

Table 1
<S4> Could I please confirm your exact job title?
by Crossbreak
Base: All respondents

		PERSONAL PROFILE																														
		COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR										
		Total	1	2	1	5	10	50	Less than 2 years (a)	2	5	6	9	10	20+	1 (a)	2	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Pr imary ind ustry (a)	Man ufact uring (b)	Co nstru ction (c)	Whole sale/ port/ Comm unica tions (d)	Re tail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Pu blic admin and ser vices (h)	Other (i)
			(a)	to 4 (b)	to 4 (c)	(d)	- 49 (e)	- 249 (f)		years (a)	years (b)	years (c)	years (d)	years (e)	(a)		to 5 (b)	(c)		£100k (a)	£500k (b)	£3m (c)	£10m (d)		£10m+ (e)	Pr imary ind ustry (a)	Man ufact uring (b)	Co nstru ction (c)	Whole sale/ port/ Comm unica tions (d)	Re tail (e)	Finan cial Ser vices (f)	
Unweighted row	502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23			
Total	502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22			
Owner / Proprietor	223	90 BCDEF	116 DEF	206 bDEF	12eF	5F	*	6	12	37DE	55	113	214B	9	-	137 BCDE	52DE	18DE	*	-	5	26DH	31H	19h	55CDGH	7	67dH	5	10			
	44%	87%	39%	52%	23%	12%	1%	53%	75%	70%	39%	40%	47%	22%	-%	62%	32%	33%	2%	-%	23%	57%	43%	30%	69%	38%	45%	14%	44%			
Managing Director	72	4	56AeF	59af	9Aef	3	*	1	1	3	36cE	31	64	8	-	13	43ADE	11AD	*	*	2	11g	11	12	10	*	17	7	1			
	14%	3%	19%	15%	17%	7%	4%	6%	5%	6%	26%	11%	14%	19%	-%	6%	27%	20%	1%	4%	11%	25%	16%	20%	13%	1%	11%	19%	3%			
Other senior manager / director	50	-	21a	21	16ABC	12ABC	2ABC	1	1	6d	5	37D	45	4	1	5	24A	12A	5ABC	1ABc	*	1	10bE	6e	2	4	11	5bE	11			
	10%	-%	7%	5%	30%	27%	24%	7%	8%	12%	3%	13%	10%	9%	37%	2%	15%	21%	43%	39%	2%	2%	15%	10%	2%	22%	7%	14%	49%			
Partner / Managing Partner	48	3	42	45EF	3	1	-	4	*	-	28CE	17	47b	1	-	15	15	2	-	-	11	1	5G	12bceG	5G	3	1	10BCEG	-			
	10%	3%	14%	11%	5%	1%	-%	32%	1%	-%	20%	6%	10%	4%	-%	7%	9%	4%	-%	-%	58%	3%	7%	19%	7%	18%	*%	28%	-%			
PA / Office manager	29	*	15	15	4A	9	1A	-	-	-	5	23	25	3	*	14	7	6	*	*	1	1	6	5	2	*	13	1	-			
	6%	*%	5%	4%	8%	20%	7%	-%	-%	-%	4%	8%	5%	8%	15%	6%	5%	10%	2%	2%	4%	3%	8%	7%	3%	2%	9%	3%	-%			
IT/Telecoms Director / Manager or other ITC specialist	16	-	8	8	1	5ABCD	2ABCDE	-	*	4d	2	9	11	4A	1	4	6	2	1A	1ABCD	-	1	1	3	4	*	7	*	*			
	3%	-%	3%	2%	1%	11%	32%	-%	1%	8%	1%	3%	2%	10%	34%	2%	4%	5%	8%	37%	-%	1%	1%	5%	5%	*%	5%	*%	2%			
Administrator	11	-	10	10	*	1a	-	-	-	-	*	11d	4	7A	-	7	3	*	*	-	-	3cde	-	*	-	-	7	1	-			
	2%	-%	3%	2%	*%	3%	-%	-%	-%	-%	*%	4%	1%	17%	-%	3%	2%	*%	2%	-%	-%	7%	-%	*%	-%	-%	5%	3%	-%			
Company Secretary	10	-	5	5	4ABCE	-	*AE	*	-	-	6e	3	9	1	-	2	7	*	-	-	*	-	6eg	2	-	-	1	*	*			
	2%	-%	2%	1%	8%	-%	3%	2%	-%	-%	4%	1%	2%	1%	-%	1%	5%	*%	-%	-%	1%	-%	8%	4%	-%	-%	1%	1%	*%			
Chief Executive Officer	10	-	8	8	-	2ad	-	-	-	-	-	10d	10	-	-	4	1	1	-	-	-	-	-	-	-	-	5	5	-			
	2%	-%	3%	2%	-%	5%	-%	-%	-%	-%	-%	3%	2%	-%	-%	2%	*%	3%	-%	-%	-%	-%	-%	-%	-%	-%	3%	14%	-%			
Chief Finance Director / Finance Director	6	-	3	3	*	2ABCd	*A	-	-	-	-	6	4	2A	*	3	*	*	2ABCe	-	-	-	*	2	*	3	*	*	*			
	1%	-%	1%	1%	1%	6%	2%	-%	-%	-%	-%	2%	1%	5%	2%	1%	*%	1%	15%	-%	-%	-%	*%	3%	*%	19%	*%	*%	*%			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 1 (continuation)
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		PERSONAL PROFILE																															
		COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR											
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other	
		(a)	to 4	to 4	(d)	-	49	-	than	2	years	years	years	-19	years	(a)	to 5	(c)	£100k	to	to	to	to	imary	ufact	nstru	sale/	tail	ncial	Other	ser	admin	(i)
Total		(b)	(c)	(e)	(f)		years	(a)	(b)	(c)	(d)	(e)		(a)	(b)	(c)	(a)	£500k	£3m	£10m	(e)	ustry	ind	uring	ction	Trans	(e)	Services	(f)	(g)	and	(h)	
Unweighted row	502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23				
Total	502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22				
Other type of Manager	2 *%	- -%	- -%	- -%	1bc 1%	1BC 2%	*ABC 4%	- -%	- -%	1 1%	* *%	* *%	1 *%	* *%	- -%	* *%	- -%	1 2%	*B 2%	*AB 3%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	1 *%	* 1%	* 1%			
Accountant / Accounts Manager / Finance Manager	1 *%	* *%	- -%	* *%	* *%	1BC 1%	*aBCd 3%	- -%	- -%	1 1%	* *%	* *%	1 *%	* *%	- -%	* *%	- -%	* *%	1ABC 5%	*ABC 5%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	1 1%	* 1%	- -%		
Secretary	1 *%	- -%	1 *%	1 *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	1 *%	1 *%	- -%	- -%	- -%	1 *%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%		
Chief Operations Director / Operations Director	* *%	- -%	- -%	- -%	* *%	- -%	*ABCDE 5%	- -%	- -%	* 1%	- -%	* *%	* *%	* 1%	- -%	* *%	* *%	- -%	- -%	*ABCD 8%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	- -%	- -%	- -%		
Other (WRITE IN)	22 4%	7 7%	10 3%	17 4%	2 3%	2 5%	1aBCDE 16%	- -%	1 9%	* *%	2 2%	18d 6%	20 4%	1 2%	* 12%	16bc 7%	2 1%	* 1%	2ABC 20%	* 3%	- -%	1 1%	2 2%	2 3%	1 1%	* *%	16bcdE 11%	1 2%	- -%				
(Refused)	1 *%	- -%	- -%	- -%	1BC 3%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%		

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	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid East (f)	Lo ndon (g)	SE (h)	SW (i)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154
Owner / Proprietor	223 44%	3 18%	16 32%	15 41%	18 51%	2 6%	28bk 56%	50BjK 63%	34 44%	24 52%	190 44%	8 37%	19 51%	6 48%	77B 64%	146 38%	170 43%	36 56%	72 34%	132A 51%	128 42%	81a 53%
Managing Director	72	*	17 fgjKL M	5	3	9	7	7	17	1	65	2	4	1	9	62a	68	4	34	29	41	23
	14%	2%	33%	14%	9%	21%	14%	8%	22%	2%	15%	9%	10%	8%	8%	16%	17%	6%	16%	11%	13%	15%
Other senior manager / director	50 10%	3 22%	7 13%	5 14%	* 1%	4 10%	10hj 20%	8 11%	3 4%	2 3%	43 10%	2 11%	4 10%	1 10%	3 2%	47A 12%	41 10%	3 4%	28 13%	21 8%	33 11%	12 8%
Partner / Managing Partner	48 10%	7 46%	7fG 14%	- -%	10 29%	6 16%	* 1%	- -%	6 8%	4 9%	41fg 9%	4FGjl 18%	3g 7%	1FG 8%	12 10%	36 9%	32 8%	4 7%	9 4%	38A 15%	25 8%	20 13%
PA / Office manager	29 6%	1 4%	* -%	3 9%	3 9%	4 9%	1 2%	1 2%	11bfg 14%	- -%	24 5%	1 3%	4bfg 10%	1BFGk 10%	5 4%	24 6%	21 5%	3 4%	20B 9%	8 3%	23 7%	5 3%
IT/Telecoms Director / Manager or other ITC specialist	16 3%	- -%	* -%	* 1%	1 2%	* 1%	1 2%	5 6%	* -%	6 13%	14 3%	1 3%	1 2%	* 2%	1 1%	15 4%	12 3%	3 5%	7 4%	8 3%	10 3%	4 3%
Administrator	11 2%	- -%	- -%	- -%	- -%	6 16%	* 1%	3 4%	- -%	1 2%	11 2%	- -%	1 2%	- -%	- -%	11 3%	5 1%	6A 10%	11B 5%	- -%	11b 4%	- -%
Company Secretary	10 2%	1 5%	- -%	7 18%	- -%	* -%	- -%	- -%	1 2%	- -%	9 2%	- -%	* 1%	*g 2%	6b 5%	4 1%	9 2%	* 1%	2 1%	8 3%	8 2%	1 -%
Chief Executive Officer	10 2%	- -%	4 7%	1 4%	- -%	- -%	- -%	1 1%	- -%	4 9%	10 2%	- -%	- -%	- -%	4 3%	6 2%	6 2%	4 5%	6 3%	4 2%	6 2%	4 2%

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		LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
	Total	NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	South East (h)	South West (i)	North East (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Elsewhere (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154
Chief Finance Director / Finance Director	6 1%	* *%	- -%	- -%	- -%	2 4%	- -%	3 4%	- -%	- -%	5 1%	* 2%	* 1%	* 2%	3 3%	3 1%	3 1%	- -%	3 1%	4 1%	3 1%	3 2%
Other type of Manager	2 *%	- -%	* *%	- -%	- -%	- -%	- -%	1 1%	* *%	- -%	1 *%	1J 3%	* 1%	* 1%	- -%	2 *%	1 *%	- -%	1 1%	* *%	2 1%	- -%
Accountant / Accounts Manager / Finance Manager	1 *%	- -%	- -%	- -%	* *%	- -%	- -%	1 1%	- -%	- -%	1 *%	- -%	* *%	*bfhJk1 4%	- -%	1 *%	1 *%	- -%	* *%	1 *%	1 *%	* *%
Secretary	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1J 2%	- -%	*J 1%	- -%	1 *%	* *%	- -%	1 *%	- -%	* *%	- -%
Chief Operations Director / Operations Director	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	* 1%	- -%	* *%	- -%	* *%	* *%	* *%	* *%	- -%	* *%	* *%
Other (WRITE IN)	22 4%	* 2%	* *%	- -%	- -%	7 17%	2 5%	- -%	2 3%	4 9%	16 4%	3BGhJ 12%	2g 5%	1bG 5%	1 1%	20 5%	20 5%	1 2%	15b 7%	7 3%	14b 5%	1 1%
(Refused)	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	1 *%	- -%	- -%	- -%	- -%	1 *%	1 *%	- -%	1 1%	- -%	1 *%	- -%

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CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Sta ndard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private (d)	Fixed broadband (e)		Sta ndard lines (a)	NET Mobiles (b)	Fixed broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 private (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	So ftware media (j)	Cloud based (k)	Sta ndard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other revider and calls (b)	Other provider for ntal and calls (c)
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258
Owner / Proprietor	223	209C	8C	-	-	6	216EFG	181EFG	180EFG	52EFG	9F	1	5F	44EFG	14F	74EFG	68EFG	215BC	9C	1	24	16	4	9	6	19b	10	84	11	128a
	44%	46%	53%	-%	-%	35%	44%	43%	42%	47%	22%	5%	21%	42%	35%	40%	41%	45%	24%	5%	45%	45%	53%	59%	20%	42%	77%	39%	44%	50%
Managing Director	72	59	2	4a	*	7	68g	71eg	65eg	18eg	3	4eG	1	21EG	17ABCDEFGHJK	27g	26eg	68b	2	4B	12b	2	2	-	11	8	2	32	7	32
	14%	13%	13%	23%	10%	39%	14%	17%	15%	17%	7%	19%	5%	20%	43%	14%	16%	14%	5%	20%	23%	6%	24%	-%	34%	18%	19%	15%	28%	13%
Other senior manager / director	50	43	*	4Ab	1	2	49	41	45	9	9	4	7	11	3	24	22	48	8A	4A	6	5	-	2	4	5	-	29c	3	18
	10%	10%	3%	22%	33%	14%	10%	10%	10%	8%	21%	21%	32%	10%	8%	13%	13%	10%	21%	21%	11%	15%	-%	16%	12%	11%	-%	13%	10%	7%
Partner / Managing Partner	48	48c	-	-	-	-	48FHIj	36fH	40fHij	9fH	5FHij	-	3FHIJ	1	1	8	10fh	48C	5C	-	1	-	-	1	-	-	-	31C	*	17
	10%	11%	-%	-%	-%	-%	10%	9%	9%	8%	12%	-%	14%	1%	1%	5%	6%	10%	13%	-%	2%	-%	-%	7%	-%	-%	-%	14%	1%	7%
PA / Office manager	29	25	1	3A	-	*	26h	28h	29h	9Hk	6	3	1	1	1	14Hk	5	25	6A	3A	*	*	-	-	*	1	-	12	1	16
	6%	5%	10%	17%	-%	1%	5%	7%	7%	8%	15%	15%	4%	1%	1%	7%	3%	5%	15%	16%	1%	1%	-%	-%	1%	2%	-%	5%	4%	6%
IT/Telecoms Director / Manager or other ITC specialist	16	10	2A	2A	1	1	15	11	11	3	3aBCd	3	4	6	2	11bc	10abc	12	3a	3A	2	3	1	1	*	4	-	7	*	9
	3%	2%	11%	13%	57%	6%	3%	3%	3%	3%	8%	15%	16%	5%	6%	6%	6%	3%	7%	16%	4%	8%	13%	9%	1%	9%	-%	3%	1%	3%
Administrator	11	11	*	-	-	-	11j	4	11j	4j	1	-	*	10	-	*	7BJ	11	1	-	-	6A	-	-	3	6	-	*	*	11A
	2%	2%	1%	-%	-%	-%	2%	1%	3%	3%	2%	-%	1%	9%	-%	1%	4%	2%	1%	-%	-%	18%	-%	-%	11%	14%	-%	1%	1%	4%

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	Total	MAIN FIXED LINE TYPE					PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuit (d)	Fixed broadband (e)	Standard lines (a)	NET Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 line (f)	LL private circuit (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255	
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258	
Company Secretary	102%	102%	-%	-%	-%	-%	102%	82%	102%	11%	*%	-%	-%	11%	*%	31%	74%	102%	*1%	-%	*2%	-%	*%	-%	*1%	*%	-%	1*%	22%	8a3%	
Chief Executive Officer	10	8	-	1A	-	-	10	10	6	-	-	1	-	-	-	6dh	2	8	-	1AB	-	-	-	-	-	-	-	8c	-	1	
	2%	2%	-%	9%	-%	-%	2%	2%	1%	-%	-%	7%	-%	-%	-%	3%	1%	2%	-%	8%	-%	-%	-%	-%	-%	-%	-%	4%	-%	1%	
Chief Finance Director / Finance Director	6	4	*	2A	-	*	6	6	6	2	2abch	2	-	*	*	3	2	6	2a	2A	-	*	*	-	*	*	-	2	-	4	
	1%	1%	1%	12%	-%	1%	1%	1%	1%	2%	5%	9%	-%	*%	*%	1%	1%	1%	5%	10%	-%	1%	1%	-%	*%	*%	-%	1%	-%	2%	
Other type of Manager	2	1	*	1A	-	-	2	1	2	*	*	1	*	1	*	2	1	1	*	1A	1	*	*	-	*	1	-	*	-	1	
	*%	*%	1%	3%	-%	-%	*%	*%	*%	*%	*%	3%	*%	1%	*%	1%	1%	*%	*%	3%	1%	*%	2%	-%	*%	2%	-%	*%	-%	1%	
Accountant / Accounts Manager / Finance Manager	1	1	*	*	-	-	1	1	1	1	1	1	1ABC	1	1b	1	1	1	*	*	*	1	*	*	*	*	1	-	*	1	*
	*%	*%	2%	*%	-%	-%	*%	*%	*%	1%	1%	3%	3%	1%	2%	*%	*%	*%	1%	1%	*%	2%	1%	*%	*%	1%	-%	*%	2%	*%	
Secretary	1	*	1A	-	-	-	1	*	1	-	1aB	-	1	-	-	1	-	1	1a	-	-	-	-	-	-	-	-	1	-	*	
	*%	*%	4%	-%	-%	-%	*%	*%	*%	-%	1%	-%	2%	-%	-%	*%	-%	*%	1%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	
Chief Operations Director / Operations Director	*	*	-	*	-	-	*	*	*	-	-	*	*	-	*	*	-	*	-	*	-	-	-	-	-	-	-	*	-	*	
	*%	*%	-%	1%	-%	-%	*%	*%	*%	-%	-%	1%	*%	-%	*%	*%	-%	*%	-%	1%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 1 (continuation)
<S4> Could I please confirm your exact job title?
by Crossbreak
Base: All respondents

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL ivate cir uits (d)	Fixed Pr line band (e)	Sta ndard lan dline (a)	NET Mo biles (b)	Fixed line broa dband (c)	Mo bile broa dband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258
Other (WRITE IN)	22 4%	20 5%	* 2%	* 1%	- -%	1 5%	21 4%	19 5%	20d 5%	1 1%	2d 6%	* 2%	1 3%	8Dk 8%	1 2%	13Dk 7%	4 2%	21 4%	2 5%	* 1%	7 13%	2 4%	* 4%	1 8%	7C 21%	* 1%	1 4%	9 4%	2 8%	11 4%
(Refused)	1 *%	1 *%	- -%	- -%	- -%	- -%	1 *%	1 *%	1 *%	1 1%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 1 (continuation)
<S4> Could I please confirm your exact job title?
by Crossbreak
Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57
Total	502	23	1	308	90	321	447	55
Owner / Proprietor	223 44%	1 5%	- -%	136A 44%	33 37%	140 44%	195 43%	29a 53%
Managing Director	72 14%	5 21%	- -%	40 13%	22Bc 24%	37 11%	65 14%	7 13%
Other senior manager / director	50 10%	5c 22%	- -%	34 11%	8 9%	34 11%	43 10%	8 14%
Partner / Managing Partner	48 10%	5C 20%	- -%	28 9%	5 5%	36 11%	44 10%	4 8%
PA / Office manager	29 6%	2 7%	- -%	18 6%	5 5%	24 7%	28 6%	1 2%
IT/Telecoms Director / Manager or other ITC specialist	16 3%	2C 11%	1 91%	8 3%	2 2%	8 3%	14 3%	1 3%
Administrator	11 2%	1 2%	- -%	11 4%	1 1%	11 3%	11 2%	* 1%
Company Secretary	10 2%	* 1%	- -%	3 1%	7BC 8%	3 1%	9 2%	* 1%
Chief Executive Officer	10 2%	- -%	- -%	5 2%	1 2%	5 1%	10 2%	- -%
Chief Finance Director / Finance Director	6 1%	* *%	- -%	6 2%	2 2%	4 1%	6 1%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 1 (continuation)
<S4> Could I please confirm your exact job title?
by Crossbreak
Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57
Total	502	23	1	308	90	321	447	55
Other type of Manager	2 *%	* *%	- -%	* *%	* *%	1 *%	2 *%	- -%
Accountant / Accounts Manager / Finance Manager	1 *%	* 1%	- -%	* *%	1 1%	1 *%	1 *%	1 1%
Secretary	1 *%	1c 2%	- -%	1 *%	* *%	1 *%	1 *%	- -%
Chief Operations Director / Operations Director	* *%	- -%	- -%	* *%	- -%	* *%	* *%	- -%
Other (WRITE IN)	22 4%	2 8%	* 9%	16 5%	3 4%	16 5%	19 4%	3 5%
(Refused)	1 *%	- -%	- -%	1 *%	- -%	1 *%	1 *%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 2
<QS5> Sector
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																																
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR											
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other
		(a)	to 4	to 4	(d)	-	49	-	249	than 2	years	(b)	(c)	years	(e)	(a)	to 5	(c)	£100k	to £500k	to £3m	to £10m	(e)	imary ind	ufacturing	struction	sale/Trans	tail (e)	ncial	Services	ser vices	public admin	(i)
		(b)	(c)	(e)	(f)			years (a)				(d)			(b)			(a)	(b)	(c)	(d)		(a)	(b)	(c)	port/Communica tions (d)		(f)	(g)	and ser vices (h)			
Unweighted row	502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23				
Total	502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22				
Primary industry	20 4%	1 *	14 5%	15 4%	4ae 8%	* 1%	*AE 6%	1 5%	- -	- -	11e 8%	8 3%	19 4%	1 1%	- -	5 2%	7 4%	2 4%	* 3%	* 3%	20 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Manufacturing	45 9%	23 BcDE 22%	19 7%	42de 11%	1 2%	1 3%	1bDE 13%	- -	3 20%	5D 10%	1 1%	36D 13%	44 10%	1 3%	- -	24 11%	12 7%	5 9%	1 6%	* 9%	- -	45 CDEGH 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Construction	71 14%	11 11%	43 15%	54 14%	13 abcEf 24%	4 8%	1 10%	* 2%	3 19%	10 20%	15 11%	43 15%	70B 15%	2 4%	* 2%	18 8%	38A 24%	8 15%	4Ac 33%	* 15%	- -	- -	71 BDEGH 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Wholesale/Transport/ Communications	62 12%	8 8%	37 12%	45 11%	6 12%	10AbCd 23%	1 16%	4 39%	5 33%	2 4%	28cE 20%	22 8%	52 11%	10A 24%	* 8%	29 13%	15 10%	7 12%	4ABC 30%	1b 22%	- -	- -	- -	62 BCEGH 100%	- -	- -	- -	- -	- -	- -	- -	- -	
Retail	80 16%	22 21%	47 16%	69 17%	5 10%	4 10%	1 12%	5 48%	2 10%	9 18%	17 12%	46 16%	75 16%	4 11%	* 5%	37d 17%	27d 16%	9d 16%	* 2%	*d 15%	- -	- -	- -	- -	80 BCDGH 100%	- -	- -	- -	- -	- -	- -	- -	
Financial Services	18 4%	7 6%	9 3%	15 4%	2 3%	1 1%	* 3%	- -	- -	- -	4 2%	14 5%	17 4%	* 1%	1 33%	7 3%	3 2%	3 5%	* 2%	1ABCD 27%	- -	- -	- -	- -	- -	18 100%	- -	- -	- -	- -	- -	- -	
Other services	149 30%	29 28%	87 30%	117 29%	14 26%	17F 38%	1 20%	* 4%	1 8%	18 35%	41 29%	87 31%	129 28%	19A 45%	1 28%	85BDE 38%	29 18%	17be 31%	2 15%	* 10%	- -	- -	- -	- -	- -	- -	149 BCDEH 100%	- -	- -	- -	- -	- -	
Public admin and services	35 7%	* *	24a 8%	24 6%	5A 9%	6Ac 13%	1AbC 15%	* 2%	* 2%	* 1%	19cE 13%	15 5%	31 7%	3 8%	* 14%	6 3%	20A 12%	4 7%	* 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	35 BCDEG 100%	- -	
Other	22 4%	3 3%	14 5%	17 4%	4 7%	1 2%	* 5%	- -	1 8%	6de 12%	4 3%	10 4%	21 5%	1 3%	* 10%	10 5%	10 6%	* 1%	1C 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	22 100%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 2 (continuation)
<QS5> Sector
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118	
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154	
Primary industry	20 4%	5 31%	4 8%	* %	3 9%	* %	- %	1 1%	1 2%	1 2%	16 4%	2FGj 8%	2f 6%	* 2%	11B 9%	8 2%	12 3%	1 1%	7 3%	13 5%	14 5%	5 3%	
Manufacturing	45 9%	* 2%	4 7%	5 14%	6 18%	- %	4 9%	10 13%	10 13%	* %	40 9%	1 7%	3 7%	1 11%	8 7%	37 10%	33 8%	8 13%	11 5%	26 10%	30 10%	15 10%	
Construction	71 14%	1 9%	5 9%	7 18%	10 27%	5 12%	7 15%	18km 22%	13 17%	- %	65K 15%	1 4%	4 12%	1 7%	21 17%	51 13%	57 15%	11 18%	23 11%	47a 18%	47 15%	19 12%	
Wholesale/Transport/ Communications	62 12%	3 18%	12Gj 24%	3 9%	* %	2 4%	11G 21%	1 2%	6 8%	13 27%	51g 12%	3G 16%	5G 15%	2G 15%	12 10%	50 13%	48 12%	5 8%	29 14%	32 12%	42 14%	18 12%	
Retail	80 16%	2 15%	11 22%	15 41%	2 4%	2 5%	7 13%	7 8%	10 14%	4 10%	61 14%	6fGJ 28%	10fGJ 28%	3Gj 23%	13 11%	67 18%	60 15%	17 27%	24 11%	50a 19%	31 10%	41A 27%	
Financial Services	18 4%	3 18%	* %	- %	3 9%	- %	* 1% 13%	11bfhjk 1 13%	- %	- %	17 4%	* 1%	* 1%	* 2%	10B 8%	8 2%	10 3%	* %	11 5%	7 3%	7 2%	7 5%	
Other services	149 30%	* 2%	4 8%	3 9%	5 13%	19 46%	16B 31%	28B 35%	34B1m 45%	22 48%	131B 30%	6B 27%	9b 24%	3b 22%	37 30%	112 29%	125 32%	14 22%	84B 40%	55 21%	100B 33%	26 17%	
Public admin and services	35 7%	1 5%	5 11%	3 9%	6 18%	13 32%	* 1%	1 1%	1 1%	1 2%	32 7%	1 2%	1 2%	2FGHJKL 16%	4 3%	31 8%	28 7%	7 11%	18 9%	17 6%	21 7%	14 9%	
Other	22 4%	- %	5h 10%	- %	- %	* %	4h 9%	4 5%	- %	5 12%	19 4%	1Hm 7%	2 5%	* %	5 4%	17 4%	18 5%	- %	4 2%	12 5%	13 4%	8 5%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 2 (continuation)
<Q5> Sector
by Crossbreak
Base: All respondents

	CONNECTION PROFILE																														
	Total	MAIN FIXED LINE TYPE					PRODUCTS USED												FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private cir cuits (d)	Fixed broadband (e)	Standard lines (a)	NET Mo biles (b)	Fixed line dband (c)	Mo broa dband (d)	ISDN 2/2e (e)	ISDN 30 private cir cuits (g)	LL private cir cuits (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent pro vider (b)	Both	Internal / inter-site (a)	Ext ernal (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other revider and calls (b)	Other pro vider for re ntal and calls (c)	
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255	
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258	
Primary industry	20	20	*	*	-	-	20	19	17	3	1	*	3 ABCDE FHIJ	1	*	7	11h	20	1	*	1	-	*	-	1	*	-	15C	-	5	
	4%	4%	4%	1%	-%	-%	4%	5%	4%	3%	3%	1%	14%	1%	1%	4%	7%	4%	3%	1%	2%	-%	2%	-%	3%	4%	-%	7%	-%	2%	
Manufacturing	45	40	1	4AB	-	1	45	38	34	7	2	4 ABCDE Gjk	1	13g	4	19	18	43	1	4AB	9B	*	*	1	9c	4	-	22	1	23	
	9%	9%	4%	25%	-%	6%	9%	9%	8%	7%	6%	20%	2%	13%	10%	10%	11%	9%	4%	22%	18%	4%	5%	6%	27%	8%	-%	10%	4%	9%	
Construction	71	63	4aC	1	-	3	67i fghi	71 fghi	66fgi	15	10 acdFG HIK	1	1	10	2	29fgi	21	66c	9aC	1	9B	*	*	5	1	1	2	32	4	35	
	14%	14%	30%	5%	-%	16%	14%	17%	15%	13%	24%	6%	5%	10%	4%	16%	13%	14%	25%	5%	18%	1%	1%	35%	4%	3%	19%	15%	16%	13%	
Wholesale/Transport/ Communications	62	50	2	4A	1	5	59	56	51	27ABCJ	8	5AbCJ	4	21acj	11 ABCJ	20	30acj	57	7	5A	9	5	2	4	6	11	-	25	4	32	
	12%	11%	15%	25%	57%	26%	12%	13%	12%	24%	18%	24%	19%	20%	29%	11%	18%	12%	18%	26%	16%	14%	23%	29%	19%	24%	-%	12%	16%	13%	
Retail	80	77b	*	2	-	*	78 EGhIK	57 egiK	59 EgiK	13egi	1	3	1	8	1	20egi	10	78B	1	3B	7	1	-	-	1	1	7	31	*	49	
	16%	17%	2%	14%	-%	1%	16%	13%	14%	12%	4%	17%	2%	8%	2%	11%	6%	16%	3%	18%	14%	3%	-%	-%	3%	1%	52%	14%	1%	19%	
Financial Services	18	16	-	1	-	*	17	17d	18d	1	1	1D	1d	5d	1	5	7d	17	1	1	-	5A	-	1	4c	*	-	7	*	11	
	4%	4%	-%	6%	-%	1%	4%	4%	4%	4%	2%	5%	5%	4%	3%	3%	4%	4%	4%	3%	6%	-%	13%	-%	5%	12%	1%	-%	3%	4%	4%
Other services	149	131c	6C	2	1	8	143f	125f	134Fg	28	13f	3	4	37Fg	15Fg	69 adFG	54Fg	142C	13C	2	13	22A	1	2	8	23b	4	63	15	71	
	30%	29%	43%	14%	43%	45%	29%	30%	31%	25%	33%	15%	19%	35%	38%	37%	33%	30%	33%	12%	26%	64%	14%	11%	26%	51%	29%	29%	55%	28%	
Public admin and services	35	32	1	2	-	1	35hjk	23	29hjk	12 bgHIJK	4 gHIJK	2HIjk	*	2	*	5	4	33	4	2	1	1	-	*	1	1	-	13	1	21	
	7%	7%	5%	10%	-%	5%	7%	5%	7%	11%	10%	9%	2%	2%	4%	3%	3%	7%	11%	9%	2%	2%	-%	4%	3%	2%	-%	6%	3%	8%	

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Table 2 (continuation)
<QS5> Sector
by Crossbreak
Base: All respondents

CONNECTION PROFILE																															
Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER				
	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr ivate cir uits (d)	Fixed line band (e)		Sta ndard land lines (a)	NET Mo biles (b)	Fixed line band (c)	Mo bile band (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255	
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258	
Other	22	22	-	-	-	-	22e	13	21e	5	-	*	8 ABCDE FHIJK	8be aBcdE f	5 11e	9e	22	-	*	3	1	4	2	1	5	-	10	1	11		
	4%	5%	-%	-%	-%	-%	5%	3%	5%	4%	-%	2%	33%	8%	12%	6%	6%	5%	-%	2%	5%	3%	55%	14%	3%	11%	-%	4%	4%	4%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 2 (continuation)
<QS5> Sector
by Crossbreak
Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57
Total	502	23	1	308	90	321	447	55
Primary industry	20 4%	1 5%	- -%	13 4%	5 5%	13 4%	20 4%	- -%
Manufacturing	45 9%	4c 16%	- -%	21 7%	10 11%	23 7%	39 9%	6 12%
Construction	71 14%	3 11%	1 66%	45 15%	11 12%	52 16%	67 15%	4 8%
Wholesale/Transport/ Communications	62 12%	4 17%	* 15%	37 12%	12 13%	35 11%	52 12%	10 18%
Retail	80 16%	1 4%	- -%	46a 15%	11 12%	48d 15%	77d 17%	3 5%
Financial Services	18 4%	1 5%	- -%	17 5%	1 1%	17a 5%	17 4%	* *%
Other services	149 30%	6 26%	* 19%	102 33%	28 31%	98 31%	122 27%	26aBC 49%
Public admin and services	35 7%	4C 15%	- -%	12 4%	9d 10%	19 6%	35d 8%	* 1%
Other	22 4%	* *%	- -%	16 5%	5 6%	16 5%	18 4%	5 8%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 3
<S6A> Including yourself, how many people does your organisation currently employ in the UK either full or part time?
by Crossbreak
Base: All respondents

		PERSONAL PROFILE																														
		COMPANY SIZE							NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR									
		Total	1 (a)	2 to 4 (b)	1 5 to 4 (c)	5 9 (d)	10 - 49 (e)	50 249 (f)	Less than 2 years (a)	2 - 5 (b)	5 6 (c)	6 9 (c)	10 -19 years (d)	20+ years (e)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Pr mary ind ustry (a)	Man ufac turing (b)	Co nstru ction (c)	Whole sale/Trans port/ Comm unica tions (d)	Re tail (e)	Fin anc ial ser vices (f)	Other ser vices (g)	Pu blic admin and ser vices (h)	Other (i)	
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row	502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23			
Total	502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22			
1,	104	104 BCDEF	-	104BDEF	-	-	-	*	7	12	19	65d	104B	-	-	78BCDE	9	4	-	-	1	23 CDeGH	11h	8h	22dH	7	29H	*	3			
	21%	100%	-%	26%	-%	-%	-%	4%	46%	22%	14%	23%	23%	-%	-%	35%	5%	6%	-%	-%	3%	51%	16%	13%	28%	38%	20%	1%	13%			
2 to 4	294	-	294 ACDEF	294ADEF	-	-	-	9	2	34	98E	151	277B	17	-	129 CDE	120 ACDE	20DE	-	-	14	19	43	37	47	9	87	24b	14			
	59%	-%	100%	74%	-%	-%	-%	85%	12%	65%	69%	53%	60%	42%	-%	58%	74%	37%	-%	-%	72%	42%	60%	59%	59%	50%	59%	67%	65%			
5 to 9	54	-	-	-	54 ABCEF	-	-	1	4	4	15	29	49	4	1	11	25A	8A	5ABC	1A	4	1	13be	6	5	2	14	5b	4			
	11%	-%	-%	-%	100%	-%	-%	10%	27%	8%	11%	10%	11%	10%	30%	5%	16%	14%	39%	25%	21%	2%	18%	10%	7%	9%	9%	13%	17%			
10 to 49	43	-	-	-	-	43 ABCDF	-	-	2	2	8	31	26	17A	*	3	7	22ABE	5ABE	-	*	1	4	10bce	4	1	17	6bce	1			
	9%	-%	-%	-%	-%	100%	-%	-%	14%	3%	6%	11%	6%	42%	8%	2%	4%	40%	44%	-%	2%	3%	5%	16%	5%	3%	11%	16%	3%			
50 to 249	7	-	-	-	-	-	7ABCDE	-	*	*	1	6	2	3A	2	*	*	1a	2ABC	2ABCD	*	1	1	1	1	*	1	1	*			
	1%	-%	-%	-%	-%	100%	-%	-%	1%	1%	1%	2%	1%	7%	62%	1%	1%	2%	16%	75%	2%	2%	1%	2%	1%	1%	1%	3%	1%			
Mean score	5.9	1.0	2.9AC	2.4A	6.2 ABC	21.0 ABCD	114.0 ABCDE	2.9	6.4	4.0	4.3	7.2	4.3	18.5A	93.9AB	2.6	4.3a	12.6 AB	32.4 ABC	93.3ABCD	5.7	4.7	4.9	8.2	4.1	4.9	5.8	10.6e	6.4			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 3 (continuation)
<S6A> Including yourself, how many people does your organisation currently employ in the UK either full or part time?
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	London (h)	SE (i)	SW (j)	Net: England (k)	Wales (l)	Scotland (m)	Northern Ireland (n)	Home based (a)	Elsewhere (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118	
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154	
1, 2 to 4	104 21%	5 31%	11 21%	5 14%	9 27%	- -	12 25%	23k 29%	18 24%	8 18%	92 21%	3 12%	7 18%	3 23%	40B 33%	64 17%	76 19%	18 29%	32 15%	61a 23%	56 18%	39 25%	
5 to 9	294 59%	7 46%	32 62%	20 54%	22 64%	26 62%	31 62%	46 58%	40 53%	30 64%	254 59%	11 52%	23 61%	7 53%	76 63%	218 57%	224 57%	41 63%	116 55%	164 63%	178 58%	92 60%	
10 to 49	54 11%	2 14%	5 10%	7 20%	2 5%	7 17%	3 6%	4 6%	10 14%	3 7%	45 10%	5 21%	3 9%	1 8%	3 3%	51A 13%	46 12%	2 3%	31b 15%	21 8%	37 12%	12 8%	
50 to 249	43 9%	1 8%	3 5%	4 12%	1 3%	7 18%	3 6%	5 7%	7 9%	4 9%	36 8%	2 11%	3 9%	2 13%	2 2%	41A 11%	39 10%	3 5%	27B 13%	13 5%	29 9%	10 7%	
Mean score	5.9	5.0	6.1	6.5	3.8	10.0	4.7	4.6	4.9	6.4	5.6	9.4j	6.1	9.2	2.9	6.9a	6.5	3.3	8.6B	3.9	6.7	4.4	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 3 (continuation)
 <S6A> Including yourself, how many people does your organisation currently employ in the UK either full or part time?
 by Crossbreak
 Base: All respondents

		CONNECTION PROFILE																													
		MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
Total		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private ciruits (d)	Fixed broadband (e)	Standard lines (a)	NET biles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private ciruits (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row		502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255
Total		502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258
1,		104	94	3	4	-	3	100EG	87EG	84EG	25EG	3	4G	* abCEf Gj	9eG	36eG	37EG	100b	3	4	26B	6	-	9	4	10	10	46	5	53	
		21%	21%	22%	22%	-%	15%	21%	21%	20%	22%	8%	18%	2%	31%	22%	19%	22%	21%	9%	19%	51%	17%	-%	59%	11%	22%	81%	21%	20%	20%
2 to 4		294	283BC	5C	-	-	6	287 EFHjk	239 EFH	247EFH	59eF	16F	1	11F	46F	22eF	94eF	83eF	287BC	14C	1	14	19A	4	2	21	23	-	118	16	160
		59%	63%	35%	-%	-%	34%	59%	57%	58%	53%	37%	4%	49%	44%	55%	51%	50%	60%	37%	4%	26%	54%	53%	11%	66%	51%	-%	54%	63%	62%
5 to 9		54	47	2	1	*	4	53	49	51	9	7dfg	1	1	10	3	22	17	52	7ac	1	6	3	1	1	5	2	2	31c	3	20
		11%	10%	12%	6%	10%	25%	11%	12%	12%	9%	18%	5%	4%	9%	7%	12%	11%	11%	19%	5%	11%	8%	17%	6%	15%	4%	19%	14%	11%	8%
10 to 49		43	25	4A	10AB	1	4	39	37	40	14	13 ABCDH IJK	12 ABCDE GHIJK	8 ABCDH IJK	13	4	29ABC	24Abc	33	11A	11AB	5	6	2	3	2	9	-	20	1	21
		9%	5%	24%	59%	73%	25%	8%	9%	9%	13%	31%	58%	33%	13%	11%	16%	14%	7%	30%	56%	10%	17%	26%	21%	6%	19%	-%	9%	5%	8%
50 to 249		7	3	1A	2A	*	*	6	6	7	3	2ABC ABCDh HIJK	3 ABCDE HIJK	3 ABCDh JK	3	2a	4	4	5	2A	3Ab	1	2	*	*	1	2	-	2	*	5
		1%	1%	6%	14%	17%	2%	1%	2%	2%	3%	6%	16%	11%	3%	5%	2%	2%	1%	5%	15%	3%	5%	4%	3%	2%	5%	-%	1%	1%	2%
Mean score		5.9	4.5	11.2A	31.9 Abe	50.3 ABE	9.4a	5.7	6.2	6.3	8.8a	14.7 ABCjk	34.9 ABCDE HIJK	24.9 ABCDH iJK	8.7	10.9a	8.8a	8.4a	5.2	13.7A	33.9AB	6.7	12.0	11.2	9.3	6.0	12.4	1.8	5.8	4.7	6.1

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 3 (continuation)
 <S6A> Including yourself, how many people does your organisation currently employ in the UK either full or part time?
 by Crossbreak
 Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57
Total	502	23	1	308	90	321	447	55
1,	104 21%	4 15%	- -%	68 22%	9 10%	73A 23%	91a 20%	13a 24%
2 to 4	294 59%	5 21%	- -%	176A 57%	60 67%	181 56%	260 58%	34 63%
5 to 9	54 11%	7C 29%	- -%	41 13%	8 9%	39 12%	52 12%	2 4%
10 to 49	43 9%	6C 27%	1 66%	20 7%	11 13%	24 7%	39 9%	4 8%
50 to 249	7 1%	2C 8%	* 34%	3 1%	2 2%	5 1%	6 1%	1 1%
Mean score	5.9	16.1C	59.1	5.1	7.5	5.8	5.9	6.0

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 4
<S6B> Which of the following best describes the way you work?
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																														
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR									
		1	2	5	9	10	50	Less than 2 years	2 - 5 years	6 - 9 years	10 - 19 years	20+ years	1	2	5+	Under £100k	£100k to £500k	£500k to £3m	£3m to £10m	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail/transport/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)		
		(a)	to 4 (b)	to 4 (c)	(d)	- 49 (e)	- 249 (f)	(a)	(b)	(c)	(d)	(e)	(a)	to 5 (b)	(c)	(a)	(b)	(c)	(d)	(e)											
		----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----
Unweighted row	502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23		
Total	502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22		
I run my business from home	39	39	-	39BDEF	-	-	-	-	-	11De	3	25d	39B	-	-	23bCd	5	-	-	-	1	3	8dh	1	8dh	7	12dh	-	-		
	8%	BCDEF 38%	-%	10%	-%	-%	-%	-%	-%	21%	2%	9%	9%	-%	-%	10%	3%	-%	-%	-%	3%	7%	11%	1%	10%	38%	8%	-%	-%		
I mainly work from home	82	1	76	77ADEF	3	2	*	*	*	13	32e	37	77	4	*	35d	35CDe	4	-	*	11	5	13e	11e	5	3	24e	4	5		
	16%	1%	26%	19%	6%	4%	1%	2%	1%	24%	23%	13%	17%	11%	4%	16%	22%	7%	-%	3%	55%	11%	18%	18%	7%	19%	16%	12%	24%		
I occasionally work from home but mainly work elsewhere	140	15	91a	105	18A	14A	3AC	5	5	9	24	97cD	121	19A	1	59	42	24ABD	2	1d	1	19	17	13	12	3	63cDEH	5	9		
	28%	14%	31%	26%	33%	33%	41%	43%	34%	17%	17%	34%	26%	46%	30%	26%	26%	44%	19%	42%	7%	cdEH 41%	23%	21%	15%	16%	42%	13%	39%		
I never work from home	241	49	127	177	33BC	27BC	4bc	6	10	19	81ce	124	221	18	2	104	78	27	10ABCE	2	7	19	34	38bG	55BcG	5	49	26BCG	8		
	48%	48%	43%	44%	62%	62%	57%	55%	65%	37%	58%	44%	48%	44%	66%	47%	48%	48%	81%	55%	35%	41%	48%	60%	69%	27%	33%	75%	38%		
NETS	----																														
Home based	121	40DEF	76	116DEF	3	2	*	*	*	24dE	35	62	116B	4	*	58CDE	41CDe	4	-	*	11	8	21h	12	13	10	37	4	5		
	24%	38%	26%	29%	6%	4%	1%	2%	1%	45%	25%	22%	25%	11%	4%	26%	25%	7%	-%	3%	57%	18%	29%	19%	16%	56%	25%	12%	24%		
Office based	381	64	218	282	51ABC	41ABC	7ABC	11	16	28	106c	220C	342	37A	2	163	121	51AB	12AB	3Ab	8	37	51	50	67	8	112	31c	17		
	76%	62%	74%	71%	94%	96%	99%	98%	99%	55%	75%	78%	75%	89%	96%	74%	75%	93%	100%	97%	43%	82%	71%	81%	84%	44%	75%	88%	76%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 4 (continuation)
<S6B> Which of the following best describes the way you work?
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of London (d)	West Midlands (e)	Mid East (f)	East of London (g)	SE (h)	SW (i)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154
I run my business from home	39 8%	- -%	7 14%	- -%	6 18%	- -%	6 12%	10 12%	4 6%	- -%	34 8%	2 7%	3 9%	* 2%	39B 32%	- -%	27 7%	8 12%	10 5%	29a 11%	14 5%	19A 12%
I mainly work from home	82 16%	5 33%	22 43%	5 14%	3 9%	- -%	7 13%	10 13%	9 12%	10 22%	71 17%	3 16%	5 14%	2 15%	82B 68%	- -%	58 15%	7 12%	25 12%	52a 20%	41 13%	29 19%
I occasionally work from home but mainly work elsewhere	140 28%	3 18%	11 21%	10 28%	2 7%	16 39%	14 28%	21 26%	29 38%	15 33%	121 28%	5 25%	11 31%	3 23%	- -%	140A 37%	125b 32%	9 13%	83B 39%	43 17%	101B 33%	24 16%
I never work from home	241 48%	7 49%	11 22%	22 59%	23 66%	25 61%	23b 47%	39b 49%	33 44%	21 45%	205B 48%	11B 51%	17b 46%	8Bj 60%	- -%	241A 63%	181 46%	41a 63%	93 44%	135 52%	149 49%	81 53%
NETS																						

Home based	121 24%	5 33%	29 56%	5 14%	9 27%	- -%	13 26%	20 26%	13 18%	10 22%	105 24%	5 24%	9 23%	2 17%	121B 100%	- -%	85 22%	15 23%	35 17%	80A 31%	55 18%	49A 32%
Office based	381 76%	10 67%	22 44%	32 86%	25 73%	41 100%	37B 74%	60B 74%	62B 82%	36 78%	326B 76%	16B 76%	28B 77%	11B 83%	- -%	381A 100%	306 78%	49 77%	177B 83%	178 69%	250B 82%	105 68%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 4 (continuation)
<S6B> Which of the following best describes the way you work?
by Crossbreak
Base: All respondents

CONNECTION PROFILE																														
	Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private cir cuits (d)	Fixed line broadband (e)	Standard land lines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 ivate (f)	LL pr ivate cir cuits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258
I run my business from home	39	34	3AC	-	-	2	36fgi	30fgi	35fgi	10fgi	3fgi	-	-	15 abcFG I	-	16fgi	14fgi	36c	3c	-	10	5	-	4	3	2	5	14	-	25
	8%	7%	22%	-%	-%	12%	7%	7%	8%	9%	8%	-%	-%	14%	-%	8%	8%	7%	9%	-%	19%	16%	-%	30%	11%	5%	42%	6%	-%	10%
I mainly work from home	82 16%	80bc 18%	- -%	1 4%	* 6%	1 3%	81EF 17%	72EF 17%	75EF 17%	13E 12%	1 1%	1 4%	4EF 19%	16Ef 16%	9EF 22%	27Ef 15%	32EF 19%	81BC 17%	1 1%	1 4%	* 1%	8A 23%	4 53%	- -%	4 12%	12 26%	1 4%	46C 21%	10 38%	25 10%
I occasionally work from home but mainly work elsewhere	140	114	8A	8A	1	10	134	128	130	25	15d	10ABCD	9aD	42AcD	20 ABCD	77 ABCD	67AbcD	129	13	9A	24	15	2	4	15	20	2	65	5	70
	28%	25%	53%	46%	51%	55%	28%	31%	30%	22%	36%	48%	40%	40%	51%	41%	40%	27%	35%	49%	46%	43%	28%	28%	47%	45%	19%	30%	18%	27%
I never work from home	241	223B	4	8b	1	5	234 HIJK	189 HIjK	189 HIjK	63 bCgHI JK	22 HIJK	10 HIjk	10	31	10	66	53	232	21	9	18	6	2	6	9	11	4	92	12	137a
	48%	49%	24%	50%	43%	30%	48%	45%	44%	57%	54%	49%	41%	30%	27%	36%	32%	49%	55%	47%	35%	18%	19%	42%	30%	25%	36%	42%	44%	53%
NETS ----																														
Home based	121 24%	114C 25%	3c 22%	1 4%	* 6%	3 15%	117EF 24%	101EF 24%	110EF 26%	22eF 20%	4 9%	1 4%	4F 19%	31EF 30%	9eF 22%	43EF 23%	46EF 28%	117BC 24%	4 10%	1 4%	10 19%	13a 39%	4 53%	4 30%	7 23%	14 30%	6 46%	60c 28%	10 38%	51 20%
Office based	381	338	11	16Ab	2	15	368	318	319	88	38 ABCdH iJK	19 ABCDG HIJK	19	73	30	143	120	361	34A	18A	42b	21	4	10	24	32	7	157	16	207a
	76%	75%	78%	96%	94%	85%	76%	76%	74%	80%	91%	96%	81%	70%	78%	77%	72%	76%	90%	96%	81%	61%	47%	70%	77%	70%	54%	72%	62%	80%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 4 (continuation)
<S6B> Which of the following best describes the way you work?
by Crossbreak
Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN LL/ PC Re ntal (a) (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57
Total	502	23	1	308	90	321	447	55
I run my business from home	39 8%	- -%	- -%	31a 10%	1 1%	33A 10%	37A 8%	2 4%
I mainly work from home	82 16%	1 2%	- -%	53A 17%	24BC 27%	50 15%	71 16%	10 19%
I occasionally work from home but mainly work elsewhere	140 28%	10c 44%	1 75%	92 30%	27 30%	93 29%	120 27%	20 37%
I never work from home	241 48%	13 54%	* 25%	132 43%	38 42%	146 45%	219 49%	22 40%
NETS								
Home based	121 24%	1 2%	- -%	84A 27%	25 28%	82 26%	108 24%	12 23%
Office based	381 76%	23C 98%	1 100%	224 73%	65 72%	239 74%	339 76%	42 77%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 5
<S7> How long has your organisation been trading?
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																																	
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR												
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	ser	pu	Other	
		(a)	to 4	to 4	(d)	- 49	- 249	than 2	years	years	years	years	-19	years	years	(a)	(b)	(c)	£100k	to	£500k	£3m	£10m	to	ind	ufacturing	struction	sale/Trans	tail (e)	ncial	Services	public	admin	(i)
			(b)	(c)	(e)	(f)		(a)	(b)	(c)	(d)	(e)							(a)	(b)	(c)	(d)	(e)	(a)	(b)	(c)	port/Communica-tions (d)	vices (f)	(g)	and services (h)				
Unweighted row	502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23					
Total	502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22					
Not yet actively trading	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Less than 2 years	11	*	9	10	1	-	-	11	-	-	-	-	11	*	-	6	1	-	-	-	1	-	*	4cG	5cG	-	*	*	-	-	-	-		
	2%	*%	3%	2%	2%	-	-	100%	-	-	-	-	2%	*%	-	3%	1%	-	-	-	3%	-	*	7%	7%	-	*%	*%	-	-	-	-		
2 - 5 years	16	7B	2	9	4BC	2B	*	-	16	-	-	-	12	4A	-	9	3	2	2aBc	*	-	3g	3	5G	2	-	1	*	*	1	1	6%		
	3%	7%	1%	2%	8%	5%	1%	-	100%	-	-	-	3%	9%	-	4%	2%	3%	13%	2%	-	7%	4%	9%	2%	-	1%	1%	1%	1%	1%	6%		
6 - 9 years	52	12	34	46e	4	2	*	-	-	52DE	-	-	52B	*	-	31b	8	5	4ABCe	*	-	5h	10dh	2	9h	-	18dh	*	*	6	6			
	10%	11%	12%	11%	8%	4%	6%	-	-	100%	-	-	11%	1%	-	14%	5%	10%	32%	6%	-	12%	14%	4%	12%	-	12%	1%	1%	1%	29%			
10 -19 years	141	19	98	117eF	15F	8	1	-	-	-	141CE	-	129	12	*	57DE	57DE	15DE	*	*	11	1	15B	28	17B	4	41B	19BCEG	4	4				
	28%	19%	33%	29%	28%	19%	10%	-	-	-	100%	-	28%	28%	9%	26%	36%	26%	4%	3%	56%	2%	21%	46%	22%	20%	28%	54%	19%	19%				
20+ years	282	65	151	216	29	31BCD	6aBCD	-	-	-	-	282CD	254	25	2	118	91	33	6	3ABCD	8	36	43D	22	46D	14	87D	15	10	10				
	56%	63%	51%	54%	54%	72%	83%	-	-	-	-	100%	55%	62%	91%	53%	57%	60%	51%	88%	41%	79%	60%	35%	58%	80%	59%	44%	47%	47%				
(Don't know)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
(Refused)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
(Not applicable)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 5 (continuation)
<S7> How long has your organisation been trading?
by Crossbreak
Base: All respondents

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ E Mid W Mid East Lo SE SW Net: Wales Sco Nor	Home Else	Agree Dis	Agree Dis	Agree Dis															
		(a)	(b)	rks/ Hu mber (c)	(d)	(e)	(f)	ndon (g)	(h)	(i)	En gland (j)	(k)	tland (l)	thern Ir eland (m)	based (a)	where (b)	(a)	agree (b)	(a)	agree (b)	(a)	agree (b)	
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118	
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154	
Not yet actively trading	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Less than 2 years	11 2%	- -%	4 7%	5 14%	- -%	- -%	- -%	1 1%	- -%	- -%	9 2%	1 3%	* 1%	1FgHl 6%	* %	11 3%	6 1%	5a 8%	1 1%	10a 4%	5 2%	6 4%	
2 - 5 years	16 3%	1 5%	1 1%	- -%	3 9%	- -%	* 1%	* %	3 4%	5 12%	13 3%	* 2%	2g 5%	* 2%	* %	16 4%	12 3%	- -%	8 4%	7 3%	12 4%	3 2%	
6 - 9 years	52 10%	- -%	4 8%	- -%	3 9%	3 6%	4 8%	8 11%	131 18%	13 27%	49 11%	1 5%	1 4%	1 6%	24B 20%	28 7%	39 10%	7 10%	12 6%	36A 14%	31 10%	17 11%	
10 -19 years	141 28%	6 40%	13 25%	15 41%	14 41%	18 43%	17 33%	16 20%	16 21%	7 16%	121 28%	5 23%	12 32%	4 28%	35 29%	106 28%	113 29%	11 18%	46 22%	85A 33%	79 26%	53 34%	
20+ years	282 56%	8 56%	30 59%	17 46%	14 41%	21 51%	29 58%	55 69%	44 57%	21 45%	239 55%	14 66%	22 58%	8 58%	62 51%	220 58%	221 57%	41 64%	144B 68%	121 47%	177 58%	75 49%	
(Don't know)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
(Refused)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
(Not applicable)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 5 (continuation)
<S7> How long has your organisation been trading?
by Crossbreak
Base: All respondents

CONNECTION PROFILE																														
	Total	MAIN FIXED LINE TYPE					PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed broadband (e)	Standard lines (a)	NET Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2E (e)	ISDN 30 line (f)	LL Private circuit (g)	VoIP (h)	Video conferencing (i)	So media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro for calls (b)	Other pro for ntal and calls (c)
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258
Not yet actively trading	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Less than 2 years	11	11	-	-	-	*	11	6	6	1	-	-	*	*	-	1	1	11	-	-	*	-	-	-	-	*	-	5	*	5
	2%	2%	-	-	-	1%	2%	1%	1%	1%	-	-	1%	1%	-	1%	1%	2%	-	-	1%	-	-	-	-	1%	-	2%	1%	2%
2 - 5 years	16	15	-	-	*	1	16	15	13	6j	2	*	1	6	5	4	7	16	2	*	5	*	1	-	*	5b	-	5	*	11
	3%	3%	-	-	4%	7%	3%	4%	3%	6%	5%	1%	4%	5%	13%	2%	5%	3%	5%	1%	9%	1%	10%	-	1%	12%	-	2%	1%	4%
6 - 9 years	52	51	-	1	-	-	52e	38e	52dE	6	1	1	5	19	6dE	25dE	15e	51b	1	1	8	6	4	5	1	10b	3	12	5	35A
	10%	11%	-	4%	-	-	11%	9%	12%	5%	2%	6%	22%	18%	15%	13%	9%	11%	2%	3%	16%	18%	53%	32%	3%	22%	25%	6%	19%	14%
10 -19 years	141	127C	3	1	*	9	137F	122F	114F	38Fj	9	2	6	25f	13F	45f	51F	135C	8	2	10	8	2	5	7	11	3	54	9	78
	28%	28%	19%	7%	10%	53%	28%	29%	27%	34%	22%	12%	24%	24%	32%	24%	31%	28%	22%	12%	18%	22%	31%	35%	21%	23%	23%	25%	35%	30%
20+ years	282	247	12A	15A	1	7	270i	239i	244i	60	29	16	11	54	15	111I	92i	264	27a	16A	30	21	*	5	24C	19	7	142C	11	128
	56%	55%	81%	89%	86%	39%	56%	57%	57%	54%	71%	82%	49%	52%	40%	60%	55%	55%	71%	84%	57%	60%	6%	33%	75%	43%	52%	65%	44%	50%
(Don't know)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
(Refused)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
(Not applicable)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 5 (continuation)
<S7> How long has your organisation been trading?
by Crossbreak
Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN LL/ PC Re ntal (a)	Std lan dline + BB (c) ntal (b)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57
Total	502	23	1	308	90	321	447	55
Not yet actively trading	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Less than 2 years	11 2%	- -%	- -%	5 2%	- -%	6 2%	11 2%	* *%
2 - 5 years	16 3%	2 7%	- -%	11 4%	* *%	11 4%	16 3%	* 1%
6 - 9 years	52 10%	- -%	- -%	37A 12%	14 16%	38 12%	47 11%	5 9%
10 -19 years	141 28%	7 30%	1 75%	70 23%	33B 37%	72 22%	123 28%	17 32%
20+ years	282 56%	15 62%	* 25%	184 60%	42 47%	195a 61%	250 56%	32 58%
(Don't know)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
(Refused)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
(Not applicable)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 6
<S8> How many sites or offices does your organisation operate from in the UK?
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																																
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR											
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	ser	Pu	Other
		(a)	to 4	to 4	(d)	- 49	- 249	than 2 years	(b)	(c)	years	(d)	(e)	(a)	to 5	(c)	£100k to £500k (a)	£500k to £3m (b)	£3m to £10m (c)	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail trade/transport/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	(i)				
Unweighted row	502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23				
Total	502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22				
1	458	104DEF	277EF	381EF	49EF	26F	2	11	12	52	129	254	458B	-	-	213CDE	155CDE	41E	7E	1	19	44d	70Dgh	52	75d	17	129	31	21				
	91%	100%	94%	96%	91%	60%	36%	98%	78%	99%	92%	90%	100%	-%	-%	96%	96%	75%	61%	30%	97%	97%	98%	84%	94%	94%	87%	89%	94%				
2 to 5	418%	-	176%	174%	4A7%	17ABCD40%	3ABCD41%	*	4	*	12	25	-	41A	-	9	6	13AB25%	4AB36%	1AB30%	1	1	2	10bCe16%	4	*	19c	3	1				
6 to 10	1*%	-	-	-	-	*	1ABCDE15%	-	-	-	*	1	-	-	1	-	*	*	*AB3%	*ABC8%	-	-	*	-	-	*	1	*	*				
11+	1*%	-	-	-	1bC1%	-	*ABCDE7%	-	-	-	*	1	-	-	1	*	*	*	*	1ABCD28%	-	-	-	*	*	1	-	*	*				
Don't know	*%	-	-	-	-	-	*ABCde1%	-	-	-	-	*	-	-	-	-	-	-	-	*ABC3%	-	-	*	-	-	-	-	-	-	-	-	-	
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 6 (continuation)
<S8> How many sites or offices does your organisation operate from in the UK?
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	East (f)	Lo ndon (g)	SE (h)	SW (i)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154
1	458 91%	14 95%	48 94%	37 99%	34 98%	30 73%	47k 95%	70 87%	71 94%	43 92%	395k 91%	18 84%	35k 94%	12 90%	116 96%	342 90%	358 92%	56 87%	185 87%	248A 96%	273 90%	148a 96%
2 to 5	41 8%	1 5%	3 5%	* *	1 2%	11 26%	3 5%	9 12%	4 6%	4 8%	35 8%	3bfj1 16%	2 5%	1 10%	4 4%	37 10%	31 8%	8 13%	25B 12%	10 4%	29b 10%	6 4%
6 to 10	1 *%	- -%	* *%	* *%	- -%	* 1%	* *%	- -%	* *%	* *%	1 *%	- -%	* 1%	- -%	* *%	1 *%	1 *%	* *%	1 1%	* *%	1 *%	- -%
11+	1 *%	- -%	* *%	- -%	- -%	- -%	* *%	1 1%	* *%	* *%	1 *%	- -%	* *%	* *%	- -%	1 *%	1 *%	- -%	1 1%	- -%	1 *%	* *%
Don't know	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	- -%
Refused	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 6 (continuation)
<S8> How many sites or offices does your organisation operate from in the UK?
by Crossbreak
Base: All respondents

CONNECTION PROFILE																															
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr ivate cir uits (d)	Fixed line band (e)	Sta ndard lines (a)	NET biles (b)	Fixed line band (c)	Mo bile band (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider and calls (b)	Other pro vider and calls (c)	
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255	
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258	
1	458	424bc	12c	10	1	11	448 DEFGH IK	384 DEFGH IK	387 DEFGH IK	91F	31	12	16	83F	31f	167 dEFGH ik	137Fg	442BC	30c	12	48B	23	6	12	30C	29	13	200	25	233	
	91%	94%	85%	63%	45%	64%	92%	92%	90%	82%	76%	62%	71%	80%	79%	90%	83%	93%	77%	61%	92%	66%	71%	78%	96%	63%	100%	92%	96%	90%	
2 to 5	41	26	2a	6Ab	1	6	35	32	39	19ABCj	9ABCJ 7 ABCDe	5 ABCJ HiJK	23%	18%	18%	9%	16%	7%	19%	35%	8%	30%	27%	15%	3%	35%	-%	7%	4%	9%	
	8%	6%	15%	35%	49%	34%	7%	8%	9%	17%	21%	34%	23%	18%	18%	9%	16%	7%	19%	35%	8%	30%	27%	15%	3%	35%	-%	7%	4%	9%	
6 to 10	1	1	-	*	*	*	1	1	1	1	1	*abc	*a	1	*	1	*	1	*	*a	*	*	*	*	-	1	-	1	-	1	
	*%	*%	-%	1%	6%	1%	*%	*%	*%	1%	1%	2%	2%	1%	1%	1%	*%	*%	1%	2%	1%	1%	3%	2%	-%	1%	-%	*%	-%	*%	
11+	1	1	-	*	-	-	1	1	1	*	1abc	*	1 ABCDJ K	1	1abc	1	*	1	1a	*	*	1	-	1	-	*	-	1	-	*	
	*%	*%	-%	1%	-%	-%	*%	*%	*%	*%	2%	1%	4%	1%	2%	1%	*%	*%	2%	2%	*%	2%	-%	5%	-%	*%	-%	*%	-%	*%	
Don't know	*	-	-	-	-	*	*	*	*	*	*	-	-	*	-	*	*	*	-	-	*	-	-	-	*	-	-	-	-	-	*
	*%	-%	-%	-%	-%	1%	*%	*%	*%	*%	*%	-%	-%	*%	-%	*%	*%	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 6 (continuation)
<S8> How many sites or offices does your organisation operate from in the UK?
by Crossbreak
Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57
Total	502	23	1	308	90	321	447	55
1	458 91%	18 76%	- %	280A 91%	82 90%	295 92%	408 91%	51 93%
2 to 5	41 8%	4c 18%	1 79%	26 9%	8 9%	24 8%	37 8%	4 7%
6 to 10	1 *%	* 2%	* 9%	1 *%	* *%	1 *%	1 *%	* *%
11+	1 *%	1C 5%	* 12%	1 *%	- -%	1 *%	1 *%	* *%
Don't know	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%
Refused	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 7

<S8A> Does your involvement with purchasing decisions regarding your organisation's telecoms and other communications services extend to all sites, some sites or just the site you operate out of?

by Crossbreak

Base: All with more than one site

	PERSONAL PROFILE																														
	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR										
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other
	(a)	to 4	to 4	(d)	- 49	- 249		than	years	years	years	-19	years	years	(a)	to 5	(c)	£100k	to	to	to	to	imary	ufact	nstru	sale/	tail	ncial	ser	blic	(i)
	(b)	(c)	(e)	(f)				2	(b)	(c)	years	(d)	(e)		(b)			(a)	£500k	£3m	£10m	(e)	ustry	(b)	(c)	port/	(e)	vices	(f)	(g)	and
							years	(a)										(b)	(c)	(d)		(a)	(b)	(c)	Comm	unica				(h)	
Unweighted row	116	-	9	9	12	36	59	1	5	3	23	84	-	96	20	7	14	34	26	18	4	11	8	23	18	5	26	18	3		
Total	44	-	17	17	5	17	4	*	4	*	12	28	-	41	3	9	6	14	5	2	1	1	2	10	5	1	19	4	1		
All sites	31	-	10	10	4	14	4	*	4	*	10	17	-	30	1	1	6	13	4	1	1	1	1	9	4	*	11	3	1		
	72%	-%	60%	60%	73%	82%	81%	100%	100%	47%	88%	62%	-%	73%	51%	12%	91%	94%	86%	50%	100%	67%	86%	92%	91%	20%	56%	78%	96%		
Some sites	1	-	-	-	1	1	*	-	-	-	*	1	-	1	-	*	*	-	-	*	-	*	*	-	-	-	1	*	-		
	3%	-%	-%	-%	11%	3%	1%	-%	-%	-%	3%	3%	-%	3%	-%	4%	3%	-%	-%	2%	-%	3%	10%	-%	-%	-%	3%	9%	-%		
Just the site operating from	11	-	7	7	1	3	1	-	-	*	1	10	-	10	1	7	*	1	1	1	-	*	*	1	*	1	8	*	*		
	25%	-%	40%	40%	16%	15%	18%	-%	-%	53%	9%	36%	-%	24%	49%	83%	7%	6%	14%	48%	-%	30%	4%	8%	9%	80%	41%	13%	4%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 7 (continuation)

<S8A> Does your involvement with purchasing decisions regarding your organisation's telecoms and other communications services extend to all sites, some sites or just the site you operate out of?
by Crossbreak

Base: All with more than one site

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)
Unweighted row	116	3	10	2	1	9	8	9	9	9	60	20	19	17	4	112	104	5	87	23	91	15
Total	44	1	3	*	1	11	3	10	5	4	37	3	2	1	4	39	33	8	27	11	31	6
All sites	31 72%	* 9%	3 97%	* 100%	- -	4 39%	3 98%	9 93%	4 82%	3 78%	26 71%	2 72%	2 70%	1 95%	4 92%	27 70%	28 84%	2 24%	17 64%	8 77%	22 70%	4 65%
Some sites	1 3%	* 49%	- -	- -	1 100%	- -	- -	- -	- -	- -	1 2%	* 6%	- -	- -	* 8%	1 2%	1 3%	- -	1 3%	* 3%	* 1%	* 6%
Just the site operating from	11 25%	* 42%	* 3%	- -	- -	7 61%	* 2%	1 7%	1 18%	1 22%	10 26%	1 21%	1 30%	* 5%	- -	11 28%	4 12%	6 76%	9 33%	2 20%	9 29%	2 30%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 7 (continuation)

<S8A> Does your involvement with purchasing decisions regarding your organisation's telecoms and other communications services extend to all sites, some sites or just the site you operate out of?

by Crossbreak

Base: All with more than one site

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private cir duit (d)	Fixed Pr band (e)		Standard land lines (a)	NET Mo biles (b)	Fixed line broa dband (c)	Mo bile broa dband (d)	ISDN 2/2e (e)	ISDN 30 ivate cir cuits (g)	LL pr ivate cir cuits (g)	VoIP (h)	Video nfere ncing (i)	So co cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	116	65	11	24	4	12	100	103	108	49	42	35	35	48	23	67	59	91	37	34	19	19	7	11	5	32	-	46	2	66
Total	44	28	2	6	1	6	37	34	41	19	10	8	7	21	8	18	28	35	9	7	4	12	2	3	1	17	-	17	1	25
All sites	31	18	1	6	1	6	25	29	29h	17	7	6aeH	5	11	6	15H	20	24	5	6b	3	5	1	1	1	9	-	13	1	17
	72%	64%	39%	95%	100%	95%	68%	AcEHK 85%	70%	AcEHK 88%	65%	86%	74%	54%	74%	80%	70%	69%	59%	86%	69%	39%	46%	36%	100%	54%	-%	76%	100%	69%
Some sites	1	*	1	*	-	-	1	1	1	1	1	*	-	1	-	1	*	1	1	*	1	-	*	*	-	*	-	1	-	*
	3%	1%	24%	4%	-%	-%	3%	3%	3%	3%	5%	3%	-%	3%	-%	3%	1%	3%	6%	3%	12%	-%	2%	6%	-%	2%	-%	6%	-%	*%
Just the site operating from	11	10	1	*	-	*	11BDf	4	11Bd	2	3BDf	1	2bd	9	2	3	8Bdf	10	3c	1	1	7	1	2	-	7	-	3	-	8
	25%	35%	38%	2%	-%	5%	29%	12%	27%	9%	30%	11%	26%	BcDFJ 44%	26%	17%	29%	28%	34%	11%	19%	61%	53%	57%	-%	44%	-%	18%	-%	31%

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Table 7 (continuation)

<S8A> Does your involvement with purchasing decisions regarding your organisation's telecoms and other communications services extend to all sites, some sites or just the site you operate out of?
by Crossbreak

Base: All with more than one site

		BUNDLING			SAME VS DIFFERENT			
	Total	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	116	33	5	55	29	67	100	16
Total	44	6	1	28	9	26	40	4
All sites	31 72%	3 51%	1 91%	18 63%	7 86%	16 60%	28 70%	4 93%
Some sites	1 3%	1c 13%	- -%	1 3%	* 4%	1 3%	1 3%	- -%
Just the site operating from	11 25%	2 35%	* 9%	10 34%	1 10%	10 37%	11 27%	* 7%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 8
<S9B> In which of these regions are you personally based?
by Crossbreak
Base: All respondents

		PERSONAL PROFILE																													
		COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR									
		Total	1 (a)	2 to 4 (b)	1 5 to 4 (c)	9 (d)	10 - 49 (e)	50 - 249 (f)	Less than 2 years (a)	2 5 (b)	6 9 (c)	10 -19 years (d)	20+ years (e)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Pr mary ind ustry (a)	Man ufac turing (b)	Co nstruc tion (c)	Whole sale/Trans port/ Comm unica tions (d)	Re tail (e)	Finan cial ser vices (f)	Other ser vices (g)	Public admin and ser vices (h)	Other (i)	
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row	502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23		
Total	502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22		
North East England	15 3%	5 4%	7 2%	11 3%	2 4%	1 3%	*	-	1 4%	-	6 4%	8 3%	14 3%	1 2%	-	3 2%	3 2%	3 5%	*	-	5 23%	*	1 2%	3g 4%	2 3%	3 15%	*	1 2%	-		
North West England	51 10%	11 10%	32 11%	42 11%	5 10%	3 6%	1 10%	4 32%	1 4%	4 8%	13 9%	30 11%	48 10%	3 6%	*	11 5%	23Ad 14%	6 11%	*	*	4 22%	4 8%	5 7%	12cG 20%	11G 14%	*	4 3%	5G 15%	5 22%		
Yorkshire and the Humber	38 7%	5 5%	20 7%	25 6%	7bcf 14%	4 10%	*	5 46%	-	-	15c 11%	17 6%	37B 8%	*	*	4 4%	14 6%	17 11%	6 11%	*	*	1 1%	5g 11%	7g 10%	3 5%	15dG 19%	-	3 2%	3g 9%	-	
East Midlands	35 7%	9 9%	22 8%	32 8%	2 3%	1 2%	*	-	3 20%	3 6%	14 10%	14 5%	34b 7%	1 1%	-	6 3%	11 7%	4 7%	-	*d 5%	3 16%	6DEG 14%	10DEG 13%	*	2 2%	3 18%	5 3%	6DEG 18%	-		
West Midlands	41 8%	-	26a 9%	26 6%	7Ac 13%	7AbC 17%	1AbC 17%	-	-	3 5%	18 13%	21 7%	30 7%	11A 26%	*	15 7%	19c 12%	2 4%	5ABCe 37%	*c 13%	*	-	5 7%	2 3%	2 2%	-	19bde 13%	13 37%	*		
East England	50 10%	12 12%	31 11%	43 11%	3 6%	3 7%	1 8%	-	*	4 2%	17 8%	29 10%	47 10%	3 6%	*	24 11%	21cd 13%	2 4%	*	*	-	4 10%	7 10%	11H 17%	7 8%	*	16h 11%	*	4 1%		
London	80 16%	23df 22%	46 16%	70df 18%	4 8%	5 13%	1 7%	1 7%	*	8 16%	16 11%	55d 20%	70 15%	9 23%	1 30%	37 17%	23 14%	12 22%	2 20%	1ab 32%	1 4%	10DeH 22%	18DEH 25%	1 2%	7 8%	11 61%	28DeH 19%	1 3%	4 18%		
South East England	76 15%	18 17%	40 14%	58 15%	10 19%	7 15%	1 11%	-	3 20%	13d 26%	16 11%	44 15%	71 16%	4 11%	*	52Bc 24%	12 7%	6 10%	2 14%	*	1 7%	10H 22%	13h 18%	6 10%	10h 13%	-	34dH 23%	1 2%	-		
South West England	46 9%	8 8%	30 10%	38 10%	3 6%	4 10%	1 10%	-	5 33%	13DE 24%	7 5%	21 7%	43 9%	4 9%	*	26 12%	11 7%	8 14%	1 8%	*	1 6%	*	-	13BCEH 20%	4 6%	-	22BCeh 15%	1 2%	5 24%		
Net: England	431 86%	92F 88%	254F 86%	345F 87%	45f 84%	36 83%	5 73%	9 85%	13 84%	49 94%	121 86%	239 85%	395 86%	35 84%	2 82%	189 85%	139 87%	49 89%	10 85%	2 82%	16 79%	40 88%	65e 91%	51 83%	61 76%	17 96%	131e 88%	32e 90%	19 85%		
Wales	21 4%	3 2%	11 4%	13 3%	5c 8%	2 5%	1abC 10%	1 6%	*	1 3%	5 2%	14 3%	18 4%	3 8%	-	9 4%	6 4%	2 4%	1 5%	*	2 9%	1 3%	1 1%	3 5%	6 7%	*	6 4%	1 1%	1 7%		
Scotland	37 7%	7 6%	23 8%	29 7%	3 6%	3 8%	1 11%	*	2 12%	1 3%	12 8%	22 8%	35 8%	2 5%	*	19 9%	11 7%	2 3%	1 7%	*	2 11%	3 6%	4 6%	5 9%	10h 13%	*	9 6%	1 3%	2 8%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 8 (continuation)
<S9B> In which of these regions are you personally based?
by Crossbreak
Base: All respondents

		PERSONAL PROFILE																															
		COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR											
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other	
		(a)	to 4	to 4	(d)	- 49	- 249	than	years	years	years	-19	years	years	(a)	to 5	(c)	£100k	to	to	to	(e)	imary	ufact	nstru	sale/	tail	ncial	ser	blic	(i)		
Total		(b)	(c)	(d)	(e)	(f)	2	(b)	(c)	years	(d)	(e)		(a)	(b)	(c)	(a)	£500k	£3m	£10m		ustry	(a)	(b)	(c)	port/	Comm	vices	(f)	(g)	and		
							years	(a)									(b)	(c)	(d)						unica	tions	(d)				(h)	(i)	
Unweighted row	502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23				
Total	502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22				
Northern Ireland	13	3	7	10	1	2	*bcd	1	*	1	4	8	12	1	*	5	4	2	*	*	*	1	1	2	3	*	3	2	*				
	3%	3%	2%	2%	2%	4%	6%	7%	2%	1%	3%	3%	3%	3%	1%	2%	2%	4%	3%	5%	1%	3%	1%	3%	4%	2%	2%	6%	*%				

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 8 (continuation)
<S9B> In which of these regions are you personally based?
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON			
		NE	NW	Yo rks/ Hu mber	E	Mid	W	Mid	East	Lo ndon	SE	SW	Net: En gland	Wales	Sco tland	Nor thern Ireland	Home based	Else where	Agree	Dis agree	Agree	Dis agree	Agree	Dis agree
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118		
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154		
North East England	15	15	-	-	-	-	-	-	-	-	15	-	-	-	5	10	12	*	10b	4	9	6		
	3%	100%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	4%	3%	3%	1%	5%	2%	3%	4%		
North West England	51	-	51	-	-	-	-	-	-	-	51	-	-	-	29B	22	39	7	13	38A	27	12		
			FGHJK LM								fghKL M													
	10%	-%	100%	-%	-%	-%	-%	-%	-%	-%	12%	-%	-%	-%	24%	6%	10%	11%	6%	15%	9%	8%		
Yorkshire and the Humber	38	-	-	38	-	-	-	-	-	-	38	-	-	-	5	32	27	10	10	27a	14	24A		
											fghklm													
	7%	-%	-%	100%	-%	-%	-%	-%	-%	-%	9%	-%	-%	-%	4%	9%	7%	16%	5%	11%	5%	15%		
East Midlands	35	-	-	-	35	-	-	-	-	-	35	-	-	-	9	25	21	6	8	25a	22	10		
											fghklm													
	7%	-%	-%	-%	100%	-%	-%	-%	-%	-%	8%	-%	-%	-%	8%	7%	5%	10%	4%	10%	7%	6%		
West Midlands	41	-	-	-	-	41	-	-	-	-	41	-	-	-	-	41A	30	8	33B	8	24	10		
											fghKLM													
	8%	-%	-%	-%	-%	100%	-%	-%	-%	-%	9%	-%	-%	-%	-%	11%	8%	13%	15%	3%	8%	7%		
East England	50	-	-	-	-	-	50	-	-	-	50	-	-	-	13	37	41	8	23	22	29	14		
							BGHJK LM				bghKL M													
	10%	-%	-%	-%	-%	-%	100%	-%	-%	-%	12%	-%	-%	-%	11%	10%	11%	13%	11%	9%	9%	9%		
London	80	-	-	-	-	-	-	80	-	-	80	-	-	-	20	60	56	14	37	32	52	24		
							BFHJK LM				BFHKL M													
	16%	-%	-%	-%	-%	-%	-%	100%	-%	-%	19%	-%	-%	-%	17%	16%	14%	22%	17%	13%	17%	16%		
South East England	76	-	-	-	-	-	-	-	76	-	76	-	-	-	13	62	59	5	19	50A	46	26		
							BFGJK LM				BFGKL M													
	15%	-%	-%	-%	-%	-%	-%	-%	100%	-%	18%	-%	-%	-%	11%	16%	15%	8%	9%	19%	15%	17%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 8 (continuation)
<S9B> In which of these regions are you personally based?
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E Mid (d)	W Mid (e)	East (f)	Lo ndon (g)	SE (h)	SW (i)	Net: En gland (j)	Wales (k)	Scot land (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154
South West England	46	-	-	-	-	-	-	-	-	46	46	-	-	-	10	36	46b	-	26b	16	39b	7
	9%	-%	-%	-%	-%	-%	-%	-%	-%	100%	100%	-%	-%	-%	9%	9%	12%	-%	12%	6%	13%	5%
Net: England	431	15	51	38	35	41	50	80	76	46	431	-	-	-	105	326	333	60	180	223	260	133
	86%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	-%	-%	87%	86%	85%	93%	85%	87%	85%	86%
Wales	21	-	-	-	-	-	-	-	-	-	-	21	-	-	5	16	16	3	10	10	11	8
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	4%	4%	4%	4%	5%	4%	4%	5%
Scotland	37	-	-	-	-	-	-	-	-	-	-	-	37	-	9	28	30	2	16	19	23	10
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	7%	7%	8%	2%	7%	7%	8%	7%
Northern Ireland	13	-	-	-	-	-	-	-	-	-	-	-	-	13	2	11	12	*	6	6	10	2
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	2%	3%	3%	1%	3%	2%	3%	1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 8 (continuation)
<S9B> In which of these regions are you personally based?
by Crossbreak
Base: All respondents

		CONNECTION PROFILE																																							
		MAIN FIXED LINE TYPE																		FIXED LINES USED FOR VOICE CALLS OUT									VOIP TYPE						VOIP USAGE				STANDARD LANDLINE SUPPLIER		
		Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private cir cuits (d)	Fixed broadband (e)	Standard land lines (a)	NET Mobiles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 private cir cuits (f)	LL private cir cuits (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)										
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255											
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258											
North East England	15 3%	14 3%	- %	* 2%	- %	1 4%	14 3%	15 4%	13 3%	4 4%	* 1%	* 2%	- %	4 4%	* 1%	3 2%	5 3%	14 3%	* 1%	* 2%	3 6%	* 1%	* 4%	3 17%	* 1%	1 2%	- %	12C 5%	* 1%	3 1%											
North West England	51	46	*	4AB	-	1	51eg	43g	47eg	10	1	4	*	10	7EGJ	13	22egj	51	1	4aB	5	1	-	*	6	4	-	40C	1	11											
Yorkshire and the Humber	10%	10%	1%	23%	-%	8%	10%	10%	11%	9%	3%	20%	2%	10%	18%	7%	14%	11%	4%	21%	9%	4%	-%	1%	18%	10%	-%	18%	3%	4%											
	38	34	-	3AB	*	-	37dhi	32dhi	20	2	1	3	2dhi	2	*	8	12dhi	36	1	3AB	*	1	-	1	-	*	-	5	-	32A											
	7%	8%	-%	19%	6%	-%	8%	8%	5%	2%	4%	16%	7%	2%	1%	5%	7%	8%	4%	17%	1%	4%	-%	10%	-%	1%	-%	2%	-%	13%											
East Midlands	35	34	1	*	-	-	35fj	28f	28f	10fijk	7	*	3	3	*	6	6	35c	7AC	*	3	*	-	-	*	-	3	16	-	18											
West Midlands	7%	8%	4%	1%	-%	-%	7%	7%	6%	9%	18%	1%	14%	3%	1%	3%	3%	7%	20%	1%	6%	1%	-%	-%	1%	-%	25%	8%	-%	7%											
	41	35	*	4AB	-	2	39g	28	41gi	11g	2	4	*	16	1	17g	10	39	2	4AB	9	7	*	-	7	7	2	13	-	28											
	8%	8%	1%	22%	-%	13%	8%	7%	10%	10%	6%	19%	1%	15%	1%	9%	6%	8%	6%	19%	17%	20%	2%	-%	21%	15%	19%	6%	-%	11%											
East England	50	44	1	1	-	4	47g	41	39	10	2	2	*	12g	1	28	18g	47	1	1	5	4	-	2	*	7b	2	15	7	28											
London	10%	10%	5%	5%	-%	25%	10%	10%	9%	9%	4%	8%	2%	11%	3%	15%	11%	10%	3%	6%	10%	13%	-%	16%	1%	16%	16%	7%	26%	11%											
	80	69	3	2	1	5	76	68	70	22	7	3	7	17	9	33	39abc	75	6	2	4	9A	*	1	8	7	-	32	7	41											
	16%	15%	23%	14%	36%	26%	16%	16%	16%	20%	16%	15%	30%	16%	22%	18%	24%	16%	16%	13%	7%	26%	1%	9%	25%	16%	-%	15%	28%	16%											
South East England	76 15%	67c 15%	5AC 37%	* 2%	- %	3 15%	70Fg 15%	69Fg 16%	70Fg 16%	13f 11%	9dFGk 23%	* 2%	1 5%	21Fgk 20%	5f 12%	29Fg 15%	19f 11%	68C 14%	9aC 24%	* 2%	14 27%	6 16%	1 10%	5 31%	5 17%	6 14%	4 36%	40 18%	4 17%	32 12%											

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 8 (continuation)
<S9B> In which of these regions are you personally based?
by Crossbreak
Base: All respondents

		CONNECTION PROFILE																														
																			FIXED LINES USED FOR VOICE CALLS OUT											STANDARD LANDLINE SUPPLIER		
																			MAIN FIXED LINE TYPE			PRODUCTS USED										
		Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed broadband (e)	Standard lines (a)	NET Mobiles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuit (g)	VoIP (h)	Video conferencing (i)	So co media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255		
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258		
South West England	46	43	2	*	1	-	46	41	41	12	2	1	6 ABCDEFHJK	11 ABCDEFHJK	11	16	13	45	2	1	5	1	6	*	1	10b	-	16	1	29		
	9%	10%	12%	2%	47%	-%	10%	10%	10%	11%	5%	6%	26%	11%	29%	9%	8%	9%	5%	6%	9%	2%	76%	1%	4%	22%	-%	7%	4%	11%		
Net: England	431 86%	387 86%	12 84%	15 90%	2 89%	16 92%	416 86%	365e 87%	368 86%	93 84%	33 79%	17 87%	20 87%	95Ej 91%	34 86%	154 83%	144 87%	410 86%	31 82%	16 86%	48 92%	30 88%	7 93%	12 84%	27 87%	43 95%	12 96%	189 87%	21 79%	222 86%		
Wales	21 4%	18 4%	1 9%	1 4%	* 10%	1 7%	20 4%	16 4%	17 4%	5 5%	4abck 10%	1 4%	1 5%	4 4%	2 6%	10 5%	7 4%	19 4%	4a 9%	1 4%	2 3%	2 7%	* 3%	2 13%	1 2%	1 3%	1 4%	10 4%	* 1%	11 4%		
Scotland	37 7%	36 8%	1 5%	1 3%	- 3%	* *%	36 7%	28 7%	32 7%	10 9%	4h 9%	1 7%	1 4%	3 3%	2 5%	16 9%	11 7%	36 8%	3 7%	1 8%	2 4%	1 3%	* 3%	* 3%	3 8%	* 1%	- -%	12 6%	4 15%	20 8%		
Northern Ireland	13 3%	12 3%	* 3%	* 2%	* 2%	* 1%	13 3%	10 2%	11 3%	3 2%	1 2%	* 2%	1 3%	1 1%	1 2%	6 3%	3 2%	12 3%	1 2%	* 3%	1 1%	1 2%	* 1%	* *%	1 3%	1 1%	- -%	7 3%	1 5%	5 2%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 8 (continuation)
<S9B> In which of these regions are you personally based?
by Crossbreak
Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN LL/ PC Re ntal (a)	Std lan dline + BB (c) ntal (b)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57
Total	502	23	1	308	90	321	447	55
North East England	15 3%	1 3%	- -%	12 4%	1 1%	11 3%	15 3%	* 1%
North West England	51 10%	5 22%	* 19%	42 14%	4 4%	42AD 13%	51aD 11%	* *%
Yorkshire and the Humber	38 7%	2 7%	- -%	11 3%	7 7%	14 4%	33 7%	5 9%
East Midlands	35 7%	4C 18%	- -%	20 6%	4 4%	24 7%	34 8%	1 2%
West Midlands	41 8%	* 1%	- -%	26a 8%	10D 11%	28d 9%	41d 9%	* *%
East England	50 10%	1 3%	- -%	31 10%	10 11%	25 8%	41 9%	9b 17%
London	80 16%	3 11%	1 66%	50 16%	12 13%	53 17%	66 15%	14ac 26%
South East England	76 15%	3 13%	* 12%	42 14%	24BC 27%	43 13%	66 15%	10 18%
South West England	46 9%	1 5%	- -%	38 12%	3 4%	38a 12%	41 9%	5 9%
Net: England	431 86%	19 83%	1 96%	271 88%	74 82%	279 87%	386 86%	45 82%
Wales	21 4%	2c 9%	- -%	9 3%	6 6%	10 3%	18 4%	3 5%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 8 (continuation)
<S9B> In which of these regions are you personally based?
by Crossbreak
Base: All respondents

	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57
Total	502	23	1	308	90	321	447	55
Scotland	37 7%	1 5%	- -%	22 7%	8 8%	24 8%	32 7%	5 10%
Northern Ireland	13 3%	1 3%	* 4%	7 2%	3 4%	8 2%	11 2%	2 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 9
<S10C1> For each statement please indicate how much you agree or disagree.....I try to keep up with technology
by Crossbreak
Base: All respondents

		PERSONAL PROFILE																															
		COMPANY SIZE								NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR										
		Total	1	2	1	5	9	10	50	Less than 2 years (a)	2	5	6	9	10	20+	1 (a)	2 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail/transport/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)
			(a)	to 4 (b)	to 4 (c)	10 - 49 (d)	50 - 249 (e)	2 years (a)	years (b)		years (c)	years (d)	years (e)	to 5 (b)	Under £100k (a)	£100k to £500k (b)		£500k to £3m (c)	£3m to £10m (d)		£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)		Wholesale/retail/transport/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)		
Unweighted row		502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23			
Total		502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22			
Agree strongly	(5.0)	157 31%	39 38%	80 27%	119 30%	16 30%	19Bcd 44%	4BCD 51%	1 11%	9 56%	22 43%	37 26%	88 31%	144 31%	13 32%	1 25%	66 30%	41 25%	31ABD 56%	4 29%	1 38%	4 22%	13 28%	16 23%	20 32%	17 21%	9 50%	65CEH 44%	6 18%	7 31%			
Agree slightly	(4.0)	234 47%	37 36%	145 49%	182 46%	30a 55%	20 45%	3 42%	5 41%	3 19%	17 32%	76c 54%	133 47%	215 47%	18 43%	2 70%	92 41%	97AC 60%	18 33%	6 48%	2aC 61%	7 38%	20 45%	41g 57%	28 45%	44g 55%	2 9%	60 41%	22g 61%	11 49%			
Neither agree nor disagree	(3.0)	46 9%	9 9%	29 10%	38 10%	6e 12%	2 4%	* 4%	* 2%	4 25%	7 13%	16 11%	19 7%	44 10%	2 5%	* 2%	22 10%	13 8%	4 7%	3aBCe 21%	* 1%	7 36%	4 9%	3 4%	9cEgh 14%	2 3%	7 40%	9 6%	* 1%	4 20%			
Disagree slightly	(2.0)	44 9%	8 8%	30 10%	39 10%	2 3%	3 7%	* 3%	5 46%	- -%	- -%	10 7%	29c 10%	35 8%	8A 20%	* 3%	31Bcde 14%	5 3%	2 4%	* 1%	- -%	1 4%	5C 11%	- -%	3 5%	14Cdg 18%	* 1%	13c 9%	7CDg 19%	- -%			
Disagree strongly	(1.0)	21 4%	10def 10%	10 3%	20 5%	* *%	* *%	- -%	- -%	- -%	7D 13%	2 1%	12 4%	21b 4%	- -%	- -%	11 5%	6 4%	- -%	- -%	- -%	- -%	3G 7%	11dEGH 16%	2 4%	3 3%	- -%	1 1%	* 1%	- -%			
Don't know		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
NET																																	

Agree		391 78%	76 73%	224 76%	300 76%	46 85%	39abc 89%	6ABC 93%	6 52%	12 75%	39 74%	113 80%	221 79%	358 78%	31 74%	2 95%	157 71%	138A 85%	49Ad 90%	10 78%	3ABd 99%	12 60%	33 73%	57 80%	48 77%	60 76%	10 59%	125 84%	28 79%	18 80%			
Disagree		64 13%	18df 18%	41df 14%	59DF 15%	2 4%	3 7%	* 3%	5 46%	- -%	7 13%	11 8%	41 15%	56 12%	8a 20%	* 3%	42 19%	11 7%	2 4%	* 1%	- -%	1 4%	8 18%	11 16%	5 9%	17dg 21%	* 1%	14 9%	7g 20%	- -%			
Mean score		3.9	3.8	3.9	3.9	4.1	4.3 aBC	4.4ABCD	3.2	4.3a	3.9	4.0a	3.9a	3.9	3.9	4.2	3.8	4.0	4.4 ABD	4.1	4.4Ab	3.8	3.8	3.7	4.0	3.7	4.1	4.2 bCEH	3.8	4.1			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 9 (continuation)
<S10C1> For each statement please indicate how much you agree or disagree.....I try to keep up with technology
by Crossbreak
Base: All respondents

		Total	LOCATION												OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON			
			NE	NW	Yo rks/	E	Mid	W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	
			(a)	(b)	Huber	(d)	(e)	(f)	(g)	(h)	(i)	England	(j)	(k)	otland	thern	(a)	(b)	(a)	agree	(a)	agree	(a)	agree
					(c)																			
Unweighted row		502	17	34	15	18	17	49	44	36	25	255	83	81	83		72	430	430	36	282	193	343	118
Total		502	15	51	38	35	41	50	80	76	46	431	21	37	13		121	381	391	64	212	258	305	154
Agree strongly	(5.0)	157 31%	6 37%	14 28%	5 13%	10 27%	3 6%	17 35%	22 28%	20 26%	33 72%	130 30%	8 38%	13 35%	7bGHJl 51%	37 31%	120 31%	157B 40%	- -%	91B 43%	53 20%	122B 40%	20 13%	
Agree slightly	(4.0)	234 47%	7 45%	25 49%	22 59%	12 34%	28 68%	24 48%	34 42%	39 52%	13 28%	204 47%	8 40%	17 46%	5 40%	48 40%	186 49%	234B 60%	- -%	92 43%	128 49%	143 47%	71 46%	
Neither agree nor disagree	(3.0)	46 9%	2 15%	5 9%	* *%	7 21%	2 6%	* 1%	10f 12%	11f 15%	- -%	38 9%	2F 10%	5F 14%	1f 6%	21B 17%	26 7%	- -%	- -%	11 5%	34A 13%	19 6%	25A 16%	
Disagree slightly	(2.0)	44 9%	* 2%	4 7%	10 27%	3 9%	8 20%	4 8%	11hlm 13%	1 1%	- -%	41lm 10%	2hlm 9%	* 1%	* 1%	4 3%	40a 11%	- -%	44A 68%	16 8%	27 10%	14 5%	29A 19%	
Disagree strongly	(1.0)	21 4%	- -%	4 7%	- -%	3 9%	- -%	4 8%	3 4%	4 6%	- -%	19 4%	1 3%	1 3%	* 2%	12B 10%	9 2%	- -%	21A 32%	2 1%	16A 6%	6 2%	9a 6%	
Don't know		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
NET ---																								
Agree		391 78%	12 82%	39 77%	27 73%	21 61%	30 74%	41 83%	56 70%	59 78%	46 100%	333 77%	16 78%	30 81%	12gJk 91%	85 71%	306 80%	391B 100%	- -%	183B 86%	180 70%	265B 87%	90 59%	
Disagree		64 13%	* 2%	7 14%	10 27%	6 18%	8 20%	8lm 17%	14lm 17%	5 7%	- -%	60lm 14%	3lm 12%	2 4%	* 3%	15 12%	49 13%	- -%	64A 100%	18 9%	44A 17%	20 7%	39A 25%	
Mean score		3.9	4.2	3.8	3.6	3.6	3.6	3.9	3.8	3.9	4.7 ABCDEF FGHJKLM	3.9	4.0	4.1e bCdEf GhJkl	4.4	3.8	4.0	4.4B	1.7	4.2B	3.7	4.2B	3.4	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 9 (continuation)
<S10C1> For each statement please indicate how much you agree or disagree.....I try to keep up with technology
by Crossbreak
Base: All respondents

CONNECTION PROFILE																															
	Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuits (d)	Fixed broadband (e)	Standard lines (a)	NET Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2E (e)	ISDN 30 (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntl calls (a)	Other for re calls (b)	Other pro vider for ntl and calls (c)	
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255	
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258	
Agree strongly	(5.0)	157	137	4	5	1	10	152	137	150	38	13	7	13 ABCDE fhK	44ab 29 ABCDE FHJK	84 ABCde	65	150	11	6	17	14	7	4	10	25b	6	68	8	81	
		31%	30%	24%	32%	57%	57%	31%	33%	35%	35%	32%	37%	58%	42%	73%	45%	39%	31%	28%	34%	32%	41%	91%	24%	30%	56%	46%	31%	31%	31%
Agree slightly	(4.0)	234	207	10A	8	1	7	225GI	205 GhI	203GI aGHIj k	62	22GhI	10GI	3	39G	10	83GI	71Gi	220	21	10	30B	5	1	6	18C	9	7	106	12	116
		47%	46%	70%	52%	42%	41%	46%	49%	47%	56%	52%	49%	11%	38%	25%	45%	43%	46%	56%	52%	58%	15%	7%	42%	56%	19%	54%	49%	45%	45%
Neither agree nor disagree	(3.0)	46	45	1	*	*	*	46j	43fij	40j	9	2	*	7 ABCDE FHIJK	10	1	9	21efiJ	46	2	*	1	9A	*	1	4	5	-	16	5	25
		9%	10%	4%	3%	2%	1%	9%	10%	9%	8%	4%	2%	30%	9%	2%	5%	13%	10%	4%	3%	1%	25%	2%	4%	14%	11%	-%	8%	20%	10%
Disagree slightly	(2.0)	44	41	*	2b	-	*	42 bCDgi Jk	19d	17d	1	5 BCDgi Jk	2 bCDGI J	*	6dj	*	4	8d	41	5	2	*	6A	-	-	-	6b	-	15	-	28
		9%	9%	1%	13%	-%	7%	9%	4%	4%	1%	11%	11%	1%	6%	4%	2%	5%	9%	12%	12%	7%	18%	-%	-%	-%	14%	-%	7%	-%	11%
Disagree strongly	(1.0)	21	21	-	-	-	-	21K 4%	15k 4%	17K 4%	1	-	-	-	4K 4%	-	5k 3%	*	21 4%	-	-	4b 9%	-	-	4 30%	-	-	-	12 5%	1 4%	8 3%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET																															

Agree		391	345	14a	14	2	17	377	342g	354G	100 AbcGh k	35g	17g	16	84	38 ABCEFGH GHK	168 ABCGH k	135g	370	32	16	47B	19	8	10	27	34	13	174	20	197
		78%	76%	95%	84%	98%	99%	78%	82%	83%	91%	85%	86%	69%	80%	98%	90%	82%	77%	84%	86%	90%	56%	98%	66%	86%	75%	100%	80%	76%	76%

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Table 9 (continuation)
 <S10C1> For each statement please indicate how much you agree or disagree.....I try to keep up with technology
 by Crossbreak
 Base: All respondents

CONNECTION PROFILE																																		
Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER							
	Sta	ISDN	ISDN	LL	Fixed		Sta	NET	Fixed	Mo	ISDN	ISDN	LL	pr	VoIP	Video	So	Cloud		ISDN	ISDN	ISDN	Same	A	Both	Int	Ext	Both	Ne	BT	Other	Other		
	ndard	2/2E	30	/	Pr	line	ndard	Mo	line	broa	2/2e	30	ivate		(h)	co	cial	based		ndard	2/2E	30	pro	diff		ernal	ernal	(c)	ither	for	pro	pro		
	lan	(b)	line	(c)	cir	dband	lines	(b)	dband	dband	(e)	(f)	cir	uits	(g)	nfere	ncing	media	(j)	(k)	dline	(b)	(c)	vider	erent	(a)	pro	vider	inter	-site	(a)	ntal	for	for
	(a)				(d)	(e)	(a)	(c)	(d)							(i)				(a)			(b)	(b)		(a)	(b)	(c)	(d)	calls	calls	re	ntal	calls
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198		446	76	68	56	48	12	22	33	61	5	216	28	255			
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165		478	38	19	52	35	8	15	31	46	13	218	26	258			
Disagree	64	62b	*	2b	-	*	62 bcDGI JK	34Dgi	35Dgi	2	5DgIj	2DGIj	*	11Dgi	*	9	9		62	5	2	5	6	-	4	-	6b	-	27	1	36			
	13%	14%	1%	13%	-%	-%	13%	8%	8%	2%	11%	11%	1%	10%	-%	5%	5%		13%	12%	12%	9%	18%	-%	30%	-%	14%	-%	12%	4%	14%			
Mean score	3.9	3.9	4.2	4.0	4.5	4.6AbC	3.9	4.0	4.1a	4.2Ab	4.1	4.1	4.3a	4.1	4.7 ABCDE FGHJK	4.3 ABCe	4.2A		3.9	4.0	4.1	4.0	3.8	4.9	3.3	4.2A	4.2A	4.5	3.9	4.0	3.9			

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Table 9 (continuation)
<S10C1> For each statement please indicate how much you agree or disagree.....I try to keep up with technology
by Crossbreak
Base: All respondents

	Total	BUNDLING				SAME VS DIFFERENT			
		Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57	
Total	502	23	1	308	90	321	447	55	
Agree strongly (5.0)	157 31%	7 31%	1 69%	110 36%	28 31%	112 35%	143 32%	14 26%	
Agree slightly (4.0)	234 47%	10 43%	* 31%	141 46%	47 52%	150 47%	210 47%	24 45%	
Neither agree nor disagree (3.0)	46 9%	2 7%	- -%	26 9%	13 14%	27 8%	38 8%	9 16%	
Disagree slightly (2.0)	44 9%	4C 19%	- -%	15 5%	2 3%	15 5%	38ab 9%	6a 10%	
Disagree strongly (1.0)	21 4%	- -%	- -%	16 5%	* *%	17a 5%	19a 4%	2 3%	
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
NET									

Agree	391 78%	17 74%	1 100%	251 81%	75 83%	262 82%	353 79%	39 71%	
Disagree	64 13%	4c 19%	- -%	31 10%	3 3%	32a 10%	57A 13%	7a 13%	
Mean score	3.9	3.9	4.7	4.0	4.1d	4.0	3.9	3.8	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 10
<S10C2> For each statement please indicate how much you agree or disagree.....My friends or colleagues tend to come to me if they have questions about technology
by Crossbreak
Base: All respondents

		PERSONAL PROFILE																												
		COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR								
		Total	1 (a)	2 to 4 (b)	5 to 9 (c)	10 - 49 (d)	50 - 249 (e)	250+ (f)	Less than 2 years (a)	2 - 5 years (b)	6 - 9 years (c)	10 - 19 years (d)	20+ years (e)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail/ Transport/ Communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public admin and services (h)	Other (i)
Unweighted row		502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23
Total		502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22
Agree strongly	(5.0)	82 16%	8 7%	49 17%	56 14%	10a 19%	12AbC 27%	4ABCDE 55%	* 2%	6 38%	6 12%	10 7%	59D 21%	66 14%	14A 34%	1 39%	30 14%	27 17%	17AB 30%	3a 28%	2ABCD 57%	2 9%	7c 14%	2 3%	17CeH 28%	12c 15%	1 4%	35Ch 24%	3 7%	3 15%
Agree slightly	(4.0)	130 26%	25 24%	67 23%	92 23%	21aBC 39%	15bc 35%	2 30%	1 9%	2 14%	6 11%	36 26%	85c 30%	118 26%	11 26%	1 52%	48 22%	44 27%	25AB 45%	6AB 52%	1a 40%	5 25%	5 10%	21b 29%	11 18%	12 15%	10 57%	49BdE 33%	16BDE 45%	1 4%
Neither agree nor disagree	(3.0)	30 6%	9 9%	15 5%	24 6%	2 4%	4f 9%	* 1%	- -%	* 3%	4 8%	10 7%	15 5%	24 5%	6A 15%	- -%	15 7%	8 5%	3 5%	* 1%	- -%	* 1%	9 19%	1 1%	2 2%	4 5%	- -%	9 6%	- -%	6 28%
Disagree slightly	(2.0)	138 27%	25f 24%	94EF 32%	120EF 30%	11f 21%	6 14%	1 8%	9 78%	1 4%	19e 37%	50E 36%	59 21%	133B 29%	4 11%	* 8%	61CDE 28%	48CDE 30%	3 6%	1 7%	* 3%	12 59%	12 27%	18 25%	16 26%	31G 39%	4 20%	23 16%	13G 37%	9 40%
Disagree strongly	(1.0)	121 24%	35deF 34%	69F 24%	104eF 26%	9f 17%	7 15%	* 6%	1 11%	7 41%	16 31%	35 25%	62 22%	115b 25%	6 14%	- -%	66CdE 30%	34E 21%	8e 14%	2 12%	- -%	1 6%	13h 29%	30 42%	15h 25%	19h 24%	3 19%	32 22%	4 10%	3 13%
Don't know		2 *%	2 2%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%	2 *%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 3%	- -%	- -%	- -%	- -%
NET	---																													
Agree		212 42%	32 31%	116 39%	148 37%	31ABC 58%	27ABC 62%	6ABCDE 85%	1 11%	8 53%	12 23%	46 33%	144CD 51%	185 40%	25A 60%	2 92%	78 35%	71 44%	41AB 75%	10AB 80%	3ABc 97%	7 34%	11 25%	23 32%	29be 46%	24 30%	11 61%	84BCE 57%	18BcE 52%	4 19%
Disagree		258 51%	61 58%	164 56%	224DEF 56%	21F 38%	13f 29%	1 14%	10 89%	7 44%	36E 68%	85E 60%	121 43%	248B 54%	10 25%	* 8%	127CDE 57%	83CDE 51%	11e 20%	2 19%	* 3%	13 65%	26g 56%	47Gh 66%	32 51%	50G 63%	7 39%	55 37%	17 48%	12 53%
Mean score		2.8	2.4	2.8	2.7	3.2 AbC	3.4 ABC	4.2 ABCDE	2.1	3.1	2.4	2.5	3.1CD	2.8	3.5A	4.2A	2.6	2.9	3.7AB	3.8AB	4.5ABCD	2.7	2.5	2.3	3.0C	2.6	3.1c	3.2 BCE	3.0C	2.7

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 10 (continuation)
<S10C2> For each statement please indicate how much you agree or disagree.....My friends or colleagues tend to come to me if they have questions about technology
by Crossbreak
Base: All respondents

		LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON			
		Total	NE	NW	Yo rks/	E	Mid W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home based	Else where	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	
			(a)	(b)	Hub	(d)	(e)	(f)	ndon	(g)	(h)	(i)	En gland	(k)	tland	(l)									Ir eland
					member (c)								(j)			(m)									(a)
Unweighted row		502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118		
Total		502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154		
Agree strongly	(5.0)	82 16%	* 2%	8 16%	4 9%	* %	7 17%	8 16%	12 16%	7 9%	20 44%	66 15%	6Hj 27%	6 15%	4fgHJl 30%	10 8%	72a 19%	73 19%	8 12%	82B 39%	- -%	79B 26%	1 1%		
Agree slightly	(4.0)	130 26%	10 68%	5 10%	7 18%	8 24%	26 63%	15b 30%	24b 30%	13 17%	6 12%	113b 26%	4 18%	10b 28%	3 20%	25 21%	105 28%	110 28%	10 16%	130B 61%	- -%	90b 30%	30 20%		
Neither agree nor disagree	(3.0)	30 6%	* 2%	- -%	* %	1 3%	- -%	3 5%	11b 14%	6 8%	5 11%	26 6%	1b 7%	2 6%	*b 4%	5 5%	25 6%	28 7%	1 1%	- -%	- -%	20 6%	5 3%		
Disagree slightly	(2.0)	138 27%	3 23%	28 56%	15 41%	6 19%	7 16%	7 14%	15 18%	28f1 37%	14 30%	124f1 29%	5 24%	6 15%	3 24%	36 30%	102 27%	105 27%	18 29%	- -%	138A 53%	77 25%	48 31%		
Disagree strongly	(1.0)	121 24%	1 5%	10 19%	12 32%	19 55%	2 4%	15 30%	18 22%	22 29%	2 4%	99 23%	5 23%	13jm 36%	3 22%	44B 37%	76 20%	75 19%	25A 39%	- -%	121A 47%	39 13%	69A 45%		
Don't know		2 *%	- -%	- -%	- -%	- -%	- -%	2j 4%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%	2 1%	- -%	2A 3%	- -%	- -%	- -%	- -%		
NET ---																									
Agree		212 42%	10 70%	13 26%	10 27%	8 24%	33 80%	23h 46%	37 46%	19 26%	26 56%	180 42%	10bh 46%	16 43%	6BH 50%	35 29%	177A 46%	183b 47%	18 28%	212B 100%	- -%	169B 56%	32 21%		
Disagree		258 51%	4 27%	38 74%	27 73%	25 73%	8 20%	22 44%	32 40%	50fgm 66%	16 34%	223 52%	10 48%	19 51%	6 46%	80B 66%	178 47%	180 46%	44a 68%	- -%	258A 100%	116 38%	118A 76%		
Mean score		2.8 bcDH	3.4 bcDH	2.5	2.3	2.0	3.7 BCDfH jkL	2.9d	3.0d	2.4	3.6 BCDfH JL	2.8d	3.0Dh	2.7d	3.1bcDH	2.3	3.0A	3.0B	2.3	4.4B	1.5	3.3B	2.0		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 10 (continuation)
 <S10C2> For each statement please indicate how much you agree or disagree.....My friends or colleagues tend to come to me if they have questions about technology
 by Crossbreak
 Base: All respondents

		CONNECTION PROFILE																																				
		MAIN FIXED LINE TYPE														PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
Total		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Standard lines (a)	NET Mo biles (b)	Fixed line broa dband (c)	Mo bile broa dband (d)	ISDN 2/2e (e)	ISDN 30 ivate cir cuits (g)	LL pr ivate cir cuits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)								
Unweighted row		502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255							
Total		502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258							
Agree strongly	(5.0)	82	65	2	6A	2	6	79	70	80	23	10	7	8	34	18	46Ab	41Ab	75	8	7Ab	11	16A	1	3	10	21	1	33	2	46							
		16%	14%	17%	36%	98%	36%	16%	17%	19%	21%	23%	37%	35%	33%	45%	25%	25%	16%	20%	37%	20%	46%	12%	18%	33%	46%	4%	15%	9%	18%							
Agree slightly	(4.0)	130	112	3	10AB	-	5	128G	119G	118G	31G	15	11	2	25G	12G	59G	40G	125	14a	11Ab	16	8	1	4	12C	7	2	59	6	65							
		26%	25%	22%	60%	-%	29%	26%	28%	28%	28%	37%	56%	7%	24%	30%	32%	24%	26%	37%	58%	30%	24%	16%	26%	39%	15%	19%	27%	25%	25%							
Neither agree nor disagree	(3.0)	30	28	-	1	-	2	29	26	29	9	1	1	5	15	8	10	20	28	1	1	8	2	4	2	6	6	-	17	*	13							
		6%	6%	-%	4%	-%	11%	6%	6%	7%	8%	2%	3%	21%	14%	21%	6%	12%	6%	3%	3%	15%	6%	53%	14%	20%	14%	-%	8%	1%	5%							
Disagree slightly	(2.0)	138	135BC	1	*	*	1	137 EFHI	106 EFHI	115 EFHI	25EFHI	3	*	7EFHI	8	1	40 EFHI	37EFHI	137BC	3	*	6	1	1	2	1	1	4	65	4	68							
		27%	30%	8%	*%	2%	5%	28%	25%	27%	23%	7%	1%	30%	8%	2%	22%	22%	29%	8%	1%	12%	3%	9%	12%	3%	3%	36%	30%	17%	26%							
Disagree strongly	(1.0)	121	109C	8AC	*	-	3	111FGI	97 FGIj	85FGI	21FGI	13 cdFGI	1	2	22FGI	1	31FI	27FI	111C	12C	*	12	7	1	4	2	10b	5	43	13	64							
		24%	24%	53%	*%	-%	19%	23%	23%	20%	19%	31%	3%	7%	21%	1%	17%	17%	23%	33%	*%	23%	20%	10%	30%	6%	23%	42%	20%	48%	25%							
Don't know		2	2	-	-	-	-	2	2	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	2							
		*%	*%	-%	-%	-%	-%	*%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%						
NET																																						

Agree		212	177	6	15AB	2	11	206	188	198	54	25	19	10	59Abc	29 ABCDG	105 Abcg	81	200	22a	18AB	26	24a	2	7	23	28	3	92	9	111							
		42%	39%	39%	95%	98%	65%	43%	45%	46%	49%	60%	93%	42%	57%	76%	56%	49%	42%	57%	95%	50%	70%	28%	44%	72%	60%	23%	42%	34%	43%							

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 10 (continuation)
 <S10C2> For each statement please indicate how much you agree or disagree.....My friends or colleagues tend to come to me if they have questions about technology
 by Crossbreak
 Base: All respondents

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL ivate cir uits (d)	Fixed Pr band (e)		Sta ndard lines (a)	NET Mo biles (b)	Fixed line broa dband (c)	Mo bile broa dband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258
Disagree	258	245C	9C	*	*	4	248 eFgHI JK	203 FHIjk	200 FHIj	47FhI	16FI	1	9FI	30FI	1	71FI	64FI	247C	15C	*	18	8	2	6	3	12b	10	109	17	132
	51%	54%	61%	1%	2%	24%	51%	48%	47%	43%	38%	4%	37%	29%	4%	38%	39%	52%	40%	1%	35%	24%	19%	42%	9%	25%	77%	50%	65%	51%
Mean score	2.8	2.8	2.4	4.3 ABe	4.9 ABce	3.6Ab	2.8	2.9	3.0	3.1	3.1	4.2 ABCDE GHJK	3.3ab	3.4 ABC	4.2 ABCDE GHJK	3.3 ABc	3.2Ab	2.8	3.0	4.3AB	3.1	3.7	3.1	2.9	3.9AD	3.6d	2.1	2.9b	2.3	2.8

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 10 (continuation)

<S10C2> For each statement please indicate how much you agree or disagree.....My friends or colleagues tend to come to me if they have questions about technology

by Crossbreak

Base: All respondents

		BUNDLING				SAME VS DIFFERENT			
	Total	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN PC Re ntal (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line ntal supp liers (c)	Diff erent fixed voice calls and fixed line ntal supp liers (d)	
Unweighted row	502	59	5	270	113	314	445	57	
Total	502	23	1	308	90	321	447	55	
Agree strongly	(5.0)	82 16%	5 21%	1 91%	57 19%	16 18%	57 18%	73 16%	9 16%
Agree slightly	(4.0)	130 26%	12C 50%	* 9%	89 29%	21 23%	92d 29%	122d 27%	8 15%
Neither agree nor disagree	(3.0)	30 6%	- -%	- -%	24a 8%	1 1%	26a 8%	28a 6%	2 4%
Disagree slightly	(2.0)	138 27%	2 8%	- -%	74A 24%	33b 37%	81 25%	125 28%	12 22%
Disagree strongly	(1.0)	121 24%	5 20%	- -%	61 20%	19 21%	63 20%	97 22%	23ABC 43%
Don't know		2 *%	- -%	- -%	2 1%	- -%	2 1%	2 *%	- -%
NET									

Agree		212 42%	17C 72%	1 100%	146 47%	37 41%	149d 46%	195 43%	17 31%
Disagree		258 51%	7 28%	- -%	135a 44%	52b 57%	144 45%	223 50%	36Bc 65%
Mean score		2.8	3.4c	4.9	3.0	2.8	3.0D	2.9d	2.4

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 11
<S10C3> For each statement please indicate how much you agree or disagree..... I'm as knowledgeable about these technologies as the next person
by Crossbreak
Base: All respondents

		PERSONAL PROFILE																																
		COMPANY SIZE								NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR											
		Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other	
			(a)	to 4	to 4	(d)	-	49	-	249	than	2	years	(b)	(c)	years	-19	years	(a)	to 5	(c)	£100k	to	£500k	£3m	£10m	(e)	imary	manu	struction	sale/	tail	ncial	Other
		</																																

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 11 (continuation)

<S10C3> For each statement please indicate how much you agree or disagree..... I'm as knowledgeable about these technologies as the next person

by Crossbreak

Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid East (f)	Lo ndon (g)	SE (h)	SW (i)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154
Agree strongly (5.0)	121 24%	5 31%	7 14%	2 4%	6 18%	15 36%	15 29%	18 22%	12 15%	24 51%	102 24%	5 24%	10 26%	4bh 32%	21 17%	100 26%	112b 29%	8 13%	77B 36%	33 13%	121B 40%	- -%
Agree slightly (4.0)	184 37%	5 31%	20 38%	12 32%	15 44%	9 23%	14 28%	34 42%	34 45%	16 34%	158 37%	6 28%	14 37%	6fjK 49%	34 28%	149 39%	153b 39%	11 18%	93b 44%	83 32%	184B 60%	- -%
Neither agree nor disagree (3.0)	40 8%	- -%	12ghJm 23%	* 1%	3 9%	6 16%	5 10%	4 6%	4 5%	- -%	35 8%	2 8%	3 8%	* 3%	17b 14%	23 6%	34 9%	4 5%	10 5%	24a 9%	- -%	- -%
Disagree slightly (2.0)	82 16%	1 6%	8 15%	7 17%	3 9%	10 25%	8 15%	17m 22%	11 14%	6 13%	70M 16%	5M 23%	7M 18%	* 4%	25 21%	57 15%	52 13%	18a 29%	21 10%	58A 22%	- -%	82A 53%
Disagree strongly (1.0)	72 14%	5 33%	4 8%	17 45%	6 18%	* *	7 13%	7 8%	16 21%	1 2%	63 15%	4 17%	4 10%	2 12%	24 20%	48 13%	38 10%	20A 32%	11 5%	59A 23%	- -%	72A 47%
Don't know	3 1%	- -%	1 1%	- -%	1 2%	- -%	2j 4%	- -%	* *	- -%	3 1%	- -%	- -%	- -%	- -%	3 1%	1 *	2a 3%	1 *	1 *	- -%	- -%
NET ---																						
Agree	305	9	27	14	22	24	29	52	46	39	260	11	23	10 BFhJK 1	55	250A	265B	20	169B	116	305B	-
	61%	61%	52%	37%	62%	59%	57%	64%	60%	84%	60%	52%	63%	81%	45%	66%	68%	31%	80%	45%	100%	-%
Disagree	154 31%	6 39%	12 23%	24 63%	10 27%	10 25%	14 28%	24 30%	26m 35%	7 16%	133M 31%	8M 40%	10 28%	2 16%	49b 40%	105 28%	90 23%	39A 60%	32 15%	118A 46%	- -%	154A 100%
Mean score	3.4	3.2	3.4c	2.3	3.4	3.7C	3.5C	3.5C	3.2	4.2 aBCdf gHJKl	3.4C	3.2c	3.5C	3.9 bChJK	3.0	3.5A	3.6B	2.5	4.0B	2.9	4.4B	1.5

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 11 (continuation)
 <S10C3> For each statement please indicate how much you agree or disagree..... I'm as knowledgeable about these technologies as the next person
 by Crossbreak
 Base: All respondents

		CONNECTION PROFILE																													
		MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
Total		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuits (d)	Fixed broadband (e)	Standard lines (a)	NET Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 private (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Internal / inter-site (a)	Ext ernal (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row		502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255
Total		502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258
Agree strongly	(5.0)	121	105	2	5b	1	8	116	97	117	35b	16ABc	8AB 11 ABCdjk	42ABC 23 ABCDe fhJK	59ab	57AB	115	13a	7	15	16	5	5	8	25B	4	47	2	72		
		24%	23%	11%	32%	54%	47%	24%	23%	27%	32%	39%	38%	48%	40%	59%	32%	34%	24%	35%	35%	29%	46%	68%	34%	26%	55%	29%	22%	7%	28%
Agree slightly	(4.0)	184	161	7	9A	1	7	177I	160I	162I	40I	13i	10 abcdE GHI	6	32i	6	76ghI	70ghI	172	13	10Ab	19	9	1	2	13c	10	7	88	11	84
		37%	36%	44%	58%	42%	38%	36%	38%	38%	36%	32%	52%	26%	30%	15%	41%	43%	36%	34%	55%	36%	27%	6%	14%	42%	21%	54%	41%	43%	33%
Neither agree nor disagree	(3.0)	40	37	1	1	-	1	39	31	39	6	2	1	1	14dk	3	13	10	38	2	1	10	3	-	*	8c	4	2	19	2	19
		8%	8%	4%	6%	-%	7%	8%	7%	9%	5%	5%	5%	6%	13%	9%	7%	6%	8%	6%	5%	19%	9%	-%	1%	24%	8%	16%	9%	8%	7%
Disagree slightly	(2.0)	82	79C	1	1	-	1	81	67	58efi	21	2	1	4	10	1	25efi	16	81BC	2	1	4	5	1	3	1	6	-	32	5	44
		16%	18%	6%	3%	-%	8%	EFIk 17%	EFIk 16%	EFhIk 14%	19%	4%	4%	19%	10%	3%	14%	10%	17%	4%	4%	8%	16%	11%	21%	3%	14%	-%	15%	21%	17%
Disagree strongly	(1.0)	72	67C	5aC	*	*	-	68	60	49Fgj	8	8	*	*	6	6	11	11	68C	8C	*	5	*	1	4	1	*	-	30	6	36
		14%	15%	31%	*%	4%	-%	dFGhJ K 14%	dFGhJ K 14%	11%	7%	19%	1%	1%	6%	15%	6%	7%	14%	20%	1%	9%	1%	15%	30%	4%	1%	-%	14%	21%	14%
Don't know		3	3	1	*	-	-	3	3	3	1	1	*	*	1	*	1	1	3	1	*	-	1	-	-	1	*	-	1	-	3
		1%	1%	4%	1%	-%	-%	1%	1%	1%	1%	1%	1%	*%	1%	*%	*%	*%	1%	1%	1%	-%	2%	-%	-%	2%	*%	-%	*%	-%	1%
NET ---																															
Agree		305	265	8	15AB	2	15	293	257	279	75	29	18	17a	74a	29	135	127ABC	287	26	17AB	34	25	6	7	21	35	11	136	13	156
		61%	59%	55%	90%	96%	85%	60%	61%	65%	68%	71%	90%	74%	71%	74%	73%	77%	60%	68%	90%	64%	73%	74%	48%	67%	77%	84%	62%	50%	60%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 11 (continuation)

<S10C3> For each statement please indicate how much you agree or disagree..... I'm as knowledgeable about these technologies as the next person

by Crossbreak

Base: All respondents

CONNECTION PROFILE																																			
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER							
	Sta	ISDN	ISDN	LL	Fixed		Sta	NET	Fixed	Mo	ISDN	ISDN	LL	pr	VoIP	Video	So	Cloud		ISDN	ISDN	ISDN	Same	A	Both	Int	Ext	Both	Ne	BT	Other	Other			
	ndard	2/2E	30	/	Pr	line	ndard	Mo	line	broa	2/2e	30	ivate		(h)	co	cial	based		ndard	2/2E	30	pro	diff		Int	Ext	Both	Ne	for	pro	pro			
	lan	(b)	line	(c)	cir	dband	land	biles	dband	dband	(e)	(f)	cir	uits	(g)	nfere	ncing	media	(j)	(k)	dline	(b)	(c)	vider	erent		ernal	ernal	(c)	ither	(d)	ntal	for	for	
	(a)				(d)	(a)	(b)	(c)	(d)						(i)		(j)			(a)			(a)	pro	vider	/	inter	(b)	(d)	calls	and	for	re	ntal	
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198		446	76	68	56	48	12	22	33	61	5	216	28	255				
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165		478	38	19	52	35	8	15	31	46	13	218	26	258				
Disagree	154	146C	6C	1	*	1	150	127	107Fhk	29Fhk	9F	1	5F	16f	7f	36F	28f		149C	9C	1	9	6	2	8	2	7	-	62	11	80				
	31%	32%	37%	4%	4%	8%	31%	30%	25%	26%	23%	4%	20%	16%	18%	20%	17%		31%	24%	5%	17%	16%	26%	51%	6%	15%	-%	29%	42%	31%				
Mean score	3.4	3.3	3.0	4.2AB	4.4ab	4.2AB	3.4	3.4	3.6	3.7ab	3.7	4.2	4.0	3.9	4.0	3.8	3.9ABC		3.4	3.6	4.2AB	3.7	4.0	4.0	3.0	3.9a	4.2A	4.1	3.4	2.9	3.4				

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 11 (continuation)

<S10C3> For each statement please indicate how much you agree or disagree..... I'm as knowledgeable about these technologies as the next person by Crossbreak

Base: All respondents

		BUNDLING				SAME VS DIFFERENT			
Total		Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN LL/ PC Re ntal (a)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row		502	59	5	270	113	314	445	57
Total		502	23	1	308	90	321	447	55
Agree strongly	(5.0)	121 24%	6 27%	1 91%	77 25%	24d 27%	85d 26%	114d 26%	7 12%
Agree slightly	(4.0)	184 37%	9 39%	* 9%	123 40%	30 33%	125 39%	163 36%	21 39%
Neither agree nor disagree	(3.0)	40 8%	2 9%	- -%	35 11%	5 5%	33 10%	37 8%	3 6%
Disagree slightly	(2.0)	82 16%	1 5%	- -%	28 9%	26BC 29%	31 10%	68b 15%	14B 25%
Disagree strongly	(1.0)	72 14%	4 18%	- -%	41 13%	5 6%	44a 14%	62a 14%	10a 18%
Don't know		3 1%	1 2%	- -%	3 1%	* *%	3 1%	3 1%	- -%
NET									

Agree		305 61%	15 65%	1 100%	201 65%	54 60%	210d 65%	277 62%	28 51%
Disagree		154 31%	5 23%	- -%	69 22%	31b 35%	74 23%	130 29%	24Bc 43%
Mean score		3.4	3.5	4.9	3.6	3.5d	3.6D	3.4d	3.0

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 12
<S11> Has your organisation used any of the following communications services IN THE LAST MONTH?
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																															
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR											
	Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other
		(a)	to 4	to 4	(d)	- 49 -	249		than 2	years (b)	years (c)	years (d)	years (e)	(a)	to 5 (b)	(c)	£100k (a)	to £500k (b)	to £3m (c)	£10m to £10m+ (d)	(e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale sale/ port/ Comm unica tions (d)	Retail (e)	Financial services (f)	Other ser vices (g)	Public admin and ser vices (h)	(i)		
Unweighted row	502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23			
Total	502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22			
Analogue telephone line(s)	485 97%	100f 96%	287EF 98%	387EF 97%	53EF 98%	39 89%	6 89%	11 98%	16 100%	52 100%	137 97%	270 96%	448B 98%	35 85%	2 96%	213e 96%	159cDE 99%	51 93%	11 91%	3 87%	20 100%	45 99%	67 95%	59 95%	78 98%	17 96%	143 96%	35 99%	22 100%			
Smartphones	335 67%	66 64%	188 64%	255 64%	42bc 79%	32 75%	6aBC 84%	6 52%	11 66%	37 72%	99 70%	183 65%	303 66%	30 73%	2 84%	118 53%	124A 77%	50ABd 92%	10A 81%	3Ab 95%	18 92%	34eH 75%	DEgH 84%	60 61%	38h 53%	42 79%	14 69%	103eH 42%	15 51%			
Standard mobile phones	213 42%	44 43%	115 39%	160 40%	23 42%	26aBCd 60%	5ABCDE 77%	2 14%	12 77%	16 31%	58 41%	125 44%	190 41%	21 52%	2 88%	94 42%	67 42%	23 41%	6 46%	2ABCD 79%	7 34%	7 15%	35B 49%	41 66%	32B 41%	5 26%	65B 44%	15B 42%	8 34%			
ADSL Broadband	307 61%	41 40%	187A 64%	228a 57%	40AC 75%	34AbC 78%	5AC 73%	* 4%	11 71%	45DE 87%	77 55%	173 61%	269 59%	36A 87%	2 85%	106 48%	125A 77%	43A 78%	10A 83%	2A 73%	14 69%	20 44%	45 63%	39b 63%	47 59%	17 96%	85 57%	24b 69%	17 76%			
Fibre Broadband	136 27%	32 31%	65 22%	98 25%	14 26%	20BCD 47%	5ABCDE 67%	4 40%	4 27%	9 18%	35 25%	83 29%	115 25%	20A 49%	1 51%	70B 32%	24 15%	22B 40%	7ABc 60%	2AB 56%	4 22%	15c 33%	12 17%	21ce 34%	14 18%	3 18%	53CEh 36%	7 19%	7 30%			
Cable Broadband	52 10%	15d 14%	31 11%	45d 11%	2 4%	4 9%	1D 13%	1 7%	1 7%	11E 21%	21E 15%	19 7%	50 11%	2 6%	* 13%	22 10%	20 13%	6 11%	* 2%	* 9%	* *	* *	13Bd 19%	3 5%	8b 10%	* 1%	19b 13%	4B 12%	4 19%			
Mobile broadband	110 22%	25 24%	59 20%	83 21%	9 17%	14bcD 33%	3ABCD 45%	1 7%	6 40%	6 11%	38 27%	60 21%	91 20%	19A 45%	1 29%	40 18%	30 18%	19AB 35%	5AB 40%	1AB 45%	3 16%	7 16%	15 21%	27 43%	13 17%	1 3%	28 19%	12beg 34%	5 22%			
ISDN 2/2e	41 8%	3 3%	16 5%	19 5%	7aBC 14%	13ABCD 30%	2ABCD 34%	- 2%	2 13%	1 2%	9 7%	29 10%	31 7%	9A 21%	1 56%	14 6%	8 5%	10AB 18%	5ABC 39%	1ABC 46%	1 6%	2 5%	10E 14%	8E 12%	1 2%	1 6%	13e 9%	4E 12%	- *			
ISDN 30	20 4%	4 3%	1 *	4 1%	1 2%	12ABCD 27%	3ABCDE 45%	- 2%	* *	1 2%	2 2%	16 6%	12 3%	7A 17%	1 26%	* *	2 1%	12AB 21%	3AB 26%	1ABCd 47%	* 1%	4g 9%	1 2%	5g 8%	3 4%	1 6%	3 2%	2 *	1 *			
Leased lines or private circuits, including Ethernet leased line services	23 5%	* *	11 4%	12 3%	1 2%	8ABCD 18%	3ABCDE 38%	* 2%	1 6%	5 10%	6 4%	11 4%	16 4%	5A 13%	1 55%	5 2%	4 2%	6AB 11%	2AB 16%	2ABCD 68%	3 16%	1 1%	1 2%	4e 7%	1 1%	1 6%	4 3%	* 1%	8 34%			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 12 (continuation)
<S11> Has your organisation used any of the following communications services IN THE LAST MONTH?
by Crossbreak
Base: All respondents

		PERSONAL PROFILE																												
		COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR								
		Total	1 (a)	2 to 4 (b)	1 5 to 4 (c)	5 9 (d)	10 - 49 (e)	50 - 249 (f)	Less than 2 years (a)	2 5 (b)	6 9 (c)	10 -19 years (d)	20+ years (e)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Pr imary ind ustry (a)	Man ufac turing (b)	Co nstru ction (c)	Whole sale/ Trans port/ Comm unica tions (d)	Re tail (e)	Fin anc ial ser vices (f)	Other ser vices (g)	Pu blic and ser vices (h)	Other (i)
Unweighted row	502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23	
Total	502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22	
Voice over Internet Protocol or VoIP	104 21%	32b 31%	46 15%	78 20%	10 18%	13Bcd 31%	3aBCDe 48%	* 2%	6 35%	19de 36%	25 18%	54 19%	83 18%	19A 46%	2 75%	43 20%	31 19%	18ab 33%	3 26%	2ABCD 78%	1 6%	13EH 29%	10 14%	21CEH 34%	8 10%	5 26%	37EH 25%	2 5%	8 36%	
Video conferencing	39 8%	9 8%	22 30%	3 8%	4 5%	10 27%	2ABCDE 27%	- -	5 32%	6 11%	13 9%	15 5%	31 7%	7A 17%	1 46%	15 7%	5 3%	12ABd 21%	1 6%	2ABCD 58%	* 2%	4e 9%	2 2%	11CEH 18%	1 1%	1 7%	15eh 10%	* 10%	5 22%	
Social media marketing	186 37%	36 35%	94 32%	130 33%	22 41%	29ABCD 68%	4ABCD 64%	1 11%	4 22%	25 48%	45 32%	111 39%	167 37%	16 40%	2 78%	78 35%	63 39%	29Ab 53%	5 37%	2ABcd 77%	7 37%	19eH 43%	29eH 41%	20h 33%	20 25%	5 27%	69EH 46%	5 15%	11 48%	
Cloud based services	165 33%	37 36%	83 28%	120 30%	17 32%	24aBCD 55%	4aBCD 55%	1 7%	7 47%	15 28%	51 36%	92 32%	137 30%	27A 66%	1 33%	62 28%	53 33%	31AB 56%	6a 46%	2a 51%	11 57%	18EH 39%	21eh 30%	30cEH 48%	10 12%	7 41%	54EH 36%	4 12%	9 42%	
(None of these)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET ---																														
Mobiles	419	87	239	326	49	37	6bc	6	15	38	122	239	384	32	2	169	143A	53AD	10	3a	19	38h BDEGH	71 100%	56EH	57	17	125eH	23	13	
	83%	83%	81%	82%	91%	86%	92%	52%	95%	72%	86%	85%	84%	78%	94%	76%	89%	96%	83%	97%	96%	84%	100%	90%	71%	98%	84%	65%	60%	
ISDN	56 11%	7 7%	16 23%	23 6%	8BC 16%	19ABCD 44%	5ABCDE 69%	- -%	2 13%	2 4%	10 7%	41d 15%	42 9%	12A 29%	2 73%	14 6%	10 6%	19AB 34%	6AB 48%	3ABCD 86%	1 7%	6 14%	11 16%	8 13%	5 6%	2 11%	15 10%	6e 17%	* 1%	
Analogue line & ISDN	44 9%	4 3%	12 4%	15 4%	8aBC 14%	16ABCD 37%	4ABCDE 61%	- -%	2 13%	2 4%	10 7%	30 11%	32 7%	9A 22%	2 73%	6 3%	10 6%	16AB 29%	6ABc 47%	2ABCD 76%	1 7%	6e 13%	7 10%	8e 13%	3 4%	1 8%	10 7%	6Eg 16%	* 1%	
Analogue line, ISDN & Leased line	8 1%	- -%	1 *%	1 *%	1 1%	4ABCD 10%	2ABCDE 27%	- -%	* *%	1 1%	2 2%	5 2%	3 1%	3A 7%	1 47%	* *%	1 *%	4AB 7%	1AB 10%	2ABCD 54%	* *%	* *%	1 1%	3 4%	* *%	1 6%	2 2%	* *%	- -%	
Analogue line, ISDN, Leased line & VOIP	6 1%	- -%	- -%	- -%	1bC 1%	4ABcd 9%	1ABCDe 17%	- -%	* *%	1 1%	2 1%	3 1%	2 1%	2A 6%	1 44%	* *%	* *%	3AB 6%	1AB 7%	1ABCD 45%	* *%	* *%	1 1%	3e 4%	- -%	1 5%	2 1%	* *%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 12 (continuation)

<S11> Has your organisation used any of the following communications services IN THE LAST MONTH?

by Crossbreak

Base: All respondents

		PERSONAL PROFILE																																					
		COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR																	
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other							
Total	(a)	to 4	(b)	(c)	(d)	(e)	(f)	than	2	(b)	(c)	years	(d)	(e)	(a)	(b)	(c)	£100k	to	to	to	to	mary	ufact	nstru	sale/	tail	ncial	ser	blic	(i)								
								years	(a)									(a)	£500k	£3m	£10m	(d)	ustry	(b)	(c)	port/	Comm	unica	tions	(d)	(e)	Ser	vices	(f)	(g)	and	ser	vices	(h)
Unweighted row	502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23										
Total	502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22										
Fixed Broadband	429	84	247	332	51abc	40	7abC	6	13	52De	114	244	387	39a	2	178	148A	54A	12A	3a	17	34	66BE	51	59	18	134BE	29	21										
	85%	81%	84%	83%	94%	92%	96%	52%	80%	100%	81%	87%	85%	94%	96%	80%	92%	97%	100%	97%	88%	74%	92%	82%	74%	100%	90%	82%	96%										

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Table 12 (continuation)
<S11> Has your organisation used any of the following communications services IN THE LAST MONTH?
by Crossbreak
Base: All respondents

	Total	LOCATION												OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE	NW	Yo E	Mid W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	rks/	(d)	(e)	(f)	ndon	(h)	(i)	En	(k)	tland	Ir	based	where	(a)	agree	(a)	agree	(a)	agree
		(c)						(g)			gland	(j)	(l)	eland	(a)	(b)		(b)		(b)		(b)
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154
Analogue telephone line(s)	485 97%	14 98%	51k 100%	37 100%	35 100%	39 96%	47 94%	76 94%	70 93%	46 100%	416 97%	20 95%	36 99%	13 99%	117 97%	368 97%	377 96%	62 97%	206 98%	248 96%	293 96%	150 97%
Smartphones	335 67%	13 91%	28 56%	31 81%	18 51%	20 49%	27 54%	61f1 77%	58f1 76%	37 79%	293 68%	13 63%	21 57%	8 62%	73 61%	262 69%	288B 74%	17 27%	170B 80%	143 56%	227B 75%	90 58%
Standard mobile phones	213 42%	7 49%	23 46%	14 37%	14 40%	13 31%	26 53%	31 39%	30 40%	19 42%	178 41%	10 47%	19 51%	6 50%	62 51%	152 40%	165 42%	25 40%	90 43%	109 42%	117 38%	74 48%
ADSL Broadband	307 61%	12 77%	40 79%	20 54%	14 41%	29 72%	25 51%	44 55%	45 59%	28 60%	258 60%	13 64%	28FgJm 76%	8 61%	93B 77%	214 56%	252B 64%	24 37%	140b 66%	145 56%	190 62%	86 56%
Fibre Broadband	136 27%	3 23%	141 28%	2 4%	7 19%	22 53%	8 17%	17 22%	29fkL 39%	21 45%	123L 29%	4 19%	3 9%	6FGJKL 45%	10 8%	127A 33%	113 29%	14 22%	84B 40%	40 16%	102B 33%	22 15%
Cable Broadband	52 10%	- -%	4 9%	5 14%	10 29%	2 4%	6 13%	11 14%	5 7%	5 11%	49 11%	1 4%	1 4%	1 10%	19 15%	34 9%	49 12%	4 6%	18 9%	29 11%	30 10%	16 10%
Mobile broadband	110 22%	4 29%	10 19%	2 5%	10 28%	11 26%	10 20%	22 28%	13 17%	12 25%	93 22%	5 24%	10 27%	3 21%	22 18%	88 23%	100B 26%	2 3%	54 26%	47 18%	75 25%	29 19%
ISDN 2/2e	41 8%	* 2%	1 3%	1 4%	7 21%	2 6%	2 3%	7 8%	9 12%	2 4%	33 8%	4BFJm 19%	4 10%	1 8%	4 3%	38 10%	35 9%	5 7%	25b 12%	16 6%	29 10%	9 6%
ISDN 30	20 4%	* 2%	4 8%	3 8%	* %	4 9%	2 3%	3 4%	* 1%	1 2%	17 4%	1 3%	1 4%	* 4%	1 1%	19 5%	17 4%	2 3%	19B 9%	1 *	18b 6%	1 1%
Leased lines or private circuits, including Ethernet leased line services	23 5%	- -%	* 1%	2 4%	3 9%	* %	* 1%	7 9%	1 2%	6 13%	20 5%	1 6%	1 2%	1bf 6%	4 4%	19 5%	16 4%	* %	10 5%	9 3%	17 6%	5 3%

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Table 12 (continuation)
<S11> Has your organisation used any of the following communications services IN THE LAST MONTH?
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	South East (h)	South West (i)	North East (j)	North West (k)	Yorkshire/Humber (l)	Scotland (m)	Home based (a)	Elsewhere (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154
Voice over Internet Protocol or VoIP	104 21%	4 25%	10 20%	2 4%	3 9%	16 39%	121 24%	17 21%	211 28%	11 25%	951m 22%	41 20%	3 9%	1 11%	31 26%	73 19%	84 21%	11 17%	59B 28%	30 12%	74B 24%	16 11%
Video conferencing	39 8%	* 2%	7f 14%	* *	* 1%	1 1%	1 2%	9 11%	5 6%	11 24%	34 8%	2f 11%	2 6%	1 7%	9 7%	30 8%	38b 10%	* *	29B 14%	1 1%	29 9%	7 4%
Social media marketing	186 37%	3 23%	13 26%	8 23%	6 17%	17 42%	28BJ 57%	33 41%	29 38%	16 35%	154 36%	10bj 48%	16 43%	6 43%	43 35%	143 38%	168B 43%	9 14%	105B 49%	71 27%	135B 44%	36 24%
Cloud based services	165 33%	5 31%	22 44%	12 32%	6 16%	10 25%	18 36%	39hlm 49%	19 25%	13 29%	144 33%	7 32%	11 30%	3 25%	46 38%	120 31%	135B 35%	9 13%	81B 38%	64 25%	127B 42%	28 18%
(None of these)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET ---																						
Mobiles	419 83%	15 100%	43 84%	32 86%	28 82%	28 69%	41 81%	68 85%	69kl 91%	41 88%	365k 85%	16 75%	28 76%	10 80%	101 84%	318 83%	342B 87%	34 53%	188B 89%	203 79%	257 84%	127 83%
ISDN	56 11%	1 4%	5 11%	3 8%	8 22%	4 10%	3 6%	8 11%	10 13%	2 5%	44 10%	5FJ 23%	5 14%	1 11%	4 3%	52a 14%	47 12%	7 11%	38B 18%	16 6%	42b 14%	10 7%
Analogue line & ISDN	44 9%	1 4%	5 11%	3 8%	8 22%	2 6%	2 4%	5 6%	5 7%	2 5%	33 8%	4FGHJ 21%	5 13%	1 10%	1 1%	43A 11%	37 9%	5 8%	34B 16%	9 3%	34b 11%	6 4%
Analogue line, ISDN & Leased line	8 1%	- -%	* 1%	2 4%	* *	* *	* *	2 3%	* *	1 2%	6 1%	1j 5%	* 1%	* 1%	- -%	8 2%	7 2%	* *	7b 3%	1 *	6 2%	* *

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 12 (continuation)

<S11> Has your organisation used any of the following communications services IN THE LAST MONTH?

by Crossbreak

Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON			
		NE	NW	Yorks/	E	Mid W	Mid	East	London	Lo	SE	SW	Net: Wales	En	Scotland	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	Yorkshire	(d)	(e)	(f)		(g)	(h)	(i)		(k)		(l)	Ireland	based	where	(a)	agree	(a)	agree	(a)	agree
				member														(a)	(b)		(b)		(b)	
				(c)								(j)			(m)									
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83		72	430	430	36	282	193	343	118	
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13		121	381	391	64	212	258	305	154	
Analogue line, ISDN, Leased line & VOIP	61%	—	*	14%	—	*	*	23%	*	12%	61%	*	*	*		—	62%	61%	—	5b2%	1*	62%	*	
Fixed Broadband	42985%	1385%	4793%	2054%	2879%	41100%	3978%	7087%	7092%	4189%	36885%	1781%	3286%	1189%		11091%	31984%	354B90%	3554%	198B93%	20077%	279B92%	10770%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 12 (continuation)
<S11> Has your organisation used any of the following communications services IN THE LAST MONTH?
by Crossbreak
Base: All respondents

	CONNECTION PROFILE																																								
	MAIN FIXED LINE TYPE														PRODUCTS USED														FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr ivate cir cuits (d)	Fixed line broad band (e)	Sta ndard land lines (a)	NET Mo bile (b)	Fixed line broad band (c)	Mo bile broad band (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir cuits (g)	VoIP (h)	Video confer encing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)											
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255											
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258											
Analogue telephone line(s)	485	452BC	6	13B	1	14	485 BCDEF GHIJK 100%	403 EFK	412 EFK	108 EFgk	33	16	21	98EF	38EF	179 EFk	150Ef	478BC	30	15	51	33	8	14	31	42	12	218C	26	241											
Smartphones	335	290	13a	16A	2	15	319	335AC	309a	84a	33A	19 ABCDE GHJ	17	75	34 ACgh	158 ACdgH	148 ABCDe GH	311	30a	18AB	35	28	3	12	24	33	6	154c	22	159											
	67%	64%	86%	98%	94%	85%	66%	80%	72%	76%	80%	97%	74%	72%	88%	85%	89%	65%	79%	97%	66%	81%	37%	82%	77%	72%	48%	71%	83%	62%											
Standard mobile phones	213	193	6	8	1	5	211	213 ack	181	72 ABCEG HIJK	17	12 acegh k	9	43	17	85	68	205	16	11a	25	14	3	13	12	18	-	94	11	108											
	42%	43%	39%	51%	75%	30%	44%	51%	42%	65%	41%	58%	39%	41%	43%	46%	41%	43%	42%	57%	49%	40%	42%	89%	37%	40%	-%	43%	44%	42%											
ADSL Broadband	307	275	10	10	*	12	296	263	307AB	73	28	13	16	72	26	121	125ABj	290	26	12	26	29A	8	12	24	35	1	127	17	163											
	61%	61%	69%	61%	11%	69%	61%	63%	72%	66%	68%	65%	71%	69%	67%	65%	76%	61%	68%	64%	49%	83%	96%	81%	76%	78%	4%	58%	65%	63%											
Fibre Broadband	136	115	3	11AB	1	7	133	118	136	31	18	14	11	43	17abd	65a	50	130	16A	13AB	23	15	2	5	13	19	7	83C	6	47											
	27%	25%	18%	66%	37%	42%	27%	28%	32%	28%	43%	68%	49%	42%	43%	35%	30%	27%	42%	66%	44%	42%	25%	33%	42%	41%	54%	38%	24%	18%											
Cable Broadband	52	44	4AC	1	-	4	48	43	52k	17K	5	1	6	14k	11 ABCfJ K	17	11	47	5	1	6	4	5	*	1	8b	5	8	4	41A											
	10%	10%	28%	3%	-%	21%	10%	10%	12%	15%	13%	7%	24%	14%	29%	9%	7%	10%	14%	7%	11%	11%	62%	*%	3%	18%	42%	4%	15%	16%											
Mobile broadband	110	97	2	4	1	5	108	105	101	110 ABCEF GHIJK	7	7acEj	5	33ae	18 ABCEG JK	43	42	105	6	6ab	18	10	1	4	7	14	8	43	2	65											
	22%	21%	15%	27%	79%	31%	22%	25%	24%	100%	17%	35%	21%	32%	45%	23%	26%	22%	16%	33%	34%	28%	15%	25%	23%	31%	61%	20%	9%	25%											

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 12 (continuation)
<S11> Has your organisation used any of the following communications services IN THE LAST MONTH?
by Crossbreak
Base: All respondents

	CONNECTION PROFILE																														
	MAIN FIXED LINE TYPE						PRODUCTS USED												FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
																			Sta	ISDN	ISDN										
	Total	Standard land line dline (a)	2/2E (b)	30 line (c)	/ Pr ivate cir uits (d)	Fixed line broad band (e)	Standard land lines (a)	NET Mo biles (b)	Fixed line broad band (c)	Mo bile broad band (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video confer encing (i)	Social media (j)	Cloud based (k)	Standard land line dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Internal / inter- site (a)	Ext ernal (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255	
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258	
ISDN 2/2e	41	20	15AC	5A	-	2	33	36	41	7	41 ABCD FGHIJK	6 ABCDH IJK	6 ABCDH JK	11	5	17	22Ad	29	38AC	6A	4	4	2	4	3	4	-	18	1	22	
	8%	5%	100%	29%	-%	9%	7%	9%	10%	6%	100%	29%	27%	10%	13%	9%	13%	6%	100%	30%	7%	13%	28%	25%	10%	8%	-%	8%	5%	8%	
ISDN 30	20	3	1A	16AB	*	*	16	20	19	7	6 ABCDj GHIJK	20 ABCDH JK	6 ABCDJ	11AbC	7 ABCDj	12a	17ABC	12	6A	19AB	6	4	1	2	*	9b	-	9	1	10	
	4%	1%	5%	100%	6%	1%	3%	5%	4%	6%	14%	100%	25%	11%	17%	7%	10%	3%	14%	100%	11%	12%	12%	15%	1%	19%	-%	4%	3%	4%	
Leased lines or private circuits, including Ethernet leased line services	23	15	2a	4A	2	1	21	18	21	5	6 ABCDJ HJK	6 ABCDE FGHIJK	23 ABCDj K	14 ABCDj	8 ABCDJ K	11	14ab	19	5A	5Ab	2	5	6	3	1	9b	-	7	1	15	
	5%	3%	12%	25%	100%	6%	4%	4%	5%	4%	15%	29%	100%	13%	21%	6%	9%	4%	13%	27%	4%	14%	73%	23%	3%	21%	-%	3%	2%	6%	
Voice over Internet Protocol or VoIP	104	73	3	9AB	2	18	98	85	103	33ab	11	11 ABCDE JK	14 ABCDE JK	104 FGIJK	28 ABCDE JK	50ab	63ABCEj	95	9	10AB	52	35	8	15	31	46	13	42	9	53	
	21%	16%	18%	56%	100%	100%	20%	20%	24%	30%	26%	56%	59%	100%	71%	27%	38%	20%	23%	55%	100%	100%	100%	100%	100%	100%	100%	19%	36%	21%	
Video conferencing	39	27	3A	5A	1	4	38	34	38	18AbcJ	5	7 ABCD JK	8 ABCD JK	28 ABCde JK	39 ABCDE FGHJK	13	27ABCJ	35	5	6AB	10	8	6	2	6	20b	1	22	2	14	
	8%	6%	18%	29%	52%	23%	8%	8%	9%	16%	13%	33%	35%	26%	100%	7%	16%	7%	14%	32%	18%	23%	81%	11%	18%	44%	4%	10%	7%	6%	
Social media marketing	186	159	5	10Ab	1	11	179	176	177	43	17 ABCDe I	12 ABCDe FGHIK	11	50a	13 FGHIK	186 ABCDE Abcdi	85	172	15	11Ab	28	15	1	13	15	15	6	88	13	84	
	37%	35%	32%	62%	67%	62%	37%	42%	41%	39%	42%	61%	49%	48%	34%	100%	51%	36%	40%	60%	54%	43%	18%	91%	49%	33%	48%	40%	51%	33%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 12 (continuation)
<S11> Has your organisation used any of the following communications services IN THE LAST MONTH?
by Crossbreak
Base: All respondents

CONNECTION PROFILE																																
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER				
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private cir (d)	Fixed broadband (e)		Standard lines (a)	NET biles (b)	Fixed line broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 private cir (f)	LL private cir (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)		Same provider (a)	Diff. provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntl calls (a)	Other for re calls (b)	Other for pro vider (c)	
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68		56	48	12	22	33	61	5	216	28	255	
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19		52	35	8	15	31	46	13	218	26	258	
Cloud based services	165	125	12A	14A	2	12	150	151	159a	42	22	17	14	63	27	85	165	144	20A	16AB		22	33A	2	6	18	38B	1	65	15	85	
	33%	28%	82%	88%	89%	68%	31%	36%	37%	38%	54%	84%	61%	60%	69%	46%	100%	30%	52%	84%		42%	94%	30%	39%	58%	84%	4%	30%	57%	33%	
(None of these)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		-	-	-	-	-	-	-	-	-	-	
NET	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---		---	---	---	---	---	---	---	---	---	---	---
Mobiles	419	371	14	16A	2	16	403	419	373	105	36	20	18	85	34	176	151AGH	395	33	19Ab		43	28	4	14	31C	34	6	184	25	210	
	83%	82%	92%	98%	94%	93%	83%	100%	87%	95%	86%	99%	79%	81%	88%	94%	91%	83%	86%	98%		83%	81%	47%	96%	97%	75%	48%	84%	96%	81%	
ISDN	56	23	15A	16A	*	2	44	50	55	11	41	20	9	18A	11	25	34ABcdj	37	38A	19A		9	6	3	4	4	10	-	23	2	30	
	11%	5%	100%	100%	6%	10%	9%	12%	13%	10%	100%	100%	38%	17%	28%	13%	20%	8%	100%	100%		17%	18%	31%	30%	11%	22%	-%	11%	9%	12%	
Analogue line & ISDN	44	23	6A	13AB	*	2	44	38	43	10	33	16	8	17ab	10	22	23	37	30A	15A		9	6	2	4	3	9	-	23	2	18	
	9%	5%	42%	78%	6%	10%	9%	9%	10%	9%	79%	82%	33%	16%	26%	12%	14%	8%	78%	81%		17%	16%	30%	28%	11%	21%	-%	11%	9%	7%	
Analogue line, ISDN & Leased line	8	3	2A	3A	*	*	8	7	7	3	6	5	8	6Abc	3Abc	6	5	6	5A	4A		1	4	1	3	*	3	-	4	1	3	
	1%	1%	10%	18%	6%	1%	2%	2%	2%	2%	14%	24%	33%	6%	7%	3%	3%	1%	13%	21%		3%	10%	9%	21%	1%	6%	-%	2%	2%	1%	
Analogue line, ISDN, Leased line & VOIP	6	2	1A	3A	*	*	6	6	5	2	5	4	6	6ABC	2AbC	5	5	5	4A	4A		1	4	1	3	*	3	-	3	1	3	
	1%	1%	5%	16%	6%	1%	1%	1%	1%	2%	11%	22%	25%	6%	6%	3%	3%	1%	10%	19%		3%	10%	9%	21%	1%	6%	-%	1%	2%	1%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 12 (continuation)
 <S11> Has your organisation used any of the following communications services IN THE LAST MONTH?
 by Crossbreak
 Base: All respondents

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuits (d)	Fixed broadband (e)		Standard landlines (a)	NET Mobiles (b)	Fixed broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent pro vider (b)	Both	Int ernal / inter- site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for rental calls (a)	Other pro vider for calls (b)	Other pro vider for rental and calls (c)
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258
Fixed Broadband	429	380	15a	15a	1	18	412	373	429	101a	41	19a	21	103	38a	177AB	159AB	406	38A	18a	51	34	8	15	31	44	13	193c	25	210
	85%	84%	100%	95%	47%	100%	85%	89%	100%	92%	99%	96%	92%	98%	97%	95%	96%	85%	99%	96%	99%	97%	100%	98%	100%	97%	100%	89%	96%	81%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 12 (continuation)
<S11> Has your organisation used any of the following communications services IN THE LAST MONTH?
by Crossbreak
Base: All respondents

	Total	BUNDLING			SAME VS DIFFERENT			
		Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN (c)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57
Total	502	23	1	308	90	321	447	55
Analogue telephone line(s)	485 97%	23 100%	1 100%	308 100%	82 91%	317AD 99%	437AD 98%	48 88%
Smartphones	335 67%	16 69%	1 91%	208 68%	78BC 86%	216 67%	290 65%	45bc 82%
Standard mobile phones	213 42%	8 35%	* 21%	143 46%	29 32%	147A 46%	195a 44%	18 34%
ADSL Broadband	307 61%	12 53%	1 91%	218A 71%	66cd 74%	229Cd 71%	276 62%	31 57%
Fibre Broadband	136 27%	16C 67%	1 91%	100 32%	27d 30%	102D 32%	128d 29%	8 15%
Cable Broadband	52 10%	1 5%	* 9%	40 13%	7 8%	42 13%	46 10%	6 12%
Mobile broadband	110 22%	2 9%	* 25%	79A 26%	18 20%	77 24%	98 22%	12 23%
ISDN 2/2e	41 8%	18C 79%	1 88%	19 6%	13c 14%	26 8%	35 8%	7 12%
ISDN 30	20 4%	7C 31%	* 15%	8 2%	9BC 10%	10 3%	17 4%	3 5%
Leased lines or private circuits, including Ethernet leased line services	23 5%	4C 19%	1 100%	8 3%	9BC 10%	11 3%	17 4%	6bc 11%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 12 (continuation)
<S11> Has your organisation used any of the following communications services IN THE LAST MONTH?
by Crossbreak
Base: All respondents

	Total	BUNDLING				SAME VS DIFFERENT			
		Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	502	59	5	270		113	314	445	57
Total	502	23	1	308		90	321	447	55
Voice over Internet Protocol or VoIP	104 21%	11C 46%	1 100%	77 25%		16 18%	69 22%	87 19%	17ac 31%
Video conferencing	39 8%	7C 29%	* 12%	27 9%		9 10%	25 8%	33 7%	6 11%
Social media marketing	186 37%	9 38%	1 100%	113 37%		49BC 54%	117 36%	163 36%	23 43%
Cloud based services	165 33%	10 43%	1 91%	100 33%		44BC 49%	103 32%	134 30%	31BC 57%
(None of these)	- -%	- -%	- -%	- -%		- -%	- -%	- -%	- -%
NET									

Mobiles	419 83%	18 78%	1 91%	265 86%		83bC 93%	273 85%	366 82%	52bC 96%
ISDN	56 11%	23C 100%	1 100%	24 8%		19BC 22%	34 10%	47 11%	9 16%
Analogue line & ISDN	44 9%	23C 100%	1 100%	24 8%		11 13%	30 9%	40 9%	4 7%
Analogue line, ISDN & Leased line	8 1%	4C 19%	1 100%	3 1%		2 2%	5 2%	6 1%	1 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 12 (continuation)

<S11> Has your organisation used any of the following communications services IN THE LAST MONTH?

by Crossbreak

Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN Re + ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57
Total	502	23	1	308	90	321	447	55
Analogue line, ISDN, Leased line & VOIP	6 1%	3 13%	1 100%	2 1%	1 2%	4 1%	4 1%	1 3%
Fixed Broadband	429 85%	23 100%	1 100%	308 100%	90 100%	321 100%	447 86%	55 77%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 13
<S11B> Are you planning to get or use any of the following services for your business in the next 12 months?
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																																	
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR												
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£100k	£3m	£10m+	Pr	Man	Co	Whole	Re	Finan	Other	ser	pu	Other
		(a)	to 4 (b)	to 4 (c)	(d)	- 49 (e)	- 249 (f)	than 2 years (a)	(b)	years (b)	years (c)	-19 years (d)	-19 years (e)	(a)	to 5 (b)	(c)	£100k (a)	to £500k (b)	to £3m (c)	to £10m (d)	to £10m+ (e)	imary ind ustry (a)	ufactur ing (b)	instru ction (c)	sale/ Comm unica tions (d)	tail (e)	cial Ser vices (f)	ser vices (g)	admin and ser vices (h)	(i)				
Unweighted row	502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23					
Total	502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22					
Analogue telephone line(s)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%			
Smartphones	4 1%	1 1%	1 *%	2 *%	1bC 3%	1b 2%	- -%	- -%	1 5%	1 1%	1 1%	2 1%	3 1%	1A 3%	- -%	2 1%	1 *%	1 2%	1AB 6%	- -%	1 3%	1 1%	- -%	- -%	1 1%	- -%	2 1%	- -%	- -%	1 3%				
Standard mobile phones	6 1%	1 *%	5 2%	6 1%	1 1%	- -%	- -%	- -%	- -%	- -%	5e 4%	1 *%	6 1%	- -%	- -%	1 *%	6a 4%	- -%	- -%	- -%	1 4%	- -%	- -%	- -%	6cdG 7%	- -%	- -%	- -%	- -%	- -%	- -%			
ADSL Broadband	9 2%	1 *%	8 3%	9 2%	- -%	- -%	- -%	- -%	- -%	- -%	5 4%	3 1%	9 2%	- -%	- -%	3 2%	5 3%	- -%	- -%	- -%	- -%	- -%	- -%	2g 3%	6bcGh 8%	- -%	- -%	- -%	- -%	- -%	- -%			
Fibre Broadband	38 7%	12 12%	16 6%	29 7%	6 11%	3 6%	* 6%	* 4%	* 1%	9de 18%	9 6%	19 7%	37b 8%	1 2%	* 2%	18 8%	12 8%	6 11%	* 2%	* 2%	2 11%	1 2%	5 8%	8beh 13%	4 4%	3 20%	12 8%	* 1%	1 5%					
Cable Broadband	7 1%	- -%	6 2%	6 2%	1 1%	- -%	*Ae 1%	- -%	* 2%	- -%	4 2%	3 1%	7 1%	- -%	* 4%	6 3%	1 1%	- -%	- -%	- -%	4 22%	- -%	1 1%	* *%	2 2%	- -%	- -%	- -%	- -%	- -%	- -%			
Mobile broadband	1 *%	- -%	- -%	- -%	1bC 1%	1bC 1%	*aBC 1%	- -%	- -%	- -%	1 *%	1 *%	1 *%	1a 1%	- -%	- -%	1 *%	1 1%	* *%	- -%	- -%	* *%	1 1%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%			
ISDN 2/2e	1 *%	- -%	- -%	- -%	- -%	1BC 2%	*aBC 1%	- -%	1 5%	- -%	- -%	* *%	- -%	1A 2%	- -%	- -%	- -%	1a 2%	- -%	*AB 2%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%			
ISDN 30	2 *%	- -%	- -%	- -%	2BC 3%	* *%	- -%	- -%	- -%	- -%	1 1%	1 *%	2 *%	* 1%	- -%	- -%	1 1%	1a 2%	- -%	- -%	- -%	- -%	- -%	2g 3%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%			
Leased lines or private circuits, including Ethernet leased line services	6 1%	1 *%	4 1%	4 1%	1 2%	1 1%	* 2%	- -%	- -%	- -%	1 1%	5 2%	6 1%	* *%	- -%	1 *%	1 *%	4AB 8%	- -%	*ABd 6%	- -%	- -%	- -%	1 2%	1 1%	- -%	4 3%	- -%	- -%	- -%	- -%			
Voice over Internet Protocol or VoIP	14 3%	- -%	9 3%	9 2%	1 2%	3AC 8%	*A 6%	- -%	- -%	4d 8%	1 1%	9 3%	12 3%	2 5%	* 2%	5 2%	5 3%	2 4%	2ABC 15%	* 3%	- -%	* 1%	1 2%	2 3%	1 1%	* 2%	9 6%	* 1%	- -%					

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 13 (continuation)
<S11B> Are you planning to get or use any of the following services for your business in the next 12 months?
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																																				
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR															
		1	2	1	5	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	ser	pu	Other				
		(a)	to 4	to 4	(d)	- 49	- 249	than 2	- years	(b)	(c)	years	-19	years	(a)	(b)	(c)	(a)	to £100k	to £500k	to £500k	to £3m	to £10m	(e)	imary ind	ufact	nstru	sale/ Trans	tail (e)	ncial	Se	er	ser	bl	(i)		
		(b)	(c)	(e)	(f)		years				(d)	(e)						(b)	(c)	(d)			ustry (a)	(b)	(c)	port/ Comm	unica	tions	(d)	(f)	(g)	and	ser	ices	(h)		
Unweighted row	502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32		21	45	59	75	84	16	126	53	23							
Total	502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3		20	45	71	62	80	18	149	35	22							
Video conferencing	7 1%	2 2%	2 1%	4 1%	- -%	2bcd 4%	1ABCD 10%	- -%	1 5%	- -%	5e 3%	1 *%	4 1%	2A 5%	* 4%	2 1%	2 1%	2 3%	* 3%	*ABc 10%		- -%	* *%	* *%	* *%	* *%	- -%	4 2%	* 1%	2 9%							
Social media marketing	19 4%	1 1%	12 4%	13 3%	4ac 8%	1 3%	* 2%	* 2%	2 12%	- -%	6 4%	11 4%	16 3%	3 7%	* 4%	8 4%	9 6%	1 2%	* *%	- -%		1 3%	- -%	1 1%	2 3%	9bcg 11%	- -%	6 4%	1 2%	1 5%							
Cloud based services	20 4%	* *%	15 5%	15 4%	2 4%	3a 6%	*A 7%	* 2%	1 5%	- -%	13E 9%	6 2%	17 4%	3 7%	* 4%	9 4%	8 5%	2 3%	* 4%	* 3%		- -%	* *%	1 1%	2 3%	1 1%	- -%	8 5%	7 19%	2 9%							
(None of these)	414 82%	89f 86%	246F 84%	335F 84%	41 75%	34 78%	5 70%	10 94%	14 85%	42 81%	106 75%	242d 86%	380 83%	32 78%	2 86%	179 81%	133 82%	44 80%	9 70%	2 78%		13 68%	43DgH 95%	63 88%	48 77%	67 84%	14 78%	123 83%	27 78%	15 68%							
NET ---																																					
Mobiles	10 2%	1 1%	6 2%	7 2%	2 4%	1 2%	- -%	- -%	1 5%	1 1%	6e 4%	2 1%	8 2%	1 3%	- -%	2 1%	7 4%	1 2%	1A 6%	- -%		1 6%	1 1%	- -%	- -%	6cdg 7%	- -%	2 1%	- -%	1 3%							
ISDN	3 1%	- -%	- -%	- -%	2BC 3%	1BC 2%	*aBC 1%	- -%	1 5%	- -%	1 1%	1 *%	2 *%	1A 3%	- -%	- -%	1 1%	2Ab 4%	- -%	*A 2%		- -%	- -%	* *%	2 3%	- -%	- -%	1 1%	* 1%	- -%							
Analogue line & ISDN	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Analogue line, ISDN & Leased line	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Analogue line, ISDN, Leased line & VOIP	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Fixed Broadband	50 10%	13 12%	28 9%	41 10%	6 12%	3 6%	1 7%	* 4%	1 3%	9 18%	17 12%	23 8%	49B 11%	1 2%	* 6%	26 12%	17 11%	6 11%	* 2%	* 2%		6 28%	1 2%	6 8%	10bH 17%	10h 12%	3 20%	12 8%	* 1%	1 5%							

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Table 13 (continuation)
<S11B> Are you planning to get or use any of the following services for your business in the next 12 months?
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	South East (h)	South West (i)	North East (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Elsewhere (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154
Analogue telephone line(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Smartphones	4	-	-	-	-	-	-	1	1	-	2	2	-	-	1	3	4	-	2	2	1	2
	1%	-%	-%	-%	-%	-%	-%	2%	1%	-%	1%	7%	-%	-%	1%	1%	1%	-%	1%	1%	*%	1%
Standard mobile phones	6	-	-	5	-	-	-	1	-	-	6	1	-	-	1	6	6	1	1	6	1	6A
	1%	-%	-%	14%	-%	-%	-%	1%	-%	-%	1%	2%	-%	-%	*%	2%	1%	1%	*%	2%	*%	4%
ADSL Broadband	9	-	-	5	-	-	2	-	-	-	7	1	1	-	1	8	9	-	2	6	2	6a
	2%	-%	-%	14%	-%	-%	4%	-%	-%	-%	2%	2%	2%	-%	*%	2%	2%	-%	1%	2%	1%	4%
Fibre Broadband	38	2	2	2	-	*	3	7	4	5	26	3bJ	7bfhJ	1	12	26	32	5	20	17	22	12
	7%	15%	4%	5%	-%	*%	6%	9%	6%	12%	6%	15%	19%	8%	10%	7%	8%	8%	9%	7%	7%	8%
Cable Broadband	7	*	4j	-	-	-	*	-	*	-	4	-	3	-	4	3	7	-	1	6	5	1
	1%	2%	7%	-%	-%	-%	1%	-%	*%	-%	1%	ghJkm	7%	-%	3%	1%	2%	-%	*%	2%	2%	1%
Mobile broadband	1	-	1	-	-	-	-	1	-	-	1	-	*	-	-	1	1	-	1	1	1	-
	*%	-%	1%	-%	-%	-%	-%	1%	-%	-%	*%	-%	*%	-%	-%	*%	*%	-%	*%	*%	*%	-%
ISDN 2/2e	1	-	-	-	-	-	-	-	1	-	1	-	*	-	-	1	1	-	*	1	-	1
	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	*%	-%	*%	-%	-%	*%	*%	-%	*%	*%	-%	1%
ISDN 30	2	-	1	-	-	-	-	-	-	1	2	-	*	-	-	2	2	-	1	1	1	1
	*%	-%	1%	-%	-%	-%	-%	-%	-%	2%	*%	-%	1%	-%	-%	1%	1%	-%	1%	*%	*%	1%

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Table 13 (continuation)
<S11B> Are you planning to get or use any of the following services for your business in the next 12 months?
by Crossbreak
Base: All respondents

		LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
	Total	NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East ndon (g)	Lo (h)	SE (i)	SW (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ireland (n)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83		72	430	430	36	282	193	343	118
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13		121	381	391	64	212	258	305	154
Leased lines or private circuits, including Ethernet leased line services	6 1%	-	-	-	*	-	-	4	-	1	5	1	-	*		1	5	6	-	5b 2%	1 *	4 1%	2 1%
Voice over Internet Protocol or VoIP	14 3%	*	-	-	-	2	*	-	1	9	12	1bG 3%	*	*		*	14 4%	13 3%	1 1%	8 4%	5 2%	13 4%	1 1%
Video conferencing	7 1%	-	-	-	-	*	4gJ 8%	1	1	*	6	*	*	*		2	4	6	*	1 1%	3 1%	1 *	3 2%
Social media marketing	19 4%	-	1	5	-	-	*	1	2	5	15	2FGJL 3%	1	1FG 8%		1	18 5%	18 5%	1 1%	7 3%	11 4%	10 3%	8 6%
Cloud based services	20 4%	-	1	-	1	6	2	1	5	*	17	1	2	1bg 8%		1	19 5%	19 5%	1 1%	17B 8%	2 1%	5 2%	13A 8%
(None of these)	414 82%	12 80%	45k1 89%	31 82%	34 98%	32 79%	40 80%	68 85%	64 84%	35 76%	362k1 84%	15 72%	27 73%	10 78%		103 85%	311 82%	311 80%	58 91%	160 76%	225A 87%	257 84%	119 77%
NET ---																							
Mobiles	10	-	-	5	-	-	-	2	1	-	8	2 bFhJL m	-	-		1	9	9	1	3	7	2	7a
	2%	-%	-%	14%	-%	-%	-%	3%	1%	-%	2%	7%	-%	-%		1%	2%	2%	1%	1%	3%	1%	5%
ISDN	3 1%	-	1	-	-	-	-	-	1	1	3	-	*	-		-	3	3	-	1	1	1	2
	1%	-%	1%	-%	-%	-%	-%	-%	1%	2%	1%	-%	1%	-%		-%	1%	1%	-%	1%	1%	*	1

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Table 13 (continuation)

<S11B> Are you planning to get or use any of the following services for your business in the next 12 months?

by Crossbreak

Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118	
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154	
Analogue line & ISDN	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Analogue line, ISDN & Leased line	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Analogue line, ISDN, Leased line & VOIP	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Fixed Broadband	50 10%	3 18%	5 11%	7 18%	- -%	* **	5 10%	7 9%	5 6%	5 12%	37 9%	4h 18%	j 21%	8h 8%	1 13%	16 34%	34 9%	44 11%	5 8%	22 10%	27 11%	29 9%	18 12%

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Table 13 (continuation)
<S11B> Are you planning to get or use any of the following services for your business in the next 12 months?
by Crossbreak
Base: All respondents

CONNECTION PROFILE																															
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
																		Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private cir cuits (d)	Fixed Pr broadband (e)	Sta ndard lan dline (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL Private cir cuits (g)	VoIP (h)	Video conferencing (i)
Total																															
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255	
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258	
Analogue telephone line(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Smartphones	4	2	-	-	-	2	4	1	3	-	-	-	1	2b	-	1	1	4	-	-	1	-	1	1	1	1	-	2	-	2	
	1%	1%	-%	-%	-%	9%	1%	*%	1%	-%	-%	-%	4%	2%	-%	1%	*%	1%	-%	-%	2%	-%	10%	4%	2%	2%	-%	1%	-%	1%	
Standard mobile phones	6	6	-	-	-	-	6c	6c	1	-	1ck	-	-	-	-	1	-	6	1	-	-	-	-	-	-	-	-	1	-	6	
	1%	1%	-%	-%	-%	-%	1%	1%	*%	-%	2%	-%	-%	-%	-%	*%	-%	1%	1%	2%	-%	-%	-%	-%	-%	-%	-%	*%	-%	2%	
ADSL Broadband	9	9	-	-	-	-	9C	8C	-	1c	-	-	-	-	-	1	-	9	-	-	-	-	-	-	-	-	-	1	-	8a	
	2%	2%	-%	-%	-%	-%	2%	2%	-%	1%	-%	-%	-%	-%	-%	*%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	3%	
Fibre Broadband	38	32	1	1	*	3	38	36	36	10	4	1	1	17AbCg	5	26	23abcg	37	3	1	10	6	1	7	4	6	-	16	5	17	
	7%	7%	8%	3%	10%	19%	8%	9%	8%	9%	9%	7%	4%	16%	13%	14%	14%	8%	7%	7%	19%	17%	16%	46%	12%	14%	-%	7%	17%	7%	
Cable Broadband	7	7	-	*	-	-	7	7	6	3	-	*	*	1	*	5	5	7	-	*	1	*	-	-	1	*	-	5	*	2	
	1%	1%	-%	1%	-%	-%	1%	2%	1%	2%	-%	*%	*%	1%	*%	3%	3%	1%	-%	1%	2%	*%	-%	-%	4%	*%	-%	2%	1%	1%	
Mobile broadband	1	1	*	-	-	-	1	1	1	-	1	-	1	1	-	1	1	1	1a	-	1	-	-	1	1	-	-	1	-	1	
	*%	*%	*%	-%	-%	-%	*%	*%	*%	-%	3%	-%	2%	1%	-%	*%	1%	*%	2%	-%	2%	-%	-%	4%	2%	-%	-%	*%	-%	*%	
ISDN 2/2e	1	*	-	-	-	1	1	1	1	*	-	*	1	1	*	-	-	1	-	*	-	-	1	-	-	1	-	-	-	1	
	*%	*%	-%	-%	-%	5%	*%	*%	*%	*%	-%	*%	4%	1%	*%	-%	-%	*%	-%	*%	-%	-%	11%	-%	-%	2%	-%	-%	-%	*%	
ISDN 30	2	1	1A	-	-	-	2	2	2	*	2	-	-	2	1abcj	*	2	2	2A	-	1	-	1	-	2	*	-	1	1	-	
	*%	*%	8%	-%	-%	-%	*%	*%	*%	*%	5%	-%	-%	2%	3%	*%	1%	*%	5%	-%	2%	-%	14%	-%	6%	*%	-%	*%	4%	-%	

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Table 13 (continuation)
 <S11B> Are you planning to get or use any of the following services for your business in the next 12 months?
 by Crossbreak
 Base: All respondents

	CONNECTION PROFILE																																								
	MAIN FIXED LINE TYPE														PRODUCTS USED														FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Sta	ISDN	ISDN	LL	Fixed	Sta	NET	Fixed	Mo	ISDN	ISDN	LL	pr	VoIP	Video	So	Cloud	Sta	ISDN	ISDN	Same	A	Both	Int	Ext	Both	Ne	BT	Other	Other										
		ndard	2/2E	30	/	Pr		line	ndard	Mo	line	bile	2/2e	30	ivate	(h)	co	cial		based	ndard		2/2E	30		vider	diff	erent		ernal	ernal	(c)	ither	for	pro	pro					
lan	(b)	line	ivate	broad	band	land	biles	broad	broad	(e)	(f)	circuits	(g)	(i)	(j)	(k)	(a)	(b)	(c)	(a)	(b)	(c)	inter-site	(a)	(b)	(c)	(d)	ntal	for	for											
dline	(a)	(c)	circuits	(d)	(e)	lines	(a)	(c)	(d)										dline	(a)	(b)	(c)	pro	vider	(b)				calls	(a)	ntal										
																															calls										
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255											
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258											
Leased lines or private circuits, including Ethernet leased line services	6	1	1A	1A	-	3	6	5	5	3j	2abcJ	1J	-	5AbcJ	4 ABCDg JK	1	5j	6	2a	1	-	4A	1	-	1	4	-	4c	1	*											
	1%	*%	8%	4%	-%	19%	1%	1%	1%	3%	4%	3%	-%	5%	12%	*%	3%	1%	5%	3%	-%	11%	14%	-%	4%	8%	-%	2%	5%	*%											
Voice over Internet Protocol or VoIP	14	10	1a	2A	-	-	13	14h	13	3	3	2	1H	-	*	8h	8h	12	3A	2A	-	-	-	-	-	-	-	3	-	11											
	3%	2%	8%	15%	-%	-%	3%	3%	3%	3%	8%	12%	3%	-%	1%	4%	5%	3%	8%	13%	-%	-%	-%	-%	-%	-%	-%	1%	-%	4%											
Video conferencing	7	5	*	1A	-	1	6	6	6	1	1	1	2	6ABCd	-	5	3	6	1	1a	3	2	1	2	*	4	-	2	2	2											
	1%	1%	1%	5%	-%	5%	1%	2%	1%	1%	3%	5%	8%	6%	-%	3%	2%	1%	3%	5%	6%	7%	10%	14%	*%	9%	-%	1%	8%	1%											
Social media marketing	19	17	-	1	-	1	19Jk	18Jk	13J	3J	1J	1cIJK	2iJK	3j	-	-	1	19	1	1	1	1	1	-	1	2	-	4	*	15a											
	4%	4%	-%	4%	-%	8%	4%	4%	3%	3%	3%	7%	7%	2%	-%	-%	1%	4%	2%	8%	1%	2%	10%	-%	2%	4%	-%	2%	1%	6%											
Cloud based services	20	17	1	1	-	2	20K	19K	20K	9ahjK	1K	1K	1K	3k	5	6K	-	20	1	1	1	*	1	-	1	2	-	9	*	11											
	4%	4%	6%	4%	-%	10%	4%	5%	5%	8%	2%	4%	6%	3%	12%	3%	-%	4%	2%	4%	2%	*%	10%	-%	3%	4%	-%	4%	1%	4%											
(None of these)	414	378C	11	11	2	12	398eF	335f	351F	86	30	14	18	79	29	143	131	393C	29	13	38	27	6	5	27	35	13	182	21	211											
	82%	84%	77%	68%	90%	68%	82%	80%	82%	77%	73%	69%	79%	76%	75%	77%	79%	82%	77%	68%	72%	78%	73%	32%	85%	78%	100%	83%	79%	82%											
NET	---																																								
Mobiles	10	8	-	-	-	2	10	7	4	-	1	-	1Dk	2	-	2	1	10	1	-	1	-	1	1	1	1	-	2	-	8											
	2%	2%	-%	-%	-%	9%	2%	2%	1%	-%	2%	-%	4%	2%	-%	1%	*%	2%	2%	-%	2%	-%	10%	4%	2%	2%	-%	1%	-%	3%											

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 13 (continuation)
 <S11B> Are you planning to get or use any of the following services for your business in the next 12 months?
 by Crossbreak
 Base: All respondents

CONNECTION PROFILE																														
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed broadband (e)	Standard land lines (a)	NET biles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 private circuits (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff. provider (b)	Both (c)	Internet -site (a)	Ext. / (b)	Both (c)	Neither (d)	BT for ntl calls (a)	Other for re calls (b)	Other for pro vider (c)
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258
ISDN	3	1	1A	-	-	1	3	3	3	*	2	*	1	3abcj	1j	*	2	3	2A	*	1	-	2	-	2	1	-	1	1	1
	1%	*%	8%	-%	-%	5%	1%	1%	1%	*%	5%	*%	4%	3%	3%	*%	1%	1%	5%	*%	2%	-%	25%	-%	6%	2%	-%	*%	4%	*%
Analogue line & ISDN	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Analogue line, ISDN & Leased line	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Analogue line, ISDN, Leased line & VOIP	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fixed Broadband	50	45	1	1	*	3	50	48	41	11	4	1	1	17cg	5	30aCg	27aCg	49	3	1	10	6	1	7	4	7	-	20	5	25
	10%	10%	8%	4%	10%	19%	10%	12%	9%	10%	9%	7%	4%	17%	13%	16%	17%	10%	7%	8%	19%	18%	16%	46%	12%	14%	-%	9%	19%	10%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 13 (continuation)

<S11B> Are you planning to get or use any of the following services for your business in the next 12 months?

by Crossbreak

Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57
Total	502	23	1	308	90	321	447	55
Analogue telephone line(s)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Smartphones	4 1%	- -%	- -%	3 1%	- -%	2 1%	4 1%	- -%
Standard mobile phones	6 1%	1C 3%	- -%	1 *%	- -%	1 *%	6 1%	- -%
ADSL Broadband	9 2%	- -%	- -%	- -%	- -%	- -%	9b 2%	- -%
Fibre Broadband	38 7%	2 10%	* 9%	29 10%	7 8%	25 8%	30 7%	8c 14%
Cable Broadband	7 1%	* *%	* 12%	6 2%	* *%	6 2%	6 1%	* 1%
Mobile broadband	1 *%	1C 5%	1 66%	1 *%	- -%	1 *%	1 *%	- -%
ISDN 2/2e	1 *%	* *%	- -%	* *%	- -%	* *%	1 *%	- -%
ISDN 30	2 *%	2C 8%	- -%	1 *%	1 1%	1 *%	2 *%	* *%
Leased lines or private circuits, including Ethernet leased line services	6 1%	2C 7%	- -%	4 1%	1 1%	1 *%	2 1%	4BC 7%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 13 (continuation)

<S11B> Are you planning to get or use any of the following services for your business in the next 12 months?

by Crossbreak

Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57
Total	502	23	1	308	90	321	447	55
Voice over Internet Protocol or VoIP	14 3%	* *%	- -%	11 4%	3 3%	10 3%	14 3%	* *%
Video conferencing	7 1%	* *%	- -%	4 1%	2 3%	3 1%	4 1%	3BC 6%
Social media marketing	19 4%	1 4%	- -%	11 3%	1 2%	10 3%	18 4%	2 3%
Cloud based services	20 4%	1 4%	- -%	10 3%	8Bd 9%	10 3%	20 4%	* 1%
(None of these)	414 82%	18 77%	* 13%	248 81%	72 80%	267 83%	369 83%	44 82%
NET	---							
Mobiles	10 2%	1 3%	- -%	3 1%	- -%	3 1%	10 2%	- -%
ISDN	3 1%	2C 8%	- -%	1 *%	1 1%	1 *%	3 1%	* *%
Analogue line & ISDN	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Analogue line, ISDN & Leased line	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 13 (continuation)

<S11B> Are you planning to get or use any of the following services for your business in the next 12 months?

by Crossbreak

Base: All respondents

	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57
Total	502	23	1	308	90	321	447	55
Analogue line, ISDN, Leased line & VOIP	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Fixed Broadband	50 10%	2 10%	* 21%	34 11%	7 8%	30 9%	42 9%	8 15%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 14
<S11CI> Which, if any, services have you considered getting but didn't get for your business in the past 2 years?
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																															
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR										
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Finan	Other	Pu	Other
		(a)	to 4 (b)	to 4 (c)	to 4 (d)	to 4 (e)	to 4 (f)	than 2 years (a)	years (b)	years (c)	years (d)	years (e)	(a)	(b)	(c)	(a)	(b)	(c)	£100k (a)	to £500k (b)	to £3m (c)	to £10m (d)	to (e)	imary ind ustry (a)	ufac turing (b)	nstru ction (c)	sale/ Trans port/ Comm unica tions (d)	tail (e)	cial Ser vices (f)	ser vices (g)	blic admin and ser vices (h)	(i)
Unweighted row	502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23			
Total	502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22			
Analogue telephone line(s)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Smartphones	1 *%	- -%	1 *%	1 *%	- -%	- -%	*a 1%	- -%	- -%	- -%	- -%	1 *%	1 *%	* *%	- -%	1 *%	- -%	* *%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%
Standard mobile phones	1 *%	- -%	- -%	- -%	1BC 2%	* *%	- -%	- -%	- -%	- -%	1 1%	- -%	1 *%	- -%	- -%	- -%	1 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	* 1%	- -%
ADSL Broadband	4 1%	* *%	4 1%	4 1%	- -%	- -%	* 1%	- -%	- -%	- -%	1 *%	3 1%	4 1%	* *%	- -%	2 1%	2 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	2 3%	1 1%	1 1%	- -%	1 *%	* *%	- -%	- -%
Fibre Broadband	24 5%	4 4%	13 5%	17 4%	4 8%	3 6%	* 3%	- -%	- -%	8E 15%	8 6%	8 3%	23 5%	1 2%	- -%	12 5%	8 5%	4 7%	* 1%	* 2%	- -%	- -%	* *%	2 3%	1 2%	6 8%	* 2%	14b 9%	* 1%	- -%	- -%	
Cable Broadband	8 2%	- -%	6 2%	6 2%	2 3%	* *%	*a 1%	- -%	- -%	- -%	6e 4%	3 1%	8 2%	* 1%	- -%	1 *%	6a 4%	2A 3%	- -%	- -%	- -%	- -%	- -%	2 3%	4eg 6%	- -%	- -%	2 1%	* 1%	- -%	- -%	
Mobile broadband	* *%	- -%	- -%	- -%	- -%	- -%	*ABCDE 2%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	*AB 2%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	
ISDN 2/2e	3 1%	- -%	2 1%	2 1%	* *%	* *%	*A 1%	- -%	- -%	- -%	* *%	2 1%	2 1%	- -%	* 4%	2 1%	* *%	- -%	- -%	*BC 3%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	2 9%	- -%
ISDN 30	1 *%	- -%	- -%	- -%	- -%	1BC 2%	*ABCD 2%	- -%	1 5%	- -%	- -%	* *%	* *%	1A 2%	* 4%	* *%	- -%	1a 2%	- -%	*AB 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	
Leased lines or private circuits, including Ethernet leased line services	2 *%	- -%	- -%	- -%	* 1%	1BC 3%	*ABCD 7%	- -%	- -%	- -%	* *%	2 1%	2 *%	* 1%	- -%	- -%	- -%	1Ab 3%	*AB 2%	*AB 5%	- -%	1 2%	* *%	- -%	* *%	* 2%	* *%	* *%	* *%	* *%	* *%	* 1%
Voice over Internet Protocol or VoIP	10 2%	* *%	6 2%	6 1%	- -%	3ABCD 7%	1ABCD 8%	* 2%	- -%	- -%	1 1%	9 3%	5 1%	5A 11%	* 2%	* *%	2 1%	3A 5%	*A 3%	- -%	- -%	* 1%	2 5%	* *%	* *%	1 1%	- -%	4 2%	2cd 7%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 14 (continuation)
<S11CI> Which, if any, services have you considered getting but didn't get for your business in the past 2 years?
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																																	
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR												
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	ser	pu	Other
		(a)	to 4	to 4	(d)	- 49	- 249	(f)	than 2	years (a)	years (b)	years (c)	years (d)	years (e)	(a)	to 5	(c)	(a)	to £500k (b)	to £3m (c)	to £10m (d)	to £10m+ (e)	imary ind ustry (a)	ufact uring (b)	nstru ction (c)	sale/ Trans port/ Comm unica tions (d)	tail (e)	ncial vices (f)	ser vices (g)	ser vices (h)	blc admin and ser vices (i)	(i)		
Unweighted row	502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23					
Total	502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22					
Video conferencing	1 %	- %	- %	- %	1bC 1%	*bc 1%	*ABC 4%	- %	* 1%	* %	1 1%	* %	1 %	* 1%	- %	- %	1 %	* %	* %	*Abc 3%	*AbC 4%	- %	* %	* %	* %	- %	- %	1 1%	* %	* %				
Social media marketing	5 1%	1 1%	4 1%	4 1%	* %	- %	*E 3%	- %	- %	- %	- %	5 2%	5 1%	* 1%	* 3%	1 %	4 2%	* %	- %	* 2%	- %	- %	- %	* %	* %	1 1%	* 1%	- %	* %	4 16%				
Cloud based services	4 1%	- %	4 1%	4 1%	- %	- %	1ABCDE 7%	- %	- %	* %	- %	4 2%	4 1%	* 1%	- %	1 %	3 2%	* %	* 2%	*Ac 3%	- %	- %	3g 5%	1 1%	- %	- %	* %	* %	- %					
(None of these)	442 88%	99EF 95%	256F 87%	355eF 89%	48F 89%	35f 81%	5 69%	11 98%	15 94%	44 84%	124 88%	249 88%	406 89%	34 82%	2 90%	204 92%	135 84%	46 84%	11 90%	2 78%	20 99%	41 91%	64 89%	56 91%	70 88%	17 97%	126 85%	32 90%	16 74%					
NET ---																																		
Mobiles	2 %	- %	1 %	1 %	1c 2%	* %	*a 1%	- %	- %	- %	1 1%	1 %	2 %	* %	- %	1 %	1 1%	* %	- %	- %	- %	1 2%	- %	- %	- %	- %	1 1%	* 1%	- %					
ISDN	3 1%	- %	2 1%	2 1%	* %	1 2%	*Ac 2%	- %	1 5%	- %	* %	2 1%	2 1%	1 2%	* 4%	2 1%	* %	1 2%	- %	*B 3%	- %	- %	- %	- %	* %	- %	1 1%	- %	2 9%					
Analogue line & ISDN	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %		
Analogue line, ISDN & Leased line	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %		
Analogue line, ISDN, Leased line & VOIP	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %		
Fixed Broadband	33 7%	4 4%	22 8%	26 7%	4 8%	3 6%	* 4%	- %	- %	8E 15%	14e 10%	11 4%	32 7%	1 3%	- %	13 6%	15 10%	4 7%	* 1%	* 2%	- %	* %	4 5%	5 8%	7b 9%	* 2%	17bh 11%	1 2%	- %					

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 14 (continuation)

<S11CI> Which, if any, services have you considered getting but didn't get for your business in the past 2 years?

by Crossbreak

Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON			
		NE	NW	Yo rks/	E	Mid	W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	Hub	(d)	(e)	(f)	ndon	(g)	(h)	(i)	En	(k)	tland	(l)	Ir	based	where	(a)	agree	(a)	agree	(a)	agree
		(c)	(j)	(m)	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118		
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154		
Analogue telephone line(s)	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%		
Smartphones	1 *%	— —%	— —%	— —%	— —%	— —%	* *%	— —%	— —%	— —%	— —%	* *%	— —%	1J 2%	— —%	1 1%	* *%	* *%	— —%	* *%	1 *%	* *%	1 1%	
Standard mobile phones	1 *%	— —%	— —%	— —%	— —%	— —%	* 1%	1 1%	— —%	— —%	— —%	1 *%	— —%	* 1%	— —%	— —%	1 *%	1 *%	— —%	1 1%	— —%	1 *%	— —%	
ADSL Broadband	4 1%	— —%	— —%	— —%	— —%	— —%	2J 4%	— —%	— —%	— —%	— —%	2 *%	2 bGHJL 7%	— —%	*g 2%	— —%	4 1%	3 1%	1 1%	2 1%	2 1%	* *%	4a 2%	
Fibre Broadband	24 5%	* 2%	4 7%	8 22%	— —%	— —%	3 6%	* *%	6 8%	1 2%	22 5%	1G 6%	1 3%	*g 3%	11b 9%	13 3%	20 5%	* *%	5 2%	18a 7%	5 2%	14A 9%		
Cable Broadband	8 2%	— —%	4 7%	2 5%	— —%	— —%	2 4%	— —%	— —%	— —%	— —%	7 2%	1 2%	* 1%	— —%	6b 5%	3 1%	8 2%	— —%	4 2%	4 2%	4 1%	2 2%	
Mobile broadband	* *%	— —%	— —%	— —%	— —%	— —%	* *%	— —%	— —%	— —%	— —%	* *%	— —%	* *%	— —%	— —%	* *%	* *%	— —%	* *%	— —%	* *%	— —%	
ISDN 2/2e	3 1%	— —%	— —%	* *%	— —%	— —%	2j 4%	— —%	— —%	— —%	— —%	2 1%	* 1%	* 1%	— —%	* *%	2 1%	3 1%	— —%	3 1%	— —%	3 1%	— —%	
ISDN 30	1 *%	— —%	— —%	* *%	— —%	— —%	* *%	— —%	1 1%	— —%	— —%	1 *%	— —%	— —%	— —%	* *%	1 *%	1 *%	— —%	* *%	1 *%	* *%	1 1%	
Leased lines or private circuits, including Ethernet leased line services	2 *%	* 2%	— —%	— —%	— —%	— —%	* *%	— —%	1 1%	* *%	2 *%	*j 2%	— —%	* 1%	— —%	— —%	2 1%	2 *%	— —%	1 1%	— —%	2 1%	* *%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 14 (continuation)
<S11CI> Which, if any, services have you considered getting but didn't get for your business in the past 2 years?
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE	NW	Yo rks/	Mid E	Mid W	Mid	East	Lo	SE	SW	Net:	Wales	SCO	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	Hu	(d)	(e)	(f)	ndon	(g)	(h)	(i)	En gland	(k)	land (l)	Ir eland (m)	based (a)	where (b)	(a)	agree (b)	(a)	agree (b)	(a)	agree (b)
				umber (c)																			
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118	
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154	
Voice over Internet Protocol or VoIP	10 2%	- -%	- -%	2 4%	1 2%	- -%	2 4%	3 4%	1 1%	- -%	9 2%	* 1%	* 1%	*b 4%	- -%	10 3%	10 2%	- -%	5 2%	1 *%	6 2%	- -%	
Video conferencing	1 *%	- -%	- -%	- -%	- -%	- -%	* *%	1 1%	- -%	- -%	1 *%	* 1%	* 1%	* *%	- -%	1 *%	1 *%	- -%	1 1%	* *%	1 *%	* *%	
Social media marketing	5 1%	- -%	4J 7%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	4 1%	* 1%	1 2%	* 1%	1 1%	4 1%	5 1%	- -%	* *%	4 2%	4 1%	1 1%	
Cloud based services	4 1%	- -%	- -%	- -%	* *%	* *%	* *%	3 4%	- -%	- -%	4 1%	1 3%	- -%	* *%	- -%	4 1%	4 1%	1 1%	* *%	4 2%	4 1%	* *%	
(None of these)	442 88%	15 98%	40 79%	27 73%	34 98%	41 100%	38 77%	73 91%	67 89%	46 98%	381f 88%	17 81%	33f 90%	12 90%	102 84%	340 89%	339 87%	63a 98%	190 90%	226 87%	276 91%	134 87%	
NET	---																						
Mobiles	2 *%	- -%	- -%	- -%	- -%	- -%	* 1%	1 1%	- -%	- -%	1 *%	- -%	1J 3%	- -%	1 1%	1 *%	1 *%	- -%	1 1%	1 *%	1 *%	1 1%	
ISDN	3 1%	- -%	- -%	* *%	- -%	- -%	2j 4%	- -%	1 1%	- -%	3 1%	* 1%	* 1%	- -%	* *%	3 1%	3 1%	- -%	3 1%	1 *%	3 1%	1 1%	
Analogue line & ISDN	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Analogue line, ISDN & Leased line	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 14 (continuation)

<S11CI> Which, if any, services have you considered getting but didn't get for your business in the past 2 years?

by Crossbreak

Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of London (d)	Midlands (e)	East of England (f)	London (g)	SE (h)	SW (i)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Elsewhere (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154
Analogue line, ISDN, Leased line & VOIP	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fixed Broadband	33	*	7G	8	-	-	7G1	*	6	1	29	2G1	1	1G	17B	17	28	1	11	21	9	17A
	7%	2%	14%	22%	-%	-%	14%	1%	8%	2%	7%	11%	3%	5%	14%	4%	7%	1%	5%	8%	3%	11%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 14 (continuation)
<S11CI> Which, if any, services have you considered getting but didn't get for your business in the past 2 years?
by Crossbreak
Base: All respondents

	CONNECTION PROFILE																													
	MAIN FIXED LINE TYPE							PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuit (d)	Fixed broadband (e)	Standard landline (a)	NET Mobiles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 private (f)	LL Private circuit (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258
Analogue telephone line(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Smartphones	1	1	-	-	-	-	1	1	1	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	*	-	1
Standard mobile phones	1	1	-	-	-	1	1	*	1	-	*	-	*b	1	-	1	*	1	-	-	1	-	-	-	1	-	-	1	-	*
ADSL Broadband	4	4	-	-	-	-	4	3	*	*	-	-	-	*	*	*	*	4	-	-	*	-	-	-	*	-	-	1	-	3
Fibre Broadband	24	24	*	*	-	-	24e	18	19	6e	*	*	-	5	1	7	12eg	24	*	*	*	5A	-	-	*	5	-	3	4	17A
Cable Broadband	5	5	*	2	-	-	5	4	4	6	*	2	-	5	2	4	7	5	*	2	1	14	-	-	1	11	-	1	17	6
Mobile broadband	8	8	-	-	-	-	8	7	8	2	*	-	-	6abc	4	8a	8abc	8	*	-	*	2	-	-	4	2	-	4	2	2
	2	2	-	-	-	-	2	2	2	2	1	-	-	6	9	4	5	2	1	-	*	6	-	-	11	5	-	2	8	1
	*	*	-	*	-	-	*	*	*	-	*	*	*	*	-	*	*	*	*	*	-	*	-	-	-	*	-	*	-	*
ISDN 2/2e	3	2	-	*	*	-	2	2	2	2	-	*	*	*	*	2	*	2	-	*	*	-	-	-	-	*	-	2	-	*
ISDN 30	1	1	-	1	6	-	1	1	1	2	-	1	*	*	1	1	*	*	-	1	*	-	-	-	-	*	-	1	-	*
	*	-	*	-	6	5	*	*	*	-	*	-	4	1	*	*	*	*	*	-	*	-	10	-	-	2	-	-	-	*

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 14 (continuation)
 <S11CI> Which, if any, services have you considered getting but didn't get for your business in the past 2 years?
 by Crossbreak
 Base: All respondents

	CONNECTION PROFILE																														
															FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER						
	MAIN FIXED LINE TYPE						PRODUCTS USED																								
	Total	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private / circuit (d)	Fixed broadband (e)	Standard landlines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 ivate (f) cir uits (g)	VoIP (h)	Video conferencing (i)	Social media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Internal / inter- site (a)	Ext ernal (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other provider for calls (b)	Other provider for ntal and calls (c)		
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255	
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258	
Leased lines or private circuits, including Ethernet leased line services	2 %	* %	*A 2%	*A 3%	- %	1 5%	2 %	2 %	2 %	1 %	1ABcK 3%	1ABck 3%	- %	2 1%	1 2%	2 1%	1 %	1 %	1A 3%	1A 3%	1 2%	* 1%	* 2%	- %	1 4%	* 1%	- %	* %	- %	2 1%	
Voice over Internet Protocol or VoIP	10 2%	8 2%	* 1%	2A 12%	- %	- %	10 2%	10 2%	9 2%	4h 3%	1h 2%	2 10% HJ	1h 3%	- %	4 9% ABCHj	5 2%	8ach 5%	8 2%	1 2%	2Ab 10%	- %	- %	- %	- %	- %	- %	- %	6 3%	- %	4 1%	
Video conferencing	1 %	1 %	- %	* 1%	- %	1 4%	1 %	1 %	1 %	1 %	* %	* 1%	* 1%	1 1%	- %	1 1%	1 %	1 %	* 1%	* 1%	1 1%	* 1%	* 1%	* 2%	1 2%	* %	- %	1 %	- %	1 %	
Social media marketing	5 1%	4 1%	* %	* 1%	- %	* %	5 1%	1 %	5 1%	1 1%	* %	*J 1%	* %	* %	* %	- %	5Bj 3%	5 1%	* %	* 1%	* %	* %	- %	* 1%	* %	* %	- %	5c 2%	- %	* %	
Cloud based services	4 1%	4 1%	* %	* 1%	* 2%	- %	4 1%	4 1%	1 %	4aCK 3%	1ck 2%	*cK 2%	*k 1%	* %	* %	4ck 2%	- %	4 1%	1 2%	* 1%	* %	* 1%	- %	* %	- %	* 1%	- %	3 2%	- %	1 %	
(None of these)	442 88%	398 88%	14 95%	13 81%	2 92%	15 86%	4261k 88%	3711k 89%	3821K 89%	92 84%	381k 91%	17 83%	21 91%	89 86%	30 77%	159 86%	133 80%	422 88%	35 92%	16 83%	49b 94%	27 78%	7 86%	14 97%	26 82%	37 81%	13 100%	193 89%	20 75%	229 89%	
NET ---																															
Mobiles	2 %	1 %	- %	- %	- %	1 4%	2 %	1 %	2 1%	- %	* 1%	- %	* 1%	1 1%	- %	2 1%	* %	2 %	- %	- %	1 1%	- %	- %	- %	1 2%	- %	- %	1 1%	- %	1 %	
ISDN	3 1%	2 1%	* %	* 1%	* 6%	1 5%	3 1%	3 1%	3 1%	2 2%	* %	* 1%	1 4% ABCeK	1 1%	* 1%	2 1%	* %	3 1%	* %	* 1%	* %	- %	1 10%	- %	- %	1 2%	- %	2 1%	- %	1 1%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 14 (continuation)
<S11CI> Which, if any, services have you considered getting but didn't get for your business in the past 2 years?
by Crossbreak
Base: All respondents

CONNECTION PROFILE																															
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private (d)	Fixed broadband (e)		Standard lines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 ivate (f)	LL pr cir cuits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255	
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258	
Analogue line & ISDN	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Analogue line, ISDN & Leased line	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Analogue line, ISDN, Leased line & VOIP	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fixed Broadband	33 7%	33 7%	* 2%	* 2%	-	-	33eg 7%	27eg 6%	25e 6%	7 6%	* 1%	* 2%	-	11Efg 11%	4Eg 11%	13eg 7%	18cEfg 11%	33b 7%	* 1%	* 2%	1 2%	7A 20%	-	-	4 13%	7 16%	-	7 3%	7 25%	19a 8%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 14 (continuation)

<S11CI> Which, if any, services have you considered getting but didn't get for your business in the past 2 years?

by Crossbreak

Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed re line ntal supp liers (c)	Diff erent fixed voice calls and fixed re line ntal supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57
Total	502	23	1	308	90	321	447	55
Analogue telephone line(s)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Smartphones	1 *%	- -%	- -%	* *%	- -%	1 *%	1 *%	- -%
Standard mobile phones	1 *%	- -%	- -%	1 *%	* *%	* *%	1 *%	- -%
ADSL Broadband	4 1%	- -%	- -%	* *%	* *%	* *%	3 1%	1 1%
Fibre Broadband	24 5%	* 2%	- -%	11 4%	6 7%	13 4%	20 4%	5 8%
Cable Broadband	8 2%	- -%	- -%	4 1%	6BC 6%	2 1%	6 1%	2b 4%
Mobile broadband	* *%	- -%	- -%	* *%	* *%	* *%	* *%	- -%
ISDN 2/2e	3 1%	- -%	- -%	2 1%	- -%	2 1%	3 1%	- -%
ISDN 30	1 *%	- -%	- -%	- -%	- -%	* *%	1 *%	* *%
Leased lines or private circuits, including Ethernet leased line services	2 *%	* 2%	- -%	1 *%	* *%	1 *%	2 *%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 14 (continuation)

<S11CI> Which, if any, services have you considered getting but didn't get for your business in the past 2 years?

by Crossbreak

Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re ntal (a)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57
Total	502	23	1	308	90	321	447	55
Voice over Internet Protocol or VoIP	10 2%	1 3%	- -%	6 2%	2 3%	6 2%	10 2%	- -%
Video conferencing	1 *%	* 1%	- -%	1 *%	* *%	* *%	1 *%	- -%
Social media marketing	5 1%	* 1%	- -%	5 1%	* *%	5 1%	5 1%	* *%
Cloud based services	4 1%	1C 3%	- -%	1 *%	* *%	1 *%	4 1%	* *%
(None of these)	442 88%	21 91%	1 100%	280 91%	75 83%	292a 91%	396 88%	47 86%
NET	---							
Mobiles	2 *%	- -%	- -%	1 *%	* *%	1 *%	2 *%	- -%
ISDN	3 1%	- -%	- -%	2 1%	- -%	2 1%	3 1%	* *%
Analogue line & ISDN	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Analogue line, ISDN & Leased line	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 14 (continuation)

<S11CI> Which, if any, services have you considered getting but didn't get for your business in the past 2 years?

by Crossbreak

Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN Re + ntal (a) (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57
Total	502	23	1	308	90	321	447	55
Analogue line, ISDN, Leased line & VOIP	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Fixed Broadband	33 7%	* 2%	- -%	13 4%	12BC 13%	13 4%	26 6%	7Bc 13%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 15
<S11CII2> And why didn't you get Smartphones (e.g. Apple iPhone, Samsung Galaxy, BlackBerry, etc.)?
by Crossbreak

Base: All that didnt get Smartphones

	PERSONAL PROFILE																														
	COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR											
	1	2	1	5	9	10	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other	
	(a)	to 4	to 4	(d)	-	49	than	years	years	years	-	19	years	(a)	to 5	(c)	£100k	to	to	to	to	im	u	n	sale/	Re	Fin	Other	Pu	Other	
	(b)	(c)	(c)	(e)	-	249	2	(b)	(c)	years	(d)	(e)	(a)	(b)	(c)	(a)	£500k	£3m	£10m	(e)	ustry	nd	ctio	Trans	tail	ncial	ser	vices	admin	(i)	
								years										(b)	(c)	(d)		(a)	(b)	(c)	port/ Comm unica tions (d)	(e)	(f)	(g)	and ser vices (h)		
Unweighted row	2	-	1	1	-	-	1	-	-	-	-	2	1	1	-	1	-	1	-	-	-	1	-	-	-	-	-	-	1	-	
Total	1	-	1	1	-	-	*	-	-	-	-	1	1	*	-	1	-	*	-	-	-	1	-	-	-	-	-	-	*	-	
Not relevant or needed by the business	1 93%	- -%	1 100%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 93%	1 100%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Too expensive	* 7%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	* 7%	- -%	* 100%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 15 (continuation)
<S11CII2> And why didn't you get Smartphones (e.g. Apple iPhone, Samsung Galaxy, BlackBerry, etc.)?
by Crossbreak

Base: All that didnt get Smartphones

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON				
		NE	NW	Yo rks/	E	Mid W	Mid	East	ndon	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis	
		(a)	(b)	Hu	(d)	(e)	(f)	(g)	(h)	(i)	En	(j)	(k)	(l)	(m)	based	where	(a)	agree	(a)	agree	(a)	agree	(a)	agree
				mber														(a)	(b)		(b)		(b)		(b)
				(c)																					
Unweighted row	2	-	-	-	-	-	1	-	-	-	1	-	1	-	1	1	1	-	1	1	1	1	1	1	
Total	1	-	-	-	-	-	*	-	-	-	*	-	1	-	1	*	*	-	*	1	*	1	*	1	
Not relevant or needed by the business	1 93%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	1 100%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 100%	1 100%	
Too expensive	* 7%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	* 100%	* 100%	- -%	* 100%	- -%	* 100%	- -%	* 100%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 15 (continuation)
<S11CII2> And why didn't you get Smartphones (e.g. Apple iPhone, Samsung Galaxy, BlackBerry, etc.)?
by Crossbreak

Base: All that didnt get Smartphones

CONNECTION PROFILE																															
Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER				
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed line broadband (e)		Standard land lines (a)	NET Mo- biles (b)	Fixed line broadband (c)	Mo- bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuit (g)	VoIP (h)	Video conferencing (i)	So- cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff- erent provider (b)	Both	Internal / inter- site (a)	Ext- ernal (b)	Both (c)	Neither (d)	BT for n- tal calls (a)	Other pro- vider for calls (b)	Other pro- vider for n- tal and calls (c)	
Unweighted row	2	2	-	-	-	-	2	1	2	-	-	-	-	-	-	1	-	2	-	-	-	-	-	-	-	-	-	1	-	1	
Total	1	1	-	-	-	-	1	1	1	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	*	-	1	
Not relevant or needed by the business	1 93%	1 93%	- %	- %	- %	- %	1 93%	1 100%	1 93%	- %	- %	- %	- %	- %	- %	1 100%	- %	1 93%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 100%
Too expensive	* 7%	* 7%	- %	- %	- %	- %	* 7%	- %	* 7%	- %	- %	- %	- %	- %	- %	- %	- %	* 7%	- %	- %	- %	- %	- %	- %	- %	- %	- %	* 100%	- %	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 15 (continuation)
 <S11CII2> And why didn't you get Smartphones (e.g. Apple iPhone, Samsung Galaxy, BlackBerry, etc.)?
 by Crossbreak
 Base: All that didnt get Smartphones

	Total	BUNDLING			SAME VS DIFFERENT			
		Std lan dline + ISDN Re ntal (a)	Std lan dline + ISDN PC Re ntal (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	2	-	-	1	-	2	2	-
Total	1	-	-	*	-	1	1	-
Not relevant or needed by the business	1 93%	- -%	- -%	- -%	- -%	1 93%	1 93%	- -%
Too expensive	* 7%	- -%	- -%	* 100%	- -%	* 7%	* 7%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 16
<S11CII3> And why didn't you get Standard mobile phones?
by Crossbreak
Base: All that didnt get Standard mobile phones

			PERSONAL PROFILE																																			
			COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR																
			Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other				
				(a)	to 4	to 4	(d)	- 49	- 249	than	years	years	years	-19	years	(a)	to 5	(c)	£100k	to	to	to	(e)	im	u	n	stru	sale/	tail	ncial	ser	blic	(i)					
			(b)	(c)	(e)	(f)	2	(b)	(c)	years	(d)	(e)	(b)	(c)	(d)	(a)	(b)	(c)	(d)	(a)	(b)	(c)	(d)	ustry	(b)	(c)	port/	Comm	unica	tions	(d)	vices	(f)	(g)	and	ser	vices	(h)
Unweighted row	3	-	-	-	2	1	-	-	-	-	3	-	3	-	-	-	2	1	-	-	-	-	-	-	-	-	-	-	-	2	1	-	-	-	-	-		
Total	1	-	-	-	1	*	-	-	-	-	1	-	1	-	-	-	1	*	-	-	-	-	-	-	-	-	-	-	-	1	*	-	-	-	-	-		
Too expensive	1	-	-	-	1	-	-	-	-	-	1	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-		
	57%	-%	-%	-%	68%	-%	-%	-%	-%	-%	57%	-%	57%	-%	-%	-%	68%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	78%	-%	-%	-%	-%	-%	-%			
Not relevant or needed by the business	*	-	-	-	*	-	-	-	-	-	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-		
	26%	-%	-%	-%	32%	-%	-%	-%	-%	-%	26%	-%	26%	-%	-%	-%	32%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%		
Other (specify)	*	-	-	-	-	*	-	-	-	-	*	-	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-			
	16%	-%	-%	-%	-%	100%	-%	-%	-%	-%	16%	-%	16%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	22%	-%	-%	-%	-%	-%			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 16 (continuation)
<S11CII3> And why didn't you get Standard mobile phones?
by Crossbreak
Base: All that didnt get Standard mobile phones

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON				
		NE	NW	Yo rks/	E	Mid	W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis	
		(a)	(b)	h	(d)	(e)	(f)	(g)	(h)	(i)	En	(j)	(k)	(l)	(m)	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)
				ber																					
				(c)																					
Unweighted row	3	-	-	-	-	-	1	1	-	-	2	-	1	-	-	3	3	-	3	-	3	-	3	-	
Total	1	-	-	-	-	-	*	1	-	-	1	-	*	-	-	1	1	-	1	-	1	-	1	-	
Too expensive	1 57%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 68%	- -%	- -%	- -%	- -%	1 57%	1 57%	- -%	1 57%	- -%	1 57%	- -%	1 57%	- -%	
Not relevant or needed by the business	* 26%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	* 32%	- -%	- -%	- -%	- -%	* 26%	* 26%	- -%	* 26%	- -%	* 26%	- -%	* 26%	- -%	
Other (specify)	* 16%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	* 16%	* 16%	- -%	* 16%	- -%	* 16%	- -%	* 16%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 16 (continuation)
<S11CII3> And why didn't you get Standard mobile phones?
by Crossbreak
Base: All that didnt get Standard mobile phones

CONNECTION PROFILE																														
	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private ciruits (d)	Fixed line broadband (e)	Standard lines (a)	NET Mo (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private ciruits (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	3	2	-	-	-	1	3	1	3	-	1	-	1	1	-	1	1	3	-	-	1	-	-	-	1	-	-	2	-	1
Total	1	1	-	-	-	1	1	*	1	-	*	-	*	1	-	1	*	1	-	-	1	-	-	-	1	-	-	1	-	*
Too expensive	1 57%	- -%	- -%	- -%	- -%	1 100%	1 57%	- -%	1 57%	- -%	- -%	- -%	- -%	1 100%	- -%	1 100%	- -%	1 57%	- -%	- -%	1 100%	- -%	- -%	- -%	1 100%	- -%	- -%	1 68%	- -%	- -%
Not relevant or needed by the business	* 26%	* 62%	- -%	- -%	- -%	- -%	* 26%	- -%	* 26%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 26%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 32%	- -%	- -%
Other (specify)	* 16%	* 38%	- -%	- -%	- -%	- -%	* 16%	* 100%	* 16%	- -%	* 100%	- -%	* 100%	- -%	- -%	- -%	- -%	* 16%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 16 (continuation)
<S11CII3> And why didn't you get Standard mobile phones?
by Crossbreak
Base: All that didnt get Standard mobile phones

Total	BUNDLING			SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN Re + ntal (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	3	-	-	2	1	1	3
Total	1	-	-	1	*	*	1
Too expensive	1 57%	- -%	- -%	1 68%	- -%	- -%	1 57%
Not relevant or needed by the business	* 26%	- -%	- -%	* 32%	- -%	* 100%	- 26%
Other (specify)	* 16%	- -%	- -%	- -%	* 100%	- -%	* 16%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 17
<S11CII4> And why didn't you ADSL Broadband?
by Crossbreak
Base: All that didnt get ADSL Broadband

	PERSONAL PROFILE																																
	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR												
	Total	1	2	1	5	9	10	50	Less than 2 years	2	5	6	9	10	20+	1	2	5+	Under £100k	£100k to £500k	£500k to £3m	£3m to £10m	£10m+ (e)	Pr imary ind ustry (a)	Man ufact uring (b)	Co nstru ction (c)	Whole sale/ Trans port/ Comm unica tions (d)	Re tail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Pub lic admin and ser vices (h)	Other (i)	
		(a)	to 4 (b)	to 4 (c)	(d)	- 49 - 249 (e)	(f)									(a)	to 5 (b)	(c)	(a)	£500k (b)	£3m (c)	£10m (d)											
Unweighted row	6	1	4	5	-	-	1	-	-	-	-	-	1	5	5	1	-	4	1	1	-	-	-	-	-	1	1	2	-	1	1	-	
Total	4	*	4	4	-	-	*	-	-	-	-	-	1	3	4	*	-	2	2	*	-	-	-	-	-	2	1	1	-	1	*	-	
Not relevant or needed by the business	3 66%	- -%	3 71%	3 67%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	2 61%	3 67%	- -%	- -%	1 29%	2 100%	- -%	- -%	- -%	- -%	- -%	- -%	2 100%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%
Chose an alternative method instead	1 15%	- -%	1 14%	1 13%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	1 17%	1 13%	* 100%	- -%	1 29%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 68%	- -%	- -%	- -%	* 100%	- -%
Lack of time to install the service	1 13%	- -%	1 14%	1 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 15%	1 13%	- -%	- -%	1 29%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%
Too complicated	1 13%	- -%	1 14%	1 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 15%	1 13%	- -%	- -%	1 29%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 68%	- -%	- -%	- -%	- -%	- -%	- -%
Too expensive	* 6%	* 100%	- -%	* 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 7%	* 6%	- -%	- -%	* 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	32 -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 17 (continuation)
<S11CII4> And why didn't you ADSL Broadband?
by Crossbreak
Base: All that didnt get ADSL Broadband

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE	NW	Yo rks/	E	Mid W	Mid	East	Lo	SE	SW	Net: Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis	
		(a)	(b)	h	(d)	(e)	(f)	ndon	(g)	(h)	(i)	En gland	(k)	tland	thern	(a)	where	(a)	agree	(a)	agree	(a)	agree
		(c)										(j)		(l)	Ir eland	(b)		(b)	(b)	(b)	(b)	(b)	
Unweighted row	6	-	-	-	-	-	2	-	-	-	2	3	-	1	-	6	5	1	3	3	2	4	
Total	4	-	-	-	-	-	2	-	-	-	2	2	-	*	-	4	3	1	2	2	*	4	
Not relevant or needed by the business	3 66%	- -%	- -%	- -%	- -%	- -%	2 97%	- -%	- -%	- -%	2 97%	1 33%	- -%	- -%	- -%	3 66%	2 61%	1 100%	2 87%	1 33%	- -%	3 71%	
Chose an alternative method instead	1 15%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	* 3%	1 33%	- -%	- -%	- -%	1 15%	1 17%	- -%	* 2%	1 33%	* 19%	1 14%	
Lack of time to install the service	1 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 33%	- -%	- -%	- -%	1 13%	1 15%	- -%	- -%	1 33%	- -%	1 14%	
Too complicated	1 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 33%	- -%	- -%	- -%	1 13%	1 15%	- -%	- -%	1 33%	- -%	1 14%	
Too expensive	* 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	* 6%	* 7%	- -%	* 10%	- -%	* 81%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 17 (continuation)
<S11CII4> And why didn't you ADSL Broadband?
by Crossbreak
Base: All that didnt get ADSL Broadband

CONNECTION PROFILE																																
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER				
	Total	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr circuit (d)	Fixed line broadband (e)	Standard landlines (a)	NET broadband (b)	Fixed line broadband (c)	Mo broadband (d)	ISDN 2/2e (e)	ISDN 30 private (f)	LL private circuit (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (b)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other provider for calls (b)	Other provider for ntal and calls (c)		
Unweighted row	6	6	-	-	-	-	6	3	2	1	-	-	-	1	1	1	1	6	-	-	1	-	-	-	1	-	-	3	-	3		
Total	4	4	-	-	-	-	4	3	*	*	-	-	-	*	*	*	*	4	-	-	*	-	-	-	*	-	-	1	-	3		
Not relevant or needed by the business	3 66%	3 66%	- -%	- -%	- -%	- -%	3 66%	2 73%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 66%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 91%	
Chose an alternative method instead	1 15%	1 15%	- -%	- -%	- -%	- -%	1 15%	1 18%	* 19%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 15%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 53%	- -%	- -%
Lack of time to install the service	1 13%	1 13%	- -%	- -%	- -%	- -%	1 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 47%	- -%	- -%
Too complicated	1 13%	1 13%	- -%	- -%	- -%	- -%	1 13%	1 18%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 47%	- -%	- -%
Too expensive	* 6%	* 6%	- -%	- -%	- -%	- -%	* 6%	* 9%	* 81%	* 100%	- -%	- -%	- -%	* 100%	* 100%	* 100%	* 100%	* 6%	- -%	- -%	* 100%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	* 9%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 17 (continuation)
<S11CII4> And why didn't you ADSL Broadband?
by Crossbreak
Base: All that didnt get ADSL Broadband

Total	BUNDLING			SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	6	-	-	1	1	1	5
Total	4	-	-	*	*	*	3
Not relevant or needed by the business	3 66%	- -%	- -%	- -%	- -%	- -%	2 61%
Chose an alternative method instead	1 15%	- -%	- -%	* 100%	- -%	* 100%	1 17%
Lack of time to install the service	1 13%	- -%	- -%	- -%	- -%	- -%	1 15%
Too complicated	1 13%	- -%	- -%	- -%	- -%	- -%	1 15%
Too expensive	* 6%	- -%	- -%	- -%	* 100%	- -%	* 7%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 18
<S11CII5> And why didn't you get Fibre Broadband?
by Crossbreak
Base: All that didnt get Fibre Broadband

		PERSONAL PROFILE																															
		COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR												
		Total	1	2	1	5	9	10	50	Less than 2 years (a)	2	5	6	9	10	20+	1 (a)	2	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Pr imary ind ustry (a)	Man ufact uring (b)	Co nstruc tion (c)	Whole sale/ port/ Comm unica tions (d)	Re tail (e)	Finan cial ser vices (f)	Other ser vices (g)	Pu blic admin and ser vices (h)	Other (i)
			(a)	to 4 (b)	to 4 (c)	(d)	- 49 (e)	- 249 (f)	years (a)		(b)	(c)	years (d)	years (e)	(b)	(c)		(a)	(b)		(c)	(d)											
Unweighted row	21	2	6	8	6	3	4	-	-	2	6	13	17	4	-	7	5	5	2	1	-	2	1	3	4	1	8	2	-				
Total	24	4	13	17	4	3	*	-	-	8	8	8	23	1	-	12	8	4	*	*	-	*	2	1	6	*	14	*	-				
Lack of availability / coverage	15 61%	4 93%	5 37%	8 49%	4 86%	3 100%	*	-	-	8 100%	1 7%	6 77%	14 60%	1 100%	-	8 68%	2 31%	4 91%	*	*	47%	100%	-	*	2 100%	1 60%	*	1 100%	12 84%	-	-		
Too expensive	3 11%	* 7%	2 15%	2 13%	* 6%	-	*	-	-	-	2 30%	* 3%	3 11%	-	-	2 20%	* 2%	-	*	-	-	-	*	50%	-	-	-	-	2 16%	*	100%	-	
Lack of time to install the service	1 2%	-	1 4%	1 3%	-	-	-	-	-	-	-	1 6%	1 2%	-	-	1 4%	-	-	-	-	-	-	-	-	1 40%	-	-	-	-	-	-	-	
Other (specify)	6 26%	-	6 44%	6 34%	* 8%	-	-	-	-	-	5 63%	1 14%	6 27%	-	-	1 7%	5 67%	*	-	-	-	-	-	-	6 99%	-	-	-	-	-	-	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 18 (continuation)
<S11CII5> And why didn't you get Fibre Broadband?
by Crossbreak
Base: All that didnt get Fibre Broadband

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorks/Humber (c)	East (d)	Mid W (e)	Mid (f)	East (g)	London (h)	SE (i)	SW (j)	Net: England (k)	Wales (l)	Scotland (m)	Northern Ireland (n)	Home based (a)	Elsewhere (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)
Unweighted row	21	1	1	3	-	-	3	1	2	1	12	4	3	2	5	16	19	1	11	8	12	6	
Total	24	*	4	8	-	-	3	*	6	1	22	1	1	*	11	13	20	*	5	18	5	14	
Lack of availability / coverage	15 61%	* 100%	4 100%	3 40%	- -%	- -%	* 13%	* 100%	6 100%	1 100%	14 66%	1 45%	* 5%	- -%	9 82%	6 43%	10 53%	- -%	2 46%	11 63%	1 24%	8 59%	
Too expensive	3 11%	- -%	- -%	- -%	- -%	- -%	2 75%	- -%	- -%	- -%	2 9%	* 13%	* 5%	* 100%	2 18%	1 4%	2 12%	* 100%	2 47%	* 1%	3 52%	- -%	
Lack of time to install the service	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 42%	- -%	- -%	- -%	1 4%	1 3%	- -%	- -%	1 3%	- -%	1 4%	
Other (specify)	6 26%	- -%	- -%	5 60%	- -%	- -%	* 13%	- -%	- -%	- -%	5 25%	- -%	1 89%	- -%	- -%	6 48%	6 32%	- -%	* 7%	6 33%	1 24%	5 37%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 18 (continuation)
<S11CII5> And why didn't you get Fibre Broadband?
by Crossbreak
Base: All that didnt get Fibre Broadband

CONNECTION PROFILE																														
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr private circuit (d)	Fixed line broadband (e)	Standard landlines (a)	NET Mobiles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 ivate (f)	LL pr ivate circuit (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	Internal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	21	18	1	2	-	-	21	17	19	8	1	2	-	3	2	8	12	21	1	2	1	2	-	-	1	2	-	9	1	10
Total	24	24	*	*	-	-	24	18	19	6	*	*	-	5	1	7	12	24	*	*	*	5	-	-	*	5	-	3	4	17
Lack of availability / coverage	15 61%	14 61%	- -%	* 100%	- -%	- -%	15 61%	10 52%	15 80%	3 48%	- -%	* 100%	- -%	5 93%	* 47%	4 57%	8 68%	15 61%	- -%	* 100%	- -%	5 100%	- -%	- -%	* 100%	4 93%	- -%	2 60%	4 100%	8 51%
Too expensive	3 11%	3 11%	* 100%	- -%	- -%	- -%	3 11%	3 14%	3 14%	2 33%	* 100%	- -%	- -%	- -%	- -%	2 38%	3 22%	3 11%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 12%	- -%	2 13%
Lack of time to install the service	1 2%	1 2%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 17%	- -%	- -%
Other (specify)	6 26%	6 26%	- -%	- -%	- -%	- -%	6 26%	6 34%	1 6%	1 19%	- -%	- -%	- -%	* 7%	* 53%	* 5%	1 10%	6 26%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	* 7%	- -%	* 11%	- -%	6 36%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 18 (continuation)
<S11CII5> And why didn't you get Fibre Broadband?
by Crossbreak
Base: All that didnt get Fibre Broadband

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	21	2	-	12	3	16	19	2
Total	24	*	-	11	6	13	20	5
Lack of availability / coverage	15 61%	* 86%	- -%	7 67%	6 97%	9 71%	10 52%	5 100%
Too expensive	3 11%	* 14%	- -%	2 23%	* 3%	2 20%	3 13%	- -%
Lack of time to install the service	1 2%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%
Other (specify)	6 26%	- -%	- -%	1 11%	- -%	1 9%	6 32%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 19
<S11CII6> And why didn't you get Cable Broadband?
by Crossbreak
Base: All that didnt get Cable Broadband

	PERSONAL PROFILE																																
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR												
	Total	1	2	1	5	9	10	50	Less than 2 years	2	5	6	9	10	20+	1	2	5+	Under £100k	£100k to £500k	£500k to £3m	£3m to £10m	£10m+ (e)	Pr imary ind ustry (a)	Man ufact uring (b)	Co nstru ction (c)	Whole sale/ port/ Comm unica tions (d)	Re tail (e)	Finan cial ser vices (f)	Other ser vices (g)	Pu blic admin and ser vices (h)	Other (i)	
		(a)	to 4 (b)	to 4 (c)	(d)	- 49 - 249 (e)	(f)			(a)	(b)	(c)	(d)	(e)		(a)	to 5 (b)	(c)	(a)	(b)	(c)	(d)											
Unweighted row	6	-	3	3	1	1	1	-	-	-	-	2	4	4	2	-	1	3	2	-	-	-	-	-	1	2	-	-	1	2	-	-	
Total	8	-	6	6	2	*	*	-	-	-	-	6	3	8	*	-	1	6	2	-	-	-	-	-	2	4	-	-	2	*	-	-	
Lack of availability / coverage	8	-	6	6	2	*	*	-	-	-	-	6	2	7	*	-	-	6	2	-	-	-	-	-	2	4	-	-	2	*	-	-	
	94%	-%	91%	91%	100%	100%	100%	-%	-%	-%	-%	100%	80%	93%	100%	-%	-%	100%	100%	-%	-%	-%	-%	100%	87%	-%	-%	100%	100%	-%	-%	-%	
Lack of time to install the service	1	-	1	1	-	-	-	-	-	-	-	-	1	1	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	
	6%	-%	9%	9%	-%	-%	-%	-%	-%	-%	-%	-%	20%	7%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	13%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 19 (continuation)
<S11CII6> And why didn't you get Cable Broadband?
by Crossbreak
Base: All that didnt get Cable Broadband

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern (n)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
Unweighted row	6	-	1	1	-	-	2	-	-	-	4	1	1	-	2	4	6	-	3	3	3	2	
Total	8	-	4	2	-	-	2	-	-	-	7	1	*	-	6	3	8	-	4	4	4	2	
Lack of availability / coverage	8	-	4	2	-	-	2	-	-	-	7	-	*	-	6	2	8	-	4	4	4	2	
	94%	-%	100%	100%	-%	-%	100%	-%	-%	-%	100%	-%	100%	-%	100%	80%	94%	-%	100%	88%	100%	78%	
Lack of time to install the service	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	1	-	-	1	-	1	
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	20%	6%	-%	-%	12%	-%	22%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 19 (continuation)
<S11CII6> And why didn't you get Cable Broadband?
by Crossbreak
Base: All that didnt get Cable Broadband

CONNECTION PROFILE																														
	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Standard line dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr ivate cirts (d)	Fixed line broadband (e)	Standard land lines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private cirts (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard line dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Internal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	6	6	-	-	-	-	6	3	5	2	1	-	-	3	1	4	4	6	1	-	1	1	-	-	1	2	-	3	1	1
Total	8	8	-	-	-	-	8	7	8	2	*	-	-	6	4	8	8	8	*	-	*	2	-	-	4	2	-	4	2	2
Lack of availability / coverage	8 94%	8 94%	- -%	- -%	- -%	- -%	8 94%	7 100%	8 100%	2 100%	* 100%	- -%	- -%	6 100%	4 100%	8 100%	8 100%	8 94%	* 100%	- -%	* 100%	2 100%	- -%	- -%	4 100%	2 100%	- -%	4 87%	2 100%	2 100%
Lack of time to install the service	1 6%	1 6%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 13%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 19 (continuation)
<S11CII6> And why didn't you get Cable Broadband?
by Crossbreak
Base: All that didnt get Cable Broadband

