

Table 1
 <S3A> Which of the following best describes your personal involvement with purchasing decisions regarding your organisation's telecoms and other communications services?
 by Crossbreak
 Base: All respondents

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	Pr mary 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 and ser vices (h)	Other (i)	
Unweighted row	502	62	200	102	100	100	397	80	22	156	123	103	41	16	14	20	38	61	61	64	21	138	72	27
Total	502	148	398	54	43	7	456	40	3	259	129	54	9	1	2	19	39	59	61	67	18	157	54	26
Solely responsible	342	138	295	28E	17	2	325	16	1	201	85	26	4	*	*	9	22	41	42	50	11	115	29	23
	68%	94%	74%	53%	39%	25%	71%	40%	42%	78%	65%	48%	41%	32%	5%	47%	55%	69%	69%	75%	63%	73%	53%	88%
Jointly responsible with somebody else	160	9	103A	25AB	26AB	5ABC	132	24	2	58	45	28	5	1	2	10	18	19	19	17	7	42	25	3
	32%	6%	26%	47%	61%	75%	29%	60%	58%	22%	35%	52%	59%	68%	95%	53%	45%	31%	31%	25%	37%	27%	47%	12%
Or is someone else primarily responsible	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Table 1 (continuation)
 <S3A> Which of the following best describes your personal involvement with purchasing decisions regarding your organisation's telecoms and other communications services?
 by Crossbreak
 Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	502	16	38	18	16	16	51	44	35	21	255	80	80	87	72	430
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	143	359
Solely responsible	342 68%	8 53%	30 59%	16 41%	21 60%	33 80%	31 61%	65 81%	62 82%	37 79%	301M 70%	14m 67%	21 56%	6 48%	105 73%	237 66%
Jointly responsible with somebody else	160 32%	7 47%	21 41%	22 59%	14 40%	8 20%	19 39%	15 19%	14 18%	10 21%	130 30%	7 33%	16 44%	7Jk 52%	38 27%	122 34%
Or is someone else primarily responsible	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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Table 1 (continuation)
 <S3A> Which of the following best describes your personal involvement with purchasing decisions regarding your organisation's telecoms and other communications services?
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED													HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE		
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuits (d)	Fixed broadband (e)	Not standard (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/ Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)		
Unweighted row	502	409	30	31	11	20	92	479	307	198	365	431	120	93	54	128	58	116	50	31	135	67	465	70	52	49	62	4	
Total	502	473	8	6	4	11	28	493	286	155	353	393	88	38	11	47	11	64	29	47	147	107	483	20	11	22	37	4	
Solely responsible	342 68%	332 70%	2 30%	1 24%	2 49%	4 33%	9 32%	336 68%	200 70%	102 66%	246 70%	253 64%	63 71%	18 46%	4 34%	20 43%	4 36%	41 65%	22 76%	41 86%	94 64%	88 82%	335 69%	9 45%	4 34%	18 82%	19 51%	4 92%	
Jointly responsible with somebody else	160 32%	141 30%	6 70%	4 76%	2 51%	7 67%	19 68%	157 32%	86 30%	53 34%	107 30%	140 36%	25 29%	21 54%	7 66%	27 57%	7 64%	22 35%	7 24%	7 14%	53 36%	19 18%	149 31%	11 55%	7 66%	4 18%	18 49%	* 8%	
Or is someone else primarily responsible	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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Table 1 (continuation)
 <S3A> Which of the following best describes your personal involvement with purchasing decisions regarding your organisation's telecoms and other communications services?
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro re vider calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	502	15	36	57	5	218	27	252	51	6	261	420	52	30	213	166	123	6	108	1	215	49	33	25	15
Total	502	9	29	23	2	213	26	261	15	*	262	438	43	21	228	167	107	2	62	*	245	42	14	18	16
Solely responsible	342 68%	7 77%	22 78%	11 48%	* 17%	148 70%	23 92%	170 65%	8 52%	* 42%	175 67%	295 67%	31 72%	17 78%	150 66%	126 75%	67 62%	1 60%	40 65%	- -%	174 71%	26 63%	11 73%	15 84%	15 96%
Jointly responsible with somebody else	160 32%	2 23%	6 22%	12 52%	2 83%	65 30%	2 8%	92 35%	7 48%	* 58%	87 33%	143 33%	12 28%	5 22%	78 34%	41 25%	41 38%	1 40%	21 35%	* 100%	71 29%	16 37%	4 27%	3 16%	1 4%
Or is someone else primarily responsible	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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Table 1 (continuation)
 <S3A> Which of the following best describes your personal involvement with purchasing decisions regarding your organisation's telecoms and other communications services?
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)		
Unweighted row	502	201	46	26	28	19
Total	502	248	46	17	21	21
Solely responsible	342 68%	186 75%	20 43%	10 58%	13 65%	16 74%
Jointly responsible with somebody else	160 32%	62 25%	26 57%	7 42%	7 35%	6 26%
Or is someone else primarily responsible	- -%	- -%	- -%	- -%	- -%	- -%

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Table 2
 <S3B> Can I just double check that can you comment in detail on your organisation's experiences using communications suppliers and services?
 by Crossbreak
 Base: All respondents

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Transport (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)	
Total	502	62	200	102	100	100	397	80	22	156	123	103	41	16	14	20	38	61	61	64	21	138	72	27
Unweighted row	502	148	398	54	43	7	456	40	3	259	129	54	9	1	2	19	39	59	61	67	18	157	54	26
Total	502	148	398	54	43	7	456	40	3	259	129	54	9	1	2	19	39	59	61	67	18	157	54	26
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%
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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Table 2 (continuation)
 <S3B> Can I just double check that can you comment in detail on your organisation's experiences using communications suppliers and services?
 by Crossbreak
 Base: All respondents

Total	LOCATION														OFFICE LOCATION	
	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)
Unweighted row	502	16	38	18	16	16	51	44	35	21	255	80	80	87	72	430
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	143	359
Yes	502	15	51	38	35	41	50	80	76	46	431	21	37	13	143	359
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo-biles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	502	409	30	31	11	20	92	479	307	198	365	431	120	93	54	128	58	116	50	31	135	67	465	70	52	49	62	4
Total	502	473	8	6	4	11	28	493	286	155	353	393	88	38	11	47	11	64	29	47	147	107	483	20	11	22	37	4
Yes	502	473	8	6	4	11	28	493	286	155	353	393	88	38	11	47	11	64	29	47	147	107	483	20	11	22	37	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%
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro re vider (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pr ducts (c)	pro ducts	No ducts (a)	1 pr ducts (b)	2 pr ducts (c)	pro ducts	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)
Unweighted row	502	15	36	57	5	218	27	252	51	6	261	420	52	30	213	166	123	6	108	1	215	49	33	25	15
Total	502	9	29	23	2	213	26	261	15	*	262	438	43	21	228	167	107	2	62	*	245	42	14	18	16
Yes	502	9	29	23	2	213	26	261	15	*	262	438	43	21	228	167	107	2	62	*	245	42	14	18	16
	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)		
Unweighted row	502	201	46	26	28	19
Total	502	248	46	17	21	21
Yes	502 100%	248 100%	46 100%	17 100%	21 100%	21 100%
No	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 3
 <S4> Could I please confirm your exact job title?
 by Crossbreak
 Base: All respondents

	COMPANY SIZE						NO.SITES			TURNOVER						SECTOR									
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	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 istration and ser vices (h)	Other (i)	
Unweighted row	502	62	200	102	100	100	397	80	22	156	123	103	41	16	14	20	38	61	61	64	21	138	72	27	
Total	502	148	398	54	43	7	456	40	3	259	129	54	9	1	2	19	39	59	61	67	18	157	54	26	
Owner / Proprietor	223	101 CDE	209CDE	12DE	1	*	216	7	-	146	51	6	1	-	-	9	11	20	27	38	9	81	18	11	
	44%	69%	53%	23%	3%	*%	47%	17%	-%	56%	39%	11%	8%	-%	-%	44%	27%	33%	43%	57%	53%	52%	33%	41%	
Managing Director	61	17	43	9	8e	*	59	2	*	28	22	8	2	-	*	1	7	6	11	9	1	14	6	6	
	12%	12%	11%	17%	19%	7%	13%	6%	4%	11%	17%	14%	20%	-%	1%	3%	18%	11%	18%	14%	5%	9%	10%	24%	
Partner / Managing Partner	47	7	36	9adE	1	*	41	5	-	27	6	9	-	-	-	7	6	9	8	7	4	5	*	1	
	9%	5%	9%	17%	3%	1%	9%	14%	-%	11%	5%	16%	-%	-%	-%	34%	16%	14%	13%	10%	24%	3%	1%	4%	
Other senior manager / director	46	1	28	10AB	7Ab	1AB	38	8	*	5	24A	8	1	*	1	-	4	1	8	5	2	16	6	4	
	9%	*%	7%	19%	15%	19%	8%	19%	13%	2%	19%	15%	15%	13%	38%	-%	11%	2%	13%	8%	9%	10%	12%	16%	
PA / Office manager	25	*	17	4a	4A	1Ab	17	6	*	5	10	1	*	-	*	*	3	7	*	1	1	11	3	*	
	5%	*%	4%	7%	9%	11%	4%	15%	2%	2%	8%	3%	5%	-%	6%	2%	7%	12%	*%	1%	4%	7%	5%	2%	
Secretary	12	5	11	*	*	-	11	1	-	5	7	-	-	-	-	*	*	6	-	-	-	4	1	-	
	2%	4%	3%	1%	*%	-%	2%	3%	-%	2%	5%	-%	-%	-%	-%	2%	*%	10%	-%	-%	-%	3%	2%	-%	
IT/Telecoms Director / Manager or other ITC specialist	11	-	3	-	7ABC	1ABC	7	2	2	2	1	3	2	*	1	*	3	*	1	2	*	1	*	2	
	2%	-%	1%	-%	15%	20%	2%	4%	59%	1%	1%	5%	20%	20%	44%	1%	8%	*%	2%	2%	1%	1%	1%	9%	
Chief Finance Director / Finance Director	8	-	4	1	3AB	*AB	8	*	*	4	1	2	1	*	*	*	1	*	3	2	*	*	1	-	
	2%	-%	1%	1%	7%	6%	2%	1%	2%	1%	1%	4%	14%	13%	2%	1%	3%	1%	5%	3%	1%	*%	3%	-%	
Chief Operations Director / Operations Director	7	-	5	1	1	*A	6	1	-	2	1	4	-	*	-	1	-	2	-	2	*	*	1	-	
	1%	-%	1%	2%	3%	2%	1%	2%	-%	1%	1%	7%	-%	9%	-%	5%	-%	4%	-%	4%	2%	*%	2%	-%	
Company Secretary	7	-	5	2	-	*Ad	6	1	-	*	*	6	*	-	-	-	1	5	*	-	-	*	-	-	
	1%	-%	1%	4%	-%	2%	1%	3%	-%	*%	*%	11%	1%	-%	-%	-%	3%	9%	1%	-%	-%	*%	-%	-%	
Other type of Manager	7	2	4	-	2	1ABC	6	*	-	4	*	2	*	*	-	-	-	*	1	-	-	5	1	-	
	1%	1%	1%	-%	4%	10%	1%	*%	-%	2%	*%	3%	2%	4%	-%	-%	-%	*%	2%	-%	-%	3%	1%	-%	

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

Table 3 (continuation)
 <S4> Could I please confirm your exact job title?
 by Crossbreak
 Base: All respondents

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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)	
Total	502	148	398	54	43	7	456	40	3	259	129	54	9	1	2	19	39	59	61	67	18	157	54	26
Unweighted row	502	62	200	102	100	100	397	80	22	156	123	103	41	16	14	20	38	61	61	64	21	138	72	27
Accountant / Accounts Manager / Finance Manager	4 1%	- -	* *	* 1%	3ABc 7%	*AB 2%	3 1%	1 3%	* 1%	- -	* *	2 4%	1 13%	* 11%	- -	1 5%	- -	1 2%	* *	1 2%	- -	* *	* *	- -
Administrator	2 *	- -	* *	1b 2%	1B 3%	*AB 2%	2 1%	- -	* 7%	2 1%	1 1%	- -	- -	* 5%	- -	1 2%	* 1%	- -	- -	- -	- -	1 1%	* *	- -
Chief Executive Officer	2 *	* *	* *	1 1%	* 1%	*B 2%	1 *	* 1%	- -	* *	1 1%	* 1%	- -	* 9%	- -	- -	* 1%	- -	- -	- -	- -	- *	1 1%	- -
Other (WRITE IN)	40 8%	13 9%	32 8%	2 4%	5 11%	1C 16%	35 8%	4 11%	* 12%	28 11%	4 3%	3 6%	* 1%	* 21%	* 4%	* 2%	1 3%	1 2%	2 3%	* *	* 2%	19 12%	16 29%	1 5%
(Refused)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
C-Suite (CEO, CFD, COD)	17 3%	* *	9 2%	3 5%	5AB 11%	1AB 10%	15 3%	2 4%	* 2%	6 2%	3 2%	6 12%	1 14%	* 31%	* 2%	1 7%	2 4%	3 4%	3 5%	4 6%	* 2%	1 *	3 6%	- -

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

Table 3 (continuation)
 <S4> Could I please confirm your exact job title?
 by Crossbreak
 Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		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: gland (j)	Wales (k)	Sco tland (l)	Nor thern Ireland (m)	Home based (a)	Else where (b)
Unweighted row	502	16	38	18	16	16	51	44	35	21	255	80	80	87	72	430
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	143	359
Owner / Proprietor	223 44%	4 24%	18 35%	10 27%	22 62%	17 41%	22 44%	45 56%	39 51%	23 50%	199 46%	8 38%	11 30%	5 39%	84b 59%	138 39%
Managing Director	61 12%	* 7%	3 7%	8 21%	2 5%	11 26%	4 7%	6 7%	14 18%	6 13%	53 12%	3 14%	4 12%	1 10%	19 13%	42 12%
Partner / Managing Partner	47 9%	7 50%	6 11%	8 21%	- -	* *	3 6%	4 5%	8 10%	2 5%	38 9%	3 12%	5 12%	1 8%	16 11%	30 8%
Other senior manager / director	46 9%	* *	11 22%	2 6%	2 6%	7 17%	1 3%	3 4%	- -	13 27%	40 9%	3 14%	2 6%	1 10%	6 4%	41 11%
PA / Office manager	25 5%	- -	3 6%	4 10%	1 3%	* *	4 8%	3 4%	5 6%	- -	20 5%	1 5%	3 8%	2j 13%	5 3%	21 6%
Secretary	12 2%	- -	* 1%	- -	5 14%	4 10%	- -	- -	- -	- -	10 2%	- -	2 6%	* 1%	8 5%	4 1%
IT/Telecoms Director / Manager or other ITC specialist	11 2%	- -	1 1%	- -	- -	1 3%	3 5%	2 2%	2 3%	1 2%	9 2%	1 4%	1 1%	* 2%	* *	10 3%
Chief Finance Director / Finance Director	8 2%	- -	3 6%	- -	1 3%	- -	* 1%	- -	1 1%	- -	5 1%	* 2%	2 5%	1j 5%	* *	8 2%
Chief Operations Director / Operations Director	7 1%	- -	2 5%	- -	- -	- -	2 5%	2 2%	- -	- -	7 2%	- -	* 1%	- -	- -	7 2%
Company Secretary	7 1%	* 3%	- -	- -	- -	- -	* 1%	- -	5 6%	1 3%	7 2%	* *	* 1%	- -	- -	7 2%
Other type of Manager	7 1%	- -	- -	- -	* *	1 3%	4 9%	* *	* *	- -	6 1%	* *	* 1%	* 1%	* *	6 2%

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

Table 3 (continuation)
 <S4> Could I please confirm your exact job title?
 by Crossbreak
 Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		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 (k)	Wales (l)	Scotland (m)	Northern Ireland (n)	Home based (a)
Unweighted row	502	16	38	18	16	16	51	44	35	21	255	80	80	87	72	430
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	143	359
Accountant / Accounts Manager / Finance Manager	4 1%	- -	- -	1 2%	1 3%	- -	- -	- -	1 1%	- -	3 1%	* 1%	* 1%	1J 4%	- -	4 1%
Administrator	2 *%	- -	* 1%	- -	- -	- -	* 1%	* *%	1 1%	- -	2 *%	- -	* 1%	*j 3%	* *%	2 1%
Chief Executive Officer	2 *%	* 3%	- -	- -	- -	- -	* 1%	* *%	- -	- -	1 *%	*j 2%	* 1%	- -	- -	2 *%
Other (WRITE IN)	40 8%	3 21%	3 6%	5 12%	1 3%	- -	5 10%	15 18%	1 2%	- -	33 8%	2 9%	5 14%	1 6%	5 3%	36 10%
(Refused)	- -%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET	---															
C-Suite (CEO, CFD, COD)	17 3%	* 3%	5 11%	- -	1 3%	- -	3 6%	2 2%	1 1%	- -	13 3%	1 4%	3 7%	1 5%	* *%	17 5%

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

Table 3 (continuation)
 <S4> Could I please confirm your exact job title?
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED													HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE		
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff provider (b)	Both (c)		
Unweighted row	502	409	30	31	11	20	92	479	307	198	365	431	120	93	54	128	58	116	50	31	135	67	465	70	52	49	62	4	
Total	502	473	8	6	4	11	28	493	286	155	353	393	88	38	11	47	11	64	29	47	147	107	483	20	11	22	37	4	
Owner / Proprietor	223 44%	222 47%	* 3%	- 0%	- 0%	1 11%	1 5%	222 45%	125 44%	68 44%	166 47%	158 40%	27 31%	5 14%	- 0%	5 11%	- 0%	14 23%	10 34%	32 67%	57 39%	64b 60%	222 46%	* 2%	- 0%	3 13%	8 21%	4 84%	
Managing Director	61 12%	58 12%	1 8%	1 21%	1 21%	* 2%	3 10%	60 12%	40 14%	13 8%	41 12%	49 12%	18 20%	7 19%	2 23%	8 18%	3 25%	7 11%	3 10%	4 8%	20 13%	12 12%	60 12%	7 36%	2 23%	3 12%	4 12%	- 0%	
Partner / Managing Partner	47 9%	46 10%	- 0%	- 0%	- 0%	* 3%	* 1%	46 9%	23 8%	13 8%	32 9%	31 8%	3 3%	3 7%	- 0%	3 6%	- 0%	2 3%	- 0%	6 13%	14 10%	15 14%	46 10%	* 2%	- 0%	* 2%	1 3%	* 8%	
Other senior manager / director	46 9%	38 8%	3 33%	1 18%	1 25%	4 39%	9 31%	44 9%	31 11%	12 7%	35 10%	42 11%	15 17%	9 24%	1 12%	10 22%	3 27%	10 15%	1 5%	- 0%	11 8%	3 3%	39 8%	4 20%	1 11%	1 5%	8 22%	* 6%	
PA / Office manager	25 5%	24 5%	* 5%	* 7%	1 21%	* 1%	2 6%	25 5%	18 6%	8 5%	20 6%	24 6%	7 8%	3 7%	1 6%	3 7%	1 10%	2 3%	2 6%	1 2%	5 4%	1 1%	24 5%	1 3%	1 6%	1 3%	1 3%	- 0%	
Secretary	12 2%	12 3%	- 0%	- 0%	- 0%	- 0%	- 0%	12 2%	6 2%	1 *	7 2%	12 3%	- 0%	- 0%	- 0%	- 0%	- 0%	4 7%	- 0%	- 0%	5 4%	- 0%	12 2%	- 0%	- 0%	4 19%	- 0%	- 0%	
IT/Telecoms Director / Manager or other ITC specialist	11 2%	5 1%	2 19%	1 24%	1 30%	2 16%	6 21%	8 2%	10 3%	8 5%	10 3%	9 2%	4 4%	4 9%	3 26%	6 13%	2 22%	6 10%	3 10%	- 0%	1 *	* *	7 1%	2 9%	3 26%	3 12%	3 9%	* 2%	
Chief Finance Director / Finance Director	8 2%	7 1%	1 14%	* 3%	- 0%	* 3%	2 6%	8 2%	4 1%	3 2%	4 1%	7 2%	1 1%	3 7%	* 3%	3 6%	* 2%	* 1%	- 0%	1 2%	4 3%	1 1%	8 2%	1 7%	* 3%	* *	* 1%	- 0%	
Chief Operations Director / Operations Director	7 1%	6 1%	* 4%	* 2%	- 0%	- 0%	* 1%	6 1%	6 2%	2 1%	6 2%	7 2%	3 3%	1 3%	1 10%	2 5%	* 4%	2 3%	1 3%	- 0%	- 0%	- 0%	6 1%	* 2%	1 10%	- 0%	2 6%	- 0%	
Company Secretary	7 1%	7 1%	- 0%	* 2%	- 0%	- 0%	* *	7 1%	7 2%	7 4%	7 2%	7 2%	5 6%	* *	* 1%	* *	* 1%	6 9%	- 0%	- 0%	- 0%	* *	7 1%	* *	* 1%	- 0%	6 16%	- 0%	
Other type of Manager	7 1%	5 1%	* 3%	- 0%	- 0%	1 12%	1 5%	7 1%	1 *	1 *	1 *	6 2%	* *	* 1%	* 1%	* 1%	* 2%	1 2%	* *	- 0%	6 4%	* *	5 1%	* 1%	* 1%	1 6%	* *	- 0%	

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Table 3 (continuation)
 <S4> Could I please confirm your exact job title?
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff provider (b)	Both (c)		
Unweighted row	502	409	30	31	11	20	92	479	307	198	365	431	120	93	54	128	58	116	50	31	135	67	465	70	52	49	62	4	
Total	502	473	8	6	4	11	28	493	286	155	353	393	88	38	11	47	11	64	29	47	147	107	483	20	11	22	37	4	
Accountant / Accounts Manager / Finance Manager	4 1%	2 *	1 13%	- -	* 2%	1 9%	2 7%	3 1%	2 1%	2 1%	3 1%	4 1%	2 2%	2 6%	* 1%	2 5%	* 2%	1 2%	1 4%	- -	* *	- -	2 *	2 12%	* 1%	* 1%	1 3%	- -	
Administrator	2 *	2 1%	- -	- -	- -	- -	- -	2 1%	1 1%	* *	1 *	2 1%	* 1%	* 3%	* 1%	* 1%	* *	* 1%	* 1%	- -	1 1%	- -	2 1%	- -	* 3%	* 1%	- -	- -	
Chief Executive Officer	2 *	1 *	- -	- -	- -	* 4%	* 1%	2 *	* *	1 *	1 *	2 *	* *	* 1%	- -	* 1%	* 1%	* 1%	* 2%	- -	1 1%	- -	2 *	* 2%	- -	1 4%	- -	- -	
Other (WRITE IN)	40 8%	39 8%	- -	1 23%	- -	- -	1 5%	40 8%	11 4%	17 11%	19 5%	32 8%	3 3%	1 2%	2 15%	2 5%	1 5%	6 9%	7 26%	4 8%	22 15%	8 8%	40 8%	1 3%	2 15%	5 22%	1 3%	- -	
(Refused)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
C-Suite (CEO, CFD, COD)	17 3%	14 3%	1 18%	* 5%	- -	1 7%	2 9%	16 3%	11 4%	5 3%	11 3%	16 4%	4 4%	4 11%	1 13%	5 11%	1 6%	3 5%	1 4%	1 2%	5 3%	1 1%	16 3%	2 11%	1 13%	1 5%	2 7%	- -	

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Table 3 (continuation)
 <S4> Could I please confirm your exact job title?
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal /inter- -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN Re + LL/ ntal (a)	Std lan dline + ISDN Re + LL/ ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pr ducts (c)	No ducts (a)	1 pr ducts (b)	2 pr ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some calls to VoIP (c)	Some calls to text/ line (d)	Ca ncel to MFL (e)	
Unweighted row	502	15	36	57	5	218	27	252	51	6	261	420	52	30	213	166	123	6	108	1	215	49	33	25	15
Total	502	9	29	23	2	213	26	261	15	*	262	438	43	21	228	167	107	2	62	*	245	42	14	18	16
Owner / Proprietor	223 44%	3 27%	5 17%	6 28%	* 17%	105 49%	19 72%	99 38%	* 2%	- -%	115 44%	196 45%	21 50%	6 26%	102 45%	91C 55%	30 28%	- -%	14 23%	- -%	120 49%	25 59%	6 41%	9 51%	13 81%
Managing Director	61 12%	* 1%	6 21%	1 4%	- -%	26 12%	1 3%	33 13%	5 36%	* 8%	33 13%	56 13%	3 7%	2 12%	30 13%	11 6%	20 19%	* 14%	7 11%	- -%	29 12%	4 10%	2 16%	3 15%	3 16%
Partner / Managing Partner	47 9%	- -%	2 6%	* 2%	- -%	24 11%	* *%	22 8%	* 2%	- -%	25 10%	44 10%	1 3%	1 7%	16 7%	23 14%	8 8%	- -%	2 3%	- -%	29 12%	2 5%	2 11%	- -%	- -%
Other senior manager / director	46 9%	1 9%	2 8%	6 26%	* 16%	10 5%	* 1%	36a 14%	1 9%	* 28%	17 7%	34 8%	5 11%	7 34%	9 4%	16 9%	22A 21%	* 15%	9 15%	- -%	20 8%	2 6%	1 4%	3 18%	- -%
PA / Office manager	25 5%	* 3%	* 1%	1 2%	1 33%	8 4%	* *%	17 6%	1 5%	* 15%	17 6%	22 5%	2 5%	1 7%	17b 7%	* *%	9b 8%	- -%	2 3%	- -%	13 5%	2 6%	* 3%	1 8%	* 2%
Secretary	12 2%	- -%	4 14%	- -%	- -%	7 3%	* *%	5 2%	- -%	- -%	12 5%	12 3%	- -%	- -%	11 5%	* *%	* *%	- -%	4 7%	- -%	11 4%	1 3%	1 7%	1 6%	- -%
IT/Telecoms Director / Manager or other ITC specialist	11 2%	* 5%	* *%	6 24%	- -%	3 1%	* 1%	7 3%	3 18%	- -%	2 1%	10 2%	1 2%	- -%	3 1%	5 3%	3 2%	* 6%	6 10%	- -%	2 1%	1 2%	2 11%	* 1%	* 1%
Chief Finance Director / Finance Director	8 2%	- -%	- -%	* 2%	- -%	5 3%	* 1%	3 1%	1 9%	* 14%	4 1%	6 1%	1 2%	1 5%	4 2%	2 1%	3 2%	- -%	* 1%	- -%	3 1%	2 6%	* 3%	* *%	* *%
Chief Operations Director / Operations Director	7 1%	- -%	1 5%	1 3%	- -%	1 1%	2 8%	4 1%	1 7%	- -%	1 *%	7 2%	- -%	* 1%	* *%	7 4%	* *%	1 60%	1 2%	- -%	3 1%	- -%	- -%	- -%	- -%
Company Secretary	7 1%	5 49%	1 4%	- -%	- -%	1 1%	- -%	5 2%	- -%	- -%	1 *%	7 2%	* 1%	- -%	6 3%	1 *%	* *%	- -%	6 9%	- -%	* *%	* 1%	- -%	- -%	- -%

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Table 3 (continuation)
 <S4> Could I please confirm your exact job title?
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other re vider calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	502	15	36	57	5	218	27	252	51	6	261	420	52	30	213	166	123	6	108	1	215	49	33	25	15
Total	502	9	29	23	2	213	26	261	15	*	262	438	43	21	228	167	107	2	62	*	245	42	14	18	16
Other type of Manager	7 1%	* %	1 4%	* 1%	- -%	5 2%	* %	2 1%	* 1%	* 22%	5 2%	5 1%	1 3%	* %	5 2%	2 1%	* %	- -%	1 2%	- -%	3 1%	* %	* 1%	* 1%	- -%
Accountant / Accounts Manager / Finance Manager	4 1%	* 3%	- -%	1 5%	- -%	1 %	* 1%	3 1%	* 3%	- -%	1 1%	2 %	2 5%	- -%	1 1%	2 1%	* %	* 5%	1 2%	- -%	1 1%	* %	* 1%	- -%	- -%
Administrator	2 %	- -%	* 1%	- -%	- -%	1 %	- -%	2 1%	- -%	- -%	1 %	2 %	- -%	* %	* 1%	1 1%	- -%	* %	- -%	- -%	1 %	1 2%	- -%	- -%	- -%
Chief Executive Officer	2 %	* 1%	* 1%	* 2%	- -%	1 1%	* %	- -%	* 3%	- -%	2 1%	2 %	- -%	- -%	1 %	1 %	* %	- -%	1 1%	* 100%	* %	- -%	- -%	- -%	- -%
Other (WRITE IN)	40 8%	* 1%	5 16%	* %	1 33%	15 7%	3 10%	23 9%	1 4%	* 14%	25 9%	35 8%	5 11%	1 5%	23 10%	6 4%	11 10%	- -%	6 10%	- -%	10 4%	* %	* 1%	* 1%	- -%
(Refused)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET	---																								
C-Suite (CEO, CFD, COD)	17 3%	* 1%	2 6%	2 7%	- -%	8 4%	3 10%	7 2%	3 19%	* 14%	6 2%	15 3%	1 2%	1 6%	4 2%	10 6%	3 3%	1 60%	2 4%	* 100%	7 3%	2 6%	* 3%	* %	* %

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

Table 3 (continuation)
 <S4> Could I please confirm your exact job title?
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to mobile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)		
Unweighted row	502	201	46	26	28	19
Total	502	248	46	17	21	21
Owner / Proprietor	223 44%	124 50%	22 48%	9 52%	12 56%	14 67%
Managing Director	61 12%	32 13%	3 6%	1 8%	2 9%	1 6%
Partner / Managing Partner	47 9%	28 11%	1 2%	- -%	* *%	* 2%
Other senior manager / director	46 9%	19 8%	2 5%	1 3%	* 1%	* 1%
PA / Office manager	25 5%	11 4%	7 15%	5 30%	6 31%	5 23%
Secretary	12 2%	11 4%	- -%	- -%	- -%	- -%
IT/Telecoms Director / Manager or other ITC specialist	11 2%	1 *%	* *%	1 5%	* *%	* 1%
Chief Finance Director / Finance Director	8 2%	2 1%	2 5%	* *%	* *%	* *%
Chief Operations Director / Operations Director	7 1%	1 1%	2 5%	- -%	- -%	- -%
Company Secretary	7 1%	- -%	1 3%	- -%	- -%	- -%
Other type of Manager	7 1%	2 1%	* *%	* 1%	* 1%	- -%

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Table 3 (continuation)
 <S4> Could I please confirm your exact job title?
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a) (b)	Some calls to mobile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Some calls to MFL (e)	
Unweighted row	502	201	46	26	28	19
Total	502	248	46	17	21	21
Accountant / Accounts Manager / Finance Manager	4 1%	1 *%	* *%	* 1%	* *%	- -%
Administrator	2 *%	1 *%	1 2%	- -%	- -%	- -%
Chief Executive Officer	2 *%	* *%	- -%	- -%	- -%	- -%
Other (WRITE IN)	40 8%	15 6%	4 9%	* 1%	* *%	- -%
(Refused)	- -%	- -%	- -%	- -%	- -%	- -%
NET ---						
C-Suite (CEO, CFD, COD)	17 3%	3 1%	5 11%	* *%	* *%	* *%

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

Table 4
 <QS5> Sector
 by Crossbreak
 Base: All respondents

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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 and ser vices (h)	Other (i)	
Unweighted row	502	62	200	102	100	100	397	80	22	156	123	103	41	16	14	20	38	61	61	64	21	138	72	27
Total	502	148	398	54	43	7	456	40	3	259	129	54	9	1	2	19	39	59	61	67	18	157	54	26
Primary industry	19 4%	9 6%	15 4%	2 4%	2 5%	* 4%	18 4%	2 5%	* 5%	11 4%	6 5%	1 2%	1 8%	* 13%	* 1%	19 100%	- %	- %	- %	- %	- %	- %	- %	- %
Manufacturing	39 8%	8 5%	28 7%	6 12%	4 10%	* 6%	34 7%	2 5%	1 38%	14 5%	16 12%	7 13%	* 1%	* 5%	1 43%	- %	39 100%	- %	- %	- %	- %	- %	- %	- %
Construction	59 12%	9 6%	48 12%	7 13%	3 7%	1 15%	54 12%	5 12%	* 5%	32 13%	15 12%	9 16%	* 6%	* 28%	* 5%	- %	- %	59 100%	- %	- %	- %	- %	- %	- %
Wholesale/Transport/ Communications	61 12%	13 9%	52 13%	4 7%	5 10%	1 7%	60 13%	* 1%	1 19%	32 13%	20 16%	6 11%	1 7%	* 15%	* 1%	- %	- %	- %	61 100%	- %	- %	- %	- %	- %
Retail	67 13%	14 10%	52 13%	7 12%	9e 20%	* 7%	60 13%	8 19%	* 7%	28 11%	19 15%	11 20%	4 44%	* 6%	1 38%	- %	- %	- %	- %	67 100%	- %	- %	- %	- %
Financial Services	18 4%	10 7%	14 4%	2 4%	2 4%	* 1%	17 4%	1 1%	- %	13 5%	1 1%	2 3%	1 8%	- %	- %	- %	- %	- %	- %	- %	18 100%	- %	- %	- %
Other services	157 31%	61d 41%	130 33%	16 30%	9 20%	2 29%	141 31%	16 39%	* 9%	96b 37%	21 16%	13 25%	* 5%	* 24%	* 9%	- %	- %	- %	- %	- %	- %	157 100%	- %	- %
Public admin and services	54 11%	22 15%	38 10%	7 13%	7 16%	2Bc 26%	48 11%	5 13%	* 10%	27 10%	15 12%	2 4%	1 9%	- %	* 3%	- %	- %	- %	- %	- %	- %	- %	54 100%	- %
Other	26 5%	1 1%	20 5%	3 6%	3a 7%	*A 6%	24 5%	2 4%	* 7%	6 2%	15a 12%	3 6%	1 12%	* 8%	- %	- %	- %	- %	- %	- %	- %	- %	- %	26 100%

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

Table 4 (continuation)
 <Q55> Sector
 by Crossbreak
 Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	502	16	38	18	16	16	51	44	35	21	255	80	80	87	72	430
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	143	359
Primary industry	19 4%	3 21%	* 1%	4 10%	- -	- -	2 5%	1 1%	6 7%	- -	17 4%	1 3%	2 6%	* *	13b 9%	6 2%
Manufacturing	39 8%	1 5%	9 17%	- -	7 20%	- -	5 9%	6 8%	1 1%	6 13%	35 8%	1 6%	3 8%	* 4%	11 7%	29 8%
Construction	59 12%	1 5%	1 1%	14 37%	5 14%	1 3%	5 10%	10 12%	16 21%	- -	52 12%	2 8%	4 12%	2 12%	23 16%	36 10%
Wholesale/Transport/ Communications	61 12%	3 21%	13 26%	4 10%	7 19%	11 26%	8 15%	- -	5 6%	- -	50 12%	3 17%	5 15%	2 18%	10 7%	51 14%
Retail	67 13%	* 3%	8 16%	1 3%	1 3%	4 10%	5 11%	2 2%	22 29%	14 30%	58 13%	1 5%	6 16%	2k 17%	5 3%	63a 17%
Financial Services	18 4%	1 5%	3 6%	- -	5 14%	- -	1 1%	5 6%	- -	- -	14 3%	1 5%	2 5%	1 5%	13b 9%	5 1%
Other services	157 31%	3 21%	13 25%	7 18%	2 6%	12 30%	20 40%	38 47%	23 30%	21 45%	139 32%	7 33%	8 23%	3 25%	46 32%	111 31%
Public admin and services	54 11%	3 18%	3 6%	8 21%	1 3%	7 17%	4 8%	14 18%	3 4%	1 3%	45 10%	2 11%	5 14%	2 12%	13 9%	41 12%
Other	26 5%	- -	1 2%	* *	7 19%	5 13%	* *	4 5%	1 1%	4 8%	22 5%	21 11%	1 1%	1 7%	10 7%	17 5%

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

Table 4 (continuation)
 <QS5> Sector
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED													HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE		
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo bills (d)	Fixed broadband (e)	Mo broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)		
Unweighted row	502	409	30	31	11	20	92	479	307	198	365	431	120	93	54	128	58	116	50	31	135	67	465	70	52	49	62	4	
Total	502	473	8	6	4	11	28	493	286	155	353	393	88	38	11	47	11	64	29	47	147	107	483	20	11	22	37	4	
Primary industry	19 4%	18 4%	- %	* 4%	- %	1 11%	1 5%	19 4%	8 3%	8 5%	15 4%	13 3%	2 2%	1 4%	1 13%	3 6%	1 5%	3 4%	1 4%	- %	5 3%	7 6%	19 4%	1 6%	1 13%	* 1%	2 6%	- %	
Manufacturing	39 8%	37 8%	1 18%	1 17%	- %	* 1%	2 9%	39 8%	26 9%	13 8%	27 8%	31 8%	5 6%	7 17%	1 10%	8 16%	1 8%	3 5%	* 1%	7 16%	12 8%	9 8%	38 8%	6 28%	1 10%	* 2%	3 8%	- %	
Construction	59 12%	58 12%	* 3%	* 6%	* 4%	* 3%	1 4%	59 12%	46 16%	26 17%	58 16%	49 12%	23ae 26%	* 1%	1 9%	1 3%	1 6%	8 12%	* 1%	- %	1 1%	10 10%	59 12%	* 2%	1 9%	3 12%	5 14%	- %	
Wholesale/Transport/Communications	61 12%	57 12%	1 12%	1 10%	* 3%	2 18%	4 13%	61 12%	37 13%	24 16%	42 12%	56 14%	14 16%	4 10%	2 17%	4 9%	2 21%	6 10%	6 21%	5 10%	20 13%	5 5%	58 12%	3 17%	2 18%	2 10%	4 10%	* 8%	
Retail	67 13%	62 13%	2 31%	1 17%	1 21%	1 9%	5 18%	65 13%	45 16%	25 16%	57 16%	50 13%	14 16%	4 11%	1 9%	5 11%	1 9%	5 7%	2 7%	5 10%	9 6%	16 15%	65 13%	3 16%	1 9%	2 8%	3 8%	- %	
Financial Services	18 4%	16 3%	* 4%	* 7%	1 21%	- %	1 5%	17 3%	6 2%	13 8%	16 5%	17 4%	* %	3 8%	* 4%	4 8%	2 18%	3 5%	1 4%	- %	2 1%	* %	17 4%	1 4%	* 4%	- %	3 8%	- %	
Other services	157 31%	147 31%	1 13%	2 30%	1 25%	6 56%	10 35%	154c 31%	86 30%	27 17%	93 26%	112 29%	18 21%	9 25%	2 16%	11 23%	2 14%	23 36%	14 48%	24 50%	64 43%	45 42%	150 31%	3 17%	2 16%	12 53%	8 20%	4 84%	
Public admin and services	54 11%	52 11%	* 5%	* 2%	1 25%	* 2%	2 6%	53 11%	12 4%	15 10%	25 7%	42 11%	5 6%	4 10%	1 7%	4 9%	2 16%	5 9%	2 8%	4 9%	28 19%	12 11%	52 11%	1 4%	1 7%	1 7%	4 10%	* 8%	
Other	26 5%	25 5%	1 15%	* 6%	- %	- %	2 5%	26 5%	19 7%	4 2%	19 5%	23 6%	6 7%	6 14%	2 16%	7 15%	* 4%	7 11%	2 6%	3 6%	7 5%	3 3%	26 5%	1 6%	2 15%	2 8%	6 15%	- %	

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

Table 4 (continuation)
 <QS5> Sector
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	502	15	36	57	5	218	27	252	51	6	261	420	52	30	213	166	123	6	108	1	215	49	33	25	15
Total	502	9	29	23	2	213	26	261	15	*	262	438	43	21	228	167	107	2	62	*	245	42	14	18	16
Primary industry	19 4%	- -%	1 4%	2 7%	- -%	7 3%	1 5%	11 4%	1 8%	*	10 4%	17 4%	2 5%	*	7 3%	11 7%	1 1%	1 54%	2 3%	- -%	8 3%	*	*	- -%	- -%
Manufacturing	39 8%	1 8%	1 4%	1 5%	* 17%	22 10%	* 1%	17 7%	4 29%	- -%	23 9%	35 8%	2 5%	2 11%	22 10%	10 6%	8 7%	- -%	3 6%	- -%	22 9%	7 18%	1 7%	- -%	- -%
Construction	59 12%	6 63%	1 4%	1 2%	- -%	20 9%	6 25%	33 13%	* 3%	- -%	33 12%	57 13%	1 1%	2 10%	38 17%	10 6%	12 11%	- -%	8 13%	- -%	38 15%	8 18%	2 12%	* 1%	4 27%
Wholesale/Transport/ Communications	61 12%	1 7%	4 14%	1 6%	- -%	27 12%	* 1%	34 13%	1 9%	*	25 10%	51 12%	6 15%	4 20%	18 8%	24 14%	19 18%	* 19%	6 9%	- -%	23 9%	4 10%	1 10%	4 22%	2 11%
Retail	67 13%	1 14%	1 3%	2 9%	* 12%	29 14%	* 1%	37 14%	3 20%	*	33 13%	55 13%	4 11%	8 36%	20 9%	24 15%	24a 22%	- -%	5 8%	- -%	32 13%	11 25%	5 34%	8 44%	7 47%
Financial Services	18 4%	- -%	2 6%	1 6%	- -%	13 6%	- -%	5 2%	- -%	- -%	13 5%	17 4%	- -%	1 3%	1 1%	15a 9%	1 1%	- -%	3 5%	- -%	10 4%	* 1%	1 6%	1 3%	- -%
Other services	157 31%	1 6%	15 53%	6 28%	1 33%	60 28%	7 29%	90 34%	2 10%	- -%	82 31%	133 30%	22 53%	2 10%	75 33%	50 30%	32 30%	* 6%	23 37%	* 100%	79 32%	10 24%	3 24%	3 14%	2 15%
Public admin and services	54 11%	* 2%	3 10%	2 7%	1 38%	21 10%	5 18%	29 11%	1 4%	*	30 11%	48 11%	4 11%	1 7%	35 15%	14 8%	5 5%	* 20%	5 8%	- -%	17 7%	* 1%	1 6%	3 14%	- -%
Other	26 5%	- -%	* 1%	7 29%	- -%	15 7%	5 20%	6 2%	2 16%	- -%	13 5%	26 6%	* *	* 2%	11 5%	10 6%	5 5%	- -%	7 12%	- -%	16 7%	1 2%	* 1%	* 1%	- -%

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

Table 4 (continuation)
 <Q55> Sector
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	502	201	46	26	28	19
Total	502	248	46	17	21	21
Primary industry	19 4%	9 3%	- -%	* *%	- -%	* *%
Manufacturing	39 8%	12 5%	8 16%	- -%	- -%	- -%
Construction	59 12%	38 15%	6 13%	* 1%	* 2%	5 22%
Wholesale/Transport/ Communications	61 12%	19 8%	6 13%	4 21%	3 15%	3 14%
Retail	67 13%	29 12%	12 25%	5 29%	8 37%	7 33%
Financial Services	18 4%	11 5%	* 1%	1 4%	* 2%	- -%
Other services	157 31%	94 38%	10 21%	7 42%	7 35%	6 30%
Public admin and services	54 11%	20 8%	4 9%	* 2%	1 6%	* *%
Other	26 5%	16 7%	1 2%	- -%	1 2%	- -%

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

Table 5
 <S6A> Including yourself, how many people does your organisation currently employ in the UK either full or part time?
 by Crossbreak
 Base: All respondents

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Pr mary ustry (a)	Man ufacturing (b)	Co nstruction (c)	Whole sale/ Retail Trans port/ Comm unica tions (d)	Re tail (e)	Finan cial ser vices (f)	Other ser vices (g)	Pu blic admin istration and ser vices (h)	Other (i)	
Total	502	62	200	102	100	100	397	80	22	156	123	103	41	16	14	20	38	61	61	64	21	138	72	27
Unweighted row	502	148	398	54	43	7	456	40	3	259	129	54	9	1	2	19	39	59	61	67	18	157	54	26
1,	148	148	148	CDE	-	-	137	10	-	123	B	14	-	-	-	9	8	9	13	14	10	61	22	1
	29%	100%	37%	-%	-%	-%	30%	26%	-%	48%	11%	-%	-%	-%	-%	49%	20%	15%	21%	21%	55%	39%	41%	3%
2 to 4	250	-	250	ACDE	-	-	233	14	-	123	81	21	-	-	-	5	20	39	39	37	4	69	16	19
	50%	-%	63%	-%	-%	-%	51%	36%	-%	48%	63%	38%	-%	-%	-%	28%	52%	66%	64%	55%	23%	44%	30%	73%
5 to 9	54	-	-	54	ABDE	-	51	3	*	9	27	A	12	*	-	2	6	7	4	7	2	16	7	3
	11%	-%	-%	100%	-%	-%	11%	7%	4%	3%	21%	23%	5%	-%	-%	11%	16%	12%	6%	10%	12%	10%	13%	11%
10 to 49	43	-	-	-	43	ABCE	31	10	1	4	6	19	6	-	2	2	4	3	5	9	2	9	7	3
	9%	-%	-%	-%	100%	-%	7%	26%	49%	1%	5%	36%	72%	-%	72%	11%	11%	5%	7%	13%	10%	6%	13%	11%
50 to 249	7	-	-	-	-	7	3	2	1	1	*	2	2	1	1	*	*	1	1	*	*	2	2	*
	1%	-%	-%	-%	-%	100%	1%	5%	47%	**	**	3%	23%	100%	28%	1%	1%	2%	1%	1%	**	1%	3%	2%

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

Table 5 (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	
		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)
Unweighted row	502	16	38	18	16	16	51	44	35	21	255	80	80	87	72	430
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	143	359
1,	148 29%	3 18%	15 29%	8 21%	10 29%	12 30%	15 30%	34 42%	23 30%	15 33%	135M 31%	5m 25%	6 18%	1 10%	72B 50%	75 21%
2 to 4	250 50%	8 55%	29 58%	24 63%	15 43%	21 51%	26 52%	29 37%	37 49%	23 49%	212 49%	11 55%	19 53%	8 58%	63 44%	187 52%
5 to 9	54 11%	3 21%	4 8%	4 10%	5 15%	1 4%	5 10%	8 10%	8 11%	6 13%	45 11%	2 9%	5 14%	2 12%	6 4%	48 13%
10 to 49	43 9%	1 5%	2 4%	2 6%	4 12%	6 15%	3 6%	8 10%	7 9%	2 5%	35 8%	2 8%	5 13%	2j 16%	2 2%	41 11%
50 to 249	7 1%	* 1%	* 1%	* 1%	* 1%	* **	1 1%	1 1%	1 1%	* 1%	5 1%	1 3%	1 3%	1 4%	* **	7 2%

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

Table 5 (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	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	502	409	30	31	11	20	92	479	307	198	365	431	120	93	54	128	58	116	50	31	135	67	465	70	52	49	62	4
Total	502	473	8	6	4	11	28	493	286	155	353	393	88	38	11	47	11	64	29	47	147	107	483	20	11	22	37	4
1,	148 29%	147 31%	- -%	- -%	- -%	1 10%	1 4%	147 30%	65 23%	55f 35%	104 30%	99 25%	13 15%	- -%	- -%	- -%	- -%	17 27%	3 10%	26 56%	44 30%	49 46%	147 30%	- -%	- -%	11 48%	2 7%	4 84%
2 to 4	250 50%	246 52%	* 5%	- -%	- -%	4 37%	4 16%	250 51%	152 53%	62 40%	173 49%	205 52%	47 54%	16 41%	- -%	16 34%	- -%	16 25%	14 50%	18 38%	78 53%	45 42%	246 51%	5 23%	- -%	1 3%	15 41%	- -%
5 to 9	54 11%	50 11%	2 28%	1 21%	- -%	1 5%	4 14%	54 11%	36 13%	13 9%	38 11%	44 11%	13 14%	6 15%	3 23%	8 18%	1 8%	10 16%	2 5%	2 5%	16 11%	10 9%	53 11%	4 21%	3 23%	2 11%	8 20%	* 6%
10 to 49	43 9%	27 6%	4 55%	3 52%	3 85%	5 44%	15 54%	36 7%	28 10%	21 14%	32 9%	39 10%	12 14%	14 37%	6 52%	19 40%	7 64%	17 27%	9 31%	1 2%	9 6%	3 2%	32 7%	9 45%	6 52%	7 31%	10 28%	* 8%
50 to 249	7 1%	4 1%	1 12%	1 27%	1 15%	* 4%	3 12%	6 1%	5 2%	4 3%	6 2%	6 1%	3 3%	3 7%	3 25%	4 9%	3 27%	3 5%	1 4%	* -%	1 1%	1 1%	6 1%	2 10%	3 24%	2 7%	1 4%	* 2%

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

Table 5 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN Re ntal (a)	Std lan dline + ISDN PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	502	15	36	57	5	218	27	252	51	6	261	420	52	30	213	166	123	6	108	1	215	49	33	25	15
Total	502	9	29	23	2	213	26	261	15	*	262	438	43	21	228	167	107	2	62	*	245	42	14	18	16
1,	148	-	16	-	-	65	6	77	-	-	85	136	9	3	74	48	26	-	17	-	78	-	-	1	-
	29%	-%	57%	-%	-%	30%	25%	29%	-%	-%	32%	31%	21%	14%	32%	29%	24%	-%	27%	-%	32%	-%	-%	6%	-%
2 to 4	250	5	1	9	-	106	17	127	4	-	131	219	18	12	108	82	60	*	16	-	127	27	6	11	12
	50%	54%	5%	42%	-%	50%	66%	49%	29%	-%	50%	50%	43%	58%	47%	49%	56%	14%	25%	-%	52%	64%	41%	65%	76%
5 to 9	54	3	5	2	1	26	*	26	3	-	27	44	5	4	27	16	12	1	9	-	23	10	4	1	1
	11%	27%	18%	8%	29%	12%	1%	10%	19%	-%	10%	10%	13%	19%	12%	9%	11%	70%	15%	-%	9%	24%	25%	5%	7%
10 to 49	43	1	5	9	2	14	1	28	6	*	17	33	9	2	17	18	8	*	17	-	15	5	4	4	2
	9%	15%	17%	42%	71%	7%	5%	11%	41%	22%	6%	7%	20%	9%	7%	11%	8%	5%	28%	-%	6%	11%	29%	22%	15%
50 to 249	7	*	1	2	-	2	1	4	2	*	2	6	1	*	2	3	2	*	3	*	2	*	1	*	*
	1%	4%	3%	8%	-%	1%	3%	2%	12%	78%	1%	1%	3%	1%	1%	2%	2%	12%	4%	100%	1%	1%	5%	2%	1%

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

Table 5 (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	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls text/ on line (d)		
Unweighted row	502	201	46	26	28	19
Total	502	248	46	17	21	21
1,	148 29%	95 38%	4 8%	- -%	- -%	- -%
2 to 4	250 50%	117 47%	28 61%	10 59%	14 65%	16 76%
5 to 9	54 11%	21 9%	11 24%	5 27%	3 16%	3 15%
10 to 49	43 9%	13 5%	3 6%	2 11%	4 17%	1 7%
50 to 249	7 1%	2 1%	* 1%	1 3%	* 2%	* 1%

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

Table 6
 <C1> Which of the following bands best describes your organisation's turnover for the last financial year?
 by Crossbreak
 Base: All respondents

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR											
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	Pr mary 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	502	62	200	102	100	100	397	80	22	156	123	103	41	16	14	20	38	61	61	64	21	138	72	27	
Total	502	148	398	54	43	7	456	40	3	259	129	54	9	1	2	19	39	59	61	67	18	157	54	26	
Under £50K	132	82	129	CDE	2	1	*	126	6	*	132	B	-	-	-	7	5	20	22	8	6	52	12	1	
	26%	55%	32%	4%	3%	5%	28%	15%	4%	51%	-%	-%	-%	-%	-%	38%	14%	33%	35%	11%	31%	33%	22%	3%	
£50k to less than £75K	82	30	77	CDE	4	2	*	80	2	*	82	B	-	-	-	-	3	7	8	16	5	30	7	4	
	16%	21%	19%	7%	3%	1%	18%	5%	2%	32%	-%	-%	-%	-%	-%	-%	8%	12%	13%	24%	28%	19%	13%	17%	
£75k to less than £100k	46	11	42	e	3	1	*	45	*	-	46	B	-	-	-	4	5	6	3	4	3	13	8	*	
	9%	8%	10%	6%	2%	2%	10%	1%	-%	18%	-%	-%	-%	-%	-%	20%	13%	9%	5%	6%	15%	8%	15%	2%	
£100k to less than £250k	99	14	85	dE	11	3	*	92	5	*	-	99	A	-	-	4	12	7	17	17	1	16	12	14	
	20%	10%	21%	21%	7%	2%	20%	12%	2%	-	77%	-	-	-	-	23%	29%	12%	27%	25%	7%	10%	22%	53%	
£250k to less than £500k	30	-	11	16	ABDE	3	A	25	5	*	-	30	A	-	-	2	4	8	4	3	-	5	3	1	
	6%	-%	3%	29%	8%	3%	5%	13%	4%	-	23%	-	-	-	-	9%	11%	13%	6%	4%	-	3%	6%	6%	
£500k to less than £1m	35	-	19	9	ABe	6	A	27	8	*	-	-	35	-	-	-	3	7	4	10	*	9	1	*	
	7%	-%	5%	17%	14%	4%	6%	19%	1%	-	-	65%	-	-	-	-	8%	12%	7%	15%	2%	6%	1%	1%	
£1m to less than £3m	19	-	1	3	aB	13	ABC	14	5	1	-	-	19	-	-	1	4	2	2	1	1	4	1	3	
	4%	-%	*%	6%	30%	18%	3%	12%	22%	-	-	35%	-	-	-	5%	10%	3%	3%	1%	7%	2%	3%	12%	
£3m to less than £5m	5	-	-	-	4	ABC	*ABC	3	1	*	-	-	-	5	-	-	-	*	*	*	3	-	*	*	1
	1%	-%	-%	-%	9%	7%	1%	4%	2%	-	-	-	52%	-	-	2%	-	*	*	*	4%	-	*	*	4%
£5m to less than £10m	4	-	-	*	2	aB	1	ABC	3	1	*	-	-	4	-	-	*	*	*	*	1	1	*	1	*
	1%	-%	-%	1%	5%	21%	1%	3%	3%	-	-	-	48%	-	-	1%	*	1%	1%	2%	4%	*	1%	*	
£10m to less than £25m	1	-	-	-	-	1	ABCD	*	*	*	-	-	-	1	-	*	*	*	*	*	-	*	-	*	
	*%	-%	-%	-%	-%	16%	*%	1%	12%	-	-	-	100%	-	1%	*%	1%	*%	*%	*%	-	*%	-	*%	
£25m+	2	-	-	-	2	aB	1	ABC	2	-	*	-	-	2	-	*	1	*	*	1	-	*	*	-	
	*%	-%	-%	-%	4%	9%	*%	-%	16%	-	-	-	-	100%	*%	3%	*%	*%	*%	1%	-	*%	*%	-%	
(Don't know / refused)	47	10	35	6	6	1	40	6	1	-	-	-	-	-	*	1	2	2	4	1	26	9	1		
	9%	7%	9%	10%	14%	10%	9%	15%	34%	-	-	-	-	-	2%	4%	4%	3%	7%	5%	17%	16%	3%		

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

Table 6 (continuation)
 <C1> Which of the following bands best describes your organisation's turnover for the last financial year?
 by Crossbreak
 Base: All respondents

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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)	
Total	502	62	200	102	100	100	397	80	22	156	123	103	41	16	14	20	38	61	61	64	21	138	72	27
Unweighted row	502	148	398	54	43	7	456	40	3	259	129	54	9	1	2	19	39	59	61	67	18	157	54	26
NETS																								

Up to £100k	259	123	247	CDE	9	4	1	251	8	*	259B	-	-	-	-	11	14	32	32	28	13	96	27	6
	52%	83%	62%	16%	8%	8%	55%	20%	5%	100%	-%	-%	-%	-%	-%	58%	35%	55%	53%	42%	74%	61%	50%	21%
£100k to £500k	129	14	96aE	27ABDE	6	*	117	10	*	-	129A	-	-	-	-	6	16	15	20	19	1	21	15	15
	26%	10%	24%	50%	15%	5%	26%	26%	5%	-%	100%	-%	-%	-%	-%	31%	40%	25%	33%	29%	7%	13%	29%	58%
£500k to £3m	54	-	21	12AB	19ABcE	2AB	41	13	1	-	-	54	-	-	-	1	7	9	6	11	2	13	2	3
	11%	-%	5%	23%	45%	23%	9%	31%	23%	-%	-%	100%	-%	-%	-%	5%	18%	15%	10%	16%	9%	8%	4%	13%
£3m to £10m	9	-	-	*	6ABC	2ABCd	6	3	*	-	-	-	9	-	-	1	*	*	1	4	1	*	1	1
	2%	-%	-%	1%	15%	28%	1%	7%	5%	-%	-%	-%	100%	-%	-%	3%	*%	1%	1%	6%	4%	*%	1%	4%
£10m to £25m	1	-	-	-	-	1ABCD	*	*	*	-	-	-	-	1	-	*	*	*	*	*	-	*	-	*
	*%	-%	-%	-%	-%	16%	*%	1%	12%	-%	-%	-%	-%	100%	-%	1%	*%	1%	*%	*%	-%	*%	-%	*%
£25m+	2	-	-	-	2aB	1ABC	2	-	*	-	-	-	-	2	-	*	1	*	*	1	-	*	*	-
	*%	-%	-%	-%	4%	9%	*%	-%	16%	-%	-%	-%	-%	100%	-	*%	3%	*%	*%	1%	-%	*%	*%	-%

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

Table 6 (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	
		NE (a)	NW (b)	Yo E rks/Hu mber (c)	Mid (d)	W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: Wales (k)	En gland (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	502	16	38	18	16	16	51	44	35	21	255	80	80	87	72	430
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	143	359
Under £50K	132 26%	3 18%	10 19%	16 42%	5 14%	8 20%	12 24%	31 38%	19 25%	15 33%	118 27%	6 27%	6 16%	3 22%	67B 47%	65 18%
£50k to less than £75K	82 16%	3 18%	10 19%	4 10%	5 14%	8 20%	6 11%	10 13%	23 30%	1 2%	70 16%	4 20%	6 16%	2 14%	10 7%	71 20%
£75k to less than £100k	46 9%	5 37%	5 11%	8 21%	- -%	4 10%	9 19%	8 10%	3 4%	- -%	431 10%	21 9%	- -%	11 5%	11 7%	35 10%
£100k to less than £250k	99 20%	1 5%	12 23%	- -%	15 43%	8 21%	13 25%	9 12%	9 12%	17 37%	84 19%	4 18%	10 27%	2 16%	25 18%	74 21%
£250k to less than £500k	30 6%	2 11%	4 8%	6 17%	4 10%	1 3%	* 1%	3 4%	3 4%	- -%	23 5%	1 6%	4 10%	2J 15%	5 3%	25 7%
£500k to less than £1m	35 7%	1 7%	6 11%	1 3%	- -%	1 3%	2 3%	5 6%	9 12%	5 11%	30 7%	1 4%	3 8%	1 8%	4 3%	31 9%
£1m to less than £3m	19 4%	- -%	1 2%	2 6%	4 11%	2 6%	1 4%	3 4%	1 2%	- -%	15 3%	* 1%	3 9%	1k 8%	- -%	19 5%
£3m to less than £5m	5 1%	- -%	- -%	* *%	1 3%	- -%	- -%	1 1%	1 1%	1 2%	4 1%	* 1%	* 1%	* 2%	- -%	5 1%
£5m to less than £10m	4 1%	* *%	1 1%	- -%	* 1%	- -%	* 1%	* 2%	1 2%	* *%	3 1%	* 1%	1 3%	* 1%	- -%	4 1%
£10m to less than £25m	1 *%	- -%	* *%	* *%	- -%	- -%	- -%	* *%	* *%	- -%	1 *%	* 1%	* 1%	* *%	- -%	1 *%
£25m+	2 *%	- -%	- -%	- -%	- -%	- -%	* *%	2 2%	- -%	- -%	2 *%	* 1%	* *%	* 1%	- -%	2 1%
(Don't know / refused)	47 9%	* 3%	3 6%	* *%	1 3%	7 17%	7 15%	7 9%	6 9%	8 16%	40 9%	2 12%	3 8%	1 9%	21 14%	26 7%
NETS																

Up to £100k	259 52%	11 73%	25 49%	27 73%	10 29%	21 51%	27 54%	49 62%	44 58%	16 34%	2311 53%	121 56%	12 32%	5 40%	88 61%	171 48%

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

Table 6 (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	
		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)
Unweighted row	502	16	38	18	16	16	51	44	35	21	255	80	80	87	72	430
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	143	359
£100k to £500k	129 26%	2 16%	16 30%	6 17%	18 53%	10 23%	13 26%	12 15%	12 16%	17 37%	107 25%	5 24%	14 37%	4 31%	30 21%	99 28%
£500k to £3m	54 11%	1 7%	7 13%	3 9%	4 11%	4 9%	2 5%	8 10%	10 14%	5 11%	45 10%	1 5%	6 17%	2k 16%	4 3%	50 14%
£3m to £10m	9 2%	* *%	1 1%	* *%	1 4%	- -%	* 1%	1 1%	2 3%	1 2%	7 2%	* 2%	1 4%	* 3%	- -%	9 2%
£10m to £25m	1 *%	- -%	* *%	* *%	- -%	- -%	- -%	* *%	* *%	- -%	1 *%	* 1%	* 1%	* *%	- -%	1 *%
£25m+	2 *%	- -%	- -%	- -%	- -%	- -%	* *%	2 2%	- -%	- -%	2 *%	* 1%	* *%	* 1%	- -%	2 1%

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

Table 6 (continuation)
 <C1> Which of the following bands best describes your organisation's turnover for the last financial year?
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	502	409	30	31	11	20	92	479	307	198	365	431	120	93	54	128	58	116	50	31	135	67	465	70	52	49	62	4
Total	502	473	8	6	4	11	28	493	286	155	353	393	88	38	11	47	11	64	29	47	147	107	483	20	11	22	37	4
Under £50K	132 26%	132 28%	* 3%	* 1%	- -	- -	* 3%	132 27%	74 26%	50 32%	100 28%	98 25%	14 16%	* 3%	* 1%	* 3%	- -	10 16%	12 41%	17 35%	32 22%	34 31%	132 27%	* 3%	* 1%	5 24%	5 13%	- -
£50k to less than £75K	82 16%	80 17%	* 1%	* 2%	- -	1 10%	1 5%	81 16%	31 11%	22 14%	46 13%	54 14%	7 8%	5 13%	* 11%	5 11%	- -	6 9%	1 3%	12 26%	36 24%	28 26%	81 17%	1 3%	* 1%	6 26%	* 3%	- -
£75k to less than £100k	46 9%	46 10%	- -	- -	- -	- -	- -	46 9%	16 6%	10 6%	19 5%	35 9%	7 8%	3 7%	- -	3 6%	- -	1 1%	* 3%	7 14%	27 18%	11 10%	46 9%	* 2%	- -	* 2%	* 3%	- -
£100k to less than £250k	99 20%	97 21%	1 7%	* 3%	- -	1 12%	2 7%	98 20%	59 21%	21 13%	69 20%	90 23%	19 22%	6 15%	1 5%	6 14%	* 1%	7 11%	1 5%	5 10%	30 20%	10 9%	98 20%	5 25%	1 5%	1 3%	6 16%	* 6%
£250k to less than £500k	30 6%	28 6%	1 16%	- -	1 21%	* 3%	2 7%	29 6%	26 9%	6 4%	27 8%	25 6%	14ac 16%	2 6%	1 10%	3 7%	1 8%	6 10%	1 5%	- -	3 2%	5 5%	28 6%	2 11%	1 10%	2 9%	4 12%	- -
£500k to less than £1m	35 7%	33 7%	1 15%	* 1%	- -	1 8%	2 7%	35 7%	33 11%	18 12%	33 9%	34 9%	11 13%	3 9%	* 1%	3 7%	* 4%	9 14%	5 16%	- -	2 1%	1 1%	34 7%	2 10%	* 2%	2 7%	7 20%	* 8%
£1m to less than £3m	19 4%	12 3%	1 14%	1 16%	1 25%	3 30%	6 22%	17 3%	10 3%	9 6%	12 3%	15 4%	2 3%	5 13%	3 24%	8 17%	2 21%	7 11%	3 10%	3 6%	6 4%	3 3%	13 3%	3 13%	3 24%	3 13%	4 11%	- -
£3m to less than £5m	5 1%	2 *	2 27%	* 4%	- -	* 3%	2 8%	3 1%	3 1%	2 2%	4 1%	5 1%	2 2%	3 7%	* 2%	3 6%	* 2%	2 3%	1 4%	- -	- -	- -	3 1%	3 13%	* 2%	1 5%	* 1%	- -
£5m to less than £10m	4 1%	2 *	1 16%	1 14%	* 4%	* 2%	2 9%	4 1%	4 1%	3 2%	4 1%	4 1%	1 1%	2 6%	1 10%	3 7%	2 21%	1 2%	* 1%	- -	* 3%	1 1%	4 1%	2 12%	1 10%	* 2%	1 2%	* 2%
£10m to less than £25m	1 *	1 *	* 1%	* 5%	* 5%	* 1%	1 2%	1 *	1 *	1 1%	1 *	1 1%	1 1%	1 1%	1 5%	1 2%	1 6%	1 1%	* 1%	- -	- -	* 3%	1 *	* 2%	* 4%	1 3%	* 1%	- -
£25m+	2 *	* *	* 1%	1 18%	1 21%	* 1%	2 7%	1 *	2 1%	1 1%	2 1%	2 *	1 1%	* 1%	1 10%	1 3%	2 17%	2 3%	1 3%	- -	* 3%	* 3%	1 *	* 1%	1 10%	* 3%	2 5%	- -
(Don't know / refused)	47 9%	40 8%	* 2%	2 37%	1 24%	4 35%	7 25%	47 9%	28 10%	13 8%	35 10%	32 8%	8 9%	8 20%	3 31%	10 20%	2 20%	12 19%	3 10%	4 8%	12 8%	15 14%	42 9%	2 8%	3 31%	1 6%	7 19%	4 84%

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

Table 6 (continuation)
 <C1> Which of the following bands best describes your organisation's turnover for the last financial year?
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED													HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE		
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)		
Unweighted row	502	409	30	31	11	20	92	479	307	198	365	431	120	93	54	128	58	116	50	31	135	67	465	70	52	49	62	4	
Total	502	473	8	6	4	11	28	493	286	155	353	393	88	38	11	47	11	64	29	47	147	107	483	20	11	22	37	4	
NETS																													

Up to £100k	259 52%	258 55%	* 2%	* 2%	- %	1 10%	1 5%	258f 52%	121 42%	82 53%	165 47%	187 47%	28 32%	8 21%	* 2%	8 17%	- %	17 26%	13 44%	36 75%	95 64%	72 68%	258 53%	1 5%	* 2%	12 52%	5 14%	- %	
£100k to £500k	129 26%	125 27%	2 23%	* 3%	1 21%	1 12%	4 15%	128 26%	85 30%	26 17%	97 27%	115 29%	33c 37%	8 22%	2 15%	10 21%	1 9%	13 21%	3 10%	5 10%	33 22%	15 14%	126 26%	7 36%	2 15%	3 12%	10 28%	* 6%	
£500k to £3m	54 11%	45 10%	2 29%	1 17%	1 25%	4 38%	8 29%	51 10%	43 15%	27 17%	45 13%	49 12%	14 16%	9 22%	3 26%	11 24%	3 24%	16 25%	8 27%	3 6%	8 6%	4 4%	47 10%	5 23%	3 26%	4 20%	11 31%	* 8%	
£3m to £10m	9 2%	4 1%	3 43%	1 18%	* 4%	* 3%	5 17%	8 2%	7 3%	5 3%	8 2%	8 2%	3 3%	5 13%	1 12%	6 13%	3 23%	3 5%	2 5%	- %	* %	1 1%	8 2%	5 25%	1 12%	2 7%	1 3%	* 2%	
£10m to £25m	1 *	1 *	* 1%	* 5%	* 5%	* 1%	1 2%	1 *	1 *	1 1%	1 *	1 *	1 1%	1 2%	1 5%	1 2%	1 6%	1 1%	* 1%	- %	- %	* %	1 *	* 2%	* 4%	1 3%	* 1%	- %	
£25m+	2 *	* %	* 1%	1 18%	1 21%	* 1%	2 7%	1 *	2 1%	1 1%	2 1%	2 *	1 1%	* 1%	1 10%	1 3%	2 17%	2 3%	1 3%	- %	* %	* %	1 *	* 1%	1 10%	* %	2 5%	- %	

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

Table 6 (continuation)
 <C1> Which of the following bands best describes your organisation's turnover for the last financial year?
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	502	15	36	57	5	218	27	252	51	6	261	420	52	30	213	166	123	6	108	1	215	49	33	25	15
Total	502	9	29	23	2	213	26	261	15	*	262	438	43	21	228	167	107	2	62	*	245	42	14	18	16
Under £50K	132 26%	- 8%	8 28%	2 7%	- -	49 23%	13 50%	70 27%	- -	- -	66 25%	120 27%	10 24%	1 6%	54 24%	42 25%	36 33%	* 14%	10 16%	- -	66 27%	5 11%	- -	1 3%	4 28%
£50k to less than £75K	82 16%	- 19%	5 17%	* 2%	- -	36 17%	* 17%	45 17%	1 3%	- -	50 19%	72 17%	6 15%	3 14%	37 16%	39c 23%	6 6%	- -	6 10%	- -	52 21%	9 21%	6 45%	8 45%	7 43%
£75k to less than £100k	46 9%	* 1%	* 1%	- -	- -	24 11%	- -	22 8%	* 2%	- -	22 8%	43 10%	2 5%	* 2%	26 12%	14 8%	6 5%	- -	1 1%	- -	21 9%	3 6%	* 2%	* 1%	* 2%
£100k to less than £250k	99 20%	- -	1 2%	6 27%	* 4%	61C 29%	7 26%	32 12%	4 28%	- -	63 24%	83 19%	8 18%	9 43%	47 21%	31 18%	22 20%	* 15%	6 10%	- -	52 21%	8 19%	1 4%	2 14%	2 15%
£250k to less than £500k	30 6%	3 29%	2 8%	1 3%	1 29%	12 6%	* 1%	17 7%	1 10%	* 22%	19 7%	27 6%	2 4%	2 8%	11 5%	8 5%	11 10%	1 54%	5 9%	- -	14 6%	7 16%	2 11%	- -	* 1%
£500k to less than £1m	35 7%	5 50%	3 11%	1 5%	- -	6 3%	5 18%	23 9%	1 9%	- -	13 5%	28 6%	3 6%	4 19%	10 5%	6 4%	19ab 17%	* 5%	9 15%	- -	12 5%	4 10%	2 15%	4 20%	* 3%
£1m to less than £3m	19 4%	* 4%	2 7%	4 17%	1 33%	7 3%	* 1%	11 4%	2 14%	- -	7 3%	15 3%	3 6%	1 7%	10 4%	7 4%	2 2%	- -	7 11%	- -	7 3%	* *	* *	* *	- -
£3m to less than £5m	5 1%	- -	* 1%	1 7%	- -	2 1%	* 1%	2 1%	1 9%	- -	2 1%	3 1%	1 3%	- -	1 *	3 2%	1 1%	- -	2 3%	- -	2 1%	- -	* 1%	- -	- -
£5m to less than £10m	4 1%	* 1%	- -	1 5%	- -	2 1%	* 1%	2 1%	2 12%	* 57%	2 1%	3 1%	1 3%	- -	1 *	2 1%	2 1%	- -	1 2%	- -	1 *	* *	1 4%	1 3%	* *
£10m to less than £25m	1 *	* 2%	* *	1 2%	- -	* *	* *	1 *	* 1%	- -	* *	1 *	* 1%	- -	* *	* *	* *	* 12%	1 1%	* 100%	* *	* *	* 2%	* 1%	* 1%
£25m+	2 *	1 8%	* *	1 4%	- -	* *	- -	2 1%	* 2%	* 8%	* *	2 1%	* *	- -	* *	2 1%	* *	- -	2 3%	- -	* *	- -	* *	- -	- -
(Don't know / refused)	47 9%	* 5%	6 22%	5 22%	1 33%	13 6%	- -	34 13%	1 10%	* 14%	18 7%	40 9%	6 15%	* 2%	30 13%	13 8%	3 3%	- -	12 20%	- -	18 7%	7 16%	2 15%	2 13%	1 8%

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

Table 6 (continuation)
 <C1> Which of the following bands best describes your organisation's turnover for the last financial year?
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO						
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB Re + LL/ ntal PC Re ntal (b)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some VoIP to (c)	Some text/ on line (d)	Ca ncel to MFL (e)		
Unweighted row	502	15	36	57	5	218	27	252	51	6	261	420	52	30	213	166	123	6	108	1	215	49	33	25	15	
Total	502	9	29	23	2	213	26	261	15	*	262	438	43	21	228	167	107	2	62	*	245	42	14	18	16	
NETS																										

Up to £100k	259 52%	* 1%	14 49%	2 9%	-	109 51%	13 50%	137 52%	1 5%	-	139 53%	236 54%	19 44%	5 22%	117 51%	95 57%	48 44%	* 14%	16 27%	-	139 57%	16 38%	7 47%	9 49%	12 73%	
£100k to £500k	129 26%	3 29%	3 10%	7 30%	1 33%	73 34%	7 27%	49 19%	6 38%	* 22%	81 31%	110 25%	9 22%	11 50%	58 26%	39 23%	32 30%	1 70%	12 19%	-	65 27%	15 35%	2 15%	2 14%	3 16%	
£500k to £3m	54 11%	5 54%	5 18%	5 22%	1 33%	13 6%	5 19%	34 13%	4 24%	-	20 8%	43 10%	5 12%	6 26%	20 9%	13 8%	21 19%	* 5%	16 26%	-	19 8%	4 10%	2 17%	4 20%	* 3%	
£3m to £10m	9 2%	* 1%	* 1%	3 11%	-	4 2%	1 3%	4 2%	3 20%	* 57%	4 1%	6 1%	3 6%	-	1 1%	5 3%	2 2%	-	3 5%	-	3 1%	* 5%	1 5%	1 3%	* 3%	
£10m to £25m	1 *%	* 2%	* *%	1 2%	-	* *%	* *%	1 *%	* 1%	-	* *%	1 *%	* 1%	-	* *%	* *%	* *%	* 12%	1 1%	* 100%	* *%	* *%	* 2%	* 1%	* 1%	
£25m+	2 *%	1 8%	* *%	1 4%	-	* *%	-	2 1%	* 2%	* 8%	* *%	2 1%	* *%	-	* *%	2 1%	* *%	-	2 3%	-	* *%	-	* *%	-	-	

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

Table 6 (continuation)
 <C1> Which of the following bands best describes your organisation's turnover for the last financial year?
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some to mobile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	502	201	46	26	28	19
Total	502	248	46	17	21	21
Under £50K	132 26%	65 26%	9 19%	- -	* 2%	4 21%
£50k to less than £75K	82 16%	53 22%	8 17%	6 34%	6 29%	6 27%
£75k to less than £100k	46 9%	26 10%	3 6%	* 1%	* 1%	* 1%
£100k to less than £250k	99 20%	50 20%	9 19%	2 11%	4 18%	3 12%
£250k to less than £500k	30 6%	13 5%	5 11%	2 11%	2 10%	2 11%
£500k to less than £1m	35 7%	14 5%	6 14%	1 4%	1 5%	* *%
£1m to less than £3m	19 4%	5 2%	* *%	* 2%	* *%	- -%
£3m to less than £5m	5 1%	2 1%	- -%	- -%	* 1%	- -%
£5m to less than £10m	4 1%	1 *%	* *%	* 2%	* *%	* 1%
£10m to less than £25m	1 *%	* *%	* *%	* 1%	* *%	* 1%
£25m+	2 *%	* *%	- -%	* *%	- -%	- -%
(Don't know / refused)	47 9%	20 8%	6 14%	6 35%	7 33%	6 27%

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

Table 6 (continuation)
 <C1> Which of the following bands best describes your organisation's turnover for the last financial year?
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to mobile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)		
Unweighted row	502	201	46	26	28	19
Total	502	248	46	17	21	21
NETS						

Up to £100k	259 52%	144 58%	19 41%	6 35%	7 33%	10 49%
£100k to £500k	129 26%	62 25%	14 31%	4 22%	6 27%	5 22%
£500k to £3m	54 11%	18 7%	7 14%	1 5%	1 5%	* **
£3m to £10m	9 2%	3 1%	* **	* 2%	* 1%	* 1%
£10m to £25m	1 *%	* *%	* *%	* 1%	* *%	* 1%
£25m+	2 *%	* *%	- -%	* *%	- -%	- -%

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

Table 7
 <S6B> Which of the following best describes the way you work?
 by Crossbreak
 Base: All respondents

	COMPANY SIZE						NO. SITES			TURNOVER					SECTOR											
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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	62	200	102	100	100	397	80	22	156	123	103	41	16	14	20	38	61	61	64	21	138	72	27		
Total	502	148	398	54	43	7	456	40	3	259	129	54	9	1	2	19	39	59	61	67	18	157	54	26		
I run my business from home	51	51 BCDE	51cdE	-	-	-	50	*	-	44b	2	-	-	-	-	7	5	9	*	-	9	13	6	*		
	10%	34%	13%	-%	-%	-%	11%	1%	-%	17%	2%	-%	-%	-%	-%	35%	13%	15%	1%	-%	51%	9%	12%	2%		
I mainly work from home	93	21e	84dE	6	2	*	91	2	*	44	28	4	-	-	-	6	5	15	10	5	4	33	6	9		
	18%	15%	21%	11%	5%	2%	20%	4%	4%	17%	21%	8%	-%	-%	-%	32%	14%	24%	16%	7%	20%	21%	12%	35%		
I occasionally work from home but mainly work elsewhere	130	32	104	12	12	3c	111	18	1	77	31	9	3	*	*	3	9	11	22	14	3	48	15	6		
	26%	22%	26%	23%	28%	37%	24%	44%	45%	30%	24%	17%	34%	29%	8%	14%	23%	18%	36%	21%	17%	30%	28%	25%		
I never work from home	228	43	159	36AB	29AB	4AB	204	20	1	95	69	40	6	1	2	4	20	26	29	48	2	63	26	10		
	45%	29%	40%	66%	67%	61%	45%	51%	51%	36%	53%	74%	66%	71%	92%	19%	50%	43%	47%	72%	12%	40%	48%	39%		
NETS																										

Home based	143	72	135CDE	6	2	*	141	2	*	88	30	4	-	-	-	13	11	23	10	5	13	46	13	10		
	29%	49%	34%	11%	5%	2%	31%	5%	4%	34%	23%	8%	-%	-%	-%	67%	27%	39%	17%	7%	71%	29%	24%	36%		
Office based	359	75	263	48AB	41AB	7AB	315	38	3	171	99	50	9	1	2	6	29	36	51	63	5	111	41	17		
	71%	51%	66%	89%	95%	98%	69%	95%	96%	66%	77%	92%	100%	100%	100%	33%	73%	61%	83%	93%	29%	71%	76%	64%		

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

Table 7 (continuation)
 <S6B> Which of the following best describes the way you work?
 by Crossbreak
 Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo rks/Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	502	16	38	18	16	16	51	44	35	21	255	80	80	87	72	430
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	143	359
I run my business from home	51 10%	- -%	2 5%	4 10%	5 14%	- -%	4 9%	17 21%	9 12%	4 8%	45 11%	1 6%	3 9%	1 6%	51B 35%	- -%
I mainly work from home	93 18%	* 3%	8 15%	8 21%	22 62%	11 27%	3 6%	8 10%	14 18%	8 18%	82 19%	3 14%	6 18%	1 8%	93B 65%	- -%
I occasionally work from home but mainly work elsewhere	130 26%	7 45%	17 33%	5 14%	1 3%	12 30%	14 28%	20 26%	22 29%	17 36%	115 27%	4 18%	8 23%	3 24%	- -%	130A 36%
I never work from home	228 45%	8 52%	24 47%	21 55%	7 21%	18 43%	29 57%	34 43%	31 41%	18 38%	188 44%	13j 62%	19 51%	8j 62%	- -%	228A 64%
NETS																

Home based	143 29%	* 3%	10 20%	12 31%	27 76%	11 27%	7 14%	25 31%	23 31%	12 26%	128m 30%	4 20%	10 26%	2 14%	143B 100%	- -%
Office based	359 71%	14 97%	41 80%	26 69%	8 24%	30 73%	43 86%	55 69%	53 69%	34 74%	304 70%	17 80%	27 74%	11j 86%	- -%	359A 100%

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

Table 7 (continuation)
 <S6B> Which of the following best describes the way you work?
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo-biles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo-bile (b)	LL No Mo-BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	502	409	30	31	11	20	92	479	307	198	365	431	120	93	54	128	58	116	50	31	135	67	465	70	52	49	62	4
Total	502	473	8	6	4	11	28	493	286	155	353	393	88	38	11	47	11	64	29	47	147	107	483	20	11	22	37	4
I run my business from home	51 10%	50 10%	- -	- -	- -	1 10%	1 4%	50 10%	13 5%	25bf 16%	39 11%	33 8%	* *	- -	- -	- -	2 3%	- -	11 23%	12 8%	18 17%	50 10%	- -	- -	2 8%	- -	- -	
I mainly work from home	93 18%	93 20%	- -	* 2%	- -	- -	* *	93 19%	75 26%	24 16%	84 24%	75 19%	14 16%	3 7%	* 1%	3 6%	- -	14 23%	5 17%	2 4%	8 6%	18 17%	93 19%	* *	* 1%	1 2%	10 28%	4 84%
I occasionally work from home but mainly work elsewhere	130 26%	118 25%	3 37%	2 37%	3 74%	4 41%	12 43%	128 26%	82 29%	36 23%	91 26%	111 28%	24 27%	11 30%	2 22%	14 29%	5 44%	23 36%	16 56%	6 13%	39 27%	18 17%	123 25%	6 28%	2 22%	12 55%	11 29%	* 6%
I never work from home	228 45%	213 45%	5 63%	3 62%	1 26%	5 49%	15 52%	223 45%	116 41%	70 45%	139 39%	174 44%	49 56%	24 63%	8 77%	31 65%	6 56%	24 38%	8 27%	29 61%	87 59%	53 50%	218 45%	14 72%	8 77%	8 34%	16 44%	* 10%
NETS																												

Home based	143 29%	142 30%	- -	* 2%	- -	1 10%	1 4%	142 29%	88 31%	49 32%	123f 35%	108 27%	15 17%	3 7%	* 1%	3 6%	- -	16 26%	5 17%	13 27%	21 14%	36b 33%	142 29%	* *	* 1%	2 11%	10 28%	4 84%
Office based	359 71%	331 70%	8 100%	5 98%	4 100%	10 90%	27 96%	351 71%	198 69%	106 68%	230 65%	286 73%	73d 83%	36 93%	11 99%	44 94%	11 100%	47 74%	24 83%	35 73%	127c 86%	71 67%	341 71%	20 100%	11 99%	20 89%	27 72%	1 16%

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

Table 7 (continuation)
 <S6B> Which of the following best describes the way you work?
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO						
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)		
Unweighted row	502	15	36	57	5	218	27	252	51	6	261	420	52	30	213	166	123	6	108	1	215	49	33	25	15	
Total	502	9	29	23	2	213	26	261	15	*	262	438	43	21	228	167	107	2	62	*	245	42	14	18	16	
I run my business from home	51 10%	- %	1 5%	- %	- %	23 11%	4 15%	24 9%	- %	- %	26 10%	50 12%	* 1%	- %	28 12%	15 9%	8 8%	- %	2 3%	- %	25 10%	- %	- %	- %	- %	
I mainly work from home	93 18%	* 1%	9 31%	5 23%	* 12%	37 17%	15 57%	41 16%	* 1%	- %	55 21%	88 20%	5 11%	* 2%	43 19%	37 22%	13 12%	* 14%	14 23%	- %	44 18%	14 33%	2 15%	2 12%	5 32%	
I occasionally work from home but mainly work elsewhere	130 26%	2 19%	12 42%	8 36%	1 38%	48 23%	5 21%	77 29%	5 31%	* 29%	65 25%	110 25%	12 29%	8 36%	51 23%	46 28%	33 31%	* 15%	23 37%	* 100%	72 30%	4 11%	2 15%	3 16%	* %	
I never work from home	228 45%	8 79%	6 22%	9 40%	1 50%	105 49%	2 7%	119 46%	10 68%	* 71%	116 44%	190 43%	25 59%	13 62%	106 46%	70 42%	53 49%	1 71%	23 37%	- %	104 42%	24 56%	10 70%	13 72%	11 68%	
NETS																										

Home based	143 29%	* 1%	10 36%	5 23%	* 12%	60 28%	19 72%	65 25%	* 1%	- %	81 31%	138 31%	5 12%	* 2%	71 31%	51 31%	21 20%	* 14%	16 26%	- %	69 28%	14 33%	2 15%	2 12%	5 32%	
Office based	359 71%	9 99%	18 64%	17 77%	2 88%	153 72%	7 28%	196 75%	15 99%	* 100%	181 69%	300 69%	38 88%	21 98%	157 69%	116 69%	86 80%	2 86%	46 74%	* 100%	176 72%	28 67%	12 85%	15 88%	11 68%	

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

Table 7 (continuation)
 <S6B> Which of the following best describes the way you work?
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)		
Unweighted row	502	201	46	26	28	19
Total	502	248	46	17	21	21
I run my business from home	51 10%	29 12%	- -%	- -%	- -%	- -%
I mainly work from home	93 18%	46 19%	16 35%	5 30%	5 24%	9 42%
I occasionally work from home but mainly work elsewhere	130 26%	59 24%	6 13%	1 4%	1 3%	1 3%
I never work from home	228 45%	113 46%	24 52%	11 67%	15 73%	12 56%
NETS						

Home based	143 29%	76 31%	16 35%	5 30%	5 24%	9 42%
Office based	359 71%	173 69%	30 65%	12 70%	16 76%	13 58%

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

Table 8
<S7> How long has your organisation been trading?
by Crossbreak
Base: All respondents

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail trade (d)	Transport (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)	
Unweighted row	502	62	200	102	100	100	397	80	22	156	123	103	41	16	14	20	38	61	61	64	21	138	72	27
Total	502	148	398	54	43	7	456	40	3	259	129	54	9	1	2	19	39	59	61	67	18	157	54	26
Not yet actively trading	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Less than 2 years	1	*	1	*	-	-	1	-	-	1	*	*	-	-	-	-	-	-	1	1	-	*	-	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
2 - 5 years	24	13	18	4	2	*	24	-	-	16	3	1	-	*	-	1	*	5	3	-	*	14	-	1
	5%	9%	5%	7%	4%	3%	5%	0%	0%	6%	2%	2%	0%	10%	0%	5%	1%	8%	5%	0%	2%	9%	0%	2%
6 - 9 years	57	12	47	7	2	*	55	2	-	33	16	6	1	-	-	*	2	4	8	20	5	11	*	7
	11%	8%	12%	14%	4%	3%	12%	5%	0%	13%	13%	11%	15%	0%	0%	1%	5%	7%	13%	29%	27%	7%	1%	28%
10 -19 years	155	53	127e	11	15e	1	144	10	1	83	43	15	1	*	2	2	15	16	16	10	8	47	26	15
	31%	36%	32%	21%	35%	19%	32%	24%	24%	32%	33%	29%	8%	10%	74%	9%	39%	28%	27%	15%	46%	30%	48%	57%
20+ years	263	68	202	31	25	5ABcd	230	28	2	126	68	32	7	1	1	17	22	35	33	37	5	83	28	3
	52%	46%	51%	58%	57%	75%	50%	71%	76%	49%	52%	59%	77%	80%	26%	85%	56%	58%	54%	56%	26%	53%	52%	13%
(Don't know)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
(Refused)	2	2	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-
	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
(Not applicable)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

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

Table 8 (continuation)
 <S7> How long has your organisation been trading?
 by Crossbreak
 Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	502	16	38	18	16	16	51	44	35	21	255	80	80	87	72	430
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	143	359
Not yet actively trading	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Less than 2 years	1	-	-	-	-	-	-	-	-	-	-	*J	*	1J	1	1
2 - 5 years	24	3	-	-	-	-	2	7	5	5	21	1	1	1	14	10
6 - 9 years	57	-	8	4	2	8	5	9	12	1	50	3	3	1	6	51
10 -19 years	155	6	6	12	24	19	7	23	18	18	132	8	12	4	57	98
20+ years	263	6	36	22	9	14	34	41	41	23	226	9	21	7	64	198
(Don't know)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
(Refused)	2	-	-	-	-	-	2	-	-	-	2	-	-	-	2	-
(Not applicable)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Table 8 (continuation)
 <S7> How long has your organisation been trading?
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED													HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE		
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)		
Unweighted row	502	409	30	31	11	20	92	479	307	198	365	431	120	93	54	128	58	116	50	31	135	67	465	70	52	49	62	4	
Total	502	473	8	6	4	11	28	493	286	155	353	393	88	38	11	47	11	64	29	47	147	107	483	20	11	22	37	4	
Not yet actively trading	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Less than 2 years	1	1	-	-	-	-	-	1	1	1	1	1	1	*	-	*	-	-	-	-	*	-	1	*	-	-	-	-	
2 - 5 years	24	23	1	*	*	-	1	24	14	5	19	23	6	1	1	2	1	6	*	1	5	1	24	1	1	*	1	4	
6 - 9 years	57	54	1	*	-	1	3	55	36	22	46	45	9	6	*	6	1	5	2	3	11	12	55	2	*	2	3	-	
10 -19 years	155	145	*	3	3	3	9	151	99	50	117	119	28	9	4	12	6	21	15	13	37	34	148	7	4	5	16	-	
20+ years	263	247	6	2	1	6	16	259	136	75	168	202	44	22	5	26	4	33	12	31	94	60	253	10	5	15	17	1	
(Don't know)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
(Refused)	2	2	-	-	-	-	-	2	-	2	2	2	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	
(Not applicable)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

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

Table 8 (continuation)
 <S7> How long has your organisation been trading?
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN Re ntal (a)	Std lan dline + ISDN LL/ PC ntal (b)	Std lan dline + BB (c)	No pro ducts (a)	1 pr oducts (b)	2 pr oducts (c)	No pro ducts (a)	1 pr oducts (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP to (c)	Some calls text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	502	15	36	57	5	218	27	252	51	6	261	420	52	30	213	166	123	6	108	1	215	49	33	25	15
Total	502	9	29	23	2	213	26	261	15	*	262	438	43	21	228	167	107	2	62	*	245	42	14	18	16
Not yet actively trading	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Less than 2 years	1	-	-	-	-	1	-	1	*	-	1	1	-	-	1	-	-	-	-	-	*	1	1	1	*
	*%	-%	-%	-%	-%	*%	-%	*%	2%	-%	1%	*%	-%	-%	1%	-%	-%	-%	-%	-%	*%	1%	4%	3%	2%
2 - 5 years	24	*	5	*	-	6	-	18	1	-	22	22	1	2	17	5	2	1	5	-	14	2	2	1	2
	5%	1%	19%	1%	-%	3%	-%	7%	8%	-%	8%	5%	3%	7%	7%	3%	2%	60%	7%	-%	6%	4%	13%	5%	12%
6 - 9 years	57	*	2	2	-	40c	*	16	2	-	35	51	2	3	30	19	8	-	5	-	18	5	5	5	5
	11%	3%	8%	9%	-%	19%	2%	6%	11%	-%	13%	12%	6%	15%	13%	11%	8%	-%	7%	-%	7%	12%	35%	28%	30%
10 -19 years	155	1	9	10	*	64	16	75	5	*	78	138	12	5	52	73A	29	-	21	-	92	11	3	2	2
	31%	14%	31%	45%	12%	30%	62%	29%	36%	37%	30%	32%	28%	21%	23%	44%	27%	-%	33%	-%	37%	27%	20%	9%	10%
20+ years	263	8	12	10	2	103	9	149	6	*	125	224	27	12	125	70	68b	1	32	*	118	23	4	10	8
	52%	82%	42%	46%	88%	48%	37%	57%	43%	63%	48%	51%	63%	56%	55%	42%	63%	40%	52%	100%	48%	55%	28%	56%	47%
(Don't know)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
(Refused)	2	-	-	-	-	-	-	2	-	-	-	2	-	-	2	-	-	-	-	-	2	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	*%	-%	-%	1%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%
(Not applicable)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Table 8 (continuation)
 <S7> How long has your organisation been trading?
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ (d)	Ca ncel MFL (e)	
Unweighted row	502	201	46	26	28	19
Total	502	248	46	17	21	21
Not yet actively trading	- -%	- -%	- -%	- -%	- -%	- -%
Less than 2 years	1 *%	* *%	1 1%	1 3%	1 3%	* 1%
2 - 5 years	24 5%	17 7%	2 5%	2 13%	1 5%	1 5%
6 - 9 years	57 11%	17 7%	9 19%	5 31%	5 23%	5 22%
10 -19 years	155 31%	89 36%	9 20%	2 10%	2 9%	2 8%
20+ years	263 52%	123 50%	26 55%	7 43%	13 60%	14 64%
(Don't know)	- -%	- -%	- -%	- -%	- -%	- -%
(Refused)	2 *%	2 1%	- -%	- -%	- -%	- -%
(Not applicable)	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 9
 <S8> How many sites or offices does your organisation operate from in the UK?
 by Crossbreak
 Base: All respondents

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 (b)	5 (c)	10 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Pr mary ind ustry (a)	Man ufacturing (b)	Co nstruction (c)	Whole sale/ Retail Trade (d)	Re tail (e)	Finan cial services (f)	Other services (g)	Pub lic admin istration (h)	Other (i)	
Unweighted row	502	62	200	102	100	100	397	80	22	156	123	103	41	16	14	20	38	61	61	64	21	138	72	27
Total	502	148	398	54	43	7	456	40	3	259	129	54	9	1	2	19	39	59	61	67	18	157	54	26
1	456 91%	137 93%	370 93%	51 95%	31 73%	3 50%	456 100%	-	-	251 97%	117 90%	41 76%	6 68%	*	2 81%	18 90%	34 86%	54 91%	60 98%	60 88%	17 97%	141 90%	48 89%	24 93%
2 to 5	40 8%	10 7%	25 6%	3 5%	10 24%	2 31%	-	40 100%	-	8 3%	10 8%	13 23%	3 31%	*	-	2 9%	2 5%	5 8%	*	8 11%	1 3%	16 10%	5 10%	2 6%
6 to 10	3 1%	-	-	*	1 3%	1 16%	-	-	3 92%	*	*	1 1%	*	*	*	*	1 3%	*	*	*	-	*	*	*
11+	* *%	-	-	-	-	* 3%	-	-	*	-	*	-	*	*	-	-	-	*	-	-	-	*	*	-
Don't know	3 1%	-	3 1%	-	* *%	-	-	-	-	2 *%	-	-	-	-	-	2 *%	-	-	-	-	-	*	*	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean score	1.1	1.1	1.1	1.1	1.6 ABC	3.1 ABCD	1.0	2.3 A	7.7 AB	1.0	1.1	1.4 Ab	1.7 AB	4.8 ABCD	2.3 AB	1.2	1.2	1.1	1.1	1.2	1.0	1.1	1.2	1.2

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

Table 9 (continuation)
 <S8> How many sites or offices does your organisation operate from in the UK?
 by Crossbreak
 Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo rks/Humber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	502	16	38	18	16	16	51	44	35	21	255	80	80	87	72	430
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	143	359
1	456 91%	15 100%	47 92%	33 87%	35 99%	40 97%	49 98%	72 90%	69 91%	37 79%	395M 92%	19m 92%	32 86%	10 78%	141b 99%	315 88%
2 to 5	40 8%	- -	1 2%	5 13%	* 1%	1 3%	1 2%	7 9%	6 8%	10 21%	31 7%	2 8%	5 13%	2J 18%	2 1%	38 11%
6 to 10	3 1%	* *	* 1%	* *	- -	- -	* *	* 1%	1 1%	- -	2 *	* *	* 1%	* 2%	* *	2 1%
11+	* *	- -	- -	- -	- -	- -	* *	- -	- -	- -	* *	* *	* *	- -	- -	* *
Don't know	3 1%	- -	2 5%	- -	- -	- -	- -	- -	- -	- -	2 1%	- -	- -	* 3%	- -	3 1%
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Mean score	1.1	1.0	1.1	1.2	1.0	1.1	1.0	1.1	1.2	1.2	1.1	1.1	1.3	1.4fJ	1.0	1.2

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

Table 9 (continuation)
 <S8> How many sites or offices does your organisation operate from in the UK?
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo-biles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo-bile (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)		
Unweighted row	502	409	30	31	11	20	92	479	307	198	365	431	120	93	54	128	58	116	50	31	135	67	465	70	52	49	62	4	
Total	502	473	8	6	4	11	28	493	286	155	353	393	88	38	11	47	11	64	29	47	147	107	483	20	11	22	37	4	
1	456 91%	438 93%	6 82%	4 79%	2 48%	6 52%	18 65%	449 91%	251 88%	137 88%	317 90%	349 89%	76 86%	28 72%	7 68%	33 71%	7 59%	46 73%	23 81%	47 100%	139 94%	106 99%	446 92%	15 75%	7 69%	15 69%	26 71%	4 100%	
2 to 5	40 8%	31 6%	1 16%	* 8%	2 52%	5 46%	9 31%	38 8%	30 11%	13 9%	31 9%	39 10%	10 12%	10 26%	2 20%	12 25%	3 31%	15 24%	5 17%	- %	8 6%	1 1%	32 7%	4 22%	2 20%	6 25%	9 26%	- %	
6 to 10	3 1%	2 *	* 1%	1 11%	- %	* 2%	1 3%	3 1%	2 1%	2 1%	2 1%	2 1%	1 2%	1 10%	1 3%	1 9%	1 3%	2 3%	* 1%	- %	* %	* %	2 *	* 1%	1 9%	1 3%	1 3%	- %	
11+	* **	* **	* 1%	* 2%	- %	- %	* 1%	* **	* **	* **	* **	* **	* **	* **	* 2%	* **	* 1%	* **	- %	- %	- **	* **	* 1%	* 2%	* 1%	- %	- %	- %	
Don't know	3 1%	3 1%	- %	- %	- %	- %	- %	3 1%	3 1%	3 2%	3 1%	3 1%	* 1%	- %	- %	- %	- %	* 1%	* 1%	- %	* **	- %	3 1%	- %	- %	* 2%	- %	- %	
Refused	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Mean score	1.1	1.1	1.4a	2.2A	1.8A	1.7A	1.7A	1.1	1.2	1.2	1.2	1.2	1.3	1.5a	2.4 ABCDE F	1.7 AbdE	2.2 ABCDEF	1.5a	1.3	1.0	1.1	1.0	1.1	1.6a	2.4A	1.7	1.5	1.0	

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

Table 9 (continuation)
 <S8> How many sites or offices does your organisation operate from in the UK?
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO						
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN Re ntal (a)	Std lan dline + ISDN Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)		
Unweighted row	502	15	36	57	5	218	27	252	51	6	261	420	52	30	213	166	123	6	108	1	215	49	33	25	15	
Total	502	9	29	23	2	213	26	261	15	*	262	438	43	21	228	167	107	2	62	*	245	42	14	18	16	
1	456 91%	9 90%	22 77%	14 62%	1 54%	200 94%	25 98%	230 88%	12 77%	*	234 89%	396 90%	40 94%	20 93%	211 93%	158 94%	88 82%	2 89%	44 72%	*	100%	223 91%	40 95%	13 88%	15 88%	15 96%
2 to 5	40 8%	* 2%	7 23%	7 32%	1 46%	12 6%	1 2%	27 10%	3 19%	*	27 10%	37 8%	2 5%	1 7%	13 5%	9 5%	18a 17%	* 11%	15 24%	-	20 8%	1 3%	* 3%	2 11%	1 3%	
6 to 10	3 1%	* 4%	- -	1 6%	- -	* %	* %	2 1%	3 3%	*	1 %	2 1%	* %	- -	2 1%	* %	1 %	- -	2 3%	- -	2 1%	1 2%	1 9%	* %	* %	
11+	* %	- -	- -	* 1%	- -	* %	- -	* %	* %	- -	* %	* %	- -	* %	* %	* %	- -	* %	- -	* %	* %	* %	* %	* %	- -	
Don't know	3 1%	* 4%	- -	- -	- -	* %	- -	2 1%	- -	- -	* %	3 1%	- -	- -	3 1%	- -	- -	- -	* 1%	- -	* %	- -	- -	- -	- -	
Refused	- %	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Mean score	1.1	1.3	1.2	1.9	1.9b	1.1	1.1	1.2	1.7c	2.9	1.1	1.1	1.2	1.1	1.1	1.1	1.3	1.1	1.5	1.0	1.1	1.2	1.5	1.2	1.1	

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

Table 9 (continuation)
 <S8> How many sites or offices does your organisation operate from in the UK?
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)		
Unweighted row	502	201	46	26	28	19
Total	502	248	46	17	21	21
1	456 91%	230 93%	44 95%	16 97%	20 96%	21 99%
2 to 5	40 8%	17 7%	2 5%	* 2%	1 4%	* 1%
6 to 10	3 1%	* *%	- -%	* 1%	* *%	* *%
11+	* *%	* *%	- -%	* *%	* *%	- -%
Don't know	3 1%	* *%	- -%	- -%	- -%	- -%
Refused	- -%	- -%	- -%	- -%	- -%	- -%
Mean score	1.1	1.1	1.1	1.1	1.1	1.0

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

Table 10
 <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

	COMPANY SIZE					NO. SITES			TURNOVER						SECTOR									
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration (h)	Other (i)	
Total	102	5	14	9	29	50	-	80	22	12	12	31	19	12	6	8	6	16	6	18	3	23	17	5
Total	43	10	25	3	12	3	-	40	3	8	10	13	3	1	*	2	3	5	1	8	1	16	6	2
All sites	37	10	24	2	8	3	-	35	2	7	10	11	3	1	*	2	2	5	1	7	*	14	5	*
	86%	98%	98%	67%	64%	86%	-%	87%	60%	90%	95%	84%	94%	100%	100%	97%	69%	99%	100%	94%	51%	90%	80%	9%
Some sites	1	-	-	*	-	*	-	1	*	-	*	-	*	-	-	-	-	*	-	*	-	*	-	-
	1%	-%	-%	10%	-%	8%	-%	1%	2%	-%	*%	-%	6%	-%	-%	-%	-%	1%	-%	5%	-%	1%	-%	-%
Just the site operating from	6	*	1	1	4	*	-	4	1	1	1	2	-	-	-	*	1	-	-	*	*	1	1	2
	13%	2%	2%	23%	36%	6%	-%	11%	39%	10%	5%	16%	-%	-%	-%	3%	31%	-%	-%	1%	49%	9%	20%	91%

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

Table 10 (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	
		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)
Unweighted row	102	1	5	6	2	2	7	10	7	5	45	11	22	24	5	97
Total	43	*	1	5	*	1	1	8	7	10	33	2	5	3	2	41
All sites	37	*	1	5	*	*	1	6	6	10	29	2	5	2	1	35
	86%	100%	70%	98%	50%	7%	64%	79%	86%	100%	86%	95%	88%	75%	70%	86%
Some sites	1	-	-	*	*	-	-	-	-	-	*	*	*	-	-	1
	1%	-%	-%	2%	50%	-%	-%	-%	-%	-%	1%	5%	5%	-%	-%	1%
Just the site operating from	6	-	*	-	-	1	*	2	1	-	5	-	*	1	1	5
	13%	-%	30%	-%	-%	93%	36%	21%	14%	-%	14%	-%	7%	25%	30%	12%

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

Table 10 (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	MAIN FIXED LINE TYPE							PRODUCTS USED													HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE		
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Pr (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)		
Unweighted row	102	64	10	13	7	7	37	94	76	58	84	94	39	40	24	53	33	46	20	-	17	6	86	32	23	22	23	-	
Total	43	32	1	1	2	5	10	41	33	15	33	42	12	11	3	13	5	17	5	-	9	1	34	5	3	7	11	-	
All sites	37	27	1	1	1	5	9	35	29	11	29	36	10	10	2	11	3	15	4	-	7	*	29	5	2	6	9	-	
	86%	84%	97%	100%	55%	99%	90%	85%	87%	73%	87%	86%	85%	91%	60%	83%	77%	88%	81%	-%	81%	49%	85%	97%	59%	96%	82%	-%	
Some sites	1	*	*	-	*	*	*	*	1	*	1	1	-	*	-	*	*	*	*	-	-	-	*	*	-	*	*	-	
	1%	1%	3%	-%	5%	1%	2%	1%	2%	2%	2%	1%	-%	2%	-%	1%	5%	2%	2%	-%	-%	-%	1%	3%	-%	3%	1%	-%	
Just the site operating from	6	5	-	-	1	*	1	6	4	4	4	5	2	1	1	2	1	2	1	-	2	1	5	-	1	*	2	-	
	13%	15%	-%	-%	40%	1%	8%	14%	11%	25%	12%	12%	15%	7%	40%	16%	18%	11%	17%	-%	19%	51%	14%	-%	41%	1%	16%	-%	

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

Table 10 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro re vider calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN PC (b)	Std lan dline + BB (c)	No pro ducts (a)	1 pr oducts (b)	2 pr oducts (c)	No pro ducts (a)	1 pr oducts (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	102	4	9	29	2	35	5	60	23	4	50	84	11	7	39	29	34	2	43	-	36	11	12	9	4
Total	43	1	7	9	1	13	1	29	3	*	28	39	2	1	14	9	19	*	17	-	22	2	2	2	1
All sites	37 86%	1 100%	7 99%	7 86%	* 27%	11 83%	1 83%	25 86%	2 56%	* 41%	26 92%	34 86%	2 69%	1 100%	10 70%	9 91%	18 95%	* 100%	15 87%	- -%	20 90%	1 57%	1 44%	2 100%	1 100%
Some sites	1 1%	- -%	- -%	* 3%	- -%	* 2%	- -%	* 1%	* 4%	* 39%	* *	1 1%	- -%	- -%	* 2%	* 1%	* 1%	- -%	* 2%	- -%	* 1%	- -%	- -%	- -%	- -%
Just the site operating from	6 13%	- -%	* 1%	1 11%	1 73%	2 14%	* 17%	4 13%	1 40%	* 20%	2 8%	5 12%	1 31%	- -%	4 28%	1 7%	1 5%	- -%	2 11%	- -%	2 9%	1 43%	1 56%	- -%	- -%

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

Table 10 (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	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)		
Unweighted row	102	27	10	9	8	4
Total	43	18	2	1	1	*
All sites	37 86%	17 96%	2 100%	1 100%	1 100%	* 100%
Some sites	1 1%	* 2%	- -%	- -%	- -%	- -%
Just the site operating from	6 13%	* 3%	- -%	- -%	- -%	- -%

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

Table 11
 <S9B> In which of these regions are you personally based?
 by Crossbreak
 Base: All respondents

	COMPANY SIZE						NO.SITES			TURNOVER						SECTOR									
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	Pr mary ind ustry (a)	Man ufacturing (b)	Co nstruction (c)	Whole sale/ retail (d)	Re tail (e)	Finan cial ser vices (f)	Other ser vices (g)	Pu blic admin istration and ser vices (h)	Other (i)	
Unweighted row	502	62	200	102	100	100	397	80	22	156	123	103	41	16	14	20	38	61	61	64	21	138	72	27	
Total	502	148	398	54	43	7	456	40	3	259	129	54	9	1	2	19	39	59	61	67	18	157	54	26	
North East England	15 3%	3 2%	11 3%	3 6%	1 2%	*	15 3%	- %	*	11 4%	2 2%	1 2%	*	- %	- %	3 16%	1 2%	1 1%	3 5%	*	1 4%	3 2%	3 5%	- %	
North West England	51 10%	15 10%	44 11%	4 8%	2 5%	*	47 10%	1 2%	*	25 10%	16 12%	7 12%	1 6%	*	- %	*	9 22%	1 1%	13 21%	8 12%	3 16%	13 8%	3 6%	1 4%	
Yorkshire and the Humber	38 7%	8 5%	31 8%	4 7%	2 5%	*	33 7%	5 12%	*	27 11%	6 5%	3 6%	*	*	- %	4 20%	- %	14 23%	4 6%	1 2%	- %	7 4%	8 15%	*	
East Midlands	35 7%	10 7%	25 6%	5 10%	4 10%	*	35 8%	* 1%	- %	10 4%	18a 14%	4 7%	1 16%	- %	- %	- %	7 18%	5 8%	7 11%	1 2%	5 28%	2 1%	1 2%	7 26%	
West Midlands	41 8%	12 8%	33 8%	1 3%	6ce 14%	*	40 9%	1 3%	- %	21 8%	10 7%	4 7%	- %	- %	- %	- %	- %	1 2%	11 18%	4 6%	- %	12 8%	7 13%	5 21%	
East England	50 10%	15 10%	41 10%	5 9%	3 7%	1 7%	49 11%	1 2%	*	27 10%	13 10%	2 4%	*	- %	*	2 13%	5 12%	5 9%	8 12%	5 8%	1 4%	20 13%	4 8%	*	
London	80 16%	34 23%	63 16%	8 15%	8 18%	1 17%	72 16%	7 19%	*	49 19%	12 10%	8 15%	1 11%	*	2 19%	1 5%	6 15%	10 16%	- %	2 2%	5 28%	38 24%	14 27%	4 16%	
South East England	76 15%	23 16%	60 15%	8 15%	7 15%	1 16%	69 15%	6 15%	1 38%	44 17%	12 9%	10 19%	2 25%	*	- %	6 29%	1 3%	16 26%	5 8%	22 33%	- %	23 14%	3 6%	1 4%	
South West England	46 9%	15 10%	38 10%	6 11%	2 5%	* 4%	37 8%	10 24%	- %	16 6%	17 13%	5 9%	1 11%	- %	- %	- %	6 16%	- %	- %	14 21%	- %	21 13%	1 2%	4 15%	
Net: England	431 86%	135E 91%	346E 87%	45E 84%	35e 81%	5 66%	395 87%	31 78%	2 79%	231 89%	107 82%	45 83%	7 75%	1 66%	2 81%	17 85%	35 88%	52 87%	50 82%	58 86%	14 80%	139 88%	45 83%	22 86%	
Wales	21 4%	5 4%	17 4%	2 4%	2 4%	1 9%	19 4%	2 4%	*	12 5%	5 4%	1 2%	*	*	*	1 3%	1 3%	2 3%	3 6%	1 2%	1 6%	7 4%	2 4%	2 9%	
Scotland	37 7%	6 4%	26 6%	5 9%	5 11%	1AB 18%	32 7%	5 12%	*	12 5%	14 11%	6 12%	1 17%	*	5%	2 11%	3 8%	4 7%	5 9%	6 11%	2 9%	8 5%	5 10%	1 2%	
Northern Ireland	13 3%	1 1%	9 2%	2 3%	2 5%	1Ab 7%	10 2%	2 6%	*	5 2%	4 3%	2 4%	*	*	*	* %	* 1%	2 3%	2 4%	2 3%	1 4%	3 2%	2 3%	1 3%	

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

Table 11 (continuation)
 <S9B> In which of these regions are you personally based?
 by Crossbreak
 Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		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 where (a)
Unweighted row	502	16	38	18	16	16	51	44	35	21	255	80	80	87	72	430
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	143	359
North East England	15 3%	15 100%	- -	- -	- -	- -	- -	- -	- -	- -	15 3%	- -	- -	- -	* %	14 4%
North West England	51 10%	- -	51 100%	- -	- -	- -	- -	- -	- -	- -	51kml 12%	- -	- -	- -	10 7%	41 11%
Yorkshire and the Humber	38 7%	- -	- -	38 100%	- -	- -	- -	- -	- -	- -	38km 9%	- -	- -	- -	12 8%	26 7%
East Midlands	35 7%	- -	- -	- -	35 100%	- -	- -	- -	- -	- -	35m 8%	- -	- -	- -	27B 19%	8 2%
West Midlands	41 8%	- -	- -	- -	- -	41 100%	- -	- -	- -	- -	41km 9%	- -	- -	- -	11 8%	30 8%
East England	50 10%	- -	- -	- -	- -	- -	50 100%	- -	- -	- -	50kml 12%	- -	- -	- -	7 5%	43 12%
London	80 16%	- -	- -	- -	- -	- -	- -	80 100%	- -	- -	80KLM 19%	- -	- -	- -	25 18%	55 15%
South East England	76 15%	- -	- -	- -	- -	- -	- -	- -	76 100%	- -	76KLM 18%	- -	- -	- -	23 16%	53 15%
South West England	46 9%	- -	- -	- -	- -	- -	- -	- -	- -	46 100%	46kml 11%	- -	- -	- -	12 8%	34 10%
Net: England	431 86%	15 100%	51 100%	38 100%	35 100%	41 100%	50 100%	80 100%	76 100%	46 100%	431KLM 100%	- -	- -	- -	128 89%	304 85%
Wales	21 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	21JLM 100%	- -	- -	4 3%	17 5%
Scotland	37 7%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	37JKM 100%	- -	10 7%	27 8%
Northern Ireland	13 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	13JKL 100%	2 1%	11 3%

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

Table 11 (continuation)
 <S9B> In which of these regions are you personally based?
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standalone mobiles (c)	NET Mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mobile (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	502	409	30	31	11	20	92	479	307	198	365	431	120	93	54	128	58	116	50	31	135	67	465	70	52	49	62	4
Total	502	473	8	6	4	11	28	493	286	155	353	393	88	38	11	47	11	64	29	47	147	107	483	20	11	22	37	4
North East England	15 3%	14 3%	- %	* 1%	- %	1 7%	1 3%	15 3%	9 3%	1 %	9 2%	15 4%	1 1%	1 1%	* 1%	1 1%	* 1%	2 2%	1 3%	- %	6 4%	- %	15 3%	* 2%	* 1%	1 4%	* 1%	* 8%
North West England	51 10%	50 10%	* 2%	* 9%	* 2%	1 5%	1 4%	51 10%	30 11%	21 14%	36 10%	43 11%	10 11%	3 5%	1 8%	4 8%	1 10%	4 10%	3 10%	7 16%	15 10%	8 8%	50 10%	1 3%	1 5%	1 3%	3 9%	- %
Yorkshire and the Humber	38 7%	37 8%	1 9%	- %	* 5%	- %	1 3%	38 8%	16 6%	14 9%	28 8%	22 6%	6 7%	2 5%	* 1%	2 4%	* 2%	3 4%	* 1%	- %	9 6%	16 15%	37 8%	1 4%	- %	1 6%	1 4%	- %
East Midlands	35 7%	34 7%	1 16%	- %	- %	- %	1 5%	34 7%	26 9%	12 8%	31 9%	31 8%	3 3%	3 9%	- %	3 7%	* 1%	5 8%	* %	2 4%	3 2%	4 3%	34 7%	1 7%	- %	* 1%	5 14%	- %
West Midlands	41 8%	40 8%	- %	- %	- %	1 11%	1 4%	41 8%	30 10%	13 8%	31 9%	36 9%	14 16%	1 3%	2 22%	3 5%	1 11%	8 13%	5 19%	- %	10 7%	5 5%	40 8%	1 6%	2 22%	7 30%	1 4%	- %
East England	50 10%	49 10%	1 9%	* 1%	* 2%	- %	1 3%	50 10%	20 7%	26 17%	36 10%	36 9%	6 7%	2 5%	1 5%	2 5%	* 2%	1 1%	1 3%	7 15%	14 10%	13 13%	50 10%	2 9%	1 5%	* %	1 2%	- %
London	80 16%	72 15%	1 13%	2 38%	3 85%	1 8%	7 25%	75 15%	37 13%	23 15%	46 13%	61 16%	13 15%	9 22%	3 31%	12 25%	5 41%	13 20%	13 44%	13 27%	33 23%	17 16%	74 15%	2 9%	3 32%	5 24%	8 21%	- %
South East England	76 15%	72 15%	2 25%	1 21%	* 3%	1 9%	4 15%	76 15%	50 18%	23 15%	61 17%	49 13%	20 23%	3 8%	1 13%	4 9%	1 5%	9 14%	2 7%	5 10%	15 10%	27 25%	75 15%	3 15%	1 13%	2 9%	7 18%	- %
South West England	46 9%	42 9%	- %	* 1%	* 2%	5 41%	5 17%	46 9%	33 12%	4 3%	33 9%	41 10%	5 5%	8 22%	* 2%	8 18%	* 1%	10 15%	* %	5 10%	13 9%	6 5%	42 9%	4 19%	* 2%	- %	6 16%	4 86%
Net: England	431 86%	408 86%	6 75%	4 72%	4 98%	9 81%	22 80%	424 86%	250 87%	137 88%	310 88%	334 85%	77 88%	32 84%	9 79%	39 84%	8 74%	54 85%	25 86%	38 80%	119 81%	96 90%	415 86%	15 75%	9 79%	17 76%	33 88%	4 94%
Wales	21 4%	19 4%	1 9%	* 8%	- %	* 4%	2 6%	20 4%	12 4%	5 4%	14 4%	18 4%	4 4%	1 4%	* 4%	2 4%	* 4%	2 3%	1 4%	3 5%	7 5%	3 3%	20 4%	1 4%	* 4%	2 8%	* 1%	- %
Scotland	37 7%	34 7%	1 9%	1 16%	* 2%	1 12%	3 11%	36 7%	17 6%	8 5%	19 5%	30 8%	5 5%	2 6%	1 13%	4 8%	2 19%	5 8%	1 4%	6 14%	18 12%	7 7%	36 7%	2 12%	1 13%	2 11%	2 7%	* 6%
Northern Ireland	13 3%	12 3%	1 7%	* 4%	- %	* 3%	1 4%	13 3%	8 3%	5 3%	9 3%	12 3%	3 3%	2 6%	* 4%	2 5%	* 3%	3 4%	2 6%	1 1%	4 3%	1 1%	13 3%	2 9%	* 3%	1 5%	2 4%	- %

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

Table 11 (continuation)
 <S9B> In which of these regions are you personally based?
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	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 ntal and calls (c)	Std lan dline + ISDN Re ntal (a)	Std lan dline + ISDN PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	502	15	36	57	5	218	27	252	51	6	261	420	52	30	213	166	123	6	108	1	215	49	33	25	15
Total	502	9	29	23	2	213	26	261	15	*	262	438	43	21	228	167	107	2	62	*	245	42	14	18	16
North East England	15 3%	- -%	* 1%	1 3%	* 17%	8 4%	- -%	7 3%	* 3%	- -%	13 5%	14 3%	1 2%	- -%	7 3%	8 5%	* *	- -%	2 3%	- -%	7 3%	1 3%	* 3%	* *	* *
North West England	51 10%	* 5%	2 9%	1 5%	- -%	17 8%	3 10%	32 12%	* 1%	- -%	30 11%	40 9%	5 12%	6 28%	20 9%	15 9%	17 15%	- -%	4 7%	- -%	25 10%	7 16%	* *	6 33%	3 18%
Yorkshire and the Humber	38 7%	2 26%	- -%	* 1%	- -%	11 5%	4 15%	22 9%	- -%	- -%	11 4%	38 9%	* *	- -%	20 9%	9 6%	8 7%	- -%	3 4%	- -%	14 6%	1 3%	* 1%	- -	- -%
East Midlands	35 7%	* 1%	- -%	5 22%	- -%	25c 12%	5 19%	5 2%	* 1%	* 28%	24 9%	31 7%	2 5%	1 5%	15 6%	18 11%	2 2%	- -%	5 8%	- -%	23 9%	7 16%	- -%	1 6%	- -%
West Midlands	41 8%	- -%	8 28%	- -%	- -%	18 8%	* *	23 9%	1 8%	- -%	18 7%	39 9%	2 6%	- -%	16 7%	12 7%	12 12%	- -%	8 13%	- -%	24 10%	1 3%	1 8%	1 7%	1 8%
East England	50 10%	* 1%	* 1%	* 2%	- -%	30 14%	3 10%	17 7%	2 11%	* 15%	23 9%	44 10%	5 12%	1 3%	25 11%	18 11%	7 7%	- -%	1 1%	- -%	32 13%	* 1%	* 3%	- -%	- -%
London	80 16%	1 9%	6 21%	4 19%	2 67%	34 16%	9 33%	38 14%	2 10%	- -%	39 15%	63 14%	16 39%	1 5%	35 15%	30 18%	16 15%	1 60%	12 19%	* 100%	22 9%	9 22%	1 8%	* 1%	5 33%
South East England	76 15%	5 49%	1 4%	3 13%	- -%	16 8%	* *	59A 23%	3 20%	- -%	36 14%	74 17%	2 5%	* 1%	36 16%	28 17%	12 11%	* 6%	9 14%	- -%	40 17%	6 13%	6 39%	5 26%	5 29%
South West England	46 9%	- -%	5 18%	5 21%	- -%	16 7%	* *	29 11%	4 26%	- -%	26 10%	40 9%	1 3%	5 24%	22 10%	10 6%	15 14%	- -%	10 16%	- -%	22 9%	3 8%	2 14%	1 4%	1 5%
Net: England	431 86%	9 91%	24 82%	20 87%	2 84%	174 82%	23 89%	233 89%	12 80%	* 43%	219 84%	382 87%	36 84%	14 65%	195 86%	147 88%	89 83%	1 66%	52 85%	* 100%	210 86%	36 85%	11 76%	14 77%	15 93%
Wales	21 4%	* *	1 4%	1 2%	- -%	11 5%	* 1%	9 4%	* 2%	- -%	13 5%	17 4%	1 2%	3 12%	10 5%	5 3%	5 5%	- -%	2 3%	- -%	10 4%	1 3%	* 3%	* 1%	* 3%
Scotland	37 7%	- -%	4 13%	1 5%	* 12%	21 10%	2 7%	14 5%	1 9%	* 28%	19 7%	28 6%	5 12%	4 18%	17 7%	12 7%	8 8%	* 15%	5 8%	- -%	18 8%	3 8%	2 16%	3 16%	- -%
Northern Ireland	13 3%	1 8%	* 1%	1 6%	* 4%	7 3%	1 3%	5 2%	1 10%	* 29%	10 4%	11 3%	1 2%	1 5%	6 2%	3 2%	4 4%	* 19%	2 4%	- -%	6 2%	2 4%	1 6%	1 6%	1 5%

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

Table 11 (continuation)
 <S9B> In which of these regions are you personally based?
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)		
Unweighted row	502	201	46	26	28	19
Total	502	248	46	17	21	21
North East England	15 3%	7 3%	1 2%	- -%	* *%	* 2%
North West England	51 10%	29 12%	9 20%	- -%	3 14%	3 12%
Yorkshire and the Humber	38 7%	18 7%	4 8%	- -%	- -%	- -%
East Midlands	35 7%	19 8%	9 18%	2 11%	3 14%	2 8%
West Midlands	41 8%	14 6%	1 3%	1 7%	1 6%	1 6%
East England	50 10%	28 11%	* 1%	* 2%	* 2%	- -%
London	80 16%	33 13%	6 13%	2 13%	1 5%	5 24%
South East England	76 15%	40 16%	9 20%	9 55%	9 44%	9 43%
South West England	46 9%	28 11%	2 5%	- -%	- -%	- -%
Net: England	431 86%	217 88%	42 90%	15 88%	18 85%	20 95%
Wales	21 4%	10 4%	1 2%	1 3%	* 1%	* *%
Scotland	37 7%	17 7%	2 4%	1 4%	1 7%	- -%
Northern Ireland	13 3%	5 2%	2 4%	1 5%	2 7%	1 4%

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

	COMPANY SIZE						NO. SITES			TURNOVER						SECTOR									
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (e)	to 249 (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 £25m (e)	£25m+ (f)	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)	
Unweighted row	502	62	200	102	100	100	397	80	22	156	123	103	41	16	14	20	38	61	61	64	21	138	72	27	
Total	502	148	398	54	43	7	456	40	3	259	129	54	9	1	2	19	39	59	61	67	18	157	54	26	
Standard landlines	493 98%	147DE 99%	397DE 100%	54DE 99%	36 84%	6 92%	449 98%	38 95%	3 98%	258 100%	128 98%	51 94%	8 87%	1 100%	1 34%	19 100%	39 98%	59 100%	61 99%	65 96%	17 95%	154 98%	53 98%	26 99%	
Smartphones	286 57%	65 44%	218 55%	36a 67%	28a 64%	5Ab 69%	251 55%	30 76%	2 85%	121 47%	85a 66%	43 79%	7 82%	1 100%	2 88%	8 42%	26 66%	46 78%	37 61%	45 67%	6 35%	86 55%	12 22%	19 72%	
Standard mobile phones	155 31%	55 37%	116 29%	13 25%	21BC 49%	4ABC 64%	137 30%	13 33%	2 74%	82 32%	26 20%	27 50%	5 60%	1 75%	1 50%	8 42%	13 32%	26 43%	24 40%	25 37%	13 74%	27 17%	15 29%	4 15%	
Fixed line broadband	393 78%	99 67%	304 76%	44 82%	39Ab 90%	6 84%	349 76%	39 98%	3 94%	187 72%	115a 89%	49 90%	8 93%	1 95%	2 65%	13 65%	31 78%	49 83%	56 91%	50 75%	17 94%	112 72%	42 78%	23 89%	
Mobile broadband	88 18%	13 9%	60 15%	13a 24%	12Ab 28%	3ABc 42%	76 17%	10 26%	2 58%	28 11%	33a 25%	14 26%	3 31%	1 70%	1 50%	2 9%	5 14%	23 39%	14 23%	14 20%	* 12%	18 12%	5 10%	6 25%	
ISDN 2/2e	38 8%	- -%	16 4%	6A 11%	14ABC 33%	3ABC 36%	28 6%	10 25%	1 25%	8 3%	8 6%	9 16%	5 58%	1 54%	* 9%	1 7%	7 17%	* 1%	4 6%	4 6%	3 18%	9 6%	4 7%	6 21%	
ISDN 30	11 2%	- -%	- -%	3aB 5%	6AB 13%	3ABCD 39%	7 2%	2 5%	1 46%	* **	2 1%	3 5%	1 14%	1 48%	1 48%	1 7%	1 3%	1 2%	2 3%	1 1%	* 2%	2 1%	1 1%	2 7%	
Leased lines or private circuits, including Ethernet leased line services	11 2%	- -%	- -%	1b 2%	7ABC 17%	3ABCD 43%	7 1%	3 9%	1 39%	- -%	1 1%	3 5%	3 29%	1 63%	2 82%	1 3%	1 2%	1 1%	2 4%	1 1%	2 11%	2 1%	2 3%	* 2%	
Voice over Internet Protocol or VoIP	64 13%	17 11%	33 8%	10b 19%	17ABc 40%	3ABC 45%	46 10%	15 38%	2 70%	17 6%	13 10%	16 30%	3 33%	1 74%	2 79%	3 14%	3 9%	8 13%	6 10%	5 7%	3 17%	23 15%	5 10%	7 28%	
Video conferencing	29 6%	3 2%	17 4%	2 3%	9ABC 20%	1ABC 18%	23 5%	5 12%	* 7%	13 5%	3 2%	8 14%	2 18%	* 34%	1 37%	1 6%	* 1%	* **	6 10%	2 3%	1 6%	14 9%	2 4%	2 7%	
(None of these)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

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

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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 istration and ser vices (h)	Other (i)	
Total	502	62	200	102	100	100	397	80	22	156	123	103	41	16	14	20	38	61	61	64	21	138	72	27
Unweighted row	502	148	398	54	43	7	456	40	3	259	129	54	9	1	2	19	39	59	61	67	18	157	54	26
NETS																								

Mobiles	353 70%	104 71%	277 70%	38 71%	32 74%	6b 84%	317 69%	31 77%	3 90%	165 64%	97 75%	45 83%	8 86%	1 100%	2 88%	15 75%	27 70%	58 98%	42 68%	57 84%	16 91%	93 59%	25 47%	19 73%
ISDN	47 9%	- -%	16 4%	8AB 15%	19ABC 43%	4ABCD 62%	33 7%	12 29%	2 57%	8 3%	10 8%	11 21%	6 68%	1 63%	1 55%	3 13%	8 19%	1 2%	4 7%	5 8%	4 20%	11 7%	4 8%	7 28%
Std Landline and ISDN Lines	42 8%	- -%	16 4%	8AB 15%	14ABc 31%	4ABCD 61%	30 7%	10 26%	2 57%	8 3%	8 6%	10 18%	5 56%	1 63%	1 22%	3 13%	7 17%	1 2%	4 7%	3 5%	3 19%	9 6%	3 6%	7 27%
Std Landline, ISDN and Leased Lines	6 1%	- -%	- -%	1b 1%	4AB 8%	2ABCD 27%	3 1%	2 5%	1 35%	- -%	* *%	1 2%	2 23%	* 36%	* 9%	* 1%	* *%	* 1%	2 3%	* *%	1 6%	* *%	1 2%	* 2%
Std Landline, ISDN, Leased Lines & VoIP	3 1%	- -%	- -%	* 1%	2aB 5%	1ABCD 13%	1 *%	1 4%	1 22%	- -%	* *%	1 2%	1 9%	* 32%	* 4%	* 1%	- -%	* *%	* 1%	* *%	1 3%	* *%	1 2%	* 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	
		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)
Unweighted row	502	16	38	18	16	16	51	44	35	21	255	80	80	87	72	430
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	143	359
Standard landlines	493 98%	15 98%	51 100%	38 100%	34 97%	41 100%	50 100%	75 94%	76 100%	46 98%	424 98%	20 97%	36 97%	13 99%	142 99%	351 98%
Smartphones	286 57%	9 58%	30 59%	16 42%	26 74%	30 73%	20 40%	37 46%	50 66%	33 71%	250 58%	12 55%	17 45%	8 60%	88 62%	198 55%
Standard mobile phones	155 31%	1 5%	21 42%	14 37%	12 36%	13 32%	26 51%	23 28%	23 30%	4 9%	137 32%	5 26%	8 22%	5 35%	49 34%	106 30%
Fixed line broadband	393 78%	15 100%	43 84%	22 58%	31 90%	36 87%	36 73%	61 77%	49 65%	41 88%	334 77%	18 84%	30 81%	12Jl 95%	108 75%	286 80%
Mobile broadband	88 18%	1 6%	10 19%	6 16%	3 8%	14 34%	6 13%	13 16%	20 27%	5 10%	77 18%	4 17%	5 12%	3 20%	15 10%	73 20%
ISDN 2/2e	38 8%	1 4%	3 6%	2 5%	3 10%	1 3%	2 4%	9 11%	3 4%	8 18%	32 7%	1 7%	2 7%	2Jkl 18%	3 2%	36 10%
ISDN 30	11 2%	* *%	1 1%	* *%	- -%	2 6%	1 1%	3 4%	1 2%	* *%	9 2%	* 2%	1 4%	* 3%	* *%	11 3%
Leased lines or private circuits, including Ethernet leased line services	11 2%	* *%	1 2%	* 1%	* *%	1 3%	* *%	5 6%	1 1%	* *%	8 2%	* 2%	2 6%	* 3%	- -%	11 3%
Voice over Internet Protocol or VoIP	64 13%	2 10%	4 8%	3 8%	5 15%	8 20%	1 2%	13 16%	9 11%	10 21%	54 12%	2 10%	5 14%	3 21%	16 11%	47 13%
Video conferencing	29 6%	1 5%	3 6%	* *%	* *%	5 13%	1 2%	13 16%	2 3%	* *%	25 6%	1 5%	1 3%	2j1 14%	5 3%	24 7%
(None of these)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NETS ----																
Mobiles	353 70%	9 58%	36 71%	28 75%	31 89%	31 76%	36 71%	46 57%	61 80%	33 71%	3101 72%	14 68%	19 52%	9 68%	123B 86%	230 64%

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	
		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)
Unweighted row	502	16	38	18	16	16	51	44	35	21	255	80	80	87	72	430
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	143	359
ISDN	47 9%	1 4%	4 7%	2 5%	3 10%	3 6%	2 5%	12 15%	4 6%	8 18%	39 9%	2 8%	4 10%	2j 19%	3 2%	44a 12%
Std Landline and ISDN Lines	42 8%	1 4%	4 7%	2 5%	2 7%	3 6%	2 5%	9 11%	4 6%	8 17%	34 8%	1 6%	4 10%	2jk 18%	3 2%	39 11%
Std Landline, ISDN and Leased Lines	6 1%	* *%	1 2%	* *%	* *%	1 3%	* *%	1 1%	* *%	* *%	4 1%	* 1%	1 4%	* 2%	- -%	6 2%
Std Landline, ISDN, Leased Lines & VoIP	3 1%	- -%	* 1%	* *%	* *%	- -%	- -%	1 1%	* *%	* *%	2 *%	* 1%	1 3%	* 2%	- -%	3 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

Total	MAIN FIXED LINE TYPE							PRODUCTS USED													HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE		
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / private circuits (c)	LL / private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobile phones (c)	NET Mobile (d)	Fixed broadband (e)	Mobile 2/2e (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET Pr (i)	LL/ private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)		
Unweighted row	502	409	30	31	11	20	92	479	307	198	365	431	120	93	54	128	58	116	50	31	135	67	465	70	52	49	62	4	
Total	502	473	8	6	4	11	28	493	286	155	353	393	88	38	11	47	11	64	29	47	147	107	483	20	11	22	37	4	
Standard landlines	493 98%	473 100%	7 83%	5 83%	1 29%	8 70%	20 71%	493cf 100%	280 98%	152 98%	346 98%	386 98%	86 97%	34 89%	10 91%	42 89%	7 67%	56 88%	25 88%	47 100%	147 100%	107 100%	483 100%	18 89%	10 91%	20 90%	32 87%	4 92%	
Smartphones	286	267	5	5	3	6	19	280 ACDEF	286 100%	89	286 ACE	253	80ACE	20	10	28	10	51	20	-	-	33B	276	12	10	16	30	4	
	57%	56%	64%	96%	77%	53%	68%	57%	100%	57%	81%	64%	91%	52%	96%	60%	89%	79%	70%	-%	-%	31%	57%	59%	96%	72%	82%	94%	
Standard mobile phones	155	144	3	4	2	3	11	152 ABDEF	89 100%	155ab	130	130	29	14	7	19	7	25	15	-	-	24B	150	8	7	10	15	*	
	31%	30%	34%	66%	55%	26%	40%	31%	31%	44%	33%	33%	36%	63%	40%	67%	40%	51%	-%	-%	23%	31%	39%	63%	44%	41%	10%		
Fixed line broadband	393	367	8	5	2	11	26	386 ABCD	253a	130	295	393	79	38	10	46	9	61	28	-	96C	-	377	20	10	22	35	4	
	78%	78%	98%	91%	54%	100%	91%	78%	88%	84%	84%	100%	90%	99%	94%	98%	78%	96%	97%	-%	65%	-%	78%	99%	94%	97%	95%	100%	
Mobile broadband	88	81	2	2	1	2	7	86 ABCDE	80a	29	82	79	88	9	4	11	5	15	6	-	7	9	84	7	4	2	13	-	
	18%	17%	22%	32%	30%	22%	25%	17%	28%	19%	23%	20%	100%	23%	37%	23%	42%	24%	20%	-%	4%	8%	17%	33%	36%	11%	35%	-%	
ISDN 2/2e	38	21	8	1	2	7	17	34	20	14	21	38	9	38	3	38	5	13	8	-	16	*	27	20	2	3	10	*	
	8%	4%	100%	17%	42%	61%	61%	7%	7%	9%	6%	10%	10%	100%	23%	82%	48%	20%	28%	-%	11%	*%	6%	100%	22%	14%	26%	6%	
ISDN 30	11	5	*	6	*	*	6	10	10	7	11	10	4	3	11	11	5	5	2	-	*	1	9	2	11	2	3	*	
	2%	1%	1%	100%	2%	1%	21%	2%	4%	4%	3%	3%	5%	7%	100%	23%	44%	8%	7%	-%	*%	1%	2%	11%	100%	9%	8%	2%	
Leased lines or private circuits, including Ethernet leased line services	11	3	1	3	4	*	8	7	10	7	11	9	5	5	5	8	11	7	5	-	*	1	6	4	5	2	5	*	
	2%	1%	9%	54%	100%	2%	27%	2%	3%	5%	3%	2%	5%	14%	44%	17%	100%	11%	17%	-%	*%	1%	1%	21%	44%	8%	15%	2%	
Voice over Internet Protocol or VoIP	64	43	2	3	4	11	20	56	51	25	52	61	15	13	5	17	7	64	10	-	11	1	48	6	5	22	37	4	
	13%	9%	25%	61%	100%	100%	71%	11%	18%	16%	15%	16%	17%	34%	47%	37%	66%	100%	36%	-%	8%	1%	10%	29%	46%	100%	100%	100%	
Video conferencing	29	21	1	1	3	2	6	25	20	15	20	28	6	8	2	8	5	10	29	-	8	*	24	5	2	4	6	*	
	6%	5%	15%	10%	69%	19%	23%	5%	7%	9%	6%	7%	7%	21%	19%	18%	44%	16%	100%	-%	5%	*%	5%	26%	18%	18%	16%	6%	
(None of these)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

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	MAIN FIXED LINE TYPE							PRODUCTS USED													HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE		
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET Mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff provider (b)	Both (c)		
Unweighted row	502	409	30	31	11	20	92	479	307	198	365	431	120	93	54	128	58	116	50	31	135	67	465	70	52	49	62	4	
Total	502	473	8	6	4	11	28	493	286	155	353	393	88	38	11	47	11	64	29	47	147	107	483	20	11	22	37	4	
NETS																													

Mobiles	353	333	5	5	4	6	20	346	286	155	353	295	82Ae	21	11	29	11	52	20	-	-	56B	342	13	11	16	31	4	
	70%	70%	68%	96%	100%	54%	73%	70%	100%	100%	100%	75%	93%	55%	97%	63%	98%	81%	71%	-%	-%	52%	71%	64%	97%	72%	85%	94%	
ISDN	47	24	8	6	2	7	22	42	28	19	29	46	11	38	11	47	8	17	8	-	16	1	34	20	11	5	12	*	
	9%	5%	100%	100%	45%	62%	78%	8%	10%	12%	8%	12%	12%	100%	100%	100%	72%	27%	30%	-%	11%	1%	7%	100%	100%	22%	33%	8%	
Std Landline and ISDN Lines	42	24	7	5	1	5	17	42	24	17	26	41	9	34	10	42	6	14	6	-	16	1	34	18	10	4	9	*	
	8%	5%	83%	83%	23%	48%	61%	8%	9%	11%	7%	10%	10%	89%	91%	89%	56%	21%	21%	-%	11%	1%	7%	89%	91%	19%	24%	8%	
Std Landline, ISDN and Leased Lines	6	3	1	2	1	-	4	6	6	5	6	6	2	4	4	6	6	3	3	-	*	1	5	3	4	1	2	*	
	1%	1%	8%	37%	23%	-%	13%	1%	2%	3%	2%	1%	2%	12%	36%	13%	56%	5%	10%	-%	*%	1%	1%	17%	35%	6%	5%	2%	
Std Landline, ISDN, Leased Lines & VoIP	3	*	*	1	1	-	3	3	3	2	3	3	1	2	2	3	3	3	2	-	-	*	2	1	2	1	2	*	
	1%	*%	6%	26%	23%	-%	10%	1%	1%	2%	1%	1%	1%	5%	17%	7%	29%	5%	6%	-%	-%	*%	*%	5%	16%	6%	5%	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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO						
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB + LL/ PC Re ntal (b)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some VoIP (c)	Some to text/ on line (d)	Ca ncel MFL (e)		
Unweighted row	502	15	36	57	5	218	27	252	51	6	261	420	52	30	213	166	123	6	108	1	215	49	33	25	15	
Total	502	9	29	23	2	213	26	261	15	*	262	438	43	21	228	167	107	2	62	*	245	42	14	18	16	
Standard landlines	493 98%	9 92%	27 93%	18 79%	2 100%	213 100%	26 100%	252 97%	15 100%	*	262 100%	431 98%	41 97%	21 100%	227 100%	159 95%	107 100%	2 100%	54 88%	*	100%	244 100%	42 100%	14 99%	18 100%	16 100%
Smartphones	286 57%	9 98%	22 75%	17 74%	2 96%	110 52%	18 69%	157 60%	10 65%	*	163 85%	253 58%	17 39%	16 78%	115 50%	86 51%	86AB 80%	1 71%	49 80%	*	100%	138 57%	34 82%	12 84%	11 61%	11 69%
Standard mobile phones	155 31%	8 80%	8 26%	9 38%	2 67%	64 30%	13 50%	77 29%	6 38%	*	75 29%	138 32%	6 13%	11 54%	69 30%	50 30%	37 34%	* 12%	25 40%	*	100%	72 30%	12 29%	9 60%	10 54%	7 43%
Fixed line broadband	393 78%	9 100%	29 100%	21 91%	2 88%	160 75%	25 98%	206 79%	15 98%	*	262 100%	344 79%	28 66%	21 100%	172 76%	114 68%	107AB 100%	2 100%	59 96%	*	100%	197 80%	32 77%	13 92%	14 81%	13 80%
Mobile broadband	88 18%	7 76%	1 4%	7 29%	- -%	23 11%	6 22%	60a 23%	3 22%	*	41 16%	68 16%	11 26%	9 42%	28 12%	26 16%	34a 32%	* 12%	15 24%	*	100%	37 15%	14 34%	4 30%	6 35%	6 40%
ISDN 2/2e	38 8%	* 5%	2 7%	10 43%	1 38%	10 4%	1 3%	28 11%	11 72%	*	15 6%	32 7%	5 12%	1 7%	17 7%	16 9%	6 6%	* 26%	13 20%	- -%	100%	18 8%	3 6%	2 15%	3 19%	2 13%
ISDN 30	11 2%	1 14%	3 9%	1 5%	- -%	5 2%	* -%	5 2%	5 34%	*	5 51%	10 2%	1 1%	* 1%	7 3%	3 2%	1 1%	1 65%	4 6%	- -%	100%	4 1%	1 3%	2 17%	1 8%	1 9%
Leased lines or private circuits, including Ethernet leased line services	11 2%	1 15%	2 6%	3 15%	1 33%	2 1%	* 2%	9 3%	2 11%	*	1 85%	10 2%	1 1%	1 3%	4 2%	6 3%	2 2%	* 17%	7 11%	*	100%	2 1%	2 4%	3 19%	2 12%	1 8%
Voice over Internet Protocol or VoIP	64 13%	9 100%	29 100%	23 100%	2 100%	14 7%	6 22%	44a 17%	5 35%	*	27 10%	56 13%	7 17%	1 3%	26 12%	28 17%	10 9%	2 100%	62 100%	*	100%	24 10%	4 9%	2 15%	* 2%	* 1%
Video conferencing	29 6%	1 7%	2 7%	7 30%	1 33%	8 4%	7 26%	14 5%	2 14%	*	6 2%	23 5%	5 13%	* 1%	5 2%	13 8%	10 10%	1 29%	10 16%	*	100%	11 5%	2 6%	2 12%	2 9%	1 8%
(None of these)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO						
	Int ernal /inter- -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for calls (c)	Std lan dline + ISDN Re + LL/ ntal (a)	Std lan dline + ISDN Re + LL/ ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 product (b)	2 ducts (c)	No ducts (a)	1 product (b)	2 ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel to MFL (e)		
Unweighted row	502	15	36	57	5	218	27	252	51	6	261	420	52	30	213	166	123	6	108	1	215	49	33	25	15	
Total	502	9	29	23	2	213	26	261	15	*	262	438	43	21	228	167	107	2	62	*	245	42	14	18	16	
NETS																										

Mobiles	353	9	22	18	2	145	23	183	10	*	196	314	19	19	154	108	90b	1	50	*	175	35	12	11	11	
	70%	98%	76%	78%	96%	68%	90%	70%	69%	85%	75%	72%	45%	91%	68%	65%	84%	71%	81%	100%	71%	84%	85%	62%	72%	
ISDN	47	2	4	10	1	14	1	32	15	*	19	40	5	2	22	18	7	1	16	-	22	3	3	3	2	
	9%	18%	16%	45%	38%	7%	4%	12%	100%	100%	7%	9%	13%	7%	10%	11%	6%	81%	26%	-%	9%	6%	20%	19%	13%	
Std Landline and ISDN Lines	42	1	4	8	1	14	1	26	15	*	19	36	4	2	21	13	7	1	12	-	20	3	3	3	2	
	8%	10%	13%	35%	38%	7%	4%	10%	100%	100%	7%	8%	10%	7%	9%	8%	6%	81%	19%	-%	8%	6%	18%	19%	13%	
Std Landline, ISDN and Leased Lines	6	1	1	1	1	1	-	5	2	*	1	5	1	*	3	2	1	*	3	-	2	1	2	2	1	
	1%	6%	3%	5%	33%	1%	-%	2%	11%	85%	*%	1%	1%	2%	1%	1%	1%	11%	5%	-%	1%	4%	15%	11%	8%	
Std Landline, ISDN, Leased Lines & VoIP	3	1	1	1	1	1	-	2	1	*	1	3	*	*	2	1	1	*	3	-	1	*	1	*	*	
	1%	6%	3%	5%	33%	*%	-%	1%	5%	71%	*%	1%	1%	2%	1%	1%	1%	11%	5%	-%	*%	*%	5%	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

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	502	201	46	26	28	19
Total	502	248	46	17	21	21
Standard landlines	493 98%	247 100%	46 100%	17 100%	21 100%	21 100%
Smartphones	286 57%	131 53%	35 75%	14 82%	15 71%	18 82%
Standard mobile phones	155 31%	64 26%	16 34%	7 42%	7 33%	7 30%
Fixed line broadband	393 78%	190 76%	38 81%	16 97%	18 88%	19 89%
Mobile broadband	88 18%	35 14%	12 25%	4 25%	5 26%	8 39%
ISDN 2/2e	38 8%	19 8%	2 5%	2 14%	3 15%	2 9%
ISDN 30	11 2%	3 1%	1 3%	2 12%	2 8%	2 7%
Leased lines or private circuits, including Ethernet leased line services	11 2%	1 1%	2 3%	2 12%	1 7%	1 7%
Voice over Internet Protocol or VoIP	64 13%	24 10%	3 6%	1 5%	1 4%	* 1%
Video conferencing	29 6%	10 4%	2 5%	1 8%	2 8%	1 6%
(None of these)	- -%	- -%	- -%	- -%	- -%	- -%

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	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	502	201	46	26	28	19
Total	502	248	46	17	21	21
NETS						

Mobiles	353 70%	169 68%	39 84%	14 83%	15 72%	18 82%
ISDN	47 9%	22 9%	2 5%	3 16%	3 15%	2 9%
Std Landline and ISDN Lines	42 8%	20 8%	2 5%	3 16%	3 15%	2 9%
Std Landline, ISDN and Leased Lines	6 1%	1 1%	1 3%	2 11%	1 7%	1 7%
Std Landline, ISDN, Leased Lines & VoIP	3 1%	* *%	* *%	* 3%	* 1%	* *%

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

Table 13
 <S13A> What have you used Standard landlines for, in the last month?
 by Crossbreak
 Base: All respondents

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Financial services (e)	Other services (f)	Public administration (g)	Other (h)		
Total	479	61	199	100	89	91	382	73	21	154	117	95	38	16	12	20	37	58	58	60	19	132	69	26
Unweighted row	493	147	397	54	36	6	449	38	3	258	128	51	8	1	1	19	39	59	61	65	17	154	53	26
Total	483	147DE	393DE	53d	32	6	446	32	2	258	126	47	8	1	1	19	38	59	58	65	17	150	52	26
Outgoing voice calls	98%	100%	99%	98%	88%	93%	99%	83%	83%	100%	99%	93%	99%	83%	95%	95%	97%	100%	96%	100%	100%	97%	98%	100%
(Other - including inbound calls / Alarm Line/ Fax Machine)	472	140	377	53	36	6	429	38	3	244	123	51	7	1	1	14	39	59	60	62	16	148	51	22
	96%	95%	95%	98%	99%	100%	95%	99%	100%	95%	97%	100%	90%	100%	100%	73%	100%	100%	100%	96%	96%	96%	96%	85%

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

Table 13 (continuation)
 <S13A> What have you used Standard landlines for, in the last month?
 by Crossbreak
 Base: All respondents

	LOCATION														OFFICE LOCATION	
	Total	NE (a)	NW (b)	Yorkshire/Humber (c)	East of London (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)	Elsewhere (b)
Unweighted row	479	15	36	17	15	16	50	38	35	20	242	74	77	86	71	408
Total	493	15	51	38	34	41	50	75	76	46	424	20	36	13	142	351
Outgoing voice calls	483	15	50	37	34	40	50	74	75	42	415	20	36	13	142	341
	98%	100%	98%	98%	100%	97%	100%	98%	99%	92%	98%	100%	100%	100%	100%	97%
(Other - including inbound calls / Alarm Line/ Fax Machine)	472	14	48	38	34	37	45	75	71	42	404	20m	35	12	132	340
	96%	97%	94%	100%	100%	90%	91%	100%	94%	92%	95%	100%	99%	94%	93%	97%

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

Table 13 (continuation)
 <S13A> What have you used Standard landlines for, in the last month?
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobile (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	479	409	26	29	4	11	70	479	290	186	344	412	114	85	52	118	48	97	43	31	135	67	465	65	50	42	51	3
Total	493	473	7	5	1	8	20	493	280	152	346	386	86	34	10	42	7	56	25	47	147	107	483	18	10	20	32	4
Outgoing voice calls	483 98%	473 100%	5 73%	4 89%	- -%	1 17%	10 51%	483 98%	276 99%	150 98%	342 99%	377 97%	84 98%	27 79%	9 94%	34 81%	6 80%	48 86%	24 93%	47 100%	142 96%	107 100%	483 100%	15 85%	9 94%	18 91%	26 81%	4 98%
(Other - including inbound calls / Alarm Line/ Fax Machine)	472 96%	452 96%	7 100%	5 100%	1 100%	7 97%	20 99%	472 96%	268 96%	139 92%	325 94%	372 96%	85 99%	34 99%	10 100%	41 99%	7 90%	56 99%	25 99%	47 100%	147 100%	100 94%	462 96%	17 97%	10 100%	20 99%	32 99%	4 100%

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

Table 13 (continuation)
 <S13A> What have you used Standard landlines for, in the last month?
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro re iver calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	pro ducts	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	pro ducts	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)
Unweighted row	479	14	33	42	5	218	27	229	51	6	261	400	49	30	206	150	123	6	89	1	213	48	32	25	15
Total	493	9	27	18	2	213	26	252	15	*	262	431	41	21	227	159	107	2	54	*	244	42	14	18	16
Outgoing voice calls	483 98%	8 95%	26 95%	12 70%	2 67%	213 100%	26 100%	243 96%	15 100%	*	262 100%	424 98%	39 94%	21 100%	224 99%	152 96%	107 100%	2 94%	46 86%	*	241 99%	42 100%	14 100%	18 100%	16 100%
(Other - including inbound calls / Alarm Line/ Fax Machine)	472 96%	9 100%	27 100%	17 97%	2 100%	204 96%	26 100%	240 95%	15 100%	*	252 96%	409 95%	41 100%	21 100%	216 95%	149 94%	107 100%	2 86%	54 100%	*	228 94%	42 100%	14 100%	17 97%	16 100%

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

Table 13 (continuation)
 <S13A> What have you used Standard landlines for, in the last month?
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					
	Not Ch ange (a)	Some bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	479	199	45	26	28	19
Total	493	247	46	17	21	21
Outgoing voice calls	483 98%	245 99%	46 100%	17 100%	21 100%	21 100%
(Other - including inbound calls / Alarm Line/ Fax Machine)	472 96%	233 94%	46 100%	17 100%	21 100%	21 100%

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

Table 14
 <S13B> What have you used ISDN 2/2e for, in the last month?
 by Crossbreak
 Base: All with ISDN2/2E lines

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Pr mary ind ustry (a)	Man ufacturing (b)	Co nstruction (c)	Whole sale/ retail (d)	Re tail (e)	Finan cial services (f)	Other services (g)	Pub lic admin istration and services (h)	Other (i)	
Total	93	-	9	15	30	39	53	29	11	10	15	26	19	10	4	5	8	8	16	13	3	22	12	6
Unweighted row	38	-	16	6	14	3	28	10	1	8	8	9	5	1	*	1	7	*	4	4	3	9	4	6
Total	20	-	5	4	9	2	15	4	*	1	7	5	5	*	*	1	6	*	3	3	1	3	1	1
Outgoing voice calls	52%	-%	30%	75%	63%	81%	54%	45%	67%	11%	88%	53%	97%	80%	100%	90%	84%	72%	87%	77%	24%	36%	24%	21%
Internet	23	-	11	3	8	1	16	7	*	4	5	5	2	*	*	*	5	*	2	2	3	6	3	1
VoIP, including video calls	59%	-%	68%	58%	53%	43%	56%	67%	44%	44%	58%	60%	49%	20%	47%	21%	78%	47%	55%	53%	85%	66%	68%	20%
Other videoconferencing services	6	-	4	1	1	*	1	5	*	*	1	1	*	-	*	*	-	*	*	*	*	4	1	-
Other - including inbound calls / Alarm Line/ Fax Machine)	17%	-%	26%	17%	9%	9%	4%	52%	11%	17%	12%	15%	8%	-%	17%	21%	-%	7%	7%	5%	9%	45%	31%	-%
(Other - including inbound calls / Alarm Line/ Fax Machine)	1	-	-	*	*	*	*	*	*	-	*	*	*	-	-	-	*	-	-	*	-	-	*	*
Alarm Line/ Fax Machine)	2%	-%	-%	5%	1%	15%	1%	4%	13%	-%	3%	1%	5%	25%	-%	-%	1%	-%	-%	5%	-%	-%	11%	2%
(Other - including inbound calls / Alarm Line/ Fax Machine)	23	-	9	4	9	2	20	3	*	5	8	4	4	*	*	*	6	*	3	4	1	4	2	4
Alarm Line/ Fax Machine)	61%	-%	56%	70%	62%	68%	73%	30%	52%	62%	94%	43%	70%	68%	30%	13%	84%	100%	67%	90%	24%	43%	47%	80%

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

Table 14 (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	
		NE (a)	NW (b)	Yo rks/Humber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	93	3	5	3	6	2	7	8	5	3	42	11	16	24	3	90
Total	38	1	3	2	3	1	2	9	3	8	32	1	2	2	3	36
Outgoing voice calls	20 52%	* 87%	1 22%	1 35%	1 40%	1 93%	2 100%	2 22%	3 100%	4 46%	15 47%	1 61%	2 98%	2 74%	* 4%	20 56%
Internet	23 59%	* 74%	3 81%	1 60%	1 37%	1 100%	1 76%	2 18%	2 69%	8 91%	19 60%	* 35%	2 66%	1 51%	3 100%	20 56%
VoIP, including video calls	6 17%	* 74%	- -	- -	* 3%	- -	- -	1 9%	- -	4 46%	5 16%	* 3%	1 33%	1 22%	- -	6 18%
Other videoconferencing services	1 2%	- -	- -	* 4%	* 3%	- -	- -	- -	* 4%	- -	* 1%	- -	* 14%	* 4%	- -	1 2%
(Other - including inbound calls / Alarm Line/ Fax Machine)	23 61%	1 100%	1 22%	1 35%	2 70%	1 100%	1 55%	7 81%	1 35%	5 54%	19 59%	1 62%	2 82%	1 62%	- -	23 66%

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

Table 14 (continuation)
 <S13B> What have you used ISDN 2/2e for, in the last month?
 by Crossbreak
 Base: All with ISDN2/2E lines

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo-biles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	93	42	30	13	2	5	50	85	68	52	76	87	37	93	19	93	26	36	21	-	15	6	79	70	18	14	21	1
Total	38	21	8	1	2	7	17	34	20	14	21	38	9	38	3	38	5	13	8	-	16	*	27	20	2	3	10	*
Outgoing voice calls	20 52%	9 45%	8 100%	1 73%	1 50%	1 20%	11 63%	18 53%	12 60%	8 57%	13 60%	20 52%	7 74%	20 52%	2 87%	20 52%	4 79%	6 44%	5 67%	-	6 40%	*	15 57%	20 100%	2 90%	2 70%	3 34%	*
Internet	23 59%	13 64%	3 44%	* 14%	1 50%	4 63%	9 50%	22 64%	12 62%	9 66%	13 61%	22 59%	4 46%	23 59%	2 62%	23 59%	3 54%	8 64%	5 62%	-	9 58%	*	17 65%	11 57%	2 65%	2 68%	6 62%	*
VoIP, including video calls	6 17%	1 5%	* 5%	* 4%	- -	4 63%	5 27%	6 17%	2 8%	1 5%	2 8%	6 17%	* 4%	6 17%	* 5%	6 17%	1 10%	6 49%	2 21%	-	4 26%	-	2 7%	2 9%	* 5%	1 30%	5 54%	* 100%
Other videoconferencing services	1 2%	1 3%	* 1%	- -	- -	* 1%	1 1%	1 2%	* 2%	* 3%	* 2%	1 2%	* 1%	1 2%	* 3%	1 2%	* 6%	1 5%	1 10%	-	* 2%	* 23%	1 3%	1 3%	- -	* 10%	* 1%	* 100%
(Other - including inbound calls / Alarm Line/ Fax Machine)	23 61%	14 70%	6 73%	1 63%	1 50%	2 29%	9 53%	20 58%	10 52%	6 45%	11 53%	23 61%	6 69%	23 61%	2 81%	23 61%	4 76%	4 32%	4 51%	-	11 73%	* 77%	18 68%	16 79%	2 83%	2 51%	2 23%	* 100%

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

Table 14 (continuation)
 <S13B> What have you used ISDN 2/2e for, in the last month?
 by Crossbreak
 Base: All with ISDN2/2E lines

Total	VOIP USAGE					STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	Ne (e)	BT for ntal calls (a)	Other re calls (b)	Other vider ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel to MFL (e)
Unweighted row	93	4	7	22	2	24	6	62	38	4	35	76	14	3	28	37	28	3	33	-	39	13	12	10	7
Total	38	*	2	10	1	10	1	28	11	*	15	32	5	1	17	16	6	*	13	-	18	3	2	3	2
Outgoing voice calls	20 52%	* 100%	2 96%	3 35%	- -%	4 47%	1 81%	15 53%	10 98%	* 100%	8 57%	16 49%	4 78%	* 27%	10 59%	7 41%	4 61%	* 100%	5 42%	- -%	10 54%	2 80%	2 88%	2 65%	2 79%
Internet	23 59%	* 21%	1 29%	7 70%	1 100%	4 43%	* 51%	18 65%	8 75%	* 80%	9 62%	20 63%	1 22%	1 100%	9 57%	10 60%	4 62%	* 78%	8 64%	- -%	10 54%	2 78%	2 72%	1 43%	2 80%
VoIP, including video calls	6 17%	* 76%	1 29%	5 56%	- -%	* 4%	1 64%	6 20%	1 8%	* 50%	1 8%	6 19%	- -%	* 20%	1 6%	5 29%	1 15%	* 78%	6 48%	- -%	* 2%	* 4%	* 6%	- -%	- -%
Other videoconferencing services	1 2%	* 21%	* 15%	* 3%	- -%	* 2%	- -%	1 2%	* 1%	* 39%	* 1%	1 2%	* 3%	- -%	- -%	* 1%	1 9%	* 58%	* 3%	- -%	* 2%	- -%	* 4%	- -%	- -%
(Other - including inbound calls / Alarm Line/ Fax Machine)	23 61%	* 45%	1 76%	2 25%	- -%	7 76%	* 24%	16 57%	8 75%	* 39%	12 80%	19 60%	4 78%	* 20%	13 81%	6 37%	4 70%	* 78%	4 30%	- -%	14 76%	2 77%	2 90%	3 97%	2 76%

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

Table 14 (continuation)
 <S13B> What have you used ISDN 2/2e for, in the last month?
 by Crossbreak
 Base: All with ISDN2/2E lines

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Some calls to (e)	
Unweighted row	93	37	9	11	11	9
Total	38	19	2	2	3	2
Outgoing voice calls	20 52%	10 55%	2 81%	2 99%	2 63%	2 93%
Internet	23 59%	11 56%	2 82%	2 67%	2 52%	1 73%
VoIP, including video calls	6 17%	1 4%	* 4%	* 5%	* 3%	- -%
Other videoconferencing services	1 2%	* 2%	- -%	- -%	- -%	- -%
(Other - including inbound calls / Alarm Line/ Fax Machine)	23 61%	14 75%	2 78%	2 93%	3 97%	2 88%

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

Table 15
 <S13C> What have you used ISDN 30 for, in the last month ?
 by Crossbreak
 Base: All with ISDN30 lines

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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 and ser vices (h)	Other (i)	
Total	11	-	-	3	6	3	7	2	1	*	2	3	1	1	1	1	1	1	2	1	*	2	1	2
Unweighted row	54	-	-	4	11	39	30	12	12	3	4	14	13	7	7	6	5	6	6	1	2	13	10	5
Outgoing voice calls	11	-	-	3	6	3	7	2	1	*	2	3	1	*	1	1	1	2	1	*	2	1	2	
	99%	-%	-%	100%	100%	96%	100%	100%	93%	100%	100%	100%	100%	84%	97%	100%	97%	100%	100%	100%	100%	100%	100%	95%
Internet	4	-	-	-	3	1	3	1	*	*	*	1	*	*	*	*	-	*	1	1	-	*	*	*
	33%	-%	-%	-%	44%	40%	37%	26%	24%	20%	6%	21%	30%	32%	3%	15%	-%	42%	70%	100%	-%	8%	53%	11%
VoIP, including video calls	1	-	-	-	1	*	*	*	*	-	1	*	-	*	*	*	-	*	-	-	-	-	*	*
	8%	-%	-%	-%	9%	14%	3%	9%	35%	24%	-%	22%	13%	-%	6%	2%	3%	-%	22%	-%	-%	-%	45%	5%
Other videoconferencing services	*	-	-	-	*	-	*	*	-	-	-	-	*	-	*	-	-	-	-	-	-	-	-	*
	1%	-%	-%	-%	5%	-%	3%	7%	-%	-%	-%	-%	16%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	5%
(Other - including inbound calls / Alarm Line/ Fax Machine)	8	-	-	3	3	2	6	1	1	*	2	1	1	*	1	1	1	2	-	*	2	1	*	
	70%	-%	-%	100%	56%	73%	82%	25%	82%	44%	94%	48%	76%	64%	94%	93%	86%	72%	92%	-%	100%	92%	89%	20%

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

Table 15 (continuation)
 <S13C> What have you used ISDN 30 for, in the last month ?
 by Crossbreak
 Base: All with ISDN30 lines

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo rks/Humber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	54	1	3	1	-	2	4	9	5	2	27	6	13	8	1	53
Total	11	*	1	*	-	2	1	3	1	*	9	*	1	*	*	11
Outgoing voice calls	11	*	1	-	-	2	1	3	1	*	9	*	1	*	*	11
	99%	100%	100%	-%	-%	100%	100%	100%	100%	100%	99%	100%	100%	91%	100%	99%
Internet	4	-	*	-	-	1	-	*	1	*	3	*	1	*	-	4
	33%	-%	12%	-%	-%	50%	-%	6%	84%	100%	32%	9%	36%	59%	-%	33%
VoIP, including video calls	1	-	*	-	-	-	-	-	*	*	1	*	-	*	-	1
	8%	-%	75%	-%	-%	-%	-%	-%	8%	100%	8%	9%	-%	41%	-%	8%
Other videoconferencing services	*	-	-	*	-	-	-	-	-	-	*	-	*	-	-	*
	1%	-%	-%	100%	-%	-%	-%	-%	-%	-%	1%	-%	4%	-%	-%	1%
(Other - including inbound calls / Alarm Line/ Fax Machine)	8	*	1	-	-	1	1	3	*	*	6	*	1	*	-	8
	70%	100%	100%	-%	-%	50%	100%	94%	24%	50%	70%	91%	73%	59%	-%	71%

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

Table 15 (continuation)
 <S13C> What have you used ISDN 30 for, in the last month ?
 by Crossbreak
 Base: All with ISDN30 lines

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo-biles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	54	20	1	31	1	1	34	52	46	33	48	48	23	19	54	54	29	25	9	-	6	6	48	16	52	9	15	1
Total	11	5	*	6	*	*	6	10	10	7	11	10	4	3	11	11	5	5	2	-	*	1	9	2	11	2	3	*
Outgoing voice calls	11	5	*	6	*	*	6	10	10	7	11	10	4	2	11	11	5	5	2	-	*	1	9	2	11	2	3	*
	99%	98%	100%	100%	100%	100%	100%	99%	99%	100%	99%	99%	98%	97%	99%	99%	98%	98%	94%	-%	100%	100%	99%	100%	100%	96%	99%	100%
Internet	4	2	*	1	*	-	1	4	3	2	4	3	2	2	4	4	2	2	1	-	*	*	4	2	4	1	*	*
	33%	43%	100%	22%	100%	-%	24%	36%	33%	30%	33%	32%	49%	63%	33%	33%	37%	29%	62%	-%	26%	40%	37%	72%	33%	55%	9%	100%
VoIP, including video calls	1	*	-	1	*	-	1	1	1	1	1	1	*	*	1	1	1	1	*	-	*	*	*	*	1	1	*	*
	8%	5%	-%	10%	100%	-%	11%	9%	8%	11%	8%	8%	3%	5%	8%	8%	15%	18%	2%	-%	14%	6%	4%	6%	8%	24%	10%	100%
Other videoconferencing services	*	*	-	-	-	-	-	*	*	*	*	*	*	*	*	*	*	*	*	-	-	-	*	-	*	*	-	-
	1%	3%	-%	-%	-%	-%	-%	1%	1%	1%	1%	1%	2%	3%	1%	1%	3%	3%	7%	-%	-%	-%	2%	-%	1%	7%	-%	-%
(Other - including inbound calls / Alarm Line/ Fax Machine)	8	3	*	4	-	*	4	7	7	5	7	7	3	2	8	8	4	4	2	-	*	1	6	2	8	1	3	-
	70%	65%	100%	76%	-%	100%	76%	68%	71%	74%	70%	69%	82%	83%	70%	70%	89%	72%	86%	-%	86%	84%	66%	84%	71%	48%	91%	-%

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

Table 15 (continuation)
 <S13C> What have you used ISDN 30 for, in the last month ?
 by Crossbreak
 Base: All with ISDN30 lines

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN Re + LL/ ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	54	4	9	12	-	22	1	30	25	4	20	44	8	2	21	18	15	3	22	-	17	4	14	5	4
Total	11	1	3	1	-	5	*	5	5	*	5	10	1	*	7	3	1	1	4	-	4	1	2	1	1
Outgoing voice calls	11	1	3	1	-	5	*	5	5	*	5	10	*	*	7	3	1	1	4	-	4	1	2	1	1
	99%	100%	100%	89%	-%	98%	100%	99%	100%	100%	98%	100%	84%	100%	100%	97%	97%	100%	97%	-%	100%	100%	95%	100%	100%
Internet	4	-	1	*	-	1	*	2	2	*	2	3	*	*	3	*	*	*	1	-	2	1	1	1	1
	33%	-%	44%	31%	-%	27%	100%	37%	35%	71%	33%	32%	32%	100%	41%	11%	43%	8%	36%	-%	45%	93%	59%	89%	84%
VoIP, including video calls	1	*	*	*	-	*	-	1	*	*	*	1	*	*	*	*	*	*	1	-	*	*	*	-	-
	8%	31%	6%	29%	-%	2%	-%	14%	6%	15%	6%	7%	15%	77%	7%	4%	29%	8%	21%	-%	13%	7%	7%	-%	-%
Other videoconferencing services	*	-	*	*	-	*	-	-	*	*	*	*	*	-	*	*	-	-	*	-	*	-	*	-	-
	1%	-%	2%	8%	-%	3%	-%	-%	1%	28%	3%	1%	16%	-%	1%	3%	-%	-%	4%	-%	2%	-%	4%	-%	-%
(Other - including inbound calls / Alarm Line/ Fax Machine)	8	1	2	1	-	2	-	5	2	*	2	7	*	*	4	3	1	1	3	-	2	1	2	1	1
	70%	100%	58%	71%	-%	47%	-%	95%	43%	29%	45%	71%	52%	100%	58%	89%	93%	91%	66%	-%	58%	93%	90%	94%	93%

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

Table 15 (continuation)
 <S13C> What have you used ISDN 30 for, in the last month ?
 by Crossbreak
 Base: All with ISDN30 lines

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch calls ange to mo (a)	Some bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Some calls to (e)	
Unweighted row	54	16	5	10	6	6
Total	11	3	1	2	2	2
Outgoing voice calls	11 99%	3 100%	1 100%	2 100%	2 100%	2 100%
Internet	4 33%	2 53%	1 94%	1 75%	1 89%	1 82%
VoIP, including video calls	1 8%	* 2%	* 6%	* 7%	* 6%	- -%
Other videoconferencing services	* 1%	* 2%	- -%	- -%	- -%	- -%
(Other - including inbound calls / Alarm Line/ Fax Machine)	8 70%	1 47%	1 94%	2 91%	1 94%	1 91%

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

Table 16
 <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

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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 and ser vices (h)	Other (i)	
Total	58	-	-	3	15	40	25	23	10	-	3	15	18	9	8	5	2	9	9	3	6	11	10	3
Unweighted row	11	-	-	1	7	3	7	3	1	-	1	3	3	1	2	1	1	1	2	1	2	2	2	*
Outgoing voice calls	4	-	-	*	3	1	4	*	*	-	*	1	1	*	1	*	-	*	2	1	1	-	1	*
	40%	-%	-%	52%	45%	24%	58%	13%	14%	-%	9%	46%	27%	49%	41%	11%	-%	27%	66%	81%	63%	-%	30%	20%
Internet	10	-	-	*	7	2	6	3	1	-	1	2	2	1	2	*	1	1	2	1	2	1	2	*
	90%	-%	-%	48%	100%	80%	92%	89%	84%	-%	100%	93%	81%	85%	91%	89%	100%	85%	97%	100%	76%	83%	92%	100%
VoIP, including video calls	6	-	-	-	5	1	3	3	1	-	1	1	1	2	*	1	*	1	1	1	1	1	1	*
	57%	-%	-%	-%	71%	42%	47%	78%	50%	-%	76%	55%	42%	76%	86%	81%	88%	28%	23%	94%	54%	78%	64%	20%
Other videoconferencing services	2	-	-	-	2	*	1	1	*	-	1	*	*	1	-	-	*	-	1	-	1	-	1	*
	18%	-%	-%	-%	25%	7%	17%	24%	8%	-%	76%	10%	3%	12%	44%	-%	-%	9%	-%	81%	-%	55%	-%	81%
(Other - including inbound calls / Alarm Line/ Fax Machine)	4	-	-	*	3	1	3	1	*	-	-	1	*	*	1	*	-	*	1	1	1	-	1	-
	39%	-%	-%	31%	47%	20%	53%	16%	22%	-%	-%	55%	15%	36%	49%	48%	-%	28%	63%	81%	53%	-%	30%	-%

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

Table 16 (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	
		NE (a)	NW (b)	Yo rks/Humber (c)	E (d)	Mid W (e)	Mid 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)
Unweighted row	58	1	5	3	1	1	3	11	5	2	32	5	15	6	-	58
Total	11	*	1	*	*	1	*	5	1	*	8	*	2	*	-	11
Outgoing voice calls	4 40%	- -%	* 43%	* 67%	- -%	1 100%	* 33%	2 34%	* 20%	* 50%	4 45%	- -%	1 24%	* 69%	- -%	4 40%
Internet	10 90%	* 100%	1 51%	* 67%	* 100%	1 100%	* 67%	4 95%	1 100%	* 100%	7 89%	* 100%	2 91%	* 100%	- -%	10 90%
VoIP, including video calls	6 57%	- -%	* 44%	* 100%	* 100%	- -%	* 33%	4 91%	* 40%	* 50%	5 65%	* 54%	1 30%	* 40%	- -%	6 57%
Other videoconferencing services	2 18%	- -%	- -%	* 33%	- -%	- -%	* 33%	2 34%	- -%	- -%	2 21%	- -%	* 15%	- -%	- -%	2 18%
(Other - including inbound calls / Alarm Line/ Fax Machine)	4 39%	- -%	- -%	* 33%	- -%	1 100%	* 33%	2 37%	* 40%	- -%	3 40%	- -%	1 43%	* 29%	- -%	4 39%

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

Table 16 (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	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line dline (a)	ISDN 2/2E (b)	ISDN 30 / Pr (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line dline (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo biles (d)	Fixed broadband (e)	Mo biles (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	58	20	6	20	11	1	38	48	52	39	56	46	26	26	29	41	58	34	18	-	2	8	43	22	28	14	19	1
Total	11	3	1	3	4	*	8	7	10	7	11	9	5	5	8	11	7	5	-	*	1	6	4	5	2	5	*	
Outgoing voice calls	4 40%	2 67%	* 23%	* 1%	2 52%	- -	2 27%	3 36%	4 37%	3 39%	4 40%	3 32%	2 33%	2 40%	2 35%	2 29%	4 40%	2 32%	2 48%	- -%	- -%	* 8%	2 41%	2 49%	2 34%	1 38%	2 30%	* 100%
Internet	10 90%	3 82%	1 91%	3 94%	3 94%	* 100%	7 94%	7 89%	9 91%	7 88%	10 91%	8 88%	4 91%	5 88%	5 95%	7 90%	10 90%	7 94%	5 96%	- -%	* 40%	1 100%	5 86%	4 85%	5 95%	2 93%	5 94%	* 100%
VoIP, including video calls	6 57%	* 14%	* 16%	2 60%	4 100%	* 100%	6 77%	3 39%	5 55%	5 61%	6 58%	4 49%	3 58%	2 43%	2 43%	4 49%	6 57%	6 87%	3 65%	- -%	- -%	* 52%	1 24%	1 31%	2 42%	1 73%	5 91%	* 100%
Other videoconferencing services	2 18%	* 3%	- -%	* 11%	2 44%	- -%	2 26%	* 5%	2 20%	* 2%	2 19%	1 14%	1 20%	1 16%	* 8%	1 15%	2 18%	2 28%	2 41%	- -%	- -%	- -%	* 7%	1 19%	* 7%	* 24%	2 30%	- -%
(Other - including inbound calls / Alarm Line/ Fax Machine)	4 39%	2 50%	* 67%	* 2%	2 48%	* 100%	3 33%	3 35%	3 34%	3 34%	4 38%	3 30%	2 40%	2 34%	1 30%	2 24%	4 39%	3 36%	2 46%	- -%	* 60%	* 22%	2 41%	2 43%	1 30%	* 27%	2 39%	- -%

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

Table 16 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	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 ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB Re + LL/ PC Re ntal (b)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	58	5	8	20	1	16	3	38	17	5	15	48	6	4	18	25	15	3	30	1	11	8	14	7	3
Total	11	1	2	3	1	2	*	9	2	*	1	10	1	1	4	6	2	*	7	*	2	2	3	2	1
Outgoing voice calls	4	-	*	2	-	*	*	4	*	*	*	4	*	*	1	3	1	*	2	-	1	2	2	2	1
	40%	-%	7%	65%	-%	19%	60%	43%	20%	58%	30%	39%	37%	58%	34%	46%	33%	66%	31%	-%	42%	88%	64%	93%	90%
Internet	10	1	1	3	1	1	*	8	1	*	1	9	1	1	3	5	2	*	7	*	1	2	3	2	1
	90%	100%	86%	94%	100%	77%	100%	92%	85%	84%	87%	90%	89%	100%	89%	89%	96%	66%	95%	100%	67%	100%	100%	78%	100%
VoIP, including video calls	6	1	1	3	1	1	-	6	1	*	1	6	*	-	2	4	*	*	6	*	1	*	1	*	-
	57%	95%	60%	93%	100%	49%	-%	62%	32%	42%	50%	62%	37%	-%	41%	79%	24%	100%	86%	100%	34%	10%	25%	4%	-%
Other videoconferencing services	2	-	1	1	-	*	-	2	-	-	*	2	*	-	*	2	-	-	2	-	-	-	*	-	-
	18%	-%	66%	27%	-%	6%	-%	21%	-%	-%	7%	19%	24%	-%	7%	32%	-%	-%	29%	-%	-%	-%	3%	-%	-%
(Other - including inbound calls / Alarm Line/ Fax Machine)	4	-	*	2	-	*	*	4	*	-	*	4	*	1	1	2	1	*	2	-	-	2	2	2	1
	39%	-%	21%	66%	-%	11%	60%	42%	10%	-%	16%	37%	21%	81%	35%	39%	45%	66%	35%	-%	-%	88%	61%	71%	90%

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

Table 16 (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	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	58	9	6	9	5	4
Total	11	1	2	2	1	1
Outgoing voice calls	4 40%	1 46%	1 86%	1 70%	1 92%	1 87%
Internet	10 90%	1 51%	2 100%	2 100%	1 100%	1 100%
VoIP, including video calls	6 57%	* 11%	* 12%	* 22%	* 9%	- -%
Other videoconferencing services	2 18%	- -%	- -%	- -%	- -%	- -%
(Other - including inbound calls / Alarm Line/ Fax Machine)	4 39%	* 22%	1 86%	1 70%	1 92%	1 87%

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

Table 17
 <S13E> What have you used broadband for, in the last month?
 by Crossbreak
 Base: All with Fixed line broadband

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Pr mary ind ustry (a)	Man ufacturing (b)	Co nstruction (c)	Whole sale/ retail 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)	
Total	431	45	161	91	94	85	334	74	20	125	107	94	36	15	12	18	34	55	53	56	18	117	59	21
Unweighted row	431	45	161	91	94	85	334	74	20	125	107	94	36	15	12	18	34	55	53	56	18	117	59	21
Total	393	99	304	44	39	6	349	39	3	187	115	49	8	1	2	13	31	49	56	50	17	112	42	23
Internet	393	99	304E	44e	39	6	349	39	3	187	114	49	8	1	2	13	31	49	56	50	17	112	42	23
	100%	100%	100%	100%	99%	98%	100%	100%	100%	100%	100%	100%	100%	90%	98%	100%	100%	100%	100%	99%	100%	100%	100%	100%
VoIP, including video calls	47	12	27	7	11B	2BC	39	6	1	11	11	11	2	1	1	2	2	8	5	2	1	17	3	7
	12%	12%	9%	16%	27%	38%	11%	17%	51%	6%	9%	23%	23%	61%	70%	12%	6%	15%	10%	5%	6%	15%	8%	29%
Other videoconferencing services	23	3	17	1	5	1c	21	2	*	12	2	6	1	*	-	1	*	*	6	1	1	12	1	2
	6%	3%	5%	3%	12%	11%	6%	5%	3%	6%	2%	12%	15%	28%	-%	8%	1%	*%	10%	2%	6%	10%	1%	8%

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

Table 17 (continuation)
 <S13E> What have you used broadband for, in the last month?
 by Crossbreak
 Base: All with Fixed line broadband

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo rks/Humber (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)
Unweighted row	431	16	31	14	14	13	42	35	26	18	209	68	71	83	58	373
Total	393	15	43	22	31	36	36	61	49	41	334	18	30	12	108	286
Internet	393 100%	15 100%	43 100%	22 100%	31 100%	36 100%	36 99%	61 100%	49 100%	41 100%	333 100%	18 100%	30 100%	12 100%	108 100%	285 100%
VoIP, including video calls	47 12%	1 8%	4 8%	3 13%	5 17%	8 23%	* 1%	3 5%	8 16%	8 20%	40 12%	1 7%	3 11%	2 20%	15 14%	33 11%
Other videoconferencing services	23 6%	1 5%	3 7%	* *%	* *%	5 15%	1 2%	9 14%	2 4%	* *%	20 6%	1 5%	1 2%	1 9%	5 4%	18 6%

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

Table 17 (continuation)
 <S13E> What have you used broadband for, in the last month?
 by Crossbreak
 Base: All with Fixed line broadband

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed line broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo-biles (d)	Fixed broadband (e)	Mo-bile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo-bile (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	431	348	28	27	7	20	82	412	283	177	329	431	107	87	48	118	46	106	47	-	100	-	398	66	46	44	57	4
Total	393	367	8	5	2	11	26	386	253	130	295	393	79	38	10	46	9	61	28	-	96	-	377	20	10	22	35	4
Internet	393	367	8	5	2	11	25	386	252	130	295	393	79	38	10	46	8	61	27	-	96	-	376	20	10	22	35	4
	100%	100%	100%	100%	94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	99%	-%	100%	-%	100%	100%	100%	99%	100%	100%
VoIP, including video calls	47	33	1	1	*	11	14	43	36	16	36	47	14	10	2	11	3	47	7	-	11	-	36	4	2	15	28	4
	12%	9%	19%	29%	17%	100%	55%	11%	14%	12%	12%	12%	17%	26%	18%	24%	31%	77%	24%	-%	11%	-%	10%	22%	18%	69%	79%	98%
Other videoconferencing services	23	20	1	*	-	1	3	23	16	13	16	23	4	4	2	5	2	5	23	-	8	-	22	4	2	2	3	*
	6%	6%	13%	7%	-%	12%	11%	6%	6%	10%	5%	6%	5%	12%	17%	10%	22%	9%	83%	-%	8%	-%	6%	22%	16%	11%	7%	6%

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

Table 17 (continuation)
 <S13E> What have you used broadband for, in the last month?
 by Crossbreak
 Base: All with Fixed line broadband

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO						
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro re iver calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	pro ducts	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	pro ducts	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	431	15	34	50	4	186	23	217	48	6	261	356	45	30	177	131	123	6	98	1	182	40	28	21	13		
Total	393	9	29	21	2	160	25	206	15	*	262	344	28	21	172	114	107	2	59	*	197	32	13	14	13		
Internet	393 100%	9 100%	29 100%	20 99%	2 100%	160 100%	25 100%	205 100%	15 100%	*	262 100%	344 100%	28 100%	21 100%	172 100%	113 100%	107 100%	2 94%	59 100%	*	100%	197 100%	32 100%	13 100%	14 100%	13 100%	
VoIP, including video calls	47 12%	9 95%	19 66%	19 92%	- -%	7 4%	6 22%	34a 17%	3 17%	*	17 6%	39 11%	7 25%	1 3%	21 12%	21 18%	5 5%	1 40%	46 78%	*	100%	20 10%	3 11%	1 10%	*	1 1%	* 1%
Other videoconferencing services	23 6%	* 4%	1 4%	4 19%	- -%	8 5%	7 27%	9 4%	2 12%	*	5 2%	18 5%	5 19%	- -%	4 2%	10 9%	10 9%	1 29%	5 8%	*	100%	11 6%	2 7%	1 11%	1 9%	1 10%	

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

Table 17 (continuation)
 <S13E> What have you used broadband for, in the last month?
 by Crossbreak
 Base: All with Fixed line broadband

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a) (b)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	431	169	40	22	25	18
Total	393	190	38	16	18	19
Internet	393 100%	190 100%	38 100%	16 100%	18 100%	19 100%
VoIP, including video calls	47 12%	20 11%	1 3%	* 2%	1 3%	* 1%
Other videoconferencing services	23 6%	9 5%	2 6%	1 8%	2 9%	1 7%

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

Table 18
 <S13I> From which of your fixed lines were most outgoing voice calls made during the last month?
 by Crossbreak
 Base: All respondents

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR											
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Pr mary 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)	Pu blic admin istration and ser vices (h)	Other (i)		
Unweighted row	501	62	200	102	99	100	397	79	22	156	123	102	41	16	14	20	38	61	61	64	21	138	71	27	
Total	501	148	398	54	42	7	456	39	3	259	129	53	9	1	2	19	39	59	61	67	18	157	53	26	
Standard landline(s)	473	147	392	cDE	50DE	27	4	438	31	2	258	125	45	4	1	*	18	37	58	57	62	16	147	52	25
	94%	99%	99%	93%	64%	52%	96%	78%	64%	99%	97%	85%	45%	48%	16%	93%	94%	98%	94%	92%	92%	94%	97%	94%	
ISDN 2/2E line(s)	8	-	*	2B	4AB	1ABc	6	1	*	*	2	2	3	*	*	-	1	*	1	2	*	1	*	1	
	2%	-%	*%	4%	10%	13%	1%	3%	4%	*%	1%	4%	39%	4%	4%	-%	4%	*%	2%	4%	2%	1%	1%	4%	
ISDN 30 line(s)	6	-	-	1B	3AB	1ABCD	4	*	1	*	*	1	1	*	1	*	1	*	1	1	*	2	*	*	
	1%	-%	-%	2%	7%	21%	1%	1%	26%	*%	*%	2%	11%	25%	42%	1%	2%	1%	1%	1%	2%	1%	*%	1%	
Leased line(s) / private circuit(s)	4	-	-	-	3ABc	1ABC	2	2	-	-	1	1	*	*	1	-	-	*	*	1	1	1	1	-	
	1%	-%	-%	-%	7%	8%	*%	5%	-%	-%	1%	2%	2%	17%	33%	-%	-%	*%	*%	1%	4%	1%	2%	-%	
VoIP calls made over your fixed line broadband	11	1	5	1	5ABc	*ABc	6	5	*	1	1	4	*	*	*	1	*	*	2	1	-	6	*	-	
	2%	1%	1%	1%	11%	6%	1%	13%	7%	*%	1%	8%	3%	6%	5%	6%	*%	1%	3%	1%	-%	4%	*%	-%	

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

Table 18 (continuation)
 <S13I> From which of your fixed lines were most outgoing voice calls made during the last month?
 by Crossbreak
 Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		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 (k)	Wales (l)	Scotland (m)	Northern Ireland (n)	Home based (a)
Unweighted row	501	16	38	18	16	16	51	43	35	21	254	80	80	87	72	429
Total	501	15	51	38	35	41	50	79	76	46	430	21	37	13	143	358
Standard landline(s)	473 94%	14 95%	50 98%	37 98%	34 96%	40 97%	49 98%	72 91%	72 94%	42 90%	408 95%	19 92%	34 92%	12 92%	142 99%	331 93%
ISDN 2/2E line(s)	8 2%	- -	* *	1 2%	1 4%	- -	1 1%	1 1%	2 3%	- -	6 1%	1 3%	1 2%	1 5%	- -	8 2%
ISDN 30 line(s)	6 1%	* *	* 1%	- -	- -	- -	* *	2 3%	1 2%	* *	4 1%	* 2%	1 2%	* 2%	* *	5 2%
Leased line(s) / private circuit(s)	4 1%	- -	* *	* *	- -	- -	* *	3 4%	* *	* *	4 1%	- -	* *	- -	- -	4 1%
VoIP calls made over your fixed line broadband	11 2%	1 5%	1 1%	- -	- -	1 3%	- -	1 1%	1 1%	5 10%	9 2%	* 2%	1 4%	* 2%	1 1%	10 3%

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

Table 18 (continuation)
 <S13I> From which of your fixed lines were most outgoing voice calls made during the last month?
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED													HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE		
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	Private circuit (d)	Fixed broadband (e)	Not standard landline (f)	Standard landline (a)	Smartphones (b)	Standard mobile (c)	NET mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET (i)	LL/Private circuit (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)		
Unweighted row	501	409	30	31	11	20	92	479	307	198	365	430	120	92	54	127	58	115	49	31	135	67	465	70	52	49	61	4	
Total	501	473	8	6	4	11	28	493	286	155	353	393	88	38	11	46	11	63	28	47	147	107	483	20	11	22	36	4	
Standard landline(s)	473 94%	473 100%	- -%	- -%	- -%	- -%	- -%	473 96%	267 93%	144 93%	333 94%	367 93%	81 92%	21 55%	5 47%	24 53%	3 31%	43 68%	21 77%	47 100%	141 95%	106 99%	473 98%	9 47%	5 47%	15 67%	24 66%	4 90%	
ISDN 2/2E line(s)	8 2%	- -%	8 100%	- -%	- -%	- -%	8 28%	7 1%	5 2%	3 2%	5 2%	8 2%	2 2%	8 21%	* 1%	8 17%	1 6%	2 3%	1 4%	- -%	1 1%	* *%	5 1%	8 39%	* 1%	1 5%	1 2%	- -%	
ISDN 30 line(s)	6 1%	- -%	- -%	6 100%	- -%	- -%	6 20%	5 1%	5 2%	4 2%	5 2%	5 1%	2 2%	1 2%	6 51%	6 12%	3 27%	3 5%	1 2%	- -%	* *%	1 *%	4 1%	1 3%	6 51%	2 8%	2 5%	- -%	
Leased line(s) / private circuit(s)	4 1%	- -%	- -%	- -%	4 100%	- -%	4 13%	1 *%	3 1%	2 1%	4 1%	2 1%	1 1%	2 4%	* 1%	2 4%	4 33%	4 6%	3 9%	- -%	- -%	- -%	- -%	1 4%	* 1%	* 1%	3 9%	* 2%	
VoIP calls made over your fixed line broadband	11 2%	- -%	- -%	- -%	- -%	11 100%	11 39%	8 2%	6 2%	3 2%	6 2%	11 3%	2 3%	7 18%	* 1%	7 15%	* 2%	11 17%	2 8%	- -%	5 3%	- -%	1 *%	1 7%	* 1%	4 18%	6 18%	* 8%	

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

Table 18 (continuation)
 <S13I> From which of your fixed lines were most outgoing voice calls made during the last month?
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	501	15	36	56	5	218	27	251	51	6	261	419	52	30	213	165	123	6	107	1	215	49	33	25	15
Total	501	9	29	22	2	213	26	261	15	*	262	437	43	21	228	166	107	2	61	*	245	42	14	18	16
Standard landline(s)	473 94%	8 87%	23 81%	9 43%	2 67%	208 98%	25 99%	238 91%	9 63%	* 71%	258 99%	416 95%	37 86%	21 97%	221 97%	149 89%	104 97%	2 88%	41 68%	* 100%	239 97%	42 99%	13 94%	17 99%	16 99%
ISDN 2/2E line(s)	8 2%	- -	1 2%	1 5%	- -	2 1%	* 1%	5 2%	3 21%	* 22%	2 1%	5 1%	3 6%	* 2%	2 1%	4 2%	2 2%	- -	2 3%	- -	4 2%	* 1%	* 1%	- -	- -
ISDN 30 line(s)	6 1%	1 13%	1 5%	1 3%	- -	2 1%	- -	3 1%	2 12%	* 8%	2 1%	5 1%	* 1%	* 1%	3 1%	2 1%	* 1%	* 6%	3 5%	- -	2 1%	* 1%	1 6%	* 1%	* 1%
Leased line(s) / private circuit(s)	4 1%	- -	1 3%	2 10%	1 33%	- -	- -	4 1%	- -	- -	- -	4 1%	* 1%	- -	1 1%	3 2%	* 1%	* 6%	4 6%	- -	- -	- -	- -	- -	- -
VoIP calls made over your fixed line broadband	11 2%	- -	2 9%	8 39%	- -	1 1%	* 1%	10 4%	* 3%	- -	1 1%	8 2%	3 7%	* 1%	1 1%	10a 6%	1 1%	- -	11 18%	- -	- -	- -	- -	- -	- -

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

Table 18 (continuation)
 <S13I> From which of your fixed lines were most outgoing voice calls made during the last month?
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					
	Not Ch ange (a)	Some to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	501	201	46	26	28	19
Total	501	248	46	17	21	21
Standard landline(s)	473 94%	243 98%	46 99%	16 94%	20 98%	21 99%
ISDN 2/2E line(s)	8 2%	4 2%	* *%	1 3%	* 1%	- -%
ISDN 30 line(s)	6 1%	1 1%	* *%	* 3%	* 1%	* 1%
Leased line(s) / private circuit(s)	4 1%	- -%	- -%	- -%	- -%	- -%
VoIP calls made over your fixed line broadband	11 2%	- -%	- -%	- -%	- -%	- -%

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

Table 19
 <S13B> Is your VoIP service provided by?
 by Crossbreak
 Base: All with VoIP

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail trade (d)	Transport (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)	
Total	115	8	18	17	36	44	68	33	12	18	21	30	16	11	7	7	6	12	14	12	7	29	21	7
Unweighted row	64	17	33	10	17	3	46	15	2	17	13	16	3	1	2	3	3	8	6	5	3	23	5	7
Total	22	11	11	2	7	2	15	6	1	12	3	4	2	1	*	*	*	3	2	2	-	12	1	2
The service provider that also provides your (Fixed line service) connection.	35%	63%	35%	24%	39%	52%	33%	37%	47%	69%	20%	27%	58%	70%	6%	12%	14%	35%	34%	38%	-%	51%	27%	24%
A different service provider to the one that provides your (Fixed line service) connection.	37	2	18	8	10	1	26	9	1	5	10	11	1	*	2	2	3	5	4	3	3	8	4	6
	58%	15%	54%	73%	59%	45%	57%	63%	53%	31%	78%	70%	39%	30%	94%	88%	86%	65%	60%	62%	100%	33%	67%	76%
Both	4	4	4	*	*	*	4	-	-	-	*	*	*	-	-	-	-	*	-	-	4	*	-	-
	7%	22%	12%	3%	2%	3%	10%	-%	-%	-%	2%	2%	3%	-%	-%	-%	-%	6%	-%	-%	16%	7%	-%	-%
(Don't Know)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Table 19 (continuation)
 <S13B> Is your VoIP service provided by?
 by Crossbreak
 Base: All with VoIP

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo rks/Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	115	5	8	5	3	4	5	15	8	7	60	14	19	22	12	103
Total	64	2	4	3	5	8	1	13	9	10	54	2	5	3	16	47
The service provider that also provides your (Fixed line service) connection.	22 35%	1 55%	1 15%	1 52%	* 2%	7 82%	* 7%	5 41%	2 24%	- -	17 32%	2 83%	2 47%	1 41%	2 15%	20 42%
A different service provider to the one that provides your (Fixed line service) connection.	37 58%	* 22%	3 85%	1 48%	5 98%	1 18%	1 93%	8 59%	7 76%	6 60%	33 60%	* 17%	2 47%	2 59%	10 62%	27 56%
Both	4 7%	* 22%	- -	- -	- -	- -	- -	- -	- -	4 40%	4 8%	- -	* 6%	- -	4 23%	1 2%
(Don't Know)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

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

Table 19 (continuation)
 <S13B> Is your VoIP service provided by?
 by Crossbreak
 Base: All with VoIP

Total	MAIN FIXED LINE TYPE							PRODUCTS USED										HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE					
	Standard line dline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo biles (d)	Fixed broadband (e)	Mo biles (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Pr ivate circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No (c)	BB (d)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent (b)	Both (c)	
Unweighted row	115	61	8	14	11	20	53	96	94	58	100	105	37	36	25	52	34	115	36	-	14	6	86	26	23	49	62	4	
Total	64	43	2	3	4	11	20	56	51	25	52	61	15	13	5	17	7	64	10	-	11	1	48	6	5	22	37	4	
The service provider that also provides your (Fixed line service) connection.	22 35%	15 35%	1 63%	2 50%	* 9%	4 37%	7 37%	20 36%	16 32%	10 39%	16 31%	22 36%	2 16%	3 24%	2 41%	5 28%	2 24%	22 35%	4 38%	- -%	6 55%	* 57%	18 38%	2 38%	2 40%	22 100%	- -%	- -%	
A different service provider to the one that provides your (Fixed line service) connection.	37 58%	24 56%	1 37%	2 50%	3 89%	6 59%	12 61%	32 57%	30 60%	15 59%	31 61%	35 57%	13 84%	10 74%	3 57%	12 70%	5 75%	37 58%	6 59%	- -%	5 43%	* 43%	26 54%	3 57%	3 58%	- -%	37 100%	- -%	
Both	4 7%	4 9%	- -%	- -%	* 2%	* 3%	* 2%	4 7%	4 8%	* 2%	4 8%	4 7%	- -%	* 2%	* 2%	* 2%	* 1%	4 7%	* 3%	- -%	* 2%	- -%	4 8%	* 5%	* 2%	- -%	- -%	4 100%	
(Don't Know)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 19 (continuation)
 <S13B> Is your VoIP service provided by?
 by Crossbreak
 Base: All with VoIP

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT re ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel to MFL (e)	
Unweighted row	115	15	36	57	5	39	5	71	21	5	45	93	17	5	42	47	26	6	108	1	31	13	15	5	3
Total	64	9	29	23	2	14	6	44	5	*	27	56	7	1	26	28	10	2	62	*	24	4	2	*	*
The service provider that also provides your (Fixed line service) connection.	22 35%	2 22%	14 50%	5 21%	1 29%	7 47%	* 6%	15 35%	3 52%	* 74%	14 54%	21 37%	1 21%	* 34%	10 40%	7 24%	5 53%	* 25%	22 35%	* 100%	9 39%	1 18%	* 15%	* 22%	- -%
A different service provider to the one that provides your (Fixed line service) connection.	37 58%	7 78%	10 36%	18 78%	2 71%	7 53%	5 94%	24 55%	2 48%	* 26%	9 32%	31 56%	5 73%	* 66%	12 45%	21 74%	4 45%	1 60%	36 58%	- -%	14 60%	3 82%	2 85%	* 78%	* 100%
Both	4 7%	- -%	4 14%	* 2%	- -%	- -%	- -%	4 10%	- -%	- -%	4 14%	4 7%	* 6%	- -%	4 14%	* 2%	* 3%	* 15%	4 7%	- -%	* 1%	- -%	- -%	- -%	- -%
(Don't Know)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 19 (continuation)
 <S13B> Is your VoIP service provided by?
 by Crossbreak
 Base: All with VoIP

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)		
Unweighted row	115	31	12	10	7	4
Total	64	24	3	1	1	*
The service provider that also provides your (Fixed line service) connection.	22 35%	8 34%	1 21%	* 27%	* 21%	- -%
A different service provider to the one that provides your (Fixed line service) connection.	37 58%	12 49%	2 79%	1 73%	1 79%	* 100%
Both	4 7%	4 17%	- -%	- -%	- -%	- -%
(Don't Know)	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 20
 <S13C> Which of the following have you used VoIP for in the last month?
 by Crossbreak
 Base: All with VoIP

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Financial (e)	Other services (f)	Public services (g)	Other (h)		
Total	115	8	18	17	36	44	68	33	12	18	21	30	16	11	7	7	6	12	14	12	7	29	21	7
Unweighted row	64	17	33	10	17	3	46	15	2	17	13	16	3	1	2	3	3	8	6	5	3	23	5	7
Internal or inter-site voice calls	9	-	5	3	1	*	9	*	*	*	3	5	*	*	1	-	1	6	1	1	-	1	*	-
	15%	-%	16%	25%	8%	13%	18%	1%	21%	1%	21%	32%	2%	26%	42%	-%	22%	77%	11%	29%	-%	3%	3%	-%
Voice calls external to the business	29	16	18	5	5	1	22	7	-	14	3	5	*	*	*	1	1	1	4	1	2	15	3	*
	45%	98%	54%	50%	29%	24%	48%	44%	-%	85%	22%	32%	5%	13%	3%	40%	35%	16%	67%	20%	56%	66%	51%	4%
Both	23	-	9	2	9	2	14	7	1	2	7	5	3	1	1	2	1	1	1	2	1	6	2	7
	36%	-%	29%	18%	54%	61%	30%	47%	77%	12%	51%	31%	93%	61%	55%	60%	31%	7%	22%	45%	44%	28%	30%	91%
Neither	2	-	-	1	2	-	1	1	-	-	1	1	-	-	-	-	*	-	-	*	-	1	1	-
	4%	-%	-%	7%	9%	-%	3%	7%	-%	-%	6%	5%	-%	-%	-%	-%	11%	-%	-%	6%	-%	3%	16%	-%
(Don't Know)	*	*	*	-	-	*	*	-	*	*	-	-	-	-	-	-	-	-	-	-	-	*	-	*
	1%	2%	1%	-%	-%	1%	1%	-%	2%	2%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	6%

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

Table 20 (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	
		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)
Unweighted row	115	5	8	5	3	4	5	15	8	7	60	14	19	22	12	103
Total	64	2	4	3	5	8	1	13	9	10	54	2	5	3	16	47
Internal or inter-site voice calls	9 15%	- -	* 12%	2 90%	* 2%	- -	* 7%	1 7%	5 53%	- -	9 16%	* 2%	- -	1 30%	* 1%	9 20%
Voice calls external to the business	29 45%	* 27%	2 61%	- -	- 100%	8 -	* 41%	6 47%	1 12%	5 52%	24 44%	1 50%	4 74%	* 14%	10 63%	18 39%
Both	23 36%	1 48%	1 27%	* 10%	5 98%	- -	* 51%	4 34%	3 35%	5 48%	20 37%	1 26%	1 20%	1 52%	5 32%	17 37%
Neither	2 4%	* 25%	- -	- -	- -	- -	- -	2 12%	- -	- -	2 4%	- -	* 6%	* 4%	* 2%	2 4%
(Don't Know)	* 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 21%	- -	- -	* 3%	* *

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

Table 20 (continuation)
 <S13C> Which of the following have you used VoIP for in the last month?
 by Crossbreak
 Base: All with VoIP

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo bills (d)	Fixed broadband (e)	Mo bile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	115	61	8	14	11	20	53	96	94	58	100	105	37	36	25	52	34	115	36	-	14	6	86	26	23	49	62	4
Total	64	43	2	3	4	11	20	56	51	25	52	61	15	13	5	17	7	64	10	-	11	1	48	6	5	22	37	4
Internal or inter-site voice calls	9 15%	8 19%	- -	1 38%	- -	- -	1 6%	9 15%	9 18%	8 30%	9 18%	9 15%	7 47%	* 4%	1 26%	2 10%	1 19%	9 15%	1 7%	- -	* 1%	- -	8 17%	* 8%	1 27%	2 9%	7 20%	- -
Voice calls external to the business	29 45%	23 54%	1 37%	1 42%	1 21%	2 22%	5 27%	27 48%	22 43%	8 30%	22 42%	29 47%	1 7%	2 15%	3 52%	4 26%	2 23%	29 45%	2 20%	- -	7 62%	* 11%	26 53%	2 32%	3 53%	14 65%	10 28%	4 90%
Both	23 36%	9 22%	1 61%	1 20%	2 58%	8 78%	12 63%	18 32%	17 33%	9 34%	18 35%	21 34%	7 43%	10 75%	1 22%	10 59%	3 47%	23 36%	7 66%	- -	4 36%	* 54%	12 26%	3 59%	1 21%	5 21%	18 48%	* 10%
Neither	2 4%	2 4%	- -	- -	1 21%	- -	1 4%	2 4%	2 4%	2 6%	2 4%	2 3%	- -	1 7%	- -	1 5%	1 11%	2 4%	1 8%	- -	* 1%	* 35%	2 3%	- -	- -	1 3%	2 4%	- -
(Don't Know)	* 1%	* 1%	* 2%	- -	- -	- -	* *	* 1%	* 1%	- -	* 1%	* 1%	* 3%	* *	- -	* *	- -	* 1%	- -	- -	- -	- -	* 1%	* 1%	- -	* 2%	- -	- -

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

Table 20 (continuation)
 <S13C> Which of the following have you used VoIP for in the last month?
 by Crossbreak
 Base: All with VoIP

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal /inter- -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for re ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC (a)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pr ducts (c)	No ducts (a)	1 pr ducts (b)	2 pr ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some to VoIP (c)	Some to text/ line (d)	Ca ncel MFL (e)	
Unweighted row	115	15	36	57	5	39	5	71	21	5	45	93	17	5	42	47	26	6	108	1	31	13	15	5	3
Total	64	9	29	23	2	14	6	44	5	*	27	56	7	1	26	28	10	2	62	*	24	4	2	*	*
Internal or inter-site voice calls	9 15%	9 100%	- -%	- -%	- -%	3 24%	* 4%	6 13%	* 7%	* 17%	2 8%	9 17%	* 2%	- -%	7 27%	2 8%	* 4%	- -%	9 15%	* 100%	2 8%	1 32%	* 3%	* 15%	* 35%
Voice calls external to the business	29 45%	- -%	29 100%	- -%	- -%	5 38%	* 1%	23 53%	3 49%	* 16%	20 76%	24 44%	4 53%	1 74%	13 52%	7 25%	8 84%	1 75%	27 44%	- -%	13 56%	* 8%	* 4%	* 15%	- -%
Both	23 36%	- -%	- -%	23 100%	- -%	3 25%	5 94%	14 32%	2 43%	* 66%	3 13%	19 35%	3 45%	* 26%	3 13%	18 66%	1 12%	* 25%	22 36%	- -%	8 34%	2 53%	2 93%	* 69%	* 65%
Neither	2 4%	- -%	- -%	- -%	2 100%	1 10%	- -%	1 2%	- -%	- -%	* 1%	2 4%	- -%	- -%	2 7%	* 2%	- -%	- -%	2 4%	- -%	* -%	* 7%	- -%	- -%	- -%
(Don't Know)	* 1%	- -%	- -%	- -%	- -%	* 3%	- -%	* -%	- -%	- -%	* 2%	* 1%	- -%	- -%	* 2%	- -%	- -%	- -%	* -%	- -%	* 2%	- -%	- -%	- -%	- -%

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

Table 20 (continuation)
 <S13C> Which of the following have you used VoIP for in the last month?
 by Crossbreak
 Base: All with VoIP

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	115	31	12	10	7	4
Total	64	24	3	1	1	*
Internal or inter-site voice calls	9 15%	* 2%	* 1%	- -%	- -%	* 23%
Voice calls external to the business	29 45%	17 68%	2 52%	* 9%	* 6%	- -%
Both	23 36%	6 26%	1 37%	1 91%	1 94%	* 44%
Neither	2 4%	* 2%	* 9%	- -%	- -%	* 33%
(Don't Know)	* 1%	* 2%	- -%	- -%	- -%	- -%

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

Table 21
 <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

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Transport (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)	
Unweighted row	465	61	198	99	83	85	376	67	19	154	115	89	37	14	11	19	35	57	54	60	19	128	67	26
Total	483	147	393	53	32	6	446	32	2	258	126	47	8	1	1	19	38	59	58	65	17	150	52	26
BT	215 44%	65 44%	171 43%	28 53%	14 45%	2 38%	201 45%	13 40%	1 26%	109 42%	73 58%	15 31%	4 51%	* 46%	* 65%	7 39%	22 59%	20 34%	27 46%	31 47%	13 74%	60 40%	21 40%	15 57%
Talk Talk	32 7%	12 8%	28 7%	2 5%	1 2%	* 4%	31 7%	* 1%	* 4%	26 10%	2 2%	* 1%	* 5%	* 9%	- -	4 23%	3 8%	1 1%	1 2%	* *	1 4%	15 10%	7 13%	* *
XLN telecom	29 6%	17 12%	27 7%	1 1%	1 3%	- -	23 5%	6 19%	- -	19 7%	1 1%	5 11%	- -	- -	- -	* 1%	- -	2 4%	* 1%	10 16%	- -	11 7%	4 8%	1 3%
Unicom / Universal Utilities	25 5%	11 8%	21 5%	3 6%	1 2%	* 1%	20 5%	4 14%	- -	17 7%	7 6%	1 1%	- -	- -	- -	- -	* 1%	6 10%	5 8%	* *	- -	13 9%	* *	* 2%
Virgin Media (NTL/ Telewest)	21 4%	10 7%	20 5%	1 2%	* *	* 3%	17 4%	4 14%	* 4%	15 6%	2 1%	- -	* 1%	* 9%	- -	- -	- -	11 19%	1 1%	* *	- -	9 6%	- -	* 2%
Sky / Skytalk	20 4%	4 3%	20 5%	- -	- -	- -	20 5%	- -	- -	16 6%	- -	4 9%	- -	- -	- -	- -	- -	8 14%	3 5%	5 7%	- -	5 3%	- -	- -
Daisy	10 2%	- -	7 2%	1 2%	2A 6%	*A 3%	10 2%	- -	- -	- -	5 4%	5 11%	- -	- -	- -	- -	6 17%	- -	3 4%	- -	- -	1 1%	- -	- -
Orange	8 2%	8 5%	8 2%	- -	- -	- -	8 2%	- -	- -	4 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 3%	4 8%	- -
Madasafish	5 1%	- -	5 1%	- -	- -	- -	5 1%	- -	- -	5 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	5 19%
O2 / BE	5 1%	4 3%	4 1%	- -	* 1%	*bC 4%	5 1%	* 1%	* 3%	4 2%	- -	- -	* 5%	- -	* 9%	* 1%	- -	* 1%	* *	* *	- -	- -	4 8%	* *
Titan	5 1%	- -	3 1%	1 3%	- -	- -	5 1%	- -	- -	2 1%	3 2%	- -	- -	- -	- -	- -	- -	- -	* 1%	* *	- -	4 2%	- -	* 1%
Excel	5 1%	- -	3 1%	- -	1a 4%	- -	3 1%	* 1%	1 41%	3 1%	* *	- -	- -	- -	- -	- -	1 3%	- -	- -	- -	* 1%	1 *	3 5%	- -
Eclipse	4 1%	- -	4 1%	- -	- -	*a 1%	4 1%	* *	- -	4 1%	- -	- -	* 4%	- -	- -	- -	- -	* *	- -	4 6%	- -	- -	- -	- -

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

Table 21 (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

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	Total	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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)
Unweighted row	465	61	198	99	83	85	376	67	19	154	115	89	37	14	11	19	35	57	54	60	19	128	67	26
Total	483	147	393	53	32	6	446	32	2	258	126	47	8	1	1	19	38	59	58	65	17	150	52	26
One Bill	3 1%	- -	1 *	* 1%	1b 3%	*A 1%	3 1%	* *	- -	2 1%	- -	* *	- -	- -	- -	- -	- -	- -	* *	1 2%	- -	1 1%	- -	- -
Zen	2 1%	2 2%	2 1%	- -	- -	- -	2 1%	- -	- -	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	2 4%	- -	- -	- -	- -	- -
Everything Everywhere/EE	2 *	- -	2 1%	- -	- -	- -	2 *	- -	- -	2 1%	- -	- -	- -	- -	- -	- -	- -	2 4%	- -	- -	- -	- -	- -	- -
Plusnet	2 *	- -	2 *	- -	* 1%	- -	2 *	- -	- -	1 *	1 1%	- -	- -	- -	- -	1 6%	- -	* 1%	* 1%	- -	- -	- -	* *	- -
Chess	2 *	- -	- -	2B 3%	*b 1%	*AB 4%	2 *	* *	- -	- -	1 1%	1 1%	* 2%	- -	* 6%	- -	* *	* *	* 1%	- -	* 2%	* *	1 2%	- -
Adept	2 *	- -	- -	2B 3%	- -	*ABd 3%	2 *	- -	- -	- -	2 1%	- -	* 2%	- -	- -	- -	- -	* *	- -	- -	- -	2 1%	* *	- -
Rainbow	1 *	- -	1 *	* 1%	* 1%	*AB 3%	1 *	* 1%	- -	* *	* *	* 1%	* 2%	- -	* 9%	- -	* *	* *	* *	1 1%	* 1%	- -	* 1%	- -
Utility Warehouse	1 *	- -	- -	- -	1aB 4%	- -	1 *	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 2%	- -
Gamma	1 *	- -	- -	- -	1B 2%	- -	- -	1 2%	- -	- -	- -	1 10%	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	- -
4com	1 *	- -	- -	* 1%	- -	*ABd 3%	* *	* *	- -	- -	* *	- -	- -	- -	- -	- -	- -	- -	- -	* 1%	- -	- -	* *	* *
Highnet	* *	- -	- -	- -	* 1%	*ABc 2%	* *	- -	* 3%	- -	- -	* 1%	- -	- -	- -	- -	- -	- -	* *	* *	- -	* *	- -	- -
Clarity	* *	- -	- -	* *	* 1%	*AB 1%	* *	* 1%	- -	* *	- -	* *	- -	* 4%	- -	- -	* *	* *	- -	* *	- -	* *	- -	- -
Barclays Communications	* *	- -	- -	- -	*b 1%	- -	* *	* *	- -	* *	- -	* *	- -	- -	- -	- -	* *	* *	- -	- -	- -	- -	* *	- -

