OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

QZ12 (QZNI1). Do you regard yourself as belonging to any particular religion? IF YES: Which religion, religious denomination or body do you belong?..185
    Base : All respondents in Northern Ireland

Table 11
Page 1

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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NATION

Base : All respondents

	Total	AGE				AGE/SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEARING	MOBILITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
England	1886	285	175	164	339	719	1645	235	283	55	104	1610	153	186	74	87	67	111	161	178
	84%	86%	83%	84%	83%	82%	82%	97% f	84%	81%	84%	84%	85%	82%	83%	84%	87%	81%	84%	83%
		15%	9%	9%	18%	38%	87%	12%	15%	3%	6%	85%	8%	10%	4%	5%	4%	6%	9%	9%
Scotland	197	24	19	18	37	77	194	3	29	7	12	160	13	23	9	8	3	16	17	20
	9%	7%	9%	9%	9%	9%	10% g	1%	9%	10%	10%	8%	8%	10%	10%	8%	4%	12%	9%	9%
		12%	10%	9%	19%	39%	99%	1%	15%	4%	6%	82%	7%	12%	4%	4%	2%	8%	9%	10%
Wales	111	16	12	10	22	52	109	3	16	5	4	95	10	12	5	6	4	6	11	10
	5%	5%	6%	5%	5%	6%	5% g	1%	5%	7%	3%	5%	5%	5%	6%	6%	5%	5%	6%	5%
		14%	11%	9%	20%	46%	98%	3%	14%	4%	4%	85%	9%	11%	4%	6%	4%	6%	10%	9%
Northern Ireland	62	8	5	4	9	24	61	1	10	1	4	52	4	5	2	2	2	4	3	6
	3%	2%	2%	2%	2%	3%	3% g	1%	3%	1%	3%	3%	2%	2%	2%	2%	3%	3%	2%	3%
		13%	8%	7%	15%	39%	98%	2%	16%	2%	6%	84%	6%	9%	3%	3%	4%	6%	5%	10%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

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REGION

Base : All respondents

	Total	AGE 55-64 a	AGE 65-74 b	AGE 75+ c	AGE 65+ d	AGE/SEG 65+ OR DE e	MEG NO f	MEG YES g	DISABILITY ANY h	DISABILITY HEARING i	DISABILITY MOBILITY j	DISABILITY NO k	AGED 65+ MALE l	AGED 65+ FEMALE m	AGED 65+ AB n	AGED 65+ C1 o	AGED 65+ C2 p	AGED 65+ DE q	AGED 65+ ABC1 r	AGED 65+ C2DE s
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
	15%	15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
North East	96	11	8	9	17	46	75	15	14	1	5	82	5	12	7	6	2	2	13	4
	4%	3%	4%	5%	4%	5%	4%	6%	4%	2%	4%	4%	3%	5%	8%	6%	2%	2%	7%	2%
														s	lqs	s			lqs	
	12%	8%	9%	18%	48%	78%	16%	15%	1%	5%	86%	5%	12%	7%	6%	2%	2%	13%	4%	
North West	259	37	28	16	44	93	244	15	48	10	23	210	21	23	2	7	10	26	9	35
	11%	11%	13%	8%	11%	11%	12%	6%	14%	15%	18%	11%	12%	10%	2%	7%	13%	19%	5%	17%
							g				k		nr	nr			nr	lmnor		mnor
	14%	11%	6%	17%	36%	94%	6%	19%	4%	9%	81%	8%	9%	1%	3%	4%	10%	3%	14%	
Yorkshire	187	25	17	17	35	85	181	6	26	2	12	161	15	20	7	11	8	8	18	17
	8%	8%	8%	9%	9%	10%	9%	2%	8%	4%	10%	8%	9%	9%	8%	11%	11%	6%	9%	8%
							g													
	13%	9%	9%	19%	45%	97%	3%	14%	1%	6%	86%	8%	10%	4%	6%	5%	5%	10%	9%	
East Midlands	163	27	14	13	27	64	158	7	23	6	5	142	16	12	3	8	9	7	11	17
	7%	8%	7%	7%	7%	7%	8%	3%	7%	9%	4%	7%	9%	5%	4%	7%	12%	5%	6%	8%
							g										mnr			
	17%	9%	8%	17%	39%	97%	4%	14%	4%	3%	87%	10%	7%	2%	5%	6%	5%	7%	10%	
West Midlands	197	29	19	25	44	87	165	30	36	8	10	164	14	30	10	9	9	16	19	25
	9%	9%	9%	13%	11%	10%	8%	13%	11%	11%	8%	9%	8%	13%	11%	9%	12%	12%	10%	12%
								f												
	15%	10%	13%	22%	44%	84%	15%	18%	4%	5%	83%	7%	15%	5%	5%	5%	8%	10%	13%	
East of England	210	35	16	17	33	76	197	15	30	7	16	182	14	18	9	7	5	11	17	16
	9%	11%	8%	9%	8%	9%	10%	6%	9%	10%	13%	9%	8%	8%	10%	7%	7%	8%	9%	8%
	17%	8%	8%	16%	36%	93%	7%	14%	3%	8%	87%	7%	9%	4%	4%	3%	5%	8%	8%	
London	280	35	19	21	40	89	160	117	24	3	10	255	18	23	6	8	7	19	14	26
	12%	11%	9%	11%	10%	10%	8%	48%	7%	4%	8%	13%	10%	10%	6%	8%	10%	14%	7%	12%
								f				hi						r		
	13%	7%	8%	14%	32%	57%	42%	9%	1%	4%	91%	6%	8%	2%	3%	3%	7%	5%	9%	

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

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REGION

Base : All respondents

	Total	AGE 55-64 a	AGE 65-74 b	AGE 75+ c	AGE 65+ d	AGE/SEG 65+ OR DE e	MEG NO f	MEG YES g	DISABILITY ANY h	DISABILITY HEARING i	DISABILITY MOBILITY j	DISABILITY NO k	AGED 65+ MALE l	AGED 65+ FEMALE m	AB n	C1 o	C2 p	DE q	ABC1 r	C2DE s
Significance Level: 95%																				
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Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
	15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
South East	307	59	30	22	52	103	286	24	40	10	10	269	27	25	18	16	9	10	34	18
	14%	18% c	14%	11%	13%	12%	14%	10%	12%	15%	8%	14% j	15% qs	11%	20% mqs	16% qs	11%	7%	18% mqs	9%
		19%	10%	7%	17%	34%	93%	8%	13%	3%	3%	88%	9%	8%	6%	5%	3%	3%	11%	6%
South West	186	26	23	23	46	77	179	6	42	8	13	146	23	24	13	15	8	11	27	19
	8%	8%	11%	12%	11%	9%	9% g	3%	12% k	12%	11%	8%	13%	10%	15%	14%	10%	8%	14%	9%
		14%	12%	12%	25%	41%	96%	3%	22%	4%	7%	78%	12%	13%	7%	8%	4%	6%	15%	10%
Wales	111	16	12	10	22	52	109	3	16	5	4	95	10	12	5	6	4	6	11	10
	5%	5%	6%	5%	5%	6%	5% g	1%	5%	7%	3%	5%	5%	5%	6%	6%	5%	5%	6%	5%
		14%	11%	9%	20%	46%	98%	3%	14%	4%	4%	85%	9%	11%	4%	6%	4%	6%	10%	9%
Scotland	197	24	19	18	37	77	194	3	29	7	12	160	13	23	9	8	3	16	17	20
	9%	7%	9%	9%	9%	9%	10% g	1%	9%	10%	10%	8%	8%	10%	10%	8%	4%	12%	9%	9%
		12%	10%	9%	19%	39%	99%	1%	15%	4%	6%	82%	7%	12%	4%	4%	2%	8%	9%	10%
Northern Ireland	62	8	5	4	9	24	61	1	10	1	4	52	4	5	2	2	2	4	3	6
	3%	2%	2%	2%	2%	3%	3% g	1%	3%	1%	3%	3%	2%	2%	2%	2%	3%	3%	2%	3%
		13%	8%	7%	15%	39%	98%	2%	16%	2%	6%	84%	6%	9%	3%	3%	4%	6%	5%	10%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

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Table 13
Page 4

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URBANITY

Base : All respondents

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE		AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m		n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348		159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233		111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226		89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%		4%	5%	3%	6%	9%	9%
Urban	1964	273	174	168	342	765	1723	236	276	59	107	1685	145	198		67	87	65	124	154	189
	87%	82%	83%	86%	84%	88%	86%	98%	82%	87%	87%	88%	80%	87%		76%	84%	85%	90%	80%	88%
								f				h		lnr					lnr		lnr
		14%	9%	9%	17%	39%	88%	12%	14%	3%	5%	86%	7%	10%		3%	4%	3%	6%	8%	10%
Rural	292	60	37	27	64	108	286	6	62	9	17	232	35	29		21	17	12	14	38	25
	13%	18%	17%	14%	16%	12%	14%	2%	18%	13%	13%	12%	20%	13%		24%	16%	15%	10%	20%	12%
							g		k				mqs			mqs				mqs	
		21%	13%	9%	22%	37%	98%	2%	21%	3%	6%	80%	12%	10%		7%	6%	4%	5%	13%	9%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 14
Page 5

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CABLE AREA

Base : All respondents

		AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
										HEAR ING	MOBIL ITY			FEMALE						
	Total	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY			NO	MALE		AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
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Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
TELEWEST	463	65	39	36	75	171	369	89	61	12	23	401	31	44	21	15	16	23	36	39
	21%	19%	19%	18%	18%	20%	18%	37%	18%	18%	18%	21%	17%	19%	23%	15%	20%	17%	19%	18%
								f												
		14%	9%	8%	16%	37%	80%	19%	13%	3%	5%	87%	7%	10%	4%	3%	3%	5%	8%	8%
NTL	741	115	64	65	129	288	660	81	93	20	36	647	57	72	20	39	23	47	59	70
	33%	34%	30%	33%	32%	33%	33%	34%	28%	30%	29%	34%	31%	32%	23%	37%	30%	35%	31%	33%
												h				n		n		
		16%	9%	9%	17%	39%	89%	11%	13%	3%	5%	87%	8%	10%	3%	5%	3%	6%	8%	9%
NEITHER	1052	154	108	94	202	414	981	72	184	35	66	870	92	110	48	49	38	67	97	105
	47%	46%	51%	48%	50%	47%	49%	30%	54%	52%	53%	45%	51%	49%	54%	48%	50%	49%	51%	49%
							g		k											
		15%	10%	9%	19%	39%	93%	7%	17%	3%	6%	83%	9%	10%	5%	5%	4%	6%	9%	10%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

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DEPRIVATION LEVEL

Base : All respondents

	Total	AGE				AGE/SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEARING	MOBILITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
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Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
Low	1382	221	142	125	266	469	1311	74	209	44	78	1176	124	142	70	79	40	77	149	117
	61%	66%	67%	64%	66%	54%	65%	30%	62%	65%	63%	61%	69%	63%	79%	77%	52%	56%	78%	55%
							g						pqs		Impqs	mpqs			Impqs	
		16%	10%	9%	19%	34%	95%	5%	15%	3%	6%	85%	9%	10%	5%	6%	3%	6%	11%	8%
Medium	782	100	62	63	125	366	616	159	118	22	43	662	48	77	15	22	33	54	38	87
	35%	30%	29%	32%	31%	42%	31%	66%	35%	32%	34%	35%	27%	34%	17%	22%	43%	39%	20%	41%
								f					n	nor			lnor	lnor		lnor
		13%	8%	8%	16%	47%	79%	20%	15%	3%	5%	85%	6%	10%	2%	3%	4%	7%	5%	11%
High	30	4	2	3	6	13	21	8	2	1	-	28	4	2	2	-	1	3	2	4
	1%	1%	1%	2%	1%	1%	1%	3%	1%	1%	-%	1%	2%	1%	2%	-%	1%	2%	1%	2%
								f												
		15%	7%	11%	18%	43%	70%	28%	7%	2%	-%	93%	13%	5%	6%	-%	3%	9%	6%	12%
Undefined	62	8	5	4	9	24	61	1	10	1	4	52	4	5	2	2	2	4	3	6
	3%	2%	2%	2%	2%	3%	3%	1%	3%	1%	3%	3%	2%	2%	2%	2%	3%	3%	2%	3%
							g													
		13%	8%	7%	15%	39%	98%	2%	16%	2%	6%	84%	6%	9%	3%	3%	4%	6%	5%	10%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

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SE. GENDER

Base : All respondents

	Total	AGE 55-64	65-74	75+	65+	AGE/SEG 65+ OR DE	MEG NO	YES	DISABILITY ANY	HEARING	MOBILITY	NO	AGED 65+ MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
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		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
Male	1082	170	100	80	180	399	954	121	172	34	58	914	180	-	49	49	39	42	98	82
	48%	51%	48%	41%	44%	46%	47%	50%	51%	50%	47%	48%	100%	-%	55%	47%	51%	31%	51%	38%
		c											mnopqrs		mqs	mq	mqs	m	mqs	m
		16%	9%	7%	17%	37%	88%	11%	16%	3%	5%	84%	17%	-%	5%	5%	4%	4%	9%	8%
Female	1174	164	111	116	226	474	1056	121	166	34	66	1004	-	226	40	54	37	95	94	132
	52%	49%	52%	59%	56%	54%	53%	50%	49%	50%	53%	52%	-%	100%	45%	53%	49%	69%	49%	62%
				a										lnopqrs	l	l	l	lnopr	l	lnpr
		14%	9%	10%	19%	40%	90%	10%	14%	3%	6%	85%	-%	19%	3%	5%	3%	8%	8%	11%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 17
Page 8

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SF. AGE OF RESPONDENT

Base : All respondents

	Total	AGE				AGE/SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEARING	MOBILITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
16 - 17	47	-	-	-	-	13	39	9	3	-	-	45	-	-	-	-	-	-	-	-
	2%	-%	-%	-%	-%	1%	2%	4%	1%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%
												h								
		-%	-%	-%	-%	27%	82%	20%	6%	-%	-%	96%	-%	-%	-%	-%	-%	-%	-%	-%
18 - 24	280	-	-	-	-	82	238	43	12	2	*	270	-	-	-	-	-	-	-	-
	12%	-%	-%	-%	-%	9%	12%	18%	4%	4%	*%	14%	-%	-%	-%	-%	-%	-%	-%	-%
								f	j	j		hij								
		-%	-%	-%	-%	29%	85%	15%	4%	1%	*%	96%	-%	-%	-%	-%	-%	-%	-%	-%
25 - 34	408	-	-	-	-	108	340	66	33	3	10	380	-	-	-	-	-	-	-	-
	18%	-%	-%	-%	-%	12%	17%	27%	10%	4%	8%	20%	-%	-%	-%	-%	-%	-%	-%	-%
								f				hij								
		-%	-%	-%	-%	27%	83%	16%	8%	1%	2%	93%	-%	-%	-%	-%	-%	-%	-%	-%
35 - 44	439	-	-	-	-	96	380	58	32	2	5	407	-	-	-	-	-	-	-	-
	19%	-%	-%	-%	-%	11%	19%	24%	9%	3%	4%	21%	-%	-%	-%	-%	-%	-%	-%	-%
												hij								
		-%	-%	-%	-%	22%	87%	13%	7%	*%	1%	93%	-%	-%	-%	-%	-%	-%	-%	-%
45 - 54	342	-	-	-	-	87	311	33	40	4	13	302	-	-	-	-	-	-	-	-
	15%	-%	-%	-%	-%	10%	15%	13%	12%	5%	10%	16%	-%	-%	-%	-%	-%	-%	-%	-%
												hi								
		-%	-%	-%	-%	26%	91%	10%	12%	1%	4%	88%	-%	-%	-%	-%	-%	-%	-%	-%
55 - 64	334	334	-	-	-	80	313	19	72	11	32	252	-	-	-	-	-	-	-	-
	15%	100%	-%	-%	-%	9%	16%	8%	21%	17%	26%	13%	-%	-%	-%	-%	-%	-%	-%	-%
		bcd						g	k		k									
		100%	-%	-%	-%	24%	94%	6%	22%	3%	10%	76%	-%	-%	-%	-%	-%	-%	-%	-%
65 - 74	225	-	211	-	211	211	213	9	58	15	19	170	100	111	48	55	43	65	103	108
	10%	-%	100%	-%	52%	24%	11%	4%	17%	22%	15%	9%	56%	49%	54%	53%	56%	48%	53%	51%
			acd		ac		g		k	k	k									
		-%	94%	-%	94%	94%	95%	4%	26%	6%	8%	76%	45%	49%	21%	24%	19%	29%	46%	48%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

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SF. AGE OF RESPONDENT

Base : All respondents

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
	15%	15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
75+	181	-	-	195	195	195	175	6	89	31	45	92	80	116	41	48	34	72	90	106
	8%	-%	-%	100%	48%	22%	9%	2%	26%	46%	36%	5%	44%	51%	46%	47%	44%	52%	47%	49%
				abd	ab		g			hk	hk									
		-%	-%	108%	108%	108%	96%	3%	49%	17%	25%	51%	44%	64%	23%	27%	19%	40%	49%	58%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

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SG (QZ8). What is the occupation of the main wage earner in your household? CODE SOCIAL GRADE. (SINGLE CODE)

Base : All respondents

		AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
										HEAR	MOBIL			FEMALE						
	Total	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	ING	ITY	NO	MALE		AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
A	33	8	6	3	9	9	31	1	10	2	1	23	6	3	9	-	-	-	9	-
	1%	2%	3%	2%	2%	1%	2%	*%	3%	3%	1%	1%	3%	1%	10%	-%	-%	-%	5%	-%
									k				oqs		lmopqrs				mopqs	
		25%	18%	10%	28%	28%	96%	3%	30%	7%	3%	71%	18%	10%	28%	-%	-%	-%	28%	-%
B	533	97	42	38	79	79	478	52	58	14	23	475	43	36	79	-	-	-	79	-
	24%	29%	20%	19%	20%	9%	24%	21%	17%	20%	18%	25%	24%	16%	90%	-%	-%	-%	41%	-%
		bcd										h	mopqs	opqs	lmopqrs				lmopqs	
		18%	8%	7%	15%	15%	90%	10%	11%	3%	4%	89%	8%	7%	15%	-%	-%	-%	15%	-%
C1	669	92	55	48	103	103	584	90	70	13	22	602	49	54	-	103	-	-	103	-
	30%	28%	26%	25%	25%	12%	29%	37%	21%	19%	18%	31%	27%	24%	-%	100%	-%	-%	54%	-%
								f				hij	npqs	npqs		lmnpqrs			lmnpqs	
		14%	8%	7%	15%	15%	87%	13%	11%	2%	3%	90%	7%	8%	-%	15%	-%	-%	15%	-%
C2	413	57	43	34	77	77	380	34	67	15	21	352	39	37	-	-	77	-	-	77
	18%	17%	20%	17%	19%	9%	19%	14%	20%	21%	17%	18%	22%	16%	-%	-%	100%	-%	-%	36%
													noqr	noqr			lmnoqrs			lmnoqr
		14%	10%	8%	19%	19%	92%	8%	16%	4%	5%	85%	10%	9%	-%	-%	19%	-%	-%	19%
D	323	36	28	22	49	321	269	47	44	5	12	277	17	33	-	-	-	49	-	49
	14%	11%	13%	11%	12%	37%	13%	19%	13%	7%	10%	14%	9%	14%	-%	-%	-%	36%	-%	23%
								f					nopr	nopr				lmnoprs		lmnopr
		11%	9%	7%	15%	99%	83%	15%	14%	2%	4%	86%	5%	10%	-%	-%	-%	15%	-%	15%
E	285	44	38	50	88	283	266	18	88	19	45	187	26	62	-	-	-	88	-	88
	13%	13%	18%	26%	22%	32%	13%	7%	26%	28%	36%	10%	14%	28%	-%	-%	-%	64%	-%	41%
				ab	a		g		k	k	hk		nopr	lnopr				lmnoprs		lmnopr
		15%	13%	18%	31%	99%	93%	6%	31%	7%	16%	66%	9%	22%	-%	-%	-%	31%	-%	31%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 19
Page 11

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QZ5 (SG). WORKING STATUS

Base : All respondents

	Total	AGE				AGE/SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEARING	MOBILITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
Base for %	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
Working full time (30hrs/wk+)	886	89	7	1	8	128	778	106	39	9	7	852	6	3	1	4	3	1	5	3
	39%	27%	4%	*%	2%	15%	39%	44%	11%	13%	6%	44%	3%	1%	1%	4%	4%	1%	3%	2%
		bcd	c						j			hij				q				
		10%	1%	*%	1%	14%	88%	12%	4%	1%	1%	96%	1%	*%	*%	*%	*%	*%	1%	*%
Not working (i.e. under 8hrs/wk) - retired	482	122	184	178	362	394	461	18	166	44	74	313	162	201	85	90	66	122	174	188
	21%	37%	87%	91%	89%	45%	23%	7%	49%	64%	59%	16%	90%	89%	96%	87%	86%	89%	91%	88%
			a	a	a			g	k	hk	hk				mopqs					
		25%	38%	37%	75%	82%	96%	4%	34%	9%	15%	65%	34%	42%	18%	19%	14%	25%	36%	39%
Working part time (8-29 hrs/wk)	374	54	13	7	20	94	334	43	38	6	7	339	9	11	2	6	6	6	8	12
	17%	16%	6%	3%	5%	11%	17%	18%	11%	8%	5%	18%	5%	5%	3%	6%	8%	4%	4%	6%
		bcd							j			hij								
		14%	4%	2%	5%	25%	89%	12%	10%	2%	2%	91%	2%	3%	1%	2%	2%	2%	2%	3%
Not working (i.e. under 8hrs/wk) - housewife/ disabled/ other	247	45	3	7	10	138	210	34	69	8	32	173	*	9	-	4	*	5	4	6
	11%	14%	1%	3%	2%	16%	10%	14%	20%	12%	26%	9%	*%	4%	-%	4%	*%	4%	2%	3%
		bcd							k		ik				ln		ln	ln	l	l
		18%	1%	3%	4%	56%	85%	14%	28%	3%	13%	70%	*%	4%	-%	2%	*%	2%	2%	2%
Not working (i.e. under 8hrs/wk) - unemployed (registered/not registered but looking for work)	137	21	1	-	1	98	129	9	20	1	4	116	1	*	-	-	*	1	-	1
	6%	6%	*%	-%	*%	11%	6%	4%	6%	2%	3%	6%	*%	*%	-%	-%	*%	*%	-%	*%
		bcd																		
		15%	*%	-%	*%	72%	94%	6%	15%	1%	3%	84%	*%	*%	-%	-%	*%	*%	-%	*%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 19
Page 12

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QZ5 (SG). WORKING STATUS

Base : All respondents

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
	15%	9%	9%	18%	39%	89%	11%		15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
Not working (i.e. under 8hrs/wk) - student	118	-	2	-	2	16	87	32	5	*	*	114	-	2	-	-	2	-	-	2
	5%	-%	1%	-%	*%	2%	4%	13%	1%	*%	*%	6%	-%	1%	-%	-%	2%	-%	-%	1%
								f				hij					lr			
		-%	1%	-%	1%	13%	74%	27%	4%	*%	*%	97%	-%	1%	-%	-%	1%	-%	-%	1%
Don't know	13	3	*	3	3	5	11	1	2	-	*	11	3	*	1	-	*	3	1	3
	1%	1%	*%	2%	1%	1%	1%	1%	1%	-%	*%	1%	2%	*%	1%	-%	*%	2%	*%	1%
		22%	4%	24%	28%	39%	88%	10%	19%	-%	2%	89%	26%	2%	6%	-%	1%	21%	6%	22%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 20
Page 13

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QZ6 (SH). HOUSEHOLD STATUS

Base : All respondents

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
Base for %	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
Being bought on mortgage	792	64	8	6	15	99	718	74	52	8	13	745	7	8	2	4	4	4	7	8
	35%	19% bcd	4%	3%	4%	11%	36%	30%	15%	11%	10%	39% hij	4%	4%	3%	4%	5%	3%	3%	4%
		8%	1%	1%	2%	13%	91%	9%	7%	1%	2%	94%	1%	1%	*%	1%	1%	1%	1%	1%
Owned outright by household	614	179	154	133	287	348	564	48	145	38	56	468	136	151	78	88	45	76	166	121
	27%	54%	73% a	68% a	71% a	40%	28%	20%	43% k	56% hk	45% k	24%	76% mpqs	67% qs	88% Impqs	85% Impqs	59%	55%	87% Impqs	57%
		29%	25%	22%	47%	57%	92% g	8%	24%	6%	9%	76%	22%	25%	13%	14%	7%	12%	27%	20%
Rented from Local Authority/ Housing Association/ Trust	461	65	39	46	85	290	415	45	104	18	47	352	29	56	5	7	23	51	12	73
	20%	20%	19%	24%	21%	33%	21%	18%	31% k	27%	38% k	18%	16% nor	25% Inor	6%	7%	30% Inor	37% Imnor	6%	34% Imnor
		14%	8%	10%	19%	63%	90%	10%	23%	4%	10%	76%	6%	12%	1%	2%	5%	11%	3%	16%
Rented from Private Landlord	316	15	7	3	10	113	255	62	29	3	6	289	2	8	2	1	3	5	2	8
	14%	4%	3%	2%	3%	13%	13%	25% f	9%	4%	4%	15% hij	1%	4%	2%	1%	4%	4%	1%	4%
		5%	2%	1%	3%	36%	81%	19%	9%	1%	2%	91%	1%	3%	1%	*%	1%	2%	1%	3%
Other	30	2	-	1	1	8	20	9	1	-	-	29	-	1	-	-	-	1	-	1
	1%	*%	-%	1%	*%	1%	1%	4% f	*%	-%	-%	2% h	-%	*%	-%	-%	-%	1%	-%	1%
		6%	-%	4%	4%	28%	68%	30%	2%	-%	-%	98%	-%	4%	-%	-%	-%	4%	-%	4%
Don't know	43	9	2	5	7	15	37	6	8	1	2	35	6	2	1	4	2	1	5	2
	2%	3%	1%	3%	2%	2%	2%	2%	2%	2%	2%	2%	3%	1%	2%	3%	2%	1%	3%	1%
		22%	5%	13%	17%	34%	86%	13%	19%	3%	5%	82%	13%	4%	3%	8%	4%	2%	12%	5%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 21
Page 14

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SH (SI). Total number in household (including respondent and any children)

Base : All respondents

	Total	AGE 55-64 a	AGE 65-74 b	AGE 75+ c	AGE 65+ d	AGE/SEG 65+ OR DE e	MEG NO f	MEG YES g	DISABILITY ANY h	DISABILITY HEARING i	DISABILITY MOBILITY j	DISABILITY NO k	AGED 65+ MALE l	AGED 65+ FEMALE m	AB n	C1 o	C2 p	DE q	ABC1 r	C2DE s
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
1	362	64	52	101	153	229	342	22	126	30	59	232	47	106	26	39	19	69	66	87
	16%	19%	25%	52%	38%	26%	17%	9%	37%	45%	47%	12%	26%	47%	29%	38%	25%	50%	34%	41%
				abd	ab		g		k	k	hk			lnpr		lp		lnopr	l	lnp
		18%	14%	28%	42%	63%	94%	6%	35%	8%	16%	64%	13%	29%	7%	11%	5%	19%	18%	24%
2	769	203	141	85	226	368	716	49	124	25	40	643	120	106	57	58	51	60	116	111
	34%	61%	67%	43%	56%	42%	36%	20%	37%	37%	32%	34%	67%	47%	65%	56%	66%	44%	60%	52%
		c	cd		c		g						moqs		mqs	q	mqs		mq	
		26%	18%	11%	29%	48%	93%	6%	16%	3%	5%	84%	16%	14%	7%	8%	7%	8%	15%	14%
3	450	44	7	7	14	103	397	52	38	6	13	414	6	8	3	3	4	5	6	9
	20%	13%	4%	3%	4%	12%	20%	22%	11%	9%	10%	22%	4%	3%	3%	3%	5%	4%	3%	4%
		bcd										hij								
		10%	2%	2%	3%	23%	88%	12%	9%	1%	3%	92%	1%	2%	1%	1%	1%	1%	1%	2%
4	450	19	8	1	8	92	384	67	31	5	7	422	5	4	2	3	2	1	5	3
	20%	6%	4%	*%	2%	11%	19%	28%	9%	7%	5%	22%	3%	2%	3%	2%	3%	1%	3%	2%
		cd	c					f				hij								
		4%	2%	*%	2%	21%	85%	15%	7%	1%	2%	94%	1%	1%	1%	1%	1%	*%	1%	1%
5+	226	4	2	2	4	80	171	52	19	2	7	207	2	3	*	*	1	3	*	4
	10%	1%	1%	1%	1%	9%	8%	21%	6%	3%	5%	11%	1%	1%	*%	*%	1%	2%	*%	2%
								f				hij								
		2%	1%	1%	2%	36%	76%	23%	8%	1%	3%	92%	1%	1%	*%	*%	*%	1%	*%	2%
Mean number of people	2.8	2.1	1.9	1.6	1.7	2.4	2.7	3.5	2.1	1.9	1.9	2.9	1.9	1.6	1.8	1.7	1.9	1.6	1.7	1.7
		bcd	cd		c			f	ij			hij	moqrs		mq		moqrs			m
Standard deviation	1.36	.82	.76	.69	.75	1.38	1.29	1.59	1.25	1.02	1.23	1.34	.73	.74	.64	.67	.75	.84	.66	.82
Standard error	.02	.04	.04	.04	.03	.04	.02	.10	.05	.09	.08	.02	.04	.04	.05	.05	.06	.05	.04	.04

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

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SJ. Total number of children in household (under 18), including respondent (if respondent is under 18)

Base : All respondents

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
None	1352	314	200	192	392	632	1235	116	267	58	108	1080	174	218	86	101	72	133	188	205
	60%	94%	95%	98%	97%	72%	61%	48%	79%	86%	87%	56%	97%	96%	97%	98%	94%	97%	98%	96%
				a			g		k	k	hk									
		23%	15%	14%	29%	47%	91%	9%	20%	4%	8%	80%	13%	16%	6%	7%	5%	10%	14%	15%
1	401	17	8	1	9	101	363	39	36	7	8	368	3	6	1	2	4	2	3	6
	18%	5%	4%	1%	2%	12%	18%	16%	11%	11%	6%	19%	2%	3%	1%	2%	6%	1%	2%	3%
		cd	c									hj					qr			
		4%	2%	*%	2%	25%	90%	10%	9%	2%	2%	92%	1%	1%	*%	1%	1%	*%	1%	2%
2	339	2	1	2	4	85	282	55	21	2	4	320	1	2	1	-	-	2	1	2
	15%	1%	1%	1%	1%	10%	14%	23%	6%	3%	3%	17%	1%	1%	2%	-%	-%	2%	1%	1%
								f				hij								
		1%	*%	1%	1%	25%	83%	16%	6%	1%	1%	94%	*%	1%	*%	-%	-%	1%	*%	1%
3	118	*	1	-	1	33	93	23	8	*	3	109	1	-	-	-	*	1	-	1
	5%	*%	*%	-%	*%	4%	5%	10%	2%	*%	2%	6%	*%	-%	-%	-%	*%	*%	-%	*%
								f				hi								
		*%	1%	-%	1%	28%	79%	20%	7%	*%	2%	93%	1%	-%	-%	-%	*%	1%	-%	1%
4	32	*	-	-	-	15	25	6	4	-	2	29	-	-	-	-	-	-	-	-
	1%	*%	-%	-%	-%	2%	1%	2%	1%	-%	1%	2%	-%	-%	-%	-%	-%	-%	-%	-%
		*%	-%	-%	-%	47%	80%	19%	12%	-%	5%	91%	-%	-%	-%	-%	-%	-%	-%	-%
5+	14	-	-	-	-	7	11	3	2	-	1	12	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	1%	1%	1%	1%	-%	*%	1%	-%	-%	-%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	49%	75%	23%	18%	-%	4%	83%	-%	-%	-%	-%	-%	-%	-%	-%
Mean number of children	.7	.1	.1	*	*	.5	.7	1.1	.4	.2	.3	.8	*	*	*	*	.1	.1	*	.1
		c						f	i			hij								
Standard deviation	1.06	.28	.30	.23	.27	1.03	1.03	1.25	.89	.50	.80	1.08	.29	.25	.27	.14	.25	.34	.21	.31
Standard error	.02	.01	.02	.01	.01	.03	.02	.08	.04	.05	.05	.02	.01	.01	.02	.01	.02	.02	.01	.02

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 23
Page 16

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SK (SM). Can you speak or write in Welsh at all?

