



EUROPE DIRECT Contact Centre

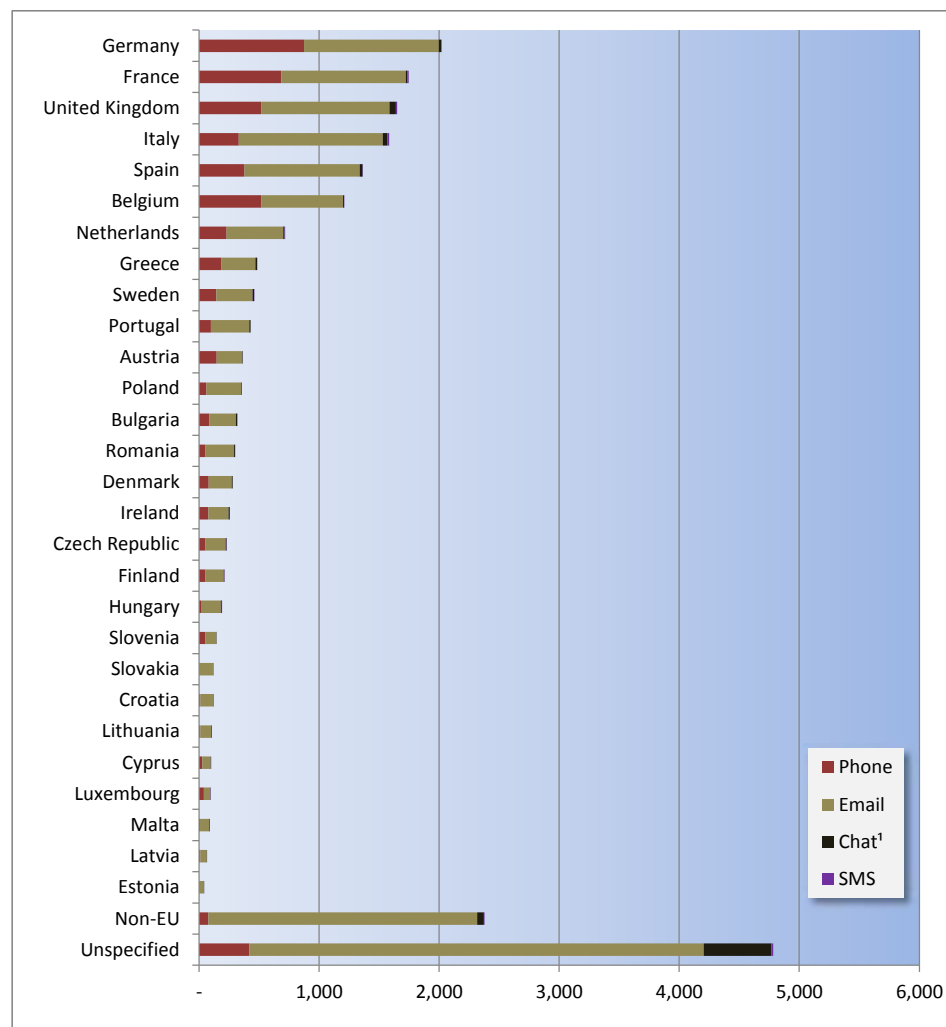
Quarterly report for October - December 2015

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Enquiries by country and channel