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

Table 21 (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

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR											
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail trade (d)	Transport (e)	Financial services (f)	Other services (g)	Public administration (h)	Other (i)		
Total	465	61	198	99	83	85	376	67	19	154	115	89	37	14	11	19	35	57	54	60	19	128	67	26	
Unweighted row	465	61	198	99	83	85	376	67	19	154	115	89	37	14	11	19	35	57	54	60	19	128	67	26	
Total	483	147	393	53	32	6	446	32	2	258	126	47	8	1	1	19	38	59	58	65	17	150	52	26	
Vodafone	*	-	-	-	-	*ABCD	*	-	*	-	-	*	-	-	*	*	-	-	-	-	-	-	*	-	
	%	-%	-%	-%	-%	2%	%	-%	1%	-%	-%	%	-%	-%	5%	%	-%	-%	-%	-%	-%	-%	%	-%	
Alternative Networks	*	-	-	-	-	*ABc	-	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-	
	%	-%	-%	-%	-%	2%	-%	-%	5%	-%	-%	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	%	-%	
OTHER (SPECIFY)	84	13	62	12a	8a	2AB	79	2	1	31	22	15	2	1	*	5	5	8	16	12	3	24	6	4	
	17%	9%	16%	23%	24%	37%	18%	7%	26%	12%	18%	32%	23%	55%	16%	29%	13%	13%	28%	18%	19%	16%	12%	16%	
NETS																									

1 Provider	481	147E	393E	52e	31e	5	445	31	2	258	126	46	7	1	1	19	37	59	58	65	17	149	52	26	
	100%	100%	100%	98%	99%	91%	100%	99%	95%	100%	99%	98%	98%	91%	91%	100%	99%	100%	99%	100%	99%	99%	100%	99%	
2 Providers	2	-	*	1	*	*ABcd	2	*	*	*	1	1	*	-	*	*	*	-	1	-	*	1	*	*	
	%	-%	%	2%	1%	7%	%	1%	1%	%	1%	2%	2%	-%	9%	%	1%	-%	1%	-%	1%	1%	%	%	
More than 2 Providers	*	-	-	-	*	*ABc	*	-	*	*	-	-	*	-	-	-	-	-	*	-	-	-	-	*	
	%	-%	-%	-%	%	1%	%	-%	4%	%	-%	-%	-%	9%	-%	-%	-%	-%	%	-%	-%	-%	-%	%	

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

Table 21 (continuation)
 <QA> 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	
		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)
Unweighted row	465	15	34	15	15	15	50	36	33	18	231	72	76	86	71	394
Total	483	15	50	37	34	40	50	74	75	42	415	20	36	13	142	341
BT	215 44%	8 54%	17 33%	11 31%	25 73%	18 45%	30 60%	34 46%	16 22%	17 41%	175 42%	12 57%	21 59%	7 54%	60 42%	155 46%
Talk Talk	32 7%	* 3%	10 21%	4 11%	- -	- -	* 1%	5 7%	9 12%	- -	30 7%	1 5%	1 2%	1 5%	19b 13%	13 4%
XLN telecom	29 6%	- -	1 3%	4 11%	- -	4 10%	2 4%	- -	9 12%	4 9%	25 6%	3jm 14%	1 4%	* 1%	4 3%	25 7%
Unicom / Universal Utilities	25 5%	- -	5 10%	8 21%	- -	- -	3 6%	5 7%	2 2%	- -	22 5%	1 3%	1 4%	* 3%	- -	25 7%
Virgin Media (NTL/ Telewest)	21 4%	* 3%	- -	* *	- -	- -	* 1%	4 6%	14 19%	* *	19 5%	1 4%	1 4%	* 3%	12 8%	10 3%
Sky / Skytalk	20 4%	3 19%	- -	- -	- -	- -	- -	13 17%	5 6%	- -	20 5%	* 2%	- -	- -	13 9%	7 2%
Daisy	10 2%	* 3%	3 6%	1 2%	1 3%	- -	- -	- -	- -	4 9%	9 2%	- -	1 3%	- -	- -	10 3%
Orange	8 2%	- -	- -	4 11%	- -	- -	- -	- -	- -	4 9%	8 2%	- -	- -	- -	8b 5%	- -
Madasafish	5 1%	- -	- -	- -	5 15%	- -	- -	- -	- -	- -	5 1%	- -	- -	- -	5 3%	- -
O2 / BE	5 1%	- -	* *	- -	- -	4 10%	* *	- -	- -	- -	4 1%	- -	* 1%	* 2%	- -	5 1%
Titan	5 1%	- -	2 5%	- -	- -	- -	- -	1 1%	- -	- -	3 1%	* 2%	* 1%	1J 5%	* *	4 1%
Excel	5 1%	3 19%	- -	- -	- -	- -	* 1%	- -	1 1%	- -	4 1%	* 2%	- -	* 2%	- -	5 1%
Eclipse	4 1%	- -	- -	- -	- -	- -	- -	- -	- -	4 9%	4 1%	* *	- -	- -	4 3%	* *

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Table 21 (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	
		NE (a)	NW (b)	Yo E rks/Hu mber (c)	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)
Unweighted row	465	15	34	15	15	15	50	36	33	18	231	72	76	86	71	394
Total	483	15	50	37	34	40	50	74	75	42	415	20	36	13	142	341
One Bill	3 1%	- -	- -	- -	- -	- -	* 1%	- -	1 1%	- -	1 *	- -	1j 3%	* 2%	- -	3 1%
Zen	2 1%	- -	2 5%	- -	- -	- -	- -	- -	- -	- -	2 1%	- -	- -	- -	2 2%	- -
Everything Everywhere/EE	2 *	- -	- -	- -	- -	- -	2 4%	- -	- -	- -	2 1%	- -	- -	- -	- -	2 1%
Plusnet	2 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1J 4%	1J 4%	- -	1 1%	1 *
Chess	2 *	* 2%	- -	- -	- -	- -	* 1%	* *	- -	1 3%	2 1%	* *	- -	- -	- -	2 1%
Adept	2 *	- -	- -	- -	- -	- -	* *	* *	2 2%	- -	2 *	* 1%	- -	- -	* *	2 1%
Rainbow	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1JKL 11%	* *	1 *
Utility Warehouse	1 *	- -	- -	- -	1 3%	- -	- -	- -	- -	- -	1 *	- -	- -	- -	1 1%	- -
Gamma	1 *	- -	- -	- -	- -	- -	- -	- -	- -	1 2%	1 *	- -	- -	- -	- -	1 *
4com	1 *	- -	- -	- -	* *	* 1%	- -	- -	* *	- -	1 *	- -	- -	- -	- -	1 *
Highnet	* *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	*j 1%	- -	- -	* *
Clarity	* *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	*J 3%	- -	* *
Barclays Communications	* *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	*J 2%	- -	* *
Vodafone	* *	- -	- -	- -	- -	- -	- -	- -	* *	- -	* *	- -	- -	* *	- -	* *

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

Table 21 (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	
		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)
Unweighted row	465	15	34	15	15	15	50	36	33	18	231	72	76	86	71	394
Total	483	15	50	37	34	40	50	74	75	42	415	20	36	13	142	341
Alternative Networks	*	-	-	-	-	-	-	*	-	-	*	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	*%
OTHER (SPECIFY)	84	*	9	5	3	12	11	11	16	8	75	2	6	1	13	71
	17%	*%	18%	14%	9%	31%	22%	16%	21%	18%	18%	8%	16%	11%	9%	21%

NETS

1 Provider	481	14	50	37	34	40	49	74	75	42	413km	20	35	13	142	339
	100%	97%	100%	100%	100%	100%	99%	100%	100%	100%	100%	97%	99%	98%	100%	99%
2 Providers	2	*	-	-	*	-	*	*	-	*	1	1j	*	*	*	2
	*%	3%	-%	-%	*%	-%	1%	*%	-%	*%	*%	3%	1%	1%	*%	*%
More than 2 Providers	*	-	-	*	-	-	-	-	-	-	*	-	-	*j	*	*
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	1%	*%	*%

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Table 21 (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	MAIN FIXED LINE TYPE							PRODUCTS USED													HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE		
	Standard Landline (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobile (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard Landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff provider (b)	Both (c)		
Unweighted row	465	409	23	26	-	7	56	465	280	181	334	398	109	79	48	108	43	87	40	31	131	67	465	61	46	37	47	2	
Total	483	473	5	4	-	1	10	483	276	150	342	377	84	27	9	34	6	48	24	47	142	107	483	15	9	18	26	4	
BT	215 44%	210 44%	2 51%	2 54%	- -	1 42%	5 51%	215 44%	112 40%	66 44%	146 43%	162 43%	23 27%	10 36%	5 57%	14 42%	2 26%	14 29%	8 35%	33 70%	69 48%	53 49%	215 44%	5 30%	5 57%	7 36%	7 28%	- -	
Talk Talk	32 7%	32 7%	- -	* 3%	- -	- -	* 1%	32 7%	17 6%	5 3%	18 5%	25 7%	7 8%	* 1%	* 3%	1 2%	1 9%	1 2%	* *	2 7%	14 10%	7 7%	32 7%	* 2%	* 2%	* *	1 4%	- -	
XLN telecom	29 6%	29 6%	- -	- -	- -	- -	- -	29 6%	11 4%	12 8%	22 6%	17 4%	1 1%	- -	- -	- -	- -	5 10%	1 4%	1 3%	7 5%	12 12%	29 6%	- -	- -	4 23%	1 2%	- -	
Unicom / Universal Utilities	25 5%	25 5%	- -	- -	- -	- -	- -	25 5%	13 5%	4 2%	13 4%	14 4%	9 10%	- -	- -	- -	* 4%	- -	2 10%	7 14%	11 8%	11 10%	25 5%	- -	- -	- -	- -	- -	
Virgin Media (NTL/ Telewest)	21 4%	21 5%	- -	* 4%	- -	- -	* 2%	21 4%	21 8%	5 3%	21 6%	21 6%	5 6%	* 1%	* 3%	* 1%	* 3%	5 10%	* 2%	- -	- -	- -	21 4%	* 1%	* 2%	5 26%	* 1%	- -	
Sky / Skytalk	20 4%	20 4%	- -	- -	- -	- -	- -	20 4%	16 6%	8 6%	20 6%	16 4%	4 5%	- -	- -	- -	- -	- -	4 18%	- -	- -	5 4%	20 4%	- -	- -	- -	- -	- -	
Daisy	10 2%	10 2%	- -	- -	- -	* 31%	* 4%	10 2%	5 2%	4 3%	5 1%	9 2%	3 3%	5 20%	- -	5 16%	- -	1 1%	* 2%	1 2%	6 4%	1 1%	10 2%	4 28%	- -	* 3%	* *	- -	
Orange	8 2%	8 2%	- -	- -	- -	- -	- -	8 2%	4 1%	4 3%	8 2%	8 2%	- -	- -	- -	- -	- -	4 8%	- -	- -	- -	- -	8 2%	- -	- -	- -	- -	4 93%	
Madasafish	5 1%	5 1%	- -	- -	- -	- -	- -	5 1%	5 2%	- -	5 1%	5 1%	- -	- -	- -	- -	- -	5 10%	- -	- -	- -	- -	5 1%	- -	- -	- -	5 19%	- -	
O2 / BE	5 1%	5 1%	* 3%	- -	- -	* 20%	* 4%	5 1%	1 *	* *	1 *	5 1%	* *	* 1%	* 1%	* 1%	* 6%	* 1%	* *	- -	4 3%	* *	5 1%	* 2%	* 1%	- -	* 1%	- -	
Titan	5 1%	5 1%	- -	- -	- -	- -	- -	5 1%	3 1%	2 2%	3 1%	5 1%	- -	- -	- -	- -	- -	- -	- -	* *	1 1%	* *	5 1%	- -	- -	- -	- -	- -	
Excel	5 1%	5 1%	- -	- -	- -	- -	- -	5 1%	2 1%	1 1%	2 1%	5 1%	2 2%	- -	- -	- -	- -	1 2%	- -	- -	3 2%	- -	5 1%	- -	- -	- -	1 4%	- -	
Eclipse	4 1%	4 1%	- -	- -	- -	- -	- -	4 1%	4 1%	* *	4 1%	4 1%	* *	* *	- -	* *	* *	* *	- -	- -	- -	- -	4 1%	* *	- -	- -	* *	- -	

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Table 21 (continuation)
 <Q1A> What is the name of the company or companies that you pay for your Standard Landline CALLS?
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Total	MAIN FIXED LINE TYPE							PRODUCTS USED													HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE		
	Standard Landline (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobile (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard Landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)		
Unweighted row	465	409	23	26	-	7	56	465	280	181	334	398	109	79	48	108	43	87	40	31	131	67	465	61	46	37	47	2	
Total	483	473	5	4	-	1	10	483	276	150	342	377	84	27	9	34	6	48	24	47	142	107	483	15	9	18	26	4	
One Bill	3 1%	3 1%	- -	- -	- -	- -	- -	3 1%	* *	- -	* *	3 1%	- -	- -	- -	- -	- -	- -	- -	2 2%	- -	- -	3 1%	- -	- -	- -	- -	- -	
Zen	2 1%	2 1%	- -	- -	- -	- -	- -	2 1%	2 1%	- -	2 1%	2 1%	- -	- -	- -	- -	- -	2 5%	- -	- -	- -	2 1%	- -	- -	- -	- -	2 9%	- -	
Everything Everywhere/EE	2 *	2 *	- -	- -	- -	- -	- -	2 *	2 1%	2 1%	2 1%	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 *	- -	- -	- -	- -	- -	
Plusnet	2 *	2 *	- -	- -	- -	- -	- -	2 *	1 *	1 1%	2 1%	2 1%	- -	- -	- -	- -	- -	- -	- -	* *	- -	- -	2 *	- -	- -	- -	- -	- -	
Chess	2 *	2 *	* 9%	- -	- -	* 4%	- -	2 *	1 *	* *	1 *	2 1%	* *	* 2%	* -	* 1%	* 3%	1 1%	* 1%	- -	2 1%	- -	2 *	* 3%	- -	- -	1 3%	- -	
Adept	2 *	2 *	- -	* 3%	- -	- -	* 1%	2 *	* *	* *	* *	* *	2 2%	- -	* 2%	* 1%	- -	- -	- -	- -	2 1%	2 2%	2 *	- -	* 2%	- -	- -	- -	
Rainbow	1 *	1 *	* 1%	- -	- -	- -	* *	1 *	1 *	1 1%	1 *	1 *	* *	1 2%	* 1%	1 2%	* 1%	* 1%	* 1%	* 1%	* *	* *	1 *	* 1%	* *	- -	* *	- -	
Utility Warehouse	1 *	1 *	- -	- -	- -	- -	- -	1 *	- -	1 1%	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	1 *	- -	- -	- -	- -	- -	
Gamma	1 *	1 *	- -	- -	- -	- -	- -	1 *	1 *	1 *	1 *	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	- -	- -	
4com	1 *	1 *	- -	- -	- -	- -	- -	1 *	* *	* *	* *	* *	* *	* 2%	* 1%	1 2%	- -	* *	- -	- -	* *	* *	1 *	* 2%	* 1%	- -	* *	- -	
Highnet	* *	* *	- -	* 2%	- -	- -	* 1%	* *	* *	* *	* *	* *	* *	* *	* 1%	* *	- -	* *	- -	- -	* *	* *	* *	* *	* 1%	* *	- -	- -	
Clarity	* *	* *	* 4%	* 1%	- -	- -	* 2%	* *	* *	* *	* *	* *	* *	* 1%	* *	* 1%	* 1%	* *	- -	- -	- -	* *	* 2%	* *	- -	* *	- -	- -	
Barclays Communications	* *	* *	- -	- -	- -	- -	- -	* *	* *	* *	* *	* *	* *	* *	* *	* *	* *	* *	- -	- -	- -	* *	* 1%	* 1%	* 1%	* 1%	- -	- -	

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Table 21 (continuation)
 <Q1A> What is the name of the company or companies that you pay for your Standard Landline CALLS?
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Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard Landline (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET Mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/ Private circuits (j)	VoIP (k)	Video Conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard Landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff provider (b)	Both (c)	
Unweighted row	465	409	23	26	-	7	56	465	280	181	334	398	109	79	48	108	43	87	40	31	131	67	465	61	46	37	47	2
Total	483	473	5	4	-	1	10	483	276	150	342	377	84	27	9	34	6	48	24	47	142	107	483	15	9	18	26	4
Vodafone	*	*	-	*	-	-	*	*	*	*	*	*	*	*	*	*	*	*	-	-	-	*	*	*	-	*	-	
Alternative Networks	*	*	-	-	-	-	*	*	*	*	*	*	*	-	*	*	*	*	-	-	-	*	-	*	-	-	-	
OTHER (SPECIFY)	84	80	2	2	-	*	4	84	55	31	63	69	28a	10	3	12	3	10	7	2	21	15	84	5	3	3	7	*
	17%	17%	32%	40%	-%	37%	36%	17%	20%	21%	18%	18%	33%	37%	35%	34%	49%	22%	29%	5%	15%	14%	17%	33%	35%	15%	29%	7%
NETS																												

1 Provider	481	472	5	4	-	1	9	481	275	149	340	374	83	26	9	33	6	48	23	47	141	107	481	15	9	18	26	4
	100%	100%	100%	95%	-%	69%	94%	100%	99%	99%	100%	99%	99%	98%	97%	98%	95%	98%	98%	100%	100%	100%	100%	97%	98%	97%	99%	100%
2 Providers	2	2	-	*	-	*	1	2	2	1	2	2	*	*	*	1	*	1	*	-	1	*	2	*	*	*	*	-
	0.4%	0.4%	0%	3%	0%	31%	5%	0.4%	0.7%	0.7%	0.6%	0.5%	1.2%	1.5%	1.2%	4%	1%	2%	0.4%	0.7%	0.9%	0.4%	3%	1%	2%	1%	0.4%	
More than 2 Providers	*	*	-	*	-	-	*	*	*	*	*	*	*	*	*	*	*	*	*	-	-	-	*	*	*	*	*	-
	0.2%	0.2%	0%	2%	0%	0%	1%	0.2%	0.7%	0.7%	0.6%	0.5%	1.2%	1.5%	1.2%	1%	1%	1%	0.2%	0.7%	0.9%	0.4%	1%	1%	2%	1%	0.2%	

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Table 21 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other re vider calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN Re + LL/ PC ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not ange (a)	Some calls to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	465	13	32	36	4	218	27	215	51	6	261	390	45	30	199	144	122	5	80	1	209	48	32	25	15
Total	483	8	26	12	2	213	26	243	15	*	262	424	39	21	224	152	107	2	46	*	241	42	14	18	16
BT	215 44%	3 40%	5 21%	3 28%	1 94%	213C 100%	- -	- -	8 57%	* 58%	148 57%	195 46%	9 23%	11 50%	133bC 59%	57 38%	25 23%	1 78%	12 27%	* 100%	109 45%	23 55%	8 56%	10 58%	9 55%
Talk Talk	32 7%	- -	- -	1 9%	- -	* *	- -	32A 13%	* 2%	- -	24 9%	29 7%	1 4%	1 5%	15 7%	13 8%	5 4%	- -	1 2%	- -	18 8%	1 2%	1 6%	- -	- -
XLN telecom	29 6%	- -	4 17%	* 4%	- -	- -	- -	29A 12%	- -	- -	15 6%	27 6%	1 4%	- -	11 5%	8 5%	9 9%	- -	5 10%	- -	13 5%	1 2%	- -	1 8%	* 3%
Unicom / Universal Utilities	25 5%	- -	- -	- -	- -	- -	3 11%	22A 9%	- -	- -	11 4%	18 4%	5 12%	2 8%	4 2%	12 8%	9 9%	- -	- -	- -	15 6%	* 1%	* 2%	* 1%	* 2%
Virgin Media (NTL/ Telewest)	21 4%	- -	5 18%	* 2%	- -	* *	- -	21a 9%	* 1%	- -	21 8%	21 5%	1 1%	- -	12 5%	1 1%	9 8%	- -	5 11%	- -	10 4%	2 4%	1 9%	* 1%	* 1%
Sky / Skytalk	20 4%	- -	- -	- -	- -	- -	8 33%	12 5%	- -	- -	7 3%	20 5%	- -	- -	4 2%	12 8%	5 4%	- -	- -	- -	11 5%	4 10%	- -	- -	4 26%
Daisy	10 2%	* 1%	* *	* 3%	- -	1 *	- -	10 4%	4 28%	- -	9 3%	6 1%	* *	4 19%	5 2%	1 1%	4 4%	- -	1 1%	- -	7 3%	* 1%	- -	2 14%	- -
Orange	8 2%	- -	4 15%	- -	- -	- -	4 15%	4 2%	- -	- -	4 1%	8 2%	- -	- -	8 3%	- -	- -	- -	4 8%	- -	- -	- -	- -	- -	- -
Madasafish	5 1%	- -	- -	5 40%	- -	- -	5 19%	- -	- -	- -	- -	5 1%	- -	- -	- -	5 3%	- -	- -	5 11%	- -	5 2%	- -	- -	- -	- -
O2 / BE	5 1%	- -	- -	* 3%	- -	- -	- -	5 2%	* 2%	* 14%	5 2%	5 1%	- -	- -	* *	5 3%	* *	- -	* 1%	- -	5 2%	* *	- -	- -	- -
Titan	5 1%	- -	- -	- -	- -	- -	- -	5 2%	- -	- -	5 2%	3 1%	- -	2 8%	- -	* *	5 4%	- -	- -	- -	3 1%	1 3%	1 7%	- -	1 6%
Excel	5 1%	- -	- -	1 8%	- -	- -	* 1%	4 2%	- -	- -	3 1%	4 1%	* 1%	- -	4 2%	1 *	* *	- -	1 2%	- -	1 *	1 2%	1 7%	- -	- -

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

Table 21 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO						
	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)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)		
Unweighted row	465	13	32	36	4	218	27	215	51	6	261	390	45	30	199	144	122	5	80	1	209	48	32	25	15	
Total	483	8	26	12	2	213	26	243	15	*	262	424	39	21	224	152	107	2	46	*	241	42	14	18	16	
Eclipse	4 1%	* 1%	- -%	- -%	- -%	- -%	- -%	4 2%	- -%	- -%	4 1%	4 1%	- -%	- -%	4 2%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%
One Bill	3 1%	- -%	- -%	- -%	- -%	- -%	- -%	3 1%	- -%	- -%	2 1%	3 1%	- -%	- -%	* *%	2 1%	* *%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%
Zen	2 1%	- -%	2 10%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	2 1%	- -%	2 6%	- -%	- -%	- -%	2 2%	- -%	2 5%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%
Everything Everywhere/EE	2 *%	- -%	- -%	- -%	- -%	- -%	2 8%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%
Plusnet	2 *%	- -%	- -%	- -%	- -%	- -%	1 4%	1 *%	- -%	- -%	1 *%	1 *%	1 3%	- -%	- -%	1 1%	1 1%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%
Chess	2 *%	- -%	1 3%	- -%	- -%	- -%	* *%	2 1%	* 3%	- -%	* *%	1 *%	1 3%	- -%	* *%	1 1%	1 1%	- -%	1 2%	- -%	2 1%	* *%	- -%	- -%	- -%	- -%
Adept	2 *%	- -%	- -%	- -%	- -%	- -%	* 1%	2 1%	* *%	- -%	- -%	2 *%	- -%	- -%	* *%	2 1%	* *%	- -%	- -%	- -%	2 1%	* *%	- -%	- -%	- -%	- -%
Rainbow	1 *%	* 1%	- -%	* *%	- -%	* *%	* 1%	1 *%	* 1%	- -%	1 *%	1 *%	- -%	- -%	* *%	1 *%	* *%	- -%	* *%	- -%	1 *%	* *%	* *%	* 1%	- -%	- -%
Utility Warehouse	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Gamma	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	1 *%	1 *%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%
4com	1 *%	- -%	* *%	- -%	- -%	- -%	* *%	* *%	* 3%	- -%	* *%	* *%	- -%	* 1%	* *%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%
Highnet	* *%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	* *%	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	- -%
Clarity	* *%	- -%	- -%	* *%	- -%	- -%	* *%	* *%	* 2%	- -%	- -%	* *%	- -%	- -%	* *%	* *%	* *%	- -%	* *%	- -%	* *%	* 1%	* *%	* *%	* *%	* *%

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

Table 21 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO						
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider calls (b)	Other pro vider ntal and calls (c)	Std lan + ISDN Re (a)	Std lan + ISDN LL/ PC Re ntal (b)	Std lan + BB dline (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)		
Unweighted row	465	13	32	36	4	218	27	215	51	6	261	390	45	30	199	144	122	5	80	1	209	48	32	25	15	
Total	483	8	26	12	2	213	26	243	15	*	262	424	39	21	224	152	107	2	46	*	241	42	14	18	16	
Barclays Communications	* **	- -%	- -%	* 1%	- -%	- -%	* 1%	* **	* 1%	- -%	* **	* **	- -%	- -%	* **	* **	* **	* 5%	- -%	- -%	- -%	* **	* 1%	- -%	- -%	
Vodafone	* **	- -%	- -%	* **	- -%	* **	* **	- -%	* **	* 8%	* **	* **	- -%	- -%	* **	* **	- -%	- -%	* **	- -%	- -%	- -%	* 1%	- -%	- -%	
Alternative Networks	* **	- -%	- -%	- -%	- -%	- -%	- -%	* **	* 1%	- -%	* **	* **	- -%	- -%	- -%	- -%	* **	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	
OTHER (SPECIFY)	84 17%	5 59%	4 17%	1 10%	* 6%	* **	1 5%	82A 34%	1 4%	* 28%	1 **	66 16%	16 41%	2 9%	24 11%	29 19%	31a 29%	* 16%	10 22%	- -%	34 14%	8 19%	2 14%	3 18%	1 9%	
NETS																										

1 Provider	481 100%	8 99%	26 100%	12 94%	2 100%	212 100%	26 100%	242 100%	14 96%	* 92%	261 99%	422 100%	38 99%	21 100%	223 100%	151 99%	107 99%	2 100%	46 98%	* 100%	241 100%	42 100%	14 98%	17 99%	16 99%	
2 Providers	2 **	* 1%	- -%	1 4%	- -%	1 **	* **	* **	1 3%	* 8%	1 **	2 **	* **	- -%	1 **	1 1%	1 1%	- -%	1 1%	- -%	1 **	* **	* **	* 1%	- -%	
More than 2 Providers	* **	- -%	- -%	* 1%	- -%	* **	- -%	- -%	* 1%	- -%	* **	- -%	* **	- -%	- -%	* **	- -%	- -%	* **	- -%	- -%	* **	* 1%	* 1%	* 1%	

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

Table 21 (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	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a) (b)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel (e)	
Unweighted row	465	196	45	26	28	19
Total	483	245	46	17	21	21
BT	215 44%	105 43%	24 52%	9 51%	11 55%	9 44%
Talk Talk	32 7%	19 8%	1 1%	* 2%	- -	* 2%
XLN telecom	29 6%	13 5%	5 10%	- -	1 7%	- -
Unicom / Universal Utilities	25 5%	21 9%	* 1%	- -	- -	* 1%
Virgin Media (NTL/ Telewest)	21 4%	10 4%	5 10%	5 28%	5 23%	5 22%
Sky / Skytalk	20 4%	11 5%	4 9%	- -	- -	4 20%
Daisy	10 2%	6 2%	* 1%	- -	- -	- -
Orange	8 2%	4 2%	- -	- -	- -	- -
Madasafish	5 1%	5 2%	- -	- -	- -	- -
O2 / BE	5 1%	5 2%	- -	- -	- -	- -
Titan	5 1%	3 1%	1 3%	1 6%	* 1%	1 5%
Excel	5 1%	* *	- -	- -	- -	- -
Eclipse	4 1%	- -	* *	- -	- -	- -

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

Table 21 (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	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)		
Unweighted row	465	196	45	26	28	19
Total	483	245	46	17	21	21
One Bill	3 1%	2 1%	- -%	- -%	- -%	- -%
Zen	2 1%	2 1%	- -%	- -%	- -%	- -%
Everything Everywhere/EE	2 *%	- -%	- -%	- -%	- -%	- -%
Plusnet	2 *%	1 1%	- -%	- -%	- -%	- -%
Chess	2 *%	2 1%	* *%	- -%	- -%	- -%
Adept	2 *%	2 1%	* *%	- -%	- -%	- -%
Rainbow	1 *%	1 *%	- -%	- -%	* 1%	- -%
Utility Warehouse	1 *%	- -%	- -%	- -%	- -%	- -%
Gamma	1 *%	1 *%	- -%	- -%	- -%	- -%
4com	1 *%	* *%	- -%	- -%	- -%	- -%
Highnet	* *%	* *%	- -%	* *%	- -%	- -%
Clarity	* *%	* *%	* *%	* *%	* *%	* *%
Barclays Communications	* *%	* *%	* *%	* 1%	* *%	* *%

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

Table 21 (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	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch calls ange to mo (a)	Some bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	465	196	45	26	28	19
Total	483	245	46	17	21	21
Vodafone	*	*	-	*	-	-
	*%	*%	-%	1%	-%	-%
Alternative Networks	*	-	-	*	-	-
	*%	-%	-%	1%	-%	-%
OTHER (SPECIFY)	84	32	6	2	3	2
	17%	13%	13%	12%	13%	7%
NETS						

1 Provider	481	245	46	17	21	21
	100%	100%	99%	99%	100%	100%
2 Providers	2	*	*	*	-	-
	*%	*%	*%	*%	-%	-%
More than 2 Providers	*	-	*	*	*	*
	*%	-%	*%	1%	*%	*%

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

Table 22
 <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

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	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	465	61	198	99	83	85	376	67	19	154	115	89	37	14	11	19	35	57	54	60	19	128	67	26
Total	483	147	393	53	32	6	446	32	2	258	126	47	8	1	1	19	38	59	58	65	17	150	52	26
BT	239 49%	71 48%	194 49%	26 50%	15 48%	3 47%	225 50%	13 40%	1 28%	122 47%	80 64%	18 37%	5 60%	* 53%	* 65%	9 46%	22 58%	26 45%	27 46%	30 46%	13 74%	67 45%	25 48%	20 77%
Talk Talk	31 6%	12 8%	28 7%	2 5%	1 2%	* 2%	31 7%	* 1%	- -	26 10%	2 1%	* 1%	* 5%	- -	- -	4 23%	3 8%	1 1%	1 1%	* *	1 4%	15 10%	7 13%	- -
XLN telecom	29 6%	17 12%	27 7%	1 1%	1 3%	- -	23 5%	6 19%	- -	19 7%	1 1%	5 11%	- -	- -	- -	* 1%	- -	2 4%	* 1%	10 16%	- -	11 7%	4 8%	1 3%
Unicom / Universal Utilities	22 5%	9 6%	18 5%	3 6%	* 1%	* 1%	18 4%	4 13%	- -	14 6%	7 6%	* 1%	- -	- -	- -	* 1%	6 10%	5 8%	- -	- -	11 7%	- -	- -	* 2%
Virgin Media (NTL/ Telewest)	22 4%	10 7%	20 5%	1 2%	* 2%	*D 6%	17 4%	5 14%	* 7%	15 6%	2 1%	- -	* 3%	* 16%	- -	- -	11 19%	1 1%	* 1%	- -	- -	9 6%	- -	* 2%
Daisy	12 3%	- -	10 2%	1 2%	2A 6%	*A 1%	12 3%	- -	- -	- -	7a 6%	5 11%	- -	- -	- -	- -	6 17%	- -	3 4%	- -	- -	4 2%	- -	- -
Sky / Skytalk	12 2%	4 3%	12 3%	- -	- -	- -	12 3%	- -	- -	12 5%	- -	- -	- -	- -	- -	- -	4 7%	3 5%	5 7%	- -	* *	- -	- -	- -
O2 / BE	6 1%	4 3%	4 1%	1 2%	* 1%	*Bd 6%	6 1%	* 1%	* 6%	4 2%	- -	- -	* 6%	- -	* 9%	* 1%	- -	* 1%	* *	* *	- -	1 1%	4 8%	* *
Excel	4 1%	- -	3 1%	- -	1 3%	- -	3 1%	* 1%	1 41%	3 1%	- -	- -	- -	- -	- -	- -	1 3%	- -	- -	- -	* 1%	* *	3 5%	- -
Eclipse	4 1%	- -	4 1%	- -	- -	*a 1%	4 1%	* *	- -	4 1%	- -	- -	- -	* 4%	- -	- -	* *	- -	4 6%	- -	- -	- -	- -	- -
Orange	4 1%	4 3%	4 1%	- -	- -	- -	4 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 3%	- -	- -
One Bill	3 1%	- -	1 *	* 1%	1b 3%	*A 1%	3 1%	* *	- -	2 1%	- -	* *	- -	- -	- -	- -	- -	* *	1 2%	- -	- -	1 1%	- -	- -
Zen	2 1%	2 2%	2 1%	- -	- -	- -	2 1%	- -	- -	2 1%	- -	- -	- -	- -	- -	- -	- -	2 4%	- -	- -	- -	- -	- -	- -

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

Table 22 (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

	COMPANY SIZE						NO.SITES			TURNOVER					SECTOR									
	Total	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Transport (e)	Financial (f)	Other services (g)	Public administration (h)	Other (i)
Unweighted row	465	61	198	99	83	85	376	67	19	154	115	89	37	14	11	19	35	57	54	60	19	128	67	26
Total	483	147	393	53	32	6	446	32	2	258	126	47	8	1	1	19	38	59	58	65	17	150	52	26
Titan	2 *%	- -%	1 *%	1b 3%	- -%	- -%	2 1%	- -%	- -%	2 1%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* *%	- -%	1 1%	- -%	* 1%
Chess	2 *%	- -%	- -%	2B 3%	*b 1%	*AB 2%	2 *%	- -%	- -%	- -%	1 1%	1 1%	* 1%	- -%	* 6%	- -%	* *%	* *%	* 1%	- -%	* 2%	- -%	1 2%	- -%
Adept	2 *%	- -%	- -%	2B 3%	- -%	*AB 1%	2 *%	- -%	- -%	- -%	2 1%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%	* *%
Rainbow	1 *%	- -%	1 *%	* *%	* 1%	*AB 2%	1 *%	* 1%	- -%	* *%	* *%	* 1%	* 2%	- -%	* 9%	- -%	* *%	* *%	* *%	1 1%	* 1%	- -%	* 1%	- -%
Utility Warehouse	1 *%	- -%	- -%	- -%	1aB 4%	- -%	1 *%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%
Gamma	1 *%	- -%	- -%	- -%	1B 2%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	1 10%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%
Plusnet	1 *%	- -%	* *%	- -%	* 1%	- -%	1 *%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* *%
4com	* *%	- -%	- -%	* 1%	- -%	*AB 2%	* *%	* *%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* *%
Highnet	* *%	- -%	- -%	- -%	* 1%	*ABc 2%	* *%	- -%	* 3%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	- -%
Clarity	* *%	- -%	- -%	- -%	* 1%	*AB 1%	* *%	* 1%	- -%	- -%	- -%	* *%	- -%	* 4%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	* *%	- -%
Alternative Networks	* *%	- -%	- -%	- -%	- -%	*ABc 2%	- -%	- -%	* 5%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
Barclays Communications	* *%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
OTHER (SPECIFY)	81 17%	13 9%	60 15%	12a 23%	7a 22%	2Ab 26%	76 17%	2 5%	* 14%	29 11%	22 18%	16 35%	1 14%	* 32%	* 16%	5 27%	5 13%	8 13%	16 28%	13 20%	1 5%	23 15%	6 12%	4 16%

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

Table 22 (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

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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 and ser vices (h)	Other (i)	
Total	465	61	198	99	83	85	376	67	19	154	115	89	37	14	11	19	35	57	54	60	19	128	67	26
Unweighted row	483	147	393	53	32	6	446	32	2	258	126	47	8	1	1	19	38	59	58	65	17	150	52	26
NETS																								
1 Provider	483	147E	393E	52	32e	6	446	32	2	258	126	47	7	1	1	19	38	59	58	65	17	149	52	26
	100%	100%	100%	99%	100%	96%	100%	100%	96%	100%	100%	100%	98%	91%	95%	100%	100%	100%	100%	100%	99%	100%	100%	99%
2 Providers	1	-	-	*	-	*ABd	1	-	-	-	*	*	*	-	*	-	-	-	*	-	*	*	*	*
	*%	-%	-%	1%	-%	2%	*%	-%	-%	-%	*%	*%	2%	-%	5%	-%	-%	-%	*%	-%	1%	*%	*%	*%
More than 2 Providers	*	-	-	-	*	*ABc	*	-	*	*	-	-	*	-	-	-	-	*	-	-	-	-	*	
	*%	-%	-%	-%	*%	1%	*%	-%	4%	*%	-%	-%	-%	9%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%

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Table 22 (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	
		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)
Unweighted row	465	15	34	15	15	15	50	36	33	18	231	72	76	86	71	394
Total	483	15	50	37	34	40	50	74	75	42	415	20	36	13	142	341
BT	239 49%	8 54%	19 38%	15 41%	30 87%	18 45%	32 65%	42 57%	17 22%	16 38%	197 47%	12 57%	23 64%	8 60%	78 55%	160 47%
Talk Talk	31 6%	* 3%	10 21%	4 11%	- -	- -	* 1%	5 7%	9 12%	- -	30 7%	1 3%	1 1%	1 5%	19b 13%	13 4%
XLN telecom	29 6%	- -	1 3%	4 11%	- -	4 10%	2 4%	- -	9 12%	4 9%	25 6%	3jm 14%	1 4%	* 1%	4 3%	25 7%
Unicom / Universal Utilities	22 5%	- -	2 5%	8 21%	- -	- -	3 6%	5 7%	2 2%	- -	20 5%	1 3%	1 3%	* 2%	- -	22 6%
Virgin Media (NTL/ Telewest)	22 4%	* 3%	- -	* *	* *	- -	* 1%	4 6%	14 19%	* *	19 5%	1 4%	1 4%	* 3%	12 8%	10 3%
Daisy	12 3%	* 3%	5 11%	1 2%	1 3%	- -	- -	- -	- -	4 9%	11 3%	- -	1 3%	- -	- -	12 4%
Sky / Skytalk	12 2%	3 19%	- -	- -	- -	- -	- -	4 6%	5 6%	- -	12 3%	* 2%	- -	- -	5 3%	7 2%
O2 / BE	6 1%	* *	* *	- -	- -	4 10%	* *	1 1%	- -	- -	5 1%	- -	* 1%	* 2%	- -	6 2%
Excel	4 1%	3 19%	- -	- -	- -	- -	- -	- -	1 1%	- -	4 1%	* 2%	- -	* 2%	- -	4 1%
Eclipse	4 1%	- -	- -	- -	- -	- -	- -	- -	- -	4 9%	4 1%	* *	- -	- -	4 3%	* *
Orange	4 1%	- -	- -	- -	- -	- -	- -	- -	- -	4 9%	4 1%	- -	- -	- -	4 3%	- -
One Bill	3 1%	- -	- -	- -	- -	- -	* 1%	- -	1 1%	- -	1 *	- -	1j 3%	* 2%	- -	3 1%
Zen	2 1%	- -	2 5%	- -	- -	- -	- -	- -	- -	- -	2 1%	- -	- -	- -	2 2%	- -

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Table 22 (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	
		NE (a)	NW (b)	Yo rks/Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	465	15	34	15	15	15	50	36	33	18	231	72	76	86	71	394
Total	483	15	50	37	34	40	50	74	75	42	415	20	36	13	142	341
Titan	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	1 *%	* 2%	* 1%	1J 5%	* *%	2 1%
Chess	2 *%	* 2%	- -%	- -%	- -%	- -%	* 1%	* *%	- -%	1 3%	2 *%	* *%	- -%	- -%	- -%	2 1%
Adept	2 *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	2 2%	- -%	2 *%	- -%	- -%	- -%	- -%	2 *%
Rainbow	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1JKL 10%	* *%	1 *%
Utility Warehouse	1 *%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	1 1%	- -%
Gamma	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 *%	- -%	- -%	- -%	- -%	1 *%
Plusnet	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	*J 2%	* 1%	- -%	- -%	1 *%
4com	* *%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	* *%
Highnet	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	*j 1%	- -%	- -%	* *%
Clarity	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	*J 2%	- -%	* *%
Alternative Networks	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%
Barclays Communications	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	*J 1%	- -%	* *%
OTHER (SPECIFY)	81 17%	- -%	6 13%	5 14%	3 9%	12 31%	11 21%	10 14%	16 21%	9 21%	72 17%	2 10%	5 14%	1 9%	11 8%	69 20%

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Table 22 (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	
		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 Ir eland (n)	Home based (a)
Unweighted row	465	15	34	15	15	15	50	36	33	18	231	72	76	86	71	394
Total	483	15	50	37	34	40	50	74	75	42	415	20	36	13	142	341
NETS																
1 Provider	483 100%	14 97%	50 100%	37 100%	34 100%	40 100%	50 100%	74 100%	75 100%	42 100%	414M 100%	20 100%	36 100%	13 98%	142 100%	340 100%
2 Providers	1 *%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	*j 1%	- -%	1 *%
More than 2 Providers	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	*j 1%	* *%	* *%

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Table 22 (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	MAIN FIXED LINE TYPE							PRODUCTS USED													HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE		
	Standard Landline (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobile (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard Landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)		
Unweighted row	465	409	23	26	-	7	56	465	280	181	334	398	109	79	48	108	43	87	40	31	131	67	465	61	46	37	47	2	
Total	483	473	5	4	-	1	10	483	276	150	342	377	84	27	9	34	6	48	24	47	142	107	483	15	9	18	26	4	
BT	239 49%	233 49%	3 54%	2 53%	- -	1 48%	5 53%	239 49%	128 46%	77 51%	168 49%	186 49%	29 34%	10 39%	5 58%	15 45%	2 32%	20 41%	15 64%	33 70%	71 50%	53 50%	239 49%	5 34%	5 57%	7 38%	13 49%	- -	
Talk Talk	31 6%	31 7%	- -	* 3%	- -	- -	* 1%	31 6%	17 6%	5 3%	18 5%	24 6%	7 8%	* 1%	* 1%	* 1%	* 6%	1 2%	- -	2 5%	14 10%	7 7%	31 6%	* 2%	* 1%	- -	1 4%	- -	
XLN telecom	29 6%	29 6%	- -	- -	- -	- -	- -	29 6%	11 4%	12 8%	22 6%	17 4%	1 1%	- -	- -	- -	- -	5 10%	1 4%	1 3%	7 5%	12 12%	29 6%	- -	- -	4 23%	1 2%	- -	
Unicom / Universal Utilities	22 5%	22 5%	- -	- -	- -	- -	- -	22 5%	13 5%	4 2%	13 4%	11 3%	9 10%	- -	- -	- -	- -	- -	- -	7 14%	9 6%	11 10%	22 5%	- -	- -	- -	- -	- -	
Virgin Media (NTL/ Telewest)	22 4%	22 5%	- -	* 4%	- -	- -	* 2%	22 4%	22 8%	5 3%	22 6%	22 6%	5 6%	* 1%	* 3%	* 1%	* 6%	5 10%	1 2%	- -	- -	* *	22 4%	* 2%	* 3%	5 27%	* 1%	- -	
Daisy	12 3%	12 3%	- -	- -	- -	* 31%	* 4%	12 3%	7 2%	7 5%	7 2%	11 3%	3 3%	5 20%	- -	5 16%	- -	* 1%	* 2%	1 2%	6 4%	1 1%	12 3%	4 28%	- -	* 3%	- -	- -	
Sky / Skytalk	12 2%	12 3%	- -	- -	- -	- -	- -	12 2%	8 3%	4 3%	12 3%	7 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	5 4%	12 2%	- -	- -	- -	- -	- -	
O2 / BE	6 1%	5 1%	* 3%	1 27%	- -	* 20%	1 15%	6 1%	2 1%	1 1%	2 *	6 2%	* *	* 1%	1 12%	* 4%	* 8%	* 1%	* *	- -	4 3%	* *	6 1%	* 2%	1 12%	- -	* 1%	- -	
Excel	4 1%	4 1%	- -	- -	- -	- -	- -	4 1%	1 *	1 1%	1 *	4 1%	1 2%	- -	- -	- -	- -	1 2%	- -	- -	3 2%	- -	4 1%	- -	- -	- -	1 4%	- -	
Eclipse	4 1%	4 1%	- -	- -	- -	- -	- -	4 1%	4 1%	* 1%	4 1%	4 1%	* 1%	* 1%	* 1%	* 1%	* 1%	* 1%	* 1%	- -	- -	- -	4 1%	* 1%	- -	- -	* 1%	- -	
Orange	4 1%	4 1%	- -	- -	- -	- -	- -	4 1%	4 1%	- -	4 1%	4 1%	- -	- -	- -	- -	- -	4 8%	- -	- -	- -	- -	4 1%	- -	- -	- -	- -	- -	4 93%
One Bill	3 1%	3 1%	- -	- -	- -	- -	- -	3 1%	* *	- -	* 1%	3 1%	- -	- -	- -	- -	- -	- -	- -	- -	2 2%	- -	3 1%	- -	- -	- -	- -	- -	
Zen	2 1%	2 1%	- -	- -	- -	- -	- -	2 1%	2 1%	- -	2 1%	2 1%	- -	- -	- -	- -	- -	2 5%	- -	- -	- -	- -	2 1%	- -	- -	- -	2 9%	- -	

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Table 22 (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	MAIN FIXED LINE TYPE							PRODUCTS USED													HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE		
	Standard Landline (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobile (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)		
Unweighted row	465	409	23	26	-	7	56	465	280	181	334	398	109	79	48	108	43	87	40	31	131	67	465	61	46	37	47	2	
Total	483	473	5	4	-	1	10	483	276	150	342	377	84	27	9	34	6	48	24	47	142	107	483	15	9	18	26	4	
Titan	2	2	-	-	-	-	-	2	1	-	1	2	-	-	-	-	-	-	-	*	1	*	2	-	-	-	-	-	
Chess	2	2	*	-	-	*	4	2	1	*	1	2	*	*	-	*	*	1	*	-	2	-	2	*	-	-	1	-	
Adept	2	2	-	-	-	-	-	2	-	*	*	*	2	-	*	*	-	-	-	-	2	2	2	-	*	-	-	-	
Rainbow	1	1	-	-	-	-	-	1	1	1	1	1	*	1	*	1	*	*	*	*	*	*	1	*	*	-	*	-	
Utility Warehouse	1	1	-	-	-	-	-	1	-	1	1	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	
Gamma	1	1	-	-	-	-	-	1	1	1	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	
Plusnet	1	1	-	-	-	-	-	1	*	*	*	1	-	-	-	-	-	-	-	-	*	-	1	-	-	-	-	-	
4com	*	*	-	-	-	-	-	*	*	*	*	*	-	*	*	*	-	*	-	-	-	-	*	*	*	-	*	-	
Highnet	*	*	-	*	-	-	*	*	*	*	*	*	*	*	*	*	-	*	-	-	*	-	*	*	*	*	-	-	
Clarity	*	*	*	*	-	-	*	*	*	*	*	*	*	*	*	*	*	-	*	-	-	-	*	*	*	-	*	-	
Alternative Networks	*	*	-	-	-	-	-	*	*	*	*	*	*	-	*	*	*	-	*	-	-	-	*	-	*	-	-	-	
Barclays Communications	*	*	-	-	-	-	-	*	*	-	*	*	-	*	*	*	*	-	-	-	-	-	*	*	*	*	-	-	
OTHER (SPECIFY)	81	78	2	1	-	*	3	81	52	28	60	66	27a	7	2	7	3	10	7	2	21	15	81	4	2	2	7	*	
	17%	16%	32%	18%	-	32%	27%	17%	19%	19%	17%	17%	32%	25%	23%	22%	43%	20%	28%	5%	15%	14%	17%	28%	23%	11%	27%	7%	

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Table 22 (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	MAIN FIXED LINE TYPE							PRODUCTS USED										HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard Landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo-biles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard Landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	465	409	23	26	-	7	56	465	280	181	334	398	109	79	48	108	43	87	40	31	131	67	465	61	46	37	47	2
Total	483	473	5	4	-	1	10	483	276	150	342	377	84	27	9	34	6	48	24	47	142	107	483	15	9	18	26	4
NETS																												

1 Provider	483	473	5	4	-	1	9	483	275	149	341	376	84	26	9	33	6	48	23	47	142	107	483	15	9	18	26	4
	100%	100%	100%	96%	-%	69%	94%	100%	100%	100%	100%	100%	100%	98%	97%	98%	97%	99%	98%	100%	100%	100%	100%	97%	98%	97%	99%	100%
2 Providers	1	*	-	*	-	*	*	1	1	1	1	1	*	*	*	*	*	*	*	-	-	*	1	*	*	*	*	-
	1%	1%	0%	2%	0%	31%	5%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	0%	0%	1%	1%	3%	1%	2%	1%	0%
More than 2 Providers	*	*	-	*	-	-	*	*	*	*	*	*	*	*	*	*	*	*	*	-	-	-	*	*	*	*	*	-
	1%	1%	0%	2%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	0%	0%	0%	1%	1%	1%	1%	1%	0%

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

Table 22 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other re vider and calls (b)	Other vider ntal and calls (c)	Std lan dline + ISDN Re ntal (a)	Std lan dline + ISDN PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	465	13	32	36	4	218	27	215	51	6	261	390	45	30	199	144	122	5	80	1	209	48	32	25	15
Total	483	8	26	12	2	213	26	243	15	*	262	424	39	21	224	152	107	2	46	*	241	42	14	18	16
BT	239 49%	4 43%	5 21%	9 70%	1 94%	213C 100%	26 100%	- %	9 60%	* 58%	152 58%	219 52%	10 27%	10 46%	138C 62%	72c 48%	28 26%	1 78%	18 39%	* 100%	121 50%	27 64%	9 61%	11 60%	13 81%
Talk Talk	31 6%	- %	- %	1 8%	- %	- %	- %	31A 13%	* 2%	- %	24 9%	29 7%	1 3%	1 5%	15 7%	13 8%	4 4%	- %	1 2%	- %	18 8%	1 2%	1 5%	- %	- %
XLN telecom	29 6%	- %	4 17%	* 4%	- %	- %	- %	29A 12%	- %	- %	15 6%	27 6%	1 4%	- %	11 5%	8 5%	9 9%	- %	5 10%	- %	13 5%	1 2%	- %	1 8%	* 3%
Unicom / Universal Utilities	22 5%	- %	- %	- %	- %	- %	- %	22A 9%	- %	- %	8 3%	16 4%	5 12%	1 7%	4 2%	9 6%	9 9%	- %	- %	- %	15 6%	- %	- %	- %	* 2%
Virgin Media (NTL/ Telewest)	22 4%	- %	5 18%	* 4%	- %	* %	- %	21A 9%	* 2%	* 28%	21 8%	21 5%	1 2%	- %	12 5%	1 1%	9 8%	- %	5 11%	- %	10 4%	2 4%	1 9%	* 1%	* 1%
Daisy	12 3%	- %	* %	* 3%	- %	* %	- %	12 5%	4 28%	- %	11 4%	9 2%	- %	4 19%	5 2%	1 1%	6 6%	- %	* 1%	- %	10 4%	* 1%	- %	2 14%	- %
Sky / Skytalk	12 2%	- %	- %	- %	- %	- %	- %	12 5%	- %	- %	7 3%	12 3%	- %	- %	4 2%	7 5%	* %	- %	- %	- %	7 3%	- %	- %	- %	- %
O2 / BE	6 1%	- %	- %	* 3%	- %	- %	- %	6 2%	* 2%	* 14%	5 2%	6 1%	- %	- %	1 1%	5 3%	* %	- %	* 1%	- %	5 2%	* %	- %	* %	* %
Excel	4 1%	- %	- %	1 8%	- %	- %	- %	4 2%	- %	- %	3 1%	4 1%	- %	- %	4 2%	* %	* %	- %	1 2%	- %	1 %	1 2%	1 7%	- %	- %
Eclipse	4 1%	* 1%	- %	- %	- %	- %	- %	4 2%	- %	- %	4 1%	4 1%	- %	- %	4 2%	- %	- %	- %	* %	- %	- %	* %	- %	* %	- %
Orange	4 1%	- %	4 15%	- %	- %	- %	- %	4 2%	- %	- %	4 1%	4 1%	- %	- %	4 2%	- %	- %	- %	4 8%	- %	- %	- %	- %	- %	- %
One Bill	3 1%	- %	- %	- %	- %	- %	- %	3 1%	- %	- %	2 1%	3 1%	- %	- %	* %	2 1%	* %	- %	- %	- %	1 1%	- %	- %	- %	- %

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

Table 22 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other re vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	465	13	32	36	4	218	27	215	51	6	261	390	45	30	199	144	122	5	80	1	209	48	32	25	15
Total	483	8	26	12	2	213	26	243	15	*	262	424	39	21	224	152	107	2	46	*	241	42	14	18	16
Zen	2 1%	- -	2 10%	- -	- -	- -	- -	2 1%	- -	- -	2 1%	- -	2 6%	- -	- -	2 2%	- -	2 5%	- -	2 1%	- -	- -	- -	- -	- -
Titan	2 *	- -	- -	- -	- -	- -	- -	2 1%	- -	- -	2 1%	1 *	- -	2 8%	- -	* *	2 2%	- -	- -	- -	1 *	1 3%	1 7%	- -	1 6%
Chess	2 *	- -	1 3%	- -	- -	- -	- -	2 1%	* 3%	- -	- -	1 *	1 3%	- -	* *	1 1%	1 1%	- -	1 2%	- -	2 1%	- -	- -	- -	- -
Adept	2 *	- -	- -	- -	- -	- -	- -	2 1%	* *	- -	- -	2 *	- -	- -	- -	2 1%	* *	- -	- -	- -	2 1%	- -	- -	- -	- -
Rainbow	1 *	* 1%	- -	* *	- -	* *	* *	1 *	* 1%	- -	1 *	- -	- -	* *	1 *	* *	- -	* *	- -	- -	1 *	* *	* *	* *	- -
Utility Warehouse	1 *	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	1 3%	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Gamma	1 *	- -	- -	- -	- -	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	1 *	- -	- -	- -	- -
Plusnet	1 *	- -	- -	- -	- -	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	* *	* *	- -	- -	- -	- -	* *	- -	- -	- -	- -
4com	* *	- -	* *	- -	- -	- -	- -	* *	* 3%	- -	* *	* *	- -	* 1%	* *	- -	* *	- -	* *	- -	- -	- -	- -	- -	- -
Highnet	* *	- -	- -	* *	- -	- -	- -	* *	* *	- -	* *	* *	- -	- -	- -	- -	* *	- -	* *	- -	* *	- -	* *	- -	- -
Clarity	* *	- -	- -	* *	- -	- -	- -	* *	* 2%	- -	- -	* *	- -	- -	* *	* *	* *	- -	* *	- -	* *	* 1%	* *	* *	* *
Alternative Networks	* *	- -	- -	- -	- -	- -	- -	* *	* 1%	- -	* *	* *	- -	- -	- -	- -	* *	- -	- -	- -	- -	- -	* 1%	- -	- -
Barclays Communications	* *	- -	- -	* 1%	- -	- -	- -	* *	* 1%	- -	* *	* *	- -	- -	- -	- -	* 5%	- -	- -	- -	- -	* *	* 1%	- -	- -

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

Table 22 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO						
	Int ernal /inter- -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for re ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC (a)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pr ducts (c)	No ducts (a)	1 pr ducts (b)	2 pr ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)		
Unweighted row	465	13	32	36	4	218	27	215	51	6	261	390	45	30	199	144	122	5	80	1	209	48	32	25	15	
Total	483	8	26	12	2	213	26	243	15	*	262	424	39	21	224	152	107	2	46	*	241	42	14	18	16	
OTHER (SPECIFY)	81	5	4	1	*	*	-	79A	*	-	*	62	16	3	22	26	33A	*	9	-	31	9	2	3	1	
	17%	56%	16%	5%	6%	*%	-%	33%	1%	-%	*%	15%	41%	15%	10%	17%	30%	16%	20%	-%	13%	21%	11%	16%	8%	
NETS																										
1 Provider	483	8	26	12	2	212	26	243	14	*	261	423	38	21	223	152	107	2	46	*	241	42	14	17	16	
	100%	100%	100%	95%	100%	100%	100%	100%	96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	99%	99%	
2 Providers	1	-	-	*	-	1	*	-	*	-	*	1	-	-	*	*	*	-	*	-	*	-	-	-	-	
	*%	-%	-%	4%	-%	*%	*%	-%	3%	-%	*%	*%	-%	-%	*%	*%	*%	-%	1%	-%	*%	-%	-%	-%	-%	
More than 2 Providers	*	-	-	*	-	*	-	-	*	-	*	-	*	-	-	*	-	-	*	-	-	*	*	*	*	
	*%	-%	-%	1%	-%	*%	-%	-%	1%	-%	*%	-%	*%	-%	-%	*%	-%	-%	*%	-%	-%	*%	1%	1%	1%	

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

Table 22 (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	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a) (b)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	465	196	45	26	28	19
Total	483	245	46	17	21	21
BT	239 49%	119 48%	27 58%	9 51%	11 55%	14 64%
Talk Talk	31 6%	19 8%	1 1%	* 2%	- -	* 2%
XLN telecom	29 6%	13 5%	5 10%	- -	1 7%	- -
Unicom / Universal Utilities	22 5%	18 8%	* 1%	- -	- -	* 1%
Virgin Media (NTL/ Telewest)	22 4%	10 4%	5 10%	5 28%	5 23%	5 22%
Daisy	12 3%	8 3%	* 1%	- -	- -	- -
Sky / Skytalk	12 2%	7 3%	- -	- -	- -	- -
O2 / BE	6 1%	5 2%	- -	- -	* *	* *
Excel	4 1%	- -	- -	- -	- -	- -
Eclipse	4 1%	- -	* *	- -	- -	- -
Orange	4 1%	4 2%	- -	- -	- -	- -
One Bill	3 1%	2 1%	- -	- -	- -	- -
Zen	2 1%	2 1%	- -	- -	- -	- -

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

Table 22 (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	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some to m bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)		
Unweighted row	465	196	45	26	28	19
Total	483	245	46	17	21	21
Titan	2 *%	1 *%	1 3%	1 6%	* 1%	1 5%
Chess	2 *%	2 1%	- -	- -	- -	- -
Adept	2 *%	2 1%	- -	- -	- -	- -
Rainbow	1 *%	1 *%	- -	- -	* 1%	- -
Utility Warehouse	1 *%	- -	- -	- -	- -	- -
Gamma	1 *%	1 *%	- -	- -	- -	- -
Plusnet	1 *%	* *%	- -	- -	- -	- -
4com	* *%	- -	- -	- -	- -	- -
Highnet	* *%	* *%	- -	* *%	- -	- -
Clarity	* *%	- -	* *%	* *%	* *%	* *%
Alternative Networks	* *%	- -	- -	* 1%	- -	- -
Barclays Communications	* *%	- -	* *%	* 1%	* *%	- -
OTHER (SPECIFY)	81 17%	30 12%	7 16%	2 11%	3 13%	1 7%

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

Table 22 (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	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a) (b)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)		
Unweighted row	465	196	45	26	28	19
Total	483	245	46	17	21	21
NETS						
1 Provider	483 100%	245 100%	46 100%	17 99%	21 100%	21 100%
2 Providers	1 *%	* *%	- -%	- -%	- -%	- -%
More than 2 Providers	* *%	- -%	* *%	* 1%	* *%	* *%

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

Table 23
 <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

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	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)	
Unweighted row	72	-	5	12	23	32	38	26	8	6	11	20	18	8	4	4	7	6	14	11	2	17	8	3
Total	25	-	8	4	10	2	15	9	*	1	7	5	5	*	*	1	6	*	3	3	1	7	2	1
BT	9	-	*	2	6	*	5	4	*	1	2	3	2	*	*	1	2	*	1	1	-	2	1	1
	36%	-%	3%	44%	64%	24%	33%	41%	30%	85%	28%	64%	42%	36%	17%	76%	28%	47%	19%	39%	-%	32%	59%	81%
Daisy	4	-	4	*	-	-	4	-	-	-	4	-	-	-	-	4	-	-	-	-	*	-	-	-
	17%	-%	45%	9%	-%	-%	28%	-%	-%	-%	57%	-%	-%	-%	-%	-%	68%	-%	-%	-%	-%	5%	-%	-%
O2 / BE	*	-	-	*	*	*	*	*	*	-	-	*	*	*	*	-	-	*	*	*	-	*	-	*
	2%	-%	-%	-%	1%	16%	1%	2%	30%	-%	-%	2%	4%	-%	32%	-%	-%	20%	2%	5%	-%	1%	-%	6%
Chess	*	-	-	*	-	*	*	-	-	-	-	*	-	*	-	*	-	*	-	-	-	-	-	-
	2%	-%	-%	8%	-%	2%	3%	-%	-%	-%	-%	7%	-%	-%	21%	-%	1%	-%	11%	-%	-%	-%	-%	-%
4com	*	-	-	*	-	-	*	-	-	-	-	*	-	-	-	-	-	-	*	-	-	-	-	-
	1%	-%	-%	8%	-%	-%	2%	-%	-%	-%	-%	7%	-%	-%	-%	-%	-%	-%	11%	-%	-%	-%	-%	-%
Clarity	*	-	-	*	*	-	*	*	-	*	-	*	-	-	-	*	-	-	-	*	-	*	-	-
	1%	-%	-%	2%	2%	-%	1%	1%	-%	11%	-%	4%	-%	-%	-%	-%	2%	-%	-%	3%	-%	1%	-%	-%
Talk Talk	*	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-	-	*	-	-	-	-	-	-
	1%	-%	-%	-%	3%	-%	-%	3%	-%	-%	-%	5%	-%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%	-%
Virgin Media (NTL/ Telewest)	*	-	-	-	-	*	-	*	-	-	-	*	*	-	-	*	-	-	*	-	-	-	-	-
	1%	-%	-%	-%	-%	9%	-%	2%	-%	-%	-%	2%	13%	-%	-%	1%	-%	-%	-%	4%	-%	-%	-%	-%
Rainbow	*	-	-	-	*	*	*	*	-	-	-	*	-	-	-	-	-	-	*	-	-	-	-	-
	1%	-%	-%	-%	1%	2%	*%	1%	-%	-%	-%	3%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%
Highnet	*	-	-	-	*	*	*	*	-	-	*	*	-	-	-	-	-	*	-	-	-	*	-	-
	1%	-%	-%	-%	6%	*%	*%	-%	13%	-%	-%	1%	1%	-%	-%	-%	-%	2%	-%	-%	-%	1%	-%	-%
Barclays Communications	*	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%
Eclipse	*	-	-	-	*	*	*	*	-	-	-	*	*	-	-	-	*	*	-	-	-	-	-	-
	*%	-%	-%	-%	2%	-%	-%	*%	-%	-%	-%	-%	9%	-%	-%	-%	12%	-%	-%	-%	-%	-%	-%	-%
OTHER (SPECIFY)	9	-	4	1	3	1	4	4	*	*	1	1	2	*	*	*	-	*	2	1	1	4	1	*
	36%	-%	49%	28%	26%	45%	30%	46%	54%	4%	12%	14%	39%	43%	30%	3%	-%	22%	55%	34%	100%	60%	35%	13%

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

Table 23 (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

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR												
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	Pr mary 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)	Pu blic and ser vices (h)	Other (i)			
Total	72	-	5	12	23	32	38	26	8	6	11	20	18	8	4	4	7	6	14	11	2	17	8	3		
Unweighted row	72	-	5	12	23	32	38	26	8	6	11	20	18	8	4	4	7	6	14	11	2	17	8	3		
Total	25	-	8	4	10	2	15	9	*	1	7	5	5	*	*	1	6	*	3	3	1	7	2	1		
NETS																										

1 Provider	25	-	8	4	10	2	15	9	*	1	7	5	5	*	*	1	6	*	3	3	1	7	2	1		
	100%	-%	100%	100%	100%	97%	100%	100%	87%	100%	100%	100%	99%	100%	100%	100%	100%	100%	98%	100%	100%	100%	100%	100%		
More than 2 Providers	*	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-	-	*	-	-	-	-	-		
	*%	-%	-%	-%	-%	3%	-%	-%	13%	-%	-%	-%	1%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%		

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

Table 23 (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	
		NE (a)	NW (b)	Yo rks/Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	72	2	4	1	4	1	7	4	5	2	30	9	15	18	1	71
Total	25	*	1	1	1	1	2	3	3	8	20	1	2	2	*	25
BT	9 36%	- -%	* 10%	1 100%	- -%	- -%	1 35%	3 100%	3 96%	- -%	7 36%	* 10%	1 38%	1 46%	* 100%	9 36%
Daisy	4 17%	* 85%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 50%	4 21%	- -%	- -%	- -%	- -%	4 17%
O2 / BE	* 2%	* 15%	* 10%	- -%	- -%	- -%	* 7%	- -%	- -%	- -%	* 1%	- -%	* 3%	* 6%	- -%	* 2%
Chess	* 2%	- -%	- -%	- -%	- -%	- -%	* 20%	- -%	- -%	- -%	* 2%	* 5%	- -%	- -%	- -%	* 2%
4com	* 1%	- -%	- -%	- -%	- -%	- -%	* 20%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	* 1%
Clarity	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 17%	- -%	* 1%
Talk Talk	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 11%	- -%	- -%	* 1%
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	- -%	* 9%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	* 3%	- -%	- -%	* 1%
Rainbow	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 7%	- -%	* 1%
Highnet	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	* 1%
Barclays Communications	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 6%	- -%	* *%
Eclipse	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	* *%
OTHER (SPECIFY)	9 36%	- -%	1 80%	- -%	1 91%	1 100%	* 18%	- -%	* 4%	4 50%	7 37%	1 80%	1 36%	* 4%	- -%	9 36%

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

Table 23 (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	
	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 Ir eland (n)	Home based (a)	Else where (b)
Unweighted row	72	2	4	1	4	1	7	4	5	2	30	9	15	18	1	71
Total	25	*	1	1	1	1	2	3	3	8	20	1	2	2	*	25
NETS																

1 Provider	25	*	1	1	1	1	2	3	3	8	20	1	2	2	*	24
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97%	100%	100%	100%
More than 2 Providers	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*
	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	**

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

Table 23 (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	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo bills (d)	Fixed broadband (e)	Mo bills (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff provider (b)	Both (c)	
Unweighted row	72	26	30	11	1	3	45	66	54	42	60	68	28	72	16	72	22	28	16	-	10	4	61	70	16	11	16	1
Total	25	9	8	1	1	5	14	22	12	8	13	24	7	25	2	25	4	10	6	-	10	*	15	20	2	2	8	*
BT	9 36%	1 14%	5 58%	* 60%	1 100%	1 18%	7 46%	7 33%	6 52%	3 44%	7 52%	9 36%	4 67%	9 36%	* 19%	9 36%	1 27%	4 38%	4 60%	- %	1 14%	- %	4 29%	8 40%	* 19%	1 49%	3 37%	- %
Daisy	4 17%	4 40%	- %	- %	- %	* 8%	* 3%	4 19%	* 3%	* 5%	* 3%	4 17%	- %	4 17%	- %	4 17%	- %	* 4%	* 6%	- %	4 28%	4 21%	- %	* 18%	- %	- %	- %	- %
O2 / BE	* 2%	* 2%	* 2%	* 10%	- %	- %	* 1%	* 2%	* 3%	* 4%	* 3%	* 1%	* 2%	* 2%	* 6%	* 2%	* 5%	* 2%	* 3%	- %	* 1%	* 24%	* 3%	* 2%	* 6%	- %	* 2%	- %
Ches	* 2%	- %	* 5%	- %	- %	- %	* 3%	* 2%	* 3%	* 5%	* 3%	* 2%	- %	* 2%	- %	* 2%	- %	* 4%	- %	- %	- %	- %	* 3%	* 2%	- %	- %	* 5%	- %
4com	* 1%	* 4%	- %	- %	- %	- %	- %	* 2%	* 3%	- %	* 3%	* 1%	- %	* 1%	- %	* 1%	- %	- %	- %	- %	- %	- %	* 2%	* 2%	- %	- %	- %	- %
Clarity	* 1%	* 1%	* 2%	- %	- %	- %	* 1%	* 1%	* 2%	* 2%	* 1%	- %	* 1%	- %	* 1%	- %	- %	- %	- %	- %	- %	- %	* 2%	* 1%	- %	- %	- %	- %
Talk Talk	* 1%	* 3%	- %	- %	- %	- %	- %	* 1%	* 2%	* 3%	* 2%	* 1%	- %	* 1%	- %	* 1%	* 6%	- %	- %	- %	- %	- %	* 2%	* 1%	- %	- %	- %	- %
Virgin Media (NTL/ Telewest)	* 1%	* 2%	- %	- %	- %	- %	- %	* 1%	* 2%	* 2%	* 1%	* 1%	- %	* 1%	- %	* 1%	* 3%	* 1%	* 3%	- %	- %	- %	* 1%	* 1%	- %	* 5%	- %	- %
Rainbow	* 1%	* 1%	* %	- %	- %	- %	* %	* 1%	* 1%	* 1%	* 1%	* 1%	- %	* 1%	- %	* 1%	- %	- %	- %	- %	- %	- %	* 1%	* 1%	- %	- %	- %	- %
Highnet	* 1%	- %	- %	* 18%	- %	- %	* 1%	* 1%	* 1%	* 1%	* 1%	* 1%	* 1%	* 1%	* 6%	* 1%	* 1%	- %	- %	- %	- %	- %	* 1%	* 1%	* 6%	- %	- %	- %
Barclays Communications	* %	* 1%	- %	- %	- %	- %	- %	* %	* 1%	- %	* 1%	* %	- %	* %	* 4%	* %	* 2%	* 1%	- %	- %	- %	- %	* 1%	* %	* 4%	* 4%	- %	- %
Eclipse	* %	* %	- %	- %	- %	- %	- %	* %	* %	* 1%	* %	* %	* 1%	* %	- %	* %	* 1%	* %	* 1%	- %	- %	- %	* %	* %	- %	- %	* 1%	- %
OTHER (SPECIFY)	9 36%	2 25%	3 32%	* 29%	- %	4 74%	6 45%	8 35%	3 25%	3 33%	3 24%	9 36%	2 26%	9 36%	2 71%	9 36%	2 57%	5 45%	2 27%	- %	5 48%	* 76%	4 25%	5 25%	2 71%	* 12%	4 53%	* 100%

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

Table 23 (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	MAIN FIXED LINE TYPE							PRODUCTS USED										HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE					
	Standard line dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobile (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)		
Unweighted row	72	26	30	11	1	3	45	66	54	42	60	68	28	72	16	72	22	28	16	-	10	4	61	70	16	11	16	1	
Total	25	9	8	1	1	5	14	22	12	8	13	24	7	25	2	25	4	10	6	-	10	*	15	20	2	2	8	*	
NETS																													

1 Provider	25	9	8	1	1	5	14	22	12	8	13	24	7	25	2	25	4	10	6	-	10	*	15	20	2	2	8	*	
	100%	100%	100%	91%	100%	100%	100%	100%	99%	99%	100%	100%	100%	100%	97%	100%	99%	100%	100%	-	100%	100%	100%	100%	97%	100%	100%	100%	
More than 2 Providers	*	-	-	*	-	-	*	*	*	*	*	-	*	*	*	*	*	-	-	-	-	-	*	*	*	-	-	-	
	*%	-%	-%	9%	-%	-%	*%	*%	1%	1%	*%	*%	-%	*%	3%	*%	1%	-%	-%	-%	-%	-%	*%	*%	3%	-%	-%	-%	

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

Table 23 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	72	4	6	17	-	18	4	49	36	4	25	59	11	2	23	25	24	3	25	-	28	10	9	7	5
Total	25	*	2	8	-	4	1	19	10	*	8	20	4	*	10	11	4	*	10	-	10	2	2	2	2
BT	9 36%	* 15%	1 47%	3 37%	- -%	4 90%	- -%	5 25%	4 38%	* 41%	3 34%	7 33%	2 50%	* 25%	3 31%	5 41%	1 32%	* 22%	4 39%	- -%	3 30%	* 21%	1 28%	* 16%	* 24%
Daisy	4 17%	- -%	- -%	* 5%	- -%	* 9%	- -%	4 19%	4 40%	- -%	4 50%	4 21%	- -%	- -%	4 43%	- -%	- -%	- -%	* 4%	- -%	4 38%	- -%	- -%	- -%	- -%
O2 / BE	* 2%	* 21%	* -%	* 1%	- -%	- -%	* -%	* 2%	* 3%	* 20%	* 2%	* 2%	- -%	- -%	* 1%	* 1%	* 6%	- -%	* 2%	- -%	* 3%	* 3%	- -%	* 3%	* 4%
Chess	* 2%	- -%	* 19%	- -%	- -%	- -%	- -%	* 2%	* 4%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	* 11%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%
4com	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	* 3%	- -%	* 4%	* 2%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Clarity	* 1%	- -%	- -%	- -%	- -%	- -%	* 16%	* 1%	* 3%	- -%	- -%	* 1%	- -%	- -%	* 1%	- -%	* 5%	- -%	- -%	- -%	* 2%	* 9%	- -%	- -%	- -%
Talk Talk	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* 2%	- -%	- -%	- -%	* 6%	- -%	- -%	- -%	* 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	* 2%	- -%	* 1%	- -%	* 1%	* 1%	* 39%	* 1%	* 1%	* 2%	- -%	- -%	- -%	* 5%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%
Rainbow	* 1%	- -%	- -%	- -%	- -%	- -%	* 5%	* *%	* 1%	- -%	* 2%	* 1%	- -%	- -%	* 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Highnet	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* 1%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%
Barclays Communications	* *%	- -%	- -%	* 1%	- -%	- -%	- -%	* *%	* 1%	- -%	* 1%	* *%	- -%	- -%	- -%	- -%	* 3%	* 20%	- -%	- -%	- -%	* 5%	* 5%	- -%	- -%
Eclipse	* *%	* 9%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* 2%	- -%	* 2%

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

Table 23 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO						
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	pro ducts	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	pro ducts	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	72	4	6	17	-	18	4	49	36	4	25	59	11	2	23	25	24	3	25	-	28	10	9	7	5		
Total	25	*	2	8	-	4	1	19	10	*	8	20	4	*	10	11	4	*	10	-	10	2	2	2	2		
OTHER (SPECIFY)	9	-	1	4	-	-	-	9	*	-	-	7	2	*	1	6	1	*	4	-	3	1	1	2	1		
	36%	-%	33%	51%	-%	-%	-%	45%	*%	-%	-%	34%	42%	75%	14%	57%	31%	58%	45%	-%	27%	60%	67%	79%	71%		
NETS																											

1 Provider	25	*	2	8	-	4	1	19	10	*	8	20	4	*	10	11	4	*	10	-	10	2	2	2	2		
	100%	100%	100%	100%	-%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%	100%	-%	99%	100%	100%	100%	100%		
More than 2 Providers	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	*	-	-	-	*	-	-	-	-		
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	2%	-%	-%	-%	1%	-%	-%	-%	-%		

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

Table 23 (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	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch calls ange to (a) (b)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	72	28	7	10	8	7
Total	25	10	2	2	2	2
BT	9 36%	3 32%	1 28%	1 22%	* 22%	* 26%
Daisy	4 17%	4 37%	- -%	- -%	- -%	- -%
O2 / BE	* 2%	* 3%	- -%	- -%	* 4%	* 4%
Chess	* 2%	* *%	- -%	- -%	- -%	- -%
4com	* 1%	- -%	- -%	- -%	- -%	- -%
Clarity	* 1%	* 1%	- -%	- -%	- -%	- -%
Talk Talk	* 1%	- -%	- -%	- -%	- -%	- -%
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	- -%	- -%	- -%
Rainbow	* 1%	- -%	- -%	- -%	- -%	- -%
Highnet	* 1%	* 1%	- -%	- -%	- -%	- -%
Barclays Communications	* *%	- -%	* 5%	* 4%	* 5%	- -%
Eclipse	* *%	- -%	* 2%	- -%	- -%	- -%
OTHER (SPECIFY)	9 36%	3 27%	1 64%	2 74%	1 70%	1 70%

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

Table 23 (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	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)		
Unweighted row	72	28	7	10	8	7
Total	25	10	2	2	2	2
NETS						

1 Provider	25 100%	10 99%	2 100%	2 100%	2 100%	2 100%
More than 2 Providers	* *%	* 1%	- -%	- -%	- -%	- -%

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

Table 24
 <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

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	Total	1 to 4 (a)	1 to 9 (b)	5 to 49 (c)	50 to 249 (d)	1 to 5 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m to £25m+ (e)	£25m+ (f)	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)	
Unweighted row	72	-	5	12	23	32	38	26	8	6	11	20	18	8	4	4	7	6	14	11	2	17	8	3
Total	25	-	8	4	10	2	15	9	*	1	7	5	5	*	*	1	6	*	3	3	1	7	2	1
BT	9 37%	- -%	1 6%	2 50%	6 63%	* 16%	5 35%	4 41%	* 17%	1 74%	2 33%	3 64%	2 41%	* 36%	* 17%	1 76%	2 30%	* 47%	1 22%	1 39%	- -%	2 32%	1 52%	1 94%
Daisy	4 17%	- -%	4 45%	* 9%	- -%	- -%	4 28%	- -%	- -%	- -%	4 57%	- -%	- -%	- -%	- -%	- -%	4 68%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%
4com	4 17%	- -%	4 45%	* 8%	- -%	- -%	* 2%	4 42%	- -%	- -%	- -%	* 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 11%	- -%	4 52%	- -%	- -%
O2 / BE	* 2%	- -%	- -%	- -%	* 1%	* 16%	* 1%	* 2%	* 30%	- -%	- -%	* 2%	* 4%	- -%	* 32%	- -%	- -%	* 20%	* 2%	* 5%	- -%	* 1%	- -%	* 6%
Chess	* 2%	- -%	- -%	* 8%	- -%	* 2%	* 3%	- -%	- -%	- -%	- -%	* 7%	- -%	- -%	* 21%	- -%	* 1%	- -%	* 11%	- -%	- -%	- -%	- -%	- -%
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	- -%	* 1%	* 9%	* 1%	* 2%	- -%	10% -%	- -%	- -%	* 2%	* 13%	- -%	- -%	* 1%	- -%	* 3%	* 4%	- -%	- -%	- -%	- -%
Talk Talk	* 1%	- -%	- -%	- -%	* 3%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	- -%	- -%	* 8%	- -%	- -%	- -%	- -%	- -%
Clarity	* 1%	- -%	- -%	- -%	* 2%	- -%	* 1%	* 1%	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	* 1%	- -%	- -%
Rainbow	* 1%	- -%	- -%	- -%	* 1%	* 2%	* * 1%	* 1%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%
Barclays Communications	* * %	- -%	- -%	- -%	* 1%	- -%	- -%	* 1%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 6%
Highnet	* * %	- -%	- -%	- -%	* 3%	- -%	* * %	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%
OTHER (SPECIFY)	5 20%	- -%	* 5%	1 24%	3 26%	1 45%	4 29%	* 4%	* 54%	* 4%	1 9%	1 14%	2 39%	* 43%	* 30%	* 3%	- -%	* 22%	2 55%	1 34%	1 100%	1 7%	1 35%	- -%
(Dont know)	* 2%	- -%	- -%	- -%	* 3%	* 5%	* 1%	* 3%	- -%	* 12%	- -%	- -%	* 5%	- -%	- -%	* 20%	- -%	- -%	- -%	- -%	- -%	- -%	* 7%	- -%

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

Table 24 (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

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	Pr mary 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)	Pu blic and ser vices (h)	Other (i)	
Total	72	-	5	12	23	32	38	26	8	6	11	20	18	8	4	4	7	6	14	11	2	17	8	3
Unweighted row	72	-	5	12	23	32	38	26	8	6	11	20	18	8	4	4	7	6	14	11	2	17	8	3
Total	25	-	8	4	10	2	15	9	*	1	7	5	5	*	*	1	6	*	3	3	1	7	2	1
NETS																								

1 Provider	25	-	8	4	10	2	15	9	*	1	7	5	5	*	*	1	6	*	3	3	1	7	2	1
	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 24 (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	
		NE (a)	NW (b)	Yo rks/Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	72	2	4	1	4	1	7	4	5	2	30	9	15	18	1	71
Total	25	*	1	1	1	1	2	3	3	8	20	1	2	2	*	25
BT	9 37%	- -%	* 10%	1 100%	- -%	- -%	1 35%	3 100%	3 93%	- -%	7 35%	* 28%	1 35%	1 61%	- -%	9 37%
Daisy	4 17%	* 85%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 50%	4 21%	- -%	- -%	- -%	- -%	4 17%
4com	4 17%	- -%	- -%	- -%	- -%	- -%	* 20%	- -%	- -%	4 50%	4 21%	- -%	- -%	- -%	- -%	4 17%
O2 / BE	* 2%	* 15%	* 10%	- -%	- -%	- -%	* 7%	- -%	- -%	- -%	* 1%	- -%	* 3%	* 6%	- -%	* 2%
Chess	* 2%	- -%	- -%	- -%	- -%	- -%	* 20%	- -%	- -%	- -%	* 2%	* 5%	- -%	- -%	- -%	* 2%
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	- -%	* 9%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	* 3%	* 6%	* 100%	* 1%
Talk Talk	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 11%	- -%	- -%	* 1%
Clarity	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 11%	- -%	* 1%
Rainbow	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 7%	- -%	* 1%
Barclays Communications	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 6%	- -%	* *%
Highnet	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	* *%
OTHER (SPECIFY)	5 20%	- -%	1 80%	- -%	1 91%	1 100%	* 18%	- -%	* 4%	- -%	3 18%	1 62%	1 36%	* 4%	- -%	5 20%
(Dont know)	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	* 1%	- -%	* 11%	- -%	- -%	* 2%

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

Table 24 (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		
	NE (a)	NW (b)	Yorkshire/Humber (c)	East of London (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)	Elsewhere (b)	
Unweighted row	72	2	4	1	4	1	7	4	5	2	30	9	15	18	1	71
Total	25	*	1	1	1	1	2	3	3	8	20	1	2	2	*	25
NETS																
1 Provider	25	*	1	1	1	1	2	3	3	8	20	1	2	2	*	25
	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 24 (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	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo bills (d)	Fixed broadband (e)	Mo broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	72	26	30	11	1	3	45	66	54	42	60	68	28	72	16	72	22	28	16	-	10	4	61	70	16	11	16	1
Total	25	9	8	1	1	5	14	22	12	8	13	24	7	25	2	25	4	10	6	-	10	*	15	20	2	2	8	*
BT	9 37%	1 16%	5 62%	* 37%	1 100%	1 18%	7 47%	7 33%	6 54%	3 44%	7 54%	9 37%	4 66%	9 37%	* 12%	9 37%	1 26%	4 40%	4 58%	- %	1 14%	- %	5 30%	8 41%	* 12%	1 49%	3 39%	- %
Daisy	4 17%	4 40%	- %	- %	- %	* 8%	* 3%	4 19%	* 3%	* 5%	* 3%	4 17%	- %	4 17%	- %	4 17%	- %	* 4%	* 6%	- %	4 38%	- %	4 28%	4 21%	- %	* 18%	- %	- %
4com	4 17%	* 4%	- %	- %	- %	4 74%	4 26%	4 19%	* 3%	- %	* 3%	4 17%	- %	4 17%	- %	4 17%	- %	4 37%	- %	- %	4 38%	- %	* 2%	* 2%	- %	- %	4 48%	- %
O2 / BE	* 2%	* 2%	* 2%	* 10%	- %	- %	* 1%	* 2%	* 3%	* 4%	* 3%	* 1%	* 2%	* 2%	* 6%	* 2%	* 5%	* 2%	* 3%	- %	* 1%	* 24%	* 3%	* 2%	* 6%	- %	* 2%	- %
Chess	* 2%	- %	* 5%	- %	- %	- %	* 3%	* 2%	* 3%	* 5%	* 3%	* 2%	- %	* 2%	- %	* 2%	- %	* 4%	- %	- %	- %	- %	* 3%	* 2%	- %	- %	* 5%	- %
Virgin Media (NTL/ Telewest)	* 1%	* 2%	- %	* 14%	- %	- %	* 1%	* 1%	* 2%	* 4%	* 2%	* 1%	* 1%	* 4%	* 1%	* 3%	* 2%	* 5%	- %	- %	- %	* 2%	* 1%	* 4%	* 5%	* 1%	- %	
Talk Talk	* 1%	* 3%	- %	- %	- %	- %	* 1%	* 2%	* 3%	* 2%	* 1%	- %	* 1%	- %	* 1%	* 6%	- %	- %	- %	- %	- %	* 2%	* 1%	- %	- %	- %	- %	- %
Clarity	* 1%	* 1%	* 1%	- %	- %	- %	* 1%	* 1%	* 1%	* 2%	* 1%	- %	* 1%	- %	* 1%	- %	- %	- %	- %	- %	- %	* 1%	* 1%	- %	- %	- %	- %	- %
Rainbow	* 1%	* 1%	* %	- %	- %	- %	* %	* 1%	* 1%	* 1%	* 1%	* 1%	- %	* 1%	- %	* 1%	- %	- %	- %	- %	- %	* 1%	* 1%	- %	- %	- %	- %	- %
Barclays Communications	* %	* 1%	- %	- %	- %	- %	* %	* 1%	- %	* %	* 1%	* %	- %	* %	* 4%	* %	* 2%	* 1%	- %	- %	- %	* 1%	* %	* 4%	* 4%	- %	- %	
Highnet	* %	- %	- %	* 9%	- %	- %	* %	* 1%	* %	- %	* %	* %	* 1%	* %	* 3%	* %	- %	- %	- %	- %	- %	* %	* %	* 3%	- %	- %	- %	
OTHER (SPECIFY)	5 20%	2 25%	2 30%	* 29%	- %	- %	3 18%	4 18%	3 23%	2 31%	3 23%	5 19%	2 23%	5 20%	2 71%	5 20%	2 57%	1 9%	2 27%	- %	1 10%	* 76%	4 25%	5 25%	2 71%	* 12%	* 4%	* 100%
(Dont know)	* 2%	* 4%	- %	- %	- %	- %	* 2%	* 2%	* 1%	* 3%	* 2%	* 6%	* 2%	* 2%	- %	* 2%	- %	* 3%	- %	- %	- %	* 2%	* 2%	- %	* 12%	- %	- %	

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

Table 24 (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	MAIN FIXED LINE TYPE						PRODUCTS USED										HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE					
	Standard line dline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo biles (d)	Fixed broadband (e)	Mo bile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Pr ivate circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent pro vider (b)	Both (c)	
Unweighted row	72	26	30	11	1	3	45	66	54	42	60	68	28	72	16	72	22	28	16	-	10	4	61	70	16	11	16	1
Total	25	9	8	1	1	5	14	22	12	8	13	24	7	25	2	25	4	10	6	-	10	*	15	20	2	2	8	*
NETS																												

1 Provider	25	9	8	1	1	5	14	22	12	8	13	24	7	25	2	25	4	10	6	-	10	*	15	20	2	2	8	*
	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 24 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO						
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro re calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pr ducts (c)	No ducts (a)	1 pr ducts (b)	2 pr ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)		
Unweighted row	72	4	6	17	-	18	4	49	36	4	25	59	11	2	23	25	24	3	25	-	28	10	9	7	5	
Total	25	*	2	8	-	4	1	19	10	*	8	20	4	*	10	11	4	*	10	-	10	2	2	2	2	
BT	9 37%	* 70%	1 47%	3 36%	- -%	4 88%	* 55%	5 25%	4 41%	* 41%	3 36%	7 35%	2 48%	* 25%	3 34%	4 41%	1 33%	* 22%	4 41%	- -%	3 31%	* 16%	* 23%	* 11%	* 19%	
Daisy	4 17%	- -%	- -%	* 5%	- -%	* 9%	- -%	4 19%	4 40%	- -%	4 50%	4 21%	- -%	- -%	4 43%	- -%	- -%	- -%	* 4%	- -%	4 38%	- -%	- -%	- -%	- -%	
4com	4 17%	- -%	- -%	4 47%	- -%	- -%	- -%	4 21%	* 3%	- -%	* 4%	4 21%	- -%	- -%	* 4%	4 34%	- -%	- -%	4 38%	- -%	- -%	- -%	- -%	- -%	- -%	
O2 / BE	* 2%	* 21%	- -%	* 1%	- -%	- -%	- -%	* 2%	* 3%	* 20%	* 2%	* 2%	- -%	- -%	* 1%	* 1%	* 6%	- -%	* 2%	- -%	* 3%	* 3%	- -%	* 3%	* 4%	
Chess	* 2%	- -%	* 19%	- -%	- -%	- -%	- -%	* 2%	* 4%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	* 11%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	* 3%	- -%	* 4%	- -%	* 1%	* 2%	* 39%	* 3%	* 1%	* 4%	- -%	- -%	* 1%	* 5%	- -%	* 2%	- -%	- -%	* -%	* 5%	* 5%	* 4%	* 6%
Talk Talk	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* 2%	- -%	- -%	- -%	* 6%	- -%	- -%	- -%	* 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Clarity	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* 2%	- -%	- -%	* 1%	- -%	- -%	* 1%	- -%	* 3%	- -%	- -%	- -%	* 1%	* 9%	- -%	- -%	- -%	
Rainbow	* 1%	- -%	- -%	- -%	- -%	- -%	5% *	* *	* 1%	- -%	* 2%	* 1%	- -%	- -%	* 1%	* *	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Barclays Communications	* *%	- -%	- -%	* 1%	- -%	- -%	- -%	* *%	* 1%	- -%	* 1%	* *%	- -%	- -%	- -%	- -%	* 3%	* 20%	- -%	- -%	- -%	* -%	* 5%	* 5%	- -%	- -%
Highnet	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* 1%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	
OTHER (SPECIFY)	5 20%	- -%	1 33%	* 3%	- -%	- -%	- -%	5 25%	* *%	- -%	- -%	3 15%	2 42%	* 75%	1 13%	3 23%	1 31%	* 58%	1 6%	- -%	3 25%	1 60%	1 67%	2 79%	1 71%	

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

Table 24 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO						
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 ducts (c)	pro ducts	No ducts (a)	1 pr oduct (b)	2 ducts (c)	pro ducts	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	72	4	6	17	-	18	4	49	36	4	25	59	11	2	23	25	24	3	25	-	28	10	9	7	5		
Total	25	*	2	8	-	4	1	19	10	*	8	20	4	*	10	11	4	*	10	-	10	2	2	2	2		
(Dont know)	*	-	-	*	-	-	*	*	-	-	*	-	-	*	-	-	-	-	*	-	*	-	-	-	-		
	2%	-%	-%	3%	-%	-%	40%	1%	-%	-%	3%	2%	-%	-%	4%	-%	-%	-%	3%	-%	1%	-%	-%	-%	-%		
NETS																											
1 Provider	25	*	2	8	-	4	1	19	10	*	8	20	4	*	10	11	4	*	10	-	10	2	2	2	2		
	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 24 (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	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a) (b)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel (e)	
Unweighted row	72	28	7	10	8	7
Total	25	10	2	2	2	2
BT	9 37%	3 33%	* 23%	* 18%	* 17%	* 20%
Daisy	4 17%	4 37%	- -%	- -%	- -%	- -%
4com	4 17%	- -%	- -%	- -%	- -%	- -%
O2 / BE	* 2%	* 3%	- -%	- -%	* 4%	* 4%
Chess	* 2%	* *%	- -%	- -%	- -%	- -%
Virgin Media (NTL/ Telewest)	* 1%	- -%	* 5%	* 4%	* 5%	* 5%
Talk Talk	* 1%	- -%	- -%	- -%	- -%	- -%
Clarity	* 1%	- -%	- -%	- -%	- -%	- -%
Rainbow	* 1%	- -%	- -%	- -%	- -%	- -%
Barclays Communications	* *%	- -%	* 5%	* 4%	* 5%	- -%
Highnet	* *%	* 1%	- -%	- -%	- -%	- -%
OTHER (SPECIFY)	5 20%	3 26%	1 64%	2 74%	1 70%	1 70%
(Dont know)	* 2%	* 1%	- -%	- -%	- -%	- -%

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

Table 24 (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	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)		
Unweighted row	72	28	7	10	8	7
Total	25	10	2	2	2	2
NETS						

1 Provider	25	10	2	2	2	2
	100%	100%	100%	100%	100%	100%

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

Table 25
 <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

	COMPANY SIZE					NO.SITES			TURNOVER						SECTOR									
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	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	53	-	-	4	11	38	30	12	11	3	4	14	13	6	7	6	5	6	6	1	2	13	10	4
Total	11	-	-	3	6	3	7	2	1	*	2	3	1	*	1	1	1	2	1	*	2	1	2	
BT	5 44%	- -%	- -%	1 46%	3 47%	1 37%	3 38%	2 78%	* 23%	* 76%	1 78%	1 52%	* 35%	* 39%	* 18%	1 87%	* 23%	* 35%	* 5%	1 100%	* 37%	* 14%	* 22%	1 84%
O2 / BE	1 12%	- -%	- -%	1 40%	- -%	* 9%	1 14%	* 5%	* 6%	- -%	- -%	- -%	* 19%	- -%	- -%	- -%	* 12%	* 3%	- -%	- -%	- -%	1 61%	- -%	- -%
Vodafone	1 7%	- -%	- -%	- -%	1 14%	* 1%	1 10%	- -%	* 3%	- -%	- -%	- -%	- -%	1 72%	* 2%	1 73%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	- -%	- -%	* 5%	* 1%	* 3%	- -%	- -%	- -%	* 2%	* 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	* 5%
Barclays Communications	* 1%	- -%	- -%	- -%	* 2%	* 1%	- -%	* 6%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	* 13%	- -%
Highnet	* 1%	- -%	- -%	- -%	- -%	* 5%	* 1%	- -%	* 5%	- -%	- -%	* 2%	* 5%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	* 3%	- -%	- -%
4com	* 1%	- -%	- -%	- -%	- -%	* 4%	- -%	* 5%	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 15%	- -%
Alternative Networks	* 1%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%	* 9%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 14%	- -%
Zen	* 1%	- -%	- -%	- -%	- -%	* 4%	* 1%	- -%	- -%	- -%	- -%	- -%	* 8%	- -%	- -%	- -%	- -%	* 11%	- -%	- -%	- -%	- -%	- -%	- -%
Adept	* 1%	- -%	- -%	- -%	- -%	* 2%	* 1%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 9%	- -%
Talk Talk	* *%	- -%	- -%	- -%	- -%	* 2%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Clarity	* *%	- -%	- -%	- -%	- -%	* 1%	- -%	* 2%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%
Rainbow	* *%	- -%	- -%	- -%	- -%	* 1%	* *%	- -%	- -%	* 20%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%

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

Table 25 (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

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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)	
Total	53	-	-	4	11	38	30	12	11	3	4	14	13	6	7	6	5	6	6	1	2	13	10	4
Unweighted row	11	-	-	3	6	3	7	2	1	*	2	3	1	*	1	1	1	2	1	*	2	1	2	
Total	3	-	-	*	2	1	2	*	1	*	*	*	*	*	*	-	*	2	-	*	*	*	*	
OTHER (SPECIFY)	29%	-%	-%	14%	38%	24%	33%	2%	54%	24%	22%	27%	27%	61%	6%	11%	-%	39%	89%	-%	63%	12%	26%	16%
(Dont know)	*	-	-	-	*	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-	
	1%	-%	-%	-%	-%	2%	1%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%
NETS																								
1 Provider	11	-	-	3	6	2	7	2	1	*	2	3	1	*	1	1	1	2	1	*	2	1	2	
	98%	-%	-%	100%	100%	91%	98%	100%	91%	80%	100%	100%	93%	75%	100%	92%	100%	100%	100%	100%	100%	100%	95%	95%
2 Providers	*	-	-	-	*	*	-	*	*	*	-	*	*	-	*	-	-	-	-	-	-	*	*	
	2%	-%	-%	-%	9%	2%	-%	9%	20%	-%	-%	7%	25%	-%	8%	-%	-%	-%	-%	-%	-%	5%	5%	

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

Table 25 (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	
		NE (a)	NW (b)	Yo rks/Humber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	53	1	3	-	-	2	4	9	5	2	26	6	13	8	1	52
Total	11	*	1	-	-	2	1	3	1	*	9	*	1	*	*	11
BT	5 44%	- -%	* 12%	- -%	- -%	1 50%	* 23%	1 42%	1 76%	* 50%	4 46%	* 73%	* 23%	* 41%	* 100%	5 44%
O2 / BE	1 12%	* 100%	- -%	- -%	- -%	- -%	- -%	1 29%	* 8%	- -%	1 14%	- -%	* 4%	- -%	- -%	1 12%
Vodafone	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	1 23%	- -%	- -%	1 9%	- -%	- -%	* 9%	- -%	1 8%
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 50%	* 1%	- -%	* 4%	- -%	- -%	* 1%
Barclays Communications	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 33%	- -%	* 1%
Highnet	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 9%	- -%	- -%	* 1%
4com	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 8%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%
Alternative Networks	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%
Zen	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%
Adept	* 1%	- -%	- -%	- -%	- -%	- -%	* 12%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%
Talk Talk	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 9%	- -%	- -%	- -%	* *%
Clarity	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 9%	- -%	* *%
Rainbow	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 9%	- -%	* *%
OTHER (SPECIFY)	3 29%	- -%	* 88%	- -%	- -%	1 50%	* 65%	- -%	* 8%	* 50%	2 26%	* 18%	1 55%	* 9%	- -%	3 29%

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

Table 25 (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	
		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: gland (j)	Wales (k)	Sco tland (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)
Unweighted row	53	1	3	-	-	2	4	9	5	2	26	6	13	8	1	52
Total	11	*	1	-	-	2	1	3	1	*	9	*	1	*	*	11
(Dont know)	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	1%
NETS																

1 Provider	11	*	1	-	-	2	1	3	1	*	8	*	1	*	*	11
	98%	100%	100%	-%	-%	100%	100%	100%	92%	50%	98%	100%	100%	91%	100%	98%
2 Providers	*	-	-	-	-	-	-	-	*	*	*	-	-	*	-	*
	2%	-%	-%	-%	-%	-%	-%	-%	8%	50%	2%	-%	-%	9%	-%	2%

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

Table 25 (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	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo bills (d)	Fixed broadband (e)	Mo mobile (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	53	19	1	31	1	1	34	51	45	33	47	47	22	18	53	53	28	24	8	-	6	6	47	16	52	8	15	1
Total	11	5	*	6	*	*	6	10	10	7	11	10	4	2	11	11	5	5	2	-	*	1	9	2	11	2	3	*
BT	5 44%	3 55%	- -	2 35%	- -	* 100%	2 35%	5 47%	5 44%	2 29%	5 44%	5 45%	1 25%	1 23%	5 44%	5 44%	1 19%	3 54%	* 17%	- -	* 48%	* 31%	5 50%	* 14%	5 44%	1 55%	2 55%	- -
O2 / BE	1 12%	* 1%	- -	1 22%	- -	- -	1 21%	1 13%	1 11%	1 17%	1 11%	1 12%	- -	* 5%	1 12%	1 12%	* 5%	- -	- -	- -	* 24%	- -	1 13%	* 6%	1 12%	- -	- -	- -
Vodafone	1 7%	- -	- -	1 15%	- -	- -	1 14%	* %	1 8%	1 12%	1 8%	1 8%	1 21%	* 1%	1 7%	1 7%	1 17%	1 16%	- -	- -	- -	* %	* 2%	1 8%	- -	1 28%	- -	
Virgin Media (NTL/ Telewest)	* 1%	- -	- -	* 3%	- -	- -	* 2%	* 1%	* 1%	* 1%	* 1%	* 1%	* 2%	- -	* 1%	* 1%	* 2%	* 2%	- -	- -	- -	* 1%	- -	* 1%	- -	* 3%	- -	- -
Barclays Communications	* 1%	* 2%	- -	* 1%	- -	- -	* 1%	* 1%	* %	* 1%	* 1%	- -	* 4%	* 1%	* 1%	* 3%	* 2%	- -	- -	- -	- -	* 1%	* 4%	* 1%	* 5%	- -	- -	- -
Highnet	* 1%	- -	- -	* 2%	- -	- -	* 2%	* 1%	* 1%	* 1%	* 1%	* 2%	* 5%	* 1%	* 1%	* 1%	* 1%	- -	- -	- -	- -	* 1%	* 6%	* 1%	- -	- -	- -	- -
4com	* 1%	* 2%	- -	- -	- -	- -	* 1%	* 1%	* 2%	* 1%	* 1%	- -	- -	* 1%	* 1%	- -	* 2%	- -	- -	- -	- -	* 1%	- -	* 1%	- -	* 4%	- -	
Alternative Networks	* 1%	* 2%	- -	- -	- -	- -	* 1%	* 1%	* 2%	* 1%	* 1%	* 3%	- -	* 1%	* 1%	* 2%	* -	* 5%	- -	- -	- -	* 1%	- -	* 1%	- -	- -	- -	- -
Zen	* 1%	- -	- -	* 2%	- -	- -	* 2%	* 1%	* 1%	* 2%	* 1%	- -	* 3%	- -	* 1%	* 1%	- -	- -	- -	- -	- -	* 16%	* 1%	- -	* 1%	- -	- -	- -
Adept	* 1%	* 1%	- -	- -	- -	- -	* 1%	- -	* 1%	* 1%	* 1%	- -	- -	* 1%	* 1%	- -	- -	- -	- -	- -	- -	* 1%	- -	* 1%	- -	- -	- -	- -
Talk Talk	* %	- -	- -	* 1%	- -	- -	* 1%	- -	- -	- -	* %	* 1%	- -	* %	* %	- -	- -	- -	- -	- -	- -	* 14%	- -	* %	- -	- -	- -	- -
Clarity	* %	- -	- -	* 1%	- -	- -	* 1%	* %	* %	* %	* %	* 1%	* 1%	* %	* %	* 1%	* -	- -	- -	- -	- -	* %	* 2%	* %	- -	- -	- -	- -
Rainbow	* %	* 1%	- -	- -	- -	- -	* %	- -	- -	- -	* %	- -	- -	* %	* %	- -	- -	- -	- -	- -	- -	* 11%	- -	* %	- -	- -	- -	- -

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

Table 25 (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	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	53	19	1	31	1	1	34	51	45	33	47	47	22	18	53	53	28	24	8	-	6	6	47	16	52	8	15	1
Total	11	5	*	6	*	*	6	10	10	7	11	10	4	2	11	11	5	5	2	-	*	1	9	2	11	2	3	*
OTHER (SPECIFY)	3	2	*	1	*	-	1	3	3	2	3	3	2	1	3	3	2	1	2	-	*	*	3	1	3	1	*	*
	29%	35%	100%	22%	100%	-%	23%	32%	30%	35%	29%	27%	45%	60%	29%	29%	51%	25%	78%	-%	14%	53%	28%	66%	29%	40%	14%	100%
(Dont know)	*	*	-	-	-	-	-	*	*	-	*	*	-	-	*	*	*	-	-	-	-	-	*	-	*	-	-	-
	1%	1%	-%	-%	-%	-%	-%	1%	1%	-%	1%	1%	-%	-%	1%	1%	1%	-%	-%	-%	-%	-%	1%	-%	1%	-%	-%	-%
NETS																												
1 Provider	11	5	*	5	*	*	6	10	10	7	10	10	4	2	11	11	5	5	2	-	*	1	9	2	11	2	3	*
	98%	97%	100%	99%	100%	100%	99%	98%	98%	97%	98%	98%	98%	100%	98%	98%	98%	98%	100%	-%	89%	100%	98%	100%	98%	100%	97%	100%
2 Providers	*	*	-	*	-	-	*	*	*	*	*	*	*	-	*	*	*	*	-	-	*	-	*	-	*	-	*	-
	2%	3%	-%	1%	-%	-%	1%	2%	2%	3%	2%	2%	2%	-%	2%	2%	2%	2%	-%	-%	11%	-%	2%	-%	2%	-%	3%	-%

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

Table 25 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other revider and calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	53	4	9	11	-	21	1	30	25	4	19	44	7	2	21	17	15	3	21	-	17	4	13	5	4
Total	11	1	3	1	-	5	*	5	5	*	5	10	*	*	7	3	1	1	4	-	4	1	2	1	1
BT	5 44%	* 10%	2 81%	* 44%	- -%	4 84%	* 100%	* 6%	4 88%	* 57%	4 84%	5 45%	* 35%	- -%	3 46%	1 45%	* 30%	1 92%	2 42%	- -%	3 76%	* 7%	* 21%	* 9%	* 11%
O2 / BE	1 12%	- -%	- -%	- -%	- -%	2 2%	- -%	1 21%	3 3%	28 28%	- -%	1 12%	- -%	- -%	1 15%	* 6%	* 6%	- -%	- -%	- -%	* 2%	- -%	- -%	* 5%	* 5%
Vodafone	1 7%	1 59%	* -%	* 3%	- -%	* 1%	- -%	1 14%	* 1%	* 15%	* 1%	1 8%	- -%	- -%	* 1%	1 26%	- -%	- -%	1 21%	- -%	- -%	- -%	* 1%	- -%	- -%
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	* 8%	- -%	* 2%	- -%	* 1%	* 2%	- -%	* 2%	* 1%	- -%	- -%	* 1%	- -%	* 7%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%
Barclays Communications	* 1%	- -%	- -%	* 9%	- -%	* 1%	- -%	* 2%	* 2%	- -%	* 3%	* 1%	- -%	* 23%	- -%	- -%	* 12%	* 8%	- -%	- -%	- -%	* 7%	* 4%	- -%	- -%
Highnet	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 11%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%
4com	* 1%	- -%	* 4%	- -%	- -%	- -%	- -%	* 2%	* 2%	- -%	* 2%	- -%	- -%	* 77%	- -%	- -%	* 10%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%
Alternative Networks	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	* 2%	- -%	* 2%	* 1%	- -%	- -%	- -%	- -%	* 10%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%
Zen	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	* 1%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Adept	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Talk Talk	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* *%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Clarity	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	- -%	* *%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 25 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO						
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT re ntal calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN Re + LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP to (c)	Some calls text/ on line (d)	Ca ncel MFL (e)		
Unweighted row	53	4	9	11	-	21	1	30	25	4	19	44	7	2	21	17	15	3	21	-	17	4	13	5	4	
Total	11	1	3	1	-	5	*	5	5	*	5	10	*	*	7	3	1	1	4	-	4	1	2	1	1	
Rainbow	*	-	-	-	-	-	-	*	-	-	-	*	-	-	-	*	-	-	-	-	*	-	-	*	-	
	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	*%	-%	-%	-%	1%	-%	-%	-%	-%	1%	-%	-%	2%	-%	
OTHER (SPECIFY)	3	*	*	*	-	1	-	2	-	-	*	3	*	-	2	1	*	-	1	-	1	1	2	1	1	
	29%	31%	15%	44%	-%	13%	-%	45%	-%	-%	9%	28%	65%	-%	34%	22%	16%	-%	34%	-%	19%	87%	69%	86%	84%	
(Dont know)	*	-	-	-	-	-	-	*	-	-	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-	
	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
NETS																										

1 Provider	11	1	3	1	-	5	*	5	5	*	5	10	*	*	7	3	1	1	4	-	4	1	2	1	1	
	98%	100%	100%	92%	-%	98%	100%	97%	98%	100%	98%	98%	100%	100%	100%	99%	83%	100%	98%	-%	96%	100%	100%	98%	100%	
2 Providers	*	-	-	*	-	*	-	*	*	-	*	*	-	-	-	*	*	-	*	-	*	-	-	*	-	
	2%	-%	-%	8%	-%	2%	-%	3%	2%	-%	2%	2%	-%	-%	-%	1%	17%	-%	2%	-%	4%	-%	-%	2%	-%	

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

Table 25 (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	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some calls text/ to on line (d)	Ca ncel MFL (e)	
Unweighted row	53	16	5	10	6	6
Total	11	3	1	2	2	2
BT	5 44%	3 86%	* 6%	* 7%	* 8%	* 13%
O2 / BE	1 12%	* 2%	- -	- -	* 4%	* 5%
Vodafone	1 7%	* 1%	- -	* 2%	- -	- -
Virgin Media (NTL/ Telewest)	* 1%	- -	- -	- -	- -	- -
Barclays Communications	* 1%	- -	* 6%	* 5%	* 6%	- -
Highnet	* 1%	* 4%	- -	- -	- -	- -
4com	* 1%	- -	- -	- -	- -	- -
Alternative Networks	* 1%	- -	- -	* 5%	- -	- -
Zen	* 1%	- -	- -	- -	- -	- -
Adept	* 1%	- -	- -	- -	- -	- -
Talk Talk	* *%	- -	- -	- -	- -	- -
Clarity	* *%	- -	- -	- -	- -	- -
Rainbow	* *%	* 1%	- -	- -	* 2%	- -

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

Table 25 (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	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls text/ on line (d)		
Unweighted row	53	16	5	10	6	6
Total	11	3	1	2	2	2
OTHER (SPECIFY)	3 29%	* 7%	1 83%	2 81%	1 81%	1 82%
(Dont know)	* 1%	- -%	* 4%	- -%	- -%	- -%
NETS						
1 Provider	11 98%	3 95%	1 100%	2 100%	2 98%	2 100%
2 Providers	* 2%	* 5%	- -%	- -%	* 2%	- -%

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

Table 26
 <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

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 to 4 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (e)	1 to 5 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m to £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Transport (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)	
Unweighted row	53	-	-	4	11	38	30	12	11	3	4	14	13	6	7	6	5	6	6	1	2	13	10	4
Total	11	-	-	3	6	3	7	2	1	*	2	3	1	*	1	1	1	2	1	*	2	1	2	
BT	5 45%	- -%	- -%	1 46%	3 47%	1 39%	3 38%	2 78%	* 26%	* 76%	1 78%	1 52%	* 35%	* 39%	* 21%	1 89%	* 23%	* 35%	* 5%	1 100%	* 37%	* 14%	* 22%	1 84%
Vodafone	1 7%	- -%	- -%	1 14%	- -%	- -%	1 10%	- -%	- -%	- -%	- -%	- -%	- -%	1 69%	- -%	1 73%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
O2 / BE	* 2%	- -%	- -%	- -%	- -%	* 9%	* 1%	* 5%	* 6%	- -%	- -%	- -%	* 19%	- -%	- -%	- -%	* 12%	* 3%	- -%	- -%	* 4%	- -%	- -%	
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	- -%	- -%	* 5%	* 1%	* 3%	- -%	- -%	- -%	* 2%	* 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	* 5%
Barclays Communications	* 1%	- -%	- -%	- -%	* 2%	* 1%	- -%	* 6%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	* 13%	- -%
Highnet	* 1%	- -%	- -%	- -%	- -%	* 5%	* 1%	- -%	* 5%	- -%	- -%	* 2%	* 5%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	* 3%	- -%	- -%	- -%
4com	* 1%	- -%	- -%	- -%	- -%	* 4%	- -%	* 5%	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 15%	- -%
Alternative Networks	* 1%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%	* 9%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 14%	- -%
Adept	* 1%	- -%	- -%	- -%	- -%	* 2%	* 1%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 9%	- -%
Talk Talk	* *%	- -%	- -%	- -%	- -%	* 2%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Clarity	* *%	- -%	- -%	- -%	- -%	* 1%	- -%	* 2%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%
OTHER (SPECIFY)	4 39%	- -%	- -%	1 54%	2 38%	1 28%	4 48%	* 2%	1 54%	* 24%	* 22%	1 27%	* 35%	* 61%	* 6%	* 11%	- -%	* 50%	2 89%	- -%	* 63%	1 69%	* 26%	* 16%
(Dont know)	* 1%	- -%	- -%	- -%	- -%	* 2%	* 1%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%

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

Table 26 (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

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 (b)	5 (c)	10 (d)	50 to 249 (e)	1 (a)	2 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m to £25m (e)	£25m+ (f)	Pr mary 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)	Pu blic and ser vices (h)	Other (i)	
Total	53	-	-	4	11	38	30	12	11	3	4	14	13	6	7	6	5	6	6	1	2	13	10	4
Unweighted row	11	-	-	3	6	3	7	2	1	*	2	3	1	*	1	1	1	2	1	*	2	1	2	
Total	11	-	-	3	6	3	7	2	1	*	2	3	1	*	1	1	1	2	1	*	2	1	2	
NETS																								

1 Provider	11	-	-	3	6	2	7	2	1	*	2	3	1	*	1	1	1	2	1	*	2	1	2	
	98%	-%	-%	100%	100%	93%	99%	100%	91%	100%	100%	100%	93%	75%	100%	92%	100%	100%	100%	100%	100%	100%	100%	95%
2 Providers	*	-	-	-	-	*	*	-	*	-	-	*	*	-	*	-	-	-	-	-	-	-	-	*
	2%	-%	-%	-%	-%	7%	1%	-%	9%	-%	-%	-%	7%	25%	-%	8%	-%	-%	-%	-%	-%	-%	-%	5%

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

Table 26 (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	
		NE (a)	NW (b)	Yo rks/Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	53	1	3	-	-	2	4	9	5	2	26	6	13	8	1	52
Total	11	*	1	-	-	2	1	3	1	*	9	*	1	*	*	11
BT	5 45%	- -	* 12%	- -	- -	1 50%	* 23%	1 42%	1 76%	* 50%	4 46%	* 73%	* 23%	* 50%	* 100%	5 44%
Vodafone	1 7%	- -	- -	- -	- -	- -	- -	1 23%	- -	- -	1 9%	- -	- -	- -	- -	1 7%
O2 / BE	* 2%	* 100%	- -	- -	- -	- -	- -	- -	* 8%	- -	* 2%	- -	* 4%	- -	- -	* 2%
Virgin Media (NTL/ Telewest)	* 1%	- -	- -	- -	- -	- -	- -	- -	- -	* 50%	* 1%	- -	* 4%	- -	- -	* 1%
Barclays Communications	* 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 33%	- -	* 1%
Highnet	* 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 9%	- -	- -	* 1%
4com	* 1%	- -	- -	- -	- -	- -	- -	- -	* 8%	- -	* 1%	- -	- -	- -	- -	* 1%
Alternative Networks	* 1%	- -	- -	- -	- -	- -	- -	* 3%	- -	- -	* 1%	- -	- -	- -	- -	* 1%
Adept	* 1%	- -	- -	- -	- -	- -	* 12%	- -	- -	- -	* 1%	- -	- -	- -	- -	* 1%
Talk Talk	* *%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 9%	- -	- -	- -	* *%
Clarity	* *%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 9%	- -	* *%
OTHER (SPECIFY)	4 39%	- -	* 88%	- -	- -	1 50%	* 65%	1 33%	* 8%	* 50%	3 39%	* 18%	1 55%	* 9%	- -	4 40%
(Dont know)	* 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 4%	- -	- -	* 1%

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

Table 26 (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	
	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)
Unweighted row	53	1	3	-	-	2	4	9	5	2	26	6	13	8	1	52
Total	11	*	1	-	-	2	1	3	1	*	9	*	1	*	*	11
NETS																
1 Provider	11 98%	* 100%	1 100%	- -%	- -%	2 100%	1 100%	3 100%	1 92%	* 50%	8 98%	* 100%	1 100%	* 100%	* 100%	11 98%
2 Providers	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 8%	* 50%	* 2%	- -%	- -%	- -%	- -%	* 2%

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

Table 26 (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	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo bills (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No bills (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	53	19	1	31	1	1	34	51	45	33	47	47	22	18	53	53	28	24	8	-	6	6	47	16	52	8	15	1
Total	11	5	*	6	*	*	6	10	10	7	11	10	4	2	11	11	5	5	2	-	*	1	9	2	11	2	3	*
BT	5 45%	3 55%	- -	2 35%	- -	* 100%	2 36%	5 47%	5 44%	2 29%	5 45%	5 46%	1 26%	1 25%	5 45%	5 45%	1 20%	3 55%	* 17%	- -	* 48%	* 31%	5 50%	* 16%	5 44%	1 55%	2 56%	- -
Vodafone	1 7%	- -	- -	1 14%	- -	- -	1 13%	- -	1 7%	1 11%	1 7%	1 8%	1 20%	- -	1 7%	1 7%	1 16%	1 16%	- -	- -	- -	- -	- -	1 7%	- -	1 27%	- -	- -
O2 / BE	* 2%	* 1%	- -	* 3%	- -	- -	* 3%	* 2%	* 2%	* 2%	* 2%	* 2%	- -	* 5%	* 2%	* 2%	* 5%	- -	- -	- -	* 24%	- -	* 3%	* 6%	* 2%	- -	- -	- -
Virgin Media (NTL/ Telewest)	* 1%	- -	- -	* 3%	- -	- -	* 2%	* 1%	* 1%	* 1%	* 1%	* 1%	2 2%	- -	* 1%	* 1%	* 2%	* 2%	- -	- -	- -	- -	* 1%	- -	* 1%	- -	* 3%	- -
Barclays Communications	* 1%	* 2%	- -	* 1%	- -	- -	* 1%	* 1%	* *	* *	* *	- -	* 4%	* 1%	* 1%	* 3%	* 2%	- -	- -	- -	- -	- -	* 1%	* 4%	* 1%	* 5%	- -	- -
Highnet	* 1%	- -	- -	* 2%	- -	- -	* 2%	* 1%	* 1%	* 1%	* 1%	* 1%	2 2%	5 5%	* 1%	* 1%	* 1%	- -	- -	- -	- -	* 1%	* 6%	* 1%	- -	- -	- -	- -
4com	* 1%	* 2%	- -	- -	- -	- -	* 1%	* 1%	* 2%	* 1%	* 1%	- -	- -	* 1%	* 1%	- -	* 2%	- -	- -	- -	- -	- -	* 1%	- -	* 1%	- -	* 4%	- -
Alternative Networks	* 1%	* 2%	- -	- -	- -	- -	* 1%	* 1%	* 2%	* 1%	* 1%	* 3%	- -	* 1%	* 1%	* 2%	- -	* 5%	- -	- -	- -	- -	* 1%	- -	* 1%	- -	- -	- -
Adept	* 1%	* 1%	- -	- -	- -	- -	* 1%	- -	* 1%	* 1%	* 1%	- -	- -	- -	* 1%	* 1%	- -	- -	- -	- -	- -	- -	* 1%	- -	* 1%	- -	- -	- -
Talk Talk	* *%	- -	- -	* 1%	- -	- -	* 1%	- -	- -	- -	* *%	* 1%	- -	* *%	* *%	- -	- -	- -	- -	- -	* 14%	- -	- -	- -	* *%	- -	- -	- -
Clarity	* *%	- -	- -	* 1%	- -	- -	* 1%	* *%	* *%	* *%	* *%	* 1%	* 1%	* *%	* *%	* 1%	- -	- -	- -	- -	- -	- -	* *%	* 2%	* *%	- -	- -	- -
OTHER (SPECIFY)	4 39%	2 35%	* 100%	2 42%	* 100%	- -	2 43%	4 43%	4 41%	4 51%	4 40%	4 37%	2 48%	1 60%	4 39%	4 39%	2 51%	1 25%	2 78%	- -	* 14%	* 69%	4 40%	1 66%	4 39%	1 40%	* 14%	* 100%
(Dont know)	* 1%	* 1%	- -	- -	- -	- -	* 1%	* 1%	- -	* 1%	* 1%	- -	- -	- -	* 1%	* 1%	* 1%	- -	- -	- -	- -	- -	* 1%	- -	* 1%	- -	- -	- -

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

Table 26 (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	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo-biles (d)	Fixed broadband (e)	Mo-bile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo-bile (b)	LL No Mo BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	
Unweighted row	53	19	1	31	1	1	34	51	45	33	47	47	22	18	53	53	28	24	8	-	6	6	47	16	52	8	15	1
Total	11	5	*	6	*	*	6	10	10	7	11	10	4	2	11	11	5	5	2	-	*	1	9	2	11	2	3	*
NETS																												

1 Provider	11	5	*	5	*	*	6	10	10	7	10	10	4	2	11	11	5	5	2	-	*	1	9	2	11	2	3	*
	98%	98%	100%	99%	100%	100%	99%	98%	98%	97%	98%	98%	98%	100%	98%	98%	98%	98%	100%	-%	100%	100%	98%	100%	98%	100%	97%	100%
2 Providers	*	*	-	*	-	-	*	*	*	*	*	*	-	*	*	*	*	-	-	-	-	-	*	-	*	-	*	-
	2%	2%	-%	1%	-%	-%	1%	2%	2%	3%	2%	2%	2%	-%	2%	2%	2%	2%	-%	-%	-%	2%	-%	2%	-%	3%	-%	

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

Table 26 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro re calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	53	4	9	11	-	21	1	30	25	4	19	44	7	2	21	17	15	3	21	-	17	4	13	5	4
Total	11	1	3	1	-	5	*	5	5	*	5	10	*	*	7	3	1	1	4	-	4	1	2	1	1
BT	5 45%	* 10%	2 81%	* 47%	- -%	4 84%	* 100%	* 6%	5 88%	* 72%	4 84%	5 46%	* 35%	- -%	3 47%	1 45%	* 30%	1 92%	2 43%	- -%	3 76%	* 7%	1 23%	* 9%	* 11%
Vodafone	1 7%	1 59%	- -%	- -%	- -%	- -%	- -%	1 14%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	1 26%	- -%	1 20%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
O2 / BE	* 2%	- -%	- -%	- -%	- -%	* 2%	- -%	* 2%	* 3%	* 28%	- -%	* 2%	- -%	- -%	* 6%	* 6%	- -%	- -%	- -%	* 2%	- -%	- -%	* 5%	* 5%	
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	* 8%	- -%	* 2%	- -%	* 1%	* 2%	- -%	* 2%	* 1%	- -%	- -%	* 1%	- -%	* 7%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%
Barclays Communications	* 1%	- -%	- -%	* 9%	- -%	* 1%	- -%	* 2%	* 2%	- -%	* 3%	* 1%	- -%	* 23%	- -%	- -%	* 12%	* 8%	- -%	- -%	- -%	* 7%	* 4%	- -%	- -%
Highnet	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 11%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%
4com	* 1%	- -%	* 4%	- -%	- -%	- -%	- -%	* 2%	* 2%	- -%	* 2%	- -%	- -%	* 77%	- -%	- -%	* 10%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%
Alternative Networks	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	* 2%	- -%	* 2%	* 1%	- -%	- -%	- -%	- -%	* 10%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%
Adept	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Talk Talk	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* *%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Clarity	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	- -%	* *%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
OTHER (SPECIFY)	4 39%	* 31%	* 15%	* 44%	- -%	1 13%	- -%	4 66%	- -%	- -%	* 9%	4 39%	* 65%	- -%	3 51%	1 22%	* 16%	- -%	1 34%	- -%	1 19%	1 87%	2 69%	1 86%	1 84%

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

Table 26 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO						
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)		
Unweighted row	53	4	9	11	-	21	1	30	25	4	19	44	7	2	21	17	15	3	21	-	17	4	13	5	4	
Total	11	1	3	1	-	5	*	5	5	*	5	10	*	*	7	3	1	1	4	-	4	1	2	1	1	
(Dont know)	*	-	-	-	-	-	-	*	-	-	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-	
	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
NETS																										
1 Provider	11	1	3	1	-	5	*	5	5	*	5	10	*	*	7	3	1	1	4	-	4	1	2	1	1	
	98%	100%	100%	92%	-%	98%	100%	98%	98%	100%	98%	98%	100%	100%	100%	100%	83%	100%	98%	-%	97%	100%	100%	100%	100%	
2 Providers	*	-	-	*	-	*	-	*	*	-	*	*	-	-	-	-	*	-	*	-	*	-	-	-	-	
	2%	-%	-%	8%	-%	2%	-%	2%	2%	-%	2%	2%	-%	-%	-%	-%	17%	-%	2%	-%	3%	-%	-%	-%	-%	

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

Table 26 (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	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a) (b)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	53	16	5	10	6	6
Total	11	3	1	2	2	2
BT	5 45%	3 87%	* 6%	* 9%	* 8%	* 13%
Vodafone	1 7%	- -%	- -%	- -%	- -%	- -%
O2 / BE	* 2%	* 2%	- -%	- -%	* 4%	* 5%
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	- -%	- -%	- -%
Barclays Communications	* 1%	- -%	* 6%	* 5%	* 6%	- -%
Highnet	* 1%	* 4%	- -%	- -%	- -%	- -%
4com	* 1%	- -%	- -%	- -%	- -%	- -%
Alternative Networks	* 1%	- -%	- -%	* 5%	- -%	- -%
Adept	* 1%	- -%	- -%	- -%	- -%	- -%
Talk Talk	* *%	- -%	- -%	- -%	- -%	- -%
Clarity	* *%	- -%	- -%	- -%	- -%	- -%
OTHER (SPECIFY)	4 39%	* 7%	1 83%	2 81%	1 81%	1 82%
(Dont know)	* 1%	- -%	* 4%	- -%	- -%	- -%

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

Table 26 (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	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)		
Unweighted row	53	16	5	10	6	6
Total	11	3	1	2	2	2
NETS						
1 Provider	11 98%	3 97%	1 100%	2 100%	2 100%	2 100%
2 Providers	* 2%	* 3%	- -%	- -%	- -%	- -%

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

Table 27
 <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

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	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)	
Unweighted row	431	45	161	91	94	85	334	74	20	125	107	94	36	15	12	18	34	55	53	56	18	117	59	21
Total	393	99	304	44	39	6	349	39	3	187	115	49	8	1	2	13	31	49	56	50	17	112	42	23
BT	171 44%	49 49%	128 42%	23 51%	18 47%	3 43%	156 45%	15 38%	1 25%	72 39%	71a 62%	14 28%	4 45%	* 38%	1 88%	6 44%	17 55%	13 26%	23 42%	22 43%	12 74%	47 41%	21 49%	12 51%
Talk Talk	32 8%	5 5%	28 9%	2 5%	2 5%	* 3%	30 9%	2 5%	* 3%	28b 15%	2 2%	1 2%	- -%	* 12%	- -%	4 34%	3 9%	1 1%	3 5%	4 8%	1 4%	12 11%	4 10%	* *%
Virgin Media (NTL/ Telewest)	25 6%	10 10%	20 7%	3 7%	1 2%	1D 12%	19 6%	5 14%	* 3%	16 9%	2 2%	1 2%	* 4%	* 14%	- -%	- -%	* *%	12 24%	1 1%	* 1%	- -%	10 9%	1 3%	1 4%
Sky / Skytalk	18 4%	4 4%	17 6%	* *%	- -%	- -%	18 5%	- -%	- -%	12 7%	1 1%	4 9%	- -%	- -%	- -%	- -%	- -%	8 17%	4 7%	- -%	- -%	5 5%	- -%	- -%
XLN telecom	15 4%	8 8%	14 5%	- -%	1 2%	- -%	10 3%	5 14%	- -%	9 5%	* *%	5 10%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	5 10%	- -%	10 9%	- -%	- -%
Plusnet	11 3%	- -%	8 2%	3 6%	1 3%	* 3%	10 3%	- -%	1 38%	1 1%	7 6%	1 3%	- -%	* 6%	- -%	1 8%	1 3%	* 1%	1 2%	- -%	- -%	2 2%	1 1%	5 21%
Daisy	11 3%	- -%	9 3%	1 2%	2 5%	* 1%	11 3%	- -%	- -%	- -%	7a 6%	4 9%	- -%	- -%	- -%	- -%	5 17%	- -%	3 5%	- -%	- -%	4 3%	- -%	- -%
Orange	10 3%	8 8%	10 3%	- -%	- -%	- -%	10 3%	- -%	- -%	4 2%	- -%	2 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 5%	- -%	4 3%	4 9%	- -%
Eclipse	9 2%	- -%	4 1%	2 6%	2 5%	* 3%	8 2%	1 3%	- -%	5 3%	2 2%	1 3%	* 1%	* 14%	- -%	1 7%	- -%	* 1%	- -%	5 10%	- -%	1 1%	1 3%	* 1%
Zen	8 2%	2 2%	7 2%	* 1%	1 3%	* 2%	7 2%	1 2%	* 3%	7 4%	- -%	1 1%	* 1%	- -%	* 4%	- -%	- -%	- -%	3 5%	- -%	* 2%	4 4%	1 2%	- -%
Unicom / Universal Utilities	8 2%	- -%	6 2%	2 4%	1 1%	- -%	4 1%	4 11%	- -%	1 *%	7 6%	1 1%	- -%	- -%	- -%	- -%	* 1%	5 10%	- -%	- -%	- -%	2 2%	* 1%	* 2%
Demon	7 2%	2 2%	6 2%	* 1%	- -%	- -%	7 2%	- -%	- -%	6 3%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	6 11%	- -%	- -%	* *%	* 1%	- -%
O2 / BE	5 1%	4 4%	4 1%	- -%	* *%	* 2%	4 1%	* *%	* 3%	4 2%	- -%	* *%	- -%	- -%	* 4%	- -%	- -%	* 1%	- -%	* *%	- -%	- -%	4 10%	* *%

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

Table 27 (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

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	Total	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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)
Unweighted row	431	45	161	91	94	85	334	74	20	125	107	94	36	15	12	18	34	55	53	56	18	117	59	21
Total	393	99	304	44	39	6	349	39	3	187	115	49	8	1	2	13	31	49	56	50	17	112	42	23
Excel	3 1%	- -%	3 1%	- -%	- -%	- -%	3 1%	* 1%	- -%	3 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	3 6%	- -%
Utility Warehouse	2 1%	- -%	2 1%	- -%	- -%	- -%	2 1%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 15%	- -%	- -%	- -%
Titan	2 1%	- -%	1 *%	1 3%	- -%	- -%	2 1%	- -%	- -%	2 1%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	1 1%	- -%	* 1%
Everything Everywhere/EE	2 1%	- -%	2 1%	- -%	- -%	- -%	2 1%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 4%	- -%	- -%	- -%	- -%	- -%	- -%
Verizon	2 1%	2 2%	2 1%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%	- -%	- -%
One Bill	2 *%	- -%	1 *%	* 1%	- -%	- -%	2 *%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	1 2%	- -%	* *%	- -%	- -%
Vodafone	1 *%	- -%	- -%	* 1%	1b 2%	*B 1%	1 *%	- -%	- -%	- -%	- -%	1 2%	* 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	1 1%	- -%	- -%
Gamma	1 *%	- -%	- -%	- -%	1B 3%	- -%	* *%	1 2%	- -%	- -%	- -%	1 1%	1 9%	- -%	- -%	- -%	- -%	- -%	* 1%	1 1%	- -%	- -%	- -%	- -%
Rainbow	1 *%	- -%	1 *%	* *%	* *%	- -%	1 *%	* 1%	- -%	* *%	* *%	* *%	* 1%	- -%	- -%	- -%	* *%	* *%	- -%	1 1%	- -%	- -%	- -%	- -%
South West	1 *%	- -%	- -%	- -%	1b 2%	- -%	1 *%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%
4com	* *%	- -%	- -%	* 1%	- -%	*Bd 2%	* *%	* *%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* *%	- -%
Highnet	* *%	- -%	- -%	- -%	- -%	*Bcd 2%	- -%	- -%	* 5%	- -%	- -%	* *%	* 1%	- -%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	- -%
Spitfire	* *%	- -%	- -%	- -%	- -%	*Bcd 2%	* *%	- -%	- -%	- -%	- -%	- -%	* 10%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%

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

Table 27 (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

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail trade (d)	Transport (e)	Real estate (f)	Financial services (g)	Other services (h)	Public administration (i)	Other (j)
Total	431	45	161	91	94	85	334	74	20	125	107	94	36	15	12	18	34	55	53	56	18	117	59	21
Unweighted row	431	45	161	91	94	85	334	74	20	125	107	94	36	15	12	18	34	55	53	56	18	117	59	21
Total	393	99	304	44	39	6	349	39	3	187	115	49	8	1	2	13	31	49	56	50	17	112	42	23
Alternative Networks	*	-	-	-	-	*Bcd	-	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-
Barclays Communications	*	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-
OTHER (SPECIFY)	46	4	30	5	9b	2BC	37	5	1	12	13	12	2	*	1	*	5	7	11	8	*	7	3	4
(Dont know)	1	-	-	*	1B	*B	1	-	-	-	*	*	1	-	-	-	-	*	-	-	-	*	-	1
NETS																								
1 Provider	391	99	304DE	44e	37	5	348	38	2	187	114	48	8	1	1	13	30	49	56	50	17	112	41	23
2 Providers	3	-	-	*	2B	*Bc	1	1	*	*	1	*	1	-	1	*	*	*	*	*	-	*	1	*
More than 2 Providers	*	-	-	-	-	*Bc	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*

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

Table 27 (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	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	431	16	31	14	14	13	42	35	26	18	209	68	71	83	58	373
Total	393	15	43	22	31	36	36	61	49	41	334	18	30	12	108	286
BT	171 44%	8 55%	14 33%	3 13%	24 76%	11 31%	24 65%	27 44%	16 31%	10 25%	136 41%	11 64%	17 58%	7 59%	40 37%	132 46%
Talk Talk	32 8%	- -	10 24%	4 18%	- -	- -	* 1%	7 11%	5 9%	4 9%	30 9%	1 7%	1 2%	1 5%	12 11%	21 7%
Virgin Media (NTL/ Telewest)	25 6%	- -	* 1%	* *	* *	- -	* 1%	7 12%	14 28%	* *	22 7%	1 5%	1 5%	* 3%	12 11%	13 5%
Sky / Skytalk	18 4%	3 18%	- -	- -	- -	- -	- -	13 21%	- -	- -	15 5%	1 5%	1 4%	* 3%	13 12%	4 1%
XLN telecom	15 4%	- -	* 1%	- -	- -	4 12%	- -	- -	5 9%	4 9%	13 4%	1 5%	1 4%	- -	4 4%	11 4%
Plusnet	11 3%	- -	* *	1 6%	5 16%	- -	- -	1 2%	1 2%	- -	8 2%	* 2%	3 9%	* *	6 6%	5 2%
Daisy	11 3%	* 3%	5 13%	1 3%	1 3%	- -	- -	- -	- -	4 9%	11 3%	- -	- -	- -	- -	11 4%
Orange	10 3%	- -	2 6%	4 18%	- -	- -	- -	- -	- -	4 9%	10 3%	- -	- -	- -	8 7%	2 1%
Eclipse	9 2%	- -	- -	1 6%	- -	- -	- -	* *	2 4%	5 12%	8 2%	* *	* 1%	* 2%	4 4%	5 2%
Zen	8 2%	* 3%	2 6%	- -	- -	- -	* 1%	5 8%	- -	- -	8 2%	- -	* *	- -	2 2%	6 2%
Unicom / Universal Utilities	8 2%	- -	- -	4 18%	- -	- -	1 2%	- -	2 3%	- -	6 2%	* 2%	1 4%	* 2%	- -	8 3%
Demon	7 2%	- -	- -	- -	- -	4 12%	2 6%	- -	- -	- -	6 2%	- -	* 1%	* 1%	- -	7 2%
O2 / BE	5 1%	- -	- -	- -	- -	4 12%	* *	- -	- -	- -	4 1%	- -	- -	* 3%	- -	5 2%

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

Table 27 (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	
		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)
Unweighted row	431	16	31	14	14	13	42	35	26	18	209	68	71	83	58	373
Total	393	15	43	22	31	36	36	61	49	41	334	18	30	12	108	286
Excel	3 1%	3 18%	- -	- -	- -	- -	- -	- -	- -	- -	3 1%	- -	- -	* 2%	- -	3 1%
Utility Warehouse	2 1%	- -	2 6%	- -	- -	- -	- -	- -	- -	- -	2 1%	- -	- -	- -	2 2%	- -
Titan	2 1%	- -	- -	- -	- -	- -	1 2%	- -	- -	- -	1 *	* 2%	* 1%	1J 4%	* *	2 1%
Everything Everywhere/EE	2 1%	- -	- -	- -	- -	- -	2 6%	- -	- -	- -	2 1%	- -	- -	- -	- -	2 1%
Verizon	2 1%	- -	- -	- -	- -	- -	2 6%	- -	- -	- -	2 1%	- -	- -	- -	2 2%	- -
One Bill	2 *	- -	- -	- -	- -	- -	* 1%	- -	- -	- -	* *	- -	1J 4%	*J 2%	- -	2 1%
Vodafone	1 *	- -	* 1%	- -	- -	- -	- -	1 1%	- -	- -	1 *	- -	* *	- -	- -	1 *
Gamma	1 *	- -	* 1%	- -	- -	- -	- -	- -	- -	1 2%	1 *	- -	- -	- -	- -	1 *
Rainbow	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1Jkl 7%	* *	1 *
South West	1 *	- -	- -	- -	- -	- -	- -	- -	- -	1 2%	1 *	- -	- -	- -	- -	1 *
4com	* *	- -	- -	- -	- -	- -	* 1%	- -	* *	- -	* *	- -	- -	- -	- -	* *
Highnet	* *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* *	- -	- -	* *
Spitfire	* *	- -	- -	- -	- -	- -	- -	- -	* *	- -	* *	- -	- -	- -	- -	* *
Alternative Networks	* *	- -	- -	- -	- -	- -	* *	- -	- -	- -	* *	- -	- -	- -	- -	* *

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

Table 27 (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	
		NE (a)	NW (b)	Yo rks/Humber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	431	16	31	14	14	13	42	35	26	18	209	68	71	83	58	373
Total	393	15	43	22	31	36	36	61	49	41	334	18	30	12	108	286
Barclays Communications	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	*J 1%	- -%	* *%
OTHER (SPECIFY)	46 12%	* 2%	4 9%	4 19%	1 4%	12 34%	4 11%	2 3%	5 10%	9 22%	41 12%	1 8%	2 6%	1 8%	2 2%	43 15%
(Dont know)	1 *%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	1 *%	- -%	* *%	- -%	- -%	1 *%
NETS																

1 Provider	391 99%	14 97%	43 100%	22 100%	31 100%	36 100%	36 99%	60 97%	49 100%	41 100%	331 99%	18 100%	30 100%	12 98%	108 100%	283 99%
2 Providers	3 1%	* 3%	- -%	- -%	- -%	- -%	* 1%	2 3%	- -%	* *%	2 1%	- -%	* *%	* 2%	* *%	3 1%
More than 2 Providers	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%

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

Table 27 (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	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo bills (d)	Fixed broadband (e)	Mo line (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	diff erent provider (b)	A pro vider (c)	Both (c)
Unweighted row	431	348	28	27	7	20	82	412	283	177	329	431	107	87	48	118	46	106	47	-	100	-	398	66	46	44	57	4
Total	393	367	8	5	2	11	26	386	253	130	295	393	79	38	10	46	9	61	28	-	96	-	377	20	10	22	35	4
BT	171 44%	161 44%	4 58%	3 52%	* 3%	2 19%	9 36%	168 44%	101 40%	56 43%	130 44%	171 44%	28 35%	15 40%	7 69%	21 45%	4 46%	14 22%	8 28%	- %	40 42%	- %	166 44%	8 42%	7 69%	7 30%	7 20%	- %
Talk Talk	32 8%	31 9%	- %	* 1%	1 39%	- %	1 3%	31 8%	17 7%	5 4%	18 6%	32 8%	8 9%	1 2%	* 1%	1 2%	1 11%	2 3%	1 3%	- %	14 15%	- %	31 8%	1 4%	* *	* *	2 5%	- %
Virgin Media (NTL/ Telewest)	25 6%	23 6%	- %	1 24%	- %	- %	1 5%	24 6%	23 9%	6 5%	23 8%	25 6%	6 8%	1 3%	1 14%	2 5%	* 4%	6 10%	2 7%	- %	1 1%	- %	24 6%	* 2%	1 13%	5 22%	1 4%	- %
Sky / Skytalk	18 4%	18 5%	- %	- %	- %	- %	- %	18 5%	12 5%	8 6%	16 6%	18 4%	5 6%	- %	- %	- %	- %	* 1%	5 16%	- %	1 1%	- %	18 5%	- %	- %	* 1%	* *	- %
XLN telecom	15 4%	15 4%	- %	- %	- %	- %	- %	15 4%	9 4%	- %	9 3%	15 4%	* 1%	- %	- %	- %	- %	4 7%	- %	- %	6 %	- %	15 4%	- %	- %	4 19%	- %	- %
Plusnet	11 3%	11 3%	* 1%	* 1%	- %	- %	* 1%	11 3%	10 4%	3 2%	11 4%	11 3%	1 1%	1 4%	* 1%	1 3%	- %	6 10%	- %	- %	1 %	- %	11 3%	* 1%	* 1%	* *	6 17%	- %
Daisy	11 3%	11 3%	- %	- %	- %	* 4%	* 2%	11 3%	7 3%	7 5%	7 2%	11 3%	3 3%	5 14%	- %	5 12%	- %	* 1%	* 2%	- %	5 %	- %	11 3%	4 21%	- %	* 2%	- %	- %
Orange	10 3%	10 3%	- %	- %	- %	- %	- %	10 3%	6 2%	4 3%	10 3%	10 3%	2 3%	- %	- %	- %	- %	4 6%	- %	- %	- %	- %	10 3%	- %	- %	- %	- %	4 84%
Eclipse	9 2%	7 2%	- %	* 7%	- %	1 11%	2 6%	9 2%	7 3%	1 1%	7 2%	9 2%	2 3%	1 3%	* 4%	1 3%	* 5%	3 5%	1 4%	- %	2 2%	- %	8 2%	1 6%	* 4%	* 1%	3 7%	- %
Zen	8 2%	7 2%	* 5%	* 3%	1 39%	- %	1 5%	8 2%	4 1%	1 1%	4 1%	8 2%	* *	1 3%	* 1%	1 3%	1 11%	4 7%	5 19%	- %	5 5%	- %	7 2%	* 2%	* 1%	- %	4 11%	- %
Unicom / Universal Utilities	8 2%	8 2%	- %	- %	- %	- %	- %	8 2%	7 3%	1 1%	7 2%	8 2%	5 7%	- %	- %	- %	* 3%	- %	- %	- %	1 %	- %	8 2%	- %	- %	- %	- %	- %
Demon	7 2%	7 2%	- %	- %	- %	- %	- %	7 2%	6 3%	6 5%	6 2%	7 2%	2 3%	* 1%	- %	* 1%	- %	* 1%	4 16%	- %	* %	- %	7 2%	* 1%	- %	- %	* *	* 6%
O2 / BE	5 1%	5 1%	* 1%	- %	- %	- %	* %	5 1%	* %	* %	* %	5 1%	* %	* 1%	- %	* %	- %	* %	* 1%	- %	4 5%	- %	5 1%	* 1%	- %	- %	* %	- %

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

Table 27 (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	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo bills (d)	Fixed broadband (e)	Mo line broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	431	348	28	27	7	20	82	412	283	177	329	431	107	87	48	118	46	106	47	-	100	-	398	66	46	44	57	4
Total	393	367	8	5	2	11	26	386	253	130	295	393	79	38	10	46	9	61	28	-	96	-	377	20	10	22	35	4
Excel	3 1%	3 1%	- -%	- -%	- -%	- -%	- -%	3 1%	- -%	- -%	- -%	3 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 3%	- -%	3 1%	- -%	- -%	- -%	- -%	- -%
Utility Warehouse	2 1%	2 1%	- -%	- -%	- -%	- -%	- -%	2 1%	2 1%	2 2%	2 1%	2 1%	- -%	2 6%	- -%	2 5%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%
Titan	2 1%	2 1%	- -%	- -%	- -%	- -%	- -%	2 1%	1 *%	- -%	1 *%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%
Everything Everywhere/EE	2 1%	2 1%	- -%	- -%	- -%	- -%	- -%	2 1%	2 1%	2 2%	2 1%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%
Verizon	2 1%	2 1%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	2 2%	2 1%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%
One Bill	2 *%	2 *%	- -%	- -%	- -%	- -%	- -%	2 *%	* *%	- -%	* *%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	2 *%	- -%	- -%	- -%	- -%	- -%
Vodafone	1 *%	1 *%	- -%	* 1%	- -%	- -%	* *%	1 *%	1 1%	1 1%	1 *%	1 *%	* *%	1 1%	* 1%	1 5%	* 1%	1 -%	- -%	- -%	- -%	1 *%	1 3%	* 1%	- -%	1 -%	2 2%	- -%
Gamma	1 *%	1 *%	- -%	- -%	- -%	* 4%	* 2%	1 *%	1 *%	1 1%	1 *%	1 *%	* 1%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	* 1%	- -%
Rainbow	1 *%	1 *%	* 1%	- -%	- -%	- -%	* *%	1 *%	1 *%	1 1%	1 *%	1 *%	* *%	1 1%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	* 1%	- -%	- -%	- -%	- -%
South West	1 *%	- -%	- -%	- -%	- -%	1 7%	1 3%	- -%	1 *%	1 1%	1 *%	1 *%	1 1%	1 1%	- -%	1 2%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 -%	- -%
4com	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	- -%	* 1%	* 1%	* 1%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	* 2%	* 1%	- -%	* *%	- -%
Highnet	* *%	* *%	- -%	* 1%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	* *%	* 1%	* *%	* 1%	* *%	- -%	- -%	- -%	* *%	* *%	* 1%	* *%	* *%	- -%	- -%
Spitfire	* *%	- -%	- -%	- -%	* 6%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	- -%	* 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%

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

Table 27 (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	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo files (d)	Fixed broadband (e)	Mo file (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	431	348	28	27	7	20	82	412	283	177	329	431	107	87	48	118	46	106	47	-	100	-	398	66	46	44	57	4
Total	393	367	8	5	2	11	26	386	253	130	295	393	79	38	10	46	9	61	28	-	96	-	377	20	10	22	35	4
Alternative Networks	*	*	-	-	-	-	-	*	*	*	*	*	*	-	*	*	*	-	*	-	-	-	*	-	*	-	-	-
Barclays Communications	*	*	-	-	-	-	-	*	*	-	*	*	-	*	*	*	*	-	-	-	-	-	*	*	*	*	-	-
OTHER (SPECIFY)	46	36	2	1	*	6	10	43	33	21	34	46	15	7	2	9	2	17	1	-	11	-	37	2	2	5	11	*
(Dont know)	1	*	1	-	-	-	1	1	1	1	1	1	1	1	*	1	*	1	1	-	-	-	1	1	*	1	-	-
NETS	99%	99%	12%	-	-	-	4%	99%	1%	1%	99%	99%	2%	2%	1%	2%	1%	2%	3%	-	-	-	99%	5%	1%	4%	-	-
1 Provider	391	367	8	4	2	10	24	385	251	128	294	391	78	36	9	44	8	59	26	-	96	-	375	19	9	21	33	4
2 Providers	3	1	*	1	-	*	1	1	2	2	2	3	1	1	1	2	1	2	1	-	*	-	1	1	1	1	2	-
More than 2 Providers	*	*	-	-	-	-	-	*	*	-	*	*	*	*	*	*	*	*	-	-	-	-	*	-	-	*	-	-
	99%	100%	100%	80%	100%	96%	94%	100%	99%	99%	99%	99%	99%	96%	89%	95%	89%	96%	95%	-	100%	-	100%	97%	90%	97%	95%	100%

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

Table 27 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN Re + LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel to MFL (e)	
Unweighted row	431	15	34	50	4	186	23	217	48	6	261	356	45	30	177	131	123	6	98	1	182	40	28	21	13
Total	393	9	29	21	2	160	25	206	15	*	262	344	28	21	172	114	107	2	59	*	197	32	13	14	13
BT	171 44%	3 31%	6 22%	3 17%	* 19%	148C 92%	4 17%	19 9%	8 54%	* 58%	152 58%	154 45%	8 30%	9 45%	97C 56%	49 43%	26 24%	1 54%	13 21%	* 100%	87 44%	17 52%	9 69%	9 65%	7 53%
Talk Talk	32 8%	- -%	1 3%	1 5%	- -%	3 2%	- -%	29a 14%	- -%	- -%	24 9%	29 8%	2 7%	1 5%	15 9%	9 8%	8 8%	- -%	2 3%	- -%	16 8%	3 9%	* 4%	- -%	- -%
Virgin Media (NTL/ Telewest)	25 6%	- -%	5 16%	2 8%	- -%	* *%	- -%	25A 12%	* 3%	* 42%	21 8%	25 7%	* 1%	- -%	14 8%	2 1%	9 9%	- -%	6 11%	- -%	11 6%	2 5%	1 10%	* 1%	* 1%
Sky / Skytalk	18 4%	* 1%	- -%	* 1%	- -%	1 1%	8 33%	8 4%	- -%	- -%	7 3%	17 5%	1 4%	- -%	4 2%	9 8%	5 4%	* 14%	* *%	- -%	12 6%	4 13%	- -%	- -%	4 33%
XLN telecom	15 4%	- -%	4 15%	- -%	- -%	- -%	- -%	15a 7%	- -%	- -%	15 6%	14 4%	1 4%	- -%	4 3%	1 1%	9 9%	- -%	4 7%	- -%	9 5%	* 1%	- -%	1 10%	* 3%
Plusnet	11 3%	- -%	- -%	6 29%	- -%	* *%	6 24%	5 2%	* *%	- -%	1 *%	8 2%	2 9%	1 5%	2 1%	7 6%	2 2%	- -%	6 10%	- -%	9 4%	1 3%	1 7%	- -%	- -%
Daisy	11 3%	- -%	* *%	* 2%	- -%	* *%	- -%	11 5%	4 29%	- -%	11 4%	7 2%	- -%	4 19%	5 3%	- -%	6 6%	- -%	* 1%	- -%	9 4%	* 1%	- -%	2 17%	- -%
Orange	10 3%	- -%	4 13%	- -%	- -%	- -%	4 16%	6 3%	- -%	- -%	4 1%	10 3%	- -%	- -%	8 4%	2 2%	- -%	- -%	4 6%	- -%	- -%	- -%	- -%	- -%	- -%
Eclipse	9 2%	1 14%	* 1%	1 6%	- -%	1 1%	- -%	7 4%	* 1%	- -%	4 1%	7 2%	2 8%	- -%	4 2%	4 4%	* *%	* 6%	3 5%	- -%	1 1%	1 4%	- -%	* *%	- -%
Zen	8 2%	- -%	3 11%	- -%	1 38%	- -%	- -%	8 4%	* 3%	- -%	2 1%	2 *%	7 24%	- -%	1 *%	* *%	7 7%	- -%	4 7%	- -%	3 1%	- -%	- -%	* *%	* 1%
Unicom / Universal Utilities	8 2%	- -%	- -%	- -%	- -%	- -%	* 1%	8 4%	- -%	- -%	8 3%	6 2%	* 1%	2 8%	- -%	1 1%	7a 7%	- -%	- -%	- -%	5 3%	* 1%	* 2%	* 2%	* 2%
Demon	7 2%	- -%	* 1%	- -%	- -%	4 3%	- -%	3 1%	- -%	- -%	- -%	7 2%	- -%	- -%	- -%	4 4%	3 2%	* 15%	* *%	- -%	7 3%	- -%	- -%	- -%	- -%

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

Table 27 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ertal and calls (a)	Other pro vider for calls (b)	Other pro vider for calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	431	15	34	50	4	186	23	217	48	6	261	356	45	30	177	131	123	6	98	1	182	40	28	21	13
Total	393	9	29	21	2	160	25	206	15	*	262	344	28	21	172	114	107	2	59	*	197	32	13	14	13
O2 / BE	5 1%	* 1%	- %	* %	- %	- %	- %	5 2%	* 1%	- %	5 2%	5 1%	- %	- %	* %	4 4%	* %	- %	* %	- %	5 2%	- %	- %	- %	- %
Excel	3 1%	- %	- %	- %	- %	- %	- %	3 1%	- %	- %	3 1%	3 1%	- %	- %	3 2%	- %	* %	- %	- %	- %	- %	- %	- %	- %	- %
Utility Warehouse	2 1%	- %	- %	- %	- %	- %	- %	2 1%	- %	- %	- %	2 1%	- %	- %	- %	2 2%	- %	- %	- %	- %	- %	- %	- %	- %	- %
Titan	2 1%	- %	- %	- %	- %	- %	- %	2 1%	- %	- %	2 1%	1 %	- %	2 8%	- %	- %	2 2%	- %	- %	- %	* %	1 4%	1 8%	- %	1 8%
Everything Everywhere/EE	2 1%	- %	- %	- %	- %	- %	2 9%	- %	- %	- %	- %	2 1%	- %	- %	- %	2 2%	- %	- %	- %	- %	- %	- %	- %	- %	- %
Verizon	2 1%	- %	- %	- %	- %	- %	- %	2 1%	- %	- %	- %	2 1%	- %	- %	2 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
One Bill	2 %	- %	- %	- %	- %	- %	- %	2 1%	- %	- %	2 1%	2 %	- %	- %	* %	1 1%	* %	- %	- %	- %	1 1%	- %	- %	- %	- %
Vodafone	1 %	- %	- %	- %	1 38%	1 %	- %	1 %	* %	- %	- %	1 %	- %	- %	1 %	* %	* %	- %	1 1%	- %	- %	1 %	- %	* %	- %
Gamma	1 %	- %	- %	* 2%	- %	- %	- %	1 1%	- %	- %	1 %	1 %	* 1%	- %	- %	* %	1 1%	- %	* 1%	- %	1 %	- %	- %	- %	- %
Rainbow	1 %	- %	- %	- %	- %	- %	* %	1 %	* 1%	- %	1 %	1 %	- %	- %	* %	* %	* %	- %	- %	- %	* %	* %	- %	* 1%	- %
South West	1 %	- %	- %	1 4%	- %	- %	- %	1 %	- %	- %	- %	1 %	- %	- %	- %	1 1%	- %	- %	1 1%	- %	- %	- %	- %	- %	- %
4com	* %	- %	* %	- %	- %	- %	- %	* %	* 3%	- %	* %	* %	- %	* 1%	* %	- %	* %	- %	* %	- %	- %	- %	- %	- %	- %
Highnet	* %	- %	- %	* %	- %	- %	- %	* %	- %	- %	* %	* %	* %	- %	- %	* %	- %	* %	- %	- %	* %	- %	* %	- %	- %

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Table 27 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	431	15	34	50	4	186	23	217	48	6	261	356	45	30	177	131	123	6	98	1	182	40	28	21	13
Total	393	9	29	21	2	160	25	206	15	*	262	344	28	21	172	114	107	2	59	*	197	32	13	14	13
Spitfire	*	-	-	*	-	-	-	*	-	-	-	*	-	-	-	-	*	*	-	-	-	-	-	-	-
Alternative Networks	*	-	-	-	-	-	-	*	*	-	*	*	-	-	-	-	*	-	-	-	-	-	*	-	-
Barclays Communications	*	-	-	*	-	-	-	*	*	-	*	*	-	-	-	-	*	*	-	-	*	*	*	-	-
OTHER (SPECIFY)	46	6	5	6	*	1	*	43A	*	-	*	40	3	2	11	15	19	-	16	-	14	2	*	-	-
(Dont know)	1	-	-	1	-	1	-	*	1	-	-	1	*	-	*	1	-	-	1	-	*	*	-	-	-
NETS																									
1 Provider	391	9	29	19	2	160	25	204	14	*	261	342	28	21	172	112	107	2	57	*	196	32	13	14	13
2 Providers	3	1	-	2	-	1	-	2	1	-	1	3	*	-	1	2	*	-	2	-	*	*	*	*	*
More than 2 Providers	*	-	-	*	-	*	-	-	-	-	*	-	*	-	-	*	-	-	*	-	-	-	*	-	-

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Table 27 (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	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a) (b)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	431	169	40	22	25	18
Total	393	190	38	16	18	19
BT	171 44%	84 44%	19 51%	10 61%	11 62%	9 46%
Talk Talk	32 8%	17 9%	3 7%	* 2%	- -%	* **
Virgin Media (NTL/ Telewest)	25 6%	11 6%	5 14%	5 29%	5 26%	5 25%
Sky / Skytalk	18 4%	11 6%	4 11%	- -%	- -%	4 22%
XLN telecom	15 4%	9 5%	* 1%	- -%	1 8%	- -%
Plusnet	11 3%	9 5%	- -%	- -%	- -%	- -%
Daisy	11 3%	7 4%	* 1%	- -%	- -%	- -%
Orange	10 3%	4 2%	2 6%	- -%	- -%	- -%
Eclipse	9 2%	2 1%	* 1%	- -%	- -%	- -%
Zen	8 2%	3 1%	- -%	- -%	* *%	* *%
Unicom / Universal Utilities	8 2%	5 2%	* 1%	- -%	- -%	* 1%
Demon	7 2%	3 1%	- -%	- -%	- -%	- -%
O2 / BE	5 1%	5 2%	- -%	- -%	- -%	- -%

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Table 27 (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	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)		
Unweighted row	431	169	40	22	25	18
Total	393	190	38	16	18	19
Excel	3 1%	- -%	- -%	- -%	- -%	- -%
Utility Warehouse	2 1%	2 1%	- -%	- -%	- -%	- -%
Titan	2 1%	* *%	1 3%	1 6%	* 1%	1 5%
Everything Everywhere/EE	2 1%	- -%	- -%	- -%	- -%	- -%
Verizon	2 1%	2 1%	- -%	- -%	- -%	- -%
One Bill	2 *%	1 1%	- -%	- -%	- -%	- -%
Vodafone	1 *%	1 *%	- -%	- -%	- -%	- -%
Gamma	1 *%	1 *%	- -%	- -%	- -%	- -%
Rainbow	1 *%	* *%	- -%	- -%	* 1%	- -%
South West	1 *%	- -%	- -%	- -%	- -%	- -%
4com	* *%	- -%	- -%	- -%	- -%	- -%
Highnet	* *%	* *%	- -%	* *%	- -%	- -%
Spitfire	* *%	- -%	- -%	- -%	- -%	- -%

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Table 27 (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	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	431	169	40	22	25	18
Total	393	190	38	16	18	19
Alternative Networks	* *%	- -%	- -%	* 1%	- -%	- -%
Barclays Communications	* *%	- -%	* *%	* 1%	* 1%	- -%
OTHER (SPECIFY)	46 12%	13 7%	2 4%	* 1%	* 1%	* 1%
(Dont know)	1 *%	- -%	* *%	- -%	- -%	- -%
NETS						

1 Provider	391 99%	190 100%	38 100%	16 99%	18 99%	19 99%
2 Providers	3 1%	* *%	* *%	* 1%	* 1%	* 1%
More than 2 Providers	* *%	- -%	- -%	- -%	- -%	- -%

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

Table 28
 <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

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	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	81	6	15	12	23	31	52	19	8	13	16	20	8	8	6	5	4	9	11	7	3	26	12	4
Total	47	12	27	7	11	2	39	6	1	11	11	11	2	1	1	2	2	8	5	2	1	17	3	7
Skype	11 24%	1 9%	7 24%	2 31%	2 22%	* 8%	10 26%	* 1%	1 71%	3 25%	6 56%	1 6%	* 3%	- %	1 72%	- %	2 92%	- %	- %	- %	1 66%	3 16%	1 17%	5 82%
3	5 10%	- %	5 17%	- %	- %	- %	5 12%	- %	- %	- %	5 40%	- %	- %	- %	- %	- %	- %	5 61%	- %	- %	- %	- %	- %	- %
XLN telecom	4 9%	4 34%	4 15%	- %	- %	- %	4 11%	- %	- %	4 38%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	4 24%	- %	- %
4com	4 8%	- %	4 14%	- %	- %	* 5%	- %	4 60%	- %	- %	* 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	4 22%	* 3%	- %
Orange	4 8%	4 31%	4 14%	- %	- %	- %	4 10%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	4 22%	- %	- %
BT	2 4%	* 3%	1 2%	- %	1 5%	1 23%	1 3%	* 2%	* 14%	1 7%	* 1%	* 1%	- %	* 16%	* 13%	* 4%	* 8%	- %	* 1%	- %	* 34%	* 2%	1 20%	- %
Eclipse	1 3%	- %	- %	- %	1 11%	* 7%	* 1%	1 17%	- %	- %	1 11%	- %	* 23%	- %	1 61%	- %	* 1%	- %	- %	- %	- %	* 1%	- %	* 4%
Daisy	1 1%	- %	- %	* 6%	- %	* 5%	* 1%	- %	* 3%	* %	* 4%	- %	- %	- %	- %	- %	- %	* 1%	* 1%	- %	- %	* 2%	- %	- %
Virgin Media (NTL/ Telewest)	* 1%	* 3%	* 2%	- %	- %	- %	* 1%	- %	- %	* 4%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	* 2%	- %	- %
Demon	* 1%	- %	- %	* 5%	- %	- %	* 1%	- %	- %	- %	* 4%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	* 1%	* 8%	- %
Vodafone	* 1%	- %	* 1%	- %	- %	* 2%	* 1%	- %	* 3%	- %	- %	* 2%	- %	* 3%	* 2%	- %	* 3%	- %	- %	- %	- %	- %	- %	- %
Sky / Skytalk	* 1%	- %	* 1%	- %	- %	- %	* 1%	- %	- %	* 2%	- %	- %	- %	- %	- %	- %	- %	- %	* 5%	- %	- %	- %	- %	- %
O2 / BE	* %	- %	- %	- %	* 1%	* 3%	- %	* 1%	* 5%	- %	- %	* 1%	- %	- %	* 6%	- %	- %	- %	- %	* 7%	- %	- %	- %	- %

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

Table 28 (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

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR											
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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)		
Total	81	6	15	12	23	31	52	19	8	13	16	20	8	8	6	5	4	9	11	7	3	26	12	4	
Unweighted row	81	6	15	12	23	31	52	19	8	13	16	20	8	8	6	5	4	9	11	7	3	26	12	4	
Total	47	12	27	7	11	2	39	6	1	11	11	11	2	1	1	2	2	8	5	2	1	17	3	7	
Gamma	*	-	-	-	-	*	-	*	-	-	-	-	*	-	-	-	-	*	-	-	-	*	-	-	
%	-%	-%	-%	-%	7%	-%	2%	-%	-%	-%	-%	-%	11%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	
Spitfire	*	-	-	-	-	*	-	-	-	-	-	-	*	-	-	-	-	-	*	-	-	-	-	-	
%	-%	-%	-%	-%	5%	*%	-%	-%	-%	-%	-%	-%	17%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	
Resourced internally	*	-	-	-	-	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	
%	-%	-%	-%	-%	5%	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	
OTHER (SPECIFY)	12	2	3	3	5	1	11	1	*	3	2	4	1	*	*	*	-	1	5	2	-	1	2	-	
%	25%	20%	10%	41%	50%	30%	28%	12%	5%	24%	23%	38%	32%	33%	6%	17%	-%	18%	91%	93%	-%	7%	48%	-%	
(Dont know)	2	-	-	1	1	-	2	*	-	-	1	-	1	-	-	*	-	1	-	-	-	-	-	1	
%	5%	-%	-%	18%	11%	-%	6%	4%	-%	-%	12%	-%	64%	-%	-%	17%	-%	16%	-%	-%	-%	-%	-%	14%	
NETS																									

1 Provider	47	12	27	7	11	2	39	6	1	11	11	11	2	1	1	2	2	8	5	2	1	17	3	7	
%	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 28 (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	
		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)
Unweighted row	81	4	6	5	3	4	2	7	6	3	40	9	14	18	9	72
Total	47	1	4	3	5	8	*	3	8	8	40	1	3	2	15	33
Skype	11 24%	* 30%	* 13%	- %	5 98%	- %	- %	2 60%	1 12%	- %	9 22%	- %	2 59%	1 25%	6 42%	5 16%
3	5 10%	- %	- %	- %	- %	- %	- %	- %	5 60%	- %	5 12%	- %	- %	- %	- %	5 14%
XLN telecom	4 9%	- %	- %	- %	4 52%	- %	- %	- %	- %	- %	4 10%	- %	- %	- %	- %	4 13%
4com	4 8%	- %	- %	- %	- %	- %	- %	- %	* 1%	4 46%	4 10%	- %	- %	- %	- %	4 12%
Orange	4 8%	- %	- %	- %	- %	- %	- %	- %	- %	4 46%	4 9%	- %	- %	- %	4 26%	- %
BT	2 4%	- %	* 2%	- %	- %	- %	* 83%	* 7%	- %	- %	1 1%	* 34%	* 4%	1 21%	- %	2 5%
Eclipse	1 3%	- %	- %	- %	- %	- %	- %	* 4%	1 12%	- %	1 3%	* 3%	* 8%	- %	- %	1 4%
Daisy	1 1%	* 40%	- %	- %	- %	- %	- %	- %	- %	- %	* 1%	* 3%	- %	- %	- %	1 2%
Virgin Media (NTL/ Telewest)	* 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	* 31%	- %	- %	* 3%	- %
Demon	* 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	* 8%	* 4%	- %	* 1%
Vodafone	* 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	* 12%	- %	* 1%
Sky / Skytalk	* 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	* 10%	* 2%	- %
O2 / BE	* *%	- %	- %	- %	- %	- %	* 17%	- %	- %	- %	* *%	- %	- %	* 4%	- %	* *%
Gamma	* *%	- %	* 2%	* 3%	- %	- %	- %	- %	- %	- %	* *%	- %	- %	- %	- %	* *%

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Table 28 (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	
		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)
Unweighted row	81	4	6	5	3	4	2	7	6	3	40	9	14	18	9	72
Total	47	1	4	3	5	8	*	3	8	8	40	1	3	2	15	33
Spitfire	*	-	-	-	-	-	-	-	*	-	*	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	*%	-%	-%	-%	-%	*%
Resourced internally	*	-	-	-	-	-	-	*	-	-	*	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	4%	-%	-%	*%	-%	-%	-%	-%	*%
OTHER (SPECIFY)	12	*	3	1	*	4	-	1	-	1	10	*	*	1	4	8
	25%	30%	83%	52%	2%	48%	-%	26%	-%	9%	26%	29%	13%	24%	27%	23%
(Dont know)	2	-	-	1	-	-	-	-	1	-	2	-	*	-	-	2
	5%	-%	-%	45%	-%	-%	-%	-%	12%	-%	5%	-%	8%	-%	-%	8%
NETS																

1 Provider	47	1	4	3	5	8	*	3	8	8	40	1	3	2	15	33
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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Table 28 (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	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo bills (d)	Fixed broadband (e)	Mo broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff provider (b)	Both (c)	
Unweighted row	81	44	5	8	4	20	37	68	67	40	71	81	28	24	13	32	18	81	27	-	10	-	61	20	12	34	43	3
Total	47	33	1	1	*	11	14	43	36	16	36	47	14	10	2	11	3	47	7	-	11	-	36	4	2	15	28	4
Skype	11 24%	9 27%	* 20%	1 53%	- -%	1 10%	2 15%	9 22%	10 29%	3 18%	10 29%	11 24%	3 21%	* 3%	1 43%	1 10%	1 39%	11 24%	1 18%	- -%	1 8%	- -%	9 26%	* 7%	1 44%	2 11%	10 35%	- -%
3	5 10%	5 14%	- -%	- -%	- -%	- -%	- -%	5 11%	5 13%	5 29%	5 13%	5 10%	5 34%	- -%	- -%	- -%	- -%	5 10%	- -%	- -%	- -%	5 13%	- -%	- -%	- -%	5 17%	- -%	- -%
XLN telecom	4 9%	4 13%	- -%	- -%	- -%	- -%	- -%	4 10%	- -%	- -%	- -%	4 9%	- -%	- -%	- -%	- -%	- -%	4 9%	- -%	- -%	4 38%	- -%	4 11%	- -%	- -%	4 28%	- -%	- -%
4com	4 8%	* *%	- -%	- -%	- -%	4 35%	4 27%	4 9%	* *%	* 1%	* *%	4 8%	- -%	4 39%	* 6%	4 35%	- -%	4 8%	- -%	- -%	4 34%	- -%	* *%	- -%	* 6%	- -%	4 14%	- -%
Orange	4 8%	4 11%	- -%	- -%	- -%	- -%	- -%	4 9%	4 11%	- -%	4 11%	4 8%	- -%	- -%	- -%	- -%	- -%	4 8%	- -%	- -%	- -%	4 10%	- -%	- -%	- -%	- -%	- -%	4 86%
BT	2 4%	1 4%	* 14%	- -%	- -%	* 2%	* 3%	2 4%	1 3%	1 4%	1 3%	2 4%	* 3%	* 2%	* 11%	* 4%	* 12%	2 4%	1 14%	- -%	1 5%	- -%	2 4%	* 5%	* 9%	1 9%	* 1%	- -%
Eclipse	1 3%	* *%	- -%	* 25%	- -%	1 9%	1 9%	1 3%	1 4%	1 7%	1 4%	1 3%	1 8%	1 11%	* 20%	1 15%	* 1%	1 3%	1 19%	- -%	- -%	- -%	* 1%	1 25%	* 21%	* 2%	1 4%	- -%
Daisy	1 1%	* *%	- -%	- -%	- -%	* 4%	* 3%	* 1%	1 1%	* 3%	1 1%	1 1%	1 1%	* 5%	- -%	* 4%	- -%	1 1%	* 7%	- -%	- -%	- -%	* 1%	* 9%	- -%	1 3%	- -%	- -%
Virgin Media (NTL/ Telewest)	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	- -%	- -%	* 3%	- -%	- -%	- -%
Demon	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	* *%	- -%	* *%	* 1%	- -%	* 3%	- -%	* 3%	- -%	* 1%	* 4%	- -%	* 3%	- -%	* 1%	* 7%	- -%	- -%	* *%	* 6%
Vodafone	* 1%	- -%	- -%	* 2%	- -%	* 2%	* 2%	* 1%	* 1%	* *%	* 1%	* *%	* *%	* 2%	* *%	* 1%	* 1%	* 1%	- -%	- -%	- -%	* 1%	* 1%	* 2%	- -%	1 *%	- -%	- -%
Sky / Skytalk	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	* 4%	- -%	* 2%	- -%	* 1%	- -%	- -%	* 2%	- -%	- -%
O2 / BE	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	* *%	* 1%	* *%	* *%	* *%	* 2%	- -%	* 1%	- -%	* *%	* 1%	- -%	- -%	- -%	* *%	* 4%	- -%	- -%	* 1%	- -%

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Table 28 (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	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard line dline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo biles (d)	Fixed broadband (e)	Mo biles (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/ Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No biles (b)	LL No BB (c)	Standard line dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent pro vider (b)	Both (c)		
Unweighted row	81	44	5	8	4	20	37	68	67	40	71	81	28	24	13	32	18	81	27	-	10	-	61	20	12	34	43	3	
Total	47	33	1	1	*	11	14	43	36	16	36	47	14	10	2	11	3	47	7	-	11	-	36	4	2	15	28	4	
Gamma	*	-	-	*	*	-	*	*	*	*	*	*	*	*	*	*	*	*	-	-	-	*	*	*	-	*	-	-	
	%	-%	-%	5%	25%	-%	1%	%	%	1%	%	%	1%	1%	4%	1%	6%	%	-%	-%	-%	%	2%	4%	-%	1%	-%	-%	
Spitfire	*	-	-	-	*	-	*	*	*	*	*	*	-	-	-	*	*	-	-	-	-	-	-	-	*	-	-	-	
	%	-%	-%	-%	32%	-%	1%	%	%	1%	%	%	1%	-%	-%	-%	4%	%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	
Resourced internally	*	*	-	-	-	-	-	*	*	*	*	*	-	-	-	-	*	-	-	-	-	-	*	-	-	*	-	-	
	%	%	-%	-%	-%	-%	-%	%	%	1%	%	%	-%	-%	-%	-%	%	-%	-%	-%	-%	-%	%	-%	-%	1%	-%	-%	
OTHER (SPECIFY)	12	7	-	*	*	4	5	9	10	3	10	12	3	2	*	2	1	12	1	-	1	-	8	1	*	4	7	*	
	25%	21%	-%	15%	43%	39%	32%	22%	29%	22%	29%	25%	23%	22%	14%	20%	22%	25%	19%	-%	11%	-%	21%	14%	14%	26%	27%	8%	
(Dont know)	2	1	1	-	-	-	1	2	2	2	2	2	1	1	-	1	-	2	1	-	-	-	2	1	-	2	-	-	
	5%	5%	66%	-%	-%	-%	7%	6%	7%	14%	7%	5%	9%	12%	-%	11%	-%	5%	14%	-%	-%	-%	7%	28%	-%	16%	-%	-%	
NETS																													

1 Provider	47	33	1	1	*	11	14	43	36	16	36	47	14	10	2	11	3	47	7	-	11	-	36	4	2	15	28	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%

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Table 28 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	81	13	26	40	-	26	4	51	14	4	31	63	13	5	31	30	20	4	75	1	21	8	7	2	2
Total	47	9	19	19	-	7	6	34	3	*	17	39	7	1	21	21	5	1	46	*	20	3	1	*	*
Skype	11 24%	1 11%	3 14%	8 40%	- -%	1 14%	5 90%	5 15%	- -%	- -%	2 11%	10 25%	1 17%	* 38%	2 10%	8 39%	1 17%	- -%	11 24%	- -%	8 42%	2 48%	1 72%	- -%	- -%
3	5 10%	5 51%	-	-	-	-	-	5 13%	-	-	-	5 12%	-	-	5 22%	-	-	-	5 10%	-	-	-	-	-	-
XLN telecom	4 9%	-	4 22%	-	-	-	-	4 12%	-	-	4 24%	4 11%	-	-	4 20%	-	-	-	4 9%	-	4 21%	-	-	-	-
4com	4 8%	-	* 1%	4 20%	-	-	-	4 11%	* 4%	-	* 1%	4 10%	-	* 15%	-	4 18%	* 2%	-	4 8%	-	-	-	-	-	-
Orange	4 8%	-	4 20%	-	-	-	-	4 11%	-	-	4 22%	4 10%	-	-	4 18%	-	-	-	4 8%	-	-	-	-	-	-
BT	2 4%	* 5%	1 3%	1 3%	-	1 21%	-	* 1%	* 10%	* 50%	1 9%	2 4%	-	* 13%	1 6%	* *%	* 7%	-	2 3%	* 100%	* 2%	* 9%	* 3%	-	-
Eclipse	1 3%	* *%	* 2%	1 5%	-	1 1%	-	4 4%	* 4%	-	* *%	* 1%	1 14%	-	2 2%	4 4%	-	* 14%	1 3%	-	-	* 1%	-	* 31%	-
Daisy	1 1%	-	* *%	* 2%	-	* 6%	-	* *%	* 15%	-	* 3%	1 1%	-	-	* 2%	* *%	* 1%	-	1 1%	-	* *%	-	-	-	-
Virgin Media (NTL/ Telewest)	* 1%	-	* 2%	-	-	-	-	* 1%	-	-	* 2%	* 1%	-	-	* 2%	-	-	-	* 1%	-	-	-	-	-	-
Demon	* 1%	-	* 2%	-	-	-	-	* 1%	-	-	-	* 1%	-	-	-	-	* 8%	* 38%	* *%	-	* 2%	-	-	-	-
Vodafone	* 1%	-	-	* 1%	-	* *%	-	* 1%	* 1%	* 11%	* *%	* 1%	-	-	* *%	-	* 5%	-	* 1%	-	-	-	* 3%	-	-
Sky / Skytalk	* 1%	-	-	* 1%	-	* 4%	-	-	-	-	-	* 1%	-	-	-	* 1%	-	* 33%	-	-	-	-	-	-	-

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Table 28 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO						
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)		
Unweighted row	81	13	26	40	-	26	4	51	14	4	31	63	13	5	31	30	20	4	75	1	21	8	7	2	2	
Total	47	9	19	19	-	7	6	34	3	*	17	39	7	1	21	21	5	1	46	*	20	3	1	*	*	
O2 / BE	*	*	-	*	-	-	-	*	*	-	*	*	-	-	*	-	*	-	*	*	-	*	-	-	-	-
	%	1%	-%	*%	-%	-%	-%	*%	3%	-%	*%	*%	-%	-%	*%	-%	2%	-%	*%	-%	*%	-%	-%	-%	-%	
Gamma	*	*	-	*	-	*	-	*	*	-	*	*	-	-	*	-	-	-	*	-	-	-	*	-	*	
	%	1%	-%	*%	-%	1%	-%	*%	3%	-%	*%	*%	-%	-%	1%	-%	-%	-%	*%	-%	-%	-%	5%	-%	42%	
Spitfire	*	-	-	*	-	-	-	*	-	-	-	*	-	-	-	-	*	*	-	-	-	-	-	-	-	
	%	-%	-%	1%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	2%	15%	-%	-%	-%	-%	-%	-%	-%	
Resourced internally	*	-	-	*	-	*	-	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-	-	-	
	%	-%	-%	1%	-%	1%	-%	-%	-%	-%	-%	*%	-%	-%	1%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	
OTHER (SPECIFY)	12	1	7	3	-	2	*	10	1	*	3	7	5	*	2	7	3	-	12	-	5	1	*	*	*	
	25%	17%	35%	18%	-%	21%	6%	28%	22%	39%	18%	17%	69%	34%	10%	32%	57%	-%	25%	-%	26%	41%	17%	69%	58%	
(Dont know)	2	1	-	1	-	2	*	-	1	-	1	2	-	-	1	1	-	-	2	-	1	-	-	-	-	
	5%	14%	-%	6%	-%	31%	5%	-%	37%	-%	9%	6%	-%	-%	7%	4%	-%	-%	5%	-%	6%	-%	-%	-%	-%	
NETS																										

1 Provider	47	9	19	19	-	7	6	34	3	*	17	39	7	1	21	21	5	1	46	*	20	3	1	*	*	
	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 28 (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	SNNIP CALLS & RENTAL LIKELY TO				
	Not Ch ange (a) (b)	Some calls to mo bile (c)	Some calls to VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)
Unweighted row	81	23	7	4	3
Total	47	20	1	*	1
Skype	11 24%	7 33%	1 56%	- -%	- -%
3	5 10%	- -%	- -%	- -%	- -%
XLN telecom	4 9%	4 21%	- -%	- -%	- -%
4com	4 8%	- -%	- -%	- -%	- -%
Orange	4 8%	4 19%	- -%	- -%	- -%
BT	2 4%	1 3%	* 24%	- -%	* 62%
Eclipse	1 3%	* 1%	* 3%	- -%	- -%
Daisy	1 1%	* *%	- -%	- -%	- -%
Virgin Media (NTL/ Telewest)	* 1%	* 2%	- -%	- -%	- -%
Demon	* 1%	* 2%	- -%	- -%	- -%
Vodafone	* 1%	* *%	- -%	* 13%	- -%
Sky / Skytalk	* 1%	- -%	- -%	- -%	- -%
O2 / BE	* *%	* 1%	- -%	- -%	- -%

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

Table 28 (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	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)		
Unweighted row	81	23	7	4	3	2
Total	47	20	1	*	1	*
Gamma	* *%	- -%	- -%	- -%	- -%	* 42%
Spitfire	* *%	- -%	- -%	- -%	- -%	- -%
Resourced internally	* *%	- -%	- -%	- -%	- -%	- -%
OTHER (SPECIFY)	12 25%	4 18%	* 17%	* 87%	* 38%	* 58%
(Dont know)	2 5%	- -%	- -%	- -%	- -%	- -%
NETS						

1 Provider	47 100%	20 100%	1 100%	* 100%	1 100%	* 100%

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

Table 29
 <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

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Pr mary 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	35	-	-	1	13	21	14	17	4	-	2	9	9	7	4	4	1	4	6	2	4	6	7	1
Total	9	-	-	*	7	2	5	3	1	-	1	2	2	1	2	*	1	*	2	1	2	1	1	*
BT	*	-	-	-	*	*	*	*	-	-	*	*	*	-	*	-	*	-	-	-	-	*	*	-
	5%	-%	-%	-%	1%	20%	2%	10%	-%	-%	11%	2%	7%	18%	-%	12%	-%	15%	-%	-%	-%	9%	14%	-%
Unicom / Universal Utilities	*	-	-	-	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	3%	-%	-%	-%	4%	-%	5%	-%	-%	-%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	17%	-%
Virgin Media (NTL/ Telewest)	*	-	-	-	*	-	*	*	-	-	-	*	*	-	-	-	-	-	*	-	-	-	-	*
	2%	-%	-%	-%	13%	-%	4%	15%	-%	-%	-%	8%	15%	-%	-%	-%	-%	-%	14%	-%	-%	-%	-%	100%
Spitfire	*	-	-	-	*	-	*	-	-	-	-	-	*	-	-	-	-	*	-	-	-	-	-	-
	1%	-%	-%	-%	7%	2%	2%	-%	-%	-%	-%	-%	18%	-%	-%	-%	-%	6%	-%	-%	-%	-%	-%	-%
O2 / BE	*	-	-	-	*	-	*	-	-	-	-	*	-	-	-	-	-	*	-	-	-	-	-	-
	1%	-%	-%	-%	4%	1%	1%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	-%
Eclipse	*	-	-	-	*	-	*	-	-	-	-	*	-	-	-	-	*	-	-	-	-	-	-	-
	*%	-%	-%	-%	3%	-%	1%	-%	-%	-%	-%	7%	-%	-%	-%	-%	18%	-%	-%	-%	-%	-%	-%	-%
OTHER (SPECIFY)	7	-	-	*	6	1	5	2	*	-	1	2	1	*	2	*	1	*	2	1	2	1	1	-
	86%	-%	-%	100%	95%	44%	90%	80%	80%	-%	89%	84%	81%	25%	98%	81%	100%	67%	91%	86%	100%	82%	69%	-%
(Dont know)	*	-	-	-	*	-	*	*	-	-	-	*	*	-	*	-	-	-	-	-	-	*	-	-
	2%	-%	-%	-%	9%	-%	4%	6%	-%	-%	-%	-%	18%	2%	7%	-%	-%	-%	-%	-%	-%	9%	-%	-%
NETS																								
1 Provider	8	-	-	*	6	1	5	2	1	-	*	2	2	1	2	*	1	*	2	1	2	*	1	*
	90%	-%	-%	100%	88%	96%	100%	71%	100%	-%	11%	96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	35%	95%	100%
2 Providers	1	-	-	-	1	*	-	1	-	-	1	*	-	-	-	-	-	-	-	-	-	1	*	-
	10%	-%	-%	-%	12%	4%	-%	29%	-%	-%	89%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	65%	5%	-%

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

Table 29 (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	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	35	-	3	3	1	1	1	7	2	1	19	3	9	4	-	35
Total	9	-	1	*	*	1	*	4	*	*	7	*	1	*	-	9
BT	* 5%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	* 50%	- -%	* 3%	- -%	* 5%	* 50%	- -%	* 5%
Unicom / Universal Utilities	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 23%	- -%	- -%	* 3%
Virgin Media (NTL/ Telewest)	* 2%	- -%	- -%	* 33%	* 100%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	* 2%
Spitfire	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 50%	- -%	* 2%	- -%	- -%	- -%	- -%	* 1%
O2 / BE	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	* 1%
Eclipse	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 18%	- -%	- -%	- -%	* *%
OTHER (SPECIFY)	7 86%	- -%	1 100%	* 67%	- -%	1 100%	* 100%	4 95%	- -%	* 100%	6 91%	* 82%	1 67%	* 37%	- -%	7 86%
(Dont know)	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	* 2%	- -%	- -%	* 13%	- -%	* 2%
NETS																

1 Provider	8 90%	- -%	1 93%	* 100%	* 100%	1 100%	* 100%	3 81%	* 100%	* 100%	6 88%	* 100%	1 100%	* 100%	- -%	8 90%
2 Providers	1 10%	- -%	* 7%	- -%	- -%	- -%	- -%	1 19%	- -%	- -%	1 12%	- -%	- -%	- -%	- -%	1 10%

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

Table 29 (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	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard lan dline (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private cir cuits (d)	Fixed broa dband (e)	Not sta ndard lan dline (f)	Standard lan dlines (a)	Sm artp hones (b)	Standard mo bile (c)	NET Mo bile (d)	Fixed broa dband (e)	Mo bile (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/ Pr ivate cir cuits (j)	VoIP (k)	Video co nferencing (l)	LL ONLY (a)	LL No Mo bile (b)	LL No BB (c)	Standard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both (c)	
Unweighted row	35	12	3	8	11	1	23	26	32	26	35	27	16	16	15	23	35	30	16	-	-	4	21	13	14	13	16	1
Total	9	3	*	2	4	*	6	5	8	6	9	6	4	4	3	6	9	7	5	-	-	*	4	3	3	1	5	*
BT	*	*	*	*	-	-	*	*	*	*	*	*	*	*	*	*	*	*	*	-	-	*	*	*	*	*	-	-
	5%	6%	77%	2%	-%	-%	4%	8%	5%	5%	5%	5%	3%	5%	3%	5%	5%	6%	6%	-%	-%	23%	11%	6%	3%	25%	-%	-%
Unicom / Universal Utilities	*	*	-	-	-	-	-	*	*	-	*	*	-	-	-	-	*	-	-	-	-	-	*	-	-	-	-	-
	3%	10%	-%	-%	-%	-%	-%	5%	3%	-%	3%	4%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	7%	-%	-%	-%	-%	-%
Virgin Media (NTL/ Telewest)	*	*	-	-	-	-	-	*	*	*	*	*	*	*	*	*	*	*	*	-	-	-	*	*	-	*	-	-
	2%	8%	-%	-%	-%	-%	-%	4%	3%	2%	2%	3%	2%	5%	3%	4%	2%	3%	5%	-%	-%	-%	6%	4%	-%	14%	-%	-%
Spitfire	*	-	-	-	*	-	*	*	*	*	*	*	*	-	-	-	*	*	-	-	-	-	-	-	-	*	-	-
	1%	-%	-%	-%	3%	-%	2%	2%	1%	2%	1%	2%	3%	-%	-%	-%	1%	2%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%
O2 / BE	*	*	-	-	-	-	-	*	*	*	*	*	-	*	*	*	*	*	*	-	-	-	*	*	*	-	-	-
	1%	2%	-%	-%	-%	-%	-%	1%	1%	1%	1%	1%	-%	1%	2%	1%	1%	-%	-%	-%	-%	2%	2%	2%	-%	-%	-%	-%
Eclipse	*	*	-	-	-	-	-	*	*	*	*	*	*	-	*	*	*	*	*	-	-	-	*	*	-	-	*	-
	*%	2%	-%	-%	-%	-%	-%	1%	1%	1%	*%	1%	1%	1%	-%	1%	*%	1%	1%	-%	-%	-%	1%	1%	-%	-%	1%	-%
OTHER (SPECIFY)	7	2	*	2	4	*	6	4	7	6	7	5	4	4	3	5	7	6	4	-	-	*	3	3	3	1	5	*
	86%	72%	23%	91%	97%	100%	92%	76%	84%	88%	86%	83%	88%	85%	89%	87%	86%	87%	88%	-%	-%	77%	70%	82%	91%	53%	96%	100%
(Dont know)	*	-	-	*	-	-	*	*	*	*	*	*	*	*	*	*	*	*	*	-	-	-	*	*	*	-	*	-
	2%	-%	-%	8%	-%	-%	2%	3%	2%	2%	2%	2%	3%	3%	4%	2%	2%	2%	-%	-%	-%	4%	4%	4%	-%	3%	-%	
NETS																												
1 Provider	8	3	*	2	3	*	5	5	7	6	8	6	3	3	3	5	8	6	4	-	-	*	4	2	3	1	4	*
	90%	100%	100%	100%	77%	100%	86%	100%	89%	99%	90%	88%	79%	82%	100%	87%	90%	87%	83%	-%	-%	100%	100%	76%	100%	95%	85%	100%
2 Providers	1	-	-	-	1	-	1	-	1	*	1	1	1	1	-	1	1	1	1	-	-	-	-	1	-	*	1	-
	10%	-%	-%	-%	23%	-%	14%	-%	11%	1%	10%	12%	21%	18%	-%	13%	10%	13%	17%	-%	-%	-%	-%	24%	-%	5%	15%	-%

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

Table 29 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN Re ntal (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel to MFL (e)	
Unweighted row	35	4	6	19	1	9	1	25	8	5	10	28	4	3	10	18	7	3	26	1	6	6	9	6	1
Total	9	1	1	3	1	1	*	7	1	*	1	8	*	*	3	5	1	*	6	*	1	2	2	2	1
BT	*	*	*	*	-	*	-	*	*	*	*	-	-	*	*	*	-	*	*	*	*	-	-	-	-
	5%	8%	6%	6%	-%	32%	-%	1%	22%	42%	36%	3%	-%	33%	2%	2%	29%	-%	4%	100%	13%	-%	-%	-%	-%
Unicom / Universal Utilities	*	-	-	-	-	-	*	-	-	-	-	-	-	*	-	-	*	-	-	-	-	*	*	*	-
	3%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	67%	-%	-%	32%	-%	-%	-%	-%	15%	12%	12%	-%
Virgin Media (NLT/ Telewest)	*	-	-	*	-	*	-	*	*	*	*	*	*	-	-	*	*	-	*	-	-	-	*	-	-
	2%	-%	-%	6%	-%	9%	-%	2%	17%	33%	25%	2%	30%	-%	-%	2%	15%	-%	3%	-%	-%	-%	-%	4%	-%
Spitfire	*	-	-	*	-	-	-	*	-	-	-	*	-	-	-	-	*	-	-	-	-	-	-	-	-
	1%	-%	-%	3%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%	-%	13%	35%	-%	-%	-%	-%	-%	-%	-%
O2 / BE	*	-	-	-	-	-	-	*	*	-	*	-	-	-	*	-	-	-	*	-	-	*	-	-	-
	1%	-%	-%	-%	-%	-%	-%	1%	9%	16%	-%	1%	-%	-%	-%	1%	-%	-%	-%	-%	-%	5%	-%	-%	-%
Eclipse	*	*	-	-	-	-	-	*	-	-	*	-	-	*	-	-	-	*	-	-	-	*	-	*	-
	**	3%	-%	-%	-%	-%	-%	1%	-%	-%	5%	1%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%	2%	-%	2%
OTHER (SPECIFY)	7	1	1	3	1	*	-	7	*	-	*	7	*	-	3	5	*	*	6	-	1	1	2	2	1
	86%	89%	85%	83%	100%	43%	-%	94%	33%	-%	29%	91%	70%	-%	91%	95%	12%	31%	91%	-%	83%	82%	83%	86%	100%
(Dont know)	*	-	*	*	-	*	-	-	*	*	*	*	-	-	*	-	-	*	*	-	-	-	*	*	-
	2%	-%	10%	1%	-%	15%	-%	-%	19%	9%	4%	2%	-%	-%	5%	-%	-%	34%	1%	-%	-%	-%	2%	-%	-%
NETS																									
1 Provider	8	1	*	3	1	1	*	7	1	*	1	7	*	*	3	4	1	*	5	*	1	2	2	2	1
	90%	100%	30%	98%	100%	100%	100%	89%	100%	100%	100%	89%	100%	100%	98%	84%	100%	100%	86%	100%	100%	100%	100%	100%	100%
2 Providers	1	-	1	*	-	-	-	1	-	-	-	1	-	-	*	1	-	-	1	-	-	-	-	-	-
	10%	-%	70%	2%	-%	-%	-%	11%	-%	-%	-%	11%	-%	-%	2%	16%	-%	-%	14%	-%	-%	-%	-%	-%	-%

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

Table 29 (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	SNNIP CALLS & RENTAL LIKELY TO					
	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel to MFL (e)	
Unweighted row	35	5	4	6	4	1
Total	9	1	1	2	1	1
BT	* 5%	* 8%	- %	- %	- %	- %
Unicom / Universal Utilities	* 3%	- %	- %	- %	- %	- %
Virgin Media (NTL/ Telewest)	* 2%	- %	- %	- %	- %	- %
Spitfire	* 1%	- %	- %	- %	- %	- %
O2 / BE	* 1%	* 8%	- %	- %	- %	- %
Eclipse	* %	- %	* 3%	- %	- %	- %
OTHER (SPECIFY)	7 86%	* 64%	1 97%	2 98%	1 100%	1 100%
(Dont know)	* 2%	* 19%	- %	* 2%	- %	- %
NETS ----						
1 Provider	8 90%	1 100%	1 100%	2 100%	1 100%	1 100%
2 Providers	1 10%	- %	- %	- %	- %	- %

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

Table 30
 <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

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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 istration and ser vices (h)	Other (i)	
Unweighted row	35	-	-	1	13	21	14	17	4	-	2	9	9	7	4	4	1	4	6	2	4	6	7	1
Total	9	-	-	*	7	2	5	3	1	-	1	2	2	1	2	*	1	*	2	1	2	1	1	*
BT	1	-	-	-	1	*	*	1	*	-	*	*	*	*	*	-	*	-	-	*	*	1	-	-
	15%	-%	-%	-%	13%	25%	2%	39%	6%	-%	11%	4%	7%	18%	2%	19%	-%	15%	-%	-%	3%	9%	66%	-%
Daisy	1	-	-	-	1	-	1	-	-	-	-	-	-	1	-	-	-	-	1	-	-	-	-	-
	9%	-%	-%	-%	12%	-%	15%	-%	-%	-%	-%	-%	-%	47%	-%	-%	-%	-%	86%	-%	-%	-%	-%	-%
Virgin Media (NTL/ Telewest)	*	-	-	-	*	*	*	*	*	-	-	-	*	*	-	-	-	-	*	*	-	-	*	-
	5%	-%	-%	-%	4%	13%	5%	4%	15%	-%	-%	-%	24%	15%	-%	-%	-%	-%	14%	17%	-%	-%	100%	-
Unicom / Universal Utilities	*	-	-	-	*	-	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-
	3%	-%	-%	-%	4%	-%	5%	-%	-%	-%	-%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	17%	-%
Spitfire	*	-	-	-	*	-	*	-	-	-	-	-	*	-	-	-	-	*	-	-	-	-	-	-
	1%	-%	-%	-%	7%	-%	2%	-%	-%	-%	-%	-%	18%	-%	-%	-%	-%	-%	6%	-%	-%	-%	-%	-%
O2 / BE	*	-	-	-	*	-	*	-	-	-	-	*	-	-	-	-	-	*	-	-	-	-	-	-
	1%	-%	-%	-%	4%	-%	1%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%
Eclipse	*	-	-	-	*	-	*	-	-	-	-	*	-	-	-	-	*	-	-	-	-	-	-	-
	*%	-%	-%	-%	3%	-%	1%	-%	-%	-%	-%	7%	-%	-%	-%	-%	-%	18%	-%	-%	-%	-%	-%	-%
OTHER (SPECIFY)	6	-	-	*	4	1	4	2	*	-	1	1	1	*	1	1	*	2	-	1	1	*	-	-
	64%	-%	-%	100%	67%	41%	70%	52%	80%	-%	89%	82%	65%	25%	51%	81%	100%	67%	91%	-%	81%	82%	17%	-%
(Dont know)	*	-	-	-	*	-	*	-	-	-	-	*	-	-	-	-	-	-	-	-	*	-	-	-
	1%	-%	-%	-%	7%	-%	4%	-%	-%	-%	-%	18%	-%	-%	-%	-%	-%	-%	-%	-%	9%	-%	-%	-%
NETS ----																								
1 Provider	8	-	-	*	6	1	4	3	1	-	1	1	2	1	2	*	1	*	2	1	1	1	1	*
	90%	-%	-%	100%	88%	96%	85%	98%	100%	-%	100%	53%	100%	100%	100%	100%	100%	100%	100%	100%	50%	100%	95%	100%
2 Providers	1	-	-	-	1	*	1	*	-	-	-	1	-	-	-	-	-	-	-	1	-	*	-	-
	10%	-%	-%	-%	12%	4%	15%	2%	-%	-%	47%	-%	-%	-%	-%	-%	-%	-%	-%	50%	-%	5%	-%	-%

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

Table 30 (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		
	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: gland (j)	Wales (k)	Sco tland (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)	
Unweighted row	35	-	3	3	1	1	1	7	2	1	19	3	9	4	-	35
Total	9	-	1	*	*	1	*	4	*	*	7	*	1	*	-	9
BT	1 15%	- -%	- -%	- -%	- -%	- -%	- -%	1 22%	* 50%	- -%	1 14%	* 18%	* 5%	* 63%	- -%	1 15%
Daisy	1 9%	- -%	- -%	- -%	- -%	- -%	- -%	1 19%	- -%	- -%	1 11%	- -%	- -%	- -%	- -%	1 9%
Virgin Media (NTL/ Telewest)	* 5%	- -%	- -%	* 33%	* 100%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	* 23%	- -%	- -%	* 5%
Unicom / Universal Utilities	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 23%	- -%	- -%	* 3%
Spitfire	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 50%	- -%	* 2%	- -%	- -%	- -%	- -%	* 1%
O2 / BE	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	* 1%
Eclipse	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 18%	- -%	- -%	- -%	* *%
OTHER (SPECIFY)	6 64%	- -%	1 100%	* 67%	- -%	1 100%	* 100%	2 57%	- -%	* 100%	5 69%	* 63%	1 44%	* 37%	- -%	6 64%
(Dont know)	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	* 1%
NETS																

1 Provider	8 90%	- -%	1 93%	* 100%	* 100%	1 100%	* 100%	3 81%	* 100%	* 100%	6 88%	* 100%	1 100%	* 100%	- -%	8 90%
2 Providers	1 10%	- -%	* 7%	- -%	- -%	- -%	- -%	1 19%	- -%	- -%	1 12%	- -%	- -%	- -%	- -%	1 10%

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

Table 30 (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	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard lan dline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private cir cuits (d)	Fixed Pr oducts (e)	Not sta ndard lan dline (f)	Standard lan dline (a)	Sm artp hones (b)	Standard Mo bile (c)	NET Mo bile (d)	Fixed broa dband (e)	Mo bile (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr ivate cir cuits (i)	LL/ Pr ivate cir cuits (j)	VoIP (k)	Video co nferencing (l)	LL ONLY (a)	LL No Mo bile (b)	LL No Mo BB (c)	Standard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both (c)	
Unweighted row	35	12	3	8	11	1	23	26	32	26	35	27	16	16	15	23	35	30	16	-	-	4	21	13	14	13	16	1
Total	9	3	*	2	4	*	6	5	8	6	9	6	4	4	3	6	9	7	5	-	-	*	4	3	3	1	5	*
BT	1 15%	* 8%	* 77%	* 4%	1 21%	- -	1 17%	1 24%	1 16%	1 18%	1 15%	1 17%	* 3%	1 24%	* 4%	1 19%	1 15%	1 19%	1 23%	- -	- -	* 32%	* 13%	* 7%	* 4%	* 25%	1 17%	- -
Daisy	1 9%	- -	- -	- -	1 21%	- -	1 13%	- -	1 10%	- -	1 9%	- -	- -	- -	- -	- -	1 9%	1 12%	1 17%	- -	- -	- -	- -	- -	- -	1 15%	- -	- -
Virgin Media (NTL/ Telewest)	* 5%	* 8%	- -	* 14%	- -	- -	* 4%	* 9%	* 6%	* 6%	* 5%	* 3%	* 2%	* 5%	* 10%	* 8%	* 5%	* 7%	* 5%	- -	- -	* 55%	* 13%	* 4%	* 8%	* 14%	* 5%	- -
Unicom / Universal Utilities	* 3%	* 10%	- -	- -	- -	- -	- -	* 5%	* 3%	- -	* 3%	* 4%	- -	- -	- -	- -	* 3%	- -	- -	- -	- -	- -	* 7%	- -	- -	- -	- -	- -
Spitfire	* 1%	- -	- -	- -	* 3%	- -	* 2%	* 2%	* 1%	* 2%	* 1%	* 2%	* 3%	- -	- -	- -	* 1%	* 2%	- -	- -	- -	- -	- -	- -	- -	* 7%	- -	- -
O2 / BE	* 1%	* 2%	- -	- -	- -	- -	- -	* 1%	* 1%	* 1%	* 1%	* 1%	- -	* 1%	* 2%	* 1%	* 1%	- -	- -	- -	- -	* 2%	* 2%	* 2%	- -	- -	- -	- -
Eclipse	* *	2% 2%	- -	- -	- -	- -	- -	* 1%	* 1%	* 1%	* *	* 1%	* 1%	- -	* 1%	* *	* 1%	* 1%	* 1%	- -	- -	- -	* 1%	* 1%	- -	- -	* 1%	- -
OTHER (SPECIFY)	6 64%	2 70%	* 23%	1 76%	2 55%	* 100%	4 62%	3 56%	5 61%	4 71%	6 64%	5 71%	4 88%	3 66%	3 82%	4 70%	6 64%	4 59%	2 54%	- -	- -	* 13%	2 62%	3 82%	3 84%	1 53%	3 60%	* 100%
(Dont know)	* 1%	- -	- -	* 6%	- -	- -	* 2%	* 2%	* 1%	* 2%	* 1%	* 2%	* 3%	* 2%	* 3%	* 2%	* 1%	* 2%	- -	- -	- -	* 3%	* 3%	* 3%	- -	* 2%	- -	- -
NETS																												

1 Provider	8 90%	3 100%	* 100%	2 100%	3 77%	* 100%	5 86%	5 100%	8 99%	6 87%	8 90%	6 100%	4 98%	4 100%	3 100%	6 100%	8 90%	6 87%	5 100%	- -	- -	* 100%	4 100%	3 100%	3 100%	1 95%	4 85%	* 100%
2 Providers	1 10%	- -	- -	- -	1 23%	- -	1 14%	- -	* 1%	1 13%	1 10%	- -	* 2%	- -	- -	- -	1 10%	1 13%	- -	- -	- -	- -	- -	- -	- -	* 5%	1 15%	- -

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

Table 30 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO						
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)		
Unweighted row	35	4	6	19	1	9	1	25	8	5	10	28	4	3	10	18	7	3	26	1	6	6	9	6	1	
Total	9	1	1	3	1	1	*	7	1	*	1	8	*	*	3	5	1	*	6	*	1	2	2	2	1	
BT	1 15%	* 8%	* 9%	* 7%	1 100%	* 36%	- %	1 12%	* 27%	* 51%	* 40%	1 14%	- %	* 33%	1 32%	* 2%	* 29%	- %	1 18%	* 100%	* 13%	* 2%	* 3%	* 2%	- %	
Daisy	1 9%	- %	- %	1 23%	- %	- %	- %	1 10%	- %	- %	- %	1 10%	- %	- %	- %	1 16%	- %	- %	1 13%	- %	- %	- %	- %	- %	- %	
Virgin Media (NTL/ Telewest)	* 5%	- %	- %	* 14%	- %	* 37%	- %	* 2%	* 17%	* 33%	* 25%	* 5%	* 30%	- %	- %	* 7%	* 15%	- %	* 8%	- %	- %	- %	* 16%	- %	- %	
Unicom / Universal Utilities	* 3%	- %	- %	- %	- %	- %	* 100%	- %	- %	- %	- %	- %	- %	* 67%	- %	- %	* 32%	- %	- %	- %	- %	* 15%	* 12%	* 12%	- %	
Spitfire	* 1%	- %	- %	* 3%	- %	- %	- %	* 1%	- %	- %	- %	* 1%	- %	- %	- %	- %	* 13%	* 35%	- %	- %	- %	- %	- %	- %	- %	
O2 / BE	* 1%	- %	- %	- %	- %	- %	- %	* 1%	* 9%	* 16%	- %	* 1%	- %	- %	- %	* 1%	- %	- %	- %	- %	- %	- %	* 5%	- %	- %	
Eclipse	* *	* 3%	- %	- %	- %	- %	- %	* 1%	- %	- %	* 5%	* 1%	- %	- %	* 1%	- %	- %	- %	* 1%	- %	- %	* 2%	- %	* 2%	- %	
OTHER (SPECIFY)	6 64%	1 89%	1 81%	2 53%	- %	* 16%	- %	5 73%	* 33%	- %	* 29%	5 67%	* 70%	- %	2 62%	4 74%	* 12%	* 31%	4 61%	- %	1 83%	1 80%	2 69%	2 84%	1 100%	
(Dont know)	* 1%	- %	* 10%	- %	- %	* 11%	- %	- %	* 15%	- %	- %	* 1%	- %	- %	* 4%	- %	- %	* 34%	- %	- %	- %	- %	- %	- %	- %	
NETS																										

1 Provider	8 90%	1 100%	1 100%	3 75%	1 100%	1 100%	* 100%	7 89%	1 100%	* 100%	1 100%	7 89%	* 100%	* 100%	3 98%	4 84%	1 100%	* 100%	5 86%	* 100%	1 100%	2 100%	2 100%	2 100%	1 100%	
2 Providers	1 10%	- %	- %	1 25%	- %	- %	- %	1 11%	- %	- %	- %	1 11%	- %	- %	* 2%	1 16%	- %	- %	1 14%	- %	- %	- %	- %	- %	- %	

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

Table 30 (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	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)		
Unweighted row	35	5	4	6	4	1
Total	9	1	1	2	1	1
BT	1 15%	* 13%	* 3%	* 4%	* 3%	- -%
Daisy	1 9%	- -%	- -%	- -%	- -%	- -%
Virgin Media (NTL/ Telewest)	* 5%	- -%	- -%	* 15%	- -%	- -%
Unicom / Universal Utilities	* 3%	- -%	- -%	- -%	- -%	- -%
Spitfire	* 1%	- -%	- -%	- -%	- -%	- -%
O2 / BE	* 1%	* 8%	- -%	- -%	- -%	- -%
Eclipse	* *%	- -%	* 3%	- -%	- -%	- -%
OTHER (SPECIFY)	6 64%	* 64%	1 94%	1 80%	1 97%	1 100%
(Dont know)	* 1%	* 14%	- -%	- -%	- -%	- -%
NETS						

1 Provider	8 90%	1 100%	1 100%	2 100%	1 100%	1 100%
2 Providers	1 10%	- -%	- -%	- -%	- -%	- -%

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

Table 31
 <Q1A/B> Same provider for standard calls and rental
 by Crossbreak
 Base: All respondents

	COMPANY SIZE					NO. SITES			TURNOVER						SECTOR									
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	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	351	54	164	76	61	50	285	53	11	132	89	55	23	7	9	13	30	42	41	47	15	96	46	21
Total	371	127	305	39	23	4	339	30	2	214	95	26	6	1	1	12	33	45	42	52	14	116	42	17
BT	213 57%	65 51%	171 56%	26 67%	14 60%	2 62%	200 59%	12 42%	1 31%	109 51%	73A 78%	13 49%	4 68%	* 85%	* 78%	7 60%	22 67%	20 44%	27 64%	29 57%	13 91%	60 52%	21 50%	15 88%
Talk Talk	31 8%	12 9%	28 9%	2 6%	1 3%	* 3%	31 9%	* 1%	- -	26 12%	2 2%	* 1%	* 7%	- -	- -	4 36%	3 9%	1 1%	1 2%	* *	1 4%	15 13%	7 16%	- -
XLN telecom	29 8%	17 14%	27 9%	1 1%	1 5%	- -	23 7%	6 21%	- -	19 9%	1 1%	5 19%	- -	- -	- -	* 2%	- -	2 5%	* 1%	10 19%	- -	11 10%	4 9%	1 5%
Unicom / Universal Utilities	22 6%	9 7%	18 6%	3 8%	* 1%	* 2%	18 5%	4 14%	- -	14 7%	7 8%	* 1%	- -	- -	- -	- 1%	* 13%	6 11%	5 11%	- -	- -	11 9%	- -	* 2%
Virgin Media (NTL/ Telewest)	21 6%	10 8%	20 7%	1 3%	* 3%	* 5%	17 5%	4 15%	* 5%	15 7%	2 2%	- -	* 1%	* 17%	- -	- -	- -	11 25%	1 1%	* 1%	- -	9 8%	- -	* 3%
Sky / Skytalk	12 3%	4 3%	12 4%	- -	- -	- -	12 4%	- -	- -	12 6%	- -	- -	- -	- -	- -	- -	- -	4 9%	3 7%	5 9%	- -	* *	- -	- -
Daisy	10 3%	- -	7 2%	1 2%	2A 8%	*A 2%	10 3%	- -	- -	- -	5a 5%	5 20%	- -	- -	- -	- -	6 20%	- -	3 6%	- -	- -	1 1%	- -	- -
O2 / BE	5 1%	4 3%	4 1%	- -	- 1%	* 7%	5 1%	* 1%	* 4%	4 2%	- -	- -	* 7%	- -	* 10%	* 2%	- -	* 1%	* *	* *	- -	- -	4 10%	* *
Excel	4 1%	- -	3 1%	- -	1a 4%	- -	3 1%	* 1%	1 55%	3 2%	- -	- -	- -	- -	- -	- -	1 3%	- -	- -	- -	* 2%	* *	3 7%	- -
Eclipse	4 1%	- -	4 1%	- -	- -	*A 1%	4 1%	* *	- -	4 2%	- -	- -	* 8%	- -	- -	- -	- -	* *	- -	4 7%	- -	- -	- -	- -
Orange	4 1%	4 3%	4 1%	- -	- -	- -	4 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 3%	- -	- -
One Bill	3 1%	- -	1 *	* 1%	1ab 4%	*A 2%	3 1%	* *	- -	2 1%	- -	* *	- -	- -	- -	- -	- -	- -	* 1%	1 2%	- -	1 1%	- -	- -
Zen	2 1%	2 2%	2 1%	- -	- -	- -	2 1%	- -	- -	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	2 6%	- -	- -	- -	- -	- -

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

Table 31 (continuation)
 <Q1A/B> Same provider for standard calls and rental
 by Crossbreak
 Base: All respondents

