11533 78%	2897 81%	7406 74%	3839 65%	2622 72%	12721 70%	4368 74%	2205 74%	738 87%	1335 76%

Q36. Please provide now some technical details regarding your home internet connection: How does your household access the internet from home?

MULTIPLE ANSWERS POSSIBLE

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Via ADSL, xDSL or a similar type of connection on the fixed telephone line using a modem, a box or a router (<i>broadband internet</i>)	15504 56%	8404 58%	7934 54%	1955 48%	4788 53%	5021 58%	4573 60%	317 48%	2716 59%	5675 56%	5388 57%	1886 51%	357 41%	3645 53%	7068 52%	5627 65%
Via the cable TV network using a cable modem, box or router (<i>broadband internet</i>)	5533 20%	2681 19%	3196 22%	874 22%	1775 20%	1604 19%	1623 21%	136 20%	776 17%	2145 21%	1839 20%	767 21%	210 24%	1445 21%	3229 24%	1203 14%
Via an optical fibre line	2807 10%	1560 11%	1430 10%	518 13%	1100 12%	808 9%	563 7%	71 11%	317 7%	950 9%	1068 11%	498 14%	85 10%	956 14%	1585 12%	448 5%
Via a dial-up connection using a standard telephone line or an ISDN line	1778 6%	866 6%	1005 7%	338 8%	570 6%	537 6%	426 6%	68 10%	428 9%	508 5%	533 6%	244 7%	91 10%	407 6%	873 6%	592 7%
Via the use of a dongle or USB stick (<i>mobile internet</i>)	1283 5%	589 4%	768 5%	186 5%	446 5%	412 5%	312 4%	46 7%	244 5%	455 5%	371 4%	165 4%	76 9%	281 4%	601 4%	475 5%
Via the satellite network	804 3%	371 3%	480 3%	187 5%	281 3%	201 2%	183 2%	20 3%	129 3%	311 3%	239 3%	121 3%	31 4%	208 3%	392 3%	251 3%

Q36. Please provide now some technical details regarding your home internet connection: How does your household access the internet from home?

MULTIPLE ANSWERS POSSIBLE

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Other	503 2%	281 2%	253 2%	75 2%	185 2%	174 2%	101 1%	26 4%	66 1%	179 2%	130 1%	82 2%	51 6%	103 1%	202 1%	230 3%
Don't know	42 0	21 0	27 0	12 0	13 0	12 0	10 0	10 1%	5 0	14 0	11 0	2 0	6 1%	9 0	19 0	19 0

Q36. Please provide now some technical details regarding your home internet connection: How does your household access the internet from home?

MULTIPLE ANSWERS POSSIBLE

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
Via ADSL, xDSL or a similar type of connection on the fixed telephone line using a modem, a box or a router (<i>broadband internet</i>)	15504 56%	830 50%	2256 53%	6061 60%	6428 73%	9911 49%	6371 55%	5449 58%	4519 55%	7822 58%	8516 54%	5222 64%	11117 53%	10262 56%	5954 56%	123 40%	4795 52%	8020 56%	3524 61%
Via the cable TV network using a cable modem, box or router (<i>broadband internet</i>)	5533 20%	344 21%	853 20%	1773 18%	831 9%	5046 25%	2245 19%	1894 20%	1737 21%	2456 18%	3420 22%	1508 18%	4368 21%	3685 20%	2139 20%	53 17%	1874 20%	2798 20%	1204 21%
Via an optical fibre line	2807 10%	200 12%	463 11%	1053 10%	543 6%	2447 12%	1279 11%	905 10%	805 10%	1425 11%	1564 10%	784 10%	2205 10%	1984 11%	966 9%	39 13%	1180 13%	1449 10%	360 6%
Via a dial-up connection using a standard telephone line or an ISDN line	1778 6%	149 9%	341 8%	585 6%	695 8%	1177 6%	754 7%	630 7%	487 6%	953 7%	919 6%	267 3%	1604 8%	1079 6%	739 7%	53 17%	722 8%	865 6%	285 5%
Via the use of a dongle or USB stick (<i>mobile internet</i>)	1283 5%	82 5%	146 3%	384 4%	268 3%	1089 5%	623 5%	327 3%	407 5%	453 3%	904 6%	312 4%	1045 5%	739 4%	582 5%	36 12%	358 4%	679 5%	321 6%
Via the satellite network	804 3%	65 4%	215 5%	246 2%	142 2%	709 3%	347 3%	267 3%	236 3%	461 3%	389 2%	113 1%	738 3%	529 3%	317 3%	5 2%	377 4%	391 3%	83 1%

Q36. Please provide now some technical details regarding your home internet connection: How does your household access the internet from home?

MULTIPLE ANSWERS POSSIBLE

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
Other	503	34	58	134	64	471	222	131	182	149	385	144	391	311	220	3	138	294	102
		2%	1%	1%	1%	2%	2%	1%	2%	1%	2%	2%	2%	2%	2%	1%	1%	2%	2%
Don't know	42	2	4	8	14	33	17	11	19	6	41	6	41	23	21	3	12	15	20
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1%	0	0	0

Q36. Please provide now some technical details regarding your home internet connection: How does your household access the internet from home?

MULTIPLE ANSWERS POSSIBLE

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Via ADSL, xDSL or a similar type of connection on the fixed telephone line using a modem, a box or a router (<i>broadband internet</i>)	15504 56%	1693 42%	14646 58%	9298 64%	7041 48%	1814 50%	5498 55%	3431 58%	1362 38%	16339 90%	0 0	0 0	0 0	221 13%
Via the cable TV network using a cable modem, box or router (<i>broadband internet</i>)	5533 20%	589 15%	5288 21%	2629 18%	3247 22%	606 17%	1987 20%	1447 24%	1042 29%	0 0	5877 100%	0 0	0 0	78 4%
Via an optical fibre line	2807 10%	495 12%	2494 10%	1241 9%	1748 12%	303 8%	934 9%	597 10%	872 24%	0 0	0 0	2989 100%	0 0	48 3%
Via a dial-up connection using a standard telephone line or an ISDN line	1778 6%	268 7%	1604 6%	676 5%	1195 8%	395 11%	674 7%	262 4%	166 5%	1871 10%	0 0	0 0	0 0	56 3%
Via the use of a dongle or USB stick (<i>mobile internet</i>)	1283 5%	639 16%	718 3%	330 2%	1027 7%	235 7%	531 5%	154 3%	148 4%	276 2%	78 1%	48 2%	42 5%	1357 78%
Via the satellite network	804 3%	222 6%	629 2%	296 2%	555 4%	167 5%	387 4%	108 2%	72 2%	0 0	0 0	0 0	851 100%	42 2%

Volume

Q36. Please provide now some technical details regarding your home internet connection: How does your household access the internet from home?

MULTIPLE ANSWERS POSSIBLE

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Other	503 2%	303 8%	232 1%	195 1%	339 2%	158 4%	195 2%	45 1%	49 1%	0 0	0 0	0 0	0 0	534 31%
Don't know	42 0	25 1%	22 0	9 0	38 0	11 0	22 0	5 0	7 0	0 0	0 0	0 0	0 0	35 2%

Q37. Which internet provider do you use for your main home internet connection?