	Total	BUNDLING			SAME VS DIFFERENT			
		Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	6	-	-	3	2	3	4	2
Total	8	-	-	4	6	2	6	2
Lack of availability / coverage	8 94%	- -%	- -%	4 100%	6 100%	2 100%	5 91%	2 100%
Lack of time to install the service	1 6%	- -%	- -%	- -%	- -%	- -%	1 9%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 20
<S11CII7> And why didn't you get Mobile broadband through a USB Modem or 'dongle'?
by Crossbreak
Base: All that didnt get Mobile broadband

		PERSONAL PROFILE																														
		COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR										
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other
		(a)	to 4	to 4	(d)	-	49	-	249	than	years	years	years	-19	years	(a)	to 5	(c)	£100k	to	to	to	to	(e)	imary	ufact	nstru	sale/	tail	ncial	ser	blic
Total		(b)	(c)		(e)	(f)		2	(b)	(c)		years	(d)		(b)		(a)	£500k	£3m	£10m			ustry	(b)	(c)	port/	Comm	vices	(f)	(g)	and	
								(a)										(b)	(c)	(d)			(a)	(b)	(c)	unica	tions	(d)			(h)	
Unweighted row	2	-	-	-	-	-	2	-	-	-	-	-	2	-	2	-	-	-	1	-	1	-	-	1	-	-	-	-	-	-	1	-
Total	*	-	-	-	-	-	*	-	-	-	-	-	*	-	*	-	-	-	*	-	*	-	*	-	-	-	-	-	-	-	*	-
Too expensive	*	-	-	-	-	-	*	-	-	-	-	-	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	54%	-%	-%	-%	-%	-%	54%	-%	-%	-%	-%	-%	54%	-%	54%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%
Chose an alternative method instead	*	-	-	-	-	-	*	-	-	-	-	-	*	-	*	-	-	-	-	-	-	*	-	*	-	-	-	-	-	-	-	-
	46%	-%	-%	-%	-%	-%	46%	-%	-%	-%	-%	-%	46%	-%	46%	-%	-%	-%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (specify)	*	-	-	-	-	-	*	-	-	-	-	-	*	-	*	-	-	-	-	-	-	*	-	*	-	-	-	-	-	-	-	-
	46%	-%	-%	-%	-%	-%	46%	-%	-%	-%	-%	-%	46%	-%	46%	-%	-%	-%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 20 (continuation)
<S11CII7> And why didn't you get Mobile broadband through a USB Modem or 'dongle'?
by Crossbreak
Base: All that didnt get Mobile broadband

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)
Unweighted row	2	-	-	-	-	-	1	-	-	-	1	-	1	-	-	2	2	-	2	-	2	-
Total	*	-	-	-	-	-	*	-	-	-	*	-	*	-	-	*	*	-	*	-	*	-
Too expensive	* 54%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	* 54%	* 54%	- -%	* 54%	- -%	* 54%	- -%
Chose an alternative method instead	* 46%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	* 46%	* 46%	- -%	* 46%	- -%	* 46%	- -%
Other (specify)	* 46%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	* 46%	* 46%	- -%	* 46%	- -%	* 46%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 20 (continuation)
<S11CII7> And why didn't you get Mobile broadband through a USB Modem or 'dongle'?
by Crossbreak
Base: All that didnt get Mobile broadband

CONNECTION PROFILE																															
	MAIN FIXED LINE TYPE																FIXED LINES USED FOR VOICE CALLS OUT				VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr circuit (d)	Fixed line broadband (e)	Standard line (a)	NET Mo- biles (b)	Fixed line broadband (c)	Mo- bile broadband (d)	ISDN 2/2e (e)	ISDN 30 private circuit (f)	LL private circuit (g)	VoIP (h)	Video conferencing (i)	So- cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff- erent pro- vider (b)	Both	Internal / inter- site (a)	External (b)	Both (c)	Neither (d)	BT for rental calls (a)	Other pro- vider for calls (b)	Other pro- vider for rental and calls (c)	
Unweighted row	2	1	-	1	-	-	2	1	2	-	1	1	1	1	-	1	1	1	1	1	1	-	1	-	-	-	1	-	1	-	1
Total	*	*	-	*	-	-	*	*	*	-	*	*	*	*	-	*	*	*	*	*	*	-	*	-	-	-	*	-	*	-	*
Too expensive	*	*	-	-	-	-	*	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	54%	100%	-%	-%	-%	-%	54%	-%	54%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%
Chose an alternative method instead	*	-	-	*	-	-	*	*	*	-	*	*	*	*	-	*	*	-	*	*	*	-	*	-	-	-	*	-	-	-	*
	46%	-%	-%	100%	-%	-%	46%	100%	46%	-%	100%	100%	100%	100%	-%	100%	100%	-%	100%	100%	-%	100%	-%	-%	-%	100%	-%	-%	-%	100%	
Other (specify)	*	-	-	*	-	-	*	*	*	-	*	*	*	*	-	*	*	-	*	*	*	-	*	-	-	-	*	-	-	-	*
	46%	-%	-%	100%	-%	-%	46%	100%	46%	-%	100%	100%	100%	100%	-%	100%	100%	-%	100%	100%	-%	100%	-%	-%	-%	100%	-%	-%	-%	100%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 20 (continuation)
<S11CII7> And why didn't you get Mobile broadband through a USB Modem or 'dongle'?
by Crossbreak
Base: All that didnt get Mobile broadband

Total	BUNDLING			SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	2	-	-	1	1	1	2
Total	*	-	-	*	*	*	-
Too expensive	* 54%	- -%	- -%	* 100%	- -%	* 100%	* 54%
Chose an alternative method instead	* 46%	- -%	- -%	- -%	* 100%	- -%	* 46%
Other (specify)	* 46%	- -%	- -%	- -%	* 100%	- -%	* 46%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 21
<S11CII8> And why didn't you get ISDN 2/2e'?
by Crossbreak
Base: All that didnt get ISDN 2/2e'

	PERSONAL PROFILE																															
	COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR												
	1	2	1	5	9	10	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other		
	(a)	to 4	to 4	(d)	- 49	- 249	than	years	years	years	-19	years	20+	(a)	to 5	(c)	£100k	to	to	to	(e)	imary	ufact	nstru	sale/	tail	ncial	ser	blic	(i)		
	(b)	(c)	(c)	(e)	(f)		2	(b)	(c)	years	(d)	(e)		(a)	(b)	(c)	(a)	£500k	£3m	£10m	(e)	ustry	(b)	(c)	port/	Trans	(e)	Services	(g)	and	(h)	
							years										(b)	(c)	(d)		(a)	(b)	(c)	Comm	unica	(f)	(g)	ser	vices	(h)		
Unweighted row	4	-	1	1	1	1	-	-	-	2	2	3	-	1	1	2	-	-	-	1	-	-	-	-	1	-	2	-	1			
Total	3	-	2	2	*	*	-	-	-	*	2	2	-	*	2	*	-	-	*	-	-	-	-	*	-	*	-	2				
Too expensive	2	-	2	2	-	-	-	-	-	-	2	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2		
	81%	-%	100%	100%	-%	-%	-%	-%	-%	-%	95%	85%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%		
Not relevant or needed by the business	*	-	-	-	-	*	-	-	-	-	*	-	-	-	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-	
	8%	-%	-%	-%	-%	100%	-%	-%	-%	-%	56%	9%	-%	-%	-%	-%	56%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	
Chose an alternative method instead	*	-	-	-	-	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*	-	-	-	-	-	-	*	-	-	-	-	
	4%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	5%	-%	-%	100%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	38%	-%	-%	-%	-%	
Other (specify)	*	-	-	-	*	-	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-	
	7%	-%	-%	-%	100%	-%	-%	-%	-%	-%	44%	7%	-%	-%	-%	-%	44%	-%	-%	-%	-%	-%	-%	-%	-%	-%	62%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 21 (continuation)
<S11CII8> And why didn't you get ISDN 2/2e'?
by Crossbreak
Base: All that didnt get ISDN 2/2e'

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	4	-	-	1	-	-	1	-	-	-	2	1	1	-	2	2	4	-	4	-	4	-	
Total	3	-	-	*	-	-	2	-	-	-	2	*	*	-	*	2	3	-	3	-	3	-	
Too expensive	2 81%	- -%	- -%	- -%	- -%	- -%	2 100%	- -%	- -%	- -%	2 95%	- -%	- -%	- -%	- -%	2 91%	2 81%	- -%	2 81%	- -%	2 81%	- -%	
Not relevant or needed by the business	* 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	* 9%	* 8%	- -%	* 8%	- -%	* 8%	- -%
Chose an alternative method instead	* 4%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	* 38%	- -%	* 4%	- -%	* 4%	- -%	* 4%	- -%
Other (specify)	* 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	* 62%	- -%	* 7%	- -%	* 7%	- -%	* 7%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 21 (continuation)
<S11CII8> And why didn't you get ISDN 2/2e'?
by Crossbreak
Base: All that didnt get ISDN 2/2e'

CONNECTION PROFILE																															
	Total	MAIN FIXED LINE TYPE					PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
		Standard line dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr ivate cir uits (d)	Fixed line band (e)	Standard land lines (a)	NET Mo biles (b)	Fixed line broa dband (c)	Mo bile broa dband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Standard line dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for and calls (b)	Other pro vider for ntal calls (c)	
Unweighted row	4	2	-	1	1	-	3	3	3	2	-	1	1	1	2	3	2	2	-	1	1	-	-	-	-	-	1	-	1	-	3
Total	3	2	-	*	*	-	2	2	2	2	-	*	*	*	*	2	*	2	-	*	*	-	-	-	-	-	*	-	2	-	*
Too expensive	2 81%	2 91%	- -%	- -%	- -%	- -%	2 85%	2 85%	2 85%	2 91%	- -%	- -%	- -%	- -%	- -%	2 88%	- -%	2 91%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 100%	- -%	- -%
Not relevant or needed by the business	* 8%	* 9%	- -%	- -%	- -%	- -%	* 9%	* 9%	* 9%	* 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 44%
Chose an alternative method instead	* 4%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	* 100%	* 38%	* 4%	* 38%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	* 22%
Other (specify)	* 7%	- -%	- -%	* 100%	- -%	- -%	* 7%	* 7%	* 7%	- -%	- -%	* 100%	- -%	- -%	* 62%	* 7%	* 62%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 35%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 21 (continuation)
<S11CII8> And why didn't you get ISDN 2/2e'?
by Crossbreak
Base: All that didnt get ISDN 2/2e'

Total	BUNDLING			SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	4	-	-	2	-	3	4
Total	3	-	-	2	-	2	3
Too expensive	2 81%	- -%	- -%	2 91%	- -%	2 85%	2 81%
Not relevant or needed by the business	* 8%	- -%	- -%	* 9%	- -%	* 9%	- -%
Chose an alternative method instead	* 4%	- -%	- -%	- -%	- -%	* 4%	- -%
Other (specify)	* 7%	- -%	- -%	- -%	* 7%	* 7%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 22 (continuation)
<S11CII9> And why didn't you get ISDN 30?
by Crossbreak
Base: All that didnt get ISDN 30

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE	NW	Yo rks/	E	Mid W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	Hu	(d)	(e)	(f)	ndon	(h)	(i)	En	(k)	tland	thern	based	where	(a)	agree	(a)	agree	(a)	agree	
		(c)	(j)	(l)	Ir	(a)	(b)	(g)		(j)		(m)											
Unweighted row	3	-	-	1	-	-	1	-	1	-	3	-	-	-	1	2	3	-	2	1	2	1	
Total	1	-	-	*	-	-	*	-	1	-	1	-	-	-	*	1	1	-	*	1	*	1	
Lack of availability / coverage	1	-	-	-	-	-	*	-	1	-	1	-	-	-	-	1	1	-	*	1	*	1	
	89%	-%	-%	-%	-%	-%	100%	-%	100%	-%	89%	-%	-%	-%	-%	100%	89%	-%	36%	100%	36%	100%	
Chose an alternative method instead	*	-	-	*	-	-	-	-	-	-	*	-	-	-	*	-	*	-	*	-	*	-	
	11%	-%	-%	100%	-%	-%	-%	-%	-%	-%	11%	-%	-%	-%	100%	-%	11%	-%	64%	-%	64%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 22 (continuation)
<S11CII9> And why didn't you get ISDN 30?
by Crossbreak
Base: All that didnt get ISDN 30

CONNECTION PROFILE																														
	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr cir dband (d)	Fixed ivate broa dband (e)	Standard land lines (a)	NET Mo biles (b)	Fixed line broa dband (c)	Mo bile broa dband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir cuits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Internal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	3	-	1	-	1	1	2	2	2	-	1	-	3	2	2	2	2	1	1	-	1	-	1	-	-	2	-	-	-	3
Total	1	-	*	-	*	1	1	1	1	-	*	-	1	1	*	*	*	1	*	-	*	-	1	-	-	1	-	-	-	1
Lack of availability / coverage	189%	-%	*100%	-%	-%	1100%	1100%	1100%	1100%	-%	*100%	-%	189%	189%	*36%	*36%	*36%	1100%	*100%	-%	-%	-%	1100%	-%	-%	189%	-%	-%	-%	189%
Chose an alternative method instead	*11%	-%	-%	-%	*100%	-%	-%	-%	-%	-%	-%	-%	*11%	*11%	*64%	*64%	*64%	-%	-%	-%	*100%	-%	-%	-%	-%	-%	*11%	-%	-%	*11%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 22 (continuation)
<S11CII9> And why didn't you get ISDN 30?
by Crossbreak
Base: All that didnt get ISDN 30

Total	BUNDLING			SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	3	-	-	-	1	2	1
Total	1	-	-	-	*	1	*
Lack of availability / coverage	1 89%	- -%	- -%	- -%	* 100%	1 89%	* 100%
Chose an alternative method instead	* 11%	- -%	- -%	- -%	- -%	* 11%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 23
<S11CIII10> And why didn't you get Leased lines or private circuits, including Ethernet leased line services ?
by Crossbreak

Base: All that didnt get Leased lines or private circuits

	PERSONAL PROFILE																												
	COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR									
	Total	1	2	1 5 - 9	10	50	Less 2 - 5	6 - 9	10	20+	1	2	5+	Under £100k	£100k to £500k	£500k to £3m	£3m to £10m	£10m+ to (e)	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other		
		(a)	to 4 (b)	to 4 (c)	(d) - 49 - 249 (e) (f)		2 years (a)	(b)	(c) years (d)	(e)	(a)	to 5 (b)	(c)	(a)	£500k (b)	£3m (c)	£10m (d)		imary ind ustry (a)	ufact uring (b)	nstruc tion (c)	sale/ port/ Comm unica tions (d)	tail (e)	ncial Ser vices (f)	ser vices (g)	blic admin and ser vices (h)	(i)		
Unweighted row	12	-	-	-	2	3	7	-	-	-	2	10	8	4	-	-	-	5	3	2	-	3	2	-	3	1	1	1	
Total	2	-	-	-	*	1	*	-	-	-	*	2	2	*	-	-	-	1	*	*	-	*	*	*	*	*	*	*	
Too expensive	1 52%	- -%	- -%	- -%	* 100%	* 32%	* 69%	- -%	- -%	- -%	* 100%	1 45%	1 48%	* 72%	- -%	- -%	- -%	1 43%	* 60%	* 62%	- -%	* 20%	* 43%	- -%	* 66%	* 100%	* 100%	* 100%	
Not relevant or needed by the business	1 40%	- -%	- -%	- -%	- -%	1 68%	- -%	- -%	- -%	- -%	1 46%	1 48%	- -%	- -%	- -%	- -%	1 57%	- -%	- -%	- -%	1 80%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Other (specify)	* 19%	- -%	- -%	- -%	- -%	* 25%	* 19%	- -%	- -%	- -%	- -%	* 22%	* 18%	* 28%	- -%	- -%	- -%	* 21%	* 40%	- -%	- -%	- -%	- -%	* 34%	* 100%	- -%	- -%	- -%	
Don't know	* 3%	- -%	- -%	- -%	- -%	* 12%	- -%	- -%	- -%	- -%	- -%	* 3%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	*	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 23 (continuation)

<S11CIII10> And why didn't you get Leased lines or private circuits, including Ethernet leased line services ?

by Crossbreak

Base: All that didnt get Leased lines or private circuits

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ E (c)	Mid (d)	Mid (e)	East (f)	Lo ndon (g)	SE (h)	SW (i)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	12	1	-	-	-	-	2	-	2	2	7	4	-	1	-	12	10	-	11	-	11	1
Total	2	*	-	-	-	-	*	-	1	*	2	*	-	*	-	2	2	-	1	-	2	*
Too expensive	1 52%	* 100%	- -%	- -%	- -%	- -%	* 50%	- -%	* 11%	* 50%	1 36%	* 100%	- -%	* 100%	- -%	1 52%	1 45%	- -%	1 87%	- -%	1 48%	* 100%
Not relevant or needed by the business	1 40%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 89%	- -%	1 54%	- -%	- -%	- -%	- -%	1 40%	1 46%	- -%	- -%	- -%	1 44%	- -%
Other (specify)	* 19%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 50%	* 26%	- -%	- -%	- -%	- -%	* 19%	* 22%	- -%	* 33%	- -%	* 21%	- -%
Don't know	* 3%	- -%	- -%	- -%	- -%	- -%	* 50%	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	* 3%	* 3%	- -%	* 5%	- -%	* 3%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 23 (continuation)
<S11CIII10> And why didn't you get Leased lines or private circuits, including Ethernet leased line services ?
by Crossbreak
Base: All that didnt get Leased lines or private circuits

CONNECTION PROFILE																															
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL / Pr ivate cir uits (d)	Fixed line band (e)		Sta ndard land lines (a)	NET Mo biles (b)	Fixed line band (c)	Mo bile band (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	12	5	3	3	-	1	10	11	12	4	5	4	-	6	4	7	8	8	4	4	3	2	1	-	3	3	-	4	-	8	
Total	2	*	*	*	-	1	2	2	2	1	1	1	-	2	1	2	1	1	1	1	1	*	*	-	1	*	-	*	-	2	
Too expensive	1 52%	* 79%	* 100%	* 87%	- -%	- -%	1 45%	1 51%	1 52%	* 88%	* 33%	* 72%	- -%	1 43%	1 100%	1 43%	1 80%	1 82%	* 27%	* 72%	* 10%	* 100%	* 100%	- -%	* 33%	* 82%	- -%	* 87%	- -%	1 42%	
Not relevant or needed by the business	1 40%	- -%	- -%	- -%	- -%	1 100%	1 46%	1 42%	1 40%	- -%	1 67%	- -%	- -%	1 53%	- -%	1 51%	- -%	- -%	1 73%	- -%	1 84%	- -%	- -%	- -%	1 67%	- -%	- -%	- -%	- -%	- -%	1 52%
Other (specify)	* 19%	* 21%	- -%	* 66%	- -%	- -%	* 22%	* 20%	* 19%	* 60%	- -%	* 72%	- -%	* 20%	* 44%	* 25%	* 13%	* 46%	- -%	* 72%	- -%	* 76%	- -%	- -%	* 25%	- -%	- -%	* 65%	- -%	* 6%	
Don't know	* 3%	- -%	- -%	* 13%	- -%	- -%	* 3%	* 3%	* 3%	* 12%	- -%	* 11%	- -%	* 4%	- -%	- -%	* 8%	* 7%	- -%	* 11%	* 6%	- -%	- -%	- -%	- -%	* 18%	- -%	* 13%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 23 (continuation)
<S11CIII10> And why didn't you get Leased lines or private circuits, including Ethernet leased line services ?
by Crossbreak
Base: All that didnt get Leased lines or private circuits

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN Re + ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	12	2	-	4	4	7	12	-
Total	2	*	-	1	*	1	2	-
Too expensive	1 52%	* 84%	- -%	1 90%	* 100%	1 84%	1 52%	- -%
Not relevant or needed by the business	1 40%	- -%	- -%	- -%	- -%	- -%	1 40%	- -%
Other (specify)	* 19%	* 84%	- -%	* 52%	- -%	* 42%	* 19%	- -%
Don't know	* 3%	* 16%	- -%	* 10%	- -%	* 6%	* 3%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 24
<S11CIII1> And why didn't you get Voice over Internet Protocol or VoIP?
by Crossbreak
Base: All that didnt get VoIP

	PERSONAL PROFILE																																
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR												
	Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other	
		(a)	to 4	to 4	(d)	- 49	- 249	(f)	than 2	years	years	years	-19 years	years	(e)	(a)	to 5	(c)	£100k	to £500k	to £3m	to £10m	(e)	imary ind	ufacturing	struction	sale/Trans	tail (e)	ncial Ser	services	public	admin	(i)
			(b)	(c)		(e)			years (a)	(b)	(c)		(d)				(b)	(c)	(a)	(b)	(c)	(d)		ustry (a)	(b)	(c)	port/Communica-tions (d)	(e)	(f)	(g)	and ser-vices (h)		
Unweighted row	17	1	3	4	-	5	8	1	-	-	3	13	8	8	1	1	2	6	5	-	2	2	2	2	3	-	3	3	-				
Total	10	*	6	6	-	3	1	*	-	-	1	9	5	5	*	*	2	3	*	-	*	2	*	*	1	-	4	2					
Too expensive	8 84%	- -%	5 96%	5 92%	- -%	2 77%	* 38%	- -%	- -%	- -%	- -%	8 94%	4 73%	4 95%	* 100%	- -%	2 89%	2 70%	* 25%	- -%	- -%	2 95%	- -%	*	68%	* 16%	- -%	3 94%	2 100%	- -%			
Not relevant or needed by the business	3 28%	- -%	2 41%	2 39%	- -%	* 7%	* 35%	- -%	- -%	- -%	* 32%	2 29%	3 50%	* 4%	- -%	- -%	2 100%	* 8%	* 49%	- -%	- -%	2 100%	* 100%	* 32%	- -%	- -%	* 6%	- -%	- -%				
Not enough information available on the service	1 6%	- -%	- -%	- -%	- -%	1 17%	- -%	- -%	- -%	- -%	1 68%	- -%	1 11%	- -%	- -%	- -%	- -%	1 22%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 57%	- -%	- -%	- -%	- -%			
Chose an alternative method instead	* *%	- -%	- -%	- -%	- -%	- -%	* 8%	- -%	- -%	- -%	- -%	* 1%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 30%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
Other (specify)	* 4%	* 100%	- -%	* 4%	- -%	- -%	* 19%	* 100%	- -%	- -%	- -%	* 1%	* 7%	- -%	- -%	* 100%	- -%	- -%	* 26%	- -%	* 70%	- -%	- -%	- -%	* 26%	- -%	- -%	- -%	- -%	- -%	- -%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 24 (continuation)
<S11CIII1> And why didn't you get Voice over Internet Protocol or VoIP?
by Crossbreak
Base: All that didnt get VoIP

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE	NW	Yo rks/	E	Mid	W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	
		(a)	(b)	Hub	(d)	(e)	(f)	ndon	(g)	(h)	(i)	En	land	(k)	tland	thern	based	where	(a)	agree	(a)	agree	
		(c)										(j)		(l)	Ireland	(m)	(a)	(b)	(a)	(b)	(a)	(b)	
Unweighted row	17	-	-	3	1	-	3	1	2	-	10	4	1	2	-	17	16	-	13	2	14	-	
Total	10	-	-	2	1	-	2	3	1	-	9	*	*	*	-	10	10	-	5	1	6	-	
Too expensive	8 84%	- -%	- -%	1 88%	- -%	- -%	2 100%	3 100%	1 100%	- -%	8 91%	* 53%	- -%	- -%	- -%	8 84%	8 84%	- -%	4 76%	1 77%	5 78%	- -%	
Not relevant or needed by the business	3 28%	- -%	- -%	* 6%	- -%	- -%	2 95%	- -%	- -%	- -%	2 25%	* 31%	* 100%	* 50%	- -%	3 28%	3 28%	- -%	3 53%	- -%	3 43%	- -%	
Not enough information available on the service	1 6%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	- -%	1 6%	1 6%	- -%	1 10%	- -%	1 9%	- -%	
Chose an alternative method instead	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 16%	- -%	- -%	- -%	* *%	* *%	- -%	* 1%	- -%	* 1%	- -%
Other (specify)	* 4%	- -%	- -%	* 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* 50%	- -%	* 4%	* 3%	- -%	- -%	* 23%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 24 (continuation)
<S11CII11> And why didn't you get Voice over Internet Protocol or VoIP?
by Crossbreak
Base: All that didnt get VoIP

CONNECTION PROFILE																															
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL / Pr (d)	Fixed line (e)	Standard landlines (a)	NET bibles (b)	Fixed Mo line dband (c)	Mo broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuit (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same providing (a)	A diff erent providing (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal calls (c)	
Unweighted row	17	10	2	5	-	-	17	16	16	5	6	5	4	-	2	9	11	13	5	5	-	-	-	-	-	-	-	-	6	-	11
Total	10	8	*	2	-	-	10	10	9	4	1	2	1	-	4	5	8	8	1	2	-	-	-	-	-	-	-	-	6	-	4
Too expensive	8 84%	6 82%	* 68%	2 89%	- -%	- -%	8 84%	8 83%	7 82%	4 96%	* 16%	2 89%	- -%	- -%	3 93%	4 82%	7 85%	6 81%	* 20%	2 89%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 93%	- -%	3 69%
Not relevant or needed by the business	3 28%	3 34%	- -%	* 5%	- -%	- -%	3 28%	3 28%	3 31%	* 1%	* 26%	* 5%	* 60%	- -%	* 7%	2 48%	3 31%	3 35%	* 6%	* 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 41%	- -%	* 8%
Not enough information available on the service	1 6%	1 7%	- -%	- -%	- -%	- -%	1 6%	1 6%	1 6%	- -%	1 54%	- -%	- -%	- -%	- -%	1 12%	1 6%	1 7%	1 69%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 14%
Chose an alternative method instead	* *%	- -%	* 32%	- -%	- -%	- -%	* *%	* *%	* 1%	- -%	* 5%	- -%	- -%	- -%	- -%	* 1%	* 1%	* 1%	* 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%
Other (specify)	4 *%	* 3%	- -%	* 5%	- -%	- -%	4 *%	* 4%	* 4%	* 3%	- -%	* 5%	* 40%	- -%	- -%	* 2%	* 1%	* 3%	- -%	* 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	*

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 24 (continuation)
<S11CIII1> And why didn't you get Voice over Internet Protocol or VoIP?
by Crossbreak
Base: All that didnt get VoIP

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	17	5	-	9	5	11	17	-
Total	10	1	-	6	2	6	10	-
Too expensive	8 84%	* 7%	- -%	5 89%	2 65%	6 89%	8 84%	- -%
Not relevant or needed by the business	3 28%	* 19%	- -%	2 40%	* 9%	3 39%	3 28%	- -%
Not enough information available on the service	1 6%	1 68%	- -%	- -%	1 22%	- -%	1 6%	- -%
Chose an alternative method instead	* *%	* 6%	- -%	* 1%	- -%	* 1%	* *%	- -%
Other (specify)	* 4%	- -%	- -%	* 4%	* 4%	* 4%	* 4%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 25
<S11CIII12> And why didn't you get Video conferencing?
by Crossbreak
Base: All that didnt get Video conferencing

	PERSONAL PROFILE																																		
	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR														
	Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other			
		(a)	to 4	to 4	(d)	- 49	- 249	(f)	than 2	years	years	years	-19	years	years	(a)	to 5	(c)	£100k	to £500k	to £3m	to £10m	(e)	imary ind	ufacturing	nstruction	sale/Trans port/Comm unication	tail (e)	ncial Ser vices	ser vices	blic (g)	admin and ser vices	(i)		
			(b)	(c)		(e)			years (a)	(b)	(c)	(d)	(e)						(a)	(b)	(c)	(d)		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)				
Unweighted row	8	-	-	-	1	2	5	-	1	1	2	4	4	4	-	-	1	1	3	2	-	2	1	1	-	-	2	1	1						
Total	1	-	-	-	1	*	*	-	*	*	1	*	1	*	-	-	1	*	*	*	*	-	*	*	*	-	-	1	*	*					
Too expensive	1 78%	- -%	- -%	- -%	1 100%	* 58%	* 41%	- -%	- -%	* 100%	1 94%	* 50%	1 90%	* 34%	- -%	- -%	1 100%	* 100%	* 51%	* 39%	- -%	* 39%	- -%	- -%	- -%	- -%	- -%	1 100%	* 100%	- -%					
Lack of time to install the service	* 11%	- -%	- -%	- -%	- -%	* 42%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	* 51%	- -%	- -%	- -%	- -%	* 38%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%			
Chose an alternative method instead	* 8%	- -%	- -%	- -%	- -%	- -%	* 41%	- -%	- -%	- -%	- -%	* 50%	* 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 61%	- -%	* 61%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%		
Not relevant or needed by the business	* 6%	- -%	- -%	- -%	- -%	- -%	* 30%	- -%	- -%	- -%	* 6%	* 15%	* 3%	* 15%	- -%	- -%	- -%	- -%	* 11%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%		
Other (specify)	* 5%	- -%	- -%	- -%	- -%	- -%	* 29%	- -%	- -%	- -%	- -%	* 35%	* 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 61%	- -%	* 61%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 25 (continuation)
<S11CIII12> And why didn't you get Video conferencing?
by Crossbreak
Base: All that didnt get Video conferencing

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern (n)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	8	-	-	-	-	-	1	2	-	-	-	3	3	1	1	-	8	8	-	7	1	6	1
Total	1	-	-	-	-	-	*	1	-	-	-	1	*	*	*	-	1	1	-	1	*	1	*
Too expensive	1 78%	- -%	- -%	- -%	- -%	- -%	* 100%	1 91%	- -%	- -%	- -%	1 92%	* 18%	* 100%	- -%	- -%	1 78%	1 78%	- -%	1 74%	* 100%	1 93%	- -%
Lack of time to install the service	* 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 63%	- -%	- -%	- -%	* 11%	* 11%	- -%	* 13%	- -%	- -%	- -%
Chose an alternative method instead	* 8%	- -%	- -%	- -%	- -%	- -%	- -%	* 9%	- -%	- -%	- -%	* 8%	- -%	- -%	* 100%	- -%	* 8%	* 8%	- -%	* 9%	- -%	* 3%	* 100%
Not relevant or needed by the business	* 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 18%	- -%	* 100%	- -%	* 6%	* 6%	- -%	* 7%	- -%	* 7%	- -%
Other (specify)	* 5%	- -%	- -%	- -%	- -%	- -%	- -%	* 9%	- -%	- -%	- -%	* 8%	- -%	- -%	- -%	- -%	* 5%	* 5%	- -%	* 6%	- -%	- -%	* 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 25 (continuation)
<S11CIII12> And why didn't you get Video conferencing?
by Crossbreak
Base: All that didnt get Video conferencing

CONNECTION PROFILE																														
	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr ivate cir uits (d)	Fixed line band (e)	Standard landline (a)	NET Mo biles (b)	Fixed line band (c)	Mo bile band (d)	ISDN 2/2e (e)	ISDN 30 ivate cir uits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	8	5	-	2	-	1	7	6	8	5	2	3	2	4	-	6	5	7	2	3	1	1	2	2	1	1	-	3	-	5
Total	1	1	-	*	-	1	1	1	1	*	*	*	1	-	1	1	1	1	*	*	1	*	*	*	1	*	-	1	-	1
Too expensive	1 78%	* 54%	- -%	* 39%	- -%	1 100%	1 82%	* 46%	1 78%	* 49%	- -%	* 30%	- -%	1 93%	- -%	1 81%	* 50%	1 82%	- -%	* 30%	1 100%	* 100%	* 39%	* 100%	1 100%	- -%	- -%	1 96%	- -%	* 49%
Lack of time to install the service	* 11%	* 31%	- -%	- -%	- -%	- -%	* 12%	* 28%	* 11%	* 29%	* 77%	- -%	- -%	- -%	- -%	* 12%	* 30%	* 12%	* 77%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 29%
Chose an alternative method instead	* 8%	* 6%	- -%	* 61%	- -%	- -%	* 2%	* 18%	* 8%	* 14%	- -%	* 70%	* 61%	* 7%	- -%	* 3%	* 20%	* 2%	- -%	* 70%	- -%	- -%	* 61%	- -%	- -%	* 100%	- -%	* 4%	- -%	* 14%
Not relevant or needed by the business	* 6%	* 15%	- -%	- -%	- -%	- -%	* 6%	* 14%	* 6%	* 9%	* 23%	* 21%	* 39%	- -%	- -%	* 6%	* 6%	* 6%	* 23%	* 21%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	* 9%
Other (specify)	* 5%	- -%	- -%	* 61%	- -%	- -%	- -%	* 13%	* 5%	* 14%	- -%	* 49%	* 61%	* 7%	- -%	- -%	* 14%	- -%	- -%	* 49%	- -%	- -%	* 61%	- -%	- -%	* 100%	- -%	- -%	- -%	14%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 25 (continuation)
<S11CIII12> And why didn't you get Video conferencing?
by Crossbreak
Base: All that didnt get Video conferencing

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	8	3	-	5	2	5	8	-
Total	1	*	-	1	*	*	1	-
Too expensive	1 78%	* 37%	- -%	1 92%	* 75%	* 31%	1 78%	- -%
Lack of time to install the service	* 11%	- -%	- -%	- -%	- -%	* 46%	* 11%	- -%
Chose an alternative method instead	* 8%	* 26%	- -%	* 3%	* 25%	* 9%	* 8%	- -%
Not relevant or needed by the business	* 6%	* 63%	- -%	* 8%	- -%	* 23%	* 6%	- -%
Other (specify)	* 5%	- -%	- -%	- -%	* 25%	- -%	* 5%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 26
<S11CII13> And why didn't you get Social media marketing e. g. through Facebook, LinkedIn or Twitter?
by Crossbreak
Base: All that didnt get Social media marketing

Total	PERSONAL PROFILE																																	
	COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR														
	1	2	1	5	-	10	50	Less	2	-	5	6	-	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other		
	(a)	to 4	to 4	(d)	-	49	-	than	2	years	years	years	-	19	years	(a)	to 5	(c)	£100k	to	£500k	£3m	£10m	(e)	imary	ufact	nstru	sale/	tail	ncial	ser	blc	(i)	
	(b)	(c)	(e)	(f)				years	(a)	(b)	(c)	years	(d)	(e)		(b)		(a)	(b)	(c)	(d)		(a)	(b)	(c)	port/	Comm	vices	(f)	(g)	and	ser	vices	
Unweighted row	7	1	1	2	2	-	3	-	-	-	-	7	4	2	1	1	2	2	-	1	-	-	1	1	1	2	-	1	1					
Total	5	1	4	4	*	-	*	-	-	-	-	5	5	*	*	1	4	*	-	*	-	-	*	*	1	*	-	*	4					
Lack of time to install the service	4	-	4	4	-	-	-	-	-	-	-	4	4	-	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	
	73%	-%	100%	81%	-%	-%	-%	-%	-%	-%	-%	73%	78%	-%	-%	-%	95%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	
Too complicated	1	1	-	1	-	-	-	-	-	-	-	1	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	
	17%	100%	-%	19%	-%	-%	-%	-%	-%	-%	-%	17%	19%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	
Not relevant or needed by the business	*	-	-	-	*	-	*	-	-	-	-	*	*	*	*	-	*	*	-	*	-	-	*	*	-	*	-	*	-	*	-	*	-	
	10%	-%	-%	-%	100%	-%	100%	-%	-%	-%	-%	10%	4%	100%	100%	-%	5%	100%	-%	100%	-%	100%	-%	-%	-%	100%	100%	-%	100%	-%	100%	-%	100%	-%
Other (specify)	*	-	-	-	*	-	-	-	-	-	-	*	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-	
	2%	-%	-%	-%	36%	-%	-%	-%	-%	-%	-%	2%	2%	-%	-%	-%	-%	66%	-%	-%	-%	-%	-%	-%	-%	-%	-%	55%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 26 (continuation)

<S11CII13> And why didn't you get Social media marketing e. g. through Facebook, LinkedIn or Twitter?

by Crossbreak

Base: All that didnt get Social media marketing

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East (d)	Mid (e)	Mid (f)	East (g)	London (h)	SE (i)	SW (j)	Net: England (k)	Wales (l)	Scotland (m)	Northern Ireland (n)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)
Unweighted row	7	-	2	-	1	-	-	-	-	-	3	1	2	1	1	6	7	-	4	3	6	1
Total	5	-	4	-	*	-	-	-	-	-	4	*	1	*	1	4	5	-	*	4	4	1
Lack of time to install the service	4 73%	- -%	4 98%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 96%	- -%	- -%	- -%	- -%	4 88%	4 73%	- -%	- -%	4 79%	4 88%	- -%
Too complicated	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 94%	- -%	1 100%	- -%	1 17%	- -%	- -%	1 19%	- -%	1 100%
Not relevant or needed by the business	* 10%	- -%	* 2%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	* 4%	* 100%	* 6%	* 100%	- -%	* 12%	* 10%	- -%	* 100%	* 2%	* 12%	- -%
Other (specify)	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	* 2%	* 2%	- -%	- -%	* 2%	* 2%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 26 (continuation)
 <S11CII13> And why didn't you get Social media marketing e. g. through Facebook, LinkedIn or Twitter?
 by Crossbreak
 Base: All that didnt get Social media marketing

CONNECTION PROFILE																														
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuits (d)	Fixed line band (e)	Standard land lines (a)	NET Mo- biles (b)	Fixed line broa dband (c)	Mo- bile broa dband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	So- cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff- erent pro- vider (b)	Both	Internal / inter- site (a)	Ext- ernal (b)	Both (c)	Ne- ither (d)	BT for ntal calls (a)	Other pro- vider for calls (b)	Other pro- vider for ntal and calls (c)
Unweighted row	7	4	1	1	-	1	7	5	7	3	2	2	1	3	2	-	4	7	2	2	1	2	-	1	1	1	-	4	-	3
Total	5	4	*	*	-	*	5	1	5	1	*	*	*	*	*	-	5	5	*	*	*	*	-	*	*	*	-	5	-	*
Lack of time to install the service	4 73%	4 78%	- -%	- -%	- -%	- -%	4 73%	- -%	4 73%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 76%	4 73%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 76%	- -%	- -%
Too complicated	1 17%	1 19%	- -%	- -%	- -%	- -%	1 17%	1 70%	1 17%	1 77%	- -%	- -%	- -%	- -%	- -%	- -%	1 18%	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 18%	- -%	- -%
Not relevant or needed by the business	* 10%	* 3%	* 100%	* 100%	- -%	* 100%	* 10%	* 30%	* 10%	* 23%	* 100%	* 100%	* 100%	* 100%	* 100%	- -%	* 5%	* 10%	* 100%	* 100%	* 100%	* 100%	- -%	* 100%	* 100%	* 100%	- -%	* 6%	- -%	* 100%
Other (specify)	* 2%	* 2%	- -%	- -%	- -%	- -%	* 2%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 26 (continuation)
<S11CIII13> And why didn't you get Social media marketing e. g. through Facebook, LinkedIn or Twitter?
by Crossbreak
Base: All that didnt get Social media marketing

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	7	1	-	4	1	5	5	2
Total	5	*	-	5	*	5	5	*
Lack of time to install the service	4 73%	- -%	- -%	4 76%	- -%	4 75%	4 75%	- -%
Too complicated	1 17%	- -%	- -%	1 18%	- -%	1 18%	1 18%	- -%
Not relevant or needed by the business	* 10%	* 100%	- -%	* 6%	* 100%	* 7%	* 7%	* 100%
Other (specify)	* 2%	- -%	- -%	* 2%	- -%	* 2%	* 2%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 27
<S11CIII14> And why didn't you get Cloud based services?
by Crossbreak
Base: All that didnt get Cloud based services?

PERSONAL PROFILE																																
Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER						SECTOR										
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other	
	(a)	to 4	to 4	(d)	- 49	- 249	than	2	years	years	years	-19	years	years	(a)	to 5	(c)	£100k	to	to	to	to	imary	ufacturing	struction	sale/Trans	tail (e)	ancial	Services	ices (g)	ublic and	(i)
	(b)	(c)	(e)	(f)			years (a)	(b)	(c)	years (d)	(e)		(b)		(a)	(b)	(c)	(d)	(a)	(b)	(c)	(d)	ustry (a)	(b)	(c)	port/Communica-tions (d)	(e)	(f)	(g)	ser-vices (h)		
Unweighted row	9	-	2	2	-	-	7	-	-	1	-	8	5	4	-	1	1	2	2	2	-	-	1	4	-	-	1	3	-			
Total	4	-	4	4	-	-	1	-	-	*	-	4	4	*	-	1	3	*	*	*	-	-	3	1	-	-	*	*	-			
Not relevant or needed by the business	4	-	4	4	-	-	*	-	-	*	-	4	4	*	-	1	3	-	*	-	-	-	3	1	-	-	-	*	*	-		
	90%	-%	100%	100%	-%	-%	18%	-%	-%	100%	-%	90%	96%	14%	-%	100%	100%	-%	19%	-%	-%	-%	100%	85%	-%	-%	-%	26%	-%			
Too expensive	*	-	-	-	-	-	*	-	-	-	-	*	*	*	-	-	-	*	*	-	-	-	-	-	-	-	*	*	-			
	7%	-%	-%	-%	-%	-%	63%	-%	-%	-%	-%	8%	2%	77%	-%	-%	-%	100%	81%	-%	-%	-%	-%	-%	-%	-%	100%	74%	-%			
Other (specify)	*	-	-	-	-	-	*	-	-	-	-	*	*	*	-	-	-	-	*	*	-	-	-	*	-	-	*	-	-	*	-	
	7%	-%	-%	-%	-%	-%	57%	-%	-%	-%	-%	7%	2%	68%	-%	-%	-%	-%	81%	100%	-%	-%	-%	15%	-%	-%	100%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 27 (continuation)
<S11CIII14> And why didn't you get Cloud based services?
by Crossbreak
Base: All that didnt get Cloud based services?

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	9	-	-	-	1	1	1	2	-	-	5	3	-	1	-	9	7	1	5	4	8	1	
Total	4	-	-	-	*	*	*	3	-	-	4	1	-	*	-	4	4	1	*	4	4	*	
Not relevant or needed by the business	4 90%	- -%	- -%	- -%	- -%	- -%	- -%	3 98%	- -%	- -%	3 89%	1 100%	- -%	- -%	- -%	4 90%	3 90%	1 100%	* 22%	4 97%	4 92%	- -%	
Too expensive	* 7%	- -%	- -%	- -%	- -%	* 100%	* 100%	* 2%	- -%	- -%	* 9%	- -%	- -%	- -%	- -%	* 7%	* 9%	- -%	* 78%	- -%	* 6%	* 100%	
Other (specify)	* 7%	- -%	- -%	- -%	* 100%	* 100%	- -%	- -%	- -%	- -%	* 7%	- -%	- -%	* 100%	- -%	* 7%	* 7%	- -%	* 47%	* 3%	* 7%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 27 (continuation)
<S11CIII14> And why didn't you get Cloud based services?
by Crossbreak
Base: All that didnt get Cloud based services?

CONNECTION PROFILE																														
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Standard line dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private ciruits (d)	Fixed line dband (e)	Standard land lines (a)	NET Mo biles (b)	Fixed line dband (c)	Mo bile dband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private ciruits (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard line dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Internal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	9	5	1	2	1	-	9	7	8	5	3	4	4	4	1	4	-	8	2	3	2	1	-	1	-	3	-	4	-	5
Total	4	4	*	*	*	-	4	4	1	4	1	*	*	*	*	4	-	4	1	*	*	*	-	*	-	*	-	3	-	1
Not relevant or needed by the business	4 90%	4 94%	- -%	* 40%	- -%	- -%	4 90%	4 93%	1 59%	3 92%	1 66%	* 13%	* 13%	* 13%	- -%	3 93%	- -%	4 90%	1 88%	* 31%	* 39%	- -%	- -%	* 100%	- -%	- -%	- -%	3 95%	- -%	1 70%
Too expensive	* 7%	* 6%	* 100%	- -%	- -%	- -%	* 7%	* 5%	* 31%	* 5%	* 34%	* 57%	* 57%	* 78%	- -%	* 7%	- -%	* 8%	* 12%	- -%	* 61%	* 100%	- -%	- -%	- -%	* 90%	- -%	* 4%	- -%	* 22%
Other (specify)	* 7%	* 5%	- -%	* 60%	* 100%	- -%	* 7%	* 7%	* 28%	* 8%	* 25%	* 87%	* 87%	* 66%	* 100%	* 5%	- -%	* 7%	- -%	* 69%	- -%	* 100%	- -%	- -%	- -%	* 76%	- -%	* 1%	- -%	* 30%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 27 (continuation)
<S11CIII14> And why didn't you get Cloud based services?
by Crossbreak
Base: All that didnt get Cloud based services?

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN Re + ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	9	2	-	2	2	6	7	2
Total	4	1	-	1	*	1	4	*
Not relevant or needed by the business	4 90%	1 88%	- -%	1 90%	- -%	1 68%	4 95%	- -%
Too expensive	* 7%	- -%	- -%	* 10%	* 51%	* 28%	* 3%	* 86%
Other (specify)	* 7%	* 12%	- -%	- -%	* 49%	* 25%	* 2%	* 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 28

<S11CIII2> Did you feel that you had enough information about Smartphones (e.g. Apple iPhone, Samsung Galaxy, BlackBerry, etc.) to make a decision as to whether to use it?

by Crossbreak

Base: All that didnt get Smartphones

	PERSONAL PROFILE																																
	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR												
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other		
	(a)	to 4	to 4	(d)	- 49	- 249		than	years	years	(b)	(c)	years	-19 years	(a)	to 5	(c)	£100k	to	to	to	(e)	imary	ufact	nstru	sale/	tail	ncial	ser	blic	(i)		
		(b)	(c)		(e)	(f)		2	years	(b)	(c)	years	(d)	(e)		(a)	(b)	(c)	(a)	£500k	£3m	£10m		ustry	(b)	(c)	port/	Comm	vices	(f)	(g)	and	
							(a)												(b)	(c)	(d)		(a)	(b)	(c)	unica	tions	(d)		(h)			
Unweighted row	1	-	1	1	-	-	-	-	-	-	-	-	1	1	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
Total	1	-	1	1	-	-	-	-	-	-	-	-	1	1	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
Yes	1	-	1	1	-	-	-	-	-	-	-	-	1	1	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	100%	-%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	100%	100%	-%	-%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 28 (continuation)

<S11CIII2> Did you feel that you had enough information about Smartphones (e.g. Apple iPhone, Samsung Galaxy, BlackBerry, etc.) to make a decision as to whether to use it?

by Crossbreak

Base: All that didnt get Smartphones

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: gland (k)	Wales (l)	Sco tland (m)	Nor thern (n)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	1	-	1
Total	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	1	-	1
Yes	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	1 100%	- -%	- -%	- -%	- -%	1 100%	- -%	1 100%
No	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 28 (continuation)
 <S11CIII2> Did you feel that you had enough information about Smartphones (e.g. Apple iPhone, Samsung Galaxy, BlackBerry, etc.) to make a decision as to whether to use it?
 by Crossbreak
 Base: All that didnt get Smartphones

CONNECTION PROFILE																																						
	MAIN FIXED LINE TYPE															PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr (d)	Fixed line broadband (e)	Sta ndard land lines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate circuits (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter- site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider and calls (b)	Other pro vider for re ntal and calls (c)								
Unweighted row	1	1	-	-	-	-	1	1	1	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1							
Total	1	1	-	-	-	-	1	1	1	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1							
Yes	1 100%	1 100%	- -%	- -%	- -%	- -%	1 100%	1 100%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%							
No	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%							

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 28 (continuation)

<S11CIII2> Did you feel that you had enough information about Smartphones (e.g. Apple iPhone, Samsung Galaxy, BlackBerry, etc.) to make a decision as to whether to use it?
by Crossbreak

Base: All that didnt get Smartphones

	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	1	-	-	-	-	1	1	-
Total	1	-	-	-	-	1	1	-
Yes	1 100%	- -%	- -%	- -%	- -%	1 100%	1 100%	- -%
No	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 29
<S11CIII3> Did you feel that you had enough information about Standard mobile phones to make a decision as to whether to use it?
by Crossbreak
Base: All that didnt get Standard mobile phones

Total	PERSONAL PROFILE																															
	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR											
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other	
	(a)	to 4	to 4	(d)	- 49	- 249	than	2	years	years	years	-19	years	years	(a)	to 5	(c)	£100k	to	to	to	to	imary	ufact	nstru	sale/	tail	ncial	ser	blic	Other	
	(b)	(c)	(c)	(e)	(f)		years	(a)	(b)	(c)	years	(d)	(e)		(b)			(a)	£500k	£3m	£10m	(e)	industry	(b)	(c)	port/	Comm	vices	(f)	(g)	and	(i)
																			(b)	(c)	(d)		(a)	(b)	(c)	unica	tions	(d)			(h)	
Unweighted row	1	-	-	-	1	-	-	-	-	-	-	1	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	
Total	*	-	-	-	*	-	-	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-	
Yes	*	-	-	-	*	-	-	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-	
	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 29 (continuation)

<S11CIII3> Did you feel that you had enough information about Standard mobile phones to make a decision as to whether to use it?

by Crossbreak

Base: All that didnt get Standard mobile phones

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON				
		NE	NW	Yo rks/	E	Mid	W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis	
		(a)	(b)	rks/	(d)	(d)	(e)	(f)	ndon	(h)	(i)	En	(j)	(k)	tland	(l)	thern	based	where	(a)	agree	(a)	agree	(a)	agree
		(c)							(g)			gland			(1)	Ir	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)	
Unweighted row	1	-	-	-	-	-		1	-	-	-	1	-	-	-		-	1	1	-	1	-	1	-	
Total	*	-	-	-	-	-		*	-	-	-	*	-	-	-		-	*	*	-	*	-	*	-	
Yes	*	-	-	-	-	-		*	-	-	-	*	-	-	-		-	*	*	-	*	-	*	-	
	100%	-%	-%	-%	-%	-%		100%	-%	-%	-%	100%	-%	-%	-%		-%	100%	100%	-%	100%	-%	100%	-%	
No	-	-	-	-	-	-		-	-	-	-	-	-	-	-		-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%		-%	-%	-%	-%	-%	-%	-%	-%		-%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 29 (continuation)
 <S11CIII3> Did you feel that you had enough information about Standard mobile phones to make a decision as to whether to use it?
 by Crossbreak
 Base: All that didnt get Standard mobile phones

CONNECTION PROFILE																																			
	MAIN FIXED LINE TYPE															FIXED LINES USED FOR VOICE CALLS OUT										VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr cir dband (d)	Fixed line broadband (e)	Sta ndard land lines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 ivate (f)	LL pr cir cuits (g)	VoIP (h)	Video co nferencing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)					
Unweighted row	1	1	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	1	-	-					
Total	*	*	-	-	-	-	*	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-					
Yes	*	*	-	-	-	-	*	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-					
	100%	100%	-%	-%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%					
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-					
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%					

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 29 (continuation)

<S11CIII3> Did you feel that you had enough information about Standard mobile phones to make a decision as to whether to use it?

by Crossbreak

Base: All that didnt get Standard mobile phones

Total	BUNDLING			SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	1	-	-	1	-	1	1
Total	*	-	-	*	-	*	*
Yes	100%	-%	-%	100%	-%	100%	100%
No	-	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 30
<S11CIII4> Did you feel that you had enough information about ADSL Broadband to make a decision as to whether to use it?
by Crossbreak
Base: All that didnt get ADSL Broadband

		PERSONAL PROFILE																														
		COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER						SECTOR									
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other
		(a)	to 4	to 4	(d)	- 49	- 249	than 2 years	(b)	(c)	years (d)	(e)	(a)	to 5	(c)	(a)	£500k (b)	£3m (c)	£10m (d)	(e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail trade/port/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	(i)			
Unweighted row	2	-	2	2	-	-	-	-	-	-	1	1	2	-	-	1	1	-	-	-	-	-	-	-	1	-	-	-	1	-	-	
Total	3	-	3	3	-	-	-	-	-	-	1	2	3	-	-	1	2	-	-	-	-	-	-	-	2	-	-	-	1	-	-	
Yes	3	-	3	3	-	-	-	-	-	-	1	2	3	-	-	1	2	-	-	-	-	-	-	2	-	-	-	1	-	-		
	100%	-%	100%	100%	-%	-%	-%	-%	-%	-%	100%	100%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%		
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 30 (continuation)

<S11CIII4> Did you feel that you had enough information about ADSL Broadband to make a decision as to whether to use it?

by Crossbreak

Base: All that didnt get ADSL Broadband

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON			
		NE	NW	Yo rks/	E	Mid	W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	rk	(d)	(e)	(f)	(g)	(h)	(i)	En	(k)	land	thern	based	where	(a)	agree	(a)	agree	(a)	agree	(a)	agree
		(c)	(c)	(c)	(c)	(c)	(c)	(c)	(c)	(c)	(c)	(c)	(c)	(c)	(c)	(c)	(c)	(c)	(c)	(c)	(c)	(c)	(c)	(c)
Unweighted row	2	-	-	-	-	-	1	-	-	-	1	1	-	-	-	2	1	1	1	1	-	2		
Total	3	-	-	-	-	-	2	-	-	-	2	1	-	-	-	3	2	1	2	1	-	3		
Yes	3	-	-	-	-	-	2	-	-	-	2	1	-	-	-	3	2	1	2	1	-	3		
	100%	-%	-%	-%	-%	-%	100%	-%	-%	-%	100%	100%	-%	-%	-%	100%	100%	100%	100%	100%	-%	100%		
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 30 (continuation)

<S11CIII4> Did you feel that you had enough information about ADSL Broadband to make a decision as to whether to use it?

by Crossbreak

Base: All that didnt get ADSL Broadband

CONNECTION PROFILE																																						
	MAIN FIXED LINE TYPE															PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr (d)	Fixed ivate broad band (e)	Sta ndard land lines (a)	NET Mo biles (b)	Fixed line broad band (c)	Mo bile broad band (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider and calls (b)	Other pro vider for re ntal and calls (c)								
Unweighted row	2	2	-	-	-	-	2	1	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	2							
Total	3	3	-	-	-	-	3	2	-	-	-	-	-	-	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	3							
Yes	3	3	-	-	-	-	3	2	-	-	-	-	-	-	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	3							
	100%	100%	-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%							
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-							
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%							

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 30 (continuation)
 <S11CIII4> Did you feel that you had enough information about ADSL Broadband to make a decision as to whether to use it?
 by Crossbreak
 Base: All that didnt get ADSL Broadband

Total	BUNDLING			SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	2	-	-	-	-	1	1
Total	3	-	-	-	-	2	1
Yes	3 100%	- -%	- -%	- -%	- -%	2 100%	1 100%
No	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 31
<S11CIII5> Did you feel that you had enough information about Fibre Broadband to make a decision as to whether to use it?
by Crossbreak
Base: All that didnt get Fibre Broadband

Total	PERSONAL PROFILE																																
	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR												
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other		
	(a)	to 4	to 4	(d)	- 49	- 249	than	2	years	years	- 19	years	years	(e)	(a)	to 5	(c)	£100k	to	to	to	to	imary	ufact	nstru	sale/	tail	ncial	ser	blic	(i)		
	(b)	(c)		(e)	(f)		years	(a)	(b)	(c)	years	(d)	(e)		(b)	(c)	(a)	£500k	£3m	£10m	(e)	industry	(b)	(c)	port/	Comm	vices	(f)	(g)	and			
																			(b)	(c)	(d)		(a)	(b)	(c)	unica	tions	(d)	(f)	(g)	ser	(h)	
Unweighted row	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
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95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 31 (continuation)

<S11CIII5> Did you feel that you had enough information about Fibre Broadband to make a decision as to whether to use it?

by Crossbreak

Base: All that didnt get Fibre Broadband

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE	NW	Yo rks/	E	Mid W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	Hub	(d)	(e)	(f)	ndon	(g)	(h)	(i)	En	(k)	otland	thern	based	where	(a)	agree	(a)	agree	(a)	agree
		(c)						(g)			(j)		(l)	Ir	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)	
Unweighted row	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
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No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
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95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 31 (continuation)

<S11CIII5> Did you feel that you had enough information about Fibre Broadband to make a decision as to whether to use it?

by Crossbreak

Base: All that didnt get Fibre Broadband

CONNECTION PROFILE																																			
	MAIN FIXED LINE TYPE															FIXED LINES USED FOR VOICE CALLS OUT										VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr (d)	Fixed ivate broad band (e)	Sta ndard land lines (a)	NET biles (b)	Fixed broa dband (c)	Mo broa dband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider and calls (b)	Other pro vider for re ntal and calls (c)					
Unweighted row	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Yes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
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No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 31 (continuation)

<S11CIII5> Did you feel that you had enough information about Fibre Broadband to make a decision as to whether to use it?

by Crossbreak

Base: All that didnt get Fibre Broadband

Total	BUNDLING			SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-
Yes	- -%	- -%	- -%	- -%	- -%	- -%	- -%
No	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 32
<S11CIII6> Did you feel that you had enough information about Cable Broadband to make a decision as to whether to use it?
by Crossbreak
Base: All that didnt get Cable Broadband

	PERSONAL PROFILE																																
	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR												
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other		
	(a)	to 4	to 4	(d)	- 49	- 249	than	2	years	years	(b)	(c)	years	-19 years	(a)	to 5	(c)	£100k	to	to	to	to	imary	ufact	nstru	sale/	tail	ncial	ser	blic	(i)		
	(b)	(c)		(e)	(f)		years	(a)	(b)	(c)	(d)	(e)						(a)	£500k	£3m	£10m	(e)	industry	(b)	(c)	port/	Comm	vices	(g)	and			
																			(b)	(c)	(d)		(a)	(b)	(c)	unica	tions	(d)	(e)	(f)	(h)		
Unweighted row	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
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No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
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95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 32 (continuation)

<S11CIII6> Did you feel that you had enough information about Cable Broadband to make a decision as to whether to use it?

by Crossbreak

Base: All that didnt get Cable Broadband

	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
	Total	NE	NW	Yo rks/	E	Mid W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
		(a)	(b)	Hub	(d)	(e)	(f)	ndon (g)	(h)	(i)	England (j)	(k)	tland (l)	thern (m)									
				ber (c)																			
Unweighted row	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
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95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 32 (continuation)

<S11CIII6> Did you feel that you had enough information about Cable Broadband to make a decision as to whether to use it?

by Crossbreak

Base: All that didnt get Cable Broadband

CONNECTION PROFILE																																			
	MAIN FIXED LINE TYPE															FIXED LINES USED FOR VOICE CALLS OUT										VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr cir dband (d)	Fixed line broadband (e)	Sta ndard lines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir cuits (g)	VoIP (h)	Video co nferencing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider and calls (b)	Other pro vider for ntal and calls (c)					
Unweighted row	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Yes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
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No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%				

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 32 (continuation)

<S11CIII6> Did you feel that you had enough information about Cable Broadband to make a decision as to whether to use it?

by Crossbreak

Base: All that didnt get Cable Broadband

Total	BUNDLING			SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-
Yes	- -%	- -%	- -%	- -%	- -%	- -%	- -%
No	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 33
<S11CIII7>Did you feel that you had enough information about mobile broadband through a USB Modem or 'dongle' to make a decision as to whether to use it?
by Crossbreak
Base: All that didnt get Mobile broadband

	PERSONAL PROFILE																															
	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR											
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other	
	(a)	to 4	to 4	(d)	- 49	- 249		than	years	years	- 19	years	years	years	(a)	to 5	(c)	£100k	to	to	to	(e)	imary	ufact	nstru	sale/	tail	ncial	ser	blic	(i)	
	(b)	(c)		(e)	(f)		years	(a)	(b)	(c)	(d)	(e)					(a)	£500k	£3m	£10m		ustry	(b)	(c)	port/	Comm	vices	(f)	(g)	and		
																							(a)	(b)	(c)	unica	tions	(d)	(e)	(f)	(g)	(h)
Unweighted row	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 33 (continuation)

<S11CIII7>Did you feel that you had enough information about mobile broadband through a USB Modem or 'dongle' to make a decision as to whether to use it?

by Crossbreak

Base: All that didnt get Mobile broadband

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 33 (continuation)

<S11CIII7>Did you feel that you had enough information about mobile broadband through a USB Modem or 'dongle' to make a decision as to whether to use it?

by Crossbreak

Base: All that didnt get Mobile broadband

CONNECTION PROFILE																																						
	MAIN FIXED LINE TYPE															PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr (d)	Fixed line broadband (e)	Sta ndard land lines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nferencing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter- site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider and calls (b)	Other pro vider for re ntal and calls (c)								
Unweighted row	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-							
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-							
Yes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-							
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No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-							
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%						

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 33 (continuation)

<S11CIII7>Did you feel that you had enough information about mobile broadband through a USB Modem or 'dongle' to make a decision as to whether to use it?
by Crossbreak

Base: All that didnt get Mobile broadband

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-
Yes	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
No	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 34
<S11CIII8> Did you feel that you had enough information about ISDN 2/2e' to make a decision as to whether to use it?
by Crossbreak
Base: All that didnt get ISDN 2/2e'

		PERSONAL PROFILE																													
		COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR									
		Total	1 (a)	2 to 4 (b)	1 to 4 (c)	5 - 9 (d)	10 - 49 (e)	50 - 249 (f)	Less than 2 years (a)	2 - 5 years (b)	5 - 6 years (c)	6 - 9 years (d)	10 - 19 years (e)	20+ years (e)	1 (a)	2 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail trade (d)	Financial services (e)	Other services (f)	Other services (g)	Public administration (h)	Other (i)
Unweighted row	1	-	-	-	-	1	-	-	-	-	1	-	-	1	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	
Total	*	-	-	-	-	*	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-	-	-	-	*	-	-	-	-	
Yes	*	-	-	-	-	*	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-	-	-	-	*	-	-	-	-	
	100%	-%	-%	-%	-%	100%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 34 (continuation)

<S11CIII8> Did you feel that you had enough information about ISDN 2/2e' to make a decision as to whether to use it?

by Crossbreak

Base: All that didnt get ISDN 2/2e'

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: gland (k)	Wales (l)	Sco tland (m)	Nor thern (n)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	1	-	1	-	1	-
Total	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*	*	-	*	-	*	-
Yes	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*	*	-	*	-	*	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%	100%	-%	100%	-%	100%	-%
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 34 (continuation)
 <S11CIII8> Did you feel that you had enough information about ISDN 2/2e' to make a decision as to whether to use it?
 by Crossbreak
 Base: All that didnt get ISDN 2/2e'

CONNECTION PROFILE																															
	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER				
	Total	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr (d)	Fixed ivate band (e)	Sta ndard land lines (a)	NET Mo biles (b)	Fixed line broa dband (c)	Mo bile broa dband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider and calls (b)	Other pro vider for re ntal and calls (c)	
Unweighted row	1	1	-	-	-	-	1	1	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
Total	*	*	-	-	-	-	*	*	*	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*
Yes	*	*	-	-	-	-	*	*	*	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	100%	100%	-%	-%	-%	-%	100%	100%	100%	100%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 34 (continuation)

<S11CIII8> Did you feel that you had enough information about ISDN 2/2e' to make a decision as to whether to use it?

by Crossbreak

Base: All that didnt get ISDN 2/2e'

Total	BUNDLING			SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	1	-	-	1	-	1	1
Total	*	-	-	*	-	*	*
Yes	100%	-%	-%	100%	-%	100%	100%
No	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 35
<S11CIII9> Did you feel that you had enough information about ISDN 30 to make a decision as to whether to use it?
by Crossbreak
Base: All that didnt get ISDN 30

Total	PERSONAL PROFILE																															
	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR											
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other	
	(a)	to 4	to 4	(d)	- 49	- 249	than	2	years	years	(b)	(c)	years	-19	years	(a)	to 5	(c)	£100k	to	to	to	to	imary	ufact	nstru	sale/	tail	ncial	ser	blic	(i)
		(b)	(c)		(e)	(f)		years	(a)	(b)	(c)	(d)	(e)					(a)	£500k	£3m	£10m	(e)	ustry	inding	ction	port/	(e)	Services	(f)	(g)	and	(h)
																							(a)	(b)	(c)	Communica tions (d)						
Unweighted row	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 35 (continuation)

<S11CIII9> Did you feel that you had enough information about ISDN 30 to make a decision as to whether to use it?

by Crossbreak

Base: All that didnt get ISDN 30

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE	NW	Yo rks/	E	Mid W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	Huber	(d)	(e)	(f)	ndon	(g)	(h)	(i)	England	(k)	tland	thern	based	where	(a)	agree	(a)	agree	(a)	agree
		(c)										(j)		(l)	Ir	(a)	(b)		(b)		(b)		(b)
Unweighted row	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 35 (continuation)
 <S11CIII9> Did you feel that you had enough information about ISDN 30 to make a decision as to whether to use it?
 by Crossbreak
 Base: All that didnt get ISDN 30

CONNECTION PROFILE																																			
	MAIN FIXED LINE TYPE															FIXED LINES USED FOR VOICE CALLS OUT										VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr ivate cir uits (d)	Fixed line broadband (e)	Sta ndard land lines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nferencing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter- site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider and calls (b)	Other pro vider for re ntal and calls (c)					
Unweighted row	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Yes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%			
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 35 (continuation)

<S11CIII9> Did you feel that you had enough information about ISDN 30 to make a decision as to whether to use it?

by Crossbreak

Base: All that didnt get ISDN 30

Total	BUNDLING			SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN PC (a) (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-
Yes	- -%	- -%	- -%	- -%	- -%	- -%	- -%
No	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 36

<S11CIII10> Did you feel that you had enough information about Leased lines or private circuits, including Ethernet leased line services to make a decision as to whether to use it?

by Crossbreak

Base: All that didnt get Leased lines or private circuits

	PERSONAL PROFILE																															
	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR											
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other	
	(a)	to 4	to 4	(d)	- 49	- 249	than	2	years	years	(b)	(c)	years	-19 years	(a)	to 5	(c)	£100k	to	to	to	to	imary	ufact	nstru	sale/	tail	ncial	ser	blic	(i)	
		(b)	(c)		(e)	(f)		years	(a)					(d)		(b)		(a)	£500k	£3m	£10m	(e)	ustry	(b)	(c)	port/	Comm	vices	(f)	(g)	and	
																			(b)	(c)	(d)		(a)	(b)	(c)	unica	tions	(d)	(e)	(f)	(h)	
Unweighted row	1	-	-	-	-	1	-	-	-	-	-	-	1	1	-	-	-	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-
Total	1	-	-	-	-	1	-	-	-	-	-	-	1	1	-	-	-	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-
Yes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No	1	-	-	-	-	1	-	-	-	-	-	-	1	1	-	-	-	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-
	100%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	100%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 36 (continuation)

<S11CIII10> Did you feel that you had enough information about Leased lines or private circuits, including Ethernet leased line services to make a decision as to whether to use it?
by Crossbreak

Base: All that didnt get Leased lines or private circuits

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: gland (k)	Wales (l)	Sco tland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	1	-	-	-	-	-	-	-	1	-	1	-	-	-	-	1	1	-	-	-	1	-
Total	1	-	-	-	-	-	-	-	1	-	1	-	-	-	-	1	1	-	-	-	1	-
Yes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No	1	-	-	-	-	-	-	-	1	-	1	-	-	-	-	1	1	-	-	-	1	-
	100%	-%	-%	-%	-%	-%	-%	-%	100%	-%	100%	-%	-%	-%	-%	100%	100%	-%	-%	-%	100%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 36 (continuation)

<S11CIII10> Did you feel that you had enough information about Leased lines or private circuits, including Ethernet leased line services to make a decision as to whether to use it?

by Crossbreak

Base: All that didnt get Leased lines or private circuits

CONNECTION PROFILE																																				
	MAIN FIXED LINE TYPE																FIXED LINES USED FOR VOICE CALLS OUT										VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Standard line	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuit (d)	Fixed broadband (e)	Standard lines (a)	NET Mobile (b)	Fixed line (c)	Mo-bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuit (g)	VoIP (h)	Video conferencing (i)	So-cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for calls (a)	Other provider (b)	Other provider (c)						
Unweighted row	1	-	-	-	-	1	1	1	1	-	1	-	-	1	-	1	-	-	1	-	-	1	-	-	-	1	-	-	-	-	1					
Total	1	-	-	-	-	1	1	1	1	-	1	-	-	1	-	1	-	-	1	-	-	1	-	-	-	1	-	-	-	-	1					
Yes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-					
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%					
No	1	-	-	-	-	1	1	1	1	-	1	-	-	1	-	1	-	-	1	-	-	1	-	-	-	1	-	-	-	-	1					
	100%	-%	-%	-%	-%	100%	100%	100%	100%	-%	100%	-%	-%	100%	-%	100%	-%	-%	100%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	100%					

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 36 (continuation)

<S11CIII10> Did you feel that you had enough information about Leased lines or private circuits, including Ethernet leased line services to make a decision as to whether to use it?
by Crossbreak

Base: All that didnt get Leased lines or private circuits

Total	BUNDLING			SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	1	-	-	-	-	1	-
Total	1	-	-	-	-	1	-
Yes	- -%	- -%	- -%	- -%	- -%	- -%	- -%
No	1 100%	- -%	- -%	- -%	- -%	1 100%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 37
<S11CIIII1> Did you feel that you had enough information about Voice over Internet Protocol or VoIP to make a decision as to whether to use it?
by Crossbreak
Base: All that didnt get VoIP

	PERSONAL PROFILE																															
	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER						SECTOR										
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other	
	(a)	to 4	to 4	(d)	- 49	- 249		than	years	years	years	-19	years	years	(a)	to 5	(c)	£100k	to	to	to	(e)	imary	ufact	nstru	sale/	tail	ncial	ser	blic	(i)	
		(b)	(c)		(e)	(f)		2	years	(b)	(c)	years	(d)	(e)		(b)		(a)	£500k	£3m	£10m		ustry	(b)	(c)	port/	Comm	vices	(f)	(g)	and	
							(a)											(b)	(c)	(d)		(a)	(b)	(c)	unica	tions	(d)		(h)			
Unweighted row	5	-	2	2	-	-	3	-	-	-	-	1	4	2	3	-	-	2	-	3	-	-	2	2	1	-	-	-	-	-	-	
Total	3	-	2	2	-	-	*	-	-	-	-	*	2	2	*	-	-	2	-	*	-	-	2	*	*	-	-	-	-	-	-	-
Yes	2	-	2	2	-	-	*	-	-	-	-	-	2	2	*	-	-	2	-	*	-	-	2	*	-	-	-	-	-	-	-	-
	96%	-%	100%	100%	-%	-%	54%	-%	-%	-%	-%	-%	98%	100%	54%	-%	-%	100%	-%	54%	-%	-%	100%	84%	-%	-%	-%	-%	-%	-%	-%	-%
No	*	-	-	-	-	-	*	-	-	-	-	*	*	-	*	-	-	-	-	*	-	-	-	*	*	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	46%	-%	-%	-%	-%	100%	2%	-%	46%	-%	-%	-%	-%	46%	-%	-%	-%	16%	100%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 37 (continuation)

<S11CIIII1> Did you feel that you had enough information about Voice over Internet Protocol or VoIP to make a decision as to whether to use it?

by Crossbreak

Base: All that didnt get VoIP

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (f)	Lo ndon (g)	SE (h)	SW (i)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	5	-	-	1	-	-	1	-	-	-	2	2	-	1	-	5	5	-	5	-	4	-	
Total	3	-	-	*	-	-	2	-	-	-	2	*	-	*	-	3	3	-	3	-	2	-	
Yes	2 96%	- -%	- -%	* 100%	- -%	- -%	2 100%	- -%	- -%	- -%	2 100%	- -%	- -%	* 100%	- -%	2 96%	2 96%	- -%	2 96%	- -%	2 96%	- -%	
No	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	* 4%	* 4%	- -%	* 4%	- -%	* 4%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 37 (continuation)
 <S11CIIII1> Did you feel that you had enough information about Voice over Internet Protocol or VoIP to make a decision as to whether to use it?
 by Crossbreak
 Base: All that didnt get VoIP

CONNECTION PROFILE																														
	MAIN FIXED LINE TYPE					PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER				
	Total	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Fixed Pr line cir dband (d)	Sta ndard land lines (a)	NET Mo biles (b)	Fixed line dband (c)	Mo bile broad band (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter- site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	5	4	-	1	-	5	5	5	1	1	1	2	-	1	3	3	5	1	1	-	-	-	-	-	-	-	-	3	-	2
Total	3	2	-	*	-	3	3	3	*	*	*	*	-	*	2	2	3	*	*	-	-	-	-	-	-	-	-	2	-	*
Yes	2 96%	2 96%	- 100%	* -%	- -%	2 96%	2 96%	2 96%	- -%	- -%	* 100%	* 70%	- -%	* 100%	2 98%	2 100%	2 96%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 100%	- -%	- -%
No	* 4%	* 4%	- -%	- -%	- -%	* 4%	* 4%	* 4%	* 100%	* 100%	- -%	* 30%	- -%	- -%	* 2%	- -%	* 4%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 37 (continuation)
<S11CIIII1> Did you feel that you had enough information about Voice over Internet Protocol or VoIP to make a decision as to whether to use it?
by Crossbreak
Base: All that didnt get VoIP

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	5	2	-	4	-	5	5	-
Total	3	*	-	2	-	3	3	-
Yes	2 96%	* 70%	- -%	2 98%	- -%	2 96%	2 96%	- -%
No	* 4%	* 30%	- -%	* 2%	- -%	* 4%	* 4%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 38
<S11CIII12> Did you feel that you had enough information about Video conferencing to make a decision as to whether to use it?
by Crossbreak
Base: All that didnt get Video conferencing

Total	PERSONAL PROFILE																															
	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR											
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other	
	(a)	to 4	to 4	(d)	- 49	- 249		than	years	years	years	-19	years	years	(a)	to 5	(c)	£100k	to	to	to	to	imary	ufact	nstru	sale/	tail	ncial	ser	blic	(i)	
		(b)	(c)		(e)	(f)		2	years	(b)	(c)	years	(d)	(e)		(b)		(a)	£500k	£3m	£10m	(e)	ustry	ind	uring	ction	port/	Comm	unica	tions	(d)	and
							(a)											(b)	(c)	(d)		(a)	(b)	(c)	(d)			(f)	(g)	admin	ser	vices
Unweighted row	2	-	-	-	-	-	2	-	-	-	-	1	1	1	1	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	1
Total	*	-	-	-	-	-	*	-	-	-	-	*	*	*	*	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	*
Yes	*	-	-	-	-	-	*	-	-	-	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*
	41%	-%	-%	-%	-%	-%	41%	-%	-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%
No	*	-	-	-	-	-	*	-	-	-	-	*	-	-	*	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-
	59%	-%	-%	-%	-%	-%	59%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 38 (continuation)

<S11CIII12> Did you feel that you had enough information about Video conferencing to make a decision as to whether to use it?

by Crossbreak

Base: All that didnt get Video conferencing

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KNOWLEDGEABLE ABOUT THESE TECHNOLOGIES AS THE NEXT PERSON		
		NE	NW	Yorkshire/	East	Mid	West	Mid	East	London	SE	SW	Net: England	Wales	Scotland	Northern Ireland	Home based	Elsewhere	Agree	Disagree	Agree	Disagree	Agree	Disagree
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)
Unweighted row	2	-	-	-	-	-	-	-	-	-	-	1	-	1	-	2	2	-	2	-	2	-		
Total	*	-	-	-	-	-	-	-	-	-	-	*	-	*	-	*	*	-	*	-	*	-		
Yes	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*	*	-	*	-	*	-	
	41%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	100%	-%	41%	41%	-%	41%	-%	41%	-%	
No	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	*	*	-	*	-	*	-	
	59%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	59%	59%	-%	59%	-%	59%	-%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 38 (continuation)
 <S11CIII12> Did you feel that you had enough information about Video conferencing to make a decision as to whether to use it?
 by Crossbreak
 Base: All that didnt get Video conferencing

CONNECTION PROFILE																													
Total	MAIN FIXED LINE TYPE					PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuit (d)	Fixed Pr line band (e)	Standard land lines (a)	NET Mo biles (b)	Fixed line broa dband (c)	Mo bile broa dband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuit (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider and (b)	Other pro vider for re ntal and calls (c)
Unweighted row	2	2	-	-	-	2	2	2	1	1	1	1	-	-	2	1	2	1	1	-	-	-	-	-	-	-	1	-	1
Total	*	*	-	-	-	*	*	*	*	*	*	*	-	-	*	*	*	*	*	-	-	-	-	-	-	-	*	-	*
Yes	41%	41%	-%	-%	-%	41%	41%	41%	-%	-%	100%	-%	-%	-%	41%	100%	41%	-%	100%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
No	59%	59%	-%	-%	-%	59%	59%	59%	100%	100%	-%	100%	-%	-%	59%	-%	59%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 38 (continuation)

<S11CIIII2> Did you feel that you had enough information about Video conferencing to make a decision as to whether to use it?

by Crossbreak

Base: All that didnt get Video conferencing

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	2	2	-	2	-	2	2	-
Total	*	*	-	*	-	*	*	-
Yes	41%	41%	-%	41%	-%	41%	41%	-%
No	59%	59%	-%	59%	-%	59%	59%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 39
<S11CIII13> Did you feel that you had enough information about Social media marketing e.g. through Facebook, LinkedIn or Twitter? to make a decision as to whether to use it?
by Crossbreak
Base: All that didnt get Social media marketing

	PERSONAL PROFILE																																
	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR												
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other		
	(a)	to 4	to 4	(d)	- 49	- 249		than	years	years	years	-19	years	years	(a)	to 5	(c)	£100k	to	to	to	to	imary	ufact	nstru	sale/	tail	ncial	ser	blic	(i)		
		(b)	(c)		(e)	(f)		2	years	(b)	(c)	years	(d)	(e)		(b)		(a)	£500k	£3m	£10m	(e)	industry	(b)	(c)	port/	Comm	vices	(f)	(g)	and	ser	
							(a)											(b)	(c)	(d)		(a)	(b)	(c)	unica	tions	(d)			(h)			
Unweighted row	5	-	-	-	2	-	3	-	-	-	-	-	5	2	2	1	-	1	2	-	1	-	-	1	1	-	2	-	1	-			
Total	*	-	-	-	*	-	*	-	-	-	-	-	*	*	*	*	-	*	*	-	*	-	-	*	*	-	*	-	*	-	*	-	
Yes	*	-	-	-	*	-	*	-	-	-	-	-	*	*	*	*	-	*	*	-	*	-	-	*	*	-	*	-	*	-	*	-	
	100%	-%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	100%	100%	100%	100%	-%	100%	100%	-%	100%	-%	-%	100%	100%	-%	100%	-%	100%	-%	100%	-%	
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 39 (continuation)
 <S11CIII13> Did you feel that you had enough information about Social media marketing e.g. through Facebook, LinkedIn or Twitter? to make a decision as to whether to use it?
 by Crossbreak
 Base: All that didnt get Social media marketing

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE	NW	Yo rks/	E	Mid	W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	
		(a)	(b)	rk s/	(d)	(e)	(f)	(g)	(h)	(i)	En	(k)	land	(l)	thern	(a)	where	(a)	agree	(a)	agree	(a)	agree
				Huber								land			Ir								
		(c)								(j)		(m)											
Unweighted row	5	-	1	-	1	-	-	-	-	-	2	1	1	1	-	5	5	-	4	1	5	-	
Total	*	-	*	-	*	-	-	-	-	-	*	*	*	*	-	*	*	-	*	*	*	-	
Yes	*	-	*	-	*	-	-	-	-	-	*	*	*	*	-	*	*	-	*	*	*	-	
	100%	-%	100%	-%	100%	-%	-%	-%	-%	-%	100%	100%	100%	100%	-%	100%	100%	-%	100%	100%	100%	-%	
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 39 (continuation)

<S11CIII13> Did you feel that you had enough information about Social media marketing e.g. through Facebook, LinkedIn or Twitter? to make a decision as to whether to use it?

by Crossbreak

Base: All that didnt get Social media marketing

CONNECTION PROFILE																																					
	MAIN FIXED LINE TYPE																	FIXED LINES USED FOR VOICE CALLS OUT										VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Sta	ISDN	ISDN	LL	Fixed	Sta	NET	Fixed	Mo	ISDN	ISDN	LL	pr	VoIP	Video	So	Cloud	Sta	ISDN	ISDN	Same	A	Both	Int	Ext	Both	Ne	BT	Other	Other						
		ndard	2/2E	30	/	Pr		line	land	Mo	line	bile	2/2e	30	ivate	(h)	co	cial		based	ndard		2/2E	30		pro	diff	ernal		ernal	(c)	ither	for	pro	pro		
	dline	(b)	(c)	cir	band	lines	(b)	band	band	(e)	(f)	cir	uits	ncing	media	(j)	(k)	dline	(b)	(c)	(a)	pro	vider	inter	-site	(a)	(b)	(c)	(d)	ntal	for	for					
	(a)			(d)	(e)	(a)	(c)	(d)				(g)	(i)					(a)				(b)		(a)				calls	(b)	ntal	and						
																																(c)					
Unweighted row	5	2	1	1	-	1	5	4	5	2	2	2	1	3	2	-	2	5	2	2	1	2	-	1	1	1	-	2	-	3							
Total	*	*	*	*	-	*	*	*	*	*	*	*	*	*	*	-	*	*	*	*	*	*	-	*	*	*	*	*	*	*	*	*	*				
Yes	*	*	*	*	-	*	*	*	*	*	*	*	*	*	*	-	*	*	*	*	*	*	-	*	*	*	-	*	-	*	-	*					
	100%	100%	100%	100%	-%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	-%	100%					
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-					
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%					

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 39 (continuation)

<S11CIII13> Did you feel that you had enough information about Social media marketing e.g. through Facebook, LinkedIn or Twitter? to make a decision as to whether to use it?
by Crossbreak

Base: All that didnt get Social media marketing

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	5	1	-	2	1	3	3	2
Total	*	*	-	*	*	*	*	*
Yes	100%	100%	-%	100%	100%	100%	100%	100%
No	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 40
<S11CIII14> Did you feel that you had enough information about Cloud based services to make a decision as to whether to use it?
by Crossbreak
Base: All that didnt get Cloud based services

Total	PERSONAL PROFILE																															
	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR											
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other	
	(a)	to 4	to 4	(d)	- 49	- 249	than	2	years	years	years	-19	years	(e)	(a)	to 5	(c)	£100k	to	to	to	(e)	imary	ufact	nstru	sale/	tail	ncial	ser	blic	(i)	
		(b)	(c)		(e)	(f)	years	(a)	(b)	(c)	years	(d)	(e)			(b)		(a)	£500k	£3m	£10m		ustry	(b)	(c)	port/	Comm	vices	(f)	(g)	and	
																		(b)	(c)	(d)		(a)			unica	tions	(d)				(h)	
Unweighted row	4	-	2	2	-	-	2	-	-	1	-	3	3	1	-	1	1	-	1	-	-	-	-	1	2	-	-	-	1	-		
Total	4	-	4	4	-	-	*	-	-	*	-	4	4	*	-	1	3	-	*	-	-	-	-	3	1	-	-	-	*	-		
Yes	4	-	4	4	-	-	*	-	-	*	-	4	4	-	-	1	3	-	-	-	-	-	-	3	1	-	-	-	-	*	-	
	99%	-%	100%	100%	-%	-%	50%	-%	-%	100%	-%	99%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	100%	92%	-%	-%	-%	100%	-%		
No	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	
	1%	-%	-%	-%	-%	-%	50%	-%	-%	-%	-%	1%	-%	100%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 40 (continuation)

<S11CIII14> Did you feel that you had enough information about Cloud based services to make a decision as to whether to use it?

by Crossbreak

Base: All that didnt get Cloud based services

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid (e)	W (f)	Mid (g)	East (h)	Lo ndon (i)	SE (j)	SW (k)	Net: En gland (l)	Wales (m)	Sco tland (n)	Nor thern Ir eland (o)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	4	-	-	-	-	-	-	-	1	-	-	1	3	-	-	-	4	3	1	2	2	4	-	
Total	4	-	-	-	-	-	-	-	3	-	-	3	1	-	-	-	4	3	1	*	4	4	-	
Yes	4 99%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 100%	- -%	- -%	3 100%	1 93%	- -%	- -%	- -%	4 99%	3 99%	1 100%	* 50%	4 100%	4 99%	- -%	
No	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 7%	- -%	- -%	- -%	* 1%	* 1%	- -%	* 50%	- -%	* 1%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 40 (continuation)
 <S11CIII14> Did you feel that you had enough information about Cloud based services to make a decision as to whether to use it?
 by Crossbreak
 Base: All that didnt get Cloud based services

CONNECTION PROFILE																															
Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER				
	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL ivate cir uits (d)	Fixed Pr band (e)		Sta ndard land lines (a)	NET biles (b)	Fixed broa dband (c)	Mo broa dband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal /inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row	4	3	-	1	-	-	4	4	3	2	1	1	1	1	-	2	-	3	1	1	1	-	-	1	-	-	-	1	-	3	
Total	4	4	-	*	-	-	4	4	1	3	1	*	*	*	-	3	-	4	1	*	*	-	-	*	-	-	-	3	-	1	
Yes	4 99%	4 99%	- -%	* 100%	- -%	- -%	4 99%	4 99%	1 93%	3 100%	1 100%	* 100%	* 100%	* 100%	- -%	3 100%	- -%	4 99%	1 100%	* 100%	* 100%	- -%	- -%	* 100%	- -%	- -%	- -%	3 100%	- -%	1 93%	
No	* 1%	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	* 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	*

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 40 (continuation)

<S11CIII14> Did you feel that you had enough information about Cloud based services to make a decision as to whether to use it?

by Crossbreak

Base: All that didnt get Cloud based services

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	4	1	-	1	-	3	4	-
Total	4	1	-	1	-	1	4	-
Yes	4 99%	1 100%	- -%	1 100%	- -%	1 93%	4 99%	- -%
No	* 1%	- -%	- -%	- -%	- -%	* 7%	* 1%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 41
<S11D> Which, if any, services do you feel you would benefit from being given more information about in terms of how it works and how it could benefit your business?
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																												
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR								
	Total	1 (a)	2 to 4 (b)	5 - 9 to 4 (c)	10 - 49 (d)	50 - 249 (e)	250+ (f)	Less than 2 years (a)	2 - 5 years (b)	6 - 9 years (c)	10 - 19 years (d)	20+ years (e)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ to (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail/transport/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)
Unweighted row	502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23
Total	502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22
Analogue telephone line(s)	9	1	4	5	1	4	-	*	1	*	*	7	7	1	1	2	4	3A	-	1ABCD	1	-	*	4g	2	1	1	-	-
	2%	1%	1%	1%	2%	8%	-%	2%	5%	1%	1%	3%	2%	3%	30%	1%	2%	5%	-%	25%	3%	-%	1%	6%	3%	4%	1%	-%	-%
Smartphones	9	1	2	3	2c	4ABC	*	*	1	*	2	5	7	1	1	3	2	3b	*	1ABCD	-	*	*	2	1	1	4	*	1
	2%	1%	1%	1%	3%	8%	1%	2%	5%	1%	2%	2%	1%	3%	30%	1%	1%	5%	1%	25%	-%	1%	1%	3%	1%	4%	3%	1%	3%
Standard mobile phones	7	1	3	4	2	2bC	*	-	-	*	1	6	6	*	1	1	4	2A	*	1ABCD	*	*	*	4cG	2	1	1	-	-
	1%	1%	1%	1%	3%	4%	1%	-%	-%	1%	1%	2%	1%	1%	30%	1%	2%	4%	1%	25%	1%	1%	1%	6%	2%	4%	1%	-%	-%
ADSL Broadband	11	2	5	7	1	3BC	*	*	1	2	*	7	9	1	1	5	3	3	*	1ABCD	-	*	-	5bcgh	2	1	2	*	-
	2%	1%	2%	2%	2%	7%	2%	2%	5%	4%	1%	3%	2%	2%	30%	2%	2%	5%	1%	25%	-%	1%	-%	9%	3%	4%	2%	1%	-%
Fibre Broadband	30	3	14	17	6ac	8ABCf	*	*	1	1	4	24d	27	3	*	12	8	7ab	*	*	5	1	4	7gh	7	-	5	1	*
	6%	3%	5%	4%	11%	18%	6%	2%	7%	2%	3%	9%	6%	8%	10%	5%	5%	12%	2%	3%	26%	2%	5%	12%	9%	-%	4%	2%	1%
Cable Broadband	11	-	5	5	1	4	-	-	1	1	*	9d	9	2	-	5	2	4aB	-	-	1	-	1	2	4	-	2	*	-
	2%	-%	2%	1%	2%	10%	-%	-%	4%	1%	1%	3%	2%	5%	-%	2%	1%	8%	-%	-%	7%	-%	1%	3%	5%	-%	1%	1%	-%
Mobile broadband	12	1	7	8	2	3ac	*	-	-	1	3	9	12	*	1	4	6	2	*	1ABCD	-	*	4	2	1	1	4	*	-
	2%	1%	2%	2%	3%	6%	1%	-%	-%	1%	2%	3%	3%	1%	30%	2%	4%	4%	1%	25%	-%	1%	6%	3%	1%	5%	3%	1%	-%
ISDN 2/2e	12	-	7	7	1	4ABcd	*A	-	1	5dE	2	5	11	1	-	3	6	3a	*	-	-	*	*	1	*	*	7	*	2
	2%	-%	2%	2%	2%	9%	4%	-%	5%	10%	1%	2%	2%	2%	-%	1%	4%	6%	3%	-%	-%	1%	1%	2%	1%	1%	5%	1%	9%
ISDN 30	10	-	5	5	1	3ABC	*A	-	1	5dE	1	2	9	1	-	-	6a	3A	*A	-	-	*	*	1	1	-	7	*	-
	2%	-%	2%	1%	2%	7%	2%	-%	5%	10%	1%	1%	2%	2%	-%	-%	4%	6%	2%	-%	-%	1%	1%	2%	1%	-%	4%	1%	-%
Leased lines or private circuits, including Ethernet leased line services	4	-	*	*	*	3ABcd	*ABCD	-	1	1	1	2	3	1	*	*	1	3AB	*A	*a	-	*	*	2	*	-	2	-	-
	1%	-%	1%	1%	1%	7%	7%	-%	5%	1%	1%	1%	1%	3%	4%	1%	1%	5%	3%	1%	-%	1%	1%	3%	1%	-%	1%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 41 (continuation)

<S11D> Which, if any, services do you feel you would benefit from being given more information about in terms of how it works and how it could benefit your business?

by Crossbreak

Base: All respondents

	PERSONAL PROFILE																																
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR												
	Total	1	2	1	5	9	10	50	Less than 2 years (a)	2	5	6	9	10	20+	1 (a)	2	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Pr imary ind ustry (a)	Man ufact uring (b)	Co nstru ction (c)	Whole sale/ Trans port/ Comm unica tions (d)	Re tail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Pub lic admin and ser vices (h)	Other (i)	
		(a)	to 4 (b)	to 4 (c)	(d)	- 49 - 249 (e)	- 249 (f)	years (a)		(b)	(c)	years (d)	(e)	(b)	(a)		£500k (b)	£3m (c)		£10m (d)	(a)	(b)	(c)		(d)	(e)	(a)	(b)	(c)	(d)	(e)		(f)
Unweighted row	502	53	148	201	100	101	100		9	18	33	119	323		385	96	20		131	137	99	44	32		21	45	59	75	84	16	126	53	23
Total	502	104	294	398	54	43	7		11	16	52	141	282		458	41	3		221	161	55	12	3		20	45	71	62	80	18	149	35	22
Voice over Internet Protocol or VoIP	14 3%	4 4%	5 2%	9 2%	* 10%	4BCD 6%	*bcd 6%		* 2%	1 5%	5De 10%	1 1%	7 2%		12 3%	2 4%	* 6%		4 2%	5 3%	4a 7%	1 6%	* 3%		- -	* 1%	4 5%	2 4%	* 1%	- -	7 5%	* 1%	- -
Video conferencing	13 3%	3 3%	7 2%	10 3%	* 10%	3d 6%	*d 2%		- -	1 5%	- -	* 1%	12d 4%		12 3%	1 3%	- -		10b 4%	* 1%	2B 5%	* 1%	*B 3%		- -	* 1%	3 5%	2 2%	* 1%	- -	8 5%	1 1%	- -
Social media marketing	34 7%	5 5%	22 8%	27 7%	3 5%	4 8%	* 3%		* 2%	2 12%	5 10%	17E 12%	10 3%		31 7%	3 6%	* 4%		12 5%	15 9%	4 7%	* 1%	* 1%		4 22%	* 1%	1 1%	2 3%	7bc 9%	3 19%	8 5%	6BCDG 18%	2 9%
Cloud based services	10 2%	- -	4 1%	4 1%	1 3%	4ABCd 10%	*ABC 6%		* 2%	1 5%	1 1%	1 1%	7 3%		8 2%	2 4%	* 8%		1 1%	5a 3%	4A 6%	*A 4%	* 2%		1 1%	3ceg 8%	* 1%	3 4%	* 1%	* 2%	2 1%	1 1%	* 1%
(None of these)	410 82%	94de 91%	234 80%	328 83%	42 78%	34 77%	6 82%		11 96%	13 84%	40 76%	119 84%	227 80%		373 81%	35 85%	1 50%		185 84%	120 74%	47be 86%	10 85%	2 71%		14 69%	41 89%	58 82%	49 79%	66 83%	13 76%	124 83%	27 78%	17 77%
NET ---																																	
Mobiles	13 3%	1 1%	5 2%	6 2%	3c 5%	4ABC 8%	* 1%		* 2%	1 5%	* 1%	3 2%	8 3%		11 2%	1 3%	1 30%		3 1%	5 3%	3 5%	* 1%	1ABCD 25%		* 1%	* 1%	* 1%	4 6%	2 3%	1 4%	5 3%	* 1%	1 3%
ISDN	13 3%	- -	8 3%	8 2%	1 2%	4ABCd 9%	*A 4%		- -	1 5%	5de 10%	2 1%	5 2%		12 3%	1 2%	- -		3 1%	7 4%	3a 6%	* 3%	- -		- -	* 1%	* 1%	1 2%	1 2%	* 1%	7 5%	* 1%	2 9%
Analogue line & ISDN	4 1%	- -	1 1%	1 1%	- -	3 7%	- -		- -	1 5%	- -	* 1%	3 1%		3 1%	1 2%	- -		- -	1 1%	2Ab 4%	- -	- -		- -	- -	- -	1 2%	1 1%	- -	1 1%	- -	- -
Analogue line, ISDN & Leased line	2 *%	- -	- -	- -	- -	2ABCd 6%	- -		- -	1 5%	- -	* 1%	1 1%		2 *%	1a 2%	- -		- -	- -	2AB 4%	- -	- -		- -	- -	- -	1 2%	* 1%	- -	1 1%	- -	- -
Analogue line, ISDN, Leased line & VOIP	2 *%	- -	- -	- -	- -	2ABCd 6%	- -		- -	1 5%	- -	* 1%	1 1%		2 *%	1a 2%	- -		- -	- -	2AB 4%	- -	- -		- -	- -	- -	1 2%	* 1%	- -	1 1%	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 41 (continuation)

<S11D> Which, if any, services do you feel you would benefit from being given more information about in terms of how it works and how it could benefit your business?

by Crossbreak

Base: All respondents

		PERSONAL PROFILE																																		
		COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR														
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other				
		(a)	to 4	to 4	(d)	- 49	- 249	than	years	years	-19	years	years	(a)	to 5	(c)	£100k	to	to	to	(e)	im	u	n	stru	sale/	tail	ncial	ser	blic	(i)					
		(b)	(c)	(d)	(e)	(f)	2	(b)	(c)	years	(d)	(e)			(b)	(c)	(a)	£500k	£3m	£10m		ustry	(b)	(c)	port/	Comm	unica	tions	(d)	vices	(f)	(g)	and	ser	vices	(h)
							years	(a)										(b)	(c)	(d)		(a)	(b)	(c)	(d)											
Unweighted row	502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23							
Total	502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22							
Fixed Broadband	35	3	17	20	7abC	8ABC	1	*	1	3	4	26d	30	3	1	13	10	7	*	1ABcD	5	1	4	10bcGH	8	1	5	1	*							
	7%	3%	6%	5%	13%	18%	8%	2%	9%	6%	3%	9%	7%	8%	40%	6%	6%	12%	2%	28%	26%	2%	5%	16%	10%	4%	4%	2%	1%							

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 41 (continuation)

<S11D> Which, if any, services do you feel you would benefit from being given more information about in terms of how it works and how it could benefit your business?

by Crossbreak

Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of London (d)	Midlands (e)	West Midlands (f)	East of England (g)	South East (h)	South West (i)	North East (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Elsewhere (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154
Analogue telephone line(s)	9 2%	- -%	- -%	1 4%	- -%	- -%	2 4%	1 2%	1 1%	- -%	6 1%	1 3%	2 6%	*	3 2%	6 2%	9 2%	*	4 2%	5 2%	5 2%	3 2%
Smartphones	9 2%	- -%	1 1%	1 4%	- -%	- -%	2 4%	1 2%	1 1%	- -%	6 1%	1 4%	1 2%	1 4%	3 2%	6 2%	8 2%	*	6 3%	3 1%	6 2%	2 1%
Standard mobile phones	7 1%	- -%	- -%	1 4%	- -%	- -%	2 4%	1 2%	- -%	- -%	5 1%	1 4%	1 3%	*h	3 2%	5 1%	7 2%	*	5 2%	3 1%	4 1%	3 2%
ADSL Broadband	11 2%	* *%	- -%	1 4%	- -%	- -%	2 4%	1 2%	1 1%	- -%	6 1%	2 8%	3 8%	*b	1 *%	10 3%	9 2%	2 3%	5 2%	6 2%	7 2%	4 2%
Fibre Broadband	30 6%	- -%	1 1%	3 9%	3 9%	2 4%	3 7%	1 1%	3 4%	- -%	17 4%	3 14%	9 24%	2BGJ	2 2%	28 7%	24 6%	2 3%	17 8%	13 5%	25b 8%	4 3%
Cable Broadband	11 2%	* 2%	- -%	1 4%	- -%	2 4%	1 1%	1 1%	- -%	- -%	5 1%	1 6%	4 11%	*bh	1 *%	10 3%	8 2%	2 3%	6 3%	4 2%	8 2%	2 2%
Mobile broadband	12 2%	- -%	- -%	1 4%	- -%	- -%	3 6%	2 2%	4 6%	- -%	11 2%	1 6%	* 1%	* 3%	3 2%	10 3%	12 3%	*	6 3%	6 2%	10 3%	2 1%
ISDN 2/2e	12 2%	- -%	- -%	1 4%	- -%	- -%	2 5%	2 2%	1 1%	4 9%	11 3%	* 1%	* 1%	1b	- -%	12 3%	12 3%	*	6 3%	6 2%	10 3%	1 1%
ISDN 30	10 2%	- -%	- -%	1 4%	- -%	- -%	* 1%	1 2%	1 1%	4 9%	8 2%	* 1%	1 3%	- -%	- -%	10 2%	9 2%	*	4 2%	5 2%	9 3%	1 1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 41 (continuation)

<S11D> Which, if any, services do you feel you would benefit from being given more information about in terms of how it works and how it could benefit your business?

by Crossbreak

Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE	NW	Yo rks/	E	Mid W	Mid	East	Lo	SE	SW	Net: En	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	Hub	(d)	(e)	(f)	ndon	(g)	(h)	(i)	land	(k)	otland	thern	based	where	(a)	agree	(a)	agree	(a)	agree
				ber															(b)	(b)	(b)	(b)	(b)
				(c)							(j)		(l)	(m)									
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118	
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154	
Leased lines or private circuits, including Ethernet leased line services	4 1%	- -%	- -%	2 4%	- -%	- -%	* 1%	1 1%	1 1%	* %	3 1%	* 1%	* %	1bJl 4%	- -%	4 1%	4 1%	* %	3 1%	1 %	3 1%	1 1%	
Voice over Internet Protocol or VoIP	14 3%	- -%	- -%	1 4%	- -%	- -%	* %	5 6%	1 1%	4 9%	12 3%	* 2%	1 3%	1BFhj 8%	3 3%	11 3%	14 4%	* %	5 2%	9 4%	10 3%	4 3%	
Video conferencing	13 3%	- -%	- -%	1 4%	- -%	6 16%	- -%	3 4%	1 1%	- -%	12 3%	* 1%	* 1%	*f 3%	3 3%	10 3%	13 3%	* %	9 4%	4 2%	2 1%	4 3%	
Social media marketing	34 7%	- -%	1 1%	7 17%	3 9%	6 16%	* 1%	4 6%	5 7%	1 2%	28 6%	2f 7%	3f 8%	1BF 11%	10 8%	24 6%	25 6%	* %	15 7%	18 7%	9 3%	24A 16%	
Cloud based services	10 2%	- -%	1 1%	1 4%	- -%	- -%	- -%	4 6%	1 1%	* %	8 2%	1 2%	1 3%	*f 4%	- -%	10 3%	9 2%	* %	7 3%	2 1%	8 3%	1 1%	
(None of these)	410 82%	14 97%	49 96%	29 77%	32 91%	26 64%	38 76%	66l 83%	64lm 84%	41 88%	359LM 83%	17lm 82%	25 67%	9 69%	102 85%	307 81%	314 80%	60a 93%	163 77%	215 83%	253 83%	121 79%	
NET																							

Mobiles	13 3%	- -%	1 1%	1 4%	- -%	- -%	4j 8%	2 3%	1 1%	- -%	9 2%	1 5%	2 4%	1hj 6%	5 4%	8 2%	12 3%	* %	8 4%	5 2%	8 3%	4 3%	
ISDN	13 3%	- -%	- -%	1 4%	- -%	- -%	2 5%	2 2%	1 1%	4 9%	11 3%	* 1%	1 3%	1b 5%	- -%	13 3%	13 3%	* %	7 3%	6 2%	11 4%	1 1%	
Analogue line & ISDN	4 1%	- -%	- -%	1 4%	- -%	- -%	- -%	1 1%	1 1%	- -%	3 1%	* 1%	1 2%	- -%	- -%	4 1%	4 1%	* %	2 1%	2 1%	2 1%	1 1%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 41 (continuation)

<S11D> Which, if any, services do you feel you would benefit from being given more information about in terms of how it works and how it could benefit your business?

by Crossbreak

Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON			
		NE	NW	Yo rks/	E	Mid W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis	
		(a)	(b)	rks/	(d)	(e)	(f)	ndon	(g)	(h)	(i)	En	(k)	tland	(l)	(m)	based	where	(a)	agree	(a)	agree	(a)	agree
				Hu mber									gland							(b)	(b)	(b)	(b)	(b)
				(c)																				
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118		
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154		
Analogue line, ISDN & Leased line	2 *%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%	1 1%	- -%	2 1%	* 1%	- -%	- -%	- -%	2 1%	2 1%	* *%	1 1%	1 *%	1 *%	1 1%		
Analogue line, ISDN, Leased line & VOIP	2 *%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%	1 1%	- -%	2 1%	* 1%	- -%	- -%	- -%	2 1%	2 1%	* *%	1 1%	1 *%	1 *%	1 1%		
Fixed Broadband	35	*	1	3	3	2	5	2	3	-	20	3 BGhJ	10 BfGHJ	2BGhJ	2	32a	26	4	20	14	29b	4		
	7%	3%	1%	9%	9%	4%	11%	2%	4%	-%	5%	14%	27%	14%	2%	8%	7%	6%	10%	6%	9%	3%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 41 (continuation)
 <S11D> Which, if any, services do you feel you would benefit from being given more information about in terms of how it works and how it could benefit your business?
 by Crossbreak
 Base: All respondents

		CONNECTION PROFILE																												
		MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
Total		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private cir cuits (d)	Fixed broadband (e)	Standard lines (a)	NET Mobiles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private cir cuits (g)	VoIP (h)	Video conferencing (i)	So media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258
Analogue telephone line(s)	9	7	*	1A	-	1	9	9	9	2	2abcj 2 ABCDH iJK	4 ABCDe HIJK	3	1	3	3	9	2a	2A	-	2a	1	2	-	1	-	4	2	3	
	2%	1%	1%	9%	-%	5%	2%	2%	2%	2%	6%	12%	16%	3%	2%	2%	2%	2%	6%	12%	-%	6%	10%	15%	-%	2%	-%	2%	9%	1%
Smartphones	9	6	*	1A	-	1	9	8	8	3	3ABC	1ABCd 4 ABCDH iJK	3	1	6	5	8	3A	1A	*	2	1	2	-	1	-	5	-	4	
	2%	1%	1%	9%	-%	5%	2%	2%	2%	2%	6%	7%	16%	3%	3%	3%	3%	2%	7%	8%	1%	6%	10%	15%	-%	2%	-%	2%	-%	1%
Standard mobile phones	7	5	*	1A	-	1	7	6	7	1	2 ABCDj K	2 ABCDH iJK	3	3	1	4	2	7	2A	2A	1	2	-	2	1	-	-	4	2	1
	1%	1%	1%	9%	-%	4%	2%	1%	2%	1%	6%	12%	11%	3%	2%	2%	1%	1%	6%	12%	1%	6%	-%	15%	2%	-%	-%	2%	8%	1%
ADSL Broadband	11	8	*	1A	-	1	11	6	8	2	2aBcd 1 ABCDj k	3 ABCDH ABCDH iJK	3	1	4	3	11	2a	1A	*	2	1	2	*	1	-	5	1	5	
	2%	2%	1%	9%	-%	5%	2%	1%	2%	1%	6%	7%	15%	3%	3%	2%	2%	2%	6%	8%	1%	6%	10%	15%	1%	2%	-%	2%	3%	2%
Fibre Broadband	30	24	1	4A	-	1	28	27	28	8	4i 5 ABCDE HIJK	6 ABCDE ABCDE HIJK	5	*	15	15i	27	3	5AB	3	2	1	2	2	2	-	12	*	18	
	6%	5%	8%	24%	-%	5%	6%	6%	7%	8%	10%	24%	27%	5%	1%	8%	9%	6%	8%	26%	5%	5%	13%	12%	5%	4%	-%	5%	2%	7%
Cable Broadband	11	7	*	4AB	-	-	9	9	9	3	2 ABCDE gHIJK	4 ABCDE ABCDH iJK	3	-	6	7	8	2	4AB	2	1	-	1	1	1	-	5	*	5	
	2%	1%	1%	23%	-%	-%	2%	2%	2%	3%	4%	19%	7%	3%	-%	3%	4%	2%	5%	20%	4%	4%	-%	10%	4%	2%	-%	2%	1%	2%
Mobile broadband	12	10	*	2A	-	-	12	11	12	3	2 ABCDH ik	2 ABCDH ABCDH ik	3	1	10a	5	12	2	2A	1	2	-	2	-	1	-	10c	*	3	
	2%	2%	1%	12%	-%	-%	3%	3%	3%	2%	6%	10%	10%	3%	2%	5%	3%	2%	6%	11%	1%	6%	-%	15%	-%	1%	-%	4%	1%	1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 41 (continuation)

<S11D> Which, if any, services do you feel you would benefit from being given more information about in terms of how it works and how it could benefit your business?

by Crossbreak

Base: All respondents

CONNECTION PROFILE																														
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuit (d)	Fixed broadband (e)	Standard lines (a)	NET biles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	So media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro for calls (b)	Other pro for ntal and calls (c)
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258
ISDN 2/2e	12	8	*	2A	-	2	12	11	12	2	2	2	3	4	-	10a	7	11	2	2A	1	2	1	2	1	1	-	5	*	6
	2%	2%	1%	12%	-%	9%	2%	3%	3%	2%	4%	10%	11%	4%	-%	5%	4%	2%	5%	11%	2%	5%	10%	11%	2%	3%	-%	3%	2%	2%
ISDN 30	10	6	*	2Ab	-	2	10	8	10	1	2	3	3	4	-	7	7	9	2	3Ab	1	2	1	2	1	1	-	3	-	7
	2%	1%	1%	12%	-%	9%	2%	2%	2%	1%	4%	14%	11%	4%	-%	4%	4%	2%	4%	15%	2%	5%	10%	11%	2%	3%	-%	1%	-%	3%
Leased lines or private circuits, including Ethernet leased line services	4	1	*A	2A	-	1	4	4	4	*	2	2	3	3	*	3	3	3	2A	2A	1	2	1	1	-	2	-	2	*	2
	1%	*%	3%	14%	-%	5%	1%	1%	1%	*%	5%	12%	12%	3%	1%	1%	2%	1%	5%	12%	1%	5%	10%	10%	-%	4%	-%	1%	1%	1%
Voice over Internet Protocol or VoIP	14	7	4A	2A	-	1	11	14	14	1	6	3	4	4	1	9ad	11AbcD	10	5A	2A	1	2	1	2	*	2	-	2	1	11a
	3%	2%	24%	14%	-%	5%	2%	3%	3%	1%	14%	14%	19%	4%	2%	5%	7%	2%	13%	12%	3%	6%	10%	14%	1%	5%	-%	1%	3%	4%
Video conferencing	13	7	3A	2A	-	1	9	13	13	*	5	2	3	9	-	9ad	5	9	5A	2A	7	2	1	1	7C	1	-	2	*	11a
	3%	2%	24%	10%	-%	5%	2%	3%	3%	*%	13%	8%	11%	9%	-%	5%	3%	2%	14%	9%	13%	4%	11%	10%	21%	3%	-%	1%	1%	4%
Social media marketing	34	31	*	2b	-	1	34	32i	28	9i	2	3	7	8i	*	8	15ij	33	2	3Ab	1	6A	1	2	*	6b	-	8	6	20
	7%	7%	1%	13%	-%	5%	7%	8%	7%	8%	5%	15%	29%	8%	*%	4%	9%	7%	4%	16%	3%	18%	10%	14%	1%	13%	-%	4%	23%	8%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 41 (continuation)

<S11D> Which, if any, services do you feel you would benefit from being given more information about in terms of how it works and how it could benefit your business?

by Crossbreak

Base: All respondents

CONNECTION PROFILE																														
	Total	MAIN FIXED LINE TYPE					PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private cir (d)	Fixed broadband (e)	Standard lines (a)	NET Mobiles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private cir (g)	VoIP (h)	Video conferencing (i)	So media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258
Cloud based services	10	6	*	2A	-	1	9	9	10	4	2	2	3	7	*	4	3	9	2	2A	1	2	1	2	3	2	-	3	*	6
	2%	1%	3%	13%	-%	6%	2%	2%	2%	4%	5%	11%	12%	6%	1%	2%	2%	2%	5%	11%	2%	5%	10%	11%	11%	4%	-%	1%	1%	2%
(None of these)	410	370b	10	12	2	16	398fG	335G	344G	84g	32g	14	14	81g	36	142g	130G	393c	30	14	41	27	7	11	19	38b	13	194C	15	201
	82%	82%	66%	74%	100%	90%	82%	80%	80%	76%	77%	71%	62%	78%	93%	76%	79%	82%	79%	72%	79%	77%	86%	77%	61%	83%	100%	89%	59%	78%
NET ---																														
Mobiles	13	9	*	1A	-	2	13	11	12	3	3	2	4	4	1	7	5	12	3a	2A	1	2	1	2	1	1	-	6	2	4
	3%	2%	1%	9%	-%	9%	3%	3%	3%	3%	6%	12%	16%	4%	3%	4%	3%	3%	7%	12%	2%	6%	10%	15%	2%	2%	-%	3%	8%	2%
ISDN	13	9	*	2A	-	2	13	12	13	3	2	3	3	4	-	10	7	12	2	3Ab	1	2	1	2	1	1	-	5	*	7
	3%	2%	1%	12%	-%	9%	3%	3%	3%	3%	4%	14%	11%	4%	-%	5%	4%	3%	5%	15%	2%	5%	10%	11%	2%	3%	-%	3%	2%	3%
Analogue line & ISDN	4	1	*	1A	-	1	4	4	4	1	2	2	2	2	-	2	2	4	2A	2A	-	1	1	1	-	1	-	2	-	2
	1%	1%	1%	9%	-%	5%	1%	1%	1%	1%	4%	12%	11%	2%	-%	1%	1%	1%	4%	12%	-%	4%	10%	10%	-%	2%	-%	1%	-%	1%
Analogue line, ISDN & Leased line	2	-	*A	1A	-	1	2	2	2	-	2	1	2	2	-	2	1	2	2A	1A	-	1	1	1	-	1	-	1	-	1
	1%	-%	1%	9%	-%	5%	1%	1%	1%	-%	4%	7%	11%	2%	-%	1%	1%	1%	4%	8%	-%	4%	10%	10%	-%	2%	-%	1%	-%	1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 41 (continuation)

<S11D> Which, if any, services do you feel you would benefit from being given more information about in terms of how it works and how it could benefit your business?

by Crossbreak

Base: All respondents

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private cir (d)	Fixed broadband (e)		Standard lines (a)	NET Mo biles (b)	Fixed broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private cir (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258
Analogue line, ISDN, Leased line & VOIP	2	-	*A	1A	-	1	2	2	2	-	2	1	2	2	-	2	1	2	2A	1A	-	1	1	1	-	1	-	1	-	1
	ABCDj										ABCDj	ABCDh	ABCDH																	
	HIJK										HIJK	HIJK	HIJK																	
Fixed Broadband	35	29	1	4A	-	1	33	28	32	9	5	7	5	6	1	16	15	31	4	5Ab	3	2	1	3	2	2	-	13	2	20
	7%	6%	8%	24%	-%	5%	7%	7%	7%	8%	11%	24%	30%	6%	4%	9%	9%	7%	10%	26%	5%	7%	13%	17%	6%	4%	-%	6%	6%	8%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 41 (continuation)

<S11D> Which, if any, services do you feel you would benefit from being given more information about in terms of how it works and how it could benefit your business?

by Crossbreak

Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57
Total	502	23	1	308	90	321	447	55
Analogue telephone line(s)	9 2%	2C 10%	- -%	6 2%	3 4%	5 2%	6 1%	3bc 6%
Smartphones	9 2%	2C 10%	- -%	5 2%	* %	7 2%	8 2%	* %
Standard mobile phones	7 1%	2C 10%	- -%	4 1%	3bc 4%	3 1%	4 1%	3bc 5%
ADSL Broadband	11 2%	2C 10%	- -%	5 2%	1 1%	6 2%	10 2%	1 2%
Fibre Broadband	30 6%	2 8%	* 9%	15 5%	9 10%	18 6%	29 6%	2 3%
Cable Broadband	11 2%	1c 6%	- -%	5 2%	3 3%	7 2%	10 2%	1 1%
Mobile broadband	12 2%	2C 10%	- -%	9 3%	1 1%	11 3%	12 3%	* %
ISDN 2/2e	12 2%	2 7%	- -%	8 3%	* 1%	10 3%	12 3%	* 1%
ISDN 30	10 2%	2c 7%	- -%	5 2%	1 1%	7 2%	9 2%	1 2%
Leased lines or private circuits, including Ethernet leased line services	4 1%	2C 7%	* 12%	1 %	* 1%	3 1%	4 1%	* %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 41 (continuation)

<S11D> Which, if any, services do you feel you would benefit from being given more information about in terms of how it works and how it could benefit your business?

by Crossbreak

Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re ntal (a)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57
Total	502	23	1	308	90	321	447	55
Voice over Internet Protocol or VoIP	14 3%	2C 9%	1 77%	6 2%	1 1%	12 4%	13 3%	1 2%
Video conferencing	13 3%	2c 7%	- -%	6 2%	* *%	12 4%	12 3%	* 1%
Social media marketing	34 7%	2c 9%	1 77%	9 3%	16BC 18%	11 4%	27 6%	7B 13%
Cloud based services	10 2%	2C 8%	* 21%	5 2%	1 1%	8 2%	9 2%	* *%
(None of these)	410 82%	19 83%	* 13%	256 83%	64 71%	265A 82%	367A 82%	43 78%
NET	---							
Mobiles	13 3%	2C 10%	- -%	8 3%	3 4%	7 2%	9 2%	3 6%
ISDN	13 3%	2 7%	- -%	8 3%	1 1%	10 3%	12 3%	1 2%
Analogue line & ISDN	4 1%	1C 6%	- -%	1 *%	1 1%	2 1%	3 1%	1 2%
Analogue line, ISDN & Leased line	2 *%	1C 6%	- -%	- -%	* *%	1 *%	2 1%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 41 (continuation)

<S11D> Which, if any, services do you feel you would benefit from being given more information about in terms of how it works and how it could benefit your business?

by Crossbreak

Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN Re + ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57
Total	502	23	1	308	90	321	447	55
Analogue line, ISDN, Leased line & VOIP	2 *%	1C 6%	- -%	- -%	* *%	1 *%	2 1%	- -%
Fixed Broadband	35 7%	3 11%	* 9%	18 6%	10 11%	21 7%	32 7%	3 5%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 42 (continuation)

<S13A> What have you used Analogue telephone line(s) for, in the last month?

by Crossbreak

Base: All with Standard Landlines

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE	NW	Yo rks/ Hu mber	E (d)	Mid W (e)	Mid (f)	East	Lo ndon	SE	SW	Net: En gland	Wales	Sco tland	Nor thern	Home based	Else where	Agree	Dis agree	Agree	Dis agree	Agree	Dis agree
		(a)	(b)	(c)					(g)	(h)	(i)	(j)	(k)	(l)	(m)	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row	473	15	34	14	18	16	45	40	33	23	238	79	77	79	69	404	407	33	260	188	321	113	
Total	485	14	51	37	35	39	47	76	70	46	416	20	36	13	117	368	377	62	206	248	293	150	
(Other - including inbound calls / Alarm Line/ Fax Machine)	480	14	47	37	35	39	47	76b	70	46	412B	20	35	13	116	363	372	62	205	244	289	150	
	99%	100%	92%	100%	100%	100%	100%	100%	100%	100%	99%	98%	98%	100%	99%	99%	99%	100%	99%	98%	98%	100%	
Outgoing voice calls	478	14	51	36	35	39	47	75	68	45	410	19	36	12	117	361	370	62	200	247a	287	149	
	98%	100%	100%	96%	100%	100%	99%	99%	97%	96%	98%	97%	100%	97%	100%	98%	98%	100%	97%	100%	98%	100%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 42 (continuation)
<S13A> What have you used Analogue telephone line(s) for, in the last month?
by Crossbreak
Base: All with Standard Landlines

CONNECTION PROFILE																														
	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr / Pr ivate cir cuit (d)	Fixed line broadband (e)	Sta ndard land lines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	473	388	23	40	4	18	473	396	425	132	81	59	53	105	49	223	178	446	68	56	50	42	10	18	30	53	4	216	28	226
Total	485	452	6	13	1	14	485	403	412	108	33	16	21	98	38	179	150	478	30	15	51	33	8	14	31	42	12	218	26	241
(Other - including inbound calls / Alarm Line/ Fax Machine)	480 99%	446 99%	6 99%	13 100%	1 83%	14 100%	480F 99%	397f 99%	407f 99%	107f 99%	33 99%	16 95%	21 99%	98F 100%	38f 100%	179F 100%	150F 100%	472C 99%	29 99%	15 95%	51 100%	33 99%	8 100%	14 100%	31 99%	42 100%	12 100%	213 98%	26 100%	240 100%
Outgoing voice calls	478	452C	3	10	*	13	478 EFGijk	395 EFG	406 EFG	105EFG	29f	12	19f	95eF	35F	172eF	144eF	478BC	26c	11	50	31	7	14	30	39	12	218C	26	233
	98%	100%	57%	75%	27%	93%	98%	98%	98%	97%	89%	76%	91%	96%	94%	96%	96%	100%	88%	75%	97%	95%	91%	99%	97%	93%	100%	100%	100%	97%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 42 (continuation)
<S13A> What have you used Analogue telephone line(s) for, in the last month?
by Crossbreak
Base: All with Standard Landlines

	Total	BUNDLING			SAME VS DIFFERENT			
		Std lan dline + ISDN Re (a)	Std lan dline + ISDN Re (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	473	59	5	270	101	306	423	50
Total	485	23	1	308	82	317	437	48
(Other - including inbound calls / Alarm Line/ Fax Machine)	480 99%	23 100%	1 100%	304 99%	81 99%	312 99%	432 99%	47 98%
Outgoing voice calls	478 98%	23 100%	1 100%	308 100%	79 96%	314A 99%	430 98%	47 98%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 43
<S13B> What have you used ISDN 2/2e for, in the last month?
by Crossbreak
Base: All with ISDN2/2E lines

	PERSONAL PROFILE																														
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR									
		1	2	1	5	9	10	50	Less than 2 years	2 - 5 years	6 - 9 years	10 - 19 years	20+ years	1	2	5+	Under £100k	£100k to £500k	£500k to £3m	£3m to £10m	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail/transport/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public services (h)	Other (i)	
		(a)	to 4 (b)	to 4 (c)	(d)	- 49 (e)	- 249 (f)	2 years (a)	(b)	(c)	years (d)	years (e)	(a)	to 5 (b)	(c)	(a)	£500k (b)	£3m (c)	£10m (d)												
Unweighted row	89	1	12	13	12	31	33	-	4	1	19	65	46	33	9	11	14	29	18	9	4	7	12	15	7	3	28	13	-		
Total	41	3	16	19	7	13	2	-	2	1	9	29	31	9	1	14	8	10	5	1	1	2	10	8	1	1	13	4	-		
Outgoing voice calls	38 92%	3 100%	14 91%	18 93%	7 100%	11 89%	2 76%	- %	2 100%	1 100%	8 90%	27 92%	30 94%	7 85%	1 94%	14 100%	7 79%	9 92%	4 89%	1 86%	1 82%	1 64%	9 94%	7 92%	1 87%	1 100%	13 94%	4 99%	- %		
Internet	22 53%	3 100%	8 53%	12 61%	4 55%	5 41%	1 44%	- %	2 100%	1 100%	7 73%	12 42%	19B 61%	3 31%	* 10%	8 56%	5 54%	6 61%	2 49%	* 23%	* 34%	1 45%	9 91%	2 27%	1 71%	* 16%	4 30%	4 92%	- %		
Cloud based services	7 17%	3 100%	1 3%	4 20%	2 29%	1 7%	* 12%	- %	- %	- %	2 22%	5 17%	6 20%	1 9%	* 4%	3 25%	1 14%	2 22%	* 2%	* 11%	* 4%	* 9%	3 33%	2 30%	1 43%	- %	* 4%	* 3%	- %		
Data sharing	7 16%	- %	1 9%	1 7%	2 22%	3 22%	1 28%	- %	2 80%	1 100%	1 11%	3 10%	4 14%	2 25%	* 4%	1 8%	1 6%	2 24%	2 43%	* 16%	* 4%	1 45%	2 18%	1 11%	* 6%	- %	2 17%	* 11%	- %		
Taking payments online	6 16%	- %	2 11%	2 9%	2 25%	2 19%	* 19%	- %	2 92%	1 100%	1 7%	3 11%	5 17%	1 11%	* 4%	1 8%	1 16%	2 18%	2 41%	* 19%	* 4%	2 79%	2 15%	* 3%	* 13%	* 16%	2 15%	1 12%	- %		
Enabling home working	5 11%	- %	1 5%	1 4%	2 22%	2 13%	* 18%	- %	2 80%	1 100%	1 6%	2 5%	4 13%	* 5%	* 4%	1 7%	- %	1 14%	2 38%	* 16%	* 4%	1 38%	2 15%	* 3%	* 17%	- %	1 11%	* 5%	- %		
Social media marketing e.g. through Facebook, LinkedIn or Twitter	4 10%	- %	1 9%	1 7%	* 2%	2 19%	* 12%	- %	* 8%	1 100%	1 15%	2 7%	4 11%	1 8%	* 6%	1 8%	1 6%	2 20%	* 10%	* 11%	* 18%	1 38%	* %	* 2%	1 47%	- %	2 15%	* 8%	- %		
VoIP, including video calls	4 10%	- %	1 5%	1 4%	2 21%	1 11%	* 13%	- %	- %	- %	1 11%	3 10%	2 6%	1 15%	1 59%	- %	1 12%	1 14%	* 4%	1 58%	- %	1 38%	1 5%	1 12%	- %	1 76%	1 7%	- %	- %		
Other videoconferencing services	1 1%	- %	* 2%	* 1%	* 2%	* 1%	* 2%	- %	- %	- %	* 3%	* 1%	* 1%	* 2%	* 4%	- %	* 3%	* 3%	- %	* 4%	- %	* 7%	* %	* 3%	- %	- %	* 1%	- %	- %		
(Other - including inbound calls / Alarm Line/ Fax Machine)	26 62%	3 100%	10 66%	14 72%	2 32%	8 62%	2 69%	- %	* 8%	1 100%	3 31%	22 74%	20 64%	5 57%	1 41%	10 73%	7 83%	5 54%	2 52%	* 35%	1 82%	1 62%	8 79%	4 53%	1 73%	* 24%	9 66%	1 21%	- %		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 43 (continuation)
<S13B> What have you used ISDN 2/2e for, in the last month?
by Crossbreak
Base: All with ISDN2/2E lines

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE	NW	Yo rks/	E Mid W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	number	(d)	(e)	(f)	ndon	(h)	(i)	En gland	(k)	tland	thern	based	where	(a)	agree	(a)	agree	(a)	agree
				(c)				(g)			(j)		(l)	Ir eland	(m)	(a)	(b)		(b)		(b)	
Unweighted row	89	1	5	1	5	4	9	8	8	4	45	17	16	11	2	87	80	5	67	20	74	11
Total	41	*	1	1	7	2	2	7	9	2	33	4	4	1	4	38	35	5	25	16	29	9
Outgoing voice calls	38 92%	* 100%	1 95%	1 100%	7 100%	2 92%	1 81%	6 91%	9 99%	2 95%	31 96%	4 87%	3 67%	1 88%	4 100%	34 91%	32 91%	5 98%	22 88%	15 99%	26 89%	9 100%
Internet	22 53%	* 100%	1 89%	- -	7 93%	* 8%	1 46%	3 51%	3 34%	1 60%	17 53%	2 55%	2 54%	* 36%	3 86%	19 49%	17 48%	3 73%	11 45%	10 62%	12 42%	9 96%
Cloud based services	7 17%	- -	1 46%	- -	1 7%	- -	* 4%	3 50%	- -	1 55%	6 17%	1 22%	* 9%	* 21%	3 86%	4 10%	7 20%	* 2%	3 12%	4 27%	3 9%	5 49%
Data sharing	7 16%	* 100%	1 38%	- -	* 1%	* 8%	* 19%	* 1%	2 26%	- -	4 12%	1 23%	2 42%	* 9%	- -	7 17%	6 16%	* 2%	5 20%	1 4%	6 21%	* 2%
Taking payments online	6 16%	- -	- -	- -	* 1%	- -	1 42%	- -	2 26%	* 5%	3 10%	1 17%	2 63%	* 18%	- -	6 17%	6 18%	* 2%	5 20%	1 4%	6 19%	1 7%
Enabling home working	5 11%	- -	- -	- -	* 1%	- -	* 4%	- -	2 26%	- -	3 8%	1 13%	1 37%	* 9%	- -	5 12%	4 12%	* 5%	3 14%	* 2%	4 14%	* 2%
Social media marketing e.g. through Facebook, LinkedIn or Twitter	4 10%	- -	- -	- -	1 7%	- -	* 19%	- -	1 10%	- -	2 5%	1 25%	1 37%	* 12%	- -	4 11%	4 10%	* 3%	3 11%	1 5%	3 11%	* 5%
VoIP, including video calls	4 10%	- -	1 57%	- -	- -	- -	- -	1 20%	1 10%	- -	3 9%	1 17%	* 1%	* 24%	- -	4 11%	3 10%	- -	2 7%	1 9%	4 12%	1 6%
Other videoconferencing services	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 8%	* 1%	* 24%	- -	1 2%	1 2%	- -	1 2%	- -	* 2%	* 2%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 43 (continuation)
<S13B> What have you used ISDN 2/2e for, in the last month?
by Crossbreak
Base: All with ISDN2/2E lines

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON			
		NE	NW	Yo rks/	E	Mid W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis	
		(a)	(b)	Hu	(d)	(e)	(f)	ndon	(g)	(h)	(i)	En	(k)	tland	(l)	Ir	based	where	(a)	agree	(a)	agree	(a)	agree
		(c)										gland	(j)	(m)		(a)	(b)		(b)		(b)		(b)	
Unweighted row	89	1	5	1	5	4	9	8	8	4	45	17	16	11	2	87	80	5	67	20	74	11		
Total	41	*	1	1	7	2	2	7	9	2	33	4	4	1	4	38	35	5	25	16	29	9		
(Other – including inbound calls / Alarm Line/ Fax Machine)	26	*	1	–	4	2	1	5	6	1	20	3	2	1	4	22	24	1	14	10	21	5		
	62%	100%	57%	–%	50%	92%	77%	71%	69%	40%	62%	67%	53%	67%	100%	58%	69%	19%	57%	66%	70%	49%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 43 (continuation)
<S13B> What have you used ISDN 2/2e for, in the last month?
by Crossbreak
Base: All with ISDN2/2E lines

CONNECTION PROFILE																															
	Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuits (d)	Fixed broadband (e)		Standard land lines (a)	NET Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 line (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	Diff. provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntl calls (a)	Other for re calls (b)	Other for pro vider (c)
Unweighted row	89	43	31	10	-	5	81	77	87	28	89	15	25	31	15	52	48	69	76	14	13	14	4	7	10	14	-	40	2	46	
Total	41	20	15	5	-	2	33	36	41	7	41	6	6	11	5	17	22	29	38	6	4	4	2	4	3	4	-	18	1	22	
Outgoing voice calls	38 92%	18 88%	15a 100%	5 98%	- -%	1 57%	30 90%	33 92%	38 92%	6 89%	38 92%	6 95%	5 83%	9 85%	5 100%	15 87%	20 89%	26 89%	38A 100%	6 98%	3 78%	4 82%	2 100%	3 85%	3 94%	3 76%	- -%	17 96%	1 100%	19 89%	
Internet	22 53%	13 66%	7 51%	* 3%	- -%	1 52%	18 55%	17 48%	22 54%	2 34%	22 53%	* 4%	2 26%	4 37%	3 61%	7 37%	8 38%	16 54%	21 56%	* 5%	2 59%	* 9%	1 58%	1 16%	3 93%	* 10%	- -%	10 54%	1 100%	11 49%	
Cloud based services	7 17%	2 9%	5a 32%	* 1%	- -%	1 32%	4 11%	7j 20%	7 18%	* 2%	7 17%	* 2%	* 7%	3j 24%	1 27%	1 6%	7AeJ 32%	4 12%	6 17%	* 2%	1 17%	1 16%	1 50%	- -%	2 56%	1 20%	- -%	1 5%	1 79%	5a 23%	
Data sharing	7 16%	4 21%	1 6%	* 1%	- -%	1 84%	6 18%	6 16%	7 16%	1 14%	7 16%	* 5%	1 12%	2 17%	1 22%	3 15%	2 7%	5 17%	5 14%	* 2%	1 23%	1 21%	- -%	- -%	1 33%	1 21%	- -%	4 20%	* 21%	3 12%	
Taking payments online	6 16%	4 21%	1 9%	* 2%	- -%	1 52%	6 18%	6 16%	6 16%	* 6%	6 16%	* 3%	1 8%	1 10%	1 26%	4k 24%	2 8%	5 17%	5 14%	* 3%	1 24%	* 4%	- -%	- -%	1 31%	* 3%	- -%	4 21%	- -%	3 13%	
Enabling home working	5 11%	3 15%	1 4%	* 1%	- -%	1 52%	4 13%	5 13%	5 11%	* 6%	5 11%	* 2%	1 13%	1 11%	1 20%	2 14%	1 4%	3 11%	4 11%	* 2%	1 21%	* 9%	- -%	- -%	1 31%	* 6%	- -%	2 14%	- -%	2 10%	
Social media marketing e.g. through Facebook, LinkedIn or Twitter	4 10%	2 10%	1 9%	* 1%	- -%	1 52%	4 13%	4 10%	4 10%	1 7%	4 10%	* 2%	1 14%	1 11%	1 17%	4bceK 25%	1 5%	3 11%	4 11%	* 2%	1 21%	* 7%	- -%	- -%	1 29%	* 6%	- -%	2 12%	- -%	2 10%	
VoIP, including video calls	4 10%	3 13%	* 3%	* 1%	- -%	1 57%	4 12%	4 11%	4 10%	1 14%	4 10%	* 1%	2 24%	4 38%	2 29%	3 19%	2 8%	3 10%	3 9%	* 1%	3 68%	1 31%	- -%	2 51%	2 50%	1 15%	- -%	2 11%	- -%	2 9%	
Other videoconferencing services	1 1%	* %	1 4%	- -%	- -%	- -%	* 1%	* 1%	1 2%	* 4%	1 1%	* 1%	* 1%	* 2%	1 12%	* 3%	* 2%	* %	1 2%	* 1%	- -%	* 5%	- -%	- -%	- -%	* 7%	- -%	- -%	- -%	1 3%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 43 (continuation)

<S13B> What have you used ISDN 2/2e for, in the last month?

by Crossbreak

Base: All with ISDN2/2E lines

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Standard line dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr ivate cir cuits (d)	Fixed line broadband (e)	Standard land lines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir cuits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Standard line dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	89	43	31	10	-	5	81	77	87	28	89	15	25	31	15	52	48	69	76	14	13	14	4	7	10	14	-	40	2	46
Total	41	20	15	5	-	2	33	36	41	7	41	6	6	11	5	17	22	29	38	6	4	4	2	4	3	4	-	18	1	22
(Other - including inbound calls / Alarm Line/ Fax Machine)	26 62%	9 44%	12A 85%	3 54%	- %	2 95%	17 52%	24 66%	26 63%	5 75%	26 62%	3 59%	2 35%	5 47%	2 47%	11 64%	17ah 75%	14 48%	24 64%	3 61%	2 54%	2 39%	1 50%	* 10%	2 63%	3 69%	- %	7 39%	- %	18A 84%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 43 (continuation)
<S13B> What have you used ISDN 2/2e for, in the last month?
by Crossbreak
Base: All with ISDN2/2E lines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	89	41	4	45	27	55	79	10
Total	41	18	1	19	13	26	35	7
Outgoing voice calls	38 92%	18 97%	* 15%	16 86%	13 98%	24 91%	32 93%	6 89%
Internet	22 53%	11 58%	* 11%	9 48%	4 32%	17 64%	22 62%	* 5%
Cloud based services	7 17%	2 13%	- -%	1 8%	2 17%	5 17%	7 19%	1 9%
Data sharing	7 16%	3 16%	- -%	3 18%	2 15%	3 12%	6 16%	1 15%
Taking payments online	6 16%	2 13%	- -%	4 19%	1 11%	4 16%	6 18%	* 1%
Enabling home working	5 11%	2 9%	- -%	2 9%	2 13%	2 8%	4 13%	* 1%
Social media marketing e.g. through Facebook, LinkedIn or Twitter	4 10%	2 9%	- -%	1 6%	2 16%	1 5%	4 12%	- -%
VoIP, including video calls	4 10%	3 14%	1 96%	3 14%	1 4%	3 10%	4 12%	- -%
Other videoconferencing services	1 1%	- -%	- -%	- -%	* 3%	* 1%	1 2%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 43 (continuation)

<S13B> What have you used ISDN 2/2e for, in the last month?

by Crossbreak

Base: All with ISDN2/2E lines

		BUNDLING			SAME VS DIFFERENT			
Total		Std	Std	Std	Diff	Same	Same	Diff
		lan	lan	lan	erent	fixed	fixed	erent
		dline	dline	dline	fixed	voice	voice	fixed
		+	+	+ BB	voice	calls	calls	voice
		ISDN	ISDN	(c)	calls	and	and	calls
		Re + LL/	Re + LL/		and	fixed	fixed	and
		ntal PC Re	ntal PC Re		fixed	BB	line	fixed
		(a)	ntal		BB	supp	re	line
		(b)			supp	liers	ntal	re
					liers	(b)	supp	ntal
					(a)		liers	supp
							(c)	liers
							(d)	
Unweighted row	89	41	4	45	27	55	79	10
Total	41	18	1	19	13	26	35	7
(Other - including inbound calls / Alarm Line/ Fax Machine)	26 62%	5 29%	* 15%	7 38%	11 86%	13 49%	20 58%	5 83%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 44
<S13C> What have you used ISDN 30 for, in the last month?
by Crossbreak
Base: All with ISDN30 lines

	PERSONAL PROFILE																																
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR											
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	ser	pu	Other
		(a)	to 4	to 4	(d)	- 49	- 249	than	2	years	years	years	-19	years	years	(a)	to 5	(c)	£100k	to	to	to	to	mary	ufacturing	struction	sale/	tail	ncial	Other	services	admin	Other
		(b)	(c)	(e)	(f)	(e)	(f)	years	(a)	(b)	(c)	(d)	(e)	(e)	(a)	(b)	(c)	(a)	£500k	£3m	£10m	(e)	istry	(a)	(b)	(c)	port/ Comm unica tions	(d)	(e)	Services	(f)	(g)	and ser vices
Unweighted row	71	1	1	2	5	17	47	-	1	3	8	59	36	26	9	2	7	17	12	23		2	10	7	15	11	6	13	5	2			
Total	20	4	1	4	1	12	3	-	*	1	2	16	12	7	1	*	2	12	3	1		*	4	1	5	3	1	3	2	*			
Outgoing voice calls	19 95%	4 100%	1 100%	4 100%	1 100%	11 93%	3 94%	- -%	* 100%	1 52%	2 100%	16 97%	12 93%	7 97%	1 100%	* 100%	2 100%	11 98%	2 77%	1 100%		* 100%	4 100%	1 76%	5 100%	3 100%	1 100%	2 76%	2 100%	*			
Internet	6 28%	- -%	1 100%	1 19%	* 26%	3 30%	1 32%	- -%	- -%	1 48%	* 20%	4 27%	3 22%	2 36%	* 46%	- -%	1 57%	3 25%	1 27%	* 34%		* 43%	1 %	1 54%	* 2%	3 89%	* 34%	1 26%	* 8%	*			
Cloud based services	4 21%	- -%	- -%	- -%	* 17%	3 30%	1 16%	- -%	- -%	1 96%	1 23%	3 15%	2 16%	2 30%	* 20%	- -%	* 9%	3 25%	1 24%	* 17%		* 43%	* 2%	* 36%	- -%	2 56%	- -%	1 41%	* 5%	* 100%			
Social media marketing e.g. through Facebook, LinkedIn or Twitter	3 16%	- -%	- -%	- -%	* 26%	3 24%	* 10%	- -%	- -%	1 48%	* 20%	2 14%	1 9%	2 30%	* 8%	- -%	* 13%	2 19%	1 23%	* 7%		- -%	* 1%	* 7%	- -%	2 57%	- -%	1 29%	- -%	* 100%			
Data sharing	2 10%	- -%	- -%	- -%	* 33%	1 11%	1 16%	- -%	- -%	1 48%	* 20%	1 6%	1 11%	1 10%	* 8%	- -%	* 17%	1 6%	1 26%	* 11%		- -%	* 2%	1 47%	- -%	3 %	- -%	1 32%	- -%	* 100%			
Enabling home working	2 10%	- -%	1 100%	1 19%	* 17%	1 5%	* 15%	- -%	- -%	1 48%	* 11%	1 7%	2 13%	* 4%	* 20%	- -%	1 56%	* %	1 19%	* 16%		* 43%	* 3%	* 8%	- -%	1 28%	- -%	1 23%	- -%	* 10%			
Taking payments online	2 8%	- -%	- -%	- -%	* 33%	1 6%	1 18%	- -%	- -%	- -%	* 20%	1 7%	1 8%	1 9%	* 8%	- -%	* 17%	1 6%	* 5%	* 25%		* 43%	* 2%	* 18%	* 2%	* 7%	* 28%	* 8%	- -%	* 100%			
VoIP, including video calls	1 7%	- -%	- -%	- -%	* 17%	1 5%	1 19%	- -%	* 100%	1 48%	* 8%	1 3%	1 6%	* 7%	* 12%	- -%	* 9%	1 5%	* 2%	* 33%		* 43%	* 2%	* 18%	* 3%	* 3%	* 5%	1 18%	* 5%	- -%			
Other videoconferencing services	* 2%	- -%	- -%	- -%	- -%	* 3%	* 3%	- -%	- -%	- -%	- -%	* 2%	* 2%	* 1%	* 8%	- -%	- -%	* 3%	- -%	* 4%		- -%	* 1%	* 4%	- -%	- -%	* 28%	- -%	- -%	- -%			
(Other - including inbound calls / Alarm Line/ Fax Machine)	15 73%	4 100%	1 100%	4 100%	1 100%	7 63%	2 63%	- -%	- -%	1 96%	1 60%	12 74%	10 81%	4 57%	1 85%	* 100%	2 100%	9 80%	1 33%	1 54%		* 57%	4 94%	1 100%	2 31%	3 90%	1 95%	2 73%	2 93%	* 10%			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 44 (continuation)
<S13C> What have you used ISDN 30 for, in the last month?
by Crossbreak
Base: All with ISDN30 lines

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	SE (h)	SW (i)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)
Unweighted row	71	2	7	4	1	3	9	8	4	5	43	8	10	10	2	69	63	5	63	6	55	8
Total	20	*	4	3	*	4	2	3	*	1	17	1	1	*	1	19	17	2	19	1	18	1
Outgoing voice calls	19 95%	* 100%	4 100%	3 100%	* 100%	4 95%	1 81%	2 81%	* 100%	1 100%	16 94%	1 100%	1 100%	* 100%	1 100%	18 95%	16 94%	2 100%	18 97%	* 33%	17 94%	1 100%
Internet	6 28%	* 100%	* 4%	- -%	* 100%	2 47%	1 50%	1 19%	- -%	* 17%	4 22%	* 23%	1 74%	* 75%	- -%	6 29%	4 21%	2 84%	5 26%	1 90%	5 29%	* 23%
Cloud based services	4 21%	- -%	* 4%	- -%	- -%	2 47%	1 42%	1 37%	- -%	* 9%	4 22%	* 23%	* 7%	* 19%	* 23%	4 21%	2 13%	2 85%	4 19%	1 71%	4 23%	- -%
Social media marketing e.g. through Facebook, LinkedIn or Twitter	3 16%	- -%	- -%	- -%	- -%	2 47%	* 19%	1 19%	- -%	* 9%	3 16%	* 23%	* 10%	* 50%	* 23%	3 16%	1 9%	2 80%	3 15%	1 67%	3 18%	- -%
Data sharing	2 10%	- -%	- -%	- -%	- -%	* 5%	1 39%	1 19%	- -%	* 9%	1 8%	* 53%	* 10%	* 25%	* 23%	2 10%	2 12%	- -%	2 8%	1 67%	2 11%	* 6%
Enabling home working	2 10%	- -%	* 4%	- -%	- -%	- -%	- -%	1 19%	- -%	- -%	1 4%	* 30%	1 70%	* 13%	* 23%	2 10%	2 11%	* 1%	1 8%	1 71%	2 10%	* 15%
Taking payments online	2 8%	* 83%	* 4%	- -%	* 100%	- -%	* 19%	- -%	- -%	* 9%	1 5%	* 47%	* 10%	* 37%	* 23%	1 7%	2 9%	* 1%	1 8%	* 12%	2 9%	- -%
VoIP, including video calls	1 7%	- -%	* 4%	- -%	- -%	- -%	* 4%	1 21%	- -%	* 9%	1 5%	* 30%	* 7%	* 13%	- -%	1 7%	1 7%	* 4%	1 7%	* 4%	1 6%	* 14%
Other videoconferencing services	* 2%	* 83%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	* 6%	* 3%	- -%	- -%	* 2%	* 2%	- -%	* 2%	- -%	* 2%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 44 (continuation)
<S13C> What have you used ISDN 30 for, in the last month?
by Crossbreak
Base: All with ISDN30 lines

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of London (d)	Midlands (e)	West Midlands (f)	East of England (g)	SE (h)	SW (i)	Net: En gland (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	71	2	7	4	1	3	9	8	4	5	43	8	10	10	2	69	63	5	63	6	55	8
Total	20	*	4	3	*	4	2	3	*	1	17	1	1	*	1	19	17	2	19	1	18	1
(Other - including inbound calls / Alarm Line/ Fax Machine)	15	*	4	2	*	2	1	2	*	1	12	1	1	*	1	14	12	2	13	1	13	1
	73%	100%	94%	50%	100%	47%	77%	77%	75%	91%	71%	87%	93%	75%	100%	72%	69%	99%	72%	85%	72%	81%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 44 (continuation)
<S13C> What have you used ISDN 30 for, in the last month?
by Crossbreak
Base: All with ISDN30 lines

CONNECTION PROFILE																														
	FIXED LINES USED FOR VOICE CALLS OUT																													
	MAIN FIXED LINE TYPE						PRODUCTS USED											VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER					
	Total	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed line broadband (e)	Standard landlines (a)	NET Mobiles (b)	Fixed line broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	Social media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for rental calls (a)	Other provider and calls (b)	Other provider for rental and calls (c)
Unweighted row	71	14	1	52	2	2	59	69	69	36	15	71	31	37	20	44	49	43	13	68	15	15	5	9	3	25	-	21	2	47
Total	20	3	1	16	*	*	16	20	19	7	6	20	6	11	7	12	17	12	6	19	6	4	1	2	*	9	-	9	1	10
Outgoing voice calls	1995%	262%	1100%	16100%	*100%	*100%	1594%	1995%	1895%	689%	697%	1995%	587%	1093%	692%	1194%	1695%	1192%	6100%	19a100%	6100%	381%	1100%	2100%	*100%	891%	-	997%	*35%	1098%
Internet	628%	290%	-	318%	*30%	*50%	422%	528%	629%	231%	*5%	628%	115%	217%	122%	429%	423%	428%	*4%	525%	114%	124%	*15%	*7%	*80%	117%	-	113%	1100%	334%
Cloud based services	421%	152%	-	316%	-	*50%	214%	421%	422%	19%	*2%	421%	112%	215%	117%	4d30%	425%	212%	*2%	317%	119%	115%	-	-	-	219%	-	*6%	1100%	328%
Social media marketing e.g. through Facebook, LinkedIn or Twitter	316%	138%	-	214%	-	-	19%	317%	317%	18%	*2%	316%	112%	19%	116%	3adh27%	319%	110%	*2%	314%	*5%	115%	*10%	-	-	111%	-	*2%	1100%	222%
Data sharing	210%	257%	-	13%	-	-	213%	210%	211%	114%	*5%	210%	114%	112%	117%	212%	210%	214%	*2%	15%	19%	120%	*5%	*7%	-	114%	-	*5%	1100%	17%
Enabling home working	210%	261%	-	*2%	-	-	212%	210%	211%	2hk22%	*2%	210%	113%	17%	113%	18%	16%	214%	*2%	18%	*2%	115%	*5%	-	-	19%	-	*2%	165%	113%
Taking payments online	28%	120%	-	16%	-	-	29%	28%	28%	19%	*2%	28%	*7%	18%	113%	110%	16%	110%	*2%	28%	110%	*9%	-	*7%	*80%	*5%	-	18%	*35%	16%
VoIP, including video calls	17%	*5%	-	16%	*100%	*50%	18%	17%	17%	*7%	*3%	17%	*6%	112%	*5%	16%	16%	14%	*1%	17%	120%	*3%	*5%	*9%	-	113%	-	*3%	-	110%
Other videoconferencing services	*2%	*2%	-	*2%	-	-	*2%	*2%	*2%	*5%	*1%	*2%	*1%	*3%	*6%	*3%	*%	*3%	*1%	*2%	*1%	*8%	-	-	*80%	*1%	-	*3%	-	*1%
(Other - including inbound calls / Alarm Line/ Fax Machine)	1573%	276%	1100%	1272%	*30%	*100%	1168%	14g73%	14g75%	565%	228%	15g73%	350%	873%	693%	864%	12g72%	861%	229%	1473%	580%	252%	1100%	130%	*100%	783%	-	560%	165%	986%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 44 (continuation)

<S13C> What have you used ISDN 30 for, in the last month?

by Crossbreak

Base: All with ISDN30 lines

	Total	BUNDLING			SAME VS DIFFERENT			
		Std lan dline + ISDN Re ntal (a)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	71	24	2	23	22	45	61	10
Total	20	7	*	8	9	10	17	3
Outgoing voice calls	19 95%	7 100%	* 100%	7 96%	9 94%	9 95%	17 98%	2 75%
Internet	6 28%	1 17%	– -%	1 17%	4 38%	2 19%	4 21%	2 62%
Cloud based services	4 21%	* 3%	– -%	* 6%	2 27%	2 16%	3 19%	1 28%
Social media marketing e.g. through Facebook, LinkedIn or Twitter	3 16%	* 4%	– -%	* 3%	3 28%	1 8%	2 14%	1 31%
Data sharing	2 10%	* 5%	– -%	1 7%	1 9%	1 13%	1 6%	1 38%
Enabling home working	2 10%	* 4%	– -%	* 4%	2 17%	* 5%	1 4%	1 47%
Taking payments online	2 8%	1 12%	– -%	1 9%	* 3%	1 13%	1 7%	* 13%
VoIP, including video calls	1 7%	* 4%	– -%	* 4%	* 2%	1 11%	1 7%	* 1%
Other videoconferencing services	* 2%	* 4%	– -%	* 4%	* 1%	* 3%	* 2%	– -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 44 (continuation)

<S13C> What have you used ISDN 30 for, in the last month?

by Crossbreak

Base: All with ISDN30 lines

		BUNDLING			SAME VS DIFFERENT			
Total		Std	Std	Std	Diff	Same	Same	Diff
		lan	lan	lan	erent	fixed	fixed	erent
		dline	dline	dline	fixed	voice	voice	fixed
		+	+	+ BB	voice	calls	calls	voice
		ISDN	ISDN	(c)	calls	and	and	calls
		Re + LL/	Re + LL/		and	fixed	fixed	and
		ntal PC Re	ntal PC Re		fixed	BB	line	fixed
		(a)	ntal		BB	supp	re	line
		(b)			supp	liers	ntal	re
					liers	(b)	supp	ntal
					(a)		liers	supp
							(c)	liers
							(d)	
Unweighted row	71	24	2	23	22	45	61	10
Total	20	7	*	8	9	10	17	3
(Other - including inbound calls / Alarm Line/ Fax Machine)	15	5	*	6	7	7	13	2
	73%	75%	100%	73%	78%	72%	75%	65%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 45
<S13D> What have you used Leased lines or private circuits, including Ethernet leased line services for , in the last month?
by Crossbreak
Base: All with Leased Line / Private Circuits

	PERSONAL PROFILE																																
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER						SECTOR										
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	ser	pu	Other
		(a)	to 4	to 4	(d)	- 49	- 249	(f)	than 2	years	years	years	-19	years	years	(a)	to 5	(c)	£100k	to	to	to	(e)	mary	ufact	nstru	Co	Whole	Re	Fin	Other	ser	pu
	(b)	(b)	(c)	(d)	(e)	(f)		years (a)	(b)	(c)	(d)	(e)		(a)	(b)	(c)	(a)	£500k (b)	£3m (c)	£10m (d)		istry (a)	(b)	(c)	port/Communica-tions (d)	(e)	vices (f)	(g)	admin and ser-vices (h)	(i)			
Unweighted row	63	2	4	6	3	15	39	1	2	4	9	47	28	26	9	5	4	15	12	21		2	7	4	19	4	4	16	5	2			
Total	23	*	11	12	1	8	3	*	1	5	6	11	16	5	1	5	4	6	2	2		3	1	1	4	1	1	4	*	8			
Internet	23	*	11	12	1	8	2	*	1	5	6	11	16	5	1	5	4	6	2	2		3	1	1	4	1	1	4	*	8			
	99%	100%	100%	100%	100%	100%	92%	100%	100%	100%	100%	98%	100%	98%	93%	100%	100%	100%	98%	91%		100%	100%	100%	97%	100%	100%	99%	91%	100%			
Enabling home working	13	*	7	8	*	3	2	*	-	4	5	3	10	3	1	5	*	3	1	1		3	*	*	2	1	*	2	*	4			
	56%	50%	66%	65%	26%	44%	65%	100%	-	85%	90%	30%	61%	49%	37%	95%	4%	47%	55%	32%		98%	83%	8%	51%	100%	8%	47%	70%	56%			
Data sharing	13	-	7	7	*	4	2	-	*	1	5	7	9	3	1	*	4	3	1	1		3	*	1	2	-	*	3	*	3			
	56%	-	62%	60%	26%	49%	74%	-	8%	12%	87%	66%	56%	59%	44%	3%	98%	44%	53%	50%		98%	83%	50%	56%	-	13%	60%	83%	44%			
Cloud based services	11	-	6	6	-	3	1	-	*	1	5	6	8	2	1	*	3	2	1	1		3	*	*	2	-	*	2	*	3			
	49%	-	58%	55%	-	44%	56%	-	8%	11%	80%	55%	52%	44%	37%	3%	87%	33%	65%	40%		98%	74%	4%	49%	-	13%	49%	12%	44%			
Taking payments online	10	-	7	7	-	1	1	-	*	*	4	5	8	1	*	*	4	1	*	1		3	*	*	1	*	*	1	*	3			
	41%	-	62%	60%	-	15%	54%	-	8%	5%	71%	46%	48%	25%	24%	3%	100%	19%	15%	32%		98%	34%	8%	30%	24%	6%	25%	70%	44%			
Social media marketing e.g. through Facebook, LinkedIn or Twitter	8	*	4	4	*	2	2	-	*	1	1	6	5	2	*	*	4	2	1	1		-	*	*	2	*	-	2	*	3			
	34%	50%	34%	35%	9%	28%	61%	-	8%	12%	18%	56%	33%	38%	33%	8%	100%	29%	53%	31%		-	78%	8%	41%	39%	-	47%	21%	44%			
Other videoconferencing services	7	-	4	4	-	2	1	-	*	4	1	2	5	2	*	4	-	1	*	*		-	*	-	2	-	*	*	*	4			
	29%	-	38%	36%	-	22%	25%	-	8%	84%	13%	14%	30%	29%	13%	90%	-	24%	5%	16%		-	26%	-	46%	-	13%	1%	12%	56%			
VoIP, including video calls	6	-	-	-	1	3	1	-	1	*	1	3	1	3	1	*	*	3	1	1		-	*	1	2	-	1	3	*	-			
	25%	-	-	-	91%	45%	51%	-	100%	1%	24%	31%	8%	59%	87%	2%	2%	47%	48%	64%		-	9%	46%	37%	-	80%	62%	21%	-			
(Other - including inbound calls / Alarm Line/ Fax Machine)	17	*	11	11	1	3	1	*	1	4	4	8	13	3	1	4	4	2	1	1		3	*	1	1	1	1	3	*	8			
	72%	50%	100%	98%	74%	41%	47%	100%	92%	84%	64%	69%	78%	52%	79%	92%	100%	34%	55%	57%		98%	17%	50%	22%	100%	94%	63%	21%	100%			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 45 (continuation)
<S13D> What have you used Leased lines or private circuits, including Ethernet leased line services for , in the last month?
by Crossbreak
Base: All with Leased Line / Private Circuits

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	SE (h)	SW (i)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	
Unweighted row	63	-	5	3	2	1	4	10	5	6	36	9	8	10	2	61	58	1	52	9	51	6	
Total	23	-	*	2	3	*	*	7	1	6	20	1	1	1	4	19	16	*	10	9	17	5	
Internet	23 99%	- -%	* 100%	2 100%	3 100%	* 100%	* 100%	7 100%	1 100%	6 98%	20 100%	1 100%	1 94%	1 92%	4 100%	19 99%	16 99%	* 100%	10 98%	9 100%	17 99%	5 100%	
Enabling home working	13 56%	- -%	* 60%	* 12%	3 100%	* 100%	* 75%	1 18%	* 32%	6 97%	12 58%	* 34%	1 70%	* 46%	4 100%	9 46%	10 61%	* 100%	5 53%	4 43%	13 74%	* 5%	
Data sharing	13 56%	- -%	* 40%	* 12%	3 100%	* 100%	* 87%	5 74%	* 24%	2 29%	11 56%	1 67%	1 70%	* 20%	* 2%	13 69%	6 38%	- -%	5 55%	7 83%	8 48%	3 75%	
Cloud based services	11 49%	- -%	* 40%	* 12%	3 98%	- -%	* 87%	5 73%	* 32%	2 27%	11 55%	* 7%	* 11%	* 8%	* 2%	11 60%	5 30%	- -%	4 44%	7 83%	8 44%	3 75%	
Taking payments online	10 41%	- -%	* 40%	* 6%	3 100%	* 100%	* 25%	3 48%	* 24%	1 15%	8 42%	1 50%	1 59%	* 4%	* 2%	9 50%	3 16%	- -%	3 31%	7 77%	5 32%	3 74%	
Social media marketing e.g. through Facebook, LinkedIn or Twitter	8 34%	- -%	* 20%	* 12%	- -%	* 100%	* 13%	4 57%	* 32%	2 27%	7 33%	1 63%	* 17%	* 54%	* 2%	8 42%	4 25%	* 100%	4 40%	4 47%	4 21%	4 77%	
Other videoconferencing services	7 29%	- -%	* 20%	- -%	* 2%	- -%	* 87%	* 1%	* 8%	6 97%	6 32%	* 4%	* 6%	* 4%	4 98%	2 13%	7 42%	- -%	2 24%	* 1%	6 38%	* 2%	
VoIP, including video calls	6 25%	- -%	* 60%	* 6%	- -%	* 100%	* 62%	3 36%	1 92%	1 14%	5 26%	* 21%	* 6%	* 15%	* 2%	6 30%	6 36%	- -%	5 50%	1 10%	5 27%	1 20%	
(Other - including inbound calls / Alarm Line/ Fax Machine)	17 72%	- -%	* 60%	* 6%	3 98%	* 100%	* 13%	5 75%	1 84%	5 85%	15 75%	1 72%	* 41%	* 42%	4 100%	12 66%	9 59%	* 100%	4 40%	8 93%	11 64%	4 97%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 45 (continuation)
<S13D> What have you used Leased lines or private circuits, including Ethernet leased line services for , in the last month?
by Crossbreak
Base: All with Leased Line / Private Circuits

	CONNECTION PROFILE																														
	Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed broadband (e)	Standard lines (a)	NET Mobiles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 line (f)	LL private circuit (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other for vider and calls (b)	Other for vider ntal and calls (c)	
Unweighted row	63	24	6	23	7	3	53	59	57	30	25	31	63	36	18	41	38	44	20	29	13	17	4	9	5	22	-	21	2	39	
Total	23	15	2	4	2	1	21	18	21	5	6	6	23	14	8	11	14	19	5	5	2	5	6	3	1	9	-	7	1	15	
Internet	23 99%	14 99%	2 100%	4 99%	2 100%	1 100%	21 99%	18 99%	21 99%	5 99%	6 99%	6 99%	23 99%	13 99%	8 100%	11 98%	14 99%	19 99%	5 99%	5 99%	2 95%	5 100%	6 100%	3 100%	1 96%	9 99%	-	7 100%	1 100%	15 99%	
Enabling home working	13 56%	8 58%	1 66%	2 41%	2 94%	* 16%	12J 56%	9 48%	11j 53%	3J 63%	2 40%	3 47%	13J 56%	8J 61%	6 80%	3 28%	7j 52%	10 51%	2 39%	3 50%	1 58%	2 41%	5 86%	* 13%	1 91%	7 76%	-	4 52%	* 12%	9 61%	
Data sharing	13 56%	8 54%	2 87%	2 57%	1 67%	* 16%	12 55%	12H 68%	11 53%	4acgH 79%	3 46%	4H 68%	13 56%	5 36%	3 38%	8H 68%	11acgH 78%	10 51%	2 46%	3 64%	1 43%	3 53%	1 14%	* 13%	* 30%	4 45%	-	4 58%	1 100%	8 54%	
Cloud based services	11 49%	7 50%	1 45%	2 40%	2 89%	* 16%	10 48%	11H 62%	10 45%	3cH 69%	2 26%	3 53%	11 49%	4 32%	3 37%	7h 58%	11ACfGHj 80%	8 43%	2 30%	3 50%	1 60%	2 45%	1 14%	* 14%	1 70%	3 35%	-	3 46%	1 88%	7 48%	
Taking payments online	10 41%	7 49%	2 87%	1 15%	* 16%	* 8%	9H 43%	9H 49%	9H 44%	2H 38%	2 31%	2 28%	10H 41%	2 12%	1 16%	6H 51%	8fH 59%	8 43%	2 32%	1 29%	* 14%	1 11%	1 12%	* 4%	* 4%	1 15%	-	4 57%	-	5 35%	
Social media marketing e.g. through Facebook, LinkedIn or Twitter	8	5	1	1	1	*	8	7	7	3acgH	2	2	8	3	2	8 ABCFG Hk 70%	7h	6	2	2	*	2	1	*	*	3	-	1	1	6	
Other videoconferencing services	34% 7 29%	32% 4 29%	83% 1 45%	17% 1 17%	57% 1 46%	8% * 8%	36% 6b 29%	40% 2 13%	33% 6 26%	60% 2Bjk 41%	31% 1 15%	39% 2 27%	34% 7b 29%	22% 6BcJK 46%	31% 7 82%	70% 2 16%	46% 2 16%	30% 5 25%	32% 1 18%	30% 2 31%	15% * 4%	41% 1 26%	12% 5 85%	5% * 10%	4% - -	30% 6 64%	- - -	17% * 2%	100% - -	41% 6 43%	
VoIP, including video calls	6 25%	2 11%	* 5%	1 33%	2 100%	1 100%	5 22%	6 31%	4 18%	2aC 44%	2 38%	2 29%	6 25%	6ac 42%	2 27%	3 30%	4 25%	4 19%	2 30%	2 30%	2 92%	3 56%	1 14%	2 55%	1 100%	3 33%	-	1 16%	* 12%	4 30%	
(Other - including inbound calls / Alarm Line/ Fax Machine)	17 72%	13 87%	1 39%	1 20%	1 86%	1 100%	15dF 73%	12F 65%	16dF 74%	3F 52%	2 38%	1 20%	17dF 72%	8F 62%	6 74%	6F 57%	9F 61%	14 75%	2 36%	1 19%	1 32%	2 41%	5 86%	1 25%	1 67%	7 74%	-	5 65%	* 12%	12 78%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 45 (continuation)

<S13D> What have you used Leased lines or private circuits, including Ethernet leased line services for , in the last month?

by Crossbreak

Base: All with Leased Line / Private Circuits

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re ntal (a)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	63	19	5	22	15	39	53	10
Total	23	4	1	8	9	11	17	6
Internet	23 99%	4 99%	1 100%	8 99%	9 100%	11 98%	17 99%	6 100%
Enabling home working	13 56%	1 14%	* 25%	5 65%	5 50%	7 59%	11 64%	2 34%
Data sharing	13 56%	1 23%	* 25%	1 13%	9 97%	2 20%	7b 42%	6 99%
Cloud based services	11 49%	* 7%	* 25%	* 4%	8 89%	1 11%	6b 33%	6 95%
Taking payments online	10 41%	1 22%	* 25%	1 14%	8 82%	2 15%	6b 35%	4 61%
Social media marketing e.g. through Facebook, LinkedIn or Twitter	8 34%	1 22%	* 25%	1 17%	5 55%	2 17%	3 17%	5 84%
Other videoconferencing services	7 29%	* 5%	* 12%	4 56%	1 11%	5 41%	5 32%	1 20%
VoIP, including video calls	6 25%	2 37%	1 100%	2 20%	* 1%	3 26%	4 22%	2 33%
(Other - including inbound calls / Alarm Line/ Fax Machine)	17 72%	2 40%	* 9%	6 80%	8 82%	7 65%	12 71%	4 75%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 46
<S13E> What have you used your broadband for, in the last month?
by Crossbreak
Base: All with Fixed line broadband

	PERSONAL PROFILE																														
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR									
		1	2	5	9	10	50	Less than 2 years	2 - 5 years	5 - 9 years	10 - 19 years	20+ years	1	2	5+	Under £100k	£100k to £500k	£500k to £3m	£3m to £10m	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail/Transport/Communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)		
		(a)	to 4 (b)	to 4 (c)	(d)	- 49 (e)	- 249 (f)	(a)	(b)	(c)	(d)	(e)	(a)	to 5 (b)	(c)	(a)	£500k (b)	£3m (c)	£10m (d)												
Unweighted row	451	42	124	166	96	93	96	7	17	32	104	291	342	89	19	106	131	95	43	31	20	41	57	66	70	16	112	47	22		
Total	429	84	247	332	51	40	7	6	13	52	114	244	387	39	2	178	148	54	12	3	17	34	66	51	59	18	134	29	21		
Internet	427	84F	247	332dEF	50	39	7	6	13	52	113	244	387b	38	2	178E	147e	53	12	3	17	34	65	51	59	18	134	28	21		
	100%	100%	100%	100%	99%	99%	98%	100%	100%	100%	99%	100%	100%	98%	96%	100%	100%	99%	100%	97%	100%	100%	99%	100%	100%	100%	100%	99%	99%		
Enabling home working	177	31	113d	144	16	13	4acDE	1	3	19	56	98	161	14	1	84	57	22	4	1	16	17de	24	14	18	7	62de	11	8		
	41%	37%	46%	43%	31%	33%	56%	22%	27%	36%	49%	40%	42%	37%	49%	47%	39%	41%	30%	42%	91%	50%	37%	27%	30%	41%	46%	40%	35%		
Social media marketing e.g. through Facebook, LinkedIn or Twitter	159	30	85	114	17	24ABCD	4aBCD	1	4	25	39	91	146	12	1	69d	52	26bD	3	1	7	19	23h	17h	14	*	63EH	5	10		
	37%	35%	34%	34%	33%	61%	53%	18%	28%	48%	34%	37%	38%	32%	42%	39%	35%	49%	21%	40%	41%	57%	35%	34%	24%	2%	47%	17%	46%		
Cloud based services	151	37	76	113	16	18bd	3	1	7	14	45	84	129	21A	1	61	52	26	5	1	9	17cEH	21e	27cEgH	8	7	48Eh	4	9		
	35%	44%	31%	34%	32%	46%	43%	13%	56%	26%	39%	34%	33%	54%	26%	34%	35%	48%	44%	35%	51%	52%	31%	52%	14%	41%	36%	15%	44%		
Taking payments online	141	17	85	103	18	17A	3A	4	8	18	40	71	121	18A	1	45	62A	16	6Ac	1	8	14c	13	17	15	4	44	19	8		
	33%	21%	35%	31%	35%	43%	42%	62%	63%	34%	35%	29%	31%	48%	32%	25%	42%	31%	50%	36%	45%	41%	20%	33%	25%	22%	33%	65%	36%		
Data sharing	132	27	79	105	11	14d	3bcD	4	8	11	36	73	117	15	1	59	34	21B	3	1b	8	17CEH	10	21CEh	3	7	59CEH	6e	1		
	31%	31%	32%	32%	21%	34%	45%	70%	61%	21%	32%	30%	30%	38%	35%	33%	23%	39%	27%	40%	45%	51%	15%	42%	6%	39%	44%	20%	7%		
VoIP, including video calls	63	26BCd	20	46	7	8B	2BCDe	*	6	9	22e	27	47	15A	1	21	22	12a	2	1a	1	5e	9e	16	2	4	22Eh	1	4		
	15%	31%	8%	14%	14%	19%	32%	3%	43%	16%	19%	11%	12%	38%	35%	12%	15%	23%	18%	27%	6%	14%	13%	31%	3%	22%	17%	3%	18%		
Other videoconferencing services	19	1	13	14	2	3a	1ABCDE	-	1	6e	7e	5	17	2	*	6	5	7AB	1	1ABcD	*	*	1	6bceh	1	*	6	*	5		
	4%	1%	5%	4%	4%	7%	18%	-%	7%	11%	6%	2%	4%	5%	9%	3%	3%	13%	5%	27%	1%	1%	2%	11%	1%	1%	5%	1%	23%		
(Other - including inbound calls / Alarm Line/ Fax Machine)	120	24	68	92	16	9	3BCE	-	8	21	30	61	106	13	1	46	36	24AB	5b	1	9	15eGH	17h	24	15h	3	29	3	6		
	28%	28%	28%	28%	32%	23%	44%	-%	61%	40%	26%	25%	27%	34%	42%	26%	24%	45%	39%	33%	54%	45%	26%	46%	26%	15%	22%	9%	27%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 46 (continuation)
<S13E> What have you used your broadband for, in the last month?
by Crossbreak
Base: All with Fixed line broadband

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid East (f)	Lo ndon (g)	SE (h)	SW (i)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	451	16	33	10	15	17	42	40	33	22	228	73	75	75	64	387	395	25	265	162	317	94
Total	429	13	47	20	28	41	39	70	70	41	368	17	32	11	110	319	354	35	198	200	279	107
Internet	427 100%	13 100%	47 100%	20 100%	28 100%	41 100%	39 99%	69 99%	70 100%	41 100%	367k 100%	17 98%	32 100%	11 100%	110 100%	318 100%	352 100%	35 100%	197 99%	199 100%	278 100%	107 100%
Enabling home working	177 41%	6 45%	261m 54%	9 42%	8 29%	22 54%	201m 52%	24 34%	27 39%	15 36%	156 42%	6 38%	10 33%	4 32%	64B 59%	113 35%	140 40%	17 48%	91b 46%	72 36%	116 42%	40 37%
Social media marketing e.g. through Facebook, LinkedIn or Twitter	159	3	10	8	5	13	26 BGhJl M	24	28	16	132	9Bj	13b	5b	38	121	144	8	84b	65	115b	30
	37%	25%	20%	41%	17%	32%	67%	35%	40%	38%	36%	52%	42%	41%	35%	38%	41%	24%	43%	32%	41%	28%
Cloud based services	151 35%	2 19%	22m 47%	10 51%	4 15%	10 25%	18m 45%	34m 49%	19 27%	12 30%	132 36%	6 35%	10 31%	3 24%	42 38%	109 34%	122 34%	9 25%	73 37%	62 31%	116B 42%	28 26%
Taking payments online	141 33%	4 29%	20hkl 43%	- -%	7 24%	28 68%	15hkl 40%	24 34%	12 17%	17 41%	126hkl 34%	4 21%	7 21%	4hl 35%	29 26%	112 35%	120 34%	10 28%	68 35%	65 32%	102 37%	31 29%
Data sharing	132 31%	* 3%	21f1 45%	9 42%	7 27%	13 33%	7 19%	20 29%	28 40%	10 23%	117 32%	5 28%	8 24%	4 32%	38 35%	94 29%	107 30%	7 19%	72b 36%	51 26%	99B 36%	20 19%
VoIP, including video calls	63 15%	3 26%	10 21%	- -%	3 11%	10 23%	101m 24%	10 15%	7 10%	4 11%	57 16%	2 13%	2 7%	1 9%	20 18%	43 13%	47 13%	11 31%	41B 21%	16 8%	49b 18%	9 8%
Other videoconferencing services	19 4%	* *%	4 8%	- -%	* 1%	* 1%	1 2%	4 6%	* *%	6 15%	16 4%	1H 9%	2h 6%	* 2%	8 8%	11 3%	19 5%	- -%	14B 7%	1 *%	17 6%	2 2%
(Other - including inbound calls / Alarm Line/ Fax Machine)	120 28%	8 63%	21gHj 44%	2 10%	7 27%	3 7%	14h 36%	13 19%	10 14%	18 44%	96 26%	5h 31%	15GHJ 47%	4gH 36%	33 30%	87 27%	103 29%	4 10%	69B 35%	45 22%	89b 32%	21 19%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 46 (continuation)
<S13E> What have you used your broadband for, in the last month?
by Crossbreak
Base: All with Fixed line broadband

	CONNECTION PROFILE																																				
																				FIXED LINES USED FOR VOICE CALLS OUT																	
	MAIN FIXED LINE TYPE						PRODUCTS USED													VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER										
	Total	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private / Private circuit (d)	Fixed broadband (e)	Standard landlines (a)	NET Mobiles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 line (f)	LL Private circuit (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	Diff erent provider (b)	Both (c)	Internal / inter- site (a)	Ext ernal (b)	Both (c)	Neither (d)	BT for ntl calls (a)	Other re calls (b)	Other pro vider for ntl calls (c)							
Unweighted row	451	342	31	50	4	24	425	396	451	137	87	69	57	115	54	230	190	399	75	66	52	46	12	21	32	57	5	197	26	225							
Total	429	380	15	15	1	18	412	373	429	101	41	19	21	103	38	177	159	406	38	18	51	34	8	15	31	44	13	193	25	210							
Internet	427 100%	379 100%	15 99%	15 99%	1 100%	18 100%	411eG 100%	372eG 100%	427G 100%	101g 100%	40 98%	19 99%	21 97%	102 99%	38 100%	176g 100%	159g 99%	404 100%	37 99%	18 99%	51 99%	33 100%	8 100%	14 96%	31 100%	44 100%	13 100%	193 100%	25 100%	209 100%							
Enabling home working	177	152	8	8	-	9	171	152	177	44	14	10bej	11e	61	25	71	76e	165	13	10b	29	23	5	6	22	27	5	80	9	87							
	41%	40%	55%	50%	-%	51%	41%	41%	41%	44%	35%	53%	53%	59%	66%	40%	48%	41%	35%	53%	56%	68%	65%	41%	71%	62%	40%	42%	38%	41%							
Social media marketing e.g. through Facebook, LinkedIn or Twitter	159	139	4	8	*	8	153	151	159	35	13	10 acdei	8	43	11	159 ABCDE FGHIK	73 acdei	147	11	9ab	24	12	1	11	15	13	4	73	11	74							
	37%	37%	30%	49%	9%	47%	37%	40%	37%	35%	31%	50%	38%	42%	28%	90%	46%	36%	29%	49%	47%	37%	18%	79%	47%	31%	29%	38%	45%	35%							
Cloud based services	151	116	12A	11A	1	12	136	137	151	37	18a	13 ABCDE GJ	10	57	22	78Ac ABCDE FGHIJ	151 ABCDE	132	17	12AB	20	29A	2	3	18	36b	1	57	15	78							
	35%	30%	80%	69%	76%	68%	33%	37%	35%	36%	45%	69%	46%	56%	59%	44%	95%	32%	44%	68%	39%	88%	28%	22%	57%	81%	4%	29%	59%	37%							
Taking payments online	141 33%	125 33%	3 22%	4 28%	* 9%	8 45%	136e 33%	116e 31%	141e 33%	34e 33%	8 20%	6 32%	7 31%	35e 34%	13 33%	67E 38%	70ABCE 44%	132b 33%	8 21%	6 31%	16 31%	16 48%	1 9%	* 1%	9 28%	23b 51%	3 25%	58 30%	17 66%	66 31%							
Data sharing	132	109	7a	8A	*	8	126	122	132	30	13	10 ABCDE gJ	7	58	26	62	85	121	12	9Ab	27	26A	1	1	22	31	4	61	12	59							
	31%	29%	48%	50%	9%	47%	30%	33%	31%	30%	32%	52%	33%	56%	68%	35%	53%	30%	31%	51%	52%	78%	10%	6%	71%	69%	29%	32%	48%	28%							
VoIP, including video calls	63	39	*	6AB	1	18	58	55	63	21e	4	6 ABCdE Gj	3	63	18	35	44	56	3	6AB	30	25	2	10	15	32b	6	29	3	30							
	15%	10%	3%	36%	67%	100%	14%	15%	15%	21%	10%	33%	13%	61%	48%	20%	28%	14%	8%	34%	59%	74%	22%	67%	48%	73%	48%	15%	13%	14%							

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 46 (continuation)
<S13E> What have you used your broadband for, in the last month?
by Crossbreak
Base: All with Fixed line broadband

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Sta ndard line dline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL / Pr ivate cir uits (d)	Fixed line broad band (e)	Sta ndard lines (a)	NET Mo biles (b)	Fixed line broad band (c)	Mo bile broad band (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Sta ndard line dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal calls (a)	Other pro vider for calls (b)	Other pro vider for re ntal and calls (c)	
Unweighted row	451	342	31	50	4	24	425	396	451	137	87	69	57	115	54	230	190	399	75	66	52	46	12	21	32	57	5	197	26	225
Total	429	380	15	15	1	18	412	373	429	101	41	19	21	103	38	177	159	406	38	18	51	34	8	15	31	44	13	193	25	210
Other videoconferencing services	19	12	2A	1	*	4	18	15	19	7	3	2ABCj ABCDE fhJK	6 ABCdJ 16 FgHJK	16 ABCDE FgHJK	19	10	14abc	17	3	2a	1	5A	6	-	5	11	1	9	2	8
	4%	3%	15%	3%	9%	22%	4%	4%	4%	7%	8%	12%	28%	16%	51%	6%	9%	4%	9%	10%	2%	16%	78%	-%	15%	25%	4%	5%	8%	4%
(Other - including inbound calls / Alarm Line/ Fax Machine)	120	105	3	5	1	7	116e	109E	120e	31E	6	6e	7E	33E	16 acEj	60 abcEj	114B	5	6B	17	9	1	4	9	20	-	52	15	53	
	28%	28%	18%	33%	100%	37%	28%	29%	28%	31%	15%	31%	34%	32%	42%	28%	37%	28%	13%	32%	33%	26%	12%	24%	29%	45%	-%	27%	59%	25%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 46 (continuation)
<S13E> What have you used your broadband for, in the last month?
by Crossbreak
Base: All with Fixed line broadband

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	451	59	5	270	113	314	402	49
Total	429	23	1	308	90	321	387	42
Internet	427 100%	23 97%	* 34%	307a 100%	90 100%	320 100%	385 100%	42 100%
Enabling home working	177 41%	8 35%	1 91%	125 41%	48Bc 53%	120 37%	155 40%	21 51%
Social media marketing e.g. through Facebook, LinkedIn or Twitter	159 37%	6 26%	* 25%	99 32%	44Bc 49%	107 33%	139 36%	20b 48%
Cloud based services	151 35%	7 30%	* 25%	95 31%	43BC 48%	96 30%	121 31%	30ABC 70%
Taking payments online	141 33%	4 19%	* 25%	95 31%	33 36%	100 31%	118 30%	23aBC 54%
Data sharing	132 31%	8 33%	* 25%	87 28%	39BC 43%	86 27%	110 29%	22BC 53%
VoIP, including video calls	63 15%	6c 26%	* 34%	48 16%	8 9%	37 12%	53 14%	10Abc 24%
Other videoconferencing services	19 4%	1 6%	* 12%	10 3%	8Bc 9%	7 2%	14 4%	5Bc 12%
(Other - including inbound calls / Alarm Line/ Fax Machine)	120 28%	6 25%	* 9%	86 28%	22 24%	92 29%	103 27%	17a 40%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 47
<S13I> From which of your fixed lines were most outgoing voice calls made during the last month?
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																														
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR										
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other
	(a)	to 4	to 4	(d)	- 49	- 249	(f)	than 2 years	(b)	(c)	years (d)	(e)	(a)	to 5	(c)	(a)	£500k to £3m (b)	£3m to £10m (c)	£10m to £10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail/port/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	(i)			
Unweighted row	502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23		
Total	502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22		
Analogue telephone line(s)	452	94EF	283DEF	377DEF	47EF	25	3	11	15	51e	127	247	424B	26	2	212CDE	151CDE	33	8	1	20	40	63	50	77bDg	16	131	32	22		
	90%	91%	96%	95%	87%	57%	46%	98%	92%	99%	90%	88%	92%	64%	74%	96%	94%	60%	65%	43%	99%	87%	89%	81%	97%	93%	88%	91%	100%		
VoIP calls made over your fixed line broadband	183%	32%	62%	82%	4BC8%	4aBC10%	*5%	*2%	17%	-%	9e7%	72%	112%	6A15%	*9%	1*%	8A5%	7Ab12%	1A9%	*A3%	-%	12%	34%	5e7%	*%	*1%	8e5%	13%	-%		
ISDN 30 line(s)	163%	4b3%	-%	41%	1B2%	10ABCD22%	2ABCD32%	-%	-%	11%	11%	15d5%	102%	6A14%	*12%	*%*	11%	10AB19%	2AB18%	1ABcd38%	*1%	4cg9%	11%	4g7%	23%	16%	22%	25%	-%		
ISDN 2/2E line(s)	153%	33%	52%	92%	23%	4BC8%	1ABCD13%	-%	-%	-%	32%	124%	123%	26%	-%	84%	11%	4B7%	*b4%	*B9%	*%*	11%	46%	24%	*%*	-%	64%	12%	-%		
Leased line(s) / private circuit(s)	2*%	-%	-%	-%	*%	1BC3%	*ABCD4%	-%	*%	-%	*%	11%	1*%	1A2%	*4%	-%	-%	1a2%	1AB4%	*AB7%	-%	-%	-%	12%	-%	-%	11%	-%	-%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 47 (continuation)

<S13I> From which of your fixed lines were most outgoing voice calls made during the last month?

by Crossbreak

Base: All respondents

		LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
Total		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	South East (h)	South West (i)	North East (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Elsewhere (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154
Analogue telephone line(s)	452 90%	14 93%	46 90%	34 91%	34 98%	35 85%	44 88%	69 86%	67 89%	43 94%	387 90%	18 84%	36 97%	12 93%	114 94%	338 89%	345 88%	62 96%	177 84%	245A 95%	265 87%	146a 95%
VoIP calls made over your fixed line broadband	18 3%	1 4%	1 3%	- -	- -	2 6%	41 9%	5 6%	3 3%	- -	16 4%	11 6%	* %	* 1%	3 2%	15 4%	17 4%	* %	11b 5%	4 2%	15b 5%	1 1%
ISDN 30 line(s)	16 3%	* 2%	4 7%	3 8%	* %	4 9%	1 2%	2 3%	* 1%	* 1%	15 3%	1 3%	1 1%	* 2%	1 1%	16 4%	14 3%	2 3%	15B 7%	* %	15b 5%	1 %
ISDN 2/2E line(s)	15 3%	- -	* %	- -	1 2%	* %	1 2%	3 4%	5 7%	2 4%	12 3%	1b 6%	1 2%	* 3%	3 3%	11 3%	14 4%	* %	6 3%	9 3%	8 3%	6 4%
Leased line(s) / private circuit(s)	2 %	- -	- -	* %	- -	- -	- -	1 1%	- -	1 2%	2 %	* 1%	- -	* %	* %	2 %	2 %	- -	2 1%	* %	2 1%	* %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 47 (continuation)
<S13I> From which of your fixed lines were most outgoing voice calls made during the last month?
by Crossbreak
Base: All respondents

CONNECTION PROFILE																														
	Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed broadband (e)	Standard landline (a)	NET Mobiles (b)	Fixed line broadband (c)	Mobile broadband (d)	ISDN 2/2E (e)	ISDN 30 line (f)	LL private circuit (g)	VoIP (h)	Video conferencing (i)	So media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258
Analogue telephone line(s)	452	452BC	-	-	-	-	bcdEFGHIJK	371EFGHIK	380EFGHIK	97EFGHIK	20F	3	15F	73EF	27eF	159EFGHIk	125EFg	452BC	18C	2	40	22	5	12	27C	25	10	199	24	228
	90%	100%	-%	-%	-%	-%	93%	89%	89%	88%	49%	14%	63%	70%	68%	86%	76%	95%	47%	9%	77%	63%	60%	82%	85%	55%	77%	92%	93%	88%
VoIP calls made over your fixed line broadband	18	-	-	-	-	18	14	16	18	5	2	*	1	18ABCDEFgJK	4Abcf	11a	12A	13	1	*	6	8	1	*	2	12b	3	7	1	9
	3%	-%	-%	-%	-%	100%	3%	4%	4%	5%	4%	1%	4%	17%	10%	6%	7%	3%	2%	1%	12%	24%	14%	2%	8%	26%	23%	3%	3%	4%
ISDN 30 line(s)	16	-	-	16AB	-	-	13	16	15	4	5	16	4	9Abc	5	10	14AbC	10	5A	16AB	5	3	*	2	*	6b	-	8	-	8
	3%	-%	-%	100%	-%	-%	3%	4%	4%	4%	11%	81%	18%	9%	12%	5%	9%	2%	12%	86%	10%	9%	3%	15%	1%	14%	-%	4%	-%	3%
ISDN 2/2E line(s)	15	-	15AC	-	-	-	6	14a	15a	2	15	1	2Adj	3	3A	5	12Abcdj	3	15AC	1a	*	1	2	*	1	1	-	2	1	12a
	3%	-%	100%	-%	-%	-%	1%	3%	3%	2%	36%	4%	8%	2%	7%	3%	7%	1%	39%	4%	*%	2%	23%	1%	4%	3%	-%	1%	4%	4%
Leased line(s) / private circuit(s)	2	-	-	-	2	-	1	2	1	1	-	*	2	2ac	1ac	1	2	*	-	*	1	1	-	-	1	1	-	*	-	2
	*%	-%	-%	-%	100%	-%	*%	*%	*%	1%	-%	1%	8%	2%	2%	1%	1%	*%	-%	1%	2%	3%	-%	-%	2%	2%	-%	*%	-%	1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 47 (continuation)

<S13I> From which of your fixed lines were most outgoing voice calls made during the last month?

by Crossbreak

Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57
Total	502	23	1	308	90	321	447	55
Analogue telephone line(s)	452 90%	13 57%	1 66%	289A 94%	75 83%	305AD 95%	411AD 92%	41 75%
VoIP calls made over your fixed line broadband	18 3%	* %	* 9%	10 3%	- %	- %	10B 2%	7ABC 14%
ISDN 30 line(s)	16 3%	7C 30%	* 15%	7 2%	7bc 8%	9 3%	15 3%	1 2%
ISDN 2/2E line(s)	15 3%	3C 13%	* 9%	2 1%	8BC 9%	6 2%	10 2%	5BC 9%
Leased line(s) / private circuit(s)	2 *%	- -%	- -%	- -%	- -%	1 *%	1 *%	1 1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 48
<S13B> Is your VoIP service provided by?
by Crossbreak
Base: All with VoIP

	PERSONAL PROFILE																												
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR								
	Total	1	2	1 5 - 9	10	50	Less than 2 years	2 - 5 years	5 - 9 years	10 - 19 years	20+ years	1	2	5+	Under £100k	£100k to £500k	£500k to £3m	£3m to £10m	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail trade/ port/ communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)	
		(a)	to 4 (b)	to 4 (c)	(d)	- 49 - 249 (e)	(a)	(b)	(c)	years (d)	(e)	(a)	to 5 (b)	(c)	(a)	£500k (b)	£3m (c)	£10m (d)	(e)	(a)	(b)	(c)	port/Communica tions (d)	(e)	(f)	(g)	and ser vices (h)	(i)	
Unweighted row	121	12	20	32	19	28	42	1	5	10	29	76	72	37	11	18	29	23	15	23	3	10	12	29	7	7	35	9	9
Total	104	32	46	78	10	13	3	*	6	19	25	54	83	19	2	43	31	18	3	2	1	13	10	21	8	5	37	2	8
The service provider that also provides your <fixed line> connection.	52 50%	26 82%	14 30%	40 52%	6 58%	5 38%	1 42%	* 100%	5 83%	8 44%	10 38%	30 54%	48B 57%	4 21%	* 20%	27 63%	11 35%	7 39%	1 44%	1 31%	1 83%	9 71%	9 92%	9 41%	7 89%	- -%	13 37%	1 56%	3 32%
A different service provider to the one that provides your <fixed line> connection.	35 33%	6 18%	19 41%	24 31%	3 28%	6 43%	2 47%	- -%	* 3%	6 33%	8 30%	21 38%	23 27%	10A 54%	1 69%	12 27%	11 36%	8 45%	1 46%	1 60%	- -%	* %	* 2%	5 23%	1 11%	5 100%	22 60%	1 44%	1 13%
Both	8 8%	- -%	4 9%	4 5%	1 14%	2 15%	* 11%	- -%	1 15%	4 23%	2 10%	* 1%	6 7%	2 11%	* 11%	4 10%	* 1%	3 16%	* 10%	* 7%	* 17%	* 3%	* %	2 9%	- -%	- -%	1 3%	- -%	4 55%
(Don't Know)	9 9%	- -%	9 20%	9 11%	- -%	1 4%	* 1%	- -%	- -%	- -%	6 22%	4 7%	7 8%	3 14%	- -%	- -%	9 28%	- -%	- -%	* 1%	- -%	3 25%	1 5%	6 27%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 48 (continuation)
<S13B> Is your VoIP service provided by?
by Crossbreak
Base: All with VoIP

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	121	6	11	2	2	7	12	19	12	9	80	18	11	12	15	106	110	3	86	26	91	17	
Total	104	4	10	2	3	16	12	17	21	11	95	4	3	1	31	73	84	11	59	30	74	16	
The service provider that also provides your <fixed line> connection.	52 50%	3 82%	5 50%	* 7%	3 98%	9 55%	5 46%	4 22%	14 69%	5 40%	48 50%	2 40%	2 58%	1 37%	10 32%	42 58%	47 56%	5 42%	26 44%	18 61%	34 46%	9 53%	
A different service provider to the one that provides your <fixed line> connection.	35 33%	* 10%	1 15%	1 93%	* 2%	7 44%	4 37%	9 54%	6 27%	1 6%	30 32%	2 55%	1 34%	1 54%	13 43%	21 29%	19 23%	6 58%	24 41%	8 27%	25 34%	6 34%	
Both	8 8%	* 8%	- -%	- -%	- -%	* 1%	- -%	* -%	1 4%	6 53%	7 8%	* 5%	* 8%	* 6%	4 14%	4 5%	8 9%	- -%	2 4%	2 5%	6 8%	2 13%	
(Don't Know)	9 9%	- -%	4 35%	- -%	- -%	- -%	2 17%	4 23%	- -%	- -%	9 10%	- -%	- -%	* 2%	4 11%	6 8%	9 11%	- -%	7 11%	2 7%	9 12%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 48 (continuation)
<S13B> Is your VoIP service provided by?
by Crossbreak
Base: All with VoIP

	CONNECTION PROFILE																																	
	Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER						
		Sta	ISDN	ISDN	LL	Fixed		Sta	NET	Fixed	Mo	ISDN	ISDN	LL	pr	VoIP	Video	So	Cloud		Sta	ISDN	ISDN	Same	A	Both	Int	Ext	Both	Ne	BT	Other	Other	
		ndard	2/2E	30	/	Pr	line	ndard	Mo	line	bile	2/2e	30	ivate	(h)	co	cial	based		ndard	2/2E	30	vider	pro	diff	erent	Int	ernal	ernal	(c)	ither	for	pro	pro
		lan	(b)	line	ivate	broa	band	land	biles	broa	broa	(e)	(f)	cir		nfer	media	(j)	(k)	lan	(b)	(c)	(a)	pro	vider	inter	site	(a)	(b)	(c)	(d)	ntal	for	for
	(a)	(b)	(c)	(d)	(e)	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(i)	(j)	(k)	(a)	(b)	(c)	(a)	(b)	(c)	(a)	(b)	(c)	(a)	(b)	(c)	(d)	(a)	(b)	(c)	(c)		
Unweighted row	121	55	8	27	7	24	105	109	115	54	31	37	36	121	35	79	80	91	23	35	56	48	12	22	33	61	5	43	8	68				
Total	104	73	3	9	2	18	98	85	103	33	11	11	14	104	28	50	63	95	9	10	52	35	8	15	31	46	13	42	9	53				
The service provider that also provides your <fixed line> connection.	52 50%	40 55%	* 6%	5 57%	1 47%	6 34%	51Gk 52%	43Gk 51%	51Gk 50%	18Gk 55%	4 36%	6G 51%	2 17%	52Gk 50%	10 35%	28Gk 56%	22 35%	50 53%	3 34%	6 54%	52B 100%	- -%	- -%	11 73%	16c 52%	13 28%	12 96%	29C 69%	1 6%	23 43%				
A different service provider to the one that provides your <fixed line> connection.	35	22	1	3	1	8	33	28	34	10	4	4	5	35	8	15	33	31	4	3	-	35A	-	3	7	24B	1	9	8	18				
	33%	29%	23%	35%	51%	47%	33%	33%	33%	30%	42%	36%	36%	33%	29%	30%	52%	33%	41%	31%	-%	100%	-%	23%	22%	52%	4%	21%	83%	34%				
Both	8	5	2	*	-	1	8	4	8	1	2	1	6	8	6	1	2	7	2	1	-	-	8	1	1	6	-	1	1	6a				
	8%	7%	71%	2%	-%	6%	8%	4%	8%	4%	21%	9%	43%	8%	23%	3%	4%	7%	25%	9%	-%	-%	100%	4%	4%	14%	-%	1%	12%	12%				
(Don't Know)	9 9%	7 9%	- -%	1 6%	* 2%	2 12%	7 7%	9 11%	9 9%	4 12%	- -%	1 5%	1 4%	9 9%	4 13%	6 11%	6 9%	7 7%	- -%	1 6%	- -%	- -%	- -%	- -%	7c 22%	3 6%	- -%	4 8%	- -%	6 11%				

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 48 (continuation)
<S13B> Is your VoIP service provided by?
by Crossbreak
Base: All with VoIP

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	121	22	5	54	26	65	101	20
Total	104	11	1	77	16	69	87	17
The service provider that also provides your <fixed line> connection.	52 50%	6 53%	1 75%	46 60%	1 7%	44 64%	51 58%	1 8%
A different service provider to the one that provides your <fixed line> connection.	35 33%	3 31%	* 25%	22 29%	9 56%	16 24%	19 21%	16 92%
Both	8 8%	2 16%	- -%	5 7%	2 12%	5 7%	8 9%	- -%
(Don't Know)	9 9%	- -%	- -%	3 4%	4 26%	3 5%	9 11%	* *%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 49
<S13C> Which of the following have you used VoIP for in the last month?
by Crossbreak
Base: All with VoIP

	PERSONAL PROFILE																																
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR												
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other		
	(a)	to 4	to 4	(d)	-	49	-	than	2	years	years	years	-19	years	(a)	to 5	(c)	£100k	to	to	to	to	mary	ufact	nstru	sale/	tail	ncial	Other	ser	Other		
	(b)	(b)	(c)	(e)	(f)	(e)	(f)	years	(a)	(b)	(c)	years	(d)	(e)		(b)		(a)	£500k	£3m	£10m	(e)	ustry	nd	uring	ction	port/	(e)	Services	(g)	admin	(i)	
																									Comm								
																									unica								
																									tions								
																									(d)								
Unweighted row	121	12	20	32	19	28	42	1	5	10	29	76	72	37	11	18	29	23	15	23	3	10	12	29	7	7	35	9	9				
Total	104	32	46	78	10	13	3	*	6	19	25	54	83	19	2	43	31	18	3	2	1	13	10	21	8	5	37	2	8				
Internal or inter-site voice calls	15	9	2	10	1	3	*	-	-	5	5	5	12	2	1	9	1	2	1	1	-	1	5	4	-	1	2	*	2				
	14%	27%	3%	13%	10%	23%	15%	-%	-%	25%	20%	9%	14%	12%	56%	22%	3%	11%	22%	44%	-%	7%	52%	20%	-%	16%	5%	3%	26%				
Voice calls external to the business	31	4	21	24	5	2	1	-	*	1	7	24	30B	1	-	7	20	3	1	*	1	9	1	6	1	4	8	1	1				
	30%	11%	45%	31%	48%	14%	20%	-%	3%	5%	27%	43%	36%	5%	-%	16%	64%	19%	23%	10%	93%	65%	13%	28%	13%	78%	23%	46%	10%				
Both	46	10	23	33	2	9	2	*	5	10	11	19	29	16A	1	20	8	13	2	1	*	4	1	11	1	*	23	1	5				
	44%	30%	51%	42%	17%	64%	65%	100%	97%	53%	42%	36%	35%	83%	44%	46%	26%	70%	55%	46%	7%	28%	12%	51%	7%	6%	63%	51%	64%				
Neither	13	10	-	10	2	-	-	-	-	3	3	7	13b	-	-	7	2	-	-	-	-	-	2	-	7	-	4	-	-				
	12%	32%	-%	13%	25%	-%	-%	-%	-%	17%	11%	12%	15%	-%	-%	16%	8%	-%	-%	-%	-%	-%	24%	-%	80%	-%	10%	-%	-%				
(Don't Know)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 49 (continuation)
<S13C> Which of the following have you used VoIP for in the last month?
by Crossbreak
Base: All with VoIP

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	East (f)	Lo ndon (g)	SE (h)	SW (i)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	121	6	11	2	2	7	12	19	12	9	80	18	11	12	15	106	110	3	86	26	91	17
Total	104	4	10	2	3	16	12	17	21	11	95	4	3	1	31	73	84	11	59	30	74	16
Internal or inter-site voice calls	15 14%	3 71%	* 1%	1 93%	- -%	- -%	2 20%	1 8%	5 22%	* 1%	12 13%	2 45%	* 14%	* 2%	4 14%	10 14%	10 12%	4 41%	7 11%	6 21%	7 10%	8 46%
Voice calls external to the business	31 30%	* 8%	6 55%	- -%	* 2%	7 41%	* 3%	8 48%	5 26%	1 10%	27 29%	1 13%	3 75%	1 61%	7 23%	24 33%	27 32%	- -%	23 38%	3 9%	21 29%	2 12%
Both	46 44%	1 21%	4 44%	* 7%	- -%	7 44%	7 60%	7 44%	6 30%	10 89%	43 46%	1 30%	* 11%	1 37%	14 44%	32 43%	34 41%	6 59%	28 46%	12 38%	35 47%	7 42%
Neither	13 12%	- -%	- -%	- -%	3 98%	2 15%	2 17%	- -%	4 21%	- -%	12 13%	1 13%	- -%	- -%	6 18%	7 9%	13 15%	- -%	3 5%	10 32%	11 14%	- -%
(Don't Know)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 49 (continuation)
 <S13C> Which of the following have you used VoIP for in the last month?
 by Crossbreak
 Base: All with VoIP

CONNECTION PROFILE																														
	Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Standard lines (a)	NET biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 ivate cir cuits (g)	LL private cir cuits (g)	VoIP (h)	Video conferencing (i)	Social media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other for re calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	121	55	8	27	7	24	105	109	115	54	31	37	36	121	35	79	80	91	23	35	56	48	12	22	33	61	5	43	8	68
Total	104	73	3	9	2	18	98	85	103	33	11	11	14	104	28	50	63	95	9	10	52	35	8	15	31	46	13	42	9	53
Internal or inter-site voice calls	15	12	*	2	-	*	14	14	15	4	4	2i	3ik	15	2	13	6	14	3	2	11	3	1	15	-	-	-	12C	-	3
	14%	17%	3%	25%	-%	2%	14%	17%	14%	11%	35%	20%	25%	14%	6%	27%	9%	15%	35%	22%	21%	10%	7%	100%	-%	-%	-%	29%	-%	5%
Voice calls external to the business	31	27	1	*	1	2	31FG	31FG	31FG	7fg	3FG	*	1	31FG	6f	15FG	18FG	30C	3	*	16	7	1	-	31C	-	-	13	2	17
	30%	36%	49%	4%	41%	14%	31%	36%	31%	22%	30%	3%	6%	30%	20%	31%	29%	32%	33%	4%	31%	20%	16%	-%	100%	-%	-%	30%	21%	32%
Both	46	25	1	6	1	12	42	34	44	14	4	9	9	46	20	15	38	39	3	8A	13	24A	6	-	-	46B	-	10	7	28A
	44%	34%	48%	71%	59%	68%	42%	40%	43%	43%	35%	77%	69%	44%	72%	30%	61%	41%	32%	75%	25%	69%	77%	-%	-%	100%	-%	24%	79%	52%
Neither	13	10	-	-	-	3	12fgK	6k	13fgK	8	-	-	-	13fgK	1	6fgK	1	12c	-	-	12B	1	-	-	-	-	13	7	-	6
	12%	13%	-%	-%	-%	16%	12%	7%	12%	23%	-%	-%	-%	12%	2%	12%	1%	13%	-%	-%	23%	2%	-%	-%	-%	-%	100%	16%	-%	11%
(Don't Know)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 49 (continuation)

<S13C> Which of the following have you used VoIP for in the last month?

by Crossbreak

Base: All with VoIP

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	121	22	5	54	26	65	101	20
Total	104	11	1	77	16	69	87	17
Internal or inter-site voice calls	15 14%	4 36%	1 75%	12 16%	* 2%	14 20%	15 17%	* 2%
Voice calls external to the business	31 30%	2 22%	* 4%	24 31%	5 33%	24 34%	31 36%	* 2%
Both	46 44%	5 42%	* 21%	29 38%	10 65%	22 31%	29 34%	16 94%
Neither	13 12%	- -%	- -%	12 16%	- -%	10 14%	12 14%	1 3%
(Don't Know)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 50
<Q1A> What is the name of the company or companies that you pay for your Standard Landline CALLS?
by Crossbreak
Base: All with Standard Landlines

	PERSONAL PROFILE																															
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR										
		1	2	1	5	9	10	50	Less than 2 years	2	5	6	9	10	20+	1	2	5+	Under £100k	£100k to £500k	£500k to £3m	£3m to £10m	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail Trans port/Comm unica tions (d)	Re tail (e)	Financial Ser vices (f)	Other ser vices (g)	Public admin and ser vices (h)	Other (i)
		(a)	to 4 (b)	to 4 (c)	(d)	- 49 (e)	- 249 (f)		(a)	(b)	(c)	(d)	(e)		(a)	to 5 (b)	(c)	(a)	(b)	(c)	(d)											
Unweighted row	446	51	145	196	94	83	73	8	18	31	108	281	354	73	18	125	133	83	34	20	20	35	54	63	80	12	113	46	23			
Total	478	100	287	387	52	33	5	11	16	51	135	264	442	33	2	213	159	46	11	2	20	43	66	57	78	17	142	33	22			
BT	218 46%	46 46%	118 41%	164 42%	31BC 59%	21BC 62%	2 47%	5 49%	5 30%	12 24%	54 40%	142Cd 54%	200 45%	16 49%	2 68%	81 38%	71 44%	24 51%	8ABc 75%	1 63%	15 75%	22 50%	32 49%	25 45%	31 40%	7 40%	63 44%	13 40%	10 44%			
Unicom / Universal Utilities	42 9%	14d 14%	26 9%	40d 10%	1 2%	1 4%	* 3%	5 47%	4 26%	11E 22%	16E 12%	6 2%	42b 10%	* 1%	- -%	30cd 14%	11 7%	2 3%	- -%	- -%	- -%	2 4%	* 1%	10 18% bCgH	19bCGH 24%	- -%	10 7%	* 1%	1 2%			
Talk Talk	34 7%	17 17%	12 4%	30 8%	3 6%	* 1%	*E 7%	* 2%	3 21%	2 4%	6 4%	22 8%	33 7%	1 2%	* 3%	21c 10%	8 5%	* 1%	* 2%	* 6%	- -%	10 23% CDeGH	2 3%	1 2%	5 6%	10 59%	6 4%	* 1%	- -%			
Virgin Media (NTL/ Telewest)	22 5%	8 8%	13 5%	21 5%	* 1%	1 2%	* 1%	- -%	1 5%	7E 14%	11E 8%	3 1%	22 5%	* 1%	- -%	7 3%	8 5%	4 8%	* 1%	- -%	- -%	- -%	4 6%	- -%	7d 9%	- -%	6 4%	1 2%	4 20%			
XLN telecom	21 4%	3 3%	17 6%	20 5%	1 2%	* 1%	- -%	2 1%	1 5%	- -%	9 7%	11 4%	17 4%	3a 10%	- -%	15b 7%	2 1%	3B 7%	- -%	- -%	- -%	* 1%	1 1%	* 1%	3 4%	- -%	14cdh 10%	- -%	2 8%			
Sky / Skytalk	17 4%	3 3%	13 5%	16 4%	1 1%	- -%	- -%	- -%	- -%	3d 6%	- -%	14d 5%	11 2%	6A 19%	- -%	16Bc 8%	1 *%	- -%	- -%	- -%	- -%	- -%	10 15% bDEgh	1 1%	- -%	- -%	6 5%	- -%	- -%			
Chess	12 3%	7b 7%	4 2%	12 3%	1 1%	- -%	* 1%	- -%	- -%	- -%	5 4%	7 3%	12 3%	- -%	* 3%	12b 5%	1 *%	* *%	- -%	- -%	1 3%	5cGh 12%	- -%	4cG 8%	2 3%	- -%	- -%	* 1%	- -%			
Plusnet	11 2%	- -%	11 4%	11 3%	* 1%	* 1%	- -%	- -%	- -%	4D 8%	- -%	7 3%	11 3%	- -%	- -%	5 2%	7 4%	- -%	- -%	- -%	2 12%	- -%	- -%	- -%	- -%	- -%	9e 6%	- -%	- -%			
Titan	9 2%	1 1%	5 2%	6 2%	3c 5%	* 1%	- -%	- -%	- -%	- -%	2 1%	7 3%	9 2%	- -%	- -%	- -%	8A 5%	- -%	- -%	- -%	- -%	- -%	* 1%	2 4%	* 1%	- -%	3 2%	3bcEg 10%	- -%			
Excel	7 2%	- -%	7 3%	7 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	7 3%	7 2%	- -%	- -%	7b 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	6 5%	- -%	- -%			
Daisy	7 1%	- -%	3 1%	3 1%	3abC 5%	* 1%	*ABCE 9%	- -%	- -%	1 1%	5e 3%	1 1%	6 1%	* 1%	* 11%	- -%	4a 3%	1A 3%	1Ab 9%	* 2%	1 4%	- -%	* 1%	1 2%	- -%	- -%	4 3%	- -%	1 5%			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 50 (continuation)

<Q1A> What is the name of the company or companies that you pay for your Standard Landline CALLS?

by Crossbreak

Base: All with Standard Landlines

	PERSONAL PROFILE																																	
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR												
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other	
		(a)	to 4	to 4	(d)	-	49	249	than 2	-	5	6	9	10	19	(a)	(b)	(c)	(a)	to £100k	to £500k	to £500k	to £3m	to £10m	(e)	imary ind	ufacturing	struction	sale/Trans	tail (e)	ancial	Services	ser	public
		(b)	(c)	(e)	(f)			years (a)	(b)	(c)	(d)	(e)							(b)	(c)	(d)	(e)		ustry (a)	(b)	(c)	port/Communica	(d)	(e)	(f)	(g)	and admin	ser	vices (h)
Unweighted row	446	51	145	196	94	83	73	8	18	31	108	281	354	73	18		125	133	83	34	20		20	35	54	63	80	12	113	46	23			
Total	478	100	287	387	52	33	5	11	16	51	135	264	442	33	2		213	159	46	11	2		20	43	66	57	78	17	142	33	22			
Adept	5 1%	- %	5 2%	5 1%	- %	- %	- %	- %	- %	- %	- %	5 2%	4 1%	1 2%	- %		- %	5a 3%	- %	- %	- %		- %	3eG 8%	1 1%	1 1%	- %	- %	- %	- %	- %	- %	- %	- %
Everything Everywhere/EE	4 1%	- %	4 1%	4 1%	- %	- %	- %	- %	- %	4DE 8%	- %	- %	4 1%	- %	- %		- %	- %	4AB 9%	- %	- %		- %	- %	- %	- %	4G 5%	- %	- %	- %	- %	- %	- %	- %
KCom (Kingston Communications)	4 1%	- %	- %	- %	4ABCe 7%	- %	- %	- %	- %	- %	- %	4 1%	4 1%	- %	- %		2 1%	- %	2B 4%	- %	- %		- %	- %	2 3%	2g 3%	- %	- %	- %	- %	- %	- %	- %	- %
4com	3 1%	- %	3 1%	3 1%	- %	- %	- %	- %	- %	- %	- %	3 1%	3 1%	- %	- %		- %	3 2%	- %	- %	- %		- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	3 15%
One Bill	3 1%	- %	3 1%	3 1%	* %	- %	*a 1%	- %	- %	- %	- %	3 1%	3 1%	* 1%	* 2%		1 %	* %	- %	* %	- %		- %	* %	- %	1 1%	* %	- %	2 1%	- %	- %	- %	- %	- %
O2 / BE	2 %	- %	- %	- %	1BC 2%	1BC 2%	*aBC 1%	- %	- %	* %	2 1%	* %	1 %	1 2%	- %		- %	1 1%	1 1%	*A 2%	* 2%		1 6%	- %	1 1%	- %	- %	- %	- %	* %	- %	- %	- %	- %
Utility Warehouse	1 %	- %	1 %	1 %	- %	- %	- %	- %	- %	- %	- %	1 %	1 %	- %	- %		- %	- %	- %	- %	- %		- %	- %	- %	- %	- %	- %	- %	1 1%	- %	- %	- %	- %
Vodafone	1 %	- %	1 %	1 %	- %	- %	- %	- %	1 5%	- %	- %	- %	1 %	- %	- %		- %	1 1%	- %	- %	- %		- %	- %	1 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %
Zen	1 %	- %	- %	- %	1bC 1%	- %	*ABCe 2%	- %	- %	1 1%	* %	- %	1 %	- %	* 3%		- %	1 %	- %	- %	- %		- %	- %	- %	- %	* %	- %	- %	- %	- %	- %	- %	1 3%
Orange	1 %	- %	- %	- %	1BC 2%	- %	- %	- %	- %	- %	- %	1 %	1 %	- %	- %		1 %	- %	- %	- %	- %		- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 2%	- %
Rainbow	* %	- %	- %	- %	* %	*bC 1%	*aBC 1%	- %	- %	- %	- %	* %	* %	* %	- %		- %	* %	* %	- %	* 2%		- %	* %	- %	* %	* %	* %	1 1%	- %	* %	- %	- %	- %
Gamma	* %	- %	- %	- %	- %	- %	*ABCDE 4%	- %	- %	- %	- %	* %	- %	*a 1%	- %		- %	- %	- %	- %	*AB 2%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	* %	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 50 (continuation)

<Q1A> What is the name of the company or companies that you pay for your Standard Landline CALLS?

by Crossbreak

Base: All with Standard Landlines

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE	NW	Yo E	Mid W	Mid	East	Lo	SE	SW	Net:	Wales	Scot	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	rks/ Hu	(d)	(e)	(f)	ndon	(h)	(i)	En	(k)	otland	Ir	based	where	(a)	agree	(a)	agree	(a)	agree
		(c)		m				(g)			gland		(l)	eland	(a)	(b)		(b)		(b)		(b)
Unweighted row	446	15	33	12	18	15	43	39	27	19	221	72	76	77	68	378	383	31	239	184	301	110
Total	478	14	51	36	35	39	47	75	68	45	410	19	36	12	117	361	370	62	200	247	287	149
BT	218	12	40	5	16	13	15	32	40	16	189	101	12	7fL	60	158	175	27	92	109	136	62
	46%	81%	78%	15%	47%	33%	33%	42%	58%	36%	46%	50%	34%	56%	52%	44%	47%	43%	46%	44%	47%	42%
Unicom / Universal Utilities	42	-	4	10	1	-	4g	-	9	4	32	1g	8	2G	5	38	31	10	11	31a	12	25A
	9%	-%	7%	28%	2%	-%	9%	-%	13%	9%	8%	5%	22%	13%	4%	10%	8%	17%	5%	12%	4%	17%
Talk Talk	34	-	4	-	3	*	7	13j	3	-	30	2	2	1	19B	14	24	-	11	19	20	11
	7%	-%	7%	-%	9%	*%	14%	18%	4%	-%	7%	8%	5%	5%	17%	4%	6%	-%	5%	8%	7%	7%
Virgin Media (NTL/ Telewest)	22	-	1	5	6	-	4g	-	-	4	20	*	1	*	12b	10	22	-	4	14	15	5
	5%	-%	1%	14%	18%	-%	9%	-%	-%	9%	5%	2%	2%	2%	10%	3%	6%	-%	2%	6%	5%	3%
XLN telecom	21	-	-	-	-	-	3	7	4	-	14	1b	4BJ	2BJ	4	17	17	3	15B	6	17	3
	4%	-%	-%	-%	-%	-%	6%	9%	7%	-%	3%	6%	12%	13%	4%	5%	5%	5%	8%	2%	6%	2%
Sky / Skytalk	17	-	1	-	-	6	-	10	-	-	17	-	-	-	-	17	7	10A	10	7	17B	-
	4%	-%	1%	-%	-%	16%	-%	13%	-%	-%	4%	-%	-%	-%	-%	5%	2%	16%	5%	3%	6%	-%
Chess	12	-	1	5	-	-	2	-	4	-	12	-	-	-	-	12	1	7A	*	10A	5	6
	3%	-%	1%	14%	-%	-%	5%	-%	7%	-%	3%	-%	-%	-%	-%	3%	*%	12%	*%	4%	2%	4%
Plusnet	11	2	-	-	-	-	*	-	-	8	11	-	*	-	2	9	9	-	7	4	9	2
	2%	16%	-%	-%	-%	-%	1%	-%	-%	19%	3%	-%	1%	-%	2%	2%	2%	-%	3%	2%	3%	2%
Titan	9	-	-	-	4	-	2	-	1	-	8	*	1	*	2	7	7	-	4	5	4	2
	2%	-%	-%	-%	12%	-%	4%	-%	2%	-%	2%	1%	3%	1%	2%	2%	2%	-%	2%	2%	2%	2%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 50 (continuation)

<Q1A> What is the name of the company or companies that you pay for your Standard Landline CALLS?

by Crossbreak

Base: All with Standard Landlines

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (f)	Lo ndon (g)	SE (h)	SW (i)	Net: En gland (j)	Wales (k)	Scot land (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	446	15	33	12	18	15	43	39	27	19	221	72	76	77	68	378	383	31	239	184	301	110	
Total	478	14	51	36	35	39	47	75	68	45	410	19	36	12	117	361	370	62	200	247	287	149	
Excel	7 2%	- -%	- -%	- -%	- -%	6 16%	- -%	- -%	- -%	- -%	6 2%	- -%	1 2%	- -%	- -%	7 2%	7 2%	- -%	6b 3%	1 *%	- -%	1 1%	
Daisy	7 1%	- -%	* -%	- -%	- -%	* -%	- -%	5 6%	- -%	1 2%	6 2%	- -%	* 1%	* 1%	- -%	7 2%	6 2%	1 1%	3 2%	3 1%	5 2%	1 1%	
Adept	5 1%	- -%	- -%	- -%	- -%	- -%	- -%	3 4%	- -%	- -%	3 1%	1 3%	1 2%	- -%	- -%	5 1%	5 1%	- -%	5b 2%	- -%	5 2%	- -%	
Everything Everywhere/EE	4 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 9%	4 1%	- -%	- -%	- -%	- -%	4 1%	4 1%	- -%	4b 2%	- -%	4 1%	- -%	
KCom (Kingston Communications)	4 1%	- -%	- -%	4 10%	- -%	- -%	- -%	- -%	- -%	- -%	4 1%	- -%	- -%	- -%	- -%	4 1%	4 1%	- -%	2 1%	2 1%	2 1%	2 1%	
4com	3 1%	- -%	- -%	- -%	- -%	- -%	- -%	3 4%	- -%	- -%	3 1%	- -%	- -%	- -%	- -%	3 1%	- -%	- -%	- -%	3 1%	- -%	3a 2%	
One Bill	3 1%	- -%	- -%	- -%	- -%	- -%	2j 4%	- -%	- -%	- -%	2 1%	1gJ 4%	* *%	* 1%	- -%	3 1%	* *%	3A 4%	* *%	3 1%	1 *%	2 1%	
O2 / BE	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	1 2%	2 *%	- -%	* 1%	- -%	1 1%	1 *%	2 1%	- -%	1 *%	1 1%	2 1%	* *%	
Utility Warehouse	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1J 2%	- -%	- -%	1 *%	1 *%	- -%	- -%	1 *%	1 *%	- -%	
Vodafone	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1J 2%	- -%	- -%	1 *%	1 *%	- -%	1 *%	- -%	1 *%	- -%	
Zen	1 *%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	1 *%	1 *%	- -%	* *%	1 *%	- -%	* *%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 50 (continuation)

<Q1A> What is the name of the company or companies that you pay for your Standard Landline CALLS?

by Crossbreak

Base: All with Standard Landlines

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE	NW	Yo rks/	E	Mid	W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	Hub	(d)	(e)	(f)	ndon	(g)	(h)	(i)	En gland	(j)	(k)	otland	Ir	based	where	(a)	agree	(a)	agree	(a)	agree
		(c)													(l)	eland	(a)	(b)		(b)		(b)		(b)
Unweighted row	446	15	33	12	18	15	43	39	27	19	221	72	76	77		68	378	383	31	239	184	301	110	
Total	478	14	51	36	35	39	47	75	68	45	410	19	36	12		117	361	370	62	200	247	287	149	
Orange	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 *%	- -%	- -%	- -%	- -%	1 *%	1 *%	- -%	1 *%	- -%	1 *%	- -%	
Rainbow	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	*bfgJl 4%	- -%	* *%	* *%	- -%	* *%	* *%	* *%	* *%	
Gamma	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	
Barclays Communications	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	*J 1%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	
OTHER (SPECIFY)	54 11%	* 3%	1 3%	7 18%	4 12%	13 33%	7bg 16%	1 2%	6 9%	4 10%	45 11%	4BGjM 21%	5bg 13%	* 4%	11 10%	43 12%	48 13%	1 2%	24 12%	28 11%	31 11%	23 15%		
NETS																								

1 Provider	476 100%	14 100%	51 100%	36 100%	35 100%	39 100%	47 100%	75 100%	68 100%	45 100%	409L 100%	19 100%	35 97%	12 100%		117 100%	360 100%	369 100%	62 100%	199 99%	247 100%	286 100%	149 100%	
2 Providers	1 *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	* *%	- -%	1J 3%	- -%	- -%	1 *%	1 *%	- -%	1 1%	* *%	1 *%	- -%	- -%	

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Table 50 (continuation)
 <Q1A> What is the name of the company or companies that you pay for your Standard Landline CALLS?
 by Crossbreak
 Base: All with Standard Landlines

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private cir (d)	Fixed broadband (e)		Standard lines (a)	NET Mobiles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2E (e)	ISDN 30 line (f)	LL Private cir (g)	VoIP (h)	Video conferencing (i)	So media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	446	388	14	25	3	16	446	369	399	121	69	43	44	91	42	200	158	446	57	40	45	34	9	15	29	43	4	216	28	199
Total	478	452	3	10	*	13	478	395	406	105	29	12	19	95	35	172	144	478	26	11	50	31	7	14	30	39	12	218	26	233
BT	218	200	2	9	*	7	218	184	194	43	18 abcDg hk	9 ABCDG HjK	8	42	23 abcdg hk	88	65	218	17A	9A	29B	9	1	12	13	10	7	218C	-	-
	46%	44%	58%	90%	73%	59%	46%	47%	48%	41%	62%	72%	40%	44%	64%	51%	45%	46%	67%	76%	59%	28%	7%	86%	43%	27%	57%	100%	-%	-%
Unicom / Universal Utilities	42 9%	42 9%	- -%	- -%	- -%	- -%	42fJ 9%	29j 7%	24 6%	6 6%	2 5%	- -%	* 1%	4 5%	5fJ 13%	5 3%	8 6%	42 9%	1 2%	- -%	4 9%	- -%	- -%	- -%	* 1%	4 11%	- -%	- -%	2 8%	40A 17%
Talk Talk	34 7%	33 7%	- -%	* 2%	- -%	- -%	34 7%	32e 8%	30e 8%	10ei 9%	* 1%	* 3%	* 1%	7 7%	* *	14e 8%	18aEgi 13%	34 7%	* *	* 2%	1 1%	6A 20%	* 1%	1 8%	3 11%	2 6%	- -%	- -%	2 9%	31A 13%
Virgin Media (NTL/ Telewest)	22	20	-	-	-	2	22	15	22	7e	*	-	4 ABCDE FJK	12 ABcEf jK	5 ABcEf JK	7	4	22	*	-	5	2	4	-	-	6	5	-	-	22A
	5%	4%	-%	-%	-%	16%	5%	4%	5%	7%	*%	-%	22%	12%	15%	4%	3%	5%	*%	-%	11%	7%	63%	-%	-%	17%	43%	-%	-%	9%
XLN telecom	21 4%	21 5%	- -%	- -%	- -%	- -%	21 4%	16 4%	16 4%	5 4%	- -%	- -%	* 1%	1 1%	- -%	11eh 6%	4 3%	21 4%	- -%	- -%	1 2%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	3 13%	17A 7%
Sky / Skytalk	17 4%	17 4%	- -%	- -%	- -%	- -%	17d 4%	11 3%	17d 4%	- -%	- -%	- -%	- -%	6Dj 7%	- -%	3 2%	10bDej 7%	17 4%	- -%	- -%	- -%	6A 20%	- -%	- -%	- -%	6 16%	- -%	- -%	3 13%	14A 6%
Chess	12 3%	12 3%	- -%	- -%	- -%	- -%	12jk 3%	12jk 3%	7 2%	5hJK 5%	* *	* *	- -%	- -%	- -%	- -%	* *	12 3%	* *	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	12A 5%
Plusnet	11 2%	11 2%	- -%	- -%	- -%	- -%	11 2%	11 3%	11 3%	- -%	- -%	- -%	- -%	- -%	- -%	5 3%	4 3%	11 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	11A 5%
Titan	9 2%	9 2%	- -%	- -%	- -%	- -%	9 2%	7 2%	7 2%	3 3%	- -%	* 1%	- -%	- -%	- -%	1 1%	1 1%	9 2%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 9%	6a 3%
Excel	7 2%	7 2%	- -%	- -%	- -%	- -%	7 2%	7 2%	6 2%	1 1%	- -%	- -%	- -%	6 7%	- -%	7acK 4%	- -%	7 2%	- -%	- -%	6b 13%	- -%	- -%	- -%	6 21%	- -%	- -%	- -%	- -%	7a 3%

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Table 50 (continuation)
 <Q1A> What is the name of the company or companies that you pay for your Standard Landline CALLS?
 by Crossbreak
 Base: All with Standard Landlines

CONNECTION PROFILE																																
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER				
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private cir cuits (d)	Fixed broadband (e)		Standard landlines (a)	NET biles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 ivate cir cuits (g)	LL pr ivate cir cuits (g)	VoIP (h)	Video nferencing (i)	So cial media (j)	Cloud based (k)		Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	446	388	14	25	3	16	446	369	399	121	69	43	44	91	42	200	158		446	57	40	45	34	9	15	29	43	4	216	28	199	
Total	478	452	3	10	*	13	478	395	406	105	29	12	19	95	35	172	144		478	26	11	50	31	7	14	30	39	12	218	26	233	
Daisy	7	5	1	-	-	-	7	6	7	*	2	-	*	1	1	5	2		7	2A	-	*	*	1	*	1	*	-	-	4	2	
	1%	1%	34%	-%	-%	-%	1%	1%	2%	*%	7%	-%	1%	2%	3%	3%	1%		1%	8%	-%	*%	1%	16%	1%	4%	1%	-%	-%	17%	1%	
Adept	5	4	-	-	-	1	5	5	5	3j	1j	-	-	4aJk	-	-	1		5	-	-	-	1	-	-	3	1	-	-	-	5a	
	1%	1%	-%	-%	-%	4%	1%	1%	1%	3%	2%	-%	-%	4%	-%	-%	*%		1%	-%	-%	-%	2%	-%	-%	11%	1%	-%	-%	-%	2%	
Everything Everywhere/EE	4	4	-	-	-	-	4	4	4	-	-	-	-	-	-	4k	-		4	-	-	-	-	-	-	-	-	-	-	-	4	
	1%	1%	-%	-%	-%	-%	1%	1%	1%	-%	-%	-%	-%	-%	-%	2%	-%		1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	
KCom (Kingston Communications)	4	4	-	-	-	-	4	4	4	2	-	-	-	-	-	4	4		4	-	-	-	-	-	-	-	-	-	-	-	4	
	1%	1%	-%	-%	-%	-%	1%	1%	1%	2%	-%	-%	-%	-%	-%	2%	3%		1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	
4com	3	3	-	-	-	-	3	3	3	-	-	-	3	-	-	3	3		3	-	-	-	-	-	-	-	-	-	-	-	3	
	1%	1%	-%	-%	-%	-%	1%	1%	1%	-%	-%	-%	17%	-%	-%	2%	2%		1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	
One Bill	3	3	-	*	-	-	3	1	1	-	1bcjk	*	-	-	-	-	-		3	1	*	-	-	-	-	-	-	-	*	*	3	
	1%	1%	-%	1%	-%	-%	1%	*%	*%	-%	2%	*%	-%	-%	-%	-%	-%		1%	2%	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	1%	
O2 / BE	2	2	-	-	-	-	2	2	2	*	1	*	1ac	1	*	2	2		2	-	*	1	*	*	1	-	*	-	-	-	2	
	*%	*%	-%	-%	-%	-%	*%	*%	*%	*%	2%	*%	3%	1%	*%	1%	1%		*%	-%	*%	1%	1%	1%	5%	-%	*%	-%	-%	-%	1%	
Utility Warehouse	1	1	-	-	-	-	1	1	1	1	-	-	-	-	-	-	-		1	-	-	-	-	-	-	-	-	-	-	-	1	
	*%	*%	-%	-%	-%	-%	*%	*%	*%	*%	1%	-%	-%	-%	-%	-%	-%		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	
Vodafone	1	1	-	-	-	-	1	1	1	1	-	-	-	-	1abc	1	1		1	-	-	-	-	-	-	-	-	-	-	-	1	
	*%	*%	-%	-%	-%	-%	*%	*%	*%	*%	1%	-%	-%	-%	2%	*%	1%		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	
Zen	1	1	-	-	-	-	1	1	1	1	-	*	-	1	-	-	1		1	-	*	-	1	-	-	1	-	-	-	-	1	
	*%	*%	-%	-%	-%	-%	*%	*%	*%	*%	1%	-%	1%	-%	1%	-%	1%		*%	-%	1%	-%	2%	-%	-%	2%	-%	-%	-%	-%	-%	1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 50 (continuation)

<Q1A> What is the name of the company or companies that you pay for your Standard Landline CALLS?

by Crossbreak

Base: All with Standard Landlines

CONNECTION PROFILE																														
	Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
		Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr (d)	Fixed line band (e)	Standard land lines (a)	NET Mo biles (b)	Fixed line band (c)	Mo broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cuits (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider calls (b)	Other pro vider for ntal calls (c)
Unweighted row	446	388	14	25	3	16	446	369	399	121	69	43	44	91	42	200	158	446	57	40	45	34	9	15	29	43	4	216	28	199
Total	478	452	3	10	*	13	478	395	406	105	29	12	19	95	35	172	144	478	26	11	50	31	7	14	30	39	12	218	26	233
Orange	1 *%	1 *%	- -%	- -%	- -%	- -%	1 *%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%
Rainbow	* *%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* *%
Gamma	* *%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	* *%	* *%	* 1%	*ABC 2%	*abc 1%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%
Barclays Communications	* *%	- -%	- -%	* 1%	- -%	- -%	* *%	* *%	* *%	- -%	- -%	*abc 1%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	*a 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
OTHER (SPECIFY)	54	51	*	1	*	3	54	45	42	17j	6ciJ abchI J	3	3	10	2	13	17	54	5a	2	2	6a	1	-	1	8	-	*	8	46A
	11%	11%	8%	9%	27%	20%	11%	11%	10%	16%	19%	23%	14%	10%	5%	8%	12%	11%	21%	20%	5%	20%	12%	-%	4%	21%	-%	*%	31%	20%
NETS																														

1 Provider	476 100%	451 100%	3 100%	9 98%	* 100%	13 100%	476Fi 100%	394Fi 100%	404Fi 100%	103 99%	29 99%	12 97%	19 99%	94 100%	35 97%	171 99%	143 99%	476 100%	26 100%	11 99%	50 100%	31 99%	7 100%	14 100%	30 100%	39 99%	12 100%	218 100%	26 100%	232 100%
2 Providers	1 *%	1 *%	- -%	* 2%	- -%	- -%	1 *%	1 *%	1 *%	1 1%	* 1%	*ABC 3%	* 1%	* *%	1abc 3%	1 1%	1 1%	1 *%	- -%	* 1%	- -%	* 1%	- -%	- -%	- -%	* 1%	- -%	* *%	- -%	1 *%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 50 (continuation)

<Q1A> What is the name of the company or companies that you pay for your Standard Landline CALLS?