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR											
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	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)		
Unweighted row	351	54	164	76	61	50	285	53	11	132	89	55	23	7	9	13	30	42	41	47	15	96	46	21	
Total	371	127	305	39	23	4	339	30	2	214	95	26	6	1	1	12	33	45	42	52	14	116	42	17	
Titan	2 1%	- -%	1 *% 4%	1b -% 4%	- -% *b 4%	- -% *AB 4%	2 1%	- -% -%	- -% -%	2 1%	1 1%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% *% *% *% 1%	* 1%	* 1%	- -%	- -%	1 1%	- -%	* 2%	
Chess	2 1%	- -%	- -%	2B 4%	*b *% 4%	*AB *% 2%	2 *% -%	- -% -%	- -% -%	- -% -%	1 1%	1 1%	* *% 2%	- -% -%	* *% 7%	- -% -%	* *% *% 1%	* 1%	* 1%	- -%	* 3%	- -%	1 1%	- -%	
Adept	2 *% -%	- -% -%	- -% -%	2B 4%	- -% -%	*AB *% 2%	2 *% -%	- -% -%	- -% -%	- -% -%	2 2%	- -% -%	* *% 1%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	2 1%	* *% -%	- -% -%
Rainbow	1 *% -%	- -% -%	1 *% 1%	* 1%	* 1%	*AB *% 4%	1 *% 1%	* 1%	- -% -%	* *% 1%	* *% 1%	* *% 2%	* *% -%	* *% 11%	- -% -%	* *% *% *% 1%	* *% *% *% 1%	* 1%	* 1%	* 1%	* 1%	- -%	* 1%	- -%	
Utility Warehouse	1 *% -%	- -% -%	- -% -%	- -% -%	1aB 5%	- -% -%	1 *% -%	- -% -%	- -% -%	- -% -%	1 1%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	1 1%	- -%
Gamma	1 *% -%	- -% -%	- -% -%	- -% -%	1B 3%	- -% -%	- -% -%	1 2%	- -% -%	- -% -%	- -% -%	1 13%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	1 1%	- -%	- -%	- -%	- -%	- -%
Plusnet	1 *% -%	- -% -%	* *% -%	- -% -%	* 1%	- -% -%	1 *% -%	- -% -%	- -% -%	1 *% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%
4com	* *% -%	- -% -%	- -% -%	* 1%	- -% -%	*ABd 3%	* *% -%	* *% -%	- -% -%	- -% -%	* 2%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	* 1%	- -%	- -%	- -%	* *% -%	- -%
Highnet	* *% -%	- -% -%	- -% -%	- -% -%	*b 4%	*ABC *% 4%	* *% -%	- -% -%	* 4%	- -% -%	* 1%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	* 1%	* *% 1%	- -%	- -%	* *% -%	- -%	- -%	
Clarity	* *% -%	- -% -%	- -% -%	- -% -%	* 1%	*ABc 2%	* *% 1%	* 1%	- -% -%	- -% -%	* 1%	- -% -%	* 7%	- -% -%	- -% -%	- -% -%	- -% -%	* *% -%	* *% -%	- -%	- -%	* *% -%	- -%	- -%	
Alternative Networks	* *% -%	- -% -%	- -% -%	- -% -%	- -% -%	*ABCd 3%	- -% -%	* 6%	- -% -%	- -% -%	* *% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	* *% -%	- -%
Barclays Communications	* *% -%	- -% -%	- -% -%	- -% -%	* *% -%	- -% -%	* *% -%	- -% -%	- -% -%	- -% -%	* *% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	* *% -%	- -%

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

Table 31 (continuation)
 <Q1A/B> Same provider for standard calls and rental
 by Crossbreak
 Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo E rks/Hu mber (c)	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)
Unweighted row	351	14	24	12	9	9	37	27	24	14	170	58	53	70	57	294
Total	371	14	36	28	26	27	37	54	59	33	313	18	29	11	110	261
BT	213 57%	8 54%	17 46%	11 41%	25 96%	18 65%	30 81%	34 63%	16 28%	16 48%	174 55%	11 63%	21 73%	7 63%	60 54%	153 59%
Talk Talk	31 8%	* 3%	10 28%	4 14%	- -	- -	* 1%	5 10%	9 16%	- -	30 9%	1 4%	1 2%	1 5%	19b 17%	13 5%
XLN telecom	29 8%	- -	1 4%	4 14%	- -	4 15%	2 6%	- -	9 16%	4 11%	25 8%	3m 16%	1 5%	* 1%	4 3%	25 10%
Unicom / Universal Utilities	22 6%	- -	2 7%	8 28%	- -	- -	3 8%	5 10%	2 3%	- -	20 6%	1 3%	1 4%	* 2%	- -	22 8%
Virgin Media (NTL/ Telewest)	21 6%	* 3%	- -	* *	- -	- -	* 1%	4 8%	14 24%	* *	19 6%	1 5%	1 5%	* 3%	12 11%	10 4%
Sky / Skytalk	12 3%	3 19%	- -	- -	- -	- -	- -	4 8%	5 8%	- -	12 4%	* 2%	- -	- -	5 4%	7 3%
Daisy	10 3%	* 3%	3 8%	1 3%	1 4%	- -	- -	- -	- -	4 11%	9 3%	- -	1 4%	- -	- -	10 4%
O2 / BE	5 1%	- -	* *	- -	- -	4 15%	* *	- -	- -	- -	4 1%	- -	* 1%	* 2%	- -	5 2%
Excel	4 1%	3 19%	- -	- -	- -	- -	- -	- -	1 2%	- -	4 1%	* 2%	- -	* 2%	- -	4 2%
Eclipse	4 1%	- -	- -	- -	- -	- -	- -	- -	- -	4 11%	4 1%	* *	- -	- -	4 3%	* *
Orange	4 1%	- -	- -	- -	- -	- -	- -	- -	- -	4 11%	4 1%	- -	- -	- -	4 3%	- -
One Bill	3 1%	- -	- -	- -	- -	- -	* 1%	- -	1 2%	- -	1 *	- -	1j 4%	* 2%	- -	3 1%
Zen	2 1%	- -	2 7%	- -	- -	- -	- -	- -	- -	- -	2 1%	- -	- -	- -	2 2%	- -

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

Table 31 (continuation)
 <Q1A/B> Same provider for standard calls and rental
 by Crossbreak
 Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	351	14	24	12	9	9	37	27	24	14	170	58	53	70	57	294
Total	371	14	36	28	26	27	37	54	59	33	313	18	29	11	110	261
Titan	2 1%	- -	- -	- -	- -	- -	- -	1 2%	- -	- -	1 *	* 2%	* 1%	1J 5%	* *	2 1%
Chess	2 1%	* 2%	- -	- -	- -	- -	* 1%	* *	- -	1 4%	2 1%	* *	- -	- -	- -	2 1%
Adept	2 *	- -	- -	- -	- -	- -	* *	- -	2 3%	- -	2 1%	- -	- -	- -	- -	2 1%
Rainbow	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1JKL 12%	* *	1 *
Utility Warehouse	1 *	- -	- -	- -	- -	1 4%	- -	- -	- -	- -	1 *	- -	- -	- -	1 1%	- -
Gamma	1 *	- -	- -	- -	- -	- -	- -	- -	- -	1 2%	1 *	- -	- -	- -	- -	1 *
Plusnet	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	*J 2%	* 1%	- -	- -	1 *
4com	* *	- -	- -	- -	- -	- -	* 1%	- -	* *	- -	* *	- -	- -	- -	- -	* *
Highnet	* *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	*j 1%	- -	- -	* *
Clarity	* *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	*J 2%	- -	* *
Alternative Networks	* *	- -	- -	- -	- -	- -	- -	* *	- -	- -	* *	- -	- -	- -	- -	* *
Barclays Communications	* *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	*J 1%	- -	* *

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

Table 31 (continuation)
 <Q1A/B> Same provider for standard calls and rental
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo bills (d)	Fixed broadband (e)	Mo broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	351	319	11	17	-	4	32	351	202	122	241	299	77	46	32	66	26	61	29	30	110	52	351	35	30	26	33	1
Total	371	365	3	2	-	1	6	371	200	102	253	279	51	17	6	22	3	33	10	45	118	92	371	10	6	16	14	4
BT	213 57%	208 57%	2 79%	2 91%	- -	1 67%	5 82%	213 57%	110 55%	64 62%	145 57%	160 57%	23 45%	10 57%	5 88%	14 65%	2 57%	14 42%	8 81%	33 74%	68 58%	53 57%	213 57%	4 44%	5 89%	7 42%	7 54%	- -
Talk Talk	31 8%	31 9%	- -	* 5%	- -	- -	* 2%	31 8%	17 8%	5 5%	18 7%	24 9%	7 14%	* 2%	* 2%	* 14%	* 3%	1 -	- -	2 5%	14 11%	7 8%	31 8%	* 3%	* 2%	- -	1 7%	- -
XLN telecom	29 8%	29 8%	- -	- -	- -	- -	- -	29 8%	11 5%	12 11%	22 9%	17 6%	1 2%	- -	- -	- -	- -	5 14%	1 9%	1 3%	7 6%	12 13%	29 8%	- -	- -	4 27%	1 4%	- -
Unicom / Universal Utilities	22 6%	22 6%	- -	- -	- -	- -	- -	22 6%	13 7%	4 4%	13 5%	11 4%	9 17%	- -	- -	- -	- -	- -	- -	7 15%	9 7%	11 12%	22 6%	- -	- -	- -	- -	- -
Virgin Media (NTL/ Telewest)	21 6%	21 6%	- -	* 8%	- -	- -	* 3%	21 6%	21 11%	5 5%	21 8%	21 10%	5 10%	* 4%	* 1%	* 1%	* 6%	5 15%	* 5%	- -	- -	- -	21 6%	* 1%	* 3%	5 30%	* 1%	- -
Sky / Skytalk	12 3%	12 3%	- -	- -	- -	- -	- -	12 3%	8 4%	4 4%	12 5%	7 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	5 5%	12 3%	- -	- -	- -	- -	- -
Daisy	10 3%	10 3%	- -	- -	- -	* 50%	* 6%	10 3%	4 2%	4 4%	4 2%	9 3%	3 5%	5 32%	- -	5 24%	- -	* 1%	* 5%	1 2%	6 5%	1 1%	10 3%	4 41%	- -	* 3%	- -	- -
O2 / BE	5 1%	5 1%	* 4%	- -	- -	* 33%	* 6%	5 1%	1 *	* *	* *	5 2%	1 1%	* 2%	* 1%	* 1%	* 15%	* 1%	* 1%	- -	4 4%	* *	5 1%	* 3%	* 1%	- -	* 2%	- -
Excel	4 1%	4 1%	- -	- -	- -	- -	- -	4 1%	1 1%	1 1%	1 1%	4 2%	1 3%	- -	- -	- -	- -	1 3%	- -	- -	3 3%	- -	4 1%	- -	- -	- -	1 7%	- -
Eclipse	4 1%	4 1%	- -	- -	- -	- -	- -	4 1%	4 2%	* *	4 2%	4 1%	* *	* *	* *	* *	* *	* *	- -	- -	- -	4 1%	* *	- -	- -	- -	* *	- -
Orange	4 1%	4 1%	- -	- -	- -	- -	- -	4 1%	4 2%	- -	4 1%	4 1%	- -	- -	- -	- -	- -	4 11%	- -	- -	- -	- -	4 1%	- -	- -	- -	- -	4 100%
One Bill	3 1%	3 1%	- -	- -	- -	- -	- -	3 1%	* *	- -	* *	3 1%	- -	- -	- -	- -	- -	- -	- -	2 -	2 2%	- -	3 1%	- -	- -	- -	- -	- -
Zen	2 1%	2 1%	- -	- -	- -	- -	- -	2 1%	2 1%	- -	2 1%	2 1%	- -	- -	- -	- -	- -	2 7%	- -	- -	- -	- -	2 1%	- -	- -	- -	2 18%	- -

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

Table 31 (continuation)
 <Q1A/B> Same provider for standard calls and rental
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo bills (d)	Fixed broadband (e)	Mo line broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/ Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent pro vider (b)	Both (c)	
Unweighted row	351	319	11	17	-	4	32	351	202	122	241	299	77	46	32	66	26	61	29	30	110	52	351	35	30	26	33	1
Total	371	365	3	2	-	1	6	371	200	102	253	279	51	17	6	22	3	33	10	45	118	92	371	10	6	16	14	4
Titan	2 1%	2 1%	- -	- -	- -	- -	- -	2 1%	1 *	- -	1 *	2 1%	- -	- -	- -	- -	- -	- -	- -	* *	1 1%	* *	2 1%	- -	- -	- -	- -	- -
Chess	2 1%	2 *	- 13%	- -	- -	- 7%	- *	2 1%	1 *	* *	1 *	2 *	* *	- 2%	- -	* 2%	* 4%	1 3%	* 3%	- -	2 1%	- -	2 1%	* 4%	- -	- -	1 5%	- -
Adept	2 *	2 *	- -	- -	- -	- -	- -	2 *	- -	* *	* *	* *	2 3%	- -	* 1%	* *	- -	- -	- -	- -	2 1%	2 2%	2 *	- -	* 1%	- -	- -	- -
Rainbow	1 *	1 *	- -	- -	- -	- -	- -	1 *	1 *	1 1%	1 *	1 *	* 1%	1 3%	* 1%	* 3%	* 1%	* *	* 1%	* 1%	* *	* *	1 *	* 2%	* 1%	- -	* 1%	- -
Utility Warehouse	1 *	1 *	- -	- -	- -	- -	- -	1 *	- -	1 1%	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	1 *	- -	- -	- -	- -	- -
Gamma	1 *	1 *	- -	- -	- -	- -	- -	1 *	1 *	1 1%	1 *	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	- -	- -
Plusnet	1 *	1 *	- -	- -	- -	- -	- -	1 *	* *	* *	* *	1 *	- -	- -	- -	- -	- -	- -	- -	- -	* *	- -	1 *	- -	- -	- -	- -	- -
4com	* *	* *	- -	- -	- -	- -	- -	* *	* *	* *	* *	* *	- -	* 2%	* 2%	* 2%	- -	* *	- -	- -	- -	* *	* 4%	* 2%	- -	* -	* 1%	- -
Highnet	* *	* *	- -	* 3%	- -	- -	* 1%	* *	* *	* *	* *	* *	* *	* *	* 1%	* *	- -	* *	- -	- -	* *	* 1%	* 1%	* 1%	* *	* *	- -	- -
Clarity	* *	* *	* 3%	* 1%	- -	- -	* 2%	* *	* *	* *	* *	* *	* *	* 2%	* 1%	* 1%	* 1%	* *	- -	- -	- -	* *	* 2%	* 1%	- -	* *	- -	- -
Alternative Networks	* *	* *	- -	- -	- -	- -	- -	* *	* *	* *	* *	* *	* *	- -	* 2%	* *	* 4%	- -	* 1%	- -	- -	* *	- -	* 2%	- -	- -	- -	- -
Barclays Communications	* *	* *	- -	- -	- -	- -	- -	* *	* *	- -	* *	* *	- -	* 1%	* 2%	* *	* 4%	* *	- -	- -	- -	* *	* 1%	* 2%	* 1%	- -	- -	- -

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

Table 31 (continuation)
 <Q1A/B> Same provider for standard calls and rental
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntel and calls (a)	Other re nder for calls (b)	Other pro vider for ntel and calls (c)	Std lan dline + ISDN Re ntel (a)	Std lan dline + LL/ PC Re ntel (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some VoIP to (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	351	11	19	26	3	218	1	130	46	5	246	303	25	23	170	97	84	4	55	1	167	36	23	18	12
Total	371	3	21	6	1	213	*	158	14	*	255	332	22	18	196	108	68	1	32	*	194	28	12	14	10
BT	213	3	5	3	1	213C	-	-	8	*	148	195	9	9	133	57	23	1	12	*	109	22	8	10	9
	57%	96%	25%	54%	100%	100%	-%	-%	59%	81%	58%	59%	41%	53%	68%	53%	34%	93%	40%	100%	56%	77%	66%	71%	84%
Talk Talk	31	-	-	1	-	-	-	31A	*	-	24	29	1	1	15	13	4	-	1	-	18	1	1	-	-
	8%	-%	-%	16%	-%	-%	-%	20%	2%	-%	9%	9%	6%	6%	7%	12%	6%	-%	3%	-%	9%	3%	6%	-%	-%
XLN telecom	29	-	4	*	-	-	-	29A	-	-	15	27	1	-	11	8	9	-	5	-	13	1	-	1	*
	8%	-%	20%	7%	-%	-%	-%	18%	-%	-%	6%	8%	7%	-%	6%	8%	14%	-%	15%	-%	7%	3%	-%	10%	4%
Unicom / Universal Utilities	22	-	-	-	-	-	-	22A	-	-	8	16	5	1	4	9	9	-	-	-	15	-	-	-	*
	6%	-%	-%	-%	-%	-%	-%	14%	-%	-%	3%	5%	21%	8%	2%	8%	14%	-%	-%	-%	8%	-%	-%	-%	2%
Virgin Media (NTL/ Telewest)	21	-	5	*	-	*	-	21A	*	-	21	21	1	-	12	1	9	-	5	-	10	2	1	*	*
	6%	-%	22%	4%	-%	*%	-%	13%	1%	-%	8%	6%	3%	-%	6%	1%	13%	-%	15%	-%	5%	6%	10%	1%	1%
Sky / Skytalk	12	-	-	-	-	-	-	12a	-	-	7	12	-	-	4	7	*	-	-	-	7	-	-	-	-
	3%	-%	-%	-%	-%	-%	-%	8%	-%	-%	3%	4%	-%	-%	2%	7%	1%	-%	-%	-%	4%	-%	-%	-%	-%
Daisy	10	-	*	*	-	*	-	10a	4	-	9	6	-	4	5	1	4	-	*	-	7	*	-	2	-
	3%	-%	*%	6%	-%	*%	-%	6%	29%	-%	4%	2%	-%	22%	3%	1%	6%	-%	1%	-%	4%	2%	-%	17%	-%
O2 / BE	5	-	-	*	-	-	-	5	*	*	5	5	-	-	*	5	*	-	*	-	5	*	-	-	-
	1%	-%	-%	5%	-%	-%	-%	3%	2%	19%	2%	1%	-%	-%	*%	4%	*%	-%	1%	-%	2%	*%	-%	-%	-%
Excel	4	-	-	1	-	-	-	4	-	-	3	4	-	-	4	*	*	-	1	-	1	1	1	-	-
	1%	-%	-%	15%	-%	-%	-%	3%	-%	-%	1%	1%	-%	-%	2%	*%	*%	-%	3%	-%	*%	3%	8%	-%	-%
Eclipse	4	*	-	-	-	-	-	4	-	-	4	4	-	-	4	-	-	-	*	-	-	*	-	*	-
	1%	1%	-%	-%	-%	-%	-%	2%	-%	-%	1%	1%	-%	-%	2%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Orange	4	-	4	-	-	-	-	4	-	-	4	4	-	-	4	-	-	-	4	-	-	-	-	-	-
	1%	-%	18%	-%	-%	-%	-%	2%	-%	-%	1%	1%	-%	-%	2%	-%	-%	-%	12%	-%	-%	-%	-%	-%	-%
One Bill	3	-	-	-	-	-	-	3	-	-	2	3	-	-	*	2	*	-	-	-	1	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	2%	-%	-%	1%	1%	-%	-%	*%	2%	1%	-%	-%	-%	1%	-%	-%	-%	-%

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

Table 31 (continuation)
 <Q1A/B> Same provider for standard calls and rental
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other re caller (b)	Other pro vider (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP to (c)	Some calls text/ to line (d)	Ca ncel MFL (e)	
Unweighted row	351	11	19	26	3	218	1	130	46	5	246	303	25	23	170	97	84	4	55	1	167	36	23	18	12
Total	371	3	21	6	1	213	*	158	14	*	255	332	22	18	196	108	68	1	32	*	194	28	12	14	10
Zen	2 1%	- -%	2 11%	- -%	- -%	- -%	- -%	2 2%	- -%	- -%	2 1%	- -%	2 11%	- -%	- -%	2 4%	- -%	2 8%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%
Titan	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	2 1%	1 *	- -%	2 9%	- -%	* *	2 3%	- -%	- -%	- -%	1 *	1 4%	1 8%	- -%	1 10%
Chess	2 1%	- -%	1 3%	- -%	- -%	- -%	- -%	2 1%	* 3%	- -%	- -%	1 *	1 6%	- -%	* *	1 1%	1 1%	- -%	1 2%	- -%	2 1%	- -%	- -%	- -%	- -%
Adept	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%	* *%	- -%	- -%	2 1%	- -%	- -%	- -%	2 2%	* *%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%
Rainbow	1 *%	* 3%	- -%	* 1%	- -%	* *%	* 100%	1 1%	* 1%	- -%	1 *%	1 *%	- -%	- -%	* *%	1 *%	* 1%	- -%	* *%	- -%	1 *%	* *%	* *%	* 1%	- -%
Utility Warehouse	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Gamma	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	1 *%	1 *%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%
Plusnet	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	1 *%	1 *%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%
4com	* *%	- -%	* 1%	- -%	- -%	- -%	- -%	* *%	* 3%	- -%	* *%	* *%	- -%	* 1%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
Highnet	* *%	- -%	- -%	* 1%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	* *%	- -%	- -%	- -%	* *%	* 1%	- -%	* *%	- -%	* *%	- -%	* 1%	- -%	- -%
Clarity	* *%	- -%	- -%	* 1%	- -%	- -%	- -%	* *%	* 2%	- -%	- -%	* *%	- -%	- -%	* *%	* *%	* *%	- -%	* *%	- -%	* *%	* 1%	* *%	* *%	* *%
Alternative Networks	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* 1%	- -%	* *%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%
Barclays Communications	* *%	- -%	- -%	* 1%	- -%	- -%	- -%	* *%	* 1%	- -%	* *%	* *%	- -%	- -%	- -%	* *%	* 7%	- -%	- -%	- -%	- -%	* *%	* 1%	- -%	- -%

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

Table 31 (continuation)
 <Q1A/B> Same provider for standard calls and rental
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some to mobile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	351	154	32	18	21	13
Total	371	197	35	15	18	16
BT	213 57%	105 53%	23 65%	9 58%	11 63%	9 60%
Talk Talk	31 8%	19 10%	1 2%	* 2%	- -	* 3%
XLN telecom	29 8%	13 6%	5 14%	- -	1 8%	- -
Unicom / Universal Utilities	22 6%	18 9%	* 1%	- -	- -	* 2%
Virgin Media (NTL/ Telewest)	21 6%	10 5%	5 14%	5 32%	5 26%	5 30%
Sky / Skytalk	12 3%	7 4%	- -	- -	- -	- -
Daisy	10 3%	6 3%	* 1%	- -	- -	- -
O2 / BE	5 1%	5 2%	- -	- -	- -	- -
Excel	4 1%	- -	- -	- -	- -	- -
Eclipse	4 1%	- -	* -	- -	- -	- -
Orange	4 1%	4 2%	- -	- -	- -	- -
One Bill	3 1%	2 1%	- -	- -	- -	- -
Zen	2 1%	2 1%	- -	- -	- -	- -

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Table 31 (continuation)
 <Q1A/B> Same provider for standard calls and rental
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	351	154	32	18	21	13
Total	371	197	35	15	18	16
Titan	2 1%	1 *%	1 4%	1 7%	* 1%	1 6%
Chess	2 1%	2 1%	- -%	- -%	- -%	- -%
Adept	2 *%	2 1%	- -%	- -%	- -%	- -%
Rainbow	1 *%	1 *%	- -%	- -%	* 1%	- -%
Utility Warehouse	1 *%	- -%	- -%	- -%	- -%	- -%
Gamma	1 *%	1 *%	- -%	- -%	- -%	- -%
Plusnet	1 *%	* *%	- -%	- -%	- -%	- -%
4com	* *%	- -%	- -%	- -%	- -%	- -%
Highnet	* *%	* *%	- -%	* *%	- -%	- -%
Clarity	* *%	- -%	* *%	* *%	* *%	* *%
Alternative Networks	* *%	- -%	- -%	* 1%	- -%	- -%
Barclays Communications	* *%	- -%	* *%	* 1%	* 1%	- -%

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

Table 32
 <Q1A/B/G> Same provider for standard calls, rental and fixed broadband
 by Crossbreak
 Base: All respondents

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	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	247	38	119	57	45	26	199	37	9	91	70	40	10	4	5	11	21	31	24	34	13	68	30	15
Total	255	83	211	27	16	2	227	27	1	136	78	19	3	*	*	10	23	32	25	33	13	77	30	13
BT	148 58%	45 55%	115 55%	20 73%	11 72%	1 72%	136 60%	11 42%	* 67%	66 48%	63 81%	9 45%	2 73%	* 86%	* 86%	5 53%	14 62%	12 36%	16 63%	21 63%	12 93%	38 50%	18 61%	12 92%
Talk Talk	24 9%	5 6%	21 10%	2 7%	* 3%	- -	23 10%	* **	- -	22 16%	1 2%	* 1%	- -	- -	- -	4 45%	3 13%	* **	* 2%	* **	1 5%	11 14%	4 14%	- -
Virgin Media (NTL/ Telewest)	21 8%	10 12%	20 10%	1 2%	* 1%	* 9%	17 7%	4 17%	* 12%	15 11%	1 2%	- -	* 3%	* 29%	- -	- -	- -	11 33%	1 2%	* 1%	- -	9 12%	- -	* 3%
XLN telecom	15 6%	8 10%	14 7%	- -	1 4%	- -	10 4%	5 20%	- -	9 7%	* **	5 26%	- -	- -	- -	* 3%	- -	- -	- -	5 15%	- -	10 13%	- -	- -
Daisy	9 4%	- -	6 3%	1 3%	2 11%	* 4%	9 4%	- -	- -	- -	5 6%	4 22%	- -	- -	- -	- -	5 23%	- -	3 10%	- -	- -	1 1%	- -	- -
Unicom / Universal Utilities	8 3%	- -	6 3%	2 7%	* 2%	- -	4 2%	4 16%	- -	1 **	7 9%	* 2%	- -	- -	- -	- -	* 1%	5 15%	- -	- -	- -	2 3%	- -	* 3%
Sky / Skytalk	7 3%	4 5%	7 3%	- -	- -	- -	7 3%	- -	- -	7 5%	- -	- -	- -	- -	- -	- -	- -	4 13%	3 11%	- -	- -	* 1%	- -	- -
O2 / BE	5 2%	4 5%	4 2%	- -	- -	* 7%	4 2%	* **	* 9%	4 3%	- -	- -	- -	* 14%	- -	- -	- -	* 1%	- -	* **	- -	- -	4 14%	* 1%
Eclipse	4 1%	- -	4 2%	- -	- -	* 2%	4 2%	* **	- -	4 3%	- -	- -	- -	* 14%	- -	- -	- -	* **	- -	4 11%	- -	- -	- -	- -
Orange	4 1%	4 5%	4 2%	- -	- -	- -	4 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 5%	- -	- -
Excel	3 1%	- -	3 1%	- -	- -	- -	3 1%	* 1%	- -	3 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 2%	- -	3 9%	- -
Zen	2 1%	2 3%	2 1%	- -	- -	- -	2 1%	- -	- -	2 2%	- -	- -	- -	- -	- -	- -	- -	- -	2 10%	- -	- -	- -	- -	- -
Titan	2 1%	- -	1 **	1b 5%	- -	- -	2 1%	- -	- -	2 1%	1 1%	- -	- -	- -	- -	- -	- -	- -	* 2%	* 1%	- -	1 2%	- -	* 2%

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

Table 32 (continuation)
 <Q1A/B/G> Same provider for standard calls, rental and fixed broadband
 by Crossbreak
 Base: All respondents

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 to 4 (a)	1 to 9 (b)	5 to 249 (c)	10 to 49 (d)	50 to 249 (e)	1 to 5 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m to £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Transport (e)	Financial services (f)	Other services (g)	Public administration (h)	Other (i)	
Unweighted row	247	38	119	57	45	26	199	37	9	91	70	40	10	4	5	11	21	31	24	34	13	68	30	15
Total	255	83	211	27	16	2	227	27	1	136	78	19	3	*	*	10	23	32	25	33	13	77	30	13
One Bill	2 1%	- -%	1 1%	* 1%	- -%	- -%	2 1%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	1 3%	- -%	* *%	- -%	- -%
Gamma	1 *%	- -%	- -%	- -%	1 5%	- -%	- -%	1 3%	- -%	- -%	- -%	1 23%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%
Rainbow	1 *%	- -%	1 *%	* *%	- 1%	- -%	1 *%	* 1%	- -%	- -%	* *%	* 1%	- 3%	- -%	- -%	- -%	- -%	* *%	- -%	1 2%	- -%	- -%	- -%	- -%
Plusnet	1 *%	- -%	* *%	- -%	* 2%	- -%	1 *%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	- -%
4com	* *%	- -%	- -%	* 1%	- -%	* 6%	* *%	* *%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* *%	- -%
Alternative Networks	* *%	- -%	- -%	- -%	- -%	* 6%	- -%	- -%	* 15%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%
Barclays Communications	* *%	- -%	- -%	- -%	* 1%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%
Highnet	* *%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	* 9%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%

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

Table 32 (continuation)
 <Q1A/B/G> Same provider for standard calls, rental and fixed broadband
 by Crossbreak
 Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	247	11	16	6	8	6	26	17	14	10	114	45	34	54	44	203
Total	255	13	25	11	24	18	23	39	36	26	214	13	19	9	81	174
BT	148 58%	8 59%	11 45%	2 19%	23 96%	10 54%	20 90%	24 62%	11 30%	10 39%	119 56%	9 70%	13 70%	6 66%	39 48%	109 63%
Talk Talk	24 9%	- -%	8 31%	4 37%	- -%	- -%	* 2%	5 13%	5 13%	- -%	22 10%	1 5%	* 1%	1 6%	12 14%	12 7%
Virgin Media (NTL/ Telewest)	21 8%	- -%	- -%	* 1%	- -%	- -%	* 2%	4 11%	14 39%	* 9%	19 9%	1 6%	1 7%	* 4%	12 15%	9 5%
XLN telecom	15 6%	- -%	* 2%	- -%	- -%	4 23%	- -%	- -%	5 13%	4 15%	13 6%	1 6%	1 7%	- -%	4 5%	11 7%
Daisy	9 4%	* 3%	3 12%	1 7%	1 4%	- -%	- -%	- -%	- -%	4 15%	9 4%	- -%	- -%	- -%	- -%	9 5%
Unicom / Universal Utilities	8 3%	- -%	- -%	4 37%	- -%	- -%	1 3%	- -%	2 5%	- -%	6 3%	* 3%	1 6%	* 3%	- -%	8 5%
Sky / Skytalk	7 3%	3 20%	- -%	- -%	- -%	- -%	- -%	4 11%	- -%	- -%	7 3%	* 3%	- -%	- -%	5 6%	3 2%
O2 / BE	5 2%	- -%	- -%	- -%	4 23%	* 1%	- -%	- -%	- -%	- -%	4 2%	- -%	- -%	* 3%	- -%	5 3%
Eclipse	4 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 15%	4 2%	* *%	- -%	- -%	4 5%	* *%
Orange	4 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 15%	4 2%	- -%	- -%	- -%	4 5%	- -%
Excel	3 1%	3 20%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 1%	- -%	- -%	* 3%	- -%	3 2%
Zen	2 1%	- -%	2 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	2 3%	- -%
Titan	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	1 *%	* 3%	* 1%	1J 5%	* 1%	2 1%

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

Table 32 (continuation)
 <Q1A/B/G> Same provider for standard calls, rental and fixed broadband
 by Crossbreak
 Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	247	11	16	6	8	6	26	17	14	10	114	45	34	54	44	203
Total	255	13	25	11	24	18	23	39	36	26	214	13	19	9	81	174
One Bill	2 1%	- -	- -	- -	- -	- -	* 2%	- -	- -	- -	* %	- -	1 6%	*j 3%	- -	2 1%
Gamma	1 *	- -	- -	- -	- -	- -	- -	- -	- -	1 3%	1 *	- -	- -	- -	- -	1 *
Rainbow	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1j 7%	* *	* *
Plusnet	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	*j 3%	* 1%	- -	- -	1 *
4com	* *	- -	- -	- -	- -	- -	* 2%	- -	* *	- -	* *	- -	- -	- -	- -	* *
Alternative Networks	* *	- -	- -	- -	- -	- -	- -	* *	- -	- -	* *	- -	- -	- -	- -	* *
Barclays Communications	* *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	*j 1%	- -	* *
Highnet	* *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* *	- -	- -	* *

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

Table 32 (continuation)
 <Q1A/B/G> Same provider for standard calls, rental and fixed broadband
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo bills (d)	Fixed broadband (e)	Mo broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo bills (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)		
Unweighted row	247	229	6	9	-	3	18	247	151	86	180	247	53	30	20	43	13	41	18	-	67	-	247	21	19	22	18	1	
Total	255	252	2	2	-	1	4	255	159	72	192	255	40	14	5	19	1	26	3	-	63	-	255	8	5	14	8	4	
BT	148 58%	144 57%	1 96%	2 100%	- -%	1 100%	4 98%	148 58%	89 56%	51 71%	117 61%	148 58%	20 49%	8 58%	5 94%	12 67%	1 77%	10 37%	3 83%	- -%	31 48%	- -%	148 58%	3 42%	5 94%	5 36%	5 56%	- -%	
Talk Talk	24 9%	24 9%	- -%	- -%	- -%	- -%	- -%	24 9%	12 7%	5 6%	12 6%	24 9%	7 17%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	11 18%	- -%	24 9%	- -%	- -%	- -%	1 12%	- -%	
Virgin Media (NTL/ Telewest)	21 8%	21 8%	- -%	* 12%	- -%	- -%	* 5%	21 8%	21 13%	5 6%	21 11%	21 8%	5 12%	* 1%	* 5%	* 1%	* 16%	5 19%	* 14%	- -%	- -%	- -%	21 8%	* 1%	* 4%	5 34%	* 2%	- -%	
XLN telecom	15 6%	15 6%	- -%	- -%	- -%	- -%	- -%	15 6%	9 6%	- -%	9 5%	15 6%	* 6%	- 1%	- -%	- -%	- -%	4 16%	- -%	- -%	6 9%	- -%	15 6%	- -%	- -%	4 30%	- -%	- -%	
Daisy	9 4%	9 3%	- -%	- -%	- -%	* 74%	* 11%	9 4%	4 3%	4 6%	4 2%	9 4%	3 6%	5 37%	- -%	5 28%	- -%	* 2%	* 14%	- -%	5 7%	- -%	9 4%	4 54%	- -%	* 3%	- -%	- -%	
Unicom / Universal Utilities	8 3%	8 3%	- -%	- -%	- -%	- -%	- -%	8 3%	7 4%	1 2%	7 4%	8 3%	5 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	8 3%	- -%	- -%	- -%	- -%	- -%	- -%
Sky / Skytalk	7 3%	7 3%	- -%	- -%	- -%	- -%	- -%	7 3%	3 2%	4 6%	7 4%	7 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	7 3%	- -%	- -%	- -%	- -%	- -%	- -%
O2 / BE	5 2%	4 2%	* 4%	- -%	- -%	- -%	* 2%	5 2%	* %	* %	* %	5 2%	* %	* 1%	- -%	* 1%	- -%	* %	* 2%	- -%	4 7%	- -%	5 2%	* 2%	- -%	- -%	* 1%	- -%	
Eclipse	4 1%	4 2%	- -%	- -%	- -%	- -%	- -%	4 1%	4 2%	* %	4 2%	4 1%	* %	* %	- -%	* %	* 4%	* %	* 1%	- -%	- -%	- -%	4 1%	* 1%	- -%	- -%	* %	- -%	
Orange	4 1%	4 2%	- -%	- -%	- -%	- -%	- -%	4 1%	4 2%	- -%	4 2%	4 1%	- -%	- -%	- -%	- -%	- -%	4 14%	- -%	- -%	- -%	- -%	4 1%	- -%	- -%	- -%	- -%	4 100%	
Excel	3 1%	3 1%	- -%	- -%	- -%	- -%	- -%	3 1%	- -%	- -%	- -%	3 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 5%	- -%	3 1%	- -%	- -%	- -%	- -%	- -%	- -%
Zen	2 1%	2 1%	- -%	- -%	- -%	- -%	- -%	2 1%	2 2%	- -%	2 1%	2 1%	- -%	- -%	- -%	- -%	- -%	2 9%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	2 29%	- -%	
Titan	2 1%	2 1%	- -%	- -%	- -%	- -%	- -%	2 1%	1 1%	- -%	1 %	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 32 (continuation)
 <Q1A/B/G> Same provider for standard calls, rental and fixed broadband
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED													HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE		
	Standard line dline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line dline (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo biles (d)	Fixed broadband (e)	Mo bile dband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/ Pr ivate circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo bile (b)	LL No Mo BB (c)	Standard line dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent pro vider (b)	Both (c)		
Unweighted row	247	229	6	9	-	3	18	247	151	86	220	247	53	30	20	43	13	41	18	-	67	-	247	21	19	22	18	1	
Total	255	252	2	2	-	1	4	255	159	72	192	255	40	14	5	19	1	26	3	-	63	-	255	8	5	14	8	4	
One Bill	2 1%	2 1%	- -	- -	- -	- -	- -	2 1%	* %	- -	* %	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	1 2%	- -	2 1%	- -	- -	- -	- -	- -	
Gamma	1 *	1 *	- -	- -	- -	- -	- -	1 *	1 *	1 1%	1 *	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	- -	- -	- -	
Rainbow	1 *	1 *	- -	- -	- -	- -	- -	1 *	1 *	1 1%	1 *	1 *	* 1%	* 3%	- -	* 2%	- -	- -	- -	- -	- -	1 *	* 1%	- -	- -	- -	- -	- -	
Plusnet	1 *	1 *	- -	- -	- -	- -	- -	1 *	* %	* 1%	* %	1 *	- -	- -	- -	- -	- -	- -	- -	- -	* %	- -	1 *	- -	- -	- -	- -	- -	
4com	* %	* %	- -	- -	- -	- -	- -	* %	* %	* %	* %	* %	- -	* 3%	* 2%	* 3%	- -	* %	- -	- -	- -	* %	* 5%	* 2%	- -	* 1%	* 1%	- -	
Alternative Networks	* %	* %	- -	- -	- -	- -	- -	* %	* %	* %	* %	* %	- -	* 2%	* 1%	* 10%	- -	* 3%	- -	- -	- -	* %	- -	* 2%	- -	- -	- -	- -	
Barclays Communications	* %	* %	- -	- -	- -	- -	- -	* %	* %	- -	* %	* %	- -	* 1%	* 2%	* 1%	* 9%	* %	- -	- -	- -	* %	* 1%	* 2%	* 1%	- -	- -	- -	
Highnet	* %	* %	- -	- -	- -	- -	- -	* %	- -	- -	- -	* %	- -	- -	- -	- -	- -	- -	- -	- -	* %	- -	- -	- -	* %	- -	- -	- -	

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

Table 32 (continuation)
 <Q1A/B/G> Same provider for standard calls, rental and fixed broadband
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for rental and calls (a)	Other pro vider for calls (b)	Other pro vider for rental and calls (c)	Std lan dline + ISDN Re + (a)	Std lan dline + ISDN PC Re (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some to text/ on line (d)	Ca ncel to MFL (e)	
Unweighted row	247	8	15	16	1	167	-	78	31	4	246	211	13	23	123	55	69	2	38	1	117	23	17	13	9
Total	255	2	20	3	*	148	-	107	12	*	255	230	8	18	140	52	63	1	25	*	139	19	10	11	7
BT	148 58%	2 98%	5 26%	2 59%	* 100%	148C 100%	- -%	- -%	7 60%	* 100%	148 58%	135 59%	3 36%	9 53%	91 66%	33 63%	23 36%	1 91%	9 35%	* 100%	81 58%	15 79%	7 72%	7 63%	6 77%
Talk Talk	24 9%	- -%	- -%	1 34%	- -%	- -%	- -%	23A 22%	- -%	- -%	24 9%	21 9%	1 13%	1 6%	12 8%	8 15%	4 6%	- -%	1 4%	- -%	11 8%	* 2%	* 4%	- -%	- -%
Virgin Media (NTL/ Telewest)	21 8%	- -%	5 23%	* 9%	- -%	* -%	- -%	21A 19%	* 2%	- -%	21 8%	21 9%	* 2%	- -%	12 8%	1 1%	9 14%	- -%	5 19%	- -%	9 7%	1 6%	1 13%	* 1%	* 1%
XLN telecom	15 6%	- -%	4 20%	- -%	- -%	- -%	15A 14%	- -%	- -%	- -%	15 6%	14 6%	1 14%	- -%	4 3%	1 3%	9 15%	- -%	4 17%	- -%	9 7%	* 2%	- -%	1 14%	* 6%
Daisy	9 4%	- -%	* -%	* 13%	- -%	* -%	- -%	9 8%	4 35%	- -%	9 4%	5 2%	- -%	4 22%	5 4%	- -%	4 6%	- -%	* 2%	- -%	6 4%	* 3%	- -%	2 22%	- -%
Unicom / Universal Utilities	8 3%	- -%	- -%	- -%	- -%	- -%	- -%	8 7%	- -%	- -%	8 3%	6 3%	* 5%	1 8%	- -%	1 2%	7 11%	- -%	- -%	- -%	5 4%	- -%	- -%	- -%	* 3%
Sky / Skytalk	7 3%	- -%	- -%	- -%	- -%	- -%	- -%	7 7%	- -%	- -%	7 3%	7 3%	- -%	- -%	4 3%	3 5%	* 1%	- -%	- -%	- -%	7 5%	- -%	- -%	- -%	- -%
O2 / BE	5 2%	- -%	- -%	* 2%	- -%	- -%	- -%	5 4%	* 1%	- -%	5 2%	5 2%	- -%	- -%	* -%	4 8%	* -%	- -%	* -%	- -%	5 3%	- -%	- -%	- -%	- -%
Eclipse	4 1%	* 2%	- -%	- -%	- -%	- -%	- -%	4 4%	- -%	- -%	4 1%	4 2%	- -%	- -%	4 3%	- -%	- -%	- -%	* -%	- -%	- -%	* -%	- -%	* -%	- -%
Orange	4 1%	- -%	4 18%	- -%	- -%	- -%	- -%	4 4%	- -%	- -%	4 1%	4 2%	- -%	- -%	4 3%	- -%	- -%	- -%	4 15%	- -%	- -%	- -%	- -%	- -%	- -%
Excel	3 1%	- -%	- -%	- -%	- -%	- -%	- -%	3 3%	- -%	- -%	3 1%	3 1%	- -%	- -%	3 2%	- -%	* -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Zen	2 1%	- -%	2 12%	- -%	- -%	- -%	- -%	2 2%	- -%	- -%	2 1%	- -%	2 32%	- -%	- -%	- -%	2 4%	- -%	2 10%	- -%	2 2%	- -%	- -%	- -%	- -%

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

Table 32 (continuation)
 <Q1A/B/G> Same provider for standard calls, rental and fixed broadband
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	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)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No pro ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No pro ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	247	8	15	16	1	167	-	78	31	4	246	211	13	23	123	55	69	2	38	1	117	23	17	13	9
Total	255	2	20	3	*	148	-	107	12	*	255	230	8	18	140	52	63	1	25	*	139	19	10	11	7
Titan	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%	- -%	- -%	2 1%	1 *%	- -%	2 9%	- -%	- -%	2 3%	- -%	- -%	- -%	* *%	1 7%	1 10%	- -%	1 14%
One Bill	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%	- -%	- -%	2 1%	2 1%	- -%	- -%	* *%	1 2%	* 1%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%
Gamma	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	1 *%	1 *%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%
Rainbow	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	* 1%	- -%	1 *%	1 *%	- -%	- -%	* *%	* *%	* *%	- -%	- -%	- -%	* *%	* 1%	- -%	* 1%	- -%
Plusnet	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	1 *%	1 *%	- -%	- -%	- -%	* 1%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%
4com	* *%	- -%	* 1%	- -%	- -%	- -%	- -%	* *%	* 4%	- -%	* *%	* *%	- -%	* 1%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
Alternative Networks	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* 1%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%
Barclays Communications	* *%	- -%	- -%	* 3%	- -%	- -%	- -%	* *%	* 1%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	* *%	* 9%	- -%	- -%	- -%	* 1%	* 1%	- -%	- -%
Highnet	* *%	- -%	- -%	* 2%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	* 1%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	* 1%	- -%	- -%

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

Table 32 (continuation)
 <Q1A/B/G> Same provider for standard calls, rental and fixed broadband
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	247	109	25	16	18	10
Total	255	137	25	15	16	13
BT	148 58%	76 55%	17 70%	8 57%	9 58%	7 54%
Talk Talk	24 9%	12 9%	* 1%	* 2%	- -%	- -%
Virgin Media (NTL/ Telewest)	21 8%	10 7%	5 19%	5 32%	5 30%	5 37%
XLN telecom	15 6%	9 7%	* 2%	- -%	1 10%	- -%
Daisy	9 4%	5 3%	* 2%	- -%	- -%	- -%
Unicom / Universal Utilities	8 3%	5 3%	* 1%	- -%	- -%	* 2%
Sky / Skytalk	7 3%	7 5%	- -%	- -%	- -%	- -%
O2 / BE	5 2%	5 3%	- -%	- -%	- -%	- -%
Eclipse	4 1%	- -%	* *%	- -%	- -%	- -%
Orange	4 1%	4 3%	- -%	- -%	- -%	- -%
Excel	3 1%	- -%	- -%	- -%	- -%	- -%
Zen	2 1%	2 2%	- -%	- -%	- -%	- -%
Titan	2 1%	* *%	1 5%	1 7%	* 2%	1 8%

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

Table 32 (continuation)
 <Q1A/B/G> Same provider for standard calls, rental and fixed broadband
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some calls text/ (d)	Ca ncel MFL (e)	
Unweighted row	247	109	25	16	18	10
Total	255	137	25	15	16	13
One Bill	2 1%	1 1%	- -%	- -%	- -%	- -%
Gamma	1 *%	1 1%	- -%	- -%	- -%	- -%
Rainbow	1 *%	* *%	- -%	- -%	* 1%	- -%
Plusnet	1 *%	* *%	- -%	- -%	- -%	- -%
4com	* *%	- -%	- -%	- -%	- -%	- -%
Alternative Networks	* *%	- -%	- -%	* 1%	- -%	- -%
Barclays Communications	* *%	- -%	* *%	* 1%	* 1%	- -%
Highnet	* *%	- -%	- -%	* *%	- -%	- -%

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

Table 33
 <Q1BDFI> Same provider for Standard Landline Rental + ISDN Rental
 by Crossbreak
 Base: All respondents

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	Total	1 to 4 (a)	1 to 9 (b)	5 to 49 (c)	10 to 249 (d)	50 to 249 (e)	1 to 5 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m to £25m+ (e)	£25m+ (f)	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	51	-	3	7	17	24	28	16	7	4	6	15	14	2	5	4	5	4	7	8	-	11	7	5
Total	15	-	4	3	6	2	12	3	1	1	6	4	3	*	*	1	4	*	1	3	-	2	1	2
BT	9 57%	- -%	1 12%	2 60%	5 89%	1 50%	6 54%	2 69%	* 56%	1 100%	1 26%	2 62%	2 76%	* 100%	* 66%	1 100%	* 11%	* 86%	1 51%	2 75%	- -%	1 57%	* 37%	2 97%
Daisy	4 28%	- -%	4 88%	* 14%	- -%	- -%	4 36%	- -%	- -%	- -%	4 74%	- -%	- -%	- -%	- -%	- -%	4 88%	- -%	- -%	- -%	- -%	* 26%	- -%	- -%
4com	* 3%	- -%	- -%	* 13%	- -%	* 6%	* 3%	* 4%	- -%	- -%	- -%	* 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 12%	- -%	- -%	* 18%	- -%
Chess	* 3%	- -%	- -%	* 13%	- -%	* 2%	* 4%	- -%	- -%	- -%	- -%	* 10%	- -%	- -%	* 13%	- -%	* 1%	- -%	* 26%	- -%	- -%	- -%	- -%	- -%
O2 / BE	* 2%	- -%	- -%	- -%	* -%	* 19%	* 1%	* 2%	* 25%	- -%	- -%	- -%	* 7%	- -%	* 21%	- -%	- -%	* 14%	* 4%	* 2%	- -%	* 5%	- -%	* 3%
Virgin Media (NTL/ Telewest)	* 2%	- -%	- -%	- -%	* 2%	* 12%	* 2%	* 4%	- -%	12% -%	- -%	- -%	* 7%	- -%	- -%	- -%	- -%	- -%	* 7%	* 4%	- -%	- -%	- -%	* 3%
Talk Talk	* 2%	- -%	- -%	- -%	* 4%	- -%	- -%	* 9%	- -%	- -%	- -%	- -%	* 8%	- -%	- -%	- -%	- -%	- -%	* 18%	- -%	- -%	- -%	- -%	- -%
Clarity	* 2%	- -%	- -%	- -%	* 3%	* 2%	* 1%	* 5%	- -%	- -%	- -%	* 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	* 9%	- -%	- -%
Alternative Networks	* 1%	- -%	- -%	- -%	- -%	* 6%	- -%	- -%	* 19%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 18%	- -%
Barclays Communications	* 1%	- -%	- -%	- -%	* 2%	- -%	- -%	* 3%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 16%	- -%
Rainbow	* 1%	- -%	- -%	- -%	* 2%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%
Adept	* *%	- -%	- -%	- -%	- -%	* 4%	* 1%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 11%	- -%
Highnet	* *%	- -%	- -%	- -%	- -%	* 4%	* 1%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%

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

Table 33 (continuation)
 <Q1BDFI> Same provider for Standard Landline Rental + ISDN Rental
 by Crossbreak
 Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	51	2	2	-	1	1	9	6	4	2	27	3	7	14	1	50
Total	15	*	*	-	*	1	2	2	3	4	12	*	1	1	*	15
BT	9 57%	- -%	* 50%	- -%	- -%	1 100%	1 45%	1 93%	3 96%	* 2%	6 53%	* 82%	1 70%	1 72%	* 100%	8 57%
Daisy	4 28%	* 85%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 98%	4 35%	- -%	- -%	- -%	- -%	4 28%
4com	* 3%	- -%	- -%	- -%	- -%	- -%	* 21%	- -%	* 4%	- -%	* 4%	- -%	- -%	- -%	- -%	* 3%
Chess	* 3%	- -%	- -%	- -%	- -%	- -%	* 21%	- -%	- -%	- -%	* 3%	* 18%	- -%	- -%	- -%	* 3%
O2 / BE	* 2%	* 15%	* 50%	- -%	- -%	- -%	* 8%	- -%	- -%	- -%	* 2%	- -%	* 5%	- -%	- -%	* 2%
Virgin Media (NTL/ Telewest)	* 2%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	* 2%	* 2%	- -%	- -%	* 7%	* 100%	* 1%
Talk Talk	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 20%	- -%	- -%	* 2%
Clarity	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 15%	- -%	* 2%
Alternative Networks	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 7%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%
Barclays Communications	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 7%	- -%	* 1%
Rainbow	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 7%	- -%	* 1%
Adept	* *%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* *%
Highnet	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	* *%

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

Table 33 (continuation)
 <Q1BDFI> Same provider for Standard Landline Rental + ISDN Rental
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED												HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo bills (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)		
Unweighted row	51	24	12	13	-	2	27	51	40	31	45	48	21	38	25	51	17	21	9	-	6	3	51	36	25	8	13	-	
Total	15	9	3	2	-	*	6	15	10	6	10	15	3	11	5	15	2	5	2	-	5	*	15	10	5	3	2	-	
BT	9 57%	4 45%	3 80%	2 91%	- -%	* 21%	4 78%	9 57%	7 75%	4 67%	8 75%	8 57%	3 90%	5 43%	5 88%	9 57%	1 48%	4 78%	1 66%	- -%	1 16%	* 75%	9 57%	4 42%	5 88%	2 78%	2 78%	- -%	
Daisy	4 28%	4 40%	- -%	- -%	- -%	* 79%	* 7%	4 28%	* 4%	* 7%	* 4%	4 29%	- -%	4 39%	- -%	4 28%	- -%	* 7%	* 19%	- -%	4 82%	- -%	4 28%	4 40%	- -%	* 14%	- -%	- -%	
4com	* 3%	* 5%	- -%	- -%	- -%	- -%	- -%	* 3%	* 5%	* 2%	* 5%	* 3%	- -%	* 3%	* 2%	* 3%	- -%	* 2%	- -%	- -%	- -%	- -%	* 3%	* 3%	* 2%	- -%	* 4%	- -%	
Chess	* 3%	- -%	* 13%	- -%	- -%	- -%	* 7%	* 3%	* 4%	* 7%	* 4%	* 3%	- -%	* 4%	- -%	* 3%	- -%	* 7%	- -%	- -%	- -%	- -%	* 3%	* 4%	- -%	- -%	* 15%	- -%	
O2 / BE	* 2%	* 1%	* 4%	* 4%	- -%	- -%	* 4%	* 2%	* 3%	* 3%	* 3%	* 2%	* 4%	* 3%	* 3%	* 2%	* 13%	* 1%	* 3%	- -%	* 2%	* 25%	* 2%	* 3%	* 3%	- -%	* 3%	- -%	
Virgin Media (NTL/ Telewest)	* 2%	* 1%	- -%	* 10%	- -%	- -%	* 3%	* 2%	* 3%	* 5%	* 3%	* 2%	* 5%	* 2%	* 3%	* 2%	* 13%	* 6%	* 11%	- -%	- -%	- -%	* 2%	* 2%	* 3%	* 4%	* 7%	- -%	
Talk Talk	* 2%	* 3%	- -%	- -%	- -%	- -%	- -%	* 2%	* 3%	* 5%	* 3%	* 2%	- -%	* 2%	- -%	* 2%	* 16%	- -%	- -%	- -%	- -%	- -%	* 2%	* 2%	- -%	- -%	- -%	- -%	- -%
Clarity	* 2%	* 1%	* 3%	* 2%	- -%	- -%	* 2%	* 2%	* 1%	* 2%	* 2%	* 1%	* 2%	* 1%	* 2%	* 2%	* 2%	- -%	- -%	- -%	- -%	- -%	* 2%	* 2%	* 1%	- -%	- -%	- -%	
Alternative Networks	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	* 2%	* 1%	* 1%	* 3%	- -%	* 2%	* 1%	* 7%	- -%	* 5%	- -%	- -%	- -%	* 1%	- -%	* 2%	- -%	- -%	- -%	
Barclays Communications	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	* 1%	* 1%	- -%	* 1%	* 2%	* 1%	* 6%	* 2%	- -%	- -%	- -%	- -%	* 1%	* 1%	* 2%	* 3%	- -%	- -%	
Rainbow	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	* 2%	* 1%	* 1%	- -%	* 1%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	- -%	- -%	- -%	
Adept	* *%	* 1%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* 1%	* 1%	* *%	- -%	- -%	* 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* 1%	- -%	- -%	- -%	
Highnet	* *%	- -%	- -%	* 3%	- -%	- -%	* 1%	* *%	* 1%	- -%	* 1%	* *%	* 2%	* 1%	* 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* 1%	* 1%	- -%	- -%	- -%	

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

Table 33 (continuation)
 <Q1BDFI> Same provider for Standard Landline Rental + ISDN Rental
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro re for calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pr ducts (c)	No ducts (a)	1 pr ducts (b)	2 pr ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	51	3	6	12	-	28	3	20	51	6	33	44	5	2	20	11	20	3	18	-	19	6	8	3	4
Total	15	*	3	2	-	8	*	6	15	*	12	13	1	*	9	3	3	1	4	-	8	1	1	*	*
BT	9 57%	* 100%	2 82%	2 70%	- -%	8 95%	* 100%	- -%	9 57%	* 58%	7 57%	7 55%	1 81%	* 46%	4 46%	3 95%	1 50%	1 92%	3 74%	- -%	3 45%	* 49%	1 77%	* 83%	* 85%
Daisy	4 28%	- -%	- -%	* 17%	- -%	* 5%	- -%	4 63%	4 28%	- -%	4 34%	4 31%	- -%	- -%	4 47%	- -%	- -%	- -%	* 10%	- -%	4 49%	- -%	- -%	- -%	- -%
4com	* 3%	- -%	* 4%	- -%	- -%	- -%	- -%	* 8%	* 3%	- -%	* 4%	* 3%	- -%	* 54%	* 4%	- -%	* 4%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%
Chess	* 3%	- -%	* 14%	- -%	- -%	- -%	- -%	* 7%	* 3%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	* 14%	- -%	* 9%	- -%	- -%	- -%	- -%	- -%	- -%
O2 / BE	* 2%	- -%	- -%	* 3%	- -%	- -%	- -%	* 6%	* 2%	* 14%	* 1%	* 2%	- -%	- -%	* 1%	* 4%	* 5%	- -%	* 2%	- -%	* 3%	* 10%	- -%	* 17%	* 15%
Virgin Media (NTL/ Telewest)	* 2%	- -%	- -%	* 13%	- -%	* 2%	- -%	* 2%	* 2%	* 28%	* 2%	* 2%	* 7%	- -%	- -%	* 3%	* 7%	- -%	* 7%	- -%	- -%	* 14%	* 11%	* 23%	* 20%
Talk Talk	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	* 2%	- -%	- -%	- -%	* 19%	- -%	- -%	- -%	* 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Clarity	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	* 2%	- -%	- -%	* 2%	- -%	- -%	* 1%	* 1%	* 3%	- -%	- -%	- -%	* 1%	* 27%	- -%	- -%	- -%
Alternative Networks	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	* 1%	- -%	* 1%	* 1%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	* 12%	- -%	- -%
Barclays Communications	* 1%	- -%	- -%	* 4%	- -%	- -%	- -%	* 2%	* 1%	- -%	* 1%	* 1%	- -%	- -%	- -%	- -%	* 3%	* 8%	- -%	- -%	- -%	* 14%	* 11%	- -%	- -%
Rainbow	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	* 1%	- -%	* 1%	* 1%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Adept	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 33 (continuation)
 <Q1BDFI> Same provider for Standard Landline Rental + ISDN Rental
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	Int ernal /inter- -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for re ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC (a)	Std lan dline + BB (c)	No ducts (a)	1 ducts (b)	2 ducts (c)	pro ducts	No ducts (a)	1 ducts (b)	2 ducts (c)	pro ducts	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ line (d)
Unweighted row	51	3	6	12	-	28	3	20	51	6	33	44	5	2	20	11	20	3	18	-	19	6	8	3	4
Total	15	*	3	2	-	8	*	6	15	*	12	13	1	*	9	3	3	1	4	-	8	1	1	*	*
Highnet	*	-	-	-	-	-	-	*	*	-	-	*	-	-	-	-	*	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	1%	*%	-%	-%	*%	-%	-%	-%	-%	2%	-%	-%	-%	1%	-%	-%	-%	-%

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

Table 33 (continuation)
 <Q1BDFI> Same provider for Standard Landline Rental + ISDN Rental
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					
	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	51	18	4	7	5	
Total	15	8	1	1	1	
BT	9 57%	4 47%	* 82%	1 72%	* 73%	* 87%
Daisy	4 28%	4 49%	- -%	- -%	- -%	- -%
4com	* 3%	- -%	- -%	- -%	- -%	- -%
Chess	* 3%	* 1%	- -%	- -%	- -%	- -%
O2 / BE	* 2%	* 2%	- -%	- -%	* 12%	* 13%
Virgin Media (NTL/ Telewest)	* 2%	- -%	* 18%	* 13%	* 16%	* 18%
Talk Talk	* 2%	- -%	- -%	- -%	- -%	- -%
Clarity	* 2%	- -%	- -%	- -%	- -%	- -%
Alternative Networks	* 1%	- -%	- -%	* 15%	- -%	- -%
Barclays Communications	* 1%	- -%	* 18%	* 13%	* 16%	- -%
Rainbow	* 1%	- -%	- -%	- -%	- -%	- -%
Adept	* *%	- -%	- -%	- -%	- -%	- -%
Highnet	* *%	* 1%	- -%	- -%	- -%	- -%

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

Table 34
 <Q1BDFI> Same provider for Standard Landline Rental, ISDN Rental & Calls
 by Crossbreak
 Base: All respondents

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	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)	
Unweighted row	46	-	2	6	17	21	26	15	5	3	4	15	12	2	5	4	4	4	6	7	-	10	7	4
Total	14	-	4	3	6	1	11	3	*	1	5	4	3	*	*	1	4	*	1	3	-	1	1	2
BT	8	-	*	2	5	1	6	2	*	1	1	2	2	*	*	1	*	*	*	2	-	1	*	2
	56%	-%	6%	59%	89%	53%	53%	73%	55%	100%	21%	62%	81%	100%	66%	100%	9%	86%	41%	78%	-%	59%	37%	97%
Daisy	4	-	4	*	-	-	4	-	-	-	4	-	-	-	-	-	4	-	-	-	-	*	-	-
	29%	-%	94%	15%	-%	-%	37%	-%	-%	-%	79%	-%	-%	-%	-%	-%	90%	-%	-%	-%	-%	27%	-%	-%
4com	*	-	-	*	-	*	*	*	-	-	*	-	-	-	-	-	-	-	-	*	-	-	*	-
	3%	-%	-%	13%	-%	8%	3%	4%	-%	-%	13%	-%	-%	-%	-%	-%	-%	-%	-%	13%	-%	-%	18%	-%
Chess	*	-	-	*	-	*	*	-	-	-	*	-	-	*	-	*	-	*	-	-	-	-	-	-
	3%	-%	-%	13%	-%	3%	4%	-%	-%	-%	10%	-%	-%	13%	-%	1%	-%	31%	-%	-%	-%	-%	-%	-%
O2 / BE	*	-	-	-	-	*	*	*	*	-	-	-	*	-	*	-	-	*	*	*	-	-	-	*
	2%	-%	-%	-%	-%	18%	1%	2%	17%	-%	-%	-%	5%	-%	21%	-%	-%	14%	5%	2%	-%	-%	-%	3%
Talk Talk	*	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-	-	*	-	-	-	-	-	-
	2%	-%	-%	-%	4%	-%	-%	9%	-%	-%	-%	9%	-%	-%	-%	-%	-%	22%	-%	-%	-%	-%	-%	-%
Clarity	*	-	-	-	*	*	*	*	-	-	*	-	-	-	-	-	-	-	*	-	*	-	-	-
	2%	-%	-%	-%	3%	2%	1%	5%	-%	-%	6%	-%	-%	-%	-%	-%	-%	-%	3%	-%	9%	-%	-%	-%
Alternative Networks	*	-	-	-	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-
	1%	-%	-%	-%	-%	7%	-%	-%	28%	-%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	18%	-%
Barclays Communications	*	-	-	-	*	-	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	1%	-%	-%	-%	2%	-%	-%	3%	-%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	16%	-%
Rainbow	*	-	-	-	*	-	-	*	-	-	*	-	-	-	-	-	-	-	*	-	-	-	-	-
	1%	-%	-%	-%	2%	-%	-%	3%	-%	-%	3%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%
Virgin Media (NTL/ Telewest)	*	-	-	-	-	*	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*
	1%	-%	-%	-%	-%	6%	1%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%
Adept	*	-	-	-	-	*	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	4%	1%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%
Highnet	*	-	-	-	-	*	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	4%	1%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%

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

Table 34 (continuation)
 <Q1BDFI> Same provider for Standard Landline Rental, ISDN Rental & Calls
 by Crossbreak
 Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	46	1	2	-	-	1	9	5	4	2	24	3	7	12	1	45
Total	14	*	*	-	-	1	2	1	3	4	12	*	1	1	*	14
BT	8 56%	- -%	* 50%	- -%	- -%	1 100%	1 45%	1 93%	3 96%	* 2%	6 54%	* 82%	1 70%	1 63%	* 100%	8 56%
Daisy	4 29%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 98%	4 36%	- -%	- -%	- -%	- -%	4 29%
4com	* 3%	- -%	- -%	- -%	- -%	- -%	* 21%	- -%	* 4%	- -%	* 4%	- -%	- -%	- -%	- -%	* 3%
Chess	* 3%	- -%	- -%	- -%	- -%	- -%	* 21%	- -%	- -%	- -%	* 3%	* 18%	- -%	- -%	- -%	* 3%
O2 / BE	* 2%	- -%	* 50%	- -%	- -%	- -%	* 8%	- -%	- -%	- -%	* 2%	- -%	* 5%	- -%	- -%	* 2%
Talk Talk	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 20%	- -%	- -%	* 2%
Clarity	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 20%	- -%	* 2%
Alternative Networks	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 7%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%
Barclays Communications	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 9%	- -%	* 1%
Rainbow	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 9%	- -%	* 1%
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	* 1%	- -%	- -%	- -%	- -%	* 1%
Adept	* *%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* *%
Highnet	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	* *%

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

Table 34 (continuation)
 <Q1BDFI> Same provider for Standard Landline Rental, ISDN Rental & Calls
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private cir cuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobile (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private cir cuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	
Unweighted row	46	21	11	12	-	2	25	46	38	28	41	44	20	34	23	46	15	19	8	-	5	2	46	32	23	7	12	-
Total	14	9	3	2	-	*	5	14	9	5	10	14	3	10	5	14	1	5	2	-	5	*	14	10	5	3	2	-
BT	8 56%	4 43%	2 79%	2 95%	- -%	* 21%	4 79%	8 56%	7 76%	4 67%	7 75%	8 56%	3 90%	4 42%	4 89%	8 56%	1 55%	4 79%	1 70%	- -%	1 16%	* 61%	8 56%	4 40%	4 89%	2 81%	2 76%	- -%
Daisy	4 29%	4 42%	- -%	- -%	- -%	* 79%	* 7%	4 29%	* 4%	* 7%	* 4%	4 30%	- -%	4 41%	- -%	4 29%	- -%	* 8%	* 21%	- -%	4 84%	- -%	4 29%	4 42%	- -%	* 15%	- -%	- -%
4com	* 3%	* 5%	- -%	- -%	- -%	- -%	- -%	* 3%	* 5%	* 2%	* 5%	* 3%	- -%	* 4%	* 2%	* 3%	- -%	* 2%	- -%	- -%	- -%	- -%	* 3%	* 4%	* 2%	- -%	* 5%	- -%
Chess	* 3%	- -%	* 13%	- -%	- -%	- -%	* 8%	* 3%	* 4%	* 8%	* 4%	* 3%	- -%	* 4%	- -%	* 3%	- -%	* 7%	- -%	- -%	- -%	- -%	* 3%	* 4%	- -%	- -%	* 16%	- -%
O2 / BE	* 2%	* 1%	* 4%	- -%	- -%	- -%	* 3%	* 2%	* 3%	* 4%	* 3%	* 1%	* 4%	* 3%	* 1%	* 2%	* 9%	* 1%	* 3%	- -%	- -%	* 39%	* 2%	* 3%	* 1%	- -%	* 3%	- -%
Talk Talk	* 2%	* 3%	- -%	- -%	- -%	- -%	- -%	* 2%	* 3%	* 5%	* 3%	* 2%	- -%	* 3%	- -%	* 2%	* 19%	- -%	- -%	- -%	- -%	- -%	* 2%	* 3%	- -%	- -%	- -%	- -%
Clarity	* 2%	* 1%	* 3%	* 2%	- -%	- -%	* 2%	* 2%	* 1%	* 2%	* 2%	* 1%	* 2%	* 1%	* 2%	* 2%	* 2%	- -%	- -%	- -%	- -%	- -%	* 2%	* 2%	* 1%	- -%	- -%	- -%
Alternative Networks	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	* 2%	* 1%	* 1%	* 3%	- -%	* 2%	* 1%	* 8%	- -%	* 6%	- -%	- -%	- -%	* 1%	- -%	* 2%	- -%	- -%	- -%
Barclays Communications	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	* 1%	* 1%	- -%	* 1%	* 2%	* 1%	* 7%	* 2%	- -%	- -%	- -%	- -%	* 1%	* 1%	* 2%	* 4%	- -%	- -%
Rainbow	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	* 2%	* 1%	* 1%	- -%	* 1%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	- -%	- -%	- -%
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	* 5%	- -%	- -%	* 2%	* 1%	* 1%	* 2%	* 1%	* 1%	* 3%	- -%	* 2%	* 1%	* 6%	* 2%	- -%	- -%	- -%	- -%	* 1%	- -%	* 2%	- -%	* 4%	- -%
Adept	* *%	* 1%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* 1%	* 1%	* *%	- -%	- -%	* 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* 1%	- -%	- -%	- -%
Hignnet	* *%	- -%	- -%	* 3%	- -%	- -%	* 1%	* *%	* 1%	- -%	* 1%	* *%	* 2%	* 1%	* 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* 1%	* 1%	- -%	- -%	- -%

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

Table 34 (continuation)
 <Q1BDFI> Same provider for Standard Landline Rental, ISDN Rental & Calls
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntel and calls (a)	Other re vider for calls (b)	Other pro vider for ntel and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	46	2	6	11	-	28	-	18	46	5	31	39	5	2	18	11	17	3	16	-	17	6	8	2	3
Total	14	*	3	2	-	8	-	6	14	*	12	13	1	*	9	3	3	1	4	-	7	1	1	*	*
BT	8	*	2	2	-	8	-	-	8	*	7	7	1	*	4	3	1	1	3	-	3	*	1	*	*
	56%	100%	82%	74%	-%	95%	-%	-%	56%	81%	57%	54%	81%	46%	44%	95%	52%	92%	75%	-%	44%	49%	77%	100%	100%
Daisy	4	-	-	*	-	*	-	4	4	-	4	4	-	-	4	-	-	-	*	-	4	-	-	-	-
	29%	-%	-%	18%	-%	5%	-%	65%	29%	-%	35%	33%	-%	-%	49%	-%	-%	-%	11%	-%	50%	-%	-%	-%	-%
4com	*	-	*	-	-	-	-	*	*	-	*	*	-	*	*	-	*	-	*	-	-	-	-	-	-
	3%	-%	4%	-%	-%	-%	-%	8%	3%	-%	4%	3%	-%	54%	4%	-%	4%	-%	3%	-%	-%	-%	-%	-%	-%
Chess	*	-	*	-	-	-	-	*	*	-	-	*	-	-	-	-	*	-	*	-	-	-	-	-	-
	3%	-%	14%	-%	-%	-%	-%	7%	3%	-%	-%	3%	-%	-%	-%	-%	15%	-%	10%	-%	-%	-%	-%	-%	-%
O2 / BE	*	-	-	*	-	-	-	*	*	*	*	*	-	-	*	*	*	-	*	-	*	*	-	-	-
	2%	-%	-%	3%	-%	-%	-%	4%	2%	19%	1%	2%	-%	-%	1%	4%	2%	-%	2%	-%	3%	10%	-%	-%	-%
Talk Talk	*	-	-	-	-	-	-	*	*	-	-	-	*	-	-	*	-	-	-	-	-	-	-	-	-
	2%	-%	-%	-%	-%	-%	-%	4%	2%	-%	-%	-%	19%	-%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Clarity	*	-	-	-	-	-	-	*	*	-	-	*	-	-	*	*	*	-	-	-	*	*	-	-	-
	2%	-%	-%	-%	-%	-%	-%	4%	2%	-%	-%	2%	-%	-%	1%	1%	4%	-%	-%	-%	1%	27%	-%	-%	-%
Alternative Networks	*	-	-	-	-	-	-	*	*	-	-	*	-	-	-	-	*	-	-	-	-	*	-	-	-
	1%	-%	-%	-%	-%	-%	-%	2%	1%	-%	1%	1%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%	12%	-%	-%
Barclays Communications	*	-	-	*	-	-	-	*	*	-	*	*	-	-	-	-	*	*	-	-	-	*	*	-	-
	1%	-%	-%	4%	-%	-%	-%	2%	1%	-%	1%	1%	-%	-%	-%	-%	4%	8%	-%	-%	-%	14%	11%	-%	-%
Rainbow	*	-	-	-	-	-	-	*	*	-	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	2%	1%	-%	1%	1%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Virgin Media (NTL/ Telewest)	*	-	-	*	-	*	-	-	*	-	*	*	-	-	-	-	*	-	*	-	-	-	-	-	-
	1%	-%	-%	4%	-%	1%	-%	-%	1%	-%	1%	1%	-%	-%	-%	-%	3%	-%	2%	-%	-%	-%	-%	-%	-%
Adept	*	-	-	-	-	-	-	*	*	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	1%	*%	-%	-%	1%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%

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

Table 34 (continuation)
 <Q1BDFI> Same provider for Standard Landline Rental, ISDN Rental & Calls
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	Int ernal /inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for re ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC (a)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pr ducts (c)	pro ducts	No ducts (a)	1 pr ducts (b)	2 pr ducts (c)	pro ducts	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ line (d)
Unweighted row	46	2	6	11	-	28	-	18	46	5	31	39	5	2	18	11	17	3	16	-	17	6	8	2	3
Total	14	*	3	2	-	8	-	6	14	*	12	13	1	*	9	3	3	1	4	-	7	1	1	*	*
Highnet	*	-	-	-	-	-	-	*	*	-	-	*	-	-	-	-	*	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	1%	*%	-%	-%	*%	-%	-%	-%	-%	2%	-%	-%	-%	1%	-%	-%	-%	-%

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

Table 34 (continuation)
 <Q1BDFI> Same provider for Standard Landline Rental, ISDN Rental & Calls
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO				
	Not Ch calls ange to mo (a) (b)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)
Unweighted row	46	16	4	7	4
Total	14	8	1	1	*
BT	8 56%	3 46%	* 82%	1 72%	* 82% * 100%
Daisy	4 29%	4 50%	- -%	- -%	- -%
4com	* 3%	- -%	- -%	- -%	- -%
Chess	* 3%	* 1%	- -%	- -%	- -%
O2 / BE	* 2%	* 3%	- -%	- -%	- -%
Talk Talk	* 2%	- -%	- -%	- -%	- -%
Clarity	* 2%	- -%	- -%	- -%	- -%
Alternative Networks	* 1%	- -%	- -%	* 15%	- -%
Barclays Communications	* 1%	- -%	* 18%	* 13%	* 18% -
Rainbow	* 1%	- -%	- -%	- -%	- -%
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	- -%	- -%
Adept	* *%	- -%	- -%	- -%	- -%
Highnet	* *%	* 1%	- -%	- -%	- -%

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

Table 35
 <Q1A/B/G> Same provider for standard calls, rental, fixed broadband & VoIP Calls
 by Crossbreak
 Base: All respondents

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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)	
Unweighted row	17	4	5	1	3	8	8	4	3	4	3	2	-	2	2	1	1	1	1	1	1	7	4	-
Total	11	9	9	*	1	1	10	*	*	5	1	*	-	*	*	*	*	*	*	*	*	9	1	-
XLN telecom	4 40%	4 47%	4 46%	- -%	- -%	- -%	4 43%	- -%	- -%	4 79%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 46%	- -%	- -%
Orange	4 36%	4 43%	4 42%	- -%	- -%	- -%	4 39%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 41%	- -%	- -%
BT	1 14%	* 5%	1 7%	- -%	1 100%	* 52%	1 9%	* 51%	* 68%	1 14%	* 17%	* 23%	- -%	* 72%	* 62%	* 100%	* 100%	- -%	- -%	- -%	* 100%	* 4%	1 84%	- -%
Daisy	* 4%	- -%	- -%	* 100%	- -%	* 12%	* 5%	- -%	- -%	- -%	* 83%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	* 4%	- -%	- -%	
Virgin Media (NTL/ Telewest)	* 4%	* 5%	* 5%	- -%	- -%	- -%	* 4%	- -%	- -%	* 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%
4com	* 1%	- -%	- -%	- -%	* 19%	- -%	* 36%	- -%	- -%	- -%	- -%	* 77%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 16%	- -%
O2 / BE	* 1%	- -%	- -%	- -%	* 11%	- -%	- -%	* 32%	- -%	- -%	- -%	- -%	- -%	* 38%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%
Eclipse	* *%	- -%	- -%	- -%	* 7%	- -%	* 14%	- -%	- -%	- -%	- -%	- -%	* 28%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 35 (continuation)
 <Q1A/B/G> Same provider for standard calls, rental, fixed broadband & VoIP Calls
 by Crossbreak
 Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		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: gland (j)	Wales (k)	Sco tland (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)
Unweighted row	17	2	-	-	-	1	2	2	1	1	9	3	1	4	2	15
Total	11	*	-	-	-	4	*	*	*	4	9	1	*	*	4	6
XLN telecom	4 40%	- -%	- -%	- -%	- -%	4 100%	- -%	- -%	- -%	- -%	4 46%	- -%	- -%	- -%	- -%	4 66%
Orange	4 36%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 100%	4 42%	- -%	- -%	- -%	4 90%	- -%
BT	1 14%	- -%	- -%	- -%	- -%	* 83%	* 100%	- -%	- -%	- -%	1 6%	* 48%	* 100%	* 100%	- -%	1 23%
Daisy	* 4%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	- -%	* 7%
Virgin Media (NTL/ Telewest)	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 48%	- -%	- -%	* 10%	- -%
4com	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	* 1%	- -%	- -%	- -%	- -%	* 2%
O2 / BE	* 1%	- -%	- -%	- -%	- -%	* 17%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%
Eclipse	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	* 1%

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

Table 35 (continuation)
 <Q1A/B/G> Same provider for standard calls, rental, fixed broadband & VoIP Calls
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE					
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo bills (d)	Fixed broadband (e)	Mo line (f)	Mo line (g)	ISDN 2/2e (h)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No (c)	LL BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)
Unweighted row	17	13	1	-	-	3	4	17	13	8	14	17	5	5	3	8	4	17	8	-	3	-	17	4	3	12	4	1	
Total	11	10	*	-	-	1	1	11	6	1	6	11	1	1	*	1	*	11	1	-	5	-	11	1	*	6	1	4	
XLN telecom	4 40%	4 42%	- -%	- -%	- -%	- -%	- -%	4 40%	- -%	- -%	- -%	4 40%	- -%	- -%	- -%	- -%	- -%	4 40%	- -%	- -%	4 89%	- -%	4 40%	- -%	- -%	4 67%	- -%	- -%	
Orange	4 36%	4 38%	- -%	- -%	- -%	- -%	- -%	4 36%	4 65%	- -%	4 65%	4 36%	- -%	- -%	- -%	- -%	- -%	4 36%	- -%	- -%	- -%	- -%	4 36%	- -%	- -%	- -%	- -%	- -%	4 100%
BT	1 14%	1 13%	* 100%	- -%	- -%	* 26%	* 37%	1 14%	1 16%	* 43%	1 17%	1 14%	* 67%	* 14%	* 60%	* 28%	* 86%	1 14%	1 62%	- -%	1 11%	- -%	1 14%	* 16%	* 60%	1 19%	* 59%	- -%	
Daisy	* 4%	* 1%	- -%	- -%	- -%	* 74%	* 63%	* 4%	* 8%	* 37%	* 8%	* 4%	* 13%	* 70%	- -%	* 49%	- -%	* 4%	* 35%	- -%	- -%	- -%	* 4%	* 66%	- -%	* 7%	- -%	- -%	
Virgin Media (NTL/ Telewest)	* 4%	* 4%	- -%	- -%	- -%	- -%	- -%	* 4%	* 7%	- -%	* 7%	* 4%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%	* 7%	- -%	- -%	
4com	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	* 2%	* 10%	* 2%	* 1%	- -%	- -%	* 40%	* 12%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	- -%	* 40%	- -%	- -%	* 21%	- -%
O2 / BE	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	* 6%	* 1%	* 1%	* 12%	* 10%	- -%	* 7%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	* 11%	- -%	- -%	* 12%	- -%	
Eclipse	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	* 1%	* 4%	* 1%	* *%	* 8%	* 6%	- -%	* 4%	* 14%	* *%	* 3%	- -%	- -%	- -%	* *%	* 7%	- -%	- -%	* 8%	- -%	

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

Table 35 (continuation)
 <Q1A/B/G> Same provider for standard calls, rental, fixed broadband & VoIP Calls
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	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)	Std lan dline + ISDN Re (a)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)
Unweighted row	17	4	7	6	-	10	-	7	6	2	17	15	-	2	12	-	5	-	16	1	6	2	-	1	-
Total	11	*	9	1	-	2	-	9	1	*	11	10	-	*	10	-	*	-	10	*	5	*	-	*	-
XLN telecom	4 40%	- -%	4 46%	- -%	- -%	- -%	- -%	4 48%	- -%	- -%	4 40%	4 40%	- -%	- -%	4 41%	- -%	- -%	- -%	4 40%	- -%	4 88%	- -%	- -%	- -%	- -%
Orange	4 36%	- -%	4 42%	- -%	- -%	- -%	4 44%	- -%	4 37%	- -%	4 36%	4 37%	- -%	- -%	4 38%	- -%	- -%	- -%	4 36%	- -%	- -%	- -%	- -%	- -%	- -%
BT	1 14%	* 92%	* 5%	1 55%	- -%	1 79%	- -%	- -%	* 32%	* 100%	1 14%	1 13%	- -%	* 46%	1 12%	- -%	* 63%	- -%	1 13%	* 100%	* 9%	* 88%	- -%	- -%	- -%
Daisy	* 4%	- -%	* 1%	* 39%	- -%	* 21%	- -%	* 1%	* 47%	- -%	* 4%	* 4%	- -%	- -%	* 4%	- -%	* 14%	- -%	* 4%	- -%	* 1%	- -%	- -%	- -%	- -%
Virgin Media (NTL/ Telewest)	* 4%	- -%	* 5%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	* 4%	* 4%	- -%	- -%	* 4%	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%
4com	* 1%	- -%	* 1%	- -%	- -%	- -%	* 1%	* 13%	- -%	- -%	* 1%	- -%	- -%	* 54%	- -%	- -%	* 23%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%
O2 / BE	* 1%	- -%	- -%	* 6%	- -%	- -%	* 1%	* 8%	- -%	- -%	* 1%	* 1%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	- -%	* 1%	- -%	- -%	- -%	- -%
Eclipse	* **	* 8%	- -%	- -%	- -%	- -%	* **	- -%	- -%	- -%	* **	* **	- -%	- -%	* **	- -%	- -%	- -%	* **	- -%	- -%	* 12%	- -%	* 100%	- -%

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

Table 35 (continuation)
 <Q1A/B/G> Same provider for standard calls, rental, fixed broadband & VoIP Calls
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO				
	Not Ch ange (a)	Some to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel to MFL (e)
Unweighted row	17	8	2	-	1
Total	11	9	*	-	*
XLN telecom	4 40%	4 46%	- -%	- -%	- -%
Orange	4 36%	4 41%	- -%	- -%	- -%
BT	1 14%	1 7%	* 88%	- -%	* 100%
Daisy	* 4%	* 1%	- -%	- -%	- -%
Virgin Media (NTL/ Telewest)	* 4%	* 4%	- -%	- -%	- -%
4com	* 1%	- -%	- -%	- -%	- -%
O2 / BE	* 1%	* 1%	- -%	- -%	- -%
Eclipse	* *%	- -%	* 12%	- -%	- -%

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

Table 36
 <Q1A1> And which company is the main provider of your Standard Landline CALLS
 by Crossbreak
 Base: All with Standard Landlines

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	Pr mary 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	465	61	198	99	83	85	376	67	19	154	115	89	37	14	11	19	35	57	54	60	19	128	67	26
Total	483	147	393	53	32	6	446	32	2	258	126	47	8	1	1	19	38	59	58	65	17	150	52	26
BT	213 44%	65 44%	171 43%	27e 51%	14 44%	2 32%	200 45%	12 39%	1 22%	109 42%	73 58%	14 29%	4 50%	* 37%	* 60%	7 39%	22 58%	20 34%	27 46%	31 47%	12 73%	60 40%	21 39%	15 56%
Talk Talk	31 6%	12 8%	28 7%	2 5%	1 2%	* 3%	31 7%	* 1%	- -	26 10%	2 1%	* 1%	* 5%	- -	- -	4 23%	3 8%	1 1%	1 1%	* *	1 4%	15 10%	7 13%	- -
XLN telecom	29 6%	17 12%	27 7%	1 1%	1 3%	- -	23 5%	6 19%	- -	19 7%	1 1%	5 11%	- -	- -	- -	* 1%	- -	2 4%	* 1%	10 16%	- -	11 7%	4 8%	1 3%
Unicom / Universal Utilities	25 5%	11 8%	21 5%	3 6%	1 2%	* 1%	20 5%	4 14%	- -	17 7%	7 6%	1 1%	- -	- -	- -	* 1%	6 10%	5 8%	* *	- -	- -	13 9%	* *	* 2%
Virgin Media (NTL/ Telewest)	21 4%	10 7%	20 5%	1 2%	- -	*d 3%	17 4%	4 14%	* 4%	15 6%	2 1%	- -	* 1%	* 9%	- -	- -	- -	11 19%	* 1%	* *	- -	9 6%	- -	* 2%
Sky / Skytalk	20 4%	4 3%	20 5%	- -	- -	- -	20 5%	- -	- -	16 6%	- -	4 9%	- -	- -	- -	- -	- -	8 14%	3 5%	5 7%	- -	5 3%	- -	- -
Daisy	10 2%	- -	7 2%	1 2%	2A 6%	*A 1%	10 2%	- -	- -	- -	5 4%	5 11%	- -	- -	- -	- -	6 17%	- -	3 4%	- -	- -	1 1%	- -	- -
Orange	8 2%	8 5%	8 2%	- -	- -	- -	8 2%	- -	- -	4 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 3%	4 8%	- -
Madasafish	5 1%	- -	5 1%	- -	- -	- -	5 1%	- -	- -	5 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	5 19%
O2 / BE	5 1%	4 3%	4 1%	- -	* 1%	*bC 4%	5 1%	* 1%	* 3%	4 2%	- -	- -	* 5%	- -	* 9%	* 1%	- -	* 1%	* *	* *	- -	- -	4 8%	* *
Titan	5 1%	- -	3 1%	1 3%	- -	- -	5 1%	- -	- -	2 1%	3 2%	- -	- -	- -	- -	- -	- -	- -	* 1%	* *	- -	4 2%	- -	* 1%
Excel	5 1%	- -	3 1%	- -	1a 4%	- -	3 1%	* 1%	1 41%	3 1%	* *	- -	- -	- -	- -	- -	1 3%	- -	- -	- -	* 1%	1 *	3 5%	- -
Eclipse	4 1%	- -	4 1%	- -	- -	*a 1%	4 1%	* *	- -	4 1%	- -	- -	* 4%	- -	- -	- -	- -	* *	- -	4 6%	- -	- -	- -	- -

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

Table 36 (continuation)
 <Q1A1> And which company is the main provider of your Standard Landline CALLS
 by Crossbreak
 Base: All with Standard Landlines

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	Total	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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)
Unweighted row	465	61	198	99	83	85	376	67	19	154	115	89	37	14	11	19	35	57	54	60	19	128	67	26
Total	483	147	393	53	32	6	446	32	2	258	126	47	8	1	1	19	38	59	58	65	17	150	52	26
One Bill	3 1%	- -	1 *	1 *	1b 3%	*A 1%	3 1%	* *	- -	2 1%	- -	* *	- -	- -	- -	- -	- -	- -	* *	1 2%	- -	1 1%	- -	- -
Zen	2 1%	2 2%	2 1%	- -	- -	- -	2 1%	- -	- -	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	2 4%	- -	- -	- -	- -	- -
Everything Everywhere/EE	2 *%	- -	2 1%	- -	- -	- -	2 *%	- -	- -	2 1%	- -	- -	- -	- -	- -	- -	- -	2 4%	- -	- -	- -	- -	- -	- -
Plusnet	2 *%	- -	2 *	- -	* 1%	- -	2 *%	- -	- -	1 *%	1 1%	- -	- -	- -	- -	1 6%	- -	* 1%	* 1%	- -	- -	- -	* *	- -
Chess	2 *%	- -	- -	2B 3%	*b 1%	*AB 2%	2 *%	- -	- -	- -	1 1%	1 1%	* 1%	- -	* 6%	- -	* *	* *	* 1%	- -	* 2%	- -	1 2%	- -
Adept	2 *%	- -	- -	2B 3%	- -	*ABd 3%	2 *%	- -	- -	- -	2 1%	- -	* 2%	- -	- -	- -	- -	* *	- -	- -	- -	2 1%	* *	- -
Rainbow	1 *%	- -	1 *	* 1%	* 1%	*AB 3%	1 *%	* 1%	- -	* *%	* *%	* 1%	* 2%	- -	* 9%	- -	* *	* *	* *	1 1%	* 1%	- -	* 1%	- -
Utility Warehouse	1 *%	- -	- -	- -	1aB 4%	- -	1 *%	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 2%	- -
Gamma	1 *%	- -	- -	- -	1B 2%	- -	- -	1 2%	- -	- -	- -	- -	1 10%	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	- -
4com	1 *%	- -	- -	* 1%	- -	*ABd 3%	* *%	* *%	- -	- -	* *%	- -	- -	- -	- -	- -	- -	- -	- -	* 1%	- -	- -	* *%	* *%
Highnet	* *%	- -	- -	- -	* 1%	*ABc 2%	* *%	- -	* 3%	- -	- -	* 1%	- -	- -	- -	- -	- -	- -	* *	* *	- -	* *%	- -	- -
Clarity	* *%	- -	- -	* *%	* 1%	*AB 1%	* *%	* 1%	- -	* *%	- -	* *%	- -	* 4%	- -	- -	* *%	* *%	* *%	* *%	- -	* *%	- -	- -
Barclays Communications	* *%	- -	- -	- -	*b 1%	- -	* *%	* *%	- -	* *%	- -	* *%	- -	- -	- -	- -	* *%	* *%	- -	- -	- -	- -	* *%	- -

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

Table 36 (continuation)
 <Q1A1> And which company is the main provider of your Standard Landline CALLS
 by Crossbreak
 Base: All with Standard Landlines

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Pr mary ind ustry (a)	Man ufacturing (b)	Co nstruction (c)	Whole sale/ retail port/ Comm unica tions (d)	Re tail (e)	Finan cial ser vices (f)	Other ser vices (g)	Pu blic and ser vices (h)	Other (i)	
Total	465	61	198	99	83	85	376	67	19	154	115	89	37	14	11	19	35	57	54	60	19	128	67	26
Total	483	147	393	53	32	6	446	32	2	258	126	47	8	1	1	19	38	59	58	65	17	150	52	26
Vodafone	*	-	-	-	-	*ABc	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	2%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
Alternative Networks	*	-	-	-	-	*ABc	-	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	2%	-%	-%	5%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
(Other Provider)	84	13	62	12a	8a	2AB	79	2	1	31	22	15	2	*	*	5	5	8	16	12	3	24	6	4
	17%	9%	16%	23%	24%	35%	18%	7%	22%	12%	18%	32%	23%	46%	16%	29%	13%	13%	28%	18%	19%	16%	12%	16%

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

Table 36 (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	
		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)
Unweighted row	465	15	34	15	15	15	50	36	33	18	231	72	76	86	71	394
Total	483	15	50	37	34	40	50	74	75	42	415	20	36	13	142	341
BT	213 44%	7 51%	17 33%	11 30%	25 73%	18 45%	30 59%	34 46%	16 22%	17 41%	174 42%	11 56%	21 59%	7 53%	60 42%	154 45%
Talk Talk	31 6%	* 3%	10 21%	4 11%	- -	- -	* 1%	5 7%	9 12%	- -	30 7%	1 3%	1 2%	1 5%	19b 13%	13 4%
XLN telecom	29 6%	- -	1 3%	4 11%	- -	4 10%	2 4%	- -	9 12%	4 9%	25 6%	3jm 14%	1 4%	* 1%	4 3%	25 7%
Unicom / Universal Utilities	25 5%	- -	5 10%	8 21%	- -	- -	3 6%	5 7%	2 2%	- -	22 5%	1 3%	1 4%	* 3%	- -	25 7%
Virgin Media (NTL/ Telewest)	21 4%	* 3%	- -	* *	- -	- -	* 1%	4 6%	14 19%	* 19%	19 5%	1 4%	1 4%	* 2%	12 8%	10 3%
Sky / Skytalk	20 4%	3 19%	- -	- -	- -	- -	- -	13 17%	5 6%	- -	20 5%	* 2%	- -	- -	13 9%	7 2%
Daisy	10 2%	* 3%	3 6%	1 2%	1 3%	- -	- -	- -	- -	4 9%	9 2%	- -	1 3%	- -	- -	10 3%
Orange	8 2%	- -	- -	4 11%	- -	- -	- -	- -	- -	4 9%	8 2%	- -	- -	- -	8b 5%	- -
Madasafish	5 1%	- -	- -	- -	5 15%	- -	- -	- -	- -	- -	5 1%	- -	- -	- -	5 3%	- -
O2 / BE	5 1%	- -	* *	- -	- -	4 10%	* *	- -	- -	- -	4 1%	- -	* 1%	* 2%	- -	5 1%
Titan	5 1%	- -	2 5%	- -	- -	- -	- -	1 1%	- -	- -	3 1%	* 2%	* 1%	1J 5%	* *	4 1%
Excel	5 1%	3 19%	- -	- -	- -	- -	* 1%	- -	1 1%	- -	4 1%	* 2%	- -	* 2%	- -	5 1%
Eclipse	4 1%	- -	- -	- -	- -	- -	- -	- -	- -	4 9%	4 1%	* *	- -	- -	4 3%	* *

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

Table 36 (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	
		NE (a)	NW (b)	Yo E rks/Hu mber (c)	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)
Unweighted row	465	15	34	15	15	15	50	36	33	18	231	72	76	86	71	394
Total	483	15	50	37	34	40	50	74	75	42	415	20	36	13	142	341
One Bill	3 1%	- -	- -	- -	- -	- -	* 1%	- -	1 1%	- -	1 *	- -	1j 3%	* 2%	- -	3 1%
Zen	2 1%	- -	2 5%	- -	- -	- -	- -	- -	- -	- -	2 1%	- -	- -	- -	2 2%	- -
Everything Everywhere/EE	2 *	- -	- -	- -	- -	- -	2 4%	- -	- -	- -	2 1%	- -	- -	- -	- -	2 1%
Plusnet	2 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1J 4%	1J 4%	- -	1 1%	1 *
Chess	2 *	* 2%	- -	- -	- -	- -	* 1%	* *	- -	1 3%	2 *	* *	- -	- -	- -	2 1%
Adept	2 *	- -	- -	- -	- -	- -	* *	* *	2 2%	- -	2 *	* 1%	- -	- -	* *	2 1%
Rainbow	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1JKL 11%	* *	1 *
Utility Warehouse	1 *	- -	- -	- -	1 3%	- -	- -	- -	- -	- -	1 *	- -	- -	- -	1 1%	- -
Gamma	1 *	- -	- -	- -	- -	- -	- -	- -	- -	1 2%	1 *	- -	- -	- -	- -	1 *
4com	1 *	- -	- -	- -	* *	* 1%	- -	- -	* *	- -	1 *	- -	- -	- -	- -	1 *
Highnet	* *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	*j 1%	- -	- -	* *
Clarity	* *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	*J 3%	- -	* *
Barclays Communications	* *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	*J 2%	- -	* *
Vodafone	* *	- -	- -	- -	- -	- -	- -	- -	* *	- -	* *	- -	- -	- -	- -	* *

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

Table 36 (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	
		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)
Unweighted row	465	15	34	15	15	15	50	36	33	18	231	72	76	86	71	394
Total	483	15	50	37	34	40	50	74	75	42	415	20	36	13	142	341
Alternative Networks	*	-	-	-	-	-	-	*	-	-	*	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	*%
(Other Provider)	84	*	9	5	3	12	11	11	16	8	75	2	6	1	13	71
	17%	*%	18%	14%	9%	31%	22%	16%	21%	18%	18%	8%	16%	10%	9%	21%

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

Table 36 (continuation)
 <Q1A1> And which company is the main provider of your Standard Landline CALLS
 by Crossbreak
 Base: All with Standard Landlines

Total	MAIN FIXED LINE TYPE							PRODUCTS USED													HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE		
	Standard Landline (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standalone mobiles (c)	NET Mo (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard Landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)		
Unweighted row	465	409	23	26	-	7	56	280	181	334	398	109	79	48	108	43	87	40	31	131	67	465	61	46	37	47	2		
Total	483	473	5	4	-	1	10	276	150	342	377	84	27	9	34	6	48	24	47	142	107	483	15	9	18	26	4		
BT	213 44%	209 44%	2 51%	2 52%	- -	* 11%	5 47%	111 40%	65 43%	145 43%	161 43%	23 27%	9 34%	5 55%	14 41%	1 23%	13 28%	8 33%	33 70%	68 48%	52 49%	213 44%	4 27%	5 56%	6 34%	7 28%	- -		
Talk Talk	31 6%	31 7%	- -	* 3%	- -	- -	* 1%	17 6%	5 3%	18 5%	24 6%	7 8%	* 1%	* 2%	* 1%	* 7%	1 2%	- -	2 5%	14 10%	7 7%	31 6%	* 2%	* 2%	- -	1 4%	- -		
XLN telecom	29 6%	29 6%	- -	- -	- -	- -	- -	11 4%	12 8%	22 6%	17 4%	1 1%	- -	- -	- -	- -	5 10%	1 4%	1 3%	7 5%	12 12%	29 6%	- -	- -	4 23%	1 2%	- -		
Unicom / Universal Utilities	25 5%	25 5%	- -	- -	- -	- -	- -	13 5%	4 2%	13 4%	14 4%	9 10%	- -	- -	- -	* 4%	- -	2 10%	7 14%	11 8%	11 10%	25 5%	- -	- -	- -	- -	- -		
Virgin Media (NTL/ Telewest)	21 4%	21 5%	- -	* 2%	- -	- -	* 1%	21 4%	5 3%	21 6%	21 6%	5 6%	* 2%	* 1%	* 3%	* 10%	5 2%	* 2%	- -	- -	- -	21 4%	- -	* 1%	5 26%	* *	- -		
Sky / Skytalk	20 4%	20 4%	- -	- -	- -	- -	- -	16 6%	8 6%	20 6%	16 4%	4 5%	- -	- -	- -	- -	- -	4 18%	- -	- -	5 4%	20 4%	- -	- -	- -	- -	- -		
Daisy	10 2%	10 2%	- -	- -	- -	* 31%	* 4%	4 2%	4 3%	4 1%	9 2%	3 3%	5 20%	- -	5 16%	- -	* 1%	* 2%	1 2%	6 4%	1 1%	10 2%	4 28%	- -	* 3%	- -	- -		
Orange	8 2%	8 2%	- -	- -	- -	- -	- -	4 2%	4 1%	4 3%	8 2%	- -	- -	- -	- -	- -	4 8%	- -	- -	- -	- -	8 2%	- -	- -	- -	- -	4 93%		
Madasafish	5 1%	5 1%	- -	- -	- -	- -	- -	5 2%	5 -	5 1%	5 1%	- -	- -	- -	- -	- -	5 10%	- -	- -	- -	- -	5 1%	- -	- -	- -	5 19%	- -		
O2 / BE	5 1%	5 1%	* 3%	- -	- -	* 20%	* 4%	1 *	* 1%	1 *	5 1%	* 1%	* 1%	* 1%	* 1%	* 6%	* 1%	* *	- -	4 3%	* *	5 1%	* 2%	* 1%	- -	* 1%	- -		
Titan	5 1%	5 1%	- -	- -	- -	- -	- -	3 1%	2 2%	3 1%	5 1%	- -	- -	- -	- -	- -	- -	- -	* *	1 1%	* *	5 1%	- -	- -	- -	- -	- -		
Excel	5 1%	5 1%	- -	- -	- -	- -	- -	2 1%	1 1%	2 *	5 1%	2 2%	- -	- -	- -	- -	1 2%	- -	- -	3 2%	- -	5 1%	- -	- -	- -	1 4%	- -		
Eclipse	4 1%	4 1%	- -	- -	- -	- -	- -	4 1%	4 *	4 1%	4 1%	* *	* *	- -	* *	* 1%	* *	* *	- -	- -	- -	4 1%	* *	- -	- -	* *	- -		

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

Table 36 (continuation)
 <Q1A1> And which company is the main provider of your Standard Landline CALLS
 by Crossbreak
 Base: All with Standard Landlines

Total	MAIN FIXED LINE TYPE							PRODUCTS USED													HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE		
	Standard Landline (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobile (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard Landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)		
Unweighted row	465	409	23	26	-	7	56	465	280	181	334	398	109	79	48	108	43	87	40	31	131	67	465	61	46	37	47	2	
Total	483	473	5	4	-	1	10	483	276	150	342	377	84	27	9	34	6	48	24	47	142	107	483	15	9	18	26	4	
One Bill	3 1%	3 1%	- -	- -	- -	- -	- -	3 1%	* %	- -	* %	3 1%	- -	- -	- -	- -	- -	- -	- -	- -	2 2%	- -	3 1%	- -	- -	- -	- -	- -	
Zen	2 1%	2 1%	- -	- -	- -	- -	2 1%	2 1%	- -	2 1%	2 1%	- -	- -	- -	- -	- -	2 5%	- -	- -	- -	- -	2 1%	- -	- -	- -	- -	2 9%	- -	
Everything Everywhere/EE	2 *	2 *	- -	- -	- -	- -	2 *	2 1%	2 1%	2 1%	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 *	- -	- -	- -	- -	- -	- -	
Plusnet	2 *	2 *	- -	- -	- -	- -	2 *	1 *	1 1%	2 1%	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	* %	- -	2 *	- -	- -	- -	- -	- -	- -	
Chess	2 *	2 *	* 9%	- -	- -	* 4%	2 *	1 *	* %	1 *	2 1%	* %	* 2%	- -	* 2%	* 1%	* 1%	* 1%	- -	2 1%	- -	2 *	* 3%	- -	- -	- -	1 3%	- -	
Adept	2 *	2 *	- -	* 3%	- -	- 1%	2 *	* %	* %	* %	* %	2 2%	- -	* 2%	* 1%	- -	- -	- -	- -	2 1%	2 2%	2 *	- -	* 2%	- -	- -	- -	- -	
Rainbow	1 *	1 *	* 1%	- -	- -	* %	1 *	1 *	1 1%	1 *	1 *	* %	* 2%	* 1%	* 2%	* 1%	* 1%	* 1%	* 1%	* 1%	* %	* %	1 *	* 1%	* %	- -	* %	- -	
Utility Warehouse	1 *	1 *	- -	- -	- -	- -	1 *	- -	1 1%	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	1 *	- -	- -	- -	- -	- -	
Gamma	1 *	1 *	- -	- -	- -	- -	1 *	1 *	1 *	1 *	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	- -	- -	
4com	1 *	1 *	- -	- -	- -	- -	1 *	* %	* %	* %	* %	* %	* %	* 2%	* 1%	1 2%	- -	* %	- -	- -	* %	* %	1 *	* 2%	* 1%	- -	* %	- -	
Highnet	* %	* %	- -	* 2%	- -	- 1%	* %	* %	* %	* %	* %	* %	* %	* %	* 1%	* %	- -	* %	- -	- -	* %	- -	* %	* %	* 1%	* %	- -	- -	
Clarity	* %	* %	* 4%	* 1%	- -	- 2%	* %	* %	* %	* %	* %	* %	* %	* 1%	* %	* 1%	* 1%	* %	- -	- -	- -	* %	* 2%	* %	- -	- -	* %	- -	
Barclays Communications	* %	* %	- -	- -	- -	- -	* %	* %	* %	* %	* %	* %	* %	* %	* %	* 2%	* %	- -	- -	- -	- -	* %	* 1%	* 1%	* 1%	- -	- -	- -	

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Table 36 (continuation)
 <Q1A1> And which company is the main provider of your Standard Landline CALLS
 by Crossbreak
 Base: All with Standard Landlines

Total	MAIN FIXED LINE TYPE							PRODUCTS USED													HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE		
	Standard Landline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET Mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)		
Unweighted row	465	409	23	26	-	7	56	465	280	181	334	398	109	79	48	108	43	87	40	31	131	67	465	61	46	37	47	2	
Total	483	473	5	4	-	1	10	483	276	150	342	377	84	27	9	34	6	48	24	47	142	107	483	15	9	18	26	4	
Vodafone	*	*	-	-	-	-	-	*	-	*	*	-	-	-	-	*	-	-	-	-	-	*	*	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	*%	-%	*%	*%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%
Alternative Networks	*	*	-	-	-	-	-	*	*	*	*	*	*	-	*	*	*	-	*	-	-	-	*	-	*	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	-%	1%	*%	2%	-%	*%	-%	-%	*%	-%	1%	-%	-%	-%	-%	-%
(Other Provider)	84	80	2	2	-	*	4	84	55	31	63	69	28a	10	3	11	3	10	7	2	21	15	84	5	3	3	7	*	
	17%	17%	32%	38%	-%	37%	35%	17%	20%	21%	18%	18%	33%	37%	33%	34%	48%	21%	28%	5%	15%	14%	17%	32%	34%	14%	28%	7%	

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Table 36 (continuation)
 <Q1A1> And which company is the main provider of your Standard Landline CALLS
 by Crossbreak
 Base: All with Standard Landlines

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pr ovider for calls (b)	Other pr ovider for ntal and calls (c)	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not ange (a)	Some to bile (b)	Some VoIP (c)	Some text/ to line (d)	Ca ncel MFL (e)	
Unweighted row	465	13	32	36	4	218	27	215	51	6	261	390	45	30	199	144	122	5	80	1	209	48	32	25	15
Total	483	8	26	12	2	213	26	243	15	*	262	424	39	21	224	152	107	2	46	*	241	42	14	18	16
BT	213 44%	3 40%	5 21%	3 23%	1 94%	212C 100%	- -%	- -%	8 53%	* 58%	147 56%	194 46%	9 23%	11 50%	133bC 59%	56 37%	25 23%	1 78%	12 26%	* 100%	109 45%	23 55%	8 56%	10 58%	9 55%
Talk Talk	31 6%	- -%	- -%	1 8%	- -%	- -%	- -%	31A 13%	* 2%	- -%	24 9%	29 7%	1 3%	1 5%	15 7%	13 8%	4 4%	- -%	1 2%	- -%	18 8%	1 2%	1 5%	- -%	- -%
XLN telecom	29 6%	- -%	4 17%	* 4%	- -%	- -%	- -%	29A 12%	- -%	- -%	15 6%	27 6%	1 4%	- -%	11 5%	8 5%	9 9%	- -%	5 10%	- -%	13 5%	1 2%	- -%	1 8%	* 3%
Unicom / Universal Utilities	25 5%	- -%	- -%	- -%	- -%	- -%	3 11%	22A 9%	- -%	- -%	11 4%	18 4%	5 12%	2 8%	4 2%	12 8%	9 9%	- -%	- -%	- -%	15 6%	* 1%	* 2%	* 1%	* 2%
Virgin Media (NTL/ Telewest)	21 4%	- -%	5 18%	* 1%	- -%	* *%	- -%	21A 9%	* 1%	- -%	21 8%	21 5%	* 1%	- -%	12 5%	1 1%	9 8%	- -%	5 10%	- -%	10 4%	1 4%	1 8%	- -%	- -%
Sky / Skytalk	20 4%	- -%	- -%	- -%	- -%	- -%	8 33%	12 5%	- -%	- -%	7 3%	20 5%	- -%	- -%	4 2%	12 8%	5 4%	- -%	- -%	- -%	11 5%	4 10%	- -%	- -%	4 26%
Daisy	10 2%	- -%	* *%	* 3%	- -%	* *%	- -%	10 4%	4 28%	- -%	9 3%	6 1%	- -%	4 19%	5 2%	1 1%	4 4%	- -%	* 1%	- -%	7 3%	* 1%	- -%	2 14%	- -%
Orange	8 2%	- -%	4 15%	- -%	- -%	- -%	4 15%	4 2%	- -%	- -%	4 1%	8 2%	- -%	- -%	8 3%	- -%	- -%	- -%	4 8%	- -%	- -%	- -%	- -%	- -%	- -%
Madasafish	5 1%	- -%	- -%	5 40%	- -%	- -%	5 19%	- -%	- -%	- -%	- -%	5 1%	- -%	- -%	- -%	5 3%	- -%	- -%	5 11%	- -%	5 2%	- -%	- -%	- -%	- -%
O2 / BE	5 1%	- -%	- -%	* 3%	- -%	- -%	- -%	5 2%	* 2%	* 14%	5 2%	5 1%	- -%	- -%	* *%	5 3%	* *%	- -%	* 1%	- -%	5 2%	* *%	- -%	- -%	- -%
Titan	5 1%	- -%	- -%	- -%	- -%	- -%	- -%	5 2%	- -%	- -%	5 2%	3 1%	- -%	2 8%	- -%	* *%	5 4%	- -%	- -%	- -%	3 1%	1 3%	1 7%	- -%	1 6%
Excel	5 1%	- -%	- -%	1 8%	- -%	- -%	* 1%	4 2%	- -%	- -%	3 1%	4 1%	* 1%	- -%	4 2%	1 *%	* *%	- -%	1 2%	- -%	1 *%	1 2%	1 7%	- -%	- -%

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

Table 36 (continuation)
 <Q1A1> And which company is the main provider of your Standard Landline CALLS
 by Crossbreak
 Base: All with Standard Landlines

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO						
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ertal and calls (a)	Other pro vider for calls (b)	Other pro vider for calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)		
Unweighted row	465	13	32	36	4	218	27	215	51	6	261	390	45	30	199	144	122	5	80	1	209	48	32	25	15	
Total	483	8	26	12	2	213	26	243	15	*	262	424	39	21	224	152	107	2	46	*	241	42	14	18	16	
Eclipse	4 1%	* 1%	- -%	- -%	- -%	- -%	- -%	4 2%	- -%	- -%	4 1%	4 1%	- -%	- -%	4 2%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%
One Bill	3 1%	- -%	- -%	- -%	- -%	- -%	- -%	3 1%	- -%	- -%	2 1%	3 1%	- -%	- -%	* *%	2 1%	* *%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	
Zen	2 1%	- -%	2 10%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	2 1%	- -%	2 6%	- -%	- -%	- -%	2 2%	- -%	2 5%	- -%	2 1%	- -%	- -%	- -%	- -%	
Everything Everywhere/EE	2 *%	- -%	- -%	- -%	- -%	- -%	2 8%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	
Plusnet	2 *%	- -%	- -%	- -%	- -%	- -%	1 4%	1 *%	- -%	- -%	1 *%	1 *%	1 3%	- -%	- -%	1 1%	1 1%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	
Chess	2 *%	- -%	1 3%	- -%	- -%	- -%	- -%	2 1%	* 3%	- -%	- -%	1 *%	1 3%	- -%	* *%	1 1%	1 1%	- -%	1 2%	- -%	2 1%	- -%	- -%	- -%	- -%	
Adept	2 *%	- -%	- -%	- -%	- -%	- -%	* 1%	2 1%	* *%	- -%	- -%	2 *%	- -%	- -%	* *%	2 1%	* *%	- -%	- -%	- -%	2 1%	* *%	- -%	- -%	- -%	
Rainbow	1 *%	* 1%	- -%	* *%	- -%	* *%	* 1%	1 *%	* 1%	- -%	1 *%	1 *%	- -%	- -%	* *%	1 *%	* *%	- -%	* *%	- -%	1 *%	* *%	* *%	* 1%	- -%	
Utility Warehouse	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Gamma	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	1 *%	1 *%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	
4com	1 *%	- -%	* *%	- -%	- -%	- -%	* *%	* *%	* 3%	- -%	* *%	* *%	- -%	* 1%	* *%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	
Highnet	* *%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	* *%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	
Clarity	* *%	- -%	- -%	* *%	- -%	- -%	* *%	* *%	* 2%	- -%	- -%	* *%	- -%	- -%	* *%	* *%	* *%	- -%	* *%	- -%	* *%	* 1%	* *%	* *%	* *%	

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

Table 36 (continuation)
 <Q1A1> And which company is the main provider of your Standard Landline CALLS
 by Crossbreak
 Base: All with Standard Landlines

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	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)	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN LL/ PC ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr (b)	2 ducts (c)	No ducts (a)	1 pr (b)	2 ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some to VoIP (c)	Some to text/ line (d)	Ca ncel MFL (e)	
Unweighted row	465	13	32	36	4	218	27	215	51	6	261	390	45	30	199	144	122	5	80	1	209	48	32	25	15
Total	483	8	26	12	2	213	26	243	15	*	262	424	39	21	224	152	107	2	46	*	241	42	14	18	16
Barclays Communications	*	-	-	*	-	-	*	*	*	-	*	*	-	-	*	*	*	*	-	-	-	*	*	-	-
	%	-%	-%	1%	-%	-%	1%	%	1%	-%	%	%	-%	-%	%	%	%	5%	-%	-%	-%	%	1%	-%	-%
Vodafone	*	-	-	-	-	-	*	-	-	-	-	*	-	-	-	*	-	-	-	-	-	*	-	-	
	%	-%	-%	-%	-%	-%	%	-%	-%	-%	%	-%	-%	-%	-%	%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Alternative Networks	*	-	-	-	-	-	-	*	*	*	*	*	-	-	-	-	*	-	-	-	-	*	-	-	
	%	-%	-%	-%	-%	-%	-%	%	1%	-%	%	%	-%	-%	-%	-%	%	-%	-%	-%	-%	1%	-%	-%	
(Other Provider)	84	5	4	1	*	*	1	82A	1	*	1	66	16	2	24	29	31a	*	10	-	34	8	2	3	1
	17%	59%	17%	9%	6%	%	5%	34%	4%	28%	%	16%	40%	9%	11%	19%	29%	16%	21%	-%	14%	18%	12%	17%	8%

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

Table 36 (continuation)
 <Q1A1> And which company is the main provider of your Standard Landline CALLS
 by Crossbreak
 Base: All with Standard Landlines

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a) (b)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	465	196	45	26	28	19
Total	483	245	46	17	21	21
BT	213 44%	105 43%	24 51%	9 51%	11 55%	9 44%
Talk Talk	31 6%	19 8%	1 1%	* 2%	- -	* 2%
XLN telecom	29 6%	13 5%	5 10%	- -	1 7%	- -
Unicom / Universal Utilities	25 5%	21 9%	* 1%	- -	- -	* 1%
Virgin Media (NTL/ Telewest)	21 4%	10 4%	5 10%	5 27%	5 22%	5 22%
Sky / Skytalk	20 4%	11 5%	4 9%	- -	- -	4 20%
Daisy	10 2%	6 2%	* 1%	- -	- -	- -
Orange	8 2%	4 2%	- -	- -	- -	- -
Madasafish	5 1%	5 2%	- -	- -	- -	- -
O2 / BE	5 1%	5 2%	- -	- -	- -	- -
Titan	5 1%	3 1%	1 3%	1 6%	* 1%	1 5%
Excel	5 1%	* *	- -	- -	- -	- -
Eclipse	4 1%	- -	* *	- -	- -	- -

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

Table 36 (continuation)
 <Q1A1> And which company is the main provider of your Standard Landline CALLS
 by Crossbreak
 Base: All with Standard Landlines

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some to mobi le (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	465	196	45	26	28	19
Total	483	245	46	17	21	21
One Bill	3 1%	2 1%	- -	- -	- -	- -
Zen	2 1%	2 1%	- -	- -	- -	- -
Everything Everywhere/EE	2 *%	- -	- -	- -	- -	- -
Plusnet	2 *%	1 1%	- -	- -	- -	- -
Chess	2 *%	2 1%	- -	- -	- -	- -
Adept	2 *%	2 1%	* *%	- -	- -	- -
Rainbow	1 *%	1 *%	- -	- -	* 1%	- -
Utility Warehouse	1 *%	- -	- -	- -	- -	- -
Gamma	1 *%	1 *%	- -	- -	- -	- -
4com	1 *%	* *%	- -	- -	- -	- -
Highnet	* *%	* *%	- -	* *%	- -	- -
Clarity	* *%	* *%	* *%	* *%	* *%	* *%
Barclays Communications	* *%	* *%	* *%	* 1%	* *%	* *%

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

Table 36 (continuation)
 <Q1A1> And which company is the main provider of your Standard Landline CALLS
 by Crossbreak
 Base: All with Standard Landlines

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	465	196	45	26	28	19
Total	483	245	46	17	21	21
Vodafone	*	-	-	*	-	-
	*%	-%	-%	1%	-%	-%
Alternative Networks	*	-	-	*	-	-
	*%	-%	-%	1%	-%	-%
(Other Provider)	84	32	6	2	3	1
	17%	13%	13%	11%	13%	7%

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

Table 37
 <Q1BI> And which company is the main provider of your Standard Landline RENTAL?
 by Crossbreak
 Base: All with Standard Landlines

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	Pr mary industry (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	465	61	198	99	83	85	376	67	19	154	115	89	37	14	11	19	35	57	54	60	19	128	67	26
Total	483	147	393	53	32	6	446	32	2	258	126	47	8	1	1	19	38	59	58	65	17	150	52	26
BT	238 49%	71 48%	194 49%	26 49%	15 48%	3 45%	224 50%	13 40%	1 28%	122 47%	80 63%	18 37%	4 59%	* 53%	* 65%	9 46%	22 58%	26 45%	27 46%	30 46%	12 73%	67 45%	25 48%	20 77%
Talk Talk	31 6%	12 8%	28 7%	2 5%	1 2%	* 2%	31 7%	* 1%	- -	26 10%	2 1%	* 1%	* 5%	- -	- -	4 23%	3 8%	1 1%	1 1%	* *	1 4%	15 10%	7 13%	- -
XLN telecom	29 6%	17 12%	27 7%	1 1%	1 3%	- -	23 5%	6 19%	- -	19 7%	1 1%	5 11%	- -	- -	- -	* 1%	- -	2 4%	* 1%	10 16%	- -	11 7%	4 8%	1 3%
Unicom / Universal Utilities	22 5%	9 6%	18 5%	3 6%	* 1%	* 1%	18 4%	4 13%	- -	14 6%	7 6%	* 1%	- -	- -	- -	* 1%	6 10%	5 8%	- -	- -	11 7%	- -	- -	* 2%
Virgin Media (NTL/ Telewest)	21 4%	10 7%	20 5%	1 2%	- -	*D 4%	17 4%	5 14%	* 3%	15 6%	2 1%	- -	* 3%	* 7%	- -	- -	11 19%	* 1%	* 1%	- -	- -	9 6%	- -	* 1%
Daisy	12 3%	- -	10 2%	1 2%	2A 6%	*A 1%	12 3%	- -	- -	- -	7a 6%	5 11%	- -	- -	- -	- -	6 17%	- -	3 4%	- -	- -	4 2%	- -	- -
Sky / Skytalk	12 2%	4 3%	12 3%	- -	- -	- -	12 3%	- -	- -	12 5%	- -	- -	- -	- -	- -	- -	4 7%	3 5%	5 7%	- -	- -	* *	- -	- -
O2 / BE	6 1%	4 3%	4 1%	1 2%	* 1%	*Bd 6%	6 1%	* 1%	* 6%	4 2%	- -	- -	* 6%	- -	* 9%	* 1%	- -	* 1%	* *	* *	- -	1 1%	4 8%	* *
Excel	4 1%	- -	3 1%	- -	1 3%	- -	3 1%	* 1%	1 41%	3 1%	- -	- -	- -	- -	- -	- -	1 3%	- -	- -	- -	* 1%	* *	3 5%	- -
Eclipse	4 1%	- -	4 1%	- -	- -	*a 1%	4 1%	* *	- -	4 1%	- -	- -	- -	* 4%	- -	- -	* *	- -	4 6%	- -	- -	- -	- -	- -
Orange	4 1%	4 3%	4 1%	- -	- -	- -	4 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 3%	- -	- -
One Bill	3 1%	- -	1 *	* 1%	1b 3%	*A 1%	3 1%	* *	- -	2 1%	- -	* *	- -	- -	- -	- -	- -	* *	1 2%	- -	- -	1 1%	- -	- -
Zen	2 1%	2 2%	2 1%	- -	- -	- -	2 1%	- -	- -	2 1%	- -	- -	- -	- -	- -	- -	- -	2 4%	- -	- -	- -	- -	- -	- -

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

Table 37 (continuation)
 <Q1B1> And which company is the main provider of your Standard Landline RENTAL?
 by Crossbreak
 Base: All with Standard Landlines

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	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)	
Unweighted row	465	61	198	99	83	85	376	67	19	154	115	89	37	14	11	19	35	57	54	60	19	128	67	26
Total	483	147	393	53	32	6	446	32	2	258	126	47	8	1	1	19	38	59	58	65	17	150	52	26
Titan	2 *%	- -%	1 *%	1b 3%	- -%	- -%	2 1%	- -%	- -%	2 1%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* *%	- -%	1 1%	- -%	* 1%
Chess	2 *%	- -%	- -%	2B 3%	*b 1%	*AB 2%	2 *%	- -%	- -%	- -%	1 1%	1 1%	* 1%	- -%	* 6%	- -%	* *%	* *%	* 1%	- -%	* 2%	- -%	1 2%	- -%
Adept	2 *%	- -%	- -%	2B 3%	- -%	*AB 1%	2 *%	- -%	- -%	- -%	2 1%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%	* *%	- -%
Rainbow	1 *%	- -%	1 *%	* *%	* 1%	*Ab 2%	1 *%	* 1%	- -%	* *%	* *%	* 1%	* 2%	- -%	* 5%	- -%	* *%	* *%	- -%	1 1%	* 1%	- -%	* 1%	- -%
Utility Warehouse	1 *%	- -%	- -%	- -%	1aB 4%	- -%	1 *%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%
Gamma	1 *%	- -%	- -%	- -%	1B 2%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	1 10%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%
Plusnet	1 *%	- -%	* *%	- -%	* 1%	- -%	1 *%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* *%	- -%
4com	* *%	- -%	- -%	* 1%	- -%	*AB 2%	* *%	* *%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* *%	- -%
Highnet	* *%	- -%	- -%	- -%	* 1%	*ABc 2%	* *%	- -%	* 3%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	- -%
Clarity	* *%	- -%	- -%	- -%	* 1%	*AB 1%	* *%	* 1%	- -%	- -%	- -%	* *%	- -%	* 4%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	- -%
Alternative Networks	* *%	- -%	- -%	- -%	- -%	*ABc 2%	- -%	- -%	* 5%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%
Barclays Communications	* *%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%
(Other Provider)	81 17%	13 9%	60 15%	12a 23%	7 22%	2Ab 26%	76 17%	2 5%	* 14%	29 11%	22 18%	16 35%	1 14%	* 32%	* 16%	5 27%	5 13%	8 13%	16 28%	13 20%	1 5%	23 15%	6 12%	4 16%

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

Table 37 (continuation)

<Q1BI> And which company is the main provider of your Standard Landline RENTAL?

by Crossbreak

Base: All with Standard Landlines

Total	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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 and ser vices (h)	Other (i)	
Unweighted row	465	61	198	99	83	85	376	67	19	154	115	89	37	14	11	19	35	57	54	60	19	128	67	26
Total	483	147	393	53	32	6	446	32	2	258	126	47	8	1	1	19	38	59	58	65	17	150	52	26
(Don't know)	3 1%	- -%	2 1%	- -%	- -%	*A 1%	3 1%	- -%	- -%	2 1%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 14%	* *%	- -%	- -%

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

Table 37 (continuation)
 <Q1BI> And which company is the main provider of your Standard Landline RENTAL?
 by Crossbreak
 Base: All with Standard Landlines

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	465	15	34	15	15	15	50	36	33	18	231	72	76	86	71	394
Total	483	15	50	37	34	40	50	74	75	42	415	20	36	13	142	341
BT	238 49%	7 51%	19 38%	15 41%	30 87%	18 45%	32 65%	42 57%	17 22%	16 38%	196 47%	12 57%	23 64%	8 59%	78 55%	160 47%
Talk Talk	31 6%	* 3%	10 21%	4 11%	- -	- -	* 1%	5 7%	9 12%	- -	30 7%	1 3%	1 1%	1 5%	19b 13%	13 4%
XLN telecom	29 6%	- -	1 3%	4 11%	- -	4 10%	2 4%	- -	9 12%	4 9%	25 6%	3jm 14%	1 4%	* 1%	4 3%	25 7%
Unicom / Universal Utilities	22 5%	- -	2 5%	8 21%	- -	- -	3 6%	5 7%	2 2%	- -	20 5%	1 3%	1 3%	* 2%	- -	22 6%
Virgin Media (NTL/ Telewest)	21 4%	* 3%	- -	- -	* %	- -	* 1%	4 6%	14 19%	* %	19 5%	1 4%	1 4%	* 2%	12 8%	10 3%
Daisy	12 3%	* 3%	5 11%	1 2%	1 3%	- -	- -	- -	- -	4 9%	11 3%	- -	1 3%	- -	- -	12 4%
Sky / Skytalk	12 2%	3 19%	- -	- -	- -	- -	- -	4 6%	5 6%	- -	12 3%	* 2%	- -	- -	5 3%	7 2%
O2 / BE	6 1%	* %	* %	- -	- -	4 10%	* %	1 1%	- -	- -	5 1%	- -	* 1%	* 2%	- -	6 2%
Excel	4 1%	3 19%	- -	- -	- -	- -	- -	- -	1 1%	- -	4 1%	* 2%	- -	* 2%	- -	4 1%
Eclipse	4 1%	- -	- -	- -	- -	- -	- -	- -	- -	4 9%	4 1%	* %	- -	- -	4 3%	* %
Orange	4 1%	- -	- -	- -	- -	- -	- -	- -	- -	4 9%	4 1%	- -	- -	- -	4 3%	- -
One Bill	3 1%	- -	- -	- -	- -	- -	* 1%	- -	1 1%	- -	1 %	- -	1j 3%	* 2%	- -	3 1%
Zen	2 1%	- -	2 5%	- -	- -	- -	- -	- -	- -	- -	2 1%	- -	- -	- -	2 2%	- -

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

Table 37 (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	
		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)
Unweighted row	465	15	34	15	15	15	50	36	33	18	231	72	76	86	71	394
Total	483	15	50	37	34	40	50	74	75	42	415	20	36	13	142	341
Titan	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	1 *%	* 2%	* 1%	1J 5%	* *%	2 1%
Chess	2 *%	* 2%	- -%	- -%	- -%	- -%	* 1%	* *%	- -%	1 3%	2 *%	* *%	- -%	- -%	- -%	2 1%
Adept	2 *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	2 2%	- -%	2 *%	- -%	- -%	- -%	- -%	2 *%
Rainbow	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1JKL 10%	* *%	1 *%
Utility Warehouse	1 *%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	1 1%	- -%
Gamma	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 *%	- -%	- -%	- -%	- -%	1 *%
Plusnet	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	*J 2%	* 1%	- -%	- -%	1 *%
4com	* *%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	* *%
Highnet	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	*j 1%	- -%	- -%	* *%
Clarity	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	*J 2%	- -%	* *%
Alternative Networks	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%
Barclays Communications	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	*J 1%	- -%	* *%
(Other Provider)	81 17%	- -%	6 13%	5 14%	3 9%	12 31%	11 21%	10 14%	16 21%	9 21%	72 17%	2 10%	5 14%	1 8%	11 8%	69 20%
(Don't know)	3 1%	- -%	2 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	* *%	- -%	2 2%	* *%

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

Table 37 (continuation)
 <Q1B1> And which company is the main provider of your Standard Landline RENTAL?
 by Crossbreak
 Base: All with Standard Landlines

Total	MAIN FIXED LINE TYPE							PRODUCTS USED													HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE		
	Standard Landline (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo bills (d)	Fixed broadband (e)	Mo broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard Landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)		
Unweighted row	465	409	23	26	-	7	56	465	280	181	334	398	109	79	48	108	43	87	40	31	131	67	465	61	46	37	47	2	
Total	483	473	5	4	-	1	10	483	276	150	342	377	84	27	9	34	6	48	24	47	142	107	483	15	9	18	26	4	
BT	238 49%	233 49%	3 54%	2 51%	- -%	* 16%	5 48%	238 49%	127 46%	76 51%	167 49%	185 49%	28 34%	10 37%	5 57%	15 43%	2 31%	19 40%	15 62%	33 70%	71 50%	53 50%	238 49%	5 31%	5 57%	7 36%	13 48%	- -%	
Talk Talk	31 6%	31 7%	- -%	* 3%	- -%	- -%	* 1%	31 6%	17 6%	5 3%	18 5%	24 6%	7 8%	* 1%	* 1%	* 1%	* 6%	1 2%	- -%	2 5%	14 10%	7 7%	31 6%	* 2%	* 1%	- -%	1 4%	- -%	
XLN telecom	29 6%	29 6%	- -%	- -%	- -%	- -%	- -%	29 6%	11 4%	12 8%	22 6%	17 4%	1 1%	- -%	- -%	- -%	- -%	5 10%	1 4%	1 3%	7 5%	12 12%	29 6%	- -%	- -%	4 23%	1 2%	- -%	
Unicom / Universal Utilities	22 5%	22 5%	- -%	- -%	- -%	- -%	- -%	22 5%	13 5%	4 2%	13 4%	11 3%	9 10%	- -%	- -%	- -%	- -%	- -%	- -%	7 14%	9 6%	11 10%	22 5%	- -%	- -%	- -%	- -%	- -%	
Virgin Media (NTL/ Telewest)	21 4%	21 5%	- -%	* 2%	- -%	- -%	* 1%	21 4%	21 8%	5 3%	21 6%	21 6%	5 6%	* 1%	* 2%	* 1%	* 4%	5 10%	* 2%	- -%	- -%	* *%	21 4%	* 1%	* 2%	5 26%	* *%	- -%	
Daisy	12 3%	12 3%	- -%	- -%	- -%	* 31%	* 4%	12 3%	7 2%	7 5%	7 2%	11 3%	3 3%	5 20%	- -%	5 16%	- -%	* 1%	* 2%	1 2%	6 4%	1 1%	12 3%	4 28%	- -%	* 3%	- -%	- -%	
Sky / Skytalk	12 2%	12 3%	- -%	- -%	- -%	- -%	- -%	12 2%	8 3%	4 3%	12 3%	7 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 4%	12 2%	- -%	- -%	- -%	- -%	- -%	
O2 / BE	6 1%	5 1%	* 3%	1 27%	- -%	* 20%	1 15%	6 1%	2 1%	1 1%	2 *%	6 2%	* *%	* 1%	1 12%	1 4%	* 8%	* 1%	* *%	- -%	4 3%	* *%	6 1%	* 2%	1 12%	- -%	* 1%	- -%	
Excel	4 1%	4 1%	- -%	- -%	- -%	- -%	- -%	4 1%	1 *%	1 1%	1 *%	4 1%	1 2%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	3 2%	- -%	4 1%	- -%	- -%	- -%	1 4%	- -%	
Eclipse	4 1%	4 1%	- -%	- -%	- -%	- -%	- -%	4 1%	4 1%	* 1%	4 1%	4 1%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	- -%	4 1%	* *%	- -%	- -%	* *%	- -%	
Orange	4 1%	4 1%	- -%	- -%	- -%	- -%	- -%	4 1%	4 1%	- -%	4 1%	4 1%	- -%	- -%	- -%	- -%	- -%	4 8%	- -%	- -%	- -%	- -%	4 1%	- -%	- -%	- -%	- -%	4 93%	
One Bill	3 1%	3 1%	- -%	- -%	- -%	- -%	- -%	3 1%	* *%	- -%	* *%	3 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%	- -%	3 1%	- -%	- -%	- -%	- -%	- -%	
Zen	2 1%	2 1%	- -%	- -%	- -%	- -%	- -%	2 1%	2 1%	- -%	2 1%	2 1%	- -%	- -%	- -%	- -%	- -%	2 5%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	2 9%	- -%	

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Table 37 (continuation)
 <Q1BI> And which company is the main provider of your Standard Landline RENTAL?
 by Crossbreak
 Base: All with Standard Landlines

Total	MAIN FIXED LINE TYPE							PRODUCTS USED													HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE		
	Standard Landline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobile (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	diff erent (b)	A pro vider (c)	Both (c)	
Unweighted row	465	409	23	26	-	7	56	465	280	181	334	398	109	79	48	108	43	87	40	31	131	67	465	61	46	37	47	2	
Total	483	473	5	4	-	1	10	483	276	150	342	377	84	27	9	34	6	48	24	47	142	107	483	15	9	18	26	4	
Titan	2	2	-	-	-	-	-	2	1	-	1	2	-	-	-	-	-	-	-	*	1	*	2	-	-	-	-	-	
Chess	2	2	*	-	-	-	*	2	1	*	1	2	*	*	-	*	*	1	*	-	2	-	2	*	-	-	1	-	
Adept	2	2	-	-	-	-	-	2	-	*	*	*	2	-	*	*	-	-	-	-	2	2	2	-	*	-	-	-	
Rainbow	1	1	-	-	-	-	-	1	1	1	1	1	*	1	*	1	-	*	*	*	*	*	1	*	*	-	*	-	
Utility Warehouse	1	1	-	-	-	-	-	1	-	1	1	1	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	
Gamma	1	1	-	-	-	-	-	1	1	1	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	
Plusnet	1	1	-	-	-	-	-	1	*	*	*	1	-	-	-	-	-	-	-	-	*	-	1	-	-	-	-	-	
4com	*	*	-	-	-	-	-	*	*	*	*	*	-	*	*	*	-	*	-	-	-	-	*	*	*	-	*	-	
Highnet	*	*	-	*	-	-	*	*	*	*	*	*	*	*	*	*	-	*	-	-	*	-	*	*	*	*	-	-	
Clarity	*	*	*	*	-	-	*	*	*	*	*	*	*	*	*	*	*	*	-	-	-	-	*	*	*	-	*	-	
Alternative Networks	*	*	-	-	-	-	-	*	*	*	*	*	*	-	*	*	*	-	*	-	-	-	*	-	*	-	-	-	
Barclays Communications	*	*	-	-	-	-	-	*	*	-	*	*	-	*	*	*	*	*	-	-	-	-	*	*	*	*	-	-	
(Other Provider)	81	78	2	1	-	*	3	81	52	28	60	66	27a	7	2	7	3	9	6	2	21	15	81	4	2	2	7	*	
	17%	16%	32%	16%	-	32%	26%	17%	19%	19%	17%	17%	32%	24%	22%	21%	43%	19%	27%	5%	15%	14%	17%	27%	22%	11%	27%	7%	

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Table 37 (continuation)
 <Q1BI> And which company is the main provider of your Standard Landline RENTAL?
 by Crossbreak
 Base: All with Standard Landlines

Total	MAIN FIXED LINE TYPE							PRODUCTS USED													HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE		
	Standard Landline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo biles (d)	Fixed broadband (e)	Mo bile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Pr ivate (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent (b)	Both (c)		
Unweighted row	465	409	23	26	-	7	56	465	280	181	334	398	109	79	48	108	43	87	40	31	131	67	465	61	46	37	47	2	
Total	483	473	5	4	-	1	10	483	276	150	342	377	84	27	9	34	6	48	24	47	142	107	483	15	9	18	26	4	
(Don't know)	3	3	-	-	-	-	-	3	3	2	3	3	-	2	*	3	*	-	-	-	-	-	3	-	*	-	-	-	
	1%	1%	-%	-%	-%	-%	-%	1%	1%	2%	1%	1%	-%	9%	1%	7%	1%	-%	-%	-%	-%	-%	1%	-%	1%	-%	-%	-%	

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Table 37 (continuation)
 <Q1BI> And which company is the main provider of your Standard Landline RENTAL?
 by Crossbreak
 Base: All with Standard Landlines

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other re vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN Re ntal (a)	Std lan dline + ISDN PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some VoIP to (c)	Some text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	465	13	32	36	4	218	27	215	51	6	261	390	45	30	199	144	122	5	80	1	209	48	32	25	15
Total	483	8	26	12	2	213	26	243	15	*	262	424	39	21	224	152	107	2	46	*	241	42	14	18	16
BT	238 49%	4 43%	5 21%	8 66%	1 94%	212C 100%	26 100%	- %	8 56%	* 58%	151 58%	218 51%	10 27%	10 46%	138C 62%	72c 48%	28 26%	1 78%	18 38%	* 100%	121 50%	27 64%	9 61%	11 60%	13 81%
Talk Talk	31 6%	- %	- %	1 8%	- %	- %	- %	31A 13%	* 2%	- %	24 9%	29 7%	1 3%	1 5%	15 7%	13 8%	4 4%	- %	1 2%	- %	18 8%	1 2%	1 5%	- %	- %
XLN telecom	29 6%	- %	4 17%	* 4%	- %	- %	- %	29A 12%	- %	- %	15 6%	27 6%	1 4%	- %	11 5%	8 5%	9 9%	- %	5 10%	- %	13 5%	1 2%	- %	1 8%	* 3%
Unicom / Universal Utilities	22 5%	- %	- %	- %	- %	- %	- %	22A 9%	- %	- %	8 3%	16 4%	5 12%	1 7%	4 2%	9 6%	9 9%	- %	- %	- %	15 6%	- %	- %	- %	* 2%
Virgin Media (NTL/ Telewest)	21 4%	- %	5 18%	* 2%	- %	* %	- %	21A 9%	* 1%	* 28%	21 8%	21 5%	* 1%	- %	12 5%	1 1%	9 8%	- %	5 11%	- %	10 4%	2 4%	1 8%	* %	- %
Daisy	12 3%	- %	* %	* 3%	- %	* %	- %	12 5%	4 28%	- %	11 4%	9 2%	- %	4 19%	5 2%	1 1%	6 6%	- %	* 1%	- %	10 4%	* 1%	- %	2 14%	- %
Sky / Skytalk	12 2%	- %	- %	- %	- %	- %	- %	12 5%	- %	- %	7 3%	12 3%	- %	- %	4 2%	7 5%	* %	- %	- %	- %	7 3%	- %	- %	- %	- %
O2 / BE	6 1%	- %	- %	* 3%	- %	- %	- %	6 2%	* 2%	* 14%	5 2%	6 1%	- %	- %	1 1%	5 3%	* %	- %	* 1%	- %	5 2%	* %	- %	* %	* %
Excel	4 1%	- %	- %	1 8%	- %	- %	- %	4 2%	- %	- %	3 1%	4 1%	- %	- %	4 2%	* %	* %	- %	1 2%	- %	1 %	1 2%	1 7%	- %	- %
Eclipse	4 1%	* 1%	- %	- %	- %	- %	- %	4 2%	- %	- %	4 1%	4 1%	- %	- %	4 2%	- %	- %	- %	* %	- %	- %	* %	- %	* %	- %
Orange	4 1%	- %	4 15%	- %	- %	- %	- %	4 2%	- %	- %	4 1%	4 1%	- %	- %	4 2%	- %	- %	- %	4 8%	- %	- %	- %	- %	- %	- %
One Bill	3 1%	- %	- %	- %	- %	- %	- %	3 1%	- %	- %	2 1%	3 1%	- %	- %	* %	2 1%	* %	- %	- %	- %	1 1%	- %	- %	- %	- %

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Table 37 (continuation)
 <Q1B1> And which company is the main provider of your Standard Landline RENTAL?
 by Crossbreak
 Base: All with Standard Landlines

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other re nder for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	465	13	32	36	4	218	27	215	51	6	261	390	45	30	199	144	122	5	80	1	209	48	32	25	15
Total	483	8	26	12	2	213	26	243	15	*	262	424	39	21	224	152	107	2	46	*	241	42	14	18	16
Zen	2 1%	- -	2 10%	- -	- -	- -	- -	2 1%	- -	- -	2 1%	- -	2 6%	- -	- -	2 2%	- -	2 5%	- -	2 1%	- -	- -	- -	- -	- -
Titan	2 *	- -	- -	- -	- -	- -	- -	2 1%	- -	- -	2 1%	1 *	- -	2 8%	- -	* *	2 2%	- -	- -	- -	1 *	1 3%	1 7%	- -	1 6%
Chess	2 *	- -	1 3%	- -	- -	- -	- -	2 1%	* 3%	- -	- -	1 *	1 3%	- -	* *	1 1%	1 1%	- -	1 2%	- -	2 1%	- -	- -	- -	- -
Adept	2 *	- -	- -	- -	- -	- -	- -	2 1%	* *	- -	- -	2 *	- -	- -	- -	2 1%	* *	- -	- -	- -	2 1%	- -	- -	- -	- -
Rainbow	1 *	* 1%	- -	* *	- -	* *	* *	1 *	* 1%	- -	1 *	- -	- -	* *	* *	* *	- -	* *	- -	1 *	* *	* *	* *	- -	- -
Utility Warehouse	1 *	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	1 3%	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Gamma	1 *	- -	- -	- -	- -	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	- -	1 1%	- -	- -	- -	1 *	- -	- -	- -	- -	- -
Plusnet	1 *	- -	- -	- -	- -	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	* *	* *	- -	- -	- -	* *	- -	- -	- -	- -	- -
4com	* *	- -	* *	- -	- -	- -	- -	* *	* 3%	- -	* *	* *	- -	* 1%	- -	* *	- -	* *	- -	- -	- -	- -	- -	- -	- -
Highnet	* *	- -	- -	* *	- -	- -	- -	* *	* *	- -	* *	* *	- -	- -	- -	- -	* *	- -	* *	- -	* *	- -	* *	- -	- -
Clarity	* *	- -	- -	* *	- -	- -	- -	* *	* 2%	- -	- -	* *	- -	- -	* *	* *	* *	- -	* *	- -	* *	* 1%	* *	* *	* *
Alternative Networks	* *	- -	- -	- -	- -	- -	- -	* *	* 1%	- -	* *	* *	- -	- -	- -	* *	- -	- -	- -	- -	- -	- -	* 1%	- -	- -
Barclays Communications	* *	- -	- -	* 1%	- -	- -	- -	* *	* 1%	- -	* *	* *	- -	- -	- -	* *	* 5%	- -	- -	- -	- -	* *	* 1%	- -	- -

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

Table 37 (continuation)
 <Q1BI> And which company is the main provider of your Standard Landline RENTAL?
 by Crossbreak
 Base: All with Standard Landlines

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	Int ernal /inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for re ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC (a)	Std lan dline + BB (c)	No ducts (a)	1 product (b)	2 ducts (c)	pro ducts	No ducts (a)	1 product (b)	2 ducts (c)	pro ducts	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)
Unweighted row	465	13	32	36	4	218	27	215	51	6	261	390	45	30	199	144	122	5	80	1	209	48	32	25	15
Total	483	8	26	12	2	213	26	243	15	*	262	424	39	21	224	152	107	2	46	*	241	42	14	18	16
(Other Provider)	81 17%	5 56%	4 16%	1 4%	* 6%	- -	- -	79A 33%	- -	- -	- -	62 15%	16 40%	3 15%	22 10%	26 17%	33A 30%	* 16%	9 20%	- -	31 13%	9 21%	1 10%	3 16%	1 8%
(Don't know)	3 1%	- -	- -	- -	- -	- -	- -	3 1%	- -	- -	- -	3 1%	- -	- -	* %	2 2%	- -	- -	- -	- -	2 1%	- -	- -	- -	- -

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

Table 37 (continuation)
 <Q1B1> And which company is the main provider of your Standard Landline RENTAL?
 by Crossbreak
 Base: All with Standard Landlines

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a) (b)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	465	196	45	26	28	19
Total	483	245	46	17	21	21
BT	238 49%	119 48%	27 58%	9 51%	11 55%	14 64%
Talk Talk	31 6%	19 8%	1 1%	* 2%	- -	* 2%
XLN telecom	29 6%	13 5%	5 10%	- -	1 7%	- -
Unicom / Universal Utilities	22 5%	18 8%	* 1%	- -	- -	* 1%
Virgin Media (NTL/ Telewest)	21 4%	10 4%	5 10%	5 28%	5 23%	5 22%
Daisy	12 3%	8 3%	* 1%	- -	- -	- -
Sky / Skytalk	12 2%	7 3%	- -	- -	- -	- -
O2 / BE	6 1%	5 2%	- -	- -	* *	* *
Excel	4 1%	- -	- -	- -	- -	- -
Eclipse	4 1%	- -	* *	- -	- -	- -
Orange	4 1%	4 2%	- -	- -	- -	- -
One Bill	3 1%	2 1%	- -	- -	- -	- -
Zen	2 1%	2 1%	- -	- -	- -	- -

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

Table 37 (continuation)
 <Q1B1> And which company is the main provider of your Standard Landline RENTAL?
 by Crossbreak
 Base: All with Standard Landlines

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch calls ange to mo (a) (b)	Some calls to mo VoIP (c)	Some calls to text/ (d)	Some calls to on line (d)		
Unweighted row	465	196	45	26	28	19
Total	483	245	46	17	21	21
Titan	2 *%	1 *%	1 3%	1 6%	* 1%	1 5%
Chess	2 *%	2 1%	- -%	- -%	- -%	- -%
Adept	2 *%	2 1%	- -%	- -%	- -%	- -%
Rainbow	1 *%	1 *%	- -%	- -%	* 1%	- -%
Utility Warehouse	1 *%	- -%	- -%	- -%	- -%	- -%
Gamma	1 *%	1 *%	- -%	- -%	- -%	- -%
Plusnet	1 *%	* *%	- -%	- -%	- -%	- -%
4com	* *%	- -%	- -%	- -%	- -%	- -%
Highnet	* *%	* *%	- -%	* *%	- -%	- -%
Clarity	* *%	- -%	* *%	* *%	* *%	* *%
Alternative Networks	* *%	- -%	- -%	* 1%	- -%	- -%
Barclays Communications	* *%	- -%	* *%	* 1%	* *%	- -%
(Other Provider)	81 17%	30 12%	7 15%	2 11%	3 12%	1 6%

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

Table 37 (continuation)

<Q1BI> And which company is the main provider of your Standard Landline RENTAL?

by Crossbreak

Base: All with Standard Landlines

Total	SNNIP CALLS & RENTAL LIKELY TO					
	Not Ch ange (a)	Some calls bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	465	196	45	26	28	19
Total	483	245	46	17	21	21
(Don't know)	3 1%	2 1%	* *%	- -%	- -%	- -%

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

Table 38
 <Q1CI> And which company is the main provider of your ISDN 2/2e CALLS?
 by Crossbreak
 Base: All with ISDN2/2E lines

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 to (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (e)	1 to (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m to £25m (e)	£25m+ (f)	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)	
Unweighted row	72	-	5	12	23	32	38	26	8	6	11	20	18	8	4	4	7	6	14	11	2	17	8	3
Total	25	-	8	4	10	2	15	9	*	1	7	5	5	*	*	1	6	*	3	3	1	7	2	1
BT	9	-	*	2	6	*	5	4	*	1	2	3	2	*	*	1	2	*	1	1	-	2	1	1
	36%	-%	3%	44%	64%	21%	33%	41%	17%	85%	28%	64%	41%	36%	17%	76%	28%	47%	17%	39%	-%	32%	59%	81%
Daisy	4	-	4	*	-	-	4	-	-	-	4	-	-	-	-	4	-	-	-	-	*	-	-	-
	17%	-%	45%	9%	-%	-%	28%	-%	-%	-%	57%	-%	-%	-%	-%	-%	68%	-%	-%	-%	-%	5%	-%	-%
O2 / BE	*	-	-	-	*	*	*	*	*	-	-	*	*	*	*	-	-	*	*	*	-	*	-	*
	2%	-%	-%	-%	1%	16%	1%	2%	30%	-%	-%	2%	4%	-%	32%	-%	-%	20%	2%	5%	-%	1%	-%	6%
Ches	*	-	-	*	-	*	*	-	-	-	-	*	-	*	-	*	-	*	-	-	-	-	-	-
	2%	-%	-%	8%	-%	2%	3%	-%	-%	-%	-%	7%	-%	-%	21%	-%	1%	-%	11%	-%	-%	-%	-%	-%
Talk Talk	*	-	-	-	*	-	*	-	-	-	-	*	-	-	-	-	-	*	-	-	-	-	-	-
	1%	-%	-%	-%	3%	-%	-%	3%	-%	-%	-%	-%	5%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%	-%
Virgin Media (NTL/ Telewest)	*	-	-	-	-	*	-	*	-	-	-	-	*	*	-	*	-	-	*	-	-	-	-	-
	1%	-%	-%	-%	-%	9%	-%	2%	-%	-%	-%	-%	2%	13%	-%	-%	1%	-%	-%	4%	-%	-%	-%	-%
Eclipse	*	-	-	-	-	*	-	*	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	2%	-%	*%	-%	-%	-%	-%	9%	-%	-%	-%	-%	12%	-%	-%	-%	-%	-%	-%
4com	*	-	-	*	-	-	*	-	-	-	-	*	-	-	-	-	-	-	*	-	-	-	-	-
	1%	-%	-%	8%	-%	-%	2%	-%	-%	-%	-%	7%	-%	-%	-%	-%	-%	-%	-%	11%	-%	-%	-%	-%
Barclays Communications	*	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%
Clarity	*	-	-	*	*	-	*	*	-	*	-	*	-	-	-	-	*	-	-	*	-	*	-	-
	1%	-%	-%	2%	2%	-%	1%	1%	-%	11%	-%	4%	-%	-%	-%	-%	2%	-%	-%	3%	-%	1%	-%	-%
Highnet	*	-	-	-	-	*	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	3%	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Rainbow	*	-	-	-	*	*	*	*	-	-	-	*	-	-	-	-	-	-	*	-	-	-	-	-
	1%	-%	-%	-%	1%	2%	*%	1%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%
Other	9	-	4	1	3	1	4	4	*	*	1	1	2	*	*	*	-	*	2	1	1	4	1	*
	36%	-%	49%	28%	26%	45%	30%	46%	54%	4%	12%	14%	39%	43%	30%	3%	-%	22%	55%	34%	100%	60%	35%	13%

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

Table 38 (continuation)
 <Q1CI> And which company is the main provider of your ISDN 2/2e CALLS?
 by Crossbreak
 Base: All with ISDN2/2E lines

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration (h)	Other (i)	
Total	72	-	5	12	23	32	38	26	8	6	11	20	18	8	4	4	7	6	14	11	2	17	8	3
Unweighted row	25	-	8	4	10	2	15	9	*	1	7	5	5	*	*	1	6	*	3	3	1	7	2	1
Total	1	-	*	-	*	-	*	*	-	-	*	-	*	-	-	*	-	-	*	-	-	-	-	-
(Don't know)	2%	-%	3%	-%	3%	-%	2%	3%	-%	-%	3%	-%	5%	-%	-%	20%	-%	-%	7%	-%	-%	-%	-%	-%

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

Table 38 (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	
		NE (a)	NW (b)	Yo rks/Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: Wales (k)	Sco tland (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)
Unweighted row	72	2	4	1	4	1	7	4	5	2	30	9	15	18	1	71
Total	25	*	1	1	1	1	2	3	3	8	20	1	2	2	*	25
BT	9 36%	- -%	* 10%	1 100%	- -%	- -%	1 35%	3 100%	3 96%	- -%	7 36%	* 10%	1 35%	1 46%	* 100%	9 35%
Daisy	4 17%	* 85%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 50%	4 21%	- -%	- -%	- -%	- -%	4 17%
O2 / BE	* 2%	* 15%	* 10%	- -%	- -%	- -%	* 7%	- -%	- -%	- -%	* 1%	- -%	* 3%	* 6%	- -%	* 2%
Chess	* 2%	- -%	- -%	- -%	- -%	- -%	* 20%	- -%	- -%	- -%	* 2%	* 5%	- -%	- -%	- -%	* 2%
Talk Talk	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 11%	- -%	- -%	* 1%
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	- -%	* 9%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	* 3%	- -%	- -%	* 1%
Eclipse	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	* *%
4com	* 1%	- -%	- -%	- -%	- -%	- -%	* 20%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	* 1%
Barclays Communications	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 6%	- -%	* *%
Clarity	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 17%	- -%	* 1%
Highnet	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	* *%
Rainbow	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 7%	- -%	* 1%
Other	9 36%	- -%	1 80%	- -%	1 91%	1 100%	* 18%	- -%	* 4%	4 50%	7 37%	1 80%	1 36%	* 4%	- -%	9 36%
(Don't know)	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 11%	* 15%	- -%	1 2%

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

Table 38 (continuation)
 <Q1CI> And which company is the main provider of your ISDN 2/2e CALLS?
 by Crossbreak
 Base: All with ISDN2/2E lines

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo biles (d)	Fixed broadband (e)	Mo biles (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/ Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff provider (b)	Both (c)	
Unweighted row	72	26	30	11	1	3	45	66	54	42	60	68	28	72	16	72	22	28	16	-	10	4	61	70	16	11	16	1
Total	25	9	8	1	1	5	14	22	12	8	13	24	7	25	2	25	4	10	6	-	10	*	15	20	2	2	8	*
BT	9 36%	1 14%	5 58%	* 51%	1 100%	1 18%	7 46%	7 33%	6 51%	3 44%	7 52%	9 36%	4 67%	9 36%	* 16%	9 36%	1 26%	4 38%	4 60%	- %	1 14%	- %	4 29%	8 40%	* 16%	1 49%	3 37%	- %
Daisy	4 17%	4 40%	- %	- %	- %	* 8%	* 3%	4 19%	* 3%	* 5%	* 3%	4 17%	- %	4 17%	- %	4 17%	- %	* 4%	* 6%	- %	4 28%	4 21%	- %	* %	- %	* 18%	- %	- %
O2 / BE	* 2%	* 2%	* 2%	* 10%	- %	- %	* 1%	* 2%	* 3%	* 4%	* 3%	* 1%	* 2%	* 2%	* 6%	* 2%	* 5%	* 2%	* 3%	- %	* 1%	* 24%	* 3%	* 2%	* 6%	- %	* 2%	- %
Ches	* 2%	- %	* 5%	- %	- %	- %	* 3%	* 2%	* 3%	* 5%	* 3%	* 2%	- %	* 2%	- %	* 2%	- %	* 4%	- %	- %	- %	- %	* 3%	* 2%	- %	- %	* 5%	- %
Talk Talk	* 1%	* 3%	- %	- %	- %	- %	* %	* 1%	* 2%	* 3%	* 2%	* 1%	- %	* 1%	- %	* 1%	* 6%	- %	- %	- %	- %	- %	* 2%	* 1%	- %	- %	- %	- %
Virgin Media (NTL/ Telewest)	* 1%	* 2%	- %	- %	- %	- %	* %	* 1%	* 2%	* 2%	* 1%	* 1%	- %	* 1%	- %	* 1%	* 3%	* 1%	* 3%	- %	- %	- %	* 1%	* 1%	- %	* 5%	- %	- %
Eclipse	* *%	* *%	- %	- %	- %	- %	* *%	* *%	* 1%	* *%	* *%	* 1%	* *%	- %	* *%	* 1%	* *%	* 1%	* 1%	- %	- %	- %	* *%	* *%	- %	- %	* 1%	- %
4com	* 1%	* 4%	- %	- %	- %	- %	* 2%	* 3%	- %	* 3%	* 1%	- %	* 1%	- %	* 1%	- %	- %	- %	- %	- %	- %	- %	* 2%	* 2%	- %	- %	- %	- %
Barclays Communications	* *%	* 1%	- %	- %	- %	- %	* *%	* 1%	- %	* 1%	* *%	- %	* *%	* *%	* 4%	* *%	* 2%	* 1%	- %	- %	- %	- %	* 1%	* *%	* 4%	* 4%	- %	- %
Clarity	* 1%	* 1%	* 2%	- %	- %	- %	* 1%	* 1%	* 2%	* 2%	* 1%	- %	* 1%	- %	* 1%	- %	- %	- %	- %	- %	- %	- %	* 2%	* 1%	- %	- %	- %	- %
Highnet	* *%	- %	- %	* 9%	- %	- %	* *%	* *%	* 1%	- %	* *%	* *%	* 1%	* *%	* 3%	* *%	- %	- %	- %	- %	- %	- %	* *%	* *%	* 3%	- %	- %	- %
Rainbow	* 1%	* 1%	* *%	- %	- %	- %	* *%	* 1%	* 1%	* 1%	* 1%	- %	* 1%	- %	* 1%	- %	- %	- %	- %	- %	- %	- %	* 1%	* 1%	- %	- %	- %	- %
Other	9 36%	2 25%	3 32%	* 29%	- %	4 74%	6 45%	8 35%	3 25%	3 33%	3 24%	9 36%	2 26%	9 36%	2 71%	9 36%	2 57%	5 45%	2 27%	- %	5 48%	* 76%	4 25%	5 25%	2 71%	* 12%	4 53%	* 100%

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

Table 38 (continuation)
 <Q1CI> And which company is the main provider of your ISDN 2/2e CALLS?
 by Crossbreak
 Base: All with ISDN2/2E lines

Total	MAIN FIXED LINE TYPE							PRODUCTS USED										HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo-biles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Pr (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	72	26	30	11	1	3	45	66	54	42	60	68	28	72	16	72	22	28	16	-	10	4	61	70	16	11	16	1
Total	25	9	8	1	1	5	14	22	12	8	13	24	7	25	2	25	4	10	6	-	10	*	15	20	2	2	8	*
(Don't know)	1	1	-	-	-	-	-	1	1	-	1	1	*	1	-	1	-	1	-	-	-	-	1	1	-	*	*	-
	2%	5%	-%	-%	-%	-%	-%	2%	4%	-%	4%	2%	4%	2%	-%	2%	-%	5%	-%	-%	-%	-%	3%	3%	-%	12%	3%	-%

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

Table 38 (continuation)
 <Q1C1> And which company is the main provider of your ISDN 2/2e CALLS?
 by Crossbreak
 Base: All with ISDN2/2E lines

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntel and calls (a)	Other pro vider for calls (b)	Other pro vider for ntel and calls (c)	Std lan dline + ISDN Re + ntel (a)	Std lan dline + ISDN LL/ PC Re ntel (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pr ducts (c)	No ducts (a)	1 pr ducts (b)	2 pr ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	72	4	6	17	-	18	4	49	36	4	25	59	11	2	23	25	24	3	25	-	28	10	9	7	5
Total	25	*	2	8	-	4	1	19	10	*	8	20	4	*	10	11	4	*	10	-	10	2	2	2	2
BT	9 36%	* 15%	1 47%	3 37%	- -%	4 90%	- -%	5 25%	4 38%	* 41%	3 34%	7 33%	2 50%	* 25%	3 31%	5 41%	1 30%	* 22%	4 39%	- -%	3 30%	* 21%	1 28%	* 16%	* 24%
Daisy	4 17%	- -%	- -%	* 5%	- -%	* 9%	- -%	4 19%	4 40%	- -%	4 50%	4 21%	- -%	- -%	4 43%	- -%	- -%	- -%	* 4%	- -%	4 38%	- -%	- -%	- -%	- -%
O2 / BE	* 2%	* 21%	- -%	* 1%	- -%	- -%	* -%	* 2%	* 3%	* 20%	* 2%	* 2%	- -%	- -%	* 1%	* 1%	* 6%	- -%	* 2%	- -%	* 3%	* 3%	- -%	* 3%	* 4%
Chess	* 2%	- -%	* 19%	- -%	- -%	- -%	- -%	* 2%	* 4%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	* 11%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%
Talk Talk	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* 2%	- -%	- -%	- -%	* 6%	- -%	- -%	- -%	* 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	* 2%	- -%	* 1%	- -%	* 1%	* 1%	* 39%	* 1%	* 1%	* 2%	- -%	- -%	* 5%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Eclipse	* *%	* 9%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	* 2%	- -%	* 2%	- -%
4com	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	* 3%	- -%	* 4%	* 2%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Barclays Communications	* *%	- -%	- -%	* 1%	- -%	- -%	- -%	* *%	* 1%	- -%	* 1%	* *%	- -%	- -%	- -%	- -%	* 3%	* 20%	- -%	- -%	- -%	* 5%	* 5%	- -%	- -%
Clarity	* 1%	- -%	- -%	- -%	- -%	- -%	* 16%	* 1%	* 3%	- -%	- -%	* 1%	- -%	- -%	* 1%	- -%	* 5%	- -%	- -%	- -%	* 2%	* 9%	- -%	- -%	- -%
Highnet	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* 1%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%
Rainbow	* 1%	- -%	- -%	- -%	- -%	- -%	* 5%	* *%	* 1%	- -%	* 2%	* 1%	- -%	- -%	* 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 38 (continuation)
 <Q1CI> And which company is the main provider of your ISDN 2/2e CALLS?
 by Crossbreak
 Base: All with ISDN2/2E lines

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	pro ducts	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	pro ducts	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)
Unweighted row	72	4	6	17	-	18	4	49	36	4	25	59	11	2	23	25	24	3	25	-	28	10	9	7	5
Total	25	*	2	8	-	4	1	19	10	*	8	20	4	*	10	11	4	*	10	-	10	2	2	2	2
Other	9	-	1	4	-	-	-	9	*	-	-	7	2	*	1	6	1	*	4	-	3	1	1	2	1
	36%	-%	33%	51%	-%	-%	-%	45%	*%	-%	-%	34%	42%	75%	14%	57%	31%	58%	45%	-%	27%	60%	67%	79%	71%
(Don't know)	1	*	-	*	-	-	1	-	*	-	1	1	-	-	1	-	-	-	1	-	-	-	-	-	-
	2%	55%	-%	3%	-%	-%	79%	-%	2%	-%	6%	3%	-%	-%	5%	-%	-%	-%	5%	-%	-%	-%	-%	-%	-%

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

Table 38 (continuation)
 <Q1CI> And which company is the main provider of your ISDN 2/2e CALLS?
 by Crossbreak
 Base: All with ISDN2/2E lines

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch calls ange to (a)	Some bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)		
Unweighted row	72	28	7	10	8	7
Total	25	10	2	2	2	2
BT	9 36%	3 31%	1 28%	1 22%	* 22%	* 26%
Daisy	4 17%	4 37%	- -%	- -%	- -%	- -%
O2 / BE	* 2%	* 3%	- -%	- -%	* 4%	* 4%
Chess	* 2%	* *%	- -%	- -%	- -%	- -%
Talk Talk	* 1%	- -%	- -%	- -%	- -%	- -%
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	- -%	- -%	- -%
Eclipse	* *%	- -%	* 2%	- -%	- -%	- -%
4com	* 1%	- -%	- -%	- -%	- -%	- -%
Barclays Communications	* *%	- -%	* 5%	* 4%	* 5%	- -%
Clarity	* 1%	* 1%	- -%	- -%	- -%	- -%
Highnet	* *%	* 1%	- -%	- -%	- -%	- -%
Rainbow	* 1%	- -%	- -%	- -%	- -%	- -%
Other	9 36%	3 27%	1 64%	2 74%	1 70%	1 70%

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

Table 38 (continuation)
 <Q1C1> And which company is the main provider of your ISDN 2/2e CALLS?
 by Crossbreak
 Base: All with ISDN2/2E lines

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a) (b)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	72	28	7	10	8	7
Total	25	10	2	2	2	2
(Don't know)	1 2%	- -%	- -%	- -%	- -%	- -%

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

Table 39
 <Q1DI> And which company is the main provider of your ISDN 2/2e LINE RENTAL?
 by Crossbreak
 Base: All with ISDN2/2E lines

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 to 4 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (e)	1 to 5 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m to £25m (e)	£25m+ (f)	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)	
Unweighted row	72	-	5	12	23	32	38	26	8	6	11	20	18	8	4	4	7	6	14	11	2	17	8	3
Total	25	-	8	4	10	2	15	9	*	1	7	5	5	*	*	1	6	*	3	3	1	7	2	1
BT	9	-	1	2	6	*	5	4	*	1	2	3	2	*	*	1	2	*	1	1	-	2	1	1
	37%	-%	6%	50%	63%	16%	35%	41%	17%	74%	33%	64%	41%	36%	17%	76%	30%	47%	22%	39%	-%	32%	52%	94%
Daisy	4	-	4	*	-	-	4	-	-	-	4	-	-	-	-	-	4	-	-	-	-	*	-	-
	17%	-%	45%	9%	-%	-%	28%	-%	-%	-%	57%	-%	-%	-%	-%	-%	68%	-%	-%	-%	-%	5%	-%	-%
4com	4	-	4	*	-	-	*	4	-	-	-	*	-	-	-	-	-	-	*	-	-	4	-	-
	17%	-%	45%	8%	-%	-%	2%	42%	-%	-%	-%	7%	-%	-%	-%	-%	-%	-%	11%	-%	52%	-%	-%	
O2 / BE	*	-	-	-	*	*	*	*	*	-	-	*	*	-	*	-	-	*	*	*	-	*	-	*
	2%	-%	-%	-%	1%	16%	1%	2%	30%	-%	-%	2%	4%	-%	32%	-%	-%	20%	2%	5%	-%	1%	-%	6%
Chess	*	-	-	*	-	*	*	-	-	-	*	-	-	*	-	*	-	*	-	-	-	-	-	-
	2%	-%	-%	8%	-%	2%	3%	-%	-%	-%	7%	-%	-%	21%	-%	1%	-%	11%	-%	-%	-%	-%	-%	-%
Virgin Media (NTL/ Telewest)	*	-	-	-	*	*	*	*	-	*	-	-	*	*	-	-	*	-	*	*	-	-	-	-
	1%	-%	-%	-%	1%	9%	1%	2%	-%	10%	-%	-%	2%	13%	-%	-%	1%	-%	3%	4%	-%	-%	-%	-%
Talk Talk	*	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-	-	*	-	-	-	-	-	-
	1%	-%	-%	-%	3%	-%	-%	3%	-%	-%	-%	-%	5%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%	-%
Clarity	*	-	-	-	*	-	*	*	-	-	-	*	-	-	-	-	-	-	*	-	*	-	-	-
	1%	-%	-%	-%	2%	-%	1%	1%	-%	-%	-%	4%	-%	-%	-%	-%	-%	-%	-%	3%	-%	1%	-%	-%
Rainbow	*	-	-	-	*	*	*	*	-	-	-	*	-	-	-	-	-	-	*	-	-	-	-	-
	1%	-%	-%	-%	1%	2%	*	1%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%
Barclays Communications	*	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%
Highnet	*	-	-	-	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	3%	-%	*%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Other	5	-	*	1	3	1	4	*	*	*	1	1	2	*	*	*	-	*	2	1	1	1	1	-
	20%	-%	5%	24%	26%	47%	29%	5%	54%	4%	9%	14%	39%	51%	30%	3%	-%	34%	55%	34%	100%	7%	35%	-%
(Don't know)	*	-	-	-	*	*	*	*	-	*	-	-	*	-	-	*	-	-	-	-	-	-	*	-
	2%	-%	-%	-%	3%	5%	1%	3%	-%	12%	-%	-%	5%	-%	-%	20%	-%	-%	-%	-%	-%	-%	7%	-%

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

Table 39 (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	
		NE (a)	NW (b)	Yo rks/Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	72	2	4	1	4	1	7	4	5	2	30	9	15	18	1	71
Total	25	*	1	1	1	1	2	3	3	8	20	1	2	2	*	25
BT	9 37%	- -%	* 10%	1 100%	- -%	- -%	1 35%	3 100%	3 93%	- -%	7 35%	* 28%	1 35%	1 61%	- -%	9 37%
Daisy	4 17%	* 85%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 50%	4 21%	- -%	- -%	- -%	- -%	4 17%
4com	4 17%	- -%	- -%	- -%	- -%	- -%	* 20%	- -%	- -%	4 50%	4 21%	- -%	- -%	- -%	- -%	4 17%
O2 / BE	* 2%	* 15%	* 10%	- -%	- -%	- -%	* 7%	- -%	- -%	- -%	* 1%	- -%	* 3%	* 6%	- -%	* 2%
Chess	* 2%	- -%	- -%	- -%	- -%	- -%	* 20%	- -%	- -%	- -%	* 2%	* 5%	- -%	- -%	- -%	* 2%
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	- -%	* 9%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	* 3%	* 6%	* 100%	* 1%
Talk Talk	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 11%	- -%	- -%	* 1%
Clarity	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 11%	- -%	* 1%
Rainbow	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 7%	- -%	* 1%
Barclays Communications	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 6%	- -%	* *%
Highnet	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	* *%
Other	5 20%	- -%	1 80%	- -%	1 91%	1 100%	* 18%	- -%	* 4%	- -%	3 18%	1 67%	1 36%	* 4%	- -%	5 20%
(Don't know)	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	* 1%	- -%	* 11%	- -%	- -%	* 2%

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Table 39 (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	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo bills (d)	Fixed broadband (e)	Mo broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)		
Unweighted row	72	26	30	11	1	3	45	66	54	42	60	68	28	72	16	72	22	28	16	-	10	4	61	70	16	11	16	1	
Total	25	9	8	1	1	5	14	22	12	8	13	24	7	25	2	25	4	10	6	-	10	*	15	20	2	2	8	*	
BT	9 37%	1 16%	5 62%	* 37%	1 100%	1 18%	7 47%	7 33%	6 54%	3 44%	7 54%	9 37%	4 66%	9 37%	* 12%	9 37%	1 26%	4 40%	4 58%	- %	1 14%	- %	5 30%	8 41%	* 12%	1 49%	3 39%	- %	
Daisy	4 17%	4 40%	- %	- %	- %	* 8%	* 3%	4 19%	* 3%	* 5%	* 3%	4 17%	- %	4 17%	- %	4 17%	- %	* 4%	* 6%	- %	4 38%	- %	4 28%	4 21%	- %	* 18%	- %	- %	
4com	4 17%	* 4%	- %	- %	- %	4 74%	4 26%	4 19%	* 3%	- %	* 3%	4 17%	- %	4 17%	- %	4 17%	- %	4 37%	- %	- %	4 38%	- %	* 2%	* 2%	- %	- %	4 48%	- %	
O2 / BE	* 2%	* 2%	* 2%	* 10%	- %	- %	* 1%	* 2%	* 3%	* 4%	* 3%	* 1%	* 2%	* 2%	* 6%	* 2%	* 5%	* 2%	* 3%	- %	* 1%	* 24%	* 3%	* 2%	* 6%	- %	* 2%	- %	
Chess	* 2%	- %	* 5%	- %	- %	- %	* 3%	* 2%	* 3%	* 5%	* 3%	* 2%	- %	* 2%	- %	* 2%	- %	* 4%	- %	- %	- %	- %	* 3%	* 2%	- %	- %	* 5%	- %	
Virgin Media (NTL/ Telewest)	* 1%	* 2%	- %	* 14%	- %	- %	* 1%	* 1%	* 2%	* 4%	* 2%	* 1%	* 1%	* 1%	* 4%	* 1%	* 3%	* 2%	* 5%	- %	- %	- %	* 2%	* 1%	* 4%	* 5%	* 1%	- %	
Talk Talk	* 1%	* 3%	- %	- %	- %	- %	- %	* 1%	* 2%	* 3%	* 2%	* 1%	- %	* 1%	- %	* 1%	* 6%	- %	- %	- %	- %	- %	* 2%	* 1%	- %	- %	- %	- %	- %
Clarity	* 1%	* 1%	* 1%	- %	- %	- %	* 1%	* 1%	* 1%	* 2%	* 1%	* 1%	- %	* 1%	- %	* 1%	- %	- %	- %	- %	- %	- %	* 1%	* 1%	- %	- %	- %	- %	- %
Rainbow	* 1%	* 1%	* %	- %	- %	- %	* %	* 1%	* 1%	* 1%	* 1%	* 1%	- %	* 1%	- %	* 1%	- %	- %	- %	- %	- %	- %	* 1%	* 1%	- %	- %	- %	- %	- %
Barclays Communications	* %	* 1%	- %	- %	- %	- %	- %	* %	* 1%	- %	* 1%	* %	- %	* %	* 4%	* %	* 2%	* 1%	- %	- %	- %	- %	* 1%	* %	* 4%	* 4%	- %	- %	
Highnet	* %	- %	- %	* 9%	- %	- %	* %	* %	* 1%	- %	* %	* %	* 1%	* %	* 3%	* %	- %	- %	- %	- %	- %	- %	* %	* %	* 3%	- %	- %	- %	
Other	5 20%	2 26%	2 30%	* 29%	- %	- %	3 18%	4 18%	3 24%	2 32%	3 23%	5 20%	2 24%	5 20%	2 71%	5 20%	2 58%	1 9%	2 28%	- %	1 10%	* 76%	4 26%	5 25%	2 71%	* 12%	* 5%	* 100%	
(Don't know)	* 2%	* 4%	- %	- %	- %	- %	- %	* 2%	* 2%	* 1%	* 3%	* 2%	* 6%	* 2%	- %	* 2%	- %	* 3%	- %	- %	- %	- %	* 2%	* 2%	- %	* 12%	- %	- %	

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

Table 39 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntel and calls (a)	Other pro vider for calls (b)	Other pro vider for ntel and calls (c)	Std lan dline + ISDN Re + ntel (a)	Std lan dline + ISDN LL/ PC Re ntel (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	72	4	6	17	-	18	4	49	36	4	25	59	11	2	23	25	24	3	25	-	28	10	9	7	5
Total	25	*	2	8	-	4	1	19	10	*	8	20	4	*	10	11	4	*	10	-	10	2	2	2	2
BT	9 37%	* 70%	1 47%	3 36%	- -%	4 88%	* 55%	5 25%	4 41%	* 41%	3 36%	7 35%	2 48%	* 25%	3 34%	4 41%	1 33%	* 22%	4 41%	- -%	3 31%	* 16%	* 23%	* 11%	* 19%
Daisy	4 17%	- -%	- -%	* 5%	- -%	* 9%	- -%	4 19%	4 40%	- -%	4 50%	4 21%	- -%	- -%	4 43%	- -%	- -%	- -%	* 4%	- -%	4 38%	- -%	- -%	- -%	- -%
4com	4 17%	- -%	- -%	4 47%	- -%	- -%	- -%	4 21%	* 3%	- -%	* 4%	4 21%	- -%	- -%	* 4%	4 34%	- -%	- -%	4 38%	- -%	- -%	- -%	- -%	- -%	- -%
O2 / BE	* 2%	* 21%	- -%	* 1%	- -%	- -%	- -%	* 2%	* 3%	* 20%	* 2%	* 2%	- -%	- -%	* 1%	* 1%	* 6%	- -%	* 2%	- -%	* 3%	* 3%	- -%	* 3%	* 4%
Chess	* 2%	- -%	* 19%	- -%	- -%	- -%	- -%	* 2%	* 4%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	* 11%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	* 3%	- -%	* 4%	- -%	* 1%	* 2%	* 39%	* 3%	* 1%	* 4%	- -%	* 1%	* 5%	* 5%	- -%	* 2%	- -%	- -%	* -%	* 5%	* 5%	* 4%
Talk Talk	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* 2%	- -%	- -%	- -%	* 6%	- -%	- -%	- -%	* 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Clarity	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* 2%	- -%	- -%	* 1%	- -%	- -%	* 1%	- -%	* 3%	- -%	- -%	- -%	* 1%	* 9%	- -%	- -%	- -%
Rainbow	* 1%	- -%	- -%	- -%	- -%	- -%	* 5%	* *%	* 1%	- -%	* 2%	* 1%	- -%	- -%	* 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Barclays Communications	* *%	- -%	- -%	* 1%	- -%	- -%	- -%	* *%	* 1%	- -%	* 1%	* *%	- -%	- -%	- -%	- -%	* 3%	* 20%	- -%	- -%	- -%	* -%	* 5%	* 5%	- -%
Highnet	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* 1%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%
Other	5 20%	* 9%	1 33%	* 3%	- -%	- -%	- -%	5 25%	* *%	- -%	* *%	3 15%	2 42%	* 75%	1 13%	3 23%	1 31%	* 58%	1 7%	- -%	3 25%	1 62%	1 67%	2 81%	1 71%

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

Table 39 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 ducts (c)	pro ducts	No ducts (a)	1 pr oduct (b)	2 ducts (c)	pro ducts	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)
Unweighted row	72	4	6	17	-	18	4	49	36	4	25	59	11	2	23	25	24	3	25	-	28	10	9	7	5
Total	25	*	2	8	-	4	1	19	10	*	8	20	4	*	10	11	4	*	10	-	10	2	2	2	2
(Don't know)	*	-	-	*	-	-	*	*	-	-	*	*	-	-	*	-	-	-	*	-	*	-	-	-	-
	2%	-%	-%	3%	-%	-%	40%	1%	-%	-%	3%	2%	-%	-%	4%	-%	-%	-%	3%	-%	1%	-%	-%	-%	-%

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

Table 39 (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	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch calls ange to mo (a) (b)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	72	28	7	10	8	7
Total	25	10	2	2	2	2
BT	9 37%	3 33%	* 23%	* 18%	* 17%	* 20%
Daisy	4 17%	4 37%	- -%	- -%	- -%	- -%
4com	4 17%	- -%	- -%	- -%	- -%	- -%
O2 / BE	* 2%	* 3%	- -%	- -%	* 4%	* 4%
Chess	* 2%	* *%	- -%	- -%	- -%	- -%
Virgin Media (NTL/ Telewest)	* 1%	- -%	* 5%	* 4%	* 5%	* 5%
Talk Talk	* 1%	- -%	- -%	- -%	- -%	- -%
Clarity	* 1%	- -%	- -%	- -%	- -%	- -%
Rainbow	* 1%	- -%	- -%	- -%	- -%	- -%
Barclays Communications	* *%	- -%	* 5%	* 4%	* 5%	- -%
Highnet	* *%	* 1%	- -%	- -%	- -%	- -%
Other	5 20%	3 26%	1 66%	2 74%	1 70%	1 70%
(Don't know)	* 2%	* 1%	- -%	- -%	- -%	- -%

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

Table 40
 <Q1E1> And which company is the main provider of your ISDN 30 CALLS?
 by Crossbreak
 Base: All with ISDN30 lines

	COMPANY SIZE					NO.SITES			TURNOVER						SECTOR									
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	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	53	-	-	4	11	38	30	12	11	3	4	14	13	6	7	6	5	6	6	1	2	13	10	4
Total	11	-	-	3	6	3	7	2	1	*	2	3	1	*	1	1	1	1	2	1	*	2	1	2
BT	5 43%	- -%	- -%	1 46%	3 47%	1 33%	3 36%	2 78%	* 23%	* 56%	1 78%	1 52%	* 29%	* 39%	* 18%	1 87%	* 23%	* 35%	* 5%	1 100%	* 37%	* 14%	* 18%	1 79%
O2 / BE	1 12%	- -%	- -%	1 40%	- -%	* 9%	1 14%	* 5%	* 6%	- -%	- -%	- -%	* 19%	- -%	- -%	- -%	- -%	* 12%	* 3%	- -%	- -%	1 61%	- -%	- -%
Vodafone	1 7%	- -%	- -%	- -%	1 14%	* 1%	1 10%	- -%	* 3%	- -%	- -%	- -%	- -%	1 72%	* 2%	1 73%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	- -%	- -%	* 5%	* 1%	* 3%	- -%	- -%	- -%	* 2%	* 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	* 5%
Barclays Communications	* 1%	- -%	- -%	- -%	* 2%	* 1%	- -%	* 6%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	* 13%	- -%
Highnet	* 1%	- -%	- -%	- -%	- -%	* 5%	* 1%	- -%	* 5%	- -%	- -%	* 2%	* 5%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	* 3%	- -%	- -%
4com	* 1%	- -%	- -%	- -%	- -%	* 4%	- -%	* 5%	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 15%	- -%
Alternative Networks	* 1%	- -%	- -%	- -%	- -%	* 4%	- -%	* -%	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 14%	- -%
Zen	* 1%	- -%	- -%	- -%	- -%	* 4%	* 1%	- -%	- -%	- -%	- -%	- -%	* 8%	- -%	- -%	- -%	- -%	* 11%	- -%	- -%	- -%	- -%	- -%	- -%
Adept	* 1%	- -%	- -%	- -%	- -%	* 2%	* 1%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 9%	- -%
Talk Talk	* *%	- -%	- -%	- -%	- -%	* 2%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Clarity	* *%	- -%	- -%	- -%	- -%	* 1%	- -%	* 2%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%
Rainbow	* *%	- -%	- -%	- -%	- -%	* 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%

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

Table 40 (continuation)
 <Q1E1> And which company is the main provider of your ISDN 30 CALLS?
 by Crossbreak
 Base: All with ISDN30 lines

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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)	
Total	53	-	-	4	11	38	30	12	11	3	4	14	13	6	7	6	5	6	6	1	2	13	10	4
Unweighted row	11	-	-	3	6	3	7	2	1	*	2	3	1	*	1	1	1	2	1	*	2	1	2	
Total	3	-	-	*	2	1	2	*	1	*	*	1	*	*	*	-	*	2	-	*	*	*	*	
Other	29%	-%	-%	14%	38%	24%	33%	2%	54%	24%	22%	27%	27%	61%	6%	11%	-%	39%	89%	-%	63%	12%	26%	16%
(Don't know)	*	-	-	-	-	*	*	-	-	-	-	*	-	-	-	-	-	-	-	-	*	-	-	
	1%	-%	-%	-%	-%	2%	1%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%

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

Table 40 (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	
		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)
Unweighted row	53	1	3	-	-	2	4	9	5	2	26	6	13	8	1	52
Total	11	*	1	-	-	2	1	3	1	*	9	*	1	*	*	11
BT	5 43%	- -%	* 12%	- -%	- -%	1 50%	* 23%	1 42%	1 76%	- -%	4 45%	* 73%	* 23%	* 33%	* 100%	5 43%
O2 / BE	1 12%	* 100%	- -%	- -%	- -%	- -%	- -%	1 29%	* 8%	- -%	1 14%	- -%	* 4%	- -%	- -%	1 12%
Vodafone	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	1 23%	- -%	- -%	1 9%	- -%	- -%	* 9%	- -%	1 8%
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 50%	* 1%	- -%	* 4%	- -%	- -%	* 1%
Barclays Communications	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 33%	- -%	* 1%
Highnet	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 9%	- -%	- -%	* 1%
4com	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 8%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%
Alternative Networks	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%
Zen	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%
Adept	* 1%	- -%	- -%	- -%	- -%	- -%	* 12%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%
Talk Talk	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 9%	- -%	- -%	- -%	* *%
Clarity	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 9%	- -%	* *%
Rainbow	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 9%	- -%	* *%
Other	3 29%	- -%	* 88%	- -%	- -%	1 50%	* 65%	- -%	* 8%	* 50%	2 26%	* 18%	1 55%	* 9%	- -%	3 29%

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

Table 40 (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	
	NE (a)	NW (b)	Yorkshire/Humber (c)	East of London (d)	Midland (e)	West Midlands (f)	East Midlands (g)	London (h)	SE (i)	SW (j)	Net: England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	Home based (a)	Elsewhere (b)
Unweighted row	53	1	3	-	-	2	4	9	5	2	26	6	13	8	1	52
Total	11	*	1	-	-	2	1	3	1	*	9	*	1	*	*	11
(Don't know)	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	1%

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

Table 40 (continuation)
 <Q1E1> And which company is the main provider of your ISDN 30 CALLS?
 by Crossbreak
 Base: All with ISDN30 lines

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo bills (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	53	19	1	31	1	1	34	51	45	33	47	47	22	18	53	53	28	24	8	-	6	6	47	16	52	8	15	1
Total	11	5	*	6	*	*	6	10	10	7	11	10	4	2	11	11	5	5	2	-	*	1	9	2	11	2	3	*
BT	5 43%	3 54%	- -	2 33%	- -	* 100%	2 34%	5 46%	4 43%	2 27%	5 43%	4 44%	1 23%	1 23%	5 43%	5 43%	1 17%	3 53%	* 17%	- -	* 36%	* 31%	5 49%	* 14%	5 43%	1 55%	2 52%	- -
O2 / BE	1 12%	* 1%	- -	1 22%	- -	- -	1 21%	1 13%	1 11%	1 17%	1 11%	1 12%	- -	* 5%	1 12%	1 12%	* 5%	- -	- -	- -	* 24%	- -	1 13%	* 6%	1 12%	- -	- -	- -
Vodafone	1 7%	- -	- -	1 15%	- -	- -	1 14%	* %	1 8%	1 12%	1 8%	1 8%	1 21%	* 1%	1 7%	1 7%	1 17%	1 16%	- -	- -	- -	* %	* 2%	1 8%	- -	1 28%	- -	
Virgin Media (NTL/ Telewest)	* 1%	- -	- -	* 3%	- -	- -	* 2%	* 1%	* 1%	* 1%	* 1%	* 1%	* 2%	- -	* 1%	* 1%	* 2%	* 2%	- -	- -	- -	* 1%	- -	* 1%	- -	* 3%	- -	- -
Barclays Communications	* 1%	* 2%	- -	* 1%	- -	- -	* 1%	* 1%	* %	* 1%	* 1%	- -	* 4%	* 1%	* 1%	* 3%	* 2%	- -	- -	- -	- -	* 1%	* 4%	* 1%	* 5%	- -	- -	- -
Highnet	* 1%	- -	- -	* 2%	- -	- -	* 2%	* 1%	* 1%	* 1%	* 1%	* 2%	* 5%	* 1%	* 1%	* 1%	- -	- -	- -	- -	- -	* 1%	* 6%	* 1%	- -	- -	- -	- -
4com	* 1%	* 2%	- -	- -	- -	- -	* 1%	* 1%	* 2%	* 1%	* 1%	- -	- -	* 1%	* 1%	- -	* 2%	- -	- -	- -	- -	* 1%	- -	* 1%	- -	* 4%	- -	
Alternative Networks	* 1%	* 2%	- -	- -	- -	- -	* 1%	* 1%	* 2%	* 1%	* 1%	* 3%	- -	* 1%	* 1%	* 2%	- -	* 5%	- -	- -	- -	* 1%	- -	* 1%	- -	- -	- -	- -
Zen	* 1%	- -	- -	* 2%	- -	- -	* 2%	* 1%	* 1%	* 2%	* 1%	- -	* 3%	- -	* 1%	* 1%	- -	- -	- -	- -	- -	* 16%	* 1%	- -	* 1%	- -	- -	- -
Adept	* 1%	* 1%	- -	- -	- -	- -	* 1%	- -	* 1%	* 1%	* 1%	- -	- -	* 1%	* 1%	- -	- -	- -	- -	- -	- -	* 1%	- -	* 1%	- -	- -	- -	- -
Talk Talk	* %	- -	- -	* 1%	- -	- -	* 1%	- -	- -	- -	* %	* 1%	- -	* %	* %	- -	- -	- -	- -	- -	- -	* 14%	- -	* %	- -	- -	- -	- -
Clarity	* %	- -	- -	* 1%	- -	- -	* 1%	* %	* %	* %	* %	* 1%	* 1%	* %	* %	* 1%	- -	- -	- -	- -	- -	* %	* 2%	* %	- -	- -	- -	- -
Rainbow	* %	* 1%	- -	- -	- -	- -	* %	- -	- -	- -	* %	- -	- -	- -	* %	* %	- -	- -	- -	- -	- -	* 11%	- -	* %	- -	- -	- -	- -

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

Table 40 (continuation)
 <Q1E1> And which company is the main provider of your ISDN 30 CALLS?
 by Crossbreak
 Base: All with ISDN30 lines

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard (f)	Standard lines (a)	Smartphones (b)	Standard mobile (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	53	19	1	31	1	1	34	51	45	33	47	47	22	18	53	53	28	24	8	-	6	6	47	16	52	8	15	1
Total	11	5	*	6	*	*	6	10	10	7	11	10	4	2	11	11	5	5	2	-	*	1	9	2	11	2	3	*
Other	3	2	*	1	*	-	1	3	3	2	3	3	2	1	3	3	2	1	2	-	*	*	3	1	3	1	*	*
	29%	35%	100%	22%	100%	-%	23%	32%	30%	35%	29%	27%	45%	60%	29%	29%	51%	25%	78%	-%	14%	53%	28%	66%	29%	40%	14%	100%
(Don't know)	*	*	-	-	-	-	-	*	*	-	*	*	-	-	*	*	*	-	-	-	-	-	*	-	*	-	-	-
	1%	1%	-%	-%	-%	-%	-%	1%	1%	-%	1%	1%	-%	-%	1%	1%	1%	-%	-%	-%	-%	-%	1%	-%	1%	-%	-%	-%

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

Table 40 (continuation)
 <Q1E1> And which company is the main provider of your ISDN 30 CALLS?
 by Crossbreak
 Base: All with ISDN30 lines

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other re vider calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN Re + LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	53	4	9	11	-	21	1	30	25	4	19	44	7	2	21	17	15	3	21	-	17	4	13	5	4
Total	11	1	3	1	-	5	*	5	5	*	5	10	*	*	7	3	1	1	4	-	4	1	2	1	1
BT	5 43%	* 10%	2 81%	* 36%	- -%	4 82%	* 100%	* 5%	4 86%	* 57%	4 82%	5 44%	* 35%	- -%	3 46%	1 44%	* 22%	1 92%	2 40%	- -%	3 75%	* 7%	* 21%	* 6%	* 11%
O2 / BE	1 12%	- -%	- -%	- -%	- -%	2 2%	- -%	1 21%	3 3%	28 28%	- -%	1 12%	- -%	- -%	1 15%	* 6%	* 6%	- -%	- -%	- -%	* 2%	- -%	- -%	* 5%	* 5%
Vodafone	1 7%	1 59%	* -%	* 3%	- -%	* 1%	- -%	1 14%	* 1%	* 15%	* 1%	1 8%	- -%	- -%	* 1%	1 26%	- -%	- -%	1 21%	- -%	- -%	- -%	* 1%	- -%	- -%
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	* 8%	- -%	* 2%	- -%	* 1%	* 2%	- -%	* 2%	* 1%	- -%	- -%	* 1%	- -%	* 7%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%
Barclays Communications	* 1%	- -%	- -%	* 9%	- -%	* 1%	- -%	* 2%	* 2%	- -%	* 3%	* 1%	- -%	* 23%	- -%	- -%	* 12%	* 8%	- -%	- -%	- -%	* 7%	* 4%	- -%	- -%
Highnet	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 11%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%
4com	* 1%	- -%	* 4%	- -%	- -%	- -%	- -%	* 2%	* 2%	- -%	* 2%	- -%	- -%	* 77%	- -%	- -%	* 10%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%
Alternative Networks	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	* 2%	- -%	* 2%	* 1%	- -%	- -%	- -%	- -%	* 10%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%
Zen	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	* 1%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Adept	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Talk Talk	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* *%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Clarity	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	- -%	* *%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 40 (continuation)
 <Q1E1> And which company is the main provider of your ISDN 30 CALLS?
 by Crossbreak
 Base: All with ISDN30 lines

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No pro ducts (a)	1 pr oduct (b)	2 pr oducts (c)	pro ducts (c)	No pro ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)
Unweighted row	53	4	9	11	-	21	1	30	25	4	19	44	7	2	21	17	15	3	21	-	17	4	13	5	4
Total	11	1	3	1	-	5	*	5	5	*	5	10	*	*	7	3	1	1	4	-	4	1	2	1	1
Rainbow	*	-	-	-	-	-	-	*	-	-	-	*	-	-	-	*	-	-	-	-	*	-	-	*	-
	%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	%	-%	-%	-%	1%	-%	-%	-%	-%	1%	-%	-%	2%	-%
Other	3	*	*	*	-	1	-	2	-	-	*	3	*	-	2	1	*	-	1	-	1	1	2	1	1
	29%	31%	15%	44%	-%	13%	-%	45%	-%	-%	9%	28%	65%	-%	34%	22%	16%	-%	34%	-%	19%	87%	69%	86%	84%
(Don't know)	*	-	-	-	-	-	-	*	-	-	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Table 40 (continuation)
 <Q1E1> And which company is the main provider of your ISDN 30 CALLS?
 by Crossbreak
 Base: All with ISDN30 lines

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch calls ange to mo (a) (b)	Some calls bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)		
Unweighted row	53	16	5	10	6	6
Total	11	3	1	2	2	2
BT	5 43%	3 85%	* 6%	* 7%	* 6%	* 13%
O2 / BE	1 12%	* 2%	- -%	- -%	* 4%	* 5%
Vodafone	1 7%	* 1%	- -%	* 2%	- -%	- -%
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	- -%	- -%	- -%
Barclays Communications	* 1%	- -%	* 6%	* 5%	* 6%	- -%
Highnet	* 1%	* 4%	- -%	- -%	- -%	- -%
4com	* 1%	- -%	- -%	- -%	- -%	- -%
Alternative Networks	* 1%	- -%	- -%	* 5%	- -%	- -%
Zen	* 1%	- -%	- -%	- -%	- -%	- -%
Adept	* 1%	- -%	- -%	- -%	- -%	- -%
Talk Talk	* *%	- -%	- -%	- -%	- -%	- -%
Clarity	* *%	- -%	- -%	- -%	- -%	- -%
Rainbow	* *%	* 1%	- -%	- -%	* 2%	- -%

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

Table 40 (continuation)
 <Q1E1> And which company is the main provider of your ISDN 30 CALLS?
 by Crossbreak
 Base: All with ISDN30 lines

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)		
Unweighted row	53	16	5	10	6	6
Total	11	3	1	2	2	2
Other	3 29%	* 7%	1 83%	2 81%	1 81%	1 82%
(Don't know)	* 1%	- -%	* 4%	- -%	- -%	- -%

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

Table 41
 <Q1F1> And which company is the main provider of your ISDN 30 LINE RENTAL?
 by Crossbreak
 Base: All with ISDN30 lines

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 to 4 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	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	53	-	-	4	11	38	30	12	11	3	4	14	13	6	7	6	5	6	6	1	2	13	10	4
Total	11	-	-	3	6	3	7	2	1	*	2	3	1	*	1	1	1	2	1	*	2	1	2	
BT	5 44%	- -%	- -%	1 46%	3 47%	1 36%	3 37%	2 78%	* 26%	* 76%	1 78%	1 52%	* 29%	* 39%	* 21%	1 89%	* 23%	* 35%	* 5%	1 100%	* 37%	* 14%	* 22%	1 79%
Vodafone	1 7%	- -%	- -%	1 14%	- -%	- -%	1 10%	- -%	- -%	- -%	- -%	- -%	- -%	1 69%	- -%	1 73%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
O2 / BE	* 2%	- -%	- -%	- -%	- -%	* 9%	* 1%	* 5%	* 6%	- -%	- -%	- -%	* 19%	- -%	- -%	- -%	* 12%	* 3%	- -%	- -%	* 4%	- -%	- -%	
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	- -%	- -%	* 5%	* 1%	* 3%	- -%	- -%	- -%	* 2%	* 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	* 5%
Barclays Communications	* 1%	- -%	- -%	- -%	* 2%	* 1%	- -%	* 6%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	* 13%	- -%
Highnet	* 1%	- -%	- -%	- -%	- -%	* 5%	* 1%	- -%	* 5%	- -%	- -%	* 2%	* 5%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	* 3%	- -%	- -%	- -%
4com	* 1%	- -%	- -%	- -%	- -%	* 4%	- -%	* 5%	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 15%	- -%
Alternative Networks	* 1%	- -%	- -%	- -%	- -%	* 4%	- -%	* -%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 14%	- -%
Adept	* 1%	- -%	- -%	- -%	- -%	* 2%	* 1%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 9%	- -%
Talk Talk	* *%	- -%	- -%	- -%	- -%	* 2%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Clarity	* *%	- -%	- -%	- -%	- -%	* 1%	- -%	* 2%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%
Other	4 39%	- -%	- -%	1 54%	2 38%	1 28%	4 48%	* 2%	1 54%	* 24%	* 22%	1 27%	* 35%	* 61%	* 6%	* 11%	- -%	* 50%	2 89%	- -%	* 63%	1 69%	* 26%	* 16%
(Don't know)	* 1%	- -%	- -%	- -%	- -%	* 2%	* 1%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%

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

Table 41 (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	
		NE (a)	NW (b)	Yo rks/Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	53	1	3	-	-	2	4	9	5	2	26	6	13	8	1	52
Total	11	*	1	-	-	2	1	3	1	*	9	*	1	*	*	11
BT	5 44%	- -%	* 12%	- -%	- -%	1 50%	* 23%	1 42%	1 76%	- -%	4 45%	* 73%	* 23%	* 50%	* 100%	5 43%
Vodafone	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	1 23%	- -%	- -%	1 9%	- -%	- -%	- -%	- -%	1 7%
O2 / BE	* 2%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	* 8%	- -%	* 2%	- -%	* 4%	- -%	- -%	* 2%
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 50%	* 1%	- -%	* 4%	- -%	- -%	* 1%
Barclays Communications	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 33%	- -%	* 1%
Highnet	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 9%	- -%	- -%	* 1%
4com	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 8%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%
Alternative Networks	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%
Adept	* 1%	- -%	- -%	- -%	- -%	- -%	* 12%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%
Talk Talk	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 9%	- -%	- -%	- -%	* *%
Clarity	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 9%	- -%	* *%
Other	4 39%	- -%	* 88%	- -%	- -%	1 50%	* 65%	1 33%	* 8%	* 50%	3 39%	* 18%	1 55%	* 9%	- -%	4 40%
(Don't know)	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%	* 1%

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

Table 41 (continuation)
 <Q1F1> And which company is the main provider of your ISDN 30 LINE RENTAL?
 by Crossbreak
 Base: All with ISDN30 lines

Total	MAIN FIXED LINE TYPE						PRODUCTS USED												HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo bills (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	53	19	1	31	1	1	34	51	45	33	47	47	22	18	53	53	28	24	8	-	6	6	47	16	52	8	15	1
Total	11	5	*	6	*	*	6	10	10	7	11	10	4	2	11	11	5	5	2	-	*	1	9	2	11	2	3	*
BT	5 44%	3 55%	- -	2 34%	- -	* 100%	2 34%	5 46%	5 43%	2 28%	5 44%	5 45%	1 24%	1 25%	5 44%	5 44%	1 18%	3 53%	* 17%	- -	* 48%	* 31%	5 49%	* 16%	5 44%	1 55%	2 53%	- -
Vodafone	1 7%	- -	- -	1 14%	- -	- -	1 13%	- -	1 7%	1 11%	1 7%	1 8%	1 20%	- -	1 7%	1 7%	1 16%	1 16%	- -	- -	- -	- -	- -	1 7%	- -	1 27%	- -	- -
O2 / BE	* 2%	* 1%	- -	* 3%	- -	- -	* 3%	* 2%	* 2%	* 2%	* 2%	* 2%	- -	* 5%	* 2%	* 2%	* 5%	- -	- -	- -	* 24%	* -	* 3%	* 6%	* 2%	- -	- -	- -
Virgin Media (NTL/ Telewest)	* 1%	- -	- -	* 3%	- -	- -	* 2%	* 1%	* 1%	* 1%	* 1%	* 1%	2 2%	- -	* 1%	* 1%	* 2%	* 2%	- -	- -	- -	* 1%	- -	* 1%	- -	* 3%	- -	- -
Barclays Communications	* 1%	* 2%	- -	* 1%	- -	- -	* 1%	* 1%	* *	* *	* *	- -	* 4%	* 1%	* 1%	* 3%	* 2%	* -	- -	- -	- -	* 1%	* 4%	* 1%	* 5%	- -	- -	- -
Highnet	* 1%	- -	- -	* 2%	- -	- -	* 2%	* 1%	* 1%	* 1%	* 1%	* 1%	2 2%	5 5%	* 1%	* 1%	* 1%	- -	- -	- -	- -	* 1%	* 6%	* 1%	- -	- -	- -	- -
4com	* 1%	* 2%	- -	- -	- -	- -	* -	* 1%	* 1%	* 2%	* 1%	* 1%	- -	- -	* 1%	* 1%	- -	* 2%	- -	- -	- -	* 1%	- -	* 1%	- -	* 4%	- -	- -
Alternative Networks	* 1%	* 2%	- -	- -	- -	- -	* 1%	* 1%	* 2%	* 1%	* 1%	* 3%	- -	* 1%	* 1%	* 2%	* -	* 5%	- -	- -	- -	* 1%	- -	* 1%	- -	- -	- -	- -
Adept	* 1%	* 1%	- -	- -	- -	- -	* 1%	- -	* 1%	* 1%	* 1%	* 1%	- -	- -	* 1%	* 1%	- -	- -	- -	- -	- -	* 1%	- -	* 1%	- -	- -	- -	- -
Talk Talk	* *	- -	- -	* 1%	- -	- -	* 1%	- -	- -	- -	* *	* 1%	- -	* *	* *	- -	- -	- -	- -	* 14%	- -	- -	- -	* *	- -	- -	- -	- -
Clarity	* *	- -	- -	* 1%	- -	- -	* 1%	* *	* *	* *	* *	* 1%	* 1%	* *	* *	* 1%	* 1%	- -	- -	- -	- -	* *	* 2%	* *	- -	- -	- -	- -
Other	4 39%	2 35%	* 100%	2 42%	* 100%	- -	2 43%	4 43%	4 41%	4 51%	4 40%	4 37%	2 48%	1 60%	4 39%	4 39%	2 51%	1 25%	2 78%	- -	* 14%	* 69%	4 40%	1 66%	4 39%	1 40%	* 14%	* 100%
(Don't know)	* 1%	* 1%	- -	- -	- -	- -	* 1%	* 1%	- -	* 1%	* 1%	- -	- -	* 1%	* 1%	* 1%	- -	- -	- -	- -	- -	- -	* 1%	- -	* 1%	- -	- -	- -

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

Table 41 (continuation)
 <Q1F1> And which company is the main provider of your ISDN 30 LINE RENTAL?
 by Crossbreak
 Base: All with ISDN30 lines

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other re iver and calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No pro ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No pro ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP to (c)	Some calls text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	53	4	9	11	-	21	1	30	25	4	19	44	7	2	21	17	15	3	21	-	17	4	13	5	4
Total	11	1	3	1	-	5	*	5	5	*	5	10	*	*	7	3	1	1	4	-	4	1	2	1	1
BT	5 44%	* 10%	2 81%	* 39%	- -%	4 83%	* 100%	* 6%	4 87%	* 72%	4 83%	5 45%	* 35%	- -%	3 47%	1 45%	* 22%	1 92%	2 41%	- -%	3 76%	* 7%	1 23%	* 9%	* 11%
Vodafone	1 7%	1 59%	- -%	- -%	- -%	- -%	- -%	1 14%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	1 26%	- -%	- -%	1 20%	- -%	- -%	- -%	- -%	- -%	- -%
O2 / BE	* 2%	- -%	- -%	- -%	- -%	* 2%	- -%	* 2%	* 3%	* 28%	- -%	* 2%	- -%	- -%	* 6%	* 6%	- -%	- -%	- -%	* 2%	- -%	- -%	* 5%	* 5%	
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	* 8%	- -%	* 2%	- -%	* 1%	* 2%	- -%	* 2%	* 1%	- -%	- -%	* 1%	- -%	* 7%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%
Barclays Communications	* 1%	- -%	- -%	* 9%	- -%	* 1%	- -%	* 2%	* 2%	- -%	* 3%	* 1%	- -%	* 23%	- -%	- -%	* 12%	* 8%	- -%	- -%	- -%	* 7%	* 4%	- -%	- -%
Highnet	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 11%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%
4com	* 1%	- -%	* 4%	- -%	- -%	- -%	- -%	* 2%	* 2%	- -%	* 2%	- -%	- -%	* 77%	- -%	- -%	* 10%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%
Alternative Networks	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	* 2%	- -%	* 2%	* 1%	- -%	- -%	- -%	- -%	* 10%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%
Adept	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Talk Talk	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* *%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Clarity	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	- -%	* *%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	4 39%	* 31%	* 15%	* 44%	- -%	1 13%	- -%	4 66%	- -%	- -%	* 9%	4 39%	* 65%	- -%	3 51%	1 22%	* 16%	- -%	1 34%	- -%	1 19%	1 87%	2 69%	1 86%	1 84%

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

Table 41 (continuation)
 <Q1F1> And which company is the main provider of your ISDN 30 LINE RENTAL?
 by Crossbreak
 Base: All with ISDN30 lines

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT re ntal (a)	Other pro vider (b)	Other pro vider (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 ducts (c)	pro ducts	No ducts (a)	1 pr oduct (b)	2 ducts (c)	pro ducts	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)
Unweighted row	53	4	9	11	-	21	1	30	25	4	19	44	7	2	21	17	15	3	21	-	17	4	13	5	4
Total	11	1	3	1	-	5	*	5	5	*	5	10	*	*	7	3	1	1	4	-	4	1	2	1	1
(Don't know)	*	-	-	-	-	-	-	*	-	-	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Table 41 (continuation)
 <Q1F1> And which company is the main provider of your ISDN 30 LINE RENTAL?
 by Crossbreak
 Base: All with ISDN30 lines

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch calls ange to mo (a)	Some bile (b)	Some calls VoIP (c)	Some calls text/ to (d)	Ca ncel MFL (e)	
Unweighted row	53	16	5	10	6	6
Total	11	3	1	2	2	2
BT	5 44%	3 87%	* 6%	* 9%	* 8%	* 13%
Vodafone	1 7%	- -%	- -%	- -%	- -%	- -%
O2 / BE	* 2%	* 2%	- -%	- -%	* 4%	* 5%
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	- -%	- -%	- -%
Barclays Communications	* 1%	- -%	* 6%	* 5%	* 6%	- -%
Highnet	* 1%	* 4%	- -%	- -%	- -%	- -%
4com	* 1%	- -%	- -%	- -%	- -%	- -%
Alternative Networks	* 1%	- -%	- -%	* 5%	- -%	- -%
Adept	* 1%	- -%	- -%	- -%	- -%	- -%
Talk Talk	* *%	- -%	- -%	- -%	- -%	- -%
Clarity	* *%	- -%	- -%	- -%	- -%	- -%
Other	4 39%	* 7%	1 83%	2 81%	1 81%	1 82%
(Don't know)	* 1%	- -%	* 4%	- -%	- -%	- -%

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

Table 42
 <Q1G1> And which company is the main provider of your Fixed line broadband?
 by Crossbreak
 Base: All with Fixed line broadband

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	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)	
Unweighted row	431	45	161	91	94	85	334	74	20	125	107	94	36	15	12	18	34	55	53	56	18	117	59	21
Total	393	99	304	44	39	6	349	39	3	187	115	49	8	1	2	13	31	49	56	50	17	112	42	23
BT	171 43%	49 49%	128 42%	22 50%	18 46%	2 41%	155 44%	14 37%	1 22%	72 39%	70a 61%	13 27%	4 44%	* 38%	1 84%	6 44%	17 54%	13 26%	23 42%	22 43%	12 74%	46 41%	21 49%	12 51%
Talk Talk	32 8%	5 5%	28 9%	2 5%	2 5%	* 2%	30 9%	2 5%	- -	28b 15%	2 2%	1 2%	- -	* 4%	- -	4 34%	3 9%	1 1%	3 5%	4 8%	1 4%	12 11%	4 10%	- -
Virgin Media (NTL/ Telewest)	24 6%	10 10%	20 7%	3 7%	- -	1D 11%	19 6%	5 12%	- -	16 9%	2 2%	* *	* 4%	* 6%	- -	- -	* *	12 24%	* 1%	* 1%	- -	10 9%	* 1%	1 3%
Sky / Skytalk	18 4%	4 4%	17 6%	* *	- -	- -	18 5%	- -	- -	12 7%	1 1%	4 9%	- -	- -	- -	- -	- -	8 17%	4 7%	- -	- -	5 5%	- -	- -
XLN telecom	15 4%	8 8%	14 5%	- -	1 2%	- -	10 3%	5 14%	- -	9 5%	* *	5 10%	- -	- -	- -	* 2%	- -	- -	- -	5 10%	- -	10 9%	- -	- -
Daisy	11 3%	- -	9 3%	1 2%	2 5%	* 1%	11 3%	- -	- -	- -	7a 6%	4 9%	- -	- -	- -	- -	5 17%	- -	3 5%	- -	- -	4 3%	- -	- -
Plusnet	11 3%	- -	8 2%	3 6%	1 3%	* 1%	10 3%	- -	1 36%	1 1%	7 6%	1 3%	- -	- -	- -	1 8%	1 3%	* 1%	1 2%	- -	- -	2 2%	1 1%	5 21%
Orange	10 3%	8 8%	10 3%	- -	- -	- -	10 3%	- -	- -	4 2%	- -	2 5%	- -	- -	- -	- -	- -	- -	- -	2 5%	- -	4 3%	4 9%	- -
Eclipse	9 2%	- -	4 1%	2 6%	2 5%	* 3%	8 2%	1 3%	- -	5 3%	2 2%	1 3%	* 1%	* 14%	- -	1 7%	- -	* 1%	- -	5 10%	- -	1 1%	1 3%	* 1%
Unicom / Universal Utilities	8 2%	- -	6 2%	2 4%	1 1%	- -	4 1%	4 11%	- -	1 *	7 6%	1 1%	- -	- -	- -	- -	* 1%	5 10%	- -	- -	- -	2 2%	* 1%	* 2%
Demon	7 2%	2 2%	6 2%	* 1%	- -	- -	7 2%	- -	- -	6 3%	* *	- -	- -	- -	- -	- -	- -	- -	6 11%	- -	- -	* *	* 1%	- -
O2 / BE	5 1%	4 4%	4 1%	- -	* *	* 2%	4 1%	* *	* 3%	4 2%	- -	* *	- -	- -	* 4%	- -	- -	* 1%	- -	* *	- -	- -	4 10%	* *
Excel	3 1%	- -	3 1%	- -	- -	- -	3 1%	* 1%	- -	3 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 1%	- -	3 6%	- -

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

Table 42 (continuation)
 <Q1G1> And which company is the main provider of your Fixed line broadband?
 by Crossbreak
 Base: All with Fixed line broadband

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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)	
Unweighted row	431	45	161	91	94	85	334	74	20	125	107	94	36	15	12	18	34	55	53	56	18	117	59	21
Total	393	99	304	44	39	6	349	39	3	187	115	49	8	1	2	13	31	49	56	50	17	112	42	23
Utility Warehouse	2 1%	- -%	2 1%	- -%	- -%	- -%	2 1%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 15%	- -%	- -%	- -%
Titan	2 1%	- -%	1 *%	1 3%	- -%	- -%	2 1%	- -%	- -%	2 1%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	1 1%	- -%	- -%	* 1%
Everything Everywhere/EE	2 1%	- -%	2 1%	- -%	- -%	- -%	2 1%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 4%	- -%	- -%	- -%	- -%	- -%	- -%
Verizon	2 1%	2 2%	2 1%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%	- -%	- -%
One Bill	2 *%	- -%	1 *%	* 1%	- -%	- -%	2 *%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	1 2%	- -%	* *%	- -%	- -%
Vodafone	1 *%	- -%	- -%	* 1%	1b 2%	*B 1%	1 *%	- -%	- -%	- -%	1 2%	* 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	1 1%	- -%	- -%
Gamma	1 *%	- -%	- -%	- -%	1B 3%	- -%	* 2%	1 2%	- -%	- -%	- -%	* 1%	1 9%	- -%	- -%	- -%	- -%	- -%	* 1%	1 1%	- -%	- -%	- -%	- -%
South West	1 *%	- -%	- -%	- -%	1b 2%	- -%	1 *%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%
Spitfire	* *%	- -%	- -%	- -%	- -%	*Bcd 2%	* *%	- -%	- -%	- -%	- -%	- -%	* 10%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%
Alternative Networks	* *%	- -%	- -%	- -%	- -%	*Bcd 2%	- -%	- -%	* 4%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
Zen	8 2%	2 2%	7 2%	* 1%	1 3%	* 2%	7 2%	1 2%	* 3%	7 4%	- -%	1 1%	* 1%	- -%	* 4%	- -%	- -%	- -%	3 5%	- -%	* 2%	4 4%	1 2%	- -%
Rainbow	1 *%	- -%	1 *%	* *%	* *%	- -%	1 *%	* 1%	- -%	* *%	* *%	* 1%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	1 1%	- -%	- -%	- -%	- -%
4com	* *%	- -%	- -%	* 1%	- -%	*Bd 2%	* *%	* *%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* *%	- -%