ONE ANSWER ONLY

	EU 27	GENDER		AGE				EDUCATION						TYPE OF LOCALITY		
		Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Incumbent	8362 30%	4558 32%	4294 29%	1224 30%	2483 28%	2658 31%	2486 33%	180 27%	1405 31%	3171 32%	2813 30%	1069 29%	213 25%	1780 26%	3409 25%	3663 42%
Others	19306 70%	9911 68%	10480 71%	2827 70%	6473 72%	5931 69%	5158 67%	488 73%	3170 69%	6883 68%	6582 70%	2611 71%	653 75%	5095 74%	10313 75%	4982 58%

Q37. Which internet provider do you use for your main home internet connection?

ONE ANSWER ONLY

	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS			
	EU 27	1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
Incumbent	8362	589	1389	2928	8852	0	2633	3342	2877	4050	4801	2560	6292	5349	3407	96	2913	4320	1619
	30%	35%	32%	29%	100%	0	23%	35%	35%	30%	31%	31%	30%	29%	32%	31%	31%	30%	28%
Others	19306	1074	2891	7118	0	20391	8965	6106	5320	9465	10925	5605	14786	12882	7298	211	6346	9889	4155
	70%	65%	68%	71%	0	100%	77%	65%	65%	70%	69%	69%	70%	71%	68%	69%	69%	70%	72%

Volume

Q37. Which internet provider do you use for your main home internet connection?

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Incumbent	8362 30%	811 20%	8040 32%	4638 32%	4214 29%	1203 33%	3160 32%	1601 27%	836 23%	7123 39%	831 14%	543 18%	142 17%	319 18%
Others	19306 70%	3205 80%	17186 68%	9820 68%	10571 71%	2392 67%	6834 68%	4350 73%	2786 77%	11087 61%	5046 86%	2447 82%	709 83%	1429 82%

Q38. How fast is the advertised speed of your main home internet connection?

ONE ANSWER ONLY

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
No more than 1 Mbps	1156 4%	581 4%	637 4%	206 5%	322 4%	414 5%	277 4%	92 14%	254 6%	384 4%	276 3%	166 5%	43 5%	282 4%	408 3%	528 6%
More than 1 Mbps but no more than 2 Mbps	2252 8%	1108 8%	1269 9%	426 11%	691 8%	693 8%	567 7%	109 16%	329 7%	757 8%	700 7%	393 11%	89 10%	433 6%	1004 7%	941 11%
More than 2 Mbps but no more than 4 Mbps	3635 13%	1789 12%	2055 14%	593 15%	1144 13%	1062 12%	1044 14%	94 14%	565 12%	1315 13%	1266 13%	493 13%	110 13%	790 11%	1667 12%	1387 16%
More than 4 Mbps but no more than 8 Mbps	1096 4%	579 4%	636 4%	202 5%	371 4%	354 4%	288 4%	39 6%	165 4%	407 4%	412 4%	156 4%	37 4%	266 4%	568 4%	381 4%
More than 8 Mbps but no more than 12 Mbps	4672 17%	2384 16%	2551 17%	667 16%	1618 18%	1471 17%	1178 15%	110 16%	590 13%	1778 18%	1739 19%	585 16%	134 15%	1254 18%	2448 18%	1234 14%
More than 12 Mbps but no more than 30 Mbps	5626 20%	3028 21%	2923 20%	766 19%	1865 21%	1740 20%	1579 21%	90 13%	1077 24%	2000 20%	1918 20%	709 19%	157 18%	1535 22%	3130 23%	1287 15%
More than 30 Mbps	3434 12%	1838 13%	1784 12%	535 13%	1037 12%	1069 12%	981 13%	83 12%	622 14%	1199 12%	1171 12%	426 12%	121 14%	1020 15%	1766 13%	836 10%

Q38. How fast is the advertised speed of your main home internet connection?

ONE ANSWER ONLY

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Don't know	5797 21%	3162 22%	2918 20%	656 16%	1908 21%	1785 21%	1730 23%	51 8%	972 21%	2215 22%	1913 20%	752 20%	176 20%	1296 19%	2732 20%	2052 24%
Up to 2 Mbps	3407 12%	1689 12%	1906 13%	632 16%	1012 11%	1107 13%	844 11%	201 30%	583 13%	1141 11%	975 10%	559 15%	132 15%	715 10%	1411 10%	1469 17%
>2 Mbps to 12 Mbps	9404 34%	4752 33%	5242 35%	1463 36%	3133 35%	2887 34%	2510 33%	243 36%	1320 29%	3500 35%	3417 36%	1233 34%	281 32%	2309 34%	4683 34%	3002 35%
>12 Mbps to 30 Mbps	5626 20%	3028 21%	2923 20%	766 19%	1865 21%	1740 20%	1579 21%	90 13%	1077 24%	2000 20%	1918 20%	709 19%	157 18%	1535 22%	3130 23%	1287 15%
More than 30 Mbps	3434 12%	1838 13%	1784 12%	535 13%	1037 12%	1069 12%	981 13%	83 12%	622 14%	1199 12%	1171 12%	426 12%	121 14%	1020 15%	1766 13%	836 10%
Average	18.7	19.3	18.1	18	18.4	18.7	19.4	14.8	20.1	18.6	18.9	17.6	19.1	20.8	19.6	15.4

Q38. How fast is the advertised speed of your main home internet connection?

ONE ANSWER ONLY

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
No more than 1 Mbps	1156 4%	205 12%	185 4%	270 3%	408 5%	810 4%	448 4%	420 4%	350 4%	552 4%	666 4%	196 2%	1022 5%	726 4%	471 4%	21 7%	448 5%	562 4%	207 4%
More than 1 Mbps but no more than 2 Mbps	2252 8%	165 10%	493 12%	726 7%	795 9%	1582 8%	842 7%	892 9%	644 8%	1111 8%	1267 8%	502 6%	1876 9%	1373 8%	992 9%	13 4%	799 9%	1132 8%	447 8%
More than 2 Mbps but no more than 4 Mbps	3635 13%	288 17%	694 16%	1264 13%	1169 13%	2675 13%	1466 13%	1349 14%	1029 13%	1828 14%	2016 13%	912 11%	2932 14%	2333 13%	1465 14%	45 15%	1264 14%	1920 14%	660 11%
More than 4 Mbps but no more than 8 Mbps	1096 4%	63 4%	164 4%	331 3%	406 5%	809 4%	418 4%	376 4%	421 5%	396 3%	819 5%	360 4%	855 4%	745 4%	464 4%	7 2%	414 4%	627 4%	174 3%
More than 8 Mbps but no more than 12 Mbps	4672 17%	242 15%	709 17%	1659 17%	1585 18%	3350 16%	2072 18%	1501 16%	1362 17%	2154 16%	2781 18%	1316 16%	3619 17%	3118 17%	1777 17%	41 13%	1578 17%	2400 17%	957 17%
More than 12 Mbps but no more than 30 Mbps	5626 20%	279 17%	685 16%	2278 23%	1601 18%	4350 21%	2467 21%	1845 20%	1639 20%	2789 21%	3162 20%	2113 26%	3839 18%	3769 21%	2133 20%	49 16%	1828 20%	2853 20%	1271 22%
More than 30 Mbps	3434 12%	185 11%	410 10%	1160 12%	836 9%	2786 14%	1540 13%	870 9%	1212 15%	1527 11%	2095 13%	1000 12%	2622 12%	2460 13%	1101 10%	61 20%	1252 14%	1651 12%	719 12%

Q38. How fast is the advertised speed of your main home internet connection?