by Crossbreak

Base: All with Standard Landlines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Diff erent fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	446	59	5	270	89	294	399	47
Total	478	23	1	308	79	314	430	47
BT	218 46%	19C 81%	* 25%	171 56%	22D 29%	164AD 52%	214AD 50%	4 8%
Unicom / Universal Utilities	42 9%	1 2%	- -%	16 5%	7 9%	17 5%	40 9%	2 4%
Talk Talk	34 7%	* 1%	- -%	29a 10%	3 3%	28 9%	31 7%	3 5%
Virgin Media (NTL/ Telewest)	22 5%	* *%	- -%	22 7%	- -%	20a 6%	20a 5%	2 4%
XLN telecom	21 4%	- -%	- -%	8 2%	8Bc 10%	8 3%	17 4%	3 7%
Sky / Skytalk	17 4%	- -%	- -%	14 4%	- -%	17a 5%	14 3%	3a 7%
Chess	12 3%	* *%	- -%	7 2%	- -%	7 2%	7 2%	5ABC 11%
Plusnet	11 2%	- -%	- -%	11 4%	- -%	11 4%	11 3%	- -%
Titan	9 2%	- -%	- -%	6 2%	4bc 5%	3 1%	6 2%	2b 5%
Excel	7 2%	- -%	- -%	6 2%	- -%	6 2%	7 2%	- -%
Daisy	7 1%	2C 9%	* 9%	2 1%	5BC 6%	2 1%	3 1%	3BC 7%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 50 (continuation)

<Q1A> What is the name of the company or companies that you pay for your Standard Landline CALLS?

by Crossbreak

Base: All with Standard Landlines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Diff erent fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	446	59	5	270	89	294	399	47
Total	478	23	1	308	79	314	430	47
Adept	5 1%	- -%	- -%	4 1%	1 1%	3 1%	4 1%	1 1%
Everything Everywhere/EE	4 1%	- -%	- -%	4 1%	- -%	4 1%	4 1%	- -%
KCom (Kingston Communications)	4 1%	- -%	- -%	4 1%	- -%	4 1%	4 1%	- -%
4com	3 1%	- -%	- -%	- -%	3BC 4%	- -%	- -%	3BC 7%
One Bill	3 1%	1C 2%	- -%	1 *%	- -%	1 *%	3 1%	* *%
O2 / BE	2 *%	1C 3%	1 66%	1 *%	1 2%	1 *%	2 *%	- -%
Utility Warehouse	1 *%	- -%	- -%	1 *%	- -%	1 *%	1 *%	- -%
Vodafone	1 *%	- -%	- -%	1 *%	- -%	1 *%	1 *%	- -%
Zen	1 *%	* *%	- -%	1 *%	- -%	1 *%	1 *%	- -%
Orange	1 *%	- -%	- -%	1 *%	- -%	1 *%	1 *%	- -%
Rainbow	* *%	- -%	- -%	* *%	* *%	* *%	* *%	* *%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 50 (continuation)

<Q1A> What is the name of the company or companies that you pay for your Standard Landline CALLS?

by Crossbreak

Base: All with Standard Landlines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN Re + ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	446	59	5	270	89	294	399	47
Total	478	23	1	308	79	314	430	47
Gamma	*	-	-	-	-	*	-	*
	*%	-%	-%	-%	-%	*%	-%	*%
Barclays Communications	*	*	-	-	*	-	-	*
	*%	*%	-%	-%	*%	-%	-%	*%
OTHER (SPECIFY)	54	*	-	1	23BC	16	39	15BC
	11%	1%	-%	*%	30%	5%	9%	32%
NETS								

1 Provider	476	23	1	307	79	313	429	47
	100%	100%	100%	100%	100%	100%	100%	99%
2 Providers	1	*	-	1	*	1	1	*
	*%	*%	-%	*%	*%	*%	*%	1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51

<Q1B> What is the name of the company or companies that you pay for your Standard Landline RENTAL?

by Crossbreak

Base: All with Standard Landlines

	PERSONAL PROFILE																																	
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR													
	Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other		
		(a)	to 4	to 4	(d)	- 49	- 249		than 2	years (b)	years (c)	-19 years (d)	years (e)		(a)	to 5 (b)	(c)		£100k (a)	to £500k (b)	to £3m (c)	to £10m (d)	to £10m+ (e)	imary ind ustry (a)	ufact uring (b)	nstru ction (c)	sale/ port/ Comm unica tions (d)	tail (e)	ncial Ser vices (f)	Other ser vices (g)	blic admin and ser vices (h)	(i)		
Unweighted row	446	51	145	196	94	83	73		8	18	31	108	281		354	73	18		125	133	83	34	20		20	35	54	63	80	12	113	46	23	
Total	478	100	287	387	52	33	5		11	16	51	135	264		442	33	2		213	159	46	11	2		20	43	66	57	78	17	142	33	22	
BT	244	51	134	186	34BCf	22BCf	2		6	5	17	63	153Cd		226	17	2		95	79	26	9ABc	1		15	23	37	30	31	7	77e	14	11	
	51%	51%	47%	48%	65%	66%	46%		51%	32%	33%	46%	58%		51%	51%	68%		45%	50%	56%	81%	60%		75%	53%	55%	52%	40%	40%	55%	41%	49%	
Unicom / Universal Utilities	40	14d	24d	38d	1	1	*		5	4	11E	15E	5		40b	*	-		28cd	10	2	-	-		-	1	*	10 bCgH	19BCGH	-	9	*	1	
	8%	14%	8%	10%	2%	4%	3%		47%	26%	22%	11%	2%		9%	1%	-%		13%	7%	3%	-%	-%		-%	2%	1%	18%	24%	-%	6%	1%	2%	
Talk Talk	31	17 BcdEf	10	28	3	*	*		-	3	2	4	22d		31	1	*		21c	6	*	-	*		-	10 CDeGH	2	1	5	10	3	*	-	
	7%	17%	4%	7%	6%	1%	3%		-%	21%	4%	3%	8%		7%	2%	3%		10%	4%	1%	-%	6%		-%	23%	3%	2%	6%	59%	2%	1%	-%	
Virgin Media (NTL/ Telewest)	27	13 bdef	13	26d	*	1	*		-	1	7E	11e	8		27b	*	-		12	8	4	*	-		-	5d	4	-	7d	-	6	1	4	
	6%	13%	5%	7%	1%	2%	1%		-%	5%	14%	8%	3%		6%	1%	-%		5%	5%	8%	1%	-%		-%	12%	6%	-%	9%	-%	4%	2%	20%	
XLN telecom	17	1	15	16	1	*	-		*	1	-	8	8		14	3A	-		12	2	3B	-	-		-	-	1	*	3	-	12d	-	1	
	4%	1%	5%	4%	2%	1%	-%		2%	5%	-%	6%	3%		3%	10%	-%		6%	1%	7%	-%	-%		-%	-%	1%	1%	4%	-%	9%	-%	4%	
Sky / Skytalk	14	-	14	14	1	-	-		-	-	3d	-	11d		8	6A	-		13bc	1	-	-	-		-	1	7dEh	1	-	-	6	-	-	
	3%	-%	5%	3%	1%	-%	-%		-%	-%	6%	-%	4%		2%	19%	-%		6%	1%	-%	-%	-%		-%	1%	10%	1%	-%	-%	5%	-%	-%	
Plusnet	11	-	11	11	*	*	-		-	-	4D	-	7		11	-	-		5	7	-	-	-		2	-	-	-	-	-	9e	-	-	
	2%	-%	4%	3%	1%	1%	-%		-%	-%	8%	-%	3%		3%	-%	-%		2%	4%	-%	-%	-%		12%	-%	-%	-%	-%	-%	6%	-%	-%	
Chess	7	2	4	7	1	-	*		-	-	-	5e	2		7	-	*		7	1	*	-	-		1	-	-	4cG	2	-	-	*	-	
	2%	2%	2%	2%	1%	-%	1%		-%	-%	-%	4%	1%		2%	-%	3%		3%	1%	1%	-%	-%		3%	-%	-%	8%	3%	-%	-%	1%	-%	
Excel	7	-	7	7	-	-	-		-	-	-	-	7		7	-	-		7b	-	-	-	-		-	-	-	-	1	-	6	-	-	
	2%	-%	3%	2%	-%	-%	-%		-%	-%	-%	-%	3%		2%	-%	-%		3%	-%	-%	-%	-%		-%	-%	-%	-%	1%	-%	5%	-%	-%	
Daisy	7	-	3	3	3abC	*	*ABCE		-	-	1	1	5		6	*	*		-	4a	1A	1Ab	*		1	-	*	1	-	-	*	-	4	
	1%	-%	1%	1%	5%	1%	9%		-%	-%	1%	1%	2%		1%	1%	11%		-%	3%	3%	9%	2%		4%	-%	1%	2%	-%	-%	1%	-%	20%	
Titan	6	1	3	4	2bc	*	-		-	-	-	2	5		6	-	-		-	6a	-	-	-		-	-	-	-	*	-	3	3	-	
	1%	1%	1%	1%	5%	1%	-%		-%	-%	-%	1%	2%		1%	-%	-%		-%	3%	-%	-%	-%		-%	-%	-%	-%	1%	-%	2%	bCDEg	10%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51 (continuation)

<Q1B> What is the name of the company or companies that you pay for your Standard Landline RENTAL?

by Crossbreak

Base: All with Standard Landlines

	PERSONAL PROFILE																															
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR											
	Total	1 (a)	2 to 4 (b)	5 to 4 (c)	9 (d)	10 - 49 (e)	50 - 249 (f)	Less than 2 years (a)	2 (b)	5 (c)	6 - 9 (d)	10 - 19 years (e)	20+ years (f)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Pr mary ind ustry (a)	Man ufacturing (b)	Co nstruction (c)	Whole sale/ port/ Comm unica tions (d)	Re tail (e)	Finan cial ser vices (f)	Other ser vices (g)	Pu blic admin and ser vices (h)	Other (i)		
Unweighted row	446	51	145	196	94	83	73	8	18	31	108	281	354	73	18		125	133	83	34	20	20	35	54	63	80	12	113	46	23		
Total	478	100	287	387	52	33	5	11	16	51	135	264	442	33	2		213	159	46	11	2	20	43	66	57	78	17	142	33	22		
Adept	5 1%	- %	5 2%	5 1%	- %	- %	- %	- %	- %	- %	- %	5 2%	4 1%	1 2%	- %	- %	- %	5a 3%	- %	- %	- %	- %	- %	3eG 8%	1 1%	1 1%	- %	- %	- %	- %	- %	
Everything Everywhere/EE	4 1%	- %	4 1%	4 1%	- %	- %	- %	- %	- %	4DE 8%	- %	- %	4 1%	- %	- %	- %	- %	- %	4AB 9%	- %	- %	- %	- %	- %	- %	- %	4G 5%	- %	- %	- %	- %	
KCom (Kingston Communications)	4 1%	- %	- %	- %	4ABCe 7%	- %	- %	- %	- %	- %	- %	4 1%	4 1%	- %	- %	- %	2 1%	- %	2B 4%	- %	- %	- %	- %	- %	2 3%	2g 3%	- %	- %	- %	- %	- %	
One Bill	3 1%	- %	3 1%	3 1%	* %	- %	*a 1%	- %	- %	- %	- %	3 1%	3 1%	* 1%	* 2%		1 %	- %	- %	* %	- %	- %	- %	- %	1 1%	* %	- %	2 1%	- %	- %	- %	
O2 / BE	2 %	- %	- %	- %	1BC 2%	1BC 2%	*aBC 1%	- %	- %	* %	2 1%	* %	1 %	1 2%	- %	- %	- %	1 1%	1 1%	*A 2%	* 2%	1 6%	- %	1 1%	- %	- %	- %	- %	* %	- %	- %	
Utility Warehouse	1 %	- %	1 %	1 %	- %	- %	- %	- %	- %	- %	- %	1 %	1 %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 1%	- %	- %	
Zen	1 %	- %	- %	- %	1bC 1%	- %	*ABCe 2%	- %	- %	1 1%	* %	- %	1 %	- %	* 3%		- %	1 %	- %	- %	- %	- %	- %	- %	- %	- %	* %	- %	- %	- %	1 3%	
Orange	1 %	- %	- %	- %	- %	1BC 2%	- %	- %	- %	- %	- %	1 %	1 %	- %	- %		1 %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 2%	- %
Rainbow	* %	- %	- %	- %	- %	*bC 1%	*aBC 1%	- %	- %	- %	- %	* %	* %	* %	- %	- %	- %	* %	* 1%	- %	* 2%	- %	- %	* %	* %	* %	* %	- %	- %	* %	- %	
Vodafone	* %	- %	- %	- %	- %	- %	*ABCDE 4%	- %	- %	- %	- %	* %	- %	*a 1%	- %	- %	- %	- %	- %	*AB 2%	- %	- %	- %	- %	- %	- %	- %	- %	* %	- %	- %	
Barclays Communications	* %	- %	- %	- %	- %	* %	- %	- %	- %	- %	- %	* %	- %	* %	- %	- %	- %	- %	* %	- %	- %	- %	- %	- %	- %	- %	- %	- %	* %	- %	- %	
OTHER (SPECIFY)	46 10%	1 1%	35a 12%	36a 9%	2 4%	6AcD 19%	2ABCD 31%	- %	2 9%	* %	26CE 19%	18 7%	42 9%	4 11%	* 13%		10 5%	29A 18%	4 8%	1 5%	1 28%	- %	1 2%	13beG 19%	8G 14%	5 7%	* 1%	4 3%	14 43%	* 2%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51 (continuation)

<Q1B> What is the name of the company or companies that you pay for your Standard Landline RENTAL?

by Crossbreak

Base: All with Standard Landlines

		PERSONAL PROFILE																														
		COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR										
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other
		(a)	to 4	to 4	(d)	- 49	- 249	than 2 years (a)	(b)	(c)	years (d)	(e)	(a)	to 5 (b)	(c)	£100k (a)	to £500k (b)	to £3m (c)	to £10m (d)	(e)	imary ind ustry (a)	ufacturing (b)	struction (c)	Whole sale/port/Comm unica tions (d)	etail (e)	ancial Ser vices (f)	Other ser vices (g)	Public admin and ser vices (h)	(i)			
Unweighted row	446	51	145	196	94	83	73	8	18	31	108	281	354	73	18	125	133	83	34	20	20	35	54	63	80	12	113	46	23			
Total	478	100	287	387	52	33	5	11	16	51	135	264	442	33	2	213	159	46	11	2	20	43	66	57	78	17	142	33	22			
NETS																																

1 Provider	476	100F	287dF	387DF	51	33f	5	11	16	51	134	263	441	33	2	213C	158	45	11	2	20	43	66	56	78	17	142	33	22			
	100%	100%	100%	100%	98%	100%	98%	100%	100%	100%	99%	100%	100%	100%	98%	100%	100%	98%	100%	100%	100%	99%	100%	98%	100%	100%	100%	100%	100%	100%		
2 Providers	2	-	1	1	1bC	-	*ABCe	-	-	-	1	1	2	-	*	-	1	1A	*	-	-	1	-	1	*	-	*	-	*	-		
	2%	-%	2%	2%	2%	-%	2%	-%	-%	-%	1%	2%	2%	-%	2%	-%	2%	2%	2%	2%	-%	1%	-%	2%	2%	2%	2%	2%	2%	2%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51 (continuation)

<Q1B> What is the name of the company or companies that you pay for your Standard Landline RENTAL?

by Crossbreak

Base: All with Standard Landlines

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid East (f)	Lo ndon (g)	SE (h)	SW (i)	Net: En gland (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	446	15	33	12	18	15	43	39	27	19	221	72	76	77	68	378	383	31	239	184	301	110
Total	478	14	51	36	35	39	47	75	68	45	410	19	36	12	117	361	370	62	200	247	287	149
BT	244	12	40	5	16	13	22	39	44	17	210	10	16	8fjkl	70	174	194	28	101	126	149	73
	51%	84%	79%	15%	47%	33%	47%	52%	65%	39%	51%	51%	44%	67%	60%	48%	52%	45%	50%	51%	52%	49%
Unicom / Universal Utilities	40	-	4	10	1	-	4g	-	9	4	32	1g	6Gjk	2G	5	36	30	9	11	29a	12	23A
	8%	-%	7%	28%	2%	-%	9%	-%	13%	9%	8%	5%	16%	13%	4%	10%	8%	15%	5%	12%	4%	16%
Talk Talk	31	-	4	-	3	-	4	13jm	3	-	27	2	2	*	17B	14	21	-	11	17	20	11
	7%	-%	7%	-%	9%	-%	10%	18%	4%	-%	7%	8%	5%	3%	15%	4%	6%	-%	5%	7%	7%	7%
Virgin Media (NTL/ Telewest)	27	-	1	10	6	-	4g	-	-	4	25	*	1	*	12	15	22	5	4	19A	15	10
	6%	-%	1%	28%	18%	-%	9%	-%	-%	9%	6%	2%	2%	2%	10%	4%	6%	8%	2%	8%	5%	7%
XLN telecom	17	-	-	-	-	-	1	7	4	-	12	1b	3bJ	1Bfj	3	14	14	3	13B	4	14	2
	4%	-%	-%	-%	-%	-%	1%	9%	7%	-%	3%	6%	9%	9%	3%	4%	4%	5%	7%	2%	5%	1%
Sky / Skytalk	14	-	1	-	-	6	-	7	-	-	14	1	-	-	1	14	5	10A	6	8	14b	1
	3%	-%	1%	-%	-%	16%	-%	9%	-%	-%	3%	3%	-%	-%	1%	4%	1%	16%	3%	3%	5%	1%
Plusnet	11	2	-	-	-	-	*	-	-	8	11	-	*	-	2	9	9	-	7	4	9	2
	2%	16%	-%	-%	-%	-%	1%	-%	-%	19%	3%	-%	1%	-%	2%	2%	2%	-%	3%	2%	3%	2%
Chess	7	-	1	-	-	-	2	-	4	-	7	-	-	-	-	7	1	2a	*	5	5	1
	2%	-%	1%	-%	-%	-%	5%	-%	7%	-%	2%	-%	-%	-%	-%	2%	1%	3%	1%	2%	2%	1%
Excel	7	-	-	-	-	6	-	-	-	-	6	-	1	-	-	7	7	-	6b	1	-	1
	2%	-%	-%	-%	-%	16%	-%	-%	-%	-%	2%	-%	2%	-%	-%	2%	2%	-%	3%	1%	-%	1%
Daisy	7	-	*	-	-	*	-	5	-	1	6	-	*	*	-	7	2	1	3	3	2	4
	1%	-%	1%	-%	-%	1%	-%	6%	-%	2%	2%	-%	1%	1%	-%	2%	1%	1%	2%	1%	1%	3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51 (continuation)

<Q1B> What is the name of the company or companies that you pay for your Standard Landline RENTAL?

by Crossbreak

Base: All with Standard Landlines

	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
Total	NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	446	15	33	12	18	15	43	39	27	19	221	72	76	77	68	378	383	31	239	184	301	110
Total	478	14	51	36	35	39	47	75	68	45	410	19	36	12	117	361	370	62	200	247	287	149
Titan	6 1%	- -%	- -%	- -%	4 12%	- -%	- -%	- -%	1 2%	- -%	6 1%	- -%	1 2%	* 1%	- -%	6 2%	5 1%	- -%	4 2%	2 1%	4 1%	* -%
Adept	5 1%	- -%	- -%	- -%	- -%	- -%	- -%	3 4%	- -%	- -%	3 1%	1 3%	1 2%	- -%	- -%	5 1%	5 1%	- -%	5b 2%	- -%	5 2%	- -%
Everything Everywhere/EE	4 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 9%	4 1%	- -%	- -%	- -%	- -%	4 1%	4 1%	- -%	4b 2%	- -%	4 1%	- -%
KCom (Kingston Communications)	4 1%	- -%	- -%	4 10%	- -%	- -%	- -%	- -%	- -%	- -%	4 1%	- -%	- -%	- -%	- -%	4 1%	4 1%	- -%	2 1%	2 1%	2 1%	2 1%
One Bill	3 1%	- -%	- -%	- -%	- -%	- -%	2j 4%	- -%	- -%	- -%	2 1%	1gJ 4%	* -%	- -%	- -%	3 1%	* -%	3A 4%	* -%	3 1%	1 -%	2 1%
O2 / BE	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	1 2%	2 *%	- -%	* 1%	- -%	1 1%	1 *%	2 1%	- -%	1 *%	1 1%	2 1%	* -%
Utility Warehouse	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1J 2%	- -%	- -%	1 *%	1 *%	- -%	- -%	1 *%	1 *%	- -%
Zen	1 *%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	1 *%	1 *%	- -%	* *%	1 *%	- -%	* *%
Orange	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 *%	- -%	- -%	- -%	- -%	1 *%	1 *%	- -%	1 *%	- -%	1 *%	- -%
Rainbow	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	*fgJl 3%	- -%	* *%	* *%	- -%	* *%	* *%	* *%	- -%
Vodafone	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51 (continuation)

<Q1B> What is the name of the company or companies that you pay for your Standard Landline RENTAL?

by Crossbreak

Base: All with Standard Landlines

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON			
		NE	NW	Yo rks/	E	Mid	W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	number	(d)	(e)	(f)	ndon	(g)	(h)	(i)	En gland	(k)	tland	(l)	Ir eland	based	where	(a)	agree	(a)	agree	(a)	agree
		(c)										(j)			(m)	(a)	(b)		(b)		(b)		(b)	
Unweighted row	446	15	33	12	18	15	43	39	27	19	221	72	76	77	68	378	383	31	239	184	301	110		
Total	478	14	51	36	35	39	47	75	68	45	410	19	36	12	117	361	370	62	200	247	287	149		
Barclays Communications	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	*J 1%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	- -%		
OTHER (SPECIFY)	46 10%	* *%	1 1%	7 18%	4 12%	13 33%	7b 15%	gm 1%	2 3%	4 10%	38m 9%	3BGj 18%	M 12%	4bGm - -%	7 6%	39 11%	44 12%	1 1%	23 11%	21 9%	28 10%	17 12%		
NETS																								

1 Provider	476 100%	14 100%	51 100%	36 100%	35 100%	39 100%	47 100%	75 100%	68 100%	43 98%	409K 100%	19 97%	36 100%	12 100%	116 100%	360 100%	368 100%	62 100%	199 99%	247 100%	287 100%	148 99%		
2 Providers	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 *%	1J 3%	* *%	- -%	1 *%	1 *%	2 *%	- -%	1 1%	1 *%	* *%	2 1%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51 (continuation)

<Q1B> What is the name of the company or companies that you pay for your Standard Landline RENTAL?

by Crossbreak

Base: All with Standard Landlines

CONNECTION PROFILE																															
	Total	MAIN FIXED LINE TYPE					PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuits (d)	Fixed broadband (e)	Standard lines (a)	NET biles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 private (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	So media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	446	388	14	25	3	16	446	369	399	121	69	43	44	91	42	200	158	446	57	40	45	34	9	15	29	43	4	216	28	199	
Total	478	452	3	10	*	13	478	395	406	105	29	12	19	95	35	172	144	478	26	11	50	31	7	14	30	39	12	218	26	233	
BT	244	224	3	8	*	8	244	209	218d	46	19abDg	10ABCDG HJK	8	51	24abDg	101Dg	80d	244	19A	9A	29	17	2	12	15	18	7	218C	26	-	
	51%	50%	90%	89%	73%	64%	51%	53%	54%	44%	66%	78%	42%	54%	69%	59%	55%	51%	71%	78%	59%	53%	23%	86%	49%	45%	57%	100%	100%	-%	
Unicom / Universal Utilities	408%	409%	-%	-%	-%	-%	40J8%	27j7%	226%	55%	25%	-%	*1%	45%	5fJ13%	53%	85%	408%	12%	-%	49%	-%	-%	-%	*1%	411%	-%	-%	-%	-%	40A17%
Talk Talk	317%	317%	-%	*2%	-%	-%	31e7%	30e8%	28e7%	9e9%	*%	*1%	*%	45%	*%	12e7%	16Egl11%	317%	*%	*2%	11%	4a12%	*1%	18%	311%	-%	-%	-%	-%	-%	31A13%
Virgin Media (NTL/ Telewest)	27	25	-	-	-	2	27	20	22	7e	*	-	4ABCDEFJK	12abcEf jK	5abcEf JK	7	4	27	*	-	5	2	4	-	-	6	5	-	-	27A	
	6%	5%	-%	-%	-%	16%	6%	5%	5%	7%	*%	-%	22%	12%	15%	4%	3%	6%	*%	-%	11%	7%	63%	-%	-%	17%	43%	-%	-%	11%	
XLN telecom	174%	174%	-%	-%	-%	-%	174%	133%	133%	54%	-%	-%	*1%	11%	-%	85%	21%	174%	-%	-%	12%	-%	-%	-%	13%	-%	-%	-%	-%	17A7%	
Sky / Skytalk	143%	143%	-%	-%	-%	-%	14j3%	82%	14dJ4%	-%	-%	-%	-%	6bDJ7%	-%	-%	6dJ4%	143%	-%	-%	-%	6A20%	-%	-%	-%	616%	-%	-%	-%	-%	14A6%
Plusnet	112%	112%	-%	-%	-%	-%	112%	113%	113%	-%	-%	-%	-%	-%	-%	53%	43%	112%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11A5%	
Chess	72%	72%	-%	-%	-%	-%	72%	72%	72%	5ahJK5%	*%	*%	-%	-%	-%	-%	*%	72%	*%	*1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7a3%	
Excel	7	7	-	-	-	-	7	7	6	1	-	-	-	6AbCdK	-	7acK	-	7	-	-	6b	-	-	-	6	-	-	-	-	7a	
	2%	2%	-%	-%	-%	-%	2%	2%	2%	1%	-%	-%	-%	7%	-%	4%	-%	2%	-%	-%	13%	-%	-%	-%	21%	-%	-%	-%	-%	3%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51 (continuation)

<Q1B> What is the name of the company or companies that you pay for your Standard Landline RENTAL?

by Crossbreak

Base: All with Standard Landlines

	CONNECTION PROFILE																														
																		FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	MAIN FIXED LINE TYPE						PRODUCTS USED																								
	Total	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private / Private circuit (d)	Fixed broadband (e)	Standard landlines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 ivate (f) cir cuits (g)	LL pr ivate circuit (g)	VoIP (h)	Video confer encing (i)	Social media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Internal / inter- site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	446	388	14	25	3	16	446	369	399	121	69	43	44	91	42	200	158	446	57	40	45	34	9	15	29	43	4	216	28	199	
Total	478	452	3	10	*	13	478	395	406	105	29	12	19	95	35	172	144	478	26	11	50	31	7	14	30	39	12	218	26	233	
Daisy	7	5	1	-	-	-	7	6	7	*	2	-	3	1	1	5	5	7	2A	-	*	*	1	*	1	*	-	-	1	6a	
	1%	1%	34%	-%	-%	-%	1%	1%	2%	*%	7%	-%	18%	2%	3%	3%	4%	1%	8%	-%	*%	1%	16%	1%	4%	1%	-%	-%	4%	2%	
Titan	6	6	-	-	-	-	6	4	5	3	-	*	-	-	-	1	1	6	-	*	-	-	-	-	-	-	-	-	-	6a	
	1%	1%	-%	-%	-%	-%	1%	1%	1%	3%	-%	1%	-%	-%	-%	1%	1%	1%	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	3%	
Adept	5	4	-	-	-	1	5	5	5	3j	1j	-	-	4aJk	-	-	1	5	-	-	-	1	-	-	3	1	-	-	-	5a	
	1%	1%	-%	-%	-%	4%	1%	1%	1%	3%	2%	-%	-%	4%	-%	-%	*%	1%	-%	-%	-%	2%	-%	-%	11%	1%	-%	-%	-%	2%	
Everything Everywhere/EE	4	4	-	-	-	-	4	4	4	-	-	-	-	-	-	4k	-	4	-	-	-	-	-	-	-	-	-	-	-	4	
	1%	1%	-%	-%	-%	-%	1%	1%	1%	-%	-%	-%	-%	-%	-%	2%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	
KCom (Kingston Communications)	4	4	-	-	-	-	4	4	4	2	-	-	-	-	-	4	4	4	-	-	-	-	-	-	-	-	-	-	-	4	
	1%	1%	-%	-%	-%	-%	1%	1%	1%	2%	-%	-%	-%	-%	-%	2%	3%	4	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	
One Bill	3	3	-	*	-	-	3	1	1	-	1bcjk	*	-	-	-	-	-	3	1	*	-	-	-	-	-	-	-	*	-	3	
	1%	1%	-%	1%	-%	-%	1%	*%	*%	-%	2%	*%	-%	-%	-%	-%	-%	1%	2%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	1%	
O2 / BE	2	2	-	-	-	-	2	2	2	*	1	*	1ac	1	*	2	2	2	-	*	1	*	*	1	-	*	-	-	-	2	
	*%	*%	-%	-%	-%	-%	*%	*%	*%	*%	2%	*%	3%	1%	*%	1%	1%	*%	-%	*%	1%	1%	1%	5%	-%	*%	-%	-%	-%	1%	
Utility Warehouse	1	1	-	-	-	-	1	1	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	
	*%	*%	-%	-%	-%	-%	*%	*%	*%	*%	1%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	
Zen	1	1	-	-	-	-	1	1	1	1	-	*	-	1	-	-	1	1	-	*	-	1	-	-	1	-	-	-	-	1	
	*%	*%	-%	-%	-%	-%	*%	*%	*%	1%	-%	1%	-%	1%	-%	-%	1%	*%	-%	1%	-%	2%	-%	-%	2%	-%	-%	-%	-%	*%	
Orange	1	1	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	
Rainbow	*	*	-	-	-	-	*	*	*	-	-	-	-	-	-	*	*	*	-	-	-	-	-	-	-	-	-	-	-	*	
	*%	*%	-%	-%	-%	-%	*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51 (continuation)

<Q1B> What is the name of the company or companies that you pay for your Standard Landline RENTAL?

by Crossbreak

Base: All with Standard Landlines

CONNECTION PROFILE																															
	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER				
	Total	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed line broadband (e)	Standard landlines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo broadband (d)	ISDN 2/2e (e)	ISDN 30 private circuit (f)	LL private circuit (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both (c)	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	446	388	14	25	3	16	446	369	399	121	69	43	44	91	42	200	158	446	57	40	45	34	9	15	29	43	4	216	28	199	
Total	478	452	3	10	*	13	478	395	406	105	29	12	19	95	35	172	144	478	26	11	50	31	7	14	30	39	12	218	26	233	
Vodafone	*	*	-	-	-	-	*	*	*	*	*	*ABCK	*abc	*	-	*	-	*	-	-	-	*	-	-	-	-	*	-	-	-	*
	%	%	-%	-%	-%	-%	%	%	%	%	1%	2%	1%	%	-%	%	-%	%	-%	-%	-%	1%	-%	-%	-%	-%	%	-%	-%	-%	%
Barclays Communications	*	-	-	*	-	-	*	*	*	-	-	*abc	-	-	-	*	-	*	-	*a	-	-	-	-	-	-	-	-	-	-	*
	%	-%	-%	1%	-%	-%	%	%	%	-%	-%	1%	-%	-%	-%	%	-%	%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	%
OTHER (SPECIFY)	46	43	*	1	*	2	46	37	35	16	5	2	4	1	12	12	46	5A	2	2	1	1	-	*	3	-	*	-	45A		
	10%	9%	8%	9%	27%	15%	10%	9%	9%	15%	19%	16%	10%	4%	2%	7%	8%	10%	21%	18%	4%	2%	12%	-%	1%	8%	-%	%	-%	19%	
NETS																															

1 Provider	476	451	2	9	*	13	476	393	404	104	28	12	19	94	34	172	143	476	25	11	50	31	6	14	29	39	12	218	25	233	
	100%	100%	68%	99%	100%	100%	100%	100%	100%	100%	96%	99%	100%	99%	97%	100%	99%	100%	96%	99%	100%	100%	84%	100%	96%	100%	100%	100%	96%	100%	
2 Providers	2	1	1	*	-	-	2	2	2	*	1	*	-	1	1	abcj	*	1	2	1A	*	-	-	1	-	1	-	-	*	1	1
	%	%	32%	1%	-%	-%	%	%	%	%	4%	1%	-%	1%	3%	%	1%	%	4%	1%	-%	-%	16%	-%	4%	-%	-%	%	4%	%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51 (continuation)

<Q1B> What is the name of the company or companies that you pay for your Standard Landline RENTAL?

by Crossbreak

Base: All with Standard Landlines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	446	59	5	270	89	294	399	47
Total	478	23	1	308	79	314	430	47
BT	244 51%	20C 87%	* 25%	177 57%	40 52%	170 54%	216 50%	28 59%
Unicom / Universal Utilities	40 8%	1 2%	- -%	16 5%	7d 9%	16 5%	40bd 9%	- -%
Talk Talk	31 7%	* 1%	- -%	27a 9%	1 1%	27ad 9%	31a 7%	- -%
Virgin Media (NTL/ Telewest)	27 6%	* *%	- -%	22 7%	- -%	20a 6%	20a 5%	7AbC 15%
XLN telecom	17 4%	- -%	- -%	8 2%	5b 7%	8 2%	17 4%	- -%
Sky / Skytalk	14 3%	- -%	- -%	14 4%	1 1%	14 4%	14 3%	- -%
Plusnet	11 2%	- -%	- -%	11 4%	- -%	11 4%	11 3%	- -%
Chess	7 2%	* *%	- -%	7 2%	- -%	7 2%	7 2%	- -%
Excel	7 2%	- -%	- -%	6 2%	- -%	6 2%	7 2%	- -%
Daisy	7 1%	2C 9%	* 9%	2 1%	5BC 6%	2 1%	3 1%	3BC 7%
Titan	6 1%	- -%	- -%	3 1%	2 2%	3 1%	6 2%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51 (continuation)

<Q1B> What is the name of the company or companies that you pay for your Standard Landline RENTAL?

by Crossbreak

Base: All with Standard Landlines

	Total	BUNDLING			SAME VS DIFFERENT			
		Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN PC Re ntal (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line ntal liers (c)	Diff erent fixed voice calls and fixed re line ntal supp liers (d)
Unweighted row	446	59	5	270	89	294	399	47
Total	478	23	1	308	79	314	430	47
Adept	5 1%	- -%	- -%	4 1%	1 1%	3 1%	4 1%	1 1%
Everything Everywhere/EE	4 1%	- -%	- -%	4 1%	- -%	4 1%	4 1%	- -%
KCom (Kingston Communications)	4 1%	- -%	- -%	4 1%	- -%	4 1%	4 1%	- -%
One Bill	3 1%	1C 2%	- -%	1 *%	- -%	1 *%	3 1%	* *%
O2 / BE	2 *%	1C 3%	1 66%	1 *%	1 2%	1 *%	2 *%	- -%
Utility Warehouse	1 *%	- -%	- -%	1 *%	- -%	1 *%	1 *%	- -%
Zen	1 *%	* *%	- -%	1 *%	- -%	1 *%	1 *%	- -%
Orange	1 *%	- -%	- -%	1 *%	- -%	1 *%	1 *%	- -%
Rainbow	* *%	- -%	- -%	* *%	* *%	* *%	* *%	- -%
Vodafone	* *%	- -%	- -%	- -%	- -%	* *%	- -%	* *%
Barclays Communications	* *%	* *%	- -%	- -%	* *%	- -%	- -%	* *%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51 (continuation)

<Q1B> What is the name of the company or companies that you pay for your Standard Landline RENTAL?

by Crossbreak

Base: All with Standard Landlines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN PC (a)	Std lan dline + BB (c)	Std lan dline + BB (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	446	59	5	270	89	294	399	47
Total	478	23	1	308	79	314	430	47
OTHER (SPECIFY)	46 10%	- -%	- -%	- -%	18BC 22%	16 5%	38 9%	8B 16%
NETS								
1 Provider	476 100%	22 95%	1 100%	308A 100%	77 98%	314a 100%	429 100%	47 100%
2 Providers	2 *%	1C 5%	- -%	* *%	2b 2%	* *%	2 *%	* *%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 52

<Q1C> What is the name of the company or companies that you pay for your ISDN 2/2e CALLS?

by Crossbreak

Base: All with ISDN2/2E lines

	PERSONAL PROFILE																												
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR								
	Total	1	2	1 5 - 9	10	50	Less than 2 years	2 - 5 years	5 - 9 years	10 - 19 years	20+ years	1	2	5+	Under £100k	£100k to £500k	£500k to £3m	£3m to £10m	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail trade/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)	
		(a)	(b)	(c)	(d)	(e)	(a)	(b)	(c)	(d)	(e)	(a)	(b)	(c)	(a)	(b)	(c)	(d)	(e)	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	
Unweighted row	78	1	10	11	12	27	28	-	4	1	17	56	39	30	9	11	11	27	14	7	3	6	11	13	5	3	25	12	-
Total	39	3	14	18	7	12	2	-	2	1	9	27	30	8	1	14	7	10	4	1	1	1	10	7	1	1	13	4	-
BT	16 42%	-	5 33%	5 27%	5 63%	6 48%	1 54%	-	2 84%	-	6 64%	9 32%	11 37%	4 53%	1 83%	4 27%	3 40%	4 38%	2 48%	1 82%	* 24%	* 7%	2 20%	3 47%	* 16%	1 92%	6 44%	4 87%	-
Virgin Media (NTL/ Telewest)	3 9%	3 100%	-	3 19%	-	-	* 2%	-	-	-	* 1%	3 12%	3 11%	* 1%	-	3 24%	-	-	* 1%	-	-	-	3 34%	-	-	-	-	-	-
Daisy	2 6%	-	-	-	2 25%	* 1%	* 9%	-	-	-	1 14%	1 3%	2 7%	* 2%	-	-	1 11%	1 13%	* 2%	* 8%	1 76%	* 3%	-	1 16%	* 12%	-	* 1%	-	
Sky / Skytalk	1 2%	-	1 6%	1 5%	-	-	-	-	-	1 100%	-	-	1 3%	-	-	1 6%	-	-	-	-	-	-	-	-	-	-	1 7%	-	-
O2 / BE	1 2%	-	-	-	-	1 6%	-	-	-	-	1 6%	* 1%	* 1%	1 7%	-	-	-	1 8%	-	-	-	1 5%	-	-	-	-	-	* 5%	-
Unicom / Universal Utilities	1 2%	-	-	-	-	1 6%	-	-	-	-	1 6%	* 1%	1 3%	-	-	-	1 8%	-	-	-	-	-	-	-	1 58%	-	-	-	-
One Bill	1 1%	-	1 4%	1 3%	-	-	-	-	-	-	1 2%	1 2%	-	-	1 4%	-	-	-	-	-	-	-	-	1 7%	-	-	-	-	-
Rainbow	* *%	-	-	-	-	* 1%	-	-	-	-	* 1%	* *%	-	* 2%	-	-	* 2%	-	-	-	-	-	-	-	-	-	-	* 4%	-
Resourced internally	* *%	-	-	-	* 2%	-	-	-	-	-	* 2%	-	* 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	* 1%	-	-
Excel	* *%	-	-	-	-	* 4%	-	-	-	-	* *%	* *%	-	-	-	-	* 1%	-	-	-	-	-	-	-	-	-	-	* 2%	-
Chess	* *%	-	-	-	-	* 3%	-	-	-	-	* *%	-	-	* 4%	-	-	* 1%	-	-	-	-	-	-	-	-	-	-	* 1%	-
Talk Talk	* *%	-	-	-	-	* 3%	-	-	-	-	* *%	-	-	* 4%	-	-	* 1%	-	-	-	-	-	-	-	-	-	* *%	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 52 (continuation)

<Q1C> What is the name of the company or companies that you pay for your ISDN 2/2e CALLS?

by Crossbreak

Base: All with ISDN2/2E lines

		PERSONAL PROFILE																													
		COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR										
		1	2	1	5	9	10	50	Less than 2 years	2 - 5 years	5 - 6 years	6 - 9 years	10 - 19 years	20+ years	1	2	5+	Under £100k	£100k to £500k	£500k to £3m	£3m to £10m	£10m+ (e)	Pr imary ind ustry (a)	Man ufact uring (b)	Co nstru ction (c)	Whole sale/ Trans port/ Comm unica tions (d)	Re tail (e)	Fina ncial Ser vices (f)	Other ser vices (g)	Pu blic admin and ser vices (h)	Other (i)
		(a)	to 4 (b)	to 4 (c)	(d)	- 49 (e)	- 249 (f)	(a)	(b)	(c)	years (d)	years (e)	(a)	to 5 (b)	(c)	(a)	£500k (b)	£3m (c)	£10m (d)	(e)	(a)	(b)	(c)	(d)	(a)	(b)	(c)	(d)	(e)	(f)	(g)
Unweighted row	78	1	10	11	12	27	28	-	4	1	17	56	39	30	9	11	11	27	14	7	3	6	11	13	5	3	25	12	-		
Total	39	3	14	18	7	12	2	-	2	1	9	27	30	8	1	14	7	10	4	1	1	1	10	7	1	1	13	4	-		
Vodafone	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	%	-%	1%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%
Adept	*	-	-	-	-	-	*	-	-	-	-	*	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-
	%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	%	%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
OTHER (SPECIFY)	14	-	8	8	1	4	*	-	*	-	1	13	11	3	*	5	3	3	2	*	-	1	4	2	*	*	6	-	-	-	
	35%	-%	57%	47%	9%	37%	19%	-%	16%	-%	6%	47%	37%	34%	9%	39%	49%	29%	47%	10%	-%	90%	41%	30%	13%	8%	46%	-%	-%	-%	-%
NETS																															
1 Provider	39	3	14	18	7	12	2	-	2	1	9	27	30	8	1	14	7	10	4	1	1	1	10	7	1	1	13	4	-	-	
	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 52 (continuation)

<Q1C> What is the name of the company or companies that you pay for your ISDN 2/2e CALLS?

by Crossbreak

Base: All with ISDN2/2E lines

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE	NW	Yorkshire/Humber	East of London	Midlands	West Midlands	East of England	London	SE	SW	Net: England	Wales	Scotland	Northern Ireland	Home based	Else where	Agree	Dis agree	Agree	Dis agree	Agree	Dis agree
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)	
Unweighted row	78	1	5	1	5	3	8	7	7	3	40	16	13	9	2	76	70	4	57	19	63	11	
Total	39	*	1	1	7	2	1	7	9	2	32	4	3	1	4	35	33	5	22	15	27	9	
BT	16 42%	* 100%	1 89%	1 100%	4 50%	* 18%	1 48%	1 20%	3 34%	1 42%	13 41%	1 35%	1 46%	1 80%	1 14%	16 45%	11 35%	3 69%	10 45%	6 39%	9 35%	4 46%	
Virgin Media (NTL/ Telewest)	3 9%	- -%	- -%	- -%	- -%	- -%	- -%	3 51%	- -%	- -%	3 10%	* 1%	- -%	- -%	3 86%	* -%	3 10%	- -%	* -%	3 22%	* -%	3 35%	
Daisy	2 6%	- -%	* 5%	- -%	- -%	- -%	- -%	1 11%	- -%	1 58%	2 6%	* 4%	* 4%	- -%	- -%	2 6%	1 4%	1 20%	2 9%	* 1%	1 3%	1 14%	
Sky / Skytalk	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 32%	- -%	- -%	1 2%	1 3%	- -%	1 4%	- -%	1 3%	- -%	
O2 / BE	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	1 2%	- -%	* 8%	- -%	- -%	1 2%	1 2%	- -%	1 3%	- -%	1 3%	- -%	
Unicom / Universal Utilities	1 2%	- -%	- -%	- -%	1 7%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	* 8%	- -%	- -%	1 2%	1 2%	- -%	1 2%	* 1%	1 2%	* 2%	
One Bill	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 15%	- -%	- -%	- -%	1 1%	- -%	1 11%	- -%	1 3%	1 2%	- -%	
Rainbow	* -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 20%	- -%	* 1%	* 1%	- -%	* 1%	- -%	* 1%	- -%	
Resourced internally	* -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	* -%	* 1%	- -%	- -%	* 1%	* 1%	- -%	
Excel	* -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* -%	- -%	- -%	- -%	- -%	* -%	* -%	- -%	* -%	- -%	- -%	* 1%	
Chess	* -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	* -%	- -%	- -%	- -%	- -%	* -%	* -%	- -%	* -%	- -%	* -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 52 (continuation)

<Q1C> What is the name of the company or companies that you pay for your ISDN 2/2e CALLS?

by Crossbreak

Base: All with ISDN2/2E lines

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON			
		NE	NW	Yo rks/	E	Mid	W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	rks/	(d)	(e)	(f)	ndon	(g)	(h)	(i)	En	(j)	(k)	tland	thern	based	where	(a)	agree	(a)	agree	(a)	agree
		(c)										gland			(l)	eland	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)
Unweighted row	78	1	5	1	5	3	8	7	7	3	40	16	13	9		2	76	70	4	57	19	63	11	
Total	39	*	1	1	7	2	1	7	9	2	32	4	3	1		4	35	33	5	22	15	27	9	
Talk Talk	*	-	-	-	-	-	*	-	-	-	*	-	-	-		-	*	*	-	*	-	*	-	
	%	-%	-%	-%	-%	-%	5%	-%	-%	-%	%	-%	-%	-%		-%	%	%	-%	%	-%	%	-%	
Vodafone	*	-	-	-	-	-	*	-	-	-	*	-	-	-		-	*	*	-	*	-	*	-	
	%	-%	-%	-%	-%	-%	5%	-%	-%	-%	%	-%	-%	-%		-%	%	%	-%	%	-%	%	-%	
Adept	*	-	-	-	-	-	-	-	-	-	-	*	-	-		-	*	*	-	-	*	*	-	
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%		-%	%	%	-%	-%	%	%	-%	
OTHER (SPECIFY)	14	-	*	-	3	2	*	1	6	-	12	1	*	-		-	14	14	-	8	5	13	*	
	35%	-%	5%	-%	43%	82%	38%	8%	66%	-%	38%	39%	2%	-%		-%	39%	42%	-%	34%	32%	50%	2%	
NETS																								

1 Provider	39	*	1	1	7	2	1	7	9	2	32	4	3	1		4	35	33	5	22	15	27	9	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 52 (continuation)

<Q1C> What is the name of the company or companies that you pay for your ISDN 2/2e CALLS?

by Crossbreak

Base: All with ISDN2/2E lines

CONNECTION PROFILE																															
Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER				
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private cir (d)	Fixed broadband (e)		Standard lines (a)	NET biles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL Private cir (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	78	35	31	9	-	3	70	67	77	23	78	13	22	25	15	46	42	59	76	13	9	12	4	7	7	11	-	35	2	40	
Total	39	18	15	5	-	1	30	33	38	6	39	6	6	10	5	16	20	27	38	6	4	4	2	4	3	3	-	17	1	20	
BT	16 42%	11B 59%	3 21%	2 46%	- %	* 8%	16K 53%	11 33%	16 42%	3 40%	16 42%	3 51%	4 67%	6 63%	3 51%	7k 47%	5 24%	15 55%	16 42%	3 51%	1 42%	3 90%	1 50%	3 83%	1 33%	2 69%	- %	14C 83%	* 21%	1 7%	
Virgin Media (NTL/ Telewest)	3 9%	* %	3A 22%	- %	- %	- %	* %	3Aj 10%	3a 9%	* 1%	3a 9%	- %	* 1%	- %	- %	* %	3Aj 16%	* %	3a 9%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	3a 17%
Daisy	2 6%	1 4%	1 9%	* 1%	- %	- %	2 7%	2 6%	2 6%	* 1%	2 6%	* 1%	* 6%	1 13%	1 21%	1 7%	1 6%	2 7%	2 6%	* 1%	* 1%	1 50%	* 2%	1 37%	* 2%	- %	- %	- %	1 79%	1 5%	
Sky / Skytalk	1 2%	1 5%	- %	- %	- %	- %	1 3%	1 3%	1 2%	- %	1 2%	- %	- %	- %	1 16%	1 5%	- %	1 3%	1 2%	- %	- %	- %	- %	- %	- %	- %	- %	1 5%	- %	- %	
O2 / BE	1 2%	1 3%	* 1%	- %	- %	- %	1 2%	1 2%	1 2%	- %	1 2%	- %	1 13%	1 6%	- %	1 3%	1 3%	1 2%	* 1%	- %	1 15%	- %	- %	1 15%	- %	- %	- %	- %	- %	1 4%	
Unicom / Universal Utilities	1 2%	1 3%	* 1%	- %	- %	- %	1 2%	1 2%	1 2%	- %	1 2%	- %	- %	- %	- %	1 3%	1 3%	1 3%	1 2%	- %	- %	- %	- %	- %	- %	- %	- %	- %	* 1%	- %	1 3%
One Bill	1 1%	1 3%	- %	- %	- %	- %	1 2%	1 2%	1 1%	- %	1 1%	- %	- %	- %	- %	- %	- %	1 2%	1 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 3%
Rainbow	* %	* %	* 1%	- %	- %	- %	* %	* 1%	* %	- %	* %	- %	- %	- %	- %	* 1%	* 1%	* %	* %	- %	- %	- %	- %	- %	- %	- %	- %	- %	* 1%	- %	* %
Resourced internally	* %	* 1%	- %	- %	- %	- %	* 1%	* 1%	* %	- %	* %	- %	- %	* 2%	- %	* 1%	* 1%	* 1%	* %	- %	- %	* 4%	- %	- %	- %	- %	* 6%	- %	- %	- %	* 1%
Excel	* %	- %	* %	- %	- %	- %	* %	- %	* %	- %	* %	- %	- %	* 1%	- %	* %	- %	* %	* %	- %	* 2%	- %	- %	- %	- %	- %	* 2%	- %	* %	- %	- %
Chess	* %	* %	- %	- %	- %	- %	* %	* %	* %	- %	* %	* 1%	- %	- %	- %	- %	* %	* %	* %	* %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	*

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 52 (continuation)

<Q1C> What is the name of the company or companies that you pay for your ISDN 2/2e CALLS?

by Crossbreak

Base: All with ISDN2/2E lines

CONNECTION PROFILE																															
	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER				
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed band (e)		Standard landlines (a)	NET Mobiles (b)	Fixed line broadband (c)	Mo broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for rental calls (a)	Other provider calls (b)	Other provider for rental and calls (c)	
	Total																														
Unweighted row	78	35	31	9	-	3	70	67	77	23	78	13	22	25	15	46	42	59	76	13	9	12	4	7	7	11	-	35	2	40	
Total	39	18	15	5	-	1	30	33	38	6	39	6	6	10	5	16	20	27	38	6	4	4	2	4	3	3	-	17	1	20	
Talk Talk	*	-	-	*	-	-	*	*	*	*	*	*	-	-	-	-	-	*	*	*	-	-	-	-	-	-	-	-	-	-	*
	%	-%	-%	1%	-%	-%	%	%	%	1%	%	1%	-%	-%	-%	-%	-%	%	%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	%
Vodafone	*	-	*	-	-	-	-	*	*	-	*	-	-	-	-	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	%	-%	%	-%	-%	-%	-%	%	%	-%	%	-%	-%	-%	-%	-%	-%	-%	%	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	%
Adept	*	-	*	-	-	-	*	*	*	-	*	-	-	-	-	*	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*
	%	-%	%	-%	-%	-%	%	%	%	-%	%	-%	-%	-%	-%	%	%	-%	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	%
OTHER (SPECIFY)	14	4	6	2	-	1	9	13	13	4	14	3	1	2	1	5	9	7	14	3	1	*	-	-	1	1	-	2	-	12A	
	35%	22%	43%	52%	-%	92%	29%	40%	34%	58%	35%	46%	14%	16%	11%	30%	46%	25%	36%	46%	39%	4%	-%	-%	30%	21%	-%	10%	-%	59%	
NETS																															

1 Provider	39	18	15	5	-	1	30	33	38	6	39	6	6	10	5	16	20	27	38	6	4	4	2	4	3	3	-	17	1	20	
	100%	100%	100%	100%	-%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 52 (continuation)

<Q1C> What is the name of the company or companies that you pay for your ISDN 2/2e CALLS?

by Crossbreak

Base: All with ISDN2/2E lines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	78	41	4	39	26	48	70	8
Total	39	18	1	17	13	25	33	6
BT	16 42%	15 79%	* 15%	13 75%	2 15%	14 57%	16 47%	1 9%
Virgin Media (NTL/ Telewest)	3 9%	* *%	- -%	* *%	- -%	3 14%	3 10%	- -%
Daisy	2 6%	2 11%	* 11%	1 5%	1 10%	1 4%	2 7%	- -%
Sky / Skytalk	1 2%	- -%	- -%	- -%	1 7%	- -%	1 3%	- -%
O2 / BE	1 2%	1 3%	1 74%	1 3%	- -%	1 3%	1 2%	- -%
Unicom / Universal Utilities	1 2%	1 3%	- -%	* 1%	1 6%	- -%	1 2%	- -%
One Bill	1 1%	1 3%	- -%	1 3%	- -%	1 2%	1 2%	- -%
Rainbow	* *%	- -%	- -%	* 1%	- -%	* 1%	* *%	* 2%
Resourced internally	* *%	- -%	- -%	- -%	* 1%	- -%	* 1%	- -%
Excel	* *%	- -%	- -%	- -%	* 1%	- -%	* *%	- -%
Chess	* *%	* *%	- -%	* *%	- -%	* *%	* *%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 52 (continuation)

<Q1C> What is the name of the company or companies that you pay for your ISDN 2/2e CALLS?

by Crossbreak

Base: All with ISDN2/2E lines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	78	41	4	39	26	48	70	8
Total	39	18	1	17	13	25	33	6
Talk Talk	*	*	-	*	-	*	*	-
	*%	*%	-%	*%	-%	*%	*%	-%
Vodafone	*	-	-	-	*	-	-	*
	*%	-%	-%	-%	*%	-%	-%	1%
Adept	*	-	-	-	*	-	*	-
	*%	-%	-%	-%	*%	-%	*%	-%
OTHER (SPECIFY)	14	-	-	2a	7	5	8	5
	35%	-%	-%	11%	59%	19%	26%	89%
NETS								

1 Provider	39	18	1	17	13	25	33	6
	100%	100%	100%	100%	100%	100%	100%	100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 53
<Q1D> What is the name of the company or companies that you pay for your ISDN 2/2e LINE RENTAL?
by Crossbreak
Base: All with ISDN2/2E lines

	PERSONAL PROFILE																													
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR									
	Total	1	2	1	5	10	50	Less than 2 years	2-5 years	5-9 years	10-19 years	20+ years	1	2	5+	Under £100k	£100k to £500k	£500k to £3m	£3m to £10m	£10m+ to (e)	Pr imary ind ustry (a)	Man ufact uring (b)	Co nstru ction (c)	Whole sale/ Trans port/ Comm unica tions (d)	Re tail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Pu blic admin and ser vices (h)	Other (i)	
		(a)	to 4 (b)	to 4 (c)	(d)	- 49 (e)	- 249 (f)	(a)	(b)	(c)	years (d)	(e)	(a)	to 5 (b)	(c)	(a)	£500k (b)	£3m (c)	£10m (d)											
Unweighted row	78	1	10	11	12	27	28	-	4	1	17	56	39	30	9	11	11	27	14	7	3	6	11	13	5	3	25	12	-	
Total	39	3	14	18	7	12	2	-	2	1	9	27	30	8	1	14	7	10	4	1	1	1	10	7	1	1	13	4	-	
BT	16 42%	- %	5 33%	5 27%	5 63%	6 48%	1 60%	- %	2 84%	- %	6 64%	9 33%	11 37%	4 53%	1 83%	4 27%	3 40%	4 38%	2 49%	1 82%	* 24%	* 7%	2 20%	3 47%	* 16%	1 92%	6 45%	4 87%	- %	
Virgin Media (NTL/ Telewest)	3 9%	3 100%	- %	3 19%	- %	- %	* 2%	- %	- %	- %	* 1%	3 12%	3 11%	* 1%	- %	3 24%	- %	- %	* 1%	- %	- %	- %	3 34%	- %	- %	- %	- %	- %	- %	- %
Daisy	2 6%	- %	- %	- %	2 25%	* 1%	* 9%	- %	- %	- %	1 14%	1 3%	2 7%	* 2%	- %	- %	1 11%	1 13%	* 2%	* 8%	1 76%	* 3%	- %	1 16%	* 12%	- %	* 1%	- %	- %	
Sky / Skytalk	1 2%	- %	1 6%	1 5%	- %	- %	- %	- %	- %	1 100%	- %	- %	1 3%	- %	- %	1 6%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 7%	- %	- %
O2 / BE	1 2%	- %	- %	- %	- %	1 6%	- %	- %	- %	- %	1 6%	* 1%	* 1%	1 7%	- %	- %	- %	1 8%	- %	- %	- %	- %	1 5%	- %	- %	- %	- %	- %	* 5%	- %
Unicom / Universal Utilities	1 2%	- %	- %	- %	- %	1 6%	- %	- %	- %	- %	1 6%	* 1%	1 3%	- %	- %	- %	- %	1 8%	- %	- %	- %	- %	- %	- %	1 58%	- %	- %	- %	- %	- %
One Bill	1 1%	- %	1 4%	1 3%	- %	- %	- %	- %	- %	- %	- %	1 2%	1 2%	- %	- %	1 4%	- %	- %	- %	- %	- %	- %	- %	1 7%	- %	- %	- %	- %	- %	- %
Rainbow	* %	- %	- %	- %	- %	* 1%	- %	- %	- %	- %	* 1%	* %	- %	* 2%	- %	- %	- %	* 2%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	* 4%	- %
Resourced internally	* %	- %	- %	- %	* 2%	- %	- %	- %	- %	- %	* 2%	- %	* 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	* 1%	- %	- %
Excel	* %	- %	- %	- %	- %	* 4%	- %	- %	- %	- %	- %	* %	* %	- %	- %	- %	- %	* 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	* 2%	- %
Chess	* %	- %	- %	- %	- %	* 3%	- %	- %	- %	- %	- %	* %	- %	- %	* 4%	- %	- %	* 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	* 1%	- %
Talk Talk	* %	- %	- %	- %	- %	* 3%	- %	- %	- %	- %	- %	* %	- %	- %	* 4%	- %	- %	* 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	* %	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 53 (continuation)

<Q1D> What is the name of the company or companies that you pay for your ISDN 2/2e LINE RENTAL?

by Crossbreak

Base: All with ISDN2/2E lines

		PERSONAL PROFILE																														
		COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR											
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other
		(a)	to 4	to 4	(d)	- 49	- 249	than	2	years	(b)	(c)	years	-19	years	(a)	to 5	(c)	£100k	to	to	to	to	(e)	imary	ufact	nstru	sale/	tail	ncial	ser	blc
		(b)	(c)	(d)	(e)	(f)	years	(a)	(b)	(c)	(d)	(e)		(a)	(b)	(c)	(d)	(a)	£500k	£3m	£10m		ustry	(b)	(c)	port/	Comm	vices	(f)	(g)	and	
																			(b)	(c)	(d)		(a)	(b)	(c)	unica	tions	(d)		(h)		
Unweighted row		78	1	10	11	12	27	28	-	4	1	17	56	39	30	9	11	11	27	14	7	3	6	11	13	5	3	25	12	-		
Total		39	3	14	18	7	12	2	-	2	1	9	27	30	8	1	14	7	10	4	1	1	1	10	7	1	1	13	4	-		
Adept		*	-	-	-	-	-	*	-	-	-	-	*	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	*	-	
		*%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	
OTHER (SPECIFY)		14	-	8	8	1	4	*	-	*	-	1	13	11	3	*	5	3	3	2	*	-	1	4	2	*	*	6	-	-		
		35%	-%	57%	47%	9%	37%	16%	-%	16%	-%	6%	47%	36%	34%	9%	39%	49%	29%	47%	10%	-%	90%	41%	30%	13%	8%	46%	-%	-%		
NETS																																

1 Provider		39	3	14	18	7	12	2	-	2	1	9	27	30	8	1	14	7	10	4	1	1	1	10	7	1	1	13	4	-		
		100%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 53 (continuation)

<Q1D> What is the name of the company or companies that you pay for your ISDN 2/2e LINE RENTAL?

by Crossbreak

Base: All with ISDN2/2E lines

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of London (d)	Midlands (e)	East of England (f)	London (g)	SE (h)	SW (i)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	
Unweighted row	78	1	5	1	5	3	8	7	7	3	40	16	13	9	2	76	70	4	57	19	63	11	
Total	39	*	1	1	7	2	1	7	9	2	32	4	3	1	4	35	33	5	22	15	27	9	
BT	16 42%	* 100%	1 89%	1 100%	4 50%	* 18%	1 57%	1 20%	3 34%	1 42%	13 41%	1 35%	1 46%	1 80%	1 14%	16 45%	11 35%	3 69%	10 46%	6 39%	9 35%	4 46%	
Virgin Media (NTL/ Telewest)	3 9%	- -%	- -%	- -%	- -%	- -%	- -%	3 51%	- -%	- -%	3 10%	* 1%	- -%	- -%	3 86%	* -%	3 10%	- -%	* -%	3 22%	* -%	3 35%	
Daisy	2 6%	- -%	* 5%	- -%	- -%	- -%	- -%	1 11%	- -%	1 58%	2 6%	* 4%	* 4%	- -%	- -%	2 6%	1 4%	1 20%	2 9%	* 1%	1 3%	1 14%	
Sky / Skytalk	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 32%	- -%	- -%	1 2%	1 3%	- -%	1 4%	- -%	1 3%	- -%	
O2 / BE	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	1 2%	- -%	* 8%	- -%	- -%	1 2%	1 2%	- -%	1 3%	- -%	1 3%	- -%	
Unicom / Universal Utilities	1 2%	- -%	- -%	- -%	1 7%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	* 8%	- -%	- -%	1 2%	1 2%	- -%	1 2%	* 1%	1 2%	* 2%	
One Bill	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 15%	- -%	- -%	- -%	1 1%	- -%	1 11%	- -%	1 3%	1 2%	- -%	
Rainbow	* -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 20%	- -%	* 1%	* 1%	- -%	* 1%	- -%	* 1%	- -%	
Resourced internally	* -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	* -%	* 1%	- -%	- -%	* 1%	* 1%	- -%	
Excel	* -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* -%	- -%	- -%	- -%	- -%	* -%	* -%	- -%	* -%	- -%	- -%	* 1%	
Chess	* -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	* -%	- -%	- -%	- -%	- -%	* -%	* -%	- -%	* -%	- -%	* -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 53 (continuation)

<Q1D> What is the name of the company or companies that you pay for your ISDN 2/2e LINE RENTAL?

by Crossbreak

Base: All with ISDN2/2E lines

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	78	1	5	1	5	3	8	7	7	3	40	16	13	9	2	76	70	4	57	19	63	11
Total	39	*	1	1	7	2	1	7	9	2	32	4	3	1	4	35	33	5	22	15	27	9
Talk Talk	*	-	-	-	-	-	*	-	-	-	*	-	-	-	-	*	*	-	*	-	*	-
	%	-%	-%	-%	-%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	%	%	-%	%	-%	%	-%
Adept	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	*	*	-	-	*	*	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	%	%	-%	-%	%	%	-%
OTHER (SPECIFY)	14	-	*	-	3	2	*	1	6	-	12	1	*	-	-	14	14	-	8	5	13	*
	35%	-%	5%	-%	43%	82%	33%	8%	66%	-%	38%	39%	2%	-%	-%	39%	42%	-%	34%	32%	50%	2%
NETS																						

1 Provider	39	*	1	1	7	2	1	7	9	2	32	4	3	1	4	35	33	5	22	15	27	9
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 53 (continuation)

<Q1D> What is the name of the company or companies that you pay for your ISDN 2/2e LINE RENTAL?

by Crossbreak

Base: All with ISDN2/2E lines

CONNECTION PROFILE																															
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private cir (d)	Fixed broadband (e)		Standard lines (a)	NET biles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 line (f)	LL private cir (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro re for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	78	35	31	9	-	3	70	67	77	23	78	13	22	25	15	46	42	59	76	13	9	12	4	7	7	11	-	35	2	40	
Total	39	18	15	5	-	1	30	33	38	6	39	6	6	10	5	16	20	27	38	6	4	4	2	4	3	3	-	17	1	20	
BT	16 42%	11B 59%	3 22%	2 46%	- -%	* 8%	16bK 53%	11 33%	16 42%	3 40%	16 42%	3 51%	4 68%	6 63%	3 53%	8k 48%	5 24%	15 55%	16 42%	3 51%	1 42%	3 90%	1 50%	3 83%	1 33%	2 69%	- -%	14C 83%	* 21%	1 7%	
Virgin Media (NTL/ Telewest)	3 9%	* %*	3A 22%	- -%	- -%	- -%	* %*	3Aj 10%	3a 9%	* 1%	3a 9%	- -%	* 1%	- -%	- -%	* %*	3Aj 16%	* %*	3a 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3a 17%
Daisy	2 6%	1 4%	1 9%	* 1%	- -%	- -%	2 7%	2 6%	2 6%	* 1%	2 6%	* 1%	* 6%	1 13%	1 21%	1 7%	1 6%	2 7%	2 6%	* 1%	* 2%	* 1%	1 50%	* 2%	1 37%	* 2%	- -%	- -%	1 79%	1 5%	
Sky / Skytalk	1 2%	1 5%	- -%	- -%	- -%	- -%	1 3%	1 3%	1 2%	- -%	1 2%	- -%	- -%	- -%	1 16%	1 5%	- -%	1 3%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	
O2 / BE	1 2%	1 3%	* 1%	- -%	- -%	- -%	1 2%	1 2%	1 2%	- -%	1 2%	- -%	1 13%	1 6%	- -%	1 3%	1 3%	1 2%	* 1%	- -%	1 15%	- -%	- -%	1 15%	- -%	- -%	- -%	- -%	- -%	1 4%	
Unicom / Universal Utilities	1 2%	1 3%	* 1%	- -%	- -%	- -%	1 2%	1 2%	1 2%	- -%	1 2%	- -%	- -%	- -%	- -%	1 3%	1 3%	1 3%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	1 3%
One Bill	1 1%	1 3%	- -%	- -%	- -%	- -%	1 2%	1 2%	1 1%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%
Rainbow	* %*	* %*	* 1%	- -%	- -%	- -%	* %*	* 1%	* %*	- -%	* %*	- -%	- -%	- -%	- -%	* 1%	* 1%	* %*	* %*	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	* %*
Resourced internally	* %*	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	* %*	- -%	* %*	- -%	- -%	* 2%	- -%	* 1%	* 1%	* 1%	* %*	- -%	- -%	* 4%	- -%	- -%	- -%	* 6%	- -%	- -%	- -%	- -%	1%
Excel	* %*	- -%	* %*	- -%	- -%	- -%	* %*	- -%	* %*	- -%	* %*	- -%	- -%	* 1%	- -%	* %*	- -%	* %*	* %*	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	* %*	- -%	- -%
Chess	* %*	* %*	- -%	- -%	- -%	- -%	* %*	* %*	* %*	- -%	* %*	* 1%	- -%	- -%	- -%	- -%	* %*	* %*	* %*	1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	*

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 53 (continuation)

<Q1D> What is the name of the company or companies that you pay for your ISDN 2/2e LINE RENTAL?

by Crossbreak

Base: All with ISDN2/2E lines

CONNECTION PROFILE																																
Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER					
	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr Private circuit (d)	Fixed line band (e)		Sta ndard land lines (a)	NET Mo biles (b)	Fixed line band (c)	Mo broa dband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate circuit (g)	VoIP (h)	Video nfer encing (i)	So co media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both (c)	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)		BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	78	35	31	9	-	3	70	67	77	23	78	13	22	25	15	46	42	59	76	13	9	12	4	7	7	11	-	35	2	40		
Total	39	18	15	5	-	1	30	33	38	6	39	6	6	10	5	16	20	27	38	6	4	4	2	4	3	3	-	17	1	20		
Talk Talk	*	-	-	*	-	-	*	*	*	*	*	*	-	-	-	-	-	*	*	*	-	-	-	-	-	-	-	-	-	-	*	
	%	-%	-%	1%	-%	-%	%	%	%	1%	%	1%	-%	-%	-%	-%	-%	%	%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	%	
Adept	*	-	*	-	-	-	*	*	*	-	*	-	-	-	-	*	*	-	*	*	-	-	-	-	-	-	-	-	-	-	*	
	%	-%	%	-%	-%	-%	%	%	%	-%	%	-%	-%	-%	-%	%	%	-%	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	%	
OTHER (SPECIFY)	14	4	6	2	-	1	9	13	13	4	14	3	1	2	1	5	9	7	14	3	1	*	-	-	1	1	-	2	-	12A		
	35%	22%	42%	52%	-%	92%	29%	40%	34%	58%	35%	46%	13%	16%	10%	30%	46%	25%	36%	46%	39%	4%	-%	-%	30%	21%	-%	10%	-%	59%		
NETS																																

1 Provider	39	18	15	5	-	1	30	33	38	6	39	6	6	10	5	16	20	27	38	6	4	4	2	4	3	3	-	17	1	20		
	100%	100%	100%	100%	-%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 53 (continuation)

<Q1D> What is the name of the company or companies that you pay for your ISDN 2/2e LINE RENTAL?

by Crossbreak

Base: All with ISDN2/2E lines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	78	41	4	39	26	48	70	8
Total	39	18	1	17	13	25	33	6
BT	16 42%	15 79%	* 15%	13 75%	2 16%	14 57%	16 47%	1 11%
Virgin Media (NTL/ Telewest)	3 9%	* *%	- -%	* *%	- -%	3 14%	3 10%	- -%
Daisy	2 6%	2 11%	* 11%	1 5%	1 10%	1 4%	2 7%	- -%
Sky / Skytalk	1 2%	- -%	- -%	- -%	1 7%	- -%	1 3%	- -%
O2 / BE	1 2%	1 3%	1 74%	1 3%	- -%	1 3%	1 2%	- -%
Unicom / Universal Utilities	1 2%	1 3%	- -%	* 1%	1 6%	- -%	1 2%	- -%
One Bill	1 1%	1 3%	- -%	1 3%	- -%	1 2%	1 2%	- -%
Rainbow	* *%	- -%	- -%	* 1%	- -%	* 1%	* *%	* 2%
Resourced internally	* *%	- -%	- -%	- -%	* 1%	- -%	* 1%	- -%
Excel	* *%	- -%	- -%	- -%	* 1%	- -%	* *%	- -%
Chess	* *%	* *%	- -%	* *%	- -%	* *%	* *%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 53 (continuation)

<Q1D> What is the name of the company or companies that you pay for your ISDN 2/2e LINE RENTAL?

by Crossbreak

Base: All with ISDN2/2E lines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	78	41	4	39	26	48	70	8
Total	39	18	1	17	13	25	33	6
Talk Talk	*	*	-	*	-	*	*	-
	*%	*%	-%	*%	-%	*%	*%	-%
Adept	*	-	-	-	*	-	*	-
	*%	-%	-%	-%	*%	-%	*%	-%
OTHER (SPECIFY)	14	-	-	2a	7	5	8	5
	35%	-%	-%	11%	59%	19%	26%	88%
NETS								

1 Provider	39	18	1	17	13	25	33	6
	100%	100%	100%	100%	100%	100%	100%	100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 54

<Q1E> What is the name of the company or companies that you pay for your ISDN 30 CALLS?

by Crossbreak

Base: All with ISDN30 lines

	PERSONAL PROFILE																														
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR									
		1	2	1	5	10	50	Less than 2 years	2 - 5 years	5 - 9 years	10 - 19 years	20+ years	1	2	5+	Under £100k	£100k to £500k	£500k to £3m	£3m to £10m	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail trade/transport/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)		
		(a)	to 4 (b)	to 4 (c)	(d)	- 49 (e)	- 249 (f)	(a)	(b)	(c)	(d)	(e)	(a)	to 5 (b)	(c)	(a)	£500k (b)	£3m (c)	£10m (d)												
Unweighted row	68	1	1	2	5	15	46	-	1	2	8	57	34	25	9	2	7	16	10	23	2	10	6	15	11	6	11	5	2		
Total	19	4	1	4	1	11	3	-	*	1	2	16	12	7	1	*	2	11	2	1	*	4	1	5	3	1	2	2	*		
BT	7 37%	4 100%	- -	4 81%	* 42%	2 22%	1 27%	- -	- -	* 8%	1 62%	6 35%	5 44%	2 28%	* 15%	* 50%	1 50%	5 46%	* 10%	* 23%	* 43%	4 89%	* 28%	1 19%	* 11%	* 34%	1 58%	* 3%	* 10%		
Virgin Media (NTL/ Telewest)	2 9%	- -	- -	- -	- -	1 14%	* 8%	- -	- -	- -	- -	2 11%	2 14%	* 1%	- -	- -	- -	1 13%	* 4%	* 4%	- -	* 2%	- -	1 30%	- -	- -	* 2%	* 5%	- -		
Talk Talk	1 5%	- -	1 100%	1 19%	- -	- -	* 6%	- -	- -	- -	- -	1 6%	1 8%	* 1%	* 9%	- -	1 43%	* 1%	- -	* 8%	- -	* 1%	- -	* 1%	1 25%	- -	* 3%	- -	- -		
O2 / BE	1 4%	- -	- -	- -	- -	1 5%	* 5%	- -	- -	- -	- -	1 4%	* 1%	1 9%	- -	- -	- -	- -	* 10%	- -	* 2%	1 66%	- -	- -	- -	- -	- -	- -	- -		
Everything Everywhere/EE	* 2%	- -	- -	- -	- -	* 3%	- -	- -	- -	- -	- -	* 2%	* 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 6%	- -	- -	- -	- -	- -	- -		
4com	* 1%	- -	- -	- -	* 23%	- -	- -	- -	- -	- -	- -	* 1%	* 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 22%	- -	- -	- -		
Chess	* 1%	- -	- -	- -	- -	- -	* 5%	- -	- -	- -	- -	* 1%	* 1%	- -	* 9%	* 50%	- -	* 1%	- -	- -	- -	- -	- -	- -	- -	- -	* 4%	* 3%	- -		
Alternative Networks	* 1%	- -	- -	- -	- -	- -	* 4%	- -	- -	- -	- -	* 1%	* 1%	- -	- -	- -	- -	* 4%	- -	* 57%	- -	- -	- -	- -	- -	- -	- -	- -	- -		
Gamma	* 1%	- -	- -	- -	- -	- -	* 3%	- -	- -	- -	- -	* 1%	- -	- -	* 15%	- -	- -	- -	- -	* 7%	- -	- -	- -	- -	- -	- -	* 4%	- -	- -		
Barclays Communications	* *%	- -	- -	- -	- -	* 1%	- -	- -	- -	- -	- -	* 1%	- -	* 1%	- -	- -	- -	* 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 4%	- -	- -	
Zen	* *%	- -	- -	- -	- -	- -	* 3%	- -	- -	- -	* 3%	- -	- -	- -	* 12%	- -	* 4%	- -	- -	- -	- -	- -	- -	- -	* 2%	- -	- -	- -	- -		
Rainbow	* *%	- -	- -	- -	- -	- -	* 2%	- -	- -	- -	- -	* *%	- -	* 1%	- -	- -	- -	* *%	- -	* 2%	- -	* 1%	- -	* 1%	- -	- -	- -	- -	- -		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 54 (continuation)

<Q1E> What is the name of the company or companies that you pay for your ISDN 30 CALLS?

by Crossbreak

Base: All with ISDN30 lines

	PERSONAL PROFILE																															
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR											
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other	
	(a)	to 4	to 4	(d)	- 49	- 249	(f)	than	2	years	(b)	years	(c)	years	(a)	to 5	(c)	£100k	to	to	to	to	mary	ufacturing	struction	sale/	tail	ncial	ser	blc	(i)	
		(b)	(c)		(e)			years	(a)			(d)	(e)					(a)	£500k	£3m	£10m	(e)	ustry	(b)	(c)	port/	(e)	vices	(f)	(g)	and	(h)
																									Comm							
																									unica							
																									tions							
																									(d)							
Unweighted row	68	1	1	2	5	15	46	-	1	2	8	57	34	25	9		2	7	16	10	23	2	10	6	15	11	6	11	5	2		
Total	19	4	1	4	1	11	3	-	*	1	2	16	12	7	1		*	2	11	2	1	*	4	1	5	3	1	2	2	*		
Vodafone	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-		-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-
	%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	%	-%	1%	-%		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%	-%	-%	
Daisy	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-		-	-	-	-	*	-	*	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	%	-%	1%	-%		-%	-%	-%	-%	4%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Bill	*	-	-	-	-	-	*	-	-	-	-	*	-	-	*		-	-	-	*	-	-	-	-	-	*	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	%	-%	-%	8%		-%	-%	-%	2%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
Clarity	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-		-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	%	-%	%	-%		-%	-%	-%	-%	2%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%
OTHER (SPECIFY)	7	-	-	-	*	6	1	-	*	1	1	6	3	4	*		-	*	5	2	1	-	*	*	2	2	*	1	2	*		
	38%	-%	-%	-%	34%	55%	35%	-%	100%	92%	35%	37%	27%	59%	32%		-%	3%	39%	82%	40%	-%	4%	6%	42%	61%	45%	25%	90%	90%		
NETS																																

1 Provider	19	4	1	4	1	11	3	-	*	1	2	16	12	7	1		*	2	11	2	1	*	4	1	5	3	1	2	2	*		
	99%	100%	100%	100%	100%	100%	96%	-%	100%	100%	100%	99%	100%	98%	100%		100%	100%	100%	98%	100%	100%	100%	99%	100%	100%	94%	100%	100%	100%	100%	
2 Providers	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-		-	-	-	*	-	-	*	-	-	-	*	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	1%	-%	2%	-%		-%	-%	-%	2%	-%	-%	1%	-%	-%	-%	6%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 54 (continuation)

<Q1E> What is the name of the company or companies that you pay for your ISDN 30 CALLS?

by Crossbreak

Base: All with ISDN30 lines

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorks/Humber (c)	East (d)	Mid W (e)	Mid (f)	East (g)	London (h)	SE (i)	SW (j)	Net: England (k)	Wales (l)	Scotland (m)	Northern Ireland (n)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	68	2	7	4	1	2	8	7	4	5	40	8	10	10	2	66	60	5	61	5	52	8	
Total	19	*	4	3	*	4	1	2	*	1	16	1	1	*	1	18	16	2	18	*	17	1	
BT	7 37%	* 100%	4 92%	* 3%	- -%	- -%	* 5%	1 45%	* 25%	1 65%	6 37%	1 81%	* 7%	* 63%	1 100%	6 35%	7 44%	- -%	7 39%	* 33%	7 40%	* 18%	
Virgin Media (NTL/ Telewest)	2 9%	- -%	* 2%	1 47%	- -%	- -%	- -%	- -%	- -%	* 9%	2 10%	- -%	* 3%	- -%	- -%	2 9%	2 10%	- -%	2 9%	- -%	2 9%	* 11%	
Talk Talk	1 5%	- -%	- -%	- -%	* 100%	- -%	* 5%	- -%	- -%	- -%	* 1%	* 6%	1 57%	- -%	- -%	1 6%	1 6%	- -%	1 5%	* 25%	1 6%	- -%	
O2 / BE	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	1 23%	- -%	* 9%	1 4%	- -%	* 3%	- -%	- -%	1 4%	1 4%	- -%	* 1%	- -%	* 1%	* 6%	
Everything Everywhere/EE	* 2%	- -%	- -%	- -%	- -%	- -%	* 24%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	* 2%	* 2%	- -%	* 2%	- -%	* 2%	- -%	
4com	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 16%	- -%	- -%	* 1%	- -%	* 11%	* 1%	- -%	* 1%	- -%	
Chess	* 1%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	* 25%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	* 4%	* 1%	- -%	* 1%	- -%	
Alternative Networks	* 1%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	
Gamma	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 25%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	* 1%	- -%	* 1%	- -%	
Barclays Communications	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 18%	- -%	* *%	* 1%	- -%	* *%	- -%	* 1%	- -%	
Zen	* *%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	- -%	* 9%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 54 (continuation)

<Q1E> What is the name of the company or companies that you pay for your ISDN 30 CALLS?

by Crossbreak

Base: All with ISDN30 lines

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	68	2	7	4	1	2	8	7	4	5	40	8	10	10	2	66	60	5	61	5	52	8	
Total	19	*	4	3	*	4	1	2	*	1	16	1	1	*	1	18	16	2	18	*	17	1	
Rainbow	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 13%	- -%	* *%	- -%	* 1%	- 23%	* *%	- -%	- 7%	
Vodafone	* *%	* 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	- -%	* 7%	
Daisy	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	
One Bill	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	- -%	- -%	
Clarity	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 6%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	
OTHER (SPECIFY)	7 38%	- -%	* 4%	1 47%	- -%	4 100%	1 62%	1 32%	* 25%	* 17%	7 43%	* 13%	* 10%	- -%	- -%	7 40%	5 31%	2 84%	7 40%	* 18%	7 39%	* 57%	
NETS																							

1 Provider	19 99%	* 83%	4 100%	3 100%	* 100%	4 100%	1 100%	2 100%	* 100%	1 100%	16 100%	1 100%	1 97%	* 100%	1 100%	18 99%	16 99%	2 100%	18 99%	* 100%	17 100%	1 93%	
2 Providers	* 1%	* 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* 3%	- -%	- -%	* 1%	* 1%	- -%	* 1%	- -%	* *%	* 7%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 54 (continuation)

<Q1E> What is the name of the company or companies that you pay for your ISDN 30 CALLS?

by Crossbreak

Base: All with ISDN30 lines

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private cir (d)	Fixed broadband (e)		Standard lines (a)	NET biles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 private (f)	LL private cir (g)	VoIP (h)	Video conferencing (i)	So media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider and calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	68	11	1	52	2	2	56	66	66	34	14	68	29	35	19	42	47	40	13	68	15	13	5	9	3	23	-	20	1	46
Total	19	2	1	16	*	*	15	19	18	6	6	19	5	10	6	11	16	11	6	19	6	3	1	2	*	8	-	9	*	10
BT	7	*	1	6	-	-	7j	7	7	2	2	7	2	6bcdFj	5	3	6	6	2	7	4	1	1	*	*	6	-	5	-	2
	37%	14%	100%	38%	-%	-%	46%	38%	36%	28%	34%	37%	37%	60%	80%	23%	40%	51%	34%	37%	78%	33%	83%	11%	88%	73%	-%	61%	-%	19%
Virgin Media (NTL/ Telewest)	2	-	-	2	-	-	2	2	2	-	1	2	1	2d	-	2d	2	1	1	2	*	1	-	2	-	-	-	1	-	*
	9%	-%	-%	10%	-%	-%	11%	9%	9%	-%	26%	9%	29%	15%	-%	14%	10%	13%	27%	9%	1%	46%	-%	68%	-%	-%	-%	17%	-%	2%
Talk Talk	1	1	-	*	-	-	1	1	1	1HJK	*	1	*	*	*	*	*	1	*	1	-	-	*	*	-	-	-	-	-	1
	5%	49%	-%	1%	-%	-%	7%	5%	6%	16%	1%	5%	1%	1%	1%	1%	1%	9%	1%	5%	-%	-%	5%	2%	-%	-%	-%	-%	-%	10%
O2 / BE	1	*	-	1	-	-	*	1	1	1Ajk	-	1	1	1	*	*	*	*	-	1	-	-	*	-	-	1	-	-	-	1
	4%	3%	-%	4%	-%	-%	1%	4%	4%	11%	-%	4%	13%	6%	2%	1%	1%	1%	-%	4%	-%	-%	5%	-%	-%	8%	-%	-%	-%	7%
Everything Everywhere/EE	*	-	-	*	-	-	-	*	-	-	-	*	*	*	*	-	*	-	-	*	-	*	-	*	-	-	-	-	-	*
	2%	-%	-%	2%	-%	-%	-%	2%	-%	-%	-%	2%	6%	3%	5%	-%	2%	-%	-%	2%	-%	9%	-%	13%	-%	-%	-%	-%	-%	3%
4com	*	-	-	*	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	*
	1%	-%	-%	1%	-%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	2%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%
Chess	*	*	-	*	-	-	*	*	*	-	*	*	-	-	-	-	*	*	*	*	-	-	-	-	-	-	-	-	-	*
	1%	3%	-%	1%	-%	-%	1%	1%	1%	-%	1%	1%	-%	-%	-%	-%	1%	1%	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%
Alternative Networks	*	-	-	*	-	-	*	*	*	*	-	*	-	-	-	*	*	-	-	*	-	-	-	-	-	-	-	-	-	*
	1%	-%	-%	1%	-%	-%	1%	1%	1%	2%	-%	1%	-%	-%	-%	1%	1%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
Gamma	*	-	-	*	-	-	*	*	*	*	-	*	*	*	-	*	*	-	-	*	-	*	-	-	-	*	-	-	-	*
	1%	-%	-%	1%	-%	-%	1%	1%	1%	2%	-%	1%	2%	1%	-%	1%	1%	-%	-%	1%	-%	3%	-%	-%	-%	1%	-%	-%	-%	1%
Barclays Communications	*	-	-	*	-	-	*	*	*	-	-	*	-	-	-	*	-	*	-	*	-	-	-	-	-	-	-	-	-	*
	1%	-%	-%	1%	-%	-%	1%	1%	1%	-%	-%	1%	-%	-%	-%	1%	-%	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
Zen	*	*	-	-	-	-	*	*	*	*	-	*	-	-	-	-	*	*	-	*	-	-	-	-	-	-	-	-	-	*
	1%	5%	-%	-%	-%	-%	1%	1%	1%	1%	-%	1%	-%	-%	-%	-%	1%	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 54 (continuation)

<Q1E> What is the name of the company or companies that you pay for your ISDN 30 CALLS?

by Crossbreak

Base: All with ISDN30 lines

	CONNECTION PROFILE																														
																		FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	MAIN FIXED LINE TYPE						PRODUCTS USED											Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same vider (a)	A diff erent pro vider (b)	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for re ntal and calls (c)		
	Total	Sta ndard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuit (d)	Fixed Broadband (e)	Sta ndard land lines (a)	NET Mobile (b)	Fixed Broadband (c)	Mo bile Broadband (d)	ISDN 2/2e (e)	ISDN 30 line (f)	LL Private circuit (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)														
Unweighted row	68	11	1	52	2	2	56	66	66	34	14	68	29	35	19	42	47	40	13	68	15	13	5	9	3	23	-	20	1	46	
Total	19	2	1	16	*	*	15	19	18	6	6	19	5	10	6	11	16	11	6	19	6	3	1	2	*	8	-	9	*	10	
Rainbow	*	-	-	*	*	-	*	*	*	*	-	*	*	*	-	*	*	*	-	*	*	-	-	-	-	-	*	-	*	-	*
Vodafone	*	-	-	*	-	-	-	*	*	*	*	-	*	-	*	*	*	*	-	-	*	-	*	-	-	-	*	-	-	-	*
Daisy	*	-	-	*	-	-	*	*	*	-	*	*	*	*	-	*	*	*	-	*	*	-	*	-	-	-	*	-	-	-	*
One Bill	*	-	-	*	-	-	*	-	*	-	-	*	-	-	-	-	-	*	-	*	-	-	-	-	-	-	-	-	*	-	-
Clarity	*	-	-	*	-	-	-	*	*	*	-	*	*	*	*	*	*	-	-	*	*	-	-	-	*	-	-	-	-	-	*
OTHER (SPECIFY)	7	*	-	7	*	*	5h	7H	7H	2h	2	7h	1	1	1	6aH	7H	3	2	7	1	*	*	*	*	1	-	2	*	5	
	38%	26%	-%	41%	70%	100%	33%	39%	40%	40%	38%	38%	11%	14%	12%	56%	44%	24%	37%	38%	21%	7%	7%	4%	12%	17%	-%	22%	100%	50%	
NETS																															

1 Provider	19	2	1	16	*	*	15	19	18	6	6	19	5	10	6	11	16	11	5	19	6	3	1	2	*	8	-	9	*	10	
	99%	100%	100%	99%	100%	100%	100%	99%	99%	98%	99%	99%	99%	99%	98%	99%	100%	100%	99%	99%	100%	98%	100%	100%	100%	100%	99%	-%	99%	100%	99%
2 Providers	*	-	-	*	-	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	-	*	-	-	-	*	-	*	-	*
	1%	-%	-%	1%	-%	-%	%	1%	1%	2%	1%	1%	1%	1%	2%	1%	%	%	1%	1%	-%	2%	-%	-%	-%	1%	-%	1%	-%	1%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 54 (continuation)

<Q1E> What is the name of the company or companies that you pay for your ISDN 30 CALLS?

by Crossbreak

Base: All with ISDN30 lines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	68	24	2	22	21	43	60	8
Total	19	7	*	7	9	9	17	2
BT	7 37%	5 73%	* 100%	5 71%	1 9%	6c 61%	7 39%	1 25%
Virgin Media (NTL/ Telewest)	2 9%	1 21%	- -%	- -%	* 1%	2 17%	2 10%	- -%
Talk Talk	1 5%	* 2%	- -%	* 1%	1 11%	* 1%	* 1%	1 38%
O2 / BE	1 4%	* 1%	- -%	* 1%	1 7%	* 1%	1 4%	- -%
Everything Everywhere/EE	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	* 13%
4com	* 1%	- -%	- -%	- -%	* 3%	- -%	* 1%	- -%
Chess	* 1%	* 1%	- -%	* 1%	- -%	* 2%	* 1%	- -%
Alternative Networks	* 1%	- -%	- -%	- -%	* 1%	- -%	* 1%	- -%
Gamma	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%
Barclays Communications	* *%	* 1%	- -%	- -%	* 1%	- -%	- -%	* 4%
Zen	* *%	* 1%	- -%	* 1%	- -%	* 1%	* *%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 54 (continuation)

<Q1E> What is the name of the company or companies that you pay for your ISDN 30 CALLS?

by Crossbreak

Base: All with ISDN30 lines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	68	24	2	22	21	43	60	8
Total	19	7	*	7	9	9	17	2
Rainbow	*	-	-	-	*	*	*	*
	*%	-%	-%	-%	*%	*%	*%	1%
Vodafone	*	-	-	-	-	*	*	-
	*%	-%	-%	-%	-%	1%	*%	-%
Daisy	*	-	-	-	*	-	*	-
	*%	-%	-%	-%	1%	-%	*%	-%
One Bill	*	*	-	*	-	*	-	*
	*%	1%	-%	1%	-%	1%	-%	2%
Clarity	*	-	-	-	*	-	*	-
	*%	-%	-%	-%	*%	-%	*%	-%
OTHER (SPECIFY)	7	*	-	2	6	1	7B	*
	38%	1%	-%	25%	65%	16%	41%	17%
NETS								

1 Provider	19	7	*	7	9	9	17	2
	99%	99%	100%	99%	100%	99%	99%	100%
2 Providers	*	*	-	*	-	*	*	-
	1%	1%	-%	1%	-%	1%	1%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 55

<Q1F> What is the name of the company or companies that you pay for your ISDN 30 LINE RENTAL?

by Crossbreak

Base: All with ISDN30 lines

	PERSONAL PROFILE																																			
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR															
	Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other				
		(a)	to 4	to 4	(d)	- 49	- 249	(f)	than 2 years	(a)	(b)	(c)	years (d)	(e)	(a)	to 5	(c)	(b)	(a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ to (e)	imary ind	ufacturing (b)	nstruc	tion Trans	port/ Comm	tail (e)	ncial Ser	vices (f)	vices (g)	blc and ser	(i)		
		(b)	(c)																				(a)	(b)	(c)	unica tions (d)							(h)			
Unweighted row	68	1	1	2	5	15	46	-	1	2	8	57		34	25	9		2	7	16	10	23	2	10	6	15	11	6	11	5	2					
Total	19	4	1	4	1	11	3	-	*	1	2	16		12	7	1		*	2	11	2	1	*	4	1	5	3	1	2	2	*					
BT	7 36%	4 100%	-	4 81%	*	2 42%	1 29%	-	-	*	1 38%	6 37%		5 47%	1 19%	*		*	1 50%	5 50%	41%	12%	23%	*	4 89%	28%	1 25%	*	34%	1 34%	*	3%	10%			
Virgin Media (NTL/ Telewest)	2 9%	-	-	-	-	1 14%	* 8%	-	-	-	-	2 11%		2 14%	*	-		-	-	1 13%	*	4%	* 4%	-	*	-	1 30%	-	-	-	2%	5%	-			
O2 / BE	1 4%	-	-	-	-	1 5%	* 5%	-	-	-	-	1 4%		* 1%	1 9%	-		-	-	-	-	10%	-	*	1 66%	-	-	-	-	-	-	-	-			
4com	* 1%	-	-	-	*	-	-	-	-	-	-	* 1%		* 2%	-	-		-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-			
Talk Talk	* 1%	-	-	-	-	-	* 6%	-	-	-	-	* 1%		* 1%	*	*		-	-	*	-	*	-	-	*	-	*	-	-	-	*	-	-			
Chess	* 1%	-	-	-	-	-	* 5%	-	-	-	-	* 1%		* 1%	-	*		*	-	*	-	-	-	-	-	-	-	-	-	*	4%	3%	-			
Alternative Networks	* 1%	-	-	-	-	-	* 4%	-	-	-	-	* 1%		* 1%	-	-		-	-	-	*	-	57%	-	-	-	-	-	-	-	-	-	-	-		
Gamma	* 1%	-	-	-	-	-	* 3%	-	-	-	-	* 1%		-	-	*		-	-	-	-	*	-	-	-	-	-	-	-	-	*	4%	-	-		
Barclays Communications	* *	-	-	-	-	* 1%	-	-	-	-	-	* 1%		-	*	-		-	-	*	-	-	-	-	-	-	-	-	-	-	*	4%	-	-		
Zen	* *	-	-	-	-	-	* 3%	-	-	-	*	-		-	-	*		-	*	-	-	-	-	-	-	-	-	*	2%	-	-	-	-	-		
Rainbow	* *	-	-	-	-	-	* 2%	-	-	-	-	* *		-	*	-		-	-	*	-	*	-	*	1%	-	1%	-	-	-	-	-	-	-	-	
Vodafone	* *	-	-	-	-	-	* 2%	-	-	-	-	* *		-	1%	-		-	-	-	-	-	-	-	-	-	-	-	-	*	6%	-	-	-		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 55 (continuation)

<Q1F> What is the name of the company or companies that you pay for your ISDN 30 LINE RENTAL?

by Crossbreak

Base: All with ISDN30 lines

	PERSONAL PROFILE																																
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR												
	Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other	
		(a)	to 4	to 4	(d)	- 49	- 249	(f)	than 2	years (b)	years (c)	years (d)	years (e)	(a)	to 5 (b)	(c)	£100k (a)	to £500k (b)	to £3m (c)	to £10m (d)	to £10m+ (e)	Primary ind ustry (a)	ufact uring (b)	nstru ction (c)	sale/ Trans port/ Comm unica tions (d)	tail (e)	ncial Ser vices (f)	ser vices (g)	admin and ser vices (h)	(i)	(j)		
Unweighted row	68	1	1	2	5	15	46	-	1	2	8	57	34	25	9	2	7	16	10	23	2	10	6	15	11	6	11	5	2				
Total	19	4	1	4	1	11	3	-	*	1	2	16	12	7	1	*	2	11	2	1	*	4	1	5	3	1	2	2	*				
Daisy	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-	-	-	-	-	*	-	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	*%	-%	1%	-%	-%	-%	-%	-%	4%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Clarity	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	-%	-%	2%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
OTHER (SPECIFY)	9	-	1	1	*	6	1	-	*	1	1	7	4	4	*	-	1	5	2	1	-	*	*	2	3	*	1	2	*				
	46%	-%	100%	19%	34%	60%	35%	-%	100%	92%	58%	42%	34%	67%	32%	-%	46%	44%	82%	40%	-%	4%	6%	42%	85%	45%	49%	90%	90%				
NETS																																	

1 Provider	19	4	1	4	1	11	3	-	*	1	2	16	12	7	1	*	2	11	2	1	*	4	1	5	3	1	2	2	*				
	99%	100%	100%	100%	100%	100%	96%	-%	100%	100%	100%	99%	100%	98%	100%	100%	100%	100%	98%	100%	100%	99%	100%	100%	100%	94%	100%	100%	100%				
2 Providers	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	1%	-%	2%	-%	-%	-%	-%	2%	-%	-%	1%	-%	-%	-%	6%	-%	-%	-%				

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 55 (continuation)

<Q1F> What is the name of the company or companies that you pay for your ISDN 30 LINE RENTAL?

by Crossbreak

Base: All with ISDN30 lines

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of London (d)	Midlands (e)	East of England (f)	London (g)	SE (h)	SW (i)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Elsewhere (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	
Unweighted row	68	2	7	4	1	2	8	7	4	5	40	8	10	10	2	66	60	5	61	5	52	8	
Total	19	*	4	3	*	4	1	2	*	1	16	1	1	*	1	18	16	2	18	*	17	1	
BT	7 36%	* 100%	4 92%	* 3%	- -	- -	* 29%	1 23%	* 25%	1 65%	6 36%	1 81%	* 10%	* 63%	1 100%	6 34%	7 42%	- -	7 38%	* 33%	7 39%	* 18%	
Virgin Media (NTL/ Telewest)	2 9%	- -	* 2%	1 47%	- -	- -	- -	- -	- -	* 9%	2 10%	- -	* 3%	- -	- -	2 9%	2 10%	- -	2 9%	- -	2 9%	* 11%	
O2 / BE	1 4%	- -	- -	- -	- -	- -	- -	1 23%	- -	* 9%	1 4%	- -	* 3%	- -	- -	1 4%	1 4%	- -	* 1%	- -	* 1%	* 6%	
4com	* 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 16%	- -	- -	* 1%	- -	* 11%	* 1%	- -	* 1%	- -	
Talk Talk	* 1%	- -	- -	- -	* 100%	- -	* 5%	- -	- -	- -	* 1%	* 6%	- -	- -	- -	* 1%	* 1%	- -	* 1%	* 25%	* 1%	- -	
Chess	* 1%	- -	- -	- -	- -	- -	* 5%	- -	* 25%	- -	* 1%	- -	- -	- -	- -	* 1%	* %	* 4%	* 1%	- -	* %	- -	
Alternative Networks	* 1%	- -	- -	* 3%	- -	- -	- -	- -	- -	- -	* 1%	- -	- -	- -	- -	* 1%	- -	- -	- -	- -	- -	- -	
Gamma	* 1%	- -	- -	- -	- -	- -	- -	- -	* 25%	- -	* 1%	- -	- -	- -	- -	* 1%	* 1%	- -	* 1%	- -	* 1%	- -	
Barclays Communications	* %	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 18%	- -	* %	* 1%	- -	* %	- -	* 1%	- -	
Zen	* %	- -	* 2%	- -	- -	- -	- -	- -	- -	- -	* %	- -	- -	- -	- -	* %	* %	- -	* %	- -	- -	* 9%	
Rainbow	* %	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 13%	- -	* %	- -	* 1%	- -	* 23%	* %	- -	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 55 (continuation)

<Q1F> What is the name of the company or companies that you pay for your ISDN 30 LINE RENTAL?

by Crossbreak

Base: All with ISDN30 lines

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of London (d)	Midland (e)	West Midlands (f)	East of England (g)	SE (h)	SW (i)	Net: En gland (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	68	2	7	4	1	2	8	7	4	5	40	8	10	10	2	66	60	5	61	5	52	8
Total	19	*	4	3	*	4	1	2	*	1	16	1	1	*	1	18	16	2	18	*	17	1
Vodafone	*	*	-	-	-	-	-	-	-	-	*	-	-	-	-	*	*	-	*	-	-	*
	%	17%	-%	-%	-%	-%	-%	-%	-%	-%	%	-%	-%	-%	-%	%	%	-%	%	-%	-%	7%
Daisy	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*	*	-	*	-	*	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	%	%	-%	%	-%	%	-%
Clarity	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	*	*	-	*	-	*	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	%	%	-%	%	-%	%	-%
OTHER (SPECIFY)	9	-	*	1	-	4	1	1	*	*	8	*	1	-	-	9	6	2	9	*	8	*
	46%	-%	4%	47%	-%	100%	62%	55%	25%	17%	47%	13%	67%	-%	-%	47%	40%	84%	48%	18%	47%	57%
NETS																						

1 Provider	19	*	4	3	*	4	1	2	*	1	16	1	1	*	1	18	16	2	18	*	17	1
	99%	83%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97%	100%	100%	99%	99%	100%	99%	100%	100%	93%
2 Providers	*	*	-	-	-	-	-	-	-	-	*	-	*	-	-	*	*	-	*	-	*	*
	1%	17%	-%	-%	-%	-%	-%	-%	-%	-%	%	-%	3%	-%	-%	1%	1%	-%	1%	-%	%	7%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 55 (continuation)

<Q1F> What is the name of the company or companies that you pay for your ISDN 30 LINE RENTAL?

by Crossbreak

Base: All with ISDN30 lines

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Standard lan dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private cir cuits (d)	Fixed broadband (e)		Standard land lines (a)	NET biles (b)	Fixed broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 private cir cuits (f)	LL private cir cuits (g)	VoIP (h)	Video conferencing (i)	So ftware media (j)	Cloud based (k)	Standard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	Internal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntl calls (a)	Other for re calls (b)	Other pro vider (c)
Unweighted row	68	11	1	52	2	2	56	66	66	34	14	68	29	35	19	42	47	40	13	68	15	13	5	9	3	23	-	20	1	46
Total	19	2	1	16	*	*	15	19	18	6	6	19	5	10	6	11	16	11	6	19	6	3	1	2	*	8	-	9	*	10
BT	7	*	1	6	-	-	7j	7	7	2	1	7	2	6bcd	5	3	6	5	1	7	4	1	1	1	*	5	-	5	-	2
	36%	14%	100%	36%	-%	-%	42%	37%	36%	28%	24%	36%	32%	58%	85%	23%	39%	47%	24%	36%	68%	42%	83%	24%	88%	66%	-%	61%	-%	16%
Virgin Media (NTL/ Telewest)	2	-	-	2	-	-	2	2	2	-	1	2	1	2d	-	2d	2	1	1	2	*	1	-	2	-	-	-	1	-	*
	9%	-%	-%	10%	-%	-%	11%	9%	9%	-%	26%	9%	29%	15%	-%	14%	10%	13%	27%	9%	1%	46%	-%	68%	-%	-%	-%	17%	-%	2%
O2 / BE	1	*	-	1	-	-	*	1	1	1Ajk	-	1	1	1	*	*	*	*	-	1	-	-	*	-	-	1	-	-	-	1
	4%	3%	-%	4%	-%	-%	*%	4%	4%	11%	-%	4%	13%	6%	2%	1%	1%	*%	-%	4%	-%	-%	5%	-%	-%	8%	-%	-%	-%	7%
4com	*	-	-	*	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	*
	1%	-%	-%	1%	-%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	2%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	2%
Talk Talk	*	-	-	*	-	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	-	-	*	*	-	-	-	-	-	*
	1%	-%	-%	1%	-%	-%	1%	1%	1%	3%	1%	1%	1%	*%	1%	*%	*%	2%	1%	1%	-%	-%	5%	2%	-%	-%	-%	-%	-%	2%
Chess	*	*	-	*	-	-	*	*	*	-	*	*	-	-	-	-	*	*	*	*	-	-	-	-	-	-	-	-	-	*
	1%	3%	-%	1%	-%	-%	1%	1%	1%	-%	1%	1%	-%	-%	-%	-%	*%	1%	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%
Alternative Networks	*	-	-	*	-	-	*	*	*	*	-	*	-	-	-	*	*	-	-	*	-	-	-	-	-	-	-	-	-	*
	1%	-%	-%	1%	-%	-%	1%	1%	1%	2%	-%	1%	-%	-%	-%	1%	1%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
Gamma	*	-	-	*	-	-	*	*	*	*	-	*	*	*	-	*	*	-	-	*	-	*	-	-	-	*	-	-	-	*
	1%	-%	-%	1%	-%	-%	1%	1%	1%	2%	-%	1%	2%	1%	-%	1%	1%	-%	-%	1%	-%	3%	-%	-%	-%	-%	1%	-%	-%	1%
Barclays Communications	*	-	-	*	-	-	*	*	*	-	-	*	-	-	-	*	-	*	-	*	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	1%	-%	-%	1%	*%	*%	*%	-%	-%	-%	-%	-%	1%	-%	1%	1%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
Zen	*	*	-	-	-	-	*	*	*	*	-	*	-	-	-	-	*	*	-	*	-	-	-	-	-	-	-	-	-	*
	*%	5%	-%	-%	-%	-%	1%	*%	*%	1%	-%	*%	-%	-%	-%	-%	*%	1%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
Rainbow	*	-	-	*	*	-	*	*	*	*	-	*	*	*	-	*	*	*	-	*	-	-	-	-	-	*	-	*	-	*
	*%	-%	-%	*%	30%	-%	*%	*%	*%	*%	-%	*%	1%	*%	-%	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 55 (continuation)

<Q1F> What is the name of the company or companies that you pay for your ISDN 30 LINE RENTAL?

by Crossbreak

Base: All with ISDN30 lines

CONNECTION PROFILE																															
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr ivate cir cuits (d)	Fixed band (e)	Sta ndard land lines (a)	NET bills (b)	Fixed band (c)	Mo broad band (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir cuits (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row	68	11	1	52	2	2	56	66	66	34	14	68	29	35	19	42	47	40	13	68	15	13	5	9	3	23	-	20	1	46	
Total	19	2	1	16	*	*	15	19	18	6	6	19	5	10	6	11	16	11	6	19	6	3	1	2	*	8	-	9	*	10	
Vodafone	*	-	-	*	-	-	-	*	*	*	-	*	-	*	*	*	*	-	-	*	-	*	-	-	-	-	*	-	-	-	*
	%	-%	-%	%	-%	-%	-%	%	%	1%	-%	%	-%	1%	1%	1%	%	-%	-%	%	-%	2%	-%	-%	-%	1%	-%	-%	-%	1%	
Daisy	*	-	-	*	-	-	*	*	*	-	*	*	*	*	-	*	*	-	*	*	-	*	-	-	-	*	-	-	-	-	*
	%	-%	-%	%	-%	-%	%	%	%	-%	1%	%	1%	%	-%	%	%	-%	1%	%	-%	2%	-%	-%	-%	1%	-%	-%	-%	1%	
Clarity	*	-	-	*	-	-	-	*	*	*	-	*	*	*	*	*	*	-	-	*	*	-	-	-	*	-	-	-	-	-	*
	%	-%	-%	%	-%	-%	-%	%	%	%	-%	%	1%	%	1%	%	%	-%	-%	%	1%	-%	-%	1%	-%	-%	-%	-%	-%	-%	%
OTHER (SPECIFY)	9	1	-	7	*	*	6h	9H	8h	3H	3	9H	1	2	1	6H	8H	4	3	9	2	*	*	*	*	2	-	2	*	6	
	46%	75%	-%	44%	70%	100%	42%	46%	45%	53%	48%	46%	22%	19%	12%	56%	47%	36%	47%	46%	30%	7%	7%	4%	12%	24%	-%	22%	100%	64%	
NETS																															

1 Provider	19	2	1	16	*	*	15	19	18	6	6	19	5	10	6	11	16	11	5	19	6	3	1	2	*	8	-	9	*	10	
	99%	100%	100%	99%	100%	100%	100%	99%	99%	98%	99%	99%	99%	99%	98%	99%	100%	100%	99%	99%	100%	98%	100%	100%	100%	100%	99%	-%	99%	100%	99%
2 Providers	*	-	-	*	-	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	-	*	-	-	*	-	*	-	*	*
	1%	-%	-%	1%	-%	-%	%	1%	1%	2%	1%	1%	1%	1%	2%	1%	%	%	1%	1%	-%	2%	-%	-%	-%	1%	-%	1%	-%	1%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 55 (continuation)

<Q1F> What is the name of the company or companies that you pay for your ISDN 30 LINE RENTAL?

by Crossbreak

Base: All with ISDN30 lines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re ntal (a)	Std lan dline + LL/ PC ntal (b)	Std lan dline + BB (c)	Std lan dline	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	68	24	2	22	21	43	60	8
Total	19	7	*	7	9	9	17	2
BT	7 36%	5 73%	* 100%	5 72%	1 9%	6c 62%	7 39%	* 15%
Virgin Media (NTL/ Telewest)	2 9%	1 21%	- -%	- -%	* 1%	2 17%	2 10%	- -%
O2 / BE	1 4%	* 1%	- -%	* 1%	1 7%	* 1%	1 4%	- -%
4com	* 1%	- -%	- -%	- -%	* 3%	- -%	* 1%	- -%
Talk Talk	* 1%	* 2%	- -%	* 1%	* 1%	* 1%	* 1%	- -%
Chess	* 1%	* 1%	- -%	* 1%	- -%	* 2%	* 1%	- -%
Alternative Networks	* 1%	- -%	- -%	- -%	* 1%	- -%	* 1%	- -%
Gamma	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%
Barclays Communications	* *%	* 1%	- -%	- -%	* 1%	- -%	- -%	* 4%
Zen	* *%	* 1%	- -%	* 1%	- -%	* 1%	* *%	- -%
Rainbow	* *%	- -%	- -%	- -%	* *%	* *%	* *%	* 1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 55 (continuation)

<Q1F> What is the name of the company or companies that you pay for your ISDN 30 LINE RENTAL?

by Crossbreak

Base: All with ISDN30 lines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	68	24	2	22	21	43	60	8
Total	19	7	*	7	9	9	17	2
Vodafone	*	-	-	-	-	*	*	-
	*%	-%	-%	-%	-%	1%	*%	-%
Daisy	*	-	-	-	*	-	*	-
	*%	-%	-%	-%	1%	-%	*%	-%
Clarity	*	-	-	-	*	-	*	-
	*%	-%	-%	-%	*%	-%	*%	-%
OTHER (SPECIFY)	9	*	-	2	6	1	7B	2
	46%	1%	-%	25%	75%	16%	41%	79%
NETS								

1 Provider	19	7	*	7	9	9	17	2
	99%	99%	100%	99%	100%	99%	99%	100%
2 Providers	*	*	-	*	-	*	*	-
	1%	1%	-%	1%	-%	1%	1%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 56

<Q1G> What is the name of the company or companies that you pay for your Fixed line broadband?

by Crossbreak

Base: All with Fixed line broadband

	PERSONAL PROFILE																																
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER						SECTOR										
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	ser	Pu	Other
		(a)	to 4	to 4	(d)	- 49	- 249	(f)	than	2	(b)	(c)	years	-19	years	(a)	(b)	(c)	£100k	to	to	to	to	mary	ufacturing	struction	sale/Trans	tail (e)	ncial	Services	ices	bluc	(i)
			(b)	(c)		(e)			years	(a)			(d)	(e)					(a)	£500k	£3m	£10m	£10m+	istry (a)	ing (b)	ction (c)	port/Communica tions (d)	(e)		(f)	(g)	admin and services (h)	
Unweighted row	451	42	124	166	96	93	96	7	17	32	104	291	342	89	19	106	131	95	43	31		20	41	57	66	70	16	112	47	22			
Total	429	84	247	332	51	40	7	6	13	52	114	244	387	39	2	178	148	54	12	3		17	34	66	51	59	18	134	29	21			
BT	208	37	113	150	32	23F	2	5	5	13	50	134Cd	187	19	1	77	75	26	9ABCe	2		10	11	31h	23h	31bH	7	74bH	7	14			
	48%	44%	46%	45%	64%	57%	37%	91%	40%	25%	43%	55%	48%	49%	61%	43%	51%	48%	75%	54%		59%	33%	47%	44%	53%	40%	55%	25%	65%			
Virgin Media (NTL/ Telewest)	42	15D	23d	39D	1	3d	*D	-	1	8	15	19	36	6a	*	21	12	5	1	*		-	5d	7	1	7d	*	16d	1	4			
	10%	18%	9%	12%	1%	7%	7%	-%	7%	15%	13%	8%	9%	17%	7%	12%	8%	10%	5%	2%		-%	14%	11%	3%	12%	2%	12%	2%	21%			
Talk Talk	34	14bE	15	29e	4e	*	*e	*	*	5	6	22	31	3	*	22C	8	*	*	*		-	9	2	3	5	10	4	*	-			
	8%	17%	6%	9%	7%	1%	4%	4%	2%	10%	5%	9%	8%	8%	2%	12%	5%	1%	2%	2%		-%	28%	3%	6%	9%	56%	3%	1%	-%			
Sky / Skytalk	25	6	18e	24e	1	-	*e	-	-	4	4	16	18	7A	-	20bCd	5	-	-	-		-	1	10bEh	5E	-	-	9e	*	-			
	6%	7%	7%	7%	2%	-%	1%	-%	-%	8%	4%	7%	5%	17%	-%	11%	3%	-%	-%	-%		-%	2%	15%	9%	-%	-%	7%	2%	-%			
Plusnet	23	1	18	19	1	2	*a	-	-	4	9	10	22	1	*	7	13	2	*	*d		2	*	*	1	-	-	10ce	8	1			
	5%	1%	7%	6%	2%	6%	6%	-%	-%	8%	8%	4%	6%	2%	4%	4%	9%	4%	1%	9%		13%	1%	*%	3%	-%	-%	7%	28%	4%			
Unicom / Universal Utilities	17	8	8	16	1	*	*	-	4	6dE	3	4	17	-	-	12	4	1	-	-		-	2	*	8CEGH	2	-	5	*	-			
	4%	9%	3%	5%	1%	1%	2%	-%	33%	12%	2%	2%	4%	-%	-%	7%	3%	1%	-%	-%		-%	5%	*%	16%	3%	-%	4%	1%	-%			
XLN telecom	8	*	8	8	*	*	-	*	1	-	4	3	5	3A	-	3	2	3ab	-	-		-	*	1	*	3	-	3	-	-			
	2%	*%	3%	2%	*%	*%	-%	4%	7%	-%	3%	1%	1%	9%	-%	2%	1%	6%	-%	-%		-%	1%	1%	*%	6%	-%	2%	-%	-%			
Chess	7	2	4	7	1	-	*E	-	-	-	5e	2	7	-	*	7	1	*	-	-		1	-	-	4bcG	2g	-	*	*	-			
	2%	2%	2%	2%	1%	-%	2%	-%	-%	-%	5%	1%	2%	-%	2%	4%	*%	*%	-%	-%		4%	-%	-%	9%	3%	-%	*%	*%	-%			
Zen	7	-	5	5	1	1	*A	-	-	6DE	*	1	7	*	*	4	1	1	*	*		-	-	1	*	*	-	5	-	1			
	2%	-%	2%	2%	1%	1%	3%	-%	-%	11%	*%	*%	2%	*%	7%	3%	1%	1%	*%	3%		-%	-%	1%	*%	*%	-%	4%	-%	3%			
Excel	6	-	6	6	-	-	-	-	-	-	-	6	6	-	-	6b	-	-	-	-		-	-	-	-	-	-	6	-	-			
	1%	-%	3%	2%	-%	-%	-%	-%	-%	-%	-%	3%	2%	-%	-%	4%	-%	-%	-%	-%		-%	-%	-%	-%	-%	-%	5%	-%	-%			
Everything Everywhere/EE	4	-	4	4	-	-	-	-	-	4dE	-	-	4	-	-	-	-	4AB	-	-		-	-	-	-	4cdG	-	-	-	-			
	1%	-%	2%	1%	-%	-%	-%	-%	-%	8%	-%	-%	1%	-%	-%	-%	-%	8%	-%	-%		-%	-%	-%	-%	7%	-%	-%	-%	-%			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 56 (continuation)

<Q1G> What is the name of the company or companies that you pay for your Fixed line broadband?

by Crossbreak

Base: All with Fixed line broadband

	PERSONAL PROFILE																															
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR											
	Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other
		(a)	to 4	to 4	(d)	- 49	- 249	(f)	than 2 years	(b)	(c)	(d)	(e)	(a)	to 5	(c)	£100k	£500k	£3m	£10m+	(a)	(b)	(c)	(d)	(a)	(b)	(c)	port/Communica-tions (d)	(e)	Services (f)	Services (g)	admin and services (h)
Unweighted row	451	42	124	166	96	93	96	7	17	32	104	291	342	89	19	106	131	95	43	31	20	41	57	66	70	16	112	47	22			
Total	429	84	247	332	51	40	7	6	13	52	114	244	387	39	2	178	148	54	12	3	17	34	66	51	59	18	134	29	21			
Adept	4	-	4	4	-	-	-	-	-	-	-	4	3	1	-	-	4	-	-	-	-	3	-	1	-	-	-	-	-	-	-	-
	1%	-%	2%	1%	-%	-%	-%	-%	-%	-%	-%	2%	1%	1%	-%	-%	3%	-%	-%	-%	-%	10%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%
KCom (Kingston Communications)	4	-	-	-	4	-	-	-	-	-	-	4	4	-	-	2	-	2B	-	-	-	-	2	2g	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	7%	-%	-%	-%	-%	-%	-%	2%	1%	-%	-%	1%	-%	3%	-%	-%	-%	-%	3%	4%	-%	-%	-%	-%	-%	-%	-%	-%
Titan	3	-	3	3	-	-	-	-	-	-	-	3	3	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-
	1%	-%	1%	1%	-%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	bcDEG 11%	-%	-%
Daisy	2	-	-	-	1BC	-	*ABCE	-	-	1	-	1	2	*	*	-	1	*	1ABC	*ABC	1	-	-	*	-	-	*	-	*	-	1	
	*%	-%	-%	-%	3%	-%	7%	-%	-%	1%	-%	*%	*%	*%	10%	-%	1%	*%	8%	5%	4%	-%	-%	*%	-%	-%	*%	-%	*%	-%	-%	5%
Orange	2	*	1	1	-	1c	-	-	*	-	-	2	2	-	-	1	1	-	-	-	-	-	1	*	-	-	-	-	-	-	1g	*
	*%	*%	*%	*%	-%	2%	-%	-%	1%	-%	-%	1%	1%	-%	-%	1%	1%	-%	-%	-%	-%	-%	1%	*%	-%	-%	-%	-%	-%	-%	2%	1%
O2 / BE	1	-	*	*	-	1bC	*	-	-	-	1	1	*	1a	-	-	*	1	-	*A	-	-	1	-	*	-	*	-	-	*	-	-
	*%	-%	*%	*%	-%	2%	1%	-%	-%	-%	*%	*%	*%	2%	-%	-%	*%	1%	-%	2%	-%	-%	1%	-%	*%	-%	-%	-%	-%	-%	1%	-%
Rainbow	1	*	*	1	-	*	*	-	-	-	*	1	1	*	-	*	-	*	-	*B	-	*	-	*	*	-	*	-	*	*	*	-
	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%	*%	*%	*%	1%	-%	*%	-%	1%	-%	1%	-%	1%	-%	-%	*%	-%	1%	*%	-%	*%	*%	-%
Utility Warehouse	1	-	1	1	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
One Bill	1	-	1	1	*	-	*abCe	-	-	-	-	1	1	*	*	1	*	*	*	-	-	*	-	1	*	-	-	-	-	-	-	-
	*%	-%	*%	*%	*%	-%	2%	-%	-%	-%	-%	*%	*%	*%	2%	*%	*%	*%	*%	-%	-%	*%	-%	1%	*%	-%	-%	-%	-%	-%	-%	-%
Eclipse	*	-	*	*	-	-	-	-	-	-	*	-	*	-	-	-	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Gamma	*	-	-	-	-	*	*ABCD	-	-	-	-	*	*	-	*	-	-	*	*	*ABC	-	-	-	*	*	-	*	-	*	-	-	-
	*%	-%	-%	-%	-%	*%	2%	-%	-%	-%	-%	*%	*%	-%	4%	-%	-%	*%	*%	3%	-%	-%	-%	*%	*%	-%	*%	-%	*%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 56 (continuation)

<Q1G> What is the name of the company or companies that you pay for your Fixed line broadband?

by Crossbreak

Base: All with Fixed line broadband

		PERSONAL PROFILE																														
		COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR										
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other
		(a)	to 4	to 4	(d)	- 49	- 249	than 2 years	(b)	(c)	years	(d)	(e)	(a)	to 5	(c)	£100k (a)	to £500k (b)	to £3m (c)	to £10m (d)	to £10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail trade/ port/ communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public admin and services (h)	(i)		
Total	451	42	124	166	96	93	96	7	17	32	104	291	342	89	19	106	131	95	43	31	20	41	57	66	70	16	112	47	22			
Total	429	84	247	332	51	40	7	6	13	52	114	244	387	39	2	178	148	54	12	3	17	34	66	51	59	18	134	29	21			
Alternative Networks	* *%	- -%	- -%	- -%	- -%	- -%	*aBCde 1%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	*ABC 3%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Claranet	* *%	- -%	- -%	- -%	- -%	- -%	*BC 1%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
OTHER (SPECIFY)	34 8%	- -%	20 8%	20 6%	5A 9%	8ABCD 20%	2ABCD 26%	- -%	2 12%	- -%	18cE 16%	15 6%	31 8%	3 7%	* 5%	2 1%	19A 13%	7A 14%	1A 12%	1A 22%	3 19%	2 6%	10dg 15%	2 3%	3 6%	* 2%	6 4%	8BDEG 27%	* 2%			
(Dont know)	2 *%	- -%	- -%	- -%	* *%	1BC 4%	*ABCD 4%	- -%	- -%	- -%	1 *%	1 1%	1 *%	1A 3%	- -%	* *%	* *%	1 1%	* 1%	- -%	* 1%	* *%	1 1%	- -%	- -%	- -%	1 1%	* *%	* 1%	* 1%		
NETS																																

1 Provider	421 98%	84F 100%	241 97%	325F 98%	50F 100%	39f 98%	6 93%	6 100%	13 99%	52 100%	114 100%	237 97%	386B 100%	32 83%	2 95%	171 96%	147DE 100%	53DE 100%	12 94%	3 94%	17 100%	34 100%	66 100%	51 100%	59 100%	18 100%	127 95%	29 99%	21 99%			
2 Providers	8 2%	- -%	7 3%	7 2%	* *%	1 2%	*ACDe 7%	- -%	* 1%	- -%	* *%	8 3%	1 *%	7A 17%	* 5%	7 4%	* *%	* *%	1BC 6%	*BC 6%	- -%	* *%	* *%	* *%	* *%	- -%	7 5%	* 1%	* 1%			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 56 (continuation)

<Q1G> What is the name of the company or companies that you pay for your Fixed line broadband?

by Crossbreak

Base: All with Fixed line broadband

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE	NW	Yo E	Mid W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis	
		(a)	(b)	rks/	(d)	(e)	(f)	ndon	(h)	(i)	En	(k)	tland	(l)	Ir	based	where	(a)	agree	(a)	agree	(a)	agree
		(c)						(g)			gland	(j)	(m)		(a)	(b)		(b)		(b)		(b)	
Unweighted row	451	16	33	10	15	17	42	40	33	22	228	73	75	75	64	387	395	25	265	162	317	94	
Total	429	13	47	20	28	41	39	70	70	41	368	17	32	11	110	319	354	35	198	200	279	107	
BT	208	10	33GjKL	2	10	15	20	25	49	18	181	7	13	6	47	160	173	18	97	94	129	56	
	48%	79%	69%	10%	37%	36%	50%	36%	70%	44%	49%	43%	42%	52%	43%	50%	49%	51%	49%	47%	46%	52%	
Virgin Media (NTL/ Telewest)	42	-	1	7	6	6	4	7	4	4	40	1	1	*	15	27	36	7	12	26a	32	9	
	10%	-%	2%	32%	23%	16%	11%	10%	6%	10%	11%	3%	4%	4%	14%	9%	10%	19%	6%	13%	11%	8%	
Talk Talk	34	-	4	-	-	*	7hjl	17	3	-	30	1	2	1	20B	14	27	-	11	19	19	14	
	8%	-%	7%	-%	-%	*%	18%	24%	4%	-%	8%	7%	5%	6%	18%	4%	8%	-%	6%	9%	7%	13%	
Sky / Skytalk	25	*	4	-	-	6	2	10hm	-	-	23m	1Hm	1	-	5	20	15	10	16	9	24B	1	
	6%	3%	9%	-%	-%	16%	5%	14%	-%	-%	6%	6%	3%	-%	4%	6%	4%	28%	8%	4%	9%	1%	
Plusnet	23	2	-	1	*	7	1	-	-	9	20	1BGH	1	*g	4	19	20	-	17b	6	13	10	
	5%	18%	-%	7%	*%	16%	2%	-%	-%	22%	6%	8%	3%	2%	4%	6%	6%	-%	8%	3%	5%	10%	
Unicom / Universal Utilities	17	-	4	-	*	-	2	-	-	4	10	1g	7FGHJK	*g	4	13	14	3	9	8	10	3	
	4%	-%	7%	-%	1%	-%	5%	-%	-%	10%	3%	3%	21%	2%	4%	4%	4%	8%	4%	4%	4%	3%	
XLN telecom	8	-	-	-	-	-	-	3	-	-	3	1hj	3bfhJ	2BFHJk	3	5	8	-	4	4	7	1	
	2%	-%	-%	-%	-%	-%	-%	5%	-%	-%	1%	4%	8%	14%	3%	1%	2%	-%	2%	2%	2%	1%	
Chess	7	-	1	-	-	-	2	-	5	-	7	-	-	-	-	7	1	2	*	5a	5	1	
	2%	-%	1%	-%	-%	-%	5%	-%	7%	-%	2%	-%	-%	-%	-%	2%	*%	6%	*%	3%	2%	1%	
Zen	7	-	1	-	-	-	*	1	4	*	6	-	1	-	4b	2	2	-	1	6a	1	5A	
	2%	-%	2%	-%	-%	-%	*%	1%	6%	*%	2%	-%	3%	-%	4%	1%	1%	-%	*%	3%	*%	5%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 56 (continuation)

<Q1G> What is the name of the company or companies that you pay for your Fixed line broadband?

by Crossbreak

Base: All with Fixed line broadband

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor th Ir eland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	451	16	33	10	15	17	42	40	33	22	228	73	75	75	64	387	395	25	265	162	317	94	
Total	429	13	47	20	28	41	39	70	70	41	368	17	32	11	110	319	354	35	198	200	279	107	
Excel	6 1%	- -%	- -%	- -%	- -%	6 16%	- -%	- -%	- -%	- -%	- 2%	- -%	- -%	- -%	- -%	6 2%	6 2%	- 2%	6b 3%	- -%	- -%	- -%	
Everything Everywhere/EE	4 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 10%	4 1%	- -%	- -%	- -%	- -%	4 1%	4 1%	- 1%	4b 2%	- -%	4 2%	- -%	
Adept	4 1%	- -%	- -%	- -%	- -%	- -%	- -%	3 5%	- -%	- -%	3 1%	1 3%	- -%	- -%	- -%	4 1%	4 1%	- 1%	4b 2%	- -%	4 1%	- -%	
KCom (Kingston Communications)	4 1%	- -%	- -%	4 18%	- -%	- -%	- -%	- -%	- -%	- -%	4 1%	- -%	- -%	- -%	- -%	4 1%	4 1%	- 1%	2 1%	2 1%	2 1%	2 2%	
Titan	3 1%	- -%	- -%	- -%	3 11%	- -%	- -%	- -%	- -%	- -%	3 1%	- -%	- -%	- -%	- -%	3 1%	3 1%	- 1%	3 2%	- -%	3 1%	- -%	
Daisy	2 *%	- -%	* *%	- -%	- -%	* *%	- -%	1 2%	* *%	- -%	2 1%	- -%	* *%	- -%	- -%	2 1%	1 *%	1 2%	2 1%	- -%	2 1%	- -%	
Orange	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 *%	* 1%	1J 3%	*gJ 2%	* *%	2 1%	2 1%	- 1%	2 1%	* *%	2 1%	- -%	
O2 / BE	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- *%	- -%	* 1%	*J 2%	* *%	1 *%	1 *%	- 1%	1 *%	* *%	1 *%	* *%	
Rainbow	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 BFGHJ KL 8%	* *%	1 *%	1 *%	- 1%	1 *%	* *%	1 *%	* *%	
Utility Warehouse	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1J 3%	- -%	- *%	1 *%	- 1%	- 1%	* *%	1 *%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 56 (continuation)

<Q1G> What is the name of the company or companies that you pay for your Fixed line broadband?

by Crossbreak

Base: All with Fixed line broadband

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor Ir eland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	451	16	33	10	15	17	42	40	33	22	228	73	75	75	64	387	395	25	265	162	317	94	
Total	429	13	47	20	28	41	39	70	70	41	368	17	32	11	110	319	354	35	198	200	279	107	
One Bill	1 *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	1gJ 3%	* *%	*J 1%	- -%	1 *%	* *%	1 1%	* *%	1 *%	1 *%	- -%	
Eclipse	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	*gJ 2%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	
Gamma	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	* *%	*j 1%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	
Alternative Networks	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	
Claranet	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	
OTHER (SPECIFY)	34	*	1	7	8	6	1	1	4	*	29	3 BFGjl m	2	1	6	28	29	1	12	20	27	5	
	8%	*%	3%	33%	28%	16%	3%	1%	6%	1%	8%	17%	6%	6%	6%	9%	8%	2%	6%	10%	10%	5%	
(Dont know)	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	* *%	- -%	1 *%	1J 3%	- -%	- -%	- -%	2 1%	2 *%	- -%	1 *%	* *%	1 *%	* *%	
NETS																							

1 Provider	421 98%	13 100%	47 100%	20 100%	27 100%	35 84%	39 100%	69 99%	70 100%	41 100%	361 98%	17 98%	32 100%	11 97%	109 100%	311 98%	352 100%	28 82%	190 96%	200A 100%	271 97%	107 100%	
2 Providers	8 2%	- -%	* *%	- -%	* *%	6 16%	- -%	1 1%	* *%	- -%	7 2%	* 2%	* *%	* 3%	* *%	8 2%	2 *%	6 18%	8B 4%	* *%	8 3%	- -%	

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Table 56 (continuation)

<Q1G> What is the name of the company or companies that you pay for your Fixed line broadband?

by Crossbreak

Base: All with Fixed line broadband

	CONNECTION PROFILE																														
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed broadband (e)	Standard lines (a)	NET Mo biles (b)	Fixed line broa dband (c)	Mo bile broa dband (d)	ISDN 2/2e (e)	ISDN 30 ivate cir cuits (g)	LL pr ivate cir cuits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other re vider and calls (b)	Other pro vider for re ntal and calls (c)	
Unweighted row	451	342	31	50	4	24	425	396	451	137	87	69	57	115	54	230	190	399	75	66	52	46	12	21	32	57	5	197	26	225	
Total	429	380	15	15	1	18	412	373	429	101	41	19	21	103	38	177	159	406	38	18	51	34	8	15	31	44	13	193	25	210	
BT	208 48%	181 48%	8 52%	10 62%	1 67%	9 50%	199g 48%	188g 50%	208g 48%	45 44%	22Gh 55%	11Gh 57%	7 33%	41 40%	19 51%	88g 50%	71 44%	199 49%	21 57%	11 59%	29B 57%	10 30%	2 25%	11 76%	11 34%	13 29%	7 54%	171C 88%	7 27%	29 14%	
Virgin Media (NTL/ Telewest)	42	35	3a	2	-	2	39	29	42	8	5	3	7 ABCDE fJK k	20 ABCDj k	6b	18	16	38	5	2	5	11A	4	2	-	14B	5	6	4	32A	
	10%	9%	23%	13%	-%	13%	9%	8%	10%	8%	12%	14%	31%	20%	16%	10%	10%	9%	13%	12%	10%	32%	55%	11%	-%	31%	42%	3%	15%	15%	
Talk Talk	34	32	-	*	-	2	32ei	29ei	34ei	10Efgi	*	*	*	7	-	18 Efgi	18Efgi	32bc	*	*	1	4a	*	1	3	2	-	3	*	30A	
	8%	8%	-%	1%	-%	12%	8%	8%	8%	10%	1%	2%	1%	6%	-%	10%	11%	8%	1%	1%	1%	12%	1%	7%	11%	5%	-%	2%	1%	14%	
Sky / Skytalk	25	25	-	*	-	-	25D	18d	25D	*	1	*	-	10 bDefg	4 bDefg	10d	15bDefg	25	1	*	*	6A	-	-	4	7	-	5	5	14	
	6%	7%	-%	1%	-%	-%	6%	5%	6%	1%	2%	1%	1%	10%	11%	6%	10%	6%	2%	1%	1%	19%	-%	-%	11%	15%	-%	3%	21%	7%	
Plusnet	23	20	1	2	-	1	23	23	23	8h	2 aceHj k	2 12%	1	2	2	8	8	20	2	2A	*	1	1	*	-	1	1	1	1	21A	
	5%	5%	9%	10%	-%	3%	5%	6%	5%	8%	4%	12%	4%	2%	4%	5%	5%	5%	4%	13%	1%	3%	9%	1%	-%	2%	4%	1%	3%	10%	
Unicom / Universal Utilities	17	17	-	-	-	-	17	10	17	6j	1	-	-	4 abcef gJk	4 11%	3	6	17	-	-	4	-	-	-	-	4	-	-	2	16A	
	4%	5%	-%	-%	-%	-%	4%	3%	4%	5%	2%	-%	-%	4%	11%	2%	4%	4%	-%	-%	8%	-%	-%	-%	-%	10%	-%	-%	7%	7%	
XLN telecom	8 2%	8 2%	- -%	- -%	- -%	- -%	8 2%	7 2%	8 2%	4 4%	- -%	- -%	*	1 1%	- -%	2 1%	2 1%	8 2%	- -%	- -%	1 2%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	2%	4%
Chess	7 2%	7 2%	- -%	* 1%	- -%	- -%	7j 2%	7j 2%	7 2%	5 5%	* 1%	*j 1%	- -%	- -%	- -%	- -%	* 1%	7 2%	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4%

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Table 56 (continuation)

<Q1G> What is the name of the company or companies that you pay for your Fixed line broadband?

by Crossbreak

Base: All with Fixed line broadband

	CONNECTION PROFILE																																					
																	FIXED LINES USED FOR VOICE CALLS OUT																			STANDARD LANDLINE SUPPLIER		
	MAIN FIXED LINE TYPE						PRODUCTS USED													VOIP TYPE			VOIP USAGE															
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuit (d)	Fixed broadband (e)	Standard landlines (a)	NET Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2E (e)	ISDN 30 line (f)	LL Private circuit (g)	VoIP (h)	Video conferencing (i)	So media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	Same provider (a)	A diff erent provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)								
Unweighted row	451	342	31	50	4	24	425	396	451	137	87	69	57	115	54	230	190	399	75	66	52	46	12	21	32	57	5	197	26	225								
Total	429	380	15	15	1	18	412	373	429	101	41	19	21	103	38	177	159	406	38	18	51	34	8	15	31	44	13	193	25	210								
Zen	7	6	*	1	-	-	7	7	7	1	*	1	*abcdJ	6	-	1	7cj	6	*	1	1	5A	-	-	1	5	-	1	4	1								
	2%	2%	1%	4%	-%	-%	2%	2%	2%	1%	1%	3%	1%	6%	-%	1%	4%	2%	1%	3%	1%	15%	-%	-%	2%	12%	-%	1%	18%	1%								
Excel	6	6	-	-	-	-	6	6	6	-	-	-	-	6ABCDeK	-	6dK	-	6	-	-	6b	-	-	-	6C	-	-	-	-	6a								
	1%	2%	-%	-%	-%	-%	2%	2%	1%	-%	-%	-%	-%	6%	-%	4%	-%	2%	-%	-%	12%	-%	-%	-%	20%	-%	-%	-%	-%	3%								
Everything Everywhere/EE	4	4	-	-	-	-	4	4	4	-	-	-	-	-	-	4k	-	4	-	-	-	-	-	-	-	-	-	-	-	4a								
	1%	1%	-%	-%	-%	-%	1%	1%	1%	-%	-%	-%	-%	-%	-%	2%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%								
Adept	4	3	-	-	-	1	4	4	4	3acJk	1j	-	-	4abcJk	-	-	1	4	-	-	-	1	-	-	3	1	-	-	-	4								
	1%	1%	-%	-%	-%	3%	1%	1%	1%	3%	1%	-%	-%	4%	-%	-%	1%	1%	-%	-%	-%	2%	-%	-%	11%	1%	-%	-%	-%	2%								
KCom (Kingston Communications)	4	4	-	-	-	-	4	4	4	2	-	-	-	-	-	4	4	4	-	-	-	-	-	-	-	-	-	-	-	4								
	1%	1%	-%	-%	-%	-%	1%	1%	1%	2%	-%	-%	-%	-%	-%	2%	2%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%								
Titan	3	3	-	-	-	-	3	3	3	3	-	-	-	-	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	3								
	1%	1%	-%	-%	-%	-%	1%	1%	1%	3%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%								
Daisy	2	2	*	*	-	-	2	1	2	*	1b	*	*	*	-	1	1	2	1	*	*	*	-	*	-	*	-	-	-	-	2							
	1%	1%	1%	1%	-%	-%	1%	1%	1%	1%	2%	1%	1%	1%	-%	1%	1%	1%	2%	1%	1%	1%	-%	1%	-%	1%	-%	-%	-%	1%								
Orange	2	2	-	-	-	-	2	1	2	-	-	-	-	*	-	*	-	2	-	-	-	*	-	-	*	-	-	*	-	2								
	1%	1%	-%	-%	-%	-%	1%	1%	1%	-%	-%	-%	-%	1%	-%	1%	-%	1%	-%	-%	-%	1%	-%	-%	1%	-%	-%	1%	-%	1%								
O2 / BE	1	1	*	-	-	-	1	1	1	*	1abc	*	1	1	*	1	1	1	*	*	1	-	*	1	-	*	-	*	-	1								
	1%	1%	1%	-%	-%	-%	1%	1%	1%	1%	2%	1%	1%	4%	1%	1%	1%	1%	1%	1%	1%	-%	1%	4%	-%	1%	-%	1%	-%	1%								

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Table 56 (continuation)

<Q1G> What is the name of the company or companies that you pay for your Fixed line broadband?

by Crossbreak

Base: All with Fixed line broadband

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private cir (d)	Fixed broadband (e)	Standard lines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private cir (g)	VoIP (h)	Video conferencing (i)	So media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro re vider calls (b)	Other pro re vider ntal and calls (c)	
Unweighted row	451	342	31	50	4	24	425	396	451	137	87	69	57	115	54	230	190	399	75	66	52	46	12	21	32	57	5	197	26	225
Total	429	380	15	15	1	18	412	373	429	101	41	19	21	103	38	177	159	406	38	18	51	34	8	15	31	44	13	193	25	210
Rainbow	1 *%	1 *%	* 1%	- -	* 4%	- -	1 *%	1 *%	1 *%	* *%	* *%	* *%	* *%	* 1%	* *%	1 *%	* *%	1 *%	* *%	* *%	* -	- -	- -	- 1%	* *%	- -	1 *%	- -	* *%	
Utility Warehouse	1 *%	1 *%	- -	- -	- -	- -	1 *%	1 *%	1 *%	1 1%	- -	- -	- -	- -	- -	- -	- -	1 *%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *%
One Bill	1 *%	1 *%	- -	* *%	- -	- -	1 *%	1 *%	1 *%	- -	1 1%	* *%	- -	- -	- -	* *%	- -	1 *%	1 1%	* *%	- -	- -	- -	- -	- -	- -	- -	* *%	* *%	1 *%
Eclipse	* *%	- -	*A 2%	- -	- -	- -	* *%	* *%	* *%	* *%	* 1%	- -	- -	* *%	* 1%	* *%	* *%	- -	*a 1%	- -	- -	* 1%	- -	- -	- 1%	* 1%	- -	- -	- -	* *%
Gamma	* *%	- -	- -	*A 1%	- -	* 1%	* *%	* *%	* *%	* *%	- -	* 1%	* *%	* *%	- -	* *%	* *%	* *%	- -	* 1%	- -	* 1%	- -	- *%	* *%	- -	* *%	- -	* *%	* *%
Alternative Networks	* *%	- -	- -	*A 1%	- -	- -	- *%	* *%	* *%	* *%	- -	*A *%	*a *%	- -	* *%	* *%	* *%	- -	- -	*A 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	* *%
Claranet	* *%	* *%	- -	- -	- -	- -	* *%	* *%	* *%	- -	- -	- -	- -	- -	* *%	* *%	* *%	* *%	- -	- -	- -	- -	- -	- -	- -	- -	- -	* *%	- -	- -
OTHER (SPECIFY)	34	28	2	1	1	3	33	26	34	4	7 ABCDH iJ	2	6 ABCD FIJK	5	1	11	16d	31	7A	2	3	1	1	*	3	2	-	4	1	29A
(Dont know)	8%	7%	11%	7%	96%	19%	8%	7%	8%	4%	17%	9%	26%	5%	4%	6%	10%	8%	18%	9%	6%	3%	10%	1%	9%	5%	-%	2%	5%	14%
NETS	2 *%	1 *%	* 1%	1A 4%	- -	- -	1 *%	2 *%	2 *%	1 1%	* *%	1AbC 3%	1Abc 3%	1 1%	1a 2%	1 1%	1 1%	1 *%	* *%	1A 3%	* *%	1 2%	- -	- -	* *%	1 3%	- -	1 *%	- -	1 *%
1 Provider	421	373	15	15	*	17	405Hk FGHK	371 FGHK	421Hk	100hk	41h	19	20	95	37	176 FGHK	152	398	38	18	51B	27	8	14	31	38	13	193c	25	203
	98%	98%	99%	96%	33%	100%	98%	100%	98%	99%	99%	97%	96%	93%	99%	100%	95%	98%	100%	97%	99%	80%	100%	99%	98%	85%	100%	100%	100%	96%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 56 (continuation)

<Q1G> What is the name of the company or companies that you pay for your Fixed line broadband?

by Crossbreak

Base: All with Fixed line broadband

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed broadband (e)		Standard land lines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2E (e)	ISDN 30 line (f)	LL private circuit (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	Same provider (a)	A diff erent provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	451	342	31	50	4	24	425	396	451	137	87	69	57	115	54	230	190	399	75	66	52	46	12	21	32	57	5	197	26	225
Total	429	380	15	15	1	18	412	373	429	101	41	19	21	103	38	177	159	406	38	18	51	34	8	15	31	44	13	193	25	210
2 Providers	8	7	*	1	1	*	7	2	8	1	*	1bj	1BJ	7	1	1	8aBcdJ	7	*	1	1	7A	-	*	1	6	-	1	-	7a
	2%	2%	1%	4%	67%	6%	2%	6%	2%	1%	1%	3%	4%	7%	1%	6%	5%	2%	6%	3%	1%	20%	1%	1%	2%	15%	1%	6%	1%	4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 56 (continuation)

<Q1G> What is the name of the company or companies that you pay for your Fixed line broadband?

by Crossbreak

Base: All with Fixed line broadband

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	451	59	5	270	113	314	402	49
Total	429	23	1	308	90	321	387	42
BT	208 48%	19C 80%	* 25%	177 57%	36 40%	163a 51%	189 49%	19 45%
Virgin Media (NTL/ Telewest)	42 10%	2 7%	* 9%	28 9%	9 10%	31 10%	36 9%	6 14%
Talk Talk	34 8%	* *%	- -%	27a 9%	4 4%	28 9%	33 9%	* 1%
Sky / Skytalk	25 6%	- -%	- -%	14 4%	8 9%	17 5%	20 5%	5bc 13%
Plusnet	23 5%	* 1%	- -%	11 4%	11Bc 13%	11 4%	22 6%	1 3%
Unicom / Universal Utilities	17 4%	- -%	- -%	16 5%	- -%	17a 5%	16a 4%	2a 4%
XLN telecom	8 2%	- -%	- -%	8 2%	- -%	8 3%	8 2%	* 1%
Chess	7 2%	* *%	- -%	7 2%	- -%	7 2%	7 2%	- -%
Zen	7 2%	* *%	- -%	1 *%	5BC 6%	1 *%	2 1%	5BC 11%
Excel	6 1%	- -%	- -%	6 2%	- -%	6 2%	6 2%	- -%
Everything Everywhere/EE	4 1%	- -%	- -%	4 1%	- -%	4 1%	4 1%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 56 (continuation)

<Q1G> What is the name of the company or companies that you pay for your Fixed line broadband?

by Crossbreak

Base: All with Fixed line broadband

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + LL/ PC ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	451	59	5	270	113	314	402	49
Total	429	23	1	308	90	321	387	42
Adept	4 1%	- -%	- -%	4 1%	- -%	3 1%	3 1%	1 1%
KCom (Kingston Communications)	4 1%	- -%	- -%	4 1%	- -%	4 1%	4 1%	- -%
Titan	3 1%	- -%	- -%	3 1%	- -%	3 1%	3 1%	- -%
Daisy	2 *%	1c 4%	* 9%	2 1%	- -%	2 1%	2 1%	- -%
Orange	2 *%	- -%	- -%	1 *%	1 1%	1 *%	2 1%	- -%
O2 / BE	1 *%	1C 3%	1 66%	1 *%	* *%	1 *%	1 *%	- -%
Rainbow	1 *%	- -%	- -%	* *%	1 1%	* *%	1 *%	* *%
Utility Warehouse	1 *%	- -%	- -%	1 *%	- -%	1 *%	1 *%	- -%
One Bill	1 *%	1C 2%	- -%	1 *%	* *%	1 *%	1 *%	* *%
Eclipse	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%
Gamma	* *%	- -%	- -%	- -%	- -%	* *%	* *%	* *%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 56 (continuation)

<Q1G> What is the name of the company or companies that you pay for your Fixed line broadband?

by Crossbreak

Base: All with Fixed line broadband

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	451	59	5	270	113	314	402	49
Total	429	23	1	308	90	321	387	42
Alternative Networks	*	-	-	-	*	-	*	-
	*%	-%	-%	-%	*%	-%	*%	-%
Claranet	*	-	-	-	*	-	*	-
	*%	-%	-%	-%	*%	-%	*%	-%
OTHER (SPECIFY)	34	1C	-	*	13B	18	32	2
	8%	4%	-%	*%	14%	6%	8%	6%
(Dont know)	2	-	-	-	2B	-	2	*
	*%	-%	-%	-%	2%	-%	*%	*%
NETS								

1 Provider	421	23	1	301	90	313	379	42
	98%	99%	91%	98%	100%	98%	98%	100%
2 Providers	8	*	*	7	*	8	8	*
	2%	1%	9%	2%	*%	2%	2%	*%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 57
<Q1H> What is the name of the company or companies that you pay for your VoIP CALLS made over your fixed line broadband?
by Crossbreak
Base: All with Fixed line broadband using VoIP

	PERSONAL PROFILE																													
	COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR										
	Total	1	2	1	5	10	50	Less than 2 years	2 - 5 years	5 - 9 years	10 - 19 years	20+ years	1	2	5+	Under £100k	£100k to £500k	£500k to £3m	£3m to £10m	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail trade/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)	
		(a)	to 4 (b)	to 4 (c)	(d)	- 49 (e)	- 249 (f)	(a)	(b)	(c)	years (d)	(e)	(a)	to 5 (b)	(c)	(a)	(b)	(c)	(d)	(e)	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	
Unweighted row	76	10	10	20	14	18	24	1	4	4	22	45	43	25	7	11	22	14	10	10	3	6	9	15	5	5	21	4	8	
Total	63	26	20	46	7	8	2	*	6	9	22	27	47	15	1	21	22	12	2	1	1	5	9	16	2	4	22	1	4	
BT	22 34%	10 39%	4 22%	14 31%	5 73%	2 21%	* 17%	* 100%	* 6%	4 52%	9 42%	7 28%	20 42%	1 9%	* 46%	7 32%	9 42%	4 32%	1 66%	* 10%	1 83%	4 80%	8 90%	5 31%	* 21%	- %	2 7%	* 17%	2 55%	
Skype	14 23%	3 13%	10 49%	13 29%	* 4%	1 7%	* 14%	- %	- %	* 3%	3 14%	11 41%	8 16%	7 45%	- %	7 32%	7 33%	- %	- %	* 31%	- %	* 1%	* 2%	* 1%	1 52%	3 88%	9 42%	* 9%	- %	
Unicom / Universal Utilities	4 7%	4 16%	- %	4 9%	- %	- %	- %	- %	4 76%	- %	- %	- %	4 9%	- %	- %	4 20%	- %	- %	- %	- %	- %	- %	- %	4 27%	- %	- %	- %	- %	- %	
Virgin Media (NTL/ Telewest)	3 5%	3 12%	- %	3 7%	- %	- %	* 2%	- %	- %	3 37%	- %	* %	3 7%	- %	- %	- %	- %	- %	- %	* 6%	- %	- %	- %	- %	- %	- %	3 14%	- %	- %	
Talk Talk	2 3%	- %	2 10%	2 4%	- %	- %	* 2%	- %	- %	- %	2 9%	* %	- %	2 14%	- %	- %	2 9%	- %	- %	* 6%	- %	* 1%	- %	2 13%	- %	- %	- %	- %	- %	
Rainbow	* 1%	* 1%	- %	* 1%	- %	* 1%	- %	- %	- %	- %	- %	* 1%	* 1%	* 1%	- %	* 1%	- %	- %	* 4%	- %	- %	- %	- %	- %	* 15%	* 2%	- %	- %	- %	
Gamma	* %	- %	- %	- %	- %	* 1%	* 9%	- %	- %	- %	- %	1 %	* %	* 1%	- %	- %	- %	* 9%	* %	- %	- %	- %	- %	- %	6 %	- %	* 1%	- %	- %	
Resourced internally	* %	- %	- %	- %	* 2%	- %	- %	- %	- %	- %	* 1%	- %	* %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	* 1%	- %	- %
Orange	* %	- %	- %	- %	- %	* 2%	- %	- %	* 3%	- %	- %	- %	* %	- %	- %	* 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	* 4%	
Daisy	* %	- %	- %	- %	- %	- %	* 6%	- %	- %	- %	- %	* %	* %	* 1%	- %	- %	* %	- %	* 4%	- %	- %	- %	- %	- %	- %	- %	* %	- %	* 1%	
O2 / BE	* %	- %	- %	- %	- %	- %	* 2%	- %	- %	- %	- %	* %	- %	* %	- %	- %	- %	- %	- %	* 6%	- %	- %	* 1%	- %	- %	- %	- %	- %	- %	
OTHER (SPECIFY)	15 24%	5 19%	4 19%	9 19%	1 19%	4 53%	1 42%	- %	1 15%	1 8%	6 30%	7 26%	11 24%	3 21%	* 54%	3 14%	3 15%	7 61%	* 13%	1 65%	- %	1 18%	* 3%	4 27%	* 6%	* 10%	7 31%	1 74%	1 35%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 57 (continuation)

<Q1H> What is the name of the company or companies that you pay for your VoIP CALLS made over your fixed line broadband?

by Crossbreak

Base: All with Fixed line broadband using VoIP

	PERSONAL PROFILE																														
	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER						SECTOR									
	1	2	1	5	9	10	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other	
	(a)	to 4	to 4	(d)	- 49	- 249	than	years	years	years	-19	years	years	(a)	to 5	(c)	£100k	to	to	to	to	im	ufact	nstru	sale/	tail	ncial	ser	blic	(i)	
	(b)	(c)	(c)	(e)	(f)		2	(b)	(c)	years	(d)	(e)		(b)			(a)	£500k	£3m	£10m	(e)	ustry	(b)	(c)	port/	Trans	(e)	vices	(g)	and	(h)
							years	(a)										(b)	(c)	(d)		(a)		Comm	unica	(f)			ser	vices	
																								(d)							
Unweighted row	76	10	10	20	14	18	24	1	4	4	22	45	43	25	7	11	22	14	10	10	3	6	9	15	5	5	21	4	8		
Total	63	26	20	46	7	8	2	*	6	9	22	27	47	15	1	21	22	12	2	1	1	5	9	16	2	4	22	1	4		
(Dont know)	2	-	-	-	*	1	*	-	-	-	1	1	*	1	-	-	-	1	*	-	*	-	1	-	-	-	1	-	*		
	2%	-%	-%	-%	2%	14%	13%	-%	-%	-%	4%	2%	1%	9%	-%	-%	-%	6%	4%	-%	17%	-%	6%	-%	-%	-%	3%	-%	4%		
NETS																															

1 Provider	63	26	20	46	7	8	2	*	6	9	22	27	47	15	1	21	22	12	2	1	1	5	8	16	2	4	22	1	4		
	100%	100%	100%	100%	100%	100%	91%	100%	100%	100%	100%	99%	100%	99%	100%	100%	100%	100%	100%	75%	100%	100%	98%	100%	100%	100%	100%	100%	100%		
2 Providers	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-	-	-	-	-	25	-	-	*	-	-	-	-	-	-	-	
	1%	-%	-%	-%	-%	-%	9%	-%	-%	-%	-%	1%	-%	1%	-%	-%	-%	-%	-%	25%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 57 (continuation)

<Q1H> What is the name of the company or companies that you pay for your VoIP CALLS made over your fixed line broadband?

by Crossbreak

Base: All with Fixed line broadband using VoIP

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (j)	Wales (k)	Scot land (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	76	5	11	-	1	6	8	9	7	3	50	11	8	7	10	66	68	3	53	16	60	9	
Total	63	3	10	-	3	10	10	10	7	4	57	2	2	1	20	43	47	11	41	16	49	9	
BT	22 34%	1 20%	8 79%	- -%	- 25%	2 29%	3 29%	2 19%	5 63%	- -%	20 35%	* 15%	1 51%	- -%	8 40%	14 32%	17 36%	4 41%	13 32%	6 39%	15 30%	7 72%	
Skype	14 23%	* 2%	- -%	- -%	- 69%	7 22%	2 22%	4 38%	- -%	- -%	13 22%	* 7%	1 42%	1 56%	6 31%	8 19%	4 8%	6 58%	11 28%	2 13%	11 23%	1 12%	
Unicom / Universal Utilities	4 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 96%	4 7%	- -%	- -%	- -%	- -%	4 10%	4 9%	- -%	4 10%	- -%	4 9%	- -%	
Virgin Media (NTL/ Telewest)	3 5%	- -%	- -%	- -%	3 100%	- -%	- -%	- -%	- -%	- -%	3 6%	- -%	* 2%	- -%	3 16%	* *	3 7%	- -%	* *	3 20%	3 7%	- -%	
Talk Talk	2 3%	- -%	- -%	- -%	- -%	- -%	2 22%	- -%	- -%	- -%	2 4%	* 2%	- -%	- -%	- -%	2 5%	2 4%	- -%	* *	2 13%	2 4%	- -%	
Rainbow	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- 32%	- -%	- 1%	* 1%	* 1%	- -%	* 1%	* 1%	* 1%	- -%	
Gamma	* *%	- -%	- -%	- -%	- 2%	* -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* 9%	- -%	* 1%	* 1%	- -%	* 1%	- -%	* 1%	- -%	
Resourced internally	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- 7%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	* 1%	* *%	- -%	
Orange	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* -%	- -%	- -%	* 1%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	
Daisy	* *%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* 2%	- -%	- -%	* *%	* *%	- -%	* *%	* *%	* *%	1%	
O2 / BE	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	- -%	* -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 57 (continuation)

<Q1H> What is the name of the company or companies that you pay for your VoIP CALLS made over your fixed line broadband?

by Crossbreak

Base: All with Fixed line broadband using VoIP

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE	NW	Yo rks/	E	Mid	W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	umber	(d)	(e)	(f)	ndon	(g)	(h)	(i)	En gland	(j)	(k)	tland	thern	based	where	(a)	agree	(a)	agree	(a)	agree
				(c)											(l)	Ir eland	(m)	(a)	(b)	(a)	(b)	(a)	(b)	(a)
Unweighted row	76	5	11	-	1	6	8	9	7	3	50	11	8	7	10	66	68	3	53	16	60	9		
Total	63	3	10	-	3	10	10	10	7	4	57	2	2	1	20	43	47	11	41	16	49	9		
OTHER (SPECIFY)	15 24%	3 78%	2 20%	- -%	- -%	* 4%	3 28%	3 33%	3 36%	* 4%	14 24%	1 54%	- -%	* 3%	3 13%	12 29%	15 32%	* 1%	11 27%	2 13%	12 24%	2 17%		
(Dont know)	2 2%	- -%	- -%	- -%	- -%	* 2%	- -%	1 11%	* 1%	- -%	1 2%	* 7%	- -%	- -%	- -%	2 4%	1 3%	- -%	* 1%	* 1%	1 2%	- -%		
NETS																								

1 Provider	63 100%	3 100%	10 100%	- -%	3 100%	9 98%	10 100%	10 100%	7 100%	4 100%	57 100%	2 100%	2 100%	1 100%	20 100%	43 100%	47 100%	11 100%	40 100%	16 100%	49 100%	9 98%		
2 Providers	* *%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	- -%	- -%	2	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 57 (continuation)
 <Q1H> What is the name of the company or companies that you pay for your VoIP CALLS made over your fixed line broadband?
 by Crossbreak
 Base: All with Fixed line broadband using VoIP

CONNECTION PROFILE																														
	FIXED LINES USED FOR VOICE CALLS OUT																										STANDARD LANDLINE SUPPLIER			
	MAIN FIXED LINE TYPE						PRODUCTS USED										VOIP TYPE			VOIP USAGE										
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Standard lines (a)	NET Mobiles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	Social media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other re for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	76	35	3	13	1	24	65	71	76	34	18	19	12	76	21	51	52	59	12	18	34	32	7	9	24	40	3	30	4	42
Total	63	39	*	6	1	18	58	55	63	21	4	6	3	63	18	35	44	56	3	6	30	25	2	10	15	32	6	29	3	30
BT	22 34%	13 32%	- -	4 68%	1 100%	5 26%	20d 36%	20D 37%	22d 34%	2 12%	1 25%	4 61%	1 30%	22d 34%	7 41%	14Dk 41%	10 22%	20 36%	1 28%	4 63%	17B 57%	*	1 29%	7 75%	7 45%	5 16%	2 39%	20C 70%	- -	1 4%
Skype	14 23%	13 34%	*	1 12%	- -	- -	14D 25%	8 14%	14d 23%	1 3%	1 19%	1 10%	*	14d 23%	*	5 13%	14bDj 31%	14 25%	1 25%	1 11%	*	14A 57%	- -	- -	5 33%	9 29%	- -	2 6%	2 71%	10A 33%
Unicom / Universal Utilities	4 7%	4 11%	- -	- -	- -	- -	4 7%	4j 8%	4 7%	4chJ 20%	- -	- -	- -	4 7%	4 23%	- -	4j 10%	4 8%	- -	- -	4b 14%	- -	- -	- -	- -	4 13%	- -	- -	- -	4a 14%
Virgin Media (NTL/ Telewest)	3 5%	3 8%	- -	* 1%	- -	- -	3 5%	3 6%	3 5%	3K 15%	- -	* 1%	- -	3 5%	- -	3k 9%	* *	3 6%	- -	* 1%	3 11%	- -	- -	* 1%	- -	- -	3 52%	- -	- -	3 11%
Talk Talk	2 3%	- -	- -	* 1%	- -	2 12%	* *	2 4%	2 3%	* *	- -	* 1%	- -	2 3%	- -	2a 6%	2 5%	* *	- -	* 1%	- -	- -	* 3%	- -	* *	2 6%	- -	- -	- -	2 7%
Rainbow	* 1%	* 1%	- -	- -	- -	* 1%	* 1%	* 1%	* 1%	- -	- -	- -	- -	* 1%	* 1%	* 1%	* 1%	* *	- -	- -	* 1%	* *	- -	- -	* 2%	* *	- -	- -	- -	* 1%
Gamma	* *	* *	- -	- -	- -	* 1%	* *	* 1%	* *	* 1%	* 5%	* 3%	* 7%	* *	- -	* 1%	* *	* 1%	- -	- -	- 1%	* 1%	- -	- -	- -	* 1%	- -	* *	- -	* 1%
Resourced internally	* *	* *	- -	- -	- -	- -	* *	* *	* *	- -	* 4%	- -	- -	* *	- -	* *	* *	* *	* 5%	- -	- -	- 1%	- -	- -	- -	* 1%	- -	- -	- -	* 1%
Orange	* *	* *	- -	- -	- -	- -	* *	* *	* *	- -	- -	- -	- -	* *	- -	* *	- -	* *	- -	- -	- 1%	- -	- -	- -	* 1%	- -	- -	1% -	- -	- -
Daisy	* *	* *	* 21%	- -	- -	- -	* *	* *	* *	- -	* 2%	- -	* 3%	* *	- -	* *	- -	* *	* 3%	- -	* *	- -	- -	* 1%	- -	* *	- -	- -	- -	* *
O2 / BE	* *	* *	- -	- -	- -	- -	* *	* *	* *	* *	- -	1% -	- -	* *	* *	- -	- -	* *	- -	1% -	- -	- -	* 3%	- -	- -	* *	- -	- -	- -	* *

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 57 (continuation)

<Q1H> What is the name of the company or companies that you pay for your VoIP CALLS made over your fixed line broadband?

by Crossbreak

Base: All with Fixed line broadband using VoIP

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuits (d)	Fixed broadband (e)		Standard lines (a)	NET biles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	76	35	3	13	1	24	65	71	76	34	18	19	12	76	21	51	52	59	12	18	34	32	7	9	24	40	3	30	4	42
Total	63	39	*	6	1	18	58	55	63	21	4	6	3	63	18	35	44	56	3	6	30	25	2	10	15	32	6	29	3	30
OTHER (SPECIFY)	15 24%	4 9%	* 52%	* 9%	- -%	11 61%	14 24%	15 27%	15 24%	9ch 42%	2 44%	1 15%	1 38%	15 24%	5 28%	9 25%	13 29%	12 22%	1 36%	1 15%	5 16%	9a 38%	1 46%	2 24%	3 17%	10 30%	1 9%	6 20%	1 29%	8 27%
(Dont know)	2 2%	1 2%	* 26%	1 10%	- -%	- -%	1 2%	2 3%	2 2%	1 6%	* 7%	1 9%	1 20%	2 2%	1 5%	1 3%	1 2%	1 2%	* 9%	1 9%	- -%	1 3%	* 20%	- -%	* 2%	1 4%	- -%	1 3%	- -%	1 3%
NETS																														

1 Provider	63 100%	39 100%	* 48%	6 100%	1 100%	18 100%	57 100%	55 100%	63 100%	21 99%	4 95%	6 100%	3 100%	63 100%	18 99%	34 99%	44 100%	56 100%	3 94%	6 100%	30 100%	25 99%	2 100%	10 100%	15 100%	32 99%	6 100%	29 100%	3 100%	30 99%
2 Providers	* -%	- 52%	* -%	- -%	- -%	- -%	* *%	* *%	* *%	* 1%	* 5%	- -%	- -%	* *%	* 1%	* 1%	* *%	- -%	* 6%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 57 (continuation)

<Q1H> What is the name of the company or companies that you pay for your VoIP CALLS made over your fixed line broadband?

by Crossbreak

Base: All with Fixed line broadband using VoIP

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	76	14	4	40	13	39	64	12
Total	63	6	*	48	8	37	53	10
BT	22 34%	5 79%	* 62%	17 35%	4 45%	13 36%	21 41%	* %
Skype	14 23%	1 9%	- %	13 28%	2 32%	12 31%	12 23%	2 22%
Unicom / Universal Utilities	4 7%	- %	- %	4 9%	- %	4 11%	4 8%	- %
Virgin Media (NTL/ Telewest)	3 5%	- %	- %	3 7%	- %	3 9%	3 6%	- %
Talk Talk	2 3%	* 1%	- %	* %	- %	* %	2 4%	- %
Rainbow	* 1%	- %	- %	- %	* 3%	- %	* %	* 1%
Gamma	* %	- %	- %	- %	- %	* 1%	* %	* 2%
Resourced internally	* %	- %	- %	- %	* 2%	- %	* %	- %
Orange	* %	- %	- %	* %	- %	* %	* %	- %
Daisy	* %	* 1%	* 28%	* %	* 1%	* %	* %	- %
O2 / BE	* %	* 1%	- %	* %	- %	* %	* %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 57 (continuation)

<Q1H> What is the name of the company or companies that you pay for your VoIP CALLS made over your fixed line broadband?

by Crossbreak

Base: All with Fixed line broadband using VoIP

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN Re + ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	76	14	4	40	13	39	64	12
Total	63	6	*	48	8	37	53	10
OTHER (SPECIFY)	15 24%	* 6%	* 11%	9 20%	* 5%	4 11%	7 14%	8 74%
(Dont know)	2 2%	* 3%	- -%	* 1%	1 15%	* 1%	2 3%	- -%
NETS								

1 Provider	63 100%	6 100%	* 100%	48 100%	8 98%	37 100%	52 100%	10 100%
2 Providers	* *%	- -%	- -%	- -%	* 2%	- -%	* *%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 58
<Q11> What is the name of the company or companies that you pay for your CALLS made over your Leased line/ Private circuit connection?
by Crossbreak
Base: All with Leased Line / Private Circuits

	PERSONAL PROFILE																														
	COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR											
	Total	1 (a)	2 to 4 (b)	5 to 4 (c)	9 (d)	10 - 49 (e)	50 - 249 (f)	Less than 2 years (a)	2 (b)	5 (c)	6 - 9 (d)	10 years (e)	20+ years (f)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ to (e)	Pr mary ind ustry (a)	Man ufac turing (b)	Co nstru ction (c)	Whole sale/ Trans port/ Comm unica tions (d)	Re tail (e)	Finan cial ser vices (f)	Other ser vices (g)	Pub lic admin and ser vices (h)	Other (i)	
Unweighted row	26	-	-	-	2	6	18	-	2	1	4	19		8	12	6	1	1	5	5	10	-	1	1	10	-	2	10	2	-	
Total	6	-	-	-	1	3	1	-	1	*	1	3		1	3	1	*	*	3	1	1	-	*	1	2	-	1	3	*	-	
BT	1 14%	- -%	- -%	- -%	- -%	1 16%	* 20%	- -%	- -%	* 100%	- -%	1 22%		1 44%	* 4%	* 8%	* 100%	- -%	- -%	1 63%	- -%	- -%	- -%	- -%	* 6%	- -%	- -%	1 24%	* 100%	- -%	
O2 / BE	1 10%	- -%	- -%	- -%	- -%	1 16%	- -%	- -%	- -%	- -%	1 41%	- -%		- -%	1 17%	- -%	- -%	- -%	1 19%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	
Southern	1 10%	- -%	- -%	- -%	- -%	1 16%	- -%	- -%	- -%	- -%	1 41%	- -%		- -%	1 17%	- -%	- -%	- -%	1 19%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 21%	- -%	- -%	
Gamma	* 5%	- -%	- -%	- -%	- -%	* 22%	- -%	- -%	- -%	- -%	* 8%	- -%		- -%	* 6%	* 8%	- -%	- -%	- -%	* 21%	* 7%	- -%	- -%	- -%	- -%	- -%	- -%	* 11%	- -%	- -%	
Talk Talk	* 3%	- -%	- -%	- -%	- -%	* 15%	- -%	- -%	- -%	- -%	* 6%	- -%		- -%	* 6%	- -%	- -%	- -%	- -%	* 21%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 7%	- -%	- -%	
Daisy	* 3%	- -%	- -%	- -%	- -%	* 13%	- -%	- -%	- -%	- -%	* 5%	- -%		* 7%	* 2%	- -%	- -%	- -%	- -%	* 9%	* 7%	- -%	- -%	- -%	* 6%	- -%	- -%	* 3%	- -%	- -%	
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	- -%	- -%	* 6%	- -%	- -%	- -%	- -%	* 2%	- -%		- -%	- -%	* 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 10%	- -%	- -%	
Rainbow	* 1%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	* 1%	- -%		- -%	* 1%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	
OTHER (SPECIFY)	3 46%	- -%	- -%	- -%	* 18%	2 53%	1 45%	- -%	1 100%	- -%	* 12%	2 45%		1 49%	2 58%	* 9%	- -%	- -%	2 61%	* 29%	* 25%	- -%	* 100%	- -%	1 86%	- -%	- -%	- -%	1 45%	- -%	
(Dont know)	1 14%	- -%	- -%	- -%	1 82%	- -%	* 6%	- -%	- -%	- -%	* 6%	1 22%		- -%	- -%	1 69%	- -%	* 100%	- -%	- -%	1 57%	- -%	- -%	- -%	- -%	- -%	1 90%	* 3%	- -%	- -%	
NETS ----																															
1 Provider	6 97%	- -%	- -%	- -%	1 100%	3 100%	1 85%	- -%	1 100%	* 100%	1 100%	3 94%		1 100%	3 94%	1 100%	* 100%	* 100%	3 100%	1 79%	1 100%	- -%	* 100%	1 100%	2 100%	- -%	1 100%	2 93%	* 100%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 58 (continuation)

<Q1I> What is the name of the company or companies that you pay for your CALLS made over your Leased line/ Private circuit connection?

by Crossbreak

Base: All with Leased Line / Private Circuits

		PERSONAL PROFILE																														
		COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR										
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other
		(a)	to 4	to 4	(d)	- 49	- 249	than 2 years	(b)	(c)	years	-19 years	(e)	(a)	to 5	(c)	£100k to £500k (a)	(b)	(c)	(d)	(e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail/transport/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration (h)	Other (i)		
Unweighted row	26	-	-	-	2	6	18	-	2	1	4	19	8	12	6	1	1	5	5	10	-	1	1	10	-	2	10	2	-			
Total	6	-	-	-	1	3	1	-	1	*	1	3	1	3	1	*	*	3	1	1	-	*	1	2	-	1	3	*	-			
More than 2 Providers	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-	-	-	-	*	-	-	-	-	-	-	-	-	*	-	-		
	3%	-%	-%	-%	-%	-%	15%	-%	-%	-%	-%	6%	-%	6%	-%	-%	-%	-%	21%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 58 (continuation)

<Q11> What is the name of the company or companies that you pay for your CALLS made over your Leased line/ Private circuit connection?

by Crossbreak

Base: All with Leased Line / Private Circuits

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE	NW	Yo rks/	E	Mid W	Mid	East	Lo	SE	SW	Net: Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	Huber	(d)	(e)	(f)	ndon	(g)	(h)	(i)	England	(k)	otland	(l)	Ir eland	(a)	(b)	(a)	(b)	(a)	(b)
		(c)										(j)			(m)							
Unweighted row	26	-	3	1	-	1	1	6	4	2	18	3	1	4	1	25	25	-	24	2	22	2
Total	6	-	*	*	-	*	*	3	1	1	5	*	*	*	*	6	6	-	5	1	5	1
BT	1 14%	- -%	- -%	- -%	- -%	- -%	- -%	1 22%	* 9%	* 12%	1 14%	* 18%	- -%	* 25%	- -%	1 15%	1 14%	- -%	1 17%	- -%	1 17%	- -%
O2 / BE	1 10%	- -%	- -%	- -%	- -%	- -%	- -%	1 22%	- -%	- -%	1 10%	- -%	- -%	- -%	- -%	1 10%	1 10%	- -%	1 11%	- -%	1 12%	- -%
Southern	1 10%	- -%	- -%	- -%	- -%	- -%	- -%	1 22%	- -%	- -%	1 10%	- -%	- -%	- -%	- -%	1 10%	1 10%	- -%	1 11%	- -%	1 12%	- -%
Gamma	* 5%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	* 9%	- -%	* 5%	- -%	- -%	- -%	- -%	* 5%	* 5%	- -%	* 6%	- -%	* 6%	- -%
Talk Talk	* 3%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	* 3%	* 3%	- -%	* 4%	- -%	* 4%	- -%
Daisy	* 3%	- -%	* 33%	- -%	- -%	- -%	- -%	- -%	* 9%	- -%	* 3%	- -%	- -%	- -%	- -%	* 3%	* 3%	- -%	* 4%	- -%	* 2%	- -%
Virgin Media (NTL/ Telewest)	* 1%	- -%	* 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	* 2%	- -%	* 2%	- -%
Rainbow	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 25%	- -%	* 1%	- -%	- -%	- -%	* 4%	* 1%	- -%
OTHER (SPECIFY)	3 46%	- -%	- -%	* 100%	- -%	* 100%	* 100%	* 6%	1 74%	1 88%	2 43%	* 82%	* 100%	* 50%	* 100%	3 45%	3 46%	- -%	2 37%	1 96%	2 35%	1 100%
(Dont know)	1 14%	- -%	* 33%	- -%	- -%	- -%	- -%	1 30%	- -%	- -%	1 16%	- -%	- -%	- -%	- -%	1 15%	1 15%	- -%	1 17%	- -%	1 18%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 58 (continuation)

<Q11> What is the name of the company or companies that you pay for your CALLS made over your Leased line/ Private circuit connection?

by Crossbreak

Base: All with Leased Line / Private Circuits

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE	NW	Yo rks/	E	Mid W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	Hub	(d)	(e)	(f)	ndon	(g)	(h)	(i)	En gland	(k)	tland	thern	based	where	(a)	agree	(a)	agree	(a)	agree
				member																			
		(c)									(j)		(l)	Ir eland	(m)	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)
Unweighted row	26	-	3	1	-	1	1	6	4	2	18	3	1	4	1	25	25	-	24	2	22	2	
Total	6	-	*	*	-	*	*	3	1	1	5	*	*	*	*	6	6	-	5	1	5	1	
NETS																							
1 Provider	6 97%	- -%	* 100%	* 100%	- -%	- -%	* 100%	3 100%	1 100%	1 100%	5 96%	* 100%	* 100%	* 100%	* 100%	5 97%	5 97%	- -%	5 96%	1 100%	4 96%	1 100%	
More than 2 Providers	* 3%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	* 3%	* 3%	- -%	* 4%	- -%	* 4%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 58 (continuation)
 <Q11> What is the name of the company or companies that you pay for your CALLS made over your Leased line/ Private circuit connection?
 by Crossbreak
 Base: All with Leased Line / Private Circuits

CONNECTION PROFILE																														
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed broadband (e)	Standard lines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	Social media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent pro vider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	26	5	1	10	7	3	21	24	20	14	10	14	26	26	8	19	17	16	6	13	11	13	1	7	5	14	-	7	1	18
Total	6	2	*	1	2	1	5	6	4	2	2	2	6	6	2	3	4	4	2	2	2	3	1	2	1	3	-	1	*	4
BT	1 14%	* 2%	- -	* 11%	1 37%	- -	* 4%	1 15%	1 17%	1 32%	* 1%	* 8%	1 14%	1 14%	* 5%	* 7%	1 21%	* 4%	- -	* 9%	1 34%	* 4%	- -	* 2%	1 70%	* 6%	- -	* 11%	- -	1 15%
O2 / BE	1 10%	1 34%	- -	- -	- -	- -	1 12%	1 10%	1 14%	- -	1 23%	- -	1 10%	1 10%	- -	1 16%	1 15%	1 15%	- -	- -	1 25%	- -	- -	1 30%	- -	- -	- -	- -	- -	1 12%
Southern	1 10%	- -	- -	1 41%	- -	- -	1 12%	1 10%	- -	- -	1 23%	1 32%	1 10%	1 10%	- -	- -	1 15%	1 15%	1 36%	1 36%	1 25%	- -	- -	- -	- -	1 18%	- -	- -	- -	1 12%
Gamma	* 5%	* 12%	- -	* 7%	- -	- -	* 6%	* 5%	* 7%	* 13%	* 8%	* 17%	* 5%	* 5%	- -	* 9%	* 3%	* 5%	- -	* 6%	- -	* 11%	- -	- -	- -	* 9%	- -	- -	- -	* 7%
Talk Talk	* 3%	* 12%	- -	- -	- -	- -	* 4%	* 3%	* 5%	* 9%	* 8%	* 11%	* 3%	* 3%	- -	* 6%	- -	* 5%	- -	- -	- -	* 7%	- -	- -	- -	* 6%	- -	- -	- -	* 4%
Daisy	* 3%	- -	* 100%	* 7%	- -	- -	* 4%	* 2%	* 4%	* 4%	* 3%	* 6%	* 3%	* 3%	- -	* 5%	* 3%	* 2%	* 5%	* 6%	* 4%	* 4%	- -	* 10%	- -	- -	- -	- -	- -	* 4%
Virgin Media (NTL/ Telewest)	* 1%	- -	- -	- -	- -	* 8%	* 2%	* 1%	* 2%	* 4%	* 3%	* 5%	* 1%	* 1%	* 4%	- -	* 2%	* 2%	* 5%	* 5%	- -	* 3%	- -	- -	- -	* 3%	- -	- -	- -	* 2%
Rainbow	* 1%	- -	- -	- -	* 2%	- -	* 1%	* 1%	* 1%	* 1%	- -	* 2%	* 1%	* 1%	- -	- -	- -	* 1%	- -	* 2%	- -	- -	- -	- -	- -	* 1%	- -	* 3%	- -	- -
OTHER (SPECIFY)	3 46%	* 17%	- -	* 34%	1 61%	1 84%	2 47%	3 45%	1 38%	1 51%	* 12%	1 42%	3 46%	3 46%	1 57%	1 44%	1 38%	1 39%	* 5%	1 34%	* 12%	2 56%	1 100%	* 18%	* 30%	2 67%	- -	* 17%	* 100%	2 52%
(Dont know)	1 14%	1 47%	- -	- -	- -	* 8%	1 18%	1 15%	1 21%	* 4%	1 35%	- -	1 14%	1 14%	1 35%	1 25%	* 2%	1 23%	1 49%	- -	- -	1 30%	- -	1 41%	- -	* 3%	- -	1 70%	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 58 (continuation)

<Q1I> What is the name of the company or companies that you pay for your CALLS made over your Leased line/ Private circuit connection?

by Crossbreak

Base: All with Leased Line / Private Circuits

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr ivate cir uits (d)	Fixed line band (e)	Standard landlines (a)	NET Mo biles (b)	Fixed line broa dband (c)	Mo bile broa dband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal calls (c)	
Unweighted row	26	5	1	10	7	3	21	24	20	14	10	14	26	26	8	19	17	16	6	13	11	13	1	7	5	14	-	7	1	18
Total	6	2	*	1	2	1	5	6	4	2	2	2	6	2	3	4	4	2	2	2	3	1	2	1	3	-	1	*	4	
NETS																														

1 Provider	6 97%	1 88%	* 100%	1 100%	2 100%	1 100%	4 96%	5 97%	4 95%	2 91%	2 92%	2 89%	6 97%	2 100%	3 94%	4 100%	3 95%	2 100%	2 100%	2 100%	3 93%	1 100%	2 100%	1 100%	3 94%	- -%	1 100%	* 100%	4 96%	
More than 2 Providers	* 3%	* 12%	- -%	- -%	- -%	- -%	* 4%	* 3%	* 5%	* 9%	* 8%	* 11%	* 3%	* 3%	- -%	* 6%	- -%	* 5%	- -%	- -%	- -%	* 7%	- -%	- -%	- -%	* 6%	- -%	- -%	- -%	*

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 58 (continuation)

<Q11> What is the name of the company or companies that you pay for your CALLS made over your Leased line/ Private circuit connection?

by Crossbreak

Base: All with Leased Line / Private Circuits

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	26	6	5	6	2	15	19	7
Total	6	2	1	2	*	3	4	2
BT	1 14%	* 6%	* 12%	* 6%	- -%	1 24%	1 22%	- -%
O2 / BE	1 10%	1 35%	1 66%	1 35%	- -%	1 19%	1 14%	- -%
Southern	1 10%	- -%	- -%	- -%	- -%	- -%	- -%	1 28%
Gamma	* 5%	- -%	- -%	- -%	- -%	* 10%	* 3%	* 10%
Talk Talk	* 3%	- -%	- -%	- -%	- -%	* 7%	- -%	* 10%
Daisy	* 3%	* 5%	* 9%	* 5%	- -%	* 6%	* 5%	- -%
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%
Rainbow	* 1%	- -%	- -%	- -%	- -%	* 1%	- -%	* 2%
OTHER (SPECIFY)	3 46%	* 2%	* 4%	* 2%	* 100%	1 20%	1 35%	1 66%
(Dont know)	1 14%	1 52%	* 9%	1 52%	- -%	1 26%	1 22%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 58 (continuation)

<Q1I> What is the name of the company or companies that you pay for your CALLS made over your Leased line/ Private circuit connection?

by Crossbreak

Base: All with Leased Line / Private Circuits

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN Re + ntal (a) (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	26	6	5	6	2	15	19	7
Total	6	2	1	2	*	3	4	2
NETS								
1 Provider	6 97%	2 100%	1 100%	2 100%	* 100%	3 93%	4 100%	2 90%
More than 2 Providers	* 3%	- -%	- -%	- -%	- -%	* 7%	- -%	* 10%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 59
 <Q1J> What is the name of the company or companies that you pay for your Leased line/ private circuit LINE RENTAL?
 by Crossbreak
 Base: All with Leased Line / Private Circuits

	PERSONAL PROFILE																															
	COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR												
	Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other
		(a)	to 4	to 4	(d)	- 49	- 249	(e)	(f)	than 2	years (a)	years (b)	years (c)	years (d)	years (e)	(a)	to 5 (b)	(c)	£100k (a)	to £500k (b)	to £3m (c)	to £10m (d)	to (e)	imary ind ustry (a)	ufact uring (b)	nstru ction (c)	sale/ port/ Comm unication s (d)	tail (e)	ncial Ser vices (f)	Other ser vices (g)	blic admin and ser vices (h)	(i)
Unweighted row	26	-	-	-	2	6	18		-	2	1	4	19		8	12	6	1	1	5	5	10	-	1	1	10	-	2	10	2	-	-
Total	6	-	-	-	1	3	1		-	1	*	1	3		1	3	1	*	*	3	1	1	-	*	1	2	-	1	3	*	-	-
BT	1 17%	- -%	- -%	- -%	- -%	1 16%	* 32%		- -%	- -%	* 100%	* 6%	1 25%		1 44%	* 7%	* 15%	* 100%	* 100%	- -%	1 63%	* 6%	- -%	* 100%	- -%	* 8%	- -%	- -%	1 27%	* 100%	- -%	-
Virgin Media (NTL/ Telewest)	1 15%	- -%	- -%	- -%	- -%	1 21%	* 8%		- -%	- -%	- -%	- -%	1 24%		- -%	1 24%	* 7%	- -%	- -%	1 26%	- -%	* 2%	- -%	- -%	- -%	1 47%	- -%	* 10%	- -%	- -%	- -%	-
O2 / BE	1 10%	- -%	- -%	- -%	- -%	1 16%	- -%		- -%	- -%	- -%	1 41%	- -%		- -%	1 17%	- -%	- -%	- -%	1 19%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	-
Southern	1 10%	- -%	- -%	- -%	- -%	1 16%	- -%		- -%	- -%	- -%	1 41%	- -%		- -%	1 17%	- -%	- -%	- -%	1 19%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 21%	- -%	- -%	-
Gamma	* 5%	- -%	- -%	- -%	- -%	- -%	* 22%		- -%	- -%	- -%	- -%	* 8%		- -%	* 6%	* 8%	- -%	- -%	- -%	* 21%	* 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 11%	- -%	- -%
Daisy	* 3%	- -%	- -%	- -%	- -%	- -%	* 13%		- -%	- -%	- -%	- -%	* 5%		* 7%	* 2%	- -%	- -%	- -%	- -%	* 9%	* 7%	- -%	- -%	- -%	* 6%	- -%	- -%	- -%	* 3%	- -%	- -%
OTHER (SPECIFY)	2 38%	- -%	- -%	- -%	* 18%	2 48%	* 24%		- -%	1 100%	- -%	* 12%	1 32%		1 89%	1 27%	* 9%	- -%	- -%	1 35%	1 67%	* 19%	- -%	- -%	- -%	1 38%	- -%	- -%	- -%	2 59%	- -%	- -%
(Dont know)	1 13%	- -%	- -%	- -%	1 82%	- -%	- -%		- -%	- -%	- -%	- -%	1 22%		- -%	- -%	1 62%	- -%	- -%	- -%	- -%	1 57%	- -%	- -%	- -%	- -%	- -%	1 90%	- -%	- -%	- -%	-
NETS																																
1 Provider	5 90%	- -%	- -%	- -%	1 100%	3 84%	1 100%		- -%	1 100%	* 100%	1 100%	3 84%		1 59%	3 100%	1 100%	* 100%	* 100%	3 100%	* 41%	1 100%	- -%	* 100%	1 100%	2 100%	- -%	1 100%	2 79%	* 100%	- -%	-
2 Providers	1 10%	- -%	- -%	- -%	- -%	1 16%	- -%		- -%	- -%	- -%	- -%	1 16%		1 41%	- -%	- -%	- -%	- -%	- -%	1 59%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 21%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 59 (continuation)

<Q1J> What is the name of the company or companies that you pay for your Leased line/ private circuit LINE RENTAL?

by Crossbreak

Base: All with Leased Line / Private Circuits

	Total	LOCATION												OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON			
		NE (a)	NW (b)	Yorks/Humber (c)	East (d)	Mid (e)	Mid (f)	East (g)	London (h)	SE (i)	SW (j)	Net: England (k)	Wales (l)	Scotland (m)	Northern Ireland (n)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	26	-	3	1	-	1	1	6	4	2	18	3	1	4	1	25	25	-	24	2	22	2	
Total	6	-	*	*	-	*	*	3	1	1	5	*	*	*	*	6	6	-	5	1	5	1	
BT	1 17%	- -%	* 33%	- -%	- -%	- -%	- -%	1 22%	* 9%	* 12%	1 15%	* 18%	* 100%	* 50%	- -%	1 17%	1 17%	- -%	1 20%	- -%	1 21%	- -%	
Virgin Media (NTL/ Telewest)	1 15%	- -%	* 33%	- -%	- -%	- -%	- -%	- -%	- -%	1 88%	1 15%	- -%	- -%	* 25%	- -%	1 15%	1 14%	- -%	1 16%	* 4%	1 18%	- -%	
O2 / BE	1 10%	- -%	- -%	- -%	- -%	- -%	- -%	1 22%	- -%	- -%	1 10%	- -%	- -%	- -%	- -%	1 10%	1 10%	- -%	1 11%	- -%	1 12%	- -%	
Southern	1 10%	- -%	- -%	- -%	- -%	- -%	- -%	1 22%	- -%	- -%	1 10%	- -%	- -%	- -%	- -%	1 10%	1 10%	- -%	1 11%	- -%	1 12%	- -%	
Gamma	* 5%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	* 9%	- -%	* 5%	- -%	- -%	- -%	- -%	* 5%	* 5%	- -%	* 6%	- -%	* 6%	- -%	
Daisy	* 3%	- -%	* 33%	- -%	- -%	- -%	- -%	- -%	* 9%	- -%	* 3%	- -%	- -%	- -%	- -%	* 3%	* 3%	- -%	* 4%	- -%	* 2%	- -%	
OTHER (SPECIFY)	2 38%	- -%	- -%	* 100%	- -%	- -%	* 100%	1 27%	1 74%	- -%	2 36%	* 82%	- -%	* 25%	* 100%	2 37%	2 38%	- -%	1 27%	1 96%	1 26%	1 100%	
(Dont know)	1 13%	- -%	- -%	- -%	- -%	- -%	- -%	1 30%	- -%	- -%	1 14%	- -%	- -%	- -%	- -%	1 13%	1 13%	- -%	1 15%	- -%	1 16%	- -%	
NETS																							

1 Provider	5 90%	- -%	* 100%	* 100%	- -%	* 100%	* 100%	2 78%	1 100%	1 100%	5 90%	* 100%	* 100%	* 100%	* 100%	5 90%	5 90%	- -%	4 89%	1 100%	4 88%	1 100%	
2 Providers	1 10%	- -%	- -%	- -%	- -%	- -%	- -%	1 22%	- -%	- -%	1 10%	- -%	- -%	- -%	- -%	1 10%	1 10%	- -%	1 11%	- -%	1 12%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 59 (continuation)
 <Q1J> What is the name of the company or companies that you pay for your Leased line/ private circuit LINE RENTAL?
 by Crossbreak
 Base: All with Leased Line / Private Circuits

CONNECTION PROFILE																															
	FIXED LINES USED FOR VOICE CALLS OUT																											STANDARD LANDLINE SUPPLIER			
	MAIN FIXED LINE TYPE						PRODUCTS USED											VOIP TYPE			VOIP USAGE										
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed broadband (e)	Standard lines (a)	NET Mo biles (b)	Fixed line broa dband (c)	Mo bile broa dband (d)	ISDN 2/2e (e)	ISDN 30 ivate cir cuits (f)	LL pr ivate cir cuits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	26	5	1	10	7	3	21	24	20	14	10	14	26	26	8	19	17	16	6	13	11	13	1	7	5	14	-	7	1	18	
Total	6	2	*	1	2	1	5	6	4	2	2	2	6	6	2	3	4	4	2	2	2	3	1	2	1	3	-	1	*	4	
BT	1 17%	* 2%	- %	* 17%	1 37%	* 8%	* 7%	1 18%	1 22%	1 37%	* 8%	* 13%	1 17%	1 17%	* 5%	* 12%	1 25%	* 7%	* 5%	* 15%	1 34%	* 9%	- %	* 2%	1 74%	* 10%	- %	* 20%	- %	1 16%	
Virgin Media (NTL/ Telewest)	1 15%	- %	- %	- %	1 43%	* 8%	1 18%	1 15%	* 3%	1 38%	* 3%	* 6%	1 15%	1 37%	1 21%	1 23%	* 3%	* 5%	* 7%	- %	1 29%	- %	- %	- %	- %	1 27%	- %	* 3%	- %	1 18%	
O2 / BE	1 10%	1 34%	- %	- %	- %	- %	1 12%	1 10%	1 14%	- %	1 23%	- %	1 10%	1 10%	- %	1 16%	1 15%	1 15%	- %	- %	1 25%	- %	- %	1 30%	- %	- %	- %	- %	- %	1 12%	
Southern	1 10%	- %	- %	1 41%	- %	- %	1 12%	1 10%	- %	- %	1 23%	1 32%	1 10%	1 10%	- %	- %	1 15%	1 15%	1 36%	1 36%	1 25%	- %	- %	- %	- %	1 18%	- %	- %	- %	1 12%	
Gamma	* 5%	* 12%	- %	* 7%	- %	- %	* 6%	* 5%	* 7%	* 13%	* 8%	* 17%	* 5%	* 5%	- %	* 9%	* 3%	* 5%	- %	* 6%	- %	* 11%	- %	- %	- %	* 9%	- %	- %	- %	* 7%	
Daisy	* 3%	- %	* 100%	* 7%	- %	- %	* 4%	* 2%	* 4%	* 4%	* 3%	* 6%	* 3%	* 3%	- %	* 5%	* 3%	* 2%	* 5%	* 6%	* 4%	* 4%	- %	* 10%	- %	- %	- %	- %	- %	* 4%	
OTHER (SPECIFY)	2 38%	* 5%	- %	* 28%	1 51%	1 84%	1 25%	2 37%	2 45%	1 32%	- %	* 26%	2 38%	2 38%	* 23%	* 15%	1 31%	1 32%	- %	* 29%	1 37%	1 19%	1 100%	* 18%	1 92%	1 35%	- %	* 14%	* 100%	2 43%	
(Dont know)	1 13%	1 47%	- %	- %	- %	- %	1 16%	1 14%	1 19%	- %	1 31%	- %	1 13%	1 13%	1 35%	1 22%	- %	1 21%	1 49%	- %	- %	1 28%	- %	1 41%	- %	- %	- %	1 63%	- %	- %	
NETS																															

1 Provider	5 90%	2 100%	* 100%	1 100%	1 69%	1 100%	5 100%	5 90%	3 86%	2 75%	2 100%	2 100%	5 90%	5 90%	2 100%	3 100%	3 85%	4 100%	2 100%	2 100%	2 75%	3 100%	1 100%	2 100%	* 33%	3 100%	- %	1 100%	* 100%	4 88%	
2 Providers	1 10%	- %	- %	- %	1 31%	- %	- %	1 10%	1 14%	1 25%	- %	- %	1 10%	1 10%	- %	- %	1 15%	- %	- %	- %	1 25%	- %	- %	- %	1 67%	- %	- %	- %	- %	- %	1 12%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 59 (continuation)

<Q1J> What is the name of the company or companies that you pay for your Leased line/ private circuit LINE RENTAL?

by Crossbreak

Base: All with Leased Line / Private Circuits

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re ntal (a)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)	Std lan dline	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	26	6	5	6	2	15	19	7
Total	6	2	1	2	*	3	4	2
BT	1 17%	* 13%	* 25%	* 13%	* 62%	1 25%	1 26%	- -%
Virgin Media (NTL/ Telewest)	1 15%	- -%	- -%	- -%	- -%	* 1%	- -%	1 43%
O2 / BE	1 10%	1 35%	1 66%	1 35%	- -%	1 19%	1 14%	- -%
Southern	1 10%	- -%	- -%	- -%	- -%	- -%	- -%	1 28%
Gamma	* 5%	- -%	- -%	- -%	- -%	* 10%	* 3%	* 10%
Daisy	* 3%	* 5%	* 9%	* 5%	- -%	* 6%	* 5%	- -%
OTHER (SPECIFY)	2 38%	- -%	- -%	- -%	* 38%	1 31%	2 47%	* 19%
(Dont know)	1 13%	1 47%	- -%	1 47%	- -%	1 26%	1 20%	- -%
NETS								

1 Provider	5 90%	2 100%	1 100%	2 100%	* 100%	2 81%	3 86%	2 100%
2 Providers	1 10%	- -%	- -%	- -%	- -%	1 19%	1 14%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 60
<Q1A/B> Same provider for standard calls and rental
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																														
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR										
	Total	1 (a)	2 to 4 (b)	5 to 4 (c)	9 (d)	10 - 49 (e)	50 - 249 (f)	Less than 2 years (a)	2 (b)	5 (c)	6 - 9 years (d)	10 - 19 years (e)	20+ years (e)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Pr mary ind ustry (a)	Man ufacturing (b)	Co nstruction (c)	Whole sale/ port/ Comm unica tions (d)	Re tail (e)	Finan cial ser vices (f)	Other ser vices (g)	Pu blic admin and ser vices (h)	Other (i)	
Unweighted row	353	47	117	164	78	63	48	7	12	28	83	223	286	53	14		105	105	69	23	12		20	26	42	48	67	9	89	35	17
Total	397	89	232	321	48	25	3	11	14	46	101	226	367	28	2		183	118	41	9	1		20	36	49	46	72	17	122	18	17
BT	218 55%	46 52%	118 51%	164 51%	31 65%	20ABCd 80%	2bc 69%	5 50%	5 34%	12 26%	54 53%	142 63%	200 55%	16 56%	2 78%		81 44%	70a 60%	24 57%	8 86%	1 83%		15 75%	22 60%	32e 66%	25 55%	31 43%	7 40%	63 52%	13Eg 72%	10 57%
Unicom / Universal Utilities	40 10%	14d 16%	24d 10%	38d 12%	1 2%	1 5%	* 4%	5 48%	4 30%	11 25%	15E 15%	5 2%	40b 11%	* 1%	- -		28c 15%	10 9%	2 4%	- -	- -		- -	1 3%	1 *	10CGh 22%	19CGH 26%	- -	9 7%	* 2%	1 3%
Talk Talk	31 8%	17 20%	10 4%	28 9%	3 6%	* 2%	* 5%	- -	3 24%	2 4%	4 4%	22 10%	31 8%	1 2%	* 3%		21c 12%	6 5%	* 1%	- -	* 8%		- -	10 27%	2 4%	1 2%	5 7%	10 60%	3 3%	* 1%	- -
Virgin Media (NTL/ Telewest)	22 5%	8 8%	13 6%	21 7%	* %	1 3%	* 1%	- -	1 6%	7 16%	11E 11%	3 1%	22 6%	* %	- -		7 4%	8 7%	4 9%	* %	- -		- -	- -	4 8%	- -	7d 10%	- -	6 5%	1 3%	4 26%
XLN telecom	17 4%	1 1%	15 7%	16 5%	1 2%	* %	- -	* 2%	1 6%	- -	8 8%	8 4%	14 4%	3A 12%	- -		12 7%	2 1%	3b 8%	- -	- -		- -	- -	1 2%	* 1%	3 4%	- -	12d 10%	- -	1 5%
Sky / Skytalk	14 3%	- -	13 6%	13 4%	1 1%	- -	- -	- -	- -	3 7%	- -	10d 5%	7 2%	6A 23%	- -		13bc 7%	1 1%	- -	- -	- -		- -	- -	7dEh 13%	1 1%	- -	- -	6 5%	- -	- -
Plusnet	11 3%	- -	11 5%	11 3%	* %	* 1%	- -	- -	- -	4 9%	- -	7 3%	11 3%	- -	- -		5 2%	7 6%	- -	- -	- -		2 12%	- -	- -	- -	- -	- -	9e 7%	- -	- -
Chess	7 2%	2 2%	4 2%	7 2%	1 1%	- -	*e 2%	- -	- -	- -	5e 5%	2 1%	7 2%	- -	* 3%		7 4%	1 1%	* %	- -	- -		1 3%	- -	- -	4cG 10%	2 3%	- -	- -	* %	- -
Excel	7 2%	- -	7 3%	7 2%	- -	- -	- -	- -	- -	- -	- -	7 3%	7 2%	- -	- -		7 4%	- -	- -	- -	- -		- -	- -	- -	- -	1 1%	- -	6 5%	- -	- -
Titan	6 2%	1 1%	3 1%	4 1%	2c 5%	* %	- -	- -	- -	- -	2 2%	5 2%	6 2%	- -	- -		- -	6a 5%	- -	- -	- -		- -	- -	- -	- -	* %	- -	3 3%	3CDEG 17%	- -
Adept	5 1%	- -	5 2%	5 1%	- -	- -	- -	- -	- -	- -	- -	5 2%	4 1%	1 2%	- -		- -	5a 4%	- -	- -	- -		- -	3 9%	1 2%	1 1%	- -	- -	- -	- -	- -
Everything Everywhere/EE	4 1%	- -	4 2%	4 1%	- -	- -	- -	- -	- -	4 9%	- -	- -	4 1%	- -	- -		- -	- -	4AB 10%	- -	- -		- -	- -	- -	- -	4g 6%	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 60 (continuation)
 <Q1A/B> Same provider for standard calls and rental
 by Crossbreak
 Base: All respondents

	PERSONAL PROFILE																															
	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR											
	Total	1 (a)	2 to 4 (b)	5 to 4 (c)	9 (d)	10 - 49 (e)	50 - 249 (f)	Less than 2 years (a)	2 (b)	5 (c)	6 - 9 (d)	10 - 19 years (e)	20+ years (f)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Pr mary ind ustry (a)	Man ufac turing (b)	Co nstru ction (c)	Whole sale/ port/ Comm unica tions (d)	Re tail (e)	Fina ncial Ser vices (f)	Other ser vices (g)	Pu blic admin and ser vices (h)	Other (i)		
Unweighted row	353	47	117	164	78	63	48	7	12	28	83	223	286	53	14		105	105	69	23	12	20	26	42	48	67	9	89	35	17		
Total	397	89	232	321	48	25	3	11	14	46	101	226	367	28	2		183	118	41	9	1	20	36	49	46	72	17	122	18	17		
KCom (Kingston Communications)	4 1%	- %	- %	- %	4aBCe 8%	- %	- %	- %	- %	- %	- %	4 2%	4 1%	- %	- %		2 1%	- %	2B 5%	- %	- %	- %	- %	2 4%	2g 4%	- %	- %	- %	- %	- %	- %	
Daisy	3 1%	- %	- %	- %	3aBC 5%	*bC 1%	*ABCE 13%	- %	- %	1 2%	1 1%	1 1%	3 1%	* %	* 12%		- %	1 1%	1A 4%	1 11%	* 3%	1 4%	- %	* %	1 2%	- %	- %	* %	- %	1 6%		
One Bill	3 1%	- %	3 1%	3 1%	* %	- %	*A 2%	- %	- %	- %	- %	3 1%	3 1%	* 1%	* 3%		1 %	- %	- %	* 1%	- %	- %	- %	1 1%	* %	- %	- %	2 2%	- %	- %		
O2 / BE	2 %	- %	- %	- %	1bC 2%	1BC 3%	*ABC 2%	- %	- %	* %	2 2%	* %	1 %	1 2%	- %		- %	1 1%	1 1%	* 2%	* 3%	1 6%	- %	1 1%	- %	- %	- %	* %	- %	- %		
Utility Warehouse	1 %	- %	1 %	1 %	- %	- %	- %	- %	- %	- %	- %	1 %	1 %	- %	- %		- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 1%	- %	- %	
Zen	1 %	- %	- %	- %	1c 1%	- %	*ABCE 2%	- %	- %	1 1%	* %	- %	1 %	- %	* 4%		- %	1 1%	- %	- %	- %	- %	- %	- %	- %	* %	- %	- %	- %	- %	1 4%	
Orange	1 %	- %	- %	- %	1BC 3%	- %	- %	- %	- %	- %	- %	1 %	1 %	- %	- %		1 %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	1eG 4%	- %
Rainbow	* %	- %	- %	- %	*bC 1%	*aBCd 1%	- %	- %	- %	- %	- %	* %	* %	* %	- %		- %	* %	* 1%	- %	* 2%	- %	- %	- %	* %	* %	- %	- %	- %	* %	- %	
Barclays Communications	* %	- %	- %	- %	* %	- %	- %	- %	- %	- %	- %	* %	- %	* %	- %		- %	- %	* %	- %	- %	- %	- %	- %	- %	- %	- %	- %	* %	- %	- %	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 60 (continuation)
<Q1A/B> Same provider for standard calls and rental
by Crossbreak
Base: All respondents

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: gland (k)	Wales (l)	Sco tland (m)	Nor thern Ireland (n)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	353	13	29	9	15	12	31	30	22	16	177	47	59	70		59	294	301	24	187	149	237	87
Total	397	14	49	24	31	26	33	64	62	40	343	15	28	11		100	297	307	54	169	200	245	113
BT	218 55%	12 84%	40 80%	5 22%	16 53%	13 50%	15 46%	32 50%	40 64%	16 40%	189 55%	101 64%	12 43%	71 63%		60 60%	157 53%	174 57%	27 49%	92 54%	109 54%	136 55%	62 55%
Unicom / Universal Utilities	40 10%	- -%	4 7%	10 42%	1 2%	- -%	4g 12%	- -%	9 14%	4 11%	32 9%	1g 7%	6GJk 21%	2G 15%		5 5%	36 12%	30 10%	9 17%	11 6%	29a 14%	12 5%	23A 21%
Talk Talk	31 8%	- -%	4 7%	- -%	3 11%	- -%	4 14%	13jm 21%	3 5%	- -%	27 8%	2 11%	2 6%	* 4%		17B 17%	14 5%	21 7%	- -%	11 6%	17 9%	20 8%	11 10%
Virgin Media (NTL/ Telewest)	22 5%	- -%	1 1%	5 21%	6 21%	- -%	4g 12%	- -%	- -%	4 11%	20 6%	* 2%	1 3%	* 2%		12b 11%	10 3%	22 7%	- -%	4 2%	14a 7%	15 6%	5 4%
XLN telecom	17 4%	- -%	- -%	- -%	- -%	- -%	1 2%	7 10%	4 7%	- -%	12 3%	1 8%	3J 12%	1j 10%		3 3%	14 5%	14 5%	3 6%	13b 8%	4 2%	14 6%	2 2%
Sky / Skytalk	14 3%	- -%	1 1%	- -%	- -%	6 25%	- -%	7 10%	- -%	- -%	14 4%	- -%	- -%	- -%		- -%	14 5%	4 1%	10 18%	6 4%	7 4%	14b 6%	- -%
Plusnet	11 3%	2 16%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	8 21%	11 3%	- -%	* 1%	- -%		2 2%	9 3%	9 3%	- -%	7 4%	4 2%	9 4%	2 2%
Chess	7 2%	- -%	1 1%	- -%	- -%	- -%	2 6%	- -%	4 7%	- -%	7 2%	- -%	- -%	- -%		- -%	7 2%	1 *	2 4%	* *	5 3%	5 2%	1 1%
Excel	7 2%	- -%	- -%	- -%	- -%	6 25%	- -%	- -%	- -%	- -%	6 2%	- -%	1 3%	- -%		- -%	7 2%	7 2%	- -%	6b 4%	1 *	- -%	1 1%
Titan	6 2%	- -%	- -%	- -%	4 13%	- -%	- -%	- -%	1 2%	- -%	6 2%	- -%	1 3%	* 1%		- -%	6 2%	5 2%	- -%	4 2%	2 1%	4 2%	* *
Adept	5 1%	- -%	- -%	- -%	- -%	- -%	- -%	3 5%	- -%	- -%	3 1%	1 3%	1 3%	- -%		- -%	5 2%	5 2%	- -%	5b 3%	- -%	5 2%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 60 (continuation)
<Q1A/B> Same provider for standard calls and rental
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	353	13	29	9	15	12	31	30	22	16	177	47	59	70	59	294	301	24	187	149	237	87	
Total	397	14	49	24	31	26	33	64	62	40	343	15	28	11	100	297	307	54	169	200	245	113	
Everything Everywhere/EE	4 1%	- %	- %	- %	- %	- %	- %	- %	- %	4 11%	4 1%	- %	- %	- %	- %	4 1%	4 1%	- %	4b 2%	- %	4 2%	- %	
KCom (Kingston Communications)	4 1%	- %	- %	4 15%	- %	- %	- %	- %	- %	- %	4 1%	- %	- %	- %	- %	4 1%	4 1%	- %	2 1%	2 1%	2 1%	2 2%	
Daisy	3 1%	- %	* %	- %	- %	* 1%	- %	1 2%	- %	1 3%	3 1%	- %	* 1%	* 1%	- %	3 1%	2 1%	1 1%	3 2%	* %	2 1%	1 1%	
One Bill	3 1%	- %	- %	- %	- %	- %	2J 6%	- %	- %	- %	2 1%	1gJ 5%	* %	- %	- %	3 1%	* %	3 5%	* %	3 1%	1 %	2 2%	
O2 / BE	2 %	- %	- %	- %	- %	- %	- %	1 1%	- %	1 3%	2 %	- %	* 1%	- %	1 1%	1 %	2 1%	- %	1 %	1 1%	2 1%	* %	
Utility Warehouse	1 %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	1J 3%	- %	- %	1 %	1 %	- %	- %	1 %	- %	
Zen	1 %	- %	1 2%	- %	- %	- %	- %	- %	- %	- %	1 %	- %	- %	- %	- %	1 %	1 %	- %	* %	1 %	- %	* %	
Orange	1 %	- %	- %	- %	- %	- %	- %	- %	- %	1 2%	1 %	- %	- %	- %	- %	1 %	1 %	- %	1 %	- %	1 %	- %	
Rainbow	* %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	*gJ1 4%	- %	* %	* %	- %	* %	* %	* %	- %	
Barclays Communications	* %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	*J 1%	- %	* %	* %	- %	* %	- %	* %	- %	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 60 (continuation)
<Q1A/B> Same provider for standard calls and rental
by Crossbreak
Base: All respondents

	CONNECTION PROFILE																																					
																		FIXED LINES USED FOR VOICE CALLS OUT											VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	MAIN FIXED LINE TYPE						PRODUCTS USED																															
	Total	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr ivate cir cuit (d)	Fixed line band (e)	Sta ndard lan dline (a)	NET biles (b)	Fixed line band (c)	Mo bile band (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir cuit (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider and calls (b)	Other pro vider for ntal and calls (c)								
Unweighted row	353	311	11	20	2	9	353	286	317	93	53	29	29	67	29	150	115	353	43	28	33	23	8	15	23	25	4	216	1	136								
Total	397	375	3	9	*	10	397	325	343	86	23	9	13	83	34	143	115	397	20	9	47	23	6	14	29	28	12	218	1	179								
BT	218	199	2	8	*	7	218	184	193	43	18	9	7	42	22	88	65	218	17A	9	29	9	1	12	13	10	7	218C	-	-								
	55%	53%	63%	97%	100%	74%		55%	57%	56%	50%	94%	58%	50%	67%	61%	56%	55%	84%	94%	61%	39%	8%	86%	44%	36%	57%	100%	-%	-%								
Unicom / Universal Utilities	40	40	-	-	-	-	40j	27j	22	5	2	-	*	4	5	5	8	40	1	-	4	-	-	-	*	4	-	-	-	40A								
	10%	11%	-%	-%	-%	-%	10%	8%	7%	6%	7%	-%	2%	5%	14%	3%	7%	10%	3%	-%	10%	-%	-%	-%	1%	15%	-%	-%	-%	23%								
Talk Talk	31	31	-	*	-	-	31e	30e	28e	9e	*	*	*	4	*	12	16aE	31	*	*	1	4	*	1	3	-	-	-	-	31A								
	8%	8%	-%	2%	-%	-%	8%	9%	8%	11%	1%	2%	1%	5%	1%	8%	14%	8%	1%	2%	1%	17%	1%	8%	12%	-%	-%	-%	-%	17%								
Virgin Media (NTL/ Telewest)	22	20	-	-	-	2	22	15	22	7	*	-	4	12	5	7	4	22	*	-	5	2	4	-	-	6	5	-	-	22A								
	5%	5%	-%	-%	-%	20%	5%	5%	6%	8%	1%	-%	33%	14%	16%	5%	3%	5%	1%	-%	11%	9%	72%	-%	-%	23%	43%	-%	-%	12%								
XLN telecom	17	17	-	-	-	-	17	13	13	5	-	-	*	1	-	8	2	17	-	-	1	-	-	-	1	-	-	-	-	17A								
	4%	5%	-%	-%	-%	-%	4%	4%	4%	5%	-%	-%	2%	1%	-%	6%	2%	4%	-%	-%	2%	-%	-%	-%	3%	-%	-%	-%	-%	10%								
Sky / Skytalk	14	14	-	-	-	-	14j	7	14j	-	-	-	-	6bdJ	-	-	6dJ	14	-	-	-	6	-	-	-	-	6	-	-	14A								
	3%	4%	-%	-%	-%	-%	3%	2%	4%	-%	-%	-%	-%	8%	-%	-%	6%	3%	-%	-%	-%	28%	-%	-%	-%	23%	-%	-%	-%	8%								
Plusnet	11	11	-	-	-	-	11	11	11	-	-	-	-	-	-	5	4	11	-	-	-	-	-	-	-	-	-	-	-	11A								
	3%	3%	-%	-%	-%	-%	3%	3%	3%	-%	-%	-%	-%	-%	-%	3%	4%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%								
Chess	7	7	-	-	-	-	7	7	7	5ahJK	*	*	-	-	-	-	*	7	*	*	-	-	-	-	-	-	-	-	-	7A								
	2%	2%	-%	-%	-%	-%	2%	2%	2%	6%	1%	1%	-%	-%	-%	-%	1%	2%	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%								
Excel	7	7	-	-	-	-	7	7	6	1	-	-	-	6	-	7ak	-	7	-	-	6	-	-	-	6	-	-	-	-	7A								
	2%	2%	-%	-%	-%	-%	2%	2%	2%	1%	-%	-%	-%	8%	-%	5%	-%	2%	-%	-%	14%	-%	-%	-%	22%	-%	-%	-%	-%	4%								

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 60 (continuation)
<Q1A/B> Same provider for standard calls and rental
by Crossbreak
Base: All respondents

	CONNECTION PROFILE																														
															FIXED LINES USED FOR VOICE CALLS OUT																
	MAIN FIXED LINE TYPE						PRODUCTS USED														VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuit (d)	Fixed line band (e)	Sta ndard lan dline (a)	NET Mo biles (b)	Fixed line band (c)	Mo broad band (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL Private circuit (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	353	311	11	20	2	9	353	286	317	93	53	29	29	67	29	150	115	353	43	28	33	23	8	15	23	25	4	216	1	136	
Total	397	375	3	9	*	10	397	325	343	86	23	9	13	83	34	143	115	397	20	9	47	23	6	14	29	28	12	218	1	179	
Titan	6 2%	6 2%	-	-	-	-	6 2%	4 1%	5 1%	3 4%	-	*	-	-	-	1 1%	1 1%	6 2%	-	*	-	-	-	-	-	-	-	-	-	-	6A 4%
Adept	5 1%	4 1%	-	-	-	1 5%	5 1%	5 1%	3j 1%	1j 2%	-	-	4aj 5%	-	-	1 %	1 %	5 1%	-	-	-	1 2%	-	-	3 12%	1 2%	-	-	-	-	5a 3%
Everything Everywhere/EE	4 1%	4 1%	-	-	-	-	4 1%	4 1%	4 1%	-	-	-	-	-	-	4 3%	-	4 1%	-	-	-	-	-	-	-	-	-	-	-	-	4a 2%
KCom (Kingston Communications)	4 1%	4 1%	-	-	-	-	4 1%	4 1%	4 1%	2 2%	-	-	-	-	-	4 3%	4 3%	4 1%	-	-	-	-	-	-	-	-	-	-	-	-	4a 2%
Daisy	3	2	1	-	-	-	3	3	3	* ABCDh Jk		2	-	*	1	1	2	3	2A	-	*	*	1	*	1	*	-	-	1	2	
	1%	1%	37%	-	-	-	1%	1%	1%	1%	9%	-	1%	2%	4%	1%	2%	1%	10%	-	1%	1%	18%	1%	4%	1%	-	-	100%	1%	
One Bill	3 1%	3 1%	-	*	-	-	3 1%	1 1%	1 1%	-	1bcjk 2%	*	-	-	-	-	-	3 1%	1 3%	*	-	-	-	-	-	-	-	*	-	3 2%	
O2 / BE	2 1%	2 1%	-	-	-	-	2 1%	2 1%	2 1%	*	1 2%	*	1 4%	1 1%	*	2 1%	2 2%	2 1%	-	*	1 1%	*	*	1 5%	-	*	-	-	-	2 1%	
Utility Warehouse	1 1%	1 1%	-	-	-	-	1 1%	1 1%	1 1%	1 1%	-	-	-	-	-	-	-	1 1%	-	-	-	-	-	-	-	-	-	-	-	-	1 1%
Zen	1 1%	1 1%	-	-	-	-	1 1%	1 1%	1 1%	1 1%	-	*	-	1 1%	-	-	1 1%	1 1%	-	*	-	1 3%	-	-	1 2%	-	-	-	-	-	1 1%
Orange	1 1%	1 1%	-	-	-	-	1 1%	-	1 1%	-	-	-	-	-	-	-	-	1 1%	-	-	-	-	-	-	-	-	-	-	-	-	1 1%
Rainbow	*	*	-	-	-	-	*	*	*	-	-	-	-	-	-	*	*	*	-	-	-	-	-	-	-	-	-	-	-	-	*

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 60 (continuation)
 <Q1A/B> Same provider for standard calls and rental
 by Crossbreak
 Base: All respondents

CONNECTION PROFILE																															
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr (d)	Fixed line broadband (e)		Sta ndard land lines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for rental calls (a)	Other pro vider for calls (b)	Other pro vider for rental and calls (c)	
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row	353	311	11	20	2	9	353	286	317	93	53	29	29	67	29	150	115	353	43	28	33	23	8	15	23	25	4	216	1	136	
Total	397	375	3	9	*	10	397	325	343	86	23	9	13	83	34	143	115	397	20	9	47	23	6	14	29	28	12	218	1	179	
Barclays Communications	*	-	-	*	-	-	*	*	*	-	-	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-	-	-	-	-	*
	%	-%	-%	1%	-%	-%	%	%	%	-%	-%	1%	-%	-%	-%	%	-%	%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 60 (continuation)
<Q1A/B> Same provider for standard calls and rental
by Crossbreak
Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	353	58	5	261	53	255	347	6
Total	397	23	1	302	41	292	391	6
BT	218 55%	19C 82%	* 25%	171 57%	22 55%	163 56%	214 55%	3 56%
Unicom / Universal Utilities	40 10%	1 2%	- -%	16 5%	7B 17%	16 5%	40b 10%	- -%
Talk Talk	31 8%	* 1%	- -%	27a 9%	1 1%	27 9%	31 8%	- -%
Virgin Media (NTL/ Telewest)	22 5%	* *%	- -%	22 7%	- -%	20 7%	20 5%	2 34%
XLN telecom	17 4%	- -%	- -%	8 3%	5BC 13%	8 3%	17 4%	- -%
Sky / Skytalk	14 3%	- -%	- -%	14 5%	- -%	14 5%	14 3%	- -%
Plusnet	11 3%	- -%	- -%	11 4%	- -%	11 4%	11 3%	- -%
Chess	7 2%	* *%	- -%	7 2%	- -%	7 2%	7 2%	- -%
Excel	7 2%	- -%	- -%	6 2%	- -%	6 2%	7 2%	- -%
Titan	6 2%	- -%	- -%	3 1%	2 4%	3 1%	6 2%	- -%
Adept	5 1%	- -%	- -%	4 1%	1 2%	3 1%	4 1%	1 9%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 60 (continuation)
<Q1A/B> Same provider for standard calls and rental
by Crossbreak
Base: All respondents

	Total	BUNDLING			SAME VS DIFFERENT			
		Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN PC Re ntal (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	353	58	5	261	53	255	347	6
Total	397	23	1	302	41	292	391	6
Everything Everywhere/EE	4 1%	- -%	- -%	4 1%	- -%	4 1%	4 1%	- -%
KCom (Kingston Communications)	4 1%	- -%	- -%	4 1%	- -%	4 1%	4 1%	- -%
Daisy	3 1%	2C 9%	* 9%	2 1%	1b 4%	2 1%	3 1%	- -%
One Bill	3 1%	1C 2%	- -%	1 *%	- -%	1 *%	3 1%	* 1%
O2 / BE	2 *%	1C 3%	1 66%	1 *%	1Bc 3%	1 *%	2 *%	- -%
Utility Warehouse	1 *%	- -%	- -%	1 *%	- -%	1 *%	1 *%	- -%
Zen	1 *%	* *%	- -%	1 *%	- -%	1 *%	1 *%	- -%
Orange	1 *%	- -%	- -%	1 *%	- -%	1 *%	1 *%	- -%
Rainbow	* *%	- -%	- -%	* *%	* 1%	* *%	* *%	- -%
Barclays Communications	* *%	* *%	- -%	- -%	* *%	- -%	- -%	* 1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 61
<Q1A/B/G> Same provider for standard calls, rental and fixed broadband
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																															
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR										
		1	2	1	5	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other
		(a)	to 4	to 4	(d)	- 49	- 249	than 2	- years	- years	- years	- years	- years	(e)	(a)	to 5	(c)	£100k	to £500k	to £3m	to £10m	to £10m+	imary ind	ufacturing	struction	sale/Trans	tail (e)	ncial	Services	ser vices	public admin	(i)
		(b)	(c)		(e)	(f)	years (a)	(b)	(c)		(d)	(e)					(a)	(b)	(c)	(d)	(e)	(a)	(b)	(c)	port/Communica tions (d)		(f)	(g)		and ser vices (h)		
Unweighted row	261	32	82	114	65	44	38	5	11	23	56	166	207	41	13	71	89	49	20	9	16	17	36	33	43	9	67	26	14			
Total	302	68	171	240	40	20	3	5	11	37	68	181	274	26	2	133	98	35	9	1	13	21	44	35	46	17	99	12	16			
BT	171 57%	36 53%	88 51%	124 52%	28bc 71%	17ABC 84%	2 68%	5 95%	5 44%	8 22%	42 62%	111 61%	155 57%	14 55%	1 77%	62 46%	61a 63%	20 58%	8 88%	1 89%	9 71%	10 50%	28 64%	18 51%	22 49%	7 40%	60 60%	7 57%	10 62%			
Talk Talk	27 9%	14be 21%	10 6%	24 10%	3 8%	* 2%	* 4%	- %	* 2%	2 6%	4 5%	21 12%	27 10%	1 2%	* 3%	18c 14%	5 6%	* 1%	- %	* 3%	- %	6 29%	2 4%	1 2%	5 11%	10 60%	3 4%	* 2%	- %			
Virgin Media (NTL/ Telewest)	22 7%	8 11%	13 8%	21d 9%	* %	1 4%	* 2%	- %	1 8%	7 20%	11E 16%	3 1%	22 8%	* %	- %	7 5%	8 8%	4 11%	* %	- %	- %	- %	4 9%	- %	7d 16%	- %	6 6%	1 5%	4 28%			
Unicom / Universal Utilities	16 5%	8 12%	6 4%	14 6%	1 2%	* 2%	* 5%	- %	4 39%	6 17%	2 3%	3 2%	16 6%	- %	- %	11 8%	4 5%	1 2%	- %	- %	- %	1 4%	* 1%	8CeG 23%	2 4%	- %	4 4%	* 3%	- %			
Sky / Skytalk	14 5%	- %	13 8%	13 5%	1 2%	- %	- %	- %	- %	3 9%	- %	10 6%	7 3%	6A 25%	- %	13bc 10%	1 1%	- %	- %	- %	- %	- %	- %	7e 15%	1 2%	- %	- %	6 6%	- %	- %		
Plusnet	11 4%	- %	11 6%	11 4%	* 1%	* 1%	- %	- %	- %	4 11%	- %	7 4%	11 4%	- %	- %	5 3%	7 7%	- %	- %	- %	2 18%	- %	- %	- %	- %	- %	9 9%	- %	- %			
XLN telecom	8 3%	* %	7 4%	7 3%	* %	* %	- %	* 5%	1 8%	- %	4 5%	3 2%	4 2%	3A 13%	- %	2 2%	2 2%	3ab 10%	- %	- %	- %	- %	1 2%	* 1%	3 7%	- %	3 3%	- %	- %			
Chess	7 2%	2 3%	4 3%	7 3%	1 2%	- %	* 2%	- %	- %	- %	5e 8%	2 1%	7 3%	- %	* 3%	7 5%	1 1%	* %	- %	- %	1 5%	- %	- %	4cG 13%	2 5%	- %	- %	* %	- %			
Excel	6 2%	- %	6 4%	6 3%	- %	- %	- %	- %	- %	- %	- %	6 4%	6 2%	- %	- %	6 5%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	6 6%	- %	- %			
Everything Everywhere/EE	4 1%	- %	4 2%	4 2%	- %	- %	- %	- %	- %	4 11%	- %	- %	4 2%	- %	- %	- %	- %	4AB 12%	- %	- %	- %	- %	- %	- %	4G 9%	- %	- %	- %	- %	- %		
Adept	4 1%	- %	4 2%	4 2%	- %	- %	- %	- %	- %	- %	- %	4 2%	3 1%	1 2%	- %	- %	4 4%	- %	- %	- %	- %	3 16%	- %	1 1%	- %	- %	- %	- %	- %			
KCom (Kingston Communications)	4 1%	- %	- %	- %	4aBCe 9%	- %	- %	- %	- %	- %	- %	4 2%	4 1%	- %	- %	2 1%	- %	2b 5%	- %	- %	- %	- %	- %	2 4%	2g 5%	- %	- %	- %	- %	- %		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 61 (continuation)
<Q1A/B/G> Same provider for standard calls, rental and fixed broadband
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																														
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR										
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other
	(a)	to 4	to 4	(d)	- 49	- 249	(f)	than 2	years	years	years	-19	years	(e)	(a)	to 5	(c)	£100k	to £500k	to £3m	to £10m	(e)	imary ind	ufact (b)	nstru ction (c)	Whole sale/ port/ Comm unica tions (d)	tail (e)	ncial Ser vices (f)	Other ser vices (g)	blic admin and ser vices (h)	(i)
	Total								years (a)										(a)	(b)	(c)	(d)									
Unweighted row	261	32	82	114	65	44	38	5	11	23	56	166	207	41	13	71	89	49	20	9	16	17	36	33	43	9	67	26	14		
Total	302	68	171	240	40	20	3	5	11	37	68	181	274	26	2	133	98	35	9	1	13	21	44	35	46	17	99	12	16		
Titan	3 1%	- -%	3 2%	3 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 2%	3 1%	- -%	- -%	- -%	3 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 27%	- -%
Daisy	2 1%	- -%	- -%	- -%	1BC 4%	- -%	*ABCDE 14%	- -%	- -%	1 2%	- -%	1 1%	1 1%	* 1%	* 13%	- -%	1 1%	* 1%	1 11%	* 4%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	1 6%	
Utility Warehouse	1 *%	- -%	1 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%
Zen	1 *%	- -%	- -%	- -%	1c 2%	- -%	*ABCD 3%	- -%	- -%	1 2%	* 1%	- -%	1 *%	- -%	* 4%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	1 4%
Orange	1 *%	- -%	- -%	- -%	- -%	1BC 4%	- -%	- -%	- -%	- -%	- -%	1 *%	1 *%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 6%	- -%
O2 / BE	1 *%	- -%	- -%	- -%	- -%	1BC 3%	*ABCD 2%	- -%	- -%	- -%	1 1%	* 1%	- -%	1A 2%	- -%	- -%	- -%	1 2%	- -%	* 4%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
One Bill	1 *%	- -%	1 *%	1 *%	- -%	- -%	*AD 2%	- -%	- -%	- -%	- -%	1 *%	1 *%	- -%	* 3%	1 *%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	1 1%	* 1%	- -%	- -%	- -%	- -%	- -%
Rainbow	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 61 (continuation)
<Q1A/B/G> Same provider for standard calls, rental and fixed broadband
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: gland (j)	Wales (k)	Sco tland (l)	Nor thern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	261	11	27	5	9	12	25	24	16	13	142	30	45	44	43	218	228	15	147	100	183	53	
Total	302	11	42	11	20	26	26	50	42	38	266	8	21	7	80	223	245	31	145	130	200	66	
BT	171 57%	9 80%	33 77%	2 18%	10 51%	13 50%	13 50%	21 43%	34 82%	16 42%	152 57%	5 57%	10 47%	51 69%	42 52%	129 58%	143 58%	16 51%	82 56%	73 56%	108 54%	44 66%	
Talk Talk	27 9%	- -%	4 8%	- -%	- -%	- -%	4 17%	13 27%	3 7%	- -%	24 9%	1 13%	2 8%	* 6%	17B 21%	11 5%	21 8%	- -%	11 7%	14 10%	17 8%	11 16%	
Virgin Media (NTL/ Telewest)	22 7%	- -%	1 1%	5 47%	6 32%	- -%	4 16%	- -%	- -%	4 11%	20 8%	* 4%	1 4%	* 4%	12b 14%	10 5%	22 9%	- -%	4 3%	14a 11%	15 7%	5 8%	
Unicom / Universal Utilities	16 5%	- -%	4 8%	- -%	* 1%	- -%	2 8%	- -%	- -%	4 11%	10 4%	1 6%	5Jm 23%	* 4%	4 5%	11 5%	13 5%	2 7%	9 6%	6 5%	10 5%	1 2%	
Sky / Skytalk	14 5%	- -%	1 2%	- -%	- -%	6 25%	- -%	7 13%	- -%	- -%	14 5%	- -%	- -%	- -%	- -%	14 6%	4 2%	10 32%	6 4%	7 6%	14b 7%	- -%	
Plusnet	11 4%	2 20%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	8 22%	11 4%	- -%	* 1%	- -%	2 3%	9 4%	9 4%	- -%	7 5%	4 3%	9 5%	2 3%	
XLN telecom	8 3%	- -%	- -%	- -%	- -%	- -%	- -%	3 7%	- -%	- -%	3 1%	1J 8%	3J 12%	1J 16%	3 4%	4 2%	8 3%	- -%	4 3%	3 3%	6 3%	1 1%	
Chess	7 2%	- -%	1 2%	- -%	- -%	- -%	2 8%	- -%	4 11%	- -%	7 3%	- -%	- -%	- -%	- -%	7 3%	1 *	2 7%	* *	5a 4%	5 2%	1 1%	
Excel	6 2%	- -%	- -%	- -%	- -%	6 25%	- -%	- -%	- -%	- -%	6 2%	- -%	- -%	- -%	- -%	6 3%	6 3%	- -%	6b 4%	- -%	- -%	- -%	
Everything Everywhere/EE	4 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 11%	4 2%	- -%	- -%	- -%	- -%	4 2%	4 2%	- -%	4 3%	- -%	4 2%	- -%	
Adept	4 1%	- -%	- -%	- -%	- -%	- -%	- -%	3 7%	- -%	- -%	3 1%	1j1 6%	- -%	- -%	- -%	4 2%	4 2%	- -%	4 3%	- -%	4 2%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 61 (continuation)
<Q1A/B/G> Same provider for standard calls, rental and fixed broadband
by Crossbreak
Base: All respondents

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE	NW	Yo rks/	E	Mid W	Mid	East	ndon	Lo	SE	SW	Net: Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis	
		(a)	(b)	Hu	(d)	(e)	(f)	(g)	(h)	(i)	En	(j)	(k)	tland	(l)	Ir	based	where	(a)	agree	(a)	agree	(a)	agree
				mber												eland	(a)	(b)		(b)		(b)		(b)
			(c)											(m)										
Unweighted row	261	11	27	5	9	12	25	24	16	13	142	30	45	44		43	218	228	15	147	100	183	53	
Total	302	11	42	11	20	26	26	50	42	38	266	8	21	7		80	223	245	31	145	130	200	66	
KCom (Kingston Communications)	4 1%	- -%	- -%	4 35%	- -%	- -%	- -%	- -%	- -%	- -%	4 1%	- -%	- -%	- -%		- -%	4 2%	4 2%	- -%	2 1%	2 1%	2 1%	2 3%	
Titan	3 1%	- -%	- -%	- -%	3 16%	- -%	- -%	- -%	- -%	- -%	3 1%	- -%	- -%	- -%		- -%	3 1%	3 1%	- -%	3 2%	- -%	3 2%	- -%	
Daisy	2 1%	- -%	* *%	- -%	- -%	* 1%	- -%	1 3%	- -%	- -%	2 1%	- -%	* *%	- -%		- -%	2 1%	1 *%	1 2%	2 1%	- -%	2 1%	- -%	
Utility Warehouse	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1J 4%	- -%		- -%	1 *%	1 *%	- -%	- -%	1 1%	1 *%	- -%	
Zen	1 *%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%		- -%	1 *%	1 *%	- -%	* *%	1 1%	- -%	* *%	
Orange	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 *%	- -%	- -%	- -%		- -%	1 *%	1 *%	- -%	1 *%	- -%	1 *%	- -%	
O2 / BE	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	1 *%	- -%	* *%	- -%		- -%	1 *%	1 *%	- -%	1 *%	- -%	1 *%	* *%	
One Bill	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1J 6%	* *%	- -%		- -%	1 *%	* *%	1 2%	* *%	1 *%	1 *%	- -%	
Rainbow	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	*J 1%		- -%	* *%	* *%	- -%	- -%	* *%	* *%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 61 (continuation)
<Q1A/B/G> Same provider for standard calls, rental and fixed broadband
by Crossbreak
Base: All respondents