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

Table 42 (continuation)
 <Q1GI> And which company is the main provider of your Fixed line broadband?
 by Crossbreak
 Base: All with Fixed line broadband

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Pr mary ind ustry (a)	Man ufacturing (b)	Co nstruction (c)	Whole sale/ retail 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	431	45	161	91	94	85	334	74	20	125	107	94	36	15	12	18	34	55	53	56	18	117	59	21
Total	393	99	304	44	39	6	349	39	3	187	115	49	8	1	2	13	31	49	56	50	17	112	42	23
Highnet	*	-	-	-	-	*Bcd	-	-	*	-	-	*	*	-	-	-	-	*	*	-	-	-	-	-
	*%	-%	-%	-%	-%	2%	-%	-%	5%	-%	-%	*%	1%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%
Barclays Communications	*	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
Other	45	4	30	5	8	2Bc	37	5	1	12	13	12	2	*	*	*	5	7	11	8	*	7	3	4
	11%	4%	10%	11%	20%	27%	10%	13%	27%	6%	11%	25%	23%	28%	8%	3%	15%	14%	20%	15%	2%	6%	7%	16%
(Don't know)	1	-	-	*	1B	*B	1	-	-	-	*	*	1	-	-	-	-	*	-	-	-	*	-	1
	*%	-%	-%	1%	2%	1%	*%	-%	-%	-%	*%	*%	12%	-%	-%	-%	-%	1%	-%	-%	-%	*%	-%	4%

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

Table 42 (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	
		NE (a)	NW (b)	Yo rks/Humber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: Wales (k)	Sco tland (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)
Unweighted row	431	16	31	14	14	13	42	35	26	18	209	68	71	83	58	373
Total	393	15	43	22	31	36	36	61	49	41	334	18	30	12	108	286
BT	171 43%	8 52%	14 33%	3 13%	24 76%	11 31%	23 64%	27 44%	16 31%	10 25%	135 40%	11J 64%	17 58%	7j 59%	40 37%	131 46%
Talk Talk	32 8%	- -	10 24%	4 18%	- -	- -	* 1%	7 11%	5 9%	4 9%	30 9%	1 7%	1 2%	1 5%	12 11%	20 7%
Virgin Media (NTL/ Telewest)	24 6%	- -	* 1%	- -	* *	- -	* 1%	6 10%	14 28%	* *	21 6%	1 5%	1 5%	* 2%	12 11%	12 4%
Sky / Skytalk	18 4%	3 18%	- -	- -	- -	- -	- -	13 21%	- -	- -	15 5%	1 5%	1 4%	* 3%	13 12%	4 1%
XLN telecom	15 4%	- -	* 1%	- -	- -	4 12%	- -	- -	5 9%	4 9%	13 4%	1 5%	1 4%	- -	4 4%	11 4%
Daisy	11 3%	* 3%	5 13%	1 3%	1 3%	- -	- -	- -	- -	4 9%	11 3%	- -	- -	- -	- -	11 4%
Plusnet	11 3%	- -	* *	1 6%	5 16%	- -	- -	1 2%	1 2%	- -	8 2%	* 2%	3j 9%	- -	6 6%	5 2%
Orange	10 3%	- -	2 6%	4 18%	- -	- -	- -	- -	- -	4 9%	10 3%	- -	- -	- -	8 7%	2 1%
Eclipse	9 2%	- -	- -	1 6%	- -	- -	- -	* *	2 4%	5 12%	8 2%	* *	* 1%	* 2%	4 4%	5 2%
Unicom / Universal Utilities	8 2%	- -	- -	4 18%	- -	- -	1 2%	- -	2 3%	- -	6 2%	* 2%	1 4%	* 2%	- -	8 3%
Demon	7 2%	- -	- -	- -	- -	4 12%	2 6%	- -	- -	- -	6 2%	- -	* 1%	* 1%	- -	7 2%
O2 / BE	5 1%	- -	- -	- -	- -	4 12%	* *	- -	- -	- -	4 1%	- -	- -	* 3%	- -	5 2%
Excel	3 1%	3 18%	- -	- -	- -	- -	- -	- -	- -	- -	3 1%	- -	- -	* 2%	- -	3 1%

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

Table 42 (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	
		NE (a)	NW (b)	Yo E rks/Hu mber (c)	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)
Unweighted row	431	16	31	14	14	13	42	35	26	18	209	68	71	83	58	373
Total	393	15	43	22	31	36	36	61	49	41	334	18	30	12	108	286
Utility Warehouse	2 1%	- -	2 6%	- -	- -	- -	- -	- -	- -	- -	2 1%	- -	- -	- -	2 2%	- -
Titan	2 1%	- -	- -	- -	- -	- -	- -	1 2%	- -	- -	1 *	* 2%	* 1%	1J 4%	* 2%	2 1%
Everything Everywhere/EE	2 1%	- -	- -	- -	- -	- -	2 6%	- -	- -	- -	2 1%	- -	- -	- -	- -	2 1%
Verizon	2 1%	- -	- -	- -	- -	- -	2 6%	- -	- -	- -	2 1%	- -	- -	- -	2 2%	- -
One Bill	2 *%	- -	- -	- -	- -	- -	* 1%	- -	- -	- -	* *%	- -	1J 4%	*J 2%	- -	2 1%
Vodafone	1 *%	- -	* 1%	- -	- -	- -	- -	1 1%	- -	- -	1 *%	- -	* *%	- -	- -	1 *%
Gamma	1 *%	- -	* 1%	- -	- -	- -	- -	- -	- -	1 2%	1 *%	- -	- -	- -	- -	1 *%
South West	1 *%	- -	- -	- -	- -	- -	- -	- -	- -	1 2%	1 *%	- -	- -	- -	- -	1 *%
Spitfire	* *%	- -	- -	- -	- -	- -	- -	- -	* *%	- -	* *%	- -	- -	- -	- -	* *%
Alternative Networks	* *%	- -	- -	- -	- -	- -	- -	* *%	- -	- -	* *%	- -	- -	- -	- -	* *%
Zen	8 2%	* 3%	2 6%	- -	- -	- -	* 1%	5 8%	- -	- -	8 2%	- -	* *%	- -	2 2%	6 2%
Rainbow	1 *%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1Jk1 7%	* *%	1 *%
4com	* *%	- -	- -	- -	- -	- -	* 1%	- -	* *%	- -	* *%	- -	- -	- -	- -	* *%
Highnet	* *%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* *%	- -	- -	* *%

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

Table 42 (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	
		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)
Unweighted row	431	16	31	14	14	13	42	35	26	18	209	68	71	83	58	373
Total	393	15	43	22	31	36	36	61	49	41	334	18	30	12	108	286
Barclays Communications	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	*J 1%	- -%	* *%
Other	45 11%	* 2%	4 9%	4 19%	1 4%	12 34%	4 11%	1 1%	5 10%	9 22%	40 12%	1 8%	2 6%	1 7%	2 2%	42 15%
(Don't know)	1 *%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	1 *%	- -%	* *%	- -%	- -%	1 *%

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

Table 42 (continuation)
 <Q1G1> And which company is the main provider of your Fixed line broadband?
 by Crossbreak
 Base: All with Fixed line broadband

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo bills (d)	Fixed broadband (e)	Mo line (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff provider (b)	Both (c)	
Unweighted row	431	348	28	27	7	20	82	412	283	177	329	431	107	87	48	118	46	106	47	-	100	-	398	66	46	44	57	4
Total	393	367	8	5	2	11	26	386	253	130	295	393	79	38	10	46	9	61	28	-	96	-	377	20	10	22	35	4
BT	171 43%	161 44%	4 58%	3 51%	* 3%	2 16%	9 34%	167 43%	100 40%	55 42%	130 44%	171 43%	28 35%	15 39%	7 68%	20 44%	4 45%	13 22%	7 26%	-	40 41%	-	165 44%	8 40%	7 68%	6 28%	7 20%	-
Talk Talk	32 8%	31 9%	-	* 1%	1 39%	-	1 3%	31 8%	17 7%	5 4%	18 6%	32 8%	7 9%	1 2%	* *	1 2%	1 10%	2 3%	1 3%	-	14 15%	-	31 8%	1 4%	* *	-	2 5%	-
Virgin Media (NTL/ Telewest)	24 6%	23 6%	-	1 22%	-	-	1 4%	24 6%	23 9%	6 5%	23 8%	24 6%	6 7%	* 1%	1 12%	1 3%	* 3%	5 9%	1 3%	-	1 1%	-	24 6%	* 1%	1 12%	5 22%	1 2%	-
Sky / Skytalk	18 4%	18 5%	-	-	-	-	-	18 5%	12 5%	8 6%	16 4%	18 4%	5 6%	-	-	-	-	* 1%	5 16%	-	1 1%	-	18 5%	-	-	* 1%	* *	-
XLN telecom	15 4%	15 4%	-	-	-	-	-	15 4%	9 4%	-	9 3%	15 4%	* 1%	-	-	-	-	4 7%	-	-	6 6%	-	15 4%	-	-	4 19%	-	-
Daisy	11 3%	11 3%	-	-	-	* 4%	* 2%	11 3%	7 3%	7 5%	11 2%	3 3%	3 14%	5 14%	-	5 12%	-	* 1%	* 2%	-	5 5%	-	11 3%	4 21%	-	* 2%	-	-
Plusnet	11 3%	11 3%	* 1%	-	-	-	* *	11 3%	10 4%	2 2%	11 4%	11 3%	1 1%	1 3%	* 1%	1 3%	-	6 10%	-	-	1 1%	-	11 3%	* *	1 1%	-	6 17%	-
Orange	10 3%	10 3%	-	-	-	-	-	10 3%	6 2%	4 3%	10 3%	10 3%	2 3%	-	-	-	-	4 6%	-	-	-	-	10 3%	-	-	-	-	4 84%
Eclipse	9 2%	7 2%	-	* 7%	-	1 11%	2 6%	9 2%	7 3%	1 1%	7 2%	9 2%	2 3%	1 3%	* 4%	1 3%	* 5%	3 5%	1 4%	-	2 2%	-	8 2%	1 6%	* 4%	* 1%	3 7%	-
Unicom / Universal Utilities	8 2%	8 2%	-	-	-	-	-	8 2%	7 3%	1 1%	7 2%	8 2%	5 7%	-	-	-	* 3%	-	-	-	1 1%	-	8 2%	-	-	-	-	-
Demon	7 2%	7 2%	-	-	-	-	-	7 2%	6 3%	6 5%	6 2%	7 2%	2 3%	* 1%	-	* 1%	-	* 1%	4 16%	-	* *	-	7 2%	* 1%	-	-	* *	* 6%
O2 / BE	5 1%	5 1%	* 1%	-	-	-	* *	5 1%	* *	* *	* *	5 1%	* *	* 1%	-	* *	-	* *	* 1%	-	4 5%	-	5 1%	* 1%	-	-	* *	-
Excel	3 1%	3 1%	-	-	-	-	-	3 1%	-	-	-	3 1%	-	-	-	-	-	-	-	-	3 3%	-	3 1%	-	-	-	-	-

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

Table 42 (continuation)
 <Q1G1> And which company is the main provider of your Fixed line broadband?
 by Crossbreak
 Base: All with Fixed line broadband

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo bills (d)	Fixed broadband (e)	Mo mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No bills (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	431	348	28	27	7	20	82	412	283	177	329	431	107	87	48	118	46	106	47	-	100	-	398	66	46	44	57	4
Total	393	367	8	5	2	11	26	386	253	130	295	393	79	38	10	46	9	61	28	-	96	-	377	20	10	22	35	4
Utility Warehouse	2 1%	2 1%	- -	- -	- -	- -	- -	2 1%	2 1%	2 2%	2 1%	2 1%	- -	2 6%	- -	2 5%	- -	- -	- -	- -	- -	- -	2 1%	- -	- -	- -	- -	- -
Titan	2 1%	2 1%	- -	- -	- -	- -	- -	2 1%	1 *	- -	1 2%	2 1%	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	2 1%	- -	- -	- -	- -	- -
Everything Everywhere/EE	2 1%	2 1%	- -	- -	- -	- -	- -	2 1%	2 1%	2 2%	2 1%	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 1%	- -	- -	- -	- -	- -
Verizon	2 1%	2 1%	- -	- -	- -	- -	- -	2 1%	- -	2 2%	2 1%	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 1%	- -	- -	- -	- -	- -
One Bill	2 *	2 *	- -	- -	- -	- -	- -	2 *	* *	- -	* 2%	2 *	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	2 *	- -	- -	- -	- -	- -
Vodafone	1 *	1 *	- -	* 1%	- -	- -	* *	1 *	1 1%	1 1%	1 *	1 *	* 1%	1 1%	* 1%	1 1%	* 5%	1 1%	- -	- -	- -	1 *	1 3%	* 1%	- -	1 -	1 2%	- -
Gamma	1 *	1 *	- -	- -	- -	* 4%	* 2%	1 *	1 *	1 1%	1 1%	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	- -	1 *	- -
South West	1 *	- -	- -	- -	- -	1 7%	1 3%	- -	1 *	1 1%	1 *	1 *	1 1%	1 1%	1 2%	- -	1 2%	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	1 -	- -
Spitfire	* *	- -	- -	- -	* 6%	- -	* *	* *	* *	* *	* *	* *	* *	- -	- -	- -	* 1%	* *	- -	- -	- -	- -	- -	- -	- -	* 1%	- -	- -
Alternative Networks	* *	* *	- -	- -	- -	- -	- -	* *	* *	* *	* *	* *	* *	- -	* 1%	* *	* 1%	* *	- -	- -	- -	* *	- -	* 1%	- -	- -	- -	- -
Zen	8 2%	7 2%	* 5%	* 3%	1 39%	- -	1 5%	8 2%	4 1%	1 1%	4 1%	8 2%	* *	1 3%	* 1%	1 3%	1 11%	4 7%	5 19%	- -	5 5%	- -	7 2%	* 2%	* 1%	- -	4 11%	- -
Rainbow	1 *	1 *	* 1%	- -	- -	- -	* *	1 *	1 *	1 1%	1 *	1 *	* *	1 1%	- -	1 1%	- -	- -	- -	- -	- -	- -	1 *	* 1%	- -	- -	- -	- -
4com	* *	* *	- -	- -	- -	- -	- -	* *	* *	* *	* *	* *	- -	* 1%	* 1%	* 1%	- -	* *	- -	- -	- -	- -	* *	* 2%	* 1%	- -	* *	- -

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

Table 42 (continuation)
 <Q1GI> And which company is the main provider of your Fixed line broadband?
 by Crossbreak
 Base: All with Fixed line broadband

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo-biles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo-bile (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	431	348	28	27	7	20	82	412	283	177	329	431	107	87	48	118	46	106	47	-	100	-	398	66	46	44	57	4
Total	393	367	8	5	2	11	26	386	253	130	295	393	79	38	10	46	9	61	28	-	96	-	377	20	10	22	35	4
Highnet	*	*	-	*	-	-	*	*	*	*	*	-	*	*	*	*	*	*	-	-	*	-	*	*	*	*	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Barclays Communications	*	*	-	-	-	-	-	*	*	-	*	*	-	*	*	*	*	*	-	-	-	-	*	*	*	*	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Other	45	36	2	1	*	6	9	42	32	20	33	45	14	7	1	8	1	16	1	-	11	-	37	2	1	4	11	*
	11%	10%	2%	1%	13%	59%	36%	11%	13%	16%	11%	11%	18%	18%	9%	17%	14%	26%	5%	%	11%	%	10%	12%	9%	21%	30%	10%
(Don't know)	1	*	1	-	-	-	1	1	1	1	1	1	1	1	*	1	*	1	1	-	-	-	1	1	*	1	-	-
	%	%	12%	%	%	%	4%	%	1%	1%	%	%	2%	2%	1%	2%	1%	2%	3%	%	%	%	%	5%	1%	4%	%	%

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

Table 42 (continuation)
 <Q1G1> And which company is the main provider of your Fixed line broadband?
 by Crossbreak
 Base: All with Fixed line broadband

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other re vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB + LL/ PC Re ntal (b)	No pro ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No pro ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP to (c)	Some calls text/ on line (d)	Ca ncel to MFL (e)	
Unweighted row	431	15	34	50	4	186	23	217	48	6	261	356	45	30	177	131	123	6	98	1	182	40	28	21	13
Total	393	9	29	21	2	160	25	206	15	*	262	344	28	21	172	114	107	2	59	*	197	32	13	14	13
BT	171 43%	3 31%	6 22%	3 14%	* 19%	147C 92%	4 17%	19 9%	7 51%	* 58%	151 58%	153 44%	8 30%	9 45%	97C 56%	48 42%	26 24%	1 54%	12 20%	* 100%	86 44%	17 52%	9 69%	9 65%	7 53%
Talk Talk	32 8%	- -%	1 3%	1 5%	- -%	3 2%	- -%	29a 14%	- -%	- -%	24 9%	29 8%	2 6%	1 5%	15 9%	9 8%	8 8%	- -%	2 3%	- -%	16 8%	3 9%	* 3%	- -%	- -%
Virgin Media (NTL/ Telewest)	24 6%	- -%	5 16%	1 3%	- -%	* *%	- -%	24A 12%	* 2%	* 42%	21 8%	24 7%	* 1%	- -%	14 8%	1 1%	9 9%	- -%	5 9%	- -%	11 6%	2 5%	1 8%	* 1%	- -%
Sky / Skytalk	18 4%	* 1%	- -%	* 1%	- -%	1 1%	8 33%	8 4%	- -%	- -%	7 3%	17 5%	1 4%	- -%	2 2%	9 8%	5 4%	* 14%	* *%	- -%	12 6%	4 13%	- -%	- -%	4 33%
XLN telecom	15 4%	- -%	4 15%	- -%	- -%	- -%	- -%	15a 7%	- -%	- -%	15 6%	14 4%	1 4%	- -%	4 3%	1 1%	9 9%	- -%	4 7%	- -%	9 5%	* 1%	- -%	1 10%	* 3%
Daisy	11 3%	- -%	* *%	* 2%	- -%	* *%	- -%	11 5%	4 29%	- -%	11 4%	7 2%	- -%	4 19%	5 3%	- -%	6 6%	- -%	* 1%	- -%	9 4%	* 1%	- -%	2 17%	- -%
Plusnet	11 3%	- -%	- -%	6 29%	- -%	* *%	6 24%	5 2%	- -%	- -%	1 *%	8 2%	2 8%	1 5%	2 1%	7 6%	2 2%	- -%	6 10%	- -%	8 4%	1 3%	1 7%	- -%	- -%
Orange	10 3%	- -%	4 13%	- -%	- -%	- -%	4 16%	6 3%	- -%	- -%	4 1%	10 3%	- -%	- -%	8 4%	2 2%	- -%	- -%	4 6%	- -%	- -%	- -%	- -%	- -%	- -%
Eclipse	9 2%	1 14%	* 1%	1 6%	- -%	1 1%	- -%	7 4%	* 1%	- -%	4 1%	7 2%	2 8%	- -%	4 2%	4 4%	* *%	* 6%	3 5%	- -%	1 1%	1 4%	- -%	* *%	- -%
Unicom / Universal Utilities	8 2%	- -%	- -%	- -%	- -%	- -%	* 1%	8 4%	- -%	- -%	8 3%	6 2%	* 1%	2 8%	- -%	1 1%	7a 7%	- -%	- -%	- -%	5 3%	* 1%	* 2%	* 2%	* 2%
Demon	7 2%	- -%	* 1%	- -%	- -%	4 3%	- -%	3 1%	- -%	- -%	- -%	7 2%	- -%	- -%	- -%	4 4%	3 2%	* 15%	* *%	- -%	7 3%	- -%	- -%	- -%	- -%
O2 / BE	5 1%	* 1%	- -%	* *%	- -%	- -%	- -%	5 2%	* 1%	- -%	5 2%	5 1%	- -%	- -%	* *%	4 4%	* *%	- -%	* *%	- -%	5 2%	- -%	- -%	- -%	- -%

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

Table 42 (continuation)
 <Q1GI> And which company is the main provider of your Fixed line broadband?
 by Crossbreak
 Base: All with Fixed line broadband

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for re ntal and calls (c)	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN Re + ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	431	15	34	50	4	186	23	217	48	6	261	356	45	30	177	131	123	6	98	1	182	40	28	21	13
Total	393	9	29	21	2	160	25	206	15	*	262	344	28	21	172	114	107	2	59	*	197	32	13	14	13
Excel	3 1%	- -%	- -%	- -%	- -%	- -%	- -%	3 1%	- -%	- -%	3 1%	3 1%	- -%	- -%	3 2%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Utility Warehouse	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	2 2%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%
Titan	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	2 1%	1 *%	- -%	2 8%	- -%	- -%	2 2%	- -%	- -%	- -%	* *%	1 4%	1 8%	- -%	1 8%
Everything Everywhere/EE	2 1%	- -%	- -%	- -%	- -%	- -%	2 9%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	2 2%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%
Verizon	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	2 1%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%
One Bill	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	2 1%	2 *%	- -%	- -%	* *%	1 1%	* *%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%
Vodafone	1 *%	- -%	- -%	- -%	1 38%	1 *%	- -%	1 *%	* *%	- -%	- -%	1 *%	- -%	- -%	1 *%	* *%	* *%	- -%	1 1%	- -%	1 *%	- -%	- -%	* 3%	- -%
Gamma	1 *%	- -%	- -%	* 2%	- -%	- -%	- -%	1 1%	- -%	- -%	1 *%	1 *%	* 1%	- -%	- -%	* *%	1 1%	- -%	* 1%	- -%	1 *%	- -%	- -%	- -%	- -%
South West	1 *%	- -%	- -%	1 4%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	1 1%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%
Spitfire	* *%	- -%	- -%	* 1%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	* 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Alternative Networks	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* 1%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%
Zen	8 2%	- -%	3 11%	- -%	1 38%	- -%	- -%	8 4%	* 3%	- -%	2 1%	2 *%	7 24%	- -%	1 *%	* *%	7 7%	- -%	4 7%	- -%	3 1%	- -%	- -%	* *%	* 1%
Rainbow	1 *%	- -%	- -%	- -%	- -%	- -%	* *%	1 *%	* 1%	- -%	1 *%	1 *%	- -%	- -%	* *%	* *%	* *%	- -%	- -%	- -%	* *%	* *%	- -%	* 1%	- -%

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

Table 42 (continuation)
 <Q1GI> And which company is the main provider of your Fixed line broadband?
 by Crossbreak
 Base: All with Fixed line broadband

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	431	15	34	50	4	186	23	217	48	6	261	356	45	30	177	131	123	6	98	1	182	40	28	21	13
Total	393	9	29	21	2	160	25	206	15	*	262	344	28	21	172	114	107	2	59	*	197	32	13	14	13
4com	*	-	*	-	-	-	-	*	*	-	*	*	-	*	*	-	*	-	*	*	-	-	-	-	-
	%	-%	%	-%	-%	-%	-%	%	3%	-%	%	%	-%	1%	%	-%	%	-%	%	-%	-%	-%	-%	-%	-%
Highnet	*	-	-	*	-	-	-	*	-	-	*	*	*	-	-	-	*	*	*	-	*	-	*	-	-
	%	-%	-%	%	-%	-%	-%	%	-%	-%	%	%	%	-%	-%	-%	%	%	%	-%	%	-%	%	-%	-%
Barclays Communications	*	-	-	*	-	-	-	*	*	-	*	*	-	-	-	*	*	-	*	*	-	*	*	-	-
	%	-%	-%	%	-%	-%	-%	%	1%	-%	%	%	-%	-%	-%	5%	-%	-%	-%	%	%	1%	1%	-%	-%
Other	45	5	5	6	*	*	*	43A	*	-	-	40	3	2	11	14	19	-	16	-	14	2	*	-	-
	11%	53%	16%	28%	5%	%	%	21%	1%	-%	-%	11%	11%	10%	6%	13%	18%	-%	26%	-%	7%	5%	1%	-%	-%
(Don't know)	1	-	-	1	-	1	-	*	1	-	-	1	*	-	*	1	-	-	1	-	*	*	-	-	-
	%	-%	-%	5%	-%	1%	-%	%	6%	-%	-%	%	1%	-%	%	1%	-%	-%	2%	-%	%	1%	-%	-%	-%

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

Table 42 (continuation)
 <Q1GI> And which company is the main provider of your Fixed line broadband?
 by Crossbreak
 Base: All with Fixed line broadband

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)		
Unweighted row	431	169	40	22	25	18
Total	393	190	38	16	18	19
BT	171 43%	84 44%	19 51%	10 61%	11 62%	9 46%
Talk Talk	32 8%	17 9%	3 7%	* 2%	- -%	* **
Virgin Media (NTL/ Telewest)	24 6%	11 6%	5 14%	5 28%	5 25%	5 24%
Sky / Skytalk	18 4%	11 6%	4 11%	- -%	- -%	4 22%
XLN telecom	15 4%	9 5%	* 1%	- -%	1 8%	- -%
Daisy	11 3%	7 4%	* 1%	- -%	- -%	- -%
Plusnet	11 3%	9 5%	- -%	- -%	- -%	- -%
Orange	10 3%	4 2%	2 6%	- -%	- -%	- -%
Eclipse	9 2%	2 1%	* 1%	- -%	- -%	- -%
Unicom / Universal Utilities	8 2%	5 2%	* 1%	- -%	- -%	* 1%
Demon	7 2%	3 1%	- -%	- -%	- -%	- -%
O2 / BE	5 1%	5 2%	- -%	- -%	- -%	- -%
Excel	3 1%	- -%	- -%	- -%	- -%	- -%

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

Table 42 (continuation)
 <Q1G1> And which company is the main provider of your Fixed line broadband?
 by Crossbreak
 Base: All with Fixed line broadband

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)		
Unweighted row	431	169	40	22	25	18
Total	393	190	38	16	18	19
Utility Warehouse	2 1%	2 1%	- -	- -	- -	- -
Titan	2 1%	* *%	1 3%	1 6%	* 1%	1 5%
Everything Everywhere/EE	2 1%	- -	- -	- -	- -	- -
Verizon	2 1%	2 1%	- -	- -	- -	- -
One Bill	2 *%	1 1%	- -	- -	- -	- -
Vodafone	1 *%	1 *%	- -	- -	- -	- -
Gamma	1 *%	1 *%	- -	- -	- -	- -
South West	1 *%	- -	- -	- -	- -	- -
Spitfire	* *%	- -	- -	- -	- -	- -
Alternative Networks	* *%	- -	- -	* 1%	- -	- -
Zen	8 2%	3 1%	- -	- -	* *%	* *%
Rainbow	1 *%	* *%	- -	- -	* 1%	- -
4com	* *%	- -	- -	- -	- -	- -

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

Table 42 (continuation)
 <Q1GI> And which company is the main provider of your Fixed line broadband?
 by Crossbreak
 Base: All with Fixed line broadband

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a) (b)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ (d)	Ca ncel MFL (e)	
Unweighted row	431	169	40	22	25	18
Total	393	190	38	16	18	19
Highnet	* *%	* *%	- -%	* *%	- -%	- -%
Barclays Communications	* *%	- -%	* *%	* 1%	* 1%	- -%
Other	45 11%	13 7%	2 4%	* 1%	* 1%	* 1%
(Don't know)	1 *%	- -%	* *%	- -%	- -%	- -%

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

Table 43
 <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	COMPANY SIZE					NO.SITES			TURNOVER						SECTOR									
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	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	81	6	15	12	23	31	52	19	8	13	16	20	8	8	6	5	4	9	11	7	3	26	12	4
Effective sample size	19	4	7	7	14	27	15	3	2	4	4	5	3	7	2	2	2	4	3	3	6	4	2	
Total	47	12	27	7	11	2	39	6	1	11	11	11	2	1	1	2	2	8	5	2	1	17	3	7
Skype	11 24%	1 9%	7 24%	2 31%	2 22%	* 8%	10 26%	* 1%	1 71%	3 25%	6 56%	1 6%	* 3%	- -	1 72%	- -	2 92%	- -	- -	- -	1 66%	3 16%	1 17%	5 82%
3	5 10%	- -	5 17%	- -	- -	- -	5 12%	- -	- -	- -	5 40%	- -	- -	- -	- -	- -	5 61%	- -	- -	- -	- -	- -	- -	- -
XLN telecom	4 9%	4 34%	4 15%	- -	- -	- -	4 11%	- -	- -	4 38%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 24%	- -	- -
4com	4 8%	- -	4 14%	- -	- -	* 5%	- -	4 60%	- -	- -	* 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 22%	* 3%	- -
Orange	4 8%	4 31%	4 14%	- -	- -	- -	4 10%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 22%	- -	- -
BT	2 4%	* 3%	1 2%	- -	1 5%	1 23%	1 3%	* 2%	* 14%	1 7%	* 1%	* 1%	- -	* 16%	* 13%	* 4%	* 8%	- -	* 1%	- -	* 34%	* 2%	1 20%	- -
Eclipse	1 3%	- -	- -	- -	1 11%	* 7%	* 1%	1 17%	- -	- -	1 11%	- -	* 23%	- -	1 61%	- -	* 1%	- -	- -	- -	- -	* 1%	- -	* 4%
Daisy	1 1%	- -	- -	* 6%	- -	* 5%	* 1%	- -	* 3%	* 4%	- -	- -	- -	- -	- -	- -	* 1%	* 1%	- -	- -	- -	* 2%	- -	- -
Virgin Media (NTL/ Telewest)	* 1%	* 3%	* 2%	- -	- -	- -	* 1%	- -	- -	* 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 2%	- -	- -
Demon	* 1%	- -	- -	* 5%	- -	- -	* 1%	- -	- -	- -	* 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 1%	* 8%	- -
Vodafone	* 1%	- -	* 1%	- -	- -	* 2%	* 1%	- -	* 3%	- -	- -	* 2%	- -	* 3%	* 2%	- -	* 3%	- -	- -	- -	- -	- -	- -	- -
Sky / Skytalk	* 1%	- -	* 1%	- -	- -	- -	* 1%	- -	- -	* 2%	- -	- -	- -	- -	- -	- -	- -	- -	* 5%	- -	- -	- -	- -	- -

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

Table 43 (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

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Transport (e)	Financial (f)	Other services (g)	Public administration (h)	Other (i)	
Total	81	6	15	12	23	31	52	19	8	13	16	20	8	8	6	5	4	9	11	7	3	26	12	4
Effective sample size	19	4	7	7	14	27	15	3	2	4	4	5	3	7	2	2	2	4	3	3	6	4	2	
Total	47	12	27	7	11	2	39	6	1	11	11	11	2	1	1	2	2	8	5	2	1	17	3	7
O2 / BE	*	-	-	-	*	*	-	*	*	-	-	*	-	-	*	-	-	-	-	*	-	-	-	-
%	-%	-%	-%	-%	1%	3%	-%	1%	5%	-%	-%	1%	-%	-%	6%	-%	-%	-%	-%	7%	-%	-%	-%	-%
Gamma	*	-	-	-	*	*	-	*	-	-	-	-	*	-	-	-	-	*	-	-	-	*	-	-
%	-%	-%	-%	-%	7%	7%	-%	2%	-%	-%	-%	-%	11%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%
Spitfire	*	-	-	-	*	*	-	-	-	-	-	-	*	-	-	-	-	-	*	-	-	-	-	-
%	-%	-%	-%	-%	5%	5%	*%	-%	-%	-%	-%	-%	17%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%
Resourced internally	*	-	-	-	*	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-
%	-%	-%	-%	-%	5%	5%	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%
Other	12	2	3	3	5	1	11	1	*	3	2	4	1	*	*	*	-	1	5	2	-	1	2	-
%	25%	20%	10%	41%	50%	30%	28%	12%	5%	24%	23%	38%	32%	33%	6%	17%	-%	18%	91%	93%	-%	7%	48%	-%
(Don't know)	2	-	-	1	1	-	2	*	-	-	1	-	1	-	-	*	-	1	-	-	-	-	-	1
%	5%	-%	-%	18%	11%	-%	6%	4%	-%	-%	12%	-%	64%	-%	-%	17%	-%	16%	-%	-%	-%	-%	-%	14%

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

Table 43 (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	
		NE (a)	NW (b)	Yo E rks/Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	81	4	6	5	3	4	2	7	6	3	40	9	14	18	9	72
Effective sample size	19	3	2	2	1	3	1	4	2	2	14	5	7	13	4	16
Total	47	1	4	3	5	8	*	3	8	8	40	1	3	2	15	33
Skype	11 24%	* 30%	* 13%	- -	5 98%	- -	- -	2 60%	1 12%	- -	9 22%	- -	2 59%	1 25%	6 42%	5 16%
3	5 10%	- -	- -	- -	- -	- -	- -	- -	5 60%	- -	5 12%	- -	- -	- -	- -	5 14%
XLN telecom	4 9%	- -	- -	- -	4 52%	- -	- -	- -	- -	- -	4 10%	- -	- -	- -	- -	4 13%
4com	4 8%	- -	- -	- -	- -	- -	- -	- -	* 1%	4 46%	4 10%	- -	- -	- -	- -	4 12%
Orange	4 8%	- -	- -	- -	- -	- -	- -	- -	- -	4 46%	4 9%	- -	- -	- -	4 26%	- -
BT	2 4%	- -	* 2%	- -	- -	- -	* 83%	* 7%	- -	- -	1 1%	* 34%	* 4%	1 21%	- -	2 5%
Eclipse	1 3%	- -	- -	- -	- -	- -	- -	* 4%	1 12%	- -	1 3%	* 3%	* 8%	- -	- -	1 4%
Daisy	1 1%	* 40%	- -	- -	- -	- -	- -	- -	- -	- -	* 1%	* 3%	- -	- -	- -	1 2%
Virgin Media (NTL/ Telewest)	* 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 31%	- -	- -	* 3%	- -
Demon	* 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 8%	* 4%	- -	* 1%
Vodafone	* 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 12%	- -	* 1%
Sky / Skytalk	* 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 10%	* 2%	- -
O2 / BE	* *	- -	- -	- -	- -	- -	* 17%	- -	- -	- -	* *	- -	- -	* 4%	- -	* *

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

Table 43 (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	
		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)
Unweighted row	81	4	6	5	3	4	2	7	6	3	40	9	14	18	9	72
Effective sample size	19	3	2	2	1	3	1	4	2	2	14	5	7	13	4	16
Total	47	1	4	3	5	8	*	3	8	8	40	1	3	2	15	33
Gamma	*	-	*	*	-	-	-	-	-	-	*	-	-	-	-	*
	%	-%	2%	3%	-%	-%	-%	-%	-%	-%	%	-%	-%	-%	-%	%
Spitfire	*	-	-	-	-	-	-	-	*	-	*	-	-	-	-	*
	%	-%	-%	-%	-%	-%	-%	-%	1%	-%	%	-%	-%	-%	-%	%
Resourced internally	*	-	-	-	-	-	-	*	-	-	*	-	-	-	-	*
	%	-%	-%	-%	-%	-%	-%	4%	-%	-%	%	-%	-%	-%	-%	%
Other	12	*	3	1	*	4	-	1	-	1	10	*	*	1	4	8
	25%	30%	83%	52%	2%	48%	-%	26%	-%	9%	26%	29%	13%	24%	27%	23%
(Don't know)	2	-	-	1	-	-	-	-	1	-	2	-	*	-	-	2
	5%	-%	-%	45%	-%	-%	-%	-%	12%	-%	5%	-%	8%	-%	-%	8%

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

Table 43 (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	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Standard artphones (b)	Standard mobile (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/ Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No (c)	ISDN Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	
Unweighted row	81	44	5	8	4	20	37	68	67	40	71	81	28	24	13	32	18	81	27	-	10	-	61	20	12	34	43	3
Effective sample size	19	12	2	3	4	6	9	16	16	8	16	19	7	5	4	7	8	19	13	-	4	-	14	8	4	9	10	1
Total	47	33	1	1	*	11	14	43	36	16	36	47	14	10	2	11	3	47	7	-	11	-	36	4	2	15	28	4
Skype	11 24%	9 27%	* 20%	1 53%	- -	1 10%	2 15%	9 22%	10 29%	3 18%	10 29%	11 24%	3 21%	* 3%	1 43%	1 10%	1 39%	11 24%	1 18%	- -	1 8%	- -	9 26%	* 7%	1 44%	2 11%	10 35%	- -
3	5 10%	5 14%	- -	- -	- -	- -	- -	5 11%	5 13%	5 29%	5 13%	5 10%	5 34%	- -	- -	- -	- -	5 10%	- -	- -	- -	5 13%	- -	- -	- -	5 17%	- -	- -
XLN telecom	4 9%	4 13%	- -	- -	- -	- -	- -	4 10%	- -	- -	- -	4 9%	- -	- -	- -	- -	- -	4 9%	- -	- -	4 38%	- -	4 11%	- -	- -	4 28%	- -	- -
4com	4 8%	* *	- -	- -	- -	4 35%	4 27%	4 9%	* *	* 1%	* *	4 8%	- -	4 39%	* 6%	4 35%	- -	4 8%	- -	- -	4 34%	- -	* *	- -	* 6%	- -	4 14%	- -
Orange	4 8%	4 11%	- -	- -	- -	- -	- -	4 9%	4 11%	- -	4 11%	4 8%	- -	- -	- -	- -	- -	4 8%	- -	- -	- -	4 10%	- -	- -	- -	- -	- -	4 86%
BT	2 4%	1 4%	* 14%	- -	- -	* 2%	* 3%	2 4%	1 3%	1 4%	1 3%	2 4%	* 3%	* 2%	* 11%	* 4%	* 12%	2 4%	1 14%	- -	1 5%	- -	2 4%	* 5%	* 9%	1 9%	* 1%	- -
Eclipse	1 3%	* *	- -	* 25%	- -	1 9%	1 9%	1 3%	1 4%	1 7%	1 4%	1 3%	1 8%	1 11%	* 20%	1 12%	* 15%	1 3%	1 19%	- -	- -	- -	* 1%	1 25%	* 21%	* 2%	1 4%	- -
Daisy	1 1%	* *	- -	- -	- -	* 4%	* 3%	* 1%	1 1%	* 3%	* 1%	1 1%	1 1%	* 5%	* -	* 4%	- -	1 1%	* 7%	- -	- -	- -	* 1%	* 9%	- -	1 3%	- -	- -
Virgin Media (NTL/ Telewest)	* 1%	* 1%	- -	- -	- -	- -	- -	* 1%	* 1%	- -	* 1%	* 1%	- -	- -	- -	- -	- -	* 1%	- -	- -	- -	* 1%	- -	- -	* 3%	- -	- -	- -
Demon	* 1%	* 1%	- -	- -	- -	- -	- -	* 1%	* *	- -	* *	- -	* 1%	- -	* 3%	- -	* -	* 1%	* 4%	- -	* 3%	- -	* 1%	* 7%	- -	- -	* *	* 6%
Vodafone	* 1%	- -	- -	* 2%	- -	* 2%	* 2%	* 1%	* 1%	* *	* 1%	* *	* *	* *	* 2%	* *	* 1%	* *	- -	- -	- -	* 1%	* 1%	* 2%	- -	* 1%	- -	- -
Sky / Skytalk	* 1%	* 1%	- -	- -	- -	- -	- -	* 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 1%	* 4%	- -	* 2%	- -	* 1%	- -	- -	* 2%	- -	- -

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

Table 43 (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	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo biles (d)	Fixed broadband (e)	Mo bile (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/ Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	81	44	5	8	4	20	37	68	67	40	71	81	28	24	13	32	18	81	27	-	10	-	61	20	12	34	43	3
Effective sample size	19	12	2	3	4	6	9	16	16	8	16	19	7	5	4	7	8	19	13	-	4	-	14	8	4	9	10	1
Total	47	33	1	1	*	11	14	43	36	16	36	47	14	10	2	11	3	47	7	-	11	-	36	4	2	15	28	4
O2 / BE	*	*	-	-	-	-	-	*	*	*	*	*	*	*	-	*	-	*	*	-	-	-	*	*	-	-	*	-
	%	%	-%	-%	-%	-%	-%	%	%	1%	%	%	%	2%	-%	1%	-%	%	1%	-%	-%	-%	%	4%	-%	-%	1%	-%
Gamma	*	-	-	*	*	-	*	*	*	*	*	*	*	*	*	*	*	*	-	-	-	*	*	*	-	*	-	
	%	-%	-%	5%	25%	-%	1%	%	%	1%	%	%	1%	1%	4%	1%	6%	%	-%	-%	-%	%	2%	4%	-%	1%	-%	
Spitfire	*	-	-	*	*	-	*	*	*	*	*	*	*	*	*	*	*	*	-	-	-	*	*	*	-	*	-	
	%	-%	-%	-%	32%	-%	1%	%	%	1%	%	%	1%	-%	-%	-%	4%	%	-%	-%	-%	-%	-%	-%	-%	1%	-%	
Resourced internally	*	*	-	-	-	-	-	*	*	*	*	*	-	-	-	-	-	*	-	-	-	*	-	-	*	-		
	%	%	-%	-%	-%	-%	-%	%	%	1%	%	%	-%	-%	-%	-%	-%	%	-%	-%	-%	%	-%	-%	1%	-%		
Other	12	7	-	*	*	4	5	9	10	3	10	12	3	2	*	2	1	12	1	-	1	-	8	1	*	4	7	*
	25%	21%	-%	15%	43%	39%	32%	22%	29%	22%	29%	25%	23%	22%	14%	20%	22%	25%	19%	-%	11%	-%	21%	14%	14%	26%	27%	8%
(Don't know)	2	1	1	-	-	-	1	2	2	2	2	2	1	1	-	1	-	2	1	-	-	-	2	1	-	2	-	
	5%	5%	66%	-%	-%	-%	7%	6%	7%	14%	7%	5%	9%	12%	-%	11%	-%	5%	14%	-%	-%	-%	7%	28%	-%	16%	-%	

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

Table 43 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other re vider calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	81	13	26	40	-	26	4	51	14	4	31	63	13	5	31	30	20	4	75	1	21	8	7	2	2
Effective sample size	19	3	8	8	-	11	1	14	5	3	7	15	5	4	7	9	4	3	19	1	7	4	2	2	2
Total	47	9	19	19	-	7	6	34	3	*	17	39	7	1	21	21	5	1	46	*	20	3	1	*	*
Skype	11 24%	1 11%	3 14%	8 40%	- -%	1 14%	5 90%	5 15%	- -%	- -%	2 11%	10 25%	1 17%	* 38%	2 10%	8 39%	1 17%	- -%	11 24%	- -%	8 42%	2 48%	1 72%	- -%	- -%
3	5 10%	5 51%	- -%	- -%	- -%	- -%	5 13%	- -%	- -%	- -%	- -%	5 12%	- -%	- -%	5 22%	- -%	- -%	- -%	5 10%	- -%	- -%	- -%	- -%	- -%	- -%
XLN telecom	4 9%	- -%	4 22%	- -%	- -%	- -%	4 12%	- -%	- -%	4 24%	- -%	4 11%	- -%	- -%	4 20%	- -%	- -%	- -%	4 9%	- -%	4 21%	- -%	- -%	- -%	- -%
4com	4 8%	- -%	* 1%	4 20%	- -%	- -%	4 11%	* 4%	- -%	* 1%	4 10%	- -%	* 15%	- -%	4 -%	4 18%	* 2%	- -%	4 8%	- -%	- -%	- -%	- -%	- -%	- -%
Orange	4 8%	- -%	4 20%	- -%	- -%	- -%	4 11%	- -%	- -%	4 22%	- -%	4 10%	- -%	- -%	4 18%	- -%	- -%	- -%	4 8%	- -%	- -%	- -%	- -%	- -%	- -%
BT	2 4%	* 5%	1 3%	1 3%	- -%	1 21%	- -%	* 1%	* 10%	* 50%	1 9%	2 4%	- -%	* 13%	1 6%	* *%	* 7%	- -%	2 3%	* 100%	* 2%	* 9%	* 3%	- -%	- -%
Eclipse	1 3%	* *%	* 2%	1 5%	- -%	* 1%	- -%	1 4%	* 4%	- -%	* *%	* 1%	1 14%	- -%	* 2%	1 4%	- -%	* 14%	1 3%	- -%	- -%	* 1%	- -%	* 31%	- -%
Daisy	1 1%	- -%	* *%	* 2%	- -%	* 6%	- -%	* *%	* 15%	- -%	* 3%	1 1%	- -%	- -%	* 2%	* *%	* 1%	- -%	1 -%	- -%	* *%	- -%	- -%	- -%	- -%
Virgin Media (NTL/ Telewest)	* 1%	- -%	* 2%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 2%	* 1%	- -%	- -%	* 2%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%
Demon	* 1%	- -%	* 2%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 8%	* 38%	* *%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%
Vodafone	* 1%	- -%	- -%	* 1%	- -%	* *%	- -%	* 1%	* 1%	* 11%	* *%	* 1%	- -%	- -%	* *%	- -%	* 5%	- -%	* 1%	- -%	- -%	- -%	* 3%	- -%	- -%
Sky / Skytalk	* 1%	- -%	- -%	* 1%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	- -%	* 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 43 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO						
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other re nder calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel to MFL (e)		
Unweighted row	81	13	26	40	-	26	4	51	14	4	31	63	13	5	31	30	20	4	75	1	21	8	7	2	2	
Effective sample size	19	3	8	8	-	11	1	14	5	3	7	15	5	4	7	9	4	3	19	1	7	4	2	2	2	
Total	47	9	19	19	-	7	6	34	3	*	17	39	7	1	21	21	5	1	46	*	20	3	1	*	*	
O2 / BE	*	*	-	*	-	-	-	*	*	-	*	*	-	-	*	-	*	-	*	*	-	*	-	-	-	-
	%	1%	-%	*%	-%	-%	-%	*%	3%	-%	*%	*%	-%	-%	*%	-%	2%	-%	*%	-%	*%	-%	-%	-%	-%	
Gamma	*	*	-	*	-	*	-	*	*	-	*	*	-	-	-	*	-	-	*	*	-	-	*	-	*	
	%	1%	-%	*%	-%	1%	-%	*%	3%	-%	*%	*%	-%	-%	-%	1%	-%	-%	*%	*%	-%	-%	-%	5%	-%	42%
Spitfire	*	-	-	*	-	-	-	*	-	-	-	*	-	-	-	-	*	*	*	*	-	-	-	-	-	
	%	-%	-%	1%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	2%	15%	-%	-%	-%	-%	-%	-%	-%	-%
Resourced internally	*	-	-	*	-	*	-	-	-	-	-	*	-	-	*	-	-	-	*	*	-	-	-	-	-	
	%	-%	-%	1%	-%	1%	-%	-%	-%	-%	-%	*%	-%	-%	1%	-%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%
Other	12	1	7	3	-	2	*	10	1	*	3	7	5	*	2	7	3	-	12	-	5	1	*	*	*	
	25%	17%	35%	18%	-%	21%	6%	28%	22%	39%	18%	17%	69%	34%	10%	32%	57%	-%	25%	-%	26%	41%	17%	69%	58%	
(Don't know)	2	1	-	1	-	2	*	-	1	-	1	2	-	-	1	1	-	-	2	-	1	-	-	-	-	
	5%	14%	-%	6%	-%	31%	5%	-%	37%	-%	9%	6%	-%	-%	7%	4%	-%	-%	5%	-%	6%	-%	-%	-%	-%	

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

Table 43 (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	SNNIP CALLS & RENTAL LIKELY TO				
		Not Ch ange to (a)	Some bille (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)
Unweighted row	81	23	7	4	3	2
Effective sample size	19	6	4	3	2	2
Total	47	20	1	*	1	*
Skype	11 24%	7 33%	1 56%	- -%	- -%	- -%
3	5 10%	- -%	- -%	- -%	- -%	- -%
XLN telecom	4 9%	4 21%	- -%	- -%	- -%	- -%
4com	4 8%	- -%	- -%	- -%	- -%	- -%
Orange	4 8%	4 19%	- -%	- -%	- -%	- -%
BT	2 4%	1 3%	* 24%	- -%	* 62%	- -%
Eclipse	1 3%	* 1%	* 3%	- -%	- -%	- -%
Daisy	1 1%	* *%	- -%	- -%	- -%	- -%
Virgin Media (NTL/ Telewest)	* 1%	* 2%	- -%	- -%	- -%	- -%
Demon	* 1%	* 2%	- -%	- -%	- -%	- -%
Vodafone	* 1%	* *%	- -%	* 13%	- -%	- -%
Sky / Skytalk	* 1%	- -%	- -%	- -%	- -%	- -%

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

Table 43 (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	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch calls ange to (a)	Some bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	81	23	7	4	3	2
Effective sample size	19	6	4	3	2	2
Total	47	20	1	*	1	*
O2 / BE	* *%	* 1%	- -%	- -%	- -%	- -%
Gamma	* *%	- -%	- -%	- -%	- -%	* 42%
Spitfire	* *%	- -%	- -%	- -%	- -%	- -%
Resourced internally	* *%	- -%	- -%	- -%	- -%	- -%
Other	12 25%	4 18%	* 17%	* 87%	* 38%	* 58%
(Don't know)	2 5%	- -%	- -%	- -%	- -%	- -%

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

Table 44
 <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

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Pr mary 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	35	-	-	1	13	21	14	17	4	-	2	9	9	7	4	4	1	4	6	2	4	6	7	1
Total	9	-	-	*	7	2	5	3	1	-	1	2	2	1	2	*	1	*	2	1	2	1	1	*
BT	*	-	-	-	*	*	*	*	-	-	*	*	*	-	*	-	*	-	-	-	-	*	*	-
	5%	-%	-%	-%	1%	20%	2%	10%	-%	-%	11%	2%	7%	18%	-%	12%	-%	15%	-%	-%	-%	9%	14%	-%
Unicom / Universal Utilities	*	-	-	-	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	3%	-%	-%	-%	4%	-%	5%	-%	-%	-%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	17%	-%
Virgin Media (NTL/ Telewest)	*	-	-	-	*	-	*	*	-	-	-	*	*	-	-	-	-	-	*	-	-	-	-	*
	2%	-%	-%	-%	13%	-%	4%	15%	-%	-%	-%	8%	15%	-%	-%	-%	-%	-%	14%	-%	-%	-%	-%	100%
Spitfire	*	-	-	-	*	*	-	-	-	-	-	*	*	-	-	-	-	*	-	-	-	-	-	-
	1%	-%	-%	-%	7%	2%	-%	-%	-%	-%	-%	-%	18%	-%	-%	-%	-%	6%	-%	-%	-%	-%	-%	-%
O2 / BE	*	-	-	-	*	*	-	-	-	-	-	*	*	-	-	-	-	*	-	-	-	-	-	-
	1%	-%	-%	-%	4%	1%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	-%
Eclipse	*	-	-	-	*	-	*	-	-	-	-	*	*	-	-	-	*	-	-	-	-	-	-	-
	1%	-%	-%	-%	3%	-%	1%	-%	-%	-%	-%	7%	-%	-%	-%	-%	18%	-%	-%	-%	-%	-%	-%	-%
Other	7	-	-	*	6	1	5	2	*	-	1	2	1	*	2	*	1	*	2	1	2	1	1	-
	86%	-%	-%	100%	95%	44%	90%	80%	80%	-%	89%	84%	81%	25%	98%	81%	100%	67%	91%	86%	100%	82%	69%	-%
(Don't know)	*	-	-	-	*	-	*	*	-	-	-	*	*	-	*	-	-	-	-	-	-	*	-	-
	2%	-%	-%	-%	9%	-%	4%	6%	-%	-%	-%	-%	18%	2%	7%	-%	-%	-%	-%	-%	-%	9%	-%	-%

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

Table 44 (continuation)
 <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

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	35	-	3	3	1	1	1	7	2	1	19	3	9	4	-	35
Total	9	-	1	*	*	1	*	4	*	*	7	*	1	*	-	9
BT	* 5%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	* 50%	- -%	* 3%	- -%	* 5%	* 50%	- -%	* 5%
Unicom / Universal Utilities	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 23%	- -%	- -%	* 3%
Virgin Media (NTL/ Telewest)	* 2%	- -%	- -%	* 33%	* 100%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	* 2%
Spitfire	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 50%	- -%	* 2%	- -%	- -%	- -%	- -%	* 1%
O2 / BE	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	* 1%
Eclipse	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 18%	- -%	- -%	- -%	* *%
Other	7 86%	- -%	1 100%	* 67%	- -%	1 100%	* 100%	4 95%	- -%	* 100%	6 91%	* 82%	1 67%	* 37%	- -%	7 86%
(Don't know)	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	* 2%	- -%	- -%	* 13%	- -%	* 2%

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

Table 44 (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	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo (d)	Fixed line (e)	Mo bile (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Pr ivate circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	
Unweighted row	35	12	3	8	11	1	23	26	32	26	35	27	16	16	15	23	35	30	16	-	-	4	21	13	14	13	16	1
Total	9	3	*	2	4	*	6	5	8	6	9	6	4	4	3	6	9	7	5	-	-	*	4	3	3	1	5	*
BT	*	*	*	*	-	-	*	*	*	*	*	*	*	*	*	*	*	*	*	-	-	*	*	*	*	*	-	-
	5%	6%	77%	2%	-%	-%	4%	8%	5%	5%	5%	5%	3%	5%	3%	5%	5%	6%	6%	-%	-%	23%	11%	6%	3%	25%	-%	-%
Unicom / Universal Utilities	*	*	-	-	-	-	-	*	*	-	*	*	-	-	-	-	*	-	-	-	-	-	*	-	-	-	-	-
	3%	10%	-%	-%	-%	-%	-%	5%	3%	-%	3%	4%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	7%	-%	-%	-%	-%	-%
Virgin Media (NTL/ Telewest)	*	*	-	-	-	-	-	*	*	*	*	*	*	*	*	*	*	*	*	-	-	-	*	*	-	*	-	-
	2%	8%	-%	-%	-%	-%	-%	4%	3%	2%	2%	3%	2%	5%	3%	4%	2%	3%	5%	-%	-%	-%	6%	4%	-%	14%	-%	-%
Spitfire	*	-	-	-	*	-	*	*	*	*	*	*	*	-	-	-	*	*	-	-	-	-	-	-	-	*	-	-
	1%	-%	-%	-%	3%	-%	2%	2%	1%	2%	1%	2%	3%	-%	-%	-%	1%	2%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%
O2 / BE	*	*	-	-	-	-	-	*	*	*	*	*	-	*	*	*	*	*	-	-	-	-	*	*	*	-	-	-
	1%	2%	-%	-%	-%	-%	-%	1%	1%	1%	1%	1%	-%	1%	2%	1%	1%	-%	-%	-%	-%	2%	2%	2%	-%	-%	-%	-%
Eclipse	*	*	-	-	-	-	-	*	*	*	*	*	*	-	*	*	*	*	*	-	-	-	*	*	-	-	*	-
	*%	2%	-%	-%	-%	-%	-%	1%	1%	1%	*%	1%	1%	1%	-%	1%	*%	1%	1%	-%	-%	-%	1%	1%	-%	-%	1%	-%
Other	7	2	*	2	4	*	6	4	7	6	7	5	4	4	3	5	7	6	4	-	-	*	3	3	3	1	5	*
	86%	72%	23%	91%	97%	100%	92%	76%	84%	88%	86%	83%	88%	85%	89%	87%	86%	87%	88%	-%	-%	77%	70%	82%	91%	53%	96%	100%
(Don't know)	*	-	-	*	-	-	*	*	*	*	*	*	*	*	*	*	*	*	-	-	-	-	*	*	*	-	*	-
	2%	-%	-%	8%	-%	-%	2%	3%	2%	2%	2%	2%	3%	3%	4%	2%	2%	2%	-%	-%	-%	4%	4%	4%	-%	3%	-%	

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

Table 44 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other re nder calls (b)	Other vider ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	35	4	6	19	1	9	1	25	8	5	10	28	4	3	10	18	7	3	26	1	6	6	9	6	1
Total	9	1	1	3	1	1	*	7	1	*	1	8	*	*	3	5	1	*	6	*	1	2	2	2	1
BT	*	*	*	*	-	*	-	*	*	*	*	-	-	*	*	*	-	*	*	*	*	-	-	-	-
	5%	8%	6%	6%	-%	32%	-%	1%	22%	42%	36%	3%	-%	33%	2%	2%	29%	-%	4%	100%	13%	-%	-%	-%	-%
Unicom / Universal Utilities	*	-	-	-	-	-	*	-	-	-	-	-	-	*	-	-	*	-	-	-	-	*	*	*	-
	3%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	67%	-%	-%	32%	-%	-%	-%	-%	15%	12%	12%	-%
Virgin Media (NTL/ Telewest)	*	-	-	*	-	*	-	*	*	*	*	*	-	-	*	*	-	*	-	-	-	-	*	-	-
	2%	-%	-%	6%	-%	9%	-%	2%	17%	33%	25%	2%	30%	-%	-%	2%	15%	-%	3%	-%	-%	-%	-%	4%	-%
Spitfire	*	-	-	*	-	-	-	*	-	-	-	*	-	-	-	-	*	-	-	-	-	-	-	-	-
	1%	-%	-%	3%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%	-%	13%	35%	-%	-%	-%	-%	-%	-%	-%
O2 / BE	*	-	-	-	-	-	-	*	*	-	*	-	-	-	*	-	-	-	-	-	*	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	1%	9%	16%	-%	1%	-%	-%	-%	1%	-%	-%	-%	-%	5%	-%	-%	-%	-%
Eclipse	*	*	-	-	-	-	-	*	-	-	*	-	-	*	-	-	-	*	-	-	-	*	-	*	-
	**	3%	-%	-%	-%	-%	-%	1%	-%	-%	5%	1%	-%	-%	1%	-%	-%	-%	1%	-%	-%	2%	-%	2%	-%
Other	7	1	1	3	1	*	-	7	*	-	*	7	*	-	3	5	*	*	6	-	1	1	2	2	1
	86%	89%	85%	83%	100%	43%	-%	94%	33%	-%	29%	91%	70%	-%	91%	95%	12%	31%	91%	-%	83%	82%	83%	86%	100%
(Don't know)	*	-	*	*	-	*	-	-	*	*	*	*	-	-	*	-	-	*	*	-	-	-	*	-	-
	2%	-%	10%	1%	-%	15%	-%	-%	19%	9%	4%	2%	-%	-%	5%	-%	-%	34%	1%	-%	-%	-%	2%	-%	-%

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

Table 44 (continuation)
 <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

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)		
Unweighted row	35	5	4	6	4	1
Total	9	1	1	2	1	1
BT	* 5%	* 8%	- -%	- -%	- -%	- -%
Unicom / Universal Utilities	* 3%	- -%	- -%	- -%	- -%	- -%
Virgin Media (NTL/ Telewest)	* 2%	- -%	- -%	- -%	- -%	- -%
Spitfire	* 1%	- -%	- -%	- -%	- -%	- -%
O2 / BE	* 1%	* 8%	- -%	- -%	- -%	- -%
Eclipse	* *%	- -%	* 3%	- -%	- -%	- -%
Other	7 86%	* 64%	1 97%	2 98%	1 100%	1 100%
(Don't know)	* 2%	* 19%	- -%	* 2%	- -%	- -%

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

Table 45
 <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	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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)	
Unweighted row	35	-	-	1	13	21	14	17	4	-	2	9	9	7	4	4	1	4	6	2	4	6	7	1
Total	9	-	-	*	7	2	5	3	1	-	1	2	2	1	2	*	1	*	2	1	2	1	1	*
BT	1	-	-	-	1	*	*	1	*	-	*	*	*	*	*	-	-	*	-	-	*	*	1	-
	15%	-%	-%	-%	13%	25%	2%	39%	6%	-%	11%	4%	7%	18%	2%	19%	-%	15%	-%	-%	3%	9%	66%	-%
Daisy	1	-	-	-	1	-	1	-	-	-	-	-	-	1	-	-	-	-	1	-	-	-	-	-
	9%	-%	-%	-%	12%	-%	15%	-%	-%	-%	-%	-%	-%	47%	-%	-%	-%	-%	86%	-%	-%	-%	-%	-%
Virgin Media (NTL/ Telewest)	*	-	-	-	*	*	*	*	*	-	-	-	*	*	-	-	-	-	*	*	-	-	*	
	5%	-%	-%	-%	4%	13%	5%	4%	15%	-%	-%	-%	24%	15%	-%	-%	-%	-%	14%	17%	-%	-%	100%	
Unicom / Universal Utilities	*	-	-	-	*	-	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-
	3%	-%	-%	-%	4%	-%	5%	-%	-%	-%	-%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	17%	-%
Spitfire	*	-	-	-	*	-	*	-	-	-	-	-	*	-	-	-	-	*	-	-	-	-	-	-
	1%	-%	-%	-%	7%	-%	2%	-%	-%	-%	-%	-%	18%	-%	-%	-%	-%	6%	-%	-%	-%	-%	-%	-%
O2 / BE	*	-	-	-	*	-	*	-	-	-	-	*	-	-	-	-	-	*	-	-	-	-	-	-
	1%	-%	-%	-%	4%	-%	1%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	-%
Eclipse	*	-	-	-	*	-	*	-	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-
	*%	-%	-%	-%	3%	-%	1%	-%	-%	-%	-%	-%	7%	-%	-%	-%	18%	-%	-%	-%	-%	-%	-%	-%
Other	6	-	-	*	4	1	4	2	*	-	1	1	1	*	1	1	*	2	-	1	1	*	-	
	64%	-%	-%	100%	67%	41%	70%	52%	80%	-%	89%	82%	65%	25%	51%	81%	100%	67%	91%	-%	81%	82%	17%	-%
(Don't know)	*	-	-	-	*	-	*	-	-	-	-	-	*	-	-	-	-	-	-	-	*	-	-	
	1%	-%	-%	-%	7%	-%	4%	-%	-%	-%	-%	-%	18%	-%	-%	-%	-%	-%	-%	-%	9%	-%	-%	

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

Table 45 (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	
	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)	
Unweighted row	35	-	3	3	1	1	1	7	2	1	19	3	9	4	-	35
Total	9	-	1	*	*	1	*	4	*	*	7	*	1	*	-	9
BT	1 15%	- -%	- -%	- -%	- -%	- -%	- -%	1 22%	* 50%	- -%	1 14%	* 18%	* 5%	* 63%	- -%	1 15%
Daisy	1 9%	- -%	- -%	- -%	- -%	- -%	- -%	1 19%	- -%	- -%	1 11%	- -%	- -%	- -%	- -%	1 9%
Virgin Media (NTL/ Telewest)	* 5%	- -%	- -%	* 33%	* 100%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	* 23%	- -%	- -%	* 5%
Unicom / Universal Utilities	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 23%	- -%	- -%	* 3%
Spitfire	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 50%	- -%	* 2%	- -%	- -%	- -%	- -%	* 1%
O2 / BE	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	* 1%
Eclipse	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 18%	- -%	- -%	- -%	* *%
Other	6 64%	- -%	1 100%	* 67%	- -%	1 100%	* 100%	2 57%	- -%	* 100%	5 69%	* 63%	1 44%	* 37%	- -%	6 64%
(Don't know)	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	* 1%

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

Table 45 (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	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo biles (d)	Fixed broa dband (e)	Mo bile (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/ Pr ivate cir cuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent pro vider (b)	Both (c)	
Unweighted row	35	12	3	8	11	1	23	26	32	26	35	27	16	16	15	23	35	30	16	-	-	4	21	13	14	13	16	1
Total	9	3	*	2	4	*	6	5	8	6	9	6	4	4	3	6	9	7	5	-	-	*	4	3	3	1	5	*
BT	1 15%	* 8%	* 77%	* 4%	1 21%	- -	1 17%	1 24%	1 16%	1 18%	1 15%	1 17%	* 3%	1 24%	* 4%	1 19%	1 15%	1 19%	1 23%	- -	- -	* 32%	* 13%	* 7%	* 4%	* 25%	1 17%	- -
Daisy	1 9%	- -	- -	- -	1 21%	- -	1 13%	- -	1 10%	- -	1 9%	- -	- -	- -	- -	- -	1 9%	1 12%	1 17%	- -	- -	- -	- -	- -	- -	1 15%	- -	
Virgin Media (NTL/ Telewest)	* 5%	* 8%	- -	* 14%	- -	- -	* 4%	* 9%	* 6%	* 6%	* 5%	* 3%	* 2%	* 5%	* 10%	* 8%	* 5%	* 7%	* 5%	- -	- -	* 55%	* 13%	* 4%	* 8%	* 14%	* 5%	- -
Unicom / Universal Utilities	* 3%	* 10%	- -	- -	- -	- -	- -	* 5%	* 3%	- -	* 3%	* 4%	- -	- -	- -	- -	* 3%	- -	- -	- -	- -	- -	* 7%	- -	- -	- -	- -	- -
Spitfire	* 1%	- -	- -	- -	* 3%	- -	* 2%	* 2%	* 1%	* 2%	* 1%	* 2%	* 3%	- -	- -	- -	* 1%	* 2%	- -	- -	- -	- -	- -	- -	- -	* 7%	- -	- -
O2 / BE	* 1%	* 2%	- -	- -	- -	- -	- -	* 1%	* 1%	* 1%	* 1%	* 1%	- -	* 1%	* 2%	* 1%	* 1%	- -	- -	- -	- -	* 2%	* 2%	* 2%	- -	- -	- -	- -
Eclipse	* **	* 2%	- -	- -	- -	- -	- -	* 1%	* 1%	* 1%	* **	* 1%	* 1%	* 1%	- -	* 1%	* **	* 1%	* 1%	- -	- -	- -	* 1%	* 1%	- -	- -	* 1%	- -
Other	6 64%	2 70%	* 23%	1 76%	2 55%	* 100%	4 62%	3 56%	5 61%	4 71%	6 64%	5 71%	4 88%	3 66%	3 82%	4 70%	6 64%	4 59%	2 54%	- -	- -	* 13%	2 62%	3 82%	3 84%	1 53%	3 60%	* 100%
(Don't know)	* 1%	- -	- -	* 6%	- -	- -	* 2%	* 2%	* 1%	* 2%	* 1%	* 2%	* 3%	* 2%	* 3%	* 2%	* 1%	* 2%	- -	- -	- -	* 3%	* 3%	* 3%	- -	* 2%	- -	

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

Table 45 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other re vider for calls (b)	Other vider for ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel to MFL (e)	
Unweighted row	35	4	6	19	1	9	1	25	8	5	10	28	4	3	10	18	7	3	26	1	6	6	9	6	1
Total	9	1	1	3	1	1	*	7	1	*	1	8	*	*	3	5	1	*	6	*	1	2	2	2	1
BT	1 15%	* 8%	* 9%	* 7%	1 100%	* 36%	- %	1 12%	* 27%	* 51%	* 40%	1 14%	- %	* 33%	1 32%	* 2%	* 29%	- %	1 18%	* 100%	* 13%	* 2%	* 3%	* 2%	- %
Daisy	1 9%	- %	- %	1 23%	- %	- %	- %	1 10%	- %	- %	- %	1 10%	- %	- %	- %	1 16%	- %	- %	1 13%	- %	- %	- %	- %	- %	- %
Virgin Media (NTL/ Telewest)	* 5%	- %	- %	* 14%	- %	* 37%	- %	* 2%	* 17%	* 33%	* 25%	* 5%	* 30%	- %	- %	* 7%	* 15%	- %	* 8%	- %	- %	- %	* 16%	- %	- %
Unicom / Universal Utilities	* 3%	- %	- %	- %	- %	- %	* 100%	- %	- %	- %	- %	- %	- %	* 67%	- %	- %	* 32%	- %	- %	- %	- %	* 15%	* 12%	* 12%	- %
Spitfire	* 1%	- %	- %	* 3%	- %	- %	- %	* 1%	- %	- %	- %	* 1%	- %	- %	- %	- %	* 13%	* 35%	- %	- %	- %	- %	- %	- %	- %
O2 / BE	* 1%	- %	- %	- %	- %	- %	- %	* 1%	* 9%	* 16%	- %	* 1%	- %	- %	- %	* 1%	- %	- %	- %	- %	- %	- %	* 5%	- %	- %
Eclipse	* *	* 3%	- %	- %	- %	- %	- %	* 1%	- %	- %	* 5%	* 1%	- %	- %	* 1%	- %	- %	- %	* 1%	- %	- %	* 2%	- %	* 2%	- %
Other	6 64%	1 89%	1 81%	2 53%	- %	* 16%	- %	5 73%	* 33%	- %	* 29%	5 67%	* 70%	- %	2 62%	4 74%	* 12%	* 31%	4 61%	- %	1 83%	1 80%	2 69%	2 84%	1 100%
(Don't know)	* 1%	- %	* 10%	- %	- %	* 11%	- %	- %	* 15%	- %	- %	* 1%	- %	- %	* 4%	- %	- %	* 34%	- %	- %	- %	- %	- %	- %	- %

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

Table 45 (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	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)		
Unweighted row	35	5	4	6	4	1
Total	9	1	1	2	1	1
BT	1 15%	* 13%	* 3%	* 4%	* 3%	- %
Daisy	1 9%	- %	- %	- %	- %	- %
Virgin Media (NTL/ Telewest)	* 5%	- %	- %	* 15%	- %	- %
Unicom / Universal Utilities	* 3%	- %	- %	- %	- %	- %
Spitfire	* 1%	- %	- %	- %	- %	- %
O2 / BE	* 1%	* 8%	- %	- %	- %	- %
Eclipse	* *%	- %	* 3%	- %	- %	- %
Other	6 64%	* 64%	1 94%	1 80%	1 97%	1 100%
(Don't know)	* 1%	* 14%	- %	- %	- %	- %

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

Table 46
 <Q4AI> The last time you agreed a contract for fixed line calling with your main fixed voice service provider, did you also discuss taking out VoIP services with them?
 by Crossbreak
 Base: All not using VOIP as their main outgoing call service

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	Pr mary ind ustry (a)	Man ufacturing (b)	Co nstruction (c)	Whole sale/ retail (d)	Re tail (e)	Finan cial services (f)	Other services (g)	Pu blic admin istration and ser vices (h)	Other (i)	
Total	470	61	197	100	87	86	380	68	19	154	118	91	37	13	12	18	37	56	57	60	20	129	66	27
Unweighted row	470	61	197	100	87	86	380	68	19	154	118	91	37	13	12	18	37	56	57	60	20	129	66	27
Total	487	147	393	53	35	6	449	32	3	258	127	48	8	1	1	18	39	59	59	66	17	150	52	26
Yes	22 4%	- -	9 2%	7AB 12%	4AB 12%	2ABCD 30%	19 4%	2 6%	1 25%	4 1%	4 3%	8 18%	2 22%	* 41%	* 16%	* %	2 6%	2 3%	1 2%	1 2%	2 12%	9 6%	4 8%	* 1%
No	450 92%	146 99%	373CDE 95%	45E 84%	28e 81%	4 65%	416 93%	30 94%	1 52%	248 96%	121 95%	34 70%	6 68%	1 59%	1 84%	18 98%	37 94%	51 86%	57 97%	64 98%	15 86%	139 93%	43 83%	26 99%
(Don't know / can't remember)	15 3%	1 1%	10 3%	2 4%	2a 7%	*A 6%	14 3%	* %	1 23%	6 2%	2 1%	6 12%	1 11%	- -	- -	* 2%	- -	6 11%	1 1%	* %	* 3%	2 1%	5 9%	* %

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

Table 46 (continuation)

<Q4AI> The last time you agreed a contract for fixed line calling with your main fixed voice service provider, did you also discuss taking out VoIP services with them?

by Crossbreak

Base: All not using VOIP as their main outgoing call service

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	470	14	34	16	16	15	50	37	33	18	233	75	77	85	71	399
Total	487	14	50	37	35	40	50	75	75	42	418	21	35	13	142	344
Yes	22 4%	* 3%	1 1%	* 3%	* 7%	3 7%	3 7%	5 7%	2 3%	2 5%	17 4%	1 5%	3 8%	1 9%	6 4%	16 5%
No	450 92%	14 97%	49 97%	36 96%	35 100%	37 93%	46 92%	65 86%	68 91%	40 95%	389 93%	19 94%	31 87%	11 89%	135 95%	315 91%
(Don't know / can't remember)	15 3%	- -	1 2%	1 3%	- -	- -	1 1%	5 7%	5 6%	- -	13 3%	* 1%	2 5%	* 2%	1 1%	14 4%

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

Table 46 (continuation)

<Q4AI> The last time you agreed a contract for fixed line calling with your main fixed voice service provider, did you also discuss taking out VoIP services with them?

by Crossbreak

Base: All not using VOIP as their main outgoing call service

Total	MAIN FIXED LINE TYPE						PRODUCTS USED										HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE					
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo biles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	470	409	30	31	-	-	61	464	282	181	336	403	111	85	52	118	46	84	40	31	133	67	458	67	50	34	47	2
Total	487	473	8	6	-	-	13	484	278	150	343	380	85	29	11	38	7	48	23	47	142	107	482	18	11	18	26	4
Yes	22 4%	20 4%	1 11%	1 17%	- -%	- -%	2 14%	22 4%	18 6%	11 7%	18 5%	18 5%	4 4%	2 8%	1 13%	3 8%	2 26%	6 11%	6 25%	1 2%	4 3%	4 4%	22 4%	2 12%	1 13%	2 12%	3 13%	- -%
No	450 92%	439 93%	7 89%	4 75%	- -%	- -%	11 83%	448 92%	252 91%	131 87%	317 92%	347 91%	76 89%	27 90%	8 78%	33 88%	4 61%	35 73%	17 74%	46 98%	132 93%	103 96%	446 93%	15 85%	8 79%	14 76%	18 67%	4 100%
(Don't know / can't remember)	15 3%	14 3%	- -%	* 8%	- -%	- -%	* 3%	15 3%	8 3%	8 5%	9 2%	15 4%	5 6%	1 2%	1 9%	2 4%	1 13%	8 15%	* 1%	- -%	6 4%	* *%	14 3%	1 3%	1 9%	2 12%	5 20%	- -%

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

Table 46 (continuation)

<Q4AI> The last time you agreed a contract for fixed line calling with your main fixed voice service provider, did you also discuss taking out VoIP services with them?

by Crossbreak

Base: All not using VOIP as their main outgoing call service

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)
Unweighted row	470	15	32	30	4	215	26	224	49	6	257	395	46	29	206	145	119	5	77	1	215	49	33	25	15
Total	487	9	26	11	2	212	26	247	14	*	261	426	40	21	226	154	107	2	46	*	245	42	14	18	16
Yes	22 4%	* 3%	3 14%	2 15%	- -%	5 2%	4 17%	12 5%	1 10%	* 49%	5 2%	18 4%	2 4%	2 10%	3 1%	6 4%	13A 12%	* 5%	5 12%	- -%	14 6%	2 5%	3 19%	* 1%	* 2%
No	450 92%	3 31%	22 86%	9 81%	1 50%	204 96%	21 82%	224 91%	13 89%	* 51%	249 95%	393 92%	38 96%	19 89%	210 93%	147 96%	93 87%	1 80%	34 73%	* 100%	227 93%	40 95%	11 79%	17 95%	16 98%
(Don't know / can't remember)	15 3%	6 66%	- -%	* 4%	1 50%	4 2%	* 1%	11 4%	* 1%	- -%	8 3%	14 3%	* *%	* 2%	14 6%	1 *%	1 1%	* 14%	7 16%	- -%	4 2%	- -%	* 2%	1 4%	- -%

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

Table 46 (continuation)

<Q4AI> The last time you agreed a contract for fixed line calling with your main fixed voice service provider, did you also discuss taking out VoIP services with them?

by Crossbreak

Base: All not using VOIP as their main outgoing call service

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	470	201	46	26	28	19
Total	487	248	46	17	21	21
Yes	22 4%	12 5%	1 2%	1 8%	1 4%	* 1%
No	450 92%	234 94%	46 98%	15 92%	20 95%	21 99%
(Don't know / can't remember)	15 3%	2 1%	* +%	* +%	* 1%	- -%

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

Table 47
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

	COMPANY SIZE						NO.SITES			TURNOVER						SECTOR													
	Total	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	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)					
Unweighted row	501	62	200	102	99	100	397	79	22	156	123	102	41	16	14	20	38	61	61	64	21	138	71	27					
Total	501	148	398	54	42	7	456	39	3	259	129	53	9	1	2	19	39	59	61	67	18	157	53	26					
Good/better deal overall	236 47%	56 38%	185 46%	27 50%	20 47%	4 54%	215 47%	21 53%	1 22%	121 47%	53 41%	27 51%	5 59%	1 53%	*	18%	5 27%	17 43%	16 26%	32 52%	29 43%	15 84%	81 52%	29 55%	12 46%				
Historical reasons/ always used them	126 25%	39 26%	93 23%	19 35%	13 30%	2 25%	118 26%	6 16%	1 48%	64 25%	37 29%	10 19%	2 25%	*	17%	2 78%	7 38%	10 26%	20 33%	14 22%	15 22%	2 11%	41 26%	8 14%	9 34%				
Price of overall calls package	83 16%	19 13%	66 17%	8 15%	7 17%	1 18%	72 16%	8 20%	*	15%	41 16%	15 11%	16 30%	3 33%	*	9%	*	3%	1 7%	9 22%	23 39%	6 10%	15 23%	2 9%	16 10%	10 19%	1 4%		
Quality of customer service/ account management	53 11%	31c 21%	44 11%	2 3%	6c 13%	1C 14%	43 9%	9 24%	*	3%	26 10%	13 10%	3 5%	1 16%	*	15%	*	3%	3 17%	*	1%	2 3%	8 13%	11 16%	*	20 13%	8 16%	*	1%
Reliable service	49 10%	21 14%	40 10%	7 13%	2 5%	1 12%	44 10%	5 13%	*	6%	29 11%	16 12%	3 5%	*	5%	15%	*	1%	4 22%	6 15%	4 7%	7 11%	2 2%	*	3%	16 10%	6 11%	4 16%	
Well-known and trusted brand	44 9%	11 8%	37 9%	3 6%	4 8%	*	3%	38 8%	5 14%	-	3%	25 10%	12 9%	3 6%	1 15%	*	5%	33%	1 1%	5 14%	4 7%	4 6%	12 17%	2 10%	12 8%	*	1%	4 16%	
No reason to change	35 7%	9 6%	27 7%	5 9%	3 6%	*	6%	33 7%	1 3%	*	7%	12 5%	11 9%	3 5%	*	1%	9%	1%	2 13%	6 16%	3 5%	*	1%	20 4%	1 1%	1 4%	4 1%		
Quality of line / calls	31 6%	8 5%	21 5%	4 8%	5 12%	*	5%	25 6%	6 15%	*	4%	16 6%	5 4%	3 6%	*	3%	9%	5%	5 27%	3 8%	2 3%	3 4%	5 7%	-	11 7%	3 5%	*	1%	
Too much hassle to change	26 5%	5 4%	24 6%	2 3%	*	1%	25 5%	1 3%	-	3%	15 6%	9 7%	*	1%	*	9%	-	3 14%	1 2%	-	7 11%	1 2%	1 5%	12 8%	1 1%	1 3%	1 3%		
Provided free as part of bundled package	22 4%	6 4%	20 5%	1 2%	1 1%	*	21 5%	1 2%	-	3%	7 3%	13 10%	2 3%	*	4%	-	-	1 1%	4 10%	5 9%	-	5 7%	-	3 2%	4 8%	*	1%		
Other suppliers are more expensive	19 4%	3 2%	16 4%	2 3%	1 1%	*	18 4%	*	-	1%	3 1%	13a 10%	2 4%	*	2%	*	-	2 2%	1 4%	*	7 12%	-	*	3 2%	*	5 20%			

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

Table 47 (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

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	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)	
Unweighted row	501	62	200	102	99	100	397	79	22	156	123	102	41	16	14	20	38	61	61	64	21	138	71	27
Total	501	148	398	54	42	7	456	39	3	259	129	53	9	1	2	19	39	59	61	67	18	157	53	26
Other suppliers have worse customer service	13 3%	3 2%	7 2%	2 3%	4B 9%	* 2%	12 3%	* 1%	* 2%	3 1%	6 5%	2 4%	* 3%	- -	- -	* 1%	2 5%	- -	3 4%	5 7%	* 2%	* *	3 5%	- -
Friends and family use them	6 1%	- -	6 1%	* 1%	- -	- -	6 1%	- -	- -	2 1%	1 1%	2 5%	- -	- -	- -	- -	2 5%	1 2%	2 4%	- -	- -	- -	- -	- -
Other suppliers have worse line / call quality	5 1%	* *	3 1%	2 3%	1 2%	- -	5 1%	- -	- -	3 1%	2 1%	- -	- -	- -	- -	- -	2 5%	- -	- -	- -	- -	2 1%	1 3%	- -
Price of calls to mobile phones	4 1%	4 3%	4 1%	- -	- -	*Cd 2%	4 1%	- -	- -	4 2%	* *	* *	* 1%	- -	- -	- -	- -	- -	* *	- -	- -	* *	4 8%	* *
Not aware of other suppliers	1 *%	- -	- -	* 1%	1B 2%	- -	1 *%	- -	- -	- -	* *%	- -	- -	- -	- -	- -	- -	- -	* 1%	1 1%	- -	- -	- -	- -
Price of international calls	* *%	- -	- -	- -	* 1%	- -	* *%	- -	- -	- -	- -	* 1%	- -	- -	- -	- -	- -	- -	- -	- -	* 2%	- -	- -	- -
Offer internet calling / VoIP	* *%	- -	- -	- -	- -	*ABCD 2%	- -	* *%	* 1%	- -	- -	* *%	* 1%	- -	- -	- -	- -	* *%	- -	- -	- -	* *%	* *%	- -
Other	38 8%	13 9%	29 7%	3 6%	5 11%	1bc 15%	36 8%	1 4%	1 22%	21 8%	11 9%	5 9%	1 8%	* 25%	* 1%	* 2%	- -	4 7%	7 11%	5 7%	1 5%	5 3%	13 24%	4 16%
NETS																								

Any price	62 12%	16 11%	49 12%	7 14%	5 12%	1 11%	55 12%	7 19%	* 10%	36 14%	10 8%	9 17%	2 20%	* 4%	* 2%	1 7%	6 15%	18 31%	6 10%	11 17%	2 9%	8 5%	9 17%	1 5%
Any package	22 4%	6 4%	20 5%	1 2%	1 1%	* 4%	21 5%	1 2%	* 1%	7 3%	13 10%	2 3%	* 5%	- -	- -	* 1%	4 10%	5 9%	- -	5 7%	- -	3 2%	4 8%	* *%

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

Table 47 (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	
		NE (a)	NW (b)	Yo rks/Humber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: Wales (k)	Sco tland (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)
Unweighted row	501	16	38	18	16	16	51	43	35	21	254	80	80	87	72	429
Total	501	15	51	38	35	41	50	79	76	46	430	21	37	13	143	358
Good/better deal overall	236 47%	7 45%	32 64%	13 36%	16 46%	7 16%	24 47%	45 56%	31 41%	24 51%	198 46%	10 46%	21 58%	6 50%	59 41%	176 49%
Historical reasons/ always used them	126 25%	4 24%	10 19%	8 21%	10 29%	16 40%	15 31%	19 24%	19 25%	6 13%	107 25%	7 33%	9 24%	3 23%	40 28%	86 24%
Price of overall calls package	83 16%	6 39%	9 17%	- -	2 6%	4 10%	11 22%	16 20%	17 23%	4 8%	69 16%	4 18%	7 19%	2 19%	26 18%	57 16%
Quality of customer service/ account management	53 11%	3 18%	5 11%	1 2%	1 4%	1 3%	5 10%	4 5%	14 18%	12 26%	46 11%	1 7%	3 9%	2 13%	10 7%	43 12%
Reliable service	49 10%	3 23%	3 5%	4 10%	7 19%	- -	* 1%	11 14%	9 12%	5 11%	43 10%	2 8%	3 8%	2 15%	12 8%	37 10%
Well-known and trusted brand	44 9%	- -	3 6%	4 10%	- -	4 10%	5 10%	6 8%	5 6%	10 21%	36 8%	1 6%	5 13%	1 11%	5 4%	38 11%
No reason to change	35 7%	3 18%	3 6%	1 2%	5 14%	5 13%	5 9%	2 3%	2 2%	4 8%	29 7%	2 8%	3 9%	1 6%	16 11%	19 5%
Quality of line / calls	31 6%	3 23%	- -	* *	1 3%	5 13%	2 5%	2 3%	8 11%	4 8%	27 6%	1 7%	3 7%	* 3%	1 1%	30 8%
Too much hassle to change	26 5%	3 18%	3 7%	* *	- -	4 10%	11 22%	* *	* *	- -	22 5%	2 11%	2 4%	* 2%	3 2%	23 6%
Provided free as part of bundled package	22 4%	- -	- -	1 3%	5 14%	- -	2 4%	4 5%	5 6%	4 8%	21 5%	- -	1 1%	* 1%	5 3%	17 5%
Other suppliers are more expensive	19 4%	* *	5 10%	- -	5 14%	- -	* 1%	- -	5 6%	1 3%	16 4%	1 4%	1 1%	1 6%	8 5%	11 3%

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

Table 47 (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	
		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)
Unweighted row	501	16	38	18	16	16	51	43	35	21	254	80	80	87	72	429
Total	501	15	51	38	35	41	50	79	76	46	430	21	37	13	143	358
Other suppliers have worse customer service	13 3%	* 3%	2 5%	- -	2 6%	1 3%	* 1%	1 1%	- -	4 8%	11 3%	* 2%	1 2%	* 3%	4 3%	9 2%
Friends and family use them	6 1%	* 3%	2 5%	- -	- -	- -	2 4%	- -	- -	- -	5 1%	- -	1 3%	- -	1 1%	5 1%
Other suppliers have worse line / call quality	5 1%	- -	- -	- -	3 8%	- -	2 4%	- -	- -	- -	5 1%	* 2%	- -	- -	2 1%	4 1%
Price of calls to mobile phones	4 1%	- -	- -	- -	- -	4 10%	- -	- -	- -	* 1%	4 1%	* 1%	- -	- -	- -	4 1%
Not aware of other suppliers	1 *%	- -	- -	- -	- -	- -	* 1%	- -	1 1%	- -	1 *%	- -	- -	- -	- -	1 *%
Price of international calls	* *%	* 2%	- -	- -	- -	- -	- -	- -	- -	- -	* *%	- -	- -	- -	- -	* *%
Offer internet calling / VoIP	* *%	- -	* *%	- -	- -	- -	* *%	- -	- -	- -	* *%	- -	- -	* *%	- -	* *%
Other	38 8%	* 3%	1 2%	8 21%	- -	11 26%	3 5%	5 6%	2 3%	4 8%	34 8%	1 7%	2 5%	1 10%	6 4%	32 9%
NETS																

Any price	62 12%	6 39%	4 8%	1 3%	1 3%	4 10%	8 17%	12 15%	11 15%	4 8%	51 12%	3 16%	7 18%	1 11%	23 16%	39 11%
Any package	22 4%	- -	* *%	1 3%	5 14%	- -	2 4%	4 5%	5 6%	4 8%	21 5%	- -	1 1%	* 1%	5 3%	17 5%

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

Table 47 (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	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobile (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	501	409	30	31	11	20	92	479	307	198	365	430	120	92	54	127	58	115	49	31	135	67	465	70	52	49	61	4
Total	501	473	8	6	4	11	28	493	286	155	353	393	88	38	11	46	11	63	28	47	147	107	483	20	11	22	36	4
Good/better deal overall	236 47%	223 47%	4 48%	1 23%	2 52%	6 54%	13 46%	232 47%	118 41%	65 42%	144 41%	191 49%	35 40%	21 56%	3 29%	23 49%	5 47%	19 30%	16 59%	25 52%	91 62%	44 42%	227 47%	7 33%	3 29%	8 38%	10 28%	* 8%
Historical reasons/ always used them	126 25%	120 25%	2 29%	1 21%	2 44%	1 7%	6 21%	123 25%	74 26%	43 28%	94 27%	101 26%	19 21%	5 13%	3 29%	8 17%	3 31%	25 40%	9 33%	11 22%	31 21%	24 23%	122 25%	4 21%	3 28%	10 45%	11 31%	4 84%
Price of overall calls package	83 16%	77 16%	4 48%	1 23%	* 2%	* **	5 18%	81 17%	49 17%	27 17%	60 17%	75 19%	19 21%	6 17%	2 15%	8 16%	1 7%	7 11%	5 18%	4 8%	21 14%	8 7%	80 17%	5 25%	2 15%	1 2%	7 18%	* 2%
Quality of customer service/ account management	53 11%	47 10%	1 7%	1 10%	* 2%	5 42%	6 20%	53 11%	31 11%	16 11%	36 10%	41 10%	9 10%	8 20%	2 17%	8 17%	3 25%	9 15%	3 10%	7 16%	17 11%	12 11%	49 10%	3 13%	2 17%	1 7%	8 21%	* 6%
Reliable service	49 10%	46 10%	2 22%	* 4%	1 25%	1 6%	3 12%	48 10%	36 13%	7 5%	37 10%	36 9%	6 7%	7 19%	1 12%	8 18%	2 17%	4 6%	1 3%	7 14%	13 8%	14 13%	47 10%	3 13%	1 12%	1 4%	3 8%	* 8%
Well-known and trusted brand	44 9%	41 9%	1 17%	* 5%	1 23%	1 6%	3 11%	43 9%	25 9%	9 6%	30 8%	31 8%	8 9%	6 16%	* 2%	6 14%	1 12%	3 5%	1 3%	6 13%	14 9%	12 11%	41 9%	2 10%	* 2%	* 1%	3 8%	- -%
No reason to change	35 7%	34 7%	1 11%	* 1%	- -%	* **	1 3%	35 7%	24 8%	6 4%	28 8%	28 7%	* 1%	1 2%	* 1%	1 2%	* 3%	6 10%	1 3%	1 1%	7 5%	7 7%	34 7%	1 4%	* 1%	2 8%	1 2%	4 84%
Quality of line / calls	31 6%	23 5%	- -%	1 18%	* 2%	7 61%	8 28%	31 6%	16 6%	11 7%	22 6%	25 6%	2 3%	6 16%	2 19%	8 18%	* 4%	8 13%	1 4%	1 2%	9 6%	6 5%	25 5%	1 6%	2 20%	1 6%	6 17%	* 8%
Too much hassle to change	26 5%	26 5%	- -%	* 7%	- -%	- -%	* 1%	26 5%	14 5%	12 8%	19 6%	21 5%	1 1%	* 1%	* 3%	1 1%	* 4%	1 2%	4 16%	2 5%	6 4%	4 4%	26 5%	* 2%	* 3%	- -%	1 3%	- -%
Provided free as part of bundled package	22 4%	21 4%	* 1%	* 1%	- -%	* 2%	* 2%	22 4%	16 5%	* **	16 4%	17 4%	1 1%	5 14%	* 3%	5 12%	* 3%	* 1%	- -%	- -%	6 4%	5 4%	22 4%	4 19%	* 3%	- -%	* 1%	- -%
Other suppliers are more expensive	19 4%	18 4%	* 4%	* 3%	- -%	* **	* 2%	18 4%	12 4%	4 2%	13 4%	17 4%	* 1%	1 2%	* 2%	1 2%	* 4%	8 12%	* **	1 1%	5 4%	2 2%	18 4%	1 3%	* 2%	* **	8 21%	- -%

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

Table 47 (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	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobile (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	501	409	30	31	11	20	92	479	307	198	365	430	120	92	54	127	58	115	49	31	135	67	465	70	52	49	61	4
Total	501	473	8	6	4	11	28	493	286	155	353	393	88	38	11	46	11	63	28	47	147	107	483	20	11	22	36	4
Other suppliers have worse customer service	13 3%	11 2%	2 21%	- -%	- -%	* 2%	2 7%	13 3%	10 3%	3 2%	11 3%	11 3%	5 6%	3 7%	- -%	3 6%	1 5%	3 5%	* *%	- -%	2 1%	1 1%	12 2%	2 8%	- -%	* 1%	3 8%	- -%
Friends and family use them	6 1%	6 1%	- -%	- -%	- -%	- -%	- -%	6 1%	6 2%	5 3%	6 2%	6 2%	3 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	6 1%	- -%	- -%	- -%	- -%	- -%
Other suppliers have worse line / call quality	5 1%	5 1%	- -%	- -%	- -%	- -%	- -%	5 1%	4 2%	2 1%	4 1%	4 1%	1 1%	1 3%	- -%	1 2%	- -%	- -%	- -%	- -%	1 -%	2 2%	5 1%	- -%	- -%	- -%	- -%	- -%
Price of calls to mobile phones	4 1%	4 1%	- -%	* 1%	- -%	* *%	* *%	4 1%	* *%	* *%	* *%	4 1%	* *%	* *%	* 1%	* *%	* 1%	* *%	- -%	- -%	4 3%	* *%	4 1%	* *%	* 1%	- -%	* *%	- -%
Not aware of other suppliers	1 *%	* *%	- -%	1 17%	- -%	- -%	1 3%	1 *%	1 *%	* *%	1 *%	1 *%	* *%	- -%	1 9%	1 2%	- -%	1 1%	- -%	- -%	- -%	- -%	1 *%	- -%	1 9%	1 4%	- -%	- -%
Price of international calls	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	* 1%	- -%
Offer internet calling / VoIP	* *%	* *%	- -%	- -%	* 4%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	* *%	* 1%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	* 1%	- -%	- -%
Other	38 8%	35 7%	- -%	1 11%	* 7%	2 23%	3 12%	37 7%	21 7%	19 12%	29 8%	32 8%	11 13%	1 3%	1 8%	2 4%	1 13%	5 8%	1 3%	1 2%	9 6%	6 6%	35 7%	1 6%	1 8%	4 20%	1 2%	- -%

NETS

Any price	62 12%	58 12%	3 32%	1 20%	* 4%	* 3%	4 14%	62 13%	40 14%	16 11%	48 14%	56 14%	9 11%	5 14%	1 11%	6 14%	1 9%	2 4%	1 3%	4 8%	14 10%	6 6%	61 13%	3 14%	1 11%	* 1%	2 6%	- -%
Any package	22 4%	21 4%	* 1%	* 1%	* 4%	* 2%	1 2%	22 4%	16 6%	1 *%	16 4%	17 4%	1 1%	5 14%	* 3%	5 12%	* 4%	* 1%	* *%	- -%	6 4%	5 4%	22 4%	4 19%	* 3%	* 1%	* 1%	- -%

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

Table 47 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other re calls (b)	Other vider ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pr ducts (c)	No ducts (a)	1 pr ducts (b)	2 pr ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to mo bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	501	15	36	56	5	218	27	251	51	6	261	419	52	30	213	165	123	6	107	1	215	49	33	25	15
Total	501	9	29	22	2	213	26	261	15	*	262	437	43	21	228	166	107	2	61	*	245	42	14	18	16
Good/better deal overall	236 47%	* 2%	9 31%	9 42%	1 33%	73 34%	8 33%	154A 59%	3 22%	* 57%	128 49%	194 44%	28 66%	13 63%	72 32%	98A 59%	66A 61%	* 26%	18 30%	* 100%	110 45%	24 57%	6 45%	11 65%	6 36%
Historical reasons/ always used them	126 25%	4 39%	14 48%	6 27%	1 46%	93C 44%	1 2%	30 12%	4 24%	* 22%	78 30%	120 27%	4 10%	1 6%	101BC 45%	17 10%	7 7%	- -%	25 41%	- -%	79 32%	17 41%	6 42%	5 28%	5 32%
Price of overall calls package	83 16%	5 49%	2 6%	1 3%	* 4%	13 6%	6 23%	63A 24%	2 14%	- -%	45 17%	69 16%	10 23%	4 17%	32 14%	28 17%	23 21%	* 5%	7 12%	- -%	41 17%	5 12%	* 3%	1 5%	5 31%
Quality of customer service/ account management	53 11%	1 6%	4 12%	5 24%	- -%	28 13%	- -%	25 10%	1 6%	* 63%	31 12%	48 11%	4 10%	* 2%	32 14%	15 9%	6 6%	1 29%	9 14%	* 100%	19 8%	6 15%	6 42%	7 39%	6 37%
Reliable service	49 10%	* 2%	2 8%	1 5%	* 21%	37C 17%	* *%	12 5%	1 9%	* 22%	32 12%	49 11%	* 1%	* 2%	30c 13%	18 11%	2 2%	1 54%	3 5%	* 100%	27 11%	2 4%	* *%	- -%	* *%
Well-known and trusted brand	44 9%	- -%	1 5%	2 9%	- -%	27 13%	* 1%	16 6%	1 6%	- -%	29 11%	43 10%	1 2%	- -%	27 12%	9 5%	8 7%	- -%	3 5%	- -%	22 9%	1 1%	1 6%	1 3%	* 2%
No reason to change	35 7%	* 4%	5 19%	1 2%	- -%	27c 13%	* *%	7 3%	1 13%	* 8%	24 9%	32 7%	2 5%	* 2%	30bc 13%	3 2%	2 1%	- -%	6 10%	* 100%	20 8%	5 13%	* 1%	* *%	- -%
Quality of line / calls	31 6%	* 1%	2 8%	6 25%	- -%	15 7%	* *%	16 6%	1 9%	- -%	14 5%	27 6%	4 8%	1 4%	10 5%	16 10%	5 4%	1 54%	7 11%	* 100%	12 5%	- -%	- -%	1 6%	- -%
Too much hassle to change	26 5%	- -%	1 2%	* 1%	- -%	24C 11%	- -%	2 1%	* 3%	- -%	17 6%	25 6%	- -%	1 4%	19 8%	6 3%	1 1%	* 6%	1 1%	- -%	20 8%	* 1%	* 1%	* *%	- -%
Provided free as part of bundled package	22 4%	- -%	- -%	* 2%	- -%	12 6%	- -%	10 4%	4 28%	- -%	16 6%	22 5%	- -%	- -%	17 7%	5 3%	* *%	- -%	* 1%	- -%	11 5%	- -%	* 1%	- -%	- -%

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

Table 47 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other re nder calls (b)	Other nder ntal and calls (c)	Std dline + ISDN Re (a)	Std dline + ISDN LL/ PC Re ntal (b)	Std dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel to MFL (e)	
Unweighted row	501	15	36	56	5	218	27	251	51	6	261	419	52	30	213	165	123	6	107	1	215	49	33	25	15
Total	501	9	29	22	2	213	26	261	15	*	262	437	43	21	228	166	107	2	61	*	245	42	14	18	16
Other suppliers are more expensive	19 4%	- -%	3 10%	5 23%	- -%	2 1%	5 19%	12 5%	* *%	- -%	6 2%	15 4%	2 6%	1 3%	2 1%	11 6%	6 5%	- -%	8 13%	- -%	11 4%	* 1%	* 1%	- -%	* 1%
Other suppliers have worse customer service	13 3%	- -%	3 10%	* 1%	- -%	6 3%	- -%	6 2%	* 2%	- -%	9 3%	3 1%	5 11%	4 21%	2 1%	2 1%	8 8%	- -%	3 5%	- -%	9 4%	* 1%	* 2%	1 8%	- -%
Friends and family use them	6 1%	- -%	- -%	- -%	- -%	- -%	- -%	6 2%	- -%	- -%	4 1%	3 1%	* 1%	2 12%	1 *%	* *%	5 4%	- -%	- -%	- -%	* *%	1 4%	1 7%	2 14%	- -%
Other suppliers have worse line / call quality	5 1%	- -%	- -%	- -%	- -%	* *%	- -%	5 2%	- -%	- -%	* *%	4 1%	1 2%	* 2%	- -%	2 1%	4 3%	- -%	- -%	- -%	- -%	2 4%	- -%	1 6%	- -%
Price of calls to mobile phones	4 1%	- -%	- -%	* 1%	- -%	* *%	- -%	4 2%	* 1%	- -%	4 2%	4 1%	* *%	- -%	- -%	4 3%	* *%	- -%	* *%	- -%	4 2%	- -%	- -%	- -%	- -%
Not aware of other suppliers	1 *%	- -%	1 3%	- -%	- -%	1 1%	- -%	- -%	1 6%	- -%	1 *%	1 *%	- -%	- -%	1 *%	- -%	* *%	- -%	1 2%	- -%	1 1%	- -%	- -%	- -%	- -%
Price of international calls	* *%	- -%	* 1%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	* 1%	- -%	* *%	- -%	- -%	- -%	- -%
Offer internet calling / VoIP	* *%	- -%	- -%	* 1%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
Other	38 8%	1 9%	4 13%	1 3%	- -%	1 *%	6 25%	31A 12%	1 5%	- -%	7 3%	35 8%	3 6%	1 3%	14 6%	14 8%	11 10%	* 6%	5 9%	- -%	15 6%	* 1%	1 5%	1 3%	* 2%

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

Table 47 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO						
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)		
Unweighted row	501	15	36	56	5	218	27	251	51	6	261	419	52	30	213	165	123	6	107	1	215	49	33	25	15	
Total	501	9	29	22	2	213	26	261	15	*	262	437	43	21	228	166	107	2	61	*	245	42	14	18	16	
NETS																										

Any price	62 12%	* %	2 6%	1 2%	- %	13 6%	5 21%	43a 17%	2 13%	- %	45 17%	54 12%	4 10%	4 17%	23 10%	22 13%	17 16%	- %	2 4%	- %	35 14%	5 12%	* 1%	1 4%	5 31%	
Any package	22 4%	- %	- %	* 2%	- %	12 6%	- %	10 4%	4 28%	- %	16 6%	22 5%	* %	- %	17 7%	5 3%	* %	- %	* 1%	- %	11 5%	- %	* 1%	- %	- %	

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

Table 47 (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	SNNIP CALLS & RENTAL LIKELY TO				
		Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)
Unweighted row	501	201	46	26	28	19
Total	501	248	46	17	21	21
Good/better deal overall	236 47%	113 45%	23 49%	10 61%	14 65%	12 55%
Historical reasons/ always used them	126 25%	73 29%	17 36%	5 30%	5 25%	5 22%
Price of overall calls package	83 16%	39 16%	8 17%	* 2%	1 5%	5 22%
Quality of customer service/ account management	53 11%	27 11%	6 13%	6 35%	7 33%	6 28%
Reliable service	49 10%	35 14%	2 4%	- -%	- -%	* 1%
Well-known and trusted brand	44 9%	22 9%	1 1%	1 5%	1 3%	* 1%
No reason to change	35 7%	18 7%	6 14%	1 6%	1 7%	- -%
Quality of line / calls	31 6%	7 3%	- -%	- -%	1 5%	* *%
Too much hassle to change	26 5%	15 6%	* 1%	* *%	* 2%	- -%
Provided free as part of bundled package	22 4%	17 7%	* *%	* 1%	* *%	- -%
Other suppliers are more expensive	19 4%	11 4%	* *%	* 1%	* *%	* 1%

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

Table 47 (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	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch calls ange to (a)	Some bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	501	201	46	26	28	19
Total	501	248	46	17	21	21
Other suppliers have worse customer service	13 3%	9 4%	* 1%	* 2%	1 6%	- -%
Friends and family use them	6 1%	- -%	- -%	- -%	- -%	- -%
Other suppliers have worse line / call quality	5 1%	- -%	2 4%	- -%	1 5%	- -%
Price of calls to mobile phones	4 1%	4 2%	- -%	- -%	- -%	- -%
Not aware of other suppliers	1 *%	1 *%	- -%	- -%	- -%	- -%
Price of international calls	* *%	* *%	- -%	- -%	- -%	- -%
Offer internet calling / VoIP	* *%	- -%	- -%	- -%	- -%	- -%
Other	38 8%	13 5%	4 10%	1 4%	* 1%	* 2%
NETS						

Any price	62 12%	34 14%	5 12%	* 1%	1 4%	4 21%
Any package	22 4%	17 7%	* *%	* 1%	* *%	- -%

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

Table 48
 <Q4A3> Why do you use BT as your current calls provider?
 by Crossbreak
 Base: All respondents

	COMPANY SIZE						NO. SITES			TURNOVER						SECTOR									
	1 to 100k (a)	100k to 500k (b)	500k to 1m (c)	1m to 5m (d)	5m to 10m (e)	10m to 249 (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 £25m (e)	£25m+ (f)	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	224	33	99	57	40	28	187	28	7	78	65	35	12	5	5	8	23	21	27	28	11	60	32	14	
Total	217	65	171	29	15	2	202	13	1	109	74	16	4	*	*	7	24	20	27	31	12	61	21	15	
Historical reasons/ always used them	95 44%	26 40%	75 44%	13 46%	6 42%	1 37%	90 44%	5 36%	* 36%	50 46%	34 46%	7 45%	2 55%	* 20%	* 31%	3 37%	8 34%	13 65%	13 48%	14 46%	2 15%	29 47%	6 28%	8 56%	
Good/better deal overall	73 34%	22 34%	57 33%	10 34%	5 35%	1 30%	69 34%	3 25%	* 12%	35 32%	25 34%	5 35%	1 42%	* 25%	* 46%	* 4%	12 52%	3 13%	8 29%	11 36%	11 86%	9 14%	13 61%	7 47%	
Reliable service	38 18%	16 26%	33 19%	5 16%	1 3%	* 22%	34 17%	4 31%	* 19%	22 20%	13 17%	2 12%	* 2%	* 41%	* 7%	4 55%	3 15%	4 20%	6 24%	2 5%	* 2%	9 14%	5 26%	4 29%	
No reason to change	28 13%	6 9%	23 13%	4 14%	1 9%	* 5%	27 13%	1 9%	- -%	11 10%	11 15%	1 8%	- -%	* 25%	- -%	2 34%	6 27%	2 8%	* 1%	* 1%	1 6%	15 25%	* 2%	1 6%	
Well-known and trusted brand	28 13%	6 10%	24 14%	3 11%	1 5%	* 8%	28 14%	* 3%	- -%	16 15%	7 10%	3 16%	- -%	* 14%	- -%	- -%	5 23%	* *%	3 12%	2 6%	1 12%	11 19%	* 2%	4 28%	
Quality of customer service/ account management	28 13%	17 26%	26 15%	1 3%	1 7%	* 15%	23 11%	4 33%	* 6%	14 13%	12 16%	1 7%	* 4%	* 41%	- -%	3 43%	* 1%	1 4%	4 14%	5 16%	- -%	10 17%	4 21%	- -%	
Too much hassle to change	24 11%	5 8%	22 13%	2 6%	* 2%	* 19%	23 12%	1 8%	- -%	14 13%	9 12%	* 2%	* 2%	* 25%	- -%	3 36%	1 3%	- -%	6 24%	- -%	1 7%	12 20%	1 3%	1 6%	
Quality of line / calls	15 7%	3 5%	10 6%	3 12%	1 9%	* 10%	14 7%	1 6%	* 20%	10 9%	5 6%	1 5%	- -%	* 25%	* 23%	4 57%	1 5%	2 8%	1 4%	- -%	- -%	5 9%	2 8%	* 1%	
Price of overall calls package	14 7%	3 5%	9 6%	2 9%	2 14%	* 3%	13 7%	1 6%	* 25%	4 4%	7 9%	1 3%	1 27%	- -%	- -%	- -%	4 17%	* 2%	2 8%	2 7%	1 9%	2 3%	2 11%	* 3%	
Provided free as part of bundled package	12 5%	6 10%	11 7%	- -%	* 2%	* 4%	11 6%	* 3%	- -%	2 2%	9 12%	* 2%	* 2%	- -%	- -%	- -%	- -%	5 27%	- -%	- -%	- -%	2 4%	4 20%	* 1%	
Other suppliers have worse customer service	7 3%	* 1%	4 3%	1 5%	1 9%	* 2%	7 4%	* 1%	* 8%	* *%	5 7%	2 11%	- -%	- -%	- -%	- -%	2 9%	- -%	* 1%	5 15%	- -%	* *%	* 2%	- -%	

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

Table 48 (continuation)
 <Q4A3> Why do you use BT as your current calls provider?
 by Crossbreak
 Base: All respondents

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	(f)	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)	
Unweighted row	224	33	99	57	40	28	187	28	7	78	65	35	12	5	5	8	23	21	27	28	11	60	32	14
Total	217	65	171	29	15	2	202	13	1	109	74	16	4	*	*	7	24	20	27	31	12	61	21	15
Other suppliers are more expensive	2 1%	- -%	- -%	1B 5%	* 2%	- -%	2 1%	- -%	- -%	- -%	* 9%	1 -%	- -%	- -%	- -%	- -%	1 6%	- -%	* *%	- -%	- -%	* *%	- -%	- -%
Not aware of other suppliers	1 1%	- -%	- -%	* 1%	1 6%	- -%	1 1%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	1 3%	- -%	- -%	- -%	- -%
Other suppliers have worse line / call quality	* *%	* 1%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%
Other (WRITE IN)	1 *%	- -%	- -%	1 2%	* 1%	- -%	1 *%	* 1%	- -%	* *%	* 1%	* 1%	- -%	- -%	- -%	* 5%	- -%	* *%	* *%	* *%	- -%	* *%	- -%	- -%
NETS																								

Any price	14 7%	3 5%	9 6%	2 9%	2 14%	* 3%	13 7%	1 6%	* 25%	4 4%	7 9%	1 3%	1 27%	- -%	- -%	- -%	4 17%	* 2%	2 8%	2 7%	1 9%	2 3%	2 11%	* 3%
Any package	12 5%	6 10%	11 7%	- -%	* 2%	* 4%	11 6%	* 3%	- -%	2 2%	9 12%	* 2%	* 2%	- -%	- -%	- -%	- -%	5 27%	- -%	- -%	- -%	2 4%	4 20%	* 1%

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

Table 48 (continuation)
 <Q4A3> Why do you use BT as your current calls provider?
 by Crossbreak
 Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based where (a)
Unweighted row	224	7	12	8	8	6	26	19	10	9	105	41	35	43	34	190
Total	217	7	17	12	25	18	30	35	16	17	177	12	21	7	60	157
Historical reasons/ always used them	95 44%	3 42%	8 50%	7 61%	10 40%	10 53%	14 47%	15 42%	9 53%	2 14%	78 44%	6 53%	8 40%	2 33%	30 50%	65 42%
Good/better deal overall	73 34%	1 11%	8 47%	1 6%	13 55%	* *	11 36%	17 49%	2 12%	2 11%	55 31%	3 29%	12 56%	3 39%	25 42%	48 30%
Reliable service	38 18%	3 42%	* *	4 33%	5 20%	- -	* 1%	11 31%	5 28%	5 30%	33 19%	2 13%	2 12%	1 20%	5 9%	33 21%
No reason to change	28 13%	3 37%	3 17%	1 6%	5 20%	4 23%	5 16%	1 3%	2 10%	- -	23 13%	1 10%	3 16%	1 11%	12 21%	16 10%
Well-known and trusted brand	28 13%	- -	2 15%	- -	- -	4 23%	5 16%	5 15%	- -	5 29%	22 12%	1 7%	4 21%	1 17%	2 3%	26 17%
Quality of customer service/ account management	28 13%	3 37%	* *	1 6%	* *	- -	4 14%	4 12%	5 28%	8 44%	24 14%	* 2%	2 8%	1k 19%	1 1%	27 17%
Too much hassle to change	24 11%	3 37%	3 20%	* 1%	- -	4 23%	11 37%	* 1%	* 1%	- -	22 12%	2 15%	1 3%	* 4%	3 5%	22 14%
Quality of line / calls	15 7%	3 42%	- -	- -	- -	4 23%	* 1%	1 4%	3 16%	- -	11 6%	1 12%	2 12%	- -	1 1%	14 9%
Price of overall calls package	14 7%	- -	* 3%	- -	- -	- -	5 16%	1 3%	2 11%	- -	8 5%	2j 17%	4 17%	1 8%	1 2%	13 8%
Provided free as part of bundled package	12 5%	- -	- -	- -	5 20%	- -	2 7%	4 12%	- -	* *	11 6%	- -	* 1%	* 1%	5 8%	7 4%
Other suppliers have worse customer service	7 3%	- -	- -	- -	1 4%	- -	* 1%	1 3%	- -	4 22%	6 3%	* 4%	* 1%	* 7%	* *	7 4%

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

Table 48 (continuation)
 <Q4A3> Why do you use BT as your current calls provider?
 by Crossbreak
 Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		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 where (a)
Unweighted row	224	7	12	8	8	6	26	19	10	9	105	41	35	43	34	190
Total	217	7	17	12	25	18	30	35	16	17	177	12	21	7	60	157
Other suppliers are more expensive	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	1 7%	1 1%	- -	* 1%	* 3%	- -	2 1%
Not aware of other suppliers	1 1%	- -	- -	- -	- -	- -	* 1%	- -	1 6%	- -	1 1%	- -	- -	- -	- -	1 1%
Other suppliers have worse line / call quality	* *%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	+J 3%	- -	- -	- -	* *%
Other (WRITE IN)	1 *%	* 5%	- -	- -	- -	- -	- -	- -	- -	- -	* *%	- -	- -	*J 6%	1 1%	* *%
NETS																

Any price	14 7%	- -	* 3%	- -	- -	- -	5 16%	1 3%	2 11%	- -	8 5%	2j 17%	4 17%	1 8%	1 2%	13 8%
Any package	12 5%	- -	- -	- -	5 20%	- -	2 7%	4 12%	- -	* *%	11 6%	- -	* 1%	* 1%	5 8%	7 4%

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

Table 48 (continuation)
 <Q4A3> Why do you use BT as your current calls provider?
 by Crossbreak
 Base: All respondents

	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Standard artphones (b)	Standard mobile (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mobile (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	224	199	11	11	-	3	25	221	124	74	153	193	45	27	19	39	14	39	18	20	71	31	218	21	18	21	17	-
Total	217	210	5	2	-	*	7	216	112	65	147	164	23	11	5	16	1	13	8	33	69	52	214	6	5	6	7	-
Historical reasons/ always used them	95 44%	93 44%	2 45%	* 11%	- -%	- -%	2 33%	95 44%	54 48%	33 50%	70 47%	76 46%	9 40%	3 29%	2 38%	5 32%	* 30%	8 62%	6 81%	10 31%	26 37%	19 37%	94 44%	3 44%	2 37%	4 64%	4 59%	- -%
Good/better deal overall	73 34%	71 34%	1 21%	* 11%	- -%	* 33%	1 18%	72 34%	21 19%	26 39%	41 28%	61b 37%	5 23%	6 50%	* 6%	6 37%	* 21%	2 16%	1 12%	11 34%	31 45%	12 22%	72 34%	1 23%	* 6%	1 9%	2 22%	- -%
Reliable service	38 18%	37 18%	1 27%	* 8%	- -%	- -%	1 21%	38 18%	25 22%	6 9%	26 17%	26 16%	* 1%	6 50%	1 23%	7 43%	* 29%	2 16%	* 1%	7 20%	12 18%	12 23%	37 17%	1 21%	1 23%	1 11%	1 20%	- -%
No reason to change	28 13%	27 13%	1 16%	- -%	- -%	- -%	1 11%	28 13%	18 16%	4 7%	21 14%	21 13%	* 2%	1 6%	- -%	1 5%	* 8%	1 7%	1 9%	2 10%	7 13%	7 13%	27 13%	1 12%	- -%	* 6%	1 9%	- -%
Well-known and trusted brand	28 13%	27 13%	1 29%	- -%	- -%	- -%	1 20%	28 13%	14 13%	3 5%	14 10%	21 13%	3 13%	6 55%	- -%	6 39%	- -%	1 11%	* 1%	6 18%	14 20%	7 14%	27 13%	2 31%	- -%	* 2%	1 19%	- -%
Quality of customer service/ account management	28 13%	27 13%	* 2%	* 11%	- -%	* 16%	* 5%	28 13%	18 16%	8 13%	19 13%	23 14%	1 6%	1 5%	* 4%	1 4%	* 31%	1 8%	1 9%	5 15%	8 12%	5 9%	28 13%	* 7%	* 4%	1 12%	* 5%	- -%
Too much hassle to change	24 11%	24 11%	- -%	* 19%	- -%	- -%	* 5%	24 11%	14 12%	12 19%	19 13%	20 12%	1 3%	* 4%	* 7%	1 4%	* 28%	1 8%	4 56%	2 6%	5 8%	4 8%	24 11%	* 6%	* 7%	- -%	1 14%	- -%
Quality of line / calls	15 7%	15 7%	- -%	- -%	- -%	* 51%	* 2%	15 7%	11 10%	1 2%	12 8%	14 9%	* 3%	* 3%	1 22%	1 9%	* 8%	1 9%	* 1%	1 3%	3 4%	1 2%	15 7%	* 5%	1 22%	* 3%	1 14%	- -%
Price of overall calls package	14 7%	12 6%	2 45%	- -%	- -%	* 16%	2 31%	14 7%	8 7%	2 3%	10 6%	10 6%	1 5%	2 19%	- -%	2 14%	- -%	1 8%	* 3%	3 10%	5 7%	4 7%	13 6%	2 33%	- -%	* 1%	1 15%	- -%
Provided free as part of bundled package	12 5%	12 6%	* 2%	* 4%	- -%	- -%	* 3%	12 5%	10 9%	* 3%	10 7%	12 7%	* 2%	* 1%	* 7%	* 3%	* 6%	* 1%	- -%	- -%	2 3%	- -%	12 5%	* 2%	* 7%	- -%	* 1%	- -%
Other suppliers have worse customer service	7 3%	6 3%	1 30%	- -%	- -%	- -%	1 20%	7 3%	7 6%	1 2%	7 5%	7 4%	4 18%	1 12%	- -%	1 9%	- -%	* 3%	- -%	- -%	1 1%	- -%	6 3%	1 22%	- -%	* 1%	- -%	- -%

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

Table 48 (continuation)
 <Q4A3> Why do you use BT as your current calls provider?
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo-biles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/ Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo-bile (b)	LL No Mo BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	224	199	11	11	-	3	25	221	124	74	153	193	45	27	19	39	14	39	18	20	71	31	218	21	18	21	17	-
Total	217	210	5	2	-	*	7	216	112	65	147	164	23	11	5	16	1	13	8	33	69	52	214	6	5	6	7	-
Other suppliers are more expensive	2 1%	2 1%	- -	- -	- -	- -	- -	2 1%	2 2%	* **	2 1%	* **	* **	- -	- -	- -	- -	- -	- -	- -	- -	1 2%	2 1%	- -	- -	- -	- -	- -
Not aware of other suppliers	1 1%	* **	- -	1 49%	- -	- -	1 14%	1 1%	1 1%	* 1%	1 1%	1 1%	* 2%	- -	1 19%	1 6%	- -	1 7%	- -	- -	- -	- -	1 1%	- -	1 19%	1 15%	- -	- -
Other suppliers have worse line / call quality	* **	* **	- -	- -	- -	- -	- -	* **	* **	- -	* **	* **	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* **	- -	- -	- -	- -	- -
Other (WRITE IN)	1 **	1 **	- -	* 5%	- -	- -	* 1%	1 **	1 1%	* **	1 1%	1 **	* 1%	* 1%	* 2%	* 1%	- -	* 1%	* 2%	- -	- -	- -	1 **	* 2%	* 2%	- -	* 3%	- -
NETS																												

Any price	14 7%	12 6%	2 45%	- -	- -	* 16%	2 31%	14 7%	8 7%	2 3%	10 6%	10 6%	1 5%	2 19%	- -	2 14%	- -	1 8%	* 3%	3 10%	5 7%	4 7%	13 6%	2 33%	- -	* 1%	1 15%	- -
Any package	12 5%	12 6%	* 2%	* 4%	- -	- -	* 3%	12 5%	10 9%	* **	10 7%	12 7%	* 2%	* 1%	* 7%	* 3%	* 6%	* 1%	- -	- -	2 3%	- -	12 5%	* 2%	* 7%	- -	* 1%	- -

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

Table 48 (continuation)
 <Q4A3> Why do you use BT as your current calls provider?
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN Re ntal (a)	Std lan dline + ISDN Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel to MFL (e)	
Unweighted row	224	9	9	15	3	212	-	8	26	3	164	199	14	11	133	56	35	3	34	1	110	21	12	11	8
Total	217	3	5	3	1	212	-	2	8	*	148	197	9	11	135	57	24	1	12	*	111	23	8	10	9
Historical reasons/ always used them	95 44%	3 86%	2 42%	2 60%	1 73%	92 44%	- %	1 44%	3 37%	*	62 42%	93 47%	1 14%	1 12%	79 59%	10 18%	6 24%	- %	8 69%	- %	57 52%	16 68%	5 61%	5 47%	5 59%
Good/better deal overall	73 34%	* 5%	1 25%	1 20%	- %	72 34%	- %	* 7%	2 19%	*	58 39%	64 33%	4 48%	4 39%	37 28%	26 45%	10 39%	- %	2 17%	* 100%	32 28%	15 63%	2 29%	5 51%	3 37%
Reliable service	38 18%	* 5%	1 24%	* 10%	* 27%	37 17%	- %	1 45%	1 16%	*	25 17%	38 19%	* %	* 1%	22 16%	15 26%	1 5%	1 74%	1 8%	* 100%	19 17%	* %	* 1%	- %	* 1%
No reason to change	28 13%	* 11%	* 5%	* 11%	- %	27 13%	- %	1 29%	- %	- %	20 14%	27 14%	1 11%	* 4%	26 19%	2 3%	1 2%	- %	1 7%	* 100%	18 16%	5 23%	- %	- %	- %
Well-known and trusted brand	28 13%	- %	1 25%	* 4%	- %	27 13%	- %	1 41%	1 11%	- %	20 13%	28 14%	* 1%	- %	23 17%	2 3%	3 12%	- %	1 12%	- %	17 15%	1 2%	1 7%	1 5%	* 3%
Quality of customer service/ account management	28 13%	1 17%	- %	1 19%	- %	28 13%	- %	- %	1 7%	*	23 15%	27 14%	* 1%	* 1%	23 17%	4 7%	* 2%	* 18%	1 6%	* 100%	9 8%	5 20%	5 61%	5 45%	5 54%
Too much hassle to change	24 11%	- %	1 12%	* 11%	- %	24 11%	- %	* 6%	* 6%	- %	15 10%	24 12%	- %	1 8%	19 14%	5 8%	1 5%	* 8%	1 7%	- %	18 17%	* 1%	* 2%	- %	- %
Quality of line / calls	15 7%	* 3%	1 19%	* 4%	- %	15 7%	- %	- %	1 17%	- %	14 10%	14 7%	- %	1 8%	9 7%	5 8%	1 6%	1 74%	* 1%	* 100%	11 10%	- %	- %	- %	- %
Price of overall calls package	14 7%	- %	1 20%	* 1%	- %	13 6%	- %	1 41%	1 13%	- %	9 6%	10 5%	3 35%	1 10%	6 4%	6 11%	2 8%	- %	1 9%	- %	9 8%	* 1%	* 1%	* 2%	- %
Provided free as part of bundled package	12 5%	- %	- %	* 3%	- %	12 6%	- %	- %	* 5%	- %	12 8%	12 6%	- %	- %	12 9%	- %	* %	- %	* 1%	- %	7 7%	- %	* 1%	- %	- %

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

Table 48 (continuation)
 <Q4A3> Why do you use BT as your current calls provider?
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO						
	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)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some VoIP (c)	Some calls to text/ on line (d)	Ca ncel to MFL (e)		
Unweighted row	224	9	9	15	3	212	-	8	26	3	164	199	14	11	133	56	35	3	34	1	110	21	12	11	8	
Total	217	3	5	3	1	212	-	2	8	*	148	197	9	11	135	57	24	1	12	*	111	23	8	10	9	
Other suppliers have worse customer service	7 3%	- -%	- -%	- -%	- -%	6 3%	- -%	1 42%	* 4%	- -%	6 4%	3 2%	- -%	4 39%	2 2%	1 1%	4 18%	- -%	* *%	- -%	7 6%	* 1%	* 4%	* 3%	- -%	
Other suppliers are more expensive	2 1%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	* *%	2 1%	- -%	- -%	2 1%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	* 1%	- -%	* 1%	
Not aware of other suppliers	1 1%	- -%	1 18%	- -%	- -%	1 1%	- -%	- -%	1 12%	- -%	1 1%	1 1%	- -%	- -%	1 1%	- -%	* 1%	- -%	1 8%	- -%	1 1%	- -%	- -%	- -%	- -%	
Other suppliers have worse line / call quality	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* 4%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Other (WRITE IN)	1 *% 3%	* -% 3%	- -% 3%	* -% 3%	- -% 3%	1 *% -%	- -% -%	- -% -%	* 1% -%	- -% *% -%	1 *% -%	* 1% 1%	* *% 1%	* *% 1%	* *% 1%	* *% 1%	- -% 2%	* 2% -%	- -% -%	* *% -%	* *% 1%	* *% 1%	* 1% 1%	* 1% 1%	* 1% 1%	
NETS																										
Any price	14 7%	- -%	1 20%	* 1%	- -%	13 6%	- -%	1 41%	1 13%	- -%	9 6%	10 5%	3 35%	1 10%	6 4%	6 11%	2 8%	- -%	1 9%	- -%	9 8%	* 1%	* 1%	* 2%	- -%	
Any package	12 5%	- -%	- -%	* 3%	- -%	12 6%	- -%	- -%	* 5%	- -%	12 8%	12 6%	- -%	- -%	12 9%	- -%	* *% -%	- -%	* 1%	- -%	7 7%	- -%	* 1%	- -%	- -%	

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

Table 48 (continuation)
 <Q4A3> Why do you use BT as your current calls provider?
 by Crossbreak
 Base: All respondents

	Total	SNNIP CALLS & RENTAL LIKELY TO				
		Not Ch ange to (a)	Some bible (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)
Unweighted row	224	99	22	9	13	8
Total	217	107	24	8	11	9
Historical reasons/ always used them	95 44%	52 49%	16 65%	5 57%	5 44%	5 50%
Good/better deal overall	73 34%	27 25%	14 59%	2 25%	5 44%	4 45%
Reliable service	38 18%	27 25%	* 1%	- -%	- -%	* 1%
No reason to change	28 13%	13 12%	6 26%	1 12%	1 12%	- -%
Well-known and trusted brand	28 13%	16 15%	1 2%	1 6%	1 5%	* 3%
Quality of customer service/ account management	28 13%	16 15%	5 19%	5 56%	5 40%	5 50%
Too much hassle to change	24 11%	14 13%	* 1%	- -%	* 3%	- -%
Quality of line / calls	15 7%	7 7%	- -%	- -%	- -%	- -%
Price of overall calls package	14 7%	6 5%	* *%	* 1%	* 2%	- -%
Provided free as part of bundled package	12 5%	12 11%	* *%	* 1%	* 1%	- -%
Other suppliers have worse customer service	7 3%	7 6%	* 1%	* 3%	* 2%	- -%

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

Table 48 (continuation)
 <Q4A3> Why do you use BT as your current calls provider?
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch calls ange to mo (a)	Some bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)		
Unweighted row	224	99	22	9	13	8
Total	217	107	24	8	11	9
Other suppliers are more expensive	2 1%	- -%	* *%	* 1%	* 1%	* 1%
Not aware of other suppliers	1 1%	1 1%	- -%	- -%	- -%	- -%
Other suppliers have worse line / call quality	* *%	- -%	- -%	- -%	- -%	- -%
Other (WRITE IN)	1 *%	* *%	* *%	* 1%	* 1%	* 1%
NETS ----						
Any price	14 7%	6 5%	* *%	* 1%	* 2%	- -%
Any package	12 5%	12 11%	* *%	* 1%	* 1%	- -%

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

Table 49
 <Q4A37> Why do you use Talk Talk as your current calls provider?
 by Crossbreak
 Base: All respondents

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 to 4 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (e)	1 to 5 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m to £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail trade (d)	Transport/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)
Unweighted row	24	4	12	5	4	3	21	2	1	9	6	3	1	1	1	2	3	2	4	1	2	7	2	1
Total	32	12	28	2	1	*	31	*	*	26	2	*	*	*	4	3	1	1	*	1	15	7	*	
Good/better deal overall	22 69%	7 61%	20 69%	2 94%	* 13%	* 22%	22 70%	* 27%	- -%	17 66%	2 88%	* 31%	- -%	- -%	* 100%	4 100%	3 100%	* 73%	1 62%	* 100%	1 100%	11 68%	2 37%	- -%
Quality of customer service/ account management	7 22%	7 59%	7 25%	- -%	- -%	- -%	7 23%	- -%	- -%	5 18%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 30%	2 37%	- -%
Reliable service	7 22%	5 39%	7 25%	- -%	- -%	- -%	7 23%	- -%	- -%	7 27%	- -%	- -%	- -%	- -%	- -%	2 83%	- -%	- -%	- -%	- -%	- -%	5 30%	- -%	- -%
Price of overall calls package	3 11%	- -%	2 9%	* 20%	1 68%	- -%	3 10%	* 73%	- -%	3 11%	* 12%	- -%	* 100%	- -%	- -%	* 16%	- -%	* -%	* 24%	- -%	- -%	3 18%	- -%	- -%
Historical reasons/ always used them	1 4%	- -%	- -%	1 49%	* 19%	* 54%	1 5%	- -%	- -%	1 4%	- -%	* 69%	- -%	- -%	* 100%	- -%	* 1%	* 27%	* 14%	- -%	- -%	1 7%	- -%	- -%
Other suppliers are more expensive	1 2%	- -%	1 2%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	1 32%	- -%	- -%	- -%	* 9%	- -%	- -%	* 23%	- -%	- -%	- -%	- -%	- -%	- -%
Other (WRITE IN)	5 15%	- -%	4 15%	* 15%	* 34%	* 46%	5 15%	- -%	* 100%	4 16%	1 30%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	* 59%	* 2%	4 63%	* 100%
NETS	----																							
Any price	3 11%	- -%	2 9%	* 20%	1 68%	- -%	3 10%	* 73%	- -%	3 11%	* 12%	- -%	* 100%	- -%	- -%	* 16%	- -%	* 24%	- -%	- -%	- -%	3 18%	- -%	- -%

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

Table 49 (continuation)
 <Q4A37> Why do you use Talk Talk as your current calls provider?
 by Crossbreak
 Base: All respondents

	Total	LOCATION												OFFICE LOCATION		
		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)
Unweighted row	24	1	5	2	-	-	1	2	2	-	13	5	3	3	8	16
Total	32	*	10	4	-	-	*	5	9	-	29	1	1	1	19	13
Good/better deal overall	22 69%	* 100%	10 100%	4 98%	- -%	- -%	* 100%	1 19%	5 50%	- -%	21 70%	1 74%	- -%	1 100%	14 75%	8 61%
Quality of customer service/ account management	7 22%	- -%	2 24%	- -%	- -%	- -%	- -%	- -%	5 50%	- -%	7 24%	- -%	- -%	- -%	7 37%	- -%
Reliable service	7 22%	- -%	2 24%	- -%	- -%	- -%	- -%	- -%	5 50%	- -%	7 24%	- -%	- -%	- -%	5 24%	2 19%
Price of overall calls package	3 11%	- -%	3 28%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 10%	- -%	1 89%	- -%	3 14%	1 6%
Historical reasons/ always used them	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	1 19%	- -%	- -%	1 3%	* 29%	* 11%	- -%	- -%	1 11%
Other suppliers are more expensive	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 35%	- -%	* 42%	* 2%	* 2%
Other (WRITE IN)	5 15%	- -%	- -%	* 2%	- -%	- -%	* 100%	4 81%	- -%	- -%	5 16%	- -%	* 45%	- -%	* 1%	5 37%
NETS																

Any price	3 11%	- -%	3 28%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 10%	- -%	1 89%	- -%	3 14%	1 6%

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

Table 49 (continuation)
 <Q4A37> Why do you use Talk Talk as your current calls provider?
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo-biles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo-biles (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	24	23	-	1	-	-	1	24	13	8	17	22	8	2	3	4	3	2	1	1	7	2	23	1	2	1	1	-
Total	32	32	-	*	-	-	*	32	17	5	18	25	7	*	*	*	*	1	*	2	14	7	32	*	*	*	1	-
Good/better deal overall	22 69%	22 69%	- -%	* 100%	- -%	- -%	* 100%	22 69%	12 70%	4 86%	13 70%	15 60%	2 30%	- -%	* 22%	* 9%	- -%	1 92%	- -%	2 100%	9 68%	7 100%	22 69%	- -%	* 41%	- -%	1 100%	- -%
Quality of customer service/ account management	7 22%	7 22%	- -%	- -%	- -%	- -%	- -%	7 22%	5 27%	- -%	5 25%	5 19%	5 65%	- -%	- -%	- -%	- -%	- -%	- -%	2 100%	2 18%	2 35%	7 22%	- -%	- -%	- -%	- -%	- -%
Reliable service	7 22%	7 22%	- -%	- -%	- -%	- -%	- -%	7 22%	7 41%	- -%	7 39%	7 29%	5 65%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	7 22%	- -%	- -%	- -%	- -%	- -%
Price of overall calls package	3 11%	3 11%	- -%	- -%	- -%	- -%	- -%	3 11%	3 20%	3 61%	3 19%	3 14%	1 10%	* 75%	- -%	* 58%	* 63%	- -%	- -%	- -%	- -%	- -%	3 11%	* 100%	- -%	- -%	- -%	- -%
Historical reasons/ always used them	1 4%	1 4%	- -%	* 100%	- -%	- -%	* 100%	1 4%	1 6%	1 24%	1 7%	1 6%	1 15%	- -%	* 54%	* 23%	* 15%	1 92%	- -%	- -%	* 1%	- -%	1 4%	- -%	* 100%	- -%	1 100%	- -%
Other suppliers are more expensive	1 2%	1 2%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	1 14%	1 4%	1 3%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%
Other (WRITE IN)	5 15%	5 15%	- -%	- -%	- -%	- -%	- -%	5 15%	* 2%	* 5%	* 2%	5 20%	* 5%	* 25%	* 46%	* 19%	* 21%	* 8%	* 100%	- -%	5 34%	- -%	5 15%	- -%	- -%	100%	- -%	- -%
NETS																												

Any price	3 11%	3 11%	- -%	- -%	- -%	- -%	- -%	3 11%	3 20%	3 61%	3 19%	3 14%	1 10%	* 75%	- -%	* 58%	* 63%	- -%	- -%	- -%	- -%	- -%	3 11%	* 100%	- -%	- -%	- -%	- -%

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

Table 49 (continuation)
 <Q4A37> Why do you use Talk Talk as your current calls provider?
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB Re + LL/ PC Re ntal (b)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	24	-	-	2	-	1	-	22	1	-	17	18	3	3	9	7	8	-	2	-	9	2	3	-	-
Total	32	-	-	1	-	*	-	32	*	-	24	29	1	1	15	13	5	-	1	-	18	1	1	-	-
Good/better deal overall	22 69%	- -%	- -%	1 92%	- -%	- -%	- -%	22 70%	- -%	- -%	14 60%	20 68%	1 74%	1 100%	5 37%	12 98%	4 94%	- -%	1 92%	- -%	13 73%	1 100%	1 90%	- -%	- -%
Quality of customer service/ account management	7 22%	- -%	- -%	- -%	- -%	- -%	- -%	7 22%	- -%	- -%	5 20%	7 24%	- -%	- -%	7 48%	- -%	- -%	- -%	- -%	- -%	7 39%	- -%	- -%	- -%	- -%
Reliable service	7 22%	- -%	- -%	- -%	- -%	- -%	- -%	7 22%	- -%	- -%	7 30%	7 24%	- -%	- -%	7 48%	- -%	- -%	- -%	- -%	- -%	7 39%	- -%	- -%	- -%	- -%
Price of overall calls package	3 11%	- -%	- -%	- -%	- -%	- -%	- -%	3 11%	* 100%	- -%	3 13%	3 9%	* 19%	* 43%	* 2%	2 19%	1 16%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%
Historical reasons/ always used them	1 4%	- -%	- -%	1 92%	- -%	- -%	- -%	1 4%	- -%	- -%	1 6%	* 1%	1 74%	- -%	* 2%	1 9%	- -%	- -%	1 92%	- -%	1 6%	- -%	- -%	- -%	- -%
Other suppliers are more expensive	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	1 3%	* 1%	- -%	* 23%	- -%	* 3%	* 6%	- -%	- -%	- -%	- -%	* 51%	- -%	- -%	- -%
Other (WRITE IN)	5 15%	- -%	- -%	* 8%	- -%	* 100%	- -%	5 15%	- -%	- -%	5 21%	4 15%	* 6%	* 33%	4 31%	* 1%	* 8%	- -%	* 8%	- -%	* 1%	- -%	* 53%	- -%	- -%
NETS																									
Any price	3 11%	- -%	- -%	- -%	- -%	- -%	- -%	3 11%	* 100%	- -%	3 13%	3 9%	* 19%	* 43%	* 2%	2 19%	1 16%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%

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

Table 49 (continuation)
 <Q4A37> Why do you use Talk Talk as your current calls provider?
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					
	Not Ch calls ange to (a)	Some bile (b)	Some VoIP (c)	Some text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	24	7	3	1	-	1
Total	32	19	1	*	-	*
Good/better deal overall	22 69%	15 76%	* 65%	* 100%	- -%	* 100%
Quality of customer service/ account management	7 22%	7 37%	- -%	- -%	- -%	- -%
Reliable service	7 22%	7 37%	- -%	- -%	- -%	- -%
Price of overall calls package	3 11%	2 13%	- -%	- -%	- -%	- -%
Historical reasons/ always used them	1 4%	- -%	* 35%	- -%	- -%	- -%
Other suppliers are more expensive	1 2%	- -%	- -%	- -%	- -%	- -%
Other (WRITE IN)	5 15%	- -%	- -%	* 100%	- -%	- -%
NETS						

Any price	3 11%	2 13%	- -%	- -%	- -%	- -%

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

Table 50
 <Q4A45> Why do you use Unicom / Universal Utilities as your current calls provider?
 by Crossbreak
 Base: All respondents

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (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)		
Unweighted row	17	4	9	4	3	1	14	3	-	9	5	3	-	-	-	-	1	3	2	1	-	8	1	1
Total	25	11	21	3	1	*	20	4	-	17	7	1	-	-	-	-	*	6	5	*	-	13	*	*
Good/better deal overall	21 84%	11 100%	17 81%	3 100%	1 100%	*	20 100%	* 10%	- -	17 100%	3 45%	1 100%	- -	- -	- -	- -	* 100%	2 35%	5 100%	* 100%	- -	13 100%	* 100%	* 100%
Well-known and trusted brand	4 16%	- -	4 19%	- -	- -	- -	4 90%	- -	- -	4 55%	- -	- -	- -	- -	- -	- -	4 65%	- -	- -	- -	- -	- -	- -	- -
Price of overall calls package	3 11%	- -	1 6%	1 32%	* 61%	- -	2 11%	* 10%	- -	1 7%	1 15%	* 61%	- -	- -	- -	- -	* 100%	2 35%	- -	* 100%	- -	* 2%	- -	- -
Historical reasons/ always used them	* 2%	- -	- -	* 5%	* 47%	- -	* 1%	* 7%	- -	- -	* 2%	* 47%	- -	- -	- -	- -	* 100%	- -	- -	- -	- -	* 1%	- -	- -
Quality of customer service/ account management	* 1%	- -	- -	* 5%	- -	- -	* 1%	- -	- -	- -	* 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 1%	- -	- -
Other (WRITE IN)	* 1%	- -	* 1%	- -	- -	- -	* 1%	- -	- -	* 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 2%	- -	- -
NETS	----																							
Any price	3 11%	- -	1 6%	1 32%	* 61%	- -	2 11%	* 10%	- -	1 7%	1 15%	* 61%	- -	- -	- -	- -	* 100%	2 35%	- -	* 100%	- -	* 2%	- -	- -

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

Table 50 (continuation)
 <Q4A45> Why do you use Unicom / Universal Utilities as your current calls provider?
 by Crossbreak
 Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo rks/Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	17	-	2	2	-	-	3	2	1	-	10	2	3	2	-	17
Total	25	-	5	8	-	-	3	5	2	-	22	1	1	*	-	25
Good/better deal overall	21 84%	- -%	5 100%	4 50%	- -%	- -%	3 100%	5 100%	2 100%	- -%	19 83%	1 100%	1 100%	* 100%	- -%	21 84%
Well-known and trusted brand	4 16%	- -%	- -%	4 50%	- -%	- -%	- -%	- -%	- -%	- -%	4 17%	- -%	- -%	- -%	- -%	4 16%
Price of overall calls package	3 11%	- -%	- -%	- -%	- -%	- -%	* 11%	1 19%	- -%	- -%	1 6%	- -%	1 77%	* 100%	- -%	3 11%
Historical reasons/ always used them	* 2%	- -%	- -%	- -%	- -%	- -%	* 11%	- -%	- -%	- -%	* 1%	* 27%	- -%	- -%	- -%	* 2%
Quality of customer service/ account management	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 27%	- -%	- -%	- -%	* 1%
Other (WRITE IN)	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 72%	- -%	* 1%
NETS																
Any price	3 11%	- -%	- -%	- -%	- -%	- -%	* 11%	1 19%	- -%	- -%	1 6%	- -%	1 77%	* 100%	- -%	3 11%

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

Table 50 (continuation)
 <Q4A45> Why do you use Unicom / Universal Utilities as your current calls provider?
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED										HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobile phones (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)
Unweighted row	17	17	-	-	-	-	17	8	3	8	13	5	-	-	-	1	-	1	3	9	4	17	-	-	-	-	-
Total	25	25	-	-	-	-	25	13	4	13	14	9	-	-	-	*	-	2	7	11	11	25	-	-	-	-	-
Good/better deal overall	21 84%	21 84%	- -%	- -%	- -%	- -%	21 84%	10 71%	4 100%	10 71%	10 72%	5 54%	- -%	- -%	- -%	* 100%	- -%	2 100%	7 100%	11 100%	11 100%	21 84%	- -%	- -%	- -%	- -%	- -%
Well-known and trusted brand	4 16%	4 16%	- -%	- -%	- -%	- -%	4 16%	4 29%	- -%	4 29%	4 28%	4 46%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 16%	- -%	- -%	- -%	- -%	- -%
Price of overall calls package	3 11%	3 11%	- -%	- -%	- -%	- -%	3 11%	1 9%	1 30%	1 9%	3 20%	2 24%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 14%	- -%	3 11%	- -%	- -%	- -%	- -%	- -%
Historical reasons/ always used them	* 2%	* 2%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	* 4%	* 1%	* 2%	- -%	- -%	- -%	- -%	- -%
Quality of customer service/ account management	* 1%	* 1%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	* 1%	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%
Other (WRITE IN)	* 1%	* 1%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%
NETS																											

Any price	3 11%	3 11%	- -%	- -%	- -%	- -%	3 11%	1 9%	1 30%	1 9%	3 20%	2 24%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 14%	- -%	3 11%	- -%	- -%	- -%	- -%	- -%

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

Table 50 (continuation)
 <Q4A45> Why do you use Unicom / Universal Utilities as your current calls provider?
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	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 ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	17	-	-	-	-	3	13	-	-	9	12	2	3	4	7	6	-	-	-	8	1	1	1	1	
Total	25	-	-	-	-	3	22	-	-	11	18	5	2	4	12	9	-	-	-	15	*	*	*	*	
Good/better deal overall	21 84%	- -%	- -%	- -%	- -%	3 100%	18 82%	- -%	- -%	7 63%	14 79%	5 100%	2 100%	4 100%	12 100%	6 58%	- -%	- -%	- -%	11 73%	* 100%	* 100%	* 100%	* 100%	
Well-known and trusted brand	4 16%	- -%	- -%	- -%	- -%	- -%	4 18%	- -%	- -%	4 37%	4 21%	- -%	- -%	- -%	- -%	4 42%	- -%	- -%	- -%	4 27%	- -%	- -%	- -%	- -%	
Price of overall calls package	3 11%	- -%	- -%	- -%	- -%	* 3%	2 11%	- -%	- -%	2 17%	2 9%	- -%	1 62%	1 30%	1 5%	1 11%	- -%	- -%	- -%	1 9%	- -%	- -%	- -%	* 100%	
Historical reasons/ always used them	* 2%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* 3%	* 3%	- -%	- -%	* 4%	* 3%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	
Quality of customer service/ account management	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Other (WRITE IN)	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* 2%	* 1%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	
NETS																									

Any price	3 11%	- -%	- -%	- -%	- -%	* 3%	2 11%	- -%	- -%	2 17%	2 9%	- -%	1 62%	1 30%	1 5%	1 11%	- -%	- -%	- -%	1 9%	- -%	- -%	- -%	* 100%	

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

Table 50 (continuation)
 <Q4A45> Why do you use Unicom / Universal Utilities as your current calls provider?
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					
	Not Ch calls ange to mo (a)	Some bile (b)	Some VoIP (c)	Some calls to text/ on line (d)	Ca ncel to MFL (e)	
Unweighted row	17	9	2	-	-	1
Total	25	21	*	-	-	*
Good/better deal overall	21 84%	17 81%	* 100%	- -%	- -%	* 100%
Well-known and trusted brand	4 16%	4 19%	- -%	- -%	- -%	- -%
Price of overall calls package	3 11%	1 5%	* 100%	- -%	- -%	* 100%
Historical reasons/ always used them	* 2%	- -%	- -%	- -%	- -%	- -%
Quality of customer service/ account management	* 1%	- -%	- -%	- -%	- -%	- -%
Other (WRITE IN)	* 1%	- -%	* 72%	- -%	- -%	* 100%
NETS						

Any price	3 11%	1 5%	* 100%	- -%	- -%	* 100%

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

Table 51
 <Q4A48> Why do you use Virgin Media (NTL/ Telewest) as your current calls provider?
 by Crossbreak
 Base: All respondents

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 to 4 (a)	1 to 9 (b)	5 to 249 (c)	10 to 49 (d)	50 to 249 (e)	1 to 5 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m to £25m (e)	£25m+ (f)	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)	
Unweighted row	14	4	8	3	-	3	10	3	1	7	3	1	1	1	-	-	-	5	1	1	-	4	-	3
Total	21	10	20	1	-	*	17	5	*	15	2	*	*	*	-	-	-	11	*	*	-	9	-	*
Good/better deal overall	15 68%	5 48%	14 70%	* 35%	- -	* 64%	10 59%	5 100%	* 100%	9 64%	* 20%	* 100%	- -	* 100%	- -	- -	- -	5 45%	- -	- -	- -	9 100%	- -	* 80%
Price of overall calls package	5 23%	5 48%	5 23%	* 35%	- -	- -	5 30%	- -	- -	5 31%	* 20%	- -	- -	- -	- -	- -	- -	5 45%	- -	- -	- -	- -	- -	- -
Historical reasons/ always used them	5 23%	- -	5 23%	* 35%	- -	- -	5 30%	- -	- -	5 31%	* 20%	- -	- -	- -	- -	- -	- -	5 45%	- -	- -	- -	- -	- -	- -
Friends and family use them	1 7%	- -	1 5%	* 38%	- -	- -	1 9%	- -	- -	- -	1 80%	- -	- -	- -	- -	- -	- -	1 13%	- -	- -	- -	- -	- -	- -
Too much hassle to change	* 2%	* 4%	* 2%	- -	- -	- -	* 2%	- -	- -	* 3%	- -	- -	- -	- -	- -	- -	- -	- -	* 100%	- -	- -	- -	- -	- -
Quality of customer service/ account management	* 2%	- -	- -	* 35%	- -	- -	* 2%	- -	- -	- -	* 20%	- -	- -	- -	- -	- -	- -	* 3%	- -	- -	- -	- -	- -	- -
Other suppliers are more expensive	* 1%	- -	* 1%	- -	- -	- -	- -	* 6%	- -	* 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 60%
Price of calls to mobile phones	* *%	- -	- -	- -	- -	* 36%	* *%	- -	- -	- -	- -	- -	* 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 20%
Reliable service	* *%	- -	- -	- -	- -	* 36%	* *%	- -	- -	- -	- -	- -	* 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 20%
Other (WRITE IN)	* 1%	- -	- -	* 27%	- -	- -	* 2%	- -	- -	* 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 100%	- -	- -	- -	- -

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

Table 51 (continuation)
 <Q4A48> Why do you use Virgin Media (NTL/ Telewest) as your current calls provider?
 by Crossbreak
 Base: All respondents

Total	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Pr mary ind ustry (a)	Man ufacturing (b)	Co nstruction (c)	Whole sale/ retail 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	14	4	8	3	-	3	10	3	1	7	3	1	1	1	-	-	-	5	1	1	-	4	-	3
Total	21	10	20	1	-	*	17	5	*	15	2	*	*	*	-	-	-	11	*	*	-	9	-	*
NETS																								

Any price	5 24%	5 48%	5 23%	* 35%	- -%	* 36%	5 30%	- -%	- -%	5 31%	* 20%	- -%	* 100%	- -%	- -%	- -%	- -%	5 45%	- -%	- -%	- -%	- -%	- -%	* 20%

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

Table 51 (continuation)
 <Q4A48> Why do you use Virgin Media (NTL/ Telewest) as your current calls provider?
 by Crossbreak
 Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	14	1	-	1	-	-	1	1	3	1	8	2	3	1	7	7
Total	21	*	-	*	-	-	*	4	14	*	19	1	1	*	12	10
Good/better deal overall	15 68%	- -%	- -%	* 100%	- -%	- -%	* 100%	4 100%	9 67%	- -%	14 73%	* 50%	* 4%	* 100%	5 46%	9 95%
Price of overall calls package	5 23%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	5 33%	- -%	5 26%	- -%	- -%	- -%	5 42%	- -%
Historical reasons/ always used them	5 23%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	5 33%	- -%	5 26%	- -%	- -%	- -%	* 3%	5 48%
Friends and family use them	1 7%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	1 76%	- -%	1 9%	* 4%
Too much hassle to change	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 50%	- -%	- -%	* 3%	- -%
Quality of customer service/ account management	* 2%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	* 3%	- -%
Other suppliers are more expensive	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	* 3%
Price of calls to mobile phones	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	* *%	- -%	- -%	- -%	- -%	* 1%
Reliable service	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	* *%	- -%	- -%	- -%	- -%	* 1%
Other (WRITE IN)	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 20%	- -%	* 2%	- -%

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

Table 51 (continuation)
 <Q4A48> Why do you use Virgin Media (NTL/ Telewest) as your current calls provider?
 by Crossbreak
 Base: All respondents

Total	LOCATION													OFFICE LOCATION		
	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)
Unweighted row	14	1	-	1	-	-	1	1	3	1	8	2	3	1	7	7
Total	21	*	-	*	-	-	*	4	14	*	19	1	1	*	12	10
NETS																

Any price	5	-	-	-	-	-	*	-	5	*	5	-	-	-	5	*
	24%	-%	-%	-%	-%	-%	100%	-%	33%	100%	27%	-%	-%	-%	42%	1%

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

Table 51 (continuation)
 <Q4A48> Why do you use Virgin Media (NTL/ Telewest) as your current calls provider?
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo (d)	Fixed broadband (e)	Mo bile (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/ Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)
Unweighted row	14	12	-	2	-	2	14	14	3	14	14	4	1	3	3	2	4	2	-	-	-	13	-	2	3	1	-
Total	21	21	-	*	-	*	21	21	5	21	21	5	*	*	*	*	5	*	-	-	-	21	-	*	5	*	-
Good/better deal overall	15 68%	15 68%	- -%	* 43%	- -%	* 43%	15 68%	15 68%	4 98%	15 68%	15 68%	5 91%	* 100%	* 64%	* 64%	* 52%	5 98%	* 24%	- -%	- -%	- -%	15 68%	- -%	* 43%	5 100%	- -%	- -%
Price of overall calls package	5 23%	5 23%	- -%	- -%	- -%	- -%	5 23%	5 23%	- -%	5 23%	5 23%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 23%	- -%	- -%	- -%	- -%	- -%
Historical reasons/ always used them	5 23%	5 23%	- -%	- -%	- -%	- -%	5 23%	5 23%	- -%	5 23%	5 23%	5 89%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 23%	- -%	- -%	- -%	- -%	- -%
Friends and family use them	1 7%	1 7%	- -%	- -%	- -%	- -%	1 7%	1 7%	- -%	1 7%	1 7%	* 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 7%	- -%	- -%	- -%	- -%	- -%
Too much hassle to change	* 2%	* 2%	- -%	- -%	- -%	- -%	* 2%	* 2%	- -%	* 2%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%
Quality of customer service/ account management	* 2%	* 2%	- -%	- -%	- -%	- -%	* 2%	* 2%	- -%	* 2%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%
Other suppliers are more expensive	* 1%	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	* 6%	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%
Price of calls to mobile phones	* *%	- -%	- -%	* 57%	- -%	* 57%	* *%	* *%	* 2%	* *%	* *%	* 2%	- -%	* 36%	* 36%	* 48%	* 2%	- -%	- -%	- -%	- -%	* *%	- -%	* 57%	- -%	* 100%	- -%
Reliable service	* *%	- -%	- -%	* 57%	- -%	* 57%	* *%	* *%	* 2%	* *%	* *%	* 2%	- -%	* 36%	* 36%	* 48%	* 2%	- -%	- -%	- -%	- -%	* *%	- -%	* 57%	- -%	* 100%	- -%
Other (WRITE IN)	* 1%	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%

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

Table 51 (continuation)
 <Q4A48> Why do you use Virgin Media (NTL/ Telewest) as your current calls provider?
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo-biles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	14	12	-	2	-	-	2	14	14	3	14	14	4	1	3	3	2	4	2	-	-	-	13	-	2	3	1	-
Total	21	21	-	*	-	-	*	21	21	5	21	21	5	*	*	*	*	5	*	-	-	-	21	-	*	5	*	-
NETS																												

Any price	5	5	-	*	-	-	*	5	5	*	5	5	*	-	*	*	*	*	-	-	-	-	5	-	*	-	*	-
	24%	23%	-%	57%	-%	-%	57%	24%	24%	2%	24%	24%	2%	-%	36%	36%	48%	2%	-%	-%	-%	24%	-%	57%	-%	100%	-%	

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

Table 51 (continuation)
 <Q4A48> Why do you use Virgin Media (NTL/ Telewest) as your current calls provider?
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other re vider (b)	Other pro vider (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some VoIP (c)	Some calls to text/ on line (d)	Ca ncel to MFL (e)	
Unweighted row	14	-	2	2	-	2	-	12	1	-	12	12	2	-	8	3	3	-	4	-	4	2	2	-	-
Total	21	-	5	*	-	*	-	21	*	-	21	21	*	-	12	1	9	-	5	-	10	1	1	-	-
Good/better deal overall	15 68%	- -%	5 100%	* 52%	- -%	* 52%	- -%	15 68%	- -%	- -%	15 69%	15 69%	* 18%	- -%	10 85%	* 53%	4 47%	- -%	5 98%	- -%	5 49%	- -%	* 8%	- -%	- -%
Price of overall calls package	5 23%	- -%	- -%	- -%	- -%	- -%	- -%	5 23%	- -%	- -%	5 24%	5 24%	- -%	- -%	- -%	* 43%	5 52%	- -%	- -%	- -%	5 47%	- -%	- -%	- -%	- -%
Historical reasons/ always used them	5 23%	- -%	- -%	- -%	- -%	- -%	- -%	5 23%	- -%	- -%	5 24%	5 24%	- -%	- -%	5 39%	* 43%	- -%	- -%	- -%	- -%	5 47%	- -%	- -%	- -%	- -%
Friends and family use them	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	1 7%	- -%	- -%	1 5%	1 5%	* 82%	- -%	1 9%	* 47%	- -%	- -%	- -%	- -%	* 4%	1 100%	1 92%	- -%	- -%
Too much hassle to change	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	* 2%	* 2%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Quality of customer service/ account management	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	* 2%	* 2%	- -%	- -%	- -%	* 43%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other suppliers are more expensive	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* 1%	* 1%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%
Price of calls to mobile phones	* *%	- -%	- -%	* 48%	- -%	* 48%	- -%	- -%	* 100%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	* 1%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%
Reliable service	* *%	- -%	- -%	* 48%	- -%	* 48%	- -%	- -%	* 100%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	* 1%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%
Other (WRITE IN)	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* 1%	* 1%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 51 (continuation)
 <Q4A48> Why do you use Virgin Media (NTL/ Telewest) as your current calls provider?
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No pro ducts (a)	1 pr oduct (b)	2 pr oducts (c)	pro ducts (c)	No pro ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	14	-	2	2	-	2	-	12	1	-	12	12	2	-	8	3	3	-	4	-	4	2	2	-	-	
Total	21	-	5	*	-	*	-	21	*	-	21	21	*	-	12	1	9	-	5	-	10	1	1	-	-	
NETS																										

Any price	5	-	-	*	-	*	-	5	*	-	5	5	-	-	-	*	5	-	*	-	5	-	-	-	-	
	24%	-%	-%	48%	-%	48%	-%	23%	100%	-%	24%	24%	-%	-%	-%	43%	53%	-%	2%	-%	47%	-%	-%	-%	-%	

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

Table 51 (continuation)
 <Q4A48> Why do you use Virgin Media (NTL/ Telewest) as your current calls provider?
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO				
	Not Ch calls ange to mo (a)	Some bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)
Unweighted row	14	4	1	1	1
Total	21	10	5	5	5
Good/better deal overall	15 68%	5 51%	5 100%	5 100%	5 100%
Price of overall calls package	5 23%	5 47%	- -%	- -%	- -%
Historical reasons/ always used them	5 23%	5 47%	- -%	- -%	- -%
Friends and family use them	1 7%	- -%	- -%	- -%	- -%
Too much hassle to change	* 2%	- -%	- -%	- -%	- -%
Quality of customer service/ account management	* 2%	- -%	- -%	- -%	- -%
Other suppliers are more expensive	* 1%	- -%	- -%	- -%	- -%
Price of calls to mobile phones	* *%	- -%	- -%	- -%	- -%
Reliable service	* *%	- -%	- -%	- -%	- -%
Other (WRITE IN)	* 1%	* 3%	- -%	- -%	- -%

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

Table 51 (continuation)
 <Q4A48> Why do you use Virgin Media (NTL/ Telewest) as your current calls provider?
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO				
	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)
Unweighted row	14	4	1	1	1
Total	21	10	5	5	5
NETS					
Any price	5 24%	5 47%	- -%	- -%	- -%

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

Table 52
 <Q4A52> Why do you use XLN telecom as your current calls provider?(NL)
 by Crossbreak
 Base: All respondents

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR												
	Total	1 to 4 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (e)	1 to 5 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m to £25m+ (e)	£25m+ (f)	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)		
Unweighted row	19	6	14	2	3	-	14	5	-	9	4	2	-	-	-	1	-	1	1	4	-	9	1	2		
Total	29	17	27	1	1	-	23	6	-	19	1	5	-	-	*	-	2	*	10	-	11	4	1			
Good/better deal overall	14 50%	5 27%	14 50%	* 18%	1 62%	- -	9 39%	6 93%	- -	6 32%	1 62%	5 92%	- -	- -	- -	* 100%	- -	2 100%	* 100%	5 50%	- -	7 59%	- -	- -		
Price of overall calls package	8 26%	- -	7 26%	- -	* 38%	- -	3 11%	5 82%	- -	- -	- -	5 100%	- -	- -	- -	- -	- -	2 100%	- -	5 50%	- -	- -	- -	* 46%		
Quality of customer service/ account management	5 17%	5 29%	5 18%	- -	- -	- -	5 22%	- -	- -	5 24%	- -	- -	- -	- -	- -	- -	- -	- -	- -	5 46%	- -	* 4%	- -	- -		
Well-known and trusted brand	5 17%	5 29%	5 18%	- -	- -	- -	5 22%	- -	- -	5 24%	- -	- -	- -	- -	- -	- -	- -	- -	- -	5 46%	- -	* 4%	- -	- -		
Historical reasons/ always used them	5 16%	4 24%	4 15%	* 82%	- -	- -	5 20%	- -	- -	4 22%	* 38%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 37%	- -	* 54%		
Quality of line / calls	5 16%	5 27%	5 17%	- -	- -	- -	5 20%	- -	- -	5 24%	- -	- -	- -	- -	- -	- -	- -	- -	- -	5 46%	- -	- -	- -	- -		
Other suppliers are more expensive	* 1%	* 2%	* 2%	- -	- -	- -	* 2%	- -	- -	* 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 4%	- -	- -		
Other (WRITE IN)	5 16%	4 23%	5 17%	- -	- -	- -	5 21%	- -	- -	4 23%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 4%	4 100%	* 46%		
NETS																										

Any price	8 26%	- -	7 26%	- -	* 38%	- -	3 11%	5 82%	- -	- -	- -	5 100%	- -	- -	- -	- -	- -	2 100%	- -	5 50%	- -	- -	- -	* 46%		

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

Table 52 (continuation)
 <Q4A52> Why do you use XLN telecom as your current calls provider?(NL)
 by Crossbreak
 Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		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: gland (j)	Wales (k)	Sco tland (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)
Unweighted row	19	-	3	1	-	1	1	-	2	1	9	7	2	1	1	18
Total	29	-	1	4	-	4	2	-	9	4	25	3	1	*	4	25
Good/better deal overall	14 50%	- -%	* 32%	- -%	- -%	- -%	2 100%	- -%	5 50%	4 100%	11 45%	2 71%	1 100%	* 100%	4 100%	11 43%
Price of overall calls package	8 26%	- -%	* 32%	- -%	- -%	- -%	2 100%	- -%	5 50%	- -%	7 29%	* 14%	- -%	- -%	- -%	8 30%
Quality of customer service/ account management	5 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 50%	- -%	5 19%	* 14%	- -%	- -%	- -%	5 20%
Well-known and trusted brand	5 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 50%	- -%	5 19%	* 14%	- -%	- -%	- -%	5 20%
Historical reasons/ always used them	5 16%	- -%	* 36%	- -%	- -%	4 100%	- -%	- -%	- -%	- -%	5 19%	- -%	- -%	- -%	- -%	5 18%
Quality of line / calls	5 16%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 50%	- -%	5 19%	- -%	- -%	- -%	- -%	5 18%
Other suppliers are more expensive	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 14%	- -%	- -%	- -%	* 2%
Other (WRITE IN)	5 16%	- -%	- -%	4 100%	- -%	- -%	- -%	- -%	- -%	- -%	4 16%	1 29%	- -%	- -%	- -%	5 19%
NETS																

Any price	8 26%	- -%	* 32%	- -%	- -%	- -%	2 100%	- -%	5 50%	- -%	7 29%	* 14%	- -%	- -%	- -%	8 30%

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

Table 52 (continuation)
 <Q4A52> Why do you use XLN telecom as your current calls provider?(NL)
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE		
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo (d)	Fixed line (e)	Mo bile (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET (i)	LL/ Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)
Unweighted row	19	19	-	-	-	-	19	8	5	12	12	3	-	-	-	-	3	2	3	7	7	19	-	-	1	2	-
Total	29	29	-	-	-	-	29	11	12	22	17	1	-	-	-	-	5	1	1	7	12	29	-	-	4	1	-
Good/better deal overall	14 50%	14 50%	- -%	- -%	- -%	- -%	14 50%	10 92%	3 26%	12 57%	11 69%	1 66%	- -%	- -%	- -%	- -%	* 2%	* 46%	* 33%	2 30%	3 24%	14 50%	- -%	- -%	- -%	* 18%	- -%
Price of overall calls package	8 26%	8 26%	- -%	- -%	- -%	- -%	8 26%	5 47%	2 19%	7 33%	5 30%	* 34%	- -%	- -%	- -%	- -%	- -%	- -%	* 33%	* 6%	3 21%	8 26%	- -%	- -%	- -%	- -%	- -%
Quality of customer service/ account management	5 17%	5 17%	- -%	- -%	- -%	- -%	5 17%	* 4%	5 40%	5 23%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 37%	5 17%	- -%	- -%	- -%	- -%	- -%
Well-known and trusted brand	5 17%	5 17%	- -%	- -%	- -%	- -%	5 17%	* 4%	5 40%	5 23%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 37%	5 17%	- -%	- -%	- -%	- -%	- -%
Historical reasons/ always used them	5 16%	5 16%	- -%	- -%	- -%	- -%	5 16%	* 4%	- -%	* 2%	5 28%	- -%	- -%	- -%	- -%	- -%	5 98%	* 54%	- -%	4 58%	- -%	5 16%	- -%	- -%	4 100%	* 82%	- -%
Quality of line / calls	5 16%	5 16%	- -%	- -%	- -%	- -%	5 16%	- -%	5 40%	5 21%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 37%	5 16%	- -%	- -%	- -%	- -%	- -%
Other suppliers are more expensive	* 1%	* 1%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 33%	* 6%	* 3%	* 1%	- -%	- -%	- -%	- -%	- -%
Other (WRITE IN)	5 16%	5 16%	- -%	- -%	- -%	- -%	5 16%	- -%	4 34%	4 18%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 67%	1 11%	5 38%	5 16%	- -%	- -%	- -%	- -%	- -%
NETS																											

Any price	8 26%	8 26%	- -%	- -%	- -%	- -%	8 26%	5 47%	2 19%	7 33%	5 30%	* 34%	- -%	- -%	- -%	- -%	- -%	- -%	* 33%	* 6%	3 21%	8 26%	- -%	- -%	- -%	- -%	- -%

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

Table 52 (continuation)
 <Q4A52> Why do you use XLN telecom as your current calls provider?(NL)
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other re calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel to MFL (e)	
Unweighted row	19	-	2	1	-	-	19	-	-	8	17	2	-	6	8	5	-	3	-	9	2	-	2	1	
Total	29	-	4	*	-	-	29	-	-	15	27	1	-	11	8	9	-	5	-	13	1	-	1	*	
Good/better deal overall	14 50%	- -%	* 2%	- -%	- -%	- -%	14 50%	- -%	- -%	11 70%	13 49%	1 72%	- -%	2 21%	3 38%	9 96%	- -%	* 2%	- -%	8 64%	- -%	- -%	1 72%	- -%	
Price of overall calls package	8 26%	- -%	- -%	- -%	- -%	- -%	8 26%	- -%	- -%	5 33%	8 28%	- -%	- -%	3 23%	- -%	5 54%	- -%	- -%	- -%	7 52%	* 47%	- -%	* 28%	* 100%	
Quality of customer service/ account management	5 17%	- -%	- -%	- -%	- -%	- -%	5 17%	- -%	- -%	* 3%	5 18%	- -%	- -%	- -%	5 62%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Well-known and trusted brand	5 17%	- -%	- -%	- -%	- -%	- -%	5 17%	- -%	- -%	* 3%	5 18%	- -%	- -%	- -%	5 62%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Historical reasons/ always used them	5 16%	- -%	4 98%	* 100%	- -%	- -%	5 16%	- -%	- -%	4 27%	5 17%	- -%	- -%	5 41%	- -%	- -%	- -%	5 98%	- -%	5 36%	* 53%	- -%	- -%	- -%	
Quality of line / calls	5 16%	- -%	- -%	- -%	- -%	- -%	5 16%	- -%	- -%	- -%	5 17%	- -%	- -%	- -%	5 57%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Other suppliers are more expensive	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Other (WRITE IN)	5 16%	- -%	- -%	- -%	- -%	- -%	5 16%	- -%	- -%	- -%	4 16%	* 28%	- -%	4 38%	* 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
NETS																									

Any price	8 26%	- -%	- -%	- -%	- -%	- -%	8 26%	- -%	- -%	5 33%	8 28%	- -%	- -%	3 23%	- -%	5 54%	- -%	- -%	- -%	7 52%	* 47%	- -%	* 28%	* 100%	

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

Table 52 (continuation)
 <Q4A52> Why do you use XLN telecom as your current calls provider?(NL)
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					
	Not Ch ange to (a) (b)	Some calls to mo bile (c)	Some calls to VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	19	8	3	-	2	-
Total	29	13	5	-	1	-
Good/better deal overall	14 50%	8 63%	- -%	- -%	1 72%	- -%
Price of overall calls package	8 26%	7 54%	* 9%	- -%	* 28%	- -%
Quality of customer service/ account management	5 17%	- -%	- -%	- -%	- -%	- -%
Well-known and trusted brand	5 17%	- -%	- -%	- -%	- -%	- -%
Historical reasons/ always used them	5 16%	5 37%	* 10%	- -%	- -%	- -%
Quality of line / calls	5 16%	- -%	- -%	- -%	- -%	- -%
Other suppliers are more expensive	* 1%	- -%	- -%	- -%	- -%	- -%
Other (WRITE IN)	5 16%	- -%	4 82%	- -%	- -%	- -%
NETS						

Any price	8 26%	7 54%	* 9%	- -%	* 28%	- -%

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

Table 53
 <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

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	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)	
Unweighted row	94	3	26	21	22	25	72	18	3	21	20	28	14	3	1	1	5	12	16	14	3	25	16	2
Total	76	7	54	11	9	2	69	3	1	28	23	15	2	*	*	*	4	8	19	11	3	21	4	5
Always used them	22 29%	4 64%	17 31%	3 26%	2 25%	* 16%	21 31%	1 26%	- -	8 30%	7 28%	3 17%	* 41%	- 14%	* 22%	- 45%	- 100%	* 1%	12 18%	4 34%	* 14%	3 15%	1 30%	- -
Good/better deal overall	18 24%	- -	13 25%	2 20%	2 23%	* 15%	18 26%	* 4%	- -	5 17%	9 41%	2 14%	* 22%	- 45%	- -	- -	* 2%	1 9%	2 11%	4 40%	- -	4 20%	2 40%	5 91%
Price of fixed broadband	18 23%	- -	13 24%	3 28%	1 15%	* 12%	15 22%	* 3%	- -	6 20%	6 24%	5 34%	* 4%	- -	* 100%	- -	2 69%	5 63%	4 19%	1 12%	- -	5 21%	1 17%	- -
Can't get broadband from voice call supplier	3 4%	- -	* 1%	- -	3 29%	* 4%	1 2%	1 26%	1 91%	* 1%	- -	2 11%	* 5%	- -	- -	- -	1 26%	- -	1 3%	- -	- -	2 8%	- -	- -
Capacity/speed issues	2 3%	- -	- -	2 15%	1 8%	* 4%	2 3%	* 8%	- -	* *	* 2%	2 10%	* 16%	- -	- -	- -	* 3%	- -	* 2%	1 12%	* 11%	- -	- -	* 9%
Well-known and trusted brand	2 3%	2 32%	2 4%	- -	- -	* 4%	2 3%	* 2%	- -	2 8%	- -	- -	* 3%	- -	- -	- -	- -	- -	2 11%	- -	- -	* *	- -	- -
Price of overall calls package	2 2%	- -	- -	2 14%	* 1%	* 7%	2 3%	* 3%	- -	- -	2 7%	* 1%	* 5%	- -	- -	- -	- -	* 6%	- -	1 13%	- -	- -	- -	- -
Quality of customer service	2 2%	- -	* *	* 1%	1 14%	* 2%	2 2%	- -	* 3%	1 4%	* 2%	* 1%	- -	- -	- -	- -	- -	* 1%	* 1%	- -	- -	1 6%	- -	- -
Prefer to have more than one company	1 1%	- -	* 1%	- -	* 4%	- -	1 1%	- -	- -	- -	1 3%	- -	- -	- -	- -	- -	- -	- -	* 2%	- -	- -	* 2%	- -	- -
Quality of line / calls	1 1%	- -	- -	* 2%	* 4%	* 2%	* 1%	* 9%	- -	- -	- -	* 2%	* 13%	* 25%	- -	* 100%	- -	* 5%	- -	- -	- -	- -	- -	- -
Locked into contracts	* *	- -	- -	* 2%	- -	* 8%	* *	* 2%	- -	- -	- -	* 2%	* 3%	- -	- -	- -	- -	* 2%	* 1%	- -	- -	* *	* 1%	- -

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

Table 53 (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

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Pr mary 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)	Pu blic admin and ser vices (h)	Other (i)	
Unweighted row	94	3	26	21	22	25	72	18	3	21	20	28	14	3	1	1	5	12	16	14	3	25	16	2
Total	76	7	54	11	9	2	69	3	1	28	23	15	2	*	*	*	4	8	19	11	3	21	4	5
Didn't know I could switch my broadband to the same supplier	*	-	-	*	-	-	-	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	3%	-%	-%	-%	11%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	8%	-%
Other (Specify)	8	-	8	*	*	*	8	*	*	7	-	1	*	*	-	-	-	*	-	*	2	5	*	-
	11%	-%	14%	1%	1%	29%	12%	7%	6%	24%	-%	10%	6%	31%	-%	-%	-%	1%	-%	3%	75%	25%	6%	-%
None of the above	2	2	2	-	-	-	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-
	3%	36%	5%	-%	-%	-%	4%	-%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	12%	-%	-%
Net - Price	18	-	13	4	1	*	15	*	-	6	6	5	*	-	*	-	2	6	4	1	-	5	1	-
	24%	-%	24%	32%	16%	18%	22%	6%	-%	20%	26%	35%	10%	-%	100%	-%	69%	69%	19%	13%	-%	21%	17%	-%

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

Table 53 (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	
		NE (a)	NW (b)	Yo rks/Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	94	3	10	3	3	2	8	8	5	4	46	7	21	20	8	86
Total	76	1	17	3	6	5	8	8	11	6	65	2	6	2	11	65
Always used them	22 29%	- -%	3 18%	- -%	- -%	5 100%	4 57%	1 14%	6 50%	1 19%	21 32%	1 37%	* 6%	* 19%	2 22%	20 30%
Good/better deal overall	18 24%	- -%	3 20%	1 48%	6 98%	- -%	* 1%	- -%	- -%	4 61%	15 22%	1 37%	2 35%	* 19%	6 51%	12 19%
Price of fixed broadband	18 23%	* 35%	5 30%	1 52%	- -%	- -%	2 33%	1 12%	6 50%	- -%	16 24%	- -%	2 26%	* 10%	- -%	18 27%
Can't get broadband from voice call supplier	3 4%	- -%	- -%	- -%	- -%	- -%	- -%	2 19%	1 8%	- -%	2 4%	* 18%	* 1%	* 5%	- -%	3 5%
Capacity/speed issues	2 3%	* 31%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	1 19%	2 3%	- -%	* 5%	* 5%	- -%	2 4%
Well-known and trusted brand	2 3%	- -%	- -%	- -%	- -%	- -%	2 29%	- -%	- -%	- -%	2 3%	- -%	- -%	- -%	- -%	2 3%
Price of overall calls package	2 2%	* 35%	- -%	1 48%	- -%	- -%	- -%	* 1%	- -%	- -%	2 3%	- -%	- -%	* 5%	- -%	2 3%
Quality of customer service	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	1 1%	- -%	* 4%	* 25%	- -%	2 3%
Prefer to have more than one company	1 1%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	* %	* 18%	- -%	- -%	* 4%	* %
Quality of line / calls	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	* 7%	- -%	1 1%
Locked into contracts	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 7%	* 2%	* 5%	- -%	* 1%
Didn't know I could switch my broadband to the same supplier	* *%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 3%	- -%

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

Table 53 (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	
	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)
Unweighted row	94	3	10	3	3	2	8	8	5	4	46	7	21	20	8	86
Total	76	1	17	3	6	5	8	8	11	6	65	2	6	2	11	65
Other (Specify)	8	-	2	-	*	-	-	4	*	-	7	*	1	*	3	6
	11%	-%	15%	-%	2%	-%	-%	53%	1%	-%	11%	2%	18%	12%	23%	9%
None of the above	2	-	2	-	-	-	-	-	-	-	2	-	-	-	-	2
	3%	-%	15%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	4%
Net - Price	18	1	5	1	-	-	2	1	6	-	16	-	2	*	-	18
	24%	69%	30%	52%	-%	-%	33%	14%	50%	-%	25%	-%	26%	15%	-%	28%

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

Table 53 (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	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
		Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / Pr (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobile (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different (b)	Both (c)
Unweighted row	94	94	-	-	-	-	94	62	42	71	94	30	19	7	24	8	26	16	-	23	-	94	12	6	6	18	1	
Total	76	76	-	-	-	-	76	50	29	54	76	21	8	2	8	2	16	14	-	22	-	76	3	1	1	14	*	
Always used them	22 29%	22 29%	- -%	- -%	- -%	- -%	22 29%	12 24%	11 36%	14 26%	22 29%	7 35%	2 22%	1 83%	2 21%	2 71%	* *%	6 40%	- -%	8 37%	- -%	22 29%	2 54%	1 83%	- -%	* *%	- -%	
Good/better deal overall	18 24%	18 24%	- -%	- -%	- -%	- -%	18 24%	16 31%	4 14%	16 30%	18 24%	2 9%	2 30%	* 4%	3 30%	- -%	5 34%	* 3%	- -%	2 8%	- -%	18 24%	* 2%	* 4%	* 4%	5 24%	- 36%	
Price of fixed broadband	18 23%	18 23%	- -%	- -%	- -%	- -%	18 23%	13 25%	8 26%	13 23%	18 23%	9 41%	* 5%	* 7%	* 6%	- -%	6 41%	* 2%	- -%	5 22%	- -%	18 23%	* 9%	* 5%	- -%	6 42%	* 100%	
Can't get broadband from voice call supplier	3 4%	3 4%	- -%	- -%	- -%	- -%	3 4%	2 4%	2 8%	2 4%	3 4%	1 7%	* 2%	- -%	* 2%	- -%	2 12%	* 1%	- -%	1 4%	- -%	3 4%	* 3%	- -%	- -%	2 13%	- -%	
Capacity/speed issues	2 3%	2 3%	- -%	- -%	- -%	- -%	2 3%	2 4%	2 6%	2 4%	2 3%	- -%	* 4%	* 4%	* 4%	* 14%	1 5%	1 6%	- -%	* 2%	- -%	2 3%	* 10%	* 4%	- -%	1 6%	- -%	
Well-known and trusted brand	2 3%	2 3%	- -%	- -%	- -%	- -%	2 3%	2 4%	2 8%	2 4%	2 3%	2 11%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	2 3%	- -%	- -%	- -%	- -%	- -%	- -%
Price of overall calls package	2 2%	2 2%	- -%	- -%	- -%	- -%	2 2%	2 4%	- -%	2 3%	2 2%	2 8%	- -%	- -%	- -%	* 4%	1 8%	- -%	- -%	- -%	- -%	2 2%	- -%	- -%	- -%	1 9%	- -%	
Quality of customer service	2 2%	2 2%	- -%	- -%	- -%	- -%	2 2%	1 1%	* *%	1 1%	2 2%	* 1%	* 3%	- -%	* 3%	- -%	1 4%	- -%	- -%	1 4%	- -%	2 2%	* 8%	- -%	* 24%	* 2%	- -%	
Prefer to have more than one company	1 1%	1 1%	- -%	- -%	- -%	- -%	1 1%	1 1%	- -%	1 1%	1 1%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	
Quality of line / calls	1 1%	1 1%	- -%	- -%	- -%	- -%	1 1%	1 1%	* 1%	1 1%	1 1%	* 2%	* 4%	- -%	* 3%	- -%	* 2%	- -%	- -%	- -%	- -%	1 1%	* 8%	- -%	* 24%	* *%	- -%	
Locked into contracts	* *%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	* 1%	* 1%	* *%	- -%	- -%	* 4%	* 1%	* 3%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* 4%	- -%	* *%	- -%	

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

Table 53 (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	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobile (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/ Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	94	94	-	-	-	-	94	62	42	71	94	30	19	7	24	8	26	16	-	23	-	94	12	6	6	18	1	
Total	76	76	-	-	-	-	76	50	29	54	76	21	8	2	8	2	16	14	-	22	-	76	3	1	1	14	*	
Didn't know I could switch my broadband to the same supplier	* *%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
Other (Specify)	8 11%	8 11%	- -%	- -%	- -%	- -%	8 11%	4 8%	3 10%	4 7%	8 11%	* 1%	3 32%	- -%	3 32%	* 5%	* 3%	5 31%	- -%	4 20%	- -%	8 11%	* 7%	- -%	* 27%	* 1%	- -%	
None of the above	2 3%	2 3%	- -%	- -%	- -%	- -%	2 3%	- -%	- -%	- -%	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	2 17%	- -%	2 11%	- -%	2 3%	- -%	- -%	- -%	- -%	- -%	
Net - Price	18 24%	18 24%	- -%	- -%	- -%	- -%	18 24%	13 26%	8 26%	13 25%	18 24%	9 43%	* 5%	* 7%	* 6%	* 4%	6 41%	* 2%	- -%	5 22%	- -%	18 24%	* 9%	* 5%	- -%	6 42%	* 100%	

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

Table 53 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	94	5	7	11	2	15	14	63	7	2	15	72	20	2	32	39	23	2	23	-	36	12	8	6	2
Total	76	6	1	7	1	11	9	54	1	*	7	59	14	2	22	33	21	1	15	-	35	9	3	3	1
Always used them	22 29%	- -%	- -%	* *%	- -%	5 43%	- -%	17 32%	* 10%	- -%	* 4%	21 35%	1 9%	- -%	6 26%	14 43%	2 10%	- -%	* *%	- -%	12 36%	1 15%	1 42%	2 62%	1 97%
Good/better deal overall	18 24%	- -%	* 7%	5 71%	* 11%	1 5%	5 58%	12 22%	* 7%	- -%	3 39%	15 26%	1 10%	1 47%	2 11%	6 19%	9 44%	* 47%	5 34%	- -%	12 35%	- -%	* 9%	1 36%	- -%
Price of fixed broadband	18 23%	6 93%	* 27%	* *%	* 11%	5 42%	- -%	12 23%	- -%	- -%	- -%	13 22%	4 30%	- -%	10 46%	6 19%	1 6%	* 53%	6 40%	- -%	5 13%	4 46%	* 16%	* 1%	- -%
Can't get broadband from voice call supplier	3 4%	- -%	- -%	1 14%	1 89%	1 8%	* 1%	2 4%	* 10%	- -%	* 1%	2 4%	1 5%	- -%	2 8%	1 2%	1 4%	- -%	2 12%	- -%	1 4%	1 11%	1 32%	- -%	- -%
Capacity/speed issues	2 3%	- -%	* 30%	* 6%	- -%	- -%	* 1%	1 2%	* 34%	* 34%	* 1%	1 2%	* 2%	1 53%	* 2%	* *%	2 9%	- -%	1 5%	- -%	1 3%	2 19%	- -%	- -%	- -%
Well-known and trusted brand	2 3%	- -%	- -%	- -%	- -%	- -%	* 1%	2 4%	- -%	- -%	* 1%	2 4%	- -%	- -%	- -%	* *%	2 10%	- -%	- -%	- -%	2 6%	* 1%	- -%	- -%	- -%
Price of overall calls package	2 2%	1 20%	- -%	- -%	- -%	1 11%	* 1%	* 1%	- -%	- -%	* 1%	1 2%	* 3%	- -%	* 1%	2 5%	- -%	- -%	1 8%	- -%	* 1%	2 19%	- -%	- -%	- -%
Quality of customer service	2 2%	* 4%	* 31%	- -%	- -%	- -%	* 4%	1 2%	* 26%	- -%	* 5%	2 3%	* *%	- -%	* 2%	1 4%	* *%	- -%	1 4%	- -%	* *%	* 3%	- -%	- -%	- -%
Prefer to have more than one company	1 1%	- -%	- -%	- -%	- -%	- -%	* 3%	* 1%	- -%	- -%	* 5%	* 1%	* 2%	- -%	- -%	* 1%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Quality of line / calls	1 1%	- -%	- -%	* 4%	- -%	- -%	* 4%	* 1%	- -%	- -%	* 5%	1 1%	- -%	- -%	1 3%	* *%	- -%	- -%	* 2%	- -%	* *%	* 1%	* 1%	* 3%	* 3%
Locked into contracts	* *%	- -%	* 5%	- -%	- -%	- -%	* 1%	* 1%	- -%	- -%	* 1%	* 1%	- -%	- -%	* 1%	* 1%	- -%	- -%	* *%	- -%	* 1%	- -%	- -%	- -%	- -%

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

Table 53 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro re vider and calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	94	5	7	11	2	15	14	63	7	2	15	72	20	2	32	39	23	2	23	-	36	12	8	6	2
Total	76	6	1	7	1	11	9	54	1	*	7	59	14	2	22	33	21	1	15	-	35	9	3	3	1
Didn't know I could switch my broadband to the same supplier	*	-	-	-	-	-	-	*	-	-	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (Specify)	8	*	-	*	-	*	-	8	*	*	*	3	5	-	*	3	6	-	*	-	3	-	*	-	-
	11%	3%	-%	4%	-%	2%	-%	15%	13%	66%	3%	5%	38%	-%	*%	8%	27%	-%	3%	-%	7%	-%	2%	-%	-%
None of the above	2	-	-	-	-	-	2	-	-	-	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	27%	-%	-%	-%	35%	4%	-%	-%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net - Price	18	6	*	*	*	5	*	13	-	-	*	13	5	-	10	7	1	*	6	-	5	4	*	*	-
	24%	93%	27%	*%	11%	42%	1%	24%	-%	-%	1%	23%	33%	-%	47%	20%	6%	53%	40%	-%	14%	51%	16%	1%	-%

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

Table 53 (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	SNNIP CALLS & RENTAL LIKELY TO					
	Not Ch calls ange to mo (a) (b)	Some calls VoIP (c)	Some calls to (d)	Some calls to on line (e)	Ca ncel MFL (e)	
Unweighted row	94	32	12	4	4	5
Total	76	32	9	1	2	2
Always used them	22 29%	9 27%	4 42%	1 90%	1 52%	1 66%
Good/better deal overall	18 24%	14 43%	- -%	- -%	1 45%	* 5%
Price of fixed broadband	18 23%	4 11%	3 33%	* 3%	* 1%	* 27%
Can't get broadband from voice call supplier	3 4%	* 1%	- -%	- -%	- -%	- -%
Capacity/speed issues	2 3%	1 3%	2 19%	- -%	- -%	- -%
Well-known and trusted brand	2 3%	2 7%	* 1%	- -%	- -%	- -%
Price of overall calls package	2 2%	- -%	* 1%	- -%	- -%	- -%
Quality of customer service	2 2%	1 3%	* 3%	- -%	- -%	* 5%
Prefer to have more than one company	1 1%	* 1%	- -%	- -%	- -%	- -%
Quality of line / calls	1 1%	- -%	* *%	* 3%	* 1%	* 7%
Locked into contracts	* *%	* *%	* 1%	- -%	- -%	- -%

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

Table 53 (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	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)		
Unweighted row	94	32	12	4	4	5
Total	76	32	9	1	2	2
Didn't know I could switch my broadband to the same supplier	* *%	- -%	- -%	- -%	- -%	- -%
Other (Specify)	8 11%	3 8%	- -%	* 5%	- -%	- -%
None of the above	2 3%	2 8%	- -%	- -%	- -%	- -%
Net - Price	18 24%	4 11%	3 34%	* 3%	* 1%	* 27%

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

Table 54
 <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

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Transport (e)	Financial services (f)	Other services (g)	Public administration (h)	Other (i)	
Total	13	-	1	4	2	6	12	1	-	1	2	4	4	-	1	-	2	-	3	1	1	2	2	2
Unweighted row	3	-	*	1	1	*	3	*	-	*	1	1	1	-	*	-	*	-	1	*	*	*	*	1
Capacity/speed issues	16%	-%	-%	40%	9%	-%	17%	-%	-%	-%	-%	57%	-%	-%	-%	-%	-%	-%	44%	-%	-%	44%	-%	-%
Price of fixed broadband	15%	-%	-%	43%	-%	9%	16%	-%	-%	100%	-%	35%	-%	-%	100%	-%	100%	-%	-%	-%	100%	-%	-%	-%
Price of overall calls package	5%	-%	-%	17%	-%	-%	6%	-%	-%	-%	27%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	14%
Good/better deal overall	11%	-%	-%	11%	9%	23%	11%	-%	-%	100%	-%	12%	3%	-%	-%	-%	70%	-%	-%	100%	-%	44%	36%	-%
Always used them	26%	-%	100%	-%	-%	68%	22%	100%	-%	-%	73%	8%	20%	-%	-%	-%	-%	-%	56%	-%	-%	56%	64%	-%
Other (Specify)	34%	-%	-%	-%	91%	-%	35%	-%	-%	-%	-%	-%	77%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	86%
Net - Price	21%	-%	-%	60%	-%	9%	22%	-%	-%	100%	27%	35%	-%	-%	100%	-%	100%	-%	-%	-%	100%	-%	-%	14%

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

Table 54 (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		
		NE (a)	NW (b)	Yo rks/Humber (c)	E (d)	Mid W (e)	Mid 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)
Unweighted row	13	-	1	-	2	-	1	-	1	-	5	3	2	3	-	13
Total	3	-	*	-	*	-	*	-	1	-	2	1	*	*	-	3
Capacity/speed issues	*	-	-	-	-	-	*	-	-	-	*	-	-	*	-	*
	16%	-%	-%	-%	-%	-%	100%	-%	-%	-%	22%	-%	-%	42%	-%	16%
Price of fixed broadband	*	-	-	-	-	-	-	-	-	-	-	*	*	*	-	*
	15%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7%	82%	44%	-%	15%
Price of overall calls package	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	*
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	25%	-%	-%	-%	5%
Good/better deal overall	*	-	*	-	-	-	-	-	-	-	*	-	-	*	-	*
	11%	-%	100%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	100%	-%	11%
Always used them	1	-	-	-	*	-	-	-	-	-	*	*	*	-	-	1
	26%	-%	-%	-%	100%	-%	-%	-%	-%	-%	15%	68%	18%	-%	-%	26%
Other (Specify)	1	-	-	-	-	-	-	-	1	-	1	-	-	-	-	1
	34%	-%	-%	-%	-%	-%	-%	-%	100%	-%	58%	-%	-%	-%	-%	34%
Net - Price	1	-	-	-	-	-	-	-	-	-	-	*	*	*	-	1
	21%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	32%	82%	44%	-%	21%

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

Table 54 (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	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard line dline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line dline (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo biles (d)	Fixed broadband (e)	Mo biles (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/ Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	13	-	13	-	-	-	13	11	10	8	12	13	3	13	1	13	2	4	2	-	1	-	11	13	1	1	3	-
Total	3	-	3	-	-	-	3	3	2	2	2	3	1	3	*	3	*	2	1	-	*	-	3	3	*	1	1	-
Capacity/speed issues	*	-	*	-	-	-	*	*	*	*	*	-	*	-	*	-	*	-	-	-	-	-	*	*	-	-	*	-
	16%	-%	16%	-%	-%	-%	16%	18%	21%	19%	19%	16%	-%	16%	-%	16%	-%	22%	-%	-%	-%	18%	16%	-%	-%	51%	-%	
Price of fixed broadband	*	-	*	-	-	-	*	*	*	*	*	-	*	-	*	*	*	-	-	-	-	-	*	*	-	-	*	-
	15%	-%	15%	-%	-%	-%	15%	16%	15%	7%	18%	15%	-%	15%	-%	15%	82%	17%	-%	-%	-%	16%	15%	-%	-%	40%	-%	
Price of overall calls package	*	-	*	-	-	-	*	-	*	*	*	*	*	-	*	-	-	-	-	-	-	-	*	-	-	-	-	-
	5%	-%	5%	-%	-%	-%	5%	-	7%	8%	6%	5%	13%	5%	-	5%	-%	-%	-%	-%	-%	-	5%	-%	-%	-%	-%	
Good/better deal overall	*	-	*	-	-	-	*	*	*	*	*	-	*	*	*	-	-	-	-	-	-	*	*	*	-	-	-	
	11%	-%	11%	-%	-%	-%	11%	12%	9%	9%	13%	11%	-%	11%	100%	11%	-%	-%	-%	-%	-%	12%	11%	100%	-%	-%	-%	
Always used them	1	-	1	-	-	-	1	1	*	*	*	1	*	1	-	1	*	*	*	-	*	-	1	1	-	-	*	-
	26%	-%	26%	-%	-%	-%	26%	25%	8%	13%	13%	26%	10%	26%	-%	26%	18%	4%	6%	-%	100%	-%	25%	26%	-%	-%	9%	-%
Other (Specify)	1	-	1	-	-	-	1	1	1	1	1	1	1	1	-	1	-	1	1	-	-	-	1	1	-	1	-	
	34%	-%	34%	-%	-%	-%	34%	36%	43%	49%	39%	34%	77%	34%	-%	34%	-%	57%	94%	-%	-%	-%	36%	34%	-%	100%	-%	
Net - Price	1	-	1	-	-	-	1	*	*	*	1	1	*	1	-	1	*	*	-	-	-	*	1	-	-	*	-	
	21%	-%	21%	-%	-%	-%	21%	16%	22%	15%	24%	21%	13%	21%	-%	21%	82%	17%	-%	-%	-%	16%	21%	-%	-%	40%	-%	

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

Table 54 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for re ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No pro ducts (a)	1 pr oducts (b)	2 pro ducts (c)	No pro ducts (a)	1 pr oducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	13	-	3	1	-	1	2	10	5	-	1	10	2	1	1	7	5	-	4	-	4	1	-	-	-
Total	3	-	1	1	-	1	*	2	2	-	*	2	1	*	*	2	1	-	2	-	*	*	-	-	-
Capacity/speed issues	*	-	*	-	-	-	-	*	*	-	-	*	-	-	-	-	*	-	*	-	-	*	-	-	-
	16%	-%	51%	-%	-%	-%	-%	27%	30%	-%	-%	23%	-%	-%	-%	-%	52%	-%	22%	-%	-%	100%	-%	-%	-%
Price of fixed broadband	*	-	*	-	-	-	*	*	*	-	-	*	-	*	-	-	*	-	*	-	*	-	-	-	-
	15%	-%	40%	-%	-%	-%	75%	19%	9%	-%	-%	7%	-%	100%	-%	-%	48%	-%	17%	-%	23%	-%	-%	-%	-%
Price of overall calls package	*	-	-	-	-	-	-	*	-	-	-	*	-	-	*	-	-	-	-	-	*	-	-	-	-
	5%	-%	-%	-%	-%	-%	-%	9%	-%	-%	-%	8%	-%	-%	100%	-%	-%	-%	-%	-%	34%	-%	-%	-%	-%
Good/better deal overall	*	-	-	-	-	-	*	*	*	-	-	*	-	-	-	*	*	-	-	-	*	*	-	-	-
	11%	-%	-%	-%	-%	-%	100%	10%	13%	-%	100%	15%	-%	-%	-%	6%	22%	-%	-%	-%	38%	100%	-%	-%	-%
Always used them	1	-	*	-	-	-	-	1	-	-	-	*	1	-	-	1	-	-	*	-	*	-	-	-	-
	26%	-%	9%	-%	-%	-%	-%	42%	-%	-%	-%	9%	100%	-%	-%	41%	-%	-%	4%	-%	27%	-%	-%	-%	-%
Other (Specify)	1	-	-	1	-	1	-	-	1	-	-	1	-	-	-	1	-	-	1	-	-	-	-	-	-
	34%	-%	-%	100%	-%	100%	-%	-%	61%	-%	-%	48%	-%	-%	-%	54%	-%	-%	57%	-%	-%	-%	-%	-%	-%
Net - Price	1	-	*	-	-	-	*	*	*	-	-	*	-	*	*	-	*	-	*	-	*	-	-	-	-
	21%	-%	40%	-%	-%	-%	75%	28%	9%	-%	-%	15%	-%	100%	100%	-%	48%	-%	17%	-%	57%	-%	-%	-%	-%

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

Table 54 (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	SNNIP CALLS & RENTAL LIKELY TO					
	Not Ch ange (a) (b)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	13	6	-	1	1	-
Total	3	1	-	*	*	-
Capacity/speed issues	* 16%	- -%	- -%	- -%	- -%	- -%
Price of fixed broadband	* 15%	* 55%	- -%	- -%	- -%	- -%
Price of overall calls package	* 5%	* 20%	- -%	- -%	- -%	- -%
Good/better deal overall	* 11%	* 22%	- -%	- -%	- -%	- -%
Always used them	1 26%	* 16%	- -%	* 100%	* 100%	- -%
Other (Specify)	1 34%	- -%	- -%	- -%	- -%	- -%
Net - Price	1 21%	1 75%	- -%	- -%	- -%	- -%

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

Table 55
 <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

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 to 4 (a)	1 to 9 (b)	5 to 249 (c)	10 to 49 (d)	50 to 249 (e)	1 to 5 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m to £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Financial (e)	Other services (f)	Public administration (g)	Other (h)		
Unweighted row	15	-	-	1	2	12	6	6	3	-	-	6	2	2	4	2	2	2	-	-	-	7	1	1
Total	3	-	-	1	1	1	2	*	*	-	-	1	*	*	1	*	1	*	-	-	-	1	*	*
Didn't know I could switch my broadband to the same supplier	* 1%	-	-	-	-	* 5%	-	* 9%	-	-	-	* 7%	-	-	-	-	-	* 23%	-	-	-	-	-	-
Price of fixed broadband	1 51%	-	-	1 100%	-	* 57%	1 48%	* 55%	* 80%	-	-	* 24%	* 100%	* 28%	* 7%	* 55%	-	* 77%	-	-	-	1 86%	* 100%	-
Price of overall calls package	1 37%	-	-	1 100%	-	-	1 46%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 72%	-	-
Good/better deal overall	1 36%	-	-	-	1 75%	* 29%	1 35%	* 37%	* 38%	-	-	* 7%	* 61%	-	1 92%	-	1 95%	* 100%	-	-	-	-	* 100%	-
Well-known and trusted brand	* 15%	-	-	-	* 25%	* 20%	14% 27%	* 27%	-	-	-	* 51%	-	* 72%	* 5%	-	* 5%	-	-	-	-	* 8%	-	* 100%
Always used them	* 2%	-	-	-	-	* 9%	* 3%	-	-	-	-	* 12%	-	-	-	-	-	-	-	-	-	* 4%	-	-
Locked into contracts	* 1%	-	-	-	-	* 5%	-	* 9%	-	-	-	* 7%	-	-	-	-	-	-	-	-	-	* 2%	-	-
Other (Specify)	* 1%	-	-	-	-	* 5%	-	* 20%	-	-	-	-	-	* 4%	* 45%	-	-	-	-	-	-	-	-	-
None of the above	* 2%	-	-	-	-	* 9%	* 3%	-	-	-	-	* 12%	-	-	-	-	-	-	-	-	-	* 4%	-	-
Net - Price	1 51%	-	-	1 100%	-	* 57%	1 48%	* 55%	* 80%	-	-	* 24%	* 100%	* 28%	* 7%	* 55%	-	* 77%	-	-	-	1 86%	* 100%	-

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

Table 55 (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		
		NE (a)	NW (b)	Yo rks/Humber (c)	E (d)	Mid (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: Wales (k)	Sco tland (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)
Unweighted row	15	1	-	-	-	-	1	3	1	-	6	2	4	3	-	15
Total	3	*	-	-	-	-	*	2	*	-	2	*	*	*	-	3
Didn't know I could switch my broadband to the same supplier	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 33%	- -%	* 1%
Price of fixed broadband	1 51%	* 100%	- -%	- -%	- -%	- -%	* 100%	1 53%	* 100%	- -%	1 59%	* 50%	* 28%	- -%	- -%	1 51%
Price of overall calls package	1 37%	- -%	- -%	- -%	- -%	- -%	- -%	1 53%	- -%	- -%	1 47%	- -%	- -%	- -%	- -%	1 37%
Good/better deal overall	1 36%	- -%	- -%	- -%	- -%	- -%	* 100%	1 41%	* 100%	- -%	1 45%	- -%	- -%	* 33%	- -%	1 36%
Well-known and trusted brand	* 15%	- -%	- -%	- -%	- -%	- -%	- -%	* 6%	- -%	- -%	* 5%	* 50%	* 58%	- -%	- -%	* 15%
Always used them	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 14%	- -%	- -%	* 2%
Locked into contracts	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 33%	- -%	* 1%
Other (Specify)	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 33%	- -%	* 1%
None of the above	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 14%	- -%	- -%	* 2%
Net - Price	1 51%	* 100%	- -%	- -%	- -%	- -%	* 100%	1 53%	* 100%	- -%	1 59%	* 50%	* 28%	- -%	- -%	1 51%

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

Table 55 (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	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo biles (d)	Fixed broadband (e)	Mo biles (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	15	-	-	15	-	-	15	14	13	10	13	15	8	6	15	15	10	4	1	-	2	-	12	6	15	1	3	-
Total	3	-	-	3	-	-	3	2	3	2	3	3	1	*	3	3	2	1	*	-	*	-	2	*	3	*	1	-
Didn't know I could switch my broadband to the same supplier	*	-	-	*	-	-	*	*	*	*	*	-	-	*	*	*	-	-	-	-	-	-	*	-	*	-	-	-
	1%	-%	-%	1%	-%	-%	1%	2%	1%	1%	1%	1%	-%	-%	1%	1%	2%	-%	-%	-%	-%	-%	2%	-%	1%	-%	-%	-%
Price of fixed broadband	1	-	-	1	-	-	1	1	1	1	1	*	*	1	1	*	-	-	-	*	-	-	1	*	1	-	-	-
	51%	-%	-%	51%	-%	-%	51%	71%	51%	54%	51%	51%	15%	50%	51%	51%	19%	-%	-%	-%	63%	-%	72%	50%	51%	-%	-%	-%
Price of overall calls package	1	-	-	1	-	-	1	1	1	1	1	-	-	1	1	-	-	-	-	-	-	-	1	-	1	-	-	-
	37%	-%	-%	37%	-%	-%	37%	51%	38%	44%	38%	37%	-%	-%	37%	37%	-%	-%	-%	-%	-%	-%	54%	-%	37%	-%	-%	-%
Good/better deal overall	1	-	-	1	-	-	1	*	1	1	1	1	-	1	1	1	-	-	-	-	-	*	-	1	-	1	-	
	36%	-%	-%	36%	-%	-%	36%	11%	37%	43%	37%	36%	73%	-%	36%	36%	64%	66%	-%	-%	-%	11%	-%	36%	-%	85%	-%	
Well-known and trusted brand	*	-	-	*	-	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
	15%	-%	-%	15%	-%	-%	15%	20%	14%	5%	14%	15%	13%	30%	15%	15%	24%	31%	100%	-%	37%	-%	19%	30%	15%	100%	12%	-%
Always used them	*	-	-	*	-	-	*	*	*	-	*	*	*	*	*	*	-	-	-	-	-	-	*	*	*	-	-	-
	2%	-%	-%	2%	-%	-%	2%	3%	2%	-%	2%	2%	5%	18%	2%	2%	-%	-%	-%	-%	-%	-%	3%	18%	2%	-%	-%	-%
Locked into contracts	*	-	-	*	-	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
	1%	-%	-%	1%	-%	-%	1%	2%	1%	1%	1%	1%	3%	10%	1%	1%	2%	-%	-%	-%	-%	-%	2%	10%	1%	-%	-%	-%
Other (Specify)	*	-	-	*	-	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
	1%	-%	-%	1%	-%	-%	1%	2%	1%	1%	1%	1%	3%	10%	1%	1%	2%	3%	-%	-%	-%	-%	2%	10%	1%	-%	4%	-%
None of the above	*	-	-	*	-	-	*	*	*	*	*	-	-	*	*	-	-	-	-	-	-	-	*	-	*	-	-	-
	2%	-%	-%	2%	-%	-%	2%	3%	2%	3%	2%	2%	-%	-%	2%	2%	-%	-%	-%	-%	-%	-%	3%	-%	2%	-%	-%	-%
Net - Price	1	-	-	1	-	-	1	1	1	1	1	*	*	1	1	*	-	-	-	*	-	-	1	*	1	-	-	-
	51%	-%	-%	51%	-%	-%	51%	71%	51%	54%	51%	51%	15%	50%	51%	51%	19%	-%	-%	-%	63%	-%	72%	50%	51%	-%	-%	-%

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

Table 55 (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	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro re and calls (b)	Other vider for ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	15	1	2	1	-	6	-	9	6	1	3	13	1	1	7	4	4	1	3	-	1	-	2	1	1
Total	3	1	*	*	-	*	-	2	*	*	*	3	*	*	2	1	*	*	1	-	*	-	*	*	*
Didn't know I could switch my broadband to the same supplier	*	-	-	-	-	*	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	8%	-%	-%	-%	-%	26%	-%	-%	100%	-%	-%	15%	-%	-%	-%	-%	-%	-%	-%	-%
Price of fixed broadband	1	-	-	-	-	*	-	1	*	-	-	1	*	-	1	*	*	-	-	-	*	-	*	*	*
	51%	-%	-%	-%	-%	43%	-%	53%	53%	-%	-%	51%	100%	-%	72%	11%	85%	-%	-%	-%	100%	-%	55%	100%	100%
Price of overall calls package	1	-	-	-	-	-	-	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-
	37%	-%	-%	-%	-%	-%	-%	43%	-%	-%	-%	38%	-%	-%	65%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good/better deal overall	1	1	-	-	-	*	-	1	*	-	*	1	*	*	-	1	*	-	1	-	-	-	-	-	-
	36%	100%	-%	-%	-%	51%	-%	33%	18%	-%	26%	33%	100%	100%	-%	90%	43%	-%	73%	-%	-%	-%	-%	-%	-%
Well-known and trusted brand	*	-	*	-	-	*	-	*	*	-	-	*	-	-	*	-	-	*	*	-	-	-	-	-	-
	15%	-%	100%	-%	-%	26%	-%	13%	29%	-%	-%	15%	-%	-%	26%	-%	-%	100%	24%	-%	-%	-%	-%	-%	-%
Always used them	*	-	-	-	-	-	-	*	*	-	-	*	-	-	-	-	*	-	-	*	-	-	-	-	-
	2%	-%	-%	-%	-%	-%	-%	3%	17%	-%	-%	2%	-%	-%	-%	-%	27%	-%	-%	-%	100%	-%	-%	-%	-%
Locked into contracts	*	-	-	-	-	-	-	*	*	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	1%	9%	-%	-%	1%	-%	-%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (Specify)	*	-	-	*	-	*	-	-	*	*	*	*	-	-	*	-	-	*	-	-	-	-	*	-	-
	1%	-%	-%	100%	-%	8%	-%	-%	9%	100%	26%	1%	-%	-%	2%	-%	-%	-%	3%	-%	-%	-%	45%	-%	-%
None of the above	*	-	-	-	-	*	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-
	2%	-%	-%	-%	-%	15%	-%	-%	-%	-%	48%	2%	-%	-%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net - Price	1	-	-	-	-	*	-	1	*	-	-	1	*	-	1	*	*	-	-	-	*	-	*	*	*
	51%	-%	-%	-%	-%	43%	-%	53%	53%	-%	-%	51%	100%	-%	72%	11%	85%	-%	-%	-%	100%	-%	55%	100%	100%

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

Table 55 (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	SNNIP CALLS & RENTAL LIKELY TO					
	Not Ch ange (a)	Some bile (b)	Some VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	15	3	-	2	1	2
Total	3	*	-	*	*	*
Didn't know I could switch my broadband to the same supplier	* 1%	- -%	- -%	- -%	- -%	- -%
Price of fixed broadband	1 51%	* 31%	- -%	* 55%	* 100%	* 100%
Price of overall calls package	1 37%	- -%	- -%	- -%	- -%	- -%
Good/better deal overall	1 36%	- -%	- -%	- -%	- -%	- -%
Well-known and trusted brand	* 15%	* 53%	- -%	- -%	- -%	- -%
Always used them	* 2%	* 31%	- -%	- -%	- -%	- -%
Locked into contracts	* 1%	- -%	- -%	- -%	- -%	- -%
Other (Specify)	* 1%	* 17%	- -%	* 45%	- -%	- -%
None of the above	* 2%	- -%	- -%	- -%	- -%	- -%
Net - Price	1 51%	* 31%	- -%	* 55%	* 100%	* 100%

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

Table 56
 <Q4B3> Thinking about your Leased line / private circuit, why do you use a different supplier for your fixed line broadband, rather than use your Leased line / private circuit, supplier for broadband as well?
 by Crossbreak
 Base: All with Leased Lines / Private circuits using a different broadband supplier

Total	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 (b)	5 (c)	10 (d)	50 to 249 (e)	1 (a)	2 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m to £25m+ (e)	£25m+ (f)	Pr mary 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)	Pu blic admin and ser vices (h)	Other (i)	
Unweighted row	4	-	-	-	2	2	-	4	-	-	1	1	-	-	-	-	-	-	-	-	-	3	1	-
Total	2	-	-	-	2	*	-	2	-	-	1	*	-	-	-	-	-	-	-	-	-	1	1	-
Price of fixed broadband	1 49%	- -%	- -%	- -%	1 50%	* 41%	- -%	1 49%	- -%	- -%	1 100%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 91%	- -%	- -%
Always used them	* 9%	- -%	- -%	- -%	* 100%	- -%	* 9%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 16%	- -%	- -%
Other (Specify)	2 91%	- -%	- -%	- -%	2 100%	- -%	2 91%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 84%	1 100%	- -%
Net - Price	1 49%	- -%	- -%	- -%	1 50%	* 41%	- -%	1 49%	- -%	- -%	1 100%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 91%	- -%	- -%

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

Table 56 (continuation)

<Q4B3> Thinking about your Leased line / private circuit, why do you use a different supplier for your fixed line broadband, rather than use your Leased line / private circuit, supplier for broadband as well?

by Crossbreak

Base: All with Leased Lines / Private circuits using a different broadband supplier

Total	LOCATION													OFFICE LOCATION		
	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)
Unweighted row	4	-	-	1	-	-	-	2	-	-	3	-	1	-	-	4
Total	2	-	-	*	-	-	-	2	-	-	2	-	*	-	-	2
Price of fixed broadband	1 49%	- -%	- -%	- -%	- -%	- -%	- -%	1 50%	- -%	- -%	1 47%	- -%	* 100%	- -%	- -%	1 49%
Always used them	* 9%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	* 100%	- -%	- -%	* 9%
Other (Specify)	2 91%	- -%	- -%	- -%	- -%	- -%	- -%	2 100%	- -%	- -%	2 95%	- -%	- -%	- -%	- -%	2 91%
Net - Price	1 49%	- -%	- -%	- -%	- -%	- -%	- -%	1 50%	- -%	- -%	1 47%	- -%	* 100%	- -%	- -%	1 49%

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

Table 56 (continuation)

<Q4B3> Thinking about your Leased line / private circuit, why do you use a different supplier for your fixed line broadband, rather than use your Leased line / private circuit, supplier for broadband as well?
by Crossbreak

Base: All with Leased Lines / Private circuits using a different broadband supplier