ONE ANSWER ONLY

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
Don't know	5797 21%	237 14%	941 22%	2358 23%	2051 23%	4029 20%	2345 20%	2194 23%	1540 19%	3159 23%	2921 19%	1765 22%	4315 20%	3708 20%	2302 22%	70 23%	1676 18%	3064 22%	1340 23%
Up to 2 Mbps	3407 12%	370 22%	677 16%	996 10%	1203 14%	2392 12%	1290 11%	1313 14%	993 12%	1663 12%	1932 12%	698 9%	2897 14%	2099 12%	1463 14%	34 11%	1247 13%	1694 12%	654 11%
>2 Mbps to 12 Mbps	9404 34%	592 36%	1567 37%	3255 32%	3160 36%	6834 34%	3957 34%	3225 34%	2813 34%	4378 32%	5616 36%	2588 32%	7406 35%	6196 34%	3706 35%	92 30%	3255 35%	4948 35%	1791 31%
>12 Mbps to 30 Mbps	5626 20%	279 17%	685 16%	2278 23%	1601 18%	4350 21%	2467 21%	1845 20%	1639 20%	2789 21%	3162 20%	2113 26%	3839 18%	3769 21%	2133 20%	49 16%	1828 20%	2853 20%	1271 22%
More than 30 Mbps	3434 12%	185 11%	410 10%	1160 12%	836 9%	2786 14%	1540 13%	870 9%	1212 15%	1527 11%	2095 13%	1000 12%	2622 12%	2460 13%	1101 10%	61 20%	1252 14%	1651 12%	719 12%
Average	18.7	15.3	15.6	19.1	16.3	19.7	19.6	16.3	20.1	18.3	19	20	18.2	19.6	17	23.7	18.9	18.2	19.6

Q38. How fast is the advertised speed of your main home internet connection?

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
No more than 1 Mbps	1156 4%	284 7%	934 4%	467 3%	751 5%	1218 34%	0 0	0 0	0 0	752 4%	186 3%	105 4%	43 5%	152 9%
More than 1 Mbps but no more than 2 Mbps	2252 8%	438 11%	1940 8%	917 6%	1461 10%	2378 66%	0 0	0 0	0 0	1458 8%	420 7%	197 7%	124 15%	208 12%
More than 2 Mbps but no more than 4 Mbps	3635 13%	610 15%	3234 13%	1701 12%	2143 14%	0 0	3844 38%	0 0	0 0	2420 13%	653 11%	333 11%	185 22%	298 17%
More than 4 Mbps but no more than 8 Mbps	1096 4%	301 7%	914 4%	449 3%	766 5%	0 0	1215 12%	0 0	0 0	631 3%	256 4%	148 5%	57 7%	165 9%
More than 8 Mbps but no more than 12 Mbps	4672 17%	602 15%	4333 17%	2594 18%	2341 16%	0 0	4935 49%	0 0	0 0	3120 17%	1078 18%	453 15%	145 17%	209 12%
More than 12 Mbps but no more than 30 Mbps	5626 20%	594 15%	5358 21%	3337 23%	2615 18%	0 0	0 0	5951 100%	0 0	3693 20%	1447 25%	597 20%	108 13%	190 11%
More than 30 Mbps	3434 12%	488 12%	3134 12%	1880 13%	1742 12%	0 0	0 0	0 0	3622 100%	1528 8%	1042 18%	872 29%	72 8%	182 10%

Volume

Q38. How fast is the advertised speed of your main home internet connection?

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Don't know	5797 21%	699 17%	5380 21%	3113 22%	2966 20%	0 0	0 0	0 0	0 0	4609 25%	794 14%	284 9%	116 14%	343 20%
Up to 2 Mbps	3407 12%	722 18%	2873 11%	1383 10%	2212 15%	3595 100%	0 0	0 0	0 0	2209 12%	606 10%	303 10%	167 20%	360 21%
>2 Mbps to 12 Mbps	9404 34%	1513 38%	8481 34%	4744 33%	5250 36%	0 0	9994 100%	0 0	0 0	6171 34%	1987 34%	934 31%	387 46%	673 38%
>12 Mbps to 30 Mbps	5626 20%	594 15%	5358 21%	3337 23%	2615 18%	0 0	0 0	5951 100%	0 0	3693 20%	1447 25%	597 20%	108 13%	190 11%
More than 30 Mbps	3434 12%	488 12%	3134 12%	1880 13%	1742 12%	0 0	0 0	0 0	3622 100%	1528 8%	1042 18%	872 29%	72 8%	182 10%
Average	18.7	16.5	19.1	20.1	17.4	1.2	6.8	21	65	16.3	22.3	28.1	12.9	14.4

Q39. Which of the following apply to you or other people in your household?

MULTIPLE ANSWERS POSSIBLE

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Regularly watch/download movies over the internet	7776 28%	4163 29%	4070 28%	1776 44%	3227 36%	2200 26%	1030 13%	157 24%	832 18%	2926 29%	2888 31%	1189 32%	239 28%	2239 33%	4039 29%	1955 23%
Use home internet connection for IP-TV or IP-phone	3615 13%	2233 15%	1605 11%	621 15%	1193 13%	1078 13%	945 12%	80 12%	487 11%	1267 13%	1320 14%	585 16%	99 11%	970 14%	1771 13%	1096 13%
Regularly play games online	9394 34%	4735 33%	5202 35%	1698 42%	3325 37%	2901 34%	2010 26%	245 37%	1541 34%	3545 35%	3204 34%	1112 30%	286 33%	2342 34%	4640 34%	2954 34%
Regularly exchange data over the internet (<i>photos, data files, etc</i>)	11895 43%	6009 42%	6579 45%	1949 48%	4131 46%	3498 41%	3009 39%	200 30%	1466 32%	4345 43%	4403 47%	1832 50%	342 39%	3089 45%	5816 42%	3684 43%
Regularly use social networking sites	14625 53%	7085 49%	8412 57%	2412 60%	5185 58%	4542 53%	3358 44%	289 43%	2030 44%	5461 54%	5222 56%	2006 55%	485 56%	3717 54%	7269 53%	4512 52%

Q39. Which of the following apply to you or other people in your household?

MULTIPLE ANSWERS POSSIBLE

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Regularly use VoIP programs (<i>internet telephone such as Skype, MSN</i>)	6676 24%	3548 25%	3523 24%	1110 27%	2233 25%	2039 24%	1688 22%	117 18%	866 19%	2391 24%	2448 26%	1056 29%	190 22%	1710 25%	3454 25%	1908 22%
Have a household member who is good with computers and using the internet	13092 47%	7050 49%	6788 46%	1779 44%	4236 47%	4331 50%	3490 46%	245 37%	2110 46%	4577 46%	4761 51%	1761 48%	384 44%	3318 48%	6494 47%	4025 47%
Use WiFi at home for internet access	13699 50%	7541 52%	6917 47%	2121 52%	4563 51%	4322 50%	3451 45%	234 35%	2024 44%	4925 49%	5064 54%	1816 49%	395 46%	3526 51%	6562 48%	4370 51%
Use home internet connection with 2 or more computers or other internet-capable devices at the same time	12284 44%	6670 46%	6349 43%	1760 43%	3790 42%	4108 48%	3361 44%	193 29%	1679 37%	4556 45%	4440 47%	1796 49%	353 41%	3086 45%	5828 42%	4105 47%
Yes, Wifi at home	13699 50%	7541 52%	6917 47%	2121 52%	4563 51%	4322 50%	3451 45%	234 35%	2024 44%	4925 49%	5064 54%	1816 49%	395 46%	3526 51%	6562 48%	4370 51%
No, Wifi at home	13969 50%	6928 48%	7857 53%	1930 48%	4393 49%	4267 50%	4193 55%	434 65%	2551 56%	5130 51%	4330 46%	1864 51%	471 54%	3350 49%	7160 52%	4275 49%

Q39. Which of the following apply to you or other people in your household?