Base : All respondents in Wales

	Total	AGE 55-64	AGE 65-74	AGE 75+	65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		~a	~b	~c	d	e	f	~g	~h	~i	~j	k	~l	~m	~n	~o	~p	~q	~r	~s
Unweighted total	493	77	68	47	115	219	484	9	93	23	27	400	57	58	24	32	24	35	56	59
Effective Weighted Sample	329	48	49	31	78	142	322	8	64	18	19	271	42	38	17	21	16	25	38	41
Total	111	16 **	12 **	10 **	22 20%	52 46%	109 98%	3 **	16 **	5 **	4 **	95 85%	10 **	12 **	5 **	6 **	4 **	6 **	11 **	10 **
Yes, and fluent	17 15%	** ** **	** ** **	** ** **	5 24% 31%	8 16% 50%	17 15% 100%	** ** **	** ** **	** ** **	** ** **	14 15% 83%	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **
Yes, but not fluent	15 13%	** ** **	** ** **	** ** **	2 11% 16%	5 10% 36%	15 14% 100%	** ** **	** ** **	** ** **	** ** **	13 14% 88%	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **
No	80 72%	** ** **	** ** **	** ** **	14 65% 18%	38 73% 48%	77 71% 97%	** ** **	** ** **	** ** **	** ** **	68 71% 85%	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 24
Page 17

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QB1. SHOWCARD Which of the following do you, or does anyone in your household, have in your home at the moment? (MULTICODE)

Base : All respondents

	Total	AGE 55-64 a	AGE 65-74 b	AGE 75+ c	AGE 65+ d	AGE/SEG 65+ OR DE e	MEG NO f	MEG YES g	DISABILITY ANY h	DISABILITY HEARING i	DISABILITY MOBILITY j	DISABILITY NO k	AGED 65+ MALE l	AGED 65+ FEMALE m	AGED 65+ AB n	AGED 65+ C1 o	AGED 65+ C2 p	AGED 65+ DE q	AGED 65+ ABC1 r	AGED 65+ C2DE s
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
A DVD player	1639	243	139	122	261	618	1474	164	244	49	85	1395	121	140	62	70	50	79	133	128
	73%	73%	66%	63%	64%	71%	73%	68%	72%	72%	68%	73%	67%	62%	70%	68%	65%	57%	69%	60%
		cd											q		q					qs
		15%	8%	7%	16%	38%	90%	10%	15%	3%	5%	85%	7%	9%	4%	4%	3%	5%	8%	8%
Video games console connected to a TV (e.g. Sony PlayStation, Nintendo Wii or Microsoft Xbox)	1106	81	25	4	29	294	1003	105	113	15	33	999	13	16	6	6	9	8	12	17
	49%	24%	12%	2%	7%	34%	50%	43%	33%	22%	27%	52%	7%	7%	6%	6%	11%	6%	6%	8%
		bcd	cd		c							hij								
		7%	2%	*%	3%	27%	91%	9%	10%	1%	3%	90%	1%	1%	1%	1%	1%	1%	1%	2%
An MP3 player/iPod	887	73	21	5	26	166	802	87	82	10	23	809	17	9	11	6	6	3	17	10
	39%	22%	10%	3%	7%	19%	40%	36%	24%	15%	18%	42%	10%	4%	12%	6%	8%	2%	9%	5%
		bcd	c		c							hij	mqs		mqs			q	mq	
		8%	2%	1%	3%	19%	90%	10%	9%	1%	3%	91%	2%	1%	1%	1%	1%	*%	2%	1%
Handheld/ portable games player (e.g. Nintendo DS, Sony PSP)	680	38	11	3	15	150	603	80	66	9	18	617	8	7	5	2	5	3	7	8
	30%	11%	5%	2%	4%	17%	30%	33%	20%	14%	15%	32%	4%	3%	6%	2%	6%	2%	4%	4%
		bcd	c									hij								
		6%	2%	1%	2%	22%	89%	12%	10%	1%	3%	91%	1%	1%	1%	*%	1%	*%	1%	1%
A recordable DVD player	594	111	61	27	88	160	526	65	69	16	17	527	50	38	33	30	15	10	62	26
	26%	33%	29%	14%	22%	18%	26%	27%	20%	23%	14%	27%	28%	17%	37%	29%	20%	8%	33%	12%
		cd	cd		c							hj	mqs	q	mpqs	mqs	q		mpqs	
		19%	10%	5%	15%	27%	89%	11%	12%	3%	3%	89%	8%	6%	6%	5%	3%	2%	11%	4%
A Blu Ray or HD (High Definition) DVD player	280	28	12	4	16	52	254	24	33	3	5	249	9	7	3	3	6	4	6	10
	12%	8%	6%	2%	4%	6%	13%	10%	10%	5%	4%	13%	5%	3%	3%	3%	8%	3%	3%	5%
		cd	c								j	ij					qr			
		10%	4%	1%	6%	19%	91%	8%	12%	1%	2%	89%	3%	3%	1%	1%	2%	1%	2%	4%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 24
Page 18

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QB1. SHOWCARD Which of the following do you, or does anyone in your household, have in your home at the moment? (MULTICODE)

Base : All respondents

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
	15%	15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
E-reader - digital book reader (e.g. Kindle, Sony Reader, iRiver Reader)	96	12	4	1	5	16	82	13	10	*	1	86	3	2	2	*	1	2	2	3
	4%	4%	2%	*%	1%	2%	4%	5%	3%	*%	1%	4%	2%	1%	2%	*%	2%	1%	1%	1%
		cd										j								
		12%	5%	1%	5%	17%	86%	14%	10%	*%	1%	90%	3%	2%	2%	*%	1%	2%	2%	3%
None of these	222	39	37	60	97	142	194	26	53	10	27	168	34	64	11	24	15	48	35	62
	10%	12%	17%	31%	24%	16%	10%	11%	16%	14%	22%	9%	19%	28%	13%	23%	19%	35%	18%	29%
			a	abd	ab				k		k			lnr		n		lnopr		lnr
		17%	17%	27%	44%	64%	88%	12%	24%	4%	12%	76%	15%	29%	5%	11%	7%	21%	16%	28%
Don't know	4	*	-	1	1	3	4	-	1	1	*	2	*	1	*	-	1	*	*	1
	*%	*%	-%	1%	*%	*%	*%	-%	*%	1%	*%	*%	*%	*%	*%	-%	1%	*%	*%	*%
										k										
		11%	-%	26%	26%	85%	100%	-%	37%	25%	2%	58%	11%	15%	2%	-%	15%	9%	2%	24%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 25
Page 19

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QB2. SHOWCARD And do you personally use...? (MULTICODE)

Base : Those who have access to any of listed devices at home

	Total	AGE 55-64 a	AGE 65-74 b	AGE 75+ c	AGE 65+ d	AGE/SEG 65+ OR DE e	MEG NO f	MEG YES g	DISABILITY ANY h	DISABILITY HEAR ING ~i	DISABILITY MOBIL ITY j	DISABILITY NO k	AGED 65+ MALE l	AGED 65+ FEMALE m	AGED 65+ AB n	AGED 65+ C1 o	AGED 65+ C2 p	AGED 65+ DE q	AGED 65+ ABC1 r	AGED 65+ C2DE s
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3074	469	322	205	527	1181	2862	208	483	95	178	2591	296	231	133	150	102	142	283	244
Effective Weighted Sample	2019	314	217	145	360	772	1849	170	319	64	116	1696	215	160	96	105	71	92	201	162
Total	2030	295	174	134	308	727	1811	216	284	57	97	1748	146	162	78	79	61	89	157	151
		15%	9%	7%	15%	36%	89%	11%	14%	**	5%	86%	7%	8%	4%	4%	3%	4%	8%	7%
A DVD player	1467	222	127	105	232	563	1328	141	213	**	75	1254	112	120	60	66	43	63	126	106
	72%	75%	73%	78%	75%	77%	73%	65%	75%	**	78%	72%	77%	74%	78%	83%	70%	70%	81%	70%
							g									pqs			s	
		15%	9%	7%	16%	38%	91%	10%	15%	**	5%	85%	8%	8%	4%	4%	3%	4%	9%	7%
Video games console connected to a TV (e.g. Sony PlayStation, Nintendo Wii or Microsoft Xbox)	699	27	10	*	10	182	640	60	58	**	19	644	6	4	3	2	2	4	5	6
	34%	9%	6%	*%	3%	25%	35%	28%	21%	**	20%	37%	4%	2%	3%	2%	3%	4%	3%	4%
		cd	c	*%	c		g					hj								
		4%	1%	*%	1%	26%	92%	9%	8%	**	3%	92%	1%	1%	*%	*%	*%	1%	1%	1%
An MP3 player/iPod	580	37	12	1	13	97	521	61	46	**	14	537	10	4	5	3	4	1	9	5
	29%	13%	7%	1%	4%	13%	29%	28%	16%	**	14%	31%	7%	2%	7%	4%	6%	1%	6%	3%
		bcd	c	*%	c							hj	q		q					
		6%	2%	*%	2%	17%	90%	11%	8%	**	2%	93%	2%	1%	1%	1%	1%	*%	2%	1%
A recordable DVD player	451	86	53	26	79	130	403	45	58	**	15	395	46	33	29	27	13	9	57	22
	22%	29%	30%	19%	26%	18%	22%	21%	21%	**	15%	23%	31%	21%	38%	35%	21%	10%	36%	15%
		c	c	6%									mqs	q	mpqs	mqs			mpqs	
		19%	12%	6%	18%	29%	89%	10%	13%	**	3%	88%	10%	7%	6%	6%	3%	2%	13%	5%
Handheld/ portable games player (e.g. Nintendo DS, Sony PSP)	328	14	4	1	5	65	285	44	30	**	9	299	2	3	1	1	3	-	2	3
	16%	5%	3%	*%	2%	9%	16%	20%	11%	**	9%	17%	1%	2%	1%	1%	5%	-%	1%	2%
		cd		*%								hj					qr			
		4%	1%	*%	1%	20%	87%	13%	9%	**	3%	91%	1%	1%	*%	*%	1%	-%	1%	1%
A Blu Ray or HD (High Definition) DVD player	233	21	10	4	14	37	215	16	27	**	5	207	8	6	3	3	5	3	6	8
	11%	7%	6%	3%	4%	5%	12%	8%	10%	**	5%	12%	5%	4%	4%	3%	8%	4%	4%	5%
												j								
		9%	4%	2%	6%	16%	92%	7%	12%	**	2%	89%	3%	3%	1%	1%	2%	1%	3%	3%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 25
Page 20

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QB2. SHOWCARD And do you personally use...? (MULTICODE)

Base : Those who have access to any of listed devices at home

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/ SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3074	469	322	205	527	1181	2862	208	483	95	178	2591	296	231	133	150	102	142	283	244
Effective Weighted Sample	2019	314	217	145	360	772	1849	170	319	64	116	1696	215	160	96	105	71	92	201	162
Total	2030	295	174	134	308	727	1811	216	284	57	97	1748	146	162	78	79	61	89	157	151
	15%	15%	9%	7%	15%	36%	89%	11%	14%	**	5%	86%	7%	8%	4%	4%	3%	4%	8%	7%
E-reader - digital book reader (e.g. Kindle, Sony Reader, iRiver Reader)	60	10	3	1	3	9	54	7	6	**	1	54	2	2	1	-	*	2	1	2
	3%	3%	2%	*%	1%	1%	3%	3%	2%	**	1%	3%	1%	1%	2%	-%	1%	2%	1%	1%
		d																		
		17%	5%	1%	6%	15%	91%	12%	10%	**	2%	90%	3%	3%	2%	-%	1%	3%	2%	3%
None of these	131	20	17	16	33	59	112	18	23	**	10	108	10	23	4	3	10	16	7	26
	6%	7%	10%	12%	11%	8%	6%	8%	8%	**	10%	6%	7%	14%	5%	4%	16%	18%	4%	17%
														lnor				lnor	lnor	lnor
		15%	13%	12%	25%	45%	85%	14%	18%	**	8%	83%	8%	18%	3%	3%	7%	13%	5%	20%
Don't know	10	3	*	-	*	1	9	1	1	**	-	9	*	*	*	*	-	*	*	*
	*%	1%	*%	-%	*%	*%	1%	*%	*%	**	-%	1%	*%	*%	*%	*%	-%	*%	*%	*%
		25%	4%	-%	4%	14%	91%	7%	10%	**	-%	91%	3%	1%	1%	*%	-%	3%	2%	3%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 26
Page 21

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QB3 (QB4). SHOWCARD Which games console/s do you or does anyone in your household have at the moment? (MULTICODE)

Base : Those who have access to a games console at home

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	~b	~c	~d	e	f	g	h	~i	~j	k	~l	~m	~n	~o	~p	~q	~r	~s
Unweighted total	1793	135	48	6	54	495	1666	124	190	26	56	1603	34	20	15	13	15	11	28	26
Effective Weighted Sample	1181	92	34	4	36	323	1076	100	126	17	36	1054	25	15	11	11	10	7	22	17
Total	1208	89	29	5	34	324	1085	124	122	17	36	1092	16	17	8	7	10	9	15	19
		7%	**	**	**	27%	90%	10%	10%	**	**	90%	**	**	**	**	**	**	**	**
Nintendo Wii	618	36	**	**	**	128	568	54	62	**	**	559	**	**	**	**	**	**	**	**
	51%	40%	**	**	**	40%	52%	43%	51%	**	**	51%	**	**	**	**	**	**	**	**
		6%	**	**	**	21%	92%	9%	10%	**	**	90%	**	**	**	**	**	**	**	**
Nintendo DS/ DSi/ DS Lite	510	31	**	**	**	121	456	55	47	**	**	465	**	**	**	**	**	**	**	**
	42%	34%	**	**	**	37%	42%	45%	39%	**	**	43%	**	**	**	**	**	**	**	**
		6%	**	**	**	24%	89%	11%	9%	**	**	91%	**	**	**	**	**	**	**	**
X Box 360	456	22	**	**	**	126	419	38	35	**	**	424	**	**	**	**	**	**	**	**
	38%	25%	**	**	**	39%	39%	30%	29%	**	**	39%	**	**	**	**	**	**	**	**
												h								
		5%	**	**	**	28%	92%	8%	8%	**	**	93%	**	**	**	**	**	**	**	**
PlayStation 3	291	14	**	**	**	71	261	30	25	**	**	267	**	**	**	**	**	**	**	**
	24%	16%	**	**	**	22%	24%	24%	21%	**	**	24%	**	**	**	**	**	**	**	**
		5%	**	**	**	24%	90%	10%	9%	**	**	91%	**	**	**	**	**	**	**	**
PlayStation 2	270	17	**	**	**	74	240	29	25	**	**	245	**	**	**	**	**	**	**	**
	22%	19%	**	**	**	23%	22%	23%	21%	**	**	22%	**	**	**	**	**	**	**	**
		6%	**	**	**	27%	89%	11%	9%	**	**	91%	**	**	**	**	**	**	**	**
PlayStation Portable (PSP)	139	4	**	**	**	28	112	27	15	**	**	123	**	**	**	**	**	**	**	**
	11%	5%	**	**	**	9%	10%	21%	13%	**	**	11%	**	**	**	**	**	**	**	**
								f												
		3%	**	**	**	21%	81%	19%	11%	**	**	89%	**	**	**	**	**	**	**	**
Other	19	-	**	**	**	7	17	1	5	**	**	14	**	**	**	**	**	**	**	**
	2%	-%	**	**	**	2%	2%	1%	4%	**	**	1%	**	**	**	**	**	**	**	**
												k								
		-%	**	**	**	37%	93%	6%	28%	**	**	75%	**	**	**	**	**	**	**	**
Don't know	30	3	**	**	**	11	25	5	7	**	**	23	**	**	**	**	**	**	**	**
	2%	3%	**	**	**	3%	2%	4%	6%	**	**	2%	**	**	**	**	**	**	**	**
												k								
		10%	**	**	**	38%	85%	17%	23%	**	**	78%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 27
Page 22

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QB4 (QB5). SHOWCARD Which, if any, of these do you use your games console for? (MULTICODE)

Base : Those who have access to a games console at home

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/ SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEAR ING	DISABILITY MOBIL ITY	DISABILITY NO	AGED 65+ MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	~b	~c	~d	e	f	g	h	~i	~j	k	~l	~m	~n	~o	~p	~q	~r	~s
Unweighted total	1793	135	48	6	54	495	1666	124	190	26	56	1603	34	20	15	13	15	11	28	26
Effective Weighted Sample	1181	92	34	4	36	323	1076	100	126	17	36	1054	25	15	11	11	10	7	22	17
Total	1208	89	29	5	34	324	1085	124	122	17	36	1092	16	17	8	7	10	9	15	19
		7%	**	**	**	27%	90%	10%	10%	**	**	90%	**	**	**	**	**	**	**	**
Online gaming	262	10	**	**	**	70	234	28	16	**	**	248	**	**	**	**	**	**	**	**
	22%	11%	**	**	**	22%	22%	23%	13%	**	**	23%	**	**	**	**	**	**	**	**
												h								
		4%	**	**	**	27%	89%	11%	6%	**	**	95%	**	**	**	**	**	**	**	**
Watching DVDs/ Blu Ray DVDs	227	9	**	**	**	57	208	19	21	**	**	207	**	**	**	**	**	**	**	**
	19%	10%	**	**	**	18%	19%	15%	17%	**	**	19%	**	**	**	**	**	**	**	**
		4%	**	**	**	25%	92%	8%	9%	**	**	91%	**	**	**	**	**	**	**	**
Browsing the web/ internet	135	3	**	**	**	23	124	11	12	**	**	123	**	**	**	**	**	**	**	**
	11%	3%	**	**	**	7%	11%	9%	10%	**	**	11%	**	**	**	**	**	**	**	**
		2%	**	**	**	17%	92%	8%	9%	**	**	91%	**	**	**	**	**	**	**	**
Watching programmes on BBC iPlayer	106	4	**	**	**	18	97	9	8	**	**	98	**	**	**	**	**	**	**	**
	9%	4%	**	**	**	6%	9%	7%	6%	**	**	9%	**	**	**	**	**	**	**	**
		4%	**	**	**	17%	91%	8%	7%	**	**	93%	**	**	**	**	**	**	**	**
Watching 'live' TV programmes/ content	52	1	**	**	**	8	45	8	4	**	**	48	**	**	**	**	**	**	**	**
	4%	1%	**	**	**	2%	4%	7%	3%	**	**	4%	**	**	**	**	**	**	**	**
		2%	**	**	**	15%	87%	16%	7%	**	**	93%	**	**	**	**	**	**	**	**
None of these	685	57	**	**	**	191	613	73	72	**	**	615	**	**	**	**	**	**	**	**
	57%	64%	**	**	**	59%	57%	59%	59%	**	**	56%	**	**	**	**	**	**	**	**
		8%	**	**	**	28%	90%	11%	10%	**	**	90%	**	**	**	**	**	**	**	**
Don't know	45	7	**	**	**	13	38	7	7	**	**	38	**	**	**	**	**	**	**	**
	4%	8%	**	**	**	4%	4%	5%	6%	**	**	4%	**	**	**	**	**	**	**	**
		15%	**	**	**	29%	85%	15%	16%	**	**	85%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 28
Page 23

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QC1. Is there a landline phone in your home that can be used to make and receive calls? (SINGLE CODE) PROMPTED

Base : All respondents

	Total	AGE				AGE/SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEARING	MOBILITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
	15%	9%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
Can use to make and receive calls	1887	309	198	184	382	693	1689	193	283	57	112	1605	172	210	86	101	73	122	187	195
	84%	92%	94%	94%	94%	79%	84%	80%	84%	84%	91%	84%	96%	93%	97%	97%	95%	89%	97%	91%
											hk		qs		q	qs			mqs	
	16%	10%	10%	10%	20%	37%	90%	10%	15%	3%	6%	85%	9%	11%	5%	5%	4%	6%	10%	10%
Can receive but not make calls/ incoming only	15	1	1	-	1	7	15	-	1	1	*	14	1	*	1	*	*	-	1	*
	1%	*%	1%	-%	*%	1%	1%	-%	*%	2%	*%	1%	1%	*%	1%	*%	*%	-%	1%	*%
	9%	7%	-%	7%	47%	100%	-%	10%	8%	1%	91%	6%	1%	6%	*%	1%	-%	7%	1%	
Line not working properly/ needs to be repaired	6	2	*	*	*	2	4	1	2	*	-	4	*	*	*	-	*	-	*	*
	*%	1%	*%	*%	*%	*%	*%	1%	1%	*%	-%	*%	*%	*%	*%	-%	*%	-%	*%	*%
	32%	4%	1%	5%	29%	78%	23%	30%	1%	-%	65%	1%	4%	3%	-%	3%	-%	3%	3%	
No, do not have landline phone	348	22	12	11	23	171	301	48	52	9	12	295	7	16	2	3	3	15	4	19
	15%	7%	6%	6%	6%	20%	15%	20%	15%	14%	9%	15%	4%	7%	2%	3%	4%	11%	2%	9%
											j			nr				lnor		lnor
	6%	3%	3%	7%	49%	86%	14%	15%	3%	3%	85%	2%	5%	*%	1%	1%	4%	1%	5%	
Don't know	*	-	-	-	-	-	*	-	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	-%	100%	-%	73%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 29
Page 24

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QC2 (QC2A). Do you ever use this landline phone at home yourself to make or receive calls, for internet access or both? (MULTICODE)

Base : Those with a landline phone at home

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	2943	498	387	307	694	1201	2747	191	514	104	210	2429	366	328	154	188	131	221	342	352
Effective Weighted Sample	1934	333	257	211	466	779	1776	156	334	69	138	1599	261	221	108	132	87	141	240	227
Total	1908	312	199	184	383	702	1708	195	286	58	113	1622	173	210	87	101	73	122	188	195
		16%	10%	10%	20%	37%	90%	10%	15%	3%	6%	85%	9%	11%	5%	5%	4%	6%	10%	10%
Yes to make calls	1833	305	193	183	376	679	1642	186	276	58	110	1558	169	207	86	98	72	120	184	192
	96%	98%	97%	99%	98%	97%	96%	95%	97%	99%	98%	96%	98%	99%	99%	97%	98%	99%	98%	99%
		17%	11%	10%	21%	37%	90%	10%	15%	3%	6%	85%	9%	11%	5%	5%	4%	7%	10%	10%
Yes to receive calls	1799	298	189	178	367	666	1607	186	273	58	109	1525	163	204	81	98	70	119	178	189
	94%	96%	95%	97%	96%	95%	94%	95%	96%	99%	97%	94%	94%	97%	92%	97%	95%	97%	95%	97%
		17%	10%	10%	20%	37%	89%	10%	15%	3%	6%	85%	9%	11%	4%	5%	4%	7%	10%	10%
Yes for internet access	1022	153	73	34	108	259	904	116	102	18	36	923	61	46	42	30	19	17	71	36
	54%	49%	37%	19%	28%	37%	53%	60%	36%	31%	32%	57%	35%	22%	48%	30%	26%	14%	38%	18%
		bcd	cd		c							hij	mqs		lmopqs	qs	q		mpqs	
		15%	7%	3%	11%	25%	88%	11%	10%	2%	3%	90%	6%	5%	4%	3%	2%	2%	7%	4%
No do not use landline at home	33	3	3	*	3	15	28	6	6	1	1	27	2	2	-	2	-	2	2	2
	2%	1%	2%	*%	1%	2%	2%	3%	2%	1%	1%	2%	1%	1%	-%	2%	-%	1%	1%	1%
		11%	10%	*%	10%	44%	86%	17%	20%	2%	4%	81%	5%	5%	-%	5%	-%	5%	5%	5%
Don't know	3	*	1	-	1	1	2	1	*	-	*	3	1	*	-	-	1	-	-	1
	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	-%	1%	-%	-%	*%
		3%	23%	-%	23%	32%	81%	21%	2%	-%	2%	97%	19%	3%	-%	-%	23%	-%	-%	23%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 30
Page 25

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QC3 (QC28). SHOWCARD Which of these do you consider to be your MAIN method of making and receiving telephone calls? (SINGLE CODE)

Base : All respondents

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
Landline phone at home	1147	247	176	173	350	536	1061	83	226	54	93	921	158	191	79	97	61	113	176	174
	51%	74%	84%	89%	86%	61%	53%	34%	67%	80%	75%	48%	88%	85%	90%	93%	79%	82%	92%	81%
			a	a	a		g		k	hk	k		ps		ps	mpqs			mpqs	
		22%	15%	15%	30%	47%	93%	7%	20%	5%	8%	80%	14%	17%	7%	8%	5%	10%	15%	15%
Mobile phone	1032	74	25	10	35	305	879	152	94	11	23	939	15	20	5	5	13	12	10	25
	46%	22%	12%	5%	9%	35%	44%	63%	28%	16%	18%	49%	8%	9%	6%	5%	17%	8%	5%	12%
		bcd	c					f	ij			hij					lmnoqr			or
		7%	2%	1%	3%	30%	85%	15%	9%	1%	2%	91%	1%	2%	1%	*%	1%	1%	1%	2%
Landline phone at work	44	9	7	7	14	16	38	5	8	*	4	36	4	10	3	2	3	6	5	9
	2%	3%	4%	3%	4%	2%	2%	2%	2%	*%	3%	2%	2%	5%	4%	2%	3%	5%	3%	4%
		20%	17%	15%	32%	36%	86%	10%	19%	*%	8%	82%	9%	23%	8%	5%	6%	14%	12%	20%
Other	17	3	1	3	4	10	16	1	7	2	3	9	3	1	*	-	*	3	*	4
	1%	1%	*%	2%	1%	1%	1%	1%	2%	4%	2%	*%	2%	*%	1%	-%	*%	3%	*%	2%
									k	k	k							r		
		20%	5%	18%	23%	58%	93%	8%	41%	14%	15%	53%	18%	5%	3%	-%	1%	20%	3%	20%
Don't know	15	*	1	2	4	6	14	2	3	-	2	12	*	3	*	-	-	3	*	3
	1%	*%	1%	1%	1%	1%	1%	1%	1%	-%	1%	1%	*%	1%	*%	-%	-%	3%	*%	2%
				a														lr		
		1%	8%	15%	23%	36%	93%	10%	21%	-%	12%	81%	2%	21%	1%	-%	-%	22%	1%	22%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 31
Page 26

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QC4 (QC28A). SHOWCARD And thinking about when you are at home, which is your MAIN method of making and receiving telephone calls? (SINGLE CODE)

Base : All respondents

		AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
						65+				HEAR ING	MOBIL ITY			FEMALE						
	Total	55-64	65-74	75+	65+	OR DE	NO	YES	ANY			NO	MALE		AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
Landline phone at home	1313	271	187	175	363	571	1198	111	243	55	100	1070	162	200	84	97	64	117	181	182
	58%	81%	89%	90%	89%	65%	60%	46%	72%	81%	80%	56%	90%	89%	95%	94%	84%	85%	94%	85%
			a	a	a		g		k	k	hk				pqs	pqs			mpqs	
		21%	14%	13%	28%	43%	91%	8%	19%	4%	8%	81%	12%	15%	6%	7%	5%	9%	14%	14%
Mobile phone	897	56	20	11	31	281	770	126	84	11	20	814	11	20	3	5	11	12	8	23
	40%	17%	9%	6%	8%	32%	38%	52%	25%	16%	16%	42%	6%	9%	3%	5%	14%	9%	4%	11%
		bcd						f	j			hij		r			lnor			nr
		6%	2%	1%	3%	31%	86%	14%	9%	1%	2%	91%	1%	2%	*%	1%	1%	1%	1%	3%
Internet voice service (VoIP)	12	4	1	3	4	4	10	1	2	1	*	10	2	2	1	1	1	1	2	2
	1%	1%	*%	2%	1%	*%	1%	1%	1%	1%	*%	1%	1%	1%	1%	1%	1%	1%	1%	1%
		36%	4%	29%	34%	34%	90%	13%	16%	6%	1%	86%	14%	20%	4%	9%	9%	11%	13%	21%
Other	13	2	1	2	3	7	13	1	4	1	3	9	3	*	*	-	*	2	*	3
	1%	1%	*%	1%	1%	1%	1%	*%	1%	1%	2%	*%	1%	*%	1%	-%	*%	2%	*%	1%
											k									
		16%	7%	15%	22%	54%	96%	7%	32%	6%	20%	65%	20%	2%	3%	-%	1%	18%	3%	19%
Don't know	20	*	2	3	6	9	18	4	5	1	2	15	2	4	1	*	-	4	1	4
	1%	*%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	*%	-%	3%	1%	2%
				a	a													r		
		2%	11%	16%	27%	45%	87%	18%	24%	3%	9%	75%	9%	19%	4%	1%	-%	22%	5%	22%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 32
Page 27

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QC5 (QC21B). SHOWCARD Which of these do you consider is your main supplier? (SINGLE CODE)

Base : Those with a landline phone at home

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	2943	498	387	307	694	1201	2747	191	514	104	210	2429	366	328	154	188	131	221	342	352
Effective Weighted Sample	1934	333	257	211	466	779	1776	156	334	69	138	1599	261	221	108	132	87	141	240	227
Total	1908	312	199	184	383	702	1708	195	286	58	113	1622	173	210	87	101	73	122	188	195
		16%	10%	10%	20%	37%	90%	10%	15%	3%	6%	85%	9%	11%	5%	5%	4%	6%	10%	10%
BT	982	162	118	132	251	398	867	111	157	31	65	823	108	142	60	58	47	86	118	133
	51%	52%	59%	72%	65%	57%	51%	57%	55%	54%	58%	51%	63%	68%	69%	58%	64%	70%	63%	68%
				ab	a													o		o
		17%	12%	13%	26%	41%	88%	11%	16%	3%	7%	84%	11%	14%	6%	6%	5%	9%	12%	14%
Virgin Media (including NTL and Telewest)	359	52	29	12	40	110	321	34	52	8	20	308	21	19	7	11	8	14	19	22
	19%	17%	14%	6%	11%	16%	19%	18%	18%	14%	17%	19%	12%	9%	8%	11%	11%	11%	10%	11%
		cd	c																	
		15%	8%	3%	11%	31%	90%	10%	15%	2%	5%	86%	6%	5%	2%	3%	2%	4%	5%	6%
Talk Talk/Carphone Warehouse	213	49	23	12	35	77	188	26	27	6	9	185	21	15	11	14	4	7	25	10
	11%	16%	12%	7%	9%	11%	11%	13%	9%	11%	8%	11%	12%	7%	13%	14%	5%	5%	13%	5%
		cd											qs		qs	mpqs			mpqs	
		23%	11%	6%	16%	36%	88%	12%	13%	3%	4%	87%	10%	7%	5%	6%	2%	3%	12%	5%
SkyTalk	201	21	9	9	17	51	185	15	22	5	7	179	9	8	2	5	4	6	7	10
	11%	7%	4%	5%	5%	7%	11%	8%	8%	8%	7%	11%	5%	4%	2%	5%	5%	5%	4%	5%
		11%	4%	4%	9%	25%	92%	7%	11%	2%	4%	89%	5%	4%	1%	3%	2%	3%	4%	5%
Post Office	18	5	4	4	8	12	18	-	4	3	1	14	2	6	1	2	4	1	3	5
	1%	2%	2%	2%	2%	2%	1%	-%	1%	4%	1%	1%	1%	3%	2%	2%	5%	1%	2%	2%
										k							lq			
		30%	23%	21%	44%	65%	100%	-%	21%	14%	4%	80%	10%	34%	8%	10%	22%	4%	18%	26%
Kingston Communications	14	1	2	2	4	11	14	-	3	1	1	11	2	2	1	1	2	-	2	2
	1%	*%	1%	1%	1%	2%	1%	-%	1%	1%	1%	1%	1%	1%	1%	1%	2%	-%	1%	1%
		9%	16%	11%	28%	81%	100%	-%	25%	4%	5%	77%	15%	13%	6%	10%	12%	-%	16%	12%
Other	79	14	11	12	23	29	76	3	17	4	7	63	9	14	3	7	5	8	10	13
	4%	5%	6%	6%	6%	4%	4%	2%	6%	6%	6%	4%	5%	7%	3%	7%	6%	7%	5%	7%
		18%	14%	15%	29%	37%	96%	4%	21%	5%	9%	80%	11%	18%	4%	9%	6%	10%	13%	16%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 32
Page 28