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobile (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	4	-	-	-	4	-	4	1	3	3	4	4	2	2	-	2	4	4	3	-	-	-	-	1	-	-	4	-
Total	2	-	-	-	2	-	2	1	2	1	2	2	1	2	-	2	2	2	2	-	-	-	-	1	-	-	2	-
Price of fixed broadband	1 49%	- -%	- -%	- -%	1 49%	- -%	1 49%	- -%	1 47%	* 7%	1 49%	1 49%	1 100%	1 50%	- -%	1 50%	1 49%	1 52%	- -%	- -%	- -%	-	1 100%	- -%	- -%	1 49%	- -%	
Always used them	* 9%	- -%	- -%	- -%	* 9%	- -%	* 9%	- -%	* 5%	* 16%	* 9%	* 9%	* 7%	- -%	- -%	* 9%	* 9%	* 4%	- -%	- -%	- -%	-	- -%	- -%	- -%	* 9%	- -%	
Other (Specify)	2 91%	- -%	- -%	- -%	2 91%	- -%	2 91%	1 100%	2 95%	1 84%	2 91%	2 91%	1 93%	2 100%	- -%	2 100%	2 91%	2 96%	- -%	- -%	- -%	-	1 100%	- -%	- -%	2 91%	- -%	
Net - Price	1 49%	- -%	- -%	- -%	1 49%	- -%	1 49%	- -%	1 47%	* 7%	1 49%	1 49%	1 100%	1 50%	- -%	1 50%	1 49%	1 52%	- -%	- -%	- -%	-	1 100%	- -%	- -%	1 49%	- -%	

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

Table 56 (continuation)

<Q4B3> Thinking about your Leased line / private circuit, why do you use a different supplier for your fixed line broadband, rather than use your Leased line / private circuit, supplier for broadband as well?
by Crossbreak

Base: All with Leased Lines / Private circuits using a different broadband supplier

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No pro ducts (a)	1 pr oduct (b)	2 pr oducts (c)	pro ducts (c)	No pro ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)
Unweighted row	4	-	1	2	1	-	-	4	-	-	-	4	-	-	2	2	-	-	4	-	-	-	-	-	-
Total	2	-	1	*	1	-	-	2	-	-	-	2	-	-	1	1	-	-	2	-	-	-	-	-	-
Price of fixed broadband	1 49%	- -%	1 100%	* 41%	- -%	- -%	1 49%	- -%	- -%	- -%	1 49%	- -%	- -%	* 7%	1 90%	- -%	- -%	1 49%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Always used them	* 9%	- -%	- -%	* 100%	- -%	- -%	* 9%	- -%	- -%	- -%	* 9%	- -%	- -%	* 7%	* 10%	- -%	- -%	* 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (Specify)	2 91%	- -%	1 100%	- -%	1 100%	- -%	- -%	2 91%	- -%	- -%	- -%	2 91%	- -%	- -%	1 93%	1 90%	- -%	- -%	2 91%	- -%	- -%	- -%	- -%	- -%	- -%
Net - Price	1 49%	- -%	1 100%	* 41%	- -%	- -%	1 49%	- -%	- -%	- -%	1 49%	- -%	- -%	* 7%	1 90%	- -%	- -%	1 49%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 56 (continuation)

<Q4B3> Thinking about your Leased line / private circuit, why do you use a different supplier for your fixed line broadband, rather than use your Leased line / private circuit, supplier for broadband as well?
by Crossbreak

Base: All with Leased Lines / Private circuits using a different broadband supplier

Total	SNNIP CALLS & RENTAL LIKELY TO				
	Not Ch calls ange to mo (a) (b)	Some calls VoIP (c)	Some calls to text/ (d)	Some calls on line (e)	Ca ncel MFL (e)
Unweighted row	4	-	-	-	-
Total	2	-	-	-	-
Price of fixed broadband	1 49%	- -%	- -%	- -%	- -%
Always used them	* 9%	- -%	- -%	- -%	- -%
Other (Specify)	2 91%	- -%	- -%	- -%	- -%
Net - Price	1 49%	- -%	- -%	- -%	- -%

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

Table 57
 <Q4b> Summary table - Thinking about your <Main fixed line>, why do you use a different supplier for your fixed line broadband, rather than use your fixed voice calls supplier for broadband as well?
 by Crossbreak
 Base: All using different fixed line supplier to their broadband

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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	126	3	27	26	28	45	90	29	6	22	23	39	20	5	6	3	9	14	19	15	4	37	20	5
Total	83	7	54	13	13	3	74	6	1	28	24	17	3	*	1	*	5	8	20	11	4	24	5	7
Always used them	23 28%	4 64%	17 32%	3 23%	2 18%	1 26%	22 30%	1 20%	- -	8 30%	7 28%	3 17%	1 21%	- -	*	-	*	1 17%	13 64%	4 33%	*	3 15%	1 27%	-
Price of fixed broadband	20 24%	-	13 24%	5 35%	2 17%	1 24%	16 22%	1 21%	*	6 20%	6 26%	6 34%	*	8 15%	*	14%	13%	3 58%	5 63%	4 18%	1 12%	7 8%	1 28%	-
Good/better deal overall	19 23%	-	13 25%	2 18%	3 23%	1 19%	19 26%	*	5%	19 26%	*	5%	5%	5	17%	9	2	14%	1	17%	22%	85%	1	85%
Can't get broadband from voice call supplier	3 4%	-	* 1%	-	3 20%	* 2%	1 2%	1 16%	1 78%	*	-	2 10%	*	-	-	-	1 21%	-	1 3%	-	-	2 7%	-	-
Price of overall calls package	3 4%	-	-	3 21%	* 1%	* 4%	3 4%	* 2%	-	-	2 7%	* 1%	* 3%	-	-	-	-	* 6%	-	1 13%	-	1 4%	-	* 2%
Capacity/speed issues	3 4%	-	-	2 16%	1 6%	* 2%	3 4%	* 5%	-	* 4%	* 2%	2 12%	* 9%	-	-	-	* 2%	-	1 3%	1 12%	* 10%	* 4%	-	* 7%
Well-known and trusted brand	3 3%	2 32%	2 4%	-	* 2%	* 7%	2 3%	* 3%	-	2 8%	-	* 2%	* 2%	* 37%	* 4%	-	* 1%	-	2 11%	-	-	* 1%	-	* 4%
Quality of customer service	2 2%	-	* 1%	* 1%	1 10%	* 1%	2 2%	-	* 3%	1 4%	* 1%	* 1%	-	-	-	-	-	* 1%	* 1%	-	-	1 6%	-	-
Prefer to have more than one company	1 1%	-	* 1%	-	* 3%	-	1 1%	-	-	-	1 3%	-	-	-	-	-	-	-	* 2%	-	-	* 1%	-	-
Quality of line / calls	1 1%	-	-	* 2%	* 3%	* 1%	* 1%	* 5%	-	-	-	* 2%	* 8%	* 12%	-	77%	-	* 5%	-	-	-	-	-	-
Locked into contracts	* *%	-	-	* 2%	-	* 5%	* *%	* 2%	-	-	-	* 2%	* 2%	-	-	-	-	* 2%	* 1%	-	-	* *%	* 1%	-

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

Table 57 (continuation)
 <Q4b> Summary table - Thinking about your <Main fixed line>, why do you use a different supplier for your fixed line broadband, rather than use your fixed voice calls supplier for broadband as well?
 by Crossbreak
 Base: All using different fixed line supplier to their broadband

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Pr mary ind ustry (a)	Man ufacturing (b)	Co nstruction (c)	Whole sale/ Retail (d)	Re tail (e)	Finan cial services (f)	Other services (g)	Pu blic admin istration and ser vices (h)	Other (i)	
Total	126	3	27	26	28	45	90	29	6	22	23	39	20	5	6	3	9	14	19	15	4	37	20	5
Unweighted row	83	7	54	13	13	3	74	6	1	28	24	17	3	*	1	*	5	8	20	11	4	24	5	7
Didn't know I could switch my broadband to the same supplier	*	-	-	*	-	*	-	*	-	*	-	*	-	-	-	-	-	*	-	-	-	-	*	-
	*%	-%	-%	3%	-%	1%	-%	7%	-%	1%	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	7%	-%
Other	11	-	8	*	3	1	9	2	*	7	1	1	1	*	*	*	-	*	-	*	2	6	1	1
	13%	-%	14%	1%	20%	17%	12%	32%	8%	24%	3%	9%	31%	15%	3%	10%	-%	1%	-%	3%	69%	26%	19%	14%
None of the above	3	2	2	-	-	*	3	-	-	2	-	*	-	-	-	-	-	-	-	-	-	3	-	-
	3%	36%	5%	-%	-%	2%	3%	-%	-%	9%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%	-%
Net - Price	21	-	13	5	2	1	17	1	*	6	7	6	*	*	*	*	3	6	4	1	*	7	1	*
	25%	-%	24%	39%	18%	28%	23%	22%	11%	20%	28%	35%	11%	15%	14%	13%	58%	69%	18%	13%	8%	28%	15%	2%

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

Table 57 (continuation)
 <Q4b> Summary table - Thinking about your <Main fixed line>, why do you use a different supplier for your fixed line broadband, rather than use your fixed voice calls supplier for broadband as well?
 by Crossbreak
 Base: All using different fixed line supplier to their broadband

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	126	4	11	4	5	2	10	13	7	4	60	12	28	26	8	118
Total	83	1	17	3	6	5	8	12	12	6	70	3	7	2	11	72
Always used them	23 28%	- -%	3 18%	* 3%	* 4%	5 100%	4 54%	1 10%	6 45%	1 19%	21 30%	1 42%	1 8%	* 17%	2 22%	21 29%
Price of fixed broadband	20 24%	* 39%	5 30%	1 50%	- -	- -	3 32%	3 24%	6 46%	- -	18 25%	* -	2 29%	* 13%	- -	20 28%
Good/better deal overall	19 23%	- -	3 21%	1 47%	6 94%	- -	* 2%	1 7%	* 1%	4 61%	16 22%	1 28%	2 31%	1 28%	6 51%	14 19%
Can't get broadband from voice call supplier	3 4%	- -	- -	- -	- -	- -	- -	2 13%	1 8%	- -	2 4%	* 14%	* 1%	* 4%	- -	3 4%
Price of overall calls package	3 4%	* 33%	- -	1 47%	- -	- -	- -	1 10%	- -	- -	3 4%	* 5%	- -	* 4%	- -	3 4%
Capacity/speed issues	3 4%	* 29%	* 3%	- -	- -	- -	* 5%	- -	- -	1 19%	2 3%	- -	* 4%	* 8%	- -	3 4%
Well-known and trusted brand	3 3%	- -	- -	- -	- -	- -	2 28%	* 1%	- -	- -	2 3%	* 1%	* 4%	- -	- -	3 4%
Quality of customer service	2 2%	- -	- -	- -	- -	- -	- -	- -	1 8%	- -	1 1%	- -	* 4%	* 21%	- -	2 2%
Prefer to have more than one company	1 1%	- -	- -	- -	- -	- -	* 4%	- -	- -	- -	* -	* 14%	- -	- -	* 4%	* %
Quality of line / calls	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 7%	* 6%	- -	1 1%
Locked into contracts	* *%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 5%	* 2%	* 6%	- -	* 1%
Didn't know I could switch my broadband to the same supplier	* *%	- -	- -	- -	- -	- -	* 5%	- -	- -	- -	* 1%	- -	- -	* 1%	* 3%	* *%

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

Table 57 (continuation)

<Q4b> Summary table - Thinking about your <Main fixed line>, why do you use a different supplier for your fixed line broadband, rather than use your fixed voice calls supplier for broadband as well?
by Crossbreak

Base: All using different fixed line supplier to their broadband

	LOCATION														OFFICE LOCATION	
	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)
Unweighted row	126	4	11	4	5	2	10	13	7	4	60	12	28	26	8	118
Total	83	1	17	3	6	5	8	12	12	6	70	3	7	2	11	72
Other	11	-	2	-	*	-	-	6	1	-	9	*	1	*	3	8
	13%	-%	15%	-%	2%	-%	-%	51%	9%	-%	13%	1%	16%	12%	23%	12%
None of the above	3	-	2	-	-	-	-	-	-	-	2	-	*	-	-	3
	3%	-%	15%	-%	-%	-%	-%	-%	-%	-%	3%	-%	1%	-%	-%	3%
Net - Price	21	1	5	1	-	-	3	3	6	-	18	*	2	*	-	21
	25%	71%	30%	50%	-%	-%	32%	25%	46%	-%	26%	8%	29%	17%	-%	29%

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

Table 57 (continuation)
 <Q4b> Summary table - Thinking about your <Main fixed line>, why do you use a different supplier for your fixed line/broadband, rather than use your fixed voice calls supplier for broadband as well?
 by Crossbreak
 Base: All using different fixed line supplier to their broadband

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo-biles (d)	Fixed broadband (e)	Mo-bile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo-bile (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	126	94	13	15	4	-	32	120	88	63	100	126	43	40	23	54	24	38	22	-	26	-	117	32	22	8	28	1
Total	83	76	3	3	2	-	7	81	57	34	61	83	24	13	4	16	6	20	17	-	22	-	80	7	4	2	18	*
Always used them	23 28%	22 29%	1 26%	* 2%	* 9%	- %	1 13%	23 28%	12 21%	11 32%	15 24%	23 28%	7 31%	3 20%	1 30%	3 17%	2 32%	* 1%	6 34%	- %	8 38%	- %	23 29%	3 36%	1 30%	- %	* 1%	- %
Price of fixed broadband	20 24%	18 23%	* 15%	1 51%	1 49%	- %	3 37%	19 24%	15 27%	9 26%	15 25%	20 24%	10 40%	2 14%	2 35%	3 20%	1 24%	8 37%	1 7%	- %	5 22%	- %	19 24%	2 23%	1 35%	- %	7 40%	* 100%
Good/better deal overall	19 23%	18 24%	* 11%	1 36%	- %	- %	1 18%	18 23%	17 30%	5 15%	18 29%	19 23%	3 11%	3 21%	1 26%	4 24%	1 17%	6 30%	* 2%	- %	2 7%	- %	18 23%	* 5%	1 26%	* 11%	6 33%	- %
Can't get broadband from voice call supplier	3 4%	3 4%	- %	- %	- %	- %	- %	3 4%	2 3%	2 7%	2 4%	3 4%	1 6%	* 1%	- %	* 1%	- %	2 9%	* 1%	- %	1 3%	- %	3 4%	* 1%	- %	- %	2 10%	- %
Price of overall calls package	3 4%	2 2%	* 5%	1 37%	- %	- %	1 16%	3 4%	3 5%	1 3%	3 5%	3 4%	2 8%	* 1%	1 23%	1 7%	* 2%	1 6%	- %	- %	- %	- %	3 4%	* 2%	1 23%	- %	1 7%	- %
Capacity/speed issues	3 4%	2 3%	* 16%	- %	- %	- %	* 6%	3 4%	3 5%	2 6%	3 4%	3 4%	- %	1 6%	* 1%	1 5%	* 5%	1 6%	1 5%	- %	* 2%	- %	3 4%	1 11%	* 1%	- %	1 7%	- %
Well-known and trusted brand	3 3%	2 3%	- %	* 15%	- %	- %	* 6%	3 3%	3 5%	2 7%	3 4%	3 3%	2 10%	* 1%	* 9%	* 3%	* 7%	* 2%	* 2%	- %	* %	- %	3 3%	* 1%	* 9%	* 11%	* 1%	- %
Quality of customer service	2 2%	2 2%	- %	- %	- %	- %	- %	2 2%	1 1%	* %	1 1%	2 2%	* 1%	* 2%	- %	* 2%	- %	1 3%	- %	- %	1 4%	- %	2 2%	* 3%	- %	* 11%	* 2%	- %
Prefer to have more than one company	1 1%	1 1%	- %	- %	- %	- %	- %	1 1%	1 1%	- %	1 1%	1 1%	* 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 1%	- %	- %	- %	- %	- %
Quality of line / calls	1 1%	1 1%	- %	- %	- %	- %	- %	1 1%	1 1%	* 1%	1 1%	1 1%	* 2%	* 2%	- %	* 2%	- %	* 1%	- %	- %	- %	- %	1 1%	* 4%	- %	* 11%	* %	- %
Locked into contracts	* *%	* *%	- %	* 1%	- %	- %	* *%	* 1%	* *%	* 1%	* 1%	* 1%	* *%	* *%	* *%	* 2%	* 1%	* 2%	* *%	- %	- %	- %	* 1%	* *%	* 2%	- %	* *%	- %

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

Table 57 (continuation)

<Q4b> Summary table - Thinking about your <Main fixed line>, why do you use a different supplier for your fixed line/broadband, rather than use your fixed voice calls supplier for broadband as well?
by Crossbreak

Base: All using different fixed line supplier to their broadband

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo-biles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo-bile (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	126	94	13	15	4	-	32	120	88	63	100	126	43	40	23	54	24	38	22	-	26	-	117	32	22	8	28	1
Total	83	76	3	3	2	-	7	81	57	34	61	83	24	13	4	16	6	20	17	-	22	-	80	7	4	2	18	*
Didn't know I could switch my broadband to the same supplier	* *%	* *%	- -%	* 1%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* 2%	- -%	* 1%	* *%	* 1%	- -%	- -%	- -%	* 2%	- -%	* *%	- -%	* 1%	- -%	- -%	- -%
Other	11 13%	8 11%	1 34%	* 1%	2 91%	- -%	3 35%	10 13%	7 11%	5 13%	7 11%	11 13%	2 8%	5 40%	* 1%	5 33%	2 29%	3 15%	7 41%	- -%	4 20%	- -%	9 12%	2 27%	* 1%	1 54%	2 10%	- -%
None of the above	3 3%	2 3%	- -%	* 2%	- -%	- -%	* 1%	3 3%	* *%	* *%	* *%	3 3%	- -%	- -%	* 1%	* *%	- -%	- -%	2 14%	- -%	2 11%	- -%	3 3%	- -%	* 1%	- -%	- -%	- -%
Net - Price	21 25%	18 24%	1 21%	1 51%	1 49%	- -%	3 39%	20 25%	16 28%	9 27%	16 26%	21 25%	10 42%	2 15%	2 35%	3 21%	2 26%	8 37%	1 7%	- -%	5 22%	- -%	20 25%	2 25%	1 35%	- -%	7 40%	* 100%

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

Table 57 (continuation)
 <Q4b> Summary table - Thinking about your <Main fixed line>, why do you use a different supplier for your fixed line/broadband, rather than use your fixed voice calls supplier for broadband as well?
 by Crossbreak
 Base: All using different fixed line supplier to their broadband

	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO						
	Total	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other re vider calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	126	6	13	15	3	22	16	86	18	3	19	99	23	4	42	52	32	3	34	-	41	13	10	7	3	
Total	83	7	3	8	2	13	9	59	3	*	7	65	15	3	24	37	22	1	20	-	36	9	3	3	1	
Always used them	23 28%	- -%	* 2%	* 2%	- -%	5 39%	- -%	18 31%	* 5%	- -%	* 4%	21 33%	2 12%	- -%	6 23%	15 41%	2 10%	- -%	* 1%	- -%	13 36%	1 15%	1 41%	2 60%	1 92%	
Price of fixed broadband	20 24%	6 83%	1 46%	* 1%	* 6%	5 39%	* 1%	15 25%	* 12%	- -%	- -%	16 24%	4 29%	* 11%	11 46%	7 19%	2 9%	* 44%	7 36%	- -%	5 14%	4 46%	1 17%	* 4%	* 5%	
Good/better deal overall	19 23%	1 11%	* 3%	5 62%	* 6%	1 6%	5 59%	13 22%	* 11%	- -%	3 39%	17 26%	1 10%	1 20%	1 43%	2 10%	7 20%	9 43%	* 39%	6 30%	- -%	13 35%	* 1%	* 9%	1 35%	- -%
Can't get broadband from voice call supplier	3 4%	- -%	- -%	1 12%	1 47%	1 7%	* 1%	2 4%	* 3%	- -%	* 1%	2 3%	1 5%	- -%	2 7%	1 2%	1 4%	- -%	2 9%	- -%	1 4%	1 11%	1 31%	- -%	- -%	
Price of overall calls package	3 4%	1 18%	- -%	- -%	- -%	1 10%	* 1%	2 3%	- -%	- -%	* 1%	3 4%	* 3%	- -%	1 6%	2 4%	- -%	- -%	1 6%	- -%	2 2%	2 18%	- -%	- -%	- -%	
Capacity/speed issues	3 4%	- -%	1 24%	* 6%	- -%	- -%	* 1%	2 3%	1 27%	* 28%	* 1%	1 2%	* 2%	1 47%	* 2%	* *%	2 10%	- -%	1 6%	- -%	1 2%	2 20%	- -%	- -%	- -%	
Well-known and trusted brand	3 3%	- -%	* 12%	- -%	- -%	* 1%	* 1%	2 4%	* 4%	- -%	* 1%	3 4%	- -%	- -%	* 2%	* *%	2 10%	* 17%	* 1%	- -%	2 6%	* 1%	- -%	- -%	- -%	
Quality of customer service	2 2%	* 4%	* 12%	- -%	- -%	- -%	* 4%	1 2%	* 9%	- -%	* 5%	2 3%	* *%	- -%	* 1%	1 3%	* *%	- -%	1 3%	- -%	* *%	* 3%	- -%	- -%	- -%	
Prefer to have more than one company	1 1%	- -%	- -%	- -%	- -%	- -%	* 3%	* 1%	- -%	- -%	* 4%	* 1%	* 2%	- -%	- -%	* 1%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Quality of line / calls	1 1%	- -%	- -%	* 3%	- -%	- -%	* 4%	* 1%	- -%	- -%	* 5%	1 1%	- -%	- -%	1 3%	* *%	- -%	- -%	* 1%	- -%	* *%	* 1%	* 1%	* 1%	* 3%	
Locked into contracts	* *%	- -%	* 2%	- -%	- -%	- -%	* 1%	* 1%	* 1%	- -%	* 1%	* *%	- -%	* 1%	* 1%	- -%	- -%	- -%	* *%	- -%	* 1%	- -%	- -%	- -%	- -%	

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

Table 57 (continuation)

<Q4b> Summary table - Thinking about your <Main fixed line>, why do you use a different supplier for your fixed line/broadband, rather than use your fixed voice calls supplier for broadband as well?
by Crossbreak

Base: All using different fixed line supplier to their broadband

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro re vider (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC (a)	Std lan dline + BB (b)	No pro ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No pro ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel to MFL (e)	
Unweighted row	126	6	13	15	3	22	16	86	18	3	19	99	23	4	42	52	32	3	34	-	41	13	10	7	3
Total	83	7	3	8	2	13	9	59	3	*	7	65	15	3	24	37	22	1	20	-	36	9	3	3	1
Didn't know I could switch my broadband to the same supplier	*	-	-	-	-	*	-	*	-	-	*	*	-	*	-	*	-	-	-	-	-	-	-	-	-
	13%	-%	-%	-%	-%	12%	-%	17%	-%	-%	14%	23%	-%	15%	-%	24%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	11	*	1	1	1	1	-	10	1	*	*	5	5	-	1	4	6	-	3	-	3	-	*	-	-
	13%	3%	26%	15%	47%	9%	-%	16%	38%	72%	3%	8%	37%	-%	4%	12%	26%	-%	15%	-%	7%	-%	3%	-%	-%
None of the above	3	-	-	-	-	*	2	-	-	-	3	3	-	-	-	3	-	-	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	12%	26%	-%	-%	-%	35%	4%	-%	-%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net - Price	21	6	1	*	*	5	*	15	*	-	*	16	5	*	12	7	2	*	7	-	5	4	1	*	*
	25%	83%	46%	1%	6%	39%	2%	26%	12%	-%	1%	24%	32%	11%	48%	20%	9%	44%	36%	-%	15%	50%	17%	4%	5%

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

Table 57 (continuation)

<Q4b> Summary table - Thinking about your <Main fixed line>, why do you use a different supplier for your fixed line broadband, rather than use your fixed voice calls supplier for broadband as well?
by Crossbreak

Base: All using different fixed line supplier to their broadband

Total	SNNIP CALLS & RENTAL LIKELY TO					
	Not Ch ange (a)	Some bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	126	41	12	7	6	7
Total	83	33	9	2	3	2
Always used them	23 28%	9 27%	4 42%	2 89%	1 53%	1 62%
Price of fixed broadband	20 24%	4 12%	3 33%	* 4%	* 4%	1 31%
Good/better deal overall	19 23%	14 43%	- -%	- -%	1 41%	* 5%
Can't get broadband from voice call supplier	3 4%	* 1%	- -%	- -%	- -%	- -%
Price of overall calls package	3 4%	* *%	* 1%	- -%	- -%	- -%
Capacity/speed issues	3 4%	1 3%	2 19%	- -%	- -%	- -%
Well-known and trusted brand	3 3%	2 7%	* 1%	- -%	- -%	- -%
Quality of customer service	2 2%	1 3%	* 3%	- -%	- -%	* 5%
Prefer to have more than one company	1 1%	* 1%	- -%	- -%	- -%	- -%
Quality of line / calls	1 1%	- -%	* *%	* 2%	* 1%	* 7%
Locked into contracts	* *%	* *%	* 1%	- -%	- -%	- -%

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

Table 57 (continuation)

<Q4b> Summary table - Thinking about your <Main fixed line>, why do you use a different supplier for your fixed line/broadband, rather than use your fixed voice calls supplier for broadband as well?
by Crossbreak

Base: All using different fixed line supplier to their broadband

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a) (b)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	126	41	12	7	6	7
Total	83	33	9	2	3	2
Didn't know I could switch my broadband to the same supplier	* *%	- -%	- -%	- -%	- -%	- -%
Other	11 13%	3 8%	- -%	* 5%	- -%	- -%
None of the above	3 3%	2 7%	- -%	- -%	- -%	- -%
Net - Price	21 25%	4 13%	3 34%	* 4%	* 4%	1 31%

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

Table 58
 <Q5A1> Have you switched the company that provides your Standard landline voice calls in the last 12 months?
 by Crossbreak
 Base: All with Standard Landlines

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR											
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail trade (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)		
Total	465	61	198	99	83	85	376	67	19	154	115	89	37	14	11	19	35	57	54	60	19	128	67	26	
Unweighted row	465	61	198	99	83	85	376	67	19	154	115	89	37	14	11	19	35	57	54	60	19	128	67	26	
Total	483	147	393	53	32	6	446	32	2	258	126	47	8	1	1	19	38	59	58	65	17	150	52	26	
Yes	50 10%	12 8%	37 9%	8 14%	5 15%	1 12%	48 11%	2 7%	*	19 7%	17 14%	8 16%	*	*	*	1 8%	5 12%	3 5%	7 12%	10 15%	1 4%	17 12%	6 11%	*	2%
No	433 90%	135 92%	356 91%	45 86%	27 85%	5 87%	399 89%	30 93%	2 89%	239 93%	109 86%	40 84%	7 98%	1 84%	1 91%	17 92%	33 88%	56 95%	51 88%	55 85%	16 96%	132 88%	46 89%	25 98%	
(Not sure)	* *%	- -%	- -%	- -%	- -%	*AB 1%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%

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

Table 58 (continuation)

<Q5A1> Have you switched the company that provides your Standard landline voice calls in the last 12 months?

by Crossbreak

Base: All with Standard Landlines

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	465	15	34	15	15	15	50	36	33	18	231	72	76	86	71	394
Total	483	15	50	37	34	40	50	74	75	42	415	20	36	13	142	341
Yes	50 10%	* 3%	11 22%	* 7%	2 3%	1 3%	5 11%	11 15%	* 15%	6 9%	38 9%	4 18%	7 21%	1 11%	5 4%	45 13%
No	433 90%	14 97%	39 78%	37 100%	32 93%	39 97%	44 89%	62 85%	74 100%	36 85%	377 91%	17 82%	28 79%	11 89%	137 96%	296 87%
(Not sure)	* **	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* **	- -%	- -%	* **

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

Table 58 (continuation)
 <Q5A1> Have you switched the company that provides your Standard landline voice calls in the last 12 months?
 by Crossbreak
 Base: All with Standard Landlines

Total	MAIN FIXED LINE TYPE							PRODUCTS USED										HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobile (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	465	409	23	26	-	7	56	465	280	181	334	398	109	79	48	108	43	87	40	31	131	67	465	61	46	37	47	2
Total	483	473	5	4	-	1	10	483	276	150	342	377	84	27	9	34	6	48	24	47	142	107	483	15	9	18	26	4
Yes	50 10%	49 10%	1 19%	* 2%	- -%	* 12%	1 12%	50 10%	28 10%	15 10%	33 10%	35 9%	18 21%	3 12%	* 4%	3 10%	1 15%	4 9%	* 1%	9 19%	17 12%	15 14%	50 10%	1 6%	* 3%	* 2%	4 15%	- -%
No	433 90%	424 90%	4 81%	4 98%	- -%	1 88%	9 88%	433 90%	248 90%	134 90%	308 90%	341 91%	66 79%	24 88%	9 96%	30 90%	5 84%	44 91%	23 99%	38 81%	125 88%	92 86%	433 90%	14 94%	9 96%	18 98%	22 85%	4 100%
(Not sure)	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	* *%	- -%	- -%	* 1%	* *%	* 1%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* 1%	- -%	- -%	- -%

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

Table 58 (continuation)
 <Q5A1> Have you switched the company that provides your Standard landline voice calls in the last 12 months?
 by Crossbreak
 Base: All with Standard Landlines

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	Int ernal /inter- -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider calls (b)	Other pro vider re ntal and calls (c)	Std lan + ISDN Re (a)	Std lan + ISDN LL/ PC ntal (b)	Std lan + BB (c)	No ducts (a)	1 pr (b)	2 ducts (c)	pro ducts	No ducts (a)	1 pr (b)	2 ducts (c)	pro ducts	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)
Unweighted row	465	13	32	36	4	218	27	215	51	6	261	390	45	30	199	144	122	5	80	1	209	48	32	25	15
Total	483	8	26	12	2	213	26	243	15	*	262	424	39	21	224	152	107	2	46	*	241	42	14	18	16
Yes	50 10%	- -%	3 12%	1 11%	- -%	15 7%	1 5%	33 14%	* 2%	* 22%	23 9%	- -%	29 75%	21 100%	- -%	24A 15%	27A 25%	- -%	4 10%	- -%	19 8%	11 27%	2 13%	8 43%	3 22%
No	433 90%	8 100%	23 88%	11 89%	2 100%	198 93%	24 95%	210 86%	15 98%	* 78%	239 91%	424 100%	10 25%	- -%	224BC 100%	129 85%	81 75%	2 100%	42 90%	* 100%	223 92%	31 73%	12 87%	10 57%	12 78%
(Not sure)	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 58 (continuation)
 <Q5A1> Have you switched the company that provides your Standard landline voice calls in the last 12 months?
 by Crossbreak
 Base: All with Standard Landlines

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	465	196	45	26	28	19
Total	483	245	46	17	21	21
Yes	50 10%	19 8%	6 14%	2 12%	5 23%	3 16%
No	433 90%	227 92%	40 86%	15 88%	16 77%	18 84%
(Not sure)	* *%	- -%	* *%	- -%	- -%	- -%

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

Table 59
 <Q5A2> Have you switched the company that provides your ISDN 2/2e calls in the last 12 months?
 by Crossbreak
 Base: All with ISDN2/2E

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration (h)	Other (i)	
Total	70	-	4	12	22	32	38	24	8	6	11	19	18	8	4	4	7	6	14	11	2	16	7	3
Unweighted row	20	-	5	4	9	2	15	4	*	1	7	5	5	*	*	1	6	*	3	3	1	3	1	1
Yes	2	-	*	*	1	*	2	*	-	-	1	*	1	*	-	-	*	-	*	1	*	-	*	-
	9%	-%	9%	7%	12%	3%	11%	4%	-%	-%	7%	6%	19%	13%	-%	-%	1%	-%	12%	29%	37%	-%	11%	-%
No	18	-	4	4	8	2	13	4	*	1	7	4	4	*	*	1	6	*	3	2	*	3	1	1
	91%	-%	91%	93%	88%	92%	88%	96%	100%	88%	93%	94%	81%	87%	100%	100%	99%	100%	88%	71%	63%	100%	77%	100%
(Not sure)	*	-	-	-	-	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-
	1%	-%	-%	-%	-%	5%	1%	-%	-%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	12%	-%

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

Table 59 (continuation)
 <Q5A2> Have you switched the company that provides your ISDN 2/2e calls in the last 12 months?
 by Crossbreak
 Base: All with ISDN2/2E

	Total	LOCATION													OFFICE LOCATION	
		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 Ir eland (n)	Home based (a)
Unweighted row	70	2	4	1	4	1	7	3	5	1	28	9	15	18	1	69
Total	20	*	1	1	1	1	2	2	3	4	15	1	2	2	*	20
Yes	2 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 31%	- -%	1 6%	* 48%	* 14%	* 6%	- -%	2 9%
No	18 91%	* 100%	1 100%	1 100%	1 100%	1 100%	2 100%	2 100%	2 65%	4 100%	14 93%	* 52%	2 86%	2 94%	* 100%	18 90%
(Not sure)	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%

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

Table 59 (continuation)
 <Q5A2> Have you switched the company that provides your ISDN 2/2e calls in the last 12 months?
 by Crossbreak
 Base: All with ISDN2/2E

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobile (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	70	26	30	11	1	2	44	65	54	42	60	66	28	70	16	70	22	26	15	-	9	4	61	70	16	11	14	1
Total	20	9	8	1	1	1	11	18	12	8	13	20	7	20	2	20	4	6	5	-	6	*	15	20	2	2	3	*
Yes	2 9%	* 1%	2 22%	- -%	- -%	- -%	2 16%	2 10%	1 12%	* 1%	1 11%	2 9%	- -%	2 9%	- -%	2 9%	* 9%	* 7%	* 1%	- -%	* 7%	- -%	2 12%	2 9%	- -%	* 4%	* 9%	- -%
No	18 91%	9 98%	6 78%	1 100%	1 100%	1 100%	9 84%	16 89%	11 88%	8 98%	11 88%	18 90%	7 98%	18 91%	2 100%	18 91%	4 91%	5 93%	5 99%	- -%	6 93%	* 100%	13 87%	18 91%	2 100%	2 96%	3 91%	* 100%
(Not sure)	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	* 1%	* 1%	* 1%	* 2%	* 1%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	- -%	- -%	- -%

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

Table 59 (continuation)
 <Q5A2> Have you switched the company that provides your ISDN 2/2e calls in the last 12 months?
 by Crossbreak
 Base: All with ISDN2/2E

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	Int ernal /inter- -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider calls (b)	Other pro vider ntal and calls (c)	Std lan + ISDN Re (a)	Std lan + ISDN LL/ PC ntal (b)	Std lan + BB (c)	No ducts (a)	1 pr (b)	2 ducts (c)	pro ducts	No ducts (a)	1 pr (b)	2 ducts (c)	pro ducts	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ line (d)
Unweighted row	70	4	6	15	-	18	4	47	36	4	25	57	11	2	23	23	24	3	23	-	28	10	9	7	5
Total	20	*	2	3	-	4	1	15	10	*	8	16	4	*	10	7	4	*	5	-	10	2	2	2	2
Yes	2 9%	- -%	* 15%	* 3%	- -%	1 25%	- -%	1 5%	1 10%	* 31%	1 12%	- -%	1 35%	* 100%	- -%	* 6%	1 37%	- -%	* 7%	- -%	* 1%	- -%	- -%	- -%	- -%
No	18 91%	* 100%	2 85%	3 97%	- -%	3 75%	1 100%	14 95%	9 90%	* 69%	7 88%	16 99%	3 65%	- -%	10 99%	6 94%	2 63%	* 100%	5 93%	- -%	10 98%	2 100%	2 100%	2 100%	2 100%
(Not sure)	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%

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

Table 59 (continuation)
 <Q5A2> Have you switched the company that provides your ISDN 2/2e calls in the last 12 months?
 by Crossbreak
 Base: All with ISDN2/2E

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a) (b)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ (d)	Some calls on line (d)	
Unweighted row	70	28	7	10	8	7
Total	20	10	2	2	2	2
Yes	2 9%	* 3%	- -%	* 17%	- -%	- -%
No	18 91%	10 96%	2 100%	2 83%	2 100%	2 100%
(Not sure)	* 1%	* 1%	- -%	- -%	- -%	- -%

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

Table 60
 <Q5A3> Have you switched the company that provides your ISDN 30 calls in the last 12 months?
 by Crossbreak
 Base: All with ISDN30

Total	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	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	52	-	-	4	11	37	29	12	11	3	4	14	13	6	6	6	4	6	6	1	2	13	10	4
Total	11	-	-	3	6	3	7	2	1	*	2	3	1	*	1	1	1	2	1	*	2	1	2	
Yes	*	-	-	-	-	*	*	-	-	-	*	*	-	-	-	-	*	-	-	-	-	*	-	
	2%	-%	-%	-%	-%	9%	1%	7%	-%	-%	5%	7%	-%	-%	-%	-%	4%	-%	-%	-%	-%	26%	-%	
No	11	-	-	3	6	2	7	2	1	*	2	3	1	*	1	1	1	2	1	*	2	1	2	
	97%	-%	-%	100%	100%	89%	98%	93%	100%	100%	100%	93%	93%	100%	100%	100%	100%	96%	100%	100%	97%	74%	100%	
(Not sure)	*	-	-	-	-	*	*	-	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-	
	1%	-%	-%	-%	-%	2%	1%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	

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

Table 60 (continuation)
 <Q5A3> Have you switched the company that provides your ISDN 30 calls in the last 12 months?
 by Crossbreak
 Base: All with ISDN30

Total	LOCATION														OFFICE LOCATION	
	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)
Unweighted row	52	1	3	-	-	2	4	9	5	2	26	6	13	7	1	51
Total	11	*	1	-	-	2	1	3	1	*	9	*	1	*	*	11
Yes	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 8%	* 50%	* 2%	- -%	- -%	* 9%	- -%	* 2%
No	11 97%	* 100%	1 100%	- -%	- -%	2 100%	1 100%	3 100%	1 92%	* 50%	8 98%	* 100%	1 96%	* 91%	* 100%	10 97%
(Not sure)	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%	* 1%

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

Table 60 (continuation)
 <Q5A3> Have you switched the company that provides your ISDN 30 calls in the last 12 months?
 by Crossbreak
 Base: All with ISDN30

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo-biles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Pr private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)
Unweighted row	52	18	1	31	1	1	34	50	44	32	46	46	22	18	52	28	23	7	-	6	6	46	16	52	8	14	1
Total	11	5	*	6	*	*	6	10	10	7	11	10	4	2	11	11	5	2	-	*	1	9	2	11	2	3	*
Yes	*	*	-	*	*	-	*	*	*	*	*	-	-	*	*	*	*	-	-	-	-	*	-	*	-	*	*
	2%	2%	-%	1%	100%	-%	2%	2%	2%	3%	2%	2%	-%	-%	2%	2%	2%	4%	-%	-%	-%	2%	-%	2%	-%	4%	100%
No	11	5	*	5	-	*	6	10	10	7	10	10	4	2	11	11	5	2	-	*	1	9	2	11	2	3	-
	97%	97%	100%	99%	-%	100%	98%	97%	97%	97%	97%	100%	100%	97%	97%	96%	96%	100%	-%	100%	100%	98%	100%	97%	100%	96%	-%
(Not sure)	*	*	-	-	-	-	-	*	*	-	*	*	-	-	*	*	*	-	-	-	-	*	-	*	-	-	-
	1%	1%	-%	-%	-%	-%	-%	1%	1%	-%	1%	1%	-%	-%	1%	1%	1%	-%	-%	-%	-%	1%	-%	1%	-%	-%	-%

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

Table 60 (continuation)
 <Q5A3> Have you switched the company that provides your ISDN 30 calls in the last 12 months?
 by Crossbreak
 Base: All with ISDN30

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	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 ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No pro ducts (a)	1 pr oduct (b)	2 pr oducts (c)	pro ducts (c)	No pro ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)
Unweighted row	52	4	9	10	-	21	1	29	25	4	19	43	7	2	21	17	14	3	20	-	17	4	12	5	4
Total	11	1	3	1	-	5	*	5	5	*	5	10	*	*	7	3	1	1	4	-	4	1	2	1	1
Yes	*	-	*	*	-	*	-	*	*	-	*	-	*	*	-	*	*	-	*	-	-	-	-	-	-
	2%	-%	4%	8%	-%	1%	-%	4%	2%	-%	3%	-%	18%	100%	-%	3%	13%	-%	5%	-%	-%	-%	-%	-%	-%
No	11	1	3	1	-	5	*	5	5	*	5	10	*	-	7	3	1	1	4	-	4	1	2	1	1
	97%	100%	96%	92%	-%	99%	100%	95%	98%	100%	97%	99%	82%	-%	99%	97%	87%	100%	95%	-%	100%	100%	100%	100%	100%
(Not sure)	*	-	-	-	-	-	-	*	-	-	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Table 60 (continuation)
 <Q5A3> Have you switched the company that provides your ISDN 30 calls in the last 12 months?
 by Crossbreak
 Base: All with ISDN30

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	52	16	5	10	6	6
Total	11	3	1	2	2	2
Yes	* 2%	- -%	- -%	- -%	- -%	- -%
No	11 97%	3 100%	1 96%	2 100%	2 100%	2 100%
(Not sure)	* 1%	- -%	* 4%	- -%	- -%	- -%

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

Table 61
 <Q5A4> Have you switched the company that provides your Leased lines or private circuits calls in the last 12 months?
 by Crossbreak
 Base: All with Leased Line / Private Circuits

Total	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 (b)	5 (c)	10 (d)	50 to 249 (e)	1 (a)	2 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m to £25m+ (e)	£25m+ (f)	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 and ser vices (h)	Other (i)	
Unweighted row	19	-	-	1	6	12	11	6	2	-	1	5	5	5	1	1	-	3	5	2	2	-	5	1
Total	5	-	-	*	3	1	4	*	*	-	*	1	1	*	1	*	-	*	2	1	1	-	1	*
Yes	*	-	-	-	*	*	*	*	-	-	*	*	-	-	-	-	-	*	-	-	-	-	*	-
	9%	-%	-%	-%	11%	4%	7%	29%	-%	-%	100%	24%	-%	-%	-%	-%	-%	18%	-%	-%	-%	-%	59%	-%
No	4	-	-	*	3	1	4	*	*	-	-	1	1	*	1	*	-	*	2	1	1	-	*	*
	91%	-%	-%	100%	89%	96%	93%	71%	100%	-%	-%	76%	100%	100%	100%	100%	-%	82%	100%	100%	100%	-%	41%	100%
(Not sure)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Table 61 (continuation)

<Q5A4> Have you switched the company that provides your Leased lines or private circuits calls in the last 12 months?

by Crossbreak

Base: All with Leased Line / Private Circuits

Total	LOCATION													OFFICE LOCATION		
	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)
Unweighted row	19	-	2	2	-	1	2	2	1	1	11	-	5	3	-	19
Total	5	-	1	*	-	1	*	2	*	*	4	-	1	*	-	5
Yes	*	-	-	-	-	-	-	-	-	-	-	-	*	*	-	*
	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	51%	58%	-%	9%
No	4	-	1	*	-	1	*	2	*	*	4	-	*	*	-	4
	91%	-%	100%	100%	-%	100%	100%	100%	100%	100%	100%	-%	49%	42%	-%	91%
(Not sure)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Table 61 (continuation)
 <Q5A4> Have you switched the company that provides your Leased lines or private circuits calls in the last 12 months?
 by Crossbreak
 Base: All with Leased Line / Private Circuits

Total	MAIN FIXED LINE TYPE						PRODUCTS USED										HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE					
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private (d)	Fixed broadband (e)	Not standard (f)	Standard lines (a)	Smartphones (b)	Standard mobile (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	19	9	2	1	6	1	10	15	17	10	18	15	5	8	9	12	17	14	7	-	1	1	12	7	8	9	4	1
Total	5	2	*	*	2	*	2	3	4	3	4	3	2	2	2	4	2	2	-	*	*	3	2	2	1	2	*	
Yes	*	*	*	*	-	-	*	*	*	*	*	*	-	*	*	*	*	*	-	-	-	*	*	*	*	-	-	-
	9%	11%	61%	100%	-%	-%	6%	14%	11%	1%	9%	14%	-%	4%	2%	5%	9%	4%	-%	-%	-%	15%	5%	2%	13%	-%	-%	
No	4	2	*	-	2	*	2	2	3	3	4	2	2	2	2	4	2	2	-	*	*	2	2	2	1	2	*	
	91%	89%	39%	-%	100%	100%	94%	86%	89%	99%	91%	86%	100%	96%	98%	95%	91%	96%	100%	100%	100%	85%	95%	98%	87%	100%	100%	
(Not sure)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Table 61 (continuation)
 <Q5A4> Have you switched the company that provides your Leased lines or private circuits calls in the last 12 months?
 by Crossbreak
 Base: All with Leased Line / Private Circuits

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)
Unweighted row	19	1	2	11	-	5	2	12	5	4	7	13	3	3	3	11	5	2	12	-	4	4	5	4	1
Total	5	*	*	2	-	*	*	4	*	*	1	4	*	*	1	3	1	*	2	-	1	2	2	2	1
Yes	9%	-%	-%	4%	-%	38%	79%	-%	25%	34%	25%	-%	-%	100%	-%	-%	65%	-%	4%	-%	14%	16%	15%	13%	-%
No	4	*	*	2	-	*	*	4	*	*	*	4	*	-	1	3	*	*	2	-	1	1	1	2	1
(Not sure)	91%	100%	100%	96%	-%	62%	21%	100%	75%	66%	75%	100%	100%	-%	100%	100%	35%	100%	96%	-%	86%	84%	85%	87%	100%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Table 61 (continuation)

<Q5A4> Have you switched the company that provides your Leased lines or private circuits calls in the last 12 months?

by Crossbreak

Base: All with Leased Line / Private Circuits

Total	SNNIP CALLS & RENTAL LIKELY TO					
	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	19	3	2	3	3	1
Total	5	1	1	1	1	1
Yes	*	-	-	-	-	-
	9%	-%	-%	-%	-%	-%
No	4	1	1	1	1	1
	91%	100%	100%	100%	100%	100%
(Not sure)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

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

Table 62
 <Q5A5> Have you switched the company that provides your Fixed line broadband in the last 12 months?
 by Crossbreak
 Base: All with Fixed line broadband

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	Pr mary 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)	Pu blic admin istration and ser vices (h)	Other (i)	
Unweighted row	431	45	161	91	94	85	334	74	20	125	107	94	36	15	12	18	34	55	53	56	18	117	59	21
Total	393	99	304	44	39	6	349	39	3	187	115	49	8	1	2	13	31	49	56	50	17	112	42	23
Yes	34 9%	3 3%	21 7%	6 14%	6b 16%	1 10%	31 9%	3 7%	* 5%	9 5%	13 11%	9 17%	1 16%	* 6%	* 4%	1 10%	2 8%	2 4%	8 14%	9 17%	1 4%	9 8%	1 3%	* 2%
No	360 91%	96 97%	284d 93%	38 86%	33 84%	5 89%	318 91%	36 93%	2 95%	178 95%	102 89%	40 82%	7 84%	1 94%	1 96%	11 90%	28 92%	47 96%	48 86%	42 83%	16 96%	103 92%	41 97%	23 98%
(Not sure)	* *%	- -%	- -%	- -%	- -%	*B 1%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%

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

Table 62 (continuation)
 <Q5A5> Have you switched the company that provides your Fixed line broadband in the last 12 months?
 by Crossbreak
 Base: All with Fixed line broadband

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	431	16	31	14	14	13	42	35	26	18	209	68	71	83	58	373
Total	393	15	43	22	31	36	36	61	49	41	334	18	30	12	108	286
Yes	34 9%	* 2%	6 15%	- -	2 7%	1 3%	1 3%	7 12%	1 2%	5 12%	24 7%	3 15%	5j 18%	1 12%	1 1%	33 12%
No	360 91%	15 98%	36 85%	22 100%	29 93%	34 97%	35 97%	54 88%	48 98%	36 88%	3091 93%	15 85%	24 82%	11 88%	107 99%	252 88%
(Not sure)	* **	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* **	- -	- -	* **

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

Table 62 (continuation)
 <Q5A5> Have you switched the company that provides your Fixed line broadband in the last 12 months?
 by Crossbreak
 Base: All with Fixed line broadband

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo biles (d)	Fixed broadband (e)	Mo bile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Pr ivate circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo bile (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	
Unweighted row	431	348	28	27	7	20	82	412	283	177	329	431	107	87	48	118	46	106	47	-	100	-	398	66	46	44	57	4
Total	393	367	8	5	2	11	26	386	253	130	295	393	79	38	10	46	9	61	28	-	96	-	377	20	10	22	35	4
Yes	34 9%	29 8%	1 19%	* 5%	- -%	3 29%	5 19%	32 8%	20 8%	13 10%	23 8%	34 9%	11 14%	4 10%	* 4%	4 9%	1 12%	4 7%	6 20%	- -%	10 10%	- -%	30 8%	3 14%	* 4%	2 7%	2 6%	* 8%
No	360 91%	338 92%	6 81%	5 95%	2 100%	8 71%	21 81%	354 92%	232 92%	117 90%	272 92%	360 91%	68 86%	34 90%	10 96%	42 91%	8 88%	57 93%	22 80%	- -%	87 90%	- -%	347 92%	17 86%	10 95%	20 93%	33 94%	4 92%
(Not sure)	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	* *%	- -%	- -%	* 1%	* *%	* 1%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* 1%	- -%	- -%	- -%

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

Table 62 (continuation)
 <Q5A5> Have you switched the company that provides your Fixed line broadband in the last 12 months?
 by Crossbreak
 Base: All with Fixed line broadband

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro re calls (b)	Other pro vider ntal and calls (c)	Std lan + ISDN (a)	Std lan + ISDN (b)	Std lan + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	431	15	34	50	4	186	23	217	48	6	261	356	45	30	177	131	123	6	98	1	182	40	28	21	13
Total	393	9	29	21	2	160	25	206	15	*	262	344	28	21	172	114	107	2	59	*	197	32	13	14	13
Yes	34 9%	* 1%	2 6%	2 10%	- -%	12 7%	1 2%	20 10%	1 4%	* 22%	20 8%	- -%	13 45%	21 100%	- -%	7a 6%	27Ab 25%	- -%	4 7%	- -%	12 6%	4 13%	2 15%	3 21%	1 9%
No	360 91%	9 99%	27 94%	18 90%	2 100%	148 93%	25 98%	186 90%	14 96%	* 78%	242 92%	344 100%	15 55%	- -%	172bC 100%	107c 94%	80 75%	2 100%	55 93%	* 100%	185 94%	28 87%	11 85%	11 79%	12 91%
(Not sure)	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 62 (continuation)
 <Q5A5> Have you switched the company that provides your Fixed line broadband in the last 12 months?
 by Crossbreak
 Base: All with Fixed line broadband

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	431	169	40	22	25	18
Total	393	190	38	16	18	19
Yes	34 9%	9 5%	5 13%	3 16%	1 7%	1 6%
No	360 91%	181 95%	33 87%	14 84%	17 93%	18 94%
(Not sure)	* *%	- -%	* *%	- -%	- -%	- -%

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

Table 63
 <Q5AI> Have you ever used another VoIP service instead of the one(s) you use now?
 by Crossbreak
 Base: All using VoIP

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	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)	
Total	115	8	18	17	36	44	68	33	12	18	21	30	16	11	7	7	6	12	14	12	7	29	21	7
Unweighted row	64	17	33	10	17	3	46	15	2	17	13	16	3	1	2	3	3	8	6	5	3	23	5	7
Total	2	-	*	1	*	*	2	*	-	*	1	*	-	*	-	1	-	-	*	-	-	*	*	-
Yes	3%	-%	1%	13%	1%	7%	4%	1%	-%	2%	10%	1%	-%	26%	-%	37%	-%	-%	6%	-%	-%	*%	7%	-%
No	62	17	33	9	17	3	44	15	2	16	12	16	3	1	2	2	3	8	6	5	3	23	5	7
(Not sure)	97%	100%	99%	87%	99%	89%	96%	99%	100%	98%	90%	99%	100%	61%	100%	63%	100%	100%	94%	100%	100%	99%	93%	100%
	*	-	-	-	-	*	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	3%	*%	-%	-%	-%	-%	-%	-%	13%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%

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

Table 63 (continuation)
 <Q5AI> Have you ever used another VoIP service instead of the one(s) you use now?
 by Crossbreak
 Base: All using VoIP

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	115	5	8	5	3	4	5	15	8	7	60	14	19	22	12	103
Total	64	2	4	3	5	8	1	13	9	10	54	2	5	3	16	47
Yes	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	1 9%	* 1%	- -%	1 2%	- -%	* 6%	* 13%	* 2%	2 3%
No	62 97%	2 100%	4 100%	3 100%	5 100%	8 100%	1 100%	12 90%	9 99%	10 100%	52 98%	2 100%	5 94%	2 87%	16 98%	46 96%
(Not sure)	* **	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* **	- -%	- -%	- -%	- -%	* **

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

Table 63 (continuation)
 <Q5AI> Have you ever used another VoIP service instead of the one(s) you use now?
 by Crossbreak
 Base: All using VoIP

Total	MAIN FIXED LINE TYPE						PRODUCTS USED										HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE					
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	115	61	8	14	11	20	53	96	94	58	100	105	37	36	25	52	34	115	36	-	14	6	86	26	23	49	62	4
Total	64	43	2	3	4	11	20	56	51	25	52	61	15	13	5	17	7	64	10	-	11	1	48	6	5	22	37	4
Yes	2 3%	2 4%	- -	* 3%	* 3%	- -	* 1%	2 3%	1 3%	* 1%	1 3%	2 3%	* 1%	* 4%	1 24%	1 9%	* 4%	2 3%	1 5%	- -	1 5%	- -	2 4%	* 8%	1 24%	* 2%	1 3%	* 6%
No	62 97%	41 96%	2 100%	3 97%	4 97%	11 100%	20 99%	54 97%	49 97%	25 99%	50 97%	59 97%	15 98%	13 96%	4 76%	16 91%	7 94%	62 97%	10 94%	- -	11 95%	1 100%	46 96%	5 92%	4 76%	22 97%	36 97%	4 94%
(Not sure)	* *%	* *%	- -	- -	- -	- -	- -	* *%	* *%	* *%	* *%	* *%	* 1%	- -	- -	- -	* 1%	* *%	* 1%	- -	- -	- -	* *%	- -	- -	* *%	- -	- -

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

Table 63 (continuation)
 <Q5AI> Have you ever used another VoIP service instead of the one(s) you use now?
 by Crossbreak
 Base: All using VoIP

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro re vider (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC (b)	Std lan dline + BB (c)	No pro ducts (a)	1 pr oduct (b)	2 pr oducts (c)	pro ducts (c)	No pro ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)
Unweighted row	115	15	36	57	5	39	5	71	21	5	45	93	17	5	42	47	26	6	108	1	31	13	15	5	3
Total	64	9	29	23	2	14	6	44	5	*	27	56	7	1	26	28	10	2	62	*	24	4	2	*	*
Yes	2 3%	- -	1 5%	* 2%	- -	1 10%	- -	* 1%	1 23%	- -	1 4%	2 3%	- -	- -	* %	1 5%	* 5%	2 100%	- -	- -	1 5%	* 2%	* 5%	- -	- -
No	62 97%	9 99%	27 95%	22 98%	2 100%	12 89%	6 100%	44 99%	4 77%	* 100%	26 95%	54 96%	7 100%	1 100%	26 100%	26 95%	9 94%	- -	62 100%	- -	23 95%	4 98%	2 95%	* 100%	* 100%
(Not sure)	* **	* 1%	- -	- -	- -	* 1%	- -	- -	- -	- -	* **	* **	- -	- -	- -	- -	* 1%	- -	- -	* 100%	- -	- -	- -	- -	- -

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

Table 63 (continuation)

<Q5AI> Have you ever used another VoIP service instead of the one(s) you use now?

by Crossbreak

Base: All using VoIP

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)		
Unweighted row	115	31	12	10	7	4
Total	64	24	3	1	1	*
Yes	2 3%	1 6%	* 3%	* 12%	* 13%	- -%
No	62 97%	23 94%	3 97%	1 88%	1 87%	* 100%
(Not sure)	* *%	- -%	- -%	- -%	- -%	- -%

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

Table 64
Q5a Summary of switching history
by Crossbreak
Base: All respondents

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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 istration and ser vices (h)	Other (i)	
Unweighted row	502	62	200	102	100	100	397	80	22	156	123	103	41	16	14	20	38	61	61	64	21	138	72	27
Total	502	148	398	54	43	7	456	40	3	259	129	54	9	1	2	19	39	59	61	67	18	157	54	26
Switched standard landline calls	50 10%	12 8%	37 9%	8 14%	5 11%	1 10%	48 10%	2 6%	* 9%	19 7%	17 13%	8 14%	* 2%	* 13%	* 3%	1 7%	5 12%	3 5%	7 12%	10 15%	1 4%	17 11%	6 11%	* 2%
Switched ISDN2/2E calls	2 *%	- -%	* *%	* 1%	1b 2%	*a 1%	2 *%	* *%	- -%	- -%	1 *%	* 1%	1 11%	* 5%	- -%	- -%	* *%	- -%	* 1%	1 1%	* 2%	- -%	* *%	- -%
Switched ISDN30 calls	* *%	- -%	- -%	- -%	- -%	*ABCD 3%	* *%	* *%	- -%	- -%	- -%	* *%	* 1%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%
Leased Line Private Circuit calls	* *%	- -%	- -%	- -%	* 1%	*B *%	* *%	* *%	- -%	- -%	* *%	* 1%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	* 1%
Fixed Line Broadband	34 7%	3 2%	21 5%	6a 11%	6Ab 15%	1a 8%	31 7%	3 7%	* 4%	9 4%	13 10%	9 16%	1 15%	* 5%	* 3%	1 6%	2 6%	2 4%	8 12%	9 13%	1 4%	9 6%	1 3%	* 2%
VoIP	2 *%	- -%	* *%	1b 2%	* *%	*ABd 3%	2 *%	* 1%	- -%	* *%	1 1%	* *%	- -%	* 19%	- -%	1 5%	- -%	- -%	* 1%	- -%	- -%	* *%	* 1%	- -%

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

Table 64 (continuation)
Q5a Summary of switching history
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo rks/Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	502	16	38	18	16	16	51	44	35	21	255	80	80	87	72	430
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	143	359
Switched standard landline calls	50 10%	* 3%	11 21%	* *	2 6%	1 3%	5 11%	11 14%	* *	6 13%	38 9%	4 17%	7j 20%	1 11%	5 4%	45 13%
Switched ISDN2/2E calls	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	1 *%	*j 2%	* 1%	* 1%	- -%	2 *%
Switched ISDN30 calls	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* *%	* *%	- -%	- -%	* *%	- -%	* *%
Leased Line Private Circuit calls	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	*J 1%	- -%	* *%
Fixed Line Broadband	34 7%	* 2%	6 12%	- -%	2 6%	1 3%	1 2%	7 9%	1 1%	5 11%	24 6%	3 13%	5j 14%	1 12%	1 1%	33 9%
VoIP	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	* *%	- -%	1 *%	- -%	* 1%	*J 3%	* *%	2 *%

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

Table 64 (continuation)
Q5a Summary of switching history
by Crossbreak
Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED													HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE		
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)		
Unweighted row	502	409	30	31	11	20	92	479	307	198	365	431	120	93	54	128	58	116	50	31	135	67	465	70	52	49	62	4	
Total	502	473	8	6	4	11	28	493	286	155	353	393	88	38	11	47	11	64	29	47	147	107	483	20	11	22	37	4	
Switched standard landline calls	50 10%	49 10%	1 12%	* 2%	- -%	* 1%	1 4%	50 10%	28 10%	15 10%	33 9%	35 9%	18 20%	3 8%	* 3%	3 7%	1 8%	4 7%	* 1%	9 19%	17 11%	15 14%	50 10%	1 5%	* 3%	* 2%	4 11%	- -%	
Switched ISDN2/2E calls	2 *%	* *%	2 22%	- -%	- -%	- -%	2 6%	2 *%	1 *%	* *%	1 *%	2 *%	- -%	2 5%	- -%	2 4%	* 3%	* 1%	* *%	- -%	* *%	- -%	2 *%	2 9%	- -%	* *%	* 1%	- -%	
Switched ISDN30 calls	* *%	* *%	- -%	* 1%	* 2%	- -%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	* 2%	* *%	* 1%	* *%	- -%	- -%	- -%	* *%	- -%	* 2%	- -%	* *%	- -%	* *%	* 2%	
Leased Line Private Circuit calls	* *%	* *%	* 1%	* 1%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	* 4%	* *%	- -%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	
Fixed Line Broadband	34 7%	29 6%	1 19%	* 5%	- -%	3 29%	5 17%	32 7%	20 7%	13 9%	23 7%	34 9%	11 12%	4 10%	* 4%	4 9%	1 9%	4 6%	6 19%	- -%	10 6%	- -%	30 6%	3 14%	* 4%	2 7%	2 6%	* 8%	
VoIP	2 *%	2 *%	- -%	* 2%	* 3%	- -%	* 1%	2 *%	1 *%	* *%	1 *%	2 *%	* *%	* 1%	1 11%	* 3%	2 3%	1 2%	- -%	1 *%	- -%	2 *%	* 2%	1 11%	* 2%	1 3%	* 6%		

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

Table 64 (continuation)
Q5a Summary of switching history
by Crossbreak
Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal and calls (a)	Other pro re vider calls (b)	Other pro vider for re ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN Re + LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	502	15	36	57	5	218	27	252	51	6	261	420	52	30	213	166	123	6	108	1	215	49	33	25	15
Total	502	9	29	23	2	213	26	261	15	*	262	438	43	21	228	167	107	2	62	*	245	42	14	18	16
Switched standard landline calls	50 10%	- -	3 11%	1 6%	- -	15 7%	1 5%	33 13%	* 2%	* 22%	23 9%	- -	29 68%	21 100%	- -	24A 14%	27A 25%	- -	4 7%	- -	19 8%	11 27%	2 13%	8 43%	3 22%
Switched ISDN2/2E calls	2 *%	- -	* 1%	* *%	- -	1 1%	- -	1 *%	1 7%	* 22%	1 *%	- -	1 3%	* 2%	- -	* *%	1 1%	- -	* 1%	- -	* *%	- -	- -	- -	- -
Switched ISDN30 calls	* *%	- -	* *%	* *%	- -	* *%	- -	* *%	* 1%	- -	* *%	- -	* *%	* 1%	- -	* *%	* *%	- -	* *%	- -	- -	- -	- -	- -	- -
Leased Line Private Circuit calls	* *%	- -	- -	* *%	- -	* *%	* 1%	- -	* 1%	* 22%	* *%	- -	- -	* 2%	- -	- -	* *%	- -	* *%	- -	* *%	* 1%	* 2%	* 1%	- -
Fixed Line Broadband	34 7%	* 1%	2 6%	2 10%	- -	12 6%	1 2%	20 8%	1 4%	* 22%	20 8%	- -	13 30%	21 100%	- -	7 4%	27AB 25%	- -	4 7%	- -	12 5%	4 10%	2 13%	3 17%	1 7%
VoIP	2 *%	- -	1 5%	* 2%	- -	1 1%	- -	* *%	1 8%	- -	1 *%	2 *%	- -	- -	* *%	1 1%	* *%	2 100%	- -	- -	1 1%	* *%	* 1%	- -	- -

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

Table 64 (continuation)
 Q5a Summary of switching history
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a) (b)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ (d)	Ca ncel MFL (e)	
Unweighted row	502	201	46	26	28	19
Total	502	248	46	17	21	21
Switched standard landline calls	50 10%	19 7%	6 14%	2 12%	5 23%	3 16%
Switched ISDN2/2E calls	2 *%	* *%	- -%	* 2%	- -%	- -%
Switched ISDN30 calls	* *%	- -%	- -%	- -%	- -%	- -%
Leased Line Private Circuit calls	* *%	- -%	- -%	- -%	- -%	- -%
Fixed Line Broadband	34 7%	9 3%	5 11%	3 16%	1 6%	1 5%
VoIP	2 *%	1 1%	* *%	* 1%	* *%	- -%

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

Table 65
Q5a Summary of switching history
by Crossbreak
Base: All respondents

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 to 1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (e)	1 to 5 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m to £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Transport (e)	Financial services (f)	Other services (g)	Public administration (h)	Other (i)	
Unweighted row	502	62	200	102	100	100	397	80	22	156	123	103	41	16	14	20	38	61	61	64	21	138	72	27
Total	502	148	398	54	43	7	456	40	3	259	129	54	9	1	2	19	39	59	61	67	18	157	54	26
No products switched	436 87%	136 92%	355 89%	43 80%	33 76%	5 79%	395 86%	36 91%	2 87%	235 91%	108 84%	43 80%	6 71%	1 57%	2 95%	16 83%	35 88%	57 95%	50 82%	55 82%	17 96%	132 84%	48 88%	26 98%
1 products switched	44 9%	9 6%	27 7%	7 13%	9aB 20%	1AB 19%	41 9%	2 6%	* 13%	19 7%	10 8%	5 10%	3 29%	* 43%	* 5%	3 16%	2 6%	1 1%	6 10%	4 7%	- -	23 14%	5 9%	* *
2 products switched	21 4%	3 2%	16 4%	4 7%	1 3%	- -	20 4%	1 3%	- -	5 2%	11 8%	5 9%	- -	- -	- -	* 2%	2 6%	2 4%	5 8%	8 11%	* 2%	2 1%	1 2%	* 2%
3 products switched	1 *%	- -%	- -%	* 1%	* 1%	*AB 2%	1 *%	* *%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	* 1%	- -%
4 products switched	* *%	- -%	- -%	- -%	* *%	*B *%	- -%	* *%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%
5 products switched	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
6 products switched	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 65 (continuation)
 Q5a Summary of switching history
 by Crossbreak
 Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	502	16	38	18	16	16	51	44	35	21	255	80	80	87	72	430
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	143	359
No products switched	436 87%	14 95%	40 78%	38 100%	31 90%	39 94%	44 88%	62 77%	74 97%	40 86%	3811 88%	17 83%	28 75%	11 83%	138b 96%	299 83%
1 products switched	44 9%	1 5%	5 10%	* *	2 7%	2 6%	5 10%	18 22%	2 3%	1 3%	37 9%	1 3%	6k 15%	1 8%	5 4%	39 11%
2 products switched	21 4%	- -	6 11%	- -	1 3%	- -	1 1%	1 1%	- -	5 11%	14 3%	3J 14%	3 9%	1 7%	* *	20 6%
3 products switched	1 *%	- -	- -	- -	- -	- -	- -	- -	* *%	- -	* *%	- -	1j 1%	- -	- -	1 *%
4 products switched	* *%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	*J 1%	- -	* *%
5 products switched	- -%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
6 products switched	- -%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

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

Table 65 (continuation)
Q5a Summary of switching history
by Crossbreak
Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo files (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	502	409	30	31	11	20	92	479	307	198	365	431	120	93	54	128	58	116	50	31	135	67	465	70	52	49	62	4
Total	502	473	8	6	4	11	28	493	286	155	353	393	88	38	11	47	11	64	29	47	147	107	483	20	11	22	37	4
No products switched	436 87%	414 88%	5 63%	5 92%	3 95%	8 71%	21 76%	429 87%	252 88%	138 89%	313 89%	342 87%	68 77%	31 82%	9 83%	38 82%	9 86%	54 85%	22 78%	38 81%	122 83%	92 86%	422 87%	15 76%	9 83%	20 90%	30 81%	4 84%
1 products switched	44 9%	38 8%	2 27%	* 7%	* 5%	3 27%	6 20%	43 9%	18 6%	6 4%	21 6%	29 7%	11 13%	5 14%	2 16%	7 14%	1 8%	9 14%	6 21%	9 19%	23 15%	15 14%	40 8%	4 20%	2 15%	2 9%	6 17%	1 16%
2 products switched	21 4%	20 4%	* 5%	- -	- -	* 1%	1 2%	21 4%	16 5%	11 7%	18 5%	21 5%	9 10%	1 4%	- -	1 3%	- -	* *	* 1%	- -	2 2%	- -	21 4%	* 2%	- -	* 1%	* *	- -
3 products switched	1 *%	* *%	* 4%	- -	- -	- -	* 1%	1 *%	1 *%	* *%	1 *%	1 *%	- -	* 1%	* 1%	* 1%	1 5%	* 1%	- -	- -	- -	1 *%	* 1%	* 1%	- -	* 1%	* 1%	- -
4 products switched	* *%	- -	* 1%	* 1%	- -	- -	* *%	* *%	* *%	* *%	* *%	* *%	- -	* *%	* *%	* *%	* 1%	* *%	- -	- -	- -	* *%	* *%	* *%	* *%	* *%	- -	- -
5 products switched	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
6 products switched	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 65 (continuation)
Q5a Summary of switching history
by Crossbreak
Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO						
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for re ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP to (c)	Some calls text/ on line (d)	Ca ncel MFL (e)		
Unweighted row	502	15	36	57	5	218	27	252	51	6	261	420	52	30	213	166	123	6	108	1	215	49	33	25	15	
Total	502	9	29	23	2	213	26	261	15	*	262	438	43	21	228	167	107	2	62	*	245	42	14	18	16	
No products switched	436 87%	9 99%	23 80%	19 83%	2 100%	193 91%	24 94%	218 84%	12 81%	*	235 90%	436 100%	- -%	- -%	228BC 100%	135 81%	74 68%	- -%	54 87%	*	100%	221 90%	31 73%	12 85%	10 56%	12 78%
1 products switched	44 9%	* 1%	5 18%	4 16%	- -%	10 5%	1 5%	32 12%	3 17%	- -%	9 4%	2 *	42 99%	- -%	* *	31A 19%	13A 12%	2 100%	7 12%	- -%	14 6%	7 17%	* 3%	5 27%	3 16%	
2 products switched	21 4%	- -%	* 1%	* *	- -%	9 4%	- -%	10 4%	- -%	- -%	18 7%	- -%	* 1%	20 96%	- -%	* *	20AB 19%	- -%	* *	- -%	9 4%	4 9%	1 10%	3 15%	1 6%	
3 products switched	1 *%	- -%	* 1%	- -%	- -%	- -%	* 1%	* *%	* 1%	- -%	* *%	- -%	- -%	1 3%	- -%	- -%	1 1%	- -%	* 1%	- -%	- -%	* 1%	* 2%	* 1%	- -%	
4 products switched	* *%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	* 1%	* 22%	* *%	- -%	- -%	* 1%	- -%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	
5 products switched	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
6 products switched	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

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

Table 65 (continuation)
 Q5a Summary of switching history
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a) (b)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	502	201	46	26	28	19
Total	502	248	46	17	21	21
No products switched	436 87%	227 91%	39 84%	14 81%	15 71%	18 83%
1 products switched	44 9%	14 6%	4 8%	1 8%	6 29%	3 12%
2 products switched	21 4%	7 3%	4 8%	2 11%	* *%	1 5%
3 products switched	1 *%	* *%	- -%	- -%	- -%	- -%
4 products switched	* *%	- -%	- -%	- -%	- -%	- -%
5 products switched	- -%	- -%	- -%	- -%	- -%	- -%
6 products switched	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 66
Q5a Summary of switching history (fixed line VS Broadband)
by Crossbreak
Base: All respondents

Total	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR											
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Pr mary 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)	Pu blic admin and ser vices (h)	Other (i)		
Unweighted row	502	62	200	102	100	100	397	80	22	156	123	103	41	16	14	20	38	61	61	64	21	138	72	27	
Total	502	148	398	54	43	7	456	40	3	259	129	54	9	1	2	19	39	59	61	67	18	157	54	26	
Switched Fixed Line (Std Landline, ISDN2/2E, ISDN30, LLPC)	51 10%	12 8%	37 9%	8 14%	6 13%	1 12%	49 11%	2 6%	*	19 7%	17 13%	8 14%	1 14%	*	*	1 7%	5 12%	3 5%	7 12%	11 16%	1 4%	17 11%	6 11%	*	2%
Fixed Line Broadband	34 7%	3 2%	21 5%	6a 11%	6Ab 15%	1a 8%	31 7%	3 7%	*	9 4%	13 10%	9 16%	1 15%	*	*	1 6%	2 6%	2 4%	8 12%	9 13%	1 4%	9 6%	1 3%	*	2%

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

Table 66 (continuation)
 Q5a Summary of switching history (fixed line VS Broadband)
 by Crossbreak
 Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	502	16	38	18	16	16	51	44	35	21	255	80	80	87	72	430
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	143	359
Switched Fixed Line (Std Landline, ISDN2/2E, ISDN30, LLPC)	51 10%	* 3%	11 21%	* *	2 6%	1 3%	5 11%	11 14%	1 2%	6 14%	39 9%	4 17%	7j 20%	1 11%	5 4%	46 13%
Fixed Line Broadband	34 7%	* 2%	6 12%	- -%	2 6%	1 3%	1 2%	7 9%	1 1%	5 11%	24 6%	3 13%	5j 14%	1 12%	1 1%	33 9%

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

Table 66 (continuation)
 Q5a Summary of switching history (fixed line VS Broadband)
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED													HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE		
	Standard Landline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET Mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/ Private circuits (j)	VoIP (k)	Video Conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard Landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)		
Unweighted row	502	409	30	31	11	20	92	479	307	198	365	431	120	93	54	128	58	116	50	31	135	67	465	70	52	49	62	4	
Total	502	473	8	6	4	11	28	493	286	155	353	393	88	38	11	47	11	64	29	47	147	107	483	20	11	22	37	4	
Switched Fixed Line (Std Landline, ISDN2/2E, ISDN30, LLPC)	51 10%	49 10%	2 24%	* 2%	* 2%	* 1%	2 8%	51 10%	29 10%	15 10%	34 10%	37 9%	18 20%	4 11%	* 4%	4 10%	1 9%	4 7%	* 1%	9 19%	17 11%	15 14%	51 11%	2 10%	* 3%	* 2%	4 11%	* 2%	
Fixed Line Broadband	34 7%	29 6%	1 19%	* 5%	- -%	3 29%	5 17%	32 7%	20 7%	13 9%	23 7%	34 9%	11 12%	4 10%	* 4%	4 9%	1 9%	4 6%	6 19%	- -%	10 6%	- -%	30 6%	3 14%	* 4%	2 7%	2 6%	* 8%	

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

Table 66 (continuation)
 Q5a Summary of switching history (fixed line VS Broadband)
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB + LL/ PC Re ntal (b)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	pro ducts	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	pro ducts	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)
Unweighted row	502	15	36	57	5	218	27	252	51	6	261	420	52	30	213	166	123	6	108	1	215	49	33	25	15
Total	502	9	29	23	2	213	26	261	15	*	262	438	43	21	228	167	107	2	62	*	245	42	14	18	16
Switched Fixed Line (Std Landline, ISDN2/2E, ISDN30, LLPC)	51 10%	- -%	3 11%	1 6%	- -%	16 7%	1 5%	33 13%	1 8%	* 22%	24 9%	- -%	30 70%	21 100%	- -%	24A 14%	28A 26%	- -%	4 7%	- -%	19 8%	11 27%	2 13%	8 43%	3 22%
Fixed Line Broadband	34 7%	* 1%	2 6%	2 10%	- -%	12 6%	1 2%	20 8%	1 4%	* 22%	20 8%	- -%	13 30%	21 100%	- -%	7 4%	27AB 25%	- -%	4 7%	- -%	12 5%	4 10%	2 13%	3 17%	1 7%

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

Table 66 (continuation)
 Q5a Summary of switching history (fixed line VS Broadband)
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a) (b)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	502	201	46	26	28	19
Total	502	248	46	17	21	21
Switched Fixed Line (Std Landline, ISDN2/2E, ISDN30, LLPC)	51 10%	19 7%	6 14%	2 12%	5 23%	3 16%
Fixed Line Broadband	34 7%	9 3%	5 11%	3 16%	1 6%	1 5%

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

Table 67
Q5a Summary of switching history (fixed line vs broadband)
by Crossbreak
Base: All respondents

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 (b)	5 (c)	10 (d)	50 to 249 (e)	1 (a)	2 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m to £25m (e)	£25m+ (f)	Pr mary 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)	Pu blic admin istration and ser vices (h)	Other (i)	
Unweighted row	502	62	200	102	100	100	397	80	22	156	123	103	41	16	14	20	38	61	61	64	21	138	72	27
Total	502	148	398	54	43	7	456	40	3	259	129	54	9	1	2	19	39	59	61	67	18	157	54	26
No products switched	438 87%	136d 92%	355D 89%	44 82%	33 76%	6 82%	396 87%	37 91%	2 87%	236 91%	110 85%	43 80%	6 71%	1 76%	2 95%	17 88%	35 88%	57 95%	51 83%	55 82%	17 96%	133 84%	48 89%	26 98%
1 products switched	43 9%	9 6%	27 7%	5 10%	9aB 20%	1aB 16%	40 9%	2 5%	* 13%	19 7%	9 7%	5 10%	3 29%	* 24%	* 5%	2 10%	2 6%	1 1%	6 10%	4 7%	- -	22 14%	4 8%	* *%
2 products switched	21 4%	3 2%	15 4%	4 8%	2 4%	* 2%	20 4%	1 4%	- -	5 2%	11 8%	6 10%	- -	- -	- -	* 2%	2 6%	2 4%	4 7%	8 11%	1 4%	2 1%	1 3%	* 2%

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

Table 67 (continuation)
 Q5a Summary of switching history (fixed line vs broadband)
 by Crossbreak
 Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	502	16	38	18	16	16	51	44	35	21	255	80	80	87	72	430
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	143	359
No products switched	438 87%	14 95%	40 78%	38 100%	31 90%	39 94%	44 88%	63 78%	74 97%	40 86%	3821 89%	17 83%	28 76%	11 86%	138b 96%	300 84%
1 products switched	43 9%	1 5%	5 10%	* *	2 7%	2 6%	5 10%	16 21%	2 3%	1 3%	36 8%	1 5%	5 14%	1 6%	5 4%	38 10%
2 products switched	21 4%	- -	6 11%	- -	1 3%	- -	1 1%	1 1%	* *	5 11%	14 3%	3j 12%	4j 10%	1 8%	* *	21 6%

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

Table 67 (continuation)
 Q5a Summary of switching history (fixed line vs broadband)
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED													HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE		
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo biles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Pr ivate circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)		
Unweighted row	502	409	30	31	11	20	92	479	307	198	365	431	120	93	54	128	58	116	50	31	135	67	465	70	52	49	62	4	
Total	502	473	8	6	4	11	28	493	286	155	353	393	88	38	11	47	11	64	29	47	147	107	483	20	11	22	37	4	
No products switched	438 87%	416 88%	5 63%	5 94%	4 98%	8 71%	22 77%	431 87%	253 88%	138 89%	314 89%	344 88%	68 78%	32 83%	10 94%	40 85%	10 88%	56 88%	23 80%	38 81%	123 83%	92 86%	424 88%	16 78%	10 94%	21 92%	31 84%	4 90%	
1 products switched	43 9%	37 8%	3 32%	* 5%	* 2%	3 27%	6 21%	41 8%	17 6%	6 4%	19 5%	28 7%	11 12%	5 14%	1 5%	5 12%	1 6%	7 11%	5 19%	9 19%	22 15%	15 14%	39 8%	4 20%	* 4%	1 7%	5 14%	* 10%	
2 products switched	21 4%	21 4%	* 5%	* 1%	- -%	* 1%	1 2%	21 4%	16 6%	11 7%	19 5%	21 5%	9 10%	1 4%	* 1%	2 3%	1 6%	1 1%	* 1%	- -%	2 1%	- -%	21 4%	* 2%	* 1%	* 1%	* 1%	- -%	

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

Table 67 (continuation)
 Q5a Summary of switching history (fixed line vs broadband)
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro re iver (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	502	15	36	57	5	218	27	252	51	6	261	420	52	30	213	166	123	6	108	1	215	49	33	25	15
Total	502	9	29	23	2	213	26	261	15	*	262	438	43	21	228	167	107	2	62	*	245	42	14	18	16
No products switched	438 87%	9 99%	24 85%	19 85%	2 100%	195 91%	24 94%	219 84%	13 89%	*	236 90%	438 100%	- -%	- -%	228BC 100%	136 82%	74 69%	2 100%	54 87%	* 100%	223 91%	31 73%	12 86%	10 56%	12 78%
1 products switched	43 9%	* 1%	4 13%	3 14%	- -%	9 4%	1 5%	32 12%	1 9%	- -%	8 3%	- -%	43 100%	- -%	31A 18%	12A 11%	- -%	7 12%	- -%	13 5%	7 17%	* 2%	5 27%	3 16%	
2 products switched	21 4%	- -%	1 2%	* 1%	- -%	9 4%	* 1%	10 4%	* 1%	* 22%	18 7%	- -%	- -%	21 100%	- -%	- -%	21AB 20%	- -%	1 1%	- -%	9 4%	4 10%	2 12%	3 17%	1 6%

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

Table 67 (continuation)
 Q5a Summary of switching history (fixed line vs broadband)
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	502	201	46	26	28	19
Total	502	248	46	17	21	21
No products switched	438 87%	228 92%	39 84%	14 81%	15 71%	18 83%
1 products switched	43 9%	13 5%	4 8%	2 10%	6 28%	3 12%
2 products switched	21 4%	7 3%	4 8%	1 9%	* *	1 5%

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

Table 68
 <Q5D1> Have you ever switched your Standard landline voice calls?
 by Crossbreak
 Base: All with Standard Landlines

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	Pr mary 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)	Pu blic admin istration and ser vices (h)	Other (i)	
Total	465	61	198	99	83	85	376	67	19	154	115	89	37	14	11	19	35	57	54	60	19	128	67	26
Unweighted row	465	61	198	99	83	85	376	67	19	154	115	89	37	14	11	19	35	57	54	60	19	128	67	26
Total	483	147	393	53	32	6	446	32	2	258	126	47	8	1	1	19	38	59	58	65	17	150	52	26
Yes	223 46%	60 41%	185 47%	23 43%	11 36%	3d 58%	202 45%	20 64%	1 43%	124 48%	57 45%	27 56%	4 51%	1 73%	*	7 38%	17 45%	17 29%	32 55%	42 65%	10 59%	72 48%	16 30%	10 37%
No	253 52%	87e 59%	204 52%	29e 56%	18 57%	2 38%	240 54%	10 32%	* 15%	129 50%	69 55%	20 41%	4 49%	* 27%	*	11 62%	20 53%	41 70%	26 45%	22 35%	7 41%	78 52%	32 62%	15 59%
(Not sure)	7 1%	- -	4 1%	* 1%	2AB 8%	*A 4%	5 1%	1 4%	1 41%	5 2%	* %	1 3%	- -	- -	- -	* %	1 3%	* 1%	- -	- -	- -	* %	4 8%	1 5%

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

Table 68 (continuation)
 <Q5D1> Have you ever switched your Standard landline voice calls?
 by Crossbreak
 Base: All with Standard Landlines

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo rks/Humber (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)
Unweighted row	465	15	34	15	15	15	50	36	33	18	231	72	76	86	71	394
Total	483	15	50	37	34	40	50	74	75	42	415	20	36	13	142	341
Yes	223 46%	4 30%	30 61%	16 43%	4 13%	22 56%	18 36%	38 51%	37 50%	20 47%	189 46%	10 49%	17 48%	7 52%	54 38%	169 50%
No	253 52%	10 70%	19 39%	21 57%	29 87%	16 41%	32 64%	32 43%	37 49%	22 53%	219 53%	10 51%	18 51%	6 48%	88 62%	165 48%
(Not sure)	7 1%	- -	- -	- -	- -	1 3%	* 1%	4 6%	1 1%	- -	7 2%	- -	* 1%	- -	- -	7 2%

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

Table 68 (continuation)
 <Q5D1> Have you ever switched your Standard landline voice calls?
 by Crossbreak
 Base: All with Standard Landlines

Total	MAIN FIXED LINE TYPE						PRODUCTS USED										HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE					
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET Mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	465	409	23	26	-	7	56	465	280	181	334	398	109	79	48	108	43	87	40	31	131	67	465	61	46	37	47	2
Total	483	473	5	4	-	1	10	483	276	150	342	377	84	27	9	34	6	48	24	47	142	107	483	15	9	18	26	4
Yes	223 46%	218 46%	4 78%	1 19%	-	1 66%	5 53%	223 46%	139 50%	64 43%	158 46%	172 46%	53 63%	11 43%	2 18%	12 36%	3 54%	14 28%	18 77%	23 49%	65 46%	51 48%	223 46%	6 38%	2 16%	6 33%	7 28%	* 7%
No	253 52%	249 53%	1 22%	3 81%	-	* 34%	5 47%	253 52%	135 49%	83 55%	181 53%	198 53%	29 35%	15 57%	6 64%	20 58%	3 44%	34 69%	5 23%	24 51%	72 51%	56 52%	253 52%	9 61%	6 65%	12 65%	18 69%	4 93%
(Not sure)	7 1%	7 2%	-	-	-	-	-	7 1%	3 1%	2 2%	3 1%	7 2%	1 2%	* *	2 5%	2 5%	* 2%	1 3%	* *	-	4 3%	-	7 1%	* 1%	2 18%	* 2%	1 4%	-

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

Table 68 (continuation)
 <Q5D1> Have you ever switched your Standard landline voice calls?
 by Crossbreak
 Base: All with Standard Landlines

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	Int ernal /inter- -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for re ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pr ducts (c)	pro ducts	No ducts (a)	1 pr ducts (b)	2 pr ducts (c)	pro ducts	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ line (d)
Unweighted row	465	13	32	36	4	218	27	215	51	6	261	390	45	30	199	144	122	5	80	1	209	48	32	25	15
Total	483	8	26	12	2	213	26	243	15	*	262	424	39	21	224	152	107	2	46	*	241	42	14	18	16
Yes	223 46%	* 6%	10 37%	3 25%	* 32%	54 26%	13 51%	153A 63%	4 26%	* 49%	99 38%	166 39%	36 92%	21 100%	- %	116A 76%	107AB 100%	1 36%	13 28%	* 100%	104 43%	21 49%	4 27%	9 51%	9 54%
No	253 52%	8 94%	16 61%	8 68%	1 68%	157C 74%	13 49%	84 34%	10 66%	* 37%	157 60%	250 59%	3 8%	- %	217BC 97%	36C 24%	* %	1 64%	32 70%	- %	136 56%	20 48%	9 66%	9 49%	7 46%
(Not sure)	7 1%	- %	* 1%	1 8%	- %	2 1%	- %	6 2%	1 9%	* 14%	6 2%	7 2%	- %	- %	7 3%	* %	- %	- %	1 3%	1 %	- %	1 3%	1 7%	- %	- %

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

Table 68 (continuation)
 <Q5D1> Have you ever switched your Standard landline voice calls?
 by Crossbreak
 Base: All with Standard Landlines

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	465	196	45	26	28	19
Total	483	245	46	17	21	21
Yes	223 46%	103 42%	17 36%	2 15%	6 30%	8 39%
No	253 52%	143 58%	29 64%	14 85%	14 70%	13 61%
(Not sure)	7 1%	* *%	* 1%	- -%	- -%	- -%

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

Table 69
 <Q5D2> Have you ever switched your ISDN 2/2e calls?
 by Crossbreak
 Base: All with ISDN2/2E

Total	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	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)	
Unweighted row	70	-	4	12	22	32	38	24	8	6	11	19	18	8	4	4	7	6	14	11	2	16	7	3
Total	20	-	5	4	9	2	15	4	*	1	7	5	5	*	*	1	6	*	3	3	1	3	1	1
Yes	5 23%	- -%	* 9%	2 42%	2 18%	1 41%	4 26%	1 12%	* 42%	* 15%	1 11%	2 37%	2 36%	* 34%	* 21%	- -%	* 9%	* 41%	1 28%	1 32%	1 100%	1 22%	1 61%	- -%
No	15 74%	- -%	4 91%	2 58%	7 79%	1 50%	11 73%	4 80%	* 58%	1 73%	7 89%	3 63%	3 59%	* 52%	* 79%	1 100%	5 91%	* 39%	2 64%	2 68%	- -%	3 78%	* 26%	1 100%
(Not sure)	* 2%	- -%	- -%	- -%	* 3%	* 9%	* 1%	* 7%	- -%	* 12%	- -%	- -%	* 5%	* 14%	- -%	- -%	- -%	* 20%	* 8%	- -%	- -%	- -%	* 12%	- -%

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

Table 69 (continuation)
 <Q5D2> Have you ever switched your ISDN 2/2e calls?
 by Crossbreak
 Base: All with ISDN2/2E

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	70	2	4	1	4	1	7	3	5	1	28	9	15	18	1	69
Total	20	*	1	1	1	1	2	2	3	4	15	1	2	2	*	20
Yes	5 23%	* 15%	1 90%	- -	* 9%	- -	1 38%	- -	1 31%	- -	2 16%	1 67%	1 48%	1 30%	- -	5 23%
No	15 74%	* 85%	- -	1 100%	1 91%	1 100%	1 62%	2 100%	2 65%	4 100%	12 83%	* 33%	1 42%	1 70%	* 100%	15 74%
(Not sure)	* 2%	- -	* 10%	- -	- -	- -	- -	- -	* 4%	- -	* 1%	- -	* 11%	- -	- -	* 2%

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

Table 69 (continuation)
 <Q5D2> Have you ever switched your ISDN 2/2e calls?
 by Crossbreak
 Base: All with ISDN2/2E

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Pr (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	70	26	30	11	1	2	44	65	54	42	60	66	28	70	16	70	22	26	15	-	9	4	61	70	16	11	14	1
Total	20	9	8	1	1	1	11	18	12	8	13	20	7	20	2	20	4	6	5	-	6	*	15	20	2	2	3	*
Yes	5 23%	1 15%	3 38%	* 44%	- -%	- -%	3 31%	5 26%	3 29%	2 23%	4 28%	5 23%	1 9%	5 23%	* 21%	5 23%	1 29%	1 24%	1 9%	- -%	1 18%	* 39%	5 30%	5 23%	* 21%	* 13%	1 24%	* 100%
No	15 74%	8 81%	5 62%	* 46%	1 100%	1 100%	7 68%	13 72%	8 68%	6 72%	9 69%	15 75%	6 88%	15 74%	2 76%	15 74%	3 63%	4 75%	5 91%	- -%	5 82%	* 61%	10 67%	15 74%	2 76%	2 87%	2 73%	- -%
(Not sure)	* 2%	* 4%	- -%	* 10%	- -%	- -%	* 1%	* 2%	* 3%	* 6%	* 3%	* 2%	* 3%	* 2%	* 3%	* 2%	* 8%	* 1%	- -%	- -%	- -%	* 3%	* 2%	* 3%	- -%	* 2%	- -%	

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

Table 69 (continuation)
 <Q5D2> Have you ever switched your ISDN 2/2e calls?
 by Crossbreak
 Base: All with ISDN2/2E

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro re calls (b)	Other pro vider ntal and calls (c)	Std lan + ISDN (a)	Std lan + ISDN (b)	Std lan + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	pro ducts	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	pro ducts	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)
Unweighted row	70	4	6	15	-	18	4	47	36	4	25	57	11	2	23	23	24	3	23	-	28	10	9	7	5
Total	20	*	2	3	-	4	1	15	10	*	8	16	4	*	10	7	4	*	5	-	10	2	2	2	2
Yes	5 23%	* 21%	1 53%	* 8%	- -%	1 26%	* 16%	3 23%	2 19%	* 31%	1 14%	3 18%	1 37%	* 100%	- -%	2 23%	3 85%	* 78%	1 19%	- -%	2 21%	* 12%	* 5%	1 25%	* 4%
No	15 74%	* 64%	1 47%	3 92%	- -%	3 73%	1 84%	11 75%	8 78%	* 69%	7 85%	13 81%	2 57%	- -%	10 99%	5 75%	* 8%	* 22%	4 80%	- -%	8 78%	2 88%	2 92%	2 75%	2 92%
(Not sure)	* 2%	* 15%	- -%	- -%	- -%	* 2%	- -%	* 2%	* 3%	- -%	* 1%	* 1%	* 6%	- -%	* 1%	* 1%	* 7%	- -%	* 1%	- -%	* 1%	- -%	* 4%	- -%	* 4%

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

Table 69 (continuation)
 <Q5D2> Have you ever switched your ISDN 2/2e calls?
 by Crossbreak
 Base: All with ISDN2/2E

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	70	28	7	10	8	7
Total	20	10	2	2	2	2
Yes	5 23%	2 22%	* 5%	1 23%	* 8%	* 6%
No	15 74%	8 77%	2 95%	2 77%	2 92%	2 90%
(Not sure)	* 2%	* 1%	- -%	- -%	- -%	* 4%

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

Table 70
 <Q5D3> Have you ever switched your ISDN 30 calls?
 by Crossbreak
 Base: All with ISDN30

	COMPANY SIZE					NO. SITES			TURNOVER						SECTOR									
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)	
Total	52	-	-	4	11	37	29	12	11	3	4	14	13	6	6	6	4	6	6	1	2	13	10	4
Unweighted row	11	-	-	3	6	3	7	2	1	*	2	3	1	*	1	1	1	2	1	*	2	1	2	
Total	2	-	-	-	*	1	1	*	1	*	-	1	1	*	*	*	*	*	-	*	*	1	*	
Yes	16%	-%	-%	-%	6%	54%	11%	18%	49%	44%	-%	18%	61%	38%	16%	8%	10%	15%	3%	-%	63%	19%	91%	5%
No	7	-	-	2	3	1	5	1	1	*	1	1	*	*	*	1	*	*	2	1	*	1	*	
(Not sure)	61%	-%	-%	86%	59%	42%	73%	27%	51%	56%	78%	35%	39%	62%	13%	92%	15%	46%	97%	100%	37%	76%	9%	22%
(Not sure)	2	-	-	*	2	*	1	1	-	-	*	1	-	-	1	-	1	*	-	-	-	*	-	1
(Not sure)	23%	-%	-%	14%	35%	4%	17%	55%	-%	-%	22%	47%	-%	-%	72%	-%	75%	39%	-%	-%	-%	5%	-%	73%

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

Table 70 (continuation)
 <Q5D3> Have you ever switched your ISDN 30 calls?
 by Crossbreak
 Base: All with ISDN30

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	52	1	3	-	-	2	4	9	5	2	26	6	13	7	1	51
Total	11	*	1	-	-	2	1	3	1	*	9	*	1	*	*	11
Yes	2 16%	* 100%	* 12%	- -%	- -%	- -%	* 23%	* 6%	* 24%	* 100%	1 11%	* 18%	1 36%	* 55%	- -%	2 16%
No	7 61%	- -%	* 88%	- -%	- -%	1 50%	* 12%	2 71%	1 76%	- -%	5 61%	* 82%	1 59%	* 36%	* 100%	7 61%
(Not sure)	2 23%	- -%	- -%	- -%	- -%	1 50%	* 65%	1 23%	- -%	- -%	2 27%	- -%	* 4%	* 9%	- -%	2 23%

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

Table 70 (continuation)
 <Q5D3> Have you ever switched your ISDN 30 calls?
 by Crossbreak
 Base: All with ISDN30

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard (f)	Standard lines (a)	Smartphones (b)	Standard mobile (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No (c)	LL BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)
Unweighted row	52	18	1	31	1	1	34	50	44	32	46	46	22	18	52	52	28	23	7	-	6	6	46	16	52	8	14	1
Total	11	5	*	6	*	*	6	10	10	7	11	10	4	2	11	11	5	5	2	-	*	1	9	2	11	2	3	*
Yes	2 16%	1 10%	* 100%	1 18%	* 100%	* 100%	1 22%	2 18%	2 15%	1 19%	2 15%	1 14%	* 10%	* 20%	2 16%	2 16%	1 21%	1 17%	* 5%	-	* 64%	* 44%	2 18%	* 23%	2 16%	* 13%	* 17%	* 100%
No	7 61%	3 56%	-	4 68%	-	-	4 65%	6 65%	6 62%	4 51%	6 62%	6 61%	2 60%	2 80%	7 61%	7 61%	3 61%	3 67%	2 95%	-	* 36%	* 56%	6 64%	2 77%	7 61%	2 87%	2 55%	-
(Not sure)	2 23%	2 33%	-	1 14%	-	-	1 13%	2 17%	2 24%	2 29%	2 23%	2 24%	1 30%	-	2 23%	2 23%	1 18%	1 16%	-	-	-	-	2 18%	-	2 23%	-	1 28%	-

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

Table 70 (continuation)
 <Q5D3> Have you ever switched your ISDN 30 calls?
 by Crossbreak
 Base: All with ISDN30

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro re iver (b)	Other pro vider (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No pro ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No pro ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	52	4	9	10	-	21	1	29	25	4	19	43	7	2	21	17	14	3	20	-	17	4	12	5	4
Total	11	1	3	1	-	5	*	5	5	*	5	10	*	*	7	3	1	1	4	-	4	1	2	1	1
Yes	2 16%	- -%	* 6%	1 67%	- -%	1 15%	- -%	1 17%	1 16%	- -%	1 13%	1 14%	* 45%	* 100%	- -%	1 23%	1 100%	* 8%	1 20%	- -%	* 12%	* 7%	* 20%	* 7%	* 5%
No	7 61%	1 41%	2 93%	* 33%	- -%	3 55%	* 100%	4 66%	3 60%	* 100%	3 55%	6 63%	* 47%	- -%	5 76%	2 50%	- -%	1 92%	2 59%	- -%	3 88%	1 93%	2 79%	1 93%	1 95%
(Not sure)	2 23%	1 59%	* 1%	- -%	- -%	2 30%	- -%	1 16%	1 24%	- -%	2 32%	2 24%	* 7%	- -%	2 24%	1 27%	- -%	- -%	1 22%	- -%	- -%	- -%	* 1%	- -%	- -%

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

Table 70 (continuation)
 <Q5D3> Have you ever switched your ISDN 30 calls?
 by Crossbreak
 Base: All with ISDN30

Total	SNNIP CALLS & RENTAL LIKELY TO				
	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)
Unweighted row	52	16	5	10	6
Total	11	3	1	2	2
Yes	2 16%	* 12%	* 6%	1 25%	* 13%
No	7 61%	3 88%	1 87%	1 73%	1 87%
(Not sure)	2 23%	- -%	* 6%	* 2%	- -%

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

Table 71
 <Q5D4> Have you ever switched your Leased lines or private circuits calls?
 by Crossbreak
 Base: All with Leased Line / Private Circuits

Total	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	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	19	-	-	1	6	12	11	6	2	-	1	5	5	5	1	1	-	3	5	2	2	-	5	1
Total	5	-	-	*	3	1	4	*	*	-	*	1	1	*	1	*	-	*	2	1	1	-	1	*
Yes	2	-	-	-	2	*	2	*	-	-	*	1	*	*	1	-	-	*	*	1	1	-	*	-
	52%	-%	-%	-%	62%	42%	50%	86%	-%	-%	100%	100%	9%	48%	100%	-%	-%	100%	11%	92%	62%	-%	75%	-%
No	2	-	-	*	1	*	2	*	*	-	-	-	1	*	-	*	-	-	1	*	*	-	*	*
	48%	-%	-%	100%	38%	58%	50%	14%	100%	-%	-%	-%	91%	52%	-%	100%	-%	-%	89%	8%	38%	-%	25%	100%
(Not sure)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Table 71 (continuation)
 <Q5D4> Have you ever switched your Leased lines or private circuits calls?
 by Crossbreak
 Base: All with Leased Line / Private Circuits

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of London (d)	Midland (e)	West Midlands (f)	East Midlands (g)	London (h)	SE (i)	SW (j)	Net: England (k)	Wales (l)	Scotland (m)	Northern Ireland (n)	Home based (a)
Unweighted row	19	-	2	2	-	1	2	2	1	1	11	-	5	3	-	19
Total	5	-	1	*	-	1	*	2	*	*	4	-	1	*	-	5
Yes	2	-	-	*	-	-	*	2	*	-	2	-	*	*	-	2
	52%	-%	-%	50%	-%	-%	50%	100%	100%	-%	48%	-%	63%	100%	-%	52%
No	2	-	1	*	-	1	*	-	-	*	2	-	*	-	-	2
	48%	-%	100%	50%	-%	100%	50%	-%	-%	100%	52%	-%	37%	-%	-%	48%
(Not sure)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Table 71 (continuation)
 <Q5D4> Have you ever switched your Leased lines or private circuits calls?
 by Crossbreak
 Base: All with Leased Line / Private Circuits

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private (d)	Fixed broadband (e)	Not standard (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	19	9	2	1	6	1	10	15	17	10	18	15	5	8	9	12	17	14	7	-	1	1	12	7	8	9	4	1
Total	5	2	*	*	2	*	2	3	4	3	4	3	2	2	2	4	2	2	-	*	*	3	2	2	1	2	*	
Yes	2	*	*	*	2	-	2	1	2	1	2	1	*	*	*	2	2	1	-	-	-	*	*	*	*	2	-	
	52%	15%	100%	100%	96%	-%	93%	24%	43%	34%	53%	26%	13%	12%	7%	12%	54%	83%	42%	-%	-%	-%	19%	12%	8%	62%	96%	-%
No	2	2	-	-	*	*	*	2	2	2	2	2	1	2	2	2	2	*	1	-	*	*	2	2	2	*	*	*
	48%	85%	-%	-%	4%	100%	7%	76%	57%	66%	47%	74%	87%	88%	93%	88%	46%	17%	58%	-%	100%	100%	81%	88%	92%	38%	4%	100%
(Not sure)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Table 71 (continuation)
 <Q5D4> Have you ever switched your Leased lines or private circuits calls?
 by Crossbreak
 Base: All with Leased Line / Private Circuits

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN Re + LL/ ntal (b)	Std lan dline + BB (c)	No pro ducts (a)	1 pr oduct (b)	2 pr oducts (c)	pro ducts (c)	No pro ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)
Unweighted row	19	1	2	11	-	5	2	12	5	4	7	13	3	3	3	11	5	2	12	-	4	4	5	4	1
Total	5	*	*	2	-	*	*	4	*	*	1	4	*	*	1	3	1	*	2	-	1	2	2	2	1
Yes	2	-	*	2	-	*	*	2	*	*	*	2	-	*	-	2	1	*	2	-	*	*	*	*	-
	52%	-%	50%	87%	-%	38%	79%	51%	50%	34%	44%	50%	-%	100%	-%	68%	100%	100%	81%	-%	14%	22%	21%	13%	-%
No	2	*	*	*	-	*	*	2	*	*	*	2	*	-	1	1	-	-	*	-	1	1	1	2	1
	48%	100%	50%	13%	-%	62%	21%	49%	50%	66%	56%	50%	100%	-%	100%	32%	-%	-%	19%	-%	86%	78%	79%	87%	100%
(Not sure)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Table 71 (continuation)
 <Q5D4> Have you ever switched your Leased lines or private circuits calls?
 by Crossbreak
 Base: All with Leased Line / Private Circuits

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	19	3	2	3	3	1
Total	5	1	1	1	1	1
Yes	2 52%	- -%	* 7%	* 7%	* 7%	- -%
No	2 48%	1 100%	1 93%	1 93%	1 93%	1 100%
(Not sure)	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 72
 <Q5D5> Have you ever switched your Fixed line broadband?
 by Crossbreak
 Base: All with Fixed line broadband

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	Pr mary ind ustry (a)	Man ufacturing (b)	Co nstruction (c)	Whole sale/ retail port/ Comm unica tions (d)	Re tail (e)	Finan cial ser vices (f)	Other ser vices (g)	Pu blic admin istration and ser vices (h)	Other (i)	
Total	431	45	161	91	94	85	334	74	20	125	107	94	36	15	12	18	34	55	53	56	18	117	59	21
Total	393	99	304	44	39	6	349	39	3	187	115	49	8	1	2	13	31	49	56	50	17	112	42	23
Yes	156 40%	40 40%	116 38%	16 36%	21 54%	3 43%	130 37%	25 65%	1 29%	66 35%	47 41%	27 55%	5 65%	* 46%	1 75%	6 47%	9 29%	16 32%	30 53%	28 56%	7 41%	41 37%	8 20%	11 48%
No	230 58%	59 60%	184 60%	28 64%	15 39%	3 52%	214 61%	13 32%	1 35%	117 63%	68 59%	20 42%	2 30%	1 54%	* 25%	7 53%	21 68%	33 68%	26 47%	22 43%	10 59%	71 63%	29 69%	11 47%
(Not sure)	7 2%	- -	4 1%	- -	3bc 7%	*bC 5%	5 1%	1 3%	1 36%	4 2%	- -	2 3%	* 5%	- -	- -	- -	1 3%	- -	- -	* 1%	- -	* *	5 11%	1 5%

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

Table 72 (continuation)
 <Q5D5> Have you ever switched your Fixed line broadband?
 by Crossbreak
 Base: All with Fixed line broadband

	LOCATION														OFFICE LOCATION	
	Total	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 (k)	Wales (l)	Scotland (m)	Northern Ireland (n)	Home based (a)
Unweighted row	431	16	31	14	14	13	42	35	26	18	209	68	71	83	58	373
Total	393	15	43	22	31	36	36	61	49	41	334	18	30	12	108	286
Yes	156 40%	4 29%	17 41%	9 42%	18 58%	15 42%	14 39%	22 35%	15 31%	19 47%	134 40%	6 35%	11 38%	5 38%	40 37%	116 41%
No	230 58%	11 71%	25 59%	13 58%	13 42%	19 54%	22 60%	36 58%	33 67%	21 53%	193 58%	12 65%	18 61%	8 62%	68 63%	163 57%
(Not sure)	7 2%	- -	- -	- -	- -	1 3%	* 1%	4 7%	1 2%	* *	7 2%	- -	* 1%	- -	- -	7 3%

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

Table 72 (continuation)
 <Q5D5> Have you ever switched your Fixed line broadband?
 by Crossbreak
 Base: All with Fixed line broadband

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo biles (d)	Fixed broadband (e)	Mo bile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Pr ivate circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent (b)	Both (c)	
Unweighted row	431	348	28	27	7	20	82	412	283	177	329	431	107	87	48	118	46	106	47	-	100	-	398	66	46	44	57	4
Total	393	367	8	5	2	11	26	386	253	130	295	393	79	38	10	46	9	61	28	-	96	-	377	20	10	22	35	4
Yes	156 40%	139 38%	4 54%	1 28%	1 49%	10 91%	16 64%	150 39%	117 46%	57 44%	128 43%	156 40%	40 51%	16 42%	3 31%	19 41%	4 42%	32 52%	15 53%	- %	26 27%	- %	143 38%	8 39%	3 31%	11 49%	20 58%	1 14%
No	230 58%	221 60%	3 42%	4 72%	1 47%	1 9%	9 34%	229 59%	133 53%	70 54%	164 56%	230 58%	37 47%	22 57%	6 56%	25 56%	5 57%	28 47%	13 47%	- %	66 68%	- %	226 60%	12 60%	6 56%	11 51%	14 39%	4 84%
(Not sure)	7 2%	7 2%	* 4%	- %	* 4%	- %	* 2%	7 2%	3 1%	3 2%	3 1%	7 2%	1 2%	* 1%	1 13%	2 4%	* 2%	1 2%	- %	- %	5 5%	- %	7 2%	* 2%	1 13%	- %	1 3%	* 2%

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

Table 72 (continuation)
 <Q5D5> Have you ever switched your Fixed line broadband?
 by Crossbreak
 Base: All with Fixed line broadband

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO						
	Int ernal /inter- -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider calls (b)	Other pro vider re ntal calls (c)	Std lan + ISDN Re (a)	Std lan + ISDN LL/ PC ntal (b)	Std lan + BB (c)	No ducts (a)	1 pr (b)	2 ducts (c)	No ducts (a)	1 pr (b)	2 ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some to VoIP (c)	Some to text/ line (d)	Ca ncel MFL (e)		
Unweighted row	431	15	34	50	4	186	23	217	48	6	261	356	45	30	177	131	123	6	98	1	182	40	28	21	13	
Total	393	9	29	21	2	160	25	206	15	*	262	344	28	21	172	114	107	2	59	*	197	32	13	14	13	
Yes	156 40%	2 26%	14 49%	15 74%	- -%	48 30%	12 48%	95 46%	5 35%	*	88 34%	116 34%	19 68%	21 100%	- -%	49A 43%	107AB 100%	2 81%	30 51%	* 100%	70 36%	8 25%	3 26%	5 32%	2 13%	
No	230 58%	7 74%	15 51%	4 21%	2 100%	111c 69%	13 51%	106 51%	8 55%	*	168 64%	221 64%	9 31%	- -%	166BC 96%	64C 57%	- -%	* 19%	28 47%	- -%	125 64%	23 72%	9 65%	10 68%	11 87%	
(Not sure)	7 2%	- -%	* *%	1 5%	- -%	2 1%	* 1%	5 3%	2 10%	- -%	6 2%	7 2%	* 1%	- -%	7 4%	1 1%	- -%	- -%	1 2%	1 2%	- -%	1 1%	1 3%	1 9%	- -%	- -%

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

Table 72 (continuation)
 <Q5D5> Have you ever switched your Fixed line broadband?
 by Crossbreak
 Base: All with Fixed line broadband

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	431	169	40	22	25	18
Total	393	190	38	16	18	19
Yes	156 40%	66 35%	6 16%	3 18%	3 17%	1 6%
No	230 58%	123 65%	32 84%	13 82%	15 83%	18 94%
(Not sure)	7 2%	* *%	* *%	- -%	- -%	- -%

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

Table 73
Q5d Summary of ever switching history
by Crossbreak
Base: All respondents

	COMPANY SIZE						NO. SITES			TURNOVER						SECTOR									
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Pr mary ind ustry (a)	Man ufacturing (b)	Co nstruction (c)	Whole sale/ retail (d)	Re tail (e)	Finan cial ser vices (f)	Other ser vices (g)	Pu blic admin istration and ser vices (h)	Other (i)	
Unweighted row	502	62	200	102	100	100	397	80	22	156	123	103	41	16	14	20	38	61	61	64	21	138	72	27	
Total	502	148	398	54	43	7	456	40	3	259	129	54	9	1	2	19	39	59	61	67	18	157	54	26	
Switched standard landline calls	223 44%	60 41%	185D 47%	23 42%	11 26%	3D 50%	202 44%	20 51%	1 36%	124 48%	57 44%	27 49%	4 44%	1 60%	* 15%	7 36%	17 42%	17 29%	32 53%	42 63%	10 56%	72 46%	16 29%	10 36%	
Switched ISDN2/2E calls	5 1%	- %	* %	2B 3%	2aB 4%	1ABcd 12%	4 1%	1 1%	* 7%	* %	1 1%	2 3%	2 20%	* 15%	* 2%	- %	* 1%	* %	1 2%	1 2%	1 4%	1 %	1 %	- %	
Switched ISDN30 calls	2 *	- %	- %	- %	* 1%	1ABCD 20%	1 *	* 1%	1 21%	* %	- %	1 1%	1 9%	* 15%	* 7%	* 1%	* %	* %	* %	- %	* 1%	* %	1 %	* %	
Leased Line Private Circuit calls	2 *	- %	- %	- %	2aB 5%	*ABC 5%	2 *	* 1%	- %	- %	* %	1 2%	* 1%	* 17%	1 33%	- %	- %	* %	* %	1 1%	1 4%	- %	* 1%	- %	
Fixed Line Broadband	156 31%	40 27%	116 29%	16 30%	21aBc 49%	3 36%	130 29%	25 63%	1 27%	66 25%	47 36%	27 50%	5 61%	* 43%	1 49%	6 31%	9 22%	16 26%	30 49%	28 42%	7 38%	41 26%	8 16%	11 43%	
VoIP	2 *	- %	* %	1b 2%	* %	*ABd 3%	2 *	* 1%	- %	* %	1 1%	* %	- %	* 19%	- %	1 5%	- %	- %	* 1%	- %	- %	* %	* 1%	- %	

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

Table 73 (continuation)
Q5d Summary of ever switching history
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo rks/Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	502	16	38	18	16	16	51	44	35	21	255	80	80	87	72	430
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	143	359
Switched standard landline calls	223 44%	4 30%	30 60%	16 42%	4 13%	22 54%	18 36%	38 47%	37 49%	20 42%	189 44%	10 47%	17 46%	7 52%	54 38%	169 47%
Switched ISDN2/2E calls	5 1%	* %	1 1%	- %	* %	- %	1 1%	- %	1 1%	- %	2 1%	1 3%	1 3%	1J 4%	- %	5 1%
Switched ISDN30 calls	2 %	* %	* %	- %	- %	- %	* %	* %	* %	* %	1 %	* %	1 1%	* 2%	- %	2 %
Leased Line Private Circuit calls	2 %	- %	- %	* %	- %	- %	* %	2 2%	* %	- %	2 %	- %	* 1%	* 2%	- %	2 1%
Fixed Line Broadband	156 31%	4 29%	17 34%	9 24%	18 52%	15 37%	14 28%	22 27%	15 20%	19 41%	134 31%	6 29%	11 31%	5 36%	40 28%	116 32%
VoIP	2 %	- %	- %	- %	- %	- %	- %	1 1%	* %	- %	1 %	- %	* 1%	*J 3%	* %	2 %

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

Table 73 (continuation)
Q5d Summary of ever switching history
by Crossbreak
Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED													HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE		
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed line broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET Mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff provider (b)	Both (c)		
Unweighted row	502	409	30	31	11	20	92	479	307	198	365	431	120	93	54	128	58	116	50	31	135	67	465	70	52	49	62	4	
Total	502	473	8	6	4	11	28	493	286	155	353	393	88	38	11	47	11	64	29	47	147	107	483	20	11	22	37	4	
Switched standard landline calls	223 44%	218 46%	4 47%	1 14%	- -%	1 8%	5 19%	223 45%	139 48%	64 42%	158 45%	172 44%	53 60%	11 30%	2 15%	12 26%	3 29%	14 21%	18 63%	23 49%	65 44%	51 48%	223 46%	6 29%	2 14%	6 27%	7 20%	* 6%	
Switched ISDN2/2E calls	5 1%	1 *%	3 38%	* 5%	- -%	- -%	3 12%	5 1%	3 1%	2 1%	4 1%	5 1%	1 1%	5 12%	* 4%	5 10%	1 11%	1 2%	1 2%	- -%	1 1%	* *%	5 1%	5 23%	* 4%	* 1%	1 2%	* 6%	
Switched ISDN30 calls	2 *%	1 *%	* 1%	1 18%	* 2%	* 1%	1 4%	2 *%	2 1%	1 1%	2 *%	1 *%	* *%	* 1%	2 16%	2 4%	1 9%	1 1%	* *%	- -%	* *%	* *%	2 *%	* 2%	2 16%	* 1%	* 1%	* 2%	
Leased Line Private Circuit calls	2 *%	* *%	* 2%	* 1%	2 49%	- -%	2 7%	1 *%	2 1%	1 1%	2 1%	1 *%	* *%	* 1%	* 1%	* 1%	2 21%	2 3%	1 3%	- -%	- -%	- -%	* *%	* 1%	* 1%	* 2%	2 4%	- -%	
Fixed Line Broadband	156 31%	139 29%	4 53%	1 26%	1 27%	10 91%	16 59%	150 30%	117 41%	57 37%	128 36%	156 40%	40 46%	16 42%	3 29%	19 40%	4 32%	32 50%	15 52%	- -%	26C 18%	- -%	143 30%	8 38%	3 29%	11 48%	20 55%	1 14%	
VoIP	2 *%	2 *%	- -%	* 2%	* 3%	- -%	* 1%	2 *%	1 *%	* *%	1 *%	2 *%	* *%	* 1%	1 11%	1 3%	* 3%	2 3%	1 2%	- -%	1 *%	- -%	2 *%	* 2%	1 11%	* 2%	1 3%	* 6%	

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

Table 73 (continuation)
Q5d Summary of ever switching history
by Crossbreak
Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro re calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oducts (b)	2 pro ducts (c)	No ducts (a)	1 pr oducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some to text/ on line (d)	Ca ncel to MFL (e)	
Unweighted row	502	15	36	57	5	218	27	252	51	6	261	420	52	30	213	166	123	6	108	1	215	49	33	25	15
Total	502	9	29	23	2	213	26	261	15	*	262	438	43	21	228	167	107	2	62	*	245	42	14	18	16
Switched standard landline calls	223 44%	* 5%	10 33%	3 14%	* 21%	54 26%	13 51%	153A 59%	4 26%	* 49%	99 38%	166 38%	36 84%	21 100%	- %	116A 69%	107AB 100%	1 34%	13 21%	* 100%	104 43%	21 49%	4 27%	9 51%	9 54%
Switched ISDN2/2E calls	5 1%	* 1%	1 3%	* 1%	- %	1 1%	* %	3 1%	2 13%	* 22%	1 %	3 1%	1 3%	* 2%	- %	2 1%	3 3%	* 20%	1 2%	- %	2 1%	* 1%	* 1%	1 3%	* %
Switched ISDN30 calls	2 *	- %	* 1%	1 3%	- %	1 *	- %	1 *	1 6%	- %	1 *	1 *	* %	1 %	- %	1 *	1 %	* 5%	1 1%	- %	* %	* %	* 3%	* 1%	* %
Leased Line Private Circuit calls	2 *	- %	* %	2 9%	- %	* %	* 1%	2 1%	* 1%	* 22%	* %	2 *	- %	* 2%	- %	2 1%	1 1%	* 11%	2 3%	- %	* %	* 1%	* 2%	* 1%	- %
Fixed Line Broadband	156 31%	2 26%	14 49%	15 67%	- %	48 23%	12 47%	95 36%	5 34%	* 63%	88 34%	116 26%	19 45%	21 100%	- %	49A 29%	107AB 100%	2 81%	30 49%	* 100%	70 29%	8 19%	3 24%	5 26%	2 10%
VoIP	2 *	- %	1 5%	* 2%	- %	1 1%	- %	* %	1 8%	- %	1 *	2 *	- %	- %	* %	1 1%	* %	2 100%	- %	- %	1 1%	* %	* 1%	- %	- %

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

Table 73 (continuation)
 Q5d Summary of ever switching history
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch calls ange to mo (a) (b)	Some bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	502	201	46	26	28	19
Total	502	248	46	17	21	21
Switched standard landline calls	223 44%	103 41%	17 36%	2 15%	6 30%	8 39%
Switched ISDN2/2E calls	5 1%	2 1%	* **	1 3%	* 1%	* 1%
Switched ISDN30 calls	2 *%	* *%	* *%	1 3%	* 1%	* 1%
Leased Line Private Circuit calls	2 *%	- -%	* *%	* 1%	* *%	- -%
Fixed Line Broadband	156 31%	66 27%	6 13%	3 17%	3 15%	1 6%
VoIP	2 *%	1 1%	* *%	* 1%	* *%	- -%

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

Table 74
Q5d Summary of ever switching history (fixed line VS Broadband)
by Crossbreak
Base: All respondents

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration (h)	Other (i)	
Total	502	62	200	102	100	100	397	80	22	156	123	103	41	16	14	20	38	61	61	64	21	138	72	27
Unweighted row	502	148	398	54	43	7	456	40	3	259	129	54	9	1	2	19	39	59	61	67	18	157	54	26
Fixed Line (Std landline, ISDN2/ 2E, ISDN30, LLPC)	226 45%	60 41%	185 47%	23 42%	14 31%	4aD 59%	204 45%	21 52%	1 36%	124 48%	57 44%	28 51%	4 50%	1 83%	1 48%	7 36%	17 43%	18 30%	32 53%	43 64%	11 62%	72 46%	16 29%	10 36%
Fixed Line Broadband	156 31%	40 27%	116 29%	16 30%	21aBc 49%	3 36%	130 29%	25 63%	1 27%	66 25%	47 36%	27 50%	5 61%	* 43%	1 49%	6 31%	9 22%	16 26%	30 49%	28 42%	7 38%	41 26%	8 16%	11 43%

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

Table 74 (continuation)
 Q5d Summary of ever switching history (fixed line VS Broadband)
 by Crossbreak
 Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of London (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)	Elsewhere (b)
Unweighted row	502	16	38	18	16	16	51	44	35	21	255	80	80	87	72	430
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	143	359
Fixed Line (Std landline, ISDN2/2E, ISDN30, LLPC)	226 45%	4 30%	30 60%	16 42%	4 13%	22 54%	18 36%	39 49%	37 49%	20 42%	192 44%	10 47%	17 47%	7 52%	54 38%	172 48%
Fixed Line Broadband	156 31%	4 29%	17 34%	9 24%	18 52%	15 37%	14 28%	22 27%	15 20%	19 41%	134 31%	6 29%	11 31%	5 36%	40 28%	116 32%

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

Table 74 (continuation)
 Q5d Summary of ever switching history (fixed line VS Broadband)
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED													HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE		
	Standard landline dline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed line band (e)	Not standard landline (f)	Standard landlines (a)	Smart phones (b)	Standard mobiles (c)	NET Mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/ Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)		
Unweighted row	502	409	30	31	11	20	92	479	307	198	365	431	120	93	54	128	58	116	50	31	135	67	465	70	52	49	62	4	
Total	502	473	8	6	4	11	28	493	286	155	353	393	88	38	11	47	11	64	29	47	147	107	483	20	11	22	37	4	
Fixed Line (Std landline, ISDN2/ 2E, ISDN30, LLPC)	226 45%	218 46%	4 48%	1 22%	2 52%	1 8%	8 28%	224 45%	140 49%	66 43%	160 45%	172 44%	53 61%	12 31%	2 20%	13 28%	6 50%	16 25%	19 67%	23 49%	66 45%	52 48%	224 46%	6 31%	2 19%	6 28%	9 25%	* 8%	
Fixed Line Broadband	156 31%	139 29%	4 53%	1 26%	1 27%	10 91%	16 59%	150 30%	117 41%	57 37%	128 36%	156 40%	40 46%	16 42%	3 29%	19 40%	4 32%	32 50%	15 52%	- -%	26C 18%	- -%	143 30%	8 38%	3 29%	11 48%	20 55%	1 14%	

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

Table 74 (continuation)
 Q5d Summary of ever switching history (fixed line VS Broadband)
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	Int ernal /inter- -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr (b)	2 ducts (c)	pro ducts	No ducts (a)	1 pr (b)	2 ducts (c)	pro ducts	Yes (a)	No (b)	Not sure (c)	Not Ch (a)	Some calls to mo (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)
Unweighted row	502	15	36	57	5	218	27	252	51	6	261	420	52	30	213	166	123	6	108	1	215	49	33	25	15
Total	502	9	29	23	2	213	26	261	15	*	262	438	43	21	228	167	107	2	62	*	245	42	14	18	16
Fixed Line (Std landline, ISDN2/ 2E, ISDN30, LLPC)	226 45%	* 5%	10 33%	5 23%	* 21%	55 26%	13 51%	156A 60%	4 26%	* 49%	99 38%	169 38%	36 84%	21 100%	- %	118A 71%	107AB 100%	1 40%	15 24%	* 100%	105 43%	21 49%	4 29%	9 51%	9 54%
Fixed Line Broadband	156 31%	2 26%	14 49%	15 67%	- %	48 23%	12 47%	95 36%	5 34%	* 63%	88 34%	116 26%	19 45%	21 100%	- %	49A 29%	107AB 100%	2 81%	30 49%	* 100%	70 29%	8 19%	3 24%	5 26%	2 10%

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

Table 74 (continuation)
 Q5d Summary of ever switching history (fixed line VS Broadband)
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	502	201	46	26	28	19
Total	502	248	46	17	21	21
Fixed Line (Std landline, ISDN2/ 2E, ISDN30, LLPC)	226 45%	103 41%	17 36%	3 16%	6 30%	8 39%
Fixed Line Broadband	156 31%	66 27%	6 13%	3 17%	3 15%	1 6%

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

Table 75
Q5d Summary of ever switching history (fixed line VS Broadband)
by Crossbreak
Base: All respondents

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration (h)	Other (i)	
Total	502	148	398	54	43	7	456	40	3	259	129	54	9	1	2	19	39	59	61	67	18	157	54	26
No products switched	228 45%	74 50%	182 46%	27 49%	17 39%	2 33%	211 46%	13 31%	2 63%	117 45%	58 45%	20 37%	1 16%	* 17%	* 17%	7 38%	22 55%	38 64%	18 30%	20 29%	1 8%	75 48%	35 65%	11 41%
1 products switched	167 33%	48 32%	130 33%	16 29%	18 42%	3 39%	158 35%	9 23%	* 12%	95 36%	39 30%	13 25%	5 56%	* 40%	2 70%	11 57%	10 24%	10 16%	24 39%	24 36%	15 84%	50 32%	14 25%	10 39%
2 products switched	107 21%	26 18%	86 22%	12 22%	8 19%	2 28%	88 19%	18 46%	1 25%	48 18%	32 25%	21 38%	2 27%	* 43%	* 13%	1 5%	8 20%	12 20%	19 32%	24 35%	1 8%	32 20%	5 10%	5 20%

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

Table 75 (continuation)
 Q5d Summary of ever switching history (fixed line VS Broadband)
 by Crossbreak
 Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	502	16	38	18	16	16	51	44	35	21	255	80	80	87	72	430
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	143	359
No products switched	228 45%	7 45%	20 39%	20 54%	15 42%	16 40%	25 50%	35 44%	36 47%	22 48%	195 45%	10 50%	17 45%	6 43%	71 49%	157 44%
1 products switched	167 33%	8 52%	15 29%	9 25%	18 52%	12 30%	18 35%	30 37%	28 37%	10 21%	147 34%	5 24%	12 32%	3 26%	51 36%	116 32%
2 products switched	107 21%	* 3%	17 33%	8 21%	2 7%	12 30%	7 15%	16 20%	12 16%	15 32%	89 21%	5 26%	8 23%	4 31%	21 15%	86 24%

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

Table 75 (continuation)
 Q5d Summary of ever switching history (fixed line VS Broadband)
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED													HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE		
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)		
Unweighted row	502	409	30	31	11	20	92	479	307	198	365	431	120	93	54	128	58	116	50	31	135	67	465	70	52	49	62	4	
Total	502	473	8	6	4	11	28	493	286	155	353	393	88	38	11	47	11	64	29	47	147	107	483	20	11	22	37	4	
No products switched	228 45%	221 47%	2 27%	3 61%	1 25%	1 6%	7 25%	227 46%	115 40%	69 44%	154 44%	172 44%	28 32%	17 43%	7 62%	22 47%	4 34%	26 41%	5 17%	24 51%	73 50%	55 52%	224 46%	10 49%	7 28%	10 47%	12 32%	4 84%	
1 products switched	167 33%	149 31%	4 46%	2 30%	3 72%	10 89%	18 63%	159 32%	86 30%	50 32%	108 31%	114 29%	26 30%	16 41%	3 28%	18 39%	6 50%	28 43%	13 47%	23 49%	57 39%	52 48%	152 32%	7 33%	3 28%	7 30%	21 56%	* 10%	
2 products switched	107 21%	104 22%	2 27%	* 9%	* 3%	1 5%	3 12%	107 22%	86 30%	37 24%	90 26%	107 27%	34a 38%	6 16%	1 10%	7 15%	2 16%	10 36%	10 36%	- -%	17c 12%	- -%	107 22%	4 18%	1 10%	5 23%	4 12%	* 6%	

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

Table 75 (continuation)
 Q5d Summary of ever switching history (fixed line VS Broadband)
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro re calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	502	15	36	57	5	218	27	252	51	6	261	420	52	30	213	166	123	6	108	1	215	49	33	25	15
Total	502	9	29	23	2	213	26	261	15	*	262	438	43	21	228	167	107	2	62	*	245	42	14	18	16
No products switched	228 45%	7 74%	13 47%	3 15%	2 79%	133C 62%	5 20%	89 34%	9 60%	*	141 54%	228 52%	- -%	- -%	228BC 100%	- -%	- -%	* 6%	26 42%	- -%	122 50%	20 47%	10 70%	9 48%	7 45%
1 products switched	167 33%	2 22%	7 24%	18 80%	* 21%	57 27%	16 62%	94 36%	3 21%	*	55 21%	136 31%	31 71%	- -%	- -%	167AC 100%	- -%	1 68%	26 43%	- -%	71 29%	16 38%	1 7%	5 26%	7 45%
2 products switched	107 21%	* 4%	8 29%	1 5%	- -%	23 11%	5 18%	78A 30%	3 20%	*	66 25%	74 17%	12 29%	21 100%	- -%	- -%	107AB 100%	* 26%	9 15%	* 100%	52 21%	6 15%	3 23%	4 26%	1 9%

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

Table 75 (continuation)
 Q5d Summary of ever switching history (fixed line VS Broadband)
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	502	201	46	26	28	19
Total	502	248	46	17	21	21
No products switched	228 45%	127 51%	28 61%	13 77%	13 64%	13 61%
1 products switched	167 33%	73 30%	13 29%	2 13%	5 26%	7 34%
2 products switched	107 21%	48 19%	5 10%	2 11%	2 9%	1 5%

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

Table 76
 <Q5B1> Which Standard landline voice calls company did you switch from?
 by Crossbreak
 Base: All Switching Standard Landlines

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	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)	
Unweighted row	59	5	27	14	8	10	46	9	4	19	18	14	2	2	1	2	5	5	7	5	2	15	16	2
Total	50	12	37	8	5	1	48	2	*	19	17	8	*	*	*	1	5	3	7	10	1	17	6	*
BT	25 50%	7 57%	20 53%	3 38%	2 46%	* 50%	24 51%	1 44%	* 14%	11 56%	3 15%	6 81%	* 100%	- -%	- -%	* 23%	* 10%	2 61%	6 78%	1 12%	* 44%	14 81%	1 23%	* 82%
Talk Talk	9 18%	2 21%	8 20%	1 19%	* 2%	* 21%	9 18%	* 20%	* 62%	2 8%	8 43%	- -%	- -%	* 59%	* 100%	1 77%	- -%	- -%	- -%	6 63%	- -%	1 7%	* 8%	* 18%
Unicom / Universal Utilities	5 10%	2 18%	3 8%	1 15%	1 25%	- -%	5 11%	- -%	- -%	4 20%	1 8%	- -%	- -%	- -%	- -%	- -%	2 47%	- -%	- -%	- -%	- -%	1 8%	2 28%	- -%
One Bill	4 9%	* 4%	4 11%	* 6%	- -%	- -%	4 9%	- -%	- -%	1 5%	4 20%	- -%	- -%	- -%	- -%	- -%	* 10%	- -%	1 15%	2 24%	- -%	- -%	* 7%	- -%
Titan	1 2%	- -%	- -%	1 16%	- -%	- -%	1 3%	- -%	- -%	- -%	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 21%	- -%
O2 / BE	1 2%	- -%	- -%	- -%	1 22%	- -%	1 2%	- -%	- -%	- -%	- -%	1 14%	- -%	- -%	- -%	- -%	1 23%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Daisy	* 1%	- -%	* 1%	- -%	- -%	- -%	* 1%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%
Plusnet	* 1%	- -%	* 1%	- -%	- -%	- -%	- -%	* 18%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 7%	- -%
Chess	* 1%	- -%	- -%	* 5%	- -%	- -%	* 1%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 56%	- -%	- -%	- -%
XLN telecom	* 1%	- -%	* 1%	- -%	- -%	- -%	* 1%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%
Virgin Media (NTL/ Telewest)	* *%	- -%	- -%	- -%	- -%	* 9%	- -%	- -%	* 25%	- -%	- -%	- -%	- -%	* 41%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%
Other (Specify)	2 4%	- -%	2 5%	- -%	* 5%	* 5%	2 4%	* 18%	- -%	1 6%	1 5%	* 4%	- -%	- -%	- -%	- -%	* 9%	1 39%	* 6%	- -%	- -%	- -%	* 5%	- -%
(Dont know)	* *%	- -%	- -%	- -%	- -%	* 15%	* *%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%

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

Table 76 (continuation)
 <Q5B1> Which Standard landline voice calls company did you switch from?
 by Crossbreak
 Base: All Switching Standard Landlines

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	59	1	6	1	3	1	6	5	2	3	28	10	11	10	4	55
Total	50	*	11	*	2	1	5	11	*	6	38	4	7	1	5	45
BT	25 50%	* 100%	5 50%	- -	1 53%	- -	3 52%	9 82%	* 50%	1 20%	20 54%	1 27%	4 48%	* 30%	3 56%	22 50%
Talk Talk	9 18%	- -	2 23%	* 100%	- -	- -	* 1%	1 9%	- -	4 61%	7 20%	- -	1 18%	* 32%	1 21%	8 18%
Unicom / Universal Utilities	5 10%	- -	- -	- -	1 100%	2 40%	1 9%	- -	- -	4 12%	1 16%	- -	* 18%	1 24%	4 9%	
One Bill	4 9%	- -	3 27%	- -	- -	- -	- -	- -	- -	3 8%	* 11%	1 15%	- -	- -	4 10%	
Titan	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	1 20%	1 3%	- -	- -	- -	1 3%	
O2 / BE	1 2%	- -	- -	1 47%	- -	- -	- -	- -	- -	1 3%	- -	- -	- -	- -	1 2%	
Daisy	* 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 11%	- -	- -	- -	* 1%	
Plusnet	* 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 11%	- -	- -	- -	* 1%	
Chess	* 1%	- -	- -	- -	- -	* 7%	- -	- -	- -	- -	* 1%	- -	- -	- -	* 1%	
XLN telecom	* 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 18%	- -	* 1%	
Virgin Media (NTL/ Telewest)	* *%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 1%	- -	- -	* *%
Other (Specify)	2 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 23%	1 18%	* 2%	- -	2 5%	
(Dont know)	* *%	- -	- -	- -	- -	- -	- -	* 50%	- -	* -	- -	- -	- -	- -	- -	* *%

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

Table 76 (continuation)
 <Q5B1> Which Standard landline voice calls company did you switch from?
 by Crossbreak
 Base: All Switching Standard Landlines

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobile (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)		
Unweighted row	59	52	4	2	-	1	7	59	33	22	41	52	16	9	5	12	7	10	2	4	18	7	59	5	4	4	6	-	
Total	50	49	1	*	-	*	1	50	28	15	33	35	18	3	*	3	1	4	*	9	17	15	50	1	*	*	4	-	
BT	25 50%	25 51%	* 45%	* 34%	- -%	- -%	* 38%	25 50%	17 61%	6 42%	17 52%	17 48%	12 67%	1 47%	* 40%	2 48%	* 36%	3 68%	- -%	4 46%	8 47%	8 57%	25 50%	* 42%	* 53%	- -%	3 75%	- -%	
Talk Talk	9 18%	9 18%	* 11%	* 66%	- -%	- -%	* 14%	9 18%	4 15%	4 26%	8 24%	9 26%	4 22%	* 6%	* 43%	* 7%	* 28%	* 4%	* 100%	- -%	1 8%	- -%	9 18%	* 10%	* 24%	* 46%	- -%	- -%	
Unicom / Universal Utilities	5 10%	5 10%	- -%	- -%	- -%	* 100%	* 13%	5 10%	2 6%	3 18%	3 8%	2 5%	1 6%	- -%	- -%	- -%	- -%	1 26%	- -%	2 23%	2 14%	3 23%	5 10%	- -%	- -%	* 38%	1 25%	- -%	
One Bill	4 9%	4 9%	- -%	- -%	- -%	- -%	- -%	4 9%	2 7%	- -%	2 6%	2 6%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	2 27%	2 15%	2 17%	4 9%	- -%	- -%	- -%	- -%	- -%	
Titan	1 2%	1 3%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 7%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%
O2 / BE	1 2%	1 2%	- -%	- -%	- -%	- -%	- -%	1 2%	1 4%	1 7%	1 3%	1 3%	- -%	1 33%	- -%	1 31%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%
Daisy	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	* 2%	* 3%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%
Plusnet	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%
Chess	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%
XLN telecom	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%
Virgin Media (NTL/ Telewest)	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	* 2%	* 17%	* 2%	* 7%	* 1%	- -%	- -%	- -%	* *%	* *%	* 6%	* 23%	* 16%	- -%	- -%	
Other (Specify)	2 4%	2 4%	* 45%	- -%	- -%	- -%	* 35%	2 4%	2 6%	1 7%	2 5%	2 6%	* 2%	* 13%	- -%	* 12%	* 29%	- -%	- -%	- -%	* 2%	- -%	2 4%	* 42%	- -%	- -%	- -%	- -%	
(Dont know)	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 76 (continuation)
 <Q5B1> Which Standard landline voice calls company did you switch from?
 by Crossbreak
 Base: All Switching Standard Landlines

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro re calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP to (c)	Some calls text/ on line (d)	Ca ncel to MFL (e)	
Unweighted row	59	-	5	5	-	17	2	39	3	1	29	-	29	30	-	24	35	-	10	-	20	10	6	7	2
Total	50	-	3	1	-	15	1	33	*	*	23	-	29	21	-	24	27	-	4	-	19	11	2	8	3
BT	25 50%	- -%	3 95%	* 7%	- -%	* *%	- -%	24 73%	* 41%	- -%	9 40%	- -%	18 63%	7 34%	- -%	13 54%	12 47%	- -%	3 68%	- -%	7 38%	6 57%	* 5%	5 60%	- -%
Talk Talk	9 18%	- -%	- -%	* 14%	- -%	7 48%	1 81%	1 3%	* 59%	* 100%	8 34%	- -%	2 5%	8 36%	- -%	1 6%	8 29%	- -%	* 4%	- -%	4 21%	1 9%	1 59%	* 3%	1 29%
Unicom / Universal Utilities	5 10%	- -%	* 5%	1 75%	- -%	3 19%	- -%	2 7%	- -%	- -%	2 7%	- -%	5 16%	1 3%	- -%	5 20%	1 2%	- -%	1 26%	- -%	4 19%	- -%	- -%	- -%	- -%
One Bill	4 9%	- -%	- -%	- -%	- -%	3 19%	- -%	2 5%	- -%	- -%	1 4%	- -%	2 8%	2 9%	- -%	2 10%	2 7%	- -%	- -%	- -%	1 6%	2 22%	- -%	2 32%	2 71%
Titan	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%	1 7%	- -%	- -%	- -%	- -%
O2 / BE	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	1 5%	- -%	- -%	1 5%	- -%	1 4%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	- -%
Daisy	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Plusnet	* 1%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	* 2%	- -%	* 2%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%
Chess	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* 2%	- -%	- -%	* 2%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 19%	- -%	- -%
XLN telecom	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* 1%	- -%	- -%	* 1%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Virgin Media (NTL/ Telewest)	* *%	- -%	- -%	* 5%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	* 1%	- -%	- -%	* 1%	* 3%	* 1%	- -%
Other (Specify)	2 4%	- -%	- -%	- -%	- -%	1 10%	* 19%	* 1%	- -%	- -%	1 6%	- -%	* 2%	2 8%	- -%	* 2%	2 7%	- -%	- -%	- -%	* 2%	1 12%	* 14%	* 3%	- -%

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

Table 76 (continuation)
 <Q5B1> Which Standard landline voice calls company did you switch from?
 by Crossbreak
 Base: All Switching Standard Landlines

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	Int ernal /inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for re ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC (a)	Std lan dline + BB (c)	No ducts (a)	1 product (b)	2 ducts (c)	pro ducts	No ducts (a)	1 product (b)	2 ducts (c)	pro ducts	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ line (d)
Unweighted row	59	-	5	5	-	17	2	39	3	1	29	-	29	30	-	24	35	-	10	-	20	10	6	7	2
Total	50	-	3	1	-	15	1	33	*	*	23	-	29	21	-	24	27	-	4	-	19	11	2	8	3
(Dont know)	*	-	-	-	-	-	-	*	-	-	-	-	*	-	-	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Table 76 (continuation)
 <Q5B1> Which Standard landline voice calls company did you switch from?
 by Crossbreak
 Base: All Switching Standard Landlines

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	59	14	6	5	6	2
Total	50	19	6	2	5	3
BT	25 50%	11 57%	2 28%	* 5%	2 48%	- -%
Talk Talk	9 18%	5 26%	1 16%	1 52%	- -%	1 29%
Unicom / Universal Utilities	5 10%	* 2%	- -%	- -%	- -%	- -%
One Bill	4 9%	1 6%	2 39%	- -%	2 51%	2 71%
Titan	1 2%	1 7%	- -%	- -%	- -%	- -%
O2 / BE	1 2%	- -%	- -%	- -%	- -%	- -%
Daisy	* 1%	- -%	- -%	- -%	- -%	- -%
Plusnet	* 1%	* 2%	- -%	- -%	- -%	- -%
Chess	* 1%	- -%	- -%	* 19%	- -%	- -%
XLN telecom	* 1%	- -%	- -%	- -%	- -%	- -%
Virgin Media (NTL/ Telewest)	* *%	- -%	- -%	* 3%	* 1%	- -%
Other (Specify)	2 4%	- -%	1 17%	* 21%	- -%	- -%
(Dont know)	* *%	- -%	- -%	- -%	- -%	- -%

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

Table 77
 <Q5B2> Which ISDN 2/2e calls company did you switch from?
 by Crossbreak
 Base: All Switching ISDN2/2E

Total	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Pr mary 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)	Pu blic admin and ser vices (h)	Other (i)	
Unweighted row	5	-	1	1	2	1	3	2	-	-	2	1	1	1	-	-	1	-	1	1	1	-	1	-
Total	2	-	*	*	1	*	2	*	-	-	1	*	1	*	-	-	*	-	*	1	*	-	*	-
BT	*	-	-	*	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	*	-	-	-	
	16%	-%	-%	100%	-%	-%	17%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	
Talk Talk	*	-	-	-	*	-	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-	
	5%	-%	-%	-%	9%	-%	-%	61%	-%	-%	19%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	
Other (Specify)	1	-	*	-	1	-	1	-	-	-	*	-	1	-	-	-	-	*	1	-	-	-	-	
	75%	-%	100%	-%	91%	-%	83%	-%	-%	-%	81%	-%	100%	-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	
(Dont know)	*	-	-	-	*	-	*	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	
	3%	-%	-%	-%	100%	-%	39%	-%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	

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

Table 77 (continuation)
 <Q5B2> Which ISDN 2/2e calls company did you switch from?
 by Crossbreak
 Base: All Switching ISDN2/2E

Total	LOCATION													OFFICE LOCATION	
	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)
Unweighted row	5	-	-	-	-	-	-	1	-	1	1	2	1	-	5
Total	2	-	-	-	-	-	-	1	-	1	*	*	*	-	2
BT	*	-	-	-	-	-	-	-	-	-	-	*	-	-	*
	16%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	82%	-%	-%	16%
Talk Talk	*	-	-	-	-	-	-	-	-	-	-	-	*	-	*
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	5%
Other (Specify)	1	-	-	-	-	-	-	1	-	1	*	-	-	-	1
	75%	-%	-%	-%	-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	75%
(Dont know)	*	-	-	-	-	-	-	-	-	-	-	*	-	-	*
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	18%	-%	-%	3%

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

Table 77 (continuation)
 <Q5B2> Which ISDN 2/2e calls company did you switch from?
 by Crossbreak
 Base: All Switching ISDN2/2E

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard (f)	Standard lines (a)	Smartphones (b)	Standard mobile (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)
Unweighted row	5	1	4	-	-	4	5	4	1	4	5	-	5	-	5	2	2	1	-	1	-	5	5	-	1	1	-
Total	2	*	2	-	-	2	2	1	*	1	2	-	2	-	2	*	*	*	-	*	-	2	2	-	*	*	-
BT	*	-	*	-	-	*	*	*	-	*	*	-	*	-	*	*	*	-	-	-	-	*	*	-	-	*	-
	16%	-%	16%	-%	-%	16%	16%	20%	-%	20%	16%	-%	16%	-%	16%	75%	75%	-%	-%	-%	-%	16%	16%	-%	-%	100%	-%
Talk Talk	*	-	*	-	-	*	*	*	-	*	*	-	*	-	*	*	*	-	-	-	-	*	*	-	*	-	-
	5%	-%	6%	-%	-%	6%	5%	7%	-%	7%	5%	-%	5%	-%	5%	25%	25%	-%	-%	-%	-%	5%	5%	-%	100%	-%	-%
Other (Specify)	1	-	1	-	-	1	1	1	-	1	1	-	1	-	1	-	-	-	-	*	-	1	1	-	-	-	-
	75%	-%	78%	-%	-%	78%	75%	68%	-%	68%	75%	-%	75%	-%	75%	-%	-%	-%	-%	100%	-%	75%	75%	-%	-%	-%	-%
(Dont know)	*	*	-	-	-	-	*	*	*	*	*	-	*	-	*	-	-	*	-	-	-	*	*	-	-	-	-
	3%	100%	-%	-%	-%	-%	3%	4%	100%	4%	3%	-%	3%	-%	3%	-%	-%	100%	-%	-%	-%	3%	3%	-%	-%	-%	-%

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

Table 77 (continuation)
 <Q5B2> Which ISDN 2/2e calls company did you switch from?
 by Crossbreak
 Base: All Switching ISDN2/2E

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider calls (b)	Other pro vider ntal and calls (c)	Std lan + ISDN (a)	Std lan + ISDN (b)	Std lan + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	5	-	1	1	-	3	-	2	2	1	2	-	3	2	-	1	4	-	2	-	1	-	-	-	-
Total	2	-	*	*	-	1	-	1	1	*	1	-	1	*	-	*	1	-	*	-	*	-	-	-	-
BT	*	-	*	-	-	-	-	*	-	-	-	-	-	*	-	-	*	-	*	-	-	-	-	-	-
	16%	-%	100%	-%	-%	-%	-%	41%	-%	-%	-%	-%	-%	75%	-%	-%	20%	-%	75%	-%	-%	-%	-%	-%	-%
Talk Talk	*	-	-	*	-	*	-	-	*	*	*	-	-	*	-	-	*	-	*	-	*	-	-	-	-
	5%	-%	-%	100%	-%	9%	-%	-%	9%	100%	9%	-%	-%	25%	-%	-%	7%	-%	25%	-%	100%	-%	-%	-%	-%
Other (Specify)	1	-	-	-	-	1	-	*	1	-	1	-	1	-	*	1	-	-	-	-	-	-	-	-	-
	75%	-%	-%	-%	-%	86%	-%	59%	91%	-%	91%	-%	96%	-%	-%	100%	68%	-%	-%	-%	-%	-%	-%	-%	-%
(Dont know)	*	-	-	-	-	*	-	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	6%	-%	-%	-%	-%	-%	-%	4%	-%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Table 77 (continuation)
 <Q5B2> Which ISDN 2/2e calls company did you switch from?
 by Crossbreak
 Base: All Switching ISDN2/2E

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)		
Unweighted row	5	1	-	1	-	-
Total	2	*	-	*	-	-
BT	* 16%	* 100%	- -%	- -%	- -%	- -%
Talk Talk	* 5%	- -%	- -%	- -%	- -%	- -%
Other (Specify)	1 75%	- -%	- -%	* 100%	- -%	- -%
(Dont know)	* 3%	- -%	- -%	- -%	- -%	- -%

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

Table 78
 <Q5B3> Which ISDN 30 calls company did you switch from?
 by Crossbreak
 Base: All Switching ISDN30

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR								
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (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 istration (h)	Other (i)
Total	3	-	-	-	3	1	2	-	-	-	2	1	-	-	-	1	-	-	-	-	2	-
Unweighted row	*	-	-	-	*	*	*	-	-	-	*	*	-	-	-	*	-	-	-	-	*	-
BT	64%	-%	-%	-%	64%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	100%	-%	-%	-%	-%	57%	-%
Other (Specify)	36%	-%	-%	-%	36%	100%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	43%	-%

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

Table 78 (continuation)
 <Q5B3> Which ISDN 30 calls company did you switch from?
 by Crossbreak
 Base: All Switching ISDN30

Total	LOCATION													OFFICE LOCATION		
	NE (a)	NW (b)	Yorkshire/Humber (c)	East of London (d)	West Midlands (e)	Midlands (f)	East Midlands (g)	London (h)	SE (i)	SW (j)	Net: England (k)	Wales (l)	Scotland (m)	Northern Ireland (n)	Home based (a)	Elsewhere (b)
Unweighted row	3	-	-	-	-	-	-	1	1	2	-	-	1	-	-	3
Total	*	-	-	-	-	-	-	*	*	*	-	-	*	-	-	*
BT	64%	-%	-%	-%	-%	-%	-%	100%	-%	57%	-%	-%	100%	-%	-%	64%
Other (Specify)	36%	-%	-%	-%	-%	-%	-%	-%	100%	43%	-%	-%	-%	-%	-%	36%

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

Table 78 (continuation)
 <Q5B3> Which ISDN 30 calls company did you switch from?
 by Crossbreak
 Base: All Switching ISDN30

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard (f)	Standard lines (a)	Smartphones (b)	Standard mobile (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	3	1	-	1	1	-	2	3	3	3	3	3	-	-	3	3	2	2	-	-	-	-	2	-	3	-	1	1
Total	*	*	-	*	*	-	*	*	*	*	*	-	-	*	*	*	*	-	-	-	-	*	-	*	-	*	*	
BT	64%	100%	-%	100%	-%	-%	29%	64%	64%	64%	64%	64%	-%	-%	64%	64%	29%	57%	-%	-%	-%	-%	100%	-%	64%	-%	100%	-%
Other (Specify)	36%	-%	-%	-%	100%	-%	71%	36%	36%	36%	36%	36%	-%	-%	36%	36%	71%	43%	-%	-%	-%	-%	-%	36%	-%	-%	100%	

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

Table 78 (continuation)
 <Q5B3> Which ISDN 30 calls company did you switch from?
 by Crossbreak
 Base: All Switching ISDN30

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro re iver (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 ducts (c)	pro ducts	No ducts (a)	1 pr oduct (b)	2 ducts (c)	pro ducts	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)
Unweighted row	3	-	1	1	-	1	-	2	1	-	2	-	1	2	-	1	2	-	2	-	-	-	-	-	-	-
Total	*	-	*	*	-	*	-	*	*	-	*	*	-	*	*	-	*	*	-	*	-	-	-	-	-	-
BT	64%	-%	100%	-%	-%	100%	-%	57%	100%	-%	100%	-%	-%	100%	-%	-%	100%	-%	57%	-%	-%	-%	-%	-%	-%	
Other (Specify)	36%	-%	-%	100%	-%	-%	43%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	43%	-%	-%	-%	-%	-%	-%	

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

Table 78 (continuation)
 <Q5B3> Which ISDN 30 calls company did you switch from?
 by Crossbreak
 Base: All Switching ISDN30

Total	SNNIP CALLS & RENTAL LIKELY TO				
	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)
Unweighted row	3	-	-	-	-
Total	*	-	-	-	-
BT	* 64%	- -%	- -%	- -%	- -%
Other (Specify)	* 36%	- -%	- -%	- -%	- -%

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

Table 79
 <Q5B4> Which Leased lines or private circuits calls company did you switch from?
 by Crossbreak
 Base: All Switching Leased Lines / Private circuits

Total	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR									
	1 (a)	1 (b)	5 (c)	10 (d)	50 to 249 (e)	1 (a)	2 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m to £25m+ (e)	£25m+ (f)	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 and ser vices (h)	Other (i)
Unweighted row	3	-	-	-	2	1	1	2	-	-	1	2	-	-	-	-	1	-	-	-	-	2	-
Total	*	-	-	-	*	*	*	-	-	*	*	-	-	-	-	-	*	-	-	-	-	*	-
BT	*	-	-	-	*	-	*	-	-	-	*	-	-	-	-	-	*	-	-	-	-	-	-
	9%	-%	-%	-%	100%	-%	26%	-%	-%	-%	12%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%
Talk Talk	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	25%	-%	-%	-%	27%	-%	74%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	27%	-%
Other (Specify)	*	-	-	-	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-
	67%	-%	-%	-%	73%	-%	100%	-%	-%	88%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	73%	-%

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

Table 79 (continuation)
 <Q5B4> Which Leased lines or private circuits calls company did you switch from?
 by Crossbreak
 Base: All Switching Leased Lines / Private circuits

Total	LOCATION													OFFICE LOCATION		
	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)
Unweighted row	3	-	-	-	-	-	-	-	-	-	-	-	1	2	-	3
Total	*	-	-	-	-	-	-	-	-	-	-	-	*	*	-	*
BT	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	26%	-%	9%
Talk Talk	25%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	74%	-%	25%
Other (Specify)	67%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	67%

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

Table 79 (continuation)
 <Q5B4> Which Leased lines or private circuits calls company did you switch from?
 by Crossbreak
 Base: All Switching Leased Lines / Private circuits

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private (d)	Fixed broadband (e)	Not standard (f)	Standard lines (a)	Smartphones (b)	Standard mobile (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	3	1	1	1	-	-	2	3	3	1	3	3	-	1	1	2	3	1	-	-	-	-	3	1	1	1	-	-
Total	*	*	*	*	-	-	*	*	*	*	*	-	*	*	*	*	*	-	-	-	-	*	*	*	*	-	-	
BT	*	-	-	*	-	-	*	*	*	*	*	-	-	*	*	*	-	-	-	-	-	*	-	*	-	-	-	
	9%	-%	-%	100%	-%	-%	26%	9%	9%	100%	9%	9%	-%	-%	100%	26%	9%	-%	-%	-%	-%	9%	-%	100%	-%	-%	-%	
Talk Talk	*	-	*	-	-	-	*	*	-	*	*	-	*	-	*	*	*	-	-	-	-	*	*	-	*	-	-	
	25%	-%	100%	-%	-%	-%	74%	25%	25%	-%	25%	25%	-%	100%	-%	74%	25%	100%	-%	-%	-%	25%	100%	-%	100%	-%	-%	
Other (Specify)	*	*	-	-	-	-	*	*	-	*	*	-	-	-	-	*	-	-	-	-	-	*	-	-	-	-	-	
	67%	100%	-%	-%	-%	-%	67%	67%	-%	67%	67%	-%	-%	-%	-%	67%	-%	-%	-%	-%	-%	67%	-%	-%	-%	-%	-%	

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

Table 79 (continuation)
 <Q5B4> Which Leased lines or private circuits calls company did you switch from?
 by Crossbreak
 Base: All Switching Leased Lines / Private circuits

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro re calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	pro ducts	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	pro ducts	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)
Unweighted row	3	-	-	1	-	2	1	-	1	1	2	-	-	3	-	-	3	-	-	1	-	1	1	1	1	-
Total	*	-	-	*	-	*	*	-	*	*	*	-	-	*	-	-	*	-	*	-	*	*	*	*	*	-
BT	*	-	-	-	-	*	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-	-	-	-	-	-
	9%	-%	-%	-%	-%	26%	-%	-%	-%	-%	26%	-%	-%	9%	-%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Talk Talk	*	-	-	*	-	*	-	-	*	*	*	-	-	*	-	-	*	-	*	-	*	-	-	-	-	-
	25%	-%	-%	100%	-%	74%	-%	-%	100%	100%	74%	-%	-%	25%	-%	-%	25%	-%	100%	-%	100%	-%	-%	-%	-%	-%
Other (Specify)	*	-	-	-	-	-	*	-	-	-	-	-	*	-	-	*	-	-	-	-	-	*	*	*	*	-
	67%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	67%	-%	-%	67%	-%	-%	-%	-%	-%	-%	100%	100%	100%	-%

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

Table 79 (continuation)
 <Q5B4> Which Leased lines or private circuits calls company did you switch from?
 by Crossbreak
 Base: All Switching Leased Lines / Private circuits

Total	SNNIP CALLS & RENTAL LIKELY TO				
	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)
Unweighted row	3	-	-	-	-
Total	*	-	-	-	-
BT	* 9%	- -%	- -%	- -%	- -%
Talk Talk	* 25%	- -%	- -%	- -%	- -%
Other (Specify)	* 67%	- -%	- -%	- -%	- -%

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

Table 80
 <Q5B5> Which Fixed line broadband company did you switch from?
 by Crossbreak
 Base: All Switching Fixed line broadband

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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)	
Unweighted row	50	3	18	10	13	9	39	9	2	12	16	15	2	1	1	2	4	3	10	6	2	16	6	1
Total	34	3	21	6	6	1	31	3	*	9	13	9	1	*	*	1	2	2	8	9	1	9	1	*
BT	8	-	4	2	2	*	7	1	-	*	2	5	-	-	-	1	*	1	3	1	*	*	*	*
	24%	-%	20%	32%	28%	26%	23%	42%	-%	1%	17%	64%	-%	-%	-%	100%	20%	51%	41%	14%	44%	1%	8%	100%
Ches	*	-	-	*	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	1%	-%	-%	6%	-%	-%	1%	-%	-%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	56%	-%	-%	-%
Claranet	4	-	4	-	-	-	4	-	-	4	-	-	-	-	-	-	-	-	-	-	-	4	-	-
	12%	-%	20%	-%	-%	-%	14%	-%	-%	45%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	46%	-%	-%
Daisy	*	-	-	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	22%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Eclipse	*	-	-	-	-	*	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	7%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
One Bill	1	*	1	-	-	-	1	-	-	*	1	-	-	-	-	-	-	1	-	-	-	-	*	-
	4%	13%	7%	-%	-%	-%	5%	-%	-%	4%	8%	-%	-%	-%	-%	-%	-%	14%	-%	-%	-%	-%	28%	-%
O2 / BE	2	-	1	-	1	-	2	-	-	-	1	1	-	-	-	-	1	-	1	-	-	-	-	-
	6%	-%	5%	-%	16%	-%	7%	-%	-%	-%	8%	12%	-%	-%	-%	-%	44%	-%	14%	-%	-%	-%	-%	-%
Plusnet	1	-	*	-	-	*	*	*	*	-	*	-	*	-	-	-	-	-	-	-	-	*	*	-
	1%	-%	2%	-%	-%	17%	*%	16%	50%	4%	-%	*%	-%	100%	-%	-%	-%	-%	-%	-%	-%	1%	28%	-%
Talk Talk	8	2	6	1	*	*	7	1	-	1	6	-	*	-	*	-	-	*	6	-	1	*	-	-
	24%	79%	31%	18%	6%	11%	24%	27%	-%	14%	49%	-%	20%	-%	100%	-%	-%	3%	73%	-%	14%	7%	-%	-%
Tesco Telecom	*	-	-	*	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	3%	-%	-%	*%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%
Titan	1	-	-	*	*	-	1	-	-	*	*	-	-	-	-	*	-	-	-	-	-	*	-	-
	2%	-%	-%	8%	5%	-%	3%	-%	-%	5%	2%	-%	-%	-%	-%	-%	20%	-%	-%	-%	-%	3%	-%	-%
Unicom / Universal Utilities	*	-	*	-	-	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-
	1%	-%	2%	-%	-%	-%	1%	-%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%
Virgin Media (NLT/ Telewest)	2	-	*	2	-	-	2	-	-	*	1	-	-	-	-	-	-	*	-	-	2	-	-	-
	7%	-%	2%	33%	-%	-%	8%	-%	-%	4%	8%	-%	-%	-%	-%	-%	-%	5%	-%	-%	22%	-%	-%	-%

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

Table 80 (continuation)
 <Q5B5> Which Fixed line broadband company did you switch from?
 by Crossbreak
 Base: All Switching Fixed line broadband

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail trade (d)	Transport (e)	Financial services (f)	Other services (g)	Public administration (h)	Other (i)	
Total	50	3	18	10	13	9	39	9	2	12	16	15	2	1	1	2	4	3	10	6	2	16	6	1
Unweighted row	34	3	21	6	6	1	31	3	*	9	13	9	1	*	*	1	2	2	8	9	1	9	1	*
XLN telecom	*	-	*	-	-	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-
	1%	-%	1%	-%	-%	-%	1%	-%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%
Other (Specify)	5	*	2	-	3	*	4	*	*	1	*	2	1	-	-	-	*	1	2	1	-	*	*	-
	14%	8%	8%	-%	45%	17%	14%	16%	50%	14%	3%	23%	80%	-%	-%	-%	17%	49%	21%	13%	-%	3%	18%	-%

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

Table 80 (continuation)
 <Q5B5> Which Fixed line broadband company did you switch from?
 by Crossbreak
 Base: All Switching Fixed line broadband

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	50	1	5	-	3	1	3	4	2	2	21	8	10	11	3	47
Total	34	*	6	-	2	1	1	7	1	5	24	3	5	1	1	33
BT	8 24%	*	3 47%	-	-	-	*	-	1 100%	1 25%	6 24%	*	1 26%	*	3 13%	8 24%
Ches	* 1%	-	-	-	-	-	*	-	-	-	*	-	-	-	-	*
Claranet	4 12%	-	-	-	-	-	-	4 58%	-	-	4 17%	-	-	-	-	4 13%
Daisy	* *%	-	-	-	*	-	-	-	-	-	*	-	-	-	-	*
Eclipse	* *%	-	-	-	-	-	-	-	-	-	-	*	-	-	-	*
One Bill	1 4%	-	-	-	-	-	-	-	-	-	-	*	1 20%	-	-	1 5%
O2 / BE	2 6%	-	-	-	1 47%	-	-	-	-	-	1 4%	-	1 20%	-	-	2 6%
Plusnet	1 1%	-	-	-	-	-	-	-	-	-	-	*	* 1%	* 2%	-	1 2%
Talk Talk	8 24%	-	2 39%	-	-	-	-	1 14%	-	4 75%	7 30%	-	* 6%	* 30%	-	8 24%
Tesco Telecom	* *%	-	-	-	-	-	-	-	-	-	-	*	-	-	-	*
Titan	1 2%	-	* 8%	-	-	-	*	-	-	-	1 3%	-	-	-	-	1 2%
Unicom / Universal Utilities	* 1%	-	-	-	-	-	-	-	-	-	-	*	-	-	-	*
Virgin Media (NTL/ Telewest)	2 7%	-	-	-	-	-	-	2 28%	-	-	2 8%	*	-	-	*	2 6%

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

Table 80 (continuation)
 <Q5B5> Which Fixed line broadband company did you switch from?
 by Crossbreak
 Base: All Switching Fixed line broadband

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	50	1	5	-	3	1	3	4	2	2	21	8	10	11	3	47
Total	34	*	6	-	2	1	1	7	1	5	24	3	5	1	1	33
XLN telecom	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	17%	-%	1%
Other (Specify)	5	-	*	-	1	1	-	-	-	-	3	*	1	*	*	5
	14%	-%	7%	-%	47%	100%	-%	-%	-%	-%	11%	15%	26%	19%	33%	14%

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

Table 80 (continuation)
 <Q5B5> Which Fixed line broadband company did you switch from?
 by Crossbreak
 Base: All Switching Fixed line broadband

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff provider (b)	Both (c)	
Unweighted row	50	36	4	4	-	6	14	47	37	23	40	50	13	9	6	13	6	16	5	-	9	-	44	8	6	5	10	1
Total	34	29	1	*	-	3	5	32	20	13	23	34	11	4	*	4	1	4	6	-	10	-	30	3	*	2	2	*
BT	8 24%	6 22%	* 19%	* 51%	- -%	1 41%	2 35%	8 24%	8 37%	8 57%	8 34%	8 24%	5 49%	1 34%	* 60%	1 36%	* 32%	2 45%	1 19%	- -%	* 3%	- -%	7 23%	1 47%	* 60%	- -%	2 69%	* 100%
Chess	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	* -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%
Claranet	4 12%	4 15%	- -%	- -%	- -%	- -%	- -%	4 13%	- -%	- -%	- -%	4 12%	- -%	- -%	- -%	- -%	- -%	4 76%	- -%	4 44%	- -%	4 14%	- -%	- -%	- -%	- -%	- -%	- -%
Daisy	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	* 1%	- -%	* 1%	* *%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* 6%	- -%
Eclipse	* *%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	* *%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%
One Bill	1 4%	1 5%	- -%	- -%	- -%	- -%	- -%	1 5%	1 7%	- -%	1 6%	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%
O2 / BE	2 6%	2 7%	- -%	- -%	- -%	- -%	- -%	2 7%	1 5%	1 8%	1 4%	2 6%	- -%	1 27%	- -%	1 25%	- -%	- -%	- -%	- -%	1 11%	- -%	2 7%	- -%	- -%	- -%	- -%	- -%
Plusnet	1 1%	* 1%	* 2%	* 24%	- -%	- -%	* 2%	1 2%	1 2%	* 1%	1 2%	1 1%	- -%	* 2%	* 16%	* 2%	- -%	* 1%	- -%	- -%	- -%	- -%	1 2%	* 3%	* 16%	* 4%	- -%	- -%
Talk Talk	8 24%	8 27%	* 7%	* 24%	- -%	- -%	* 3%	8 25%	4 22%	3 24%	7 30%	8 24%	4 36%	* 9%	* 16%	* 10%	* 42%	* 4%	* 6%	- -%	1 11%	- -%	8 27%	* 13%	* 16%	* 6%	* 3%	- -%
Tesco Telecom	* *%	- -%	- -%	- -%	- -%	* 5%	* 3%	* *%	* 1%	- -%	* 1%	* *%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	10% -%	- -%	- -%
Titan	1 2%	1 3%	- -%	- -%	- -%	- -%	- -%	1 2%	1 4%	- -%	1 3%	1 2%	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%
Unicom / Universal Utilities	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	* 2%	* 3%	* 2%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%
Virgin Media (NTL/ Telewest)	2 7%	2 8%	- -%	- -%	- -%	- -%	- -%	2 8%	1 7%	- -%	1 6%	2 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 11%	- -%	2 8%	- -%	- -%	- -%	- -%	- -%

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

Table 80 (continuation)
 <Q5B5> Which Fixed line broadband company did you switch from?
 by Crossbreak
 Base: All Switching Fixed line broadband

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard line	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private (d)	Fixed broadband (e)	Not standard (f)	Standard lines (a)	Smartphones (b)	Standard mobile (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	50	36	4	4	-	6	14	47	37	23	40	50	13	9	6	13	6	16	5	-	9	-	44	8	6	5	10	1
Total	34	29	1	*	-	3	5	32	20	13	23	34	11	4	*	4	1	4	6	-	10	-	30	3	*	2	2	*
XLN telecom	*	*	-	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	*	-	-	*	-	-	-	-
	1%	1%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	1%	-%	-%	-%	-%	-%
Other (Specify)	5	2	1	-	-	2	3	4	2	1	2	5	1	1	*	1	*	2	-	-	1	-	2	1	*	1	*	-
	14%	7%	72%	-%	-%	52%	55%	12%	12%	8%	11%	14%	8%	27%	9%	26%	26%	42%	-%	-%	13%	-%	7%	37%	9%	80%	20%	-%

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

Table 80 (continuation)
 <Q5B5> Which Fixed line broadband company did you switch from?
 by Crossbreak
 Base: All Switching Fixed line broadband

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other re for calls (b)	Other vider ntal and calls (c)	Std lan + ISDN Re (a)	Std lan + ISDN LL/ PC Re (b)	Std lan + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	50	1	6	9	-	17	2	30	5	1	30	-	20	30	-	13	37	-	16	-	16	7	7	4	2
Total	34	*	2	2	-	12	1	20	1	*	20	-	13	21	-	7	27	-	4	-	12	4	2	3	1
BT	8 24%	- -%	* 21%	1 69%	- -%	* 1%	- -%	7 34%	* 35%	- -%	5 25%	- -%	1 11%	7 32%	- -%	1 20%	7 25%	- -%	2 45%	- -%	1 10%	2 45%	* 10%	3 83%	* 9%
Ches	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	* 2%	- -%	- -%	* 2%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	* 19%	- -%	- -%
Claranet	4 12%	- -%	- -%	- -%	- -%	- -%	- -%	4 21%	- -%	- -%	- -%	- -%	4 33%	- -%	- -%	- -%	4 16%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Daisy	* *%	* 100%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	- -%	* 1%	- -%	- -%	- -%	* *%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%
Eclipse	* *%	- -%	- -%	* 2%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* 1%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%
One Bill	1 4%	- -%	- -%	- -%	- -%	* 3%	- -%	1 5%	- -%	- -%	* 2%	- -%	- -%	1 7%	- -%	- -%	1 6%	- -%	- -%	- -%	1 9%	- -%	- -%	- -%	- -%
O2 / BE	2 6%	- -%	- -%	- -%	- -%	1 9%	- -%	1 5%	- -%	- -%	1 5%	- -%	1 9%	1 5%	- -%	1 16%	1 4%	- -%	- -%	- -%	2 18%	- -%	- -%	- -%	- -%
Plusnet	1 1%	- -%	- -%	* 3%	- -%	* 4%	- -%	* *%	* 6%	- -%	* 2%	- -%	* 1%	* 2%	- -%	- -%	1 2%	- -%	* 1%	- -%	1 4%	- -%	- -%	- -%	- -%
Talk Talk	8 24%	- -%	* 3%	* 4%	- -%	7 56%	- -%	1 7%	* 60%	* 100%	8 39%	- -%	* 3%	8 36%	- -%	* 1%	8 30%	- -%	* 4%	- -%	4 32%	1 24%	1 53%	* 8%	1 91%
Tesco Telecom	* *%	- -%	* 8%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* 1%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Titan	1 2%	- -%	- -%	- -%	- -%	- -%	* 55%	* 2%	- -%	- -%	1 4%	- -%	* 3%	* 2%	- -%	* 5%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Unicom / Universal Utilities	* 1%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	* 2%	- -%	- -%	* 2%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%

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

Table 80 (continuation)
 <Q5B5> Which Fixed line broadband company did you switch from?
 by Crossbreak
 Base: All Switching Fixed line broadband

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro re iver (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC ntal (b)	Std lan dline + BB (c)	No pro ducts (a)	1 pr oduct (b)	2 pr oducts (c)	pro ducts (c)	No pro ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)
Unweighted row	50	1	6	9	-	17	2	30	5	1	30	-	20	30	-	13	37	-	16	-	16	7	7	4	2
Total	34	*	2	2	-	12	1	20	1	*	20	-	13	21	-	7	27	-	4	-	12	4	2	3	1
Virgin Media (NTL/ Telewest)	2 7%	- -%	- -%	- -%	- -%	1 8%	- -%	1 7%	- -%	- -%	1 7%	- -%	2 16%	* 2%	- -%	1 15%	1 5%	- -%	- -%	- -%	1 12%	- -%	- -%	- -%	- -%
XLN telecom	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* 1%	- -%	- -%	* 1%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (Specify)	5 14%	- -%	1 67%	* 22%	- -%	2 14%	* 45%	3 14%	- -%	- -%	2 9%	- -%	3 24%	2 8%	- -%	3 43%	2 7%	- -%	2 42%	- -%	1 12%	1 31%	* 18%	* 8%	- -%

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

Table 80 (continuation)
 <Q5B5> Which Fixed line broadband company did you switch from?
 by Crossbreak
 Base: All Switching Fixed line broadband

Total	SNNIP CALLS & RENTAL LIKELY TO					
	Not Ch ange (a)	Some bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	50	11	8	7	3	2
Total	34	9	5	3	1	1
BT	8 24%	1 12%	2 38%	* 7%	* 16%	* 9%
Chess	* 1%	- -%	- -%	* 14%	- -%	- -%
Claranet	4 12%	- -%	- -%	- -%	- -%	- -%
Daisy	* *%	* 1%	- -%	- -%	- -%	- -%
Eclipse	* *%	- -%	- -%	- -%	- -%	- -%
One Bill	1 4%	1 13%	- -%	- -%	- -%	- -%
O2 / BE	2 6%	- -%	- -%	- -%	- -%	- -%
Plusnet	1 1%	* 5%	- -%	- -%	- -%	- -%
Talk Talk	8 24%	4 44%	1 20%	1 38%	- -%	1 91%
Tesco Telecom	* *%	- -%	- -%	- -%	- -%	- -%
Titan	1 2%	* 4%	- -%	- -%	- -%	- -%
Unicom / Universal Utilities	* 1%	* 5%	- -%	- -%	- -%	- -%
Virgin Media (NTL/ Telewest)	2 7%	* 5%	1 20%	1 38%	1 84%	- -%

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

Table 80 (continuation)
 <Q5B5> Which Fixed line broadband company did you switch from?
 by Crossbreak
 Base: All Switching Fixed line broadband

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)		
Unweighted row	50	11	8	7	3	2
Total	34	9	5	3	1	1
XLN telecom	* 1%	- -%	- -%	- -%	- -%	- -%
Other (Specify)	5 14%	1 12%	1 22%	* 4%	- -%	- -%

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

Table 81
 <Q5BI> Which VoIP company did you switch from?
 by Crossbreak
 Base: All Switching VoIP

Total	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail trade (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)	
Unweighted row	6	-	1	2	1	2	4	2	-	1	2	1	-	2	-	1	-	-	2	-	-	1	2	-
Total	2	-	*	1	*	*	2	*	-	*	1	*	-	*	-	1	-	-	*	-	-	*	*	-
BT	*	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-
	5%	-%	-%	-%	100%	-%	-%	47%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	25%	-%
Tesco Telecom	*	-	*	-	-	-	*	-	-	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-
	14%	-%	100%	-%	-%	-%	15%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	69%	-%	-%	-%	-%	-%	-%
Other (Specify)	2	-	-	1	-	*	1	*	-	-	1	-	-	*	-	1	-	-	*	-	-	*	*	-
	81%	-%	-%	100%	-%	100%	85%	53%	-%	-%	100%	-%	-%	100%	-%	100%	-%	-%	31%	-%	-%	100%	75%	-%

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

Table 81 (continuation)
 <Q5BI> Which VoIP company did you switch from?
 by Crossbreak
 Base: All Switching VoIP

Total	LOCATION													OFFICE LOCATION		
	NE (a)	NW (b)	Yorkshire/Humber (c)	East (d)	Midland (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)
Unweighted row	6	-	-	-	-	-	2	1	-	3	-	1	2	1	5	
Total	2	-	-	-	-	-	1	*	-	1	-	*	*	*	2	
BT	* 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 28%	- -%	* 6%
Tesco Telecom	* 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 72%	* 100%	- -%
Other (Specify)	2 81%	- -%	- -%	- -%	- -%	- -%	1 100%	* 100%	- -%	1 100%	- -%	* 100%	- -%	- -%	2 94%	

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

Table 81 (continuation)
 <Q5BI> Which VoIP company did you switch from?
 by Crossbreak
 Base: All Switching VoIP

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard (f)	Standard lines (a)	Smartphones (b)	Standard mobile (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	6	4	-	1	1	-	2	6	4	2	4	6	2	3	3	4	3	6	2	-	2	-	5	3	3	3	2	1
Total	2	2	-	*	*	-	*	2	1	*	1	2	*	*	1	1	*	2	1	-	1	-	2	*	1	*	1	*
BT	*	*	-	-	-	-	-	*	*	-	*	*	-	*	*	*	*	*	-	-	-	-	*	*	*	*	-	-
	5%	6%	-%	-%	-%	-%	-%	5%	7%	-%	7%	5%	-%	20%	8%	6%	31%	5%	-%	-%	-%	-%	5%	20%	8%	21%	-%	-%
Tesco Telecom	*	*	-	-	-	-	-	*	-	-	-	*	-	-	-	-	*	*	-	*	-	-	*	-	-	*	-	-
	14%	15%	-%	-%	-%	-%	-%	14%	-%	-%	-%	14%	-%	-%	-%	-%	-%	14%	47%	-%	47%	-%	14%	-%	-%	55%	-%	-%
Other (Specify)	2	1	-	*	*	-	*	2	1	*	1	2	*	*	1	1	*	2	*	-	*	-	1	*	1	*	1	*
	81%	79%	-%	100%	100%	-%	100%	81%	93%	100%	93%	81%	100%	80%	92%	94%	69%	81%	53%	-%	53%	-%	80%	80%	92%	24%	100%	100%

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

Table 81 (continuation)
 <Q5BI> Which VoIP company did you switch from?
 by Crossbreak
 Base: All Switching VoIP

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro re calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No pro ducts (a)	1 pr oduct (b)	2 pr oducts (c)	No pro ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	6	-	3	3	-	3	-	3	-	2	6	-	-	1	2	3	6	-	-	2	1	1	-	-	
Total	2	-	1	*	-	1	-	*	1	-	1	2	-	-	*	1	*	2	-	-	1	*	*	-	-
BT	*	-	-	*	-	-	-	*	*	-	*	-	-	-	-	*	*	-	-	-	*	*	-	-	
	5%	-%	-%	21%	-%	-%	-%	20%	8%	-%	9%	5%	-%	-%	-%	-%	20%	5%	-%	-%	-%	100%	100%	-%	-%
Tesco Telecom	*	-	-	*	-	*	-	-	-	-	*	-	-	-	*	-	*	-	-	-	-	-	-	-	
	14%	-%	-%	55%	-%	18%	-%	-%	-%	-%	-%	14%	-%	-%	-%	20%	-%	14%	-%	-%	-%	-%	-%	-%	-%
Other (Specify)	2	-	1	*	-	1	-	*	1	-	1	2	-	-	*	1	*	2	-	-	1	-	-	-	
	81%	-%	100%	24%	-%	82%	-%	80%	92%	-%	91%	81%	-%	-%	100%	80%	80%	81%	-%	-%	100%	-%	-%	-%	-%

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

Table 81 (continuation)
 <Q5BI> Which VoIP company did you switch from?
 by Crossbreak
 Base: All Switching VoIP

Total	SNNIP CALLS & RENTAL LIKELY TO					
	Not Ch ange (a)	Some to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	6	3	1	1	1	-
Total	2	1	*	*	*	-
BT	*	-	*	*	*	-
	5%	-%	100%	100%	100%	-%
Tesco Telecom	*	-	-	-	-	-
	14%	-%	-%	-%	-%	-%
Other (Specify)	2	1	-	-	-	-
	81%	100%	-%	-%	-%	-%

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

Table 82
 <Q5C1> Why did you switch provider for your Standard landline voice calls?
 by Crossbreak
 Base: All Switching Standard Landlines

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR											
	Total	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail trade (d)	Transport (e)	Financial services (f)	Other services (g)	Public administration (h)	Other (i)	
Unweighted row	59	5	27	14	8	10	46	9	4	19	18	14	2	2	1	2	5	5	7	5	2	15	16	2	
Total	50	12	37	8	5	1	48	2	*	19	17	8	*	*	*	1	5	3	7	10	1	17	6	*	
For a better/cheaper price/deal	39 77%	9 75%	29 78%	6 76%	4 73%	1 73%	37 78%	1 55%	* 65%	17 87%	9 49%	8 99%	* 100%	* 41%	* 100%	1 100%	4 91%	3 100%	7 100%	4 37%	* 44%	16 92%	3 57%	- -%	
Poor service from previous supplier	15 30%	5 46%	11 30%	1 17%	2 49%	* 21%	14 30%	1 25%	* 35%	6 29%	8 46%	* 4%	* 34%	* 59%	- -%	- -%	- -%	1 39%	3 40%	6 62%	* 44%	1 6%	3 60%	* 18%	
More reliable service	6 11%	* 4%	4 12%	1 13%	* 2%	* 9%	5 11%	* 15%	* 25%	2 9%	4 22%	- -%	- -%	* 41%	- -%	- -%	- -%	- -%	* 1%	4 38%	- -%	1 7%	1 9%	- -%	
Good experience with new supplier for other services/previously	2 5%	2 21%	2 7%	- -%	- -%	- -%	2 5%	- -%	- -%	2 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 34%	- -%	- -%	- -%	- -%	- -%	
To bundle two or more services together with one supplier/for Convenience	2 4%	- -%	2 5%	* 5%	- -%	* 9%	2 4%	* 11%	* 26%	2 9%	* 2%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	2 10%	* 1%	* 82%	
Better range of price plans	1 2%	- -%	- -%	* 2%	1 22%	- -%	1 3%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 20%	- -%
Other - SPECIFY	4 9%	2 18%	3 7%	2 23%	- -%	* 15%	4 8%	1 23%	- -%	2 11%	2 12%	* 1%	- -%	- -%	- -%	- -%	3 56%	- -%	- -%	* 1%	* 56%	- -%	1 23%	- -%	

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

Table 82 (continuation)
 <Q5C1> Why did you switch provider for your Standard landline voice calls?
 by Crossbreak
 Base: All Switching Standard Landlines

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	59	1	6	1	3	1	6	5	2	3	28	10	11	10	4	55
Total	50	*	11	*	2	1	5	11	*	6	38	4	7	1	5	45
For a better/cheaper price/deal	39 77%	* 100%	8 77%	- -%	2 100%	- -%	5 87%	10 91%	* 50%	2 39%	28 75%	2 54%	7 100%	1 68%	4 76%	35 77%
Poor service from previous supplier	15 30%	- -%	5 46%	* 100%	1 47%	1 100%	- -%	1 9%	- -%	4 61%	12 32%	1 34%	1 19%	* 25%	4 71%	11 25%
More reliable service	6 11%	- -%	- -%	- -%	- -%	- -%	- -%	1 9%	- -%	4 61%	5 13%	* 11%	* 1%	* 25%	- -%	6 12%
Good experience with new supplier for other services/previously	2 5%	- -%	2 23%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 6%	- -%	- -%	- -%	2 48%	- -%
To bundle two or more services together with one supplier/for Convenience	2 4%	- -%	- -%	- -%	- -%	- -%	* 8%	- -%	- -%	- -%	* 1%	* 11%	1 15%	* 18%	- -%	2 5%
Better range of price plans	1 2%	- -%	- -%	- -%	1 47%	- -%	- -%	- -%	- -%	- -%	1 3%	* 4%	- -%	- -%	- -%	1 3%
Other - SPECIFY	4 9%	- -%	- -%	- -%	- -%	- -%	3 46%	- -%	* 50%	1 20%	4 10%	* 11%	- -%	* 7%	- -%	4 10%

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

Table 82 (continuation)
 <Q5C1> Why did you switch provider for your Standard landline voice calls?
 by Crossbreak
 Base: All Switching Standard Landlines

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	59	52	4	2	-	1	7	59	33	22	41	52	16	9	5	12	7	10	2	4	18	7	59	5	4	4	6	-
Total	50	49	1	*	-	*	1	50	28	15	33	35	18	3	*	3	1	4	*	9	17	15	50	1	*	*	4	-
For a better/cheaper price/deal	39 77%	38 77%	1 89%	* 100%	- -%	* 100%	1 92%	39 77%	21 76%	10 66%	23 69%	25 71%	12 68%	3 94%	* 76%	3 95%	1 79%	3 73%	* 74%	9 100%	16 94%	13 92%	39 77%	1 90%	* 100%	* 54%	3 75%	- -%
Poor service from previous supplier	15 30%	14 29%	1 87%	- -%	- -%	- -%	1 68%	15 30%	10 34%	6 39%	13 40%	14 39%	6 33%	2 60%	* 24%	2 57%	* 53%	4 90%	* 26%	- -%	2 10%	1 8%	15 30%	1 81%	- -%	* 46%	4 95%	- -%
More reliable service	6 11%	6 11%	* 11%	- -%	- -%	- -%	* 8%	6 11%	6 20%	1 8%	6 17%	6 16%	5 27%	* 5%	* 17%	* 5%	* 18%	1 26%	* 74%	- -%	- -%	* *%	6 11%	* 16%	* 23%	* 40%	1 25%	- -%
Good experience with new supplier for other services/previously	2 5%	2 5%	- -%	- -%	- -%	- -%	- -%	2 5%	2 9%	- -%	2 7%	2 7%	- -%	- -%	- -%	- -%	- -%	2 56%	- -%	- -%	- -%	2 5%	- -%	- -%	- -%	2 61%	- -%	- -%
To bundle two or more services together with one supplier/for Convenience	2 4%	2 4%	- -%	* 66%	- -%	- -%	* 6%	2 4%	1 3%	1 5%	1 2%	2 6%	* 3%	- -%	* 18%	* 2%	* 7%	- -%	* 74%	- -%	1 9%	- -%	2 4%	- -%	* 24%	- -%	- -%	- -%
Better range of price plans	1 2%	1 2%	- -%	- -%	- -%	* 100%	* 13%	1 2%	* 1%	- -%	* *%	1 3%	1 6%	1 33%	- -%	1 31%	- -%	* 3%	- -%	- -%	1 6%	- -%	1 2%	- -%	- -%	* 38%	- -%	- -%
Other - SPECIFY	4 9%	4 9%	- -%	- -%	- -%	- -%	- -%	4 9%	* 1%	* 1%	1 2%	2 6%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	2 23%	4 23%	2 15%	4 9%	- -%	- -%	- -%	- -%	- -%

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

Table 82 (continuation)
 <Q5C1> Why did you switch provider for your Standard landline voice calls?
 by Crossbreak
 Base: All Switching Standard Landlines

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other re nder calls (b)	Other vider ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB Re + LL/ PC Re ntal (b)	No pro ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No pro ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	59	-	5	5	-	17	2	39	3	1	29	-	29	30	-	24	35	-	10	-	20	10	6	7	2
Total	50	-	3	1	-	15	1	33	*	*	23	-	29	21	-	24	27	-	4	-	19	11	2	8	3
For a better/cheaper price/deal	39	-	3	*	-	7	1	29	*	-	13	-	26	13	-	21	18	-	3	-	12	11	1	8	3
	77%	-%	100%	12%	-%	46%	100%	89%	65%	-%	56%	-%	90%	60%	-%	87%	68%	-%	73%	-%	66%	100%	76%	100%	100%
Poor service from previous supplier	15	-	3	1	-	9	-	6	*	*	12	-	7	9	-	3	12	-	4	-	8	1	*	1	-
	30%	-%	91%	88%	-%	58%	-%	20%	35%	100%	52%	-%	23%	40%	-%	13%	45%	-%	90%	-%	41%	10%	5%	14%	-%
More reliable service	6	-	-	1	-	5	-	1	*	*	6	-	1	5	-	1	5	-	1	-	5	*	*	*	-
	11%	-%	-%	86%	-%	31%	-%	3%	35%	100%	24%	-%	4%	21%	-%	5%	17%	-%	26%	-%	26%	1%	3%	4%	-%
Good experience with new supplier for other services/previously	2	-	2	-	-	-	-	2	-	-	2	-	2	-	-	2	-	2	-	2	-	-	-	-	-
	5%	-%	80%	-%	-%	-%	-%	7%	-%	-%	11%	-%	8%	-%	-%	9%	-%	56%	-%	13%	-%	-%	-%	-%	-%
To bundle two or more services together with one supplier/for Convenience	2	-	-	-	-	*	-	2	*	-	2	-	2	1	-	1	1	-	-	-	1	-	-	1	-
	4%	-%	-%	-%	-%	2%	-%	6%	24%	-%	9%	-%	5%	3%	-%	6%	3%	-%	-%	-%	4%	-%	-%	17%	-%
Better range of price plans	1	-	*	-	-	-	-	1	-	-	-	-	1	*	-	-	1	-	*	-	-	-	-	1	-
	2%	-%	5%	-%	-%	-%	-%	4%	-%	-%	-%	-%	4%	1%	-%	-%	4%	-%	3%	-%	-%	-%	-%	14%	-%
Other - SPECIFY	4	-	-	-	-	3	-	2	-	-	1	-	4	1	-	4	1	-	-	-	4	-	*	-	-
	9%	-%	-%	-%	-%	18%	-%	5%	-%	-%	4%	-%	12%	4%	-%	15%	3%	-%	-%	-%	20%	-%	19%	-%	-%

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

Table 82 (continuation)
 <Q5C1> Why did you switch provider for your Standard landline voice calls?
 by Crossbreak
 Base: All Switching Standard Landlines

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch calls ange to mo (a) (b)	Some calls VoIP (b)	Some calls to (c)	Some calls text/ on line (d)		
Unweighted row	59	14	6	5	6	2
Total	50	19	6	2	5	3
For a better/ cheaper price/deal	39 77%	14 73%	6 100%	2 81%	5 100%	3 100%
Poor service from previous supplier	15 30%	7 37%	1 17%	* 21%	1 21%	- -%
More reliable service	6 11%	4 20%	- -%	* 3%	* 1%	- -%
Good experience with new supplier for other services/previously	2 5%	2 13%	- -%	- -%	- -%	- -%
To bundle two or more services together with one supplier/ for Convenience	2 4%	1 4%	- -%	- -%	1 22%	- -%
Better range of price plans	1 2%	- -%	- -%	- -%	1 21%	- -%
Other - SPECIFY	4 9%	1 7%	- -%	* 19%	- -%	- -%

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

Table 83
 <Q5C2> Why did you switch provider for your ISDN 2/2e calls?
 by Crossbreak
 Base: All Switching ISDN2/2E

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	(f)	Pr mary ind ustry (a)	Man ufacturing (b)	Co nstruction (c)	Whole sale/ retail (d)	Re tail (e)	Finan cial services (f)	Other services (g)	Pu blic admin istration (h)	Other (i)	
Total	5	-	1	1	2	1	3	2	-	-	2	1	1	1	-	-	1	-	1	1	1	-	1	-
Unweighted row	5	-	1	1	2	1	3	2	-	-	2	1	1	1	-	-	1	-	1	1	1	-	1	-
Total	2	-	*	*	1	*	2	*	-	-	1	*	1	*	-	-	*	-	*	1	*	-	*	-
For a better/ cheaper price/deal	1 53%	- -%	- -%	- -%	1 91%	- -%	1 58%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%
Poor service from previous supplier	1 44%	- -%	* 100%	* 100%	* 9%	- -%	1 42%	* 61%	- -%	- -%	1 100%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	* 100%	- -%	* 100%	- -%
More reliable service	* 5%	- -%	- -%	- -%	* 9%	- -%	- -%	* 61%	- -%	- -%	* 19%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%
Other - SPECIFY	* 3%	- -%	- -%	- -%	* 100%	- -%	* 39%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 83 (continuation)
 <Q5C2> Why did you switch provider for your ISDN 2/2e calls?
 by Crossbreak
 Base: All Switching ISDN2/2E

	Total	LOCATION													OFFICE LOCATION	
		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 (k)	Wales (l)	Scotland (m)	Northern Ireland (n)	Home based (a)
Unweighted row	5	-	-	-	-	-	-	-	1	-	1	1	2	1	-	5
Total	2	-	-	-	-	-	-	-	1	-	1	*	*	*	-	2
For a better/cheaper price/deal	1 53%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	1 100%	- -%	- -%	- -%	- -%	1 53%
Poor service from previous supplier	1 44%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	* 82%	* 100%	- -%	1 44%
More reliable service	* 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	* 5%
Other - SPECIFY	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 18%	- -%	- -%	* 3%

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

Table 83 (continuation)
 <Q5C2> Why did you switch provider for your ISDN 2/2e calls?
 by Crossbreak
 Base: All Switching ISDN2/2E

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard (f)	Standard lines (a)	Smartphones (b)	Standard mobile (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)
Unweighted row	5	1	4	-	-	4	5	4	1	4	5	-	5	-	5	2	2	1	-	1	-	5	5	-	1	1	-
Total	2	*	2	-	-	2	2	1	*	1	2	-	2	-	2	*	*	*	-	*	-	2	2	-	*	*	-
For a better/cheaper price/deal	1 53%	- -%	1 54%	- -%	- -%	1 54%	1 53%	1 68%	- -%	1 68%	1 53%	- -%	1 53%	- -%	1 53%	- -%	- -%	- -%	- -%	- -%	- -%	1 53%	1 53%	- -%	- -%	- -%	- -%
Poor service from previous supplier	1 44%	- -%	1 46%	- -%	- -%	1 46%	1 44%	* 27%	- -%	* 27%	1 44%	- -%	1 44%	- -%	1 44%	* 100%	* 100%	- -%	- -%	* 100%	- -%	1 44%	1 44%	- -%	* 100%	* 100%	- -%
More reliable service	* 5%	- -%	* 6%	- -%	- -%	* 6%	* 5%	* 7%	- -%	* 7%	* 5%	- -%	* 5%	- -%	* 5%	* 25%	* 25%	- -%	- -%	- -%	- -%	* 5%	* 5%	- -%	* 100%	- -%	- -%
Other - SPECIFY	* 3%	* 100%	- -%	- -%	- -%	- -%	* 3%	* 4%	* 100%	* 4%	* 3%	- -%	* 3%	- -%	* 3%	- -%	- -%	* 100%	- -%	- -%	- -%	* 3%	* 3%	- -%	- -%	- -%	- -%

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

Table 83 (continuation)
 <Q5C2> Why did you switch provider for your ISDN 2/2e calls?
 by Crossbreak
 Base: All Switching ISDN2/2E

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	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 ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	5	-	1	1	-	3	-	2	2	1	2	-	3	2	-	1	4	-	2	-	1	-	-	-	-
Total	2	-	*	*	-	1	-	1	1	*	1	-	1	*	-	*	1	-	*	-	*	-	-	-	-
For a better/cheaper price/deal	1 53%	- -%	- -%	- -%	- -%	1 86%	- -%	- -%	1 91%	- -%	1 91%	- -%	1 67%	- -%	- -%	1 68%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Poor service from previous supplier	1 44%	- -%	* 100%	* 100%	- -%	* 9%	- -%	1 100%	* 9%	* 100%	* 9%	- -%	* 29%	* 100%	- -%	* 100%	* 27%	- -%	* 100%	- -%	* 100%	- -%	- -%	- -%	- -%
More reliable service	* 5%	- -%	- -%	* 100%	- -%	* 9%	- -%	- -%	* 9%	* 100%	* 9%	- -%	- -%	* 25%	- -%	- -%	* 7%	- -%	* 25%	- -%	* 100%	- -%	- -%	- -%	- -%
Other - SPECIFY	* 3%	- -%	- -%	- -%	- -%	* 6%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 83 (continuation)
 <Q5C2> Why did you switch provider for your ISDN 2/2e calls?
 by Crossbreak
 Base: All Switching ISDN2/2E

Total	SNNIP CALLS & RENTAL LIKELY TO				
	Not Ch calls ange to mo (a)	Some bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)
Unweighted row	5	1	-	1	-
Total	2	*	-	*	-
For a better/ cheaper price/deal	1 53%	- -%	- -%	- -%	- -%
Poor service from previous supplier	1 44%	* 100%	- -%	* 100%	- -%
More reliable service	* 5%	- -%	- -%	- -%	- -%
Other - SPECIFY	* 3%	- -%	- -%	- -%	- -%

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

Table 84
 <Q5C3> Why did you switch provider for your ISDN 30 calls?
 by Crossbreak
 Base: All Switching ISDN30

Total	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR									
	1 (a)	1 (b)	5 (c)	10 (d)	50 to 249 (e)	1 (a)	2 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m to £25m+ (e)	£25m+ (f)	Pr mary ind ustry (a)	Man ufacturing (b)	Co nstruction (c)	Whole sale/ retail port/ Comm unica tions (d)	Re tail (e)	Finan cial ser vices (f)	Other ser vices (g)	Pu blic admin istration (h)	Other (i)
Unweighted row	3	-	-	-	3	1	2	-	-	-	2	1	-	-	-	-	1	-	-	-	-	2	-
Total	*	-	-	-	*	*	*	-	-	-	*	*	-	-	-	-	*	-	-	-	-	*	-
For a better/ cheaper price/deal	64%	-%	-%	-%	64%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	57%	-%
Other - SPECIFY	36%	-%	-%	-%	36%	100%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	43%	-%

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

Table 84 (continuation)
 <Q5C3> Why did you switch provider for your ISDN 30 calls?
 by Crossbreak
 Base: All Switching ISDN30

Total	LOCATION													OFFICE LOCATION		
	NE (a)	NW (b)	Yo rks/Humber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)	Else where (b)
Unweighted row	3	-	-	-	-	-	-	-	1	1	2	-	-	1	-	3
Total	*	-	-	-	-	-	-	-	*	*	*	-	-	*	-	*
For a better/cheaper price/deal	64%	-%	-%	-%	-%	-%	-%	-%	100%	-%	57%	-%	-%	100%	-%	64%
Other - SPECIFY	36%	-%	-%	-%	-%	-%	-%	-%	-%	100%	43%	-%	-%	-%	-%	36%

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

Table 84 (continuation)
 <Q5C3> Why did you switch provider for your ISDN 30 calls?
 by Crossbreak
 Base: All Switching ISDN30

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo-biles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)
Unweighted row	3	1	-	1	1	-	2	3	3	3	3	3	-	-	3	3	2	2	-	-	-	2	-	3	-	1	1
Total	*	*	-	*	*	-	*	*	*	*	*	-	-	*	*	*	*	-	-	-	*	-	*	-	*	*	*
For a better/cheaper price/deal	64%	100%	-%	100%	-%	-%	29%	64%	64%	64%	64%	64%	-%	-%	64%	64%	29%	57%	-%	-%	-%	100%	-%	64%	-%	100%	-%
Other - SPECIFY	36%	-%	-%	-%	100%	-%	71%	36%	36%	36%	36%	-%	-%	36%	36%	71%	43%	-%	-%	-%	-%	-%	36%	-%	-%	-%	100%

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

Table 84 (continuation)
 <Q5C3> Why did you switch provider for your ISDN 30 calls?
 by Crossbreak
 Base: All Switching ISDN30

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 ducts (c)	pro ducts	No ducts (a)	1 pr oduct (b)	2 ducts (c)	pro ducts	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)
Unweighted row	3	-	1	1	-	1	-	2	1	-	2	-	1	2	-	1	2	-	2	-	-	-	-	-	-	-
Total	*	-	*	*	-	*	-	*	*	-	*	*	-	*	*	-	*	*	-	*	-	-	-	-	-	-
For a better/cheaper price/deal	*	-	*	-	-	*	-	*	*	-	*	*	-	*	*	-	*	*	-	*	-	-	-	-	-	-
	64%	-%	100%	-%	-%	100%	-%	57%	100%	-%	100%	-%	-%	100%	-%	-%	100%	-%	57%	-%	-%	-%	-%	-%	-%	-%
Other - SPECIFY	*	-	-	*	-	-	-	*	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-	-	-	-
	36%	-%	-%	100%	-%	-%	-%	43%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	43%	-%	-%	-%	-%	-%	-%	-%

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

Table 84 (continuation)
 <Q5C3> Why did you switch provider for your ISDN 30 calls?
 by Crossbreak
 Base: All Switching ISDN30

Total	SNNIP CALLS & RENTAL LIKELY TO				
	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)
Unweighted row	3	-	-	-	-
Total	*	-	-	-	-
For a better/ cheaper price/deal	* 64%	- -%	- -%	- -%	- -%
Other - SPECIFY	* 36%	- -%	- -%	- -%	- -%

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

Table 85
 <Q5C4> Why did you switch your provider for Leased lines or private circuits calls?
 by Crossbreak
 Base: All with Leased Line / Private Circuits

Total	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR									
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Pr mary ind ustry (a)	Man ufacturing (b)	Co nstruction (c)	Whole sale/ retail port/ Comm unica tions (d)	Re tail (e)	Finan cial ser vices (f)	Other ser vices (g)	Pu blic admin istration (h)	Other (i)
Unweighted row	3	-	-	-	2	1	-	-	1	2	-	-	-	-	-	-	1	-	-	-	-	2	-
Total	*	-	-	-	*	*	-	-	*	*	-	-	-	-	-	-	*	-	-	-	-	*	-
For a better/ cheaper price/deal	75%	-%	-%	-%	73%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	73%	-%
Poor service from previous supplier	25%	-%	-%	-%	27%	-%	74%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	27%	-%
More reliable service	25%	-%	-%	-%	27%	-%	74%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	27%	-%

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

Table 85 (continuation)
 <Q5C4> Why did you switch your provider for Leased lines or private circuits calls?
 by Crossbreak
 Base: All with Leased Line / Private Circuits

	Total	LOCATION													OFFICE LOCATION	
		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)	Elsewhere (b)
Unweighted row	3	-	-	-	-	-	-	-	-	-	-	-	1	2	-	3
Total	*	-	-	-	-	-	-	-	-	-	-	-	*	*	-	*
For a better/cheaper price/deal	* 75%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	100%	26%	- -%	75%
Poor service from previous supplier	* 25%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	74%	- -%	25%
More reliable service	* 25%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	74%	- -%	25%

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

Table 85 (continuation)
 <Q5C4> Why did you switch your provider for Leased lines or private circuits calls?
 by Crossbreak
 Base: All with Leased Line / Private Circuits

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Sta ndard line dline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuit (d)	Fixed broad band (e)	Not stand ard line (f)	Sta ndard lines (a)	Sm artp hones (b)	Sta ndard biles (c)	NET Mo biles (d)	Fixed broad band (e)	Mo bile band (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/ Pr ivate circuit (j)	VoIP (k)	Video confer encing (l)	LL ONLY (a)	LL No Mo bile (b)	LL No BB (c)	Sta ndard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both (c)	
Unweighted row	3	1	1	1	-	-	2	3	3	1	3	3	-	1	1	2	3	1	-	-	-	-	3	1	1	1	-	-
Total	*	*	*	*	-	-	*	*	*	*	*	-	*	*	*	*	*	-	-	-	-	*	*	*	*	-	-	
For a better/ cheaper price/deal	75%	100%	-%	100%	-%	-%	26%	75%	75%	100%	75%	75%	-%	-%	100%	26%	75%	-%	-%	-%	-%	75%	-%	100%	-%	-%	-%	
Poor service from previous supplier	25%	-%	100%	-%	-%	-%	74%	25%	25%	-%	25%	25%	-%	100%	-%	74%	25%	100%	-%	-%	-%	25%	100%	-%	100%	-%	-%	
More reliable service	25%	-%	100%	-%	-%	-%	74%	25%	25%	-%	25%	25%	-%	100%	-%	74%	25%	100%	-%	-%	-%	25%	100%	-%	100%	-%	-%	

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

Table 85 (continuation)
 <Q5C4> Why did you switch your provider for Leased lines or private circuits calls?
 by Crossbreak
 Base: All with Leased Line / Private Circuits

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No pro ducts (a)	1 pr oduct (b)	2 pr oducts (c)	pro ducts (c)	No pro ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)
Unweighted row	3	-	-	1	-	2	1	-	1	1	2	-	-	3	-	-	3	-	1	-	1	1	1	1	-
Total	*	-	-	*	-	*	*	-	*	*	*	-	-	*	-	-	*	-	*	-	*	*	*	*	-
For a better/cheaper price/deal	*	-	-	-	-	*	*	-	-	-	*	-	-	*	-	-	*	-	-	-	-	*	*	*	-
	75%	-%	-%	-%	-%	26%	100%	-%	-%	-%	26%	-%	-%	75%	-%	-%	75%	-%	-%	-%	-%	100%	100%	100%	-%
Poor service from previous supplier	*	-	-	*	-	*	-	-	*	*	*	-	-	*	-	-	*	-	*	-	*	-	-	-	-
	25%	-%	-%	100%	-%	74%	-%	-%	100%	100%	74%	-%	-%	25%	-%	-%	25%	-%	100%	-%	100%	-%	-%	-%	-%
More reliable service	*	-	-	*	-	*	-	-	*	*	*	-	-	*	-	-	*	-	*	-	*	-	-	-	-
	25%	-%	-%	100%	-%	74%	-%	-%	100%	100%	74%	-%	-%	25%	-%	-%	25%	-%	100%	-%	100%	-%	-%	-%	-%

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

Table 85 (continuation)

<Q5C4> Why did you switch your provider for Leased lines or private circuits calls?

by Crossbreak

Base: All with Leased Line / Private Circuits

Total	SNNIP CALLS & RENTAL LIKELY TO				
	Not Ch calls ange to mo (a) (b)	Some calls bile (b)	Some calls VoIP (c)	Some calls text/ on (d)	Ca ncel MFL (e)
Unweighted row	3	-	-	-	-
Total	*	-	-	-	-
For a better/ cheaper price/deal	* 75%	- -%	- -%	- -%	- -%
Poor service from previous supplier	* 25%	- -%	- -%	- -%	- -%
More reliable service	* 25%	- -%	- -%	- -%	- -%

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

Table 86
 <Q5C5> Why did you switch provider for your Fixed line broadband?
 by Crossbreak
 Base: All with Fixed line broadband

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	Total	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Transport (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)
Unweighted row	50	3	18	10	13	9	39	9	2	12	16	15	2	1	1	2	4	3	10	6	2	16	6	1
Total	34	3	21	6	6	1	31	3	*	9	13	9	1	*	*	1	2	2	8	9	1	9	1	*
For a better/cheaper price/deal	18 52%	1 21%	8 38%	4 71%	5 81%	* 37%	16 53%	1 51%	* 50%	5 49%	3 26%	7 87%	1 80%	- -%	- -%	1 100%	2 83%	2 100%	5 71%	2 27%	- -%	4 39%	1 65%	- -%
Poor service from previous supplier	7 21%	3 92%	5 22%	* 5%	2 32%	* 7%	6 19%	1 39%	- -%	1 13%	4 28%	2 22%	* 20%	- -%	- -%	- -%	- -%	- -%	3 40%	2 28%	* 44%	* 3%	1 64%	- -%
To bundle two or more services together with one supplier/for Convenience	7 20%	- -%	4 20%	1 19%	1 22%	* 11%	7 22%	- -%	* 50%	- -%	5 41%	* 4%	1 80%	* 100%	- -%	- -%	- -%	- -%	* 5%	5 56%	- -%	1 12%	* 11%	* 100%
More reliable service	6 18%	* 13%	5 24%	- -%	1 20%	* 6%	6 19%	* 13%	- -%	5 53%	* 1%	1 15%	- -%	- -%	- -%	- -%	- -%	- -%	1 16%	- -%	- -%	4 49%	1 35%	- -%
Faster broadband speeds/faster internet access	1 4%	- -%	1 5%	- -%	- -%	* 28%	1 4%	- -%	- -%	1 12%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	1 49%	- -%	- -%	- -%	* 2%	- -%	- -%
Good experience with new supplier for other services/previously	1 3%	* 13%	* 2%	- -%	1 10%	- -%	1 3%	* 10%	- -%	* 4%	- -%	* 5%	* 20%	- -%	- -%	- -%	- -%	- -%	1 9%	- -%	- -%	- -%	* 28%	- -%
New supplier recommended by someone I know	1 3%	- -%	1 5%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 14%	- -%	- -%	- -%	- -%	- -%
Other - SPECIFY	1 3%	- -%	* 2%	* 8%	- -%	* 18%	* 2%	1 20%	- -%	- -%	1 7%	- -%	- -%	- -%	* 100%	- -%	* 17%	- -%	- -%	* 1%	* 56%	* 1%	- -%	- -%
NETS																								

broadband specific	1 4%	- -%	1 5%	- -%	- -%	* 28%	1 4%	- -%	- -%	1 12%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	1 49%	- -%	- -%	- -%	* 2%	- -%	- -%

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

Table 86 (continuation)
 <Q5C5> Why did you switch provider for your Fixed line broadband?
 by Crossbreak
 Base: All with Fixed line broadband

Total	LOCATION														OFFICE LOCATION	
	NE (a)	NW (b)	Yo rks/Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based where (a)	Else where (b)
Unweighted row	50	1	5	-	3	1	3	4	2	2	21	8	10	11	3	47
Total	34	*	6	-	2	1	1	7	1	5	24	3	5	1	1	33
For a better/cheaper price/deal	18 52%	- 54%	3 46%	- -%	2 94%	1 100%	1 64%	2 28%	1 100%	1 25%	12 48%	1 52%	4 67%	1 76%	1 87%	17 52%
Poor service from previous supplier	7 21%	- -%	3 46%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	4 17%	1 32%	2 31%	* 30%	* 13%	7 21%
To bundle two or more services together with one supplier/for Convenience	7 20%	* 100%	- -%	- -%	1 47%	- -%	- -%	1 14%	- -%	4 75%	6 25%	1 21%	* 1%	- -%	- -%	7 21%
More reliable service	6 18%	- -%	- -%	- -%	1 100%	- -%	- -%	4 58%	- -%	- -%	5 22%	* 15%	- -%	* 25%	- -%	6 19%
Faster broadband speeds/faster internet access	1 4%	- -%	- -%	- -%	* 6%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	1 20%	* 2%	- -%	1 4%
Good experience with new supplier for other services/previously	1 3%	- -%	* 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	* 15%	* 5%	- -%	- -%	1 3%
New supplier recommended by someone I know	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 20%	- -%	- -%	1 3%
Other - SPECIFY	1 3%	- -%	- -%	- -%	- -%	- -%	* 36%	- -%	- -%	- -%	* 1%	* 17%	* 1%	* 7%	- -%	1 3%
NETS																

broadband specific	1 4%	- -%	- -%	- -%	* 6%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	1 20%	* 2%	- -%	1 4%

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

Table 86 (continuation)
 <Q5C5> Why did you switch provider for your Fixed line broadband?
 by Crossbreak
 Base: All with Fixed line broadband

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE					
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo (d)	Fixed broadband (e)	Mo bile (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)		
Unweighted row	50	36	4	4	-	6	14	47	37	23	40	50	13	9	6	13	6	16	5	-	9	-	44	8	6	5	10	1	
Total	34	29	1	*	-	3	5	32	20	13	23	34	11	4	*	4	1	4	6	-	10	-	30	3	*	2	2	*	
For a better/cheaper price/deal	18 52%	14 49%	1 72%	* 13%	- -%	2 74%	3 70%	17 52%	14 66%	9 71%	14 59%	18 52%	6 51%	3 78%	* 36%	3 77%	* 30%	3 62%	1 21%	- -%	3 30%	- -%	15 49%	2 71%	* 36%	1 90%	1 52%	- -%	
Poor service from previous supplier	7 21%	5 17%	* 26%	* 38%	- -%	2 54%	2 45%	7 22%	2 11%	3 23%	5 20%	7 21%	1 5%	1 19%	* 24%	1 18%	1 64%	2 52%	* 6%	- -%	2 24%	- -%	5 18%	1 26%	* 24%	1 83%	1 38%	- -%	
To bundle two or more services together with one supplier/for Convenience	7 20%	5 18%	1 72%	* 24%	- -%	* 16%	2 33%	5 17%	5 23%	1 6%	5 20%	7 20%	4 39%	1 29%	* 16%	1 27%	- -%	1 14%	- -%	- -%	1 11%	- -%	5 18%	1 39%	* 16%	* 14%	- -%	* 100%	
More reliable service	6 18%	5 17%	* 9%	- -%	- -%	1 39%	1 28%	6 19%	1 4%	* 2%	1 3%	6 18%	- -%	* 3%	- -%	* 3%	* 10%	1 32%	4 80%	- -%	5 57%	- -%	5 17%	* 5%	- -%	1 83%	- -%	- -%	
Faster broadband speeds/faster internet access	1 4%	1 4%	- -%	- -%	- -%	- -%	- -%	1 4%	1 6%	1 8%	1 5%	1 4%	* *%	- -%	* 9%	* 1%	- -%	* 4%	- -%	- -%	- -%	- -%	1 4%	- -%	* 9%	- -%	* 7%	- -%	
Good experience with new supplier for other services/previously	1 3%	1 2%	- -%	- -%	- -%	* 13%	* 9%	1 3%	1 5%	* 2%	1 5%	1 3%	* 4%	* 7%	- -%	* 6%	* 26%	* 10%	- -%	- -%	- -%	- -%	1 2%	* 9%	- -%	- -%	* 19%	- -%	
New supplier recommended by someone I know	1 3%	1 4%	- -%	- -%	- -%	- -%	- -%	1 3%	1 5%	- -%	1 5%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%	- -%	
Other - SPECIFY	1 3%	1 3%	- -%	* 24%	- -%	* 1%	* 2%	1 3%	1 3%	* 1%	1 3%	1 3%	* 4%	- -%	* 16%	* 2%	* 6%	* 3%	* 1%	- -%	* 4%	- -%	1 3%	- -%	* 16%	- -%	* 5%	- -%	
NETS ----																													
broadband specific	1 4%	1 4%	- -%	- -%	- -%	- -%	- -%	1 4%	1 6%	1 8%	1 5%	1 4%	* *%	- -%	* 9%	* 1%	- -%	* 4%	- -%	- -%	- -%	- -%	1 4%	- -%	* 9%	- -%	* 7%	- -%	