MULTIPLE ANSWERS POSSIBLE

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
Regularly watch/download movies over the internet	7776 28%	449 27%	1251 29%	3269 33%	2190 25%	6043 30%	3599 31%	2701 29%	1933 24%	4110 30%	4124 26%	2808 34%	5426 26%	6025 33%	2168 20%	41 13%	2977 32%	4222 30%	1034 18%
Use home internet connection for IP-TV or IP-phone	3615 13%	237 14%	609 14%	1678 17%	1286 15%	2552 13%	1708 15%	1225 13%	904 11%	2145 16%	1692 11%	1277 16%	2560 12%	2618 14%	1192 11%	28 9%	1539 17%	1745 12%	554 10%
Regularly play games online	9394 34%	473 28%	1417 33%	3627 36%	2980 34%	6957 34%	4216 36%	3169 34%	2551 31%	4740 35%	5197 33%	2922 36%	7015 33%	7214 40%	2639 25%	83 27%	3214 35%	4915 35%	1807 31%
Regularly exchange data over the internet (<i>photos, data files, etc</i>)	11895 43%	614 37%	1887 44%	4901 49%	3734 42%	8854 43%	5074 44%	4187 44%	3327 41%	5936 44%	6652 42%	4029 49%	8559 41%	8428 46%	4088 38%	72 24%	4160 45%	6472 46%	1957 34%
Regularly use social networking sites	14625 53%	788 47%	2144 50%	5443 54%	4574 52%	10924 54%	6252 54%	5073 54%	4173 51%	6962 52%	8535 54%	4664 57%	10834 51%	10465 57%	4924 46%	108 35%	4750 51%	7899 56%	2848 49%

Q39. Which of the following apply to you or other people in your household?

MULTIPLE ANSWERS POSSIBLE

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
Regularly use VoIP programs (<i>internet telephone such as Skype, MSN</i>)	6676 24%	381 23%	1033 24%	2922 29%	2066 23%	5005 25%	2996 26%	2283 24%	1792 22%	3447 26%	3624 23%	2291 28%	4780 23%	4930 27%	2078 19%	64 21%	2677 29%	3378 24%	1016 18%
Have a household member who is good with computers and using the internet	13092 47%	673 40%	1904 44%	5237 52%	4192 47%	9645 47%	5631 49%	4461 47%	3745 46%	6451 48%	7386 47%	4945 61%	8892 42%	9140 50%	4637 43%	60 20%	4155 45%	7219 51%	2464 43%
Use WiFi at home for internet access	13699 50%	738 44%	1928 45%	5638 56%	4638 52%	9820 48%	6036 52%	4634 49%	3788 46%	6786 50%	7672 49%	4913 60%	9545 45%	9367 51%	5010 47%	80 26%	4485 48%	7260 51%	2714 47%
Use home internet connection with 2 or more computers or other internet-capable devices at the same time	12284 44%	589 35%	1793 42%	4970 49%	4134 47%	8885 44%	5363 46%	4150 44%	3505 43%	6109 45%	6910 44%	4614 57%	8405 40%	8953 49%	4024 38%	42 14%	4186 45%	6594 46%	2239 39%
Yes, Wifi at home	13699 50%	738 44%	1928 45%	5638 56%	4638 52%	9820 48%	6036 52%	4634 49%	3788 46%	6786 50%	7672 49%	4913 60%	9545 45%	9367 51%	5010 47%	80 26%	4485 48%	7260 51%	2714 47%
No, Wifi at home	13969 50%	925 56%	2351 55%	4409 44%	4214 48%	10571 52%	5563 48%	4814 51%	4408 54%	6730 50%	8055 51%	3252 40%	11533 55%	8863 49%	5695 53%	226 74%	4774 52%	6950 49%	3060 53%

Q39. Which of the following apply to you or other people in your household?

MULTIPLE ANSWERS POSSIBLE

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Regularly watch/download movies over the internet	7776 28%	1214 30%	7019 28%	4785 33%	3449 23%	800 22%	2841 28%	1904 32%	1263 35%	4781 26%	1829 31%	1137 38%	201 24%	433 25%
Use home internet connection for IP-TV or IP-phone	3615 13%	289 7%	3549 14%	2279 16%	1558 11%	416 12%	1238 12%	894 15%	617 17%	2572 14%	683 12%	405 14%	105 12%	125 7%
Regularly play games online	9394 34%	1277 32%	8660 34%	5228 36%	4708 32%	1040 29%	3344 33%	2242 38%	1400 39%	6091 33%	2060 35%	1178 39%	240 28%	514 29%
Regularly exchange data over the internet (<i>photos, data files, etc</i>)	11895 43%	1791 45%	10797 43%	6953 48%	5636 38%	1425 40%	4265 43%	2780 47%	1770 49%	7506 41%	2690 46%	1499 50%	298 35%	848 48%
Regularly use social networking sites	14625 53%	2258 56%	13239 52%	8522 59%	6975 47%	1680 47%	5280 53%	3418 57%	1977 55%	9415 52%	3323 57%	1638 55%	366 43%	1011 58%

Q39. Which of the following apply to you or other people in your household?

MULTIPLE ANSWERS POSSIBLE

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Regularly use VoIP programs (<i>internet telephone such as Skype, MSN</i>)	6676 24%	1012 25%	6059 24%	4178 29%	2893 20%	697 19%	2391 24%	1599 27%	1101 30%	4269 23%	1474 25%	826 28%	201 24%	431 25%
Have a household member who is good with computers and using the internet	13092 47%	1998 50%	11839 47%	7405 51%	6432 44%	1452 40%	4495 45%	3195 54%	1807 50%	8693 48%	2834 48%	1390 47%	316 37%	841 48%
Use WiFi at home for internet access	13699 50%	1618 40%	12839 51%	14458 100%	0 0	1383 38%	4744 47%	3337 56%	1880 52%	9974 55%	2629 45%	1241 42%	296 35%	500 29%
Use home internet connection with 2 or more computers or other internet-capable devices at the same time	12284 44%	1575 39%	11443 45%	8742 60%	4276 29%	1179 33%	4364 44%	3067 52%	1813 50%	8373 46%	2727 46%	1382 46%	248 29%	438 25%
Yes, Wifi at home	13699 50%	1618 40%	12839 51%	14458 100%	0 0	1383 38%	4744 47%	3337 56%	1880 52%	9974 55%	2629 45%	1241 42%	296 35%	500 29%
No, Wifi at home	13969 50%	2398 60%	12386 49%	0 0	14785 100%	2212 62%	5250 53%	2615 44%	1742 48%	8237 45%	3247 55%	1748 58%	555 65%	1248 71%

Q40. How often do you or other household members access the internet at home for work?

