



EUROPE DIRECT Contact Centre

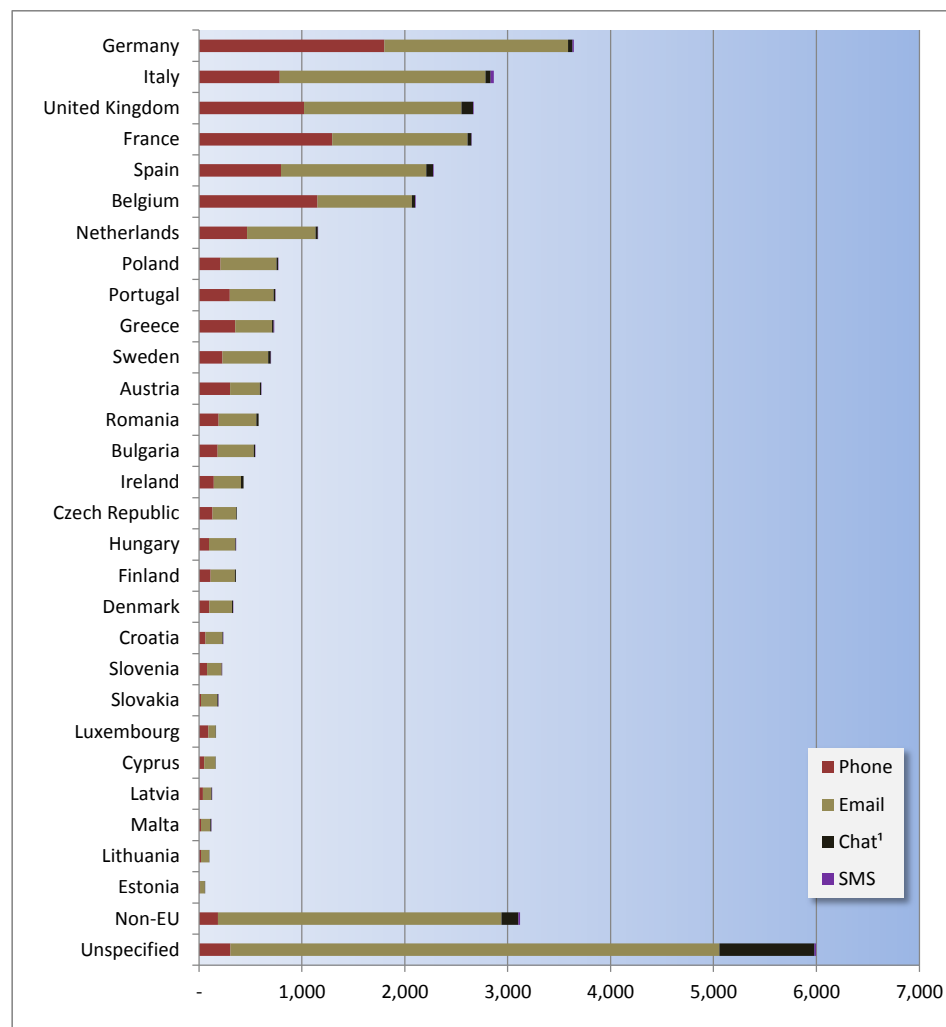
Quarterly report for January - March 2015

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Enquiries by country and channel

Country	SMS	Chat ¹	Phone	Email	Total	
Germany	12	45	1,802	1,784	3,643	
Italy	32	49	785	1,999	2,865	
United Kingdom	5	112	1,022	1,530	2,669	
France	4	37	1,294	1,317	2,652	
Spain	5	65	796	1,414	2,280	
Belgium	5	31	1,152	917	2,105	
Netherlands	2	22	466	667	1,157	
Poland	3	14	210	544	771	
Portugal	2	16	300	425	743	
Greece	5	16	351	359	731	
Sweden	2	26	228	443	699	
Austria	3	11	301	291	606	
Romania	-	21	192	366	579	
Bulgaria	3	11	182	351	547	
Ireland	-	24	144	265	433	
Czech Republic	-	7	130	230	367	
Hungary	2	4	97	256	359	
Finland	-	10	114	234	358	
Denmark	1	9	100	220	330	
Croatia	1	6	63	164	234	
Slovenia	3	2	79	142	226	
Slovakia	3	8	19	159	189	
Luxembourg	-	3	90	72	165	
Cyprus	-	6	51	107	164	
Latvia	1	6	39	79	125	
Malta	2	7	20	91	120	
Lithuania	-	1	18	79	98	
Estonia	-	2	9	49	60	
Total EU	96	571	10,054	14,554	25,275	73.5%
Non-EU	14	165	184	2,757	3,120	9.1%
Unspecified	15	924	306	4,751	5,996	17.4%
Grand Total	125	1,660	10,544	22,062	34,391	
	0.4%	4.8%	30.7%	64.2%		
Obsolete²	296	355	1,387	3,716	5,754	14.3%