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

Table 86 (continuation)
 <Q5C5> Why did you switch provider for your Fixed line broadband?
 by Crossbreak
 Base: All with Fixed line broadband

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntel and calls (a)	Other re vider (b)	Other pro vider (c)	Std dline + ISDN Re (a)	Std dline + ISDN LL/ PC Re (b)	Std dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pr ducts (c)	No ducts (a)	1 pr ducts (b)	2 pr ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	50	1	6	9	-	17	2	30	5	1	30	-	20	30	-	13	37	-	16	-	16	7	7	4	2
Total	34	*	2	2	-	12	1	20	1	*	20	-	13	21	-	7	27	-	4	-	12	4	2	3	1
For a better/cheaper price/deal	18 52%	- %	1 80%	1 51%	- %	2 20%	1 100%	13 68%	* 19%	- %	10 53%	- %	5 38%	13 61%	- %	4 55%	14 52%	- %	3 62%	- %	6 48%	4 98%	1 74%	3 97%	1 91%
Poor service from previous supplier	7 21%	- %	1 81%	1 30%	- %	5 40%	- %	2 11%	* 76%	* 100%	4 19%	- %	3 25%	4 18%	- %	3 42%	4 15%	- %	2 52%	- %	2 13%	* 2%	* 5%	* 11%	* 9%
To bundle two or more services together with one supplier/for Convenience	7 20%	- %	* 8%	* 19%	- %	5 40%	- %	2 10%	- %	- %	5 26%	- %	2 20%	4 21%	- %	2 35%	4 16%	- %	1 14%	- %	5 44%	- %	- %	- %	- %
More reliable service	6 18%	- %	1 65%	* 4%	- %	1 7%	- %	5 27%	* 22%	* 100%	1 4%	- %	5 43%	1 4%	- %	1 18%	5 19%	- %	1 32%	- %	* 1%	- %	- %	* 8%	- %
Faster broadband speeds/faster internet access	1 4%	* 100%	* 2%	- %	- %	1 10%	- %	* %	- %	- %	1 6%	- %	* 1%	1 5%	- %	* %	1 4%	- %	* 4%	- %	- %	1 25%	* 2%	- %	- %
Good experience with new supplier for other services/previously	1 3%	- %	- %	* 19%	- %	* 3%	- %	1 3%	* 44%	- %	* 2%	- %	1 5%	* 2%	- %	* 6%	1 2%	- %	* 10%	- %	- %	- %	- %	- %	- %
New supplier recommended by someone I know	1 3%	- %	- %	- %	- %	- %	- %	1 5%	- %	- %	- %	- %	1 5%	- %	- %	1 4%	- %	- %	- %	- %	1 9%	- %	- %	- %	- %
Other - SPECIFY	1 3%	- %	* 3%	* 2%	- %	1 4%	- %	* 2%	- %	- %	1 4%	- %	* 1%	1 4%	- %	* 2%	1 3%	- %	* 3%	- %	* 3%	- %	* 19%	- %	- %
NETS	----																								
broadband specific	1 4%	* 100%	* 2%	- %	- %	1 10%	- %	* %	- %	- %	1 6%	- %	* 1%	1 5%	- %	* %	1 4%	- %	* 4%	- %	- %	1 25%	* 2%	- %	- %

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

Table 86 (continuation)
 <Q5C5> Why did you switch provider for your Fixed line broadband?
 by Crossbreak
 Base: All with Fixed line broadband

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some bille (b)	Some calls VoIP (c)	Some calls text/ on line (d)		
Unweighted row	50	11	8	7	3	2
Total	34	9	5	3	1	1
For a better/ cheaper price/deal	18 52%	4 42%	4 77%	1 44%	* 8%	1 91%
Poor service from previous supplier	7 21%	1 8%	* 2%	* 4%	* 8%	* 9%
To bundle two or more services together with one supplier/ for Convenience	7 20%	5 61%	1 20%	1 38%	1 84%	- -%
More reliable service	6 18%	- -%	- -%	- -%	- -%	- -%
Faster broadband speeds/ faster internet access	1 4%	* 1%	1 22%	* 1%	- -%	- -%
Good experience with new supplier for other services/previously	1 3%	- -%	- -%	- -%	- -%	- -%
New supplier recommended by someone I know	1 3%	1 13%	- -%	- -%	- -%	- -%
Other - SPECIFY	1 3%	- -%	- -%	* 14%	- -%	- -%
NETS ----						
broadband specific	1 4%	* 1%	1 22%	* 1%	- -%	- -%

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

Table 87
 <Q5C1> (Summary) Why did you switch provider for your fixed line?
 by Crossbreak
 Base: All switching fixed line broadband

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	Total	1 to 4 (a)	1 to 9 (b)	5 to 49 (c)	50 to 249 (d)	1 to 5 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m to £25m+ (e)	£25m+ (f)	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	82	6	30	16	17	19	64	12	6	22	22	21	6	4	2	3	6	5	13	8	2	26	17	2
Total	64	12	43	10	10	1	60	4	*	24	20	11	3	*	*	2	5	3	11	12	1	24	6	*
For a better/cheaper price/deal	45 70%	9 79%	30 69%	7 70%	8 77%	1 46%	42 71%	2 62%	* 60%	17 73%	9 45%	10 91%	2 86%	* 23%	* 51%	2 100%	4 90%	3 100%	8 79%	6 47%	* 44%	18 72%	4 64%	- -%
Poor service from previous supplier	18 29%	5 45%	13 30%	1 14%	4 42%	* 15%	17 29%	1 31%	* 24%	6 25%	9 46%	2 18%	* 13%	* 32%	- -%	- -%	- -%	1 39%	6 56%	6 52%	* 44%	1 5%	3 59%	* 18%
Good experience with new supplier for other services/previously	4 6%	3 24%	3 7%	- -%	1 6%	- -%	3 5%	* 7%	- -%	3 12%	- -%	* 4%	* 10%	- -%	- -%	- -%	- -%	- -%	3 30%	- -%	- -%	- -%	* 7%	- -%
To bundle two or more services together with one supplier/for Convenience	9 13%	- -%	6 13%	2 16%	1 13%	* 10%	8 14%	* 7%	* 34%	2 7%	5 27%	* 3%	1 42%	* 23%	* 51%	- -%	- -%	- -%	* 3%	5 40%	- -%	3 11%	* 4%	* 82%
Better range of price plans	1 2%	- -%	- -%	* 2%	1 10%	- -%	1 2%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 20%	- -%
New supplier recommended by someone I know	1 2%	- -%	1 3%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 10%	- -%	- -%	- -%	- -%	- -%
More reliable service	11 17%	* 3%	9 20%	1 11%	1 13%	* 7%	11 18%	* 10%	* 17%	6 25%	4 20%	1 12%	- -%	* 23%	- -%	- -%	- -%	- -%	1 12%	4 31%	- -%	6 22%	1 9%	- -%
Faster broadband speeds/faster internet access	1 2%	- -%	1 3%	- -%	- -%	* 12%	1 2%	- -%	- -%	1 5%	- -%	* %	- -%	- -%	- -%	- -%	- -%	1 39%	- -%	- -%	- -%	* 1%	- -%	- -%
Other - SPECIFY	5 7%	2 18%	3 6%	2 18%	- -%	* 28%	4 7%	1 16%	- -%	2 9%	2 11%	* 1%	* 3%	* 23%	* 49%	- -%	3 57%	- -%	- -%	* 1%	* 56%	* %	1 24%	- -%

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

Table 87 (continuation)
 <Q5C1> (Summary) Why did you switch provider for your fixed line?
 by Crossbreak
 Base: All switching fixed line broadband

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo rks/Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based where (a)
Unweighted row	82	2	7	1	5	2	7	8	4	4	40	11	17	14	6	76
Total	64	1	11	*	3	2	6	17	2	6	49	4	9	2	5	58
For a better/cheaper price/deal	45 70%	* 53%	8 74%	- -%	3 96%	1 50%	5 87%	11 64%	2 95%	2 39%	34 68%	2 65%	7 83%	1 66%	4 76%	41 70%
Poor service from previous supplier	18 29%	- -%	5 48%	* 100%	1 31%	2 100%	- -%	1 6%	- -%	4 60%	14 28%	1 35%	3 31%	1 38%	4 68%	15 25%
Good experience with new supplier for other services/previously	4 6%	- -%	3 26%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 6%	* 11%	* 3%	- -%	2 45%	1 2%
To bundle two or more services together with one supplier/for Convenience	9 13%	* 47%	- -%	- -%	1 31%	- -%	* 7%	1 6%	- -%	4 60%	7 13%	1 16%	1 13%	* 14%	- -%	9 15%
Better range of price plans	1 2%	- -%	- -%	- -%	1 31%	- -%	- -%	- -%	- -%	- -%	1 2%	* 4%	- -%	- -%	- -%	1 2%
New supplier recommended by someone I know	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 12%	- -%	- -%	1 2%
More reliable service	11 17%	- -%	- -%	- -%	- -%	1 50%	- -%	5 30%	- -%	4 60%	10 21%	* 11%	* 1%	* 21%	- -%	11 19%
Faster broadband speeds/faster internet access	1 2%	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	* -%	- -%	1 12%	* 2%	- -%	1 2%
Other - SPECIFY	5 7%	- -%	- -%	- -%	- -%	- -%	3 44%	- -%	* 5%	1 21%	4 8%	* 12%	* 1%	* 6%	- -%	5 8%

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

Table 87 (continuation)
 <Q5C1> (Summary) Why did you switch provider for your fixed line?
 by Crossbreak
 Base: All switching fixed line broadband

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo biles (d)	Fixed broadband (e)	Mo biles (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	82	63	7	5	1	6	19	79	50	32	58	75	22	17	10	23	10	22	7	4	23	7	75	13	9	7	13	2
Total	64	57	3	*	*	3	6	62	33	17	38	49	20	7	1	7	1	8	6	9	24	15	60	4	1	2	6	*
For a better/cheaper price/deal	45 70%	40 69%	3 96%	* 31%	- -%	2 74%	5 81%	44 70%	25 76%	11 63%	27 70%	31 64%	13 68%	6 89%	* 39%	6 88%	1 55%	5 69%	1 21%	9 100%	17 70%	13 92%	42 70%	4 86%	* 45%	1 86%	4 69%	- -%
Poor service from previous supplier	18 29%	16 28%	1 27%	* 30%	- -%	2 54%	3 40%	18 29%	11 32%	6 38%	14 37%	17 35%	6 33%	2 34%	* 26%	2 32%	1 56%	6 73%	* 8%	- -%	4 16%	1 8%	17 28%	1 26%	* 16%	1 80%	4 76%	- -%
Good experience with new supplier for other services/previously	4 6%	3 5%	- -%	- -%	- -%	* 13%	* 6%	4 6%	4 11%	* 2%	4 9%	4 7%	* 2%	* 4%	- -%	* 4%	* 20%	3 36%	- -%	- -%	- -%	3 5%	* 6%	- -%	- -%	3 50%	- -%	
To bundle two or more services together with one supplier/for Convenience	9 13%	7 12%	1 36%	* 40%	- -%	* 16%	2 26%	7 11%	5 15%	1 7%	5 13%	9 17%	4 22%	1 17%	* 18%	1 17%	* 5%	1 7%	* 4%	- -%	2 10%	- -%	7 12%	1 25%	* 21%	* 12%	- -%	* 81%
Better range of price plans	1 2%	1 2%	- -%	- -%	- -%	* 5%	* 2%	1 2%	* -%	- -%	* -%	1 2%	1 5%	1 16%	- -%	1 15%	- -%	* 2%	- -%	- -%	1 4%	- -%	1 2%	- -%	- -%	* 9%	- -%	- -%
New supplier recommended by someone I know	1 2%	1 2%	- -%	- -%	- -%	- -%	- -%	1 2%	1 3%	- -%	1 3%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%
More reliable service	11 17%	10 17%	* 4%	- -%	- -%	1 39%	1 21%	11 18%	6 17%	1 8%	6 15%	11 22%	5 25%	* 3%	* 9%	* 3%	* 12%	2 30%	4 78%	- -%	5 22%	* -%	10 16%	* 4%	* 10%	1 79%	1 18%	- -%
Faster broadband speeds/faster internet access	1 2%	1 2%	- -%	- -%	- -%	- -%	- -%	1 2%	1 4%	1 7%	1 3%	1 3%	* 3%	- -%	* 5%	* 8%	- -%	* 2%	- -%	- -%	- -%	- -%	1 2%	- -%	* 6%	- -%	* 3%	- -%
Other - SPECIFY	5 7%	4 8%	- -%	* 19%	* 100%	* 1%	* 3%	5 7%	1 2%	* 2%	1 2%	2 5%	* 2%	* 1%	* 21%	* 3%	* 11%	* 2%	* 2%	2 23%	4 16%	2 15%	4 8%	* 1%	* 24%	- -%	* 2%	* 19%

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

Table 87 (continuation)
 <Q5C1> (Summary) Why did you switch provider for your fixed line?
 by Crossbreak
 Base: All switching fixed line broadband

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some to text/ on line (d)	Ca ncel to MFL (e)	
Unweighted row	82	1	8	13	-	25	3	53	7	1	37	-	52	30	-	38	44	-	22	-	25	11	9	8	3
Total	64	*	4	3	-	18	2	43	2	*	26	-	43	21	-	31	33	-	8	-	22	11	2	8	4
For a better/cheaper price/deal	45 70%	- -%	4 98%	1 34%	- -%	8 45%	2 100%	34 79%	1 70%	- -%	15 57%	- -%	32 74%	13 62%	- -%	24 80%	21 62%	- -%	5 69%	- -%	14 65%	11 99%	1 72%	8 99%	3 97%
Poor service from previous supplier	18 29%	- -%	4 92%	2 51%	- -%	10 55%	- -%	8 20%	* 28%	* 100%	12 48%	- -%	10 23%	9 41%	- -%	6 19%	13 38%	- -%	6 73%	- -%	9 40%	1 10%	* 9%	1 18%	* 3%
Good experience with new supplier for other services/previously	4 6%	- -%	2 56%	* 12%	- -%	* 2%	- -%	3 7%	* 16%	- -%	3 11%	- -%	3 7%	* 2%	- -%	* 1%	3 9%	- -%	3 36%	- -%	2 11%	- -%	- -%	- -%	- -%
To bundle two or more services together with one supplier/for Convenience	9 13%	- -%	* 4%	* 12%	- -%	5 28%	- -%	3 8%	* 4%	- -%	7 27%	- -%	4 9%	5 22%	- -%	4 13%	5 14%	- -%	1 7%	- -%	6 26%	- -%	- -%	1 17%	- -%
Better range of price plans	1 2%	- -%	* 4%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	1 2%	* 1%	- -%	- -%	1 4%	- -%	* 2%	- -%	- -%	- -%	- -%	1 14%	- -%
New supplier recommended by someone I know	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%
More reliable service	11 17%	- -%	1 28%	1 34%	- -%	5 25%	- -%	6 15%	* 8%	* 100%	6 22%	- -%	7 15%	5 21%	- -%	2 7%	9 26%	- -%	2 30%	- -%	5 22%	* 1%	* 3%	* 4%	- -%
Faster broadband speeds/faster internet access	1 2%	* 100%	* 1%	- -%	- -%	1 7%	- -%	* *	- -%	- -%	1 5%	- -%	* *	1 5%	- -%	* *	1 4%	- -%	* 2%	- -%	- -%	1 9%	* 2%	- -%	- -%
Other - SPECIFY	5 7%	- -%	* 1%	* 4%	- -%	3 15%	- -%	2 4%	- -%	- -%	1 3%	- -%	4 9%	1 4%	- -%	4 12%	1 3%	- -%	* 2%	- -%	4 17%	- -%	* 18%	- -%	- -%

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

Table 87 (continuation)
 <Q5C1> (Summary) Why did you switch provider for your fixed line?
 by Crossbreak
 Base: All switching fixed line broadband

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch calls ange to mo (a) (b)	Some calls to mo VoIP (c)	Some calls to text/ (d)	Some calls to on line (d)	Ca ncel MFL (e)	
Unweighted row	82	17	9	9	8	3
Total	64	20	7	3	6	4
For a better/ cheaper price/deal	45 70%	15 75%	6 85%	2 52%	5 81%	3 97%
Poor service from previous supplier	18 29%	7 35%	1 16%	1 16%	1 19%	* 3%
Good experience with new supplier for other services/previously	4 6%	2 12%	- -%	- -%	- -%	- -%
To bundle two or more services together with one supplier/ for Convenience	9 13%	6 28%	1 14%	1 32%	2 35%	- -%
Better range of price plans	1 2%	- -%	- -%	- -%	1 17%	- -%
New supplier recommended by someone I know	1 2%	1 5%	- -%	- -%	- -%	- -%
More reliable service	11 17%	4 19%	- -%	* 2%	* 1%	- -%
Faster broadband speeds/ faster internet access	1 2%	* 1%	1 15%	* 1%	- -%	- -%
Other - SPECIFY	5 7%	1 6%	- -%	* 12%	- -%	- -%

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

Table 88
 <Q5CI> Why did you switch your VoIP service?
 by Crossbreak
 Base: All Switching VoIP

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Transport (e)	Financial services (f)	Other services (g)	Public administration (h)	Other (i)	
Total	6	-	1	2	1	2	4	2	-	1	2	1	-	2	-	1	-	-	2	-	-	1	2	-
Unweighted row	6	-	1	2	1	2	4	2	-	1	2	1	-	2	-	1	-	-	2	-	-	1	2	-
Total	2	-	*	1	*	*	2	*	-	*	1	*	-	*	-	1	-	-	*	-	-	*	*	-
Poor service from previous supplier	2	-	*	1	-	-	2	-	-	*	1	-	-	-	1	-	-	*	-	-	-	*	-	
	83%	-%	100%	100%	-%	-%	93%	-%	-%	100%	100%	-%	-%	-%	100%	-%	-%	69%	-%	-%	-%	75%	-%	
More reliable service	1	-	*	1	-	*	1	*	-	*	1	-	-	*	1	-	-	*	-	-	*	-	-	
	74%	-%	100%	78%	-%	49%	76%	53%	-%	100%	78%	-%	-%	49%	100%	-%	-%	69%	-%	-%	100%	-%	-%	
Difficulty connecting with other users/keeping the connection	1	-	-	1	-	-	1	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	
	54%	-%	-%	78%	-%	-%	61%	-%	-%	-%	78%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	
Poor call quality - e.g. jittery calls/echos/time delays/calls being dropped	1	-	-	1	-	-	1	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	
	54%	-%	-%	78%	-%	-%	61%	-%	-%	-%	78%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	
For a better/cheaper price/deal	1	-	*	*	*	*	1	*	-	*	*	*	-	*	-	-	-	*	-	-	*	*	-	
	46%	-%	100%	22%	100%	100%	39%	100%	-%	100%	22%	100%	-%	100%	-%	-%	-%	100%	-%	-%	100%	100%	-%	
NETS																								
VoIP Specific	1	-	-	1	-	-	1	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	
	54%	-%	-%	78%	-%	-%	61%	-%	-%	-%	78%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	

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

Table 88 (continuation)
 <Q5CI> Why did you switch your VoIP service?
 by Crossbreak
 Base: All Switching VoIP

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo rks/Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	6	-	-	-	-	-	-	2	1	-	3	-	1	2	1	5
Total	2	-	-	-	-	-	-	1	*	-	1	-	*	*	*	2
Poor service from previous supplier	2 83%	- -%	- -%	- -%	- -%	- -%	- -%	1 91%	- -%	- -%	1 82%	- -%	* 100%	* 72%	* 100%	1 81%
More reliable service	1 74%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 91%	- -%	- -%	* 72%	* 100%	1 70%
Difficulty connecting with other users/keeping the connection	1 54%	- -%	- -%	- -%	- -%	- -%	- -%	1 91%	- -%	- -%	1 82%	- -%	- -%	- -%	- -%	1 63%
Poor call quality - e.g. jittery calls/echos/time delays/calls being dropped	1 54%	- -%	- -%	- -%	- -%	- -%	- -%	1 91%	- -%	- -%	1 82%	- -%	- -%	- -%	- -%	1 63%
For a better/cheaper price/deal	1 46%	- -%	- -%	- -%	- -%	- -%	- -%	* 9%	* 100%	- -%	* 18%	- -%	* 100%	* 100%	* 100%	1 37%
NETS																

VoIP Specific	1 54%	- -%	- -%	- -%	- -%	- -%	- -%	1 91%	- -%	- -%	1 82%	- -%	- -%	- -%	- -%	1 63%

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

Table 88 (continuation)
 <Q5CI> Why did you switch your VoIP service?
 by Crossbreak
 Base: All Switching VoIP

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobile (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	6	4	-	1	1	-	2	6	4	2	4	6	2	3	3	4	3	6	2	-	2	-	5	3	3	3	2	1
Total	2	2	-	*	*	-	*	2	1	*	1	2	*	*	1	1	*	2	1	-	1	-	2	*	1	*	1	*
Poor service from previous supplier	2 83%	2 94%	- -%	- -%	- -%	- -%	- -%	2 83%	1 76%	- -%	1 76%	2 83%	- -%	* 58%	1 83%	1 87%	- -%	2 83%	1 100%	- -%	1 100%	- -%	2 88%	* 58%	1 83%	* 55%	1 91%	* 100%
More reliable service	1 74%	1 77%	- -%	* 100%	- -%	- -%	* 49%	1 74%	1 84%	* 49%	1 84%	1 74%	* 49%	* 22%	1 92%	1 75%	* 34%	1 74%	* 47%	- -%	* 47%	- -%	1 78%	* 22%	1 92%	* 55%	1 100%	- -%
Difficulty connecting with other users/keeping the connection	1 54%	1 62%	- -%	- -%	- -%	- -%	- -%	1 54%	1 76%	- -%	1 76%	1 54%	- -%	- -%	1 83%	1 68%	- -%	1 54%	- -%	- -%	- -%	- -%	1 58%	- -%	1 83%	- -%	1 91%	- -%
Poor call quality - e.g. jittery calls/echos/time delays/calls being dropped	1 54%	1 62%	- -%	- -%	- -%	- -%	- -%	1 54%	1 76%	- -%	1 76%	1 54%	- -%	- -%	1 83%	1 68%	- -%	1 54%	- -%	- -%	- -%	- -%	1 58%	- -%	1 83%	- -%	1 91%	- -%
For a better/cheaper price/deal	1 46%	1 38%	- -%	* 100%	* 100%	- -%	* 100%	1 46%	* 24%	* 100%	* 24%	1 46%	* 100%	* 100%	* 17%	* 32%	* 100%	1 46%	1 100%	- -%	1 100%	- -%	1 42%	* 100%	* 17%	* 100%	* 9%	* 100%
NETS	----																											
VoIP Specific	1 54%	1 62%	- -%	- -%	- -%	- -%	- -%	1 54%	1 76%	- -%	1 76%	1 54%	- -%	- -%	1 83%	1 68%	- -%	1 54%	- -%	- -%	- -%	- -%	1 58%	- -%	1 83%	- -%	1 91%	- -%

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

Table 88 (continuation)
 <Q5CI> Why did you switch your VoIP service?
 by Crossbreak
 Base: All Switching VoIP

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal and calls (a)	Other pro vider (b)	Other pro vider (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	6	-	3	3	-	3	-	3	-	2	6	-	-	1	2	3	6	-	-	2	1	1	-	-	
Total	2	-	1	*	-	1	-	*	1	-	1	2	-	-	*	1	*	2	-	-	1	*	*	-	-
Poor service from previous supplier	2	-	1	*	-	1	-	*	1	-	1	2	-	-	-	1	*	2	-	-	1	-	-	-	-
	83%	-%	92%	55%	-%	92%	-%	58%	83%	-%	91%	83%	-%	-%	-%	100%	58%	83%	-%	-%	100%	-%	-%	-%	-%
More reliable service	1	-	1	*	-	1	-	-	1	-	1	1	-	-	*	1	-	1	-	-	1	-	-	-	-
	74%	-%	80%	55%	-%	100%	-%	-%	92%	-%	91%	74%	-%	-%	100%	100%	-%	74%	-%	-%	78%	-%	-%	-%	-%
Difficulty connecting with other users/ keeping the connection	1	-	1	-	-	1	-	-	1	-	1	1	-	-	-	1	-	1	-	-	1	-	-	-	-
	54%	-%	72%	-%	-%	74%	-%	-%	83%	-%	91%	54%	-%	-%	-%	80%	-%	54%	-%	-%	78%	-%	-%	-%	-%
Poor call quality - e.g. jittery calls/ echos/time delays/ calls being dropped	1	-	1	-	-	1	-	-	1	-	1	1	-	-	-	1	-	1	-	-	1	-	-	-	-
	54%	-%	72%	-%	-%	74%	-%	-%	83%	-%	91%	54%	-%	-%	-%	80%	-%	54%	-%	-%	78%	-%	-%	-%	-%
For a better/ cheaper price/deal	1	-	*	*	-	*	-	*	*	-	*	1	-	-	*	*	*	1	-	-	*	*	*	-	-
	46%	-%	28%	100%	-%	26%	-%	100%	17%	-%	9%	46%	-%	-%	100%	20%	100%	46%	-%	-%	22%	100%	100%	-%	-%
NETS																									

VoIP Specific	1	-	1	-	-	1	-	-	1	-	1	1	-	-	-	1	-	1	-	-	1	-	-	-	-
	54%	-%	72%	-%	-%	74%	-%	-%	83%	-%	91%	54%	-%	-%	-%	80%	-%	54%	-%	-%	78%	-%	-%	-%	-%

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

Table 88 (continuation)
 <Q5CI> Why did you switch your VoIP service?
 by Crossbreak
 Base: All Switching VoIP

Total	SNNIP CALLS & RENTAL LIKELY TO					
	Not Ch calls ange to mo (a)	Some bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	6	3	1	1	1	-
Total	2	1	*	*	*	-
Poor service from previous supplier	2 83%	1 92%	- -%	- -%	- -%	- -%
More reliable service	1 74%	1 80%	- -%	- -%	- -%	- -%
Difficulty connecting with other users/ keeping the connection	1 54%	1 72%	- -%	- -%	- -%	- -%
Poor call quality - e.g. jittery calls/ echos/time delays/ calls being dropped	1 54%	1 72%	- -%	- -%	- -%	- -%
For a better/ cheaper price/deal	1 46%	* 28%	* 100%	* 100%	* 100%	- -%
NETS						

VoIP Specific	1 54%	1 72%	- -%	- -%	- -%	- -%

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

Table 89
 <Q6A> How often do you / your colleagues use fixed landlines to contact other people?
 by Crossbreak
 Base: All using fixed lines

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Transport (e)	Financial services (f)	Other services (g)	Public administration (h)	Other (i)	
Unweighted row	472	61	197	100	88	87	381	69	19	154	119	91	38	13	12	18	37	56	57	60	20	130	67	27
Total	488	147	393	53	35	6	449	33	3	258	128	48	8	1	1	18	39	59	59	66	17	151	52	26
Daily	363 74%	92 63%	274 70%	47AB 89%	35ABcE 100%	6AB 92%	325 72%	32 98%	2 94%	158 61%	116A 90%	45 94%	8 98%	1 100%	1 100%	8 42%	32 82%	39 67%	46 78%	54 82%	13 75%	109 73%	44 85%	17 66%
Few times a week	85 17%	35cDe 24%	81cDE 21%	4 7%	- -	*D 5%	84 19%	1 2%	* 6%	70b 27%	12 10%	* 1%	- -	- -	- -	6 33%	6 15%	6 10%	13 22%	7 11%	4 25%	27 18%	7 14%	9 33%
Once a week	5 1%	- -	4 1%	* 1%	- -	*A 2%	5 1%	- -	- -	4 2%	* *	- -	* 1%	- -	- -	- -	* *	* 1%	- -	4 6%	- -	- -	1 1%	- -
1-3 times a month	33 7%	17 11%	31e 8%	2 3%	- -	- -	33 7%	- -	- -	26b 10%	- -	3 5%	- -	- -	- -	5 25%	1 3%	13 22%	- -	1 2%	- -	12 8%	- -	* 2%
(Haven't used)	* *%	- -	- -	- -	- -	*ABc 1%	* *%	- -	- -	- -	- -	- -	* 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	* *%	- -
(Don't know)	2 *%	2 1%	2 1%	- -	- -	- -	2 *%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 1%	- -	- -
NETS																								

More than once a week	448 92%	128 87%	355 90%	51 96%	35abe 100%	6 97%	409 91%	33 100%	3 100%	228 88%	128a 100%	46 95%	8 98%	1 100%	1 100%	14 75%	38 96%	46 77%	59 100%	61 92%	17 100%	137 91%	52 99%	26 98%
Once a week or less	38 8%	17 11%	36 9%	2 4%	- -	* 2%	38 8%	- -	- -	31b 12%	* *%	3 5%	* 1%	- -	- -	5 25%	1 4%	13 23%	- -	5 8%	- -	12 8%	1 1%	* 2%

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

Table 89 (continuation)
 <Q6A> How often do you / your colleagues use fixed landlines to contact other people?
 by Crossbreak
 Base: All using fixed lines

	Total	LOCATION													OFFICE LOCATION	
		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 where (a)
Unweighted row	472	14	34	16	16	15	50	38	33	19	235	75	77	85	71	401
Total	488	14	50	37	35	40	50	76	75	42	419	21	35	13	142	345
Daily	363 74%	13 94%	48 95%	22 58%	28 81%	31 79%	31 63%	55 72%	51 69%	25 61%	306 73%	16 79%	30 85%	11 84%	88 62%	275a 80%
Few times a week	85 17%	* 3%	2 5%	12 31%	7 19%	8 21%	16 33%	9 11%	14 19%	8 18%	76 18%	4 19%	4 11%	1 10%	35 25%	50 14%
Once a week	5 1%	* 3%	- -	- -	- -	- -	- -	- -	* %	4 9%	4 1%	- -	- -	11 4%	- -	5 1%
1-3 times a month	33 7%	- -	- -	4 10%	- -	- -	- -	13 17%	9 12%	5 12%	31 7%	* 2%	1 4%	* 2%	17 12%	16 5%
(Haven't used)	* **	- -	- -	- -	- -	- -	- -	- -	- -	* **	* **	- -	- -	- -	- -	* **
(Don't know)	2 **	- -	- -	- -	- -	- -	2 4%	- -	- -	- -	2 1%	- -	- -	- -	2 2%	- -
NETS																

More than once a week	448 92%	14 97%	50 100%	34 90%	35 100%	40 100%	48 96%	64 83%	65 88%	33 79%	382 91%	20 98%	34 96%	12 94%	123 87%	324 94%
Once a week or less	38 8%	* 3%	- -	4 10%	- -	- -	- -	13 17%	9 12%	9 21%	35 8%	* 2%	1 4%	1 6%	17 12%	21 6%

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

Table 89 (continuation)
 <Q6A> How often do you / your colleagues use fixed landlines to contact other people?
 by Crossbreak
 Base: All using fixed lines

Total	MAIN FIXED LINE TYPE							PRODUCTS USED										HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET Mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	472	409	30	31	2	-	63	465	284	182	338	405	112	86	53	120	48	86	41	31	133	67	458	68	51	34	48	3
Total	488	473	8	6	1	-	14	484	279	150	344	381	85	30	11	39	8	49	24	47	142	107	482	19	11	18	27	4
Daily	363 74%	349 74%	8 96%	5 98%	1 90%	-	14 96%	360 74%	214 77%	103 69%	251 73%	302 79%	73 85%	26 85%	11 97%	34 87%	8 97%	45 91%	20 82%	30 63%	111c 78%	61 57%	357 74%	18 98%	10 97%	17 97%	27 100%	*
Few times a week	85 17%	85 18%	* 1%	- -	- -	- -	* *	85f 18%	42 15%	34f 23%	60 17%	53 14%	3 3%	4 14%	* 1%	4 11%	* 1%	* 1%	4 17%	12 25%	25 18%	32 30%	85 18%	* *	* 1%	* 2%	* *	- -
Once a week	5 1%	5 1%	- -	* 2%	- -	- -	* 1%	5 1%	5 2%	- -	5 1%	5 1%	* *	- -	* 1%	* *	* 1%	* 1%	* 1%	* 1%	* *	* *	5 1%	- -	* 1%	* 1%	- -	- -
1-3 times a month	33 7%	33 7%	* 4%	- -	- -	- -	* 2%	33 7%	18 6%	10 7%	27 8%	19 5%	9 11%	* 1%	- -	* 1%	- -	4 8%	- -	6 12%	6 4%	14 13%	33 7%	* 2%	- -	- -	- -	4 91%
(Haven't used)	* *%	- -	- -	- -	* 10%	- -	* 1%	* *%	* *%	* *%	* *%	* *%	- -	- -	* 1%	* 1%	* 1%	* 1%	- -	- -	- -	- -	- -	* 1%	- -	- -	- -	* 2%
(Don't know)	2 *%	2 *%	- -	- -	- -	- -	- -	2 *%	- -	2 1%	2 1%	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 *%	- -	- -	- -	- -	- -
NETS	----																											
More than once a week	448 92%	434 92%	8 96%	5 98%	1 90%	-	14 97%	445 92%	256 92%	138 92%	311 90%	355 93%	76 89%	30 99%	11 98%	38 99%	8 98%	45 92%	24 99%	42 87%	136 96%	92 86%	442 92%	18 98%	11 98%	18 99%	27 100%	*
Once a week or less	38 8%	37 8%	* 4%	* 2%	- -	- -	* 3%	38 8%	23 8%	10 7%	31 9%	23 6%	9 11%	* 1%	* 1%	* 1%	* 1%	4 8%	* 1%	6 13%	6 4%	14 14%	38 8%	* 2%	* 1%	* 1%	- -	4 91%

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

Table 89 (continuation)
 <Q6A> How often do you / your colleagues use fixed landlines to contact other people?
 by Crossbreak
 Base: All using fixed lines

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO						
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT re ntal and calls (a)	Other pro vider (b)	Other pro vider (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No pro ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No pro ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP to (c)	Some calls text/ to line (d)	Ca ncel MFL (e)		
Unweighted row	472	15	33	31	4	215	26	226	49	6	257	396	47	29	206	147	119	5	79	1	215	49	33	25	15	
Total	488	9	26	11	2	212	26	248	14	*	261	427	40	21	226	155	107	2	47	*	245	42	14	18	16	
Daily	363 74%	9 100%	22 85%	11 97%	1 82%	161 76%	17 68%	183 74%	14 99%	*	213 81%	312 73%	31 78%	20 93%	173 77%	96 62%	94B 88%	2 100%	43 91%	*	100%	174 71%	33 78%	13 92%	16 94%	11 72%
Few times a week	85 17%	-	* *%	-	* 18%	50 24%	4 16%	31 12%	* 1%	-	36 14%	81 19%	4 10%	-	33 14%	45ac 29%	8 7%	-	* 1%	-	45 18%	4 9%	1 8%	1 6%	* 2%	
Once a week	5 1%	-	-	* 2%	-	* *%	-	5 2%	-	-	* *%	4 1%	* 1%	-	* *%	1 4%	4 4%	-	* 1%	-	5 2%	* 1%	-	-	-	
1-3 times a month	33 7%	-	4 14%	-	-	* *%	4 16%	27A 11%	-	-	13 5%	27 6%	4 11%	1 7%	18 8%	14 9%	1 1%	-	4 8%	-	19 8%	5 13%	-	-	4 26%	
(Haven't used)	* *%	-	-	* 1%	-	-	-	* *%	-	-	-	-	* *%	-	-	* *%	-	-	* *%	-	-	-	-	-	-	
(Don't know)	2 *%	-	-	-	-	-	-	2 1%	-	-	-	2 1%	-	-	2 1%	-	-	-	-	-	2 1%	-	-	-	-	
NETS																										
More than once a week	448 92%	9 100%	23 86%	11 97%	2 100%	212C 100%	21 84%	214 86%	14 100%	*	248 95%	393 92%	35 88%	20 93%	206 91%	140 91%	102 95%	2 100%	43 91%	*	100%	219 89%	36 86%	14 100%	18 100%	12 74%
Once a week or less	38 8%	-	4 14%	* 2%	-	1 *%	4 16%	31A 13%	-	-	13 5%	32 7%	5 12%	1 7%	18 8%	14 9%	5 5%	-	4 9%	-	24 10%	6 14%	-	-	4 26%	

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

Table 89 (continuation)
 <Q6A> How often do you / your colleagues use fixed landlines to contact other people?
 by Crossbreak
 Base: All using fixed lines

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch calls ange to mo (a) (b)	Some calls bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	472	201	46	26	28	19
Total	488	248	46	17	21	21
Daily	363 74%	177 71%	38 82%	17 100%	20 95%	17 79%
Few times a week	85 17%	38 15%	3 6%	* *%	1 5%	* 1%
Once a week	5 1%	4 2%	- -%	- -%	- -%	- -%
1-3 times a month	33 7%	27 11%	5 12%	- -%	- -%	4 20%
(Haven't used)	* *%	- -%	- -%	- -%	- -%	- -%
(Don't know)	2 *%	2 1%	- -%	- -%	- -%	- -%
NETS						

More than once a week	448 92%	215 86%	41 88%	17 100%	21 100%	17 80%
Once a week or less	38 8%	32 13%	5 12%	- -%	- -%	4 20%

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

Table 90
 <Q6B> How often do you / your colleagues use mobile phones to contact other people while also within access of your landline phone?
 by Crossbreak
 Base: All with mobile phones

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Transport (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)	
Unweighted row	365	42	130	75	77	83	279	66	18	90	92	85	37	16	11	16	31	58	46	50	16	86	41	21
Total	353	104	277	38	32	6	317	31	3	165	97	45	8	1	2	15	27	58	42	57	16	93	25	19
Daily	227 64%	61 58%	174 63%	28 73%	20 63%	4 70%	194 61%	28 92%	2 81%	95 58%	60 62%	39 85%	5 68%	1 82%	* 21%	7 46%	17 62%	48 82%	25 59%	36 64%	10 59%	61 65%	15 58%	9 46%
Few times a week	31 9%	1 1%	23 8%	3 8%	4 13%	1 9%	30 9%	1 4%	* 19%	10 6%	12 13%	3 7%	1 19%	* 7%	1 41%	1 10%	3 12%	* 1%	4 10%	5 9%	1 8%	9 9%	4 14%	4 21%
Once a week	17 5%	5 5%	16 6%	* 1%	* 1%	* 4%	16 5%	1 3%	- -	12 7%	4 4%	* *	* 2%	* 8%	- -	- -	4 13%	* *	- -	4 8%	* 2%	4 5%	4 16%	* 1%
1-3 times a month	14 4%	7 7%	10 3%	2 6%	3 8%	* 1%	14 4%	* 1%	- -	7 5%	6 6%	* *	* 3%	- -	- -	* 3%	- -	- -	7 16%	3 5%	- -	2 3%	2 6%	* 1%
(Haven't used)	63 18%	30 29%	53 19%	4 12%	4 13%	1 15%	62 20%	* 2%	- -	39 24%	14 15%	3 7%	1 7%	- -	- -	6 42%	4 13%	10 17%	6 15%	7 13%	5 31%	17 18%	2 6%	6 31%
(Don't know)	1 *	- -	- -	- -	1B 2%	*B 1%	1 *	* *	- -	- -	- -	- -	- -	* 3%	1 38%	- -	- -	* *	- -	1 1%	- -	- -	- -	- -
NETS																								

More than once a week	258 73%	62 60%	198 71%	31 82%	24 75%	5 80%	223 71%	29 95%	3 100%	106 64%	72 75%	42 92%	7 88%	1 89%	1 62%	8 55%	20 74%	48 83%	29 69%	41 73%	11 67%	69 74%	18 72%	13 67%
Once a week or less	32 9%	12 12%	26 9%	3 7%	3 9%	* 5%	30 10%	1 3%	- -	20 12%	10 11%	* 1%	* 5%	* 8%	- -	* 3%	4 13%	* *	7 16%	7 13%	* 2%	7 7%	6 22%	1 3%

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

Table 90 (continuation)
 <Q6B> How often do you / your colleagues use mobile phones to contact other people while also within access of your landline phone?
 by Crossbreak
 Base: All with mobile phones

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	365	11	32	14	13	11	34	30	28	16	189	56	54	66	58	307
Total	353	9	36	28	31	31	36	46	61	33	310	14	19	9	123	230
Daily	227 64%	8 95%	17 47%	16 58%	18 58%	25 79%	17 49%	37 81%	44 72%	16 48%	198 64%	8 57%	13 68%	7k 78%	75 61%	152 66%
Few times a week	31 9%	- -	6 17%	- -	- -	4 13%	6 17%	2 3%	2 3%	8 23%	28 9%	3m 19%	* 2%	* 3%	3 2%	28 12%
Once a week	17 5%	- -	2 7%	8 28%	* *	- -	* 1%	- -	- -	4 11%	15 5%	1 6%	1 7%	* 5%	5 4%	12 5%
1-3 times a month	14 4%	* 5%	- -	- -	7 22%	- -	5 13%	- -	1 2%	1 2%	13 4%	- -	1 3%	* 4%	5 4%	9 4%
(Haven't used)	63 18%	- -	10 28%	4 14%	6 20%	2 8%	7 20%	6 14%	14 23%	5 15%	55 18%	3 18%	4 20%	1 9%	35b 28%	28 12%
(Don't know)	1 *	- -	- -	- -	- -	- -	1 2%	- -	- -	- -	1 *	- -	- -	* *	- -	1 *
NETS																

More than once a week	258 73%	8 95%	23 65%	16 58%	18 58%	29 92%	24 66%	39 85%	46 75%	24 71%	226 73%	11 76%	14 70%	7 82%	77 63%	180 78%
Once a week or less	32 9%	* 5%	2 7%	8 28%	7 22%	- -	5 14%	- -	1 2%	5 14%	28 9%	1 6%	2 10%	1 9%	10 8%	21 9%

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

Table 90 (continuation)
 <Q6B> How often do you / your colleagues use mobile phones to contact other people while also within access of your landline phone?
 by Crossbreak
 Base: All with mobile phones

	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobile phones (c)	NET mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	
Unweighted row	365	283	26	27	11	18	82	344	307	198	365	329	107	76	48	107	56	101	43	-	-	32	334	60	46	43	54	3
Total	353	333	5	5	4	6	20	346	286	155	353	295	82	21	11	29	11	52	20	-	-	56	342	13	11	16	31	4
Daily	227 64%	216 65%	2 41%	3 53%	2 51%	4 71%	11 55%	223 64%	201 70%	91 59%	227 64%	200 68%	64 78%	14 66%	6 60%	19 65%	6 53%	38 73%	15 76%	- -%	- -%	26 47%	221 65%	6 51%	6 59%	15 92%	19 59%	4 98%
Few times a week	31 9%	26 8%	2 30%	1 25%	1 21%	1 17%	5A 23%	29 9%	27 9%	11 7%	31 9%	30 10%	6 7%	3 16%	2 17%	5 18%	3 24%	4 7%	1 5%	- -%	- -%	1 2%	28 8%	3 27%	2 17%	* 3%	3 10%	- -%
Once a week	17 5%	17 5%	* 4%	- -%	* 2%	- -%	* 2%	17 5%	12 4%	5 3%	17 5%	13 5%	4 5%	* 1%	- -%	* 1%	* 1%	1 1%	1 4%	- -%	- -%	4 7%	17 5%	* 2%	- -%	* 1%	* 1%	- -%
1-3 times a month	14 4%	14 4%	- -%	- -%	* 2%	1 12%	1 4%	14 4%	9 3%	12 7%	14 4%	12 4%	3 4%	1 4%	- -%	1 3%	* 1%	1 2%	* 2%	- -%	- -%	2 4%	14 4%	* 1%	- -%	* 2%	1 3%	- -%
(Haven't used)	63 18%	60 18%	1 24%	1 21%	* 2%	- -%	3 12%	63 18%	37 13%	36 23%	63 18%	40 14%	5 6%	3 13%	2 23%	4 14%	2 15%	8 16%	2 9%	- -%	- -%	23 40%	61 18%	3 20%	2 24%	1 3%	8 24%	* 2%
(Don't know)	1 *%	* *%	- -%	- -%	1 21%	- -%	1A 4%	* *%	1 *%	* *%	1 *%	* *%	* *%	* *%	- -%	* *%	1 7%	1 2%	1 4%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	1 3%	- -%
NETS																												

More than once a week	258 73%	242 73%	4 71%	4 79%	3 73%	5 88%	16 78%	252 73%	228 80%	102 66%	258 73%	230 78%	69 85%	17 82%	8 77%	24 83%	8 77%	41 80%	17 82%	- -%	- -%	27 49%	250 73%	10 78%	8 76%	15 95%	22 69%	4 98%
Once a week or less	32 9%	31 9%	* 4%	- -%	* 4%	1 12%	1 5%	31 9%	21 7%	17 11%	32 9%	26 9%	7 9%	1 5%	- -%	1 4%	* 1%	2 3%	1 6%	- -%	- -%	6 11%	31 9%	* 2%	- -%	* 2%	1 4%	- -%

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

Table 90 (continuation)
 <Q6B> How often do you / your colleagues use mobile phones to contact other people while also within access of your landline phone?
 by Crossbreak
 Base: All with mobile phones

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO						
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro re calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)		
Unweighted row	365	13	28	53	4	150	25	187	45	5	193	307	32	26	150	114	101	4	95	1	143	45	29	16	10	
Total	353	9	22	18	2	145	23	183	10	*	196	314	19	19	154	108	90	1	50	*	175	35	12	11	11	
Daily	227 64%	8 82%	19 86%	9 49%	2 100%	91 63%	10 45%	124 68%	8 79%	*	135 69%	208 66%	10 52%	9 48%	111 72%	56 52%	60 66%	1 100%	36 72%	*	105 60%	32 90%	10 86%	9 84%	10 89%	
Few times a week	31 9%	1 14%	* 2%	2 10%	- -	16 11%	* %	15 8%	2 18%	*	18 9%	28 9%	2 11%	1 4%	6 4%	12 11%	13 14%	- -	4 7%	- -	17 10%	1 1%	* %	* 4%	- -	
Once a week	17 5%	- -	- -	1 3%	- -	6 4%	4 17%	8 4%	* 1%	- -	8 4%	13 4%	* 1%	4 20%	8 5%	5 5%	4 5%	- -	1 1%	- -	11 6%	1 2%	* 1%	- -	- -	
1-3 times a month	14 4%	* 3%	- -	1 4%	- -	13 9%	* 1%	1 *	* 1%	- -	11 6%	14 5%	- -	- -	8 5%	6 6%	* *	- -	1 2%	- -	6 3%	* %	* 2%	- -	- -	
(Haven't used)	63 18%	* 1%	3 12%	5 29%	- -	20 14%	8 36%	34 19%	* 1%	- -	24 12%	50 16%	7 37%	5 27%	21 14%	28 26%	13 15%	- -	8 16%	- -	35 20%	2 6%	1 11%	1 11%	1 11%	
(Don't know)	1 *	- -	- -	1 5%	- -	- -	- -	1 *	- -	- -	- -	1 *	- -	- -	- -	1 1%	- -	- -	1 2%	- -	* %	* %	* %	* %	* %	
NETS																										
More than once a week	258 73%	9 96%	19 88%	11 59%	2 100%	106 73%	10 45%	139 76%	10 97%	*	153 78%	236 75%	12 62%	10 52%	117 76%	68 63%	72 80%	1 100%	40 79%	*	122 70%	32 91%	11 86%	10 88%	10 89%	
Once a week or less	32 9%	* 3%	- -	1 7%	- -	19 13%	4 19%	9 5%	* 2%	- -	19 10%	28 9%	* 1%	4 20%	16 10%	11 10%	4 5%	- -	2 3%	- -	17 10%	1 2%	* 3%	- -	- -	

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

Table 90 (continuation)
 <Q6B> How often do you / your colleagues use mobile phones to contact other people while also within access of your landline phone?
 by Crossbreak
 Base: All with mobile phones

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some bille (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	365	132	40	20	21	13
Total	353	169	39	14	15	18
Daily	227 64%	100 59%	34 88%	11 77%	11 74%	14 83%
Few times a week	31 9%	15 9%	* *%	* *%	- -%	- -%
Once a week	17 5%	11 6%	1 2%	* 1%	1 5%	- -%
1-3 times a month	14 4%	6 3%	2 5%	2 13%	2 12%	2 10%
(Haven't used)	63 18%	37 22%	2 6%	1 9%	1 9%	1 7%
(Don't know)	1 *%	- -%	* *%	* *%	* *%	* *%
NETS						

More than once a week	258 73%	115 68%	34 88%	11 77%	11 74%	14 83%
Once a week or less	32 9%	16 10%	2 6%	2 13%	3 17%	2 10%

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

Table 91
 <Q6C> How often do you / your colleagues use VoIP to contact other people while also within access of your landline phone?
 by Crossbreak
 Base: All with VoIP

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 to (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (e)	1 to (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m to £25m (e)	£25m+ (f)	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	115	8	18	17	36	44	68	33	12	18	21	30	16	11	7	7	6	12	14	12	7	29	21	7
Total	64	17	33	10	17	3	46	15	2	17	13	16	3	1	2	3	3	8	6	5	3	23	5	7
Daily	24 38%	- -	10 31%	3 28%	10 55%	1 49%	17 37%	7 44%	* 17%	2 11%	4 31%	12 75%	2 65%	* 42%	* 9%	2 73%	* 4%	6 81%	3 46%	3 56%	2 78%	6 24%	1 25%	1 13%
Few times a week	10 16%	5 27%	5 14%	3 29%	2 14%	* 9%	8 17%	1 7%	1 74%	5 28%	2 18%	* 3%	* 12%	* 23%	- -	* 10%	1 27%	1 16%	* 7%	- -	- -	5 22%	2 42%	* 1%
Once a week	4 7%	4 22%	4 12%	- -	* 3%	* 5%	4 9%	* 1%	- -	- -	- -	* 2%	- -	* 4%	* 3%	* 2%	- -	* *	- -	- -	* 11%	4 17%	* 2%	- -
1-3 times a month	13 20%	1 9%	7 22%	3 24%	2 13%	1 22%	12 26%	* 2%	* 3%	3 19%	6 46%	1 8%	* 6%	* 5%	1 45%	- -	1 22%	* 1%	* 8%	1 22%	* 10%	3 15%	1 16%	6 79%
(Haven't used)	10 16%	7 42%	7 22%	2 19%	1 7%	* 5%	4 9%	6 40%	* 3%	7 43%	1 5%	2 13%	* 14%	* 18%	- -	* 15%	2 47%	* 1%	2 40%	* 6%	- -	5 22%	- -	* 6%
(Don't know)	2 3%	- -	- -	- -	2 9%	* 10%	1 2%	1 6%	* 2%	- -	* *	- -	* 3%	* 8%	1 42%	- -	- -	* 1%	- -	1 17%	- -	* 1%	1 14%	* 1%
NETS	----																							
More than once a week	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Once a week or less	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

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

Table 91 (continuation)
 <Q6C> How often do you / your colleagues use VoIP to contact other people while also within access of your landline phone?
 by Crossbreak
 Base: All with VoIP

	Total	LOCATION													OFFICE LOCATION		
		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)
Unweighted row	115	5	8	5	3	4	5	15	8	7	60	14	19	22	12	103	
Total	64	2	4	3	5	8	1	13	9	10	54	2	5	3	16	47	
Daily	24 38%	1 48%	1 15%	1 48%	* 2%	2 30%	* 44%	4 28%	7 76%	5 48%	20 38%	1 29%	2 30%	2 60%	1 9%	23 48%	
Few times a week	10 16%	- -	* 10%	1 48%	- -	6 70%	* 7%	1 7%	1 11%	- -	9 17%	* 19%	1 11%	* 4%	1 9%	9 19%	
Once a week	4 7%	* 22%	- -	- -	- -	- -	- -	- -	- -	4 39%	4 8%	- -	* 2%	* 5%	4 23%	1 1%	
1-3 times a month	13 20%	* 5%	* 12%	- -	5 95%	- -	* 49%	2 15%	1 13%	- -	9 17%	* 23%	2 45%	1 32%	7 40%	6 13%	
(Haven't used)	10 16%	* 25%	2 61%	* 3%	- -	- -	- -	5 39%	- -	1 13%	9 17%	1 26%	1 12%	- -	3 19%	7 15%	
(Don't know)	2 3%	- -	* 2%	- -	* 2%	- -	- -	2 12%	- -	* 1%	2 3%	* 2%	- -	- -	- -	2 4%	
NETS																	

More than once a week	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Once a week or less	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	

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

Table 91 (continuation)
 <Q6C> How often do you / your colleagues use VoIP to contact other people while also within access of your landline phone?
 by Crossbreak
 Base: All with VoIP

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo-biles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)		
Unweighted row	115	61	8	14	11	20	53	96	94	58	100	105	37	36	25	52	34	115	36	-	14	6	86	26	23	49	62	4	
Total	64	43	2	3	4	11	20	56	51	25	52	61	15	13	5	17	7	64	10	-	11	1	48	6	5	22	37	4	
Daily	24 38%	11 26%	1 50%	1 16%	1 34%	10 88%	12 62%	20 36%	17 34%	12 47%	18 35%	23 37%	10 63%	9 72%	2 38%	11 63%	2 26%	24 38%	5 49%	-	5 48%	*	14 28%	3 57%	2 39%	6 28%	18 48%	*	
Few times a week	10 16%	9 21%	* 5%	* 12%	1 21%	- -	1 6%	10 17%	5 11%	3 11%	5 10%	10 17%	2 14%	2 12%	1 11%	2 11%	1 20%	10 16%	1 12%	-	5 43%	-	9 19%	1 24%	* 10%	7 30%	3 9%	* 6%	
Once a week	4 7%	4 10%	- -	* 2%	- -	- -	* *	4 8%	4 8%	* 1%	4 8%	4 7%	* 1%	* *	* 2%	* 1%	* 2%	4 7%	1 5%	-	* 4%	-	4 9%	- -	* 2%	* 1%	* 1%	4 84%	
1-3 times a month	13 20%	9 20%	1 42%	2 59%	- -	1 10%	4 20%	11 19%	12 24%	3 12%	12 23%	12 20%	2 15%	1 8%	2 41%	3 18%	2 22%	13 20%	2 16%	-	1 5%	* 19%	11 22%	1 16%	2 42%	4 17%	9 24%	-	
(Haven't used)	10 16%	10 23%	- -	* 6%	* 2%	* 2%	1 3%	10 18%	10 20%	7 26%	10 20%	10 16%	1 6%	* 2%	* 4%	* 1%	* 7%	10 16%	* 2%	-	-	* 35%	10 21%	* 1%	4 4%	5 24%	5 13%	-	
(Don't know)	2 3%	* *	* 2%	* 5%	2 42%	- -	2 9%	1 2%	2 4%	1 4%	2 4%	1 2%	* 1%	1 7%	* 3%	1 6%	2 23%	2 3%	2 15%	-	-	-	* 1%	* 2%	* 3%	* *	2 5%	-	
NETS	----																												
More than once a week	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Once a week or less	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

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

Table 91 (continuation)
 <Q6C> How often do you / your colleagues use VoIP to contact other people while also within access of your landline phone?
 by Crossbreak
 Base: All with VoIP

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO						
	Int ernal /inter- -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for re ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC (a)	Std lan dline + BB (c)	No ducts (a)	1 product (b)	2 product (c)	No ducts (a)	1 product (b)	2 product (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to mo (b)	Some VoIP to (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)		
Unweighted row	115	15	36	57	5	39	5	71	21	5	45	93	17	5	42	47	26	6	108	1	31	13	15	5	3	
Total	64	9	29	23	2	14	6	44	5	*	27	56	7	1	26	28	10	2	62	*	24	4	2	*	*	
Daily	24 38%	6 65%	5 18%	13 57%	* 4%	6 44%	* 7%	18 40%	3 62%	* 41%	4 14%	21 37%	3 46%	* 34%	6 24%	17 60%	1 13%	2 85%	23 37%	- %	4 15%	2 48%	1 37%	* 57%	* 48%	
Few times a week	10 16%	2 19%	7 25%	1 6%	- %	2 14%	* 5%	8 18%	* 3%	* 43%	6 24%	10 18%	* 1%	* 13%	9 34%	1 3%	* 5%	* 15%	10 16%	* 100%	9 36%	1 24%	1 49%	- %	- %	
Once a week	4 7%	* 1%	4 15%	* %	- %	* 1%	- %	4 10%	* 1%	* 16%	4 15%	4 8%	* 1%	- %	4 15%	* %	* 3%	- %	4 7%	- %	* 2%	* 1%	* 2%	* 12%	* 17%	
1-3 times a month	13 20%	1 12%	4 16%	7 31%	- %	2 16%	5 88%	5 12%	1 28%	- %	4 14%	11 20%	1 15%	* 53%	3 13%	8 30%	1 9%	- %	13 20%	- %	8 34%	1 20%	* 2%	* 31%	- %	
(Haven't used)	10 16%	- %	8 27%	1 2%	1 62%	3 23%	- %	7 16%	* 3%	- %	9 33%	8 14%	3 35%	- %	3 10%	1 3%	7 68%	- %	10 17%	- %	3 13%	* 7%	* 7%	- %	- %	
(Don't know)	2 3%	* 2%	- %	1 4%	1 33%	* 2%	- %	2 4%	* 3%	- %	* 1%	2 3%	* 2%	- %	1 3%	1 3%	* 2%	- %	2 3%	- %	* %	- %	* 3%	- %	* 35%	
NETS																										

More than once a week	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Once a week or less	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %

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

Table 91 (continuation)
 <Q6C> How often do you / your colleagues use VoIP to contact other people while also within access of your landline phone?
 by Crossbreak
 Base: All with VoIP

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)		
Unweighted row	115	31	12	10	7	4
Total	64	24	3	1	1	*
Daily	24 38%	4 17%	1 21%	1 91%	1 90%	* 65%
Few times a week	10 16%	4 18%	- -%	- -%	- -%	- -%
Once a week	4 7%	4 17%	* 1%	* 4%	* 5%	* 12%
1-3 times a month	13 20%	8 33%	1 27%	* 5%	* 6%	- -%
(Haven't used)	10 16%	3 13%	2 50%	- -%	- -%	- -%
(Don't know)	2 3%	* 1%	- -%	- -%	- -%	* 23%
NETS						

More than once a week	- -%	- -%	- -%	- -%	- -%	- -%
Once a week or less	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 92
 <Q7A1> Why do you choose to use your fixed landline for making calls from your place of work rather than your <other services used>
 by Crossbreak
 Base: All using fixed lines

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR											
	Total	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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	477	60	197	102	89	89	383	70	21	154	121	94	37	14	13	19	38	57	57	61	20	131	67	27	
Total	487	144	391	54	36	6	448	34	3	258	129	50	8	1	2	19	39	59	59	66	17	149	52	26	
Convenience/ease of use	218 45%	53 37%	168 43%	29 55%	17 47%	3 48%	202 45%	15 43%	1 53%	106 41%	72 56%	21 42%	4 51%	1 63%	*	26%	10 50%	18 45%	22 37%	15 26%	32 48%	10 60%	67 45%	28 53%	17 66%
Price	118 24%	26 18%	94 24%	15 27%	7 21%	1 23%	110 25%	5 14%	1 30%	72 28%	21 17%	14 27%	2 25%	*	4%	18%	7 34%	13 33%	24 40%	22 37%	6 9%	9 55%	18 12%	12 23%	8 29%
Reliability/ quality of service	93 19%	31 22%	75 19%	8 16%	8 23%	1 22%	89 20%	3 8%	*	59 23%	18 14%	7 13%	2 30%	*	-	11%	9 22%	5 9%	11 19%	17 25%	1 8%	32 22%	10 19%	6 21%	
Always used it	72 15%	20 14%	59 15%	4 7%	8 22%	1 13%	68 15%	3 9%	*	41 16%	19 15%	4 8%	1 15%	*	16%	7%	4 23%	5 13%	7 11%	8 14%	5 8%	3 16%	31 21%	3 7%	4 16%
Quality of sound	55 11%	23 16%	49 12%	2 3%	4 10%	*	47 10%	7 21%	*	30 12%	11 9%	8 17%	*	*	1 56%	1%	5 14%	6 10%	2 3%	10 15%	*	23 2%	9 15%	-	-
So can use 'free'/ pre-paid/bundled/ time-specific Minutes	37 8%	11 7%	33 8%	3 6%	1 2%	*	31 7%	6 18%	-	17 7%	4 3%	9 19%	*	-	-	-	6 15%	9 16%	2 4%	5 7%	1 8%	10 7%	3 6%	-	-
Use to call certain numbers	28 6%	15 11%	25 6%	2 3%	1 4%	*	23 5%	5 15%	-	17 7%	6 5%	3 6%	1 18%	*	-	2 11%	-	9 16%	2 4%	1 2%	1 4%	7 5%	5 9%	*	2%
The number is stored on the handset	24 5%	15 10%	20 5%	3 6%	*	3%	23 5%	*	-	19 7%	3 2%	1 2%	*	*	-	-	*	4 7%	3 5%	1 1%	4 25%	5 4%	4 8%	1 4%	
Prefer Landline / traditional methods / Better impression / more professional	23 5%	13 9%	22 6%	1 2%	-	*d 2%	23 5%	-	-	13 5%	3 2%	3 6%	*	-	-	-	1 3%	-	5 8%	4 6%	-	9 6%	4 8%	-	-
Only method or way of contacting / no other choice	19 4%	5 3%	15 4%	2 4%	2 4%	*	18 4%	-	*	9 4%	6 4%	*	*	-	-	2%	*	1 2%	5 9%	*	-	8 5%	4 8%	*	1%

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

Table 92 (continuation)
 <Q7A1> Why do you choose to use your fixed landline for making calls from your place of work rather than your <other services used>
 by Crossbreak
 Base: All using fixed lines

Total	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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	477	60	197	102	89	89	383	70	21	154	121	94	37	14	13	19	38	57	57	61	20	131	67	27
Total	487	144	391	54	36	6	448	34	3	258	129	50	8	1	2	19	39	59	59	66	17	149	52	26
People prefer fixed line / landline telephone number / customer preference	9 2%	4 3%	8 2%	* 1%	* 1%	- -	9 2%	* 1%	- -	4 2%	4 3%	* 1%	- -	- -	- -	- -	4 10%	- -	- -	- -	- -	4 3%	* *	- -
Additional features - Conference call / Recording calls / security / transfer calls	8 2%	- -	5 1%	* *	2Abc 7%	*Ac 4%	8 2%	* 1%	- -	4 2%	1 1%	1 3%	- -	- -	- -	- -	- -	5 9%	1 2%	1 2%	- -	- -	* *	* *
Other methods offer poor coverage	7 1%	1 1%	4 1%	2 3%	1 2%	*ab 5%	6 1%	* 1%	- -	1 *	3 2%	3 6%	* 1%	- -	- -	* 1%	- -	- -	1 1%	3 4%	- -	3 2%	1 1%	- -
Tied into contract	6 1%	2 1%	6 2%	- -	- -	- -	6 1%	- -	- -	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	6 4%	- -	- -
Habit	5 1%	2 1%	5 1%	- -	- -	- -	5 1%	- -	- -	2 1%	2 2%	- -	- -	- -	- -	- -	2 6%	- -	- -	2 3%	- -	- -	- -	- -
It's part of a product bundle	2 *	- -	- -	2B 3%	- -	- -	2 *	- -	- -	* *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* *	1 3%	- -
Have used up all 'free'/pre-paid/bundled minutes	1 *	1 1%	1 *	- -	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	- -	- -	- -	1 3%	- -	- -	- -	- -	- -	- -	- -
Other (specify)	21 4%	6 4%	20 5%	* 1%	* 1%	* 2%	20 4%	1 2%	* 5%	14 5%	2 1%	* 1%	* 5%	- -	* 7%	- -	1 4%	1 2%	* *	8 12%	* 2%	9 6%	- -	- -
Don't know	4 1%	1 1%	2 *	2 3%	* *	* 2%	3 1%	1 3%	* 2%	2 1%	2 1%	* *	- -	* 7%	* 4%	- -	- -	- -	* 1%	- -	- -	* *	3 5%	* 2%

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

Table 92 (continuation)
 <Q7A1> Why do you choose to use your fixed landline for making calls from your place of work rather than your <other services used>
 by Crossbreak
 Base: All using fixed lines

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	477	15	35	16	16	15	49	39	34	18	237	76	77	87	70	407
Total	487	15	50	37	35	40	48	76	76	42	418	21	35	13	140	347
Convenience/ease of use	218 45%	5 36%	17 33%	19 51%	18 51%	14 35%	22 47%	32 42%	36 47%	19 45%	181 43%	8 40%	22 63%	6 46%	64 46%	154 44%
Price	118 24%	6 40%	12 23%	13 34%	18 51%	5 14%	13 27%	21 28%	11 15%	8 19%	1061 25%	51 25%	3 9%	31 25%	41 29%	77 22%
Reliability/ quality of service	93 19%	* 3%	8 17%	7 18%	2 6%	12 31%	8 17%	5 7%	24 31%	11 27%	79 19%	4 22%	7 18%	3 24%	33 24%	59 17%
Always used it	72 15%	6 40%	7 15%	4 10%	* *	11 27%	6 13%	15 20%	8 11%	4 9%	61 15%	3 14%	6 16%	2 12%	23 17%	48 14%
Quality of sound	55 11%	* 2%	- -	4 10%	6 17%	4 10%	7 15%	6 8%	19 25%	5 12%	51 12%	1 4%	2 5%	1 9%	23 16%	32 9%
So can use 'free'/ pre-paid/bundled/ time-specific Minutes	37 8%	- -	3 6%	4 10%	- -	1 4%	5 11%	4 6%	9 12%	4 9%	31 7%	2 10%	3 8%	1 9%	21b 15%	16 5%
Use to call certain numbers	28 6%	* 3%	6 12%	4 10%	* *	- -	2 5%	13 17%	- -	1 2%	26 6%	21 7%	- -	* 3%	11 8%	17 5%
The number is stored on the handset	24 5%	- -	1 2%	4 10%	- -	4 10%	3 7%	10 12%	- -	- -	22 5%	1 4%	* 1%	1 5%	4 3%	19 6%
Prefer Landline / traditional methods / Better impression / more professional	23 5%	- -	2 5%	4 10%	- -	4 10%	2 5%	* *	5 6%	4 9%	21 5%	* 1%	2 5%	* 3%	10 7%	14 4%
Only method or way of contacting / no other choice	19 4%	- -	5 11%	- -	1 3%	- -	5 11%	1 1%	5 6%	- -	17 4%	* 2%	1 2%	* 4%	3 2%	16 5%

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

Table 92 (continuation)
 <Q7A1> Why do you choose to use your fixed landline for making calls from your place of work rather than your <other services used>
 by Crossbreak
 Base: All using fixed lines

Total	LOCATION														OFFICE LOCATION	
	NE (a)	NW (b)	Yo rks/Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)	Else where (b)
Unweighted row	477	15	35	16	16	15	49	39	34	18	237	76	77	87	70	407
Total	487	15	50	37	35	40	48	76	76	42	418	21	35	13	140	347
People prefer fixed line / landline telephone number / customer preference	9 2%	- -%	- -%	- -%	- -%	4 10%	* 1%	- -%	- -%	4 9%	8 2%	* 1%	- -%	* 2%	* *%	9 2%
Additional features - Conference call / Recording calls / security / transfer calls	8 2%	- -%	- -%	4 10%	- -%	2 6%	* *%	- -%	* *%	- -%	7 2%	* 1%	1 3%	- -%	4 3%	4 1%
Other methods offer poor coverage	7 1%	- -%	2 5%	- -%	* *%	- -%	* 1%	* *%	2 2%	- -%	5 1%	1J 6%	* 1%	* 3%	* *%	6 2%
Tied into contract	6 1%	- -%	- -%	- -%	- -%	- -%	2 5%	4 6%	- -%	- -%	6 2%	- -%	- -%	- -%	- -%	6 2%
Habit	5 1%	- -%	2 5%	- -%	- -%	- -%	2 5%	- -%	- -%	- -%	5 1%	- -%	- -%	- -%	- -%	5 1%
It's part of a product bundle	2 *%	- -%	- -%	- -%	- -%	1 4%	* 1%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%	1 1%	* *%
Have used up all 'free'/ pre-paid/bundled minutes	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1J 3%	- -%	1 1%	- -%
Other (specify)	21 4%	- -%	- -%	4 10%	- -%	4 10%	- -%	* *%	5 6%	4 9%	17 4%	1 5%	3 8%	* 2%	7 5%	14 4%
Don't know	4 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%	- -%	2 *%	1J 4%	1j 3%	* 1%	- -%	4 1%

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

Table 92 (continuation)
 <Q7A1> Why do you choose to use your fixed landline for making calls from your place of work rather than your <other services used>
 by Crossbreak
 Base: All using fixed lines

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET bills (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	477	408	30	31	1	7	69	470	289	184	343	410	113	88	53	122	47	92	43	31	133	67	463	70	51	39	50	2
Total	487	471	8	6	1	2	16	484	280	149	344	380	86	32	11	40	8	51	25	47	142	107	481	20	11	19	28	4
Convenience/ease of use	218 45%	210 45%	4 46%	3 53%	1 100%	1 30%	8 49%	216 45%	105 37%	63 42%	136 39%	167 44%	33 38%	15 49%	4 35%	18 46%	3 38%	22 43%	10 39%	25 52%	81 57%	51 48%	215 45%	7 35%	4 35%	3 19%	18 64%	* 7%
Price	118 24%	114 24%	3 33%	1 17%	- -%	* 5%	4 23%	118 24%	58 21%	56b 38%	90 26%	114 30%	20 23%	9 29%	4 32%	12 31%	1 16%	13 26%	2 6%	1 2%	27c 19%	4 4%	116 24%	7 37%	4 33%	2 8%	12 41%	- -%
Reliability/ quality of service	93 19%	89 19%	3 33%	1 12%	- -%	* 4%	3 21%	92 19%	59 21%	23 15%	69 20%	66 17%	17 20%	4 12%	1 11%	5 11%	1 7%	6 12%	6 25%	11 23%	23 16%	27 25%	92 19%	3 17%	1 11%	3 17%	3 11%	- -%
Always used it	72 15%	69 15%	* 6%	* 8%	1 100%	1 61%	3 18%	71 15%	33 12%	16 11%	43 12%	46 12%	16 19%	6 19%	* 4%	6 16%	1 17%	5 9%	2 9%	16 33%	29 20%	26 24%	70 15%	3 16%	* 4%	2 8%	3 10%	* 7%
Quality of sound	55 11%	53 11%	* 2%	1 19%	- -%	- -%	1 8%	54 11%	45 16%	8 5%	49 14%	43 11%	8 9%	* 1%	1 11%	1 4%	1 14%	6 12%	* 2%	2 5%	6 4%	12 11%	54 11%	* 2%	1 11%	* *	2 8%	4 93%
So can use 'free'/ pre-paid/bundled/ time-specific Minutes	37 8%	36 8%	* 4%	- -%	- -%	- -%	* 2%	37 8%	30 11%	15 10%	35 10%	32 8%	1 1%	* 1%	- -%	* 1%	* 1%	7 13%	5 19%	* 1%	2 1%	4 4%	37 8%	* 2%	- -%	- -%	3 11%	4 93%
Use to call certain numbers	28 6%	28 6%	- -%	* 3%	- -%	- -%	* 1%	28 6%	19 7%	19 13%	27 8%	22 6%	7 8%	1 2%	* 1%	1 2%	1 9%	6 11%	* *	- -%	1 *	6 6%	28 6%	1 3%	* 1%	5 28%	* 1%	- -%
The number is stored on the handset	24 5%	24 5%	* *	- -%	- -%	- -%	* *	24 5%	14 5%	8 6%	18 5%	20 5%	3 4%	* 2%	* 1%	* 1%	* 3%	1 1%	1 4%	- -%	5 4%	4 4%	24 5%	* 2%	* 1%	* 1%	* 2%	- -%
Prefer Landline / traditional methods / Better impression / more professional	23 5%	23 5%	- -%	- -%	- -%	- -%	- -%	23 5%	14 5%	14 10%	19 6%	19 5%	7 8%	1 2%	- -%	1 1%	- -%	* 1%	* *	4 8%	4 3%	4 4%	23 5%	1 3%	- -%	* 1%	* 1%	- -%
Only method or way of contacting / no other choice	19 4%	18 4%	1 6%	- -%	- -%	- -%	1 3%	19d 4%	* *	1 1%	1 *	12 3%	3 3%	2 6%	- -%	2 5%	- -%	* *	- -%	7 14%	18 12%	7 6%	19 4%	1 4%	- -%	* *	- -%	- -%

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

Table 92 (continuation)
 <Q7A1> Why do you choose to use your fixed landline for making calls from your place of work rather than your <other services used>
 by Crossbreak
 Base: All using fixed lines

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobile phones (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)		
Unweighted row	477	408	30	31	1	7	69	470	289	184	343	410	113	88	53	122	47	92	43	31	133	67	463	70	51	39	50	2	
Total	487	471	8	6	1	2	16	484	280	149	344	380	86	32	11	40	8	51	25	47	142	107	481	20	11	19	28	4	
People prefer fixed line / landline telephone number / customer preference	9 2%	9 2%	- -%	- -%	- -%	- -%	- -%	9 2%	* *%	* *%	* *%	9 2%	* *%	4 12%	- -%	4 9%	- -%	4 9%	- -%	- -%	9 6%	* *%	9 2%	4 19%	- -%	4 22%	* 1%	- -%	
Additional features - Conference call / Recording calls / security / transfer calls	8 2%	8 2%	* 1%	- -%	- -%	- -%	* *%	8 2%	3 1%	7 4%	7 2%	3 1%	1 1%	1 12%	1 3%	1 15%	1 3%	1 5%	1 2%	1 1%	5 5%	8 2%	1 6%	1 12%	1 7%	* *%	- -%		
Other methods offer poor coverage	7 1%	6 1%	1 7%	* 1%	- -%	- -%	1 4%	7 1%	3 1%	1 *%	3 1%	4 1%	4 5%	1 3%	* 1%	1 2%	- -%	1 1%	- -%	* 1%	3 2%	2 2%	7 1%	1 4%	* 1%	1 3%	- -%	- -%	
Tied into contract	6 1%	6 1%	- -%	- -%	- -%	- -%	- -%	6 1%	4 1%	- -%	4 1%	2 1%	4 5%	- -%	- -%	- -%	- -%	- -%	- -%	2 -%	4 4%	6 1%	- -%	- -%	- -%	- -%	- -%	- -%	
Habit	5 1%	5 1%	- -%	- -%	- -%	- -%	- -%	5 1%	2 1%	2 1%	5 1%	2 1%	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%	5 1%	- -%	- -%	- -%	- -%	- -%	- -%	
It's part of a product bundle	2 *%	2 *%	- -%	- -%	- -%	- -%	- -%	2 *%	2 1%	- -%	2 1%	2 *%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%	1 5%	- -%	
Have used up all 'free'/pre-paid/bundled minutes	1 *%	1 *%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	1 1%	1 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%
Other (specify)	21 4%	20 4%	* 4%	- -%	- -%	- -%	* 2%	21 4%	19 7%	6 4%	20 6%	16 4%	5 6%	1 3%	- -%	1 2%	1 8%	* 1%	- -%	* 1%	1 *%	4 4%	20 4%	1 4%	- -%	* 1%	* 1%	- -%	
Don't know	4 1%	4 1%	- -%	* 1%	- -%	- -%	* *%	4 1%	1 *%	1 *%	2 *%	1 *%	3 3%	* *%	* 1%	* *%	* 2%	* *%	* *%	* 1%	2 1%	2 2%	4 1%	* *%	* 1%	* *%	* 1%	* 1%	- -%

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

Table 92 (continuation)
 <Q7A1> Why do you choose to use your fixed landline for making calls from your place of work rather than your <other services used>
 by Crossbreak
 Base: All using fixed lines

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	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 ntal and calls (c)	Std lan dline + ISDN Re ntal (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	477	15	34	36	4	218	27	227	51	6	261	400	47	30	207	148	122	5	85	1	214	49	33	25	15
Total	487	9	26	13	2	213	26	247	15	*	262	425	41	21	224	156	107	2	49	*	243	42	14	18	16
Convenience/ease of use	218 45%	6 66%	6 23%	8 61%	1 82%	108 51%	10 41%	99 40%	4 28%	*	122 46%	188 44%	25 61%	5 25%	103 46%	80 51%	35 33%	*	21 43%	*	97 40%	21 49%	7 52%	10 55%	7 47%
Price	118 24%	5 57%	2 6%	6 48%	-	51 24%	15 60%	50 20%	8 54%	*	77 29%	108 25%	2 6%	8 36%	60 27%	38 25%	20 18%	1 72%	12 24%	-	54 22%	13 30%	4 25%	1 6%	6 40%
Reliability/ quality of service	93 19%	2 16%	3 11%	2 12%	*	43 20%	5 21%	44 18%	2 17%	-	44 17%	80 19%	6 15%	6 29%	39 17%	38 25%	15 14%	*	6 12%	-	59 24%	1 2%	1 4%	* 2%	* 3%
Always used it	72 15%	1 5%	3 10%	1 11%	-	43 20%	* 11%	28 11%	1 5%	-	29 11%	61 14%	9 22%	2 8%	26 12%	26 17%	19 17%	*	4 9%	-	35 15%	6 14%	* 2%	1 7%	-
Quality of sound	55 11%	1 8%	5 20%	* 1%	-	22 10%	4 16%	29 12%	* 2%	-	33 13%	48 11%	5 13%	1 7%	31 14%	15 10%	8 8%	-	6 13%	-	31 13%	* 1%	* 2%	-	-
So can use 'free'/ pre-paid/bundled/ time-specific Minutes	37 8%	-	7 25%	* 2%	-	11 5%	4 16%	21 9%	-	-	24 9%	36 9%	-	* 2%	18 8%	2 1%	16B 15%	-	7 14%	-	26 11%	1 2%	-	1 8%	-
Use to call certain numbers	28 6%	-	5 20%	* 2%	-	4 2%	4 16%	20 8%	* 1%	*	16 6%	25 6%	* 1%	2 12%	13 6%	6 4%	10 9%	-	6 12%	-	10 4%	5 11%	* 1%	3 17%	4 27%
The number is stored on the handset	24 5%	* 1%	-	1 4%	-	15 7%	* 4%	9 4%	* 3%	-	16 6%	22 5%	1 3%	* 2%	10 4%	10 7%	4 3%	* 5%	* 1%	* 100%	13 5%	1 3%	* 1%	-	-
Prefer Landline / traditional methods / Better impression / more professional	23 5%	* 4%	-	* 1%	-	8 4%	4 17%	11 5%	1 4%	-	11 4%	21 5%	-	2 12%	16 7%	1 1%	7 6%	-	* 1%	-	4 2%	* 1%	-	2 14%	-

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

Table 92 (continuation)
 <Q7A1> Why do you choose to use your fixed landline for making calls from your place of work rather than your <other services used>
 by Crossbreak
 Base: All using fixed lines

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	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 ntal and calls (c)	Std dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel to MFL (e)	
Unweighted row	477	15	34	36	4	218	27	227	51	6	261	400	47	30	207	148	122	5	85	1	214	49	33	25	15
Total	487	9	26	13	2	213	26	247	15	*	262	425	41	21	224	156	107	2	49	*	243	42	14	18	16
Only method or way of contacting / no other choice	19 4%	- -%	- -%	* *%	- -%	3 2%	* 2%	15 6%	* 3%	- -%	4 2%	16 4%	2 5%	- -%	6 3%	8 5%	4 4%	- -%	* *%	- -%	12 5%	- -%	* 2%	1 6%	* 2%
People prefer fixed line / landline telephone number / customer preference	9 2%	- -%	4 17%	- -%	- -%	* *%	* 1%	8 3%	4 25%	- -%	9 3%	9 2%	- -%	- -%	8 4%	* *%	- -%	- -%	4 9%	- -%	9 4%	* *%	- -%	- -%	- -%
Additional features - Conference call / Recording calls / security / transfer calls	8 2%	- -%	1 5%	- -%	- -%	5 2%	- -%	3 1%	* 1%	- -%	* *%	8 2%	- -%	* 1%	6 3%	1 1%	* *%	- -%	1 3%	- -%	6 3%	1 3%	1 8%	1 7%	1 8%
Other methods offer poor coverage	7 1%	- -%	* 2%	* 1%	- -%	1 *%	- -%	6 2%	- -%	- -%	1 *%	6 1%	* 1%	- -%	1 *%	5 3%	* *%	- -%	1 1%	- -%	2 1%	- -%	- -%	- -%	- -%
Tied into contract	6 1%	- -%	- -%	- -%	- -%	2 1%	- -%	4 2%	- -%	- -%	2 1%	2 1%	4 10%	- -%	2 1%	4 3%	- -%	- -%	- -%	- -%	2 1%	4 10%	- -%	- -%	- -%
Habit	5 1%	- -%	- -%	- -%	- -%	5 2%	- -%	- -%	- -%	- -%	2 1%	5 1%	- -%	- -%	2 1%	- -%	2 2%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%
It's part of a product bundle	2 *%	- -%	1 6%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	* *%	2 *%	- -%	- -%	1 1%	- -%	* *%	- -%	1 3%	- -%	1 1%	- -%	- -%	- -%	- -%
Have used up all 'free'/ pre-paid/bundled minutes	1 *%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	1 *%	1 *%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (specify)	21 4%	- -%	* 1%	* 1%	- -%	2 1%	- -%	18 7%	1 3%	- -%	8 3%	20 5%	* 1%	1 3%	8 3%	4 3%	9 8%	- -%	* 1%	- -%	13 5%	1 3%	1 9%	* 1%	* 2%

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

Table 92 (continuation)
 <Q7A1> Why do you choose to use your fixed landline for making calls from your place of work rather than your <other services used>
 by Crossbreak
 Base: All using fixed lines

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 ducts (c)	pro ducts	No ducts (a)	1 pr oduct (b)	2 ducts (c)	pro ducts	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)
Unweighted row	477	15	34	36	4	218	27	227	51	6	261	400	47	30	207	148	122	5	85	1	214	49	33	25	15
Total	487	9	26	13	2	213	26	247	15	*	262	425	41	21	224	156	107	2	49	*	243	42	14	18	16
Don't know	4 1%	- -%	* *%	* 1%	- -%	2 1%	- -%	2 1%	- -%	- -%	1 *%	4 1%	* *%	* *%	2 1%	* *%	1 1%	- -%	* *%	- -%	2 1%	* *%	* 1%	* *%	- -%

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

Table 92 (continuation)
 <Q7A1> Why do you choose to use your fixed landline for making calls from your place of work rather than your <other services used>?
 by Crossbreak
 Base: All using fixed lines

	Total	SNNIP CALLS & RENTAL LIKELY TO				
		Not Ch ange (a)	Some bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel to MFL (e)
Unweighted row	477	200	46	26	28	19
Total	487	246	46	17	21	21
Convenience/ease of use	218 45%	104 42%	22 47%	8 50%	12 59%	10 46%
Price	118 24%	50 20%	12 26%	3 18%	2 11%	7 33%
Reliability/ quality of service	93 19%	55 22%	1 2%	1 3%	* 2%	* 1%
Always used it	72 15%	38 15%	1 2%	1 4%	1 5%	* **
Quality of sound	55 11%	33 14%	1 3%	* 1%	* **	- -%
So can use 'free'/ pre-paid/bundled/ time-specific Minutes	37 8%	28 11%	1 2%	- -%	* 2%	- -%
Use to call certain numbers	28 6%	10 4%	8 18%	* **	* **	4 20%
The number is stored on the handset	24 5%	16 6%	2 5%	1 7%	1 5%	- -%
Prefer Landline / traditional methods / Better impression / more professional	23 5%	8 3%	5 10%	5 27%	5 22%	5 22%
Only method or way of contacting / no other choice	19 4%	12 5%	* 1%	* 3%	1 5%	* 1%

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

Table 92 (continuation)
 <Q7A1> Why do you choose to use your fixed landline for making calls from your place of work rather than your <other services used>?
 by Crossbreak
 Base: All using fixed lines

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some to bile (b)	Some calls to VoIP (c)	Some calls to text/ (d)	Ca ncel MFL (e)	
Unweighted row	477	200	46	26	28	19
Total	487	246	46	17	21	21
People prefer fixed line / landline telephone number / customer preference	9 2%	8 3%	* **	- -%	- -%	- -%
Additional features - Conference call / Recording calls / security / transfer calls	8 2%	6 3%	1 3%	1 7%	1 6%	1 6%
Other methods offer poor coverage	7 1%	2 1%	2 5%	* 2%	- -%	- -%
Tied into contract	6 1%	2 1%	- -%	- -%	- -%	- -%
Habit	5 1%	- -%	- -%	- -%	- -%	- -%
It's part of a product bundle	2 *%	- -%	- -%	- -%	- -%	- -%
Have used up all 'free'/ pre-paid/bundled minutes	1 *%	- -%	- -%	- -%	- -%	- -%
Other (specify)	21 4%	13 5%	5 10%	5 29%	5 23%	5 23%
Don't know	4 1%	1 *%	* **	* 1%	* 1%	- -%

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

Table 93
 <Q7A2> Why do you choose to use your mobile phones for making calls from your place of work rather than your <other services used>?
 by Crossbreak
 Base: All using mobile phones

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Transport (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)	
Unweighted row	315	32	105	67	70	73	235	60	18	76	78	78	31	15	10	13	27	50	37	46	13	77	35	17
Total	290	74	224	34	27	5	254	30	3	125	83	42	7	1	1	9	24	48	35	49	11	76	24	13
So can use 'free'/pre-paid/bundled/time-specific Minutes	84 29%	16 21%	73 33%	4 13%	6 21%	1 11%	81 32%	3 10%	- %	52 42%	14 16%	6 14%	2 31%	* 4%	* 3%	4 43%	11 46%	20 42%	10 28%	17 35%	2 15%	17 23%	2 7%	1 10%
Convenience/ease of use	79 27%	19 25%	52 23%	15 45%	9 32%	3 57%	67 26%	11 37%	1 26%	23 19%	32 39%	6 15%	4 54%	1 63%	1 68%	3 29%	9 39%	14 30%	4 12%	12 24%	* 3%	28 37%	6 25%	2 13%
The number is stored on the handset	72 25%	18 24%	49 22%	11 34%	10 37%	2 32%	60 24%	10 34%	2 60%	22 18%	28 34%	16 39%	2 28%	1 56%	* 11%	6 75%	5 22%	9 19%	13 38%	10 20%	1 11%	13 17%	9 39%	5 34%
Price	49 17%	15 21%	40 18%	6 19%	2 9%	1 11%	48 19%	1 2%	1 23%	30 24%	6 7%	2 4%	* 2%	* 4%	* 13%	- %	1 4%	6 12%	6 17%	11 23%	5 48%	14 19%	5 19%	1 7%
Use if landline is busy / to avoid or free up landline	27 9%	* 1%	23 10%	2 6%	2 8%	* 1%	25 10%	2 7%	- %	7 6%	9 11%	9 22%	* 4%	- %	- %	- %	5 20%	5 10%	2 7%	11 22%	- %	3 4%	2 6%	- %
Quality of sound	9 3%	- %	9 4%	* 1%	- %	- %	9 4%	* 1%	- %	- %	5 6%	4 10%	- %	- %	- %	- %	5 21%	- %	- %	* 1%	- %	4 6%	- %	- %
Have used up all 'free'/pre-paid/bundled minutes	9 3%	9 12%	9 4%	* %	- %	- %	9 4%	- %	- %	9 7%	* %	- %	- %	- %	- %	- %	- %	5 10%	- %	4 9%	* 1%	- %	- %	- %
Reliability/quality of service	8 3%	- %	7 3%	* 1%	1 2%	* 4%	5 2%	* 1%	- %	- %	3 4%	5 11%	* 1%	* 16%	- %	- %	2 10%	1 1%	* %	* 1%	- %	5 6%	- %	- %
Only to call mobile numbers	6 2%	4 6%	5 2%	* 1%	1 4%	* 2%	2 1%	4 14%	* 1%	5 4%	2 2%	* %	* 1%	- %	- %	- %	- %	* 1%	- %	1 1%	- %	5 6%	- %	* 3%
Always used it	6 2%	- %	4 2%	1 2%	1 4%	* 2%	5 2%	1 3%	- %	- %	6 7%	* %	* 2%	- %	- %	- %	* %	* %	* 1%	- %	- %	1 1%	- %	4 31%

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

Table 93 (continuation)
 <Q7A2> Why do you choose to use your mobile phones for making calls from your place of work rather than your <other services used>
 by Crossbreak
 Base: All using mobile phones

	COMPANY SIZE					NO.SITES			TURNOVER						SECTOR									
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail trade (d)	Transport (e)	Financial services (f)	Other services (g)	Public administration (h)	Other (i)	
Total	315	32	105	67	70	73	235	60	18	76	78	78	31	15	10	13	27	50	37	46	13	77	35	17
Unweighted row	290	74	224	34	27	5	254	30	3	125	83	42	7	1	1	9	24	48	35	49	11	76	24	13
Don't really use while within access of landline	5 2%	1 1%	4 2%	* *%	1 3%	* 2%	4 1%	1 4%	- -	4 3%	1 1%	* *%	- -	- -	- -	- -	* *%	- -	- -	- -	2 22%	- -	2 9%	- -
It's part of a product bundle	* *%	- -	- -	- -	* 1%	- -	* *%	* *%	- -	- -	- -	* 1%	* 1%	- -	- -	- -	- -	* *%	- -	* *%	- -	- -	- -	- -
Picture messaging	* *%	- -	- -	- -	- 1%	* 1%	* *%	- -	- -	- -	- -	- -	* 1%	- -	- -	- -	- -	- -	* *%	- -	- -	- -	- -	- -
Other (specify)	* *%	- -	- -	* 1%	* *%	- -	* *%	- -	- -	* *%	- -	* *%	- -	- -	- -	- -	* *%	- -	- -	- -	* 2%	- -	- -	- -
Don't know	9 3%	5 7%	8 3%	* *%	1 5%	* 6%	8 3%	1 4%	* 4%	2 3%	1 3%	* 1%	- -	* 12%	- -	* 1%	- -	* 1%	5 14%	* *%	- -	3 3%	- -	1 10%

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

Table 93 (continuation)
 <Q7A2> Why do you choose to use your mobile phones for making calls from your place of work rather than your <other services used>?
 by Crossbreak
 Base: All using mobile phones

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	315	11	27	13	9	9	28	26	22	13	158	49	48	60	44	271
Total	290	9	26	24	25	29	29	39	46	28	254	12	15	8	88	202
So can use 'free'/ pre-paid/bundled/ time-specific Minutes	84 29%	3 36%	4 15%	8 32%	10 40%	7 24%	7 25%	13 35%	15 32%	10 34%	77 30%	2 18%	3 18%	2 27%	23 26%	61 30%
Convenience/ease of use	79 27%	1 14%	7 26%	7 27%	7 28%	5 19%	13 44%	9 24%	8 18%	8 27%	65 25%	4 37%	6 42%	3 37%	31 36%	47 23%
The number is stored on the handset	72 25%	7 78%	9 36%	5 19%	3 12%	4 14%	8 28%	14 35%	7 16%	6 21%	63 25%	3 28%	4 24%	2 27%	13 15%	59 29%
Price	49 17%	* 4%	3 11%	5 22%	7 27%	8 29%	3 11%	4 11%	15 32%	- -	46 18%	1 6%	1 9%	1 17%	11 13%	38 19%
Use if landline is busy / to avoid or free up landline	27 9%	- -	8 30%	- -	- -	- -	2 9%	1 2%	5 10%	9 31%	24 10%	1 7%	1 9%	1 9%	4 5%	23 11%
Quality of sound	9 3%	- -	- -	- -	5 20%	- -	- -	4 11%	- -	- -	9 4%	- -	* 2%	- -	9 11%	- -
Have used up all 'free'/ pre-paid/bundled minutes	9 3%	- -	- -	- -	- -	4 14%	- -	- -	5 10%	- -	9 3%	* 1%	- -	- -	5 5%	4 2%
Reliability/ quality of service	8 3%	- -	3 10%	- -	- -	- -	* 1%	4 11%	- -	- -	7 3%	* 1%	* 2%	* 6%	4 5%	4 2%
Only to call mobile numbers	6 2%	- -	- -	- -	- -	- -	* *	4 11%	- -	1 3%	5 2%	1 5%	* 2%	* 5%	* *	6 3%
Always used it	6 2%	- -	- -	- -	- -	4 14%	1 2%	1 2%	* *	- -	6 2%	* 1%	- -	- -	4 5%	2 1%
Don't really use while within access of landline	5 2%	- -	2 9%	- -	- -	- -	- -	* *	1 2%	- -	4 1%	- -	1 7%	* 1%	2 3%	2 1%

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

Table 93 (continuation)
 <Q7A2> Why do you choose to use your mobile phones for making calls from your place of work rather than your <other services used>?
 by Crossbreak
 Base: All using mobile phones

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo rks/Humber (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)
Unweighted row	315	11	27	13	9	9	28	26	22	13	158	49	48	60	44	271
Total	290	9	26	24	25	29	29	39	46	28	254	12	15	8	88	202
It's part of a product bundle	*	-	-	-	-	-	-	-	-	-	-	-	-	-	*J	*
	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	**
Picture messaging	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*
	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	-%	**
Other (specify)	*	-	-	-	-	-	-	-	-	-	-	-	-	*J	-	*
	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	**
Don't know	9	-	-	-	5	1	2	-	-	*	8	1	*	*	5	4
	3%	-%	-%	-%	20%	4%	8%	-%	-%	**	3%	5%	1%	2%	6%	2%

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

Table 93 (continuation)
 <Q7A2> Why do you choose to use your mobile phones for making calls from your place of work rather than your <other services used>
 by Crossbreak
 Base: All using mobile phones

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobile phones (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	315	241	22	25	9	18	74	295	273	166	315	289	98	69	43	96	50	92	38	-	-	23	287	55	41	41	48	2
Total	290	273	4	4	3	6	17	283	249	119	290	255	77	18	8	25	9	43	18	-	-	33	280	10	8	16	23	4
So can use 'free'/pre-paid/bundled/time-specific Minutes	84 29%	82 30%	- %	* 8%	* 5%	2 30%	2 13%	83i 29%	82I 33%	23 20%	84i 29%	66i 26%	17 22%	1 6%	1 7%	2 6%	1 7%	11 25%	6 33%	- %	- %	17 52%	82 29%	1 11%	1 7%	2 14%	5 22%	4 92%
Convenience/ease of use	79 27%	70 26%	3 73%	2 50%	1 40%	2 33%	8 48%	76 27%	63 25%	31 27%	79 27%	70 27%	17 22%	7 39%	4 44%	10 39%	4 50%	13 31%	4 23%	- %	- %	9 27%	75 27%	5 46%	4 45%	7 44%	7 29%	- %
The number is stored on the handset	72 25%	67 25%	1 16%	1 14%	2 55%	2 31%	5 27%	69 25%	53 21%	33 27%	72 25%	67 26%	14 18%	7 36%	3 31%	8 33%	3 40%	9 22%	4 20%	- %	- %	4 13%	69 25%	4 37%	2 31%	3 16%	7 29%	- %
Price	49 17%	47 17%	* 2%	2 37%	* 2%	1 15%	3 15%	48 17%	40 16%	23 19%	49 17%	40 16%	21 27%	1 3%	2 23%	2 9%	1 9%	4 9%	* 1%	- %	- %	9 26%	48 17%	1 6%	2 23%	2 10%	2 8%	* 8%
Use if landline is busy / to avoid or free up landline	27 9%	26 10%	* 2%	- %	1 30%	- %	1 6%	27 10%	27 11%	9 8%	27 9%	27 11%	15 19%	1 6%	- %	1 4%	1 13%	6 13%	1 6%	- %	- %	* 1%	27 9%	* 3%	- %	* 2%	5 24%	- %
Quality of sound	9 3%	9 3%	- %	- %	- %	- %	- %	9 3%	9 4%	4 4%	9 3%	9 4%	- %	- %	- %	- %	- %	* 1%	4 24%	- %	- %	* 1%	9 3%	- %	- %	* 2%	- %	- %
Have used up all 'free'/pre-paid/bundled minutes	9 3%	9 3%	- %	* 4%	- %	- %	* 1%	9 3%	9 4%	4 3%	9 3%	9 3%	4 5%	- %	* 2%	* 1%	* 2%	- %	- %	- %	- %	9 3%	- %	* 2%	- %	- %	- %	- %
Reliability/quality of service	8 3%	8 3%	- %	* 4%	- %	- %	* 1%	8 3%	8 3%	8 6%	8 3%	8 3%	1 1%	* 1%	* 2%	* 1%	* 2%	* 1%	4 24%	- %	- %	- %	8 3%	* 3%	* 2%	- %	* 1%	- %
Only to call mobile numbers	6 2%	5 2%	* 4%	- %	- %	1 13%	1 5%	5 2%	6 2%	5 5%	6 2%	6 2%	1 2%	1 5%	- %	1 4%	* 1%	5 12%	* 1%	- %	- %	- %	5 2%	* 2%	- %	4 27%	1 4%	- %
Always used it	6 2%	5 2%	- %	* 3%	1 28%	- %	1 5%	5 2%	6 2%	1 *	6 2%	6 2%	6 8%	1 4%	* 1%	1 4%	1 10%	1 2%	1 4%	- %	- %	- %	5 2%	1 8%	* 1%	- %	1 3%	- %

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

Table 93 (continuation)
 <Q7A2> Why do you choose to use your mobile phones for making calls from your place of work rather than your <other services used>?
 by Crossbreak
 Base: All using mobile phones

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff provider (b)	Both (c)	
Unweighted row	315	241	22	25	9	18	74	295	273	166	315	289	98	69	43	96	50	92	38	-	-	23	287	55	41	41	48	2
Total	290	273	4	4	3	6	17	283	249	119	290	255	77	18	8	25	9	43	18	-	-	33	280	10	8	16	23	4
Don't really use while within access of landline	5 2%	5 2%	* 2%	- -	- -	- -	* 1%	5 2%	4 1%	4 3%	5 2%	5 2%	1 1%	3 14%	- -	3ABDe 10%	- -	* %	- -	- -	- -	- -	5 2%	* 1%	- -	* 1%	- -	- -
It's part of a product bundle	* %	* %	- -	- -	- -	- -	- -	* %	* %	* %	* %	* %	* %	* 1%	- -	* %	- -	- -	- -	- -	- -	- -	* %	* 1%	- -	- -	- -	- -
Picture messaging	* %	* %	- -	- -	- -	- -	- -	* %	* %	* %	* %	* %	- -	* %	* 1%	* %	* 1%	- -	- -	- -	- -	- -	* %	* 1%	* 1%	- -	- -	- -
Other (specify)	* %	* %	- -	- -	- -	- -	- -	* %	* %	* %	* %	* %	* %	- -	- -	- -	- -	- -	- -	- -	- -	- -	* %	- -	- -	- -	- -	- -
Don't know	9 3%	9 3%	* 2%	* 4%	- -	- -	* 1%	9 3%	7 3%	9 7%	9 3%	9 4%	1 1%	* 1%	1 18%	2 6%	* 4%	* 1%	* 1%	- -	- -	- -	9 3%	* 1%	1 18%	* %	* 1%	- -

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

Table 93 (continuation)
 <Q7A2> Why do you choose to use your mobile phones for making calls from your place of work rather than your <other services used>?
 by Crossbreak
 Base: All using mobile phones

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	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 ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	315	12	26	48	4	131	20	161	43	5	169	269	25	21	132	96	87	4	86	1	120	42	26	14	8
Total	290	9	19	12	2	125	15	148	10	*	172	263	12	14	133	79	77	1	41	*	139	33	11	10	10
So can use 'free'/ pre-paid/bundled/ time-specific Minutes	84 29%	- %	8 42%	3 23%	- %	38 30%	4 29%	40 27%	* 3%	- %	43 25%	76 29%	6 48%	2 15%	42 32%	30 38%	12 15%	* 7%	11 26%	- %	43 31%	20 61%	5 46%	5 53%	9 87%
Convenience/ease of use	79 27%	3 28%	5 26%	5 40%	1 48%	33 26%	2 12%	44 29%	5 47%	* 16%	54 31%	72 27%	4 31%	3 23%	44 33%	18 23%	16 21%	1 85%	12 30%	* 100%	45 32%	11 32%	2 20%	1 11%	* 4%
The number is stored on the handset	72 25%	* 2%	3 17%	4 36%	1 65%	27 22%	4 27%	41 27%	3 32%	* 58%	45 26%	65 24%	3 24%	4 32%	29 22%	21 26%	22 28%	1 92%	8 19%	* 100%	37 26%	5 17%	1 13%	4 37%	1 9%
Price	49 17%	2 18%	1 5%	1 9%	- %	21 16%	* 1%	28 19%	2 16%	- %	31 18%	44 17%	5 41%	1 4%	28 21%	12 15%	8 11%	* 7%	4 9%	- %	24 17%	12 37%	6 56%	5 51%	5 46%
Use if landline is busy / to avoid or free up landline	27 9%	5 53%	- %	* 1%	1 35%	11 9%	* 1%	16 11%	* 3%	- %	18 10%	23 9%	* 2%	4 30%	15 11%	3 4%	9 11%	- %	6 14%	- %	8 6%	2 5%	2 15%	* 3%	- %
Quality of sound	9 3%	- %	- %	- %	* 13%	5 4%	4 29%	- %	- %	- %	5 3%	9 4%	- %	- %	5 4%	- %	4 5%	- %	* 1%	- %	9 7%	5 16%	- %	- %	- %
Have used up all 'free'/ pre-paid/bundled minutes	9 3%	- %	- %	- %	- %	- %	- %	9 6%	- %	- %	5 3%	9 3%	- %	- %	* %	- %	9 11%	- %	- %	- %	9 6%	- %	* 1%	- %	- %
Reliability/ quality of service	8 3%	* 1%	* 1%	* 1%	- %	1 %	5 31%	3 2%	* 3%	- %	1 1%	8 3%	* 3%	- %	3 3%	* 1%	4 5%	* 8%	* %	- %	4 3%	- %	* 1%	- %	* 1%
Only to call mobile numbers	6 2%	* 1%	4 22%	1 6%	- %	1 1%	* %	5 4%	- %	- %	5 3%	6 2%	- %	- %	1 1%	1 1%	4 6%	- %	5 12%	- %	1 1%	* 1%	- %	* 3%	- %
Always used it	6 2%	- %	1 4%	- %	- %	5 4%	* 2%	1 1%	- %	- %	5 3%	6 2%	* 3%	- %	* %	1 1%	5 6%	- %	1 2%	- %	* %	- %	- %	- %	- %

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

Table 93 (continuation)
 <Q7A2> Why do you choose to use your mobile phones for making calls from your place of work rather than your <other services used>
 by Crossbreak
 Base: All using mobile phones

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	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)	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN LL/ PC ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pr ducts (c)	No ducts (a)	1 pr ducts (b)	2 pr ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch (a)	Some calls to mo (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	315	12	26	48	4	131	20	161	43	5	169	269	25	21	132	96	87	4	86	1	120	42	26	14	8
Total	290	9	19	12	2	125	15	148	10	*	172	263	12	14	133	79	77	1	41	*	139	33	11	10	10
Don't really use while within access of landline	5 2%	- -%	- -%	* 1%	- -%	2 2%	* 1%	2 2%	* 1%	- -%	2 1%	5 2%	- -%	- -%	1 1%	2 3%	1 2%	- -%	* *%	- -%	5 3%	- -%	- -%	- -%	- -%
It's part of a product bundle	* *%	- -%	- -%	- -%	- -%	- -%	* 1%	* *%	* 1%	- -%	* *%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Picture messaging	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* 1%	* 16%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%
Other (specify)	* *%	- -%	- -%	- -%	- -%	* *%	* 1%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%
Don't know	9 3%	- -%	* 1%	* 1%	- -%	9 7%	- -%	1 *%	1 14%	* 26%	9 5%	9 3%	* 2%	- -%	4 3%	6 7%	* *%	- -%	* 1%	- -%	2 2%	- -%	* *%	- -%	- -%

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

Table 93 (continuation)
 <Q7A2> Why do you choose to use your mobile phones for making calls from your place of work rather than your <other services used>?
 by Crossbreak
 Base: All using mobile phones

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch calls ange to mo (a) (b)	Some calls to mo VoIP (c)	Some calls to text/ (d)	Some calls to on line (d)		
Unweighted row	315	106	37	17	18	11
Total	290	131	37	13	14	16
So can use 'free'/ pre-paid/bundled/ time-specific Minutes	84 29%	40 31%	16 44%	5 39%	5 39%	9 55%
Convenience/ease of use	79 27%	37 28%	10 26%	1 8%	1 7%	1 5%
The number is stored on the handset	72 25%	36 28%	5 14%	* 2%	1 7%	* 1%
Price	49 17%	21 16%	16 44%	11 89%	11 84%	11 68%
Use if landline is busy / to avoid or free up landline	27 9%	7 6%	3 8%	* 3%	* 3%	- -%
Quality of sound	9 3%	4 3%	5 14%	- -%	- -%	- -%
Have used up all 'free'/ pre-paid/bundled minutes	9 3%	9 7%	- -%	- -%	- -%	- -%
Reliability/ quality of service	8 3%	5 4%	- -%	- -%	- -%	* *%
Only to call mobile numbers	6 2%	1 *%	* 1%	- -%	* 2%	- -%
Always used it	6 2%	* *%	- -%	- -%	- -%	- -%

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

Table 93 (continuation)
 <Q7A2> Why do you choose to use your mobile phones for making calls from your place of work rather than your <other services used>?
 by Crossbreak
 Base: All using mobile phones

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch calls ange to mo (a) (b)	Some calls bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	18	
Unweighted row	315	106	37	17	18	11
Total	290	131	37	13	14	16
Don't really use while within access of landline	5 2%	3 3%	- -%	- -%	- -%	- -%
It's part of a product bundle	* *%	- -%	- -%	- -%	- -%	* 1%
Picture messaging	* *%	* *%	- -%	- -%	- -%	- -%
Other (specify)	* *%	* *%	- -%	- -%	- -%	- -%
Don't know	9 3%	2 2%	- -%	* *%	- -%	- -%

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

Table 94
 <Q7A3> Why do you choose to use VoIP for making calls from your place of work rather than your <other services used>
 by Crossbreak
 Base: All using VoiP

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	Total	1 to 4 (a)	1 to 9 (b)	5 to 49 (c)	50 to 249 (d)	1 to 5 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m to £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Transport (e)	Financial services (f)	Other services (g)	Public administration (h)	Other (i)	
Unweighted row	98	5	15	14	31	38	60	26	10	15	18	28	13	8	6	5	4	10	13	10	7	24	20	5
Total	51	10	26	8	15	3	41	8	2	10	12	14	2	1	1	2	2	8	4	4	3	18	5	7
Price	27 53%	1 15%	12 48%	6 66%	8 57%	1 46%	24 58%	2 29%	1 65%	4 42%	9 73%	9 67%	1 56%	* 41%	1 88%	2 85%	2 98%	5 61%	2 53%	2 68%	2 70%	3 15%	3 71%	6 95%
Use to call certain numbers	17 33%	4 38%	14 54%	1 17%	1 9%	* 7%	15 37%	* 1%	1 73%	- -%	7 53%	5 38%	* 4%	- -%	* 9%	- -%	1 52%	5 61%	1 18%	- -%	* 9%	4 24%	1 11%	5 81%
Convenience/ease of use	15 29%	5 49%	9 35%	1 17%	4 26%	1 21%	10 24%	5 62%	* 7%	1 14%	2 19%	3 20%	* 21%	* 45%	- -%	- -%	- -%	3 37%	1 20%	* 6%	* 8%	10 59%	1 11%	- -%
To contact other VoIP users / customer preference	6 12%	4 42%	4 16%	- -%	2 10%	* 11%	5 12%	1 13%	- -%	4 44%	* 1%	2 11%	* 5%	* 17%	- -%	1 41%	- -%	- -%	* 2%	- -%	* 11%	4 24%	* 2%	* 4%
Reliability/quality of service	6 11%	- -%	4 15%	- -%	2 11%	* 8%	1 2%	5 58%	- -%	- -%	2 13%	- -%	* 5%	- -%	- -%	* 3%	- -%	* 1%	- -%	1 20%	- -%	5 26%	* 2%	- -%
Quality of sound	4 8%	- -%	4 15%	- -%	- -%	* 4%	- -%	4 47%	- -%	- -%	- -%	* -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	4 21%	- -%	- -%
Video messaging	3 5%	1 8%	1 3%	1 16%	* 2%	* 7%	2 6%	* 2%	* 5%	1 11%	1 9%	* 3%	* 3%	* 14%	- -%	1 44%	- -%	- -%	* 10%	- -%	* 1%	1 4%	1 12%	* 1%
Conference calling	2 4%	- -%	1 5%	* 5%	- -%	* 10%	2 4%	* 3%	- -%	1 12%	1 4%	* 1%	* 4%	* 7%	- -%	- -%	- -%	* 1%	- -%	- -%	1 35%	1 3%	* 7%	- -%
So can use 'free'/pre-paid/bundled/time-specific Minutes	1 3%	- -%	* 1%	1 12%	* 1%	- -%	1 3%	* 2%	- -%	* 3%	1 8%	- -%	* 6%	- -%	- -%	1 44%	- -%	- -%	- -%	* 4%	- -%	- -%	* 5%	- -%
Picture messaging	* 1%	- -%	- -%	* 3%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 9%	- -%	- -%	- -%
The number is stored on the handset	* *%	- -%	- -%	- -%	* 1%	- -%	* *%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%

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

Table 94 (continuation)
 <Q7A3> Why do you choose to use VoIP for making calls from your place of work rather than your <other services used>
 by Crossbreak
 Base: All using VoiP

Total	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	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	98	5	15	14	31	38	60	26	10	15	18	28	13	8	6	5	4	10	13	10	7	24	20	5
Total	51	10	26	8	15	3	41	8	2	10	12	14	2	1	1	2	2	8	4	4	3	18	5	7
Other (specify)	2	-	-	-	2	*	1	1	-	*	-	2	-	-	-	-	-	*	-	-	1	-	1	-
	3%	-%	-%	-%	11%	5%	2%	11%	-%	**	-%	13%	-%	-%	-%	-%	-%	**	-%	-%	25%	-%	21%	-%
Don't know	2	-	*	*	1	*	1	*	*	-	*	-	*	-	*	*	-	-	-	1	-	1	-	-
	4%	-%	1%	5%	8%	1%	3%	3%	2%	-%	3%	-%	11%	-%	3%	13%	-%	-%	-%	26%	-%	4%	-%	-%

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Table 94 (continuation)
 <Q7A3> Why do you choose to use VoIP for making calls from your place of work rather than your <other services used>
 by Crossbreak
 Base: All using VoIP

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo rks/ Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	98	4	6	4	2	4	5	11	8	5	49	11	16	22	9	89
Total	51	1	2	3	5	8	1	6	9	8	43	2	4	3	13	38
Price	27	-	1	1	5	3	*	5	8	1	24	1	3	1	9	19
	53%	-%	68%	47%	100%	33%	51%	72%	88%	10%	55%	39%	57%	31%	66%	49%
Use to call certain numbers	17	-	1	-	5	-	-	-	6	4	15	-	1	1	9	8
	33%	-%	59%	-%	98%	-%	-%	-%	64%	46%	36%	-%	20%	24%	66%	21%
Convenience/ease of use	15	*	*	1	-	1	-	2	-	8	12	*	1	1	5	10
	29%	30%	9%	50%	-%	15%	-%	26%	-%	89%	29%	28%	31%	34%	39%	26%
To contact other VoIP users / customer preference	6	*	-	-	-	4	-	*	1	-	6	-	*	-	-	6
	12%	36%	-%	-%	-%	52%	-%	2%	12%	-%	13%	-%	6%	-%	-%	16%
Reliability/ quality of service	6	-	-	-	-	-	*	1	-	5	5	*	*	*	-	6
	11%	-%	-%	-%	-%	-%	7%	12%	-%	53%	13%	6%	1%	4%	-%	15%
Quality of sound	4	-	-	-	-	-	*	-	-	4	4	*	-	-	-	4
	8%	-%	-%	-%	-%	-%	7%	-%	-%	45%	9%	3%	-%	-%	-%	10%
Video messaging	3	-	-	*	-	-	*	1	-	-	1	1	*	*	*	2
	5%	-%	-%	3%	-%	-%	41%	16%	-%	-%	3%	57%	7%	4%	3%	6%
Conference calling	2	-	*	-	-	-	-	-	-	*	*	*	1	*	1	1
	4%	-%	5%	-%	-%	-%	-%	-%	-%	1%	*%	3%	32%	13%	9%	2%
So can use 'free'/ pre-paid/bundled/ time-specific Minutes	1	-	-	-	-	-	-	1	-	-	1	*	-	*	-	1
	3%	-%	-%	-%	-%	-%	-%	16%	-%	-%	2%	10%	-%	9%	-%	4%
Picture messaging	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%	1%
The number is stored on the handset	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	*%
Other (specify)	2	-	-	-	-	-	-	2	-	-	2	-	-	*	-	2
	3%	-%	-%	-%	-%	-%	-%	26%	-%	-%	4%	-%	-%	5%	-%	5%

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

Table 94 (continuation)
 <Q7A3> Why do you choose to use VoIP for making calls from your place of work rather than your <other services used>
 by Crossbreak
 Base: All using VoiP

Total	LOCATION														OFFICE LOCATION	
	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)
Unweighted row	98	4	6	4	2	4	5	11	8	5	49	11	16	22	9	89
Total	51	1	2	3	5	8	1	6	9	8	43	2	4	3	13	38
Don't know	2	*	-	-	-	-	-	-	1	-	1	-	*	*	-	2
	4%	34%	-%	-%	-%	-%	-%	-%	11%	-%	3%	-%	6%	11%	-%	5%

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

Table 94 (continuation)
 <Q7A3> Why do you choose to use VoIP for making calls from your place of work rather than your <other services used>
 by Crossbreak
 Base: All using VoIP

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo (d)	Fixed broadband (e)	MoBILE (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff provider (b)	Both (c)	
Unweighted row	98	53	7	10	8	19	44	80	77	49	83	90	31	31	21	46	27	98	32	-	14	5	73	23	19	42	52	4
Total	51	33	2	3	2	11	18	45	38	18	39	50	14	12	5	16	5	51	8	-	11	1	38	6	5	17	30	4
Price	27 53%	19 57%	1 53%	1 34%	1 51%	5 45%	8 44%	23 51%	24 61%	12 68%	24 62%	27 53%	12 86%	4 34%	2 51%	6 39%	2 41%	27 53%	4 46%	-	2 21%	*	20 54%	3 45%	2 53%	4 26%	23 76%	*
Use to call certain numbers	17 33%	16 48%	* 15%	* 16%	- -	- -	1 4%	17 38%	16 42%	6 35%	16 41%	17 34%	6 40%	1 7%	1 11%	1 8%	1 15%	17 33%	1 11%	-	1 7%	-	16 43%	1 15%	* 10%	* 2%	12 41%	4 90%
Convenience/ease of use	15 29%	7 22%	-	* 9%	1 46%	7 62%	8 44%	12 26%	11 28%	4 21%	11 27%	15 29%	1 8%	6 48%	* 9%	6 37%	1 29%	15 29%	2 25%	-	4 37%	*	8 21%	1 19%	* 9%	5 32%	5 18%	4 92%
To contact other VoIP users / customer preference	6 12%	5 14%	* 6%	* 9%	- -	1 9%	1 7%	6 13%	1 4%	1 7%	1 4%	6 12%	1 8%	1 9%	* 5%	1 9%	* 9%	6 12%	2 22%	-	5 40%	*	5 13%	1 19%	* 6%	5 28%	1 4%	-
Reliability/quality of service	6 11%	* -	- -	- -	1 41%	5 43%	5 31%	4 9%	2 4%	1 5%	2 4%	6 11%	2 11%	5 45%	* 1%	5 34%	1 18%	6 11%	1 11%	-	4 34%	-	* %	1 14%	* 1%	* 1%	5 18%	-
Quality of sound	4 8%	- -	- -	- -	* 3%	4 36%	4 22%	4 8%	* %	* 1%	* %	4 8%	- -	4 32%	- -	4 23%	* 1%	4 8%	* 1%	-	4 33%	-	- -	- -	- -	* %	4 13%	-
Video messaging	3 5%	2 7%	* 24%	- -	- -	* 3%	3 6%	2 6%	* 6%	2 3%	2 6%	3 5%	* 1%	1 5%	2 23%	* 10%	3 4%	* 5%	3 1%	-	* 4%	* 8%	3 7%	* 8%	1 22%	1 7%	1 5%	-
Conference calling	2 4%	2 6%	- -	- -	* 6%	- -	* 1%	2 4%	1 4%	* 1%	1 4%	2 4%	* 2%	* %	- -	* %	* 3%	2 4%	* 3%	-	1 5%	-	2 5%	* 1%	- -	* %	2 6%	-
So can use 'free'/pre-paid/bundled/time-specific Minutes	1 3%	1 4%	- -	- -	- -	- -	- -	1 3%	1 4%	* 1%	1 4%	1 3%	- -	- -	1 21%	1 6%	- -	1 3%	* 3%	-	- -	- -	1 4%	- -	1 22%	* 2%	1 3%	-
Picture messaging	* 1%	- -	* 15%	- -	- -	- -	* 2%	* 1%	* 1%	- -	* 1%	* 1%	- -	* 2%	- -	* 2%	* 6%	* 1%	- -	- -	- -	* 1%	* 5%	- -	- -	* -	* 1%	-
The number is stored on the handset	* %	* %	- -	- -	- -	- -	- -	* %	- -	- -	- -	* %	- -	* 1%	- -	* 1%	- -	* %	- -	- -	* 1%	- -	* %	- -	- -	- -	* %	-

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

Table 94 (continuation)
 <Q7A3> Why do you choose to use VoIP for making calls from your place of work rather than your <other services used>
 by Crossbreak
 Base: All using VoiP

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard lines (a)	Smartphones (b)	Standard mobile (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	98	53	7	10	8	19	44	80	77	49	83	90	31	31	21	46	27	98	32	-	14	5	73	23	19	42	52	4
Total	51	33	2	3	2	11	18	45	38	18	39	50	14	12	5	16	5	51	8	-	11	1	38	6	5	17	30	4
Other (specify)	2 3%	* 1%	* 2%	- -	1 38%	- -	1 5%	* 1%	* 1%	1 5%	1 3%	1 2%	* *	1 8%	* 2%	1 6%	1 17%	2 3%	1 9%	- -	- -	- -	* 1%	* 2%	* 2%	* 1%	2 5%	- -
Don't know	2 4%	1 2%	- -	1 33%	- -	* 4%	1 8%	2 4%	2 5%	1 4%	2 5%	2 4%	1 4%	1 6%	1 21%	2 10%	* 1%	2 4%	1 8%	- -	- -	- -	2 5%	1 12%	1 21%	2 11%	* *	- -

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

Table 94 (continuation)
 <Q7A3> Why do you choose to use VoIP for making calls from your place of work rather than your <other services used>
 by Crossbreak
 Base: All using VoiP

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro re vider for ntal and calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	98	13	33	51	1	30	5	63	18	5	36	79	14	5	36	41	21	6	91	1	26	12	13	5	2
Total	51	9	21	21	*	10	6	35	5	*	18	46	5	1	23	26	3	2	50	*	21	4	2	*	*
Price	27 53%	7 73%	7 35%	13 63%	-	6 58%	5 88%	17 47%	3 55%	* 49%	5 28%	23 51%	4 85%	* 28%	9 41%	17 67%	1 27%	1 66%	26 53%	-	11 55%	3 86%	1 67%	* 47%	* 100%
Use to call certain numbers	17 33%	5 57%	5 25%	6 30%	-	1 5%	5 94%	11 31%	* 5%	-	5 26%	16 36%	* 1%	* 38%	11 49%	5 19%	1 23%	* 15%	17 33%	-	7 36%	1 38%	1 52%	-	-
Convenience/ease of use	15 29%	1 16%	7 34%	6 30%	*	2 21%	* 1%	13 36%	* 4%	-	6 31%	14 31%	* 10%	* 21%	5 24%	9 35%	1 20%	* 19%	15 29%	* 100%	3 12%	* 5%	* 22%	* 38%	-
To contact other VoIP users / customer preference	6 12%	* 1%	5 23%	1 5%	-	* 1%	-	6 17%	-	-	4 24%	5 11%	1 21%	-	4 20%	1 4%	1 17%	-	6 12%	* 100%	5 22%	-	-	-	-
Reliability/quality of service	6 11%	-	1 4%	5 22%	*	1 1%	-	6 16%	* 1%	*	6 16%	* 12%	*	-	* 1%	6 21%	-	-	6 11%	-	* 1%	-	-	-	-
Quality of sound	4 8%	-	-	4 18%	-	-	-	4 11%	-	-	-	4 8%	-	-	-	4 15%	-	-	4 8%	-	-	-	-	-	-
Video messaging	3 5%	-	3 12%	* 1%	-	2 15%	-	1 3%	1 30%	* 25%	2 11%	2 5%	* 3%	* 13%	1 4%	1 5%	* 15%	1 54%	2 3%	-	1 5%	* 8%	* 7%	* 15%	-
Conference calling	2 4%	* 2%	2 8%	* 1%	-	2 16%	* 1%	* 1%	-	-	2 9%	2 4%	-	-	1 3%	1 4%	* 3%	-	2 4%	-	1 6%	* 1%	-	* 15%	-
So can use 'free'/pre-paid/bundled/time-specific Minutes	1 3%	-	1 5%	* 2%	-	1 13%	-	-	1 20%	-	1 8%	1 3%	-	-	* 2%	1 4%	-	1 54%	* 1%	-	1 6%	-	-	-	-
Picture messaging	* 1%	-	* 1%	-	-	-	-	* 1%	-	-	-	-	-	*	-	-	*	-	*	-	-	-	-	-	-

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

Table 94 (continuation)
 <Q7A3> Why do you choose to use VoIP for making calls from your place of work rather than your <other services used>
 by Crossbreak
 Base: All using VoiP

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro re iver (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN PC (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oducts (b)	2 pr oducts (c)	pro ducts (c)	No ducts (a)	1 pr oducts (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)
Unweighted row	98	13	33	51	1	30	5	63	18	5	36	79	14	5	36	41	21	6	91	1	26	12	13	5	2
Total	51	9	21	21	*	10	6	35	5	*	18	46	5	1	23	26	3	2	50	*	21	4	2	*	*
The number is stored on the handset	*	-	-	-	*	-	-	*	-	-	-	*	-	-	-	*	-	-	*	-	*	-	-	-	-
	%	-%	-%	-%	100%	-%	-%	%	-%	-%	-%	%	-%	-%	-%	%	-%	-%	%	-%	%	-%	-%	-%	-%
Other (specify)	2	-	-	2	-	*	-	2	*	-	*	2	-	-	*	2	*	*	2	-	*	*	*	-	-
	3%	-%	-%	8%	-%	1%	-%	5%	2%	-%	1%	4%	-%	-%	%	6%	4%	5%	3%	-%	%	3%	5%	-%	-%
Don't know	2	*	1	1	-	2	*	-	1	*	2	2	-	-	2	-	-	-	2	-	1	-	*	-	-
	4%	3%	5%	3%	-%	15%	5%	-%	28%	9%	11%	4%	-%	-%	8%	-%	-%	-%	4%	-%	6%	-%	2%	-%	-%

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

Table 94 (continuation)
 <Q7A3> Why do you choose to use VoIP for making calls from your place of work rather than your <other services used>
 by Crossbreak
 Base: All using VoiP

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	98	26	10	10	7	3
Total	51	21	1	1	1	*
Price	27 53%	8 41%	1 71%	* 39%	1 73%	* 58%
Use to call certain numbers	17 33%	10 49%	* 32%	- -%	- -%	- -%
Convenience/ease of use	15 29%	5 25%	* 9%	* 51%	* 21%	* 42%
To contact other VoIP users / customer preference	6 12%	5 22%	- -%	- -%	- -%	- -%
Reliability/ quality of service	6 11%	* 1%	- -%	- -%	- -%	* 42%
Quality of sound	4 8%	- -%	- -%	- -%	- -%	- -%
Video messaging	3 5%	1 7%	* 20%	* 5%	* 6%	- -%
Conference calling	2 4%	1 6%	* 3%	- -%	- -%	- -%
So can use 'free'/ pre-paid/bundled/ time-specific Minutes	1 3%	1 7%	- -%	- -%	- -%	- -%
Picture messaging	* 1%	* 1%	- -%	- -%	- -%	- -%
The number is stored on the handset	* *%	* *%	- -%	- -%	- -%	* 42%

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

Table 94 (continuation)
 <Q7A3> Why do you choose to use VoIP for making calls from your place of work rather than your <other services used>
 by Crossbreak
 Base: All using VoiP

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)		
Unweighted row	98	26	10	10	7	3
Total	51	21	1	1	1	*
Other (specify)	2 3%	- -%	* 6%	* 12%	* 13%	- -%
Don't know	2 4%	1 6%	- -%	* 4%	- -%	- -%

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

Table 95
 <Q7B> Why don't you make all your work calls from mobile phones or smartphones instead of making calls via a fixedlandline phone?
 by Crossbreak
 Base: All using mobile phones

	COMPANY SIZE						NO.SITES			TURNOVER						SECTOR									
	Total	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	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)	
Unweighted row	315	32	105	67	70	73	235	60	18	76	78	78	31	15	10	13	27	50	37	46	13	77	35	17	
Total	290	74	224	34	27	5	254	30	3	125	83	42	7	1	1	9	24	48	35	49	11	76	24	13	
Price of calls/ certain calls too high	88 31%	18 25%	61 27%	16b 48%	9 33%	2 42%	82 32%	6 18%	1 37%	42 33%	17 21%	22 53%	2 32%	* 25%	* 19%	3 32%	7 28%	21 43%	14 40%	12 25%	7 60%	20 26%	3 14%	2 17%	
Reliability of connection	71 24%	15 20%	61c 27%	3 10%	6 21%	1c 24%	59 23%	10 33%	1 55%	24 19%	24 29%	6 15%	1 19%	* 29%	* 8%	* 1%	4 15%	16 34%	5 15%	20 40%	1 10%	14 18%	5 23%	5 41%	
Quality of line / calls	49 17%	7 9%	43 19%	3 8%	2 8%	1 17%	43 17%	6 20%	* 9%	21 17%	15 18%	8 18%	* 5%	* 15%	* 8%	- %	5 19%	6 13%	3 8%	14 28%	* 1%	12 16%	4 19%	4 33%	
Coverage / black spots	46 16%	14 19%	42 19%	2 6%	1 5%	1 12%	40 16%	6 21%	* 5%	21 17%	9 11%	9 21%	1 11%	- %	* 5%	* %	* 2%	10 21%	5 14%	17 35%	* 2%	7 9%	6 24%	1 4%	
Habit	17 6%	9 12%	14 6%	2 6%	1 5%	* 1%	13 5%	4 14%	- %	12 9%	4 5%	1 3%	* 1%	- %	- %	3 32%	* 2%	1 2%	* 1%	2 4%	2 22%	8 10%	- %	- %	
Inconvenient/ Difficult to use	16 6%	- %	10 5%	3 9%	3 11%	* 2%	15 6%	* 1%	1 38%	5 4%	8 10%	2 4%	1 8%	- %	- %	* 5%	8 35%	1 4%	1 3%	2 3%	2 14%	1 2%	* 2%	* 4%	
Easier / convenient	13 4%	- %	10 5%	2 6%	* 1%	* 4%	9 4%	1 4%	* 3%	4 3%	7 8%	1 4%	* 4%	* 8%	* 7%	- %	4 15%	4 9%	* 1%	* %	* 2%	* %	- %	4 29%	
Quality of customer service	12 4%	4 5%	12 5%	* %	* 1%	- %	8 3%	4 13%	- %	4 3%	8 10%	- %	- %	- %	- %	- %	- %	- %	- %	4 8%	- %	4 5%	* 1%	4 31%	
Prefer Landline / traditional methods / Better impression / more professional	10 4%	5 6%	9 4%	* %	1 4%	- %	10 4%	* 1%	- %	8 6%	1 1%	* %	1 11%	- %	- %	- %	- %	- %	* 1%	9 18%	- %	1 1%	* 1%	- %	
Don't want to reveal mobile number to every one / need a base/office number	9 3%	* 1%	7 3%	* 1%	1 4%	- %	4 1%	5 15%	* 17%	* %	2 3%	5 13%	1 11%	- %	- %	- %	* 1%	- %	* 1%	5 11%	- %	2 3%	* 2%	- %	

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

Table 95 (continuation)
 <Q7B> Why don't you make all your work calls from mobile phones or smartphones instead of making calls via a fixedlandline phone?
 by Crossbreak
 Base: All using mobile phones

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	Total	1 to 4 (a)	1 to 9 (b)	5 to 49 (c)	50 to 249 (d)	1 to 5 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m to £25m+ (e)	£25m+ (f)	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	315	32	105	67	70	73	235	60	18	76	78	78	31	10	13	27	50	37	46	13	77	35	17	
Total	290	74	224	34	27	5	254	30	3	125	83	42	7	1	9	24	48	35	49	11	76	24	13	
Depends on the call / use Landlines for certain calls	6 2%	4 5%	5 2%	* *%	* 1%	- -	6 2%	- -	- -	4 3%	2 2%	- -	- -	- -	- -	- -	1 3%	- -	* 1%	- -	* *%	4 17%	- -	
Mobile only available to certain staff members	6 2%	- -	3 1%	1 4%	2 6%	*b 6%	6 2%	* 1%	- -	- -	2 3%	2 5%	1 17%	* 4%	- -	- -	* 1%	- -	1 3%	- -	4 5%	* 1%	* 1%	
Price of equipment / kit	4 1%	- -	2 1%	* *%	1 5%	*BC 8%	3 1%	1 2%	* 2%	- -	2 3%	1 3%	* 6%	- -	- -	- -	- -	* 1%	* *%	1 7%	2 3%	* 1%	* 1%	
Additional features - Conference call / Recording calls / security / transfer calls	3 1%	- -	- -	2B 5%	1B 4%	*B 2%	3 1%	* *%	- -	1 1%	* 1%	1 4%	- -	* 8%	- -	- -	* 1%	2 4%	- -	- -	- -	1 1%	- -	- -
No reason - we do already use mobiles quite a lot	1 *%	- -	- -	- -	1b 3%	- -	- -	1 3%	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	
People prefer fixed line / landline telephone number	1 *%	- -	* *%	- -	* *%	*Bc 4%	1 *%	* 1%	- -	- -	* *%	* *%	- -	* 10%	- -	- -	* 1%	* *%	* *%	- -	- -	* *%	- -	- -
Inconvenient/Difficult to manage billing	* *%	- -	* *%	- -	- -	- -	* *%	- -	- -	* *%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 1%	- -	- -
Concerned about impact on health	* *%	* *%	* *%	- -	- -	* 1%	* *%	- -	- -	- -	- -	* *%	- -	- -	- -	- -	- -	* *%	- -	* 2%	- -	- -	- -	- -
Other (WRITE IN)	34 12%	11 15%	28 12%	4 13%	2 7%	* 6%	33 13%	1 3%	* 2%	19 15%	9 11%	1 2%	1 8%	* 12%	- -	2 25%	* 2%	* 1%	12 33%	1 2%	1 5%	16 21%	2 9%	- -

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

Table 95 (continuation)
 <Q7B> Why don't you make all your work calls from mobile phones or smartphones instead of making calls via a fixedlandline phone?
 by Crossbreak
 Base: All using mobile phones

Total	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Pr mary ind ustry (a)	Man ufacturing (b)	Co nstruction (c)	Whole sale/ retail port/ Comm unica tions (d)	Re tail (e)	Finan cial ser vices (f)	Other ser vices (g)	Pu blic and ser vices (h)	Other (i)	
Unweighted row	315	32	105	67	70	73	235	60	18	76	78	78	31	15	10	13	27	50	37	46	13	77	35	17
Total	290	74	224	34	27	5	254	30	3	125	83	42	7	1	1	9	24	48	35	49	11	76	24	13
(Not sure)	18	5	13	3	2	1	17	1	*	6	6	2	*	*	1	-	4	3	*	1	-	7	3	1
	6%	7%	6%	10%	6%	14%	7%	3%	5%	5%	7%	4%	1%	4%	71%	-%	16%	7%	*%	1%	-%	9%	13%	5%

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

Table 95 (continuation)
 <Q7B> Why don't you make all your work calls from mobile phones or smartphones instead of making calls via a fixedlandline phone?
 by Crossbreak
 Base: All using mobile phones

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo rks/Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	315	11	27	13	9	9	28	26	22	13	158	49	48	60	44	271
Total	290	9	26	24	25	29	29	39	46	28	254	12	15	8	88	202
Price of calls/ certain calls too high	88 31%	1 9%	10 39%	1 5%	8 33%	7 24%	9 30%	20 52%	17 36%	4 14%	77 30%	4 37%	5 30%	3 34%	23 26%	65 32%
Reliability of connection	71 24%	3 32%	3 10%	4 16%	5 20%	8 29%	3 9%	10 24%	19 40%	12 43%	65 26%	2 14%	3 18%	1 16%	28 31%	43 21%
Quality of line / calls	49 17%	- -%	3 11%	- -%	5 21%	8 29%	5 18%	10 24%	9 20%	5 18%	45 18%	1 11%	1 8%	1 15%	14 16%	35 17%
Coverage / black spots	46 16%	* 5%	2 9%	4 16%	5 20%	4 14%	7 24%	* 1%	14 30%	4 14%	41 16%	1 9%	3 20%	1 18%	25 29%	21 10%
Habit	17 6%	3 36%	3 11%	1 3%	- -%	- -%	4 15%	4 11%	2 3%	- -%	17 7%	- -%	* 2%	- -%	2 3%	15 7%
Inconvenient/ Difficult to use	16 6%	1 9%	3 13%	1 5%	5 20%	- -%	1 2%	1 2%	1 -%	- -%	13 5%	2 14%	1 9%	* 6%	7 7%	10 5%
Easier / convenient	13 4%	- -%	3 11%	4 16%	- -%	- -%	* 1%	- -%	- -%	5 18%	12 5%	* 1%	* 2%	* 2%	- -%	13 6%
Quality of customer service	12 4%	- -%	- -%	- -%	4 14%	- -%	- -%	- -%	- -%	8 27%	12 5%	* 1%	- -%	* 4%	4 5%	8 4%
Prefer Landline / traditional methods / Better impression / more professional	10 4%	- -%	- -%	- -%	- -%	4 14%	- -%	1 2%	- -%	4 14%	9 3%	1 6%	* 2%	1 6%	- -%	10 5%
Don't want to reveal mobile number to every one / need a base/office number	9 3%	- -%	* 2%	- -%	- -%	- -%	2 8%	1 2%	5 10%	- -%	8 3%	* 3%	* 2%	- -%	- -%	9 4%

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Table 95 (continuation)
 <Q7B> Why don't you make all your work calls from mobile phones or smartphones instead of making calls via a fixedlandline phone?
 by Crossbreak
 Base: All using mobile phones

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	315	11	27	13	9	9	28	26	22	13	158	49	48	60	44	271
Total	290	9	26	24	25	29	29	39	46	28	254	12	15	8	88	202
Depends on the call / use Landlines for certain calls	6 2%	- -%	- -%	4 16%	- -%	- -%	* 1%	- -%	- -%	- -%	4 2%	* 3%	1 7%	* 1%	1 1%	5 2%
Mobile only available to certain staff members	6 2%	- -%	3 11%	1 5%	* 4%	- -%	- -%	- -%	1 2%	* 3%	5 2%	* 2%	- -%	* 5%	- -%	6 3%
Price of equipment / kit	4 1%	- -%	- -%	- -%	- -%	- -%	2 8%	1 2%	- -%	* 3%	3 1%	* 2%	* 2%	* 3%	- -%	4 2%
Additional features - Conference call / Recording calls / security / transfer calls	3 1%	- -%	* 2%	* 4%	- -%	1 4%	- -%	1 3%	- -%	- -%	3 1%	- -%	* 2%	- -%	- -%	3 2%
No reason - we do already use mobiles quite a lot	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	1 *%
People prefer fixed line / landline telephone number	1 *%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	* 3%	*J 3%	- -%	* 1%	- -%	1 *%
Inconvenient/Difficult to manage billing	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	*J 3%	- -%	- -%	- -%	* *%
Concerned about impact on health	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	*J 3%	- -%	* *%
Other (WRITE IN)	34 12%	- -%	2 7%	4 16%	7 27%	4 14%	5 19%	4 11%	6 12%	- -%	32 13%	1 9%	* 3%	1 11%	14 16%	20 10%
(Not sure)	18 6%	1 10%	3 12%	1 5%	- -%	- -%	3 9%	1 2%	5 10%	- -%	13 5%	1 12%	3 20%	1 8%	7 8%	11 6%

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Table 95 (continuation)
 <Q7B> Why don't you make all your work calls from mobile phones or smartphones instead of making calls via a fixedlandline phone?
 by Crossbreak
 Base: All using mobile phones

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobile phones (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mobile (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	315	241	22	25	9	18	74	295	273	166	315	289	98	69	43	96	50	92	38	-	-	23	287	55	41	41	48	2
Total	290	273	4	4	3	6	17	283	249	119	290	255	77	18	8	25	9	43	18	-	-	33	280	10	8	16	23	4
Price of calls/certain calls too high	88 31%	81 30%	1 34%	1 25%	1 32%	4 69%	7 44%	85 30%	68 27%	52 44%	88 31%	87 34%	29 38%	6 34%	4 47%	10 39%	3 35%	17 39%	7 42%	-	-	1 2%	84 30%	4 38%	4 47%	4 23%	13 57%	-
Reliability of connection	71 24%	66 24%	1 25%	1 34%	1 28%	1 17%	4 25%	70c 25%	70C 28%	9 7%	71c 24%	57c 22%	22 29%	3 16%	2 22%	4 17%	1 15%	2 14%	2 11%	-	-	13 40%	69 25%	1 13%	2 21%	3 17%	4 17%	4 92%
Quality of line / calls	49 17%	47 17%	* 6%	1 18%	- %	1 15%	2 11%	48 17%	46 19%	7 6%	49 17%	40 16%	12 16%	1 7%	1 10%	2 7%	* 6%	3 7%	1 7%	-	-	9 27%	48 17%	1 6%	1 9%	1 8%	2 7%	-
Coverage / black spots	46 16%	46 17%	- %	* 7%	- %	* 1%	* 2%	46 16%	40 16%	11 9%	46 16%	37 15%	7 9%	1 4%	* 4%	1 4%	* 5%	1 1%	* 1%	-	-	9 27%	46 16%	1 6%	* 4%	* 2%	* 1%	-
Habit	17 6%	17 6%	- %	- %	* 2%	* 7%	* 3%	17 6%	12 5%	12 10%	17 6%	15 6%	1 1%	2 13%	-	2 10%	* 1%	5 12%	* %	-	-	2 6%	17 6%	-	-	5 30%	* 2%	-
Inconvenient/Difficult to use	16 6%	16 6%	* 7%	* 4%	- %	* 6%	1 5%	16 6%	15 6%	4 4%	16 6%	16 6%	3 4%	1 5%	1 10%	2 6%	1 7%	5 12%	1 3%	-	-	-	16 6%	1 9%	1 10%	* 1%	5 20%	* 8%
Easier / convenient	13 4%	12 5%	- %	* 8%	- %	* 2%	* 3%	13 5%	12 5%	5 4%	13 4%	9 3%	* %	* 1%	* 5%	1 2%	* 5%	2 4%	* 1%	-	-	4 13%	13 5%	-	* 4%	* 1%	2 7%	-
Quality of customer service	12 4%	12 4%	- %	- %	- %	- %	- %	12 4%	12 5%	* %	12 4%	12 5%	4 5%	- %	- %	- %	- %	- %	- %	- %	- %	- %	12 4%	- %	- %	- %	- %	- %
Prefer Landline / traditional methods / Better impression / more professional	10 4%	10 4%	- %	- %	- %	* 2%	* 1%	10 4%	10 4%	4 4%	10 4%	10 4%	4 6%	* 1%	- %	* 1%	- %	1 2%	* 1%	-	-	-	10 4%	* 2%	- %	* 3%	* 1%	-
Don't want to reveal mobile number to every one / need a base/office number	9 3%	8 3%	- %	* 10%	- %	- %	* 2%	9 3%	6 2%	3 2%	9 3%	9 3%	- %	* 2%	* 5%	1 3%	* 5%	* 1%	- %	- %	- %	8 3%	* 3%	* 5%	* 3%	- %	- %	

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Table 95 (continuation)
 <Q7B> Why don't you make all your work calls from mobile phones or smartphones instead of making calls via a fixedlandline phone?
 by Crossbreak
 Base: All using mobile phones

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET Mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)		
Unweighted row	315	241	22	25	9	18	74	295	273	166	315	289	98	69	43	96	50	92	38	-	-	23	287	55	41	41	48	2	
Total	290	273	4	4	3	6	17	283	249	119	290	255	77	18	8	25	9	43	18	-	-	33	280	10	8	16	23	4	
Depends on the call / use Landlines for certain calls	6 2%	6 2%	- -%	- -%	- -%	- -%	- -%	6 2%	2 1%	4 3%	6 2%	2 1%	* -%	- -%	- -%	- -%	- -%	- -%	*	-	-	4 12%	6 2%	- -%	- -%	- -%	- -%	- -%	
Mobile only available to certain staff members	6 2%	4 2%	1 29%	- -%	- -%	* 4%	1 8%	6 2%	6 2%	3 3%	6 2%	6 2%	* -%	2 13%	- -%	2abde 9%	- -%	- -%	*	-	-	-	6 2%	1 11%	- -%	- -%	* 1%	- -%	
Price of equipment / kit	4 1%	3 1%	* 5%	* 1%	1 30%	- -%	1 6%	3 1%	1 -%	4 3%	4 1%	3 1%	* -%	1 4%	* 2%	1 3%	1 14%	1 3%	* 1%	-	-	-	3 1%	1 6%	* 2%	* 2%	1 4%	- -%	
Additional features - Conference call / Recording calls / security / transfer calls	3 1%	3 1%	- -%	- -%	* 3%	- -%	* 1%	3 1%	2 1%	3 3%	3 1%	3 1%	1 1%	* 2%	- -%	* 1%	* 1%	2 5%	* -%	-	-	-	3 1%	* 3%	- -%	1 8%	1 4%	- -%	
No reason - we do already use mobiles quite a lot	1 -%	- -%	- -%	- -%	1 28%	- -%	1 5%	- -%	1 -%	- -%	1 -%	1 -%	1 1%	1 4%	- -%	1Ad 3%	1 9%	1 2%	1 4%	-	-	-	-	1 8%	- -%	- -%	- -%	1 3%	- -%
People prefer fixed line / landline telephone number	1 -%	1 -%	- -%	- -%	* 6%	- -%	* 1%	1 -%	1 -%	* -%	1 -%	1 -%	* -%	* 1%	- -%	* -%	* 2%	* 1%	* 1%	-	-	-	1 -%	* 1%	- -%	* 1%	* -%	- -%	
Inconvenient/Difficult to manage billing	* -%	* -%	- -%	- -%	- -%	- -%	- -%	* -%	* -%	- -%	* -%	* -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	-	-	-	* -%	- -%	- -%	- -%	- -%	- -%	
Concerned about impact on health	* -%	* -%	* 2%	- -%	- -%	- -%	* -%	* -%	* -%	- -%	* -%	* -%	- -%	* -%	- -%	* -%	* 1%	* -%	* -%	-	-	-	* -%	* 1%	- -%	- -%	* -%	- -%	
Other (WRITE IN)	34 12%	34 12%	- -%	* 3%	- -%	- -%	* 1%	34 12%	33 13%	15 13%	34 12%	25 10%	2 3%	1 7%	* 2%	1 5%	1 8%	* -%	5 27%	-	-	9 27%	34 12%	1 13%	* 2%	* -%	* -%	- -%	

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Table 95 (continuation)
 <Q7B> Why don't you make all your work calls from mobile phones or smartphones instead of making calls via a fixedlandline phone?
 by Crossbreak
 Base: All using mobile phones

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not stand alone (f)	Sta ndard land lines (a)	Sm artph ones (b)	Sta ndard mo biles (c)	NET Mo biles (d)	Fixed broad band (e)	Mo bile broad band (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/ Private circuits (j)	VoIP (k)	Video confer encing (l)	LL ONLY (a)	LL No Mo bile (b)	LL No BB (c)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both (c)	
Unweighted row	315	241	22	25	9	18	74	295	273	166	315	289	98	69	43	96	50	92	38	-	-	23	287	55	41	41	48	2
Total	290	273	4	4	3	6	17	283	249	119	290	255	77	18	8	25	9	43	18	-	-	33	280	10	8	16	23	4
(Not sure)	18	17	*	1	*	*	1	18	16	7	18	18	10	1	1	1	1	3	*	-	-	*	18	*	1	2	1	-
	6%	6%	5%	22%	3%	3%	8%	6%	7%	6%	6%	7%	14%	3%	12%	5%	14%	6%	*%	-%	-%	1%	6%	3%	12%	11%	4%	-%

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Table 95 (continuation)
 <Q7B> Why don't you make all your work calls from mobile phones or smartphones instead of making calls via a fixedlandline phone?
 by Crossbreak
 Base: All using mobile phones

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other re and calls (b)	Other vider ntal and calls (c)	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel to MFL (e)	
Unweighted row	315	12	26	48	4	131	20	161	43	5	169	269	25	21	132	96	87	4	86	1	120	42	26	14	8
Total	290	9	19	12	2	125	15	148	10	*	172	263	12	14	133	79	77	1	41	*	139	33	11	10	10
Price of calls/ certain calls too high	88 31%	6 70%	5 26%	5 45%	- -%	37 30%	9 63%	41 27%	4 43%	* 58%	55 32%	79 30%	3 24%	6 43%	42 31%	21 26%	26 34%	1 84%	16 38%	* 100%	46 33%	15 46%	7 62%	8 81%	10 96%
Reliability of connection	71 24%	* *%	6 31%	3 28%	1 48%	28 22%	1 4%	42 28%	2 21%	- -%	49 29%	61 23%	5 40%	4 31%	30 22%	15 19%	25 33%	* 8%	10 25%	- -%	36 26%	6 19%	1 11%	* *%	- -%
Quality of line / calls	49 17%	- -%	2 8%	1 10%	- -%	23 18%	* 2%	26 17%	4 4%	- -%	35 20%	43 16%	5 42%	1 6%	25 19%	11 14%	13 16%	* 8%	3 7%	- -%	23 16%	5 14%	* 1%	* 1%	* 1%
Coverage / black spots	46 16%	- -%	- -%	* 2%	* 13%	15 12%	5 31%	27 18%	1 6%	- -%	25 14%	46 17%	* 1%	1 5%	22 16%	10 13%	14 19%	- -%	1 1%	- -%	22 16%	1 2%	1 5%	* 3%	- -%
Habit	17 6%	- -%	4 22%	* 4%	* 18%	8 7%	- -%	9 6%	- -%	- -%	12 7%	17 6%	* 3%	- -%	5 4%	6 8%	6 8%	- -%	5 12%	- -%	7 5%	- -%	- -%	- -%	- -%
Inconvenient/ Difficult to use	16 6%	1 13%	1 6%	2 16%	1 35%	10 8%	- -%	7 4%	1 6%	* 42%	11 6%	15 6%	* 4%	1 4%	10 8%	5 7%	1 1%	- -%	5 12%	- -%	12 9%	8 25%	1 10%	1 6%	* 1%
Easier / convenient	13 4%	- -%	1 7%	* 4%	- -%	6 4%	- -%	7 5%	- -%	- -%	1 1%	13 5%	* 1%	- -%	8 6%	4 5%	* *%	- -%	2 4%	- -%	4 3%	* *%	* 3%	* 1%	- -%
Quality of customer service	12 4%	- -%	- -%	- -%	- -%	8 7%	- -%	4 3%	- -%	- -%	8 5%	12 5%	- -%	* 1%	4 3%	- -%	8 11%	- -%	- -%	- -%	8 6%	- -%	- -%	- -%	- -%
Prefer Landline / traditional methods / Better impression / more professional	10 4%	1 5%	- -%	* 1%	- -%	1 1%	* 2%	8 6%	* 2%	- -%	2 1%	10 4%	- -%	- -%	1 1%	1 1%	8 10%	- -%	1 2%	- -%	9 6%	- -%	- -%	- -%	- -%

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

Table 95 (continuation)
 <Q7B> Why don't you make all your work calls from mobile phones or smartphones instead of making calls via a fixedlandline phone?
 by Crossbreak
 Base: All using mobile phones

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro re vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	315	12	26	48	4	131	20	161	43	5	169	269	25	21	132	96	87	4	86	1	120	42	26	14	8
Total	290	9	19	12	2	125	15	148	10	*	172	263	12	14	133	79	77	1	41	*	139	33	11	10	10
Don't want to reveal mobile number to every one / need a base/office number	9 3%	* 5%	- -%	- -%	- -%	4 3%	- -%	5 3%	* 3%	- -%	8 5%	8 3%	- -%	* 3%	3 2%	1 1%	5 7%	- -%	* 1%	- -%	7 5%	- -%	- -%	- -%	- -%
Depends on the call / use Landlines for certain calls	6 2%	- -%	- -%	- -%	- -%	1 *%	- -%	5 4%	- -%	- -%	1 1%	6 2%	- -%	- -%	5 4%	* 1%	- -%	- -%	- -%	- -%	* *%	1 3%	1 11%	- -%	* 1%
Mobile only available to certain staff members	6 2%	- -%	* *%	* 2%	- -%	1 1%	* 1%	5 3%	1 10%	- -%	4 2%	5 2%	1 9%	- -%	2 1%	1 1%	4 5%	- -%	* 1%	- -%	3 2%	- -%	* 1%	- -%	- -%
Price of equipment / kit	4 1%	- -%	* 1%	1 9%	- -%	2 2%	* 1%	2 1%	* 4%	- -%	2 1%	4 1%	* 2%	- -%	3 2%	1 1%	* *%	* 7%	1 3%	- -%	2 2%	* *%	* 1%	- -%	- -%
Additional features - Conference call / Recording calls / security / transfer calls	3 1%	- -%	1 6%	1 9%	- -%	* *%	- -%	3 2%	* 3%	- -%	1 1%	2 1%	1 8%	- -%	* *%	3 3%	- -%	- -%	2 6%	- -%	2 2%	- -%	- -%	- -%	- -%
No reason - we do already use mobiles quite a lot	1 *%	- -%	1 4%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	1 1%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%
People prefer fixed line / landline telephone number	1 *%	* 1%	- -%	* 2%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	1 *%	- -%	- -%	* *%	- -%	* *%	* 8%	* *%	- -%	* *%	- -%	- -%	- -%	- -%
Inconvenient/Difficult to manage billing	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 95 (continuation)
 <Q7B> Why don't you make all your work calls from mobile phones or smartphones instead of making calls via a fixedlandline phone?
 by Crossbreak
 Base: All using mobile phones

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	315	12	26	48	4	131	20	161	43	5	169	269	25	21	132	96	87	4	86	1	120	42	26	14	8	
Total	290	9	19	12	2	125	15	148	10	*	172	263	12	14	133	79	77	1	41	*	139	33	11	10	10	
Concerned about impact on health	*	-	*	-	-	-	-	*	-	-	*	*	-	-	-	*	*	-	*	-	*	-	-	-	-	-
	%	-%	%	-%	-%	-%	-%	%	-%	-%	%	%	-%	-%	-%	%	%	-%	%	-%	%	-%	-%	-%	-%	-%
Other (WRITE IN)	34	*	*	*	-	21	*	13	1	-	20	33	*	1	16	17	2	-	*	-	15	3	*	1	*	
	12%	1%	%	1%	-%	17%	2%	9%	7%	-%	12%	13%	1%	5%	12%	21%	2%	-%	%	-%	10%	9%	4%	11%	3%	
(Not sure)	18	2	*	*	-	8	*	10	*	-	15	15	1	2	8	4	6	-	3	-	9	2	1	*	-	
	6%	22%	3%	2%	-%	7%	1%	7%	3%	-%	9%	6%	12%	12%	6%	5%	8%	-%	7%	-%	6%	6%	6%	3%	-%	

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

Table 95 (continuation)
 <Q7B> Why don't you make all your work calls from mobile phones or smartphones instead of making calls via a fixedlandline phone?
 by Crossbreak
 Base: All using mobile phones

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some bille (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	315	106	37	17	18	11
Total	290	131	37	13	14	16
Price of calls/ certain calls too high	88 31%	43 33%	14 39%	7 53%	8 57%	11 66%
Reliability of connection	71 24%	43 33%	1 2%	* 2%	* 3%	- -%
Quality of line / calls	49 17%	22 17%	1 4%	* 1%	* 2%	* 1%
Coverage / black spots	46 16%	20 16%	3 8%	- -%	* 2%	- -%
Habit	17 6%	5 4%	- -%	- -%	- -%	- -%
Inconvenient/ Difficult to use	16 6%	6 5%	6 15%	* 1%	* 1%	* 1%
Easier / convenient	13 4%	8 6%	1 3%	* 2%	* 1%	- -%
Quality of customer service	12 4%	8 6%	- -%	- -%	- -%	- -%
Prefer Landline / traditional methods / Better impression / more professional	10 4%	8 6%	- -%	- -%	- -%	- -%
Don't want to reveal mobile number to every one / need a base/office number	9 3%	7 5%	- -%	- -%	- -%	- -%

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

Table 95 (continuation)
 <Q7B> Why don't you make all your work calls from mobile phones or smartphones instead of making calls via a fixedlandline phone?
 by Crossbreak
 Base: All using mobile phones

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch calls ange to mo (a) (b)	Some bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	315	106	37	17	18	11
Total	290	131	37	13	14	16
Depends on the call / use Landlines for certain calls	6 2%	* *%	4 11%	* 1%	* 1%	* 1%
Mobile only available to certain staff members	6 2%	4 3%	* *%	* 1%	* 2%	- -%
Price of equipment / kit	4 1%	2 2%	* *%	* 1%	* 1%	- -%
Additional features - Conference call / Recording calls / security / transfer calls	3 1%	1 1%	- -%	- -%	- -%	- -%
No reason - we do already use mobiles quite a lot	1 *%	- -%	- -%	- -%	- -%	- -%
People prefer fixed line / landline telephone number	1 *%	1 *%	- -%	- -%	- -%	- -%
Inconvenient/Difficult to manage billing	* *%	- -%	- -%	- -%	- -%	- -%
Concerned about impact on health	* *%	* *%	- -%	- -%	- -%	- -%
Other (WRITE IN)	34 12%	10 8%	7 20%	5 39%	5 37%	5 30%

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

Table 95 (continuation)
 <Q7B> Why don't you make all your work calls from mobile phones or smartphones instead of making calls via a fixedlandline phone?
 by Crossbreak
 Base: All using mobile phones

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a) (b)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	315	106	37	17	18	11
Total	290	131	37	13	14	16
(Not sure)	18 6%	9 7%	1 4%	* 2%	* 2%	* 3%

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

Table 96
 <Q8A> Why don't you use VOIP more often from your place of work instead of making calls via a fixed landline?
 by Crossbreak
 Base: All using VoIP but have other fixed lines

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 to 4 (a)	5 to 9 (b)	10 to 49 (c)	50 to 249 (d)	250 to 499 (e)	1 to 5 (a)	6 to 10 (b)	11+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £1m (c)	£1m to £3m (d)	£3m to £10m (e)	£10m to £25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Transport (e)	Financial services (f)	Other services (g)	Public administration (h)	Other (i)	
Unweighted row	87	4	14	14	28	31	54	22	9	13	17	24	11	8	6	5	4	7	12	9	6	21	18	5
Total	49	9	25	8	13	2	39	8	2	8	12	13	2	1	1	2	2	7	3	3	2	17	5	7
Inconvenient/ Difficult to use	8 17%	* 5%	6 23%	2 20%	1 6%	* 17%	8 21%	* 4%	* 11%	2 20%	6 45%	1 6%	* 9%	* 14%	* 10%	* 3%	* 6%	- -	* 11%	* 4%	* 15%	2 10%	1 16%	5 75%
Not everyone has access	8 17%	5 57%	5 22%	1 10%	1 10%	1 37%	7 18%	1 18%	* 7%	5 62%	1 9%	1 10%	1 26%	* 18%	* 9%	1 41%	* 2%	- -	* 11%	* 10%	* 11%	5 30%	1 22%	* 7%
Quality of line / calls	4 9%	- -	- -	3 31%	2 13%	* 7%	3 7%	1 10%	1 52%	- -	2 15%	- -	- -	* 24%	- -	1 44%	1 51%	* 1%	- -	- -	- -	1 6%	1 32%	- -
Reliability of connection	4 9%	- -	- -	1 14%	3 20%	* 18%	2 6%	1 13%	1 52%	* 2%	2 15%	* *	1 42%	* 47%	- -	1 44%	1 51%	* 1%	* 2%	- -	- -	1 7%	- -	1 14%
Inconvenient/ Difficult to install	4 8%	4 43%	4 15%	* 1%	- -	* 10%	4 10%	* 2%	- -	* 1%	- -	* 1%	* 3%	- -	- -	- -	- -	- -	- -	- -	- -	4 24%	* 4%	- -
Coverage / black spots	4 8%	4 43%	4 15%	* 1%	* 1%	- -	4 10%	* 1%	- -	* 1%	- -	- -	* 4%	- -	- -	- -	- -	- -	* 3%	- -	- -	4 23%	- -	- -
Habit / Always used fixed landline	3 6%	- -	* 1%	2 18%	1 6%	* 5%	3 7%	- -	- -	* 1%	2 14%	- -	- -	* 18%	1 72%	- -	1 42%	- -	* 6%	1 36%	- -	* 2%	* 6%	- -
New technology / have to get used to it	2 5%	- -	2 6%	* 2%	1 5%	* 7%	2 6%	* 2%	- -	1 16%	* 1%	1 6%	* 12%	- -	- -	- -	- -	* 3%	* 7%	* 3%	1 59%	- -	* 6%	* 4%
Price of equipment / kit	2 4%	- -	- -	- -	2 16%	- -	2 6%	- -	- -	- -	- -	1 10%	- -	- -	- -	- -	- -	- -	1 36%	1 27%	- -	- -	- -	- -
Price of calls (unspecified)	* 1%	- -	* 1%	- -	* 1%	* 4%	* 1%	- -	- -	- -	* 2%	* 1%	* 4%	- -	- -	- -	- -	- -	* 7%	- -	- -	* 1%	* 2%	- -
Price of calls to landlines	* 1%	- -	* 1%	- -	- -	- -	* 1%	- -	- -	* 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 6%	- -

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

Table 96 (continuation)
 <Q8A> Why don't you use VOIP more often from your place of work instead of making calls via a fixed landline?
 by Crossbreak
 Base: All using VoIP but have other fixed lines

Total	COMPANY SIZE					NO.SITES			TURNOVER						SECTOR									
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail trade (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)	
Unweighted row	87	4	14	14	28	31	54	22	9	13	17	24	11	8	6	5	4	7	12	9	6	21	18	5
Total	49	9	25	8	13	2	39	8	2	8	12	13	2	1	1	2	2	7	3	3	2	17	5	7
Quality of customer service	*	-	-	-	*	*	-	*	-	-	-	-	*	-	-	-	-	*	-	-	-	-	*	-
	%	-%	-%	-%	1%	2%	-%	*%	-%	-%	-%	-%	6%	-%	-%	-%	-%	*%	-%	-%	-%	-%	2%	-%
Other (WRITE IN)	7	*	4	*	2	*	2	5	*	*	*	3	-	-	*	-	-	-	1	-	*	5	1	-
	15%	5%	17%	3%	18%	9%	5%	58%	23%	5%	1%	22%	-%	-%	6%	-%	-%	-%	27%	-%	12%	31%	19%	-%
(Not sure)	9	-	5	1	3	*	8	*	*	*	2	6	*	*	*	*	-	7	*	1	*	*	*	-
	18%	-%	20%	15%	19%	9%	21%	4%	7%	4%	16%	47%	12%	21%	3%	13%	-%	95%	2%	23%	14%	2%	2%	-%

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

Table 96 (continuation)
 <Q8A> Why don't you use VOIP more often from your place of work instead of making calls via a fixed landline?
 by Crossbreak
 Base: All using VoIP but have other fixed lines

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo E rks/Hu mber (c)	Mid (d)	W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: Wales (k)	Sco tland (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)
Unweighted row	87	3	4	3	2	4	4	10	8	5	43	7	15	22	8	79
Total	49	1	1	3	5	8	1	6	9	8	41	1	3	3	12	37
Inconvenient/ Difficult to use	8 17%	* 43%	- %	* 3%	5 98%	- %	* 53%	1 20%	- %	- %	7 17%	1 48%	1 18%	* 13%	5 44%	3 9%
Not everyone has access	8 17%	* 49%	* 34%	- %	* 2%	4 52%	* 8%	* 2%	1 15%	* 1%	7 16%	1 66%	* 9%	1 24%	1 5%	8 21%
Quality of line / calls	4 9%	- %	- %	- %	- %	1 18%	- %	2 34%	1 11%	- %	4 10%	* 3%	- %	* 4%	1 12%	3 8%
Reliability of connection	4 9%	- %	- %	- %	- %	- %	- %	2 36%	2 22%	- %	4 9%	* 3%	* 2%	* 10%	* 1%	4 11%
Inconvenient/ Difficult to install	4 8%	- %	- %	- %	- %	- %	- %	- %	* 1%	4 45%	4 9%	- %	* 2%	* 5%	4 32%	* 1%
Coverage / black spots	4 8%	- %	- %	- %	- %	- %	- %	- %	- %	4 45%	4 9%	- %	- %	* 7%	4 32%	* %
Habit / Always used fixed landline	3 6%	- %	- %	1 48%	- %	- %	- %	1 14%	* 1%	- %	2 5%	- %	* 8%	* 13%	* 1%	3 7%
New technology / have to get used to it	2 5%	- %	- %	- %	- %	- %	- %	* 2%	- %	- %	* %	* 16%	2 47%	1 22%	1 11%	1 3%
Price of equipment / kit	2 4%	- %	- %	- %	1 15%	- %	- %	- %	1 11%	- %	2 5%	- %	- %	- %	- %	2 6%
Price of calls (unspecified)	* 1%	- %	- %	- %	- %	- %	- %	- %	- %	* 1%	* %	- %	- %	* 13%	- %	* 1%
Price of calls to landlines	* 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	* 9%	- %	* 1%

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

Table 96 (continuation)
 <Q8A> Why don't you use VOIP more often from your place of work instead of making calls via a fixed landline?
 by Crossbreak
 Base: All using VoIP but have other fixed lines

	LOCATION														OFFICE LOCATION	
	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 (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	87	3	4	3	2	4	4	10	8	5	43	7	15	22	8	79
Total	49	1	1	3	5	8	1	6	9	8	41	1	3	3	12	37
Quality of customer service	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	*%
Other (WRITE IN)	7	*	1	-	-	-	-	2	-	4	6	*	*	*	*	7
	15%	9%	61%	-%	-%	-%	-%	28%	-%	45%	15%	33%	12%	4%	3%	18%
(Not sure)	9	-	*	1	-	1	*	-	5	1	8	-	*	*	-	9
	18%	-%	5%	48%	-%	15%	39%	-%	53%	9%	20%	-%	9%	15%	-%	24%

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

Table 96 (continuation)
 <Q8A> Why don't you use VOIP more often from your place of work instead of making calls via a fixed landline?
 by Crossbreak
 Base: All using VoIP but have other fixed lines

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo biles (d)	Fixed broadband (e)	Mo bile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent pro vider (b)	Both (c)	
Unweighted row	87	53	7	10	4	12	33	80	68	42	72	82	30	31	21	46	23	87	31	-	14	5	73	23	19	36	48	3
Total	49	33	2	3	1	9	15	45	36	16	37	48	14	12	5	16	4	49	8	-	11	1	38	6	5	15	29	4
Inconvenient/ Difficult to use	8 17%	8 24%	* 24%	* 1%	- %	* 1%	1 4%	8 19%	7 21%	2 10%	7 20%	8 18%	1 8%	1 7%	* 8%	1 7%	* 6%	8 17%	1 9%	- %	1 9%	* 8%	8 22%	1 13%	* 6%	1 8%	7 24%	* 7%
Not everyone has access	8 17%	7 20%	* 6%	* 9%	* 11%	1 15%	2 12%	8 19%	3 9%	2 15%	3 9%	8 17%	1 8%	2 14%	* 9%	2 13%	1 15%	8 17%	3 30%	- %	5 45%	* 72%	7 20%	2 31%	* 8%	6 40%	2 8%	- %
Quality of line / calls	4 9%	4 11%	- %	- %	1 75%	- %	1 5%	4 8%	4 12%	1 7%	4 12%	4 9%	2 13%	1 7%	1 21%	2 11%	1 22%	4 9%	1 11%	- %	- %	- %	4 10%	1 15%	1 22%	* 1%	4 15%	- %
Reliability of connection	4 9%	2 7%	1 55%	* 4%	1 75%	- %	2 13%	3 8%	4 12%	2 14%	4 12%	4 9%	3 22%	2 17%	1 24%	3 19%	1 27%	4 9%	2 24%	- %	- %	- %	3 9%	2 35%	1 24%	1 7%	3 11%	- %
Inconvenient/ Difficult to install	4 8%	4 12%	- %	- %	- %	- %	- %	4 9%	4 11%	* 1%	4 11%	4 8%	* 1%	- %	* 3%	* 1%	- %	4 8%	* 1%	- %	- %	- %	4 11%	- %	* 3%	- %	* 1%	4 91%
Coverage / black spots	4 8%	4 12%	- %	- %	- %	- %	- %	4 9%	4 11%	* 1%	4 11%	4 8%	* 1%	* 1%	- %	* 1%	- %	4 8%	* 2%	- %	- %	- %	4 11%	* 2%	- %	- %	* 1%	4 91%
Habit / Always used fixed landline	3 6%	2 5%	- %	1 29%	* 11%	- %	1 7%	2 4%	2 6%	1 6%	2 6%	3 6%	2 16%	* 1%	1 18%	1 5%	1 22%	3 6%	* 1%	- %	1 5%	- %	2 5%	* 2%	1 19%	* 1%	3 9%	- %
New technology / have to get used to it	2 5%	2 5%	- %	1 17%	- %	* 5%	1 6%	2 6%	2 6%	1 3%	2 6%	2 5%	- %	* 1%	1 11%	1 4%	1 14%	2 5%	1 7%	- %	* 2%	* 58%	2 7%	* 2%	1 11%	1 5%	2 6%	- %
Price of equipment / kit	2 4%	- %	- %	1 31%	- %	1 14%	2 15%	2 5%	1 3%	- %	1 3%	2 4%	- %	- %	1 20%	1 6%	- %	2 4%	- %	- %	1 %	1 11%	- %	1 2%	- %	1 20%	2 14%	- %
Price of calls (unspecified)	* 1%	* 1%	- %	- %	* 8%	- %	* 1%	* 1%	* 1%	* 1%	* 1%	* 1%	- %	* 2%	* 2%	* 2%	* 2%	* 1%	- %	- %	- %	* 1%	* 4%	* 2%	- %	* %	* 1%	* 2%
Price of calls to landlines	* 1%	* 1%	- %	- %	- %	- %	- %	* 1%	* 1%	- %	* 1%	* 1%	- %	- %	- %	- %	- %	* 1%	* 3%	- %	- %	- %	* 1%	- %	- %	* 2%	- %	- %

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

Table 96 (continuation)
 <Q8A> Why don't you use VOIP more often from your place of work instead of making calls via a fixed landline?
 by Crossbreak
 Base: All using VoIP but have other fixed lines

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not stand alone (f)	Sta ndard lines (a)	Sm artph ones (b)	Sta ndard biles (c)	NET Mo biles (d)	Fixed broad band (e)	Mo bile band (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/ Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo bile (b)	LL No BB (c)	Sta ndard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both (c)	
Unweighted row	87	53	7	10	4	12	33	80	68	42	72	82	30	31	21	46	23	87	31	-	14	5	73	23	19	36	48	3
Total	49	33	2	3	1	9	15	45	36	16	37	48	14	12	5	16	4	49	8	-	11	1	38	6	5	15	29	4
Quality of customer service	*	*	-	-	-	-	-	*	*	*	*	*	*	*	-	*	-	*	*	-	*	*	*	-	-	*	*	-
	%	%	-%	-%	-%	-%	-%	%	%	%	%	%	%	%	-%	%	-%	%	1%	-%	-%	-%	%	-%	-%	1%	%	-%
Other (WRITE IN)	7	1	*	*	*	5	6	6	2	1	2	7	1	6	*	6	1	7	2	-	4	-	1	*	*	2	5	-
	15%	2%	15%	16%	6%	56%	39%	12%	7%	3%	7%	15%	4%	48%	10%	39%	20%	15%	21%	-%	34%	-%	2%	5%	10%	11%	19%	-%
(Not sure)	9	8	-	*	-	1	1	8	9	8	9	9	6	1	*	1	*	9	1	-	-	*	8	*	*	3	6	-
	18%	24%	-%	1%	-%	9%	6%	18%	24%	50%	24%	18%	42%	10%	4%	7%	5%	18%	7%	-%	-%	12%	22%	8%	4%	21%	20%	-%

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Table 96 (continuation)
 <Q8A> Why don't you use VOIP more often from your place of work instead of making calls via a fixed landline?
 by Crossbreak
 Base: All using VoIP but have other fixed lines

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	87	13	32	41	1	30	5	52	18	5	36	70	12	5	33	33	21	6	80	1	26	12	13	5	2
Total	49	9	20	20	*	10	6	33	5	*	18	44	4	1	22	23	3	2	47	*	21	4	2	*	*
Inconvenient/ Difficult to use	8 17%	* 1%	2 10%	6 33%	- -%	1 8%	5 88%	3 8%	1 14%	* 59%	2 12%	7 17%	1 27%	* 13%	1 4%	6 27%	1 40%	* 15%	8 18%	- -%	7 34%	* 7%	* 5%	- -%	- -%
Not everyone has access	8 17%	* 1%	5 27%	3 15%	- -%	2 16%	* 1%	7 20%	1 14%	* 32%	6 33%	7 17%	1 24%	* 15%	6 28%	2 7%	1 18%	* 19%	8 17%	- -%	5 24%	* 13%	* 19%	- -%	- -%
Quality of line / calls	4 9%	* 2%	3 17%	1 5%	- -%	1 11%	- -%	3 10%	1 20%	- -%	1 6%	4 10%	- -%	- -%	2 11%	2 8%	* 7%	1 54%	3 7%	* 100%	4 17%	1 27%	1 50%	* 15%	- -%
Reliability of connection	4 9%	* 3%	2 10%	2 10%	- -%	2 22%	- -%	2 6%	2 42%	- -%	1 6%	4 10%	- -%	- -%	1 5%	3 12%	* 11%	1 60%	3 6%	* 100%	2 10%	1 28%	1 52%	* 28%	* 26%
Inconvenient/ Difficult to install	4 8%	* 1%	4 20%	- -%	- -%	* 1%	- -%	4 12%	* 2%	- -%	4 22%	4 9%	* 2%	* 15%	4 17%	* *	* 7%	- -%	4 9%	- -%	- -%	- -%	* 2%	- -%	- -%
Coverage / black spots	4 8%	* 1%	4 19%	* *	- -%	* 2%	- -%	4 12%	* 2%	- -%	4 21%	4 9%	- -%	- -%	4 17%	* *	* 3%	- -%	4 9%	- -%	- -%	- -%	- -%	- -%	- -%
Habit / Always used fixed landline	3 6%	2 22%	1 3%	* 1%	- -%	2 18%	- -%	1 3%	* 2%	- -%	1 4%	3 6%	* 2%	- -%	1 2%	2 9%	* 4%	* 6%	3 6%	- -%	* 1%	1 36%	* 5%	* 35%	* 74%
New technology / have to get used to it	2 5%	* 1%	2 8%	1 4%	- -%	2 16%	- -%	1 2%	- -%	- -%	1 6%	2 5%	- -%	* 21%	* 2%	2 7%	* 17%	* 14%	2 5%	- -%	1 5%	* 1%	* 16%	* 15%	- -%
Price of equipment / kit	2 4%	- -%	2 11%	- -%	- -%	1 9%	- -%	1 4%	1 19%	- -%	1 5%	1 2%	1 29%	- -%	1 4%	1 5%	- -%	- -%	2 5%	- -%	1 5%	- -%	- -%	- -%	- -%
Price of calls (unspecified)	* 1%	* 3%	- -%	* 1%	- -%	- -%	* 4%	* 1%	* 5%	- -%	* 1%	* 2%	* 13%	* 1%	* *	* 3%	- -%	* 1%	- -%	- -%	* -%	* 3%	* 5%	- -%	- -%

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

Table 96 (continuation)
 <Q8A> Why don't you use VOIP more often from your place of work instead of making calls via a fixed landline?
 by Crossbreak
 Base: All using VoIP but have other fixed lines

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN Re + LL/ ntal (a)	Std lan dline + BB (c)	No pro ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No pro ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	87	13	32	41	1	30	5	52	18	5	36	70	12	5	33	33	21	6	80	1	26	12	13	5	2
Total	49	9	20	20	*	10	6	33	5	*	18	44	4	1	22	23	3	2	47	*	21	4	2	*	*
Price of calls to landlines	*	-	-	*	-	*	-	-	-	-	*	*	-	-	*	-	-	-	*	-	*	-	-	-	-
	1%	-%	-%	1%	-%	2%	-%	-%	-%	-%	1%	1%	-%	-%	1%	-%	-%	-%	1%	-%	1%	-%	-%	-%	-%
Quality of customer service	*	*	-	*	-	*	-	*	-	-	*	*	-	-	*	*	-	-	*	-	*	*	*	*	*
	*%	1%	-%	*%	-%	1%	-%	*%	-%	-%	1%	*%	-%	-%	*%	*%	-%	-%	*%	*%	*%	1%	2%	12%	26%
Other (WRITE IN)	7	*	1	6	*	-	-	7	-	-	*	6	*	*	1	6	*	-	7	-	1	-	-	-	-
	15%	4%	4%	30%	100%	-%	-%	22%	-%	-%	3%	15%	12%	38%	4%	25%	12%	-%	15%	-%	3%	-%	-%	-%	-%
(Not sure)	9	6	1	2	-	2	*	7	*	*	2	9	*	-	7	2	*	*	9	-	3	*	*	*	-
	18%	66%	6%	8%	-%	18%	6%	21%	3%	9%	13%	20%	1%	-%	30%	9%	3%	5%	19%	-%	13%	13%	10%	22%	-%

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

Table 96 (continuation)
 <Q8A> Why don't you use VOIP more often from your place of work instead of making calls via a fixed landline?
 by Crossbreak
 Base: All using VoIP but have other fixed lines

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch calls ange to (a)	Some bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	87	26	10	10	7	3
Total	49	21	1	1	1	*
Inconvenient/ Difficult to use	8 17%	6 31%	* 17%	- -%	- -%	- -%
Not everyone has access	8 17%	5 26%	* 32%	* 39%	- -%	- -%
Quality of line / calls	4 9%	1 5%	* 3%	- -%	- -%	- -%
Reliability of connection	4 9%	1 6%	* 5%	* 4%	* 5%	* 15%
Inconvenient/ Difficult to install	4 8%	4 18%	* 2%	* 4%	- -%	- -%
Coverage / black spots	4 8%	4 18%	- -%	- -%	- -%	- -%
Habit / Always used fixed landline	3 6%	* 1%	* 6%	* 12%	* 13%	* 42%
New technology / have to get used to it	2 5%	1 6%	* 3%	* 37%	* 6%	- -%
Price of equipment / kit	2 4%	1 5%	- -%	- -%	- -%	- -%
Price of calls (unspecified)	* 1%	- -%	* 6%	* 12%	* 13%	- -%
Price of calls to landlines	* 1%	* 1%	- -%	- -%	- -%	- -%

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

Table 96 (continuation)

<Q8A> Why don't you use VOIP more often from your place of work instead of making calls via a fixed landline?

by Crossbreak

Base: All using VoIP but have other fixed lines

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)		
Unweighted row	87	26	10	10	7	3
Total	49	21	1	1	1	*
Quality of customer service	* *%	- -%	* 2%	* 4%	* 5%	* 15%
Other (WRITE IN)	7 15%	1 4%	- -%	- -%	- -%	* 42%
(Not sure)	9 18%	2 9%	* 28%	* 24%	* 64%	- -%

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

Table 97
 <Q8C> Why don't you use email, [text messaging] or instant messaging via an App (such as Facebook Messenger or Whatsapp) more often from your place of work instead of making calls via a fixed line?
 by Crossbreak
 Base: All respondents

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Financial services (e)	Other services (f)	Public administration (g)	Other (h)		
Unweighted row	502	62	200	102	100	100	397	80	22	156	123	103	41	16	14	20	38	61	61	64	21	138	72	27
Total	502	148	398	54	43	7	456	40	3	259	129	54	9	1	2	19	39	59	61	67	18	157	54	26
Prefer to talk to the other person	159 32%	43 29%	131 33%	14 26%	12 27%	2 33%	144 32%	15 36%	1 22%	98 38%	33 26%	14 26%	2 22%	* 36%	2 80%	9 48%	13 32%	17 29%	13 22%	28 41%	3 16%	49 31%	21 39%	6 23%
Not suitable for certain types of conversation	134 27%	34 23%	104 26%	16 30%	11 26%	2 29%	116 25%	15 37%	* 13%	74 28%	34 27%	17 31%	3 39%	1 56%	* 1%	4 22%	7 19%	17 29%	17 29%	20 30%	11 60%	33 21%	13 25%	10 39%
No good when you need an immediate response	126 25%	32 21%	106 27%	10 18%	9 21%	2 26%	114 25%	12 30%	1 19%	70 27%	39 30%	10 18%	3 40%	* 21%	* 7%	9 45%	8 19%	13 22%	18 29%	23 35%	6 32%	35 22%	5 10%	10 38%
Takes too long to type/ a voice call is quicker	110 22%	25 17%	93d 23%	12d 22%	4 8%	1 12%	103 23%	6 16%	* 12%	69 27%	23 17%	10 19%	1 13%	* 4%	* 4%	1 5%	9 22%	14 24%	8 12%	32 47%	1 8%	35 22%	6 11%	4 16%
Customers need a personal touch	101 20%	29 20%	80 20%	12 22%	8 19%	1 15%	89 20%	11 28%	* 6%	48 19%	27 21%	12 22%	1 17%	* 5%	2 66%	* 2%	7 17%	18 30%	8 14%	20 29%	* 2%	27 17%	15 28%	6 23%
Not appropriate method of contacting clients	75 15%	24 16%	59 15%	7 13%	8 19%	1 12%	63 14%	12 31%	* 1%	19 7%	25a 19%	15 27%	2 22%	* 27%	* 1%	3 18%	3 9%	4 7%	3 5%	15 22%	* 2%	27 17%	10 18%	9 35%
Inconvenient/ Difficult to use	55 11%	18 12%	46 12%	4 8%	4 9%	1 8%	55 12%	* *	* 4%	27 10%	18 14%	7 14%	* 4%	- -	* 1%	7 36%	3 8%	10 17%	8 14%	9 13%	* 2%	16 10%	* 1%	1 2%
We already do use email / text message quite a lot / as much as possible	34 7%	3 2%	25 6%	5 8%	5a 11%	1a 8%	32 7%	1 3%	1 53%	11 4%	14 11%	7 14%	* 2%	* 3%	* 3%	- -	6 15%	1 1%	8 13%	3 4%	3 19%	8 5%	1 2%	4 17%
Don't have internet / Email / PC access	26 5%	12 8%	25 6%	* 1%	* 1%	* *	21 5%	4 10%	- -	13 5%	4 3%	- -	* 5%	- -	* 1%	- -	* *	2 4%	3 6%	4 5%	- -	13 8%	3 6%	* *

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

Table 97 (continuation)
 <Q8C> Why don't you use email, [text messaging] or instant messaging via an App (such as Facebook Messenger or Whatsapp) more often from your place of work instead of making calls via a fixed line?
 by Crossbreak
 Base: All respondents

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Transport/communications (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)	
Unweighted row	502	62	200	102	100	100	397	80	22	156	123	103	41	16	14	20	38	61	61	64	21	138	72	27
Total	502	148	398	54	43	7	456	40	3	259	129	54	9	1	2	19	39	59	61	67	18	157	54	26
Not all clients / customers have email addresses/access	24 5%	7 5%	19 5%	2 5%	2 5%	* 5%	23 5%	1 3%	* 2%	11 4%	11 9%	* 1%	1 8%	- -	* 3%	* 2%	1 2%	5 9%	3 4%	5 7%	* 3%	7 5%	2 3%	1 3%
Reliability of connection	16 3%	5 3%	12 3%	2 3%	2 4%	* 2%	16 3%	* *	- -	8 3%	4 3%	* *	- -	- -	- -	- -	- -	1 2%	3 5%	2 3%	- -	8 5%	2 4%	- -
No real reason / habit / Personal preference	11 2%	* *	9 2%	2 4%	* 1%	* 2%	11 2%	* *	- -	5 2%	6 5%	* *	* 1%	- -	- -	- -	* 1%	4 7%	5 8%	- -	- -	2 1%	- -	* 2%
It would depend on the nature of topic	6 1%	6 4%	6 2%	- -	* *	- -	6 1%	- -	- -	6 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	* *	- -	2 1%	4 7%	- -
Coverage / black spots	5 1%	4 3%	5 1%	- -	- -	*Cd 2%	5 1%	* *	- -	4 1%	1 1%	* *	* 1%	- -	- -	- -	- -	- -	1 2%	- -	- -	4 3%	- -	- -
Quality of line / calls	2 *%	- -	2 1%	- -	- -	* 1%	2 *%	- -	- -	- -	1 1%	* *	- -	- -	- -	- -	- -	- -	1 2%	1 2%	- -	* *%	- -	- -
Only use texts when undertaking large mailouts	* *%	- -	- -	- -	- -	*aB 1%	* *%	- -	- -	* *%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* *%	- -	- -
Other (WRITE IN)	27 5%	14 9%	22 6%	1 2%	2 6%	1c 10%	22 5%	5 11%	* 5%	16 6%	4 3%	1 3%	1 7%	* 4%	* 5%	- -	3 7%	1 2%	1 2%	3 4%	1 6%	16 10%	1 2%	1 3%
(Not sure)	15 3%	- -	7 2%	4ab 7%	4AB 9%	*A 3%	13 3%	2 6%	- -	2 1%	4 3%	5 8%	- -	- -	* 8%	- -	2 5%	2 3%	1 1%	* *%	* 1%	7 5%	1 3%	1 6%

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

Table 97 (continuation)
 <Q8C> Why don't you use email, [text messaging] or instant messaging via an App (such as Facebook Messenger or Whatsapp) more often from your place of work instead of making calls via a fixed line?
 by Crossbreak
 Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo rks/Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	502	16	38	18	16	16	51	44	35	21	255	80	80	87	72	430
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	143	359
Prefer to talk to the other person	159 32%	9 58%	8 16%	9 23%	2 5%	16 40%	12 23%	41 51%	21 28%	20 42%	137 32%	6 27%	12 32%	5 35%	38 27%	121 34%
Not suitable for certain types of conversation	134 27%	1 6%	12 24%	13 34%	17 49%	10 23%	7 14%	19 23%	15 19%	18 38%	110 26%	7 31%	14 37%	3 24%	37 26%	96 27%
No good when you need an immediate response	126 25%	4 26%	13 26%	5 13%	7 20%	8 20%	13 26%	12 15%	29 38%	17 37%	109 25%	6 28%	9 24%	3 22%	34 24%	92 26%
Takes too long to type/ a voice call is quicker	110 22%	6 39%	13 26%	6 16%	1 3%	- -	5 10%	19 24%	32 43%	16 35%	100 23%	3 14%	5 14%	2 18%	26 18%	84 23%
Customers need a personal touch	101 20%	6 37%	6 12%	- -	1 3%	15 37%	2 4%	13 16%	24 32%	19 41%	86 20%	4 21%	7 19%	3 25%	38 26%	63 18%
Not appropriate method of contacting clients	75 15%	- -	1 2%	* **	6 17%	11 26%	8 15%	17 22%	10 14%	13 27%	66 15%	2 9%	6 16%	2 12%	24 17%	51 14%
Inconvenient/ Difficult to use	55 11%	* 3%	10 20%	1 2%	* **	1 3%	9 19%	2 2%	20 27%	4 8%	48 11%	2 10%	4 10%	1 6%	13 9%	41 12%
We already do use email / text message quite a lot / as much as possible	34 7%	1 5%	6 11%	1 3%	5 14%	4 10%	3 6%	- -	1 1%	6 13%	27 6%	2 9%	4 11%	1 11%	9 7%	25 7%
Don't have internet / Email / PC access	26 5%	- -	7 14%	- -	- -	- -	7 14%	4 5%	- -	4 8%	22 5%	1 7%	1 4%	1 5%	7 5%	19 5%
Not all clients / customers have email addresses/access	24 5%	- -	4 8%	- -	5 15%	5 13%	5 10%	- -	1 1%	- -	20 5%	1 7%	2 4%	1 7%	7 5%	17 5%

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

Table 97 (continuation)

<Q8C> Why don't you use email, [text messaging] or instant messaging via an App (such as Facebook Messenger or Whatsapp) more often from your place of work instead of making calls via a fixed line?

by Crossbreak

Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	502	16	38	18	16	16	51	44	35	21	255	80	80	87	72	430
Total	502	15	51	38	35	41	50	80	76	46	431	21	37	13	143	359
Reliability of connection	16 3%	- -	- -	- -	2 5%	- -	4 9%	- -	6 7%	1 2%	12 3%	- -	3 9%	* 1%	8 5%	8 2%
No real reason / habit / Personal preference	11 2%	* 3%	- -	4 10%	- -	4 10%	- -	- -	2 2%	- -	10 2%	* 2%	* *	1 4%	4 3%	7 2%
It would depend on the nature of topic	6 1%	- -	- -	4 10%	- -	- -	2 4%	- -	- -	- -	6 1%	- -	- -	* 1%	4 3%	2 1%
Coverage / black spots	5 1%	- -	- -	- -	* *	- -	- -	- -	- -	4 8%	4 1%	* *	1 3%	- -	- -	5 1%
Quality of line / calls	2 *%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* *%	2J 6%	- -	- -	2 1%
Only use texts when undertaking large mailouts	* *%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* *%	- -	- -	* *%
Other (WRITE IN)	27 5%	* 3%	3 6%	- -	- -	4 10%	5 10%	5 6%	1 2%	4 8%	23 5%	2 8%	2 4%	1 8%	7 5%	20 6%
(Not sure)	15 3%	* 2%	- -	1 3%	3 8%	1 3%	1 1%	1 1%	5 6%	- -	12 3%	1 3%	2 7%	* 3%	7 5%	9 2%

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

Table 97 (continuation)
 <Q8C> Why don't you use email, [text messaging] or instant messaging via an App (such as Facebook Messenger or Whatsapp) more often from your place of work instead of making calls via a fixed line?
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED													HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE		
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)		
Unweighted row	502	409	30	31	11	20	92	479	307	198	365	431	120	93	54	128	58	116	50	31	135	67	465	70	52	49	62	4	
Total	502	473	8	6	4	11	28	493	286	155	353	393	88	38	11	47	11	64	29	47	147	107	483	20	11	22	37	4	
Prefer to talk to the other person	159 32%	153 32%	2 21%	1 24%	1 21%	3 25%	7 23%	157 32%	95 33%	31 20%	102 29%	134 34%	22 25%	10 26%	4 38%	13 27%	4 36%	12 18%	9 31%	11 24%	57 39%	24 23%	156 32%	9 46%	4 39%	4 17%	8 22%	- -%	
Not suitable for certain types of conversation	134 27%	125 26%	4 49%	2 31%	1 26%	2 16%	8 30%	132 27%	85 30%	38 25%	98 28%	122 31%	19 22%	13 34%	4 32%	16 35%	3 23%	21 33%	4 15%	1 3%	35 24%	12 11%	129 27%	7 34%	3 32%	3 13%	18 49%	* 2%	
No good when you need an immediate response	126 25%	121 26%	3 34%	* 6%	* 5%	3 23%	6 20%	124 25%	76 27%	45 29%	94 27%	118 30%	27 30%	8 22%	2 17%	10 21%	1 12%	24 38%	7 26%	* 1%	31 21%	8 7%	123 25%	6 30%	2 16%	7 32%	16 45%	* 8%	
Takes too long to type/a voice call is quicker	110 22%	107 23%	1 17%	* 7%	* 2%	2 14%	3 12%	108 22%	70 24%	27 18%	82 23%	92 23%	23 26%	12 31%	2 14%	14 29%	1 5%	9 14%	1 2%	- -%	28 19%	18 17%	107 22%	6 27%	2 14%	2 10%	7 18%	- -%	
Customers need a personal touch	101 20%	95 20%	2 27%	1 21%	1 21%	1 13%	5 19%	98 20%	72 25%	9 6%	74 21%	93 24%	26 30%	8 22%	2 14%	10 20%	2 22%	14 22%	2 8%	* 1%	27 18%	7 6%	98 20%	7 34%	2 14%	4 20%	6 16%	4 84%	
Not appropriate method of contacting clients	75 15%	69 15%	1 13%	2 28%	1 24%	2 16%	5 18%	73 15%	57 20%	21 14%	64 18%	60 15%	16 18%	3 9%	3 25%	6 13%	2 14%	16 25%	7 23%	5 10%	10 7%	15 14%	71 15%	2 9%	3 25%	4 16%	9 24%	4 84%	
Inconvenient/Difficult to use	55 11%	54 11%	* 2%	* 2%	- -%	* 1%	* 1%	55 11%	30 11%	24 15%	44 12%	42 11%	16 18%	1 4%	2 22%	3 6%	1 13%	7 11%	5 16%	3 7%	11 8%	13 12%	55 11%	1 7%	2 23%	* 2%	6 17%	- -%	
We already do use email / text message quite a lot / as much as possible	34 7%	32 7%	1 7%	1 18%	* 4%	1 7%	2 9%	33 7%	29 10%	14 9%	30 8%	34 9%	8 9%	4 11%	1 10%	5 11%	2 14%	5 8%	5 18%	- -%	5 3%	- -%	33 7%	1 5%	1 10%	1 4%	4 11%	* 2%	
Don't have internet / Email / PC access	26 5%	22 5%	- -%	- -%	- -%	4 35%	4 14%	26 5%	bde *%	3 2%	3 1%	4 1%	- -%	4 11%	* 9%	4 2%	* 6%	4 6%	* 1%	19 39%	23 15%	21 20%	22 5%	* 1%	- -%	* 1%	4 10%	- -%	

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

Table 97 (continuation)
 <Q8C> Why don't you use email, [text messaging] or instant messaging via an App (such as Facebook Messenger or Whatsapp) more often from your place of work instead of making calls via a fixed line?
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED										HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE					
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)		
Unweighted row	502	409	30	31	11	20	92	479	307	198	365	431	120	93	54	128	58	116	50	31	135	67	465	70	52	49	62	4	
Total	502	473	8	6	4	11	28	493	286	155	353	393	88	38	11	47	11	64	29	47	147	107	483	20	11	22	37	4	
Not all clients / customers have email addresses/access	24 5%	24 5%	- -%	* 1%	* 2%	- -%	* *%	24 5%	17 6%	10 6%	19 6%	23 6%	5 5%	1 3%	* 1%	1 3%	1 7%	1 2%	1 4%	- -%	5 3%	1 1%	24 5%	1 6%	* 1%	* 2%	1 2%	- -%	
Reliability of connection	16 3%	15 3%	- -%	1 17%	- -%	- -%	1 3%	16 3%	10 3%	6 4%	14 4%	9 2%	3 3%	* *%	1 10%	1 2%	- -%	1 2%	- -%	2 4%	2 1%	6 6%	16 3%	- -%	1 10%	1 4%	* 1%	- -%	
No real reason / habit / Personal preference	11 2%	11 2%	* 1%	* 4%	* 2%	- -%	* 1%	11 2%	7 2%	4 3%	11 3%	7 2%	5 5%	* *%	* 2%	* 1%	* 2%	1 2%	* 1%	- -%	* *%	4 4%	11 2%	* 1%	* 2%	1 4%	* *%	- -%	
It would depend on the nature of topic	6 1%	6 1%	- -%	- -%	- -%	- -%	- -%	6 1%	- -%	4 3%	4 1%	6 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%	- -%	6 1%	- -%	- -%	- -%	- -%	- -%	- -%
Coverage / black spots	5 1%	5 1%	* 2%	- -%	- -%	- -%	* *%	5 1%	1 *%	* *%	1 *%	1 *%	* *%	* *%	- -%	* *%	- -%	- -%	- -%	4 8%	4 3%	4 4%	5 1%	* 1%	- -%	- -%	- -%	- -%	
Quality of line / calls	2 *%	2 *%	- -%	- -%	- -%	- -%	- -%	2 *%	1 *%	* *%	1 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 1%	1 1%	2 *%	- -%	- -%	- -%	- -%	- -%	
Only use texts when undertaking large mailouts	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
Other (WRITE IN)	27 5%	22 5%	- -%	1 10%	1 23%	4 35%	5 18%	26 5%	5 2%	5 3%	9 3%	17 4%	4 5%	4 11%	1 5%	5 10%	1 12%	10 15%	1 2%	7 14%	17 12%	9 8%	22 5%	* 1%	1 5%	5 21%	5 14%	- -%	
(Not sure)	15 3%	14 3%	* 1%	* 1%	1 21%	* 3%	1 4%	14 3%	13 4%	5 3%	13 4%	11 3%	2 2%	1 2%	2 15%	2 5%	1 7%	2 4%	1 3%	2 5%	2 2%	4 4%	14 3%	1 4%	2 15%	1 6%	1 2%	* 8%	

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

Table 97 (continuation)
 <Q8C> Why don't you use email, [text messaging] or instant messaging via an App (such as Facebook Messenger or Whatsapp) more often from your place of work instead of making calls via a fixed line?
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	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 ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN Re + LL/ ntal (a)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some to text/ on line (d)	Ca ncel to MFL (e)	
Unweighted row	502	15	36	57	5	218	27	252	51	6	261	420	52	30	213	166	123	6	108	1	215	49	33	25	15
Total	502	9	29	23	2	213	26	261	15	*	262	438	43	21	228	167	107	2	62	*	245	42	14	18	16
Prefer to talk to the other person	159 32%	1 12%	6 22%	4 18%	- -%	60 28%	6 25%	93 36%	7 47%	* 37%	102 39%	136 31%	19 45%	4 20%	63 28%	57 34%	40 37%	1 73%	10 17%	- -%	71 29%	16 39%	8 55%	8 47%	12 73%
Not suitable for certain types of conversation	134 27%	5 56%	7 24%	8 35%	1 38%	55 26%	7 26%	72 27%	5 31%	- -%	83 32%	115 26%	13 30%	6 28%	54 24%	51 30%	29 27%	1 80%	19 31%	* 100%	66 27%	3 8%	2 15%	2 10%	* 2%
No good when you need an immediate response	126 25%	5 50%	10 35%	9 39%	* 12%	50 24%	7 26%	70 27%	4 25%	* 43%	81 31%	109 25%	10 24%	7 32%	45 20%	44 27%	37 34%	2 88%	22 36%	- -%	62 25%	10 23%	7 47%	7 39%	6 40%
Takes too long to type/ a voice call is quicker	110 22%	- -%	7 23%	2 9%	- -%	32 15%	* 1%	77a 29%	5 36%	- -%	72 28%	88 20%	13 30%	9 42%	48 21%	31 18%	31 29%	1 68%	7 12%	- -%	54 22%	12 28%	6 40%	6 33%	6 37%
Customers need a personal touch	101 20%	1 8%	11 40%	2 9%	- -%	30 14%	4 17%	67 25%	6 42%	* 14%	71 27%	91 21%	6 14%	4 20%	49 21%	23 14%	29 27%	* 5%	14 23%	- -%	54 22%	6 15%	1 10%	1 8%	5 33%
Not appropriate method of contacting clients	75 15%	* 4%	8 28%	7 29%	1 46%	30 14%	10 38%	35 14%	2 11%	* 22%	32 12%	65 15%	7 16%	3 16%	27 12%	21 12%	27 25%	1 60%	15 24%	- -%	45 18%	6 15%	2 11%	* 2%	1 6%
Inconvenient/ Difficult to use	55 11%	5 49%	1 4%	* 2%	1 33%	25 12%	4 16%	26 10%	1 7%	- -%	32 12%	43 10%	4 8%	8 36%	29 13%	18 11%	8 7%	1 68%	6 9%	- -%	33 13%	2 6%	1 8%	1 7%	1 8%
We already do use email / text message quite a lot / as much as possible	34 7%	2 17%	1 4%	2 9%	- -%	17 8%	* 1%	17 7%	* 2%	- -%	16 6%	30 7%	1 3%	3 14%	13 6%	13 8%	8 7%	- -%	5 8%	- -%	22 9%	10 23%	3 22%	3 19%	1 3%
Don't have internet / Email / PC access	26 5%	- -%	- -%	4 17%	- -%	11 5%	- -%	14 6%	* 2%	- -%	* *%	22 5%	3 7%	- -%	16 7%	10 6%	* *%	- -%	4 6%	- -%	14 6%	2 6%	* *%	2 14%	2 15%

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

Table 97 (continuation)
 <Q8C> Why don't you use email, [text messaging] or instant messaging via an App (such as Facebook Messenger or Whatsapp) more often from your place of work instead of making calls via a fixed line?
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ertal and calls (a)	Other re vider for calls (b)	Other pro vider for ertal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some to text/ on line (d)	Ca ncel to MFL (e)	
Unweighted row	502	15	36	57	5	218	27	252	51	6	261	420	52	30	213	166	123	6	108	1	215	49	33	25	15
Total	502	9	29	23	2	213	26	261	15	*	262	438	43	21	228	167	107	2	62	*	245	42	14	18	16
Not all clients / customers have email addresses/access	24 5%	* 3%	- %	1 3%	* 12%	16 7%	* 1%	8 3%	1 5%	* 28%	16 6%	22 5%	1 3%	* 2%	15 6%	4 2%	6 5%	- %	1 2%	- %	15 6%	1 2%	- %	1 4%	- %
Reliability of connection	16 3%	- %	1 4%	* *	- %	9 4%	* *	7 3%	1 7%	- %	8 3%	14 3%	- %	2 11%	7 3%	7 4%	2 2%	- %	1 2%	- %	11 4%	1 2%	1 6%	1 4%	1 5%
No real reason / habit / Personal preference	11 2%	- %	- %	* 1%	* 17%	5 2%	* *	6 2%	* 1%	- %	3 1%	11 3%	* *	- %	5 2%	1 *	6 5%	- %	1 2%	- %	5 2%	* *	* 1%	* 1%	* 1%
It would depend on the nature of topic	6 1%	- %	- %	- %	- %	2 1%	4 15%	- %	- %	- %	2 1%	6 1%	- %	- %	6 3%	- %	- %	- %	- %	- %	2 1%	- %	- %	- %	- %
Coverage / black spots	5 1%	- %	- %	- %	- %	4 2%	- %	1 *	- %	- %	* *	4 1%	- %	1 5%	4 2%	* *	1 1%	- %	- %	- %	1 *	- %	- %	- %	- %
Quality of line / calls	2 *	- %	- %	- %	- %	1 1%	- %	1 *	- %	- %	* *	1 *	- %	1 5%	1 *	- %	1 1%	- %	- %	- %	2 1%	- %	- %	- %	- %
Only use texts when undertaking large mailouts	* *	- %	- %	- %	- %	- %	- %	* *	- %	- %	- %	* *	- %	- %	- %	* *	- %	- %	- %	- %	- %	- %	- %	- %	- %
Other (WRITE IN)	27 5%	* *	4 15%	5 23%	- %	15 7%	- %	11 4%	* 1%	- %	12 4%	26 6%	1 2%	- %	17 8%	7 4%	3 3%	- %	10 16%	- %	12 5%	1 2%	* 2%	* 2%	- %
(Not sure)	15 3%	1 14%	1 3%	* 2%	- %	6 3%	* *	10 4%	1 8%	- %	10 4%	15 3%	* 1%	- %	9 4%	6 4%	* *	- %	2 4%	- %	5 2%	2 5%	* 2%	* 2%	- %

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

Table 97 (continuation)
 <Q8C> Why don't you use email, [text messaging] or instant messaging via an App (such as Facebook Messenger or Whatsapp) more often from your place of work instead of making calls via a fixed line?
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	502	201	46	26	28	19
Total	502	248	46	17	21	21
Prefer to talk to the other person	159 32%	68 28%	17 37%	9 55%	9 41%	12 54%
Not suitable for certain types of conversation	134 27%	62 25%	7 15%	2 12%	3 15%	* 2%
No good when you need an immediate response	126 25%	58 23%	9 20%	7 41%	7 33%	6 28%
Takes too long to type/ a voice call is quicker	110 22%	59 24%	8 16%	6 34%	6 28%	6 28%
Customers need a personal touch	101 20%	56 22%	10 22%	3 17%	3 13%	5 24%
Not appropriate method of contacting clients	75 15%	51 20%	2 4%	1 8%	- -%	1 5%
Inconvenient/ Difficult to use	55 11%	37 15%	2 4%	1 7%	1 6%	1 6%
We already do use email / text message quite a lot / as much as possible	34 7%	10 4%	6 13%	* 1%	1 3%	1 2%
Don't have internet / Email / PC access	26 5%	18 7%	2 5%	- -%	2 12%	2 11%

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

Table 97 (continuation)

<Q8C> Why don't you use email, [text messaging] or instant messaging via an App (such as Facebook Messenger or Whatsapp) more often from your place of work instead of making calls via a fixed line?

by Crossbreak

Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)		
Unweighted row	502	201	46	26	28	19
Total	502	248	46	17	21	21
Not all clients / customers have email addresses/access	24 5%	14 6%	1 2%	- -	* 1%	- -
Reliability of connection	16 3%	14 6%	2 4%	2 11%	2 9%	2 8%
No real reason / habit / Personal preference	11 2%	5 2%	* *	* 1%	* *	* 1%
It would depend on the nature of topic	6 1%	2 1%	- -	- -	- -	- -
Coverage / black spots	5 1%	5 2%	- -	- -	- -	- -
Quality of line / calls	2 *%	2 1%	- -	- -	- -	- -
Only use texts when undertaking large mailouts	* *%	- -	- -	- -	- -	- -
Other (WRITE IN)	27 5%	13 5%	* *	* 2%	* 1%	- -
(Not sure)	15 3%	4 2%	7 14%	5 29%	5 24%	5 22%

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

Table 98
 <Q8D> Thinking about calls made from your place of work, what types of numbers or contacts would you ONLY CONSIDER CALLING VIA <MAIN FIXED LINE TYPE USED AT S13I> rather than via mobile/VoIP?
 by Crossbreak
 Base: All respondents

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR												
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Real estate (e)	Financial services (f)	Other services (g)	Public administration (h)	Other (i)			
Total	480	60	196	100	91	93	383	75	19	153	119	94	39	15	13	18	37	58	58	61	21	132	68	27		
Unweighted row	486	143	389	53	38	7	447	34	3	254	128	49	8	1	2	18	39	59	59	66	18	151	49	26		
Total	294	79	229	36	25	4	267	26	2	145	84	40	5	1	1	11	20	40	35	44	8	85	31	20		
Non geographical numbers e.g. 0845 or 0870 numbers	60%	55%	59%	68%	67%	57%	60%	75%	76%	57%	66%	82%	65%	54%	54%	59%	51%	67%	59%	67%	42%	56%	63%	77%		
Local or national landline numbers in the UK	285	103	239	de	28	16	3	268	16	1	173	b	62	24	4	*	*	11	19	26	34	32	12	96	38	18
	59%	73%	61%	52%	42%	45%	60%	46%	33%	68%	48%	48%	49%	35%	9%	60%	48%	44%	57%	49%	68%	64%	77%	67%		
Mobile numbers	210	69	172	20	16	2	200	9	*	113	47	22	4	*	*	8	15	22	21	14	7	75	31	16		
	43%	48%	44%	37%	41%	35%	45%	26%	9%	45%	36%	45%	43%	30%	7%	44%	38%	38%	36%	21%	39%	50%	64%	61%		
International numbers	198	53	153	27	15	3	176	19	1	100	50	26	5	*	*	4	19	19	14	34	9	68	19	12		
	41%	37%	39%	50%	40%	52%	39%	55%	23%	39%	39%	52%	56%	44%	11%	23%	48%	32%	23%	51%	49%	45%	39%	45%		
(None)	68	12	53	6	7	2A	66	2	*	32	25	4	2	*	1	4	6	3	12	11	2	21	3	5		
	14%	8%	14%	12%	19%	23%	15%	4%	10%	13%	20%	8%	20%	36%	45%	24%	15%	6%	20%	17%	11%	14%	6%	18%		
(Other specify)	11	*	7	2	1	*A	11	*	*	6	3	1	*	-	-	-	-	-	5	-	1	3	2	-		
	2%	*%	2%	4%	3%	5%	2%	*%	1%	3%	2%	2%	1%	-%	-%	-%	-%	-%	8%	-%	7%	2%	4%	-%		
(Don't know)	2	-	*	*	1b	*AB	1	1	*	*	1	*	-	-	-	-	-	*	-	*	-	*	1	-		
	*%	-%	*%	1%	2%	3%	*%	2%	4%	*%	*%	*%	-%	-%	-%	-%	-%	1%	-%	*%	-%	*%	2%	-%		

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

Table 98 (continuation)

<Q8D> Thinking about calls made from your place of work, what types of numbers or contacts would you ONLY CONSIDER CALLING VIA <MAIN FIXED LINE TYPE USED AT S13I> rather than via mobile/VoIP?

by Crossbreak

Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo rks/Humber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	480	14	35	17	16	15	51	41	34	19	242	75	78	85	71	409
Total	486	14	50	34	35	40	50	78	75	42	418	21	36	13	142	344
Non geographical numbers e.g. 0845 or 0870 numbers	294 60%	10 69%	29 57%	10 29%	32 93%	26 65%	29 58%	57 73%	50 67%	16 38%	259m 62%	12 60%	17 47%	6 47%	92 64%	203 59%
Local or national landline numbers in the UK	285 59%	12 88%	25 49%	23 68%	19 55%	19 48%	27 54%	54 69%	42 56%	24 57%	245 59%	13 62%	20 56%	7 57%	88 61%	198 58%
Mobile numbers	210 43%	6 44%	19 37%	23 68%	12 35%	11 27%	21 43%	45 57%	26 35%	17 41%	180 43%	9 44%	16 46%	4 32%	74 52%	136 40%
International numbers	198 41%	10 72%	22 43%	8 23%	13 37%	19 48%	23 46%	27 35%	33 44%	15 35%	169 41%	9 44%	14 40%	5 40%	57 40%	140 41%
(None)	68 14%	* 17%	8 17%	9 26%	2 7%	1 4%	8 16%	7 9%	9 12%	12 27%	57 14%	2 11%	7 19%	2 15%	11 8%	57 17%
(Other specify)	11 2%	* 3%	- -	1 2%	- -	4 10%	* 1%	- -	* %	1 3%	7 2%	1 5%	2j 7%	* 3%	* %	11 3%
(Don't know)	2 *	- %	* %	- -	- -	- -	* 1%	1 1%	- -	- %	1 *	- -	- %	*J 3%	* %	1 *

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

Table 98 (continuation)
 <Q8D> Thinking about calls made from your place of work, what types of numbers or contacts would you ONLY CONSIDER CALLING VIA <MAIN FIXED LINE TYPE USED AT S13I> rather than via mobile/VoIP?
 by Crossbreak
 Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET Mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	480	408	30	31	11	-	72	467	291	188	346	410	116	87	53	121	57	95	46	31	133	66	457	68	51	38	53	3
Total	486	469	8	6	4	-	17	482	281	148	343	382	86	31	11	39	11	52	26	47	142	103	478	19	11	18	30	4
Non geographical numbers e.g. 0845 or 0870 numbers	294 60%	283 60%	6 71%	3 62%	2 49%	- -	11 63%	290 60%	194 69%	94 64%	232 68%	241 63%	70a 81%	17 56%	8 70%	23 58%	7 63%	31 59%	10 39%	17 36%	61 43%	52 51%	288 60%	11 59%	8 71%	11 60%	20 66%	* 7%
Local or national landline numbers in the UK	285 59%	277 59%	6 76%	1 26%	1 23%	- -	8 49%	283 59%	147 52%	84 56%	186 54%	213 56%	41 47%	17 54%	4 40%	19 48%	5 46%	25 49%	16 62%	39 83%	99 69%	71 69%	281 59%	10 54%	4 40%	6 34%	15 51%	4 100%
Mobile numbers	210 43%	203 43%	6 71%	1 14%	1 23%	- -	7 42%	208 43%	96 34%	59 40%	124 36%	156 41%	37 43%	15 49%	3 30%	17 43%	4 37%	23 45%	11 42%	30 62%	85 59%	53 52%	206 43%	9 47%	3 30%	5 26%	14 49%	4 100%
International numbers	198 41%	190 40%	5 61%	1 23%	2 51%	- -	8 46%	195 41%	137 49%	62 42%	162 47%	166 44%	36 43%	14 44%	4 36%	15 39%	5 51%	27 51%	12 46%	4 7%	35 25%	30 29%	194 41%	9 49%	4 36%	15 80%	12 40%	* 2%
(None)	68 14%	64 14%	1 7%	2 34%	1 28%	- -	3 20%	67 14%	32 12%	15 10%	40 12%	57 15%	11 13%	8 25%	2 19%	10 25%	2 22%	8 15%	7 26%	5 11%	28 20%	10 9%	67 14%	5 29%	2 19%	1 5%	7 24%	- -
(Other specify)	11 2%	11 2%	- -	- -	- -	- -	- -	11 2%	5 2%	4 3%	5 2%	11 3%	* *	* *	* *	* *	* *	4 17%	* *	6 4%	* *	11 2%	- -	* *	* *	* *	* *	- -
(Don't know)	2 *	1 *	* 1%	- -	1 21%	- -	1 5%	2 *	2 1%	1 1%	2 *	2 *	1 1%	1 3%	1 5%	1 3%	1 8%	1 2%	1 4%	- -	- -	- -	1 *	* *	1 5%	- -	1 3%	- -