ONE ANSWER ONLY

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
5 or more hours per day	4577 17%	2591 18%	2225 15%	831 21%	1651 18%	1374 16%	959 13%	165 25%	518 11%	1475 15%	1624 17%	886 24%	147 17%	1462 21%	2195 16%	1159 13%
3 to 4 hours per day	4213 15%	2413 17%	2030 14%	842 21%	1466 16%	1199 14%	937 12%	109 16%	594 13%	1384 14%	1601 17%	652 18%	102 12%	1178 17%	2167 16%	1098 13%
1 to 2 hours per day	6015 22%	3405 24%	2952 20%	1066 26%	1952 22%	1895 22%	1442 19%	81 12%	831 18%	2085 21%	2193 23%	1012 28%	153 18%	1475 21%	3109 23%	1773 21%
Once or twice per week	3522 13%	1792 12%	1948 13%	503 12%	1319 15%	1194 14%	724 9%	29 4%	449 10%	1270 13%	1410 15%	504 14%	79 9%	854 12%	1720 13%	1166 13%
Less often	3878 14%	1894 13%	2219 15%	464 11%	1289 14%	1279 15%	1080 14%	70 10%	773 17%	1552 15%	1230 13%	350 10%	135 16%	876 13%	1978 14%	1259 15%
Never	5463 20%	2374 16%	3400 23%	344 8%	1280 14%	1647 19%	2502 33%	214 32%	1408 31%	2289 23%	1336 14%	276 7%	250 29%	1031 15%	2553 19%	2190 25%
3 or more hours per day	8790 32%	5004 35%	4255 29%	1673 41%	3117 35%	2573 30%	1895 25%	274 41%	1113 24%	2859 28%	3225 34%	1538 42%	250 29%	2640 38%	4362 32%	2257 26%

Q40. How often do you or other household members access the internet at home for work?

ONE ANSWER ONLY

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
less than 3 hours per day	13415 48%	7091 49%	7119 48%	2034 50%	4559 51%	4368 51%	3247 42%	180 27%	2053 45%	4907 49%	4832 51%	1866 51%	366 42%	3204 47%	6807 50%	4198 49%
Never	5463 20%	2374 16%	3400 23%	344 8%	1280 14%	1647 19%	2502 33%	214 32%	1408 31%	2289 23%	1336 14%	276 7%	250 29%	1031 15%	2553 19%	2190 25%

Q40. How often do you or other household members access the internet at home for work?

ONE ANSWER ONLY

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15726	8165	21078	18231	10705	307	9259	14210	5774
5 or more hours per day	4577 17%	476 29%	821 19%	1852 18%	1452 16%	3364 16%	2093 18%	1569 17%	1154 14%	2774 21%	2042 13%	1375 17%	3440 16%	3802 21%	993 9%	20 6%	4815 52%	0 0	0 0
3 to 4 hours per day	4213 15%	292 18%	907 21%	1622 16%	1461 17%	2982 15%	1800 16%	1560 17%	1083 13%	2475 18%	1969 13%	1232 15%	3211 15%	2855 16%	1529 14%	59 19%	4443 48%	0 0	0 0
1 to 2 hours per day	6015 22%	322 19%	1047 24%	2461 24%	1979 22%	4378 21%	2476 21%	2280 24%	1601 20%	2950 22%	3407 22%	1905 23%	4452 21%	3189 17%	3124 29%	43 14%	0 0	6357 45%	0 0
Once or twice per week	3522 13%	153 9%	511 12%	1387 14%	1153 13%	2588 13%	1427 12%	1300 14%	1013 12%	1613 12%	2128 14%	1108 14%	2633 12%	2111 12%	1582 15%	47 15%	0 0	3740 26%	0 0
Less often	3878 14%	201 12%	476 11%	1289 13%	1189 13%	2924 14%	1660 14%	1229 13%	1224 15%	1611 12%	2501 16%	1207 15%	2905 14%	2562 14%	1547 14%	4 1%	0 0	4113 29%	0 0
Never	5463 20%	220 13%	518 12%	1436 14%	1619 18%	4155 20%	2141 18%	1510 16%	2123 26%	2094 15%	3680 23%	1338 16%	4436 21%	3711 20%	1930 18%	133 43%	0 0	0 0	5774 100%
3 or more hours per day	8790 32%	768 46%	1728 40%	3474 35%	2913 33%	6346 31%	3894 34%	3129 33%	2236 27%	5248 39%	4010 26%	2607 32%	6652 32%	6657 37%	2522 24%	79 26%	9259 100%	0 0	0 0

Q40. How often do you or other household members access the internet at home for work?

ONE ANSWER ONLY

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15726	8165	21078	18231	10705	307	9259	14210	5774
less than 3 hours per day	13415 48%	675 41%	2033 48%	5137 51%	4320 49%	9889 48%	5563 48%	4809 51%	3838 47%	6174 46%	8036 51%	4219 52%	9990 47%	7863 43%	6252 58%	94 31%	0 0	14210 100%	0 0
Never	5463 20%	220 13%	518 12%	1436 14%	1619 18%	4155 20%	2141 18%	1510 16%	2123 26%	2094 15%	3680 23%	1338 16%	4436 21%	3711 20%	1930 18%	133 43%	0 0	0 0	5774 100%

Q40. How often do you or other household members access the internet at home for work?

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
5 or more hours per day	4577 17%	557 14%	4258 17%	2458 17%	2357 16%	687 19%	1581 16%	993 17%	765 21%	2842 16%	1017 17%	635 21%	179 21%	224 13%
3 to 4 hours per day	4213 15%	458 11%	3985 16%	2027 14%	2417 16%	561 16%	1674 17%	835 14%	488 13%	2675 15%	857 15%	545 18%	198 23%	233 13%
1 to 2 hours per day	6015 22%	848 21%	5509 22%	3260 23%	3097 21%	742 21%	2323 23%	1226 21%	727 20%	3961 22%	1218 21%	695 23%	224 26%	339 19%
Once or twice per week	3522 13%	618 15%	3122 12%	1946 13%	1795 12%	454 13%	1318 13%	733 12%	442 12%	2285 13%	746 13%	405 14%	93 11%	265 15%
Less often	3878 14%	635 16%	3477 14%	2054 14%	2058 14%	498 14%	1306 13%	894 15%	483 13%	2639 14%	833 14%	349 12%	74 9%	292 17%
Never	5463 20%	900 22%	4874 19%	2714 19%	3060 21%	654 18%	1791 18%	1271 21%	719 20%	3809 21%	1204 20%	360 12%	83 10%	395 23%
3 or more hours per day	8790 32%	1015 25%	8244 33%	4485 31%	4774 32%	1247 35%	3255 33%	1828 31%	1252 35%	5517 30%	1874 32%	1180 39%	377 44%	457 26%

Volume

Q40. How often do you or other household members access the internet at home for work?

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
less than 3 hours per day	13415 48%	2101 52%	12108 48%	7260 50%	6950 47%	1694 47%	4948 50%	2853 48%	1651 46%	8885 49%	2798 48%	1449 48%	391 46%	896 51%
Never	5463 20%	900 22%	4874 19%	2714 19%	3060 21%	654 18%	1791 18%	1271 21%	719 20%	3809 21%	1204 20%	360 12%	83 10%	395 23%

Q41. How often do you or other household members access the internet at home for leisure?