	CONNECTION PROFILE																													
																		FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	MAIN FIXED LINE TYPE						PRODUCTS USED																							
	Total	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuits (d)	Fixed line band (e)	Standard landlines (a)	NET Mobiles (b)	Fixed line band (c)	Mobile band (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	Social media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for rental calls (a)	Other provider for calls (b)	Other provider for rental calls (c)
Unweighted row	261	229	8	16	-	8	261	219	261	76	44	23	22	53	21	108	94	261	36	22	27	18	7	12	18	19	4	168	-	93
Total	302	283	2	7	-	10	302	260	302	78	19	8	8	75	27	110	98	302	16	7	46	20	5	12	24	27	12	171	-	131
BT	171	155	2	7	-	7	171	153	171	38	15 ABCDH JK	7	3	35	18	67	53	171	14A	7	28	6	1	10	9	9	7	171C	-	-
	57%	55%	96%	99%	-%	74%	57%	59%	57%	48%	81%	96%	33%	47%	65%	61%	54%	57%	90%	96%	61%	32%	10%	86%	38%	34%	57%	100%	-%	-%
Talk Talk	27	27	-	*	-	-	27	26e	27	9e	*	*	-	4	-	12e	16ace	27	*	*	1	4	*	1	3	-	-	-	-	27A
	9%	10%	-%	1%	-%	-%	9%	10%	9%	12%	*%	1%	-%	6%	-%	10%	16%	9%	*%	1%	1%	19%	1%	9%	14%	-%	-%	-%	-%	21%
Virgin Media (NTL/ Telewest)	22	20	-	-	-	2	22	15	22	7	*	-	4	12 abcdek	5	7	4	22	*	-	5	2	4	-	-	6	5	-	-	22A
	7%	7%	-%	-%	-%	21%	7%	6%	7%	9%	*%	-%	55%	16%	19%	6%	4%	7%	*%	-%	11%	10%	88%	-%	-%	24%	43%	-%	-%	17%
Unicom / Universal Utilities	16	16	-	-	-	-	16	9	16	5	1	-	-	4	4	3	6	16	-	-	4	-	-	-	-	4	-	-	-	16A
	5%	5%	-%	-%	-%	-%	5%	3%	5%	6%	4%	-%	-%	6%	16%	3%	6%	5%	-%	-%	9%	-%	-%	-%	-%	16%	-%	-%	-%	12%
Sky / Skytalk	14	14	-	-	-	-	14j	7	14j	-	-	-	-	6dJ	-	-	6dJ	14	-	-	-	6	-	-	-	-	6	-	-	14A
	5%	5%	-%	-%	-%	-%	5%	3%	5%	-%	-%	-%	-%	9%	-%	-%	7%	5%	-%	-%	-%	32%	-%	-%	-%	24%	-%	-%	-%	10%
Plusnet	11	11	-	-	-	-	11	11	11	-	-	-	-	-	-	5	4	11	-	-	-	-	-	-	-	-	-	-	-	11A
	4%	4%	-%	-%	-%	-%	4%	4%	4%	-%	-%	-%	-%	-%	-%	4%	4%	4%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	9%
XLN telecom	8	8	-	-	-	-	8	6	8	4	-	-	*	1	-	2	2	8	-	-	1	-	-	-	1	-	-	-	-	8A
	3%	3%	-%	-%	-%	-%	3%	2%	3%	5%	-%	-%	3%	1%	-%	2%	2%	3%	-%	-%	2%	-%	-%	-%	4%	-%	-%	-%	-%	6%
Chess	7	7	-	-	-	-	7	7	7	5hJK	*	*	-	-	-	-	*	7	*	*	-	-	-	-	-	-	-	-	-	7A
	2%	3%	-%	-%	-%	-%	2%	3%	2%	7%	*%	1%	-%	-%	-%	-%	*%	2%	*%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%
Excel	6	6	-	-	-	-	6	6	6	-	-	-	-	6	-	6dk	-	6	-	-	6	-	-	-	6	-	-	-	-	6A
	2%	2%	-%	-%	-%	-%	2%	2%	2%	-%	-%	-%	-%	9%	-%	6%	-%	2%	-%	-%	14%	-%	-%	-%	27%	-%	-%	-%	-%	5%
Everything Everywhere/EE	4	4	-	-	-	-	4	4	4	-	-	-	-	-	-	4	-	4	-	-	-	-	-	-	-	-	-	-	-	4a
	1%	1%	-%	-%	-%	-%	1%	2%	1%	-%	-%	-%	-%	-%	-%	4%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 61 (continuation)
<Q1A/B/G> Same provider for standard calls, rental and fixed broadband
by Crossbreak
Base: All respondents

CONNECTION PROFILE																															
	MAIN FIXED LINE TYPE						PRODUCTS USED												FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Standard landlines (a)	NET Mobiles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	Social media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for rental calls (a)	Other provider for calls (b)	Other provider for rental and calls (c)	
Unweighted row	261	229	8	16	-	8	261	219	261	76	44	23	22	53	21	108	94	261	36	22	27	18	7	12	18	19	4	168	-	93	
Total	302	283	2	7	-	10	302	260	302	78	19	8	8	75	27	110	98	302	16	7	46	20	5	12	24	27	12	171	-	131	
Adept	4 1%	3 1%	- -%	- -%	- -%	1 5%	4 1%	4 1%	4 1%	3j 4%	1j 3%	- -%	- -%	4j 5%	- -%	- -%	1 1%	4 1%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	3 14%	1 2%	- -%	- -%	- -%	4a 3%
KCom (Kingston Communications)	4 1%	4 1%	- -%	- -%	- -%	- -%	4 1%	4 1%	4 1%	2 2%	- -%	- -%	- -%	- -%	- -%	4 3%	4 4%	4 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4a 3%
Titan	3 1%	3 1%	- -%	- -%	- -%	- -%	3 1%	3 1%	3 1%	3jk 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 2%
Daisy	2 1%	2 1%	* 4%	- -%	- -%	- -%	2 1%	1 *	2 1%	* *	1ABCd 5%	- -%	* 2%	* *	- -%	1 1%	1 1%	2 1%	1A 5%	- -%	* *	* 1%	- -%	* 1%	- -%	* 1%	- -%	- -%	- -%	- -%	2 1%
Utility Warehouse	1 *	1 *	- -%	- -%	- -%	- -%	1 *	1 *	1 *	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%
Zen	1 *	1 *	- -%	- -%	- -%	- -%	1 *	1 *	1 *	1 1%	- -%	* 1%	- -%	1 1%	- -%	- -%	1 1%	1 *	- -%	* 1%	- -%	1 3%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	1 1%
Orange	1 *	1 *	- -%	- -%	- -%	- -%	1 *	- -%	1 *	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%
O2 / BE	1 *	1 *	- -%	- -%	- -%	- -%	1 *	1 *	1 *	* *	1ABC 3%	* 1%	1 7%	1 1%	* *	1 *	1 1%	1 *	- -%	* 1%	1 1%	- -%	* 1%	1 4%	- -%	* *	- -%	- -%	- -%	- -%	1 *
One Bill	1 *	1 *	- -%	* 1%	- -%	- -%	1 *	1 *	1 *	- -%	1 3%	* 1%	- -%	- -%	- -%	- -%	- -%	1 *	1A 3%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *	- -%	1 *
Rainbow	* *	* *	- -%	- -%	- -%	- -%	* *	* *	* *	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *	* *	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 61 (continuation)
<Q1A/B/G> Same provider for standard calls, rental and fixed broadband
by Crossbreak
Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	261	51	5	261	2	251	257	4
Total	302	19	1	302	2	290	296	6
BT	171 57%	17C 88%	* 25%	171 57%	2 100%	162 56%	168 57%	3 57%
Talk Talk	27 9%	* 1%	- -%	27a 9%	- -%	27 9%	27 9%	- -%
Virgin Media (NTL/ Telewest)	22 7%	* *%	- -%	22 7%	- -%	20 7%	20 7%	2 35%
Unicom / Universal Utilities	16 5%	- -%	- -%	16 5%	- -%	16 5%	16 5%	- -%
Sky / Skytalk	14 5%	- -%	- -%	14 5%	- -%	14 5%	14 5%	- -%
Plusnet	11 4%	- -%	- -%	11 4%	- -%	11 4%	11 4%	- -%
XLN telecom	8 3%	- -%	- -%	8 3%	- -%	8 3%	8 3%	- -%
Chess	7 2%	* *%	- -%	7 2%	- -%	7 2%	7 2%	- -%
Excel	6 2%	- -%	- -%	6 2%	- -%	6 2%	6 2%	- -%
Everything Everywhere/EE	4 1%	- -%	- -%	4 1%	- -%	4 1%	4 1%	- -%
Adept	4 1%	- -%	- -%	4 1%	- -%	3 1%	3 1%	1 9%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 61 (continuation)
<Q1A/B/G> Same provider for standard calls, rental and fixed broadband
by Crossbreak
Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	261	51	5	261	2	251	257	4
Total	302	19	1	302	2	290	296	6
KCom (Kingston Communications)	4 1%	- -%	- -%	4 1%	- -%	4 1%	4 1%	- -%
Titan	3 1%	- -%	- -%	3 1%	- -%	3 1%	3 1%	- -%
Daisy	2 1%	1C 5%	* 9%	2 1%	- -%	2 1%	2 1%	- -%
Utility Warehouse	1 *%	- -%	- -%	1 *%	- -%	1 *%	1 *%	- -%
Zen	1 *%	* *%	- -%	1 *%	- -%	1 *%	1 *%	- -%
Orange	1 *%	- -%	- -%	1 *%	- -%	1 *%	1 *%	- -%
O2 / BE	1 *%	1C 3%	1 66%	1 *%	- -%	1 *%	1 *%	- -%
One Bill	1 *%	1C 3%	- -%	1 *%	- -%	1 *%	1 *%	* 1%
Rainbow	* *%	- -%	- -%	* *%	- -%	* *%	* *%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 62
<Q1BDFI> Same provider for Standard Landline Rental + ISDN Rental
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																															
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR											
	Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other
		(a)	to 4	to 4	(d)	- 49	- 249	(f)	than 2	years	years	(b)	(c)	years	-19 years	(a)	to 5	(c)	(a)	£500k	to £3m	to £10m	to (e)	imary ind	ufacturing (b)	struction (c)	sale/port/Communica-tions (d)	tail (e)	ncial Ser-vices (f)	Other ser-vices (g)	ublic admin and ser-vices (h)	(i)
Unweighted row	59	1	5	6	10	15	28	-	2	-	12	45	26	23	10	6	10	16	11	9	4	5	8	8	6	3	18	6	1			
Total	23	4	5	8	7	6	2	-	2	-	7	15	18	4	2	4	3	9	2	1	1	4	3	4	1	1	6	4	*			
BT	19 82%	4 100%	4 90%	8 94%	5 73%	5 81%	1 70%	-	2 100%	-	5 67%	13 88%	15 83%	3 78%	1 87%	4 88%	3 75%	7 74%	2 94%	1 82%	*	4 99%	2 76%	2 58%	*	1 100%	6 95%	4 98%	*			
Daisy	2 9%	-	-	-	2 27%	-	*	-	-	-	1 16%	1 6%	2 11%	*	-	-	1 22%	1 12%	*	*	1 70%	-	-	1 28%	-	-	*	-	-			
O2 / BE	1 3%	-	-	-	-	1 9%	*	-	-	-	1 8%	*	-	1 14%	-	-	1 6%	-	*	-	-	1 22%	-	-	-	-	-	-	-	-		
Unicom / Universal Utilities	1 2%	-	-	-	-	1 9%	-	-	-	-	1 8%	-	1 3%	-	-	-	1 6%	-	-	-	-	-	-	-	-	1 53%	-	-	-	-		
One Bill	1 2%	-	1 10%	1 6%	-	-	-	-	-	-	-	1 4%	1 3%	-	-	1 12%	-	-	-	-	-	-	-	1 13%	-	-	-	-	-	-		
Talk Talk	* 1%	-	-	-	-	-	*	-	-	-	-	*	*	*	*	-	-	*	-	*	-	*	-	*	-	-	*	-	-	-		
Barclays Communications	* *	-	-	-	-	*	-	-	-	-	-	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-		
Zen	* *	-	-	-	-	-	*	-	-	-	*	-	-	-	*	-	*	-	-	-	-	-	-	-	*	-	-	-	-	-		
Chess	* *	-	-	-	-	-	*	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*		
Virgin Media (NTL/ Telewest)	* *	-	-	-	-	-	*	-	-	-	*	-	-	*	-	-	-	-	*	-	-	-	-	-	*	-	-	-	-	-		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 62 (continuation)
<Q1BDFI> Same provider for Standard Landline Rental + ISDN Rental
by Crossbreak
Base: All respondents

		LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
Total		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	East of England (f)	London (g)	SE (h)	SW (i)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	
Unweighted row	59	2	8	2	4	1	5	4	3	2	31	8	10	10	1	58	53	3	47	12	47	7	
Total	23	1	5	2	4	*	1	3	3	1	19	2	1	1	1	23	17	4	17	7	15	5	
BT	19 82%	1 100%	5 97%	2 100%	4 86%	* 100%	1 85%	1 50%	3 100%	* 8%	16 83%	1 70%	1 91%	1 87%	1 100%	19 82%	14 84%	3 71%	13 79%	6 91%	12 81%	4 77%	
Daisy	2 9%	- -%	* 2%	- -%	- -%	- -%	- -%	1 29%	- -%	1 92%	2 10%	- -%	* 4%	- -%	- -%	2 9%	1 7%	1 17%	2 12%	- -%	1 6%	1 21%	
O2 / BE	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	1 21%	- -%	- -%	1 3%	- -%	* 4%	- -%	- -%	1 3%	1 3%	- -%	1 4%	- -%	1 4%	* 1%	
Unicom / Universal Utilities	1 2%	- -%	- -%	- -%	1 12%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	1 2%	1 3%	- -%	1 3%	- -%	1 4%	- -%	
One Bill	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 26%	- -%	- -%	- -%	1 2%	- -%	1 12%	- -%	1 8%	1 3%	- -%	
Talk Talk	* 1%	- -%	- -%	- -%	* 2%	- -%	* 8%	- -%	- -%	- -%	* 1%	* 2%	- -%	- -%	- -%	* 1%	* 1%	- -%	* 1%	* 1%	* 1%	- -%	
Barclays Communications	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 13%	- -%	* *%	* 1%	- -%	* 1%	- -%	* 1%	- -%	
Zen	* *%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	- -%	* 1%	
Chess	* *%	- -%	- -%	- -%	- -%	- -%	* 8%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	
Virgin Media (NTL/ Telewest)	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 62 (continuation)
<Q1BDFI> Same provider for Standard Landline Rental + ISDN Rental
by Crossbreak
Base: All respondents

CONNECTION PROFILE																															
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed broadband (e)		Standard landlines (a)	NET biles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2E (e)	ISDN 30 line (f)	LL private circuit (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	Same provider (a)	A diff erent pro vider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntl calls (a)	Other for re calls (b)	Other pro vider for ntl and calls (c)	
Unweighted row	59	31	9	18	-	1	59	50	59	19	41	24	19	22	10	31	26	59	39	24	9	7	6	9	5	8	-	43	2	14	
Total	23	13	3	7	-	*	23	18	23	2	18	7	4	11	7	9	10	23	18	7	6	3	2	4	2	5	-	19	1	3	
BT	19 82%	11 80%	2 60%	7 96%	- -	*	19 82%	14 78%	19 82%	2 81%	15 79%	7 94%	4 82%	9 83%	5 81%	7 76%	8 76%	19 82%	14 82%	7 94%	5 89%	3 100%	1 29%	3 83%	1 52%	4 99%	- -	19 100%	* 21%	- -	
Daisy	2 9%	1 6%	1 40%	- -	- -	- -	2 9%	2 11%	2 9%	* 2%	2 11%	- -	* 3%	1 11%	1 17%	1 10%	1 12%	2 9%	2 11%	- -	* 1%	- -	1 65%	* 2%	1 48%	- -	- -	- -	1 79%	1 30%	
O2 / BE	1 3%	1 4%	- -	- -	- -	- -	1 3%	1 3%	1 3%	* 2%	1 3%	* 1%	1 13%	1 6%	* 1%	1 6%	1 5%	1 3%	- -	* 1%	1 10%	- -	* 3%	1 14%	- -	* 1%	- -	- -	- -	- -	1 20%
Unicom / Universal Utilities	1 2%	1 4%	- -	- -	- -	- -	1 2%	1 3%	1 2%	- -	1 3%	- -	- -	- -	- -	1 6%	1 5%	1 2%	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 18%
One Bill	1 2%	1 4%	- -	- -	- -	- -	1 2%	1 3%	1 2%	- -	1 3%	- -	- -	- -	- -	- -	- -	1 2%	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 17%
Talk Talk	* 1%	- -	- -	* 3%	- -	- -	* 1%	* 1%	* 1%	* 8%	* *	* 2%	* 2%	* *	* 1%	* 1%	* *	* 1%	* *	* 2%	- -	- -	* 3%	* 1%	- -	- -	- -	- -	- -	- -	* 6%
Barclays Communications	* *%	- -	- -	* 1%	- -	- -	* *%	* *%	* *%	- -	- -	* 1%	- -	- -	- -	* 1%	- -	* *%	- -	* 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 3%
Zen	* *%	* 1%	- -	- -	- -	- -	* *%	* *%	* *%	* 4%	- -	* 1%	- -	- -	- -	- -	* 1%	* *%	- -	* 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 3%
Chess	* *%	* *%	- -	- -	- -	- -	* *%	* *%	* *%	- -	* *%	* 1%	- -	- -	- -	- -	* 1%	* *%	* *%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 2%
Virgin Media (NTL/ Telewest)	* *%	* *%	- -	- -	- -	- -	* *%	* *%	* *%	* 2%	* *%	- -	* 1%	- -	- -	- -	* 1%	* *%	* *%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 2%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 62 (continuation)
<Q1BDFI> Same provider for Standard Landline Rental + ISDN Rental
by Crossbreak
Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	59	59	5	52	7	51	56	3
Total	23	23	1	20	2	21	23	*
BT	19 82%	19 82%	* 25%	17 88%	1 25%	19 89%	19 83%	* 79%
Daisy	2 9%	2 9%	* 9%	1 4%	1 46%	1 4%	2 9%	- -%
O2 / BE	1 3%	1 3%	1 66%	1 3%	- -%	1 3%	1 3%	- -%
Unicom / Universal Utilities	1 2%	1 2%	- -%	- -%	1 22%	- -%	1 2%	- -%
One Bill	1 2%	1 2%	- -%	1 3%	- -%	1 2%	1 2%	- -%
Talk Talk	* 1%	* 1%	- -%	* 1%	* 3%	* *%	* 1%	- -%
Barclays Communications	* *%	* *%	- -%	- -%	* 4%	- -%	- -%	* 21%
Zen	* *%	* *%	- -%	* *%	- -%	* *%	* *%	- -%
Chess	* *%	* *%	- -%	* *%	- -%	* *%	* *%	- -%
Virgin Media (NTL/ Telewest)	* *%	* *%	- -%	* *%	- -%	* *%	* *%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 63
 <Q1BDFI> Same provider for Standard Landline Rental, ISDN Rental & Calls
 by Crossbreak
 Base: All respondents

Total	PERSONAL PROFILE																															
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR											
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other
	(a)	to 4	to 4	(d)	- 49	- 249	(f)	than 2	years	years	years	-19	years	years	(a)	to 5	(c)	£100k	to	to	to	to	to	mary	ufacturing	struction	sale/Trans	tail (e)	ncial	ser	blis	(i)
		(b)	(c)		(e)			years (a)	(b)	(c)	(d)	(e)		(a)	(b)		(a)	£500k (b)	£3m (c)	£10m (d)	(e)	industry (a)	(b)	(c)	port/Communica-tions (d)	vices (f)	(g)	admin and ser-vices (h)				
Unweighted row	57	1	5	6	10	14	27	-	2	-	12	43	26	22	9	6	10	16	10	9	4	5	8	8	5	3	17	6	1			
Total	23	4	5	8	7	6	2	-	2	-	7	14	18	4	1	4	3	9	2	1	1	4	3	4	1	1	6	4	*			
BT	19 82%	4 100%	4 90%	8 94%	5 73%	5 80%	1 69%	- -%	2 100%	- -%	5 67%	12 88%	15 83%	3 76%	1 87%	4 88%	3 75%	7 74%	2 94%	1 82%	* 30%	4 99%	2 76%	2 58%	* 36%	1 100%	5 95%	4 98%	* 100%			
Daisy	2 9%	- -%	- -%	- -%	2 27%	- -%	* 8%	- -%	- -%	- -%	1 16%	1 6%	2 11%	* 3%	- -%	- -%	1 22%	1 12%	* 4%	* 4%	1 70%	- -%	- -%	1 28%	- -%	- -%	* 2%	- -%	- -%			
O2 / BE	1 3%	- -%	- -%	- -%	- -%	1 9%	* 3%	- -%	- -%	- -%	1 8%	* *%	- -%	1 16%	- -%	- -%	- -%	1 6%	- -%	* 4%	- -%	- -%	1 22%	- -%	- -%	- -%	- -%	- -%	- -%			
Unicom / Universal Utilities	1 2%	- -%	- -%	- -%	- -%	1 9%	- -%	- -%	- -%	- -%	1 8%	- -%	1 3%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	1 56%	- -%	- -%	- -%	- -%			
One Bill	1 2%	- -%	1 10%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	1 3%	- -%	- -%	1 12%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 13%	- -%	- -%	- -%	- -%	- -%			
Talk Talk	* 1%	- -%	- -%	- -%	- -%	- -%	* 10%	- -%	- -%	- -%	- -%	* 1%	* *%	* 1%	* 4%	- -%	- -%	* 1%	- -%	* 9%	- -%	* 1%	- -%	* 2%	- -%	- -%	* 1%	- -%	- -%			
Barclays Communications	* *%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	* 2%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%			
Zen	* *%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 5%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 8%	- -%	- -%	- -%	- -%			
Chess	* *%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* 4%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%		
Virgin Media (NTL/ Telewest)	* *%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	* 1%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 63 (continuation)
<Q1BDFI> Same provider for Standard Landline Rental, ISDN Rental & Calls
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	East of England (f)	London (g)	SE (h)	SW (i)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)
Unweighted row	57	2	8	2	4	1	4	4	3	2	30	8	9	10	1	56	51	3	45	12	46	7
Total	23	1	5	2	4	*	*	3	3	1	19	2	1	1	1	22	17	4	16	7	15	5
BT	19 82%	1 100%	5 97%	2 100%	4 86%	* 100%	* 75%	1 50%	3 100%	* 8%	16 83%	1 70%	1 91%	1 87%	1 100%	18 82%	14 83%	3 71%	13 79%	6 91%	12 81%	4 77%
Daisy	2 9%	- -%	* 2%	- -%	- -%	- -%	- -%	1 29%	- -%	1 92%	2 10%	- -%	* 4%	- -%	- -%	2 9%	1 7%	1 17%	2 12%	- -%	1 6%	1 21%
O2 / BE	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	1 21%	- -%	- -%	1 3%	- -%	* 4%	- -%	- -%	1 3%	1 4%	- -%	1 4%	- -%	1 4%	* 1%
Unicom / Universal Utilities	1 2%	- -%	- -%	- -%	1 12%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	1 2%	1 3%	- -%	1 3%	- -%	1 4%	- -%
One Bill	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 26%	- -%	- -%	- -%	1 2%	- -%	1 12%	- -%	1 8%	1 3%	- -%
Talk Talk	* 1%	- -%	- -%	- -%	* 2%	- -%	* 13%	- -%	- -%	- -%	* 1%	* 2%	- -%	- -%	- -%	* 1%	* 1%	- -%	* 1%	* 1%	* 1%	- -%
Barclays Communications	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 13%	- -%	* *%	* 1%	- -%	* 1%	- -%	* 1%	- -%
Zen	* *%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	- -%	* 1%
Chess	* *%	- -%	- -%	- -%	- -%	- -%	* 13%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	- -%
Virgin Media (NTL/ Telewest)	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 63 (continuation)
<Q1BDFI> Same provider for Standard Landline Rental, ISDN Rental & Calls
by Crossbreak
Base: All respondents

CONNECTION PROFILE																															
	Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
		Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private cir cuits (d)	Fixed broadband (e)		Standard landlines (a)	NET biles (b)	Fixed line broadband (c)	Mobile broadband (d)	ISDN 2/2E (e)	ISDN 30 line (f)	LL private cir cuits (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	Same provider (a)	A diff erent provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	57	30	9	17	-	1	57	49	57	19	40	23	19	22	10	31	26	57	38	23	9	7	6	9	5	8	-	42	1	14	
Total	23	13	3	7	-	*	23	18	23	2	18	7	4	11	7	9	10	23	17	7	6	3	2	4	2	5	-	19	1	3	
BT	19 82%	10 80%	2 60%	7 96%	- -	* 100%	19 82%	14 78%	19 82%	2 81%	14 79%	7 94%	4 82%	9 83%	5 81%	7 76%	8 76%	19 82%	14 82%	7 94%	5 89%	3 100%	1 29%	3 83%	1 52%	4 99%	- -	19 100%	- -	- -	
Daisy	2 9%	1 6%	1 40%	- -	- -	- -	2 9%	2 11%	2 9%	* 2%	2 11%	- -	* 3%	1 11%	1 17%	1 10%	1 12%	2 9%	2 11%	- -	* 1%	- -	1 65%	* 2%	1 48%	- -	- -	- -	1 100%	1 30%	
O2 / BE	1 3%	1 5%	- -	- -	- -	- -	1 3%	1 3%	1 3%	* 2%	1 3%	* 1%	1 13%	1 6%	* 1%	1 6%	1 5%	1 3%	- -	* 1%	1 10%	- -	* 3%	1 14%	- -	* 1%	- -	- -	- -	1 20%	
Unicom / Universal Utilities	1 2%	1 4%	- -	- -	- -	- -	1 2%	1 3%	1 2%	- -	1 3%	- -	- -	- -	- -	1 6%	1 5%	1 2%	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 18%
One Bill	1 2%	1 4%	- -	- -	- -	- -	1 2%	1 3%	1 2%	- -	1 3%	- -	- -	- -	- -	- -	- -	1 2%	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 17%	
Talk Talk	* 1%	- -	- -	* 3%	- -	- -	* 1%	* 1%	* 1%	* 8%	* *	* 2%	* 2%	* *	* 1%	* 1%	* *	* 1%	* 1%	* 2%	- -	- -	* 3%	* 1%	- -	- -	- -	- -	- -	- -	* 6%
Barclays Communications	* *%	- -	- -	* 1%	- -	- -	* *%	* 1%	* *%	- -	- -	* 1%	- -	- -	- -	* 1%	- -	* *%	- -	* 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 3%
Zen	* *%	* 1%	- -	- -	- -	- -	* *%	* *%	* *%	* 4%	- -	* 1%	- -	- -	- -	- -	* 1%	* *%	- -	* 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 3%
Chess	* *%	* *%	- -	- -	- -	- -	* *%	* *%	* *%	- -	* *%	* 1%	- -	- -	- -	- -	* 1%	* *%	* 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 2%
Virgin Media (NTL/ Telewest)	* *%	* *%	- -	- -	- -	- -	* *%	* *%	* *%	* 2%	* *%	- -	* 1%	- -	- -	- -	* 1%	* *%	* -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 2%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 63 (continuation)
<Q1BDFI> Same provider for Standard Landline Rental, ISDN Rental & Calls
by Crossbreak
Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	57	57	5	50	6	50	56	1
Total	23	23	1	19	2	21	23	*
BT	19 82%	19 82%	* 25%	17 88%	* 15%	18 89%	19 83%	- -%
Daisy	2 9%	2 9%	* 9%	1 5%	1 53%	1 4%	2 9%	- -%
O2 / BE	1 3%	1 3%	1 66%	1 3%	- -%	1 3%	1 3%	- -%
Unicom / Universal Utilities	1 2%	1 2%	- -%	- -%	1 25%	- -%	1 2%	- -%
One Bill	1 2%	1 2%	- -%	1 3%	- -%	1 2%	1 2%	- -%
Talk Talk	* 1%	* 1%	- -%	* 1%	* 3%	* 1%	* 1%	- -%
Barclays Communications	* *%	* *%	- -%	- -%	* 4%	- -%	- -%	* 100%
Zen	* *%	* *%	- -%	* *%	- -%	* *%	* *%	- -%
Chess	* *%	* *%	- -%	* *%	- -%	* *%	* *%	- -%
Virgin Media (NTL/ Telewest)	* *%	* *%	- -%	* *%	- -%	* *%	* *%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 64
 <Q1A/B/G> Same provider for standard calls, rental, fixed broadband & VoIP Calls
 by Crossbreak
 Base: All respondents

	PERSONAL PROFILE																															
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR											
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other	
	(a)	to 4	to 4	(d)	-	49	-	than	2	years	years	years	-	19	(a)	to 5	(c)	£100k	to	to	to	to	im	u	Co	Whole	Re	Fina	Other	Pu	Other	
	(b)	(c)	(c)	(e)	(f)	(f)	(f)	years	(a)	(b)	(c)	(d)	(e)	(e)	(a)	(b)	(c)	(a)	£500k	£3m	£10m	(e)	ustry	ufacturing	struction	sale/	tail	ncial	ser	ser	blic	(i)
Total																																
Unweighted row	22	5	1	6	7	2	7	-	2	2	4	14	13	6	3		4	8	3	2	3	2	2	6	5	1	-	5	-	1		
Total	25	17	1	18	5	1	1	-	5	8	5	7	23	1	*		11	5	4	1	*	1	4	8	6	*	-	4	-	2		
BT	17	10	1	11	5	1	*	-	*	4	5	7	16	1	*		7	5	4	1	*	1	4	8	1	*	-	1	-	2		
	69%	58%	100%	60%	100%	100%	65%	-%	8%	59%	100%	98%	68%	82%	100%		61%	100%	100%	87%	45%	100%	99%	99%	25%	100%	-%	24%	-%	100%		
Unicom / Universal Utilities	4	4	-	4	-	-	-	-	4	-	-	-	4	-	-		4	-	-	-	-	-	-	-	4	-	-	-	-	-	-	
	17%	24%	-%	23%	-%	-%	-%	-%	92%	-%	-%	-%	18%	-%	-%		39%	-%	-%	-%	-%	-%	-%	-%	75%	-%	-%	-%	-%	-%		
Virgin Media (NTL/ Telewest)	3	3	-	3	-	-	-	-	-	3	-	-	3	-	-		-	-	-	-	-	-	-	-	-	-	-	-	3	-	-	
	13%	18%	-%	17%	-%	-%	-%	-%	-%	41%	-%	-%	14%	-%	-%		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	74%	-%	-%	
Daisy	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-		-	-	-	*	-	-	-	-	-	-	-	-	*	-	-	
	*%	-%	-%	-%	-%	-%	16%	-%	-%	-%	-%	1%	-%	8%	-%		-%	-%	-%	13%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	
O2 / BE	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-		-	-	-	-	*	-	-	*	-	-	-	-	-	-	-	
	*%	-%	-%	-%	-%	-%	10%	-%	-%	-%	-%	1%	-%	5%	-%		-%	-%	-%	-%	29%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	
Talk Talk	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-		-	-	-	-	*	-	*	-	-	-	-	-	-	-	-	
	*%	-%	-%	-%	-%	-%	9%	-%	-%	-%	-%	1%	-%	5%	-%		-%	-%	-%	-%	26%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 64 (continuation)
<Q1A/B/G> Same provider for standard calls, rental, fixed broadband & VoIP Calls
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East ndon (g)	Lo (h)	SE (i)	SW (j)	Net: En gland (j)	Wales (k)	Scot land (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row	22	1	5	-	1	1	3	3	2	1	17	2	3	-	2	20	21	1	15	6	18	3	
Total	25	*	4	-	3	2	3	1	5	4	23	*	1	-	8	17	20	4	13	9	18	7	
BT	17 69%	* 100%	4 98%	- -%	- -%	2 100%	3 100%	1 100%	5 100%	- -%	16 68%	* 79%	1 95%	- -%	4 59%	12 74%	12 62%	4 100%	9 67%	6 66%	10 57%	7 99%	
Unicom / Universal Utilities	4 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 100%	4 18%	- -%	- -%	- -%	- -%	4 25%	4 21%	- -%	4 32%	- -%	4 24%	- -%	
Virgin Media (NTL/ Telewest)	3 13%	- -%	- -%	- -%	3 100%	- -%	- -%	- -%	- -%	- -%	3 14%	- -%	- -%	- -%	3 41%	- -%	3 16%	- -%	- -%	3 34%	3 18%	- -%	
Daisy	* *%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	* *%	- -%	* 1%	- -%	* *%	- -%	
O2 / BE	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	- -%	
Talk Talk	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 21%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 64 (continuation)
 <Q1A/B/G> Same provider for standard calls, rental, fixed broadband & VoIP Calls
 by Crossbreak
 Base: All respondents

CONNECTION PROFILE																															
	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER				
	Total	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr ivate circuit (d)	Fixed broadband (e)	Standard landlines (a)	NET Mobiles (b)	Fixed line broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuit (g)	VoIP (h)	Video conferencing (i)	Social media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	Internal / inter- site (a)	External (b)	Both (c)	Neither (d)	BT for rental calls (a)	Other provider for calls (b)	Other provider for rental calls (c)	
Unweighted row	22	12	1	4	-	5	22	19	22	10	5	6	4	22	5	12	12	22	3	6	17	2	3		6	5	9	2	17	-	5
Total	25	17	*	4	-	4	25	23	25	9	1	4	*	25	8	14	10	25	1	4	24	*	*		7	3	9	6	17	-	8
BT	17	9	-	4	-	4	17	16	17	2	1	4	*	17	4	10	6	17	1	4	17	*	*		7	3	5	2	17	-	-
	69%	55%	-%	99%	-%	100%	69%	68%	69%	18%	93%	98%	76%	69%	48%	76%	58%	69%	92%	98%	69%	100%	69%		98%	100%	54%	43%	100%	-%	-%
Unicom / Universal Utilities	4	4	-	-	-	-	4	4	4	4	-	-	-	4	4	-	4	4	-	-	4	-	-		-	-	4	-	-	-	4
	17%	26%	-%	-%	-%	-%	17%	18%	17%	47%	-%	-%	-%	17%	51%	-%	42%	17%	-%	-%	18%	-%	-%		-%	-%	46%	-%	-%	-%	56%
Virgin Media (NTL/ Telewest)	3	3	-	-	-	-	3	3	3	3	-	-	-	3	-	3	-	3	-	-	3	-	-		-	-	-	3	-	-	3
	13%	19%	-%	-%	-%	-%	13%	14%	13%	35%	-%	-%	-%	13%	-%	23%	-%	13%	-%	-%	13%	-%	-%		-%	-%	-%	57%	-%	-%	42%
Daisy	*	-	*	-	-	-	*	-	*	-	*	-	*	*	-	*	-	*	*	-	*	-	-		*	-	-	-	-	-	*
	*%	-%	100%	-%	-%	-%	*%	-%	*%	-%	7%	-%	24%	*%	-%	1%	-%	*%	8%	-%	*%	-%	-%		1%	-%	-%	-%	-%	-%	1%
O2 / BE	*	*	-	-	-	-	*	*	*	*	-	*	-	*	*	-	-	*	-	*	-	-	*		-	-	*	-	-	-	*
	*%	*%	-%	-%	-%	-%	*%	*%	*%	1%	-%	1%	-%	*%	1%	-%	-%	*%	-%	1%	-%	-%	16%		-%	-%	1%	-%	-%	-%	1%
Talk Talk	*	-	-	*	-	-	*	*	*	*	-	*	-	*	-	*	*	*	*	-	*	-	-		*	-	-	-	-	-	*
	*%	-%	-%	1%	-%	-%	*%	*%	*%	*%	-%	1%	-%	*%	-%	*%	*%	*%	*%	-%	1%	-%	15%		1%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 64 (continuation)
 <Q1A/B/G> Same provider for standard calls, rental, fixed broadband & VoIP Calls
 by Crossbreak
 Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	22	10	3	22	-	17	22	-
Total	25	5	*	25	-	20	25	-
BT	17 69%	5 97%	* 69%	17 69%	- -%	13 63%	17 69%	- -%
Unicom / Universal Utilities	4 17%	- -%	- -%	4 17%	- -%	4 21%	4 17%	- -%
Virgin Media (NTL/ Telewest)	3 13%	- -%	- -%	3 13%	- -%	3 15%	3 13%	- -%
Daisy	* *%	* 2%	* 31%	* *%	- -%	* *%	* *%	- -%
O2 / BE	* *%	* 1%	- -%	* *%	- -%	* *%	* *%	- -%
Talk Talk	* *%	* 1%	- -%	* *%	- -%	* *%	* *%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65
<QIAI> And which company is the main provider of your Standard Landline CALLS
by Crossbreak
Base: All with Standard Landlines

	PERSONAL PROFILE																																
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER						SECTOR										
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other	
		(a)	to 4	to 4	(d)	- 49	- 249	(f)	than 2	years	years	years	-19	years	(e)	(a)	to 5	(c)	£100k	to £500k	to £3m	to £10m	(e)	imary ind	ufacturing	nstruc	Co tion	Whole sale/Trans	tail (e)	ncial Ser	vices (f)	vices (g)	admin and ser
		(b)	(c)					years (a)	(b)	(c)	(d)	(e)			(b)	(c)	(a)	(b)	(c)	(d)		(a)	(b)	(c)	port/Communica-tions (d)								
Unweighted row	446	51	145	196	94	83	73	8	18	31	108	281	354	73	18	125	133	83	34	20	20	35	54	63	80	12	113	46	23				
Total	478	100	287	387	52	33	5	11	16	51	135	264	442	33	2	213	159	46	11	2	20	43	66	57	78	17	142	33	22				
BT	218 46%	46 46%	118 41%	164 42%	31BCf 59%	21BCf 62%	2 44%	5 49%	5 30%	12 24%	54 40%	142Cd 54%	200 45%	16 49%	2 66%	81 38%	71 44%	24 51%	8ABc 75%	1 60%	15 75%	22 50%	32 49%	25 45%	31 40%	7 40%	63 44%	13 40%	10 44%				
Unicom / Universal Utilities	42 9%	14d 14%	26 9%	40d 10%	1 2%	1 4%	* 3%	5 47%	4 26%	11E 22%	16E 12%	6 2%	42b 10%	* 1%	- -%	30cd 14%	11 7%	2 3%	- -%	- -%	- -%	2 4%	* 1%	10 18%	19bCGH 24%	- -%	10 7%	* 1%	1 2%				
Talk Talk	34 7%	17 17%	12 4%	30 8%	3 6%	* 1%	*E 7%	* 2%	3 21%	2 4%	6 8%	22 8%	33 7%	1 2%	* 3%	21c 10%	8 5%	* 1%	* 2%	* 6%	- -%	10 23%	2 3%	1 2%	5 6%	10 59%	6 4%	* 1%	- -%				
Virgin Media (NTL/ Telewest)	21 4%	8 8%	12 4%	20 5%	* 1%	1 2%	* 1%	- -%	- -%	7E 14%	11E 8%	3 1%	21 5%	* 1%	- -%	7 3%	7 5%	4 8%	* 1%	- -%	- -%	- -%	- -%	3 5%	- -%	7d 9%	- -%	6 4%	1 2%	4 20%			
XLN telecom	21 4%	3 3%	17 6%	20 5%	1 2%	* 1%	- -%	* 2%	1 5%	- -%	9 7%	11 4%	17 4%	3a 10%	- -%	15b 7%	2 1%	3B 7%	- -%	- -%	- -%	* 1%	1 1%	* 1%	3 4%	- -%	14cdh 10%	- -%	2 8%				
Sky / Skytalk	17 4%	3 3%	13 5%	16 4%	1 1%	- -%	- -%	- -%	- -%	3d 6%	- -%	14d 5%	11 2%	6A 19%	- -%	16Bc 8%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	10 15%	1 1%	- -%	- -%	6 5%	- -%	- -%			
Chess	12 3%	7b 7%	4 2%	12 3%	1 1%	- -%	* 1%	- -%	- -%	- -%	5 4%	7 3%	12 3%	- -%	* 3%	12b 5%	1 *%	* *%	- -%	- -%	1 3%	5cGh 12%	- -%	4cG 8%	2 3%	- -%	- -%	* 1%	- -%				
Plusnet	11 2%	- -%	11 4%	11 3%	* 1%	* 1%	- -%	- -%	- -%	4D 8%	- -%	7 3%	11 3%	- -%	- -%	5 2%	7 4%	- -%	- -%	- -%	2 12%	- -%	- -%	- -%	- -%	- -%	9e 6%	- -%	- -%				
Titan	9 2%	1 1%	5 2%	6 2%	3c 5%	* 1%	- -%	- -%	- -%	- -%	2 1%	7 3%	9 2%	- -%	- -%	- -%	8A 5%	- -%	- -%	- -%	- -%	- -%	* *%	2 4%	* *%	- -%	3 2%	3bcEg 10%	- -%				
Excel	7 2%	- -%	7 3%	7 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	7 3%	7 2%	- -%	- -%	7b 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	6 5%	- -%	- -%			
Daisy	7 1%	- -%	3 1%	3 1%	3abC 5%	* 1%	*ABCE 9%	- -%	- -%	1 1%	5e 3%	1 1%	6 1%	* 1%	* 11%	- -%	4a 3%	1A 3%	1Ab 9%	* 2%	1 4%	- -%	* *%	1 2%	- -%	- -%	4 3%	- -%	1 5%				

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65 (continuation)

<Q1A1> And which company is the main provider of your Standard Landline CALLS

by Crossbreak

Base: All with Standard Landlines

	PERSONAL PROFILE																													
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR									
	Total	1 to 4 (a)	5 to 9 (b)	10 to 49 (c)	50 to 249 (d)	250 to 499 (e)	500 to 999 (f)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)	1 to 5 (a)	6 to 10 (b)	11+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ to £50m (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail/port/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public admin and services (h)	Other (i)	
Unweighted row	446	51	145	196	94	83	73	8	18	31	108	281	354	73	18	125	133	83	34	20	20	35	54	63	80	12	113	46	23	
Total	478	100	287	387	52	33	5	11	16	51	135	264	442	33	2	213	159	46	11	2	20	43	66	57	78	17	142	33	22	
Adept	5 1%	- -%	5 2%	5 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 2%	4 1%	1 2%	- -%	- -%	5a 3%	- -%	- -%	- -%	- -%	- -%	3eG 8%	1 1%	1 1%	- -%	- -%	- -%	- -%	- -%
Everything Everywhere/EE	4 1%	- -%	4 1%	4 1%	- -%	- -%	- -%	- -%	- -%	4DE 8%	- -%	- -%	4 1%	- -%	- -%	- -%	- -%	4AB 9%	- -%	- -%	- -%	- -%	- -%	- -%	4G 5%	- -%	- -%	- -%	- -%	- -%
KCom (Kingston Communications)	4 1%	- -%	- -%	- -%	4ABCe 7%	- -%	- -%	- -%	- -%	- -%	- -%	4 1%	4 1%	- -%	- -%	2 1%	- -%	2B 4%	- -%	- -%	- -%	- -%	2 3%	2g 3%	- -%	- -%	- -%	- -%	- -%	- -%
4com	3 1%	- -%	3 1%	3 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 1%	3 1%	- -%	- -%	- -%	3 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 15%
One Bill	3 1%	- -%	3 1%	3 1%	* -%	- -%	*a 1%	- -%	- -%	- -%	- -%	3 1%	3 1%	1 1%	* 2%	1 -%	* -%	- -%	* -%	- -%	- -%	- -%	* -%	- -%	1 1%	* -%	- -%	2 1%	- -%	- -%
O2 / BE	2 -%	- -%	- -%	- -%	1BC 2%	1BC 2%	*aBC 1%	- -%	- -%	* -%	2 1%	* -%	1 -%	1 2%	- -%	- -%	1 1%	1 1%	*A 2%	* 2%	1 6%	- -%	1 1%	- -%	- -%	- -%	- -%	* -%	- -%	- -%
Utility Warehouse	1 -%	- -%	1 -%	1 -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 -%	1 -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%
Vodafone	1 -%	- -%	1 -%	1 -%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	1 -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%
Zen	1 -%	- -%	- -%	- -%	1bC 1%	- -%	*ABCe 2%	- -%	- -%	1 1%	* -%	- -%	1 -%	- -%	* 3%	- -%	1 -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* -%	- -%	- -%	- -%	- -%	1 3%
Orange	1 -%	- -%	- -%	- -%	1BC 2%	- -%	- -%	- -%	- -%	- -%	- -%	1 -%	1 -%	- -%	- -%	1 -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%
Rainbow	* -%	- -%	- -%	- -%	* -%	*bC 1%	*aBC 1%	- -%	- -%	- -%	- -%	* -%	* -%	* -%	- -%	- -%	* -%	* 1%	- -%	* 2%	- -%	* -%	- -%	* -%	* -%	1 -%	- -%	* -%	- -%	- -%
Barclays Communications	* -%	- -%	- -%	- -%	- -%	* -%	- -%	- -%	- -%	- -%	- -%	* -%	- -%	* -%	- -%	- -%	- -%	* -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65 (continuation)

<Q1A1> And which company is the main provider of your Standard Landline CALLS

by Crossbreak

Base: All with Standard Landlines

		PERSONAL PROFILE																																	
		COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR													
		1	2	1	5	-	9	10	50	Less	2	-	5	6	-	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other
		(a)	to 4	to 4	(d)	-	49	-	249	than	2	years	(b)	(c)	years	-19	years	(e)	(a)	to 5	(c)	£100k	to	to	to	to	im	u	fact	n	stru	sale/	tail	ncial	ser
																													</						

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65 (continuation)

<Q1A1> And which company is the main provider of your Standard Landline CALLS

by Crossbreak

Base: All with Standard Landlines

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of London (d)	Midlands (e)	East of England (f)	London (g)	SE (h)	SW (i)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)
Unweighted row	446	15	33	12	18	15	43	39	27	19	221	72	76	77	68	378	383	31	239	184	301	110
Total	478	14	51	36	35	39	47	75	68	45	410	19	36	12	117	361	370	62	200	247	287	149
BT	218	12	40	5	16	13	15	32	40	16	189	101	12	7	60	158	174	27	92	109	136	62
	46%	81%	78%	15%	47%	33%	32%	42%	58%	36%	46%	50%	34%	56%	52%	44%	47%	43%	46%	44%	47%	42%
Unicom / Universal Utilities	42	-	4	10	1	-	4	-	9	4	32	1	8	2	5	38	31	10	11	31a	12	25A
	9%	-%	7%	28%	2%	-%	9%	-%	13%	9%	8%	5%	22%	13%	4%	10%	8%	17%	5%	12%	4%	17%
Talk Talk	34	-	4	-	3	*	7	13	3	-	30	2	2	1	19B	14	24	-	11	19	20	11
	7%	-%	7%	-%	9%	*%	14%	18%	4%	-%	7%	8%	5%	5%	17%	4%	6%	-%	5%	8%	7%	7%
Virgin Media (NTL/ Telewest)	21	-	1	5	6	-	4	-	-	4	20	*	-	*	12B	9	21	-	3	14a	14	5
	4%	-%	1%	14%	18%	-%	9%	-%	-%	9%	5%	2%	-%	2%	10%	3%	6%	-%	1%	6%	5%	3%
XLN telecom	21	-	-	-	-	-	3	7	4	-	14	1b	4BJ	2BJ	4	17	17	3	15B	6	17	3
	4%	-%	-%	-%	-%	-%	6%	9%	7%	-%	3%	6%	12%	13%	4%	5%	5%	5%	8%	2%	6%	2%
Sky / Skytalk	17	-	1	-	-	6	-	10	-	-	17	-	-	-	-	17	7	10A	10	7	17B	-
	4%	-%	1%	-%	-%	16%	-%	13%	-%	-%	4%	-%	-%	-%	-%	5%	2%	16%	5%	3%	6%	-%
Chess	12	-	1	5	-	-	2	-	4	-	12	-	-	-	-	12	1	7A	*	10A	5	6
	3%	-%	1%	14%	-%	-%	5%	-%	7%	-%	3%	-%	-%	-%	-%	3%	*%	12%	*%	4%	2%	4%
Plusnet	11	2	-	-	-	-	*	-	-	8	11	-	*	-	2	9	9	-	7	4	9	2
	2%	16%	-%	-%	-%	-%	1%	-%	-%	19%	3%	-%	1%	-%	2%	2%	2%	-%	3%	2%	3%	2%
Titan	9	-	-	-	4	-	2	-	1	-	8	*	1	*	2	7	7	-	4	5	4	2
	2%	-%	-%	-%	12%	-%	4%	-%	2%	-%	2%	1%	3%	1%	2%	2%	2%	-%	2%	2%	2%	2%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65 (continuation)

<Q1A1> And which company is the main provider of your Standard Landline CALLS

by Crossbreak

Base: All with Standard Landlines

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (j)	Wales (k)	Scot land (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	446	15	33	12	18	15	43	39	27	19	221	72	76	77	68	378	383	31	239	184	301	110	
Total	478	14	51	36	35	39	47	75	68	45	410	19	36	12	117	361	370	62	200	247	287	149	
Excel	7 2%	- -%	- -%	- -%	- -%	6 16%	- -%	- -%	- -%	- -%	6 2%	- -%	1 2%	- -%	- -%	7 2%	7 2%	- -%	6b 3%	1 *%	- -%	1 1%	
Daisy	7 1%	- -%	* -%	- -%	- -%	* -%	- -%	5 6%	- -%	1 2%	6 2%	- -%	* 1%	* 1%	- -%	7 2%	6 2%	1 1%	3 2%	3 1%	5 2%	1 1%	
Adept	5 1%	- -%	- -%	- -%	- -%	- -%	- -%	3 4%	- -%	- -%	3 1%	1 3%	1 2%	- -%	- -%	5 1%	5 1%	- -%	5b 2%	- -%	5 2%	- -%	
Everything Everywhere/EE	4 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 9%	4 1%	- -%	- -%	- -%	- -%	4 1%	4 1%	- -%	4b 2%	- -%	4 1%	- -%	
KCom (Kingston Communications)	4 1%	- -%	- -%	4 10%	- -%	- -%	- -%	- -%	- -%	- -%	4 1%	- -%	- -%	- -%	- -%	4 1%	4 1%	- -%	2 1%	2 1%	2 1%	2 1%	
4com	3 1%	- -%	- -%	- -%	- -%	- -%	- -%	3 4%	- -%	- -%	3 1%	- -%	- -%	- -%	- -%	3 1%	- -%	- -%	- -%	3 1%	- -%	3a 2%	
One Bill	3 1%	- -%	- -%	- -%	- -%	- -%	2j 4%	- -%	- -%	- -%	2 1%	1gJ 4%	* *%	* 1%	- -%	3 1%	* *%	3A 4%	* *%	3 1%	1 *%	2 1%	
O2 / BE	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	1 2%	2 *%	- -%	* 1%	- -%	1 1%	1 *%	2 1%	- -%	1 *%	1 1%	2 1%	* *%	
Utility Warehouse	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1J 2%	- -%	- -%	1 *%	1 *%	- -%	- -%	1 *%	1 *%	- -%	
Vodafone	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1J 2%	- -%	- -%	1 *%	1 *%	- -%	1 *%	- -%	1 *%	- -%	
Zen	1 *%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	1 *%	1 *%	- -%	* *%	1 *%	- -%	* *%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65 (continuation)

<Q1A1> And which company is the main provider of your Standard Landline CALLS

by Crossbreak

Base: All with Standard Landlines

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE	NW	Yo rks/	E	Mid	W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	rk	(d)	(e)	(f)	(g)	(h)	(i)	En	(k)	land	thern	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)
		(c)									(j)		(l)	(m)										
Unweighted row	446	15	33	12	18	15	43	39	27	19	221	72	76	77	68	378	383	31	239	184	301	110		
Total	478	14	51	36	35	39	47	75	68	45	410	19	36	12	117	361	370	62	200	247	287	149		
Orange	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 *%	- -%	- -%	- -%	- -%	1 *%	1 *%	- -%	1 *%	- -%	1 *%	- -%		
Rainbow	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	*bfGJl 4%	- -%	* *%	* *%	- -%	* *%	* *%	* *%	* *%		
Barclays Communications	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	*J 1%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	- -%		
(Other Provider)	54 11%	* 3%	1 3%	7 18%	4 12%	13 33%	7bg 16%	1 2%	6 9%	4 10%	45 11%	4BGjM 21%	5bg 13%	* 4%	11 10%	43 12%	48 13%	1 2%	24 12%	28 11%	31 11%	23 15%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65 (continuation)
<Q1A1> And which company is the main provider of your Standard Landline CALLS
by Crossbreak
Base: All with Standard Landlines

CONNECTION PROFILE																															
Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER				
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private cir cuits (d)	Fixed broadband (e)		Standard land lines (a)	NET Mo biles (b)	Fixed line broa dband (c)	Mo bile broa dband (d)	ISDN 2/2e (e)	ISDN 30 ivate cir cuits (f)	LL pr ivate cir cuits (g)	VoIP (h)	Video co nferencing (i)	So cial media (j)	Cloud based (k)		Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	446	388	14	25	3	16	446	369	399	121	69	43	44	91	42	200	158		446	57	40	45	34	9	15	29	43	4	216	28	199
Total	478	452	3	10	*	13	478	395	406	105	29	12	19	95	35	172	144		478	26	11	50	31	7	14	30	39	12	218	26	233
BT	218	200	2	8	*	7	218	184	193	43	18 abcDg hk	9 ABCDG HjK	7	42	22 abdgh k	88	65		218	17A	9A	29B	9	1	12	13	10	7	218C	-	-
	46%	44%	58%	88%	73%	59%	46%	47%	48%	41%	62%	71%	39%	44%	64%	51%	45%		46%	67%	74%	59%	28%	7%	86%	43%	27%	57%	100%	-%	-%
Unicom / Universal Utilities	42 9%	42 9%	- -%	- -%	- -%	- -%	42fJ 9%	29j 7%	24 6%	6 6%	2 5%	- -%	* 1%	4 5%	5fJ 13%	5 3%	8 6%		42 9%	1 2%	- -%	4 9%	- -%	- -%	- -%	* 1%	4 11%	- -%	- -%	2 8%	40A 17%
Talk Talk	34 7%	33 7%	- -%	* 2%	- -%	- -%	34 7%	32e 8%	30e 8%	10ei 9%	* 1%	* 3%	* 1%	7 7%	* *	14e 8%	18aEgi 13%		34 7%	* *	* 2%	1 1%	6A 20%	* 1%	1 8%	3 11%	2 6%	- -%	- -%	2 9%	31A 13%
Virgin Media (NTL/ Telewest)	21	19	-	-	-	2	21	14	21	6	*	-	4 ABCD FJK	12 ABcE JK	4 aBefj K	6	3		21	*	-	5	2	4	-	-	6	5	-	-	21A
	4%	4%	-%	-%	-%	16%	4%	4%	5%	6%	*%	-%	22%	12%	12%	4%	2%		4%	*%	-%	11%	7%	63%	-%	-%	17%	43%	-%	-%	9%
XLN telecom	21 4%	21 5%	- -%	- -%	- -%	- -%	21 4%	16 4%	16 4%	5 4%	- -%	- -%	* 1%	1 1%	- -%	11eh 6%	4 3%		21 4%	- -%	- -%	1 2%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	3 13%	17A 7%
Sky / Skytalk	17 4%	17 4%	- -%	- -%	- -%	- -%	17d 4%	11 3%	17d 4%	- -%	- -%	- -%	- -%	6Dj 7%	- -%	3 2%	10bDej 7%		17 4%	- -%	- -%	- -%	6A 20%	- -%	- -%	- -%	6 16%	- -%	- -%	3 13%	14A 6%
Chess	12 3%	12 3%	- -%	- -%	- -%	- -%	12jk 3%	12jk 3%	7 2%	5hJK 5%	* *	* *	- -%	- -%	- -%	- -%	* *		12 3%	* *	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	12A 5%
Plusnet	11 2%	11 2%	- -%	- -%	- -%	- -%	11 2%	11 3%	11 3%	- -%	- -%	- -%	- -%	- -%	- -%	5 3%	4 3%		11 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	11A 5%
Titan	9 2%	9 2%	- -%	- -%	- -%	- -%	9 2%	7 2%	7 2%	3 3%	- -%	* 1%	- -%	- -%	- -%	1 1%	1 1%		9 2%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 9%	6a 3%
Excel	7	7	-	-	-	-	7	7	6	1	-	-	-	6 AbCdK	-	7acK	-		7	-	-	6b	-	-	-	6	-	-	-	-	7a
	2%	2%	-%	-%	-%	-%	2%	2%	2%	1%	-%	-%	-%	7%	-%	4%	-%		2%	-%	-%	13%	-%	-%	-%	21%	-%	-%	-%	-%	3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65 (continuation)
 <Q1A1> And which company is the main provider of your Standard Landline CALLS
 by Crossbreak
 Base: All with Standard Landlines

	CONNECTION PROFILE																														
	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER				
	Total	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private cir cuits (d)	Fixed broadband (e)	Standard landlines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 ivate cir cuits (g)	LL pr ivate cir cuits (g)	VoIP (h)	Video nferencing (i)	So co cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	446	388	14	25	3	16	446	369	399	121	69	43	44	91	42	200	158	446	57	40	45	34	9	15	29	43	4	216	28	199	
Total	478	452	3	10	*	13	478	395	406	105	29	12	19	95	35	172	144	478	26	11	50	31	7	14	30	39	12	218	26	233	
Daisy	7	5	1	-	-	-	7	6	7	*	2	-	*	1	1	5	2	7	2A	-	*	*	1	*	1	*	-	-	4	2	
	1%	1%	34%	-%	-%	-%	1%	1%	2%	*%	7%	-%	1%	2%	3%	3%	1%	1%	8%	-%	*%	1%	16%	1%	4%	1%	-%	-%	17%	1%	
Adept	5	4	-	-	-	1	5	5	5	3j	1j	-	-	4aJk	-	-	1	5	-	-	-	1	-	-	3	1	-	-	-	5a	
	1%	1%	-%	-%	-%	4%	1%	1%	1%	3%	2%	-%	-%	4%	-%	-%	*%	1%	-%	-%	-%	2%	-%	-%	11%	1%	-%	-%	-%	2%	
Everything Everywhere/EE	4	4	-	-	-	-	4	4	4	-	-	-	-	-	-	4k	-	4	-	-	-	-	-	-	-	-	-	-	-	4	
	1%	1%	-%	-%	-%	-%	1%	1%	1%	-%	-%	-%	-%	-%	-%	2%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	
KCom (Kingston Communications)	4	4	-	-	-	-	4	4	4	2	-	-	-	-	-	4	4	4	-	-	-	-	-	-	-	-	-	-	-	4	
	1%	1%	-%	-%	-%	-%	1%	1%	1%	2%	-%	-%	-%	-%	-%	2%	3%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	
4com	3	3	-	-	-	-	3	3	3	-	-	-	3	-	-	3	3	3	-	-	-	-	-	-	-	-	-	-	-	3	
	1%	1%	-%	-%	-%	-%	1%	1%	1%	-%	-%	-%	17%	-%	-%	2%	2%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	
One Bill	3	3	-	*	-	-	3	1	1	-	1bcjk	*	-	-	-	-	-	3	1	*	-	-	-	-	-	-	-	*	*	3	
	1%	1%	-%	1%	-%	-%	1%	*%	*%	-%	2%	*%	-%	-%	-%	-%	-%	1%	2%	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	1%	
O2 / BE	2	2	-	-	-	-	2	2	2	*	1	*	1ac	1	*	2	2	2	-	*	1	*	*	1	-	*	-	-	-	2	
	*%	*%	-%	-%	-%	-%	*%	*%	*%	*%	2%	*%	3%	1%	*%	1%	1%	*%	-%	*%	1%	1%	1%	5%	-%	*%	-%	-%	-%	1%	
Utility Warehouse	1	1	-	-	-	-	1	1	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	
	*%	*%	-%	-%	-%	-%	*%	*%	*%	1%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	
Vodafone	1	1	-	-	-	-	1	1	1	1	-	-	-	-	1abc	1	1	1	-	-	-	-	-	-	-	-	-	-	-	1	
	*%	*%	-%	-%	-%	-%	*%	*%	*%	1%	-%	-%	-%	-%	2%	*%	1%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	
Zen	1	1	-	-	-	-	1	1	1	1	-	*	-	1	-	-	1	1	-	*	-	1	-	-	1	-	-	-	-	1	
	*%	*%	-%	-%	-%	-%	*%	*%	*%	1%	-%	1%	-%	1%	-%	-%	1%	*%	-%	1%	-%	2%	-%	-%	2%	-%	-%	-%	-%	-%	1

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65 (continuation)

<Q1A1> And which company is the main provider of your Standard Landline CALLS

by Crossbreak

Base: All with Standard Landlines

CONNECTION PROFILE																															
	Total	MAIN FIXED LINE TYPE					PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER				
		Standard landline dline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL / Pr ivate circuit d (d)	Fixed line band (e)	Standard land lines (a)	NET biles (b)	Fixed Mo line band (c)	Mo bile broa dband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate circuit (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard landline dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for rental calls (a)	Other pro vider calls (b)	Other pro vider for rental and calls (c)	
Unweighted row	446	388	14	25	3	16	446	369	399	121	69	43	44	91	42	200	158	446	57	40	45	34	9	15	29	43	4	216	28	199	
Total	478	452	3	10	*	13	478	395	406	105	29	12	19	95	35	172	144	478	26	11	50	31	7	14	30	39	12	218	26	233	
Orange	1 *%	1 *%	- -%	- -%	- -%	- -%	1 *%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%
Rainbow	* *%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* *%
Barclays Communications	* *%	- -%	- -%	* 1%	- -%	- -%	* *%	* *%	* *%	- -%	- -%	*abc 1%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	*a 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
(Other Provider)	54	51	*	1	*	3	54	45	42	17j	6ciJ abchI J	3 23%	3	10	2	13	17	54	5a	2	2	6a	1	-	1	8	-	*	8	46A	
	11%	11%	8%	9%	27%	20%	11%	11%	10%	16%	19%	23%	14%	10%	5%	8%	12%	11%	21%	20%	5%	20%	12%	-%	4%	21%	-%	*%	31%	20%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65 (continuation)

<Q1A1> And which company is the main provider of your Standard Landline CALLS

by Crossbreak

Base: All with Standard Landlines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	446	59	5	270	89	294	399	47
Total	478	23	1	308	79	314	430	47
BT	218 46%	19C 81%	* 25%	171 56%	22D 29%	163AD 52%	214AD 50%	4 8%
Unicom / Universal Utilities	42 9%	1 2%	- -%	16 5%	7 9%	17 5%	40 9%	2 4%
Talk Talk	34 7%	* 1%	- -%	29a 10%	3 3%	28 9%	31 7%	3 5%
Virgin Media (NTL/ Telewest)	21 4%	* *%	- -%	21 7%	- -%	19a 6%	19a 4%	2 4%
XLN telecom	21 4%	- -%	- -%	8 2%	8Bc 10%	8 3%	17 4%	3 7%
Sky / Skytalk	17 4%	- -%	- -%	14 4%	- -%	17a 5%	14 3%	3a 7%
Chess	12 3%	* *%	- -%	7 2%	- -%	7 2%	7 2%	5ABC 11%
Plusnet	11 2%	- -%	- -%	11 4%	- -%	11 4%	11 3%	- -%
Titan	9 2%	- -%	- -%	6 2%	4bc 5%	3 1%	6 2%	2b 5%
Excel	7 2%	- -%	- -%	6 2%	- -%	6 2%	7 2%	- -%
Daisy	7 1%	2C 9%	* 9%	2 1%	5BC 6%	2 1%	3 1%	3BC 7%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65 (continuation)

<Q1A1> And which company is the main provider of your Standard Landline CALLS

by Crossbreak

Base: All with Standard Landlines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	446	59	5	270	89	294	399	47
Total	478	23	1	308	79	314	430	47
Adept	5 1%	- -%	- -%	4 1%	1 1%	3 1%	4 1%	1 1%
Everything Everywhere/EE	4 1%	- -%	- -%	4 1%	- -%	4 1%	4 1%	- -%
KCom (Kingston Communications)	4 1%	- -%	- -%	4 1%	- -%	4 1%	4 1%	- -%
4com	3 1%	- -%	- -%	- -%	3BC 4%	- -%	- -%	3BC 7%
One Bill	3 1%	1C 2%	- -%	1 *%	- -%	1 *%	3 1%	* *%
O2 / BE	2 *%	1C 3%	1 66%	1 *%	1 2%	1 *%	2 *%	- -%
Utility Warehouse	1 *%	- -%	- -%	1 *%	- -%	1 *%	1 *%	- -%
Vodafone	1 *%	- -%	- -%	1 *%	- -%	1 *%	1 *%	- -%
Zen	1 *%	* *%	- -%	1 *%	- -%	1 *%	1 *%	- -%
Orange	1 *%	- -%	- -%	1 *%	- -%	1 *%	1 *%	- -%
Rainbow	* *%	- -%	- -%	* *%	* *%	* *%	* *%	* *%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65 (continuation)
 <Q1A1> And which company is the main provider of your Standard Landline CALLS
 by Crossbreak
 Base: All with Standard Landlines

	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	446	59	5	270	89	294	399	47
Total	478	23	1	308	79	314	430	47
Barclays Communications	*	*	-	-	*	-	-	*
	*%	*%	-%	-%	*%	-%	-%	*%
(Other Provider)	54	*	-	1	23BC	16	39	15BC
	11%	1%	-%	*%	30%	5%	9%	32%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 66
<Q1BI> And which company is the main provider of your Standard Landline RENTAL?
by Crossbreak
Base: All with Standard Landlines

	PERSONAL PROFILE																																	
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR													
	Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other		
		(a)	to 4	to 4	(d)	- 49	- 249		than	years	years	years	-19	years	years	(a)	to 5	(c)	£100k	to	to	to	to	im	u	Co	Whole	Re	Fin	Other	Pu	Other		
		(b)	(c)	(d)	(e)	(f)		years	(a)	(b)	(c)	(d)	(e)					(a)	£500k	£3m	£10m	£10m+	ustry	ufacturing	nstru	sale/	tail	ncial	ser	admin	(i)			
																			(b)	(c)	(d)	(e)	(a)	(b)	(c)	port/	(e)	(f)	(g)	and				
																								Comm	unica	tions	(d)				(h)			
Unweighted row	446	51	145	196	94	83	73		8	18	31	108	281		354	73	18		125	133	83	34	20		20	35	54	63	80	12	113	46	23	
Total	478	100	287	387	52	33	5		11	16	51	135	264		442	33	2		213	159	46	11	2		20	43	66	57	78	17	142	33	22	
BT	243	51	134	186	33bcf	22BCF	2		6	5	17	62	153Cd		224	17	2		95	79	24	9ABC	1		15	23	37	29	31	7	77e	14	11	
	51%	51%	47%	48%	63%	66%	45%		51%	32%	33%	45%	58%		51%	51%	68%		45%	50%	53%	81%	60%		75%	53%	55%	50%	40%	40%	55%	41%	49%	
Unicom / Universal Utilities	40	14d	24d	38d	1	1	*		5	4	11E	15E	5		40b	*	-		28cd	10	2	-	-		-	1	*	10	19BCGH	-	9	*	1	
	8%	14%	8%	10%	2%	4%	3%		47%	26%	22%	11%	2%		9%	1%	-%		13%	7%	3%	-%	-%		-%	2%	1%	18%	24%	-%	6%	1%	2%	
Talk Talk	31	17	10	28	3	*	*		-	3	2	4	22d		31	1	*		21c	6	*	-	*		-	10	2	1	5	10	3	*	-	
	7%	BcdEf	17%	4%	7%	6%	1%	3%		-%	21%	4%	3%	8%		7%	2%	3%		10%	4%	1%	-%	6%		CDeGH	23%	3%	2%	6%	59%	2%	1%	-%
Virgin Media (NTL/ Telewest)	27	13	13	26d	*	1	*		-	1	7E	11e	8		27b	*	-		12	8	4	*	-		-	5d	4	-	7d	-	6	1	4	
	6%	bdef	13%	5%	7%	2%	1%		-%	5%	14%	8%	3%		6%	2%	-%		5%	5%	8%	2%	-%		-%	12%	6%	-%	9%	-%	4%	2%	20%	
XLN telecom	17	1	15	16	1	*	-		*	1	-	8	8		14	3A	-		12	2	3B	-	-		-	-	1	*	3	-	12d	-	1	
	4%	1%	5%	4%	2%	2%	-%		2%	5%	-%	6%	3%		3%	10%	-%		6%	1%	7%	-%	-%		-%	-%	1%	2%	4%	-%	9%	-%	4%	
Sky / Skytalk	14	-	13	13	1	-	-		-	-	3d	-	10d		7	6A	-		13bc	1	-	-	-		-	-	7dEh	1	-	-	6	-	-	
	3%	-%	5%	3%	1%	-%	-%		-%	-%	6%	-%	4%		2%	19%	-%		6%	2%	-%	-%	-%		-%	-%	10%	1%	-%	-%	5%	-%	-%	
Plusnet	11	-	11	11	*	*	-		-	-	4D	-	7		11	-	-		5	7	-	-	-		2	-	-	-	-	-	9e	-	-	
	2%	-%	4%	3%	2%	1%	-%		-%	-%	8%	-%	3%		3%	-%	-%		2%	4%	-%	-%	-%		12%	-%	-%	-%	-%	-%	6%	-%	-%	
Chess	7	2	4	7	1	-	*		-	-	-	5e	2		7	-	*		7	1	*	-	-		1	-	-	4cG	2	-	-	*	-	
	2%	2%	2%	2%	1%	-%	1%		-%	-%	-%	4%	1%		2%	-%	3%		3%	2%	2%	-%	-%		3%	-%	-%	8%	3%	-%	-%	2%	-%	
Excel	7	-	7	7	-	-	-		-	-	-	-	7		7	-	-		7b	-	-	-	-		-	-	-	-	1	-	6	-	-	
	2%	-%	3%	2%	-%	-%	-%		-%	-%	-%	-%	3%		2%	-%	-%		3%	-%	-%	-%	-%		-%	-%	-%	-%	1%	-%	5%	-%	-%	
Daisy	7	-	3	3	3abC	*	*ABCE		-	-	1	1	5		6	*	*		-	4a	1A	1Ab	*	1	-	*	1	-	-	*	-	4		
	1%	-%	1%	1%	5%	1%	9%		-%	-%	1%	1%	2%		1%	2%	11%		-%	3%	3%	9%	2%		4%	-%	2%	2%	-%	-%	2%	-%	20%	
Titan	6	1	3	4	2bc	*	-		-	-	-	2	5		6	-	-		-	6a	-	-	-		-	-	-	*	-	3	3	-		
	1%	1%	1%	1%	5%	2%	-%		-%	-%	-%	1%	2%		1%	-%	-%		-%	3%	-%	-%	-%		-%	-%	-%	-%	2%	-%	2%	10%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 66 (continuation)

<Q1B1> And which company is the main provider of your Standard Landline RENTAL?

by Crossbreak

Base: All with Standard Landlines

	PERSONAL PROFILE																															
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER						SECTOR									
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other
		(a)	to 4	to 4	(d)	- 49	- 249	(f)	than 2 years	(b)	(c)	(d)	(e)	(a)	to 5	(c)	£100k to £500k	(a)	£500k to £3m	(b)	(c)	(d)	(e)	mary ind	ufacturing	struction	sale/Trans	tail (e)	ncial Ser	ser vices	admin and ser	(i)
			(b)	(c)		(e)			years (a)															ustry (a)	(b)	(c)	port/Communica tions (d)	(e)	vices (f)	(g)	vices (h)	
Unweighted row	446	51	145	196	94	83	73	8	18	31	108	281	354	73	18	125	133	83	34	20	20	35	54	63	80	12	113	46	23			
Total	478	100	287	387	52	33	5	11	16	51	135	264	442	33	2	213	159	46	11	2	20	43	66	57	78	17	142	33	22			
Adept	5 1%	- -%	5 2%	5 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 2%	4 1%	1 2%	- -%	- -%	5a 3%	- -%	- -%	- -%	- -%	3eG 8%	1 1%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Everything Everywhere/EE	4 1%	- -%	4 1%	4 1%	- -%	- -%	- -%	- -%	- -%	4DE 8%	- -%	- -%	4 1%	- -%	- -%	- -%	- -%	4AB 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4G 5%	- -%	- -%	- -%	- -%	- -%	
KCom (Kingston Communications)	4 1%	- -%	- -%	- -%	4ABCe 7%	- -%	- -%	- -%	- -%	- -%	- -%	4 1%	4 1%	- -%	- -%	2 1%	- -%	2B 4%	- -%	- -%	- -%	- -%	- -%	- -%	2 3%	2g 3%	- -%	- -%	- -%	- -%	- -%	
One Bill	3 1%	- -%	3 1%	3 1%	* -%	- -%	- -%	- -%	- -%	- -%	- -%	3 1%	3 1%	* 1%	- -%	1 -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	* -%	- -%	2 1%	- -%	- -%	- -%	
O2 / BE	2 *%	- -%	- -%	- -%	1BC 2%	1BC 2%	*aBC 1%	- -%	- -%	* -%	2 1%	* -%	1 *%	1 2%	- -%	- -%	1 1%	1 1%	*A 2%	* 2%	1 6%	- -%	1 1%	- -%	- -%	- -%	- -%	* -%	- -%	- -%	- -%	
Utility Warehouse	1 *%	- -%	1 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	
Zen	1 *%	- -%	- -%	- -%	1bC 1%	- -%	*ABCe 2%	- -%	- -%	1 1%	* -%	- -%	1 *%	- -%	* 3%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* -%	- -%	- -%	- -%	- -%	1 3%	
Orange	1 *%	- -%	- -%	- -%	- -%	1BC 2%	- -%	- -%	- -%	- -%	- -%	1 *%	1 *%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%
Rainbow	* *%	- -%	- -%	- -%	- -%	*bC 1%	*aBC 1%	- -%	- -%	- -%	- -%	* *%	* *%	* *%	- -%	- -%	* *%	* 1%	- -%	* 2%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	- -%	* *%	- -%	
Vodafone	* *%	- -%	- -%	- -%	- -%	- -%	*ABCDE 4%	- -%	- -%	- -%	- -%	* *%	- -%	*a 1%	- -%	- -%	- -%	- -%	*AB 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	
Barclays Communications	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	
(Other Provider)	46 10%	1 1%	35a 12%	36a 9%	2 4%	6AcD 19%	2ABCD 31%	- -%	2 9%	* *%	26CE 19%	18 7%	42 9%	4 11%	* 13%	10 5%	29A 18%	4 8%	1 5%	1 28%	- -%	1 2%	13beG 19%	8G 14%	5 7%	* 1%	4 3%	14 43%	* 2%			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 66 (continuation)

<Q1BI> And which company is the main provider of your Standard Landline RENTAL?

by Crossbreak

Base: All with Standard Landlines

PERSONAL PROFILE																																
Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR											
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other	
	(a)	to 4	to 4	(d)	- 49	- 249		than	years	years	years	-19	years	years	(a)	to 5	(c)	£100k	to	to	to	(e)	im	u	n	sale/	tail	ncial	ser	blic	(i)	
	(b)	(c)	(c)	(e)	(f)		2	(b)	(c)	(c)	years	(d)	(e)		(a)	(b)	(c)	(a)	£500k	£3m	£10m		ustry	(b)	(c)	port/	Comm	(e)	vices	(f)	(g)	and
							years	(a)										(b)	(c)	(d)		(a)	(b)	(c)	Comm	unica		(f)	(g)	ser	vices	
Unweighted row	446	51	145	196	94	83	73	8	18	31	108	281	354	73	18	125	133	83	34	20	20	35	54	63	80	12	113	46	23			
Total	478	100	287	387	52	33	5	11	16	51	135	264	442	33	2	213	159	46	11	2	20	43	66	57	78	17	142	33	22			
(Don't know)	1	-	1	1	-	*	-	-	-	-	1	*	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-		
	*%	-%	*%	*%	-%	*%	-%	-%	-%	-%	*%	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 66 (continuation)

<Q1B1> And which company is the main provider of your Standard Landline RENTAL?

by Crossbreak

Base: All with Standard Landlines

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	446	15	33	12	18	15	43	39	27	19	221	72	76	77	68	378	383	31	239	184	301	110	
Total	478	14	51	36	35	39	47	75	68	45	410	19	36	12	117	361	370	62	200	247	287	149	
BT	243	12	40	5	16	13	22	39	44	16	209	10	16	8fjkl	70	173	193	28	100	126	149	72	
	51%	84%	79%	15%	47%	33%	47%	52%	65%	36%	51%	51%	44%	67%	60%	48%	52%	45%	50%	51%	52%	48%	
Unicom / Universal Utilities	40	-	4	10	1	-	4g	-	9	4	32	1g	6Gjk	2G	5	36	30	9	11	29a	12	23A	
	8%	-%	7%	28%	2%	-%	9%	-%	13%	9%	8%	5%	16%	13%	4%	10%	8%	15%	5%	12%	4%	16%	
Talk Talk	31	-	4	-	3	-	4	13jm	3	-	27	2	2	*	17B	14	21	-	11	17	20	11	
	7%	-%	7%	-%	9%	-%	10%	18%	4%	-%	7%	8%	5%	3%	15%	4%	6%	-%	5%	7%	7%	7%	
Virgin Media (NTL/ Telewest)	27	-	1	10	6	-	4g	-	-	4	25	*	1	*	12	15	22	5	4	19A	15	10	
	6%	-%	1%	28%	18%	-%	9%	-%	-%	9%	6%	2%	2%	2%	10%	4%	6%	8%	2%	8%	5%	7%	
XLN telecom	17	-	-	-	-	-	1	7	4	-	12	1b	3bJ	1Bfj	3	14	14	3	13B	4	14	2	
	4%	-%	-%	-%	-%	-%	1%	9%	7%	-%	3%	6%	9%	9%	3%	4%	4%	5%	7%	2%	5%	1%	
Sky / Skytalk	14	-	1	-	-	6	-	7	-	-	14	-	-	-	-	14	4	10A	6	7	14b	-	
	3%	-%	1%	-%	-%	16%	-%	9%	-%	-%	3%	-%	-%	-%	-%	4%	1%	16%	3%	3%	5%	-%	
Plusnet	11	2	-	-	-	-	*	-	-	8	11	-	*	-	2	9	9	-	7	4	9	2	
	2%	16%	-%	-%	-%	-%	1%	-%	-%	19%	3%	-%	1%	-%	2%	2%	2%	-%	3%	2%	3%	2%	
Chess	7	-	1	-	-	-	2	-	4	-	7	-	-	-	-	7	1	2a	*	5	5	1	
	2%	-%	1%	-%	-%	-%	5%	-%	7%	-%	2%	-%	-%	-%	-%	2%	1%	3%	1%	2%	2%	1%	
Excel	7	-	-	-	-	6	-	-	-	-	6	-	1	-	-	7	7	-	6b	1	-	1	
	2%	-%	-%	-%	-%	16%	-%	-%	-%	-%	2%	-%	2%	-%	-%	2%	2%	-%	3%	1%	-%	1%	
Daisy	7	-	*	-	-	*	-	5	-	1	6	-	*	*	-	7	2	1	3	3	2	4	
	1%	-%	1%	-%	-%	1%	-%	6%	-%	2%	2%	-%	1%	1%	-%	2%	1%	1%	2%	1%	1%	3%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 66 (continuation)

<Q1B1> And which company is the main provider of your Standard Landline RENTAL?

by Crossbreak

Base: All with Standard Landlines

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	East (f)	Lo ndon (g)	SE (h)	SW (i)	Net: En gland (j)	Wales (k)	Scot land (l)	Nor thern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	446	15	33	12	18	15	43	39	27	19	221	72	76	77	68	378	383	31	239	184	301	110
Total	478	14	51	36	35	39	47	75	68	45	410	19	36	12	117	361	370	62	200	247	287	149
Titan	6 1%	- -	- -	- -	4 12%	- -	- -	- -	1 2%	- -	6 1%	- -	1 2%	* 1%	- -	6 2%	5 1%	- -	4 2%	2 1%	4 1%	* %
Adept	5 1%	- -	- -	- -	- -	- -	- -	3 4%	- -	- -	3 1%	1 3%	1 2%	- -	- -	5 1%	5 1%	- -	5b 2%	- -	5 2%	- -
Everything Everywhere/EE	4 1%	- -	- -	- -	- -	- -	- -	- -	- -	4 9%	4 1%	- -	- -	- -	- -	4 1%	4 1%	- -	4b 2%	- -	4 1%	- -
KCom (Kingston Communications)	4 1%	- -	- -	4 10%	- -	- -	- -	- -	- -	- -	4 1%	- -	- -	- -	- -	4 1%	4 1%	- -	2 1%	2 1%	2 1%	2 1%
One Bill	3 1%	- -	- -	- -	- -	- -	2j 4%	- -	- -	- -	2 1%	1gJ 4%	- -	- -	- -	3 1%	* %	3A 4%	- -	3 1%	1 %	2 1%
O2 / BE	2 *%	- -	- -	- -	- -	- -	- -	1 1%	- -	1 2%	2 *%	- -	* 1%	- -	1 1%	1 *%	2 1%	- -	1 *%	1 1%	2 1%	* %
Utility Warehouse	1 *%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1J 2%	- -	- -	1 *%	1 *%	- -	- -	1 *%	1 *%	- -
Zen	1 *%	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	1 *%	- -	- -	- -	- -	1 *%	1 *%	- -	* *%	1 *%	- -	* *%
Orange	1 *%	- -	- -	- -	- -	- -	- -	- -	- -	1 2%	1 *%	- -	- -	- -	- -	1 *%	1 *%	- -	1 *%	- -	1 *%	- -
Rainbow	* *%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	*fgJl 3%	- -	* *%	* *%	- -	* *%	* *%	* *%	- -
Vodafone	* *%	- -	- -	- -	- -	* *%	- -	- -	- -	- -	* *%	- -	- -	- -	- -	* *%	* *%	- -	* *%	- -	* *%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 66 (continuation)

<Q1B1> And which company is the main provider of your Standard Landline RENTAL?

by Crossbreak

Base: All with Standard Landlines

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)
Unweighted row	446	15	33	12	18	15	43	39	27	19	221	72	76	77	68	378	383	31	239	184	301	110
Total	478	14	51	36	35	39	47	75	68	45	410	19	36	12	117	361	370	62	200	247	287	149
Barclays Communications	* %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	*J 1%	- %	* %	* %	- %	* %	- %	* %	- %
(Other Provider)	46 10%	* %	1 %	7 18%	4 12%	13 33%	7b 15%	gm 1%	2 3%	4 10%	38m 9%	3BG 18%	jM 12%	4bGm - %	7 6%	39 11%	44 12%	1 1%	23 11%	21 9%	28 10%	17 12%
(Don't know)	1 %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	1gJ 3%	- %	- %	1 %	* %	1 1%	* %	1 %	* %	1 %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 66 (continuation)
 <Q1B1> And which company is the main provider of your Standard Landline RENTAL?
 by Crossbreak
 Base: All with Standard Landlines

CONNECTION PROFILE																															
	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER				
	Total	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuits (d)	Fixed broadband (e)	Standard landlines (a)	NET biles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 line (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	446	388	14	25	3	16	446	369	399	121	69	43	44	91	42	200	158	446	57	40	45	34	9	15	29	43	4	216	28	199	
Total	478	452	3	10	*	13	478	395	406	105	29	12	19	95	35	172	144	478	26	11	50	31	7	14	30	39	12	218	26	233	
BT	243	224	2	8	*	8	243	208	217	45	18dg	10 ABCDG HJK	8	50	23dg	101Dg	79	243	17a	9A	29	17	1	12	14	18	7	218C	25	-	
	51%	50%	58%	89%	73%	64%	51%	53%	54%	43%	62%	78%	42%	53%	66%	59%	55%	51%	67%	77%	59%	53%	7%	86%	46%	45%	57%	100%	96%	-%	
Unicom / Universal Utilities	408%	409%	-%	-%	-%	-%	40J8%	27j7%	226%	55%	25%	-%	*1%	45%	5fJ13%	53%	85%	408%	12%	-%	49%	-%	-%	-%	*1%	411%	-%	-%	-%	-%	40A17%
Talk Talk	317%	317%	-%	*2%	-%	-%	31e7%	30e8%	28e7%	9e9%	*%	*1%	*%	45%	*%	12e7%	16Egl11%	317%	*%	*2%	11%	4a12%	*1%	18%	311%	-%	-%	-%	-%	-%	31A13%
Virgin Media (NTL/ Telewest)	27	25	-	-	-	2	27	20	22	7e	*	-	4 ABCDE FJK	12 abcEf jK	5 abcEf JK	7	4	27	*	-	5	2	4	-	-	6	5	-	-	27A	
	6%	5%	-%	-%	-%	16%	6%	5%	5%	7%	*%	-%	22%	12%	15%	4%	3%	6%	*%	-%	11%	7%	63%	-%	-%	17%	43%	-%	-%	11%	
XLN telecom	174%	174%	-%	-%	-%	-%	174%	133%	133%	54%	-%	-%	*1%	11%	-%	85%	21%	174%	-%	-%	12%	-%	-%	-%	13%	-%	-%	-%	-%	-%	17A7%
Sky / Skytalk	143%	143%	-%	-%	-%	-%	14j3%	72%	14dj3%	-%	-%	-%	-%	6bDJ7%	-%	-%	6dJ4%	143%	-%	-%	-%	6A20%	-%	-%	-%	616%	-%	-%	-%	-%	14A6%
Plusnet	112%	112%	-%	-%	-%	-%	112%	113%	113%	-%	-%	-%	-%	-%	-%	53%	43%	112%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11A5%
Chess	72%	72%	-%	-%	-%	-%	72%	72%	72%	5ahJK5%	*%	*%	-%	-%	-%	-%	*%	72%	*%	*1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7a3%
Excel	7	7	-	-	-	-	7	7	6	1	-	-	-	6 AbCdK	-	7acK	-	7	-	-	6b	-	-	-	6	-	-	-	-	-	7a
	2%	2%	-%	-%	-%	-%	2%	2%	2%	1%	-%	-%	-%	7%	-%	4%	-%	2%	-%	-%	13%	-%	-%	-%	21%	-%	-%	-%	-%	-%	3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 66 (continuation)
 <Q1B1> And which company is the main provider of your Standard Landline RENTAL?
 by Crossbreak
 Base: All with Standard Landlines

CONNECTION PROFILE																														
	MAIN FIXED LINE TYPE																	FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Sta	ISDN	ISDN	LL	Fixed	Sta	NET	Fixed	Mo	ISDN	ISDN	LL pr	VoIP	Video	So	Cloud	Sta	ISDN	ISDN	Same	A	Both	Int	Ext	Both	Ne	BT	Other	Other
		ndard lan dline (a)	2/2E (b)	30 line (c)	/ Pr ivate cir cuits (d)	line broa dband (e)	ndard lan dlines (a)	Mo biles (b)	line broa dband (c)	bile broa dband (d)	2/2e (e)	30 (f)	ivate cir cuits (g)	(h)	co nfere ncing (i)	cial media (j)	based (k)	ndard lan dline (a)	2/2E (b)	30 (c)	vider pro (a)	diff erent pro vider (b)		ernal / inter -site (a)	ernal (b)	(c)	ither (d)	for ntal calls (a)	pro vider for calls (b)	pro vider for ntal and calls (c)
Unweighted row	446	388	14	25	3	16	446	369	399	121	69	43	44	91	42	200	158	446	57	40	45	34	9	15	29	43	4	216	28	199
Total	478	452	3	10	*	13	478	395	406	105	29	12	19	95	35	172	144	478	26	11	50	31	7	14	30	39	12	218	26	233
Daisy	7	5	1	-	-	-	7	6	7	*	2	-	3	1	1	5	5	7	2A	-	*	*	1	*	1	*	-	-	1	6a
	1%	1%	34%	-%	-%	-%	1%	1%	2%	*%	7%	-%	18%	2%	3%	3%	4%	1%	8%	-%	*%	1%	16%	1%	4%	1%	-%	-%	4%	2%
Titan	6	6	-	-	-	-	6	4	5	3	-	*	-	-	-	1	1	6	-	*	-	-	-	-	-	-	-	-	-	6a
	1%	1%	-%	-%	-%	-%	1%	1%	1%	3%	-%	1%	-%	-%	-%	1%	1%	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%
Adept	5	4	-	-	-	1	5	5	5	3j	1j	-	-	4aJk	-	-	1	5	-	-	-	1	-	-	3	1	-	-	-	5a
	1%	1%	-%	-%	-%	4%	1%	1%	1%	3%	2%	-%	-%	4%	-%	-%	*%	1%	-%	-%	-%	2%	-%	-%	11%	1%	-%	-%	-%	2%
Everything Everywhere/EE	4	4	-	-	-	-	4	4	4	-	-	-	-	-	-	4k	-	4	-	-	-	-	-	-	-	-	-	-	-	4
	1%	1%	-%	-%	-%	-%	1%	1%	1%	-%	-%	-%	-%	-%	-%	2%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%
KCom (Kingston Communications)	4	4	-	-	-	-	4	4	4	2	-	-	-	-	-	4	4	4	-	-	-	-	-	-	-	-	-	-	-	4
	1%	1%	-%	-%	-%	-%	1%	1%	1%	2%	-%	-%	-%	-%	-%	2%	3%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%
One Bill	3	3	-	-	-	-	3	1	1	-	1bCjk	-	-	-	-	-	-	3	1	-	-	-	-	-	-	-	-	-	-	3
	1%	1%	-%	-%	-%	-%	1%	*%	*%	-%	2%	-%	-%	-%	-%	-%	-%	1%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
O2 / BE	2	2	-	-	-	-	2	2	2	*	1	*	1ac	1	*	2	2	2	-	*	1	*	*	1	-	*	-	-	-	2
	*%	*%	-%	-%	-%	-%	*%	*%	*%	*%	2%	*%	3%	1%	*%	1%	1%	*%	-%	*%	1%	1%	1%	5%	-%	*%	-%	-%	-%	1%
Utility Warehouse	1	1	-	-	-	-	1	1	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1
	*%	*%	-%	-%	-%	-%	*%	*%	*%	*%	1%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Zen	1	1	-	-	-	-	1	1	1	1	-	*	-	1	-	-	1	1	-	*	-	1	-	-	1	-	-	-	-	1
	*%	*%	-%	-%	-%	-%	*%	*%	*%	1%	-%	1%	-%	1%	-%	-%	1%	*%	-%	1%	-%	2%	-%	-%	2%	-%	-%	-%	-%	*%
Orange	1	1	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Rainbow	*	*	-	-	-	-	*	*	*	-	-	-	-	-	-	*	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	*%	*%	-%	-%	-%	-%	*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 66 (continuation)

<Q1BI> And which company is the main provider of your Standard Landline RENTAL?

by Crossbreak

Base: All with Standard Landlines

CONNECTION PROFILE																															
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed line broadband (e)		Standard landline (a)	NET Mo-biles (b)	Fixed line broadband (c)	Mo-bile broadband (d)	ISDN 2/2E (e)	ISDN 30 line (f)	LL private circuit (g)	VoIP (h)	Video conferencing (i)	So-cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff. provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro-vider and calls (b)	Other pro-vider for re-ntal and calls (c)	
Unweighted row	446	388	14	25	3	16	446	369	399	121	69	43	44	91	42	200	158	446	57	40	45	34	9	15	29	43	4	216	28	199	
Total	478	452	3	10	*	13	478	395	406	105	29	12	19	95	35	172	144	478	26	11	50	31	7	14	30	39	12	218	26	233	
Vodafone	*	*	-	-	-	-	*	*	*	*	*	*ABCK	*abc	*	-	*	-	*	-	-	-	*	-	-	-	-	*	-	-	-	*
	1%	1%	0%	0%	0%	0%	1%	1%	1%	1%	1%	2%	1%	1%	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	1%
Barclays Communications	*	-	-	*	-	-	*	*	*	-	-	*abc	-	-	-	*	-	*	-	*a	-	-	-	-	-	-	-	-	-	-	*
	1%	0%	0%	1%	0%	0%	1%	1%	1%	0%	0%	1%	0%	0%	0%	1%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
(Other Provider)	46	43	*	1	*	2	46	37	35	16	5	2	4	1	12	12		46	5A	2	2	1	1	-	*	3	-	*	-	45A	
	10%	9%	8%	9%	27%	15%	10%	9%	9%	15%	19%	16%	10%	4%	2%	7%	8%	10%	21%	18%	4%	2%	12%	0%	1%	8%	0%	1%	0%	19%	
(Don't know)	1	1	-	-	-	-	1	*	*	-	-	-	-	-	*	*	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
	1%	1%	0%	0%	0%	0%	1%	1%	1%	0%	0%	0%	0%	0%	1%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 66 (continuation)

<Q1B1> And which company is the main provider of your Standard Landline RENTAL?

by Crossbreak

Base: All with Standard Landlines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	446	59	5	270	89	294	399	47
Total	478	23	1	308	79	314	430	47
BT	243 51%	19C 82%	* 25%	177 57%	39 50%	170 54%	215 50%	28 59%
Unicom / Universal Utilities	40 8%	1 2%	- -%	16 5%	7d 9%	16 5%	40bd 9%	- -%
Talk Talk	31 7%	* 1%	- -%	27a 9%	1 1%	27ad 9%	31a 7%	- -%
Virgin Media (NTL/ Telewest)	27 6%	* *%	- -%	22 7%	- -%	20a 6%	20a 5%	7AbC 15%
XLN telecom	17 4%	- -%	- -%	8 2%	5b 7%	8 2%	17 4%	- -%
Sky / Skytalk	14 3%	- -%	- -%	14 4%	- -%	14a 4%	14 3%	- -%
Plusnet	11 2%	- -%	- -%	11 4%	- -%	11 4%	11 3%	- -%
Chess	7 2%	* *%	- -%	7 2%	- -%	7 2%	7 2%	- -%
Excel	7 2%	- -%	- -%	6 2%	- -%	6 2%	7 2%	- -%
Daisy	7 1%	2C 9%	* 9%	2 1%	5BC 6%	2 1%	3 1%	3BC 7%
Titan	6 1%	- -%	- -%	3 1%	2 2%	3 1%	6 2%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 66 (continuation)
<Q1B1> And which company is the main provider of your Standard Landline RENTAL?
by Crossbreak
Base: All with Standard Landlines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	446	59	5	270	89	294	399	47
Total	478	23	1	308	79	314	430	47
Adept	5 1%	- -%	- -%	4 1%	1 1%	3 1%	4 1%	1 1%
Everything Everywhere/EE	4 1%	- -%	- -%	4 1%	- -%	4 1%	4 1%	- -%
KCom (Kingston Communications)	4 1%	- -%	- -%	4 1%	- -%	4 1%	4 1%	- -%
One Bill	3 1%	1c 2%	- -%	1 *%	- -%	1 *%	3 1%	- -%
O2 / BE	2 *%	1C 3%	1 66%	1 *%	1 2%	1 *%	2 *%	- -%
Utility Warehouse	1 *%	- -%	- -%	1 *%	- -%	1 *%	1 *%	- -%
Zen	1 *%	* *%	- -%	1 *%	- -%	1 *%	1 *%	- -%
Orange	1 *%	- -%	- -%	1 *%	- -%	1 *%	1 *%	- -%
Rainbow	* *%	- -%	- -%	* *%	* *%	* *%	* *%	- -%
Vodafone	* *%	- -%	- -%	- -%	- -%	* *%	- -%	* *%
Barclays Communications	* *%	* *%	- -%	- -%	* *%	- -%	- -%	* *%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 66 (continuation)
 <Q1B1> And which company is the main provider of your Standard Landline RENTAL?
 by Crossbreak
 Base: All with Standard Landlines

	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN LL/ PC Re ntal (a) (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	446	59	5	270	89	294	399	47
Total	478	23	1	308	79	314	430	47
(Other Provider)	46 10%	- -%	- -%	- -%	18BC 22%	16 5%	38 9%	8B 16%
(Don't know)	1 *%	- -%	- -%	- -%	* *%	- -%	- -%	1bc 1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 67
<Q1CI> And which company is the main provider of your ISDN 2/2e CALLS?
by Crossbreak
Base: All with ISDN2/2E lines

	PERSONAL PROFILE																																
	COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR													
	Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other	
		(a)	to 4	to 4	(d)	- 49	- 249		than 2	years	years	years	-19	years	years	(a)	to 5	(c)	£100k	to £500k	to £3m	to £10m	(e)	imary ind	ufacturing	nstru	sale/ port/ Comm	tail (e)	ncial Ser	vices (f)	ser (g)	admin and ser	(i)
		(b)	(c)	(d)	(e)	(f)		years (a)	(b)	(c)	(d)	(e)						(a)	(b)	(c)	(d)		(a)	(b)	(c)	unica-tions (d)					(h)		
Unweighted row	78	1	10	11	12	27	28	-	4	1	17	56	39	30	9	11	11	27	14	7	3	6	11	13	5	3	25	12	-				
Total	39	3	14	18	7	12	2	-	2	1	9	27	30	8	1	14	7	10	4	1	1	1	10	7	1	1	13	4	-				
BT	16 42%	- -%	5 33%	5 27%	5 63%	6 48%	1 54%	- -%	2 84%	- -%	6 64%	9 32%	11 37%	4 53%	1 83%	4 27%	3 40%	4 38%	2 48%	1 82%	* 24%	* 7%	2 20%	3 47%	* 16%	1 92%	6 44%	4 87%	- -%				
Virgin Media (NTL/ Telewest)	3 9%	3 100%	- -%	3 19%	- -%	- -%	* 2%	- -%	- -%	- -%	* 1%	3 12%	3 11%	* 1%	- -%	3 24%	- -%	- -%	* 1%	- -%	- -%	- -%	3 34%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Daisy	2 6%	- -%	- -%	- -%	2 25%	* 1%	* 9%	- -%	- -%	- -%	1 14%	1 3%	2 7%	* 2%	- -%	- -%	1 11%	1 13%	* 2%	* 8%	1 76%	* 3%	- -%	1 16%	* 12%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	
Sky / Skytalk	1 2%	- -%	1 6%	1 5%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 3%	- -%	- -%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 7%	- -%	- -%	- -%	
O2 / BE	1 2%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	- -%	1 6%	* 1%	* 1%	1 7%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%
Unicom / Universal Utilities	1 2%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	- -%	1 6%	* 1%	1 3%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 58%	- -%	- -%	- -%	- -%	- -%	- -%	
One Bill	1 1%	- -%	1 4%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 2%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Resourced internally	* *%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%
Excel	* *%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%
Chess	* *%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* 4%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%
Talk Talk	* *%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* 4%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%
Vodafone	* *%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	* *%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 67 (continuation)

<Q1CI> And which company is the main provider of your ISDN 2/2e CALLS?

by Crossbreak

Base: All with ISDN2/2E lines

PERSONAL PROFILE																																	
Total	COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR													
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other		
	(a)	to 4	to 4	(d)	-	49	-	than	2	years	years	years	-19	years	(a)	to 5	(c)	£100k	to	to	to	to	imary	ufact	nstru	sale/	tail	ncial	ser	bl	(i)		
	(b)	(c)	(e)	(f)		(e)	(f)	years	(a)	(b)	(c)	years	(d)	(e)		(b)		(a)	£500k	£3m	£10m	(e)	ustry	ind	uring	ction	Trans	(e)	vices	(f)	(g)	and	ser
																		(b)	(c)	(d)		(a)	(b)	(c)	port/	Comm	vices	(f)	(g)	and	ser	vices	
																									tions	(d)							(h)
Unweighted row	78	1	10	11	12	27	28	-	4	1	17	56	39	30	9	11	11	27	14	7	3	6	11	13	5	3	25	12	-	-	-	-	
Total	39	3	14	18	7	12	2	-	2	1	9	27	30	8	1	14	7	10	4	1	1	1	10	7	1	1	13	4	-	-	-	-	
Adept	*	-	-	-	-	-	*	-	-	-	-	*	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-	
	%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	%	%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	
Rainbow	*	-	-	-	-	*	-	-	-	-	*	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	
	%	-%	-%	-%	-%	1%	-%	-%	-%	-%	1%	%	-%	2%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	
Other	14	-	8	8	1	4	*	-	*	-	1	13	11	3	*	5	3	3	2	*	-	1	4	2	*	*	6	-	-	-	-		
	35%	-%	57%	47%	9%	37%	19%	-%	16%	-%	6%	47%	37%	34%	9%	39%	49%	29%	47%	10%	-%	90%	41%	30%	13%	8%	46%	-%	-%	-%	-%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 67 (continuation)
<Q1CI> And which company is the main provider of your ISDN 2/2e CALLS?
by Crossbreak
Base: All with ISDN2/2E lines

	Total	LOCATION												OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of London (d)	Midland (e)	East of London (f)	London (g)	SE (h)	SW (i)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	78	1	5	1	5	3	8	7	7	3	40	16	13	9	2	76	70	4	57	19	63	11
Total	39	*	1	1	7	2	1	7	9	2	32	4	3	1	4	35	33	5	22	15	27	9
BT	16 42%	* 100%	1 89%	1 100%	4 50%	* 18%	1 48%	1 20%	3 34%	1 42%	13 41%	1 35%	1 46%	1 80%	1 14%	16 45%	11 35%	3 69%	10 45%	6 39%	9 35%	4 46%
Virgin Media (NTL/ Telewest)	3 9%	- -%	- -%	- -%	- -%	- -%	- -%	3 51%	- -%	- -%	3 10%	* 1%	- -%	- -%	3 86%	* -%	3 10%	- -%	* -%	3 22%	* -%	3 35%
Daisy	2 6%	- -%	* 5%	- -%	- -%	- -%	- -%	1 11%	- -%	1 58%	2 6%	* 4%	* 4%	- -%	- -%	2 6%	1 4%	1 20%	2 9%	* 1%	1 3%	1 14%
Sky / Skytalk	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 32%	- -%	- -%	1 2%	1 3%	- -%	1 4%	- -%	1 3%	- -%
O2 / BE	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	1 2%	- -%	* 8%	- -%	- -%	1 2%	1 2%	- -%	1 3%	- -%	1 3%	- -%
Unicom / Universal Utilities	1 2%	- -%	- -%	- -%	1 7%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	* 8%	- -%	- -%	1 2%	1 2%	- -%	1 2%	* 1%	1 2%	* 2%
One Bill	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 15%	- -%	- -%	- -%	1 1%	- -%	1 11%	- -%	1 3%	1 2%	- -%
Resourced internally	* -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	* -%	* 1%	- -%	- -%	* 1%	* 1%	- -%
Excel	* -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* -%	- -%	- -%	- -%	- -%	* -%	* -%	- -%	* -%	- -%	- -%	* 1%
Chess	* -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	* -%	- -%	- -%	- -%	- -%	* -%	* -%	- -%	* -%	- -%	* -%	- -%
Talk Talk	* -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	* -%	- -%	- -%	- -%	- -%	* -%	* -%	- -%	* -%	- -%	* -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 67 (continuation)
<Q1CI> And which company is the main provider of your ISDN 2/2e CALLS?
by Crossbreak
Base: All with ISDN2/2E lines

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON			
		NE	NW	Yo rks/	E	Mid	W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	Hu	(d)	(e)	(f)	ndon	(g)	(h)	(i)	En	(k)	tland	thern	Ir	based	where	(a)	agree	(a)	agree	(a)	agree
		(c)										land	(j)	(l)	eland	(m)	(a)	(b)		(b)		(b)		(b)
Unweighted row	78	1	5	1	5	3	8	7	7	3	40	16	13	9		2	76	70	4	57	19	63	11	
Total	39	*	1	1	7	2	1	7	9	2	32	4	3	1		4	35	33	5	22	15	27	9	
Vodafone	* *%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	* *%	- -%	- -%	- -%		- -%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	
Adept	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%		- -%	* *%	* *%	- -%	- -%	* *%	* *%	- -%	
Rainbow	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 20%		- -%	* 1%	* 1%	- -%	* 1%	- -%	* 1%	- -%	
Other	14 35%	- -%	* 5%	- -%	3 43%	2 82%	* 38%	1 8%	6 66%	- -%	12 38%	1 39%	* 2%	- -%		- -%	14 39%	14 42%	- -%	8 34%	5 32%	13 50%	* 2%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 67 (continuation)
<Q1CI> And which company is the main provider of your ISDN 2/2e CALLS?
by Crossbreak
Base: All with ISDN2/2E lines

CONNECTION PROFILE																															
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private cir (d)	Fixed broadband (e)		Standard lines (a)	NET biles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 line (f)	LL private cir (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other revider and calls (b)	Other provider for ntal and calls (c)	
Unweighted row	78	35	31	9	-	3	70	67	77	23	78	13	22	25	15	46	42	59	76	13	9	12	4	7	7	11	-	35	2	40	
Total	39	18	15	5	-	1	30	33	38	6	39	6	6	10	5	16	20	27	38	6	4	4	2	4	3	3	-	17	1	20	
BT	16 42%	11B 59%	3 21%	2 46%	- %	* 8%	16bK 53%	11 33%	16 42%	3 40%	16 42%	3 51%	4 67%	6 63%	3 51%	7k 47%	5 24%	15 55%	16 42%	3 51%	1 42%	3 90%	1 50%	3 83%	1 33%	2 69%	- %	14C 83%	* 21%	1 7%	
Virgin Media (NTL/ Telewest)	3 9%	* %	3A 22%	- %	- %	- %	* %	3Aj 10%	3a 9%	* 1%	3a 9%	- %	* 1%	- %	- %	* %	3Aj 16%	* %	3a 9%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	3a 17%
Daisy	2 6%	1 4%	1 9%	* 1%	- %	- %	2 7%	2 6%	2 6%	* 1%	2 6%	* 1%	* 6%	1 13%	1 21%	1 7%	1 6%	2 7%	2 6%	* 1%	* 1%	1 50%	* 2%	1 37%	* 2%	- %	- %	- %	1 79%	1 5%	
Sky / Skytalk	1 2%	1 5%	- %	- %	- %	- %	1 3%	1 3%	1 2%	- %	1 2%	- %	- %	- %	1 16%	1 5%	- %	1 3%	1 2%	- %	- %	- %	- %	- %	- %	- %	- %	1 5%	- %	- %	
O2 / BE	1 2%	1 3%	* 1%	- %	- %	- %	1 2%	1 2%	1 2%	- %	1 2%	- %	1 13%	1 6%	- %	1 3%	1 3%	1 2%	* 1%	- %	1 15%	- %	- %	1 15%	- %	- %	- %	- %	- %	1 4%	
Unicom / Universal Utilities	1 2%	1 3%	* 1%	- %	- %	- %	1 2%	1 2%	1 2%	- %	1 2%	- %	- %	- %	- %	1 3%	1 3%	1 3%	1 2%	- %	- %	- %	- %	- %	- %	- %	- %	- %	* 1%	- %	1 3%
One Bill	1 1%	1 3%	- %	- %	- %	- %	1 2%	1 2%	1 1%	- %	1 1%	- %	- %	- %	- %	- %	- %	1 2%	1 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 3%
Resourced internally	* %	* 1%	- %	- %	- %	- %	* 1%	* 1%	* %	- %	* %	- %	- %	* 2%	- %	* 1%	* 1%	* 1%	* %	- %	- %	* 4%	- %	- %	- %	* 6%	- %	- %	- %	- %	* 1%
Excel	* %	- %	* %	- %	- %	- %	* %	- %	* %	- %	* %	- %	- %	* 1%	- %	* %	- %	* %	* %	- %	* 2%	- %	- %	- %	- %	- %	* 2%	- %	* %	- %	- %
Chess	* %	* %	- %	- %	- %	- %	* %	* %	* %	- %	* %	* 1%	- %	- %	- %	- %	* %	* %	* %	* 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	* %
Talk Talk	* %	- %	- %	* 1%	- %	- %	* %	* %	* %	* 1%	* %	* 1%	- %	- %	- %	- %	- %	* %	* %	* 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	*

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 67 (continuation)
<Q1CI> And which company is the main provider of your ISDN 2/2e CALLS?
by Crossbreak
Base: All with ISDN2/2E lines

CONNECTION PROFILE																																
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER				
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL / Pr ivate cir uits (d)	Fixed line band (e)		Standard land lines (a)	NET biles (b)	Fixed broa dband (c)	Mo broa dband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter- site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)		
Unweighted row	78	35	31	9	-	3	70	67	77	23	78	13	22	25	15	46	42	59	76	13		9	12	4		7	7	11	-	35	2	40
Total	39	18	15	5	-	1	30	33	38	6	39	6	6	10	5	16	20	27	38	6		4	4	2		4	3	3	-	17	1	20
Vodafone	*	-	*	-	-	-	-	*	*	-	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Adept	*	-	*	-	-	-	*	*	*	-	*	-	-	-	-	*	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Rainbow	*	*	*	-	-	-	*	*	*	-	*	-	-	-	-	*	*	*	*	*	-	-	-	-	-	-	-	-	-	*	-	*
	-%	-%	1%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%
Other	14	4	6	2	-	1	9	13	13	4	14	3	1	2	1	5	9	7	14	3		1	*	-	-	1	1	-	2	-	12A	
	35%	22%	43%	52%	-%	92%	29%	40%	34%	58%	35%	46%	14%	16%	11%	30%	46%	25%	36%	46%		39%	4%	-%	-%	30%	21%	-%	10%	-%	59%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 67 (continuation)

<Q1CI> And which company is the main provider of your ISDN 2/2e CALLS?

by Crossbreak

Base: All with ISDN2/2E lines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	78	41	4	39	26	48	70	8
Total	39	18	1	17	13	25	33	6
BT	16 42%	15 79%	* 15%	13 75%	2 15%	14 57%	16 47%	1 9%
Virgin Media (NTL/ Telewest)	3 9%	* *%	- -%	* *%	- -%	3 14%	3 10%	- -%
Daisy	2 6%	2 11%	* 11%	1 5%	1 10%	1 4%	2 7%	- -%
Sky / Skytalk	1 2%	- -%	- -%	- -%	1 7%	- -%	1 3%	- -%
O2 / BE	1 2%	1 3%	1 74%	1 3%	- -%	1 3%	1 2%	- -%
Unicom / Universal Utilities	1 2%	1 3%	- -%	* 1%	1 6%	- -%	1 2%	- -%
One Bill	1 1%	1 3%	- -%	1 3%	- -%	1 2%	1 2%	- -%
Resourced internally	* *%	- -%	- -%	- -%	* 1%	- -%	* 1%	- -%
Excel	* *%	- -%	- -%	- -%	* 1%	- -%	* *%	- -%
Chess	* *%	* *%	- -%	* *%	- -%	* *%	* *%	- -%
Talk Talk	* *%	* *%	- -%	* *%	- -%	* *%	* *%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 67 (continuation)

<Q1CI> And which company is the main provider of your ISDN 2/2e CALLS?

by Crossbreak

Base: All with ISDN2/2E lines

	Total	BUNDLING			SAME VS DIFFERENT			
		Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN Re + ntal (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	78	41	4	39	26	48	70	8
Total	39	18	1	17	13	25	33	6
Vodafone	*	-	-	-	*	-	-	*
	*%	-%	-%	-%	*%	-%	-%	1%
Adept	*	-	-	-	*	-	*	-
	*%	-%	-%	-%	*%	-%	*%	-%
Rainbow	*	-	-	*	-	*	*	*
	*%	-%	-%	1%	-%	1%	*%	2%
Other	14	-	-	2a	7	5	8	5
	35%	-%	-%	11%	59%	19%	26%	89%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 68
<Q1DI> And which company is the main provider of your ISDN 2/2e LINE RENTAL?
by Crossbreak
Base: All with ISDN2/2E lines

	PERSONAL PROFILE																															
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR											
		1	2	1	5	9	10	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	ser	Pu	Other
		(a)	to 4	to 4	(d)	- 49	- 249	than 2	years	years	years	-19	years	years	(a)	to 5	(c)	£100k	to £500k	to £3m	to £10m	(e)	mary	ufact	nstru	sale/	tail	ncial	Other	ser	bluc	(i)
			(b)	(c)		(e)	(f)	years (a)	(b)	(c)	(d)	(e)						(a)	(b)	(c)	(d)		istry (a)	(b)	(c)	port/Communica-tions (d)	(e)	Services (f)	(g)	and services (h)		
Unweighted row	78	1	10	11	12	27	28	-	4	1	17	56	39	30	9	11	11	27	14	7	3	6	11	13	5	3	25	12	-			
Total	39	3	14	18	7	12	2	-	2	1	9	27	30	8	1	14	7	10	4	1	1	1	10	7	1	1	13	4	-			
BT	16 42%	- -%	5 33%	5 27%	5 63%	6 48%	1 60%	- -%	2 84%	- -%	6 64%	9 33%	11 37%	4 53%	1 83%	4 27%	3 40%	4 38%	2 49%	1 82%	*	*	2 20%	3 47%	*	1 92%	6 45%	4 87%	- -%			
Virgin Media (NTL/ Telewest)	3 9%	3 100%	- -%	3 19%	- -%	- -%	* 2%	- -%	- -%	- -%	* 1%	3 12%	3 11%	* 1%	- -%	3 24%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	3 34%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Daisy	2 6%	- -%	- -%	- -%	2 25%	* 1%	* 9%	- -%	- -%	- -%	1 14%	1 3%	2 7%	* 2%	- -%	- -%	1 11%	1 13%	* 2%	* 8%	1 76%	* 3%	- -%	1 16%	* 12%	- -%	* 1%	- -%	- -%	- -%	- -%	
Sky / Skytalk	1 2%	- -%	1 6%	1 5%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 3%	- -%	- -%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 7%	- -%	- -%	- -%	
O2 / BE	1 2%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	- -%	1 6%	* 1%	* 1%	1 7%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%
Unicom / Universal Utilities	1 2%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	- -%	1 6%	* 1%	1 3%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 58%	- -%	- -%	- -%	- -%	- -%	
One Bill	1 1%	- -%	1 4%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 2%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Rainbow	* *%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	* *%	- -%	* 2%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%
Resourced internally	* *%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%
Excel	* *%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%
Chess	* *%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* 4%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%
Talk Talk	* *%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* 4%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 68 (continuation)
<Q1DI> And which company is the main provider of your ISDN 2/2e LINE RENTAL?
by Crossbreak
Base: All with ISDN2/2E lines

Total	PERSONAL PROFILE																															
	COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR												
	1	2	1	5	9	10	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+		Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other	
	(a)	to 4	to 4	(d)	- 49	- 249	than	years	years	years	-19	years	years	(a)	to 5	(c)	£100k	to	to	to	to		imary	ufact	nstru	sale/	tail	ncial	ser	blic	(i)	
		(b)	(c)	(e)	(f)		2	years	(b)	(c)	years	(d)	(e)		(b)		(a)	£500k	£3m	£10m	(e)		ustry	(b)	(c)	port/	Comm	vices	(f)	(g)	and	
							years										(b)	(c)	(d)			(a)			unica	tions						
							(a)																		(d)							
Unweighted row	78	1	10	11	12	27	28	-	4	1	17	56	39	30	9	11	11	27	14	7		3	6	11	13	5	3	25	12	-		
Total	39	3	14	18	7	12	2	-	2	1	9	27	30	8	1	14	7	10	4	1		1	1	10	7	1	1	13	4	-		
Adept	* *%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	* %	* %	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%
Other	14 35%	- -%	8 57%	8 47%	1 9%	4 37%	* 16%	- -%	* 16%	- -%	1 6%	13 47%	11 36%	3 34%	* 9%	5 39%	3 49%	3 29%	2 47%	* 10%		- -%	1 90%	4 41%	2 30%	* 13%	* 8%	6 46%	- -%	- -%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 68 (continuation)
<Q1DI> And which company is the main provider of your ISDN 2/2e LINE RENTAL?
by Crossbreak
Base: All with ISDN2/2E lines

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON			
		NE	NW	Yo rks/	E	Mid	W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	Hu	(d)	(e)	(f)	ndon	(g)	(h)	(i)	En	(j)	(k)	tland	thern	(a)	where	(a)	agree	(a)	agree	(a)	agree
		(c)										gland			(l)	Ir	based	(b)		(b)		(b)		(b)
Unweighted row	78	1	5	1	5	3	8	7	7	3	40	16	13	9		2	76	70	4	57	19	63	11	
Total	39	*	1	1	7	2	1	7	9	2	32	4	3	1		4	35	33	5	22	15	27	9	
BT	16 42%	* 100%	1 89%	1 100%	4 50%	* 18%	1 57%	1 20%	3 34%	1 42%	13 41%	1 35%	1 46%	1 80%		1 14%	16 45%	11 35%	3 69%	10 46%	6 39%	9 35%	4 46%	
Virgin Media (NTL/ Telewest)	3 9%	- -%	- -%	- -%	- -%	- -%	- -%	3 51%	- -%	- -%	3 10%	* 1%	- -%	- -%		3 86%	* -%	3 10%	- -%	* -%	3 22%	* -%	3 35%	
Daisy	2 6%	- -%	* 5%	- -%	- -%	- -%	- -%	1 11%	- -%	1 58%	2 6%	* 4%	* 4%	- -%		- -%	2 6%	1 4%	1 20%	2 9%	* 1%	1 3%	1 14%	
Sky / Skytalk	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 32%	- -%		- -%	1 2%	1 3%	- -%	1 4%	- -%	1 3%	- -%	
O2 / BE	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	1 2%	- -%	* 8%	- -%		- -%	1 2%	1 2%	- -%	1 3%	- -%	1 3%	- -%	
Unicom / Universal Utilities	1 2%	- -%	- -%	- -%	1 7%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	* 8%	- -%		- -%	1 2%	1 2%	- -%	1 2%	* 1%	1 2%	* 2%	
One Bill	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 15%	- -%	- -%		- -%	1 1%	- -%	1 11%	- -%	1 3%	1 2%	- -%	
Rainbow	* -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 20%		- -%	* 1%	* 1%	- -%	* 1%	- -%	* 1%	- -%	
Resourced internally	* -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%		- -%	* -%	* 1%	- -%	- -%	* 1%	* 1%	- -%	
Excel	* -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* -%	- -%	- -%	- -%		- -%	* -%	* -%	- -%	* -%	- -%	- -%	* 1%	
Chess	* -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	* -%	- -%	- -%	- -%		- -%	* -%	* -%	- -%	* -%	- -%	* -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 68 (continuation)

<Q1DI> And which company is the main provider of your ISDN 2/2e LINE RENTAL?

by Crossbreak

Base: All with ISDN2/2E lines

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON			
		NE	NW	Yo rks/	E	Mid W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis	
		(a)	(b)	number	(d)	(e)	(f)	ndon	(g)	(h)	(i)	En gland	(k)	tland	(l)	Ir eland	(a)	where (b)	(a)	agree (b)	(a)	agree (b)	(a)	agree (b)
				(c)									(j)			(m)								
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row	78	1	5	1	5	3	8	7	7	3	40	16	13	9	2	76	70	4	57	19	63	11		
Total	39	*	1	1	7	2	1	7	9	2	32	4	3	1	4	35	33	5	22	15	27	9		
Talk Talk	*	-	-	-	-	-	*	-	-	-	*	-	-	-	-	*	*	-	*	-	*	-		
	*%	-%	-%	-%	-%	-%	5%	-%	-%	-%	*%	-%	-%	-%	-%	*%	*%	-%	*%	-%	*%	-%		
Adept	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	*	*	-	-	*	*	-		
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	*%	*%	-%	-%	*%	*%	-%		
Other	14	-	*	-	3	2	*	1	6	-	12	1	*	-	-	14	14	-	8	5	13	*		
	35%	-%	5%	-%	43%	82%	33%	8%	66%	-%	38%	39%	2%	-%	-%	39%	42%	-%	34%	32%	50%	2%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 68 (continuation)
<Q1DI> And which company is the main provider of your ISDN 2/2e LINE RENTAL?
by Crossbreak
Base: All with ISDN2/2E lines

CONNECTION PROFILE																															
	FIXED LINES USED FOR VOICE CALLS OUT																														
	MAIN FIXED LINE TYPE						PRODUCTS USED											VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER						
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuits (d)	Fixed broadband (e)	Standard lines (a)	NET biles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 line (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	78	35	31	9	-	3	70	67	77	23	78	13	22	25	15	46	42	59	76	13	9	12	4	7	7	11	-	35	2	40	
Total	39	18	15	5	-	1	30	33	38	6	39	6	6	10	5	16	20	27	38	6	4	4	2	4	3	3	-	17	1	20	
BT	1642%	11B59%	322%	246%	--%	*8%	16bK53%	1133%	1642%	340%	1642%	351%	468%	663%	353%	8k48%	524%	1555%	1642%	351%	142%	390%	150%	383%	133%	269%	--%	14C83%	*21%	17%	
Virgin Media (NTL/ Telewest)	39%	*%*	3A22%	--%	--%	--%	*%*	3Aj10%	3a9%	*1%	3a9%	--%	*1%	--%	--%	*%*	3Aj16%	*%*	3a9%	--%	--%	--%	--%	--%	--%	--%	--%	--%	--%	--%	3a17%
Daisy	26%	14%	19%	*1%	--%	--%	27%	26%	26%	*1%	26%	*1%	*6%	113%	121%	17%	16%	27%	26%	*1%	*2%	*1%	150%	*2%	137%	*2%	--%	--%	179%	15%	
Sky / Skytalk	12%	15%	--%	--%	--%	--%	13%	13%	12%	--%	12%	--%	--%	--%	116%	15%	--%	13%	12%	--%	--%	--%	--%	--%	--%	--%	--%	15%	--%	--%	
O2 / BE	12%	13%	*1%	--%	--%	--%	12%	12%	12%	--%	12%	--%	113%	16%	--%	13%	13%	12%	*1%	--%	115%	--%	--%	115%	--%	--%	--%	--%	--%	14%	
Unicom / Universal Utilities	12%	13%	*1%	--%	--%	--%	12%	12%	12%	--%	12%	--%	--%	--%	--%	13%	13%	13%	12%	--%	--%	--%	--%	--%	--%	--%	--%	--%	*1%	--%	13%
One Bill	11%	13%	--%	--%	--%	--%	12%	12%	11%	--%	11%	--%	--%	--%	--%	--%	--%	12%	11%	--%	--%	--%	--%	--%	--%	--%	--%	--%	--%	13%	
Rainbow	*%*	*%*	*1%	--%	--%	--%	*%*	*1%	*%*	--%	*%*	--%	--%	--%	--%	*1%	*1%	*%*	*%*	--%	--%	--%	--%	--%	--%	--%	--%	--%	*1%	--%	*%*
Resourced internally	*%*	*1%	--%	--%	--%	--%	*1%	1%	*%*	--%	*%*	--%	--%	*2%	--%	*1%	1%	*1%	*%*	--%	--%	*4%	--%	--%	--%	--%	*6%	--%	--%	--%	*1%
Excel	*%*	--%	*%*	--%	--%	--%	*%*	--%	*%*	--%	*%*	--%	--%	*1%	--%	*%*	--%	*%*	*%*	--%	*2%	--%	--%	--%	--%	--%	*2%	--%	*%*	--%	--%
Chess	*%*	*%*	--%	--%	--%	--%	*%*	*%*	*%*	--%	*%*	*1%	--%	--%	--%	--%	*%*	*%*	*%*	1%	--%	--%	--%	--%	--%	--%	--%	--%	--%	--%	*%*

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 68 (continuation)

<Q1DI> And which company is the main provider of your ISDN 2/2e LINE RENTAL?

by Crossbreak

Base: All with ISDN2/2E lines

CONNECTION PROFILE																															
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL ivate cir uits (d)	Fixed Pr broad band (e)		Sta ndard land lines (a)	NET Mo biles (b)	Fixed line broad band (c)	Mo bile broad band (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nferencing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	78	35	31	9	-	3	70	67	77	23	78	13	22	25	15	46	42	59	76	13	9	12	4	7	7	11	-	35	2	40	
Total	39	18	15	5	-	1	30	33	38	6	39	6	6	10	5	16	20	27	38	6	4	4	2	4	3	3	-	17	1	20	
Talk Talk	*	-	-	*	-	-	*	*	*	*	*	*	-	-	-	-	-	*	*	*	-	-	-	-	-	-	-	-	-	-	*
	-%	-%	-%	1%	-%	-%	-%	-%	-%	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Adept	*	-	*	-	-	-	*	*	*	-	*	-	-	-	-	*	*	-	*	*	-	-	-	-	-	-	-	-	-	-	*
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	4	6	2	-	1	9	13	13	4	14	3	1	2	1	5	9	7	14	3	1	*	-	-	1	1	-	2	-	12A	
	35%	22%	42%	52%	-%	92%	29%	40%	34%	58%	35%	46%	13%	16%	10%	30%	46%	25%	36%	46%	39%	4%	-%	-%	30%	21%	-%	10%	-%	59%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 68 (continuation)
<Q1DI> And which company is the main provider of your ISDN 2/2e LINE RENTAL?
by Crossbreak
Base: All with ISDN2/2E lines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	78	41	4	39	26	48	70	8
Total	39	18	1	17	13	25	33	6
BT	16 42%	15 79%	* 15%	13 75%	2 16%	14 57%	16 47%	1 11%
Virgin Media (NTL/ Telewest)	3 9%	* *%	- -%	* *%	- -%	3 14%	3 10%	- -%
Daisy	2 6%	2 11%	* 11%	1 5%	1 10%	1 4%	2 7%	- -%
Sky / Skytalk	1 2%	- -%	- -%	- -%	1 7%	- -%	1 3%	- -%
O2 / BE	1 2%	1 3%	1 74%	1 3%	- -%	1 3%	1 2%	- -%
Unicom / Universal Utilities	1 2%	1 3%	- -%	* 1%	1 6%	- -%	1 2%	- -%
One Bill	1 1%	1 3%	- -%	1 3%	- -%	1 2%	1 2%	- -%
Rainbow	* *%	- -%	- -%	* 1%	- -%	* 1%	* *%	* 2%
Resourced internally	* *%	- -%	- -%	- -%	* 1%	- -%	* 1%	- -%
Excel	* *%	- -%	- -%	- -%	* 1%	- -%	* *%	- -%
Chess	* *%	* *%	- -%	* *%	- -%	* *%	* *%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 68 (continuation)
 <Q1DI> And which company is the main provider of your ISDN 2/2e LINE RENTAL?
 by Crossbreak
 Base: All with ISDN2/2E lines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	78	41	4	39	26	48	70	8
Total	39	18	1	17	13	25	33	6
Talk Talk	*	*	-	*	-	*	*	-
	*%	*%	-%	*%	-%	*%	*%	-%
Adept	*	-	-	-	*	-	*	-
	*%	-%	-%	-%	*%	-%	*%	-%
Other	14	-	-	2a	7	5	8	5
	35%	-%	-%	11%	59%	19%	26%	88%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 69
 <Q1E1> And which company is the main provider of your ISDN 30 CALLS?
 by Crossbreak
 Base: All with ISDN30 lines

	PERSONAL PROFILE																															
	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR											
	Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other
		(a)	to 4	to 4	(d)	- 49	- 249		than	years	years	-19	years		(a)	to 5	(c)	£100k	to	to	to	to	£100k	ind	ufacturing	struction	sale/	tail	ncial	Other	ser	blc
		(b)	(c)	(d)	(e)	(f)		years	(a)	(b)	(c)	(d)	(e)				(a)	£500k	£3m	£10m	(e)	ustry	(a)	(b)	(c)	port/	Comm	vices	(f)	(g)	and	ser
																		(b)	(c)	(d)					unica	tions	(d)				(h)	
Unweighted row	68	1	1	2	5	15	46	-	1	2	8	57	34	25	9	2	7	16	10	23		2	10	6	15	11	6	11	5	2		
Total	19	4	1	4	1	11	3	-	*	1	2	16	12	7	1	*	2	11	2	1		*	4	1	5	3	1	2	2	*		
BT	7 37%	4 100%	-	4 81%	*	2 22%	1 27%	-	-	*	1 62%	6 35%	5 44%	2 28%	*	15%	50%	1 50%	5 46%	10 23%		43%	89%	28%	19%	11%	34%	58%	1 3%	10%		
Virgin Media (NTL/ Telewest)	2 9%	-	-	-	-	1 14%	* 8%	-	-	-	-	2 11%	2 14%	*	1%	-	-	-	1 13%	* 4%	* 4%		-	*	-	1 30%	-	-	*	5%	-	
Talk Talk	1 5%	-	1 100%	1 19%	-	-	* 6%	-	-	-	-	1 6%	1 8%	*	1%	9%	-	1 43%	* 1%	-	8%		-	*	-	* 1%	1 25%	-	*	3%	-	-
O2 / BE	1 4%	-	-	-	-	1 5%	* 5%	-	-	-	-	1 4%	* 1%	1 9%	-	-	-	-	-	* 10%		-	*	1 66%	-	-	-	-	-	-	-	-
Everything Everywhere/EE	* 2%	-	-	-	-	* 3%	-	-	-	-	-	* 2%	* 3%	-	-	-	-	-	-	-		-	-	-	* 6%	-	-	-	-	-	-	-
4com	* 1%	-	-	-	*	-	-	-	-	-	-	* 1%	* 2%	-	-	-	-	-	-	-		-	-	-	-	-	-	*	-	-	-	
Chess	* 1%	-	-	-	-	-	* 5%	-	-	-	-	* 1%	* 1%	-	9%	50%	-	* 1%	-	-		-	-	-	-	-	-	-	*	4%	3%	-
Alternative Networks	* 1%	-	-	-	-	-	* 4%	-	-	-	-	* 1%	* 1%	-	-	-	-	-	-	* 4%	-	57%	-	-	-	-	-	-	-	-	-	-
Gamma	* 1%	-	-	-	-	-	* 3%	-	-	-	-	* 1%	-	-	15%	-	-	-	-	* 7%		-	-	-	-	-	-	-	4%	-	-	
Barclays Communications	* *%	-	-	-	-	* 1%	-	-	-	-	-	* 1%	-	*	-	-	-	*	1%	-		-	-	-	-	-	-	-	*	-	-	
Zen	* *%	-	-	-	-	-	* 3%	-	-	-	-	* 3%	-	-	*	-	-	*	-	-		-	-	-	-	*	-	-	-	-	-	
Rainbow	* *%	-	-	-	-	-	* 2%	-	-	-	-	* *%	-	*	-	-	-	*	-	* 2%		-	*	-	*	-	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 69 (continuation)
<Q1EI> And which company is the main provider of your ISDN 30 CALLS?
by Crossbreak
Base: All with ISDN30 lines

	PERSONAL PROFILE																																
	COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR													
	Total	1	2	1	5	9	10	50	Less than 2 years	2	5	6	9	10	20+	1	2	5+	Under £100k	£100k to £500k	£500k to £3m	£3m to £10m	£10m+ (e)	Pr imary ind ustry (a)	Man ufact uring (b)	Co nstruc tion (c)	Whole sale/ port/ Comm unica tions (d)	Re tail (e)	Finan cial ser vices (f)	Other ser vices (g)	Pub lic admin and ser vices (h)	Other (i)	
		(a)	to 4 (b)	to 4 (c)	(d)	- 49 - 249 (e)	- 49 - 249 (f)	- 49 - 249 (f)	years (a)	(b)	(c)	years (d)	(e)	(a)	to 5 (b)	(c)	(a)	(b)	(c)	(a)	(b)	(c)	(d)	(e)	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)
Unweighted row	68	1	1	2	5	15	46	-	1	2	8	57	34	25	9	2	7	16	10	23	2	10	6	15	11	6	11	5	2				
Total	19	4	1	4	1	11	3	-	*	1	2	16	12	7	1	*	2	11	2	1	*	4	1	5	3	1	2	2	*				
Daisy	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-	-	-	-	-	*	-	*	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	%	-%	1%	-%	-%	-%	-%	-%	4%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Bill	*	-	-	-	-	-	*	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	%	-%	-%	8%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%
Clarity	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	%	-%	%	-%	-%	-%	-%	-%	2%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	-	-	-	*	6	1	-	*	1	1	6	3	4	*	-	*	5	2	1	-	*	*	2	2	*	1	2	*				
	38%	-%	-%	-%	34%	55%	33%	-%	100%	92%	35%	36%	27%	58%	32%	-%	3%	39%	80%	40%	-%	3%	6%	42%	61%	45%	25%	90%	90%				

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 69 (continuation)
<Q1E1> And which company is the main provider of your ISDN 30 CALLS?
by Crossbreak
Base: All with ISDN30 lines

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	London (h)	SE (i)	SW (j)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	68	2	7	4	1	2	8	7	4	5	40	8	10	10	2	66	60	5	61	5	52	8	
Total	19	*	4	3	*	4	1	2	*	1	16	1	1	*	1	18	16	2	18	*	17	1	
BT	7 37%	* 100%	4 92%	* 3%	- -%	- -%	* 5%	1 45%	* 25%	1 65%	6 37%	1 81%	* 7%	* 63%	1 100%	6 35%	7 44%	- -%	7 39%	* 33%	7 40%	* 18%	
Virgin Media (NTL/ Telewest)	2 9%	- -%	* 2%	1 47%	- -%	- -%	- -%	- -%	- -%	* 9%	2 10%	- -%	* 3%	- -%	- -%	2 9%	2 10%	- -%	2 9%	- -%	2 9%	* 11%	
Talk Talk	1 5%	- -%	- -%	- -%	* 100%	- -%	* 5%	- -%	- -%	- -%	* 1%	* 6%	1 57%	- -%	- -%	1 6%	1 6%	- -%	1 5%	* 25%	1 6%	- -%	
O2 / BE	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	1 23%	- -%	* 9%	1 4%	- -%	* 3%	- -%	- -%	1 4%	1 4%	- -%	* 1%	- -%	* 1%	* 6%	
Everything Everywhere/EE	* 2%	- -%	- -%	- -%	- -%	- -%	* 24%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	* 2%	* 2%	- -%	* 2%	- -%	* 2%	- -%	
4com	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 16%	- -%	- -%	* 1%	- -%	* 11%	* 1%	- -%	* 1%	- -%	
Chess	* 1%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	* 25%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	* 4%	* 1%	- -%	* 1%	- -%	
Alternative Networks	* 1%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	
Gamma	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 25%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	* 1%	- -%	* 1%	- -%	
Barclays Communications	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 18%	- -%	* *%	* 1%	- -%	* *%	- -%	* 1%	- -%	
Zen	* *%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	- -%	* 9%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 69 (continuation)

<Q1E1> And which company is the main provider of your ISDN 30 CALLS?

by Crossbreak

Base: All with ISDN30 lines

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	68	2	7	4	1	2	8	7	4	5	40	8	10	10	2	66	60	5	61	5	52	8
Total	19	*	4	3	*	4	1	2	*	1	16	1	1	*	1	18	16	2	18	*	17	1
Rainbow	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	*	-	*	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	13%	-%	*%	-%	1%	-%	23%	*%	-%
Daisy	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*	*	-	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	*%	*%	-%	*%	-%	*%	-%
One Bill	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*	*	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	*%	*%	-%	*%	-%	-%	-%
Clarity	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	*	*	-	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	*%	*%	-%	*%	-%	*%	-%
Other	7	-	*	1	-	4	1	1	*	*	7	*	*	-	-	7	5	2	7	*	7	*
	38%	-%	4%	47%	-%	100%	62%	32%	25%	17%	43%	13%	7%	-%	-%	40%	31%	84%	40%	18%	38%	57%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 69 (continuation)
 <Q1E1> And which company is the main provider of your ISDN 30 CALLS?
 by Crossbreak
 Base: All with ISDN30 lines

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private cir (d)	Fixed broadband (e)		Standard lines (a)	NET biles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 private cir (f)	LL private cir (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other revider and calls (b)	Other provider for re ntal and calls (c)
Unweighted row	68	11	1	52	2	2	56	66	66	34	14	68	29	35	19	42	47	40	13	68	15	13	5	9	3	23	-	20	1	46
Total	19	2	1	16	*	*	15	19	18	6	6	19	5	10	6	11	16	11	6	19	6	3	1	2	*	8	-	9	*	10
BT	7	*	1	6	-	-	7j	7	7	2	2	7	2	6bcdFj	5	3	6	6	2	7	4	1	1	*	*	6	-	5	-	2
	37%	14%	100%	38%	-%	-%	46%	38%	36%	28%	34%	37%	37%	60%	80%	23%	40%	51%	34%	37%	78%	33%	83%	11%	88%	73%	-%	61%	-%	19%
Virgin Media (NTL/ Telewest)	2	-	-	2	-	-	2	2	2	-	1	2	1	2d	-	2d	2	1	1	2	*	1	-	2	-	-	-	1	-	*
	9%	-%	-%	10%	-%	-%	11%	9%	9%	-%	26%	9%	29%	15%	-%	14%	10%	13%	27%	9%	1%	46%	-%	68%	-%	-%	-%	17%	-%	2%
Talk Talk	1	1	-	*	-	-	1	1	1	1HJK	*	1	*	*	*	*	*	1	*	1	-	-	*	*	-	-	-	-	-	1
	5%	49%	-%	1%	-%	-%	7%	5%	6%	16%	1%	5%	1%	1%	1%	1%	1%	9%	1%	5%	-%	-%	5%	2%	-%	-%	-%	-%	-%	10%
O2 / BE	1	*	-	1	-	-	*	1	1	1Ajk	-	1	1	1	*	*	*	*	-	1	-	-	*	-	-	1	-	-	-	1
	4%	3%	-%	4%	-%	-%	1%	4%	4%	11%	-%	4%	13%	6%	2%	1%	1%	1%	1%	4%	-%	-%	5%	-%	-%	8%	-%	-%	-%	7%
Everything Everywhere/EE	*	-	-	*	-	-	-	*	-	-	-	*	*	*	*	-	*	-	-	*	-	*	-	*	-	-	-	-	-	*
	2%	-%	-%	2%	-%	-%	-%	2%	-%	-%	-%	2%	6%	3%	5%	-%	2%	-%	-%	2%	-%	9%	-%	13%	-%	-%	-%	-%	-%	3%
4com	*	-	-	*	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	*
	1%	-%	-%	1%	-%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%
Chess	*	*	-	*	-	-	*	*	*	-	*	*	-	-	-	-	*	*	*	*	-	-	-	-	-	-	-	-	-	*
	1%	3%	-%	1%	-%	-%	1%	1%	1%	-%	1%	1%	-%	-%	-%	-%	1%	1%	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%
Alternative Networks	*	-	-	*	-	-	*	*	*	*	-	*	-	-	-	*	*	-	-	*	-	-	-	-	-	-	-	-	-	*
	1%	-%	-%	1%	-%	-%	1%	1%	1%	2%	-%	1%	-%	-%	-%	1%	1%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
Gamma	*	-	-	*	-	-	*	*	*	*	-	*	*	*	-	*	*	-	-	*	-	*	-	-	-	*	-	-	-	*
	1%	-%	-%	1%	-%	-%	1%	1%	1%	2%	-%	1%	2%	1%	-%	1%	1%	-%	-%	1%	-%	3%	-%	-%	-%	1%	-%	-%	-%	1%
Barclays Communications	*	-	-	*	-	-	*	*	*	-	-	*	-	-	-	*	-	*	-	*	-	-	-	-	-	-	-	-	-	*
	1%	-%	-%	1%	-%	-%	1%	1%	1%	-%	-%	1%	-%	-%	-%	1%	-%	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
Zen	*	*	-	-	-	-	*	*	*	*	-	*	-	-	-	-	*	*	-	*	-	-	-	-	-	-	-	-	-	*
	1%	5%	-%	-%	-%	-%	1%	1%	1%	1%	-%	1%	-%	-%	-%	-%	1%	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 69 (continuation)
<Q1EI> And which company is the main provider of your ISDN 30 CALLS?
by Crossbreak
Base: All with ISDN30 lines

CONNECTION PROFILE																															
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
																		Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr ivate cir cuits (d)	Fixed line broa dband (e)	Sta ndard land lines (a)	NET Mo biles (b)	Fixed line broa dband (c)	Mo bile broa dband (d)	ISDN 2/2e (e)	ISDN 30 ivate cir cuits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)
Unweighted row	68	11	1	52	2	2	56	66	66	34	14	68	29	35	19	42	47	40	13	68	15	13	5	9	3	23	-	20	1	46	
Total	19	2	1	16	*	*	15	19	18	6	6	19	5	10	6	11	16	11	6	19	6	3	1	2	*	8	-	9	*	10	
Rainbow	*	-	-	*	*	-	*	*	*	*	-	*	*	*	-	*	*	*	-	-	*	-	-	-	-	-	*	-	*	-	*
	%	-%	-%	%	30%	-%	%	%	%	%	-%	%	1%	%	-%	%	%	%	-%	-%	%	-%	-%	-%	-%	-%	%	-%	%	-%	%
Daisy	*	-	-	*	-	-	*	*	*	-	*	*	*	*	-	*	*	-	*	*	-	*	-	-	-	*	-	-	-	-	*
	%	-%	-%	%	-%	-%	%	%	%	-%	1%	%	1%	%	-%	%	%	-%	1%	%	-%	2%	-%	-%	-%	1%	-%	-%	-%	-%	1%
One Bill	*	-	-	*	-	-	*	-	*	-	-	*	-	-	-	-	-	*	-	*	-	-	-	-	-	-	-	-	*	-	-
	%	-%	-%	%	-%	-%	%	-%	%	-%	-%	%	-%	-%	-%	-%	-%	%	-%	%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%
Clarity	*	-	-	*	-	-	-	*	*	*	-	*	*	*	*	*	*	-	-	*	*	-	-	*	-	-	-	-	-	-	*
	%	-%	-%	%	-%	-%	-%	%	%	%	-%	%	1%	%	1%	%	%	-%	-%	%	1%	-%	-%	1%	-%	-%	-%	-%	-%	-%	%
Other	7	*	-	7	*	*	5h	7h	7H	2h	2	7h	1	1	1	6aH	7H	3	2	7	1	*	*	*	*	1	-	2	*	5	
	38%	26%	-%	40%	70%	100%	33%	39%	40%	39%	37%	38%	10%	14%	11%	56%	44%	24%	36%	38%	21%	7%	7%	4%	12%	17%	-%	21%	100%	50%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 69 (continuation)

<Q1E1> And which company is the main provider of your ISDN 30 CALLS?

by Crossbreak

Base: All with ISDN30 lines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	68	24	2	22	21	43	60	8
Total	19	7	*	7	9	9	17	2
BT	7 37%	5 73%	* 100%	5 71%	1 9%	6c 61%	7 39%	1 25%
Virgin Media (NTL/ Telewest)	2 9%	1 21%	- -%	- -%	* 1%	2 17%	2 10%	- -%
Talk Talk	1 5%	* 2%	- -%	* 1%	1 11%	* 1%	* 1%	1 38%
O2 / BE	1 4%	* 1%	- -%	* 1%	1 7%	* 1%	1 4%	- -%
Everything Everywhere/EE	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	* 13%
4com	* 1%	- -%	- -%	- -%	* 3%	- -%	* 1%	- -%
Chess	* 1%	* 1%	- -%	* 1%	- -%	* 2%	* 1%	- -%
Alternative Networks	* 1%	- -%	- -%	- -%	* 1%	- -%	* 1%	- -%
Gamma	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%
Barclays Communications	* *%	* 1%	- -%	- -%	* 1%	- -%	- -%	* 4%
Zen	* *%	* 1%	- -%	* 1%	- -%	* 1%	* *%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 69 (continuation)

<Q1E1> And which company is the main provider of your ISDN 30 CALLS?

by Crossbreak

Base: All with ISDN30 lines

	Total	BUNDLING			SAME VS DIFFERENT			
		Std lan dline + ISDN Re ntal (a)	Std lan dline + LL/ PC (a)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	68	24	2	22	21	43	60	8
Total	19	7	*	7	9	9	17	2
Rainbow	* *%	- -%	- -%	- -%	* *%	* *%	* *%	* 1%
Daisy	* *%	- -%	- -%	- -%	* 1%	- -%	* *%	- -%
One Bill	* *%	* 1%	- -%	* 1%	- -%	* 1%	- -%	* 2%
Clarity	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%
Other	7 38%	- -%	- -%	2 24%	6 65%	1 15%	7B 41%	* 17%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 70
 <Q1F1> And which company is the main provider of your ISDN 30 LINE RENTAL?
 by Crossbreak
 Base: All with ISDN30 lines

	PERSONAL PROFILE																														
	COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR											
	Total	1	2	1 5 - 9	10	50	Less than 2 years	2 - 5 years	5 - 9 years	10 - 19 years	20+ years	1	2	5+	Under £100k	£100k to £500k	£500k to £3m	£3m to £10m	£10m+ to (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail trade/ port/ communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)			
		(a)	(b)	(c)	(d)	(e)	(a)	(b)	(c)	(d)	(e)	(a)	(b)	(c)	(a)	(b)	(c)	(d)	(e)	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)			
Unweighted row	68	1	1	2	5	15	46	-	1	2	8	57	34	25	9	2	7	16	10	23	2	10	6	15	11	6	11	5	2		
Total	19	4	1	4	1	11	3	-	*	1	2	16	12	7	1	*	2	11	2	1	*	4	1	5	3	1	2	2	*		
BT	7 36%	4 100%	-	4 81%	*	2 20%	1 29%	-	-	*	1 38%	6 37%	5 47%	1 19%	*	1 50%	5 41%	*	12%	23%	*	43%	89%	28%	1 25%	*	34%	1 34%	*	3%	10%
Virgin Media (NTL/ Telewest)	2 9%	-	-	-	-	1 14%	* 8%	-	-	-	-	2 11%	2 14%	*	18%	-	-	1 13%	*	4%	4%	-	*	2%	-	1 30%	-	-	2%	5%	-
O2 / BE	1 4%	-	-	-	-	1 5%	* 5%	-	-	-	-	1 4%	* 1%	1 9%	-	-	-	-	-	*	10%	-	*	2%	1 66%	-	-	-	-	-	-
4com	* 1%	-	-	-	*	-	-	-	-	-	-	* 1%	* 2%	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	
Talk Talk	* 1%	-	-	-	-	-	* 6%	-	-	-	-	* 1%	* 1%	*	9%	-	-	*	1%	8%	-	*	1%	-	1%	-	-	3%	-	-	
Chess	* 1%	-	-	-	-	-	* 5%	-	-	-	-	* 1%	* 1%	-	*	9%	50%	-	*	1%	-	-	-	-	-	-	*	4%	3%	-	
Alternative Networks	* 1%	-	-	-	-	-	* 4%	-	-	-	-	* 1%	* 1%	-	-	-	-	*	4%	-	57%	-	-	-	-	-	-	-	-	-	
Gamma	* 1%	-	-	-	-	-	* 3%	-	-	-	-	* 1%	-	-	*	15%	-	-	-	*	7%	-	-	-	-	-	*	4%	-	-	
Barclays Communications	* *%	-	-	-	-	* 1%	-	-	-	-	-	* 1%	-	*	-	-	-	*	1%	-	-	-	-	-	-	-	*	4%	-	-	
Zen	* *%	-	-	-	-	-	* 3%	-	-	-	*	3%	-	-	*	12%	-	*	4%	-	-	-	-	-	*	2%	-	-	-	-	
Rainbow	* *%	-	-	-	-	-	* 2%	-	-	-	-	* *%	-	*	-	-	-	*	-	2%	-	*	1%	-	1%	-	-	-	-	-	
Daisy	* *%	-	-	-	-	-	* 2%	-	-	-	-	* *%	-	*	-	-	-	-	*	4%	-	*	1%	-	-	-	-	-	-	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 70 (continuation)
<Q1FI> And which company is the main provider of your ISDN 30 LINE RENTAL?
by Crossbreak
Base: All with ISDN30 lines

Total	PERSONAL PROFILE																														
	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER						SECTOR									
	1	2	1	5	9	10	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+		Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other
	(a)	to 4	to 4	(d)	- 49	- 249	than 2	years	years	years	-19	years	years	(a)	to 5	(c)	£100k	to £500k	to £3m	to £10m	to (e)		imary ind	ufact uring	nstru ction	sale/ Trans port/ Comm unica tions	tail (e)	ncial Ser vices	ser vices	blic admin	(i)
		(b)	(c)		(e)	(f)		years (a)	(b)	(c)	(d)	(e)		(b)			(a)	(b)	(c)	(d)			(a)	(b)	(c)	(d)			(f)	(g)	and ser vices
Unweighted row	68	1	1	2	5	15	46	-	1	2	8	57	34	25	9	2	7	16	10	23		2	10	6	15	11	6	11	5	2	
Total	19	4	1	4	1	11	3	-	*	1	2	16	12	7	1	*	2	11	2	1		*	4	1	5	3	1	2	2	*	
Clarity	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-	-	-	-	-	*		-	-	-	*	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	-%	-%	2%		-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
Other	9	-	1	1	*	6	1	-	*	1	1	7	4	4	*	-	1	5	2	1		-	*	*	2	3	*	1	2	*	
	45%	-%	100%	19%	34%	60%	33%	-%	100%	92%	58%	41%	34%	66%	32%	-%	46%	44%	80%	40%		-%	3%	6%	42%	85%	45%	49%	90%	90%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 70 (continuation)
<Q1F1> And which company is the main provider of your ISDN 30 LINE RENTAL?
by Crossbreak
Base: All with ISDN30 lines

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	68	2	7	4	1	2	8	7	4	5	40	8	10	10	2	66	60	5	61	5	52	8	
Total	19	*	4	3	*	4	1	2	*	1	16	1	1	*	1	18	16	2	18	*	17	1	
BT	7 36%	*	4 92%	* 3%	- -%	- -%	* 29%	1 23%	* 25%	1 65%	6 36%	1 81%	* 10%	* 63%	1 100%	6 34%	7 42%	- -%	7 38%	* 33%	7 39%	* 18%	
Virgin Media (NTL/ Telewest)	2 9%	- -%	* 2%	1 47%	- -%	- -%	- -%	- -%	- -%	* 9%	2 10%	- -%	* 3%	- -%	- -%	2 9%	2 10%	- -%	2 9%	- -%	2 9%	* 11%	
O2 / BE	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	1 23%	- -%	* 9%	1 4%	- -%	* 3%	- -%	- -%	1 4%	1 4%	- -%	* 1%	- -%	* 1%	* 6%	
4com	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 16%	- -%	- -%	* 1%	- -%	* 11%	* 1%	- -%	* 1%	- -%	
Talk Talk	* 1%	- -%	- -%	- -%	* 100%	- -%	* 5%	- -%	- -%	- -%	* 1%	* 6%	- -%	- -%	- -%	* 1%	* 1%	- -%	* 1%	* 25%	* 1%	- -%	
Chess	* 1%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	* 25%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	* 4%	* 1%	- -%	* 4%	* 1%	- -%	
Alternative Networks	* 1%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	
Gamma	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 25%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	* 1%	- -%	* 1%	- -%	
Barclays Communications	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 18%	- -%	* *%	* 1%	- -%	* *%	- -%	* 1%	- -%	
Zen	* *%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	- -%	* 9%	
Rainbow	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 13%	- -%	* *%	- -%	* 1%	- -%	* 23%	* *%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 70 (continuation)

<Q1F1> And which company is the main provider of your ISDN 30 LINE RENTAL?

by Crossbreak

Base: All with ISDN30 lines

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	68	2	7	4	1	2	8	7	4	5	40	8	10	10	2	66	60	5	61	5	52	8
Total	19	*	4	3	*	4	1	2	*	1	16	1	1	*	1	18	16	2	18	*	17	1
Daisy	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*	*	-	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	*%	*%	-%	*%	-%	*%	-%
Clarity	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	*	*	-	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	*%	*%	-%	*%	-%	*%	-%
Other	9	-	*	1	-	4	1	1	*	*	8	*	1	-	-	9	6	2	9	*	8	*
	45%	-%	4%	47%	-%	100%	62%	55%	25%	17%	47%	13%	64%	-%	-%	47%	39%	84%	47%	18%	47%	57%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 70 (continuation)
 <Q1F1> And which company is the main provider of your ISDN 30 LINE RENTAL?
 by Crossbreak
 Base: All with ISDN30 lines

CONNECTION PROFILE																															
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuit (d)	Fixed broadband (e)	Standard landline (a)	NET biles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 private circuit (f)	LL private circuit (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	Diff. provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntl calls (a)	Other for re calls (b)	Other for pro vider ntl and calls (c)	
Unweighted row	68	11	1	52	2	2	56	66	66	34	14	68	29	35	19	42	47	40	13	68	15	13	5	9	3	23	-	20	1	46	
Total	19	2	1	16	*	*	15	19	18	6	6	19	5	10	6	11	16	11	6	19	6	3	1	2	*	8	-	9	*	10	
BT	7	*	1	6	-	-	7j	7	7	2	1	7	2	6	5	3	6	5	1	7	4	1	1	1	*	5	-	5	-	2	
	36%	14%	100%	36%	-%	-%	42%	37%	36%	28%	24%	36%	32%	58%	85%	23%	39%	47%	24%	36%	68%	42%	83%	24%	88%	66%	-%	61%	-%	16%	
Virgin Media (NTL/ Telewest)	2	-	-	2	-	-	2	2	2	-	1	2	1	2d	-	2d	2	1	1	2	*	1	-	2	-	-	-	1	-	*	
	9%	-%	-%	10%	-%	-%	11%	9%	9%	-%	26%	9%	29%	15%	-%	14%	10%	13%	27%	9%	1%	46%	-%	68%	-%	-%	-%	17%	-%	2%	
O2 / BE	1	*	-	1	-	-	*	1	1	1Ajk	-	1	1	1	*	*	*	*	-	1	-	-	*	-	-	1	-	-	-	1	
	4%	3%	-%	4%	-%	-%	*%	4%	4%	11%	-%	4%	13%	6%	2%	1%	1%	*%	-%	4%	-%	-%	5%	-%	-%	8%	-%	-%	-%	7%	
4com	*	-	-	*	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	*	
	1%	-%	-%	1%	-%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	2%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	
Talk Talk	*	-	-	*	-	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	-	-	*	*	-	-	-	-	-	-	*
	1%	-%	-%	1%	-%	-%	1%	1%	1%	3%	1%	1%	1%	*%	1%	*%	*%	2%	1%	1%	-%	-%	5%	2%	-%	-%	-%	-%	-%	2%	
Chess	*	*	-	*	-	-	*	*	*	-	*	*	-	-	-	-	*	*	*	*	-	-	-	-	-	-	-	-	-	-	*
	1%	3%	-%	1%	-%	-%	1%	1%	1%	-%	1%	1%	-%	-%	-%	-%	*%	1%	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	
Alternative Networks	*	-	-	*	-	-	*	*	*	*	-	*	-	-	-	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-	*
	1%	-%	-%	1%	-%	-%	1%	1%	1%	2%	-%	1%	-%	-%	-%	1%	1%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
Gamma	*	-	-	*	-	-	*	*	*	*	-	*	*	*	-	*	*	-	-	*	-	*	-	-	-	*	-	-	-	-	*
	1%	-%	-%	1%	-%	-%	1%	1%	1%	2%	-%	1%	2%	1%	-%	1%	1%	-%	-%	1%	-%	3%	-%	-%	-%	-%	1%	-%	-%	-%	1%
Barclays Communications	*	-	-	*	-	-	*	*	*	-	-	*	-	-	-	*	-	*	-	*	-	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	1%	-%	-%	1%	*%	*%	-%	-%	*%	-%	-%	-%	1%	-%	1%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
Zen	*	*	-	-	-	-	*	*	*	*	-	*	-	-	-	-	*	*	-	*	-	-	-	-	-	-	-	-	-	-	*
	*%	5%	-%	-%	-%	-%	1%	*%	*%	1%	-%	*%	-%	-%	-%	-%	*%	1%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
Rainbow	*	-	-	*	*	-	*	*	*	*	-	*	*	*	-	*	*	*	-	*	-	-	-	-	-	*	-	*	-	*	
	*%	-%	-%	*%	30%	-%	*%	*%	*%	*%	-%	*%	1%	*%	-%	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 70 (continuation)

<Q1F1> And which company is the main provider of your ISDN 30 LINE RENTAL?

by Crossbreak

Base: All with ISDN30 lines

CONNECTION PROFILE																															
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL ivate cir uits (d)	Fixed Pr band (e)		Sta ndard lines (a)	NET Mo biles (b)	Fixed line broa dband (c)	Mo bile broa dband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider and calls (b)	Other pro vider for re ntal and calls (c)	
Unweighted row	68	11	1	52	2	2	56	66	66	34	14	68	29	35	19	42	47	40	13	68	15	13	5	9	3	23	-	20	1	46	
Total	19	2	1	16	*	*	15	19	18	6	6	19	5	10	6	11	16	11	6	19	6	3	1	2	*	8	-	9	*	10	
Daisy	*	-	-	*	-	-	*	*	*	-	*	*	*	*	-	*	*	-	*	*	-	*	-	-	-	-	*	-	-	-	*
	%	-%	-%	%	-%	-%	%	%	%	-%	1%	%	1%	%	-%	%	%	-%	1%	%	-%	2%	-%	-%	-%	1%	-%	-%	-%	-%	1%
Clarity	*	-	-	*	-	-	-	*	*	*	-	*	*	*	*	*	*	-	-	*	*	-	-	-	*	-	-	-	-	-	*
	%	-%	-%	%	-%	-%	-%	%	%	%	-%	%	1%	%	1%	%	%	-%	-%	%	1%	-%	-%	1%	-%	-%	-%	-%	-%	-%	%
Other	9	1	-	7	*	*	6h	9H	8h	3H	3	9H	1	2	1	6H	8H	4	3	9	2	*	*	*	*	2	-	2	*	6	
	45%	75%	-%	44%	70%	100%	42%	46%	44%	52%	47%	45%	21%	19%	11%	56%	47%	36%	46%	45%	30%	7%	7%	4%	12%	24%	-%	21%	100%	64%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 70 (continuation)

<Q1F1> And which company is the main provider of your ISDN 30 LINE RENTAL?

by Crossbreak

Base: All with ISDN30 lines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	68	24	2	22	21	43	60	8
Total	19	7	*	7	9	9	17	2
BT	7 36%	5 73%	* 100%	5 72%	1 9%	6c 62%	7 39%	* 15%
Virgin Media (NTL/ Telewest)	2 9%	1 21%	- -%	- -%	* 1%	2 17%	2 10%	- -%
O2 / BE	1 4%	* 1%	- -%	* 1%	1 7%	* 1%	1 4%	- -%
4com	* 1%	- -%	- -%	- -%	* 3%	- -%	* 1%	- -%
Talk Talk	* 1%	* 2%	- -%	* 1%	* 1%	* 1%	* 1%	- -%
Chess	* 1%	* 1%	- -%	* 1%	- -%	* 2%	* 1%	- -%
Alternative Networks	* 1%	- -%	- -%	- -%	* 1%	- -%	* 1%	- -%
Gamma	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%
Barclays Communications	* *%	* 1%	- -%	- -%	* 1%	- -%	- -%	* 4%
Zen	* *%	* 1%	- -%	* 1%	- -%	* 1%	* *%	- -%
Rainbow	* *%	- -%	- -%	- -%	* *%	* *%	* *%	* 1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 70 (continuation)

<Q1F1> And which company is the main provider of your ISDN 30 LINE RENTAL?

by Crossbreak

Base: All with ISDN30 lines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN PC (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	68	24	2	22	21	43	60	8
Total	19	7	*	7	9	9	17	2
Daisy	*	-	-	-	*	-	*	-
	*%	-%	-%	-%	1%	-%	*%	-%
Clarity	*	-	-	-	*	-	*	-
	*%	-%	-%	-%	*%	-%	*%	-%
Other	9	-	-	2	6	1	7B	2
	45%	-%	-%	24%	75%	15%	41%	79%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 71
<Q1GI> And which company is the main provider of your Fixed line broadband?
by Crossbreak
Base: All with Fixed line broadband

	PERSONAL PROFILE																														
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR									
		1	2	1 5	9	10	50	Less than 2 years	2 - 5 years	5 - 9 years	10 - 19 years	20+ years	1	2	5+	Under £100k	£100k to £500k	£500k to £3m	£3m to £10m	£10m+	Primary industry	Manufacturing	Construction	Wholesale/Transport/Communications	Retail	Financial services	Other services	Public admin and services	Other (i)		
		(a)	to 4 (b)	to 4 (c)	(d)	- 49 (e)	- 249 (f)	(a)	(b)	(c)	(d)	(e)	(a)	to 5 (b)	(c)	(a)	(b)	(c)	(d)	(e)	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)		
Unweighted row	451	42	124	166	96	93	96	7	17	32	104	291	342	89	19	106	131	95	43	31	20	41	57	66	70	16	112	47	22		
Total	429	84	247	332	51	40	7	6	13	52	114	244	387	39	2	178	148	54	12	3	17	34	66	51	59	18	134	29	21		
BT	207	37	113	150	32	22f	2	5	5	13	50	134Cd	187	19	1	77	75	26	9Abc	2	10	11	31h	23h	31bH	7	73bH	7	14		
	48%	44%	46%	45%	64%	56%	37%	91%	40%	25%	43%	55%	48%	49%	61%	43%	51%	48%	70%	54%	59%	33%	47%	44%	53%	40%	55%	25%	65%		
Virgin Media (NTL/ Telewest)	36	15bD	17	32d	*	3d	*d	-	1	8e	14e	12	36B	*	*	14	12	5	1	*	-	5d	7	1	7d	*	10	1	4		
	8%	18%	7%	10%	1%	7%	5%	-%	7%	15%	13%	5%	9%	1%	3%	8%	8%	10%	5%	2%	-%	14%	11%	3%	12%	2%	7%	2%	21%		
Talk Talk	34	14bE	15	29e	4e	*	*e	*	*	5	6	22	31	3	*	22C	8	*	*	*	-	9	2	3	5	10	4	*	-		
	8%	17%	6%	9%	7%	1%	4%	4%	2%	10%	5%	9%	8%	8%	2%	12%	5%	1%	2%	2%	-%	28%	3%	6%	9%	56%	3%	1%	-%		
Sky / Skytalk	25	6	18ef	24ef	1	-	-	-	-	4	4	16	18	7A	-	20bCd	5	-	-	-	-	1	10bEh	5E	-	-	9e	*	-		
	6%	7%	7%	7%	2%	-%	-%	-%	-%	8%	4%	7%	5%	17%	-%	11%	3%	-%	-%	-%	-%	2%	15%	9%	-%	-%	7%	1%	-%		
Plusnet	23	1	18	19	1	2	*	-	-	4	9	10	22	1	*	7	13	2	*	*	2	*	*	1	-	-	10ce	8	1		
	5%	1%	7%	6%	2%	6%	5%	-%	-%	8%	8%	4%	6%	2%	4%	4%	9%	4%	1%	7%	13%	1%	1%	2%	-%	-%	7%	28%	4%		
Unicom / Universal Utilities	17	8	8	16	1	*	*	-	4	6dE	3	4	17	-	-	12	4	1	-	-	-	2	*	8CEGh	2	-	5	*	-		
	4%	9%	3%	5%	1%	1%	2%	-%	33%	12%	2%	2%	4%	-%	-%	7%	3%	1%	-%	-%	-%	5%	1%	16%	3%	-%	4%	1%	-%		
XLN telecom	8	*	8	8	*	*	-	*	1	-	4	3	5	3A	-	3	2	3ab	-	-	-	*	1	*	3	-	3	-	-		
	2%	1%	3%	2%	1%	1%	-%	4%	7%	-%	3%	1%	1%	9%	-%	2%	1%	6%	-%	-%	-%	1%	1%	1%	6%	-%	2%	-%	-%		
Chess	7	2	4	7	1	-	*E	-	-	-	5e	2	7	-	*	7	1	*	-	-	1	-	-	4bcG	2g	-	*	*	-		
	2%	2%	2%	2%	1%	-%	2%	-%	-%	-%	5%	1%	2%	-%	2%	4%	1%	1%	-%	-%	4%	-%	-%	9%	3%	-%	1%	1%	-%		
Excel	6	-	6	6	-	-	-	-	-	-	6	6	6	-	-	6b	-	-	-	-	-	-	-	-	-	-	6	-	-		
	1%	-%	3%	2%	-%	-%	-%	-%	-%	-%	-%	3%	2%	-%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%		
Everything Everywhere/EE	4	-	4	4	-	-	-	-	-	4dE	-	-	4	-	-	-	-	4AB	-	-	-	-	-	-	4cdG	-	-	-	-		
	1%	-%	2%	1%	-%	-%	-%	-%	-%	8%	-%	-%	1%	-%	-%	-%	-%	8%	-%	-%	-%	-%	-%	-%	7%	-%	-%	-%	-%		
KCom (Kingston Communications)	4	-	-	-	4	-	-	-	-	-	-	4	4	-	-	2	-	2B	-	-	-	-	2	2g	-	-	-	-	-		
	1%	-%	-%	-%	7%	-%	-%	-%	-%	-%	-%	2%	1%	-%	-%	1%	-%	3%	-%	-%	-%	-%	3%	4%	-%	-%	-%	-%	-%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 71 (continuation)
 <Q1GI> And which company is the main provider of your Fixed line broadband?
 by Crossbreak
 Base: All with Fixed line broadband

	PERSONAL PROFILE																																							
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR																		
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	ser	pu	Other							
		(a)	to	to	(d)	-	49	-	249	than	2	5	6	9	10	19	years	(a)	to	5	(c)	£100k	to	£500k	to	£3m	£10m+	(e)	im	u	ct	n	stru	tail	Re	Fin	Other	ser	pu	Other
		(a)	(b)	(c)	(e)	(f)	(a)	(b)	(c)	(d)	(e)	(a)	(b)	(c)	(d)	(a)	(b)	(c)	(a)	(b)	(c)	(d)	(e)	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)								
Unweighted row	451	42	124	166	96	93	96	7	17	32	104	291	342	89	19	106	131	95	43	31	20	41	57	66	70	16	112	47	22											
Total	429	84	247	332	51	40	7	6	13	52	114	244	387	39	2	178	148	54	12	3	17	34	66	51	59	18	134	29	21											
Titan	3	-	3	3	-	-	-	-	-	-	-	3	3	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	3	-										
	1%	-%	1%	1%	-%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	bcDEG	11%	-%										
Daisy	2	-	-	-	1BC	-	*ABCE	-	-	1	-	1	2	*	*	-	1	*	1ABC	*ABC	1	-	-	*	-	-	-	*	-	1										
	*%	-%	-%	-%	3%	-%	7%	-%	-%	1%	-%	*%	*%	*%	10%	-%	1%	*%	8%	5%	4%	-%	-%	*%	-%	-%	*%	-%	5%											
Orange	2	*	1	1	-	1	-	-	-	-	-	2	2	-	-	1	1	-	-	-	-	-	-	1	*	-	-	-	1g	-										
	*%	*%	*%	*%	-%	2%	-%	-%	-%	-%	-%	1%	*%	-%	-%	1%	1%	-%	-%	-%	-%	-%	-%	1%	*%	-%	-%	-%	2%	-%										
O2 / BE	1	-	*	*	-	1bC	*	-	-	-	1	1	*	1a	-	-	*	1	-	*A	-	-	1	-	*	-	-	*	-	-										
	*%	-%	*%	*%	-%	2%	1%	-%	-%	-%	-%	*%	*%	2%	-%	-%	*%	1%	-%	2%	-%	-%	1%	-%	*%	-%	-%	-%	1%	-%										
Utility Warehouse	1	-	1	1	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-										
	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%											
One Bill	1	-	1	1	*	-	*	-	-	-	-	1	1	*	-	1	*	*	-	-	-	-	*	-	1	*	-	-	-	-										
	*%	-%	*%	*%	*%	-%	1%	-%	-%	-%	-%	*%	*%	*%	-%	*%	*%	*%	-%	-%	-%	-%	-%	*%	-%	1%	*%	-%	-%	-%										
Eclipse	*	-	*	*	-	-	-	-	-	-	*	-	*	-	-	-	*	-	-	-	-	-	-	*	-	-	-	-	-	-										
	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%										
Gamma	*	-	-	-	-	*	*ABCD	-	-	-	-	*	*	-	*	-	-	*	*	*ABC	-	-	-	*	*	-	-	*	-	-										
	*%	-%	-%	-%	-%	*%	2%	-%	-%	-%	-%	*%	*%	-%	4%	-%	-%	*%	*%	3%	-%	-%	-%	*%	*%	-%	-%	*%	-%	-%										
Alternative Networks	*	-	-	-	-	-	*aBCde	-	-	-	-	*	*	-	-	-	-	-	-	*ABC	-	*	-	-	-	-	-	-	-	-										
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%	3%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%										
Claranet	*	-	-	-	-	-	*BC	-	-	-	-	*	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-										
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%										
Zen	7	-	5	5	1	1	*A	-	-	6DE	*	1	7	*	*	4	1	1	*	*	-	-	1	*	*	-	5	-	1											
	2%	-%	2%	2%	1%	1%	3%	-%	-%	11%	*%	*%	2%	*%	7%	3%	1%	1%	*%	3%	-%	-%	1%	*%	*%	-%	4%	-%	3%											
Adept	4	-	4	4	-	-	-	-	-	-	-	4	3	1	-	-	4	-	-	-	-	3	-	1	-	-	-	-	-											
	1%	-%	2%	1%	-%	-%	-%	-%	-%	-%	-%	2%	1%	1%	-%	-%	3%	-%	-%	-%	-%	CdEGh	10%	-%	1%	-%	-%	-%	-%											

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Table 71 (continuation)
<Q1GI> And which company is the main provider of your Fixed line broadband?
by Crossbreak
Base: All with Fixed line broadband

		PERSONAL PROFILE																																
		COMPANY SIZE								NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR											
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other		
		(a)	to 4	to 4	(d)	-	49	-	249	than	2	years	(b)	(c)	years	-19	years	(a)	to 5	(c)	£100k	to	£500k	£3m	£10m	(a)	ufacturing	industry	struction	sale/port/	tail (e)	ncial	ser	blic
								years (a)														vices (h)												
Unweighted row	451	42	124	166	96	93	96	7	17	32	104	291	342	89	19	106	131	95	43	31	20	41	57	66	70	16	112	47	22					
Total	429	84	247	332	51	40	7	6	13	52	114	244	387	39	2	178	148	54	12	3	17	34	66	51	59	18	134	29	21					
Rainbow	1 *%	* *%	* *%	1 *%	- -%	* *%	* *%	- -%	- -%	- -%	* *%	1 *%	1 *%	* 1%	- -%	* *%	- -%	* 1%	- -%	*B 1%	- -%	* *%	- -%	* 1%	* *%	- -%	* *%	* *%	- -%	* *%	* *%	- -%	* *%	- -%
Other	34 8%	- -%	20 8%	20 6%	5A 9%	8ABCD 20%	2ABCD 24%	- -%	2 12%	- -%	18cE 16%	15 6%	31 8%	3 7%	* 5%	2 1%	18A 12%	7A 14%	1A 12%	1A 18%	3 19%	2 6%	10dg 15%	1 3%	3 6%	* 2%	6 4%	8BDEG 27%	* 2%					
(Don't know)	2 *%	- -%	- -%	- -%	* *%	1BC 4%	*ABCD 4%	- -%	- -%	- -%	1 -%	1 1%	1 *%	1A 3%	- -%	* *%	* *%	1 1%	* 1%	- -%	* 1%	* *%	1 1%	- -%	- -%	- -%	1 1%	* *%	* *%	- -%	1 1%	* *%	* *%	

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Table 71 (continuation)
<Q1GI> And which company is the main provider of your Fixed line broadband?
by Crossbreak
Base: All with Fixed line broadband

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE	NW	Yo rks/	E	Mid W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	rk s/	(d)	(e)	(f)	ndon	(g)	(h)	(i)	En	(k)	tland	Ir	based	where	(a)	agree	(a)	agree	(a)	agree
		(c)										gland	(j)	(l)	eland	(a)	(b)		(b)		(b)		(b)
Unweighted row	451	16	33	10	15	17	42	40	33	22	228	73	75	75	64	387	395	25	265	162	317	94	
Total	429	13	47	20	28	41	39	70	70	41	368	17	32	11	110	319	354	35	198	200	279	107	
BT	207	10	33	GjKL 2	10	15	20	25	49	18	181	7	13	6	47	160	173	18	97	94	129	56	
	48%	79%	69%	10%	37%	36%	50%	35%	70%	44%	49%	43%	42%	52%	43%	50%	49%	51%	49%	47%	46%	52%	
Virgin Media (NTL/ Telewest)	36	-	1	7	6	-	4	7	4	4	34	*	1	*	15	21	35	*	6	26A	25	9	
	8%	-%	1%	32%	23%	-%	11%	10%	6%	10%	9%	2%	4%	4%	14%	7%	10%	1%	3%	13%	9%	8%	
Talk Talk	34	-	4	-	-	*	7hjl 17	hJklm	3	-	30	1	2	1	20B	14	27	-	11	19	19	14	
	8%	-%	7%	-%	-%	*%	18%	24%	4%	-%	8%	7%	5%	6%	18%	4%	8%	-%	6%	9%	7%	13%	
Sky / Skytalk	25	*	4	-	-	6	2	10hm	-	-	23m	1Hm	1	-	5	20	15	10	16	9	24B	1	
	6%	3%	9%	-%	-%	16%	5%	14%	-%	-%	6%	6%	3%	-%	4%	6%	4%	28%	8%	4%	9%	1%	
Plusnet	23	2	-	1	-	7	1	-	-	9	20	1BGH	1	*g	4	19	20	-	17b	6	13	10	
	5%	18%	-%	7%	-%	16%	2%	-%	-%	22%	5%	8%	3%	2%	4%	6%	6%	-%	8%	3%	5%	10%	
Unicom / Universal Utilities	17	-	4	-	*	-	2	-	-	4	10	1g	7	*g	4	13	14	3	9	8	10	3	
	4%	-%	7%	-%	1%	-%	5%	-%	-%	10%	3%	3%	21%	2%	4%	4%	4%	8%	4%	4%	4%	3%	
XLN telecom	8	-	-	-	-	-	-	3	-	-	3	1hj	3bfhJ	2BFHJk	3	5	8	-	4	4	7	1	
	2%	-%	-%	-%	-%	-%	-%	5%	-%	-%	1%	4%	8%	14%	3%	1%	2%	-%	2%	2%	2%	1%	
Chess	7	-	1	-	-	-	2	-	5	-	7	-	-	-	-	7	1	2	*	5a	5	1	
	2%	-%	1%	-%	-%	-%	5%	-%	7%	-%	2%	-%	-%	-%	-%	2%	*%	6%	*%	3%	2%	1%	
Excel	6	-	-	-	-	6	-	-	-	-	6	-	-	-	-	6	6	-	6b	-	-	-	
	1%	-%	-%	-%	-%	16%	-%	-%	-%	-%	2%	-%	-%	-%	-%	2%	2%	-%	3%	-%	-%	-%	

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Table 71 (continuation)
<Q1G1> And which company is the main provider of your Fixed line broadband?
by Crossbreak
Base: All with Fixed line broadband

	Total	LOCATION												OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON			
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E Mid (d)	W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	451	16	33	10	15	17	42	40	33	22	228	73	75	75	64	387	395	25	265	162	317	94	
Total	429	13	47	20	28	41	39	70	70	41	368	17	32	11	110	319	354	35	198	200	279	107	
Everything Everywhere/EE	4 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 10%	4 1%	- -%	- -%	- -%	- -%	4 1%	4 1%	- -%	4b 2%	- -%	4 2%	- -%	
KCom (Kingston Communications)	4 1%	- -%	- -%	4 18%	- -%	- -%	- -%	- -%	- -%	- -%	4 1%	- -%	- -%	- -%	- -%	4 1%	4 1%	- -%	2 1%	2 1%	2 1%	2 2%	
Titan	3 1%	- -%	- -%	- -%	3 11%	- -%	- -%	- -%	- -%	- -%	3 1%	- -%	- -%	- -%	- -%	3 1%	3 1%	- -%	3 2%	- -%	3 1%	- -%	
Daisy	2 *%	- -%	* *%	- -%	- -%	* *%	- -%	1 2%	* *%	- -%	2 1%	- -%	* *%	- -%	- -%	2 1%	1 *%	1 2%	2 1%	- -%	2 1%	- -%	
Orange	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 *%	- -%	1J 3%	*gJ 2%	- -%	2 1%	2 1%	- -%	2 1%	* *%	2 1%	- -%	
O2 / BE	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	1 *%	- -%	* 1%	*J 2%	* *%	1 *%	1 *%	- -%	1 *%	* *%	1 *%	* *%	
Utility Warehouse	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1J 3%	- -%	- -%	1 *%	1 *%	- -%	- -%	1 *%	1 *%	- -%	
One Bill	1 *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	1gJ 3%	- -%	*J 1%	- -%	1 *%	* *%	1 1%	* *%	1 *%	1 *%	- -%	
Eclipse	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	*gJ 2%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	
Gamma	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	* *%	*j 1%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	
Alternative Networks	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	

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Table 71 (continuation)
<Q1GI> And which company is the main provider of your Fixed line broadband?
by Crossbreak
Base: All with Fixed line broadband

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON			
		NE	NW	Yks/	E	Mid	W	Mid	East	Lo	SE	SW	Net:	Wales	Scot	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	hu	(d)	(e)	(f)	ndon	(g)	(h)	(i)	En	land	(k)	land	Ir	based	where	(a)	agree	(a)	agree	(a)	agree
		(c)	(c)	(j)	(m)	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)	
Unweighted row	451	16	33	10	15	17	42	40	33	22	228	73	75	75	64	387	395	25	265	162	317	94		
Total	429	13	47	20	28	41	39	70	70	41	368	17	32	11	110	319	354	35	198	200	279	107		
Claranet	* %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	* %	- %	- %	- %	* %	* %	- %	* %	- %	* %	- %		
Zen	7 2%	- %	1 2%	- %	- %	- %	* %	1 1%	4 6%	* %	6 2%	- %	1 3%	- %	4b 4%	2 1%	2 1%	- %	1 %	6a 3%	1 %	5A 5%		
Adept	4 1%	- %	- %	- %	- %	- %	- %	3 5%	- %	- %	3 1%	1 3%	- %	- %	- %	4 1%	4 1%	- %	4b 2%	- %	4 1%	- %		
Rainbow	1 * %	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 BFGHJ KL 8%	* %	1 %	1 %	- -%	1 %	* %	1 %	* %		
Other	34 8%	* %	1 3%	7 33%	8 28%	6 16%	1 3%	1 1%	4 6%	* 1%	29 8%	3 BFGj1 m 17%	2 6%	* 4%	6 6%	28 9%	29 8%	1 2%	12 6%	20 10%	26 9%	5 5%		
(Don't know)	2 * %	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	* %	- %	1 * %	1J 3%	- -%	- -%	- -%	2 1%	2 * %	- -%	1 * %	* %	1 * %	* %		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 71 (continuation)
 <Q1GI> And which company is the main provider of your Fixed line broadband?
 by Crossbreak
 Base: All with Fixed line broadband

CONNECTION PROFILE																															
	MAIN FIXED LINE TYPE						PRODUCTS USED												FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private cir cuits (d)	Fixed broadband (e)	Standard lines (a)	NET Mo biles (b)	Fixed line broa dband (c)	Mo bile broa dband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private cir cuits (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent pro vider (b)	Both	Internal / inter-site (a)	Ext ernal (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other re for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	451	342	31	50	4	24	425	396	451	137	87	69	57	115	54	230	190	399	75	66	52	46	12	21	32	57	5	197	26	225	
Total	429	380	15	15	1	18	412	373	429	101	41	19	21	103	38	177	159	406	38	18	51	34	8	15	31	44	13	193	25	210	
BT	207 48%	181 48%	8 51%	10 62%	- %	9 50%	199g 48%	188Gh 50%	207g 48%	44 44%	22Gh 55%	11Gh 57%	6 30%	41 40%	19g 51%	88G 50%	70 44%	199 49%	21 57%	11 59%	29B 56%	10 30%	2 25%	11 76%	10 32%	13 29%	7 54%	171C 88%	7 27%	29 14%	
Virgin Media (NTL/ Telewest)	36	28	3A	2	-	2	32	28	36	8	5	2	6 ABCDEFHJK	14bk	6k	17	10	32	5	2	5	4	4	2	-	7b	5	6	4	26A	
	8%	7%	23%	12%	-%	12%	8%	8%	8%	8%	12%	13%	30%	14%	15%	10%	6%	8%	13%	11%	10%	12%	55%	11%	-%	16%	42%	3%	15%	12%	
Talk Talk	34	32	-	*	-	2	32ei	29ei	34ei	10Efgi	*	*	*	7	-	18 Efgi	18Efgi	32bc	*	*	1	4a	*	1	3	2	-	3	*	30A	
	8%	8%	-%	1%	-%	12%	8%	8%	8%	10%	1%	2%	1%	6%	-%	10%	11%	8%	1%	1%	1%	12%	1%	7%	11%	5%	-%	2%	1%	14%	
Sky / Skytalk	25	25	-	-	-	-	25Df	18d	25D	*	1	-	-	10 bDefg	4 bDefg	10d	15bDefg	25c	1	-	*	6A	-	-	4	7	-	5	5	14	
	6%	7%	-%	-%	-%	-%	6%	5%	6%	6%	2%	-%	-%	10%	11%	5%	10%	6%	2%	-%	1%	19%	-%	-%	11%	15%	-%	3%	21%	7%	
Plusnet	23 5%	20 5%	1 9%	1 10%	- %	1 3%	22 5%	23 6%	23 5%	8h 8%	2 4%	2achHj 11%	1 3%	2 2%	1 4%	8 5%	8 5%	20 5%	2 4%	2a 12%	* 1%	1 3%	1 9%	* 1%	- %	1 2%	1 4%	1 1%	1 1%	21A 10%	
Unicom / Universal Utilities	17	17	-	-	-	-	17	10	17	6j	1	-	-	4	4 aBcef gJK	3	6	17	-	-	4	-	-	-	-	4	-	-	2	16A	
	4%	5%	-%	-%	-%	-%	4%	3%	4%	5%	2%	-%	-%	4%	11%	2%	4%	4%	-%	-%	8%	-%	-%	-%	-%	10%	-%	-%	7%	7%	
XLN telecom	8 2%	8 2%	- %	- %	- %	- %	8 2%	7 2%	8 2%	4 4%	- %	- %	*	1	-	2	2	8 2%	- %	- %	1 2%	- %	- %	- %	1 3%	- %	- %	- %	- %	8A 4%	
Chess	7	7	-	*	-	-	7j	7j	7	5 achJK	*	*j	-	-	-	-	*	7	*	*	-	-	-	-	-	-	-	-	-	7A	
	2%	2%	-%	1%	-%	-%	2%	2%	2%	5%	1%	-%	-%	-%	-%	1%	2%	2%	2%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	
Excel	6	6	-	-	-	-	6	6	6	-	-	-	-	6	-	6dK	-	6	-	-	6b	-	-	-	6C	-	-	-	-	6a	
	1%	2%	-%	-%	-%	-%	2%	2%	1%	-%	-%	-%	-%	6%	-%	4%	-%	2%	-%	-%	12%	-%	-%	-%	20%	-%	-%	-%	-%	3%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 71 (continuation)
 <Q1GI> And which company is the main provider of your Fixed line broadband?
 by Crossbreak
 Base: All with Fixed line broadband

CONNECTION PROFILE																															
	Total	MAIN FIXED LINE TYPE					PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private cir (d)	Fixed broadband (e)	Standard lines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private cir (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other re vide and calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	451	342	31	50	4	24	425	396	451	137	87	69	57	115	54	230	190	399	75	66	52	46	12	21	32	57	5	197	26	225	
Total	429	380	15	15	1	18	412	373	429	101	41	19	21	103	38	177	159	406	38	18	51	34	8	15	31	44	13	193	25	210	
Everything Everywhere/EE	4 1%	4 1%	- -%	- -%	- -%	- -%	4 1%	4 1%	4 1%	- -%	- -%	- -%	- -%	- -%	- -%	4k 2%	- -%	4 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4a 2%
KCom (Kingston Communications)	4 1%	4 1%	- -%	- -%	- -%	- -%	4 1%	4 1%	4 1%	2 2%	- -%	- -%	- -%	- -%	- -%	4 2%	4 2%	4 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 2%
Titan	3 1%	3 1%	- -%	- -%	- -%	- -%	3 1%	3 1%	3 1%	3 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 2%
Daisy	2 *%	2 *%	* 1%	* 1%	- -%	- -%	2 *%	1 *%	2 *%	* *%	1b 2%	* 1%	* 1%	* *%	- -%	1 1%	1 1%	2 *%	1 2%	* 1%	* 1%	- -%	* 1%	- -%	* 1%	- -%	* *%	- -%	- -%	- -%	2 1%
Orange	2 *%	2 *%	- -%	- -%	- -%	- -%	2 *%	1 *%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%
O2 / BE	1 *%	1 *%	* 1%	- -%	- -%	- -%	1 *%	1 *%	1 *%	* *%	1abc 2%	* *%	1 4%	1 1%	* *%	1 *%	1 *%	1 *%	* 1%	* 1%	* 1%	- -%	* 1%	- -%	1 4%	- -%	* *%	- -%	* *%	- -%	1 *%
Utility Warehouse	1 *%	1 *%	- -%	- -%	- -%	- -%	1 *%	1 *%	1 *%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%
One Bill	1 *%	1 *%	- -%	- -%	- -%	- -%	1 *%	1 *%	1 *%	- -%	1 1%	- -%	- -%	- -%	- -%	* *%	- -%	1 *%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* *%	1 *%
Eclipse	* *%	- -%	*A 2%	- -%	- -%	- -%	* *%	* *%	* *%	* *%	* 1%	- -%	- -%	* *%	* 1%	* *%	* *%	- -%	*a 1%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* *%
Gamma	* *%	- -%	- -%	*A 1%	- -%	* 1%	* *%	* *%	* *%	* *%	- -%	* 1%	* *%	* *%	- -%	* *%	* *%	* *%	- -%	* 1%	* 1%	- -%	* 1%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	* *%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 71 (continuation)
 <Q1GI> And which company is the main provider of your Fixed line broadband?
 by Crossbreak
 Base: All with Fixed line broadband

CONNECTION PROFILE																															
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed broadband (e)	Standard lines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuit (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	451	342	31	50	4	24	425	396	451	137	87	69	57	115	54	230	190	399	75	66	52	46	12	21	32	57	5	197	26	225	
Total	429	380	15	15	1	18	412	373	429	101	41	19	21	103	38	177	159	406	38	18	51	34	8	15	31	44	13	193	25	210	
Alternative Networks	*	-	-	*A	-	-	-	*	*	*	-	*A	*a	-	*	*	*	-	-	*A	-	-	-	-	-	-	-	-	-	-	*
	%	-%	-%	1%	-%	-%	-%	%	%	%	%	%	%	-%	%	%	%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	%
Claranet	*	*	-	-	-	-	*	*	*	-	-	-	-	-	*	*	*	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	%	%	-%	-%	-%	-%	%	%	%	-%	-%	-%	-%	-%	%	%	%	%	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	%	-%	-%
Zen	7	6	*	1	-	-	7	7	7	1	*	1	*	6	-	1	7cjd	6	*	1	1	5A	-	-	1	5	-	1	4	1	
	2%	2%	%	4%	-%	-%	2%	2%	2%	1%	%	3%	%	6%	-%	1%	4%	2%	%	3%	1%	15%	-%	-%	2%	12%	-%	%	18%	1%	
Adept	4	3	-	-	-	1	4	4	4	3acJk	1j	-	-	4	-	-	1	4	-	-	-	1	-	-	3	1	-	-	-	-	4
	1%	1%	-%	-%	-%	3%	1%	1%	1%	3%	1%	-%	-%	4%	-%	-%	%	1%	-%	-%	-%	2%	-%	-%	11%	1%	-%	-%	-%	-%	2%
Rainbow	1	1	*	-	*	-	1	1	1	*	*	*	*	*	*	1	*	1	*	*	*	-	-	-	*	*	-	1	-	*	
	%	%	1%	-%	4%	-%	%	%	%	%	%	%	%	%	1%	%	%	%	%	%	%	-%	-%	-%	1%	%	-%	%	-%	%	%
Other	34	27	2	1	1	3	33	26	34	3	7	2	5	5	1	11	16d	31	7A	2	3	1	1	*	3	2	-	4	1	29A	
	8%	7%	11%	6%	96%	19%	8%	7%	8%	3%	17%	8%	25%	5%	3%	6%	10%	8%	18%	9%	6%	3%	10%	%	9%	5%	-%	2%	5%	14%	
(Don't know)	2	1	*	1A	-	-	1	2	2	1	*	1AbC	1Abc	1	1a	1	1	1	*	1A	*	1	-	-	*	1	-	1	-	1	
	%	%	1%	4%	-%	-%	%	%	%	1%	%	3%	3%	1%	2%	1%	1%	%	%	3%	%	2%	-%	-%	%	3%	-%	%	-%	1%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 71 (continuation)
<Q1G1> And which company is the main provider of your Fixed line broadband?
by Crossbreak
Base: All with Fixed line broadband

	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	451	59	5	270	113	314	402	49
Total	429	23	1	308	90	321	387	42
BT	207 48%	19C 80%	* 25%	177 57%	36 40%	162a 51%	188 49%	19 45%
Virgin Media (NTL/ Telewest)	36 8%	2 7%	- -%	22 7%	9 10%	25 8%	30 8%	6 14%
Talk Talk	34 8%	* *%	- -%	27a 9%	4 4%	28 9%	33 9%	* 1%
Sky / Skytalk	25 6%	- -%	- -%	14 4%	8 9%	17 5%	19 5%	5bc 13%
Plusnet	23 5%	* *%	- -%	11 4%	11Bc 12%	11 4%	22 6%	1 3%
Unicom / Universal Utilities	17 4%	- -%	- -%	16 5%	- -%	17a 5%	16a 4%	2a 4%
XLN telecom	8 2%	- -%	- -%	8 2%	- -%	8 3%	8 2%	* 1%
Chess	7 2%	* *%	- -%	7 2%	- -%	7 2%	7 2%	- -%
Excel	6 1%	- -%	- -%	6 2%	- -%	6 2%	6 2%	- -%
Everything Everywhere/EE	4 1%	- -%	- -%	4 1%	- -%	4 1%	4 1%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 71 (continuation)

<Q1G1> And which company is the main provider of your Fixed line broadband?

by Crossbreak

Base: All with Fixed line broadband

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	451	59	5	270	113	314	402	49
Total	429	23	1	308	90	321	387	42
KCom (Kingston Communications)	4 1%	- -%	- -%	4 1%	- -%	4 1%	4 1%	- -%
Titan	3 1%	- -%	- -%	3 1%	- -%	3 1%	3 1%	- -%
Daisy	2 *%	1c 4%	* 9%	2 1%	- -%	2 1%	2 1%	- -%
Orange	2 *%	- -%	- -%	1 *%	1 1%	1 *%	2 *%	- -%
O2 / BE	1 *%	1C 3%	1 66%	1 *%	* *%	1 *%	1 *%	- -%
Utility Warehouse	1 *%	- -%	- -%	1 *%	- -%	1 *%	1 *%	- -%
One Bill	1 *%	1c 2%	- -%	1 *%	* *%	1 *%	1 *%	* *%
Eclipse	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%
Gamma	* *%	- -%	- -%	- -%	- -%	* *%	* *%	* *%
Alternative Networks	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%
Claranet	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 71 (continuation)
<Q1GI> And which company is the main provider of your Fixed line broadband?
by Crossbreak
Base: All with Fixed line broadband

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN PC Re ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	451	59	5	270	113	314	402	49
Total	429	23	1	308	90	321	387	42
Zen	7 2%	* *%	- -%	1 *%	5BC 6%	1 *%	2 1%	5BC 11%
Adept	4 1%	- -%	- -%	4 1%	- -%	3 1%	3 1%	1 1%
Rainbow	1 *%	- -%	- -%	* *%	1 1%	* *%	1 *%	* *%
Other	34 8%	1C 4%	- -%	- -%	13B 14%	18 6%	32 8%	2 6%
(Don't know)	2 *%	- -%	- -%	- -%	2B 2%	- -%	2 *%	* *%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 72
<Q1H1> And which company is the main provider of your VoIP CALLS made over your fixed line broadband?
by Crossbreak
Base: All with Fixed line broadband using VoIP

		PERSONAL PROFILE																													
		COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR										
		1	2	1	5	9	10	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other
		(a)	to 4	to 4	(d)	- 49	- 249	than 2	years (b)	years (c)	years (d)	years (e)	(a)	to 5 (b)	(c)	£100k (a)	to £500k (b)	to £3m (c)	to £10m (d)	to £10m+ (e)	imary ind ustry (a)	ufact uring (b)	stru ction (c)	Whole sale/ port/ Comm unica tions (d)	tail (e)	ncial Ser vices (f)	Other ser vices (g)	bl ic admin and ser vices (h)	(i)		
Total																															
Unweighted row	76	10	10	20	14	18	24	1	4	4	22	45	43	25	7	11	22	14	10	10	3	6	9	15	5	5	21	4	8		
Effective sample size	23	8	5	13	6	14	18	1	2	2	11	9	18	5	6	5	10	6	6	8	2	2	3	6	3	1	7	2	3		
Total	63	26	20	46	7	8	2	*	6	9	22	27	47	15	1	21	22	12	2	1	1	5	9	16	2	4	22	1	4		
BT	22 34%	10 39%	4 22%	14 31%	5 73%	2 21%	* 17%	* 100%	* 6%	4 52%	9 42%	7 28%	20 42%	1 9%	* 46%	7 32%	9 42%	4 32%	1 66%	* 10%	1 83%	4 80%	8 90%	5 31%	* 21%	- 7%	2 17%	* 2%	2 55%		
Skype	14 23%	3 13%	10 49%	13 29%	* 4%	1 7%	* 14%	- -%	- -%	* 3%	3 14%	11 41%	8 16%	7 45%	- -%	7 32%	7 33%	- -%	- -%	* 31%	- -%	* 1%	* 2%	* 1%	1 52%	3 88%	9 42%	* 9%	- -%		
Unicom / Universal Utilities	4 7%	4 16%	- -%	4 9%	- -%	- -%	- -%	- -%	4 76%	- -%	- -%	- -%	4 9%	- -%	- -%	4 20%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 27%	- -%	- -%	- -%	- -%	- -%		
Virgin Media (NTL/ Telewest)	3 5%	3 12%	- -%	3 7%	- -%	- -%	* 2%	- -%	- -%	3 37%	- -%	* *%	3 7%	- -%	- -%	- -%	- -%	- -%	- -%	* 6%	- -%	- -%	- -%	- -%	- -%	- -%	3 14%	- -%	- -%		
Talk Talk	2 3%	- -%	2 10%	2 4%	- -%	- -%	* 2%	- -%	- -%	- -%	2 9%	* *%	- -%	2 14%	- -%	- -%	2 9%	- -%	- -%	* 6%	- -%	* 1%	- -%	2 13%	- -%	- -%	- -%	- -%	- -%		
Rainbow	* 1%	* 1%	- -%	* 1%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	* 1%	- -%	* 1%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	15% -%	* 2%	- -%	- -%	- -%		
Gamma	* *%	- -%	- -%	- -%	- -%	* 1%	* 9%	- -%	- -%	- -%	- -%	* 1%	* *%	* 1%	- -%	- -%	- -%	* 1%	* 9%	- -%	- -%	- -%	- -%	- -%	* 6%	- -%	* 1%	- -%	- -%		
Resourced internally	* *%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%		
Orange	* *%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	* 3%	- -%	- -%	- -%	* *%	- -%	- -%	1% -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4% -%		
Daisy	* *%	- -%	- -%	- -%	- -%	* 6%	- -%	- -%	- -%	- -%	- -%	* *%	* *%	* 1%	- -%	- -%	* *%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* 1%		
O2 / BE	* *%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	6% -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 72 (continuation)

<Q1H1> And which company is the main provider of your VoIP CALLS made over your fixed line broadband?

by Crossbreak

Base: All with Fixed line broadband using VoIP

		PERSONAL PROFILE																													
		COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR									
		1	2	1	5	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other
		(a)	to 4	to 4	(d)	- 49	- 249	than 2	years (b)	years (c)	years (d)	years (e)	(a)	to 5 (b)	(c)	£100k (a)	to £500k (b)	to £3m (c)	to £10m (d)	to £10m+ (e)	imary ind ustry (a)	ufact uring (b)	nstru ction (c)	Sale/ Trans port/ Comm unica tions (d)	tail (e)	ncial Ser vices (f)	ser vices (g)	blic admin and ser vices (h)	(i)		
Total	76	10	10	20	14	18	24	1	4	4	22	45	43	25	7	11	22	14	10	10	3	6	9	15	5	5	21	4	8		
Effective sample size	23	8	5	13	6	14	18	1	2	2	11	9	18	5	6	5	10	6	6	8	2	2	3	6	3	1	7	2	3		
Total	63	26	20	46	7	8	2	*	6	9	22	27	47	15	1	21	22	12	2	1	1	5	9	16	2	4	22	1	4		
Other	15 24%	5 19%	4 19%	9 19%	1 19%	4 53%	1 33%	- -%	1 15%	1 8%	6 30%	7 26%	11 24%	3 20%	* 54%	3 14%	3 15%	7 61%	* 13%	* 41%	- -%	1 18%	* 1%	4 27%	* 6%	* 10%	7 31%	1 74%	1 35%		
(Don't know)	2 2%	- -%	- -%	- -%	* 2%	1 14%	* 13%	- -%	- -%	- -%	1 4%	1 2%	* -%	1 9%	- -%	- -%	- -%	1 6%	* 4%	- -%	* 17%	- -%	1 6%	- -%	- -%	- -%	1 3%	- -%	*		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 72 (continuation)

<Q1H1> And which company is the main provider of your VoIP CALLS made over your fixed line broadband?

by Crossbreak

Base: All with Fixed line broadband using VoIP

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	East (f)	Lo ndon (g)	SE (h)	SW (i)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	76	5	11	-	1	6	8	9	7	3	50	11	8	7	10	66	68	3	53	16	60	9
Effective sample size	23	2	4	-	1	2	5	4	2	1	19	7	3	5	6	17	22	2	13	6	17	3
Total	63	3	10	-	3	10	10	10	7	4	57	2	2	1	20	43	47	11	41	16	49	9
BT	22 34%	1 20%	8 79%	- -%	- -%	2 25%	3 29%	2 19%	5 63%	- -%	20 35%	* 15%	1 51%	- -%	8 40%	14 32%	17 36%	4 41%	13 32%	6 39%	15 30%	7 72%
Skype	14 23%	* 2%	- -%	- -%	- -%	7 69%	2 22%	4 38%	- -%	- -%	13 22%	* 7%	1 42%	1 56%	6 31%	8 19%	4 8%	6 58%	11 28%	2 13%	11 23%	1 12%
Unicom / Universal Utilities	4 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 96%	4 7%	- -%	- -%	- -%	- -%	4 10%	4 9%	- -%	4 10%	- -%	4 9%	- -%
Virgin Media (NTL/ Telewest)	3 5%	- -%	- -%	- -%	3 100%	- -%	- -%	- -%	- -%	- -%	3 6%	- -%	* 2%	- -%	3 16%	* %	3 7%	- -%	* %	3 20%	3 7%	- -%
Talk Talk	2 3%	- -%	- -%	- -%	- -%	- -%	2 22%	- -%	- -%	- -%	2 4%	* 2%	- -%	- -%	- -%	2 5%	2 4%	- -%	* %	2 13%	2 4%	- -%
Rainbow	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	32%	- -%	* 1%	* 1%	- -%	* 1%	* 1%	* 1%	- -%
Gamma	* %	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	* %	- -%	- -%	* 9%	- -%	* 1%	* 1%	- -%	* 1%	- -%	* 1%	- -%
Resourced internally	* %	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 7%	- -%	- -%	- -%	* %	* %	- -%	- -%	* 1%	* %	- -%
Orange	* %	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 7%	- -%	- -%	* 1%	- -%	* %	- -%	* %	- -%	* %	- -%
Daisy	* %	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* %	- -%	* 2%	- -%	- -%	* %	* %	- -%	* %	* %	* %	* 1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 72 (continuation)

<Q1H1> And which company is the main provider of your VoIP CALLS made over your fixed line broadband?

by Crossbreak

Base: All with Fixed line broadband using VoIP

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	Lo ndon (g)	SE (h)	SW (i)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row	76	5	11	-	1	6	8	9	7	3	50	11	8	7	10	66	68	3	53	16	60	9
Effective sample size	23	2	4	-	1	2	5	4	2	1	19	7	3	5	6	17	22	2	13	6	17	3
Total	63	3	10	-	3	10	10	10	7	4	57	2	2	1	20	43	47	11	41	16	49	9
O2 / BE	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	- -%	* 1%
Other	15 24%	3 78%	2 20%	- -%	- -%	* 2%	3 28%	3 33%	3 36%	* 4%	14 24%	1 54%	- -%	* 3%	3 13%	12 29%	15 31%	* 1%	11 27%	2 13%	12 24%	1 15%
(Don't know)	2 2%	- -%	- -%	- -%	- -%	* 2%	- -%	1 11%	* 1%	- -%	1 2%	* 7%	- -%	- -%	- -%	2 4%	1 3%	- -%	* 1%	* 1%	1 2%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 72 (continuation)
 <Q1H1> And which company is the main provider of your VoIP CALLS made over your fixed line broadband?
 by Crossbreak
 Base: All with Fixed line broadband using VoIP

CONNECTION PROFILE																															
	Total	MAIN FIXED LINE TYPE					PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuit (d)	Fixed broadband (e)	Standard lines (a)	NET Mobiles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2E (e)	ISDN 30 line (f)	LL Private circuit (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	Same provider (a)	A diff. provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntl calls (a)	Other for revider and calls (b)	Other for provider ntl and calls (c)	
Unweighted row	76	35	3	13	1	24	65	71	76	34	18	19	12	76	21	51	52	59	12	18	34	32	7	9	24	40	3	30	4	42	
Effective sample size	23	12	3	2	1	10	20	23	23	9	9	3	5	23	6	16	15	19	6	3	11	8	4	3	8	10	2	11	2	10	
Total	63	39	*	6	1	18	58	55	63	21	4	6	3	63	18	35	44	56	3	6	30	25	2	10	15	32	6	29	3	30	
BT	22 34%	13 32%	- -%	4 68%	1 100%	5 26%	20d 36%	20D 37%	22d 34%	2 12%	1 25%	4 61%	1 30%	22d 34%	7 41%	14Dk 41%	10 22%	20 36%	1 28%	4 63%	17B 57%	* 1%	1 29%	7 75%	7 45%	5 16%	2 39%	20C 70%	- -%	1 4%	
Skype	14 23%	13 34%	* 52%	1 12%	- -%	- -%	14D 25%	8 14%	14d 23%	1 3%	1 19%	1 10%	* 2%	14d 23%	* 2%	5 13%	14bDj 31%	14 25%	1 25%	1 11%	* 1%	14A 57%	- -%	- -%	5 33%	9 29%	- -%	2 6%	2 71%	10A 33%	
Unicom / Universal Utilities	4 7%	4 11%	- -%	- -%	- -%	- -%	4 7%	4j 8%	4 7%	4chJ 20%	- -%	- -%	- -%	4 7%	4 23%	- -%	4j 10%	4 8%	- -%	- -%	4b 14%	- -%	- -%	- -%	- -%	4 13%	- -%	- -%	- -%	4a 14%	
Virgin Media (NTL/ Telewest)	3 5%	3 8%	- -%	* 1%	- -%	- -%	3 5%	3 6%	3 5%	3K 15%	- -%	* 1%	- -%	3 5%	- -%	3k 9%	* *%	3 6%	- -%	* 1%	3 11%	- -%	- -%	* 1%	- -%	- -%	3 52%	- -%	- -%	3 11%	
Talk Talk	2 3%	- -%	- -%	* 1%	- -%	2 12%	* *%	2 4%	2 3%	* *%	- -%	* 1%	- -%	2 3%	- -%	2a 6%	2 5%	* *%	- -%	* 1%	- -%	- -%	* 3%	- -%	* *%	2 6%	- -%	- -%	- -%	2 7%	
Rainbow	* 1%	* 1%	- -%	- -%	- -%	* 1%	* 1%	* 1%	* 1%	- -%	- -%	- -%	* 1%	* 1%	* 1%	* 1%	* 1%	* *%	- -%	- -%	* 1%	* *%	- -%	- -%	* 2%	* *%	- -%	- -%	- -%	* 1%	
Gamma	* *%	* *%	- -%	- -%	- -%	* 1%	* *%	* 1%	* *%	* 1%	* 5%	* 3%	* 7%	* *%	- -%	* 1%	* *%	* 1%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	- -%	* *%	- -%	* 1%	
Resourced internally	* *%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	* *%	- -%	* 4%	- -%	- -%	* *%	- -%	* *%	* *%	* *%	* 5%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	
Orange	* *%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	- -%	- -%	* 1%	- -%	- -%
Daisy	* *%	* *%	* 21%	- -%	- -%	- -%	* *%	* *%	* *%	- -%	* 2%	- -%	* 3%	* *%	- -%	* *%	- -%	* *%	* 3%	- -%	* *%	- -%	- -%	* 1%	- -%	* *%	- -%	- -%	- -%	* *%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 72 (continuation)

<Q1H1> And which company is the main provider of your VoIP CALLS made over your fixed line broadband?

by Crossbreak

Base: All with Fixed line broadband using VoIP

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE					PRODUCTS USED												FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private (d)	Fixed broadband (e)	Standard lines (a)	NET biles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for calls (a)	Other for calls (b)	Other for calls (c)	
Unweighted row	76	35	3	13	1	24	65	71	76	34	18	19	12	76	21	51	52	59	12	18	34	32	7	9	24	40	3	30	4	42
Effective sample size	23	12	3	2	1	10	20	23	23	9	9	3	5	23	6	16	15	19	6	3	11	8	4	3	8	10	2	11	2	10
Total	63	39	*	6	1	18	58	55	63	21	4	6	3	63	18	35	44	56	3	6	30	25	2	10	15	32	6	29	3	30
O2 / BE	* 2%	* 9%	- -%	- -%	- -%	- -%	* 2%	* 3%	* 2%	* 6%	- 7%	* 9%	- 20%	* 2%	* 5%	- 3%	- 2%	* 2%	- 2%	* 9%	- -%	- 3%	* 20%	- -%	- 2%	* 4%	- -%	- 3%	- -%	* 26%
Other	15 24%	4 9%	- -%	* 9%	- -%	11 61%	13 23%	15 27%	15 24%	9 41%	2 39%	1 15%	1 38%	15 24%	5 26%	9 25%	13 28%	12 22%	1 30%	1 15%	5 16%	9a 37%	1 46%	2 24%	3 17%	9 29%	1 9%	6 20%	1 29%	8 26%
(Don't know)	2 2%	1 2%	* 26%	1 10%	- -%	- -%	1 2%	2 3%	2 2%	1 6%	* 7%	1 9%	1 20%	2 2%	1 5%	1 3%	1 2%	1 2%	* 9%	1 9%	- -%	1 3%	* 20%	- -%	* 2%	1 4%	- -%	1 3%	- -%	1 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 72 (continuation)

<Q1H1> And which company is the main provider of your VoIP CALLS made over your fixed line broadband?

by Crossbreak

Base: All with Fixed line broadband using VoIP

Total	BUNDLING			SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	76	14	4	40	13	39	12
Effective sample size	23	3	4	15	4	11	5
Total	63	6	*	48	8	37	10
BT	22 34%	5 79%	* 62%	17 35%	4 45%	13 36%	* 41%
Skype	14 23%	1 9%	- -%	13 28%	2 32%	12 31%	2 22%
Unicom / Universal Utilities	4 7%	- -%	- -%	4 9%	- -%	4 11%	- -%
Virgin Media (NTL/ Telewest)	3 5%	- -%	- -%	3 7%	- -%	3 9%	- -%
Talk Talk	2 3%	* 1%	- -%	* *%	- -%	* *%	2 4%
Rainbow	* 1%	- -%	- -%	- -%	* 3%	- -%	* *%
Gamma	* *%	- -%	- -%	- -%	- -%	* 1%	* *%
Resourced internally	* *%	- -%	- -%	- -%	* 2%	- -%	* *%
Orange	* *%	- -%	- -%	* *%	- -%	* *%	- -%
Daisy	* *%	* 1%	* 28%	* *%	* 1%	* *%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 72 (continuation)

<Q1H1> And which company is the main provider of your VoIP CALLS made over your fixed line broadband?

by Crossbreak

Base: All with Fixed line broadband using VoIP

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	76	14	4	40	13	39	64	12
Effective sample size	23	3	4	15	4	11	18	5
Total	63	6	*	48	8	37	53	10
O2 / BE	*	*	-	*	-	*	*	-
	1%	1%	-%	1%	-%	1%	1%	-%
Other	15	*	*	9	*	4	7	8
	24%	6%	11%	20%	3%	11%	14%	74%
(Don't know)	2	*	-	*	1	*	2	-
	2%	3%	-%	1%	15%	1%	3%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 73
<Q111> And which company is the main provider of your CALLS made over your Leased line/ Private circuit
by Crossbreak
Base: All with Leased Line / Private Circuits

	PERSONAL PROFILE																																				
	COMPANY SIZE														NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR									
	Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other				
		(a)	to	to	to	(d)	-	49	than	2	-	(b)	(c)	-	19	(a)	to	(c)	£100k	to	to	to	to	(e)	imary	ufact	nstru	Whole	Re	Fin	Other	Pu	Other				
			(b)	(c)		(e)	(f)		years	(a)					(d)		(b)			(a)	£500k	£3m	£10m	(d)		industry	ufacturing	(c)	port/ Comm unica tions	(e)	cial	ser	blc	(i)			
																								(a)	(b)	(c)	(d)	(f)	(g)	(h)							
Unweighted row	26	-	-	-	2	6	18	-	2	1	4	19	8	12	6	1	1	5	5	10	-	-	1	1	10	-	2	10	2	-	-						
Total	6	-	-	-	1	3	1	-	1	*	1	3	1	3	1	*	*	3	1	1	-	*	1	2	-	1	3	*	-	-							
BT	1 14%	- -%	- -%	- -%	- -%	1 16%	* 20%	- -%	- -%	* 100%	- -%	1 22%	1 44%	* 4%	* 8%	* 100%	- -%	- -%	1 63%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 24%	* 100%	- -%	- -%					
O2 / BE	1 10%	- -%	- -%	- -%	- -%	1 16%	- -%	- -%	- -%	- -%	1 41%	- -%	- -%	1 17%	- -%	- -%	- -%	1 19%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%				
Southern	1 10%	- -%	- -%	- -%	- -%	1 16%	- -%	- -%	- -%	- -%	1 41%	- -%	- -%	1 17%	- -%	- -%	- -%	1 19%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 21%	- -%	- -%	- -%					
Daisy	* 3%	- -%	- -%	- -%	- -%	* 13%	- -%	- -%	- -%	- -%	* 41%	- -%	* 7%	* 2%	- -%	- -%	- -%	- -%	* 9%	* 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 6%	- -%	- -%	* 3%	- -%	- -%				
Gamma	* 2%	- -%	- -%	- -%	- -%	* 7%	- -%	- -%	- -%	- -%	* 41%	- -%	- -%	* 8%	- -%	- -%	- -%	- -%	* 9%	* 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%					
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	- -%	- -%	* 6%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	* 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 10%	- -%	- -%	- -%				
Rainbow	* 1%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%				
Other	3 46%	- -%	- -%	- -%	* 18%	2 53%	1 45%	- -%	1 100%	- -%	* 12%	2 45%	1 49%	2 58%	* 9%	- -%	- -%	2 61%	* 29%	* 25%	- -%	* 100%	- -%	1 86%	- -%	- -%	- -%	1 86%	- -%	- -%	1 45%	- -%	- -%				
(Don't know)	1 14%	- -%	- -%	- -%	1 82%	- -%	* 6%	- -%	- -%	- -%	* 6%	1 22%	- -%	- -%	1 69%	- -%	*	100%	- -%	- -%	- -%	1 57%	- -%	- -%	- -%	- -%	- -%	- -%	1 90%	* 3%	- -%	- -%	- -%				

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 73 (continuation)

<Q11> And which company is the main provider of your CALLS made over your Leased line/ Private circuit

by Crossbreak

Base: All with Leased Line / Private Circuits

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of London (d)	Midlands (e)	East of England (f)	London (g)	SE (h)	SW (i)	Net: En gland (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	26	-	3	1	-	1	1	6	4	2	18	3	1	4	1	25	25	-	24	2	22	2
Total	6	-	*	*	-	*	*	3	1	1	5	*	*	*	*	6	6	-	5	1	5	1
BT	1 14%	- -%	- -%	- -%	- -%	- -%	- -%	1 22%	* 9%	* 12%	1 14%	* 18%	- -%	* 25%	- -%	1 15%	1 14%	- -%	1 17%	- -%	1 17%	- -%
O2 / BE	1 10%	- -%	- -%	- -%	- -%	- -%	- -%	1 22%	- -%	- -%	1 10%	- -%	- -%	- -%	- -%	1 10%	1 10%	- -%	1 11%	- -%	1 12%	- -%
Southern	1 10%	- -%	- -%	- -%	- -%	- -%	- -%	1 22%	- -%	- -%	1 10%	- -%	- -%	- -%	- -%	1 10%	1 10%	- -%	1 11%	- -%	1 12%	- -%
Daisy	* 3%	- -%	* 33%	- -%	- -%	- -%	- -%	- -%	* 9%	- -%	* 3%	- -%	- -%	- -%	- -%	* 3%	* 3%	- -%	* 4%	- -%	* 2%	- -%
Gamma	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 9%	- -%	* 2%	- -%	- -%	- -%	- -%	* 2%	* 2%	- -%	* 2%	- -%	* 2%	- -%
Virgin Media (NTL/ Telewest)	* 1%	- -%	* 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	* 2%	- -%	* 2%	- -%
Rainbow	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 25%	- -%	* 1%	- -%	- -%	- -%	* 4%	* 1%	- -%
Other	3 46%	- -%	- -%	* 100%	- -%	* 100%	* 100%	* 6%	1 74%	1 88%	2 43%	* 82%	* 100%	* 50%	* 100%	3 45%	3 46%	- -%	2 37%	1 96%	2 35%	1 100%
(Don't know)	1 14%	- -%	* 33%	- -%	- -%	- -%	- -%	1 30%	- -%	- -%	1 16%	- -%	- -%	- -%	- -%	1 15%	1 15%	- -%	1 17%	- -%	1 18%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 73 (continuation)
 <Q11> And which company is the main provider of your CALLS made over your Leased line/ Private circuit
 by Crossbreak
 Base: All with Leased Line / Private Circuits

CONNECTION PROFILE																															
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed broadband (e)	Standard lines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuit (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	diff erent provider (b)	A Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	26	5	1	10	7	3	21	24	20	14	10	14	26	26	8	19	17	16	6	13	11	13	1	7	5	14	-	7	1	18	
Total	6	2	*	1	2	1	5	6	4	2	2	2	6	6	2	3	4	4	2	2	2	3	1	2	1	3	-	1	*	4	
BT	1 14%	*	-	*	1 37%	-	*	1 15%	1 17%	1 32%	*	1 8%	1 14%	1 14%	*	*	1 21%	*	-	*	1 34%	*	-	*	1 70%	*	6%	-	*	-	1 15%
O2 / BE	1 10%	1 34%	-	-	-	-	1 12%	1 10%	1 14%	-	1 23%	-	1 10%	1 10%	-	1 16%	1 15%	1 15%	-	-	1 25%	-	-	1 30%	-	-	-	-	-	-	1 12%
Southern	1 10%	-	-	1 41%	-	-	1 12%	1 10%	-	-	1 23%	1 32%	1 10%	1 10%	-	-	1 15%	1 15%	1 36%	1 36%	1 25%	-	-	-	-	-	1 18%	-	-	-	1 12%
Daisy	*	-	*	*	-	-	*	*	*	*	*	*	*	*	-	*	*	*	*	*	*	*	*	*	-	*	-	-	-	-	*
	3%	-	100%	7%	-	-	4%	2%	4%	4%	3%	6%	3%	3%	-	5%	3%	2%	5%	6%	4%	4%	-	10%	-	-	-	-	-	-	4%
Gamma	*	-	-	*	-	-	*	*	*	*	-	*	*	*	-	*	*	-	-	*	-	*	-	-	-	*	-	-	-	*	
	2%	-	-	7%	-	-	2%	2%	2%	4%	-	6%	2%	2%	-	3%	3%	-	-	6%	-	4%	-	-	-	-	3%	-	-	-	2%
Virgin Media (NTL/ Telewest)	*	-	-	-	-	*	*	*	*	*	*	*	*	*	-	*	*	*	*	*	-	*	-	-	-	-	*	-	-	-	*
	1%	-	-	-	-	8%	2%	1%	2%	4%	3%	5%	1%	1%	4%	-	2%	2%	5%	5%	-	3%	-	-	-	3%	-	-	-	-	2%
Rainbow	*	-	-	-	*	-	*	*	*	*	-	*	*	*	-	-	-	*	-	2%	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	2%	-	1%	1%	1%	1%	-	2%	1%	1%	-	-	-	1%	-	2%	-	-	-	-	-	1%	-	3%	-	-	-
Other	3 46%	*	-	*	1 61%	1 84%	2 47%	3 45%	1 38%	1 51%	*	1 42%	3 46%	3 46%	1 57%	1 44%	1 38%	1 39%	*	1 34%	*	2 56%	1 100%	*	*	2 67%	-	*	*	2 52%	
(Don't know)	1 14%	1 47%	-	-	-	*	1 18%	1 15%	1 21%	*	1 4%	1 35%	-	1 14%	1 14%	1 35%	1 25%	*	1 23%	1 49%	-	-	1 30%	-	1 41%	-	*	-	1 70%	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 73 (continuation)

<Q11> And which company is the main provider of your CALLS made over your Leased line/ Private circuit

by Crossbreak

Base: All with Leased Line / Private Circuits

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	26	6	5	6	2	15	19	7
Total	6	2	1	2	*	3	4	2
BT	1 14%	* 6%	* 12%	* 6%	- -%	1 24%	1 22%	- -%
O2 / BE	1 10%	1 35%	1 66%	1 35%	- -%	1 19%	1 14%	- -%
Southern	1 10%	- -%	- -%	- -%	- -%	- -%	- -%	1 28%
Daisy	* 3%	* 5%	* 9%	* 5%	- -%	* 6%	* 5%	- -%
Gamma	* 2%	- -%	- -%	- -%	- -%	* 3%	* 3%	- -%
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%
Rainbow	* 1%	- -%	- -%	- -%	- -%	* 1%	- -%	* 2%
Other	3 46%	* 2%	* 4%	* 2%	* 100%	1 20%	1 35%	1 66%
(Don't know)	1 14%	1 52%	* 9%	1 52%	- -%	1 26%	1 22%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 74
<Q1J1> And which company is the main provider of your Leased line/ private circuit LINE RENTAL?
by Crossbreak
Base: All with Leased Line / Private Circuits

	PERSONAL PROFILE																																
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR												
	Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other	
		(a)	to	to	to	(d)	-	49	-	than	years	years	years	-19	years	(a)	to	5	(c)	£100k	to	to	to	to	mary	ufacturing	struction	sale/	tail	ncial	ser	blic	(i)
		(b)	(c)	(c)	(e)	(f)				2	(b)	(c)	years	(d)	(e)		(b)			(a)	£500k	£3m	£10m	(e)	industry	(b)	(c)	port/	(e)	(f)	(g)	and	(h)
									years	(a)										(b)	(c)	(d)		(a)	(b)	Comm	unica	tions	(d)	(f)	(g)	ser	vices
Unweighted row	26	-	-	-	2	6	18	-	2	1	4	19	8	12	6	1	1	5	5	10	-	1	1	10	-	2	10	2	-	-	-	-	-
Total	6	-	-	-	1	3	1	-	1	*	1	3	1	3	1	*	*	3	1	1	-	*	1	2	-	1	3	*	-	-	-	-	-
Virgin Media (NTL/ Telewest)	1 15%	- -%	- -%	- -%	- -%	1 21%	* 8%	- -%	- -%	- -%	- -%	1 24%	- -%	1 24%	* 7%	- -%	- -%	1 26%	- -%	* 2%	- -%	- -%	- -%	1 47%	- -%	* 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
O2 / BE	1 10%	- -%	- -%	- -%	- -%	1 16%	- -%	- -%	- -%	- -%	1 41%	- -%	- -%	1 17%	- -%	- -%	- -%	1 19%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Southern	1 10%	- -%	- -%	- -%	- -%	1 16%	- -%	- -%	- -%	- -%	1 41%	- -%	- -%	1 17%	- -%	- -%	- -%	1 19%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 21%	- -%	- -%	- -%
BT	* 7%	- -%	- -%	- -%	- -%	* 32%	- -%	- -%	- -%	* 100%	* 6%	* 9%	* 3%	* 7%	* 15%	* 100%	* 100%	- -%	* 3%	* 6%	- -%	- -%	- -%	* 100%	- -%	* 8%	- -%	- -%	- -%	* 7%	* 100%	- -%	- -%
Gamma	* 5%	- -%	- -%	- -%	- -%	* 22%	- -%	- -%	- -%	- -%	- -%	* 8%	- -%	* 6%	* 8%	- -%	- -%	- -%	* 21%	* 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 11%	- -%	- -%	- -%
Daisy	* 3%	- -%	- -%	- -%	- -%	* 13%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	* 7%	- -%	- -%	- -%	- -%	* 9%	* 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%
Other	2 38%	- -%	- -%	- -%	* 18%	2 48%	* 24%	- -%	1 100%	- -%	* 12%	1 32%	1 89%	1 27%	* 9%	- -%	- -%	1 35%	1 67%	* 19%	- -%	- -%	- -%	1 38%	- -%	- -%	- -%	2 59%	- -%	- -%	- -%	- -%	- -%
(Don't know)	1 13%	- -%	- -%	- -%	1 82%	- -%	- -%	- -%	- -%	- -%	- -%	1 22%	- -%	- -%	1 62%	- -%	- -%	- -%	- -%	- -%	1 57%	- -%	- -%	- -%	- -%	1 90%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 74 (continuation)

<Q1J1> And which company is the main provider of your Leased line/ private circuit LINE RENTAL?

by Crossbreak

Base: All with Leased Line / Private Circuits

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	London (h)	SE (i)	SW (j)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Elsewhere (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)
Unweighted row	26	-	3	1	-	1	1	6	4	2	18	3	1	4	1	25	25	-	24	2	22	2	
Total	6	-	*	*	-	*	*	3	1	1	5	*	*	*	*	6	6	-	5	1	5	1	
Virgin Media (NTL/ Telewest)	1 15%	- -%	* 33%	- -%	- -%	- -%	- -%	- -%	- -%	1 88%	1 15%	- -%	- -%	* 25%	- -%	1 15%	1 14%	- -%	1 16%	* 4%	1 18%	- -%	
O2 / BE	1 10%	- -%	- -%	- -%	- -%	- -%	- -%	1 22%	- -%	- -%	1 10%	- -%	- -%	- -%	- -%	1 10%	1 10%	- -%	1 11%	- -%	1 12%	- -%	
Southern	1 10%	- -%	- -%	- -%	- -%	- -%	- -%	1 22%	- -%	- -%	1 10%	- -%	- -%	- -%	- -%	1 10%	1 10%	- -%	1 11%	- -%	1 12%	- -%	
BT	* 7%	- -%	* 33%	- -%	- -%	- -%	- -%	- -%	* 9%	* 12%	* 5%	* 18%	* 100%	* 50%	- -%	* 8%	* 8%	- -%	* 9%	- -%	* 9%	- -%	
Gamma	* 5%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	* 9%	- -%	* 5%	- -%	- -%	- -%	- -%	* 5%	* 5%	- -%	* 6%	- -%	* 6%	- -%	
Daisy	* 3%	- -%	* 33%	- -%	- -%	- -%	- -%	- -%	* 9%	- -%	* 3%	- -%	- -%	- -%	- -%	* 3%	* 3%	- -%	* 4%	- -%	* 2%	- -%	
Other	2 38%	- -%	- -%	* 100%	- -%	- -%	* 100%	1 27%	1 74%	- -%	2 36%	* 82%	- -%	* 25%	* 100%	2 37%	2 38%	- -%	1 27%	1 96%	1 26%	1 100%	
(Don't know)	1 13%	- -%	- -%	- -%	- -%	- -%	- -%	1 30%	- -%	- -%	1 14%	- -%	- -%	- -%	- -%	1 13%	1 13%	- -%	1 15%	- -%	1 16%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 74 (continuation)
 <Q1J1> And which company is the main provider of your Leased line/ private circuit LINE RENTAL?
 by Crossbreak
 Base: All with Leased Line / Private Circuits

CONNECTION PROFILE																														
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuits (d)	Fixed broadband (e)	Standard land lines (a)	NET biles (b)	Fixed line broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	Social media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	26	5	1	10	7	3	21	24	20	14	10	14	26	26	8	19	17	16	6	13	11	13	1	7	5	14	-	7	1	18
Total	6	2	*	1	2	1	5	6	4	2	2	2	6	6	2	3	4	4	2	2	2	3	1	2	1	3	-	1	*	4
Virgin Media (NTL/ Telewest)	1 15%	- -%	- -%	- -%	1 43%	* 8%	1 18%	1 15%	* 3%	1 38%	* 3%	* 6%	1 15%	1 37%	1 21%	1 23%		* 3%	* 5%	* 7%	- -%	1 29%	- -%	- -%	- -%	1 27%	- -%	* 3%	- -%	1 18%
O2 / BE	1 10%	1 34%	- -%	- -%	- -%	- -%	1 12%	1 10%	1 14%	- -%	1 23%	- -%	1 10%	1 10%	- -%	1 16%	1 15%	1 15%	- -%	- -%	1 25%	- -%	- -%	1 30%	- -%	- -%	- -%	- -%	- -%	1 12%
Southern	1 10%	- -%	- -%	1 41%	- -%	- -%	1 12%	1 10%	- -%	- -%	1 23%	1 32%	1 10%	1 10%	- -%	- -%	1 15%	1 15%	1 36%	1 25%	- -%	- -%	- -%	- -%	- -%	1 18%	- -%	- -%	- -%	1 12%
BT	* 7%	* 2%	- -%	* 17%	* 6%	* 8%	* 7%	* 8%	* 8%	* 12%	* 8%	* 13%	* 7%	* 7%	* 5%	* 12%	* 10%	* 7%	* 5%	* 15%	* 8%	* 9%	- -%	* 2%	* 8%	* 10%	- -%	* 20%	- -%	* 4%
Gamma	* 5%	* 12%	- -%	* 7%	- -%	- -%	* 6%	* 5%	* 7%	* 13%	* 8%	* 17%	* 5%	* 5%	- -%	* 9%	* 3%	* 5%	- -%	* 6%	- -%	* 11%	- -%	- -%	- -%	* 9%	- -%	- -%	- -%	* 7%
Daisy	* 3%	- -%	* 100%	* 7%	- -%	- -%	* 4%	* 2%	* 4%	* 4%	* 3%	* 6%	* 3%	* 3%	- -%	* 5%	* 3%	* 2%	* 5%	* 6%	* 4%	* 4%	- -%	* 10%	- -%	- -%	- -%	- -%	- -%	* 4%
Other	2 38%	* 5%	- -%	* 28%	1 51%	1 84%	1 25%	2 37%	2 45%	1 32%	- -%	* 26%	2 38%	2 38%	* 23%	* 15%	1 31%	1 32%	- -%	* 29%	1 37%	1 19%	1 100%	* 18%	1 92%	1 35%	- -%	* 14%	* 100%	2 43%
(Don't know)	1 13%	1 47%	- -%	- -%	- -%	- -%	1 16%	1 14%	1 19%	- -%	1 31%	- -%	1 13%	1 13%	1 35%	1 22%	- -%	1 21%	1 49%	- -%	- -%	1 28%	- -%	1 41%	- -%	- -%	- -%	1 63%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 74 (continuation)