Country	SMS	Chat ¹	Phone	Email	Total	
Germany	4	20	874	1,123	2,021	
France	9	15	687	1,035	1,746	
United Kingdom	11	54	517	1,070	1,652	
Italy	15	37	330	1,202	1,584	
Spain	1	24	378	961	1,364	
Belgium	4	9	521	678	1,212	
Netherlands	6	11	230	471	718	
Greece	1	13	187	282	483	
Sweden	3	13	144	303	463	
Portugal	-	12	100	319	431	
Austria	-	7	146	211	364	
Poland	3	7	61	288	359	
Bulgaria	2	11	85	221	319	
Romania	2	8	52	238	300	
Denmark	-	9	81	191	281	
Ireland	-	12	79	166	257	
Czech Republic	1	8	55	166	230	
Finland	1	4	54	153	212	
Hungary	1	6	16	167	190	
Slovenia	-	2	54	90	146	
Slovakia	1	-	5	116	122	
Croatia	1	2	12	105	120	
Lithuania	-	6	10	91	107	
Cyprus	1	2	26	71	100	
Luxembourg	1	1	41	54	97	
Malta	3	7	9	73	92	
Latvia	-	1	11	54	66	
Estonia	-	1	6	34	41	
Total EU	71	302	4,771	9,933	15,077	67.8%
Non-EU	4	57	77	2,240	2,378	10.7%
Unspecified	16	563	419	3,786	4,784	21.5%
Grand Total	91	922	5,267	15,959	22,239	
	0.4%	4.1%	23.7%	71.8%		
Obsolete²	231	244	2,632	2,429	5,536	19.9%



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

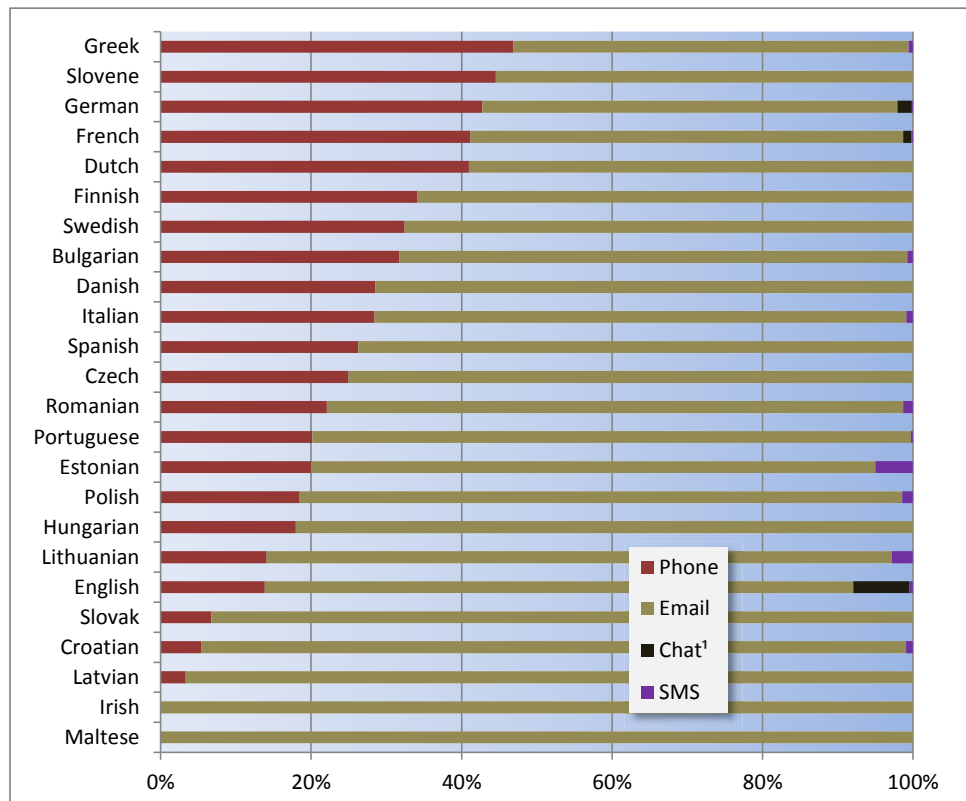
¹ On the chat channel, citizens are not asked to divulge their country of origin. The data is thus only available in relatively few cases and must be interpreted with care.