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QC5 (QC21B). SHOWCARD Which of these do you consider is your main supplier? (SINGLE CODE)

Base : Those with a landline phone at home

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	2943	498	387	307	694	1201	2747	191	514	104	210	2429	366	328	154	188	131	221	342	352
Effective Weighted Sample	1934	333	257	211	466	779	1776	156	334	69	138	1599	261	221	108	132	87	141	240	227
Total	1908	312	199	184	383	702	1708	195	286	58	113	1622	173	210	87	101	73	122	188	195
		16%	10%	10%	20%	37%	90%	10%	15%	3%	6%	85%	9%	11%	5%	5%	4%	6%	10%	10%
Don't know	44	5	3	2	5	15	39	5	4	1	2	40	1	4	2	2	1	1	4	1
	2%	2%	1%	1%	1%	2%	2%	2%	1%	2%	2%	2%	*%	2%	2%	2%	1%	1%	2%	1%
		12%	6%	5%	11%	34%	90%	11%	8%	2%	5%	91%	1%	10%	4%	4%	1%	2%	8%	3%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 33
Page 29

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QC6A (QC13A). SHOWCARD Thinking about your home phone service only, please use this card to say how satisfied you are with the overall service provided by (MAIN SUPPLIER). (SINGLE CODE)

Base : Those with a landline phone at home

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	2943	498	387	307	694	1201	2747	191	514	104	210	2429	366	328	154	188	131	221	342	352
Effective Weighted Sample	1934	333	257	211	466	779	1776	156	334	69	138	1599	261	221	108	132	87	141	240	227
Total	1908	312	199	184	383	702	1708	195	286	58	113	1622	173	210	87	101	73	122	188	195
		16%	10%	10%	20%	37%	90%	10%	15%	3%	6%	85%	9%	11%	5%	5%	4%	6%	10%	10%
Very satisfied	1078	183	136	127	263	444	977	99	181	39	75	895	110	153	52	62	52	98	114	149
	56%	59%	68%	69%	69%	63%	57%	51%	63%	66%	67%	55%	63%	73%	60%	61%	70%	80%	61%	76%
			a	a	a				k		k			lnor				lnor		lnor
		17%	13%	12%	24%	41%	91%	9%	17%	4%	7%	83%	10%	14%	5%	6%	5%	9%	11%	14%
Fairly satisfied	607	104	45	47	91	194	540	67	72	13	21	537	49	43	25	31	14	21	56	36
	32%	33%	22%	25%	24%	28%	32%	35%	25%	23%	19%	33%	28%	20%	28%	31%	20%	17%	30%	18%
		bd										hj	mqs		qs	mqs				mqs
		17%	7%	8%	15%	32%	89%	11%	12%	2%	4%	88%	8%	7%	4%	5%	2%	4%	9%	6%
Neither	110	11	10	4	14	29	96	13	15	3	6	96	7	7	7	5	2	1	11	3
	6%	3%	5%	2%	4%	4%	6%	6%	5%	4%	5%	6%	4%	3%	8%	5%	3%	1%	6%	2%
															qs				qs	
		10%	9%	4%	13%	27%	87%	11%	13%	2%	6%	87%	6%	7%	6%	4%	2%	1%	10%	3%
Fairly dissatisfied	52	8	4	4	8	16	47	4	11	3	6	40	4	4	2	1	4	1	3	5
	3%	2%	2%	2%	2%	2%	3%	2%	4%	6%	5%	2%	2%	2%	2%	1%	5%	1%	2%	3%
		15%	7%	9%	16%	32%	91%	8%	21%	6%	12%	78%	7%	9%	3%	3%	8%	3%	6%	10%
Very dissatisfied	43	5	4	1	5	15	34	8	5	*	4	38	3	2	2	2	1	1	4	1
	2%	2%	2%	1%	1%	2%	2%	4%	2%	1%	4%	2%	2%	1%	2%	2%	1%	1%	2%	1%
		13%	10%	2%	12%	34%	79%	19%	12%	1%	9%	88%	7%	5%	5%	4%	2%	1%	9%	3%
Don't know	18	2	*	1	1	4	15	3	2	*	-	16	1	*	-	*	1	-	*	1
	1%	1%	*%	*%	*%	1%	1%	2%	1%	1%	-%	1%	*%	*%	-%	*%	1%	-%	*%	*%
		10%	2%	4%	5%	21%	82%	17%	11%	2%	-%	89%	4%	2%	-%	2%	3%	-%	2%	3%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

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QD1. How many mobile phones IN TOTAL do you AND members of your household use? (SINGLE CODE)

Base : All respondents

			AGE			AGE/ SEG	MEG		DISABILITY				AGED 65+							
	Total	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
One (1.0)	461	84	74	82	156	292	433	26	92	18	34	367	65	91	30	40	28	58	71	86
	20%	25%	35%	42%	38%	33%	22%	11%	27%	27%	27%	19%	36%	40%	34%	39%	36%	42%	37%	40%
			a	a	a		g		k		k									
		18%	16%	18%	34%	63%	94%	6%	20%	4%	7%	80%	14%	20%	7%	9%	6%	13%	15%	19%
Two (2.0)	926	155	89	31	121	301	826	98	112	21	32	816	69	52	38	38	22	23	75	45
	41%	46%	42%	16%	30%	34%	41%	40%	33%	30%	26%	43%	38%	23%	42%	37%	29%	17%	39%	21%
		cd	cd		c							hij	mqs		mpqs	mqs	q		mqs	
		17%	10%	3%	13%	32%	89%	11%	12%	2%	3%	88%	7%	6%	4%	4%	2%	3%	8%	5%
Three (3.0)	352	43	8	3	11	72	300	52	35	4	10	318	6	5	1	5	5	*	6	5
	16%	13%	4%	2%	3%	8%	15%	22%	10%	6%	8%	17%	3%	2%	1%	5%	6%	*%	3%	2%
		bcd						f				hij	q			q	q		q	
		12%	2%	1%	3%	21%	85%	15%	10%	1%	3%	90%	2%	2%	*%	1%	1%	*%	2%	1%
Four or more (4.0)	369	31	9	2	11	77	314	57	29	4	9	341	3	7	1	2	5	3	3	8
	16%	9%	4%	1%	3%	9%	16%	24%	9%	6%	7%	18%	2%	3%	1%	2%	7%	2%	1%	4%
		bcd						f				hij					lnr			
		8%	2%	1%	3%	21%	85%	16%	8%	1%	2%	92%	1%	2%	*%	*%	1%	1%	1%	2%
None (0.0)	148	22	31	76	107	131	137	9	70	21	39	76	37	70	19	18	17	53	37	70
	7%	6%	15%	39%	26%	15%	7%	4%	21%	31%	31%	4%	21%	31%	21%	18%	22%	39%	19%	33%
			a	abd	ab				k	k	hk			lor				lnopr		lnor
		15%	21%	51%	73%	88%	92%	6%	47%	14%	26%	51%	25%	48%	13%	12%	12%	36%	25%	47%
Don't know	*	-	-	*	*	*	*	-	*	-	*	*	*	-	-	-	-	*	-	*
	*%	-%	-%	*%	*%	*%	*%	-%	*%	-%	*%	*%	*%	-%	-%	-%	-%	*%	-%	*%
		-%	-%	37%	37%	87%	100%	-%	51%	-%	51%	50%	37%	-%	-%	-%	-%	37%	-%	37%
Mean mobiles in household	2.1	1.9	1.5	.8	1.2	1.6	2.1	2.5	1.6	1.3	1.3	2.3	1.3	1.1	1.3	1.3	1.4	.9	1.3	1.0
		bcd	cd		c			f	ij			hij	mqs	q	qs	mqs	mqs		mqs	q
Standard deviation	1.12	1.00	.93	.84	.94	1.11	1.12	1.08	1.18	1.15	1.21	1.08	.89	.97	.86	.88	1.11	.86	.87	.99
Standard error	.02	.04	.05	.05	.03	.03	.02	.07	.05	.11	.08	.02	.05	.05	.07	.06	.09	.06	.05	.05

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 34
Page 31

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD1. How many mobile phones IN TOTAL do you AND members of your household use? (SINGLE CODE)

Base : All respondents

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+								
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
MOBILE ONLY	334	20	11	8	18	160	288	46	45	8	9	289	4	15	1	3	3	11	4	14
	15%	6%	5%	4%	5%	18%	14%	19%	13% j	12%	7%	15% j	2%	7% lnr	1%	3%	4%	8% lnor	2%	7% lnr
		6%	3%	2%	6%	48%	86%	14%	14%	2%	3%	87%	1%	4%	*%	1%	1%	3%	1%	4%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 35
Page 32

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QD2. Do you personally use a mobile phone? How many mobile phones with different telephone numbers do you use at least once a month? Please include any phones used for work or other purposes. (SINGLE CODE)

Base : All respondents

		Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total		3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample		2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total		2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
No	(0.0)	54	7	17	20	37	42	49	6	15	6	4	39	22	15	5	9	9	14	15	22
		2%	2%	8%	10%	9%	5%	2%	2%	4%	8%	3%	2%	12%	7%	6%	9%	11%	10%	8%	10%
				a	a	a				k	k			m							
			14%	32%	37%	69%	78%	90%	11%	28%	10%	8%	72%	41%	28%	10%	17%	16%	25%	27%	41%
1	(1.0)	1881	277	154	96	250	663	1676	202	233	38	76	1649	114	136	62	71	49	69	132	118
		83%	83%	73%	49%	62%	76%	83%	84%	69%	56%	61%	86%	63%	60%	70%	68%	63%	50%	69%	55%
			bcd	cd		c				i			hij	q		qs	qs	q		mqs	
			15%	8%	5%	13%	35%	89%	11%	12%	2%	4%	88%	6%	7%	3%	4%	3%	4%	7%	6%
2	(2.0)	151	21	8	3	12	35	126	24	19	3	5	133	7	4	3	5	2	2	8	4
		7%	6%	4%	2%	3%	4%	6%	10%	6%	4%	4%	7%	4%	2%	3%	5%	3%	1%	4%	2%
			cd																		
			14%	6%	2%	8%	23%	83%	16%	12%	2%	3%	88%	5%	3%	2%	3%	2%	1%	5%	3%
3	(3.0)	17	7	-	-	-	1	17	*	1	*	1	16	-	-	-	-	-	-	-	-
		1%	2%	-%	-%	-%	*%	1%	*%	*%	1%	*%	1%	-%	-%	-%	-%	-%	-%	-%	-%
			bcd																		
			40%	-%	-%	-%	4%	99%	1%	6%	3%	3%	94%	-%	-%	-%	-%	-%	-%	-%	-%
4 or more	(4.0)	5	-	-	-	-	1	4	1	-	-	-	5	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	*%	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
			-%	-%	-%	-%	24%	86%	22%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%
No mobiles in household	(0.0)	148	22	31	76	107	131	137	9	70	21	39	76	37	70	19	18	17	53	37	70
		7%	6%	15%	39%	26%	15%	7%	4%	21%	31%	31%	4%	21%	31%	21%	18%	22%	39%	19%	33%
				a	abd	ab				k	k	hk			lor				lnopr		lnor
			15%	21%	51%	73%	88%	92%	6%	47%	14%	26%	51%	25%	48%	13%	12%	12%	36%	25%	47%
Mean mobiles used		1.0	1.0	.8	.5	.7	.8	1.0	1.0	.8	.7	.7	1.0	.7	.6	.8	.8	.7	.5	.8	.6
			bcd	cd		c				ij			hij	qs	q	qs	mqs	q		mqs	
Standard deviation		.45	.48	.48	.53	.53	.48	.46	.45	.53	.59	.56	.43	.54	.52	.50	.52	.53	.52	.51	.53
Standard error		.01	.02	.02	.03	.02	.01	.01	.03	.02	.05	.04	.01	.03	.03	.04	.04	.04	.03	.03	.03

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 36
Page 33

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QD3 (QD10). Which mobile network do you use most often? (SINGLE CODE)

Base : Those who personally use a mobile phone

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s
Unweighted total	3091	474	301	164	465	1135	2864	223	433	68	151	2658	256	209	121	139	93	112	260	205
Effective Weighted Sample	2035	322	199	112	311	736	1854	181	284	44	99	1748	184	141	88	95	62	71	183	131
Total	2054	305	162	99	262	700	1824	227	253	41	81	1803	121	141	64	76	51	71	140	122
	15%	8%	5%	13%	34%	89%	11%	12%	**	4%	88%	6%	7%	3%	4%	**	3%	7%	6%	
O2 (formerly BTCellnet)	535	87	26	18	44	163	494	42	65	**	22	470	21	23	10	10	**	13	20	24
	26%	29% bcd	16%	18%	17%	23%	27% g	19%	26%	**	27%	26%	17%	17%	16%	13%	**	19%	14%	20%
	16%	5%	3%	8%	31%	92%	8%	12%	**	4%	88%	4%	4%	2%	2%	**	2%	4%	5%	
Orange	471	65	51	24	76	154	436	35	60	**	19	412	34	41	19	24	**	24	43	32
	23%	21%	32% a	25%	29% a	22%	24% g	16%	24%	**	23%	23%	28%	29%	30%	32%	**	34%	31%	27%
	14%	11%	5%	16%	33%	93%	7%	13%	**	4%	87%	7%	9%	4%	5%	**	5%	9%	7%	
Vodafone	418	64	33	24	56	135	385	31	51	**	17	367	29	27	15	16	**	13	31	26
	20%	21%	20%	24%	21%	19%	21% g	14%	20%	**	21%	20%	24%	19%	24%	21%	**	19%	22%	21%
	15%	8%	6%	13%	32%	92%	7%	12%	**	4%	88%	7%	6%	4%	4%	**	3%	7%	6%	
TMobile (formerly One2One)	247	36	22	6	28	93	188	56	31	**	9	216	12	16	7	5	**	9	12	16
	12%	12%	13% c	6%	11%	13%	10%	25% f	12%	**	11%	12%	10%	11%	11%	6%	**	12%	9%	13%
	15%	9%	2%	11%	38%	76%	23%	13%	**	3%	88%	5%	6%	3%	2%	**	4%	5%	7%	
Virgin Media/ Any Virgin	131	26	17	8	24	55	123	8	18	**	6	113	11	14	6	13	**	2	18	6
	6%	9%	10%	8%	9%	8%	7%	4%	7%	**	7%	6%	9%	10%	9%	17% lqs	**	3%	13% qs	5%
	20%	13%	6%	19%	42%	94%	6%	14%	**	5%	86%	8%	10%	4%	10%	**	2%	14%	5%	
3	130	8	3	1	4	40	88	43	7	**	2	123	2	2	*	1	**	1	1	2
	6%	3%	2%	1%	1%	6%	5%	19% f	3%	**	2%	7% h	2%	1%	*%	2%	**	1%	1%	2%
	6%	2%	1%	3%	30%	67%	33%	6%	**	1%	94%	2%	1%	*%	1%	**	1%	1%	2%	
Tesco	73	10	6	9	14	34	70	2	12	**	2	62	6	9	2	5	**	3	7	7
	4%	3%	4%	9% a	6%	5%	4%	1%	5%	**	3%	3%	5%	6%	3%	7%	**	4%	5%	6%
	13%	8%	12%	20%	46%	96%	3%	16%	**	3%	85%	8%	12%	3%	7%	**	4%	10%	10%	

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 36
Page 34

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QD3 (QD10). Which mobile network do you use most often? (SINGLE CODE)

Base : Those who personally use a mobile phone

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s
Unweighted total	3091	474	301	164	465	1135	2864	223	433	68	151	2658	256	209	121	139	93	112	260	205
Effective Weighted Sample	2035	322	199	112	311	736	1854	181	284	44	99	1748	184	141	88	95	62	71	183	131
Total	2054	305	162	99	262	700	1824	227	253	41	81	1803	121	141	64	76	51	71	140	122
		15%	8%	5%	13%	34%	89%	11%	12%	**	4%	88%	6%	7%	3%	4%	**	3%	7%	6%
Other	29	5	2	1	3	10	24	6	4	**	1	25	3	1	1	1	**	1	1	2
	1%	2%	1%	1%	1%	1%	1%	3%	1%	**	2%	1%	2%	1%	1%	1%	**	1%	1%	2%
		19%	7%	5%	12%	35%	83%	21%	13%	**	5%	86%	9%	3%	2%	2%	**	3%	4%	7%
Don't know	20	3	3	8	12	16	17	2	5	**	3	15	2	9	4	2	**	5	6	6
	1%	1%	2%	8%	4%	2%	1%	1%	2%	**	4%	1%	2%	6%	6%	3%	**	7%	4%	5%
				ab	a							k		l						
		15%	16%	42%	58%	78%	87%	11%	25%	**	16%	73%	12%	46%	19%	11%	**	24%	30%	28%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 37
Page 35

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QD4 (QD24B). Do you personally use a Smartphone? IF UNSURE - A Smartphone is a phone on which you can easily access emails, download files and applications, as well as view websites and generally surf the internet. Popular brands of Smartphone include BlackBerry, iPhone and Android phones such as the HTC Desire.

Base : Those who personally use a mobile phone

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s
Unweighted total	3091	474	301	164	465	1135	2864	223	433	68	151	2658	256	209	121	139	93	112	260	205
Effective Weighted Sample	2035	322	199	112	311	736	1854	181	284	44	99	1748	184	141	88	95	62	71	183	131
Total	2054	305	162	99	262	700	1824	227	253	41	81	1803	121	141	64	76	51	71	140	122
	15%	8%	5%	13%	34%	89%	11%	12%	**	4%	88%	6%	7%	3%	4%	**	3%	7%	6%	
Yes	620	53	6	2	8	112	528	89	55	**	17	568	7	1	3	3	**	1	6	2
	30%	17%	4%	2%	3%	16%	29%	39%	22%	**	21%	31%	5%	1%	5%	3%	**	2%	4%	2%
		bcd						f				hj	m							
		9%	1%	*%	1%	18%	85%	14%	9%	**	3%	92%	1%	*%	1%	*%	**	*%	1%	*%
No	1413	247	153	96	249	577	1277	136	195	**	64	1217	112	137	60	72	**	67	132	117
	69%	81%	94%	97%	95%	82%	70%	60%	77%	**	79%	68%	93%	97%	93%	95%	**	96%	94%	97%
			a	a	a		g		k		k									
		18%	11%	7%	18%	41%	90%	10%	14%	**	5%	86%	8%	10%	4%	5%	**	5%	9%	8%
Don't know	21	4	3	2	5	11	19	2	3	**	-	18	2	3	1	1	**	2	3	2
	1%	1%	2%	2%	2%	2%	1%	1%	1%	**	-%	1%	2%	2%	2%	2%	**	3%	2%	2%
		19%	13%	9%	22%	51%	90%	9%	15%	**	-%	86%	9%	13%	7%	6%	**	9%	13%	9%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 38
Page 36

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD5 (QD11). SHOWCARD Which of these best describes the mobile package you personally use most often? (SINGLE CODE)

Base : Those who personally use a mobile phone

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s
Unweighted total	3091	474	301	164	465	1135	2864	223	433	68	151	2658	256	209	121	139	93	112	260	205
Effective Weighted Sample	2035	322	199	112	311	736	1854	181	284	44	99	1748	184	141	88	95	62	71	183	131
Total	2054	305	162	99	262	700	1824	227	253	41	81	1803	121	141	64	76	51	71	140	122
		15%	8%	5%	13%	34%	89%	11%	12%	**	4%	88%	6%	7%	3%	4%	**	3%	7%	6%
Prepay/ Pay as you go	1028	191	128	87	216	506	932	91	163	**	60	865	96	119	49	64	**	61	113	103
	50%	63%	79%	88%	82%	72%	51%	40%	64%	**	74%	48%	80%	85%	76%	84%	**	87%	80%	85%
			a	a	a			g	k	**	k									
		19%	13%	8%	21%	49%	91%	9%	16%	**	6%	84%	9%	12%	5%	6%	**	6%	11%	10%
Postpay/ monthly contract	1006	113	33	12	44	187	872	134	89	**	21	919	23	21	15	12	**	9	27	18
	49%	37%	20%	12%	17%	27%	48%	59%	35%	**	26%	51%	19%	15%	24%	15%	**	12%	19%	15%
		bcd						f		**		hj								
		11%	3%	1%	4%	19%	87%	13%	9%	**	2%	91%	2%	2%	2%	1%	**	1%	3%	2%
Other	5	-	-	-	-	-	5	-	-	**	-	5	-	-	-	-	**	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	**	-%	*%	-%	-%	-%	-%	**	-%	-%	-%
		-%	-%	-%	-%	-%	100%	-%	-%	**	-%	100%	-%	-%	-%	-%	**	-%	-%	-%
Don't know	16	1	1	1	2	6	14	2	1	**	-	14	1	1	1	*	**	1	1	1
	1%	*%	1%	1%	1%	1%	1%	1%	1%	**	-%	1%	1%	*%	1%	1%	**	1%	1%	1%
		7%	7%	4%	10%	39%	91%	13%	9%	**	-%	90%	7%	4%	3%	3%	**	4%	6%	4%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 39
Page 37

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QD6 (QD11A). When you signed up for your current mobile contract did you get a handset with the contract or did you only get a SIM card? (SINGLE CODE)

Base : Those who use a postpay/ contract mobile phone

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	~b	~c	~d	e	f	g	h	~i	~j	k	~l	~m	~n	~o	~p	~q	~r	~s
Unweighted total	1339	151	52	16	68	261	1217	119	122	18	32	1217	44	24	25	20	15	8	45	23
Effective Weighted Sample	920	108	37	12	49	182	820	100	85	13	23	833	32	19	18	14	12	7	32	18
Total	1006	113	33	12	44	187	872	134	89	16	21	919	23	21	15	12	9	9	27	18
		11%	**	**	**	19%	87%	13%	9%	**	**	91%	**	**	**	**	**	**	**	**
Handset and contract	868	96	**	**	**	147	753	112	76	**	**	794	**	**	**	**	**	**	**	**
	86%	85%	**	**	**	79%	86%	83%	85%	**	**	86%	**	**	**	**	**	**	**	**
		11%	**	**	**	17%	87%	13%	9%	**	**	91%	**	**	**	**	**	**	**	**
SIM card only	108	11	**	**	**	31	93	19	12	**	**	97	**	**	**	**	**	**	**	**
	11%	10%	**	**	**	16%	11%	14%	13%	**	**	11%	**	**	**	**	**	**	**	**
		10%	**	**	**	29%	86%	17%	11%	**	**	89%	**	**	**	**	**	**	**	**
Don't know	30	6	**	**	**	9	26	3	1	**	**	28	**	**	**	**	**	**	**	**
	3%	5%	**	**	**	5%	3%	3%	2%	**	**	3%	**	**	**	**	**	**	**	**
		19%	**	**	**	32%	89%	12%	5%	**	**	95%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 40
Page 38

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QD7A (QD4A). SHOWCARD How often, if at all, do you use your mobile phone to send or receive text messages? (SINGLE CODE)

Base : Those who personally use a mobile phone

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s
Unweighted total	3091	474	301	164	465	1135	2864	223	433	68	151	2658	256	209	121	139	93	112	260	205
Effective Weighted Sample	2035	322	199	112	311	736	1854	181	284	44	99	1748	184	141	88	95	62	71	183	131
Total	2054	305	162	99	262	700	1824	227	253	41	81	1803	121	141	64	76	51	71	140	122
		15%	8%	5%	13%	34%	89%	11%	12%	**	4%	88%	6%	7%	3%	4%	**	3%	7%	6%
Every day	1186	103	27	9	36	289	1057	127	98	**	23	1091	15	21	10	9	**	12	18	18
	58%	34% bcd	17%	9%	14%	41%	58%	56%	39%	**	28%	61% hj	13%	15%	15%	11%	**	17%	13%	15%
		9%	2%	1%	3%	24%	89%	11%	8%	**	2%	92%	1%	2%	1%	1%	**	1%	2%	2%
Several times a week	376	67	28	10	37	127	324	56	36	**	16	339	16	22	11	12	**	7	22	15
	18%	22% cd	17%	10%	14%	18%	18%	25% f	14%	**	20%	19%	13%	16%	17%	15%	**	10%	16%	12%
		18%	7%	3%	10%	34%	86%	15%	10%	**	4%	90%	4%	6%	3%	3%	**	2%	6%	4%
At least once a week	164	42	25	7	31	69	149	15	29	**	9	135	18	13	5	13	**	9	19	13
	8%	14% c	15% c	7%	12%	10%	8%	7%	12% k	**	11%	7%	15%	9%	8%	18%	**	12%	13%	10%
		26%	15%	4%	19%	42%	91%	9%	18%	**	6%	82%	11%	8%	3%	8%	**	5%	11%	8%
At least once a month	86	29	16	7	24	42	75	8	16	**	4	71	13	11	7	6	**	1	13	10
	4%	9%	10%	7%	9%	6%	4%	4%	6%	**	5%	4%	10% q	8%	11% q	8%	**	2%	10%	8% q
		34%	19%	9%	28%	50%	88%	10%	18%	**	5%	82%	15%	13%	8%	7%	**	2%	16%	12%
A few times a year	57	17	16	10	26	31	48	8	18	**	5	39	12	14	8	7	**	6	15	11
	3%	5%	10%	10%	10% a	4%	3%	4%	7% k	**	7% k	2%	10%	10%	13%	9%	**	8%	11%	9%
		29%	28%	17%	45%	54%	85%	14%	31%	**	10%	69%	21%	25%	14%	12%	**	11%	26%	19%
Less than once a year	16	7	3	5	7	13	14	2	3	**	1	14	1	6	1	2	**	4	4	4
	1%	2%	2%	5%	3%	2%	1%	1%	1%	**	2%	1%	1%	4% l	2%	3%	**	5% l	3%	3%
		45%	17%	28%	45%	78%	85%	12%	15%	**	9%	84%	6%	38%	9%	14%	**	22%	23%	22%
Never	159	39	47	50	97	124	147	10	51	**	20	106	45	52	22	26	**	32	48	49
	8%	13%	29% a	51% abd	37% a	18%	8%	4%	20% k	**	24% k	6%	37%	37%	34%	35%	**	45%	34%	40%
		24%	29%	32%	61%	78%	93%	6%	32%	**	12%	67%	28%	33%	14%	17%	**	20%	30%	31%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

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QD7A (QD4A). SHOWCARD How often, if at all, do you use your mobile phone to send or receive text messages? (SINGLE CODE)

Base : Those who personally use a mobile phone

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s
Unweighted total	3091	474	301	164	465	1135	2864	223	433	68	151	2658	256	209	121	139	93	112	260	205
Effective Weighted Sample	2035	322	199	112	311	736	1854	181	284	44	99	1748	184	141	88	95	62	71	183	131
Total	2054	305	162	99	262	700	1824	227	253	41	81	1803	121	141	64	76	51	71	140	122
		15%	8%	5%	13%	34%	89%	11%	12%	**	4%	88%	6%	7%	3%	4%	**	3%	7%	6%
Don't know	10	1	1	2	3	4	10	-	2	**	2	8	1	2	-	1	**	*	1	2
	*%	*%	1%	2%	1%	1%	1%	-%	1%	**	2% k	*%	1%	1%	-%	1%	**	1%	*%	2%
		11%	11%	17%	28%	43%	100%	-%	23%	**	18%	79%	11%	17%	-%	5%	**	4%	5%	23%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 41
Page 40

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QD7B (QD4B). SHOWCARD And how often, it at all, do you use your mobile phone to make calls? (SINGLE CODE)

Base : Those who personally use a mobile phone

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s
Unweighted total	3091	474	301	164	465	1135	2864	223	433	68	151	2658	256	209	121	139	93	112	260	205
Effective Weighted Sample	2035	322	199	112	311	736	1854	181	284	44	99	1748	184	141	88	95	62	71	183	131
Total	2054	305	162	99	262	700	1824	227	253	41	81	1803	121	141	64	76	51	71	140	122
		15%	8%	5%	13%	34%	89%	11%	12%	**	4%	88%	6%	7%	3%	4%	**	3%	7%	6%
Every day	1156	125	31	11	42	277	1001	154	105	**	31	1052	21	21	12	9	**	11	20	22
	56%	41% bcd	19%	11%	16%	40%	55%	68% f	42%	**	39%	58% hj	18%	15%	18%	12%	**	15%	15%	18%
		11%	3%	1%	4%	24%	87%	13%	9%	**	3%	91%	2%	2%	1%	1%	**	1%	2%	2%
Several times a week	445	72	33	22	55	173	402	44	53	**	18	392	30	25	14	16	**	13	31	24
	22%	24%	20%	23%	21%	25%	22%	19%	21%	**	23%	22%	25%	18%	22%	21%	**	18%	22%	20%
		16%	7%	5%	12%	39%	90%	10%	12%	**	4%	88%	7%	6%	3%	4%	**	3%	7%	6%
At least once a week	212	51	36	14	50	94	191	20	27	**	8	184	20	30	8	15	**	20	24	26
	10%	17%	22%	14%	19%	13%	10%	9%	11%	**	10%	10%	17%	21%	13%	20%	**	28% ln	17%	21%
		24%	17%	7%	23%	44%	90%	10%	13%	**	4%	87%	9%	14%	4%	7%	**	9%	11%	12%
At least once a month	133	36	28	21	49	76	124	8	30	**	9	102	26	23	16	12	**	13	29	21
	6%	12%	17%	21% a	19% a	11%	7%	3%	12% k	**	11% k	6%	22%	16%	25%	16%	**	18%	20%	17%
		27%	21%	16%	37%	57%	94%	6%	23%	**	7%	77%	20%	18%	12%	9%	**	10%	22%	16%
A few times a year	79	19	26	20	46	57	75	2	30	**	11	49	19	26	9	17	**	10	25	20
	4%	6%	16% a	20% a	17% a	8%	4% g	1%	12% k	**	14% k	3%	16%	19%	14%	22%	**	14%	18%	17%
		25%	33%	26%	58%	72%	95%	3%	38%	**	14%	63%	25%	33%	11%	21%	**	12%	32%	26%
Less than once a year	8	*	5	4	9	9	8	-	1	**	-	7	2	7	4	3	**	1	8	1
	*%	*%	3% a	4% a	3% a	1%	*%	-%	*%	**	-%	*%	2%	5%	7% ls	4%	**	2%	6%	1% s
		1%	66%	50%	116%	118%	100%	-%	15%	**	-%	85%	28%	88%	57%	44%	**	16%	101%	16%
Never	15	1	3	4	7	10	15	-	4	**	1	12	2	6	1	1	**	3	2	5
	1%	*%	2%	4% a	3% a	1%	1%	-%	1%	**	1%	1%	2%	4%	1%	2%	**	4%	2%	4%
		6%	22%	27%	49%	69%	100%	-%	24%	**	4%	77%	12%	37%	5%	9%	**	20%	14%	35%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 41
Page 41

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QD7B (QD4B). SHOWCARD And how often, it at all, do you use your mobile phone to make calls? (SINGLE CODE)