<Q1J1> And which company is the main provider of your Leased line/ private circuit LINE RENTAL?

by Crossbreak

Base: All with Leased Line / Private Circuits

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	26	6	5	6	2	15	19	7
Total	6	2	1	2	*	3	4	2
Virgin Media (NTL/ Telewest)	1 15%	- -%	- -%	- -%	- -%	* 1%	- -%	1 43%
O2 / BE	1 10%	1 35%	1 66%	1 35%	- -%	1 19%	1 14%	- -%
Southern	1 10%	- -%	- -%	- -%	- -%	- -%	- -%	1 28%
BT	* 7%	* 13%	* 25%	* 13%	* 62%	* 6%	* 11%	- -%
Gamma	* 5%	- -%	- -%	- -%	- -%	* 10%	* 3%	* 10%
Daisy	* 3%	* 5%	* 9%	* 5%	- -%	* 6%	* 5%	- -%
Other	2 38%	- -%	- -%	- -%	* 38%	1 31%	2 47%	* 19%
(Don't know)	1 13%	1 47%	- -%	1 47%	- -%	1 26%	1 20%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 75
Q4A Thinking about your <Main fixed line method>, why do you use <Insert Provider> as your current fixed voice calls provider?
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																																	
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR												
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	ser	pu	Other	
		(a)	to 4	to 4	(d)	- 49	- 249	than 2	years	years	years	-19	years	years	(a)	(a)	to 5	(c)	(a)	to £500k	to £3m	to £10m	to £10m+	imary ind	ufacturing	struction	sale/Trans	tail (e)	ancial Ser	ervices	ices	admin	(i)	
		(b)	(c)	(e)	(f)		years (a)	(b)	(c)	(d)	(e)								(b)	(c)	(d)	(e)	ustry (a)	(b)	(c)	port/Communica	(d)	(f)	(g)	and ser	ices (h)			
Unweighted row	502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32		21	45	59	75	84	16	126	53	23				
Total	502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3		20	45	71	62	80	18	149	35	22				
Good/better deal overall	242	37	160ad	197	21	20	4Ad	1	6	27	80e	129	218	23	1	105d	87D	26d	3	1		6	19	24	33c	40	7	78c	29	6				
	48%	36%	54%	49%	39%	47%	57%	13%	37%	51%	57%	46%	48%	56%	35%	47%	54%	47%	25%	39%		32%	41%	34%	52%	51%	41%	53%	81%	27%				
Historical reasons/ always used them	151	34	82	116	18	15	2	*	2	14	40	94	138	12	1	65	42	18	3	1b		9	16	21	13	23	7	39	12	12				
	30%	32%	28%	29%	34%	35%	25%	2%	15%	27%	29%	33%	30%	28%	59%	29%	26%	33%	25%	43%		44%	34%	29%	21%	28%	39%	26%	33%	56%				
Price of overall calls package	120	31ef	74e	104Ef	10	5	1	*	6	16	42e	56	107	13	*	69bDE	30	18bDE	1	*		3	12	11	16	16	7	45c	8	3				
	24%	30%	25%	26%	19%	12%	15%	4%	40%	31%	30%	20%	23%	33%	12%	31%	19%	32%	8%	6%		15%	27%	15%	25%	20%	39%	31%	22%	12%				
No reason to change	62	14	36	51	7	4	*	5	1	6	12	38	59	2	1	34c	20	3	3C	1aBC		1	8D	14D	*	16D	1	17D	4D	1				
	12%	13%	12%	13%	13%	10%	6%	46%	7%	11%	8%	14%	13%	6%	30%	15%	12%	6%	24%	33%		3%	17%	20%	1%	21%	7%	11%	12%	6%				
Well-known and trusted brand	53	14	28	41	8	3	*	*	*	3	7	42D	51b	2	*	29	15	3	3aBCe	*		1	9e	8	9	6	2	14	3	1				
	11%	13%	10%	10%	15%	7%	7%	2%	1%	6%	5%	15%	11%	4%	6%	13%	9%	5%	27%	3%		6%	20%	12%	14%	7%	13%	10%	8%	3%				
Reliable service	35	14B	10	24	8BC	3	*	1	2	-	13	20	32	3	*	19	7	3	2b	*		1	8Eg	7	4	2	-	10	2	*				
	7%	14%	3%	6%	14%	6%	6%	5%	10%	-%	9%	7%	7%	6%	1%	8%	4%	6%	12%	5%		6%	17%	9%	7%	3%	-%	7%	6%	2%				
Too much hassle to change	34	2	21	23	7Acf	3a	*	4	-	6	6	19	33	1	-	8	14	4	2Abc	*		2	7eG	10eG	5	3	*	3	4g	-				
	7%	2%	7%	6%	13%	8%	4%	32%	-%	11%	4%	7%	7%	2%	-%	4%	9%	8%	19%	4%		8%	15%	14%	8%	4%	2%	2%	10%	-%				
Quality of customer service/ account management	32	14B	10	24	3	4b	1B	-	4	*	7	21	30	2	*	10	13	7A	1	*		1	4g	3	9Gh	4	2	3	*	4				
	6%	14%	3%	6%	6%	9%	10%	-%	27%	*%	5%	7%	7%	4%	6%	4%	8%	13%	8%	7%		7%	9%	5%	14%	6%	13%	2%	1%	16%				
Paid for as part of a bundled package	26	9	13	22	3	1	*	*	1	*	9	16	25	2	*	18c	7	*	*	*C		1	*	*	5c	5c	-	14ch	*	*				
	5%	8%	5%	6%	5%	3%	7%	2%	6%	*%	6%	6%	5%	4%	4%	8%	4%	1%	1%	7%		4%	1%	*%	8%	6%	-%	10%	*%	1%				
Quality of line / calls	23	13Bc	2	16	3B	4Bc	*B	-	4	*	6	13	21	2	*	9	10	1	-	*cD		1	*	7h	5h	4	-	7	*	*				
	5%	13%	1%	4%	6%	9%	5%	-%	26%	*%	4%	5%	5%	4%	2%	4%	6%	2%	-%	8%		4%	1%	9%	8%	5%	-%	4%	*%	1%				

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 75 (continuation)
Q4A Thinking about your <Main fixed line method>, why do you use <Insert Provider> as your current fixed voice calls provider?
by Crossbreak
Base: All respondents

		PERSONAL PROFILE																													
		COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR									
		Total	1 (a)	2 to 4 (b)	1 to 4 (c)	5 (d)	9 - 49 (e)	50 - 249 (f)	Less than 2 years (a)	2 (b)	5 (b)	6 (c)	9 (c)	10 years (d)	20+ years (e)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Pr imary ind ustry (a)	Man ufacturing (b)	Co nstruction (c)	Whole sale/ Trans port/ Comm unica tions (d)	Re tail (e)	Finan cial ser vices (f)	Other ser vices (g)	Pub lic admin and ser vices (h)
Unweighted row	502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23		
Total	502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22		
Other suppliers have worse customer service	12 2%	2 2%	6 2%	8 2%	1 2%	2 5%	* 1%	- %	- %	- %	4 3%	8 3%	11 2%	1 2%	- %	4 2%	5 3%	3 5%	* %	- %	1 3%	- %	- %	3 5%	1 1%	- %	7 5%	1 2%	- %		
Friends and family use them	10 2%	4 4%	5 2%	9 2%	1 1%	1 1%	- %	5 46%	- %	1 1%	- %	5 2%	10 2%	- %	- %	9b 4%	1 *	1 1%	- %	- %	- %	- %	4g 5%	* %	6dG 7%	* 1%	1 *	- %	- %		
Wasn't around when original decision was made	7 1%	* %	1 *	1 *	1bC 2%	4ABCD 10%	1ABCD 12%	1 7%	- %	- %	1 1%	5 2%	4 1%	3A 8%	* 8%	1 *	1 1%	2Ab 4%	2ABC 18%	*AB 6%	- %	* %	* %	4eg 7%	* %	* %	2 2%	* 1%	- %		
Other suppliers are more expensive	6 1%	- %	4 1%	4 1%	2 3%	* 1%	- %	- %	- %	- %	- %	6 2%	6 1%	- %	- %	3 1%	3 2%	- %	- %	- %	- %	3cdg 7%	- %	- %	1 1%	- %	2 1%	- %	- %		
Other suppliers have worse line / call quality	5 1%	- %	4 1%	4 1%	- %	1 2%	- %	- %	- %	- %	- %	5 2%	5 1%	- %	- %	- %	4a 3%	1a 2%	- %	- %	- %	- %	- %	- %	* %	- %	5 3%	- %	- %		
Offer a range of services to businesses	4 1%	- %	2 1%	2 1%	* %	1 3%	*A 2%	- %	1 5%	* %	1 1%	2 1%	3 1%	1 2%	* 3%	1 *	1 1%	2a 3%	* 1%	* 2%	- %	- %	1 2%	2g 3%	* %	- %	- %	* %	- %		
Price of calls to mobile phones	3 1%	2 2%	- %	2 1%	1B 2%	* %	*B 1%	- %	* 1%	* %	1 *	2 1%	3 1%	- %	- %	2 1%	1 *	* 1%	- %	- %	1 3%	- %	* %	- %	2g 3%	- %	- %	- %	* 1%		
Provided free as part of bundled package	2 %	- %	1 *	1 *	1c 2%	- %	- %	- %	- %	- %	- %	2 1%	2 *	- %	- %	- %	2 1%	- %	- %	- %	- %	- %	- %	2 2%	- %	* 1%	* %	- %	- %		
Price of international calls	1 %	- %	- %	- %	1BC 2%	- %	*aBC 1%	- %	- %	* %	- %	1 *	1 *	- %	- %	- %	1 *	* %	* %	- %	*A 2%	- %	* %	1 1%	* %	- %	- %	- %	- %		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 75 (continuation)
Q4A Thinking about your <Main fixed line method>, why do you use <Insert Provider> as your current fixed voice calls provider?
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																																
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR											
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	ser	Pu	Other
		(a)	to 4	to 4	(d)	- 49	- 249	(f)	than 2 years	(b)	(c)	years	-19 years	(e)	(a)	to 5	(c)	£100k to £500k (a)	£500k to £3m (b)	£3m to £10m (c)	£10m+ to (e)	imary ind ustry (a)	ufact uring (b)	nstru ction (c)	sale/ port/ Comm unica tions (d)	tail (e)	ncial vices (f)	Other ser vices (g)	ser vices (h)	blic admin and ser vices (i)			
		----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row	502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23				
Total	502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22				
Not aware of other suppliers	1 *%	- -%	- -%	- -%	- -%	1BC 2%	*BC *%	- -%	- -%	- -%	- -%	1 *%	1 *%	* *%	- -%	- -%	- -%	1 1%	- -%	*AB 1%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	1 *%	- -%	- -%			
Unlimited evening and weekend calls to UK landlines	1 *%	- -%	- -%	- -%	1bC 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	1 *%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%			
Offer internet calling / VoIP	* *%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%				
Other	41 8%	12 12%	17 6%	29 7%	4 8%	6b 13%	1bc 14%	1 7%	1 7%	4 7%	14 10%	21 7%	36 8%	5 11%	- -%	13 6%	13 8%	9Ab 16%	1 10%	1Ab 20%	5 24%	* 1%	5 8%	2 4%	8 9%	3 15%	16b 11%	1 3%	* *%				
None of the above	5 1%	1 *%	4 2%	5 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 2%	5 1%	- -%	- -%	5 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	4 3%	- -%	- -%				
NETS	----																																
Any price	121 24%	31e 30%	74e 25%	104Ef 26%	11 20%	5 12%	1 16%	* 4%	6 40%	16 31%	42e 30%	57 20%	107 23%	13 33%	* 12%	69bDe 31%	31 19%	18bDe 32%	1 8%	* 9%	3 15%	13 28%	11 15%	16 26%	16 20%	7 39%	45c 31%	8 22%	3 12%				
Any package	27 5%	9 8%	13 5%	22 6%	4 7%	1 3%	* 7%	* 2%	1 6%	* *%	9 6%	17 6%	26 6%	2 4%	* 4%	18c 8%	8 5%	* 1%	* 1%	*C 7%	1 4%	* 1%	* *%	6ch 9%	5c 6%	* 1%	15ch 10%	* *%	* *%				

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 75 (continuation)
Q4A Thinking about your <Main fixed line method>, why do you use <Insert Provider> as your current fixed voice calls provider?
by Crossbreak
Base: All respondents

	Total	LOCATION												OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON			
		NE	NW	Yo rks/	E	Mid	W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	
		(a)	(b)	rk	(d)	(e)	(f)		(g)	(h)	(i)	En	(k)	land	thern	(l)	Ir	based	where	(a)	agree	(a)	agree
		(c)										gland	(j)		(m)		(b)			(b)		(b)	
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118	
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154	
Good/better deal overall	242 48%	4 26%	23 45%	16 41%	17 50%	32 78%	30H 60%	35 44%	23 30%	25 54%	205 48%	11h 53%	19h 53%	7h 52%	51 43%	191 50%	182 47%	37 58%	104 49%	129 50%	144 47%	65 43%	
Historical reasons/ always used them	151 30%	6 38%	18 35%	12 31%	17 48%	9 21%	12 25%	21 26%	23 31%	11 25%	129 30%	8 37%	9 24%	5f1 41%	43 36%	107 28%	125 32%	16 25%	67 32%	70 27%	88 29%	57 37%	
Price of overall calls package	120 24%	3 22%	8 16%	10 27%	* %	15 37%	10 20%	27Km 33%	23k 31%	14 30%	110Km 26%	2 9%	6 17%	2 14%	28 23%	92 24%	83 21%	17 27%	63B 30%	49 19%	70 23%	42 27%	
No reason to change	62 12%	* 2%	* %	14 36%	4 11%	9 22%	1 1%	12bf 15%	13bf 18%	5 12%	58bfm 13%	2Bf 9%	2 5%	1b 5%	9 7%	54 14%	50 13%	9 14%	21 10%	41 16%	35 12%	20 13%	
Well-known and trusted brand	53 11%	5 35%	1 1%	4 10%	- %	9 21%	4g 9%	* %	18 24%	6 12%	47g 11%	2G 7%	4G 10%	1G 7%	4 4%	49a 13%	47 12%	2 4%	25 12%	22 8%	39B 13%	6 4%	
Reliable service	35 7%	3 18%	2 4%	- %	3 9%	2 6%	3 6%	4 5%	6 8%	5 11%	28 6%	4 21%	1 4%	11 11%	6 5%	29 8%	30 8%	4 6%	17 8%	14 5%	28 9%	7 5%	
Too much hassle to change	34 7%	- %	4 8%	3 9%	4 12%	2 6%	1 2%	13fhjk 17%	1 2%	1 2%	30k 7%	* 1%	3 7%	* 4%	9 7%	25 6%	25 6%	3 5%	14 7%	17 6%	23 8%	10 7%	
Quality of customer service/ account management	32 6%	5 31%	8Hj 16%	- %	* %	2 4%	2 5%	5 7%	* %	5 11%	28 6%	2H 8%	2 5%	1H 6%	2 1%	30a 8%	27 7%	4 6%	19 9%	12 5%	21 7%	10 6%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 75 (continuation)
Q4A Thinking about your <Main fixed line method>, why do you use <Insert Provider> as your current fixed voice calls provider?
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	London (h)	SE (i)	SW (j)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118	
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154	
Paid for as part of a bundled package	26 5%	- -%	6g 11%	* 1%	1 2%	- -%	1 2%	- -%	9g 12%	9 19%	25 6%	* 2%	1 2%	*g 2%	4 3%	22 6%	26 7%	- -%	15 7%	11 4%	20 7%	5 3%	
Quality of line / calls	23 5%	- -%	1 2%	- -%	- -%	4 11%	2 5%	7 8%	1 1%	4 9%	20 5%	1 4%	2 5%	1 6%	6 5%	18 5%	19 5%	3 5%	15 7%	8 3%	11 3%	12 8%	
Other suppliers have worse customer service	12 2%	2 15%	1 3%	1 4%	- -%	- -%	- -%	- -%	- -%	5 11%	10 2%	1fGh 5%	1 2%	* %	5 4%	7 2%	11 3%	- -%	10B 5%	2 1%	8 3%	3 2%	
Friends and family use them	10 2%	- -%	- -%	5 14%	- -%	- -%	* 1%	4 5%	- -%	- -%	9 2%	- -%	1 3%	* 1%	1 1%	10 3%	5 1%	5A 8%	4 2%	7 3%	4 1%	6 4%	
Wasn't around when original decision was made	7 1%	- -%	* %	2 4%	- -%	2 5%	* 1%	1 2%	* %	- -%	6 1%	1 3%	1 2%	*h 4%	- -%	7 2%	7 2%	* %	6b 3%	1 %	6 2%	1 1%	
Other suppliers are more expensive	6 1%	- -%	- -%	2 5%	- -%	- -%	* 1%	3 4%	- -%	- -%	5 1%	- -%	1 2%	- -%	- -%	6 2%	6 2%	- -%	5b 3%	1 %	5 2%	1 1%	
Other suppliers have worse line / call quality	5 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 11%	5 1%	* 1%	- -%	- -%	4B 4%	1 %	5 1%	- -%	5b 2%	- -%	5 2%	- -%	
Offer a range of services to businesses	4 1%	* 2%	* %	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 %	* %	2gJ 5%	1bFGHJ 4%	1 1%	2 1%	3 1%	* %	3 1%	1 %	3 1%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 75 (continuation)
Q4A Thinking about your <Main fixed line method>, why do you use <Insert Provider> as your current fixed voice calls provider?
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	London (h)	SE (i)	SW (j)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Elsewhere (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118	
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154	
Price of calls to mobile phones	3 1%	- -%	1 1%	- -%	* *%	- -%	2j 4%	- -%	- -%	- -%	3 1%	* 2%	* 1%	- -%	* *%	3 1%	1 *%	2 3%	1 *%	1 *%	1 *%	1 *%	
Provided free as part of bundled package	2 *%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	1j 3%	* 1%	- -%	2 *%	2 *%	- -%	1 *%	1 *%	2 1%	* *%	
Price of international calls	1 *%	- -%	1 1%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	1 *%	* 1%	- -%	* 1%	* *%	1 *%	1 *%	- -%	* *%	1 *%	1 *%	* *%	
Not aware of other suppliers	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 *%	- -%	- -%	* *%	- -%	1 *%	1 *%	- -%	1 *%	- -%	1 *%	- -%	
Unlimited evening and weekend calls to UK landlines	1 *%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	1 *%	1 *%	- -%	- -%	1 *%	1 *%	- -%	
Offer internet calling / VoIP	* *%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	* *%	- -%	
Other	41 8%	5 36%	1 1%	7 18%	3 9%	- -%	4 9%	6 8%	2 2%	5 11%	34 8%	3Bhj 15%	2 6%	1Bh 11%	9 7%	31 8%	37 9%	1 2%	18 9%	17 7%	29 9%	10 7%	
None of the above	5 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4j 6%	- -%	4 1%	1 2%	- -%	- -%	1 *%	4 1%	5 1%	- -%	- -%	5a 2%	4 1%	1 *%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 75 (continuation)

Q4A Thinking about your <Main fixed line method>, why do you use <Insert Provider> as your current fixed voice calls provider?

by Crossbreak

Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	East (f)	Lo ndon (g)	SE (h)	SW (i)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154
NETS																						
Any price	121 24%	3 22%	9 17%	10 27%	* %	15 37%	10 20%	27Km 33%	23k 31%	14 30%	111Km 26%	2 9%	6 17%	2 14%	28 23%	93 24%	84 21%	17 27%	63B 30%	50 19%	71 23%	42 27%
Any package	27 5%	- %	6g 12%	* 1%	1 2%	- %	1 2%	- %	9g 12%	9 19%	26 6%	* 2%	1 3%	*g 3%	4 3%	23 6%	27 7%	- %	15 7%	11 4%	21 7%	5 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 75 (continuation)
Q4A Thinking about your <Main fixed line method>, why do you use <Insert Provider> as your current fixed voice calls provider?
by Crossbreak
Base: All respondents

	CONNECTION PROFILE																																	
															FIXED LINES USED FOR VOICE CALLS OUT																			
	MAIN FIXED LINE TYPE						PRODUCTS USED										VOIP TYPE						VOIP USAGE						STANDARD LANDLINE SUPPLIER					
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuits (d)	Fixed broadband (e)	Standard lines (a)	NET Mobiles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2E (e)	ISDN 30 line (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	So media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	Same provider (a)	A diff. provider (b)	Both (c)	Internet / -site (a)	Ext. / (b)	Both (c)	Neither (d)	BT for ntl calls (a)	Other pro for calls (b)	Other pro for ntl and calls (c)				
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255				
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258				
Good/better deal overall	242	231BC	4	4	*	4	236eFGhI	197eFGhI	202eFGhI	45fGI	14Gi	5	3	38Gi	7	80fGI	73fGI	233bC	13	5	11	16A	2	2	18c	15	2	75	19	149A				
	48%	51%	26%	23%	7%	22%	49%	47%	47%	41%	34%	27%	14%	36%	19%	43%	44%	49%	33%	26%	21%	46%	22%	16%	58%	33%	16%	34%	71%	58%				
Historical reasons/ always used them	151	137	2	7aB	1	4	149	126	136k	30	13	8hK	15ABCDE FHIJK	26	16hk	69dhK	39	146	12	8	15b	4	6	9	5	11	1	92C	2	57				
	30%	30%	14%	45%	41%	23%	31%	30%	32%	27%	31%	39%	65%	25%	41%	37%	24%	31%	33%	40%	29%	12%	79%	63%	16%	24%	4%	42%	8%	22%				
Price of overall calls package	120	115bC	1	1	*	4	120EFGJ	106EFGJ	110EFGJ	31EFGJ	2	2	1	30EFGJ	17ABCdE FGhJK	30Eg	44EFGJ	119Bc	2	2	8	18A	*	3	8	19	-	26	8	87A				
	24%	25%	7%	4%	6%	21%	25%	25%	26%	28%	5%	10%	4%	29%	45%	16%	27%	25%	5%	11%	16%	52%	5%	21%	25%	43%	-%	12%	29%	34%				
No reason to change	62	59	*	2b	1	-	61K	45K	48K	13K	3	2K	2	14K	1	27eiK	6	59	2	2	12B	1	-	2	7C	*	4	37c	1	24				
	12%	13%	1%	14%	31%	-%	13%	11%	11%	11%	6%	11%	9%	13%	4%	14%	4%	12%	5%	12%	23%	4%	-%	11%	22%	1%	36%	17%	4%	9%				
Well-known and trusted brand	53	53c	*	-	-	*	53EFgi	45EFgi	48EFgi	12efgi	1	*	*	20abcEF GIK	*	25EFGI	14efgi	53bC	1	*	18B	2	-	2	13C	*	4	37C	-	16				
	11%	12%	1%	1%	1%	1%	11%	11%	11%	11%	2%	1%	1%	19%	1%	14%	9%	11%	2%	1%	35%	5%	1%	15%	40%	1%	36%	17%	1%	6%				
Reliable service	35	31	*	*	*	3	35	29	31	7	3	*	1	7	1	16	12	35	2	*	6	1	*	3	1	1	2	27C	1	8				
	7%	7%	1%	2%	4%	17%	7%	7%	7%	6%	7%	2%	4%	7%	3%	9%	7%	7%	6%	2%	12%	2%	2%	19%	4%	2%	19%	12%	3%	3%				
Too much hassle to change	34	31	*	2	-	-	33e	27e	25e	9e	*	2	*	5	1	11	7	31b	*	2B	*	1	-	*	4c	*	-	23C	-	10				
	7%	7%	2%	14%	1%	1%	7%	6%	6%	8%	1%	11%	2%	5%	1%	6%	4%	7%	1%	12%	1%	4%	1%	2%	13%	1%	1%	11%	1%	4%				

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 75 (continuation)
Q4A Thinking about your <Main fixed line method>, why do you use <Insert Provider> as your current fixed voice calls provider?
by Crossbreak
Base: All respondents

	CONNECTION PROFILE																													
																	FIXED LINES USED FOR VOICE CALLS OUT				VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	MAIN FIXED LINE TYPE						PRODUCTS USED																							
	Total	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed broadband (e)	Standard landlines (a)	NET Mobiles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuit (g)	VoIP (h)	Video conferencing (i)	Social media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	Diff erent provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258
Quality of customer service/ account management	32	27	*	4AB	*	-	31	27	31	8	2	4 ABCDE GJK	1	13abj 9 ABCDE gJk	9	9	16	31	2	4AB	12B	*	-	3	1	9b	-	23C	-	9
	6%	6%	1%	26%	4%	-%	6%	6%	7%	8%	6%	22%	6%	12%	22%	5%	10%	7%	5%	23%	24%	1%	-%	23%	2%	19%	-%	10%	-%	4%
Paid for as part of a bundled package	26	25	1	*	*	*	26	22	26	6	2	*	*	10j 8 ABCDE FGhJK	7	7	25	2	*	6b	*	-	-	4c	1	4	19C	*	7	
	5%	5%	7%	1%	12%	1%	5%	5%	6%	5%	4%	2%	1%	9%	22%	4%	4%	5%	5%	3%	11%	1%	-%	-%	14%	1%	36%	9%	1%	3%
Quality of line / calls	23	15	3AC	*	-	5	20	23	23	9fg	4afg	*	*	10afg 5 AbcFG j	9	13afg	20	4ac	*	8	2	-	1	-	7b	2	11	-	12	
	5%	3%	22%	1%	-%	30%	4%	5%	5%	8%	9%	1%	1%	10%	14%	5%	8%	4%	10%	1%	16%	6%	-%	4%	-%	16%	19%	5%	-%	5%
Other suppliers have worse customer service	12	11	1	-	-	1	12	11	11	4	1	-	1	3	-	6	3	12	1	-	2	1	-	2	1	-	-	8	1	3
	2%	2%	4%	-%	-%	4%	2%	3%	3%	3%	1%	-%	2%	3%	-%	3%	2%	3%	1%	-%	4%	2%	-%	15%	2%	-%	-%	4%	3%	1%
Friends and family use them	10	10	-	1	-	-	10	5	5	1	-	1	-	1	-	4	5	10	-	1	1	-	-	-	*	1	-	2	3	6
	2%	2%	-%	3%	-%	-%	2%	1%	1%	1%	-%	3%	-%	1%	-%	2%	3%	2%	-%	3%	2%	-%	-%	-%	1%	1%	-%	1%	13%	2%
Wasn't around when original decision was made	7	3	*	4AB	-	*	7	7	6	3	5	5	3	2	*	5	5	7	5A	4A	1	2	*	1	-	1	-	5	-	2
	1%	1%	1%	26%	-%	1%	2%	2%	1%	3%	12%	23%	12%	2%	1%	3%	3%	2%	12%	23%	1%	5%	1%	10%	-%	2%	-%	2%	-%	1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 75 (continuation)
Q4A Thinking about your <Main fixed line method>, why do you use <Insert Provider> as your current fixed voice calls provider?
by Crossbreak
Base: All respondents

CONNECTION PROFILE																														
	Total	MAIN FIXED LINE TYPE					PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed broadband (e)	Standard lines (a)	NET Mobiles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 private (f)	LL private circuit (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258
Other suppliers are more expensive	6 1%	6 1%	- -%	- -%	- -%	- -%	6 1%	6 2%	5 1%	4jK 4%	- -%	- -%	- -%	3k 3%	- -%	1 1%	- -%	6 1%	- -%	- -%	- -%	- -%	- -%	- -%	3c 11%	- -%	- -%	2 1%	- -%	4 2%
Other suppliers have worse line / call quality	5 1%	5 1%	- -%	- -%	- -%	- -%	5 1%	5 1%	5 1%	* %	- -%	- -%	- -%	- -%	- -%	1 %	* %	5 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5c 2%	- -%	- -%
Offer a range of services to businesses	4 1%	3 1%	- -%	* %	1 42%	* 1%	4 1%	3 1%	3 1%	2 2%	* 1%	* 1%	1ac 3%	1 1%	2abC 4%	3 1%	2 1%	3 1%	* 1%	* 1%	* 1%	1 2%	- -%	- -%	* %	1 2%	- -%	1 %	- -%	3 1%
Price of calls to mobile phones	3 1%	3 1%	- -%	- -%	- -%	- -%	3 1%	3 1%	3 1%	1 1%	- -%	- -%	- -%	* %	* %	* %	- -%	3 1%	- -%	- -%	- -%	* %	- -%	- -%	* %	- -%	- -%	* %	- -%	3 1%
Provided free as part of bundled package	2 %	2 %	- -%	- -%	- -%	- -%	2 %	2 %	2 %	- -%	- -%	- -%	- -%	- -%	- -%	1 %	- -%	2 %	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* %	2 1%
Price of international calls	1 %	1 %	- -%	* %	- -%	- -%	1 %	1 %	1 %	* %	- -%	* %	* %	* %	- -%	* %	* %	1 %	- -%	* %	- -%	- -%	* 1%	- -%	- -%	* %	- -%	- -%	- -%	1 %
Not aware of other suppliers	1 %	1 %	- -%	* %	- -%	- -%	1 %	1 %	1 %	* %	* %	* %	* %	* %	- -%	1 %	* %	1 %	* %	* %	- -%	* %	- -%	- -%	* %	- -%	- -%	1 %	- -%	- -%
Unlimited evening and weekend calls to UK landlines	1 %	1 %	- -%	- -%	- -%	- -%	1 %	1 %	1 %	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 %	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 75 (continuation)
Q4A Thinking about your <Main fixed line method>, why do you use <Insert Provider> as your current fixed voice calls provider?
by Crossbreak
Base: All respondents

CONNECTION PROFILE																															
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
																		Sta	ISDN	ISDN											LL
	ndard	2/2E	30	/	Pr	ndard	Mo	line	bile	2/2e	ISDN	30	ivate	(h)	co	cial	based	ndard	2/2E	30	Same	A	Both	Int	Ext	Both	Ne	BT	Other	Other	
line	(b)	line	ivate	broa	land	biles	broa	broa	(e)	(f)	30	ivate	ncing	media	(j)	(k)	line	(b)	(c)	vider	diff	erent	ernal	ernal	(c)	ither	for	pro	pro		
(a)	(d)	(e)	(a)	(c)	(d)	(a)	(c)	(d)	(e)	(f)	(g)	(i)	(j)	(k)	(a)	(b)	(c)	(a)	(b)	(c)	pro	vider	inter	-site	(a)	(b)	(c)	(d)	ntal	for	for
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255	
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258	
Offer internet calling / VoIP	*	-	-	-	-	*	*	*	-	-	-	-	*	-	-	-	*	-	-	*	-	-	-	-	-	*	-	*	-	-	
	*%	-%	-%	-%	-%	2%	*%	*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	1%	-%	-%	-%	-%	1%	-%	*%	-%	-%	
Other	41	34	1	1	1	3	38	39	34	17AbC	3	2	3	11	3	18	15	36	2	2	5	5	-	*	3	4	4	14	1	25	
	8%	8%	7%	9%	79%	15%	8%	9%	8%	15%	7%	11%	14%	10%	9%	9%	9%	8%	6%	8%	10%	13%	-%	*%	9%	9%	29%	6%	5%	10%	
None of the above	5	1	4AC	-	-	-	1	4	4	-	4	-	-	-	-	-	4Aj	1	4AC	-	-	-	-	-	-	-	-	1	-	4	
	1%	*%	30%	-%	-%	-%	*%	1%	1%	-%	11%	-%	-%	-%	-%	-%	3%	*%	12%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	2%	
NETS																															

Any price	121	116bC	1	1	*	4	120EFGJ	107EFGJ	111EFGJ	31EFGJ	2	2	1	31EFGJ	17ABCdEFGhJK	30Eg	44EFGJ	120Bc	2	2	8	18A	*	3	8	20	-	26	8	88A	
	24%	26%	7%	4%	6%	21%	25%	25%	26%	28%	5%	11%	5%	29%	45%	16%	27%	25%	5%	11%	16%	52%	6%	21%	25%	43%	-%	12%	29%	34%	
Any package	27	26	1	*	*	*	27	23	27	6	2	*	*	10j	8ABCDEFGhJK	7	7	26	2	*	6b	*	-	-	4c	1	4	19C	*	8	
	5%	6%	7%	1%	12%	1%	6%	5%	6%	5%	4%	2%	1%	9%	22%	4%	4%	5%	5%	3%	11%	1%	-%	-%	14%	1%	36%	9%	1%	3%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 75 (continuation)
Q4A Thinking about your <Main fixed line method>, why do you use <Insert Provider> as your current fixed voice calls provider?
by Crossbreak
Base: All respondents

	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN LL/ PC Re ntal (a) (b)	Std lan dline + ISDN (c)	Std lan dline + BB BB supp liers (a)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57
Total	502	23	1	308	90	321	447	55
Good/better deal overall	242 48%	9 40%	* 9%	137 45%	49 54%	149 46%	217 49%	25 46%
Historical reasons/ always used them	151 30%	10c 45%	- -%	92 30%	34D 38%	97D 30%	144D 32%	6 12%
Price of overall calls package	120 24%	1 6%	* 12%	86A 28%	22 24%	84 26%	103 23%	17 32%
No reason to change	62 12%	2 10%	1 66%	36 12%	11d 12%	37d 12%	61d 14%	1 2%
Well-known and trusted brand	53 11%	* 1%	- -%	42a 14%	5 6%	43aD 13%	53D 12%	* *%
Reliable service	35 7%	3 12%	1 66%	24 8%	6 6%	22d 7%	35d 8%	* *%
Too much hassle to change	34 7%	* *%	- -%	18 6%	5 6%	19 6%	32 7%	1 2%
Quality of customer service/ account management	32 6%	6C 25%	1 66%	30 10%	1 1%	30Ad 9%	32ad 7%	* *%
Paid for as part of a bundled package	26 5%	1 5%	- -%	21 7%	4 5%	22 7%	26 6%	* 1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 75 (continuation)
Q4A Thinking about your <Main fixed line method>, why do you use <Insert Provider> as your current fixed voice calls provider?
by Crossbreak
Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57
Total	502	23	1	308	90	321	447	55
Quality of line / calls	23 5%	1 2%	- -%	18 6%	1 1%	17 5%	21 5%	2 4%
Other suppliers have worse customer service	12 2%	1 2%	- -%	9 3%	- -%	11 3%	12 3%	* *%
Friends and family use them	10 2%	- -%	- -%	2 *%	- -%	5 2%	7 2%	3abc 6%
Wasn't around when original decision was made	7 1%	2C 9%	* 9%	4 1%	3 3%	3 1%	6 1%	1 2%
Other suppliers are more expensive	6 1%	- -%	- -%	5 2%	- -%	5 2%	6 1%	- -%
Other suppliers have worse line / call quality	5 1%	- -%	- -%	5 2%	* *%	5 2%	5 1%	- -%
Offer a range of services to businesses	4 1%	* 1%	- -%	2 1%	* *%	2 1%	3 1%	1 1%
Price of calls to mobile phones	3 1%	- -%	- -%	3 1%	* *%	3 1%	3 1%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 75 (continuation)
Q4A Thinking about your <Main fixed line method>, why do you use <Insert Provider> as your current fixed voice calls provider?
by Crossbreak
Base: All respondents

	Total	BUNDLING			SAME VS DIFFERENT			
		Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN LL/ PC Re ntal (a) (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57
Total	502	23	1	308	90	321	447	55
Provided free as part of bundled package	2 *%	- -%	- -%	2 1%	* *%	2 1%	2 *%	* *%
Price of international calls	1 *%	- -%	- -%	1 *%	* *%	1 *%	1 *%	- -%
Not aware of other suppliers	1 *%	* *%	* 4%	1 *%	- -%	1 *%	1 *%	- -%
Unlimited evening and weekend calls to UK landlines	1 *%	- -%	- -%	1 *%	- -%	1 *%	1 *%	- -%
Offer internet calling / VoIP	* *%	- -%	- -%	* *%	- -%	- -%	* *%	- -%
Other	41 8%	2 7%	- -%	25 8%	5 5%	27 8%	37 8%	3 6%
None of the above	5 1%	- -%	- -%	- -%	4BC 5%	- -%	1 *%	4BC 8%
NETS								

Any price	121 24%	1 6%	* 12%	87A 28%	22 24%	85 26%	104 23%	17 32%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 75 (continuation)
Q4A Thinking about your <Main fixed line method>, why do you use <Insert Provider> as your current fixed voice calls provider?
by Crossbreak
Base: All respondents

	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57
Total	502	23	1	308	90	321	447	55
Any package	27 5%	1 5%	- %	22 7%	4 5%	23 7%	27 6%	* 1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 76
<Q4A3> Why do you use BT as your current calls provider?
by Crossbreak
Base: All respondents

		PERSONAL PROFILE																														
		COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR										
		Total	1 (a)	2 to 4 (b)	1 to 4 (c)	5 (d)	9 - 49 (e)	50 - 249 (f)	Less than 2 years (a)	2 (b)	5 (b)	6 (c)	9 -19 years (d)	10+ years (e)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Pr mary industry (a)	Man ufacturing (b)	Co nstruction (c)	Whole sale/Trans port/ Comm unica tions (d)	Re tail (e)	Fina ncial services (f)	Other ser vices (g)	Pu blic admin and ser vices (h)	Other (i)	
Unweighted row	225	26	63	89	54	43	39	6	7	11	53	148	170	47	8	57	66	40	21	9	16	15	27	34	31	7	58	29	8			
Total	214	46	115	161	31	19	3	5	5	12	55	136	196	16	2	81	71	20	7	1	15	22	33	23	31	7	61	13	10			
Historical reasons/ always used them	91 42%	26 56%	44 38%	69 43%	12 38%	9 46%	1 27%	* 5%	1 30%	9 73%	17 31%	63 46%	80 41%	9 56%	1 77%	43B 53%	21 29%	8 42%	2 24%	1 72%	9 59%	15 66%	14 42%	5 22%	12 38%	3 45%	28d 46%	3 19%	4 39%			
Good/better deal overall	76 36%	13 27%	41 36%	54 33%	11 34%	10cd 54%	2bcd 56%	1 17%	1 31%	1 5%	25 45%	48 36%	70 36%	6 36%	* 20%	27 33%	23 33%	9 47%	1 15%	* 27%	5 34%	6 26%	5 15%	10 43%	11 36%	3 50%	24 39%	10 78%	2 23%			
No reason to change	38 18%	14 31%	16 14%	30 19%	6 20%	1 6%	* 13%	- -%	1 23%	6 47%	1 2%	29D 22%	35 18%	2 10%	1 50%	18C 23%	15C 20%	* -%	3 39%	1 65%	1 4%	8 35%	14 41%	* -%	6d 18%	1 12%	6 9%	3 19%	1 11%			
Well-known and trusted brand	37 17%	13 29%	15 13%	29 18%	5 17%	3 14%	* 11%	* 4%	- -%	2 20%	5 9%	29d 21%	35 18%	1 9%	* 3%	14 17%	15 21%	3 14%	3 42%	- -%	1 7%	9 41%	8 25%	5g 20%	6 18%	2 33%	3 5%	3 20%	* -%			
Reliable service	27 13%	14 31%	5 4%	19 12%	7Bf 21%	1 7%	* 4%	1 10%	1 30%	- -%	12e 22%	13 9%	26 13%	1 7%	* 2%	13 16%	7 10%	1 7%	1 20%	- -%	1 8%	8 35%	6 19%	4 18%	2 6%	- -%	5 8%	1 5%	* -%			
Too much hassle to change	24 11%	2 4%	15 13%	16 10%	6 19%	1 7%	* 6%	4 65%	- -%	6 47%	2 4%	12 9%	23 12%	1 5%	- -%	5 6%	10 14%	2 11%	2 32%	* 5%	2 10%	3 15%	10 29%	4G 19%	3g 8%	- -%	* -%	2 16%	- -%			
Quality of customer service/ account management	23 11%	10 22%	9 7%	19 12%	1 4%	3 14%	* 6%	- -%	- -%	- -%	4 8%	18 13%	23b 11%	* -%	* 6%	4 5%	12a 17%	6A 31%	1 11%	- -%	- -%	4 16%	2 7%	4 16%	4 14%	2 33%	3 5%	* 1%	4 36%			
Price of overall calls package	23 11%	3 6%	14 12%	16 10%	4 11%	2 12%	* 11%	- -%	1 20%	- -%	14E 26%	7 5%	20 10%	3 17%	* 9%	10 12%	6 9%	5b 24%	* 5%	- -%	- -%	2 11%	* 1%	6E 24%	- -%	- -%	11e 19%	1 4%	2 23%			
Paid for as part of a bundled package	19 9%	9 19%	8 7%	17 11%	1 5%	1 3%	* 3%	* 3%	1 14%	* 2%	8 14%	10 7%	18 9%	1 9%	- -%	13c 16%	5 7%	- -%	- -%	- -%	- -%	- -%	- -%	4 18%	5 17%	- -%	10 16%	* 1%	- -%			
Quality of line / calls	11 5%	4 8%	2 1%	5 3%	2b 8%	3BC 16%	*Bc 12%	- -%	- -%	* 2%	3 5%	8 6%	9 5%	2 11%	* 3%	1 1%	7a 11%	1 4%	- -%	* 16%	* 1%	* 1%	3 10%	* 1%	4 12%	- -%	3 5%	* -%	* -%			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 76 (continuation)
<Q4A3> Why do you use BT as your current calls provider?
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																																
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR											
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	ser	Pu	Other
		(a)	to 4 (b)	to 4 (c)	(d)	- 49 - (e)	249 (f)	than 2 years (a)	(b)	(c)	years (d)	-19 years (e)	(a)	to 5 (b)	(c)	£100k (a)	to £500k (b)	to £3m (c)	to £10m (d)	to (e)	Primary industry (a)	ufacturing (b)	struction (c)	sale/ Transport/ Communica- tions (d)	tail (e)	ancial services (f)	services (g)	public admin and ser- vices (h)	(i)				
Unweighted row	225	26	63	89	54	43	39	6	7	11	53	148	170	47	8	57	66	40	21	9	16	15	27	34	31	7	58	29	8				
Total	214	46	115	161	31	19	3	5	5	12	55	136	196	16	2	81	71	20	7	1	15	22	33	23	31	7	61	13	10				
Other suppliers have worse customer service	8 4%	2 5%	5 5%	8 5%	- %	1 4%	* 1%	- %	- %	- %	2 4%	6 4%	8 4%	* %	- %	3 3%	5 7%	1 4%	* %	- %	- %	- %	- %	2 10%	1 2%	- %	5 9%	* %	- %				
Other suppliers have worse line / call quality	5 2%	- %	4 4%	4 3%	- %	1 5%	- %	- %	- %	- %	- %	5 4%	5 3%	- %	- %	- %	4a 6%	1a 4%	- %	- %	- %	- %	- %	- %	* 1%	- %	5 8%	- %	- %				
Wasn't around when original decision was made	2 1%	* 1%	- %	* %	1 2%	1BC 4%	*BCD 12%	1 14%	- %	- %	1 2%	* %	1 1%	1A 6%	* 5%	* %	1 1%	1 3%	* 2%	* 5%	- %	* %	- %	1 3%	* %	- %	1 1%	* 2%	- %				
Other suppliers are more expensive	2 1%	- %	- %	- %	2BC 6%	- %	- %	- %	- %	- %	- %	2 1%	2 1%	- %	- %	2 2%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	2 3%	- %	- %				
Friends and family use them	2 1%	1 2%	- %	1 1%	1 2%	- %	- %	- %	- %	- %	- %	2 1%	2 1%	- %	- %	1 1%	1 1%	* %	- %	- %	- %	- %	* 1%	* 1%	1 3%	* 1%	- %	- %	- %				
Offer a range of services to businesses	1 %	- %	* %	* %	- %	* 2%	- %	- %	- %	- %	- %	1 1%	1 %	- %	- %	- %	- %	lab 4%	- %	- %	- %	- %	* 1%	* 2%	- %	- %	- %	- %	- %				
Not aware of other suppliers	1 %	- %	- %	- %	- %	1BC 4%	*BC 1%	- %	- %	- %	- %	1 1%	1 %	* %	- %	- %	- %	lab 4%	- %	* 2%	- %	- %	- %	* %	- %	- %	1 1%	- %	- %				
Price of calls to mobile phones	* %	- %	- %	- %	* 1%	* 1%	- %	- %	* 3%	- %	- %	* %	* %	- %	- %	* %	- %	* 1%	- %	- %	- %	- %	* 1%	- %	- %	- %	- %	- %	- %				
Offer internet calling / VoIP	* %	- %	- %	- %	* 1%	- %	- %	- %	* 7%	- %	- %	- %	* %	- %	- %	- %	- %	- %	- %	- %	- %	- %	* 1%	- %	- %	- %	- %	- %	- %				

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 76 (continuation)
<Q4A3> Why do you use BT as your current calls provider?
by Crossbreak
Base: All respondents

		PERSONAL PROFILE																												
		COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR									
		Total	1 (a)	2 to 4 (b)	1 to 4 (c)	5 - 9 (d)	10 - 49 (e)	50 - 249 (f)	Less than 2 years (a)	2 - 5 years (b)	5 - 6 years (c)	6 - 9 years (d)	10 - 19 years (e)	20+ years (f)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail/transport/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)
Unweighted row	225	26	63	89	54	43	39	6	7	11	53	148	170	47	8	57	66	40	21	9	16	15	27	34	31	7	58	29	8	
Total	214	46	115	161	31	19	3	5	5	12	55	136	196	16	2	81	71	20	7	1	15	22	33	23	31	7	61	13	10	
Other (WRITE IN)	15 7%	8 16%	4 4%	12 7%	1 2%	2 10%	* 7%	1 10%	* 5%	- -%	4 8%	10 7%	14 7%	1 5%	- -%	9 11%	1 2%	4B 18%	1 8%	* 9%	2 11%	* *%	* *%	* 1%	1 2%	3 38%	10de 16%	* 1%	- -%	
(None of the above)	1 *%	1 1%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	1 *%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	
NETS																														

Any price	23 11%	3 6%	14 12%	16 10%	4 11%	2 12%	* 11%	- -%	1 20%	- -%	14E 26%	7 5%	20 10%	3 17%	* 9%	10 12%	6 9%	5b 24%	* 5%	- -%	- -%	2 11%	* 1%	6E 24%	- -%	- -%	11e 19%	1 4%	2 23%	
Any package	19 9%	9 19%	8 7%	17 11%	1 5%	1 3%	* 3%	* 3%	1 14%	* 2%	8 14%	10 7%	18 9%	1 9%	- -%	13c 16%	5 7%	- -%	- -%	- -%	- -%	- -%	- -%	4 18%	5 17%	- -%	10 16%	* 1%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 76 (continuation)
<Q4A3> Why do you use BT as your current calls provider?
by Crossbreak
Base: All respondents

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (f)	Lo ndon (g)	SE (h)	SW (i)	Net: gland (j)	Wales (k)	Sco tland (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
Unweighted row	225	14	21	3	6	9	17	18	17	10	115	34	31	45	41	184	194	14	129	85	155	55	
Total	214	12	40	4	16	11	15	30	40	17	185	10	12	7	60	154	171	27	88	109	132	62	
Historical reasons/ always used them	91 42%	6 46%	14 36%	2 49%	9 58%	2 19%	9 61%	10 34%	17 41%	6 36%	75 41%	5 45%	7 57%	4j 61%	32 52%	59 39%	75 44%	9 35%	35 39%	48 44%	55 42%	29 47%	
Good/better deal overall	76 36%	4 32%	18 46%	4 100%	9 58%	4 36%	6 38%	11 38%	5 12%	6 35%	67 36%	4 43%	3 25%	2 25%	26 43%	50 33%	52 30%	17 63%	29 32%	43 40%	36 27%	28a 45%	
No reason to change	38 18%	* 3%	* *	2 49%	3 19%	3 22%	- -	8 27%	13 34%	5 32%	35 19%	1 12%	1 9%	1 9%	9 14%	29 19%	35 21%	- -	8 9%	29A 27%	28 21%	9 14%	
Well-known and trusted brand	37 17%	5 43%	* *	2 49%	- -	2 21%	2 16%	- -	18 45%	1 9%	31 17%	1 14%	4m 31%	1 8%	4 7%	33a 21%	33 19%	* 1%	12 13%	19 17%	32B 24%	4 6%	
Reliable service	27 13%	3 22%	1 2%	- -	3 19%	2 21%	3 18%	3 11%	6 15%	1 4%	22 12%	3j 27%	1 11%	1 17%	6 10%	21 14%	22 13%	4 14%	10 11%	13 12%	20 15%	7 11%	
Too much hassle to change	24 11%	- -	4 11%	2 49%	3 19%	2 21%	- -	7 22%	1 4%	1 4%	20 11%	* 2%	3k 21%	* 7%	9 15%	15 9%	19 11%	- -	5 6%	17a 15%	14 10%	10 16%	
Quality of customer service/ account management	23 11%	5 37%	8 19%	- -	- -	2 16%	2 16%	3 11%	- -	1 5%	21 11%	1 8%	1 7%	* 6%	1 1%	22a 14%	19 11%	3 12%	13 14%	10 9%	14 11%	9 14%	
Price of overall calls package	23 11%	1 5%	4 9%	- -	- -	2 21%	5 32%	3 11%	5 14%	1 5%	21 11%	1 12%	* 2%	* 5%	6 9%	17 11%	21 12%	- -	17B 19%	3 3%	14 11%	9 14%	
Paid for as part of a bundled package	19 9%	- -	5 12%	- -	1 3%	- -	- -	- -	9 22%	4 26%	19 10%	* 2%	- -	* 3%	4 6%	15 10%	19 11%	- -	10 11%	9 9%	14 11%	4 7%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 76 (continuation)
<Q4A3> Why do you use BT as your current calls provider?
by Crossbreak
Base: All respondents

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	East of England (f)	London (g)	SE (h)	SW (i)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	
Unweighted row	225	14	21	3	6	9	17	18	17	10	115	34	31	45	41	184	194	14	129	85	155	55	
Total	214	12	40	4	16	11	15	30	40	17	185	10	12	7	60	154	171	27	88	109	132	62	
Quality of line / calls	11 5%	- -%	- -%	- -%	- 38%	4 -%	- -%	3 11%	1 2%	- -%	8 5%	1 7%	1 9%	1 7%	* %	11 7%	7 4%	3 12%	8b 10%	2 2%	3 2%	8A 12%	
Other suppliers have worse customer service	8 4%	2 19%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 29%	7 4%	11 10%	- -%	* %	4 7%	4 3%	8 5%	- -%	8B 9%	1 %	7 5%	1 1%	
Other suppliers have worse line / call quality	5 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 29%	5 3%	* 2%	- -%	- -%	4B 7%	1 %	5 3%	- -%	5B 6%	- -%	5 4%	- -%	
Wasn't around when original decision was made	2 1%	- -%	* %	* 3%	- -%	- -%	- -%	1 4%	- -%	- -%	2 1%	- -%	* 2%	*j 5%	- -%	2 1%	2 1%	- -%	1 1%	1 1%	1 1%	1 2%	
Other suppliers are more expensive	2 1%	- -%	- -%	2 49%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	2 1%	2 1%	- -%	2 2%	- -%	2 1%	- -%	
Friends and family use them	2 1%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	* %	- -%	1J 9%	* 1%	1 1%	1 %	1 1%	* 1%	- -%	2 1%	* %	1 2%	
Offer a range of services to businesses	1 %	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* %	- -%	- -%	*J 7%	* %	1 %	1 %	- -%	1 1%	- -%	1 1%	- -%	
Not aware of other suppliers	1 %	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	1 %	- -%	- -%	* %	- -%	1 %	1 %	- -%	1 1%	- -%	1 1%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 76 (continuation)
<Q4A3> Why do you use BT as your current calls provider?
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	South East (h)	South West (i)	North East (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)
Unweighted row	225	14	21	3	6	9	17	18	17	10	115	34	31	45	41	184	194	14	129	85	155	55
Total	214	12	40	4	16	11	15	30	40	17	185	10	12	7	60	154	171	27	88	109	132	62
Price of calls to mobile phones	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	*J 2%	*J 2%	- -%	* *%	* *%	* *%	- -%	* *%	- -%	* *%	- -%
Offer internet calling / VoIP	* *%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	* *%	- -%
Other (WRITE IN)	15 7%	3 24%	* *%	- -%	- -%	- -%	* *%	4 15%	- -%	4 25%	12 6%	1 14%	1 11%	* 5%	1 2%	14 9%	14 8%	- -%	6 7%	5 5%	14b 11%	1 1%
(None of the above)	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1J 5%	- -%	- -%	1 1%	- -%	1 *%	- -%	- -%	1 *%	- -%	1 1%
NETS																						

Any price	23 11%	1 5%	4 9%	- -%	- -%	2 21%	5 32%	3 11%	5 14%	1 5%	21 11%	1 12%	* 2%	* 5%	6 9%	17 11%	21 12%	- -%	17B 19%	3 3%	14 11%	9 14%
Any package	19 9%	- -%	5 12%	- -%	1 3%	- -%	- -%	- -%	9 -%	4 26%	19 10%	* 2%	- -%	* 3%	4 6%	15 10%	19 11%	- -%	10 11%	9 9%	14 11%	4 7%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 76 (continuation)
<Q4A3> Why do you use BT as your current calls provider?
by Crossbreak
Base: All respondents

	CONNECTION PROFILE																														
																		FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	MAIN FIXED LINE TYPE						PRODUCTS USED																								
	Total	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed broadband (e)	Standard landlines (a)	NET Mobiles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2E (e)	ISDN 30 line (f)	LL private circuit (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	Internal / inter- site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other provider for calls (b)	Other provider for ntal and calls (c)	
Unweighted row	225	184	12	19	2	8	217	186	204	64	43	24	25	51	23	105	81	209	37	23	28	17	5	11	18	20	2	206	-	17	
Total	214	200	3	6	1	5	213	180	189	40	17	7	8	40	21	87	61	211	16	7	30	4	2	11	13	9	7	210	-	4	
Historical reasons/ always used them	91	84	1	4	1	2	90	75	82	15	5	4	5	15	10	47	22	90	5	4	14	1	*	8	2	5	-	90	-	1	
	42%	42%	24%	63%	85%	36%	42%	42%	44%	37%	29%	58%	60%	39%	46%	55%	35%	43%	29%	56%	46%	31%	14%	70%	18%	60%	-%	43%	-%	31%	
Good/better deal overall	76	73	1	1	*	1	75h	65h	61	12	9	2	2	8	5	24	27Hj	74	8a	2	1	2	2	1	5	2	-	74	-	2	
	36%	37%	48%	15%	15%	11%	35%	36%	32%	30%	54%	27%	21%	20%	26%	28%	44%	35%	54%	24%	4%	39%	100%	10%	36%	25%	-%	35%	-%	53%	
No reason to change	38	37	*	*	1	-	37K	29K	32K	11bce	1	*	1	6k	1	17K	2	37	1	*	5	1	-	1	1	*	4	37	-	1	
	18%	18%	6%	1%	85%	-%	17%	16%	17%	28%	9%	1%	17%	15%	5%	20%	4%	17%	9%	1%	16%	25%	-%	7%	5%	3%	65%	17%	-%	22%	
Well-known and trusted brand	37	37	*	-	-	-	37e	29e	34e	11bE	*	*	-	13abcE	*	17e	11e	37b	*	*	12	1	-	2	6	*	4	37	-	-	
	17%	18%	1%	-%	-%	-%	17%	16%	18%	27%	3%	1%	-%	32%	1%	19%	18%	17%	3%	1%	39%	19%	-%	21%	43%	2%	65%	17%	-%	-%	
Reliable service	27	24	-	*	-	2	27	22	23	6	2	*	*	6	1	14	9	27	2	*	6	-	-	2	1	*	2	27	-	*	
	13%	12%	-%	3%	-%	51%	13%	12%	12%	15%	13%	3%	2%	14%	4%	16%	14%	13%	14%	3%	19%	-%	-%	21%	5%	4%	35%	13%	-%	5%	
Too much hassle to change	24	23	*	-	-	-	24	20	18	5	*	*	*	1	*	8	4	23	*	*	*	1	-	-	1	*	-	23	-	*	
	11%	12%	8%	-%	-%	-%	11%	11%	10%	13%	1%	1%	1%	3%	1%	9%	7%	11%	2%	1%	*%	25%	-%	-%	6%	4%	-%	11%	-%	7%	
Quality of customer service/ account management	23	19	*	4	-	-	23	18	22	3	1	4	*	7	4	7	11j	23	1	4	7	-	-	2	1	4	-	23	-	-	
	11%	10%	3%	57%	-%	-%	11%	10%	12%	6%	5%	49%	*%	17%	20%	8%	17%	11%	5%	51%	23%	-%	-%	22%	5%	44%	-%	11%	-%	-%	
Price of overall calls package	23	22	*	*	*	*	22	22	23	2	1	*	*	7d	9	13	11d	22	1	*	3	*	*	3	4	1	-	22	-	*	
	11%	11%	12%	3%	15%	7%	10%	12%	12%	6%	6%	3%	3%	18%	42%	16%	18%	11%	6%	3%	10%	6%	26%	26%	28%	7%	-%	11%	-%	11%	

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Table 76 (continuation)
<Q4A3> Why do you use BT as your current calls provider?
by Crossbreak
Base: All respondents

CONNECTION PROFILE																															
	Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)		Standard lines (a)	NET Mobiles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Internal / inter-site (a)	Ext ernal (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for re calls (b)	Other pro vider for re ntal and calls (c)
Unweighted row	225	184	12	19	2	8	217	186	204	64	43	24	25	51	23	105	81	209	37	23	28	17	5	11	18	20	2	206	-	17	
Total	214	200	3	6	1	5	213	180	189	40	17	7	8	40	21	87	61	211	16	7	30	4	2	11	13	9	7	210	-	4	
Paid for as part of a bundled package	19	18	1	-	*	*	19	15	19	5	1	-	*	9	8	5	5	19	1	-	5	*	-	-	4	*	4	19	-	*	
	9%	9%	17%	-%	15%	4%	9%	8%	10%	12%	7%	-%	1%	23%	39%	6%	8%	9%	8%	-%	18%	6%	-%	-%	33%	3%	65%	9%	-%	7%	
Quality of line / calls	11	8	-	*	-	2	11	11	11	3	1	*	*	3	1	6	2	11	1	*	3	*	-	1	-	-	2	11	-	*	
	5%	4%	-%	1%	-%	51%	5%	6%	6%	7%	3%	1%	1%	7%	5%	7%	3%	5%	3%	1%	9%	1%	-%	5%	-%	-%	35%	5%	-%	1%	
Other suppliers have worse customer service	8	8	1	-	-	-	8	8	8	2	1	-	1	2	-	4	2	8	1	-	2	-	-	2	*	-	-	8	-	-	
	4%	4%	17%	-%	-%	-%	4%	4%	4%	6%	3%	-%	7%	6%	-%	4%	4%	4%	3%	-%	8%	-%	-%	21%	*%	-%	-%	4%	-%	-%	
Other suppliers have worse line / call quality	5	5	-	-	-	-	5	5	5	*	-	-	-	-	-	1	*	5	-	-	-	-	-	-	-	-	-	5	-	-	
	2%	3%	-%	-%	-%	-%	2%	3%	3%	*%	-%	-%	-%	-%	-%	1%	*%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	
Wasn't around when original decision was made	2	1	*	1	-	*	2	2	2	*	1	1	1	1	-	1	1	2	1	1	1	*	-	-	-	1	-	2	-	1	
	1%	1%	7%	13%	-%	2%	1%	1%	1%	*%	6%	11%	11%	2%	-%	1%	1%	1%	1%	5%	11%	2%	2%	-%	-%	-%	7%	-%	1%	-%	15%
Other suppliers are more expensive	2	2	-	-	-	-	2	2	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-	2	-	-	
	1%	1%	-%	-%	-%	-%	1%	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	
Friends and family use them	2	2	-	-	-	-	2	1	2	1	-	-	-	*	-	-	1	2	-	-	*	-	-	-	*	-	-	2	-	-	
	1%	1%	-%	-%	-%	-%	1%	1%	1%	3%	-%	-%	-%	1%	-%	-%	2%	1%	-%	-%	1%	-%	-%	-%	3%	-%	-%	1%	-%	-%	
Offer a range of services to businesses	1	1	-	-	-	-	1	1	1	1	*	-	-	-	-	*	-	1	*	-	-	-	-	-	-	-	-	1	-	-	
	*%	*%	-%	-%	-%	-%	*%	*%	*%	1%	2%	-%	-%	-%	-%	*%	-%	*%	2%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	

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Table 76 (continuation)
<Q4A3> Why do you use BT as your current calls provider?
by Crossbreak
Base: All respondents

CONNECTION PROFILE																															
	Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuits (d)	Fixed broadband (e)		Standard land lines (a)	NET Mobiles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2E (e)	ISDN 30 line (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	Same provider (a)	Diff. provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntl calls (a)	Other for calls (b)	Other for ntl and calls (c)
Unweighted row	225	184	12	19	2	8	217	186	204	64	43	24	25	51	23	105	81	209	37	23	28	17	5	11	18	20	2	206	-	17	
Total	214	200	3	6	1	5	213	180	189	40	17	7	8	40	21	87	61	211	16	7	30	4	2	11	13	9	7	210	-	4	
Not aware of other suppliers	1 %	1 %	- %	* 1%	- %	- %	1 %	1 %	1 %	* %	* %	* %	* %	* %	- %	1 1%	* %	1 %	* %	* %	- %	* 1%	- %	- %	* %	- %	- %	1 %	- %	- %	
Price of calls to mobile phones	* %	* %	- %	- %	- %	- %	* %	* %	* %	- %	- %	- %	- %	* %	- %	* %	- %	* %	- %	- %	- %	* 4%	- %	- %	* 1%	- %	- %	* %	- %	- %	
Offer internet calling / VoIP	* %	- %	- %	- %	- %	* 8%	* %	* %	* %	- %	- %	- %	- %	* 1%	- %	- %	- %	* %	- %	- %	* 1%	- %	- %	- %	- %	* 4%	- %	* %	- %	- %	
Other (WRITE IN)	15 7%	14 7%	- %	1 9%	1 85%	- %	14 7%	14 8%	14 7%	3 8%	* 2%	1 9%	1 9%	2 6%	1 6%	3 3%	6 9%	14 7%	* 2%	1 9%	2 5%	1 19%	- %	- %	2 13%	1 8%	- %	14 7%	- %	1 20%	
(None of the above)	1 %	1 %	- %	- %	- %	- %	1 %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 %	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 %	- %	- %	
NETS																															

Any price	23 11%	22 11%	* 12%	* 3%	* 15%	* 7%	22 10%	22 12%	23 12%	2 6%	1 6%	* 3%	* 3%	7d 18%	9 42%	13 16%	11d 18%	22 11%	1 6%	* 3%	3 10%	* 6%	* 26%	3 26%	4 28%	1 7%	- %	22 11%	- %	* 11%	
Any package	19 9%	18 9%	1 17%	- %	* 15%	* 4%	19 9%	15 8%	19 10%	5 12%	1 7%	- %	* 1%	9 23%	8 39%	5 6%	5 8%	19 9%	1 8%	- %	5 18%	* 6%	- %	- %	4 33%	* 3%	4 65%	19 9%	- %	* 7%	

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Table 76 (continuation)
<Q4A3> Why do you use BT as your current calls provider?
by Crossbreak
Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN LL/ PC Re ntal (a) (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	225	41	3	164	28	168	221	4
Total	214	17	*	166	22	163	213	1
Historical reasons/ always used them	91 42%	7 41%	- -%	68 41%	14 66%	67 41%	91 43%	- -%
Good/better deal overall	76 36%	8 44%	- -%	54 33%	6 28%	54 33%	76 36%	* 6%
No reason to change	38 18%	1 7%	- -%	23 14%	8 38%	24 15%	38 18%	- -%
Well-known and trusted brand	37 17%	* 2%	- -%	29a 17%	5 25%	29 18%	37 17%	* 30%
Reliable service	27 13%	2 13%	- -%	18 11%	5 22%	16 10%	27 13%	* 6%
Too much hassle to change	24 11%	* *%	- -%	15 9%	4 16%	15 9%	24 11%	- -%
Quality of customer service/ account management	23 11%	4c 25%	- -%	22 13%	* *%	22 13%	23 11%	- -%
Price of overall calls package	23 11%	1 7%	* 47%	18 11%	5 21%	18 11%	23 11%	- -%
Paid for as part of a bundled package	19 9%	1 7%	- -%	15 9%	4 16%	15 9%	19 9%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 76 (continuation)
<Q4A3> Why do you use BT as your current calls provider?
by Crossbreak
Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	225	41	3	164	28	168	221	4
Total	214	17	*	166	22	163	213	1
Quality of line / calls	11 5%	1 3%	- -%	10 6%	1 5%	7 4%	11 5%	- -%
Other suppliers have worse customer service	8 4%	1 3%	- -%	8 5%	- -%	8 5%	8 4%	- -%
Other suppliers have worse line / call quality	5 2%	- -%	- -%	5 3%	* 1%	5 3%	5 2%	- -%
Wasn't around when original decision was made	2 1%	1 3%	* 38%	1 1%	* 1%	1 1%	2 1%	1 64%
Other suppliers are more expensive	2 1%	- -%	- -%	2 1%	- -%	2 1%	2 1%	- -%
Friends and family use them	2 1%	- -%	- -%	2 1%	- -%	2 1%	2 1%	- -%
Offer a range of services to businesses	1 *%	* 2%	- -%	1 *%	* 1%	1 *%	1 *%	- -%
Not aware of other suppliers	1 *%	* *%	* 15%	1 *%	- -%	1 *%	1 *%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 76 (continuation)
 <Q4A3> Why do you use BT as your current calls provider?
 by Crossbreak
 Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	225	41	3	164	28	168	221	4
Total	214	17	*	166	22	163	213	1
Price of calls to mobile phones	*	-	-	*	*	*	*	-
	%	-%	-%	%	1%	%	%	-%
Offer internet calling / VoIP	*	-	-	*	-	-	*	-
	%	-%	-%	%	-%	-%	%	-%
Other (WRITE IN)	15	1	-	13	1	13	15	-
	7%	4%	-%	8%	4%	8%	7%	-%
(None of the above)	1	-	-	-	-	-	1	-
	%	-%	-%	-%	-%	-%	%	-%
NETS								

Any price	23	1	*	18	5	18	23	-
	11%	7%	47%	11%	21%	11%	11%	-%
Any package	19	1	-	15	4	15	19	-
	9%	7%	-%	9%	16%	9%	9%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 77
<Q4A37> Why do you use Talk Talk as your current calls provider?
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																																					
	COMPANY SIZE														NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR									
	Total	1	2	1	5	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other							
		(a)	to 4	to 4	(d)	- 49	- 249	than 2	years (b)	years (c)	years (d)	years (e)	(a)	(b)	(c)	(a)	to 5 (b)	(c)	£100k (a)	to £500k (b)	to £3m (c)	to £10m (d)	to £10m+ (e)	imary ind ustry (a)	ufact uring (b)	nstru ction (c)	Whole sale/ port/ Comm unica tions (d)	tail (e)	ncial Ser vices (f)	Other ser vices (g)	blic admin and ser vices (h)	(i)						
Unweighted row	26	6	11	17	3	2	4	1	2	1	5	17	21	4	1			11	9	2	1	2	-	8	3	3	2	3	6	1	-							
Total	36	17	14	32	3	*	*	*	3	2	8	22	33	3	*			21	10	*	*	*	-	10	2	3	5	10	6	*	-							
Good/better deal overall	18 51%	7 42%	9 63%	16 51%	2 52%	* 23%	* 31%	* 100%	3 100%	2 100%	4 54%	8 37%	16 47%	3 93%	-			9 43%	9 86%	-	-	*	100%	-	6 66%	* 12%	3 100%	1 29%	3 33%	3 60%	* 100%	-						
Price of overall calls package	14 40%	7 38%	4 30%	11 35%	3 100%	* 23%	* 35%	* 100%	-	-	2 20%	12 56%	14 43%	-	*			9 42%	5 50%	*	-	*	60%	-	4 36%	2 85%	1 31%	1 29%	7 67%	* 1%	-	-						
Historical reasons/ always used them	7 19%	7 39%	-	7 21%	-	-	-	-	-	-	-	7 31%	7 21%	-	-			3 16%	-	-	-	-	-	-	-	-	4 71%	3 33%	-	-	-	-						
Quality of customer service/ account management	1 1%	-	1 4%	1 2%	-	-	-	-	-	-	-	1 2%	-	1 18%	-			1 2%	-	-	-	-	-	1 5%	-	-	-	-	-	-	-	-						
Too much hassle to change	* 1%	-	-	-	-	* 77%	-	-	-	-	-	1%	1%	-	-			-	-	*	-	-	-	-	-	15%	-	-	-	-	-	-						
Wasn't around when original decision was made	* 1%	-	-	-	-	-	* 53%	-	-	-	-	* 1%	-	*	-			-	-	-	*	-	-	-	-	-	-	-	-	*	-	-						
Price of international calls	* *%	-	-	-	*	-	-	-	-	-	-	* *%	* *%	-	-			-	*	-	-	-	-	-	*	-	-	-	-	-	-	-						
Reliable service	* *%	-	-	-	-	-	* 19%	-	-	-	-	* *%	* *%	-	-			-	-	-	-	*	60%	-	-	-	*	-	-	-	-	-						
Other (WRITE IN)	2 6%	-	2 14%	2 6%	*	-	-	-	-	-	2 27%	* *%	2 7%	-	-			2 10%	*	-	-	-	-	-	*	-	-	-	-	2 36%	-	-						

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 77 (continuation)

<Q4A37> Why do you use Talk Talk as your current calls provider?

by Crossbreak

Base: All respondents

PERSONAL PROFILE																																
Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR											
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other	
	(a)	to 4	to 4	(d)	- 49	- 249		than	years	years	years	-19	years	years	(a)	to 5	(c)	£100k	to	to	to	to	imary	ufact	nstru	sale/	tail	ncial	ser	blic	(i)	
	(b)	(c)	(c)	(e)	(f)		years	(a)	(b)	(c)	years	(d)	(e)		(a)	(b)	(c)	(a)	£500k	£3m	£10m	(e)	ustry	(b)	(c)	port/	Comm	vices	(f)	(g)	and	(h)
Unweighted row	26	6	11	17	3	2	4	1	2	1	5	17	21	4	1	11	9	2	1	2	-	8	3	3	2	3	6	1	-			
Total	36	17	14	32	3	*	*	*	3	2	8	22	33	3	*	21	10	*	*	*	-	10	2	3	5	10	6	*	-			
NETS																																

Any price	14	7	4	11	3	*	*	*	-	-	2	12	14	-	*	9	5	*	-	*	-	4	2	1	1	7	*	-	-			
	40%	38%	30%	35%	100%	23%	35%	100%	-%	-%	20%	56%	43%	-%	100%	42%	50%	17%	-%	60%	-%	36%	85%	31%	29%	67%	1%	-%	-%			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 77 (continuation)
<Q4A37> Why do you use Talk Talk as your current calls provider?
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	East (f)	Lo ndon (g)	SE (h)	SW (i)	Net: En gland (j)	Wales (k)	Scot land (l)	Nor thern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	26	-	1	-	2	1	6	4	2	-	16	4	2	4	11	15	23	-	11	14	19	5
Total	36	-	4	-	3	*	9	13	3	-	32	2	2	1	19	16	26	-	11	21	22	11
Good/better deal overall	18 51%	- -%	- -%	- -%	3 100%	- -%	6 72%	3 25%	1 50%	- -%	14 45%	2 100%	2 100%	1 100%	7 37%	11 67%	12 45%	- -%	5 46%	13 61%	15 67%	1 9%
Price of overall calls package	14 40%	- -%	- -%	- -%	* 2%	- -%	* 1%	10 75%	3 100%	- -%	13 41%	- -%	1 50%	* 64%	7 36%	7 44%	8 30%	- -%	5 41%	6 30%	11 49%	3 30%
Historical reasons/ always used them	7 19%	- -%	4 100%	- -%	- -%	- -%	- -%	3 25%	- -%	- -%	7 22%	- -%	- -%	- -%	7 35%	- -%	7 26%	- -%	3 30%	4 16%	- -%	7 61%
Quality of customer service/ account management	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 32%	- -%	- -%	- -%	1 3%	1 2%	- -%	- -%	1 2%	- -%	1 5%
Too much hassle to change	* 1%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 2%	* 1%	- -%	* 3%	- -%	* 1%	- -%
Wasn't around when original decision was made	* 1%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	* 2%	- -%	* 1%	- -%
Price of international calls	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 14%	* *%	- -%	* *%	- -%	* 1%	- -%	* *%	- -%
Reliable service	* *%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	* *%	- -%
Other (WRITE IN)	2 6%	- -%	- -%	- -%	- -%	- -%	2 24%	- -%	- -%	- -%	2 6%	- -%	- -%	* 14%	2 11%	- -%	2 8%	- -%	2 20%	- -%	2 10%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 77 (continuation)
<Q4A37> Why do you use Talk Talk as your current calls provider?
by Crossbreak
Base: All respondents

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE	NW	Yo rks/ Hu mber	E	Mid W	Mid	East	Lo ndon	SE	SW	Net: En gland	Wales	Sco tland	Nor thern	Home based	Else where	Agree	Dis agree	Agree	Dis agree	Agree	Dis agree	
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row	26	-	1	-	2	1	6	4	2	-	16	4	2	4	11	15	23	-	11	14	19	5		
Total	36	-	4	-	3	*	9	13	3	-	32	2	2	1	19	16	26	-	11	21	22	11		
NETS																								

Any price	14 40%	- %	- %	- %	* 2%	- %	* 1%	10 75%	3 100%	- %	13 41%	- %	1 50%	* 64%	7 36%	7 44%	8 30%	- %	5 41%	6 30%	11 49%	3 30%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 77 (continuation)
<Q4A37> Why do you use Talk Talk as your current calls provider?
by Crossbreak
Base: All respondents

CONNECTION PROFILE																														
	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private cir cuits (d)	Fixed broadband (e)	Standard land lines (a)	NET biles (b)	Fixed Mo line broa dband (c)	Mo bile broa dband (d)	ISDN 2/2e (e)	ISDN 30 ivate cir cuits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	26	22	-	3	-	1	25	24	25	9	2	4	2	7	1	12	10	25	1	3	1	4	1	3	1	3	-	-	2	24
Total	36	33	-	*	-	2	34	34	33	10	*	*	*	9	*	16	20	34	*	*	1	6	*	1	3	4	-	-	2	33
Good/better deal overall	18 51%	16 48%	- -%	* 66%	- -%	2 100%	16 48%	17 49%	15 46%	* 4%	- -%	* 31%	* 26%	9 98%	* 100%	7 45%	10 50%	16 48%	- -%	* 66%	1 100%	6 97%	* 100%	1 100%	3 100%	4 96%	- -%	- -%	2 100%	16 47%
Price of overall calls package	14 40%	14 42%	- -%	* 74%	- -%	- -%	14 42%	13 39%	14 44%	4 38%	* 23%	* 35%	* 26%	3 38%	* 100%	4 23%	8 40%	14 42%	* 100%	* 74%	- -%	3 54%	- -%	- -%	3 100%	- -%	- -%	- -%	* 11%	14 42%
Historical reasons/always used them	7 19%	7 20%	- -%	- -%	- -%	- -%	7 20%	7 20%	7 21%	4 36%	- -%	- -%	- -%	- -%	- -%	3 21%	3 16%	7 20%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	7 20%
Quality of customer service/account management	1 1%	1 2%	- -%	- -%	- -%	- -%	1 2%	- -%	1 2%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	1 2%	- -%	- -%	1 100%	- -%	- -%	1 48%	- -%	- -%	- -%	- -%	- -%	1 2%
Too much hassle to change	* 1%	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	* 1%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%
Wasn't around when original decision was made	* 1%	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	* 1%	* 2%	* 77%	* 53%	* 74%	* 2%	- -%	* 1%	- -%	* 1%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	* 1%
Price of international calls	* *%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
Reliable service	* *%	- -%	- -%	* 40%	- -%	- -%	* *%	* *%	* *%	* 1%	- -%	* 19%	* 26%	- -%	* 100%	- -%	- -%	* *%	- -%	* 40%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
Other (WRITE IN)	2 6%	2 6%	- -%	- -%	- -%	- -%	2 6%	2 6%	2 7%	2 21%	- -%	- -%	- -%	- -%	- -%	2 13%	2 10%	2 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 6%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 77 (continuation)
 <Q4A37> Why do you use Talk Talk as your current calls provider?
 by Crossbreak
 Base: All respondents

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE					PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL ivate cir uits (d)	Fixed Pr band (e)	Sta ndard land lines (a)	NET Mo biles (b)	Fixed line broa dband (c)	Mo bile broa dband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	26	22	-	3	-	1	25	24	25	9	2	4	2	7	1	12	10	25	1	3	1	4	1	3	1	3	-	-	2	24
Total	36	33	-	*	-	2	34	34	33	10	*	*	*	9	*	16	20	34	*	*	1	6	*	1	3	4	-	-	2	33
NETS																														

Any price	14 40%	14 42%	- -%	* 74%	- -%	- -%	14 42%	13 39%	14 44%	4 38%	* 23%	* 35%	* 26%	3 38%	* 100%	4 23%	8 40%	14 42%	* 100%	* 74%	- -%	3 54%	- -%	- -%	3 100%	- -%	- -%	- -%	* 11%	14 42%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 77 (continuation)

<Q4A37> Why do you use Talk Talk as your current calls provider?

by Crossbreak

Base: All respondents

	Total	BUNDLING			SAME VS DIFFERENT			
		Std lan dline + ISDN Re ntal (a) (b)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	26	3	-	20	3	21	23	3
Total	36	*	-	29	3	28	33	3
Good/better deal overall	18 51%	* 66%	- -%	12 41%	3 100%	10 37%	16 48%	2 92%
Price of overall calls package	14 40%	* 74%	- -%	14 47%	* 3%	14 51%	14 42%	* 10%
Historical reasons/ always used them	7 19%	- -%	- -%	7 23%	- -%	7 25%	7 21%	- -%
Quality of customer service/ account management	1 1%	- -%	- -%	1 2%	- -%	1 2%	1 2%	- -%
Too much hassle to change	* 1%	- -%	- -%	* 1%	- -%	* 1%	* 1%	- -%
Wasn't around when original decision was made	* 1%	- -%	- -%	- -%	- -%	* 1%	- -%	* 8%
Price of international calls	* *%	- -%	- -%	* *%	- -%	* *%	* *%	- -%
Reliable service	* *%	* 40%	- -%	- -%	* 3%	- -%	* *%	- -%
Other (WRITE IN)	2 6%	- -%	- -%	2 7%	- -%	2 8%	2 6%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 77 (continuation)

<Q4A37> Why do you use Talk Talk as your current calls provider?

by Crossbreak

Base: All respondents

	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	26	3	-	20	3	21	23	3
Total	36	*	-	29	3	28	33	3
NETS								

Any price	14 40%	* 74%	- -%	14 47%	* 3%	14 51%	14 42%	* 10%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 78
<Q4A45> Why do you use Unicom / Universal Utilities as your current calls provider?
by Crossbreak
Base: All respondents

		PERSONAL PROFILE																													
		COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR									
		Total	1 (a)	2 to 4 (b)	1 5 to 4 (c)	5 - 9 (d)	10 - 49 (e)	50 - 249 (f)	Less than 2 years (a)	2 - 5 years (b)	5 6 - 9 years (c)	10 - 19 years (d)	20+ years (e)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/Transport/Communications (d)	Retail (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)	
Unweighted row	38	7	16	23	6	7	2	1	1	9	12	15	37	1	-	15	11	10	-	-	-	3	3	7	16	-	6	2	1		
Total	43	14	26	40	1	2	*	5	4	11	16	6	42	*	-	30	11	2	-	-	-	2	*	10	19	-	10	*	1		
Good/better deal overall	24 57%	5 35%	18 68%	22 57%	1 62%	1 75%	- -	- -	- -	11 99%	8 50%	5 85%	24 57%	* 100%	- -	13 43%	10 96%	1 71%	- -	- -	- -	2 87%	* 24%	3 30%	13 70%	- -	5 54%	* 100%	1 100%		
Price of overall calls package	13 30%	12 89%	- -	12 31%	* 16%	1 30%	* 50%	- -	4 100%	4 33%	5 30%	* 5%	13 31%	- -	- -	12 41%	- -	1 30%	- -	- -	- -	- -	* 17%	4 42%	* 1%	- -	8 81%	- -	- -		
No reason to change	7 16%	- -	6 23%	6 15%	* 16%	1 32%	- -	5 100%	- -	* 1%	1 9%	- -	7 16%	- -	- -	6 20%	- -	1 39%	- -	- -	- -	- -	- -	- -	6 30%	- -	1 8%	* 44%	- -		
Quality of customer service/ account management	5 12%	4 31%	1 3%	5 13%	* 16%	- -	- -	- -	4 100%	* 1%	1 5%	- -	5 12%	- -	- -	5 17%	- -	* 9%	- -	- -	- -	- -	- -	5 48%	- -	- -	- -	* 44%	- -		
Friends and family use them	5 12%	- -	5 20%	5 13%	- -	- -	- -	5 100%	- -	- -	- -	- -	5 12%	- -	- -	5 17%	- -	- -	- -	- -	- -	- -	- -	- -	5 27%	- -	- -	- -	- -		
Quality of line / calls	4 10%	4 31%	- -	4 11%	- -	- -	- -	- -	4 100%	- -	- -	- -	4 10%	- -	- -	4 14%	- -	- -	- -	- -	- -	- -	- -	4 40%	- -	- -	- -	- -	- -		
Historical reasons/ always used them	3 6%	* 2%	2 8%	2 6%	* 22%	- -	* 50%	- -	- -	- -	2 13%	1 9%	3 6%	- -	- -	2 7%	* 2%	* 4%	- -	- -	- -	- -	- -	2 22%	* 1%	- -	* 2%	- -	- -		
Well-known and trusted brand	2 5%	- -	2 8%	2 5%	- -	- -	- -	- -	- -	- -	2 13%	- -	2 5%	- -	- -	2 7%	- -	- -	- -	- -	- -	- -	- -	2 20%	- -	- -	- -	- -	- -		
Offer a range of services to businesses	1 2%	- -	1 3%	1 2%	* 16%	- -	- -	- -	- -	* 1%	1 5%	- -	1 2%	- -	- -	1 3%	- -	* 9%	- -	- -	- -	- -	- -	1 8%	* 1%	- -	- -	- -	- -		
Paid for as part of a bundled package	1 2%	- -	1 3%	1 2%	- -	- -	- -	- -	- -	- -	- -	1 14%	1 2%	- -	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	1 8%	- -	- -	- -	- -	- -		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 78 (continuation)
<Q4A45> Why do you use Unicom / Universal Utilities as your current calls provider?
by Crossbreak
Base: All respondents

		PERSONAL PROFILE																											
		COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR							
		Total	1	2	1 5 - 9	10	50	Less than 2 years (a)	2 - 5 years (b)	6 - 9 years (c)	10 - 19 years (d)	20+ years (e)	1	2	5+	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail/transport/communications (d)	Retail (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)
			(a)	to 4 (b)	to 4 (c)	(d)	- 49 (e)		- 249 (f)						(a)		to 5 (b)	(c)											
Unweighted row	38	7	16	23	6	7	2	1	1	9	12	15	37	1	-	15	11	10	-	-	-	3	3	7	16	-	6	2	1
Total	43	14	26	40	1	2	*	5	4	11	16	6	42	*	-	30	11	2	-	-	-	2	*	10	19	-	10	*	1
Provided free as part of bundled package	1 2%	- -%	1 3%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 14%	1 2%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%
Other suppliers have worse customer service	1 2%	- -%	1 3%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	1 2%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%
Wasn't around when original decision was made	* 1%	- -%	- -%	- -%	* 22%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	* 1%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	* 59%	- -%	- -%	- -%	- -%	- -%	- -%
Price of calls to mobile phones	* 1%	- -%	- -%	- -%	* 16%	- -%	* 50%	- -%	- -%	* 2%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 13%	- -%	- -%	- -%	* 17%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%
Price of international calls	* *%	- -%	- -%	- -%	* 16%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* 9%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%
Other (WRITE IN)	6 13%	* 2%	5 21%	6 14%	* 16%	- -%	- -%	- -%	- -%	- -%	5 34%	* 7%	6 14%	- -%	- -%	* 1%	5 50%	* 9%	- -%	- -%	- -%	* 13%	- -%	- -%	5 29%	- -%	- -%	- -%	- -%
NETS	----																												
Any price	13 30%	12 89%	- -%	12 31%	* 16%	1 30%	* 50%	- -%	4 100%	4 33%	5 30%	* 5%	13 31%	- -%	- -%	12 41%	- -%	1 30%	- -%	- -%	- -%	- -%	* 17%	4 42%	* 1%	- -%	8 81%	- -%	- -%
Any package	1 2%	- -%	1 3%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 14%	1 2%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 78 (continuation)
<Q4A45> Why do you use Unicom / Universal Utilities as your current calls provider?
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern (n)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	38	-	1	2	3	-	2	-	2	1	11	4	15	8	4	34	31	5	16	21	20	15	
Total	43	-	4	10	1	-	4	-	9	4	32	1	8	2	5	38	31	10	11	31	12	26	
Good/better deal overall	24 57%	- -%	4 100%	5 50%	1 80%	- -%	2 50%	- -%	4 50%	- -%	16 49%	1 84%	7 82%	1 70%	4 78%	21 55%	20 65%	3 28%	6 57%	17 57%	7 60%	13 52%	
Price of overall calls package	13 30%	- -%	4 100%	- -%	* 10%	- -%	- -%	- -%	4 50%	4 100%	12 39%	* 16%	* 5%	* 5%	4 77%	9 24%	13 41%	* 2%	5 44%	8 27%	5 37%	5 19%	
No reason to change	7 16%	- -%	- -%	5 50%	1 80%	- -%	- -%	- -%	- -%	- -%	6 18%	* 16%	1 10%	- -%	- -%	7 18%	1 2%	6 58%	1 7%	6 19%	1 6%	6 23%	
Quality of customer service/ account management	5 12%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 100%	4 13%	* 16%	1 10%	- -%	1 17%	4 12%	5 17%	- -%	4 41%	1 3%	4 35%	- -%	
Friends and family use them	5 12%	- -%	- -%	5 50%	- -%	- -%	- -%	- -%	- -%	- -%	5 16%	- -%	- -%	- -%	- -%	5 13%	- -%	5 50%	- -%	5 16%	- -%	5 20%	
Quality of line / calls	4 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 100%	4 13%	- -%	- -%	- -%	- -%	4 11%	4 14%	- -%	4 39%	- -%	4 34%	- -%	
Historical reasons/ always used them	3 6%	- -%	- -%	- -%	* 10%	- -%	2 50%	- -%	- -%	- -%	2 7%	- -%	* 3%	* 15%	* 5%	2 6%	1 2%	2 20%	* 4%	2 7%	* 4%	2 8%	
Well-known and trusted brand	2 5%	- -%	- -%	- -%	- -%	- -%	2 50%	- -%	- -%	- -%	2 7%	- -%	- -%	- -%	- -%	2 5%	- -%	2 20%	- -%	2 7%	- -%	2 8%	
Offer a range of services to businesses	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 16%	1 10%	- -%	1 17%	* %	1 3%	- -%	* 2%	1 3%	* 1%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 78 (continuation)
<Q4A45> Why do you use Unicom / Universal Utilities as your current calls provider?
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ireland (n)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	38	-	1	2	3	-	2	-	2	1	11	4	15	8	4	34	31	5	16	21	20	15	
Total	43	-	4	10	1	-	4	-	9	4	32	1	8	2	5	38	31	10	11	31	12	26	
Paid for as part of a bundled package	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 10%	- -%	- -%	1 2%	1 3%	- -%	1 8%	- -%	1 7%	- -%	
Provided free as part of bundled package	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 10%	- -%	- -%	1 2%	1 3%	- -%	1 8%	- -%	1 7%	- -%	
Other suppliers have worse customer service	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 10%	- -%	1 17%	- -%	1 3%	- -%	- -%	1 3%	- -%	- -%	
Wasn't around when original decision was made	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	* 1%	* 1%	- -%	- -%	* 1%	* 2%	- -%	
Price of calls to mobile phones	* 1%	- -%	- -%	- -%	* 10%	- -%	- -%	- -%	- -%	- -%	- -%	* 16%	* 16%	- -%	- -%	- -%	* 1%	* 1%	- -%	* 2%	* 2%	- -%	
Price of international calls	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 16%	- -%	- -%	- -%	* *%	* 1%	- -%	* 2%	- -%	- -%	
Other (WRITE IN)	6 13%	- -%	- -%	5 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 16%	* 16%	- -%	* 30%	- -%	6 15%	6 18%	- -%	* 2%	5 18%	* 2%	5 22%
NETS																							

Any price	13 30%	- -%	4 100%	- -%	* 10%	- -%	- -%	- -%	4 50%	4 100%	12 39%	* 16%	* 5%	* 5%	4 77%	9 24%	13 41%	* 2%	5 44%	8 27%	5 37%	5 19%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 78 (continuation)
<Q4A45> Why do you use Unicom / Universal Utilities as your current calls provider?
by Crossbreak
Base: All respondents

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON			
		NE	NW	Yo rks/	E	Mid	W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis	
		(a)	(b)	Hu	(d)	(e)	(f)	ndon	(g)	(h)	(i)	En	(j)	(k)	tland	Ir	based	where	(a)	agree	(a)	agree	(a)	agree	
				mber											(l)	eland	(m)	(a)	(b)		(b)		(b)		(b)
				(c)																					
Unweighted row	38	-	1	2	3	-	2	-	2	1	11	4	15	8		4	34	31	5		16	21	20	15	
Total	43	-	4	10	1	-	4	-	9	4	32	1	8	2		5	38	31	10		11	31	12	26	
Any package	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 10%	- -%		- -%	1 2%	1 3%	- -%		1 8%	- -%	1 7%	- -%	

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Table 78 (continuation)
<Q4A45> Why do you use Unicom / Universal Utilities as your current calls provider?
by Crossbreak
Base: All respondents

CONNECTION PROFILE																														
	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL private cir cuits (d)	Fixed broadband (e)	Standard lines (a)	NET biles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 private cir cuits (f)	LL private cir cuits (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	38	37	1	-	-	-	38	27	31	7	4	-	1	2	3	11	10	38	2	-	2	-	-	-	1	1	-	1	4	33
Total	43	42	*	-	-	-	43	29	25	6	2	-	*	4	5	5	8	43	1	-	4	-	-	-	*	4	-	*	2	40
Good/better deal overall	24 57%	24 57%	* 100%	- -%	- -%	- -%	24 57%	16 56%	18 74%	2 28%	2 88%	- -%	- -%	- -%	- -%	3 69%	3 41%	24 57%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	2 90%	22 55%
Price of overall calls package	13 30%	13 31%	- -%	- -%	- -%	- -%	13 30%	9 31%	8 34%	4 68%	* 12%	- -%	* 100%	4 95%	4 95%	- -%	4 56%	13 30%	- -%	- -%	4 95%	- -%	- -%	- -%	- -%	4 100%	- -%	- -%	* 10%	13 32%
No reason to change	7 16%	7 16%	- -%	- -%	- -%	- -%	7 16%	2 5%	2 6%	1 13%	1 30%	- -%	- -%	- -%	- -%	1 14%	1 7%	7 16%	1 72%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 39%	6 14%	
Quality of customer service/ account management	5 12%	5 12%	- -%	- -%	- -%	- -%	5 12%	5 18%	5 21%	4 67%	- -%	- -%	- -%	4 95%	4 93%	1 21%	4 53%	5 12%	- -%	- -%	4 95%	- -%	- -%	- -%	- -%	4 100%	- -%	- -%	- -%	5 13%
Friends and family use them	5 12%	5 12%	- -%	- -%	- -%	- -%	5 12%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 12%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 13%
Quality of line / calls	4 10%	4 10%	- -%	- -%	- -%	- -%	4 10%	4 14%	4 17%	4 67%	- -%	- -%	- -%	4 95%	4 93%	- -%	4 53%	4 10%	- -%	- -%	4 95%	- -%	- -%	- -%	- -%	4 100%	- -%	- -%	- -%	4 11%
Historical reasons/ always used them	3 6%	3 6%	- -%	- -%	- -%	- -%	3 6%	2 8%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	* 3%	3 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 11%	2 6%
Well-known and trusted brand	2 5%	2 5%	- -%	- -%	- -%	- -%	2 5%	2 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 5%
Offer a range of services to businesses	1 2%	1 2%	- -%	- -%	- -%	- -%	1 2%	1 3%	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	1 17%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 78 (continuation)
 <Q4A45> Why do you use Unicom / Universal Utilities as your current calls provider?
 by Crossbreak
 Base: All respondents

CONNECTION PROFILE																																					
	MAIN FIXED LINE TYPE																PRODUCTS USED								FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private cir (d)	Fixed broadband (e)	Standard land lines (a)	NET biles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 ivate cir cuits (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent pro vider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider and calls (b)	Other pro vider for ntal and calls (c)								
Unweighted row	38	37	1	-	-	-	38	27	31	7	4	-	1	2	3	11	10	38	2	-	2	-	-	-	1	1	-	1	4	33							
Total	43	42	*	-	-	-	43	29	25	6	2	-	*	4	5	5	8	43	1	-	4	-	-	-	*	4	-	*	2	40							
Paid for as part of a bundled package	1 2%	1 2%	- -%	- -%	- -%	- -%	1 2%	1 3%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	1 17%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%							
Provided free as part of bundled package	1 2%	1 2%	- -%	- -%	- -%	- -%	1 2%	1 3%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	1 17%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%							
Other suppliers have worse customer service	1 2%	1 2%	- -%	- -%	- -%	- -%	1 2%	1 3%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	1 17%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%							
Wasn't around when original decision was made	* 1%	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%							
Price of calls to mobile phones	* 1%	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	* 1%	* 1%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%							
Price of international calls	* *%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%							
Other (WRITE IN)	6 13%	6 14%	- -%	- -%	- -%	- -%	6 13%	6 20%	1 3%	* 4%	- -%	- -%	- -%	* 5%	* 5%	1 13%	* 3%	6 13%	- -%	- -%	* 5%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	6 14%							
NETS																																					
Any price	13 30%	13 31%	- -%	- -%	- -%	- -%	13 30%	9 31%	8 34%	4 68%	* 12%	- -%	* 100%	4 95%	4 95%	- -%	4 30%	- -%	- -%	4 95%	- -%	- -%	- -%	- -%	- -%	4 100%	- -%	- -%	* 10%	13 32%							
95 percent as lower case or *, 99 percent as UPPER CASE or **																																					

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 78 (continuation)

<Q4A45> Why do you use Unicom / Universal Utilities as your current calls provider?

by Crossbreak

Base: All respondents

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr ivate cir uits (d)	Fixed line band (e)		Standard land lines (a)	NET Mo biles (b)	Fixed line broa dband (c)	Mo bile broa dband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Standard land line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal calls (a)	Other pro vider for calls (b)	Other pro vider for re ntal and calls (c)
Unweighted row	38	37	1	-	-	-	38	27	31	7	4	-	1	2	3	11	10	38	2	-	2	-	-	-	1	1	-	1	4	33
Total	43	42	*	-	-	-	43	29	25	6	2	-	*	4	5	5	8	43	1	-	4	-	-	-	*	4	-	*	2	40
Any package	1 2%	1 2%	- -%	- -%	- -%	- -%	1 2%	1 3%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	1 17%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 78 (continuation)
 <Q4A45> Why do you use Unicom / Universal Utilities as your current calls provider?
 by Crossbreak
 Base: All respondents

Total	BUNDLING			SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	38	1	-	20	12	19	34
Total	43	1	-	16	7	17	40
Good/better deal overall	24 57%	1 100%	- -%	10 64%	7 88%	12 67%	23 56%
Price of overall calls package	13 30%	- -%	- -%	8 51%	* 6%	8 46%	13 32%
No reason to change	7 16%	1 100%	- -%	* 1%	1 7%	1 6%	6 14%
Quality of customer service/ account management	5 12%	- -%	- -%	5 32%	- -%	5 30%	5 13%
Friends and family use them	5 12%	- -%	- -%	- -%	- -%	- -%	5 13%
Quality of line / calls	4 10%	- -%	- -%	4 26%	- -%	4 25%	4 10%
Historical reasons/ always used them	3 6%	- -%	- -%	* 2%	* 3%	* *%	2 6%
Well-known and trusted brand	2 5%	- -%	- -%	- -%	- -%	- -%	2 5%
Offer a range of services to businesses	1 2%	- -%	- -%	1 6%	- -%	1 6%	1 2%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 78 (continuation)
 <Q4A45> Why do you use Unicom / Universal Utilities as your current calls provider?
 by Crossbreak
 Base: All respondents

	Total	BUNDLING			SAME VS DIFFERENT			
		Std lan dline + ISDN Re + LL/ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ntal PC Re (a) ntal (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line ntal re supp liers (c)	Diff erent fixed voice calls and fixed line ntal re supp liers (d)
Unweighted row	38	1	-	20	12	19	34	4
Total	43	1	-	16	7	17	40	2
Paid for as part of a bundled package	1 2%	- -%	- -%	1 5%	- -%	1 5%	1 2%	- -%
Provided free as part of bundled package	1 2%	- -%	- -%	1 5%	- -%	1 5%	1 2%	- -%
Other suppliers have worse customer service	1 2%	- -%	- -%	1 5%	- -%	1 5%	1 2%	- -%
Wasn't around when original decision was made	* 1%	- -%	- -%	* 1%	- -%	* 1%	* 1%	- -%
Price of calls to mobile phones	* 1%	- -%	- -%	* 1%	- -%	* 1%	* 1%	- -%
Price of international calls	* *%	- -%	- -%	* 1%	- -%	* 1%	* *%	- -%
Other (WRITE IN)	6 13%	- -%	- -%	* 1%	* 7%	* 1%	6 14%	- -%
NETS								

Any price	13 30%	- -%	- -%	8 51%	* 6%	8 46%	13 32%	* 10%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 78 (continuation)
 <Q4A45> Why do you use Unicom / Universal Utilities as your current calls provider?
 by Crossbreak
 Base: All respondents

Total	BUNDLING			SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	38	1	-	20	12	19	4
Total	43	1	-	16	7	17	2
Any package	1 2%	- -%	- -%	1 5%	- -%	1 5%	1 2% -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 79
<Q4A48> Why do you use Virgin Media (NTL/ Telewest) as your current calls provider?
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																																
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR											
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	ser	Pu	Other
		(a)	to 4 (b)	to 4 (c)	(d)	- 49 (e)	- 249 (f)	than 2 years (a)	(b)	(b)	(c)	years (d)	-19 years (e)	(a)	(b)	(c)	(a)	£500k (b)	£3m (c)	£10m (d)	(e)	imary ind ustry (a)	ufacturing (b)	struction (c)	sale/transport/ communications (d)	tail (e)	ancial services (f)	Other services (g)	ser vices (h)	blic admin and ser vices (i)	(i)		
Unweighted row	16	4	4	8	1	3	4	-	1	2	6	7	14	2	-	4	3	3	2	1	-	1	4	1	2	-	4	2	2				
Total	25	9	13	22	*	2	*	-	1	7	9	8	25	*	-	10	6	5	*	*	-	*	7	1	7	-	4	1	4				
Historical reasons/ always used them	14 58%	* 3%	12 94%	13 58%	- -%	1 68%	* 48%	- -%	- -%	4 57%	8 96%	2 21%	14 58%	- -%	- -%	4 45%	5 84%	5 89%	- -%	* 100%	- -%	- -%	3 43%	1 100%	5 71%	- -%	* 8%	* 13%	4 96%				
Price of overall calls package	7 27%	- -%	6 44%	6 27%	- -%	1 25%	* 36%	- -%	1 100%	- -%	5 57%	1 8%	6 26%	* 68%	- -%	- -%	6 97%	1 11%	* 68%	- -%	- -%	* 100%	1 11%	- -%	5 71%	- -%	- -%	1 87%	- -%				
No reason to change	5 21%	- -%	5 38%	5 23%	- -%	- -%	* 19%	- -%	- -%	- -%	5 57%	* 1%	5 21%	- -%	- -%	- -%	5 84%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	5 71%	- -%	* 1%	- -%	- -%				
Good/better deal overall	4 15%	2 23%	1 6%	3 13%	* 100%	1 25%	* 52%	- -%	1 100%	- -%	* 2%	3 35%	4 15%	* 100%	- -%	2 21%	1 14%	1 11%	* 100%	- -%	- -%	* 100%	1 12%	- -%	2 29%	- -%	- -%	1 87%	* 4%				
Quality of line / calls	4 14%	4 41%	- -%	4 16%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	3 43%	4 14%	- -%	- -%	4 36%	- -%	- -%	- -%	- -%	- -%	- -%	3 45%	- -%	- -%	- -%	* 7%	- -%	- -%				
Wasn't around when original decision was made	1 6%	- -%	- -%	- -%	- -%	1 68%	- -%	- -%	- -%	- -%	- -%	1 19%	1 6%	- -%	- -%	- -%	- -%	1 29%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%			
Reliable service	1 4%	* 3%	- -%	* 1%	* 100%	1 25%	- -%	- -%	- -%	- -%	* 5%	1 7%	1 4%	- -%	- -%	* 2%	- -%	1 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 7%	1 87%	* 4%			
Quality of customer service/ account management	* 1%	* 3%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	* 1%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 7%	- -%	- -%			
Well-known and trusted brand	* 1%	* 3%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	* 1%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 7%	- -%	- -%			
Too much hassle to change	* *%	- -%	- -%	- -%	- -%	- -%	* 19%	- -%	- -%	- -%	- -%	* 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%				

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 79 (continuation)

<Q4A48> Why do you use Virgin Media (NTL/ Telewest) as your current calls provider?

by Crossbreak

Base: All respondents

PERSONAL PROFILE																																
Total	COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR												
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other	
	(a)	to 4	to 4	(d)	-	49	249	than	years	years	years	-19	years	years	(a)	to 5	(c)	£100k	to	to	to	(e)	imary	ufact	nstru	sale/	tail	ncial	ser	blic	(i)	
	(b)	(c)	(e)	(f)				2	years	(b)	(c)	years	(d)	(e)		(b)		(a)	£500k	£3m	£10m		ustry	(b)	(c)	port/	Comm	vices	(f)	(g)	and	
								years	(a)									(b)	(c)	(d)		(a)	(b)	(c)	d(d)	(e)					(h)	
Unweighted row	16	4	4	8	1	3	4	-	1	2	6	7	14	2	-	4	3	3	2	1	-	1	4	1	2	-	4	2	2			
Total	25	9	13	22	*	2	*	-	1	7	9	8	25	*	-	10	6	5	*	*	-	*	7	1	7	-	4	1	4			
Other (WRITE IN)	4	3	-	3	-	*	*	-	-	3	*	*	4	*	-	*	*	-	*	*	-	*	-	-	-	-	4	-	-			
	15%	39%	-%	15%	-%	7%	35%	-%	-%	43%	5%	1%	15%	32%	-%	2%	3%	-%	32%	100%	-%	-%	1%	-%	-%	-%	100%	-%	-%			
NETS																																

Any price	7	-	6	6	-	1	*	-	1	-	5	1	6	*	-	-	6	1	*	-	-	*	1	-	5	-	-	1	-			
	27%	-%	44%	27%	-%	25%	36%	-%	100%	-%	57%	8%	26%	68%	-%	-%	97%	11%	68%	-%	-%	100%	11%	-%	71%	-%	-%	87%	-%			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 79 (continuation)
<Q4A48> Why do you use Virgin Media (NTL/ Telewest) as your current calls provider?
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ireland (n)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	16	-	2	2	2	-	1	1	-	2	10	3	2	1	4	12	15	-	9	6	12	3	
Total	25	-	1	7	6	-	2	3	-	4	23	*	1	*	13	12	25	-	3	17	14	8	
Historical reasons/ always used them	14 58%	- -%	* 13%	7 100%	3 50%	- -%	- -%	- -%	- -%	4 98%	14 60%	- -%	* 6%	* 100%	4 33%	10 85%	14 58%	- -%	2 47%	8 50%	9 65%	5 60%	
Price of overall calls package	7 27%	- -%	1 87%	5 77%	- -%	- -%	- -%	- -%	- -%	* 2%	6 25%	- -%	1 94%	- -%	- -%	7 55%	7 27%	- -%	1 43%	5 30%	1 10%	5 61%	
No reason to change	5 21%	- -%	- -%	5 77%	- -%	- -%	- -%	- -%	- -%	- -%	5 22%	- -%	* 6%	- -%	- -%	5 43%	5 21%	- -%	* 1%	5 30%	* -%	5 60%	
Good/better deal overall	4 15%	- -%	1 87%	- -%	- -%	- -%	2 100%	- -%	- -%	* 2%	3 12%	* 58%	1 94%	- -%	2 16%	2 14%	4 15%	- -%	2 49%	2 12%	2 11%	* 1%	
Quality of line / calls	4 14%	- -%	- -%	- -%	- -%	- -%	- -%	3 100%	- -%	- -%	3 14%	- -%	- -%	* 100%	3 26%	* 2%	4 15%	- -%	- -%	4 21%	* 2%	3 39%	
Wasn't around when original decision was made	1 6%	- -%	- -%	1 23%	- -%	- -%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	- -%	1 12%	1 6%	- -%	1 43%	- -%	1 10%	- -%	
Reliable service	1 4%	- -%	1 87%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	* 46%	- -%	* 100%	- -%	1 8%	1 3%	- -%	1 21%	* 1%	1 7%	- -%	
Quality of customer service/ account management	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	* 2%	* 1%	- -%	- -%	* 1%	* 2%	- -%	
Well-known and trusted brand	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	* 2%	* 1%	- -%	- -%	* 1%	* 2%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 79 (continuation)

<Q4A48> Why do you use Virgin Media (NTL/ Telewest) as your current calls provider?

by Crossbreak

Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON			
		NE	NW	Yo rks/	E	Mid	W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	rks/	(d)	(e)	(f)	(g)	(h)	(i)	En	(j)	(k)	tland	(l)	Ir	based	where	(a)	agree	(a)	agree	(a)	agree
				number													(a)	(b)		(b)		(b)		(b)
Unweighted row	16	-	2	2	2	-	1	1	-	2	10	3	2	1		4	12	15	-	9	6	12	3	
Total	25	-	1	7	6	-	2	3	-	4	23	*	1	*		13	12	25	-	3	17	14	8	
Too much hassle to change	*	-	-	-	-	-	-	-	-	-	-	-	*	-		-	*	*	-	*	-	*	-	
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%		-%	*%	*%	-%	1%	-%	*%	-%	
Other (WRITE IN)	4	-	-	-	3	-	-	-	-	-	3	*	*	*		3	*	4	-	*	3	4	-	
	15%	-%	-%	-%	50%	-%	-%	-%	-%	-%	14%	54%	6%	100%		25%	4%	15%	-%	7%	20%	26%	-%	
NETS																								

Any price	7	-	1	5	-	-	-	-	-	*	6	-	1	-		-	7	7	-	1	5	1	5	
	27%	-%	87%	77%	-%	-%	-%	-%	-%	2%	25%	-%	94%	-%		-%	55%	27%	-%	43%	30%	10%	61%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 79 (continuation)
 <Q4A48> Why do you use Virgin Media (NTL/ Telewest) as your current calls provider?
 by Crossbreak
 Base: All respondents

CONNECTION PROFILE																															
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private cir (d)	Fixed broadband (e)	Standard lines (a)	NET biles (b)	Fixed broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 ivate cir cuits (f)	LL pr ivate cir cuits (g)	VoIP (h)	Video nfere ncing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	Internal / inter-site (a)	Ext ernal (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	16	11	1	4	-	-	14	13	16	4	3	4	3	6	3	9	9	12	3	4	3	1	2	2	-	2	2	1	-	15	
Total	25	20	3	2	-	-	21	18	25	7	5	2	6	11	5	7	7	21	5	2	5	1	4	2	-	4	5	1	-	23	
Historical reasons/ always used them	14 58%	13 65%	- %	2 94%	- %	- %	14 67%	10 56%	14 58%	3 44%	1 31%	2 94%	6 99%	6 52%	4 81%	2 25%	2 27%	14 67%	1 31%	2 94%	* 1%	1 100%	4 96%	2 100%	- %	4 96%	- %	1 100%	- %	13 55%	
Price of overall calls package	7 27%	6 33%	- %	* 6%	- %	- %	7 31%	6 34%	7 27%	1 12%	- %	* 6%	- %	- %	1 16%	1 21%	1 20%	6 31%	- %	* 6%	- %	- %	- %	- %	- %	- %	- %	- %	- %	7 28%	
No reason to change	5 21%	5 26%	- %	* 3%	- %	- %	5 24%	5 29%	5 21%	- %	- %	* 3%	- %	* %	- %	* 1%	* 1%	5 24%	- %	* 3%	* 1%	- %	- %	- %	* 3%	- %	- %	- %	- %	5 22%	
Good/better deal overall	4 15%	4 19%	- %	* 6%	- %	- %	4 18%	1 6%	4 15%	1 12%	* 1%	* 6%	* 1%	2 20%	1 19%	2 25%	2 23%	4 17%	* 1%	* 6%	2 39%	- %	* 4%	- %	- %	* 4%	2 39%	- %	- %	4 16%	
Quality of line / calls	4 14%	* 1%	3 100%	- %	- %	- %	* 1%	4 20%	4 14%	- %	3 69%	- %	- %	- %	- %	- %	4 52%	* 1%	3 69%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	4 15%	
Wasn't around when original decision was made	1 6%	- %	- %	1 87%	- %	- %	1 7%	1 8%	1 6%	- %	1 31%	1 87%	1 26%	1 13%	- %	1 23%	1 22%	1 7%	1 31%	1 87%	- %	1 100%	- %	1 97%	- %	- %	- %	- %	1 100%	- %	- %
Reliable service	1 4%	1 5%	- %	- %	- %	- %	1 4%	* 2%	1 4%	- %	- %	- %	- %	* 1%	* 3%	1 11%	1 14%	1 5%	- %	- %	- %	- %	* 4%	- %	- %	* 4%	- %	- %	- %	1 4%	
Quality of customer service/ account management	* 1%	* 1%	- %	- %	- %	- %	* 1%	* 1%	* 1%	- %	- %	- %	- %	- %	- %	- %	* 4%	* 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	* 1%
Well-known and trusted brand	* 1%	* 1%	- %	- %	- %	- %	* 1%	* 1%	* 1%	- %	- %	- %	- %	- %	- %	- %	* 4%	* 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	* 1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 79 (continuation)
 <Q4A48> Why do you use Virgin Media (NTL/ Telewest) as your current calls provider?
 by Crossbreak
 Base: All respondents

CONNECTION PROFILE																														
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed line broadband (e)	Standard landlines (a)	NET Mo- biles (b)	Fixed line broadband (c)	Mo- bile broadband (d)	ISDN 2/2e (e)	ISDN 30 line private circuits (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	So- cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for n- tal calls (a)	Other pro- vider for calls (b)	Other pro- vider for n- tal and calls (c)
Unweighted row	16	11	1	4	-	-	14	13	16	4	3	4	3	6	3	9	9	12	3	4	3	1	2	2	-	2	2	1	-	15
Total	25	20	3	2	-	-	21	18	25	7	5	2	6	11	5	7	7	21	5	2	5	1	4	2	-	4	5	1	-	23
Too much hassle to change	* %	- %	- %	* %	- %	- %	- %	* %	* %	- %	- %	* %	- %	* %	- %	* %	* %	- %	- %	* %	* %	- %	- %	* %	- %	- %	- %	- %	- %	* %
Other (WRITE IN)	4 15%	4 18%	- %	* 3%	- %	- %	4 17%	4 20%	4 15%	3 44%	* 1%	* 3%	* 1%	3 29%	- %	3 52%	* 7%	4 17%	* 1%	* 3%	3 61%	- %	- %	* 3%	- %	- %	3 61%	- %	- %	4 16%
NETS																														

Any price	7 27%	6 33%	- %	* 6%	- %	- %	7 31%	6 34%	7 27%	1 12%	- %	* 6%	- %	- %	1 16%	1 21%	1 20%	6 31%	- %	* 6%	- %	- %	- %	- %	- %	- %	- %	- %	- %	7 28%
95 percent as lower case or *, 99 percent as UPPER CASE or **																														

Table 79 (continuation)
<Q4A48> Why do you use Virgin Media (NTL/ Telewest) as your current calls provider?
by Crossbreak
Base: All respondents

Total	BUNDLING			SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	16	2	-	11	1	15	16
Total	25	2	-	20	*	25	25
Historical reasons/ always used them	14 58%	1 97%	- -%	13 65%	- -%	14 58%	14 58%
Price of overall calls package	7 27%	- -%	- -%	6 33%	* 100%	6 26%	7 27%
No reason to change	5 21%	- -%	- -%	5 26%	- -%	5 21%	5 21%
Good/better deal overall	4 15%	* 3%	- -%	4 19%	* 100%	4 15%	4 15%
Quality of line / calls	4 14%	- -%	- -%	* 1%	- -%	4 14%	4 14%
Wasn't around when original decision was made	1 6%	1 97%	- -%	- -%	- -%	1 6%	1 6%
Reliable service	1 4%	- -%	- -%	1 5%	- -%	1 4%	1 4%
Quality of customer service/ account management	* 1%	- -%	- -%	* 1%	- -%	* 1%	* 1%
Well-known and trusted brand	* 1%	- -%	- -%	* 1%	- -%	* 1%	* 1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 79 (continuation)

<Q4A48> Why do you use Virgin Media (NTL/ Telewest) as your current calls provider?

by Crossbreak

Base: All respondents

Total	BUNDLING			SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN Re + ntal (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	16	2	-	11	1	15	16
Total	25	2	-	20	*	25	25
Too much hassle to change	*	-	-	-	-	*	*
	*%	-%	-%	-%	-%	*%	*%
Other (WRITE IN)	4	*	-	4	-	4	4
	15%	3%	-%	18%	-%	15%	15%
NETS							

Any price	7	-	-	6	*	6	7
	27%	-%	-%	33%	100%	26%	27%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 80
<Q4A52> Why do you use XLN telecom as your current calls provider?
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																																			
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO. SITES			TURNOVER					SECTOR														
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other				
		(a)	to 4	to 4	(d)	-	49	-	249	than	2	5	6	9	10	19	20+	(a)	to 5	(c)	£100k	to	£500k	£3m	£10m+	imary	ufacturing	struction	sale/Trans	tail	ncial	ser	Other	ser	Public	(i)
		(b)	(c)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)	(aa)	(ab)	(ac)	(ad)	(ae)	(af)	(ag)	(ah)	(ai)	(aj)	(ak)
Unweighted row	21	3	14	17	3	1	-		1	1	-	7	12	19	2	-		12	5	2	-	-		-	1	1	1	9	-	7	-	2				
Total	21	3	17	20	1	*	-		*	1	-	9	11	17	3	-		15	2	3	-	-		-	*	1	*	3	-	14	-	2				
Good/better deal overall	14 65%	3 100%	10 59%	13 65%	1 60%	*	100%	-	*	-	-	6 64%	8 71%	10 59%	3 100%	-	-	9 60%	1 52%	3 100%	-	-		-	*	-	*	1 36%	-	10 71%	-	2 100%				
Historical reasons/ always used them	9 46%	-	9 55%	9 46%	* 40%	-	-	-	-	-	-	3 36%	6 58%	9 55%	-	-	-	9 61%	-	-	-	-		-	-	-	-	1 24%	-	9 60%	-	-				
Price of overall calls package	7 32%	2 73%	4 26%	7 34%	-	-	-	-	*	-	-	3 36%	3 30%	3 19%	3 97%	-	-	2 15%	1 62%	3 97%	-	-		-	-	1 100%	-	*	-	5 37%	-	-				
No reason to change	3 16%	-	3 20%	3 17%	-	-	-	-	-	-	-	3 36%	-	3 19%	-	-	-	3 22%	-	-	-	-		-	-	-	-	-	-	3 23%	-	-				
Too much hassle to change	3 16%	-	3 20%	3 17%	-	-	-	-	-	-	-	3 36%	-	3 19%	-	-	-	3 22%	-	-	-	-		-	-	-	-	-	-	3 23%	-	-				
Reliable service	1 5%	-	1 6%	1 5%	-	-	-	-	-	-	-	1 10%	1 6%	-	-	-	1 7%	-	-	-	-		-	-	-	-	1 15%	-	1 4%	-	-					
Wasn't around when original decision was made	* 2%	-	-	-	* 40%	-	-	-	-	-	-	-	* 3%	* 2%	-	-	-	-	-	-	-		-	-	-	-	-	-	-	* 2%	-	-				
Other (WRITE IN)	1 5%	*	1 5%	1 5%	-	-	-	*	1 100%	1 100%	-	-	-	1 6%	-	-	-	1 7%	-	-	-	-		-	-	-	1 32%	-	-	-	-	-				
NETS ----																																				
Any price	7 32%	2 73%	4 26%	7 34%	-	-	-	*	100%	-	-	3 36%	3 30%	3 19%	3 97%	-	-	2 15%	1 62%	3 97%	-	-		-	-	1 100%	-	* 14%	-	5 37%	-	-				

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 80 (continuation)

<Q4A52> Why do you use XLN telecom as your current calls provider?

by Crossbreak

Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yorkshire/Humber (c)	East (d)	Mid (e)	Mid (f)	East (g)	London (h)	SE (i)	SW (j)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	21	-	-	-	-	-	3	2	1	-	6	3	5	7	2	19	19	1	9	12	14	6	
Total	21	-	-	-	-	-	3	7	4	-	14	1	4	2	4	17	17	3	15	6	17	3	
Good/better deal overall	14 65%	- -%	- -%	- -%	- -%	- -%	2 87%	3 50%	4 100%	- -%	10 74%	* 14%	2 40%	2 100%	4 100%	9 57%	13 77%	- -%	10 67%	3 60%	11 67%	2 72%	
Historical reasons/ always used them	9 46%	- -%	- -%	- -%	- -%	- -%	* 13%	3 50%	4 100%	- -%	8 59%	1 43%	1 20%	- -%	- -%	9 57%	6 37%	3 100%	9 57%	1 15%	9 54%	* 11%	
Price of overall calls package	7 32%	- -%	- -%	- -%	- -%	- -%	2 75%	3 50%	- -%	- -%	5 39%	- -%	1 20%	* 31%	3 80%	3 20%	7 40%	- -%	5 35%	1 24%	6 35%	- -%	
No reason to change	3 16%	- -%	- -%	- -%	- -%	- -%	- -%	3 50%	- -%	- -%	3 24%	- -%	- -%	- -%	- -%	3 20%	- -%	3 100%	3 22%	- -%	3 20%	- -%	
Too much hassle to change	3 16%	- -%	- -%	- -%	- -%	- -%	- -%	3 50%	- -%	- -%	3 24%	- -%	- -%	- -%	- -%	3 20%	- -%	3 100%	3 22%	- -%	3 20%	- -%	
Reliable service	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 86%	- -%	- -%	- -%	1 6%	1 6%	- -%	1 3%	1 9%	1 3%	1 17%	
Wasn't around when original decision was made	* 2%	- -%	- -%	- -%	- -%	- -%	* 13%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	* 2%	* 2%	- -%	* 2%	- -%	- -%	* 11%	
Other (WRITE IN)	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 20%	* 16%	- -%	1 7%	1 7%	- -%	1 5%	* 4%	1 6%	- -%	
NETS																							

Any price	7 32%	- -%	- -%	- -%	- -%	- -%	2 75%	3 50%	- -%	- -%	5 39%	- -%	1 20%	* 31%	3 80%	3 20%	7 40%	- -%	5 35%	1 24%	6 35%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 80 (continuation)

<Q4A52> Why do you use XLN telecom as your current calls provider?

by Crossbreak

Base: All respondents

CONNECTION PROFILE																													
	Total	MAIN FIXED LINE TYPE					PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private cir cuits (d)	Fixed broadband (e)	Standard land lines (a)	NET biles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private cir cuits (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)
Unweighted row	21	21	-	-	-	21	18	18	4	-	-	1	1	-	11	4	21	-	-	1	-	-	-	1	-	-	-	4	17
Total	21	21	-	-	-	21	16	16	5	-	-	*	1	-	11	4	21	-	-	1	-	-	-	1	-	-	-	3	17
Good/better deal overall	14 65%	14 65%	- -%	- -%	- -%	14 65%	14 84%	13 78%	4 82%	- -%	- -%	* 100%	- -%	- -%	8 79%	2 56%	14 65%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 100%	10 59%
Historical reasons/ always used them	9 46%	9 46%	- -%	- -%	- -%	9 46%	6 38%	6 36%	1 18%	- -%	- -%	- -%	- -%	- -%	5 51%	1 22%	9 46%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	9 54%
Price of overall calls package	7 32%	7 32%	- -%	- -%	- -%	7 32%	7 42%	7 41%	3 72%	- -%	- -%	* 100%	1 100%	- -%	3 28%	3 76%	7 32%	- -%	- -%	1 100%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	2 61%	5 27%
No reason to change	3 16%	3 16%	- -%	- -%	- -%	3 16%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 16%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 19%
Too much hassle to change	3 16%	3 16%	- -%	- -%	- -%	3 16%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 16%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 19%
Reliable service	1 5%	1 5%	- -%	- -%	- -%	1 5%	1 3%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	1 10%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 6%
Wasn't around when original decision was made	* 2%	* 2%	- -%	- -%	- -%	* 2%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%
Other (WRITE IN)	1 5%	1 5%	- -%	- -%	- -%	1 5%	* 2%	1 7%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 6%
NETS																													

Any price	7 32%	7 32%	- -%	- -%	- -%	7 32%	7 42%	7 41%	3 72%	- -%	- -%	* 100%	1 100%	- -%	3 28%	3 76%	7 32%	- -%	- -%	1 100%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	2 61%	5 27%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 80 (continuation)

<Q4A52> Why do you use XLN telecom as your current calls provider?

by Crossbreak

Base: All respondents

	Total	BUNDLING			SAME VS DIFFERENT			
		Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN LL/ PC Re ntal (a) (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	21	-	-	11	5	13	17	4
Total	21	-	-	8	8	8	17	3
Good/better deal overall	14 65%	- -%	- -%	5 60%	8 94%	5 62%	10 59%	3 100%
Historical reasons/ always used them	9 46%	- -%	- -%	1 11%	5 61%	1 10%	9 54%	- -%
Price of overall calls package	7 32%	- -%	- -%	5 61%	2 25%	5 58%	5 27%	2 61%
No reason to change	3 16%	- -%	- -%	- -%	- -%	- -%	3 19%	- -%
Too much hassle to change	3 16%	- -%	- -%	- -%	- -%	- -%	3 19%	- -%
Reliable service	1 5%	- -%	- -%	1 7%	1 6%	1 6%	1 6%	- -%
Wasn't around when original decision was made	* 2%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%
Other (WRITE IN)	1 5%	- -%	- -%	1 14%	- -%	1 13%	1 6%	- -%
NETS								

Any price	7 32%	- -%	- -%	5 61%	2 25%	5 58%	5 27%	2 61%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 81

<Q4B> Thinking about your standard landlines, why do you use a different supplier for your fixed line broadband, rather than use your standard landline supplier for broadband as well?

by Crossbreak

Base: All with Standard Landlines using a different broadband supplier

	PERSONAL PROFILE																																					
	COMPANY SIZE														NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR									
	Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other						
		(a)	to 4	to 4	(d)	- 49	- 249		than	years	years	years	-19	years		(a)	to 5	(c)	£100k	to	to	to	to	mary	ufacturing	struction	sale/Trans	tail (e)	ncial	Ser	ser	blic	(i)					
			(b)	(c)	(e)	(f)		years	(a)	(b)	(c)	years	(d)	(e)			(b)		(a)	£500k	£3m	£10m	(e)	istry (a)	(b)	(c)	port/Communica	tions (d)	(f)	(g)	and ser	vices (h)						
Unweighted row	79	7	29	36	17	19	7	-	1	7	24	47	66	11	2	21	27	15	3	2	3	7	10	10	15	1	23	4	6									
Total	75	9	56	65	6	4	*	-	*	14	30	30	72	2	*	30	35	3	1	*	4	9	10	8	9	*	23	7	5									
Good/better deal overall	19 26%	3 29%	15 27%	18 28%	1 17%	1 14%	*	- -%	- -%	4 25%	12 38%	4 15%	19 26%	* 17%	* 66%	7 23%	11 32%	* 15%	* 36%	- -%	- -%	3 38%	1 13%	1 7%	1 6%	- -%	6 27%	7 95%	1 18%									
Capacity/speed issues	15 20%	4 50%	10 17%	14 22%	* 2%	1 19%	- -%	- -%	- -%	1 4%	5 17%	9 31%	15 21%	- -%	- -%	9 30%	5 14%	* 11%	1 64%	- -%	- -%	5 52%	5 52%	- -%	* 2%	- -%	5 22%	- -%	- -%									
Quality of line / calls	10 13%	- -%	10 17%	10 15%	* 6%	* 2%	* 23%	- -%	* 100%	- -%	5 17%	5 16%	10 14%	- -%	- -%	5 16%	5 15%	- -%	- -%	- -%	- -%	* 1%	5 55%	- -%	* 1%	- -%	4 19%	- -%	- -%									
Always used them	7 9%	- -%	6 11%	6 9%	1 13%	* 9%	* 7%	- -%	- -%	- -%	1 3%	6 21%	7 9%	* 13%	- -%	1 5%	4 11%	* 11%	- -%	* 38%	- -%	* 3%	1 9%	* 4%	* 3%	- -%	2 9%	- -%	3 66%									
Price of overall calls package	7 9%	- -%	6 12%	6 10%	* 4%	* 4%	* 11%	- -%	- -%	3 23%	3 10%	* 1%	7 10%	- -%	- -%	3 11%	* 1%	- -%	- -%	- -%	3 71%	3 38%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%								
Offers a TV package	6 8%	- -%	5 10%	5 8%	* 6%	- -%	- -%	- -%	- -%	5 37%	* 1%	- -%	5 7%	* 15%	- -%	6 19%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 52%	- -%	1 4%	* 5%	- -%								
Offers a better service / connection	5 7%	- -%	5 10%	5 8%	- -%	* 2%	- -%	- -%	- -%	1 6%	- -%	5 15%	5 7%	* 4%	- -%	5 18%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	5 23%	- -%	- -%									
Price of fixed broadband	5 7%	* 3%	4 7%	4 6%	1 9%	* 10%	- -%	- -%	* 100%	1 4%	* 1%	4 13%	5 6%	* 17%	- -%	1 2%	4 11%	* 14%	- -%	- -%	- -%	- -%	- -%	2 24%	* 3%	1 15%	- -%	1 3%	- -%	1 10%								
Too difficult / time-consuming/ expensive to switch	5 7%	1 9%	4 7%	5 8%	- -%	- -%	- -%	- -%	- -%	- -%	3 10%	2 7%	5 7%	- -%	- -%	1 3%	4 12%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 27%	1 10%	- -%	2 9%	- -%	- -%								
Prefer to have more than one company	4 5%	- -%	4 6%	4 5%	* 3%	* 5%	- -%	- -%	- -%	- -%	4 12%	* 1%	4 5%	* 9%	- -%	- -%	4 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 48%	* 2%	- -%	- -%	- -%	- -%								
Can't get broadband from voice call supplier	3 4%	1 6%	2 4%	3 4%	* 2%	* 4%	* 14%	- -%	- -%	- -%	* %	3 9%	3 4%	* 2%	- -%	1 2%	2 6%	* 10%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	3 34%	* 1%	- -%	- -%	- -%	* 3%							

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 81 (continuation)

<Q4B> Thinking about your standard landlines, why do you use a different supplier for your fixed line broadband, rather than use your standard landline supplier for broadband as well?

by Crossbreak

Base: All with Standard Landlines using a different broadband supplier

	PERSONAL PROFILE																														
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR									
		1	2	1	5	9	10	50	Less than 2 years	2 - 5 years	6 - 9 years	10 - 19 years	20+ years	1	2	5+	Under £100k	£100k to £500k	£500k to £3m	£3m to £10m+	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail/transport/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)	
		(a)	to 4 (b)	to 4 (c)	(d)	- 49 - 249 (e)	249 (f)	(a)	(b)	(c)	(d)	(e)	(a)	to 5 (b)	(c)	(a)	(b)	(c)	(d)												
Unweighted row	79	7	29	36	17	19	7	-	1	7	24	47	66	11	2	21	27	15	3	2	3	7	10	10	15	1	23	4	6		
Total	75	9	56	65	6	4	*	-	*	14	30	30	72	2	*	30	35	3	1	*	4	9	10	8	9	*	23	7	5		
Recommended by someone else	3 3%	- -%	2 4%	2 3%	- -%	1 13%	- -%	- -%	- -%	- -%	1 2%	2 7%	2 3%	1 23%	- -%	- -%	2 6%	1 18%	- -%	- -%	- -%	- -%	2 21%	- -%	- -%	- -%	1 2%	- -%	- -%		
Well-known and trusted brand	3 3%	- -%	1 2%	1 1%	1 21%	1 13%	- -%	- -%	- -%	- -%	2 5%	1 3%	3 4%	- -%	- -%	- -%	1 3%	1 18%	- -%	- -%	1 25%	- -%	1 8%	- -%	1 6%	* 100%	- -%	- -%	- -%		
Quality of customer service	2 2%	- -%	* *%	* *%	1 26%	- -%	* 34%	- -%	- -%	- -%	- -%	2 6%	2 3%	- -%	- -%	- -%	2 5%	* 8%	- -%	- -%	- -%	* 1%	- -%	* 3%	- -%	- -%	- -%	1 6%	- -%	* 1%	
Not involved in initial setup	1 1%	- -%	1 1%	1 1%	- -%	* 4%	* 12%	- -%	- -%	- -%	- -%	1 2%	1 1%	- -%	* 34%	1 2%	- -%	- -%	- -%	* 62%	- -%	- -%	* 1%	- -%	- -%	- -%	1 2%	- -%	- -%	* 3%	
Didn't know I could switch my broadband to the same supplier	* *%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	- -%	- -%	* 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	
Other (Specify)	5 7%	* 3%	5 9%	5 8%	- -%	* 4%	- -%	- -%	- -%	- -%	4 31%	- -%	1 3%	5 7%	- -%	- -%	5 16%	1 1%	* 5%	- -%	- -%	- -%	1 6%	- -%	* 2%	* 3%	- -%	4 19%	- -%	- -%	
None of the above	* *%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* *%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Net - Price	12 16%	* 3%	10 19%	11 16%	1 13%	1 14%	* 11%	- -%	* 100%	4 27%	4 12%	4 14%	12 16%	* 17%	- -%	4 13%	4 11%	* 14%	- -%	- -%	3 71%	3 38%	2 24%	* 3%	1 15%	- -%	1 5%	- -%	1 10%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 81 (continuation)

<Q4B> Thinking about your standard landlines, why do you use a different supplier for your fixed line broadband, rather than use your standard landline supplier for broadband as well?
by Crossbreak

Base: All with Standard Landlines using a different broadband supplier

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	79	2	1	1	2	1	7	5	6	2	27	19	16	17	16	63	70	2	42	36	54	21	
Total	75	1	4	5	4	6	9	11	19	1	60	5	7	3	25	50	62	*	28	46	42	29	
Good/better deal overall	19 26%	- -%	- -%	- -%	- 100%	6 23%	2 60%	7 -%	- 8%	*	15 25%	1 20%	3 38%	1 23%	5 20%	15 29%	18 30%	- -%	11b 39%	9 18%	8 20%	11 37%	
Capacity/speed issues	15 20%	- -%	- -%	5 100%	- -%	- -%	- -%	1 5%	9 46%	- -%	15 24%	* 3%	- -%	* 6%	5 21%	10 19%	15 24%	- -%	5 17%	10 22%	15 36%	- -%	
Quality of line / calls	10 13%	* 50%	- -%	5 100%	- -%	- -%	- -%	- -%	5 23%	- -%	10 17%	- -%	- -%	* 3%	5 20%	5 10%	10 16%	- -%	5 16%	6 12%	10 23%	* 2%	
Always used them	7 9%	- -%	- -%	- -%	- -%	- -%	1 7%	3 30%	- -%	- -%	4 7%	1 24%	1 16%	1 30%	* 1%	7 14%	4 6%	- -%	3 9%	5 10%	2 6%	5 16%	
Price of overall calls package	7 9%	- -%	- -%	- -%	3 85%	- -%	- -%	3 30%	- -%	- -%	6 11%	* 4%	* 3%	- -%	3 13%	4 7%	4 6%	- -%	* 2%	6 14%	4 9%	3 11%	
Offers a TV package	6 8%	* 50%	- -%	- -%	- -%	- -%	- -%	4 23%	- -%	- -%	5 8%	- -%	1 12%	- -%	* 1%	5 11%	6 9%	- -%	1 3%	5 10%	1 2%	5 17%	
Offers a better service / connection	5 7%	- -%	- -%	- -%	- -%	- -%	- -%	4 23%	- -%	- -%	4 7%	- -%	1 12%	* 3%	- -%	5 11%	5 9%	- -%	5B 19%	- -%	5 13%	- -%	
Price of fixed broadband	5 7%	* 50%	- -%	- -%	- -%	- -%	2 23%	- -%	- -%	- -%	2 4%	1 13%	1 18%	1 26%	* 1%	5 10%	5 8%	* 44%	3 12%	2 4%	4 10%	1 2%	
Too difficult / time-consuming/ expensive to switch	5 7%	- -%	- -%	- -%	- -%	- -%	4 46%	- -%	- -%	- -%	4 7%	- -%	1 12%	- -%	4 17%	1 2%	5 8%	- -%	- -%	5 11%	1 2%	2 7%	
Prefer to have more than one company	4 5%	- -%	4 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 6%	* 3%	* 3%	- -%	4 14%	* 1%	4 6%	- -%	4B 14%	- -%	4 9%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 81 (continuation)

<Q4B> Thinking about your standard landlines, why do you use a different supplier for your fixed line broadband, rather than use your standard landline supplier for broadband as well?

by Crossbreak

Base: All with Standard Landlines using a different broadband supplier

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid (e)	W (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	79	2	1	1	2	1	7	5	6	2	27	19	16	17	16	63	70	2	42	36	54	21	
Total	75	1	4	5	4	6	9	11	19	1	60	5	7	3	25	50	62	*	28	46	42	29	
Can't get broadband from voice call supplier	3 4%	- -%	- -%	- -%	- -%	- -%	2 24%	- -%	- -%	- -%	2 4%	1 13%	- -%	* 3%	2 8%	1 2%	3 5%	- -%	* 1%	3 6%	* 1%	3 9%	
Recommended by someone else	3 3%	- -%	- -%	- -%	- -%	- -%	2 23%	1 5%	- -%	- -%	3 4%	- -%	- -%	- -%	- -%	3 5%	3 4%	- -%	2b 7%	- -%	3 6%	- -%	
Well-known and trusted brand	3 3%	- -%	- -%	- -%	1 15%	- -%	- -%	- -%	- -%	1 92%	2 3%	- -%	1 12%	* 3%	1 4%	1 3%	3 4%	- -%	1 2%	2 4%	2 4%	1 3%	
Quality of customer service	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 8%	- -%	2 3%	- -%	* 1%	* 9%	* 1%	2 3%	2 3%	- -%	* 1%	2 3%	* 1%	* *	
Not involved in initial setup	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 13%	* 1%	- -%	- -%	1 1%	1 1%	- -%	1 3%	- -%	1 2%	- -%	
Didn't know I could switch my broadband to the same supplier	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	* 1%	- -%	- -%	* 56%	- -%	* *	- -%	* 1%	
Other (Specify)	5 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 23%	- -%	4 7%	1 13%	- -%	* 9%	5 20%	* 1%	1 1%	- -%	* 1%	5 11%	* 1%	5 17%	
None of the above	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	* *	- -%	- -%	* 1%	- -%	- -%	* 1%	
Net - Price	12 16%	* 50%	- -%	- -%	3 85%	- -%	2 23%	3 30%	- -%	- -%	9 15%	1 17%	1 22%	1 26%	4 14%	8 17%	8 14%	44 *	4 13%	8 18%	8 18%	4 13%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 81 (continuation)

<Q4B> Thinking about your standard landlines, why do you use a different supplier for your fixed line broadband, rather than use your standard landline supplier for broadband as well?

by Crossbreak

Base: All with Standard Landlines using a different broadband supplier

CONNECTION PROFILE																															
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuit (d)	Fixed broadband (e)		Standard landlines (a)	NET biles (b)	Fixed broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 ivate (f)	LL pr ivate cir cuits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	79	79	-	-	-	-	79	74	79	20	8	4	6	13	11	51	31	79	7	3	5	7	-	2	3	8	-	22	14	43	
Total	75	75	-	-	-	-	75	69	75	14	3	2	7	13	6	41	31	75	3	1	1	8	-	*	4	8	-	20	17	38	
Good/better deal overall	19 26%	19 26%	- -%	- -%	- -%	- -%	19 26%	16 23%	19 26%	7 48%	* 4%	* 6%	- -%	* 3%	- -%	11 26%	3 9%	19 26%	* 4%	* 9%	* 16%	* 3%	- -%	* 100%	- -%	* 1%	- -%	5 22%	7 39%	8 22%	
Capacity/speed issues	15 20%	15 20%	- -%	- -%	- -%	- -%	15 20%	15 22%	15 20%	1 5%	- -%	1 36%	1 7%	1 4%	1 9%	10 23%	6 19%	15 20%	- -%	- -%	- -%	1 7%	- -%	- -%	- -%	1 7%	- -%	5 23%	1 3%	10 26%	
Quality of line / calls	10 13%	10 13%	- -%	- -%	- -%	- -%	10 13%	10 15%	10 13%	- -%	- -%	* 6%	* 1%	- -%	- -%	5 12%	5 17%	10 13%	- -%	* 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	10 26%	
Always used them	7 9%	7 9%	- -%	- -%	- -%	- -%	7 9%	7 10%	7 9%	1 7%	1 36%	- -%	3 45%	* 1%	* 1%	6 16%	5 16%	7 9%	1 39%	- -%	- -%	* 2%	- -%	- -%	- -%	* 2%	- -%	1 5%	1 3%	5 14%	
Price of overall calls package	7 9%	7 9%	- -%	- -%	- -%	- -%	7 9%	4 5%	7 9%	- -%	- -%	- -%	3 43%	- -%	* 3%	4 9%	3 11%	7 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	7 32%	* 1%	* %
Offers a TV package	6 8%	6 8%	- -%	- -%	- -%	- -%	6 8%	6 8%	6 8%	* 2%	1 31%	- -%	- -%	* 3%	1 13%	1 2%	- -%	6 8%	1 34%	- -%	* 39%	- -%	- -%	- -%	- -%	* 4%	- -%	1 6%	- -%	4 12%	
Offers a better service / connection	5 7%	5 7%	- -%	- -%	- -%	- -%	5 7%	5 8%	5 7%	- -%	1 31%	- -%	- -%	- -%	1 13%	5k 13%	* %	5 7%	1 34%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	5 12%
Price of fixed broadband	5 7%	5 7%	- -%	- -%	- -%	- -%	5 7%	5 7%	5 7%	4 26%	* 8%	1 55%	* 3%	- -%	- -%	4 9%	1 2%	5 7%	- -%	1 86%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	* 2%	4 11%	
Too difficult / time-consuming/ expensive to switch	5 7%	5 7%	- -%	- -%	- -%	- -%	5 7%	4 6%	5 7%	- -%	- -%	- -%	- -%	2 16%	- -%	3 7%	2 7%	5 7%	- -%	- -%	- -%	2 25%	- -%	- -%	- -%	2 25%	- -%	- -%	4 24%	1 2%	
Prefer to have more than one company	4 5%	4 5%	- -%	- -%	- -%	- -%	4 5%	4 6%	4 5%	* 1%	- -%	- -%	- -%	4 29%	4 58%	4 9%	4 13%	4 5%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	4 94%	- -%	- -%	4 17%	- -%	* 1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 81 (continuation)

<Q4B> Thinking about your standard landlines, why do you use a different supplier for your fixed line broadband, rather than use your standard landline supplier for broadband as well?

by Crossbreak

Base: All with Standard Landlines using a different broadband supplier

	CONNECTION PROFILE																														
																			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	MAIN FIXED LINE TYPE						PRODUCTS USED																								
	Total	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuit (d)	Fixed broadband (e)	Standard landlines (a)	NET Mobiles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuit (g)	VoIP (h)	Video conferencing (i)	So media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	Internal / inter- site (a)	Ext ernal (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	79	79	-	-	-	-	79	74	79	20	8	4	6	13	11	51	31	79	7	3	5	7	-	2	3	8	-	22	14	43	
Total	75	75	-	-	-	-	75	69	75	14	3	2	7	13	6	41	31	75	3	1	1	8	-	*	4	8	-	20	17	38	
Can't get broadband from voice call supplier	3 4%	3 4%	- -%	- -%	- -%	- -%	3 4%	3 4%	3 4%	1 5%	- -%	- -%	- -%	- -%	- -%	* 1%	* 2%	3 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	2 12%	* 1%	
Recommended by someone else	3 3%	3 3%	- -%	- -%	- -%	- -%	3 3%	3 4%	3 3%	3 18%	- -%	- -%	- -%	1 4%	1 9%	3 6%	1 2%	3 3%	- -%	- -%	- -%	1 7%	- -%	- -%	- -%	- -%	1 7%	- -%	1 3%	- -%	2 5%
Well-known and trusted brand	3 3%	3 3%	- -%	- -%	- -%	- -%	3 3%	3 4%	3 3%	- -%	1 20%	- -%	- -%	- -%	- -%	2 6%	2 8%	3 3%	1 22%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	* 1%	2 4%	
Quality of customer service	2 2%	2 2%	- -%	- -%	- -%	- -%	2 2%	* 1%	2 2%	- -%	- -%	- -%	* 1%	* 2%	- -%	* 1%	* 2%	2 2%	- -%	- -%	* 6%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	* 1%	- -%	2 4%
Not involved in initial setup	1 1%	1 1%	- -%	- -%	- -%	- -%	1 1%	1 1%	1 1%	* 1%	* 2%	* 3%	* 1%	* 1%	* 3%	1 2%	* 1%	1 1%	* 2%	* 5%	* 17%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	1 2%
Didn't know I could switch my broadband to the same supplier	* 2%	* 2%	- -%	- -%	- -%	- -%	* 2%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%
Other (Specify)	5 7%	5 7%	- -%	- -%	- -%	- -%	5 7%	5 8%	5 7%	* 2%	- -%	- -%	- -%	5 37%	* 4%	* 1%	5j 15%	5 7%	- -%	- -%	* 27%	4 55%	- -%	- -%	* 6%	4 54%	- -%	- -%	4 26%	1 2%	
None of the above	* 2%	* 2%	- -%	- -%	- -%	- -%	* 2%	* 2%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	
Net - Price	12 16%	12 16%	- -%	- -%	- -%	- -%	12 16%	9 13%	12 16%	4 26%	* 8%	1 55%	3 46%	- -%	* 3%	7 18%	4 13%	12 16%	- -%	1 86%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	7 36%	1 3%	4 11%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 81 (continuation)

<Q4B> Thinking about your standard landlines, why do you use a different supplier for your fixed line broadband, rather than use your standard landline supplier for broadband as well?
by Crossbreak

Base: All with Standard Landlines using a different broadband supplier

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN LL/ PC (a) (b)	Std lan dline + BB (c)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	79	3	-	9	79	-	62	17
Total	75	1	-	6	75	-	54	21
Good/better deal overall	19 26%	* 10%	- -%	* 7%	19 26%	- -%	13 24%	7 31%
Capacity/speed issues	15 20%	- -%	- -%	- -%	15 20%	- -%	14 27%	1 3%
Quality of line / calls	10 13%	- -%	- -%	* 6%	10 13%	- -%	10 18%	* 2%
Always used them	7 9%	* 32%	- -%	1 9%	7 9%	- -%	3 6%	4 18%
Price of overall calls package	7 9%	- -%	- -%	* 4%	7 9%	- -%	7 12%	* 2%
Offers a TV package	6 8%	- -%	- -%	- -%	6 8%	- -%	6 11%	- -%
Offers a better service / connection	5 7%	- -%	- -%	- -%	5 7%	- -%	5 10%	- -%
Price of fixed broadband	5 7%	- -%	- -%	* 6%	5 7%	- -%	4 7%	1 6%
Too difficult / time-consuming/ expensive to switch	5 7%	- -%	- -%	4 72%	5 7%	- -%	1 2%	4 19%
Prefer to have more than one company	4 5%	- -%	- -%	- -%	4 5%	- -%	4 7%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 81 (continuation)

<Q4B> Thinking about your standard landlines, why do you use a different supplier for your fixed line broadband, rather than use your standard landline supplier for broadband as well?

by Crossbreak

Base: All with Standard Landlines using a different broadband supplier

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re ntal (a)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	79	3	-	9	79	-	62	17
Total	75	1	-	6	75	-	54	21
Can't get broadband from voice call supplier	3 4%	- -%	- -%	2 36%	3 4%	- -%	1 2%	2 10%
Recommended by someone else	3 3%	- -%	- -%	- -%	3 3%	- -%	3 5%	- -%
Well-known and trusted brand	3 3%	1 58%	- -%	* 2%	3 3%	- -%	2 5%	* *%
Quality of customer service	2 2%	- -%	- -%	- -%	2 2%	- -%	2 3%	- -%
Not involved in initial setup	1 1%	- -%	- -%	- -%	1 1%	- -%	1 1%	- -%
Didn't know I could switch my broadband to the same supplier	* *%	- -%	- -%	* 4%	* *%	- -%	- -%	* 1%
Other (Specify)	5 7%	- -%	- -%	- -%	5 7%	- -%	1 2%	4 21%
None of the above	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%
Net - Price	12 16%	- -%	- -%	1 10%	12 16%	- -%	10 19%	2 7%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 82
<Q4B1> Thinking about your ISDN2/2E, why do you use a different supplier for your fixed line broadband, rather than use your ISDN2/2E supplier for broadband as well?
by Crossbreak
Base: All with ISDN2/2E using a different broadband supplier

		PERSONAL PROFILE																														
		COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR										
		Total	1	2	1	5	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other
			(a)	to 4	to 4	(d)	- 49	- 249	than 2	- years	(b)	(c)	years	-19	years	(a)	(b)	(c)	(a)	to £500k (b)	to £3m (c)	to £10m (d)	(e)	imary ind	ufacturing (b)	struction (c)	sale/Trans port/Communica tions (d)	tail (e)	ancial Ser vices (f)	ser vices (g)	blic admin and ser vices (h)	(i)
Unweighted row	17	-	2	2	2	5	8	-	-	-		5	12	10	7	-	3	1	6	5	2	-	1	3	5	2	-		3	3	-	
Total	8	-	5	5	1	1	1	-	-	-		2	6	7	2	-	5	*	2	*	*	-	*	*	2	*	-		5	*	-	
Quality of customer service	1 13%	- -%	- -%	- -%	- -%	1 64%	* 19%	- -%	- -%	- -%		1 29%	* 6%	* 4%	1 51%	- -%	- -%	- -%	1 41%	* 17%	- -%	- -%	- -%	* 20%	1 32%	* 58%	- -%	- -%	* 22%	- -%		
Offers a better service / connection	1 11%	- -%	- -%	- -%	- -%	1 50%	* 24%	- -%	- -%	- -%		1 29%	* 3%	* 1%	1 53%	- -%	- -%	- -%	1 30%	* 28%	* 26%	- -%	- -%	- -%	1 40%	- -%	- -%	- -%	- -%	- -%		
Good/better deal overall	1 9%	- -%	* 5%	* 5%	* 24%	* 11%	- -%	- -%	- -%	- -%		* 16%	* 6%	1 11%	- -%	- -%	* 7%	* 100%	* 6%	- -%	- -%	- -%	* 100%	- -%	* 11%	4 42%	- -%	- -%	- -%	- -%		
Recommended by someone else	* 4%	- -%	- -%	- -%	* 24%	- -%	- -%	- -%	- -%	- -%		- -%	* 6%	* 5%	- -%	- -%	* 7%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Price of fixed broadband	* 3%	- -%	- -%	- -%	- -%	* 15%	- -%	- -%	- -%	- -%		* 9%	- -%	- -%	* 14%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 64%	- -%	
Always used them	* 2%	- -%	- -%	- -%	- -%	- -%	* 29%	- -%	- -%	- -%		- -%	* 3%	- -%	* 13%	- -%	- -%	- -%	- -%	- -%	* 74%	- -%	- -%	* 65%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Capacity/speed issues	* 2%	- -%	- -%	- -%	- -%	- -%	* 25%	- -%	- -%	- -%		- -%	* 3%	* 1%	* 6%	- -%	- -%	- -%	* 3%	* 28%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	* 22%	- -%	
Too difficult / time-consuming/ expensive to switch	* 2%	- -%	- -%	- -%	- -%	* 11%	- -%	- -%	- -%	- -%		- -%	* 3%	- -%	* 10%	- -%	- -%	- -%	* 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	
Didn't know I could switch my broadband to the same supplier	* 1%	- -%	- -%	- -%	- -%	- -%	* 14%	- -%	- -%	- -%		- -%	* 2%	- -%	* 6%	- -%	- -%	- -%	- -%	* 28%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	
Quality of line / calls	* 1%	- -%	- -%	- -%	- -%	- -%	* 11%	- -%	- -%	- -%		- -%	* 1%	* 1%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 22%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 82 (continuation)

<Q4B1> Thinking about your ISDN2/2E, why do you use a different supplier for your fixed line broadband, rather than use your ISDN2/2E supplier for broadband as well?

by Crossbreak

Base: All with ISDN2/2E using a different broadband supplier

	PERSONAL PROFILE																															
	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR											
	Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other
		(a)	to 4	to 4	(d)	- 49	- 249	than 2	years (b)	years (c)	-19 years (d)	years (e)	(a)	to 5 (b)	(c)	(a)	£500k (b)	£3m (c)	£10m (d)	to (e)	imary ind ustry (a)	ufacturing (b)	nstruc tion (c)	Whole sale/ port/ Comm unica tions (d)	tail (e)	ncial Ser vices (f)	Other vices (g)	Public admin and ser vices (h)	(i)			
			(b)	(c)	(d)	(e)	(f)	(a)	(b)	(c)	(d)	(e)		(b)	(c)		(b)	(c)	(d)	(e)	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)			
Unweighted row	17	-	2	2	2	5	8	-	-	-	5	12	10	7	-	3	1	6	5	2	-	1	3	5	2	-	3	3	-			
Total	8	-	5	5	1	1	1	-	-	-	2	6	7	2	-	5	*	2	*	*	-	*	*	2	*	-	5	*				
Can't get broadband from voice call supplier	*	-	-	-	-	-	*	-	-	-	-	*	*	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-		
	1%	-%	-%	-%	-%	-%	7%	-%	-%	-%	-%	1%	1%	-%	-%	-%	-%	13%	-%	-%	-%	15%	-%	-%	-%	-%	-%	-%	-%	-%		
Not involved in initial setup	*	-	-	-	-	-	*	-	-	-	-	*	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-		
	1%	-%	-%	-%	-%	-%	7%	-%	-%	-%	-%	1%	1%	-%	-%	-%	-%	13%	-%	-%	-%	13%	-%	-%	-%	-%	-%	-%	14%	-%		
Other (Specify)	1	-	-	-	1	-	-	-	-	-	1	-	1	-	-	-	-	1	-	-	-	-	-	1	-	-	-	-	-	-		
	13%	-%	-%	-%	76%	-%	-%	-%	-%	-%	46%	-%	16%	-%	-%	-%	-%	46%	-%	-%	-%	-%	50%	-%	-%	-%	-%	-%	-%	-%		
None of the above	4	-	4	4	-	-	-	-	-	-	-	4	4	-	-	4	-	-	-	-	-	-	-	-	-	-	4	-	-			
	54%	-%	95%	95%	-%	-%	-%	-%	-%	-%	-%	76%	66%	-%	-%	89%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	95%	-%	-%			
Net - Price	*	-	-	-	-	*	-	-	-	-	*	-	-	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-		
	3%	-%	-%	-%	-%	15%	-%	-%	-%	-%	9%	-%	-%	14%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	64%	-%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 82 (continuation)

<Q4B1> Thinking about your ISDN2/2E, why do you use a different supplier for your fixed line broadband, rather than use your ISDN2/2E supplier for broadband as well?

by Crossbreak

Base: All with ISDN2/2E using a different broadband supplier

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of London (d)	Midlands (e)	West Midlands (f)	East of London (g)	SE (h)	SW (i)	Net: En gland (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	17	-	-	-	1	1	2	1	3	2	10	4	2	1	-	17	15	1	12	5	12	5
Total	8	-	-	-	*	*	*	*	5	2	7	*	*	*	-	8	8	*	3	5	7	2
Quality of customer service	1 13%	- -%	- -%	- -%	- -%	- -%	* 15%	* 100%	- -%	1 39%	1 12%	- -%	* 50%	- -%	- -%	1 13%	1 13%	- -%	1 28%	* 4%	1 12%	* 16%
Offers a better service / connection	1 11%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	* 2%	1 39%	1 12%	- -%	- -%	- -%	- -%	1 11%	1 11%	- -%	1 29%	- -%	1 14%	- -%
Good/better deal overall	1 9%	- -%	- -%	- -%	- -%	- -%	* 85%	- -%	- -%	- -%	* 5%	* 39%	- -%	* 100%	- -%	1 9%	1 7%	* 100%	* 8%	* 10%	1 9%	* 9%
Recommended by someone else	* 4%	- -%	- -%	- -%	- -%	- -%	* 85%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	- -%	* 4%	* 4%	- -%	- -%	* 7%	* 5%	- -%
Price of fixed broadband	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 50%	- -%	- -%	* 3%	* 3%	- -%	* 7%	- -%	* 3%	- -%
Always used them	* 2%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	* 2%	* 2%	- -%	* 6%	- -%	- -%	* 11%
Capacity/speed issues	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	* 2%	- -%	* 2%	- -%	- -%	- -%	- -%	* 2%	* 2%	- -%	* 5%	- -%	* 1%	* 4%
Too difficult / time-consuming/ expensive to switch	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 39%	- -%	- -%	- -%	* 2%	* 2%	- -%	* 5%	- -%	* 2%	- -%
Didn't know I could switch my broadband to the same supplier	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* 3%	- -%	* 1%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 82 (continuation)

<Q4B1> Thinking about your ISDN2/2E, why do you use a different supplier for your fixed line broadband, rather than use your ISDN2/2E supplier for broadband as well?

by Crossbreak

Base: All with ISDN2/2E using a different broadband supplier

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE	NW	Yorkshire/Humber	East of England	Midlands	West Midlands	East of England	London	SE	SW	Net: England	Wales	Scotland	Northern Ireland	Home based	Else where	Agree	Dis agree	Agree	Dis agree	Agree	Dis agree
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)	
Unweighted row	17	-	-	-	1	1	2	1	3	2	10	4	2	1	-	17	15	1	12	5	12	5	
Total	8	-	-	-	*	*	*	*	5	2	7	*	*	*	-	8	8	*	3	5	7	2	
Quality of line / calls	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	* 2%	- -%	- -%	* 4%	
Can't get broadband from voice call supplier	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 11%	- -%	- -%	- -%	* 1%	* 1%	- -%	* 1%	- -%	* 1%	- -%	
Not involved in initial setup	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 11%	- -%	- -%	- -%	* 1%	* 1%	- -%	- -%	* 1%	* 1%	- -%	
Other (Specify)	1 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 61%	1 15%	- -%	- -%	- -%	- -%	1 13%	1 14%	- -%	1 36%	- -%	- -%	1 64%	
None of the above	4 54%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 96%	- -%	4 62%	- -%	- -%	- -%	- -%	4 54%	4 56%	- -%	- -%	4 86%	4 68%	- -%	
Net - Price	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 50%	- -%	- -%	* 3%	* 3%	- -%	* 7%	- -%	* 3%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 82 (continuation)

<Q4B1> Thinking about your ISDN2/2E, why do you use a different supplier for your fixed line broadband, rather than use your ISDN2/2E supplier for broadband as well?

by Crossbreak

Base: All with ISDN2/2E using a different broadband supplier

CONNECTION PROFILE																														
	Total	MAIN FIXED LINE TYPE					PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private (d)	Fixed broadband (e)	Standard lines (a)	NET biles (b)	Fixed broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 ivate (f)	LL pr ivate (g)	VoIP (h)	Video (i)	So co nfere ncing (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same vider (a)	A diff erent vider (b)	Both (c)	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	17	-	17	-	-	-	13	14	17	5	17	1	2	7	6	11	10	6	17	1	1	4	2	-	3	4	-	3	1	13
Total	8	-	8	-	-	-	4	8	8	1	8	1	1	3	2	2	7	2	8	1	*	1	2	-	1	1	-	*	1	7
Quality of customer service	1 13%	- -%	1 13%	- -%	- -%	- -%	1 29%	1 13%	1 13%	1 55%	1 13%	1 100%	1 82%	1 32%	1 29%	1 34%	1 10%	* 16%	1 13%	1 100%	* 100%	- -%	1 39%	- -%	- -%	1 64%	- -%	* 57%	- -%	1 12%
Offers a better service / connection	1 11%	- -%	1 11%	- -%	- -%	- -%	1 25%	1 11%	1 11%	1 55%	1 11%	1 100%	1 82%	1 31%	1 32%	1 35%	1 11%	* 4%	1 11%	1 100%	- -%	* 11%	1 39%	- -%	* 5%	1 59%	- -%	- -%	- -%	1 13%
Good/better deal overall	1 9%	- -%	1 9%	- -%	- -%	- -%	1 21%	1 9%	1 9%	* 19%	1 9%	- -%	* 18%	* 10%	* 10%	1 32%	1 8%	- -%	1 9%	- -%	- -%	* 41%	- -%	- -%	- -%	* 20%	- -%	- -%	- -%	1 11%
Recommended by someone else	* 4%	- -%	* 4%	- -%	- -%	- -%	* 10%	* 4%	* 4%	- -%	* 4%	- -%	- -%	- -%	- -%	* 15%	* 5%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%
Price of fixed broadband	* 3%	- -%	* 3%	- -%	- -%	- -%	* 6%	- -%	* 3%	- -%	* 3%	- -%	- -%	- -%	- -%	* 9%	- -%	* 12%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 43%	- -%	- -%
Always used them	* 2%	- -%	* 2%	- -%	- -%	- -%	* 6%	* 2%	* 2%	* 15%	* 2%	- -%	- -%	* 8%	* 8%	* 8%	* 3%	- -%	* 2%	- -%	- -%	* 32%	- -%	- -%	- -%	* 16%	- -%	- -%	- -%	* 3%
Capacity/speed issues	* 2%	- -%	* 2%	- -%	- -%	- -%	* 5%	* 1%	* 2%	- -%	* 2%	- -%	- -%	* 3%	- -%	* 7%	* 1%	* 4%	* 2%	- -%	* 100%	- -%	- -%	- -%	- -%	* 6%	- -%	* 15%	- -%	* 1%
Too difficult / time-consuming/ expensive to switch	* 2%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	* 2%	- -%	- -%	- -%	* 6%	* 7%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%
Didn't know I could switch my broadband to the same supplier	* 1%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	* 7%	* 1%	- -%	- -%	* 4%	- -%	* 4%	* 1%	- -%	* 1%	- -%	- -%	* 16%	- -%	- -%	* 8%	- -%	- -%	- -%	- -%	* 1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 82 (continuation)

<Q4B1> Thinking about your ISDN2/2E, why do you use a different supplier for your fixed line broadband, rather than use your ISDN2/2E supplier for broadband as well?

by Crossbreak

Base: All with ISDN2/2E using a different broadband supplier

CONNECTION PROFILE																														
	Total	MAIN FIXED LINE TYPE					PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private (d)	Fixed / Pr band (e)	Standard land lines (a)	NET Mo biles (b)	Fixed line (c)	Mo bile broa dband (d)	ISDN 2/2E (e)	ISDN 30 (f)	LL Private (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for and calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	17	-	17	-	-	-	13	14	17	5	17	1	2	7	6	11	10	6	17	1	1	4	2	-	3	4	-	3	1	13
Total	8	-	8	-	-	-	4	8	8	1	8	1	1	3	2	2	7	2	8	1	*	1	2	-	1	1	-	*	1	7
Quality of line / calls	* 1%	- -%	* 1%	- -%	- -%	- -%	* 2%	- -%	* 1%	- -%	* 1%	- -%	- -%	* 3%	- -%	* 3%	- -%	* 4%	* 1%	- -%	* 100%	- -%	- -%	- -%	- -%	* 6%	- -%	* 15%	- -%	- -%
Can't get broadband from voice call supplier	* 1%	- -%	* 1%	- -%	- -%	- -%	* 1%	* 1%	* 1%	* 3%	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	* 3%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%
Not involved in initial setup	* 1%	- -%	* 1%	- -%	- -%	- -%	* 1%	* 1%	* 1%	- -%	* 1%	- -%	- -%	- -%	- -%	* 2%	* 1%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%
Other (Specify)	1 13%	- -%	1 13%	- -%	- -%	- -%	1 32%	1 14%	1 13%	- -%	1 13%	- -%	- -%	1 44%	1 45%	- -%	1 15%	1 65%	1 13%	- -%	- -%	- -%	1 61%	- -%	1 87%	- -%	- -%	- -%	1 100%	- -%
None of the above	4 54%	- -%	4 54%	- -%	- -%	- -%	- -%	4 57%	4 54%	- -%	4 54%	- -%	- -%	- -%	- -%	- -%	4 61%	- -%	4 54%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 67%
Net - Price	* 3%	- -%	* 3%	- -%	- -%	- -%	* 6%	- -%	* 3%	- -%	* 3%	- -%	- -%	- -%	- -%	* 9%	- -%	* 12%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 43%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 82 (continuation)

<Q4B1> Thinking about your ISDN2/2E, why do you use a different supplier for your fixed line broadband, rather than use your ISDN2/2E supplier for broadband as well?

by Crossbreak

Base: All with ISDN2/2E using a different broadband supplier

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	17	2	-	1	17	-	15	2
Total	8	1	-	*	8	-	4	5
Quality of customer service	1 13%	- -%	- -%	* 100%	1 13%	- -%	1 27%	* 1%
Offers a better service / connection	1 11%	- -%	- -%	- -%	1 11%	- -%	1 23%	- -%
Good/better deal overall	1 9%	- -%	- -%	- -%	1 9%	- -%	1 20%	- -%
Recommended by someone else	* 4%	- -%	- -%	- -%	* 4%	- -%	* 9%	- -%
Price of fixed broadband	* 3%	* 16%	- -%	- -%	* 3%	- -%	* 6%	- -%
Always used them	* 2%	- -%	- -%	- -%	* 2%	- -%	* 5%	- -%
Capacity/speed issues	* 2%	- -%	- -%	- -%	* 2%	- -%	* 4%	- -%
Too difficult / time-consuming/ expensive to switch	* 2%	- -%	- -%	- -%	* 2%	- -%	* 4%	- -%
Didn't know I could switch my broadband to the same supplier	* 1%	- -%	- -%	- -%	* 1%	- -%	* 3%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 82 (continuation)

<Q4B1> Thinking about your ISDN2/2E, why do you use a different supplier for your fixed line broadband, rather than use your ISDN2/2E supplier for broadband as well?

by Crossbreak

Base: All with ISDN2/2E using a different broadband supplier

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN PC (a)	Std lan dline + BB (b)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	17	2	-	1	17	-	15	2
Total	8	1	-	*	8	-	4	5
Quality of line / calls	* 1%	- -%	- -%	- -%	* 1%	- -%	* 2%	- -%
Can't get broadband from voice call supplier	* 1%	- -%	- -%	- -%	* 1%	- -%	* 1%	- -%
Not involved in initial setup	* 1%	- -%	- -%	- -%	* 1%	- -%	* 1%	- -%
Other (Specify)	1 13%	1 84%	- -%	- -%	1 13%	- -%	1 29%	- -%
None of the above	4 54%	- -%	- -%	- -%	4 54%	- -%	- -%	4 99%
Net - Price	* 3%	* 16%	- -%	- -%	* 3%	- -%	* 6%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 83
<Q4B2> Thinking about your ISDN30, why do you use a different supplier for your fixed line broadband, rather than use your ISDN30 supplier for broadband as well?
by Crossbreak
Base: All with ISDN30 using a different broadband supplier

	PERSONAL PROFILE																												
	COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR									
	Total	1 (a)	2 to 4 (b)	5 - 9 to 4 (c)	10 - 49 (d)	50 - 249 (e)	Less than 2 years (a)	2 - 5 years (b)	5 - 9 years (c)	10 - 19 years (d)	20+ years (e)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Pr mary ind ustry (a)	Man ufacturing (b)	Co nstruction (c)	Whole sale/ port/ Comm unica tions (d)	Re tail (e)	Finan cial ser vices (f)	Other ser vices (g)	Pub lic admin and ser vices (h)	Other (i)	
Unweighted row	17	-	-	-	2	5	10	-	-	-	1	16	8	9	-	-	-	5	3	6	1	6	1	3	1	3	1	1	-
Total	7	-	-	-	1	6	1	-	-	-	*	7	2	4	-	-	-	4	2	*	*	*	1	2	2	1	*	1	-
Always used them	5	-	-	-	-	5	-	-	-	-	-	5	1	4	-	-	-	3	2	-	-	-	-	2	2	-	-	1	-
	73%	-%	-%	-%	-%	89%	-%	-%	-%	-%	-%	77%	60%	80%	-%	-%	-%	88%	90%	-%	-%	-%	-%	95%	100%	-%	-%	100%	-%
Can't get broadband from voice call supplier	2	-	-	-	*	1	-	-	-	-	*	1	2	-	-	-	2	-	-	-	-	-	-	-	-	*	-	1	-
	26%	-%	-%	-%	59%	26%	-%	-%	-%	-%	100%	22%	74%	-%	-%	-%	49%	-%	-%	-%	-%	-%	-%	-%	-%	54%	-%	100%	-%
Capacity/speed issues	1	-	-	-	-	1	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	8%	-%	-%	-%	-%	10%	-%	-%	-%	-%	-%	8%	-%	12%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%
Offers a better service / connection	*	-	-	-	*	-	*	-	-	-	-	*	*	*	-	-	-	-	*	*	*	-	-	*	-	*	-	-	-
	5%	-%	-%	-%	41%	-%	21%	-%	-%	-%	-%	6%	14%	1%	-%	-%	-%	-%	5%	8%	100%	-%	-%	2%	-%	37%	-%	-%	-%
Good/better deal overall	*	-	-	-	-	-	*	-	-	-	-	*	*	*	-	-	-	-	*	*	-	*	-	*	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	40%	-%	-%	-%	-%	4%	7%	2%	-%	-%	-%	-%	5%	44%	-%	49%	-%	4%	-%	-%	-%	-%	-%
Price of overall calls package	*	-	-	-	-	-	*	-	-	-	-	*	*	*	-	-	-	-	*	*	-	*	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	33%	-%	-%	-%	-%	3%	3%	3%	-%	-%	-%	-%	5%	32%	-%	56%	-%	-%	-%	-%	-%	-%	-%
Price of fixed broadband	*	-	-	-	-	*	*	-	-	-	-	*	-	*	-	-	*	-	-	-	*	-	-	-	-	-	*	-	-
	2%	-%	-%	-%	-%	2%	12%	-%	-%	-%	-%	3%	-%	4%	-%	-%	-%	3%	-%	-%	-%	20%	-%	-%	-%	-%	100%	-%	-%
Prefer to have more than one company	*	-	-	-	-	-	*	-	-	-	-	*	*	-	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	11%	-%	-%	-%	-%	1%	3%	-%	-%	-%	-%	-%	18%	-%	-%	-%	4%	-%	-%	-%	-%	-%	-%
Quality of line / calls	*	-	-	-	-	-	*	-	-	-	-	*	*	-	-	-	-	-	*	-	-	-	-	-	*	-	-	-	-
	1%	-%	-%	-%	-%	-%	9%	-%	-%	-%	-%	1%	2%	-%	-%	-%	-%	-%	16%	-%	-%	-%	-%	-%	9%	-%	-%	-%	-%
Other (Specify)	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	5%	-%	-%	-%	-%	*%	-%	1%	-%	-%	-%	-%	8%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%
Net - Price	*	-	-	-	-	*	*	-	-	-	-	*	*	*	-	-	*	*	*	-	*	-	-	-	-	-	*	-	-
	6%	-%	-%	-%	-%	2%	45%	-%	-%	-%	-%	6%	3%	7%	-%	-%	-%	3%	5%	32%	-%	75%	-%	-%	-%	-%	100%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 83 (continuation)

<Q4B2> Thinking about your ISDN30, why do you use a different supplier for your fixed line broadband, rather than use your ISDN30 supplier for broadband as well?

by Crossbreak

Base: All with ISDN30 using a different broadband supplier

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: gland (k)	Wales (l)	Sco tland (m)	Nor thern (n)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	17	-	-	2	1	2	2	2	-	2	11	1	2	3	-	17	12	3	13	2	11	3	
Total	7	-	-	2	*	4	*	1	-	*	6	*	*	*	-	7	4	2	6	*	6	1	
Always used them	5 73%	- -%	- -%	1 93%	- -%	4 100%	- -%	- -%	- -%	- -%	5 79%	- -%	- -%	- -%	- -%	5 73%	3 74%	2 87%	5 82%	- -%	5 89%	- -%	
Can't get broadband from voice call supplier	2 26%	- -%	- -%	1 93%	- -%	- -%	* 85%	- -%	- -%	- -%	2 28%	- -%	- -%	- -%	- -%	2 26%	1 33%	- -%	2 29%	- -%	1 26%	* 67%	
Capacity/speed issues	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	1 88%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	1 8%	1 12%	- -%	- -%	- -%	- -%	- -%	
Offers a better service / connection	* 5%	- -%	- -%	* 7%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	* 83%	* 20%	- -%	* 5%	* 1%	* 11%	* 4%	- -%	* 5%	- -%	
Good/better deal overall	* 4%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	* 100%	* 4%	- -%	- -%	- -%	- -%	* 4%	* 6%	- -%	* 3%	* 69%	* 3%	* 19%	
Price of overall calls package	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	* 12%	- -%	* 50%	* 3%	- -%	* 17%	- -%	- -%	* 3%	* 5%	- -%	* 4%	- -%	* 1%	* 33%	
Price of fixed broadband	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	* 80%	- -%	* 2%	* 3%	* 2%	* 2%	* 31%	* 3%	- -%	
Prefer to have more than one company	* 1%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	* 2%	- -%	- -%	* 69%	* 1%	- -%	
Quality of line / calls	* 1%	- -%	- -%	- -%	- -%	- -%	* 15%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	* 1%	- -%	- -%	- -%	
Other (Specify)	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 20%	- -%	* *%	* 1%	- -%	* 1%	- -%	* 1%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 83 (continuation)

<Q4B2> Thinking about your ISDN30, why do you use a different supplier for your fixed line broadband, rather than use your ISDN30 supplier for broadband as well?
by Crossbreak

Base: All with ISDN30 using a different broadband supplier

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON			
		NE	NW	Yo rks/	E	Mid	W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	Hu	(d)	(e)	(f)		ndon	(g)	(h)	(i)	En	(k)	tland	thern	based	where	(a)	agree	(a)	agree	(a)	agree
				mber									gland		(l)	Ir	(a)	(b)		(b)		(b)		(b)
			(c)						(j)					(m)										
Unweighted row	17	-	-	2	1	2	2	2	-	2	11	1	2	3	-	17	12	3	13	2	11	3		
Total	7	-	-	2	*	4	*	1	-	*	6	*	*	*	-	7	4	2	6	*	6	1		
Net - Price	*	-	-	-	-	-	-	*	-	*	*	*	*	*	-	*	*	*	*	*	*	*		
	6%	-%	-%	-%	-%	-%	-%	12%	-%	50%	3%	100%	17%	80%	-%	6%	8%	2%	6%	31%	4%	33%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 83 (continuation)

<Q4B2> Thinking about your ISDN30, why do you use a different supplier for your fixed line broadband, rather than use your ISDN30 supplier for broadband as well?

by Crossbreak

Base: All with ISDN30 using a different broadband supplier

CONNECTION PROFILE																														
	Total	MAIN FIXED LINE TYPE					PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private cir cuits (d)	Fixed / Pr broadband (e)	Standard land lines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2E (e)	ISDN 30 private cir cuits (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent pro vider (b)	Both (c)	Internal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	17	-	-	17	-	-	9	16	17	9	2	17	7	6	5	11	11	4	2	17	2	2	1	1	-	5	-	1	-	15
Total	7	-	-	7	-	-	4	7	7	3	2	7	1	1	*	6	6	2	2	7	*	*	*	*	-	1	-	2	-	5
Always used them	5 73%	- -%	- -%	5 73%	- -%	- -%	3 86%	5 76%	5 73%	2 64%	2 97%	5 73%	- -%	- -%	- -%	5 88%	5 87%	2 89%	2 97%	5 73%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 100%	- -%	3 64%
Can't get broadband from voice call supplier	2 26%	- -%	- -%	2 26%	- -%	- -%	1 39%	2 27%	2 26%	- -%	- -%	2 26%	- -%	- -%	- -%	1 26%	2 31%	- -%	- -%	2 26%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 36%
Capacity/speed issues	1 8%	- -%	- -%	1 8%	- -%	- -%	- -%	1 8%	1 8%	1 19%	- -%	1 8%	1 59%	1 68%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	1 71%	- -%	- -%	- -%	1 11%
Offers a better service / connection	* 5%	- -%	- -%	* 5%	- -%	- -%	* 3%	* 2%	* 5%	* 5%	- -%	* 5%	* 3%	* 4%	* 10%	* 6%	* 2%	- -%	- -%	5%	* 41%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	* 7%
Good/better deal overall	* 4%	- -%	- -%	* 4%	- -%	- -%	* 4%	* 4%	* 4%	* 6%	- -%	* 4%	* 18%	- -%	* 55%	* 2%	* 2%	* 3%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%
Price of overall calls package	* 3%	- -%	- -%	* 3%	- -%	- -%	* 4%	* 3%	* 3%	* 3%	* 3%	* 3%	* 13%	* 15%	- -%	* 1%	* 2%	- -%	* 3%	* 3%	- -%	* 46%	* 100%	- -%	- -%	* 16%	- -%	- -%	- -%	* 4%
Price of fixed broadband	* 2%	- -%	- -%	* 2%	- -%	- -%	* 4%	* 2%	* 2%	* 2%	- -%	* 2%	- -%	* 6%	* 15%	* 2%	* 1%	* 4%	- -%	* 2%	* 59%	- -%	- -%	- -%	- -%	* 6%	- -%	- -%	- -%	* 3%
Prefer to have more than one company	* 1%	- -%	- -%	* 1%	- -%	- -%	* 2%	* 1%	* 1%	* 2%	- -%	* 1%	* 7%	- -%	* 23%	- -%	- -%	* 3%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%
Quality of line / calls	* 1%	- -%	- -%	* 1%	- -%	- -%	* 2%	* 1%	* 1%	* 2%	- -%	* 1%	* 6%	* 7%	* 20%	* 1%	* 1%	* 3%	- -%	* 1%	- -%	* 54%	- -%	- -%	- -%	* 8%	- -%	- -%	- -%	- -%
Other (Specify)	* *%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	* *%	* 1%	- -%	* *%	* 3%	* 4%	* 10%	* 1%	* 1%	- -%	- -%	* *%	* 41%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	* 1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 83 (continuation)

<Q4B2> Thinking about your ISDN30, why do you use a different supplier for your fixed line broadband, rather than use your ISDN30 supplier for broadband as well?

by Crossbreak

Base: All with ISDN30 using a different broadband supplier

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE					PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL ivate cir uits (d)	Fixed Pr band (e)	Sta ndard land lines (a)	NET Mo biles (b)	Fixed line broa dband (c)	Mo bile broa dband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider and calls (b)	Other pro vider for re ntal and calls (c)	
Unweighted row	17	-	-	17	-	-	9	16	17	9	2	17	7	6	5	11	11	4	2	17	2	2	1	1	-	5	-	1	-	15
Total	7	-	-	7	-	-	4	7	7	3	2	7	1	1	*	6	6	2	2	7	*	*	*	*	-	1	-	2	-	5
Net - Price	*	-	-	*	-	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	-	-	*	-	-	-	*
	6%	-%	-%	6%	-%	-%	7%	6%	6%	4%	3%	6%	13%	21%	15%	3%	3%	4%	3%	6%	59%	46%	100%	-%	-%	22%	-%	-%	-%	8%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 83 (continuation)

<Q4B2> Thinking about your ISDN30, why do you use a different supplier for your fixed line broadband, rather than use your ISDN30 supplier for broadband as well?
by Crossbreak

Base: All with ISDN30 using a different broadband supplier

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	17	2	-	1	17	-	16	1
Total	7	*	-	2	7	-	7	*
Always used them	5 73%	- -%	- -%	2 100%	5 73%	- -%	5 74%	- -%
Can't get broadband from voice call supplier	2 26%	- -%	- -%	- -%	2 26%	- -%	2 27%	- -%
Capacity/speed issues	1 8%	- -%	- -%	- -%	1 8%	- -%	1 8%	- -%
Offers a better service / connection	* 5%	- -%	- -%	- -%	* 5%	- -%	* 5%	- -%
Good/better deal overall	* 4%	* 43%	- -%	- -%	* 4%	- -%	* 4%	- -%
Price of overall calls package	* 3%	- -%	- -%	- -%	* 3%	- -%	* 3%	- -%
Price of fixed broadband	* 2%	* 57%	- -%	- -%	* 2%	- -%	* 1%	* 100%
Prefer to have more than one company	* 1%	* 43%	- -%	- -%	* 1%	- -%	* 1%	- -%
Quality of line / calls	* 1%	- -%	- -%	- -%	* 1%	- -%	* 1%	- -%
Other (Specify)	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 83 (continuation)

<Q4B2> Thinking about your ISDN30, why do you use a different supplier for your fixed line broadband, rather than use your ISDN30 supplier for broadband as well?
by Crossbreak

Base: All with ISDN30 using a different broadband supplier

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	17	2	-	1	17	-	16	1
Total	7	*	-	2	7	-	7	*
Net - Price	*	*	-	-	*	-	*	*
	6%	57%	-%	-%	6%	-%	4%	100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 84
<Q4C> Thinking about your analogue lines, why do you use the SAME supplier for your fixed voice calls and your line rental?
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																														
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR										
	Total	1 (a)	2 to 4 (b)	1 to 4 (c)	5 - 9 (d)	10 - 49 (e)	50 - 249 (f)	Less than 2 years (a)	2 - 5 years (b)	5 - 6 years (c)	6 - 9 years (d)	10 - 19 years (e)	20+ years (e)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ to (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail/ port/ Comm unica tions (d)	Real estate (e)	Financial services (f)	Other services (g)	Public admin and ser vices (h)	Other (i)	
Unweighted row	349	46	124	170	77	61	41	7	14	29	85	214	289	48	12		109	107	63	21	8	19	25	44	44	70	8	81	39	19	
Total	411	84	257	341	44	23	3	11	14	46	114	226	384	25	2		188	137	32	7	1	20	33	59	43	75	16	116	32	18	
Good/better deal overall	229 56%	44 52%	155De 60%	198d 58%	18 41%	10 45%	1 51%	2 14%	2 17%	29 61%	65 57%	131 58%	210 55%	18 69%	1 34%		113C 60%	81C 59%	9 28%	2 23%	* 29%	6 33%	17 52%	32 54%	25 57%	34 46%	13 81%	70 60%	26cd 81%	Eg 5 30%	
Too much hassle to change	77 19%	6 8%	57af 22%	64 19%	9a 21%	4 18%	* 6%	* 2%	2 16%	7 15%	23 20%	45 20%	70 18%	7 27%	* 5%		29 15%	34 25%	7 23%	5 68%	* 7%	1 6%	- -%	11 19%	2 5%	25D 34%	- -%	27d 24%	6d 20%	4 21%	
Historical reasons/ always used them	74 18%	22 26%	41 16%	63 18%	6 14%	4 17%	1 23%	- -%	1 7%	9 20%	19 16%	45 20%	67 18%	6 23%	* 17%		31 17%	21 15%	8 23%	1 14%	* 8%	1 4%	8 24%	8 14%	4 10%	15 20%	2 14%	19 16%	8 25%	8 44%	
No reason to change	68 17%	8 10%	49 19%	57 17%	5 11%	6ad 26%	* 15%	5 48%	- -%	3 6%	10 9%	50D 22%	61 16%	7a 28%	* 5%		33 18%	26c 19%	2 7%	3 36%	* 22%	3 16%	3 10%	9dh 16%	* 1%	18DH 24%	3 20%	26DH 22%	1 2%	5 26%	
Calls are provided free as part of a bundled package	32 8%	3 4%	26 10%	29 9%	2 5%	* 1%	* 2%	4 33%	* 1%	8 16%	7 7%	13 6%	31 8%	1 2%	- -%		13 7%	11 8%	5a 16%	* 2%	- -%	2 11%	6 18%	3 6%	7E 17%	* 1%	- -%	8 7%	3E 10%	2 13%	
Like to have one bill / all in one place	26 6%	10d 12%	14 5%	24 7%	1 1%	1 5%	* 5%	- -%	4 29%	2 4%	10 9%	10 4%	25 7%	* 1%	* 5%		14 7%	7 5%	1 2%	* 4%	- -%	4 20%	2 6%	6g 10%	8eGH 19%	4 6%	- -%	2 1%	* 1%	* 1%	
Convenience	24 6%	8 9%	14 5%	22 6%	1 2%	1 5%	* 6%	- -%	4 29%	- -%	13E 12%	6 3%	23 6%	* 1%	* 5%		11 6%	8 6%	1 2%	* 4%	- -%	4 20%	* 1%	2 4%	5G 12%	10Gh 14%	- -%	2 1%	* 1%	* 1%	
Well-known and trusted brand	19 5%	1 1%	11 4%	12 4%	5AbC 12%	1 4%	*a 8%	- -%	- -%	* 1%	4 4%	15 6%	18 5%	1 4%	* 10%		7 4%	10 7%	* 1%	* 3%	- -%	1 4%	* 1%	- -%	6Ch 13%	5 6%	- -%	7 6%	- -%	* 1%	
Wasn't around when original decision was made	16 4%	4 5%	10 4%	14 4%	1 3%	1 5%	* 7%	- -%	3 22%	- -%	1 1%	13d 6%	15 4%	1 4%	* 4%		14B 8%	* 1%	* 2%	* 1%	* 8%	- -%	3 9%	1 1%	* 1%	1 2%	- -%	10 9%	1 3%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 84 (continuation)
 <Q4C> Thinking about your analogue lines, why do you use the SAME supplier for your fixed voice calls and your line rental?
 by Crossbreak
 Base: All respondents

	PERSONAL PROFILE																														
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR										
	Total	1 (a)	2 to 4 (b)	5 to 4 (c)	9 (d)	10 - 49 (e)	50 - 249 (f)	Less than 2 years (a)	2 (b)	5 (c)	6 - 9 (d)	10 years (e)	20+ years (f)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Pr mary ind ustry (a)	Man ufacturing (b)	Co nstruction (c)	Whole sale/ port/ Comm unica tions (d)	Re tail (e)	Finan cial ser vices (f)	Other ser vices (g)	Pub lic admin and ser vices (h)	Other (i)	
Unweighted row	349	46	124	170	77	61	41	7	14	29	85	214	289	48	12	109	107	63	21	8	19	25	44	44	70	8	81	39	19		
Total	411	84	257	341	44	23	3	11	14	46	114	226	384	25	2	188	137	32	7	1	20	33	59	43	75	16	116	32	18		
Quality of customer service/ account management	16 4%	9B 10%	4 2%	13 4%	3b 6%	- %	*BcE 11%	- %	4 29%	4 8%	1 1%	7 3%	15 4%	* %	* 5%	9 5%	1 1%	3B 8%	* 2%	- %	1 4%	* 1%	- %	6CEh 13%	1 1%	2 14%	6 5%	* 1%	* %		
One point of contact / one supplier	11 3%	5 6%	4 2%	9 3%	1 2%	1 4%	*BCD 11%	- %	5 35%	- %	3 2%	4 2%	10 3%	1 4%	* 3%	8 4%	3 2%	* 2%	* 1%	- %	* 1%	* %	3 5%	4g 10%	2 3%	- %	2 1%	* 1%	* %		
Reliable / never had any problems	5 1%	- %	4 1%	4 1%	1 3%	- %	*A 1%	- %	- %	- %	* %	4 2%	5 1%	- %	* 2%	- %	2 2%	3Ab 8%	- %	- %	- %	- %	- %	2g 4%	* 1%	2 14%	- %	* 1%	- %		
Calls and line rental are provided free as part of a bundled package	5 1%	- %	4 2%	4 1%	1 1%	* %	*A 1%	- %	- %	- %	4e 3%	1 %	4 1%	* 1%	- %	- %	4a 3%	* 1%	* 4%	- %	- %	- %	* %	- %	4ceG 9%	* %	- %	* %	* %	- %	
Other suppliers are more expensive	5 1%	4B 5%	- %	4 1%	- %	* %	- %	- %	- %	- %	4E 4%	* %	5 1%	- %	- %	4 2%	- %	* %	- %	- %	- %	* %	- %	- %	- %	- %	- %	4 4%	- %	- %	
No other options / lack of choice	4 1%	- %	2 1%	2 %	2abC 5%	- %	- %	- %	1 7%	- %	- %	3 1%	4 1%	- %	- %	- %	2 1%	2A 6%	- %	- %	1 4%	- %	3 5%	- %	- %	- %	- %	* %	- %	- %	
Quality of line/calls	3 1%	* 1%	1 1%	2 1%	* %	1bc 4%	* 3%	* 2%	- %	- %	* %	3 1%	2 %	1A 5%	- %	* %	- %	* %	- %	- %	- %	* %	1 1%	1 2%	* %	- %	1 1%	* %	- %		
Recommendation	3 1%	- %	2 1%	2 1%	- %	1 3%	- %	- %	- %	- %	1 %	2 1%	2 1%	1 2%	- %	- %	2 2%	1a 2%	- %	- %	- %	* %	2 3%	- %	- %	- %	1 %	- %	- %		
Not aware of other suppliers	3 1%	- %	1 %	1 %	1bC 3%	1aBC 3%	- %	- %	- %	- %	- %	3 1%	2 %	- %	1 40%	1 %	1 %	1 2%	- %	1 58%	- %	- %	- %	1 3%	- %	1 5%	1 1%	- %	- %		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 84 (continuation)
 <Q4C> Thinking about your analogue lines, why do you use the SAME supplier for your fixed voice calls and your line rental?
 by Crossbreak
 Base: All respondents

	PERSONAL PROFILE																																
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR												
	Total	1	2	1	5	9	10	50	Less than 2 years (a)	2	5	6	9	10	20+	1 (a)	2 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail trade/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)	
		(a)	to 4 (b)	to 4 (c)	(d)	- 49 - 249 (e)	(f)	(b)		(c)	years (d)	(e)	(b)	(c)	(d)		(a)	(b)		(c)	(d)	(e)	(a)		(b)	(c)	(d)	(e)	(a)	(b)	(c)		(d)
Unweighted row	349	46	124	170	77	61	41		7	14	29	85	214		289	48	12		109	107	63	21	8	19	25	44	44	70	8	81	39	19	
Total	411	84	257	341	44	23	3		11	14	46	114	226		384	25	2		188	137	32	7	1	20	33	59	43	75	16	116	32	18	
Other suppliers have worse customer service	2 *%	- -%	1 *%	1 *%	- -%	1aBC 4%	*Ad 1%		- -%	- -%	- -%	1 1%	1 *%		2 *%	* *%	- -%		1 *%	- -%	1b 2%	* *%	- -%	- -%	* *%	- -%	1 2%	- -%	- -%	- -%	1 1%	* -%	- -%
Tied in to contract	1 *%	* *%	1 *%	1 *%	* *%	- -%	*ABCdE 4%		- -%	- -%	- -%	- -%	1 1%		1 *%	- -%	- -%		* *%	1 1%	* 1%	- -%	- -%	- -%	- -%	1 1%	- -%	* 1%	- -%	- -%	- -%	* -%	* *%
Other supplies have worse line/call quality	1 *%	- -%	- -%	- -%	- -%	1aBCd 4%	- -%		- -%	- -%	- -%	- -%	1 *%		1 *%	- -%	- -%		- -%	- -%	1Ab 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	1 1%	- -%	- -%
Generally happy with overall service	* *%	- -%	- -%	- -%	*c 1%	- -%	- -%		- -%	- -%	- -%	- -%	* *%		* *%	* 1%	- -%		- -%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	- -%	- -%	- -%
Other (Specify)	6 2%	3b 4%	1 *%	4 1%	3BC 6%	- -%	- -%		- -%	- -%	1 1%	1 1%	5 2%		6 2%	- -%	- -%		3 1%	1 1%	- -%	- -%	- -%	1 4%	- -%	- -%	2g 4%	3 4%	- -%	* *%	- -%	- -%	1 3%
None of the above	* *%	- -%	- -%	- -%	* 1%	- -%	- -%		- -%	- -%	- -%	- -%	* *%		* *%	- -%	- -%		- -%	- -%	* 1%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 84 (continuation)
 <Q4C> Thinking about your analogue lines, why do you use the SAME supplier for your fixed voice calls and your line rental?
 by Crossbreak
 Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON			
		NE	NW	Yo rks/	E	Mid	W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	rks/	(d)	(e)	(f)		(g)	(h)	(i)	En	(j)	(k)	tland	Ir	based	where	(a)	agree	(a)	agree	(a)	agree
		(c)													(l)	eland	(a)	(b)		(b)		(b)		(b)
Unweighted row	349	12	25	9	14	12	31	26	23	17	169	58	58	64		60	289	297	25	175	154	234	88	
Total	411	13	46	29	33	35	37	59	63	39	354	16	30	11		104	307	320	55	169	214	250	123	
Good/better deal overall	229 56%	6 41%	28 62%	9 30%	11 33%	26 75%	24 64%	40 68%	40 63%	20 50%	202 57%	7 45%	14 46%	5 48%		73B 70%	156 51%	168 52%	40 74%	94 56%	118 55%	135 54%	65 53%	
Too much hassle to change	77 19%	* 2%	4 9%	12 40%	3 10%	24 69%	4 11%	10 17%	7 12%	6 16%	71m 20%	2 10%	4 13%	1 7%		12 12%	65 21%	58 18%	15 28%	36 21%	40 19%	44 17%	27 22%	
Historical reasons/ always used them	74 18%	3 20%	5 11%	7 24%	13 38%	7 19%	5 14%	4 7%	17 28%	4 11%	65 18%	41 26%	3 9%	21 21%		19 18%	55 18%	66 21%	5 9%	25 15%	38 18%	44 17%	25 20%	
No reason to change	68 17%	* 3%	4 8%	12 40%	6 19%	19 55%	2 6%	13 23%	6 9%	* %	62 18%	2 9%	4 12%	1 8%		12 11%	57 18%	43 13%	15 27%	35 21%	33 15%	39 16%	22 18%	
Calls are provided free as part of a bundled package	32 8%	- -%	8 17%	- -%	3 10%	- -%	41 11%	10 17%	1 2%	4 11%	311 9%	1 4%	- -%	1L 6%		4 4%	28 9%	27 9%	3 6%	11 7%	17 8%	26 10%	6 5%	
Like to have one bill / all in one place	26 6%	2 17%	7 15%	- -%	- -%	- -%	5 14%	3 6%	- -%	4 11%	22 6%	1 5%	3 10%	* 2%		8 8%	18 6%	26 8%	- -%	10 6%	16 8%	19 8%	7 5%	
Convenience	24 6%	- -%	7 15%	5 17%	- -%	- -%	3 8%	- -%	- -%	4 11%	19 5%	1 5%	3 11%	1 5%		8 8%	16 5%	24 7%	- -%	7 4%	17 8%	12 5%	12 10%	
Well-known and trusted brand	19 5%	* 3%	4 9%	2 6%	- -%	3 7%	2 6%	- -%	- -%	5 13%	16 5%	1 3%	2 6%	* 4%		11B 10%	8 3%	18 6%	* 1%	13b 8%	5 2%	14b 6%	* %	
Wasn't around when original decision was made	16 4%	- -%	- -%	- -%	3 10%	- -%	* 1%	1 1%	5 8%	4 11%	14 4%	2fjl 11%	* 1%	* 4%		1 1%	15 5%	12 4%	- -%	10 6%	6 3%	14 6%	2 2%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 84 (continuation)

<Q4C> Thinking about your analogue lines, why do you use the SAME supplier for your fixed voice calls and your line rental?

by Crossbreak

Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	London (h)	SE (i)	SW (j)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	349	12	25	9	14	12	31	26	23	17	169	58	58	64	60	289	297	25	175	154	234	88	
Total	411	13	46	29	33	35	37	59	63	39	354	16	30	11	104	307	320	55	169	214	250	123	
Quality of customer service/ account management	16 4%	2 17%	4 8%	- -	- -	- -	- -	1 1%	2 2%	4 11%	12 4%	1 6%	2 6%	16 6%	6 6%	10 3%	14 4%	1 1%	10 6%	6 3%	9 4%	1 1%	
One point of contact / one supplier	11 3%	- -	1 1%	- -	- -	* 1%	2 6%	- -	1 1%	4 11%	8 2%	* %	3 9%	1 6%	2 1%	10 3%	11 3%	- -	6 3%	6 3%	8 3%	3 2%	
Reliable / never had any problems	5 1%	2 17%	1 1%	- -	- -	- -	* 1%	- -	- -	- -	3 1%	* 1%	1 3%	1 5%	* %	5 1%	5 2%	- -	4 2%	1 *	5 2%	* %	
Calls and line rental are provided free as part of a bundled package	5 1%	- -	4 8%	- -	- -	- -	* 1%	- -	- -	- -	4 1%	- -	* 1%	1 6%	4 4%	1 *	5 1%	- -	4 2%	1 *	5 2%	- -	
Other suppliers are more expensive	5 1%	- -	- -	- -	- -	- -	- -	- -	4 7%	- -	4 1%	- -	- -	* 1%	- -	5 1%	5 1%	- -	* %	4 2%	* %	4A 4%	
No other options / lack of choice	4 1%	- -	- -	2 6%	- -	- -	- -	- -	- -	- -	2 1%	- -	2 6%	- -	- -	4 1%	4 1%	- -	2 1%	2 1%	2 1%	2 2%	
Quality of line/calls	3 1%	- -	- -	- -	- -	- -	- -	* %	- -	1 2%	1 *	1 5%	1 3%	* 5%	1 1%	2 1%	2 1%	- -	* %	2 1%	1 1%	2 1%	
Recommendation	3 1%	- -	- -	- -	- -	- -	2 6%	1 1%	- -	- -	3 1%	- -	- -	* 1%	- -	3 1%	3 1%	- -	2 1%	* %	3 1%	- -	

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Table 84 (continuation)
 <Q4C> Thinking about your analogue lines, why do you use the SAME supplier for your fixed voice calls and your line rental?
 by Crossbreak
 Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	South East (h)	South West (i)	North East (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Elsewhere (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)
Unweighted row	349	12	25	9	14	12	31	26	23	17	169	58	58	64	60	289	297	25	175	154	234	88
Total	411	13	46	29	33	35	37	59	63	39	354	16	30	11	104	307	320	55	169	214	250	123
Not aware of other suppliers	3 1%	- -%	1 1%	- -%	- -%	- -%	- -%	1 1%	- -%	1 2%	2 1%	1j 3%	- -%	- -%	- -%	3 1%	3 1%	- -%	1 1%	1 1%	2 1%	1 *%
Other suppliers have worse customer service	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 *%	- -%	1J 3%	* 1%	1 1%	1 *%	2 1%	- -%	1 *%	1 *%	1 *%	- -%
Tied in to contract	1 *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	*J 1%	1J 3%	*J 2%	- -%	1 *%	1 *%	- -%	* *%	1 1%	* *%	* *%
Other supplies have worse line/call quality	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 *%	* 1%	- -%	- -%	* *%	1 *%	1 *%	- -%	1 1%	- -%	1 *%	- -%
Generally happy with overall service	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	*J 2%	- -%	*J 1%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%
Other (Specify)	6 2%	2 17%	- -%	2 6%	- -%	- -%	- -%	1 1%	- -%	- -%	5 1%	1 4%	1 3%	- -%	- -%	6 2%	6 2%	1 1%	5 3%	1 1%	4 2%	2 2%
None of the above	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	*J 1%	- -%	*J 1%	- -%	* *%	* *%	- -%	* *%	* *%	* *%	* *%

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Table 84 (continuation)
 <Q4C> Thinking about your analogue lines, why do you use the SAME supplier for your fixed voice calls and your line rental?
 by Crossbreak
 Base: All respondents

	CONNECTION PROFILE																																								
	MAIN FIXED LINE TYPE														PRODUCTS USED														FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Sta	ISDN	ISDN	LL	Fixed	Sta	NET	Fixed	Mo	ISDN	ISDN	LL	pr	VoIP	Video	So	Cloud	Sta	ISDN	ISDN	Same	A	Both	Int	Ext	Both	Ne	BT	Other	Other										
		ndard	2/2E	30	/	Pr		ndard	Mo	line	bile	2/2e	30	ivate	(h)	co	cial	based		ndard	2/2E		30	pro		diff	Both	Int		ernal	ernal	(c)	ither	for	pro	pro					
dline	(b)	line	ivate	broa	dline	lines	(b)	dband	dband	(e)	(f)	30	ivate	ncing	media	(j)	(k)	dline	(b)	(c)	vider	pro	vider	inter	ernal	(b)	(c)	(d)	ntal	for	for										
(a)	(a)	(c)	uits	(d)	(a)	(c)	(d)				(g)	(i)						(a)			(a)	(b)	(a)	(a)	(b)			calls	(b)	ntal	and										
																																(c)									
Unweighted row	349	349	-	-	-	-	349	286	308	86	40	10	20	47	27	147	112	349	32	9	26	14	5	11	19	14	3	182	-	167											
Total	411	411	-	-	-	-	411	333	350	90	20	1	10	65	26	140	108	411	17	1	39	14	5	12	26	17	10	199	-	212											
Good/better deal overall	229 56%	229 56%	- -%	- -%	- -%	- -%	229EJ 56%	175Ej 53%	195EJ 56%	47e 53%	6 29%	1 61%	2 19%	42Ej 64%	10 39%	60 43%	63Ej 59%	229B 56%	4 21%	* 41%	26 65%	12 87%	* 4%	6 53%	20 77%	8 49%	7 67%	91 46%	- -%	137A 65%											
Too much hassle to change	77 19%	77 19%	- -%	- -%	- -%	- -%	77d 19%	52 16%	63d 18%	7 8%	2 12%	- -%	* 1%	14d 21%	* 1%	25d 18%	15 14%	77 19%	2 13%	- -%	6 16%	8 53%	- -%	* 2%	7 28%	6 38%	- -%	36 18%	- -%	42 20%											
Historical reasons/ always used them	74 18%	74 18%	- -%	- -%	- -%	- -%	74k 18%	59k 18%	68k 19%	26abeK 29%	2 8%	* 43%	4 42%	15k 23%	9 35%	30k 21%	10 9%	74 18%	2 10%	* 14%	11 27%	- -%	4 87%	2 18%	* 1%	5 27%	8 79%	43 21%	- -%	31 15%											
No reason to change	68 17%	68 17%	- -%	- -%	- -%	- -%	68 17%	48 14%	54 15%	13 14%	4 21%	* 10%	3 32%	20 31%	1 2%	24 17%	19 17%	68 17%	4 24%	* 16%	7 17%	10 70%	* 3%	* 2%	13 49%	7 41%	- -%	29 15%	- -%	39 18%											
Calls are provided free as part of a bundled package	32 8%	32 8%	- -%	- -%	- -%	- -%	32 8%	28 9%	32 9%	6 7%	3 16%	- -%	- -%	4 6%	4 14%	19a 14%	17ab 15%	32 8%	3a 18%	- -%	1 1%	* 1%	- -%	1 4%	4 14%	- -%	- -%	20 10%	- -%	12 6%											
Like to have one bill / all in one place	26 6%	26 6%	- -%	- -%	- -%	- -%	26 6%	25 8%	22 6%	15AbCe 17%	* 1%	- -%	* -%	7 10%	4 18%	17ace 12%	12 12%	26 6%	- -%	- -%	7 17%	- -%	- -%	2 19%	- -%	4 25%	- -%	13 7%	- -%	12 6%											
Convenience	24 6%	24 6%	- -%	- -%	- -%	- -%	24 6%	23 7%	18 5%	10c 12%	* 1%	* 4%	* -%	4 6%	4 18%	8 6%	9 8%	24 6%	- -%	* 6%	4 11%	- -%	- -%	- -%	- -%	4 25%	- -%	8 4%	- -%	16 7%											
Well-known and trusted brand	19 5%	19 5%	- -%	- -%	- -%	- -%	19 5%	18 5%	17 5%	1 2%	1 4%	* 4%	* 1%	1 1%	- -%	2 2%	5 4%	19 5%	1 5%	* 6%	1 2%	* 1%	- -%	- -%	1 3%	* 1%	- -%	15c 7%	- -%	4 2%											
Wasn't around when original decision was made	16 4%	16 4%	- -%	- -%	- -%	- -%	16 4%	15 4%	12 3%	1 1%	1 3%	* 46%	* 1%	* -%	* -%	10dk 7%	2 2%	16 4%	1 3%	* 18%	- -%	- -%	* 1%	- -%	- -%	* -%	- -%	8 4%	- -%	9 4%											

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 84 (continuation)
 <Q4C> Thinking about your analogue lines, why do you use the SAME supplier for your fixed voice calls and your line rental?
 by Crossbreak
 Base: All respondents

CONNECTION PROFILE																															
	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER				
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuits (d)	Fixed broadband (e)	Standard lines (a)	NET biles (b)	Fixed line broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 private circuits (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	Diff. provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for calls (a)	Other for calls (b)	Other for calls (c)	
Unweighted row	349	349	-	-	-	-	349	286	308	86	40	10	20	47	27	147	112	349	32	9	26	14	5	11	19	14	3	182	-	167	
Total	411	411	-	-	-	-	411	333	350	90	20	1	10	65	26	140	108	411	17	1	39	14	5	12	26	17	10	199	-	212	
Quality of customer service/ account management	16 4%	16 4%	- -	- -	- -	- -	16 4%	11 3%	15 4%	4 5%	2aBcJ 12%	* 4%	* 2%	4 7%	4 17%	2 2%	4 4%	16 4%	2a 13%	* 6%	4 11%	- -	- -	* 1%	* *	4 25%	- -	6 3%	- -	10 5%	
One point of contact / one supplier	11 3%	11 3%	- -	- -	- -	- -	11 3%	11 3%	11 3%	5 6%	* 1%	* 4%	* *	4 7%	4 17%	3 2%	6 6%	11 3%	* 1%	* 6%	4 11%	- -	* 4%	- -	* 1%	4 25%	- -	4 2%	- -	7 3%	
Reliable / never had any problems	5 1%	5 1%	- -	- -	- -	- -	5 1%	4 1%	5 1%	* 1%	* *	- -	* *	- -	- -	1 1%	- -	5 1%	* *	- -	- -	- -	- -	- -	- -	- -	- -	3 2%	- -	2 1%	
Calls and line rental are provided free as part of a bundled package	5 1%	5 1%	- -	- -	- -	- -	5 1%	5 1%	5 1%	1 1%	* *	- -	* *	4a 5%	4 14%	4 3%	4 3%	5 1%	- -	- -	* *	- -	- -	- -	4 13%	- -	- -	4 2%	- -	* *	
Other suppliers are more expensive	5 1%	5 1%	- -	- -	- -	- -	5 1%	5c 1%	* *	- -	- -	- -	- -	- -	- -	- -	- -	5 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	5 2%	
No other options / lack of choice	4 1%	4 1%	- -	- -	- -	- -	4 1%	4 1%	4 1%	4a 4%	* 1%	- -	- -	1 1%	1 3%	3 2%	3 3%	4 1%	* 1%	- -	1 2%	- -	- -	- -	1 3%	- -	- -	1 1%	- -	3 1%	
Quality of line/calls	3 1%	3 1%	- -	- -	- -	- -	3 1%	2 1%	2 1%	1 2%	1 3%	- -	- -	1 1%	1 2%	2 1%	2 2%	3 1%	1 4%	- -	1 1%	* 1%	- -	1 4%	- -	* 1%	- -	3 1%	- -	* *	
Recommendation	3 1%	3 1%	- -	- -	- -	- -	3 1%	3 1%	3 1%	3 3%	- -	- -	- -	1 1%	1 2%	3 2%	1 1%	3 1%	- -	- -	- -	1 4%	- -	- -	- -	- -	1 3%	- -	1 *	- -	2 1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 84 (continuation)
 <Q4C> Thinking about your analogue lines, why do you use the SAME supplier for your fixed voice calls and your line rental?
 by Crossbreak
 Base: All respondents

CONNECTION PROFILE																															
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
																		Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private cir cuit (d)	Fixed broad band (e)	Sta ndard lan dline (a)	NET Mo biles (b)	Fixed line broad band (c)	Mo bile broad band (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL Private cir cuit (g)	VoIP (h)	Video confer encing (i)
Total																															
Unweighted row	349	349	-	-	-	-	349	286	308	86	40	10	20	47	27	147	112	349	32	9	26	14	5	11	19	14	3	182	-	167	
Total	411	411	-	-	-	-	411	333	350	90	20	1	10	65	26	140	108	411	17	1	39	14	5	12	26	17	10	199	-	212	
Not aware of other suppliers	3	3	-	-	-	-	3	2	2	-	1 ABCDJ K	-	1	1	1	1	1	3	1A	-	1	1	-	1	1	-	-	3	-	-	
	1%	1%	-%	-%	-%	-%	1%	1%	1%	-%	7%	-%	7%	2%	3%	1%	1%	1%	8%	-%	2%	5%	-%	6%	3%	-%	-%	1%	-%	-%	
Other suppliers have worse customer service	2	2	-	-	-	-	2	2	2	-	*	-	*	*	-	2	-	2	-	-	*	-	-	-	*	-	-	1	-	1	
	*%	*%	-%	-%	-%	-%	*%	1%	*%	-%	*%	-%	*%	*%	-%	1%	-%	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	*%	-%	*%	
Tied in to contract	1	1	-	-	-	-	1	1	1	*	-	-	-	1	*	1	1	1	-	-	1	-	-	-	1	*	-	-	-	1	
	*%	*%	-%	-%	-%	-%	*%	*%	*%	*%	-%	-%	-%	2%	1%	1%	1%	*%	-%	-%	3%	-%	-%	-%	4%	*%	-%	-%	-%	1%	
Other supplies have worse line/call quality	1	1	-	-	-	-	1	1	1	*	-	-	-	-	-	1	*	1	-	-	-	-	-	-	-	-	-	1	-	-	
	*%	*%	-%	-%	-%	-%	*%	*%	*%	*%	-%	-%	-%	-%	-%	1%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	
Generally happy with overall service	*	*	-	-	-	-	*	*	*	*	-	-	-	-	-	*	-	*	-	-	-	-	-	-	-	-	-	*	-	*	
	*%	*%	-%	-%	-%	-%	*%	*%	*%	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	
Other (Specify)	6	6	-	-	-	-	6	6	6	1	1	-	-	-	-	4	3	6	1	-	-	-	-	-	-	-	-	2	-	4	
	2%	2%	-%	-%	-%	-%	2%	2%	2%	1%	4%	-%	-%	-%	-%	3%	2%	2%	4%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	2%	
None of the above	*	*	-	-	-	-	*	*	*	-	-	-	-	-	-	*	-	*	-	-	-	-	-	-	-	-	-	*	-	-	
	*%	*%	-%	-%	-%	-%	*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 84 (continuation)

<Q4C> Thinking about your analogue lines, why do you use the SAME supplier for your fixed voice calls and your line rental?

by Crossbreak

Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	349	30	1	229	62	246	349	-
Total	411	13	1	283	54	297	411	-
Good/better deal overall	229 56%	4 30%	1 100%	151a 53%	36 67%	160 54%	229 56%	- -%
Too much hassle to change	77 19%	2 18%	- -%	53 19%	2 4%	61A 20%	77A 19%	- -%
Historical reasons/ always used them	74 18%	1 6%	- -%	49 17%	19BC 35%	49 17%	74 18%	- -%
No reason to change	68 17%	* 4%	- -%	45 16%	5 9%	49 17%	68 17%	- -%
Calls are provided free as part of a bundled package	32 8%	3c 24%	- -%	28 10%	4 7%	28 10%	32 8%	- -%
Like to have one bill / all in one place	26 6%	- -%	- -%	22 8%	* -%	22a 7%	26 6%	- -%
Convenience	24 6%	* -%	- -%	18 6%	* -%	18 6%	24 6%	- -%
Well-known and trusted brand	19 5%	1 7%	- -%	17 6%	- -%	17 6%	19 5%	- -%
Wasn't around when original decision was made	16 4%	* 1%	- -%	7 2%	5B 9%	7 2%	16 4%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 84 (continuation)

<Q4C> Thinking about your analogue lines, why do you use the SAME supplier for your fixed voice calls and your line rental?

by Crossbreak

Base: All respondents

Total	BUNDLING			SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	349	30	1	229	62	246	349
Total	411	13	1	283	54	297	411
Quality of customer service/ account management	16 4%	2C 18%	- -%	14 5%	* 1%	14 5%	16 4%
One point of contact / one supplier	11 3%	* 2%	- -%	11 4%	- -%	11 4%	- 3%
Reliable / never had any problems	5 1%	* *%	- -%	5 2%	* *%	5 2%	- 1%
Calls and line rental are provided free as part of a bundled package	5 1%	- -%	- -%	1 *%	4BC 7%	1 *%	5 1%
Other suppliers are more expensive	5 1%	- -%	- -%	- -%	* *%	- -%	5 1%
No other options / lack of choice	4 1%	* 2%	- -%	4 1%	- -%	4 1%	- 1%
Quality of line/calls	3 1%	1c 4%	- -%	1 *%	1 2%	3 *%	- 1%
Recommendation	3 1%	- -%	- -%	* *%	3BC 5%	* *%	3 1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 84 (continuation)

<Q4C> Thinking about your analogue lines, why do you use the SAME supplier for your fixed voice calls and your line rental?

by Crossbreak

Base: All respondents

Total	BUNDLING			SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN PC Re ntal (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB (b)	Same fixed voice and fixed re ntal supp liers (c)	Diff erent fixed voice calls and fixed re ntal supp liers (d)
Unweighted row	349	30	1	229	62	246	349
Total	411	13	1	283	54	297	411
Not aware of other suppliers	3 1%	1C 11%	- -%	2 1%	- -%	2 1%	3 1%
Other suppliers have worse customer service	2 *%	- -%	- -%	2 1%	* *%	2 1%	- -%
Tied in to contract	1 *%	- -%	- -%	1 *%	* 1%	1 *%	- -%
Other supplies have worse line/call quality	1 *%	- -%	- -%	1 *%	* *%	1 *%	- -%
Generally happy with overall service	* *%	- -%	- -%	* *%	- -%	* *%	- -%
Other (Specify)	6 2%	1 6%	- -%	5 2%	2 3%	5 2%	- -%
None of the above	* *%	- -%	- -%	* *%	* *%	* *%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 85 (continuation)
 <Q4C1> Thinking about your ISDN2/2E, why do you use the SAME supplier for your fixed voice calls and your line rental?
 by Crossbreak
 Base: All with ISDN2/2e using the same voice and line rental supplier

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	East of England (f)	London (g)	SE (h)	SW (i)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Elsewhere (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)
Unweighted row	27	-	1	-	2	1	2	2	3	2	13	8	4	2	1	26	24	1	20	7	17	8
Total	10	-	*	-	1	*	1	3	1	2	8	1	1	*	3	7	9	*	6	5	3	6
Good/better deal overall	7 73%	- -%	* 100%	- -%	1 89%	- -%	* 46%	3 98%	1 100%	1 39%	6 77%	1 72%	* 69%	- -%	3 100%	4 60%	7 73%	- -%	4 64%	4 84%	3 73%	4 68%
Historical reasons/ always used them	2 18%	- -%	- -%	- -%	* 11%	- -%	- -%	* 2%	- -%	1 61%	1 16%	- -%	* 31%	* 100%	- -%	2 27%	2 19%	- -%	2 33%	- -%	1 18%	1 21%
One point of contact / one supplier	1 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 81%	- -%	1 11%	* 37%	- -%	- -%	- -%	1 19%	1 14%	- -%	1 21%	* 3%	1 33%	* 3%
Too much hassle to change	1 8%	- -%	- -%	- -%	- -%	* 100%	* 54%	- -%	- -%	- -%	1 7%	* 4%	* 31%	- -%	- -%	1 12%	1 9%	- -%	* 4%	1 12%	* 11%	* 7%
Wasn't around when original decision was made	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	* 1%	* 16%	* 31%	* 28%	- -%	1 9%	* 5%	* 100%	* 8%	* 3%	* 10%	* 4%
Convenience	* 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 37%	- -%	- -%	- -%	* 7%	* 5%	- -%	* 6%	* 3%	* 9%	* 3%
Like to have one bill / all in one place	* 4%	- -%	- -%	- -%	- -%	- -%	* 54%	- -%	* 10%	- -%	* 6%	- -%	- -%	- -%	- -%	* 7%	* 5%	- -%	* 2%	* 8%	* 13%	- -%
No reason to change	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 72%	- -%	* 4%	* 3%	- -%	* 4%	- -%	* 7%	- -%
Quality of customer service/ account management	* 2%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	* 3%	* 2%	- -%	* 3%	- -%	- -%	* 4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 85 (continuation)
 <Q4C1> Thinking about your ISDN2/2E, why do you use the SAME supplier for your fixed voice calls and your line rental?
 by Crossbreak
 Base: All with ISDN2/2e using the same voice and line rental supplier

CONNECTION PROFILE																															
	Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL private cir (d)	Fixed broadband (e)		Standard lines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 private cir (f)	LL private cir (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other for re calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	27	-	27	-	-	-	22	21	27	7	27	1	5	8	7	17	15	14	27	1	2	4	2	1	3	4	-	9	1	17	
Total	10	-	10	-	-	-	6	9	10	2	10	1	2	3	3	5	7	3	10	1	*	1	2	*	1	1	-	2	1	7	
Good/better deal overall	7 73%	- -%	7 73%	- -%	- -%	- -%	4 58%	7 73%	7 73%	2 79%	7 73%	1 100%	2 91%	1 35%	1 33%	3 75%	6 74%	2 54%	7 73%	1 100%	* 52%	* 16%	1 39%	* 100%	* 8%	1 59%	- -%	2 81%	- -%	6 83%	
Historical reasons/ always used them	2 18%	- -%	2 18%	- -%	- -%	- -%	2 29%	1 16%	2 18%	* 11%	2 18%	- -%	- -%	1 58%	1 54%	1 11%	1 18%	2 45%	2 18%	- -%	* 48%	* 52%	1 61%	- -%	1 92%	* 26%	- -%	* 19%	1 100%	* 5%	
One point of contact / one supplier	1 13%	- -%	1 13%	- -%	- -%	- -%	1 16%	1 13%	1 13%	1 43%	1 13%	- -%	- -%	- -%	* 12%	1 21%	1 15%	* 4%	1 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 19%	
Too much hassle to change	1 8%	- -%	1 8%	- -%	- -%	- -%	1 13%	1 9%	1 8%	* 8%	1 8%	- -%	- -%	* 7%	* 7%	1 13%	1 8%	* 7%	1 8%	- -%	- -%	* 32%	- -%	- -%	- -%	* 16%	- -%	* 13%	- -%	1 8%	
Wasn't around when original decision was made	1 6%	- -%	1 6%	- -%	- -%	- -%	1 9%	* 2%	1 6%	* 2%	1 6%	- -%	* 9%	* 3%	- -%	* 9%	* 1%	* 12%	1 6%	- -%	* 48%	- -%	- -%	- -%	- -%	* 6%	- -%	* 19%	- -%	* 3%	
Convenience	* 5%	- -%	* 5%	- -%	- -%	- -%	* 3%	* 4%	* 5%	* 7%	* 5%	- -%	- -%	- -%	* 12%	* 3%	* 4%	* 4%	* 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 7%	
Like to have one bill / all in one place	* 4%	- -%	* 4%	- -%	- -%	- -%	* 7%	* 5%	* 4%	- -%	* 4%	- -%	- -%	- -%	- -%	* 10%	* 6%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 6%	
No reason to change	* 2%	- -%	* 2%	- -%	- -%	- -%	* 4%	* 3%	* 2%	* 11%	* 2%	- -%	- -%	* 9%	* 9%	* 5%	* 3%	- -%	* 2%	- -%	- -%	* 41%	- -%	- -%	- -%	* 20%	- -%	- -%	- -%	* 4%	
Quality of customer service/ account management	* 2%	- -%	* 2%	- -%	- -%	- -%	* 3%	* 2%	* 2%	* 8%	* 2%	- -%	- -%	* 7%	* 7%	* 4%	* 3%	- -%	* 2%	- -%	- -%	* 32%	- -%	- -%	- -%	* 16%	- -%	- -%	- -%	* 3%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 85 (continuation)

<Q4C1> Thinking about your ISDN2/2E, why do you use the SAME supplier for your fixed voice calls and your line rental?

by Crossbreak

Base: All with ISDN2/2e using the same voice and line rental supplier

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	27	9	1	8	15	12	27	-
Total	10	3	*	2	4	6	10	-
Good/better deal overall	7 73%	2 59%	* 100%	2 83%	1 31%	6 98%	7 73%	- -%
Historical reasons/ always used them	2 18%	1 48%	- -%	* 5%	2 45%	* 2%	2 18%	- -%
One point of contact / one supplier	1 13%	- -%	- -%	- -%	* 4%	1 18%	1 13%	- -%
Too much hassle to change	1 8%	* 2%	- -%	* 14%	1 20%	* 1%	1 8%	- -%
Wasn't around when original decision was made	1 6%	* 10%	- -%	* 5%	* 13%	* 2%	1 6%	- -%
Convenience	* 5%	- -%	- -%	- -%	* 4%	* 5%	* 5%	- -%
Like to have one bill / all in one place	* 4%	- -%	- -%	- -%	* 12%	- -%	* 4%	- -%
No reason to change	* 2%	- -%	- -%	- -%	* 6%	- -%	* 2%	- -%
Quality of customer service/ account management	* 2%	- -%	- -%	- -%	* 5%	- -%	* 2%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 86
<Q4C2> Thinking about your ISDN30, why do you use the SAME supplier for your fixed voice calls and your line rental?
by Crossbreak
Base: All with ISDN30 using the same voice and line rental supplier

		PERSONAL PROFILE																																
		COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR												
		Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other
			(a)	to 4	to 4	(d)	- 49	- 249	(f)	than 2	years (b)	years (c)	-19 years (d)	years (e)	(a)	to 5 (b)	(c)	£100k (a)	to £500k (b)	to £3m (c)	to £10m (d)	to £10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/Transport/Communications (d)	Retail (e)	Financial services (f)	Other services (g)	Public admin and services (h)	(i)			
Unweighted row	48	1	-	1	5	9	33	-	-	2	3	43	27	18	3	2	5	11	6	18	1	10	3	11	6	5	9	3	-					
Total	15	4	-	4	1	9	2	-	-	1	1	14	10	5	*	*	1	10	2	1	*	4	1	4	2	1	2	2	-					
Good/better deal overall	7 43%	- -%	- -%	- -%	1 67%	5 56%	1 49%	- -%	- -%	1 100%	* 57%	6 40%	4 43%	2 43%	* 38%	- -%	1 67%	5 48%	* 14%	* 44%	* 100%	1 13%	- -%	2 41%	2 87%	1 94%	1 78%	* 8%	- -%					
No reason to change	5 36%	4 100%	- -%	4 100%	* 34%	1 17%	* 6%	- -%	- -%	- -%	* 57%	5 36%	5 53%	* 1%	* 23%	- -%	- -%	5 55%	- -%	- -%	- -%	4 86%	- -%	- -%	- -%	* 41%	* 3%	1 92%	- -%					
Quality of customer service/ account management	4 23%	4 100%	- -%	4 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 25%	4 35%	- -%	- -%	- -%	- -%	4 36%	- -%	- -%	- -%	4 86%	- -%	- -%	- -%	- -%	- -%	- -%	- -%					
Wasn't around when original decision was made	2 14%	- -%	- -%	- -%	- -%	2 21%	* 15%	- -%	- -%	- -%	- -%	2 15%	* 2%	2 39%	- -%	* 50%	- -%	- -%	2 89%	* 7%	- -%	* 3%	- -%	2 47%	* 6%	- -%	* 6%	- -%	- -%					
Too much hassle to change	2 14%	- -%	- -%	- -%	* 34%	1 17%	* 12%	- -%	- -%	- -%	* 73%	2 12%	2 20%	* 1%	- -%	- -%	- -%	2 19%	- -%	* 17%	- -%	- -%	- -%	* 3%	* 4%	* 41%	- -%	1 92%	- -%					
Historical reasons/ always used them	2 12%	- -%	- -%	- -%	* 17%	1 17%	* 9%	- -%	- -%	* 8%	- -%	2 13%	2 16%	* 4%	- -%	- -%	* 16%	1 15%	- -%	* 13%	- -%	- -%	* 22%	* 3%	- -%	- -%	* 3%	2 95%	- -%					
Reliable / never had any problems	1 5%	- -%	- -%	- -%	* 17%	1 6%	* 2%	- -%	- -%	1 92%	* 27%	* %	1 8%	- -%	- -%	- -%	* 16%	1 6%	- -%	* 4%	- -%	- -%	- -%	* 1%	- -%	- -%	1 42%	- -%	- -%					
Convenience	* 2%	- -%	- -%	- -%	- -%	- -%	* 17%	- -%	- -%	- -%	* 16%	* 2%	* 1%	* 4%	* 38%	* 50%	- -%	* 1%	* 2%	* 15%	- -%	* 1%	- -%	* 4%	* 7%	- -%	- -%	- -%	- -%					
Like to have one bill / all in one place	* 2%	- -%	- -%	- -%	- -%	- -%	* 17%	- -%	- -%	- -%	- -%	* 3%	* 2%	* 2%	* 38%	* 50%	- -%	- -%	* 2%	* 20%	- -%	* 4%	* 8%	* 3%	* 3%	- -%	- -%	- -%	- -%					
One point of contact / one supplier	* 2%	- -%	- -%	- -%	- -%	- -%	* 12%	- -%	- -%	- -%	- -%	* 2%	- -%	* 5%	- -%	- -%	- -%	* 1%	* 4%	* 9%	- -%	* 2%	- -%	* 2%	* 3%	- -%	- -%	- -%	- -%					

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 86 (continuation)

<Q4C2> Thinking about your ISDN30, why do you use the SAME supplier for your fixed voice calls and your line rental?

by Crossbreak

Base: All with ISDN30 using the same voice and line rental supplier

		PERSONAL PROFILE																													
		COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR									
		Total	1 (a)	2 to 4 (b)	1 to 4 (c)	5 (d)	9 - 49 (e)	50 - 249 (f)	Less than 2 years (a)	2 - 5 years (b)	5 - 6 years (c)	6 - 9 years (d)	10 - 19 years (e)	20+ years (f)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Pr mary ind ustry (a)	Man ufacturing (b)	Co nstruction (c)	Whole sale/Trans port/ Comm unica tions (d)	Re tail (e)	Fin ancial ser vices (f)	Other ser vices (g)	Pu blic admi nistr ation (h)	Other (i)
Unweighted row	48	1	-	1	5	9	33	-	-	2	3	43	27	18	3	2	5	11	6	18	1	10	3	11	6	5	9	3	-		
Total	15	4	-	4	1	9	2	-	-	1	1	14	10	5	*	*	1	10	2	1	*	4	1	4	2	1	2	2	-		
Well-known and trusted brand	*	-	-	-	-	-	*	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-	
	***	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	***	-%	-%	23%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	
No other options / lack of choice	*	-	-	-	-	-	*	-	-	-	-	*	*	-	-	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	
	***	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	***	***	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	
None of the above	1	-	-	-	-	1	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	
	4%	-%	-%	-%	-%	6%	-%	-%	-%	-%	-%	4%	-%	11%	-%	-%	-%	-%	-%	-%	-%	-%	71%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 86 (continuation)
 <Q4C2> Thinking about your ISDN30, why do you use the SAME supplier for your fixed voice calls and your line rental?
 by Crossbreak
 Base: All with ISDN30 using the same voice and line rental supplier

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	SE (h)	SW (i)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)
Unweighted row	48	2	3	4	1	2	5	5	4	3	29	8	6	5	2	46	42	4	43	3	37	4
Total	15	*	4	3	*	4	1	2	*	*	14	1	*	*	1	15	13	2	15	*	14	1
Good/better deal overall	7 43%	* 83%	* 2%	2 53%	- -	2 50%	* 70%	1 65%	* 25%	* 67%	6 41%	* 47%	* 69%	* 72%	1 77%	6 41%	4 32%	2 96%	6 44%	* 54%	6 42%	1 89%
No reason to change	5 36%	* 17%	4 96%	1 47%	- -	- -	* 70%	- -	- -	- -	5 39%	- -	- -	- -	- -	5 37%	5 40%	- -	5 38%	- -	5 37%	* 71%
Quality of customer service/ account management	4 23%	- -	4 96%	- -	- -	- -	- -	- -	- -	- -	4 25%	- -	- -	- -	- -	4 24%	4 28%	- -	4 24%	- -	4 26%	- -
Wasn't around when original decision was made	2 14%	- -	* 2%	* 3%	- -	2 50%	- -	- -	* 25%	- -	2 15%	- -	* 10%	- -	- -	2 15%	2 16%	* 4%	2 15%	- -	2 14%	- -
Too much hassle to change	2 14%	* 17%	- -	1 47%	- -	- -	* 59%	- -	* 25%	* 33%	2 15%	- -	- -	- -	- -	2 14%	2 14%	- -	2 14%	- -	2 12%	* 71%
Historical reasons/ always used them	2 12%	- -	- -	1 47%	* 100%	- -	- -	- -	- -	- -	2 11%	* 30%	* 10%	* 14%	- -	2 13%	2 14%	- -	2 12%	* 46%	2 13%	- -
Reliable / never had any problems	1 5%	- -	- -	- -	- -	- -	- -	1 31%	- -	- -	1 4%	* 30%	- -	- -	* 23%	1 4%	1 6%	- -	1 5%	- -	1 6%	- -
Convenience	* 2%	- -	- -	- -	- -	- -	* 10%	* 4%	* 25%	* 33%	* 2%	- -	* 10%	- -	- -	* 3%	* 3%	- -	* 3%	- -	* 3%	- -
Like to have one bill / all in one place	* 2%	- -	- -	- -	- -	- -	* 10%	* 4%	* 25%	* 33%	* 2%	- -	* 10%	- -	- -	* 3%	* 3%	- -	* 3%	- -	* 3%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 86 (continuation)

<Q4C2> Thinking about your ISDN30, why do you use the SAME supplier for your fixed voice calls and your line rental?

by Crossbreak

Base: All with ISDN30 using the same voice and line rental supplier

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON			
		NE	NW	Yo rks/	E	Mid	W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	Huber	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)
Unweighted row	48	2	3	4	1	2	5	5	4	3	29	8	6	5	2	46	42	4	43	3	37	4		
Total	15	*	4	3	*	4	1	2	*	*	14	1	*	*	1	15	13	2	15	*	14	1		
One point of contact / one supplier	2%	-%	-%	-%	-%	-%	10%	4%	-%	33%	2%	-%	-%	14%	-%	2%	2%	-%	2%	-%	1%	17%		
Well-known and trusted brand	1%	-%	-%	-%	-%	-%	10%	-%	-%	-%	1%	-%	-%	-%	-%	1%	1%	-%	1%	-%	1%	-%		
No other options / lack of choice	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%	-%	1%	1%	-%	1%	-%	1%	-%		
None of the above	4%	-%	-%	-%	-%	-%	-%	31%	-%	-%	4%	-%	-%	-%	-%	4%	4%	-%	-%	-%	-%	-%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 86 (continuation)
 <Q4C2> Thinking about your ISDN30, why do you use the SAME supplier for your fixed voice calls and your line rental?
 by Crossbreak
 Base: All with ISDN30 using the same voice and line rental supplier