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

Enquiries by language and channel

Language	SMS	Chat ¹	Phone	Email	Total	
Bulgarian	2	-	87	185	274	1.2%
Croatian	1	-	6	105	112	0.5%
Czech	-	-	35	105	140	0.6%
Danish	-	-	36	90	126	0.6%
Dutch	-	-	277	399	676	3.0%
English	56	855	1,595	9,010	11,516	51.8%
Estonian	1	-	4	15	20	0.1%
Finnish	-	-	45	87	132	0.6%
French	5	27	1,024	1,430	2,486	11.2%
German	3	40	903	1,165	2,111	9.5%
Greek	2	-	166	186	354	1.6%
Hungarian	-	-	23	105	128	0.6%
Irish	-	-	-	3	3	0.01%
Italian	11	-	359	892	1,262	5.7%
Latvian	-	-	1	29	30	0.1%
Lithuanian	2	-	10	59	71	0.3%
Maltese	-	-	-	3	3	0.01%
Polish	4	-	53	230	287	1.3%
Portuguese	1	-	78	308	387	1.7%
Romanian	3	-	51	177	231	1.0%
Slovak	-	-	6	83	89	0.4%
Slovene	-	-	41	51	92	0.4%
Spanish	-	-	370	1,040	1,410	6.3%
Swedish	-	-	97	202	299	1.3%
Total	91	922	5,267	15,959	22,239	

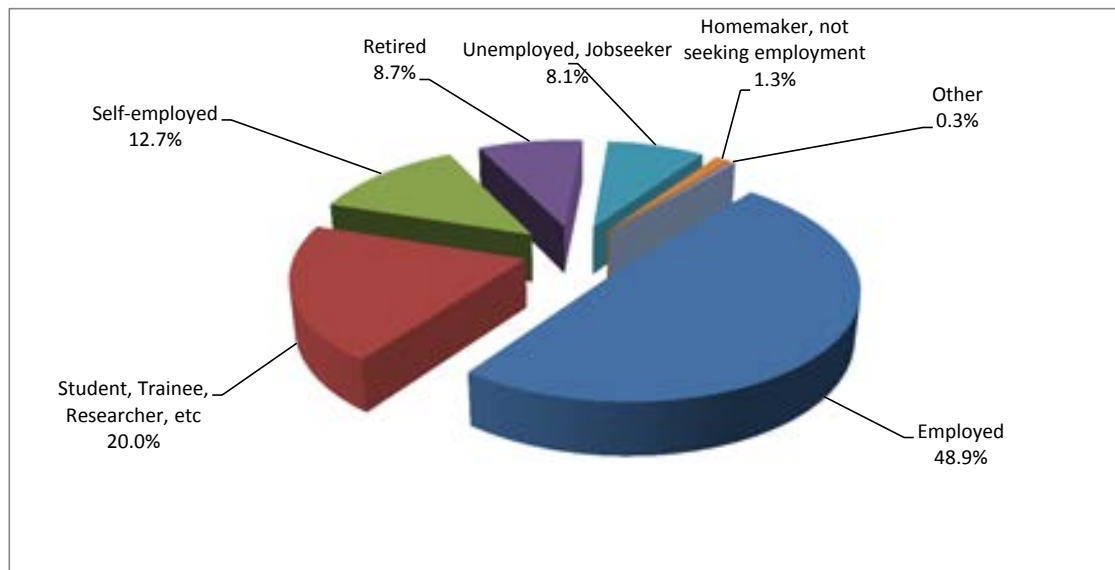
¹ Chat is only available in German, English and French.



Proportion of enquiries, sorted by proportion of phone enquiries

Enquiries by economic category, if known

Economic category	Enquiries	
Employed	4,440	20.0%
Student, Trainee, Researcher, etc	1,815	8.2%
Self-employed	1,148	5.2%
Retired	788	3.5%
Unemployed, Jobseeker	737	3.3%
Homemaker, not seeking employment	115	0.5%
Other	28	0.1%
Unspecified	13,168	59.2%
Total	22,239	