ONE ANSWER ONLY

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8588	7644	668	4575	10055	9394	3680	866	6875	13722	8645
5 or more hours per day	8319 30%	4338 30%	4475 30%	1608 40%	2817 31%	2661 31%	1725 23%	292 44%	1296 28%	3153 31%	2773 30%	1015 28%	283 33%	2248 33%	4188 31%	2377 27%
3 to 4 hours per day	8913 32%	4655 32%	4762 32%	1260 31%	2923 33%	2820 33%	2413 32%	146 22%	1522 33%	3223 32%	3028 32%	1238 34%	256 30%	2264 33%	4405 32%	2748 32%
1 to 2 hours per day	8639 31%	4448 31%	4671 32%	959 24%	2727 30%	2622 31%	2809 37%	162 24%	1465 32%	3088 31%	3001 32%	1166 32%	237 27%	2008 29%	4258 31%	2853 33%
Once or twice per week	1100 4%	619 4%	541 4%	122 3%	312 3%	344 4%	382 5%	13 2%	172 4%	349 3%	415 4%	162 4%	49 6%	211 3%	565 4%	384 4%
Less often	406 1%	249 2%	178 1%	68 2%	94 1%	74 1%	191 2%	37 6%	73 2%	143 1%	106 1%	54 1%	14 2%	58 1%	193 1%	176 2%
Never	292 1%	160 1%	146 1%	34 1%	82 1%	67 1%	124 2%	18 3%	47 1%	97 1%	72 1%	44 1%	27 3%	86 1%	113 1%	107 1%
3 or more hours per day	17231 62%	8993 62%	9238 63%	2868 71%	5740 64%	5482 64%	4138 54%	438 66%	2819 62%	6377 63%	5801 62%	2253 61%	539 62%	4512 66%	8594 63%	5125 59%

Q41. How often do you or other household members access the internet at home for leisure?

ONE ANSWER ONLY

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8588	7644	668	4575	10055	9394	3680	866	6875	13722	8645
less than 3 hours per day	10145 37%	5315 37%	5390 36%	1149 28%	3134 35%	3040 35%	3382 44%	211 32%	1709 37%	3580 36%	3521 37%	1382 38%	300 35%	2277 33%	5016 37%	3412 39%
Never	292 1%	160 1%	146 1%	34 1%	82 1%	67 1%	124 2%	18 3%	47 1%	97 1%	72 1%	44 1%	27 3%	86 1%	113 1%	107 1%

Q41. How often do you or other household members access the internet at home for leisure?

ONE ANSWER ONLY

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15726	8165	21078	18231	10705	307	9259	14210	5774
5 or more hours per day	8319 30%	647 39%	1211 28%	3291 33%	2446 28%	6367 31%	3730 32%	2804 30%	2279 28%	4339 32%	4474 28%	2644 32%	6169 29%	8813 48%	0 0	0 0	3722 40%	3316 23%	1775 31%
3 to 4 hours per day	8913 32%	472 28%	1487 35%	3362 33%	2903 33%	6515 32%	3846 33%	3089 33%	2483 30%	4566 34%	4851 31%	2581 32%	6836 32%	9418 52%	0 0	0 0	2935 32%	4547 32%	1936 34%
1 to 2 hours per day	8639 31%	440 26%	1307 31%	2908 29%	2883 33%	6235 31%	3368 29%	3016 32%	2735 33%	3927 29%	5191 33%	2601 32%	6517 31%	0 0	9118 85%	0 0	2207 24%	5270 37%	1642 28%
Once or twice per week	1100 4%	63 4%	191 4%	350 3%	373 4%	787 4%	429 4%	355 4%	375 5%	446 3%	714 5%	247 3%	913 4%	0 0	1160 11%	0 0	199 2%	762 5%	199 3%
Less often	406 1%	25 2%	62 1%	64 1%	151 2%	276 1%	134 1%	120 1%	173 2%	131 1%	296 2%	71 1%	356 2%	0 0	427 4%	0 0	116 1%	221 2%	90 2%
Never	292 1%	15 1%	21 0	71 1%	96 1%	211 1%	91 1%	63 1%	153 2%	106 1%	201 1%	20 0	286 1%	0 0	0 0	307 100%	79 1%	94 1%	133 2%
3 or more hours per day	17231 62%	1119 67%	2698 63%	6654 66%	5349 60%	12882 63%	7576 65%	5893 62%	4762 58%	8905 66%	9325 59%	5226 64%	13005 62%	18231 100%	0 0	0 0	6657 72%	7863 55%	3711 64%

Q41. How often do you or other household members access the internet at home for leisure?

ONE ANSWER ONLY

	EU 27	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS		
		1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15726	8165	21078	18231	10705	307	9259	14210	5774
less than 3 hours per day	10145	528	1560	3322	3407	7298	3931	3491	3282	4505	6200	2919	7786	0	10705	0	2522	6252	1930
	37%	32%	36%	33%	38%	36%	34%	37%	40%	33%	39%	36%	37%	0	100%	0	27%	44%	33%
Never	292	15	21	71	96	211	91	63	153	106	201	20	286	0	0	307	79	94	133
	1%	1%	0	1%	1%	1%	1%	1%	2%	1%	1%	0	1%	0	0	100%	1%	1%	2%

Q41. How often do you or other household members access the internet at home for leisure?

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
5 or more hours per day	8319 30%	1184 29%	7629 30%	4693 32%	4120 28%	1000 28%	2850 29%	1899 32%	1410 39%	5396 30%	1837 31%	1069 36%	207 24%	440 25%
3 to 4 hours per day	8913 32%	1160 29%	8258 33%	4675 32%	4743 32%	1099 31%	3346 33%	1870 31%	1049 29%	5945 33%	1848 31%	915 31%	321 38%	537 31%
1 to 2 hours per day	8639 31%	1287 32%	7831 31%	4393 30%	4726 32%	1209 34%	3118 31%	1844 31%	937 26%	5753 32%	1815 31%	822 27%	250 29%	600 34%
Once or twice per week	1100 4%	181 5%	978 4%	474 3%	685 5%	174 5%	423 4%	248 4%	96 3%	701 4%	231 4%	108 4%	46 5%	89 5%
Less often	406 1%	116 3%	311 1%	143 1%	284 2%	79 2%	165 2%	42 1%	68 2%	239 1%	92 2%	36 1%	21 3%	42 2%
Never	292 1%	88 2%	218 1%	80 1%	226 2%	34 1%	92 1%	49 1%	61 2%	176 1%	53 1%	39 1%	5 1%	39 2%
3 or more hours per day	17231 62%	2343 58%	15887 63%	9367 65%	8863 60%	2099 58%	6196 62%	3769 63%	2460 68%	11341 62%	3685 63%	1984 66%	529 62%	978 56%

Volume

Q41. How often do you or other household members access the internet at home for leisure?