CONNECTION PROFILE																																
	Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER				
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Standard lines (a)	NET Mo biles (b)	Fixed line broa dband (c)	Mo bile broa dband (d)	ISDN 2/2e (e)	ISDN 30 ivate (f)	LL pr ivate cir cuits (g)	VoIP (h)	Video co nferencing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other re vider for calls (b)	Other pro vider for ntal and calls (c)		
Unweighted row	48	-	-	48	-	-	37	47	48	27	9	48	21	25	11	33	33	22	8	48	10	11	3	8	3	14	-	15	-	32		
Total	15	-	-	15	-	-	12	15	15	4	4	15	3	8	4	10	13	9	4	15	5	3	*	2	*	6	-	8	-	7		
Good/better deal overall	7 43%	- -%	- -%	7 43%	- -%	- -%	4 33%	6 42%	7 43%	1 26%	2 51%	7 43%	2 64%	3 42%	1 11%	6a 60%	6 43%	3 31%	2 52%	7 43%	1 15%	3 89%	*	2 80%	*	2 100%	26%	-	3 31%	-	4 57%	
No reason to change	5 36%	- -%	- -%	5 36%	- -%	- -%	5j 42%	5j 36%	5j 36%	* 3%	5j 1%	5j 36%	- -%	4 43%	4 80%	2 15%	5j 40%	4 40%	* 1%	5 36%	4 76%	* 2%	- -%	- -%	- -%	4 61%	-	4 42%	-	2 28%		
Quality of customer service/ account management	4 23%	- -%	- -%	4 23%	- -%	- -%	4J 29%	4J 23%	4J 23%	- -%	- -%	4J 23%	- -%	4 43%	4 78%	- -%	4J 26%	4 40%	- -%	4 23%	4 76%	- -%	- -%	- -%	- -%	4 60%	-	4 42%	-	-		
Wasn't around when original decision was made	2 14%	- -%	- -%	2 14%	- -%	- -%	2 18%	2 14%	2 14%	2 43%	2 43%	2 14%	* 7%	- -%	- -%	2 20%	2 14%	2 23%	2 44%	2 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 24%	-	* 1%		
Too much hassle to change	2 14%	- -%	- -%	2 14%	- -%	- -%	2 14%	2 14%	2 14%	* 4%	* 2%	2 14%	* 3%	* 3%	* 1%	2 16%	2 15%	- -%	- -%	2 14%	* 2%	* 6%	- -%	* 5%	- -%	* 3%	- -%	- -%	- -%	2 30%		
Historical reasons/ always used them	2 12%	- -%	- -%	2 12%	- -%	- -%	2 15%	2 12%	2 12%	* 6%	- -%	2 12%	* 4%	* 3%	* 2%	2 16%	2 13%	* 3%	- -%	2 12%	* 6%	- -%	- -%	* 13%	- -%	- -%	- -%	* 2%	- -%	2 24%		
Reliable / never had any problems	1 5%	- -%	- -%	1 5%	- -%	- -%	1 6%	1 5%	1 5%	- -%	- -%	1 5%	* 1%	1 7%	* 4%	1 8%	1 6%	- -%	- -%	1 5%	1 12%	* 2%	- -%	* 2%	- -%	1 9%	- -%	- -%	- -%	1 11%		
Convenience	* 2%	- -%	- -%	* 2%	- -%	- -%	* 3%	* 2%	* 2%	* 6%	* 5%	* 2%	* 6%	* 2%	* 3%	* 2%	* 1%	* 3%	* 3%	* 2%	* 2%	* 3%	- -%	- -%	- -%	* 3%	- -%	* 2%	- -%	* 3%		
Like to have one bill / all in one place	* 2%	- -%	- -%	* 2%	- -%	- -%	* 2%	* 2%	* 2%	* 9%	* 1%	* 2%	* 8%	* 2%	* 5%	* 2%	* 2%	* 3%	* 1%	* 2%	* 1%	* 3%	- -%	- -%	- -%	* 3%	- -%	* 2%	- -%	* 2%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 86 (continuation)

<Q4C2> Thinking about your ISDN30, why do you use the SAME supplier for your fixed voice calls and your line rental?

by Crossbreak

Base: All with ISDN30 using the same voice and line rental supplier

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr ivate cir uits (d)	Fixed line band (e)		Standard land lines (a)	NET biles (b)	Fixed line band (c)	Mo bile band (d)	ISDN 2/2e (e)	ISDN 30 ivate cir uits (g)	VoIP (h)	Video co nfere ncing (i)	So co cial media (j)	Cloud based (k)	Standard land line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	48	-	-	48	-	-	37	47	48	27	9	48	21	25	11	33	33	22	8	48	10	11	3	8	3	14	-	15	-	32
Total	15	-	-	15	-	-	12	15	15	4	4	15	3	8	4	10	13	9	4	15	5	3	*	2	*	6	-	8	-	7
One point of contact / one supplier	* 2%	- -%	- -%	* 2%	- -%	- -%	* 2%	* 2%	* 2%	* 4%	* 1%	* 2%	* 3%	* 1%	* 1%	* 1%	* 1%	* 1%	* 1%	* 2%	* 1%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	* 4%
Well-known and trusted brand	* 1%	- -%	- -%	* 1%	- -%	- -%	* 1%	* 1%	* 1%	* 1%	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%
No other options / lack of choice	* 1%	- -%	- -%	* 1%	- -%	- -%	* 1%	* 1%	* 1%	- -%	- -%	* 1%	* 1%	* 1%	- -%	* 1%	* 1%	- -%	- -%	* 1%	- -%	* 2%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	* 1%
None of the above	1 4%	- -%	- -%	1 4%	- -%	- -%	- -%	1 4%	1 4%	1 12%	- -%	1 4%	1 17%	1 7%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%	- -%	1 9%	- -%	- -%	- -%	1 4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 86 (continuation)

<Q4C2> Thinking about your ISDN30, why do you use the SAME supplier for your fixed voice calls and your line rental?

by Crossbreak

Base: All with ISDN30 using the same voice and line rental supplier

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	48	16	2	15	16	32	48	-
Total	15	7	*	7	7	8	15	-
Good/better deal overall	7 43%	3 39%	* 24%	1 16%	3 43%	4 43%	7 43%	- -%
No reason to change	5 36%	4 53%	- -%	4 51%	2 27%	4 43%	5 36%	- -%
Quality of customer service/ account management	4 23%	4 52%	- -%	4 50%	- -%	4 41%	4 23%	- -%
Wasn't around when original decision was made	2 14%	* 3%	- -%	2 29%	2 26%	* 4%	2 14%	- -%
Too much hassle to change	2 14%	- -%	- -%	- -%	2 27%	* 3%	2 14%	- -%
Historical reasons/ always used them	2 12%	* 3%	- -%	* 2%	2 23%	* 3%	2 12%	- -%
Reliable / never had any problems	1 5%	- -%	- -%	- -%	- -%	1 9%	1 5%	- -%
Convenience	* 2%	* 2%	* 76%	* 2%	- -%	* 4%	* 2%	- -%
Like to have one bill / all in one place	* 2%	* 3%	* 76%	* 3%	* 1%	* 3%	* 2%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 86 (continuation)

<Q4C2> Thinking about your ISDN30, why do you use the SAME supplier for your fixed voice calls and your line rental?

by Crossbreak

Base: All with ISDN30 using the same voice and line rental supplier

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN PC (a)	Std lan dline + ISDN Re (b)	Std lan dline + ISDN Re (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	48	16	2	15	16	32	48	-
Total	15	7	*	7	7	8	15	-
One point of contact / one supplier	*	-	-	-	*	*	*	-
	2%	-%	-%	-%	2%	2%	2%	-%
Well-known and trusted brand	*	*	-	*	-	*	*	-
	*%	1%	-%	1%	-%	1%	*%	-%
No other options / lack of choice	*	-	-	-	-	*	*	-
	*%	-%	-%	-%	-%	1%	*%	-%
None of the above	1	-	-	-	1	-	1	-
	4%	-%	-%	-%	8%	-%	4%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 87
<Q4C3> Thinking about your VoIP calls made over your fixed line broadband, why do you use the SAME supplier for your fixed voice calls and your line rental?
by Crossbreak
Base: All with VoIP using the same voice and line rental supplier

	PERSONAL PROFILE																														
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER						SECTOR								
		1	2	1	5	10	50	Less than 2 years	2 - 5 years	6 - 9 years	10 - 19 years	20+ years	1	2	5+	Under £100k	£100k to £500k	£500k to £3m	£3m to £10m	£10m+ to (e)	Pr imary ind ustry (a)	Man ufact uring (b)	Co nstru ction (c)	Whole sale/ port/ Comm unica tions (d)	Re tail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Pub lic admin and ser vices (h)	Other (i)		
		(a)	to 4 (b)	to 4 (c)	(d)	- 49 (e)	- 249 (f)	(a)	(b)	(c)	(d)	(e)	(a)	(b)	(c)	(a)	(b)	(c)	(d)	(e)											
Unweighted row	16	-	1	1	5	7	3	1	2	-	7	6	7	6	2	-	5	5	3	1	-	2	3	3	1	-	4	3	-		
Total	10	-	2	2	4	3	*	*	1	-	6	3	5	5	*	-	5	3	1	*	-	1	3	3	*	-	2	1	-		
Good/better deal overall	7 72%	- -%	2 100%	2 100%	3 81%	2 49%	- -%	- -%	* 30%	- -%	5 92%	1 50%	5 98%	2 45%	- -%	- -%	5 95%	1 41%	- -%	- -%	- -%	1 73%	3 97%	3 83%	- -%	- -%	1 54%	- -%	- -%		
Quality of line/calls	2 24%	- -%	- -%	- -%	2 55%	- -%	- -%	- -%	- -%	- -%	2 40%	- -%	2 45%	- -%	- -%	- -%	2 44%	- -%	- -%	- -%	- -%	- -%	2 84%	- -%	- -%	- -%	- -%	- -%	- -%		
Historical reasons/ always used them	2 17%	- -%	- -%	- -%	* 8%	1 40%	- -%	- -%	1 100%	- -%	- -%	1 20%	* 7%	1 30%	- -%	- -%	- -%	1 31%	1 59%	- -%	- -%	- -%	* 13%	1 17%	- -%	- -%	1 42%	- -%	- -%		
Too much hassle to change	2 16%	- -%	- -%	- -%	* 4%	1 43%	- -%	* 100%	- -%	- -%	- -%	1 53%	1 28%	* 4%	- -%	- -%	* 3%	1 34%	- -%	- -%	- -%	1 73%	- -%	1 17%	* 100%	- -%	- -%	* 18%	- -%		
No reason to change	1 11%	- -%	- -%	- -%	* 4%	1 27%	- -%	* 100%	- -%	- -%	- -%	1 33%	1 18%	* 4%	- -%	- -%	* 3%	1 34%	- -%	- -%	- -%	1 73%	- -%	- -%	* 100%	- -%	- -%	* 18%	- -%		
Convenience	1 7%	- -%	- -%	- -%	1 15%	- -%	* 31%	- -%	- -%	- -%	* 1%	1 24%	- -%	1 15%	* 50%	- -%	- -%	1 25%	* 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 82%	- -%		
Quality of customer service/ account management	1 7%	- -%	- -%	- -%	1 15%	- -%	- -%	- -%	- -%	- -%	- -%	1 24%	- -%	1 15%	- -%	- -%	- -%	1 25%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 73%	- -%	
Like to have one bill / all in one place	1 7%	- -%	- -%	- -%	1 15%	- -%	- -%	- -%	- -%	- -%	- -%	1 24%	- -%	1 15%	- -%	- -%	- -%	1 25%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 73%	- -%	
Well-known and trusted brand	1 6%	- -%	- -%	- -%	- -%	1 19%	- -%	- -%	- -%	- -%	- -%	1 23%	1 12%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	1 17%	* 100%	- -%	- -%	- -%	- -%		
Calls are provided free as part of a bundled package	* 3%	- -%	- -%	- -%	- -%	* 9%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	* 7%	- -%	- -%	- -%	- -%	* 33%	- -%	- -%	- -%	* 27%	- -%	- -%	- -%	- -%	- -%	- -%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 87 (continuation)

<Q4C3> Thinking about your VoIP calls made over your fixed line broadband, why do you use the SAME supplier for your fixed voice calls and your line rental?

by Crossbreak

Base: All with VoIP using the same voice and line rental supplier

		PERSONAL PROFILE																													
		COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR										
Total		1 (a)	2 to 4 (b)	1 to 4 (c)	5 - 9 (d)	10 - 49 (e)	50 - 249 (f)	Less than 2 years (a)	2 - 5 years (b)	5 - 6 years (c)	6 - 9 years (d)	10 - 19 years (e)	20+ years (f)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail sale/ Transport/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)	
Unweighted row	16	-	1	1	5	7	3	1	2	-	7	6		7	6	2	-	5	5	3	1	-	2	3	3	1	-	4	3	-	
Total	10	-	2	2	4	3	*	*	1	-	6	3		5	5	*	-	5	3	1	*	-	1	3	3	*	-	2	1	-	
One point of contact / one supplier	*	-	-	-	-	-	*	-	-	-	*	*		-	-	*	-	-	-	*	*	-	-	*	-	-	-	-	-	*	-
	2%	-%	-%	-%	-%	-%	69%	-%	-%	-%	1%	4%		-%	-%	50%	-%	-%	-%	9%	100%	-%	-%	3%	-%	-%	-%	-%	-%	9%	-%
Wasn't around when original decision was made	*	-	-	-	-	-	*	-	-	-	*	-		-	-	*	-	*	-	-	-	-	-	-	-	-	-	-	*	-	
	1%	-%	-%	-%	-%	-%	31%	-%	-%	-%	1%	-%		-%	-%	50%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%
Other (Specify)	1	-	-	-	1	-	-	-	*	-	-	1		*	1	-	-	-	1	-	-	-	-	*	-	-	-	-	-	1	-
	10%	-%	-%	-%	24%	-%	-%	-%	30%	-%	-%	24%		7%	15%	-%	-%	-%	25%	-%	-%	-%	-%	-%	13%	-%	-%	-%	-%	73%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 87 (continuation)

<Q4C3> Thinking about your VoIP calls made over your fixed line broadband, why do you use the SAME supplier for your fixed voice calls and your line rental?

by Crossbreak

Base: All with VoIP using the same voice and line rental supplier

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East (d)	West (e)	Midland (f)	East of London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Elsewhere (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)
Unweighted row	16	2	4	-	-	1	2	2	3	-	14	1	-	1	-	16	14	1	9	5	13	2
Total	10	1	1	-	-	2	2	1	2	-	10	*	-	*	-	10	10	*	5	4	8	1
Good/better deal overall	7 72%	* 54%	1 40%	- -%	- -%	2 100%	2 100%	1 58%	1 47%	- -%	7 73%	- -%	- -%	- -%	- -%	7 72%	7 73%	- -%	3 64%	3 72%	6 76%	1 40%
Quality of line/calls	2 24%	- -%	- -%	- -%	- -%	2 100%	- -%	- -%	- -%	- -%	2 24%	- -%	- -%	- -%	- -%	2 24%	2 24%	- -%	2 49%	- -%	2 28%	- -%
Historical reasons/ always used them	2 17%	* 54%	- -%	- -%	- -%	- -%	- -%	1 42%	1 47%	- -%	2 18%	- -%	- -%	- -%	- -%	2 17%	2 18%	- -%	1 11%	1 29%	1 11%	1 60%
Too much hassle to change	2 16%	- -%	1 40%	- -%	- -%	- -%	- -%	- -%	1 47%	- -%	1 14%	* 100%	- -%	* 100%	- -%	2 16%	1 15%	- -%	* 5%	1 13%	1 13%	1 40%
No reason to change	1 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 47%	- -%	1 8%	* 100%	- -%	* 100%	- -%	1 11%	1 9%	- -%	* 5%	- -%	1 13%	- -%
Convenience	1 7%	- -%	1 54%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	1 7%	1 7%	* 100%	1 15%	- -%	1 9%	- -%
Quality of customer service/ account management	1 7%	- -%	1 49%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 7%	- -%	- -%	- -%	- -%	1 7%	1 7%	- -%	1 14%	- -%	1 8%	- -%
Like to have one bill / all in one place	1 7%	- -%	1 49%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 7%	- -%	- -%	- -%	- -%	1 7%	1 7%	- -%	1 14%	- -%	1 8%	- -%
Well-known and trusted brand	1 6%	- -%	1 40%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%	* 100%	- -%	1 6%	1 7%	- -%	* 2%	1 13%	* 1%	1 40%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 87 (continuation)

<Q4C3> Thinking about your VoIP calls made over your fixed line broadband, why do you use the SAME supplier for your fixed voice calls and your line rental?

by Crossbreak

Base: All with VoIP using the same voice and line rental supplier

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON			
		NE	NW	Yo rks/	E	Mid	W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	Hub	(d)	(e)	(f)	ndon	(g)	(h)	(i)	En	land	(k)	tland	thern	based	where	(a)	agree	(a)	agree	(a)	agree
				(c)								(j)			(l)	Ir		(b)		(b)		(b)		(b)
Unweighted row	16	2	4	-	-	1	2	2	3	-	14	1	-	1	-	16	14	1	9	5	13	2		
Total	10	1	1	-	-	2	2	1	2	-	10	*	-	*	-	10	10	*	5	4	8	1		
Calls are provided free as part of a bundled package	*	*	-	-	-	-	-	-	-	-	*	-	-	-	-	*	*	-	-	*	*	-		
	3%	46%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	3%	3%	-%	-%	7%	4%	-%		
One point of contact / one supplier	*	-	*	-	-	-	-	-	*	-	*	-	-	-	-	*	*	*	*	*	-	-		
	2%	-%	6%	-%	-%	-%	-%	-%	6%	-%	2%	-%	-%	-%	-%	2%	1%	100%	4%	-%	2%	-%		
Wasn't around when original decision was made	*	-	*	-	-	-	-	-	-	-	*	-	-	-	-	*	*	-	*	-	*	-		
	1%	-%	6%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	1%	1%	-%	2%	-%	1%	-%		
Other (Specify)	1	*	1	-	-	-	-	-	-	-	1	-	-	-	-	1	1	-	1	*	1	-		
	10%	54%	49%	-%	-%	-%	-%	-%	-%	-%	10%	-%	-%	-%	-%	10%	10%	-%	14%	9%	12%	-		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 87 (continuation)

<Q4C3> Thinking about your VoIP calls made over your fixed line broadband, why do you use the SAME supplier for your fixed voice calls and your line rental?

by Crossbreak

Base: All with VoIP using the same voice and line rental supplier

CONNECTION PROFILE																														
	Total	MAIN FIXED LINE TYPE					PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuits (d)	Fixed broadband (e)	Standard lines (a)	NET biles (b)	Fixed line broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	Social media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro for calls (b)	Other pro for ntal and calls (c)
Unweighted row	16	-	-	-	-	16	13	14	16	5	3	1	2	16	1	10	9	12	1	1	10	3	2	1	4	10	1	6	1	9
Total	10	-	-	-	-	10	8	9	10	1	1	*	1	10	*	7	4	7	1	*	6	1	1	*	2	5	2	4	1	5
Good/better deal overall	7 72%	- -%	- -%	- -%	- -%	7 72%	5 68%	6 74%	7 72%	- -%	1 82%	- -%	- -%	7 72%	- -%	7 94%	3 65%	4 64%	1 100%	- -%	5 85%	- -%	- -%	- -%	2 67%	3 65%	2 100%	3 83%	- -%	4 72%
Quality of line/calls	2 24%	- -%	- -%	- -%	- -%	2 24%	2 31%	2 27%	2 24%	- -%	- -%	- -%	- -%	2 24%	- -%	2 32%	- -%	2 35%	- -%	- -%	2 39%	- -%	- -%	- -%	- -%	- -%	2 100%	2 56%	- -%	- -%
Historical reasons/ always used them	2 17%	- -%	- -%	- -%	- -%	2 17%	2 23%	1 14%	2 17%	- -%	- -%	- -%	1 91%	2 17%	- -%	- -%	1 12%	2 26%	- -%	- -%	1 15%	- -%	1 73%	- -%	- -%	2 34%	- -%	1 22%	- -%	1 16%
Too much hassle to change	2 16%	- -%	- -%	- -%	- -%	2 16%	1 19%	2 19%	2 16%	* 7%	1 82%	- -%	- -%	2 16%	- -%	2 22%	1 14%	1 10%	1 100%	- -%	2 26%	* 11%	- -%	- -%	1 35%	1 16%	- -%	* 2%	- -%	2 30%
No reason to change	1 11%	- -%	- -%	- -%	- -%	1 11%	1 12%	1 12%	1 11%	* 7%	1 82%	- -%	- -%	1 11%	- -%	1 15%	* 2%	* 1%	1 100%	- -%	1 16%	* 11%	- -%	- -%	1 35%	* 5%	- -%	* 2%	- -%	1 19%
Convenience	1 7%	- -%	- -%	- -%	- -%	1 7%	1 10%	1 9%	1 7%	1 54%	- -%	* 100%	- -%	1 7%	* 100%	- -%	1 17%	1 11%	- -%	* 100%	* 1%	1 80%	- -%	- -%	1 28%	* 2%	- -%	- -%	1 100%	* 2%
Quality of customer service/ account management	1 7%	- -%	- -%	- -%	- -%	1 7%	1 9%	1 8%	1 7%	1 54%	- -%	- -%	- -%	1 7%	- -%	- -%	1 15%	1 10%	- -%	- -%	- -%	1 80%	- -%	- -%	1 28%	- -%	- -%	- -%	1 100%	- -%
Like to have one bill / all in one place	1 7%	- -%	- -%	- -%	- -%	1 7%	1 9%	1 8%	1 7%	1 54%	- -%	- -%	- -%	1 7%	- -%	- -%	1 15%	1 10%	- -%	- -%	- -%	1 80%	- -%	- -%	1 28%	- -%	- -%	- -%	1 100%	- -%
Well-known and trusted brand	1 6%	- -%	- -%	- -%	- -%	1 6%	1 8%	1 7%	1 6%	* 7%	- -%	- -%	- -%	1 6%	- -%	1 9%	1 14%	1 10%	- -%	- -%	1 9%	* 11%	- -%	- -%	- -%	1 13%	- -%	* 2%	- -%	1 11%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 87 (continuation)

<Q4C3> Thinking about your VoIP calls made over your fixed line broadband, why do you use the SAME supplier for your fixed voice calls and your line rental?

by Crossbreak

Base: All with VoIP using the same voice and line rental supplier

CONNECTION PROFILE																														
	Total	MAIN FIXED LINE TYPE					PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuit (d)	Fixed broadband (e)	Standard landline (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	So cio media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro for calls (b)	Other pro for ntal and calls (c)
Unweighted row	16	-	-	-	-	16	13	14	16	5	3	1	2	16	1	10	9	12	1	1	10	3	2	1	4	10	1	6	1	9
Total	10	-	-	-	-	10	8	9	10	1	1	*	1	10	*	7	4	7	1	*	6	1	1	*	2	5	2	4	1	5
Calls are provided free as part of a bundled package	* 3%	- %	- %	- %	- %	* 3%	- %	* 3%	* 3%	* 25%	- %	- %	- %	* 3%	- %	- %	- %	- %	- %	- %	- %	- %	* 27%	* 100%	- %	- %	- %	- %	- %	* 6%
One point of contact / one supplier	* 2%	- %	- %	- %	- %	* 2%	* 2%	* 2%	* 2%	* 8%	* 10%	* 100%	- %	* 2%	* 100%	* 1%	* 4%	* 3%	- %	* 100%	* 3%	- %	- %	- %	* 4%	* 2%	- %	- %	- %	* 3%
Wasn't around when original decision was made	* 1%	- %	- %	- %	- %	* 1%	* 1%	* 1%	* 1%	* 6%	* 8%	- %	* 9%	* 1%	- %	* 1%	* 2%	* 1%	- %	- %	- %	* 9%	- %	- %	- %	* 2%	- %	* 2%	- %	- %
Other (Specify)	1 10%	- %	- %	- %	- %	1 10%	1 14%	1 12%	1 10%	1 54%	- %	- %	- %	1 10%	- %	- %	1 15%	1 15%	- %	- %	* 6%	1 80%	- %	- %	1 28%	* 7%	- %	* 9%	1 100%	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 87 (continuation)

<Q4C3> Thinking about your VoIP calls made over your fixed line broadband, why do you use the SAME supplier for your fixed voice calls and your line rental?
by Crossbreak

Base: All with VoIP using the same voice and line rental supplier

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	16	1	1	5	-	-	16	-
Total	10	*	*	4	-	-	10	-
Good/better deal overall	7 72%	- -%	- -%	3 85%	- -%	- -%	7 72%	- -%
Quality of line/calls	2 24%	- -%	- -%	2 58%	- -%	- -%	2 24%	- -%
Historical reasons/ always used them	2 17%	- -%	- -%	1 22%	- -%	- -%	2 17%	- -%
Too much hassle to change	2 16%	- -%	- -%	- -%	- -%	- -%	2 16%	- -%
No reason to change	1 11%	- -%	- -%	- -%	- -%	- -%	1 11%	- -%
Convenience	1 7%	- -%	- -%	- -%	- -%	- -%	1 7%	- -%
Quality of customer service/ account management	1 7%	- -%	- -%	- -%	- -%	- -%	1 7%	- -%
Like to have one bill / all in one place	1 7%	- -%	- -%	- -%	- -%	- -%	1 7%	- -%
Well-known and trusted brand	1 6%	- -%	- -%	- -%	- -%	- -%	1 6%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 87 (continuation)

<Q4C3> Thinking about your VoIP calls made over your fixed line broadband, why do you use the SAME supplier for your fixed voice calls and your line rental?
by Crossbreak

Base: All with VoIP using the same voice and line rental supplier

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	16	1	1	5	-	-	16	-
Total	10	*	*	4	-	-	10	-
Calls are provided free as part of a bundled package	* 3%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%
One point of contact / one supplier	* 2%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%
Wasn't around when original decision was made	* 1%	* 100%	* 100%	* 2%	- -%	- -%	* 1%	- -%
Other (Specify)	1 10%	- -%	- -%	* 9%	- -%	- -%	1 10%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 88

<Q4C4> Thinking about your Leased line / private circuit, why do you use the SAME supplier for your fixed voice calls and your line rental?

by Crossbreak

Base: All with Leased Line using the same voice and line rental supplier

	PERSONAL PROFILE																													
	COMPANY SIZE						NUMBER OF YEARS TRADING					NO. SITES			TURNOVER					SECTOR										
	1	2	1	5	9	10	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other
	Total	(a)	to 4 (b)	to 4 (c)	(d)	- 49 - 249 (e) - (f)	than 2 years (a)	- 5 (b)	6 (c)	9 (d)	- 19 years (e)	20+ years (e)	(a)	to 5 (b)	(c)	(a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ to (e)	imary ind ustry (a)	ufacturing (b)	struction (c)	Whole sale/ port/ Comm unica tions (d)	tail (e)	ncial Ser vices (f)	Other ser vices (g)	Public admin and ser vices (h)	(i)	
Unweighted row	5	-	-	-	1	1	3	-	1	-	1	3	3	1	1	-	-	1	1	2	-	-	-	2	-	-	3	-	-	
Total	1	-	-	-	*	1	*	-	*	-	*	1	1	*	*	-	-	*	1	*	-	-	-	*	-	-	1	-	-	
Convenience	1 72%	- -%	- -%	- -%	* 100%	1 100%	- -%	- -%	- -%	- -%	* 100%	1 73%	1 91%	- -%	- -%	- -%	- -%	* 100%	1 100%	- -%	- -%	- -%	- -%	* 70%	- -%	- -%	1 73%	- -%	- -%	
Historical reasons/ always used them	1 55%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	1 73%	1 70%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 73%	- -%	- -%	
Good/better deal overall	* 20%	- -%	- -%	- -%	- -%	* 74%	- -%	- -%	- -%	- -%	* 27%	- -%	* 100%	* 100%	- -%	- -%	- -%	- -%	* 59%	- -%	- -%	- -%	- -%	- -%	- -%	* 27%	- -%	- -%		
One point of contact / one supplier	* 17%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	* 21%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	* 70%	- -%	- -%	- -%	- -%	- -%	
Quality of customer service/ account management	* 7%	- -%	- -%	- -%	- -%	* 26%	- -%	* 100%	- -%	- -%	- -%	- -%	* 9%	- -%	- -%	- -%	- -%	- -%	- -%	* 41%	- -%	- -%	- -%	* 30%	- -%	- -%	- -%	- -%	- -%	
Reliable / never had any problems	* 7%	- -%	- -%	- -%	- -%	* 26%	- -%	* 100%	- -%	- -%	- -%	- -%	* 9%	- -%	- -%	- -%	- -%	- -%	- -%	* 41%	- -%	- -%	- -%	* 30%	- -%	- -%	- -%	- -%	- -%	
Other (Specify)	* 7%	- -%	- -%	- -%	- -%	* 26%	- -%	* 100%	- -%	- -%	- -%	- -%	* 9%	- -%	- -%	- -%	- -%	- -%	- -%	* 41%	- -%	- -%	- -%	* 30%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 88 (continuation)

<Q4C4> Thinking about your Leased line / private circuit, why do you use the SAME supplier for your fixed voice calls and your line rental?

by Crossbreak

Base: All with Leased Line using the same voice and line rental supplier

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE	NW	Yo rks/	E	Mid W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	number	(d)	(e)	(f)	ndon	(g)	(h)	(i)	England	(k)	tland	thern	based	where	(a)	agree	(a)	agree	(a)	agree
				(c)									(j)		(l)	Ir		(b)		(b)		(b)	
Unweighted row	5	-	-	1	-	-	-	2	-	1	4	1	-	-	1	4	5	-	5	-	4	1	
Total	1	-	-	*	-	-	-	1	-	*	1	*	-	-	*	1	1	-	1	-	1	*	
Convenience	1 72%	- -%	- -%	- -%	- -%	- -%	- -%	1 88%	- -%	- -%	1 67%	* 100%	- -%	- -%	- -%	1 81%	1 72%	- -%	1 72%	- -%	1 78%	- -%	
Historical reasons/ always used them	1 55%	- -%	- -%	- -%	- -%	- -%	- -%	1 88%	- -%	- -%	1 67%	- -%	- -%	- -%	- -%	1 62%	1 55%	- -%	1 55%	- -%	1 60%	- -%	
Good/better deal overall	* 20%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	* 100%	* 24%	- -%	- -%	- -%	* 100%	* 11%	* 20%	- -%	* 20%	- -%	* 22%	- -%	
One point of contact / one supplier	* 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	* 19%	* 17%	- -%	* 17%	- -%	* 18%	- -%	
Quality of customer service/ account management	* 7%	- -%	- -%	- -%	- -%	- -%	- -%	* 12%	- -%	- -%	* 9%	- -%	- -%	- -%	- -%	* 8%	* 7%	- -%	* 7%	- -%	- -%	* 100%	
Reliable / never had any problems	* 7%	- -%	- -%	- -%	- -%	- -%	- -%	* 12%	- -%	- -%	* 9%	- -%	- -%	- -%	- -%	* 8%	* 7%	- -%	* 7%	- -%	- -%	* 100%	
Other (Specify)	* 7%	- -%	- -%	- -%	- -%	- -%	- -%	* 12%	- -%	- -%	* 9%	- -%	- -%	- -%	- -%	* 8%	* 7%	- -%	* 7%	- -%	- -%	* 100%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 88 (continuation)

<Q4C4> Thinking about your Leased line / private circuit, why do you use the SAME supplier for your fixed voice calls and your line rental?

by Crossbreak

Base: All with Leased Line using the same voice and line rental supplier

CONNECTION PROFILE																														
	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Standard landlines (a)	NET Mo- biles (b)	Fixed line broadband (c)	Mo- bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	So- cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	diff- erent provider (b)	A Both	Int- ernal / inter- site (a)	Ext- ernal (b)	Both (c)	Ne- ither (d)	BT for rental calls (a)	Other pro- vider for and calls (b)	Other pro- vider for rental and calls (c)
Unweighted row	5	-	-	-	5	-	2	4	3	2	-	1	5	5	2	4	4	2	-	1	4	1	-	-	2	3	-	1	-	4
Total	1	-	-	-	1	-	*	1	1	1	-	*	1	1	*	*	1	*	-	*	1	*	-	-	1	*	-	*	-	1
Convenience	1 72%	- -%	- -%	- -%	1 72%	- -%	* 70%	1 81%	1 91%	1 88%	- -%	- -%	1 72%	1 72%	- -%	* 38%	1 67%	* 70%	- -%	- -%	1 67%	* 100%	- -%	- -%	1 100%	- -%	- -%	* 100%	- -%	1 67%
Historical reasons/ always used them	1 55%	- -%	- -%	- -%	1 55%	- -%	- -%	1 62%	1 70%	1 88%	- -%	- -%	1 55%	1 55%	- -%	- -%	1 67%	- -%	- -%	- -%	1 67%	- -%	- -%	- -%	1 77%	- -%	- -%	- -%	- -%	1 67%
Good/better deal overall	* 20%	- -%	- -%	- -%	* 20%	- -%	- -%	* 11%	- -%	- -%	- -%	- -%	* 20%	* 20%	* 59%	* 46%	* 24%	- -%	- -%	- -%	* 24%	- -%	- -%	- -%	- -%	* 74%	- -%	- -%	- -%	* 24%
One point of contact / one supplier	* 17%	- -%	- -%	- -%	* 17%	- -%	* 70%	* 19%	* 21%	- -%	- -%	- -%	* 17%	* 17%	- -%	* 38%	- -%	* 70%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	* 23%	- -%	- -%	* 100%	- -%
Quality of customer service/ account management	* 7%	- -%	- -%	- -%	* 7%	- -%	* 30%	* 8%	* 9%	* 12%	- -%	* 100%	* 7%	* 7%	* 41%	* 16%	* 9%	* 30%	- -%	* 100%	* 9%	- -%	- -%	- -%	- -%	* 26%	- -%	- -%	- -%	* 9%
Reliable / never had any problems	* 7%	- -%	- -%	- -%	* 7%	- -%	* 30%	* 8%	* 9%	* 12%	- -%	* 100%	* 7%	* 7%	* 41%	* 16%	* 9%	* 30%	- -%	* 100%	* 9%	- -%	- -%	- -%	- -%	* 26%	- -%	- -%	- -%	* 9%
Other (Specify)	* 7%	- -%	- -%	- -%	* 7%	- -%	* 30%	* 8%	* 9%	* 12%	- -%	* 100%	* 7%	* 7%	* 41%	* 16%	* 9%	* 30%	- -%	* 100%	* 9%	- -%	- -%	- -%	- -%	* 26%	- -%	- -%	- -%	* 9%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 88 (continuation)

<Q4C4> Thinking about your Leased line / private circuit, why do you use the SAME supplier for your fixed voice calls and your line rental?
by Crossbreak

Base: All with Leased Line using the same voice and line rental supplier

	Total	BUNDLING			SAME VS DIFFERENT			
		Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	5	-	-	-	-	3	5	-
Total	1	-	-	-	-	1	1	-
Convenience	1 72%	- -%	- -%	- -%	- -%	1 91%	1 72%	- -%
Historical reasons/ always used them	1 55%	- -%	- -%	- -%	- -%	1 70%	1 55%	- -%
Good/better deal overall	* 20%	- -%	- -%	- -%	- -%	- -%	* 20%	- -%
One point of contact / one supplier	* 17%	- -%	- -%	- -%	- -%	* 21%	* 17%	- -%
Quality of customer service/ account management	* 7%	- -%	- -%	- -%	- -%	* 9%	* 7%	- -%
Reliable / never had any problems	* 7%	- -%	- -%	- -%	- -%	* 9%	* 7%	- -%
Other (Specify)	* 7%	- -%	- -%	- -%	- -%	* 9%	* 7%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 89

<Q4D> Thinking about your analogue lines, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?

by Crossbreak

Base: All with Standard Landlines using a different voice and line rental supplier

	PERSONAL PROFILE																																
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR											
		1	2	1	5	9	10	50	Less than 2 years	2	5	6	9	10	20+	1	2	5+	Under £100k	£100k to £500k	£500k to £3m	£3m to £10m	£10m+	Primary industry	Manufacturing	Construction	Wholesale/sale/Transport/communications	Retail	Financial services	Other services	Public administration and services	Other (i)	
		(a)	to 4 (b)	to 4 (c)	(d)	- 49 (e)	- 249 (f)	(a)	(b)	(c)	(d)	(e)	(a)	to 5 (b)	(c)	(a)	£500k (b)	£3m (c)	£10m (d)	(e)	(a)	(b)	(c)	(d)	(e)	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)
Unweighted row	39	3	18	21	8	6	4	1	1	2	12	23	34	5	-	13	15	3	3	-	-	5	4	4	4	4	1	15	2	4			
Total	41	10	26	36	2	2	*	*	*	5	13	22	40	1	-	24	14	*	1	-	-	6	4	7	3	*	15	*	5				
Good/better deal overall	14 34%	- -%	12 47%	12 34%	1 45%	* 12%	* 67%	- -%	* 100%	- -%	9 64%	5 22%	14 34%	* 31%	- -%	7 28%	6 42%	* 13%	* 24%	- -%	- -%	1 16%	1 14%	7 100%	* 10%	- -%	4 29%	- -%	*	4%			
Quality of line/calls	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Calls are provided free as part of a bundled package	1 2%	- -%	1 3%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	1 2%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Quality of customer service/account management	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Well-known and trusted brand	* 1%	- -%	- -%	- -%	- -%	* 12%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	* 26%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 81%	- -%
No reason to change	2 6%	- -%	1 4%	1 3%	1 41%	* 17%	* 20%	- -%	- -%	- -%	1 6%	2 7%	2 5%	* 37%	- -%	1 5%	1 6%	- -%	* 9%	- -%	- -%	- -%	- -%	- -%	1 37%	- -%	1 9%	- -%	- -%	- -%	- -%	- -%	- -%
Too much hassle to change	4 10%	- -%	3 12%	3 9%	1 41%	- -%	* 14%	* 100%	- -%	- -%	3 22%	1 4%	4 10%	* 6%	- -%	1 4%	3 22%	* 13%	- -%	- -%	- -%	- -%	* 6%	- -%	1 37%	- -%	2 13%	* 19%	1 18%				
Historical reasons/always used them	6 15%	2 20%	4 14%	6 15%	- -%	* 17%	* 14%	* 100%	- -%	- -%	* 2%	6 26%	6 14%	* 43%	- -%	2 9%	4 25%	* 13%	- -%	- -%	- -%	* 1%	* 6%	- -%	- -%	- -%	- -%	2 15%	- -%	- -%	- -%	3 72%	
Other suppliers are more expensive	* 1%	- -%	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other supplies have worse line/call quality	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 89 (continuation)

<Q4D> Thinking about your analogue lines, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?

by Crossbreak

Base: All with Standard Landlines using a different voice and line rental supplier

	PERSONAL PROFILE																																
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR												
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other		
	(a)	to 4	to 4	(d)	-	49	-	249	than	2	years	(b)	(c)	years	-19	years	(a)	to 5	(c)	£100k	to	to	to	to	imary	ufact	nstru	Whole	Re	Fin	Other	Pu	Other
		(b)	(c)		(e)	(f)			years	(a)				(d)	(e)		(a)	(b)	(c)	(d)	(e)		(a)	(b)	(c)	port/ Comm unica tions (d)	(e)	vices	(f)	(g)	ser admin and ser vices (h)	(i)	
Unweighted row	39	3	18	21	8	6	4	1	1	2	12	23	34	5	-	13	15	3	3	-	-	5	4	4	4	4	1	15	2	4			
Total	41	10	26	36	2	2	*	*	*	5	13	22	40	1	-	24	14	*	1	-	-	6	4	7	3	*	15	*	5				
Other suppliers have worse customer service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Not aware of other suppliers	6	5	1	6	-	-	-	-	-	-	1	5	6	-	-	5	1	-	-	-	-	5	-	-	1	-	-	-	-	-	-	-	
	14%	49%	2%	15%	-%	-%	-%	-%	-%	-%	4%	23%	14%	-%	-%	21%	4%	-%	-%	-%	-%	-%	81%	-%	-%	21%	-%	-%	-%	-%	-%	-%	
Wasn't around when original decision was made	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Other (Specify)	9	3	4	8	-	1	-	-	-	5	*	3	9	-	-	8	-	*	1	-	-	-	3	-	-	-	-	-	5	-	*		
	22%	32%	17%	21%	-%	58%	-%	-%	-%	100%	2%	16%	22%	-%	-%	33%	-%	75%	67%	-%	-%	-%	80%	-%	-%	-%	-%	34%	-%	6%			
None of the above	*	-	-	-	*	-	-	-	-	-	-	*	*	-	-	-	*	-	-	-	-	-	-	-	-	-	*	*	-	-	-		
	1%	-%	-%	-%	15%	-%	-%	-%	-%	-%	-%	2%	1%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	100%	2%	-%	-%				

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 89 (continuation)

<Q4D> Thinking about your analogue lines, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?
by Crossbreak

Base: All with Standard Landlines using a different voice and line rental supplier

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	London (h)	SE (i)	SW (j)	Net: England (k)	Wales (l)	Scotland (m)	Home based (a)	Else where (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)
Unweighted row	39	1	-	1	1	1	5	5	1	1	16	5	11	7	6	33	31	5	16	21	23	15
Total	41	*	-	5	1	*	7	11	4	4	33	2	5	1	10	31	25	7	9	31	15	24
Good/better deal overall	14 34%	* 100%	- -%	- -%	- -%	* 100%	2 30%	3 31%	- -%	4 100%	10 31%	1 56%	2 42%	1 41%	2 23%	12 37%	13 52%	1 10%	1 7%	13 42%	5 35%	9 36%
Quality of line/calls	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Calls are provided free as part of a bundled package	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 16%	- -%	- -%	1 3%	1 3%	- -%	1 10%	- -%	1 6%	- -%
Quality of customer service/account management	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Well-known and trusted brand	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%	* 1%	* 1%	- -%	* 2%	- -%	* 1%	- -%
No reason to change	2 6%	- -%	- -%	- -%	1 100%	- -%	* 4%	* 1%	- -%	- -%	1 4%	- -%	1 16%	* 17%	- -%	2 8%	2 6%	1 12%	1 7%	1 3%	2 10%	1 4%
Too much hassle to change	4 10%	- -%	- -%	- -%	1 100%	- -%	2 30%	- -%	- -%	- -%	3 9%	- -%	1 17%	* 17%	3 32%	1 3%	3 13%	- -%	* 3%	3 9%	1 8%	1 4%
Historical reasons/always used them	6 15%	- -%	- -%	- -%	- -%	- -%	2 35%	3 31%	- -%	- -%	6 17%	- -%	* 1%	* 17%	* 2%	6 19%	3 11%	- -%	3 31%	3 11%	3 18%	3 14%
Other suppliers are more expensive	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 17%	- -%	* 1%	* 1%	- -%	- -%	* 1%	* 2%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 89 (continuation)

<Q4D> Thinking about your analogue lines, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?
by Crossbreak
Base: All with Standard Landlines using a different voice and line rental supplier

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	East of England (f)	London (g)	SE (h)	SW (i)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)
Unweighted row	39	1	-	1	1	1	5	5	1	1	16	5	11	7	6	33	31	5	16	21	23	15
Total	41	*	-	5	1	*	7	11	4	4	33	2	5	1	10	31	25	7	9	31	15	24
Other supplies have worse line/call quality	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other suppliers have worse customer service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Not aware of other suppliers	6	-	-	5	-	-	-	-	-	-	5	1	-	-	-	6	-	6	-	6	-	6
	14%	-%	-%	100%	-%	-%	-%	-%	-%	-%	16%	34%	-%	-%	-%	18%	-%	78%	-%	18%	-%	24%
Wasn't around when original decision was made	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (Specify)	9	-	-	-	-	-	*	4	4	-	9	*	-	-	4	4	4	-	4	5	4	4
	22%	-%	-%	-%	-%	-%	4%	37%	100%	-%	26%	10%	-%	-%	45%	14%	17%	-%	44%	16%	29%	19%
None of the above	*	-	-	-	-	-	-	-	-	-	-	-	*	*	-	*	*	-	*	*	*	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	7%	-%	1%	1%	-%	3%	*%	2%	*%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 89 (continuation)

<Q4D> Thinking about your analogue lines, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?

by Crossbreak

Base: All with Standard Landlines using a different voice and line rental supplier

CONNECTION PROFILE																														
	Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
		Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private cir cuits (d)	Fixed broadband (e)	Standard landlines (a)	NET biles (b)	Fixed Mo line (c)	Mo broa dband (d)	ISDN 2/2e (e)	ISDN 30 ivate (f)	LL pr ivate cir cuits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	39	39	-	-	-	-	39	33	34	9	3	4	4	8	3	21	12	39	2	2	3	5	-	-	1	7	-	-	26	11
Total	41	41	-	-	-	-	41	39	30	7	1	2	4	8	1	19	18	41	1	1	1	7	-	-	*	8	-	-	24	16
Good/better deal overall	14 34%	14 34%	- -%	- -%	- -%	- -%	14 34%	12 31%	8 27%	5 63%	* 28%	* 10%	* 5%	* 2%	- -%	4 23%	* 1%	14 34%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	* 2%	- -%	- -%	9 35%	5 32%
Quality of line/calls	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Calls are provided free as part of a bundled package	1 2%	1 2%	- -%	- -%	- -%	- -%	1 2%	1 2%	1 3%	1 11%	- -%	1 45%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	1 74%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%
Quality of customer service/account management	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Well-known and trusted brand	* 1%	* 1%	- -%	- -%	- -%	- -%	* 1%	- -%	* 1%	* 3%	* 30%	- -%	- -%	* 3%	- -%	* 1%	* 1%	* 1%	* 42%	- -%	- -%	* 28%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%
No reason to change	2 6%	2 6%	- -%	- -%	- -%	- -%	2 6%	2 6%	2 8%	1 11%	* 42%	- -%	* 2%	* 4%	- -%	1 7%	1 5%	2 6%	* 58%	- -%	* 33%	* 1%	- -%	- -%	* 100%	* 1%	- -%	- -%	1 6%	1 6%
Too much hassle to change	4 10%	4 10%	- -%	- -%	- -%	- -%	4 10%	4 11%	4 14%	* 3%	- -%	- -%	- -%	2 25%	- -%	3 17%	3 17%	4 10%	- -%	- -%	- -%	2 28%	- -%	- -%	- -%	2 26%	- -%	- -%	3 13%	1 6%
Historical reasons/always used them	6 15%	6 15%	- -%	- -%	- -%	- -%	6 15%	6 15%	6 20%	* 4%	* 42%	- -%	3 80%	- -%	- -%	6 30%	5 31%	6 15%	* 58%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 11%	3 21%
Other suppliers are more expensive	* 1%	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 89 (continuation)

<Q4D> Thinking about your analogue lines, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?

by Crossbreak

Base: All with Standard Landlines using a different voice and line rental supplier

CONNECTION PROFILE																														
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed broadband (e)	Standard landlines (a)	NET Mobiles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2E (e)	ISDN 30 line (f)	LL Private circuit (g)	VoIP (h)	Video conferencing (i)	So media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	Same provider (a)	A diff erent provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	39	39	-	-	-	-	39	33	34	9	3	4	4	8	3	21	12	39	2	2	3	5	-	-	1	7	-	-	26	11
Total	41	41	-	-	-	-	41	39	30	7	1	2	4	8	1	19	18	41	1	1	1	7	-	-	*	8	-	-	24	16
Other supplies have worse line/call quality	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other suppliers have worse customer service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not aware of other suppliers	6	6	-	-	-	-	6	6	1	-	-	-	-	-	-	1	-	6	-	-	-	-	-	-	-	-	-	-	-	6
Wasn't around when original decision was made	14%	14%	-	-	-	-	14%	14%	2%	-	-	-	-	-	-	3%	-	14%	-	-	-	-	-	-	-	-	-	-	-	35%
Other (Specify)	9	9	-	-	-	-	9	9	9	1	-	1	1	5	1	4	9	9	-	*	*	5	-	-	-	5	-	-	9	*
None of the above	*	*	-	-	-	-	*	*	*	-	-	-	-	-	-	*	*	*	-	-	-	-	-	-	-	-	-	-	*	*
	1%	1%	-	-	-	-	1%	1%	1%	-	-	-	-	-	-	1%	1%	1%	-	-	-	-	-	-	-	-	-	-	1%	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 89 (continuation)

<Q4D> Thinking about your analogue lines, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?
by Crossbreak

Base: All with Standard Landlines using a different voice and line rental supplier

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN LL/ PC Re ntal (a) (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	39	1	-	9	17	17	-	39
Total	41	*	-	6	21	9	-	41
Good/better deal overall	14 34%	- -%	- -%	3 53%	6 30%	2 19%	- -%	14 34%
Quality of line/calls	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Calls are provided free as part of a bundled package	1 2%	- -%	- -%	- -%	1 4%	- -%	- -%	1 2%
Quality of customer service/ account management	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Well-known and trusted brand	* 1%	- -%	- -%	- -%	- -%	* 2%	- -%	* 1%
No reason to change	2 6%	* 100%	- -%	* 5%	* 1%	2 24%	- -%	2 6%
Too much hassle to change	4 10%	- -%	- -%	2 36%	3 14%	1 14%	- -%	4 10%
Historical reasons/ always used them	6 15%	* 100%	- -%	* 5%	6 27%	* 3%	- -%	6 15%
Other suppliers are more expensive	* 1%	- -%	- -%	- -%	- -%	* 3%	- -%	* 1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 89 (continuation)

<Q4D> Thinking about your analogue lines, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?
by Crossbreak

Base: All with Standard Landlines using a different voice and line rental supplier

	BUNDLING				SAME VS DIFFERENT			
	Total	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN PC (a)	Std lan dline + BB (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	39	1	-	9	17	17	-	39
Total	41	*	-	6	21	9	-	41
Other supplies have worse line/call quality	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other suppliers have worse customer service	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Not aware of other suppliers	6	-	-	-	-	1	-	6
	14%	-%	-%	-%	-%	6%	-%	14%
Wasn't around when original decision was made	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other (Specify)	9	-	-	-	5	4	-	9
	22%	-%	-%	-%	24%	42%	-%	22%
None of the above	*	-	-	*	*	-	-	*
	1%	-%	-%	6%	2%	-%	-%	1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 90
<Q4D1> Thinking about your ISDN2/2E, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?
by Crossbreak
Base: All with ISDN2/2E using a different voice and line rental supplier

	PERSONAL PROFILE																																
	COMPANY SIZE						NUMBER OF YEARS TRADING					NO. SITES			TURNOVER					SECTOR													
	Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other	
		(a)	to 4	to 4	(d)	- 49	- 249		than	years	years	-19	20+		(a)	to 5	(c)	£100k	to	to	to	to	(e)	mary	ufact	nstru	sale/	tail	ncial	Other	ser	blic	Other
		(b)	(c)	(d)	(e)	(f)		2	(b)	(c)	years	(d)	(e)		(a)	(b)	(c)	(a)	£500k	£3m	£10m	(e)	istry	(b)	(c)	port/	Trans	(e)	vices	(f)	(g)	and	(i)
								years																(a)	(b)	(c)	Comm	unica	(f)	(g)	ser	vices	(h)
Unweighted row	4	-	1	1	-	1	2	-	-	-	1	3	2	2	-	2	-	1	1	-	-	-	-	-	-	1	-	-	-	2	1	-	
Total	5	-	4	4	-	*	*	-	-	-	*	5	5	*	-	5	-	*	*	-	-	-	-	-	-	*	-	-	-	5	*	-	
None of the above	4	-	4	4	-	-	-	-	-	-	-	4	4	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-	-	
	96%	-%	100%	100%	-%	-%	-%	-%	-%	-%	-%	97%	99%	-%	-%	99%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	99%	-%	-%	
Good/better deal overall	*	-	-	-	-	-	*	-	-	-	-	*	*	*	-	*	-	-	*	-	-	-	-	-	-	*	-	-	-	*	-	-	
	3%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	3%	1%	40%	-%	1%	-%	-%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	1%	-%	-%	
Too much hassle to change	*	-	-	-	-	*	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	
	2%	-%	-%	-%	-%	100%	-%	-%	-%	-%	100%	-%	-%	60%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	
Other (Specify)	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-	-	-	-	*	-	-	-	-	-	-	*	-	-	-	-	-	-	
	1%	-%	-%	-%	-%	-%	50%	-%	-%	-%	-%	1%	-%	40%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	
Quality of line/calls	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Calls are provided free as part of a bundled package	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Quality of customer service/account management	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Well-known and trusted brand	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
No reason to change	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Historical reasons/always used them	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 90 (continuation)

<Q4D1> Thinking about your ISDN2/2E, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?

by Crossbreak

Base: All with ISDN2/2E using a different voice and line rental supplier

PERSONAL PROFILE																																		
COMPANY SIZE															NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR						
Total	1 (a)	2 to 4 (b)	1 to 4 (c)	5 - 9 (d)	10 - 49 (e)	50 - 249 (f)	Less than 2 years (a)	2 - 5 years (b)	5 - 6 years (c)	6 - 9 years (d)	10 - 19 years (e)	20+ years (e)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail/transport/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)					
Unweighted row	4	-	1	1	-	1	2	-	-	-	1	3	2	2	-	2	-	1	1	-	-	-	1	-	-	-	-	2	1	-				
Total	5	-	4	4	-	*	*	-	-	-	*	5	5	*	-	5	-	*	*	-	-	-	*	-	-	-	-	5	*	-				
Other suppliers are more expensive	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%			
Other supplies have worse line/call quality	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%			
Other suppliers have worse customer service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%			
Not aware of other suppliers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%			
Wasn't around when original decision was made	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 90 (continuation)

<Q4D1> Thinking about your ISDN2/2E, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?
by Crossbreak

Base: All with ISDN2/2E using a different voice and line rental supplier

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	East of England (f)	London (g)	SE (h)	SW (i)	Net: En gland (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	4	-	-	-	-	-	2	-	1	-	3	-	-	1	-	4	4	-	3	1	4	-
Total	5	-	-	-	-	-	*	-	4	-	5	-	-	*	-	5	5	-	*	4	5	-
None of the above	4 96%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 100%	- -%	4 97%	- -%	- -%	- -%	- -%	4 96%	4 96%	- -%	- -%	4 100%	4 96%	- -%
Good/better deal overall	* 3%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	* 3%	* 3%	- -%	* 57%	- -%	* 3%	- -%
Too much hassle to change	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	* 2%	* 2%	- -%	* 43%	- -%	* 2%	- -%
Other (Specify)	* 1%	- -%	- -%	- -%	- -%	- -%	* 50%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	* 28%	- -%	* 1%	- -%
Quality of line/calls	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Calls are provided free as part of a bundled package	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Quality of customer service/account management	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Well-known and trusted brand	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
No reason to change	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 90 (continuation)

<Q4D1> Thinking about your ISDN2/2E, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?
by Crossbreak

Base: All with ISDN2/2E using a different voice and line rental supplier

																OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
LOCATION																LOCATION		TECHNOLOGY		TECHNOLOGY		PERSON	
Total	NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	East of England (f)	London (g)	SE (h)	SW (i)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)		
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----			
Unweighted row	4	-	-	-	-	2	-	1	-	3	-	-	1	-	4	4	-	3	1	4	-		
Total	5	-	-	-	-	*	-	4	-	5	-	-	*	-	5	5	-	*	4	5	-		
Historical reasons/ always used them	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Other suppliers are more expensive	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Other supplies have worse line/call quality	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Other suppliers have worse customer service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Not aware of other suppliers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Wasn't around when original decision was made	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 90 (continuation)

<Q4D1> Thinking about your ISDN2/2E, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?

by Crossbreak

Base: All with ISDN2/2E using a different voice and line rental supplier

CONNECTION PROFILE																															
	Total	MAIN FIXED LINE TYPE					PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER				
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Standard landline (a)	NET biles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	Social media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other provider for calls (b)	Other provider for rental and calls (c)	
Unweighted row	4	-	4	-	-	-	1	4	4	-	4	-	1	-	1	2	3	-	4	-	-	-	-	-	-	-	-	-	-	-	4
Total	5	-	5	-	-	-	*	5	5	-	5	-	*	-	*	*	5	-	5	-	-	-	-	-	-	-	-	-	-	-	5
None of the above	4 96%	- -%	4 96%	- -%	- -%	- -%	- -%	4 96%	4 96%	- -%	4 96%	- -%	- -%	- -%	- -%	- -%	4 97%	- -%	4 96%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 96%
Good/better deal overall	* 3%	- -%	* 3%	- -%	- -%	- -%	* 100%	* 3%	* 3%	- -%	* 3%	- -%	* 100%	- -%	* 100%	* 40%	* 1%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%
Too much hassle to change	* 2%	- -%	* 2%	- -%	- -%	- -%	- -%	* 2%	* 2%	- -%	* 2%	- -%	- -%	- -%	- -%	* 60%	* 2%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%
Other (Specify)	* 1%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%
Quality of line/calls	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Calls are provided free as part of a bundled package	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Quality of customer service/account management	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Well-known and trusted brand	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
No reason to change	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 90 (continuation)

<Q4D1> Thinking about your ISDN2/2E, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?

by Crossbreak

Base: All with ISDN2/2E using a different voice and line rental supplier

CONNECTION PROFILE																															
	MAIN FIXED LINE TYPE										PRODUCTS USED							FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuit (d)	Fixed Broadband (e)	Standard landlines (a)	NET broadband (b)	Fixed broadband (c)	Mo- bile (d)	ISDN 2/2E (e)	ISDN 30 line (f)	LL Private circuit (g)	VoIP (h)	Video conferencing (i)	So- cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	Same provider (a)	A different provider (b)	Both (c)	Inter- site (a)	Ext- ernal (b)	Both (c)	Ne- ither (d)	BT for re- ntal and calls (a)	Other for pro- vider calls (b)	Other for pro- vider ntal and calls (c)	
Unweighted row	4	-	4	-	-	-	1	4	4	-	4	-	1	-	1	2	3	-	4	-	-	-	-	-	-	-	-	-	-	-	4
Total	5	-	5	-	-	-	*	5	5	-	5	-	*	-	*	*	5	-	5	-	-	-	-	-	-	-	-	-	-	-	5
Historical reasons/ always used them	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other suppliers are more expensive	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other supplies have worse line/call quality	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other suppliers have worse customer service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not aware of other suppliers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wasn't around when original decision was made	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 90 (continuation)

<Q4D1> Thinking about your ISDN2/2E, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?
by Crossbreak

Base: All with ISDN2/2E using a different voice and line rental supplier

	Total	BUNDLING			SAME VS DIFFERENT			
		Std lan dline + ISDN Re + LL/ntal (a)	Std lan dline + ISDN PC Re ntal (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	4	-	-	-	2	2	-	4
Total	5	-	-	-	5	*	-	5
None of the above	4 96%	- -%	- -%	- -%	4 99%	- -%	- -%	4 96%
Good/better deal overall	* 3%	- -%	- -%	- -%	* 1%	* 40%	- -%	* 3%
Too much hassle to change	* 2%	- -%	- -%	- -%	- -%	* 60%	- -%	* 2%
Other (Specify)	* 1%	- -%	- -%	- -%	* 1%	- -%	- -%	* 1%
Quality of line/calls	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Calls are provided free as part of a bundled package	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Quality of customer service/account management	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Well-known and trusted brand	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
No reason to change	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 90 (continuation)

<Q4D1> Thinking about your ISDN2/2E, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?
by Crossbreak

Base: All with ISDN2/2E using a different voice and line rental supplier

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	4	-	-	-	2	2	-	4
Total	5	-	-	-	5	*	-	5
Historical reasons/ always used them	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other suppliers are more expensive	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other supplies have worse line/call quality	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other suppliers have worse customer service	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Not aware of other suppliers	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Wasn't around when original decision was made	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 91
<Q4D2> Thinking about your ISDN30, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?
by Crossbreak
Base: All with ISDN30 using a different voice and line rental supplier

	PERSONAL PROFILE																															
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR											
	Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other
		(a)	to 4	to 4	(d)	- 49	- 249	(f)	than 2 years	(b)	(c)	years	(d)	(e)	(a)	to 5	(c)	£100k to £500k (a)	£500k to £3m (b)	£3m to £10m (c)	£10m+ to (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail/transport/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)		
Unweighted row	4	-	-	-	-	3	1	-	-	-	-	1	3	1	2	1	-	-	2	1	-	-	-	-	1	1	-	2	-	-		
Total	1	-	-	-	-	1	*	-	-	-	-	1	*	*	1	*	-	-	1	*	-	-	-	*	*	-	1	-	-			
Wasn't around when original decision was made	1 95%	-	-	-	-	1 100%	-	-	-	-	-	1 100%	*	*	1	-	-	-	1 100%	-	-	-	-	-	*	-	-	1 100%	-	-	-	
Good/better deal overall	* 5%	-	-	-	-	-	*	100%	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-	*	100%	-	-	-	-	-	
Quality of line/calls	- -%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Calls are provided free as part of a bundled package	- -%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Quality of customer service/account management	- -%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Well-known and trusted brand	- -%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
No reason to change	- -%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Too much hassle to change	- -%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Historical reasons/always used them	- -%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 91 (continuation)

<Q4D2> Thinking about your ISDN30, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?

by Crossbreak

Base: All with ISDN30 using a different voice and line rental supplier

		PERSONAL PROFILE																													
		COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR										
		Total	1	2	1	5	9	10	50	Less than 2 years	2	5	6	9	10	20+	1	2	5+	Under £100k	£100k to £500k	£500k to £3m	£3m to £10m+	Primary industry	Manufacturing	Construction	Wholesale/retail	Financial services	Other services	Public administration	Other (i)
			(a)	to 4 (b)	to 4 (c)	(d)	- 49 - 249 (e)	(f)		(a)	(b)	(c)	years (d)	(e)	(a)	to 5 (b)	(c)	(a)	(b)	(c)	(d)	(e)	(a)	(b)	(c)	port/Communica-tions (d)	(e)	(f)	(g)	and ser-vices (h)	
Unweighted row	4	-	-	-	-	3	1	-	-	-	-	1	3		1	2	1	-	-	2	1	-	-	-	-	1	1	-	2	-	-
Total	1	-	-	-	-	1	*	-	-	-	-	1	*		*	1	*	-	-	1	*	-	-	-	-	*	*	-	1	-	-
Other suppliers are more expensive	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other supplies have worse line/call quality	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other suppliers have worse customer service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Not aware of other suppliers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (Specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 91 (continuation)

<Q4D2> Thinking about your ISDN30, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?

by Crossbreak

Base: All with ISDN30 using a different voice and line rental supplier

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	4	-	-	-	-	-	1	1	-	-	2	-	1	1	-	4	4	-	4	-	3	-
Total	1	-	-	-	-	-	*	1	-	-	1	-	*	*	-	1	1	-	1	-	1	-
Wasn't around when original decision was made	1 95%	- -%	- -%	- -%	- -%	- -%	* 100%	1 100%	- -%	- -%	1 100%	- -%	- -%	* 100%	- -%	1 95%	1 95%	- -%	1 95%	- -%	1 100%	- -%
Good/better deal overall	* 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	* 5%	* 5%	- -%	* 5%	- -%	- -%	- -%
Quality of line/calls	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Calls are provided free as part of a bundled package	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Quality of customer service/account management	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Well-known and trusted brand	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
No reason to change	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Too much hassle to change	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 91 (continuation)

<Q4D2> Thinking about your ISDN30, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?

by Crossbreak

Base: All with ISDN30 using a different voice and line rental supplier

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	SE (h)	SW (i)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)
Unweighted row	4	-	-	-	-	-	1	1	-	-	2	-	1	1	-	4	4	-	4	-	3	-
Total	1	-	-	-	-	-	*	1	-	-	1	-	*	*	-	1	1	-	1	-	1	-
Historical reasons/ always used them	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other suppliers are more expensive	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other supplies have worse line/call quality	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other suppliers have worse customer service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Not aware of other suppliers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (Specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 91 (continuation)

<Q4D2> Thinking about your ISDN30, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?

by Crossbreak

Base: All with ISDN30 using a different voice and line rental supplier

CONNECTION PROFILE																														
	Total	MAIN FIXED LINE TYPE					PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private cir cuits (d)	Fixed broadband (e)	Standard land lines (a)	NET biles (b)	Fixed broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 ivate cir cuits (f)	LL pr ivate cir cuits (g)	VoIP (h)	Video nferencing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent pro vider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	4	-	-	4	-	-	3	3	2	-	1	4	2	2	1	1	2	3	1	4	1	1	-	1	-	1	-	1	-	3
Total	1	-	-	1	-	-	1	1	*	-	1	1	1	1	*	*	1	1	1	1	1	*	-	*	-	1	-	*	-	1
Wasn't around when original decision was made	1 95%	- -%	- -%	1 95%	- -%	- -%	1 93%	1 100%	* 64%	- -%	1 100%	1 95%	1 100%	1 100%	* 100%	* 100%	1 100%	1 93%	1 100%	1 95%	1 100%	* 100%	- -%	* 100%	- -%	1 100%	- -%	- -%	- -%	1 100%
Good/better deal overall	* 5%	- -%	- -%	* 5%	- -%	- -%	* 7%	- -%	* 36%	- -%	- -%	* 5%	- -%	- -%	- -%	- -%	- -%	* 7%	- -%	* 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%
Quality of line/calls	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Calls are provided free as part of a bundled package	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Quality of customer service/account management	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Well-known and trusted brand	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
No reason to change	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Too much hassle to change	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Historical reasons/always used them	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 91 (continuation)

<Q4D2> Thinking about your ISDN30, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?

by Crossbreak

Base: All with ISDN30 using a different voice and line rental supplier

CONNECTION PROFILE																															
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed broadband (e)		Standard landlines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same providing (a)	A different providing (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for rental calls (a)	Other providing calls (b)	Other providing rental calls (c)	
Unweighted row	4	-	-	4	-	-	3	3	2	-	1	4	2	2	1	1	2	3	1	4	1	1	-	1	-	1	-	1	-	3	
Total	1	-	-	1	-	-	1	1	*	-	1	1	1	1	*	*	1	1	1	1	*	-	*	-	1	-	*	-	1	-	1
Other suppliers are more expensive	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other supplies have worse line/call quality	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other suppliers have worse customer service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not aware of other suppliers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (Specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 91 (continuation)

<Q4D2> Thinking about your ISDN30, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?
by Crossbreak

Base: All with ISDN30 using a different voice and line rental supplier

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	4	2	-	1	1	1	-	4
Total	1	*	-	*	*	*	-	1
Wasn't around when original decision was made	1 95%	* 64%	- -%	- -%	* 100%	- -%	- -%	1 95%
Good/better deal overall	* 5%	* 36%	- -%	* 100%	- -%	* 100%	- -%	* 5%
Quality of line/calls	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Calls are provided free as part of a bundled package	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Quality of customer service/ account management	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Well-known and trusted brand	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
No reason to change	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Too much hassle to change	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 91 (continuation)

<Q4D2> Thinking about your ISDN30, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?
by Crossbreak

Base: All with ISDN30 using a different voice and line rental supplier

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN PC (a)	Std lan dline + BB (b)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	4	2	-	1	1	1	-	4
Total	1	*	-	*	*	*	-	1
Historical reasons/ always used them	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other suppliers are more expensive	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other supplies have worse line/call quality	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other suppliers have worse customer service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Not aware of other suppliers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (Specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 92
<Q4D3> Thinking about your VoIP calls made over your fixed line broadband., why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?
by Crossbreak
Base: All with VoIP using a different voice and line rental supplier

		PERSONAL PROFILE																														
		COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR										
		Total	1	2	1	5	10	50	Less than 2 years (a)	2	5	6	9	10	20+	1	2	5+	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/Transport/Communications (d)	Retail (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)
			(a)	to 4 (b)	to 4 (c)	(d)	- 49 (e)	- 249 (f)		(b)	(c)	years (d)	(e)	(a)	to 5 (b)		(c)	(a)		(b)	(c)	(d)	(e)		(a)	(b)		(c)	(d)	(e)	(f)	
Unweighted row		8	2	2	4	-	2	2	-	-	-	3	5	4	3	1		1	2	2	2	-	-	-	-	3	-	2	3	-	-	
Total		7	3	4	6	-	1	*	-	-	-	3	4	6	1	*		1	3	4	*	-	-	-	-	1	-	*	6	-	-	
Good/better deal overall		3 36%	2 80%	1 14%	3 40%	- -%	* 10%	- -%	- -%	- -%	- -%	2 61%	1 15%	2 35%	1 42%	- -%		- -%	3 100%	- -%	* 64%	- -%	- -%	- -%	- -%	1 37%	- -%	* 53%	2 35%	- -%	- -%	
Quality of line/calls		* 1%	- -%	- -%	- -%	- -%	* 10%	- -%	- -%	- -%	- -%	* 2%	- -%	* 6%	- -%	- -%		- -%	- -%	- -%	* 64%	- -%	- -%	- -%	- -%	- -%	* 53%	- -%	- -%	- -%	- -%	
Well-known and trusted brand		* 1%	- -%	- -%	- -%	- -%	* 10%	- -%	- -%	- -%	- -%	* 2%	- -%	* 6%	- -%	- -%		- -%	- -%	- -%	* 64%	- -%	- -%	- -%	- -%	- -%	* 53%	- -%	- -%	- -%	- -%	
Other suppliers are more expensive		* 1%	- -%	- -%	- -%	- -%	- -%	* 39%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	- -%		- -%	- -%	- -%	* 36%	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	
Calls are provided free as part of a bundled package		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Quality of customer service/account management		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
No reason to change		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Too much hassle to change		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Historical reasons/always used them		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other supplies have worse line/call quality		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 92 (continuation)

<Q4D3> Thinking about your VoIP calls made over your fixed line broadband., why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?

by Crossbreak

Base: All with VoIP using a different voice and line rental supplier

	PERSONAL PROFILE																																	
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR													
	Total	1	2	1	5	9	10	50	Less than 2 years	2	5	6	9	10	20+	1	2	5+	Under £100k	£100k to £500k	£500k to £3m	£3m to £10m	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail/transport/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)		
		(a)	to 4 (b)	to 4 (c)	(d)	- 49 - 249 (e)	- 249 (f)		(a)	(a)	(b)	(c)	(d)	(e)		(a)	to 5 (b)	(c)	(a)	(b)	(c)	(d)												
Unweighted row	8	2	2	4	-	2	2	-	-	-	-	3	5		4	3	1	1	2	2	2	-	-	-	-	3	-	2	3	-	-			
Total	7	3	4	6	-	1	*	-	-	-	-	3	4		6	1	*	1	3	4	*	-	-	-	-	1	-	*	6	-	-			
Other suppliers have worse customer service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Not aware of other suppliers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Wasn't around when original decision was made	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Other (Specify)	4	1	3	4	-	-	*	-	-	-	-	1	3		4	-	*	1	-	3	-	-	-	-	-	-	-	*	4	-	-	-	-	
None of the above	1	-	-	-	-	1	-	-	-	-	-	1	-		-	1	-	-	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	
	11%	-	-	-	-	90%	-	-	-	-	-	24%	-		-	58%	-	-	-	20%	-	-	-	-	-	59%	-	-	-	-	-	-	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 92 (continuation)

<Q4D3> Thinking about your VoIP calls made over your fixed line broadband., why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?

by Crossbreak

Base: All with VoIP using a different voice and line rental supplier

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE	NW	Yo rks/	E	Mid W	Mid	East	Lo	SE	SW	Net: En	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	mber	(d)	(e)	(f)	ndon	(h)	(i)	gland	(j)	(k)	tland	thern	based	where	(a)	agree	(a)	agree	(a)	agree
		(c)						(g)						(l)	Ir eland	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)
Unweighted row	8	-	1	-	-	-	1	1	1	-	4	2	1	1	2	6	8	-	6	1	6	-	
Total	7	-	*	-	-	-	2	3	1	-	6	1	*	*	3	5	7	-	7	*	7	-	
Good/better deal overall	3 36%	- -%	- -%	- -%	- -%	- -%	2 100%	- -%	- -%	- -%	2 33%	1 50%	- -%	* 100%	2 80%	1 12%	3 36%	- -%	3 39%	* 100%	3 39%	- -%	
Quality of line/calls	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	* 2%	* 1%	- -%	- -%	* 100%	- -%	- -%	
Well-known and trusted brand	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	* 2%	* 1%	- -%	- -%	* 100%	- -%	- -%	
Other suppliers are more expensive	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	* 1%	- -%	* 1%	- -%	
Calls are provided free as part of a bundled package	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Quality of customer service/account management	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
No reason to change	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Too much hassle to change	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Historical reasons/always used them	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 92 (continuation)

<Q4D3> Thinking about your VoIP calls made over your fixed line broadband., why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?

by Crossbreak

Base: All with VoIP using a different voice and line rental supplier

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	East of England (f)	London (g)	SE (h)	SW (i)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)
Unweighted row	8	-	1	-	-	-	1	1	1	-	4	2	1	1	2	6	8	-	6	1	6	-
Total	7	-	*	-	-	-	2	3	1	-	6	1	*	*	3	5	7	-	7	*	7	-
Other supplies have worse line/call quality	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other suppliers have worse customer service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Not aware of other suppliers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wasn't around when original decision was made	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (Specify)	4	-	*	-	-	-	-	3	-	-	3	1	-	-	1	3	4	-	4	-	4	-
	52%	-%	100%	-%	-%	-%	-%	100%	-%	-%	54%	50%	-%	-%	20%	70%	52%	-%	60%	-%	60%	-%
None of the above	1	-	-	-	-	-	-	-	1	-	1	-	-	-	-	1	1	-	-	-	-	-
	11%	-%	-%	-%	-%	-%	-%	-%	100%	-%	13%	-%	-%	-%	-%	17%	11%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 92 (continuation)
 <Q4D3> Thinking about your VoIP calls made over your fixed line broadband., why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?
 by Crossbreak
 Base: All with VoIP using a different voice and line rental supplier

CONNECTION PROFILE																														
	Total	MAIN FIXED LINE TYPE					PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private cir duit (d)	Fixed broadband (e)	Standard land lines (a)	NET Mo biles (b)	Fixed line broa dband (c)	Mo bile broa dband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private cir cuit (g)	VoIP (h)	Video confer ncing (i)	So co nfer ncing (j)	Cloud media based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent pro vider (b)	Both	Int ernal inter -site (a)	Ext ernal / (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	8	-	-	-	-	8	5	8	8	3	2	1	1	8	3	5	7	4	1	1	-	8	-	-	1	6	1	1	-	7
Total	7	-	-	-	-	7	6	7	7	4	1	*	*	7	4	4	7	6	*	*	-	7	-	-	*	7	1	3	-	4
Good/better deal overall	3 36%	- -%	- -%	- -%	- -%	3 36%	3 44%	3 36%	3 36%	- -%	1 87%	- -%	- -%	3 36%	- -%	2 61%	3 36%	3 43%	- -%	- -%	- -%	3 36%	- -%	- -%	- -%	3 39%	- -%	- -%	- -%	3 64%
Quality of line/calls	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	* 1%	* 1%	- -%	- -%	- -%	- -%	* 1%	- -%	* 3%	* 1%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 2%
Well-known and trusted brand	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	* 1%	* 1%	- -%	- -%	- -%	- -%	* 1%	- -%	* 3%	* 1%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 2%
Other suppliers are more expensive	* 1%	- -%	- -%	- -%	- -%	* 1%	- -%	* 1%	* 1%	- -%	- -%	- -%	- -%	* 1%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	* 1%
Calls are provided free as part of a bundled package	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Quality of customer service/account management	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
No reason to change	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Too much hassle to change	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Historical reasons/always used them	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 92 (continuation)
 <Q4D3> Thinking about your VoIP calls made over your fixed line broadband., why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?
 by Crossbreak
 Base: All with VoIP using a different voice and line rental supplier

CONNECTION PROFILE																														
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private (d)	Fixed broadband (e)	Standard landline (a)	NET biles (b)	Fixed broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	Internal -site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro for calls (b)	Other pro for ntal and calls (c)
Unweighted row	8	-	-	-	-	8	5	8	8	3	2	1	1	8	3	5	7	4	1	1	-	8	-	-	1	6	1	1	-	7
Total	7	-	-	-	-	7	6	7	7	4	1	*	*	7	4	4	7	6	*	*	-	7	-	-	*	7	1	3	-	4
Other supplies have worse line/call quality	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other suppliers have worse customer service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not aware of other suppliers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wasn't around when original decision was made	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (Specify)	4	-	-	-	-	4	3	4	4	3	*	*	*	4	4	1	4	3	*	*	-	4	-	-	-	3	1	3	-	1
	52%	-	-	-	-	52%	56%	52%	52%	80%	13%	100%	100%	52%	100%	15%	53%	57%	100%	100%	-	52%	-	-	-	49%	100%	100%	-	14%
None of the above	1	-	-	-	-	1	-	1	1	1	-	-	-	1	-	1	1	-	-	-	-	1	-	-	-	1	-	-	-	1
	11%	-	-	-	-	11%	-	11%	11%	20%	-	-	-	11%	-	23%	11%	-	-	-	-	11%	-	-	-	12%	-	-	-	20%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 92 (continuation)

<Q4D3> Thinking about your VoIP calls made over your fixed line broadband., why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?
by Crossbreak

Base: All with VoIP using a different voice and line rental supplier

	BUNDLING				SAME VS DIFFERENT			
	Total	Std lan dline + ISDN Re + ntal (a)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	8	-	-	3	-	-	-	8
Total	7	-	-	6	-	-	-	7
Good/better deal overall	3 36%	- -%	- -%	3 44%	- -%	- -%	- -%	3 36%
Quality of line/calls	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%
Well-known and trusted brand	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%
Other suppliers are more expensive	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%
Calls are provided free as part of a bundled package	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Quality of customer service/ account management	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
No reason to change	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Too much hassle to change	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Historical reasons/ always used them	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 92 (continuation)

<Q4D3> Thinking about your VoIP calls made over your fixed line broadband., why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?
by Crossbreak

Base: All with VoIP using a different voice and line rental supplier

	Total	BUNDLING			SAME VS DIFFERENT			
		Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	8	-	-	3	-	-	-	8
Total	7	-	-	6	-	-	-	7
Other supplies have worse line/call quality	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other suppliers have worse customer service	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Not aware of other suppliers	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Wasn't around when original decision was made	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other (Specify)	4	-	-	3	-	-	-	4
	52%	-%	-%	56%	-%	-%	-%	52%
None of the above	1	-	-	-	-	-	-	1
	11%	-%	-%	-%	-%	-%	-%	11%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 93
<Q4D4> Thinking about your Leased line / private circuit, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?(NL)
by Crossbreak
Base: All with Leased line / private circuit using a different voice and line rental supplier

	PERSONAL PROFILE																														
	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER						SECTOR									
Total	1 (a)	2 to 4 (b)	1 to 4 (c)	5 - 9 (d)	10 - 49 (e)	50 - 249 (f)	Less than 2 years (a)	2 - 5 years (b)	5 - 6 years (c)	6 - 9 years (d)	10 - 19 years (e)	20+ years (e)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Transport/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)	
Unweighted row	2	-	-	-	-	1	1	-	-	-	-	2	-	2	-	-	-	1	-	1	-	-	-	-	2	-	-	-	-	-	-
Total	1	-	-	-	-	1	*	-	-	-	-	1	-	1	-	-	-	1	-	*	-	-	-	-	1	-	-	-	-	-	-
Good/better deal overall	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Quality of line/calls	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls are provided free as part of a bundled package	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Quality of customer service/account management	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Well-known and trusted brand	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No reason to change	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Too much hassle to change	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Historical reasons/always used them	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other suppliers are more expensive	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other supplies have worse line/call quality	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 93 (continuation)

<Q4D4> Thinking about your Leased line / private circuit, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?(NL)
by Crossbreak

Base: All with Leased line / private circuit using a different voice and line rental supplier

	PERSONAL PROFILE																															
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR											
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other	
	(a)	to 4	to 4	(d)	- 49	- 249	(f)	than	years	(b)	(c)	years	-19	years	(a)	to 5	(c)	£100k	to	to	to	to	imary	ufact	nstru	sale/	tail	ncial	ser	blc	(i)	
		(b)	(c)		(e)			2	years			(d)	(e)					(a)	£500k	£3m	£10m	(e)	ustry	ind	ction	Trans	(e)	Services	(f)	(g)	and	
Total								years															(a)	(b)	(c)	port/ Comm unica tions (d)						
Unweighted row	2	-	-	-	-	1	1	-	-	-	-	2	-	2	-	-	-	1	-	1	-	-	-	-	2	-	-	-	-	-	-	
Total	1	-	-	-	-	1	*	-	-	-	-	1	-	1	-	-	-	1	-	*	-	-	-	1	-	-	-	-	-	-	-	
Other suppliers have worse customer service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Not aware of other suppliers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Wasn't around when original decision was made	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Other (Specify)	1	-	-	-	-	1	-	-	-	-	-	1	-	1	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	
	96%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	96%	-%	96%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	96%	-%	-%	-%	-%	-%	-%	
None of the above	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-	-	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	
	4%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	4%	-%	4%	-%	-%	-%	-%	-%	100%	-%	-%	-%	4%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 93 (continuation)

<Q4D4> Thinking about your Leased line / private circuit, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?(NL)
by Crossbreak

Base: All with Leased line / private circuit using a different voice and line rental supplier

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE	NW	Yorkshire/Humber	East of England	Midlands	West Midlands	East of England	London	SE	SW	Net: England	Wales	Scotland	Northern Ireland	Home based	Elsewhere	Agree	Disagree	Agree	Disagree	Agree	Disagree
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)	
Unweighted row	2	-	-	-	-	-	-	-	-	1	1	-	-	1	-	2	1	-	1	1	2	-	
Total	1	-	-	-	-	-	-	-	-	1	1	-	-	*	-	1	1	-	1	*	1	-	
Good/better deal overall	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Quality of line/calls	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Calls are provided free as part of a bundled package	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Quality of customer service/account management	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Well-known and trusted brand	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
No reason to change	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Too much hassle to change	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Historical reasons/always used them	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Other suppliers are more expensive	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 93 (continuation)

<Q4D4> Thinking about your Leased line / private circuit, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?(NL)
by Crossbreak

Base: All with Leased line / private circuit using a different voice and line rental supplier

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	East of England (f)	London (g)	SE (h)	SW (i)	Net: En gland (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	2	-	-	-	-	-	-	-	-	1	1	-	-	1	-	2	1	-	1	1	2	-
Total	1	-	-	-	-	-	-	-	-	1	1	-	-	*	-	1	1	-	1	*	1	-
Other supplies have worse line/call quality	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other suppliers have worse customer service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Not aware of other suppliers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wasn't around when original decision was made	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (Specify)	1	-	-	-	-	-	-	-	-	1	1	-	-	-	-	1	1	-	1	-	1	-
	96%	-%	-%	-%	-%	-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	96%	100%	-%	100%	-%	96%	-%
None of the above	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	*	-	-	-	*	*	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	4%	-%	-%	-%	100%	4%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 93 (continuation)

<Q4D4> Thinking about your Leased line / private circuit, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?(NL)
by Crossbreak

Base: All with Leased line / private circuit using a different voice and line rental supplier

CONNECTION PROFILE																															
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed line band (e)	Standard landline (a)	NET bills (b)	Fixed line band (c)	Mo bile band (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate circuit (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	Internal / inter-site (a)	Ext ernal (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	2	-	-	-	2	-	2	2	1	2	-	1	2	2	1	1	1	1	-	1	-	1	-	-	-	-	2	-	1	-	1
Total	1	-	-	-	1	-	1	1	*	1	-	*	1	1	1	1	1	*	-	*	-	1	-	-	-	1	-	*	-	1	
Good/better deal overall	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Quality of line/calls	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls are provided free as part of a bundled package	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Quality of customer service/account management	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Well-known and trusted brand	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No reason to change	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Too much hassle to change	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Historical reasons/always used them	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other suppliers are more expensive	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 93 (continuation)

<Q4D4> Thinking about your Leased line / private circuit, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?(NL)
by Crossbreak

Base: All with Leased line / private circuit using a different voice and line rental supplier

CONNECTION PROFILE																																
	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER					
																	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr ivate cir cuits (d)	Fixed line band (e)	Sta ndard lan dline (a)	NET biles (b)	Fixed line band (c)	Mo broad band (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir cuits (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)
Total																																
Unweighted row	2	-	-	-	2	-	2	2	1	2	-	1	2	2	1	1	1	1	-	1	-	1	-	1	-	-	-	2	-	1	-	1
Total	1	-	-	-	1	-	1	1	*	1	-	*	1	1	1	1	1	*	-	*	-	1	-	-	-	-	1	-	*	-	1	
Other supplies have worse line/call quality	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other suppliers have worse customer service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not aware of other suppliers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wasn't around when original decision was made	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (Specify)	1	-	-	-	1	-	1	1	-	1	-	-	1	1	1	1	1	-	-	-	-	1	-	-	-	-	1	-	-	-	1	
96%	-	-	-	-	96%	-	96%	96%	-	96%	-	-	96%	96%	100%	100%	100%	-	-	-	-	100%	-	-	-	-	96%	-	-	-	100%	
None of the above	*	-	-	-	*	-	*	*	*	*	-	*	*	*	*	-	-	*	-	*	*	-	-	-	-	-	*	-	*	-	-	-
4%	-	-	-	-	4%	-	4%	4%	100%	4%	-	100%	4%	4%	-	-	-	100%	-	100%	-	-	-	-	-	4%	-	100%	-	-	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 93 (continuation)

<Q4D4> Thinking about your Leased line / private circuit, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?(NL)
by Crossbreak

Base: All with Leased line / private circuit using a different voice and line rental supplier

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	2	-	-	-	-	1	-	2
Total	1	-	-	-	-	*	-	1
Good/better deal overall	-	-	-	-	-	-	-	-
Quality of line/calls	-	-	-	-	-	-	-	-
Calls are provided free as part of a bundled package	-	-	-	-	-	-	-	-
Quality of customer service/ account management	-	-	-	-	-	-	-	-
Well-known and trusted brand	-	-	-	-	-	-	-	-
No reason to change	-	-	-	-	-	-	-	-
Too much hassle to change	-	-	-	-	-	-	-	-
Historical reasons/ always used them	-	-	-	-	-	-	-	-
Other suppliers are more expensive	-	-	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 93 (continuation)

<Q4D4> Thinking about your Leased line / private circuit, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?(NL)
by Crossbreak

Base: All with Leased line / private circuit using a different voice and line rental supplier

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	2	-	-	-	-	1	-	2
Total	1	-	-	-	-	*	-	1
Other supplies have worse line/call quality	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other suppliers have worse customer service	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Not aware of other suppliers	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Wasn't around when original decision was made	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other (Specify)	1	-	-	-	-	-	-	1
	96%	-%	-%	-%	-%	-%	-%	96%
None of the above	*	-	-	-	-	*	-	*
	4%	-%	-%	-%	-%	100%	-%	4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 94 (continuation)

<Q4E> Which of the following best describes how you think about costs in relation to your <Main fixed line>

by Crossbreak

Base: All respondents

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	Lo ndon (g)	SE (h)	SW (i)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118	
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154	
I think about the costs for line rental and calls together	413	12	46	33	25	32	47ghjK	62	55	43	354	16	31	12ghjK	98	315	326	60	180	206	255	123	
	82%	81%	89%	87%	71%	79%	94%	77%	73%	93%	82%	75%	83%	93%	81%	83%	83%	93%	85%	80%	84%	80%	
I think about the costs for line rental and calls separately	8918%	319%	511%	513%	1029%	921%	36%	18fm23%	20fm27%	37%	77fm18%	5FM25%	617%	17%	2319%	6617%	6517%	47%	3215%	5220%	5016%	3120%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 94 (continuation)

<Q4E> Which of the following best describes how you think about costs in relation to your <Main fixed line>

by Crossbreak

Base: All respondents

CONNECTION PROFILE																																	
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER					
	Sta	ISDN	ISDN	LL	Fixed		Sta	NET	Fixed	Mo	ISDN	ISDN	LL	pr	VoIP	Video	So	Cloud		Sta	ISDN	ISDN	Same	A	Both	Int	Ext	Both	Ne	BT	Other	Other	
	ndard	2/2E	30	/	Pr	line	ndard	Mo	line	bile	2/2e	30	ivate		(h)	co	cial	based		ndard	2/2E	30	pro	diff		Int	Ext	Both	Ne	for	pro	pro	
	lan	(b)	line	ivate	broa		land	biles	broa	broa	(e)	(f)	cir			nfere	media	(j)	(k)		lan	(b)	(c)	vider	erent		ernal	ernal	(c)	ither	(d)	for	re
dline	(a)	(c)	cir	dband		lines	(b)	dband	dband			uits			ncing	(i)				dline	(a)		(a)	pro	vider	inter	-site	(a)		ntal	for	for	
(a)		uits	(d)	(e)		(a)	(c)	(d)			(g)			(i)						(a)			(b)							calls	(b)	ntal	
																															and	calls	(c)
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198		446	76	68	56	48	12	22	33	61	5	216	28	255		
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165		478	38	19	52	35	8	15	31	46	13	218	26	258		
I think about the costs for line rental and calls together	413	379BC	8	9	1	17	402dEFG	340EFG	352EFG	83FG	26	11	12	84EFG	29fg	151EFG	129EFG		399BC	24	11	47B	24	7	12	26	37	9	180	17	216		
	82%	84%	53%	54%	41%	95%	83%	81%	82%	75%	63%	56%	52%	81%	74%	81%	78%		83%	62%	56%	91%	70%	89%	84%	84%	80%	71%	83%	64%	84%		
I think about the costs for line rental and calls separately	89	73	7A	8A	1	1	83	79	77	28a	15	9	11	20	10	35	37		79	15A	8A	5	10A	1	2	5	9	4	38	9	42		
	18%	16%	47%	46%	59%	5%	17%	19%	18%	25%	37%	44%	48%	19%	26%	19%	22%		17%	38%	44%	9%	30%	11%	16%	16%	20%	29%	17%	36%	16%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 94 (continuation)

<Q4E> Which of the following best describes how you think about costs in relation to your <Main fixed line>

by Crossbreak

Base: All respondents

	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN Re + ntal (a) (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Total	502	59	5	270	113	314	445	57
Unweighted row	502	23	1	308	90	321	447	55
I think about the costs for line rental and calls together	413	18	1	274A	48	287 AcD	378AD	35
	82%	75%	87%	89%	53%	89%	84%	64%
I think about the costs for line rental and calls separately	89 18%	6C 25%	* 13%	34 11%	42BC 47%	34 11%	70b 16%	20BC 36%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 95
<Q4F> To what extent do you agree or disagree with the following statement. Under certain circumstances I would be prepared to give up the ability to make calls from my <Main fixed line>
by Crossbreak
Base: All Main outgoing fixed line unless VoIP

		PERSONAL PROFILE																															
		COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR											
		Total	1	2	1	5	10	50	Less than 2 years (a)	2	5	6	9	10	20+	1 (a)	2	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/ Retail/ Transport/ Communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)	
			(a)	to 4 (b)	to 4 (c)	5 - 9 (d)	10 - 49 (e)	50 - 249 (f)		2	years (b)	years (c)	years (d)	years (e)	to 5 (b)		£100k (a)	£500k (b)		£3m (c)	£10m (d)	£10m+ (e)	Primary industry (a)		Manufacturing (b)	Construction (c)	Wholesale/ Retail/ Transport/ Communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)		Other (i)
Unweighted row		471	51	145	196	94	90	91	8	15	33	108	307	371	84	16	130	130	90	38	28	21	43	56	65	83	14	116	50	23			
Total		483	101	288	389	49	38	6	11	15	52	131	274	446	34	2	221	153	47	11	3	20	44	68	57	80	17	140	34	22			
Agree strongly	(5.0)	49 10%	8 8%	27 9%	35 9%	7 13%	6c 17%	1 11%	- -%	* 1%	8 15%	16 12%	25 9%	44 10%	4 13%	* 7%	33B 15%	5 3%	3 7%	2Bc 20%	* 15%	10 50%	* 1%	8beh 12%	7beh 13%	2 2%	- -%	21bEH 15%	* 1%	* 1%			
Agree slightly	(4.0)	76 16%	16 16%	47d 16%	63d 16%	2 5%	8D 22%	1D 23%	9 86%	5 33%	6 11%	22 16%	34 12%	69 15%	6 18%	1 25%	36 16%	20 13%	12aBd 26%	1 8%	* 18%	3 13%	4 8%	9 13%	14bH 24%	18bh 22%	- -%	26h 19%	2 6%	1 4%			
Neither agree nor disagree	(3.0)	21 4%	4 4%	12 4%	16 4%	2 5%	2 5%	* 6%	- -%	4 29%	* %	3 2%	13 5%	19 4%	1 2%	1 35%	9 4%	8 5%	3 7%	* 3%	1 30%	1 4%	3 7%	8egh 11%	1 2%	1 2%	1 4%	5 4%	- -%	1 3%			
Disagree slightly	(2.0)	56 12%	6 6%	38 13%	44 11%	5 10%	6a 17%	1 15%	* 2%	- -%	8 15%	17 13%	32 12%	53 12%	4 11%	* 2%	17 8%	23 15%	4 9%	3AC 26%	1 19%	* %	5 11%	5 8%	7 13%	9 11%	* 1%	15 11%	8cg 22%	7 32%			
Disagree strongly	(1.0)	274 57%	67EF 66%	157e 55%	224Ef 58%	33EF 66%	15 39%	3 42%	1 11%	5 36%	27 52%	73 56%	167 61%	254 57%	19 56%	1 27%	121 55%	98Cd 64%	22 46%	5 43%	* 15%	7 33%	29 65%	38 56%	27 48%	50 62%	14 81%	72 52%	25dg 72%	13 57%			
Don't know		7 1%	- -%	6 2%	6 2%	* 1%	- -%	*AE 3%	- -%	- -%	3e 6%	1 1%	2 1%	7 2%	* %	* 4%	4 2%	- -%	2B 5%	- -%	* 3%	- -%	3cdeG 7%	- -%	* %	* %	2 13%	* %	- -%	1 4%			
NET		---																															
Agree		124 26%	24 24%	74 26%	98 25%	9 18%	15bcD 39%	2D 35%	9 86%	5 34%	14 27%	37 28%	59 21%	113 25%	10 30%	1 31%	69B 31%	25 16%	16B 33%	3 28%	1 33%	12 63%	4 9%	17bh 25%	21BH 37%	20bH 25%	- -%	47BH 34%	2 6%	1 5%			
Disagree		331 68%	73ef 72%	195 68%	268ef 69%	38EF 76%	21 56%	4 56%	1 14%	5 36%	35 67%	90 68%	199 73%	307 69%	23 67%	1 29%	139 63%	121AC 79%	26 55%	7 70%	1 35%	7 33%	34 76%	44 64%	34 61%	59 73%	14 83%	87 62%	32 94%	20 89%			
Mean score		2.1	1.9	2.1	2.1	1.9	2.6 abCD	2.5acD	3.6 cDE	2.6	2.2	2.2	2.0	2.1	2.2	2.8	2.3B	1.8	2.4B	2.3b	3.0aB	3.5 BCdEF GHI	1.6	2.2 bfH	2.4 BeFHi	1.9fh	1.1 BeFHi	2.3	1.4	1.5			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 95 (continuation)

<Q4F> To what extent do you agree or disagree with the following statement. Under certain circumstances I would be prepared to give up the ability to make calls from my <Main fixed line>

by Crossbreak

Base: All Main outgoing fixed line unless VoIP

		LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		Total	NE	NW	Yo rks/	E	Mid	W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis
			(a)	(b)	rk	(d)	(e)	(f)	ndon	(g)	(h)	(i)	En	(k)	tland	thern	Ir	based	where	(a)	agree	(a)	agree
			(c)			ber							gland	(j)	(l)	eland	(m)	(a)	(b)		(b)		(b)
Unweighted row		471	15	29	14	18	16	46	39	32	232	79	80	80		69	402	402	35	261	186	318	115
Total		483	14	49	37	35	39	45	75	73	46	414	20	37	13	118	365	372	64	199	254	288	152
Agree strongly	(5.0)	49 10%	2 16%	5 10%	2 4%	3 9%	4 11%	* 1%	8 11%	11f 14%	6 13%	41f 10%	2F 9%	5F 12%	1F 11%	13 11%	36 10%	40b 11%	* 1%	24 12%	23 9%	38b 13%	7 5%
Agree slightly	(4.0)	76 16%	2 16%	8 16%	13 35%	3 9%	2 6%	5 11%	5 7%	22 fgjkm 31%	5 11%	66 16%	2 8%	6 17%	1 9%	17 14%	59 16%	69 19%	5 8%	34 17%	41 16%	43 15%	32 21%
Neither agree nor disagree	(3.0)	21 4%	* 2%	4 8%	* *	6 18%	- -	* 1%	1 1%	* *	5 12%	17 4%	2fgHm 8%	2 5%	* 1%	5 4%	16 4%	13 4%	4 5%	13 7%	7 3%	16b 6%	1 1%
Disagree slightly	(2.0)	56 12%	1 5%	8 17%	- -	4 11%	4 11%	3 7%	11 14%	10 13%	4 9%	45 11%	4fj 19%	6 16%	2 13%	10 8%	47 13%	35 9%	11 17%	20 10%	31 12%	40 14%	15 10%
Disagree strongly	(1.0)	274 57%	6 45%	24 49%	23 61%	18 53%	28 72%	37 HJKL 80%	47 63%	30 41%	25 54%	238 58%	10 53%	17 47%	8hl 66%	70 59%	204 56%	209 56%	44 69%	103 52%	147 58%	148 51%	93 61%
Don't know		7 1%	2 16%	- -	- -	- -	- -	- -	3 5%	* *	- -	6 1%	* 2%	1 2%	- -	4 4%	3 1%	6 2%	- -	3 1%	4 2%	3 1%	4 3%
NET ---																							
Agree		124 26%	5 32%	13 25%	15 39%	6 18%	7 17%	5 12%	13 17%	33 FgjKm 45%	11 25%	107f 26%	3 18%	11f 29%	3 21%	29 25%	95 26%	109B 29%	6 9%	59 30%	64 25%	81 28%	39 26%
Disagree		331 68%	7 50%	33 66%	23 61%	22 64%	32 83%	40 Hjkl 87%	58h 77%	40 55%	29 63%	283 68%	14 73%	23 63%	10hl 79%	80 67%	251 69%	244 66%	55a 86%	124 62%	179 70%	188 65%	108 71%
Mean score		2.1	2.4F	2.2f	2.2	2.1	1.7	1.4	1.8	2.6 Fgm	2.2f	2.1F	2.0f	2.3F	1.9f	2.1	2.1	2.2b	1.5	2.3	2.0	2.2	2.0

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 95 (continuation)
 <Q4F> To what extent do you agree or disagree with the following statement. Under certain circumstances I would be prepared to give up the ability to make calls from my <Main fixed line>
 by Crossbreak
 Base: All Main outgoing fixed line unless VoIP

		CONNECTION PROFILE																													
																			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
		MAIN FIXED LINE TYPE					PRODUCTS USED												Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Total	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr ivate cir cuit (d)	Fixed broad band (e)	Sta ndard lan dline (a)	NET Mo biles (b)	Fixed line broad band (c)	Mo bile broad band (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir cuit (g)	VoIP (h)	Video confer encing (i)	Social media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)		
Unweighted row	471	388	31	52	-	-	451	394	423	129	84	67	53	90	50	221	177	427	74	64	42	35	10	21	26	40	3	207	27	234	
Total	483	452	15	16	-	-	471	401	410	104	40	20	20	85	34	174	152	465	37	19	45	25	7	15	28	33	10	210	26	247	
Agree strongly	(5.0)	49	45	1	3ab	-	-	48	46	47	11	4	3i	5	11	1	22	25ai	47	4	3	5	5	-	2	2	6	-	19	9	21
		10%	10%	4%	19%	-%	-%	10%	11%	11%	10%	10%	16%	26%	13%	3%	13%	16%	10%	10%	17%	11%	21%	-%	16%	7%	20%	-%	9%	34%	8%
Agree slightly	(4.0)	76	67	2	7AB	-	-	75	68	55	15	5	9	3	13	15	24	19	73	5	9AB	9	3	1	2	1	10	-	37	-	38
		16%	15%	10%	45%	-%	-%	16%	17%	13%	15%	13%	47%	15%	15%	44%	14%	13%	16%	13%	49%	20%	12%	16%	13%	3%	32%	-%	18%	-%	16%
Neither agree nor disagree	(3.0)	21	19	1	*	-	-	21	20	18	2	6	1	1	2	3dk	7	4	20	6Ac	1	*	1	1	1	1	*	-	11	1	8
		4%	4%	8%	2%	-%	-%	4%	5%	4%	2%	16%	4%	5%	3%	9%	4%	3%	4%	16%	4%	1%	4%	16%	6%	4%	1%	-%	5%	5%	3%
Disagree slightly	(2.0)	56	52	2	2	-	-	54	50	47	19hi	4	2	4hI	7	1	21	20	53	4	2	5	1	*	1	5	*	-	19	4	33
		12%	12%	14%	14%	-%	-%	12%	12%	11%	18%	9	12%	20%	8%	4	12%	13%	11%	10%	13%	11%	6%	1%	7%	19%	1%	-%	9%	16%	14%
Disagree strongly	(1.0)	274	262C	10C	3	-	-	265	214FG	237FGi	57FG	21Fg	4	7	52FGi	13f	96FGi	83FG	264C	19C	3	26	14	5	8	19	15	10	118	10	146
		57%	58%	66%	18%	-%	-%	56%	53%	58%	55%	52%	20%	33%	61%	39%	55%	55%	57%	50%	16%	58%	57%	67%	59%	67%	46%	100%	56%	41%	59%
Don't know		7	7	-	*	-	-	7	4	7	*	*	*	*	*	*	4	*	7	*	*	-	*	-	-	-	*	-	6c	1	*
		1%	1%	-%	1%	-%	-%	1%	1%	2%	2%	2%	1%	2%	2%	2%	2%	2%	1%	2%	1%	-%	1%	-%	-%	-%	1%	-%	3%	3%	2%
NET ---																															
Agree		124	112	2	11AB	-	-	124	114	102	26	9	13	8	24	16	46	44	120	9	12AB	14	8	1	4	3	17	-	56	9	59
		26%	25%	14%	65%	-%	-%	26%	28%	25%	25%	23%	63%	41%	28%	48%	26%	29%	26%	23%	66%	30%	33%	16%	29%	10%	51%	-%	27%	34%	24%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 95 (continuation)

<Q4F> To what extent do you agree or disagree with the following statement. Under certain circumstances I would be prepared to give up the ability to make calls from my <Main fixed line>

by Crossbreak

Base: All Main outgoing fixed line unless VoIP

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private (d)	Fixed broadband (e)		Standard lines (a)	NET (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2E (e)	ISDN 30 line (f)	LL Private (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	Same provider (a)	A different provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntl calls (a)	Other for re calls (b)	Other for pro vider ntl and calls (c)
Unweighted row	471	388	31	52	-	-	451	394	423	129	84	67	53	90	50	221	177	427	74	64	42	35	10	21	26	40	3	207	27	234
Total	483	452	15	16	-	-	471	401	410	104	40	20	20	85	34	174	152	465	37	19	45	25	7	15	28	33	10	210	26	247
Disagree	331	314C	11C	5	-	-	319 FgI	263FI	284FgI	76FGI	24Fi	6	11f	59FI	15	118FI	103FI	317C	22C	5	31	16	5	10	24	15	10	137	15	179
	68%	69%	77%	32%	-%	-%	68%	66%	69%	73%	61%	32%	54%	69%	43%	68%	68%	68%	60%	29%	69%	62%	68%	66%	85%	47%	100%	65%	57%	73%
Mean score	2.1	2.1	1.8	3.3AB	-	-	2.1	2.2	2.1	2.1	2.2	3.3ABCDE HiJK	2.8ABCDe hJk	2.1	2.7AbCdh j	2.1	2.2	2.1	2.2	3.4AB	2.1	2.3	1.8	2.2	1.7	2.8B	1.0	2.1	2.7c	2.0

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 95 (continuation)

<Q4F> To what extent do you agree or disagree with the following statement. Under certain circumstances I would be prepared to give up the ability to make calls from my <Main fixed line> by Crossbreak

Base: All Main outgoing fixed line unless VoIP

	Total	BUNDLING				SAME VS DIFFERENT			
		Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	471	58	4	262		113	310	424	47
Total	483	23	1	298		90	320	436	46
Agree strongly (5.0)	49 10%	1 3%	- -%	25 8%		19BC 21%	28 9%	39 9%	9bc 20%
Agree slightly (4.0)	76 16%	6C 28%	- -%	42 14%		11d 12%	44d 14%	74D 17%	1 2%
Neither agree nor disagree (3.0)	21 4%	3c 12%	- -%	12 4%		2 2%	16 5%	21 5%	* 1%
Disagree slightly (2.0)	56 12%	2 10%	- -%	32 11%		13 14%	34 11%	48 11%	9 18%
Disagree strongly (1.0)	274 57%	11 47%	1 87%	185a 62%		42 46%	195A 61%	248a 57%	26 57%
Don't know	7 1%	* *%	* 13%	3 1%		4Bc 5%	3 1%	6 1%	1 2%
NET									

Agree	124 26%	7 31%	- -%	67 22%		30b 33%	72 22%	114 26%	10 22%
Disagree	331 68%	13 57%	1 87%	217a 73%		54 60%	230a 72%	296 68%	35 75%
Mean score	2.1	2.3	1.0	2.0		2.4Bc	2.0	2.1	2.1

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 96
<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?
by Crossbreak
Base: All that would be prepared to give up the ability to make calls from their main fixed line

	PERSONAL PROFILE																														
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR										
	Total	1 (a)	2 to 4 (b)	5 to 4 (c)	9 (d)	10 - 49 (e)	50 - 249 (f)	Less than 2 years (a)	2 (b)	5 (c)	6 - 9 (d)	10 - 19 years (e)	20+ years (e)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ to (e)	Pr mary ind ustry (a)	Man ufac turing (b)	Co nstru ction (c)	Whole sale/ port/ Comm unica tions (d)	Re tail (e)	Fina ncial Ser vices (f)	Other ser vices (g)	Pu blic admin and ser vices (h)	Other (i)	
Unweighted row	119	15	30	45	14	29	31	3	3	7	27	79		88	25	6	35	22	27	14	11	9	7	16	23	17	-	33	10	4	
Total	124	24	74	98	9	15	2	9	5	14	37	59		113	10	1	69	25	16	3	1	12	4	17	21	20	-	47	2	1	
Inconvenient/ easier to use mobiles	56 45%	4 16%	45F 61%	49F 50%	6 61%	1 10%	* 9%	5 54%	1 13%	9 62%	17 47%	24 41%		51 45%	5 47%	* 31%	30 44%	17 70%	4 25%	- %	* 22%	4 31%	- %	12 73%	3 14%	17 88%	- %	19 40%	* 11%	- %	
Price of making calls from <Main fixed line> is too high	46 37%	10 40%	25 34%	35 35%	6 64%	5 33%	1 25%	4 46%	4 87%	8 58%	14 38%	15 26%		41 37%	4 43%	* 21%	29 41%	5 20%	6 40%	* 8%	* 30%	2 19%	- %	4 21%	12 58%	5 25%	- %	22 45%	2 77%	- %	
I don't place a high value on making calls from my <Main fixed line>.	23 18%	6 24%	9 12%	14 15%	6 72%	2 11%	* 20%	- %	1 13%	1 4%	9 25%	13 22%		21 19%	2 19%	- %	12 17%	9 36%	2 10%	* 4%	* 22%	6 50%	* 1%	7 42%	* *	1 5%	- %	8 16%	* 5%	1 81%	
Inconvenient/ easier to use VoIP	19 15%	2 8%	12 17%	14 15%	* 1%	3 21%	1BC 55%	- %	- %	5 33%	8 21%	6 11%		12 11%	6 60%	* 28%	11 16%	1 2%	4 24%	2 74%	1 75%	- %	* 5%	1 5%	2 10%	* 1%	- %	15 32%	* 8%	- %	
If a cheaper and reliable alternative became available / new technology	17 14%	5 19%	11 15%	16 16%	* 3%	1 5%	* 11%	- %	- %	4 32%	6 17%	6 11%		17 15%	* 3%	- %	12 18%	* 2%	4 27%	* 6%	- %	* 2%	4 92%	* *	1 4%	1 5%	- %	11 23%	* 18%	- %	
To keep costs down (in general)	12 10%	1 3%	10 14%	11 11%	- %	1 7%	* 4%	- %	- %	- %	5 14%	7 12%		11 10%	1 9%	- %	11 16%	- %	1 6%	* 5%	* 6%	* 2%	* 1%	- %	1 6%	1 5%	- %	10 21%	* 2%	- %	
Only need it for internet	5 4%	- %	4 5%	4 4%	- %	2 11%	- %	- %	- %	- %	4 9%	2 3%		5 5%	- %	- %	4 5%	* *	1 9%	- %	- %	4 28%	- %	- %	1 7%	* *	- %	- %	- %	* 4%	- %
Quality of line/calls	4 3%	1 3%	1 1%	2 2%	- %	2 11%	*BC 13%	- %	- %	- %	1 2%	3 5%		3 3%	* *	* 29%	2 2%	- %	2 11%	* 9%	- %	- %	- %	* *	- %	* 1%	- %	3 7%	- %	* 19%	
Reliability of connection	3 2%	2 8%	1 1%	3 3%	- %	* 1%	- %	- %	- %	- %	- %	3 5%		3 3%	- %	- %	3 4%	- %	* 1%	- %	- %	1 4%	- %	- %	1 4%	1 4%	- %	1 2%	- %	- %	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 96 (continuation)

<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would be prepared to give up the ability to make calls from their main fixed line

	PERSONAL PROFILE																																
	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR												
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other		
	(a)	to 4	to 4	(d)	- 49	- 249	(f)	than	2	years	years	years	-19	years	(a)	to 5	(c)	£100k	to	to	to	to	im	u	fact	nstru	sale/	tail	ncial	ser	blic	(i)	
	(b)	(c)	(c)	(e)	(f)	(f)	(f)	years	(a)	(a)	(b)	(c)	years	(d)	(e)	(b)	(c)	(a)	£500k	£3m	£10m	(e)	ustry	nd	uring	ction	Trans	(e)	ices	(f)	(g)	and	(h)
Total																																	
Unweighted row	119	15	30	45	14	29	31	3	3	7	27	79	88	25	6		35	22	27	14	11	9	7	16	23	17	-	33	10	4			
Total	124	24	74	98	9	15	2	9	5	14	37	59	113	10	1		69	25	16	3	1	12	4	17	21	20	-	47	2	1			
Quality of customer service	2	-	2	2	-	-	*	-	-	-	-	2	2	-	*		2	-	-	*	-	-	-	-	-	2	-	-	-	-	*		
	2%	-%	3%	2%	-%	-%	9%	-%	-%	-%	-%	4%	2%	-%	29%		3%	-%	-%	7%	-%	-%	-%	-%	10%	-%	-%	-%	-%	19%			
Other (please specify)	1	-	-	-	1	-	*BC	-	-	-	-	1	1	-	*		-	1	*	-	-	-	-	-	1	-	-	-	-	*	-		
	1%	-%	-%	-%	7%	-%	1%	-%	-%	-%	-%	1%	1%	-%	5%		-%	3%	1%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	1%	-%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 96 (continuation)

<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would be prepared to give up the ability to make calls from their main fixed line

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid East (f)	Lo ndon (g)	SE (h)	SW (i)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	119	2	7	6	2	6	8	11	10	7	59	17	22	21	16	103	107	5	77	39	89	22
Total	124	5	13	15	6	7	5	13	33	11	107	3	11	3	29	95	109	6	59	64	81	39
Inconvenient/ easier to use mobiles	56 45%	2 50%	1 11%	10 69%	6 100%	3 39%	1 12%	7 51%	15 45%	5 44%	50 46%	* 4%	5 49%	1 31%	8 28%	48 50%	47 44%	5 95%	20 35%	35a 55%	35 43%	19 48%
Price of making calls from <Main fixed line> is too high	46 37%	2 50%	4 34%	1 10%	- -	4 64%	3 50%	8 61%	15 45%	4 39%	42 39%	* 13%	3 28%	* 16%	12 40%	34 36%	46 42%	- -	22 38%	24 37%	33 40%	12 30%
I don't place a high value on making calls from my <Main fixed line>.	23 18%	- -	5 38%	- -	3 50%	3 39%	2 43%	5 35%	1 4%	1 10%	20 19%	1 30%	1 8%	1 40%	10 34%	13 14%	23 21%	- -	10 16%	13 20%	17 21%	4 10%
Inconvenient/ easier to use VoIP	19 15%	- -	- -	* 1%	- -	2 33%	2 39%	5 35%	9 28%	* 2%	18 17%	* 6%	* *	* 5%	11 36%	8 9%	14 13%	- -	11 19%	7 10%	9 11%	9 23%
If a cheaper and reliable alternative became available / new technology	17 14%	- -	4 28%	- -	- -	- -	* 1%	- -	9 27%	- -	13 12%	1 27%	3 28%	1 27%	6 21%	11 12%	11 10%	* 8%	9 16%	8 13%	7 9%	10 25%
To keep costs down (in general)	12 10%	- -	- -	- -	- -	- -	- -	- -	9 27%	1 6%	10 9%	1 16%	2 18%	* 3%	- -	12 13%	11 10%	* 2%	10b 17%	2 4%	6 8%	6 15%
Only need it for internet	5 4%	- -	4 28%	1 10%	- -	- -	- -	- -	- -	- -	5 5%	- -	- -	* 7%	4 12%	2 2%	5 5%	- -	2 3%	4 6%	5 6%	* *

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 96 (continuation)

<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would be prepared to give up the ability to make calls from their main fixed line

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON			
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid (e)	W (f)	Mid (g)	East (h)	Lo ndon (i)	SE (j)	SW (k)	Net: En gland (l)	Wales (m)	Sco tland (n)	Nor thern Ir eland (o)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	119	2	7	6	2	6	8	11	10	7	59	17	22	21	16	103	107	5	77	39	89	22		
Total	124	5	13	15	6	7	5	13	33	11	107	3	11	3	29	95	109	6	59	64	81	39		
Quality of line/calls	4 3%	- %	- %	1 10%	- %	* 3%	- %	- %	- %	- %	2 2%	- %	2 18%	* 1%	2 6%	2 2%	3 3%	- %	2 3%	2 3%	2 2%	2 4%		
Reliability of connection	3 2%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 30%	2 18%	- %	2 6%	1 1%	2 2%	- %	1 1%	2 4%	2 2%	1 2%	
Quality of customer service	2 2%	- %	- %	- %	- %	* 3%	2 38%	- %	- %	- %	2 2%	- %	- %	- %	- %	2 2%	2 2%	- %	2 4%	- %	2 3%	- %		
Other (please specify)	1 1%	- %	1 5%	- %	- %	- %	- %	- %	- %	- %	1 1%	- %	- %	* 1%	- %	1 1%	1 1%	- %	* 1%	1 1%	1 1%	- %		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 96 (continuation)

<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would be prepared to give up the ability to make calls from their main fixed line

CONNECTION PROFILE																														
	Total	MAIN FIXED LINE TYPE					PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private cir cuits (d)	Fixed Pr broband (e)	Standard land lines (a)	NET Mo biles (b)	Fixed line broband (c)	Mobile broband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private cir cuits (g)	VoIP (h)	Video conferencing (i)	So co media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	119	92	11	16	-	-	116	107	105	40	29	23	27	33	19	67	58	104	25	22	15	14	3	6	7	20	-	52	4	62
Total	124	112	2	11	-	-	124	114	102	26	9	13	8	24	16	46	44	120	9	12	14	8	1	4	3	17	-	56	9	59
Inconvenient/easier to use mobiles	56 45%	56 50%	* 9%	- -%	- -%	- -%	56HK 45%	49HK 43%	45HK 45%	10h 37%	1 14%	1 7%	3 38%	4 16%	1 8%	15 33%	10 24%	56 46%	1 14%	1 7%	3 25%	* 2%	* 19%	2 60%	1 38%	* 1%	- -%	18 32%	- -%	38A 64%
Price of making calls from <Main fixed line> is too high	46 37%	43 39%	* 18%	2 21%	- -%	- -%	46j 37%	43j 38%	37 36%	11j 43%	2 21%	2 18%	1 14%	6 26%	5 29%	10 22%	11 25%	44 37%	2 21%	2 19%	6 44%	* 3%	- -%	* 2%	1 40%	5 30%	- -%	18 32%	- -%	28 48%
I don't place a high value on making calls from my <Main fixed line>.	23 18%	22 20%	* 12%	1 5%	- -%	- -%	23 19%	21 19%	22 22%	5 21%	1 10%	1 4%	1 11%	3 11%	1 8%	13 28%	11 26%	23 19%	1 10%	1 4%	2 12%	1 10%	* 15%	- -%	1 30%	2 10%	- -%	14c 25%	3 39%	6 9%
Inconvenient/easier to use VoIP	19 15%	15 13%	* 12%	3 32%	- -%	- -%	18 15%	19 16%	19 18%	9AbcJ 34%	3 32%	4 28%	1 17%	6 27%	5 29%	6 13%	8 18%	18 15%	3 31%	3 27%	* 2%	6 68%	- -%	* 3%	- -%	6 38%	- -%	9 16%	5 52%	5 8%
If a cheaper and reliable alternative became available / new technology	17 14%	13 12%	1 30%	4 34%	- -%	- -%	17 14%	17 15%	17j 16%	2 9%	1 7%	4 28%	* 3%	8 35%	8 52%	2 5%	10J 23%	17 14%	1 7%	4 29%	4 26%	5 56%	- -%	- -%	- -%	8 49%	- -%	11C 19%	4 51%	2 3%
To keep costs down (in general)	12 10%	11 10%	1 36%	* -%	- -%	- -%	12 10%	10 9%	11 11%	1 4%	1 10%	1 6%	1 9%	1 3%	5 33%	5 12%	2 4%	11 9%	1 9%	1 6%	- -%	* 1%	1 66%	- -%	- -%	1 5%	- -%	5 9%	- -%	7 12%
Only need it for internet	5 4%	4 3%	- -%	1 14%	- -%	- -%	5 4%	5 4%	5 5%	- -%	1 16%	2 13%	1 18%	1 6%	- -%	5d 11%	5d 11%	5 4%	1 17%	2 13%	- -%	1 18%	- -%	1 36%	- -%	- -%	- -%	5c 9%	- -%	* -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 96 (continuation)

<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would be prepared to give up the ability to make calls from their main fixed line

CONNECTION PROFILE																															
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private cir duit (d)	Fixed broadband (e)		Standard land lines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 ivate (f)	LL pr ivate cir cuits (g)	VoIP (h)	Video co nfere ncing (i)	So co cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	119	92	11	16	-	-	116	107	105	40	29	23	27	33	19	67	58	104	25	22	15	14	3	6	7	20	-	52	4	62	
Total	124	112	2	11	-	-	124	114	102	26	9	13	8	24	16	46	44	120	9	12	14	8	1	4	3	17	-	56	9	59	
Quality of line/calls	4 3%	3 3%	* 10%	* **	- -%	- -%	4 3%	4 3%	4 4%	1 4%	* 2%	* 1%	* 1%	* 1%	- -%	3 6%	* **	4 3%	* 2%	* 1%	- -%	* 2%	- -%	- -%	- -%	* 1%	- -%	2 4%	- -%	2 3%	
Reliability of connection	3 2%	3 2%	* 10%	- -%	- -%	- -%	3 2%	2 1%	2 2%	- -%	* 2%	- -%	- -%	- -%	- -%	1 1%	- -%	3 2%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 4%	1 10%	- -%	
Quality of customer service	2 2%	2 2%	- -%	- -%	- -%	- -%	2 2%	2 2%	* **	* 1%	- -%	- -%	- -%	* 1%	- -%	* **	- -%	2 2%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	2 4%
Other (please specify)	1 1%	1 1%	- -%	- -%	- -%	- -%	1 1%	1 1%	1 1%	- -%	1 8%	- -%	* **	1 3%	- -%	* **	1 2%	1 1%	1 8%	- -%	1 5%	- -%	- -%	- -%	1 23%	- -%	- -%	1 1%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 96 (continuation)

<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would be prepared to give up the ability to make calls from their main fixed line

Total	BUNDLING			SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN LL/ PC Re ntal (a) (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	119	15	-	56	38	67	110
Total	124	7	-	67	30	72	114
Inconvenient/ easier to use mobiles	56 45%	* 3%	- -%	30 44%	16 54%	30 41%	55 48%
Price of making calls from <Main fixed line> is too high	46 37%	1 17%	- -%	28 42%	8 27%	28 40%	45 40%
I don't place a high value on making calls from my <Main fixed line>.	23 18%	* *%	- -%	14 22%	5 15%	18 25%	19 17%
Inconvenient/ easier to use VoIP	19 15%	1 10%	- -%	12 19%	7 25%	11 16%	14 12%
If a cheaper and reliable alternative became available / new technology	17 14%	4 50%	- -%	11 17%	5 18%	11 16%	13 11%
To keep costs down (in general)	12 10%	- -%	- -%	6 8%	5 18%	6 8%	12 11%
Only need it for internet	5 4%	1 20%	- -%	4 5%	* *%	5 7%	5 5%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 96 (continuation)

<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would be prepared to give up the ability to make calls from their main fixed line

	Total	BUNDLING			SAME VS DIFFERENT			
		Std lan dline + ISDN Re + ntal (a)	Std lan dline + LL/ PC Re (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	119	15	-	56	38	67	110	9
Total	124	7	-	67	30	72	114	10
Quality of line/calls	4 3%	* 1%	- -%	2 3%	* 1%	3 5%	4 3%	- -%
Reliability of connection	3 2%	- -%	- -%	2 2%	* 1%	1 2%	2 2%	1 8%
Quality of customer service	2 2%	- -%	- -%	* *%	- -%	* *%	2 2%	- -%
Other (please specify)	1 1%	1 10%	- -%	1 1%	- -%	1 1%	1 1%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 97
<Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would not be prepared to give up the ability to make calls from their main fixed line

		PERSONAL PROFILE																																	
		COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR													
		Total	1 (a)	2 to 4 (b)	1 to 4 (c)	5 - 9 (d)	10 - 49 (e)	50 - 249 (f)	Less than 2 years (a)	2 - 5 years (b)	5 - 6 years (c)	6 - 9 years (d)	10 - 19 years (e)	20+ years (e)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale sale/transport/communications (d)	Retail (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)				
Unweighted row	345	36	112	148	78	61	58		5	12	25	78	225		278	58	9		92	108	61	24	16		12	35	40	41	64	13	82	40		18	
Total	352	77	208	285	40	23	4		1	10	35	93	213		326	24	1		147	128	29	8	2		7	37	52	36	60	15	92	32		20	
I prefer to make calls from my <Service>	133	36Ef	78e	114Ef	14e	4	1		*	4	15	29	84		130B	3	*		64C	45C	3	2	*		5	24CDeGH	12	9	23	7	31	9		12	
	38%	47%	37%	40%	34%	18%	24%		33%	43%	44%	31%	39%		40%	13%	8%		43%	35%	11%	26%	15%		73%	65%	24%	26%	39%	47%	33%	28%	57%		
Reliability of connection	75	4	54A	58a	10A	6A	1A		*	3	6	15	50		71	4	*		37	26	5	2	*		2	10	6	9	8	3	28ce	5		3	
	21%	6%	26%	20%	24%	27%	20%		32%	34%	17%	16%	24%		22%	15%	4%		25%	20%	19%	30%	9%		24%	27%	12%	27%	14%	22%	30%	17%		14%	
Less convenient/less easy to use mobiles	68	12	43	55	8	4	*		-	3	7	27E	30		65	3	*		30	31	3	2	*		*	3	12	8	7	3	18	15		2	
	19%	16%	21%	19%	20%	19%	8%		-%	36%	19%	29%	14%		20%	13%	14%		20%	24%	12%	29%	4%		3%	7%	23%	22%	12%	22%	19%	BcdEG	46%		11%
Historical reasons/always used for business calls	68	19d	41D	61D	2	4d	1D		-	*	*	22	46		67B	1	*		18	39AC	2	*	*		1	5	7	4	18dg	4	13	8		8	
	19%	25%	20%	21%	5%	18%	26%		-%	3%	1%	23%	21%		20%	4%	22%		12%	30%	8%	2%	7%		10%	13%	14%	11%	30%	25%	14%	25%		37%	
No reason to change	66	15e	38e	53e	11E	1	*		*	-	7	17	41		61	4	*		17	23	10Ab	3	*		1	4	9	3	25	*	13	6		4	
	19%	20%	18%	19%	27%	5%	12%		16%	-%	21%	18%	19%		19%	18%	8%		12%	18%	33%	39%	3%		12%	11%	17%	9%	BCDGH	42%	2%	14%	18%		21%
Too much hassle to change	57	12	35	48	7	3	*		-	-	7	19	32		55	2	*		22	22	9Ab	3	*		-	3	3	13	15bCh	3	13	2		4	
	16%	16%	17%	17%	16%	12%	9%		-%	-%	19%	20%	15%		17%	10%	4%		15%	17%	32%	34%	3%		-%	7%	6%	BCGH	38%	26%	23%	14%	6%		19%
Quality of line/calls	33	8	22	30	1	2	*d		*	1	1	1	30D		31	1	*		13c	18C	*	*	*		*	14CDEGH	4	-	*	*	6	4dE		4	
	9%	10%	10%	10%	3%	7%	10%		16%	5%	3%	1%	14%		10%	5%	4%		9%	14%	*%	3%	5%		3%	39%	8%	-%	1%	*%	6%	13%		20%	
Customer base requires that we keep analogue lines	22	4	11	16	4	2	*		1	-	-	2	19d		21	1	*		8	11	1	*	-		1	*	10bdeh	1	2	*	8	1		-	
	6%	6%	5%	5%	10%	10%	5%		35%	-%	-%	2%	9%		6%	4%	13%		6%	8%	5%	1%	-%		7%	1%	19%	2%	3%	1%	8%	3%		-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 97 (continuation)
 <Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?
 by Crossbreak
 Base: All that would not be prepared to give up the ability to make calls from their main fixed line

	PERSONAL PROFILE																												
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO. SITES			TURNOVER					SECTOR								
	Total	1 (a)	2 to 4 (b)	5 - 9 to 4 (c)	10 - 49 (d)	50 - 249 (e)	Less than 2 years (a)	2 - 5 years (b)	6 - 9 years (c)	10 - 19 years (d)	20+ years (e)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ to (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail/port/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)	
Unweighted row	345	36	112	148	78	61	58	5	12	25	78	225	278	58	9	92	108	61	24	16	12	35	40	41	64	13	82	40	18
Total	352	77	208	285	40	23	4	1	10	35	93	213	326	24	1	147	128	29	8	2	7	37	52	36	60	15	92	32	20
Price of making calls from <Service> is low/good value	21 6%	4 5%	16 8%	20 7%	1 3%	* 1%	*e 7%	- %	- %	3 9%	1 1%	18d 8%	15 4%	7A 28%	- %	14b 9%	3 2%	* 1%	* 2%	- %	* 1%	2 6%	* %	2 5%	3 5%	- %	14ceh 15%	- %	* 1%
Quality of customer service	20 6%	11B 14%	5 2%	16 6%	2 6%	1 6%	* 4%	- %	- %	4 12%	2 2%	14 6%	19 6%	1 2%	- %	9 6%	6 4%	4B 15%	- %	- %	- %	3 9%	* %	* 1%	10CDGh 17%	3 22%	2 2%	1 2%	- %
Don't have/use mobile(s)	17 5%	8 10%	5 2%	13 4%	3 7%	2 7%	* 2%	- %	3 35%	2 6%	- %	11d 5%	16 5%	1 6%	- %	8 5%	4 3%	* 1%	2 20%	- %	- %	4g 11%	1 3%	2 6%	7gh 11%	- %	2 2%	* %	1 6%
Already have equipment/hardware for these calls	15 4%	3 4%	11 5%	14 5%	1 1%	1 2%	*De 11%	- %	- %	- %	5 5%	10 5%	15 4%	1 3%	* 21%	4 2%	11c 8%	- %	* 3%	- %	- %	* 1%	4 7%	2 6%	5g 9%	3 22%	1 1%	* 1%	- %
Less convenient/less easy to use VoIP	14 4%	4 6%	4 2%	9 3%	3b 7%	2b 7%	1BC 14%	- %	- %	5 14%	1 1%	8 4%	13 4%	* %	* 14%	5 3%	6 5%	1 4%	- %	* 12%	- %	3 9%	5 9%	1 2%	1 1%	1 4%	2 2%	2 7%	- %
More professional / traditional	11 3%	3 4%	3 1%	6 2%	4BC 10%	1 2%	* 5%	- %	- %	- %	4 4%	7 3%	10 3%	* 2%	- %	6 4%	3 3%	* 2%	- %	- %	1 13%	3e 9%	2 3%	1 2%	* %	- %	4 4%	* 1%	- %
Unaware of other communications technologies / alternatives	8 2%	- %	4 2%	4 1%	1 3%	3ABC 11%	*A 3%	- %	- %	- %	1 1%	7 3%	5 2%	2A 9%	1 54%	1 1%	1 1%	6AB 19%	* 1%	1 47%	- %	- %	* 1%	* 1%	2 4%	1 5%	4 4%	1 3%	- %
No other options in our area	7 2%	1 1%	3 1%	3 1%	2c 5%	1 4%	* 1%	- %	* 3%	- %	1 1%	5 3%	6 2%	* 1%	- %	1 1%	3 2%	1 2%	* 1%	- %	- %	* 1%	2 4%	1 4%	* 1%	- %	2 3%	- %	- %
Lack of reliability of alternatives / don't trust other technologies	3 1%	1 1%	1 1%	2 1%	* 1%	1bc 4%	*BCd 6%	- %	* 3%	* 1%	2 2%	1 %	3 1%	* %	- %	2 1%	1 1%	* 1%	* 3%	* 13%	- %	* %	- %	1 2%	1 2%	- %	1 1%	* %	* 1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 97 (continuation)

<Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would not be prepared to give up the ability to make calls from their main fixed line

	PERSONAL PROFILE																																	
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR													
	Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other		
		(a)	to 4	to 4	(d)	- 49	- 249		than	years	years	years	-19	years		(a)	to 5	(c)	£100k	to	to	to	to	imary	ufact	nstru	sale/	tail	ncial	ser	blic	(i)		
			(b)	(c)	(e)	(f)		years	(a)	(b)	(c)	(d)	(e)						(a)	£500k	£3m	£10m	(e)	ustry	ind	uring	ction	port/	Trans	(e)	vices	(f)	(g)	and
																			(b)	(c)	(d)		(a)	(b)	(c)	Comm	unica	tions	(d)		(h)			
Unweighted row	345	36	112	148	78	61	58	5	12	25	78	225	278	58	9	92	108	61	24	16		12	35	40	41	64	13	82	40	18				
Total	352	77	208	285	40	23	4	1	10	35	93	213	326	24	1	147	128	29	8	2		7	37	52	36	60	15	92	32	20				
Already use this line for internet	3 1%	3b 4%	- -	3 1%	- -	- -	- -	- -	- -	- -	3E 4%	- -	3 1%	- -	- -	3 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 4%	- -	- -		
Want to preserve existing Landline telephone number	3 1%	- -	2 1%	2 1%	1 3%	- -	- -	- -	- -	- -	- -	3 1%	3 1%	- -	- -	1 1%	2 2%	- -	- -	- -	- -	- -	- -	1 2%	- -	- -	- -	2 3%	- -	* %	- -	- -		
Don't have/use VoIP	1 *	- -	1 %	1 %	- -	1c 2%	*ad 1%	- -	- -	- -	- -	1 1%	1 %	* %	- -	- -	1 1%	- -	* 1%	- -	- -	- -	- -	* %	- -	1 2%	- -	- -	1 1%	- -	- -			
Poor broadband connection in area	1 *	- -	- -	- -	- -	*BC 2%	*ABCD 2%	- -	- -	- -	* %	* %	1 %	- -	- -	- -	- -	* 2%	- -	* -	6 %		- -	- -	- -	- -	* %	* 2%	- -	- -	- -			
Other (please specify)	1 *	- -	- -	- -	* 1%	*bC 1%	*ABC 4%	- -	- -	- -	* %	* %	1 %	* %	- -	- -	* %	* 1%	- -	* -	4 %		- -	- -	* %	* %	* %	* %	- -	* %	- -			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 97 (continuation)
 <Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?
 by Crossbreak
 Base: All that would not be prepared to give up the ability to make calls from their main fixed line

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern (n)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	345	12	22	8	16	10	38	26	21	16	169	60	57	59	51	294	289	30	180	144	225	90	
Total	352	7	37	23	28	32	40	58	40	34	300	16	25	10	85	267	257	59	137	186	204	109	
I prefer to make calls from my <Service>	133 38%	6 76%	11 29%	7 30%	14 51%	13 40%	17 43%	22 38%	13 33%	10 29%	113 38%	6 37%	10 41%	4 36%	31 37%	102 38%	88 34%	27 46%	37 27%	81A 44%	72 35%	36 33%	
Reliability of connection	75 21%	1 9%	8 23%	2 9%	3 11%	6 20%	5 13%	11 19%	14 34%	10 29%	61 20%	2 14%	9FJK 37%	3 26%	13 16%	62 23%	59 23%	5 8%	35 26%	32 17%	46 22%	20 18%	
Less convenient/ less easy to use mobiles	68 19%	1 10%	4 11%	7 30%	7 24%	7 21%	13kl 33%	4 7%	12 30%	6 18%	60 20%	2 13%	4 15%	2 18%	24 28%	44 17%	52 20%	6 11%	20 14%	45a 24%	45 22%	14 13%	
Historical reasons/always used for business calls	68 19%	* 1%	15 41%	5 22%	3 12%	9 27%	9 22%	10 18%	- %	4 12%	56 19%	4 23%	6 23%	3 25%	20 24%	47 18%	56 22%	7 13%	25 18%	40 22%	24 12%	35A 32%	
No reason to change	66 19%	- %	11 31%	9 39%	9 33%	2 7%	* 1%	18 31%	6 15%	5 16%	62F1m 21%	2F 13%	1 5%	1f 7%	12 15%	53 20%	45 17%	17 30%	25 18%	33 18%	35 17%	22 20%	
Too much hassle to change	57 16%	* 6%	4 11%	2 8%	1 2%	2 7%	7 16%	17 28%	11 28%	8 25%	52m 17%	3m 17%	2 8%	* 4%	6 7%	51a 19%	36 14%	9 16%	27 20%	29 16%	42 20%	15 13%	
Quality of line/calls	33 9%	* 6%	1 4%	- %	3 11%	- %	2 6%	10 17%	14 34%	- %	31 10%	1 6%	* 2%	1 7%	4 5%	29 11%	29b 11%	* %	11 8%	17 9%	24 12%	7 6%	
Customer base requires that we keep analogue lines	22 6%	- %	4 11%	- %	- %	- %	4 10%	- %	5 11%	4 13%	17 6%	2 12%	2 9%	1 8%	4 5%	18 7%	18 7%	4 7%	10 7%	12 6%	14 7%	5 4%	

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Table 97 (continuation)
 <Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?
 by Crossbreak
 Base: All that would not be prepared to give up the ability to make calls from their main fixed line

		LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
	Total	NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	SE (h)	SW (i)	Net: En gland (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	345	12	22	8	16	10	38	26	21	16	169	60	57	59	51	294	289	30	180	144	225	90
Total	352	7	37	23	28	32	40	58	40	34	300	16	25	10	85	267	257	59	137	186	204	109
Price of making calls from <Service> is low/good value	21 6%	- -%	1 2%	- -%	3 11%	6 20%	4 10%	- -%	5 11%	* %	19 6%	1 5%	1 5%	* 2%	4 5%	17 6%	15 6%	7 11%	9 7%	12 6%	20B 10%	1 1%
Quality of customer service	20 6%	- -%	1 2%	- -%	1 3%	- -%	1 1%	7 11%	6 15%	4 12%	19 6%	- -%	* 1%	* 5%	3 4%	16 6%	15 6%	* %	10 7%	6 3%	19B 9%	- -%
Don't have/use mobile(s)	17 5%	- -%	- -%	- -%	3 11%	- -%	2 5%	1 1%	7 17%	1 3%	14 5%	1 6%	3m 10%	* %	5 5%	13 5%	10 4%	6 10%	5 3%	12 7%	10 5%	6 6%
Already have equipment/hardware for these calls	15 4%	- -%	4 10%	5 22%	1 2%	* 1%	2 6%	3 6%	- -%	* 1%	15 5%	* 1%	* %	- -%	9B 10%	7 2%	12 5%	4 6%	4 3%	11 6%	1 *	11A 10%
Less convenient/less easy to use VoIP	14 4%	1 10%	- -%	2 8%	- -%	* 1%	* 1%	4 7%	5 11%	* %	12 4%	1 6%	1 3%	* 3%	4 5%	9 3%	9 3%	5 8%	8 6%	5 3%	9 4%	5 4%
More professional / traditional	11 3%	- -%	- -%	- -%	- -%	* 1%	2 6%	4 7%	3 7%	- -%	10 3%	- -%	1 5%	- -%	2 2%	9 3%	10 4%	1 1%	6 4%	2 1%	11b 5%	- -%
Unaware of other communications technologies / alternatives	8 2%	- -%	- -%	- -%	* %	2 6%	* 1%	4 7%	- -%	- -%	6 2%	1 3%	* 2%	1fJ 8%	- -%	8 3%	6 2%	2 3%	7B 5%	1 *	7 4%	1 1%
No other options in our area	7 2%	- -%	- -%	- -%	- -%	- -%	3j 7%	1 1%	1 4%	- -%	5 2%	1 5%	1 4%	* 1%	1 1%	6 2%	7 3%	- -%	4 3%	2 1%	2 1%	3 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 97 (continuation)

<Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would not be prepared to give up the ability to make calls from their main fixed line

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON			
		NE	NW	Yo rks/	E	Mid W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis	
		(a)	(b)	Hu	(d)	(e)	(f)	ndon	(g)	(h)	(i)	En	(k)	tland	(l)	Ir	based	where	(a)	agree	(a)	agree	(a)	agree
				mb									gl			eland	(a)	(b)		(b)		(b)		(b)
				(c)																				
Unweighted row	345	12	22	8	16	10	38	26	21	16	169	60	57	59	51	294	289	30	180	144	225	90		
Total	352	7	37	23	28	32	40	58	40	34	300	16	25	10	85	267	257	59	137	186	204	109		
Lack of reliability of alternatives / don't trust other technologies	3 1%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	* *%	1 *%	*j 2%	2J 8%	*J 4%	1 1%	2 1%	3 1%	- -%	1 1%	2 1%	2 1%	* *%		
Already use this line for internet	3 1%	- -%	- -%	- -%	- -%	- -%	- -%	3 6%	- -%	- -%	3 1%	- -%	- -%	- -%	- -%	3 1%	3 1%	- -%	- -%	- -%	3 2%	- -%		
Want to preserve existing Landline telephone number	3 1%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	1 *%	1J 3%	1J 4%	*j 2%	* *%	3 1%	3 1%	- -%	1 1%	1 *%	2 1%	1 1%		
Don't have/use VoIP	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	1 *%	- -%	1J 4%	- -%	- -%	1 1%	1 1%	- -%	1 1%	1 *%	1 *%	- -%		
Poor broadband connection in area	1 *%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* *%	* 1%	- -%	- -%	- -%	1 *%	1 *%	- -%	1 *%	- -%	1 *%	- -%		
Other (please specify)	1 *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	*J 2%	*j 1%	- -%	1 *%	1 *%	- -%	1 *%	* *%	1 *%	* *%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 97 (continuation)
 <Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?
 by Crossbreak
 Base: All that would not be prepared to give up the ability to make calls from their main fixed line

CONNECTION PROFILE																															
	Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private cir (d)	Fixed broadband (e)		Standard land lines (a)	NET biles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 line (f)	LL private cir (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	Diff erent provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other for re calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	345	291	20	34	-	-	328	281	311	87	54	42	25	55	30	151	117	316	48	40	27	19	7	15	19	18	3	151	22	170	
Total	352	333	13	6	-	-	340	284	302	78	31	7	12	61	18	125	107	337	28	6	32	17	6	10	25	16	10	148	16	187	
I prefer to make calls from my <Service>	133	132c	*	1	-	-	132EFK	96 Efk	107EfK	22e	4	1	5	27EFK	5	43EfK	23	132Bc	3	1	15	4	4	4	11	7	5	47	5	81a	
	38%	40%	1%	18%	-%	-%	39%	34%	35%	28%	13%	16%	45%	44%	27%	35%	22%	39%	12%	18%	48%	24%	76%	40%	42%	44%	54%	32%	34%	43%	
Reliability of connection	75	69	5	1	-	-	70	67	69	18	8	1	1	22abcf	5	33	31	70	7	1	14	1	-	3	19	*	-	36	2	37	
	21%	21%	36%	18%	-%	-%	21%	24%	23%	23%	26%	15%	9%	36%	27%	27%	29%	21%	26%	18%	44%	8%	-%	30%	75%	1%	-%	24%	13%	20%	
Less convenient/ less easy to use mobiles	68	63c	4	*	-	-	64fij	48i	66fiJ	14i	10 aBdFH IJ	*	*	7	*	14	24fij	64c	10aC	*	2	5	-	1	4	*	2	17	3	48A	
	19%	19%	35%	1%	-%	-%	19%	17%	22%	18%	32%	5%	1%	12%	3%	11%	22%	19%	35%	6%	8%	28%	-%	5%	17%	2%	21%	12%	20%	26%	
Historical reasons/always used for business calls	68	67	*	*	-	-	68EHi	61 EFHik	64 EfHik	14ehi	1	1	3	3	*	27 EFHik	13	68b	1	1	2	*	*	2	1	*	-	33	7	28	
	19%	20%	2%	8%	-%	-%	20%	22%	21%	18%	4%	7%	29%	5%	2%	22%	12%	20%	5%	8%	8%	1%	4%	20%	2%	*%	-%	22%	44%	15%	
No reason to change	66	64	1	*	-	-	65J	47J	50J	13j	8J	1	1	7	5 bchJk	10	16	65	8c	*	5	1	1	1	1	1	4	40C	2	24	
	19%	19%	11%	8%	-%	-%	19%	17%	17%	17%	25%	15%	10%	11%	31%	8%	15%	19%	27%	8%	16%	4%	19%	6%	5%	4%	46%	27%	10%	13%	
Too much hassle to change	57	55c	3	*	-	-	57F	44f	46f	16Fi	5f	*	1	10f	1	18f	16f	56c	5c	*	5	5	*	1	4	*	4	26	5	26	
	16%	16%	20%	1%	-%	-%	17%	16%	15%	20%	15%	1%	6%	16%	3%	15%	15%	17%	16%	2%	16%	28%	1%	10%	16%	*%	46%	17%	34%	14%	
Quality of line/calls	33	25	8	*	-	-	25	33	33	9	9 ABCDF IJ	*	3	9	*	12	20Acij	25	9AC	*	4	1	-	-	9	*	-	12	1	19	
	9%	7%	62%	7%	-%	-%	7%	12%	11%	12%	29%	5%	29%	15%	1%	10%	18%	7%	30%	6%	14%	7%	-%	-%	35%	*%	-%	8%	6%	10%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 97 (continuation)
 <Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?
 by Crossbreak
 Base: All that would not be prepared to give up the ability to make calls from their main fixed line

CONNECTION PROFILE																														
	Total	MAIN FIXED LINE TYPE					PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed broadband (e)	Standard land lines (a)	NET Mobiles (b)	Fixed line broadband (c)	Mobile broadband (d)	ISDN 2/2E (e)	ISDN 30 line (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntl calls (a)	Other for calls (b)	Other pro for ntl and calls (c)
Unweighted row	345	291	20	34	-	-	328	281	311	87	54	42	25	55	30	151	117	316	48	40	27	19	7	15	19	18	3	151	22	170
Total	352	333	13	6	-	-	340	284	302	78	31	7	12	61	18	125	107	337	28	6	32	17	6	10	25	16	10	148	16	187
Customer base requires that we keep analogue lines	22 6%	21 6%	1 7%	- -%	- -%	- -%	22 6%	21h 8%	19 6%	6h 8%	1 3%	* 1%	- -%	* *%	- -%	9h 7%	5 4%	21 6%	1 3%	* 1%	* *%	- -%	- -%	* 1%	- -%	- -%	- -%	12 8%	* 2%	10 5%
Price of making calls from <Service> is low/good value	21 6%	17 5%	5 37%	* 3%	- -%	- -%	17 5%	12 4%	18 6%	4 5%	5 15%	* 2%	- -%	10 16%	* *%	6 5%	13ABcj 12%	17 5%	5A 16%	* 2%	3 10%	6 38%	- -%	- -%	- -%	6 41%	3 33%	5 3%	* 1%	16 8%
Quality of customer service	20 6%	19 6%	- -%	* 8%	- -%	- -%	19 6%	15 5%	18 6%	9be 11%	* 1%	*e 7%	* 2%	8abe 13%	* 2%	9 7%	8 7%	19 6%	- -%	*B 8%	4 14%	4 22%	- -%	* 3%	3 13%	- -%	4 46%	6 4%	* 2%	14 7%
Don't have/use mobile(s)	17 5%	17 5%	* 1%	- -%	- -%	- -%	17bk 5%	5 2%	12 4%	6BjK 8%	2k 5%	- -%	* *%	4bk 7%	* 1%	3 2%	1 1%	17 5%	2 6%	- -%	4 14%	- -%	- -%	- -%	- -%	- -%	4 46%	12c 8%	- -%	5 3%
Already have equipment/hardware for these calls	15 4%	14 4%	1 7%	* 2%	- -%	- -%	15d 5%	15d 5%	15d 5%	- -%	1d 3%	*d 1%	- -%	* *%	- -%	5 4%	4 3%	15 4%	1 4%	* 2%	* *%	- -%	- -%	* 1%	- -%	- -%	- -%	5 3%	2 13%	9 5%
Less convenient/less easy to use VoIP	14 4%	12 4%	- -%	2A 33%	- -%	- -%	13 4%	13 5%	11 4%	4 5%	* *%	2 26%	* 3%	10 16%	1 4%	7 6%	2 2%	12 4%	* *%	2AB 30%	5 16%	1 7%	- -%	5 52%	4 14%	1 4%	- -%	8 5%	* 2%	6 3%
More professional / traditional	11 3%	11 3%	- -%	- -%	- -%	- -%	11 3%	11 4%	11 4%	7abch 9%	1 4%	* 4%	- -%	* 1%	* 1%	9a 7%	8 7%	11 3%	1 4%	- -%	* 1%	- -%	* 3%	- -%	* 1%	* 1%	- -%	2 1%	- -%	9 5%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 97 (continuation)
 <Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?
 by Crossbreak
 Base: All that would not be prepared to give up the ability to make calls from their main fixed line

CONNECTION PROFILE																															
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Standard landline (a)	NET Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	Diff. provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntl calls (a)	Other for re calls (b)	Other pro vider for ntl and calls (c)	
Unweighted row	345	291	20	34	-	-	328	281	311	87	54	42	25	55	30	151	117	316	48	40	27	19	7	15	19	18	3	151	22	170	
Total	352	333	13	6	-	-	340	284	302	78	31	7	12	61	18	125	107	337	28	6	32	17	6	10	25	16	10	148	16	187	
Unaware of other communications technologies / alternatives	8	6	*	2A	-	-	6	7	8	*	1	2 ABCD EHIJK	1	1	1d	7ad	5d	6	1	2AB	-	1	-	1	*	-	-	6	-	2	
	2%	2%	2%	32%	-%	-%	2%	3%	3%	1%	3%	30%	7%	1%	5%	5%	5%	2%	4%	29%	-%	5%	-%	7%	1%	-%	-%	4%	-%	1%	
No other options in our area	7	6	*	*	-	-	6	7	4	3	*	*	*	*	1	3	2	6	*	*	*	-	-	-	-	-	*	-	3	*	3
	2%	2%	1%	1%	-%	-%	2%	2%	1%	3%	1%	1%	1%	1%	3%	3%	1%	2%	1%	1%	1%	-%	-%	-%	-%	2%	-%	2%	1%	2%	
Lack of reliability of alternatives / don't trust other technologies	3	3	-	*A	-	-	3	3	3	*	*	1 ABCDEF GHIJK	*	1	*	3	1	3	-	1AB	*	*	*	*	-	*	-	*	*	3	
	1%	1%	-%	7%	-%	-%	1%	1%	1%	1%	1%	10%	1%	1%	3%	3%	1%	1%	-%	11%	1%	1%	1%	3%	-%	2%	-%	1%	3%	1%	
Already use this line for internet	3	3	-	-	-	-	3	3	3	-	-	-	-	-	-	-	3j	3	-	-	-	-	-	-	-	-	-	3c	-	-	
	1%	1%	-%	-%	-%	-%	1%	1%	1%	-%	-%	-%	-%	-%	-%	-%	3%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	
Want to preserve existing Landline telephone number	3	3	-	-	-	-	3	3	2	*	1	-	-	-	-	2	2	3	-	-	-	-	-	-	-	-	-	1	-	2	
	1%	1%	-%	-%	-%	-%	1%	1%	1%	1%	3%	-%	-%	-%	-%	2%	2%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	1%	
Don't have/use VoIP	1	1	-	*	-	-	1	1	1	*	*	*	*	-	*	1	1	1	*	*	*	-	-	-	-	-	-	1	-	1	
	1%	1%	-%	1%	-%	-%	1%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	1%	-%	-%	-%	-%	-%	-%	1%	-%	1%		
Poor broadband connection in area	1	-	-	1A	-	-	1	1	1	*	*	1 ABCDEF GHIJK	-	*	*	*	*	*	-	1AB	*	*	-	-	*	*	-	*	-	*	
	1%	-%	-%	10%	-%	-%	1%	1%	1%	1%	1%	8%	-%	1%	2%	1%	1%	1%	-%	9%	1%	2%	-%	-%	1%	1%	-%	1%	-%	1%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 97 (continuation)

<Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would not be prepared to give up the ability to make calls from their main fixed line

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuits (d)	Fixed line broadband (e)		Standard landlines (a)	NET Mo- biles (b)	Fixed line broadband (c)	Mo- bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	So- cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff- erent provider (b)	Both	Internal / inter- site (a)	Ext- ernal (b)	Both (c)	Neither (d)	BT for rental calls (a)	Other pro- vider for calls (b)	Other pro- vider for rental and calls (c)
Unweighted row	345	291	20	34	-	-	328	281	311	87	54	42	25	55	30	151	117	316	48	40	27	19	7	15	19	18	3	151	22	170
Total	352	333	13	6	-	-	340	284	302	78	31	7	12	61	18	125	107	337	28	6	32	17	6	10	25	16	10	148	16	187
Other (please specify)	1	1	-	*A	-	-	1	1	1	*	*	abcdh k	*	-	*	*	*	1	-	*A	-	-	-	-	-	-	-	-	*	*
	1%	1%	-%	3%	-%	-%	1%	1%	1%	1%	1%	2%	2%	-%	1%	1%	1%	1%	-%	-%	3%	-%	-%	-%	-%	-%	-%	-%	1%	1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 97 (continuation)

<Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would not be prepared to give up the ability to make calls from their main fixed line

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	345	42	3	203	72	239	308	37
Total	352	16	1	229	56	246	316	35
I prefer to make calls from my <Service>	133 38%	4 23%	1 83%	97 38%	14 24%	93a 38%	120a 38%	13 37%
Reliability of connection	75 21%	3 18%	1 83%	56 24%	12 21%	57 23%	68 22%	7 20%
Less convenient/ less easy to use mobiles	68 19%	5c 34%	* 5%	47 20%	14 26%	52 21%	60 19%	8 24%
Historical reasons/always used for business calls	68 19%	1 9%	* 5%	45 20%	18bC 32%	46 19%	57 18%	10 30%
No reason to change	66 19%	4 27%	* 12%	44 19%	3 5%	47AD 19%	65AD 21%	1 2%
Too much hassle to change	57 16%	3 19%	- -%	40 18%	6 11%	40 16%	48 15%	10ac 28%
Quality of line/calls	33 9%	* 3%	- -%	16 7%	14BC 25%	19 8%	24 8%	9BC 25%
Customer base requires that we keep analogue lines	22 6%	* 1%	- -%	15 6%	3 6%	15 6%	22 7%	* 1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 97 (continuation)

<Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would not be prepared to give up the ability to make calls from their main fixed line

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	345	42	3	203	72	239	308	37
Total	352	16	1	229	56	246	316	35
Price of making calls from <Service> is low/good value	21 6%	* *%	- -%	13 6%	6 10%	13 5%	16 5%	5bc 14%
Quality of customer service	20 6%	- -%	- -%	18 8%	- -%	18a 7%	19a 6%	1 2%
Don't have/use mobile(s)	17 5%	1 9%	- -%	11 5%	* *%	12 5%	17 5%	- -%
Already have equipment/ hardware for these calls	15 4%	1 4%	- -%	15 7%	3 5%	13 5%	13 4%	2 6%
Less convenient/ less easy to use VoIP	14 4%	* 2%	* 5%	9 4%	* 1%	11 4%	13 4%	1 2%
More professional / traditional	11 3%	1 6%	- -%	10 5%	- -%	11 4%	11 3%	* 1%
Unaware of other communications technologies / alternatives	8 2%	1 6%	- -%	6 2%	2 4%	6 2%	8 3%	- -%
No other options in our area	7 2%	* *%	- -%	3 1%	1 1%	4 2%	6 2%	* *%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 97 (continuation)

<Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would not be prepared to give up the ability to make calls from their main fixed line

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	345	42	3	203	72	239	308	37
Total	352	16	1	229	56	246	316	35
Lack of reliability of alternatives / don't trust other technologies	3 1%	* **	- -%	1 1%	1 2%	2 1%	3 1%	* 1%
Already use this line for internet	3 1%	- -%	- -%	3 1%	- -%	3 1%	3 1%	- -%
Want to preserve existing Landline telephone number	3 1%	- -%	- -%	1 *%	* *%	2 1%	2 1%	1 3%
Don't have/use VoIP	1 *%	* *%	- -%	1 1%	- -%	1 1%	1 *%	- -%
Poor broadband connection in area	1 *%	*c 2%	- -%	* *%	- -%	1 *%	1 *%	- -%
Other (please specify)	1 *%	* 1%	- -%	* *%	1 1%	* *%	* *%	* 1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 98
<Q4E> Which of the following best describes how you think about costs in relation to your <Main fixed line>
by Crossbreak
Base: Analogue telephone line(s) is the main fixed line

	PERSONAL PROFILE																																			
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR															
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other					
	(a)	to 4	to 4	(d)	- 49	- 249	(f)	than	2	years	years	(c)	years	-19	(a)	to 5	(c)	£100k	to	to	£3m	£10m	imary	ufact	nstru	sale/	tail	ncial	ser	blic	(i)					
		(b)	(c)		(e)			years	(a)	(b)	(c)	(d)	(e)		(a)	(b)		(a)	£500k	£3m	(d)	(e)	industry	(b)	(c)	port/	Comm	tions	(d)	services	(f)	services	(g)	and	ser	vices
Total																																				
Unweighted row	388	49	142	191	85	67	45	8	15	31	97	237	323	53	12	122	122	66	24	8	19	30	48	48	74	9	96	41	23							
Total	452	94	283	377	47	25	3	11	15	51	127	247	424	26	2	212	151	33	8	1	20	40	63	50	77	16	131	32	22							
I think about the costs for line rental and calls together	379 84%	83F 88%	236f 83%	319f 85%	37 80%	20 81%	2 70%	10 95%	14 98%	36 70%	106 83%	212c 86%	358b 84%	19 74%	1 79%	190 90%	124 82%	30 91%	7 86%	1 93%	12 60%	36 92%	56 88%	43 86%	69h 90%	16 100%	104 79%	24 75%	18 80%							
I think about the costs for line rental and calls separately	73 16%	11 12%	47 17%	58 15%	9 20%	5 19%	1Abc 30%	1 5%	* 2%	15e 30%	21 17%	36 14%	66 16%	7a 26%	* 21%	22 10%	27 18%	3 9%	1 14%	* 7%	8 40%	3 8%	8 12%	7 14%	8 10%	- %	27 21%	8e 25%	4 20%							

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 98 (continuation)

<Q4E> Which of the following best describes how you think about costs in relation to your <Main fixed line>

by Crossbreak

Base: Analogue telephone line(s) is the main fixed line

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern (n)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	388	13	25	10	15	13	36	31	24	18	185	63	69	71	66	322	328	30	191	175	257	103	
Total	452	14	46	34	34	35	44	69	67	43	387	18	36	12	114	338	345	62	177	245	265	146	
I think about the costs for line rental and calls together	379 84%	11 81%	40 88%	32 95%	25 72%	28 80%	41k 94%	53 76%	52 77%	42 96%	324 84%	14 77%	30 84%	12g 96%	jKl 81%	92 85%	286 86%	295 93%	58 93%	156b 88%	197 81%	231 87%	116 79%
I think about the costs for line rental and calls separately	73 16%	3 19%	5 12%	2 5%	9 28%	7 20%	3 6%	17m 24%	16 23%	2 4%	63m 16%	4fM 23%	6m 16%	* 4%	22 19%	51 15%	49 14%	4 7%	21 12%	47a 19%	35 13%	31 21%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 98 (continuation)

<Q4E> Which of the following best describes how you think about costs in relation to your <Main fixed line>

by Crossbreak

Base: Analogue telephone line(s) is the main fixed line

CONNECTION PROFILE																														
	MAIN FIXED LINE TYPE																FIXED LINES USED FOR VOICE CALLS OUT				VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed broadband (e)	Standard land lines (a)	NET Mo- biles (b)	Fixed line broadband (c)	Mo- bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	So- cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff- erent pro- vider (b)	Both	Inter- nal / -site (a)	Ext- ernal (b)	Both (c)	Nei- ther (d)	BT for ntal calls (a)	Other pro- vider and calls (b)	Other pro- vider for re ntal and calls (c)	
Unweighted row	388	388	-	-	-	388	319	342	95	43	14	24	55	30	168	124	388	34	11	29	19	5	11	20	21	3	182	26	178	
Total	452	452	-	-	-	452	371	380	97	20	3	15	73	27	159	125	452	18	2	40	22	5	12	27	25	10	199	24	228	
I think about the costs for line rental and calls together	379 84%	379 84%	- -%	- -%	- -%	379 84%	308 83%	318 84%	73 76%	17 81%	2 80%	8 53%	60 82%	19 72%	134 84%	103 82%	379 84%	15 82%	2 97%	37 92%	15 71%	5 96%	12 96%	22 83%	20 80%	7 67%	167 84%	15 61%	196 86%	
I think about the costs for line rental and calls separately	73 16%	73 16%	- -%	- -%	- -%	73 16%	63 17%	62 16%	24 24%	4 19%	1 20%	7 47%	13 18%	8 28%	25 16%	22 18%	73 16%	3 18%	* 3%	3 8%	6 29%	* 4%	1 4%	5 17%	5 20%	3 33%	32 16%	9 39%	31 14%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 98 (continuation)

<Q4E> Which of the following best describes how you think about costs in relation to your <Main fixed line>

by Crossbreak

Base: Analogue telephone line(s) is the main fixed line

	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Total	388	31	1	238	79	263	349	39
Unweighted row	452	13	1	289	75	305	411	41
Total	379	11	1	259	42	276AD	351AD	28
I think about the costs for line rental and calls together	84%	79%	100%	90%	56%	90%	85%	68%
I think about the costs for line rental and calls separately	73	3	-	30	33BC	30	60	13BC
	16%	21%	-%	10%	44%	10%	15%	32%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 99
<Q4F> To what extent do you agree or disagree with the following statement. Under certain circumstances I would be prepared to give up the ability to make calls from my <Main fixed line>
by Crossbreak
Base: Analogue telephone line(s) is the main fixed line

		PERSONAL PROFILE																												
		COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR								
		Total	1 (a)	2 to 4 (b)	5 to 9 (c)	10 - 49 (d)	50 - 249 (e)	250+ (f)	Less than 2 years (a)	2 - 5 years (b)	6 - 9 years (c)	10 - 19 years (d)	20+ years (e)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail trade/ port/Communica- tions (d)	Real estate (e)	Financial services (f)	Other services (g)	Public admin- istration and services (h)	Other (i)
Unweighted row		388	49	142	191	85	67	45	8	15	31	97	237	323	53	12	122	122	66	24	8	19	30	48	48	74	9	96	41	23
Total		452	94	283	377	47	25	3	11	15	51	127	247	424	26	2	212	151	33	8	1	20	40	63	50	77	16	131	32	22
Agree strongly	(5.0)	45 10%	8 9%	27 9%	35 9%	7 14%	3 13%	* 8%	- -%	* 1%	8 16%	15 12%	22 9%	44 10%	1 4%	* 3%	33B 16%	5 3%	2 7%	* 3%	* 4%	10 50%	* %	7e 11%	5 10%	2 2%	- -%	21bEh 16%	* 1%	* 1%
Agree slightly	(4.0)	67 15%	12 13%	47d 17%	60d 16%	2 5%	4d 15%	1acD 29%	9 86%	5 33%	6 11%	21 16%	26 11%	61 14%	5 20%	1 29%	35 17%	19 13%	5 14%	1 9%	* 20%	3 13%	* %	9bh 14%	11BH 23%	17BH 23%	- -%	25bH 19%	* 1%	1 4%
Neither agree nor disagree	(3.0)	19 4%	4 4%	12 4%	16 4%	1 3%	2 7%	* 3%	- -%	4 29%	* %	2 1%	13 5%	18 4%	1 2%	1 40%	9 4%	8 5%	2 6%	* 1%	1 58%	1 4%	3 8%	8deh 12%	* %	1 1%	1 5%	5 4%	- -%	1 3%
Disagree slightly	(2.0)	52 12%	6 7%	38 13%	44 12%	5 10%	3 13%	* 15%	* 2%	- -%	8 15%	16 13%	28 11%	51 12%	2 6%	* 3%	17 8%	22c 15%	2 5%	3 34%	* 19%	- -%	5 12%	5 7%	7 13%	7 9%	* 1%	15 11%	7ce 23%	7 32%
Disagree strongly	(1.0)	262 58%	63f 67%	152 54%	216 57%	32bef 68%	13 52%	1 45%	1 11%	5 36%	26 51%	73 57%	156 63%	243 57%	18 67%	* 26%	114 54%	97 64%	20 60%	4 53%	- -%	7 33%	28g 72%	35 55%	27 54%	49 64%	13 81%	65 50%	24cdG 76%	13 57%
Don't know		7 1%	- -%	6 2%	6 2%	* 1%	- -%	- -%	- -%	- -%	3e 6%	1 1%	2 1%	7 2%	- -%	- -%	4 2%	- -%	2aB 7%	- -%	- -%	- -%	3ceG 8%	- -%	- -%	* %	2 14%	* %	- -%	1 4%
NET		---																												
Agree		112 25%	21 22%	74 26%	95 25%	9 19%	7 28%	1d 37%	9 86%	5 34%	14 27%	35 28%	48 19%	105 25%	6 24%	1 31%	69B 33%	24 16%	7 22%	1 11%	* 24%	12 63%	* %	16BH 26%	16BH 33%	19BH 25%	- -%	46BH 35%	* 1%	1 5%
Disagree		314 69%	70 74%	190 67%	260 69%	36f 78%	16 64%	2 60%	1 14%	5 36%	34 66%	89 70%	184 74%	294 69%	19 73%	1 28%	130 61%	120Ac 79%	21 65%	7 87%	* 19%	7 33%	33cg 83%	39 62%	34 67%	57 73%	13 82%	80 61%	32 99%	20 89%
Mean score		2.1	1.9	2.1	2.1	1.9	2.3	2.4	3.6 cDE	2.6	2.2	2.1	1.9	2.1	1.9	2.8b	2.3B	1.8	2.0	1.7	3.1BcD BCDEF gHI	3.5	1.3	2.2 BfH	2.2 BfH	1.9bH	1.1	2.4 BefHi	1.3	1.5

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 99 (continuation)
 <Q4F> To what extent do you agree or disagree with the following statement. Under certain circumstances I would be prepared to give up the ability to make calls from my <Main fixed line>
 by Crossbreak
 Base: Analogue telephone line(s) is the main fixed line

		LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		Total	NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	388	13	25	10	15	13	36	31	24	18	185	63	69	71	66	322	328	30	191	175	257	103		
Total	452	14	46	34	34	35	44	69	67	43	387	18	36	12	114	338	345	62	177	245	265	146		
Agree strongly	(5.0)	45 10%	2 16%	5 11%	1 4%	3 9%	2 7%	* 1%	7 10%	10 15%	6 14%	38 10%	2f 9%	5f 13%	1F 10%	13 11%	32 10%	36 11%	* %	21 12%	23 9%	36b 13%	7 5%	
Agree slightly	(4.0)	67 15%	2 16%	4 9%	10 30%	3 9%	2 6%	5 11%	5 7%	22 33%	4 10%	58 15%	1 8%	6 17%	1 9%	16 14%	51 15%	60 17%	5 8%	26 15%	40 16%	34 13%	31 21%	
Neither agree nor disagree	(3.0)	19 4%	* 2%	4 9%	- -%	6 19%	- -%	* 1%	1 1%	- -%	4 10%	16 4%	1f 8%	2 5%	* 1%	5 4%	14 4%	12 3%	4 6%	12 7%	7 3%	16B 6%	* %	
Disagree slightly	(2.0)	52 12%	1 5%	8 18%	- -%	4 11%	3 7%	2 5%	11 15%	9 13%	4 10%	41 11%	4fj 20%	6 16%	2 14%	10 8%	43 13%	33 10%	9 14%	17 9%	31 13%	36 14%	14 10%	
Disagree strongly	(1.0)	262 58%	6 44%	24 53%	23 66%	18 52%	28 80%	36JKL 82%	43 62%	26 38%	25 56%	228 59%	9 53%	17 47%	81 67%	67 58%	195 58%	198 57%	44 71%	99 56%	140 57%	141 53%	89 61%	
Don't know		7 1%	2 16%	- -%	- -%	- -%	- -%	- -%	3 5%	- -%	- -%	6 1%	* 2%	1 2%	- -%	4 4%	3 1%	6 2%	- -%	2 1%	4 2%	2 1%	4 3%	
NET ---																								
Agree		112 25%	5 33%	9 20%	12 34%	6 19%	5 13%	5 12%	11 16%	33 49%	10 24%	96 25%	3 18%	10f 29%	2 19%	29 25%	83 25%	96b 28%	5 9%	48 27%	63 26%	70 26%	38 26%	
Disagree		314 69%	7 48%	33 71%	23 66%	21 63%	30 87%	38jL 88%	54 78%	35 51%	29 66%	269 70%	13 73%	22 63%	101 80%	76 67%	238 70%	230 67%	53a 86%	115 65%	170 70%	177 67%	103 71%	
Mean score		2.1	2.5f	2.1	2.1	2.1	1.5	1.4	1.8	2.7 eFgjm	2.2	2.0f	2.0f	2.3F	1.8	2.1	2.1	2.1b	1.5	2.2	2.1	2.2	2.0	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 99 (continuation)
 <Q4F> To what extent do you agree or disagree with the following statement. Under certain circumstances I would be prepared to give up the ability to make calls from my <Main fixed line>
 by Crossbreak
 Base: Analogue telephone line(s) is the main fixed line

		CONNECTION PROFILE																																				
		MAIN FIXED LINE TYPE														PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed broadband (e)	Standard lines (a)	NET biles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2E (e)	ISDN 30 line (f)	LL Private circuit (g)	VoIP (h)	Video conferencing (i)	So media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro revider and calls (b)	Other pro revider for ntal and calls (c)								
Unweighted row	388	388	-	-	-	-	388	319	342	95	43	14	24	55	30	168	124	388	34	11	29	19	5	11	20	21	3	182	26	178								
Total	452	452	-	-	-	-	452	371	380	97	20	3	15	73	27	159	125	452	18	2	40	22	5	12	27	25	10	199	24	228								
Agree strongly	(5.0)	45 10%	45 10%	- -%	- -%	- -%	45 10%	42 11%	44 11%	8 8%	1 5%	* 2%	4 26%	9 12%	1 3%	19 12%	22adei 17%	45 10%	1 5%	* 3%	4 11%	5 22%	- -%	2 19%	2 7%	5 19%	- -%	17 9%	9 36%	19 8%								
Agree slightly	(4.0)	67	67	-	-	-	67	59	46	14	2	1	1	7	11 ABCDE HJK	19	11	67	1	1	5	1	*	*	1	6	-	31	-	36								
		15%	15%	- -%	- -%	- -%	15%	16%	12%	15%	7%	45%	4%	9%	40%	12%	9%	15%	7%	61%	13%	4%	8%	2%	3%	22%	- -%	16%	- -%	16%								
Neither agree nor disagree	(3.0)	19	19	-	-	-	19	19	16	2	5 ABCDH iJK	* 25%	1	1	2	7	3	19	5A	*	*	1	-	1	*	*	-	11	*	8								
		4%	4%	- -%	- -%	- -%	4%	5%	4%	2%	25%	14%	7%	2%	7%	4%	2%	4%	27%	23%	1%	4%	- -%	6%	1%	1%	- -%	6%	1%	3%								
Disagree slightly	(2.0)	52 12%	52 12%	- -%	- -%	- -%	52 12%	46 12%	43 11%	17i 18%	2 10%	* 2%	4 26%	6 8%	1 3%	18 11%	16 13%	52 12%	2 11%	* 3%	5 12%	1 5%	* 1%	1 6%	5 20%	* %*	- -%	18 9%	4 17%	30 13%								
Disagree strongly	(1.0)	262 58%	262 58%	- -%	- -%	- -%	262 58%	202 54%	225 59%	56 58%	11 52%	1 37%	6 38%	50bi 69%	12 47%	93 59%	73 58%	262 58%	9 49%	* 10%	25 63%	14 64%	4 91%	8 67%	18 69%	14 57%	10 100%	116 58%	10 43%	135 59%								
Don't know		7 1%	7 1%	- -%	- -%	- -%	7 1%	3 1%	7 2%	- -%	* 1%	- -%	- -%	* %	- -%	3 2%	* %	7 1%	* 1%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	- -%	6c 3%	1 3%	* %								
NET ---																																						
Agree		112	112	-	-	-	112	101e	89	22	2	1	4	16	11 acdEh j	38	33	112	2	1	10	6	*	2	3	10	-	48	9	55								
		25%	25%	- -%	- -%	- -%	25%	27%	24%	23%	12%	47%	30%	21%	43%	24%	26%	25%	12%	64%	24%	26%	8%	20%	11%	41%	- -%	24%	36%	24%								
Disagree		314 69%	314 69%	- -%	- -%	- -%	314i 69%	248 67%	268i 70%	73I 76%	13 62%	1 39%	9 64%	56I 77%	13 50%	111i 70%	90i 71%	314 69%	11 60%	* 13%	30 76%	15 69%	4 92%	9 73%	24 89%	14 57%	10 100%	134 67%	15 60%	165 72%								
Mean score	2.1	2.1	-	-	-	-	2.1	2.2	2.0	2.0	2.0	2.7	2.5	1.9	2.5	2.1	2.1	2.1	2.1	3.4AB	2.0	2.1	1.2	2.0	1.6	2.5	1.0	2.0	2.7c	2.2								

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 99 (continuation)

<Q4F> To what extent do you agree or disagree with the following statement. Under certain circumstances I would be prepared to give up the ability to make calls from my <Main fixed line> by Crossbreak

Base: Analogue telephone line(s) is the main fixed line

		BUNDLING				SAME VS DIFFERENT			
Total		Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row		388	31	1	238	79	263	349	39
Total		452	13	1	289	75	305	411	41
Agree strongly	(5.0)	45 10%	1 5%	- -%	23 8%	16BC 21%	28 9%	36 9%	9bc 21%
Agree slightly	(4.0)	67 15%	* 4%	- -%	37 13%	8 11%	38 12%	66d 16%	1 3%
Neither agree nor disagree	(3.0)	19 4%	2c 12%	- -%	12 4%	1 1%	16 5%	19 5%	* 1%
Disagree slightly	(2.0)	52 12%	2 15%	- -%	32 11%	10 13%	33 11%	44 11%	8 20%
Disagree strongly	(1.0)	262 58%	9 65%	1 100%	182 63%	36 48%	188a 62%	240 58%	22 53%
Don't know		7 1%	- -%	- -%	2 1%	4Bc 6%	2 1%	6 1%	1 2%
NET									

Agree		112 25%	1 9%	- -%	60 21%	24 32%	66 21%	102 25%	10 24%
Disagree		314 69%	11 79%	1 100%	214 74%	46 62%	222 73%	284 69%	30 73%
Mean score		2.1	1.7	1.0	1.9	2.4b	2.0	2.0	2.2

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 100

<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would be prepared to give up the ability to make calls from their Analogue telephone lines(s)

	PERSONAL PROFILE																															
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR										
		1	2	1	5	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other
		(a)	to 4	to 4	(d)	- 49	249	than 2	- 5	6	- 9	10	19	20+	(a)	to 5	(c)	£100k	to £500k	to £3m	to £10m	(e)	imary ind	ufacturing	struction	sale/Trans	tail (e)	ancial	Ser vices	Other	ser vices	blic admin
		(b)	(c)	(e)	(f)		years (a)	years (b)	years (c)	years (d)	years (e)						(a)	(b)	(c)	(d)		(a)	(b)	(c)	port/Communica tions (d)	(e)	(f)	(g)	and ser vices (h)			
Unweighted row	92	14	29	43	13	19	17	3	3	6	22	58	71	16	5	33	20	17	9	5	9	2	13	17	14	-	28	5	4			
Total	112	21	74	95	9	7	1	9	5	14	35	48	105	6	1	69	24	7	1	*	12	*	16	16	19	-	46	*	1			
Inconvenient/ easier to use mobiles	56 50%	4 18%	45 61%	49 52%	6 62%	1 21%	- -	5 54%	1 13%	9 62%	17 49%	24 50%	51 49%	5 74%	* 36%	30 44%	17 73%	4 54%	- -	- -	4 31%	- -	12 75%	3 18%	17 90%	- -	19 42%	* 54%	- -			
Price of making calls from <Main fixed line> is too high	43 39%	10 47%	25 34%	35 37%	6 64%	3 36%	* 35%	4 46%	4 87%	8 58%	13 38%	13 28%	39 38%	4 60%	* 25%	28 41%	5 20%	4 56%	* 22%	* 73%	2 19%	- -	4 23%	12 73%	5 25%	- -	21 45%	* 13%	- -			
I don't place a high value on making calls from my <Main fixed line>.	22 20%	6 28%	9 12%	14 15%	6 73%	1 16%	* 15%	- -	1 13%	1 4%	9 24%	12 26%	21 20%	1 20%	- -	12 17%	9 37%	1 14%	* 11%	- -	6 50%	* 47%	7 43%	* *	1 6%	- -	7 15%	* 7%	1 81%			
Inconvenient/ easier to use VoIP	15 13%	2 10%	12 17%	14 15%	* 1%	* 2%	1 43%	- -	- -	4 32%	8 22%	3 6%	11 11%	4 57%	* 16%	11 16%	- -	4 51%	* 30%	* 58%	- -	- -	* 1%	* 1%	* 1%	- -	15 32%	* 13%	- -			
If a cheaper and reliable alternative became available / new technology	13 12%	1 5%	11 15%	12 13%	* 2%	1 7%	* 4%	- -	- -	4 32%	6 16%	3 6%	13 12%	* 4%	- -	12 18%	* 1%	* 7%	* 10%	- -	* 2%	* 53%	- -	1 4%	1 4%	- -	11 24%	* 54%	- -			
To keep costs down (in general)	11 10%	1 4%	10 14%	11 12%	- -	* 4%	- -	- -	- -	- -	5 13%	7 14%	11 11%	* 3%	- -	11 16%	- -	* 3%	* 10%	- -	* 2%	- -	- -	1 3%	1 5%	- -	10 21%	- -	- -			
Only need it for internet	4 3%	- -	4 5%	4 4%	- -	* 3%	- -	- -	- -	- -	4 10%	* *	4 4%	- -	- -	4 5%	* *	- -	- -	- -	4 28%	- -	- -	- -	* *	- -	- -	3 7%	- -	* 20%	- -	
Quality of line/calls	3 3%	1 4%	1 1%	2 2%	- -	1 21%	* 19%	- -	- -	- -	1 2%	3 5%	3 3%	- -	* 33%	2 2%	- -	1 21%	* 25%	- -	- -	- -	* *	- -	- -	- -	3 7%	- -	* 19%			
Reliability of connection	3 2%	2 9%	1 1%	3 3%	- -	- -	- -	- -	- -	- -	- -	3 6%	3 3%	- -	- -	3 4%	- -	- -	- -	- -	1 4%	- -	- -	1 5%	1 3%	- -	1 2%	- -	- -			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 100 (continuation)

<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would be prepared to give up the ability to make calls from their Analogue telephone lines(s)

	PERSONAL PROFILE																															
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR											
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other	
	(a)	to 4	to 4	(d)	- 49	- 249	(f)	than	years	years	years	-19	years	years	(a)	to 5	(c)	£100k	to	to	to	to	imary	ufacturing	struction	sale/Trans	tail (e)	ncial	ser	blic	(i)	
		(b)	(c)		(e)			years	(a)	(b)	(c)	(d)	(e)		(b)			(a)	£500k	£3m	£10m	(e)	(a)	(b)	(c)	port/Communica tions (d)	(e)	vices (f)	(g)	and ser vices (h)		
Total																																
Unweighted row	92	14	29	43	13	19	17	3	3	6	22	58	71	16	5	33	20	17	9	5	9	2	13	17	14	-	28	5	4			
Total	112	21	74	95	9	7	1	9	5	14	35	48	105	6	1	69	24	7	1	*	12	*	16	16	19	-	46	*	1			
Quality of customer service	2 2%	- -%	2 3%	2 2%	- -%	- -%	* 17%	- -%	- -%	- -%	- -%	2 5%	2 2%	- -%	* 33%	2 3%	- -%	- -%	* 22%	- -%	- -%	- -%	- -%	- -%	- -%	2 13%	- -%	- -%	- -%	- -%	- -%	* 19%
Other (please specify)	1 1%	- -%	- -%	- -%	1 8%	- -%	* 3%	- -%	- -%	- -%	- -%	1 1%	1 1%	- -%	* 5%	- -%	1 3%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%	- -%	* 7%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 100 (continuation)

<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would be prepared to give up the ability to make calls from their Analogue telephone lines(s)

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	92	2	6	3	2	4	6	7	8	5	43	12	19	18	15	77	82	3	56	34	70	17	
Total	112	5	9	12	6	5	5	11	33	10	96	3	10	2	29	83	96	5	48	63	70	38	
Inconvenient/ easier to use mobiles	56 50%	2 50%	1 15%	10 87%	6 100%	2 52%	1 12%	7 58%	15 45%	5 48%	50 52%	* 5%	5 50%	1 37%	8 28%	48 57%	47 49%	5 98%	20 42%	35 56%	35 49%	19 49%	
Price of making calls from <Main fixed line> is too high	43 39%	2 50%	4 47%	- -%	- -%	4 91%	2 47%	7 65%	15 45%	4 42%	40 42%	* 12%	3 29%	* 15%	12 41%	32 38%	43 45%	- -%	20 42%	23 37%	30 43%	12 30%	
I don't place a high value on making calls from my <Main fixed line>.	22 20%	- -%	5 53%	- -%	3 50%	2 52%	2 46%	4 35%	1 4%	1 11%	19 20%	1 33%	1 8%	1 46%	10 35%	12 15%	22 23%	- -%	9 19%	13 20%	17 24%	4 10%	
Inconvenient/ easier to use VoIP	15 13%	- -%	- -%	- -%	- -%	* 4%	2 41%	3 30%	9 27%	* 1%	15 15%	* 5%	* %	* 6%	10 35%	5 6%	11 11%	- -%	8 18%	7 11%	6 9%	9 23%	
If a cheaper and reliable alternative became available / new technology	13 12%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	9 27%	- -%	9 9%	1 22%	3 29%	* 15%	6 21%	7 8%	7 7%	* 5%	5 11%	8 12%	3 5%	9 25%	
To keep costs down (in general)	11 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	9 27%	- -%	9 9%	1 17%	2 18%	* 4%	- -%	11 14%	11 11%	* 2%	9b 19%	2 3%	6 8%	6 15%	
Only need it for internet	4 3%	- -%	4 39%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 4%	- -%	- -%	* 8%	4 12%	* %	4 4%	- -%	* %	4 6%	4 5%	* %	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 100 (continuation)

<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would be prepared to give up the ability to make calls from their Analogue telephone lines(s)

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON			
		NE	NW	Yo rks/	E	Mid	W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis	
		(a)	(b)	number	(d)	(e)	(f)	ndon	(g)	(h)	(i)	En gland	(j)	(k)	tland	(l)	Ireland	(a)	where	(a)	agree	(a)	agree	(a)	agree
				(c)													(m)		(b)		(b)		(b)		(b)
Unweighted row	92	2	6	3	2	4	6	7	8	5	43	12	19	18		15	77	82	3	56	34	70	17		
Total	112	5	9	12	6	5	5	11	33	10	96	3	10	2		29	83	96	5	48	63	70	38		
Quality of line/calls	3 3%	- -%	- -%	1 13%	- -%	* 4%	- -%	- -%	- -%	- -%	2 2%	- -%	2 16%	* 1%		2 6%	2 2%	3 3%	- -%	2 4%	2 3%	2 3%	1 4%		
Reliability of connection	3 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 33%	2 16%	- -%	2 7%	1 1%	2 2%	- -%	1 1%	2 3%	2 2%	1 1%		
Quality of customer service	2 2%	- -%	- -%	- -%	- -%	* 4%	2 40%	- -%	- -%	- -%	2 2%	- -%	- -%	- -%		- -%	2 3%	2 2%	- -%	2 5%	- -%	2 3%	- -%		
Other (please specify)	1 1%	- -%	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	* 1%	- -%	1 1%	1 1%	- -%	* 1%	1 1%	1 1%	- -%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 100 (continuation)

<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would be prepared to give up the ability to make calls from their Analogue telephone lines(s)

CONNECTION PROFILE																																							
	MAIN FIXED LINE TYPE																	FIXED LINES USED FOR VOICE CALLS OUT												VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private cir cuits (d)	Fixed broadband (e)	Standard lines (a)	NET biles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL Private cir cuits (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)									
Unweighted row	92	92	-	-	-	-	92	82	79	30	13	6	13	19	13	46	39	92	9	5	11	6	2	2	7	10	-	42	4	45									
Total	112	112	-	-	-	-	112	101	89	22	2	1	4	16	11	38	33	112	2	1	10	6	*	2	3	10	-	48	9	55									
Inconvenient/easier to use mobiles	56 50%	56 50%	- -%	- -%	- -%	- -%	56k 50%	48 48%	45k 51%	9 43%	1 43%	1 65%	3 74%	4 23%	1 10%	15 39%	10 31%	56 50%	1 51%	1 77%	3 35%	- -%	* 56%	2 100%	1 38%	- -%	- -%	18 38%	- -%	38A 68%									
Price of making calls from <Main fixed line> is too high	43 39%	43 39%	- -%	- -%	- -%	- -%	43j 39%	41j 40%	35 39%	11Jk 51%	1 40%	* 10%	* 11%	6 36%	5 41%	8 22%	9 27%	43 39%	1 44%	* 12%	5 57%	* 3%	- -%	- -%	1 40%	4 43%	- -%	17 36%	- -%	26 48%									
I don't place a high value on making calls from my <Main fixed line>.	22 20%	22 20%	- -%	- -%	- -%	- -%	22 20%	21 20%	22 25%	5 24%	* 3%	- -%	* 9%	2 12%	1 10%	13 33%	11 32%	22 20%	* 1%	- -%	1 11%	1 11%	* 44%	- -%	1 30%	1 9%	- -%	14c 29%	3 39%	5 9%									
Inconvenient/easier to use VoIP	15 13%	15 13%	- -%	- -%	- -%	- -%	15 13%	15 15%	15 17%	6j 26%	* 10%	* 15%	* 10%	5 31%	4 39%	3 7%	5 15%	15 13%	* 2%	- -%	* 1%	5 84%	- -%	- -%	- -%	5 47%	- -%	7 14%	5 52%	4 7%									
If a cheaper and reliable alternative became available / new technology	13 12%	13 12%	- -%	- -%	- -%	- -%	13 12%	12 12%	12 14%	2 9%	- -%	- -%	- -%	4 29%	5 41%	2 5%	6j 18%	13 12%	- -%	- -%	- -%	4 79%	- -%	- -%	- -%	4 44%	- -%	7c 15%	4 51%	1 2%									
To keep costs down (in general)	11 10%	11 10%	- -%	- -%	- -%	- -%	11 10%	9 9%	10 11%	* 1%	* 4%	- -%	- -%	- -%	5 41%	5 12%	1 3%	11 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 11%	- -%	6 11%									
Only need it for internet	4 3%	4 3%	- -%	- -%	- -%	- -%	4 3%	4 4%	4 4%	- -%	- -%	* 7%	- -%	- -%	- -%	4 10%	4 11%	4 3%	- -%	* 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 7%	- -%	* %									
Quality of line/calls	3 3%	3 3%	- -%	- -%	- -%	- -%	3 3%	3 3%	3 4%	1 5%	- -%	* 2%	- -%	* 1%	- -%	3 7%	* %	3 3%	- -%	* 3%	- -%	* 3%	- -%	- -%	- -%	* 2%	- -%	2 4%	- -%	2 3%									

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 100 (continuation)

<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would be prepared to give up the ability to make calls from their Analogue telephone lines(s)

CONNECTION PROFILE																															
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL / Pr ivate cir uits (d)	Fixed line broad band (e)	Standard land lines (a)	NET Mo biles (b)	Fixed line broad band (c)	Mo bile broad band (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	92	92	-	-	-	-	92	82	79	30	13	6	13	19	13	46	39	92	9	5	11	6	2	2	7	10	-	42	4	45	
Total	112	112	-	-	-	-	112	101	89	22	2	1	4	16	11	38	33	112	2	1	10	6	*	2	3	10	-	48	9	55	
Reliability of connection	3 2%	3 2%	- -%	- -%	- -%	- -%	3 2%	1 1%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	3 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 4%	1 10%	- -%
Quality of customer service	2 2%	2 2%	- -%	- -%	- -%	- -%	2 2%	2 2%	* **	* 1%	- -%	- -%	- -%	* 1%	- -%	* 1%	- -%	2 2%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	2 4%
Other (please specify)	1 1%	1 1%	- -%	- -%	- -%	- -%	1 1%	1 1%	1 1%	- -%	1 28%	- -%	* 1%	1 4%	- -%	* **	1 2%	1 1%	1 34%	- -%	1 7%	- -%	- -%	- -%	1 23%	- -%	- -%	1 1%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 100 (continuation)

<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would be prepared to give up the ability to make calls from their Analogue telephone lines(s)

Total	BUNDLING			SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	92	8	-	48	24	55	7
Total	112	1	-	60	24	66	10
Inconvenient/ easier to use mobiles	56 50%	* 18%	- -%	30 49%	16 66%	30 45%	1 9%
Price of making calls from <Main fixed line> is too high	43 39%	1 69%	- -%	28 46%	7 28%	28 43%	- -%
I don't place a high value on making calls from my <Main fixed line>.	22 20%	* 3%	- -%	14 24%	4 18%	18 27%	3 35%
Inconvenient/ easier to use VoIP	15 13%	* 4%	- -%	10 17%	5 20%	10 16%	5 48%
If a cheaper and reliable alternative became available / new technology	13 12%	- -%	- -%	8 13%	5 20%	8 12%	5 46%
To keep costs down (in general)	11 10%	- -%	- -%	6 9%	4 19%	6 9%	- -%
Only need it for internet	4 3%	- -%	- -%	4 6%	* -%	4 5%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 100 (continuation)

<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would be prepared to give up the ability to make calls from their Analogue telephone lines(s)

Total	BUNDLING			SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN Re + ntal (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	92	8	-	48	24	55	85
Total	112	1	-	60	24	66	102
Quality of line/calls	3 3%	* 3%	- -%	2 3%	- -%	3 5%	3 3%
Reliability of connection	3 2%	- -%	- -%	1 2%	- -%	1 2%	2 2%
Quality of customer service	2 2%	- -%	- -%	* *%	- -%	* *%	2 2%
Other (please specify)	1 1%	1 61%	- -%	1 1%	- -%	1 1%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 101
 <Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?
 by Crossbreak
 Base: All that would not be prepared to give up the ability to make calls from their Analogue telephone lines

	PERSONAL PROFILE																																
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR												
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	ser	pu	Other
		(a)	to 4	to 4	(d)	- 49 -	249	(f)	than 2 years	(b)	years	(c)	years	-19 years	(e)	(a)	to 5	(c)	(a)	to £500k (b)	to £3m (c)	to £10m (d)	to £10m+ (e)	imary ind ustry (a)	ufact uring (b)	nstru ction (c)	sale/ port/ Comm unica tions (d)	tail (e)	cial Ser vices (f)	ances (g)	blic admin and ser vices (h)	(i)	
Unweighted row	291	35	110	145	70	48	28	5	12	24	72	178	247	37	7	87	102	47	15	3	10	27	35	31	59	8	67	36	18				
Total	333	74	203	276	38	18	2	1	10	34	91	197	312	20	1	139	127	23	7	1	7	36	47	34	58	14	85	32	20				
I prefer to make calls from my <Service>	132 40%	36e 49%	78 38%	114e 41%	13 35%	4 22%	1 26%	* 33%	4 43%	15 45%	29 32%	83 42%	129B 41%	3 15%	* 4%	64C 46%	44C 35%	3 12%	2 28%	* 20%	5 74%	24 67%	12 26%	9 26%	23 40%	7 47%	31 36%	9 28%	12 57%				
Reliability of connection	69 21%	4 6%	49a 24%	54 19%	10A 25%	6A 33%	* 15%	* 32%	3 34%	6 17%	15 16%	45 23%	66 21%	3 16%	- %	32 23%	26 20%	5 23%	2 29%	- %	2 23%	10 28%	6 12%	9 27%	8 14%	3 23%	23 27%	5 17%	3 14%				
Historical reasons/always used for business calls	67 20%	19D 26%	41D 20%	61D 22%	2 5%	4D 22%	1 41%	- %	* 3%	* 1%	21 23%	46 23%	66b 21%	1 4%	* 24%	18 13%	39AC 30%	2 9%	* 1%	- %	1 10%	5 13%	7 16%	4 11%	18dg 32%	4 25%	13 16%	8 25%	8 37%				
No reason to change	64 19%	15 21%	38e 19%	53e 19%	9E 25%	1 5%	* 15%	* 16%	- %	7 21%	15 17%	41 21%	60 19%	4 21%	* 4%	17 12%	23 18%	8Ab 34%	3 42%	- %	1 13%	4 11%	9 18%	2 6%	25cDGH 44%	- %	13 15%	5 17%	4 21%				
Less convenient/less easy to use mobiles	63 19%	12 17%	39 19%	51 18%	8 21%	4 24%	* 13%	- %	3 36%	7 20%	27E 30%	26 13%	60 19%	3 16%	* 15%	25 18%	31 25%	3 15%	2 32%	- %	* 3%	3 7%	12 25%	8 23%	7 13%	3 23%	13 16%	15dEG 47%	2 11%				
Too much hassle to change	55 16%	12 17%	35 17%	47 17%	6 17%	1 7%	* 11%	- %	- %	7 19%	19 21%	29 15%	53 17%	2 8%	* 4%	22 16%	21 17%	8AB 36%	3 36%	* 5%	- %	2 7%	2 5%	13CGH 39%	15Ch 27%	3 24%	12 14%	2 6%	4 19%				
Quality of line/calls	25 7%	4 6%	17 9%	22 8%	1 3%	2 9%	* 2%	* 16%	1 5%	1 3%	1 1%	22D 11%	23 8%	1 6%	- %	6 4%	18ac 14%	* 1%	* 3%	- %	* 3%	14 40%	1 1%	- %	* %	- %	1 1%	4cdEG 12%	4 20%				
Customer base requires that we keep analogue lines	21 6%	4 6%	11 6%	16 6%	4 11%	1 8%	* 10%	1 35%	- %	- %	2 2%	19d 9%	20 6%	1 5%	* 14%	8 6%	11 9%	1 2%	* 1%	- %	1 7%	* 1%	9deh 19%	1 2%	2 4%	* 1%	8 9%	1 3%	- %				
Quality of customer service	19 6%	11B 15%	5 2%	16 6%	2 6%	1 6%	- %	- %	- %	4 12%	2 2%	13 7%	19 6%	1 3%	- %	9 7%	6 4%	4aB 18%	- %	- %	- %	3 9%	* 1%	- %	10CdGh 18%	3 23%	1 2%	1 2%	- %				
Don't have/use mobile(s)	17 5%	8 10%	5 3%	13 5%	3 7%	1 8%	* 4%	- %	3 35%	2 6%	- %	11d 6%	16 5%	1 6%	- %	8 6%	4 3%	- %	2 22%	- %	- %	4 11%	1 3%	2 6%	7gh 12%	- %	1 2%	* %	1 6%				

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 101 (continuation)

<Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would not be prepared to give up the ability to make calls from their Analogue telephone lines

	PERSONAL PROFILE																																
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR												
	Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other	
		(a)	to 4	to 4	(d)	- 49	- 249		than	years	years	years	-19	years	years	(a)	to 5	(c)	£100k	to	to	to	to	im	u	Co	Whole	Re	Fin	Other	Pu	Other	
		(b)	(c)	(e)	(f)			years	(a)	(b)	(c)	(d)	(e)					(a)	£500k	£3m	£10m	(e)	ustry	ufacturing	nstru	sale/	tail	ncial	ser	blic	(i)		
								(a)											(b)	(c)	(d)		(a)	(b)	(c)	port/	Trans	(e)	vices	(f)	(g)	and	(h)
																									Comm	unica							
																									tions	(d)							
Unweighted row	291	35	110	145	70	48	28		5	12	24	72	178	247	37	7		87	102	47	15	3		10	27	35	31	59	8	67	36	18	
Total	333	74	203	276	38	18	2		1	10	34	91	197	312	20	1		139	127	23	7	1		7	36	47	34	58	14	85	32	20	
Price of making calls from <Service> is low/good value	17 5%	4 5%	12 6%	15 6%	1 3%	* 1%	- -		- -	- -	3 9%	1 1%	13d 7%	10 3%	6A 32%	- -		9 7%	3 2%	* 1%	- -	- -		- -	2 6%	* 1%	2 5%	3 5%	- -	10h 11%	- -	* 1%	
Already have equipment/hardware for these calls	14 4%	3 5%	11 5%	14 5%	* 7%	- 2%	* 13%		- -	- -	- 13%	5 1%	9 3%	14 5%	- -	* 23%		3 2%	11 8%	- -	* 1%	- -		- -	- -	4g 7%	2g 6%	5G 9%	3 23%	* 7%	* 1%	- -	
Less convenient/less easy to use VoIP	12 4%	4 6%	4 2%	9 3%	3b 7%	* 2%	* 13%		- -	- -	4 13%	1 1%	7 3%	12 4%	- -	* 15%		5 3%	6 5%	* 7%	- -	- -		- -	3 9%	5eg 10%	* 1%	* 1%	- -	1 1%	2 7%	- -	
More professional / traditional	11 3%	3 5%	3 1%	6 2%	4BC 10%	1 3%	* 10%		- -	- -	- -	4 4%	7 3%	10 3%	* 2%	- -		6 4%	3 3%	* 2%	- -	- -		1 13%	3 9%	2 4%	1 2%	* 7%	- -	4 4%	* 1%	- -	
No other options in our area	6 2%	1 1%	3 1%	3 1%	2c 5%	1c 5%	- -		- -	* 3%	- -	1 1%	5 3%	6 2%	* 7%	- -		1 1%	3 2%	* 2%	- -	- -		- -	- -	2 4%	1 4%	* 1%	- -	2 3%	- -	- -	
Unaware of other communications technologies / alternatives	6 2%	- -	4 2%	4 1%	1 4%	1 3%	* 2%		- -	- -	- -	1 1%	5 3%	5 2%	* 7%	1 59%		1 1%	1 1%	4AB 16%	* 1%	1 75%		- -	- -	* 1%	* 7%	1 1%	1 5%	4 4%	1 2%	- -	
Already use this line for internet	3 1%	3b 5%	- -	3 1%	- -	- -	- -		- -	- -	- -	3e 4%	- -	3 1%	- -	- -		3 2%	- -	- -	- -	- -		- -	- -	- -	- -	- -	- -	3 4%	- -	- -	
Lack of reliability of alternatives / don't trust other technologies	3 1%	1 1%	1 1%	2 1%	* 5%	1BC 5%	- -		- -	* 3%	* 1%	2 2%	* 7%	3 1%	- -	- -		2 1%	1 7%	* 1%	* 3%	- -		- -	- -	- -	1 2%	1 2%	- -	1 1%	* 7%	* 1%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 101 (continuation)

<Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would not be prepared to give up the ability to make calls from their Analogue telephone lines

	PERSONAL PROFILE																															
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR											
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other	
	(a)	to 4	to 4	(d)	- 49	- 249	(f)	than	2	years	years	years	-19	years	(a)	to 5	(c)	£100k	to	to	to	(e)	imary	ufact	nstru	Trans	tail	ncial	ser	admin	(i)	
	(b)	(c)	(c)	(e)	(f)	(f)	(f)	years	(a)	(b)	(c)	years	(d)	(e)		(b)		(a)	£500k	£3m	£10m		ustry	(b)	(c)	port/	Comm	vices	(f)	(g)	and	ser
																		(b)	(c)	(d)		(a)			Comm	unica	tions	(d)			(h)	
Unweighted row	291	35	110	145	70	48	28	5	12	24	72	178	247	37	7		87	102	47	15	3	10	27	35	31	59	8	67	36	18		
Total	333	74	203	276	38	18	2	1	10	34	91	197	312	20	1		139	127	23	7	1	7	36	47	34	58	14	85	32	20		
Want to preserve existing Landline telephone number	3 1%	- -%	2 1%	2 1%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	3 1%	3 1%	- -%	- -%		1 1%	2 2%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	2 3%	- -%	* *%	- -%	- -%	
Don't have/use VoIP	1 *%	- -%	1 *%	1 *%	- -%	1bc 3%	- -%	- -%	- -%	- -%	- -%	1 1%	1 *%	- -%	- -%		- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	1 1%	- -%	- -%	
Poor broadband connection in area	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Other (please specify)	1 *%	- -%	- -%	- -%	* 1%	*bc 1%	* 3%	- -%	- -%	- -%	* *%	* *%	1 *%	- -%	- -%		- -%	* *%	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	* *%	- -%	* *%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 101 (continuation)
 <Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?
 by Crossbreak
 Base: All that would not be prepared to give up the ability to make calls from their Analogue telephone lines

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	East (f)	Lo ndon (g)	SE (h)	SW (i)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	291	10	19	7	13	9	30	23	16	13	140	49	49	53	49	242	242	27	133	138	185	83
Total	333	7	37	23	28	30	39	54	35	33	285	14	24	10	81	252	242	56	127	178	193	104
I prefer to make calls from my <Service>	132 40%	6 80%	11 29%	7 31%	14 52%	13 43%	16 42%	22 40%	13 39%	10 30%	112 39%	6 41%	10 42%	4 37%	31 38%	101 40%	87 36%	27 48%	36 28%	81A 46%	71 37%	35 34%
Reliability of connection	69 21%	1 9%	8 23%	2 8%	3 11%	6 21%	5 12%	11 21%	9 26%	10 30%	56 19%	2 13%	9FJK 39%	3 27%	13 16%	56 22%	54 22%	5 8%	34b 27%	28 15%	40 21%	20 19%
Historical reasons/always used for business calls	67 20%	* 1%	15 41%	5 22%	3 12%	9 28%	9 22%	10 19%	- %	4 13%	55 19%	4 25%	6 23%	3 26%	20 25%	47 19%	56 23%	7 13%	24 19%	40 23%	24 12%	35A 33%
No reason to change	64 19%	- %	11 31%	9 39%	9 34%	2 8%	- %	18 33%	6 17%	4 13%	60F1m 21%	2F 14%	1 5%	1F 7%	12 15%	52 20%	43 18%	17 31%	23 18%	33 19%	35 18%	20 20%
Less convenient/less easy to use mobiles	63 19%	1 10%	4 11%	7 31%	7 25%	7 22%	13 34%	4 7%	8 22%	6 18%	56 20%	2 14%	4 15%	2 19%	24b 29%	40 16%	48 20%	6 11%	20 16%	40 23%	41 21%	14 14%
Too much hassle to change	55 16%	* 6%	4 11%	2 8%	- %	2 8%	6 16%	17 30%	10 30%	8 26%	50m 18%	2 14%	2 8%	* 3%	6 8%	48a 19%	33 14%	9 16%	25 20%	29 16%	40 21%	15 14%
Quality of line/calls	25 7%	* 5%	1 3%	- %	3 11%	- %	2 6%	7 12%	9 26%	- %	23 8%	1 6%	* 2%	1 7%	1 1%	24a 10%	21 9%	- %	11 8%	10 5%	20 10%	4 4%
Customer base requires that we keep analogue lines	21 6%	- %	4 11%	- %	- %	- %	4 11%	- %	4 11%	4 13%	16 6%	2 13%	2 9%	1 8%	4 5%	17 7%	17 7%	4 7%	9 7%	12 7%	13 7%	5 5%
Quality of customer service	19 6%	- %	1 1%	- %	1 3%	- %	* 1%	7 12%	6 17%	4 13%	19 7%	- %	* 1%	* 5%	3 4%	16 6%	15 6%	- %	9 7%	6 4%	19B 10%	- %

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Table 101 (continuation)
 <Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?
 by Crossbreak
 Base: All that would not be prepared to give up the ability to make calls from their Analogue telephone lines

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ireland (n)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	291	10	19	7	13	9	30	23	16	13	140	49	49	53	49	242	242	27	133	138	185	83	
Total	333	7	37	23	28	30	39	54	35	33	285	14	24	10	81	252	242	56	127	178	193	104	
Don't have/use mobile(s)	17 5%	- -%	- -%	- -%	3 11%	- -%	2 5%	1 1%	7 20%	1 3%	14 5%	1 5%	3 10%	* -%	5 6%	12 5%	10 4%	6 11%	5 4%	12 7%	10 5%	6 6%	
Price of making calls from <Service> is low/good value	17 5%	- -%	1 2%	- -%	3 11%	6 21%	4 11%	- -%	- -%	- -%	14 5%	1 5%	1 5%	* 3%	4 5%	12 5%	10 4%	7 12%	9 7%	8 4%	15b 8%	1 1%	
Already have equipment/hardware for these calls	14 4%	- -%	4 10%	5 22%	- -%	* 1%	2 5%	3 6%	- -%	* -%	14 5%	* 1%	- -%	- -%	9B 11%	6 2%	11 5%	4 6%	4 3%	11 6%	* -%	11A 10%	
Less convenient/less easy to use VoIP	12 4%	* 6%	- -%	2 8%	- -%	* 1%	- -%	3 6%	4 13%	- -%	10 4%	1f 6%	* 2%	* 3%	4 6%	7 3%	7 3%	4 8%	6 5%	5 3%	7 4%	5 5%	
More professional / traditional	11 3%	- -%	- -%	- -%	- -%	* 1%	2 6%	4 7%	3 8%	- -%	10 3%	- -%	1 5%	- -%	2 3%	9 3%	10 4%	1 1%	6 4%	2 1%	11b 6%	- -%	
No other options in our area	6 2%	- -%	- -%	- -%	- -%	- -%	3 7%	1 1%	1 4%	- -%	5 2%	1 5%	1 3%	* 1%	1 1%	5 2%	6 3%	- -%	4 3%	2 1%	2 1%	3 3%	
Unaware of other communications technologies / alternatives	6 2%	- -%	- -%	- -%	- -%	- -%	* 1%	4 7%	- -%	- -%	4 2%	1 4%	* 1%	1fJ1 9%	- -%	6 2%	6 2%	- -%	5b 4%	1 -%	5 3%	1 1%	
Already use this line for internet	3 1%	- -%	- -%	- -%	- -%	- -%	- -%	3 6%	- -%	- -%	3 1%	- -%	- -%	- -%	- -%	3 1%	3 1%	- -%	- -%	- -%	3 2%	- -%	

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Table 101 (continuation)

<Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would not be prepared to give up the ability to make calls from their Analogue telephone lines

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE	NW	Yo E	Mid W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis	
		(a)	(b)	rks/	(d)	(e)	(f)	ndon	(h)	(i)	En	(k)	tland	(l)	Ir	based	where	(a)	agree	(a)	agree	(a)	agree
		(c)						(g)			gland	(j)	(m)		(a)	(b)		(b)		(b)		(b)	
Unweighted row	291	10	19	7	13	9	30	23	16	13	140	49	49	53	49	242	242	27	133	138	185	83	
Total	333	7	37	23	28	30	39	54	35	33	285	14	24	10	81	252	242	56	127	178	193	104	
Lack of reliability of alternatives / don't trust other technologies	3 1%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	1 *%	* 1%	2J 8%	*J 3%	1 1%	2 1%	3 1%	- -%	1 *%	2 1%	2 1%	* *%	
Want to preserve existing Landline telephone number	3 1%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	1 *%	1J 4%	1J 4%	*j 3%	* *%	3 1%	3 1%	- -%	1 1%	1 *%	2 1%	1 1%	
Don't have/use VoIP	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	1 *%	- -%	1J 3%	- -%	- -%	1 1%	1 1%	- -%	1 1%	1 *%	1 *%	- -%	
Poor broadband connection in area	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Other (please specify)	1 *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	*J 2%	- -%	- -%	1 *%	1 *%	- -%	* *%	* *%	* *%	* *%	

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Table 101 (continuation)
 <Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?
 by Crossbreak
 Base: All that would not be prepared to give up the ability to make calls from their Analogue telephone lines

CONNECTION PROFILE																														
	Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed broadband (e)	Standard landlines (a)	NET Mobiles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 private circuit (f)	LL private circuit (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff. provider (b)	Both (c)	Internet / inter-site (a)	Ext. (b)	Both (c)	Neither (d)	BT for ntl calls (a)	Other for ntl calls (b)	Other for ntl calls (c)
Unweighted row	291	291	-	-	-	-	291	233	258	65	29	8	11	35	17	120	84	291	24	6	18	12	3	9	13	10	3	137	21	132
Total	333	333	-	-	-	-	333	267	284	75	18	1	10	58	15	118	92	333	16	1	31	16	4	10	24	15	10	146	15	173
I prefer to make calls from my <Service>	132 40%	132 40%	- %	- %	- %	- %	132K 40%	95 35%	106k 37%	21 29%	4 22%	* 7%	5 48%	26k 46%	4 29%	43 36%	22 24%	132 40%	3 20%	* 16%	15 49%	4 24%	4 95%	4 40%	11 45%	7 46%	5 54%	47 32%	5 36%	80a 46%
Reliability of connection	69 21%	69 21%	- %	- %	- %	- %	69 21%	62 23%	63 22%	17 23%	4 20%	* 7%	1 6%	22a 37%	4 29%	33 28%	26 28%	69 21%	3 18%	* 16%	14 45%	1 6%	- %	3 27%	19 80%	- %	- %	36 25%	2 14%	32 18%
Historical reasons/always used for business calls	67 20%	67 20%	- %	- %	- %	- %	67h 20%	61h 23%	63h 22%	14h 19%	1 6%	* 4%	3 33%	3 5%	* 2%	27h 23%	12 13%	67 20%	1 7%	* 10%	2 8%	* 1%	* 4%	2 21%	1 2%	* %	- %	33 23%	7 47%	27 16%
No reason to change	64 19%	64 19%	- %	- %	- %	- %	64J 19%	45j 17%	48j 17%	13 17%	6 34%	1 40%	1 9%	6 10%	4 29%	9 8%	14 15%	64 19%	6 39%	* 5%	5 16%	1 4%	- %	1 5%	* %	1 4%	4 46%	40C 28%	1 4%	23 13%
Less convenient/less easy to use mobiles	63 19%	63 19%	- %	- %	- %	- %	63 19%	44 16%	62j 22%	14 18%	5 30%	* 20%	- %	7 12%	* 3%	14 12%	20 21%	63 19%	5 34%	* 48%	2 8%	5 30%	- %	1 5%	4 17%	* 2%	2 21%	17 12%	3 21%	43A 25%
Too much hassle to change	55 16%	55 16%	- %	- %	- %	- %	55 16%	42 16%	43 15%	15 20%	2 11%	* 3%	* 2%	10 17%	1 4%	16 13%	14 16%	55 16%	2 12%	* 8%	5 16%	5 30%	* 1%	1 11%	4 17%	* %	4 46%	25 17%	5 36%	25 14%
Quality of line/calls	25 7%	25 7%	- %	- %	- %	- %	25 7%	25 9%	25 9%	9 12%	1 6%	- %	3 32%	9 15%	* 1%	12 10%	12 13%	25 7%	1 6%	- %	4 15%	1 7%	- %	- %	9 37%	- %	- %	12 8%	1 6%	11 7%
Customer base requires that we keep analogue lines	21 6%	21 6%	- %	- %	- %	- %	21 6%	21 8%	18 6%	5 7%	* 1%	* 5%	- %	* %	- %	8 7%	4 4%	21 6%	* 1%	* 13%	* %	- %	- %	* 1%	- %	- %	- %	12 8%	* 2%	9 5%
Quality of customer service	19 6%	19 6%	- %	- %	- %	- %	19 6%	15 5%	18 6%	9 12%	* 2%	- %	- %	8 13%	- %	9 7%	8 8%	19 6%	- %	- %	4 15%	3 21%	- %	- %	3 14%	- %	4 46%	6 4%	* 2%	13 8%

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Table 101 (continuation)
 <Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?
 by Crossbreak
 Base: All that would not be prepared to give up the ability to make calls from their Analogue telephone lines

CONNECTION PROFILE																														
	Total	MAIN FIXED LINE TYPE					PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed broadband (e)	Standard lines (a)	NET biles (b)	Fixed Mo line dband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	Diff. provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntl calls (a)	Other for calls (b)	Other for ntl and calls (c)
Unweighted row	291	291	-	-	-	-	291	233	258	65	29	8	11	35	17	120	84	291	24	6	18	12	3	9	13	10	3	137	21	132
Total	333	333	-	-	-	-	333	267	284	75	18	1	10	58	15	118	92	333	16	1	31	16	4	10	24	15	10	146	15	173
Don't have/use mobile(s)	17 5%	17 5%	- -%	- -%	- -%	- -%	17 5%	5 2%	12 4%	6Bjk 9%	1 8%	- -%	* -%	4 8%	* -%	3 2%	1 1%	17 5%	1 9%	- -%	4 15%	- -%	- -%	- -%	- -%	- -%	4 46%	12c 8%	- -%	5 3%
Price of making calls from <Service> is low/good value	17 5%	17 5%	- -%	- -%	- -%	- -%	17 5%	8 3%	14 5%	4 5%	- -%	- -%	- -%	10ABCj 17%	- -%	6 5%	8b 9%	17 5%	- -%	- -%	3 10%	6 40%	- -%	- -%	- -%	6 44%	3 33%	5 4%	* 1%	11 6%
Already have equipment/hardware for these calls	14 4%	14 4%	- -%	- -%	- -%	- -%	14 4%	14 5%	14 5%	- -%	* 1%	- -%	- -%	* -%	- -%	4 3%	3 4%	14 4%	* 1%	- -%	* -%	- -%	- -%	* 1%	- -%	- -%	- -%	4 3%	2 14%	8 5%
Less convenient/less easy to use VoIP	12 4%	12 4%	- -%	- -%	- -%	- -%	12 4%	12 4%	10 3%	3 4%	- -%	- -%	- -%	8AbCK 14%	* 1%	6 5%	1 1%	12 4%	- -%	- -%	4 15%	1 3%	- -%	5 51%	3 14%	- -%	- -%	7 5%	* 2%	4 2%
More professional / traditional	11 3%	11 3%	- -%	- -%	- -%	- -%	11 3%	11 4%	11 4%	7a 9%	1 6%	* 20%	- -%	* 1%	* 1%	9a 8%	8a 8%	11 3%	1 7%	- -%	* 1%	- -%	* 4%	- -%	* 1%	* 1%	- -%	2 1%	- -%	9 5%
No other options in our area	6 2%	6 2%	- -%	- -%	- -%	- -%	6 2%	6 2%	4 2%	2 3%	- -%	- -%	- -%	* 1%	* 2%	3 3%	1 2%	6 2%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 2%	- -%	3 2%	* 1%	3 2%
Unaware of other communications technologies / alternatives	6 2%	6 2%	- -%	- -%	- -%	- -%	6 2%	6 2%	6 2%	* -%	1 4%	* 20%	1 8%	1 1%	1 5%	5 4%	4 4%	6 2%	1 5%	- -%	- -%	1 5%	- -%	1 8%	- -%	- -%	- -%	5c 4%	- -%	1 -%
Already use this line for internet	3 1%	3 1%	- -%	- -%	- -%	- -%	3 1%	3 1%	3 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3j 4%	3 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 2%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 101 (continuation)
 <Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?
 by Crossbreak
 Base: All that would not be prepared to give up the ability to make calls from their Analogue telephone lines

CONNECTION PROFILE																															
	Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuits (d)	Fixed line broadband (e)		Standard line (a)	NET Mobiles (b)	Fixed line broadband (c)	Mo broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro for calls (b)	Other pro vider for re ntal and calls (c)
Unweighted row	291	291	-	-	-	-	291	233	258	65	29	8	11	35	17	120	84	291	24	6	18	12	3	9	13	10	3	137	21	132	
Total	333	333	-	-	-	-	333	267	284	75	18	1	10	58	15	118	92	333	16	1	31	16	4	10	24	15	10	146	15	173	
Lack of reliability of alternatives / don't trust other technologies	31%	31%	-%	-%	-%	-%	31%	21%	31%	*1%	-%	*20%	-%	11%	*2%	32%	11%	31%	-%	*48%	*1%	*1%	-%	*2%	-%	*2%	-%	*%	*3%	21%	
Want to preserve existing Landline telephone number	31%	31%	-%	-%	-%	-%	31%	31%	21%	*%	15%	-%	-%	-%	-%	22%	22%	31%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%	21%	
Don't have/use VoIP	1*%	1*%	-%	-%	-%	-%	1*%	11%	1*%	-%	-%	-%	-%	-%	-%	11%	11%	1*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1*%	-%	1*%	
Poor broadband connection in area	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	1*%	1*%	-%	-%	-%	-%	1*%	*%	1*%	-%	*1%	-%	*2%	-%	-%	*%*	*%*	1*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 101 (continuation)

<Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would not be prepared to give up the ability to make calls from their Analogue telephone lines

	BUNDLING				SAME VS DIFFERENT			
	Total	Std lan dline + ISDN Re + ntal (a)	Std lan dline + LL/ PC ntal (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	291	23	1	188	52	206	260	31
Total	333	12	1	226	47	237	303	30
I prefer to make calls from my <Service>	132 40%	3 28%	1 100%	97 38%	13 28%	93 39%	119 39%	12 41%
Reliability of connection	69 21%	3 21%	1 100%	55 24%	7 15%	56d 24%	67d 22%	2 7%
Historical reasons/always used for business calls	67 20%	1 9%	- -%	45 20%	18BC 38%	46 19%	57 19%	10bc 35%
No reason to change	64 19%	3 24%	- -%	44 19%	2 3%	47Ad 20%	63Ad 21%	1 2%
Less convenient/ less easy to use mobiles	63 19%	5 44%	- -%	47 21%	10 21%	52 22%	60 20%	4 13%
Too much hassle to change	55 16%	2 16%	- -%	39 17%	6 12%	37 16%	45 15%	10abc 32%
Quality of line/calls	25 7%	* 2%	- -%	16 7%	9BC 20%	15 6%	20 7%	4 14%
Customer base requires that we keep analogue lines	21 6%	* 2%	- -%	15 6%	3 7%	15 6%	21 7%	* 1%
Quality of customer service	19 6%	- -%	- -%	18 8%	- -%	18a 8%	19 6%	* 1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 101 (continuation)

<Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would not be prepared to give up the ability to make calls from their Analogue telephone lines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	291	23	1	188	52	206	260	31
Total	333	12	1	226	47	237	303	30
Don't have/use mobile(s)	17 5%	1 12%	- -%	11 5%	- -%	12 5%	17 6%	- -%
Price of making calls from <Service> is low/good value	17 5%	- -%	- -%	13 6%	1 2%	13 5%	16 5%	* 1%
Already have equipment/ hardware for these calls	14 4%	* 1%	- -%	14 6%	2 5%	12 5%	12 4%	2 7%
Less convenient/ less easy to use VoIP	12 4%	- -%	- -%	9 4%	* *%	10 4%	11 4%	* 1%
More professional / traditional	11 3%	1 8%	- -%	10 5%	- -%	11 5%	11 4%	* 1%
No other options in our area	6 2%	- -%	- -%	3 1%	1 2%	3 1%	6 2%	* 1%
Unaware of other communications technologies / alternatives	6 2%	1 6%	- -%	6 3%	* 1%	6 2%	6 2%	- -%
Already use this line for internet	3 1%	- -%	- -%	3 1%	- -%	3 1%	3 1%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 101 (continuation)

<Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would not be prepared to give up the ability to make calls from their Analogue telephone lines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN PC (a)	Std lan dline + BB (b)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	291	23	1	188	52	206	260	31
Total	333	12	1	226	47	237	303	30
Lack of reliability of alternatives / don't trust other technologies	3 1%	- -%	- -%	1 1%	1 3%	2 1%	3 1%	* 2%
Want to preserve existing Landline telephone number	3 1%	- -%	- -%	1 *%	* 1%	2 1%	2 1%	1 3%
Don't have/use VoIP	1 *%	- -%	- -%	1 1%	- -%	1 1%	1 *%	- -%
Poor broadband connection in area	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (please specify)	1 *%	- -%	- -%	* *%	* 1%	* *%	* *%	* 1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 102

<Q4E> Which of the following best describes how you think about costs in relation to your <Main fixed line>

by Crossbreak

Base: ISDN 2/2E line(s) is the main fixed line

	PERSONAL PROFILE																														
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR										
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other
	(a)	to 4	to 4	(d)	- 49	- 249	(f)	than 2 years (a)	years (b)	years (c)	years (d)	years (e)	(a)	to 5 (b)	(c)	£100k (a)	to £500k (b)	to £3m (c)	to £10m (d)	to £10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/Transport/Communications (d)	Retail (e)	Financial services (f)	Other services (g)	Public administration and services (h)	(i)		
Unweighted row	31	1	3	4	4	11	12	-	-	-	-	7	24	20	11	-	6	3	11	7	2	1	3	5	5	2	-	9	6	-	
Total	15	3	5	9	2	4	1	-	-	-	-	3	12	12	2	-	8	1	4	*	*	*	1	4	2	*	-	6	1	-	
I think about the costs for line rental and calls together	8 53%	3 100%	1 10%	4 45%	2 94%	2 52%	1 59%	- -%	- -%	- -%	- -%	2 63%	6 51%	7 58%	1 30%	- -%	4 46%	1 56%	3 73%	* 37%	* 100%	* 100%	1 100%	4 99%	1 53%	* 42%	- -%	1 17%	* 58%	- -%	
I think about the costs for line rental and calls separately	7 47%	- -%	5 90%	5 55%	* 6%	2 48%	* 41%	- -%	- -%	- -%	- -%	1 37%	6 49%	5 42%	2 70%	- -%	5 54%	* 44%	1 27%	* 63%	- -%	- -%	- -%	* 1%	1 47%	* 58%	- -%	5 83%	* 42%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 102 (continuation)

<Q4E> Which of the following best describes how you think about costs in relation to your <Main fixed line>

by Crossbreak

Base: ISDN 2/2E line(s) is the main fixed line

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON			
		NE	NW	Yo rks/	E	Mid	W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	rks/	(d)	(e)	(f)			ndon	(h)	(i)	En	(k)	tland	thern	based	where	(a)	agree	(a)	agree	(a)	agree
		(c)							(g)			(j)		(l)	Ir	eland	(a)	(b)		(b)		(b)		(b)
Unweighted row	31	-	1	-	2	1	4	2	4	2	16	8	4	3		1	30	28	1	23	8	21	8	
Total	15	-	*	-	1	*	1	3	5	2	12	1	1	*		3	11	14	*	6	9	8	6	
I think about the costs for line rental and calls together	8	-	*	-	*	*	1	3	1	1	6	1	*	-		3	5	7	*	4	4	2	5	
	53%	-%	100%	-%	11%	100%	92%	98%	15%	61%	51%	84%	69%	-%		100%	40%	51%	100%	65%	46%	26%	95%	
I think about the costs for line rental and calls separately	7	-	-	-	1	-	*	*	5	1	6	*	*	*		-	7	7	-	2	5	6	*	
	47%	-%	-%	-%	89%	-%	8%	2%	85%	39%	49%	16%	31%	100%		-%	60%	49%	-%	35%	54%	74%	5%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 102 (continuation)

<Q4E> Which of the following best describes how you think about costs in relation to your <Main fixed line>

by Crossbreak

Base: ISDN 2/2E line(s) is the main fixed line

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuits (d)	Fixed line broadband (e)		Standard land lines (a)	NET Mo- biles (b)	Fixed line broadband (c)	Mo- bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	So- cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff- erent pro- vider (b)	Both	Inter- nal / -site (a)	Ext- ernal (b)	Both (c)	Ne- ither (d)	BT for ntal calls (a)	Other pro- vider and calls (b)	Other pro- vider for re ntal and calls (c)
Unweighted row	31	-	31	-	-	-	23	25	31	7	31	1	6	8	8	19	18	14	31	1	2	4	2	1	3	4	-	9	1	21
Total	15	-	15	-	-	-	6	14	15	2	15	1	2	3	3	5	12	3	15	1	*	1	2	*	1	1	-	2	1	12
I think about the costs for line rental and calls together	8 53%	- -%	8 53%	- -%	- -%	- -%	4 65%	7 51%	8 53%	1 47%	8 53%	- -%	1 59%	1 56%	2 65%	3 60%	6 51%	2 69%	8 53%	- -%	* 52%	* 43%	1 61%	* 100%	1 92%	* 16%	- -%	1 55%	1 100%	6 48%
I think about the costs for line rental and calls separately	7 47%	- -%	7 47%	- -%	- -%	- -%	2 35%	7 49%	7 47%	1 53%	7 47%	1 100%	1 41%	1 44%	1 35%	2 40%	6 49%	1 31%	7 47%	1 100%	* 48%	* 57%	1 39%	- -%	* 8%	1 84%	- -%	1 45%	- -%	6 52%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 102 (continuation)

<Q4E> Which of the following best describes how you think about costs in relation to your <Main fixed line>

by Crossbreak

Base: ISDN 2/2E line(s) is the main fixed line

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	31	9	1	8	17	14	27	4
Total	15	3	*	2	8	6	10	5
I think about the costs for line rental and calls together	8 53%	2 78%	* 100%	1 54%	2 28%	6 86%	8 77%	* 1%
I think about the costs for line rental and calls separately	7 47%	1 22%	- -%	1 46%	6 72%	1 14%	2 23%	5 99%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 103

<Q4F> To what extent do you agree or disagree with the following statement. Under certain circumstances I would be prepared to give up the ability to make calls from my <Main fixed line>

by Crossbreak

Base: ISDN 2/2E line(s) is the main fixed line

		PERSONAL PROFILE																														
		COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR										
		Total	1	2	1	5	10	50	Less than 2 years (a)	2	5	6	9	10	20+	1 (a)	2	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Pr imary ind ustry (a)	Man ufact uring (b)	Co nstru ction (c)	Whole sale/ port/ Comm unica tions (d)	Re tail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Pub lic admin and ser vices (h)	Other (i)
			(a)	to 4 (b)	to 4 (c)	5 - 9 (d)	10 - 49 (e)	50 - 249 (f)		2 years (a)	5 years (b)	6 years (c)	9 years (d)	10 years (e)	to 5 (b)		£100k to £500k (a)	£500k to £3m (b)		£3m to £10m (c)	£10m+ (d)	Primary industry (a)	Manufacturing (b)		Construction (c)	Wholesale/ port/ Comm unica tions (d)	Retail (e)	Financial Services (f)	Other services (g)	Public admin and services (h)		
Unweighted row		31	1	3	4	4	11	12	-	-	-	7	24	20	11	-	6	3	11	7	2	1	3	5	5	2	-	9	6	-		
Total		15	3	5	9	2	4	1	-	-	-	3	12	12	2	-	8	1	4	*	*	*	1	4	2	*	-	6	1	-		
Agree strongly		(5.0)	1 4%	- %	* 5%	* 3%	- %	* 4%	- %	- %	- %	* 14%	* 2%	* 3%	* 8%	- %	- %	* 27%	* 4%	- %	* 74%	- %	- %	* 4%	* 11%	* 42%	- %	- %	- %	- %		
Agree slightly		(4.0)	2 10%	- %	- %	- %	* 6%	1 34%	- %	- %	- %	1 36%	1 4%	1 7%	1 32%	- %	* 2%	- %	1 32%	* 19%	- %	- %	- %	* 1%	1 32%	* 58%	- %	* 6%	* 29%	- %		
Neither agree nor disagree		(3.0)	1 8%	- %	- %	- %	1 65%	- %	* 11%	- %	- %	- %	1 39%	* 1%	1 9%	* 4%	- %	- %	- %	1 28%	* 21%	- %	- %	- %	1 54%	- %	- %	- %	- %	- %		
Disagree slightly		(2.0)	2 12%	- %	- %	- %	* 20%	1 33%	- %	- %	- %	* 7%	1 13%	1 11%	* 14%	- %	1 7%	* 17%	1 21%	* 12%	* 26%	* 100%	* 61%	1 20%	* 3%	- %	- %	* 2%	* 29%	- %		
Disagree strongly		(1.0)	10 66%	3 100%	5 95%	8 97%	* 10%	1 28%	- %	- %	- %	* 3%	10 81%	9 70%	1 42%	- %	8 92%	1 56%	1 16%	* 48%	- %	- %	* 39%	3 75%	- %	- %	- %	6 92%	* 42%	- %		
Don't know			- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %		
NET																																
Agree			2 14%	- %	* 5%	* 3%	* 6%	1 39%	- %	- %	- %	1 50%	1 6%	1 10%	1 40%	- %	* 2%	* 27%	1 36%	* 19%	* 74%	- %	- %	* 5%	1 43%	* 100%	- %	* 6%	* 29%	- %		
Disagree			11 77%	3 100%	5 95%	8 97%	1 30%	2 61%	- %	- %	- %	* 11%	11 93%	10 81%	1 56%	- %	8 98%	1 73%	1 36%	* 60%	* 26%	* 100%	1 100%	4 95%	* 3%	- %	- %	6 94%	1 71%	- %		
Mean score		1.8	1.0	1.2	1.1	2.7c	2.5c	3.0	-	-	-	3.5E	1.3	1.6	2.5	-	1.1	2.2	2.9A	2.1	4.2	2.0	1.6	1.4	3.5cG	4.4	-	1.2	2.2	-		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 103 (continuation)

<Q4F> To what extent do you agree or disagree with the following statement. Under certain circumstances I would be prepared to give up the ability to make calls from my <Main fixed line> by Crossbreak

Base: ISDN 2/2E line(s) is the main fixed line

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	31	-	1	-	2	1	4	2	4	2	16	8	4	3	1	30	28	1	23	8	21	8
Total	15	-	*	-	1	*	1	3	5	2	12	1	1	*	3	11	14	*	6	9	8	6
Agree strongly (5.0)	1 4%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	* 2%	* 12%	- -%	* 57%	- -%	1 5%	* 3%	* 100%	* 8%	* 2%	* 3%	* 6%
Agree slightly (4.0)	2 10%	- -%	- -%	- -%	- -%	- -%	* 47%	* 2%	- -%	1 39%	1 9%	* 7%	* 31%	* 22%	- -%	2 13%	2 11%	- -%	1 17%	1 6%	1 12%	1 10%
Neither agree nor disagree (3.0)	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	1 61%	1 10%	- -%	- -%	- -%	- -%	1 11%	1 9%	- -%	1 21%	- -%	* 1%	1 20%
Disagree slightly (2.0)	2 12%	- -%	- -%	- -%	* 11%	- -%	* 53%	- -%	1 15%	- -%	1 11%	* 16%	* 31%	- -%	- -%	2 15%	2 12%	- -%	1 21%	* 6%	2 21%	- -%
Disagree strongly (1.0)	10 66%	- -%	* 100%	- -%	1 89%	- -%	- -%	3 98%	5 83%	- -%	8 69%	1 65%	* 38%	* 21%	3 100%	6 56%	9 65%	- -%	2 33%	8 87%	5 63%	3 63%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET	---																					
Agree	2 14%	- -%	- -%	- -%	- -%	* 100%	* 47%	* 2%	- -%	1 39%	1 11%	* 19%	* 31%	* 79%	- -%	2 19%	2 14%	* 100%	1 25%	1 8%	1 15%	1 17%
Disagree	11 77%	- -%	* 100%	- -%	1 100%	- -%	* 53%	3 98%	5 98%	- -%	10 79%	1 81%	* 69%	* 21%	3 100%	8 71%	11 77%	- -%	3 54%	8 92%	7 84%	3 63%
Mean score	1.8	-	1.0	-	1.1	5.0	2.9	1.1	1.2	3.4H	1.6	1.8	2.2	3.9	1.0	2.0	1.8	5.0	2.5b	1.3	1.7	2.0