Base : Those who personally use a mobile phone

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s
Unweighted total	3091	474	301	164	465	1135	2864	223	433	68	151	2658	256	209	121	139	93	112	260	205
Effective Weighted Sample	2035	322	199	112	311	736	1854	181	284	44	99	1748	184	141	88	95	62	71	183	131
Total	2054	305	162	99	262	700	1824	227	253	41	81	1803	121	141	64	76	51	71	140	122
		15%	8%	5%	13%	34%	89%	11%	12%	**	4%	88%	6%	7%	3%	4%	**	3%	7%	6%
Don't know	7	1	*	3	3	4	7	-	3	**	2	4	*	3	-	1	**	*	1	2
	*%	*%	*%	3%	1%	1%	*%	-%	1%	**	3%	*%	*%	2%	-%	2%	**	1%	1%	1%
				a					k		k									
		14%	6%	37%	43%	52%	100%	-%	42%	**	34%	59%	6%	37%	-%	18%	**	6%	18%	25%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 42
Page 42

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QD8A (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTICODE)

Base : Those who personally use a mobile phone

	Total	AGE 55-64	65-74	75+	65+	AGE/SEG 65+ OR DE	MEG NO	YES	DISABILITY ANY	HEAR ING	MOBIL ITY	NO	AGED 65+ MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s
Unweighted total	3091	474	301	164	465	1135	2864	223	433	68	151	2658	256	209	121	139	93	112	260	205
Effective Weighted Sample	2035	322	199	112	311	736	1854	181	284	44	99	1748	184	141	88	95	62	71	183	131
Total	2054	305	162	99	262	700	1824	227	253	41	81	1803	121	141	64	76	51	71	140	122
		15%	8%	5%	13%	34%	89%	11%	12%	**	4%	88%	6%	7%	3%	4%	**	3%	7%	6%
Send/ receive text messages (SMS)	1805	250	98	46	144	532	1590	213	182	**	54	1625	67	77	33	44	**	38	77	67
	88%	82%	60%	46%	55%	76%	87%	94%	72%	**	67%	90%	56%	55%	52%	58%	**	53%	55%	55%
		bcd	c					f				hj								
		14%	5%	3%	8%	29%	88%	12%	10%	**	3%	90%	4%	4%	2%	2%	**	2%	4%	4%
Use your phone as a camera	1155	117	39	11	50	292	1024	131	110	**	38	1048	25	25	16	11	**	12	26	24
	56%	38%	24%	11%	19%	42%	56%	58%	44%	**	47%	58%	21%	18%	24%	14%	**	17%	19%	20%
		bcd	c									hj								
		10%	3%	1%	4%	25%	89%	11%	10%	**	3%	91%	2%	2%	1%	1%	**	1%	2%	2%
Send/ receive messages with pictures/ images	728	43	15	3	18	153	645	82	64	**	18	669	10	8	8	3	**	4	11	8
	35%	14%	9%	3%	7%	22%	35%	36%	25%	**	22%	37%	9%	6%	12%	4%	**	6%	8%	6%
		cd	c									hj			o					
		6%	2%	*%	3%	21%	89%	11%	9%	**	2%	92%	1%	1%	1%	*%	**	1%	1%	1%
Accessing the internet	583	29	5	-	5	100	502	81	46	**	9	540	3	2	3	1	**	-	4	1
	28%	10%	3%	-%	2%	14%	28%	36%	18%	**	11%	30%	2%	2%	5%	1%	**	-%	3%	1%
		bcd						f				hj			qs					
		5%	1%	-%	1%	17%	86%	14%	8%	**	2%	93%	*%	*%	1%	*%	**	-%	1%	*%
Upload pictures to PC/laptop	464	30	3	1	3	75	398	70	37	**	12	430	3	-	2	1	**	*	2	1
	23%	10%	2%	1%	1%	11%	22%	31%	15%	**	15%	24%	3%	-%	2%	1%	**	*%	2%	1%
		bcd						f				hj								
		6%	1%	*%	1%	16%	86%	15%	8%	**	3%	93%	1%	-%	*%	*%	**	*%	*%	*%
Listen to music using MP3 function	353	11	2	-	2	76	303	48	27	**	4	329	1	1	1	1	**	-	2	-
	17%	4%	1%	-%	1%	11%	17%	21%	10%	**	5%	18%	1%	1%	1%	1%	**	-%	1%	-%
		cd										hj								
		3%	*%	-%	*%	22%	86%	14%	8%	**	1%	93%	*%	*%	*%	*%	**	-%	*%	-%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 42
Page 43

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QD8A (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTICODE)

Base : Those who personally use a mobile phone

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s
Unweighted total	3091	474	301	164	465	1135	2864	223	433	68	151	2658	256	209	121	139	93	112	260	205
Effective Weighted Sample	2035	322	199	112	311	736	1854	181	284	44	99	1748	184	141	88	95	62	71	183	131
Total	2054	305	162	99	262	700	1824	227	253	41	81	1803	121	141	64	76	51	71	140	122
		15%	8%	5%	13%	34%	89%	11%	12%	**	4%	88%	6%	7%	3%	4%	**	3%	7%	6%
Send/ receive emails (not SMS)	348	19	4	-	4	46	302	45	28	**	6	322	2	2	3	1	**	*	4	*
	17%	6%	2%	-%	1%	7%	17%	20%	11%	**	7%	18%	2%	1%	5%	1%	**	*%	3%	*%
		bcd										hj			s					
		5%	1%	-%	1%	13%	87%	13%	8%	**	2%	93%	1%	*%	1%	*%	**	*%	1%	*%
Visiting social networking sites (e.g. Facebook)	343	10	-	-	-	55	297	45	24	**	4	320	-	-	-	-	**	-	-	-
	17%	3%	-%	-%	-%	8%	16%	20%	10%	**	5%	18%	-%	-%	-%	-%	**	-%	-%	-%
		bcd										hj								
		3%	-%	-%	-%	16%	87%	13%	7%	**	1%	93%	-%	-%	-%	-%	**	-%	-%	-%
Play games which come pre-installed, by yourself	331	15	1	*	1	73	281	50	27	**	4	307	-	1	-	1	**	*	1	*
	16%	5%	1%	*%	*%	10%	15%	22%	11%	**	5%	17%	-%	1%	-%	2%	**	*%	1%	*%
		bcd						f				hj								
		5%	*%	*%	*%	22%	85%	15%	8%	**	1%	93%	-%	*%	-%	*%	**	*%	*%	*%
Use IM/ Instant messaging	276	11	2	-	2	44	225	50	22	**	4	256	1	1	*	*	**	-	1	1
	13%	4%	1%	-%	1%	6%	12%	22%	9%	**	5%	14%	1%	1%	1%	1%	**	-%	1%	1%
		cd						f				hj								
		4%	1%	-%	1%	16%	81%	18%	8%	**	1%	93%	*%	*%	*%	*%	**	-%	*%	*%
Download applications or programs directly to your phone	256	12	2	-	2	36	226	29	17	**	2	241	2	-	2	-	**	-	2	-
	12%	4%	1%	-%	1%	5%	12%	13%	7%	**	2%	13%	1%	-%	3%	-%	**	-%	1%	-%
		cd										hj			m					
		5%	1%	-%	1%	14%	88%	11%	7%	**	1%	94%	1%	-%	1%	-%	**	-%	1%	-%
Record video clips using the phone	235	10	4	-	4	38	201	32	17	**	2	219	1	2	2	1	**	1	3	1
	11%	3%	2%	-%	1%	5%	11%	14%	7%	**	3%	12%	1%	2%	3%	1%	**	1%	2%	1%
		c										hj								
		4%	2%	-%	2%	16%	86%	14%	7%	**	1%	94%	1%	1%	1%	*%	**	*%	1%	*%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 42
Page 44

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QD8A (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTICODE)

Base : Those who personally use a mobile phone

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s
Unweighted total	3091	474	301	164	465	1135	2864	223	433	68	151	2658	256	209	121	139	93	112	260	205
Effective Weighted Sample	2035	322	199	112	311	736	1854	181	284	44	99	1748	184	141	88	95	62	71	183	131
Total	2054	305	162	99	262	700	1824	227	253	41	81	1803	121	141	64	76	51	71	140	122
		15%	8%	5%	13%	34%	89%	11%	12%	**	4%	88%	6%	7%	3%	4%	**	3%	7%	6%
Listen to FM radio	219	17	3	-	3	60	192	28	25	**	5	197	1	2	1	-	**	2	1	2
	11%	6%	2%	-%	1%	9%	11%	12%	10%	**	6%	11%	*%	2%	1%	-%	**	3%	*%	2%
		bcd																		
		8%	1%	-%	1%	27%	87%	13%	11%	**	2%	90%	*%	1%	*%	-%	**	1%	*%	1%
Send/ receive video clips	200	9	4	*	4	38	170	30	13	**	3	188	1	3	1	2	**	1	3	1
	10%	3%	2%	*%	2%	5%	9%	13%	5%	**	4%	10%	*%	2%	2%	2%	**	1%	2%	1%
												hj								
		5%	2%	*%	2%	19%	85%	15%	6%	**	2%	94%	*%	2%	1%	1%	**	*%	2%	*%
Play games which come pre-installed, with others	165	6	1	1	1	27	131	33	14	**	1	152	1	-	1	-	**	-	1	1
	8%	2%	*%	1%	*%	4%	7%	14%	5%	**	2%	8%	1%	-%	1%	-%	**	-%	*%	*%
								f				j								
		4%	*%	*%	1%	17%	80%	20%	8%	**	1%	93%	1%	-%	*%	-%	**	-%	*%	*%
Accessing/ receiving news	158	7	2	-	2	12	131	27	14	**	2	145	2	-	2	-	**	-	2	-
	8%	2%	1%	-%	1%	2%	7%	12%	5%	**	3%	8%	1%	-%	2%	-%	**	-%	1%	-%
								f												
		4%	1%	-%	1%	7%	83%	17%	9%	**	1%	92%	1%	-%	1%	-%	**	-%	1%	-%
Accessing/ receiving sports/ team news/ scores	141	5	1	-	1	10	117	25	10	**	1	132	1	-	1	-	**	-	1	-
	7%	2%	1%	-%	*%	1%	6%	11%	4%	**	1%	7%	1%	-%	2%	-%	**	-%	1%	-%
								f				hj								
		4%	1%	-%	1%	7%	83%	17%	7%	**	1%	94%	1%	-%	1%	-%	**	-%	1%	-%
Download a new video clip	79	4	1	-	1	10	62	16	5	**	1	74	1	-	1	-	**	-	1	-
	4%	1%	*%	-%	*%	1%	3%	7%	2%	**	2%	4%	*%	-%	1%	-%	**	-%	*%	-%
								f												
		5%	1%	-%	1%	13%	79%	21%	6%	**	2%	94%	1%	-%	1%	-%	**	-%	1%	-%
Video streaming	75	2	-	-	-	11	61	14	6	**	1	70	-	-	-	-	**	-	-	-
	4%	1%	-%	-%	-%	2%	3%	6%	2%	**	1%	4%	-%	-%	-%	-%	**	-%	-%	-%
		3%	-%	-%	-%	15%	81%	18%	8%	**	2%	93%	-%	-%	-%	-%	**	-%	-%	-%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 42
Page 45

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QD8A (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTICODE)

Base : Those who personally use a mobile phone

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s
Unweighted total	3091	474	301	164	465	1135	2864	223	433	68	151	2658	256	209	121	139	93	112	260	205
Effective Weighted Sample	2035	322	199	112	311	736	1854	181	284	44	99	1748	184	141	88	95	62	71	183	131
Total	2054	305	162	99	262	700	1824	227	253	41	81	1803	121	141	64	76	51	71	140	122
	15%	8%	5%	13%	34%	89%	11%	12%	**	4%	88%	6%	7%	3%	4%	**	3%	7%	6%	
Video calling	69	1	-	-	-	10	53	16	5	**	2	64	-	-	-	-	**	-	-	-
	3%	*%	-%	-%	-%	1%	3%	7% f	2%	**	2%	4%	-%	-%	-%	-%	**	-%	-%	-%
		2%	-%	-%	-%	15%	78%	23%	7%	**	2%	93%	-%	-%	-%	-%	**	-%	-%	-%
Listen to Podcasts	63	5	1	-	1	8	51	13	6	**	2	57	1	-	-	1	**	-	1	1
	3%	2%	1%	-%	1%	1%	3%	6% f	2%	**	2%	3%	1%	-%	-%	1%	**	-%	1%	*%
		8%	2%	-%	2%	12%	81%	20%	10%	**	3%	91%	2%	-%	-%	1%	**	-%	1%	1%
Using VoIP service e.g. Skype	57	4	1	-	1	4	46	12	3	**	1	55	1	-	1	-	**	-	1	-
	3%	1%	*%	-%	*%	1%	3%	5% f	1%	**	1%	3%	*%	-%	1%	-%	**	-%	*%	-%
		6%	1%	-%	1%	7%	80%	21%	5%	**	2%	95%	1%	-%	1%	-%	**	-%	1%	-%
TV streaming	45	2	1	-	1	9	35	10	4	**	1	41	1	-	1	-	**	-	1	-
	2%	1%	1%	-%	*%	1%	2%	4% f	2%	**	1%	2%	1%	-%	2%	-%	**	-%	1%	-%
		5%	2%	-%	2%	20%	77%	21%	9%	**	2%	91%	2%	-%	2%	-%	**	-%	2%	-%
Other	16	2	3	*	3	4	12	5	2	**	1	14	1	2	2	*	**	*	3	1
	1%	1%	2%	*%	1%	1%	1%	2% f	1%	**	1%	1%	1%	1%	3%	*%	**	*%	2%	*%
		10%	17%	1%	19%	23%	74%	32%	11%	**	7%	88%	9%	10%	13%	2%	**	1%	16%	3%
None of these	176	40	53	48	101	129	164	10	51	**	17	124	43	58	26	27	**	30	53	48
	9%	13%	33% a	48% ab	39% a	18%	9% g	4%	20% k	**	21% k	7%	36%	41%	40%	36%	**	43%	38%	40%
		23%	30%	27%	58%	74%	93%	6%	29%	**	10%	71%	25%	33%	15%	15%	**	17%	30%	28%
Don't know	2	-	*	2	2	2	1	1	1	**	-	1	2	*	-	*	**	-	*	2
	*%	-%	*%	2% a	1%	*%	*%	*%	*%	**	-%	*%	2%	*%	-%	*%	**	-%	*%	2%
		-%	16%	94%	110%	110%	60%	35%	55%	**	-%	53%	94%	16%	-%	16%	**	-%	16%	94%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 43
Page 46

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QD8B (QD28B) And, which of these activities have you used your mobile for in the last week? (MULTICODE)

Base : Those who personally use a mobile phone

	Total	AGE 55-64	65-74	75+	65+	AGE/ SEG 65+ OR DE	MEG NO	YES	DISABILITY ANY	HEAR ING	MOBIL ITY	NO	AGED 65+ MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s
Unweighted total	3091	474	301	164	465	1135	2864	223	433	68	151	2658	256	209	121	139	93	112	260	205
Effective Weighted Sample	2035	322	199	112	311	736	1854	181	284	44	99	1748	184	141	88	95	62	71	183	131
Total	2054	305	162	99	262	700	1824	227	253	41	81	1803	121	141	64	76	51	71	140	122
		15%	8%	5%	13%	34%	89%	11%	12%	**	4%	88%	6%	7%	3%	4%	**	3%	7%	6%
Send/ receive text messages (SMS)	1625	199	73	27	99	449	1431	195	142	**	36	1485	47	53	23	31	**	26	54	45
	79%	65%	45%	27%	38%	64%	78%	86%	56%	**	45%	82%	39%	37%	35%	41%	**	37%	38%	37%
		bcd	c		c			f				hj								
		12%	4%	2%	6%	28%	88%	12%	9%	**	2%	91%	3%	3%	1%	2%	**	2%	3%	3%
Use your phone as a camera	566	32	9	1	10	129	485	81	52	**	13	516	5	4	3	2	**	3	6	4
	28%	11%	6%	1%	4%	18%	27%	36%	21%	**	16%	29%	4%	3%	5%	3%	**	4%	4%	3%
		cd	c					f				hj								
		6%	2%	*%	2%	23%	86%	14%	9%	**	2%	91%	1%	1%	1%	*%	**	1%	1%	1%
Accessing the internet	423	18	3	-	3	65	359	62	34	**	6	391	3	-	2	-	**	-	2	1
	21%	6%	2%	-%	1%	9%	20%	27%	13%	**	7%	22%	2%	-%	3%	-%	**	-%	1%	1%
		bcd						f				hj			m					
		4%	1%	-%	1%	15%	85%	15%	8%	**	1%	93%	1%	-%	*%	-%	**	-%	*%	*%
Send/ receive messages with pictures/ images	341	19	3	1	4	67	301	41	31	**	6	312	2	2	2	1	**	1	3	1
	17%	6%	2%	1%	2%	10%	17%	18%	12%	**	8%	17%	2%	1%	3%	2%	**	1%	2%	1%
		bcd										hj								
		5%	1%	*%	1%	20%	88%	12%	9%	**	2%	92%	1%	1%	1%	*%	**	*%	1%	*%
Visiting social networking sites (e.g. Facebook)	285	4	-	-	-	46	247	38	18	**	2	269	-	-	-	-	**	-	-	-
	14%	1%	-%	-%	-%	7%	14%	17%	7%	**	2%	15%	-%	-%	-%	-%	**	-%	-%	-%
		d										hj								
		1%	-%	-%	-%	16%	87%	13%	6%	**	1%	94%	-%	-%	-%	-%	**	-%	-%	-%
Send/ receive emails (not SMS)	259	15	2	-	2	29	218	41	24	**	4	237	2	*	2	-	**	*	2	*
	13%	5%	1%	-%	1%	4%	12%	18%	9%	**	5%	13%	1%	*%	3%	-%	**	*%	1%	*%
		bcd						f				j								
		6%	1%	-%	1%	11%	84%	16%	9%	**	2%	91%	1%	*%	1%	-%	**	*%	1%	*%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 43
Page 47

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Base : Those who personally use a mobile phone

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s
Unweighted total	3091	474	301	164	465	1135	2864	223	433	68	151	2658	256	209	121	139	93	112	260	205
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Total	2054	305	162	99	262	700	1824	227	253	41	81	1803	121	141	64	76	51	71	140	122
	15%	8%	5%	13%	34%	89%	11%	12%	**	4%	88%	6%	7%	3%	4%	**	3%	7%	6%
Listen to music using MP3 function	234	6	1	-	1	54	202	31	20	**	2	216	1	-	1	-	**	-	1	-
	11%	2%	*%	-%	*%	8%	11%	14%	8%	**	3%	12%	1%	-%	1%	-%	**	-%	*%	-%
		d										j								
		3%	*%	-%	*%	23%	86%	13%	9%	**	1%	92%	*%	-%	*%	-%	**	-%	*%	-%
Upload pictures to PC/laptop	216	12	1	1	1	36	187	28	21	**	5	196	1	-	1	-	**	-	1	1
	10%	4%	*%	1%	*%	5%	10%	12%	8%	**	7%	11%	1%	-%	1%	-%	**	-%	*%	*%
		bd																		
		5%	*%	*%	1%	17%	87%	13%	10%	**	2%	91%	1%	-%	*%	-%	**	-%	*%	*%
Play games which come pre-installed, by yourself	178	9	1	*	1	34	148	32	18	**	1	162	-	1	-	1	**	*	1	*
	9%	3%	1%	*%	*%	5%	8%	14%	7%	**	1%	9%	-%	1%	-%	2%	**	*%	1%	*%
		d						f	j			j								
		5%	1%	*%	1%	19%	83%	18%	10%	**	1%	91%	-%	1%	-%	1%	**	*%	1%	*%
Use IM/ Instant messaging	170	5	*	-	*	28	143	27	14	**	1	158	*	-	*	-	**	-	*	-
	8%	2%	*%	-%	*%	4%	8%	12%	5%	**	1%	9%	*%	-%	*%	-%	**	-%	*%	-%
		d										j								
		3%	*%	-%	*%	17%	84%	16%	8%	**	*%	93%	*%	-%	*%	-%	**	-%	*%	-%
Download applications or programs directly to your phone	136	5	1	-	1	21	122	15	11	**	1	126	1	-	1	-	**	-	1	-
	7%	2%	1%	-%	*%	3%	7%	6%	4%	**	1%	7%	1%	-%	2%	-%	**	-%	1%	-%
												j								
		4%	1%	-%	1%	15%	89%	11%	8%	**	*%	92%	1%	-%	1%	-%	**	-%	1%	-%
Listen to FM radio	118	8	1	-	1	35	105	13	14	**	2	105	-	1	-	-	**	1	-	1
	6%	3%	1%	-%	1%	5%	6%	6%	6%	**	2%	6%	-%	1%	-%	-%	**	2%	-%	1%
		d																		
		7%	1%	-%	1%	29%	90%	11%	12%	**	1%	89%	-%	1%	-%	-%	**	1%	-%	1%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 43
Page 48

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD8B (QD28B) And, which of these activities have you used your mobile for in the last week? (MULTICODE)

Base : Those who personally use a mobile phone

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s
Unweighted total	3091	474	301	164	465	1135	2864	223	433	68	151	2658	256	209	121	139	93	112	260	205
Effective Weighted Sample	2035	322	199	112	311	736	1854	181	284	44	99	1748	184	141	88	95	62	71	183	131
Total	2054	305	162	99	262	700	1824	227	253	41	81	1803	121	141	64	76	51	71	140	122
		15%	8%	5%	13%	34%	89%	11%	12%	**	4%	88%	6%	7%	3%	4%	**	3%	7%	6%
Accessing/ receiving news	105	3	2	-	2	9	84	20	9	**	1	97	2	-	2	-	**	-	2	-
	5%	1%	1%	-%	1%	1%	5%	9% f	3%	**	1%	5%	1%	-%	2%	-%	**	-%	1%	-%
		3%	1%	-%	1%	9%	80%	19%	8%	**	1%	92%	1%	-%	1%	-%	**	-%	1%	-%
Accessing/ receiving sports/ team news/ scores	92	3	1	-	1	6	80	12	6	**	-	87	1	-	1	-	**	-	1	-
	4%	1%	1%	-%	*%	1%	4%	5%	2%	**	-%	5% j	1%	-%	2%	-%	**	-%	1%	-%
		3%	1%	-%	1%	6%	86%	14%	7%	**	-%	94%	1%	-%	1%	-%	**	-%	1%	-%
Record video clips using the phone	90	3	-	-	-	16	78	12	7	**	1	84	-	-	-	-	**	-	-	-
	4%	1%	-%	-%	-%	2%	4%	5%	3%	**	1%	5%	-%	-%	-%	-%	**	-%	-%	-%
		3%	-%	-%	-%	18%	86%	13%	8%	**	1%	93%	-%	-%	-%	-%	**	-%	-%	-%
Play games which come pre-installed, with others	87	-	-	-	-	14	72	15	7	**	-	80	-	-	-	-	**	-	-	-
	4%	-%	-%	-%	-%	2%	4%	7%	3%	**	-%	4% j	-%	-%	-%	-%	**	-%	-%	-%
		-%	-%	-%	-%	16%	83%	18%	9%	**	-%	93%	-%	-%	-%	-%	**	-%	-%	-%
Send/ receive video clips	62	2	1	-	1	13	51	11	5	**	*	58	-	1	-	1	**	-	1	-
	3%	1%	1%	-%	*%	2%	3%	5%	2%	**	*%	3%	-%	1%	-%	2%	**	-%	1%	-%
		3%	2%	-%	2%	20%	82%	17%	8%	**	*%	93%	-%	2%	-%	2%	**	-%	2%	-%
Video streaming	43	1	-	-	-	8	35	8	3	**	-	41	-	-	-	-	**	-	-	-
	2%	*%	-%	-%	-%	1%	2%	4%	1%	**	-%	2%	-%	-%	-%	-%	**	-%	-%	-%
		2%	-%	-%	-%	18%	80%	19%	8%	**	-%	93%	-%	-%	-%	-%	**	-%	-%	-%
Download a new video clip	39	2	-	-	-	4	30	9	1	**	*	38	-	-	-	-	**	-	-	-
	2%	1%	-%	-%	-%	1%	2%	4% f	*%	**	*%	2%	-%	-%	-%	-%	**	-%	-%	-%
		5%	-%	-%	-%	11%	78%	22%	3%	**	*%	97%	-%	-%	-%	-%	**	-%	-%	-%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 43
Page 49

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD8B (QD28B) And, which of these activities have you used your mobile for in the last week? (MULTICODE)

Base : Those who personally use a mobile phone

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s
Unweighted total	3091	474	301	164	465	1135	2864	223	433	68	151	2658	256	209	121	139	93	112	260	205
Effective Weighted Sample	2035	322	199	112	311	736	1854	181	284	44	99	1748	184	141	88	95	62	71	183	131
Total	2054	305	162	99	262	700	1824	227	253	41	81	1803	121	141	64	76	51	71	140	122
		15%	8%	5%	13%	34%	89%	11%	12%	**	4%	88%	6%	7%	3%	4%	**	3%	7%	6%
Using VoIP service e.g. Skype	34	1	-	-	-	3	24	10	1	**	-	33	-	-	-	-	**	-	-	-
	2%	*%	-%	-%	-%	*%	1%	4%	*%	**	-%	2%	-%	-%	-%	-%	**	-%	-%	-%
								f												
		4%	-%	-%	-%	10%	72%	29%	3%	**	-%	98%	-%	-%	-%	-%	**	-%	-%	-%
Video calling	31	-	-	-	-	7	24	7	3	**	1	28	-	-	-	-	**	-	-	-
	2%	-%	-%	-%	-%	1%	1%	3%	1%	**	1%	2%	-%	-%	-%	-%	**	-%	-%	-%
		-%	-%	-%	-%	23%	78%	23%	9%	**	2%	92%	-%	-%	-%	-%	**	-%	-%	-%
TV streaming	28	1	1	-	1	7	22	7	3	**	-	25	1	-	1	-	**	-	1	-
	1%	*%	1%	-%	*%	1%	1%	3%	1%	**	-%	1%	1%	-%	1%	-%	**	-%	1%	-%
								f												
		4%	3%	-%	3%	26%	76%	24%	11%	**	-%	89%	3%	-%	3%	-%	**	-%	3%	-%
Listen to Podcasts	26	2	-	-	-	4	20	7	3	**	-	23	-	-	-	-	**	-	-	-
	1%	1%	-%	-%	-%	1%	1%	3%	1%	**	-%	1%	-%	-%	-%	-%	**	-%	-%	-%
								f												
		7%	-%	-%	-%	14%	80%	27%	13%	**	-%	89%	-%	-%	-%	-%	**	-%	-%	-%
Other	12	1	2	-	2	2	10	2	1	**	1	10	1	1	2	*	**	-	2	-
	1%	*%	1%	-%	1%	*%	1%	1%	*%	**	1%	1%	1%	1%	3%	*%	**	-%	2%	-%
																s				
		10%	19%	-%	19%	19%	87%	16%	10%	**	5%	89%	7%	12%	16%	3%	**	-%	19%	-%
None of these	332	91	82	66	148	215	304	25	88	**	34	243	64	84	36	42	**	44	77	71
	16%	30%	50%	66%	56%	31%	17%	11%	35%	**	42%	13%	53%	59%	55%	55%	**	62%	55%	58%
			a	ab	a				k		k									
		27%	25%	20%	44%	65%	92%	8%	26%	**	10%	73%	19%	25%	11%	12%	**	13%	23%	21%
Don't know	18	5	3	6	9	10	15	3	7	**	2	11	7	2	3	1	**	1	4	4
	1%	2%	2%	6%	3%	1%	1%	1%	3%	**	3%	1%	5%	2%	5%	1%	**	1%	3%	4%
				a					k		k									
		27%	17%	32%	49%	58%	83%	14%	41%	**	12%	62%	36%	13%	19%	5%	**	4%	24%	25%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 44
Page 50

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QD9 (QD28C). You said that you use your mobile phone to access the internet. Which one of these best describes where you use your mobile phone to access the internet? (SINGLE CODE)

Base : Those who use their mobile phone to access the internet

	Total	AGE				AGE/SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		~a	~b	~c	~d	e	f	~g	~h	~i	~j	k	~l	~m	~n	~o	~p	~q	~r	~s
Unweighted total	750	35	8	-	8	137	679	70	62	6	14	688	6	2	6	1	1	-	7	1
Effective Weighted Sample	520	29	5	-	5	93	462	60	45	6	11	476	3	2	3	1	1	-	4	1
Total	583	29	5	-	5	100	502	81	46	6	9	540	3	2	3	1	1	-	4	1
		**	**	-%	**	17%	86%	**	**	**	**	93%	**	**	**	**	**	-%	**	**
I always use in the home	36	**	**	-	**	11	31	**	**	**	**	32	**	**	**	**	**	-	**	**
	6%	**	**	-%	**	11%	6%	**	**	**	**	6%	**	**	**	**	**	-%	**	**
		**	**	-%	**	31%	87%	**	**	**	**	90%	**	**	**	**	**	-%	**	**
I mainly use in the home	54	**	**	-	**	11	52	**	**	**	**	47	**	**	**	**	**	-	**	**
	9%	**	**	-%	**	11%	10%	**	**	**	**	9%	**	**	**	**	**	-%	**	**
		**	**	-%	**	21%	95%	**	**	**	**	87%	**	**	**	**	**	-%	**	**
I use equally in the home and outside the home	294	**	**	-	**	55	250	**	**	**	**	276	**	**	**	**	**	-	**	**
	50%	**	**	-%	**	55%	50%	**	**	**	**	51%	**	**	**	**	**	-%	**	**
		**	**	-%	**	19%	85%	**	**	**	**	94%	**	**	**	**	**	-%	**	**
I mainly use outside the home	133	**	**	-	**	16	109	**	**	**	**	126	**	**	**	**	**	-	**	**
	23%	**	**	-%	**	16%	22%	**	**	**	**	23%	**	**	**	**	**	-%	**	**
		**	**	-%	**	12%	82%	**	**	**	**	95%	**	**	**	**	**	-%	**	**
I always use outside the home	47	**	**	-	**	7	42	**	**	**	**	42	**	**	**	**	**	-	**	**
	8%	**	**	-%	**	7%	8%	**	**	**	**	8%	**	**	**	**	**	-%	**	**
		**	**	-%	**	15%	90%	**	**	**	**	90%	**	**	**	**	**	-%	**	**
Don't know	19	**	**	-	**	*	18	**	**	**	**	17	**	**	**	**	**	-	**	**
	3%	**	**	-%	**	*%	4%	**	**	**	**	3%	**	**	**	**	**	-%	**	**
		**	**	-%	**	*%	91%	**	**	**	**	88%	**	**	**	**	**	-%	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 45
Page 51

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QD10 (QD28D). Do you use any of the following types of apps or applications on your Smartphone? (MULTICODE)