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
less than 3 hours per day	10145 37%	1585 39%	9120 36%	5010 35%	5695 39%	1463 41%	3706 37%	2133 36%	1101 30%	6693 37%	2139 36%	966 32%	317 37%	731 42%
Never	292 1%	88 2%	218 1%	80 1%	226 2%	34 1%	92 1%	49 1%	61 2%	176 1%	53 1%	39 1%	5 1%	39 2%

D1. Are you a

ONE ANSWER ONLY

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Female	13979	0	14774	2024	4446	4361	3943	358	2437	4995	4721	1806	453	3257	6940	4577
	51%	0	100%	50%	50%	51%	52%	54%	53%	50%	50%	49%	52%	47%	51%	53%
Male	13689	14469	0	2027	4510	4228	3701	310	2138	5059	4674	1874	413	3618	6782	4069
	49%	100%	0	50%	50%	49%	48%	46%	47%	50%	50%	51%	48%	53%	49%	47%

D1. Are you a

ONE ANSWER ONLY

	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS			
	EU 27	1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
Female	13979	816	1952	4377	4294	10480	5665	4612	4496	6336	8438	2529	12245	9238	5390	146	4255	7119	3400
	51%	49%	46%	44%	49%	51%	49%	49%	55%	47%	54%	31%	58%	51%	50%	48%	46%	50%	59%
Male	13689	846	2328	5669	4558	9911	5933	4835	3701	7180	7289	5636	8833	8993	5315	160	5004	7091	2374
	49%	51%	54%	56%	51%	49%	51%	51%	45%	53%	46%	69%	42%	49%	50%	52%	54%	50%	41%

Volume

D1. Are you a

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Female	13979 51%	2134 53%	12639 50%	6917 48%	7857 53%	1906 53%	5242 52%	2923 49%	1784 49%	8940 49%	3196 54%	1430 48%	480 56%	938 54%
Male	13689 49%	1882 47%	12587 50%	7541 52%	6928 47%	1689 47%	4752 48%	3028 51%	1838 51%	9270 51%	2681 46%	1560 52%	371 44%	810 46%

D3. How old are you?

ONE ANSWER ONLY

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Between 15 and 24 years old	3822 14%	2027 14%	2024 14%	4051 100%	0 0	0 0	0 0	127 19%	455 10%	1689 17%	1313 14%	296 8%	171 20%	1113 16%	1889 14%	1049 12%
Between 25 and 39 years old	8470 31%	4510 31%	4446 30%	0 0	8956 100%	0 0	0 0	156 23%	897 20%	2655 26%	3336 36%	1672 45%	237 27%	2362 34%	4315 31%	2279 26%
Between 40 and 54 years old	8128 29%	4228 29%	4361 30%	0 0	0 0	8589 100%	0 0	131 20%	1397 31%	3213 32%	2620 28%	980 27%	246 28%	1882 27%	4055 30%	2651 31%
55 years old or more	7244 26%	3701 26%	3943 27%	0 0	0 0	0 0	7644 100%	254 38%	1826 40%	2496 25%	2125 23%	732 20%	212 24%	1518 22%	3461 25%	2665 31%
Refusal	3 0	2 0	1 0	0 0	0 0	0 0	0 0	0 0	0 0	2 0	0 0	0 0	0 0	0 0	2 0	1 0

D3. How old are you?

ONE ANSWER ONLY

	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS			
	1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never	
EU 27																			
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
Between 15 and 24 years old	3822	314	701	1369	1224	2827	1819	1208	1023	1890	2161	1150	2901	2868	1149	34	1673	2034	344
	14%	19%	16%	14%	14%	14%	16%	13%	12%	14%	14%	14%	14%	16%	11%	11%	18%	14%	6%
Between 25 and 39 years old	8470	565	1437	3431	2483	6473	3959	2930	2068	4422	4534	2721	6236	5740	3134	82	3117	4559	1280
	31%	34%	34%	34%	28%	32%	34%	31%	25%	33%	29%	33%	30%	31%	29%	27%	34%	32%	22%
Between 40 and 54 years old	8128	479	1267	3004	2658	5931	3368	2936	2285	4159	4430	2330	6259	5482	3040	67	2573	4368	1647
	29%	29%	30%	30%	30%	29%	29%	31%	28%	31%	28%	29%	30%	30%	28%	22%	28%	31%	29%
55 years old or more	7244	303	874	2241	2486	5158	2450	2373	2821	3044	4600	1964	5680	4138	3382	124	1895	3247	2502
	26%	18%	20%	22%	28%	25%	21%	25%	34%	23%	29%	24%	27%	23%	32%	40%	20%	23%	43%
Refusal	3	1	0	1	1	2	2	0	0	1	2	0	3	3	0	0	0	2	1
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Volume

D3. How old are you?

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Between 15 and 24 years old	3822 14%	562 14%	3489 14%	2121 15%	1930 13%	632 18%	1463 15%	766 13%	535 15%	2293 13%	874 15%	518 17%	187 22%	247 14%
Between 25 and 39 years old	8470 31%	1310 33%	7646 30%	4563 32%	4393 30%	1012 28%	3133 31%	1865 31%	1037 29%	5358 29%	1775 30%	1100 37%	281 33%	574 33%
Between 40 and 54 years old	8128 29%	1136 28%	7452 30%	4322 30%	4267 29%	1107 31%	2887 29%	1740 29%	1069 30%	5558 31%	1604 27%	808 27%	201 24%	545 31%
55 years old or more	7244 26%	1008 25%	6636 26%	3451 24%	4193 28%	844 23%	2510 25%	1579 27%	981 27%	4999 27%	1623 28%	563 19%	183 21%	382 22%
Refusal	3 0	1 0	2 0	0 0	3 0	0 0	1 0	1 0	0 0	2 0	1 0	0 0	0 0	0 0

D4. At what stage did you complete your full-time studies?

ONE ANSWER ONLY

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Elementary (<i>primary</i>) school or less	624 2%	310 2%	358 2%	127 3%	156 2%	131 2%	254 3%	668 100%	0 0	0 0	0 0	0 0	0 0	208 3%	225 2%	235 3%
Some high (<i>secondary</i>) school	4339 16%	2138 15%	2437 16%	455 11%	897 10%	1397 16%	1826 24%	0 0	4575 100%	0 0	0 0	0 0	0 0	740 11%	2172 16%	1663 19%
Graduation from high (<i>secondary</i>) school	9507 34%	5059 35%	4995 34%	1689 42%	2655 30%	3213 37%	2496 33%	0 0	0 0	10055 100%	0 0	0 0	0 0	2088 30%	4606 34%	3360 39%
Graduation from college, university or other third-level institute	8878 32%	4674 32%	4721 32%	1313 32%	3336 37%	2620 31%	2125 28%	0 0	0 0	0 0	9394 100%	0 0	0 0	2592 38%	4459 32%	2344 27%
Post-graduate degree (<i>Masters, PHD</i>) beyond your initial degree	3500 13%	1874 13%	1806 12%	296 7%	1672 19%	980 11%	732 10%	0 0	0 0	0 0	0 0	3680 100%	0 0	1088 16%	1853 14%	740 9%
Other qualification	815 3%	413 3%	453 3%	171 4%	237 3%	246 3%	212 3%	0 0	0 0	0 0	0 0	0 0	866 100%	159 2%	404 3%	302 3%
Refusal	4 0	2 0	3 0	1 0	3 0	0 0	1 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	3 0	2 0

D4. At what stage did you complete your full-time studies?