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

Table 98 (continuation)
 <Q8D> Thinking about calls made from your place of work, what types of numbers or contacts would you ONLY CONSIDER CALLING VIA <MAIN FIXED LINE TYPE USED AT S13I> rather than via mobile/VoIP?
 by Crossbreak
 Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO						
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re (b)	Std lan dline + BB (c)	No pro ducts (a)	1 pr oducts (b)	2 pro ducts (c)	No pro ducts (a)	1 pr oducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel to MFL (e)		
Unweighted row	480	15	33	39	5	215	26	234	49	6	257	404	47	29	208	152	120	6	87	1	215	49	33	25	15	
Total	486	9	26	13	2	212	26	246	14	*	261	426	40	21	223	156	107	2	50	*	245	42	14	18	16	
Non geographical numbers e.g. 0845 or 0870 numbers	294 60%	6 66%	12 46%	11 78%	1 62%	125 59%	20 77%	148 60%	8 55%	*	169 65%	267 63%	18 46%	9 44%	146b 65%	75 48%	73 68%	2 100%	29 58%	*	100%	145 59%	31 73%	7 48%	9 51%	10 61%
Local or national landline numbers in the UK	285 59%	7 74%	9 33%	8 61%	1 38%	144c 68%	20 78%	122 49%	5 37%	*	154 59%	258 61%	22 54%	6 29%	151C 68%	90 57%	45 42%	1 75%	24 48%	*	100%	140 57%	19 45%	9 62%	11 62%	10 65%
Mobile numbers	210 43%	7 69%	8 32%	7 56%	1 38%	90 42%	17 67%	103 42%	4 27%	*	109 42%	189 44%	17 42%	4 20%	116c 52%	59 38%	35 32%	1 75%	22 44%	*	100%	100 41%	8 18%	3 19%	4 21%	3 17%
International numbers	198 41%	3 30%	14 54%	8 62%	1 29%	75 35%	14 56%	107 43%	6 40%	*	120 46%	180 42%	12 31%	5 25%	84 37%	63 40%	51 47%	1 71%	25 50%	*	100%	106 43%	16 38%	3 19%	3 17%	2 10%
(None)	68 14%	* 3%	6 22%	2 14%	- -%	26 12%	1 2%	40 16%	5 34%	*	35 13%	49 12%	9 24%	9 43%	16 7%	31a 20%	21a 19%	- -%	8 16%	- -%	100%	40 16%	2 6%	1 5%	1 8%	* 1%
(Other specify)	11 2%	- -%	* *%	* 2%	- -%	7 3%	* *%	4 2%	- -%	- -%	5 2%	8 2%	2 6%	* 2%	3 1%	7 5%	1 1%	- -%	* 1%	- -%	100%	8 3%	- -%	* 3%	1 7%	- -%
(Don't know)	2 *%	* 1%	- -%	- -%	1 33%	* *%	- -%	1 *%	* 1%	- -%	1 *%	2 *%	- -%	- -%	1 1%	* *%	* *%	- -%	1 2%	- -%	100%	* *%	- -%	* 1%	- -%	- -%

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

Table 98 (continuation)

<Q8D> Thinking about calls made from your place of work, what types of numbers or contacts would you ONLY CONSIDER CALLING VIA <MAIN FIXED LINE TYPE USED AT S13I> rather than via mobile/VoIP?

by Crossbreak

Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a) (b)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	480	201	45	26	28	19
Total	486	248	43	17	21	21
Non geographical numbers e.g. 0845 or 0870 numbers	294 60%	142 57%	28 67%	6 35%	8 38%	11 52%
Local or national landline numbers in the UK	285 59%	154 62%	22 52%	16 92%	16 79%	17 79%
Mobile numbers	210 43%	118 47%	8 20%	8 45%	7 34%	6 29%
International numbers	198 41%	105 42%	15 36%	5 28%	5 23%	3 16%
(None)	68 14%	37 15%	3 6%	1 4%	2 10%	* 1%
(Other specify)	11 2%	4 2%	- -%	* 3%	1 6%	- -%
(Don't know)	2 *%	* *%	- -%	* 1%	- -%	- -%

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

Table 99
 <Q8D> Thinking about calls made from your place of work, what types of numbers or contacts would you ONLY CONSIDER CALLING VIA <MAIN FIXED LINE TYPE USED AT S13I> rather than via mobile/VoIP?
 by Crossbreak
 Base: Standard landline(s)

Total	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR												
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Restaurant/cafes (e)	Financial services (f)	Other services (g)	Public administration (h)	Other (i)			
Unweighted row	408	60	195	92	71	50	341	53	11	149	111	75	20	8	5	15	30	48	50	54	17	113	59	22		
Total	469	143	388	50	27	4	434	31	2	254	125	45	4	1	*	18	37	58	57	62	16	147	48	25		
Non geographical numbers e.g. 0845 or 0870 numbers	283 60%	79 55%	229 59%	35 69%	18 66%	2 53%	259 60%	23 76%	1 72%	145 57%	82 65%	37 82%	3 68%	*	47%	*	63%	11 58%	18 50%	39 67%	34 59%	42 67%	6 39%	83 56%	31 65%	19 77%
Local or national landline numbers in the UK	277 59%	103 73%	238d 61%	26 52%	11 42%	2 49%	262 60%	14 47%	* 13%	172b 68%	60 48%	20 45%	1 38%	* 38%	* 18%	11 59%	18 48%	26 44%	33 57%	31 50%	11 66%	95 64%	37 78%	16 67%		
Mobile numbers	203 43%	69 48%	172 44%	18 36%	12 42%	1 37%	194 45%	8 25%	* 3%	113 45%	45 36%	20 44%	1 31%	* 27%	* 18%	8 44%	14 37%	22 38%	20 35%	13 20%	6 35%	74 50%	31 65%	15 61%		
International numbers	190 40%	53 37%	153 39%	25 49%	11 39%	2 45%	170 39%	17 57%	* 15%	100 40%	48 38%	23 52%	2 48%	* 35%	* 18%	4 23%	18 48%	18 32%	13 23%	33 52%	8 46%	67 45%	19 39%	11 43%		
(None)	64 14%	12 8%	53 14%	5 10%	6 22%	1 20%	63 15%	1 4%	* 11%	32 13%	25 20%	3 7%	1 27%	* 34%	* 28%	4 24%	5 15%	3 5%	12 21%	10 17%	2 11%	20 14%	3 6%	4 17%		
(Other specify)	11 2%	* 2%	7 2%	2 4%	1 4%	*AB 8%	11 3%	* *	* 2%	6 3%	3 2%	1 2%	* 2%	- -	- -	- -	- -	5 8%	- -	1 7%	3 2%	2 4%	- -	- -		
(Don't know)	1 *%	- -%	* *%	* 1%	- -%	*ABd 3%	1 *%	- -%	* 6%	* *%	1 *%	* *%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	* *%	- -%	* *%	* *%	- -%	- -%	

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

Table 99 (continuation)
 <Q8D> Thinking about calls made from your place of work, what types of numbers or contacts would you ONLY CONSIDER CALLING VIA <MAIN FIXED LINE TYPE USED AT S13I> rather than via mobile/VoIP?
 by Crossbreak
 Base: Standard landline(s)

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo rks/Humber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	408	13	30	14	13	15	46	31	27	17	206	64	65	73	70	338
Total	469	14	50	33	34	40	49	72	72	42	404	19	34	12	142	327
Non geographical numbers e.g. 0845 or 0870 numbers	283 60%	10 69%	28 57%	9 28%	31 93%	26 65%	28 57%	54 74%	48 67%	16 38%	250 62%	12 61%	16 48%	6 47%	92 64%	192 59%
Local or national landline numbers in the UK	277 59%	12 88%	24 49%	22 68%	18 53%	19 48%	26 53%	52 72%	41 57%	24 57%	239 59%	12 61%	20 58%	7 56%	87 61%	190 58%
Mobile numbers	203 43%	6 44%	19 37%	22 68%	11 33%	11 27%	20 42%	43 59%	25 35%	17 41%	174 43%	8 43%	16 47%	4 31%	73 52%	129 39%
International numbers	190 40%	10 72%	21 43%	8 24%	13 38%	19 48%	22 45%	24 34%	31 43%	15 35%	163 40%	8 44%	13 40%	5 40%	57 40%	133 41%
(None)	64 14%	* 1%	8 17%	9 26%	2 7%	1 4%	8 17%	5 7%	9 13%	11 27%	55 14%	2 12%	6 17%	2 15%	11 8%	54 16%
(Other specify)	11 2%	* 3%	- -	1 2%	- -	4 10%	* 1%	- -	* %	1 3%	7 2%	1 6%	2j 7%	* 3%	* %	11 3%
(Don't know)	1 *	- %	- %	- %	- %	- %	* 1%	* %	- %	- %	* %	- %	- %	*j 3%	* %	* %

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

Table 99 (continuation)
 <Q8D> Thinking about calls made from your place of work, what types of numbers or contacts would you ONLY CONSIDER CALLING VIA <MAIN FIXED LINE TYPE USED AT S13I> rather than via mobile/VoIP?
 by Crossbreak
 Base: Standard landline(s)

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo biles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff provider (b)	Both (c)
Unweighted row	408	408	-	-	-	-	408	232	144	282	348	89	42	20	57	20	62	32	31	126	60	408	26	18	25	34	2
Total	469	469	-	-	-	-	469	267	140	329	367	81	21	5	24	3	43	21	47	141	102	469	9	5	15	24	4
Non geographical numbers e.g. 0845 or 0870 numbers	283 60%	283 60%	- -%	- -%	- -%	- -%	283 60%	187 70%	90 64%	224 68%	232 63%	66 81%	10 50%	4 81%	13 54%	2 70%	25 57%	8 36%	17 36%	59 42%	52 50%	283 60%	4 46%	4 83%	8 53%	16 68%	* 7%
Local or national landline numbers in the UK	277 59%	277 59%	- -%	- -%	- -%	- -%	277 59%	142 53%	80 57%	180 55%	206 56%	39 48%	10 48%	3 54%	11 47%	2 70%	22 51%	15 68%	39 83%	97 69%	71 70%	277 59%	4 40%	3 54%	4 30%	13 55%	4 100%
Mobile numbers	203 43%	203 43%	- -%	- -%	- -%	- -%	203 43%	93 35%	56 40%	119 36%	150 41%	35 44%	9 45%	2 47%	10 43%	2 60%	20 48%	10 45%	30 62%	83 59%	53 52%	203 43%	3 31%	2 47%	4 24%	13 53%	4 100%
International numbers	190 40%	190 40%	- -%	- -%	- -%	- -%	190 40%	130 49%	59 42%	155 47%	160 43%	34 41%	7 36%	3 50%	9 35%	2 60%	23 52%	10 45%	4 7%	35 25%	30 29%	190 40%	3 33%	3 51%	13 88%	9 39%	- -%
(None)	64 14%	64 14%	- -%	- -%	- -%	- -%	64 14%	29 11%	13 9%	37 11%	55 15%	10 13%	7 34%	* 4%	7 30%	* 11%	6 14%	6 26%	5 11%	28 20%	10 9%	64 14%	5 51%	* 3%	1 4%	6 24%	- -%
(Other specify)	11 2%	11 2%	- -%	- -%	- -%	- -%	11 2%	5 2%	4 3%	5 2%	11 3%	* *	* *	* *	* *	* 3%	4 1%	4 21%	* *	6 4%	* *	11 2%	- -%	* 1%	* 2%	* *	- -%
(Don't know)	1 *%	1 *%	- -%	- -%	- -%	- -%	1 *%	1 *%	* *%	1 *%	1 *%	1 1%	- -%	* 9%	* 2%	* 3%	* *%	* 1%	- -%	- -%	- -%	1 *%	- -%	* 9%	- -%	* *%	- -%

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

Table 99 (continuation)
 <Q8D> Thinking about calls made from your place of work, what types of numbers or contacts would you ONLY CONSIDER CALLING VIA <MAIN FIXED LINE TYPE USED AT S13I> rather than via mobile/VoIP?
 by Crossbreak
 Base: Standard landline(s)

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO						
	Int ernal /inter- -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel to MFL (e)		
Unweighted row	408	12	24	20	4	195	24	185	24	4	241	345	37	26	186	123	99	4	56	1	190	45	25	23	12	
Total	469	8	23	9	2	208	25	234	9	*	258	412	37	21	217	149	104	2	41	*	239	42	13	17	16	
Non geographical numbers e.g. 0845 or 0870 numbers	283 60%	5 61%	10 41%	8 85%	1 94%	122 59%	20 77%	140 60%	4 45%	*	167 65%	257 63%	17 46%	9 43%	142b 66%	70 47%	72b 69%	2 100%	23 55%	*	100%	140 59%	30 73%	6 48%	9 51%	10 62%
Local or national landline numbers in the UK	277 59%	7 81%	8 34%	6 63%	1 56%	141c 68%	20 77%	116 49%	3 28%	*	153 59%	252 61%	20 54%	6 28%	148c 68%	85 58%	43 42%	1 79%	20 49%	*	100%	136 57%	19 45%	8 62%	11 62%	10 66%
Mobile numbers	203 43%	7 80%	8 33%	5 56%	1 56%	88 42%	17 67%	98 42%	2 17%	*	109 42%	184 45%	15 40%	4 18%	114c 53%	55 37%	33 32%	1 79%	19 46%	*	100%	96 40%	7 18%	2 18%	4 21%	3 17%
International numbers	190 40%	3 35%	13 54%	6 62%	1 44%	72 35%	14 56%	102 44%	2 23%	*	118 46%	174 42%	11 30%	5 23%	82 38%	60 40%	48 46%	1 67%	21 51%	*	100%	104 43%	16 38%	2 17%	3 17%	1 9%
(None)	64 14%	* 3%	5 23%	1 6%	- -%	26 13%	1 2%	37 16%	5 51%	*	34 13%	46 11%	9 25%	9 44%	14 7%	30a 20%	20a 20%	- -%	6 15%	- -%	17%	40 17%	2 6%	* 3%	1 8%	* 8%
(Other specify)	11 2%	- -%	* -%	* 3%	- -%	7 3%	* -%	4 2%	- -%	- -%	5 2%	8 2%	2 7%	* 2%	3 1%	7 5%	1 1%	- -%	* 1%	- -%	8 3%	- -%	* 4%	1 7%	- -%	
(Don't know)	1 *% 1%	* 1%	- -%	- -%	- -%	* *% -%	- -%	* *% -%	* 1%	- -%	1 *% -%	1 *% -%	- -%	- -%	1 *% -%	- -%	* *% -%	- -%	* *% -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%

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

Table 99 (continuation)
 <Q8D> Thinking about calls made from your place of work, what types of numbers or contacts would you ONLY CONSIDER CALLING VIA <MAIN FIXED LINE TYPE USED AT S13I> rather than via mobile/VoIP?
 by Crossbreak
 Base: Standard landline(s)

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a) (b)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	408	179	42	19	24	14
Total	469	243	42	16	20	21
Non geographical numbers e.g. 0845 or 0870 numbers	283 60%	137 57%	28 67%	6 36%	8 38%	11 52%
Local or national landline numbers in the UK	277 59%	150 62%	22 52%	15 93%	16 80%	17 80%
Mobile numbers	203 43%	114 47%	8 20%	7 44%	7 35%	6 29%
International numbers	190 40%	103 42%	15 36%	5 29%	5 23%	3 15%
(None)	64 14%	37 15%	2 6%	* 2%	2 9%	* *%
(Other specify)	11 2%	4 2%	- -%	* 3%	1 6%	- -%
(Don't know)	1 *%	- -%	- -%	* 1%	- -%	- -%

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

Table 100
 <Q8D> Thinking about calls made from your place of work, what types of numbers or contacts would you ONLY CONSIDER CALLING VIA <MAIN FIXED LINE TYPE USED AT S13I> rather than via mobile/VoIP?
 by Crossbreak
 Base: ISDN 2/2E line(s)

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail trade (d)	Transport (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)	
Unweighted row	30	-	1	6	9	14	20	8	2	2	6	9	8	1	2	-	4	4	4	5	1	5	4	3
Total	8	-	*	2	4	1	6	1	*	*	2	2	3	*	*	-	1	*	1	2	*	1	*	1
Local or national landline numbers in the UK	6	-	*	2	3	*	5	1	*	*	2	2	2	-	*	-	1	*	1	1	*	1	*	1
	76%	-%	100%	87%	74%	49%	73%	94%	41%	75%	95%	80%	67%	-%	41%	-%	80%	40%	83%	58%	100%	91%	52%	100%
Non geographical numbers e.g. 0845 or 0870 numbers	6	-	-	2	3	1	4	1	*	*	1	2	2	*	*	-	1	*	*	1	*	1	*	1
	71%	-%	-%	76%	76%	65%	65%	100%	41%	25%	64%	87%	67%	100%	41%	-%	73%	71%	46%	58%	100%	100%	52%	87%
Mobile numbers	6	-	*	2	3	*	4	1	-	-	2	2	2	-	-	-	1	-	1	1	*	1	*	1
	71%	-%	100%	76%	72%	40%	69%	87%	-%	-%	84%	76%	67%	-%	-%	-%	70%	-%	83%	58%	100%	86%	52%	87%
International numbers	5	-	-	2	2	*	4	*	*	-	1	1	2	-	*	-	1	*	*	1	*	*	*	1
	61%	-%	-%	83%	57%	53%	67%	33%	41%	-%	72%	55%	65%	-%	41%	-%	73%	68%	46%	53%	100%	29%	52%	94%
(None)	1	-	-	*	*	*	1	-	*	-	*	*	-	-	-	-	*	-	*	*	-	-	*	-
	7%	-%	-%	13%	2%	20%	8%	-%	59%	-%	5%	13%	4%	-%	59%	-%	20%	-%	10%	3%	-%	-%	31%	-%
(Don't know)	*	-	-	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-
	1%	-%	-%	-%	-%	8%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	17%	-%

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

Table 100 (continuation)

<Q8D> Thinking about calls made from your place of work, what types of numbers or contacts would you ONLY CONSIDER CALLING VIA <MAIN FIXED LINE TYPE USED AT S13I> rather than via mobile/VoIP?

by Crossbreak

Base: ISDN 2/2E line(s)

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yorkshire/Humber (c)	East of England (d)	Midland (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)
Unweighted row	30	-	2	1	3	-	3	1	3	-	13	5	4	8	-	30
Total	8	-	*	1	1	-	1	1	2	-	6	1	1	1	-	8
Local or national landline numbers in the UK	6	-	-	1	1	-	1	1	1	-	5	1	*	*	-	6
	76%	-%	-%	100%	91%	-%	100%	100%	53%	-%	80%	94%	41%	61%	-%	76%
Non geographical numbers e.g. 0845 or 0870 numbers	6	-	-	1	1	-	1	1	1	-	5	*	*	*	-	6
	71%	-%	-%	100%	91%	-%	100%	100%	53%	-%	80%	18%	50%	66%	-%	71%
Mobile numbers	6	-	-	1	1	-	1	1	1	-	5	*	*	*	-	6
	71%	-%	-%	100%	91%	-%	100%	100%	53%	-%	80%	59%	41%	28%	-%	71%
International numbers	5	-	*	-	*	-	1	1	2	-	4	*	*	*	-	5
	61%	-%	50%	-%	9%	-%	91%	100%	100%	-%	66%	34%	50%	55%	-%	61%
(None)	1	-	-	-	*	-	-	-	-	-	*	-	*	*	-	1
	7%	-%	-%	-%	9%	-%	-%	-%	-%	-%	2%	-%	50%	16%	-%	7%
(Don't know)	*	-	*	-	-	-	-	-	-	-	*	-	-	-	-	*
	1%	-%	50%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	1%

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

Table 100 (continuation)

<Q8D> Thinking about calls made from your place of work, what types of numbers or contacts would you ONLY CONSIDER CALLING VIA <MAIN FIXED LINE TYPE USED AT S13I> rather than via mobile/VoIP?

by Crossbreak

Base: ISDN 2/2E line(s)

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET Mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	30	-	30	-	-	-	30	26	23	16	26	28	7	30	1	30	6	8	4	-	3	2	23	30	1	5	3	-
Total	8	-	8	-	-	-	8	7	5	3	5	8	2	8	*	8	1	2	1	-	1	*	5	8	*	1	1	-
Local or national landline numbers in the UK	6 76%	- -%	6 76%	- -%	- -%	- -%	6 76%	5 74%	3 67%	2 75%	3 65%	6 76%	1 81%	6 76%	- -%	6 76%	* 72%	2 95%	1 95%	- -%	1 100%	* 62%	3 64%	6 76%	- -%	1 97%	1 91%	- -%
Non geographical numbers e.g. 0845 or 0870 numbers	6 71%	- -%	6 71%	- -%	- -%	- -%	6 71%	4 68%	3 69%	2 67%	3 65%	5 71%	1 74%	6 71%	- -%	6 71%	1 81%	2 100%	1 100%	- -%	1 72%	* 62%	3 57%	6 71%	- -%	1 100%	1 100%	- -%
Mobile numbers	6 71%	- -%	6 71%	- -%	- -%	- -%	6 71%	5 69%	3 61%	2 61%	3 57%	5 71%	1 67%	6 71%	- -%	6 71%	* 72%	2 93%	1 95%	- -%	1 100%	* 62%	3 59%	6 71%	- -%	1 94%	1 91%	- -%
International numbers	5 61%	- -%	5 61%	- -%	- -%	- -%	5 61%	5 70%	4 88%	2 69%	4 83%	5 60%	1 77%	5 61%	- -%	5 61%	1 91%	2 98%	1 94%	- -%	* 22%	* 100%	4 74%	5 61%	- -%	1 97%	1 100%	- -%
(None)	1 7%	- -%	1 7%	- -%	- -%	- -%	1 7%	* 7%	* 7%	1 21%	1 10%	1 7%	1 17%	1 7%	- -%	1 7%	* 9%	- -%	- -%	- -%	- -%	- -%	* 10%	1 7%	- -%	- -%	- -%	- -%
(Don't know)	* 1%	- -%	* 1%	- -%	- -%	- -%	* 1%	* 1%	* 3%	* 1%	* 1%	- -%	* 1%	* 100%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	* 100%	- -%	- -%	- -%

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

Table 100 (continuation)
 <Q8D> Thinking about calls made from your place of work, what types of numbers or contacts would you ONLY CONSIDER CALLING VIA <MAIN FIXED LINE TYPE USED AT S13I> rather than via mobile/VoIP?
 by Crossbreak
 Base: ISDN 2/2E line(s)

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	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)	Std lan dline + ISDN (a)	Std lan dline + ISDN Re + LL/ ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	30	-	3	4	-	6	2	22	12	1	7	23	5	2	6	12	12	-	8	-	16	3	1	-	-
Total	8	-	1	1	-	2	*	5	3	*	2	5	3	*	2	4	2	-	2	-	4	*	*	-	-
Local or national landline numbers in the UK	6 76%	- -%	1 91%	1 97%	- -%	1 61%	* 100%	4 82%	2 65%	* 100%	1 41%	4 84%	1 58%	* 100%	2 95%	3 83%	1 46%	- -%	2 95%	- -%	4 88%	- -%	* 100%	- -%	- -%
Non geographical numbers e.g. 0845 or 0870 numbers	6 71%	- -%	1 100%	1 100%	- -%	1 61%	* 25%	4 76%	2 65%	* 100%	1 41%	4 83%	1 42%	* 100%	2 88%	3 73%	1 49%	- -%	2 100%	- -%	4 84%	* 37%	* 100%	- -%	- -%
Mobile numbers	6 71%	- -%	1 91%	1 97%	- -%	1 57%	* 25%	4 78%	2 57%	* 100%	1 35%	4 75%	1 58%	* 100%	2 82%	3 83%	1 39%	- -%	2 93%	- -%	3 81%	- -%	- -%	- -%	- -%
International numbers	5 61%	- -%	1 100%	1 97%	- -%	2 100%	- -%	2 44%	3 95%	* 100%	1 94%	3 69%	1 38%	* 100%	1 61%	2 45%	2 86%	- -%	2 98%	- -%	2 44%	* 63%	* 100%	- -%	- -%
(None)	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	1 11%	- -%	- -%	- -%	* 9%	* 5%	- -%	* 5%	* 11%	* 3%	- -%	- -%	- -%	* 7%	* 37%	- -%	- -%	- -%
(Don't know)	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%

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

Table 100 (continuation)

<Q8D> Thinking about calls made from your place of work, what types of numbers or contacts would you ONLY CONSIDER CALLING VIA <MAIN FIXED LINE TYPE USED AT S13I> rather than via mobile/VoIP?

by Crossbreak

Base: ISDN 2/2E line(s)

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch calls ange to mo (a)	Some bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)		
Unweighted row	30	14	2	2	2	-
Total	8	4	*	1	*	-
Local or national landline numbers in the UK	6 76%	4 91%	* 50%	1 100%	* 44%	- -%
Non geographical numbers e.g. 0845 or 0870 numbers	6 71%	4 86%	* 50%	* 19%	* 44%	- -%
Mobile numbers	6 71%	4 83%	- -%	* 81%	- -%	- -%
International numbers	5 61%	2 46%	* 50%	* 19%	* 44%	- -%
(None)	1 7%	* 7%	* 50%	- -%	* 56%	- -%
(Don't know)	* 1%	* 2%	- -%	- -%	- -%	- -%

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

Table 101
 <Q8D> Thinking about calls made from your place of work, what types of numbers or contacts would you ONLY CONSIDER CALLING VIA <MAIN FIXED LINE TYPE USED AT S13I> rather than via mobile/VoIP?
 by Crossbreak
 Base: ISDN 30 line(s)

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 (b)	5 (c)	10 (d)	50 to 249 (e)	1 (a)	2 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m to £25m+ (e)	£25m+ (f)	Pr mary ind ustry (a)	Man ufacturing (b)	Co nstruction (c)	Whole sale/ retail (d)	Re tail (e)	Finan cial services (f)	Other services (g)	Pub lic admin istration and ser vices (h)	Other (i)	
Unweighted row	31	-	-	2	7	22	18	7	6	2	1	7	9	4	5	3	3	4	3	1	2	11	2	2
Total	6	-	-	1	3	1	4	*	1	*	*	1	1	*	1	*	1	*	1	1	*	2	*	*
Non geographical numbers e.g. 0845 or 0870 numbers	3 62%	- -%	- -%	* 13%	2 79%	1 69%	2 57%	* 68%	1 91%	* 31%	* 100%	1 68%	* 48%	* 60%	1 94%	* 81%	1 88%	* 68%	* 73%	1 100%	* 37%	1 36%	* 100%	- -%
(None)	2 34%	- -%	- -%	1 87%	1 18%	* 25%	2 41%	* 24%	- -%	- -%	* 28%	* 46%	* 40%	* 6%	* 19%	* 12%	* 22%	- -%	- -%	* 63%	1 64%	- -%	* 100%	
Local or national landline numbers in the UK	1 26%	- -%	- -%	* 13%	1 23%	1 43%	1 13%	* 62%	1 81%	* 100%	* 100%	* 52%	* 30%	* 60%	* 10%	* 81%	- -%	* 45%	1 89%	- -%	* 37%	* 21%	* 100%	- -%
International numbers	1 23%	- -%	- -%	* 13%	* 5%	1 66%	1 16%	* 55%	* 41%	- -%	* 100%	* 17%	1 54%	* 60%	* 14%	* 81%	* 5%	* 68%	* 11%	- -%	* 37%	1 32%	* 61%	- -%
Mobile numbers	1 14%	- -%	- -%	* 13%	* 3%	1 36%	* 10%	* 38%	* 23%	* 100%	* 100%	* 7%	* 4%	* 60%	* 10%	* 15%	- -%	* 11%	* 17%	- -%	* 37%	* 21%	* 100%	- -%

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

Table 101 (continuation)

<Q8D> Thinking about calls made from your place of work, what types of numbers or contacts would you ONLY CONSIDER CALLING VIA <MAIN FIXED LINE TYPE USED AT S13I> rather than via mobile/VoIP?

by Crossbreak

Base: ISDN 30 line(s)

	Total	LOCATION													OFFICE LOCATION	
		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 (k)	Wales (l)	Scotland (m)	Northern Ireland (n)	Home based (a)
Unweighted row	31	1	2	-	-	-	1	5	3	1	13	6	8	4	1	30
Total	6	*	*	-	-	-	*	2	1	*	4	*	1	*	*	5
Non geographical numbers e.g. 0845 or 0870 numbers	3 62%	* 100%	* 86%	- -%	- -%	- -%	* 100%	1 52%	1 90%	- -%	3 68%	* 91%	* 28%	* 34%	- -%	3 63%
(None)	2 34%	- -%	* 14%	- -%	- -%	- -%	- -%	1 48%	* 10%	* 100%	1 32%	* 9%	1 65%	- -%	- -%	2 35%
Local or national landline numbers in the UK	1 26%	- -%	* 86%	- -%	- -%	- -%	* 100%	* 10%	* 10%	- -%	1 20%	* 82%	* 7%	* 100%	* 100%	1 25%
International numbers	1 23%	* 100%	- -%	- -%	- -%	- -%	* 100%	* 15%	* 10%	- -%	1 14%	* 82%	* 28%	* 34%	- -%	1 23%
Mobile numbers	1 14%	- -%	- -%	- -%	- -%	- -%	* 100%	* 10%	- -%	- -%	* 7%	* 51%	* 7%	* 100%	* 100%	1 12%

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

Table 101 (continuation)

<Q8D> Thinking about calls made from your place of work, what types of numbers or contacts would you ONLY CONSIDER CALLING VIA <MAIN FIXED LINE TYPE USED AT S13I> rather than via mobile/VoIP?

by Crossbreak

Base: ISDN 30 line(s)

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No (c)	LL BB (d)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)
Unweighted row	31	-	-	31	-	-	31	29	27	20	27	27	15	13	31	31	20	14	4	-	4	4	26	11	31	4	10	-
Total	6	-	-	6	-	-	6	5	5	4	5	5	2	1	6	6	3	3	1	-	*	1	4	1	6	2	2	-
Non geographical numbers e.g. 0845 or 0870 numbers	3 62%	- -%	- -%	3 62%	- -%	- -%	3 62%	3 55%	3 61%	2 53%	3 61%	3 64%	1 80%	1 71%	3 62%	3 62%	2 67%	3 75%	* 26%	- -%	* 100%	* 49%	2 49%	* 60%	3 62%	1 85%	1 66%	- -%
(None)	2 34%	- -%	- -%	2 34%	- -%	- -%	2 34%	2 41%	2 36%	2 42%	2 36%	2 33%	* 14%	* 12%	2 34%	2 34%	1 30%	1 22%	* 57%	- -%	- -%	* 51%	2 47%	* 16%	2 34%	* 15%	* 28%	- -%
Local or national landline numbers in the UK	1 26%	- -%	- -%	1 26%	- -%	- -%	1 26%	1 28%	1 26%	1 30%	1 26%	1 26%	1 30%	1 67%	1 26%	1 26%	1 40%	1 27%	* 43%	- -%	* 43%	* 29%	1 21%	* 55%	1 26%	* 28%	* 25%	- -%
International numbers	1 23%	- -%	- -%	1 23%	- -%	- -%	1 23%	1 24%	1 21%	1 22%	1 21%	1 36%	1 78%	1 23%	1 23%	1 30%	* 10%	* 26%	- -%	* 79%	* 41%	1 26%	* 70%	1 23%	* 4%	* 17%	- -%	
Mobile numbers	1 14%	- -%	- -%	1 14%	- -%	- -%	1 14%	1 13%	1 13%	* 12%	1 13%	1 12%	* 21%	* 52%	1 14%	1 14%	1 18%	* 10%	* 17%	- -%	* 43%	* 29%	1 15%	* 55%	1 14%	* 4%	* 17%	- -%

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

Table 101 (continuation)
 <Q8D> Thinking about calls made from your place of work, what types of numbers or contacts would you ONLY CONSIDER CALLING VIA <MAIN FIXED LINE TYPE USED AT S13I> rather than via mobile/VoIP?
 by Crossbreak
 Base: ISDN 30 line(s)

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal /inter- -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for re ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC ntal (a)	Std lan dline + BB (c)	No ducts (a)	1 ro ducts (b)	2 ro ducts (c)	No ducts (a)	1 ro ducts (b)	2 ro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	31	3	5	6	-	14	-	16	13	1	9	26	4	1	13	10	8	1	13	-	9	1	7	2	3
Total	6	1	1	1	-	2	-	3	2	*	2	5	*	*	3	2	*	*	3	-	2	*	1	*	*
Non geographical numbers e.g. 0845 or 0870 numbers	3 62%	1 95%	1 77%	* 35%	- -%	2 75%	- -%	2 55%	2 87%	* 100%	1 81%	3 64%	* 45%	- -%	2 58%	1 71%	* 63%	* 100%	2 75%	- -%	2 91%	- -%	* 42%	* 42%	* 30%
(None)	2 34%	* 5%	* 23%	* 50%	- -%	* 19%	- -%	1 45%	* 8%	- -%	* 10%	2 35%	* 22%	- -%	1 42%	* 24%	* 17%	- -%	1 23%	- -%	* 6%	- -%	* 46%	- -%	* 29%
Local or national landline numbers in the UK	1 26%	* 33%	* 10%	* 50%	- -%	1 34%	- -%	1 21%	1 34%	* 100%	* 23%	1 23%	* 78%	* 100%	1 24%	* 26%	* 42%	* 100%	1 24%	- -%	1 40%	* 100%	* 54%	* 58%	* 41%
International numbers	1 23%	- -%	* 8%	* 35%	- -%	1 31%	- -%	1 16%	1 36%	* 100%	* 19%	1 22%	* 45%	- -%	1 16%	* 21%	* 76%	* 100%	* 7%	- -%	* 22%	- -%	* 42%	* 42%	* 30%
Mobile numbers	1 14%	- -%	* 10%	* 28%	- -%	* 22%	- -%	* 9%	* 26%	* 100%	* 14%	1 10%	* 78%	* 100%	* 12%	* 10%	* 42%	* 100%	* 7%	- -%	* 11%	* 100%	* 35%	* 58%	* 41%

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

Table 101 (continuation)

<Q8D> Thinking about calls made from your place of work, what types of numbers or contacts would you ONLY CONSIDER CALLING VIA <MAIN FIXED LINE TYPE USED AT S13I> rather than via mobile/VoIP?
by Crossbreak

Base: ISDN 30 line(s)

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch calls ange to mo (a) (b)	Some calls bile (b)	Some calls VoIP (c)	Some calls text/ to (d)	Ca ncel MFL (e)	
Unweighted row	31	8	1	5	2	5
Total	6	1	*	*	*	*
Non geographical numbers e.g. 0845 or 0870 numbers	3 62%	1 88%	- -%	* 16%	* 42%	* 35%
(None)	2 34%	* 8%	- -%	* 64%	- -%	* 35%
Local or national landline numbers in the UK	1 26%	* 20%	* 100%	* 36%	* 58%	* 43%
International numbers	1 23%	* 25%	- -%	* 16%	* 42%	* 35%
Mobile numbers	1 14%	* 20%	* 100%	* 36%	* 58%	* 43%

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

Table 102
 <Q8D> Thinking about calls made from your place of work, what types of numbers or contacts would you ONLY CONSIDER CALLING VIA <MAIN FIXED LINE TYPE USED AT S13I> rather than via mobile/VoIP?
 by Crossbreak
 Base: Leased line(s) / private circuit(s)

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR									
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Transport (e)	Financial services (f)	Other services (g)	Public administration (h)	Other (i)
Total	11	-	-	4	7	4	7	-	-	1	3	2	2	1	-	-	2	1	1	1	3	3	-
Total	4	-	-	3	1	2	2	-	-	1	1	*	*	1	-	-	*	*	1	1	1	1	-
International numbers	2	-	-	2	*	1	1	-	-	1	1	*	*	-	-	-	*	*	-	1	1	*	-
	51%	-%	-%	50%	58%	56%	47%	-%	-%	100%	93%	100%	56%	-%	-%	-%	43%	100%	-%	100%	84%	16%	-%
Non geographical numbers e.g. 0845 or 0870 numbers	2	-	-	2	*	1	1	-	-	1	1	*	*	-	-	-	*	*	-	1	1	*	-
	49%	-%	-%	50%	43%	51%	47%	-%	-%	100%	93%	44%	56%	-%	-%	-%	43%	100%	-%	100%	84%	7%	-%
(None)	1	-	-	1	*	1	*	-	-	-	*	-	*	1	-	-	*	-	1	-	*	-	-
	28%	-%	-%	25%	42%	44%	12%	-%	-%	-%	7%	-%	44%	100%	-%	-%	57%	-%	100%	-%	16%	-%	-%
Local or national landline numbers in the UK	1	-	-	1	*	1	-	-	-	-	1	*	-	-	-	-	-	-	-	1	-	*	-
	23%	-%	-%	25%	15%	49%	-%	-%	-%	-%	86%	56%	-%	-%	-%	-%	-%	-%	-%	100%	-%	9%	-%
Mobile numbers	1	-	-	1	*	1	-	-	-	-	1	*	-	-	-	-	-	-	-	1	-	*	-
	23%	-%	-%	25%	15%	49%	-%	-%	-%	-%	86%	56%	-%	-%	-%	-%	-%	-%	-%	100%	-%	9%	-%
(Don't know)	1	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
	21%	-%	-%	25%	-%	-%	40%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	84%	-%

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

Table 102 (continuation)

<Q8D> Thinking about calls made from your place of work, what types of numbers or contacts would you ONLY CONSIDER CALLING VIA <MAIN FIXED LINE TYPE USED AT S13I> rather than via mobile/VoIP?
by Crossbreak

Base: Leased line(s) / private circuit(s)

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yorkshire (c)	East of London (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)
Unweighted row	11	-	1	2	-	-	1	4	1	1	10	-	1	-	-	11
Total	4	-	*	*	-	-	*	3	*	*	4	-	*	-	-	4
International numbers	2	-	*	-	-	-	*	2	*	*	2	-	-	-	-	2
	51%	-%	100%	-%	-%	-%	100%	50%	100%	100%	52%	-%	-%	-%	-%	51%
Non geographical numbers e.g. 0845 or 0870 numbers	2	-	*	-	-	-	*	2	*	-	2	-	-	-	-	2
	49%	-%	100%	-%	-%	-%	100%	50%	100%	-%	50%	-%	-%	-%	-%	49%
(None)	1	-	-	*	-	-	-	1	-	-	1	-	*	-	-	1
	28%	-%	-%	100%	-%	-%	-%	25%	-%	-%	26%	-%	100%	-%	-%	28%
Local or national landline numbers in the UK	1	-	-	-	-	-	-	1	-	*	1	-	-	-	-	1
	23%	-%	-%	-%	-%	-%	-%	25%	-%	100%	24%	-%	-%	-%	-%	23%
Mobile numbers	1	-	-	-	-	-	-	1	-	*	1	-	-	-	-	1
	23%	-%	-%	-%	-%	-%	-%	25%	-%	100%	24%	-%	-%	-%	-%	23%
(Don't know)	1	-	-	-	-	-	-	1	-	-	1	-	-	-	-	1
	21%	-%	-%	-%	-%	-%	-%	25%	-%	-%	22%	-%	-%	-%	-%	21%

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

Table 102 (continuation)

<Q8D> Thinking about calls made from your place of work, what types of numbers or contacts would you ONLY CONSIDER CALLING VIA <MAIN FIXED LINE TYPE USED AT S13I> rather than via mobile/VoIP?

by Crossbreak

Base: Leased line(s) / private circuit(s)

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET Mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	11	-	-	-	11	-	11	4	9	8	11	7	5	2	1	3	11	11	6	-	-	-	-	1	1	4	6	1
Total	4	-	-	-	4	-	4	1	3	2	4	2	1	2	*	2	4	4	3	-	-	-	-	1	*	*	3	*
International numbers	2 51%	- -%	- -%	- -%	2 51%	- -%	2 51%	* 18%	1 39%	1 54%	2 51%	1 49%	1 87%	1 50%	* 100%	1 53%	2 51%	2 33%	1 33%	- -%	- -%	- -%	- -%	1 100%	* 100%	* 74%	2 48%	* 100%
Non geographical numbers e.g. 0845 or 0870 numbers	2 49%	- -%	- -%	- -%	2 49%	- -%	2 49%	* 10%	1 36%	1 50%	2 49%	1 45%	1 87%	1 50%	- -%	1 47%	2 49%	1 33%	1 33%	- -%	- -%	- -%	- -%	1 100%	- -%	* 74%	2 48%	- -%
(None)	1 28%	- -%	- -%	- -%	1 28%	- -%	1 28%	* 8%	1 34%	* 7%	1 28%	* 12%	* 13%	* -%	- -%	- -%	1 28%	1 28%	1 36%	- -%	- -%	- -%	- -%	- -%	- -%	* 26%	1 28%	- -%
Local or national landline numbers in the UK	1 23%	- -%	- -%	- -%	1 23%	- -%	1 23%	* 8%	* 3%	1 42%	1 23%	* 4%	- -%	- -%	* 100%	* 5%	1 23%	1 23%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	1 24%	* 100%	
Mobile numbers	1 23%	- -%	- -%	- -%	1 23%	- -%	1 23%	* 8%	* 3%	1 42%	1 23%	* 4%	- -%	- -%	* 100%	* 5%	1 23%	1 23%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	1 24%	* 100%	
(Don't know)	1 21%	- -%	- -%	- -%	1 21%	- -%	1 21%	1 73%	1 27%	1 38%	1 21%	1 39%	- -%	1 50%	- -%	1 47%	1 21%	1 31%	1 31%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 24%	- -%

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

Table 102 (continuation)

<Q8D> Thinking about calls made from your place of work, what types of numbers or contacts would you ONLY CONSIDER CALLING VIA <MAIN FIXED LINE TYPE USED AT S13I> rather than via mobile/VoIP? by Crossbreak

Base: Leased line(s) / private circuit(s)

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	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 ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)
Unweighted row	11	-	1	9	1	-	-	11	-	-	-	10	1	-	3	7	1	1	10	-	-	-	-	-
Total	4	-	1	2	1	-	-	4	-	-	-	4	*	-	1	3	*	*	4	-	-	-	-	-
International numbers	2	-	1	1	-	-	-	2	-	-	-	2	*	-	*	2	*	*	2	-	-	-	-	-
	51%	-%	100%	52%	-%	-%	-%	51%	-%	-%	-%	50%	100%	-%	8%	64%	100%	100%	50%	-%	-%	-%	-%	-%
Non geographical numbers e.g. 0845 or 0870 numbers	2	-	1	1	-	-	-	2	-	-	-	2	-	-	*	2	*	*	2	-	-	-	-	-
	49%	-%	100%	48%	-%	-%	-%	49%	-%	-%	-%	50%	-%	-%	8%	61%	100%	100%	47%	-%	-%	-%	-%	-%
(None)	1	-	-	1	-	-	-	1	-	-	-	1	-	-	*	1	-	-	1	-	-	-	-	-
	28%	-%	-%	48%	-%	-%	-%	28%	-%	-%	-%	28%	-%	-%	7%	36%	-%	-%	28%	-%	-%	-%	-%	-%
Local or national landline numbers in the UK	1	-	-	1	-	-	-	1	-	-	-	1	*	-	-	1	-	-	1	-	-	-	-	-
	23%	-%	-%	41%	-%	-%	-%	23%	-%	-%	-%	22%	100%	-%	-%	32%	-%	-%	24%	-%	-%	-%	-%	-%
Mobile numbers	1	-	-	1	-	-	-	1	-	-	-	1	*	-	-	1	-	-	1	-	-	-	-	-
	23%	-%	-%	41%	-%	-%	-%	23%	-%	-%	-%	22%	100%	-%	-%	32%	-%	-%	24%	-%	-%	-%	-%	-%
(Don't know)	1	-	-	-	1	-	-	1	-	-	-	1	-	-	1	-	-	-	1	-	-	-	-	-
	21%	-%	-%	-%	100%	-%	-%	21%	-%	-%	-%	22%	-%	-%	86%	-%	-%	-%	22%	-%	-%	-%	-%	-%

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

Table 102 (continuation)

<Q8D> Thinking about calls made from your place of work, what types of numbers or contacts would you ONLY CONSIDER CALLING VIA <MAIN FIXED LINE TYPE USED AT S13I> rather than via mobile/VoIP?
by Crossbreak

Base: Leased line(s) / private circuit(s)

Total	SNNIP CALLS & RENTAL LIKELY TO				
	Not Ch calls ange to mo (a) (b)	Some calls bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel to MFL (e)
Unweighted row	11	-	-	-	-
Total	4	-	-	-	-
International numbers	2 51%	- -%	- -%	- -%	- -%
Non geographical numbers e.g. 0845 or 0870 numbers	2 49%	- -%	- -%	- -%	- -%
(None)	1 28%	- -%	- -%	- -%	- -%
Local or national landline numbers in the UK	1 23%	- -%	- -%	- -%	- -%
Mobile numbers	1 23%	- -%	- -%	- -%	- -%
(Don't know)	1 21%	- -%	- -%	- -%	- -%

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

Table 103

<Q8D> Thinking about calls made from your place of work, what types of numbers or contacts would you ONLY CONSIDER CALLING VIA <MAIN FIXED LINE TYPE USED AT S13I> rather than via mobile/VoIP?

by Crossbreak

Base: ISDN's & Leased line(s)

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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)	
Total	72	-	1	8	20	43	42	22	8	4	8	19	19	7	8	3	7	10	8	7	4	19	9	5
Total	17	-	*	3	10	3	13	4	1	*	3	4	5	1	2	*	2	1	2	4	1	4	1	2
Non geographical numbers e.g. 0845 or 0870 numbers	11 63%	- -%	- -%	2 54%	7 69%	2 63%	8 60%	3 68%	1 85%	* 28%	2 76%	3 84%	3 62%	* 62%	1 52%	* 81%	2 79%	* 64%	1 59%	2 57%	1 82%	2 66%	* 27%	1 67%
Local or national landline numbers in the UK	8 49%	- -%	* 100%	2 61%	5 45%	1 40%	6 49%	1 41%	1 76%	* 88%	2 68%	3 75%	3 58%	* 32%	* 8%	* 81%	1 49%	* 34%	1 80%	1 34%	1 82%	1 35%	* 28%	1 77%
International numbers	8 46%	- -%	- -%	2 58%	4 40%	2 60%	6 48%	2 43%	* 41%	- -%	2 82%	2 55%	3 63%	* 54%	* 10%	* 81%	1 46%	* 63%	1 37%	1 31%	1 82%	2 45%	* 29%	1 73%
Mobile numbers	7 42%	- -%	* 100%	2 54%	4 39%	1 33%	6 46%	1 35%	* 20%	* 51%	2 61%	3 63%	2 53%	* 32%	* 5%	* 15%	1 43%	* 5%	1 54%	1 34%	1 82%	1 34%	* 28%	1 67%
(None)	3 20%	- -%	- -%	1 39%	1 13%	1 27%	3 24%	* 9%	* 8%	- -%	* 3%	1 15%	1 13%	* 38%	1 48%	* 19%	* 17%	* 22%	1 6%	1 20%	1 18%	1 34%	* 8%	* 23%
(Don't know)	1 5%	- -%	- -%	- -%	1 8%	* 2%	* 1%	1 21%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 59%	- -%

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

Table 103 (continuation)

<Q8D> Thinking about calls made from your place of work, what types of numbers or contacts would you ONLY CONSIDER CALLING VIA <MAIN FIXED LINE TYPE USED AT S13I> rather than via mobile/VoIP?

by Crossbreak

Base: ISDN's & Leased line(s)

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo rks/Humber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	72	1	5	3	3	-	5	10	7	2	36	11	13	12	1	71
Total	17	*	1	1	1	-	1	6	3	*	13	1	2	1	*	17
Non geographical numbers e.g. 0845 or 0870 numbers	11 63%	* 100%	* 70%	1 80%	1 91%	- -	1 100%	4 59%	2 68%	- -	9 68%	1 48%	1 36%	* 58%	- -	11 64%
Local or national landline numbers in the UK	8 49%	- -	* 60%	1 80%	1 91%	- -	1 93%	2 32%	1 36%	* 50%	6 47%	1 89%	* 21%	1 71%	* 100%	8 48%
International numbers	8 46%	* 100%	* 20%	- -	* 9%	- -	1 93%	3 46%	2 68%	* 50%	6 47%	1 54%	1 36%	* 50%	- -	8 47%
Mobile numbers	7 42%	- -	- -	1 80%	1 91%	- -	1 93%	2 32%	1 32%	* 50%	6 43%	1 56%	* 21%	* 46%	* 100%	7 42%
(None)	3 20%	- -	* 10%	* 20%	* 9%	- -	- -	2 29%	* 3%	* 50%	2 17%	* 4%	1 60%	* 12%	- -	3 20%
(Don't know)	1 5%	- -	* 10%	- -	- -	- -	- -	1 12%	- -	- -	1 6%	- -	- -	- -	- -	1 5%

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

Table 103 (continuation)

<Q8D> Thinking about calls made from your place of work, what types of numbers or contacts would you ONLY CONSIDER CALLING VIA <MAIN FIXED LINE TYPE USED AT S13I> rather than via mobile/VoIP?

by Crossbreak

Base: ISDN's & Leased line(s)

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo biles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	72	-	30	31	11	-	72	59	59	44	64	62	27	45	33	64	37	33	14	-	7	6	49	42	33	13	19	1
Total	17	-	8	6	4	-	17	12	13	8	14	15	5	10	6	15	7	9	4	-	2	1	9	9	6	3	6	*
Non geographical numbers e.g. 0845 or 0870 numbers	11 63%	- -%	6 71%	3 62%	2 49%	- -%	11 63%	7 58%	8 59%	5 57%	9 59%	10 65%	4 79%	7 68%	3 61%	10 65%	4 59%	6 70%	2 51%	- -%	1 75%	* 53%	5 53%	7 72%	3 61%	3 89%	3 60%	- -%
Local or national landline numbers in the UK	8 49%	- -%	6 76%	1 26%	1 23%	- -%	8 49%	6 51%	5 37%	4 48%	6 40%	7 49%	2 42%	7 64%	2 27%	8 50%	3 35%	4 40%	1 32%	- -%	2 93%	* 37%	4 44%	6 68%	2 27%	2 52%	2 33%	* 100%
International numbers	8 46%	- -%	5 61%	1 23%	2 51%	- -%	8 46%	6 48%	7 50%	4 45%	7 52%	7 45%	3 64%	6 61%	1 24%	7 46%	3 46%	4 49%	2 49%	- -%	* 29%	* 57%	5 52%	6 65%	1 24%	1 46%	3 45%	* 100%
Mobile numbers	7 42%	- -%	6 71%	1 14%	1 23%	- -%	7 42%	5 43%	4 29%	3 35%	5 32%	6 42%	2 33%	6 58%	1 15%	6 43%	2 26%	3 33%	1 28%	- -%	2 93%	* 37%	3 39%	6 64%	1 15%	1 37%	2 30%	* 100%
(None)	3 20%	- -%	1 7%	2 34%	1 28%	- -%	3 20%	2 20%	3 24%	2 27%	3 24%	2 17%	1 15%	1 7%	2 33%	2 16%	2 27%	2 19%	1 29%	- -%	- -%	* 37%	2 27%	1 7%	2 33%	* 11%	1 25%	- -%
(Don't know)	1 5%	- -%	* 1%	- -%	1 21%	- -%	1 5%	1 7%	1 6%	1 10%	1 6%	1 6%	- -%	1 8%	* 1%	1 6%	1 11%	1 9%	1 18%	- -%	- -%	- -%	* 1%	* 1%	* 1%	- -%	1 14%	- -%

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

Table 103 (continuation)

<Q8D> Thinking about calls made from your place of work, what types of numbers or contacts would you ONLY CONSIDER CALLING VIA <MAIN FIXED LINE TYPE USED AT S13I> rather than via mobile/VoIP?

by Crossbreak

Base: ISDN's & Leased line(s)

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN Re + LL/ ntal (b)	Std lan dline + BB (c)	No pro ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No pro ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel to MFL (e)	
Unweighted row	72	3	9	19	1	20	2	49	25	2	16	59	10	3	22	29	21	2	31	-	25	4	8	2	3
Total	17	1	3	4	1	5	*	12	5	*	3	14	3	*	6	8	3	*	9	-	6	*	1	*	*
Non geographical numbers e.g. 0845 or 0870 numbers	11 63%	1 95%	3 89%	2 61%	- -%	3 68%	* 25%	8 62%	4 73%	* 100%	2 60%	9 67%	1 41%	* 92%	4 61%	5 69%	1 53%	* 100%	6 69%	- -%	5 86%	* 27%	* 48%	* 42%	* 30%
Local or national landline numbers in the UK	8 49%	* 33%	1 27%	2 59%	- -%	2 49%	* 100%	6 48%	3 54%	* 100%	1 32%	6 44%	2 61%	* 100%	3 44%	4 54%	1 43%	* 49%	3 40%	- -%	4 73%	* 27%	1 59%	* 58%	* 41%
International numbers	8 46%	- -%	2 55%	2 63%	- -%	3 68%	- -%	5 39%	4 73%	* 100%	2 57%	6 46%	1 41%	* 92%	2 30%	4 47%	2 85%	* 100%	4 45%	- -%	2 37%	* 46%	* 48%	* 42%	* 30%
Mobile numbers	7 42%	- -%	1 27%	2 55%	- -%	2 41%	* 25%	5 43%	2 46%	* 100%	1 24%	5 36%	2 61%	* 100%	2 33%	4 51%	1 38%	* 49%	3 33%	- -%	4 59%	* 27%	* 32%	* 58%	* 41%
(None)	3 20%	* 5%	* 11%	1 34%	- -%	* 9%	- -%	3 25%	* 3%	- -%	* 5%	3 24%	* 6%	- -%	2 25%	2 22%	* 5%	- -%	2 20%	- -%	* 6%	* 27%	* 41%	- -%	* 29%
(Don't know)	1 5%	- -%	- -%	- -%	1 100%	- -%	- -%	1 7%	- -%	- -%	- -%	1 6%	- -%	- -%	1 12%	* 1%	- -%	- -%	1 9%	- -%	* 1%	- -%	- -%	- -%	- -%

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

Table 103 (continuation)

<Q8D> Thinking about calls made from your place of work, what types of numbers or contacts would you ONLY CONSIDER CALLING VIA <MAIN FIXED LINE TYPE USED AT S13I> rather than via mobile/VoIP?
by Crossbreak

Base: ISDN's & Leased line(s)

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch calls ange to mo (a) (b)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	72	22	3	7	4	5
Total	17	6	*	1	*	*
Non geographical numbers e.g. 0845 or 0870 numbers	11 63%	5 86%	* 33%	* 18%	* 43%	* 35%
Local or national landline numbers in the UK	8 49%	4 73%	* 67%	1 69%	* 50%	* 43%
International numbers	8 46%	2 41%	* 33%	* 18%	* 43%	* 35%
Mobile numbers	7 42%	4 67%	* 33%	1 59%	* 25%	* 43%
(None)	3 20%	* 7%	* 33%	* 31%	* 32%	* 35%
(Don't know)	1 5%	* 1%	- -%	- -%	- -%	- -%

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

Table 104

<Q10AA>If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Not change any aspect of your <main fixed line coded at S13i> call behaviour by Crossbreak

Base: All using fixed lines

	Total	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR									
		1 to 4 (a)	1 to 9 (b)	5 to 24 (c)	10 to 49 (d)	50 to 249 (e)	1 to 5 (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m to £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Transport (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)
Unweighted row	471	61	197	100	87	87	380	69	19	154	118	92	37	13	12	18	37	56	57	60	20	130	66	27
Total	487	147	393	53	35	6	449	32	3	258	127	48	8	1	1	18	39	59	59	66	17	150	52	26
Certain to not change any aspect (1.0)	135	60	118	11	5	1	121	13	*	84	24	13	1	*	*	7	6	18	6	19	2	50	12	15
	28%	41%	30%	21%	14%	15%	27%	41%	4%	33%	19%	27%	10%	18%	2%	37%	16%	31%	10%	29%	9%	33%	23%	58%
Very likely to not change any aspect (2.0)	110	17	86	12	10	1	101	7	2	55	41	6	2	*	*	1	16	20	17	13	9	29	5	1
	23%	12%	22%	22%	30%	23%	23%	20%	65%	21%	32%	12%	24%	16%	14%	5%	41%	33%	28%	19%	52%	20%	9%	4%
Fairly likely to not change any aspect (3.0)	115	39	93	11	10	2	111	4	*	52	26	17	2	*	1	*	5	11	21	19	2	35	14	8
	24%	26%	24%	21%	28%	30%	25%	12%	13%	20%	20%	35%	30%	22%	70%	2%	14%	19%	35%	28%	10%	23%	27%	31%
Fairly likely to change (4.0)	72	19	52	12	6	1	66	6	*	37	20	10	3	*	*	8	5	9	12	6	4	23	4	1
	15%	13%	13%	23%	18%	21%	15%	19%	4%	14%	16%	20%	30%	29%	14%	42%	12%	14%	21%	10%	25%	15%	7%	6%
Very likely to change (5.0)	28	7	21	5	3	*	27	1	*	17	4	2	*	*	-	3	4	*	3	6	1	8	3	-
	6%	5%	5%	8%	8%	5%	6%	3%	6%	6%	3%	4%	4%	7%	-%	15%	11%	*%	5%	10%	4%	5%	7%	-%
Certain to change (6.0)	20	4	16	2	1	*	16	1	*	7	12	1	*	*	-	-	2	1	*	3	-	2	10	*
	4%	3%	4%	4%	2%	5%	4%	3%	7%	3%	9%	1%	2%	8%	-%	-%	6%	2%	1%	4%	-%	1%	20%	1%
(Don't know / not applicable)	7	-	7	-	-	*Ac	7	*	-	7	-	*	-	-	-	-	-	-	-	-	-	3	4	-
	1%	-%	2%	-%	-%	2%	1%	*%	-%	3%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	8%	-%
NETS																								
Likely	245	78	204	23	15	2	223	20	2	139	65	19	3	*	*	8	22	38	23	32	10	79	17	16
	50%	53%	52%	43%	44%	38%	50%	62%	70%	54%	51%	39%	34%	34%	17%	42%	57%	64%	38%	48%	61%	53%	32%	62%
Neutral	187	58	145	24	16	3	176	10	*	89	46	27	5	*	1	8	10	20	33	25	6	58	18	10
	38%	39%	37%	44%	46%	51%	39%	32%	18%	34%	36%	55%	60%	51%	83%	43%	26%	33%	57%	38%	35%	39%	34%	37%

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

Table 104 (continuation)

<Q10AA>If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Not change any aspect of your <main fixed line coded at S13i> call behaviour by Crossbreak

Base: All using fixed lines

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR											
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Pr mary ind ustry (a)	Man ufacturing (b)	Co nstruction (c)	Whole sale/ retail Trans port/ Comm unica tions (d)	Re tail (e)	Finan cial ser vices (f)	Other ser vices (g)	Pu blic admin istration (h)	Other (i)		
Total	471	61	197	100	87	87	380	69	19	154	118	92	37	13	12	18	37	56	57	60	20	130	66	27	
Unweighted row	48	11	37	7	3	1	43	2	*	23	16	3	*	*	-	3	7	1	3	9	1	10	14	*	
Total	10%	8%	9%	12%	10%	10%	10%	6%	13%	9%	12%	6%	6%	15%	-%	15%	17%	2%	5%	14%	4%	7%	26%	1%	
Unlikely	2.6	2.4	2.5	2.9	2.8	2.9a	2.6	2.3	2.6	2.5	2.8	2.7	3.0	3.2	2.9	2.9	2.8	2.3	2.8i	2.7	2.6	2.4	3.3g	1.9	
Mean score	95 percent as lower case or *, 99 percent as UPPER CASE or **																								

Table 104 (continuation)

<Q10AA>If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Not change any aspect of your <main fixed line coded at S13i> call behaviour by Crossbreak

Base: All using fixed lines

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	471	14	34	16	16	15	50	37	33	18	233	75	78	85	71	400
Total	487	14	50	37	35	40	50	75	75	42	418	21	36	13	142	344
Certain to not change any aspect (1.0)	135 28%	4 28%	12 23%	4 10%	5 15%	15 38%	15 31%	20 27%	30 41%	11 27%	117 28%	5 26%	10 28%	2 18%	46 32%	89 26%
Very likely to not change any aspect (2.0)	110 23%	4 25%	14 27%	11 28%	18 52%	8 21%	17 34%	2 3%	10 13%	10 25%	93 22%	5 23%	9 24%	4 28%	23 16%	87 25%
Fairly likely to not change any aspect (3.0)	115 24%	1 6%	6 13%	12 32%	7 20%	11 27%	12 23%	15 20%	27 36%	13 30%	103 25%	3 14%	6 18%	3 21%	40 28%	76 22%
Fairly likely to change (4.0)	72 15%	* 3%	10 20%	7 19%	3 8%	4 10%	5 11%	20 27%	1 1%	6 15%	58 14%	5 25%	7 21%	2 16%	23 16%	49 14%
Very likely to change (5.0)	28 6%	5 39%	* 1%	- -	2 5%	1 3%	* 1%	9 13%	5 6%	1 3%	24 6%	2 10%	1 3%	1 6%	7 5%	22 6%
Certain to change (6.0)	20 4%	* *	5 11%	4 10%	- -	- -	* 1%	4 6%	2 2%	- -	16 4%	* 2%	2 6%	1jk 11%	2 1%	18 5%
(Don't know / not applicable)	7 1%	- -	2 5%	- -	- -	- -	- -	4 6%	- -	- -	7 2%	- -	* *	* *	2 2%	4 1%
NETS																

Likely	245 50%	7 53%	25 51%	14 39%	23 66%	24 59%	32 64%	22 29%	40 54%	22 52%	210 50%	10 49%	18 52%	6 46%	69 48%	176 51%
Neutral	187 38%	1 8%	17 33%	19 51%	10 29%	15 37%	17 34%	35 47%	28 38%	19 45%	161 38%	8 39%	14 39%	5 37%	63 44%	124 36%
Unlikely	48 10%	6 39%	6 12%	4 10%	2 5%	1 3%	1 1%	14 18%	6 8%	1 3%	40 10%	2 12%	3 9%	2 17%	8 6%	39 11%
Mean score	2.6	3.0	2.8	3.0	2.4	2.2	2.2	3.1f	2.3	2.4	2.6	2.7	2.6	3.0F	2.5	2.6

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

Table 104 (continuation)
 <Q10AA>If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Not change any aspect of your <main fixed line coded at S13i> call behaviour
 by Crossbreak
 Base: All using fixed lines

	Total	MAIN FIXED LINE TYPE						PRODUCTS USED										HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE					
		Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo-biles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo-bile (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	471	409	30	31	1	-	62	464	282	182	337	404	112	85	52	118	47	85	41	31	133	67	458	67	50	34	48	2	
Total	487	473	8	6	*	-	13	484	278	150	343	380	85	29	11	38	7	48	23	47	142	107	482	18	11	18	26	4	
Certain to not change any aspect (1.0)	135	132	2	1	-	-	3	135	69	34	90	103	17	8	3	10	1	15	5	16	45	32	134	3	3	7	8	-	
	28%	28%	24%	24%	-%	-%	24%	28%	25%	23%	26%	27%	20%	26%	26%	27%	13%	31%	23%	35%	32%	30%	28%	17%	26%	40%	30%	-%	
Very likely to not change any aspect (2.0)	110	107	2	1	-	-	3	109	69	38	85	94	20	11	1	11	1	9	6	8	24	16	108	7	1	2	7	*	
	23%	23%	30%	12%	-%	-%	22%	22%	25%	25%	25%	25%	24%	36%	8%	30%	9%	18%	26%	16%	17%	15%	22%	39%	9%	12%	25%	7%	
Fairly likely to not change any aspect (3.0)	115	112	2	2	-	-	4	114	69	38	85	80	16	4	3	6	3	14	2	15	30	35	114	3	3	2	8	4	
	24%	24%	23%	31%	-%	-%	26%	24%	25%	25%	25%	21%	19%	12%	30%	17%	38%	29%	7%	31%	21%	33%	24%	19%	29%	12%	30%	93%	
Fairly likely to change (4.0)	72	69	1	1	-	-	3	72	44	21	53	67	22	5	2	6	1	9	8	2	19	5	72	2	2	6	3	-	
	15%	15%	16%	25%	-%	-%	19%	15%	16%	14%	15%	18%	26%	15%	18%	17%	11%	18%	36%	4%	14%	4%	15%	12%	18%	31%	13%	-%	
Very likely to change (5.0)	28	27	1	*	-	-	1	28	19	9	19	17	7	2	2	3	2	1	2	4	9	11	28	2	2	1	*	-	
	6%	6%	8%	6%	-%	-%	7%	6%	7%	6%	6%	5%	8%	8%	16%	7%	24%	2%	7%	9%	6%	10%	6%	11%	16%	4%	2%	-%	
Certain to change (6.0)	20	19	-	*	-	-	*	20	5	7	9	12	3	*	*	1	*	*	*	2	11	8	20	*	*	*	*	-	
	4%	4%	-%	3%	-%	-%	1%	4%	2%	5%	3%	3%	3%	2%	2%	2%	3%	1%	2%	5%	8%	7%	4%	3%	2%	1%	1%	-%	
(Don't know / not applicable)	7	7	-	-	*	-	*	7	2	3	3	7	*	-	*	*	*	*	*	-	4	-	7	-	*	-	*	-	
	1%	1%	-%	-%	100%	-%	*%	1%	1%	2%	1%	2%	*%	-%	*%	*%	1%	*%	*%	-%	3%	-%	1%	-%	*%	-%	*%	-%	
NETS		----																											
Likely	245	239	4	2	-	-	6	244	138	72	175	197	37	18	4	22	2	24	11	24	69	48	241	10	4	9	14	*	
	50%	50%	53%	35%	-%	-%	46%	50%	50%	48%	51%	52%	44%	63%	34%	57%	23%	49%	49%	51%	48%	45%	50%	55%	34%	52%	55%	7%	
Neutral	187	181	3	3	-	-	6	186	113	59	138	147	38	8	5	13	4	23	10	17	50	40	186	6	5	8	11	4	
	38%	38%	39%	56%	-%	-%	46%	38%	41%	39%	40%	39%	45%	28%	48%	34%	50%	47%	42%	35%	35%	37%	39%	31%	47%	43%	43%	93%	
Unlikely	48	47	1	*	-	-	1	48	24	16	28	29	9	3	2	3	2	2	2	7	20	19	48	2	2	1	1	-	
	10%	10%	8%	9%	-%	-%	8%	10%	9%	11%	8%	11%	10%	18%	9%	27%	3%	9%	14%	14%	18%	10%	14%	18%	6%	2%	-%		

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

Table 104 (continuation)

<Q10AA>If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Not change any aspect of your <main fixed line coded at S13i> call behaviour by Crossbreak

Base: All using fixed lines

Total	MAIN FIXED LINE TYPE						PRODUCTS USED										HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE					
	Standard line	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Pr (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	471	409	30	31	1	-	62	464	282	182	337	404	112	85	52	118	47	85	41	31	133	67	458	67	50	34	48	2
Total	487	473	8	6	*	-	13	484	278	150	343	380	85	29	11	38	7	48	23	47	142	107	482	18	11	18	26	4
Mean score	2.6	2.6	2.5	2.9	-	-	2.7	2.6	2.6	2.7	2.6	2.6	2.9	2.5	3.0	2.5	3.3	2.5	2.8	2.5	2.7	2.7	2.6	2.7	3.0	2.5	2.3	2.9

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

Table 104 (continuation)

<Q10AA>If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Not change any aspect of your <main fixed line coded at S13i> call behaviour by Crossbreak

Base: All using fixed lines

	Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
		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 re ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN Re + LL/ ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	471	15	32	31	4	215	26	225	49	6	257	396	46	29	207	145	119	5	78	1	215	49	33	25	15	
Total	487	9	26	11	2	212	26	247	14	*	261	426	40	21	226	154	107	2	47	*	245	42	14	18	16	
Certain to not change any aspect (1.0)	135 28%	- %	9 36%	5 48%	- %	47 22%	9 36%	79 32%	3 23%	* 22%	68 26%	130 31%	3 7%	2 9%	70 31%	35 23%	29 28%	1 58%	14 30%	- %	135 55%	1 2%	* 1%	2 9%	- %	
Very likely to not change any aspect (2.0)	110 23%	2 20%	4 17%	3 23%	* 6%	62 29%	3 10%	45 18%	4 31%	* 28%	74 28%	92 22%	11 27%	7 33%	52 23%	36 23%	22 21%	* 16%	9 19%	- %	110 45%	8 20%	2 12%	1 5%	1 5%	
Fairly likely to not change any aspect (3.0)	115 24%	6 61%	5 21%	1 13%	1 76%	51 24%	5 19%	59 24%	4 28%	* 35%	52 20%	99 23%	9 24%	7 34%	56 25%	34 22%	25 23%	* 12%	14 29%	- %	- %	1 1%	1 7%	2 14%	- %	
Fairly likely to change (4.0)	72 15%	2 18%	6 23%	1 9%	* 18%	30 14%	9 34%	33 13%	2 14%	* 15%	40 15%	61 14%	9 22%	2 10%	20 9%	26 17%	26a 24%	- %	9 19%	* 100%	- %	12 29%	2 15%	1 8%	4 26%	
Very likely to change (5.0)	28 6%	- %	1 3%	* 4%	- %	14 7%	* %	13 5%	* 1%	- %	13 5%	21 5%	5 12%	3 12%	10 5%	15 10%	3 3%	- %	1 3%	- %	- %	15 37%	8 54%	7 37%	7 47%	
Certain to change (6.0)	20 4%	* 1%	- %	* 3%	- %	8 4%	- %	12 5%	1 4%	- %	8 3%	16 4%	4 9%	* 1%	14 6%	4 3%	1 1%	* 14%	* %	- %	- %	5 11%	2 10%	5 27%	4 22%	
(Don't know / not applicable)	7 1%	- %	* %	* 1%	- %	- %	- %	7 3%	- %	- %	7 3%	7 2%	* %	- %	4 2%	2 2%	- %	- %	* %	- %	- %	- %	* %	- %	- %	
NETS																										

Likely	245 50%	2 20%	13 53%	8 71%	* 6%	109 51%	12 46%	124 50%	8 53%	* 50%	141 54%	223 52%	13 33%	9 42%	122 54%	71 46%	52 49%	1 74%	23 49%	- %	245 100%	9 22%	2 13%	2 14%	1 5%	
Neutral	187 38%	8 79%	11 44%	2 21%	1 94%	82 38%	14 54%	92 37%	6 41%	* 50%	92 35%	160 38%	18 45%	9 44%	76 33%	61 40%	51 48%	* 12%	22 48%	* 100%	- %	13 30%	3 22%	4 22%	4 26%	

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

Table 104 (continuation)

<Q10AA>If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Not change any aspect of your <main fixed line coded at S13i> call behaviour by Crossbreak

Base: All using fixed lines

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	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)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 ducts (b)	2 ducts (c)	pro ducts	No ducts (a)	1 ducts (b)	pr ducts (c)	2 ducts	pro ducts	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ line (d)
Unweighted row	471	15	32	31	4	215	26	225	49	6	257	396	46	29	207	145	119		5	78	1	215	49	33	25	15
Total	487	9	26	11	2	212	26	247	14	*	261	426	40	21	226	154	107		2	47	*	245	42	14	18	16
Unlikely	48 10%	* 1%	1 3%	1 7%	- -%	22 10%	* *%	25 10%	1 5%	- -%	22 8%	37 9%	8 21%	3 14%	25 11%	19 13%	4 4%		* 14%	1 3%	- -%	- -%	20 48%	9 65%	11 64%	11 69%
Mean score	2.6	3.0	2.4	2.1	3.1	2.7	2.5	2.5	2.5	2.4	2.5	2.5	3.3a	2.9	2.5	2.8	2.6		2.1	2.5	4.0	1.4	4.1A	4.4A	4.4A	4.8A

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

Table 104 (continuation)

<Q10AA>If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Not change any aspect of your <main fixed line coded at S13i> call behaviour
by Crossbreak
Base: All using fixed lines

	Total	SNNIP CALLS & RENTAL LIKELY TO				
		Not Ch ange (a) (b)	Some calls to mobi le (c)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)
Unweighted row	471	201	46	26	28	19
Total	487	248	46	17	21	21
Certain to not change any aspect (1.0)	135 28%	130 52%	* 1%	- -%	- -%	- -%
Very likely to not change any aspect (2.0)	110 23%	78 31%	6 14%	* *%	* *%	* 1%
Fairly likely to not change any aspect (3.0)	115 24%	31 13%	5 11%	5 32%	5 25%	5 22%
Fairly likely to change (4.0)	72 15%	7 3%	16 34%	3 17%	4 21%	6 30%
Very likely to change (5.0)	28 6%	- -%	11 24%	8 49%	7 31%	7 33%
Certain to change (6.0)	20 4%	- -%	8 16%	* 2%	5 22%	3 14%
(Don't know / not applicable)	7 1%	2 1%	* *%	* *%	- -%	- -%
NETS						

Likely	245 50%	208 84%	7 15%	* *%	* *%	* 1%
Neutral	187 38%	38 15%	21 45%	8 49%	10 46%	11 52%
Unlikely	48 10%	- -%	19 41%	9 51%	11 54%	10 47%

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

Table 104 (continuation)

<Q10AA>If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Not change any aspect of your <main fixed line coded at S13i> call behaviour
by Crossbreak
Base: All using fixed lines

Total	SNNIP CALLS & RENTAL LIKELY TO					
	Not Ch calls ange to mo (a) (b)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	471	201	46	26	28	19
Total	487	248	46	17	21	21
Mean score	2.6	1.7	4.2A	4.2A	4.5A	4.4A

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

Table 105

<Q10AB> If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to mobile phone by Crossbreak
 Base: All using fixed lines

	Total	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
		1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Pr imary ind ustry (a)	Man ufact uring (b)	Co nstru ction (c)	Whole sale/ port/ Com m 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	471	61	197	100	87	87	380	69	19	154	118	92	37	13	12	18	37	56	57	60	20	130	66	27	
Total	487	147	393	53	35	6	449	32	3	258	127	48	8	1	1	18	39	59	59	66	17	150	52	26	
Certain to	(1.0)	14 3%	- -%	12 3%	2 4%	1 1%	*A 2%	14 3%	1 2%	- -%	4 2%	3 3%	2 3%	- -%	* 9%	- -%	* 2%	* 1%	5 8%	* *%	4 6%	* *%	4 3%	- -%	- -%
Very likely	(2.0)	28 6%	- -%	15 4%	8AB 15%	4Ab 12%	*A 3%	26 6%	1 2%	1 3%	11 4%	11 9%	3 5%	* 2%	* 7%	- -%	- -%	7 18%	3 5%	4 7%	7 10%	* 2%	5 4%	* 1%	1 4%
Fairly likely	(3.0)	100 21%	25 17%	85 22%	7 13%	7 19%	1 24%	91 20%	8 26%	* 12%	61 24%	17 14%	11 24%	3 36%	* 37%	* 2%	3 15%	9 22%	7 12%	19 31%	12 18%	7 44%	35 23%	3 6%	6 21%
Fairly unlikely	(4.0)	99 20%	24 17%	70 18%	16 29%	11b 31%	2aB 33%	89 20%	6 20%	* 14%	33 13%	37a 29%	11 23%	1 11%	* 22%	1 79%	4 21%	11 28%	9 15%	12 20%	11 17%	2 11%	25 17%	16 32%	8 32%
Very unlikely	(5.0)	115 24%	30 21%	95 24%	12 23%	7 21%	1 19%	104 23%	10 32%	1 29%	50 19%	38 30%	17 34%	2 28%	* 7%	* 17%	6 31%	3 7%	20 34%	14 24%	19 29%	5 31%	21 14%	20 38%	7 26%
Certain not to	(6.0)	120 25%	67 46%	106 27%	8 16%	5 15%	1 18%	114 25%	6 19%	* 7%	88b 34%	20 16%	5 9%	2 23%	* 18%	* 2%	6 31%	10 25%	15 26%	10 17%	9 14%	2 12%	56 38%	8 15%	4 17%
(Don't know / not applicable)		11 2%	- -%	10 3%	- -%	* 1%	*A 1%	11 2%	* *%	- -%	10 4%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	4 6%	- -%	3 2%	4 8%	- -%
NETS																									
Likely		42 9%	- -%	27 7%	10ABe 19%	5A 14%	*A 5%	40 9%	1 4%	1 3%	16 6%	15 11%	4 9%	* 2%	* 16%	- -%	* 2%	7 19%	8 13%	4 7%	11 16%	* 2%	10 7%	* 1%	1 4%
Neutral		199 41%	49 33%	155 39%	23 43%	17 50%	3ab 57%	181 40%	15 46%	1 26%	94 37%	54 42%	23 47%	4 47%	1 59%	1 81%	7 36%	20 50%	16 27%	30 51%	23 35%	9 55%	60 40%	20 38%	14 53%
Unlikely		235 48%	98 67%	200 51%	21 38%	12 36%	2 37%	218 49%	16 51%	1 35%	137 53%	59 46%	21 44%	4 51%	* 25%	* 19%	11 61%	12 31%	35 60%	24 41%	28 43%	7 43%	78 52%	28 54%	11 43%
Mean score		4.3	5.0 bcDE	4.4	4.0	4.0	4.2	4.3	4.4	3.5	4.5	4.2	4.1	4.4	3.6	4.2	4.7	3.9	4.4	4.1	4.0	4.1	4.5	4.7	4.3

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

Table 105 (continuation)

<Q10AB> If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to mobile phone by Crossbreak
 Base: All using fixed lines

	Total	LOCATION													OFFICE LOCATION		
		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)
Unweighted row	471	14	34	16	16	15	50	37	33	18	233	75	78	85	71	400	
Total	487	14	50	37	35	40	50	75	75	42	418	21	36	13	142	344	
Certain to	(1.0)	14 3%	* 3%	3 7%	- -	- -	- -	8 11%	- -	1 3%	13 3%	* 2%	- -	* 3%	5 3%	10 3%	
Very likely	(2.0)	28 6%	1 6%	3 7%	1 3%	7 19%	1 3%	* 1%	1 1%	6 7%	2 5%	22 5%	1 3%	3 9%	1 11%	9 7%	18 5%
Fairly likely	(3.0)	100 21%	3 23%	16 32%	12 33%	* *	17 42%	8 15%	20 26%	2 3%	6 15%	84 20%	5 25%	8 23%	2 17%	15 11%	85 25%
Fairly unlikely	(4.0)	99 20%	4 25%	8 17%	3 9%	12 34%	10 24%	11 22%	16 22%	11 15%	5 12%	80 19%	4 19%	10 29%	4j 32%	30 21%	68 20%
Very unlikely	(5.0)	115 24%	6 39%	6 12%	16 44%	10 29%	1 3%	16 32%	11 14%	30 40%	5 11%	100 24%	4 21%	8 23%	3 20%	30 21%	85 25%
Certain not to	(6.0)	120 25%	1 5%	11 21%	4 10%	6 18%	11 28%	15 30%	15 20%	26 35%	19 45%	107 26%	6 29%	5 15%	2 18%	47 33%	74 21%
(Don't know / not applicable)	11 2%	- -	2 5%	- -	- -	- -	- -	4 6%	- -	4 9%	10 2%	- -	* 1%	- -	6 4%	5 1%	
NETS																	

Likely	42 9%	1 8%	7 14%	1 3%	7 19%	1 3%	* 1%	9 13%	6 7%	3 8%	36 9%	1 6%	3 9%	2 14%	14 10%	28 8%	
Neutral	199 41%	7 47%	24 49%	16 42%	12 34%	26 66%	19 37%	36 48%	13 18%	11 27%	165 39%	9 44%	18 52%	6 49%	46 32%	153 44%	
Unlikely	235 48%	6 44%	17 33%	20 54%	16 46%	12 31%	31 62%	25 34%	56 75%	23 56%	207 50%	10 50%	13 38%	5 38%	76 54%	159 46%	
Mean score	4.3	4.1	3.9	4.2	4.2	4.1	4.7 bglm	3.9	4.9 bglm	4.7	4.4	4.4	4.1	4.1	4.5	4.2	

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

Table 105 (continuation)

<Q10AB> If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to mobile phone by Crossbreak
 Base: All using fixed lines

	Total	MAIN FIXED LINE TYPE						PRODUCTS USED										HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE					
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed line (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET files (d)	Fixed broadband (e)	Mo line (f)	Mo bile (g)	ISDN 2/2e (h)	ISDN 30 (i)	NET Pr (j)	LL/ Private circuits (k)	VoIP (l)	Video conferencing (m)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff provider (b)	Both (c)
Unweighted row	471	409	30	31	1	-	62	464	282	182	337	404	112	85	52	118	47	85	41	31	133	67	458	67	50	34	48	2	
Total	487	473	8	6	*	-	13	484	278	150	343	380	85	29	11	38	7	48	23	47	142	107	482	18	11	18	26	4	
Certain to	(1.0)	14 3%	14 3%	* 1%	- -	- -	* 1%	14 3%	11 4%	3 2%	12 3%	8 2%	10ae 11%	* 1%	- -	* 1%	* 1%	* 1%	* 1%	2 5%	2 2%	7 6%	14 3%	* 2%	- -	- -	* 1%	- -	
Very likely	(2.0)	28 6%	27 6%	* 2%	* 2%	- -	* 2%	28 6%	23 8%	9 6%	24 7%	25 6%	5 5%	2 8%	1 14%	2 6%	2 24%	4 8%	2 10%	1 2%	4 3%	3 3%	28 6%	2 10%	1 14%	1 4%	3 12%	- -	
Fairly likely	(3.0)	100 21%	97 20%	1 16%	2 34%	- -	- 23%	100 21%	65 23%	37 25%	77 22%	79 21%	21 25%	9 30%	2 21%	11 29%	1 14%	9 19%	6 26%	5 11%	23 16%	21 20%	100 21%	2 11%	2 21%	7 38%	2 8%	- -	
Fairly unlikely	(4.0)	99 20%	95 20%	1 17%	3 48%	- -	- 29%	98 20%	64 23%	27 18%	70 20%	79 21%	16 18%	7 22%	5 46%	11 29%	2 33%	10 22%	6 26%	12 25%	28 20%	19 18%	97 20%	3 16%	5 45%	3 15%	4 14%	4 100%	
Very unlikely	(5.0)	115 24%	112 24%	2 24%	1 15%	- -	- 20%	115 24%	57 21%	44 29%	84 25%	90 24%	26 30%	4 12%	2 17%	5 13%	1 17%	17 35%	5 22%	10 21%	31 22%	25 24%	115 24%	3 17%	2 17%	2 9%	15 58%	- -	
Certain not to	(6.0)	120 25%	117 25%	3 40%	* 2%	- -	- 24%	119 25%	51 18%	27 18%	71 21%	90 24%	8 9%	8 27%	* 3%	8 22%	1 10%	8 16%	4 16%	17 36%	49 34%	31 29%	118 25%	8 44%	* 3%	6 34%	2 7%	- -	
(Don't know / not applicable)		11 2%	11 2%	- -	- -	* 100%	- -	* 1%	11 2%	6 2%	3 2%	7 2%	11 3%	* 1%	- -	- -	- -	* 1%	* 1%	* 1%	- -	4 3%	- -	11 2%	- -	- -	- -	* 1%	- -
NETS																													
Likely		42 9%	42 9%	* 3%	* 2%	- -	- 3%	42 9%	34 12%	12 8%	35 10%	32 8%	14 17%	3 9%	1 14%	3 7%	2 26%	4 8%	2 10%	3 7%	7 5%	10 9%	42 9%	2 12%	1 14%	1 4%	3 12%	- -	
Neutral		199 41%	192 40%	3 32%	4 81%	- -	- 52%	198 41%	129 46%	65 43%	147 43%	158 42%	37 44%	15 52%	7 67%	22 58%	3 46%	20 40%	12 51%	17 36%	52 36%	41 38%	197 41%	5 27%	7 66%	10 53%	6 22%	4 100%	
Unlikely		235 48%	229 48%	5 64%	1 17%	- -	- 44%	234 48%	108 39%	71 47%	155 45%	179 47%	33 39%	11 39%	2 20%	13 35%	2 27%	25 51%	9 38%	27 57%	80 56%	56 53%	233 48%	11 61%	2 20%	8 43%	17 65%	- -	
Mean score		4.3	4.3	4.8	3.8	-	-	4.4	4.3f	4.1	4.2	4.2	4.3	3.8	4.2	3.7	4.1	3.7	4.3	4.1	4.6	4.6	4.4	4.3	4.7	3.7	4.3	4.4	4.0

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

Table 105 (continuation)
 <Q10AB> If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to mobile phone
 by Crossbreak
 Base: All using fixed lines

	Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
		Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	471	15	32	31	4	215	26	225	49	6	257	396	46	29	207	145	119	5	78	1	215	49	33	25	15	
Total	487	9	26	11	2	212	26	247	14	*	261	426	40	21	226	154	107	2	47	*	245	42	14	18	16	
Certain to	(1.0)	14 3%	* *%	* *%	* *%	- -%	3 1%	4 16%	6 2%	* 2%	- -%	2 1%	6 1%	7 17%	1 6%	1 1%	11a 7%	2 2%	- -%	* *%	- -%	1 *%	14 34%	1 5%	3 18%	7 46%
Very likely	(2.0)	28 6%	1 13%	* *%	2 18%	* 18%	19 9%	* 2%	8 3%	* 3%	- -%	17 7%	24 6%	1 1%	3 14%	18 8%	4 3%	5 5%	* 5%	4 8%	- -%	9 4%	28 66%	12 81%	8 43%	8 51%
Fairly likely	(3.0)	100 21%	* 5%	7 28%	1 12%	- -%	52 24%	* 1%	48 19%	3 20%	- -%	47 18%	86 20%	10 26%	4 17%	37 16%	26 17%	37ab 35%	- -%	9 19%	* 100%	32 13%	- -%	1 8%	4 20%	* 2%
Fairly unlikely	(4.0)	99 20%	2 24%	6 24%	1 7%	1 76%	53 25%	2 9%	43 17%	3 19%	* 56%	57 22%	83 19%	9 23%	7 31%	48 21%	31 20%	19 18%	* 22%	10 22%	- -%	30 12%	- -%	* 1%	2 12%	* 2%
Very unlikely	(5.0)	115 24%	5 58%	5 18%	7 58%	* 6%	40 19%	16 61%	59 24%	4 26%	* 29%	60 23%	99 23%	11 27%	5 22%	48 21%	42 28%	24 23%	1 72%	16 34%	- -%	76 31%	- -%	1 4%	* 1%	- -%
Certain not to	(6.0)	120 25%	- -%	7 28%	* 4%	- -%	45 21%	3 10%	72 29%	4 30%	- -%	68 26%	117 27%	2 5%	2 9%	65 29%	36 24%	19 18%	- -%	8 17%	- -%	98 40%	- -%	* 1%	1 5%	- -%
(Don't know / not applicable)		11 2%	- -%	- -%	* 1%	- -%	- -%	- -%	11 4%	- -%	- -%	10 4%	11 3%	- -%	- -%	8 4%	2 2%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
NETS																										
Likely		42 9%	1 14%	* 1%	2 19%	* 18%	22 10%	5 18%	14 6%	1 5%	- -%	19 7%	31 7%	7 18%	4 20%	20 9%	16 10%	6 6%	* 5%	4 8%	- -%	9 4%	42 100%	12 86%	11 62%	15 97%
Neutral		199 41%	3 29%	13 53%	2 19%	1 76%	105 50%	3 10%	91 37%	6 39%	* 71%	105 40%	169 40%	20 50%	10 49%	85 38%	57 37%	57 53%	* 22%	19 41%	* 100%	62 25%	- -%	1 9%	6 33%	* 3%
Unlikely		235 48%	5 58%	12 46%	7 62%	* 6%	85 40%	18 72%	131 53%	8 56%	* 29%	128 49%	216 51%	13 32%	7 32%	113 50%	79 51%	43 41%	1 72%	24 51%	- -%	174 71%	- -%	1 5%	1 6%	- -%
Mean score		4.3	4.3	4.4	4.2	3.7	4.1	4.3	4.5	4.6	4.1	4.4	4.4b	3.6	3.8	4.5	4.3	4.1	4.6	4.3	3.0	4.9 BCDE	1.7	2.2	2.5b	1.6

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

Table 105 (continuation)

<Q10AB> If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to mobile phone
by Crossbreak
Base: All using fixed lines

	Total	SNNIP CALLS & RENTAL LIKELY TO				
		Not Ch ange (a) (b)	Some calls to mo bile (c)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel to MFL (e)
Unweighted row	471	201	46	26	28	19
Total	487	248	46	17	21	21
Certain to	(1.0)	14 3%	* 21%	10 2%	* 15%	3 34%
Very likely	(2.0)	28 6%	1 45%	21 44%	7 36%	7 32%
Fairly likely	(3.0)	100 21%	31 12%	5 11%	2 10%	2 12%
Fairly unlikely	(4.0)	99 20%	36 15%	7 14%	6 38%	7 36%
Very unlikely	(5.0)	115 24%	74 30%	4 8%	* 2%	* 1%
Certain not to	(6.0)	120 25%	103 42%	- -	1 3%	- -
(Don't know / not applicable)		11 2%	3 1%	- -	- -	- -
NETS						
Likely		42 9%	2 1%	31 66%	8 46%	11 51%
Neutral		199 41%	67 27%	12 26%	8 48%	10 48%
Unlikely		235 48%	177 71%	4 8%	1 6%	* 1%
Mean score		4.3	5.0 BCDE	2.4	3.0	2.7

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

Table 106
 <Q10AC> If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to VoIP
 by Crossbreak
 Base: All using fixed lines

	Total	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
		1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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)	
Unweighted row	471	61	197	100	87	87	380	69	19	154	118	92	37	13	12	18	37	56	57	60	20	130	66	27	
Total	487	147	393	53	35	6	449	32	3	258	127	48	8	1	1	18	39	59	59	66	17	150	52	26	
Certain to	(1.0)	1 *%	- -%	* *%	- -%	* 1%	*ABC 4%	* *%	* 1%	* 5%	* *%	- -%	* *%	* 2%	* 12%	* 2%	* 1%	- -%	* *%	- -%	- -%	* *%	* *%	- -%	
Very likely	(2.0)	14 3%	- -%	6 1%	4ab 7%	4AB 11%	*AB 8%	12 3%	* 1%	1 4%	6 2%	2 5%	2 6%	1 2%	* 2%	* *%	1 2%	1 2%	1 2%	5 8%	1 5%	3 2%	1 1%	* *%	
Fairly likely	(3.0)	46 9%	12 8%	36 9%	5 9%	4 12%	1 15%	44 10%	2 5%	* 12%	30 12%	11 8%	2 4%	2 19%	* 7%	* 4%	- -%	3 8%	1 1%	14 24%	3 5%	1 6%	17 11%	6 11%	1 2%
Fairly unlikely	(4.0)	95 20%	19 13%	72 18%	13 24%	9 27%	2Ab 31%	91 20%	4 12%	1 23%	34 13%	28 22%	17 36%	2 20%	* 29%	1 77%	4 21%	10 26%	13 23%	10 16%	8 12%	6 34%	18 12%	19 37%	7 28%
Very unlikely	(5.0)	103 21%	21 14%	74 19%	17a 31%	11a 31%	1 22%	88 20%	11 35%	* 7%	39 15%	37 29%	11 22%	2 27%	* 12%	* 4%	4 25%	12 29%	18 30%	2 4%	15 23%	6 35%	39 26%	4 8%	2 9%
Certain not to	(6.0)	220 45%	90 61%	197CDE 50%	15 28%	6 18%	1 19%	205 46%	15 47%	* 9%	144b 56%	46 36%	15 31%	2 25%	* 18%	* 9%	10 53%	13 34%	21 36%	31 53%	33 50%	3 20%	71 47%	22 43%	16 60%
(Don't know / not applicable)		9 2%	5 3%	8 2%	* 1%	- -%	* 1%	9 2%	* *%	- -%	5 2%	3 2%	1 2%	- -%	- -%	- -%	- -%	- -%	4 7%	* 1%	2 4%	- -%	2 1%	- -%	- -%
NETS																									
Likely		14 3%	- -%	6 2%	4ab 7%	4AB 12%	1AB 12%	13 3%	* 1%	1 50%	7 3%	2 2%	2 5%	1 8%	* 34%	* 5%	* 1%	1 2%	2 3%	1 2%	5 8%	1 5%	3 2%	1 2%	* *%
Neutral		141 29%	31 21%	107 27%	18 33%	13 38%	3AB 46%	135 30%	6 17%	1 35%	64 25%	39 31%	19 40%	3 39%	* 36%	1 82%	4 21%	14 34%	14 24%	24 41%	11 16%	7 40%	35 24%	25 47%	8 30%
Unlikely		323 66%	111DE 76%	271dE 69%	32e 60%	17 50%	2 41%	293 65%	26 81%	* 16%	183 71%	84 66%	26 53%	4 53%	* 30%	* 14%	14 77%	25 63%	39 66%	33 56%	48 72%	9 55%	110 73%	27 51%	18 70%
Mean score		5.0	5.3 CDE	5.1 cDE	4.7e	4.3	4.2	5.0C	5.2C	3.1	5.1d	4.9	4.7	4.4	3.6	4.1	5.3	4.8	5.0	4.8	5.1	4.6	5.1	4.8	5.3

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

Table 106 (continuation)

<Q10AC> If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to VoIP by Crossbreak

Base: All using fixed lines

	Total	LOCATION													OFFICE LOCATION		
		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)
Unweighted row	471	14	34	16	16	15	50	37	33	18	233	75	78	85	71	400	
Total	487	14	50	37	35	40	50	75	75	42	418	21	36	13	142	344	
Certain to	(1.0)	1 *%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	* 1%	- -%	*J 3%	- -%	1 *%	
Very likely	(2.0)	14 3%	* 3%	- -%	* *%	- -%	1 3%	* 1%	1 1%	6 8%	2 5%	11 3%	* 1%	2 6%	* 4%	2 2%	11 3%
Fairly likely	(3.0)	46 9%	* 3%	4 7%	8 21%	2 6%	12 31%	5 10%	5 7%	2 3%	* *%	39 9%	2 9%	3 10%	2 13%	5 4%	40 12%
Fairly unlikely	(4.0)	95 20%	* 3%	9 17%	7 19%	3 8%	5 14%	9 17%	30 40%	10 13%	8 18%	80 19%	5 26%	8 22%	2 18%	34 24%	62 18%
Very unlikely	(5.0)	103 21%	2 12%	7 14%	13 35%	14 40%	5 14%	4 9%	16 21%	15 21%	8 20%	85 20%	4 17%	9 26%	5JK 38%	24 17%	78 23%
Certain not to	(6.0)	220 45%	11 80%	28 57%	9 25%	16 46%	15 38%	31 62%	19 25%	42 56%	24 57%	196M 47%	9m 45%	12 33%	3 24%	72 51%	148 43%
(Don't know / not applicable)		9 2%	- -%	2 5%	- -%	- -%	* 1%	4 6%	- -%	- -%	7 2%	* 2%	1 3%	- -%	5 3%	4 1%	
NETS																	

Likely		14 3%	* 3%	* *%	* *%	- -%	1 3%	* 1%	1 1%	6 8%	2 5%	11 3%	* 2%	2 6%	1 7%	2 2%	12 4%
Neutral		141 29%	1 6%	12 25%	15 40%	5 14%	18 45%	14 28%	35 47%	12 15%	8 18%	119 28%	7 34%	11 31%	4 31%	39 27%	102 30%
Unlikely		323 66%	13 91%	35 70%	22 60%	30 86%	21 52%	35 71%	35 46%	57 77%	32 77%	281 67%	13 62%	21 59%	8 62%	97 68%	226 66%
Mean score		5.0	5.6gm	5.2m	4.6	5.3	4.5	5.2m	4.7	5.2	5.2	5.0m	5.0	4.7	4.6	5.2	4.9

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

Table 106 (continuation)

<Q10AC> If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to VoIP

by Crossbreak

Base: All using fixed lines

	Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed line (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo biles (d)	Fixed line broa dband (e)	Mo line broa dband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo biles (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent pro vider (b)	Both (c)	
Unweighted row	471	409	30	31	1	-	62	464	282	182	337	404	112	85	52	118	47	85	41	31	133	67	458	67	50	34	48	2	
Total	487	473	8	6	*	-	13	484	278	150	343	380	85	29	11	38	7	48	23	47	142	107	482	18	11	18	26	4	
Certain to	(1.0)	1%	*%	*%	*%	-%	-%	1%	1%	1%	1%	1%	1%	1%	*	1%	*	*	*	-	-	-	1%	*	*	-	*	-	
Very likely	(2.0)	14%	13%	-	1%	-	-	13%	11%	8%	11%	12%	4%	2%	2%	2%	2%	2%	1%	1%	2%	1%	13%	2%	2%	*	2%	-	
Fairly likely	(3.0)	46%	42%	2%	1%	-	-	46%	21%	10%	27%	40%	8%	3%	1%	4%	*	10%	5%	1%	19%	6%	46%	2%	1%	6%	4%	-	
Fairly unlikely	(4.0)	95%	91%	1%	3%	-	-	95%	56%	23%	63%	85%	22%	5%	4%	8%	3%	15%	2%	8%	33%	11%	93%	2%	4%	3%	8%	4%	
Very unlikely	(5.0)	103%	101%	2%	*	-	-	102%	70%	36%	82%	68%	28%	5%	2%	6%	*	12%	7%	6%	20%	35b	102%	3%	2%	8%	4%	*	
Certain not to	(6.0)	220%	217%	3%	*	-	-	219f	116%	68%	153%	168%	22%	15%	2%	17%	1%	9%	8%	29%	66%	52%	218%	8%	2%	1%	8%	-	
(Don't know / not applicable)		9%	9%	-	-	*	-	9%	2%	5%	6%	6%	*	-	-	-	*	*	*	2%	2%	2%	9%	-	-	*	*	-	
NETS																													
Likely		14%	13%	*%	1%	-	-	14%	12%	9%	12%	13%	4%	2%	2%	3%	3%	2%	2%	1%	2%	1%	14%	2%	2%	*	2%	-	
Neutral		141%	134%	3%	4%	-	-	140%	77%	33%	90%	125%	30%	7%	5%	12%	3%	25%	7%	9%	51c	16%	139%	5%	5%	9%	12%	4%	
Unlikely		323%	318%	4%	*	-	-	321%	187%	104%	235%	236%	50%	20%	3%	23%	1%	21%	15%	35%	86%	87b	320%	11%	3%	8%	12%	*	
Mean score		5.0	5.0CF	4.6	3.6	-	-	4.2	5.0	4.9	5.0	5.0	4.9	4.7hJ	4.9hJ	3.8	4.8hJ	3.5	4.3j	4.6	5.4	4.9	5.3	5.0C	4.7	3.9	4.1	4.5	4.1

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

Table 106 (continuation)
 <Q10AC> If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to VoIP
 by Crossbreak
 Base: All using fixed lines

	Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
		Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT re ntal calls (a)	Other pro vider calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oducts (b)	2 pro ducts (c)	No ducts (a)	1 pr oducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some VoIP (c)	Some calls to text/ on line (d)	Ca ncel to MFL (e)	
Unweighted row	471	15	32	31	4	215	26	225	49	6	257	396	46	29	207	145	119	5	78	1	215	49	33	25	15	
Total	487	9	26	11	2	212	26	247	14	*	261	426	40	21	226	154	107	2	47	*	245	42	14	18	16	
Certain to	(1.0)	1%	* 1%	- 2%	* - 3%	1%*	- 3%	* 2%	1%*	* 8%	1%*	1%*	- 3%	- 3%	* 3%	* 3%	* 3%	- 3%	* 1%	- 3%	* 3%	* 1%	1% 5%	1% 2%	* 2%	* 2%
Very likely	(2.0)	14%	- 3%	* 15%	2 - 15%	7 3%	1 2%	6 2%	* 1%	- 3%	9 4%	12 3%	* 1%	2 8%	10 4%	1 * 3%	3 * 3%	* 5%	2 4%	- 3%	2 1%	12 29%	14 95%	7 42%	8 49%	
Fairly likely	(3.0)	46%	* 1%	10 38%	* 2 18%	16 8%	* 3 12%	30 12%	3 18%	- 3%	23 9%	36 8%	9 23%	1 4%	22 10%	3 2%	21B 20%	- 3%	10 22%	- 3%	13 5%	1 2%	- 3%	1 3%	* 3%	
Fairly unlikely	(4.0)	95%	7 77%	5 21%	1 7%	1 76%	47 22%	7 26%	41 16%	1 8%	* 51%	55 21%	85 20%	7 18%	3 15%	47 21%	35 23%	14 13%	* 6%	14 31%	* 100%	14 6%	8 20%	- 3%	2 13%	4 26%
Very unlikely	(5.0)	103%	2 21%	7 19%	3 28%	* 26%	47 22%	5 20%	51 21%	3 24%	* 14%	51 20%	90 21%	6 16%	7 31%	43 19%	35 23%	24 23%	2 88%	11 23%	- 3%	59 24%	16 39%	- 3%	1 4%	1 4%
Certain not to	(6.0)	220%	* 3%	3 11%	5 48%	- 3%	92 43%	13 52%	114 46%	6 44%	* 28%	117 45%	198 47%	13 32%	9 43%	99 44%	78 50%	43 40%	- 3%	9 19%	- 3%	153 63%	1 3%	- 3%	4 23%	- 3%
(Don't know / not applicable)		9%	- 3%	* 2%	* 1%	- 3%	3 1%	- 3%	6 2%	- 3%	- 3%	5 2%	5 1%	4 9%	- 3%	5 2%	2 2%	1 1%	- 3%	* 1%	- 3%	5 2%	2 6%	- 3%	2 14%	2 15%
NETS																										
Likely		14%	* 1%	* 3%	2 17%	- 3%	8 4%	1 2%	6 2%	1 6%	* 8%	10 4%	12 3%	* 1%	2 8%	10 4%	1 1%	3 3%	* 5%	2 4%	- 3%	2 1%	12 30%	14 100%	8 43%	8 51%
Neutral		141%	7 78%	15 59%	1 8%	1 94%	63 30%	7 26%	70 28%	4 26%	* 51%	77 30%	121 28%	17 42%	4 18%	69 30%	38 25%	35 32%	* 6%	25 53%	* 100%	27 11%	9 22%	- 3%	3 16%	5 29%
Unlikely		323%	2 66%	10 22%	8 39%	* 74%	139 65%	18 71%	165 67%	10 68%	* 42%	169 65%	288 68%	19 48%	15 74%	143 63%	112 73%	68 63%	2 88%	19 41%	- 3%	212 87%	18 42%	- 3%	5 27%	1 4%
Mean score		5.0	4.2	4.1	4.8	3.9	4.9	5.2	5.0	4.8	4.5	4.9	5.0	4.6	5.0	4.9	5.2	4.8	4.8	4.3	4.0	5.5 BCDE	3.8C	1.9	3.5c	2.8

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

Table 106 (continuation)

<Q10AC> If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to VoIP
by Crossbreak
Base: All using fixed lines

	Total	SNNIP CALLS & RENTAL LIKELY TO					
		Not Ch ange (a) (b)	Some calls to bile (c)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	471	201	46	26	28	19	
Total	487	248	46	17	21	21	
Certain to	(1.0)	1 *%	* *%	* 1%	1 3%	* 2%	* 2%
Very likely	(2.0)	14 3%	- -%	8 17%	8 50%	7 32%	7 35%
Fairly likely	(3.0)	46 9%	11 4%	8 16%	3 19%	4 18%	2 9%
Fairly unlikely	(4.0)	95 20%	18 7%	15 33%	5 27%	7 34%	9 42%
Very unlikely	(5.0)	103 21%	58 23%	10 22%	- -%	* 2%	* 2%
Certain not to	(6.0)	220 45%	157 63%	2 5%	- -%	- -%	- -%
(Don't know / not applicable)		9 2%	5 2%	2 5%	- -%	2 12%	2 11%
NETS							
Likely		14 3%	* *%	8 18%	9 53%	7 34%	8 37%
Neutral		141 29%	29 12%	23 50%	8 47%	11 52%	11 50%
Unlikely		323 66%	215 87%	12 27%	- -%	* 2%	* 2%
Mean score		5.0	5.5 BCDE	3.8	2.7	3.0	3.1

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

Table 107
 <Q10AD> If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to mobile phone texts, instant messaging via an app or emails
 by Crossbreak
 Base: All using fixed lines

	Total	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
		1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	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	61	197	100	87	87	380	69	19	154	118	92	37	13	12	18	37	56	57	60	20	130	66	27	
Total	487	147	393	53	35	6	449	32	3	258	127	48	8	1	1	18	39	59	59	66	17	150	52	26	
Certain to	(1.0)	2*	-	* 1%	* 1B 3%	*AB 2%	2*	* 1%	-	* 1%	-	-	* 6%	* 5%	-	-	-	* 1%	-	-	* 3%	* 2%	1	-	
Very likely	(2.0)	16 3%	1 1%	12 3%	* 1% 8%	3ac 4%	* 14 3%	2 6%	* 5%	8 3%	2 2%	4 7%	* 1%	* 11%	-	-	-	* 6%	4 6%	8 12%	* 2%	2 2%	1 3%	* 1%	
Fairly likely	(3.0)	111 23%	28 19%	92 24%	11 20%	6 18%	1 21%	103 23%	7 22%	* 9%	62 24%	26 20%	8 17%	2 19%	* 20%	* 7%	4 22%	6 15%	11 19%	13 22%	17 27%	8 48%	36 24%	14 26%	1 5%
Fairly unlikely	(4.0)	121 25%	29 20%	90 23%	19 36%	9 27%	2ab 37%	110 24%	8 26%	* 16%	42 16%	49A 38%	16 32%	* 5%	* 35%	1 86%	4 21%	17 44%	14 24%	13 21%	16 24%	1 5%	36 24%	10 19%	11 41%
Very unlikely	(5.0)	110 23%	40 28%	89 23%	11 22%	9 27%	1 15%	105 23%	4 11%	1 56%	62 24%	26 21%	10 21%	4 46%	* 5%	* 7%	6 35%	7 19%	16 28%	17 28%	8 13%	6 37%	26 17%	20 38%	3 13%
Certain not to	(6.0)	116 24%	41 28%	99 25%	11 20%	5 15%	1 18%	109 24%	7 21%	* 9%	78 30%	19 15%	10 21%	2 20%	* 25%	-	4 20%	9 22%	17 28%	12 20%	16 25%	1 6%	42 28%	6 12%	11 40%
(Don't know / not applicable)		10 2%	6 4%	9 2%	* 2%	1 2%	*c 3%	6 1%	4 13%	* 4%	5 2%	4 3%	1 1%	* 3%	-	-	* 1%	-	-	1 2%	-	-	9 6%	* 2%	-
NETS																									
Likely		18 4%	1 1%	12 3%	1 2%	4Abc 11%	*A 6%	15 3%	2 6%	* 5%	9 3%	2 2%	4 7%	1 7%	* 16%	-	-	* 1%	4 6%	8 12%	1 3%	3 2%	3 5%	* 1%	
Neutral		232 48%	58 39%	183 47%	30 56%	15 45%	4a 58%	213 47%	15 48%	1 26%	104 40%	75a 59%	24 50%	2 25%	* 54%	1 93%	8 43%	23 59%	26 44%	26 43%	33 51%	9 54%	72 48%	24 45%	12 46%
Unlikely		227 47%	81e 56%	188e 48%	22 42%	14 42%	2 32%	215 48%	11 33%	2 65%	141b 54%	46 36%	20 42%	5 66%	* 30%	* 7%	10 56%	16 41%	33 56%	28 48%	25 38%	7 43%	67 45%	26 50%	14 53%
Mean score		4.4	4.7de	4.4	4.4	4.1	4.1	4.4	4.2	4.6	4.6	4.3	4.3	4.5	4.0	4.0	4.5	4.5	4.6	4.3	4.1	3.9	4.5	4.2	4.9

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

Table 107 (continuation)

<Q10AD> If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to mobile phone texts, instant messaging via an app or emails
by Crossbreak
Base: All using fixed lines

	Total	LOCATION													OFFICE LOCATION			
		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)	
Unweighted row	471	14	34	16	16	15	50	37	33	18	233	75	78	85	71	400		
Total	487	14	50	37	35	40	50	75	75	42	418	21	36	13	142	344		
Certain to	(1.0)	2*	-	* -	1 -	-	-	* -	-	-	2*	* -	* -	* -	-	2		
Very likely	(2.0)	16	* 3%	5 11%	- -	1 -	- -	- -	5 6%	1 2%	12 3%	* 1%	3 8%	1 6%	2 2%	13 4%		
Fairly likely	(3.0)	111	3 23%	12 23%	18 47%	1 3%	17 42%	8 16%	23 31%	7 10%	6 15%	95 23%	5 25%	7 20%	3 26%	25 18%	85 25%	
Fairly unlikely	(4.0)	121	25%	2 11%	11 21%	8 21%	15 42%	5 14%	12 23%	27 36%	18 23%	5 12%	102 33%	5 24%	12 33%	3 24%	36 25%	86 25%
Very unlikely	(5.0)	110	23%	4 25%	3 6%	8 21%	10 29%	10 24%	9 17%	16 21%	25 34%	13 32%	97 23%	5 23%	6 18%	2 19%	37 26%	74 21%
Certain not to	(6.0)	116	24%	6 41%	14 28%	4 10%	8 23%	7 17%	22 43%	9 13%	20 26%	13 30%	102 24%	5 25%	7 19%	2 19%	40 28%	77 22%
(Don't know / not applicable)	10	2%	-	5 10%	-	-	-	-	* -	-	4 9%	9 2%	* 2%	1 2%	* 3%	3 2%	8 2%	
NETS																		
Likely	18	4%	* 12%	6 12%	- -	1 3%	1 3%	- -	* 6%	5 2%	1 2%	14 3%	* 1%	3 8%	1k 8%	2 2%	15 4%	
Neutral	232	48%	5 33%	23 45%	26 69%	16 45%	22 56%	20 39%	50 66%	25 33%	11 27%	197 47%	10 49%	19 53%	6 50%	61 43%	171 50%	
Unlikely	227	47%	9 66%	17 34%	12 31%	18 52%	16 41%	30 61%	25 33%	45 60%	26 62%	199 48%	10 48%	13 36%	5 39%	76 54%	150 44%	
Mean score	4.4	4.8	4.2	3.9	4.6	4.1	4.9	4.1	4.6	4.8	4.4	4.5	4.2	4.1	4.6	4.3		

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

Table 107 (continuation)

<Q10AD> If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to mobile phone texts, instant messaging via an app or emails
by Crossbreak
Base: All using fixed lines

	Total	MAIN FIXED LINE TYPE						PRODUCTS USED										HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobile (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/ Private circuit (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent pro vider (b)	Both (c)
Unweighted row	471	409	30	31	1	-	62	464	282	182	337	404	112	85	52	118	47	85	41	31	133	67	458	67	50	34	48	2
Total	487	473	8	6	*	-	13	484	278	150	343	380	85	29	11	38	7	48	23	47	142	107	482	18	11	18	26	4
Certain to	(1.0)	2*	2*	-	-	-	-	2*	1*	1	1	2	1	2	-	2	1	*	*	-	1	-	2	1	-	-	*	-
Very likely	(2.0)	16%	15%	-	*	-	*	16%	10%	9%	10%	12%	5%	2%	1%	2%	2%	*	2%	3%	6%	3%	16%	1%	1%	*	*	-
Fairly likely	(3.0)	111%	109%	*	2%	-	-	110%	65%	33%	79%	90%	27%	4%	2%	6%	1%	14%	6%	1%	31%	20%	110%	1%	2%	11%	3%	-
Fairly unlikely	(4.0)	121%	117%	2%	2%	-	-	120%	77%	34%	86%	97%	20%	9%	4%	12%	2%	14%	1%	13%	35%	24%	120%	2%	4%	3%	8%	4%
Very unlikely	(5.0)	110%	107%	3%	1%	-	-	110%	62%	43%	84%	80%	25%	9%	4%	12%	1%	7%	10%	10%	26%	30%	110%	8%	4%	2%	5%	*
Certain not to	(6.0)	116%	113%	3%	*	-	-	115%	56%	27%	76%	87%	7%	4%	*	4%	*	13%	2%	20%	39%	29%	114%	3%	*	2%	11%	-
(Don't know / not applicable)		10%	10%	*	-	*	-	10%	7%	3%	7%	10%	*	1%	*	1%	*	*	3%	-	3%	-	10%	1%	*	*	*	-
NETS		2%	2%	5%	-	100%	-	2%	2%	2%	2%	3%	**	2%	1%	2%	6%	1%	12%	-	2%	-	2%	4%	1%	1%	*	-
Likely		18%	17%	-	*	-	*	18%	11%	10%	11%	14%	6%	3%	1%	3%	2%	*	2%	3%	7%	3%	18%	2%	1%	*	*	-
Neutral		232%	226%	2%	4%	-	-	231%	142%	68%	165%	188%	47%	13%	5%	18%	3%	28%	7%	14%	67%	44%	230%	4%	5%	14%	10%	4%
Unlikely		227%	220%	5%	1%	-	-	226%	118%	70%	160%	167%	32%	12%	4%	16%	2%	20%	12%	30%	65%	59%	224%	11%	4%	4%	16%	*
Mean score		4.4	4.4	5.0c	4.0	-	-	4.4J	4.3J	4.3j	4.4J	4.4J	4.0	4.1	3.9	4.2	3.5	4.4j	4.2	4.9	4.4	4.6	4.4	4.5	4.0	3.7	4.9a	4.1

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

Table 107 (continuation)
 <Q10AD> If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to mobile phone texts, instant messaging via an app or emails
 by Crossbreak
 Base: All using fixed lines

	Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
		Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal calls (a)	Other pro vider calls (b)	Other pro vider re ntal and calls (c)	Std lan dline + ISDN Re ntal (a)	Std lan dline + ISDN Re ntal (b)	Std lan dline + BB + LL/ PC Re ntal (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	471	15	32	31	4	215	26	225	49	6	257	396	46	29	207	145	119	5	78	1	215	49	33	25	15	
Total	487	9	26	11	2	212	26	247	14	*	261	426	40	21	226	154	107	2	47	*	245	42	14	18	16	
Certain to	(1.0)	2*	* -	- -	- -	* -	- 2	2	* -	* -	* -	1 1	1 -	- -	* *	* 1	1	- *	* -	- -	1 *	* *	2 *	* *	*	
Very likely	(2.0)	16 3%	- -	* * 2%	* -	10 5%	* 1%	6 2%	* 1%	- -	11 4%	9 2%	4 9%	3 14%	8 4%	4 3%	3 3%	- -	* 1%	- -	2 1%	11 25%	7 51%	16 89%	10 60%	
Fairly likely	(3.0)	111 23%	2 21%	10 38%	1 11%	* 25%	47 22%	5 18%	58 23%	2 15%	- -	57 22%	91 21%	12 31%	8 36%	41 18%	36 23%	33 31%	* 5%	13 29%	- -	32 13%	14 34%	2 14%	- -	5 29%
Fairly unlikely	(4.0)	121 25%	7 72%	6 23%	1 5%	1 68%	67 31%	1 5%	53 21%	2 12%	* 65%	72 27%	103 24%	11 27%	8 37%	60 26%	35 23%	26 25%	* 6%	14 30%	* 100%	42 17%	13 31%	3 20%	- -	1 6%
Very unlikely	(5.0)	110 23%	1 5%	3 12%	4 32%	* 6%	38 18%	11 43%	60 24%	9 63%	* 8%	53 20%	108 25%	3 6%	* 2%	60 26%	32 21%	19 17%	1 74%	6 13%	- -	70 29%	2 5%	2 11%	- -	* 3%
Certain not to	(6.0)	116 24%	* 1%	7 27%	6 49%	- -	46 22%	6 22%	65 26%	1 5%	* 28%	59 23%	105 25%	9 22%	2 10%	53 23%	40 26%	23 22%	- -	13 28%	- -	94 39%	2 5%	* 1%	- -	- -
(Don't know / not applicable)		10 2%	- -	* -	* -	4 2%	3 10%	4 2%	* 3%	- -	9 4%	10 2%	1 2%	- -	4 2%	6 4%	1 1%	* 14%	* *	- -	4 2%	- -	* 1%	- -	- -	
NETS																										
Likely		18 4%	* *	* *	- -	10 5%	* 1%	7 3%	* 3%	- -	11 4%	10 2%	5 12%	3 14%	9 4%	5 3%	4 4%	- -	* 1%	- -	2 1%	11 26%	8 53%	18 100%	10 62%	
Neutral		232 48%	9 93%	16 61%	2 15%	1 94%	114 53%	6 24%	111 45%	4 27%	* 65%	129 49%	194 45%	23 58%	15 74%	101 45%	71 46%	60 56%	* 12%	27 59%	* 100%	74 30%	27 64%	5 34%	- -	6 35%
Unlikely		227 47%	1 6%	10 39%	9 80%	* 6%	85 40%	17 65%	125 51%	10 68%	* 35%	112 43%	213 50%	11 29%	3 12%	112 50%	73 47%	42 39%	1 74%	19 40%	- -	164 67%	4 10%	2 13%	- -	* 3%
Mean score		4.4	3.8	4.3	5.2	3.8	4.3	4.7	4.5	4.5	4.6	4.4	4.5C	3.9	3.6	4.5	4.5	4.2	4.8	4.4	4.0	4.9 BCDE	3.3D	2.9d	1.9	2.5

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

Table 107 (continuation)

<Q10AD> If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to mobile phone texts, instant messaging via an app or emails
by Crossbreak
Base: All using fixed lines

	Total	SNNIP CALLS & RENTAL LIKELY TO					
		Not Ch ange (a)	Some to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	471	201	46	26	28	19	
Total	487	248	46	17	21	21	
Certain to	(1.0)	2 *%	* *%	* 1%	* 1%	1 6%	* 1%
Very likely	(2.0)	16 3%	1 *%	9 20%	6 38%	11 52%	8 40%
Fairly likely	(3.0)	111 23%	30 12%	15 33%	2 10%	2 9%	5 22%
Fairly unlikely	(4.0)	121 25%	42 17%	16 34%	6 34%	5 23%	6 28%
Very unlikely	(5.0)	110 23%	68 27%	1 2%	* 2%	* 1%	* 1%
Certain not to	(6.0)	116 24%	98 39%	5 10%	2 12%	2 9%	2 8%
(Don't know / not applicable)	10 2%	9 4%	- -%	1 3%	- -%	- -%	- -%
NETS							
Likely	18 4%	2 1%	10 21%	7 39%	12 59%	9 41%	
Neutral	232 48%	72 29%	31 67%	7 44%	7 32%	11 50%	
Unlikely	227 47%	166 67%	5 12%	2 14%	2 10%	2 9%	
Mean score	4.4	5.0 BCDE	3.5	3.3	2.9	3.1	

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

Table 108
 <Q10AE> If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Give up my <main fixed line coded at S13i> and only rely on mobile and broadband call services by Crossbreak
 Base: All using fixed lines

	Total	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
		1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail/transport/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public and services (h)	Other (i)	
Unweighted row	471	61	197	100	87	87	380	69	19	154	118	92	37	13	12	18	37	56	57	60	20	130	66	27	
Total	487	147	393	53	35	6	449	32	3	258	127	48	8	1	1	18	39	59	59	66	17	150	52	26	
Certain to	(1.0)	7 2%	- -	7 2%	- -	* 1%	*Ac 2%	7 2%	1 -	- -	4 2%	2 2%	* 1%	- -	* 12%	- -	- -	4 7%	- -	3 4%	- -	* 1%	- -	- -	
Very likely	(2.0)	8 2%	- -	5 1%	1 2%	2Ab 6%	*A 1%	8 2%	- -	* 3%	7 3%	* *	- -	* 1%	- -	- -	- -	- -	2 3%	5 7%	- -	2 1%	- -	- -	
Fairly likely	(3.0)	22 5%	9 6%	18 4%	1 2%	3 8%	1C 10%	21 5%	1 3%	* 9%	11 4%	9 7%	2 3%	* 1%	* 12%	- -	5 29%	3 7%	4 6%	3 6%	1 2%	* 2%	1 1%	4 8%	- -
Fairly unlikely	(4.0)	78 16%	13 9%	65d 17%	11d 21%	1 4%	1d 14%	74 16%	2 6%	* 5%	23 9%	31a 24%	15 32%	* 4%	* 5%	* 21%	* 29%	11 28%	10 17%	12 21%	5 8%	1 7%	22 4%	11 15%	6 22%
Very unlikely	(5.0)	117 24%	31 21%	85 22%	20b 37%	10 30%	1 21%	105 23%	11 34%	1 25%	62 24%	27 21%	10 21%	2 25%	* 7%	* 2%	5 29%	7 17%	12 21%	5 8%	15 23%	10 57%	39 26%	16 32%	7 27%
Certain not to	(6.0)	248 51%	94C 64%	208c 53%	20 37%	18 51%	3 50%	229 51%	18 56%	2 58%	147 57%	58 46%	20 42%	6 68%	1 64%	1 76%	8 41%	18 47%	29 48%	37 62%	37 56%	6 37%	86 57%	16 30%	13 48%
(Don't know / not applicable)		5 1%	- -	4 1%	1 1%	- -	*Ad 3%	5 1%	* *	- -	4 2%	- -	* 1%	* 1%	- -	- -	* 1%	* *	- -	* *	- -	* *	4 8%	- -	
NETS																									
Likely		16 3%	- -	12 3%	1 2%	2A 7%	*A 3%	15 3%	1 2%	* 3%	12 4%	3 2%	* 1%	* 1%	* 12%	- -	- -	- -	4 7%	2 3%	7 11%	- -	2 2%	- -	- -
Neutral		100 21%	22 15%	83 21%	12 22%	4 12%	1 24%	95 21%	3 9%	* 14%	33 13%	39a 31%	17 35%	* 4%	* 17%	* 21%	5 29%	14 35%	14 23%	15 26%	6 9%	1 6%	23 15%	16 30%	6 25%
Unlikely		365 75%	124e 85%	293 75%	40 74%	28 81%	4 70%	333 74%	29 89%	2 84%	209 81%	85 67%	31 63%	8 93%	1 71%	1 79%	13 71%	25 64%	41 69%	42 71%	52 79%	16 94%	125 83%	32 62%	20 75%
Mean score		5.1	5.4e	5.2	5.1	5.1	5.1	5.4	5.3	5.3	5.0	5.0	5.6	4.9	5.6	4.8	5.0	4.9	5.2	5.1	5.3	5.4	4.9	5.2	

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

Table 108 (continuation)
 <Q10AE> If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Give up my <main fixed line coded at S13i> and only rely on mobile and broadband call services by Crossbreak
 Base: All using fixed lines

	Total	LOCATION													OFFICE LOCATION		
		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)
Unweighted row	471	14	34	16	16	15	50	37	33	18	233	75	78	85	71	400	
Total	487	14	50	37	35	40	50	75	75	42	418	21	36	13	142	344	
Certain to	(1.0)	7 2%	- 6%	3 8%	- 8%	- 8%	- 8%	4 6%	- 8%	- 8%	7 2%	- 8%	- 8%	* 2%	4 3%	3 1%	
Very likely	(2.0)	8 2%	* 8%	- 8%	- 8%	1 3%	- 8%	1 1%	5 6%	1 2%	8 2%	* 2%	- 8%	* 4%	1 1%	8 2%	
Fairly likely	(3.0)	22 5%	3 22%	3 6%	5 12%	- 8%	- 8%	7 14%	* 8%	1 1%	- 8%	19 4%	* 2%	2 6%	1 6%	4 3%	18 5%
Fairly unlikely	(4.0)	78 16%	* 3%	5 11%	4 10%	4 10%	8 21%	5 10%	24 32%	16 21%	2 6%	68 16%	2 11%	6 17%	2 15%	21 15%	57 17%
Very unlikely	(5.0)	117 24%	2 11%	12 24%	19 50%	8 23%	10 24%	7 13%	21 28%	8 11%	14 33%	100 24%	5 24%	9 26%	3 22%	33 23%	84 24%
Certain not to	(6.0)	248 51%	9 64%	26 53%	10 27%	23 67%	21 52%	32 64%	21 28%	45 61%	25 59%	212 51%	12 60%	18 51%	6 50%	79 56%	169 49%
(Don't know / not applicable)		5 1%	- 8%	* 1%	- 8%	* 8%	- 8%	- 8%	4 6%	- 8%	- 8%	5 1%	- 8%	* 1%	* 2%	* 8%	5 1%
NETS																	

Likely		16 3%	* 8%	3 6%	- 8%	- 8%	1 3%	- 8%	5 7%	5 6%	1 2%	15 4%	* 2%	- 8%	11 6%	5 4%	11 3%
Neutral		100 21%	4 25%	8 17%	9 23%	4 10%	8 21%	12 23%	24 32%	17 22%	2 6%	87 21%	3 14%	8 23%	3 20%	25 18%	75 22%
Unlikely		365 75%	11 75%	39 77%	29 77%	31 89%	30 76%	38 77%	42 56%	53 72%	39 92%	311 75%	17 84%	27 76%	9 72%	112 79%	253 73%
Mean score		5.1	5.2	5.1	4.9	5.6	5.2	5.3	4.7	5.2	5.5	5.1	5.4g	5.2	5.0	5.2	5.1

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

Table 108 (continuation)
 <Q10AE> If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Give up my <main fixed line coded at S13i> and only rely on mobile and broadband call services by Crossbreak
 Base: All using fixed lines

	Total	MAIN FIXED LINE TYPE						PRODUCTS USED										HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE					
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mobile (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuit (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No mobile (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	471	409	30	31	1	-	62	464	282	182	337	404	112	85	52	118	47	85	41	31	133	67	458	67	50	34	48	2	
Total	487	473	8	6	*	-	13	484	278	150	343	380	85	29	11	38	7	48	23	47	142	107	482	18	11	18	26	4	
Certain to	(1.0)	7 2%	7 2%	- 1%	* 1%	- %	* 1%	7 2%	5 2%	* %	5 1%	5 1%	5 6%	* 1%	* 1%	* 1%	* 1%	* %	- %	2 5%	2 2%	2 2%	7 2%	* 2%	* 1%	- %	* %	- %	
Very likely	(2.0)	8 2%	8 2%	- %	* 3%	- %	* 1%	8 2%	6 2%	6 4%	6 2%	8 2%	1 2%	2 6%	1 13%	2 5%	1 18%	* %	1 6%	1 2%	2 1%	1 1%	8 2%	1 8%	1 13%	- %	* %	- %	
Fairly likely	(3.0)	22 5%	20 4%	* 5%	1 20%	- %	- %	1 11%	22 5%	15 6%	11 7%	20 6%	14 4%	5 6%	1 2%	1 14%	2 5%	1 8%	1 3%	1 4%	1 2%	1 1%	8 5%	1 3%	1 14%	1 6%	* 1%	- %	
Fairly unlikely	(4.0)	78 16%	77 16%	* 2%	1 23%	- %	- %	1 11%	78 16%	46 17%	20 13%	52 15%	66 17%	17 20%	* 1%	2 18%	2 6%	1 8%	5 11%	9 39%	6 13%	26 19%	12 11%	78 16%	* 2%	2 18%	1 3%	5 18%	- %
Very unlikely	(5.0)	117 24%	113 24%	3 32%	1 18%	- %	- %	4 26%	116 24%	62 22%	31 20%	79 23%	86 23%	26 31%	8 28%	2 20%	10 27%	1 15%	14 29%	5 24%	12 25%	38 27%	31 29%	115 24%	4 20%	2 20%	8 47%	6 21%	* 7%
Certain not to	(6.0)	248 51%	242 51%	5 60%	2 34%	- %	- %	7 49%	246 51%	142 51%	81 54%	180 52%	195 51%	30 35%	18 61%	4 35%	21 56%	4 49%	27 56%	6 28%	25 53%	68 48%	53 50%	245 51%	12 64%	4 34%	8 44%	15 58%	4 93%
(Don't know / not applicable)		5 1%	5 1%	* 2%	- %	* 100%	- %	* 1%	5 1%	1 *	1 *	1 *	5 1%	1 %	* %	- %	* %	* 1%	* %	* %	- %	4 3%	- %	5 1%	* 1%	- %	- %	* %	- %
NETS		----																											
Likely		16 3%	16 3%	- %	* 4%	- %	- %	* 2%	16 3%	11 4%	7 5%	11 3%	13 3%	6 8%	2 7%	1 13%	2 6%	1 19%	* %	1 6%	3 7%	5 3%	3 3%	16 3%	2 9%	1 14%	- %	* 1%	- %
Neutral		100 21%	98 21%	1 6%	2 44%	- %	- %	3 22%	100 21%	62 22%	31 21%	73 21%	81 21%	22 26%	1 3%	3 31%	4 11%	1 16%	7 14%	10 43%	7 15%	28 20%	20 19%	100 21%	1 5%	3 32%	2 9%	5 20%	- %
Unlikely		365 75%	355 75%	7 92%	3 52%	- %	- %	10 75%	363 75%	204 73%	112 74%	258 75%	281 74%	56 66%	26 89%	6 55%	31 83%	5 64%	41 85%	12 51%	37 78%	106 74%	84 78%	360 75%	15 85%	6 55%	16 91%	21 79%	4 100%
Mean score		5.1	5.1	5.5	4.6	-	-	5.1	5.1h	5.1	5.1	5.1h	5.2h	4.7	5.3	4.5	5.2	4.7	5.4hj	4.6	5.1	5.2	5.1	5.1c	5.3	4.5	5.3	5.3	5.9

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

Table 108 (continuation)
 <Q10AE> If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Give up my <main fixed line coded at S13i> and only rely on mobile and broadband call services by Crossbreak
 Base: All using fixed lines

	Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
		Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN Re ntal (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some bile to (b)	Some calls VoIP to (c)	Some calls text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	471	15	32	31	4	215	26	225	49	6	257	396	46	29	207	145	119	5	78	1	215	49	33	25	15	
Total	487	9	26	11	2	212	26	247	14	*	261	426	40	21	226	154	107	2	47	*	245	42	14	18	16	
Certain to	(1.0)	7 2%	* 1%	- -%	* *%	- -%	3 1%	4 16%	* *%	* 2%	- -%	1 *%	5 1%	2 6%	- -%	* *%	7 4%	* *%	- -%	* *%	- -%	* 18%	7 2%	* 18%	3 18%	7 47%
Very likely	(2.0)	8 2%	- -%	- -%	* 1%	- -%	6 3%	- -%	3 1%	* 1%	- -%	6 2%	7 2%	* *%	1 5%	7 3%	* *%	1 1%	- -%	* *%	- -%	1 *%	8 19%	8 54%	7 38%	8 53%
Fairly likely	(3.0)	22 5%	- -%	1 5%	* 1%	- -%	13 6%	2 8%	6 3%	1 9%	- -%	11 4%	21 5%	* 1%	1 3%	12 5%	6 4%	4 3%	- -%	1 3%	- -%	4 1%	1 3%	1 5%	* 2%	- -%
Fairly unlikely	(4.0)	78 16%	5 50%	* 1%	1 5%	- -%	36 17%	5 18%	37 15%	* 3%	* 43%	35 13%	68 16%	8 21%	2 12%	39 17%	15 9%	25 23%	* 14%	5 11%	- -%	13 5%	3 7%	2 11%	1 8%	- -%
Very unlikely	(5.0)	117 24%	3 37%	7 27%	3 22%	1 82%	60 28%	7 29%	48 20%	4 24%	* 8%	65 25%	99 23%	12 29%	6 28%	57 25%	41 27%	18 17%	1 74%	13 28%	- -%	55 23%	13 30%	1 6%	1 8%	- -%
Certain not to	(6.0)	248 51%	1 13%	17 67%	8 70%	* 18%	93 44%	7 29%	147a 60%	9 61%	* 49%	138 53%	221 52%	17 42%	11 52%	105 47%	85 55%	58 54%	* 12%	27 57%	* 100%	171 70%	9 21%	3 20%	4 25%	- -%
(Don't know / not applicable)		5 1%	- -%	- -%	* 1%	- -%	1 *%	- -%	4 2%	- -%	- -%	5 2%	5 1%	* *%	- -%	5 2%	* *%	* *%	- -%	* *%	- -%	* *%	1 2%	* 2%	* 2%	- -%
NETS																										

Likely		16 3%	* 1%	- -%	* 1%	- -%	9 4%	4 16%	3 1%	* 3%	- -%	7 3%	12 3%	3 6%	1 5%	7 3%	7 5%	1 1%	- -%	* *%	- -%	1 *%	15 37%	8 56%	10 56%	16 100%
Neutral		100 21%	5 50%	1 6%	1 6%	- -%	49 23%	7 26%	44 18%	2 12%	* 43%	45 17%	89 21%	9 22%	3 15%	51 23%	21 14%	28 27%	* 14%	7 14%	- -%	17 7%	4 10%	2 16%	2 10%	- -%
Unlikely		365 75%	5 49%	24 94%	11 92%	2 100%	154 72%	15 57%	196 79%	12 85%	* 57%	204 78%	320 75%	28 72%	17 80%	163 72%	126 82%	77 72%	1 86%	40 85%	* 100%	227 93%	22 51%	4 26%	6 32%	- -%
Mean score		5.1	4.6	5.6	5.6	5.2	5.0	4.3	5.4aB	5.3	5.1	5.2	5.2	4.9	5.2	5.1	5.2	5.2	5.0	5.4	6.0	5.6 BCDE	3.8e	3.2e	3.2	1.5

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

Table 108 (continuation)
 <Q10AE> If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Give up my <main fixed line coded at S13i> and only rely on mobile and broadband call services by Crossbreak
 Base: All using fixed lines

	Total	SNNIP CALLS & RENTAL LIKELY TO				
		Not Ch ange to (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Cancel MFL (e)
Unweighted row	471	201	46	26	28	19
Total	487	248	46	17	21	21
Certain to (1.0)	7 2%	- -%	7 16%	* 2%	3 15%	7 33%
Very likely (2.0)	8 2%	- -%	8 17%	7 42%	6 29%	7 34%
Fairly likely (3.0)	22 5%	1 *%	4 10%	* 2%	* 1%	* 2%
Fairly unlikely (4.0)	78 16%	22 9%	8 17%	6 38%	8 37%	6 30%
Very unlikely (5.0)	117 24%	51 20%	10 22%	1 9%	2 8%	* *%
Certain not to (6.0)	248 51%	174 70%	8 18%	1 6%	2 7%	- -%
(Don't know / not applicable)	5 1%	* *%	1 2%	* 2%	* 2%	- -%
NETS						
Likely	16 3%	- -%	15 32%	7 43%	9 45%	14 67%
Neutral	100 21%	23 9%	12 27%	7 41%	8 38%	7 33%
Unlikely	365 75%	225 91%	18 39%	2 14%	3 15%	* *%
Mean score	5.1	5.6 BCDE	3.7	3.3	3.2	2.3

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

Table 109
 <Q10AA>If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?
 by
 Base: All using fixed lines

		Not change any aspect of your call behaviour	Switch some calls to mobile phone	Switch some calls to VoIP	Switch some calls to mobile phone texts, instant messaging via an app or emails	Give up and only rely on mobile and broadband call services
Unweighted row		471	471	471	471	471
Total		487	487	487	487	487
Certain to	(1.0)	135 28%	14 3%	1 *	2 *	7 2%
Very likely	(2.0)	110 23%	28 6%	14 3%	16 3%	8 2%
Fairly likely	(3.0)	115 24%	100 21%	46 9%	111 23%	22 5%
Fairly unlikely	(4.0)	72 15%	99 20%	95 20%	121 25%	78 16%
Very unlikely	(5.0)	28 6%	115 24%	103 21%	110 23%	117 24%
Certain not to	(6.0)	20 4%	120 25%	220 45%	116 24%	248 51%
(Don't know / not applicable)		7 1%	11 2%	9 2%	10 2%	5 1%
NETS						

Likely		245 50%	42 9%	14 3%	18 4%	16 3%
Neutral		187 38%	199 41%	141 29%	232 48%	100 21%
Unlikely		48 10%	235 48%	323 66%	227 47%	365 75%
Mean score		2.6	4.3	5.0	4.4	5.1

Table 110
 <Q10BA> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Not change any aspect of your <main fixed line coded at S13i> call behaviour by Crossbreak
 Base: All using fixed lines

	Total	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR									
		1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail/transport/communications (d)	Retail (e)	Financial services (f)	Other services (g)	Public and services (h)	Other (i)
Unweighted row	471	61	197	100	87	87	380	69	19	154	118	92	37	13	12	18	37	56	57	60	20	130	66	27
Total	487	147	393	53	35	6	449	32	3	258	127	48	8	1	1	18	39	59	59	66	17	150	52	26
Certain to not change any aspect (1.0)	138 28%	54dE 37%	117E 30%	15e 28%	5 15%	1 12%	127 28%	10 32%	* 7%	84 33%	24 19%	14 28%	2 21%	* 18%	* 4%	7 38%	6 14%	19 33%	10 17%	19 29%	1 8%	51 34%	10 20%	14 54%
Very likely to not change any aspect (2.0)	111 23%	41 28%	95 24%	6 12%	8 22%	1 24%	103 23%	7 22%	* 9%	60 23%	38 30%	5 10%	1 12%	* 17%	* 15%	2 9%	6 16%	18 31%	9 16%	10 15%	10 58%	44 29%	10 19%	2 8%
Fairly likely to not change any aspect (3.0)	90 19%	28 19%	69 17%	13 24%	7 21%	2 27%	80 18%	9 27%	1 33%	48 19%	18 14%	13 27%	2 24%	* 17%	1 69%	* 1%	8 20%	8 13%	17 28%	18 28%	* 3%	24 16%	8 15%	7 27%
Fairly likely to change (4.0)	93 19%	17 11%	73 18%	9 17%	10a 29%	1 18%	85 19%	4 12%	1 40%	45 18%	27 21%	10 20%	3 35%	* 21%	* 10%	7 37%	8 21%	13 22%	17 30%	8 12%	4 25%	15 10%	17 34%	2 9%
Very likely to change (5.0)	37 8%	7 5%	26 6%	8 14%	4 11%	* 7%	36 8%	1 3%	* 4%	13 5%	11 9%	6 13%	* 4%	* 19%	- -	3 15%	11 27%	1 1%	4 7%	3 5%	1 6%	14 9%	* 1%	* 1%
Certain to change (6.0)	17 4%	- -	14 4%	2 4%	1 3%	1Abd 10%	17 4%	1 2%	* 7%	8 3%	9 7%	1 2%	* 3%	* 8%	* 2%	- -	* 1%	* 1%	1 2%	7 11%	* *	2 1%	6 12%	* 1%
(Don't know / not applicable)	1 *	- -	* *	* 1%	- -	*AB 2%	* *	* 1%	- -	1 *	- -	* *	- -	- -	- -	- -	- -	- -	* *	- -	- -	* *	* 1%	- -
NETS																								

Likely	248 51%	95 cDE 65%	212de 54%	21 40%	13 37%	2 36%	230 51%	17 54%	* 16%	144 56%	62 49%	18 38%	3 33%	* 35%	* 19%	9 47%	12 31%	38 64%	19 33%	29 44%	11 66%	94 63%	20 39%	16 62%
Neutral	183 38%	45 31%	141 36%	22 41%	17 49%	3 45%	166 37%	13 40%	2 73%	93 36%	45 35%	23 47%	5 59%	* 38%	1 78%	7 38%	16 42%	20 35%	34 58%	26 40%	5 27%	39 26%	25 48%	9 36%

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

Table 110 (continuation)

<Q10BA> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Not change any aspect of your <main fixed line coded at S13i> call behaviour by Crossbreak

Base: All using fixed lines

Total	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail trade (d)	Restaurant/cafes (e)	Financial services (f)	Other services (g)	Public administration (h)	Other (i)	
Unweighted row	471	61	197	100	87	87	380	69	19	154	118	92	37	13	12	18	37	56	57	60	20	130	66	27
Total	487	147	393	53	35	6	449	32	3	258	127	48	8	1	1	18	39	59	59	66	17	150	52	26
Unlikely	55 11%	7 5%	39 10%	10a 18%	5 13%	1A 17%	53 12%	2 5%	*	20 8%	20 16%	7 15%	1 8%	*	*	3 15%	11 28%	1 1%	5 9%	11 16%	1 7%	16 11%	6 12%	1 2%
Mean score	2.7	2.2	2.6	2.9A	3.1Ab	3.1AB	2.7	2.4	3.5	2.5	2.9	2.9	3.0	3.3	2.9	2.8	3.3 cgi	2.3	3.0	2.8	2.6	2.4	3.1	2.0

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

Table 110 (continuation)
 <Q10BA> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Not change any aspect of your <main fixed line coded at S13i> call behaviour by Crossbreak
 Base: All using fixed lines

	Total	LOCATION													OFFICE LOCATION	
		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 where (a)
Unweighted row	471	14	34	16	16	15	50	37	33	18	233	75	78	85	71	400
Total	487	14	50	37	35	40	50	75	75	42	418	21	36	13	142	344
Certain to not change any aspect (1.0)	138 28%	3 22%	16 32%	5 14%	8 23%	10 24%	17 34%	24 32%	29 39%	11 27%	124m 30%	4 22%	8 21%	2 14%	49 34%	89 26%
Very likely to not change any aspect (2.0)	111 23%	4 31%	13 26%	13 35%	11 32%	4 11%	11 21%	9 11%	11 15%	17 41%	94 22%	5 25%	9 26%	3 22%	27 19%	84 24%
Fairly likely to not change any aspect (3.0)	90 19%	1 6%	3 6%	4 11%	5 15%	15 38%	15 31%	9 12%	17 22%	9 21%	77 19%	3 16%	7 19%	3 21%	29 20%	61 18%
Fairly likely to change (4.0)	93 19%	3 22%	13 25%	14 37%	3 8%	5 14%	6 12%	23 31%	7 9%	3 8%	77 18%	5 27%	8 23%	2 19%	21 15%	71 21%
Very likely to change (5.0)	37 8%	3 19%	3 6%	1 3%	8 22%	5 14%	* *	6 8%	5 6%	1 3%	32 8%	1 6%	3 8%	1 10%	16 11%	21 6%
Certain to change (6.0)	17 4%	* *	3 5%	- -	- -	- -	1 1%	4 6%	6 8%	- -	14 3%	1 5%	1 3%	1J 12%	* *	17 5%
(Don't know / not applicable)	1 *	- -	- -	- -	- -	- -	* 1%	- -	- -	- -	* *	- -	* *	*J 2%	1 *	* *
NETS																

Likely	248 51%	7 53%	29 59%	18 49%	19 55%	14 35%	28 56%	33 44%	40 54%	28 68%	217m 52%	10 47%	17 47%	5 36%	76 53%	173 50%
Neutral	183 38%	4 28%	15 31%	18 48%	8 23%	21 52%	21 42%	32 42%	23 31%	12 29%	154 37%	9 43%	15 42%	5 40%	50 35%	133 39%
Unlikely	55 11%	3 20%	5 11%	1 3%	8 22%	5 14%	1 1%	11 14%	11 15%	1 3%	46 11%	2 10%	4 11%	3j 21%	16 11%	39 11%

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

Table 110 (continuation)

<Q10BA> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Not change any aspect of your <main fixed line coded at S13i> call behaviour by Crossbreak

Base: All using fixed lines

Total	LOCATION													OFFICE LOCATION		
	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)
Unweighted row	471	14	34	16	16	15	50	37	33	18	233	75	78	85	71	400
Total	487	14	50	37	35	40	50	75	75	42	418	21	36	13	142	344
Mean score	2.7	2.9	2.6	2.8	2.8	2.8	2.3	2.9	2.5	2.2	2.6	2.8f	2.8	3.2FIJ	2.5	2.7

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

Table 110 (continuation)
 <Q10BA> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Not change any aspect of your <main fixed line coded at S13i> call behaviour by Crossbreak
 Base: All using fixed lines

	Total	MAIN FIXED LINE TYPE						PRODUCTS USED										HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE					
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo biles (d)	Fixed broadband (e)	Mo biles broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	
Unweighted row	471	409	30	31	1	-	62	464	282	182	337	404	112	85	52	118	47	85	41	31	133	67	458	67	50	34	48	2	
Total	487	473	8	6	*	-	13	484	278	150	343	380	85	29	11	38	7	48	23	47	142	107	482	18	11	18	26	4	
Certain to not change any aspect (1.0)	138	133	3	1	-	-	4	136	66	38	89	99	13	10	2	12	1	9	5	21	47	39	135	4	2	3	6	-	
	28%	28%	38%	21%	-%	-%	31%	28%	24%	25%	26%	26%	16%	35%	22%	33%	13%	19%	21%	45%	33%	36%	28%	25%	22%	17%	24%	-%	
Very likely to not change any aspect (2.0)	111	109	1	*	-	-	2	111	66	26	79	91	22	9	1	9	*	15	5	12	31	20	110	6	1	5	5	4	
	23%	23%	17%	6%	-%	-%	12%	23%	24%	17%	23%	24%	25%	29%	8%	24%	5%	31%	20%	25%	22%	19%	23%	33%	8%	30%	20%	100%	
Fairly likely to not change any aspect (3.0)	90	86	2	2	-	-	4	89	68	45	80	69	16	3	4	6	3	16	6	3	10	21	89	3	4	7	10	-	
	19%	18%	21%	41%	-%	-%	29%	18%	24%	30%	23%	18%	19%	10%	34%	16%	40%	33%	27%	7%	7%	20%	18%	14%	33%	37%	36%	-%	
Fairly likely to change (4.0)	93	90	1	1	-	-	2	93	44	28	59	76	25	4	2	5	1	6	5	4	34	16	93	2	2	3	3	-	
	19%	19%	16%	20%	-%	-%	18%	19%	16%	19%	17%	20%	29%	12%	17%	14%	11%	12%	23%	9%	24%	15%	19%	13%	16%	14%	11%	-%	
Very likely to change (5.0)	37	36	1	*	-	-	1	37	29	7	29	31	6	3	2	4	2	2	1	4	8	6	37	2	2	*	2	-	
	8%	8%	8%	8%	-%	-%	8%	8%	10%	5%	8%	8%	7%	11%	17%	9%	26%	4%	6%	9%	6%	6%	8%	11%	17%	*%	6%	-%	
Certain to change (6.0)	17	17	*	*	-	-	*	17	6	6	7	13	3	1	*	1	*	*	*	2	11	4	17	1	*	-	*	-	
	4%	4%	*%	4%	-%	-%	2%	4%	2%	4%	2%	4%	3%	3%	3%	3%	4%	1%	1%	5%	7%	4%	4%	3%	3%	-%	1%	-%	
(Don't know / not applicable)	1	1	-	-	*	-	*	1	*	*	*	1	*	-	*	*	*	*	*	-	1	-	1	-	*	*	*	*	-
	*%	*%	-%	-%	100%	-%	*%	*%	*%	*%	*%	*%	1%	1%	-%	*%	*%	1%	1%	-%	*%	-%	*%	-%	*%	1%	*%	-%	
NETS																													

Likely	248	243	4	1	-	-	6	247	131	64	169	190	35	19	3	22	1	24	10	33	79	59	245	10	3	8	12	4	
	51%	51%	55%	26%	-%	-%	43%	51%	47%	43%	49%	50%	41%	64%	30%	57%	18%	50%	41%	70%	55%	55%	51%	58%	30%	47%	45%	100%	
Neutral	183	177	3	3	-	-	6	182	112	73	139	145	41	6	5	11	4	22	12	8	44	38	181	5	5	9	13	-	
	38%	37%	37%	61%	-%	-%	47%	38%	40%	48%	40%	38%	48%	22%	50%	30%	51%	45%	51%	16%	31%	35%	38%	28%	50%	52%	47%	-%	

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

Table 110 (continuation)

<Q10BA> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Not change any aspect of your <main fixed line coded at S13i> call behaviour by Crossbreak

Base: All using fixed lines

Total	MAIN FIXED LINE TYPE						PRODUCTS USED										HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE					
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private (d)	Fixed line (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo biles (d)	Fixed line (e)	Mo bile broa dband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/ Private (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same vider (a)	A erent pro vider (b)	Both (c)	
Unweighted row	471	409	30	31	1	-	62	464	282	182	337	404	112	85	52	118	47	85	41	31	133	67	458	67	50	34	48	2
Total	487	473	8	6	*	-	13	484	278	150	343	380	85	29	11	38	7	48	23	47	142	107	482	18	11	18	26	4
Unlikely	55 11%	53 11%	1 8%	1 12%	- -%	- -%	1 10%	54 11%	35 13%	13 9%	36 10%	44 12%	9 10%	4 14%	2 20%	5 12%	2 30%	2 4%	2 7%	7 14%	19 13%	10 10%	54 11%	3 15%	2 20%	* -%	2 7%	- -%
Mean score	2.7	2.7	2.4	3.0	-	-	2.7	2.7	2.7	2.7	2.6	2.7	3.0	2.4	3.1	2.5	3.5 abdek	2.5	2.8	2.3	2.7	2.5	2.7	2.6	3.1	2.5	2.6	2.0

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

Table 110 (continuation)
 <Q10BA> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Not change any aspect of your <main fixed line coded at S13i> call behaviour by Crossbreak
 Base: All using fixed lines

	Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
		Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN Re ntal (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB + (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some bile to mo (b)	Some calls VoIP to (c)	Some calls text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	471	15	32	31	4	215	26	225	49	6	257	396	46	29	207	145	119	5	78	1	215	49	33	25	15	
Total	487	9	26	11	2	212	26	247	14	*	261	426	40	21	226	154	107	2	47	*	245	42	14	18	16	
Certain to not change any aspect (1.0)	138 28%	* 1%	3 14%	5 48%	- -%	54 26%	10 38%	74 30%	3 22%	- -%	64 24%	132 31%	4 9%	2 8%	68 30%	42 27%	28 26%	1 58%	8 18%	- -%	124 51%	* 1%	- -%	2 9%	- -%	
Very likely to not change any aspect (2.0)	111 23%	* 4%	13 52%	1 7%	* 32%	51 24%	4 16%	56 23%	5 32%	* 36%	79 30%	96 23%	9 24%	5 26%	59 26%	32 21%	20 19%	* 22%	14 31%	- -%	83 34%	1 3%	* *	* *	- -%	
Fairly likely to not change any aspect (3.0)	90 19%	6 62%	6 25%	3 24%	1 68%	40 19%	4 16%	45 18%	4 27%	* 49%	41 16%	78 18%	9 23%	3 14%	34 15%	32 20%	24 23%	- -%	16 35%	- -%	17 7%	1 3%	1 5%	- -%	- -%	
Fairly likely to change (4.0)	93 19%	2 19%	2 9%	1 13%	- -%	32 15%	7 29%	54 22%	2 14%	* 15%	39 15%	76 18%	12 30%	5 23%	34 15%	32 21%	27 25%	* 5%	5 12%	* 100%	7 3%	18 43%	5 35%	2 14%	5 31%	
Very likely to change (5.0)	37 8%	1 14%	- -%	* 4%	- -%	22 10%	* 1%	14 6%	* 1%	- -%	26 10%	30 7%	2 5%	6 28%	18 8%	12 8%	7 6%	- -%	2 4%	- -%	12 5%	13 30%	3 23%	4 25%	3 17%	
Certain to change (6.0)	17 4%	* 1%	* *	* 2%	- -%	14 6%	- -%	4 1%	1 5%	- -%	13 5%	3 3%	4 10%	* 2%	12 5%	5 3%	1 1%	- -%	* 1%	- -%	1 *	8 19%	5 36%	9 52%	8 52%	
(Don't know / not applicable)	1 *	- -%	* *	* 3%	- -%	* *	- -%	* *	- -%	- -%	- -%	1 *	* *	- -%	* *	* *	- -%	* 14%	* *	- -%	- -%	- -%	* *	- -%	- -%	
NETS																										

Likely	248 51%	* 5%	17 65%	6 55%	* 32%	105 50%	14 54%	129 52%	8 54%	* 36%	143 55%	228 54%	13 33%	7 34%	127 56%	73 48%	48 45%	1 80%	23 49%	- -%	208 85%	2 4%	* *	2 9%	- -%	
Neutral	183 38%	8 81%	9 35%	4 37%	1 68%	72 34%	12 46%	99 40%	6 41%	* 64%	80 31%	154 36%	21 53%	8 37%	69 30%	63 41%	51 48%	* 5%	22 46%	* 100%	24 10%	19 46%	6 41%	2 14%	5 31%	

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

Table 110 (continuation)
 <Q10BA> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Not change any aspect of your <main fixed line coded at S13i> call behaviour by Crossbreak
 Base: All using fixed lines

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal (a)	Other pro vider (b)	Other pro vider (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN PC (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	471	15	32	31	4	215	26	225	49	6	257	396	46	29	207	145	119	5	78	1	215	49	33	25	15
Total	487	9	26	11	2	212	26	247	14	*	261	426	40	21	226	154	107	2	47	*	245	42	14	18	16
Unlikely	55 11%	1 14%	* *	1 5%	- -%	35 16%	* 1%	18 7%	1 6%	- -%	39 15%	43 10%	6 14%	6 29%	30 13%	17 11%	8 7%	- -%	2 4%	- -%	13 5%	21 50%	8 59%	14 77%	11 69%
Mean score	2.7	3.4	2.3	2.2	2.7	2.8	2.4	2.6	2.6	2.8	2.7	2.6	3.3	3.4a	2.6	2.7	2.7	1.5	2.5	4.0	1.8	4.6A	4.9A	5.0A	5.2A

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

Table 110 (continuation)

<Q10BA> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Not change any aspect of your <main fixed line coded at S13i> call behaviour by Crossbreak

Base: All using fixed lines

	Total	SNNIP CALLS & RENTAL LIKELY TO				
		Not Ch ange to (a)	Some calls bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)
Unweighted row	471	201	46	26	28	19
Total	487	248	46	17	21	21
Certain to not change any aspect (1.0)	138 28%	138 55%	2 5%	2 11%	2 9%	2 8%
Very likely to not change any aspect (2.0)	111 23%	111 45%	1 3%	* +%	* 2%	* *%
Fairly likely to not change any aspect (3.0)	90 19%	- -%	1 2%	1 3%	- -%	* *%
Fairly likely to change (4.0)	93 19%	- -%	16 35%	* 1%	1 7%	5 22%
Very likely to change (5.0)	37 8%	- -%	17 38%	9 55%	8 39%	7 33%
Certain to change (6.0)	17 4%	- -%	8 18%	5 30%	9 43%	8 36%
(Don't know / not applicable)	1 *%	- -%	* *%	* *%	- -%	- -%
NETS						
Likely	248 51%	248 100%	4 8%	2 11%	2 11%	2 9%
Neutral	183 38%	- -%	17 37%	1 4%	1 7%	5 22%

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

Table 110 (continuation)

<Q10BA> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Not change any aspect of your <main fixed line coded at S13i> call behaviour by Crossbreak

Base: All using fixed lines

Total	SNNIP CALLS & RENTAL LIKELY TO					
	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	471	201	46	26	28	19
Total	487	248	46	17	21	21
Unlikely	55 11%	- -%	26 56%	14 85%	17 83%	15 69%
Mean score	2.7	1.4	4.5A	4.8A	5.0A	4.8A

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

Table 111
 <Q10BB> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to mobile phone by Crossbreak
 Base: All using fixed lines

	Total	COMPANY SIZE					NO.SITES			TURNOVER						SECTOR									
		1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail/transport/communications (d)	Retail (e)	Financial services (f)	Other services (g)	Public and services (h)	Other (i)	
Unweighted row	471	61	197	100	87	87	380	69	19	154	118	92	37	13	12	18	37	56	57	60	20	130	66	27	
Total	487	147	393	53	35	6	449	32	3	258	127	48	8	1	1	18	39	59	59	66	17	150	52	26	
Certain to	(1.0)	15 3%	4 3%	13 3%	2 4%	* *	15 3%	* 1%	- -	13 5%	2 2%	* *	- -	* 9%	- -	- -	- -	4 7%	2 3%	5 7%	* *	* *	4 8%	- -	
Very likely	(2.0)	31 6%	- -	19 5%	9A 17%	3A 8%	*A 3%	29 6%	2 6%	- -	6 2%	12 9%	7 14%	* 1%	- -	- -	8 19%	2 3%	4 7%	7 11%	* 2%	9 6%	* *	1 4%	
Fairly likely	(3.0)	106 22%	28 19%	84 21%	11 21%	9 26%	1 24%	95 21%	9 27%	1 47%	56 22%	23 18%	12 25%	3 37%	* 37%	* 2%	6 31%	8 22%	11 18%	15 26%	13 20%	5 28%	40 26%	3 6%	4 15%
Fairly unlikely	(4.0)	96 20%	17 12%	75 19%	10 19%	10a 28%	2A 29%	87 19%	8 25%	1 27%	43 17%	34 26%	12 25%	1 10%	* 22%	1 79%	1 6%	8 21%	16 27%	14 25%	14 21%	5 27%	11 7%	18 34%	9 35%
Very unlikely	(5.0)	104 21%	33 22%	84 21%	11 21%	8 22%	1 18%	93 21%	8 24%	* 15%	48 18%	30 23%	13 27%	2 27%	* 14%	* 14%	6 31%	9 22%	11 18%	9 15%	19 29%	5 32%	31 21%	13 25%	2 6%
Certain not to	(6.0)	130 27%	65 44%	113 29%	10 19%	5 16%	1 24%	124 28%	5 16%	* 11%	89 34%	27 21%	4 9%	2 24%	* 18%	* 5%	6 32%	6 16%	15 26%	14 24%	7 11%	2 11%	59 39%	10 18%	10 40%
(Don't know / not applicable)		5 1%	- -	4 1%	- -	- -	*A 1%	4 1%	* *	- -	4 2%	- -	* *	- -	- -	- -	- -	- -	* *	- -	- -	* *	4 8%	- -	
NETS																									
Likely		46 10%	4 3%	32 8%	11A 21%	3 8%	* 5%	44 10%	2 7%	- -	19 7%	14 11%	7 14%	* 1%	* 9%	- -	- -	8 19%	6 10%	6 11%	12 18%	* 2%	10 6%	4 8%	1 4%
Neutral		202 41%	45 31%	159 40%	21 39%	19a 54%	3a 53%	183 41%	17 53%	2 74%	98 38%	56 44%	24 50%	4 48%	1 59%	1 81%	7 36%	17 42%	27 46%	30 51%	27 41%	9 55%	51 34%	21 41%	13 50%
Unlikely		234 48%	98 67%	197 50%	21 40%	13 38%	3 41%	218 48%	13 40%	1 26%	136 53%	57 45%	17 36%	4 51%	* 32%	* 19%	12 64%	15 39%	26 44%	23 38%	27 41%	7 43%	90 60%	23 43%	12 46%
Mean score		4.3	4.8 CDe	4.4c	3.9	4.1	4.3	4.3	4.1	3.9	4.5	4.2	3.9	4.4	3.9	4.2	4.7	4.0	4.2	4.1	3.9	4.2	4.6e	4.4	4.6

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

Table 111 (continuation)
 <Q10BB> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to mobile phone by Crossbreak
 Base: All using fixed lines

	Total	LOCATION													OFFICE LOCATION		
		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)
Unweighted row	471	14	34	16	16	15	50	37	33	18	233	75	78	85	71	400	
Total	487	14	50	37	35	40	50	75	75	42	418	21	36	13	142	344	
Certain to	(1.0)	15 3%	- -	- -	4 10%	2 5%	- -	- -	4 6%	5 6%	- -	15 3%	* *	* *	4 3%	11 3%	
Very likely	(2.0)	31 6%	1 6%	9 18%	- -	7 19%	1 3%	* 1%	2 3%	5 6%	2 6%	27 7%	1 3%	2 5%	1 11%	12 8%	19 6%
Fairly likely	(3.0)	106 22%	3 20%	16 32%	14 37%	2 5%	14 34%	12 24%	19 25%	5 6%	2 6%	86 21%	5 23%	11 32%	3 27%	17 12%	89 26%
Fairly unlikely	(4.0)	96 20%	2 11%	3 7%	8 21%	8 24%	13 32%	9 18%	20 27%	11 15%	6 14%	80 19%	4 21%	9 24%	3 25%	31 22%	65 19%
Very unlikely	(5.0)	104 21%	3 19%	8 17%	8 21%	5 14%	1 3%	15 30%	10 13%	28 38%	12 29%	90 22%	5 24%	7 21%	2 15%	27 19%	77 22%
Certain not to	(6.0)	130 27%	6 44%	13 26%	4 10%	11 32%	11 28%	14 27%	16 21%	21 29%	19 45%	115 28%	6 29%	6 17%	2 17%	52 36%	78 23%
(Don't know / not applicable)		5 1%	- -	- -	- -	- -	- -	4 6%	- -	- -	4 1%	- -	* *	* *	* *	4 1%	
NETS																	
Likely		46 10%	1 6%	9 18%	4 10%	9 24%	1 3%	* 1%	6 8%	9 12%	2 6%	42 10%	1 4%	2 6%	2k 14%	16 11%	30 9%
Neutral		202 41%	4 31%	20 39%	22 58%	10 29%	26 66%	21 42%	39 52%	16 21%	8 20%	167 40%	9 44%	20 56%	7 52%	47 33%	154 45%
Unlikely		234 48%	9 64%	22 43%	12 31%	16 46%	12 31%	29 57%	25 34%	50 67%	31 74%	205m 49%	11m 53%	14 38%	4 32%	78 55%	155 45%
Mean score		4.3	4.8	4.0	3.7	4.2	4.2	4.6m	4.1	4.6	5.0 bc1M	4.3	4.5m	4.1	3.9	4.5	4.2

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

Table 111 (continuation)
 <Q10BB> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to mobile phone
 by Crossbreak
 Base: All using fixed lines

	Total	MAIN FIXED LINE TYPE						PRODUCTS USED										HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE					
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo (d)	Fixed line broadband (e)	Mo bile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/ Private circuit (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same vider (a)	A diff erent pro vider (b)	Both (c)	
Unweighted row	471	409	30	31	1	-	62	464	282	182	337	404	112	85	52	118	47	85	41	31	133	67	458	67	50	34	48	2	
Total	487	473	8	6	*	-	13	484	278	150	343	380	85	29	11	38	7	48	23	47	142	107	482	18	11	18	26	4	
Certain to	(1.0)	15 3%	15 3%	* 1%	- -	- -	* 1%	15 3%	11 4%	9 6%	15 4%	11 3%	6 7%	* 1%	- -	* 1%	* 1%	* 1%	* 1%	- -	- -	4 4%	15 3%	* 2%	- -	* 2%	* *	- -	
Very likely	(2.0)	31 6%	31 7%	* 1%	* 2%	- -	* 1%	31 6%	23 8%	7 4%	24 7%	27 7%	5 6%	2 6%	1 14%	2 5%	1 20%	3 5%	2 9%	2 5%	7 5%	4 4%	31 6%	1 8%	1 14%	* 2%	2 9%	- -	
Fairly likely	(3.0)	106 22%	102 22%	1 17%	2 35%	- -	- 24%	105 22%	75 27%	43 28%	90 26%	80 21%	22 26%	3 10%	3 31%	6 16%	1 19%	10 21%	6 27%	3 6%	15 11%	26 24%	105 22%	3 15%	3 31%	7 37%	3 13%	- -	
Fairly unlikely	(4.0)	96 20%	92 20%	1 14%	3 52%	- -	- 30%	96 20%	59 21%	30 20%	67 20%	80 21%	25 29%	11 38%	4 35%	15 39%	3 38%	11 22%	6 27%	11 22%	29 21%	16 15%	95 20%	2 12%	4 35%	2 12%	8 32%	* 7%	
Very unlikely	(5.0)	104 21%	102 21%	2 26%	* 7%	- -	- 18%	104 21%	54 19%	31 20%	72 21%	80 21%	20 24%	5 16%	2 15%	6 16%	1 10%	8 16%	5 20%	14 30%	32 22%	24 22%	103 21%	3 18%	2 16%	2 12%	2 7%	4 93%	
Certain not to	(6.0)	130 27%	126 27%	3 41%	* 4%	- -	- 25%	129f 27%	55 20%	31 21%	74 22%	97f 25%	6 7%	8 28%	* 5%	9 23%	1 12%	17 34%	4 16%	17 37%	54 38%	33 31%	128 26%	8 44%	* 5%	6 34%	10 40%	- -	
(Don't know / not applicable)		5 1%	4 1%	- -	- -	* 100%	- *	4 1%	- -	* *	* *	5 1%	* *	- -	- -	- -	* 1%	* 1%	* 1%	- -	4 3%	- -	4 1%	- -	- -	* 1%	* *	- -	
NETS																													

Likely		46 10%	46 10%	* 2%	* 2%	- -	- 2%	46 10%	35 12%	16 10%	39 11%	38 10%	12 14%	2 8%	1 14%	2 6%	2 21%	3 6%	2 9%	2 5%	7 5%	9 8%	46 10%	2 11%	1 14%	1 4%	2 9%	- -	
Neutral		202 41%	195 41%	2 31%	5 87%	- -	- 54%	201 41%	134 48%	73 48%	157 46%	160 42%	47 55%	14 48%	7 66%	21 55%	4 56%	21 43%	12 54%	13 28%	45 31%	41 39%	200 42%	5 27%	7 66%	9 49%	12 45%	* 7%	
Unlikely		234 48%	228 48%	5 67%	1 11%	- -	- 44%	233 48%	109 39%	62 41%	147 43%	177 47%	26 31%	13 45%	2 20%	15 39%	2 22%	24 50%	8 36%	32 66%	86 60%	57 53%	231 48%	11 62%	2 20%	8 46%	12 46%	4 93%	
Mean score		4.3	4.3	4.8c	3.8	-	-	4.4	4.3	4.0	4.1	4.1	4.3	3.8	4.5	3.7	4.3	3.7	4.5	4.1	4.9	4.8	4.4	4.3	4.7	3.7	4.3	4.6	4.9

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

Table 111 (continuation)
 <Q10BB> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to mobile phone by Crossbreak
 Base: All using fixed lines

	Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
		Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal calls (a)	Other pro vider calls (b)	Other pro vider re ntal and calls (c)	Std lan dline + ISDN Re ntal (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB + (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	471	15	32	31	4	215	26	225	49	6	257	396	46	29	207	145	119	5	78	1	215	49	33	25	15	
Total	487	9	26	11	2	212	26	247	14	*	261	426	40	21	226	154	107	2	47	*	245	42	14	18	16	
Certain to	(1.0)	15 3%	* *%	* *%	* *%	7 3%	4 16%	4 2%	* 2%	- -	7 3%	15 4%	- -%	- -%	11 5%	4 3%	- -	- -%	* 1%	- -	* 23%	10 23%	5 34%	5 28%	9 57%	
Very likely	(2.0)	31 6%	- -%	2 6%	1 9%	- -%	16 7%	* 1%	14 6%	* 2%	- -%	18 7%	24 6%	4 9%	4 18%	17 8%	9 6%	5 4%	* 5%	3 5%	- -%	7 3%	21 50%	3 24%	5 27%	6 37%
Fairly likely	(3.0)	106 22%	2 20%	5 22%	3 23%	- -%	55 26%	3 11%	48 19%	4 30%	* 15%	53 20%	85 20%	13 33%	7 33%	39 17%	27 18%	40ab 38%	- -%	10 21%	* 100%	31 13%	10 24%	4 29%	4 23%	* 1%
Fairly unlikely	(4.0)	96 20%	6 62%	3 12%	1 6%	1 76%	47 22%	6 23%	44 18%	2 11%	* 63%	47 18%	84 20%	10 24%	2 12%	41 18%	34 22%	21 20%	* 22%	10 22%	- -%	38 16%	1 3%	1 8%	3 18%	1 5%
Very unlikely	(5.0)	104 21%	1 16%	6 22%	* 3%	* 6%	43 20%	4 18%	56 23%	3 24%	* 22%	63 24%	91 21%	7 18%	6 30%	53 24%	32 21%	19 18%	1 58%	7 14%	- -%	67 27%	* *%	1 4%	* 1%	- -%
Certain not to	(6.0)	130 27%	* 1%	10 38%	6 56%	- -%	45 21%	8 30%	77 31%	5 32%	- -%	70 27%	122 29%	6 16%	1 7%	61 27%	47 31%	22 21%	- -%	17 36%	- -%	102 42%	- -%	* 1%	1 3%	- -%
(Don't know / not applicable)		5 1%	- -%	- -%	* 3%	- -%	* *%	- -%	4 2%	- -%	- -%	4 2%	5 1%	- -%	- -%	4 2%	* *%	- -%	* 14%	* *%	- -%	- -%	- -%	- -%	- -%	
NETS																										

Likely		46 10%	* *%	2 6%	1 10%	* 18%	23 11%	5 18%	18 7%	1 4%	- -%	25 9%	39 9%	4 9%	4 18%	28 13%	13 9%	5 4%	* 5%	3 6%	- -%	7 3%	31 73%	8 58%	10 55%	15 95%
Neutral		202 41%	8 83%	9 34%	3 28%	1 76%	102 48%	9 34%	91 37%	6 41%	* 78%	100 38%	170 40%	23 57%	10 45%	79 35%	61 40%	61a 58%	* 22%	20 44%	* 100%	69 28%	11 27%	5 37%	7 40%	1 5%
Unlikely		234 48%	2 17%	15 60%	7 59%	* 6%	88 41%	12 48%	133 54%	8 56%	* 22%	132 51%	213 50%	13 33%	8 36%	114 50%	79 51%	41 38%	1 58%	23 50%	- -%	169 69%	* *%	1 5%	1 4%	- -%
Mean score		4.3	4.0	4.6	4.7	3.5	4.1	4.1	4.5	4.5	4.1	4.4	4.4	4.0	3.7	4.3	4.4	4.1	4.5	4.5	3.0	4.9 BCDE	2.1	2.3	2.5	1.5

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

Table 111 (continuation)
 <Q10BB> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to mobile phone by Crossbreak
 Base: All using fixed lines

	Total	SNNIP CALLS & RENTAL LIKELY TO					
		Not Ch ange to (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	471	201	46	26	28	19	
Total	487	248	46	17	21	21	
Certain to	(1.0) 3%	15 3%	2 1%	15 33%	7 40%	7 32%	11 51%
Very likely	(2.0) 6%	31 6%	2 1%	31 67%	9 51%	11 54%	10 47%
Fairly likely	(3.0) 22%	106 22%	22 9%	- -%	* 2%	1 7%	* 1%
Fairly unlikely	(4.0) 20%	96 20%	39 16%	- -%	- -%	1 6%	- -%
Very unlikely	(5.0) 21%	104 21%	75 30%	- -%	1 3%	* 1%	* 1%
Certain not to	(6.0) 27%	130 27%	109 44%	- -%	1 3%	- -%	- -%
(Don't know / not applicable)	5 1%	- -%	- -%	- -%	- -%	- -%	- -%
NETS							
Likely	46 10%	4 1%	46 100%	15 91%	18 87%	21 98%	
Neutral	202 41%	61 24%	- -%	* 2%	3 12%	* 1%	
Unlikely	234 48%	184 74%	- -%	1 6%	* 1%	* 1%	
Mean score	4.3	5.1	1.7	1.9	1.9	1.5	
		BCDE					

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

Table 112
 <Q10BC> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to VoIP by Crossbreak
 Base: All using fixed lines

	Total	COMPANY SIZE					NO.SITES			TURNOVER						SECTOR									
		1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail/transport/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public and services (h)	Other (i)	
Unweighted row	471	61	197	100	87	87	380	69	19	154	118	92	37	13	12	18	37	56	57	60	20	130	66	27	
Total	487	147	393	53	35	6	449	32	3	258	127	48	8	1	1	18	39	59	59	66	17	150	52	26	
Certain to	(1.0)	7 1%	- -	5 1%	2 3%	- -	*AD 3%	7 1%	* *	* 6%	5 2%	2 1%	* *	- -	4 -	- -	- -	* *	2 3%	5 7%	- -	* *	* *	- -	
Very likely	(2.0)	10 2%	- -	5 1%	3a 5%	2a 5%	*AB 6%	10 2%	* 1%	* 4%	1 *	2 1%	1 2%	* 4%	* 12%	* 2%	- -	* *	2 3%	* *	1 4%	7 5%	* *	- -	
Fairly likely	(3.0)	50 10%	12 8%	39 10%	3 6%	6c 18%	1 11%	47 10%	2 5%	1 44%	29 11%	8 7%	3 7%	2 21%	* 7%	1 60%	* 13%	5 4%	2 19%	11 3%	2 3%	1 14%	21 11%	6 11%	1 5%
Fairly unlikely	(4.0)	82 17%	15 10%	54 14%	14ab 26%	12AB 35%	2AB 36%	77 17%	5 15%	1 26%	30 12%	27 21%	19 40%	3 37%	* 39%	* 24%	* 1%	8 21%	8 14%	10 17%	10 15%	6 34%	19 12%	10 18%	12 46%
Very unlikely	(5.0)	122 25%	40 27%	101 26%	13 25%	6 19%	1 21%	106 24%	12 38%	* 7%	61 24%	40 32%	6 12%	1 14%	* 12%	* 7%	8 44%	15 37%	22 38%	2 4%	13 20%	6 35%	35 24%	18 34%	2 8%
Certain not to	(6.0)	205 42%	76DE 52%	177DE 45%	18 34%	8 23%	1 22%	191 43%	13 41%	* 13%	123 48%	46 36%	19 39%	2 24%	* 26%	* 7%	10 53%	11 28%	22 37%	32 54%	34 51%	4 24%	68 45%	14 28%	11 41%
(Don't know / not applicable)		11 2%	4 3%	11 3%	- -	- -	* 1%	11 2%	* *	- -	8 3%	2 2%	* *	- -	- -	- -	- -	- -	4 7%	- -	2 4%	- -	* *	4 8%	- -
NETS																									
Likely		17 3%	- -	10 3%	5Ab 9%	2a 5%	1AB 9%	16 4%	* 1%	* 10%	6 2%	4 3%	1 2%	* 4%	* 16%	* 2%	* *	- -	* *	4 6%	5 8%	1 4%	7 5%	* 1%	- -
Neutral		132 27%	27 18%	94 24%	17 32%	18ABc 53%	3AB 47%	124 28%	7 20%	2 70%	59 23%	35 28%	22 46%	5 58%	* 47%	1 84%	* 2%	14 35%	10 18%	21 36%	11 17%	6 37%	40 27%	15 30%	13 51%
Unlikely		327 67%	116 79%	278DE 71%	32 59%	14 42%	3 43%	298 66%	25 79%	1 19%	185 72%	86 68%	25 52%	3 38%	* 38%	* 14%	18 97%	26 65%	44 75%	34 58%	47 71%	10 59%	103 69%	32 62%	13 49%
Mean score	4.9	5.3 CDE	5.0DE	4.7	4.4	4.3	4.9c	5.1C	3.6	5.0df	4.9f	4.8	4.3	4.2	3.6	5.5	4.8	5.2	4.8	5.0	4.7	4.9	4.8	4.9	

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

Table 112 (continuation)
 <Q10BC> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to VoIP by Crossbreak
 Base: All using fixed lines

	Total	LOCATION													OFFICE LOCATION		
		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)
Unweighted row	471	14	34	16	16	15	50	37	33	18	233	75	78	85	71	400	
Total	487	14	50	37	35	40	50	75	75	42	418	21	36	13	142	344	
Certain to	(1.0)	7 1%	- -	- -	2 5%	- -	- -	* %	5 6%	- -	6 2%	- -	* %	* 2%	- -	7 2%	
Very likely	(2.0)	10 2%	- -	- -	- -	1 3%	* 1%	2 3%	5 6%	- -	8 2%	1 3%	1 2%	1 4%	5 4%	5 1%	
Fairly likely	(3.0)	50 10%	* 3%	4 7%	8 21%	* %	12 31%	5 11%	9 12%	3 4%	1 3%	43 10%	2 9%	3 10%	1 10%	5 4%	45 13%
Fairly unlikely	(4.0)	82 17%	* 3%	8 16%	3 7%	4 11%	7 17%	6 12%	26 34%	9 12%	2 3%	65 16%	3 17%	12J 33%	2 19%	18 12%	65 19%
Very unlikely	(5.0)	122 25%	2 11%	9 19%	22 58%	11 32%	4 11%	15 31%	15 20%	15 20%	11 26%	104 25%	4 21%	9 25%	5jk 38%	42 29%	80 23%
Certain not to	(6.0)	205 42%	12 83%	26 53%	5 14%	18 51%	15 38%	23 46%	15 20%	38 51%	28 66%	181m 43%	101M 51%	11 30%	3 26%	69 48%	136 40%
(Don't know / not applicable)		11 2%	- -	2 5%	- -	- -	- -	8 11%	- -	- -	11 3%	- -	* %	- -	4 3%	7 2%	
NETS																	
Likely		17 3%	- -	- -	2 5%	1 3%	* 1%	2 3%	9 12%	- -	15 4%	1 3%	1 2%	1 7%	5 4%	12 3%	
Neutral		132 27%	1 6%	12 24%	10 28%	4 12%	19 48%	11 23%	35 47%	12 16%	3 8%	108 26%	5 25%	15j 43%	4 29%	23 16%	110a 32%
Unlikely		327 67%	13 94%	36 71%	27 72%	29 83%	19 49%	38 77%	30 39%	53 72%	38 92%	284 68%	15 72%	20 55%	8 64%	110 78%	216 63%
Mean score		4.9	5.7 cgLm	5.2gm	4.7	5.2	4.5	5.1	4.5	4.9	5.6 ceGLM	4.9	5.1gm	4.7	4.6	5.2	4.8

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

Table 112 (continuation)
 <Q10BC> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to VoIP by Crossbreak
 Base: All using fixed lines

	Total	MAIN FIXED LINE TYPE						PRODUCTS USED										HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE					
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo biles (d)	Fixed line broadband (e)	Mo biles broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/ Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	
Unweighted row	471	409	30	31	1	-	62	464	282	182	337	404	112	85	52	118	47	85	41	31	133	67	458	67	50	34	48	2	
Total	487	473	8	6	*	-	13	484	278	150	343	380	85	29	11	38	7	48	23	47	142	107	482	18	11	18	26	4	
Certain to	(1.0)	7 1%	7 1%	- -	- -	- -	- -	7 1%	7 2%	5 3%	7 2%	7 2%	2 3%	* 1%	* 1%	* 1%	* 1%	* *	* *	- -	* *	- -	7 1%	* 1%	* 1%	* 1%	* 1%	* 1%	- -
Very likely	(2.0)	10 2%	9 2%	1 6%	* 9%	- -	- -	10 2%	7 3%	2 1%	7 2%	10 3%	2 2%	2 7%	2 17%	2 6%	2 26%	1 1%	1 6%	- -	3 2%	* *	10 2%	2 12%	2 18%	* 1%	1 2%	- -	
Fairly likely	(3.0)	50 10%	46 10%	1 19%	2 41%	- -	- -	49 10%	28 10%	13 8%	34 10%	41 11%	13 16%	2 6%	2 22%	4 10%	2 21%	2 26%	6 25%	- -	16 11%	9 8%	49 10%	2 9%	2 22%	7 41%	5 19%	- -	
Fairly unlikely	(4.0)	82 17%	78 17%	2 22%	2 42%	- -	- -	82 17%	41 15%	22 15%	48 14%	66 17%	23 27%	11 38%	5 42%	15 40%	2 32%	11 22%	2 8%	13 28%	35 24%	16 15%	82 17%	4 20%	4 42%	2 9%	9 33%	* 7%	
Very unlikely	(5.0)	122 25%	120 25%	1 18%	- -	- -	- -	122 25%	75 27%	39 26%	95 28%	87 23%	26 31%	3 10%	1 12%	4 11%	* 4%	10 21%	2 7%	14 29%	27 19%	34 32%	121 25%	3 15%	1 12%	7 38%	3 13%	- -	
Certain not to	(6.0)	205 42%	202 43%	3 35%	* 8%	- -	- -	204f 42%	119f 43%	65f 43%	149f 43%	160f 42%	18 22%	11 38%	1 5%	12 31%	1 14%	14 29%	12 53%	18 38%	55 39%	44 42%	203 42%	8 44%	1 5%	2 11%	9 32%	4 93%	
(Don't know / not applicable)		11 2%	11 2%	- -	- -	* 100%	- -	* *	11 2%	- -	4 3%	4 1%	8 2%	* *	- -	- -	- -	* *	* *	2 5%	7 5%	2 2%	11 2%	- -	- -	- -	* *	- -	
NETS																													

Likely		17 3%	16 3%	1 6%	* 9%	- -	- -	1 7%	17 3%	14 5%	7 5%	14 4%	16 4%	4 5%	2 8%	2 18%	3 7%	2 27%	1 2%	1 6%	- -	3 2%	* *	17 3%	2 13%	2 19%	* 1%	1 2%	- -
Neutral		132 27%	125 26%	3 40%	5 83%	- -	- -	8 58%	131 27%	69 25%	35 23%	81 24%	107 28%	36d 43%	13 44%	7 64%	19 51%	4 54%	23 48%	8 33%	13 28%	51 36%	25 23%	131 27%	5 29%	7 64%	9 50%	14 53%	* 7%
Unlikely		327 67%	322 68%	4 53%	* 8%	- -	- -	5 35%	325 67%	195 70%	104 69%	244f 71%	248 65%	44 52%	14 48%	2 17%	16 42%	1 18%	24 50%	14 60%	32 67%	82 58%	79 74%	324 67%	10 58%	2 17%	9 49%	12 45%	4 93%
Mean score		4.9	4.9CF	4.6	3.6	-	-	4.2	4.9	4.9HJ	4.9HJ	5.0	4.9HJ	4.5hj	4.6hj	3.6	4.5hj	3.6	4.5hj	4.8	5.1	4.8	5.1	4.9C	4.7	3.6	4.2	4.5	5.9

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

Table 112 (continuation)
 <Q10BC> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to VoIP by Crossbreak
 Base: All using fixed lines

	Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
		Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal calls (a)	Other pro vider calls (b)	Other pro vider re ntal and calls (c)	Std lan dline + ISDN Re ntal (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB + (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	471	15	32	31	4	215	26	225	49	6	257	396	46	29	207	145	119	5	78	1	215	49	33	25	15	
Total	487	9	26	11	2	212	26	247	14	*	261	426	40	21	226	154	107	2	47	*	245	42	14	18	16	
Certain to	(1.0)	7 1%	- -	- -	* 1%	- -	7 3%	- -	* *	- *	7 3%	7 2%	* *	- -	7 3%	* *	* *	- -	* *	- -	* *	5 12%	5 35%	5 28%	5 31%	
Very likely	(2.0)	10 2%	- -	* *	1 6%	- -	2 1%	* *	8 3%	- -	8 3%	7 2%	2 4%	1 7%	6 3%	2 1%	2 2%	* 5%	1 1%	- -	- -	3 7%	4 27%	2 10%	2 15%	
Fairly likely	(3.0)	50 10%	1 9%	9 34%	3 22%	* 18%	13 6%	1 2%	35 14%	- -	21 8%	38 9%	11 28%	1 3%	22 10%	8 5%	20b 19%	* 14%	12 26%	- -	14 6%	9 21%	4 31%	1 4%	* 3%	
Fairly unlikely	(4.0)	82 17%	6 68%	2 10%	1 8%	1 50%	49 23%	* 2%	32 13%	- -	42 16%	66 15%	12 30%	5 23%	33 15%	30 19%	20 18%	* 22%	10 22%	* 100%	17 7%	6 14%	1 6%	3 18%	1 5%	
Very unlikely	(5.0)	122 25%	2 18%	6 24%	2 16%	* 32%	60 28%	11 43%	50 20%	2 17%	* 14%	69 26%	111 26%	5 13%	6 28%	65 29%	37 24%	19 18%	1 58%	9 20%	- -	68 28%	13 31%	- -	2 9%	4 28%
Certain not to	(6.0)	205 42%	* 5%	8 32%	5 47%	- -	78 37%	13 52%	113 46%	5 33%	- -	107 41%	190 44%	7 18%	8 39%	84 37%	75 48%	46 43%	- -	14 31%	- -	142 58%	4 9%	* *	3 17%	* 3%
(Don't know / not applicable)		11 2%	- -	- -	* 1%	- -	2 1%	- -	8 3%	- -	8 3%	8 2%	2 6%	- -	8 4%	2 2%	- -	- -	* *	- -	4 2%	2 6%	- -	2 14%	2 15%	
NETS																										

Likely		17 3%	- -	* *	1 6%	- -	9 4%	* *	8 3%	1 5%	* 8%	15 6%	14 3%	2 4%	1 7%	13 6%	2 1%	2 2%	* 5%	1 2%	- -	* *	8 19%	9 63%	7 38%	7 46%
Neutral		132 27%	7 78%	11 44%	3 30%	1 68%	63 30%	1 4%	67 27%	6 45%	* 78%	63 24%	104 24%	23 59%	5 26%	55 24%	37 24%	40 37%	1 37%	22 48%	* 100%	30 12%	15 35%	5 37%	4 22%	1 8%
Unlikely		327 67%	2 22%	14 56%	7 63%	* 32%	139 65%	24 96%	163 66%	7 50%	* 14%	176 67%	300 70%	12 31%	14 67%	150 66%	112 73%	65 61%	1 58%	23 50%	- -	210 86%	17 41%	* *	5 26%	5 31%
Mean score		4.9	4.2	4.5	4.7	4.1	4.9	5.4	4.9	4.5	4.0	4.9	5.0B	4.1	4.9	4.8	5.2	4.8	4.3	4.5	4.0	5.4 BCDE	3.8c	2.1	3.3	2.9

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

Table 112 (continuation)

<Q10BC> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to VoIP by Crossbreak

Base: All using fixed lines

	Total	SNNIP CALLS & RENTAL LIKELY TO				
		Not Ch ange to (a)	Some calls to mobile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Cancel MFL (e)
Unweighted row	471	201	46	26	28	19
Total	487	248	46	17	21	21
Certain to (1.0)	7 1%	2 1%	7 14%	7 41%	7 32%	7 31%
Very likely (2.0)	10 2%	* *%	9 19%	10 59%	8 37%	7 33%
Fairly likely (3.0)	50 10%	8 3%	5 11%	- -%	1 3%	* 2%
Fairly unlikely (4.0)	82 17%	19 7%	6 13%	- -%	2 10%	* *%
Very unlikely (5.0)	122 25%	69 28%	12 26%	- -%	1 6%	5 21%
Certain not to (6.0)	205 42%	147 59%	5 11%	- -%	- -%	* *%
(Don't know / not applicable)	11 2%	4 2%	2 5%	- -%	2 12%	2 11%
NETS						
Likely	17 3%	2 1%	15 33%	17 100%	14 69%	14 64%
Neutral	132 27%	27 11%	11 24%	- -%	3 13%	1 3%
Unlikely	327 67%	216 87%	17 37%	- -%	1 6%	5 22%
Mean score	4.9	5.4 BCDE	3.5c	1.6	2.1	2.4

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

Table 113
 <Q10BD> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to mobile phone texts, instant messaging via an app or emails
 by Crossbreak
 Base: All using fixed lines

	Total	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
		1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (e)	1 (a)	2 to 5 (b)	5+ (c)	Under £100k to £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m to £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Financial services (e)	Other services (f)	Public administration and services (g)	Other (i)		
Unweighted row	471	61	197	100	87	87	380	69	19	154	118	92	37	13	12	18	37	56	57	60	20	130	66	27	
Total	487	147	393	53	35	6	449	32	3	258	127	48	8	1	1	18	39	59	59	66	17	150	52	26	
Certain to	(1.0)	8 2%	- -	5 1%	2 3%	1a 4%	*a 1%	8 2%	* 1%	- -	5 2%	2 1%	* 1%	- -	- -	- -	- -	- -	2 3%	5 8%	* *	* *	1 2%	- -	
Very likely	(2.0)	13 3%	- -	9 2%	2 3%	2A 6%	*A 5%	12 3%	* 1%	* 5%	2 1%	4 3%	1 1%	* 2%	* 11%	- -	- -	* 1%	1 2%	3 4%	* 2%	7 5%	* *	1 2%	
Fairly likely	(3.0)	101 21%	28 19%	85 22%	8 15%	7 19%	1 24%	94 21%	7 23%	* 8%	52 20%	25 20%	11 23%	2 29%	* 37%	* 7%	9 48%	9 22%	7 11%	13 23%	15 22%	6 36%	31 21%	10 20%	2 6%
Fairly unlikely	(4.0)	95 20%	10 7%	69 17%	14A 27%	10A 30%	2Ab 32%	86 19%	5 15%	2 66%	31 12%	41A 32%	14 30%	1 13%	* 27%	1 86%	1 7%	15 38%	13 22%	15 25%	13 19%	3 18%	15 10%	13 25%	7 26%
Very unlikely	(5.0)	113 23%	34 23%	92 23%	12 22%	9 25%	1 14%	106 24%	7 23%	* 8%	63 24%	27 21%	11 23%	2 27%	- -	* 5%	2 13%	9 23%	21 36%	13 22%	11 16%	6 37%	33 22%	11 21%	7 26%
Certain not to	(6.0)	147 30%	71DE 49%	126d 32%	15 29%	5 14%	1 22%	139 31%	7 23%	* 9%	102b 39%	25 20%	11 22%	2 25%	* 25%	* 2%	6 30%	7 17%	18 30%	14 24%	20 30%	1 7%	60 40%	12 23%	10 40%
(Don't know / not applicable)		9 2%	4 3%	8 2%	* 1%	1 2%	* 3%	4 1%	5 15%	* 4%	5 2%	4 3%	* *	* 3%	- -	- -	* 1%	- -	- -	* *	- -	- -	4 3%	5 9%	- -
NETS																									
Likely		21 4%	- -	14 3%	3a 6%	4Ab 10%	*A 6%	20 4%	1 2%	* 5%	7 3%	6 4%	1 2%	* 11%	* -	- -	- -	* 1%	3 5%	8 12%	* 2%	7 5%	1 2%	1 2%	
Neutral		196 40%	38 26%	153 39%	23 42%	17a 49%	3Ab 56%	180 40%	12 37%	2 74%	83 32%	66a 51%	25 52%	4 42%	1 64%	1 93%	10 56%	24 60%	20 33%	28 48%	27 41%	9 54%	46 31%	23 45%	9 33%
Unlikely		260 54%	105 72%	218E 55%	27 51%	13 39%	2 36%	245 55%	15 46%	* 17%	164b 64%	52 41%	22 45%	4 52%	* 25%	* 7%	8 43%	16 40%	39 66%	27 46%	31 47%	8 44%	93 62%	23 44%	17 65%
Mean score		4.5	5.0 bcDE	4.6d	4.5	4.1	4.2	4.5	4.5	4.1	4.8	4.3	4.4	4.4	3.9	4.0	4.3	4.4	4.8	4.3	4.2	4.1	4.7	4.4	4.9

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

Table 113 (continuation)

<Q10BD> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to mobile phone texts, instant messaging via an app or emails
by Crossbreak
Base: All using fixed lines

	Total	LOCATION													OFFICE LOCATION		
		NE (a)	NW (b)	Yo rks/Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based where (a)	Else where (b)
Unweighted row	471	14	34	16	16	15	50	37	33	18	233	75	78	85	71	400	
Total	487	14	50	37	35	40	50	75	75	42	418	21	36	13	142	344	
Certain to	(1.0)	8 2%	- -	* 1%	- -	3 8%	- -	- -	- -	5 6%	- -	8 2%	* *	- -	* 2%	- -	8 2%
Very likely	(2.0)	13 3%	* 5%	2 5%	- -	* *	1 3%	* 1%	1 1%	5 6%	- -	10 2%	* 1%	1 4%	1Jk 10%	5 4%	8 2%
Fairly likely	(3.0)	101 21%	7 47%	9 18%	13 35%	6 17%	13 32%	3 6%	22 29%	8 11%	5 12%	86 21%	4 20%	9 24%	3 21%	30 21%	72 21%
Fairly unlikely	(4.0)	95 20%	1 8%	16 31%	5 13%	3 8%	10 24%	11 22%	15 20%	12 16%	2 5%	74 18%	6j 31%	11j 32%	3 25%	19 13%	76 22%
Very unlikely	(5.0)	113 23%	6 44%	3 7%	12 31%	10 29%	5 14%	17 35%	15 20%	17 23%	15 35%	100 24%	5 24%	6 16%	3 21%	28 20%	85 25%
Certain not to	(6.0)	147 30%	* *	19 38%	8 21%	13 38%	11 28%	18 36%	18 24%	28 38%	16 39%	131 31%	5 25%	8 22%	3 21%	61b 43%	86 25%
(Don't know / not applicable)		9 2%	- -	- -	- -	- -	* 1%	4 6%	- -	4 9%	8 2%	- -	1 2%	- -	* *	9 3%	
NETS																	
Likely		21 4%	* *	3 6%	- -	3 8%	1 3%	* 1%	1 1%	9 12%	- -	18 4%	* 1%	1 4%	2jK 12%	5 4%	16 5%
Neutral		196 40%	8 55%	25 50%	18 48%	9 25%	22 56%	14 28%	37 50%	20 27%	7 17%	160 38%	10 51%	20j 56%	6 45%	48 34%	148 43%
Unlikely		260 54%	6 45%	22 45%	20 52%	23 66%	16 41%	35 71%	33 43%	45 60%	31 74%	2321 55%	10 49%	13 38%	5 43%	89 62%	172 50%
Mean score		4.5	4.0	4.5	4.4	4.6	4.3	5.0 akLM	4.4	4.6	5.1 aim	4.6	4.5	4.3	4.2	4.8	4.4

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

Table 113 (continuation)
 <Q10BD> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to mobile phone texts, instant messaging via an app or emails
 by Crossbreak
 Base: All using fixed lines

	Total	MAIN FIXED LINE TYPE						PRODUCTS USED										HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE					
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo (d)	Fixed line broadband (e)	Mo bile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	
Unweighted row	471	409	30	31	1	-	62	464	282	182	337	404	112	85	52	118	47	85	41	31	133	67	458	67	50	34	48	2	
Total	487	473	8	6	*	-	13	484	278	150	343	380	85	29	11	38	7	48	23	47	142	107	482	18	11	18	26	4	
Certain to	(1.0)	8 2%	8 2%	- -%	- -%	- -%	- -%	8 2%	7 3%	5 3%	7 2%	8 2%	3 4%	1 4%	- -%	1 3%	* 1%	* *%	- -%	- -%	1 1%	* *%	8 2%	* 1%	- -%	- -%	* *%	- -%	
Very likely	(2.0)	13 3%	12 3%	* 3%	* 3%	- -%	- 3%	13 3%	8 3%	2 1%	8 2%	10 3%	2 2%	2 6%	2 15%	2 5%	1 20%	1 1%	2 7%	2 5%	5 3%	3 2%	13 3%	2 10%	2 15%	* 1%	1 2%	- -%	
Fairly likely	(3.0)	101 21%	98 21%	1 15%	2 29%	- -%	- 21%	101 21%	64 23%	26 17%	75 22%	84 22%	26 31%	2 8%	2 16%	2 10%	4 16%	1 21%	10 30%	7 2%	1 19%	27 16%	17 16%	101 21%	2 13%	2 16%	7 41%	3 10%	- -%
Fairly unlikely	(4.0)	95 20%	92 19%	1 9%	3 48%	- -%	- 25%	94 20%	62 22%	32 21%	67 19%	71 19%	27 32%	6 19%	4 35%	9 24%	2 33%	10 20%	1 5%	12 26%	29 20%	24 23%	94 19%	2 11%	4 35%	1 8%	8 32%	- -%	
Very unlikely	(5.0)	113 23%	110 23%	3 32%	1 14%	- -%	- 25%	113 23%	63 23%	42 28%	85 25%	89 23%	19 23%	13 45%	3 30%	16 43%	1 11%	11 22%	10 43%	10 22%	28 20%	25 23%	113 23%	7 40%	3 30%	2 14%	4 16%	4 100%	
Certain not to	(6.0)	147 30%	144 30%	3 40%	* 5%	- -%	- 26%	146F 30%	70f 25%	42f 28%	98f 28%	108f 29%	6 8%	5 16%	* 4%	5 13%	1 13%	17 35%	4 15%	22 45%	48 34%	39 36%	145 30%	4 24%	* 4%	6 35%	11 40%	- -%	
(Don't know / not applicable)		9 2%	9 2%	- -%	- -%	* 100%	- *%	9 2%	4 1%	* *%	4 1%	9 2%	1 1%	* 1%	* 1%	* 1%	* 6%	* *%	* 1%	- -%	5 3%	- -%	9 2%	* 1%	* 1%	- -%	* *%	- -%	
NETS		----																											
Likely		21 4%	20 4%	* 3%	* 3%	- -%	- 3%	21 4%	15 5%	7 5%	15 4%	18 5%	5 6%	3 11%	2 15%	3 9%	1 21%	1 2%	2 7%	2 5%	6 4%	3 2%	21 4%	2 11%	2 15%	* 1%	1 2%	- -%	
Neutral		196 40%	190 40%	2 25%	4 77%	- -%	- 46%	195 40%	126 45%	58 39%	141 41%	156 41%	53acde 63%	8 27%	5 51%	13 35%	4 49%	20 41%	8 34%	13 28%	55 39%	41 38%	195 40%	4 24%	5 51%	9 50%	11 41%	- -%	
Unlikely		260 54%	254 54%	6 73%	1 20%	- -%	- 50%	259f 54%	133 48%	85f 56%	183f 53%	197f 52%	26 30%	18 61%	4 33%	21 56%	2 25%	28 57%	13 58%	32 67%	76 54%	63 59%	257 53%	11 64%	4 34%	9 49%	15 56%	4 100%	
Mean score		4.5	4.5	4.9c	3.9	-	-	4.5	4.5fj	4.4	4.5fj	4.5fj	4.5f	3.9	4.4	3.9	4.4	3.8	4.7fj	4.3	5.0	4.6	4.8	4.5	4.5	3.9	4.4	4.8	5.0

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

Table 113 (continuation)

<Q10BD> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to mobile phone texts, instant messaging via an app or emails
by Crossbreak
Base: All using fixed lines

	Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
		Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + Re + LL/ ntal PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange to mo (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	471	15	32	31	4	215	26	225	49	6	257	396	46	29	207	145	119	5	78	1	215	49	33	25	15	
Total	487	9	26	11	2	212	26	247	14	*	261	426	40	21	226	154	107	2	47	*	245	42	14	18	16	
Certain to	(1.0)	8 2%	- %	* %	- %	7 3%	- %	2 1%	* 2%	- %	7 3%	7 2%	1 3%	- %	7 3%	- %	1 1%	- %	* %	- %	- %	5 13%	5 34%	6 36%	5 33%	
Very likely	(2.0)	13 3%	- %	- %	1 6%	5 2%	- %	8 3%	* 2%	- %	9 3%	8 2%	5 12%	* %	7 3%	5 4%	1 %	* 5%	1 1%	- %	* %	5 13%	2 14%	6 33%	4 25%	
Fairly likely	(3.0)	101 21%	2 18%	6 23%	2 17%	* 18%	45 21%	5 19%	51 21%	3 20%	- %	54 21%	83 20%	10 24%	8 40%	36 16%	33 21%	32 30%	* 14%	10 21%	* 100%	26 11%	19 46%	4 25%	4 22%	5 28%
Fairly unlikely	(4.0)	95 20%	6 64%	1 4%	2 14%	1 76%	45 21%	2 8%	47 19%	2 12%	* 51%	38 15%	82 19%	7 17%	7 31%	40 18%	28 18%	27 26%	* 6%	10 21%	- %	29 12%	7 17%	3 21%	1 4%	2 11%
Very unlikely	(5.0)	113 23%	1 16%	8 31%	1 13%	* 6%	59 28%	7 26%	48 19%	8 57%	* 22%	69 26%	106 25%	6 15%	1 5%	62 27%	37 24%	15 14%	1 74%	10 21%	- %	83 34%	2 4%	* 3%	* 1%	* 3%
Certain not to	(6.0)	147 30%	* 2%	11 42%	6 49%	- %	49 23%	12 46%	86 35%	1 5%	* 28%	77 29%	131 31%	11 28%	5 23%	66 29%	51 33%	30 28%	- %	17 36%	- %	103 42%	3 8%	* 1%	* 3%	- %
(Don't know / not applicable)		9 2%	- %	- %	* 1%	- %	4 2%	- %	5 2%	* 3%	- %	8 3%	9 2%	* 1%	- %	9 4%	- %	* %	- %	* %	- %	4 2%	- %	* 1%	- %	- %
NETS																										
Likely		21 4%	- %	* %	1 6%	- %	11 5%	- %	9 4%	1 4%	- %	16 6%	15 3%	6 15%	* %	13 6%	5 4%	2 2%	* 5%	1 1%	- %	* %	11 25%	7 49%	12 69%	9 58%
Neutral		196 40%	8 82%	7 27%	4 32%	1 94%	90 42%	7 27%	98 40%	5 32%	* 51%	92 35%	165 39%	16 41%	15 71%	76 34%	60 39%	60a 56%	* 20%	19 42%	* 100%	55 22%	26 63%	7 46%	5 27%	6 39%
Unlikely		260 54%	2 18%	19 73%	7 61%	* 6%	107 50%	19 73%	134 54%	9 62%	* 49%	146 56%	237 56%	17 43%	6 29%	128 56%	88 57%	45 42%	1 74%	26 57%	- %	186 76%	5 12%	1 4%	1 4%	* 3%
Mean score		4.5	4.0	4.9	4.8	3.9	4.4	5.0	4.6	4.4	4.8	4.5	4.6	4.2	4.1	4.6	4.6	4.4	4.5	4.7	3.0	5.1 BCDE	3.1	2.5	2.1	2.2

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

Table 113 (continuation)

<Q10BD> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to mobile phone texts, instant messaging via an app or emails
by Crossbreak
Base: All using fixed lines

	Total	SNNIP CALLS & RENTAL LIKELY TO				
		Not Ch ange (a)	Some to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)
Unweighted row	471	201	46	26	28	19
Total	487	248	46	17	21	21
Certain to	(1.0) 8 2%	2 1%	7 15%	7 40%	8 39%	7 31%
Very likely	(2.0) 13 3%	* *	11 23%	8 46%	13 61%	9 40%
Fairly likely	(3.0) 101 21%	17 7%	18 38%	+ 2%	- -%	5 23%
Fairly unlikely	(4.0) 95 20%	26 11%	5 11%	1 6%	- -%	1 5%
Very unlikely	(5.0) 113 23%	85 34%	1 2%	* 2%	- -%	* 1%
Certain not to	(6.0) 147 30%	113 46%	5 10%	1 3%	- -%	- -%
(Don't know / not applicable)	9 2%	4 2%	- -%	* 1%	- -%	- -%
NETS						
Likely	21 4%	2 1%	18 39%	14 85%	21 100%	15 71%
Neutral	196 40%	43 17%	23 49%	1 9%	- -%	6 28%
Unlikely	260 54%	199 80%	6 12%	1 5%	- -%	* 1%
Mean score	4.5	5.2 BCDE	2.9d	1.9	1.6	2.0

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

Table 114
 <Q10BE> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Give up my <main fixed line coded at S13i> and only rely on mobile and broadband call services by Crossbreak
 Base: All using fixed lines

	Total	COMPANY SIZE					NO.SITES			TURNOVER						SECTOR									
		1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail/transport/communications (d)	Real estate (e)	Financial services (f)	Other services (g)	Public and services (h)	Other (i)	
Unweighted row	471	61	197	100	87	87	380	69	19	154	118	92	37	13	12	18	37	56	57	60	20	130	66	27	
Total	487	147	393	53	35	6	449	32	3	258	127	48	8	1	1	18	39	59	59	66	17	150	52	26	
Certain to	(1.0)	11 2%	- -	9 2%	2 3%	* *	*A 2%	11 2%	* *	- -	9 4%	2 1%	- -	- -	* 12%	- -	- -	4 3%	2 3%	5 7%	- -	* *	* *	- -	
Very likely	(2.0)	10 2%	- -	7 2%	2 3%	1a 4%	*A 3%	10 2%	* *	* 3%	1 1%	3 2%	* *	* 1%	- 5%	* -	- -	* 1%	1 2%	2 4%	- -	6 4%	- -	- -	
Fairly likely	(3.0)	32 7%	7 5%	27 7%	1 1%	4c 11%	1C 8%	31 7%	1 3%	* 9%	21 8%	8 6%	2 4%	1 12%	* 7%	- -	3 15%	2 6%	1 2%	6 9%	1 2%	* 2%	9 6%	9 17%	1 4%
Fairly unlikely	(4.0)	84 17%	17 12%	66 17%	12 17%	5 22%	1 15%	17 17%	6 18%	1 24%	27 10%	32a 25%	15 32%	1 15%	* 10%	* 21%	3 14%	5 13%	13 22%	9 15%	7 11%	* 1%	22 15%	14 26%	11 41%
Very unlikely	(5.0)	86 18%	25 17%	65 17%	13 25%	7 19%	1 16%	79 17%	7 23%	* 8%	45 17%	22 17%	9 18%	1 11%	* 14%	* 7%	5 30%	7 18%	11 19%	4 7%	10 15%	11 62%	27 18%	9 17%	2 8%
Certain not to	(6.0)	261 54%	97c 66%	217 55%	24 45%	17 50%	3 52%	239 53%	18 56%	1 57%	154 60%	62 48%	22 45%	5 59%	* 52%	1 72%	8 41%	24 60%	29 49%	37 63%	40 61%	6 35%	85 57%	21 40%	12 47%
(Don't know / not applicable)		2 *	1 1%	1 *	* 1%	- -	*Bd 3%	2 *	* *	- -	1 1%	- -	* 1%	* 1%	- -	- -	- -	1 3%	- -	* *	* *	- -	* *	* *	- -
NETS																									
Likely		21 4%	- -	16 4%	3a 6%	1a 4%	*A 4%	21 5%	* *	* 3%	10 4%	5 4%	* *	* 1%	* 17%	- -	* *	- -	5 8%	3 5%	7 11%	- -	6 4%	* *	- -
Neutral		116 24%	24 16%	93 24%	12 23%	9 27%	2 25%	108 24%	7 21%	1 33%	48 18%	39 31%	17 36%	2 28%	* 17%	* 21%	5 29%	7 19%	14 24%	15 25%	8 13%	1 3%	31 21%	22 43%	12 45%
Unlikely		348 71%	122e 83%	282 72%	38 70%	24 69%	4 68%	318 71%	25 78%	2 64%	199 77%	83 65%	31 63%	6 70%	1 66%	1 79%	13 71%	31 78%	40 68%	41 69%	50 76%	17 97%	112 75%	29 57%	14 55%
Mean score		5.1	5.5 cde	5.1	5.0	5.0	5.0	5.1	5.3	5.1	5.2	5.0	5.0	5.1	4.7	5.5	5.0	5.4	4.9	5.1	5.1	5.3	5.2	4.8	5.0

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

Table 114 (continuation)
 <Q10BE> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Give up my <main fixed line coded at S13i> and only rely on mobile and broadband call services by Crossbreak
 Base: All using fixed lines

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo rks/Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern (n)	Home based (a)
Unweighted row	471	14	34	16	16	15	50	37	33	18	233	75	78	85	71	400
Total	487	14	50	37	35	40	50	75	75	42	418	21	36	13	142	344
Certain to	(1.0)	11 2%	- *	* -	- -	2 5%	- -	- -	4 6%	5 6%	- -	11 3%	- -	- -	* 3%	4 7
Very likely	(2.0)	10 2%	* 3%	2 5%	- -	- 3%	1 -	- 1%	1 6%	5 -	- -	10 2%	* *	- -	11 4%	5 3%
Fairly likely	(3.0)	32 7%	3 19%	3 6%	9 23%	- -	4 10%	- -	9 11%	2 3%	- -	29 7%	* *	2 7%	1k 8%	1 1%
Fairly unlikely	(4.0)	84 17%	* 3%	1 2%	4 11%	2 5%	5 14%	10 20%	32 43%	14 18%	3 8%	71 17%	4 19%	6 18%	2 16%	20 14%
Very unlikely	(5.0)	86 18%	1 8%	9 18%	11 30%	6 17%	8 21%	8 16%	7 10%	10 14%	10 24%	71 17%	4 22%	8 21%	3 22%	26 18%
Certain not to	(6.0)	261 54%	9 66%	35 69%	14 37%	25 72%	21 52%	32 64%	22 29%	40 53%	29 68%	226 54%	12 59%	18 50%	6 44%	84 59%
(Don't know / not applicable)		2 *	- -	- -	- *	* -	- -	- -	- -	- -	- -	* *	- -	1J 4%	*J 2%	2 1%
NETS																
Likely		21 4%	* 3%	3 5%	- -	2 5%	1 3%	- -	5 7%	9 12%	- -	20 5%	* *	- -	1kL 7%	9 6%
Neutral		116 24%	3 22%	4 8%	13 34%	2 5%	10 24%	10 20%	41 54%	16 21%	3 8%	100 24%	4 19%	9 25%	3 24%	21 15%
Unlikely		348 71%	11 75%	44 87%	25 66%	31 89%	29 73%	40 80%	29 39%	50 67%	39 92%	297 71%	17 81%	25 71%	8 67%	110 78%
Mean score		5.1	5.2	5.4g	4.8	5.5g	5.1	5.4Gm	4.4	4.9	5.6GM	5.1g	5.4GM	5.2g	4.9	5.0

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

Table 114 (continuation)
 <Q10BE> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Give up my <main fixed line coded at S13i> and only rely on mobile and broadband call services by Crossbreak
 Base: All using fixed lines