Base : Those with a Smartphone

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		~a	~b	~c	~d	e	f	~g	~h	~i	~j	k	~l	~m	~n	~o	~p	~q	~r	~s
Unweighted total	811	64	13	2	15	158	730	79	74	7	26	737	12	3	8	5	1	1	13	2
Effective Weighted Sample	559	51	8	1	10	107	493	68	56	6	20	504	8	2	4	4	1	1	8	2
Total	620	53	6	2	8	112	528	89	55	6	17	568	7	1	3	3	1	1	6	2
		**	**	**	**	18%	85%	**	**	**	**	92%	**	**	**	**	**	**	**	**
Social networking (e.g. Facebook, Twitter, LinkedIn)	355	**	**	**	**	60	304	**	**	**	**	332	**	**	**	**	**	**	**	**
	57%	**	**	**	**	53%	58%	**	**	**	**	59%	**	**	**	**	**	**	**	**
		**	**	**	**	17%	86%	**	**	**	**	94%	**	**	**	**	**	**	**	**
Maps	269	**	**	**	**	28	224	**	**	**	**	251	**	**	**	**	**	**	**	**
	43%	**	**	**	**	25%	42%	**	**	**	**	44%	**	**	**	**	**	**	**	**
		**	**	**	**	10%	83%	**	**	**	**	93%	**	**	**	**	**	**	**	**
Games	254	**	**	**	**	46	213	**	**	**	**	241	**	**	**	**	**	**	**	**
	41%	**	**	**	**	41%	40%	**	**	**	**	42%	**	**	**	**	**	**	**	**
		**	**	**	**	18%	84%	**	**	**	**	95%	**	**	**	**	**	**	**	**
News/ sports news	246	**	**	**	**	27	214	**	**	**	**	231	**	**	**	**	**	**	**	**
	40%	**	**	**	**	24%	41%	**	**	**	**	41%	**	**	**	**	**	**	**	**
		**	**	**	**	11%	87%	**	**	**	**	94%	**	**	**	**	**	**	**	**
Travel (timetables etc.)	170	**	**	**	**	9	147	**	**	**	**	160	**	**	**	**	**	**	**	**
	27%	**	**	**	**	8%	28%	**	**	**	**	28%	**	**	**	**	**	**	**	**
		**	**	**	**	5%	86%	**	**	**	**	94%	**	**	**	**	**	**	**	**
Shopping (e.g. Tesco, Ocado, eBay)	126	**	**	**	**	21	105	**	**	**	**	118	**	**	**	**	**	**	**	**
	20%	**	**	**	**	19%	20%	**	**	**	**	21%	**	**	**	**	**	**	**	**
		**	**	**	**	17%	84%	**	**	**	**	94%	**	**	**	**	**	**	**	**
Banking	106	**	**	**	**	12	90	**	**	**	**	102	**	**	**	**	**	**	**	**
	17%	**	**	**	**	11%	17%	**	**	**	**	18%	**	**	**	**	**	**	**	**
		**	**	**	**	11%	85%	**	**	**	**	96%	**	**	**	**	**	**	**	**
None of these	91	**	**	**	**	20	78	**	**	**	**	74	**	**	**	**	**	**	**	**
	15%	**	**	**	**	18%	15%	**	**	**	**	13%	**	**	**	**	**	**	**	**
		**	**	**	**	22%	86%	**	**	**	**	81%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 45

Page 52

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QD10 (QD28D). Do you use any of the following types of apps or applications on your Smartphone? (MULTICODE)

Base : Those with a Smartphone

	Total	AGE 55-64	65-74	75+	65+	AGE/ SEG 65+ OR DE	MEG NO	YES	DISABILITY ANY	HEAR ING	MOBIL ITY	NO	AGED 65+ MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		~a	~b	~c	~d	e	f	~g	~h	~i	~j	k	~l	~m	~n	~o	~p	~q	~r	~s
Unweighted total	811	64	13	2	15	158	730	79	74	7	26	737	12	3	8	5	1	1	13	2
Effective Weighted Sample	559	51	8	1	10	107	493	68	56	6	20	504	8	2	4	4	1	1	8	2
Total	620	53	6	2	8	112	528	89	55	6	17	568	7	1	3	3	1	1	6	2
		**	**	**	**	18%	85%	**	**	**	**	92%	**	**	**	**	**	**	**	**
Don't know	29	**	**	**	**	9	25	**	**	**	**	25	**	**	**	**	**	**	**	**
	5%	**	**	**	**	8%	5%	**	**	**	**	4%	**	**	**	**	**	**	**	**
		**	**	**	**	33%	87%	**	**	**	**	86%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD11A (QD21A). SHOWCARD Thinking about your mobile phone service only, please use this card to say how satisfied you are with (MAIN SUPPLIER) for each of the following...The overall service provided by MAIN SUPPLIER. (SINGLE CODE)

Base : Those who personally use a mobile phone

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s
Unweighted total	3091	474	301	164	465	1135	2864	223	433	68	151	2658	256	209	121	139	93	112	260	205
Effective Weighted Sample	2035	322	199	112	311	736	1854	181	284	44	99	1748	184	141	88	95	62	71	183	131
Total	2054	305	162	99	262	700	1824	227	253	41	81	1803	121	141	64	76	51	71	140	122
		15%	8%	5%	13%	34%	89%	11%	12%	**	4%	88%	6%	7%	3%	4%	**	3%	7%	6%
Very satisfied	1222	182	99	55	155	413	1128	95	146	**	43	1076	71	84	41	40	**	39	80	74
	60%	60%	61%	56%	59%	59%	62%	42%	58%	**	53%	60%	59%	60%	63%	52%	**	55%	57%	61%
							g													
		15%	8%	5%	13%	34%	92%	8%	12%	**	4%	88%	6%	7%	3%	3%	**	3%	7%	6%
Fairly satisfied	653	97	52	33	85	221	553	98	80	**	28	575	39	46	18	30	**	26	48	37
	32%	32%	32%	33%	33%	32%	30%	43%	32%	**	35%	32%	33%	32%	29%	40%	**	37%	35%	30%
								f												
		15%	8%	5%	13%	34%	85%	15%	12%	**	4%	88%	6%	7%	3%	5%	**	4%	7%	6%
Neither	83	9	6	5	10	29	65	17	9	**	3	74	3	7	1	4	**	3	5	6
	4%	3%	4%	5%	4%	4%	4%	7%	3%	**	4%	4%	3%	5%	1%	5%	**	4%	3%	5%
								f												
		11%	7%	6%	12%	35%	79%	20%	11%	**	4%	90%	4%	9%	1%	5%	**	3%	6%	7%
Fairly dissatisfied	38	5	2	1	3	13	29	9	5	**	-	33	2	1	1	*	**	1	1	2
	2%	2%	1%	1%	1%	2%	2%	4%	2%	**	-%	2%	1%	1%	1%	1%	**	2%	1%	1%
								f												
		13%	6%	2%	8%	33%	74%	23%	14%	**	-%	86%	5%	3%	2%	1%	**	3%	3%	4%
Very dissatisfied	24	4	1	1	3	8	16	7	7	**	4	16	2	*	2	-	**	-	2	1
	1%	1%	1%	1%	1%	1%	1%	3%	3%	**	4%	1%	2%	*%	3%	-%	**	-%	1%	1%
								f	k		k									
		18%	6%	5%	11%	33%	68%	30%	31%	**	15%	68%	10%	1%	8%	-%	**	-%	8%	4%
Don't know	34	7	1	5	6	16	32	2	5	**	3	29	3	3	2	2	**	2	4	2
	2%	2%	1%	5%	2%	2%	2%	1%	2%	**	4%	2%	3%	2%	3%	2%	**	2%	3%	2%
				b																
		20%	4%	14%	18%	47%	93%	5%	15%	**	8%	85%	10%	8%	5%	5%	**	5%	11%	7%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 47
Page 54

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QD11J (QD21J). SHOWCARD Thinking about your mobile phone service only, please use this card to say how satisfied you are with (MAIN SUPPLIER) for each of the following...Reception/ accessing network. (SINGLE CODE).

Base : Those who personally use a mobile phone

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
						65+ OR DE			ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE		AB	C1	C2	DE	ABC1	C2DE
		55-64	65-74	75+	65+		NO	YES													
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s
Unweighted total	3091	474	301	164	465	1135	2864	223	433	68	151	2658	256	209	121	139	93	112	260	205
Effective Weighted Sample	2035	322	199	112	311	736	1854	181	284	44	99	1748	184	141	88	95	62	71	183	131
Total	2054	305	162	99	262	700	1824	227	253	41	81	1803	121	141	64	76	51	71	140	122
	15%	8%	5%	13%	34%	89%	11%	12%	**	4%	88%	6%	7%	3%	4%	**	3%	7%	6%
Very satisfied	1167	161	94	53	147	408	1072	98	138	**	45	1029	66	82	35	40	**	39	75	73
	57%	53%	58%	54%	56%	58%	59%	43%	55%	**	56%	57%	54%	58%	54%	53%	**	55%	53%	60%
							g													
		14%	8%	5%	13%	35%	92%	8%	12%	**	4%	88%	6%	7%	3%	3%	**	3%	6%	6%
Fairly satisfied	605	98	50	30	80	201	519	85	68	**	23	540	40	40	21	24	**	23	46	34
	29%	32%	31%	30%	30%	29%	28%	37%	27%	**	28%	30%	33%	28%	33%	32%	**	32%	33%	28%
								f												
		16%	8%	5%	13%	33%	86%	14%	11%	**	4%	89%	7%	7%	4%	4%	**	4%	8%	6%
Neither	104	17	5	4	10	31	82	20	16	**	5	88	4	6	2	3	**	3	5	5
	5%	6%	3%	4%	4%	4%	4%	9%	6%	**	7%	5%	3%	4%	4%	3%	**	4%	4%	4%
								f												
		16%	5%	4%	9%	29%	79%	20%	15%	**	5%	85%	4%	6%	2%	3%	**	3%	5%	4%
Fairly dissatisfied	84	13	9	3	12	22	74	8	13	**	2	71	3	9	*	5	**	4	5	7
	4%	4%	6%	3%	5%	3%	4%	4%	5%	**	2%	4%	3%	6%	1%	6%	**	6%	4%	6%
														n		n				
		15%	11%	3%	14%	27%	89%	10%	16%	**	2%	85%	4%	10%	1%	6%	**	5%	6%	8%
Very dissatisfied	59	10	3	3	6	20	44	14	12	**	3	47	6	*	4	1	**	*	5	1
	3%	3%	2%	3%	2%	3%	2%	6%	5%	**	3%	3%	5%	*%	5%	2%	**	*%	4%	1%
								f	k				ms		ms					m
		16%	5%	5%	10%	34%	75%	24%	21%	**	5%	79%	10%	*%	6%	2%	**	*%	8%	2%
Don't know	35	7	1	6	7	18	32	2	6	**	3	29	3	4	2	3	**	2	5	2
	2%	2%	1%	6%	3%	3%	2%	1%	2%	**	4%	2%	2%	3%	3%	4%	**	2%	3%	2%
				b																
		20%	4%	17%	20%	52%	93%	5%	16%	**	8%	84%	8%	12%	5%	8%	**	5%	13%	7%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 48
Page 55

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QE1. Does your household have a PC, laptop, netbook or tablet computer? (MULTICODE OPTIONS 1-4 ONLY)

Base : All respondents

	Total	AGE				AGE/SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEARING	MOBILITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
Yes - PC	1050	182	88	33	121	277	938	108	120	21	38	932	68	53	41	40	20	20	82	39
	47%	54%	42%	17%	30%	32%	47%	45%	35%	31%	30%	49%	38%	24%	46%	39%	26%	14%	42%	18%
		bcd	cd		c							hij	mpqs	q	mpqs	mpqs	q		mpqs	
		17%	8%	3%	12%	26%	89%	10%	11%	2%	4%	89%	6%	5%	4%	4%	2%	2%	8%	4%
Yes - laptop	1230	164	67	27	95	304	1096	138	135	22	41	1099	50	44	33	29	15	19	61	33
	55%	49%	32%	14%	23%	35%	55%	57%	40%	33%	33%	57%	28%	20%	37%	28%	19%	14%	32%	16%
		bcd	cd		c							hij	mqs		mpqs	qs			mpqs	
		13%	5%	2%	8%	25%	89%	11%	11%	2%	3%	89%	4%	4%	3%	2%	1%	2%	5%	3%
Yes - netbook	92	7	1	1	2	13	84	8	5	1	1	87	1	1	1	1	*	-	2	*
	4%	2%	*%	1%	1%	2%	4%	3%	2%	1%	1%	5%	1%	*%	1%	1%	*%	-%	1%	*%
												hj								
		7%	1%	1%	2%	14%	91%	9%	6%	1%	1%	94%	1%	1%	1%	1%	*%	-%	2%	*%
Yes - tablet computer - e.g. iPad	40	5	-	-	-	3	32	8	1	-	*	39	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	-%	*%	2%	3%	*%	-%	*%	2%	-%	-%	-%	-%	-%	-%	-%	-%
		bd										h								
		13%	-%	-%	-%	8%	82%	20%	2%	-%	*%	97%	-%	-%	-%	-%	-%	-%	-%	-%
No	526	80	88	140	227	383	471	50	145	35	65	376	85	143	28	48	47	105	76	151
	23%	24%	42%	72%	56%	44%	23%	21%	43%	51%	52%	20%	47%	63%	32%	46%	61%	76%	40%	71%
			a	abd	ab				k	k	k		n	lnor		n	lnor	lmnopr		lnor
		15%	17%	27%	43%	73%	90%	10%	28%	7%	12%	72%	16%	27%	5%	9%	9%	20%	14%	29%
Don't know	4	1	1	2	2	4	3	2	*	-	-	4	*	2	-	-	2	1	-	2
	*%	*%	*%	1%	1%	*%	*%	1%	*%	-%	-%	*%	*%	1%	-%	-%	2%	*%	-%	1%
								f									lr			
		16%	16%	35%	51%	90%	58%	42%	2%	-%	-%	99%	2%	49%	-%	-%	36%	15%	-%	51%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 49
Page 56

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QE2. Do you or does anyone in your household have access to the internet/ Worldwide Web at HOME (via any device, e.g. PC, mobile phone etc)? (SINGLE CODE)

Base : All respondents

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
Yes - have access and use at home	1671	233	109	46	155	460	1487	186	181	31	52	1496	86	69	57	48	24	26	105	50
	74%	70%	52%	24%	38%	53%	74%	77%	53%	46%	42%	78%	48%	30%	64%	46%	32%	19%	55%	24%
		bcd	cd		c				j			hij	mpqs	q	lmopqs	mpqs	q		mpqs	
	14%	7%	3%	9%	27%	89%	11%	11%	2%	3%	89%	5%	4%	3%	3%	1%	2%	6%	3%	
Yes - have access but don't use at home	44	12	8	5	13	21	40	4	8	2	5	36	4	9	3	6	2	1	10	3
	2%	4%	4%	3%	3%	2%	2%	1%	2%	3%	4%	2%	2%	4%	4%	6%	2%	1%	5%	1%
											k					lqs			qs	
	27%	17%	12%	29%	47%	91%	8%	18%	5%	12%	82%	9%	20%	8%	14%	4%	3%	22%	7%	
No do not have access at home	527	88	93	142	234	384	471	50	148	34	66	374	89	146	28	48	49	109	76	159
	23%	26%	44%	73%	58%	44%	23%	21%	44%	50%	53%	20%	49%	64%	32%	46%	64%	80%	39%	74%
			a	abd	ab				k	k	k		nr	lnor		n	lnor	lmnopr		lmnor
	17%	18%	27%	44%	73%	89%	10%	28%	6%	12%	71%	17%	28%	5%	9%	9%	21%	14%	30%	
Don't know	14	1	2	2	4	9	11	3	2	*	1	12	1	3	*	2	1	1	2	2
	1%	*%	1%	1%	1%	1%	1%	1%	*%	*%	1%	1%	*%	1%	*%	2%	1%	*%	1%	1%
	10%	14%	15%	28%	62%	79%	21%	12%	*%	8%	87%	6%	22%	3%	12%	8%	5%	15%	13%	
ALL WITH ACCESS	1715	244	116	51	168	480	1527	189	189	33	57	1532	90	77	60	54	26	27	114	53
	76%	73%	55%	26%	41%	55%	76%	78%	56%	49%	46%	80%	50%	34%	68%	52%	34%	20%	60%	25%
		bcd	cd		c				j			hij	mpqs	qs	lmopqs	mpqs	q		lmpqs	
	14%	7%	3%	10%	28%	89%	11%	11%	2%	3%	89%	5%	5%	4%	3%	2%	2%	7%	3%	

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 50
Page 57

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QE3 (IN6). SHOWCARD Do you ever access the internet anywhere other than in your home at all? IF YES: Where is that? (MULTICODE)

Base : All respondents

	Total	AGE				AGE/SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
Your workplace	534	51	4	-	4	33	466	69	26	3	5	511	3	1	*	3	1	-	3	1
	24%	15%	2%	-%	1%	4%	23%	29%	8%	4%	4%	27%	2%	*%	*%	3%	1%	-%	2%	*%
		bcd	c									hij				mqs				
		10%	1%	-%	1%	6%	87%	13%	5%	1%	1%	96%	1%	*%	*%	1%	*%	-%	1%	*%
Anywhere - using a 3G mobile phone/ Smartphone	337	19	4	-	4	49	278	60	24	5	4	315	3	1	2	2	-	-	4	-
	15%	6%	2%	-%	1%	6%	14%	25%	7%	7%	3%	16%	2%	*%	2%	2%	-%	-%	2%	-%
		bcd	c					f				hij	s		qs	s			s	
		6%	1%	-%	1%	14%	82%	18%	7%	1%	1%	93%	1%	*%	1%	*%	-%	-%	1%	-%
In someone else's home	259	11	7	6	13	73	213	45	32	5	9	229	8	5	4	6	2	1	10	3
	11%	3%	3%	3%	3%	8%	11%	19%	10%	8%	8%	12%	4%	2%	5%	5%	3%	1%	5%	2%
								f					q		q	qs			qs	
		4%	3%	2%	5%	28%	82%	18%	13%	2%	4%	89%	3%	2%	2%	2%	1%	*%	4%	1%
School/ college	99	1	1	-	1	12	78	21	4	*	-	95	1	-	1	-	-	-	1	-
	4%	*%	*%	-%	*%	1%	4%	9%	1%	*%	-%	5%	*%	-%	1%	-%	-%	-%	*%	-%
								f				hj								
		1%	1%	-%	1%	12%	79%	21%	4%	*%	-%	96%	1%	-%	1%	-%	-%	-%	1%	-%
Library	93	10	4	3	7	28	69	26	9	1	2	85	4	3	2	5	-	-	7	-
	4%	3%	2%	2%	2%	3%	3%	11%	3%	2%	2%	4%	2%	1%	2%	5%	-%	-%	4%	-%
								f					qs			s			qs	
		10%	4%	3%	8%	30%	74%	27%	9%	1%	2%	91%	5%	3%	2%	6%	-%	-%	8%	-%
Anywhere - using Wi-Fi/ wireless broadband and a laptop/ portable media player/ portable games console/ E-reader/ tablet computer	91	13	4	-	4	8	80	12	9	1	3	83	3	1	3	-	-	1	3	1
	4%	4%	2%	-%	1%	1%	4%	5%	3%	2%	2%	4%	2%	*%	3%	-%	-%	1%	1%	*%
		cd													mos					
		14%	4%	-%	4%	9%	88%	13%	10%	1%	3%	90%	3%	1%	3%	-%	-%	1%	3%	1%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 50
Page 58

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QE3 (IN6). SHOWCARD Do you ever access the internet anywhere other than in your home at all? IF YES: Where is that? (MULTICODE)

Base : All respondents

	Total	AGE				AGE/SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEARING	MOBILITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
	15%	15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
Internet cafe	63	8	2	1	2	7	39	24	5	-	2	58	1	2	1	*	1	1	1	1
	3%	2%	1%	*%	1%	1%	2%	10%	2%	-%	2%	3%	*%	1%	1%	*%	1%	1%	1%	1%
		d						f												
	12%	3%	1%	4%	10%	62%	38%	8%	-%	3%	92%	1%	3%	1%	*%	1%	1%	2%	2%	
University	60	-	*	-	*	3	46	17	1	-	-	60	*	-	-	*	-	-	*	-
	3%	-%	*%	-%	*%	*%	2%	7%	*%	-%	-%	3%	*%	-%	-%	*%	-%	-%	*%	-%
								f				hj								
	-%	*%	-%	*%	4%	76%	28%	2%	-%	-%	99%	*%	-%	-%	*%	-%	-%	*%	-%	
Other	41	5	5	2	7	15	31	9	4	1	1	37	5	2	2	3	-	3	4	3
	2%	2%	2%	1%	2%	2%	2%	4%	1%	1%	1%	2%	3%	1%	2%	3%	-%	2%	2%	1%
								f												
	13%	12%	5%	17%	37%	75%	22%	11%	2%	2%	89%	13%	4%	4%	6%	-%	6%	10%	6%	
No, do not	1211	236	187	185	372	693	1118	88	254	57	101	952	158	214	78	88	73	133	166	206
	54%	71%	89%	95%	92%	79%	56%	36%	75%	84%	82%	50%	88%	95%	88%	85%	95%	97%	86%	96%
			a	ab	a			g	k	k	k			lnor			or	lnor		lnor
	20%	15%	15%	31%	57%	92%	7%	21%	5%	8%	79%	13%	18%	6%	7%	6%	11%	14%	17%	
EVER USE INTERNET AT HOME OR ELSEWHERE	1795	241	113	49	162	500	1585	211	195	35	56	1606	90	72	58	53	24	26	111	51
	80%	72%	53%	25%	40%	57%	79%	87%	58%	51%	45%	84%	50%	32%	65%	52%	32%	19%	58%	24%
		bcd	cd		c			f	j			hij	mpqs	qs	lmopqs	mpqs	q		mpqs	
	13%	6%	3%	9%	28%	88%	12%	11%	2%	3%	89%	5%	4%	3%	3%	1%	1%	6%	3%	

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 51
Page 59

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE4 (QE23). SHOWCARD And how often do you personally use the internet nowadays either at home or elsewhere? (SINGLE CODE)

Base : Those who use the internet at home or elsewhere

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+								
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE		AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	~j	k	l	~m	n	~o	~p	~q	r	~s
Unweighted total	2624	359	209	69	278	794	2420	201	304	51	98	2320	179	99	106	95	43	34	201	77
Effective Weighted Sample	1743	251	149	49	195	522	1577	164	205	35	62	1536	132	71	75	67	32	24	143	54
Total	1795	241	113	49	162	500	1585	211	195	35	56	1606	90	72	58	53	24	26	111	51
		13%	6%	**	9%	28%	88%	12%	11%	**	**	89%	5%	**	3%	**	**	**	6%	**
Every day	1190	149	57	**	80	267	1056	138	122	**	**	1072	51	**	33	**	**	**	64	**
	66%	62% bd	51%	**	50%	53%	67%	66%	63%	**	**	67%	57%	**	57%	**	**	**	57%	**
		13%	5%	**	7%	22%	89%	12%	10%	**	**	90%	4%	**	3%	**	**	**	5%	**
Several times a week	333	46	23	**	32	113	305	27	33	**	**	301	20	**	10	**	**	**	19	**
	19%	19%	20%	**	20%	23%	19%	13%	17%	**	**	19%	23%	**	17%	**	**	**	17%	**
		14%	7%	**	9%	34%	91% g	8%	10%	**	**	90%	6%	**	3%	**	**	**	6%	**
At least once a week	122	18	8	**	16	52	98	23	16	**	**	107	7	**	3	**	**	**	9	**
	7%	7%	7%	**	10%	10%	6%	11% f	8%	**	**	7%	8%	**	5%	**	**	**	8%	**
		14%	7%	**	13%	43%	81%	19%	13%	**	**	88%	6%	**	3%	**	**	**	7%	**
At least once a month	66	8	7	**	9	23	54	14	9	**	**	58	5	**	2	**	**	**	5	**
	4%	3%	6%	**	6%	5%	3%	7% f	5%	**	**	4%	5%	**	3%	**	**	**	4%	**
		13%	10%	**	14%	35%	81%	21%	14%	**	**	88%	7%	**	3%	**	**	**	7%	**
A few times a year	16	4	3	**	5	9	15	1	6	**	**	10	1	**	-	**	**	**	4	**
	1%	2%	2%	**	3%	2%	1%	*%	3% k	**	**	1%	1%	**	-%	**	**	**	3%	**
		26%	17%	**	33%	56%	94%	6%	39%	**	**	65%	3%	**	-%	**	**	**	23%	**
Less than once a year	2	*	-	**	-	2	*	1	-	**	**	2	-	**	-	**	**	**	-	**
	*%	*%	-%	**	-%	*%	*%	1% f	-%	**	**	*%	-%	**	-%	**	**	**	-%	**
		7%	-%	**	-%	84%	16%	71%	-%	**	**	100%	-%	**	-%	**	**	**	-%	**
Never	43	13	12	**	17	29	38	5	7	**	**	35	4	**	8	**	**	**	9	**
	2%	6%	11% a	**	11% a	6%	2%	2%	4%	**	**	2%	5%	**	14% l	**	**	**	8%	**
		31%	29%	**	40%	67%	87%	11%	16%	**	**	81%	10%	**	19%	**	**	**	21%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 51
Page 60

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE4 (QE23). SHOWCARD And how often do you personally use the internet nowadays either at home or elsewhere? (SINGLE CODE)

Base : Those who use the internet at home or elsewhere

	Total	AGE 55-64	65-74	75+	65+	AGE/ SEG 65+ OR DE	MEG NO	YES	DISABILITY ANY	HEAR ING	MOBIL ITY	NO	AGED 65+ MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	~j	k	l	~m	n	~o	~p	~q	r	~s
Unweighted total	2624	359	209	69	278	794	2420	201	304	51	98	2320	179	99	106	95	43	34	201	77
Effective Weighted Sample	1743	251	149	49	195	522	1577	164	205	35	62	1536	132	71	75	67	32	24	143	54
Total	1795	241	113	49	162	500	1585	211	195	35	56	1606	90	72	58	53	24	26	111	51
		13%	6%	**	9%	28%	88%	12%	11%	**	**	89%	5%	**	3%	**	**	**	6%	**
Don't know	23	2	2	**	3	6	20	2	2	**	**	21	1	**	2	**	**	**	2	**
	1%	1%	2%	**	2%	1%	1%	1%	1%	**	**	1%	1%	**	3%	**	**	**	2%	**
		9%	8%	**	14%	26%	87%	11%	9%	**	**	90%	5%	**	7%	**	**	**	9%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 52
Page 61

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE5 (QE9). SHOWCARD Which of these methods does your household use to connect to the internet at home? (MULTICODE)

Base : Those with access to the internet at home

	Total	AGE				AGE/SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	j	k	l	m	n	~o	~p	~q	r	~s
Unweighted total	2534	368	215	74	289	756	2348	183	304	51	104	2230	181	108	110	97	45	37	207	82
Effective Weighted Sample	1679	256	151	52	201	498	1530	147	201	34	64	1476	132	77	79	67	33	25	146	57
Total	1715	244	116	51	168	480	1527	189	189	33	57	1532	90	77	60	54	26	27	114	53
		14%	7%	**	10%	28%	89%	11%	11%	**	3%	89%	5%	5%	4%	**	**	**	7%	**
Ordinary phone line - dialup access	14	5	4	**	4	6	14	-	*	**	*	14	2	2	3	**	**	**	3	**
	1%	2%	3%	**	3%	1%	1%	-%	*%	**	*%	1%	3%	2%	5%	**	**	**	3%	**
		36%	28%	**	31%	40%	100%	-%	1%	**	1%	100%	18%	14%	22%	**	**	**	23%	**
Fixed Broadband ADSL through a phone line or cable service - always on, high speed access,	1513	229	109	**	157	395	1349	165	164	**	55	1353	83	74	55	**	**	**	108	**
	88%	94%	94%	**	94%	82%	88%	87%	87%	**	95%	88%	92%	96%	91%	**	**	**	95%	**
		15%	7%	**	10%	26%	89%	11%	11%	**	4%	89%	5%	5%	4%	**	**	**	7%	**
Broadband through a mobile network - connecting via a USB stick or dongle	380	29	8	**	10	101	341	39	34	**	9	347	8	2	5	**	**	**	7	**
	22%	12% d	7%	**	6%	21%	22%	21%	18%	**	15%	23%	9%	2%	8%	**	**	**	6%	**
		8%	2%	**	3%	26%	90%	10%	9%	**	2%	91%	2%	*%	1%	**	**	**	2%	**
Other	21	4	-	**	-	4	19	2	6	**	-	15	-	-	-	**	**	**	-	**
	1%	1%	-%	**	-%	1%	1%	1%	3% k	**	-%	1%	-%	-%	-%	**	**	**	-%	**
		17%	-%	**	-%	19%	92%	9%	29%	**	-%	73%	-%	-%	-%	**	**	**	-%	**
Don't know	14	1	1	**	3	6	11	3	2	**	1	13	1	1	2	**	**	**	2	**
	1%	*%	1%	**	2%	1%	1%	1%	1%	**	1%	1%	1%	2%	3%	**	**	**	2%	**
		7%	5%	**	18%	38%	77%	20%	12%	**	5%	90%	8%	10%	13%	**	**	**	13%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 53
Page 62

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE6 (QE10). SHOWCARD And which of these is your MAIN method of connection? (SINGLE CODE)

Base : Those with access to the internet at home

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEARING	MOBILITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	j	k	l	m	n	~o	~p	~q	r	~s
Unweighted total	2534	368	215	74	289	756	2348	183	304	51	104	2230	181	108	110	97	45	37	207	82
Effective Weighted Sample	1679	256	151	52	201	498	1530	147	201	34	64	1476	132	77	79	67	33	25	146	57
Total	1715	244	116	51	168	480	1527	189	189	33	57	1532	90	77	60	54	26	27	114	53
		14%	7%	**	10%	28%	89%	11%	11%	**	3%	89%	5%	5%	4%	**	**	**	7%	**
Fixed Broadband ADSL through a phone line or cable service - always on, high speed access,	1489	226	108	**	156	390	1325	165	162	**	55	1331	82	74	54	**	**	**	107	**
	87%	92%	93%	**	93%	81%	87%	87%	86%	**	95% hk	87%	91%	96%	89%	**	**	**	93%	**
		15%	7%	**	10%	26%	89%	11%	11%	**	4%	89%	5%	5%	4%	**	**	**	7%	**
Broadband through a mobile network - connecting via a USB stick or dongle	190	13	5	**	6	77	170	22	21	**	2	170	6	-	2	**	**	**	3	**
	11%	5%	4%	**	3%	16%	11%	11%	11%	**	3%	11% j	6% m	-%	4%	**	**	**	3%	**
		7%	3%	**	3%	40%	89%	11%	11%	**	1%	89%	3%	-%	1%	**	**	**	2%	**
Other	22	5	3	**	3	8	22	-	4	**	*	17	2	2	2	**	**	**	2	**
	1%	2%	3%	**	2%	2%	1%	-%	2%	**	*%	1%	2%	2%	3%	**	**	**	2%	**
		22%	14%	**	16%	37%	100%	-%	21%	**	*%	81%	7%	9%	10%	**	**	**	10%	**
Don't know	14	1	1	**	3	6	11	3	2	**	1	13	1	1	2	**	**	**	2	**
	1%	*%	1%	**	2%	1%	1%	1%	1%	**	1%	1%	1%	2%	3%	**	**	**	2%	**
		7%	5%	**	18%	38%	77%	20%	12%	**	5%	90%	8%	10%	13%	**	**	**	13%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 54
Page 63

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QE7 (QE22B). You mentioned that your household has a mobile broadband connection (connecting via a USB stick or dongle, or built-in 3G connectivity in a laptop or another device). Do you personally access the internet in this way, using mobile broadband?