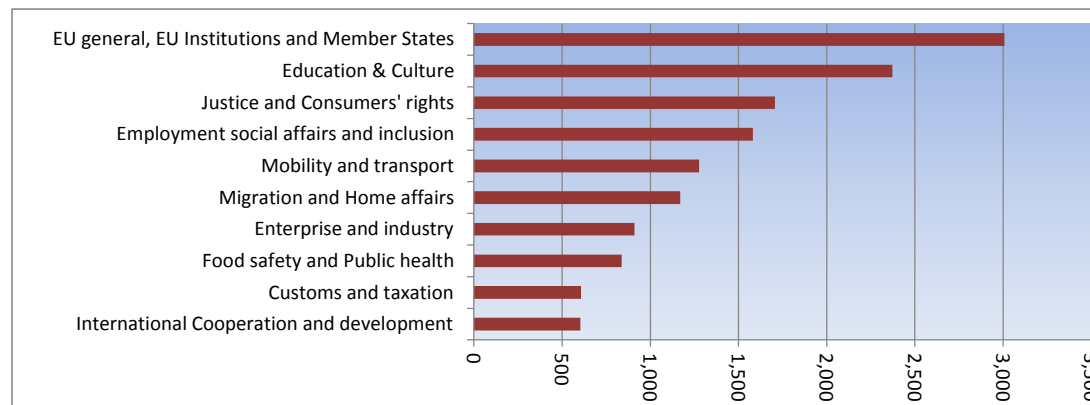
Excluding "Unspecified" cases. Given their large percentage, data must be interpreted with care.

Enquiries by subject

Top 10 subjects	Enquiries	
EU general, EU Institutions and Member States	3,007	13.5%
Education & Culture	2,372	10.7%
Justice and Consumers' rights	1,707	7.7%
Employment social affairs and inclusion	1,581	7.1%
Mobility and transport	1,277	5.7%
Migration and Home affairs	1,170	5.3%
Enterprise and industry	910	4.1%
Food safety and Public health	837	3.8%
Customs and taxation	608	2.7%
International Cooperation and development	604	2.7%
Total	14,073	

Other subjects	Enquiries	
Other specific policies including Internal Market and services, Foreign Policy, Environment, Regional Policy, Energy, Economic and monetary affairs, Competition, Agriculture and rural development, Research and innovation, Neighbourhood and Enlargement, Information Society and media, Fisheries and maritime affairs, ECHO.	2,856	12.8%
Research Enquiry Service	2,265	10.2%
Out of scope	1,381	6.2%
Service-related issues	898	4.0%
External trade	454	2.0%
Export Helpdesk	130	0.6%
Publication Orders	109	0.5%
EIT	73	0.3%
Total	8,166	

Grand Total	22,239
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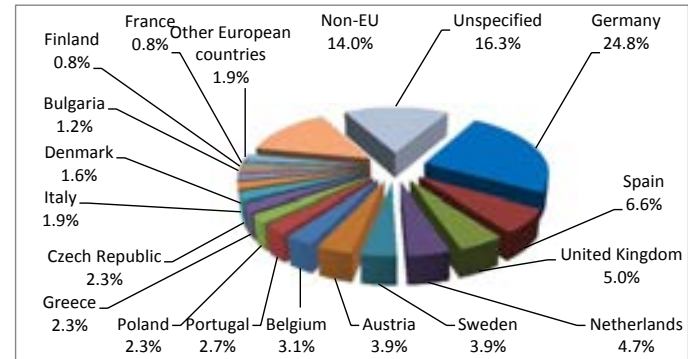


Selected hot topics by country

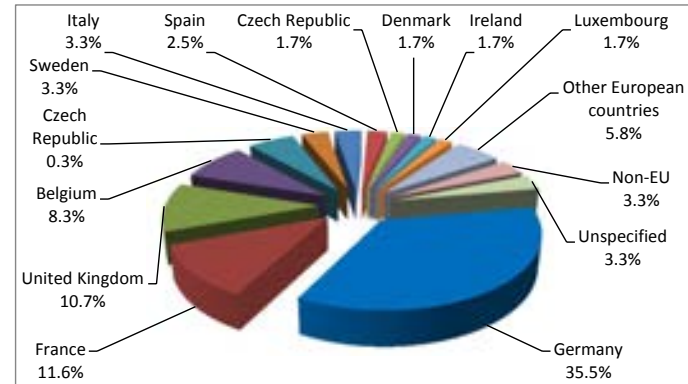
Mediterranean refugee crisis	
Country	Enquiries
Germany	64
Spain	17
United Kingdom	13
Netherlands	12
Sweden	10
Austria	10
Belgium	8
Portugal	7
Poland	6
Greece	6
Czech Republic	6
Italy	5
Denmark	4
Bulgaria	3
Finland	2
France	2
Slovenia	1
Slovakia	1
Estonia	1
Hungary	1
Ireland	1
Malta	-
Romania	-
Croatia	-
Latvia	-
Cyprus	-
Luxembourg	-
Lithuania	-
Total EU	180
Non-EU	36
Unspecified	42
Total	258