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

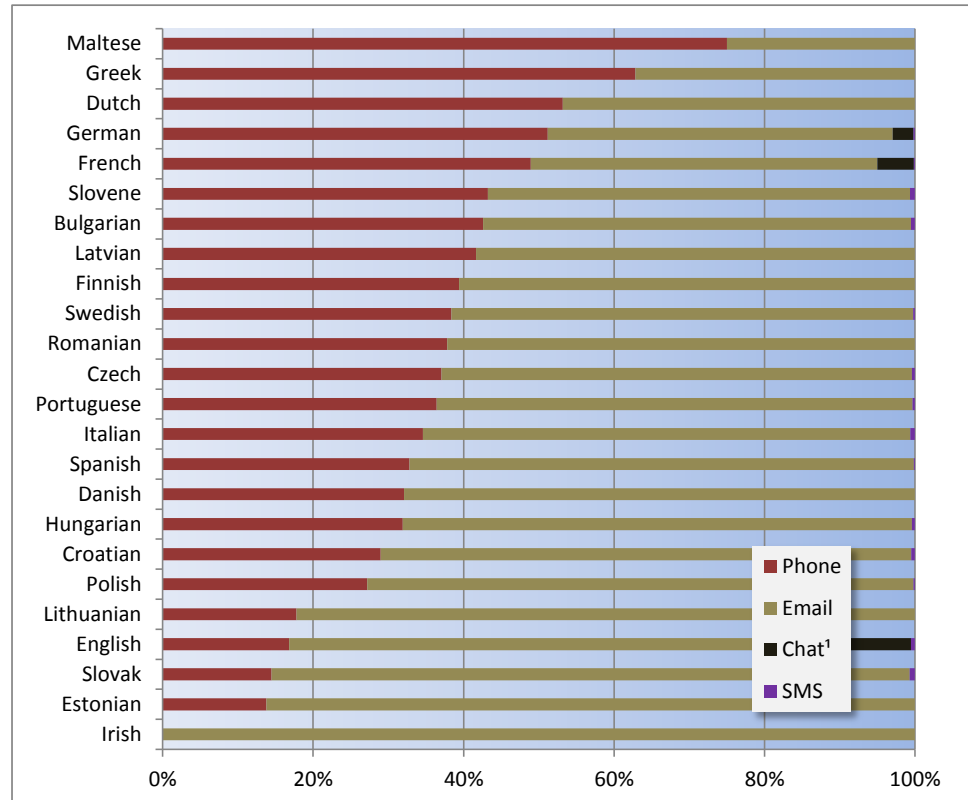
¹ On the chat channel, citizens are not asked to divulge their country of origin. The data is thus only available in relatively few cases and must be interpreted with care.

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	-	170	227	399	1.2%
Croatian	1	-	60	146	207	0.6%
Czech	1	-	99	167	267	0.8%
Danish	-	-	52	110	162	0.5%
Dutch	-	-	632	556	1,188	3.5%
English	85	1,363	2,729	12,043	16,220	47.2%
Estonian	-	-	4	25	29	0.1%
Finnish	-	-	93	143	236	0.7%
French	5	198	1,997	1,882	4,082	11.9%
German	7	99	1,837	1,645	3,588	10.4%
Greek	-	-	369	218	587	1.7%
Hungarian	1	-	82	174	257	0.7%
Irish	-	-	-	2	2	0.0%
Italian	14	-	823	1,543	2,380	6.9%
Latvian	-	-	35	49	84	0.2%
Lithuanian	-	-	13	60	73	0.2%
Maltese	-	-	3	1	4	0.0%
Polish	1	-	156	417	574	1.7%
Portuguese	2	-	242	420	664	1.9%
Romanian	-	-	168	276	444	1.3%
Slovak	1	-	21	123	145	0.4%
Slovene	1	-	67	87	155	0.5%
Spanish	3	-	722	1,476	2,201	6.4%
Swedish	1	-	170	272	443	1.3%
Total	125	1,660	10,544	22,062	34,391	