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 103 (continuation)
 <Q4F> To what extent do you agree or disagree with the following statement. Under certain circumstances I would be prepared to give up the ability to make calls from my <Main fixed line>
 by Crossbreak
 Base: ISDN 2/2E line(s) is the main fixed line

		CONNECTION PROFILE																														
																				FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
		MAIN FIXED LINE TYPE						PRODUCTS USED												Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same vider pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider and calls (b)	Other pro vider re ntal and calls (c)
Total	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr ivate cir cuits (d)	Fixed line dband (e)	Sta ndard lan dline (a)	NET Mo biles (b)	Fixed line dband (c)	Mo broa dband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir cuits (g)	VoIP (h)	Video co nfer encing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same vider pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider and calls (b)	Other pro vider re ntal and calls (c)			
Unweighted row	31	-	31	-	-	-	23	25	31	7	31	1	6	8	8	19	18	14	31	1	2	4	2	1	3	4	-	9	1	21		
Total	15	-	15	-	-	-	6	14	15	2	15	1	2	3	3	5	12	3	15	1	*	1	2	*	1	1	-	2	1	12		
Agree strongly	(5.0)	1 4%	- -	1 4%	- -	- -	1 10%	1 4%	1 4%	* 19%	1 4%	- -	* 9%	* 17%	* 16%	1 12%	* 4%	- -	1 4%	- -	- -	* 73%	- -	- -	- -	* 36%	- -	- -	1 5%			
Agree slightly	(4.0)	2 10%	- -	2 10%	- -	- -	2 25%	1 10%	2 10%	1 34%	2 10%	1 100%	1 45%	1 31%	1 29%	1 25%	1 7%	1 20%	2 10%	1 100%	* 48%	- -	1 39%	- -	- -	1 64%	- -	1 33%	- -	1 7%		
Neither agree nor disagree	(3.0)	1 8%	- -	1 8%	- -	- -	1 20%	1 9%	1 8%	- -	1 8%	- -	- -	1 43%	1 41%	* 2%	1 10%	1 32%	1 8%	- -	- -	- -	1 61%	- -	1 87%	- -	- -	- -	1 100%	* 1%		
Disagree slightly	(2.0)	2 12%	- -	2 12%	- -	- -	2 27%	1 11%	2 12%	1 43%	2 12%	- -	- -	* 3%	* 3%	1 30%	1 11%	* 14%	2 12%	- -	- -	* 11%	- -	- -	* 5%	- -	- -	* 13%	- -	1 13%		
Disagree strongly	(1.0)	10 66%	- -	10 66%	- -	- -	1 19%	9 66%	10 66%	* 4%	10 66%	- -	1 46%	* 7%	* 12%	1 31%	8 68%	1 34%	10 66%	- -	* 52%	* 16%	- -	* 100%	* 8%	- -	- -	1 54%	- -	9 74%		
Don't know		- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -		
NET ---																																
Agree		2 14%	- -	2 14%	- -	- -	2 35%	2 14%	2 14%	1 53%	2 14%	1 100%	1 54%	1 48%	1 45%	2 37%	1 11%	1 20%	2 14%	1 100%	* 48%	* 73%	1 39%	- -	- -	1 100%	- -	1 33%	- -	1 13%		
Disagree		11 77%	- -	11 77%	- -	- -	3 46%	10 77%	11 77%	1 47%	11 77%	- -	1 46%	* 9%	* 14%	3 61%	10 79%	2 48%	11 77%	- -	* 52%	* 27%	- -	* 100%	* 13%	- -	- -	1 67%	- -	10 87%		
Mean score	1.8	-	1.8	-	-	-	2.8 BCEK	1.8	1.8	3.2 bcek	1.8	4.0	2.7	3.5 BCEK	3.3 BCEK	2.6 cek	1.7	2.4	1.8	4.0	2.4	4.0	3.4	1.0	2.8	4.4	-	2.1	3.0	1.6		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 103 (continuation)

<Q4F> To what extent do you agree or disagree with the following statement. Under certain circumstances I would be prepared to give up the ability to make calls from my <Main fixed line> by Crossbreak

Base: ISDN 2/2E line(s) is the main fixed line

		BUNDLING				SAME VS DIFFERENT			
Total		Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row		31	9	1	8	17	14	27	4
Total		15	3	*	2	8	6	10	5
Agree strongly	(5.0)	1 4%	- -%	- -%	- -%	1 7%	- -%	1 6%	- -%
Agree slightly	(4.0)	2 10%	* 13%	- -%	1 33%	1 13%	* 7%	1 15%	* 1%
Neither agree nor disagree	(3.0)	1 8%	1 38%	- -%	- -%	1 15%	- -%	1 12%	- -%
Disagree slightly	(2.0)	2 12%	* 9%	- -%	* 2%	1 8%	1 16%	2 16%	* 1%
Disagree strongly	(1.0)	10 66%	1 40%	* 100%	1 65%	5 57%	5 77%	5 51%	5 97%
Don't know		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET									
Agree		2 14%	* 13%	- -%	1 33%	2 20%	* 7%	2 21%	* 1%
Disagree		11 77%	1 49%	* 100%	1 67%	5 65%	6 93%	7 67%	5 99%
Mean score		1.8	2.2	1.0	2.0	2.1	1.4	2.1	1.1

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 104

<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would be prepared to give up the ability to make calls from their ISDN2/2e lines

	PERSONAL PROFILE																												
	COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR									
	Total	1 (a)	2 to 4 (b)	1 5 - 9 to 4 (c)	10 - 49 (d)	50 - 249 (e)	Less than 2 years (a)	2 - 5 years (b)	5 - 9 years (c)	10 - 19 years (d)	20+ years (e)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail/port/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)	
Unweighted row	11	-	1	1	1	4	5	-	-	-	4	7	9	2	-	2	1	5	2	1	-	-	2	2	2	-	2	3	-
Total	2	-	*	*	*	1	*	-	-	-	1	1	1	1	-	*	*	1	*	*	-	-	*	1	*	-	*	*	-
To keep costs down (in general)	1 36%	- -%	- -%	- -%	- -%	1 52%	* 11%	- -%	- -%	- -%	1 51%	* 6%	* 4%	1 79%	- -%	- -%	- -%	1 50%	* 50%	- -%	- -%	- -%	- -%	1 75%	- -%	- -%	- -%	* 21%	- -%
If a cheaper and reliable alternative became available / new technology	1 30%	- -%	* 100%	* 100%	* 100%	* 11%	* 36%	- -%	- -%	- -%	* 28%	* 34%	1 53%	- -%	- -%	* 100%	* 100%	* 11%	* 100%	- -%	- -%	- -%	* 19%	* 25%	* 42%	- -%	* 17%	* 66%	- -%
Price of making calls from <Main fixed line> is too high	* 18%	- -%	- -%	- -%	* 100%	* 21%	- -%	- -%	- -%	- -%	* 21%	* 13%	* 32%	- -%	- -%	* 62%	- -%	* 20%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 83%	* 45%	- -%
I don't place a high value on making calls from my <Main fixed line>.	* 12%	- -%	- -%	- -%	- -%	* 64%	- -%	- -%	- -%	- -%	* 37%	* 6%	* 21%	- -%	- -%	- -%	- -%	* 5%	- -%	* 100%	- -%	- -%	* 81%	- -%	- -%	- -%	- -%	* 34%	- -%
Inconvenient/easier to use VoIP	* 12%	- -%	- -%	- -%	- -%	* 64%	- -%	- -%	- -%	- -%	* 37%	* 6%	* 21%	- -%	- -%	- -%	- -%	* 5%	- -%	* 100%	- -%	- -%	* 81%	- -%	- -%	- -%	- -%	* 34%	- -%
Reliability of connection	* 10%	- -%	- -%	- -%	- -%	* 15%	- -%	- -%	- -%	- -%	* 29%	* 17%	- -%	- -%	- -%	- -%	- -%	* 15%	- -%	- -%	- -%	- -%	- -%	* 58%	- -%	- -%	- -%	- -%	- -%
Quality of line/calls	* 10%	- -%	- -%	- -%	- -%	* 15%	- -%	- -%	- -%	- -%	* 29%	* 17%	- -%	- -%	- -%	- -%	- -%	* 15%	- -%	- -%	- -%	- -%	- -%	* 58%	- -%	- -%	- -%	- -%	- -%
Inconvenient/easier to use mobiles	* 9%	- -%	- -%	- -%	- -%	* 47%	- -%	- -%	- -%	- -%	* 27%	- -%	* 21%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	* 81%	- -%	- -%	- -%	- -%	- -%	- -%
Only need it for internet	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 104 (continuation)

<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would be prepared to give up the ability to make calls from their ISDN2/2e lines

	PERSONAL PROFILE																															
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR											
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other	
	(a)	to 4	to 4	(d)	-	49	-	than	years	years	years	-	19	years	(a)	to 5	(c)	£100k	to	to	to	to	im	u	Co	Whole	Re	Fin	Other	Pu	Other	
	(b)	(c)	(c)	(e)	(f)			2	(b)	(c)	years	(d)	(e)		(b)			(a)	£500k	£3m	£10m	(e)	ustry	ufacturing	struction	sale/	tail	ncial	ser	bl	(i)	
								years	(a)										(b)	(c)	(d)		(a)	(b)	(c)	port/ Comm unica tions (d)	(e)	(f)	(g)	and ser vices (h)		
Unweighted row	11	-	1	1	1	4	5	-	-	-	4	7	9	2	-	2	1	5	2	1	-	-	2	2	2	-	2	3	-			
Total	2	-	*	*	*	1	*	-	-	-	1	1	1	1	-	*	*	1	*	*	-	-	*	1	*	-	*	*	-			
Quality of customer service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 104 (continuation)

<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would be prepared to give up the ability to make calls from their ISDN2/2e lines

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	11	-	-	-	-	1	2	1	-	1	5	3	1	2	-	11	10	1	7	4	6	5	
Total	2	-	-	-	-	*	*	*	-	1	1	*	*	*	-	2	2	*	1	1	1	1	
To keep costs down (in general)	1 36%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	1 54%	* 18%	- -%	- -%	- -%	1 36%	1 39%	- -%	1 50%	* 6%	1 63%	- -%	
If a cheaper and reliable alternative became available / new technology	1 30%	- -%	- -%	- -%	- -%	- -%	* 17%	- -%	- -%	- -%	* 4%	* 100%	- -%	* 100%	- -%	1 30%	* 25%	* 100%	* 31%	* 28%	* 40%	* 17%	
Price of making calls from <Main fixed line> is too high	* 18%	- -%	- -%	- -%	- -%	- -%	* 83%	- -%	- -%	- -%	* 22%	- -%	- -%	* 28%	- -%	* 18%	* 20%	- -%	* 7%	* 42%	* 8%	* 32%	
I don't place a high value on making calls from my <Main fixed line>.	* 12%	- -%	- -%	- -%	- -%	* 100%	- -%	* 100%	- -%	- -%	* 20%	- -%	- -%	- -%	- -%	* 12%	* 13%	- -%	* 19%	- -%	- -%	* 29%	
Inconvenient/ easier to use VoIP	* 12%	- -%	- -%	- -%	- -%	* 100%	- -%	* 100%	- -%	- -%	* 20%	- -%	- -%	- -%	- -%	* 12%	* 13%	- -%	* 19%	- -%	- -%	* 29%	
Reliability of connection	* 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	* 10%	* 11%	- -%	- -%	* 30%	- -%	* 23%	
Quality of line/calls	* 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	* 10%	* 11%	- -%	- -%	* 30%	- -%	* 23%	
Inconvenient/ easier to use mobiles	* 9%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	* 14%	- -%	- -%	- -%	- -%	* 9%	* 10%	- -%	* 14%	- -%	- -%	* 21%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 104 (continuation)

<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would be prepared to give up the ability to make calls from their ISDN2/2e lines

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of London (d)	Midlands (e)	East of England (f)	London (g)	SE (h)	SW (i)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	
Unweighted row	11	-	-	-	-	1	2	1	-	1	5	3	1	2	-	11	10	1	7	4	6	5	
Total	2	-	-	-	-	*	*	*	-	1	1	*	*	*	-	2	2	*	1	1	1	1	
Only need it for internet	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Quality of customer service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Other (please specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 104 (continuation)

<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would be prepared to give up the ability to make calls from their ISDN2/2e lines

CONNECTION PROFILE																															
	Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private cir (d)	Fixed broadband (e)		Standard land lines (a)	NET Mobiles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL Private cir (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent pro vider (b)	Both (c)	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	11	-	11	-	-	-	11	9	11	4	11	1	3	4	4	8	6	5	11	1	1	2	1	-	-	4	-	4	-	7	
Total	2	-	2	-	-	-	2	2	2	1	2	1	1	1	1	2	1	1	2	1	*	*	1	-	-	1	-	1	-	1	
To keep costs down (in general)	1 36%	- -%	1 36%	- -%	- -%	- -%	1 36%	1 39%	1 36%	1 60%	1 36%	1 100%	1 77%	1 59%	1 59%	1 43%	1 59%	- -%	1 36%	1 100%	- -%	- -%	1 100%	- -%	- -%	1 59%	- -%	- -%	- -%	1 52%	
If a cheaper and reliable alternative became available / new technology	1 30%	- -%	1 30%	- -%	- -%	- -%	1 30%	1 28%	1 30%	* 24%	1 30%	- -%	* 23%	* 20%	* 25%	1 28%	* 30%	* 20%	1 30%	- -%	- -%	* 56%	- -%	- -%	- -%	* 20%	- -%	* 14%	- -%	1 37%	
Price of making calls from <Main fixed line> is too high	* 18%	- -%	* 18%	- -%	- -%	- -%	* 18%	* 15%	* 18%	- -%	* 18%	- -%	- -%	- -%	- -%	* 16%	- -%	* 54%	* 18%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 58%	- -%	- -%
I don't place a high value on making calls from my <Main fixed line>.	* 12%	- -%	* 12%	- -%	- -%	- -%	* 12%	* 10%	* 12%	* 16%	* 12%	- -%	- -%	* 22%	* 16%	* 15%	* 15%	* 10%	* 12%	- -%	* 100%	* 44%	- -%	- -%	- -%	* 22%	- -%	* 11%	- -%	* 13%	
Inconvenient/easier to use VoIP	* 12%	- -%	* 12%	- -%	- -%	- -%	* 12%	* 10%	* 12%	* 16%	* 12%	- -%	- -%	* 22%	* 16%	* 15%	* 15%	* 10%	* 12%	- -%	* 100%	* 44%	- -%	- -%	- -%	* 22%	- -%	* 11%	- -%	* 13%	
Reliability of connection	* 10%	- -%	* 10%	- -%	- -%	- -%	* 10%	* 11%	* 10%	- -%	* 10%	- -%	- -%	- -%	- -%	- -%	- -%	* 30%	* 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 31%	- -%	- -%	
Quality of line/calls	* 10%	- -%	* 10%	- -%	- -%	- -%	* 10%	* 11%	* 10%	- -%	* 10%	- -%	- -%	- -%	- -%	- -%	- -%	* 30%	* 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 31%	- -%	- -%	
Inconvenient/easier to use mobiles	* 9%	- -%	* 9%	- -%	- -%	- -%	* 9%	* 10%	* 9%	* 16%	* 9%	- -%	- -%	* 16%	* 16%	* 11%	* 15%	- -%	* 9%	- -%	- -%	* 44%	- -%	- -%	- -%	- -%	* 16%	- -%	- -%	* 13%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 104 (continuation)

<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would be prepared to give up the ability to make calls from their ISDN2/2e lines

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Sta ndard line dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr (d)	Fixed line broadband (e)	Sta ndard lines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate circuits (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Sta ndard line dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both (c)	Int ernal / inter- site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	11	-	11	-	-	-	11	9	11	4	11	1	3	4	4	8	6	5	11	1	1	2	1	-	-	4	-	4	-	7
Total	2	-	2	-	-	-	2	2	2	1	2	1	1	1	2	1	1	2	1	*	*	1	-	-	1	-	1	-	1	
Only need it for internet	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Quality of customer service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 104 (continuation)

<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would be prepared to give up the ability to make calls from their ISDN2/2e lines

		BUNDLING			SAME VS DIFFERENT			
	Total	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and line re ntal supp liers (c)	Diff erent fixed voice calls and line re ntal supp liers (d)
Unweighted row	11	2	-	3	8	3	10	1
Total	2	*	-	1	2	*	2	*
To keep costs down (in general)	1 36%	- -%	- -%	- -%	1 45%	- -%	1 37%	- -%
If a cheaper and reliable alternative became available / new technology	1 30%	* 25%	- -%	* 16%	* 29%	* 35%	1 28%	* 100%
Price of making calls from <Main fixed line> is too high	* 18%	* 100%	- -%	* 65%	- -%	* 87%	* 19%	- -%
I don't place a high value on making calls from my <Main fixed line>.	* 12%	- -%	- -%	- -%	* 16%	- -%	* 13%	- -%
Inconvenient/ easier to use VoIP	* 12%	- -%	- -%	- -%	* 16%	- -%	* 13%	- -%
Reliability of connection	* 10%	- -%	- -%	* 35%	* 13%	- -%	* 10%	- -%
Quality of line/calls	* 10%	- -%	- -%	* 35%	* 13%	- -%	* 10%	- -%
Inconvenient/ easier to use mobiles	* 9%	- -%	- -%	- -%	* 11%	- -%	* 9%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 104 (continuation)

<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would be prepared to give up the ability to make calls from their ISDN2/2e lines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	11	2	-	3	8	3	10	1
Total	2	*	-	1	2	*	2	*
Only need it for internet	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Quality of customer service	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 105
 <Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?
 by Crossbreak
 Base: All that would not be prepared to give up the ability to make calls from their ISDN2/2e lines

	PERSONAL PROFILE																														
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR										
	Total	1 (a)	2 to 4 (b)	5 to 4 (c)	9 (d)	10 - 49 (e)	50 - 249 (f)	Less than 2 years (a)	2 (b)	5 (c)	6 - 9 (d)	10 years (e)	20+ years (f)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ to (e)	Pr mary ind ustry (a)	Man ufac turing (b)	Co nstru ction (c)	Whole sale/ port/ Comm unica tions (d)	Re tail (e)	Finan cial ser vices (f)	Other ser vices (g)	Pu blic admin and ser vices (h)	Other (i)	
Unweighted row	20	1	2	3	3	7	7	-	-	-	-	3	17	11	9	-	4	2	6	5	1	1	3	3	3	-	-	7	3	-	
Total	13	3	5	8	2	2	*	-	-	-	-	1	11	11	1	-	8	1	3	*	*	*	1	4	1	-	-	6	1	-	
Quality of line/calls	8 62%	3 100%	4 90%	8 94%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	8 70%	8 69%	- -%	- -%	8 93%	- -%	- -%	- -%	- -%	- -%	- -%	3 79%	- -%	- -%	- -%	4 74%	- -%	- -%	
Price of making calls from <Service> is low/good value	5 37%	- -%	4 90%	4 54%	- -%	- -%	* 29%	- -%	- -%	- -%	- -%	5 41%	4 40%	* 10%	- -%	4 54%	- -%	- -%	* 25%	- -%	* 100%	- -%	- -%	* 8%	- -%	- -%	4 74%	- -%	- -%		
Reliability of connection	5 36%	- -%	4 90%	4 54%	- -%	- -%	* 20%	- -%	- -%	- -%	- -%	5 41%	4 40%	* 7%	- -%	4 54%	- -%	- -%	* 25%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 76%	- -%	- -%		
Less convenient/ less easy to use mobiles	4 35%	- -%	4 90%	4 54%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 40%	4 40%	- -%	- -%	4 54%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 74%	- -%	- -%		
Too much hassle to change	3 20%	- -%	1 10%	1 6%	* 21%	2 74%	* 20%	- -%	- -%	- -%	* 6%	2 22%	2 16%	1 53%	- -%	* 4%	1 100%	1 36%	* 25%	- -%	- -%	* 61%	1 20%	* 8%	- -%	- -%	1 20%	* 18%	- -%		
No reason to change	1 11%	- -%	- -%	- -%	1 68%	* 10%	* 16%	- -%	- -%	- -%	1 79%	* 3%	1 12%	* 6%	- -%	- -%	- -%	1 52%	* 21%	- -%	- -%	- -%	- -%	1 87%	- -%	- -%	* 1%	* 41%	- -%		
Already have equipment/ hardware for these calls	1 7%	- -%	- -%	- -%	* 21%	1 25%	* 10%	- -%	- -%	- -%	- -%	1 8%	* 4%	1 39%	- -%	* 4%	- -%	- -%	* 13%	- -%	- -%	* 70%	- -%	- -%	- -%	- -%	1 9%	- -%	- -%		
Customer base requires that we keep analogue lines	1 7%	- -%	- -%	- -%	- -%	1 38%	- -%	- -%	- -%	- -%	- -%	1 7%	1 7%	- -%	- -%	- -%	- -%	1 32%	- -%	- -%	- -%	- -%	- -%	1 20%	- -%	- -%	- -%	- -%	- -%		
Unaware of other communications technologies / alternatives	* 2%	- -%	- -%	- -%	- -%	* 10%	* 14%	- -%	- -%	- -%	* 15%	* 1%	* 1%	* 15%	- -%	* 3%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	- -%	* 41%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 105 (continuation)
 <Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?
 by Crossbreak
 Base: All that would not be prepared to give up the ability to make calls from their ISDN2/2e lines

		PERSONAL PROFILE																												
		COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR									
		Total	1	2	1 5 - 9	10	50	Less than 2 years (a)	2 - 5 years (b)	6 - 9 years (c)	10 - 19 years (d)	20+ years (e)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail/transport/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)	
			(a)	to 4 (b)	to 4 (c)	(d)	- 49 (e)		- 249 (f)																					
Unweighted row	20	1	2	3	3	7	7	-	-	-	3	17	11	9	-	4	2	6	5	1	1	3	3	3	-	-	7	3	-	
Total	13	3	5	8	2	2	*	-	-	-	1	11	11	1	-	8	1	3	*	*	*	1	4	1	-	-	6	1	-	
Historical reasons/always used for business calls	*	-	-	-	-	*	*	-	-	-	*	*	*	*	-	*	-	-	*	-	-	*	-	-	-	-	-	-	*	-
	2%	-%	-%	-%	-%	10%	10%	-%	-%	-%	15%	*%	*%	15%	-%	3%	-%	-%	13%	-%	-%	9%	-%	-%	-%	-%	-%	-%	41%	-%
No other options in our area	*	-	-	-	*	-	-	-	-	-	-	*	*	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	10%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%	-%	-%	7%	-%	-%	-%	30%	-%	-%	-%	-%	-%	-%	-%	-%
Don't have/use mobile(s)	*	-	-	-	-	*	-	-	-	-	-	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-
	1%	-%	-%	-%	-%	7%	-%	-%	-%	-%	-%	1%	-%	11%	-%	-%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%
I prefer to make calls from my <Service>	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-	-	-	-	*	-	*	-	*	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	21%	-%	-%	-%	-%	1%	-%	8%	-%	-%	-%	-%	15%	-%	100%	-%	1%	-%	-%	-%	-%	-%	-%	-%
Already use this line for internet	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quality of customer service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't have/use VoIP	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Less convenient/less easy to use VoIP	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Want to preserve existing Landline telephone number	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 105 (continuation)

<Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would not be prepared to give up the ability to make calls from their ISDN2/2e lines

	PERSONAL PROFILE																																			
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR															
	Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other				
		(a)	to 4	to 4	(d)	- 49	- 249		than	years	years	-19	years			(a)	to 5	(c)	£100k	to	to	to	(e)	imary	ufact	nstru	sale/	tail	ncial	ser	blic	(i)				
		(b)	(c)	(c)	(e)	(f)		2	(b)	(c)	years	(d)	(e)		(a)	(b)	(c)	(a)	£500k	£3m	£10m		ustry	(b)	(c)	port/	Comm	unica	tions	(d)	(e)	(f)	(g)	and	ser	vices
							years	(a)										(b)	(b)	(c)	(d)		(a)	(b)	(c)	port/	Comm	unica	tions	(d)	(e)	(f)	(g)	and	ser	vices
Unweighted row	20	1	2	3	3	7	7	-	-	-	3	17	11	9	-	4	2	6	5	1	1	3	3	3	-	-	7	3	-							
Total	13	3	5	8	2	2	*	-	-	-	1	11	11	1	-	8	1	3	*	*	*	1	4	1	-	-	6	1	-							
Lack of reliability of alternatives / don't trust other technologies	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Poor broadband connection in area	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
More professional / traditional	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 105 (continuation)

<Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would not be prepared to give up the ability to make calls from their ISDN2/2e lines

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern (n)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	20	-	1	-	2	-	2	1	4	1	11	5	3	1	1	19	18	-	16	4	15	3	
Total	13	-	*	-	1	-	*	3	5	1	11	1	*	*	3	9	12	-	4	8	7	5	
Quality of line/calls	8 62%	- -%	- -%	- -%	- -%	- -%	- -%	3 100%	4 81%	- -%	8 71%	- -%	- -%	- -%	3 100%	4 48%	8 65%	- -%	- -%	8 94%	4 64%	3 72%	
Price of making calls from <Service> is low/good value	5 37%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 83%	- -%	5 41%	* 4%	- -%	- -%	- -%	5 50%	5 38%	- -%	* 3%	4 54%	5 66%	- -%	
Reliability of connection	5 36%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 83%	- -%	5 41%	- -%	- -%	- -%	- -%	5 49%	4 37%	- -%	* 2%	4 54%	5 66%	- -%	
Less convenient/ less easy to use mobiles	4 35%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 81%	- -%	4 41%	- -%	- -%	- -%	- -%	4 48%	4 37%	- -%	- -%	4 54%	4 64%	- -%	
Too much hassle to change	3 20%	- -%	- -%	- -%	1 89%	- -%	* 85%	- -%	1 17%	- -%	2 16%	1 65%	- -%	* 100%	- -%	3 28%	2 17%	- -%	2 48%	* 6%	2 22%	- -%	
No reason to change	1 11%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	1 11%	- -%	* 45%	- -%	- -%	1 15%	1 12%	- -%	1 32%	- -%	* 4%	1 24%	
Already have equipment/ hardware for these calls	1 7%	- -%	- -%	- -%	1 89%	- -%	* 85%	- -%	- -%	- -%	1 8%	- -%	* 11%	- -%	- -%	1 10%	1 8%	- -%	1 14%	* 4%	* 6%	- -%	
Customer base requires that we keep analogue lines	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 15%	- -%	1 8%	- -%	- -%	- -%	- -%	1 9%	1 7%	- -%	1 19%	- -%	1 12%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 105 (continuation)
 <Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?
 by Crossbreak
 Base: All that would not be prepared to give up the ability to make calls from their ISDN2/2e lines

		LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
	Total	NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid East (f)	Lo ndon (g)	SE (h)	SW (i)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	20	-	1	-	2	-	2	1	4	1	11	5	3	1	1	19	18	-	16	4	15	3
Total	13	-	*	-	1	-	*	3	5	1	11	1	*	*	3	9	12	-	4	8	7	5
Unaware of other communications technologies / alternatives	* 2%	- -%	- -%	- -%	* 11%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	* 45%	- -%	- -%	* 3%	* 2%	- -%	* 6%	- -%	* 4%	- -%
Historical reasons/always used for business calls	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 55%	- -%	- -%	* 3%	* 2%	- -%	* 6%	- -%	* 4%	- -%
No other options in our area	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 16%	- -%	- -%	- -%	* 2%	* 1%	- -%	* 4%	- -%	- -%	* 4%
Don't have/use mobile(s)	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 15%	- -%	- -%	- -%	* 2%	* 1%	- -%	* 4%	- -%	* 2%	- -%
I prefer to make calls from my <Service>	* 1%	- -%	- -%	- -%	- -%	- -%	* 15%	- -%	- -%	- -%	* 1%	* 4%	- -%	- -%	- -%	* 1%	* 1%	- -%	* 2%	- -%	* 1%	- -%
Already use this line for internet	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Quality of customer service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't have/use VoIP	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 105 (continuation)

<Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would not be prepared to give up the ability to make calls from their ISDN2/2e lines

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KNOWLEDGEABLE ABOUT THESE TECHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	West Midlands (e)	Midlands (f)	East of England (g)	London (h)	SE (i)	SW (j)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Elsewhere (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)
Unweighted row	20	-	1	-	2	-	2	1	4	1	11	5	3	1	1	19	18	-	16	4	15	3	
Total	13	-	*	-	1	-	*	3	5	1	11	1	*	*	3	9	12	-	4	8	7	5	
Less convenient/ less easy to use VoIP	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Want to preserve existing Landline telephone number	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Lack of reliability of alternatives / don't trust other technologies	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Poor broadband connection in area	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
More professional / traditional	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 105 (continuation)
 <Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?
 by Crossbreak
 Base: All that would not be prepared to give up the ability to make calls from their ISDN2/2e lines

CONNECTION PROFILE																															
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private (d)	Fixed broadband (e)	Standard lines (a)	NET biles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 private (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff. provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntl calls (a)	Other for calls (b)	Other for ntl and calls (c)	
Unweighted row	20	-	20	-	-	-	12	16	20	3	20	-	3	4	4	11	12	9	20	-	1	2	1	1	3	-	-	5	1	14	
Total	13	-	13	-	-	-	4	12	13	1	13	-	1	1	2	3	11	3	13	-	*	*	1	*	1	-	-	1	1	10	
Quality of line/calls	8 62%	- -%	8 62%	- -%	- -%	- -%	- -%	8 67%	8 62%	- -%	8 62%	- -%	- -%	- -%	- -%	- -%	8 72%	- -%	8 62%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	8 77%
Price of making calls from <Service> is low/good value	5 37%	- -%	5 37%	- -%	- -%	- -%	* 4%	5 40%	5 37%	- -%	5 37%	- -%	- -%	- -%	- -%	* 5%	5 43%	* 2%	5 37%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 45%
Reliability of connection	5 36%	- -%	5 36%	- -%	- -%	- -%	- -%	5 39%	5 36%	* 9%	5 36%	- -%	- -%	* 7%	- -%	* 3%	5 42%	- -%	5 36%	- -%	- -%	* 58%	- -%	- -%	* 8%	- -%	- -%	- -%	- -%	- -%	5 45%
Less convenient/less easy to use mobiles	4 35%	- -%	4 35%	- -%	- -%	- -%	- -%	4 38%	4 35%	- -%	4 35%	- -%	- -%	- -%	- -%	- -%	4 41%	- -%	4 35%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 44%
Too much hassle to change	3 20%	- -%	3 20%	- -%	- -%	- -%	2 61%	2 18%	3 20%	1 91%	3 20%	- -%	1 64%	- -%	- -%	2 80%	2 14%	1 44%	3 20%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 15%
No reason to change	1 11%	- -%	1 11%	- -%	- -%	- -%	1 29%	1 11%	1 11%	- -%	1 11%	- -%	* 36%	1 88%	1 74%	* 3%	1 10%	1 43%	1 11%	- -%	* 100%	- -%	1 100%	* 100%	1 87%	- -%	- -%	- -%	1 100%	* 3%	
Already have equipment/hardware for these calls	1 7%	- -%	1 7%	- -%	- -%	- -%	1 23%	1 8%	1 7%	- -%	1 7%	- -%	- -%	- -%	- -%	1 29%	* 4%	1 21%	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%
Customer base requires that we keep analogue lines	1 7%	- -%	1 7%	- -%	- -%	- -%	1 20%	1 7%	1 7%	1 77%	1 7%	- -%	- -%	- -%	- -%	1 28%	1 8%	- -%	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 105 (continuation)

<Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would not be prepared to give up the ability to make calls from their ISDN2/2e lines

	CONNECTION PROFILE																													
																		FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	MAIN FIXED LINE TYPE						PRODUCTS USED											Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
	Total	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr ivate cir cuit (d)	Fixed broad band (e)	Sta ndard land lines (a)	NET Mobiles (b)	Fixed line broad band (c)	Mo bile broad band (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir cuit (g)	VoIP (h)	Video con fer encing (i)	So cial media (j)	Cloud based (k)													
Unweighted row	20	-	20	-	-	-	12	16	20	3	20	-	3	4	4	11	12	9	20	-	1	2	1	1	3	-	-	5	1	14
Total	13	-	13	-	-	-	4	12	13	1	13	-	1	1	2	3	11	3	13	-	*	*	1	*	1	-	-	1	1	10
Unaware of other communications technologies / alternatives	*	-	*	-	-	-	*	*	*	-	*	-	-	*	*	*	-	*	*	-	-	*	-	-	*	-	-	*	-	*
	2%	-%	2%	-%	-%	-%	7%	1%	2%	-%	2%	-%	-%	5%	5%	7%	-%	10%	2%	-%	-%	42%	-%	-%	5%	-%	-%	16%	-%	1%
Historical reasons/always used for business calls	*	-	*	-	-	-	*	*	*	-	*	-	-	-	-	*	*	*	*	-	-	-	-	-	-	-	-	*	-	-
	2%	-%	2%	-%	-%	-%	6%	1%	2%	-%	2%	-%	-%	-%	-%	7%	1%	9%	2%	-%	-%	-%	-%	-%	-%	-%	-%	19%	-%	-%
No other options in our area	*	-	*	-	-	-	-	*	*	-	*	-	-	-	*	-	*	-	*	-	-	-	-	-	-	-	-	-	-	*
	1%	-%	1%	-%	-%	-%	-%	1%	1%	-%	1%	-%	-%	-%	11%	-%	2%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%
Don't have/use mobile(s)	*	-	*	-	-	-	-	-	*	-	*	-	-	-	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-	*
	1%	-%	1%	-%	-%	-%	-%	-%	1%	-%	1%	-%	-%	-%	10%	5%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%
I prefer to make calls from my <Service>	*	-	*	-	-	-	*	*	*	-	*	-	-	-	-	*	*	*	*	-	-	-	-	-	-	-	-	*	-	*
	1%	-%	1%	-%	-%	-%	1%	1%	1%	-%	1%	-%	-%	-%	-%	2%	1%	2%	1%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	1%
Already use this line for internet	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quality of customer service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't have/use VoIP	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 105 (continuation)

<Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would not be prepared to give up the ability to make calls from their ISDN2/2e lines

CONNECTION PROFILE																															
	Total	MAIN FIXED LINE TYPE					PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
		Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed line broadband (e)	Standard landline (a)	NET Mobile (b)	Fixed line broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuit (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same providing (a)	A different providing (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other for calls (b)	Other providing for ntal and calls (c)	
Unweighted row	20	-	20	-	-	-	12	16	20	3	20	-	3	4	4	11	12	9	20	-	1	2	1	1	3	-	-	5	1	14	
Total	13	-	13	-	-	-	4	12	13	1	13	-	1	1	2	3	11	3	13	-	*	*	1	*	1	-	-	1	1	10	
Less convenient/ less easy to use VoIP	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Want to preserve existing Landline telephone number	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Lack of reliability of alternatives / don't trust other technologies	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Poor broadband connection in area	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More professional / traditional	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (please specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 105 (continuation)

<Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would not be prepared to give up the ability to make calls from their ISDN2/2e lines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	20	7	1	5	9	11	17	3
Total	13	3	*	1	7	6	8	5
Quality of line/calls	8 62%	- -%	- -%	- -%	4 68%	3 55%	3 42%	4 97%
Price of making calls from <Service> is low/good value	5 37%	* 2%	- -%	* 4%	5 69%	* 1%	* 2%	4 97%
Reliability of connection	5 36%	- -%	- -%	- -%	5 69%	- -%	* 1%	4 97%
Less convenient/ less easy to use mobiles	4 35%	- -%	- -%	- -%	4 68%	- -%	- -%	4 97%
Too much hassle to change	3 20%	1 41%	- -%	1 86%	* 7%	2 35%	2 31%	* 2%
No reason to change	1 11%	1 47%	* 100%	* 6%	1 17%	* 5%	1 18%	- -%
Already have equipment/ hardware for these calls	1 7%	1 23%	- -%	1 48%	* 5%	1 10%	1 12%	- -%
Customer base requires that we keep analogue lines	1 7%	- -%	- -%	- -%	- -%	1 14%	1 10%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 105 (continuation)

<Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would not be prepared to give up the ability to make calls from their ISDN2/2e lines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN LL/ PC Re ntal (a) (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	20	7	1	5	9	11	17	3
Total	13	3	*	1	7	6	8	5
Unaware of other communications technologies / alternatives	* 2%	* 8%	- -%	- -%	* 4%	- -%	* 4%	- -%
Historical reasons/always used for business calls	* 2%	* 10%	- -%	* 4%	* 3%	* 1%	* 3%	- -%
No other options in our area	* 1%	- -%	- -%	- -%	- -%	* 3%	* 2%	- -%
Don't have/use mobile(s)	* 1%	- -%	- -%	- -%	* 2%	- -%	* 2%	- -%
I prefer to make calls from my <Service>	* 1%	* 2%	- -%	* 4%	* 1%	* 1%	* 1%	* 1%
Already use this line for internet	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Quality of customer service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't have/use VoIP	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 105 (continuation)

<Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would not be prepared to give up the ability to make calls from their ISDN2/2e lines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN PC Re ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	20	7	1	5	9	11	17	3
Total	13	3	*	1	7	6	8	5
Less convenient/ less easy to use VoIP	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Want to preserve existing Landline telephone number	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Lack of reliability of alternatives / don't trust other technologies	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Poor broadband connection in area	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More professional / traditional	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (please specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 106

<Q4E> Which of the following best describes how you think about costs in relation to your <Main fixed line>

by Crossbreak

Base: ISDN 30 line(s) is the main fixed line

	PERSONAL PROFILE																															
	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR											
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other	
	(a)	to 4	to 4	(d)	- 49	- 249		than	years	years	- 19	years	years	years	(a)	to 5	(c)	£100k	to	to	to	(e)	imary	ufact	nstru	sale/	tail	ncial	ser	blic	(i)	
	(b)	(c)	(c)	(d)	(e)	(f)		2	(b)	(c)	years	(d)	(e)		(b)			(a)	£500k	£3m	£10m		ustry	(b)	(c)	port/	Comm	vices	(f)	(g)	and	
							years	(a)										(b)	(c)	(d)		(a)	(b)	(c)	unica	tions	(d)	(e)	(f)	(g)	ser	vices
Unweighted row	52	1	-	1	5	12	34	-	-	2	4	46	28	20	4		2	5	13	7	18	1	10	3	12	7	5	11	3	-		
Total	16	4	-	4	1	10	2	-	-	1	1	15	10	6	*		*	1	10	2	1	*	4	1	4	2	1	2	2	-		
I think about the costs for line rental and calls together	9	4	-	4	1	3	2	-	-	-	1	8	5	3	*		*	*	6	*	1	*	4	1	*	2	1	1	*	-		
	54%	100%	-%	100%	77%	30%	73%	-%	-%	-%	53%	56%	53%	54%	84%		50%	47%	61%	14%	83%	100%	97%	92%	9%	98%	70%	26%	5%	-%		
I think about the costs for line rental and calls separately	8	-	-	-	*	7	1	-	-	1	1	6	5	3	*		*	1	4	2	*	-	*	*	4	*	*	2	2	-		
	46%	-%	-%	-%	23%	70%	27%	-%	-%	100%	47%	44%	47%	46%	16%		50%	53%	39%	86%	17%	-%	3%	8%	91%	2%	30%	74%	95%	-%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 106 (continuation)

<Q4E> Which of the following best describes how you think about costs in relation to your <Main fixed line>

by Crossbreak

Base: ISDN 30 line(s) is the main fixed line

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	52	2	3	4	1	2	6	6	4	3	31	8	7	6	2	50	46	4	47	3	40	4
Total	16	*	4	3	*	4	1	2	*	*	15	1	1	*	1	16	14	2	15	*	15	1
I think about the costs for line rental and calls together	9 54%	* 83%	4 100%	* 7%	- %	2 50%	1 60%	1 30%	* 75%	* 67%	8 52%	1 87%	* 47%	* 80%	* 23%	9 55%	7 48%	2 85%	8 52%	* 54%	7 51%	* 73%
I think about the costs for line rental and calls separately	8 46%	* 17%	- %	3 93%	* 100%	2 50%	* 40%	2 70%	* 25%	* 33%	7 48%	* 13%	* 53%	* 20%	1 77%	7 45%	7 52%	* 15%	7 48%	* 46%	7 49%	* 27%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 106 (continuation)

<Q4E> Which of the following best describes how you think about costs in relation to your <Main fixed line>

by Crossbreak

Base: ISDN 30 line(s) is the main fixed line

CONNECTION PROFILE																														
	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed broadband (e)	Standard land lines (a)	NET Mo- biles (b)	Fixed line broadband (c)	Mo- bile broadband (d)	ISDN 2/2e (e)	ISDN 30 ivate cir- cuits (f)	LL pr- ivate cir- cuits (g)	VoIP (h)	Video conferencing (i)	So- cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro- vider (a)	A diff- erent pro- vider (b)	Both	Inter- nal / -site (a)	Ext- ernal (b)	Both (c)	Ne- ither (d)	BT for n- tal calls (a)	Other pro- vider for calls (b)	Other pro- vider for n- tal and calls (c)
Unweighted row	52	-	-	52	-	-	40	50	50	27	10	52	23	27	12	34	35	25	9	52	11	12	3	9	3	15	-	16	-	35
Total	16	-	-	16	-	-	13	16	15	4	5	16	4	9	5	10	14	10	5	16	5	3	*	2	*	6	-	8	-	8
I think about the costs for line rental and calls together	9 54%	- -%	- -%	9 54%	- -%	- -%	6 46%	9 55%	9 57%	2 52%	* 7%	9 54%	2 39%	5 60%	4 90%	4 38%	7 52%	5 52%	* 5%	9 54%	4 76%	1 24%	* 100%	* 19%	* 92%	5 72%	- -%	5 53%	- -%	4 54%
I think about the costs for line rental and calls separately	8 46%	- -%	- -%	8 46%	- -%	- -%	7 54%	7 45%	7 43%	2 48%	4 93%	8 46%	2 61%	4 40%	* 10%	6 62%	7 48%	5 48%	4 95%	8 46%	1 24%	2 76%	- -%	2 81%	* 8%	2 28%	- -%	4 47%	- -%	4 46%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 106 (continuation)

<Q4E> Which of the following best describes how you think about costs in relation to your <Main fixed line>

by Crossbreak

Base: ISDN 30 line(s) is the main fixed line

		BUNDLING			SAME VS DIFFERENT			
	Total	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN LL/ PC ntal (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	52	18	2	16	17	33	48	4
Total	16	7	*	7	7	9	15	1
I think about the costs for line rental and calls together	9 54%	5 68%	* 76%	5 65%	3 46%	6 65%	9 57%	* 9%
I think about the costs for line rental and calls separately	8 46%	2 32%	* 24%	2 35%	4 54%	3 35%	7 43%	1 91%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 107
<Q4F> To what extent do you agree or disagree with the following statement. Under certain circumstances I would be prepared to give up the ability to make calls from my <Main fixed line>
by Crossbreak
Base: ISDN 30 line(s) is the main fixed line

		PERSONAL PROFILE																															
		COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR											
		Total	1	2	5	9	10	50	Less than 2 years (a)	2	5	6	9	10	20+	1 (a)	2	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Pr imary ind ustry (a)	Man ufact uring (b)	Co nstru ction (c)	Whole sale/ port/ Comm unica tions (d)	Re tail (e)	Finan cial ser vices (f)	Other ser vices (g)	Pub lic admin and ser vices (h)	Other (i)	
			(a)	to 4 (b)	to 4 (c)	(d)	- 49 (e)	- 249 (f)		years (a)	years (b)	years (c)	years (d)	years (e)	to 5 (b)		£100k (a)	£500k (b)		£3m (c)	£10m (d)	£10m+ (e)	Primary industry (a)		Manufacturing (b)	Construction (c)	Wholesale/ port/ Comm unica tions (d)	Retail (e)	Financial services (f)	Other services (g)	Public admin and services (h)		Other (i)
Unweighted row		52	1	-	1	5	12	34	-	-	2	4	46	28	20	4		2	5	13	7	18		1	10	3	12	7	5	11	3	-	
Total		16	4	-	4	1	10	2	-	-	1	1	15	10	6	*		*	1	10	2	1		*	4	1	4	2	1	2	2	-	
Agree strongly	(5.0)	3	-	-	-	-	3	*	-	-	-	1	3	-	3	*		-	-	1	2	*		-	*	1	2	-	-	1	-	-	
		19%	-%	-%	-%	-%	30%	13%	-%	-%	-%	47%	18%	-%	54%	32%		-%	-%	6%	84%	13%		-%	5%	71%	44%	-%	-%	27%	-%	-%	
Agree slightly	(4.0)	7	4	-	4	-	4	*	-	-	*	-	7	7	*	-		-	1	6	*	*		-	4	-	2	*	-	1	2	-	
		45%	100%	-%	100%	-%	37%	15%	-%	-%	8%	-%	50%	71%	1%	-%		-%	53%	62%	2%	21%		-%	88%	-%	40%	2%	-%	23%	95%	-%	
Neither agree nor disagree		(3.0)	*	-	-	-	-	*	*	-	-	-	-	*	*	-		-	-	*	*	*		*	*	-	-	*	-	*	-	-	
			2%	-%	-%	-%	-%	2%	9%	-%	-%	-%	-%	2%	3%	1%	-%		-%	-%	1%	5%	4%		100%	1%	-%	-%	7%	-%	2%	-%	
Disagree slightly		(2.0)	2	-	-	-	-	2	*	-	-	-	2	*	2	-		-	-	2	-	*		-	-	*	*	2	*	-	-	-	
			14%	-%	-%	-%	-%	22%	12%	-%	-%	-%	-%	16%	5%	33%	-%		-%	-%	17%	-%	18%		-%	-%	8%	11%	78%	6%	-%	-%	
Disagree strongly		(1.0)	3	-	-	-	1	1	1	-	-	1	1	2	2	1	*		*	*	1	*	*		-	*	*	*	*	1	1	*	-
			18%	-%	-%	-%	100%	10%	43%	-%	-%	92%	53%	12%	22%	10%	36%		50%	47%	13%	9%	37%		-%	6%	22%	3%	10%	94%	47%	5%	-%
Don't know			*	-	-	-	-	*	-	-	-	-	*	-	*	*		*	-	-	-	*		-	-	*	*	-	-	-	-	-	
			1%	-%	-%	-%	-%	8%	-%	-%	-%	-%	1%	-%	1%	32%		50%	-%	-%	-%	6%		-%	-%	-%	2%	3%	-%	-%	-%	-%	
NET																																	

Agree			11	4	-	4	-	6	1	-	-	*	1	10	7	3	*		-	1	7	2	*		-	4	1	3	*	-	1	2	-
			65%	100%	-%	100%	-%	67%	28%	-%	-%	8%	47%	68%	71%	55%	32%		-%	53%	68%	87%	34%		-%	92%	71%	84%	2%	-%	51%	95%	-%
Disagree			5	-	-	-	1	3	1	-	-	1	1	4	3	2	*		*	3	*	1		-	*	*	1	2	1	1	*	-	
			32%	-%	-%	-%	100%	32%	55%	-%	-%	92%	53%	28%	26%	43%	36%		50%	47%	31%	9%	55%		-%	6%	29%	14%	88%	100%	47%	5%	-%
Mean score			3.3	4.0	-	4.0	1.0	3.6	2.4	-	-	1.2	2.9	3.5	3.2	3.6	2.9		1.0	2.6	3.3	4.5	2.5		3.0	3.8	3.9	4.1	2.0	1.1	2.8	3.9	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 107 (continuation)

<Q4F> To what extent do you agree or disagree with the following statement. Under certain circumstances I would be prepared to give up the ability to make calls from my <Main fixed line> by Crossbreak

Base: ISDN 30 line(s) is the main fixed line

		LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
	Total	NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East ndon (g)	Lo (h)	SE (i)	SW (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	
Unweighted row	52	2	3	4	1	2	6	6	4	3	31	8	7	6		2	50	46	4	47	3	40	4	
Total	16	*	4	3	*	4	1	2	*	*	15	1	1	*		1	16	14	2	15	*	15	1	
Agree strongly	(5.0)	3 19%	- -%	* 3%	- -%	2 50%	- -%	1 47%	* 25%	- -%	3 21%	- -%	* 9%	* 10%		- -%	3 20%	3 23%	* 1%	3 17%	* 21%	3 17%	- -%	
Agree slightly	(4.0)	7 45%	- -%	4 96%	3 93%	- -%	- -%	1 23%	* 25%	* 33%	7 49%	* 13%	* 9%	- -%		1 77%	7 44%	7 54%	- -%	7 47%	- -%	7 50%	- -%	
Neither agree nor disagree	(3.0)	* 2%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* 28%	* 9%	- -%		- -%	* 2%	* 2%	- -%	* 2%	- -%	* 2%	- -%	
Disagree slightly	(2.0)	2 14%	* 17%	- -%	- -%	2 50%	* 40%	- -%	- -%	- -%	2 15%	* 6%	- -%	* 10%		- -%	2 15%	1 4%	2 83%	2 15%	* 46%	2 15%	* 11%	
Disagree strongly	(1.0)	3 18%	* 83%	* 4%	- -%	- -%	- -%	1 60%	1 27%	* 25%	* 67%	2 13%	* 53%	* 72%	* 80%		* 23%	3 18%	2 16%	* 15%	3 18%	* 33%	2 15%	1 89%
Don't know		* 1%	- -%	- -%	- -%	- -%	- -%	* 3%	* 25%	- -%	* 1%	- -%	- -%	- -%		- -%	* 1%	* 1%	- -%	* 1%	- -%	* 1%	- -%	
NET	---																							
Agree	11 65%	- -%	4 96%	3 97%	- -%	2 50%	- -%	2 70%	* 50%	* 33%	10 70%	* 13%	* 19%	* 10%		1 77%	10 64%	10 77%	* 1%	10 64%	* 21%	10 67%	- -%	
Disagree	5 32%	* 100%	* 4%	- -%	* 100%	2 50%	1 100%	1 27%	* 25%	* 67%	4 28%	* 59%	* 72%	* 90%		* 23%	5 33%	3 20%	2 99%	5 33%	* 79%	4 30%	1 100%	
Mean score	3.3	1.2	3.9	4.0	2.0	3.5	1.4	3.7	3.3	2.0	3.5	2.0	1.8	1.5		3.3	3.3	3.6b	1.9	3.3	2.3	3.4	1.1	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 107 (continuation)

<Q4F> To what extent do you agree or disagree with the following statement. Under certain circumstances I would be prepared to give up the ability to make calls from my <Main fixed line>

by Crossbreak

Base: ISDN 30 line(s) is the main fixed line

CONNECTION PROFILE																																								
		MAIN FIXED LINE TYPE																PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
Total		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuit (d)	Fixed broadband (e)	Standard landline (a)	NET biles (b)	Fixed line broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 private circuit (f)	LL private circuit (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)										
Unweighted row		52	-	-	52	-	-	40	50	50	27	10	52	23	27	12	34	35	25	9	52	11	12	3	9	3	15	-	16	-	35									
Total		16	-	-	16	-	-	13	16	15	4	5	16	4	9	5	10	14	10	5	16	5	3	*	2	*	6	-	8	-	8									
Agree strongly (5.0)		3 19%	- -%	- -%	3 19%	- -%	- -%	3 20%	3 20%	3 17%	2 56%	2 51%	3 19%	1 33%	1 14%	- -%	2 21%	3 18%	2 26%	2 52%	3 19%	1 11%	* 5%	- -%	- -%	- -%	1 19%	- -%	2 22%	- -%	1 16%									
Agree slightly (4.0)		7 45%	- -%	- -%	7 45%	- -%	- -%	7 57%	7 46%	7 48%	* 5%	2 43%	7 45%	2 45%	6 63%	4 75%	4 38%	7 51%	6 59%	2 44%	7 45%	4 69%	2 69%	- -%	2 74%	- -%	4 63%	- -%	6 66%	- -%	2 23%									
Neither agree nor disagree (3.0)		* 2%	- -%	- -%	* 2%	- -%	- -%	* 2%	* 2%	* 2%	* 7%	- -%	* 2%	- -%	* 1%	* 1%	* 3%	* 2%	- -%	- -%	* 2%	* -%	- -%	* 2%	- -%	* 1%	- -%	- -%	- -%	- -%	* 5%									
Disagree slightly (2.0)		2 14%	- -%	- -%	2 14%	- -%	- -%	* 1%	2a 15%	2a 13%	* 6%	- -%	2a 14%	* 11%	* 5%	* 10%	2A 19%	2a 16%	* 2%	- -%	2 14%	* 3%	* 11%	- -%	* 14%	* 12%	* 2%	- -%	* 1%	- -%	2 30%									
Disagree strongly (1.0)		3 18%	- -%	- -%	3 18%	- -%	- -%	2 17%	3 16%	3 19%	1 22%	* 6%	3 18%	* 9%	1 16%	1 12%	2 18%	2 12%	1 12%	4 4%	3 18%	1 16%	* 12%	* 100%	* 9%	* 88%	1 14%	- -%	1 10%	- -%	2 26%									
Don't know		* 1%	- -%	- -%	* 1%	- -%	- -%	* 1%	* 1%	* 1%	* 4%	- -%	* 1%	* 2%	* 1%	* 2%	* 1%	* 1%	* 2%	- -%	* 1%	- -%	* 3%	- -%	- -%	- -%	* 2%	- -%	* 1%	- -%	* 1%									
NET																																								

Agree		11 65%	- -%	- -%	11 65%	- -%	- -%	10 77%	11 66%	10 65%	3 61%	4 94%	11 65%	3 78%	7 77%	4 75%	6 59%	10 69%	8 84%	4 96%	11 65%	4 80%	2 73%	- -%	2 74%	- -%	5 82%	- -%	7 88%	- -%	3 39%									
Disagree		5 32%	- -%	- -%	5 32%	- -%	- -%	2 19%	5 31%	5 32%	1 28%	* 6%	5 32%	1 20%	2 21%	1 22%	4 37%	4 28%	1 14%	* 4%	5 32%	1 18%	1 24%	* 100%	1 24%	* 100%	1 15%	- -%	1 10%	- -%	4 55%									
Mean score		3.3	-	-	3.3	-	-	3.6	3.4	3.3	3.7	4.3 cfj	3.3	3.8	3.5	3.4	3.2	3.5	3.9	4.4c	3.3	3.6	3.4	1.0	3.4	1.1	3.7	-	3.9C	-	2.7									

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 107 (continuation)

<Q4F> To what extent do you agree or disagree with the following statement. Under certain circumstances I would be prepared to give up the ability to make calls from my <Main fixed line> by Crossbreak

Base: ISDN 30 line(s) is the main fixed line

		BUNDLING				SAME VS DIFFERENT			
	Total	Std lan dline + ISDN Re + ntal (a)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)	
Unweighted row		52	18	2	16	17	33	48	4
Total		16	7	*	7	7	9	15	1
Agree strongly	(5.0)	3 19%	* 2%	– –%	2 27%	2 35%	* 2%	3b 17%	1 56%
Agree slightly	(4.0)	7 45%	6 81%	– –%	4 58%	2 23%	6 68%	7 48%	– –%
Neither agree nor disagree	(3.0)	* 2%	– –%	– –%	– –%	* 2%	* 2%	* 2%	– –%
Disagree slightly	(2.0)	2 14%	* 2%	– –%	1 1%	2 27%	* 2%	2 13%	3 30%
Disagree strongly	(1.0)	3 18%	1 14%	* 24%	1 12%	1 13%	2 24%	3 18%	* 14%
Don't know		* 1%	* 1%	* 76%	* 1%	– –%	* 2%	* 1%	– –%
NET									

Agree		11 65%	6 83%	– –%	6 85%	4 58%	6 70%	10 65%	1 56%
Disagree		5 32%	1 16%	* 24%	1 13%	3 40%	2 25%	5 31%	* 44%
Mean score		3.3	3.5	1.0	3.9	3.4	3.2	3.3	3.5

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 108

<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would be prepared to give up the ability to make calls from their ISDN 30 line(s)

	PERSONAL PROFILE																																
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR												
	Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other	
		(a)	to 4	to 4	(d)	- 49	- 249	(f)	than 2 years	(b)	years	(c)	years	-19 years	20+ years	(a)	to 5	(c)	£100k to £500k	£500k to £3m	£3m to £10m	£10m+ to (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail/transport/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	(i)		
Unweighted row	16	1	-	1	-	6	9	-	-	1	1	14			8	7	1	-	1	5	3	5	-	5	1	4	1	-	3	2	-		
Total	11	4	-	4	-	6	1	-	-	*	1	10			7	3	*	-	1	7	2	*	-	4	1	3	*	-	1	2	-		
If a cheaper and reliable alternative became available / new technology	4 34%	4 100%	-	4 100%	-	-	* 5%	-	-	-	-	4 36%			4 48%	* 1%	-	-	-	4 50%	-	-	-	4 93%	-	-	-	-	-	-	-	-	-
Inconvenient/easier to use VoIP	3 32%	-	-	-	-	3 45%	* 71%	-	-	* 100%	-	3 33%			1 11%	2 78%	* 100%	-	1 100%	-	2 97%	* 75%	-	* 5%	1 100%	2 55%	-	-	1 54%	* 3%	-		
Price of making calls from <Main fixed line> is too high	2 21%	-	-	-	-	2 32%	* 23%	-	-	* 100%	1 100%	2 16%			2 22%	1 19%	-	-	-	2 29%	* 3%	* 12%	-	-	-	* 1%	* 100%	-	-	1 46%	2 100%	-	
Only need it for internet	1 14%	-	-	-	-	1 23%	-	-	-	-	-	1 15%			1 20%	-	-	-	-	1 21%	-	-	-	-	-	1 43%	-	-	-	-	-	-	
I don't place a high value on making calls from my <Main fixed line>.	1 5%	-	-	-	-	1 9%	-	-	-	-	1 100%	-			-	1 17%	-	-	-	1 8%	-	-	-	-	-	-	-	-	-	1 46%	-	-	
Quality of line/calls	* 3%	-	-	-	-	-	* 8%	-	-	-	-	* 1%			-	* 2%	-	-	-	-	* 3%	-	-	-	-	-	* 100%	-	-	-	-	-	
To keep costs down (in general)	* 3%	-	-	-	-	-	* 8%	-	-	-	-	* 1%			-	* 2%	-	-	-	-	-	* 13%	-	-	* 1%	-	-	-	-	-	-	-	
Reliability of connection	-	-	-	-	-	-	-	-	-	-	-	-			-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Quality of customer service	-	-	-	-	-	-	-	-	-	-	-	-			-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 108 (continuation)

<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would be prepared to give up the ability to make calls from their ISDN 30 line(s)

	PERSONAL PROFILE																																	
	COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR														
	Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other		
		(a)	to 4	to 4	(d)	- 49	- 249	than	2	years	years	years	-19	years	years	(a)	to 5	(c)	£100k	to	to	to	(e)	imary	ufact	nstru	sale/	tail	ncial	ser	blic	(i)		
		(b)	(c)	(d)	(e)	(f)		years	(a)	(b)	(c)	years	(d)	(e)		(b)			(a)	£500k	£3m	£10m		ustry	(b)	(c)	port/	Comm	vices	(f)	(g)	and		
																				(b)	(c)	(d)		(a)	(b)	(c)	unica	tions	(d)		(h)			
Unweighted row	16	1	-	1	-	6	9	-	-	1	1	14	8	7	1	-	1	5	3	5	-	5	1	4	1	-	3	2	-					
Total	11	4	-	4	-	6	1	-	-	*	1	10	7	3	*	-	1	7	2	*	-	4	1	3	*	-	1	2	-					
Inconvenient/ easier to use mobiles	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 108 (continuation)

<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would be prepared to give up the ability to make calls from their ISDN 30 line(s)

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East ndon (g)	Lo (h)	SE (i)	SW En gland (j)	Wales (k)	Sco tland (l)	Nor thern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	16	-	1	3	-	1	-	3	2	1	11	2	2	1	1	15	15	1	14	1	13	-
Total	11	-	4	3	-	2	-	2	*	*	10	*	*	*	1	10	10	*	10	*	10	-
If a cheaper and reliable alternative became available / new technology	4 34%	- -%	4 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 34%	- -%	- -%	* 100%	- -%	4 36%	4 33%	* 100%	4 35%	* 100%	4 36%	- -%
Inconvenient/ easier to use VoIP	3 32%	- -%	- -%	* 3%	- -%	2 100%	- -%	1 67%	* 100%	* 100%	3 32%	* 50%	- -%	- -%	1 100%	3 28%	3 32%	- -%	3 28%	- -%	3 26%	- -%
Price of making calls from <Main fixed line> is too high	2 21%	- -%	- -%	1 48%	- -%	- -%	- -%	1 33%	- -%	- -%	2 20%	* 100%	* 50%	- -%	- -%	2 22%	2 21%	- -%	2 22%	- -%	2 22%	- -%
Only need it for internet	1 14%	- -%	- -%	1 48%	- -%	- -%	- -%	- -%	- -%	- -%	1 14%	- -%	- -%	- -%	- -%	1 15%	1 14%	- -%	1 15%	- -%	1 15%	- -%
I don't place a high value on making calls from my <Main fixed line>.	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	1 33%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%	1 5%	1 5%	- -%	1 5%	- -%	1 6%	- -%
Quality of line/calls	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 50%	- -%	- -%	* 1%	* *%	- -%	* 1%	- -%	* 1%	- -%
To keep costs down (in general)	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 50%	- -%	- -%	* 1%	* *%	- -%	* 1%	- -%	* 1%	- -%
Reliability of connection	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 108 (continuation)

<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would be prepared to give up the ability to make calls from their ISDN 30 line(s)

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	16	-	1	3	-	1	-	3	2	1	11	2	2	1	1	15	15	1	14	1	13	-	
Total	11	-	4	3	-	2	-	2	*	*	10	*	*	*	1	10	10	*	10	*	10	-	
Quality of customer service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Inconvenient/easier to use mobiles	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Other (please specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 108 (continuation)

<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would be prepared to give up the ability to make calls from their ISDN 30 line(s)

CONNECTION PROFILE																														
	Total	MAIN FIXED LINE TYPE					PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuits (d)	Fixed broadband (e)	Standard land lines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	Social media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	16	-	-	16	-	-	13	16	15	6	5	16	11	10	2	13	13	7	5	16	3	6	-	4	-	6	-	6	-	10
Total	11	-	-	11	-	-	10	11	10	3	4	11	3	7	4	6	10	8	4	11	4	2	-	2	-	5	-	7	-	3
If a cheaper and reliable alternative became available / new technology	4 34%	- -%	- -%	4 34%	- -%	- -%	4 36%	4 34%	4 36%	- -%	- -%	4 34%	- -%	4 50%	4 97%	* 1%	4 36%	4 44%	- -%	4 34%	4 86%	- -%	- -%	- -%	- -%	4 66%	- -%	4 47%	- -%	* 1%
Inconvenient/easier to use VoIP	3 32%	- -%	- -%	3 32%	- -%	- -%	3 27%	3 32%	3 33%	3 100%	2 53%	3 32%	1 31%	1 19%	* 3%	3 47%	3 28%	2 30%	2 53%	3 32%	* 1%	1 32%	- -%	* 9%	- -%	1 22%	- -%	2 33%	- -%	1 29%
Price of making calls from <Main fixed line> is too high	2 21%	- -%	- -%	2 21%	- -%	- -%	2 22%	2 21%	2 16%	* 2%	1 12%	2 21%	1 22%	1 9%	- -%	2 27%	2 21%	1 7%	1 12%	2 21%	1 14%	* 2%	- -%	* 5%	- -%	1 10%	- -%	* 1%	- -%	2 70%
Only need it for internet	1 14%	- -%	- -%	1 14%	- -%	- -%	1 15%	1 14%	1 15%	- -%	1 34%	1 14%	1 47%	1 21%	- -%	1 25%	1 15%	1 18%	1 34%	1 14%	- -%	1 64%	- -%	1 89%	- -%	- -%	- -%	1 20%	- -%	- -%
I don't place a high value on making calls from my <Main fixed line>.	1 5%	- -%	- -%	1 5%	- -%	- -%	1 6%	1 5%	- -%	- -%	1 12%	1 5%	1 17%	1 8%	- -%	- -%	1 6%	1 7%	1 12%	1 5%	1 13%	- -%	- -%	- -%	- -%	1 10%	- -%	- -%	- -%	1 18%
Quality of line/calls	* *%	- -%	- -%	* *%	- -%	- -%	* 1%	* *%	* 1%	- -%	- -%	* *%	* 2%	- -%	- -%	* 1%	- -%	* 1%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%
To keep costs down (in general)	* *%	- -%	- -%	* *%	- -%	- -%	* 1%	* *%	* 1%	- -%	* 1%	* *%	* 2%	* 1%	- -%	* 1%	* 1%	- -%	* 1%	* *%	- -%	* 2%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 2%
Reliability of connection	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 108 (continuation)

<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would be prepared to give up the ability to make calls from their ISDN 30 line(s)

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE					PRODUCTS USED												FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL ivate cir uits (d)	Fixed Pr band (e)	Sta ndard lines (a)	NET Mo biles (b)	Fixed line broa dband (c)	Mo bile broa dband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal calls (c)	
Unweighted row	16	-	-	16	-	-	13	16	15	6	5	16	11	10	2	13	13	7	5	16	3	6	-	4	-	6	-	6	-	10
Total	11	-	-	11	-	-	10	11	10	3	4	11	3	7	4	6	10	8	4	11	4	2	-	2	-	5	-	7	-	3
Quality of customer service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Inconvenient/ easier to use mobiles	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (please specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 108 (continuation)

<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would be prepared to give up the ability to make calls from their ISDN 30 line(s)

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN LL/ PC Re ntal (a) (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	16	5	-	5	6	9	15	1
Total	11	6	-	6	4	6	10	1
If a cheaper and reliable alternative became available / new technology	4 34%	4 62%	- -%	4 58%	* 1%	4 59%	4 36%	- -%
Inconvenient/ easier to use VoIP	3 32%	1 11%	- -%	2 41%	2 61%	1 15%	3 33%	- -%
Price of making calls from <Main fixed line> is too high	2 21%	* 1%	- -%	* 1%	1 37%	* 2%	2 16%	1 100%
Only need it for internet	1 14%	1 26%	- -%	- -%	- -%	1 25%	1 15%	- -%
I don't place a high value on making calls from my <Main fixed line>.	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%
Quality of line/calls	* *%	* 1%	- -%	* 1%	- -%	* 1%	* 1%	- -%
To keep costs down (in general)	* *%	- -%	- -%	- -%	* 1%	- -%	* 1%	- -%
Reliability of connection	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 108 (continuation)

<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would be prepared to give up the ability to make calls from their ISDN 30 line(s)

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	16	5	-	5	6	9	15	1
Total	11	6	-	6	4	6	10	1
Quality of customer service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Inconvenient/ easier to use mobiles	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (please specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 109
 <Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?
 by Crossbreak
 Base: All that would not be prepared to give up the ability to make calls from their ISDN30 lines

	PERSONAL PROFILE																																	
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR												
		1	2	1	5	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	ser	Pu	Other		
		(a)	to 4	to 4	(d)	- 49 -	(f)	than 2	years	(b)	(c)	years	-19	years	(a)	(b)	(c)	£100k	to	to	to	to	imary	ufacturing	struction	sale/	tail	ncial	er	blc	(i)			
		(b)	(c)	(e)	(e)		years	(a)	(b)	(c)	years	(d)	(e)				(a)	£500k	£3m	£10m	(e)	ustry	(a)	(b)	(c)	port/Communica-tions	(d)	(e)	Services	(f)	(g)	and services	(h)	
Unweighted row	34	-	-	-	5	6	23	-	-	1	3	30	20	12	2	1	4	8	4	12	1	5	2	7	5	5	8	1	-					
Total	6	-	-	-	1	3	1	-	-	1	1	4	3	3	*	*	*	3	*	1	*	*	*	*	1	2	1	1	*	-				
Less convenient/ less easy to use VoIP	2 33%	- -%	- -%	- -%	* 23%	1 41%	* 22%	- -%	- -%	1 100%	* 16%	1 27%	2 59%	* 2%	- -%	* 100%	- -%	1 30%	- -%	* 31%	- -%	- -%	- -%	* 63%	* 12%	1 54%	1 60%	- -%	- -%					
Unaware of other communications technologies / alternatives	2 32%	- -%	- -%	- -%	- -%	2 56%	- -%	- -%	- -%	- -%	- -%	2 40%	- -%	2 72%	- -%	- -%	- -%	2 54%	- -%	- -%	- -%	- -%	- -%	- -%	2 83%	- -%	- -%	- -%	- -%	- -%				
I prefer to make calls from my <Service>	1 18%	- -%	- -%	- -%	* 44%	* 9%	* 21%	- -%	- -%	- -%	* 57%	1 15%	1 29%	* 5%	* 54%	- -%	* 30%	* 14%	- -%	* 11%	- -%	* 23%	- -%	* 63%	- -%	* 41%	* 18%	- -%	- -%					
Reliability of connection	1 18%	- -%	- -%	- -%	* 17%	* 14%	* 27%	- -%	- -%	- -%	- -%	1 22%	1 25%	* 8%	* 46%	- -%	* 35%	* 5%	* 51%	* 22%	* 100%	- -%	* 100%	* 58%	* 9%	* 6%	- -%	* 100%	- -%					
Poor broadband connection in area	1 10%	- -%	- -%	- -%	- -%	* 14%	* 7%	- -%	- -%	- -%	* 16%	* 10%	1 18%	- -%	- -%	- -%	- -%	* 14%	- -%	* 14%	- -%	- -%	- -%	- -%	* 12%	* 30%	- -%	- -%	- -%					
Quality of customer service	* 8%	- -%	- -%	- -%	- -%	* 9%	* 12%	- -%	- -%	- -%	- -%	* 11%	* 16%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 52%	- -%	- -%	* 8%	* 100%	- -%					
Historical reasons/always used for business calls	* 8%	- -%	- -%	- -%	* 34%	- -%	* 9%	- -%	- -%	- -%	* 57%	* 3%	* 13%	* 3%	- -%	- -%	- -%	* 10%	- -%	* 18%	- -%	* 15%	- -%	* 14%	- -%	* 34%	- -%	- -%	- -%					
No reason to change	* 8%	- -%	- -%	- -%	* 34%	- -%	* 7%	- -%	- -%	- -%	* 57%	* 2%	* 13%	- -%	* 54%	- -%	- -%	* 12%	- -%	* 7%	- -%	- -%	- -%	* 8%	- -%	* 34%	* 5%	- -%	- -%					
Lack of reliability of alternatives / don't trust other technologies	* 7%	- -%	- -%	- -%	* 17%	- -%	* 16%	- -%	- -%	- -%	* 43%	* 3%	* 10%	* 3%	- -%	- -%	* 35%	- -%	- -%	* 33%	- -%	* 15%	- -%	* 6%	* 4%	- -%	* 19%	- -%	- -%					

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 109 (continuation)
 <Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?
 by Crossbreak
 Base: All that would not be prepared to give up the ability to make calls from their ISDN30 lines

	PERSONAL PROFILE																														
	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER						SECTOR									
	Total	1	2	1 5 - 9	10	50	Less than 2 years	2 - 5 years	6 - 9 years	10 - 19 years	20+ years	1	2	5+	Under £100k	£100k to £500k	£500k to £3m	£3m to £10m	£10m+ to (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail/port/communications (d)	Retail (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)			
		(a)	(b)	(c)	(d)	(e)	(a)	(b)	(c)	(d)	(e)	(a)	(b)	(c)	(a)	(b)	(c)	(d)	(e)												
Unweighted row	34	-	-	-	5	6	23	-	-	1	3	30	20	12	2	1	4	8	4	12	1	5	2	7	5	5	8	1	-		
Total	6	-	-	-	1	3	1	-	-	1	1	4	3	3	*	*	*	3	*	1	*	*	*	1	2	1	1	*	-		
Quality of line/calls	*	-	-	-	-	*	-	-	-	-	*	-	*	*	*	*	-	*	*	*	-	-	-	-	*	*	*	*	-		
	7%	-%	-%	-%	-%	-%	26%	-%	-%	-%	-%	8%	9%	2%	46%	100%	-%	-%	17%	12%	-%	-%	-%	-%	6%	6%	8%	100%	-%		
Price of making calls from <Service> is low/good value	*	-	-	-	-	*	-	-	-	-	*	-	*	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-		
	3%	-%	-%	-%	-%	-%	10%	-%	-%	-%	-%	3%	-%	6%	-%	-%	-%	-%	32%	-%	-%	46%	-%	-%	-%	-%	-%	-%	-%		
Already have equipment/hardware for these calls	*	-	-	-	-	*	-	-	-	-	*	-	*	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-		
	2%	-%	-%	-%	-%	-%	7%	-%	-%	-%	-%	2%	-%	4%	-%	-%	-%	-%	32%	-%	-%	31%	-%	-%	-%	-%	-%	-%	-%		
Less convenient/less easy to use mobiles	*	-	-	-	-	*	-	-	-	-	*	-	*	*	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-		
	1%	-%	-%	-%	-%	-%	5%	-%	-%	-%	-%	2%	2%	1%	-%	-%	-%	-%	-%	11%	-%	-%	-%	14%	-%	-%	-%	-%	-%		
Don't have/use VoIP	*	-	-	-	-	*	-	-	-	-	*	-	*	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-		
	1%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	1%	-%	2%	-%	-%	-%	17%	-%	-%	-%	16%	-%	-%	-%	-%	-%	-%	-%		
Too much hassle to change	*	-	-	-	-	*	-	-	-	-	*	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-	-		
	1%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	1%	2%	-%	-%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%		
No other options in our area	*	-	-	-	-	*	-	-	-	-	*	-	*	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-		
	1%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	1%	-%	2%	-%	-%	-%	17%	-%	-%	-%	16%	-%	-%	-%	-%	-%	-%	-%		
Already use this line for internet	-	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Don't have/use mobile(s)	-	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Want to preserve existing Landline telephone number	-	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 109 (continuation)

<Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would not be prepared to give up the ability to make calls from their ISDN30 lines

PERSONAL PROFILE																																
		COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR											
Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other	
	(a)	to 4	to 4	(d)	- 49	- 249		than	years	years	years	-19	years		(a)	to 5	(c)	£100k	to	to	to	to	im	ind	ustr	sale/	tail	ncial	ser	blic	(i)	
	(b)	(c)	(c)	(d)	(e)	(f)		2	(b)	(c)	years	(d)	(e)		(a)	(b)	(c)	(a)	£500k	£3m	£10m	(e)	ustry	(b)	(c)	port/	(e)	Services	(g)	and	(i)	
								years	(a)										(b)	(c)	(d)		(a)	(b)	(c)	Comm	unica	(f)	(g)	ser	vices	
																									(d)							
Unweighted row	34	-	-	-	5	6	23	-	-	1	3	30		20	12	2		1	4	8	4	12	1	5	2	7	5	5	8	1	-	
Total	6	-	-	-	1	3	1	-	-	1	1	4		3	3	*		*	*	3	*	1	*	*	*	1	2	1	1	*	-	
Customer base requires that we keep analogue lines	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
More professional / traditional	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Other (please specify)	*	-	-	-	-	*	*	-	-	-	-	*		*	*	-	-	-	*	-	*	*	-	-	-	*	-	-	*	-	-	
	3%	-%	-%	-%	-%	3%	5%	-%	-%	-%	-%	4%		2%	4%	-%	-%	-%	3%	-%	10%	-%	-%	-%	12%	-%	-%	8%	-%	-%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 109 (continuation)
 <Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?
 by Crossbreak
 Base: All that would not be prepared to give up the ability to make calls from their ISDN30 lines

		LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
Total		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	London (h)	SE (i)	SW (j)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Elsewhere (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)
Unweighted row	34	2	2	1	1	1	6	2	1	2	18	6	5	5		1	33	29	3	31	2	25	4
Total	6	*	*	*	*	2	1	1	*	*	4	1	*	*		*	5	3	2	5	*	5	1
Less convenient/less easy to use VoIP	2 33%	*	-	-	-	-	*	1	*	*	1	*	*	*		-	2	2	*	2	-	2	-
		83%	-%	-%	-%	-%	34%	88%	100%	50%	31%	25%	66%	22%		-%	34%	50%	16%	34%	-%	37%	-%
Unaware of other communications technologies / alternatives	2 32%	-	-	-	-	2	-	-	-	-	2	-	-	-		-	2	-	2	2	-	2	-
		-%	-%	-%	-%	100%	-%	-%	-%	-%	42%	-%	-%	-%		-%	33%	-%	84%	33%	-%	38%	-%
I prefer to make calls from my <Service>	1 18%	*	-	-	-	-	1	*	-	-	1	-	*	*		-	1	1	-	1	*	1	*
		17%	-%	-%	-%	-%	87%	12%	-%	-%	21%	-%	11%	34%		-%	19%	23%	-%	18%	42%	12%	83%
Reliability of connection	1 18%	-	*	*	-	-	*	-	-	-	1	*	*	*		-	1	1	-	1	-	1	-
		-%	50%	100%	-%	-%	47%	-%	-%	-%	14%	52%	11%	11%		-%	18%	29%	-%	17%	-%	17%	-%
Poor broadband connection in area	1 10%	*	-	-	-	-	-	-	-	*	*	*	-	-		-	1	1	-	1	-	1	-
		83%	-%	-%	-%	-%	-%	-%	-%	50%	9%	25%	-%	-%		-%	10%	18%	-%	10%	-%	12%	-%
Quality of customer service	* 8%	-	*	-	-	-	*	-	*	-	*	-	-	-		-	*	*	*	*	-	*	-
		-%	50%	-%	-%	-%	34%	-%	100%	-%	11%	-%	-%	-%		-%	9%	12%	5%	9%	-%	8%	-%
Historical reasons/always used for business calls	* 8%	-	-	-	-	-	*	-	-	-	*	*	-	*		-	*	*	-	*	-	*	*
		-%	-%	-%	-%	-%	40%	-%	-%	-%	8%	14%	-%	11%		-%	9%	4%	-%	9%	-%	2%	60%
No reason to change	* 8%	-	-	-	-	-	*	-	-	-	*	*	-	-		-	*	*	-	*	-	*	*
		-%	-%	-%	-%	-%	46%	-%	-%	-%	9%	7%	-%	-%		-%	8%	3%	-%	8%	-%	1%	60%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 109 (continuation)

<Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would not be prepared to give up the ability to make calls from their ISDN30 lines

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON			
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid (e)	W (f)	Mid (g)	East (h)	Lo ndon (i)	SE (j)	SW (k)	Net: En gland (l)	Wales (m)	Sco tland (n)	Nor thern Ireland (o)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	34	2	2	1	1	1	6	2	1	2	18	6	5	5	1	33	29	3	31	2	25	4		
Total	6	*	*	*	*	2	1	1	*	*	4	1	*	*	*	5	3	2	5	*	5	1		
Lack of reliability of alternatives / don't trust other technologies	*	-	-	-	-	-	-	-	-	*	*	*	*	*	*	*	*	-	*	-	*	-		
	7%	-%	-%	-%	-%	-%	-%	-%	-%	50%	2%	34%	11%	11%	100%	4%	13%	-%	7%	-%	8%	-%		
Quality of line/calls	*	*	*	-	-	-	-	-	*	-	*	-	*	-	-	*	*	*	*	-	*	*		
	7%	17%	100%	-%	-%	-%	-%	-%	100%	-%	7%	-%	11%	-%	-%	7%	9%	5%	7%	-%	3%	11%		
Price of making calls from <Service> is low/good value	*	-	-	-	-	-	-	-	-	*	*	*	-	-	-	*	*	-	*	-	*	*		
	3%	-%	-%	-%	-%	-%	-%	-%	-%	50%	2%	7%	-%	-%	-%	3%	5%	-%	3%	-%	1%	17%		
Already have equipment/ hardware for these calls	*	-	-	-	-	-	-	-	-	*	*	-	-	-	-	*	*	-	*	-	-	*		
	2%	-%	-%	-%	-%	-%	-%	-%	-%	50%	2%	-%	-%	-%	-%	2%	3%	-%	2%	-%	-%	17%		
Less convenient/ less easy to use mobiles	*	-	-	-	-	-	-	-	-	-	-	*	-	*	-	*	*	-	*	-	*	-		
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7%	-%	11%	-%	1%	3%	-%	1%	-%	1%	-%		
Don't have/use VoIP	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*	*	-	*	-	*	-		
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%	-%	1%	2%	-%	1%	-%	1%	-%		
Too much hassle to change	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*	*	-	-	*	*	-		
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%	-%	1%	2%	-%	-%	42%	1%	-%		
No other options in our area	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*	*	-	*	-	*	-		
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%	-%	1%	2%	-%	1%	-%	1%	-%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 109 (continuation)

<Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would not be prepared to give up the ability to make calls from their ISDN30 lines

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE	NW	Yorkshire/Humber	East of London	Midlands	West Midlands	East of England	London	SE	SW	Net: England	Wales	Scotland	Northern Ireland	Home based	Else where	Agree	Dis agree	Agree	Dis agree	Agree	Dis agree
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)	
Unweighted row	34	2	2	1	1	1	6	2	1	2	18	6	5	5	1	33	29	3	31	2	25	4	
Total	6	*	*	*	*	2	1	1	*	*	4	1	*	*	*	5	3	2	5	*	5	1	
Already use this line for internet	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Don't have/use mobile(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Want to preserve existing Landline telephone number	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Customer base requires that we keep analogue lines	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
More professional / traditional	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Other (please specify)	*	-	-	-	*	-	-	-	-	-	*	-	-	*	-	*	*	-	*	*	*	-	
	3%	-	-	-	100%	-	-	-	-	-	2%	-	-	32%	-	3%	5%	-	2%	58%	3%	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 109 (continuation)
 <Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?
 by Crossbreak
 Base: All that would not be prepared to give up the ability to make calls from their ISDN30 lines

CONNECTION PROFILE																															
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuits (d)	Fixed broadband (e)	Standard landlines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2E (e)	ISDN 30 (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	Social media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	34	-	-	34	-	-	25	32	33	19	5	34	11	16	9	20	21	16	4	34	8	5	3	5	3	8	-	9	-	24	
Total	6	-	-	6	-	-	3	5	5	2	*	6	1	2	1	4	4	1	*	6	1	1	*	1	*	1	-	1	-	5	
Less convenient/ less easy to use VoIP	2 33%	- -%	- -%	2 33%	- -%	- -%	1 46%	2 30%	2 29%	1 34%	* 43%	2 33%	* 43%	1 68%	1 58%	1 34%	1 26%	* 25%	* 16%	2 33%	1 70%	1 84%	- -%	* 64%	* 88%	1 62%	- -%	* 38%	- -%	2 32%	
Unaware of other communications technologies / alternatives	2 32%	- -%	- -%	2 32%	- -%	- -%	- -%	2 34%	2 34%	- -%	- -%	2 32%	- -%	- -%	- -%	2 45%	2 42%	- -%	- -%	2 32%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 38%
I prefer to make calls from my <Service>	1 18%	- -%	- -%	1 18%	- -%	- -%	* 10%	1 19%	1 14%	* 20%	* 40%	1 18%	* 52%	1 26%	* 33%	* 7%	1 23%	* 20%	* 59%	1 18%	- -%	* 47%	* 79%	* 50%	- -%	* 22%	- -%	* 16%	- -%	1 19%	
Reliability of connection	1 18%	- -%	- -%	1 18%	- -%	- -%	1 25%	1 18%	1 13%	1 35%	- -%	1 18%	* 47%	1 29%	* 33%	* 11%	1 21%	* 26%	- -%	1 18%	* 22%	* 47%	- -%	* 78%	- -%	* 11%	- -%	* 31%	- -%	1 14%	
Poor broadband connection in area	1 10%	- -%	- -%	1 10%	- -%	- -%	1 21%	1 10%	1 10%	* 30%	* 33%	1 10%	- -%	* 20%	* 28%	* 11%	* 4%	* 23%	- -%	1 10%	* 9%	* 41%	- -%	- -%	* 80%	* 9%	- -%	* 34%	- -%	* 5%	
Quality of customer service	* 8%	- -%	- -%	* 8%	- -%	- -%	* 7%	* 9%	* 3%	- -%	- -%	* 8%	* 36%	* 15%	* 27%	* 2%	* 9%	- -%	- -%	* 8%	- -%	* 39%	- -%	* 50%	- -%	- -%	- -%	- -%	- -%	* 10%	
Historical reasons/always used for business calls	* 8%	- -%	- -%	* 8%	- -%	- -%	* 5%	* 9%	* 9%	* 8%	* 11%	* 8%	* 9%	* 6%	- -%	* 3%	* 11%	* 9%	* 16%	* 8%	* 4%	* 4%	* 21%	* 8%	* 20%	- -%	- -%	* 4%	- -%	* 9%	
No reason to change	* 8%	- -%	- -%	* 8%	- -%	- -%	* 4%	* 8%	* 8%	* 7%	* 20%	* 8%	* 6%	* 2%	- -%	* 1%	* 9%	* 8%	* 30%	* 8%	* 4%	- -%	- -%	- -%	- -%	* 12%	- -%	- -%	- -%	* 10%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 109 (continuation)
 <Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?
 by Crossbreak
 Base: All that would not be prepared to give up the ability to make calls from their ISDN30 lines

CONNECTION PROFILE																															
	Total	MAIN FIXED LINE TYPE					PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private cir dband (d)	Fixed Pr broa dband (e)	Standard lines (a)	NET Mo biles (b)	Fixed line broa dband (c)	Mo bile broa dband (d)	ISDN 2/2e (e)	ISDN 30 ivate cir cuits (f)	LL pr ivate cir cuits (g)	VoIP (h)	Video nfere ncing (i)	So co cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider and calls (b)	Other pro vider for re ntal and calls (c)	
Unweighted row	34	-	-	34	-	-	25	32	33	19	5	34	11	16	9	20	21	16	4	34	8	5	3	5	3	8	-	9	-	24	
Total	6	-	-	6	-	-	3	5	5	2	*	6	1	2	1	4	4	1	*	6	1	1	*	1	*	1	-	1	-	5	
Lack of reliability of alternatives / don't trust other technologies	*	-	-	*	-	-	*	*	*	*	*	*	*	*	*	*	*	*	-	*	*	*	-	*	-	*	-	-	-	*	
	7%	-%	-%	7%	-%	-%	11%	7%	7%	5%	33%	7%	4%	11%	18%	7%	7%	3%	-%	7%	17%	-%	21%	22%	-%	9%	-%	-%	-%	8%	
Quality of line/calls	*	-	-	*	-	-	*	*	*	*	-	*	*	*	*	*	*	*	-	*	*	-	*	-	-	-	*	-	*	-	*
	7%	-%	-%	7%	-%	-%	11%	6%	7%	9%	-%	7%	10%	3%	6%	3%	3%	10%	-%	7%	-%	8%	-%	-%	-%	6%	-%	15%	-%	5%	
Price of making calls from <Service> is low/good value	*	-	-	*	-	-	*	*	*	*	-	*	-	*	*	-	-	-	-	*	*	-	-	-	-	-	*	-	-	*	
	3%	-%	-%	3%	-%	-%	5%	3%	3%	3%	-%	3%	-%	2%	4%	-%	-%	-%	-%	3%	4%	-%	-%	-%	-%	-%	4%	-%	-%	3%	
Already have equipment/hardware for these calls	*	-	-	*	-	-	*	*	*	-	-	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	*	
	2%	-%	-%	2%	-%	-%	4%	2%	2%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	
Less convenient/less easy to use mobiles	*	-	-	*	-	-	*	*	*	*	*	*	*	*	-	*	*	*	*	*	*	*	-	-	-	*	-	*	-	*	
	1%	-%	-%	1%	-%	-%	3%	1%	1%	5%	11%	1%	9%	4%	-%	2%	2%	6%	16%	1%	4%	4%	-%	-%	20%	-%	-%	4%	-%	1%	
Don't have/use VoIP	*	-	-	*	-	-	*	*	*	*	*	*	*	-	*	-	-	*	*	*	-	-	-	-	-	-	-	*	-	-	-
	1%	-%	-%	1%	-%	-%	2%	1%	1%	3%	17%	1%	6%	-%	5%	-%	-%	4%	25%	1%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%	
Too much hassle to change	*	-	-	*	-	-	*	*	*	*	-	*	-	-	-	*	*	*	-	*	*	-	-	-	-	-	-	*	-	-	-
	1%	-%	-%	1%	-%	-%	2%	1%	1%	3%	-%	1%	-%	-%	-%	1%	1%	4%	-%	1%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%	
No other options in our area	*	-	-	*	-	-	*	*	*	*	*	*	*	-	*	-	-	*	*	*	-	-	-	-	-	-	-	*	-	-	-
	1%	-%	-%	1%	-%	-%	2%	1%	1%	3%	17%	1%	6%	-%	5%	-%	-%	4%	25%	1%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%	
Already use this line for internet	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 109 (continuation)
 <Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?
 by Crossbreak
 Base: All that would not be prepared to give up the ability to make calls from their ISDN30 lines

CONNECTION PROFILE																															
	Total	MAIN FIXED LINE TYPE					PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
		Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr (d)	Fixed line band (e)	Standard land lines (a)	NET Mo biles (b)	Fixed line band (c)	Mo bile band (d)	ISDN 2/2e (e)	ISDN 30 ivate cir uits (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Standard land line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both (c)	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for re ntal and calls (c)	
Unweighted row	34	-	-	34	-	-	25	32	33	19	5	34	11	16	9	20	21	16	4	34	8	5	3	5	3	8	-	9	-	24	
Total	6	-	-	6	-	-	3	5	5	2	*	6	1	2	1	4	4	1	*	6	1	1	*	1	*	1	-	1	-	5	
Don't have/use mobile(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Want to preserve existing Landline telephone number	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Customer base requires that we keep analogue lines	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
More professional / traditional	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Other (please specify)	*	-	-	*	-	-	*	*	*	*	-	*	*	-	*	*	-	*	-	*	-	-	-	-	-	-	-	-	-	-	*
	3%	-%	-%	3%	-%	-%	6%	3%	3%	4%	-%	3%	8%	-%	6%	2%	-%	12%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 109 (continuation)

<Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would not be prepared to give up the ability to make calls from their ISDN30 lines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	34	12	1	10	11	22	31	3
Total	6	1	*	1	3	2	5	*
Less convenient/ less easy to use VoIP	2 33%	* 30%	* 100%	* 36%	* 9%	1 54%	2 30%	* 68%
Unaware of other communications technologies / alternatives	2 32%	- -%	- -%	- -%	2 61%	- -%	2 35%	- -%
I prefer to make calls from my <Service>	1 18%	* 14%	- -%	* 16%	* 14%	* 14%	1 14%	* 68%
Reliability of connection	1 18%	* 25%	- -%	* 29%	* 6%	1 23%	1 13%	* 79%
Poor broadband connection in area	1 10%	* 28%	- -%	* 32%	- -%	1 23%	1 11%	- -%
Quality of customer service	* 8%	- -%	- -%	- -%	- -%	* 7%	* 3%	* 68%
Historical reasons/always used for business calls	* 8%	* 7%	* 100%	* 8%	* 12%	* 5%	* 9%	- -%
No reason to change	* 8%	* 5%	- -%	* 6%	* 12%	* 4%	* 9%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 109 (continuation)

<Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would not be prepared to give up the ability to make calls from their ISDN30 lines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN LL/ PC Re ntal (a) (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	34	12	1	10	11	22	31	3
Total	6	1	*	1	3	2	5	*
Lack of reliability of alternatives / don't trust other technologies	* 7%	* 4%	- -%	* 5%	* 1%	* 15%	* 8%	- -%
Quality of line/calls	* 7%	* 12%	- -%	* 14%	- -%	* 15%	* 6%	* 12%
Price of making calls from <Service> is low/good value	* 3%	- -%	- -%	- -%	* 5%	- -%	* 3%	- -%
Already have equipment/ hardware for these calls	* 2%	- -%	- -%	- -%	* 3%	- -%	* 2%	- -%
Less convenient/ less easy to use mobiles	* 1%	* 3%	* 100%	* 3%	- -%	* 3%	* 1%	- -%
Don't have/use VoIP	* 1%	* 5%	- -%	* 5%	- -%	* 2%	* 1%	- -%
Too much hassle to change	* 1%	- -%	- -%	- -%	- -%	* 2%	* 1%	- -%
No other options in our area	* 1%	* 5%	- -%	* 5%	- -%	* 2%	* 1%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 109 (continuation)

<Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future?

by Crossbreak

Base: All that would not be prepared to give up the ability to make calls from their ISDN30 lines

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	34	12	1	10	11	22	31	3
Total	6	1	*	1	3	2	5	*
Already use this line for internet	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't have/use mobile(s)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Want to preserve existing Landline telephone number	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Customer base requires that we keep analogue lines	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More professional / traditional	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (please specify)	* 3%	* 14%	- -%	- -%	* 5%	- -%	* 1%	* 21%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 110

<Q4E> Which of the following best describes how you think about costs in relation to your <Main fixed line>

by Crossbreak

Base: Leased line(s) / private circuit(s) is the main fixed line

		PERSONAL PROFILE																												
		COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR								
Total		1 (a)	2 to 4 (b)	1 to 4 (c)	5 - 9 (d)	10 - 49 (e)	50 - 249 (f)	Less than 2 years (a)	2 - 5 years (b)	5 - 6 years (c)	6 - 9 years (d)	10 - 19 years (e)	20+ years (f)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Pr mary industry (a)	Man ufacturing (b)	Co nstruction (c)	Whole sale/ port/ Comm unica tions (d)	Re tail (e)	Fin ancial services (f)	Other ser vices (g)	Pu blic and ser vices (h)	Other (i)
Unweighted row	7	-	-	-	1	2	4	-	1	-	1	5		3	3	1	-	-	2	1	3	-	-	-	4	-	-	3	-	-
Total	2	-	-	-	*	1	*	-	*	-	*	1		1	1	*	-	-	1	1	*	-	-	-	1	-	-	1	-	-
I think about the costs for line rental and calls separately	1 59%	- -%	- -%	- -%	* 100%	1 57%	* 45%	- -%	- -%	- -%	* 100%	1 57%		* 21%	1 89%	* 100%	- -%	- -%	1 100%	- -%	* 65%	- -%	- -%	- -%	1 93%	- -%	- -%	* 14%	- -%	- -%
I think about the costs for line rental and calls together	1 41%	- -%	- -%	- -%	- -%	1 43%	* 55%	- -%	* 100%	- -%	- -%	1 43%		1 79%	* 11%	- -%	- -%	- -%	- -%	1 100%	* 35%	- -%	- -%	- -%	* 7%	- -%	- -%	1 86%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 110 (continuation)

<Q4E> Which of the following best describes how you think about costs in relation to your <Main fixed line>

by Crossbreak

Base: Leased line(s) / private circuit(s) is the main fixed line

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	7	-	-	1	-	-	-	2	-	2	5	1	-	1	1	6	6	-	6	1	6	1
Total	2	-	-	*	-	-	-	1	-	1	2	*	-	*	*	2	2	-	2	*	2	*
I think about the costs for line rental and calls separately	1 59%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	1 88%	1 54%	* 100%	- -%	* 100%	* 100%	1 56%	1 58%	- -%	1 58%	* 100%	1 61%	- -%
I think about the costs for line rental and calls together	1 41%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	* 12%	1 46%	- -%	- -%	- -%	- -%	1 44%	1 42%	- -%	1 42%	- -%	1 39%	* 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 110 (continuation)

<Q4E> Which of the following best describes how you think about costs in relation to your <Main fixed line>

by Crossbreak

Base: Leased line(s) / private circuit(s) is the main fixed line

CONNECTION PROFILE																														
	MAIN FIXED LINE TYPE					PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private broadband (d)	Fixed line broadband (e)	Standard land lines (a)	NET Mo- biles (b)	Fixed line broadband (c)	Mo- bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	So- cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro- vider (a)	A diff- erent pro- vider (b)	Both	Internal / inter- site (a)	Ext- ernal (b)	Both (c)	Ne- ither (d)	BT for ntal calls (a)	Other pro- vider for calls (b)	Other pro- vider for ntal and calls (c)
Unweighted row	7	-	-	-	7	-	4	6	4	4	-	2	7	7	3	5	5	3	-	2	4	2	-	-	2	5	-	2	-	5
Total	2	-	-	-	2	-	1	2	1	1	-	*	2	2	1	1	2	*	-	*	1	1	-	-	1	1	-	*	-	2
I think about the costs for line rental and calls separately	1 59%	- -%	- -%	- -%	1 59%	- -%	1 93%	1 56%	* 24%	1 55%	- -%	* 30%	1 59%	1 59%	1 92%	1 86%	1 54%	* 73%	- -%	* 30%	* 13%	1 100%	- -%	- -%	* 23%	1 84%	- -%	* 100%	- -%	1 54%
I think about the costs for line rental and calls together	1 41%	- -%	- -%	- -%	1 41%	- -%	* 7%	1 44%	1 76%	1 45%	- -%	* 70%	1 41%	1 41%	* 8%	* 14%	1 46%	* 27%	- -%	* 70%	1 87%	- -%	- -%	- -%	1 77%	* 16%	- -%	- -%	- -%	1 46%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 110 (continuation)

<Q4E> Which of the following best describes how you think about costs in relation to your <Main fixed line>

by Crossbreak

Base: Leased line(s) / private circuit(s) is the main fixed line

Total	BUNDLING			SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN Re + ntal (a) (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	7	-	-	-	4	5	2
Total	2	-	-	-	1	1	1
I think about the costs for line rental and calls separately	1 59%	- -%	- -%	- -%	* 24%	* 28%	1 100%
I think about the costs for line rental and calls together	1 41%	- -%	- -%	- -%	1 76%	1 72%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 111

<Q4E> Which of the following best describes how you think about costs in relation to your <Main fixed line>

by Crossbreak

Base: VoIP calls made over your fixed line broadband is the main fixed line

	PERSONAL PROFILE																															
	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR											
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other	
	Total	(a)	to 4	to 4	(d)	- 49	- 249	than 2 years	(b)	(c)	(c)	years	-19 years	(e)	(a)	to 5	(c)	£100k (a)	to £500k (b)	to £3m (c)	to £10m (d)	to (e)	imary ind ustry (a)	ufact (b)	nstru (c)	sale/ port/ Comm unica tions (d)	tail (e)	ncial Ser vices (f)	ser vices (g)	blic admin and ser vices (h)	(i)	
Unweighted row	24	2	3	5	5	9	5	1	2	-	10	11	11	9	3	1	7	7	5	1	-	2	3	6	1	2	7	3	-			
Total	18	3	6	8	4	4	*	*	1	-	9	7	11	6	*	1	8	7	1	*	-	1	3	5	*	*	8	1	-			
I think about the costs for line rental and calls together	17 95%	2 80%	6 100%	8 94%	4 96%	4 100%	* 54%	- %	1 100%	- %	9 94%	7 99%	11 95%	6 97%	* 67%	- %	8 97%	7 100%	1 100%	- %	- %	1 100%	3 97%	5 100%	* 100%	* 100%	7 92%	1 82%	- %			
I think about the costs for line rental and calls separately	1 5%	1 20%	- %	1 6%	* 4%	- %	* 46%	* 100%	- %	- %	1 6%	* 1%	1 5%	* 3%	* 33%	1 100%	* 3%	- %	- %	* 100%	- %	- %	* 3%	- %	- %	- %	1 8%	* 18%	- %			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 111 (continuation)

<Q4E> Which of the following best describes how you think about costs in relation to your <Main fixed line>

by Crossbreak

Base: VoIP calls made over your fixed line broadband is the main fixed line

	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
Total	NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern (n)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	24	2	5	-	-	1	3	3	4	-	18	3	1	2	2	22	22	1	15	6	19	2
Total	18	1	1	-	-	2	4	5	3	-	16	1	*	*	3	15	17	*	11	4	15	1
I think about the costs for line rental and calls together	17 95%	1 100%	1 95%	- -%	- -%	2 100%	4 100%	5 100%	2 96%	- -%	16 99%	1 43%	* 100%	* 100%	2 80%	15 98%	17 96%	* 100%	11 92%	4 100%	14 94%	1 100%
I think about the costs for line rental and calls separately	1 5%	- -%	* 5%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	* 1%	1 57%	- -%	- -%	1 20%	* 2%	1 4%	- -%	1 8%	- -%	1 6%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 111 (continuation)

<Q4E> Which of the following best describes how you think about costs in relation to your <Main fixed line>

by Crossbreak

Base: VoIP calls made over your fixed line broadband is the main fixed line

CONNECTION PROFILE																														
	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private cir d (d)	Fixed broadband (e)	Standard land lines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private cir cuits (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider and calls (b)	Other pro vider for re ntal and calls (c)
Unweighted row	24	-	-	-	-	24	18	22	24	8	5	2	3	24	4	15	16	16	2	2	10	11	2	1	5	16	2	7	1	16
Total	18	-	-	-	-	18	14	16	18	5	2	*	1	18	4	11	12	13	1	*	6	8	1	*	2	12	3	7	1	9
I think about the costs for line rental and calls together	17 95%	- -%	- -%	- -%	- -%	17 95%	13 99%	15 95%	17 95%	5 97%	1 89%	* 100%	1 92%	17 95%	3 87%	10 92%	11 94%	12 99%	1 100%	* 100%	6 96%	8 93%	1 100%	* 100%	2 96%	12 98%	2 82%	7 99%	1 100%	9 92%
I think about the costs for line rental and calls separately	1 5%	- -%	- -%	- -%	- -%	1 5%	* 1%	1 5%	1 5%	* 3%	* 11%	- -%	* 8%	1 5%	1 13%	1 8%	1 6%	* 1%	- -%	- -%	* 4%	1 7%	- -%	- -%	* 4%	* 2%	1 18%	* 1%	- -%	1 8%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 111 (continuation)

<Q4E> Which of the following best describes how you think about costs in relation to your <Main fixed line>

by Crossbreak

Base: VoIP calls made over your fixed line broadband is the main fixed line

		BUNDLING			SAME VS DIFFERENT			
	Total	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN PC (a) ntal (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and line re ntal supp liers (c)	Diff erent fixed voice calls and line re ntal supp liers (d)
Unweighted row	24	1	1	8	-	-	16	8
Total	18	*	*	10	-	-	10	7
I think about the costs for line rental and calls together	17 95%	- -%	- -%	10 99%	- -%	- -%	10 97%	7 93%
I think about the costs for line rental and calls separately	1 5%	* 100%	* 100%	* 1%	- -%	- -%	* 3%	1 7%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 112
<IIA> To what extent do you agree or disagree.....I am confident at identifying communication goods and services that would benefit my business
by Crossbreak
Base: All respondents

		PERSONAL PROFILE																																
		COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR												
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£100k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	ser	Pu	Other
		(a)	to 4	to 4	(d)	- 49	- 249	than 2 years (a)	(b)	years (c)	years (d)	years (e)	(a)	to 5	(c)	(a)	£100k (a)	to £500k (b)	to £3m (c)	to £10m (d)	to £10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail/port/Communica-tions (d)	Real estate (e)	Financial services (f)	Other services (g)	Public admin and services (h)	Other (i)				
Unweighted row		502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23				
Total		502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22				
Agree strongly	(5.0)	169 34%	47b 45%	84 29%	131 33%	20 38%	14 32%	4BCDE 58%	2 16%	8 50%	3 6%	44C 31%	112C 40%	144 31%	24A 58%	1 26%	76 34%	45 28%	23b 43%	4 34%	2b 51%	6 30%	12 27%	18 25%	23 38%	29 36%	6 34%	54 36%	15 42%	5 25%				
Agree slightly	(4.0)	187 37%	32 31%	114 39%	146 37%	18 33%	21acd 49%	3 37%	4 34%	3 16%	25 48%	59 42%	97 34%	179B 39%	7 18%	1 39%	68 31%	69a 43%	21 38%	5 41%	1 24%	12 59%	18H 39%	24h 34%	24H 38%	20 25%	10 59%	66EH 45%	5 15%	8 36%				
Neither agree nor disagree	(3.0)	61 12%	9 9%	40F 14%	49f 12%	9eF 17%	3 7%	* 2%	- -%	3 20%	7 14%	11 8%	40 14%	55 12%	6 14%	1 33%	20 9%	27c 17%	4 7%	3AC 24%	1AC 25%	1 3%	9dg 20%	16DG 23%	4 6%	11 14%	1 6%	11 7%	4 11%	5 21%				
Disagree slightly	(2.0)	61 12%	4 3%	49aF 17%	52aF 13%	4 8%	5f 11%	* 2%	5 50%	1 7%	9 17%	23e 16%	22 8%	59 13%	3 6%	* 2%	37De 17%	18d 11%	5 9%	- -%	- -%	- -%	* 1%	6 8%	10B 17%	17Bcg 21%	* 1%	17b 11%	8Bcg 23%	3 13%				
Disagree strongly	(1.0)	15 3%	5 5%	7 2%	12 3%	3e 5%	- -%	* 1%	- -%	1 7%	8DE 15%	3 2%	3 1%	14 3%	1 3%	- -%	12b 5%	1 1%	2 3%	- -%	- -%	1 7%	- -%	8bdEG 11%	1 1%	1 1%	- -%	- -%	4bdEG 10%	1 5%				
(Don't know)		8 2%	7B 7%	1 *%	8 2%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	8d 3%	8 2%	* 1%	- -%	8b 4%	- -%	- -%	- -%	- -%	- -%	6 13%	- -%	* *%	2 3%	- -%	* *%	- -%	- -%				
NET	---																																	
Agree		356 71%	79 76%	198 67%	276 69%	38 70%	35bc 81%	7ABCDE 95%	6 50%	11 66%	28 54%	103c 73%	208c 74%	323 70%	31 76%	2 65%	144 65%	115 71%	44a 80%	9 76%	2 75%	18 89%	30 66%	42 59%	47ch 76%	49 62%	16 93%	121 81%	20 56%	13 60%				
Disagree		76 15%	9 8%	56F 19%	64F 16%	7f 13%	5 11%	* 3%	5 50%	2 14%	17E 32%	27E 19%	25 9%	73 16%	4 9%	* 2%	49bDE 22%	20d 12%	7d 12%	- -%	- -%	1 7%	* 1%	13B 19%	11B 18%	18Bg 22%	* 1%	17b 11%	12BdG 33%	4 18%				
Mean score		3.9	4.2b	3.7	3.8	3.9	4.0	4.5BCDE	3.2	3.9c	3.1	3.8C	4.1ACd	3.8	4.2A	3.9	3.7	3.9	4.1a	4.1	4.3ab	4.0	4.1ch	3.5	4.0c	3.8	4.3ci	4.1 CeHi	3.5	3.6				

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 112 (continuation)

<11A> To what extent do you agree or disagree.....I am confident at identifying communication goods and services that would benefit my business

by Crossbreak

Base: All respondents

		LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
	Total	NE (a)	NW (b)	Yo rks/ Hu mber (c)	Mid (d)	Mid (e)	East (f)	Lo ndon (g)	SE (h)	SW (i)	Net: gland (j)	Wales (k)	Sco tland (l)	Nor thern (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118	
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154	
Agree strongly	(5.0)	169	11	20	5	10	13	14	25	24	16	139	10 fgJm	15	4	26	143A	154B	10	98B	57	132B	28
		34%	73%	40%	14%	28%	33%	29%	31%	31%	35%	32%	49%	41%	31%	21%	37%	39%	16%	46%	22%	43%	18%
Agree slightly	(4.0)	187	3	19	14	15	15	28 HjkL	33	21	15	163	7	11	61	61B	126	147	18	76	105	106	59
		37%	23%	36%	36%	44%	36%	57%	41%	28%	33%	38%	33%	31%	46%	51%	33%	38%	28%	36%	41%	35%	39%
Neither agree nor disagree	(3.0)	61	*	12fkM	7	7	2	2	9	6	9	55M	2	4m	*	24b	38	44	10	15	37a	33	18
		12%	2%	23%	18%	20%	6%	5%	12%	8%	20%	13%	7%	12%	2%	20%	10%	11%	16%	7%	14%	11%	12%
Disagree slightly	(2.0)	61	*	-	7	-	11	2	10b	19Bfjk	4	53b	1b	5B	2Bf	5	56a	40	11	22	39	29	31A
		12%	2%	-%	17%	-%	26%	5%	13%	25%	9%	12%	7%	14%	15%	4%	15%	10%	17%	10%	15%	9%	20%
Disagree strongly	(1.0)	15	-	-	3	-	-	3	6	1	14	11	-	1BFL	4	11	6	8A	1	15A	4	11A	
		3%	-%	-%	9%	-%	-%	4%	8%	2%	3%	3%	-%	6%	4%	3%	1%	12%	*%	6%	1%	7%	
(Don't know)		8	-	-	5	-	-	2	-	-	7	-	1	-	*	8	1	7A	*	6a	*	6A	
		2%	-%	-%	14%	-%	-%	5%	-%	-%	2%	-%	3%	-%	*%	2%	*%	11%	*%	2%	*%	4%	
NET																							

Agree	356	14	39	19	25	28	43Hjl	57	45	32	302	17hj	26	10	87	269	301B	28	174B	162	238B	87	
	71%	96%	77%	51%	71%	68%	86%	72%	60%	69%	70%	83%	71%	77%	72%	70%	77%	44%	82%	63%	78%	56%	
Disagree	76	*	-	7	3	11	2	13b	25	5	66b	2B	5B	3BFk	10	67a	46	18A	22	54A	33	43A	
	15%	2%	-%	17%	9%	26%	5%	17%	33%	12%	15%	10%	14%	21%	8%	17%	12%	29%	11%	21%	11%	28%	
Mean score	3.9	4.7 bCdef	4.2ch	3.5	3.8	3.8	4.2 chm	3.8	3.5	3.9	3.9	4.2 chjm	4.0	3.8	3.8	3.9	4.0B	3.2	4.2B	3.6	4.1B	3.4	
		GHijLM																					

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 112 (continuation)
 <IIA> To what extent do you agree or disagree.....I am confident at identifying communication goods and services that would benefit my business
 by Crossbreak
 Base: All respondents

		CONNECTION PROFILE																																					
		MAIN FIXED LINE TYPE																	FIXED LINES USED FOR VOICE CALLS OUT											VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL private circuits (d)	Fixed broadband (e)	Standard land lines (a)	NET Mo (b)	Fixed line broadband (c)	Mo broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Internal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)										
Unweighted row		502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255								
Total		502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258								
Agree strongly	(5.0)	169	149	4	4	1	11	164	135	158	51 ABcf	16	6	8	46abf 28 ABCDE FGHJK	74b	73ABf	161	14	5	18	20a	2	6	8	26B	7	81	9	78									
		34%	33%	26%	24%	69%	62%	34%	32%	37%	46%	38%	30%	33%	45%	72%	40%	44%	34%	37%	27%	35%	59%	30%	41%	25%	56%	56%	37%	34%	30%								
Agree slightly	(4.0)	187	169	5	8	1	5	182DI	159DI	159DI	28	13i DehI	10	10DI	35I	6 cDehI	84	64DI	180	13	10ab	21	9	1	4	16C	10	6	80	6	101								
		37%	37%	33%	50%	31%	28%	38%	38%	37%	25%	32%	49%	43%	34%	14%	45%	39%	38%	33%	50%	41%	26%	17%	24%	52%	21%	44%	37%	24%	39%								
Neither agree nor disagree	(3.0)	61	59	1	1	-	1	61J	53dJ	46J	7	3	1	6 AbCDE FhJK	12J	5J	8	12	61	2	1	7	1	4	1	6	5	-	31	*	30								
		12%	13%	4%	5%	-%	7%	12%	13%	11%	7%	7%	5%	24%	12%	13%	4%	7%	13%	6%	5%	13%	2%	53%	5%	20%	12%	-%	14%	1%	12%								
Disagree slightly	(2.0)	61	52	6A	3	-	1	55GI	52GhI	47GI	22 AbCGH IJK	6GhI	3GHIj	*	6	-	15gi	16gi	52	6	3	1	4a	-	-	1	5	-	14	9	38A								
		12%	11%	37%	20%	-%	3%	11%	13%	11%	20%	14%	16%	1%	6%	-%	8%	9%	11%	15%	17%	3%	13%	-%	-%	3%	11%	-%	6%	36%	15%								
Disagree strongly	(1.0)	15	15	-	-	-	-	15k	12k	15k	2 3 abdfg ijk	-	-	5K	*	5k	*	15	3ac	-	5b	-	-	4	*	-	-	11c	-	4									
		3%	3%	-%	-%	-%	-%	3%	3%	4%	2%	8%	-%	-%	5%	1%	3%	1%	3%	8%	-%	9%	-%	-%	30%	1%	-%	-%	5%	-%	1%								
(Don't know)		8	8	-	-	-	-	8j	8j	3	-	*	-	-	-	-	-	8	*	-	-	-	-	-	-	-	-	-	1	7a									
		2%	2%	-%	-%	-%	-%	2%	2%	1%	-%	1%	-%	-%	-%	-%	-%	2%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	5%	3%								
NET																																							

Agree		356	318	9	12	2	16	346	294	317	79	29	16	17	81	34 abcde	158 ABCDE	137 ABcde	341	27	15	39	29	4	10	24	35	13	161	15	179								
		71%	70%	59%	74%	100%	90%	71%	70%	74%	72%	70%	79%	76%	78%	86%	85%	83%	71%	70%	78%	75%	85%	47%	65%	77%	77%	100%	74%	58%	69%								

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 112 (continuation)

<IIA> To what extent do you agree or disagree.....I am confident at identifying communication goods and services that would benefit my business

by Crossbreak

Base: All respondents

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL ivate cir uits (d)	Fixed Pr band (e)		Sta ndard lines (a)	NET Mo biles (b)	Fixed line broa dband (c)	Mo bile broa dband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258
Disagree	76	67	6A	3	-	1	70GI	64GI	62GI	24 acGhI JK	9 GhIjK	3GI	*	11gi	*	21Gi	16gi	68	9a	3	6	4	-	4	1	5	-	25	9	42
	15%	15%	37%	20%	-%	3%	14%	15%	14%	22%	21%	16%	1%	10%	1%	11%	10%	14%	23%	17%	12%	13%	-%	30%	4%	11%	-%	11%	36%	16%
Mean score	3.9	3.9	3.5	3.8	4.7bc	4.5ABC	3.9	3.9	3.9	3.9	3.8	3.9	4.1	4.1	4.6 ABCDE FGHJK	4.1 aBce	4.2 ABCdE	3.9	3.8	3.9	3.9	4.3	3.8	3.5	4.0	4.2a	4.6	3.9	3.6	3.8

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 112 (continuation)

<I1A> To what extent do you agree or disagree.....I am confident at identifying communication goods and services that would benefit my business

by Crossbreak

Base: All respondents

		BUNDLING				SAME VS DIFFERENT			
Total		Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN LL/ PC Re ntal (a) (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row		502	59	5	270	113	314	445	57
Total		502	23	1	308	90	321	447	55
Agree strongly	(5.0)	169 34%	9 37%	1 79%	111 36%	24 27%	123a 38%	152 34%	16 30%
Agree slightly	(4.0)	187 37%	9 38%	* 21%	122 40%	32 35%	123d 38%	175d 39%	13 23%
Neither agree nor disagree	(3.0)	61 12%	2 10%	- -%	41 13%	4 5%	41aD 13%	61AD 14%	* 1%
Disagree slightly	(2.0)	61 12%	* -%	- -%	17 6%	29BC 32%	18 5%	43b 10%	19BC 34%
Disagree strongly	(1.0)	15 3%	3C 14%	- -%	14 5%	1 1%	14 4%	15 3%	- -%
(Don't know)		8 2%	* 1%	- -%	3 1%	1 1%	3 1%	2 *%	6ABC 12%
NET									

Agree		356 71%	17 75%	1 100%	233 76%	56 62%	246AD 76%	327aD 73%	29 53%
Disagree		76 15%	3 14%	- -%	32 10%	29BC 33%	32 10%	58 13%	19BC 34%
Mean score		3.9	3.9	4.8	4.0	3.6	4.0AD	3.9Ad	3.6

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 113
<I1B> To what extent do you agree or disagree.....I know where to go to get information to help inform my understanding of communication goods and services
by Crossbreak
Base: All respondents

		PERSONAL PROFILE																															
		COMPANY SIZE								NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR										
		Total	1	2	1	5	–	10	50	Less than 2 years (a)	2	5	6	–	10	20+	1	2	5+	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Pr imary industry (a)	Man ufact uring (b)	Co nstr uction (c)	Whole sale/ Trans port/ Comm unica tions (d)	Re tail (e)	Fina ncial Ser vices (f)	Other ser vices (g)	Pu blic admin and ser vices (h)	Other (i)
			(a)	to 4 (b)	to 4 (c)	5 (d)	– 49 (e)	249 (f)	2 years (a)		years (b)	years (c)	– 19 years (d)	20+ years (e)	(a)	to 5 (b)		(c)	£100k (a)		£500k (b)	£3m (c)	£10m (d)	£10m+ (e)		21	45	59	75	84	16	126	
Unweighted row		502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23			
Total		502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22			
Agree strongly	(5.0)	201 40%	52b 51%	102 35%	154 39%	23 43%	20 46%	4Bc 53%	1 12%	8 52%	14 26%	48 34%	130cd 46%	178 39%	23A 55%	1 27%	85 39%	54 34%	29aB 53%	6 48%	1 46%	8 39%	21 46%	22 31%	22 36%	24 30%	9 53%	73cE 49%	12 35%	9 42%			
Agree slightly	(4.0)	205 41%	37 35%	127 43%	164 41%	20 36%	19 43%	2 36%	1 7%	2 14%	18 34%	62 44%	122 43%	194B 42%	10 23%	1 36%	81 36%	82aCE 51%	16 29%	6Ce 51%	1 25%	10 52%	17 38%	31 43%	21 34%	38 47%	8 43%	64 43%	12 34%	5 21%			
Neither agree nor disagree	(3.0)	19 4%	4 4%	11 4%	15 4%	3 6%	1 2%	* 3%	– -%	3 20%	1 1%	9e 6%	6 2%	15 3%	3a 8%	* 2%	12 6%	2 1%	4b 7%	* *%	* 2%	1 3%	5cgh 11%	* *%	6cgh 9%	2 3%	– -%	4 3%	* *%	1 6%			
Disagree slightly	(2.0)	42 8%	7 7%	29 10%	36 9%	2 4%	4 9%	* 5%	9 80%	– -%	12dE 24%	11 8%	11 4%	40 9%	2 5%	* 2%	22 10%	12 8%	4 7%	* 1%	* 2%	1 5%	2 5%	7 10%	6 9%	8 9%	* 1%	6 4%	7bG 21%	5 22%			
Disagree strongly	(1.0)	33 7%	1 1%	26e 9%	27e 7%	5aE 10%	– -%	*E 3%	– -%	2 14%	8E 15%	12 8%	11 4%	28 6%	3 8%	1 33%	19 8%	10 6%	2 4%	– -%	1ABCD 25%	– -%	– -%	11BG 16%	8bG 13%	6G 8%	1 4%	1 1%	3bG 10%	2 9%			
(Don't know)		2 *%	2 2%	– -%	2 1%	* *%	– -%	– -%	* 2%	– -%	– -%	– -%	2 1%	2 1%	– -%	– -%	2 1%	* *%	– -%	– -%	– -%	– -%	– -%	– -%	– -%	2 3%	– -%	* *%	– -%	– -%			
NET	---																																
Agree		406 81%	89 86%	229 78%	318 80%	43 80%	39bc 90%	6b 89%	2 18%	11 66%	31 60%	110c 78%	252CD 89%	372 81%	32 78%	2 63%	166 75%	136 85%	45 82%	12AbCE 99%	2 71%	18 91%	38 84%	53 74%	43 69%	62 77%	17 95%	137 CDEH 92%	24 69%	14 63%			
Disagree		75 15%	9 8%	54f 19%	63 16%	8 14%	4 9%	1 8%	9 80%	2 14%	20DE 39%	23E 16%	21 8%	69 15%	6 14%	1 35%	41D 19%	22d 14%	6 11%	* 1%	1bcd 27%	1 5%	2 5%	18BG 25%	14bG 22%	14bG 17%	1 5%	8 5%	11BG 31%	7 31%			
Mean score		4.0	4.3b	3.9	4.0	4.0	4.3Bc	4.3Bc	2.5	3.9a	3.3	3.9Ac	4.3ACD	4.0C	4.1C	3.2	3.9	4.0	4.2ae	4.5 AbE	3.6	4.2	4.3 cdeHi	3.7	3.7	3.8	4.4h	4.4 CDEHI	3.6	3.7			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 113 (continuation)

<I1B> To what extent do you agree or disagree.....I know where to go to get information to help inform my understanding of communication goods and services

by Crossbreak

Base: All respondents

		Total	LOCATION												OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
			NE	NW	Yo rks/	Mid	W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	
			(a)	(b)	Huber	(d)	(e)	(f)	ndon	(h)	(i)	En	(k)	tland	thern	(m)	based	where	(a)	agree	(a)	agree	
										(g)			gland		(l)	Ir							
Unweighted row		502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118
Total		502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154
Agree strongly	(5.0)	201 40%	8 56%	26f 51%	10 27%	17 48%	13 33%	13 25%	31 38%	28 37%	27 58%	173 40%	10F 47%	13 35%	5f 41%	42 35%	159 42%	174 44%	19 29%	107B 51%	77 30%	145B 48%	33 21%
Agree slightly	(4.0)	205 41%	6 38%	19 36%	21 55%	8 24%	19 47%	22 44%	42 52%	27 36%	14 30%	178 41%	8 36%	15 40%	4 34%	58 48%	146 38%	155 40%	28 43%	80 38%	114 44%	118 39%	71 46%
Neither agree nor disagree	(3.0)	19 4%	- -%	1 3%	- -%	3 9%	- -%	* 1%	3 4%	1 2%	4 9%	14 3%	1 3%	4fhJ 11%	* 2%	4 4%	14 4%	14 3%	* -%	5 2%	14 5%	11 3%	8 5%
Disagree slightly	(2.0)	42 8%	* 2%	4g 8%	5 14%	* 20%	8 18%	9Gj 18%	* 13%	10g 13%	- -%	37g 8%	2G 7%	2g 6%	2G 14%	12 10%	30 8%	25 7%	12A 19%	14 7%	26 10%	14 5%	27A 17%
Disagree strongly	(1.0)	33 7%	1 5%	1 1%	2 5%	6 18%	- -%	4 8%	4 5%	9 12%	1 2%	28 6%	1 6%	3 7%	1 8%	4 3%	29 8%	23 6%	3 5%	5 2%	27A 11%	16 5%	16 10%
(Don't know)		2 *%	- -%	- -%	- -%	- -%	- -%	2j 4%	- -%	- -%	- -%	2 *%	- -%	* 1%	- -%	- -%	2 1%	* -%	2a 3%	* -%	- -%	* -%	- -%
NET ---																							
Agree		406 81%	14 93%	45f 88%	31 82%	25 73%	33 80%	34 69%	73 91%	56 73%	41 88%	351f 81%	17 83%	28 75%	10 76%	100 83%	306 80%	329 84%	47 72%	187B 88%	191 74%	264B 87%	104 67%
Disagree		75 15%	1 7%	5 10%	7 18%	6 18%	8 20%	13G 26%	4 5%	19g 25%	1 2%	65 15%	3 14%	5 13%	3G 22%	16 14%	59 15%	48 12%	15 24%	20 9%	53A 21%	30 10%	42A 28%
Mean score		4.0	4.4f	4.3f	3.8	3.8	3.9	3.6	4.2f	3.7	4.4 Fhlm	4.0f	4.1f	3.9	3.9	4.0	4.0	4.1	3.7	4.3B	3.7	4.2B	3.5

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 113 (continuation)

<I1B> To what extent do you agree or disagree.....I know where to go to get information to help inform my understanding of communication goods and services

by Crossbreak

Base: All respondents

CONNECTION PROFILE																																						
		MAIN FIXED LINE TYPE														PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private cir (d)	Fixed broadband (e)	Standard lines (a)	NET Mobile (b)	Fixed line broadband (c)	Mobile broadband (d)	ISDN 2/2E (e)	ISDN 30 line (f)	LL private cir (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	Internet / inter-site (a)	Ext. (b)	Both (c)	Neither (d)	BT for ntl calls (a)	Other for re calls (b)	Other for pro ntl and calls (c)								
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255								
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258								
Agree strongly	(5.0)	201	178	4	8b	2	9	198	161	188	42	17	11bd	16 JK	56 ABCDE	35 ABCDE j	77 FGHIJK	74	194	15	10	22	20	6	6	13	32B	6	107C	7	87							
		40%	39%	29%	51%	100%	51%	41%	38%	44%	38%	40%	53%	69%	54%	90%	41%	45%	41%	40%	52%	42%	59%	81%	40%	41%	70%	46%	49%	26%	34%							
Agree slightly	(4.0)	205	184	9ac	6	-	6	195 ghI	176 ghI	160I	38I	18ghI	7I	6I	30I	3	81gHI	74gHI	192	16	7	21	8	2	1	16C	6	7	84	10	111							
		41%	41%	61%	37%	-%	33%	40%	42%	37%	34%	44%	37%	26%	29%	7%	44%	45%	40%	43%	38%	40%	23%	19%	10%	51%	13%	54%	38%	39%	43%							
Neither agree nor disagree	(3.0)	19	18	-	*	-	*	19k	17hk	11	9 aCefg HJK	-	*	-	*	*	3	1	19	-	*	*	-	-	*	-	*	-	1	1	16A							
		4%	4%	-%	*%	-%	2%	4%	4%	2%	8%	-%	*%	-%	*%	1%	1%	1%	4%	-%	*%	1%	-%	-%	*%	-%	1%	-%	1%	4%	6%							
Disagree slightly	(2.0)	42	39	2	2	-	*	40i	35i	37i	11gi	2	2gI	*	13gI	*	17i	11	40	2	2	8	5	-	7	2	5	-	15	7	20							
		8%	9%	11%	11%	-%	1%	8%	8%	9%	10%	5%	9%	1%	13%	*%	9%	7%	8%	5%	9%	15%	15%	-%	45%	6%	10%	-%	7%	28%	8%							
Disagree strongly	(1.0)	33	30	-	*	-	2	31	28	32fk	10fk	5	*	1	4	1	8	5	31	5c	*	1	1	-	1	1	2	-	11	1	21							
		7%	7%	-%	*%	-%	14%	6%	7%	7%	9%	11%	1%	3%	4%	2%	4%	3%	6%	12%	1%	2%	2%	-%	5%	2%	5%	-%	5%	3%	8%							
(Don't know)		2	2	-	-	-	-	2	2	2	-	-	-	-	-	-	*	*	2	-	-	-	-	-	-	-	-	-	*	-	2							
		*%	1%	-%	-%	-%	-%	*%	1%	1%	-%	-%	-%	-%	-%	-%	*%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	1%							
NET																																						

Agree		406	362	13	14	2	15	393d	337	347d	81	35	18D	22 ABCDe hj	87d ABCDe hj	38 ABCDe hj	158D	148ABCD	386	32	17	43	29	8	7	29	38	13	191C	17	198							
		81%	80%	89%	88%	100%	84%	81%	80%	81%	73%	84%	90%	95%	83%	97%	85%	89%	81%	83%	89%	82%	83%	100%	50%	92%	84%	100%	88%	65%	77%							
Disagree		75	69	2	2	-	3	71gI	63gI	69gIk	21gIk	7gI	2i	1	17gI	1	25i	16	70	6	2	9	6	-	7	3	7	-	26	8	41							
		15%	15%	11%	11%	-%	15%	15%	15%	16%	19%	16%	10%	5%	16%	2%	13%	10%	15%	17%	10%	17%	17%	-%	50%	8%	16%	-%	12%	31%	16%							

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 113 (continuation)

<I1B> To what extent do you agree or disagree.....I know where to go to get information to help inform my understanding of communication goods and services

by Crossbreak

Base: All respondents

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Sta ndard line dline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL ivate cir uits (d)	Fixed Pr band (e)		Sta ndard lines (a)	NET Mo (b)	Fixed line dband (c)	Mo broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate circuits (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Sta ndard line dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provid (a)	A different provid (b)	Both	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal and calls (a)	Other provid er calls (b)	Other provid er re ntal and calls (c)
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258
Mean score	4.0	4.0	4.1	4.3	5.0ab	4.1	4.0	4.0	4.0	3.8	4.0	4.3 abcd	4.6 ABCDE hJK	4.2d	4.8 ABCDE FgHJK	4.1d	4.2abcD	4.0	3.9	4.3	4.0	4.2	4.8	3.3	4.2A	4.3A	4.5	4.2BC	3.6	3.9

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 113 (continuation)

<I1B> To what extent do you agree or disagree.....I know where to go to get information to help inform my understanding of communication goods and services

by Crossbreak

Base: All respondents

		BUNDLING				SAME VS DIFFERENT			
Total		Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN LL/ PC Re ntal (a) (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row		502	59	5	270	113	314	445	57
Total		502	23	1	308	90	321	447	55
Agree strongly	(5.0)	201 40%	13 58%	1 81%	136 44%	28 31%	151A 47%	181 41%	20 36%
Agree slightly	(4.0)	205 41%	4 19%	* 9%	120A 39%	36 40%	118 37%	184 41%	21 38%
Neither agree nor disagree	(3.0)	19 4%	* *%	- -%	8 3%	1 1%	9 3%	13 3%	5AbC 10%
Disagree slightly	(2.0)	42 8%	1 3%	* 9%	21 7%	16BC 18%	20 6%	34 8%	8b 15%
Disagree strongly	(1.0)	33 7%	5C 20%	- -%	21 7%	9d 10%	21 6%	32 7%	1 2%
(Don't know)		2 *%	- -%	- -%	2 1%	- -%	2 1%	2 1%	- -%
NET									

Agree		406 81%	18 77%	1 91%	256 83%	64 71%	269A 84%	366a 82%	40 74%
Disagree		75 15%	5 23%	* 9%	42 14%	25BC 28%	41 13%	66 15%	9 16%
Mean score		4.0	3.9	4.6	4.1	3.6	4.1A	4.0A	3.9

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 114
<IIC>To what extent do you agree or disagree.....I know where to go to get help and advice on my business' communication needs
by Crossbreak
Base: All respondents

		PERSONAL PROFILE																												
		COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR								
		Total	1 (a)	2 to 4 (b)	1 to 4 (c)	5 - 9 (d)	10 - 249 (e)	50 (f)	Less than 2 years (a)	2 - 5 years (b)	5 - 9 years (c)	10 - 19 years (d)	20+ years (e)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail trade (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration (h)	Other (i)
Unweighted row	502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23	
Total		502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22
Agree strongly	(5.0)	230 46%	63Bc 60%	116 39%	179 45%	25 47%	22 51%	4Bc 60%	1 12%	4 27%	13 24%	57 41%	155CD 55%	205 45%	24a 58%	1 31%	104 47%	68 42%	27 49%	5 39%	2 55%	5 27%	26De 56%	28 39%	16 26%	29 36%	9 53%	87cDE 59%	16d 45%	14 64%
Agree slightly	(4.0)	187 37%	32 31%	119 41%	151 38%	19 34%	15 34%	2 33%	* 2%	10 61%	26 49%	51 36%	100 35%	178B 39%	8 19%	1 32%	82e 37%	66ce 41%	14 25%	6CE 51%	1 18%	14 72%	18 39%	36Gh 50%	29gh 46%	28 36%	4 22%	45 30%	10 29%	3 15%
Neither agree nor disagree	(3.0)	24 5%	4 3%	12 4%	16 6%	3 6%	4c 9%	* 3%	4 32%	1 1%	1 2%	4 3%	15 5%	20 4%	3 6%	1 35%	6 3%	6 4%	6Ab 10%	1a 10%	1ABCd 27%	* 1%	2 4%	* 10%	6Cgh 10%	4 5%	4 25%	5 4%	1 1%	1 3%
Disagree slightly	(2.0)	42 8%	4 4%	33f 11%	37f 9%	2 4%	3 6%	* 2%	6 54%	- -%	9E 17%	20E 14%	7 3%	39 8%	3 8%	* 2%	18 8%	17d 10%	6d 11%	- -%	- -%	- -%	* 1%	2 2%	3 4%	17BCDG 21%	- -%	9 6%	8BCDG 24%	3 13%
Disagree strongly	(1.0)	17 3%	1 1%	11 4%	12 3%	4acE 8%	* *%	*e 3%	- -%	2 12%	3 7%	7 5%	5 2%	16 3%	1 3%	- -%	11 5%	2 2%	2 4%	* 1%	- -%	- -%	- -%	6g 8%	6bG 10%	2 2%	* 1%	2 1%	1 1%	1 5%
(Don't know)		2 *%	- -%	2 1%	2 1%	* *%	- -%	- -%	- -%	- -%	- -%	2 1%	* *%	* *%	2A 5%	- -%	- -%	2 1%	* *%	- -%	- -%	- -%	- -%	- -%	2g 3%	* *%	- -%	- -%	- -%	- -%
NET																														

Agree		417 83%	95 91%	235 80%	330 83%	44 81%	36 84%	6bcd 92%	2 14%	14 87%	38 74%	108 77%	255CD 90%	383 84%	32 78%	2 63%	186 84%	134 83%	41 74%	11ce 90%	2 73%	19 99%	43DEH 95%	63dEh 89%	45 72%	57 71%	13 74%	132DEH 89%	26 74%	18 79%
Disagree		59 12%	6 5%	44ef 15%	50 12%	7 12%	3 6%	* 5%	6 54%	2 12%	13E 24%	27E 19%	12 4%	55 12%	5 11%	* 2%	30de 13%	19d 12%	8de 15%	* 1%	- -%	- -%	* 1%	8b 11%	9B 14%	19BcG 24%	* 1%	11 8%	9BcG 25%	4 18%
Mean score		4.1	4.5 bcd	4.0	4.1	4.1	4.3	4.4Bcd	2.7	3.9a	3.7a	3.9A	4.4AbCD	4.1	4.3	3.9	4.1	4.1	4.0	4.3	4.3	4.3	4.5 cDEH	4.1	3.8	3.8	4.3	4.4 DEH	3.9	4.2

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 114 (continuation)
<IIC>To what extent do you agree or disagree.....I know where to go to get help and advice on my business' communication needs
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	East (f)	Lo ndon (g)	SE (h)	SW (i)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154
Agree strongly (5.0)	230 46%	9 57%	23 46%	10 27%	20 56%	15 37%	28 56%	34 43%	37 49%	23 50%	200 46%	9 44%	15 40%	6 47%	49 41%	181 48%	198 50%	24 38%	103 49%	105 41%	147b 48%	56 36%
Agree slightly (4.0)	187 37%	5 36%	22m 44%	14 37%	14 41%	18 43%	12 24%	30 38%	24 31%	23 50%	163m 38%	6 29%	14m 39%	3 23%	55 45%	132 35%	135 35%	30 47%	80 38%	101 39%	117 38%	56 37%
Neither agree nor disagree (3.0)	24 5%	- -%	4 7%	- -%	- -%	2 4%	3 6%	8 11%	1 2%	- -%	18 4%	2 7%	2 7%	1hj 10%	5 4%	18 5%	14 4%	4 7%	12 6%	11 4%	18 6%	5 3%
Disagree slightly (2.0)	42 8%	* 2%	- -%	12 31%	1 3%	6 16%	4 9%	3 4%	9 12%	- -%	36 8%	2B 11%	2 7%	2B 12%	11 9%	31 8%	31 8%	6 9%	13 6%	26 10%	9 3%	33A 21%
Disagree strongly (1.0)	17 3%	1 5%	1 3%	2 5%	- -%	- -%	- -%	3 4%	4 6%	- -%	12 3%	1F 7%	3fj 7%	1FJ 8%	1 1%	16 4%	11 3%	- -%	3 1%	14a 5%	12 4%	4 3%
(Don't know)	2 *%	- -%	- -%	- -%	- -%	- -%	2j 4%	- -%	- -%	- -%	2 *%	* 1%	- -%	- -%	- -%	2 1%	2 1%	- -%	- -%	2 1%	2 1%	* *%
NET ---																						
Agree	417 83%	14 93%	46kM 90%	24 64%	34 97%	33 80%	40 81%	65 81%	61 80%	46 100%	363kM 84%	15 74%	29 79%	9 70%	104 86%	313 82%	333 85%	54 84%	183 87%	206 80%	264B 87%	112 73%
Disagree	59 12%	1 7%	1 3%	14 36%	1 3%	6 16%	4 9%	7 8%	13 18%	- -%	48 11%	4B 18%	5b 14%	3Bfgj 20%	12 10%	47 12%	42 11%	6 9%	16 8%	39a 15%	21 7%	37A 24%
Mean score	4.1	4.4	4.3cm	3.5	4.5 CK1M	4.0	4.3 ckm	4.1	4.1	4.5 CK1M	4.2cm	3.9	4.0	3.9	4.2	4.1	4.2	4.1	4.3b	4.0	4.2B	3.8

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 114 (continuation)
 <IIC>To what extent do you agree or disagree.....I know where to go to get help and advice on my business' communication needs
 by Crossbreak
 Base: All respondents

		CONNECTION PROFILE																													
		MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private cir (d)	Fixed broadband (e)	Standard lines (a)	NET Mobile (b)	Fixed line broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 line private cir (f)	LL private cir cuts (g)	VoIP (h)	Video conferencing (i)	So. Co. media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other re vider and calls (b)	Other pro vider for re ntal and calls (c)	
Unweighted row		502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255
Total		502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258
Agree strongly	(5.0)	230	204	9	6	2	9	222	184	207	50	27 ABCD HJK	8	16 ABCD HJK	44	24 abdfh	89	79	218	25AC	8	10	23A	7	6	9	27B	3	113c	11	105
		46%	45%	59%	38%	90%	53%	46%	44%	48%	45%	65%	41%	68%	42%	62%	48%	48%	46%	65%	40%	20%	66%	85%	37%	28%	60%	21%	52%	43%	41%
Agree slightly	(4.0)	187 37%	170 38%	5 35%	6 39%	* 10%	5 29%	183g 38%	160g 38%	152 35%	42g 38%	12 29%	8 38%	5 23%	44eg 42%	13 34%	73g 39%	61g 37%	180 38%	11 28%	8 40%	37B 70%	2 7%	1 15%	6 43%	17C 55%	10 22%	10 79%	86 40%	5 19%	95 37%
Neither agree nor disagree	(3.0)	24	21	-	2Ab	-	1	21	23	22	2	1 ABCDE hiJ	3 14%	1	5	2	9	12d	21	1	2AB	1	5A	-	1	3	1	-	10	2	12
		5%	5%	-%	13%	-%	3%	4%	5%	5%	2%	2%	14%	6%	5%	4%	5%	7%	4%	2%	12%	1%	14%	-%	5%	11%	2%	-%	4%	6%	5%
Disagree slightly	(2.0)	42 8%	40 9%	1 4%	1 9%	- -%	* 1%	42ei 9%	36ei 8%	30i 7%	10ei 9%	1 2%	11 7%	* 2%	8i 7%	- -%	8 4%	8 5%	41 9%	1 2%	1 8%	3 6%	4 13%	- -%	2 14%	1 3%	5 10%	- -%	5 2%	7 28%	30A 12%
Disagree strongly	(1.0)	17 3%	16 4%	* 2%	* *%	- -%	* 2%	17 3%	15 4%	16 4%	7hk 6%	1 2%	* *%	* 1%	1 1%	* *%	4 2%	3 2%	17 4%	1 2%	* *%	1 3%	- -%	- -%	* 1%	1 3%	* 1%	- -%	3 2%	1 4%	13a 5%
(Don't know)		2 *%	* *%	- -%	- -%	- -%	2 12%	* *%	2 1%	2 1%	- -%	- -%	- -%	- -%	2A 2%	- -%	2a 1%	2a 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 5%	- -%	- -%	- -%	2 1%
NET	---																														
Agree		417	374	14c	13	2	14	405	344	359	91	39 aBcdF hk	16	21f	88	37 abcdF hk	162	140	399	36ac	15	47b	25	8	12	26	37	13	200C	16	201
		83%	83%	95%	77%	100%	82%	83%	82%	84%	83%	94%	78%	91%	84%	95%	87%	85%	83%	93%	80%	90%	73%	100%	80%	83%	82%	100%	92%	62%	78%
Disagree		59	57	1	2	-	1	59 egIjk	50 egIj	46gi egIJK	17 16%	2	2i	1	9i	*	12	11	58	2	2	5	4	-	2	2	5	-	8	8	43A
		12%	13%	5%	9%	-%	3%	12%	12%	11%	16%	4%	8%	3%	9%	*%	7%	7%	12%	5%	8%	9%	13%	-%	15%	6%	11%	-%	4%	32%	17%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 114 (continuation)
 <IIC>To what extent do you agree or disagree.....I know where to go to get help and advice on my business' communication needs
 by Crossbreak
 Base: All respondents

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr (d)	Fixed line broadband (e)		Sta ndard land lines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter- -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258
Mean score	4.1	4.1	4.5	4.1	4.9c	4.5	4.1	4.1	4.2	4.1	4.5 ABCDF Hjk	4.1	4.6 ABCDF Hjk	4.2	4.6 ABCDF Hjk	4.3bd	4.3	4.1	4.5AC	4.1	4.0	4.3	4.9	4.0	4.0	4.4	4.2	4.4BC	3.7	4.0

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 114 (continuation)

<IIC>To what extent do you agree or disagree.....I know where to go to get help and advice on my business' communication needs

by Crossbreak

Base: All respondents

		BUNDLING				SAME VS DIFFERENT			
Total		Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row		502	59	5	270	113	314	445	57
Total		502	23	1	308	90	321	447	55
Agree strongly	(5.0)	230 46%	14 61%	1 81%	151 49%	35 38%	163a 51%	198 44%	32ac 59%
Agree slightly	(4.0)	187 37%	7 30%	* 9%	117 38%	29 32%	118d 37%	176D 39%	11 20%
Neither agree nor disagree	(3.0)	24 5%	1 4%	- -%	16 5%	4 5%	17 5%	22 5%	2 3%
Disagree slightly	(2.0)	42 8%	1 3%	- -%	11 4%	20BC 22%	10 3%	34B 8%	9Bc 16%
Disagree strongly	(1.0)	17 3%	1 3%	* 9%	14 4%	2 3%	14 4%	16 4%	1 2%
(Don't know)		2 *%	- -%	- -%	* *%	- -%	* *%	2 *%	- -%
NET									

Agree		417 83%	21 91%	1 91%	268 87%	63 70%	281A 87%	374A 84%	43 78%
Disagree		59 12%	1 6%	* 9%	24 8%	23BC 25%	23 7%	49 11%	10B 18%
Mean score		4.1	4.4	4.5	4.2	3.8	4.3A	4.1A	4.2

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 115
 <IID> To what extent do you agree or disagree.....There is sufficient independent advice to help me understand my business needs
 by Crossbreak
 Base: All respondents

		PERSONAL PROFILE																												
		COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR									
Total		1 (a)	2 to 4 (b)	5 to 9 (c)	10 - 49 (d)	50 - 249 (e)		Less than 2 years (a)	2 - 5 years (b)	6 - 9 years (c)	10 - 19 years (d)	20+ years (e)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail trade/ port/Communica- tions (d)	Real estate (e)	Financial services (f)	Other services (g)	Public admin and ser vices (h)	Other (i)	
Unweighted row		502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23
Total		502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22
Agree strongly	(5.0)	172 34%	44 43%	93 32%	138 35%	19 35%	13 29%	3be 46%	2 14%	6 38%	5 10%	43c 30%	117Cd 41%	152 33%	20A 49%	1 23%	82 37%	52 32%	17 30%	3 28%	1 39%	7 35%	17 37%	18 25%	19 31%	25 31%	* 3%	66Cde 45%	12 34%	9 40%
Agree slightly	(4.0)	161 32%	23 22%	101 34%	124 31%	15 28%	20ACDF 46%	2 27%	* 2%	5 30%	20 39%	47 33%	89 32%	152b 33%	9 21%	1 31%	67 30%	57e 36%	21e 38%	4 34%	* 15%	10 53%	16 35%	25 35%	18 29%	18 22%	10 59%	48 32%	9 27%	6 29%
Neither agree nor disagree	(3.0)	62 12%	15 14%	35 12%	50 13%	7 13%	5 11%	1 9%	4 32%	1 5%	10 19%	12 9%	36 13%	58 13%	4 10%	* 8%	25 11%	14 9%	5 9%	4ABCE 31%	* 1%	1 3%	13dEG 28%	11 16%	7 12%	6 8%	3 18%	14 9%	7e 19%	- -%
Disagree slightly	(2.0)	69 14%	11 10%	48f 16%	59 15%	6 10%	4 10%	* 6%	5 48%	2 11%	8 16%	31E 22%	23 8%	66 14%	3 7%	* 6%	28 13%	32cd 20%	5 9%	* 2%	* 8%	* 1%	* 1%	10b 14%	13BG 22%	20BG 26%	1 3%	13 9%	7Bg 19%	4 19%
Disagree strongly	(1.0)	28 6%	6 6%	13 4%	20 5%	6bce 11%	2 4%	1e 9%	* 2%	1 8%	8E 15%	8 6%	10 4%	23 5%	4a 10%	1 32%	16 7%	4 3%	5b 9%	* 3%	1ABCD 35%	1 7%	* *%	7b 10%	4 6%	7b 8%	1 4%	7 4%	* 1%	1 4%
(Don't know)		9 2%	5 4%	3 1%	7 2%	2 3%	* *%	* 2%	* 2%	1 7%	1 1%	* *%	7 3%	8 2%	1 3%	- -%	2 1%	2 1%	2 4%	- -%	* 2%	- -%	- -%	- -%	* 1%	4g 5%	2 13%	1 *%	* *%	2 7%
NET ---																														
Agree		334 67%	67 65%	194 66%	262 66%	34 63%	33 75%	5 73%	2 16%	11 69%	25 49%	90 64%	206C 73%	304 66%	29 69%	1 54%	150 68%	109 68%	38 68%	8 63%	2 53%	17 88%	32e 71%	43 60%	37 60%	42 53%	11 62%	114 77%	21 61%	15 69%
Disagree		97 19%	17 16%	61 21%	79 20%	11 21%	6 13%	1 16%	5 50%	3 19%	16E 31%	39E 27%	33 12%	89 19%	7 17%	1 38%	44d 20%	36d 22%	10 18%	1 6%	1AbCD 43%	2 9%	* 1%	17B 24%	17BG 28%	27BG 34%	1 8%	20b 13%	7B 20%	5 23%
Mean score		3.8	3.9	3.7	3.8	3.7	3.9	4.0	2.8	3.9	3.1	3.6	4.0ACD	3.8c	3.9c	3.1	3.8e	3.8e	3.8e	3.8e	3.1	4.1	4.1 cdE	3.5	3.6	3.4	3.6	4.0 CDE	3.7	3.9

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 115 (continuation)
<I1D> To what extent do you agree or disagree.....There is sufficient independent advice to help me understand my business needs
by Crossbreak
Base: All respondents

		LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
	Total	NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118	
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154	
Agree strongly	(5.0)	172 34%	7 44%	22 43%	1 4%	7 20%	14 34%	13 27%	38fm 47%	27 35%	20 42%	148 34%	9fm 43%	12 32%	4 27%	36 30%	136 36%	144 37%	23 36%	85B 40%	73 28%	132B 43%	23 15%
Agree slightly	(4.0)	161 32%	3 20%	15 30%	14 36%	18 52%	14 34%	17 34%	24 30%	14 18%	20 43%	139 32%	5 25%	14h 37%	3 27%	47 39%	114 30%	124 32%	15 23%	79b 37%	74 29%	98 32%	50 32%
Neither agree nor disagree	(3.0)	62 12%	* *	11g 21%	10 28%	6 18%	2 6%	4 9%	4 5%	14 19%	1 3%	54 13%	2 8%	5 13%	2 13%	22 18%	40 11%	43 11%	13 21%	16 8%	41A 16%	31 10%	25 16%
Disagree slightly	(2.0)	69 14%	- -	1 3%	10 27%	3 9%	11 26%	11B 22%	10 13%	10 13%	4 9%	61 14%	3b 13%	3 9%	2B 16%	14 11%	55 15%	48 12%	11 17%	24 11%	43 17%	30 10%	36A 24%
Disagree strongly	(1.0)	28 6%	1 5%	1 3%	2 5%	- *	* *	2 4%	4 5%	11j 15%	- -	22 5%	1 7%	3 8%	2BfJ 14%	2 1%	26 7%	25 6%	- -	3 1%	24A 9%	10 3%	16A 10%
(Don't know)		9 2%	5 31%	- -	- *	* *	- -	2 4%	- -	- -	1 2%	8 2%	1gh 3%	* 1%	*g 2%	* *	9 2%	7 2%	2 4%	5 2%	2 1%	3 1%	4 2%
NET	---																						
Agree	334 67%	10 64%	38m 74%	15 40%	25 72%	28 68%	30 61%	62hM 77%	40 53%	40 85%	287m 67%	14 68%	26m 69%	7 54%	83 69%	250 66%	268 68%	38 59%	164B 77%	148 57%	230B 76%	73 47%	
Disagree	97 19%	1 5%	3 5%	12 32%	3 9%	11 26%	13B 26%	15 18%	21b 28%	4 9%	83b 19%	4b 20%	6 17%	4Bjl 30%	15 13%	81 21%	73 19%	11 17%	27 13%	67A 26%	40 13%	52A 34%	
Mean score	3.8	4.4 CfhjM	4.1 ChM	3.1	3.8c	3.7	3.6	4.0CM	3.5	4.2 CfhM	3.8cm	3.9cm	3.8cm	3.4	3.9	3.7	3.8	3.8	4.1B	3.5	4.0B	3.2	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 115 (continuation)
 <I1D> To what extent do you agree or disagree.....There is sufficient independent advice to help me understand my business needs
 by Crossbreak
 Base: All respondents

CONNECTION PROFILE																																
		MAIN FIXED LINE TYPE										PRODUCTS USED								FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed line band (e)	Standard landline (a)	NET Mobile (b)	Fixed line band (c)	Mobile band (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuit (g)	VoIP (h)	Video conferencing (i)	Social media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	Diff erent provider (b)	Both (c)	Internal / inter- site (a)	Ext ernal (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal calls (c)		
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255		
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258		
Agree strongly	(5.0)	172 34%	157 35%	3 21%	4 22%	1 51%	8 44%	171 35%	127 30%	153 36%	46bf 42%	12 29%	5 27%	9 41%	42b 40%	18Bef 47%	71b 38%	66b 40%	169 35%	10 27%	5 27%	15 29%	18a 53%	2 20%	6 40%	10 33%	22 47%	4 36%	91C 42%	8 32%	73 28%	
Agree slightly	(4.0)	161	144	5	8a	1	3	156D	139D	142D	22 ABCDH j	20 abcDH	9	10aDH	27	17Dh	63D	60D	154	19A	9a	15	7	6	2	13	12	-	65	3	94	
		32%	32%	35%	49%	47%	19%	32%	33%	33%	20%	48%	46%	45%	26%	43%	34%	37%	32%	50%	47%	28%	19%	70%	10%	42%	27%	-%	30%	11%	36%	
Neither agree nor disagree	(3.0)	62 12%	55 12%	5Ac 31%	2 11%	* 2%	1 3%	57 12%	59g 14%	52g 12%	9 8%	5 12%	2 12%	1 3%	13 13%	2 6%	17 9%	22g 13%	55 12%	5 13%	2 10%	9 18%	4 12%	- -	4 30%	6 18%	3 6%	1 4%	33 15%	3 11%	27 10%	
Disagree slightly	(2.0)	69	62	1	3	-	2	67 EGIK	59 EGIK	49 egIk	27 ABCEG hIJK	2	3EGIK	*	15egIK	* eGIK	25	10	65b	2	3b	11	5	-	2	*	5	8	17	11	42A	
		14%	14%	9%	18%	-%	13%	14%	14%	12%	24%	4%	14%	2%	14%	1%	14%	6%	14%	4%	15%	20%	13%	-%	14%	1%	11%	60%	8%	41%	16%	
Disagree strongly	(1.0)	28 6%	24 5%	* 3%	* 1%	- -	3 19%	25 5%	27 6%	22 5%	4 4%	3 7%	* 1%	2f 8%	6 6%	1 3%	8 4%	6 4%	25 5%	3 7%	* 1%	2 5%	1 3%	1 10%	1 6%	2 6%	4 8%	- -	7 3%	1 4%	20a 8%	
(Don't know)		9 2%	9 2%	- -	* 1%	- -	- -	9 2%	9 2%	9 2%	2 2%	* 1%	* 1%	* 1%	- -	* 1%	1 1%	1 1%	9 2%	* 1%	* 1%	- -	- -	- -	- -	- -	- -	- -	6 3%	* 1%	3 1%	
NET ---																																
Agree		334	301	8	12	2	11	327	265	296	68	32bd	15	20 ABCDH j	69	35 ABCDe FHJK	135bd	126aBD	322	29	14	30	25	7	7	24	34	4	156	11	167	
		67%	67%	56%	71%	98%	64%	67%	63%	69%	61%	78%	73%	86%	66%	90%	72%	76%	67%	76%	74%	57%	72%	90%	50%	75%	75%	36%	71%	43%	65%	
Disagree		97	86	2	3	-	6	92IK	86eIK	71Ik	31 abCEf GIJK	4	3i	2	22IK	1	33Ik	16	91	4	3	13	6	1	3	2	9	8	23	12	62A	
		19%	19%	13%	18%	-%	33%	19%	20%	17%	28%	10%	15%	10%	21%	3%	18%	10%	19%	11%	16%	25%	16%	10%	20%	7%	19%	60%	11%	45%	24%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 115 (continuation)
 <I1D> To what extent do you agree or disagree.....There is sufficient independent advice to help me understand my business needs
 by Crossbreak
 Base: All respondents

CONNECTION PROFILE																																
Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER					
	Sta	ISDN	ISDN	LL	Fixed		Sta	NET	Fixed	Mo	ISDN	ISDN	LL	pr	VoIP	Video	So	Cloud		ISDN	ISDN	ISDN	Same	A	Both	Int	Ext	Both	Ne	BT	Other	Other
	ndard	2/2E	30	/ Pr	line		ndard	Mo	line	bile	2/2e	30	ivate	circ	(h)	co	cial	based		ndard	2/2E	30	pro	diff		ernal	ernal	(c)	ither	for	pro	pro
	lan	(b)	line	ivate	broad		land	biles	broad	broad	(e)	(f)	ivate	uits	(g)	nfere	media	(j)	(k)		lan	(b)	(c)	vider	erent		/	(b)	(c)	(d)	ntal	for
dline	(a)	(c)	circ	dband	(e)	lines	(b)	dband	dband						ncing	(i)				dline	(a)			pro	vider	inter	-site	(a)		calls	and	calls
(a)		(d)	uits	(e)		(a)	(c)	(d)					(g)		(i)		(j)			(a)			pro	vider	(b)	(a)			(a)	calls	(b)	ntal
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198		446	76	68	56	48	12	22	33	61	5	216	28	255	
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165		478	38	19	52	35	8	15	31	46	13	218	26	258	
Mean score	3.8	3.8	3.6	3.8	4.5	3.6	3.8	3.7	3.8b	3.7	3.9	3.8	4.1b	3.8	4.3 ABCDe FHj	3.9b	4.0aBd		3.8	3.8	3.9	3.6	4.1a	3.9	3.6	3.9	3.9	3.1	4.0BC	3.3	3.6	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 115 (continuation)

<I1D> To what extent do you agree or disagree.....There is sufficient independent advice to help me understand my business needs

by Crossbreak

Base: All respondents

	Total	BUNDLING				SAME VS DIFFERENT			
		Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN LL/ PC Re ntal (a) (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	502	59	5	270		113	314	445	57
Total	502	23	1	308		90	321	447	55
Agree strongly	(5.0) 172 34%	9 40%	1 69%	108 35%		30 33%	116 36%	153 34%	19 35%
Agree slightly	(4.0) 161 32%	11 45%	* 12%	109 35%		21d 23%	118AD 37%	156aD 35%	5 9%
Neither agree nor disagree	(3.0) 62 12%	1 2%	* 9%	43a 14%		9 10%	42 13%	49 11%	13abC 24%
Disagree slightly	(2.0) 69 14%	1 2%	- %	27 9%		22BC 25%	25 8%	53 12%	16BC 29%
Disagree strongly	(1.0) 28 6%	2 9%	* 9%	12 4%		7 7%	12 4%	27 6%	1 2%
(Don't know)	9 2%	* %	- %	9 3%		1 1%	8 3%	9 2%	* 1%
NET	---								
Agree	334 67%	20c 86%	1 81%	217 70%		51 56%	234AD 73%	310aD 69%	24 45%
Disagree	97 19%	3 12%	* 9%	39 13%		29BC 32%	36 11%	80b 18%	17Bc 31%
Mean score	3.8	4.1	4.3	3.9		3.5	4.0AD	3.8a	3.5

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 116

<I2> Where do you currently go to seek help and advice on communications services and suppliers?

by Crossbreak

Base: All respondents

		PERSONAL PROFILE																														
		COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR										
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other
		(a)	to 4	to 4	(d)	- 49	- 249	than 2 years	(b)	(c)	years	(d)	(e)	(a)	to 5	(c)	£100k to £500k	£3m to £10m	(e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail/port/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	(i)				
Total	502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23			
Total	502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22			
Search Engine e.g. Google	237 47%	30 29%	159A 54%	189a 48%	24a 45%	21a 47%	3a 49%	2 15%	8 48%	21 40%	79e 56%	128 45%	217 47%	19 47%	1 34%	102 46%	90e 56%	24 44%	6 46%	1 37%	11 57%	17 38%	36 51%	30 48%	36 46%	4 24%	77 52%	19 55%	6 25%			
Friends and colleagues	143 29%	33 31%	81 28%	114 29%	12 22%	15d 36%	2 26%	- %	6 37%	10 19%	36 25%	92 33%	129 28%	14 34%	1 26%	76D 34%	41d 25%	16D 29%	1 9%	1 22%	6 31%	8 17%	25bDe 34%	8 13%	15 18%	6 32%	50bDe 34%	21 60%	5 23%			
Communications providers (websites / newsletters / emails)	133 27%	34 33%	62 21%	96 24%	19Bc 35%	15b 34%	4aBCde 51%	* 4%	3 19%	19 36%	41 29%	70 25%	121 26%	10 25%	1 56%	56 25%	38 23%	12 21%	7ABC 59%	2ABC 69%	5 26%	6 14%	23bH 32%	26BGH 43%	24bH 30%	5 25%	29h 20%	2 6%	13 57%			
Independent brokers	20 4%	- %	18 6%	18 5%	* 1%	* 1%	1AbCDE 13%	- %	* 1%	* 1%	12e 8%	7 3%	19 4%	* 1%	* 14%	- %	15A 9%	4A 7%	1A 6%	*A 2%	- %	3cd 7%	* %	* %	5cd 7%	- %	4 3%	7CDeG 19%	* 1%			
Independent review or advice websites	14 3%	* %	13 4%	13 3%	- %	1 1%	*D 2%	4 32%	- %	- %	5 4%	5 2%	14 3%	1 1%	- %	6 3%	- %	4B 7%	- %	*B 3%	- %	- %	- %	4c 6%	1 1%	- %	9c 6%	* 1%	- %			
Trade bodies e.g. Federation of Small Business	14 3%	4 4%	5 2%	9 2%	4bc 7%	1 2%	* 4%	- %	* 1%	1 1%	2 1%	11 4%	13 3%	1 2%	* 4%	8 4%	5 3%	1 2%	* 1%	* 3%	* %	5eGh 10%	4 5%	2 3%	2 2%	- %	1 1%	* %	1 2%			
Price comparison websites	12 2%	5 5%	4 2%	9 2%	3 5%	* 1%	- %	- %	- %	1 1%	3 2%	9 3%	12 3%	- %	- %	5 2%	7 5%	- %	- %	- %	1 5%	- %	3 4%	1 1%	1 1%	3 19%	3 2%	* %	1 2%			
Mainstream media / press	6 1%	- %	6 2%	6 2%	- %	- %	*Ade 1%	- %	- %	* %	6E 5%	* %	6 1%	- %	* 2%	- %	6a 4%	* %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	6 18%	- %		
Third party websites	6 1%	- %	5 2%	5 1%	- %	1 2%	*AD 3%	- %	- %	1 1%	5E 3%	* %	6 1%	- %	* 4%	4 2%	* %	* %	1Bc 5%	*BC 6%	- %	* %	* %	* 1%	- %	- %	5 3%	- %	- %			
Other websites	4 1%	1 %	2 1%	3 1%	* 1%	1 2%	* 1%	- %	1 5%	1 1%	* %	2 1%	3 1%	1 1%	- %	1 %	1 1%	- %	1AbC 5%	*C 2%	1 3%	- %	1 1%	* %	1 1%	- %	1 1%	- %	- %			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 116 (continuation)

<I2> Where do you currently go to seek help and advice on communications services and suppliers?

by Crossbreak

Base: All respondents

		PERSONAL PROFILE																													
		COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR									
		Total	1 (a)	2 to 4 (b)	1 to 4 (c)	5 - 9 (d)	10 - 49 (e)	50 - 249 (f)	Less than 2 years (a)	2 - 5 years (b)	5 - 9 years (c)	10 - 19 years (d)	20+ years (e)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale sale/transport/communications (d)	Retail (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)	
Unweighted row	502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23		
Total	502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22		
Government information / websites	1 *%	- -%	1 *%	1 *%	- -%	1c 2%	* 1%	1 5%	- -%	- -%	- -%	1 *%	1 *%	* -%	-	1 *%	- -%	1 1%	* *%	- -%	1 3%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	1 2%	- -%	
Specialist industry magazines	1 *%	- -%	1 *%	1 *%	- -%	- -%	*Acde 1%	- -%	1 5%	- -%	- -%	* *%	1 *%	- -%	* 4%	* *%	1 1%	- -%	- -%	- -%	- -%	- -%	1 1%	* *%	- -%	- -%	- -%	- -%	- -%		
Other (specify)	24 5%	13Bc 13%	4 1%	17 4%	5B 9%	2b 5%	1B 9%	1 5%	- -%	1 2%	8 5%	15 5%	23 5%	1 2%	* 10%	11 5%	3 2%	6B 11%	1B 10%	* 7%	1 3%	9 20%	4e 5%	1 2%	* *%	* 1%	8e 5%	* 1%	1 4%		
I do not seek/ have not sought advice	51 10%	14e 14%	32Ef 11%	47Ef 12%	4e 8%	* 1%	* 3%	5 48%	* 1%	3 6%	21e 15%	22 8%	43 9%	9A 22%	- -%	25d 11%	13 8%	5 10%	* 1%	- -%	2 9%	4 9%	7 10%	6 9%	8 10%	3 19%	18h 12%	* 1%	3 15%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 116 (continuation)
<I2> Where do you currently go to seek help and advice on communications services and suppliers?
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East ndon (g)	Lo (h)	SE (i)	SW (j)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor rland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118	
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154	
Search Engine e.g. Google	237 47%	6 40%	17 34%	23 60%	11 30%	26 63%	16 33%	31 39%	42f 55%	29 63%	201 47%	11f 53%	17 47%	8BFgj 61%	46 38%	191 50%	206b 53%	20 32%	119B 56%	109 42%	166b 54%	64 42%	
Friends and colleagues	143 29%	7 47%	19hm 38%	3 8%	11 30%	24 58%	12 24%	23 28%	12 15%	16 35%	126m 29%	5 24%	10 27%	2 18%	40 33%	103 27%	114 29%	20 32%	72b 34%	62 24%	77 25%	44 29%	
Communications providers (websites / newsletters / emails)	133 27%	6 40%	11 21%	2 4%	7 19%	7 17%	23 46%	18 23%	28 37%	10 21%	111 26%	6 28%	13 35%	3 26%	32 26%	101 27%	100 26%	16 25%	52 24%	73 28%	79 26%	38 25%	
Independent brokers	20 4%	- -%	* *%	5 14%	- -%	7 16%	* *%	7 8%	* *%	* *%	19 4%	* 2%	* 1%	* 1%	- -%	20a 5%	20 5%	- -%	14b 7%	5 2%	8 3%	12a 8%	
Independent review or advice websites	14 3%	- -%	4 7%	- -%	- -%	- -%	- -%	4 5%	4 6%	- -%	12 3%	- -%	2 5%	1fk 4%	* *%	14 4%	14 4%	- -%	9 4%	5 2%	9 3%	5 3%	
Trade bodies e.g. Federation of Small Business	14 3%	- -%	* *%	- -%	- -%	- -%	4gj1 9%	1 1%	8j 10%	- -%	13 3%	1 4%	* 1%	* 3%	* *%	14 4%	14 4%	- -%	5 2%	9 3%	14b 5%	* *%	
Price comparison websites	12 2%	* 2%	- -%	- -%	3 9%	2 6%	* 1%	3 4%	- -%	- -%	9 2%	2bfHJ 7%	1 2%	*h 3%	4 4%	8 2%	8 2%	- -%	11B 5%	2 1%	11 4%	1 1%	
Mainstream media / press	6 1%	- -%	- -%	- -%	- -%	6 16%	* *%	- -%	- -%	- -%	6 1%	* *%	- -%	- -%	- -%	6 2%	6 2%	- -%	6B 3%	- -%	* *%	6A 4%	
Third party websites	6 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	5j 6%	- -%	5 1%	* 1%	- 1%	*f1 3%	- -%	6 2%	6 1%	- -%	5b 2%	1 *%	1 *%	4a 3%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 116 (continuation)

<I2> Where do you currently go to seek help and advice on communications services and suppliers?

by Crossbreak

Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118	
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154	
Other websites	4	-	-	-	-	-	1	1	-	-	1	2	1j	*hJ	1	3	3	1	2	2	2	1	
	1%	-%	-%	-%	-%	-%	1%	1%	-%	-%	*%	7%	2%	3%	1%	1%	1%	1%	1%	1%	1%	1%	
Government information / websites	1	-	1	-	-	-	-	-	-	-	1	1ghJl	-	-	-	1	1	-	1	-	1	-	
	*%	-%	1%	-%	-%	-%	-%	-%	-%	-%	*%	3%	-%	-%	-%	*%	*%	-%	1%	-%	*%	-%	
Specialist industry magazines	1	-	-	-	-	-	-	-	*	-	*	-	1J	-	-	1	1	-	1	-	1	-	
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	2%	-%	-%	*%	*%	-%	*%	-%	*%	-%	
Other (specify)	24	-	4	7	-	-	3	4	2	1	20	2	2	1	1	23	18	6	8	12	13	11	
	5%	-%	7%	18%	-%	-%	6%	6%	2%	2%	5%	8%	4%	6%	1%	6%	5%	9%	4%	5%	4%	7%	
I do not seek/ have not sought advice	51	1	1	5	7	-	8b	17bj	6	-	45	3B	3	1b	20b	31	31	12a	10	35A	18	30A	
	10%	4%	1%	14%	21%	-%	17%	21%	8%	-%	10%	14%	7%	9%	17%	8%	8%	19%	4%	14%	6%	19%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 116 (continuation)
 <I2> Where do you currently go to seek help and advice on communications services and suppliers?
 by Crossbreak
 Base: All respondents

CONNECTION PROFILE																															
	Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)		Standard land lines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 ivate (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	Social media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255	
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258	
Search Engine e.g. Google	237	210	12AC	5	1	10	226f	194f	217F	47	23Fgh	7	9	43	22Fg	96F	98 ABcDF GH	223	22C	7	23	15	3	5	15	20	2	102	12	123	
	47%	46%	82%	33%	41%	55%	47%	46%	51%	43%	56%	33%	38%	42%	57%	52%	59%	47%	57%	35%	43%	43%	32%	34%	49%	45%	19%	47%	46%	48%	
Friends and colleagues	143 29%	131 29%	6c 40%	3 17%	* 6%	4 20%	140f 29%	120f 29%	127f 30%	32 29%	12 29%	3 17%	7 30%	26 25%	13f 33%	54f 29%	45 27%	138c 29%	12c 31%	3 16%	11 21%	8 23%	6 80%	1 6%	9 28%	13 29%	2 19%	58 27%	8 29%	77 30%	
Communications providers (websites / newsletters / emails)	133	115	4	7a	1	6	129	114	113	44 ABCIk	15I	9 ABCIj K	10 ABCIk	40abcI	6	59i	46	125	13	9A	23	14	2	9	3	15b	12	64	10	59	
	27%	25%	30%	41%	57%	34%	27%	27%	26%	40%	36%	47%	44%	38%	15%	32%	28%	26%	34%	47%	43%	41%	25%	63%	11%	32%	96%	30%	36%	23%	
Independent brokers	20	16	*	*	*	3	19j	20J	14j	14 ABCEf gJK	1	*	*	8Jk	3cJk	1	4	19	1	*	*	4a	-	*	3	4	-	4	-	16a	
	4%	3%	3%	1%	10%	19%	4%	5%	3%	12%	2%	1%	1%	7%	9%	1%	2%	4%	2%	1%	1%	11%	-%	3%	11%	8%	-%	2%	-%	6%	
Independent review or advice websites	14	10	-	1	-	3	14j	14j	13j	5J	1	1j	1	4j	8 ABCDE FGHJK	1	4	14	1	1	1	3a	-	-	-	4	-	12C	-	2	
	3%	2%	-%	4%	-%	19%	3%	3%	3%	5%	1%	3%	3%	4%	20%	1%	3%	3%	1%	1%	3%	1%	10%	-%	-%	-%	8%	-%	5%	-%	1%
Trade bodies e.g. Federation of Small Business	14 3%	14 3%	- -%	* 1%	- -%	- -%	14 3%	14 3%	12 3%	4 3%	1 1%	* 1%	* 1%	1 1%	1 2%	9 5%	3 2%	14 3%	* 1%	* 1%	* *%	1 3%	- -%	- -%	* 1%	1 2%	- -%	6 3%	- -%	8 3%	
Price comparison websites	12	12	-	*	-	-	12	11	11	1	3 AbcDi Jk	*	*	4	*	1	4	12	3A	*	-	4A	-	*	3c	-	-	4	-	8	
	2%	3%	-%	2%	-%	-%	2%	3%	3%	1%	8%	1%	1%	3%	1%	1%	3%	2%	8%	2%	-%	10%	-%	2%	11%	-%	-%	2%	-%	3%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 116 (continuation)
<I2> Where do you currently go to seek help and advice on communications services and suppliers?

by Crossbreak

Base: All respondents

CONNECTION PROFILE																															
	Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private (d)	Fixed broadband (e)	Standard lines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2E (e)	ISDN 30 (f)	LL private (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255	
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258	
Mainstream media / press	6	6	-	*	-	-	6	6	6	6	*	*	*	*	-	*	*	6	*	*	*	-	-	*	-	-	-	-	-	-	6a
	1%	1%	-%	*%	-%	-%	1%	2%	2%	6%	*%	1%	*%	*%	-%	*%	*%	1%	*%	1%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	3%
Third party websites	6	5	*	*	-	*	6	6	6	1	*	1jk	1	1	5	1	1	5	*	*	*	1	-	-	*	1	-	4	1	1	
	1%	1%	2%	1%	-%	1%	1%	1%	1%	1%	1%	3%	3%	1%	13%	1%	1%	1%	1%	1%	*%	3%	-%	-%	*%	2%	-%	2%	2%	*%	
Other websites	4	4	-	*	-	-	4	4	3	2	1	1AB	1ck	1ac	1	2AB	3ck	4	1	*	1	1	-	1	-	1	-	2	1	1	
	1%	1%	-%	2%	-%	-%	1%	1%	1%	2%	1%	4%	4%	1%	6%	2%	1%	1%	1%	2%	1%	2%	-%	6%	-%	1%	-%	1%	3%	*%	
Government information / websites	1	1	-	-	-	-	1	1	1	1	-	-	*	-	*	1	1	1	-	-	-	-	-	-	-	-	-	1	-	1	
	*%	*%	-%	-%	-%	-%	*%	*%	*%	1%	-%	-%	*%	-%	*%	1%	1%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	
Specialist industry magazines	1	1	-	*	-	-	1	1	1	1	-	*	*	*	1Ab	1c	1	1	1	-	*	-	-	-	-	*	-	*	-	1	
	*%	*%	-%	1%	-%	-%	*%	*%	*%	1%	-%	*%	*%	*%	2%	1%	1%	*%	-%	1%	-%	*%	-%	-%	-%	*%	-%	*%	-%	*%	
Other (specify)	24	19	1	4Ab	1	1	23	23	18	7	1	4	1	6	5aCe	9	13ce	23	1	4AB	4	1	-	-	1	4	1	13	1	10	
	5%	4%	3%	22%	33%	3%	5%	6%	4%	7%	1%	22%	6%	5%	12%	5%	8%	5%	1%	20%	8%	4%	-%	-%	3%	10%	4%	6%	3%	4%	
I do not seek/ have not sought advice	51	47c	-	*	-	4	49	37efg	33fg	8	1	*	*	7	3fg	10	9	49bC	1	*	3	2	-	2	1	4	-	18	3	31	
	10%	10%	-%	*%	-%	24%	10%	9%	8%	7%	3%	*%	*%	7%	9%	5%	6%	10%	3%	*%	5%	7%	-%	14%	3%	9%	-%	8%	12%	12%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 116 (continuation)

<I2> Where do you currently go to seek help and advice on communications services and suppliers?

by Crossbreak

Base: All respondents

	Total	BUNDLING			SAME VS DIFFERENT			
		Std lan dline + ISDN Re + ntal (a)	Std lan dline + LL/ PC ntal (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57
Total	502	23	1	308	90	321	447	55
Search Engine e.g. Google	237	6	1	135A	59 BCD	149	217	21
	47%	24%	100%	44%	65%	46%	48%	38%
Friends and colleagues	143	7	-	97	20	104a	131	12
	29%	30%	-%	31%	22%	32%	29%	21%
Communications providers (websites / newsletters / emails)	133	10c	*	84	25	82	113	20
	27%	42%	9%	27%	28%	26%	25%	37%
Independent brokers	20	*	*	7	7B	4	16	4b
	4%	1%	9%	2%	8%	1%	4%	6%
Independent review or advice websites	14	*	-	12	*	9	10	4ac
	3%	*%	-%	4%	*%	3%	2%	7%
Trade bodies e.g. Federation of Small Business	14	*	*	4	8Bcd	4	14	-
	3%	2%	12%	1%	8%	1%	3%	-%
Price comparison websites	12	-	-	7	1	10	12	*
	2%	-%	-%	2%	1%	3%	3%	1%
Mainstream media / press	6	*	-	*	6BCd	*	6b	-
	1%	*%	-%	*%	7%	*%	1%	-%
Third party websites	6	-	-	4	1	5	5	1
	1%	-%	-%	1%	1%	1%	1%	1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 116 (continuation)

<I2> Where do you currently go to seek help and advice on communications services and suppliers?

by Crossbreak

Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57
Total	502	23	1	308	90	321	447	55
Other websites	4 1%	1 2%	- -%	2 1%	1 1%	3 1%	3 1%	1 2%
Government information / websites	1 *%	- -%	- -%	1 *%	* *%	1 *%	1 *%	- -%
Specialist industry magazines	1 *%	* *%	* 12%	1 *%	- -%	1 *%	1 *%	- -%
Other (specify)	24 5%	4C 16%	- -%	15 5%	2 2%	15 5%	17 4%	7AbC 13%
I do not seek/ have not sought advice	51 10%	1 4%	- -%	27 9%	3 4%	26 8%	45a 10%	7a 13%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 117
<I2B4> Which PRICE COMPARISON WEBSITES do you visit for help and advice on communications services?
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																															
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR											
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other	
	(a)	to 4	to 4	(d)	- 49	- 249	(f)	than 2	years	years	years	-19	years	(e)	(a)	to 5	(c)	£100k	to £500k	£3m	£10m	to (e)	imary ind	ufact	nstru	sale/ port/	tail (e)	ncial Ser	Other vices	bluc admin	(i)	
		(b)	(c)						years (a)	(b)	(c)	years (d)				(b)			(a)	(b)	(c)	(d)		(a)	(b)	(c)	Communica- tions (d)		(f)	(g)	and ser vices (h)	
Unweighted row	11	3	4	7	2	2	-	-	-	1	2	8	11	-	-	-	5	5	-	-	-	2	-	1	2	1	1	2	1	1	1	
Total	12	5	4	9	3	*	-	-	-	1	3	9	12	-	-	-	5	7	-	-	-	1	-	3	1	1	3	3	*	1	1	
Go Compare.com	4	1	1	1	2	-	-	-	-	1	2	1	4	-	-	-	3	1	-	-	-	-	-	-	-	-	1	-	2	-	1	1
	30%	18%	12%	15%	87%	-%	-%	-%	-%	100%	91%	9%	30%	-%	-%	-%	70%	7%	-%	-%	-%	-%	-%	-%	-%	100%	-%	87%	-%	100%	-%	
Which	3	3	-	3	-	*	-	-	-	-	-	3	3	-	-	-	-	3	-	-	-	-	-	-	-	-	3	-	*	-	-	
	28%	71%	-%	36%	-%	23%	-%	-%	-%	-%	-%	37%	28%	-%	-%	-%	46%	7%	-%	-%	-%	-%	-%	-%	-%	100%	-%	100%	-%	100%	-%	
moneysupermarket.com	3	-	1	1	2	-	-	-	-	1	2	-	3	-	-	-	2	1	-	-	-	-	-	-	-	-	-	2	-	1	1	
	24%	-%	12%	6%	87%	-%	-%	-%	-%	100%	91%	-%	24%	-%	-%	-%	51%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	87%	-%	100%	-%	
Money savings expert	1	1	*	1	-	-	-	-	-	-	*	1	1	-	-	-	1	*	-	-	-	-	-	-	*	1	-	-	-	-	-	
	9%	18%	6%	12%	-%	-%	-%	-%	-%	-%	9%	9%	9%	-%	-%	-%	18%	3%	-%	-%	-%	-%	-%	-%	46%	100%	-%	-%	-%	-%	-%	
Confused.com	1	1	-	1	-	-	-	-	-	-	-	1	1	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	
	7%	18%	-%	9%	-%	-%	-%	-%	-%	-%	-%	9%	7%	-%	-%	-%	18%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	
makeitcheaper.com	*	-	-	-	*	-	-	-	-	-	-	*	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	
	3%	-%	-%	-%	13%	-%	-%	-%	-%	-%	-%	4%	3%	-%	-%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	13%	-%	-%	-%	
Can't remember/ don't know	4	1	4	4	-	*	-	-	-	-	-	4	4	-	-	-	1	3	-	-	-	1	-	3	*	-	-	-	-	-	-	
	37%	11%	83%	46%	-%	77%	-%	-%	-%	-%	-%	49%	37%	-%	-%	-%	23%	43%	-%	-%	-%	100%	-%	100%	54%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 117 (continuation)
<I2B4> Which PRICE COMPARISON WEBSITES do you visit for help and advice on communications services?
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	London (h)	SE (i)	SW (j)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)
Unweighted row	11	1	-	-	1	1	1	1	-	-	5	3	1	2	3	8	9	-	8	3	9	1	
Total	12	*	-	-	3	2	*	3	-	-	9	2	1	*	4	8	8	-	11	2	11	1	
Go Compare.com	4 30%	- -%	- -%	- -%	- -%	2 100%	- -%	- -%	- -%	- -%	2 25%	1 33%	1 100%	- -%	- -%	4 47%	3 36%	- -%	2 22%	1 85%	3 27%	1 100%	
Which	3 28%	- -%	- -%	- -%	- -%	- -%	- -%	3 100%	- -%	- -%	3 35%	- -%	- -%	* 27%	3 76%	* 1%	* 1%	- -%	3 32%	- -%	3 31%	- -%	
moneysupermarket.com	3 24%	- -%	- -%	- -%	- -%	2 100%	- -%	- -%	- -%	- -%	2 25%	1 33%	- -%	- -%	- -%	3 37%	3 36%	- -%	2 22%	1 32%	3 27%	- -%	
Money savings expert	1 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	* 73%	- -%	1 14%	* 3%	- -%	- -%	1 68%	* 2%	1 100%	
Confused.com	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 11%	- -%	- -%	- -%	1 52%	- -%	1 100%	
makeitcheaper.com	* 3%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	* 5%	* 4%	- -%	* 3%	- -%	* 3%	- -%	
Can't remember/ don't know	4 37%	- -%	- -%	- -%	3 100%	- -%	* 100%	- -%	- -%	- -%	- -%	3 36%	1 67%	- -%	- -%	1 24%	3 44%	4 56%	- -%	4 42%	- -%	4 37%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 117 (continuation)
 <I2B4> Which PRICE COMPARISON WEBSITES do you visit for help and advice on communications services?
 by Crossbreak
 Base: All respondents

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private cir cuits (d)	Fixed broadband (e)		Standard land lines (a)	NET Mo biles (b)	Fixed line broa dband (c)	Mo bile broa dband (d)	ISDN 2/2e (e)	ISDN 30 ivate cir cuits (g)	LL pr ivate cir cuits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	11	10	-	1	-	-	10	9	8	2	1	1	1	2	1	4	3	10	1	1	-	2	-	1	1	-	-	4	-	7
Total	12	12	-	*	-	-	12	11	11	1	3	*	*	4	*	1	4	12	3	*	-	4	-	*	3	-	-	4	-	8
Go Compare.com	4 30%	4 31%	- -%	- -%	- -%	- -%	4 31%	3 26%	3 26%	1 50%	- -%	- -%	- -%	- -%	- -%	1 35%	1 13%	4 31%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 63%	- -%	1 16%
Which	3 28%	3 29%	- -%	- -%	- -%	- -%	3 29%	3 29%	3 30%	- -%	- -%	- -%	- -%	3 92%	- -%	* 6%	3 80%	3 29%	- -%	- -%	- -%	3 92%	- -%	- -%	3 100%	- -%	- -%	- -%	- -%	3 40%
moneysupermarket.com	3 24%	3 24%	- -%	- -%	- -%	- -%	3 24%	3 26%	3 26%	1 50%	- -%	- -%	- -%	- -%	- -%	1 35%	1 13%	3 24%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 63%	- -%	1 6%
Money savings expert	1 9%	1 9%	- -%	- -%	- -%	- -%	1 9%	* 2%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 13%
Confused.com	1 7%	1 7%	- -%	- -%	- -%	- -%	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 10%
makeitcheaper.com	* 3%	* 3%	- -%	- -%	- -%	- -%	* 3%	* 3%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	* 24%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 9%	- -%	- -%
Can't remember/ don't know	4 37%	4 35%	- -%	* 100%	- -%	- -%	4 35%	4 40%	4 38%	1 50%	3 100%	* 100%	* 100%	* 8%	* 100%	1 35%	* 7%	4 35%	3 100%	* 100%	- -%	* 8%	- -%	* 100%	- -%	- -%	- -%	1 28%	- -%	3 41%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 117 (continuation)

<I2B4> Which PRICE COMPARISON WEBSITES do you visit for help and advice on communications services?

by Crossbreak

Base: All respondents

Total	BUNDLING			SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN PC Re ntal (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	11	-	-	6	1	7	10
Total	12	-	-	7	1	10	12
Go Compare.com	4 30%	- -%	- -%	2 32%	1 100%	2 23%	4 31%
Which	3 28%	- -%	- -%	3 45%	- -%	3 32%	- -%
moneysupermarket.com	3 24%	- -%	- -%	2 32%	1 100%	2 23%	3 24%
Money savings expert	1 9%	- -%	- -%	* 3%	- -%	* 2%	1 9%
Confused.com	1 7%	- -%	- -%	- -%	- -%	- -%	1 7%
makeitcheaper.com	* 3%	- -%	- -%	* 5%	- -%	* 3%	- -%
Can't remember/ don't know	4 37%	- -%	- -%	1 14%	- -%	4 40%	* 35%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 118
<I2B5> Which INDEPENDENT BROKERS do you talk to for help and advice on communications services?
by Crossbreak
Base: All respondents

		PERSONAL PROFILE																															
		COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR												
		Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other
			(a)	to 4	to 4	(d)	- 49	- 249	than 2	years (a)	years (b)	years (c)	years (d)	years (e)	(a)	to 5 (b)	(c)	£100k (a)	to £500k (b)	to £3m (c)	to £10m (d)	to £10m+ (e)	imary ind ustry (a)	ufac turing (b)	nstru ction (c)	sale/ Trans port/ Comm unica tions (d)	tail (e)	ncial Ser vices (f)	ser vices (g)	blic admin and ser vices (h)	(i)		
Unweighted row	19	-	4	4	2	2	11	-	2	2	3	12	10	6	3	-	4	7	6	1	-	1	1	1	2	-	8	5	1				
Total	20	-	18	18	*	*	1	-	*	*	12	7	19	*	*	-	15	4	1	*	-	3	*	*	5	-	4	7	*				
9 Dot	*	-	-	-	-	70%	-	-	-	56%	-	-	*	-	-	-	-	-	29%	-	-	-	-	-	-	-	5%	-	-				
1%	1%	-%	-%	-%	-%	70%	-%	-%	-%	56%	-%	-%	1%	-%	-%	-%	-%	-%	29%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%				
Infinity links	*	-	-	-	-	*	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	*	-				
*%	*%	-%	-%	-%	-%	30%	-%	-%	-%	-%	1%	-%	-%	19%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%				
Small private firms	3	-	3	3	-	-	-	-	-	-	-	3	3	-	-	-	-	3	-	-	-	-	-	-	-	-	3	-	-				
17%	17%	-%	18%	18%	-%	-%	-%	-%	-%	-%	-%	44%	18%	-%	-%	-%	-%	85%	-%	-%	-%	-%	-%	-%	-%	-%	83%	-%	-%				
Interalia	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	*	-				
*%	*%	-%	-%	-%	-%	-%	5%	-%	-%	-%	-%	1%	-%	11%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%				
Our local BT rep provides us with advice and guidance	*	-	-	-	-	-	*	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	*	-	-			
*%	*%	-%	-%	-%	-%	-%	10%	-%	-%	-%	-%	1%	-%	-%	27%	-%	-%	-%	13%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%				
Storm Technologies	*	-	-	-	-	-	*	-	*	-	-	-	*	-	-	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-			
*%	*%	-%	-%	-%	-%	-%	8%	-%	30%	-%	-%	-%	%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%				
HFD	*	-	-	-	-	-	*	-	-	-	-	*	*	-	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-				
*%	*%	-%	-%	-%	-%	-%	5%	-%	-%	-%	-%	1%	%	-%	-%	-%	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%				
Online support computing	*	-	-	-	-	-	*	-	-	-	-	*	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	*	-				
*%	*%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%	1%	%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%				
First Office Systems	3	-	3	3	-	-	-	-	-	-	-	3	3	-	-	-	3	-	-	-	-	3	-	-	-	-	-	-	-	-			
17%	17%	-%	18%	18%	-%	-%	-%	-%	-%	-%	-%	44%	18%	-%	-%	-%	22%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%				
Welsh Telecoms	*	-	-	-	*	-	-	-	-	*	-	-	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-			
1%	1%	-%	-%	-%	50%	-%	-%	-%	-%	44%	-%	-%	1%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%				
BSAS telecoms	*	-	-	-	-	-	*	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-	-	-	-	-	*	-	-				
*%	*%	-%	-%	-%	-%	-%	6%	-%	-%	-%	-%	1%	-%	-%	17%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%				
Marshall Telecoms	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-			
*%	*%	-%	-%	-%	-%	-%	6%	-%	-%	-%	-%	1%	-%	13%	-%	-%	-%	-%	8%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%				

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 118 (continuation)
<I2B5> Which INDEPENDENT BROKERS do you talk to for help and advice on communications services?

by Crossbreak

Base: All respondents

Total	PERSONAL PROFILE																														
	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR										
	1	2	1	5	9	10	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other	
	(a)	to 4	to 4	(d)	- 49	- 249	than	years	years	years	-19	years	years	(a)	to 5	(c)	£100k	to	to	to	(e)	imary	ufact	nstru	sale/	tail	ncial	ser	blc	(i)	
	(b)	(c)	(d)	(e)	(f)		2	(b)	(c)	years	(d)	(e)		(a)	(b)	(c)	(a)	£500k	£3m	£10m		ustry	(b)	(c)	port/ Comm unica tions	(d)	(e)	vices	(f)	(g)	and ser vices
Unweighted row	19	-	4	4	2	2	11	-	2	2	3	12	10	6	3	-	4	7	6	1	-	1	1	1	2	-	8	5	1		
Total	20	-	18	18	*	*	1	-	*	*	12	7	19	*	*	-	15	4	1	*	-	3	*	*	5	-	4	7	*		
Private IT consultant	6 32%	- -%	6 35%	6 35%	- -%	- -%	- -%	- -%	- -%	- -%	6 55%	- -%	6 34%	- -%	- -%	- -%	6 43%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	6 94%	- -%	
BT Local Business	* *%	- -%	- -%	- -%	- -%	- -%	* 10%	- -%	- -%	- -%	- -%	* 1%	- -%	* 20%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	
Auditel	* *%	- -%	- -%	- -%	- -%	- -%	* 11%	- -%	- -%	- -%	- -%	* 1%	- -%	* 21%	- -%	- -%	- -%	- -%	* 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	
Can't remember/ don't know	6 28%	- -%	5 28%	5 28%	* 50%	- -%	* 30%	- -%	* 70%	- -%	5 44%	* 4%	5 28%	* 17%	* 56%	- -%	5 34%	* 4%	* 37%	- -%	- -%	- -%	- -%	- -%	5 100%	- -%	* 2%	- -%	- -%	* 100%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 118 (continuation)
<I2B5> Which INDEPENDENT BROKERS do you talk to for help and advice on communications services?
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON			
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid (e)	W (f)	Mid (g)	East (h)	Lo ndon (i)	SE (j)	SW (k)	Net: En gland (l)	Wales (m)	Sco tland (n)	Nor thern (o)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	19	-	1	1	-	2	2	4	1	2	13	2	3	1	-	19	18	-	15	3	15	4		
Total	20	-	*	5	-	7	*	7	*	*	19	*	*	*	-	20	20	-	14	5	8	12		
9 Dot	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	68% -%	- -%	- -%	18	1%	1%	- -%	- -%	* 4%	3% -%		
Infinity links	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	* *%	* *%	- -%	* 1%	- -%	* 1%	- -%		
Small private firms	3 17%	- -%	- -%	- -%	- -%	- -%	- -%	3 49%	- -%	- -%	3 18%	- -%	- -%	- -%	- -%	3 17%	3 17%	- -%	3 23%	- -%	3 41%	- -%		
Interalia	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 16%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	* 1%	- -%		
Our local BT rep provides us with advice and guidance	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 50%	* 1%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* 1%	- -%	* 1%	- -%		
Storm Technologies	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* 1%	- -%	- -%	1%		
HFD	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 16%	- -%	- -%	* *%	* *%	- -%	- -%	* 1%	* 1%	- -%		
Online support computing	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* 1%	- -%	- -%	* 1%		
First Office Systems	3 17%	- -%	- -%	- -%	- -%	- -%	- -%	3 49%	- -%	- -%	3 18%	- -%	- -%	- -%	- -%	3 17%	3 17%	- -%	3 23%	- -%	3 41%	- -%		
Welsh Telecoms	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 50%	- -%	- -%	- -%	* 1%	* 1%	- -%	* 1%	- -%	* 2%	- -%		
BSAS telecoms	* *%	- -%	- -%	- -%	- -%	- -%	* 50%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	* 1%	- -%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 118 (continuation)
<I2B5> Which INDEPENDENT BROKERS do you talk to for help and advice on communications services?
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE	NW	Yo rks/	E	Mid W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	Hub	(d)	(e)	(f)	ndon	(g)	(h)	(i)	En gland	(k)	tland	thern	(a)	where	(a)	agree	(a)	agree	(a)	agree
		(c)										(j)		(l)	Ir eland		(b)		(b)		(b)		(b)
Unweighted row	19	-	1	1	-	2	2	4	1	2	13	2	3	1	-	19	18	-	15	3	15	4	
Total	20	-	*	5	-	7	*	7	*	*	19	*	*	*	-	20	20	-	14	5	8	12	
Marshall Telecoms	* *%	- -%	- -%	- -%	- -%	- -%	* 50%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	* 1%	- -%	
Private IT consultant	6 32%	- -%	- -%	- -%	- -%	6 97%	- -%	- -%	- -%	- -%	6 34%	- -%	- -%	- -%	- -%	6 32%	6 33%	- -%	6 45%	- -%	- -%	6 55%	
BT Local Business	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 50%	* 1%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* 1%	- -%	* 1%	- -%	
Auditel	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	* 1%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* 1%	- -%	* 1%	- -%	
Can't remember/ don't know	6 28%	- -%	* 100%	5 100%	- -%	* 3%	- -%	- -%	- -%	- -%	5 28%	* 50%	- -%	- -%	- -%	6 28%	6 28%	- -%	* 2%	5 95%	* 5%	5 44%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 118 (continuation)
 <I2B5> Which INDEPENDENT BROKERS do you talk to for help and advice on communications services?
 by Crossbreak
 Base: All respondents

CONNECTION PROFILE																															
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr (d)	Fixed line broadband (e)	Standard landlines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo broadband (d)	ISDN 2/2e (e)	ISDN 30 line (f)	LL pr ivate circuits (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both (c)	Int ernal / inter- site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other for calls (b)	Other pro vider for ntal calls (c)		
Unweighted row	19	9	5	2	2	1	15	17	17	9	8	3	3	10	2	10	8	15	8	3	5	4	-	3	2	5	-	4	-	15	
Total	20	16	*	*	*	3	19	20	14	14	1	*	*	8	3	1	4	19	1	*	*	4	-	*	3	4	-	4	-	16	
9 Dot	*	*	-	-	-	-	*	*	*	*	-	-	-	*	-	*	*	*	-	-	-	*	-	-	*	-	-	-	-	*	
	1%	1%	-%	-%	-%	-%	1%	1%	1%	2%	-%	-%	-%	3%	-%	19%	5%	1%	-%	-%	-%	6%	-%	55%	-%	-%	-%	-%	-%	1%	
Infinity links	*	-	*	-	-	-	-	*	*	-	*	-	-	-	-	*	*	-	*	-	-	-	-	-	-	-	-	-	-	*	
	1%	-%	23%	-%	-%	-%	-%	1%	1%	-%	13%	-%	-%	-%	-%	8%	2%	-%	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	
Small private firms	3	-	-	-	-	3	3	3	3	-	-	-	-	3	3	-	3	3	-	-	3	-	-	-	-	3	-	3	-	-	
	17%	-%	-%	-%	-%	100%	17%	17%	23%	24%	-%	-%	-%	44%	98%	-%	81%	17%	-%	-%	-%	87%	-%	-%	-%	88%	-%	94%	-%	-%	
Interalia	*	*	-	-	-	-	*	*	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*	
	1%	1%	-%	-%	-%	-%	1%	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	
Our local BT rep provides us with advice and guidance	*	*	-	-	-	-	*	*	*	-	*	-	-	*	-	-	-	*	*	-	*	-	-	*	-	-	-	-	*	-	-
	1%	1%	-%	-%	-%	-%	1%	1%	1%	-%	13%	-%	-%	1%	-%	-%	-%	1%	13%	-%	23%	-%	-%	25%	-%	-%	-%	-%	3%	-%	-%
Storm Technologies	*	-	-	-	*	-	*	*	*	*	-	*	*	*	*	*	*	*	-	*	-	-	-	-	-	*	-	-	-	*	
	1%	-%	-%	-%	43%	-%	1%	1%	1%	1%	-%	40%	29%	1%	2%	6%	2%	1%	-%	40%	17%	-%	-%	-%	-%	2%	-%	-%	-%	1%	
HFD	*	-	-	*	-	-	*	*	*	*	-	*	-	-	-	*	*	*	-	*	-	-	-	-	-	-	-	-	*	-	-
	1%	-%	-%	46%	-%	-%	1%	1%	1%	1%	-%	28%	-%	-%	-%	4%	1%	1%	-%	28%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	
Online support computing	*	-	*	-	-	-	*	-	*	-	*	-	-	*	-	*	-	*	*	-	*	-	-	-	-	*	-	*	-	-	
	1%	-%	18%	-%	-%	-%	1%	-%	1%	-%	10%	-%	-%	1%	-%	6%	-%	1%	10%	-%	17%	-%	-%	-%	-%	2%	-%	2%	-%	-%	
First Office Systems	3	3	-	-	-	-	3	3	3	3	-	-	-	3	-	-	-	3	-	-	-	-	-	-	3	-	-	-	-	3	
	17%	21%	-%	-%	-%	-%	17%	17%	23%	24%	-%	-%	-%	44%	-%	-%	-%	17%	-%	-%	-%	-%	-%	-%	97%	-%	-%	-%	-%	21%	
Welsh Telecoms	*	*	-	-	-	-	*	*	*	-	-	-	-	-	-	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	
	1%	1%	-%	-%	-%	-%	1%	1%	1%	-%	-%	-%	-%	-%	-%	15%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	
BSAS telecoms	*	-	-	*	-	-	*	*	*	*	*	-	-	-	-	-	-	*	*	*	-	-	-	-	-	-	-	-	-	*	
	1%	-%	-%	54%	-%	-%	1%	1%	1%	1%	8%	33%	-%	-%	-%	-%	-%	1%	8%	33%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 118 (continuation)
<I2B5> Which INDEPENDENT BROKERS do you talk to for help and advice on communications services?

by Crossbreak

Base: All respondents

CONNECTION PROFILE																															
Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER				
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed line broadband (e)		Standard landlines (a)	NET broadband (b)	Fixed line broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 Private circuit (f)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provid- (a)	A diff- erent provid- (b)	Both (c)	Inter- site (a)	Ext- ernal (b)	Both (c)	Ne- ither (d)		BT for re- ntal and calls (a)	Other provid- er calls (b)	Other provid- er calls (c)	
Unweighted row	19	9	5	2	2	1	15	17	17	9	8	3	3	10	2	10	8	15	8	3	5	4	-	3	2	5	-	4	-	15	
Total	20	16	*	*	*	3	19	20	14	14	1	*	*	8	3	1	4	19	1	*	*	4	-	*	3	4	-	4	-	16	
Marshall Telecoms	*	-	*	-	-	-	-	*	*	-	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*
	%	-%	15%	-%	-%	-%	-%	%	%	-%	8%	-%	-%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	%
Private IT consultant	6	6	-	-	-	-	6	6	6	6	-	-	-	-	-	-	-	6	-	-	-	-	-	-	-	-	-	-	-	-	6
	32%	41%	-%	-%	-%	-%	33%	33%	44%	47%	-%	-%	-%	-%	-%	-%	-%	33%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	40%
BT Local Business	*	-	-	-	*	-	-	*	-	-	-	-	*	*	-	*	*	-	-	-	*	-	-	-	-	-	*	-	-	-	*
	%	-%	-%	-%	57%	-%	-%	%	-%	-%	-%	-%	39%	1%	-%	8%	2%	-%	-%	-%	23%	-%	-%	-%	-%	-%	3%	-%	-%	-%	1%
Auditel	*	-	*	-	-	-	-	*	*	*	*	-	-	*	-	*	*	-	*	-	-	*	-	-	*	-	-	-	-	-	*
	%	-%	24%	-%	-%	-%	-%	%	1%	1%	14%	-%	-%	1%	-%	9%	2%	-%	14%	-%	-%	3%	-%	-%	3%	-%	-%	-%	-%	-%	1%
Can't remember/ don't know	6	5	*	-	-	-	6	5	*	*	*	-	*	*	-	*	*	6	*	-	*	*	-	*	-	*	-	-	-	-	6
	28%	35%	20%	-%	-%	-%	29%	28%	3%	1%	34%	-%	32%	4%	-%	24%	4%	29%	34%	-%	19%	5%	-%	20%	-%	5%	-%	-%	-%	-%	34%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 118 (continuation)
<I2B5> Which INDEPENDENT BROKERS do you talk to for help and advice on communications services?
by Crossbreak
Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	19	3	1	6	6	10	15	4
Total	20	*	*	7	7	4	16	4
9 Dot	*	-	-	-	*	-	*	-
	1%	-%	-%	-%	3%	-%	1%	-%
Infinity links	*	-	-	-	-	*	-	*
	*%	-%	-%	-%	-%	2%	-%	3%
Small private firms	3	-	-	3	-	-	-	3
	17%	-%	-%	47%	-%	-%	-%	94%
Interalia	*	-	-	-	-	*	-	*
	*%	-%	-%	-%	-%	1%	-%	1%
Our local BT rep provides us with advice and guidance	*	*	-	-	*	-	*	-
	*%	41%	-%	-%	1%	-%	1%	-%
Storm Technologies	*	-	-	-	-	*	*	-
	*%	-%	-%	-%	-%	2%	*%	-%
HFD	*	-	-	-	-	*	*	-
	*%	-%	-%	-%	-%	1%	*%	-%
Online support computing	*	-	-	-	*	-	*	-
	*%	-%	-%	-%	1%	-%	*%	-%
First Office Systems	3	-	-	3	-	3	3	-
	17%	-%	-%	47%	-%	78%	21%	-%
Welsh Telecoms	*	-	-	*	-	*	*	-
	1%	-%	-%	2%	-%	4%	1%	-%
BSAS telecoms	*	*	-	*	-	*	*	-
	*%	25%	-%	1%	-%	1%	*%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 118 (continuation)
 <I2B5> Which INDEPENDENT BROKERS do you talk to for help and advice on communications services?
 by Crossbreak
 Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	19	3	1	6	6	10	15	4
Total	20	*	*	7	7	4	16	4
Marshall Telecoms	*	-	-	-	*	-	-	*
	*%	-%	-%	-%	1%	-%	-%	2%
Private IT consultant	6	-	-	-	6	-	6	-
	32%	-%	-%	-%	92%	-%	40%	-%
BT Local Business	*	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	1%	-%
Auditel	*	-	-	-	*	-	*	-
	*%	-%	-%	-%	1%	-%	1%	-%
Can't remember/ don't know	6	*	*	*	-	*	6	-
	28%	34%	100%	4%	-%	10%	34%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 119 (continuation)
<I2B7> Which SPECIALIST INDUSTRY MAGAZINES do you look at for help and advice on communications services?
by Crossbreak
Base: All respondents

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE	NW	Yo E	Mid	W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	rks/	(d)	(e)	(f)	ndon	(h)	(i)	En	(j)	(k)	tland	thern	based	where	(a)	agree	(a)	agree	(a)	agree
		(c)						(g)			land			(l)	Ir	(a)	(b)		(b)		(b)		(b)
Unweighted row	2	-	-	-	-	-	-	-	1	-	1	-	1	-	-	2	2	-	2	-	2	-	
Total	1	-	-	-	-	-	-	-	*	-	*	-	1	-	-	1	1	-	1	-	1	-	
Trade Magazine	*	-	-	-	-	-	-	-	*	-	*	-	-	-	-	*	*	-	*	-	*	-	
	10%	-%	-%	-%	-%	-%	-%	-%	100%	-%	100%	-%	-%	-%	-%	10%	10%	-%	10%	-%	10%	-%	
Which	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	1	-	1	-	1	-	
	90%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	90%	90%	-%	90%	-%	90%	-%	
Can't remember/ don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 119 (continuation)
 <I2B7> Which SPECIALIST INDUSTRY MAGAZINES do you look at for help and advice on communications services?
 by Crossbreak
 Base: All respondents

CONNECTION PROFILE																																
Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER					
	Sta	ISDN	ISDN	LL	Fixed		Sta	NET	Fixed	Mo	ISDN	ISDN	LL	VoIP	Video	So	Cloud		ISDN	ISDN		Same	A	Both	Int	Ext	Both	Ne	BT	Other	Other	
	ndard	2/2E	30	/ Pr	line		ndard	Mo	line	bile	2/2e	30	ivate	(h)	co	cial	based		ndard	2/2E	30	pro	diff	Both	ernal	ernal	(c)	ither	for	pro	pro	
	lan	(b)	line	ivate	broa		land	biles	broa	broa	(e)	(f)	cir	(g)	nfere	media	(j)		lan	(b)	(c)	vider	erent		/	(b)	(c)	(d)	ntal	for	for	
	dline	(a)	(c)	cir	dband		lines	(b)	dband	dband			uits	(i)	ncing	(k)		dline	(a)			(a)	pro	vider	inter	-site	(a)		calls	and	calls	
	(a)		(d)	(e)			(a)	(c)	(d)				(g)					(a)				(b)			(a)				(a)	(b)	(c)	
Unweighted row	2	1	-	1	-	-	2	2	2	2	-	1	1	1	2	2	2	2	-	1	-	-	1	-	-	-	1	-	1	-	1	
Total	1	1	-	*	-	-	1	1	1	1	-	*	*	*	1	1	1	1	1	-	*	-	*	-	-	-	*	-	*	-	1	
Trade Magazine	*	-	-	*	-	-	*	*	*	*	-	*	*	*	*	*	*	*	*	-	*	*	-	*	-	-	-	*	-	*	-	-
	10%	-%	-%	100%	-%	-%	10%	10%	10%	10%	-%	100%	100%	100%	10%	10%	10%	10%	10%	-%	100%	-%	100%	-%	-%	-%	100%	-%	100%	-%	-%	
Which	1	1	-	-	-	-	1	1	1	1	-	-	-	-	1	1	1	1	1	-	-	-	-	-	-	-	-	-	-	-	1	
	90%	100%	-%	-%	-%	-%	90%	90%	90%	90%	-%	-%	-%	-%	90%	90%	90%	90%	90%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	
Can't remember/ don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 119 (continuation)
 <I2B7> Which SPECIALIST INDUSTRY MAGAZINES do you look at for help and advice on communications services?
 by Crossbreak
 Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	2	1	1	2	-	2	2	-
Total	1	*	*	1	-	1	1	-
Trade Magazine	*	*	*	*	-	*	*	-
	10%	100%	100%	10%	-%	10%	10%	-%
Which	1	-	-	1	-	1	1	-
	90%	-%	-%	90%	-%	90%	90%	-%
Can't remember/ don't know	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 120

<I2B8> Which THIRD PARTY WEBSITES do you visit for help and advice on communications services?

by Crossbreak

Base: All respondents

		PERSONAL PROFILE																														
		COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR										
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other
		(a)	to 4	to 4	(d)	- 49	- 249	than 2	years (b)	years (c)	-19 years (d)	years (e)	(a)	to 5 (b)	(c)	£100k (a)	£500k (b)	£3m (c)	£10m (d)	to (e)	Primary industry (a)	ufacturing (b)	Construction (c)	Wholesale/Transport/Communication (d)	Retail (e)	Financial services (f)	Other services (g)	Public administration and services (h)	(i)			
Total	8	-	2	2	-	3	3	-	-	1	2	5	6	-	1	1	1	2	2	2	-	1	2	2	-	-	3	-	-			
Unweighted row	6	-	5	5	-	1	*	-	-	1	5	*	6	-	*	4	*	*	1	*	-	*	*	*	-	-	5	-	-			
Total	4	-	4	4	-	-	-	-	-	-	4	-	4	-	-	4	-	-	-	-	-	-	-	-	-	-	4	-	-			
Which	78%	-%	95%	95%	-%	-%	-%	-%	-%	-%	95%	-%	81%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	87%	-%	-%				
Can't remember/ don't know	1	-	*	*	-	1	*	-	-	1	*	*	1	-	*	-	*	*	1	*	-	*	*	*	-	-	1	-	-			
	22%	-%	5%	5%	-%	100%	100%	-%	-%	100%	5%	100%	19%	-%	100%	-%	100%	100%	100%	100%	-%	100%	100%	100%	-%	-%	13%	-%	-%			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 120 (continuation)

<I2B8> Which THIRD PARTY WEBSITES do you visit for help and advice on communications services?

by Crossbreak

Base: All respondents

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern (n)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	8	-	-	-	-	-	-	-	1	3	-	4	2	-	2	-	8	8	-	7	1	7	1
Total	6	-	-	-	-	-	-	-	1	5	-	5	*	-	*	-	6	6	-	5	1	1	4
Which	4	-	-	-	-	-	-	-	4	-	4	-	-	-	-	-	4	4	-	4	-	-	4
	78%	-%	-%	-%	-%	-%	-%	-%	96%	-%	86%	-%	-%	-%	-%	-%	78%	78%	-%	86%	-%	-%	100%
Can't remember/ don't know	1	-	-	-	-	-	-	-	1	*	-	1	*	-	*	-	1	1	-	1	1	1	-
	22%	-%	-%	-%	-%	-%	-%	-%	100%	4%	-%	14%	100%	-%	100%	-%	22%	22%	-%	14%	100%	100%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 120 (continuation)
 <I2B8> Which THIRD PARTY WEBSITES do you visit for help and advice on communications services?
 by Crossbreak
 Base: All respondents

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL / Pr ivate cir uits (d)	Fixed line broad band (e)	Sta ndard land lines (a)	NET Mo biles (b)	Fixed line broad band (c)	Mo bile broad band (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for re ntal calls (c)	
Unweighted row	8	4	2	1	-	1	8	8	8	5	3	2	2	4	3	4	5	6	2	1	1	3	-	-	1	3	-	1	1	6
Total	6	5	*	*	-	*	6	6	6	1	*	1	1	1	5	1	1	5	*	*	*	1	-	-	*	1	-	4	1	1
Which	4	4	-	-	-	-	4	4	4	-	-	-	-	-	4	-	-	4	-	-	-	-	-	-	-	-	-	4	-	-
	78%	85%	-%	-%	-%	-%	78%	78%	78%	-%	-%	-%	-%	-%	85%	-%	-%	83%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
Can't remember/ don't know	1	1	*	*	-	*	1	1	1	1	*	1	1	1	1	1	1	1	*	*	*	1	-	-	*	1	-	-	1	1
	22%	15%	100%	100%	-%	100%	22%	22%	22%	100%	100%	100%	100%	100%	15%	100%	100%	17%	100%	100%	100%	100%	-%	-%	100%	100%	-%	-%	100%	100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 120 (continuation)

<I2B8> Which THIRD PARTY WEBSITES do you visit for help and advice on communications services?

by Crossbreak

Base: All respondents

Total	BUNDLING			SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	8	-	-	1	5	2	7
Total	6	-	-	4	1	5	5
Which	4 78%	- -%	- -%	4 100%	- -%	4 98%	- 86%
Can't remember/ don't know	1 22%	- -%	- -%	- -%	1 100%	* 2%	1 14%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 121
<I2B9> Which TRADE BODIES do you visit or talk to for help and advice on communications services?
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																														
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR										
	Total	1	2	1	5	10	50	Less	2	5	6	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other	
		(a)	to 4	to 4	5 - 9	10 - 49	50 - 249	than 2 years	2 - 5 years	6 - 9 years	10 - 19 years	20+ years	(a)	(b)	(c)	(a)	(b)	(c)	(a)	(b)	(c)	(d)	(e)	imary ind	ufacturing	nstruction	sale/ port/ Comm	tail (e)	ncial Ser	ser vices	blic admin
		(b)	(c)	(d)	(e)	(f)	(a)	(b)	(c)	(d)	(e)											(a)	(b)	(c)	port/ Comm	tail (e)	ncial Ser	ser vices	blic admin	(i)	
Unweighted row	18	1	4	5	5	3	5	-	1	2	3	12	12	5	1	4	7	4	2	1	1	2	4	2	2	2	-	4	2	1	
Total	14	4	5	9	4	1	*	-	*	1	2	11	13	1	*	8	5	1	*	*	*	5	4	2	2	2	-	1	*	1	
Federation of small businesses	7 47%	- 8%	4 89%	4 47%	2 53%	* 41%	- 8%	- 8%	* 100%	* 32%	- 8%	6 56%	7 50%	- 8%	- 8%	4 44%	3 60%	* 10%	- 8%	- 8%	- 8%	* 2%	2 55%	2 96%	2 100%	- 8%	1 59%	- 8%	- 8%		
Semta	4 32%	4 100%	- 8%	4 48%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	4 40%	4 34%	- 8%	- 8%	4 55%	- 8%	- 8%	- 8%	- 8%	- 8%	4 98%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	
E.A.L	4 32%	4 100%	- 8%	4 48%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	4 40%	4 34%	- 8%	- 8%	4 55%	- 8%	- 8%	- 8%	- 8%	- 8%	4 98%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	
ECA Electrical Contractors Association	1 10%	- 8%	- 8%	- 8%	1 42%	- 8%	- 8%	- 8%	- 8%	- 8%	1 71%	- 8%	1 11%	- 8%	- 8%	- 8%	1 29%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	1 39%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	
Ofcom	1 4%	- 8%	1 11%	1 6%	- 8%	- 8%	* 10%	- 8%	- 8%	1 68%	- 8%	* 8%	1 4%	* 4%	- 8%	- 8%	1 10%	- 8%	* 41%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	* 35%	1 100%	
C.B.I confederation of British industry.	1 4%	- 8%	- 8%	- 8%	- 8%	1 59%	- 8%	- 8%	- 8%	- 8%	1 27%	- 8%	- 8%	1 72%	- 8%	- 8%	- 8%	1 63%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	1 41%	- 8%	
Business Wales	* 2%	- 8%	- 8%	- 8%	* 5%	- 8%	* 15%	- 8%	- 8%	- 8%	* 2%	* 2%	* 1%	* 6%	- 8%	- 8%	- 8%	* 19%	* 59%	- 8%	- 8%	- 8%	- 8%	* 6%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	
Suffolk Chamber of Commerce	* 1%	- 8%	- 8%	- 8%	- 8%	- 8%	* 31%	- 8%	- 8%	- 8%	- 8%	* 1%	- 8%	- 8%	* 100%	* 1%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	* 4%	- 8%	- 8%	- 8%	- 8%	- 8%	
Independent Schools Association	* *%	- 8%	- 8%	- 8%	- 8%	- 8%	* 19%	- 8%	- 8%	- 8%	- 8%	* 1%	- 8%	* 8%	- 8%	- 8%	- 8%	* 7%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	* 65%	
Can't remember/ don't know	* 1%	- 8%	- 8%	- 8%	- 8%	- 8%	* 25%	- 8%	- 8%	- 8%	- 8%	* 1%	- 8%	* 10%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	* 100%	* 100%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	- 8%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 121 (continuation)
<I2B9> Which TRADE BODIES do you visit or talk to for help and advice on communications services?
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE	NW	Yo rks/	Mid E	Mid W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	rks/	(d)	(e)	(f)	ndon	(g)	(h)	(i)	En	(k)	tland	thern	based	where	(a)	agree	(a)	agree	(a)	agree
				umber									gland		(l)	Ir		(b)		(b)		(b)	
			(c)								(j)			(m)									
Unweighted row	18	-	1	-	-	-	4	1	4	-	10	4	1	3	2	16	18	-	9	8	16	2	
Total	14	-	*	-	-	-	4	1	8	-	13	1	*	*	*	14	14	-	5	9	14	*	
Federation of small businesses	7 47%	- -%	- -%	- -%	- -%	- -%	4 99%	- -%	1 20%	- -%	6 47%	* 19%	* 100%	* 91%	* 60%	6 47%	7 47%	- -%	5 94%	2 23%	6 47%	* 50%	
Semta	4 32%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 60%	- -%	4 35%	- -%	- -%	- -%	- -%	4 33%	4 32%	- -%	- -%	4 52%	4 32%	- -%	
E.A.L	4 32%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 60%	- -%	4 35%	- -%	- -%	- -%	- -%	4 33%	4 32%	- -%	- -%	4 52%	4 32%	- -%	
ECA Electrical Contractors Association	1 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 20%	- -%	1 12%	- -%	- -%	- -%	- -%	1 11%	1 10%	- -%	- -%	1 17%	1 11%	- -%	
Ofcom	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 58%	- -%	* 9%	- -%	1 4%	1 4%	- -%	* 1%	1 6%	1 4%	- -%	
C.B.I confederation of British industry.	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%	1 4%	1 4%	- -%	- -%	- -%	1 4%	- -%	
Business Wales	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 24%	- -%	- -%	* 40%	* *	* 2%	- -%	* 1%	* 2%	* *	* 50%	
Suffolk Chamber of Commerce	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	* 2%	- -%	* 1%	- -%	
Independent Schools Association	* *%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* 1%	- -%	* *%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 121 (continuation)

<I2B9> Which TRADE BODIES do you visit or talk to for help and advice on communications services?

by Crossbreak

Base: All respondents

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE	NW	Yo rks/	E	Mid	W	Mid	East	Lo	SE	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	Huber	(d)	(e)	(f)	(g)	(h)	(i)	England	(j)	(k)	(l)	Ir eland	(a)	(b)	(a)	(b)	(a)	(b)	(a)	(b)
				(c)											(m)								
Unweighted row	18	-	1	-	-	-	4	1	4	-	10	4	1	3	2	16	18	-	9	8	16	2	
Total	14	-	*	-	-	-	4	1	8	-	13	1	*	*	*	14	14	-	5	9	14	*	
Can't remember/ don't know	*	-	*	-	-	-	-	-	-	-	*	-	-	-	-	*	*	-	*	-	*	-	
	1%	-%	100%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	1%	1%	-%	2%	-%	1%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 121 (continuation)
<I2B9> Which TRADE BODIES do you visit or talk to for help and advice on communications services?
by Crossbreak
Base: All respondents

	CONNECTION PROFILE																																					
																		FIXED LINES USED FOR VOICE CALLS OUT																		STANDARD LANDLINE SUPPLIER		
	MAIN FIXED LINE TYPE						PRODUCTS USED														VOIP TYPE			VOIP USAGE														
	Total	Sta ndard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed broadband (e)	Sta ndard lines (a)	NET biles (b)	Fixed line band (c)	Mo bile band (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate circuit (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Sta ndard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntl calls (a)	Other pro vider and calls (b)	Other pro vider ntal and calls (c)								
Unweighted row	18	17	-	1	-	-	18	16	16	6	4	2	4	5	2	10	9	18	2	2	2	3	-	-	2	3	-	10	-	8								
Total	14	14	-	*	-	-	14	14	12	4	1	*	*	1	1	9	3	14	*	*	*	1	-	-	*	1	-	6	-	8								
Federation of small businesses	7 47%	7 47%	- -	- -	- -	- -	7 47%	6 46%	5 38%	2 66%	1 87%	- -	- -	* 25%	- -	3 33%	1 17%	7 47%	* 84%	- -	- -	* 28%	- -	- -	* 89%	- -	- -	1 12%	- -	6 74%								
Semta	4 32%	4 32%	- -	- -	- -	- -	4 32%	4 32%	4 37%	- -	- -	- -	- -	- -	- -	4 51%	- -	4 32%	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 72%	- -	- -								
E.A.L	4 32%	4 32%	- -	- -	- -	- -	4 32%	4 32%	4 37%	- -	- -	- -	- -	- -	- -	4 51%	- -	4 32%	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 72%	- -	- -								
ECA Electrical Contractors Association	1 10%	1 10%	- -	- -	- -	- -	1 10%	1 11%	1 12%	- -	- -	- -	- -	- -	- -	- -	1 43%	1 10%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 19%								
Ofcom	1 4%	1 4%	- -	- -	- -	- -	1 4%	1 4%	1 4%	1 15%	* 5%	- -	* 12%	* 3%	- -	1 6%	1 15%	1 4%	- -	- -	* 28%	- -	- -	- -	* 11%	- -	- -	* 1%	- -	1 7%								
C.B.I confederation of British industry.	1 4%	1 4%	- -	- -	- -	- -	1 4%	1 4%	1 5%	1 16%	- -	- -	- -	1 55%	1 85%	1 6%	1 16%	1 4%	- -	- -	- -	1 61%	- -	- -	- -	1 76%	- -	1 9%	- -	- -								
Business Wales	* 2%	* 2%	- -	- -	- -	- -	* 2%	* 2%	* 2%	* 1%	* 7%	- -	* 18%	- -	- -	* 2%	* 5%	* 2%	* 16%	- -	- -	- -	- -	- -	- -	- -	- -	* 3%	- -	* 1%								
Suffolk Chamber of Commerce	* 1%	- -	- -	* 100%	- -	- -	* 1%	* 1%	* 1%	* 3%	- -	* 55%	* 39%	* 10%	* 15%	* 1%	* 3%	* 1%	- -	* 55%	- -	* 11%	- -	- -	- -	* 13%	- -	* 2%	- -	- -								
Independent Schools Association	* *%	* *%	- -	- -	- -	- -	* *%	- -	* *%	- -	- -	- -	- -	- -	- -	- -	- -	* *%	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 1%	- -	- -								
Can't remember/ don't know	* 1%	* 1%	- -	- -	- -	- -	* 1%	* 1%	* 1%	- -	- -	* 45%	* 31%	* 8%	- -	- -	* 2%	* 1%	- -	* 45%	* 72%	- -	- -	- -	- -	* 11%	- -	* 1%	- -	- -								

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 121 (continuation)

<I2B9> Which TRADE BODIES do you visit or talk to for help and advice on communications services?

by Crossbreak

Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Diff erent fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	18	4	1	12	4	12	18	-
Total	14	*	*	4	8	4	14	-
Federation of small businesses	7 47%	* 52%	- -%	2 57%	2 27%	2 57%	7 47%	- -%
Semta	4 32%	- -%	- -%	- -%	4 59%	- -%	4 32%	- -%
E.A.L	4 32%	- -%	- -%	- -%	4 59%	- -%	4 32%	- -%
ECA Electrical Contractors Association	1 10%	- -%	- -%	1 33%	- -%	1 33%	1 10%	- -%
Ofcom	1 4%	- -%	- -%	- -%	1 7%	- -%	1 4%	- -%
C.B.I confederation of British industry.	1 4%	- -%	- -%	- -%	1 7%	- -%	1 4%	- -%
Business Wales	* 2%	* 10%	- -%	* 5%	- -%	* 5%	* 2%	- -%
Suffolk Chamber of Commerce	* 1%	* 21%	* 100%	* 2%	- -%	* 2%	* 1%	- -%
Independent Schools Association	* *%	- -%	- -%	* 1%	- -%	* 1%	* *%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 121 (continuation)

<I2B9> Which TRADE BODIES do you visit or talk to for help and advice on communications services?

by Crossbreak

Base: All respondents

Total	BUNDLING			SAME VS DIFFERENT			
	Std lan dline + ISDN Re ntal (a) (b)	Std lan dline + ISDN PC (a) (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	18	4	1	12	4	12	18
Total	14	*	*	4	8	4	14
Can't remember/ don't know	*	*	-	*	-	*	*
	1%	17%	-%	2%	-%	2%	1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 122
<I2B10> Which GOVERNMENT INFORMATION / WEBSITES do you visit or talk to for help and advice on communications services?
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																																			
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR															
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other					
	(a)	to 4	to 4	(d)	- 49	- 249	(f)	than	years	years	years	-19	years	(e)	(a)	to 5	(c)	£100k	to	to	to	(e)	imary	ufact	nstru	sale/	tail	ncial	ser	bluc	(i)					
	(b)	(c)	(c)	(d)	(e)	(f)	(f)	years	(a)	(b)	(c)	years	(d)	(e)	(a)	(b)	(c)	(a)	£500k	£3m	£10m	(e)	ustry	(b)	(c)	port/	Comm	unica	tions	(d)	(e)	(f)	(g)	and	ser	vices
Unweighted row	4	-	1	1	-	2	1	1	-	-	-	-	3	3	1	-	1	-	2	1	-	1	-	-	1	-	-	-	2	-	-	-	-	-	-	
Total	1	-	1	1	-	1	*	1	-	-	-	-	1	1	*	-	1	-	1	*	-	1	-	-	*	-	-	-	1	-	-	-	-	-	-	
Ofcom	*	-	-	-	-	*	-	-	-	-	-	-	*	*	-	-	-	-	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	
	12%	-%	-%	-%	-%	22%	-%	-%	-%	-%	-%	-%	21%	13%	-%	-%	-%	-%	22%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Council IT department	1	-	-	-	-	1	-	-	-	-	-	-	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	
	43%	-%	-%	-%	-%	78%	-%	-%	-%	-%	-%	-%	73%	45%	-%	-%	-%	-%	78%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	92%	-%	
Business Wales	1	-	1	1	-	-	-	1	-	-	-	-	-	1	-	-	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	
	41%	-%	100%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%	42%	-%	-%	-%	100%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Council	*	-	-	-	-	-	*	-	-	-	-	-	*	-	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	
	4%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	6%	-%	100%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	8%	-%	
Can't remember/ don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 122 (continuation)
 <I2B10> Which GOVERNMENT INFORMATION / WEBSITES do you visit or talk to for help and advice on communications services?
 by Crossbreak
 Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid (e)	W (f)	Mid (g)	East (h)	Lo ndon (i)	SE (j)	SW (k)	Net: En gland (l)	Wales (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	4	-	1	-	-	-	-	-	-	-	-	1	3	-	-	4	4	-	4	-	4	-
Total	1	-	1	-	-	-	-	-	-	-	-	1	1	-	-	1	1	-	1	-	1	-
Ofcom	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*	*	-	*	-	*	-
	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	22%	-%	-%	12%	12%	-%	12%	-%	12%	-%
Council IT department	1	-	1	-	-	-	-	-	-	-	-	1	-	-	-	1	1	-	1	-	1	-
	43%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	43%	43%	-%	43%	-%	43%	-%
Business Wales	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	1	-	1	-	1	-
	41%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	72%	-%	-%	41%	41%	-%	41%	-%	41%	-%
Council	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*	*	-	*	-	*	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%	4%	4%	-%	4%	-%	4%	-%
Can't remember/ don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 122 (continuation)
 <I2B10> Which GOVERNMENT INFORMATION / WEBSITES do you visit or talk to for help and advice on communications services?
 by Crossbreak
 Base: All respondents

CONNECTION PROFILE																															
Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER				
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed line broadband (e)		Standard landlines (a)	NET broadband (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2E (e)	ISDN 30 line (f)	LL Private circuit (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same providing (a)	A different providing (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	4	4	-	-	-	-	4	3	4	2	-	-	1	-	1	2	3	4	-	-	-	-	-	-	-	-	-	-	1	-	3
Total	1	1	-	-	-	-	1	1	1	1	-	-	*	-	*	1	1	1	-	-	-	-	-	-	-	-	-	1	-	1	
Ofcom	*	*	-	-	-	-	*	*	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*	
	12%	12%	-%	-%	-%	-%	12%	22%	12%	-%	-%	-%	-%	-%	-%	-%	-%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	21%
Council IT department	1	1	-	-	-	-	1	-	1	-	-	-	-	-	-	1	1	1	-	-	-	-	-	-	-	-	-	-	-	1	
	43%	43%	-%	-%	-%	-%	43%	-%	43%	-%	-%	-%	-%	-%	-%	51%	49%	43%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	73%
Business Wales	1	1	-	-	-	-	1	1	1	1	-	-	-	-	-	1	1	1	-	-	-	-	-	-	-	-	-	1	-	-	
	41%	41%	-%	-%	-%	-%	41%	72%	41%	92%	-%	-%	-%	-%	-%	49%	47%	41%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%
Council	*	*	-	-	-	-	*	*	*	*	-	-	*	-	*	-	*	*	-	-	-	-	-	-	-	-	-	-	-	*	
	4%	4%	-%	-%	-%	-%	4%	6%	4%	8%	-%	-%	100%	-%	100%	-%	4%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	
Can't remember/ don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 122 (continuation)
 <I2B10> Which GOVERNMENT INFORMATION / WEBSITES do you visit or talk to for help and advice on communications services?
 by Crossbreak
 Base: All respondents

Total	BUNDLING			SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	4	-	-	2	1	3	4
Total	1	-	-	1	*	1	-
Ofcom	*	-	-	-	*	-	*
	12%	-%	-%	-%	100%	-%	12%
Council IT department	1	-	-	1	-	1	1
	43%	-%	-%	51%	-%	49%	43%
Business Wales	1	-	-	1	-	1	1
	41%	-%	-%	49%	-%	47%	41%
Council	*	-	-	-	*	*	-
	4%	-%	-%	-%	4%	4%	-%
Can't remember/ don't know	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 123
 <I2B13> Which WEBSITES do you visit for help and advice on communications services?
 by Crossbreak
 Base: All respondents