Base : Those in a household with mobile broadband

	Total	AGE 55-64 ~a	AGE 65-74 ~b	AGE 75+ ~c	AGE 65+ ~d	AGE/SEG 65+ OR DE e	MEG NO f	MEG YES ~g	DISABILITY ANY ~h	DISABILITY HEARING ~i	DISABILITY MOBILITY ~j	DISABILITY NO k	AGED 65+ MALE ~l	AGED 65+ FEMALE ~m	AGED 65+ AB ~n	AGED 65+ C1 ~o	AGED 65+ C2 ~p	AGED 65+ DE ~q	AGED 65+ ABC1 ~r	AGED 65+ C2DE ~s
Significance Level: 95%																				
Unweighted total	518	36	16	2	18	143	479	39	51	8	13	467	16	2	11	4	2	1	15	3
Effective Weighted Sample	363	28	11	2	12	99	332	30	35	7	8	328	11	1	7	2	2	1	9	3
Total	380	29 **	8 **	1 **	10 **	101 26%	341 90%	39 **	34 **	6 **	9 **	347 91%	8 **	2 **	5 **	2 **	2 **	1 **	7 **	2 **
Yes	350 92%	** ** **	** ** **	** ** **	** ** **	90 89% 26%	314 92% 90%	** ** **	** ** **	** ** **	** ** **	324 93% 93%	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **
No	27 7%	** ** **	** ** **	** ** **	** ** **	9 8% 32%	23 7% 87%	** ** **	** ** **	** ** **	** ** **	21 6% 77%	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **
Don't know	3 1%	** ** **	** ** **	** ** **	** ** **	3 2% 76%	3 1% 100%	** ** **	** ** **	** ** **	** ** **	2 1% 69%	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 55
Page 64

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE8 (QE22C). Which one of these best describes where you use mobile broadband to access the internet? (SINGLE CODE)

Base : Those who use mobile broadband to access the internet

	Total	AGE 55-64	65-74	75+	65+	AGE/SEG 65+ OR DE	MEG NO	YES	DISABILITY ANY	HEARING	MOBILITY	NO	AGED 65+ MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		~a	~b	~c	~d	e	f	~g	~h	~i	~j	k	~l	~m	~n	~o	~p	~q	~r	~s
Unweighted total	471	31	13	1	14	126	434	37	42	7	11	429	13	1	8	3	2	1	11	3
Effective Weighted Sample	333	25	9	1	10	90	302	28	29	6	9	304	9	1	5	2	2	1	7	3
Total	350	25	6	*	7	90	314	36	28	6	7	324	6	*	3	1	2	1	4	2
		**	**	**	**	26%	90%	**	**	**	**	93%	**	**	**	**	**	**	**	**
I always use in the home	101	**	**	**	**	44	88	**	**	**	**	89	**	**	**	**	**	**	**	**
	29%	**	**	**	**	49%	28%	**	**	**	**	27%	**	**	**	**	**	**	**	**
		**	**	**	**	43%	87%	**	**	**	**	88%	**	**	**	**	**	**	**	**
I mainly use in the home	41	**	**	**	**	13	39	**	**	**	**	37	**	**	**	**	**	**	**	**
	12%	**	**	**	**	15%	12%	**	**	**	**	12%	**	**	**	**	**	**	**	**
		**	**	**	**	33%	94%	**	**	**	**	90%	**	**	**	**	**	**	**	**
I use equally in the home and outside the home	120	**	**	**	**	23	108	**	**	**	**	115	**	**	**	**	**	**	**	**
	34%	**	**	**	**	26%	34%	**	**	**	**	36%	**	**	**	**	**	**	**	**
		**	**	**	**	20%	90%	**	**	**	**	96%	**	**	**	**	**	**	**	**
I mainly use outside the home	70	**	**	**	**	7	61	**	**	**	**	66	**	**	**	**	**	**	**	**
	20%	**	**	**	**	8%	20%	**	**	**	**	20%	**	**	**	**	**	**	**	**
		**	**	**	**	10%	88%	**	**	**	**	95%	**	**	**	**	**	**	**	**
I always use outside the home	17	**	**	**	**	2	17	**	**	**	**	16	**	**	**	**	**	**	**	**
	5%	**	**	**	**	2%	5%	**	**	**	**	5%	**	**	**	**	**	**	**	**
		**	**	**	**	10%	100%	**	**	**	**	95%	**	**	**	**	**	**	**	**
Don't know	1	**	**	**	**	*	1	**	**	**	**	1	**	**	**	**	**	**	**	**
	*%	**	**	**	**	*%	*%	**	**	**	**	*%	**	**	**	**	**	**	**	**
		**	**	**	**	15%	100%	**	**	**	**	85%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 56
Page 65

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QE9 (QE7). Which Internet Service Provider (ISP) does your household currently use as its MAIN supplier at home? (SINGLE CODE)

Base : Those with access to the internet at home

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	j	k	l	m	n	~o	~p	~q	r	~s
Unweighted total	2534	368	215	74	289	756	2348	183	304	51	104	2230	181	108	110	97	45	37	207	82
Effective Weighted Sample	1679	256	151	52	201	498	1530	147	201	34	64	1476	132	77	79	67	33	25	146	57
Total	1715	244	116	51	168	480	1527	189	189	33	57	1532	90	77	60	54	26	27	114	53
		14%	7%	**	10%	28%	89%	11%	11%	**	3%	89%	5%	5%	4%	**	**	**	7%	**
Virgin Media (NTL/ Telewest/ Blueyonder)	384	49	19	**	22	93	343	41	40	**	13	346	13	10	6	**	**	**	15	**
	22%	20%	16%	**	13%	19%	22%	22%	21%	**	23%	23%	14%	12%	10%	**	**	**	13%	**
		13%	5%	**	6%	24%	89%	11%	10%	**	4%	90%	3%	2%	2%	**	**	**	4%	**
BT Total Broadband	330	51	25	**	34	72	290	40	38	**	11	293	21	12	17	**	**	**	25	**
	19%	21%	21%	**	20%	15%	19%	21%	20%	**	19%	19%	24%	16%	28%	**	**	**	22%	**
		15%	7%	**	10%	22%	88%	12%	12%	**	3%	89%	7%	4%	5%	**	**	**	8%	**
Sky	260	30	14	**	21	72	231	28	24	**	8	236	9	11	3	**	**	**	10	**
	15%	12%	12%	**	12%	15%	15%	15%	13%	**	14%	15%	10%	14%	4%	**	**	**	8%	**
														n						
		12%	6%	**	8%	28%	89%	11%	9%	**	3%	91%	4%	4%	1%	**	**	**	4%	**
Talk Talk (Carphone Warehouse)	187	40	16	**	23	59	168	20	20	**	6	166	16	7	11	**	**	**	19	**
	11%	16%	13%	**	14%	12%	11%	10%	11%	**	11%	11%	18%	9%	18%	**	**	**	16%	**
		21%	8%	**	12%	32%	90%	11%	11%	**	3%	89%	9%	4%	6%	**	**	**	10%	**
BT (other/ unspecified)	75	15	8	**	13	23	62	13	7	**	3	68	6	7	5	**	**	**	7	**
	4%	6%	7%	**	8%	5%	4%	7%	4%	**	5%	4%	7%	9%	8%	**	**	**	6%	**
		20%	10%	**	18%	30%	82%	17%	10%	**	4%	90%	9%	9%	7%	**	**	**	10%	**
Orange (Wanadoo/ Freeserve)	74	8	2	**	2	14	68	7	7	**	*	68	2	-	*	**	**	**	2	**
	4%	3%	2%	**	1%	3%	4%	3%	4%	**	*%	4%	3%	-%	1%	**	**	**	2%	**
		10%	3%	**	3%	19%	92%	9%	9%	**	*%	91%	3%	-%	1%	**	**	**	3%	**
AOL	53	5	7	**	9	14	48	4	5	**	2	48	4	5	1	**	**	**	6	**
	3%	2%	6%	**	5%	3%	3%	2%	3%	**	4%	3%	4%	7%	2%	**	**	**	5%	**
		10%	13%	**	17%	26%	92%	8%	10%	**	4%	91%	7%	10%	2%	**	**	**	11%	**
O2	47	4	3	**	3	14	42	5	6	**	1	41	1	2	*	**	**	**	1	**
	3%	2%	2%	**	2%	3%	3%	3%	3%	**	2%	3%	1%	3%	*%	**	**	**	*%	**
		8%	6%	**	6%	29%	89%	11%	13%	**	2%	87%	1%	4%	*%	**	**	**	1%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 56
Page 66

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QE9 (QE7). Which Internet Service Provider (ISP) does your household currently use as its MAIN supplier at home? (SINGLE CODE)

Base : Those with access to the internet at home

	Total	AGE				AGE/SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEARING	MOBILITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	j	k	l	m	n	~o	~p	~q	r	~s
Unweighted total	2534	368	215	74	289	756	2348	183	304	51	104	2230	181	108	110	97	45	37	207	82
Effective Weighted Sample	1679	256	151	52	201	498	1530	147	201	34	64	1476	132	77	79	67	33	25	146	57
Total	1715	244	116	51	168	480	1527	189	189	33	57	1532	90	77	60	54	26	27	114	53
		14%	7%	**	10%	28%	89%	11%	11%	**	3%	89%	5%	5%	4%	**	**	**	7%	**
'3'	46	1	*	**	*	20	43	2	8	**	1	39	*	-	*	**	**	**	*	**
	3%	*%	*%	**	*%	4%	3%	1%	4%	**	1%	3%	*%	-%	*%	**	**	**	*%	**
		1%	*%	**	*%	43%	95%	5%	16%	**	1%	84%	*%	-%	*%	**	**	**	*%	**
BT Yahoo	31	4	2	**	4	10	29	2	2	**	1	28	2	2	2	**	**	**	3	**
	2%	2%	2%	**	2%	2%	2%	1%	1%	**	2%	2%	2%	2%	3%	**	**	**	3%	**
		14%	7%	**	12%	32%	94%	5%	7%	**	4%	92%	7%	5%	5%	**	**	**	9%	**
T-Mobile	27	1	-	**	-	11	22	5	1	**	-	26	-	-	-	**	**	**	-	**
	2%	1%	-%	**	-%	2%	1%	3%	1%	**	-%	2%	-%	-%	-%	**	**	**	-%	**
		5%	-%	**	-%	41%	82%	18%	5%	**	-%	95%	-%	-%	-%	**	**	**	-%	**
BT Openworld	19	3	2	**	2	2	17	3	3	**	1	16	1	1	2	**	**	**	2	**
	1%	1%	2%	**	1%	1%	1%	1%	1%	**	1%	1%	1%	1%	3%	**	**	**	2%	**
		16%	9%	**	9%	13%	92%	15%	14%	**	3%	87%	5%	4%	9%	**	**	**	9%	**
Plusnet	11	2	2	**	3	5	10	1	4	**	1	7	1	2	1	**	**	**	3	**
	1%	1%	1%	**	2%	1%	1%	1%	2%	**	2%	*%	1%	3%	1%	**	**	**	3%	**
									k											
		17%	16%	**	30%	41%	89%	10%	34%	**	11%	67%	9%	21%	5%	**	**	**	30%	**
Other	106	19	11	**	19	45	94	11	16	**	7	90	10	9	7	**	**	**	12	**
	6%	8%	10%	**	11%	9%	6%	6%	8%	**	11%	6%	11%	11%	11%	**	**	**	11%	**
		18%	10%	**	18%	43%	89%	10%	15%	**	6%	85%	9%	8%	6%	**	**	**	11%	**
Don't know	67	12	7	**	13	26	58	9	7	**	3	60	3	10	6	**	**	**	11	**
	4%	5%	6%	**	8%	5%	4%	5%	4%	**	5%	4%	4%	13%	11%	**	**	**	9%	**
														l	l					
		18%	10%	**	20%	39%	87%	13%	11%	**	4%	90%	5%	15%	10%	**	**	**	16%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 57
Page 67

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QE3B (QE10). How many people aged 16 or over in your household (including yourself) could access the fixed Broadband connection in your home if they wanted to?

Base : Those with fixed broadband at home where there is more than one person in household

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	~j	k	l	~m	~n	~o	~p	~q	r	~s
Unweighted total	2038	288	170	49	219	544	1882	153	218	35	74	1820	145	74	78	78	39	24	156	63
Effective Weighted Sample	1351	203	124	34	155	359	1225	126	143	22	43	1208	105	55	56	57	28	16	113	43
Total	1395	195	95	35	130	343	1237	156	134	22	41	1265	74	56	44	45	22	18	90	40
		14%	7%	**	9%	25%	89%	11%	10%	**	**	91%	5%	**	**	**	**	**	6%	**
1	129	20	24	**	33	65	118	9	19	**	**	110	17	**	**	**	**	**	21	**
	9%	10%	25%	**	25%	19%	10%	6%	14%	**	**	9%	23%	**	**	**	**	**	24%	**
			a		a				k											
		15%	19%	**	25%	51%	92%	7%	15%	**	**	85%	13%	**	**	**	**	**	16%	**
2	812	131	65	**	87	185	737	73	81	**	**	734	53	**	**	**	**	**	64	**
	58%	67%	68%	**	67%	54%	60%	47%	60%	**	**	58%	71%	**	**	**	**	**	71%	**
							g													
		16%	8%	**	11%	23%	91%	9%	10%	**	**	90%	7%	**	**	**	**	**	8%	**
3	253	27	5	**	7	49	218	35	21	**	**	233	4	**	**	**	**	**	4	**
	18%	14%	5%	**	5%	14%	18%	22%	15%	**	**	18%	5%	**	**	**	**	**	4%	**
		bd																		
		11%	2%	**	3%	19%	86%	14%	8%	**	**	92%	2%	**	**	**	**	**	1%	**
4	156	14	1	**	3	27	129	30	12	**	**	145	-	**	**	**	**	**	1	**
	11%	7%	1%	**	2%	8%	10%	19%	9%	**	**	11%	-%	**	**	**	**	**	1%	**
		b						f												
		9%	1%	**	2%	18%	83%	19%	7%	**	**	93%	-%	**	**	**	**	**	1%	**
5 or more	41	3	*	**	*	17	32	9	2	**	**	39	*	**	**	**	**	**	*	**
	3%	1%	*%	**	*%	5%	3%	6%	1%	**	**	3%	*%	**	**	**	**	**	*%	**
								f												
		7%	*%	**	*%	40%	77%	22%	4%	**	**	95%	*%	**	**	**	**	**	*%	**
Don't know	3	*	-	**	-	-	3	-	-	**	**	3	-	**	**	**	**	**	-	**
	*%	*%	-%	**	-%	-%	*%	-%	-%	**	**	*%	-%	**	**	**	**	**	-%	**
		2%	-%	**	-%	-%	100%	-%	-%	**	**	100%	-%	**	**	**	**	**	-%	**
Mean number of people	2.4	2.2	1.8	**	1.8	2.3	2.4	2.7	2.2	**	**	2.4	1.8	**	**	**	**	**	1.8	**
		bd						f				h								
Standard deviation	.94	.78	.57	**	.62	1.06	.91	1.07	.85	**	**	.94	.51	**	**	**	**	**	.55	**
Standard error	.02	.05	.04	**	.04	.05	.02	.09	.06	**	**	.02	.04	**	**	**	**	**	.04	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 58
Page 68

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QE3A (QE11). How many people aged 16 or over in your household (including yourself) could access the mobile Broadband connection in your home if they wanted to?

Base : Those with mobile broadband at home where there is more than one person in household

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		~a	~b	~c	~d	e	f	~g	~h	~i	~j	k	~l	~m	~n	~o	~p	~q	~r	~s
Unweighted total	486	33	14	1	15	131	447	39	44	5	10	442	14	1	10	3	2	-	13	2
Effective Weighted Sample	342	25	9	1	10	90	310	30	30	4	6	312	10	1	6	2	2	-	9	2
Total	360	25	8	1	9	92	321	39	30	4	7	332	7	1	5	2	2	-	7	2
		**	**	**	**			**	**	**	**		**	**	**	**	**		**	**
						26%	89%					92%						-%		
1	115	**	**	**	**	34	100	**	**	**	**	106	**	**	**	**	**	-	**	**
	32%	**	**	**	**	37%	31%	**	**	**	**	32%	**	**	**	**	**	-%	**	**
		**	**	**	**	30%	87%	**	**	**	**	93%	**	**	**	**	**	-%	**	**
2	171	**	**	**	**	41	159	**	**	**	**	156	**	**	**	**	**	-	**	**
	47%	**	**	**	**	45%	50%	**	**	**	**	47%	**	**	**	**	**	-%	**	**
		**	**	**	**	24%	93%	**	**	**	**	91%	**	**	**	**	**	-%	**	**
3	36	**	**	**	**	6	32	**	**	**	**	33	**	**	**	**	**	-	**	**
	10%	**	**	**	**	6%	10%	**	**	**	**	10%	**	**	**	**	**	-%	**	**
		**	**	**	**	16%	88%	**	**	**	**	92%	**	**	**	**	**	-%	**	**
4	29	**	**	**	**	8	23	**	**	**	**	28	**	**	**	**	**	-	**	**
	8%	**	**	**	**	9%	7%	**	**	**	**	8%	**	**	**	**	**	-%	**	**
		**	**	**	**	27%	78%	**	**	**	**	98%	**	**	**	**	**	-%	**	**
5 or more	4	**	**	**	**	1	3	**	**	**	**	4	**	**	**	**	**	-	**	**
	1%	**	**	**	**	1%	1%	**	**	**	**	1%	**	**	**	**	**	-%	**	**
		**	**	**	**	24%	77%	**	**	**	**	86%	**	**	**	**	**	-%	**	**
Don't know	5	**	**	**	**	2	5	**	**	**	**	5	**	**	**	**	**	-	**	**
	2%	**	**	**	**	2%	1%	**	**	**	**	1%	**	**	**	**	**	-%	**	**
		**	**	**	**	33%	86%	**	**	**	**	82%	**	**	**	**	**	-%	**	**
Mean number of people	2.0	**	**	**	**	1.9	1.9	**	**	**	**	2.0	**	**	**	**	**	-	**	**
Standard deviation	.97	**	**	**	**	.97	.92	**	**	**	**	.97	**	**	**	**	**	-	**	**
Standard error	.04	**	**	**	**	.09	.04	**	**	**	**	.05	**	**	**	**	**	-	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 59
Page 69

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QE12A (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTICODE)

Base : Those with access to the internet at home

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	j	k	l	m	n	~o	~p	~q	r	~s
Unweighted total	2534	368	215	74	289	756	2348	183	304	51	104	2230	181	108	110	97	45	37	207	82
Effective Weighted Sample	1679	256	151	52	201	498	1530	147	201	34	64	1476	132	77	79	67	33	25	146	57
Total	1715	244	116	51	168	480	1527	189	189	33	57	1532	90	77	60	54	26	27	114	53
		14%	7%	**	10%	28%	89%	11%	11%	**	3%	89%	5%	5%	4%	**	**	**	7%	**
Sending and receiving e-mail	1503	208	91	**	132	382	1341	164	162	**	49	1344	74	58	46	**	**	**	92	**
	88%	85%	78%	**	79%	80%	88%	87%	86%	**	86%	88%	82%	75%	77%	**	**	**	80%	**
		14%	6%	**	9%	25%	89%	11%	11%	**	3%	89%	5%	4%	3%	**	**	**	6%	**
General surfing/ browsing the internet	1499	208	94	**	131	392	1345	156	160	**	49	1343	74	57	45	**	**	**	87	**
	87%	85%	81%	**	78%	82%	88%	82%	85%	**	85%	88%	82%	74%	75%	**	**	**	76%	**
							g													
		14%	6%	**	9%	26%	90%	10%	11%	**	3%	90%	5%	4%	3%	**	**	**	6%	**
Purchasing goods/services/ tickets etc.	1216	166	74	**	97	276	1097	124	126	**	36	1093	57	41	41	**	**	**	72	**
	71%	68%	64%	**	58%	57%	72%	66%	67%	**	63%	71%	63%	52%	68%	**	**	**	63%	**
		d																		
		14%	6%	**	8%	23%	90%	10%	10%	**	3%	90%	5%	3%	3%	**	**	**	6%	**
Banking	1027	134	59	**	73	213	928	101	98	**	25	932	43	30	27	**	**	**	52	**
	60%	55%	51%	**	44%	44%	61%	53%	52%	**	44%	61%	47%	39%	44%	**	**	**	46%	**
		d										hj								
		13%	6%	**	7%	21%	90%	10%	9%	**	2%	91%	4%	3%	3%	**	**	**	5%	**
Using social networking sites (such as MySpace, Facebook or Bebo)	1015	86	25	**	35	227	908	109	87	**	22	930	18	17	9	**	**	**	21	**
	59%	35%	22%	**	21%	47%	59%	58%	46%	**	38%	61%	20%	22%	15%	**	**	**	19%	**
		bd										hj								
		8%	2%	**	3%	22%	89%	11%	9%	**	2%	92%	2%	2%	1%	**	**	**	2%	**
Finding/ downloading information for personal reasons e.g. information, news, weather	997	153	58	**	86	208	892	109	108	**	36	893	52	34	32	**	**	**	65	**
	58%	63%	50%	**	51%	43%	58%	58%	57%	**	62%	58%	57%	44%	54%	**	**	**	57%	**
		bd																		
		15%	6%	**	9%	21%	89%	11%	11%	**	4%	90%	5%	3%	3%	**	**	**	7%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 59
Page 70

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QE12A (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTICODE)

Base : Those with access to the internet at home

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	j	k	l	m	n	~o	~p	~q	r	~s
Unweighted total	2534	368	215	74	289	756	2348	183	304	51	104	2230	181	108	110	97	45	37	207	82
Effective Weighted Sample	1679	256	151	52	201	498	1530	147	201	34	64	1476	132	77	79	67	33	25	146	57
Total	1715	244	116	51	168	480	1527	189	189	33	57	1532	90	77	60	54	26	27	114	53
		14%	7%	**	10%	28%	89%	11%	11%	**	3%	89%	5%	5%	4%	**	**	**	7%	**
Finding/ downloading information for work/ business	763	109	28	**	35	102	677	90	66	**	18	699	21	15	14	**	**	**	22	**
	44%	45%	24%	**	21%	21%	44%	48%	35%	**	32%	46%	23%	19%	23%	**	**	**	19%	**
		bd										hj								
		14%	4%	**	5%	13%	89%	12%	9%	**	2%	92%	3%	2%	2%	**	**	**	3%	**
Watching video clips/ webcasts (e.g. YouTube or Big Brother)	691	65	16	**	20	127	609	84	67	**	19	626	14	6	8	**	**	**	14	**
	40%	26%	14%	**	12%	26%	40%	44%	36%	**	33%	41%	16%	8%	13%	**	**	**	12%	**
		bd																		
		9%	2%	**	3%	18%	88%	12%	10%	**	3%	91%	2%	1%	1%	**	**	**	2%	**
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	667	110	37	**	52	114	588	83	66	**	24	602	35	17	23	**	**	**	42	**
	39%	45%	32%	**	31%	24%	38%	44%	35%	**	41%	39%	39%	22%	37%	**	**	**	36%	**
		bd											m		m				m	
		17%	6%	**	8%	17%	88%	12%	10%	**	4%	90%	5%	3%	3%	**	**	**	6%	**
Playing games online/ interactively	657	56	21	**	25	154	580	80	66	**	22	591	13	12	5	**	**	**	13	**
	38%	23%	18%	**	15%	32%	38%	42%	35%	**	38%	39%	15%	15%	8%	**	**	**	11%	**
		d																		
		9%	3%	**	4%	23%	88%	12%	10%	**	3%	90%	2%	2%	1%	**	**	**	2%	**
Downloading music files, movies or video clips	634	54	14	**	21	112	564	74	63	**	14	572	12	9	8	**	**	**	13	**
	37%	22%	12%	**	12%	23%	37%	39%	33%	**	24%	37%	13%	11%	13%	**	**	**	11%	**
		bd										j								
		9%	2%	**	3%	18%	89%	12%	10%	**	2%	90%	2%	1%	1%	**	**	**	2%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 59
Page 71

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE12A (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTICODE)

Base : Those with access to the internet at home

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE		AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	j	k	l	m	n	~o	~p	~q	r	~s
Unweighted total	2534	368	215	74	289	756	2348	183	304	51	104	2230	181	108	110	97	45	37	207	82
Effective Weighted Sample	1679	256	151	52	201	498	1530	147	201	34	64	1476	132	77	79	67	33	25	146	57
Total	1715	244	116	51	168	480	1527	189	189	33	57	1532	90	77	60	54	26	27	114	53
		14%	7%	**	10%	28%	89%	11%	11%	**	3%	89%	5%	5%	4%	**	**	**	7%	**
To find information on health related issues e.g. NHS Direct/ NHS 24	613	92	34	**	45	117	550	66	59	**	19	555	29	16	21	**	**	**	33	**
	36%	38% d	29%	**	27%	24%	36%	35%	31%	**	33%	36%	32%	21%	35% m	**	**	**	29%	**
		15%	6%	**	7%	19%	90%	11%	10%	**	3%	91%	5%	3%	3%	**	**	**	5%	**
Finding/ downloading information for school/ college/ university/ homework	604	51	13	**	20	96	526	82	57	**	13	549	12	8	10	**	**	**	13	**
	35%	21% bd	11%	**	12%	20%	34%	43% f	30%	**	23%	36% j	13%	11%	16%	**	**	**	11%	**
		9%	2%	**	3%	16%	87%	14%	9%	**	2%	91%	2%	1%	2%	**	**	**	2%	**
Watching catch-up TV (such as BBC iPlayer, Sky Player, ITV Player)	599	70	33	**	40	109	530	71	57	**	14	544	27	14	13	**	**	**	28	**
	35%	29%	28%	**	24%	23%	35%	37%	30%	**	25%	35%	30%	18%	21%	**	**	**	25%	**
		12%	5%	**	7%	18%	89%	12%	9%	**	2%	91%	4%	2%	2%	**	**	**	5%	**
Communicating via instant messaging, SMS messaging, chat rooms, voice calls	576	50	14	**	19	119	515	67	58	**	14	520	10	9	6	**	**	**	12	**
	34%	20% bd	12%	**	11%	25%	34%	35%	31%	**	25%	34%	11%	12%	10%	**	**	**	11%	**
		9%	3%	**	3%	21%	89%	12%	10%	**	2%	90%	2%	2%	1%	**	**	**	2%	**
Watching live TV programmes	401	46	15	**	17	67	343	59	36	**	8	366	11	6	6	**	**	**	12	**
	23%	19% d	13%	**	10%	14%	22%	31% f	19%	**	14%	24%	12%	8%	11%	**	**	**	11%	**
		12%	4%	**	4%	17%	86%	15%	9%	**	2%	91%	3%	2%	2%	**	**	**	3%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 59
Page 72

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE12A (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTICODE)

Base : Those with access to the internet at home

		AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+								
						65+ OR DE				HEAR ING	MOBIL ITY	NO	MALE	FEMALE		AB	C1	C2	DE	ABC1	C2DE
	Total	55-64	65-74	75+	65+		NO	YES	ANY												
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	j	k	l	m	n	~o	~p	~q	r	~s
Unweighted total	2534	368	215	74	289	756	2348	183	304	51	104	2230	181	108	110	97	45	37	207	82
Effective Weighted Sample	1679	256	151	52	201	498	1530	147	201	34	64	1476	132	77	79	67	33	25	146	57
Total	1715	244	116	51	168	480	1527	189	189	33	57	1532	90	77	60	54	26	27	114	53
		14%	7%	**	10%	28%	89%	11%	11%	**	3%	89%	5%	5%	4%	**	**	**	7%	**
Real time gambling/ trading/ auctions	350	27	11	**	13	55	321	31	26	**	8	325	10	4	4	**	**	**	11	**
	20%	11%	10%	**	8%	11%	21%	16%	14%	**	15%	21% h	11%	5%	6%	**	**	**	10%	**
		8%	3%	**	4%	16%	92%	9%	7%	**	2%	93%	3%	1%	1%	**	**	**	3%	**
Listening to radio	316	56	14	**	15	49	290	28	37	**	14	281	10	5	4	**	**	**	9	**
	18%	23% bd	12%	**	9%	10%	19%	15%	20%	**	25%	18%	11%	6%	7%	**	**	**	8%	**
		18%	4%	**	5%	15%	92%	9%	12%	**	4%	89%	3%	2%	1%	**	**	**	3%	**
Watch news programmes	282	43	12	**	17	49	234	50	26	**	8	256	13	4	9	**	**	**	13	**
	16%	18% d	11%	**	10%	10%	15%	27% f	14%	**	15%	17%	15% m	5%	14% m	**	**	**	12%	**
		15%	4%	**	6%	17%	83%	18%	9%	**	3%	91%	5%	1%	3%	**	**	**	5%	**
Uploading/ adding content to the internet	282	27	7	**	8	40	249	32	20	**	4	263	3	5	3	**	**	**	7	**
	16%	11% d	6%	**	5%	8%	16%	17%	11%	**	7%	17% hj	4%	6%	5%	**	**	**	6%	**
		9%	2%	**	3%	14%	88%	11%	7%	**	1%	93%	1%	2%	1%	**	**	**	2%	**
Using Twitter (browsing/ reading site)	211	21	6	**	6	42	181	32	13	**	4	198	2	4	1	**	**	**	3	**
	12%	9% d	5%	**	4%	9%	12%	17%	7%	**	7%	13% h	2%	6%	1%	**	**	**	2%	**
		10%	3%	**	3%	20%	86%	15%	6%	**	2%	94%	1%	2%	*%	**	**	**	1%	**
Downloading films (Video on Demand)	157	8	4	**	4	29	137	20	12	**	2	145	2	2	1	**	**	**	2	**
	9%	3%	3%	**	2%	6%	9%	11%	6%	**	4%	9%	2%	3%	1%	**	**	**	1%	**
		5%	2%	**	3%	18%	87%	13%	8%	**	1%	92%	1%	1%	*%	**	**	**	1%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 59
Page 73

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QE12A (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTICODE)

Base : Those with access to the internet at home

	Total	AGE				AGE/SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEARING	MOBILITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	j	k	l	m	n	~o	~p	~q	r	~s
Unweighted total	2534	368	215	74	289	756	2348	183	304	51	104	2230	181	108	110	97	45	37	207	82
Effective Weighted Sample	1679	256	151	52	201	498	1530	147	201	34	64	1476	132	77	79	67	33	25	146	57
Total	1715	244	116	51	168	480	1527	189	189	33	57	1532	90	77	60	54	26	27	114	53
		14%	7%	**	10%	28%	89%	11%	11%	**	3%	89%	5%	5%	4%	**	**	**	7%	**
Streamed audio services (free)	116	12	2	**	2	12	93	23	7	**	1	109	1	1	-	**	**	**	1	**
	7%	5% d	1%	**	1%	3%	6%	12% f	4%	**	1%	7%	1%	1%	-%	**	**	**	1%	**
		10%	1%	**	1%	11%	80%	20%	6%	**	1%	94%	1%	1%	-%	**	**	**	1%	**
Using Twitter (account holder, posting on site)	109	12	2	**	2	17	88	23	8	**	1	102	1	1	1	**	**	**	2	**
	6%	5% d	1%	**	1%	4%	6%	12% f	4%	**	2%	7%	1%	1%	1%	**	**	**	1%	**
		11%	1%	**	1%	16%	81%	21%	7%	**	1%	94%	1%	1%	1%	**	**	**	1%	**
Streamed audio services (subscription)	33	1	2	**	2	7	25	9	1	**	*	33	2	1	1	**	**	**	2	**
	2%	*%	1%	**	1%	1%	2%	5% f	*%	**	*%	2%	2%	1%	2%	**	**	**	2%	**
		2%	5%	**	7%	20%	74%	27%	2%	**	*%	98%	5%	3%	3%	**	**	**	6%	**
Other	16	3	1	**	1	4	15	1	6	**	1	10	1	-	1	**	**	**	1	**
	1%	1%	1%	**	1%	1%	1%	1%	3% k	**	1%	1%	1%	-%	2%	**	**	**	1%	**
		21%	5%	**	8%	28%	93%	7%	39%	**	5%	63%	8%	-%	8%	**	**	**	8%	**
None of these	20	6	3	**	7	12	17	3	2	**	1	18	3	4	3	**	**	**	5	**
	1%	2%	3%	**	4%	2%	1%	2%	1%	**	2%	1%	3%	5%	5%	**	**	**	4%	**
		28%	16%	**	33%	60%	83%	16%	11%	**	5%	88%	15%	18%	14%	**	**	**	25%	**
Don't know	16	4	5	**	6	9	12	3	1	**	-	15	1	6	2	**	**	**	4	**
	1%	1%	5%	**	4%	2%	1%	2%	1%	**	-%	1%	1%	7% l	3%	**	**	**	4%	**
		22%	33%	**	39%	55%	76%	20%	7%	**	-%	94%	4%	35%	12%	**	**	**	27%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 60
Page 74