ONE ANSWER ONLY

	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS			
	EU 27	1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
Elementary (<i>primary</i>) school or less	624 2%	68 4%	55 1%	133 1%	180 2%	488 2%	276 2%	153 2%	238 3%	313 2%	355 2%	123 2%	545 3%	438 2%	211 2%	18 6%	274 3%	180 1%	214 4%
Some high (<i>secondary</i>) school	4339 16%	260 16%	580 14%	1350 13%	1405 16%	3170 16%	1728 15%	1359 14%	1488 18%	2019 15%	2555 16%	1147 14%	3428 16%	2819 15%	1709 16%	47 15%	1113 12%	2053 14%	1408 24%
Graduation from high (<i>secondary</i>) school	9507 34%	581 35%	1480 35%	3174 32%	3171 36%	6883 34%	3849 33%	3272 35%	2933 36%	4462 33%	5593 36%	2693 33%	7362 35%	6377 35%	3580 33%	97 32%	2859 31%	4907 35%	2289 40%
Graduation from college, university or other third-level institute	8878 32%	462 28%	1436 34%	3648 36%	2813 32%	6582 32%	3927 34%	3140 33%	2328 28%	4498 33%	4896 31%	2822 35%	6572 31%	5801 32%	3521 33%	72 24%	3225 35%	4832 34%	1336 23%
Post-graduate degree (<i>Masters, PHD</i>) beyond your initial degree	3500 13%	229 14%	632 15%	1519 15%	1069 12%	2611 13%	1517 13%	1276 14%	887 11%	1894 14%	1786 11%	1182 14%	2498 12%	2253 12%	1382 13%	44 14%	1538 17%	1866 13%	276 5%
Other qualification	815 3%	61 4%	95 2%	221 2%	213 2%	653 3%	301 3%	247 3%	318 4%	330 2%	536 3%	198 2%	668 3%	539 3%	300 3%	27 9%	250 3%	366 3%	250 4%
Refusal	4 0	1 0	0 0	0 0	1 0	4 0	1 0	1 0	4 0	0 0	5 0	0 0	5 0	4 0	1 0	0 0	0 0	4 0	0 0

D4. At what stage did you complete your full-time studies?

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Elementary (<i>primary</i>) school or less	624 2%	125 3%	543 2%	234 2%	434 3%	201 6%	243 2%	90 2%	83 2%	385 2%	136 2%	71 2%	20 2%	58 3%
Some high (<i>secondary</i>) school	4339 16%	564 14%	4010 16%	2024 14%	2551 17%	583 16%	1320 13%	1077 18%	622 17%	3144 17%	776 13%	317 11%	129 15%	285 16%
Graduation from high (<i>secondary</i>) school	9507 34%	1550 39%	8505 34%	4925 34%	5130 35%	1141 32%	3500 35%	2000 34%	1199 33%	6183 34%	2145 36%	950 32%	311 37%	596 34%
Graduation from college, university or other third-level institute	8878 32%	1037 26%	8357 33%	5064 35%	4330 29%	975 27%	3417 34%	1918 32%	1171 32%	5921 33%	1839 31%	1068 36%	239 28%	462 26%
Post-graduate degree (<i>Masters, PHD</i>) beyond your initial degree	3500 13%	544 14%	3136 12%	1816 13%	1864 13%	559 16%	1233 12%	709 12%	426 12%	2129 12%	767 13%	498 17%	121 14%	228 13%
Other qualification	815 3%	196 5%	670 3%	395 3%	471 3%	132 4%	281 3%	157 3%	121 3%	448 2%	210 4%	85 3%	31 4%	117 7%
Refusal	4 0	0 0	5 0	0 0	5 0	3 0	1 0	0 0	0 0	0 0	4 0	0 0	0 0	0 0

D5. In which kind of locality do you live?

ONE ANSWER ONLY

	GENDER		AGE				EDUCATION						TYPE OF LOCALITY			
	EU 27	Male	Female	15 to 24	25 to 39	40 to 54	55 +	Elementary (primary) school or less	Some high (secondary) school	Graduation from high (secondary) school	Graduation from college, university or other third-level school	Post-graduate degree (Masters, PHD) beyond your initial degree	Other qualification	Metropolitan zone	Large town / Urban centre	Rural zone or Village
TOTAL	27668	14469	14774	4051	8956	8589	7644	668	4575	10055	9394	3680	866	6875	13722	8645
Metropolitan zone	6479 23%	3618 25%	3257 22%	1113 27%	2362 26%	1882 22%	1518 20%	208 31%	740 16%	2088 21%	2592 28%	1088 30%	159 18%	6875 100%	0 0	0 0
Large town / Urban centre	13015 47%	6782 47%	6940 47%	1889 47%	4315 48%	4055 47%	3461 45%	225 34%	2172 47%	4606 46%	4459 47%	1853 50%	404 47%	0 0	13722 100%	0 0
Rural zone or Village	8174 30%	4069 28%	4577 31%	1049 26%	2279 25%	2651 31%	2665 35%	235 35%	1663 36%	3360 33%	2344 25%	740 20%	302 35%	0 0	0 0	8645 100%

D5. In which kind of locality do you live?

ONE ANSWER ONLY

	NUMBER OF ISPS IN HOME AREA			INTERNET SERVICE PROVIDER		SWITCHING BEHAVIOUR			USE COMPARISON WEBSITES		INTERNET PROFICIENCY		INTERNET USAGE - LEISURE			INTERNET USAGE - BUSINESS			
	1	2	3+	Incumbent	Others	Switchers	Considerers	Non-Switchers	Yes	No	Proficient	Not Proficient	3 or more hours per day	less than 3 hours per day	Never	3 or more hours per day	less than 3 hours per day	Never	
EU 27																			
TOTAL	27668	1663	4279	10046	8852	20391	11598	9447	8197	13516	15727	8165	21078	18231	10705	307	9259	14210	5774
Metropolitan zone	6479	411	999	2719	1780	5095	2972	2188	1716	3360	3515	2164	4712	4512	2277	86	2640	3204	1031
	23%	25%	23%	27%	20%	25%	26%	23%	21%	25%	22%	27%	22%	25%	21%	28%	29%	23%	18%
Large town / Urban centre	13015	693	2014	4794	3409	10313	5471	4495	3756	6308	7415	3716	10007	8594	5016	113	4362	6807	2553
	47%	42%	47%	48%	39%	51%	47%	48%	46%	47%	47%	46%	47%	47%	47%	37%	47%	48%	44%
Rural zone or Village	8174	559	1266	2533	3663	4982	3155	2765	2725	3848	4797	2285	6360	5125	3412	107	2257	4198	2190
	30%	34%	30%	25%	41%	24%	27%	29%	33%	28%	31%	28%	30%	28%	32%	35%	24%	30%	38%

Volume

D5. In which kind of locality do you live?

ONE ANSWER ONLY

	EU 27	PACKAGE TYPE		WIFI AT HOME		CONNECTION SPEED				INTERNET ACCESS				
		Standalone	Bundle	Yes	No	Up to 2 Mbps	>2 Mbps to 12 Mbps	>12 Mbps to 30 Mbps	More than 30 Mbps	DSL	Cable	Optical fibre (FTTx)	Satellite	Dongle/USB/Other
TOTAL	27668	4016	25226	14458	14785	3595	9994	5951	3622	18210	5877	2989	851	1748
Metropolitan zone	6479 23%	780 19%	6094 24%	3526 24%	3350 23%	715 20%	2309 23%	1535 26%	1020 28%	4051 22%	1445 25%	956 32%	208 24%	349 20%
Large town / Urban centre	13015 47%	1756 44%	11966 47%	6562 45%	7160 48%	1411 39%	4683 47%	3130 53%	1766 49%	7940 44%	3229 55%	1585 53%	392 46%	764 44%
Rural zone or Village	8174 30%	1480 37%	7165 28%	4370 30%	4275 29%	1469 41%	3002 30%	1287 22%	836 23%	6219 34%	1203 20%	448 15%	251 29%	635 36%