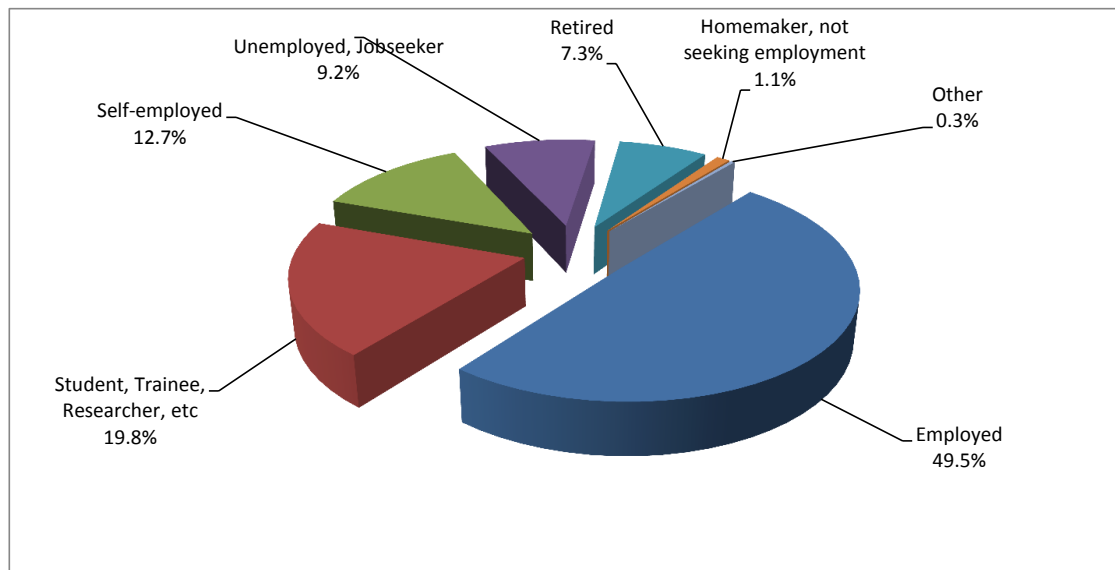
¹ Chat is only available in German, English and French.



Proportion of enquiries, sorted by proportion of phone enquiries

Enquiries by economic category, if known

Economic category	Enquiries	
Employed	6,860	19.9%
Student, Trainee, Researcher, etc	2,745	8.0%
Self-employed	1,755	5.1%
Unemployed, Jobseeker	1,271	3.7%
Retired	1,017	3.0%
Homemaker, not seeking employment	154	0.4%
Other	48	0.1%
Unspecified	20,541	59.7%
Total	34,391	



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	5,503	16.0%
Education & Culture	3,357	9.8%
Employment, social affairs and inclusion	2,895	8.4%
Justice and Consumers' rights	2,476	7.2%
Mobility and transport	2,023	5.9%
Enterprise and industry	1,532	4.5%
Food safety and Public health	1,211	3.5%
Customs and taxation	1,057	3.1%
Internal Market and services	908	2.6%
International Cooperation and development	867	2.5%
Total	21,829	

Other subjects	Enquiries	
Other specific policies including Foreign Policy, Migration and Home affairs, Home affairs, Environment, Regional Policy, Energy, Economic and monetary affairs, Competition, Agriculture and rural development, Research and innovation, Enlargement, Information Society and media, Fisheries and maritime affairs, ECHO.	4,765	13.9%
Research Enquiry Service	3,484	10.1%
Out of scope	2,216	6.4%
Service-related issues	1,112	3.2%
External trade	603	1.8%
Publication Orders	144	0.4%
Export Helpdesk	134	0.4%
EIT	104	0.3%
Total	12,562	

Grand Total	34,391
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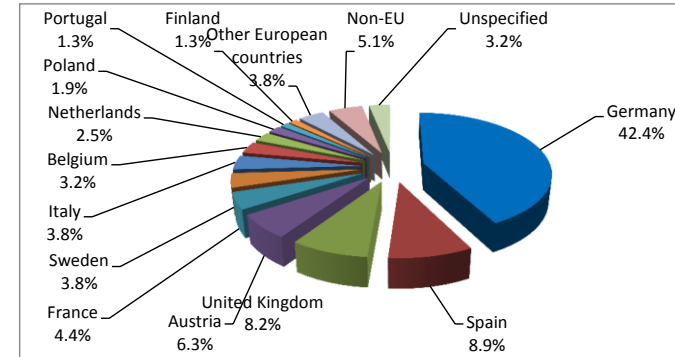