			PERSONAL PROFILE																												
			COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR								
			1	2	1	5	9	10	50	Less than 2 years	2 - 5 years	5 - 9 years	10 - 19 years	20+ years	1	2	5+	Under £100k	£100k to £500k	£500k to £3m	£3m to £10m	£10m+ to (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale sale/ port/ Comm unica tions (d)	Retail (e)	Financial Ser vices (f)	Other ser vices (g)	Public admin and ser vices (h)	Other (i)
			(a)	to 4 (b)	to 4 (c)	(d)	- 49 (e)	- 249 (f)		(a)	(b)	(c)	(d)	(e)	(a)	to 5 (b)	(c)	(a)	(b)	(c)	(d)	(e)									
Unweighted row	10	1	4	5	1	3	1	-	1	1	1	7	9	1	-	2	2	-	2	1	1	-	1	1	1	3	-	4	-	-	
Total	4	1	2	3	*	1	*	-	1	1	*	2	3	1	-	1	1	-	1	*	1	-	1	*	1	-	1	-	-		
Forums	*	-	-	-	-	*	*	-	-	-	-	*	*	-	-	-	-	-	-	*	-	-	-	*	-	-	*	-	-	-	
	9%	-%	-%	-%	-%	32%	100%	-%	-%	-%	-%	15%	10%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	3%	-%	-%		
Plusnet website	*	-	-	-	-	*	-	-	-	-	-	*	*	-	-	-	-	-	*	-	-	-	-	*	-	-	-	-	-	-	
	2%	-%	-%	-%	-%	10%	-%	-%	-%	-%	-%	4%	3%	-%	-%	-%	-%	-%	14%	-%	-%	-%	-%	11%	-%	-%	-%	-%	-%		
BT websites	*	-	-	-	*	-	-	-	-	-	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-	
	9%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	10%	-%	-%	-%	29%	-%	-%	-%	-%	-%	-%	-%	-%	-%	24%	-%	-%		
Virgin websites	*	-	-	-	*	-	-	-	-	-	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-	
	9%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	10%	-%	-%	-%	29%	-%	-%	-%	-%	-%	-%	-%	-%	-%	24%	-%	-%		
Government sites	1	-	1	1	-	-	-	-	1	-	-	-	1	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	
	21%	-%	40%	32%	-%	-%	-%	-%	100%	-%	-%	-%	24%	-%	-%	-%	71%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	
Can't remember/ don't know	2	1	1	2	-	1	-	-	-	1	-	2	2	1	-	1	-	-	1	-	1	-	-	-	1	-	1	-	-	-	
	59%	100%	60%	68%	-%	59%	-%	-%	-%	100%	-%	81%	53%	100%	-%	100%	-%	-%	86%	-%	100%	-%	-%	-%	89%	-%	73%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 123 (continuation)
 <I2B13> Which WEBSITES do you visit for help and advice on communications services?
 by Crossbreak
 Base: All respondents

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	East of England (f)	London (g)	SE (h)	SW (i)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Elsewhere (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	
Unweighted row	10	-	-	-	-	-	2	1	-	-	3	3	2	2	2	8	7	2	5	4	7	2	
Total	4	-	-	-	-	-	1	1	-	-	1	2	1	*	1	3	3	1	2	2	2	1	
Forums	* 9%	- -%	- -%	- -%	- -%	- -%	* 46%	- -%	- -%	- -%	* 25%	- -%	* 6%	- -%	- -%	* 11%	* 12%	- -%	* 19%	- -%	* 14%	- -%	
Plusnet website	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 27%	- -%	* 3%	- -%	* 15%	* 5%	- -%	* 4%	- -%	
BT websites	* 9%	- -%	- -%	- -%	- -%	- -%	* 54%	- -%	- -%	- -%	* 29%	- -%	- -%	- -%	* 40%	- -%	* 12%	- -%	- -%	* 21%	* 14%	- -%	
Virgin websites	* 9%	- -%	- -%	- -%	- -%	- -%	* 54%	- -%	- -%	- -%	* 29%	- -%	- -%	- -%	* 40%	- -%	* 12%	- -%	- -%	* 21%	* 14%	- -%	
Government sites	1 21%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 94%	- -%	- -%	1 27%	1 30%	- -%	1 47%	- -%	1 35%	- -%	
Can't remember/ don't know	2 59%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 46%	2 100%	- -%	* 73%	1 60%	2 59%	1 46%	1 85%	1 29%	1 79%	1 33%	1 100%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 123 (continuation)
 <I2B13> Which WEBSITES do you visit for help and advice on communications services?
 by Crossbreak
 Base: All respondents

CONNECTION PROFILE																															
	MAIN FIXED LINE TYPE																	FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr ivate circuit (d)	Fixed line band (e)	Sta ndard lan dline (a)	NET Mo biles (b)	Fixed line band (c)	Mo bile band (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate circuit (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both (c)	Int ernal / inter- site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	10	8	-	2	-	-	8	10	8	5	2	3	2	4	4	6	5	8	1	2	2	2	-	3	-	1	-	5	2	3	
Total	4	4	-	*	-	-	4	4	3	2	1	1	1	1	2	3	2	4	1	*	1	1	-	1	-	1	-	2	1	1	
Forums	*	-	-	*	-	-	-	*	*	-	-	*	*	*	*	*	*	-	-	*	*	*	-	*	-	-	-	-	-	*	*
	9%	-%	-%	100%	-%	-%	-%	9%	2%	-%	-%	39%	35%	24%	13%	2%	19%	-%	-%	100%	9%	35%	-%	40%	-%	-%	-%	-%	-%	29%	
Plusnet website	*	*	-	-	-	-	*	*	*	*	*	-	-	-	-	*	*	*	-	-	-	-	-	-	-	-	-	*	-	-	
	2%	2%	-%	-%	-%	-%	2%	2%	3%	4%	15%	-%	-%	-%	-%	-%	5%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	
BT websites	*	*	-	-	-	-	*	*	*	*	-	-	-	-	-	*	-	*	-	-	-	-	-	-	-	-	-	*	-	-	
	9%	10%	-%	-%	-%	-%	10%	9%	11%	15%	-%	-%	-%	-%	-%	12%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	17%	-%	-%	
Virgin websites	*	*	-	-	-	-	*	*	*	*	-	-	-	-	-	*	-	*	-	-	-	-	-	-	-	-	-	*	-	-	
	9%	10%	-%	-%	-%	-%	10%	9%	11%	15%	-%	-%	-%	-%	-%	12%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	17%	-%	-%	
Government sites	1	1	-	-	-	-	1	1	1	1	-	-	-	-	1	1	1	1	-	-	-	-	-	-	-	-	-	-	-	1	
	21%	23%	-%	-%	-%	-%	23%	21%	27%	36%	-%	-%	-%	-%	38%	30%	46%	23%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	71%	
Can't remember/ don't know	2	2	-	-	-	-	2	2	2	1	1	1	1	1	1	2	1	2	1	-	1	1	-	1	-	1	-	2	1	-	
	59%	65%	-%	-%	-%	-%	65%	59%	58%	46%	85%	61%	65%	76%	48%	56%	30%	65%	100%	-%	91%	65%	-%	60%	-%	100%	-%	78%	100%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 123 (continuation)
 <I2B13> Which WEBSITES do you visit for help and advice on communications services?
 by Crossbreak
 Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	10	1	-	5	1	7	7	3
Total	4	1	-	2	1	3	3	1
Forums	* 9%	- -%	- -%	- -%	- -%	* 2%	* 2%	* 27%
Plusnet website	* 2%	- -%	- -%	* 4%	- -%	* 3%	* 3%	- -%
BT websites	* 9%	- -%	- -%	* 15%	- -%	* 13%	* 12%	- -%
Virgin websites	* 9%	- -%	- -%	* 15%	- -%	* 13%	* 12%	- -%
Government sites	1 21%	- -%	- -%	1 36%	- -%	1 32%	1 29%	- -%
Can't remember/ don't know	2 59%	1 100%	- -%	1 45%	1 100%	1 49%	2 54%	1 73%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 124
<I3A> Are there specific areas at the moment where you consider that help and advice on communication services would be beneficial to your business?
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																																				
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR																
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other						
	(a)	to 4	to 4	(d)	- 49	- 249	(f)	than	years	years	years	-19	years	years	(a)	to 5	(c)	£100k	to	to	to	(e)	imary	ufact	nstru	sale/	tail	ncial	ser	blic	(i)						
		(b)	(c)		(e)			years	(a)	(b)	(c)	years	(d)	(e)		(a)	(b)	(c)	(a)	£500k	£3m	£10m		ustry	(b)	(c)	port/	Comm	unica	tions	(d)	(e)	(f)	(g)	and	ser	vices
Unweighted row	502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23								
Total	502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22								
Yes	70 14%	9 9%	44 15%	53 13%	10 18%	6 13%	1 15%	* 4%	3 17%	7 13%	29e 20%	31 11%	66 14%	4 9%	* 5%	34d 15%	22 14%	13bD 23%	* 3%	*D 16%	4 22%	3 6%	9 13%	18BcEG 29%	5 7%	3 19%	16 10%	9BEg 24%	3 14%								
No	424 84%	95d 91%	243 83%	338 85%	43 80%	37 86%	6 84%	11 96%	13 83%	45 87%	109 77%	246d 87%	387 84%	35 85%	2 65%	188cE 85%	134cE 83%	40 73%	12abCE 97%	2 59%	15 78%	42Dh 92%	62D 87%	41 66%	74DH 92%	11 64%	133DH 90%	26 74%	19 86%								
(Don't know)	8 2%	- -%	7 2%	7 2%	1 2%	* 2%	* 1%	- -%	- -%	- -%	3 2%	5 2%	5 1%	2A 1%	1 30%	* 1%	5a 3%	2A 4%	* 1%	1ABCD 25%	- -%	1 2%	- -%	3G 5%	1 1%	3 17%	- -%	1 2%	- -%								

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 124 (continuation)

<I3A> Are there specific areas at the moment where you consider that help and advice on communication services would be beneficial to your business?

by Crossbreak

Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON				
		NE	NW	Yo rks/	E	Mid	W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis	
		(a)	(b)	h	(d)	(e)	(f)		(g)	(h)	(i)	En	(k)	land	(l)	thern	Ir	based	where	(a)	agree	(a)	agree	(a)	agree
		(c)										(j)			(m)			(b)		(b)			(b)		
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118			
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154			
Yes	70 14%	- -%	5 10%	3 9%	1 2%	9 21%	8 17%	11 13%	12 16%	6 13%	55 13%	4 18%	8 21%	3bJ 25%	19 16%	50 13%	58b 15%	* *%	30 14%	39 15%	42 14%	23 15%			
No	424 84%	13 85%	461m 90%	34 91%	34 98%	32 79%	39 78%	691 86%	64 84%	40 87%	371LM 86%	17 82%	26 71%	10 74%	101 84%	322 85%	325 83%	64A 100%	175 83%	217 84%	254 83%	131 85%			
(Don't know)	8 2%	2 15%	- -%	- -%	- -%	- -%	2 5%	1 1%	- -%	- -%	5 1%	* *%	3 7%	* 1%	- -%	8 2%	8 2%	- -%	6 3%	2 1%	8 3%	- -%			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 124 (continuation)

<I3A> Are there specific areas at the moment where you consider that help and advice on communication services would be beneficial to your business?

by Crossbreak

Base: All respondents

CONNECTION PROFILE																																	
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER					
	Sta	ISDN	ISDN	LL	Fixed		Sta	NET	Fixed	Mo	ISDN	ISDN	LL	pr	VoIP	Video	So	Cloud		Sta	ISDN	ISDN	Same	A	Both	Int	Ext	Both	Ne		BT	Other	Other
	ndard	2/2E	30	/	Pr	line	ndard	Mo	line	broa	2/2e	30	ivate	VoIP	Video	So	Cloud		ndard	2/2E	30	pro	diff	Both	Int	Ext	Both	Ne		for	pro	pro	
	lan	(b)	line	ivate	broa	dline	land	biles	dband	dband	(e)	(f)	cir	(h)	co	cial	based		lan	(b)	(c)	vider	erent		ernal	ernal	(c)	ither		ntal	for	for	
	(a)		(c)	cir	dband	(a)	(b)	(c)	(d)			uits	(g)	(i)	(j)	(k)		(a)			(a)	pro	vider		-site	(b)		(d)		calls	for	for	
				(d)	(e)																	(b)		(a)						(a)	(b)	ntal	
																																calls	and
																																	(c)
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255			
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258			
Yes	70 14%	59 13%	2 14%	2 14%	* 10%	7 38%	69 14%	59 14%	63 15%	24abcE 22%	3 7%	3 13%	3 11%	19e 18%	7e 19%	32e 17%	30e 18%	67 14%	3 7%	3 13%	5 9%	10A 30%	1 10%	* 16%	5 25%	11 19%	2 10%	22 10%	13 50%	34 13%			
No	424 84%	387 86%	13 85%	14 86%	2 90%	9 51%	410 84%	352 84%	357 83%	86 77%	37d 89%	17 83%	20 85%	82 79%	31 79%	150 81%	132 80%	405 85%	35 90%	16 82%	48B 91%	24 68%	7 90%	14 95%	26 84%	32 70%	10 81%	191 88%	13 50%	220 85%			
(Don't know)	8 2%	6 1%	* 1%	- -%	- -%	2 12%	6 1%	8 2%	8 2%	1 1%	2a 4%	1d 4%	1 4%	3 3%	1 2%	4 2%	3 2%	6 1%	1 3%	1a 4%	- -%	1 2%	- -%	1 5%	- -%	2 5%	- -%	5 2%	- -%	4 1%			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 124 (continuation)

<I3A> Are there specific areas at the moment where you consider that help and advice on communication services would be beneficial to your business?
by Crossbreak

Base: All respondents

	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57
Total	502	23	1	308	90	321	447	55
Yes	70 14%	1 3%	* 9%	38 12%	16c 18%	40 13%	48 11%	21ABC 39%
No	424 84%	22 92%	1 91%	265 86%	73D 81%	276D 86%	392D 88%	32 59%
(Don't know)	8 2%	1 4%	- %	5 2%	1 1%	5 2%	7 2%	1 2%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 125
<I3B> In what areas would you consider seeking help or advice?
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																												
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR								
	Total	1 to 4 (a)	5 to 9 (b)	10 to 24 (c)	25 to 49 (d)	50 to 249 (e)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ to (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail/ port/ communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)	
Unweighted row	81	7	29	36	15	12	18	2	3	4	20	52	65	14	2	27	19	19	5	9	7	5	9	16	12	1	20	9	2
Total	70	9	44	53	10	6	1	*	3	7	29	31	66	4	*	34	22	13	*	*	4	3	9	18	5	3	16	9	3
Broadband advice/ connection / improve the speed / reliability	22 32%	1 15%	18 41%	19 36%	2 18%	1 20%	* 4%	* 51%	- -%	7 99%	9 32%	6 20%	22 34%	* 6%	- -%	16 49%	4 20%	1 12%	* 15%	- -%	2 35%	2 89%	1 12%	7 38%	3 58%	- -%	7 47%	* 1%	- -%
How to change provider	9 12%	- -%	8 17%	8 14%	- -%	1 15%	* 9%	- -%	- -%	4 66%	- -%	4 13%	9 13%	- -%	- -%	5 14%	3 13%	1 7%	- -%	- -%	1 20%	- -%	1 9%	2 11%	* 5%	- -%	5 29%	- -%	- -%
Social Media Marketing	6 8%	4 40%	2 5%	6 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	6 19%	6 9%	- -%	- -%	6 17%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 100%	* 3%	- -%	2 65%
Information on alternative communications services for the business / what's best for us / best prices	6 8%	- -%	3 7%	3 6%	1 9%	2 29%	* 27%	- -%	1 30%	- -%	1 4%	4 12%	5 7%	1 26%	- -%	3 8%	1 5%	2 13%	* 31%	* 39%	- -%	- -%	1 9%	3 17%	* 6%	- -%	1 8%	* 4%	- -%
Advice on Landlines / fixed line calling	6 8%	- -%	2 6%	2 5%	2 17%	1 26%	* 9%	- -%	- -%	- -%	* 1%	5 17%	6 9%	- -%	- -%	3 8%	* 1%	3 23%	- -%	- -%	1 34%	* 9%	- -%	1 8%	1 16%	- -%	* 2%	1 17%	- -%
Information on Fibre / when it will be available in our area	6 8%	1 6%	4 10%	5 9%	1 7%	- -%	* 5%	* 49%	- -%	- -%	1 3%	4 14%	6 8%	* 1%	- -%	1 3%	1 5%	3 27%	- -%	* 11%	1 24%	- -%	* 3%	* 1%	- -%	- -%	4 27%	- -%	- -%
VoIP Services /SIP Trunking / advice on setting up	3 4%	- -%	- -%	- -%	3 26%	* 4%	* 15%	- -%	- -%	- -%	3 10%	* 1%	3 4%	* 1%	* 61%	- -%	3 12%	* 3%	* 10%	* 11%	- -%	- -%	2 26%	* 1%	* 3%	- -%	* 1%	* 1%	- -%
Advice on mobile phones / poor coverage	3 4%	- -%	1 2%	1 2%	2 17%	- -%	* 4%	- -%	- -%	- -%	- -%	3 8%	3 4%	- -%	- -%	- -%	1 4%	2 13%	* 15%	- -%	2 58%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 125 (continuation)
<I3B> In what areas would you consider seeking help or advice?
by Crossbreak
Base: All respondents

		PERSONAL PROFILE																																
		COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR													
		1	2	1	5	-	10	50	Less	2	-	5	6	-	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other	
		(a)	to 4	to 4	(d)	-	49	-	than	2	years	(b)	(c)	years	-19	years	(a)	to 5	(c)	£100k	to	to	to	to	(e)	imary	ufact	nstru	sale/	tail	ncial	ser	blc	(i)
		(b)	(c)	(d)	(e)	(f)	years	(a)	(b)	(c)	(d)	(e)	(a)	(b)	(c)	(a)	(b)	(c)	(d)	(e)	(a)	(b)	(c)	(d)	ustry	(b)	(c)	port/	Comm	vices	(f)	(g)	and	(h)
Unweighted row	81	7	29	36	15	12	18	2	3	4	20	52	65	14	2	27	19	19	5	9	7	5	9	16	12	1	20	9	2					
Total	70	9	44	53	10	6	1	*	3	7	29	31	66	4	*	34	22	13	*	*	4	3	9	18	5	3	16	9	3					
Deciphering bills and contracts	1 1%	* 3%	* 1%	* 1%	- -%	* 2%	* 10%	- -%	- -%	- -%	* 1%	1 2%	1 1%	* 3%	- -%	* 1%	- -%	* 1%	* 10%	- -%	- -%	- -%	- -%	* 1%	* 9%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	
Information on Cloud Services	1 1%	- -%	* 1%	* 1%	* 2%	- -%	* 20%	- -%	- -%	- -%	* 1%	1 2%	* 1%	* 2%	* 100%	- -%	* 2%	- -%	- -%	* 27%	* 2%	- -%	* 1%	- -%	* 8%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	
Other (Specify)	20 28%	3 37%	11 25%	14 27%	3 33%	2 33%	* 30%	- -%	2 70%	* 1%	10 37%	7 23%	17 26%	2 61%	* 39%	4 13%	11 50%	3 27%	* 44%	* 34%	- -%	* 2%	5 59%	4 21%	1 16%	- -%	2 14%	6 76%	1 35%					
(Don't know)	4 6%	- -%	4 10%	4 8%	- -%	- -%	- -%	- -%	- -%	- -%	4 15%	- -%	4 6%	- -%	- -%	4 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 23%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 125 (continuation)
<I3B> In what areas would you consider seeking help or advice?
by Crossbreak
Base: All respondents

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	81	-	5	2	2	2	6	5	6	4	32	14	16	19	12	69	73	2	53	27	57	18	
Total	70	-	5	3	1	9	8	11	12	6	55	4	8	3	19	50	58	*	30	39	42	23	
Broadband advice/ connection / improve the speed / reliability	22 32%	- -%	1 27%	- -%	- -%	- -%	4 49%	- -%	10 80%	- -%	15 28%	1 38%	5 67%	* 13%	8 42%	14 28%	13 23%	- -%	4 12%	19 49%	13 31%	7 31%	
How to change provider	9 12%	- -%	- -%	- -%	- -%	- -%	2 25%	- -%	5 44%	- -%	7 14%	- -%	1 11%	* 8%	7 34%	2 4%	4 7%	* 39%	2 6%	7 17%	2 5%	7 28%	
Social Media Marketing	6 8%	- -%	- -%	- -%	- -%	- -%	2 25%	3 31%	- -%	- -%	5 10%	- -%	- -%	* 15%	3 17%	3 5%	6 10%	- -%	6 19%	- -%	3 6%	3 14%	
Information on alternative communications services for the business / what's best for us / best prices	6 8%	- -%	1 13%	- -%	* 11%	- -%	- -%	- -%	2 14%	* 2%	2 5%	1 18%	2 22%	1 28%	1 4%	5 10%	6 9%	- -%	2 8%	3 9%	3 8%	2 7%	
Advice on Landlines / fixed line calling	6 8%	- -%	- -%	1 44%	- -%	- -%	- -%	- -%	2 13%	- -%	3 6%	1 18%	2 21%	* 8%	- -%	6 11%	4 7%	* 39%	3 8%	3 8%	4 8%	2 9%	
Information on Fibre / when it will be available in our area	6 8%	- -%	- -%	- -%	- -%	- -%	- -%	3 31%	- -%	- -%	3 6%	2 46%	1 7%	- -%	2 8%	4 8%	6 10%	- -%	5 17%	- -%	5 11%	- -%	
VoIP Services /SIP Trunking / advice on setting up	3 4%	- -%	* 2%	- -%	- -%	2 27%	- -%	- -%	- -%	- -%	2 4%	* 9%	* 1%	* 4%	- -%	3 6%	3 5%	* 61%	3 9%	* %	3 7%	* 1%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 125 (continuation)
<I3B> In what areas would you consider seeking help or advice?
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	East (f)	Lo ndon (g)	SE (h)	SW (i)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	81	-	5	2	2	2	6	5	6	4	32	14	16	19	12	69	73	2	53	27	57	18
Total	70	-	5	3	1	9	8	11	12	6	55	4	8	3	19	50	58	*	30	39	42	23
Advice on mobile phones / poor coverage	3 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 12%	- -%	1 3%	* 6%	1 11%	- -%	- -%	3 5%	1 2%	- -%	1 3%	1 4%	1 2%	2 7%
Deciphering bills and contracts	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* %	- -%	- -%	1 19%	- -%	1 1%	1 1%	- -%	1 2%	- -%	1 2%	- -%
Information on Cloud Services	1 1%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* %	* 4%	* 1%	* 8%	- -%	1 1%	* 1%	- -%	* 1%	* %	* 1%	* 1%
Other (Specify)	20 28%	- -%	4 70%	2 56%	1 89%	6 73%	* 1%	4 37%	- -%	2 30%	18 33%	* 2%	1 15%	* 10%	4 18%	16 32%	20 34%	- -%	10 34%	9 24%	16 38%	3 14%
(Don't know)	4 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 69%	4 8%	- -%	- -%	- -%	- -%	4 8%	4 7%	- -%	- -%	4 11%	- -%	4 18%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 125 (continuation)
<I3B> In what areas would you consider seeking help or advice?
by Crossbreak
Base: All respondents

	CONNECTION PROFILE																													
	Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
		Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Standard landlines (a)	NET Mobiles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 line (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	Same provider (a)	A diff. provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for calls (a)	Other for calls (b)	Other for calls (c)
Unweighted row	81	60	9	7	1	4	77	72	73	23	16	10	14	19	7	44	33	70	13	10	10	7	1	1	8	9	1	32	9	40
Total	70	59	2	2	*	7	69	59	63	24	3	3	3	19	7	32	30	67	3	3	5	10	1	*	5	11	2	22	13	34
Broadband advice/ connection / improve the speed / reliability	22 32%	21 36%	1 52%	- -	* 100%	- -	22 32%	20 33%	20 32%	10 41%	1 36%	- -	* 15%	8 40%	* 2%	8 25%	11 35%	21 32%	1 39%	- -	1 19%	7 66%	- -	- -	1 19%	7 57%	- -	3 14%	7 52%	12a 36%
How to change provider	9 12%	8 13%	1 41%	* 4%	- -	- -	9 12%	9j 14%	9 14%	2 7%	1 29%	* 4%	- -	5 28%	- -	1 3%	5j 17%	8 11%	1 31%	* 4%	1 19%	4 44%	- -	- -	1 16%	4 39%	- -	1 4%	7 52%	1 3%
Social Media Marketing	6 8%	6 10%	- -	- -	- -	- -	6 8%	6 9%	6 9%	2 10%	- -	- -	* 10%	- -	- -	6 18%	3 11%	6 9%	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 12%	- -	3 10%
Information on alternative communications services for the business / what's best for us / best prices	6 8%	4 7%	1 45%	* 4%	- -	1 13%	6 8%	4 7%	5 8%	1 3%	1 31%	* 7%	1 33%	1 6%	* 1%	3 8%	1 4%	5 7%	1 33%	* 7%	* 1%	1 100%	* 100%	* 6%	1 7%	- -	1 4%	* 4%	4 13%	
Advice on Landlines / fixed line calling	6 8%	4 7%	- -	2 68%	- -	- -	6 8%	4 7%	5 8%	1 4%	- -	2 62%	- -	- -	- -	2 6%	2 8%	4 6%	- -	2 62%	- -	- -	- -	- -	- -	- -	- -	2 9%	* 2%	3 10%
Information on Fibre / when it will be available in our area	6 8%	2 4%	- -	- -	* 100%	3 50%	6 8%	6 9%	6 9%	4 16%	* 2%	- -	* 8%	3 18%	3 45%	1 4%	4 14%	6 8%	* 2%	- -	- -	3 34%	- -	- -	* 3%	3 29%	- -	5C 24%	* 2%	* 1%
VoIP Services /SIP Trunking / advice on setting up	3 4%	* %	* 8%	* 2%	* 100%	2 37%	3 4%	3 5%	3 4%	* %	* 9%	* 2%	* 17%	3 14%	- -	3 9%	* %	3 4%	* 6%	* 2%	2 54%	* 2%	- -	* 100%	* 4%	* 1%	2 100%	3c 12%	- -	* 1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 125 (continuation)
 <I3B> In what areas would you consider seeking help or advice?
 by Crossbreak
 Base: All respondents

CONNECTION PROFILE																														
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr circuit (d)	Fixed line broadband (e)	Standard landlines (a)	NET Mo broadband (b)	Fixed line broadband (c)	Mo broadband (d)	ISDN 2/2e (e)	ISDN 30 ivate (f)	LL pr ivate circuit (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same providing (a)	A diff erent providing (b)	Both (c)	Internal / inter-site (a)	Ext ernal (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal calls (c)
Unweighted row	81	60	9	7	1	4	77	72	73	23	16	10	14	19	7	44	33	70	13	10	10	7	1	1	8	9	1	32	9	40
Total	70	59	2	2	*	7	69	59	63	24	3	3	3	19	7	32	30	67	3	3	5	10	1	*	5	11	2	22	13	34
Advice on mobile phones / poor coverage	3 4%	2 4%	* 2%	- %	- %	- %	3 4%	3 4%	3 4%	1 4%	* 2%	- %	- %	1 4%	- %	* 1%	* %	3 4%	* 2%	- %	1 19%	- %	- %	- %	1 16%	- %	- %	2c 11%	- %	* %
Deciphering bills and contracts	1 1%	1 1%	* 5%	- %	- %	- %	1 1%	1 1%	1 1%	* 1%	* 7%	- %	* 1%	* 2%	* 3%	1 2%	* 1%	1 1%	* 3%	- %	* 8%	- %	- %	- %	* 7%	- %	- %	* 2%	- %	* 1%
Information on Cloud Services	1 1%	1 1%	- %	- %	- %	* 1%	1 1%	1 1%	1 1%	* %	* 4%	* 5%	* 8%	* 1%	* 1%	* %	* 1%	1 1%	* 2%	* 5%	* 2%	* 1%	- %	- %	- %	* 1%	- %	* 1%	- %	* 1%
Other (Specify)	20 28%	18 31%	1 32%	1 28%	- %	- %	20 28%	12 21%	19 30%	3 14%	1 45%	1 28%	1 27%	4 22%	4 49%	10 33%	10 32%	20 29%	1 48%	1 28%	1 13%	* %	- %	- %	4 68%	1 6%	- %	7 29%	3 25%	10 29%
(Don't know)	4 6%	4 7%	- %	- %	- %	- %	4c 6%	4c 7%	- %	4 18%	- %	- %	- %	- %	- %	- %	- %	4 6%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	4a 12%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 125 (continuation)

<I3B> In what areas would you consider seeking help or advice?

by Crossbreak

Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN PC Re ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	81	5	1	41	19	50	67	14
Total	70	1	*	38	16	40	48	21
Broadband advice/ connection / improve the speed / reliability	22 32%	- -%	- -%	14 36%	8 47%	13 32%	16 32%	7 32%
How to change provider	9 12%	- -%	- -%	3 8%	7 41%	2 5%	2 4%	7 32%
Social Media Marketing	6 8%	- -%	- -%	6 15%	- -%	6 15%	6 12%	- -%
Information on alternative communications services for the business / what's best for us / best prices	6 8%	- -%	- -%	3 7%	* 2%	4 10%	5 11%	* 2%
Advice on Landlines / fixed line calling	6 8%	- -%	- -%	3 8%	2 10%	3 9%	5 11%	* 1%
Information on Fibre / when it will be available in our area	6 8%	* 6%	- -%	5 14%	* 1%	2 5%	2 4%	4 17%
VoIP Services /SIP Trunking / advice on setting up	3 4%	* 10%	* 100%	2 6%	* 1%	* 1%	3 6%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 125 (continuation)

<I3B> In what areas would you consider seeking help or advice?

by Crossbreak

Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN PC Re ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	81	5	1	41	19	50	67	14
Total	70	1	*	38	16	40	48	21
Advice on mobile phones / poor coverage	3 4%	- -%	- -%	2 6%	* 1%	2 6%	3 5%	- -%
Deciphering bills and contracts	1 1%	- -%	- -%	* 1%	* 2%	* 1%	1 1%	* *%
Information on Cloud Services	1 1%	* 20%	* 100%	* 1%	* 2%	* 1%	1 1%	- -%
Other (Specify)	20 28%	1 74%	- -%	6 15%	4 23%	15 38%	16 33%	4 18%
(Don't know)	4 6%	- -%	- -%	- -%	- -%	- -%	- -%	4 20%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 126
<I4> Has anything prevented you seeking advice in the past?
by Crossbreak
Base: All respondents

		PERSONAL PROFILE																															
		COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR											
		Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other
			(a)	to 4	to 4	(d)	- 49	- 249	(e)	(f)	than 2 years (a)	years (b)	years (c)	years (d)	years (e)	(a)	to 5 (b)	(c)	£100k (a)	to £500k (b)	to £3m (c)	to £10m (d)	to £10m+ (e)	imary industry (a)	ufacturing (b)	struction (c)	sale/port/Communica-tions (d)	tail (e)	ncial Ser-vices (f)	ser-vices (g)	bluc and ser-vices (h)	(i)	
Unweighted row	502	53	148	201	100	101	100		9	18	33	119	323		385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23		
Total	502	104	294	398	54	43	7		11	16	52	141	282		458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22		
Yes	36 7%	5 5%	23 8%	28 7%	5 9%	3 7%	* 6%		4 33%	- -%	* -%	9 6%	24 8%		29 6%	7A 17%	* 3%	14 6%	13 8%	6 11%	* 2%	- -%	2 11%	1 2%	5 7%	5 8%	5 7%	- -%	14 10%	1 2%	2 9%		
No	457 91%	99 95%	262 89%	361 91%	49 91%	40 93%	7 94%		7 67%	16 100%	52 100%	127 90%	254 90%		420B 92%	34 83%	2 97%	208b 94%	139 86%	49 89%	12 98%	3b 100%	18 89%	44c 98%	59 83%	55 89%	75 93%	18 100%	134 90%	34c 98%	20 91%		
(Don't know)	9 2%	- -%	9 3%	9 2%	- -%	- -%	- -%		- -%	- -%	- -%	5 4%	4 1%		9 2%	- -%	- -%	- -%	9Ac 6%	- -%	- -%	- -%	- -%	- -%	7bEGh 10%	2g 3%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 126 (continuation)
<I4> Has anything prevented you seeking advice in the past?
by Crossbreak
Base: All respondents

	Total	LOCATION												OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE	NW	Yo E	Mid W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	rks/	(d)	(e)	(f)	ndon	(h)	(i)	En	(k)	tland	thern	based	where	(a)	agree	(a)	agree	(a)	agree
		(c)						(g)			land	(j)	(l)	Ir eland	(a)	(b)		(b)		(b)		(b)
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154
Yes	36 7%	- -%	4 8%	- -%	- -%	11 26%	6 12%	7 8%	2 3%	* -%	30 7%	1 6%	4 10%	1 9%	4 4%	32 8%	23 6%	10a 16%	21 10%	15 6%	21 7%	13 8%
No	457 91%	15 100%	47 92%	33 86%	35 100%	30 74%	40 79%	73 92%	73F 97%	46 100%	392f 91%	20f 94%	33 90%	12 91%	109 91%	347 91%	359 92%	54 84%	188 89%	236 92%	279 92%	137 89%
(Don't know)	9 2%	- -%	- -%	5 14%	- -%	- -%	4 8%	- -%	- -%	- -%	9 2%	- -%	- -%	- -%	7B 6%	2 1%	9 2%	- -%	2 1%	7 3%	5 2%	4 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 126 (continuation)
 <I4> Has anything prevented you seeking advice in the past?
 by Crossbreak
 Base: All respondents

CONNECTION PROFILE																															
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL / Pr ivate cir uits (d)	Fixed line band (e)		Sta ndard land lines (a)	NET Mo biles (b)	Fixed line broa dband (c)	Mo bile broa dband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255	
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258	
Yes	36	29	1	*	-	6	36f	28	34fg	10fg	1	*	*	15 aBcEF G	4	14f	14f	35	1	*	3	12A	-	-	*	12B	2	23C	3	10	
	7%	6%	7%	1%	-%	33%	7%	7%	8%	9%	3%	1%	1%	14%	9%	8%	8%	7%	3%	1%	5%	34%	-%	-%	1%	26%	19%	11%	11%	4%	
No	457	413	14	16	2	12	440	381	387	100	40 acHk	20 abcdH	23 abcdH	90	35	172	146	434	37	19a	49B	23	8	15	31C	34	10	195	21	240	
	91%	92%	93%	99%	100%	67%	91%	91%	90%	91%	97%	99%	99%	86%	91%	92%	89%	91%	97%	99%	95%	66%	100%	100%	99%	74%	81%	89%	81%	93%	
(Don't know)	9 2%	9 2%	- -%	- -%	- -%	- -%	9j 2%	9j 2%	7 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5dhJ 3%	9 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 8%	7a 3%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 126 (continuation)

<I4> Has anything prevented you seeking advice in the past?

by Crossbreak

Base: All respondents

	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57
Total	502	23	1	308	90	321	447	55
Yes	36 7%	* *%	- -%	32a 10%	3 3%	26 8%	30 7%	6a 12%
No	457 91%	23c 100%	1 100%	274 89%	80 89%	295 92%	410 92%	46 85%
(Don't know)	9 2%	- -%	- -%	2 1%	7BC 8%	- -%	7b 2%	2B 4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 127
<I5> What's prevented you from seeking advice?
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																															
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR										
		1	2	1	5	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	ser	Pu	Other
		(a)	to 4	to 4	(d)	- 49	- 249	than 2	(b)	(c)	years	-19	years	(e)	(a)	to 5	(c)	(a)	to £500k (b)	to £3m (c)	to £10m (d)	to £10m+ (e)	imary ind ustry (a)	ufact (b)	nstru ction (c)	sale/ Trans port/ Comm unica tions (d)	tail (e)	ncial Ser vices (f)	er vices (g)	blic admin and ser vices (h)	(i)	
Unweighted row	31	5	12	17	4	5	5	2	-	2	9	18	23	7	1	11	9	7	3	-	2	2	3	4	7	-	6	6	1			
Total	36	5	23	28	5	3	*	4	-	*	9	24	29	7	*	14	13	6	*	-	2	1	5	5	5	-	14	1	2			
Lack of time to seek advice (i.e. issue is not important enough given other needs of the business)	17 46%	- -%	12 53%	12 43%	3 69%	1 40%	* 12%	4 100%	- -%	* 100%	8 96%	4 18%	16 55%	1 7%	- -%	4 31%	8 59%	1 19%	* 32%	- -%	1 31%	- -%	5 100%	5 100%	1 17%	- -%	2 14%	1 63%	2 100%			
It would cost too much money to get proper advice on the issue	6 18%	- -%	6 28%	6 23%	- -%	- -%	* 25%	- -%	- -%	- -%	- -%	6 27%	- -%	6 91%	- -%	6 47%	- -%	- -%	* 34%	- -%	- -%	* 10%	- -%	- -%	- -%	- -%	6 44%	- -%	- -%			
I didn't know where to go for advice	6 18%	3 64%	2 7%	5 18%	1 31%	- -%	- -%	- -%	- -%	- -%	* 3%	6 26%	6 22%	- -%	- -%	1 10%	4 28%	1 24%	- -%	- -%	1 69%	- -%	- -%	1 10%	4 78%	- -%	- -%	* 28%	- -%			
Lack of visibility to get the answers from open reach	3 9%	- -%	3 14%	3 12%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 14%	3 11%	- -%	- -%	- -%	- -%	3 55%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 23%	- -%	- -%			
I don't trust that external advice is unbiased and independent	2 6%	- -%	1 4%	1 3%	1 31%	- -%	- -%	- -%	- -%	- -%	- -%	2 10%	2 8%	- -%	- -%	1 6%	- -%	1 24%	- -%	- -%	1 69%	1 90%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
Lack of ability to contact provider	2 5%	- -%	- -%	- -%	- -%	2 60%	- -%	- -%	- -%	- -%	- -%	2 8%	2 6%	- -%	- -%	- -%	2 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 12%	- -%	- -%		
I would rather find a solution by myself	1 2%	1 16%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	1 3%	- -%	- -%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%		
The availability of broadband in my area.	1 1%	1 10%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 2%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 10%	- -%	- -%	- -%	- -%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 127 (continuation)
<I5> What's prevented you from seeking advice?
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																																
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR												
	Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other	
		(a)	to 4	to 4	(d)	- 49	- 249	(f)	than 2	years	years	(b)	(c)	years	-19	years	(a)	to 5	(c)	£100k	to £500k	to £3m	to £10m	(e)	mary	ufact	nstru	sale/	tail	ncial	ser	admin	(i)
		(b)	(c)		(e)			years (a)					(d)	(e)		(b)			(a)	(b)	(c)	(d)		(a)	(b)	(c)	port/Communica-tions (d)	(e)	(f)	(g)	and ser-vices (h)		
Unweighted row	31	5	12	17	4	5	5	2	-	2	9	18	23	7	1	11	9	7	3	-	2	2	3	4	7	-	6	6	1				
Total	36	5	23	28	5	3	*	4	-	*	9	24	29	7	*	14	13	6	*	-	2	1	5	5	5	-	14	1	2				
Lack of knowledge of where to go for advice	*	-	*	*	-	-	-	-	-	-	-	*	*	-	-	2*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-
	1%	-%	1%	1%	-%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	-%	-%	-%	-%	-%
Even if i received the advice, i would not have spare money to spend on new technology.	*	*	-	*	-	-	-	-	-	-	-	*	*	-	-	2*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-
	1%	5%	-%	1%	-%	-%	-%	-%	-%	-%	-%	3%	1%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	28%	-%	-%
Not knowing where to go	*	*	-	*	-	-	-	-	-	-	-	*	*	-	-	2*	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-
	1%	5%	-%	1%	-%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	-%	-%	-%	-%	-%
Budget constraints	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-	-	-	-	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	25%	-%	-%	-%	-%	*%	-%	1%	-%	-%	-%	-%	-%	-%	34%	-%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%
A lot of the time the advice we seek gets lost in translation, it's difficult to understand all the termonology	*	-	-	-	-	-	*	-	-	-	-	*	-	-	*	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	20%	-%	-%	-%	1%	-%	-%	-%	100%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%
Tied into contract	*	-	-	-	-	-	*	-	-	-	-	*	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	19%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	8%	-%	-%
(Don't know)	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	25%	-%	-%	-%	-%	*%	-%	1%	-%	-%	-%	-%	-%	-%	34%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 127 (continuation)
<I5> What's prevented you from seeking advice?
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yorkshire/Humber (c)	East (d)	Mid (e)	Mid (f)	East (g)	London (h)	SE (i)	SW (j)	Net: England (k)	Wales (l)	Scotland (m)	Northern Ireland (n)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	31	-	3	-	-	3	3	3	3	1	16	4	5	6	4	27	22	4	17	14	16	13	
Total	36	-	4	-	-	11	6	7	2	*	30	1	4	1	4	32	23	10	21	15	21	13	
Lack of time to seek advice (i.e. issue is not important enough given other needs of the business)	17 46%	- -%	4 98%	- -%	- -%	2 22%	6 100%	- -%	1 35%	- -%	14 45%	1 58%	2 53%	* 37%	3 68%	14 43%	16 69%	* 1%	6 27%	11 73%	9 45%	4 35%	
It would cost too much money to get proper advice on the issue	6 18%	- -%	- -%	- -%	- -%	6 61%	- -%	- -%	- -%	* 100%	6 21%	- -%	- -%	- -%	- -%	6 20%	* %	6 64%	6 30%	- -%	6 31%	* 1%	
I didn't know where to go for advice	6 18%	- -%	- -%	- -%	- -%	- -%	- -%	3 49%	1 61%	- -%	5 16%	1 42%	1 24%	* 21%	- -%	6 20%	1 6%	3 33%	3 15%	3 21%	- -%	6 51%	
Lack of visibility to get the answers from open reach	3 9%	- -%	- -%	- -%	- -%	- -%	- -%	3 49%	- -%	- -%	3 11%	- -%	- -%	- -%	- -%	3 10%	3 14%	- -%	3 15%	- -%	3 16%	- -%	
I don't trust that external advice is unbiased and independent	2 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 61%	- -%	1 5%	- -%	1 24%	- -%	- -%	2 7%	1 4%	- -%	- -%	2 16%	- -%	2 18%	
Lack of ability to contact provider	2 5%	- -%	- -%	- -%	- -%	2 17%	- -%	- -%	- -%	- -%	2 6%	- -%	- -%	- -%	- -%	2 6%	2 8%	- -%	2 8%	- -%	- -%	2 14%	
I would rather find a solution by myself	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 24%	- -%	1 20%	- -%	- -%	- -%	- -%	1 6%	1 4%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 127 (continuation)
<I5> What's prevented you from seeking advice?
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	31	-	3	-	-	3	3	3	3	1	16	4	5	6	4	27	22	4	17	14	16	13	
Total	36	-	4	-	-	11	6	7	2	*	30	1	4	1	4	32	23	10	21	15	21	13	
The availability of broadband in my area.	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 42%	- -%	- -%	1 12%	- -%	1 2%	- -%	- -%	1 4%	- -%	1 4%	
Lack of knowledge of where to go for advice	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 21%	- -%	* 1%	* 1%	- -%	* 1%	- -%	* 1%	- -%	
Even if i received the advice, i would not have spare money to spend on new technology.	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 21%	- -%	* 1%	- -%	* 2%	- -%	* 2%	* 1%	- -%	
Not knowing where to go	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 21%	- -%	* 1%	* 1%	- -%	* 1%	- -%	* 1%	- -%	
Budget constraints	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	- -%	* 1%	
A lot of the time the advice we seek gets lost in translation, it's difficult to understand all the termonology	* *%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	- -%	* 1%	
Tied into contract	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	- -%	* 1%	
(Don't know)	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 127 (continuation)
<I5> What's prevented you from seeking advice?
by Crossbreak
Base: All respondents

CONNECTION PROFILE																														
	Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
		Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Standard landlines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 line (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Internal / inter-site (a)	Ext ernal (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	31	23	4	1	-	3	28	26	27	11	5	2	1	8	2	16	11	26	4	2	4	4	-	-	2	5	1	17	2	12
Total	36	29	1	*	-	6	36	28	34	10	1	*	*	15	4	14	14	35	1	*	3	12	-	-	*	12	2	23	3	10
Lack of time to seek advice (i.e. issue is not important enough given other needs of the business)	17 46%	13 45%	1 84%	- -%	- -%	3 43%	16 46%	16 56%	15 44%	5 46%	1 86%	- -%	* 100%	5 31%	- -%	12 81%	3 24%	16 44%	1 84%	- -%	3 89%	2 17%	- -%	- -%	- -%	2 19%	2 100%	11 48%	2 71%	3 33%
It would cost too much money to get proper advice on the issue	6 18%	6 22%	- -%	* 100%	- -%	- -%	6 18%	* 56%	6 19%	- -%	- -%	* 55%	- -%	6 43%	- -%	- -%	6 47%	6 18%	- -%	* 55%	- -%	6 54%	- -%	- -%	- -%	6 53%	- -%	- -%	- -%	6 62%
I didn't know where to go for advice	6 18%	6 22%	- -%	- -%	- -%	- -%	6 18%	6 20%	5 15%	1 8%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	6 18%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	6 24%	- -%	1 8%
Lack of visibility to get the answers from open reach	3 9%	- -%	- -%	- -%	- -%	3 57%	3 9%	3 12%	3 10%	3 32%	- -%	- -%	- -%	3 23%	3 93%	- -%	3 24%	3 10%	- -%	- -%	- -%	3 28%	- -%	- -%	- -%	3 28%	- -%	3 14%	- -%	- -%
I don't trust that external advice is unbiased and independent	2 6%	2 8%	- -%	- -%	- -%	- -%	2 6%	2 8%	2 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 6%	1 29%	- -%
Lack of ability to contact provider	2 5%	2 6%	- -%	- -%	- -%	- -%	2 5%	2 6%	2 5%	2 18%	- -%	- -%	- -%	- -%	- -%	2 13%	- -%	2 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 8%	- -%	- -%
I would rather find a solution by myself	1 2%	1 3%	- -%	- -%	- -%	- -%	1 2%	1 3%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 127 (continuation)
<I5> What's prevented you from seeking advice?
by Crossbreak
Base: All respondents

CONNECTION PROFILE																														
	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private (d)	Fixed broadband (e)	Standard landline (a)	NET biles (b)	Fixed line broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 ivate (f)	LL pr cir cuits (g)	VoIP (h)	Video nfere ncing (i)	So co cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	31	23	4	1	-	3	28	26	27	11	5	2	1	8	2	16	11	26	4	2	4	4	-	-	2	5	1	17	2	12
Total	36	29	1	*	-	6	36	28	34	10	1	*	*	15	4	14	14	35	1	*	3	12	-	-	*	12	2	23	3	10
The availability of broadband in my area.	1 1%	1 2%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%
Lack of knowledge of where to go for advice	* 1%	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%
Even if i received the advice, i would not have spare money to spend on new technology.	* 1%	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	* 2%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%
Not knowing where to go	* 1%	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	* 1%	* 2%	- -%	- -%	- -%	* 2%	* 7%	* 2%	* 2%	* 1%	- -%	- -%	* 9%	- -%	- -%	- -%	* 72%	- -%	- -%	- -%	- -%	* 2%
Budget constraints	* *%	- -%	- -%	* 100%	- -%	- -%	* *%	* *%	* *%	- -%	- -%	* 55%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 55%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%
A lot of the time the advice we seek gets lost in translation, it's difficult to understand all the termonology	* *%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	* *%	* 1%	- -%	* 45%	- -%	- -%	- -%	- -%	* 1%	* *%	- -%	* 45%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%
Tied into contract	* *%	- -%	* 7%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	* 6%	- -%	- -%	* *%	- -%	* 1%	- -%	* *%	* 7%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	* *%	- -%
(Don't know)	* *%	- -%	* 9%	- -%	- -%	- -%	- -%	* *%	* *%	* 1%	* 8%	- -%	- -%	* 1%	- -%	* 1%	* 1%	- -%	* 9%	- -%	- -%	* 1%	- -%	- -%	- -%	* 28%	- -%	- -%	- -%	*

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 127 (continuation)
<I5> What's prevented you from seeking advice?
by Crossbreak
Base: All respondents

	Total	BUNDLING			SAME VS DIFFERENT			
		Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	31	1	-	19	5	19	27	4
Total	36	*	-	32	3	26	30	6
Lack of time to seek advice (i.e. issue is not important enough given other needs of the business)	17 46%	- -%	- -%	14 44%	2 80%	11 41%	14 48%	2 34%
It would cost too much money to get proper advice on the issue	6 18%	- -%	- -%	6 20%	* 4%	6 25%	6 22%	- -%
I didn't know where to go for advice	6 18%	- -%	- -%	5 16%	- -%	5 19%	6 21%	- -%
Lack of visibilty to get the answers from open reach	3 9%	- -%	- -%	3 10%	- -%	- -%	- -%	3 53%
I don't trust that external advice is unbiased and independent	2 6%	- -%	- -%	1 5%	- -%	2 9%	1 5%	1 13%
Lack of ability to contact provider	2 5%	- -%	- -%	2 6%	- -%	2 7%	2 6%	- -%
I would rather find a solution by myself	1 2%	- -%	- -%	1 3%	- -%	1 3%	1 3%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 127 (continuation)
<I5> What's prevented you from seeking advice?
by Crossbreak
Base: All respondents

	Total	BUNDLING			SAME VS DIFFERENT			
		Std lan dline + ISDN Re + ntal (a)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	31	1	-	19	5	19	27	4
Total	36	*	-	32	3	26	30	6
The availability of broadband in my area.	1 1%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%
Lack of knowledge of where to go for advice	* 1%	- -%	- -%	* 1%	- -%	* 1%	* 1%	- -%
Even if i received the advice, i would not have spare money to spend on new technology.	* 1%	- -%	- -%	* 1%	- -%	* 1%	* 1%	- -%
Not knowing where to go	* 1%	- -%	- -%	- -%	* 10%	- -%	* 1%	- -%
Budget constraints	* *%	- -%	- -%	- -%	* 4%	- -%	* *%	- -%
A lot of the time the advice we seek gets lost in translation, it's difficult to understand all the termonology	* *%	* 100%	- -%	* *%	- -%	* *%	* *%	- -%
Tied into contract	* *%	- -%	- -%	- -%	* 3%	- -%	* *%	- -%
(Don't know)	* *%	- -%	- -%	- -%	* 4%	- -%	* *%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 128

<I6> Has anything prevented you from acting on advice in the past?

by Crossbreak

Base: All respondents

	PERSONAL PROFILE																																	
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR													
	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other			
	(a)	to 4	to 4	(d)	-	49	249	than	2	years	(b)	(c)	years	-19	years	(a)	to 5	(c)	£100k	to	to	to	to	mary	ufacturing	struction	sale/Trans	tail	ncial	ser	admin	(i)		
		(b)	(c)		(e)		(f)	years	years	(a)			(d)	(e)		(b)			(a)	£500k	£3m	£10m	(e)	industry	(b)	(c)	port/Communica	(d)	(e)	services	(f)	(g)	and services	(h)
Total																																		
Unweighted row	463	44	132	176	91	99	97	7	17	32	105	302	351	91	20	117	125	93	43	32	19	41	55	69	76	15	118	51	19					
Total	451	90	262	351	50	43	7	6	16	49	120	260	416	32	3	196	149	49	12	3	18	41	64	57	72	14	131	35	19					
Yes	20 4%	2 2%	13 5%	15 4%	1 2%	3 8%	1ABCD 14%	- %	- %	- %	10 8%	10 4%	19 5%	1 3%	* 6%	7 4%	9 6%	3 7%	1 4%	*a 13%	4 24%	1 4%	3 4%	4e 8%	* %	2 17%	5 3%	* %	- %					
No	428 95%	88F 98%	246f 94%	334F 95%	49F 98%	39 92%	6 86%	6 100%	16 100%	49 100%	108 90%	250d 96%	395 95%	31 97%	2 94%	187 95%	140 94%	46 93%	12 96%	3 87%	14 76%	40 96%	62 96%	52 92%	71d 100%	12 83%	124 95%	35 100%	19 100%					
(Don't know)	2 *%	- %	2 1%	2 1%	- %	- %	- %	- %	- %	- %	2e 2%	- %	2 *%	- %	- %	2 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	2 2%	- %	- %				

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 128 (continuation)

<I6> Has anything prevented you from acting on advice in the past?

by Crossbreak

Base: All respondents

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	463	15	33	14	15	17	45	37	34	25	235	73	77	78	60	403	403	31	273	168	326	98	
Total	451	14	50	33	28	41	42	63	70	46	387	18	34	12	101	350	360	52	202	223	287	124	
Yes	20 4%	2 16%	7ghj 14%	* 1%	- -%	2 5%	2 6%	1 1%	* *	* *	15 4%	2gH 9%	3h 7%	1GHj 10%	9b 9%	11 3%	19 5%	- -%	12 6%	8 4%	13 5%	6 5%	
No	428 95%	12 84%	43 86%	32 99%	28 100%	39 95%	37 89%	63 99%	70 100%	46 100%	370bm 96%	16 91%	32 93%	10 90%	90 89%	339A 97%	339 94%	52 100%	188 93%	215 96%	272 95%	118 95%	
(Don't know)	2 *	- -%	- -%	- -%	- -%	- -%	2J 5%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	2b 2%	- -%	2 1%	- -%	2 1%	- -%	2 1%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 128 (continuation)

<I6> Has anything prevented you from acting on advice in the past?

by Crossbreak

Base: All respondents

CONNECTION PROFILE																														
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL / Pr ivate cir uits (d)	Fixed line band (e)	Standard land lines (a)	NET Mo biles (b)	Fixed line band (c)	Mo bile band (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter- site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	463	352	31	51	7	22	435	393	421	135	86	70	62	113	55	228	191	409	74	67	52	45	12	21	30	57	5	197	24	239
Total	451	404	15	16	2	13	436	382	396	103	40	20	23	97	36	176	156	428	37	19	49	32	8	13	31	41	13	200	23	227
Yes	20	18	1	1	*	-	20	19	19	3	1	1	1	5	5	14d	10	19	1	1	*	1	*	*	4	1	-	17C	1	2
	4%	4%	4%	7%	10%	-%	5%	5%	5%	3%	3%	5%	3%	5%	13%	8%	6%	4%	3%	6%	4%	4%	1%	4%	13%	2%	-%	8%	6%	1%
No	428	384	14	15	2	13	414i	360i	374i	98i	39i	19	22	92	31	160	144	407	36	18	49	31	8	13	26	40	13	183	22	223A
	95%	95%	96%	93%	90%	100%	95%	94%	95%	95%	97%	95%	97%	95%	87%	91%	92%	95%	97%	94%	100%	96%	99%	100%	87%	98%	100%	92%	94%	98%
(Don't know)	2	2	-	-	-	-	2	2	2	2	-	-	-	-	-	2	2	2	-	-	-	-	-	-	-	-	-	-	-	2
	1%	1%	-%	-%	-%	-%	1%	1%	1%	2%	-%	-%	-%	-%	-%	1%	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 128 (continuation)

<I6> Has anything prevented you from acting on advice in the past?

by Crossbreak

Base: All respondents

	Total	BUNDLING			SAME VS DIFFERENT			
		Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN Re + ntal (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	463	57	5	250	109	290	414	49
Total	451	22	1	281	87	295	403	48
Yes	20 4%	1 3%	- -%	13 5%	5 6%	14 5%	19 5%	1 3%
No	428 95%	22 97%	1 100%	266 95%	82 94%	279 94%	382 95%	46 97%
(Don't know)	2 *%	- -%	- -%	2 1%	- -%	2 1%	2 1%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 129
<I7> What's prevented you from acting on the advice given?
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																												
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR								
	Total	1 (a)	2 to 4 (b)	5 to 9 (c)	10 - 49 (d)	50 - 249 (e)	Less than 2 years (a)	2 - 5 years (b)	5 - 9 years (c)	10 - 19 years (d)	20+ years (e)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail/ port/ Comm unica tions (d)	Real estate (e)	Financial services (f)	Other services (g)	Public admin and ser vices (h)	Other (i)	
Unweighted row	36	3	8	11	6	8	11	-	-	-	8	28	23	11	2	8	8	9	6	4	4	8	3	4	2	2	11	2	-
Total	20	2	13	15	1	3	1	-	-	-	10	10	19	1	*	7	9	3	1	*	4	1	3	4	*	2	5	*	-
I don't trust that external advice is unbiased and independent	4 22%	- -%	4 33%	4 29%	- -%	- -%	* 5%	- -%	- -%	- -%	2 21%	2 23%	4 23%	- -%	* 34%	- -%	2 24%	2 70%	- -%	- -%	- -%	- -%	2 82%	- -%	- -%	2 96%	* 1%	- -%	- -%
Its the location, some providers do not give coverage at the location I am based	4 18%	- -%	4 27%	4 24%	- -%	- -%	- -%	- -%	- -%	- -%	4 35%	- -%	4 19%	- -%	- -%	4 50%	- -%	- -%	- -%	- -%	4 81%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I was locked into a contract for 2 years.	4 18%	- -%	4 27%	4 24%	- -%	- -%	- -%	- -%	- -%	- -%	4 35%	- -%	4 19%	- -%	- -%	- -%	4 41%	- -%	- -%	- -%	- -%	- -%	- -%	4 82%	- -%	- -%	- -%	- -%	- -%
I received advice from a number of sources but it was too confusing to work out what was best for my business	3 15%	- -%	1 6%	1 6%	* 36%	2 54%	* 5%	- -%	- -%	- -%	- -%	3 30%	3 16%	- -%	* 34%	1 15%	2 22%	* 2%	- -%	- -%	- -%	1 65%	- -%	- -%	- -%	- -%	2 45%	- -%	- -%
Financial Reasons / Costs	3 13%	1 52%	* 2%	1 7%	1 54%	1 16%	1 57%	- -%	- -%	- -%	* 2%	3 25%	2 12%	* 40%	- -%	1 12%	1 11%	* 12%	* 37%	* 75%	* 2%	* 25%	* 18%	* 4%	- -%	- -%	2 34%	* 36%	- -%
The advice wasn't tailored to my business	1 3%	- -%	* 2%	* 2%	* 25%	- -%	* 5%	- -%	- -%	- -%	* 2%	* 3%	* 3%	* 5%	- -%	* 3%	- -%	- -%	* 9%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	* 11%	- -%	- -%
A lack of time to research and install the services	1 3%	- -%	1 4%	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	1 3%	- -%	- -%	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 12%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 129 (continuation)
<I7> What's prevented you from acting on the advice given?
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																																
	COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR													
	Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other	
		(a)	to 4	to 4	(d)	- 49	- 249		than	2	(b)	(c)	years	19 years	(e)	(a)	to 5	(c)	£100k	to	to	to	to	industry	ufacturing	struction	sale/Trans	tail (e)	ncial	ser	blis	(i)	
		(b)	(c)	(d)	(e)	(f)		years	(a)	(b)	(c)	(d)	(e)					(a)	(b)	(c)	(d)	(e)	(a)	(b)	(c)	port/Communica-tions (d)	vices (f)	(g)	and ser-vices (h)				
Unweighted row	36	3	8	11	6	8	11	-	-	-	8	28	23	11	2	8	8	9	6	4	4	8	3	4	2	2	11	2	-				
Total	20	2	13	15	1	3	1	-	-	-	10	10	19	1	*	7	9	3	1	*	4	1	3	4	*	2	5	*	-				
As we are a club everything has to be decided by committee	* 1%	-	-	-	-	* 9%	-	-	-	-	-	* 3%	* 2%	-	-	* 4%	-	-	-	-	-	-	-	-	-	-	-	-	* 6%	-	-	-	
Not knowing where to go.	* 1%	* 15%	-	* 2%	-	-	-	-	-	-	-	* 2%	* 1%	-	-	* 4%	-	-	-	-	-	-	-	-	-	-	* 73%	-	-	-	-	-	
Inendated with too many calls from the company	* 1%	-	-	-	-	* 6%	-	-	-	-	-	* 2%	* 1%	-	-	-	-	* 6%	-	-	-	-	-	-	-	-	-	-	* 5%	-	-	-	
A lack of providers being able to provide the services we would require in our area	* 1%	-	-	-	-	* 6%	-	-	-	-	-	* 2%	-	* 20%	-	-	-	* 6%	-	-	-	-	* 5%	-	-	-	-	-	-	-	-	-	
There was too much hassle involved with doing this; it wasn't particularly cost effective and wasted time.	* 1%	-	-	-	-	-	* 11%	-	-	-	-	-	* 1%	-	* 10%	-	-	-	-	* 19%	-	-	-	-	* 7%	-	-	-	-	-	-	-	-
Wanted to switch to VOIP but didn't have appropriate infrastructure	* *%	-	-	-	-	-	* 10%	-	-	-	-	-	* 1%	-	-	* 66%	-	-	-	-	* 25%	-	-	-	-	-	-	* 2%	-	-	-	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 129 (continuation)
<I7> What's prevented you from acting on the advice given?
by Crossbreak
Base: All respondents

	PERSONAL PROFILE																														
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR										
	Total	1	2	1	5	10	50	Less than 2 years (a)	2	5	6	9	10	20+	1	2	5+	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/Transport/Communications (d)	Retail (e)	Financial Services (f)	Other services (g)	Public and services (h)	Other (i)
		(a)	to 4 (b)	to 4 (c)	5 - 9 (d)	10 - 49 (e)	249 - 500 (f)		years (a)	years (b)	years (c)	years (d)	years (e)	(a)		to 5 (b)	(c)		£100k (a)	£500k (b)	£3m (c)	£10m (d)		Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/Transport/Communications (d)	Retail (e)	Financial Services (f)	Other services (g)	Public and services (h)
Unweighted row	36	3	8	11	6	8	11	-	-	-	-	8	28	23	11	2	8	8	9	6	4	4	8	3	4	2	2	11	2	-	
Total	20	2	13	15	1	3	1	-	-	-	-	10	10	19	1	*	7	9	3	1	*	4	1	3	4	*	2	5	*	-	
Talking to BT is like drawing teeth - they are not helpful at all. Getting them to do anything out of the ordinary is nearly impossible, e.g. setting up bespoke solutions tailored to my business.	*	-	-	-	-	-	*	-	-	-	-	-	*	-	*	-	-	-	-	*	-	-	-	-	-	-	-	*	-	-	
	*%	-%	-%	-%	-%	-%	10%	-%	-%	-%	-%	-%	1%	-%	9%	-%	-%	-%	-%	18%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	
Not familiar with the information given by the providers to take the risk	*	-	-	-	*	-	-	-	-	-	-	-	*	*	-	-	-	*	-	-	-	-	-	-	-	-	*	-	-	-	
	*%	-%	-%	-%	10%	-%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	
We haven't been provided with sufficient or correct advice in the past, also our current software isn't compatible with newer technologies	*	-	-	-	-	*	-	-	-	-	-	-	*	*	-	-	-	-	-	*	-	-	-	-	*	-	-	-	-	-	
	*%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	-%	1%	*%	-%	-%	-%	-%	-%	17%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	
companies being pushy and too much information from the same company	*	-	-	-	-	*	-	-	-	-	-	-	*	-	*	-	-	-	*	-	-	-	-	-	-	*	-	-	-	-	
	*%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	-%	1%	-%	8%	-%	-%	-%	3%	-%	-%	-%	-%	-%	-%	27%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 129 (continuation)
<I7> What's prevented you from acting on the advice given?
by Crossbreak
Base: All respondents

		PERSONAL PROFILE																													
		COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR										
Total		1 (a)	2 to 4 (b)	1 to 4 (c)	5 - 9 (d)	10 - 49 (e)	50 - 249 (f)	Less than 2 years (a)	2 - 5 years (b)	5 - 6 years (c)	6 - 9 years (d)	10 - 19 years (e)	20+ years (f)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail/transport/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public services (h)	Other (i)	
Unweighted row	36	3	8	11	6	8	11	-	-	-	8	28		23	11	2	8	8	9	6	4	4	8	3	4	2	2	11	2	-	
Total	20	2	13	15	1	3	1	-	-	-	10	10		19	1	*	7	9	3	1	*	4	1	3	4	*	2	5	*	-	
I was still tied into my contract so wasnt able to act on the advice. I thought i had only signed up for a year but in fact it was a lot longer.	*	-	-	-	-	*	-	-	-	-	*	-		-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	3%	-%	-%	-%	-%	1%	-%		-%	8%	-%	-%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	64%	-%
(Don't know)	1	1	-	1	-	-	-	-	-	-	-	1		1	-	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	3%	32%	-%	4%	-%	-%	-%	-%	-%	-%	-%	5%		3%	-%	-%	7%	-%	-%	-%	-%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 129 (continuation)
<I7> What's prevented you from acting on the advice given?
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of London (d)	Midland (e)	West Midlands (f)	East of England (g)	London (h)	SE (i)	SW (j)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	36	1	2	2	-	2	2	1	2	1	13	6	9	8	5	31	33	-	28	6	24	9	
Total	20	2	7	*	-	2	2	1	*	*	15	2	3	1	9	11	19	-	12	8	13	6	
I don't trust that external advice is unbiased and independent	4 22%	2 100%	- -%	- -%	- -%	- -%	2 88%	- -%	- -%	- -%	4 30%	- -%	* 2%	- -%	- -%	4 40%	4 23%	- -%	2 20%	2 26%	2 18%	2 34%	
Its the location, some providers do not give coverage at the location I am based	4 18%	- -%	4 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 24%	- -%	- -%	- -%	4 39%	- -%	4 19%	- -%	- -%	4 45%	4 26%	- -%	
I was locked into a contract for 2 years.	4 18%	- -%	4 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 24%	- -%	- -%	- -%	4 39%	- -%	4 19%	- -%	4 30%	- -%	4 26%	- -%	
I received advice from a number of sources but it was too confusing to work out what was best for my business	3 15%	- -%	- -%	- -%	- -%	2 90%	- -%	- -%	- -%	- -%	2 12%	- -%	1 44%	* 8%	- -%	3 27%	3 16%	- -%	2 18%	1 11%	* 1%	3 48%	
Financial Reasons / Costs	3 13%	- -%	- -%	* 50%	- -%	* 10%	- -%	1 100%	- -%	* 100%	1 6%	1 34%	1 37%	* 21%	1 16%	1 12%	2 9%	- -%	2 15%	1 11%	2 16%	* 8%	
The advice wasn't tailored to my business	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 11%	* 21%	- -%	1 5%	1 3%	- -%	* 2%	- -%	* 2%	* 4%	
A lack of time to research and install the services	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 33%	- -%	- -%	- -%	1 5%	1 3%	- -%	- -%	1 7%	- -%	1 9%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 129 (continuation)
<I7> What's prevented you from acting on the advice given?
by Crossbreak
Base: All respondents

		LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
	Total	NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid East (f)	Lo ndon (g)	SE (h)	SW (i)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	36	1	2	2	-	2	2	1	2	1	13	6	9	8	5	31	33	-	28	6	24	9
Total	20	2	7	*	-	2	2	1	*	*	15	2	3	1	9	11	19	-	12	8	13	6
As we are a club everything has to be decided by committee	*	-	-	-	-	-	*	-	-	-	*	-	-	-	-	*	*	-	*	-	*	-
	1%	-%	-%	-%	-%	-%	12%	-%	-%	-%	2%	-%	-%	-%	-%	3%	2%	-%	2%	-%	2%	-%
Not knowing where to go.	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	*	*	-	*	-	*	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	21%	-%	2%	1%	-%	2%	-%	2%	-%
Inendated with too many calls from the company	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*	*	-	*	-	*	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	8%	-%	-%	2%	1%	-%	2%	-%	2%	-%
A lack of providers being able to provide the services we would require in our area	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*	*	-	*	-	*	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	8%	-%	-%	2%	1%	-%	2%	-%	2%	-%
There was too much hassle involved with doing this; it wasn't particularly cost effective and wasted time.	*	-	-	*	-	-	-	-	-	-	*	-	-	-	-	*	*	-	*	-	-	-
	1%	-%	-%	50%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	1%	1%	-%	1%	-%	-%	-%
Wanted to switch to VOIP but didn't have appropriate infrastructure	*	-	-	-	-	-	-	-	*	-	*	-	-	-	-	*	*	-	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	50%	-%	1%	-%	-%	-%	-%	1%	1%	-%	1%	-%	1%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 129 (continuation)
<I7> What's prevented you from acting on the advice given?
by Crossbreak
Base: All respondents

		LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
	Total	NE (a)	NW (b)	Yorkshire/Humber (c)	East (d)	Mid (e)	Mid (f)	East (g)	London (h)	SE (i)	SW (j)	Net: England (k)	Wales (l)	Scotland (m)	Northern Ireland (n)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	36	1	2	2	-	2	2	1	2	1	13	6	9	8		5	31	33	-	28	6	24	9
Total	20	2	7	*	-	2	2	1	*	*	15	2	3	1		9	11	19	-	12	8	13	6
Talking to BT is like drawing teeth - they are not helpful at all. Getting them to do anything out of the ordinary is nearly impossible, e.g. setting up bespoke solutions tailored to my business.	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	50% -	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* 1%	- -%	* 1%	- -%
Not familiar with the information given by the providers to take the risk	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 8%	- -%	* 1%	* 1%	- -%	- -%	* 1%	- -%	- 2%
We haven't been provided with sufficient or correct advice in the past, also our current software isn't compatible with newer technologies	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 8%	- -%	* 1%	* 1%	- -%	* 1%	- -%	* 1%	- -%
companies being pushy and too much information from the same company	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 8%	- -%	* 1%	* 1%	- -%	* 1%	- -%	* 1%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 129 (continuation)
<I7> What's prevented you from acting on the advice given?
by Crossbreak
Base: All respondents

	Total	LOCATION												OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON				
		NE	NW	Yo rks/	E	Mid	W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	h	(d)	(e)	(f)	(g)	(h)	(i)	En	(j)	(k)	tland	thern	Ir	based	where	(a)	agree	(a)	agree	(a)	agree
		(c)												(l)	eland	(m)	(a)	(b)		(b)		(b)		(b)
Unweighted row	36	1	2	2	-	2	2	1	2	1	13	6	9	8		5	31	33	-	28	6	24	9	
Total	20	2	7	*	-	2	2	1	*	*	15	2	3	1		9	11	19	-	12	8	13	6	
I was still tied into my contract so wasnt able to act on the advice. I thought i had only signed up for a year but in fact it was a lot longer.	*	-	-	-	-	-	-	-	-	-	-	-	-	*		-	*	*	-	*	-	*	-	
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	8%		-%	1%	3%	-%	1%	-%	1%	-%	
(Don't know)	1	-	-	-	-	-	-	-	-	-	-	1	-	-		1	-	1	-	1	-	-	-	
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	33%	-%	-%		6%	-%	3%	-%	4%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 129 (continuation)
<I7> What's prevented you from acting on the advice given?
by Crossbreak
Base: All respondents

CONNECTION PROFILE																															
	MAIN FIXED LINE TYPE																	FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Sta	ISDN	ISDN	LL	Fixed	Sta	NET	Fixed	Mo	ISDN	ISDN	LL	pr	VoIP	Video	So	Cloud	Sta	ISDN	ISDN	Same	A	Both	Int	Ext	Both	Ne	BT	Other	Other
		ndard	2/2E	30	/	Pr		line	land	biles	broa	broa	2/2e	30	ivate	(h)	co	cial		based	ndard		2/2E	30		vider	diff	erent		ernal	ernal
dline	(a)	(b)	(c)	ir	band	lines	(b)	band	band	(e)	(f)	cir	(g)	(i)	(j)	(k)	dline	(a)	(b)	(c)	(a)	pro	vider	(b)	/	inter	-site	(a)	ntal	for	for
				uits	(d)	(a)	(c)	(d)																					calls	(b)	ntal
Unweighted row	36	23	4	8	1	-	33	34	34	10	8	8	6	9	7	22	20	28	7	8	1	6	1	1	4	4	-	17	4	15	
Total	20	18	1	1	*	-	20	19	19	3	1	1	1	5	5	14	10	19	1	1	*	1	*	*	4	1	-	17	1	2	
I don't trust that external advice is unbiased and independent	4 22%	4 24%	- -%	- -%	- -%	- -%	4 22%	4 23%	4 23%	* 2%	- -%	- -%	- -%	- -%	- -%	2 15%	- -%	4 23%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 26%	- -%	- -%
Its the location, some providers do not give coverage at the location I am based	4 18%	4 19%	- -%	- -%	- -%	- -%	4 18%	4 18%	4 18%	- -%	- -%	- -%	- -%	- -%	- -%	4 25%	4 35%	4 18%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 21%	- -%	- -%	
I was locked into a contract for 2 years.	4 18%	4 19%	- -%	- -%	- -%	- -%	4 18%	4 18%	4 18%	- -%	- -%	- -%	- -%	4 71%	4 76%	4 25%	4 35%	4 18%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 87%	- -%	- -%	4 21%	- -%	- -%
I received advice from a number of sources but it was too confusing to work out what was best for my business	3 15%	3 17%	- -%	- -%	- -%	- -%	3 15%	3 15%	3 16%	2 64%	- -%	- -%	- -%	- -%	- -%	2 15%	* 2%	3 16%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 12%	1 73%	- -%	
Financial Reasons / Costs	3 13%	1 7%	* 66%	1 77%	* 100%	- -%	3 13%	3 14%	3 14%	* 12%	1 68%	1 77%	* 32%	1 20%	1 13%	1 9%	2 15%	2 11%	1 80%	1 77%	- -%	1 83%	* 100%	* 100%	* 4%	1 89%	- -%	2 11%	- -%	1 44%	
The advice wasn't tailored to my business	1 3%	* 3%	- -%	* 5%	- -%	- -%	1 3%	1 3%	* 1%	* 2%	* 4%	* 5%	* 7%	- -%	* 1%	* 2%	* 2%	1 3%	* 4%	* 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	* 19%	- -%	
A lack of time to research and install the services	1 3%	1 3%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 129 (continuation)
<I7> What's prevented you from acting on the advice given?
by Crossbreak
Base: All respondents

CONNECTION PROFILE																															
	Total	MAIN FIXED LINE TYPE					PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
		Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuit (d)	Fixed broadband (e)	Standard landlines (a)	NET Mobiles (b)	Fixed broadband (c)	Mo-bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	So-cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff-erent provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for rental and calls (a)	Other provider for calls (b)	Other provider for rental and calls (c)	
Unweighted row	36	23	4	8	1	-	33	34	34	10	8	8	6	9	7	22	20	28	7	8	1	6	1	1	4	4	-	17	4	15	
Total	20	18	1	1	*	-	20	19	19	3	1	1	1	5	5	14	10	19	1	1	*	1	*	*	4	1	-	17	1	2	
As we are a club everything has to be decided by committee	* 1%	* 2%	- %	- %	- %	- %	* 1%	* 2%	* 2%	- %	- %	- %	- %	- %	- %	* 2%	- %	* 2%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	15%
Not knowing where to go.	* 1%	* 1%	- %	- %	- %	- %	* 1%	* 1%	* 1%	* 8%	- %	- %	- %	* 5%	* 5%	* 2%	* 2%	* 1%	- %	- %	* 100%	- %	- %	- %	* 6%	- %	- %	- %	- %	- %	12%
Inendated with too many calls from the company	* 1%	* 1%	- %	- %	- %	- %	* 1%	* 1%	* 1%	- %	* 15%	- %	* 31%	- %	- %	- %	* 2%	* 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	11%
A lack of providers being able to provide the services we would require in our area	* 1%	* 1%	- %	- %	- %	- %	* 1%	* 1%	* 1%	* 7%	- %	- %	- %	- %	* 5%	* 1%	* 2%	* 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	* 1%	- %	- %
There was too much hassle involved with doing this; it wasn't particularly cost effective and wasted time.	* 1%	- %	- %	* 10%	- %	- %	* 1%	* 1%	* 1%	- %	- %	* 10%	* 15%	- %	- %	* 1%	* 1%	* 1%	- %	* 10%	- %	- %	- %	- %	- %	- %	- %	* 1%	- %	- %	- %
Wanted to switch to VOIP but didn't have appropriate infrastructure	* %	- %	- %	* 9%	- %	- %	* %	* 1%	* 1%	* 3%	- %	* 9%	* 14%	* 2%	- %	* 1%	* 1%	- %	- %	* 9%	- %	* 8%	- %	- %	- %	* 11%	- %	- %	- %	- %	* %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 129 (continuation)
 <I7> What's prevented you from acting on the advice given?
 by Crossbreak
 Base: All respondents

CONNECTION PROFILE																																
Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER					
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed line broadband (e)		Standard landlines (a)	NET Mobiles (b)	Fixed line broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	Social media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for rental calls (a)	Other provider calls (b)	Other provider for rental and calls (c)		
Unweighted row	36	23	4	8	1	-	33	34	34	10	8	8	6	9	7	22	20	28	7	8	1	6	1		1	4	4	-	17	4	15	
Total	20	18	1	1	*	-	20	19	19	3	1	1	1	5	5	14	10	19	1	1	*	1	*		*	4	1	-	17	1	2	
Talking to BT is like drawing teeth - they are not helpful at all. Getting them to do anything out of the ordinary is nearly impossible, e.g. setting up bespoke solutions tailored to my business.	*	-	*	-	-	-	-	*	*	*	*	-	-	*	-	*	*	-	*	-	-	*	-	-	-	*	-	-	-	-	*	
	%	-%	18%	-%	-%	-%	-%	1%	1%	3%	7%	-%	-%	2%	-%	1%	1%	-%	8%	-%	-%	8%	-%	-%	-%	2%	-%	-%	-%	-%	5%	
Not familiar with the information given by the providers to take the risk	*	*	-	-	-	-	*	*	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	
	%	1%	-%	-%	-%	-%	%	%	%	-%	-%	-%	-%	-%	-%	-%	-%	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7%	-%
We haven't been provided with sufficient or correct advice in the past, also our current software isn't compatible with newer technologies	*	*	-	-	-	-	*	*	*	-	-	-	-	-	-	-	*	*	-	-	-	-	-	-	-	-	-	-	*	-	-	
	%	%	-%	-%	-%	-%	%	%	%	-%	-%	-%	-%	-%	-%	-%	1%	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%
companies being pushy and too much information from the same company	*	*	-	-	-	-	*	*	*	-	-	-	-	-	-	*	*	*	-	-	-	-	-	-	-	-	-	-	-	-	*	
	%	%	-%	-%	-%	-%	%	%	%	-%	-%	-%	-%	-%	-%	1%	1%	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 129 (continuation)
 <I7> What's prevented you from acting on the advice given?
 by Crossbreak
 Base: All respondents

CONNECTION PROFILE																															
Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER				
	Sta ndard line dline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL / Pr ivate cir uits (d)	Fixed line broad band (e)		Sta ndard land lines (a)	NET Mo biles (b)	Fixed line broad band (c)	Mo bile broad band (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Sta ndard line dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	36	23	4	8	1	-	33	34	34	10	8	8	6	9	7	22	20	28	7	8	1	6	1	1	4	4	-	17	4	15	
Total	20	18	1	1	*	-	20	19	19	3	1	1	1	5	5	14	10	19	1	1	*	1	*	*	4	1	-	17	1	2	
I was still tied into my contract so wasnt able to act on the advice. I thought i had only signed up for a year but in fact it was a lot longer.	*	-	*	-	-	-	-	*	*	-	*	-	-	-	-	*	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*
	*%	-%	16%	-%	-%	-%	-%	*%	*%	-%	6%	-%	-%	-%	-%	1%	1%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%
(Don't know)	1	1	-	-	-	-	1	1	1	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	1	-	-	
	3%	3%	-%	-%	-%	-%	3%	3%	3%	-%	-%	-%	-%	-%	-%	4%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 129 (continuation)
<I7> What's prevented you from acting on the advice given?
by Crossbreak
Base: All respondents

	Total	BUNDLING			SAME VS DIFFERENT			
		Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN PC Re ntal (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	36	4	-	17	11	23	30	6
Total	20	1	-	13	5	14	19	1
I don't trust that external advice is unbiased and independent	4 22%	- -%	- -%	4 34%	- -%	4 31%	4 24%	- -%
Its the location, some providers do not give coverage at the location I am based	4 18%	- -%	- -%	4 27%	- -%	4 24%	4 19%	- -%
I was locked into a contract for 2 years.	4 18%	- -%	- -%	- -%	4 72%	- -%	4 19%	- -%
I received advice from a number of sources but it was too confusing to work out what was best for my business	3 15%	- -%	- -%	2 16%	- -%	3 21%	2 11%	1 66%
Financial Reasons / Costs	3 13%	1 79%	- -%	2 13%	1 13%	2 14%	3 14%	* 4%
The advice wasn't tailored to my business	1 3%	* 7%	- -%	* 2%	- -%	* 2%	* 2%	* 17%
A lack of time to research and install the services	1 3%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 129 (continuation)

<I7> What's prevented you from acting on the advice given?

by Crossbreak

Base: All respondents

		BUNDLING			SAME VS DIFFERENT			
	Total	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	36	4	-	17	11	23	30	6
Total	20	1	-	13	5	14	19	1
As we are a club everything has to be decided by committee	*	-	-	*	-	*	*	-
	1%	-%	-%	2%	-%	2%	2%	-%
Not knowing where to go.	*	-	-	-	*	-	*	-
	1%	-%	-%	-%	5%	-%	1%	-%
Inendated with too many calls from the company	*	-	-	-	*	-	*	-
	1%	-%	-%	-%	4%	-%	1%	-%
A lack of providers being able to provide the services we would require in our area	*	-	-	*	-	*	*	-
	1%	-%	-%	2%	-%	1%	1%	-%
There was too much hassle involved with doing this; it wasn't particularly cost effective and wasted time.	*	*	-	*	-	*	*	-
	1%	14%	-%	1%	-%	1%	1%	-%
Wanted to switch to VOIP but didn't have appropriate infrastructure	*	-	-	-	-	*	*	-
	*%	-%	-%	-%	-%	1%	1%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 129 (continuation)
<I7> What's prevented you from acting on the advice given?
by Crossbreak
Base: All respondents

		BUNDLING			SAME VS DIFFERENT			
	Total	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	36	4	-	17	11	23	30	6
Total	20	1	-	13	5	14	19	1
Talking to BT is like drawing teeth - they are not helpful at all. Getting them to do anything out of the ordinary is nearly impossible, e.g. setting up bespoke solutions tailored to my business.	*	-	-	-	*	-	*	-
	*%	-%	-%	-%	2%	-%	1%	-%
Not familiar with the information given by the providers to take the risk	*	-	-	*	*	-	-	*
	*%	-%	-%	1%	2%	-%	-%	7%
We haven't been provided with sufficient or correct advice in the past, also our current software isn't compatible with newer technologies	*	-	-	*	-	*	*	-
	*%	-%	-%	1%	-%	1%	*%	-%
companies being pushy and too much information from the same company	*	-	-	-	*	-	*	-
	*%	-%	-%	-%	2%	-%	*%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 129 (continuation)

<I7> What's prevented you from acting on the advice given?

by Crossbreak

Base: All respondents

		BUNDLING			SAME VS DIFFERENT			
Total		Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN PC Re ntal (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	36	4	-	17	11	23	30	6
Total	20	1	-	13	5	14	19	1
I was still tied into my contract so wasnt able to act on the advice. I thought i had only signed up for a year but in fact it was a lot longer.	*	-	-	-	-	*	-	*
	*%	-%	-%	-%	-%	1%	-%	6%
(Don't know)	1	-	-	1	-	1	1	-
	3%	-%	-%	4%	-%	4%	3%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 130
 <I8A> You said that you don't trust that external advice is unbiased and independent. On this occasion who did you receive your advice from?
 by Crossbreak
 Base: All respondents

Total	PERSONAL PROFILE																															
	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR											
	1	2	1	5	9	10	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other		
	(a)	to 4	to 4	(d)	- 49	- 249	than	years	years	years	-19	years	years	(a)	to 5	(c)	£100k	to	to	to	(e)	im	u	ns	tr	sale/	tail	ncial	ser	bl	(i)	
	(b)	(c)	(e)	(f)			2	(b)	(c)	years	(d)	(e)		(b)			(a)	£500k	£3m	£10m		ustry	(b)	(c)	port/	Comm	vices	(f)	(g)	and		
							years										(b)	(c)	(d)		(a)			unica	tions	(d)				ser	vices	(h)
Unweighted row	3	-	2	2	-	-	1	-	-	-	1	2	2	-	1	-	-	1	2	-	-	-	-	1	-	-	1	1	-	-	-	-
Total	4	-	4	4	-	-	*	-	-	-	2	2	4	-	*	-	2	2	-	-	-	-	2	-	-	2	*	-	-	-	-	-
Salesman from different providers.	2	-	2	2	-	-	-	-	-	-	2	-	2	-	-	-	2	-	-	-	-	-	-	2	-	-	-	-	-	-	-	-
	47%	-%	48%	48%	-%	-%	-%	-%	-%	-%	100%	-%	48%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%
Stagecoach	2	-	2	2	-	-	-	-	-	-	2	2	2	-	-	-	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-
	52%	-%	52%	52%	-%	-%	-%	-%	-%	-%	98%	52%	-%	-%	-%	-%	-%	98%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%
Can't remember/ Don't know	*	-	-	-	-	-	*	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-
	1%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	2%	-%	-%	100%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 130 (continuation)

<I8A> You said that you don't trust that external advice is unbiased and independent. On this occasion who did you receive your advice from?

by Crossbreak

Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	3	1	-	-	-	-	1	-	-	-	2	-	1	-	-	3	3	-	2	1	2	1	
Total	4	2	-	-	-	-	2	-	-	-	4	-	*	-	-	4	4	-	2	2	2	2	
Salesman from different providers.	2 47%	- -%	- -%	- -%	- -%	- -%	2 100%	- -%	- -%	- -%	2 48%	- -%	- -%	- -%	- -%	2 47%	2 47%	- -%	- -%	2 100%	- -%	2 100%	
Stagecoach	2 52%	2 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 52%	- -%	- -%	- -%	- -%	2 52%	2 52%	- -%	2 98%	- -%	2 98%	- -%	
Can't remember/ Don't know	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	100% -%	- -%	* 1%	* 1%	- -%	* 2%	- -%	* 2%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 130 (continuation)

<I8A> You said that you don't trust that external advice is unbiased and independent. On this occasion who did you receive your advice from?

by Crossbreak

Base: All respondents

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE					PRODUCTS USED												FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed band (e)	Standard landlines (a)	NET Mobiles (b)	Fixed band (c)	Mo bile band (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL Private circuits (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal calls (c)	
Unweighted row	3	3	-	-	-	3	3	3	1	-	-	-	-	-	2	-	3	-	-	-	-	-	-	-	-	-	-	3	-	-
Total	4	4	-	-	-	4	4	4	*	-	-	-	-	-	2	-	4	-	-	-	-	-	-	-	-	-	4	-	-	
Salesman from different providers.	2 47%	2 47%	- -%	- -%	- -%	2 47%	2 47%	2 47%	- -%	- -%	- -%	- -%	- -%	- -%	2 98%	- -%	2 47%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 47%	- -%	- -%	
Stagecoach	2 52%	2 52%	- -%	- -%	- -%	2 52%	2 52%	2 52%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 52%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 52%	- -%	- -%	
Can't remember/ Don't know	* 1%	* 1%	- -%	- -%	- -%	* 1%	* 1%	* 1%	* 100%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 130 (continuation)

<I8A> You said that you don't trust that external advice is unbiased and independent. On this occasion who did you receive your advice from?

by Crossbreak

Base: All respondents

Total	BUNDLING			SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	3	-	-	3	-	3	3
Total	4	-	-	4	-	4	4
Salesman from different providers.	2 47%	- -%	- -%	2 47%	- -%	2 47%	2 47%
Stagecoach	2 52%	- -%	- -%	2 52%	- -%	2 52%	2 52%
Can't remember/ Don't know	* 1%	- -%	- -%	* 1%	- -%	* 1%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 131
 <I8B> You said that the advice wasn't tailored to your business. On this occasion who did you receive your advice from?
 by Crossbreak
 Base: All respondents

PERSONAL PROFILE																																	
COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR													
Total	1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other		
	(a)	to 4	to 4	(d)	- 49	- 249		than	years	years	years	-19	years		(a)	to 5	(c)	£100k	to	to	to	to	im	u	Co	Whole	Re	Fina	Other	Pu	Other		
	(b)	(c)	(c)	(e)	(f)		2	years	(b)	(c)	years	(d)	(e)		(b)			(a)	£500k	£3m	£10m	(e)	ustry	nd	port/	Trans	tail	ncial	ser	bl	(i)		
							years	(a)											(b)	(c)	(d)		(a)	(b)	(c)	Comm	vices	(f)	(g)	and			
																								unica	tions					ser	vices		
																									(d)								
Unweighted row	3	-	1	1	1	-	1	-	-	-	-	1	2	2	1	-	1	-	-	1	-	-	-	1	-	-	-	-	-	2	-	-	
Total	1	-	*	*	*	-	*	-	-	-	-	*	*	*	*	-	*	-	-	*	-	-	-	*	-	-	-	-	-	*	-	-	
Other (Specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Can't remember/ Don't know	1	-	*	*	*	-	*	-	-	-	-	*	*	*	*	-	*	-	-	*	-	-	-	*	-	-	-	-	-	*	-	-	
	100%	-%	100%	100%	100%	-%	100%	-%	-%	-%	-%	100%	100%	100%	100%	100%	-%	100%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	100%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 131 (continuation)

<I8B> You said that the advice wasn't tailored to your business. On this occasion who did you receive your advice from?

by Crossbreak

Base: All respondents

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ mber (c)	E (d)	Mid (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: gland (k)	Wales (l)	Sco tland (m)	Nor thern (n)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	3	-	-	-	-	-	-	-	-	-	-	-	-	2	1	-	3	3	-	2	-	2	1
Total	1	-	-	-	-	-	-	-	-	-	-	-	-	*	*	-	1	1	-	*	-	*	*
Other (Specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Can't remember/ Don't know	1	-	-	-	-	-	-	-	-	-	-	-	-	*	*	-	1	1	-	*	-	*	*
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	100%	-%	100%	100%	-%	100%	-%	100%	100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 131 (continuation)

<I8B> You said that the advice wasn't tailored to your business. On this occasion who did you receive your advice from?

by Crossbreak

Base: All respondents

CONNECTION PROFILE																															
Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER				
	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL ivate cir uits (d)	Fixed Pr broad band (e)		Sta ndard land lines (a)	NET biles (b)	Fixed broa dband (c)	Mo bile broa dband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir uits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider and calls (b)	Other pro vider for re ntal and calls (c)	
Unweighted row	3	2	-	1	-	-	3	3	2	1	1	1	1	-	1	1	1	3	1	1	-	-	-	-	-	-	-	-	2	1	-
Total	1	*	-	*	-	-	1	1	*	*	*	*	*	-	*	*	*	1	*	*	-	-	-	-	-	-	-	*	*	-	
Other (Specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Can't remember/ Don't know	1 100%	* 100%	- -%	* 100%	- -%	- -%	1 100%	1 100%	* 100%	* 100%	* 100%	* 100%	* 100%	- -%	* 100%	* 100%	* 100%	1 100%	* 100%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	* 100%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 131 (continuation)

<I8B> You said that the advice wasn't tailored to your business. On this occasion who did you receive your advice from?

by Crossbreak

Base: All respondents

Total	BUNDLING			SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	3	1	-	2	-	2	1
Total	1	*	-	*	-	*	*
Other (Specify)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Can't remember/ Don't know	1 100%	* 100%	- -%	* 100%	- -%	* 100%	* 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 132

<I8C> You said that you received advice from a number of sources but it was too confusing to work out what was best for your business. On this occasion who did you receive your advice from?

by Crossbreak

Base: All respondents

	PERSONAL PROFILE																																					
	COMPANY SIZE						NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR																		
	1	2	1	5	9	10	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other								
	(a)	to 4	to 4	(d)	- 49	- 249	than	years	years	years	-19	years	years	(a)	to 5	(c)	£100k	to	to	to	to	mary	ufact	nstru	sale/	tail	ncial	ser	blc	(i)								
	(b)	(c)	(e)	(f)			2	(b)	(c)	years	(d)	(e)		(b)			(a)	£500k	£3m	£10m	(e)	ustry	(b)	(c)	port/	Comm	unica	tions	(d)	vices	(f)	(g)	admin	and	ser	vices	(h)	
Total																																						
Unweighted row	5	-	1	1	2	1	1	-	-	-	-	5	4	-	1	2	2	1	-	-	-	2	-	-	-	-	-	3	-	-								
Total	3	-	1	1	*	2	*	-	-	-	-	3	3	-	*	1	2	*	-	-	-	-	1	-	-	-	-	2	-	-								
club comity	2	-	-	-	-	2	-	-	-	-	-	2	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-	2	-	-								
	60%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	60%	61%	-%	-%	-%	95%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	86%	-%	-%								
isalon	*	-	-	-	*	-	-	-	-	-	-	*	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-	-								
	8%	-%	-%	-%	71%	-%	-%	-%	-%	-%	-%	8%	8%	-%	-%	-%	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%	-%								
Unicom	*	-	-	-	*	-	-	-	-	-	-	*	*	-	-	-	-	*	-	-	-	-	*	-	-	-	-	-	-	-								
	3%	-%	-%	-%	29%	-%	-%	-%	-%	-%	-%	3%	3%	-%	-%	-%	-%	5%	-%	-%	-%	-%	-%	10%	-%	-%	-%	-%	-%	-%								
friend	1	-	1	1	-	-	-	-	-	-	-	1	1	-	-	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-								
	28%	-%	100%	100%	-%	-%	-%	-%	-%	-%	-%	28%	28%	-%	-%	-%	78%	-%	-%	-%	-%	-%	90%	-%	-%	-%	-%	-%	-%	-%								
Can't remember/ Don't know	*	-	-	-	-	-	*	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-								
	2%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	2%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%								

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 132 (continuation)

<I8C> You said that you received advice from a number of sources but it was too confusing to work out what was best for your business. On this occasion who did you receive your advice from?

by Crossbreak

Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE	NW	Yo rks/	E	Mid	W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	
		(a)	(b)	Huber	(d)	(e)	(f)	ndon	(g)	(h)	(i)	En gland	(j)	(k)	tland	(l)	Ir eland	(a)	where	(a)	agree	(a)	agree
		(c)														(m)		(b)		(b)		(b)	
Unweighted row	5	-	-	-	-	1	-	-	-	-	-	1	-	3	1	-	5	5	-	4	1	2	3
Total	3	-	-	-	-	2	-	-	-	-	-	2	-	1	*	-	3	3	-	2	1	*	3
club comity	2 60%	- -%	- -%	- -%	- -%	2 100%	- -%	- -%	- -%	- -%	- -%	2 100%	- -%	- -%	- -%	- -%	2 60%	2 60%	- -%	2 82%	- -%	- -%	2 63%
isalon	* 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 21%	- -%	- -%	* 8%	* 8%	- -%	* 11%	- -%	- -%	* 8%
Unicom	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	* 3%	* 3%	- -%	* 4%	- -%	* 66%	- -%
friend	1 28%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 75%	- -%	- -%	1 28%	1 28%	- -%	- -%	1 100%	- -%	1 29%
Can't remember/ Don't know	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%	* 2%	* 2%	- -%	* 2%	- -%	* 34%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 132 (continuation)

<I8C> You said that you received advice from a number of sources but it was too confusing to work out what was best for your business. On this occasion who did you receive your advice from?

by Crossbreak

Base: All respondents

CONNECTION PROFILE																															
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private line (d)	Fixed line (e)	Standard landlines (a)	NET Mobiles (b)	Fixed line (c)	Mo bile (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other provider for calls (b)	Other provider for ntal and calls (c)	
Unweighted row	5	5	-	-	-	-	5	4	5	2	-	-	-	-	-	3	1	5	-	-	-	-	-	-	-	-	-	-	3	2	-
Total	3	3	-	-	-	-	3	3	3	2	-	-	-	-	-	2	*	3	-	-	-	-	-	-	-	-	-	2	1	-	
club comity	2 60%	2 60%	- -%	- -%	- -%	- -%	2 60%	2 61%	2 60%	2 97%	- -%	- -%	- -%	- -%	- -%	2 86%	- -%	2 60%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 86%	- -%	- -%
isalon	* 8%	* 8%	- -%	- -%	- -%	- -%	* 8%	* 8%	* 8%	- -%	- -%	- -%	- -%	- -%	- -%	* 11%	* 100%	* 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 11%	- -%	- -%
Unicom	* 3%	* 3%	- -%	- -%	- -%	- -%	* 3%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 10%	- -%
friend	1 28%	1 28%	- -%	- -%	- -%	- -%	1 28%	1 29%	1 28%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 28%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 90%	- -%	- -%
Can't remember/ Don't know	* 2%	* 2%	- -%	- -%	- -%	- -%	* 2%	* 2%	* 2%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 132 (continuation)

<I8C> You said that you received advice from a number of sources but it was too confusing to work out what was best for your business. On this occasion who did you receive your advice from?

by Crossbreak

Base: All respondents

	Total	BUNDLING			SAME VS DIFFERENT			
		Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN Re + ntal (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	5	-	-	3	-	5	3	2
Total	3	-	-	2	-	3	2	1
club comity	2 60%	- -%	- -%	2 86%	- -%	2 60%	2 86%	- -%
isalon	* 8%	- -%	- -%	* 11%	- -%	* 8%	* 11%	- -%
Unicom	* 3%	- -%	- -%	- -%	- -%	* 3%	- -%	* 10%
friend	1 28%	- -%	- -%	- -%	- -%	1 28%	- -%	1 90%
Can't remember/ Don't know	* 2%	- -%	- -%	* 2%	- -%	* 2%	* 2%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 133
<I8D> You said xxxx.. On this occasion who did you receive your advice from?
by Crossbreak
Base: All respondents

		PERSONAL PROFILE																															
		COMPANY SIZE						NUMBER OF YEARS TRADING					NO. SITES			TURNOVER					SECTOR												
		Total	1	2	1	5	9	10	50	Less than 2 years (a)	2	5	6	9	10	20+	1 (a)	2	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail sale/ port/ Comm.unications (d)	Re tail (e)	Financial services (f)	Other ser vices (g)	Public admin and ser vices (h)	Other (i)
			(a)	to 4 (b)	to 4 (c)	(d)	- 49 - 249 (e)	(f)	(b)		(c)	years (d)	(e)	(b)	(a)	(b)		(c)	(d)		(a)	(b)	(c)	(d)		(a)	(b)	(c)	(d)	(e)	(f)	(g)	
Unweighted row	27	2	4	6	5	7	9	-	-	-	6	21	16	10	1	6	5	7	5	4	3	5	2	4	2	1	8	2	-				
Total	12	1	8	9	1	2	1	-	-	-	8	4	11	1	*	6	5	1	*	*	4	*	*	4	*	*	2	*	-				
Communications / Network supplier (Unspecified)	2 13%	1 77%	-	1 9%	* 40%	* 14%	* 29%	-	-	-	* 5%	1 29%	1 11%	* 35%	* 100%	1 15%	-	1 55%	* 19%	* 38%	* 6%	* 68%	-	* 4%	-	-	1 38%	-	-	-			
BT	* 2%	-	-	-	-	-	* 35%	-	-	-	-	* 7%	-	* 28%	-	-	-	-	* 20%	* 50%	-	-	* 44%	-	-	-	* 4%	-	-	-			
Friends/colleagues	1 4%	-	1 7%	1 6%	-	-	-	-	-	-	-	1 12%	1 5%	-	-	1 9%	-	-	-	-	-	-	-	1 12%	-	-	-	-	-	-			
Grey stone taken over by Talk Talk.	* *%	-	-	-	-	-	* 5%	-	-	-	-	* 1%	-	* 4%	-	-	-	-	-	* 12%	-	* 10%	-	-	-	-	-	-	-	-			
Unicom	* 2%	-	-	-	-	* 14%	-	-	-	-	* 3%	-	* 2%	-	-	-	-	* 21%	-	-	-	-	-	-	-	-	* 9%	-	-	-			
IT contractors	* 1%	-	-	-	-	* 6%	-	-	-	-	-	* 2%	* 1%	-	-	-	-	-	* 18%	-	-	-	* 2%	-	-	-	-	-	-	-			
Various Providers	4 29%	-	4 45%	4 40%	-	-	-	-	-	-	4 46%	-	4 32%	-	-	4 62%	-	-	-	-	4 92%	-	-	-	-	-	-	-	-	-			
Can't remember/ Don't know	6 48%	* 23%	4 48%	4 45%	* 60%	1 67%	* 31%	-	-	-	4 47%	2 50%	5 50%	* 33%	-	1 14%	5 100%	* 23%	* 42%	-	* 3%	* 23%	* 56%	4 82%	* 100%	* 100%	1 50%	* 100%	-				

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 133 (continuation)
<I8D> You said xxxx.. On this occasion who did you receive your advice from?
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern (n)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	27	-	2	2	-	1	1	1	2	1	10	5	6	6	4	23	24	-	22	4	19	6	
Total	12	-	7	*	-	*	*	1	*	*	9	1	2	1	8	4	11	-	7	5	11	1	
Communications / Network supplier (Unspecified)	2 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	50% -%	100% -%	2% -%	31% -%	69% -%	- -%	10% -%	22% -%	7% -%	- -%	11% -%	17% -%	13% -%	20% -%	
BT	* 2%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	50% -%	- -%	3% -%	- -%	- -%	- -%	- -%	8% -%	2% -%	- -%	4% -%	- -%	1% -%	15% -%	
Friends/colleagues	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 49%	- -%	- -%	- -%	1 14%	1 5%	- -%	- -%	1 10%	- -%	1 40%	
Grey stone taken over by Talk Talk.	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	* 1%	* *%	- -%	* 1%	- -%	* *%	- -%	
Unicom	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 13%	- -%	- -%	* 6%	* 2%	- -%	* 3%	- -%	* 2%	- -%	
IT contractors	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 11%	- -%	* 2%	* 1%	- -%	* 1%	- -%	* 1%	- -%	
Various Providers	4 29%	- -%	4 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 41%	- -%	- -%	- -%	4 42%	- -%	4 32%	- -%	- -%	4 71%	4 33%	- -%	
Can't remember/ Don't know	6 48%	- -%	4 50%	* 100%	- -%	- -%	* 100%	1 100%	- -%	- -%	5 53%	* 16%	* 18%	1 89%	4 48%	2 47%	6 51%	- -%	6 80%	* 2%	5 50%	* 25%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 133 (continuation)
 <I8D> You said xxxx.. On this occasion who did you receive your advice from?
 by Crossbreak
 Base: All respondents

CONNECTION PROFILE																															
	Total	MAIN FIXED LINE TYPE					PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
		Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private cir (d)	Fixed Pr band (e)	Standard landlines (a)	NET Mo biles (b)	Fixed line broa dband (c)	Mo bile broa dband (d)	ISDN 2/2e (e)	ISDN 30 ivate cir cuits (g)	LL pr ivate cir cuits (f)	VoIP (h)	Video co nfere ncing (i)	So co cial media based (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	27	15	4	7	1	-	24	26	26	7	7	7	5	9	6	18	20	19	6	7	1	6	1	1	4	4	-	11	1	15	
Total	12	10	1	1	*	-	12	12	12	1	1	1	1	5	5	10	10	11	1	1	*	1	*	*	4	1	-	10	*	2	
Communications / Network supplier (Unspecified)	2 13%	1 10%	* 30%	* 23%	* 100%	-	1 12%	2 14%	2 14%	* 31%	* 16%	* 23%	* 50%	* 6%	* 8%	1 5%	1 5%	1 11%	* 19%	* 23%	- %	* 27%	- %	- %	* 4%	* 17%	- %	1 12%	- %	* 21%	
BT	* 2%	- %	* 53%	- %	- %	- %	* 2%	* 3%	* 3%	* 29%	* 21%	- %	- %	* 6%	* 4%	* 3%	* 3%	- %	* 25%	- %	- %	* 25%	- %	- %	* 2%	* 22%	- %	- %	- %	* 15%	
Friends/colleagues	1 4%	1 5%	- %	- %	- %	- %	1 4%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 5%	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 5%	- %	- %	
Grey stone taken over by Talk Talk.	* *%	- %	- %	* 4%	- %	- %	* *%	* *%	* *%	* 5%	- %	* 4%	- %	* 1%	- %	* *%	* *%	* *%	- %	- %	4%	- %	- %	100%	100%	- %	- %	- %	- %	- %	* 2%
Unicom	* 2%	* 2%	- %	- %	- %	- %	* 2%	* 2%	* 2%	- %	* 16%	- %	* 34%	- %	- %	- %	* 2%	* 2%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	* 11%
IT contractors	* 1%	* 1%	- %	- %	- %	- %	* 1%	* 1%	* 1%	- %	- %	- %	- %	- %	- %	- %	* 1%	* 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 1%	- %	- %	
Various Providers	4 29%	4 34%	- %	- %	- %	- %	4 30%	4 30%	4 30%	- %	- %	- %	- %	- %	- %	- %	4 36%	4 35%	4 31%	- %	- %	- %	- %	- %	- %	- %	- %	4 35%	- %	- %	
Can't remember/ Don't know	6 48%	5 48%	* 16%	1 72%	- %	- %	6 49%	6 50%	6 50%	* 35%	1 47%	1 72%	* 17%	4 87%	4 87%	5 55%	5 53%	6 50%	1 56%	1 72%	* 100%	1 47%	- %	- %	4 93%	1 62%	- %	5 47%	* 100%	1 52%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 133 (continuation)

<I8D> You said xxxx.. On this occasion who did you receive your advice from?

by Crossbreak

Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	27	3	-	11	11	15	24	3
Total	12	1	-	6	5	7	12	*
Communications / Network supplier (Unspecified)	2 13%	- -%	- -%	1 17%	* 3%	1 22%	2 14%	- -%
BT	* 2%	- -%	- -%	- -%	* 6%	- -%	* 2%	- -%
Friends/colleagues	1 4%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%
Grey stone taken over by Talk Talk.	* *%	* 6%	- -%	* 1%	- -%	* 1%	* *%	- -%
Unicom	* 2%	- -%	- -%	- -%	* 4%	- -%	* 2%	- -%
IT contractors	* 1%	- -%	- -%	* 1%	- -%	* 1%	* 1%	- -%
Various Providers	4 29%	- -%	- -%	4 56%	- -%	4 52%	4 30%	- -%
Can't remember/ Don't know	6 48%	1 94%	- -%	2 24%	4 87%	2 23%	6 47%	* 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 134

<I8D> You said xxxx.. On this occasion who did you receive your advice from?

by <I7> What's prevented you from acting on the advice given?

Base: All respondents

	do not give coverage at the location I am based	for 2 years.	install the services	decided by the committee	business of sources but it was too confusing to work out what was best for my business	company	the with doing services this; it we would wasn't pa require in rticularly astructure our area cost effective and wasted time.	have ap propriate infr them to do anything out of the ordinary is nearly im possible, e.g. setting up bespoke solutions tailored to my business.	at all. Getting by the providers to take the risk	ormation given or correct by the advice in the past, also our current software isn't compatible with newer te chnologies	sufficient							
Unweighted row	27	1	1	12	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Total	12	4	4	3	1	*	*	*	*	*	*	*	*	*	*	*	*	*
Communications / Network supplier (Unspecified)	2 13%	- -	- -	1 49%	- -	- -	- -	- -	- -	- -	* 100%	- -	* 100%	- -	- -	- -	- -	- -
BT	* 2%	- -	- -	* 7%	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 100%	- -	- -	- -	- -
Friends/colleagues	1 4%	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Grey stone taken over by Talk Talk.	* *%	- -	- -	* 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Unicom	* 2%	- -	- -	- -	- -	- -	- -	- -	- -	* 100%	- -	- -	- -	- -	- -	- -	- -	- -
IT contractors	* 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 100%	- -
Various Providers	4 29%	4 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Can't remember/ Don't know	6 48%	- -	4 100%	1 42%	- -	* 100%	* 100%	* 100%	* 100%	- -	- -	* 100%	- -	- -	* 100%	- -	- -	* 100%

Table 134 (continuation)
 <I8D> You said xxxx.. On this occasion who did you receive your advice from?
 by <I7> What's prevented you from acting on the advice given?
 Base: All respondents

	Total	I was still tied into my contract so wasnt able to act on the advice. I thought i had only signed up for a year but in fact it was a lot longer.	I don't trust that external advice is unbiased and in dependent	(Don't know)
Unweighted row	27	1	-	-
Total	12	*	-	-
Communications / Network supplier (Unspecified)	2 13%	- -%	- -%	- -%
BT	* 2%	- -%	- -%	- -%
Friends/colleagues	1 4%	- -%	- -%	- -%
Grey stone taken over by Talk Talk.	* *%	- -%	- -%	- -%
Unicom	* 2%	- -%	- -%	- -%
IT contractors	* 1%	- -%	- -%	- -%
Various Providers	4 29%	- -%	- -%	- -%
Can't remember/ Don't know	6 48%	* 100%	- -%	- -%

Table 135
<C1> Which of the following bands best describes your organisation's turnover for the last financial year?
by Crossbreak
Base: All respondents

		PERSONAL PROFILE																											
		COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR							
		Total	1 (a)	2 to 4 (b)	5 - 9 (c)	10 (d)	50 - 249 (e)	250 (f)	Less than 2 years (a)	2 - 5 (b)	6 - 9 (c)	10 years (d)	20+ years (e)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Pr mary ind ustry (a)	Man ufac turing (b)	Co nstru ction (c)	Whole sale/ Trans port/ Comm unica tions (d)	Re tail (e)	Finan cial ser vices (f)	Other ser vices (g)	Pu blic admin and ser vices (h)
Unweighted row	502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23
Total	502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22
Under £50K	108	47 BCDEF	52EF	99dEF	8Ef	1	*	6	5	7	25	66	101	7	*	108BCDE	-	-	-	-	-	18CDH	4	8	21Cdh	7	44CDh	4	3
	22%	46%	18%	25%	14%	3%	3%	51%	29%	14%	17%	23%	22%	18%	4%	49%	-%	-%	-%	-%	-%	39%	5%	12%	26%	38%	30%	12%	13%
£50k to less than £75K	50	16DEF	34DEF	50DEF	*	*	-	-	-	13E	18	19	50B	*	-	50BCDE	-	-	-	-	-	1	11bh	9bh	6	-	15	*	7
	10%	15%	11%	12%	*%	*%	-%	-%	-%	25%	13%	7%	11%	1%	-%	23%	-%	-%	-%	-%	-%	2%	16%	14%	8%	-%	10%	1%	32%
£75k to less than £100k	63	14f	44deF	58deF	3	2	*	1	4	11	15	32	62B	1	-	63BCDE	-	-	-	-	5	6	3	13Ch	9	-	25ch	2	*
	13%	14%	15%	15%	5%	4%	1%	5%	27%	21%	11%	12%	14%	3%	-%	28%	-%	-%	-%	-%	26%	13%	5%	20%	11%	-%	17%	5%	1%
£100k to less than £250k	79	5	57aEF	62aEF	15ACEF	2	*	1	2	3	27	46	75b	3	*	-	79ACDE	-	-	-	4	5	19dG	7	13	*	13	16 BCDEG	3
	16%	5%	19%	16%	28%	4%	4%	10%	13%	6%	19%	16%	16%	8%	15%	-%	49%	-%	-%	-%	20%	11%	26%	11%	16%	1%	9%	45%	11%
£250k to less than £500k	83	3	63AF	66aF	10AF	6aF	*	*	1	5	31	45	80b	3	-	-	83ACDE	-	-	-	3	7	20Gh	8	14	3	16	4	8
	16%	3%	21%	17%	19%	13%	1%	2%	7%	9%	22%	16%	17%	7%	-%	-%	51%	-%	-%	-%	15%	15%	27%	14%	17%	19%	11%	11%	35%
£500k to less than £1m	33	-	14	14	8	11ABCF	*A	-	1	5	11	16	27	6A	*	-	-	33ABDE	-	-	2	*	6	4	6	1	11	3	*
	7%	-%	5%	4%	15%	24%	5%	-%	6%	10%	8%	6%	6%	15%	2%	-%	-%	60%	-%	-%	8%	1%	8%	7%	8%	4%	7%	8%	1%
£1m to less than £3m	22	4	6	10	-	11	1ABCD	-	1	*	4	17	15	7A	*	-	-	22ABDE	-	-	*	5	3	3	2	2	6	1	*
	4%	3%	2%	2%	-%	27%	13%	-%	5%	*%	3%	6%	3%	17%	8%	-%	-%	40%	-%	-%	2%	10%	4%	4%	3%	13%	4%	2%	2%
£3m to less than £5m	9	-	-	-	5ABC	4ABC	*ABC	-	1	3d	*	4	6	3A	*	-	-	9ABCE	-	-	-	*	4g	3eg	*	*	1	*	1
	2%	-%	-%	-%	9%	9%	6%	-%	9%	6%	*%	2%	1%	7%	3%	-%	-%	75%	-%	-%	-%	*%	5%	5%	*%	1%	*%	*%	3%
£5m to less than £10m	3	-	-	-	-	2aBCd	2ABCDE	-	*	1	*	2	1	1A	*	-	-	-	3ABCE	-	*	1	*	*	*	*	1	*	*
	1%	-%	-%	-%	-%	4%	23%	-%	1%	1%	*%	1%	*%	4%	14%	-%	-%	-%	25%	-%	2%	1%	*%	1%	*%	1%	1%	*%	1%
£10m to less than £25m	1	-	-	-	-	1ABCDE	-	-	*	*	*	1	1	1A	*	-	-	-	1ABCD	*	*	*	*	*	*	-	*	-	-
	*%	-%	-%	-%	-%	20%	-%	-%	*%	*%	*%	*%	*%	2%	6%	-%	-%	-%	46%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%
£25m+	2	-	-	-	1bC	-	1ABCDE	-	-	-	-	2	*	*	1	-	-	-	2ABCD	-	*	*	*	*	1	*	-	-	
	*%	-%	-%	-%	1%	-%	13%	-%	-%	-%	-%	1%	*%	*%	38%	-%	-%	-%	54%	-%	*%	*%	*%	*%	5%	*%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 135 (continuation)

<C1> Which of the following bands best describes your organisation's turnover for the last financial year?

by Crossbreak

Base: All respondents

		PERSONAL PROFILE																														
		COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR										
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other
		(a)	to 4	to 4	(d)	- 49	- 249	than	years	years	years	-19	years	years	(a)	to 5	(c)	£100k	to	to	to	to	imary	ufact	nstru	sale/	tail	ncial	ser	blic	(i)	
		(b)	(c)	(e)	(f)		2	(b)	(c)	years	(d)	(e)		(a)	(b)		(a)	£500k	£3m	£10m	(e)	ustry	(b)	(c)	port/	Comm	vices	(f)	(g)	and		
							years										(a)	(b)	(c)	(d)		(a)	(b)	(c)	unica	tions			ser	vices	(h)	
Unweighted row	502	53	148	201	100	101	100	9	18	33	119	323	385	96	20	131	137	99	44	32	21	45	59	75	84	16	126	53	23			
Total	502	104	294	398	54	43	7	11	16	52	141	282	458	41	3	221	161	55	12	3	20	45	71	62	80	18	149	35	22			
(Don't know / refused)	49	14	25	39	5	5	1	4	*	3	11	31	41	8A	*	-	-	-	-	-	5	3	2	6	7	4	16	5c	*			
	10%	13%	8%	10%	8%	12%	13%	32%	2%	6%	8%	11%	9%	19%	11%	-%	-%	-%	-%	-%	28%	7%	3%	10%	9%	20%	11%	14%	1%			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 135 (continuation)
<C1> Which of the following bands best describes your organisation's turnover for the last financial year?
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	Net: gland (j)	Wales (k)	Scot land (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154
Under £50K	108 22%	1 7%	7 14%	14 37%	6 18%	15 37%	13 26%	17 21%	14 19%	4 9%	92 21%	3 16%	11k 30%	2 19%	36b 30%	73 19%	68 17%	28A 44%	33 15%	71A 27%	45 15%	48A 31%
£50k to less than £75K	50 10%	2 15%	- -	- -	- -	- -	6b 12%	13b 17%	18Bjk 24%	4 9%	44 10%	1b 5%	4b 10%	1B 11%	11 9%	39 10%	31 8%	13a 20%	20 9%	23 9%	36 12%	14 9%
£75k to less than £100k	63 13%	- -	4 7%	- -	- -	- -	5 9%	7 9%	20 27%	18 38%	53 12%	4 21%	4 12%	1 6%	11 9%	52 14%	58b 15%	1 1%	25 12%	33 13%	46 15%	16 11%
£100k to less than £250k	79 16%	2 15%	8 15%	7 18%	5 14%	13 31%	9 19%	9 11%	6 8%	5 12%	64 15%	4h 21%	8h 22%	2 17%	15 12%	64 17%	63 16%	10 16%	45B 21%	31 12%	46 15%	24 15%
£250k to less than £500k	83 16%	1 5%	15hkl 30%	10 27%	6 18%	6 15%	11kl 23%	14 18%	6 8%	5 12%	76 18%	2 9%	3 9%	2 14%	26 22%	56 15%	75B 19%	1 1%	26 12%	51a 20%	54 18%	22 14%
£500k to less than £1m	33 7%	* 2%	1 1%	6 17%	4 11%	- -	2 3%	7 9%	2 3%	6 13%	28 7%	2bhl 12%	1 3%	1b 8%	4 3%	29 8%	31 8%	* %	24B 11%	8 3%	24 8%	8 5%
£1m to less than £3m	22 4%	3 18%	5 10%	- -	* %	2 5%	1 1%	5 6%	3 4%	1 3%	20 5%	* %	1 2%	1fKl 8%	- -	22a 6%	19 5%	2 3%	17B 8%	3 1%	20b 7%	1 1%
£3m to less than £5m	9 2%	- -	* %	- -	- %	4 10%	- -	2 2%	1 2%	1 2%	8 2%	* 1%	* 1%	* 1%	- -	9 2%	7 2%	* %	8B 4%	1 %	8 3%	1 1%
£5m to less than £10m	3 1%	* 2%	* %	* 1%	- %	* 1%	* %	1 1%	* %	* %	2 %	* %	1 2%	* 1%	- -	3 1%	3 1%	- -	2 1%	1 1%	3 1%	* %
£10m to less than £25m	1 %	- -	* %	* %	* %	* 1%	- -	* %	* %	* %	1 %	* %	* %	* 1%	* %	1 %	1 %	- -	1 1%	* %	1 %	1 %
£25m+	2 %	- -	* %	- -	* %	- -	* %	1 1%	* %	* %	1 %	* %	* %	* %	- -	2 %	2 %	- -	2 1%	- -	2 1%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 135 (continuation)

<C1> Which of the following bands best describes your organisation's turnover for the last financial year?

by Crossbreak

Base: All respondents

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	502	17	34	15	18	17	49	44	36	25	255	83	81	83	72	430	430	36	282	193	343	118
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	121	381	391	64	212	258	305	154
(Don't know / refused)	49 10%	5 36%	11 22%	fghj - -%	13 38%	* *%	3 6%	4 5%	4 5%	1 2%	41 10%	3 13%	3 9%	2 13%	18 15%	31 8%	34 9%	9 15%	9 4%	35A 14%	21 7%	19 12%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 135 (continuation)
<C1> Which of the following bands best describes your organisation's turnover for the last financial year?
by Crossbreak
Base: All respondents

CONNECTION PROFILE																															
	Total	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed broadband (e)		Standard lines (a)	NET Mobiles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuit (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	Diff. provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntl calls (a)	Other for re calls (b)	Other pro vider for ntl and calls (c)
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255	
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258	
Under £50K	108	105C	3C	*	-	-	105DFGIK	72dFGI	80dFGI	11fi19%	7FGI22%	*	*	18FGI17%	*	36dFGI20%	24FGI15%	105C22%	7C17%	*	1122%	619%	-	317%	620%	715%	216%	4320%	28%	6324%	
		22%	23%	23%	1%	-%	-%																								
£50k to less than £75K	50	50c	*	-	-	-	50EF	42EF	43EF	11ef	*	-	4abcdE FK19%	11ef	4ef	23EF	12ef	50bC	*	-	7b	-	4	7	*	4	-	15	6	29	
		10%	11%	1%	-%	-%	-%	10%	10%	10%	10%	1%	-%	11%	11%	13%	7%	10%	1%	-%	13%	-%	53%	46%	1%	9%	-%	7%	25%	11%	
£75k to less than £100k	63	58C	5AC	-	-	1	58FG	55FG	55FG	19FGj	7FG	-	*	14FG14%	10ABCFG26%	18fg10%	26FG16%	58C12%	7C18%	-	917%	515%	-	-	*	9B1%	519%	2340%	611%	3413%	
		13%	13%	33%	-%	-%	3%	12%	13%	13%	17%	16%	-%	14%	26%	10%	16%	12%	18%	-%	17%	15%	-%	-%	1%	19%	40%	11%	21%	13%	
£100k to less than £250k	79	74C	1	*	-	4	79fGIK	66fGIK	69fGIK	18fGIK	7fGIK	1	1	12i	1	21gi	12	78c	6	1	4	5	*	1	9C	3	-	29	*	49	
		16%	16%	4%	1%	-%	20%	16%	16%	16%	16%	18%	6%	3%	12%	1%	11%	7%	16%	15%	6%	7%	14%	3%	5%	27%	6%	-%	13%	1%	19%
£250k to less than £500k	83	77bc	*	1	-	4	80EF	77dEF	79dEF	12e	1	1	3Ef	19EF	5e	42aDEF	41aDEFi	80BC	1	1	7	6	*	*	12C	5	2	41	8	33	
		16%	17%	3%	5%	-%	25%	17%	18%	18%	11%	3%	4%	15%	18%	12%	23%	25%	17%	3%	4%	14%	19%	1%	1%	37%	11%	19%	19%	32%	13%
£500k to less than £1m	33	24	3A	4A	*	2	32	32	33	12	6a	5	4	7	3	20	15	29	5a	5Ab	1	3	3	1	2	3	-	9	2	22	
		7%	5%	20%	27%	10%	10%	7%	8%	8%	11%	13%	25%	18%	6%	7%	11%	9%	6%	14%	27%	3%	8%	33%	10%	7%	6%	-%	4%	7%	9%
£1m to less than £3m	22	9	1	6AB	1	5	19	20	21	8	4Abc	7	2	11Abc	9	9	16Abc	17	4a	6AB	6	5	*	1	1	10b	-	14	*	7	
		4%	2%	7%	37%	42%	29%	4%	5%	5%	7%	10%	33%	8%	11%	23%	5%	10%	4%	10%	34%	11%	16%	2%	4%	3%	22%	-%	7%	1%	3%
£3m to less than £5m	9	6	*	2Ab	1	1	9	7	9	3	4	2	1	1	*	2	4	9	4A	2A	1	*	-	-	1	1	-	8c	*	2	
		2%	1%	1%	12%	31%	4%	2%	2%	2%	2%	9%	10%	4%	1%	1%	2%	2%	9%	11%	2%	1%	-	-	2%	2%	-%	3%	1%	1%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 135 (continuation)
 <C1> Which of the following bands best describes your organisation's turnover for the last financial year?
 by Crossbreak
 Base: All respondents

CONNECTION PROFILE																														
	Total	MAIN FIXED LINE TYPE					PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private (d)	Fixed broadband (e)	Standard lines (a)	NET Mobiles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 private (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	Software media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	Diff. provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntl calls (a)	Other for re calls (b)	Other pro vider for ntl and calls (c)
Unweighted row	502	388	31	52	7	24	473	422	451	141	89	71	63	121	57	241	198	446	76	68	56	48	12	22	33	61	5	216	28	255
Total	502	452	15	16	2	18	485	419	429	110	41	20	23	104	39	186	165	478	38	19	52	35	8	15	31	46	13	218	26	258
£5m to less than £10m	3	2	*	*	-	*	3	3	3	2	1a	1	1	2	1	2	2	2	1	*	*	1	*	1	*	1	-	1	1	2
	1%	*%	3%	2%	-%	3%	1%	1%	1%	2%	3%	6%	5%	2%	2%	1%	1%	*%	2%	2%	*%	4%	4%	5%	1%	2%	-%	*%	2%	1%
£10m to less than £25m	1	*	*	1A	*	-	1	1	1	1	*	1	1	1	1a	1	1	1	*	1A	*	*	*	*	*	1	-	*	-	1
	*%	*%	1%	3%	12%	-%	*%	*%	*%	1%	1%	4%	3%	1%	2%	1%	1%	*%	1%	4%	1%	1%	2%	1%	*%	2%	-%	*%	-%	*%
£25m+	2	1	*	1A	-	*	2	2	2	1	1abc	1	1	1	1a	1	1	1	1a	1A	*	1	-	1	*	*	-	1	-	1
	*%	*%	*%	4%	-%	1%	*%	*%	*%	*%	2%	3%	6%	1%	2%	1%	*%	*%	2%	3%	1%	3%	-%	6%	1%	1%	-%	*%	-%	*%
(Don't know / refused)	49	46	1	1	*	1	48j	41j	34	15hJ	3	2	4	6	5j	9	12	48	3	2	5	1	*	1	-	2	3	33C	1	15
	10%	10%	4%	8%	6%	6%	10%	10%	8%	13%	8%	8%	18%	6%	12%	5%	7%	10%	9%	8%	9%	2%	2%	6%	-%	5%	25%	15%	4%	6%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 135 (continuation)

<C1> Which of the following bands best describes your organisation's turnover for the last financial year?

by Crossbreak

Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a) (b)	Std lan dline + ISDN LL/ PC Re ntal (a) (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57
Total	502	23	1	308	90	321	447	55
Under £50K	108 22%	3 14%	* 12%	64 21%	10 12%	69a 22%	101a 22%	8 14%
£50k to less than £75K	50 10%	* 2%	- -%	26 8%	13 14%	30 9%	44 10%	6 12%
£75k to less than £100k	63 13%	1 2%	- -%	43a 14%	11 12%	43 13%	48 11%	15aBC 27%
£100k to less than £250k	79 16%	3 11%	* 9%	44 14%	14 15%	51 16%	74 17%	5 9%
£250k to less than £500k	83 16%	1 3%	- -%	59A 19%	22c 24%	53 17%	70 16%	12 23%
£500k to less than £1m	33 7%	4C 16%	- -%	20 7%	7d 7%	25d 8%	33d 7%	* *%
£1m to less than £3m	22 4%	5C 23%	1 66%	15 5%	3 3%	13 4%	16 4%	6abc 11%
£3m to less than £5m	9 2%	2 7%	- -%	8 3%	2 2%	7 2%	9 2%	* *%
£5m to less than £10m	3 1%	* 2%	* 9%	1 *%	1 1%	1 *%	2 *%	1 2%
£10m to less than £25m	1 *%	* 1%	* 4%	* *%	1 1%	1 *%	1 *%	* *%
£25m+	2 *%	1C 4%	- -%	1 *%	* *%	1 *%	2 *%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 135 (continuation)

<C1> Which of the following bands best describes your organisation's turnover for the last financial year?

by Crossbreak

Base: All respondents

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	502	59	5	270	113	314	445	57
Total	502	23	1	308	90	321	447	55
(Don't know / refused)	49 10%	3 13%	- -%	27 9%	7 8%	27 8%	48 11%	2 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 136

<Q4b> Summary table - Thinking about your <Main fixed line>, why do you use a different supplier for your fixed linebroadband, rather than use your fixed voice calls supplier for broadband as well?

by Crossbreak

Base: All using a different supplier for fixed linebroadband and fixed voice calls

		PERSONAL PROFILE																													
		COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR									
		Total	1	2	1 5 - 9	10	50	Less than 2 years (a)	2 - 5 years (b)	5 - 9 years (c)	10 - 19 years (d)	20+ years (e)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ to (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale sale/ port/ Comm unica tions (d)	Retail (e)	Financial Ser vices (f)	Other ser vices (g)	Public admin and ser vices (h)	Other (i)		
			(a)	to 4 (b)	to 4 (c)	(d)	- 49 - 249 (e)		(f)	(b)	(c)	(d)	(e)	(a)	(b)	(c)	(a)	(b)	(c)	(d)	(e)	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	
Unweighted row	113	7	31	38	21	29	25	-	1	7	30	75	84	27	2	24	28	26	11	10	4	14	14	18	18	4	27	8	6		
Total	90	9	60	69	8	11	2	-	*	14	33	42	82	8	*	35	36	9	3	1	5	10	11	12	11	1	28	9	5		
Good/better deal overall	20 23%	3 29%	15 26%	18 26%	1 17%	1 7%	*	-	-	4 25%	12E 36%	5 12%	20 24%	1 6%	*	66%	7 21%	12 32%	1 7%	*	*	23%	-	4 40%	1 12%	1 7%	1 6%	-	6 22%	7 76%	1 18%
Capacity/speed issues	16 17%	4 50%	10 16%	14 20%	* 1%	1 12%	*	-	-	1 4%	5 16%	10 23%	15 18%	1 8%	-	9 26%	5 14%	* 4%	1 20%	-	-	5 48%	6 53%	* 1%	* 1%	-	5 18%	* 1%	-		
Always used them	12 14%	-	6 10%	6 9%	1 10%	5 48%	*	-	-	-	1 3%	12D 27%	8 10%	4 49%	-	1 4%	4 11%	4 39%	2 56%	31%	-	*	1 10%	2 18%	2 19%	-	2 7%	1 17%	1 3%	66%	
Quality of line / calls	10 11%	-	10 16%	10 14%	* 5%	* 1%	*	-	*	-	5 15%	5 11%	10 13%	-	-	5 14%	5 15%	* 1%	-	*	-	*	5 1%	-	* 1%	* 8%	4 16%	* 1%	-		
Price of overall calls package	7 8%	-	6 11%	6 9%	* 3%	* 1%	*	-	-	3 23%	3 10%	1 2%	7 9%	* 2%	-	3 10%	* 1%	-	* 3%	*	17%	3 70%	4 38%	-	-	-	-	*	-	-	
Price of fixed broadband	5 6%	* 3%	4 6%	4 6%	1 7%	1 6%	*	-	*	1 4%	1 2%	4 9%	5 6%	1 9%	-	1 2%	4 11%	1 6%	-	-	-	* 1%	2 23%	* 12%	1 12%	-	1 3%	* 2%	1 10%		
Can't get broadband from voice call supplier	5 5%	1 6%	2 3%	3 4%	* 6%	2 14%	*	-	-	-	* 1%	4 10%	5 6%	* 1%	-	1 1%	2 6%	2 23%	* 1%	-	-	-	* 1%	3 22%	* 1%	* 47%	-	1 17%	* 3%		
Quality of customer service	3 3%	-	* *	* *	1 19%	1 8%	*	-	-	-	1 2%	2 5%	2 3%	1 9%	-	-	2 5%	1 14%	* 2%	-	-	* 1%	* 1%	1 8%	* 2%	-	1 5%	* 1%	* 1%		
Well-known and trusted brand	3 3%	-	1 1%	1 1%	1 16%	1 5%	-	-	-	-	2 5%	1 2%	3 3%	-	-	-	1 3%	1 6%	-	-	1 24%	-	1 8%	-	1 5%	* 13%	-	-	-		
Didn't know I could switch my broadband to the same supplier	* *	-	-	-	-	* *	*	-	-	-	-	*	* *	* *	-	-	-	-	*	-	-	-	*	-	-	-	* *	-	-		
	95	1%	1%	1%	1%	2%	6%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 136 (continuation)

<Q4b> Summary table - Thinking about your <Main fixed line>, why do you use a different supplier for your fixed linebroadband, rather than use your fixed voice calls supplier for broadband as well?

by Crossbreak

Base: All using a different supplier for fixed linebroadband and fixed voice calls

	PERSONAL PROFILE																														
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR										
	Total	1 (a)	2 to 4 (b)	5 to 4 (c)	9 (d)	10 - 49 (e)	50 - 249 (f)	Less than 2 years (a)	2 (b)	5 (c)	6 - 9 (d)	10 - 19 years (e)	20+ years (e)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ to (e)	Pr mary ind ustry (a)	Man ufac turing (b)	Co nstru ction (c)	Whole sale/ Trans port/ Comm unica tions (d)	Re tail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Pub lic admin and ser vices (h)	Other (i)	
Unweighted row	113	7	31	38	21	29	25	-	1	7	30	75	84	27	2	24	28	26	11	10	4	14	14	18	18	4	27	8	6		
Total	90	9	60	69	8	11	2	-	*	14	33	42	82	8	*	35	36	9	3	1	5	10	11	12	11	1	28	9	5		
Prefer to have more than one company	4 4%	- -%	4 6%	4 5%	* 2%	* 2%	* 4%	- -%	- -%	- -%	4e 11%	* 1%	4 5%	* 3%	- -%	- -%	4 10%	- -%	- -%	* 10%	- -%	- -%	- -%	4 32%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%
Offers a TV package	6 6%	- -%	5 9%	5 8%	* 5%	- -%	- -%	- -%	- -%	5 37%	* 1%	- -%	5 7%	* 4%	- -%	6 16%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 42%	- -%	1 3%	* 4%	- -%	- -%	
Offers a better service / connection	7 7%	- -%	5 9%	5 8%	* 3%	1 7%	* 17%	- -%	- -%	1 6%	1 2%	5 12%	6 7%	1 11%	- -%	5 15%	- -%	1 9%	* 6%	* 14%	* 2%	- -%	- -%	- -%	1 8%	* 1%	* 32%	5 19%	- -%	- -%	
Not involved in initial setup	1 1%	- -%	1 1%	1 1%	- -%	* 1%	* 5%	- -%	- -%	- -%	- -%	1 2%	1 1%	- -%	* 34%	1 2%	- -%	- -%	* 1%	* 7%	- -%	- -%	* %	- -%	- -%	- -%	- -%	1 2%	* 1%	* 3%	
Too difficult / time-consuming/ expensive to switch	5 6%	1 9%	4 7%	5 7%	- -%	* 1%	- -%	- -%	- -%	- -%	3 9%	2 5%	5 6%	* 2%	- -%	1 2%	4 12%	* 2%	- -%	- -%	- -%	- -%	- -%	2 17%	1 8%	- -%	2 8%	- -%	- -%	- -%	
Recommended by someone else	3 3%	- -%	2 3%	2 3%	* 4%	1 5%	- -%	- -%	- -%	- -%	1 2%	2 6%	2 3%	1 6%	- -%	* 1%	2 6%	1 6%	- -%	- -%	- -%	* 4%	2 19%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	
Other (Specify)	7 7%	* 3%	5 8%	5 8%	1 14%	* 1%	* 2%	- -%	- -%	4 31%	1 3%	1 2%	6 8%	* %	- -%	5 14%	1 1%	1 14%	- -%	* 4%	- -%	1 5%	- -%	1 11%	* 2%	- -%	4 16%	- -%	- -%	- -%	
None of the above	5 5%	- -%	4 7%	4 6%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	5d 11%	5 6%	- -%	- -%	4 13%	- -%	* 2%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	4 16%	- -%	- -%	- -%	
Net - Price	13 14%	* 3%	10 17%	11 15%	1 10%	1 8%	* 19%	- -%	* 100%	4 27%	4 11%	5 11%	12 14%	1 11%	- -%	4 12%	4 11%	1 6%	* 3%	* 17%	3 70%	4 38%	2 23%	* 2%	1 12%	- -%	1 4%	* 2%	1 10%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 136 (continuation)

<Q4b> Summary table - Thinking about your <Main fixed line>, why do you use a different supplier for your fixed linebroadband, rather than use your fixed voice calls supplier for broadband as well?
by Crossbreak

Base: All using a different supplier for fixed linebroadband and fixed voice calls

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	South East (h)	South West (i)	North East (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Elsewhere (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)
Unweighted row	113	2	1	3	4	4	11	8	9	6	48	24	20	21	16	97	97	6	67	43	77	29
Total	90	1	4	7	4	10	10	12	24	3	74	6	8	3	25	65	75	3	37	52	54	31
Good/better deal overall	20 23%	- -%	- -%	- -%	* 2%	6 63%	2 25%	7 57%	- -%	* 9%	16 21%	1 21%	3 34%	1 28%	5 20%	16 24%	19 26%	* 6%	11 31%	9 18%	9 17%	11 35%
Capacity/speed issues	16 17%	- -%	- -%	5 76%	- -%	- -%	- -%	1 10%	9 37%	- -%	15 21%	* 3%	- -%	* 6%	5 21%	10 16%	16 21%	- -%	5 13%	10 20%	15 28%	* -%
Always used them	12 14%	- -%	- -%	1 22%	- -%	4 37%	1 7%	3 28%	- -%	- -%	9 13%	1 22%	1 14%	1 26%	* 1%	12 19%	7 9%	2 69%	8 21%	5 9%	7 14%	5 16%
Quality of line / calls	10 11%	* 50%	- -%	5 76%	- -%	- -%	* 1%	* 1%	5 19%	- -%	10 14%	- -%	- -%	* 3%	5 20%	5 8%	10 14%	- -%	5 13%	6 11%	10 18%	1 2%
Price of overall calls package	7 8%	- -%	- -%	- -%	3 82%	- -%	- -%	3 29%	- -%	* 3%	7 9%	* 4%	* 4%	- -%	3 13%	4 6%	4 5%	- -%	1 2%	6a 13%	4 7%	3 11%
Price of fixed broadband	5 6%	* 50%	- -%	- -%	- -%	- -%	2 21%	- -%	- -%	- -%	2 3%	1 13%	1 19%	1 26%	* 1%	5 8%	5 7%	* 8%	4 10%	2 3%	4 8%	1 2%
Can't get broadband from voice call supplier	5 5%	- -%	- -%	1 22%	- -%	- -%	2 25%	- -%	- -%	- -%	4 5%	1 13%	- -%	* 3%	2 8%	3 4%	4 6%	- -%	2 5%	3 5%	2 3%	3 9%
Quality of customer service	3 3%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	2 6%	1 22%	2 3%	- -%	* 3%	* 7%	* 1%	3 4%	3 4%	- -%	1 3%	2 3%	1 2%	* 1%
Well-known and trusted brand	3 3%	- -%	- -%	- -%	1 14%	- -%	- -%	- -%	- -%	1 34%	2 2%	- -%	1 11%	* 3%	1 4%	1 2%	3 3%	- -%	1 1%	2 4%	2 3%	1 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 136 (continuation)

<Q4b> Summary table - Thinking about your <Main fixed line>, why do you use a different supplier for your fixed linebroadband, rather than use your fixed voice calls supplier for broadband as well?
by Crossbreak

Base: All using a different supplier for fixed linebroadband and fixed voice calls

		LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON			
	Total	NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid (e)	W (f)	Mid (g)	East (h)	Lo ndon (i)	SE (j)	SW (k)	Net: En gland (l)	Wales (m)	Sco tland (n)	Nor thern Ireland (o)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	113	2	1	3	4	4	11	8	9	6	48	24	20	21	16	97	97	6	67	43	77	29		
Total	90	1	4	7	4	10	10	12	24	3	74	6	8	3	25	65	75	3	37	52	54	31		
Didn't know I could switch my broadband to the same supplier	* %	- %	- %	- %	- %	- %	- %	- %	* %	- %	* %	- %	* %	- %	* %	* %	- %	* %	* %	* %	* %	* %	* %	
Prefer to have more than one company	4 4%	- %	4 100%	- %	* 2%	- %	- %	- %	- %	- %	4 5%	* 3%	* 3%	- %	4 14%	* 1%	4 5%	- %	4b 10%	* %	4 7%	- %		
Offers a TV package	6 6%	* 50%	- %	- %	- %	- %	- %	- %	4 19%	- %	5 7%	- %	1 11%	- %	* 1%	5 8%	6 8%	- %	1 2%	5 9%	1 2%	5 15%		
Offers a better service / connection	7 7%	- %	- %	* 2%	* 2%	- %	- %	- %	5 19%	1 22%	5 7%	- %	1 14%	* 4%	- %	7 10%	6 8%	* 9%	7B 18%	- %	7 12%	- %		
Not involved in initial setup	1 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 13%	* 1%	- %	- %	1 1%	1 1%	- %	1 2%	* %	1 1%	- %	
Too difficult / time-consuming/ expensive to switch	5 6%	- %	- %	- %	- %	- %	4 42%	- %	- %	- %	4 6%	* 3%	1 11%	- %	4 17%	1 2%	5 7%	- %	* %	5a 10%	1 2%	2 7%		
Recommended by someone else	3 3%	- %	- %	- %	- %	- %	2 25%	1 5%	- %	- %	3 4%	- %	- %	- %	- %	3 5%	3 4%	- %	2 6%	* 1%	3 5%	- %		
Other (Specify)	7 7%	- %	- %	- %	- %	- %	- %	- %	4 19%	1 34%	6 8%	1 12%	- %	* 8%	5 20%	2 2%	2 3%	- %	2 4%	5 10%	* 1%	6 19%		
None of the above	5 5%	- %	- %	- %	- %	- %	- %	- %	4 19%	- %	4 6%	* 3%	- %	- %	- %	5 7%	4 6%	- %	* %	4 9%	4 8%	* 1%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 136 (continuation)

<Q4b> Summary table - Thinking about your <Main fixed line>, why do you use a different supplier for your fixed linebroadband, rather than use your fixed voice calls supplier for broadband as well?
by Crossbreak

Base: All using a different supplier for fixed linebroadband and fixed voice calls

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE	NW	Yo rks/	E	Mid	W	Mid	East	Lo	SE	SW	Net:	Wales	Sco	Nor	Home	Else	Agree	Dis	Agree	Dis	Agree	Dis
		(a)	(b)	Hu	(d)	(e)	(f)	ndon	(g)	(h)	(i)	En	(j)	(k)	otland	thern	based	where	(a)	agree	(a)	agree	(a)	agree
				mber											(l)	Ir		(b)		(b)		(b)		(b)
				(c)												(m)								
Unweighted row	113	2	1	3	4	4	11	8	9	6	48	24	20	21	16	97	97	6	67	43	77	29		
Total	90	1	4	7	4	10	10	12	24	3	74	6	8	3	25	65	75	3	37	52	54	31		
Net - Price	13 14%	* 50%	- -%	- -%	3 82%	- -%	2 21%	3 29%	- -%	* 3%	9 12%	1 17%	2 23%	1 26%	4 14%	9 14%	9 12%	* 8%	4 12%	8 16%	8 15%	4 13%		

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Table 136 (continuation)
 <Q4b> Summary table - Thinking about your <Main fixed line>, why do you use a different supplier for your fixed linebroadband, rather than use your fixed voice calls supplier for broadband as well?
 by Crossbreak
 Base: All using a different supplier for fixed linebroadband and fixed voice calls

CONNECTION PROFILE																															
	MAIN FIXED LINE TYPE						PRODUCTS USED										FIXED LINES USED FOR VOICE CALLS OUT				VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuits (d)	Fixed broadband (e)	Standard lines (a)	NET biles (b)	Fixed broadband (c)	Mobile broadband (d)	ISDN 2/2e (e)	ISDN 30 line (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	So media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	113	79	17	17	-	-	101	104	113	34	27	22	15	26	22	73	52	89	26	21	8	13	3	3	6	17	-	26	15	71	
Total	90	75	8	7	-	-	82	83	90	18	13	9	9	16	9	49	44	79	13	9	1	9	2	*	5	10	-	22	18	50	
Good/better deal overall	20 23%	19 26%	1 9%	* 4%	- -%	- -%	20k 25%	17k 21%	20k 23%	7bK 39%	1 7%	* 4%	* 3%	1 4%	* 4%	11k 23%	4 8%	20 25%	1 7%	* 4%	* 14%	* 5%	- -%	* 91%	- -%	* 3%	- -%	5 20%	7 37%	9 19%	
Capacity/speed issues	16 17%	15 20%	* 2%	1 8%	- -%	- -%	15 18%	16 19%	16 17%	1 7%	* 1%	1 12%	1 12%	1 7%	1 6%	10 20%	6 14%	15 19%	* 1%	1 6%	* 7%	1 6%	- -%	- -%	- -%	1 11%	- -%	5 21%	1 3%	10 21%	
Always used them	12 14%	7 9%	* 2%	5 73%	- -%	- -%	11 13%	12 15%	12 14%	3 16%	3 23%	5 55%	3 36%	* 2%	* 3%	12 24%	10 23%	9 11%	3 23%	5 59%	- -%	* 4%	- -%	- -%	- -%	* 3%	- -%	3 13%	1 3%	9 18%	
Quality of line / calls	10 11%	10 13%	* 1%	* 1%	- -%	- -%	10d 12%	10d 12%	10 11%	* %	* 1%	* 2%	* 2%	* 1%	* 1%	5 10%	5 12%	10 13%	* 1%	* 2%	* 7%	* 1%	- -%	- -%	- -%	* 1%	- -%	* %	* 2%	10 20%	
Price of overall calls package	7 8%	7 9%	- -%	* 3%	- -%	- -%	7 9%	4 5%	7 8%	* %	* %	* 2%	3 36%	* 1%	* 2%	4 8%	4 8%	7 9%	* %	* 3%	- -%	* 1%	* 4%	- -%	- -%	* 1%	- -%	7 29%	* 1%	* 1%	
Price of fixed broadband	5 6%	5 7%	* 3%	* 2%	- -%	- -%	5 7%	5 6%	5 6%	4abCK 20%	* 3%	1 11%	* 2%	* %	* %	4 8%	1 2%	5 7%	* 2%	1 12%	* 4%	- -%	- -%	- -%	- -%	* %	- -%	1 4%	* 2%	4 8%	
Can't get broadband from voice call supplier	5 5%	3 4%	* 1%	2 26%	- -%	- -%	4 5%	5 6%	5 5%	1 4%	* %	2 20%	- -%	- -%	- -%	2 3%	2 4%	3 4%	* %	2 21%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	2 11%	2 4%	
Quality of customer service	3 3%	2 2%	1 13%	- -%	- -%	- -%	3 3%	1 2%	3 3%	1 4%	1 8%	1 8%	1 9%	1 5%	1 8%	1 2%	1 2%	2 3%	1 8%	1 8%	* 12%	- -%	1 38%	- -%	- -%	1 8%	- -%	1 2%	- -%	2 5%	
Well-known and trusted brand	3 3%	3 3%	- -%	- -%	- -%	- -%	3 3%	3 3%	3 3%	- -%	1 4%	- -%	- -%	- -%	- -%	2 5%	2 6%	3 3%	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	* 1%	2 3%	
Didn't know I could switch my broadband to the same supplier	* %	* %	* 1%	- -%	- -%	- -%	* %	* %	* %	* 1%	* 1%	- -%	- -%	* 1%	- -%	* %	* %	* %	* 1%	- -%	- -%	* 1%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	* 1%	* %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 136 (continuation)

<Q4b> Summary table - Thinking about your <Main fixed line>, why do you use a different supplier for your fixed linebroadband, rather than use your fixed voice calls supplier for broadband as well?
by Crossbreak

Base: All using a different supplier for fixed linebroadband and fixed voice calls

CONNECTION PROFILE																														
	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed broadband (e)	Standard land lines (a)	NET biles (b)	Fixed broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuit (g)	VoIP (h)	Video conferencing (i)	So co nfere ncing (j)	Cloud media based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other re vider and calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	113	79	17	17	-	-	101	104	113	34	27	22	15	26	22	73	52	89	26	21	8	13	3	3	6	17	-	26	15	71
Total	90	75	8	7	-	-	82	83	90	18	13	9	9	16	9	49	44	79	13	9	1	9	2	*	5	10	-	22	18	50
Prefer to have more than one company	4 4%	4 5%	- -%	* 1%	- -%	- -%	4 5%	4 5%	4 4%	* 1%	- -%	* 1%	* 1%	4 23%	4 41%	4 8%	4 9%	4 5%	- -%	* 1%	- -%	* 2%	- -%	- -%	4 71%	- -%	- -%	4 16%	- -%	* 1%
Offers a TV package	6 6%	6 8%	- -%	- -%	- -%	- -%	6 7%	6 7%	6 6%	* 2%	1 7%	- -%	- -%	* 2%	1 9%	1 2%	- -%	6 7%	1 7%	- -%	* 34%	- -%	- -%	- -%	- -%	* 3%	- -%	1 5%	- -%	4 9%
Offers a better service / connection	7 7%	5 7%	1 11%	* 5%	- -%	- -%	6 8%	6 8%	7 7%	1 5%	2 13%	1 12%	1 8%	1 5%	2 18%	7k 13%	1 2%	5 7%	2 14%	1 13%	* 3%	* 1%	1 38%	* 9%	* 1%	1 7%	- -%	1 4%	- -%	6 12%
Not involved in initial setup	1 1%	1 1%	* 1%	- -%	- -%	- -%	1 1%	1 1%	1 1%	* 1%	* 1%	* 1%	* 1%	* 1%	* 2%	1 2%	* 1%	1 1%	* 1%	* 1%	* 15%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	1 2%
Too difficult / time-consuming/ expensive to switch	5 6%	5 7%	* 2%	- -%	- -%	- -%	5 6%	4 5%	5 6%	- -%	* 1%	- -%	- -%	2 13%	* 2%	3 6%	2 5%	5 6%	* 1%	- -%	- -%	2 23%	- -%	- -%	- -%	2 20%	- -%	- -%	4 23%	1 2%
Recommended by someone else	3 3%	3 3%	* 4%	- -%	- -%	- -%	3 4%	3 4%	3 3%	3abck 14%	* 3%	- -%	- -%	1 3%	1 6%	3 6%	1 2%	3 3%	* 3%	- -%	- -%	1 6%	- -%	- -%	- -%	1 5%	- -%	1 2%	- -%	2 5%
Other (Specify)	7 7%	5 7%	1 13%	* 1%	- -%	- -%	6j 8%	7j 8%	7j 7%	* 1%	1 9%	* 1%	* 1%	6 37%	1 15%	* 1%	6J 13%	6 8%	1 9%	* 1%	* 26%	4 50%	1 58%	* 9%	1 26%	4 43%	- -%	- -%	6 31%	1 2%
None of the above	5 5%	* 1%	4 54%	- -%	- -%	- -%	* 1%	5a 6%	5a 5%	- -%	4 35%	- -%	- -%	- -%	- -%	* 1%	4Aj 10%	* 1%	4 35%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	4 9%
Net - Price	13 14%	12 16%	* 3%	* 6%	- -%	- -%	13 15%	9 11%	13 14%	4 21%	* 4%	1 13%	3 38%	* 1%	* 3%	8 16%	4 10%	12 16%	2 14%	1 14%	* 4%	* 1%	* 4%	- -%	- -%	* 2%	- -%	7 33%	1 3%	5 9%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 136 (continuation)

<Q4b> Summary table - Thinking about your <Main fixed line>, why do you use a different supplier for your fixed linebroadband, rather than use your fixed voice calls supplier for broadband as well?
by Crossbreak

Base: All using a different supplier for fixed linebroadband and fixed voice calls

	Total	BUNDLING			SAME VS DIFFERENT			
		Std lan dline + ISDN Re + ntal (a)	Std lan dline + BB (c)	Std lan dline + PC Re ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	113	7	-	11	113	-	93	20
Total	90	2	-	8	90	-	64	26
Good/better deal overall	20 23%	* 7%	- -%	* 5%	20 23%	- -%	14 22%	7 26%
Capacity/speed issues	16 17%	- -%	- -%	- -%	16 17%	- -%	15 23%	1 2%
Always used them	12 14%	* 12%	- -%	2 30%	12 14%	- -%	9 13%	4 15%
Quality of line / calls	10 11%	- -%	- -%	* 5%	10 11%	- -%	10 15%	* 1%
Price of overall calls package	7 8%	- -%	- -%	* 3%	7 8%	- -%	7 10%	* 2%
Price of fixed broadband	5 6%	* 13%	- -%	* 5%	5 6%	- -%	4 7%	1 5%
Can't get broadband from voice call supplier	5 5%	- -%	- -%	2 27%	5 5%	- -%	3 4%	2 8%
Quality of customer service	3 3%	- -%	- -%	* 3%	3 3%	- -%	3 4%	* *%
Well-known and trusted brand	3 3%	1 22%	- -%	* 1%	3 3%	- -%	2 4%	* *%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 136 (continuation)

<Q4b> Summary table - Thinking about your <Main fixed line>, why do you use a different supplier for your fixed linebroadband, rather than use your fixed voice calls supplier for broadband as well?
by Crossbreak

Base: All using a different supplier for fixed linebroadband and fixed voice calls

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	113	7	-	11	113	-	93	20
Total	90	2	-	8	90	-	64	26
Didn't know I could switch my broadband to the same supplier	* *%	- -%	- -%	* 3%	* *%	- -%	* *%	* 1%
Prefer to have more than one company	4 4%	* 3%	- -%	- -%	4 4%	- -%	4 6%	- -%
Offers a TV package	6 6%	- -%	- -%	- -%	6 6%	- -%	6 9%	- -%
Offers a better service / connection	7 7%	- -%	- -%	- -%	7 7%	- -%	7 10%	- -%
Not involved in initial setup	1 1%	- -%	- -%	- -%	1 1%	- -%	1 1%	- -%
Too difficult / time-consuming/ expensive to switch	5 6%	- -%	- -%	4 53%	5 6%	- -%	1 2%	4 16%
Recommended by someone else	3 3%	- -%	- -%	- -%	3 3%	- -%	3 5%	- -%
Other (Specify)	7 7%	1 46%	- -%	- -%	7 7%	- -%	2 3%	4 17%
None of the above	5 5%	- -%	- -%	- -%	5c 5%	- -%	* *%	4 17%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 136 (continuation)

<Q4b> Summary table - Thinking about your <Main fixed line>, why do you use a different supplier for your fixed linebroadband, rather than use your fixed voice calls supplier for broadband as well?
by Crossbreak

Base: All using a different supplier for fixed linebroadband and fixed voice calls

	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	113	7	-	11	113	-	93	20
Total	90	2	-	8	90	-	64	26
Net - Price	13 14%	* 13%	- -%	1 8%	13 14%	- -%	11 17%	2 6%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 137
 <Q4c> Summary table - Thinking about your fixed line, why do you use the SAME supplier for your fixed voice calls and your line rental?
 by Crossbreak
 Base: All using the same supplier for fixed voice calls and line rental

	PERSONAL PROFILE																														
	Total	COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR									
		1	2	1 5	9	10	50	Less than 2 years	2 - 5 years	6 - 9 years	10 - 19 years	20+ years	1	2	5+	Under £100k	£100k to £500k	£500k to £3m	£3m to £10m	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/Transport/Communications (d)	Retail (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)		
		(a)	to 4 (b)	to 4 (c)	(d)	- 49 - (e)	249 (f)	(a)	(b)	(c)	(d)	(e)	(a)	to 5 (b)	(c)	(a)	£500k (b)	£3m (c)	£10m (d)												
Unweighted row	445	48	127	175	92	88	90	8	17	31	102	287	344	82	18	115	120	90	37	31	21	40	54	65	79	13	104	50	19		
Total	447	91	260	351	52	39	6	11	16	47	123	250	408	37	2	192	144	49	11	3	20	39	67	52	77	17	122	35	18		
Good/better deal overall	250 56%	47 52%	158d 61%	204d 58%	23 44%	20 51%	3 49%	2 14%	3 18%	29 62%	72 58%	145 58%	225 55%	24 63%	1 35%	117CDE 61%	87CDE 60%	17 35%	2 20%	1 33%	7 33%	19 48%	39 58%	30 57%	36 47%	14 82%	74 61%	26BdE 75%	5 30%		
Too much hassle to change	82 18%	6 7%	57af 22%	64 18%	10a 20%	7a 18%	1 11%	* 4%	2 15%	7 15%	24 19%	48 19%	74 18%	7 20%	* 4%	29 15%	34 24%	10 21%	5AbCe 43%	* 16%	1 6%	1 3%	11b 17%	3 6%	26BcD 33%	* 2%	27BD 22%	8BD 23%	4 21%		
Historical reasons/always used them	80 18%	22 24%	41 16%	63 18%	8 16%	8 19%	1 16%	- -%	2 14%	9 20%	20 16%	48 19%	72 18%	8 20%	* 14%	31 16%	21 15%	11 23%	2 19%	* 11%	1 4%	8 20%	9 13%	6 12%	15 20%	2 13%	20 17%	10d 28%	8 44%		
No reason to change	75 17%	12 13%	49 19%	61 17%	6 11%	8df 21%	1 9%	5 49%	- -%	3 6%	11 9%	56cD 22%	67 17%	7 20%	* 7%	33 17%	26 18%	9 18%	3 23%	* 10%	3 16%	8D 20%	9d 14%	1 1%	18Dh 23%	4 21%	26Dh 21%	2 6%	5 26%		
Calls are provided free as part of a bundled package	32 7%	3 4%	26ef 10%	29f 8%	2 4%	1 2%	* 1%	4 33%	* 1%	8e 16%	8 6%	13 5%	31 8%	1 2%	- -%	13 7%	11 7%	5 10%	* 4%	- -%	2 11%	6E 16%	3 5%	7E 14%	* 1%	- -%	8e 6%	3E 9%	2 13%		
Like to have one bill / all in one place	27 6%	10 11%	14 5%	24 7%	2 3%	1 3%	1de 10%	- -%	4 27%	2 4%	10 8%	11 4%	26 6%	1 3%	* 8%	14 7%	7 5%	1 3%	* 4%	* 8%	4 20%	3 7%	6g 9%	8eGh 16%	4 6%	- -%	2 1%	1 2%	* 1%		
Convenience	26 6%	8 9%	14 5%	22 6%	2 4%	2 5%	1d 10%	- -%	4 27%	- -%	14cE 11%	8 3%	25 6%	1 4%	* 12%	11 6%	8 6%	2 4%	1 9%	* 6%	4 20%	* 1%	2 4%	5g 10%	11bcG 14%	- -%	2 2%	1 3%	* 1%		
Quality of customer service/account management	20 4%	12Bce 13%	4 2%	16 5%	3be 6%	- -%	1BE 9%	- -%	4 28%	4d 8%	1 1%	11 5%	19 5%	1 3%	* 4%	9 5%	1 1%	7ABd 14%	* 2%	*B 9%	1 4%	4ce 9%	* 1%	6CE 11%	1 1%	2 13%	6 5%	1 3%	* 1%		
Well-known and trusted brand	20 4%	1 1%	11 4%	12 3%	5abC 10%	2 4%	* 5%	- -%	- -%	* 1%	4 3%	15 6%	18 5%	1 2%	* 11%	7 4%	10c 7%	* 1%	* 2%	- -%	1 4%	* 1%	- -%	6bCh 12%	5 6%	- -%	7 6%	- -%	* 1%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 137 (continuation)

<Q4c> Summary table - Thinking about your fixed line, why do you use the SAME supplier for your fixed voice calls and your line rental?

by Crossbreak

Base: All using the same supplier for fixed voice calls and line rental

	PERSONAL PROFILE																													
	COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR									
	Total	1 (a)	2 to 4 (b)	5 to 9 (c)	10 - 49 (d)	50 - 249 (e)	Less than 2 years (a)	2 - 5 years (b)	6 - 9 years (c)	10 - 19 years (d)	20+ years (e)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail trade/ port/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)		
Unweighted row	445	48	127	175	92	88	90	8	17	31	102	287	344	82	18	115	120	90	37	31	21	40	54	65	79	13	104	50	19	
Total	447	91	260	351	52	39	6	11	16	47	123	250	408	37	2	192	144	49	11	3	20	39	67	52	77	17	122	35	18	
Wasn't around when original decision was made	19 4%	4 4%	10 4%	14 4%	1 2%	3 9%	1BCD 12%	- %	3 20%	- %	1 1%	15d 6%	16 4%	3 8%	* 7%	15B 8%	* %	1 1%	2aBC 18%	*B 6%	- %	3 8%	1 1%	2 4%	1 2%	- %	10 9%	1 4%	- %	
One point of contact / one supplier	13 3%	5 6%	4 2%	9 3%	1 3%	2 5%	1BCD 12%	- %	5 32%	- %	3 2%	5 2%	12 3%	1 4%	* 5%	8 4%	3 2%	2 4%	* 2%	* 7%	* 1%	* 1%	4 5%	5g 9%	2 3%	- %	2 2%	* 1%	* %	
Reliable / never had any problems	6 1%	- %	4 1%	4 1%	1 3%	1 1%	*A 2%	- %	* %	1 1%	1 %	5 2%	6 1%	- %	* 1%	- %	2 2%	3Ab 6%	- %	*A 4%	- %	- %	- %	2 4%	* 1%	2 13%	1 1%	* 1%	- %	
Quality of line/calls	5 1%	* 1%	1 1%	2 1%	3BC 5%	1 2%	* 1%	* 2%	- %	- %	3 2%	3 1%	4 1%	1 3%	- %	* %	2 2%	* %	- %	- %	- %	* 1%	3 5%	1 1%	* %	- %	1 1%	* %	- %	
Calls and line rental are provided free as part of a bundled package	5 1%	- %	4 2%	4 1%	1 1%	* %	* %	- %	- %	- %	4e 3%	1 %	4 1%	* 1%	- %	- %	4a 3%	* 1%	*A 2%	- %	- %	* %	- %	4ceG 8%	* %	- %	* %	* %	- %	
Other suppliers are more expensive	5 1%	4B 5%	- %	4 1%	- %	* %	- %	- %	- %	- %	4E 4%	* %	5 1%	- %	- %	4 2%	- %	* %	- %	- %	- %	* %	- %	- %	- %	- %	- %	4 4%	- %	- %
No other options / lack of choice	4 1%	- %	2 1%	2 %	2bC 4%	- %	* 1%	- %	1 7%	- %	- %	3 1%	4 1%	- %	- %	- %	2 1%	2A 4%	- %	*A 2%	1 4%	- %	3 4%	* %	- %	- %	* %	- %	- %	
Recommendation	3 1%	- %	2 1%	2 1%	- %	1 2%	- %	- %	- %	- %	1 %	2 1%	2 1%	1 1%	- %	- %	2 1%	1 1%	- %	- %	- %	* %	2 3%	- %	- %	- %	1 %	- %	- %	
Not aware of other suppliers	3 1%	- %	1 %	1 %	1bC 3%	1c 2%	- %	- %	- %	- %	- %	3 1%	2 %	- %	1 32%	1 %	1 %	1 1%	- %	1ABCD 25%	- %	- %	- %	1 2%	- %	1 4%	1 1%	- %	- %	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 137 (continuation)

<Q4c> Summary table - Thinking about your fixed line, why do you use the SAME supplier for your fixed voice calls and your line rental?

by Crossbreak

Base: All using the same supplier for fixed voice calls and line rental

		PERSONAL PROFILE																														
		COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR										
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fin	Other	Pu	Other
		(a)	to 4	to 4	(d)	-	49 -	249 (f)	than 2 years (a)	(b)	(c)	years (d)	(e)	(a)	to 5 (b)	(c)	£100k to £500k (a)	to £3m (b)	£10m to £3m (c)	to £10m+ (d)	(e)	imary ind ustry (a)	ufact ing (b)	nstru ction (c)	sale/ port/ Comm unica tions (d)	tail (e)	ncial vices (f)	ser vices (g)	blic admin and ser vices (h)	(i)		
Total	445	48	127	175	92	88	90	8	17	31	102	287	344	82	18	115	120	90	37	31	21	40	54	65	79	13	104	50	19			
Total	447	91	260	351	52	39	6	11	16	47	123	250	408	37	2	192	144	49	11	3	20	39	67	52	77	17	122	35	18			
Other suppliers have worse customer service	2 %	- %	1 %	1 %	- %	1c 2%	* %	- %	- %	- %	1 %	1 %	2 %	* %	- %	1 %	- %	1 %	* %	- %	- %	* %	- %	1 %	- %	- %	1 %	* %	- %			
Tied in to contract	1 %	* %	1 %	1 %	* %	*ce 2%	- %	- %	- %	- %	1 %	1 %	1 %	- %	- %	* %	1 %	* %	- %	- %	- %	- %	1 %	- %	* %	- %	- %	- %	* %	* %		
Other supplies have worse line/call quality	1 %	- %	- %	- %	- %	1BC 2%	- %	- %	- %	- %	- %	1 %	1 %	- %	- %	- %	- %	1a 2%	- %	- %	- %	- %	- %	- %	* %	- %	1 %	- %	- %			
Generally happy with overall service	* %	- %	- %	- %	*c 1%	- %	- %	- %	- %	- %	- %	* %	* %	* %	- %	- %	* %	- %	- %	- %	- %	* %	* %	- %	* %	- %	- %	- %	- %	- %		
Other (Specify)	8 2%	3 3%	1 %	4 1%	4BCe 7%	- %	* 1%	- %	* 3%	1 1%	1 1%	6 2%	7 2%	1 2%	- %	3 1%	1 1%	1 1%	- %	* 2%	1 4%	- %	* 1%	2g 4%	3g 4%	- %	* %	1 2%	1 3%			
None of the above	1 %	- %	- %	- %	* 1%	1bC 1%	- %	- %	- %	- %	- %	1 %	* %	1A 1%	- %	- %	- %	* 1%	- %	- %	* 1%	- %	1 %	- %	- %	* 1%	- %	- %	- %	- %		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 137 (continuation)

<Q4c> Summary table - Thinking about your fixed line, why do you use the SAME supplier for your fixed voice calls and your line rental?

by Crossbreak

Base: All using the same supplier for fixed voice calls and line rental

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	London (h)	SE (i)	SW (j)	Net: England (k)	Wales (l)	Scotland (m)	Northern Ireland (n)	Home based (a)	Elsewhere (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)
Unweighted row	445	16	33	14	17	16	40	37	33	23	229	76	68	72	64	381	382	31	252	169	305	103	
Total	447	15	51	33	34	41	41	66	66	41	386	18	32	11	108	339	353	57	195	223	277	130	
Good/better deal overall	250 56%	6 43%	29 57%	11 33%	12 34%	30 74%	27km 66%	45klm 69%	42 63%	21 50%	222 57%	8 46%	15 47%	5 46%	77B 71%	173 51%	186 53%	43a 75%	107 55%	125 56%	149 54%	70 54%	
Too much hassle to change	82 18%	* 3%	5 9%	13 40%	3 9%	24 59%	5 12%	10 15%	8 13%	6 15%	75m 19%	2 10%	4 13%	1 8%	12 12%	69 20%	62 18%	15 26%	38 20%	41 18%	47 17%	28 21%	
Historical reasons/ always used them	80 18%	3 21%	5 9%	8 26%	13 38%	7 16%	5 13%	5 8%	18gl 28%	5 13%	70 18%	4bg1 24%	3 10%	3bg1 23%	19 17%	61 18%	72 20%	5 9%	30 15%	39 18%	48 17%	27 21%	
No reason to change	75 17%	* 3%	7 14%	13 40%	6 19%	19 46%	2 6%	13 20%	7 10%	* %	68 18%	2 9%	4 11%	1 11%	12 11%	63 19%	49 14%	15 26%	41 21%	33 15%	46 16%	23 18%	
Calls are provided free as part of a bundled package	32 7%	* 2%	81 15%	- %	3 9%	- %	41 10%	101 15%	1 2%	4 10%	311 8%	11 4%	- %	1L 6%	4 4%	28 8%	28 8%	3 6%	11 6%	18 8%	26 10%	6 4%	
Like to have one bill / all in one place	27 6%	2 16%	8h 15%	- %	- %	- %	5h 13%	3 5%	* %	4 10%	23 6%	1 4%	3h 10%	* 2%	8 7%	19 6%	27 8%	- %	11 6%	17 7%	21 7%	7 5%	
Convenience	26 6%	- %	8ghj 15%	5 16%	- %	- %	3 8%	1 1%	* %	4 10%	21 5%	1gH 7%	3gH 11%	1h 5%	8 7%	18 5%	26 7%	* %	9 5%	17 8%	14 5%	12 9%	
Quality of customer service/ account management	20 4%	2 16%	8fgj 15%	- %	- %	* %	- %	1 1%	2 2%	4 10%	17 4%	1f 5%	2 5%	1F 6%	6 6%	14 4%	18 5%	1 1%	14b 7%	6 3%	13 5%	1 1%	
Well-known and trusted brand	20 4%	* 2%	5g 9%	2 6%	- %	3 6%	2 5%	- %	- %	5 12%	17 4%	1 3%	2gh 6%	1GH 5%	11B 10%	9 3%	19 5%	* 1%	13b 7%	5 2%	15b 5%	1 1%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 137 (continuation)

<Q4c> Summary table - Thinking about your fixed line, why do you use the SAME supplier for your fixed voice calls and your line rental?

by Crossbreak

Base: All using the same supplier for fixed voice calls and line rental

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON		
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (j)	Wales (k)	Scot land (l)	Nor thern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	445	16	33	14	17	16	40	37	33	23	229	76	68	72	64	381	382	31	252	169	305	103	
Total	447	15	51	33	34	41	41	66	66	41	386	18	32	11	108	339	353	57	195	223	277	130	
Wasn't around when original decision was made	19	-	*	*	3	2	*	1	5	4	16	2	1	*	1	18	15	*	13	6	16	3	
	4%	-%	*%	*%	9%	4%	1%	1%	8%	10%	4%	11%	2%	4%	1%	5%	4%	*%	6%	3%	6%	2%	
One point of contact / one supplier	13	-	1	-	-	*	2	*	2	4	9	1	3gJ	1G	2	12	13	*	7	6	9	3	
	3%	-%	1%	-%	-%	*%	5%	*%	3%	10%	2%	4%	9%	6%	1%	3%	4%	*%	4%	3%	3%	2%	
Reliable / never had any problems	6	2	1	-	-	-	*	1	-	-	4	*	1	1Hj	*	5	6	-	5	1	5	*	
	1%	16%	1%	-%	-%	-%	1%	1%	-%	-%	1%	2%	3%	5%	*%	2%	2%	-%	2%	*%	2%	*%	
Quality of line/calls	5	-	-	-	-	2	-	*	-	1	3	1	1	*bfgHJ	1	4	5	-	3	2	4	2	
	1%	-%	-%	-%	-%	6%	-%	*%	-%	2%	1%	5%	3%	4%	1%	1%	1%	-%	1%	1%	1%	1%	
Calls and line rental are provided free as part of a bundled package	5	-	4j	-	-	-	*	-	-	-	4	-	*	1GHJKl	4B	1	5	-	4	1	5	-	
	1%	-%	7%	-%	-%	-%	1%	-%	-%	-%	1%	-%	1%	5%	4%	*%	1%	-%	2%	*%	2%	-%	
Other suppliers are more expensive	5	-	-	-	-	-	-	-	4j	-	4	-	-	*	-	5	5	-	*	4	*	4A	
	1%	-%	-%	-%	-%	-%	-%	-%	7%	-%	1%	-%	-%	1%	-%	1%	1%	-%	*%	2%	*%	3%	
No other options / lack of choice	4	-	-	2	-	-	-	-	-	-	2	*	2ghJ	-	-	4	4	-	2	2	2	2	
	1%	-%	-%	6%	-%	-%	-%	-%	-%	-%	*%	*%	6%	-%	-%	1%	1%	-%	1%	1%	1%	1%	
Recommendation	3	-	-	-	-	-	2j	1	-	-	3	-	-	*	-	3	3	-	2	*	3	-	
	1%	-%	-%	-%	-%	-%	5%	1%	-%	-%	1%	-%	-%	1%	-%	1%	1%	-%	1%	*%	1%	-%	

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Table 137 (continuation)

<Q4c> Summary table - Thinking about your fixed line, why do you use the SAME supplier for your fixed voice calls and your line rental?

by Crossbreak

Base: All using the same supplier for fixed voice calls and line rental

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	West Midlands (e)	East Midlands (f)	London (g)	SE (h)	SW (i)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	445	16	33	14	17	16	40	37	33	23	229	76	68	72	64	381	382	31	252	169	305	103
Total	447	15	51	33	34	41	41	66	66	41	386	18	32	11	108	339	353	57	195	223	277	130
Not aware of other suppliers	3 1%	- -%	1 1%	- -%	- -%	- -%	- -%	1 1%	- -%	1 2%	2 1%	1j 3%	- -%	- -%	- -%	3 1%	3 1%	- -%	1 1%	1 1%	2 1%	1 *%
Other suppliers have worse customer service	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 *%	- -%	1J 3%	* 1%	1 1%	1 *%	2 *%	- -%	1 *%	1 *%	1 *%	- -%
Tied in to contract	1 *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	*J 1%	1J 3%	*J 2%	- -%	1 *%	1 *%	- -%	* *%	1 1%	* *%	* *%
Other supplies have worse line/call quality	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 *%	* 1%	- -%	- -%	* *%	1 *%	1 *%	- -%	1 *%	- -%	1 *%	- -%
Generally happy with overall service	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	*J 2%	- -%	*J 1%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%
Other (Specify)	8 2%	3 18%	1 1%	2 6%	- -%	- -%	- -%	1 1%	- -%	- -%	6 2%	1h 4%	1 3%	- -%	- -%	8 2%	7 2%	1 1%	6 3%	2 1%	5 2%	2 2%
None of the above	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	1 *%	* 1%	- -%	* 1%	- -%	1 *%	1 *%	- -%	* *%	* *%	* *%	* *%

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Table 137 (continuation)

<Q4c> Summary table - Thinking about your fixed line, why do you use the SAME supplier for your fixed voice calls and your line rental?

by Crossbreak

Base: All using the same supplier for fixed voice calls and line rental

	CONNECTION PROFILE																													
																		FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	MAIN FIXED LINE TYPE						PRODUCTS USED																							
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuits (d)	Fixed broadband (e)	Standard lines (a)	NET biles (b)	Fixed broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private circuits (g)	VoIP (h)	Video conferencing (i)	Social media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	Internal / inter-site (a)	External (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other revider and calls (b)	Other provider for ntal and calls (c)
Unweighted row	445	349	27	48	5	16	423	372	402	127	79	61	53	101	48	211	173	399	68	60	52	33	12	21	31	45	4	213	2	229
Total	447	411	10	15	1	10	437	366	387	98	35	17	17	87	33	163	134	430	32	17	51	19	8	15	31	29	12	214	2	231
Good/better deal overall	250	229	7	7	*	7	241GIj	195Gi	217GIj	50g	16	8	6	53eGIj	12	76	78GIj	237	14	8	32	15	1	8	22c	14	9	99	-	151A
	56%	56%	73%	43%	20%	72%	55%	53%	56%	51%	46%	46%	33%	61%	35%	47%	58%	55%	43%	45%	62%	81%	14%	56%	72%	47%	74%	46%	-%	65%
Too much hassle to change	8218%	7719%	18%	214%	--%	216%	81DGI19%	57dGI16%	67DGI17%	78%	4gi12%	2gi12%	*1%	16dGI18%	12%	29DGI18%	18gi13%	7818%	412%	212%	816%	8A43%	--%	*2%	826%	826%	--%	3617%	--%	4620%
Historical reasons/ always used them	80	74	2	2	1	2	79k	64k	74k	27abcEf	3	2	6ABCEf	19ek	10abcEf	32k	14	77	3	2	12B	*	6	2	2	7	8	44	1	34
	18%	18%	18%	12%	55%	17%	18%	17%	19%	28%	10%	13%	34%	22%	31%	20%	11%	18%	11%	11%	24%	2%	77%	17%	7%	23%	63%	21%	63%	15%
No reason to change	75	68	*	5A	-	1	74	55	61	13	5	6ABCDe	3	25ABCDe	4	27	25	72	5	6Ab	11	10A	*	*	14	11	-	33	-	42
	17%	17%	2%	36%	-%	11%	17%	15%	16%	14%	15%	33%	19%	29%	13%	17%	18%	17%	16%	33%	22%	55%	2%	1%	45%	38%	-%	15%	-%	18%
Calls are provided free as part of a bundled package	327%	328%	--%	--%	--%	*3%	32fg7%	29fg8%	32fg8%	67%	3fg9%	--%	--%	45%	4fg11%	19Fg12%	17aFgh12%	32c7%	3c10%	--%	11%	*1%	*4%	16%	4c12%	--%	--%	209%	--%	136%
Like to have one bill / all in one place	27	26	*	*	-	1	27	27	24	16ABCEfG	1	*	*	7	5acefg	17aceg	14e	27	*	*	7	1	-	2	1	4b	-	14	1	13
	6%	6%	4%	2%	-%	7%	6%	7%	6%	16%	2%	2%	2%	8%	14%	11%	10%	6%	2%	2%	13%	4%	-%	16%	2%	15%	-%	6%	37%	6%
Convenience	26	24	*	*	1	1	25	26	21	12aCej	1	*	1	6	5abCefj	9	11	25	1	*	5	1	-	-	1	5	-	8	1	17
	6%	6%	5%	2%	72%	7%	6%	7%	5%	12%	3%	3%	6%	7%	15%	6%	8%	6%	2%	3%	10%	5%	-%	-%	4%	15%	-%	4%	37%	7%

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Table 137 (continuation)

<Q4c> Summary table - Thinking about your fixed line, why do you use the SAME supplier for your fixed voice calls and your line rental?

by Crossbreak

Base: All using the same supplier for fixed voice calls and line rental

	CONNECTION PROFILE																													
																	FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
	MAIN FIXED LINE TYPE						PRODUCTS USED																							
	Total	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Pr ivate cir cuits (d)	Fixed broad band (e)	Sta ndard land lines (a)	NET biles (b)	Fixed broad band (c)	Mo bile broad band (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL pr ivate cir cuits (g)	VoIP (h)	Video confer encing (i)	So cial media (j)	Cloud based (k)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both	Int ernal / inter- site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)
Unweighted row	445	349	27	48	5	16	423	372	402	127	79	61	53	101	48	211	173	399	68	60	52	33	12	21	31	45	4	213	2	229
Total	447	411	10	15	1	10	437	366	387	98	35	17	17	87	33	163	134	430	32	17	51	19	8	15	31	29	12	214	2	231
Quality of customer service/ account management	20	16	*	4A	*	1	20	16	19j	5	3J	4 ABCDE GhJK	*	9abJ	8 ABCDE GhJK	3	9j	20	3	4Ab	8	1	-	*	1	8B	-	9	1	10
	4%	4%	2%	23%	7%	7%	5%	4%	5%	5%	7%	21%	1%	10%	24%	2%	7%	5%	8%	22%	16%	5%	-%	1%	2%	27%	-%	4%	37%	4%
Well-known and trusted brand	20	19	-	*	-	1	20	18	17	2	1	*	*	1	-	3	5	20	1	*	1	*	-	-	1	1	-	15c	-	5
	4%	5%	-%	*%	-%	6%	4%	5%	5%	2%	3%	1%	1%	2%	-%	2%	4%	5%	3%	1%	2%	2%	-%	-%	2%	3%	-%	7%	-%	2%
Wasn't around when original decision was made	19	16	1	2A	-	*	19h	17h	15	3	3	3	1h	*	*	13cHk	4	19	3	2A	*	*	*	-	-	*	-	10	-	9
	4%	4%	6%	14%	-%	1%	4%	5%	4%	3%	9%	15%	3%	*%	*%	8%	3%	4%	9%	13%	*%	*%	1%	-%	-%	1%	-%	5%	-%	4%
One point of contact / one supplier	13	11	1	*	*	*	13	12	13	7aj	2	*	*	5	5	4	8	12	2	*	4	*	*	*	*	4b	-	5	-	9
	3%	3%	13%	2%	17%	2%	3%	3%	3%	7%	5%	2%	2%	6%	15%	2%	6%	3%	5%	2%	9%	1%	2%	*%	1%	15%	-%	2%	-%	4%
Reliable / never had any problems	6	5	-	1a	*	-	6	5	6	1	*	1	*	1	*	2	1	5	*	1ab	1	*	-	*	-	1	-	3	-	2
	1%	1%	-%	5%	7%	-%	1%	1%	1%	1%	*%	5%	1%	1%	1%	1%	1%	1%	*%	5%	1%	*%	-%	*%	-%	2%	-%	2%	-%	1%
Quality of line/calls	5	3	-	-	-	2	5	5	5	1	1	-	-	3	1	4	2	5	1	-	3	*	-	1	-	*	2	5c	-	*
	1%	1%	-%	-%	-%	24%	1%	1%	1%	1%	2%	-%	-%	3%	2%	2%	1%	1%	2%	-%	6%	1%	-%	4%	-%	1%	20%	2%	-%	*

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Table 137 (continuation)

<Q4c> Summary table - Thinking about your fixed line, why do you use the SAME supplier for your fixed voice calls and your line rental?

by Crossbreak

Base: All using the same supplier for fixed voice calls and line rental

	CONNECTION PROFILE																																					
																		FIXED LINES USED FOR VOICE CALLS OUT																		STANDARD LANDLINE SUPPLIER		
	MAIN FIXED LINE TYPE						PRODUCTS USED														VOIP TYPE			VOIP USAGE														
	Total	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuit (d)	Fixed broadband (e)	Standard lines (a)	NET Mo biles (b)	Fixed line broadband (c)	Mo bile broadband (d)	ISDN 2/2e (e)	ISDN 30 ivate (f)	LL pr cir cuits (g)	VoIP (h)	Video co nfere ncing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)								
Unweighted row	445	349	27	48	5	16	423	372	402	127	79	61	53	101	48	211	173	399	68	60	52	33	12	21	31	45	4	213	2	229								
Total	447	411	10	15	1	10	437	366	387	98	35	17	17	87	33	163	134	430	32	17	51	19	8	15	31	29	12	214	2	231								
Calls and line rental are provided free as part of a bundled package	5	5	-	-	-	-	5	5	5	1	*	-	*	4ac	4 ABCDE fgjk	4	4	5	-	-	*	-	-	-	4c	-	-	4	-	*								
	1%	1%	-%	-%	-%	-%	1%	1%	1%	1%	1%	-%	1%	4%	11%	3%	3%	1%	-%	-%	1%	-%	-%	-%	11%	-%	-%	2%	-%	1%								
Other suppliers are more expensive	5	5	-	-	-	-	5	5c	*	-	-	-	-	-	-	-	-	5	-	-	-	-	-	-	-	-	-	-	-	5a								
	1%	1%	-%	-%	-%	-%	1%	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%								
No other options / lack of choice	4	4	-	*	-	-	4	4	4	4abc	*	*	*	1	1	3	3	4	*	*	1	*	-	*	1	-	-	1	-	3								
	1%	1%	-%	1%	-%	-%	1%	1%	1%	4%	1%	1%	1%	1%	3%	2%	2%	1%	1%	1%	2%	1%	-%	1%	3%	-%	1%	-	1%									
Recommendation	3	3	-	-	-	-	3	3	3	3a	-	-	-	1	1	3	1	3	-	-	-	1	-	-	-	1	-	1	-	2								
	1%	1%	-%	-%	-%	-%	1%	1%	1%	3%	-%	-%	-%	1%	2%	2%	1%	1%	-%	-%	-%	3%	-%	-%	-%	2%	-%	1%	-%	1%								
Not aware of other suppliers	3	3	-	-	-	-	3	2	2	-	1	-	1	1	1	1	1	3	1A	-	1	1	-	1	1	-	-	3	-	-								
	1%	1%	-%	-%	-%	-%	1%	1%	1%	-%	4%	-%	4%	2%	2%	1%	1%	1%	4%	-%	1%	4%	-%	5%	2%	-%	-%	1%	-%	-%								
Other suppliers have worse customer service	2	2	-	-	-	-	2	2	2	-	*	-	*	*	-	2	-	2	-	-	*	-	-	-	*	-	-	1	-	1								
	1%	1%	-%	-%	-%	-%	1%	1%	1%	-%	1%	-%	1%	1%	-%	1%	-%	1%	-%	-%	1%	-%	-%	-%	1%	-%	-%	1%	-%	1%								
Tied in to contract	1	1	-	-	-	-	1	1	1	*	-	-	-	1	*	1	1	1	-	-	1	-	-	-	1	*	-	-	-	1								
	1%	1%	-%	-%	-%	-%	1%	1%	1%	1%	-%	-%	-%	1%	1%	1%	1%	1%	-%	-%	2%	-%	-%	-%	3%	1%	-%	-%	-%	1%								
Other supplies have worse line/call quality	1	1	-	-	-	-	1	1	1	*	-	-	-	-	-	1	*	1	-	-	-	-	-	-	-	-	-	1	-	-								
	1%	1%	-%	-%	-%	-%	1%	1%	1%	1%	-%	-%	-%	-%	-%	1%	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%								

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Table 137 (continuation)

<Q4c> Summary table - Thinking about your fixed line, why do you use the SAME supplier for your fixed voice calls and your line rental?

by Crossbreak

Base: All using the same supplier for fixed voice calls and line rental

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuit (d)	Fixed Broadband (e)		Standard landlines (a)	NET Mobiles (b)	Fixed Broadband (c)	Mo- bile Broadband (d)	ISDN 2/2E (e)	ISDN 30 / Private circuit (f)	LL Private circuit (g)	VoIP (h)	Video Conferencing (i)	So- cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	Inter- site (a)	Ext ernal (b)	Both (c)	Ne- ither (d)	BT for rental calls (a)	Other for calls (b)	Other for rental calls (c)
Unweighted row	445	349	27	48	5	16	423	372	402	127	79	61	53	101	48	211	173	399	68	60	52	33	12	21	31	45	4	213	2	229
Total	447	411	10	15	1	10	437	366	387	98	35	17	17	87	33	163	134	430	32	17	51	19	8	15	31	29	12	214	2	231
Generally happy with overall service	* %	* %	- -%	- -%	- -%	- -%	* %	* %	* %	* %	- -%	- -%	- -%	- -%	- -%	* %	- -%	* %	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* %	- -%	* %
Other (Specify)	8 2%	6 2%	- -%	- -%	* 7%	1 10%	8 2%	7 2%	8 2%	1 1%	1 2%	* %	* %	1 1%	* %	4 3%	3 2%	8 2%	1 2%	* %	* 1%	1 4%	- -%	- -%	1 2%	* 1%	- -%	3 1%	1 37%	4 2%
None of the above	1 *%	* %	- -%	1A 4%	- -%	- -%	* %	1 *%	1 *%	1 1%	- -%	1 3%	1 3%	1 1%	- -%	* %	- -%	* %	- -%	1A 3%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	* %	- -%	1 *%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 137 (continuation)

<Q4c> Summary table - Thinking about your fixed line, why do you use the SAME supplier for your fixed voice calls and your line rental?

by Crossbreak

Base: All using the same supplier for fixed voice calls and line rental

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN PC (a)	Std lan dline + BB (b)	Std lan dline + BB (c)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	445	56	5	257	93	293	445	-
Total	447	23	1	296	64	312	447	-
Good/better deal overall	250 56%	8 36%	1 79%	158a 53%	40 62%	169 54%	250 56%	- -%
Too much hassle to change	82 18%	2 10%	- -%	53 18%	5 7%	61A 20%	82A 18%	- -%
Historical reasons/ always used them	80 18%	2 11%	- -%	50 17%	22BC 34%	50 16%	80 18%	- -%
No reason to change	75 17%	4 18%	- -%	48 16%	7 11%	53 17%	75 17%	- -%
Calls are provided free as part of a bundled package	32 7%	3 14%	- -%	28 10%	4 6%	28 9%	32 7%	- -%
Like to have one bill / all in one place	27 6%	* 1%	* 12%	22 7%	1 1%	22a 7%	27 6%	- -%
Convenience	26 6%	* 1%	* 12%	18 6%	* 1%	20a 6%	26a 6%	- -%
Quality of customer service/ account management	20 4%	6C 26%	- -%	18 6%	1 1%	18 6%	20 4%	- -%
Well-known and trusted brand	20 4%	1 4%	- -%	17 6%	- -%	17a 5%	20a 4%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 137 (continuation)

<Q4c> Summary table - Thinking about your fixed line, why do you use the SAME supplier for your fixed voice calls and your line rental?

by Crossbreak

Base: All using the same supplier for fixed voice calls and line rental

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	445	56	5	257	93	293	445	-
Total	447	23	1	296	64	312	447	-
Wasn't around when original decision was made	19 4%	1 3%	* 9%	9 3%	7BC 11%	7 2%	19 4%	- -%
One point of contact / one supplier	13 3%	* 1%	- -%	11 4%	* *%	13 4%	13 3%	- -%
Reliable / never had any problems	6 1%	* *%	- -%	5 2%	* *%	5 2%	6 1%	- -%
Quality of line/calls	5 1%	1 2%	- -%	4 1%	1 2%	1 *%	5 1%	- -%
Calls and line rental are provided free as part of a bundled package	5 1%	- -%	- -%	1 *%	4BC 6%	1 *%	5 1%	- -%
Other suppliers are more expensive	5 1%	- -%	- -%	- -%	* *%	- -%	5 1%	- -%
No other options / lack of choice	4 1%	* 1%	- -%	4 1%	- -%	4 1%	4 1%	- -%
Recommendation	3 1%	- -%	- -%	* *%	3BC 4%	* *%	3 1%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 137 (continuation)

<Q4c> Summary table - Thinking about your fixed line, why do you use the SAME supplier for your fixed voice calls and your line rental?

by Crossbreak

Base: All using the same supplier for fixed voice calls and line rental

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN PC Re ntal (b)	Std lan dline + BB (c)		Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice and fixed BB supp liers (b)	Same fixed voice and fixed line re ntal supp liers (c)	Diff erent fixed voice calls and fixed line re ntal supp liers (d)
Unweighted row	445	56	5	257	93	293	445	-
Total	447	23	1	296	64	312	447	-
Not aware of other suppliers	3 1%	1C 6%	- -%	2 1%	- -%	2 1%	3 1%	- -%
Other suppliers have worse customer service	2 *%	- -%	- -%	2 1%	* *%	2 *%	2 *%	- -%
Tied in to contract	1 *%	- -%	- -%	1 *%	* *%	1 *%	1 *%	- -%
Other supplies have worse line/call quality	1 *%	- -%	- -%	1 *%	* *%	1 *%	1 *%	- -%
Generally happy with overall service	* *%	- -%	- -%	* *%	- -%	* *%	* *%	- -%
Other (Specify)	8 2%	1 3%	- -%	5 2%	2 2%	5 2%	8 2%	- -%
None of the above	1 *%	- -%	- -%	* *%	1 1%	* *%	1 *%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 138

<Q4D> Summary table - Thinking about your fixed lines, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?

by Crossbreak

Base: All using a different supplier for fixed voice calls and line rental

		PERSONAL PROFILE																													
		COMPANY SIZE							NUMBER OF YEARS TRADING					NO.SITES			TURNOVER					SECTOR									
		Total	1 (a)	2 to 4 (b)	5 to 4 (c)	9 (d)	10 - 49 (e)	50 - 249 (f)	Less than 2 years (a)	2 (b)	5 (c)	6 - 9 (d)	10 - 19 years (e)	20+ years (f)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m+ (e)	Pr mary ind ustry (a)	Man ufac turing (b)	Co nstru ction (c)	Whole sale/ Trans port/ Comm unica tions (d)	Re tail (e)	Finan cial ser vices (f)	Other ser vices (g)	Pub lic admin and ser vices (h)	Other (i)
Unweighted row	57	5	21	26	8	13	10	1	1	2	17	36	41	14	2	16	17	9	7	1	-	5	5	10	5	3	22	3	4		
Total	55	13	34	47	2	4	1	*	*	5	17	32	51	4	*	29	17	6	1	*	-	6	4	10	3	*	26	*	5		
Good/better deal overall	17 30%	2 16%	13 37%	15 31%	1 45%	* 7%	* 59%	- %	* 100%	- %	11 61%	6 18%	16 31%	1 24%	* 39%	7 24%	9 51%	* 1%	* 37%	- %	- %	1 16%	1 15%	8 80%	* 11%	* 34%	7 25%	- %	* 4%		
Quality of line/calls	* %	- %	- %	- %	- %	* 2%	- %	- %	- %	- %	- %	* %	- %	* 2%	- %	- %	- %	- %	* 8%	- %	- %	- %	- %	- %	- %	* 34%	- %	- %	- %		
Calls are provided free as part of a bundled package	1 2%	- %	1 2%	1 2%	- %	- %	- %	- %	- %	- %	- %	1 3%	1 2%	- %	- %	- %	1 5%	- %	- %	- %	- %	- %	- %	- %	1 33%	- %	- %	- %	- %		
Well-known and trusted brand	* 1%	- %	- %	- %	- %	* 7%	- %	- %	- %	- %	- %	* 1%	- %	* 8%	- %	- %	* 1%	- %	* 8%	- %	- %	- %	- %	- %	- %	* 34%	- %	* 60%	- %		
No reason to change	2 4%	- %	1 3%	1 2%	1 41%	* 7%	* 10%	- %	- %	- %	1 5%	2 5%	2 4%	* 8%	- %	1 4%	1 5%	- %	* 7%	- %	- %	- %	- %	- %	1 36%	- %	1 5%	- %	- %		
Too much hassle to change	4 8%	- %	3 9%	3 7%	1 41%	* 2%	* 7%	* 100%	- %	- %	3 17%	1 3%	4 8%	* 4%	- %	1 3%	3 19%	* 2%	- %	- %	- %	- %	* 6%	- %	1 36%	- %	2 8%	* 40%	1 18%		
Historical reasons/ always used them	6 11%	2 16%	4 10%	6 12%	- %	* 7%	* 7%	* 100%	- %	- %	* %	6 18%	6 11%	* 9%	- %	2 7%	4 21%	* 1%	- %	- %	- %	* 1%	* 6%	- %	- %	- %	- %	2 9%	- %	3 72%	
Other suppliers are more expensive	* 1%	- %	* 1%	* 1%	- %	- %	* 7%	- %	- %	- %	* 1%	* %	* 1%	- %	- %	* 1%	- %	- %	* 5%	- %	- %	* 4%	- %	* 1%	- %	- %	- %	- %	- %		
Not aware of other suppliers	6 10%	5 39%	1 2%	6 12%	- %	- %	- %	- %	- %	- %	1 3%	5 16%	6 11%	- %	- %	5 18%	1 3%	- %	- %	- %	- %	5 81%	- %	- %	1 20%	- %	- %	- %	- %		
Wasn't around when original decision was made	1 2%	- %	- %	- %	- %	1 21%	- %	- %	- %	- %	1 3%	* 1%	* 1%	1 17%	- %	- %	- %	1 11%	- %	- %	- %	- %	- %	- %	* 3%	- %	- %	1 2%	- %	- %	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 138 (continuation)

<Q4D> Summary table - Thinking about your fixed lines, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?

by Crossbreak

Base: All using a different supplier for fixed voice calls and line rental

		PERSONAL PROFILE																														
		COMPANY SIZE						NUMBER OF YEARS TRADING						NO.SITES			TURNOVER					SECTOR										
		1	2	1	5	9	10	50	Less	2	5	6	9	10	20+	1	2	5+	Under	£100k	£500k	£3m	£10m+	Pr	Man	Co	Whole	Re	Fina	Other	Pu	Other
		(a)	to 4	to 4	(d)	- 49	- 249	than 2	years (b)	years (c)	-19 years (d)	years (e)	(a)	to 5 (b)	(c)	£100k (a)	to £500k (b)	£3m (c)	£10m (d)	to £10m+ (e)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/Transport/Communications (d)	Retail (e)	Financial Services (f)	Other services (g)	Public administration and services (h)	(i)			
Unweighted row	57	5	21	26	8	13	10	1	1	2	17	36	41	14	2	16	17	9	7	1	-	5	5	10	5	3	22	3	4			
Total	55	13	34	47	2	4	1	*	*	5	17	32	51	4	*	29	17	6	1	*	-	6	4	10	3	*	26	*	5			
Other (Specify)	13	4	8	12	-	2	*	-	-	5	1	8	13	1	*	8	-	4	1	-	-	-	3	1	-	*	9	-	*			
	25%	29%	23%	25%	-%	39%	20%	-%	-%	100%	5%	24%	25%	21%	61%	29%	-%	72%	57%	-%	-%	-%	80%	7%	-%	30%	34%	-%	6%			
None of the above	6	-	4	4	*	1	*	-	-	-	1	5	5	1	-	4	*	1	-	*	-	-	-	1	-	*	5	-	-			
	10%	-%	13%	9%	15%	19%	4%	-%	-%	-%	5%	15%	9%	23%	-%	15%	2%	14%	-%	100%	-%	-%	-%	9%	-%	36%	18%	-%	-%			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 138 (continuation)

<Q4D> Summary table - Thinking about your fixed lines, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?
by Crossbreak

Base: All using a different supplier for fixed voice calls and line rental

	Total	LOCATION													OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	SE (h)	SW (i)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Else where (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)	Agree (a)	Disagree (b)
Unweighted row	57	1	1	1	1	1	9	7	3	2	26	7	13	11	8	49	48	5	30	24	38	15
Total	55	*	*	5	1	*	9	14	10	5	45	3	5	2	12	42	39	7	17	36	28	24
Good/better deal overall	17 30%	* 100%	- -%	- -%	- -%	* 100%	4 46%	3 23%	- -%	4 85%	12 27%	1 53%	2 42%	1 39%	4 35%	12 29%	16 41%	1 10%	3 19%	13 37%	8 28%	9 36%
Quality of line/calls	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	* *%	* *%	- -%	- -%	* *%	- -%	- -%
Calls are provided free as part of a bundled package	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 16%	- -%	- -%	1 2%	1 2%	- -%	1 5%	- -%	1 3%	- -%
Well-known and trusted brand	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	* 5%	- -%	* 1%	* 1%	- -%	* 1%	* *%	* 1%	- -%
No reason to change	2 4%	- -%	- -%	- -%	1 100%	- -%	* 3%	* *%	- -%	- -%	1 3%	- -%	1 16%	* 14%	- -%	2 6%	2 4%	1 12%	1 4%	1 2%	2 6%	1 4%
Too much hassle to change	4 8%	- -%	- -%	- -%	1 100%	- -%	2 22%	- -%	- -%	- -%	3 7%	- -%	1 17%	* 20%	3 25%	1 3%	3 9%	- -%	* 2%	3 8%	1 5%	1 4%
Historical reasons/always used them	6 11%	- -%	- -%	- -%	- -%	- -%	2 25%	3 23%	- -%	- -%	6 13%	- -%	* 1%	* 14%	* 2%	6 14%	3 7%	- -%	3 16%	3 9%	3 10%	3 14%
Other suppliers are more expensive	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* 14%	- -%	* 1%	* 1%	- -%	* *%	* 1%	* 1%	- -%
Not aware of other suppliers	6 10%	- -%	- -%	5 100%	- -%	- -%	- -%	- -%	- -%	- -%	5 11%	1 20%	- -%	- -%	- -%	6 13%	- -%	6 78%	- -%	6 16%	- -%	6 24%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 138 (continuation)

<Q4D> Summary table - Thinking about your fixed lines, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?
by Crossbreak

Base: All using a different supplier for fixed voice calls and line rental

	Total	LOCATION														OFFICE LOCATION		I TRY TO KEEP UP WITH TECHNOLOGY		MY FRIENDS OR COLLEAGUES TEND TO COME TO ME IF THEY HAVE QUESTIONS ABOUT TECHNOLOGY		I'M AS KN OWLEDGEABLE ABOUT THESE TE CHNOLOGIES AS THE NEXT PERSON	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW (j)	Net: En gland (j)	Wales (k)	Sco tland (l)	Nor thern (m)	Home based (a)	Else where (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)	Agree (a)	Dis agree (b)
Unweighted row	57	1	1	1	1	1	9	7	3	2	26	7	13	11	8	49	48	5	30	24	38	15	
Total	55	*	*	5	1	*	9	14	10	5	45	3	5	2	12	42	39	7	17	36	28	24	
Wasn't around when original decision was made	1 2%	- -%	- -%	- -%	- -%	- -%	* 3%	1 4%	- -%	- -%	1 2%	- -%	- -%	* 5%	- -%	1 2%	1 2%	- -%	1 5%	- -%	1 3%	- -%	
Other (Specify)	13 25%	- -%	* 100%	- -%	- -%	- -%	* 4%	7 50%	4 46%	1 15%	13 28%	1 26%	- -%	- -%	5 40%	8 20%	9 23%	- -%	8 50%	5 14%	9 32%	4 19%	
None of the above	6 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 54%	- -%	5 12%	- -%	* 4%	* 7%	- -%	6 13%	6 15%	- -%	* 1%	5 13%	5 17%	* %	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 138 (continuation)

<Q4D> Summary table - Thinking about your fixed lines, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?

by Crossbreak

Base: All using a different supplier for fixed voice calls and line rental

CONNECTION PROFILE																															
	Total	MAIN FIXED LINE TYPE					PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER			
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private cir (d)	Fixed broadband (e)	Standard lines (a)	NET biles (b)	Fixed Mo line dband (c)	Mobile broa dband (d)	ISDN 2/2e (e)	ISDN 30 (f)	LL private cir (g)	VoIP (h)	Video conferencing (i)	So cial media (j)	Cloud based (k)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both	Internal / inter-site (a)	Ext ernal (b)	Both (c)	Neither (d)	BT for ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	
Unweighted row	57	39	4	4	2	8	50	50	49	14	10	10	10	20	9	30	25	47	8	8	4	15	-	1	2	16	1	3	26	26	
Total	55	41	5	1	1	7	48	52	42	12	7	3	6	17	6	23	31	47	6	2	1	16	-	*	*	16	1	3	24	26	
Good/better deal overall	17 30%	14 34%	* 3%	* 5%	- -	3 36%	17 34%	15 28%	11 26%	5 38%	1 13%	* 8%	* 4%	3 17%	* 1%	7 28%	3 9%	16 35%	* 2%	* 2%	- -	3 18%	- -	- -	- -	3 18%	- -	*	9 35%	8 30%	
Quality of line/calls	* **	- -	- -	- -	* 1%		* **	* **	* **	- -	- -	- -	- -	* 1%	- -	* **	* **	- -	- -	- -	- -	* 1%	- -	- -	- -	* 1%	- -	- -	- -	* **	
Calls are provided free as part of a bundled package	1 2%	1 2%	- -	- -	- -	- -	1 2%	1 2%	1 2%	1 7%	- -	1 28%	- -	- -	- -	- -	- -	1 2%	- -	1 38%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 3%
Well-known and trusted brand	* 1%	* 1%	- -	- -	- -	* 1%	* 1%	* **	* 1%	* 2%	* 3%	- -	- -	* 2%	- -	* 1%	* 1%	* **	* 4%	- -	* 16%	* 1%	- -	- -	- -	* 2%	- -	- -	- -	* **	
No reason to change	2 4%	2 6%	- -	- -	- -	- -	2 5%	2 5%	2 6%	1 7%	* 4%	- -	* 1%	* 2%	- -	1 5%	1 3%	2 5%	* 5%	- -	* 19%	* **	- -	- -	* 83%	* **	- -	- -	1 6%	1 3%	
Too much hassle to change	4 8%	4 10%	* 2%	- -	- -	- -	4 9%	4 8%	4 10%	* 2%	* 1%	- -	- -	2 12%	- -	3 14%	3 10%	4 9%	* 2%	- -	- -	2 13%	- -	- -	- -	2 13%	- -	- -	3 13%	1 4%	
Historical reasons/always used them	6 11%	6 15%	- -	- -	- -	- -	6 12%	6 11%	6 14%	* 2%	* 4%	- -	3 57%	- -	- -	6 24%	5 17%	6 13%	* 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 11%	3 13%	
Other suppliers are more expensive	* 1%	* 1%	- -	- -	- -	* 1%	* 1%	* 1%	- -	- -	- -	- -	- -	* **	- -	* 1%	- -	* 1%	- -	- -	- -	* **	- -	- -	* 17%	- -	- -	- -	* 1%	* **	
Not aware of other suppliers	6 10%	6 14%	- -	- -	- -	- -	6 12%	6 11%	1 1%	- -	- -	- -	- -	- -	- -	1 2%	- -	6 12%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	6 21%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 138 (continuation)

<Q4D> Summary table - Thinking about your fixed lines, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?

by Crossbreak

Base: All using a different supplier for fixed voice calls and line rental

CONNECTION PROFILE																														
Total	MAIN FIXED LINE TYPE						PRODUCTS USED											FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			VOIP USAGE				STANDARD LANDLINE SUPPLIER		
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuit (d)	Fixed Broadband (e)		Standard landlines (a)	NET Mobiles (b)	Fixed Broadband (c)	Mo- bile Broadband (d)	ISDN 2/2E (e)	ISDN 30 (f)	LL Private circuit (g)	VoIP (h)	Video conferencing (i)	So- cial media (j)	Cloud based (k)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro- vider (a)	A different pro- vider (b)	Both (c)	Inter- site (a)	Ext- ernal (b)	Both (c)	Ne- ither (d)	BT for calls (a)	Other for calls (b)	Other for calls (c)
Unweighted row	57	39	4	4	2	8	50	50	49	14	10	10	10	20	9	30	25	47	8	8	4	15	-	1	2	16	1	3	26	26
Total	55	41	5	1	1	7	48	52	42	12	7	3	6	17	6	23	31	47	6	2	1	16	-	*	*	16	1	3	24	26
Wasn't around when original decision was made	1 2%	- -%	- -%	1 95%	- -%	- -%	1 1%	1 2%	* **	- -%	1 8%	1 31%	1 14%	1 5%	* 5%	* **	1 3%	1 1%	1 9%	1 42%	1 42%	* 2%	- -%	* 100%	- -%	1 3%	- -%	- -%	- -%	1 4%
Other (Specify)	13 25%	9 22%	* 1%	- -%	1 96%	4 52%	13 27%	13 26%	13 30%	5 38%	* 2%	1 31%	1 23%	10 58%	6 94%	6 24%	13 42%	12 26%	* 2%	* 17%	* 23%	10 61%	- -%	- -%	- -%	9 59%	1 100%	3 98%	9 35%	2 6%
None of the above	6 10%	* 1%	4 96%	- -%	* 4%	1 11%	* 1%	6a 11%	6a 13%	1 7%	4 69%	* 1%	* 1%	1 5%	- -%	1 5%	6 18%	* 1%	4 77%	* 1%	- -%	1 5%	- -%	- -%	- -%	1 5%	- -%	* 1%	* 1%	5 20%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 138 (continuation)

<Q4D> Summary table - Thinking about your fixed lines, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?
by Crossbreak

Base: All using a different supplier for fixed voice calls and line rental

Total	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	57	3	-	13	20	21	-	57
Total	55	*	-	12	26	9	-	55
Good/better deal overall	17 30%	* 12%	- -%	6 49%	6 25%	2 19%	- -%	17 30%
Quality of line/calls	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
Calls are provided free as part of a bundled package	1 2%	- -%	- -%	- -%	1 3%	- -%	- -%	1 2%
Well-known and trusted brand	* 1%	- -%	- -%	- -%	- -%	* 2%	- -%	* 1%
No reason to change	2 4%	* 68%	- -%	* 3%	* 1%	2 24%	- -%	2 4%
Too much hassle to change	4 8%	- -%	- -%	2 18%	3 11%	1 15%	- -%	4 8%
Historical reasons/ always used them	6 11%	* 68%	- -%	* 3%	6 22%	* 3%	- -%	6 11%
Other suppliers are more expensive	* 1%	- -%	- -%	- -%	- -%	* 3%	- -%	* 1%
Not aware of other suppliers	6 10%	- -%	- -%	- -%	- -%	1 6%	- -%	6 10%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 138 (continuation)

<Q4D> Summary table - Thinking about your fixed lines, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?
by Crossbreak

Base: All using a different supplier for fixed voice calls and line rental

	BUNDLING				SAME VS DIFFERENT			
	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Std lan dline + ISDN Re + LL/ ntal PC Re (a) ntal (b)	Diff erent fixed voice calls and fixed BB supp liers (a)	Same fixed voice calls and fixed BB supp liers (b)	Same fixed voice calls and fixed BB supp liers (c)	Diff erent fixed voice calls and fixed BB supp liers (d)
Unweighted row	57	3	-	13	20	21	-	57
Total	55	*	-	12	26	9	-	55
Wasn't around when original decision was made	1 2%	* 21%	- -%	- -%	* *%	- -%	- -%	1 2%
Other (Specify)	13 25%	- -%	- -%	3 28%	5 20%	4 41%	- -%	13 25%
None of the above	6 10%	- -%	- -%	* 3%	5 19%	* *%	- -%	6 10%

95 percent as lower case or *, 99 percent as UPPER CASE or **

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Table 1	Page 1	<S4> Could I please confirm your exact job title? by Crossbreak Base: All respondents
Table 2	Page 10	<Q55> Sector by Crossbreak Base: All respondents
Table 3	Page 15	<S6A> Including yourself, how many people does your organisation currently employ in the UK either full or part time? by Crossbreak Base: All respondents
Table 4	Page 19	<S6B> Which of the following best describes the way you work? by Crossbreak Base: All respondents
Table 5	Page 23	<S7> How long has your organisation been trading? by Crossbreak Base: All respondents
Table 6	Page 27	<S8> How many sites or offices does your organisation operate from in the UK? by Crossbreak Base: All respondents
Table 7	Page 31	<S8A> Does your involvement with purchasing decisions regarding your organisation's telecoms and other communications services extend to all sites, some sites or just the site you operate out of? by Crossbreak Base: All with more than one site
Table 8	Page 35	<S9B> In which of these regions are you personally based? by Crossbreak Base: All respondents
Table 9	Page 43	<S10C1> For each statement please indicate how much you agree or disagree.....I try to keep up with technology by Crossbreak Base: All respondents
Table 10	Page 48	<S10C2> For each statement please indicate how much you agree or disagree.....My friends or colleagues tend to come to me if they have questions about technology by Crossbreak Base: All respondents
Table 11	Page 53	<S10C3> For each statement please indicate how much you agree or disagree..... I'm as knowledgeable about these technologies as the next person by Crossbreak Base: All respondents
Table 12	Page 58	<S11> Has your organisation used any of the following communications services IN THE LAST MONTH? by Crossbreak Base: All respondents
Table 13	Page 71	<S11B> Are you planning to get or use any of the following services for your business in the next 12 months? by Crossbreak Base: All respondents
Table 14	Page 82	<S11CI> Which, if any, services have you considered getting but didn't get for your business in the past 2 years? by Crossbreak Base: All respondents

Table 15	Page 93	<S11CII2> And why didn't you get Smartphones (e.g. Apple iPhone, Samsung Galaxy, BlackBerry, etc.)? by Crossbreak Base: All that didnt get Smartphones
Table 16	Page 97	<S11CII3> And why didn't you get Standard mobile phones? by Crossbreak Base: All that didnt get Standard mobile phones
Table 17	Page 101	<S11CII4> And why didn't you ADSL Broadband? by Crossbreak Base: All that didnt get ADSL Broadband
Table 18	Page 105	<S11CII5> And why didn't you get Fibre Broadband? by Crossbreak Base: All that didnt get Fibre Broadband
Table 19	Page 109	<S11CII6> And why didn't you get Cable Broadband? by Crossbreak Base: All that didnt get Cable Broadband
Table 20	Page 113	<S11CII7> And why didn't you get Mobile broadband through a USB Modem or 'dongle'? by Crossbreak Base: All that didnt get Mobile broadband
Table 21	Page 117	<S11CII8> And why didn't you get ISDN 2/2e'? by Crossbreak Base: All that didnt get ISDN 2/2e'
Table 22	Page 121	<S11CII9> And why didn't you get ISDN 30? by Crossbreak Base: All that didnt get ISDN 30
Table 23	Page 125	<S11CII10> And why didn't you get Leased lines or private circuits, including Ethernet leased line services ? by Crossbreak Base: All that didnt get Leased lines or private circuits
Table 24	Page 129	<S11CII11> And why didn't you get Voice over Internet Protocol or VoIP? by Crossbreak Base: All that didnt get VoIP
Table 25	Page 133	<S11CII12> And why didn't you get Video conferencing? by Crossbreak Base: All that didnt get Video conferencing
Table 26	Page 137	<S11CII13> And why didn't you get Social media marketing e. g. through Facebook, LinkedIn or Twitter? by Crossbreak Base: All that didnt get Social media marketing
Table 27	Page 141	<S11CII14> And why didn't you get Cloud based services? by Crossbreak Base: All that didnt get Cloud based services?
Table 28	Page 145	<S11CIII2> Did you feel that you had enough information about Smartphones (e.g. Apple iPhone, Samsung Galaxy, BlackBerry, etc.) to make a decision as to whether to use it? by Crossbreak Base: All that didnt get Smartphones

Table 29	Page 149	<S11CIII3> Did you feel that you had enough information about Standard mobile phones to make a decision as to whether to use it? by Crossbreak Base: All that didnt get Standard mobile phones
Table 30	Page 153	<S11CIII4> Did you feel that you had enough information about ADSL Broadband to make a decision as to whether to use it? by Crossbreak Base: All that didnt get ADSL Broadband
Table 31	Page 157	<S11CIII5> Did you feel that you had enough information about Fibre Broadband to make a decision as to whether to use it? by Crossbreak Base: All that didnt get Fibre Broadband
Table 32	Page 161	<S11CIII6> Did you feel that you had enough information about Cable Broadband to make a decision as to whether to use it? by Crossbreak Base: All that didnt get Cable Broadband
Table 33	Page 165	<S11CIII7>Did you feel that you had enough information about mobile broadband through a USB Modem or 'dongle' to make a decision as to whether to use it? by Crossbreak Base: All that didnt get Mobile broadband
Table 34	Page 169	<S11CIII8> Did you feel that you had enough information about ISDN 2/2e' to make a decision as to whether to use it? by Crossbreak Base: All that didnt get ISDN 2/2e'
Table 35	Page 173	<S11CIII9> Did you feel that you had enough information about ISDN 30 to make a decision as to whether to use it? by Crossbreak Base: All that didnt get ISDN 30
Table 36	Page 177	<S11CIII10> Did you feel that you had enough information about Leased lines or private circuits, including Ethernet leased line services to make a decision as to whether to use it? by Crossbreak Base: All that didnt get Leased lines or private circuits
Table 37	Page 181	<S11CIII11> Did you feel that you had enough information about Voice over Internet Protocol or VoIP to make a decision as to whether to use it? by Crossbreak Base: All that didnt get VoIP
Table 38	Page 185	<S11CIII12> Did you feel that you had enough information about Video conferencing to make a decision as to whether to use it? by Crossbreak Base: All that didnt get Video conferencing
Table 39	Page 189	<S11CIII13> Did you feel that you had enough information about Social media marketing e.g. through Facebook, LinkedIn or Twitter? to make a decision as to whether to use it? by Crossbreak Base: All that didnt get Social media marketing
Table 40	Page 193	<S11CIII14> Did you feel that you had enough information about Cloud based services to make a decision as to whether to use it? by Crossbreak Base: All that didnt get Cloud based services
Table 41	Page 197	<S11D> Which, if any, services do you feel you would benefit from being given more information about in terms of how it works and how it could benefit your business? by Crossbreak Base: All respondents

Table 42	Page 210	<S13A> What have you used Analogue telephone line(s) for, in the last month? by Crossbreak Base: All with Standard Landlines
Table 43	Page 214	<S13B> What have you used ISDN 2/2e for, in the last month? by Crossbreak Base: All with ISDN2/2E lines
Table 44	Page 221	<S13C> What have you used ISDN 30 for, in the last month? by Crossbreak Base: All with ISDN30 lines
Table 45	Page 227	<S13D> What have you used Leased lines or private circuits, including Ethernet leased line services for , in the last month? by Crossbreak Base: All with Leased Line / Private Circuits
Table 46	Page 231	<S13E> What have you used your broadband for, in the last month? by Crossbreak Base: All with Fixed line broadband
Table 47	Page 236	<S13I> From which of your fixed lines were most outgoing voice calls made during the last month? by Crossbreak Base: All respondents
Table 48	Page 240	<S13B> Is your VoIP service provided by? by Crossbreak Base: All with VoIP
Table 49	Page 244	<S13C> Which of the following have you used VoIP for in the last month? by Crossbreak Base: All with VoIP
Table 50	Page 248	<Q1A> What is the name of the company or companies that you pay for your Standard Landline CALLS? by Crossbreak Base: All with Standard Landlines
Table 51	Page 260	<Q1B> What is the name of the company or companies that you pay for your Standard Landline RENTAL? by Crossbreak Base: All with Standard Landlines
Table 52	Page 272	<Q1C> What is the name of the company or companies that you pay for your ISDN 2/2e CALLS? by Crossbreak Base: All with ISDN2/2E lines
Table 53	Page 280	<Q1D> What is the name of the company or companies that you pay for your ISDN 2/2e LINE RENTAL? by Crossbreak Base: All with ISDN2/2E lines
Table 54	Page 288	<Q1E> What is the name of the company or companies that you pay for your ISDN 30 CALLS? by Crossbreak Base: All with ISDN30 lines
Table 55	Page 296	<Q1F> What is the name of the company or companies that you pay for your ISDN 30 LINE RENTAL? by Crossbreak Base: All with ISDN30 lines

Table 56	Page 304	<Q1G> What is the name of the company or companies that you pay for your Fixed line broadband? by Crossbreak Base: All with Fixed line broadband
Table 57	Page 317	<Q1H> What is the name of the company or companies that you pay for your VoIP CALLS made over your fixed line broadband? by Crossbreak Base: All with Fixed line broadband using VoIP
Table 58	Page 325	<Q1I> What is the name of the company or companies that you pay for your CALLS made over your Leased line/ Private circuit connection? by Crossbreak Base: All with Leased Line / Private Circuits
Table 59	Page 333	<Q1J> What is the name of the company or companies that you pay for your Leased line/ private circuit LINE RENTAL? by Crossbreak Base: All with Leased Line / Private Circuits
Table 60	Page 337	<Q1A/B> Same provider for standard calls and rental by Crossbreak Base: All respondents
Table 61	Page 346	<Q1A/B/G> Same provider for standard calls, rental and fixed broadband by Crossbreak Base: All respondents
Table 62	Page 354	<Q1BDFI> Same provider for Standard Landline Rental + ISDN Rental by Crossbreak Base: All respondents
Table 63	Page 358	<Q1BDFI> Same provider for Standard Landline Rental, ISDN Rental & Calls by Crossbreak Base: All respondents
Table 64	Page 362	<Q1A/B/G> Same provider for standard calls, rental, fixed broadband & VoIP Calls by Crossbreak Base: All respondents
Table 65	Page 366	<Q1AI> And which company is the main provider of your Standard Landline CALLS by Crossbreak Base: All with Standard Landlines
Table 66	Page 378	<Q1BI> And which company is the main provider of your Standard Landline RENTAL? by Crossbreak Base: All with Standard Landlines
Table 67	Page 390	<Q1CI> And which company is the main provider of your ISDN 2/2e CALLS? by Crossbreak Base: All with ISDN2/2E lines
Table 68	Page 398	<Q1DI> And which company is the main provider of your ISDN 2/2e LINE RENTAL? by Crossbreak Base: All with ISDN2/2E lines
Table 69	Page 406	<Q1EI> And which company is the main provider of your ISDN 30 CALLS? by Crossbreak Base: All with ISDN30 lines

Table 70	Page 414	<Q1FI> And which company is the main provider of your ISDN 30 LINE RENTAL? by Crossbreak Base: All with ISDN30 lines
Table 71	Page 422	<Q1GI> And which company is the main provider of your Fixed line broadband? by Crossbreak Base: All with Fixed line broadband
Table 72	Page 434	<Q1HI> And which company is the main provider of your VoIP CALLS made over your fixed line broadband? by Crossbreak Base: All with Fixed line broadband using VoIP
Table 73	Page 442	<Q1II> And which company is the main provider of your CALLS made over your Leased line/ Private circuit by Crossbreak Base: All with Leased Line / Private Circuits
Table 74	Page 446	<Q1JI> And which company is the main provider of your Leased line/ private circuit LINE RENTAL? by Crossbreak Base: All with Leased Line / Private Circuits
Table 75	Page 450	Q4A Thinking about your <Main fixed line method>, why do you use <Insert Provider> as your current fixed voice calls provider? by Crossbreak Base: All respondents
Table 76	Page 465	<Q4A3> Why do you use BT as your current calls provider? by Crossbreak Base: All respondents
Table 77	Page 477	<Q4A37> Why do you use Talk Talk as your current calls provider? by Crossbreak Base: All respondents
Table 78	Page 485	<Q4A45> Why do you use Unicom / Universal Utilities as your current calls provider? by Crossbreak Base: All respondents
Table 79	Page 496	<Q4A48> Why do you use Virgin Media (NTL/ Telewest) as your current calls provider? by Crossbreak Base: All respondents
Table 80	Page 504	<Q4A52> Why do you use XLN telecom as your current calls provider? by Crossbreak Base: All respondents
Table 81	Page 508	<Q4B> Thinking about your standard landlines, why do you use a different supplier for your fixed line broadband, rather than use your standard landline supplier for broadband as well? by Crossbreak Base: All with Standard Landlines using a different broadband supplier
Table 82	Page 516	<Q4B1> Thinking about your ISDN2/2E, why do you use a different supplier for your fixed line broadband, rather than use your ISDN2/2E supplier for broadband as well? by Crossbreak Base: All with ISDN2/2E using a different broadband supplier
Table 83	Page 524	<Q4B2> Thinking about your ISDN30, why do you use a different supplier for your fixed line broadband, rather than use your ISDN30 supplier for broadband as well? by Crossbreak Base: All with ISDN30 using a different broadband supplier

Table 84	Page 531	<Q4C> Thinking about your analogue lines, why do you use the SAME supplier for your fixed voice calls and your line rental? by Crossbreak Base: All respondents
Table 85	Page 543	<Q4C1> Thinking about your ISDN2/2E, why do you use the SAME supplier for your fixed voice calls and your line rental? by Crossbreak Base: All with ISDN2/2e using the same voice and line rental supplier
Table 86	Page 547	<Q4C2> Thinking about your ISDN30, why do you use the SAME supplier for your fixed voice calls and your line rental? by Crossbreak Base: All with ISDN30 using the same voice and line rental supplier
Table 87	Page 555	<Q4C3> Thinking about your VoIP calls made over your fixed line broadband, why do you use the SAME supplier for your fixed voice calls and your line rental? by Crossbreak Base: All with VoIP using the same voice and line rental supplier
Table 88	Page 563	<Q4C4> Thinking about your Leased line / private circuit, why do you use the SAME supplier for your fixed voice calls and your line rental? by Crossbreak Base: All with Leased Line using the same voice and line rental supplier
Table 89	Page 567	<Q4D> Thinking about your analogue lines, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well? by Crossbreak Base: All with Standard Landlines using a different voice and line rental supplier
Table 90	Page 575	<Q4D1> Thinking about your ISDN2/2E, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well? by Crossbreak Base: All with ISDN2/2E using a different voice and line rental supplier
Table 91	Page 583	<Q4D2> Thinking about your ISDN30, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well? by Crossbreak Base: All with ISDN30 using a different voice and line rental supplier
Table 92	Page 591	<Q4D3> Thinking about your VoIP calls made over your fixed line broadband., why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well? by Crossbreak Base: All with VoIP using a different voice and line rental supplier
Table 93	Page 599	<Q4D4> Thinking about your Leased line / private circuit, why do you use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?(NL) by Crossbreak Base: All with Leased line / private circuit using a different voice and line rental supplier
Table 94	Page 607	<Q4E> Which of the following best describes how you think about costs in relation to your <Main fixed line> by Crossbreak Base: All respondents
Table 95	Page 611	<Q4F> To what extent do you agree or disagree with the following statement. Under certain circumstances I would be prepared to give up the ability to make calls from my <Main fixed line> by Crossbreak Base: All Main outgoing fixed line unless VoIP
Table 96	Page 616	<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future? by Crossbreak Base: All that would be prepared to give up the ability to make calls from their main fixed line

Table 97	Page 624	<Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future? by Crossbreak Base: All that would not be prepared to give up the ability to make calls from their main fixed line
Table 98	Page 637	<Q4E> Which of the following best describes how you think about costs in relation to your <Main fixed line> by Crossbreak Base: Analogue telephone line(s) is the main fixed line
Table 99	Page 641	<Q4F> To what extent do you agree or disagree with the following statement. Under certain circumstances I would be prepared to give up the ability to make calls from my <Main fixed line> by Crossbreak Base: Analogue telephone line(s) is the main fixed line
Table 100	Page 645	<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future? by Crossbreak Base: All that would be prepared to give up the ability to make calls from their Analogue telephone lines(s)
Table 101	Page 653	<Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future? by Crossbreak Base: All that would not be prepared to give up the ability to make calls from their Analogue telephone lines
Table 102	Page 665	<Q4E> Which of the following best describes how you think about costs in relation to your <Main fixed line> by Crossbreak Base: ISDN 2/2E line(s) is the main fixed line
Table 103	Page 669	<Q4F> To what extent do you agree or disagree with the following statement. Under certain circumstances I would be prepared to give up the ability to make calls from my <Main fixed line> by Crossbreak Base: ISDN 2/2E line(s) is the main fixed line
Table 104	Page 673	<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future? by Crossbreak Base: All that would be prepared to give up the ability to make calls from their ISDN2/2e lines
Table 105	Page 681	<Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future? by Crossbreak Base: All that would not be prepared to give up the ability to make calls from their ISDN2/2e lines
Table 106	Page 693	<Q4E> Which of the following best describes how you think about costs in relation to your <Main fixed line> by Crossbreak Base: ISDN 30 line(s) is the main fixed line
Table 107	Page 697	<Q4F> To what extent do you agree or disagree with the following statement. Under certain circumstances I would be prepared to give up the ability to make calls from my <Main fixed line> by Crossbreak Base: ISDN 30 line(s) is the main fixed line
Table 108	Page 701	<Q4G> Why would you be prepared to give up the ability to make calls from your <Main fixed line> in the future? by Crossbreak Base: All that would be prepared to give up the ability to make calls from their ISDN 30 line(s)
Table 109	Page 709	<Q4H> Why would you not be prepared to give up the ability to make calls from your <Main fixed line> in the future? by Crossbreak Base: All that would not be prepared to give up the ability to make calls from their ISDN30 lines

Table 110	Page 721	<Q4E> Which of the following best describes how you think about costs in relation to your <Main fixed line> by Crossbreak Base: Leased line(s) / private circuit(s) is the main fixed line
Table 111	Page 725	<Q4E> Which of the following best describes how you think about costs in relation to your <Main fixed line> by Crossbreak Base: VoIP calls made over your fixed line broadband is the main fixed line
Table 112	Page 729	<I1A> To what extent do you agree or disagree.....I am confident at identifying communication goods and services that would benefit my business by Crossbreak Base: All respondents
Table 113	Page 734	<I1B> To what extent do you agree or disagree.....I know where to go to get information to help inform my understanding of communication goods and services by Crossbreak Base: All respondents
Table 114	Page 739	<I1C>To what extent do you agree or disagree.....I know where to go to get help and advice on my business' communication needs by Crossbreak Base: All respondents
Table 115	Page 744	<I1D> To what extent do you agree or disagree.....There is sufficient independent advice to help me understand my business needs by Crossbreak Base: All respondents
Table 116	Page 749	<I2> Where do you currently go to seek help and advice on communications services and suppliers? by Crossbreak Base: All respondents
Table 117	Page 757	<I2B4> Which PRICE COMPARISON WEBSITES do you visit for help and advice on communications services? by Crossbreak Base: All respondents
Table 118	Page 761	<I2B5> Which INDEPENDENT BROKERS do you talk to for help and advice on communications services? by Crossbreak Base: All respondents
Table 119	Page 769	<I2B7> Which SPECIALIST INDUSTRY MAGAZINES do you look at for help and advice on communications services? by Crossbreak Base: All respondents
Table 120	Page 773	<I2B8> Which THIRD PARTY WEBSITES do you visit for help and advice on communications services? by Crossbreak Base: All respondents
Table 121	Page 777	<I2B9> Which TRADE BODIES do you visit or talk to for help and advice on communications services? by Crossbreak Base: All respondents
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Table 123	Page 787	<I2B13> Which WEBSITES do you visit for help and advice on communications services? by Crossbreak Base: All respondents

Table 124	Page 791	<I3A> Are there specific areas at the moment where you consider that help and advice on communication services would be beneficial to your business? by Crossbreak Base: All respondents
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Table 126	Page 803	<I4> Has anything prevented you seeking advice in the past? by Crossbreak Base: All respondents
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Table 130	Page 835	<I8A> You said that you don't trust that external advice is unbiased and independent. On this occasion who did you receive your advice from? by Crossbreak Base: All respondents
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Table 133	Page 847	<I8D> You said xxxx.. On this occasion who did you receive your advice from? by Crossbreak Base: All respondents
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Table 135	Page 853	<C1> Which of the following bands best describes your organisation's turnover for the last financial year? by Crossbreak Base: All respondents
Table 136	Page 861	<Q4b> Summary table - Thinking about your <Main fixed line>, why do you use a different supplier for your fixed linebroadband, rather than use your fixed voice calls supplier for broadband as well? by Crossbreak Base: All using a different supplier for fixed linebroadband and fixed voice calls
Table 137	Page 871	<Q4c> Summary table - Thinking about your fixed line, why do you use the SAME supplier for your fixed voice calls and your line rental? by Crossbreak Base: All using the same supplier for fixed voice calls and line rental

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<Q4D> Summary table - Thinking about your fixed lines, why do you
use a DIFFERENT supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well?
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Base: All using a different supplier for fixed voice calls and line rental