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QE12B (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTICODE)

Base : Those with access to the internet at home

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	j	k	l	m	n	~o	~p	~q	r	~s
Unweighted total	2534	368	215	74	289	756	2348	183	304	51	104	2230	181	108	110	97	45	37	207	82
Effective Weighted Sample	1679	256	151	52	201	498	1530	147	201	34	64	1476	132	77	79	67	33	25	146	57
Total	1715	244	116	51	168	480	1527	189	189	33	57	1532	90	77	60	54	26	27	114	53
		14%	7%	**	10%	28%	89%	11%	11%	**	3%	89%	5%	5%	4%	**	**	**	7%	**
Sending and receiving e-mail	1311	181	79	**	114	323	1164	151	141	**	45	1173	64	50	39	**	**	**	78	**
	76%	74%	68%	**	68%	67%	76%	80%	75%	**	79%	77%	71%	65%	65%	**	**	**	68%	**
		14%	6%	**	9%	25%	89%	12%	11%	**	3%	89%	5%	4%	3%	**	**	**	6%	**
General surfing/ browsing the internet	1284	170	77	**	107	341	1149	135	135	**	39	1151	62	45	37	**	**	**	70	**
	75%	70%	66%	**	64%	71%	75%	72%	72%	**	68%	75%	68%	59%	62%	**	**	**	61%	**
		13%	6%	**	8%	27%	90%	11%	11%	**	3%	90%	5%	4%	3%	**	**	**	5%	**
Using social networking sites (such as MySpace, Facebook or Bebo)	824	63	17	**	24	191	740	85	69	**	14	757	13	11	7	**	**	**	15	**
	48%	26%	14%	**	14%	40%	48%	45%	36%	**	24%	49%	14%	15%	12%	**	**	**	13%	**
		bd										hj								
		8%	2%	**	3%	23%	90%	10%	8%	**	2%	92%	2%	1%	1%	**	**	**	2%	**
Banking	774	103	46	**	57	161	693	82	74	**	19	702	34	23	23	**	**	**	42	**
	45%	42%	39%	**	34%	34%	45%	44%	39%	**	33%	46%	38%	30%	38%	**	**	**	37%	**
												j								
		13%	6%	**	7%	21%	90%	11%	10%	**	2%	91%	4%	3%	3%	**	**	**	5%	**
Finding/ downloading information for personal reasons e.g. information, news, weather	634	96	41	**	60	138	556	84	77	**	20	560	34	26	25	**	**	**	48	**
	37%	39%	35%	**	36%	29%	36%	44%	41%	**	34%	37%	38%	34%	41%	**	**	**	42%	**
		15%	6%	**	10%	22%	88%	13%	12%	**	3%	88%	5%	4%	4%	**	**	**	8%	**
Purchasing goods/ services/ tickets etc.	622	84	37	**	50	137	568	56	77	**	21	548	28	22	16	**	**	**	33	**
	36%	34%	32%	**	30%	28%	37%	30%	41%	**	37%	36%	31%	28%	27%	**	**	**	29%	**
		13%	6%	**	8%	22%	91%	9%	12%	**	3%	88%	4%	4%	3%	**	**	**	5%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 60
Page 75

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QE12B (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTICODE)

Base : Those with access to the internet at home

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	j	k	l	m	n	~o	~p	~q	r	~s
Unweighted total	2534	368	215	74	289	756	2348	183	304	51	104	2230	181	108	110	97	45	37	207	82
Effective Weighted Sample	1679	256	151	52	201	498	1530	147	201	34	64	1476	132	77	79	67	33	25	146	57
Total	1715	244	116	51	168	480	1527	189	189	33	57	1532	90	77	60	54	26	27	114	53
		14%	7%	**	10%	28%	89%	11%	11%	**	3%	89%	5%	5%	4%	**	**	**	7%	**
Finding/ downloading information for work/ business	493	67	17	**	23	64	431	64	47	**	14	448	13	11	8	**	**	**	15	**
	29%	27% bd	14%	**	14%	13%	28%	34%	25%	**	24%	29%	14%	14%	14%	**	**	**	13%	**
		14%	3%	**	5%	13%	88%	13%	10%	**	3%	91%	3%	2%	2%	**	**	**	3%	**
Watching video clips/ webcasts (e.g. YouTube or Big Brother)	400	34	9	**	12	79	342	59	43	**	9	358	7	5	3	**	**	**	7	**
	23%	14% d	8%	**	7%	17%	22%	31% f	23%	**	16%	23%	8%	7%	4%	**	**	**	6%	**
		9%	2%	**	3%	20%	86%	15%	11%	**	2%	90%	2%	1%	1%	**	**	**	2%	**
Finding/ downloading information for school/ college/ university/ homework	396	32	9	**	13	69	341	60	35	**	8	362	7	6	6	**	**	**	9	**
	23%	13%	8%	**	8%	14%	22%	32% f	18%	**	14%	24%	7%	8%	10%	**	**	**	8%	**
		8%	2%	**	3%	17%	86%	15%	9%	**	2%	91%	2%	2%	2%	**	**	**	2%	**
Playing games online/ interactively	390	34	13	**	16	102	351	41	50	**	17	341	9	7	4	**	**	**	10	**
	23%	14%	11%	**	9%	21%	23%	22%	27%	**	29%	22%	9%	9%	7%	**	**	**	9%	**
		9%	3%	**	4%	26%	90%	11%	13%	**	4%	87%	2%	2%	1%	**	**	**	3%	**
Communicating via instant messaging, SMS messaging, chat rooms, voice calls	360	30	7	**	10	80	326	40	45	**	9	317	4	6	4	**	**	**	6	**
	21%	12% bd	6%	**	6%	17%	21%	21%	24%	**	16%	21%	4%	8%	7%	**	**	**	5%	**
		8%	2%	**	3%	22%	91%	11%	12%	**	3%	88%	1%	2%	1%	**	**	**	2%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 60
Page 76

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QE12B (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTICODE)

Base : Those with access to the internet at home

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
						65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE		AB	C1	C2	DE	ABC1	C2DE
		55-64	65-74	75+	65+																
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	j	k	l	m	n	~o	~p	~q	r	~s
Unweighted total	2534	368	215	74	289	756	2348	183	304	51	104	2230	181	108	110	97	45	37	207	82
Effective Weighted Sample	1679	256	151	52	201	498	1530	147	201	34	64	1476	132	77	79	67	33	25	146	57
Total	1715	244	116	51	168	480	1527	189	189	33	57	1532	90	77	60	54	26	27	114	53
		14%	7%	**	10%	28%	89%	11%	11%	**	3%	89%	5%	5%	4%	**	**	**	7%	**
Watching catch-up TV (such as BBC iPlayer, Sky Player, ITV Player)	322	37	17	**	20	62	290	33	42	**	11	281	14	6	5	**	**	**	13	**
	19%	15%	15%	**	12%	13%	19%	17%	22%	**	20%	18%	15%	8%	8%	**	**	**	11%	**
		12%	5%	**	6%	19%	90%	10%	13%	**	4%	87%	4%	2%	1%	**	**	**	4%	**
Downloading music files, movies or video clips	318	24	5	**	8	66	283	37	38	**	7	282	5	4	4	**	**	**	6	**
	19%	10%	4%	**	5%	14%	19%	19%	20%	**	12%	18%	5%	5%	7%	**	**	**	5%	**
		8%	2%	**	3%	21%	89%	12%	12%	**	2%	89%	1%	1%	1%	**	**	**	2%	**
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	261	45	14	**	18	45	230	34	32	**	12	229	11	7	8	**	**	**	15	**
	15%	18% d	12%	**	11%	9%	15%	18%	17%	**	21%	15%	12%	9%	14%	**	**	**	13%	**
		17%	5%	**	7%	17%	88%	13%	12%	**	5%	88%	4%	3%	3%	**	**	**	6%	**
To find information on health related issues e.g. NHS Direct/ NHS 24	241	41	13	**	16	48	218	26	29	**	9	212	8	8	5	**	**	**	11	**
	14%	17% d	11%	**	10%	10%	14%	14%	15%	**	16%	14%	9%	10%	9%	**	**	**	10%	**
		17%	5%	**	7%	20%	90%	11%	12%	**	4%	88%	3%	3%	2%	**	**	**	5%	**
Watching live TV programmes	206	15	5	**	6	37	171	36	25	**	6	183	5	1	2	**	**	**	5	**
	12%	6%	5%	**	4%	8%	11%	19% f	13%	**	10%	12%	6%	2%	3%	**	**	**	4%	**
		7%	3%	**	3%	18%	83%	17%	12%	**	3%	89%	3%	1%	1%	**	**	**	2%	**
Listening to radio	170	33	5	**	6	27	152	19	25	**	9	146	5	1	2	**	**	**	4	**
	10%	13% bd	5%	**	4%	6%	10%	10%	13%	**	17%	10%	5%	2%	3%	**	**	**	4%	**
		19%	3%	**	4%	16%	89%	11%	15%	**	6%	86%	3%	1%	1%	**	**	**	2%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 60
Page 77

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QE12B (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTICODE)

Base : Those with access to the internet at home

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	j	k	l	m	n	~o	~p	~q	r	~s
Unweighted total	2534	368	215	74	289	756	2348	183	304	51	104	2230	181	108	110	97	45	37	207	82
Effective Weighted Sample	1679	256	151	52	201	498	1530	147	201	34	64	1476	132	77	79	67	33	25	146	57
Total	1715	244	116	51	168	480	1527	189	189	33	57	1532	90	77	60	54	26	27	114	53
		14%	7%	**	10%	28%	89%	11%	11%	**	3%	89%	5%	5%	4%	**	**	**	7%	**
Watch news programmes	157	27	6	**	10	30	127	31	17	**	5	142	7	3	5	**	**	**	9	**
	9%	11%	6%	**	6%	6%	8%	17%	9%	**	9%	9%	8%	4%	9%	**	**	**	8%	**
								f												
		17%	4%	**	6%	19%	81%	20%	10%	**	3%	90%	4%	2%	3%	**	**	**	6%	**
Uploading/ adding content to the internet	142	11	3	**	5	28	124	19	13	**	2	130	1	3	2	**	**	**	5	**
	8%	5%	3%	**	3%	6%	8%	10%	7%	**	4%	9%	1%	4%	3%	**	**	**	4%	**
		8%	2%	**	3%	20%	87%	14%	9%	**	2%	91%	1%	2%	1%	**	**	**	3%	**
Real time gambling/ trading/ auctions	142	12	6	**	6	21	136	8	10	**	2	132	5	1	2	**	**	**	4	**
	8%	5%	5%	**	3%	4%	9%	4%	5%	**	4%	9%	5%	1%	4%	**	**	**	4%	**
							g													
		9%	4%	**	4%	15%	96%	5%	7%	**	2%	93%	3%	1%	2%	**	**	**	3%	**
Using Twitter (browsing/ reading site)	110	6	1	**	1	23	91	19	10	**	3	100	-	1	-	**	**	**	1	**
	6%	2%	1%	**	1%	5%	6%	10%	5%	**	5%	7%	-%	1%	-%	**	**	**	1%	**
		5%	1%	**	1%	21%	83%	17%	9%	**	3%	91%	-%	1%	-%	**	**	**	1%	**
Downloading films (Video on Demand)	80	4	1	**	2	17	72	9	10	**	1	71	1	1	1	**	**	**	2	**
	5%	2%	1%	**	1%	4%	5%	5%	5%	**	2%	5%	1%	1%	1%	**	**	**	1%	**
		5%	1%	**	2%	21%	89%	12%	12%	**	2%	88%	1%	1%	1%	**	**	**	2%	**
Streamed audio services (free)	66	7	2	**	2	8	49	18	6	**	1	60	1	1	-	**	**	**	1	**
	4%	3%	1%	**	1%	2%	3%	10%	3%	**	1%	4%	1%	1%	-%	**	**	**	1%	**
								f												
		10%	3%	**	3%	12%	74%	28%	9%	**	1%	91%	1%	1%	-%	**	**	**	2%	**
Using Twitter (account holder, posting on site)	65	6	2	**	2	12	50	17	5	**	1	61	1	1	1	**	**	**	2	**
	4%	3%	1%	**	1%	3%	3%	9%	3%	**	2%	4%	1%	1%	1%	**	**	**	1%	**
								f												
		10%	2%	**	2%	19%	76%	26%	8%	**	2%	93%	1%	1%	1%	**	**	**	2%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 60
Page 78

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QE12B (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTICODE)

Base : Those with access to the internet at home

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	j	k	l	m	n	~o	~p	~q	r	~s
Unweighted total	2534	368	215	74	289	756	2348	183	304	51	104	2230	181	108	110	97	45	37	207	82
Effective Weighted Sample	1679	256	151	52	201	498	1530	147	201	34	64	1476	132	77	79	67	33	25	146	57
Total	1715	244	116	51	168	480	1527	189	189	33	57	1532	90	77	60	54	26	27	114	53
		14%	7%	**	10%	28%	89%	11%	11%	**	3%	89%	5%	5%	4%	**	**	**	7%	**
Streamed audio services (subscription)	15	1	1	**	1	4	11	6	1	**	*	15	-	1	-	**	**	**	1	**
	1%	*%	1%	**	1%	1%	1%	3%	*%	**	*%	1%	-%	1%	-%	**	**	**	1%	**
								f												
		4%	6%	**	6%	26%	70%	37%	4%	**	1%	95%	-%	6%	-%	**	**	**	6%	**
Other	11	2	1	**	1	3	10	1	5	**	1	7	1	-	1	**	**	**	1	**
	1%	1%	1%	**	1%	1%	1%	1%	2%	**	1%	*%	1%	-%	2%	**	**	**	1%	**
									k											
		19%	8%	**	12%	27%	89%	10%	42%	**	7%	61%	12%	-%	12%	**	**	**	12%	**
None of these	56	17	8	**	13	26	49	7	9	**	3	47	6	7	5	**	**	**	8	**
	3%	7%	7%	**	8%	5%	3%	4%	5%	**	5%	3%	7%	9%	8%	**	**	**	7%	**
		30%	14%	**	23%	46%	87%	13%	17%	**	5%	83%	11%	12%	9%	**	**	**	14%	**
Don't know	28	6	8	**	11	16	22	5	4	**	2	24	4	7	3	**	**	**	7	**
	2%	2%	7%	**	6%	3%	1%	3%	2%	**	3%	2%	4%	9%	5%	**	**	**	6%	**
			a		a															
		21%	28%	**	38%	56%	78%	18%	13%	**	6%	88%	13%	25%	11%	**	**	**	26%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 61
Page 79

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QE13 (QENEW11) SHOWCARD What was the advertised speed of your main home internet connection when you took up your service? (SINGLE CODE)

Base : Those who use broadband as their main method of connecting to the internet at home

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	j	k	l	m	n	~o	~p	~q	r	~s
Unweighted total	2481	361	207	70	277	733	2298	180	296	49	102	2185	175	102	104	95	44	34	199	78
Effective Weighted Sample	1641	251	146	50	193	482	1495	145	195	33	63	1444	127	73	74	67	33	23	141	54
Total	1680	239	113	49	162	467	1494	186	183	32	57	1501	88	74	56	54	26	26	110	52
		14%	7%	**	10%	28%	89%	11%	11%	**	3%	89%	5%	4%	3%	**	**	**	7%	**
Up to 512kb	20	1	*	**	2	4	20	1	1	**	-	20	2	*	*	**	**	**	2	**
	1%	*%	*%	**	1%	1%	1%	*%	1%	**	-%	1%	2%	*%	*%	**	**	**	1%	**
		6%	1%	**	9%	17%	96%	3%	5%	**	-%	96%	8%	1%	*%	**	**	**	8%	**
Up to 1MB	15	1	2	**	2	5	14	1	3	**	2	12	2	-	1	**	**	**	1	**
	1%	1%	1%	**	1%	1%	1%	*%	2%	**	3%	1%	2%	-%	1%	**	**	**	1%	**
		8%	10%	**	12%	35%	94%	4%	21%	**	11%	81%	12%	-%	5%	**	**	**	6%	**
Up to 2MB	57	10	4	**	5	13	49	8	4	**	1	53	3	2	1	**	**	**	2	**
	3%	4%	4%	**	3%	3%	3%	4%	2%	**	2%	4%	3%	3%	2%	**	**	**	2%	**
		17%	7%	**	9%	23%	86%	15%	8%	**	2%	92%	5%	4%	2%	**	**	**	4%	**
Up to 4MB	48	6	4	**	5	18	41	7	3	**	*	44	5	*	1	**	**	**	3	**
	3%	2%	3%	**	3%	4%	3%	4%	2%	**	1%	3%	6%	*%	2%	**	**	**	3%	**
													m							
		12%	8%	**	11%	38%	85%	14%	7%	**	1%	93%	11%	*%	3%	**	**	**	7%	**
Up to 8MB	158	20	12	**	16	35	138	22	25	**	3	134	15	1	10	**	**	**	15	**
	9%	8%	11%	**	10%	7%	9%	12%	14%	**	6%	9%	17%	2%	18%	**	**	**	13%	**
									k				m		m				m	
		13%	8%	**	10%	22%	88%	14%	16%	**	2%	85%	9%	1%	6%	**	**	**	9%	**
Up to 10MB	93	12	5	**	5	20	84	9	13	**	3	80	5	1	2	**	**	**	4	**
	6%	5%	4%	**	3%	4%	6%	5%	7%	**	5%	5%	5%	1%	3%	**	**	**	4%	**
		13%	5%	**	6%	21%	90%	9%	14%	**	3%	86%	5%	1%	2%	**	**	**	4%	**
Up to 16MB	37	3	1	**	1	8	36	1	4	**	2	33	*	1	*	**	**	**	1	**
	2%	1%	1%	**	1%	2%	2%	1%	2%	**	4%	2%	*%	2%	1%	**	**	**	1%	**
		7%	3%	**	4%	23%	97%	3%	11%	**	7%	90%	*%	4%	1%	**	**	**	4%	**
Up to 20MB	162	17	5	**	7	34	143	18	18	**	7	143	6	2	3	**	**	**	7	**
	10%	7%	4%	**	5%	7%	10%	10%	10%	**	12%	10%	7%	2%	5%	**	**	**	6%	**
		11%	3%	**	5%	21%	89%	11%	11%	**	4%	89%	4%	1%	2%	**	**	**	4%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

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Table 61
Page 80

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QE13 (QENEW11) SHOWCARD What was the advertised speed of your main home internet connection when you took up your service? (SINGLE CODE)

Base : Those who use broadband as their main method of connecting to the internet at home

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEARING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	j	k	l	m	n	~o	~p	~q	r	~s
Unweighted total	2481	361	207	70	277	733	2298	180	296	49	102	2185	175	102	104	95	44	34	199	78
Effective Weighted Sample	1641	251	146	50	193	482	1495	145	195	33	63	1444	127	73	74	67	33	23	141	54
Total	1680	239	113	49	162	467	1494	186	183	32	57	1501	88	74	56	54	26	26	110	52
		14%	7%	**	10%	28%	89%	11%	11%	**	3%	89%	5%	4%	3%	**	**	**	7%	**
Up to 24MB	18	-	2	**	2	3	16	2	*	**	-	17	1	1	-	**	**	**	2	**
	1%	-%	2% a	**	1%	1%	1%	1%	*%	**	-%	1%	1%	1%	-%	**	**	**	1%	**
		-%	11%	**	11%	16%	91%	13%	2%	**	-%	98%	5%	6%	-%	**	**	**	9%	**
Up to 50MB	33	3	1	**	1	5	24	10	1	**	-	32	1	-	1	**	**	**	1	**
	2%	1%	1%	**	*%	1%	2%	5% f	*%	**	-%	2%	1%	-%	1%	**	**	**	1%	**
		8%	2%	**	2%	17%	73%	29%	2%	**	-%	97%	2%	-%	2%	**	**	**	2%	**
Above 50 MB	11	2	-	**	1	3	10	1	2	**	1	9	1	-	1	**	**	**	1	**
	1%	1%	-%	**	*%	1%	1%	1%	1%	**	3%	1%	1%	-%	1%	**	**	**	1%	**
		17%	-%	**	7%	29%	95%	10%	21%	**	13%	82%	7%	-%	7%	**	**	**	7%	**
Don't know	1030	164	78	**	114	319	920	107	107	**	36	924	48	66	36	**	**	**	72	**
	61%	69%	69%	**	71%	68%	62%	57%	59%	**	64%	62%	55%	89% lnr	64%	**	**	**	66%	**
		16%	8%	**	11%	31%	89%	10%	10%	**	4%	90%	5%	6%	4%	**	**	**	7%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 62
Page 81

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE14 (QE11A). SHOWCARD What is the actual speed of your main home internet connection? (SINGLE CODE)

Base : Those who use broadband as their main method of connecting to the internet at home

	Total	AGE 55-64	65-74	75+	65+	AGE/SEG 65+ OR DE	MEG NO	YES	DISABILITY ANY	HEARING	MOBILITY	NO	AGED 65+ MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	j	k	l	m	n	~o	~p	~q	r	~s
Unweighted total	2481	361	207	70	277	733	2298	180	296	49	102	2185	175	102	104	95	44	34	199	78
Effective Weighted Sample	1641	251	146	50	193	482	1495	145	195	33	63	1444	127	73	74	67	33	23	141	54
Total	1680	239	113	49	162	467	1494	186	183	32	57	1501	88	74	56	54	26	26	110	52
		14%	7%	**	10%	28%	89%	11%	11%	**	3%	89%	5%	4%	3%	**	**	**	7%	**
26K	4	*	1	**	1	2	4	-	1	**	1	3	1	-	1	**	**	**	1	**
	*%	*%	1%	**	1%	*%	*%	-%	*%	**	1%	*%	2%	-%	2%	**	**	**	1%	**
		3%	35%	**	35%	52%	100%	-%	15%	**	15%	83%	35%	-%	35%	**	**	**	35%	**
56K	1	1	*	**	*	*	1	*	1	**	1	*	*	-	-	**	**	**	*	**
	*%	*%	*%	**	*%	*%	*%	*%	*%	**	1%	*%	*%	-%	-%	**	**	**	*%	**
											k									
		52%	21%	**	21%	21%	94%	15%	51%	**	51%	48%	21%	-%	-%	**	**	**	21%	**
64K	4	-	-	**	-	-	4	-	-	**	-	4	-	-	-	**	**	**	-	**
	*%	-%	-%	**	-%	-%	*%	-%	-%	**	-%	*%	-%	-%	-%	**	**	**	-%	**
		-%	-%	**	-%	-%	100%	-%	-%	**	-%	100%	-%	-%	-%	**	**	**	-%	**
128K	1	-	-	**	-	*	1	-	-	**	-	1	-	-	-	**	**	**	-	**
	*%	-%	-%	**	-%	*%	*%	-%	-%	**	-%	*%	-%	-%	-%	**	**	**	-%	**
		-%	-%	**	-%	23%	100%	-%	-%	**	-%	100%	-%	-%	-%	**	**	**	-%	**
150K	2	1	1	**	1	1	2	-	1	**	-	1	1	-	1	**	**	**	1	**
	*%	*%	*%	**	*%	*%	*%	-%	1%	**	-%	*%	1%	-%	1%	**	**	**	1%	**
		31%	25%	**	25%	25%	100%	-%	48%	**	-%	60%	25%	-%	25%	**	**	**	25%	**
256K	8	-	-	**	-	1	8	-	1	**	-	6	-	-	-	**	**	**	-	**
	*%	-%	-%	**	-%	*%	1%	-%	1%	**	-%	*%	-%	-%	-%	**	**	**	-%	**
		-%	-%	**	-%	17%	100%	-%	18%	**	-%	83%	-%	-%	-%	**	**	**	-%	**
500K	3	*	*	**	*	*	3	-	-	**	-	3	*	-	-	**	**	**	-	**
	*%	*%	*%	**	*%	*%	*%	-%	-%	**	-%	*%	*%	-%	-%	**	**	**	-%	**
		3%	11%	**	11%	11%	100%	-%	-%	**	-%	100%	11%	-%	-%	**	**	**	-%	**
512K	11	-	*	**	*	*	8	5	1	**	-	10	-	*	-	**	**	**	-	**
	1%	-%	*%	**	*%	*%	1%	3%	1%	**	-%	1%	-%	*%	-%	**	**	**	-%	**
								f												
		-%	2%	**	2%	2%	71%	48%	9%	**	-%	94%	-%	2%	-%	**	**	**	-%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 62
Page 82

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QE14 (QE11A). SHOWCARD What is the actual speed of your main home internet connection? (SINGLE CODE)

Base : Those who use broadband as their main method of connecting to the internet at home

	Total	AGE				AGE/SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEARING	MOBILITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	j	k	l	m	n	~o	~p	~q	r	~s
Unweighted total	2481	361	207	70	277	733	2298	180	296	49	102	2185	175	102	104	95	44	34	199	78
Effective Weighted Sample	1641	251	146	50	193	482	1495	145	195	33	63	1444	127	73	74	67	33	23	141	54
Total	1680	239	113	49	162	467	1494	186	183	32	57	1501	88	74	56	54	26	26	110	52
		14%	7%	**	10%	28%	89%	11%	11%	**	3%	89%	5%	4%	3%	**	**	**	7%	**
750K	2	1	*	**	*	*	2	-	*	**	*	1	*	-	*	**	**	**	*	**
	*%	*%	*%	**	*%	*%	*%	-%	*%	**	1%	*%	*%	-%	*%	**	**	**	*%	**
		43%	5%	**	5%	5%	100%	-%	28%	**	28%	57%	5%	-%	5%	**	**	**	5%	**
1MB	18	3	*	**	*	4	17	1	4	**	3	14	*	-	*	**	**	**	*	**
	1%	1%	*%	**	*%	1%	1%	1%	2%	**	5%	1%	*%	-%	*%	**	**	**	*%	**
											k									
		14%	1%	**	2%	22%	93%	6%	25%	**	14%	76%	2%	-%	1%	**	**	**	2%	**
1.5MB	16	2	*	**	*	3	16	*	5	**	1	11	*	-	*	**	**	**	*	**
	1%	1%	*%	**	*%	1%	1%	*%	3%	**	1%	1%	*%	-%	*%	**	**	**	*%	**
									k											
		11%	3%	**	3%	19%	99%	1%	34%	**	4%	68%	3%	-%	1%	**	**	**	3%	**
2MB	54	14	5	**	6	15	47	7	7	**	2	47	6	1	1	**	**	**	5	**
	3%	6%	4%	**	4%	3%	3%	4%	4%	**	4%	3%	6%	1%	2%	**	**	**	4%	**
		26%	9%	**	12%	27%	88%	13%	12%	**	4%	88%	10%	1%	3%	**	**	**	9%	**
3MB	24	6	1	**	1	6	23	1	2	**	1	22	1	-	1	**	**	**	1	**
	1%	3%	1%	**	*%	1%	2%	1%	1%	**	2%	1%	1%	-%	1%	**	**	**	1%	**
		25%	2%	**	2%	24%	95%	5%	9%	**	4%	90%	2%	-%	2%	**	**	**	2%	**
4MB	74	12	8	**	11	21	68	4	7	**	1	67	10	1	4	**	**	**	9	**
	4%	5%	7%	**	7%	4%	5%	2%	4%	**	2%	4%	12%	1%	7%	**	**	**	8%	**
													m						m	
		16%	11%	**	15%	28%	93%	6%	10%	**	2%	91%	14%	1%	5%	**	**	**	13%	**
8MB	93	11	6	**	8	20	74	20	9	**	2	84	7	2	4	**	**	**	8	**
	6%	4%	6%	**	5%	4%	5%	11%	5%	**	3%	6%	7%	2%	8%	**	**	**	7%	**
									f											
		11%	7%	**	9%	21%	80%	22%	10%	**	2%	90%	7%	2%	5%	**	**	**	8%	**
10MB	64	7	1	**	2	12	51	12	6	**	2	59	2	-	*	**	**	**	1	**
	4%	3%	1%	**	1%	3%	3%	6%	3%	**	4%	4%	2%	-%	1%	**	**	**	1%	**
		11%	2%	**	3%	19%	80%	19%	9%	**	3%	91%	3%	-%	1%	**	**	**	2%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 62
Page 83

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QE14 (QE11A). SHOWCARD What is the actual speed of your main home internet connection? (SINGLE CODE)

Base : Those who use broadband as their main method of connecting to the internet at home

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+								
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE		AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	j	k	l	m	n	~o	~p	~q	r	~s
Unweighted total	2481	361	207	70	277	733	2298	180	296	49	102	2185	175	102	104	95	44	34	199	78
Effective Weighted Sample	1641	251	146	50	193	482	1495	145	195	33	63	1444	127	73	74	67	33	23	141	54
Total	1680	239	113	49	162	467	1494	186	183	32	57	1501	88	74	56	54	26	26	110	52
		14%	7%	**	10%	28%	89%	11%	11%	**	3%	89%	5%	4%	3%	**	**	**	7%	**
16MB	35	3	*	**	*	5	34	2	2	**	1	34	*	-	*	**	**	**	*	**
	2%	1%	*%	**	*%	1%	2%	1%	1%	**	1%	2%	*%	-%	*%	**	**	**	*%	**
		9%	*%	**	*%	13%	95%	5%	4%	**	1%	96%	*%	-%	*%	**	**	**	*%	**
20MB	61	3	2	**	2	15	54	7	4	**	1	57	2	-	-	**	**	**	1	**
	4%	1%	2%	**	1%	3%	4%	4%	2%	**	2%	4%	2%	-%	-%	**	**	**	1%	**
		5%	3%	**	3%	24%	89%	11%	6%	**	2%	94%	3%	-%	-%	**	**	**	1%	**
24MB	20	2	2	**	2	2	17	4	-	**	-	20	1	1	-	**	**	**	2	**
	1%	1%	1%	**	1%	*%	1%	2%	-%	**	-%	1%	1%	1%	-%	**	**	**	1%	**
		11%	8%	**	8%	8%	84%	21%	-%	**	-%	100%	3%	5%	-%	**	**	**	8%	**
50MB	24	3	1	**	1	4	20	4	*	**	-	24	1	-	1	**	**	**	1	**
	1%	1%	1%	**	*%	1%	1%	2%	*%	**	-%	2%	1%	-%	1%	**	**	**	1%	**
		12%	3%	**	3%	15%	82%	19%	1%	**	-%	99%	3%	-%	3%	**	**	**	3%	**
Over 50MB	8	1	-	**	-	2	8	-	-	**	-	8	-	-	-	**	**	**	-	**
	1%	*%	-%	**	-%	*%	1%	-%	-%	**	-%	1%	-%	-%	-%	**	**	**	-%	**
		6%	-%	**	-%	26%	100%	-%	-%	**	-%	100%	-%	-%	-%	**	**	**	-%	**
Other	27	2	3	**	4	10	25	3	3	**	1	25	1	3	2	**	**	**	4	**
	2%	1%	3%	**	3%	2%	2%	1%	2%	**	2%	2%	2%	4%	4%	**	**	**	4%	**
		7%	12%	**	16%	36%	92%	10%	10%	**	4%	91%	5%	11%	8%	**	**	**	15%	**
Don't know	1126	169	81	**	121	345	1007	115	129	**	41	1000	55	67	40	**	**	**	76	**
	67%	71%	72%	**	75%	74%	67%	62%	70%	**	72%	67%	62%	90% lnr	72%	**	**	**	69%	**
		15%	7%	**	11%	31%	89%	10%	11%	**	4%	89%	5%	6%	4%	**	**	**	7%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 63
Page 84

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QE15 (QE11B). Can you tell me whether the actual speed of your main home internet connection is more than 512K? (SINGLE CODE)