Selected hot topics by country

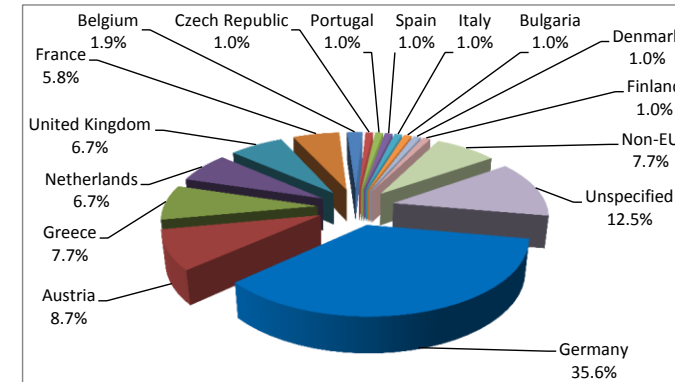
TTIP	
Country	Enquiries
Germany	67
Spain	14
United Kingdom	13
Austria	10
France	7
Sweden	6
Italy	6
Belgium	5
Netherlands	4
Poland	3
Portugal	2
Finland	2
Bulgaria	1
Czech Republic	1
Greece	1
Denmark	1
Malta	1
Hungary	1
Cyprus	-
Romania	-
Latvia	-
Lithuania	-
Ireland	-
Slovakia	-
Slovenia	-
Luxembourg	-
Croatia	-
Estonia	-
Total EU	145
Non-EU	8
Unspecified	5
Total	158

Debt crisis	
Country	Enquiries
Germany	37
Austria	9
Greece	8
Netherlands	7
United Kingdom	7
France	6
Belgium	2
Czech Republic	1
Portugal	1
Spain	1
Italy	1
Bulgaria	1
Denmark	1
Finland	1
Poland	-
Luxembourg	-
Cyprus	-
Sweden	-
Romania	-
Latvia	-
Hungary	-
Croatia	-
Estonia	-
Slovenia	-
Slovakia	-
Malta	-
Ireland	-
Lithuania	-
Total EU	83
Non-EU	8
Unspecified	13
Total	104

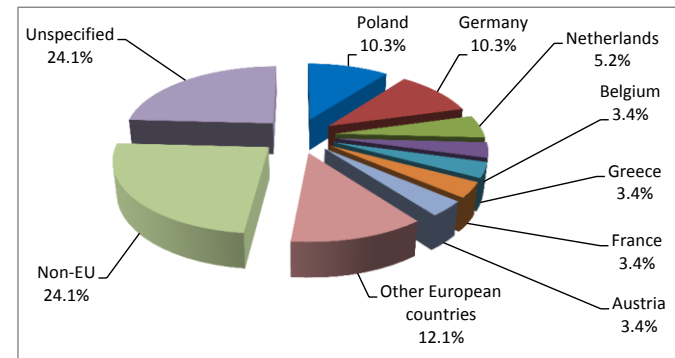
Ukraine	
Country	Enquiries
Poland	6
Germany	6
Netherlands	3
Belgium	2
Greece	2
France	2
Austria	2
Spain	1
United Kingdom	1
Sweden	1
Czech Republic	1
Croatia	1
Latvia	1
Italy	1
Portugal	-
Luxembourg	-
Ireland	-
Finland	-
Hungary	-
Estonia	-
Slovenia	-
Slovakia	-
Bulgaria	-
Malta	-
Romania	-
Denmark	-
Lithuania	-
Cyprus	-
Total EU	30
Non-EU	14
Unspecified	14
Total	58



Cases regarding the TTIP by country of residence



Cases related to the debt crisis by country of residence



Cases related to the political situation in Ukraine 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					0
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					0
October-December	104	8,759	13,686	970	23,519	144	8,932	18,188	1,191	28,455	153	8,751	19,377	1,539	29,820					0
TOTAL	347	36,656	56,718	3,733	97,454	510	39,435	67,942	5,103	112,990	635	42,319	87,111	6,154	136,219	125	10,544	22,062	1,660	34,391
	0.4%	37.6%	58.2%	3.8%		0.5%	34.9%	60.1%	4.5%		0.5%	31.1%	63.9%	4.5%		0.4%	30.7%	64.2%	4.8%	