TTIP	
Country	Enquiries
Germany	43
France	14
United Kingdom	13
Belgium	10
Austria	7
Sweden	4
Italy	4
Spain	3
Czech Republic	2
Denmark	2
Ireland	2
Luxembourg	2
Portugal	1
Finland	1
Netherlands	1
Romania	1
Poland	1
Slovenia	1
Bulgaria	1
Slovakia	-
Hungary	-
Cyprus	-
Poland	-
Estonia	-
Lithuania	-
Croatia	-
Malta	-
Latvia	-
Total EU	113
Non-EU	4
Unspecified	4
Total	121

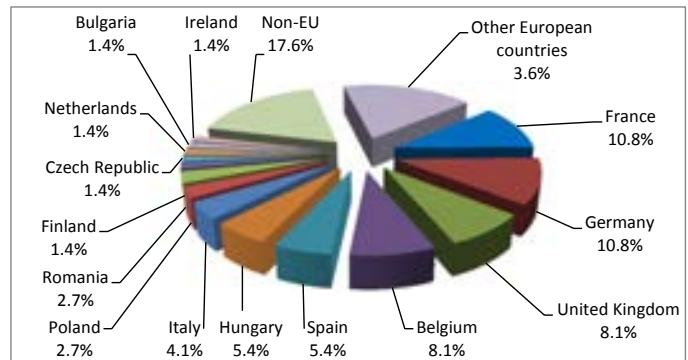
Terror attack in Paris	
Country	Enquiries
France	8
Germany	8
United Kingdom	6
Belgium	6
Spain	4
Hungary	4
Italy	3
Poland	2
Romania	2
Finland	1
Czech Republic	1
Netherlands	1
Bulgaria	1
Ireland	1
Latvia	-
Lithuania	-
Austria	-
Portugal	-
Luxembourg	-
Cyprus	-
Bulgaria	-
Romania	-
Greece	-
Estonia	-
Croatia	-
Finland	-
Malta	-
Denmark	-
Total EU	48
Non-EU	13
Unspecified	13
Total	74



Cases related to the Mediterranean refugee crisis by country of residence



Cases regarding the TTIP by country of residence



Cases regarding the terror attack in Paris by country of residence

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

Month	2012					2013					2014					2015				
	SMS	Calls	Emails	Chat	TOTAL	SMS	Calls	Emails	Chat	TOTAL	SMS	Calls	Emails	Chat	TOTAL	SMS	Calls	Emails	Chat	TOTAL
January-March	80	9,523	14,112	1,074	24,789	131	10,348	16,129	1,122	27,730	179	12,137	24,846	1,640	38,802	125	10,544	22,062	1,660	34,391
April-June	81	9,055	14,453	839	24,428	111	10,164	15,863	1,341	27,479	155	10,819	21,832	1,485	34,291	101	9,745	20,266	1,609	31,721
July-September	82	9,319	14,467	850	24,718	124	9,991	17,762	1,449	29,326	148	10,612	21,056	1,490	33,306	127	8,233	18,929	950	28,239
October-December	104	8,759	13,686	970	23,519	144	8,932	18,188	1,191	28,455	153	8,751	19,377	1,539	29,820	91	5,267	15,959	922	22,239
TOTAL	347	36,656	56,718	3,733	97,454	510	39,435	67,942	5,103	112,990	635	42,319	87,111	6,154	136,219	444	33,789	77,216	5,141	116,590
	0.4%	37.6%	58.2%	3.8%		0.5%	34.9%	60.1%	4.5%		0.5%	31.1%	63.9%	4.5%		0.4%	29.0%	66.2%	4.4%	