	Total	MAIN FIXED LINE TYPE						PRODUCTS USED										HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE					
		Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL / Private circuit (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo (d)	Fixed line broadband (e)	Mo broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuit (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff erent provider (b)	Both (c)	
Unweighted row	471	409	30	31	1	-	62	464	282	182	337	404	112	85	52	118	47	85	41	31	133	67	458	67	50	34	48	2	
Total	487	473	8	6	*	-	13	484	278	150	343	380	85	29	11	38	7	48	23	47	142	107	482	18	11	18	26	4	
Certain to	(1.0)	11 2%	11 2%	- 1%	* 1%	- %	* 1%	11 2%	11 4%	5 3%	11 3%	11 3%	6 7%	* 2%	* 1%	* 1%	* 1%	* %	- %	- %	* %	- %	11 2%	* 2%	* 1%	- %	* 1%	- %	
Very likely	(2.0)	10 2%	10 2%	- %	* 5%	- %	* 2%	10 2%	7 2%	2 1%	7 2%	8 2%	2 2%	1 5%	1 14%	1 4%	1 18%	* %	1 6%	2 5%	4 3%	2 2%	10 2%	1 8%	1 14%	- %	* %	- %	
Fairly likely	(3.0)	32 7%	30 6%	1 17%	1 18%	- %	- %	2 17%	18 6%	7 5%	22 7%	23 6%	10 11%	2 6%	1 12%	3 8%	1 11%	3 6%	5 23%	1 2%	10 7%	9 9%	32 7%	2 10%	1 13%	2 11%	1 3%	- %	
Fairly unlikely	(4.0)	84 17%	80 17%	1 15%	2 38%	- %	- %	3 24%	84 17%	50 18%	27 18%	54 16%	63 17%	16 19%	6 21%	2 22%	8 22%	1 15%	10 20%	6 25%	9 18%	30 21%	20 19%	83 17%	2 10%	2 21%	5 28%	5 18%	- %
Very unlikely	(5.0)	86 18%	84 18%	1 15%	1 12%	- %	- %	2 14%	86 18%	43 16%	20 14%	57 17%	67 18%	24 29%	2 7%	2 18%	4 10%	1 11%	8 16%	1 6%	13 28%	29 20%	19 18%	85 18%	1 8%	2 19%	3 16%	5 18%	- %
Certain not to	(6.0)	261 54%	256 54%	4 52%	1 27%	- %	- %	6 41%	259f 54%	149f 54%	88f 59%	191f 56%	206f 54%	26 31%	18 60%	4 33%	21 55%	3 42%	28 57%	9 40%	22 47%	69 49%	56 52%	258 54%	11 62%	3 33%	8 43%	16 59%	4 100%
(Don't know / not applicable)		2 *	2 *	* 2%	- %	* 100%	- %	* 1%	2 *	* %	1 1%	2 *	2 *	* %	* %	- %	* %	* 1%	* 1%	* 1%	- %	* %	- %	2 *	* 1%	- %	* 1%	* %	- %
NETS																													

Likely		21 4%	21 4%	- %	* 6%	- %	- %	* 2%	21 4%	18 6%	7 4%	18 5%	19 5%	8 10%	2 6%	2 14%	2 5%	1 19%	* 1%	1 6%	2 5%	4 3%	2 2%	21 4%	2 10%	2 14%	- %	* 1%	- %
Neutral		116 24%	110 23%	3 32%	3 56%	- %	- %	6 42%	116 24%	68 24%	34 23%	76 22%	86 23%	25 30%	8 26%	4 34%	11 30%	2 27%	13 26%	11 47%	10 20%	40 28%	30 28%	115 24%	3 19%	4 34%	7 40%	6 21%	- %
Unlikely		348 71%	340 72%	5 66%	2 39%	- %	- %	7 55%	345 71%	192 69%	108 72%	248 72%	273 72%	51 60%	20 67%	6 51%	25 65%	4 53%	35 73%	11 46%	35 74%	98 69%	75 70%	343 71%	13 70%	5 52%	11 59%	20 78%	4 100%
Mean score		5.1	5.1	5.0	4.3	-	-	4.7	5.1fh	5.0	5.1fh	5.1f	5.1f	4.5	5.1	4.4	5.0	4.4	5.2hj	4.5	5.1	5.1	5.1	5.1	5.0	4.4	4.9	5.3	6.0

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

Table 114 (continuation)
 <Q10BE> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Give up my <main fixed line coded at S13i> and only rely on mobile and broadband call services by Crossbreak
 Base: All using fixed lines

	Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
		Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re (b)	Std lan dline + BB + (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)
Unweighted row	471	15	32	31	4	215	26	225	49	6	257	396	46	29	207	145	119	5	78	1	215	49	33	25	15
Total	487	9	26	11	2	212	26	247	14	*	261	426	40	21	226	154	107	2	47	*	245	42	14	18	16
Certain to	(1.0)	11%	* 1%	- 1%	* 6%	7%	4%	* 16%	* 3%	- 3%	7%	11%	- 3%	- 3%	7%	4%	- 3%	- 1%	* 3%	- 1%	* 22%	9%	5%	5%	9%
Very likely	(2.0)	10%	- 2%	- 1%	* 1%	3%	* 1%	8%	* 1%	- 2%	6%	7%	3%	1%	6%	3%	1%	- 1%	* 3%	- 1%	- 12%	5%	3%	4%	5%
Fairly likely	(3.0)	32%	* 3%	1% 5%	1% 10%	- 5%	10%	22%	3%	- 1%	13%	27%	5%	1%	12%	8%	12%	- 1%	3%	- 6%	5%	* 1%	1%	* 2%	- 1%
Fairly unlikely	(4.0)	84%	5%	5%	* 2%	- 21%	4%	32%	2%	* 12%	41%	70%	10%	4%	37%	25%	22%	- 1%	10%	- 21%	21%	9%	2%	2%	1%
Very unlikely	(5.0)	86%	3%	2%	1%	56c 26%	1%	29%	2%	* 11%	55%	76%	5%	6%	48%	26%	12%	1%	7%	- 58%	6%	1%	1%	* 3%	
Certain not to	(6.0)	261%	1%	17%	8%	* 91%	14%	156A 53%	8%	* 28%	139%	234%	18%	10%	115%	87%	59%	* 28%	27%	* 58%	100%	166%	12%	3%	5%
(Don't know / not applicable)		2%	- 1%	- 1%	* 3%	- 1%	2%	* 1%	- 1%	- 1%	1%	2%	* 1%	- 1%	1%	* 1%	- 1%	* 14%	* 1%	- 1%	- 1%	* 1%	* 2%	* 2%	- 1%
NETS																									
Likely		21%	* 1%	- 1%	* 6%	9%	4%	8%	1%	- 4%	13%	18%	3%	1%	13%	7%	1%	- 1%	* 1%	- 1%	* 34%	14%	8%	9%	14%
Neutral		116%	5%	6%	1%	- 24%	5%	6%	1%	- 25%	54%	97%	14%	4%	48%	33%	34%	- 1%	13%	- 27%	26%	9%	3%	2%	1%
Unlikely		348%	4%	20%	10%	1%	147%	14%	185%	10%	* 67%	309%	23%	16%	163%	113%	72%	1%	33%	* 86%	219%	18%	4%	6%	1%
Mean score		5.1	4.5	5.4	5.5	4.9	5.0	4.6	5.2	5.0	4.8	5.1	5.1	4.8	5.1	5.1	5.1	5.3	5.2	6.0	5.5 BCDE	3.8e	2.9	3.3	1.7

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

Table 114 (continuation)
 <Q10BE> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Give up my <main fixed line coded at S13i> and only rely on mobile and broadband call services by Crossbreak
 Base: All using fixed lines

	Total	SNNIP CALLS & RENTAL LIKELY TO				
		Not Ch ange to (a)	Some to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)
Unweighted row	471	201	46	26	28	19
Total	487	248	46	17	21	21
Certain to (1.0)	11 2%	2 1%	11 23%	7 40%	7 32%	11 52%
Very likely (2.0)	10 2%	- -	10 22%	7 42%	9 41%	10 48%
Fairly likely (3.0)	32 7%	5 2%	4 9%	* 3%	* 1%	- -
Fairly unlikely (4.0)	84 17%	25 10%	2 4%	- -	1 5%	- -
Very unlikely (5.0)	86 18%	48 19%	8 18%	1 8%	2 9%	- -
Certain not to (6.0)	261 54%	168 68%	11 23%	1 6%	2 9%	- -
(Don't know / not applicable)	2 *	- -	* 1%	* 2%	* 2%	- -
NETS						
Likely	21 4%	2 1%	21 45%	14 82%	15 73%	21 100%
Neutral	116 24%	30 12%	6 13%	* 3%	1 7%	- -
Unlikely	348 71%	217 87%	19 41%	2 14%	4 18%	- -
Mean score	5.1	5.5 BCDE	3.4e	2.1	2.4	1.5

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

Table 115
 <Q10BA> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?
 by
 Base: All using fixed lines

		Not change any aspect of your call behaviour	Switch some calls to mobile phone	Switch some calls to VoIP	Switch some calls to mobile phone texts, instant messaging via an app or emails	Give up and only rely on mobile and broadband call services
Unweighted row		471	471	471	471	471
Total		487	487	487	487	487
Certain to	(1.0)	138 28%	15 3%	7 1%	8 2%	11 2%
Very likely	(2.0)	111 23%	31 6%	10 2%	13 3%	10 2%
Fairly likely	(3.0)	90 19%	106 22%	50 10%	101 21%	32 7%
Fairly unlikely	(4.0)	93 19%	96 20%	82 17%	95 20%	84 17%
Very unlikely	(5.0)	37 8%	104 21%	122 25%	113 23%	86 18%
Certain not to	(6.0)	17 4%	130 27%	205 42%	147 30%	261 54%
(Don't know / not applicable)		1 *%	5 1%	11 2%	9 2%	2 *%
NETS						

Likely		248 51%	46 10%	17 3%	21 4%	21 4%
Neutral		183 38%	202 41%	132 27%	196 40%	116 24%
Unlikely		55 11%	234 48%	327 67%	260 54%	348 71%
Mean score		2.7	4.3	4.9	4.5	5.1

Table 116
 <Q11A> You said you would be likely to switch some calls from <main fixed line coded at S13i>, which of the following services would you switch most of these outgoing calls to?
 by Crossbreak
 Base: All likely to switch

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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 istration and ser vices (h)	Other (i)	
Unweighted row	219	20	84	45	43	47	170	35	12	70	51	46	23	10	4	6	18	28	25	25	14	63	32	8
Total	195	40	151	25	16	3	181	12	2	104	49	19	5	1	*	7	18	15	33	28	10	59	18	7
Mobile voice calls	99 51%	14 35%	73 49%	17 66%	8 48%	1 38%	88 49%	9 78%	1 62%	50 48%	28 57%	12 63%	2 32%	* 51%	* 49%	7 97%	16 88%	12 82%	11 33%	15 56%	1 12%	26 45%	4 23%	5 73%
Email	52 26%	17 43%	44 29%	4 17%	3 20%	1 23%	50 27%	2 14%	* 6%	31 30%	13 26%	5 24%	1 10%	* 10%	- -	- -	2 12%	2 14%	9 26%	8 29%	8 75%	15 25%	8 45%	* 6%
Mobile phone texts or instant messaging via an app	23 12%	6 16%	21 14%	1 4%	1 7%	* 5%	23 13%	* *	* 6%	13 13%	1 3%	- -	- -	- -	* 34%	- -	- -	* 2%	4 13%	2 9%	- -	11 19%	4 25%	* 4%
VoIP	21 11%	2 6%	13 9%	3 12%	3 19%	1B 34%	19 11%	1 7%	* 26%	9 9%	7 14%	2 12%	2 38%	* 39%	* 17%	* 3%	- -	* 1%	9 27%	2 6%	1 12%	7 12%	1 7%	* 4%
Other (specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
(Don't know)	1 1%	- -	- -	* 1%	1 7%	- -	1 1%	* 1%	- -	* *	- -	* 1%	1 21%	- -	- -	- -	- -	* 1%	* *	* 1%	- -	- -	- -	1 14%

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

Table 116 (continuation)

<Q11A> You said you would be likely to switch some calls from <main fixed line coded at S13i>, which of the following services would you switch most of these outgoing calls to?
by Crossbreak

Base: All likely to switch

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo rks/Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based where (a)
Unweighted row	219	9	21	9	8	6	15	15	12	9	104	36	35	44	29	190
Total	195	8	29	22	11	22	13	30	15	15	164	10	15	6	40	156
Mobile voice calls	99 51%	4 45%	19 66%	14 64%	7 63%	1 6%	7 55%	15 50%	8 54%	9 60%	83 51%	4 46%	7 47%	4 60%	22 56%	76 49%
Email	52 26%	4 50%	7 26%	* *	2 19%	8 38%	* 1%	10 32%	5 32%	5 35%	41 25%	4 39%	5 36%	1 16%	9 24%	42 27%
Mobile phone texts or instant messaging via an app	23 12%	- -	- -	8 36%	- -	4 19%	3 19%	5 18%	- -	1 5%	20 13%	1 9%	1 7%	1 9%	5 12%	18 12%
VoIP	21 11%	* 5%	3 9%	- -	2 18%	8 38%	3 25%	* *	1 8%	- -	18 11%	* 3%	2 10%	1 13%	3 8%	18 11%
Other (specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
(Don't know)	1 1%	- -	- -	- -	- -	- -	- -	- -	1 6%	- -	1 1%	* 3%	- -	* 1%	- -	1 1%

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

Table 116 (continuation)

<Q11A> You said you would be likely to switch some calls from <main fixed line coded at S13i>, which of the following services would you switch most of these outgoing calls to?

by Crossbreak

Base: All likely to switch

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE					
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed line broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)		
Unweighted row	219	185	16	18	-	-	34	216	147	89	169	195	64	47	30	64	28	51	24	5	50	24	214	37	28	20	30	-	
Total	195	189	4	2	-	-	6	195	120	60	139	160	44	16	4	18	4	23	10	8	56	35	195	7	4	13	10	-	
Mobile voice calls	99 51%	97 51%	* 10%	1 56%	- -%	- -%	2 28%	98 50%	70 58%	32 53%	78 56%	80 50%	18 41%	7 47%	3 64%	9 49%	3 59%	11 50%	3 27%	7 79%	21 38%	19 52%	98 50%	3 41%	3 62%	6 47%	5 54%	- -%	
Email	52 26%	51 27%	1 14%	* 7%	- -%	- -%	1 11%	52 26%	22 19%	18 29%	27 19%	50 32%	13 29%	4 28%	* 5%	5 25%	* 10%	5 24%	5 51%	1 13%	24 44%	1 4%	52 27%	1 12%	* 5%	5 39%	* 4%	- -%	
Mobile phone texts or instant messaging via an app	23 12%	23 12%	* 2%	* 3%	- -%	- -%	* 2%	23 12%	9 8%	7 11%	16 11%	8 5%	5 10%	* 3%	* 2%	1 3%	* 1%	* 2%	* 3%	1 9%	7 13%	15 43%	23 12%	* 1%	* 2%	* 4%	- -%	- -%	
VoIP	21 11%	18 9%	2 50%	1 34%	- -%	- -%	3 44%	21 11%	17 14%	3 5%	18 13%	20 13%	8 17%	3 16%	1 29%	3 18%	1 29%	4 20%	1 10%	- -%	3 5%	* 1%	21 11%	2 33%	1 30%	* 2%	4 42%	- -%	
Other (specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
(Don't know)	1 1%	* 5%	1 25%	- -%	- -%	- -%	1 15%	1 1%	1 1%	1 2%	1 1%	1 1%	1 2%	1 6%	- -%	1 5%	- -%	1 5%	1 10%	- -%	* 5%	- -%	1 1%	1 13%	- -%	1 9%	- -%	- -%	

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

Table 116 (continuation)

<Q11A> You said you would be likely to switch some calls from <main fixed line coded at S13i>, which of the following services would you switch most of these outgoing calls to?
by Crossbreak

Base: All likely to switch

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal /inter- -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider calls (b)	Other pro vider calls (c)	Std lan dline + ISDN Re + (a)	Std lan dline + ISDN LL/ PC (a)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ line (d)	Ca ncel to MFL (e)	
Unweighted row	219	10	18	19	2	97	9	111	25	2	122	171	29	19	84	65	70	1	48	1	53	49	33	25	15
Total	195	2	16	4	1	95	5	93	5	*	104	157	24	14	81	56	58	*	22	*	61	42	14	18	16
Mobile voice calls	99 51%	2 84%	7 46%	2 49%	* 42%	54 57%	5 86%	39 42%	2 37%	- %	56 54%	88 56%	7 28%	3 24%	43 53%	32 58%	23 40%	- %	11 50%	* 100%	27 44%	33 78%	10 72%	10 55%	14 85%
Email	52 26%	* 14%	4 29%	* 3%	* 58%	20 21%	* 7%	31 34%	* 4%	* 66%	30 29%	34 22%	9 39%	8 61%	15 19%	16 29%	20 34%	- %	5 24%	- %	23 37%	2 5%	* 2%	6 34%	- %
Mobile phone texts or instant messaging via an app	23 12%	- %	* 3%	* 1%	- %	10 10%	- %	13 14%	* 1%	- %	3 3%	18 11%	4 18%	1 7%	13 16%	5 9%	5 9%	- %	* 2%	- %	4 7%	7 16%	2 12%	1 6%	2 14%
VoIP	21 11%	* 3%	4 23%	1 20%	- %	11 11%	* 7%	10 10%	2 40%	* 34%	14 13%	16 10%	4 16%	1 7%	9 11%	1 2%	10 17%	* 100%	4 19%	- %	7 12%	1 1%	2 14%	1 4%	* 1%
Other (specify)	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
(Don't know)	1 1%	- %	- %	1 27%	- %	1 1%	- %	- %	1 17%	- %	* %	1 1%	- %	- %	* %	1 2%	- %	- %	1 5%	- %	- %	- %	- %	- %	- %

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

Table 116 (continuation)

<Q11A> You said you would be likely to switch some calls from <main fixed line coded at S13i>, which of the following services would you switch most of these outgoing calls to?
by Crossbreak

Base: All likely to switch

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	219	45	45	25	26	16
Total	195	56	42	12	16	17
Mobile voice calls	99 51%	27 49%	32 75%	6 52%	10 62%	14 82%
Email	52 26%	23 40%	2 5%	1 12%	3 20%	- -%
Mobile phone texts or instant messaging via an app	23 12%	1 2%	6 13%	1 8%	* 2%	1 6%
VoIP	21 11%	5 9%	2 6%	3 28%	3 16%	2 12%
Other (specify)	- -%	- -%	- -%	- -%	- -%	- -%
(Don't know)	1 1%	* *%	* *%	- -%	- -%	- -%

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

Table 117
 <Q11B> If the overall price of your BILL were to increase by 10% including LINE RENTAL AND CALLS. Which of the following services would you switch most of these outgoing calls to?
 by Crossbreak
 Base: All likely to switch

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	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 istration and ser vices (h)	Other (i)	
Total	213	21	81	44	45	43	165	36	11	65	53	47	19	9	5	8	18	29	30	25	10	56	30	7
Unweighted row	213	21	81	44	45	43	165	36	11	65	53	47	19	9	5	8	18	29	30	25	10	56	30	7
Total	193	41	150	24	17	3	179	13	2	94	52	22	4	1	1	10	19	17	34	29	7	58	15	5
Mobile voice calls	109	21	84	16	8	1	98	10	1	52	31	15	1	*	*	9	16	15	11	20	1	26	7	4
	56%	52%	56%	68%	46%	35%	55%	79%	60%	56%	60%	70%	29%	37%	10%	95%	86%	88%	32%	68%	11%	45%	45%	77%
Email	45	17	38	4	2	1	43	2	*	27	12	5	1	*	-	-	2	*	9	8	5	16	5	-
	23%	41%	25%	17%	14%	27%	24%	16%	6%	29%	23%	21%	17%	12%	-%	-%	10%	3%	25%	28%	74%	27%	34%	-%
VoIP	19	2	13	1	4	1B	18	*	*	9	5	2	1	*	1	*	1	*	8	*	1	7	1	*
	10%	6%	9%	4%	24%	31%	10%	3%	30%	9%	9%	9%	22%	52%	83%	2%	4%	1%	25%	1%	14%	11%	8%	5%
Mobile phone texts or instant messaging via an app	17	*	15	*	1	*	17	*	*	6	2	*	-	-	*	-	-	1	4	1	-	9	2	-
	9%	1%	10%	2%	8%	5%	10%	1%	4%	6%	4%	1%	-%	-%	7%	-%	-%	8%	13%	2%	-%	16%	10%	-%
Other (specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
(Don't know)	3	-	-	2	1	*B	3	*	-	*	2	-	1	-	-	*	-	*	2	-	-	-	*	1
	2%	-%	-%	9%	8%	3%	2%	3%	-%	1%	4%	-%	32%	-%	-%	3%	-%	1%	5%	-%	-%	-%	2%	18%

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

Table 117 (continuation)

<Q11B> If the overall price of your BILL were to increase by 10% including LINE RENTAL AND CALLS. Which of the following services would you switch most of these outgoing calls to?
by Crossbreak

Base: All likely to switch

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	213	7	19	8	7	8	16	14	11	6	96	36	37	44	27	186
Total	193	7	28	22	13	23	16	26	19	9	161	9	17	6	41	153
Mobile voice calls	109	4	20	18	9	1	11	11	11	5	90	5	9	4	28	81
	56%	50%	73%	81%	68%	5%	72%	44%	60%	56%	56%	54%	56%	73%	69%	53%
Email	45	3	5	*	1	8	1	10	6	4	38	3	3	1	6	39
	23%	44%	18%	*%	8%	36%	5%	37%	34%	44%	24%	35%	18%	9%	14%	26%
VoIP	19	*	3	-	*	10	3	1	*	-	17	*	1	*	3	16
	10%	6%	9%	-%	1%	41%	21%	3%	1%	-%	10%	4%	7%	7%	7%	10%
Mobile phone texts or instant messaging via an app	17	-	-	4	1	4	*	4	-	-	14	1	2	1	4	13
	9%	-%	-%	18%	8%	18%	2%	16%	-%	-%	8%	6%	15%	9%	10%	9%
Other (specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
(Don't know)	3	-	-	-	2	*	-	-	1	-	3	-	1	*	-	3
	2%	-%	-%	-%	14%	*%	-%	-%	5%	-%	2%	-%	3%	2%	-%	2%

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

Table 117 (continuation)

<Q11B> If the overall price of your BILL were to increase by 10% including LINE RENTAL AND CALLS, Which of the following services would you switch most of these outgoing calls to?

by Crossbreak

Base: All likely to switch

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE					
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo biles (d)	Fixed broadband (e)	Mo bile (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/ Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)		
Unweighted row	213	180	13	20	-	-	33	209	142	90	164	190	61	41	30	59	26	48	22	3	49	23	207	34	29	19	28	-	
Total	193	188	2	3	-	-	6	192	125	63	146	159	45	8	6	12	4	23	9	5	48	34	192	6	6	13	10	-	
Mobile voice calls	109 56%	107 57%	* 15%	1 45%	- -%	- -%	2 32%	108 56%	77 62%	42 68%	92 63%	83 52%	18 39%	1 16%	3 45%	4 33%	1 24%	11 49%	2 19%	5 100%	16 34%	25 74%	108 56%	1 19%	3 45%	6 49%	5 48%	- -%	
Email	45 23%	44 24%	1 21%	* 5%	- -%	- -%	1 12%	45 23%	19 15%	14 23%	24 16%	45 28%	11 25%	1 18%	* 4%	2 13%	* 4%	5 21%	4 47%	- -%	21 44%	* 1%	45 23%	1 15%	* 4%	4 35%	* 4%	- -%	
VoIP	19 10%	17 9%	1 25%	2 48%	- -%	- -%	2 38%	18 9%	16 12%	4 6%	16 11%	18 12%	7 17%	3 34%	3 50%	4 32%	3 71%	5 22%	2 20%	- -%	3 6%	* 1%	18 9%	2 41%	3 50%	* 3%	5 45%	- -%	
Mobile phone texts or instant messaging via an app	17 9%	17 9%	* 1%	* 2%	- -%	- -%	* 2%	17 9%	11 8%	1 2%	11 7%	9 6%	6 13%	1 17%	* 2%	1 12%	* 2%	1 3%	* 3%	- -%	7 14%	8 24%	17 9%	* 5%	* 2%	* 4%	* 2%	- -%	
Other (specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
(Don't know)	3 2%	3 1%	1 38%	- -%	- -%	- -%	1 16%	3 2%	3 2%	1 2%	3 2%	3 2%	3 7%	1 16%	- -%	1 10%	- -%	1 5%	1 10%	- -%	* 1%	- -%	3 2%	1 21%	- -%	1 10%	- -%	- -%	

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

Table 117 (continuation)

<Q11B> If the overall price of your BILL were to increase by 10% including LINE RENTAL AND CALLS. Which of the following services would you switch most of these outgoing calls to?
by Crossbreak

Base: All likely to switch

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for re ntal and calls (c)	Std lan dline + ISDN Re ntal (a)	Std lan dline + ISDN Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel to MFL (e)	
Unweighted row	213	9	16	20	1	100	11	99	23	2	122	174	22	17	85	63	65	2	44	1	48	47	31	22	14
Total	193	3	15	4	*	91	8	93	6	*	106	157	21	16	82	52	60	*	22	*	54	41	14	16	15
Mobile voice calls	109 56%	2 58%	7 47%	2 47%	* 100%	56 62%	7 87%	44 48%	3 54%	- %	59 56%	95 61%	6 28%	8 49%	51 63%	31 60%	26 44%	* 72%	11 48%	* 100%	27 50%	33 81%	10 75%	9 53%	13 88%
Email	45 23%	* 2%	4 30%	* 6%	- %	17 19%	* 2%	27 30%	* 4%	* 66%	30 28%	32 20%	7 32%	7 42%	14 17%	13 24%	18 31%	- %	5 22%	- %	18 34%	1 1%	- %	5 29%	* 3%
VoIP	19 10%	1 31%	3 21%	1 19%	- %	8 8%	* 5%	11 12%	1 19%	* 34%	11 10%	16 10%	3 14%	* 2%	8 10%	2 4%	8 14%	* 28%	5 22%	- %	7 14%	2 4%	3 25%	2 11%	1 10%
Mobile phone texts or instant messaging via an app	17 9%	* 9%	* 3%	* 1%	- %	7 8%	* 3%	10 11%	* 6%	- %	4 3%	11 7%	5 25%	1 7%	6 7%	5 9%	7 11%	- %	1 3%	- %	1 2%	5 13%	- %	1 7%	- %
Other (specify)	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
(Don't know)	3 2%	- %	- %	1 27%	- %	3 3%	* 3%	- %	1 17%	- %	3 2%	3 2%	- %	- %	2 3%	1 3%	- %	- %	1 5%	- %	* %	- %	- %	- %	- %

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

Table 117 (continuation)

<Q11B> If the overall price of your BILL were to increase by 10% including LINE RENTAL AND CALLS. Which of the following services would you switch most of these outgoing calls to?
by Crossbreak

Base: All likely to switch

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a) (b)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	213	38	46	26	28	17
Total	193	41	46	17	21	21
Mobile voice calls	109 56%	17 41%	40 86%	11 64%	14 65%	18 84%
Email	45 23%	19 45%	1 3%	1 8%	2 11%	- -%
VoIP	19 10%	3 7%	2 4%	3 17%	2 10%	2 7%
Mobile phone texts or instant messaging via an app	17 9%	1 3%	1 3%	- -%	1 5%	- -%
Other (specify)	- -%	- -%	- -%	- -%	- -%	- -%
(Don't know)	3 2%	2 5%	2 4%	2 11%	2 9%	2 8%

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

Table 118
 <Q11A>10% Calls Switching Summary
 by Crossbreak
 Base: Fixed line Switching Summary

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Pr mary 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)	Pu blic admin istration and ser vices (h)	Other (i)	
Total	470	61	197	100	87	86	380	68	19	154	118	91	37	13	12	18	37	56	57	60	20	129	66	27
Unweighted row	487	147	393	53	35	6	449	32	3	258	127	48	8	1	1	18	39	59	59	66	17	150	52	26
Total	195	40	151	25a	16	3Ab	181	12	2	104	49	19	5	1	*	7	18	15	33	28	10	59	18	7
Likely to switch calls	40%	27%	38%	47%	46%	55%	40%	36%	64%	40%	38%	39%	63%	70%	13%	40%	47%	25%	56%	42%	59%	39%	34%	26%
Not likely to switch calls	292	106cE	242e	28	19	3	268	21	1	155	78	30	3	*	1	11	21	44	26	38	7	91	34	19
	60%	73%	62%	53%	54%	45%	60%	64%	36%	60%	62%	61%	37%	30%	87%	60%	53%	75%	44%	58%	41%	61%	66%	74%

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

Table 118 (continuation)
 <Q11A>10% Calls Switching Summary
 by Crossbreak
 Base: Fixed line Switching Summary

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	470	14	34	16	16	15	50	37	33	18	233	75	77	85	71	399
Total	487	14	50	37	35	40	50	75	75	42	418	21	35	13	142	344
Likely to switch calls	195	8	29	22	11	22	13	30	15	15	164	10	15	6	40	156a
	40%	55%	57%	58%	32%	55%	26%	39%	20%	35%	39%	47%	44%	51%	28%	45%
Not likely to switch calls	292	6	22	16	24	18	37	46	60	27	254	11	20	6	103b	189
	60%	45%	43%	42%	68%	45%	74%	61%	80%	65%	61%	53%	56%	49%	72%	55%

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

Table 118 (continuation)
 <Q11A>10% Calls Switching Summary
 by Crossbreak
 Base: Fixed line Switching Summary

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	470	409	30	31	-	-	61	464	282	181	336	403	111	85	52	118	46	84	40	31	133	67	458	67	50	34	47	2
Total	487	473	8	6	-	-	13	484	278	150	343	380	85	29	11	38	7	48	23	47	142	107	482	18	11	18	26	4
Likely to switch calls	195 40%	189 40%	4 49%	2 44%	- -%	- -%	6 47%	195 40%	120 43%	60 40%	139 41%	160 42%	44 52%	16 54%	4 41%	18 49%	4 61%	23 47%	10 42%	8 18%	56 39%	35 33%	195 40%	7 41%	4 40%	13 71%	10 38%	- -%
Not likely to switch calls	292 60%	284 60%	4 51%	3 56%	- -%	- -%	7 53%	290 60%	158 57%	90 60%	204 59%	220 58%	40 48%	13 46%	6 59%	19 51%	3 39%	26 53%	13 58%	39 82%	87 61%	71 67%	287 60%	11 59%	6 60%	5 29%	16 62%	4 100%

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

Table 118 (continuation)
 <Q11A>10% Calls Switching Summary
 by Crossbreak
 Base: Fixed line Switching Summary

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro re calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 ducts (c)	pro ducts	No ducts (a)	1 pr oduct (b)	2 ducts (c)	pro ducts	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)
Unweighted row	470	15	32	30	4	215	26	224	49	6	257	395	46	29	206	145	119	5	77	1	215	49	33	25	15	
Total	487	9	26	11	2	212	26	247	14	*	261	426	40	21	226	154	107	2	46	*	245	42	14	18	16	
Likely to switch calls	195 40%	2 25%	16 61%	4 36%	1 44%	95 45%	5 21%	93 38%	5 38%	*	104 40%	157 37%	24 61%	14 65%	81 36%	56 36%	58a 55%	*	22 48%	*	100%	61 25%	42 100%	14 100%	18 100%	16 100%
Not likely to switch calls	292 60%	7 75%	10 39%	7 64%	1 56%	117 55%	20 79%	153 62%	9 62%	*	157 60%	269 63%	15 39%	7 35%	145c 64%	98 64%	48 45%	2 95%	24 52%	- -	184 75%	- -	- -	- -	- -	

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

Table 118 (continuation)
 <Q11A>10% Calls Switching Summary
 by Crossbreak
 Base: Fixed line Switching Summary

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a) (b)	Some calls to mobile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	470	201	46	26	28	19
Total	487	248	46	17	21	21
Likely to switch calls	195 40%	56 23%	42 90%	12 73%	16 77%	17 78%
Not likely to switch calls	292 60%	192 77%	5 10%	5 27%	5 23%	5 22%

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

Table 119
 <Q11B>10% Total Bill Switching Summary
 by Crossbreak
 Base: Fixed line Switching Summary

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Pr mary 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)	Pu blic admin istration (h)	Other (i)	
Total	470	61	197	100	87	86	380	68	19	154	118	91	37	13	12	18	37	56	57	60	20	129	66	27
Unweighted row	487	147	393	53	35	6	449	32	3	258	127	48	8	1	1	18	39	59	59	66	17	150	52	26
Likely to switch	193 40%	41 28%	150 38%	24 45%	17a 49%	3a 47%	179 40%	13 40%	2 61%	94 36%	52 41%	22 45%	4 46%	1 60%	1 66%	10 53%	19 47%	17 29%	34 57%	29 45%	7 39%	58 39%	15 29%	5 20%
Not likely to switch	293 60%	106de 72%	243 62%	29 55%	18 51%	3 53%	270 60%	19 60%	1 39%	164 64%	75 59%	27 55%	4 54%	* 40%	* 34%	9 47%	21 53%	42 71%	25 43%	36 55%	10 61%	92 61%	37 71%	21 80%

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

Table 119 (continuation)
 <Q11B>10% Total Bill Switching Summary
 by Crossbreak
 Base: Fixed line Switching Summary

Total	LOCATION													OFFICE LOCATION		
	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)
Unweighted row	470	14	34	16	16	15	50	37	33	18	233	75	77	85	71	399
Total	487	14	50	37	35	40	50	75	75	42	418	21	35	13	142	344
Likely to switch	193 40%	7 50%	28 55%	22 58%	13 36%	23 59%	16 31%	26 35%	19 25%	9 21%	161 39%	9 44%	17 47%	6 48%	41 29%	153 44%
Not likely to switch	293 60%	7 50%	22 45%	16 42%	22 64%	16 41%	34 69%	49 65%	56 75%	33 79%	257 61%	12 56%	19 53%	7 52%	102 71%	192 56%

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

Table 119 (continuation)
 <Q11B>10% Total Bill Switching Summary
 by Crossbreak
 Base: Fixed line Switching Summary

Total	MAIN FIXED LINE TYPE						PRODUCTS USED										HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE					
	Standard line dline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	470	409	30	31	-	-	61	464	282	181	336	403	111	85	52	118	46	84	40	31	133	67	458	67	50	34	47	2
Total	487	473	8	6	-	-	13	484	278	150	343	380	85	29	11	38	7	48	23	47	142	107	482	18	11	18	26	4
Likely to switch	193 40%	188 40%	2 32%	3 59%	- -%	- -%	6 43%	192 40%	125 45%	63 42%	146 42%	159 42%	45 53%	8 26%	6 57%	12 31%	4 59%	23 47%	9 41%	5 11%	48 33%	34 32%	192 40%	6 32%	6 58%	13 70%	10 39%	- -%
Not likely to switch	293 60%	286 60%	5 68%	2 41%	- -%	- -%	8 57%	292 60%	152 55%	88 58%	198 58%	221 58%	40 47%	22 74%	5 43%	26 69%	3 41%	26 53%	14 59%	42 89%	95 67%	72 68%	290 60%	12 68%	4 42%	5 30%	16 61%	4 100%

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

Table 119 (continuation)
 <Q11B>10% Total Bill Switching Summary
 by Crossbreak
 Base: Fixed line Switching Summary

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 ducts (c)	pro ducts	No pro ducts (a)	1 pr oduct (b)	2 ducts (c)	pro ducts	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)
Unweighted row	470	15	32	30	4	215	26	224	49	6	257	395	46	29	206	145	119	5	77	1	215	49	33	25	15
Total	487	9	26	11	2	212	26	247	14	*	261	426	40	21	226	154	107	2	46	*	245	42	14	18	16
Likely to switch	193 40%	3 29%	15 60%	4 39%	* 18%	91 43%	8 31%	93 38%	6 38%	* 23%	106 40%	157 37%	21 53%	16 75%	82 36%	52 34%	60ab 56%	* 20%	22 48%	* 100%	54 22%	41 97%	14 94%	16 92%	15 95%
Not likely to switch	293 60%	7 71%	10 40%	7 61%	1 82%	121 57%	18 69%	154 62%	9 62%	* 77%	156 60%	269 63%	19 47%	5 25%	144c 64%	102c 66%	47 44%	1 80%	24 52%	- -%	191 78%	1 3%	1 6%	1 8%	1 5%

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

Table 119 (continuation)
 <Q11B>10% Total Bill Switching Summary
 by Crossbreak
 Base: Fixed line Switching Summary

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a) (b)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	470	201	46	26	28	19
Total	487	248	46	17	21	21
Likely to switch	193 40%	41 17%	46 100%	17 100%	21 100%	21 99%
Not likely to switch	293 60%	207 83%	- -%	- -%	- -%	* 1%

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

Table 120
 <Q13A> If the overall price of your CALLS were to increase by 10% and only your CALL CHARGES affected. If you cancelled your <FIXED LINE> Which of the following services would you use for most of your outgoing calls?
 by Crossbreak
 Base: All likely to give up main fixed line

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail trade (d)	Transport/communications (e)	Real estate (f)	Financial services (g)	Other services (h)	Public administration (i)	Other (j)
Total	44	3	16	5	11	12	31	9	4	15	10	11	2	4	-	4	2	9	6	6	1	12	4	-
Unweighted row	38	9	30	2	5	1	36	1	*	22	11	2	*	*	-	5	3	8	5	9	*	4	4	-
Total	30	5	25	2	3	*	29	1	-	17	11	2	*	-	-	5	3	8	3	8	-	2	*	-
Mobile voice calls	79%	55%	84%	82%	54%	41%	80%	67%	-%	75%	96%	73%	37%	-%	-%	99%	100%	97%	65%	96%	-%	60%	9%	-%
Mobile phone texts or instant messaging via an app	5	4	5	-	*	-	5	-	-	5	*	-	-	-	-	-	-	*	*	-	*	4	-	
	13%	45%	15%	-%	6%	-%	14%	-%	-%	21%	3%	-%	-%	-%	-%	-%	-%	8%	4%	-%	7%	89%	-%	
VoIP	2	-	*	*	1	*	1	*	*	1	*	1	*	*	-	*	-	*	*	*	*	1	*	-
	5%	-%	1%	18%	17%	59%	3%	33%	100%	5%	1%	27%	63%	100%	-%	1%	-%	3%	3%	1%	100%	33%	2%	-%
Email	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
(Don't know)	1	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	3%	-%	-%	-%	23%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	24%	-%	-%	-%	-%	-%

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

Table 120 (continuation)

<Q13A> If the overall price of your CALLS were to increase by 10% and only your CALL CHARGES affected. If you cancelled your <FIXED LINE> Which of the following services would you use for most of your outgoing calls?
by Crossbreak

Base: All likely to give up main fixed line

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo rks/Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	44	3	5	2	-	1	4	3	3	1	22	4	8	10	7	37
Total	38	3	6	5	-	1	7	5	6	1	33	1	2	1	9	29
Mobile voice calls	30	3	6	1	-	-	6	5	6	-	27	*	2	1	8	22
	79%	98%	99%	16%	-%	-%	95%	98%	100%	-%	81%	50%	81%	43%	91%	75%
Mobile phone texts or instant messaging via an app	5	-	-	4	-	-	*	-	-	-	4	*	-	*	-	5
	13%	-%	-%	84%	-%	-%	5%	-%	-%	-%	13%	45%	-%	17%	-%	17%
VoIP	2	*	*	-	-	-	-	*	-	1	1	*	*	1	1	1
	5%	2%	1%	-%	-%	-%	-%	2%	-%	100%	3%	5%	19%	40%	9%	4%
Email	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
(Don't know)	1	-	-	-	-	1	-	-	-	-	1	-	-	-	-	1
	3%	-%	-%	-%	-%	100%	-%	-%	-%	-%	4%	-%	-%	-%	-%	4%

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

Table 120 (continuation)

<Q13A> If the overall price of your CALLS were to increase by 10% and only your CALL CHARGES affected. If you cancelled your <FIXED LINE> Which of the following services would you use for most of your outgoing calls?
by Crossbreak

Base: All likely to give up main fixed line

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE					
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo (d)	Fixed line (e)	Mo bile (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/ Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)		
Unweighted row	44	34	2	8	-	-	10	44	31	23	35	37	19	12	13	18	9	8	6	3	9	7	44	10	13	3	5	-	
Total	38	36	*	1	-	-	2	38	26	18	32	27	11	3	3	4	2	2	2	4	6	11	38	2	3	1	1	-	
Mobile voice calls	30	29	-	1	-	-	1	30	24	11	25	24	9	*	1	1	*	1	*	4	5	6	30	*	1	1	*	-	
	79%	79%	-%	80%	-%	-%	62%	79%	89%	63%	77%	87%	81%	2%	43%	31%	5%	63%	11%	83%	86%	56%	79%	2%	43%	88%	19%	-%	
Mobile phone texts or instant messaging via an app	5	5	-	-	-	-	-	5	1	5	5	1	*	1	-	1	-	*	-	-	4	5	*	-	-	-	-	-	
	13%	14%	-%	-%	-%	-%	-%	13%	2%	26%	15%	4%	2%	25%	-%	17%	-%	14%	-%	-%	36%	13%	11%	-%	-%	-%	-%	-%	
VoIP	2	1	*	*	-	-	1	2	1	1	1	1	1	*	1	1	1	*	1	1	1	2	1	*	*	*	*	-	
	5%	4%	100%	20%	-%	-%	38%	5%	4%	4%	4%	4%	5%	28%	15%	22%	33%	37%	20%	17%	14%	7%	5%	32%	15%	12%	81%	-%	
Email	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
(Don't know)	1	1	-	-	-	-	-	1	1	1	1	1	1	1	1	1	1	1	1	-	-	-	1	1	1	-	-	-	
	3%	3%	-%	-%	-%	-%	-%	3%	5%	7%	4%	4%	11%	45%	42%	30%	63%	-%	54%	-%	-%	-%	3%	55%	42%	-%	-%	-%	

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

Table 120 (continuation)

<Q13A> If the overall price of your CALLS were to increase by 10% and only your CALL CHARGES affected. If you cancelled your <FIXED LINE> Which of the following services would you use for most of your outgoing calls?
by Crossbreak

Base: All likely to give up main fixed line

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT re ntal and calls (a)	Other pro vider (b)	Other pro vider (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	44	1	3	4	-	23	2	19	9	-	26	34	5	5	17	15	12	-	8	-	6	15	15	11	15
Total	38	*	1	*	-	22	6	9	2	-	18	33	3	2	19	14	5	-	2	-	4	17	9	10	16
Mobile voice calls	30	-	1	-	-	20	6	3	1	-	17	26	3	1	12	13	4	-	1	-	4	14	6	7	13
	79%	-%	79%	-%	-%	91%	100%	35%	61%	-%	92%	78%	93%	68%	65%	95%	85%	-%	63%	-%	83%	83%	68%	73%	81%
Mobile phone texts or instant messaging via an app	5	-	-	-	-	1	-	4	*	-	1	5	-	-	5	*	-	-	-	-	-	1	*	*	1
	13%	-%	-%	-%	-%	3%	-%	45%	14%	-%	4%	15%	-%	-%	24%	2%	-%	-%	-%	-%	-%	4%	3%	2%	4%
VoIP	2	*	*	*	-	1	-	1	*	-	1	1	*	1	1	*	1	-	1	-	1	1	1	1	1
	5%	100%	21%	100%	-%	6%	-%	7%	24%	-%	4%	4%	7%	32%	5%	3%	15%	-%	37%	-%	17%	6%	16%	12%	7%
Email	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
(Don't know)	1	-	-	-	-	-	-	1	-	-	-	1	-	-	1	-	-	-	-	-	-	1	1	1	1
	3%	-%	-%	-%	-%	-%	-%	13%	-%	-%	-%	4%	-%	-%	6%	-%	-%	-%	-%	-%	-%	7%	14%	12%	8%

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

Table 120 (continuation)

<Q13A> If the overall price of your CALLS were to increase by 10% and only your CALL CHARGES affected. If you cancelled your <FIXED LINE> Which of the following services would you use for most of your outgoing calls?
by Crossbreak

Base: All likely to give up main fixed line

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch calls ange to mo (a)	Some bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)		
Unweighted row	44	2	16	13	11	15
Total	38	1	20	8	9	15
Mobile voice calls	30 79%	1 77%	13 69%	6 73%	7 80%	13 87%
Mobile phone texts or instant messaging via an app	5 13%	- -%	5 23%	* 3%	* 3%	* 2%
VoIP	2 5%	* 23%	* 2%	1 8%	* 5%	* 3%
Email	- -%	- -%	- -%	- -%	- -%	- -%
Other (specify)	- -%	- -%	- -%	- -%	- -%	- -%
(Don't know)	1 3%	- -%	1 6%	1 16%	1 13%	1 8%

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

Table 121

<Q13B> If the overall price of your BILL were to increase by 10% including LINE RENTAL AND CALLS and If you cancelled your <Fixed line> Which of the following services would you use for most of your outgoing calls?
by Crossbreak

Base: All likely to give up main fixed line

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	(f)	Pr mary ind ustry (a)	Man ufacturing (b)	Co nstruction (c)	Whole sale/ retail (d)	Re tail (e)	Finan cial ser vices (f)	Other ser vices (g)	Pu blic admin istration and ser vices (h)	Other (i)	
Total	49	2	16	7	14	12	36	9	4	14	11	13	4	4	-	2	1	9	7	6	2	14	7	1
Unweighted row	54	7	44	4	5	1	52	1	*	31	12	2	1	*	-	3	2	6	9	8	*	15	9	1
Total	37	3	30	2	4	*	36	1	-	18	10	1	*	*	-	3	2	5	6	8	*	11	1	-
Mobile voice calls	68%	41%	70%	45%	74%	46%	68%	79%	-%	58%	82%	65%	12%	16%	-%	98%	100%	91%	75%	99%	13%	69%	7%	-%
Mobile phone texts or instant messaging via an app	5	4	4	-	*	-	5	-	-	4	*	-	-	-	-	-	-	*	-	-	-	*	4	-
	8%	59%	10%	-%	2%	-%	9%	-%	-%	14%	1%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	2%	45%	-%
Email	4	-	4	-	-	-	4	-	-	4	-	-	-	-	-	-	-	-	-	-	-	4	-	-
	8%	-%	10%	-%	-%	-%	8%	-%	-%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	27%	-%	-%
VoIP	1	-	*	*	*	*	1	*	*	*	*	1	*	*	-	*	-	*	*	*	*	*	*	-
	2%	-%	1%	10%	5%	54%	2%	21%	100%	*%	3%	31%	6%	84%	-%	2%	-%	3%	5%	1%	87%	2%	1%	-%
Other (specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
(Don't know)	7	-	4	2	1	-	7	-	-	4	2	*	1	-	-	-	-	*	2	-	-	-	4	1
	13%	-%	10%	45%	19%	-%	13%	-%	-%	14%	14%	5%	82%	-%	-%	-%	-%	2%	21%	-%	-%	-%	47%	100%

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

Table 121 (continuation)

<Q13B> If the overall price of your BILL were to increase by 10% including LINE RENTAL AND CALLS and If you cancelled your <Fixed line> Which of the following services would you use for most of your outgoing calls?
by Crossbreak

Base: All likely to give up main fixed line

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	49	3	4	3	1	2	-	5	5	-	23	3	9	14	5	44
Total	54	3	5	9	2	5	-	14	11	-	49	*	2	2	10	43
Mobile voice calls	37	3	5	5	-	5	-	5	10	-	34	*	2	1	10	26
	68%	98%	99%	54%	-%	100%	-%	38%	92%	-%	69%	67%	83%	30%	99%	61%
Mobile phone texts or instant messaging via an app	5	-	-	4	-	-	-	-	-	-	4	-	-	1	-	5
	8%	-%	-%	46%	-%	-%	-%	-%	-%	-%	8%	-%	-%	31%	-%	10%
Email	4	-	-	-	-	-	-	4	-	-	4	-	-	-	-	4
	8%	-%	-%	-%	-%	-%	-%	31%	-%	-%	9%	-%	-%	-%	-%	10%
VoIP	1	*	*	-	-	-	-	*	-	-	*	*	*	1	*	1
	2%	2%	1%	-%	-%	-%	-%	1%	-%	-%	*%	33%	17%	33%	1%	3%
Other (specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
(Don't know)	7	-	-	-	2	-	-	4	1	-	7	-	-	*	-	7
	13%	-%	-%	-%	100%	-%	-%	31%	8%	-%	14%	-%	-%	5%	-%	16%

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

Table 121 (continuation)

<Q13B> If the overall price of your BILL were to increase by 10% including LINE RENTAL AND CALLS and If you cancelled your <Fixed line> Which of the following services would you use for most of your outgoing calls?
by Crossbreak

Base: All likely to give up main fixed line

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE					
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo biles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/ Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)		
Unweighted row	49	39	3	7	-	-	10	49	34	23	38	42	23	15	12	20	10	13	5	2	11	7	49	13	12	4	9	-	
Total	54	51	1	1	-	-	3	54	35	14	40	42	18	4	3	5	2	3	7	4	14	12	54	4	3	2	1	-	
Mobile voice calls	37 68%	36 70%	- -%	1 79%	- -%	- -%	1 40%	37 68%	31 87%	8 57%	31 79%	29 69%	14 78%	1 38%	2 85%	3 52%	2 71%	1 37%	1 18%	4 100%	5 37%	8 67%	37 68%	1 38%	2 85%	1 47%	* 17%	- -%	
Mobile phone texts or instant messaging via an app	5 8%	5 9%	- -%	- -%	- -%	- -%	- -%	5 8%	1 1%	4 31%	4 11%	1 1%	1 3%	* 10%	- -%	* 7%	- -%	* 3%	- -%	- -%	* 1%	4 33%	5 8%	* 7%	- -%	- -%	* 9%	- -%	
Email	4 8%	4 8%	- -%	- -%	- -%	- -%	- -%	4 8%	- -%	- -%	- -%	4 10%	- -%	- -%	- -%	- -%	- -%	- -%	4 64%	- -%	4 31%	- -%	4 8%	- -%	- -%	- -%	- -%	- -%	
VoIP	1 2%	1 1%	* 29%	* 21%	- -%	- -%	1 25%	1 2%	1 3%	1 4%	1 3%	1 3%	1 3%	1 27%	* 15%	1 22%	1 29%	1 30%	* 3%	- -%	* 1%	* 1%	1 2%	1 28%	* 15%	* 6%	1 74%	- -%	
Other (specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
(Don't know)	7 13%	6 12%	1 71%	- -%	- -%	- -%	1 36%	7 13%	3 8%	1 8%	3 7%	7 17%	3 16%	1 26%	- -%	1 19%	- -%	1 31%	1 14%	- -%	4 31%	- -%	7 13%	1 27%	- -%	1 47%	- -%	- -%	

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

Table 121 (continuation)

<Q13B> If the overall price of your BILL were to increase by 10% including LINE RENTAL AND CALLS and If you cancelled your <Fixed line> Which of the following services would you use for most of your outgoing calls?
by Crossbreak

Base: All likely to give up main fixed line

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal calls (a)	Other pro vider calls (b)	Other pro vider re ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel to MFL (e)	
Unweighted row	49	2	4	6	1	20	4	25	12	-	27	37	6	6	20	15	14	-	13	-	5	13	17	10	12
Total	54	*	1	1	*	19	5	30	3	-	25	45	7	2	25	16	13	-	3	-	5	15	9	9	14
Mobile voice calls	37	-	1	*	-	16	4	17	1	-	18	32	3	1	14	14	8	-	1	-	5	14	8	9	14
	68%	-%	79%	3%	-%	81%	93%	56%	39%	-%	71%	73%	38%	80%	57%	91%	62%	-%	37%	-%	98%	97%	89%	95%	96%
Mobile phone texts or instant messaging via an app	5	-	-	-	*	1	-	4	*	-	1	5	-	-	4	*	*	-	*	-	*	*	*	*	*
	8%	-%	-%	-%	100%	3%	-%	14%	8%	-%	2%	10%	-%	-%	17%	1%	2%	-%	3%	-%	2%	2%	3%	3%	2%
Email	4	-	-	-	-	-	-	4	-	-	-	-	4	-	-	4	-	-	-	-	-	-	-	-	-
	8%	-%	-%	-%	-%	-%	-%	14%	-%	-%	-%	-%	59%	-%	-%	-%	32%	-%	-%	-%	-%	-%	-%	-%	-%
VoIP	1	*	*	*	-	*	*	1	1	-	1	1	*	*	*	*	1	-	1	-	-	*	1	*	*
	2%	100%	21%	24%	-%	2%	5%	2%	22%	-%	3%	2%	3%	20%	2%	2%	5%	-%	30%	-%	-%	2%	9%	3%	2%
Other (specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
(Don't know)	7	-	-	1	-	3	*	4	1	-	6	7	-	-	6	1	-	-	1	-	-	-	-	-	-
	13%	-%	-%	73%	-%	14%	2%	14%	31%	-%	24%	16%	-%	-%	25%	6%	-%	-%	31%	-%	-%	-%	-%	-%	-%

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

Table 121 (continuation)

<Q13B> If the overall price of your BILL were to increase by 10% including LINE RENTAL AND CALLS and If you cancelled your <Fixed line> Which of the following services would you use for most of your outgoing calls?
by Crossbreak

Base: All likely to give up main fixed line

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a) (b)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	49	5	18	17	14	19
Total	54	7	25	14	16	21
Mobile voice calls	37 68%	5 69%	19 75%	12 81%	13 84%	19 88%
Mobile phone texts or instant messaging via an app	5 8%	* 1%	4 17%	* 2%	* 2%	* 2%
Email	4 8%	- -	- -	- -	- -	- -
VoIP	1 2%	* 4%	* 2%	1 5%	1 3%	* 2%
Other (specify)	- -	- -	- -	- -	- -	- -
(Don't know)	7 13%	2 25%	2 7%	2 12%	2 11%	2 9%

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

Table 122
 <Q14A> Why would you be unlikely to consider taking any action if the overall price of your CALLS were to increase by 10%?
 by Crossbreak
 Base: All likely to take no action

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	Total	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Transport (e)	Financial services (f)	Other services (g)	Public administration (h)	Other (i)
Unweighted row	325	48	142	68	58	57	263	47	13	108	80	57	24	7	9	12	30	34	37	43	16	85	45	23
Total	360	116	297	34	25	4	334	24	2	191	91	36	5	*	1	8	28	49	43	50	12	114	31	24
10% not a large amount/is a small amount	117 33%	26 23%	95 32%	11 32%	10 39%	2a 42%	105 32%	11 47%	* 12%	58 30%	35 39%	15 41%	1 28%	* 59%	1 79%	2 25%	13 45%	11 23%	11 25%	21 42%	2 14%	34 30%	8 27%	15 61%
Alternatives would not meet my needs	88 24%	32 27%	70 23%	11 33%	6 22%	1 25%	83 25%	4 17%	* 11%	48 25%	29 31%	3 8%	2 38%	* 23%	* 5%	1 15%	1 4%	15 31%	9 22%	13 27%	6 51%	36 32%	4 14%	* 1%
Too much hassle to switch	71 20%	17 15%	57 19%	7 21%	6 23%	1 17%	68 21%	2 8%	* 5%	36 19%	7 7%	11 31%	3 52%	- -%	- -%	* 3%	6 20%	14 29%	10 23%	10 20%	7 54%	18 16%	5 16%	1 4%
Current supplier provides reliable call / line / connection quality	38 11%	18 15%	36 12%	1 4%	1 5%	* 4%	30 9%	9 37%	* 2%	19 10%	14 15%	5 15%	* 8%	- -%	- -%	5 60%	1 2%	9 18%	4 9%	14 28%	* 1%	5 5%	* 1%	1 3%
Good relationship with current supplier	32 9%	19e 17%	26 9%	3 9%	2 10%	- -%	32 9%	* 2%	- -%	13 7%	6 7%	7 19%	* 3%	- -%	- -%	5 60%	1 2%	7 14%	* *%	5 10%	- -%	8 7%	7 22%	- -%
We need to keep fixed line access / Customer preference	24 7%	2 2%	20 7%	3 8%	1 2%	* 7%	23 7%	* 2%	- -%	18 9%	5 6%	* 1%	* 2%	- -%	- -%	- -%	* 2%	9 18%	- -%	4 8%	* 1%	7 7%	2 7%	* 2%
Don't use that much	22 6%	8 7%	18 6%	1 2%	4ce 15%	- -%	21 6%	1 3%	- -%	13 7%	5 5%	4 10%	- -%	- -%	- -%	- -%	1 4%	4 8%	1 2%	3 6%	- -%	7 6%	5 17%	* 2%
Not that important	18 5%	* *%	15 5%	2 5%	1 5%	* 3%	18 5%	- -%	* 5%	10 5%	6 7%	1 3%	- -%	- -%	- -%	- -%	1 5%	4 8%	* 1%	2 4%	* 3%	5 4%	1 4%	4 16%
Don't trust alternatives	16 4%	10 8%	13 4%	1 2%	2 8%	* 4%	16 5%	* *%	* 3%	11 6%	2 2%	* 1%	1 21%	- -%	- -%	- -%	- -%	2 4%	5 12%	1 3%	1 10%	5 4%	1 4%	* *%
No time to research alternatives	16 4%	10 8%	14 5%	1 2%	1 2%	* 3%	15 4%	1 3%	- -%	10 5%	- -%	1 4%	- -%	- -%	- -%	- -%	1 3%	* 1%	5 12%	- -%	- -%	8 7%	1 2%	* 2%

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

Table 122 (continuation)
 <Q14A> Why would you be unlikely to consider taking any action if the overall price of your CALLS were to increase by 10%?
 by Crossbreak
 Base: All likely to take no action

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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 istration and ser vices (h)	Other (i)	
Unweighted row	325	48	142	68	58	57	263	47	13	108	80	57	24	7	9	12	30	34	37	43	16	85	45	23
Total	360	116	297	34	25	4	334	24	2	191	91	36	5	*	1	8	28	49	43	50	12	114	31	24
Loyal customer / been with them many years	15 4%	- -	14 5%	1 3%	- -	*a 1%	11 3%	4 17%	- -	8 4%	6 7%	- -	- -	- -	* 3%	- -	* *	4 8%	- -	4 8%	- -	7 6%	- -	* 1%
Current supplier provides good customer service	10 3%	7 6%	7 2%	1 2%	2 7%	* 3%	10 3%	- -	* 5%	8 4%	* *	1 4%	* 3%	- -	* 5%	* 2%	* 1%	1 2%	* 1%	5 10%	- -	3 3%	- -	- -
Locked into long term contract	7 2%	3 3%	7 2%	- -	* 2%	*C 6%	5 2%	2 7%	- -	3 2%	* *	3 8%	* 2%	- -	- -	- -	2 8%	- -	2 6%	* 1%	- -	* *	1 4%	* 2%
Alternatives are too expensive	4 1%	* *	1 *	* *	2AB 10%	*ABC 7%	2 1%	1 6%	* 19%	1 1%	* *	2 6%	- -	- -	* 3%	- -	* *	- -	1 2%	* *	- -	1 1%	* *	2 7%
Wouldn't have a choice / would have to go with it / no option available	2 1%	2 2%	2 1%	- -	- -	- -	2 1%	- -	- -	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	2 6%	- -	- -	- -	- -	- -
Not much difference between suppliers	2 *	- -	1 *	1 2%	* *	*AB 3%	2 *	* 1%	- -	* *	1 1%	* 1%	* 1%	- -	- -	* 1%	* 2%	* *	* *	1 1%	- -	* *	- -	- -
Other WRITE IN	21 6%	1 1%	17 6%	2 7%	* 2%	*Ad 11%	20 6%	* 1%	* 9%	12 6%	3 3%	1 1%	* 4%	* 18%	* 8%	* *	- -	* *	1 3%	4 8%	3 23%	12 10%	* 1%	* *
(Don't know)	17 5%	3 3%	15 5%	2 5%	1 4%	- -	17 5%	- -	1 44%	8 4%	6 7%	2 5%	- -	- -	- -	- -	5 17%	- -	4 9%	2 5%	* 2%	4 3%	* 1%	2 7%

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

Table 122 (continuation)
 <Q14A> Why would you be unlikely to consider taking any action if the overall price of your CALLS were to increase by 10%?
 by Crossbreak
 Base: All likely to take no action

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo rks/Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based where (a)
Unweighted row	325	10	23	11	12	13	41	20	29	14	173	45	50	57	49	276
Total	360	8	32	26	30	34	44	37	67	34	314	13	25	8	108	252
10% not a large amount/is a small amount	117 33%	6 72%	6 20%	5 18%	11 37%	14 40%	17 38%	13 35%	18 27%	13 39%	103 33%	3 26%	8 31%	3 31%	32 30%	85 34%
Alternatives would not meet my needs	88 24%	1 14%	8 26%	5 18%	11 37%	2 4%	12 27%	6 17%	26 38%	6 17%	76 24%	3 22%	6 26%	2 23%	28 26%	60 24%
Too much hassle to switch	71 20%	4 43%	11 35%	1 3%	5 16%	4 12%	10 24%	9 23%	13 20%	1 4%	58 19%	3 25%	7 30%	2 20%	18 16%	53 21%
Current supplier provides reliable call / line / connection quality	38 11%	- -%	- -%	4 15%	5 16%	8 24%	3 7%	- -%	14 21%	- -%	34 11%	1 9%	2 8%	1 14%	11 10%	28 11%
Good relationship with current supplier	32 9%	- -%	- -%	1 5%	- -%	1 4%	5 11%	6 16%	14 21%	4 11%	31 10%	* 1%	1 3%	* 4%	9 8%	23 9%
We need to keep fixed line access / Customer preference	24 7%	- -%	6 18%	4 15%	* -%	- -%	2 6%	- -%	5 7%	5 15%	22 7%	1 4%	1 2%	* 3%	8 7%	16 6%
Don't use that much	22 6%	- -%	* 1%	9 35%	1 3%	1 4%	2 5%	4 11%	- -%	- -%	18 6%	1 9%	2 9%	* 2%	10 9%	12 5%
Not that important	18 5%	- -%	- -%	- -%	1 3%	- -%	9 21%	* -%	2 2%	4 11%	16 5%	1 6%	1 4%	* 3%	- -%	18 7%
Don't trust alternatives	16 4%	- -%	- -%	- -%	6 20%	* -%	2 5%	- -%	6 8%	- -%	14 4%	* 1%	2 7%	* 5%	11 10%	5 2%
No time to research alternatives	16 4%	* 5%	- -%	- -%	5 16%	4 12%	* 1%	4 11%	* -%	- -%	14 5%	1 6%	1 2%	- -%	9 8%	6 3%

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

Table 122 (continuation)
 <Q14A> Why would you be unlikely to consider taking any action if the overall price of your CALLS were to increase by 10%?
 by Crossbreak
 Base: All likely to take no action

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo rks/Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	325	10	23	11	12	13	41	20	29	14	173	45	50	57	49	276
Total	360	8	32	26	30	34	44	37	67	34	314	13	25	8	108	252
Loyal customer / been with them many years	15 4%	- -%	- -%	4 15%	- -%	4 12%	2 5%	1 3%	- -%	4 11%	15 5%	* *%	- -%	* 3%	4 3%	12 5%
Current supplier provides good customer service	10 3%	- -%	- -%	- -%	- -%	1 4%	3 7%	- -%	5 7%	- -%	9 3%	1 6%	* 1%	- -%	- -%	10 4%
Locked into long term contract	7 2%	- -%	2 8%	- -%	- -%	- -%	2 6%	* *%	- -%	* *%	5 2%	1 7%	1 4%	* 1%	1 1%	6 2%
Alternatives are too expensive	4 1%	- -%	* 1%	- -%	- -%	1 4%	* 1%	- -%	* *%	- -%	2 1%	1J 8%	1 3%	1J 6%	* *%	4 2%
Wouldn't have a choice / would have to go with it / no option available	2 1%	- -%	2 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	2 1%
Not much difference between suppliers	2 *%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	*J 3%	* *%	1J 8%	* *%	1 1%
Other WRITE IN	21 6%	* 4%	3 8%	* *%	* *%	- -%	1 2%	- -%	11 16%	4 11%	19 6%	1 6%	1 4%	* 2%	7 7%	13 5%
(Don't know)	17 5%	- -%	2 8%	8 30%	2 6%	- -%	- -%	- -%	1 1%	4 11%	17 5%	* 3%	- -%	* 3%	- -%	17 7%

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Table 122 (continuation)
 <Q14A> Why would you be unlikely to consider taking any action if the overall price of your CALLS were to increase by 10%?
 by Crossbreak
 Base: All likely to take no action

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo biles (d)	Fixed broadband (e)	Mo biles (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)		
Unweighted row	325	282	23	20	-	-	43	321	191	122	231	277	65	58	32	78	28	59	24	25	93	48	315	45	31	25	31	2	
Total	360	350	6	4	-	-	10	358	207	110	260	277	53	22	7	28	4	38	13	39	99	83	356	13	7	11	22	4	
10% not a large amount/is a small amount	117 33%	114 33%	2 27%	1 36%	- -%	- -%	3 30%	116 32%	81 39%	31 28%	90 35%	101 36%	13 25%	8 38%	3 39%	11 38%	1 34%	16 42%	10 76%	1 3%	27 27%	16 20%	115 32%	3 19%	3 39%	2 14%	10 45%	4 100%	
Alternatives would not meet my needs	88 24%	85 24%	3 44%	* 7%	- -%	- -%	3 30%	86 24%	39 19%	27 25%	58 22%	61 22%	16 30%	3 15%	1 10%	4 13%	* 6%	6 15%	1 8%	11 29%	28 28%	27 32%	86 24%	3 23%	1 10%	* 3%	5 24%	- -%	
Too much hassle to switch	71 20%	68 19%	2 28%	1 29%	- -%	- -%	3 28%	71 20%	38 18%	31 28%	57 22%	51 18%	10 19%	4 16%	1 18%	5 16%	1 28%	8 21%	1 10%	8 20%	13 14%	20 24%	71 20%	3 26%	1 18%	2 19%	6 25%	* 7%	
Current supplier provides reliable call / line / connection quality	38 11%	38 11%	* 2%	* 11%	- -%	- -%	1 5%	38 11%	24 11%	15 14%	33 13%	29 11%	10 18%	1 5%	* 6%	1 5%	1 15%	5 12%	1 4%	- -%	5 5%	9 11%	38 11%	1 5%	* 6%	4 39%	* 1%	- -%	
Good relationship with current supplier	32 9%	32 9%	- -%	* 4%	- -%	- -%	* 1%	32 9%	14 7%	22 20%	28 11%	19 7%	5 10%	1 3%	* 2%	1 3%	* 3%	8 22%	1 5%	4 10%	4 4%	13 16%	32 9%	1 4%	* 2%	2 22%	6 25%	* 7%	
We need to keep fixed line access / Customer preference	24 7%	23 7%	* 2%	* 4%	- -%	- -%	* 3%	23 7%	15 7%	8 7%	19 7%	19 7%	5 9%	* 1%	* 3%	* 2%	* 3%	* 1%	- -%	* 1%	4 4%	4 5%	23 7%	* 2%	* 3%	- -%	* 1%	- -%	
Don't use that much	22 6%	21 6%	1 14%	- -%	- -%	- -%	1 8%	22 6%	7 4%	9 8%	15 6%	12 4%	- -%	1 4%	- -%	1 3%	- -%	* 1%	* 4%	5 14%	7 7%	10 13%	21 6%	1 6%	- -%	- -%	* 2%	- -%	
Not that important	18 5%	18 5%	- -%	- -%	- -%	- -%	- -%	18 5%	10 5%	8 7%	14 6%	14 5%	1 1%	- -%	* 2%	* 3%	- -%	* 1%	* 2%	3 8%	3 3%	3 4%	18 5%	- -%	* 2%	- -%	* 1%	- -%	
Don't trust alternatives	16 4%	15 4%	1 18%	* 2%	- -%	- -%	1 12%	15 4%	11 5%	9 8%	14 6%	14 5%	5 9%	2 7%	* 1%	2 5%	* 1%	1 4%	* 2%	- -%	1 1%	2 3%	15 4%	1 11%	* 1%	* 3%	1 5%	* 7%	
No time to research alternatives	16 4%	16 4%	- -%	- -%	- -%	- -%	- -%	16 4%	15 7%	6 5%	15 6%	11 4%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	* 3%	4 5%	16 4%	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 122 (continuation)
 <Q14A> Why would you be unlikely to consider taking any action if the overall price of your CALLS were to increase by 10%?
 by Crossbreak
 Base: All likely to take no action

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed line (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo bills (d)	Fixed line broadband (e)	Mo broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	325	282	23	20	-	-	43	321	191	122	231	277	65	58	32	78	28	59	24	25	93	48	315	45	31	25	31	2
Total	360	350	6	4	-	-	10	358	207	110	260	277	53	22	7	28	4	38	13	39	99	83	356	13	7	11	22	4
Loyal customer / been with them many years	15 4%	15 4%	* 1%	- -	- -	- -	* 3%	15 4%	13 6%	2 2%	15 6%	15 6%	4 7%	* *	- -	* *	- -	- -	- -	- -	- -	- -	15 4%	* *	- -	- -	- -	- -
Current supplier provides good customer service	10 3%	10 3%	* 2%	* 4%	- -	- -	* 3%	10 3%	2 1%	7 6%	7 3%	5 2%	1 1%	1 2%	* 2%	1 2%	* 5%	1 4%	* 1%	* 1%	3 3%	5 6%	10 3%	* 3%	* 2%	1 11%	* 1%	- -
Locked into long term contract	7 2%	7 2%	* 2%	* 1%	- -	- -	* 1%	7 2%	3 1%	3 2%	3 1%	5 2%	3 5%	* 2%	* 1%	* 2%	* 2%	* 1%	* 4%	3 7%	4 4%	3 3%	7 2%	* 3%	* 1%	* 1%	* 1%	- -
Alternatives are too expensive	4 1%	4 1%	* 3%	1 14%	- -	- -	1 7%	4 1%	3 1%	2 2%	3 1%	4 1%	1 1%	1 4%	2 25%	3 9%	* 9%	* 1%	- -	* 1%	2 2%	* *	4 1%	1 4%	2 26%	* 4%	- -	- -
Wouldn't have a choice / would have to go with it / no option available	2 1%	2 1%	- -	- -	- -	- -	- -	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 6%	2 2%	2 3%	2 1%	- -	- -	- -	- -	- -
Not much difference between suppliers	2 *	2 *	- -	- -	- -	- -	- -	2 *	1 1%	1 1%	1 *	2 1%	* *	* 1%	* 2%	* 1%	* 3%	* *	* *	- -	* *	- -	2 *	* 1%	* 2%	* 1%	- -	- -
Other WRITE IN	21 6%	20 6%	* 1%	* 1%	- -	- -	* 1%	21 6%	13 6%	3 3%	14 5%	14 5%	* *	3 13%	* 2%	3 10%	* 7%	1 2%	1 5%	7 17%	7 7%	7 8%	21 6%	* 3%	* 1%	* 2%	1 2%	- -
(Don't know)	17 5%	17 5%	- -	- -	- -	- -	- -	17 5%	5 2%	4 3%	8 3%	12 4%	1 2%	4 17%	- -	4 14%	- -	1 2%	- -	2 5%	9 10%	6 7%	17 5%	4 28%	- -	- -	1 4%	- -

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Table 122 (continuation)
 <Q14A> Why would you be unlikely to consider taking any action if the overall price of your CALLS were to increase by 10%?
 by Crossbreak
 Base: All likely to take no action

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider calls (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN PC (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	325	9	22	22	3	152	17	153	34	5	175	280	27	18	149	94	82	4	54	-	215	15	11	7	2
Total	360	8	19	10	1	160	17	182	12	*	193	321	23	16	178	106	77	1	36	-	245	10	3	5	1
10% not a large amount/is a small amount	117 33%	1 13%	7 37%	6 67%	1 69%	55 34%	10 57%	53 29%	2 16%	* 16%	69 36%	111 34%	6 24%	1 7%	47 27%	35 33%	35 46%	1 100%	14 39%	- -%	89 36%	6 65%	* 5%	* 1%	* 4%
Alternatives would not meet my needs	88 24%	* 3%	4 22%	1 14%	- -%	40 25%	* 1%	47 26%	1 10%	- -%	45 23%	69 22%	11 48%	7 47%	33 19%	38 36%	16 21%	- -%	6 16%	- -%	67 27%	1 7%	- -%	- -%	- -%
Too much hassle to switch	71 20%	5 60%	2 10%	1 13%	* 31%	35 22%	* 2%	36 20%	3 25%	* 16%	43 22%	64 20%	1 5%	5 32%	44 25%	18 17%	9 12%	* 25%	8 21%	- -%	47 19%	2 17%	1 50%	4 75%	1 96%
Current supplier provides reliable call / line / connection quality	38 11%	* 1%	4 23%	* 2%	- -%	10 6%	* 2%	28 16%	1 6%	- -%	23 12%	36 11%	1 4%	1 9%	15 8%	8 8%	16 21%	- -%	5 13%	- -%	30 12%	- -%	* 5%	- -%	- -%
Good relationship with current supplier	32 9%	6 76%	1 8%	* 2%	1 61%	13 8%	* 2%	19 10%	* 4%	- -%	9 5%	31 10%	1 6%	- -%	22 12%	9 8%	2 2%	* 19%	8 22%	- -%	11 5%	* 3%	* 5%	- -%	- -%
We need to keep fixed line access / Customer preference	24 7%	- -%	* 1%	- -%	- -%	10 6%	- -%	13 7%	- -%	- -%	17 9%	22 7%	1 5%	* 3%	19 11%	2 2%	3 4%	- -%	* 1%	- -%	16 7%	* 5%	* 5%	* 1%	- -%
Don't use that much	22 6%	- -%	- -%	* 5%	- -%	13 8%	4 24%	5 3%	* 1%	- -%	5 3%	19 6%	2 10%	* 3%	16 9%	3 3%	2 3%	- -%	* 1%	- -%	7 3%	* 5%	- -%	- -%	- -%
Not that important	18 5%	- -%	- -%	* 3%	- -%	11 7%	2 14%	4 2%	* 1%	- -%	8 4%	18 5%	- -%	- -%	8 5%	10 9%	- -%	- -%	* 1%	- -%	17 7%	* 3%	- -%	- -%	- -%
Don't trust alternatives	16 4%	- -%	1 7%	* *%	- -%	7 4%	* 1%	9 5%	- -%	- -%	12 6%	15 5%	1 5%	- -%	8 4%	7 7%	1 1%	* 19%	1 3%	- -%	11 4%	- -%	- -%	- -%	- -%

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

Table 122 (continuation)
 <Q14A> Why would you be unlikely to consider taking any action if the overall price of your CALLS were to increase by 10%?
 by Crossbreak
 Base: All likely to take no action

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider (b)	Other pro vider (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	325	9	22	22	3	152	17	153	34	5	175	280	27	18	149	94	82	4	54	-	215	15	11	7	2
Total	360	8	19	10	1	160	17	182	12	*	193	321	23	16	178	106	77	1	36	-	245	10	3	5	1
No time to research alternatives	16 4%	- -%	- -%	- -%	- -%	15c 9%	* 1%	1 *%	- -%	- -%	11 6%	15 5%	- -%	* 3%	9 5%	5 5%	1 1%	- -%	- -%	- -%	6 2%	* 4%	* 4%	- -%	- -%
Loyal customer / been with them many years	15 4%	- -%	- -%	- -%	- -%	6 4%	- -%	9 5%	* *%	- -%	14 7%	14 4%	1 4%	- -%	10 6%	- -%	5 6%	- -%	- -%	- -%	12 5%	- -%	- -%	- -%	- -%
Current supplier provides good customer service	10 3%	- -%	1 6%	* 2%	- -%	3 2%	* 2%	6 3%	* 4%	- -%	3 2%	9 3%	* 1%	- -%	3 2%	7 6%	* 1%	- -%	1 4%	- -%	4 2%	- -%	* 5%	- -%	- -%
Locked into long term contract	7 2%	- -%	* 1%	* 1%	- -%	3 2%	* *%	4 2%	* 1%	* 26%	4 2%	2 1%	2 10%	3 16%	2 1%	3 2%	3 4%	- -%	* 1%	- -%	4 2%	- -%	- -%	4 74%	- -%
Alternatives are too expensive	4 1%	* 5%	- -%	- -%	- -%	2 1%	* *%	2 1%	2 14%	- -%	2 1%	4 1%	* *%	- -%	3 2%	* *%	1 1%	- -%	* 1%	- -%	2 1%	- -%	- -%	- -%	- -%
Wouldn't have a choice / would have to go with it / no option available	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	2 1%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%
Not much difference between suppliers	2 *%	- -%	* *%	- -%	- -%	1 1%	- -%	1 *%	* 2%	* 33%	1 1%	2 1%	- -%	- -%	2 1%	* *%	- -%	- -%	* *%	- -%	1 *%	1 6%	- -%	- -%	- -%
Other WRITE IN	21 6%	* 1%	* 2%	* 3%	- -%	7 4%	- -%	14 7%	* 2%	* 42%	7 4%	20 6%	* *%	- -%	7 4%	7 7%	6 8%	- -%	1 2%	- -%	14 6%	* 1%	* 4%	- -%	- -%
(Don't know)	17 5%	- -%	- -%	1 10%	- -%	5 3%	- -%	13 7%	4 32%	- -%	7 4%	15 5%	- -%	2 15%	7 4%	4 4%	7 9%	- -%	1 3%	- -%	9 4%	1 10%	1 34%	- -%	- -%

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

Table 122 (continuation)
 <Q14A> Why would you be unlikely to consider taking any action if the overall price of your CALLS were to increase by 10%?
 by Crossbreak
 Base: All likely to take no action

Total	SNNIP CALLS & RENTAL LIKELY TO					
	Not Ch ange (a)	Some bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	325	195	10	7	7	4
Total	360	239	12	5	5	5
10% not a large amount/is a small amount	117 33%	84 35%	6 53%	* 2%	1 10%	* 5%
Alternatives would not meet my needs	88 24%	67 28%	* 3%	- -%	* 6%	- -%
Too much hassle to switch	71 20%	46 19%	1 8%	1 12%	1 10%	- -%
Current supplier provides reliable call / line / connection quality	38 11%	30 12%	- -%	- -%	- -%	- -%
Good relationship with current supplier	32 9%	19 8%	- -%	- -%	- -%	- -%
We need to keep fixed line access / Customer preference	24 7%	16 7%	* 4%	- -%	* 1%	- -%
Don't use that much	22 6%	16 7%	* 4%	- -%	- -%	- -%
Not that important	18 5%	15 6%	* 3%	- -%	* 6%	- -%
Don't trust alternatives	16 4%	11 4%	- -%	- -%	- -%	- -%
No time to research alternatives	16 4%	6 2%	* 3%	* 2%	- -%	- -%

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

Table 122 (continuation)

<Q14A> Why would you be unlikely to consider taking any action if the overall price of your CALLS were to increase by 10%?

by Crossbreak

Base: All likely to take no action

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	325	195	10	7	7	4
Total	360	239	12	5	5	5
Loyal customer / been with them many years	15 4%	6 3%	- -%	- -%	- -%	- -%
Current supplier provides good customer service	10 3%	4 2%	- -%	- -%	- -%	- -%
Locked into long term contract	7 2%	1 1%	- -%	- -%	- -%	- -%
Alternatives are too expensive	4 1%	1 1%	- -%	- -%	- -%	- -%
Wouldn't have a choice / would have to go with it / no option available	2 1%	2 1%	- -%	- -%	- -%	- -%
Not much difference between suppliers	2 *%	1 *%	* 4%	- -%	* 2%	- -%
Other WRITE IN	21 6%	14 6%	5 39%	5 87%	5 87%	5 95%
(Don't know)	17 5%	8 3%	- -%	- -%	- -%	- -%

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

Table 123
 <Q14A2> Why would you be unlikely to consider taking any action if the overall price of your BILL were to increase by 10% including line rental and calls.
 by Crossbreak
 Base: All likely to take no action

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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	302	49	135	67	47	53	248	40	13	104	77	52	20	6	9	12	24	32	34	41	14	85	38	22
Total	338	123	281	34	20	4	311	26	1	192	81	31	5	*	1	9	20	45	36	47	12	118	28	23
10% not a large amount/is a small amount	101 30%	31 25%	82 29%	12 34%	7 33%	2 39%	93 30%	7 28%	* 26%	55 28%	30 37%	6 20%	1 27%	* 56%	1 71%	3 35%	7 36%	8 17%	11 31%	14 29%	1 12%	34 29%	8 29%	15 66%
Too much hassle to switch	79 23%	16 13%	65 23%	9 27%	4 18%	1 21%	78 25%	1 5%	* 13%	43 22%	10 13%	13 41%	1 17%	- 8%	* 8%	* 2%	5 23%	18 40%	13 35%	3 6%	4 33%	31 26%	5 17%	1 3%
Alternatives would not meet my needs	76 22%	26 21%	61 22%	10 29%	4 21%	1 16%	73 24%	2 10%	* 9%	48 25%	20 25%	1 4%	2 38%	* 25%	- 8%	1 10%	3 16%	14 32%	4 12%	16 34%	6 51%	29 24%	2 9%	* 1%
Good relationship with current supplier	39 12%	22 18%	35 12%	2 6%	2 11%	* 2%	38 12%	1 4%	- 8%	20 10%	7 9%	6 20%	- 8%	- 8%	* 5%	5 53%	* 1%	10 22%	1 4%	5 11%	- 8%	10 8%	8 27%	* 1%
Current supplier provides reliable call / line / connection quality	31 9%	13 11%	28 10%	1 2%	3 14%	* 3%	25 8%	6 23%	* 3%	15 8%	8 10%	7 24%	* 5%	- 8%	- 8%	* 1%	1 3%	1 3%	4 11%	14 29%	* 1%	6 5%	- 8%	5 22%
Don't use that much	29 9%	14 12%	26 9%	1 2%	3 14%	- 8%	29 9%	1 3%	- 8%	21 11%	4 5%	5 16%	- 8%	- 8%	- 8%	1 12%	2 11%	4 9%	* 1%	5 10%	- 8%	12 11%	4 14%	* 2%
No time to research alternatives	22 7%	10 8%	21 7%	* 1%	1 5%	* 3%	21 7%	1 4%	- 8%	10 5%	2 3%	5 16%	1 15%	- 8%	- 8%	- 8%	* 2%	- 8%	5 14%	1 2%	- 8%	15 12%	1 2%	* 2%
We need to keep fixed line access / Customer preference	19 6%	7 6%	14 5%	5 14%	- 8%	* 5%	19 6%	* 1%	- 8%	14 7%	5 6%	* 1%	- 8%	- 8%	- 8%	- 8%	* 2%	5 12%	* 1%	* 1%	5 42%	7 6%	2 6%	- 8%
Not that important	18 5%	* 8%	15 5%	2 5%	1 7%	* 3%	18 6%	- 8%	* 8%	10 5%	7 8%	1 3%	- 8%	- 8%	- 8%	- 8%	1 7%	2 4%	3 8%	2 5%	- 8%	5 4%	1 4%	4 17%
Don't trust alternatives	17 5%	- 8%	15 5%	1 2%	1 5%	* 5%	17 5%	* 8%	* 5%	10 5%	3 4%	* 1%	1 23%	- 8%	- 8%	- 8%	- 8%	2 5%	* 8%	6 13%	1 9%	7 6%	* 1%	* 8%

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

Table 123 (continuation)

<Q14A2> Why would you be unlikely to consider taking any action if the overall price of your BILL were to increase by 10% including line rental and calls.

by Crossbreak

Base: All likely to take no action

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	Total	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Transport (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)
Unweighted row	302	49	135	67	47	53	248	40	13	104	77	52	20	6	9	12	24	32	34	41	14	85	38	22
Total	338	123	281	34	20	4	311	26	1	192	81	31	5	*	1	9	20	45	36	47	12	118	28	23
Current supplier provides good customer service	7 2%	5 4%	5 2%	1 2%	1 7%	* 3%	7 2%	* 1%	* 5%	5 3%	- -	1 5%	- -	- -	* 5%	* 1%	* 1%	1 3%	* 1%	5 10%	- -	- -	- -	* 1%
Alternatives are too expensive	7 2%	3 3%	4 1%	* 1%	2 11%	*Bc 7%	5 2%	1 6%	* 33%	4 2%	* *	2 7%	- -	- -	* 3%	- -	* *	1 1%	1 3%	- -	- -	4 3%	* *	1 6%
Loyal customer / been with them many years	6 2%	- -	5 2%	1 3%	- -	- -	6 2%	* 1%	- -	* **	5a 6%	- -	- -	- -	- -	- -	- -	1 3%	- -	- -	- -	1 1%	- -	4 19%
Have landline as part of bundled package and don't want to switch other services (internet, Pay TV etc)	4 1%	- -	4 1%	- -	- -	- -	4 1%	- -	- -	4 2%	- -	- -	- -	- -	- -	- -	- -	4 9%	- -	- -	- -	- -	- -	- -
It would still work out cheaper than to switch	4 1%	- -	4 1%	- -	- -	- -	4 15%	- -	- -	- -	4 5%	- -	- -	- -	- -	- -	- -	4 9%	- -	- -	- -	- -	- -	- -
Not much difference between suppliers	4 1%	2 2%	3 1%	1 2%	* *	* 4%	3 1%	* **	- -	2 1%	* *	* *	* 4%	- -	- -	- -	* 2%	* **	3 7%	* 1%	- -	- -	- -	- -
Locked into long term contract	3 1%	3 2%	3 1%	- -	1 4%	*c 2%	3 1%	* **	- -	3 1%	* **	* 1%	- -	- -	* 3%	* 4%	2 11%	- -	- -	- -	- -	1 1%	* **	- -
Wouldn't have a choice / would have to go with it / no option available	* **	- -	- -	- -	- -	*ABC 5%	* **	- -	* 7%	* **	- -	- -	- -	* 19%	- -	- -	- -	- -	- -	- -	- -	- -	* **	* **
Other WRITE IN	22 7%	12 9%	19 7%	2 7%	1 4%	1 15%	17 5%	6 21%	* 15%	18 9%	3 3%	1 2%	* 8%	- -	* 10%	- -	* **	* **	3 7%	5 11%	* 4%	12 10%	2 5%	- -

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

Table 123 (continuation)

<Q14A2> Why would you be unlikely to consider taking any action if the overall price of your BILL were to increase by 10% including line rental and calls.

by Crossbreak

Base: All likely to take no action

Total	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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 and ser vices (h)	Other (i)	
Unweighted row	302	49	135	67	47	53	248	40	13	104	77	52	20	6	9	12	24	32	34	41	14	85	38	22
Total	338	123	281	34	20	4	311	26	1	192	81	31	5	*	1	9	20	45	36	47	12	118	28	23
(Don't know)	10 3%	1 1%	9 3%	- -%	1 7%	* 1%	10 3%	- -%	* 3%	4 2%	4 5%	1 2%	1 20%	- -%	* 3%	* %	4 19%	* %	- -%	* 1%	* 2%	4 3%	* 1%	1 6%

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

Table 123 (continuation)
 <Q14A2> Why would you be unlikely to consider taking any action if the overall price of your BILL were to increase by 10% including line rental and calls.
 by Crossbreak
 Base: All likely to take no action

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo rks/Hu mber (c)	E (d)	Mid W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based where (a)
Unweighted row	302	10	24	9	10	11	39	21	25	13	162	44	49	47	50	252
Total	338	8	32	22	24	29	43	42	57	37	295	13	24	7	105	234
10% not a large amount/is a small amount	101 30%	6 72%	6 20%	1 6%	5 21%	12 43%	19 44%	9 21%	13 22%	13 36%	85 29%	4 32%	9 38%	3 37%	30 29%	71 30%
Too much hassle to switch	79 23%	1 10%	16 50%	6 26%	2 7%	8 29%	12 29%	13 31%	8 13%	4 10%	69 23%	4 29%	4 19%	2 22%	25 24%	54 23%
Alternatives would not meet my needs	76 22%	1 10%	11 34%	4 18%	11 46%	2 5%	6 15%	6 15%	21 37%	5 12%	66 23%	3 23%	5 22%	1 15%	23 22%	52 22%
Good relationship with current supplier	39 12%	- -%	- -%	4 18%	- -%	1 4%	6 15%	5 13%	15 26%	4 10%	35 12%	1 6%	2 8%	1 10%	9 9%	30 13%
Current supplier provides reliable call / line / connection quality	31 9%	- -%	- -%	- -%	- -%	14 47%	2 5%	1 2%	9 16%	- -%	26 9%	2 14%	2 8%	1 19%	6 5%	25 11%
Don't use that much	29 9%	- -%	5 17%	5 24%	1 4%	- -%	5 11%	8 20%	- -%	- -%	25 8%	1 9%	3 14%	* 1%	16 16%	13 6%
No time to research alternatives	22 7%	* 5%	- -%	- -%	5 21%	4 14%	2 5%	8 20%	* *%	1 2%	21 7%	1 6%	* 1%	- -%	13 13%	9 4%
We need to keep fixed line access / Customer preference	19 6%	* 5%	3 11%	- -%	5 21%	- -%	2 5%	- -%	6 11%	1 3%	18 6%	- -%	1 3%	* 4%	5 5%	14 6%
Not that important	18 5%	3 33%	2 8%	- -%	1 4%	- -%	4 10%	* *%	2 3%	4 10%	16 5%	* 3%	1 6%	* 3%	2 2%	16 7%
Don't trust alternatives	17 5%	- -%	- -%	- -%	1 4%	* *%	4 10%	- -%	9 16%	- -%	15 5%	* 1%	2 7%	* 4%	1 1%	16 7%

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

Table 123 (continuation)
 <Q14A2> Why would you be unlikely to consider taking any action if the overall price of your BILL were to increase by 10% including line rental and calls.
 by Crossbreak
 Base: All likely to take no action

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	302	10	24	9	10	11	39	21	25	13	162	44	49	47	50	252
Total	338	8	32	22	24	29	43	42	57	37	295	13	24	7	105	234
Current supplier provides good customer service	7 2%	- -%	- -%	- -%	- -%	1 4%	* 1%	- -%	5 8%	- -%	6 2%	* 1%	* 2%	* 3%	- -%	7 3%
Alternatives are too expensive	7 2%	- -%	3 9%	- -%	- -%	1 4%	* 1%	- -%	* *%	- -%	5 2%	1j 9%	* 2%	1j 7%	1 1%	6 3%
Loyal customer / been with them many years	6 2%	- -%	- -%	- -%	- -%	4 14%	- -%	1 2%	- -%	- -%	5 2%	- -%	1 5%	* 3%	4 4%	2 1%
Have landline as part of bundled package and don't want to switch other services (internet, Pay TV etc)	4 1%	- -%	- -%	4 18%	- -%	- -%	- -%	- -%	- -%	- -%	4 1%	- -%	- -%	- -%	4 4%	- -%
It would still work out cheaper than to switch	4 1%	- -%	- -%	4 18%	- -%	- -%	- -%	- -%	- -%	- -%	4 1%	- -%	- -%	- -%	- -%	4 2%
Not much difference between suppliers	4 1%	- -%	3 9%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	3 1%	- -%	* *%	*j 6%	- -%	4 2%
Locked into long term contract	3 1%	- -%	- -%	- -%	- -%	- -%	3 7%	- -%	- -%	- -%	3 1%	* 4%	- -%	* 1%	- -%	3 1%
Wouldn't have a choice / would have to go with it / no option available	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	* *%
Other WRITE IN	22 7%	* 4%	3 8%	- -%	* 1%	- -%	3 7%	4 10%	2 3%	8 20%	20 7%	- -%	2 11%	* 3%	11 11%	11 5%
(Don't know)	10 3%	- -%	* 1%	4 18%	- -%	- -%	- -%	- -%	1 2%	4 10%	9 3%	1 6%	- -%	* 5%	- -%	10 4%

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

Table 123 (continuation)
 <Q14A2> Why would you be unlikely to consider taking any action if the overall price of your BILL were to increase by 10% including line rental and calls.
 by Crossbreak
 Base: All likely to take no action

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE					
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo-biles (d)	Fixed broadband (e)	Mo-bile (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo-bile (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)		
Unweighted row	302	258	22	22	-	-	44	298	180	114	216	255	61	54	33	76	27	55	24	24	85	47	292	42	32	24	29	2	
Total	338	329	6	4	-	-	10	336	199	109	249	259	51	22	7	28	4	40	16	36	89	80	334	13	7	15	21	4	
10% not a large amount/is a small amount	101	97	3	1	-	-	4	100	62	28	73	96	17	9	3	11	1	16	5	1	28	5	98	4	3	2	10	4	
	30%	29%	49%	35%	-%	-%	44%	30%	31%	25%	29%	37%	33%	39%	38%	39%	30%	39%	33%	4%	32%	6%	29%	31%	38%	10%	47%	100%	
Too much hassle to switch	79	77	1	1	-	-	2	79	53	38	68	63	10	6	1	7	1	8	10	5	11	16	79	2	1	2	6	*	
	23%	23%	12%	35%	-%	-%	20%	23%	27%	35%	27%	24%	19%	28%	21%	26%	32%	19%	61%	14%	13%	20%	24%	16%	21%	12%	27%	7%	
Alternatives would not meet my needs	76	74	1	*	-	-	2	75	39	24	56	42	11	2	1	3	*	6	1	12	19	34	75	2	1	*	5	-	
	22%	23%	25%	4%	-%	-%	17%	22%	20%	22%	22%	16%	21%	10%	9%	9%	3%	14%	6%	34%	21%	43%	22%	15%	9%	*%	26%	-%	
Good relationship with current supplier	39	39	-	*	-	-	*	39	16	21	31	21	5	1	*	1	*	6	1	5	8	18	39	1	*	1	5	*	
	12%	12%	-%	3%	-%	-%	1%	12%	8%	19%	13%	8%	9%	3%	1%	2%	2%	15%	5%	14%	9%	23%	12%	4%	1%	8%	22%	7%	
Current supplier provides reliable call / line / connection quality	31	31	*	*	-	-	*	31	20	12	25	26	9	1	*	1	1	6	*	-	6	5	31	1	*	6	*	-	
	9%	9%	1%	7%	-%	-%	3%	9%	10%	11%	10%	10%	18%	4%	5%	4%	14%	14%	3%	-%	7%	6%	9%	5%	5%	38%	*%	-%	
Don't use that much	29	28	1	-	-	-	1	29	5	17b	19	22	-	1	-	1	-	*	*	5	10	7	29	1	-	-	*	-	
	9%	9%	19%	-%	-%	-%	12%	9%	3%	16%	8%	8%	-%	5%	-%	4%	-%	1%	3%	15%	12%	9%	9%	9%	-%	-%	2%	-%	
No time to research alternatives	22	22	-	-	-	-	-	22	20	12	22	18	-	-	-	-	*	-	4	-	-	4	22	-	-	-	-	-	
	7%	7%	-%	-%	-%	-%	-%	7%	10%	11%	9%	7%	-%	-%	-%	-%	3%	-%	26%	-%	-%	5%	7%	-%	-%	-%	-%	-%	
We need to keep fixed line access / Customer preference	19	19	*	-	-	-	*	19	9	6	14	17	7	*	*	*	*	1	*	-	5	2	19	*	*	*	*	-	
	6%	6%	1%	-%	-%	-%	1%	6%	4%	6%	6%	7%	13%	1%	*%	1%	1%	1%	*%	-%	6%	2%	6%	1%	1%	2%	2%	1%	-%
Not that important	18	18	-	-	-	-	-	18	13	8	17	17	*	-	*	*	-	-	-	1	1	1	18	-	*	-	-	-	
	5%	5%	-%	-%	-%	-%	-%	5%	6%	7%	7%	7%	1%	-%	2%	*%	-%	-%	-%	3%	1%	1%	5%	-%	2%	-%	-%	-%	
Don't trust alternatives	17	16	1	*	-	-	1	16	6	5	11	5	*	2	*	2	*	1	*	5	5	11	16	1	*	*	1	*	
	5%	5%	18%	2%	-%	-%	12%	5%	3%	5%	4%	2%	*%	7%	1%	5%	1%	3%	2%	13%	6%	14%	5%	11%	1%	*%	5%	7%	

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

Table 123 (continuation)
 <Q14A2> Why would you be unlikely to consider taking any action if the overall price of your BILL were to increase by 10% including line rental and calls.
 by Crossbreak
 Base: All likely to take no action

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo (d)	Fixed broadband (e)	MoBILE broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	302	258	22	22	-	-	44	298	180	114	216	255	61	54	33	76	27	55	24	24	85	47	292	42	32	24	29	2
Total	338	329	6	4	-	-	10	336	199	109	249	259	51	22	7	28	4	40	16	36	89	80	334	13	7	15	21	4
Current supplier provides good customer service	7 2%	7 2%	* 1%	- -	- -	- -	* 1%	7 2%	2 1%	7 6%	7 3%	2 1%	* *	* 2%	* 1%	* 1%	* 3%	1 3%	* *	- -	- -	5 6%	7 2%	* 3%	* 1%	1 8%	- -	- -
Alternatives are too expensive	7 2%	6 2%	* 3%	1 14%	- -	- -	1 7%	6 2%	3 1%	2 2%	3 1%	7 3%	1 1%	1 3%	2 25%	2 8%	* 10%	* 1%	2 15%	- -	4 4%	- -	6 2%	1 4%	2 26%	* 3%	- -	- -
Loyal customer / been with them many years	6 2%	6 2%	- -	- -	- -	- -	- -	6 2%	5 3%	* *	5 2%	5 2%	4 8%	- -	- -	- -	- -	- -	- -	1 3%	1 1%	1 1%	6 2%	- -	- -	- -	- -	- -
Have landline as part of bundled package and don't want to switch other services (internet, Pay TV etc)	4 1%	4 1%	- -	- -	- -	- -	- -	4 1%	- -	4 4%	4 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 5%	4 1%	- -	- -	- -	- -	- -
It would still work out cheaper than to switch	4 1%	4 1%	- -	- -	- -	- -	- -	4 1%	4 2%	- -	4 2%	4 2%	4 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 1%	- -	- -	- -	- -	- -
Not much difference between suppliers	4 1%	3 1%	- -	* 3%	- -	- -	* 1%	4 1%	1 *	1 1%	1 *	1 *	* *	* 1%	* 2%	* 1%	* 1%	- -	- -	2 7%	2 3%	3 3%	4 1%	* 1%	* 2%	- -	- -	- -
Locked into long term contract	3 1%	3 1%	* 2%	* 1%	- -	- -	* 2%	3 1%	* *	* *	* *	1 *	- -	* 2%	* 1%	* 2%	* 2%	* *	- -	3 7%	3 4%	3 3%	3 1%	* 4%	* 1%	* 1%	* *	- -
Wouldn't have a choice / would have to go with it / no option available	* *	* *	- -	- -	- -	- -	- -	* *	* *	* *	* *	* *	* *	* 1%	* 1%	* 1%	* 2%	* *	* 1%	- -	- -	- -	* *	* 1%	- -	* 1%	- -	- -
Other WRITE IN	22 7%	22 7%	* 3%	* 3%	- -	- -	* 3%	22 7%	17 9%	5 5%	18 7%	21 8%	* *	* 2%	* 2%	* 2%	1 8%	* 18%	7 5%	1 3%	5 5%	1 2%	22 7%	* 3%	* 2%	4 29%	3 13%	- -

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

Table 123 (continuation)

<Q14A2> Why would you be unlikely to consider taking any action if the overall price of your BILL were to increase by 10% including line rental and calls.

by Crossbreak

Base: All likely to take no action

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard line dline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard lan dline (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mo biles (d)	Fixed broadband (e)	Mo bile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Pr ivate circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard lan dline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same pro vider (a)	A diff erent pro vider (b)	Both (c)	
Unweighted row	302	258	22	22	-	-	44	298	180	114	216	255	61	54	33	76	27	55	24	24	85	47	292	42	32	24	29	2
Total	338	329	6	4	-	-	10	336	199	109	249	259	51	22	7	28	4	40	16	36	89	80	334	13	7	15	21	4
(Don't know)	10	9	1	*	-	-	1	10	6	1	6	6	1	5	*	5	*	1	1	*	4	4	10	5	*	1	*	-
	3%	3%	16%	1%	-%	-%	10%	3%	3%	1%	2%	2%	2%	22%	*%	17%	1%	2%	6%	1%	5%	5%	3%	37%	1%	6%	*%	-%

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Table 123 (continuation)
 <Q14A2> Why would you be unlikely to consider taking any action if the overall price of your BILL were to increase by 10% including line rental and calls.
 by Crossbreak
 Base: All likely to take no action

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	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 vider ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN Re + LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	302	7	24	18	4	138	17	145	32	5	161	261	26	15	134	94	74	3	52	-	192	10	6	3	-
Total	338	6	23	9	2	146	18	175	12	*	184	307	22	10	162	105	72	1	39	-	225	3	1	2	-
10% not a large amount/is a small amount	101 30%	1 18%	7 32%	6 65%	1 56%	50 34%	7 36%	45 26%	3 24%	*	67 37%	96 31%	5 25%	- %	44 27%	31 30%	26 36%	1 100%	14 37%	- %	80 35%	1 35%	*	-	-
Too much hassle to switch	79 23%	5 72%	2 8%	1 9%	* 25%	38 26%	5 26%	36 21%	2 19%	*	43 24%	76 25%	1 4%	3 26%	50 31%	15 14%	15 20%	* 20%	7 19%	- %	48 21%	1 23%	1 77%	* 30%	-
Alternatives would not meet my needs	76 22%	* 1%	4 18%	1 15%	- %	32 22%	* 1%	43 25%	1 7%	- %	34 18%	60 19%	9 42%	7 71%	24 15%	37a 35%	14 20%	- %	6 14%	- %	57 26%	* 10%	-	-	-
Good relationship with current supplier	39 12%	5 72%	2 7%	- %	- %	19 13%	- %	19 11%	* 2%	- %	10 6%	38 12%	1 5%	* %	29 18%	9 8%	1 2%	* 20%	6 15%	- %	15 7%	- %	-	-	-
Current supplier provides reliable call / line / connection quality	31 9%	* 2%	6 25%	- %	- %	9 6%	- %	22 13%	1 5%	*	18 10%	28 9%	1 6%	1 15%	6 4%	9 8%	16 23%	- %	6 15%	- %	17 8%	- %	-	-	-
Don't use that much	29 9%	- %	- %	* 5%	- %	10 7%	5 28%	14 8%	* 4%	- %	15 8%	27 9%	2 10%	* 4%	17 11%	7 7%	4 6%	- %	* 1%	- %	17 7%	* 15%	-	-	-
No time to research alternatives	22 7%	- %	- %	- %	- %	17c 11%	4 24%	1 1%	- %	- %	13 7%	22 7%	- %	* 4%	11 7%	5 5%	6 8%	- %	- %	- %	13 6%	* 13%	* 14%	-	-
We need to keep fixed line access / Customer preference	19 6%	- %	* 1%	- %	* 18%	10 7%	- %	9 5%	- %	- %	15 8%	17 6%	2 7%	* 5%	10 6%	9 8%	* 1%	- %	1 2%	- %	16 7%	1 37%	-	* 2%	-
Not that important	18 5%	- %	- %	- %	- %	9 6%	* 1%	9 5%	* 1%	- %	13 7%	18 6%	- %	- %	6 4%	12 12%	- %	- %	- %	- %	16 7%	- %	-	-	-

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 <Q14A2> Why would you be unlikely to consider taking any action if the overall price of your BILL were to increase by 10% including line rental and calls.
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Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ertal calls (a)	Other pro vider calls (b)	Other pro vider calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel to MFL (e)	
Unweighted row	302	7	24	18	4	138	17	145	32	5	161	261	26	15	134	94	74	3	52	-	192	10	6	3	-
Total	338	6	23	9	2	146	18	175	12	*	184	307	22	10	162	105	72	1	39	-	225	3	1	2	-
Don't trust alternatives	17 5%	- -%	1 6%	* *%	- -%	8 5%	* *%	9 5%	- -%	- -%	3 2%	16 5%	1 5%	- -%	4 3%	12 11%	1 1%	* 20%	1 3%	- -%	12 5%	- -%	- -%	- -%	- -%
Current supplier provides good customer service	7 2%	- -%	1 6%	- -%	- -%	* *%	- -%	7 4%	* 3%	* 16%	1 *%	7 2%	- -%	- -%	* *%	6 6%	* 1%	- -%	1 3%	- -%	2 1%	- -%	- -%	- -%	- -%
Alternatives are too expensive	7 2%	* 7%	- -%	- -%	- -%	2 1%	3 14%	2 1%	2 14%	- -%	5 3%	6 2%	* 1%	- -%	4 2%	3 3%	* *%	- -%	* 1%	- -%	2 1%	- -%	- -%	- -%	- -%
Loyal customer / been with them many years	6 2%	- -%	- -%	- -%	- -%	5 4%	- -%	1 1%	- -%	- -%	4 2%	5 2%	1 5%	- -%	1 1%	- -%	5 7%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%
Have landline as part of bundled package and don't want to switch other services (internet, Pay TV etc)	4 1%	- -%	- -%	- -%	- -%	4 3%	- -%	- -%	- -%	- -%	- -%	4 1%	- -%	- -%	4 2%	- -%	- -%	- -%	- -%	- -%	4 2%	- -%	- -%	- -%	- -%
It would still work out cheaper than to switch	4 1%	- -%	- -%	- -%	- -%	- -%	- -%	4 2%	- -%	- -%	4 2%	4 1%	- -%	- -%	- -%	- -%	4 5%	- -%	- -%	- -%	4 2%	- -%	- -%	- -%	- -%
Not much difference between suppliers	4 1%	- -%	- -%	- -%	- -%	1 1%	- -%	3 2%	* 1%	* 16%	1 *%	4 1%	- -%	- -%	3 2%	* *%	- -%	- -%	- -%	- -%	3 1%	1 18%	- -%	- -%	- -%
Locked into long term contract	3 1%	- -%	* *%	* 1%	- -%	3 2%	- -%	1 *%	* 1%	* 26%	* *%	1 *%	2 10%	* 4%	* *%	2 2%	1 1%	- -%	* *%	- -%	3 1%	- -%	- -%	- -%	- -%

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	Int ernal /inter- -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan + ISDN Re (a)	Std lan + ISDN LL/ PC Re (a)	Std lan + BB (c)	No ducts (a)	1 pr (b)	2 pro ducts (c)	No ducts (a)	1 pr (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	302	7	24	18	4	138	17	145	32	5	161	261	26	15	134	94	74	3	52	-	192	10	6	3	-
Total	338	6	23	9	2	146	18	175	12	*	184	307	22	10	162	105	72	1	39	-	225	3	1	2	-
Wouldn't have a choice / would have to go with it / no option available	*	-	-	*	-	*	-	*	-	-	*	*	-	*	*	-	-	*	-	*	-	*	-	*	-
	3%	-%	-%	1%	-%	3%	-%	3%	-%	-%	3%	3%	-%	3%	3%	-%	-%	3%	-%	3%	-%	11%	-%	-%	-%
Other WRITE IN	22	-	7	*	-	5	*	17	*	*	20	20	3	-	9	*	13	-	7	-	6	*	-	1	-
	7%	-%	30%	2%	-%	4%	1%	10%	3%	33%	11%	6%	11%	-%	6%	3%	18%	-%	18%	-%	3%	2%	-%	68%	-%
(Don't know)	10	-	-	1	-	2	*	8	5	*	5	10	-	-	4	5	1	-	1	-	8	-	*	-	-
	3%	-%	-%	11%	-%	1%	1%	5%	41%	9%	2%	3%	-%	-%	3%	5%	1%	-%	2%	-%	4%	-%	4%	-%	-%

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Table 123 (continuation)

<Q14A2> Why would you be unlikely to consider taking any action if the overall price of your BILL were to increase by 10% including line rental and calls.
by Crossbreak

Base: All likely to take no action

Total	SNNIP CALLS & RENTAL LIKELY TO					
	Not Ch calls ange to mo (a) (b)	Some calls to mo VoIP (c)	Some calls to text/ (d)	Some calls to on line (e)	Ca ncel MFL (e)	
Unweighted row	302	201	8	5	4	3
Total	338	248	4	2	2	2
10% not a large amount/is a small amount	101 30%	80 32%	1 25%	* 3%	* 4%	* 5%
Too much hassle to switch	79 23%	55 22%	2 57%	2 96%	2 94%	2 90%
Alternatives would not meet my needs	76 22%	60 24%	* 7%	- -%	* 14%	- -%
Good relationship with current supplier	39 12%	27 11%	- -%	- -%	- -%	- -%
Current supplier provides reliable call / line / connection quality	31 9%	17 7%	- -%	- -%	- -%	- -%
Don't use that much	29 9%	22 9%	* 11%	- -%	- -%	- -%
No time to research alternatives	22 7%	13 5%	* 9%	* 5%	- -%	- -%
We need to keep fixed line access / Customer preference	19 6%	15 6%	1 17%	- -%	* 2%	- -%
Not that important	18 5%	18 7%	- -%	- -%	- -%	- -%
Don't trust alternatives	17 5%	12 5%	- -%	- -%	- -%	- -%

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Table 123 (continuation)

<Q14A2> Why would you be unlikely to consider taking any action if the overall price of your BILL were to increase by 10% including line rental and calls.

by Crossbreak

Base: All likely to take no action

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch calls ange to mo (a) (b)	Some calls VoIP (c)	Some calls to (d)	Some calls to (d)	Ca ncel MFL (e)	
Unweighted row	302	201	8	5	4	3
Total	338	248	4	2	2	2
Current supplier provides good customer service	7 2%	1 1%	- -%	- -%	- -%	- -%
Alternatives are too expensive	7 2%	4 1%	- -%	- -%	- -%	- -%
Loyal customer / been with them many years	6 2%	1 *%	- -%	- -%	- -%	- -%
Have landline as part of bundled package and don't want to switch other services (internet, Pay TV etc)	4 1%	4 2%	- -%	- -%	- -%	- -%
It would still work out cheaper than to switch	4 1%	4 2%	- -%	- -%	- -%	- -%
Not much difference between suppliers	4 1%	3 1%	* 11%	- -%	* 4%	- -%
Locked into long term contract	3 1%	1 *%	- -%	- -%	- -%	- -%
Wouldn't have a choice / would have to go with it / no option available	* *%	* *%	- -%	- -%	- -%	- -%
Other WRITE IN	22 7%	6 2%	- -%	- -%	- -%	- -%

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

Table 123 (continuation)

<Q14A2> Why would you be unlikely to consider taking any action if the overall price of your BILL were to increase by 10% including line rental and calls.

by Crossbreak

Base: All likely to take no action

Total	SNNIP CALLS & RENTAL LIKELY TO					
	Not Ch ange (a)	Some to bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	302	201	8	5	4	3
Total	338	248	4	2	2	2
(Don't know)	10 3%	8 3%	- -%	* 1%	- -%	* 5%

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

Table 124
 <Q14B>By what percentage would the price you pay for your CALLS have to increase from fixed lines or use alternative means of calling (e.g. VoIP or calls from mobiles)?
 by Crossbreak
 Base: All likely to take no action

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR											
	1 to (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (e)	1 to (a)	2 to 5 (b)	5+ (c)	Under £100k (a)	£100k to £500k (b)	£500k to £3m (c)	£3m to £10m (d)	£10m to £25m (e)	£25m+ (f)	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	325	48	142	68	58	57	263	47	13	108	80	57	24	7	9	12	30	34	37	43	16	85	45	23	
Total	360	116	297	34	25	4	334	24	2	191	91	36	5	*	1	8	28	49	43	50	12	114	31	24	
11% - 15%	22 6%	13 11%	19 7%	1 2%	1 5%	1c 13%	20 6%	1 3%	1 47%	7 4%	8 9%	* 1%	* 4%	- -	* 3%	* *	5 18%	* 1%	* 1%	* 1%	3 27%	4 4%	9 28%	- -	
16% - 20%	86 24%	31 27%	74 25%	8 22%	4 18%	1 16%	84 25%	1 5%	* 12%	52 27%	18 19%	8 22%	1 12%	* 25%	* 5%	* 4%	4 14%	9 18%	3 8%	18 37%	1 11%	37 32%	8 25%	6 23%	
21% - 25%	40 11%	3 3%	31 10%	4 11%	5A 21%	* 8%	39 12%	1 4%	- -	12 6%	17 19%	7 20%	2 39%	* 9%	1 61%	1 13%	3 10%	9 18%	5 11%	6 13%	- -	10 9%	* 2%	5 22%	
26% - 30%	20 5%	2 1%	12 4%	6AB 18%	1 4%	*A 11%	13 4%	6 26%	* 3%	9 5%	4 5%	6 16%	* 1%	* 22%	* 5%	* 5%	1 3%	3 5%	5 12%	5 9%	1 5%	3 3%	2 5%	* 1%	
31% - 35%	* *	- -	- -	- -	- -	*ABcd 3%	* *	- -	- -	- -	- -	* *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* *	- -	
36% - 40%	6 2%	- -	5 2%	* *	1a 4%	*a 1%	6 2%	* *	- -	- -	2 2%	4 10%	- -	- -	* 3%	- -	1 4%	- -	3 6%	2 4%	- -	- -	- -	- -	
41% - 45%	5 1%	5 4%	5 2%	- -	- -	- -	5 1%	- -	- -	5 3%	- -	- -	- -	- -	- -	- -	- -	- -	5 11%	- -	- -	- -	- -	- -	
46% - 50%	39 11%	13 11%	31 10%	4 12%	4 14%	1 13%	37 11%	2 9%	* 8%	20 11%	11 12%	3 7%	* 4%	* 13%	- -	- -	8 30%	* *	10 23%	- -	* 3%	14 12%	6 18%	1 3%	
51% - 60%	1 *	- -	- -	- -	1aB 5%	- -	* *	1 5%	- -	* *	- -	1 3%	- -	- -	- -	- -	* *	- -	- -	- -	- -	- -	- -	- -	1 5%
61% - 70%	* *	- -	- -	- -	* 1%	- -	* *	- -	- -	- -	- -	- -	- -	- -	* 11%	- -	- -	- -	- -	- -	- -	- -	* *	- -	
71% - 80%	6 2%	6 5%	6 2%	* *	- -	- -	6 2%	- -	- -	6 3%	* *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	6 6%	- -	
81% - 90%	* *	- -	- -	- -	* *	- -	- -	* *	- -	- -	* *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* *	
91% - 100%	13 4%	5 4%	10 3%	2 6%	1 3%	* 2%	12 4%	* 1%	- -	10 5%	3 3%	- -	* 4%	- -	- -	5 60%	* *	* 1%	- -	2 3%	- -	5 4%	* 1%	* 2%	

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

Table 124 (continuation)
 <Q14B>By what percentage would the price you pay for your CALLS have to increase from fixed lines or use alternative means of calling (e.g. VoIP or calls from mobiles)?
 by Crossbreak
 Base: All likely to take no action

	Total	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR									
		1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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	325	48	142	68	58	57	263	47	13	108	80	57	24	7	9	12	30	34	37	43	16	85	45	23
Total	360	116	297	34	25	4	334	24	2	191	91	36	5	*	1	8	28	49	43	50	12	114	31	24
More than 100%	4 1%	- -%	1 *%	1 3%	1aB 6%	*Ab 3%	3 1%	1 3%	- -%	- -%	2 2%	1 2%	1 16%	- -%	- -%	- -%	1 4%	- -%	- -%	1 1%	- -%	2 2%	- -%	- -%
(Don't know)	53 15%	8 7%	44 15%	5 15%	2 9%	1 17%	47 14%	5 20%	1 25%	29 15%	13 14%	3 8%	* 5%	* 9%	* 8%	1 14%	* 1%	9 18%	9 20%	9 19%	1 9%	13 12%	3 10%	6 26%
(Refused)	65 18%	30 26%	59 20%	3 10%	2 9%	1 14%	60 18%	6 23%	* 5%	41 21%	12 14%	4 10%	1 14%	* 23%	* 3%	* 5%	4 14%	19 38%	3 7%	6 13%	6 46%	20 17%	3 10%	4 17%
500	(500.0)	1 *%	- -%	1 *%	- -%	- -%	*Abcd 3%	1 *%	- -%	- -%	1 1%	- -%	* 2%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%
200	(200.0)	2 1%	- -%	- -%	1B 3%	1aB 6%	2 1%	1 3%	- -%	- -%	1 1%	1 2%	1 14%	- -%	- -%	- -%	1 4%	- -%	- -%	1 1%	- -%	1 1%	- -%	- -%
100	(100.0)	13 4%	5 4%	10 3%	2 6%	1 3%	* 2%	12 4%	* 1%	- -%	10 5%	3 3%	- -%	* 4%	- -%	5 60%	* *%	* 1%	- -%	2 3%	- -%	5 4%	* 1%	* 2%
90	(90.0)	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%
80	(80.0)	2 1%	2 2%	2 1%	* *%	- -%	- -%	2 1%	- -%	2 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%	- -%	- -%
75	(75.0)	4 1%	4 4%	4 1%	- -%	- -%	- -%	4 1%	- -%	4 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 4%	- -%	- -%
70	(70.0)	* *%	- -%	- -%	- -%	* 1%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%
60	(60.0)	1 *%	- -%	- -%	- -%	1aB 5%	- -%	* *%	1 5%	- -%	* *%	- -%	1 3%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%
50	(50.0)	39 11%	13 11%	31 10%	4 12%	4 14%	1 13%	37 11%	2 9%	* 8%	20 11%	11 12%	3 7%	* 4%	* 13%	- -%	- -%	8 30%	* *%	10 23%	- -%	* 3%	14 12%	6 18%
45	(45.0)	5 1%	5 4%	5 2%	- -%	- -%	5 1%	- -%	- -%	5 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 11%	- -%	- -%	- -%	- -%	- -%

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

Table 124 (continuation)
 <Q14B>By what percentage would the price you pay for your CALLS have to increase from fixed lines or use alternative means of calling (e.g. VoIP or calls from mobiles)?
 by Crossbreak
 Base: All likely to take no action

	Total	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
		1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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	325	48	142	68	58	57	263	47	13	108	80	57	24	7	9	12	30	34	37	43	16	85	45	23	
Total	360	116	297	34	25	4	334	24	2	191	91	36	5	*	1	8	28	49	43	50	12	114	31	24	
40	(40.0)	6 2%	- -%	5 2%	* *%	1a 4%	*a 1%	6 2%	* *%	- -%	- -%	2 2%	4 10%	- -%	- -%	3%	- -%	1 4%	- -%	3 6%	2 4%	- -%	- -%	- -%	- -%
32	(32.0)	* *%	- -%	- -%	- -%	- -%	*ABcd 3%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%
30	(30.0)	20 5%	2 1%	12 4%	6AB 18%	1 4%	*A 11%	13 4%	6 26%	* 3%	9 5%	4 5%	6 16%	* 1%	* 22%	* 5%	* 5%	1 3%	3 5%	5 12%	5 9%	1 5%	3 3%	2 5%	* 1%
25	(25.0)	40 11%	3 3%	31 10%	4 11%	5A 21%	* 8%	39 12%	1 4%	- -%	12 6%	17 19%	7 20%	2 39%	* 9%	1 61%	1 13%	3 10%	9 18%	5 11%	6 13%	- -%	10 9%	* 2%	5 22%
20	(20.0)	86 24%	31 27%	74 25%	8 22%	4 18%	1 16%	84 25%	1 5%	* 12%	52 27%	18 19%	8 22%	1 12%	* 25%	* 5%	* 4%	4 14%	9 18%	3 8%	18 37%	1 11%	37 32%	8 25%	6 23%
15	(15.0)	14 4%	5 4%	12 4%	1 2%	1 5%	* 10%	12 4%	1 3%	1 47%	3 1%	8 9%	* 1%	* 4%	- -%	* 3%	* *%	5 18%	* 1%	* 1%	* 1%	3 27%	* *%	5 15%	- -%
12	(12.0)	4 1%	4 3%	4 1%	- -%	- -%	- -%	4 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 3%	- -%	- -%
Medians	25.00	20.00	25.00	30.00	25.00	25.00	25.00	30.00	15.00	25.00	25.00	25.00	25.00	30.00	25.00	100.0	25.00	25.00	40.00	20.00	15.00	20.00	20.00	25.00	
Mean score	37.5	36.6	35.7	42.0	46.7	50.1	37.2	44.8	20.4	37.0	41.3	34.4	71.3a	29.4	31.0	80.1	42.1	25.0	37.3	31.1	20.0	43.2	29.5	29.9	
																Cdh			cf						

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

Table 124 (continuation)
 <Q14B>By what percentage would the price you pay for your CALLS have to increase from fixed lines or use alternative means of calling (e.g. VoIP or calls from mobiles)?
 by Crossbreak
 Base: All likely to take no action

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo E rks/Hu mber (c)	Mid (d)	W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: Wales (k)	Sco tland (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)
Unweighted row	325	10	23	11	12	13	41	20	29	14	173	45	50	57	49	276
Total	360	8	32	26	30	34	44	37	67	34	314	13	25	8	108	252
11% - 15%	22 6%	* 5%	2 8%	4 15%	* %	- %	* 1%	4 11%	1 2%	8 22%	20 6%	1 8%	* 1%	1 8%	10 9%	12 5%
16% - 20%	86 24%	4 47%	3 11%	5 20%	- %	22 64%	11 26%	9 23%	12 18%	9 26%	75 24%	3 20%	5 21%	3 36%	20 19%	66 26%
21% - 25%	40 11%	- %	3 11%	4 15%	6 20%	4 12%	3 7%	3 7%	11 16%	1 4%	35 11%	2 12%	3 10%	1 6%	5 5%	35 14%
26% - 30%	20 5%	3 39%	* 1%	- %	- %	- %	3 7%	3 8%	6 9%	- %	16 5%	2 13%	1 5%	1 7%	2 2%	17 7%
31% - 35%	* %	- %	- %	- %	- %	- %	- %	- %	* %	- %	* %	- %	- %	- %	- %	* %
36% - 40%	6 2%	- %	2 8%	- %	1 3%	- %	2 5%	- %	- %	- %	6 2%	* %	- %	* 1%	- %	6 2%
41% - 45%	5 1%	- %	- %	- %	5 16%	- %	- %	- %	- %	- %	5 2%	- %	- %	- %	5 5%	- %
46% - 50%	39 11%	* 4%	10 31%	1 3%	6 20%	5 16%	5 13%	1 3%	6 9%	* %	35 11%	1 11%	2 7%	1 6%	14 13%	25 10%
51% - 60%	1 *	- %	- %	- %	- %	1 4%	- %	- %	- %	- %	1 *	- %	- %	* 1%	- %	1 1%
61% - 70%	* %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	*J 1%	- %	- %	- %	* %
71% - 80%	6 2%	- %	- %	- %	- %	- %	2 5%	4 11%	- %	- %	6 2%	- %	- %	* 1%	- %	6 3%
81% - 90%	* %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	*J 1%	- %	* %
91% - 100%	13 4%	- %	3 9%	- %	- %	- %	2 6%	- %	6 9%	- %	12 4%	1 4%	* 1%	* 1%	5 4%	8 3%
More than 100%	4 1%	- %	- %	1 3%	- %	- %	- %	1 3%	* %	1 2%	3 1%	- %	1 4%	- %	- %	4 1%

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

Table 124 (continuation)
 <Q14B>By what percentage would the price you pay for your CALLS have to increase from fixed lines or use alternative means of calling (e.g. VoIP or calls from mobiles)?
 by Crossbreak
 Base: All likely to take no action

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo E rks/Hu mber (c)	Mid (d)	W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based where (a)
Unweighted row	325	10	23	11	12	13	41	20	29	14	173	45	50	57	49	276
Total	360	8	32	26	30	34	44	37	67	34	314	13	25	8	108	252
(Don't know)	53 15%	- -	4 12%	8 30%	2 6%	2 4%	3 7%	* *	18 27%	8 24%	45 14%	2 14%	4 17%	1 15%	18 17%	35 14%
(Refused)	65 18%	* 5%	3 9%	4 15%	10 34%	- -	10 24%	13 34%	6 8%	8 22%	54 17%	2 17%	8 33%	1 16%	29 26%	37 15%
500 (500.0)	1 *%	- -	- -	- -	- -	- -	- -	- -	* *%	- -	* *%	- -	1 4%	- -	- -	1 *%
200 (200.0)	2 1%	- -	- -	1 3%	- -	- -	- -	1 3%	- -	1 2%	2 1%	- -	- -	- -	- -	2 1%
100 (100.0)	13 4%	- -	3 9%	- -	- -	- -	2 6%	- -	6 9%	- -	12 4%	1 4%	* 1%	* 1%	5 4%	8 3%
90 (90.0)	* *%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	*J 1%	- -	* *%
80 (80.0)	2 1%	- -	- -	- -	- -	- -	2 5%	- -	- -	- -	2 1%	- -	- -	* 1%	- -	2 1%
75 (75.0)	4 1%	- -	- -	- -	- -	- -	4 11%	- -	- -	- -	4 1%	- -	- -	- -	- -	4 2%
70 (70.0)	* *%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	*J 1%	- -	- -	- -	* *%
60 (60.0)	1 *%	- -	- -	- -	1 4%	- -	- -	- -	- -	- -	1 *%	- -	- -	* 1%	- -	1 1%
50 (50.0)	39 11%	* 4%	10 31%	1 3%	6 20%	5 16%	5 13%	1 3%	6 9%	* *%	35 11%	1 11%	2 7%	1 6%	14 13%	25 10%
45 (45.0)	5 1%	- -	- -	- -	5 16%	- -	- -	- -	- -	- -	5 2%	- -	- -	- -	5 5%	- -
40 (40.0)	6 2%	- -	2 8%	- -	1 3%	- -	2 5%	- -	- -	- -	6 2%	* *%	- -	* 1%	- -	6 2%
32 (32.0)	* *%	- -	- -	- -	- -	- -	- -	- -	* *%	- -	* *%	- -	- -	- -	- -	* *%

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Table 124 (continuation)

<Q14B>By what percentage would the price you pay for your CALLS have to increase from fixed lines or use alternative means of calling (e.g. VoIP or calls from mobiles)?
by Crossbreak

Base: All likely to take no action

	Total	LOCATION													OFFICE LOCATION		
		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)
Unweighted row	325	10	23	11	12	13	41	20	29	14	173	45	50	57	49	276	
Total	360	8	32	26	30	34	44	37	67	34	314	13	25	8	108	252	
30	(30.0)	20 5%	3 39%	* 1%	- -%	- -%	- -%	3 7%	3 8%	6 9%	- -%	16 5%	2 13%	1 5%	1 7%	2 2%	17 7%
25	(25.0)	40 11%	- -%	3 11%	4 15%	6 20%	4 12%	3 7%	3 7%	11 16%	1 4%	35 11%	2 12%	3 10%	1 6%	5 5%	35 14%
20	(20.0)	86 24%	4 47%	3 11%	5 20%	- -%	22 64%	11 26%	9 23%	12 18%	9 26%	75 24%	3 20%	5 21%	3 36%	20 19%	66 26%
15	(15.0)	14 4%	* 5%	2 8%	- -%	* *%	- -%	* 1%	4 11%	1 2%	4 11%	12 4%	1 8%	* 1%	1 8%	2 2%	12 5%
12	(12.0)	4 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 11%	4 1%	- -%	- -%	- -%	4 3%	- -%
Medians	25.00	20.00	50.00	25.00	45.00	20.00	30.00	20.00	25.00	20.00	25.00	25.00	25.00	20.00	25.00	25.00	
Mean score	37.5	25.1	43.5	36.0	39.5	27.1	39.3	39.0	39.8	25.0	36.1	32.6	69.1	28.1	35.9	38.0	

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

Table 124 (continuation)

<Q14B>By what percentage would the price you pay for your CALLS have to increase from fixed lines or use alternative means of calling (e.g. VoIP or calls from mobiles)?

by Crossbreak

Base: All likely to take no action

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET Mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)		
Unweighted row	325	282	23	20	-	-	43	321	191	122	231	277	65	58	32	78	28	59	24	25	93	48	315	45	31	25	31	2	
Total	360	350	6	4	-	-	10	358	207	110	260	277	53	22	7	28	4	38	13	39	99	83	356	13	7	11	22	4	
11% - 15%	22 6%	22 6%	* 1%	* 8%	- -%	- -%	* 4%	22 6%	13 6%	8 7%	17 7%	22 8%	1 2%	7 31%	* 5%	7 25%	* 8%	5 13%	* 3%	- -%	5 5%	- -%	22 6%	4 32%	* 5%	* %	1 5%	4 93%	
16% - 20%	86 24%	86 24%	* 7%	* 7%	- -%	- -%	1 7%	86 24%	44 21%	29 26%	55 21%	55 20%	14 27%	1 6%	* 6%	2 6%	1 31%	11 30%	6 48%	14 37%	32 32%	31 38%	86 24%	1 8%	* 4%	8 68%	4 16%	- -%	
21% - 25%	40 11%	37 11%	2 39%	1 23%	- -%	- -%	3 33%	38 11%	25 12%	11 10%	30 11%	33 12%	7 13%	2 11%	2 27%	4 15%	1 18%	12 32%	- -%	1 3%	9 9%	7 8%	38 11%	2 18%	2 27%	* 4%	12 52%	- -%	
26% - 30%	20 5%	19 5%	* 3%	* 6%	- -%	- -%	* 4%	19 5%	16 8%	3 3%	16 6%	20 7%	3 6%	1 3%	* 4%	1 3%	* 5%	3 7%	* 3%	- -%	3 3%	- -%	19 5%	1 4%	* 4%	1 5%	2 8%	* 7%	
31% - 35%	* %	* %	- -%	- -%	- -%	- -%	* %	- %	- -%	- -%	- -%	* %	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* %	- -%	* %	- -%	- -%	- -%	- -%	- -%	- -%
36% - 40%	6 2%	6 2%	* 1%	- -%	- -%	- -%	* %	6 2%	4 2%	6 5%	6 2%	6 2%	2 5%	* %	- -%	* %	- -%	- -%	- -%	- -%	* %	- -%	6 2%	* %	- -%	- -%	- -%	- -%	- -%
41% - 45%	5 1%	5 1%	- -%	- -%	- -%	- -%	- -%	5 1%	5 2%	5 4%	5 2%	5 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 1%	- -%	- -%	- -%	- -%	- -%	- -%
46% - 50%	39 11%	38 11%	1 15%	* 2%	- -%	- -%	1 10%	39 11%	26 13%	15 14%	30 12%	33 12%	10 20%	2 9%	* 2%	2 8%	* 3%	1 2%	5 37%	3 7%	9 9%	6 7%	38 11%	1 7%	* 2%	* 2%	1 3%	- -%	
51% - 60%	1 %	1 %	- -%	- -%	- -%	- -%	- -%	1 %	1 1%	1 1%	1 1%	1 %	- -%	- -%	1 18%	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	1 %	- -%	1 18%	- -%	- -%	- -%	- -%
61% - 70%	* %	* %	- -%	- -%	- -%	- -%	- -%	* %	- -%	- -%	- -%	* %	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* %	- -%	* %	- -%	- -%	- -%	- -%	- -%	- -%
71% - 80%	6 2%	6 2%	- -%	- -%	- -%	- -%	- -%	6 2%	4 2%	- -%	4 2%	4 2%	- -%	- -%	- -%	- -%	- -%	* %	- -%	2 6%	2 2%	2 3%	6 2%	- -%	- -%	- -%	* %	- -%	- -%
81% - 90%	* %	- -%	* 2%	- -%	- -%	- -%	* 1%	* %	* %	- -%	* %	* %	- -%	* %	- -%	* %	* %	* %	- -%	- -%	- -%	- -%	* %	* 1%	- -%	* 1%	- -%	- -%	
91% - 100%	13 4%	12 4%	* 2%	* 4%	- -%	- -%	* 3%	13 4%	3 2%	5 5%	8 3%	8 3%	3 5%	1 3%	* 2%	1 2%	* 3%	* 1%	* 1%	- -%	4 4%	5 6%	13 4%	* 3%	* 2%	- -%	* 1%	- -%	

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

Table 124 (continuation)
 <Q14B>By what percentage would the price you pay for your CALLS have to increase from fixed lines or use alternative means of calling (e.g. VoIP or calls from mobiles)?
 by Crossbreak
 Base: All likely to take no action

	Total	MAIN FIXED LINE TYPE						PRODUCTS USED										HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE					
		Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET Mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	325	282	23	20	-	-	43	321	191	122	231	277	65	58	32	78	28	59	24	25	93	48	315	45	31	25	31	2	
Total	360	350	6	4	-	-	10	358	207	110	260	277	53	22	7	28	4	38	13	39	99	83	356	13	7	11	22	4	
More than 100%	4	3	1	*	-	-	1	4	2	1	2	4	-	1	*	1	*	-	-	-	2	-	3	1	*	-	-	-	
(Don't know)	53	51	*	1	-	-	1	53	36	6	39	35	9	1	1	2	1	3	*	8	13	17	52	1	1	1	3	-	
(Refused)	65	64	*	1	-	-	1	65	27	20	45	51	2	6	1	7	*	2	1	11	20	15	65	1	1	2	*	-	
500	(500.0)	1	1	-	*	-	*	1	*	-	*	1	-	-	*	*	*	-	-	-	1	-	1	-	*	-	-	-	-
200	(200.0)	2	1	1	-	-	1	2	2	1	2	2	-	1	-	1	-	-	-	-	1	-	1	1	-	-	-	-	-
100	(100.0)	13	12	*	*	-	*	13	3	5	8	8	3	1	*	1	*	*	*	-	4	5	13	*	*	-	*	-	
90	(90.0)	*	-	*	-	-	*	*	*	-	*	*	-	*	*	*	*	-	-	-	-	-	*	*	-	*	-	-	-
80	(80.0)	2	2	-	-	-	-	2	*	-	*	*	-	-	-	-	-	*	-	2	2	2	2	-	-	-	*	-	
75	(75.0)	4	4	-	-	-	-	4	4	-	4	4	-	-	-	-	-	-	-	-	-	-	4	-	-	-	-	-	-
70	(70.0)	*	*	-	-	-	-	*	-	-	*	*	-	-	-	-	-	-	-	-	*	-	*	-	-	-	-	-	-
60	(60.0)	1	1	-	-	-	-	1	1	1	1	1	-	-	1	1	-	-	-	-	-	-	1	-	1	-	-	-	-
50	(50.0)	39	38	1	*	-	1	39	26	15	30	33	10	2	*	2	*	1	5	3	9	6	38	1	*	*	1	-	
45	(45.0)	5	5	-	-	-	-	5	5	5	5	5	-	-	-	-	-	-	-	-	-	-	5	-	-	-	-	-	-

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

Table 124 (continuation)
 <Q14B>By what percentage would the price you pay for your CALLS have to increase from fixed lines or use alternative means of calling (e.g. VoIP or calls from mobiles)?
 by Crossbreak
 Base: All likely to take no action

	Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
		Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET Mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)	
Unweighted row	325	282	23	20	-	-	43	321	191	122	231	277	65	58	32	78	28	59	24	25	93	48	315	45	31	25	31	2	
Total	360	350	6	4	-	-	10	358	207	110	260	277	53	22	7	28	4	38	13	39	99	83	356	13	7	11	22	4	
40	(40.0)	6 2%	6 2%	* 1%	- -	- -	* *	6 2%	4 2%	6 5%	6 2%	6 2%	2 5%	* *	- -	* *	- -	- -	- -	- -	* *	- -	6 2%	* *	- -	- -	- -	- -	- -
32	(32.0)	* *	* *	- -	- -	- -	- -	* *	- -	- -	- -	* *	- -	- -	- -	- -	- -	- -	- -	- -	* *	- -	* *	- -	- -	- -	- -	- -	- -
30	(30.0)	20 5%	19 5%	* 3%	* 6%	- -	* 4%	19 5%	16 8%	3 3%	16 6%	20 7%	3 6%	1 3%	* 4%	1 3%	* 5%	3 7%	* 3%	- -	3 3%	- -	19 5%	1 4%	* 4%	1 5%	2 8%	* 7%	
25	(25.0)	40 11%	37 11%	2 39%	1 23%	- -	3 33%	38 11%	25 12%	11 10%	30 11%	33 12%	7 13%	2 11%	2 27%	4 15%	1 18%	12 32%	- -	1 3%	9 9%	7 8%	38 11%	2 18%	2 27%	* 4%	12 52%	- -	
20	(20.0)	86 24%	86 24%	* 7%	* 7%	- -	1 7%	86 24%	44 21%	29 26%	55 21%	55 20%	14 27%	1 6%	* 6%	2 6%	1 31%	11 30%	6 48%	14 37%	32 32%	31 38%	86 24%	1 8%	* 4%	8 68%	4 16%	- -	
15	(15.0)	14 4%	14 4%	* 1%	* 8%	- -	* 4%	14 4%	9 4%	4 4%	10 4%	14 5%	1 2%	7 31%	* 5%	7 25%	* 8%	1 3%	* 3%	- -	5 5%	- -	14 4%	4 32%	* 5%	* *	1 5%	- -	
12	(12.0)	4 1%	4 1%	- -	- -	- -	- -	4 1%	4 2%	- -	4 1%	4 1%	- -	- -	- -	- -	- -	4 10%	- -	- -	- -	- -	4 1%	- -	- -	- -	- -	4 93%	
Medians	25.00	25.00	25.00	25.00	-	-	25.00	25.00	25.00	25.00	25.00	25.00	20.00	25.00	25.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	25.00	25.00	25.00	20.00	25.00	12.00	
Mean score	37.5	36.7	66.0	57.2	-	-	63.6	37.6	34.8	37.1	35.8	38.4	35.4	38.8	48.5	40.9	45.0	23.3	33.1	30.9	42.0	34.0	36.9	42.9	49.1	22.2	25.9	13.3	

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

Table 124 (continuation)

<Q14B>By what percentage would the price you pay for your CALLS have to increase from fixed lines or use alternative means of calling (e.g. VoIP or calls from mobiles)?

by Crossbreak

Base: All likely to take no action

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN Re ntal (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	325	9	22	22	3	152	17	153	34	5	175	280	27	18	149	94	82	4	54	-	215	15	11	7	2
Total	360	8	19	10	1	160	17	182	12	*	193	321	23	16	178	106	77	1	36	-	245	10	3	5	1
11% - 15%	22 6%	* 2%	4 20%	1 10%	* 8%	6 4%	4 24%	12 7%	4 36%	* 26%	14 7%	22 7%	* 1%	- -	17 10%	4 4%	1 1%	- -	5 14%	- -	9 4%	1 10%	1 40%	- -	- -
16% - 20%	86 24%	2 21%	8 44%	1 11%	* 31%	42 26%	7 39%	38 21%	* 1%	- -	37 19%	77 24%	4 17%	6 35%	35 20%	24 23%	27 35%	- -	11 31%	- -	53 22%	2 18%	* 12%	1 13%	* 4%
21% - 25%	40 11%	5 70%	1 7%	5 52%	- -	20 13%	5 32%	14 8%	2 20%	- -	15 8%	34 11%	3 14%	3 18%	20 11%	15 14%	5 7%	1 68%	11 31%	- -	18 8%	* 5%	- -	- -	- -
26% - 30%	20 5%	- -	1 5%	1 12%	1 61%	7 5%	- -	12 7%	* 2%	- -	16 8%	17 5%	1 5%	1 8%	6 4%	7 6%	7 9%	* 26%	2 7%	- -	14 6%	- -	* 13%	1 22%	- -
31% - 35%	* *%	- -	- -	- -	- -	- -	- -	* *%	- -	- -	- -	- -	* *%	- -	- -	* *%	- -	- -	- -	- -	- -	- -	- -	- -	- -
36% - 40%	6 2%	- -	- -	- -	- -	3 2%	- -	2 1%	* *%	- -	6 3%	3 1%	- -	2 15%	1 1%	2 2%	3 3%	- -	- -	- -	3 1%	- -	- -	2 50%	- -
41% - 45%	5 1%	- -	- -	- -	- -	5 3%	- -	- -	- -	- -	5 3%	5 2%	- -	- -	- -	5 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -
46% - 50%	39 11%	- -	1 4%	* 2%	- -	18 11%	* 2%	21 11%	* 1%	- -	24 12%	35 11%	2 11%	1 7%	22 12%	8 7%	9 12%	- -	1 2%	- -	37 15%	5 51%	- -	- -	- -
51% - 60%	1 *%	- -	- -	- -	- -	1 1%	* 1%	- -	1 10%	- -	1 1%	1 *%	- -	- -	1 1%	* *%	- -	- -	- -	- -	- -	- -	- -	- -	- -
61% - 70%	* *%	- -	- -	- -	- -	* *%	- -	- -	- -	- -	* *%	* *%	- -	- -	* *%	- -	- -	- -	- -	- -	* *%	- -	- -	- -	- -
71% - 80%	6 2%	- -	* 1%	- -	- -	4 3%	- -	2 1%	- -	- -	4 2%	6 2%	- -	- -	4 2%	2 2%	* *%	- -	* *%	- -	6 3%	- -	- -	- -	- -
81% - 90%	* *%	- -	- -	* 1%	- -	* *%	- -	- -	* 1%	* 26%	* *%	- -	- -	* 1%	- -	- -	* *%	- -	* *%	- -	* *%	- -	- -	- -	- -
91% - 100%	13 4%	- -	* *%	* 2%	- -	3 2%	* 1%	9 5%	1 5%	- -	5 3%	10 3%	2 10%	- -	8 4%	2 2%	3 3%	- -	* 1%	- -	13 5%	- -	* 5%	- -	- -

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

Table 124 (continuation)

<Q14B>By what percentage would the price you pay for your CALLS have to increase from fixed lines or use alternative means of calling (e.g. VoIP or calls from mobiles)?

by Crossbreak

Base: All likely to take no action

	Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
		Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN Re + ntal (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP to (c)	Some calls text/ on line (d)	Ca ncel MFL (e)
Unweighted row	325	9	22	22	3	152	17	153	34	5	175	280	27	18	149	94	82	4	54	-	215	15	11	7	2
Total	360	8	19	10	1	160	17	182	12	*	193	321	23	16	178	106	77	1	36	-	245	10	3	5	1
More than 100%	4 1%	- -%	- -%	- -%	- -%	1 1%	- -%	3 1%	- -%	- -%	3 1%	4 1%	- -%	- -%	3 2%	- -%	1 1%	- -%	- -%	- -%	4 1%	- -%	- -%	- -%	- -%
(Don't know)	53 15%	1 7%	3 14%	* 4%	- -%	11 7%	- -%	42a 23%	1 9%	* 16%	25 13%	51 16%	* 1%	1 7%	26 14%	16 16%	10 14%	* 6%	3 9%	- -%	31 13%	1 8%	1 30%	1 15%	1 96%
(Refused)	65 18%	* 1%	1 5%	1 7%	- -%	39 24%	* 2%	27 15%	2 14%	* 33%	39 20%	54 17%	10 42%	1 9%	34 19%	20 19%	12 15%	- -%	2 5%	- -%	56 23%	1 9%	- -%	- -%	- -%
500	(500.0)	1 *%	- -%	- -%	- -%	1 1%	- -%	* *%	- -%	- -%	1 1%	1 *%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%
200	(200.0)	2 1%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	1 1%	2 1%	- -%	- -%	2 1%	- -%	1 1%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%
100	(100.0)	13 4%	- -%	* *%	* 2%	- -%	3 2%	* 1%	9 5%	1 5%	- -%	5 3%	10 3%	- -%	8 4%	2 2%	3 3%	- -%	* 1%	- -%	13 5%	- -%	* 5%	- -%	- -%
90	(90.0)	* *%	- -%	- -%	* 1%	- -%	* *%	- -%	- -%	* 26%	* *%	- -%	- -%	* 1%	- -%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%
80	(80.0)	2 1%	- -%	* 1%	- -%	- -%	- -%	2 1%	- -%	- -%	2 1%	- -%	- -%	- -%	2 1%	- -%	* *%	- -%	* *%	- -%	2 1%	- -%	- -%	- -%	- -%
75	(75.0)	4 1%	- -%	- -%	- -%	4 3%	- -%	- -%	- -%	- -%	4 2%	4 1%	- -%	- -%	4 2%	- -%	- -%	- -%	- -%	- -%	4 2%	- -%	- -%	- -%	- -%
70	(70.0)	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%
60	(60.0)	1 *%	- -%	- -%	- -%	1 1%	* 1%	- -%	1 10%	- -%	1 1%	1 *%	- -%	- -%	1 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
50	(50.0)	39 11%	- -%	1 4%	* 2%	- -%	18 11%	* 2%	21 11%	* 1%	- -%	24 12%	35 11%	2 11%	1 7%	22 12%	8 7%	9 12%	- -%	1 2%	- -%	37 15%	5 51%	- -%	- -%
45	(45.0)	5 1%	- -%	- -%	- -%	5 3%	- -%	- -%	- -%	- -%	5 3%	5 2%	- -%	- -%	- -%	5 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 124 (continuation)
 <Q14B>By what percentage would the price you pay for your CALLS have to increase from fixed lines or use alternative means of calling (e.g. VoIP or calls from mobiles)?
 by Crossbreak
 Base: All likely to take no action

	Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
		Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	325	9	22	22	3	152	17	153	34	5	175	280	27	18	149	94	82	4	54	-	215	15	11	7	2	
Total	360	8	19	10	1	160	17	182	12	*	193	321	23	16	178	106	77	1	36	-	245	10	3	5	1	
40	(40.0)	6 2%	- -%	- -%	- -%	3 2%	- -%	2 1%	* *%	- -%	6 3%	3 1%	- -%	2 15%	1 1%	2 2%	3 3%	- -%	- -%	- -%	3 1%	- -%	- -%	2 50%	- -%	
32	(32.0)	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
30	(30.0)	20 5%	- -%	1 5%	1 12%	1 61%	7 5%	- -%	12 7%	* 2%	- -%	16 8%	17 5%	1 5%	1 8%	6 4%	7 6%	7 9%	* 26%	2 7%	- -%	14 6%	- -%	* 13%	1 22%	- -%
25	(25.0)	40 11%	5 70%	1 7%	5 52%	- -%	20 13%	5 32%	14 8%	2 20%	- -%	15 8%	34 11%	3 14%	3 18%	20 11%	15 14%	5 7%	1 68%	11 31%	- -%	18 8%	* 5%	- -%	- -%	- -%
20	(20.0)	86 24%	2 21%	8 44%	1 11%	* 31%	42 26%	7 39%	38 21%	* 1%	- -%	37 19%	77 24%	4 17%	6 35%	35 20%	24 23%	27 35%	- -%	11 31%	- -%	53 22%	2 18%	* 12%	1 13%	* 4%
15	(15.0)	14 4%	* 2%	- -%	1 10%	* 8%	6 3%	* *%	8 5%	4 36%	* 26%	10 5%	14 4%	* 1%	- -%	10 5%	4 4%	1 1%	- -%	1 3%	- -%	9 4%	1 10%	1 40%	- -%	- -%
12	(12.0)	4 1%	- -%	4 20%	- -%	- -%	- -%	- -%	4 2%	- -%	- -%	4 1%	- -%	- -%	4 2%	- -%	- -%	- -%	- -%	4 10%	- -%	- -%	- -%	- -%	- -%	
Medians	25.00	25.00	20.00	25.00	30.00	25.00	20.00	25.00	25.00	15.00	25.00	25.00	25.00	25.00	25.00	20.00	25.00	20.00	-	25.00	50.00	15.00	40.00	20.00		
Mean score	37.5	23.7	21.1	26.4	25.8	37.5	23.8	39.0	31.0	52.5	40.1	37.8	41.7	28.5	42.3	32.3	33.9	26.4	23.1	-	43.9	38.1	24.8	34.3	20.0	

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

Table 124 (continuation)

<Q14B>By what percentage would the price you pay for your CALLS have to increase from fixed lines or use alternative means of calling (e.g. VoIP or calls from mobiles)?
by Crossbreak

Base: All likely to take no action

	Total	SNNIP CALLS & RENTAL LIKELY TO				
		Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)
Unweighted row	325	195	10	7	7	4
Total	360	239	12	5	5	5
11% - 15%	22 6%	16 7%	- -%	* 1%	- -%	* 2%
16% - 20%	86 24%	55 23%	1 11%	* 4%	* 9%	* 3%
21% - 25%	40 11%	19 8%	* 4%	- -%	- -%	- -%
26% - 30%	20 5%	13 5%	- -%	* 7%	- -%	- -%
31% - 35%	* *%	- -%	- -%	- -%	- -%	- -%
36% - 40%	6 2%	3 1%	- -%	- -%	- -%	- -%
41% - 45%	5 1%	- -%	- -%	- -%	- -%	- -%
46% - 50%	39 11%	24 10%	5 42%	- -%	- -%	- -%
51% - 60%	1 *%	* *%	- -%	- -%	- -%	- -%
61% - 70%	* *%	* *%	- -%	- -%	- -%	- -%
71% - 80%	6 2%	6 3%	- -%	- -%	- -%	- -%
81% - 90%	* *%	- -%	- -%	- -%	- -%	- -%
91% - 100%	13 4%	12 5%	- -%	- -%	- -%	- -%

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

Table 124 (continuation)

<Q14B>By what percentage would the price you pay for your CALLS have to increase from fixed lines or use alternative means of calling (e.g. VoIP or calls from mobiles)?
by Crossbreak

Base: All likely to take no action

	Total	SNNIP CALLS & RENTAL LIKELY TO				
		Not Ch ange (a)	Some to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)
Unweighted row	325	195	10	7	7	4
Total	360	239	12	5	5	5
More than 100%	4 1%	3 1%	- -%	- -%	- -%	- -%
(Don't know)	53 15%	28 12%	5 39%	5 88%	5 89%	5 95%
(Refused)	65 18%	59 25%	* 4%	- -%	* 2%	- -%
500	(500.0)	1 *%	* *%	- -%	- -%	- -%
200	(200.0)	2 1%	2 1%	- -%	- -%	- -%
100	(100.0)	13 4%	12 5%	- -%	- -%	- -%
90	(90.0)	* *%	- -%	- -%	- -%	- -%
80	(80.0)	2 1%	2 1%	- -%	- -%	- -%
75	(75.0)	4 1%	4 2%	- -%	- -%	- -%
70	(70.0)	* *%	* *%	- -%	- -%	- -%
60	(60.0)	1 *%	* *%	- -%	- -%	- -%
50	(50.0)	39 11%	24 10%	5 42%	- -%	- -%
45	(45.0)	5 1%	- -%	- -%	- -%	- -%

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

Table 124 (continuation)

<Q14B>By what percentage would the price you pay for your CALLS have to increase from fixed lines or use alternative means of calling (e.g. VoIP or calls from mobiles)?
by Crossbreak

Base: All likely to take no action

	Total	SNNIP CALLS & RENTAL LIKELY TO				
		Not Ch ange (a)	Some to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)
Unweighted row	325	195	10	7	7	4
Total	360	239	12	5	5	5
40	(40.0)	6 2%	3 1%	- -%	- -%	- -%
32	(32.0)	* *%	- -%	- -%	- -%	- -%
30	(30.0)	20 5%	13 5%	- -%	* 7%	- -%
25	(25.0)	40 11%	19 8%	* 4%	- -%	- -%
20	(20.0)	86 24%	55 23%	1 11%	* 4%	* 9%
15	(15.0)	14 4%	12 5%	- -%	* 1%	- -%
12	(12.0)	4 1%	4 2%	- -%	- -%	- -%
Medians	25.00	25.00	50.00	30.00	20.00	20.00
Mean score	37.5	38.3	42.4	25.4	20.0	17.9

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

Table 125
 <Q14B2> By what percentage would the price you pay for your line rental and calls have to increase from fixed lines or use alternative means of calling (e.g. VoIP or calls from mobiles)?
 by Crossbreak
 Base: All likely to take no action

	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR											
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Transport/communications (e)	Financial services (f)	Other services (g)	Public administration and services (h)	Other (i)		
Unweighted row	302	49	135	67	47	53	248	40	13	104	77	52	20	6	9	12	24	32	34	41	14	85	38	22	
Total	338	123	281	34	20	4	311	26	1	192	81	31	5	*	1	9	20	45	36	47	12	118	28	23	
11% - 15%	26 8%	13 10%	24 9%	1 3%	* 15%	1C 15%	24 8%	1 5%	* 11%	7 4%	8 10%	4 14%	* 4%	- -	* 3%	* 19%	4 1%	* 1%	* 1%	1 2%	3 26%	8 7%	9 32%	- -	
16% - 20%	79 23%	30 24%	68 24%	6 18%	4 19%	1 15%	77 25%	1 3%	* 20%	43 23%	24 30%	3 10%	1 11%	* 19%	* 10%	* 3%	4 19%	5 11%	5 15%	18 38%	1 9%	28 23%	7 25%	11 46%	
21% - 25%	28 8%	5 4%	19 7%	4 12%	4 21%	* 4%	27 9%	1 3%	- -	13 7%	5 7%	7 23%	1 22%	* 9%	1 60%	1 12%	3 14%	9 20%	1 3%	3 6%	- -	10 9%	* 2%	* 2%	
26% - 30%	32 9%	6 5%	25 9%	6 17%	1 5%	1a 15%	26 8%	6 22%	* 5%	22 11%	4 5%	6 18%	* 4%	* 24%	* 5%	* 4%	* 2%	7 16%	5 14%	5 10%	* 4%	11 10%	2 6%	* 1%	
31% - 35%	* *%	- -	- -	- -	- -	*ABc 3%	* *%	- -	- -	- -	- -	* *%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* *%	- -	
36% - 40%	4 1%	- -	2 1%	* 1%	1 5%	*A 1%	4 1%	* *%	- -	* *%	2 3%	1 4%	- -	- -	* 3%	- -	1 5%	- -	* *%	2 5%	- -	- -	* 1%	- -	
41% - 45%	5 1%	5 4%	5 2%	- -	- -	- -	5 2%	- -	- -	5 3%	- -	- -	- -	- -	- -	- -	- -	- -	5 14%	- -	- -	- -	- -	- -	
46% - 50%	32 10%	12 10%	25 9%	6 18%	1 4%	* 9%	32 10%	* *%	* 13%	19 10%	6 8%	2 6%	* 4%	* 14%	- -	* 2%	2 12%	- -	9 26%	2 3%	* 3%	15 13%	3 10%	1 3%	
51% - 60%	1 *%	- -	- -	- -	1 7%	- -	* *%	1 5%	- -	* *%	- -	1 4%	- -	- -	- -	- -	* *%	- -	- -	- -	- -	- -	- -	- -	1 5%
61% - 70%	* *%	- -	- -	- -	* 1%	- -	* *%	- -	- -	- -	- -	- -	- -	- -	* 11%	- -	- -	- -	- -	- -	- -	- -	* *%	- -	
71% - 80%	6 2%	6 5%	6 2%	* *%	- -	- -	6 2%	- -	- -	6 3%	* *%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	6 5%	- -	
81% - 90%	* *%	- -	- -	- -	* *%	- -	- -	* *%	- -	- -	* *%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* *%	
91% - 100%	9 3%	5 4%	7 3%	1 3%	1 3%	* 2%	9 3%	* 1%	- -	7 4%	1 1%	* 1%	* 1%	- -	- -	5 53%	* 2%	* 1%	- -	- -	- -	3 2%	* 1%	* 2%	

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

Table 125 (continuation)
 <Q14B2> By what percentage would the price you pay for your line rental and calls have to increase from fixed lines or use alternative means of calling (e.g. VoIP or calls from mobiles)?
 by Crossbreak
 Base: All likely to take no action

	Total	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
		1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	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	302	49	135	67	47	53	248	40	13	104	77	52	20	6	9	12	24	32	34	41	14	85	38	22	
Total	338	123	281	34	20	4	311	26	1	192	81	31	5	*	1	9	20	45	36	47	12	118	28	23	
More than 100%	2 *%	- -%	- -%	- -%	1 7%	*ABc 3%	1 *%	1 3%	- -%	- -%	- -%	1 2%	1 18%	- -%	- -%	- -%	* 1%	- -%	- -%	1 2%	- -%	1 1%	- -%	- -%	
(Don't know)	48 14%	10 8%	38 14%	6 19%	3 13%	1 19%	38 12%	10 37%	1 43%	27 14%	16 19%	2 8%	* 6%	* 9%	* 8%	1 13%	3 17%	5 10%	7 18%	13 28%	1 9%	10 9%	3 11%	4 18%	
(Refused)	67 20%	32 26%	60 21%	3 9%	3 15%	1 14%	62 20%	5 20%	* 9%	41 21%	13 17%	4 11%	1 30%	* 25%	- -%	1 14%	2 8%	19 41%	3 9%	3 6%	6 49%	25 21%	3 11%	5 22%	
500	(500.0)	* *%	- -%	- -%	- -%	*ABc 3%	* *%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
400	(400.0)	1 *%	- -%	- -%	- -%	1 4%	- -%	1 3%	- -%	- -%	- -%	- -%	1 15%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	
200	(200.0)	1 *%	- -%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	
100	(100.0)	9 3%	5 4%	7 3%	1 3%	1 3%	* 2%	9 3%	* 1%	- -%	7 4%	1 1%	* 1%	* 1%	- -%	5 53%	* 2%	* 1%	- -%	- -%	- -%	3 2%	* 1%	* 2%	
90	(90.0)	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	
80	(80.0)	2 1%	2 2%	2 1%	* *%	- -%	2 1%	- -%	- -%	2 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%	- -%	- -%	
75	(75.0)	4 1%	4 3%	4 1%	- -%	- -%	4 1%	- -%	- -%	4 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 4%	- -%	- -%	
70	(70.0)	* *%	- -%	- -%	- -%	* 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 11%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	
60	(60.0)	1 *%	- -%	- -%	- -%	1 7%	* *%	1 5%	- -%	* *%	- -%	1 4%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	
50	(50.0)	32 10%	12 10%	25 9%	6 18%	1 4%	* 9%	32 10%	* *%	* 13%	19 10%	6 8%	2 6%	* 4%	* 14%	- -%	* 2%	2 12%	- -%	9 26%	2 3%	* 3%	15 13%	3 10%	1 3%

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

Table 125 (continuation)
 <Q14B2> By what percentage would the price you pay for your line rental and calls have to increase from fixed lines or use alternative means of calling (e.g. VoIP or calls from mobiles)?
 by Crossbreak
 Base: All likely to take no action

	Total	COMPANY SIZE					NO.SITES			TURNOVER					SECTOR										
		1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Transport/communications (e)	Financial services (f)	Other services (g)	Public administration (h)	Other (i)	
Unweighted row	302	49	135	67	47	53	248	40	13	104	77	52	20	6	9	12	24	32	34	41	14	85	38	22	
Total	338	123	281	34	20	4	311	26	1	192	81	31	5	*	1	9	20	45	36	47	12	118	28	23	
45	(45.0)	5 1%	5 4%	5 2%	- -%	- -%	5 2%	- -%	- -%	5 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 14%	- -%	- -%	- -%	- -%	- -%	
40	(40.0)	4 1%	- -%	2 1%	* 1%	1 5%	*A 1%	4 1%	* -%	- -%	* -%	2 3%	1 4%	- -%	- -%	* 3%	- -%	1 5%	- -%	* -%	2 5%	- -%	- -%	* 1%	
32	(32.0)	* -%	- -%	- -%	- -%	- -%	*ABc 3%	* -%	- -%	- -%	- -%	* -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* -%	
30	(30.0)	32 9%	6 5%	25 9%	6 17%	1 5%	1a 15%	26 8%	6 22%	* 5%	22 11%	4 5%	6 18%	* 4%	* 24%	* 5%	* 4%	* 2%	7 16%	5 14%	5 10%	* 4%	11 10%	2 6%	* 1%
25	(25.0)	28 8%	5 4%	19 7%	4 12%	4 21%	* 4%	27 9%	1 3%	- -%	13 7%	5 7%	7 23%	2 22%	* 9%	1 60%	1 12%	3 14%	9 20%	1 3%	3 6%	- -%	10 9%	* 2%	* 2%
20	(20.0)	76 23%	30 24%	66 23%	6 18%	4 19%	1 15%	75 24%	1 3%	* 20%	43 23%	22 27%	3 10%	1 11%	* 19%	* 10%	* 3%	4 19%	5 11%	3 9%	18 38%	1 9%	28 23%	7 25%	11 46%
17	(17.0)	2 1%	- -%	2 1%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 6%	- -%	- -%	- -%	- -%	
15	(15.0)	18 5%	5 4%	16 6%	1 3%	* 3%	* 11%	17 5%	1 5%	* 6%	3 2%	8a 10%	4 13%	* 4%	- -%	* 3%	* -%	4 19%	* 1%	* 1%	1 2%	3 26%	4 4%	5 18%	- -%
12	(12.0)	4 1%	4 3%	4 1%	- -%	- -%	- -%	4 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 3%	- -%	- -%
Medians	25.00	25.00	25.00	30.00	25.00	30.00	25.00	30.00	20.00	30.00	20.00	25.00	25.00	30.00	25.00	100.0	20.00	25.00	45.00	20.00	15.00	25.00	20.00	20.00	
Mean score	34.2	36.1	31.8	33.9	61.1B	51.4B	33.0	57.2	29.5	36.2	26.9	33.9	134.2	30.5	30.5	79.0	32.2	26.8	37.4f	33.8	19.9	35.6	26.5	28.1	

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

Table 125 (continuation)

<Q14B2> By what percentage would the price you pay for your line rental and calls have to increase from fixed lines or use alternative means of calling (e.g. VoIP or calls from mobiles)?

by Crossbreak

Base: All likely to take no action

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo E rks/Hu mber (c)	Mid (d)	W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: En gland (k)	Wales (l)	Sco tland (m)	Nor thern Ir eland (n)	Home based (a)
Unweighted row	302	10	24	9	10	11	39	21	25	13	162	44	49	47	50	252
Total	338	8	32	22	24	29	43	42	57	37	295	13	24	7	105	234
11% - 15%	26 8%	* 5%	2 8%	4 18%	* 1%	- -	- -	8 20%	* *	8 20%	23 8%	1 10%	1 3%	1 9%	15 14%	11 5%
16% - 20%	79 23%	4 47%	6 18%	4 18%	5 21%	22 76%	11 27%	- -	7 13%	9 24%	68 23%	3 27%	5 20%	2 28%	17 16%	61 26%
21% - 25%	28 8%	- -	1 3%	4 18%	1 4%	- -	3 7%	7 16%	6 10%	1 3%	23 8%	2 15%	3 11%	1 10%	5 5%	23 10%
26% - 30%	32 9%	3 39%	* 1%	- -	- -	- -	3 6%	3 8%	20 35%	- -	30 10%	* 3%	1 6%	1 7%	6 6%	25 11%
31% - 35%	* *	- -	- -	- -	- -	- -	- -	- -	* *	- -	* *	- -	- -	- -	- -	* *
36% - 40%	4 1%	- -	- -	- -	1 4%	- -	3 6%	- -	- -	- -	4 1%	* *	- -	* 1%	- -	4 2%
41% - 45%	5 1%	- -	- -	- -	5 21%	- -	- -	- -	- -	- -	5 2%	- -	- -	- -	5 5%	- -
46% - 50%	32 10%	* 4%	10 30%	1 6%	- -	4 15%	5 11%	1 3%	8 14%	- -	29 10%	2 14%	1 3%	1 7%	8 7%	25 10%
51% - 60%	1 *	- -	- -	- -	- -	1 4%	- -	- -	- -	- -	1 *	- -	- -	* 1%	- -	1 1%
61% - 70%	* *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	*J 1%	- -	- -	- -	* *
71% - 80%	6 2%	- -	- -	- -	- -	- -	2 5%	4 10%	- -	- -	6 2%	- -	- -	* 1%	- -	6 3%
81% - 90%	* *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	*J 1%	- -	* *
91% - 100%	9 3%	- -	3 9%	- -	- -	- -	* 1%	- -	5 8%	- -	8 3%	* 3%	1 3%	* 1%	5 4%	4 2%
More than 100%	2 *	- -	- -	1 3%	- -	- -	- -	- -	* *	1 2%	2 1%	- -	- -	- -	- -	2 1%

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

Table 125 (continuation)

<Q14B2> By what percentage would the price you pay for your line rental and calls have to increase from fixed lines or use alternative means of calling (e.g. VoIP or calls from mobiles)?

by Crossbreak

Base: All likely to take no action

	Total	LOCATION													OFFICE LOCATION	
		NE (a)	NW (b)	Yo E rks/Hu mber (c)	Mid (d)	W (e)	Mid (f)	East (g)	Lo ndon (h)	SE (i)	SW gland (j)	Net: Wales (k)	Sco tland (l)	Nor thern Ir eland (m)	Home based (a)	Else where (b)
Unweighted row	302	10	24	9	10	11	39	21	25	13	162	44	49	47	50	252
Total	338	8	32	22	24	29	43	42	57	37	295	13	24	7	105	234
(Don't know)	48 14%	- -%	4 13%	5 21%	2 7%	2 5%	8 18%	5 13%	5 8%	11 31%	41 14%	2 12%	4 18%	1 12%	8 7%	40 17%
(Refused)	67 20%	* 5%	5 17%	4 18%	10 42%	- -%	8 19%	13 30%	7 12%	8 20%	55 19%	2 14%	9 37%	1 19%	36 34%	31 13%
500 (500.0)	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	* *%
400 (400.0)	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 *%	- -%	- -%	- -%	- -%	1 *%
200 (200.0)	1 *%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	1 *%
100 (100.0)	9 3%	- -%	3 9%	- -%	- -%	- -%	* 1%	- -%	5 8%	- -%	8 3%	* 3%	1 3%	* 1%	5 4%	4 2%
90 (90.0)	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	*J 1%	- -%	* *%
80 (80.0)	2 1%	- -%	- -%	- -%	- -%	- -%	2 5%	- -%	- -%	- -%	2 1%	- -%	- -%	* 1%	- -%	2 1%
75 (75.0)	4 1%	- -%	- -%	- -%	- -%	- -%	- -%	4 10%	- -%	- -%	4 1%	- -%	- -%	- -%	- -%	4 2%
70 (70.0)	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	*J 1%	- -%	- -%	- -%	* *%
60 (60.0)	1 *%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	* 1%	- -%	1 1%
50 (50.0)	32 10%	* 4%	10 30%	1 6%	- -%	4 15%	5 11%	1 3%	8 14%	- -%	29 10%	2 14%	1 3%	1 7%	8 7%	25 10%
45 (45.0)	5 1%	- -%	- -%	- -%	5 21%	- -%	- -%	- -%	- -%	- -%	5 2%	- -%	- -%	- -%	5 5%	- -%
40 (40.0)	4 1%	- -%	- -%	- -%	1 4%	- -%	3 6%	- -%	- -%	- -%	4 1%	* *%	- -%	* 1%	- -%	4 2%

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

Table 125 (continuation)

<Q14B2> By what percentage would the price you pay for your line rental and calls have to increase from fixed lines or use alternative means of calling (e.g. VoIP or calls from mobiles)?

by Crossbreak

Base: All likely to take no action

	Total	LOCATION													OFFICE LOCATION		
		NE (a)	NW (b)	Yo rks/Humber (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)
Unweighted row	302	10	24	9	10	11	39	21	25	13	162	44	49	47	50	252	
Total	338	8	32	22	24	29	43	42	57	37	295	13	24	7	105	234	
32	(32.0)	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	
30	(30.0)	32 9%	3 39%	* 1%	- -%	- -%	- -%	3 6%	3 8%	20 35%	- -%	30 10%	* 3%	1 6%	1 7%	6 6%	25 11%
25	(25.0)	28 8%	- -%	1 3%	4 18%	1 4%	- -%	3 7%	6 16%	1 10%	23 8%	2 15%	3 11%	1 10%	5 5%	23 10%	
20	(20.0)	76 23%	4 47%	6 18%	4 18%	5 21%	22 76%	9 22%	- -%	7 13%	9 24%	66 22%	3 27%	5 20%	2 28%	17 16%	59 25%
17	(17.0)	2 1%	- -%	- -%	- -%	- -%	- -%	2 5%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	2 1%
15	(15.0)	18 5%	* 5%	2 8%	- -%	* 1%	- -%	- -%	8 20%	* *%	4 10%	15 5%	1 10%	1 3%	1 9%	7 7%	11 5%
12	(12.0)	4 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 10%	4 1%	- -%	- -%	- -%	4 4%	- -%
Medians	25.00	20.00	50.00	25.00	25.00	20.00	25.00	25.00	30.00	20.00	25.00	25.00	20.00	20.00	25.00	25.00	
Mean score	34.2	25.1	43.3	38.9	32.3	26.4	34.2	32.2	39.4	32.8	34.8	30.8	28.6	29.7	33.2	34.5	

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

Table 125 (continuation)
 <Q14B2> By what percentage would the price you pay for your line rental and calls have to increase from fixed lines or use alternative means of calling (e.g. VoIP or calls from mobiles)?
 by Crossbreak
 Base: All likely to take no action

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET Mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)		
Unweighted row	302	258	22	22	-	-	44	298	180	114	216	255	61	54	33	76	27	55	24	24	85	47	292	42	32	24	29	2	
Total	338	329	6	4	-	-	10	336	199	109	249	259	51	22	7	28	4	40	16	36	89	80	334	13	7	15	21	4	
11% - 15%	26 8%	25 8%	* 1%	* 4%	- -%	- -%	* 2%	26 8%	17 8%	11 10%	21 8%	25 10%	* 1%	7 31%	* 3%	7 25%	* 5%	4 11%	5 29%	- -%	5 5%	* *%	26 8%	4 33%	* 3%	* 3%	* 1%	4 93%	
16% - 20%	79 23%	78 24%	* 8%	* 9%	- -%	- -%	1 8%	79 23%	43 22%	23 21%	53 21%	55 21%	15 29%	1 6%	* 7%	2 6%	1 34%	4 37%	4 26%	6 16%	25 29%	23 29%	79 24%	1 9%	* 5%	6 43%	9 40%	- -%	
21% - 25%	28 8%	26 8%	1 24%	1 23%	- -%	- -%	2 23%	26 8%	16 8%	9 9%	18 7%	17 7%	7 13%	2 7%	2 27%	3 12%	1 19%	8 19%	- -%	5 15%	9 10%	11 14%	26 8%	1 11%	2 28%	1 5%	7 32%	- -%	
26% - 30%	32 9%	31 10%	* 3%	* 9%	- -%	- -%	* 5%	32 9%	24 12%	3 3%	24 10%	27 10%	13 25%	1 3%	* 6%	1 3%	* 6%	2 6%	* 2%	5 13%	7 8%	5 6%	32 9%	1 4%	* 6%	* 1%	2 9%	* 7%	
31% - 35%	* *%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
36% - 40%	4 1%	4 1%	* 1%	- -%	- -%	- -%	* *%	4 1%	1 1%	3 3%	3 1%	4 1%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	* 1%	- -%	4 1%	* *%	- -%	- -%	- -%	- -%	- -%
41% - 45%	5 1%	5 2%	- -%	- -%	- -%	- -%	- -%	5 1%	5 2%	5 5%	5 2%	5 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 1%	- -%	- -%	- -%	- -%	- -%	- -%
46% - 50%	32 10%	32 10%	* 1%	* 6%	- -%	- -%	* 3%	32 10%	20 10%	13 12%	23 9%	23 9%	4 9%	2 7%	* 5%	2 6%	* 3%	1 2%	5 30%	3 8%	10 11%	9 12%	32 10%	* 1%	* 5%	* *%	1 3%	- -%	
51% - 60%	1 *%	1 *%	- -%	- -%	- -%	- -%	- -%	1 *%	1 1%	1 1%	1 1%	1 1%	- -%	- -%	1 18%	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	1 18%	- -%	- -%	- -%	- -%
61% - 70%	* *%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
71% - 80%	6 2%	6 2%	- -%	- -%	- -%	- -%	- -%	6 2%	4 2%	- -%	4 2%	4 2%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	2 6%	2 2%	2 3%	6 2%	- -%	- -%	- -%	* *%	- -%	
81% - 90%	* *%	- -%	* 2%	- -%	- -%	- -%	* 1%	* *%	* *%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	* *%	* 2%	- -%	- -%	- -%	- -%	* *%	* 1%	- -%	* 1%	- -%	- -%	
91% - 100%	9 3%	9 3%	* 6%	- -%	- -%	- -%	* 4%	9 3%	1 1%	6 5%	6 2%	4 2%	1 1%	1 3%	- -%	1 3%	- -%	* *%	- -%	- -%	3 3%	5 6%	9 3%	1 5%	- -%	- -%	* *%	- -%	

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Table 125 (continuation)

<Q14B2> By what percentage would the price you pay for your line rental and calls have to increase from fixed lines or use alternative means of calling (e.g. VoIP or calls from mobiles)?

by Crossbreak

Base: All likely to take no action

	Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
		Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / Pr line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET Mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No mobile (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A different provider (b)	Both (c)
Unweighted row	302	258	22	22	-	-	44	298	180	114	216	255	61	54	33	76	27	55	24	24	85	47	292	42	32	24	29	2
Total	338	329	6	4	-	-	10	336	199	109	249	259	51	22	7	28	4	40	16	36	89	80	334	13	7	15	21	4
More than 100%	2	1	-	*	-	-	*	2	1	1	1	2	-	-	*	*	*	-	-	-	1	-	2	-	*	-	-	-
(Don't know)	48	45	2	1	-	-	3	48	35	10	39	36	9	3	1	4	1	8	*	7	9	12	46	3	1	5	3	-
(Refused)	14%	14%	36%	21%	-%	-%	30%	14%	18%	9%	16%	14%	17%	13%	13%	13%	18%	19%	1%	19%	10%	15%	14%	20%	13%	32%	13%	-%
500	(500.0)	*	-	-	*	-	*	*	*	-	*	*	-	-	*	*	*	-	-	-	-	-	*	-	*	-	-	-
400	(400.0)	1	1	-	-	-	-	1	1	1	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
200	(200.0)	1	1	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-
100	(100.0)	9	9	*	-	-	*	9	1	6	6	4	1	1	-	1	-	*	-	-	3	5	9	1	-	-	*	-
90	(90.0)	*	-	*	-	-	*	*	*	-	*	*	-	*	-	*	*	*	-	-	-	-	*	*	-	*	-	-
80	(80.0)	2	2	-	-	-	-	2	*	-	*	*	-	-	-	-	-	*	-	2	2	2	2	-	-	-	*	-
75	(75.0)	4	4	-	-	-	-	4	4	-	4	4	-	-	-	-	-	-	-	-	-	-	4	-	-	-	-	-
70	(70.0)	*	*	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	*	-	*	-	-	-	-	-
60	(60.0)	1	1	-	-	-	-	1	1	1	1	1	-	-	1	1	-	-	-	-	-	-	1	-	1	-	-	-
50	(50.0)	32	32	*	*	-	*	32	20	13	23	23	4	2	*	2	*	1	5	3	10	9	32	*	*	*	1	-
		10%	10%	1%	6%	-%	3%	10%	10%	12%	9%	9%	9%	7%	5%	6%	3%	2%	30%	8%	11%	12%	10%	1%	5%	4%	3%	-%

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Table 125 (continuation)
 <Q14B2> By what percentage would the price you pay for your line rental and calls have to increase from fixed lines or use alternative means of calling (e.g. VoIP or calls from mobiles)?
 by Crossbreak
 Base: All likely to take no action

	Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE					
		Standard landline (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET Mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN Pr (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)		
Unweighted row	302	258	22	22	-	-	44	298	180	114	216	255	61	54	33	76	27	55	24	24	85	47	292	42	32	24	29	2		
Total	338	329	6	4	-	-	10	336	199	109	249	259	51	22	7	28	4	40	16	36	89	80	334	13	7	15	21	4		
45	(45.0)	5 1%	5 2%	- -%	- -%	- -%	- -%	5 1%	5 2%	5 5%	5 2%	5 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 1%	- -%	- -%	- -%	- -%	- -%	- -%	
40	(40.0)	4 1%	4 1%	* -%	- -%	- -%	* -%	4 1%	1 1%	3 3%	3 1%	4 1%	- -%	* -%	- -%	* -%	- -%	- -%	- -%	- -%	* 1%	- -%	4 1%	* -%	- -%	- -%	- -%	- -%	- -%	
32	(32.0)	* -%	* -%	- -%	- -%	- -%	- -%	* -%	- -%	- -%	- -%	* -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* -%	- -%	* -%	- -%	- -%	- -%	- -%	- -%	- -%	
30	(30.0)	32 9%	31 10%	* 3%	* 9%	- -%	- -%	* 5%	32 9%	24 12%	3 3%	24 10%	27 10%	13 25%	1 3%	* 3%	1 3%	* 6%	2 6%	* 2%	5 13%	7 8%	5 6%	32 9%	1 4%	* 6%	* 1%	2 9%	* 7%	
25	(25.0)	28 8%	26 8%	1 24%	1 23%	- -%	- -%	2 23%	26 8%	16 8%	9 9%	18 7%	17 7%	7 13%	2 7%	2 27%	3 12%	1 19%	8 19%	- -%	5 15%	9 10%	11 14%	26 8%	1 11%	2 28%	1 5%	7 32%	- -%	
20	(20.0)	76 23%	76 23%	* 8%	* 9%	- -%	- -%	1 8%	76 23%	41 20%	21 19%	51 21%	53 21%	15 29%	1 6%	* 7%	2 6%	1 34%	15 37%	4 26%	6 16%	25 29%	23 29%	76 23%	1 9%	* 5%	6 43%	9 40%	- -%	
17	(17.0)	2 1%	2 1%	- -%	- -%	- -%	- -%	2 1%	2 1%	2 2%	2 2%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
15	(15.0)	18 5%	18 5%	* 1%	* 4%	- -%	- -%	* 2%	18 5%	13 6%	7 7%	13 5%	18 7%	* 1%	7 31%	* 3%	7 25%	* 5%	1 1%	5 29%	- -%	5 5%	* -%	18 5%	4 33%	* 3%	* 2%	* 1%	- -%	
12	(12.0)	4 1%	4 1%	- -%	- -%	- -%	- -%	4 1%	4 2%	- -%	4 2%	4 1%	- -%	- -%	- -%	- -%	- -%	- -%	4 9%	- -%	- -%	- -%	4 1%	- -%	- -%	- -%	- -%	- -%	4 93%	
Medians	25.00	25.00	25.00	25.00	-	-	25.00	25.00	25.00	25.00	25.00	25.00	25.00	15.00	25.00	20.00	20.00	20.00	20.00	25.00	25.00	25.00	25.00	15.00	25.00	20.00	25.00	25.00	12.00	
Mean score	34.2	33.9	38.1	53.7	-	-	44.7	34.3	32.7	39.3	34.2	33.6	28.6	27.2	47.1	32.5	43.3	22.3	28.8	33.8	34.2	35.9	34.3	27.1	47.7	21.6	24.6	13.3		

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

Table 125 (continuation)
 <Q14B2> By what percentage would the price you pay for your line rental and calls have to increase from fixed lines or use alternative means of calling (e.g. VoIP or calls from mobiles)?
 by Crossbreak
 Base: All likely to take no action

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for rental and calls (a)	Other pro vider for calls (b)	Other pro vider for rental and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP to (c)	Some calls text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	302	7	24	18	4	138	17	145	32	5	161	261	26	15	134	94	74	3	52	-	192	10	6	3	-
Total	338	6	23	9	2	146	18	175	12	*	184	307	22	10	162	105	72	1	39	-	225	3	1	2	-
11% - 15%	26 8%	* 2%	4 16%	* 1%	* 24%	6 4%	8 46%	11 6%	4 36%	* 26%	14 8%	25 8%	* 1%	* 4%	17 10%	4 3%	5 8%	- -%	4 11%	- -%	12 5%	* 9%	* 12%	- -%	- -%
16% - 20%	79 23%	* 4%	8 37%	6 65%	* 25%	33 23%	8 43%	38 22%	* 1%	- -%	39 21%	69 22%	4 19%	6 55%	31 19%	25 24%	22 31%	- -%	15 38%	- -%	45 20%	1 43%	* 25%	1 32%	- -%
21% - 25%	28 8%	5 85%	2 8%	- -%	- -%	17 12%	* 2%	11 6%	1 12%	- -%	8 4%	25 8%	2 10%	* 5%	20 13%	5 5%	3 3%	1 72%	7 17%	- -%	10 4%	* 15%	- -%	- -%	- -%
26% - 30%	32 9%	- -%	* 2%	1 12%	1 50%	11 8%	* 1%	20 12%	* 2%	- -%	24 13%	30 10%	1 5%	1 9%	15 9%	11 11%	6 8%	* 28%	2 5%	- -%	27 12%	* 5%	* 45%	1 68%	- -%
31% - 35%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
36% - 40%	4 1%	- -%	- -%	- -%	- -%	4 3%	- -%	* *%	* *%	- -%	4 2%	4 1%	- -%	- -%	1 1%	2 2%	1 1%	- -%	- -%	- -%	4 2%	- -%	- -%	- -%	- -%
41% - 45%	5 1%	- -%	- -%	- -%	- -%	5 3%	- -%	- -%	- -%	- -%	5 3%	5 2%	- -%	- -%	- -%	5 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
46% - 50%	32 10%	- -%	1 3%	* 2%	- -%	13 9%	* 1%	19 11%	* 3%	- -%	14 7%	31 10%	1 5%	- -%	15 9%	12 11%	6 8%	- -%	1 2%	- -%	30 13%	- -%	* 18%	- -%	- -%
51% - 60%	1 *%	- -%	- -%	- -%	- -%	1 1%	* 1%	- -%	1 10%	- -%	1 1%	1 *%	- -%	- -%	1 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
61% - 70%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%
71% - 80%	6 2%	- -%	* *%	- -%	- -%	4 3%	- -%	2 1%	- -%	- -%	4 2%	6 2%	- -%	- -%	4 3%	2 2%	* *%	- -%	* *%	- -%	6 3%	- -%	- -%	- -%	- -%
81% - 90%	* *%	- -%	- -%	* 1%	- -%	* *%	- -%	- -%	* 1%	* 26%	* *%	- -%	- -%	* 1%	- -%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%
91% - 100%	9 3%	- -%	* *%	- -%	- -%	1 1%	* 1%	7 4%	* 4%	- -%	4 2%	9 3%	* *%	- -%	6 4%	* *%	3 4%	- -%	* *%	- -%	9 4%	- -%	- -%	- -%	- -%

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

Table 125 (continuation)
 <Q14B2> By what percentage would the price you pay for your line rental and calls have to increase from fixed lines or use alternative means of calling (e.g. VoIP or calls from mobiles)?
 by Crossbreak
 Base: All likely to take no action

	Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
		Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for rental and calls (a)	Other pro vider for calls (b)	Other pro vider for rental and calls (c)	Std lan dline + ISDN Re + (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	No ducts (a)	1 pr ducts (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP to (c)	Some calls text/ on line (d)	Ca ncel MFL (e)
Unweighted row	302	7	24	18	4	138	17	145	32	5	161	261	26	15	134	94	74	3	52	-	192	10	6	3	-
Total	338	6	23	9	2	146	18	175	12	*	184	307	22	10	162	105	72	1	39	-	225	3	1	2	-
More than 100%	2	-	-	-	-	-	-	2	-	-	1	2	-	-	1	-	1	-	-	-	2	-	-	-	-
(Don't know)	48	1	7	*	-	12	-	35	1	*	21	42	5	1	17	17	14	-	8	-	31	-	-	-	-
(Refused)	67	*	1	1	-	37	1	29	3	*	45	57	8	1	34	21	12	-	2	-	50	1	-	-	-
	20%	1%	5%	15%	-%	25%	7%	16%	22%	33%	24%	19%	39%	15%	21%	20%	16%	-%	6%	-%	22%	28%	-%	-%	-%
500	(500.0)	*	-	-	-	-	-	*	-	-	-	*	-	-	*	-	-	-	-	-	*	-	-	-	-
		1%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%
400	(400.0)	1	-	-	-	-	-	1	-	-	1	1	-	-	-	-	1	-	-	-	1	-	-	-	-
		1%	-%	-%	-%	-%	-%	1%	-%	-%	1%	1%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%	-%
200	(200.0)	1	-	-	-	-	-	1	-	-	1	1	-	-	1	-	-	-	-	-	1	-	-	-	-
		1%	-%	-%	-%	-%	-%	1%	-%	-%	1%	1%	-%	-%	1%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%
100	(100.0)	9	-	*	-	1	*	7	*	-	4	9	*	-	6	*	3	-	*	-	9	-	-	-	-
		3%	-%	1%	-%	1%	1%	4%	4%	-%	2%	3%	1%	-%	4%	1%	4%	-%	1%	-%	4%	-%	-%	-%	-%
90	(90.0)	*	-	*	-	*	-	-	*	*	*	-	-	*	-	-	*	-	*	-	*	-	-	-	-
		1%	-%	1%	-%	1%	-%	-%	1%	26%	1%	-%	-%	1%	-%	-%	1%	-%	1%	-%	1%	-%	-%	-%	-%
80	(80.0)	2	-	*	-	-	-	2	-	-	-	2	-	-	-	2	*	-	*	-	2	-	-	-	-
		1%	-%	1%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%	2%	1%	-%	1%	-%	1%	-%	-%	-%	-%
75	(75.0)	4	-	-	-	4	-	-	-	-	4	4	-	-	4	-	-	-	-	-	4	-	-	-	-
		1%	-%	-%	-%	3%	-%	-%	-%	-%	2%	1%	-%	-%	3%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%
70	(70.0)	*	-	-	-	*	-	-	-	-	*	*	-	-	*	-	-	-	-	-	*	-	-	-	-
		1%	-%	-%	-%	1%	-%	-%	-%	-%	1%	1%	-%	-%	1%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%
60	(60.0)	1	-	-	-	1	*	-	1	-	1	1	-	-	1	*	-	-	-	-	-	-	-	-	-
		1%	-%	-%	-%	1%	1%	-%	10%	-%	1%	1%	-%	-%	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50	(50.0)	32	-	1	*	13	*	19	*	-	14	31	1	-	15	12	6	-	1	-	30	-	*	-	-
		10%	-%	3%	2%	9%	1%	11%	3%	-%	7%	10%	5%	-%	9%	11%	8%	-%	2%	-%	13%	-%	18%	-%	-%

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

Table 125 (continuation)
 <Q14B2> By what percentage would the price you pay for your line rental and calls have to increase from fixed lines or use alternative means of calling (e.g. VoIP or calls from mobiles)?
 by Crossbreak
 Base: All likely to take no action

	Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
		Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for re ntal and calls (a)	Other pro vider (b)	Other pro vider (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC Re ntal (b)	Std lan dline + BB (c)	No pro ducts (a)	1 pr oduct (b)	2 pro ducts (c)	No pro ducts (a)	1 pr oduct (b)	2 pro ducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls VoIP to (c)	Some calls text/ on line (d)	Ca ncel to MFL (e)	
Unweighted row	302	7	24	18	4	138	17	145	32	5	161	261	26	15	134	94	74	3	52	-	192	10	6	3	-	
Total	338	6	23	9	2	146	18	175	12	*	184	307	22	10	162	105	72	1	39	-	225	3	1	2	-	
45	(45.0)	5 1%	- -%	- -%	- -%	5 3%	- -%	- -%	- -%	- -%	5 3%	5 2%	- -%	- -%	- -%	5 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
40	(40.0)	4 1%	- -%	- -%	- -%	4 3%	- -%	* *%	* *%	- -%	4 2%	4 1%	- -%	- -%	1 1%	2 2%	1 1%	- -%	- -%	- -%	4 2%	- -%	- -%	- -%	- -%	- -%
32	(32.0)	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
30	(30.0)	32 9%	- -%	* 2%	1 12%	1 50%	11 8%	* 1%	20 12%	- -%	24 13%	30 10%	1 5%	1 9%	15 9%	11 11%	6 8%	* 28%	2 5%	- -%	27 12%	* 5%	* 45%	1 68%	- -%	
25	(25.0)	28 8%	5 85%	2 8%	- -%	- -%	17 12%	* 2%	11 6%	12 12%	- -%	8 4%	25 8%	2 10%	* 5%	20 13%	5 5%	2 3%	1 72%	7 17%	- -%	10 4%	* 15%	- -%	- -%	
20	(20.0)	76 23%	* 4%	8 37%	6 65%	* 25%	31 21%	8 43%	38 22%	* 1%	- -%	37 20%	67 22%	4 19%	6 55%	29 18%	25 24%	22 31%	- -%	15 38%	- -%	45 20%	1 43%	* 25%	1 32%	- -%
17	(17.0)	2 1%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	2 1%	2 1%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
15	(15.0)	18 5%	* 2%	- -%	* *%	* 24%	6 4%	4 24%	7 4%	* 36%	10 26%	17 6%	* 1%	* 4%	9 5%	4 3%	5 7%	- -%	1 1%	- -%	12 5%	* 9%	* 4%	- -%	- -%	
12	(12.0)	4 1%	- -%	4 16%	- -%	- -%	- -%	- -%	4 2%	- -%	4 2%	4 1%	- -%	- -%	4 2%	- -%	- -%	- -%	4 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Medians	25.00	25.00	20.00	20.00	30.00	25.00	20.00	25.00	15.00	15.00	25.00	25.00	25.00	20.00	25.00	20.00	20.00	25.00	20.00	-	30.00	20.00	30.00	30.00	-	
Mean score	34.2	24.6	20.8	23.3	23.8	32.1	20.1	37.6	30.8	52.5	35.2	34.9	26.7	22.1	34.8	32.0	36.0	26.4	22.1	-	39.4	21.1	30.5	26.8	-	

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Table 125 (continuation)

<Q14B2> By what percentage would the price you pay for your line rental and calls have to increase from fixed lines or use alternative means of calling (e.g. VoIP or calls from mobiles)?

by Crossbreak

Base: All likely to take no action

Total	SNNIP CALLS & RENTAL LIKELY TO					
	Not Ch ange (a)	Some calls to mobile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Cancel MFL (e)	
Unweighted row	302	201	8	5	4	3
Total	338	248	4	2	2	2
11% - 15%	26 8%	20 8%	* 7%	* 4%	- -	* 5%
16% - 20%	79 23%	49 20%	1 27%	* 5%	* 16%	* 5%
21% - 25%	28 8%	19 8%	* 11%	- -	- -	- -
26% - 30%	32 9%	26 11%	* 4%	* 15%	- -	- -
31% - 35%	* *%	- -	- -	- -	- -	- -
36% - 40%	4 1%	4 1%	- -	- -	- -	- -
41% - 45%	5 1%	- -	- -	- -	- -	- -
46% - 50%	32 10%	26 10%	- -	- -	- -	- -
51% - 60%	1 *%	* *%	- -	- -	- -	- -
61% - 70%	* *%	* *%	- -	- -	- -	- -
71% - 80%	6 2%	6 3%	- -	- -	- -	- -
81% - 90%	* *%	- -	- -	- -	- -	- -
91% - 100%	9 3%	9 4%	- -	- -	- -	- -

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<Q14B2> By what percentage would the price you pay for your line rental and calls have to increase from fixed lines or use alternative means of calling (e.g. VoIP or calls from mobiles)?
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Base: All likely to take no action

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		Not Ch ange (a)	Some to mo bile (b)	Some calls VoIP (c)	Some calls text/ on line (d)	Ca ncel MFL (e)
Unweighted row	302	201	8	5	4	3
Total	338	248	4	2	2	2
More than 100%	2 *%	2 1%	- -%	- -%	- -%	- -%
(Don't know)	48 14%	29 11%	2 41%	2 76%	2 80%	2 90%
(Refused)	67 20%	58 23%	* 11%	- -%	* 4%	- -%
500	(500.0)	* *%	* *%	- -%	- -%	- -%
400	(400.0)	1 *%	1 *%	- -%	- -%	- -%
200	(200.0)	1 *%	1 *%	- -%	- -%	- -%
100	(100.0)	9 3%	9 4%	- -%	- -%	- -%
90	(90.0)	* *%	- -%	- -%	- -%	- -%
80	(80.0)	2 1%	2 1%	- -%	- -%	- -%
75	(75.0)	4 1%	4 2%	- -%	- -%	- -%
70	(70.0)	* *%	* *%	- -%	- -%	- -%
60	(60.0)	1 *%	* *%	- -%	- -%	- -%
50	(50.0)	32 10%	26 10%	- -%	- -%	- -%

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Table 125 (continuation)

<Q14B2> By what percentage would the price you pay for your line rental and calls have to increase from fixed lines or use alternative means of calling (e.g. VoIP or calls from mobiles)?
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Unweighted row	302	201	8	5	4	3
Total	338	248	4	2	2	2
45	(45.0)	5 1%	- -%	- -%	- -%	- -%
40	(40.0)	4 1%	4 1%	- -%	- -%	- -%
32	(32.0)	* *%	- -%	- -%	- -%	- -%
30	(30.0)	32 9%	26 11%	* 4%	* 15%	- -%
25	(25.0)	28 8%	19 8%	* 11%	- -%	- -%
20	(20.0)	76 23%	49 20%	1 27%	* 5%	* 16%
17	(17.0)	2 1%	- -%	- -%	- -%	- -%
15	(15.0)	18 5%	17 7%	* 7%	* 1%	- -%
12	(12.0)	4 1%	4 2%	- -%	- -%	- -%
Medians	25.00	25.00	20.00	30.00	20.00	17.50
Mean score	34.2	36.4	21.2	26.8	20.0	17.5

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

Table 126
Standard Landline Bundle Summary
by Crossbreak
Base: All respondents

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m+ (e)	£25m+ (f)	Primary industry (a)	Manufacturing (b)	Construction (c)	Wholesale/retail (d)	Financial services (e)	Other services (f)	Public administration (g)	Other (h)		
Total	389	56	175	82	68	64	314	58	15	139	98	65	32	9	9	15	32	46	46	52	16	108	50	24
Unweighted row	405	133	334	42	25	5	372	30	2	229	104	32	7	1	1	13	33	52	43	53	16	127	46	22
Total	371	127E	305E	39E	23E	4	339	30	2	214	95	26	6	1	1	12	33	45	42	52	14	116	42	17
Same provider for standard calls and rental	92%	95%	91%	93%	94%	76%	91%	98%	85%	93%	91%	80%	84%	79%	100%	90%	99%	87%	98%	97%	85%	91%	90%	77%
Different provider for standard calls and rental	34	6	29	3	1	1ABCD	33	1	*	15	10	7	1	*	-	1	*	7	1	2	2	11	5	5
	8%	5%	9%	7%	6%	24%	9%	2%	15%	7%	9%	20%	16%	21%	-%	10%	1%	13%	2%	3%	15%	9%	10%	23%

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

Table 126 (continuation)
Standard Landline Bundle Summary
by Crossbreak
Base: All respondents

Total	LOCATION														OFFICE LOCATION	
	NE (a)	NW (b)	Yorkshire/Humber (c)	East of London (d)	Midland (e)	West Midlands (f)	East Midlands (g)	London (h)	SE (i)	SW (j)	Net: England (k)	Wales (l)	Scotland (m)	Northern Ireland (n)	Home based (a)	Elsewhere (b)
Unweighted row	389	15	28	13	11	10	40	32	25	16	190	60	62	77	65	324
Total	405	15	44	32	31	28	39	63	59	34	344	19	31	12	132	273
Same provider for standard calls and rental	371 92%	14 100%	36 83%	28 88%	26 83%	27 100%	37 93%	54 85%	59 100%	33 96%	313 91%	18 97%	29 92%	11 93%	110 84%	261a 95%
Different provider for standard calls and rental	34 8%	* %	7 17%	4 12%	5 17%	* %	3 7%	10 15%	* %	1 4%	30 9%	1 3%	2 8%	1 7%	21b 16%	13 5%

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

Table 126 (continuation)
Standard Landline Bundle Summary
by Crossbreak
Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	389	350	13	21	-	5	39	389	230	146	276	331	89	57	39	81	34	68	33	30	113	58	389	43	37	30	36	1
Total	405	397	3	4	-	1	8	405	226	123	284	313	57	20	8	27	3	39	17	45	121	92	405	11	7	16	19	4
Same provider for standard calls and rental	371 92%	365 92%	3 96%	2 65%	- -%	1 92%	6 81%	371 92%	200 89%	102 83%	253 89%	279 89%	51 90%	17 82%	6 80%	22 82%	3 76%	33 85%	10 60%	45 100%	118 98%	92 99%	371 92%	10 91%	6 80%	16 97%	14 72%	4 100%
Different provider for standard calls and rental	34 8%	32 8%	* 4%	1 35%	- -%	* 8%	1 19%	34 8%	26 11%	20 17%	31 11%	33 11%	6 10%	4 18%	1 20%	5 18%	1 24%	6 15%	7 40%	- -%	3 2%	1 1%	34 8%	1 9%	1 20%	1 3%	5 28%	- -%

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

Table 126 (continuation)
Standard Landline Bundle Summary
by Crossbreak
Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro re iver (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	389	12	20	31	3	218	27	139	51	6	261	336	28	25	182	114	93	4	62	1	178	42	27	21	14
Total	405	4	21	12	1	213	26	164	15	*	262	363	23	19	202	126	76	1	37	*	211	34	13	15	15
Same provider for standard calls and rental	371 92%	3 93%	21 100%	6 54%	1 100%	213 100%	* %	158 96%	14 96%	* 72%	255 97%	332 91%	22 94%	18 92%	196b 97%	108 85%	68 88%	1 100%	32 84%	* 100%	194 92%	28 83%	12 95%	14 97%	10 71%
Different provider for standard calls and rental	34 8%	* 7%	* %	5 46%	- -%	- -%	26 100%	7 4%	1 4%	* 28%	7 3%	31 9%	1 6%	1 8%	6 3%	19a 15%	9 12%	- -%	6 16%	- -%	17 8%	6 17%	1 5%	* 3%	4 29%

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

Table 126 (continuation)
 Standard Landline Bundle Summary
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	389	169	38	20	23	16
Total	405	216	40	15	18	20
Same provider for standard calls and rental	371 92%	197 91%	35 86%	15 99%	18 99%	16 78%
Different provider for standard calls and rental	34 8%	19 9%	6 14%	* 1%	* 1%	4 22%

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

Table 127
Main Standard Landline Bundle Summary
by Crossbreak
Base: All respondents

Total	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	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 and ser vices (h)	Other (i)	
Unweighted row	388	56	175	81	68	64	313	58	15	139	98	64	32	9	9	15	32	46	46	52	16	107	50	24
Total	405	133	334	42	25	5	372	30	2	229	104	32	7	1	1	13	33	52	43	53	16	127	46	22
Same provider for standard calls and rental	371 92%	127E 95%	305E 91%	39E 94%	23E 94%	3 71%	339 91%	30 98%	2 81%	214 93%	95 91%	26 81%	6 84%	* 66%	1 95%	12 90%	33 99%	45 87%	42 98%	52 97%	14 85%	116 91%	41 90%	17 76%
Different provider for standard calls and rental	34 8%	6 5%	29 9%	3 6%	1 6%	1ABCD 29%	33 9%	1 2%	* 19%	15 7%	10 9%	6 19%	1 16%	* 34%	* 5%	1 10%	* 1%	7 13%	1 2%	2 3%	2 15%	11 9%	5 10%	5 24%

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

Table 127 (continuation)
Main Standard Landline Bundle Summary
by Crossbreak
Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		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)
Unweighted row	388	15	28	13	11	10	40	32	25	16	190	60	61	77	65	323
Total	405	15	44	32	31	28	39	63	59	34	344	19	31	12	132	273
Same provider for standard calls and rental	371 92%	14 100%	36 83%	28 87%	26 83%	27 100%	37 93%	54 85%	59 100%	33 96%	313 91%	18 97%	29 93%	11 93%	110 84%	260a 95%
Different provider for standard calls and rental	34 8%	* %	7 17%	4 13%	5 17%	* %	3 7%	10 15%	* %	1 4%	30 9%	1 3%	2 7%	1 7%	21b 16%	12 5%

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

Table 127 (continuation)
Main Standard Landline Bundle Summary
by Crossbreak
Base: All respondents

Total	MAIN FIXED LINE TYPE						PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE				
	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 / line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard landline (f)	Standard landlines (a)	Smartphones (b)	Standard mobiles (c)	NET Mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2e (g)	ISDN 30 (h)	NET ISDN (i)	LL/ Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No Mo (b)	LL No BB (c)	Standard landline (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)	
Unweighted row	388	349	13	21	-	5	39	388	229	145	275	330	89	57	39	81	34	68	33	30	113	58	388	43	37	30	36	1
Total	405	397	3	4	-	1	8	405	226	123	284	312	57	20	8	27	3	39	17	45	121	92	405	11	7	16	19	4
Same provider for standard calls and rental	371 92%	365 92%	3 96%	2 65%	- -%	1 92%	6 81%	371 92%	200 89%	102 84%	253 89%	279 89%	51 89%	17 82%	6 79%	22 81%	3 73%	33 85%	10 59%	45 100%	118 98%	92 99%	371 92%	10 91%	6 80%	16 96%	14 72%	4 100%
Different provider for standard calls and rental	34 8%	32 8%	* 4%	1 35%	- -%	* 8%	1 19%	34 8%	26 11%	20 16%	31 11%	33 11%	6 11%	4 18%	2 21%	5 19%	1 27%	6 15%	7 41%	- -%	3 2%	1 1%	34 8%	1 9%	1 20%	1 4%	5 28%	- -%

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

Table 127 (continuation)
Main Standard Landline Bundle Summary
by Crossbreak
Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS			EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO					
	Int ernal / inter -site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal and calls (a)	Other pro vider for calls (b)	Other pro vider for ntal and calls (c)	Std lan dline + ISDN Re (a)	Std lan dline + ISDN LL/ PC (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Ca ncel MFL (e)	
Unweighted row	388	12	20	31	3	218	27	139	51	6	261	335	28	25	182	113	93	4	62	1	178	42	27	21	14
Total	405	4	21	12	1	213	26	164	15	*	262	362	23	19	202	126	76	1	37	*	211	34	13	15	15
Same provider for standard calls and rental	371 92%	3 93%	21 100%	6 53%	1 100%	213 100%	* %	158 96%	14 96%	* 72%	255 97%	332 91%	21 93%	18 92%	196b 97%	108 85%	68 88%	1 100%	31 84%	* 100%	194 92%	28 83%	12 94%	14 97%	10 71%
Different provider for standard calls and rental	34 8%	* 7%	* %	6 47%	- -%	* %	26 100%	7 4%	1 4%	* 28%	7 3%	31 9%	2 7%	1 8%	6 3%	18a 15%	9 12%	- -%	6 16%	- -%	17 8%	6 17%	1 6%	* 3%	4 29%

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

Table 127 (continuation)
 Main Standard Landline Bundle Summary
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some calls to mo bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)		
Unweighted row	388	169	38	20	23	16
Total	405	216	40	15	18	20
Same provider for standard calls and rental	371 92%	197 91%	35 86%	15 99%	18 99%	16 78%
Different provider for standard calls and rental	34 8%	19 9%	6 14%	* 1%	* 1%	4 22%

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

Table 128
Main Provider Summary for Any fixed line calls & broadband
by Crossbreak
Base: All respondents

	COMPANY SIZE					NO. SITES			TURNOVER					SECTOR										
	1 (a)	1 to 4 (b)	5 to 9 (c)	10 to 49 (d)	50 to 249 (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 £25m (e)	£25m+ (f)	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)	
Total	368	43	149	80	75	64	290	61	15	116	94	74	25	11	10	16	32	45	44	47	17	102	46	19
Unweighted row	347	94	274	39	30	4	311	34	2	175	102	36	5	1	1	12	26	42	44	43	17	106	39	19
Total	275	86	226	29	18	2	245	29	1	146	81	26	3	*	*	11	24	39	25	33	13	82	35	13
Same provider for fixed calls and broadband	79%	92%	83%	73%	58%	55%	79%	84%	38%	84%	79%	71%	64%	51%	35%	88%	92%	93%	57%	78%	80%	77%	88%	68%
Different provider for fixed calls and broadband	73	8	48	10	13	2	66	5	1	29	21	11	2	*	1	2	2	3	19	9	3	24	5	6
	21%	8%	17%	27%	42%	45%	21%	16%	62%	16%	21%	29%	36%	49%	65%	12%	8%	7%	43%	22%	20%	23%	12%	32%

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

Table 128 (continuation)
 Main Provider Summary for Any fixed line calls & broadband
 by Crossbreak
 Base: All respondents

	Total	LOCATION													OFFICE LOCATION	
		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)	Elsewhere (b)
Unweighted row	368	14	27	10	11	8	35	33	21	13	172	61	60	75	54	314
Total	347	14	39	18	30	23	32	61	43	32	292	16	28	11	105	242
Same provider for fixed calls and broadband	275 79%	13 94%	25 64%	15 86%	24 80%	18 77%	25 77%	49 81%	36 83%	26 82%	231 79%	14 84%	21 74%	9 83%	94 90%	180 74%
Different provider for fixed calls and broadband	73 21%	1 6%	14 36%	3 14%	6 20%	5 23%	8 23%	11 19%	8 17%	6 18%	61 21%	3 16%	7 26%	2 17%	11 10%	62 26%

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

Table 128 (continuation)
Main Provider Summary for Any fixed line calls & broadband
by Crossbreak
Base: All respondents

Total	MAIN FIXED LINE TYPE							PRODUCTS USED											HAVE AT OFFICE			FIXED LINES USED FOR VOICE CALLS OUT			VOIP TYPE			
	Standard line (a)	ISDN 2/2E (b)	ISDN 30 line (c)	LL Private circuits (d)	Fixed broadband (e)	Not standard line (f)	Standard lines (a)	Smartphones (b)	Standard mobiles (c)	NET Mobiles (d)	Fixed broadband (e)	Mobile broadband (f)	ISDN 2/2E (g)	ISDN 30 (h)	NET ISDN (i)	LL/Private circuits (j)	VoIP (k)	Video conferencing (l)	LL ONLY (a)	LL No (b)	LL No (c)	LL BB (d)	Standard line (a)	ISDN 2/2E (b)	ISDN 30 (c)	Same provider (a)	A diff (b)	Both (c)
Unweighted row	368	307	20	22	4	14	60	354	235	141	276	368	93	72	40	96	37	81	41	-	91	-	346	54	38	32	47	2
Total	347	331	5	4	2	4	16	343	219	108	261	347	64	30	9	37	7	45	25	-	86	-	338	17	9	16	24	4
Same provider for fixed calls and broadband	275 79%	268 81%	4 74%	2 43%	* 6%	1 12%	6 40%	274 80%	171 78%	84 77%	210 80%	275 79%	44 70%	17 58%	5 57%	22 60%	2 24%	27 61%	8 33%	- -%	64 75%	- -%	272 80%	10 62%	5 57%	14 87%	9 39%	4 93%
Different provider for fixed calls and broadband	73 21%	63 19%	1 26%	2 57%	2 94%	4 88%	9 60%	69 20%	48 22%	24 23%	51 20%	73 21%	19 30%	13 42%	4 43%	15 40%	6 76%	17 39%	17 67%	- -%	22 25%	- -%	67 20%	6 38%	4 43%	2 13%	15 61%	* 7%

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

Table 128 (continuation)
Main Provider Summary for Any fixed line calls & broadband
by Crossbreak
Base: All respondents

Total	VOIP USAGE				STANDARD LANDLINE SUPPLIER			BUNDLING			SWITCHED LAST 12 MONTHS				EVER SWITCHED			EVER SWITCHED VOIP			SNNIP CALLS LIKELY TO				
	Int ernal / inter-site (a)	Ext ernal (b)	Both (c)	Ne ither (d)	BT for ntal calls (a)	Other pro vider (b)	Other pro vider ntal and calls (c)	Std lan dline + ISDN (a)	Std lan dline + ISDN Re + LL/ ntal (b)	Std lan dline + BB (c)	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	pro ducts	No ducts (a)	1 pr oduct (b)	2 pr oducts (c)	pro ducts	Yes (a)	No (b)	Not sure (c)	Not Ch ange (a)	Some calls to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)
Unweighted row	368	13	26	37	3	180	21	164	45	6	261	308	35	25	161	108	99	6	74	1	161	36	27	21	13
Total	347	4	24	14	2	159	25	163	14	*	262	304	25	19	161	98	88	2	43	*	182	30	13	14	13
Same provider for fixed calls and broadband	275 79%	2 47%	20 85%	4 29%	* 20%	148C 93%	16 63%	111 68%	12 88%	* 86%	255 97%	248 82%	9 36%	18 94%	146B 90%	61 62%	68 78%	1 66%	26 61%	* 100%	147 81%	23 77%	10 77%	11 79%	11 90%
Different provider for fixed calls and broadband	73 21%	2 53%	3 15%	10 71%	2 80%	11 7%	9 37%	52A 32%	2 12%	* 14%	7 3%	56 18%	16 64%	1 6%	16 10%	37A 38%	20 22%	1 34%	17 39%	- -%	35 19%	7 23%	3 23%	3 21%	1 10%

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

Table 128 (continuation)
 Main Provider Summary for Any fixed line calls & broadband
 by Crossbreak
 Base: All respondents

Total	SNNIP CALLS & RENTAL LIKELY TO					Ca ncel MFL (e)
	Not Ch ange (a)	Some to bile (b)	Some calls to VoIP (c)	Some calls to text/ on line (d)	Some calls to MFL (e)	
Unweighted row	368	152	36	21	23	17
Total	347	177	36	16	18	19
Same provider for fixed calls and broadband	275 79%	145 82%	29 80%	15 89%	16 87%	17 90%
Different provider for fixed calls and broadband	73 21%	32 18%	7 20%	2 11%	2 13%	2 10%

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

'Narrowband Review 2016 - SME Survey 1 (April - May 2015)'

Table 1	Page 1	<S3A> Which of the following best describes your personal involvement with purchasing decisions regarding your organisation's telecoms and other communications services? by Crossbreak Base: All respondents
Table 2	Page 6	<S3B> Can I just double check that can you comment in detail on your organisation's experiences using communications suppliers and services? by Crossbreak Base: All respondents
Table 3	Page 11	<S4> Could I please confirm your exact job title? by Crossbreak Base: All respondents
Table 4	Page 21	<QS5> Sector by Crossbreak Base: All respondents
Table 5	Page 26	<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 6	Page 31	<C1> Which of the following bands best describes your organisation's turnover for the last financial year? by Crossbreak Base: All respondents
Table 7	Page 41	<S6B> Which of the following best describes the way you work? by Crossbreak Base: All respondents
Table 8	Page 46	<S7> How long has your organisation been trading? by Crossbreak Base: All respondents
Table 9	Page 51	<S8> How many sites or offices does your organisation operate from in the UK? by Crossbreak Base: All respondents
Table 10	Page 56	<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 11	Page 61	<S9B> In which of these regions are you personally based? by Crossbreak Base: All respondents
Table 12	Page 66	<S11> Has your organisation used any of the following communications services IN THE LAST MONTH? by Crossbreak Base: All respondents
Table 13	Page 76	<S13A> What have you used Standard landlines for, in the last month? by Crossbreak Base: All respondents
Table 14	Page 81	<S13B> What have you used ISDN 2/2e for, in the last month? by Crossbreak Base: All with ISDN2/2E lines

'Narrowband Review 2016 - SME Survey 1 (April - May 2015)'

Table 15	Page 86	<S13C> What have you used ISDN 30 for, in the last month ? by Crossbreak Base: All with ISDN30 lines
Table 16	Page 91	<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
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Table 106	Page 724	<Q10AC> If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to VoIP by Crossbreak Base: All using fixed lines
Table 107	Page 729	<Q10AD> If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to mobile phone texts, instant messaging via an app or emails by Crossbreak Base: All using fixed lines
Table 108	Page 734	<Q10AE> If the overall price of your CALLS were to increase by 10%, how likely would you be to do each of the following?Give up my <main fixed line coded at S13i> and only rely on mobile and broadband call services by Crossbreak Base: All using fixed lines

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Table 111	Page 750	<Q10BB> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to mobile phone by Crossbreak Base: All using fixed lines
Table 112	Page 755	<Q10BC> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to VoIP by Crossbreak Base: All using fixed lines
Table 113	Page 760	<Q10BD> If the overall price of your bill including line rental and calls were to increase by 10%, how likely would you be to do each of the following?Switch some calls from <main fixed line coded at S13i> to mobile phone texts, instant messaging via an app or emails by Crossbreak Base: All using fixed lines
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