Base : Those unaware of their broadband connection speed

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	~j	k	l	~m	~n	~o	~p	~q	r	~s
Unweighted total	1686	259	143	55	198	533	1565	118	208	35	72	1478	107	91	68	64	39	27	132	66
Effective Weighted Sample	1116	176	100	39	137	350	1018	95	134	24	43	980	77	65	49	43	29	18	92	46
Total	1126	169	81	40	121	345	1007	115	129	25	41	1000	55	67	40	36	24	21	76	45
		15%	7%	**	11%	31%	89%	10%	11%	**	**	89%	5%	**	**	**	**	**	7%	**
Yes, more than 512K	235	29	12	**	19	56	211	22	30	**	**	206	13	**	**	**	**	**	10	**
	21%	17%	15%	**	15%	16%	21%	19%	23%	**	**	21%	24%	**	**	**	**	**	13%	**
		12%	5%	**	8%	24%	90%	9%	13%	**	**	88%	6%	**	**	**	**	**	4%	**
No, 512K or less	21	4	2	**	2	5	19	2	5	**	**	17	2	**	**	**	**	**	2	**
	2%	2%	3%	**	2%	2%	2%	2%	4%	**	**	2%	4%	**	**	**	**	**	2%	**
		18%	11%	**	11%	26%	91%	8%	22%	**	**	80%	11%	**	**	**	**	**	8%	**
Don't know	869	136	67	**	101	283	777	91	94	**	**	777	39	**	**	**	**	**	64	**
	77%	81%	83%	**	83%	82%	77%	79%	73%	**	**	78%	72%	**	**	**	**	**	84%	**
		16%	8%	**	12%	33%	89%	10%	11%	**	**	89%	5%	**	**	**	**	**	7%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 64
Page 85

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE16 (QE11C). Do you know how to find out what speeds you are getting on your computer at home? (SINGLE CODE)

Base : Those with broadband at home

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	j	k	l	m	n	~o	~p	~q	r	~s
Unweighted total	2481	361	207	70	277	733	2298	180	296	49	102	2185	175	102	104	95	44	34	199	78
Effective Weighted Sample	1641	251	146	50	193	482	1495	145	195	33	63	1444	127	73	74	67	33	23	141	54
Total	1680	239	113	49	162	467	1494	186	183	32	57	1501	88	74	56	54	26	26	110	52
		14%	7%	**	10%	28%	89%	11%	11%	**	3%	89%	5%	4%	3%	**	**	**	7%	**
Yes	577	69	31	**	40	129	514	66	62	**	22	518	30	10	16	**	**	**	31	**
	34%	29%	27%	**	24%	28%	34%	36%	34%	**	39%	34%	34%	13%	29%	**	**	**	28%	**
													m		m				m	
		12%	5%	**	7%	22%	89%	11%	11%	**	4%	90%	5%	2%	3%	**	**	**	5%	**
No	879	141	62	**	98	259	783	96	92	**	27	788	50	48	30	**	**	**	64	**
	52%	59%	55%	**	61%	56%	52%	52%	50%	**	48%	53%	57%	64%	53%	**	**	**	58%	**
		16%	7%	**	11%	30%	89%	11%	10%	**	3%	90%	6%	5%	3%	**	**	**	7%	**
Don't know	223	29	20	**	24	78	197	24	29	**	7	195	8	16	10	**	**	**	15	**
	13%	12%	18%	**	15%	17%	13%	13%	16%	**	13%	13%	9%	22%	18%	**	**	**	14%	**
														l						
		13%	9%	**	11%	35%	88%	11%	13%	**	3%	87%	4%	7%	5%	**	**	**	7%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 65
Page 86

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE17 (QE12X). SHOWCARD You said you use a mobile USB stick or dongle to access the internet, thinking about the speed of your mobile broadband, is this faster, slower or about the same as you expected it to be when you first got it? (SINGLE CODE)

Base : Those with mobile broadband

	Total	AGE 55-64	AGE 65-74	AGE 75+	65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		~a	~b	~c	~d	e	f	~g	~h	~i	~j	k	~l	~m	~n	~o	~p	~q	~r	~s
Unweighted total	513	36	15	2	17	140	474	39	50	8	13	463	16	1	11	3	2	1	14	3
Effective Weighted Sample	360	28	10	2	12	97	329	30	34	7	8	326	11	1	7	2	2	1	9	3
Total	377	29	7	1	8	98	338	39	33	6	9	345	8	*	5	1	2	1	6	2
		**	**	**	**	26%	90%	**	**	**	**	91%	**	**	**	**	**	**	**	**
A lot faster	14	**	**	**	**	3	14	**	**	**	**	13	**	**	**	**	**	**	**	**
	4%	**	**	**	**	3%	4%	**	**	**	**	4%	**	**	**	**	**	**	**	**
		**	**	**	**	20%	95%	**	**	**	**	89%	**	**	**	**	**	**	**	**
A little faster	39	**	**	**	**	8	35	**	**	**	**	36	**	**	**	**	**	**	**	**
	10%	**	**	**	**	8%	10%	**	**	**	**	10%	**	**	**	**	**	**	**	**
		**	**	**	**	21%	89%	**	**	**	**	91%	**	**	**	**	**	**	**	**
About the same	202	**	**	**	**	50	183	**	**	**	**	189	**	**	**	**	**	**	**	**
	54%	**	**	**	**	51%	54%	**	**	**	**	55%	**	**	**	**	**	**	**	**
		**	**	**	**	25%	91%	**	**	**	**	94%	**	**	**	**	**	**	**	**
A little slower	53	**	**	**	**	16	46	**	**	**	**	50	**	**	**	**	**	**	**	**
	14%	**	**	**	**	16%	14%	**	**	**	**	15%	**	**	**	**	**	**	**	**
		**	**	**	**	30%	87%	**	**	**	**	95%	**	**	**	**	**	**	**	**
A lot slower	27	**	**	**	**	8	24	**	**	**	**	21	**	**	**	**	**	**	**	**
	7%	**	**	**	**	8%	7%	**	**	**	**	6%	**	**	**	**	**	**	**	**
		**	**	**	**	29%	91%	**	**	**	**	80%	**	**	**	**	**	**	**	**
Don't know	42	**	**	**	**	14	35	**	**	**	**	36	**	**	**	**	**	**	**	**
	11%	**	**	**	**	14%	11%	**	**	**	**	10%	**	**	**	**	**	**	**	**
		**	**	**	**	33%	85%	**	**	**	**	85%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 66
Page 87

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE18A (QE8AA). SHOWCARD Thinking about your mobile broadband internet service, please use this card to say how satisfied you are with your main supplier for... The overall service provided by MAIN PROVIDER? (SINGLE CODE)

Base : Those with mobile broadband

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		~a	~b	~c	~d	e	f	~g	~h	~i	~j	k	~l	~m	~n	~o	~p	~q	~r	~s
Unweighted total	513	36	15	2	17	140	474	39	50	8	13	463	16	1	11	3	2	1	14	3
Effective Weighted Sample	360	28	10	2	12	97	329	30	34	7	8	326	11	1	7	2	2	1	9	3
Total	377	29	7	1	8	98	338	39	33	6	9	345	8	*	5	1	2	1	6	2
		**	**	**	**	26%	90%	**	**	**	**	91%	**	**	**	**	**	**	**	**
Very satisfied	149	**	**	**	**	30	132	**	**	**	**	140	**	**	**	**	**	**	**	**
	40%	**	**	**	**	31%	39%	**	**	**	**	41%	**	**	**	**	**	**	**	**
		**	**	**	**	20%	89%	**	**	**	**	94%	**	**	**	**	**	**	**	**
Fairly satisfied	167	**	**	**	**	54	148	**	**	**	**	155	**	**	**	**	**	**	**	**
	44%	**	**	**	**	55%	44%	**	**	**	**	45%	**	**	**	**	**	**	**	**
		**	**	**	**	32%	89%	**	**	**	**	93%	**	**	**	**	**	**	**	**
Neither	24	**	**	**	**	4	22	**	**	**	**	24	**	**	**	**	**	**	**	**
	6%	**	**	**	**	4%	6%	**	**	**	**	7%	**	**	**	**	**	**	**	**
		**	**	**	**	18%	89%	**	**	**	**	97%	**	**	**	**	**	**	**	**
Fairly dissatisfied	12	**	**	**	**	4	12	**	**	**	**	6	**	**	**	**	**	**	**	**
	3%	**	**	**	**	4%	3%	**	**	**	**	2%	**	**	**	**	**	**	**	**
		**	**	**	**	38%	100%	**	**	**	**	52%	**	**	**	**	**	**	**	**
Very dissatisfied	7	**	**	**	**	2	7	**	**	**	**	6	**	**	**	**	**	**	**	**
	2%	**	**	**	**	2%	2%	**	**	**	**	2%	**	**	**	**	**	**	**	**
		**	**	**	**	23%	100%	**	**	**	**	79%	**	**	**	**	**	**	**	**
Don't know	18	**	**	**	**	3	16	**	**	**	**	14	**	**	**	**	**	**	**	**
	5%	**	**	**	**	4%	5%	**	**	**	**	4%	**	**	**	**	**	**	**	**
		**	**	**	**	20%	93%	**	**	**	**	82%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 67
Page 88

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE18B (QE8AB). SHOWCARD Thinking about your mobile broadband internet service, please use this card to say how satisfied you are with your main supplier for... The speed of your service while online (not just the connection)? (SINGLE CODE)

Base : Those with mobile broadband

	Total	AGE 55-64 ~a	AGE 65-74 ~b	AGE 75+ ~c	AGE 65+ ~d	AGE/SEG 65+ OR DE e	MEG NO f	MEG YES ~g	DISABILITY ANY ~h	DISABILITY HEARING ~i	DISABILITY MOBILITY ~j	DISABILITY NO k	AGED 65+ MALE ~l	AGED 65+ FEMALE ~m	AGED 65+ AB ~n	AGED 65+ C1 ~o	AGED 65+ C2 ~p	AGED 65+ DE ~q	AGED 65+ ABC1 ~r	AGED 65+ C2DE ~s
Significance Level: 95%																				
Unweighted total	513	36	15	2	17	140	474	39	50	8	13	463	16	1	11	3	2	1	14	3
Effective Weighted Sample	360	28	10	2	12	97	329	30	34	7	8	326	11	1	7	2	2	1	9	3
Total	377	29	7	1	8	98	338	39	33	6	9	345	8	*	5	1	2	1	6	2
		**	**	**	**	26%	90%	**	**	**	**	91%	**	**	**	**	**	**	**	**
Very satisfied	141	**	**	**	**	30	125	**	**	**	**	133	**	**	**	**	**	**	**	**
	37%	**	**	**	**	30%	37%	**	**	**	**	39%	**	**	**	**	**	**	**	**
		**	**	**	**	21%	89%	**	**	**	**	94%	**	**	**	**	**	**	**	**
Fairly satisfied	147	**	**	**	**	39	129	**	**	**	**	139	**	**	**	**	**	**	**	**
	39%	**	**	**	**	40%	38%	**	**	**	**	40%	**	**	**	**	**	**	**	**
		**	**	**	**	27%	88%	**	**	**	**	95%	**	**	**	**	**	**	**	**
Neither	30	**	**	**	**	10	27	**	**	**	**	28	**	**	**	**	**	**	**	**
	8%	**	**	**	**	11%	8%	**	**	**	**	8%	**	**	**	**	**	**	**	**
		**	**	**	**	35%	90%	**	**	**	**	96%	**	**	**	**	**	**	**	**
Fairly dissatisfied	25	**	**	**	**	11	24	**	**	**	**	20	**	**	**	**	**	**	**	**
	7%	**	**	**	**	11%	7%	**	**	**	**	6%	**	**	**	**	**	**	**	**
		**	**	**	**	44%	93%	**	**	**	**	78%	**	**	**	**	**	**	**	**
Very dissatisfied	17	**	**	**	**	4	17	**	**	**	**	10	**	**	**	**	**	**	**	**
	4%	**	**	**	**	4%	5%	**	**	**	**	3%	**	**	**	**	**	**	**	**
		**	**	**	**	25%	100%	**	**	**	**	62%	**	**	**	**	**	**	**	**
Don't know	18	**	**	**	**	3	16	**	**	**	**	14	**	**	**	**	**	**	**	**
	5%	**	**	**	**	4%	5%	**	**	**	**	4%	**	**	**	**	**	**	**	**
		**	**	**	**	20%	93%	**	**	**	**	82%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 68
Page 89

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE18C (QE8AC). SHOWCARD Thinking about your mobile broadband internet service, please use this card to say how satisfied you are with your main supplier for... The reliability of the service from MAIN PROVIDER? (SINGLE CODE)

Base : Those with mobile broadband

	Total	AGE				AGE/SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		~a	~b	~c	~d	e	f	~g	~h	~i	~j	k	~l	~m	~n	~o	~p	~q	~r	~s
Unweighted total	513	36	15	2	17	140	474	39	50	8	13	463	16	1	11	3	2	1	14	3
Effective Weighted Sample	360	28	10	2	12	97	329	30	34	7	8	326	11	1	7	2	2	1	9	3
Total	377	29	7	1	8	98	338	39	33	6	9	345	8	*	5	1	2	1	6	2
		**	**	**	**	26%	90%	**	**	**	**	91%	**	**	**	**	**	**	**	**
Very satisfied	155	**	**	**	**	36	139	**	**	**	**	144	**	**	**	**	**	**	**	**
	41%	**	**	**	**	37%	41%	**	**	**	**	42%	**	**	**	**	**	**	**	**
		**	**	**	**	23%	89%	**	**	**	**	93%	**	**	**	**	**	**	**	**
Fairly satisfied	147	**	**	**	**	41	131	**	**	**	**	138	**	**	**	**	**	**	**	**
	39%	**	**	**	**	41%	39%	**	**	**	**	40%	**	**	**	**	**	**	**	**
		**	**	**	**	28%	89%	**	**	**	**	94%	**	**	**	**	**	**	**	**
Neither	27	**	**	**	**	3	26	**	**	**	**	26	**	**	**	**	**	**	**	**
	7%	**	**	**	**	3%	8%	**	**	**	**	8%	**	**	**	**	**	**	**	**
		**	**	**	**	11%	94%	**	**	**	**	95%	**	**	**	**	**	**	**	**
Fairly dissatisfied	19	**	**	**	**	10	15	**	**	**	**	15	**	**	**	**	**	**	**	**
	5%	**	**	**	**	10%	5%	**	**	**	**	4%	**	**	**	**	**	**	**	**
		**	**	**	**	52%	79%	**	**	**	**	79%	**	**	**	**	**	**	**	**
Very dissatisfied	10	**	**	**	**	5	10	**	**	**	**	7	**	**	**	**	**	**	**	**
	3%	**	**	**	**	5%	3%	**	**	**	**	2%	**	**	**	**	**	**	**	**
		**	**	**	**	48%	100%	**	**	**	**	65%	**	**	**	**	**	**	**	**
Don't know	18	**	**	**	**	3	17	**	**	**	**	15	**	**	**	**	**	**	**	**
	5%	**	**	**	**	4%	5%	**	**	**	**	4%	**	**	**	**	**	**	**	**
		**	**	**	**	19%	94%	**	**	**	**	83%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 69
Page 90

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE19 (QE12). SHOWCARD Thinking about the speed of your household's fixed broadband internet, is this faster, slower or about the same as you expected it to be when you first got it? (SINGLE CODE)

Base : Those with fixed broadband at home

	Total	AGE				AGE/SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEARING	MOBILITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	~j	k	l	m	n	~o	~p	~q	r	~s
Unweighted total	2243	348	199	69	268	636	2080	160	268	46	99	1975	166	102	100	93	42	33	193	75
Effective Weighted Sample	1480	240	141	49	187	417	1350	131	176	30	60	1303	121	73	72	66	31	22	138	51
Total	1513	229	109	48	157	395	1349	165	164	30	55	1353	83	74	55	53	24	25	108	49
		15%	7%	**	10%	26%	89%	11%	11%	**	**	89%	5%	5%	4%	**	**	**	7%	**
A lot faster	82	12	6	**	9	24	75	7	10	**	**	72	6	3	3	**	**	**	6	**
	5%	5%	6%	**	6%	6%	6%	4%	6%	**	**	5%	7%	4%	6%	**	**	**	5%	**
		15%	7%	**	11%	29%	92%	8%	12%	**	**	88%	7%	4%	4%	**	**	**	7%	**
A little faster	168	26	14	**	16	43	152	16	15	**	**	153	10	6	7	**	**	**	12	**
	11%	11%	13%	**	10%	11%	11%	10%	9%	**	**	11%	12%	8%	12%	**	**	**	11%	**
		15%	8%	**	10%	26%	90%	9%	9%	**	**	91%	6%	3%	4%	**	**	**	7%	**
About the same	785	99	45	**	66	189	680	105	68	**	**	719	34	32	23	**	**	**	48	**
	52%	43%	41%	**	42%	48%	50%	64%	41%	**	**	53%	40%	43%	42%	**	**	**	44%	**
								f				h								
		13%	6%	**	8%	24%	87%	13%	9%	**	**	92%	4%	4%	3%	**	**	**	6%	**
A little slower	209	35	14	**	23	46	191	18	22	**	**	189	13	9	3	**	**	**	15	**
	14%	15%	13%	**	14%	12%	14%	11%	13%	**	**	14%	16%	12%	6%	**	**	**	14%	**
													n							
		17%	7%	**	11%	22%	92%	9%	10%	**	**	90%	6%	4%	2%	**	**	**	7%	**
A lot slower	119	26	9	**	12	32	113	7	22	**	**	98	10	3	8	**	**	**	11	**
	8%	11%	8%	**	8%	8%	8%	4%	13%	**	**	7%	12%	3%	15%	**	**	**	10%	**
									k				m		m					
		21%	7%	**	10%	26%	95%	6%	19%	**	**	82%	8%	2%	7%	**	**	**	9%	**
Don't know	149	32	22	**	32	61	137	13	28	**	**	121	10	22	10	**	**	**	18	**
	10%	14%	20%	**	20%	15%	10%	8%	17%	**	**	9%	12%	29%	18%	**	**	**	16%	**
									k					lr						
		22%	15%	**	21%	41%	92%	8%	19%	**	**	81%	7%	14%	7%	**	**	**	12%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 70
Page 91

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE20A (QE8A). SHOWCARD Thinking about your fixed broadband internet service, please use this card to say how satisfied you are with your main supplier for... The overall service provided by MAIN PROVIDER. (SINGLE CODE)

Base : Those with fixed broadband at home

		AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+								
						65+ OR DE				HEAR ING	MOBIL ITY			FEMALE							
	Total	55-64	65-74	75+	65+		NO	YES	ANY			NO	MALE		AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	~j	k	l	m	n	~o	~p	~q	r	~s
Unweighted total	2243	348	199	69	268	636	2080	160	268	46	99	1975	166	102	100	93	42	33	193	75
Effective Weighted Sample	1480	240	141	49	187	417	1350	131	176	30	60	1303	121	73	72	66	31	22	138	51
Total	1513	229	109	48	157	395	1349	165	164	30	55	1353	83	74	55	53	24	25	108	49
		15%	7%	**	10%	26%	89%	11%	11%	**	**	89%	5%	5%	4%	**	**	**	7%	**
Very satisfied	682	95	52	**	69	186	619	63	74	**	**	608	35	34	21	**	**	**	46	**
	45%	41%	47%	**	44%	47%	46%	38%	45%	**	**	45%	43%	46%	39%	**	**	**	42%	**
		14%	8%	**	10%	27%	91%	9%	11%	**	**	89%	5%	5%	3%	**	**	**	7%	**
Fairly satisfied	604	103	39	**	59	143	535	70	66	**	**	543	37	21	23	**	**	**	41	**
	40%	45%	36%	**	37%	36%	40%	43%	40%	**	**	40%	45%	29%	43%	**	**	**	38%	**
													m							
		17%	6%	**	10%	24%	89%	12%	11%	**	**	90%	6%	4%	4%	**	**	**	7%	**
Neither	111	14	7	**	12	31	90	20	9	**	**	101	3	9	5	**	**	**	11	**
	7%	6%	6%	**	8%	8%	7%	12%	5%	**	**	8%	4%	12%	10%	**	**	**	10%	**
								f						l						
		13%	6%	**	11%	28%	81%	18%	8%	**	**	92%	3%	8%	5%	**	**	**	10%	**
Fairly dissatisfied	61	6	4	**	4	13	57	4	8	**	**	54	3	1	1	**	**	**	2	**
	4%	3%	4%	**	3%	3%	4%	3%	5%	**	**	4%	3%	2%	2%	**	**	**	2%	**
		10%	7%	**	7%	22%	93%	7%	13%	**	**	87%	4%	2%	2%	**	**	**	4%	**
Very dissatisfied	30	4	2	**	3	10	25	5	2	**	**	27	3	*	2	**	**	**	3	**
	2%	2%	2%	**	2%	2%	2%	3%	1%	**	**	2%	3%	*%	3%	**	**	**	3%	**
		13%	6%	**	10%	32%	85%	16%	8%	**	**	92%	9%	1%	6%	**	**	**	10%	**
Don't know	25	8	6	**	10	12	22	3	5	**	**	19	2	8	2	**	**	**	5	**
	2%	3%	6%	**	6%	3%	2%	2%	3%	**	**	1%	2%	11%	3%	**	**	**	5%	**
														l						
		30%	24%	**	40%	49%	87%	11%	21%	**	**	76%	8%	32%	7%	**	**	**	21%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 71
Page 92

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE20B (QE8B). SHOWCARD Thinking about your fixed broadband internet service, please use this card to say how satisfied you are with your main supplier for... The speed of your service while online (not just the connection)? (SINGLE CODE)

Base : Those with fixed broadband at home

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	~j	k	l	m	n	~o	~p	~q	r	~s
Unweighted total	2243	348	199	69	268	636	2080	160	268	46	99	1975	166	102	100	93	42	33	193	75
Effective Weighted Sample	1480	240	141	49	187	417	1350	131	176	30	60	1303	121	73	72	66	31	22	138	51
Total	1513	229	109	48	157	395	1349	165	164	30	55	1353	83	74	55	53	24	25	108	49
		15%	7%	**	10%	26%	89%	11%	11%	**	**	89%	5%	5%	4%	**	**	**	7%	**
Very satisfied	574	80	43	**	54	155	515	61	55	**	**	520	26	28	16	**	**	**	37	**
	38%	35%	40%	**	34%	39%	38%	37%	34%	**	**	38%	31%	37%	29%	**	**	**	34%	**
		14%	8%	**	9%	27%	90%	11%	10%	**	**	91%	5%	5%	3%	**	**	**	6%	**
Fairly satisfied	609	92	37	**	58	151	537	70	66	**	**	545	36	22	22	**	**	**	40	**
	40%	40%	34%	**	37%	38%	40%	42%	40%	**	**	40%	43%	30%	41%	**	**	**	37%	**
		15%	6%	**	10%	25%	88%	11%	11%	**	**	89%	6%	4%	4%	**	**	**	7%	**
Neither	124	17	9	**	17	33	106	20	16	**	**	109	7	9	7	**	**	**	14	**
	8%	8%	8%	**	11%	8%	8%	12%	10%	**	**	8%	9%	13%	14%	**	**	**	13%	**
		14%	7%	**	14%	27%	85%	16%	13%	**	**	88%	6%	8%	6%	**	**	**	12%	**
Fairly dissatisfied	112	21	10	**	13	23	107	5	10	**	**	102	7	5	4	**	**	**	7	**
	7%	9%	9%	**	8%	6%	8%	3%	6%	**	**	8%	9%	7%	8%	**	**	**	7%	**
							g													
		19%	9%	**	11%	20%	96%	4%	9%	**	**	91%	6%	5%	4%	**	**	**	7%	**
Very dissatisfied	65	13	4	**	5	17	59	6	10	**	**	54	4	1	3	**	**	**	4	**
	4%	6%	4%	**	3%	4%	4%	4%	6%	**	**	4%	5%	1%	6%	**	**	**	4%	**
		20%	6%	**	7%	26%	91%	9%	16%	**	**	83%	6%	1%	5%	**	**	**	7%	**
Don't know	29	6	7	**	11	15	25	4	6	**	**	23	3	9	2	**	**	**	5	**
	2%	3%	6%	**	7%	4%	2%	2%	4%	**	**	2%	3%	12%	3%	**	**	**	5%	**
					a				k					lnr						
		21%	22%	**	39%	53%	85%	13%	22%	**	**	77%	9%	31%	6%	**	**	**	17%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 72
Page 93

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE20C (QE8C). SHOWCARD Thinking about your fixed broadband internet service, please use this card to say how satisfied you are with your main supplier for... The reliability of the service from MAIN PROVIDER? (SINGLE CODE)

Base : Those with fixed broadband at home

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	~j	k	l	m	n	~o	~p	~q	r	~s
Unweighted total	2243	348	199	69	268	636	2080	160	268	46	99	1975	166	102	100	93	42	33	193	75
Effective Weighted Sample	1480	240	141	49	187	417	1350	131	176	30	60	1303	121	73	72	66	31	22	138	51
Total	1513	229	109	48	157	395	1349	165	164	30	55	1353	83	74	55	53	24	25	108	49
		15%	7%	**	10%	26%	89%	11%	11%	**	**	89%	5%	5%	4%	**	**	**	7%	**
Very satisfied	703	96	55	**	76	190	640	64	79	**	**	626	40	35	24	**	**	**	52	**
	46%	42%	50%	**	48%	48%	47%	39%	48%	**	**	46%	49%	47%	45%	**	**	**	48%	**
		14%	8%	**	11%	27%	91%	9%	11%	**	**	89%	6%	5%	3%	**	**	**	7%	**
Fairly satisfied	602	105	36	**	54	149	532	68	69	**	**	536	32	21	22	**	**	**	38	**
	40%	46% bd	33%	**	34%	38%	39%	41%	42%	**	**	40%	39%	29%	40%	**	**	**	35%	**
		17%	6%	**	9%	25%	88%	11%	11%	**	**	89%	5%	4%	4%	**	**	**	6%	**
Neither	96	9	8	**	12	23	80	18	5	**	**	91	4	8	6	**	**	**	10	**
	6%	4%	7%	**	8%	6%	6%	11% f	3%	**	**	7%	4%	11%	11%	**	**	**	9%	**
		9%	8%	**	12%	24%	83%	19%	5%	**	**	95%	4%	9%	6%	**	**	**	10%	**
Fairly dissatisfied	60	10	4	**	5	17	51	9	5	**	**	55	4	1	1	**	**	**	2	**
	4%	4%	3%	**	3%	4%	4%	5%	3%	**	**	4%	4%	2%	1%	**	**	**	2%	**
		16%	6%	**	9%	29%	85%	15%	8%	**	**	92%	6%	2%	1%	**	**	**	3%	**
Very dissatisfied	27	4	1	**	1	4	23	4	2	**	**	25	1	-	*	**	**	**	1	**
	2%	2%	1%	**	1%	1%	2%	2%	1%	**	**	2%	1%	-%	1%	**	**	**	1%	**
		14%	3%	**	3%	14%	86%	14%	9%	**	**	91%	3%	-%	2%	**	**	**	3%	**
Don't know	26	6	6	**	10	13	23	3	5	**	**	20	2	8	2	**	**	**	5	**
	2%	3%	6%	**	7%	3%	2%	2%	3%	**	**	1%	3%	11%	3%	**	**	**	5%	**
		25%	25%	**	40%	49%	87%	11%	20%	**	**	79%	10%	31% l	6%	**	**	**	21%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 73
Page 94

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QE21 (QE35). READ OUT DESCRIPTION OF WIRELESS ROUTER. Have you or anyone in your household ever used a fixed wireless internet connection at home? (SINGLE CODE)

Base : Those with fixed broadband at home

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	~j	k	l	m	n	~o	~p	~q	r	~s
Unweighted total	2243	348	199	69	268	636	2080	160	268	46	99	1975	166	102	100	93	42	33	193	75
Effective Weighted Sample	1480	240	141	49	187	417	1350	131	176	30	60	1303	121	73	72	66	31	22	138	51
Total	1513	229	109	48	157	395	1349	165	164	30	55	1353	83	74	55	53	24	25	108	49
		15%	7%	**	10%	26%	89%	11%	11%	**	**	89%	5%	5%	4%	**	**	**	7%	**
Yes & currently using	1131	159	58	**	84	256	1015	118	117	**	**	1017	51	34	32	**	**	**	59	**
	75%	69% bd	53%	**	54%	65%	75%	72%	71%	**	**	75%	61% m	45%	59%	**	**	**	55%	**
		14%	5%	**	7%	23%	90%	10%	10%	**	**	90%	4%	3%	3%	**	**	**	5%	**
Yes but stopped using	33	6	3	**	3	11	29	4	5	**	**	28	2	1	3	**	**	**	3	**
	2%	3%	3%	**	2%	3%	2%	2%	3%	**	**	2%	3%	1%	5%	**	**	**	3%	**
		18%	9%	**	10%	33%	88%	11%	15%	**	**	87%	7%	3%	9%	**	**	**	10%	**
No never used	314	57	38	**	58	111	273	40	38	**	**	277	27	31	19	**	**	**	38	**
	21%	25%	35% a	**	37% a	28%	20%	24%	23%	**	**	20%	32%	41%	34%	**	**	**	35%	**
		18%	12%	**	18%	35%	87%	13%	12%	**	**	88%	9%	10%	6%	**	**	**	12%	**
Don't know	36	8	10	**	12	18	33	3	5	**	**	31	3	9	1	**	**	**	7	**
	2%	3%	10% a	**	8%	5%	2%	2%	3%	**	**	2%	4%	12%	2%	**	**	**	7%	**
		22%	29%	**	34%	49%	92%	8%	13%	**	**	87%	8%	25% ln	3%	**	**	**	20%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 74
Page 95

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QE22 (QE24). SHOWCARD How likely are you to get internet access at home in the next 12 months? (SINGLE CODE)

Base : Those without internet access at home

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	~g	h	~i	j	k	l	m	~n	~o	~p	q	r	s
Unweighted total	920	163	189	252	441	699	863	55	294	66	126	626	204	237	48	94	93	206	142	299
Effective Weighted Sample	596	101	113	171	283	444	551	46	193	46	89	400	140	154	32	68	56	129	99	186
Total	527	88	93	142	234	384	471	50	148	34	66	374	89	146	28	48	49	109	76	159
		17%	18%	27%	44%	73%	89%	**	28%	**	12%	71%	17%	28%	**	**	**	21%	14%	30%
Certain to	20	1	*	-	*	7	18	**	2	**	2	17	*	*	**	**	**	-	*	*
	4%	1%	*%	-%	*%	2%	4%	**	2%	**	2%	5%	*%	*%	**	**	**	-%	*%	*%
		3%	1%	-%	1%	37%	88%	**	12%	**	8%	87%	*%	1%	**	**	**	-%	1%	*%
Very likely	18	*	3	1	4	12	17	**	3	**	1	15	*	4	**	**	**	1	3	1
	3%	*%	3%	1%	2%	3%	4%	**	2%	**	1%	4%	*%	3%	**	**	**	1%	4% ls	1%
		2%	15%	7%	23%	68%	96%	**	15%	**	4%	84%	*%	22%	**	**	**	6%	17%	6%
Likely	44	5	4	3	7	26	35	**	6	**	2	38	4	4	**	**	**	3	2	6
	8%	6%	4%	2%	3%	7%	7%	**	4%	**	3%	10% hj	4%	3%	**	**	**	3%	2%	4%
		12%	9%	8%	16%	60%	79%	**	13%	**	5%	87%	8%	8%	**	**	**	7%	3%	13%
Unlikely	61	10	9	10	19	39	56	**	11	**	6	50	7	12	**	**	**	12	6	13
	12%	12%	10%	7%	8%	10%	12%	**	8%	**	9%	13% h	8%	8%	**	**	**	11%	7%	8%
		17%	15%	16%	31%	64%	91%	**	18%	**	9%	81%	12%	19%	**	**	**	20%	9%	22%
Very unlikely	74	18	12	19	32	59	68	**	24	**	6	50	10	22	**	**	**	12	10	22
	14%	20%	13%	14%	13%	15%	14%	**	16%	**	10%	13%	11%	15%	**	**	**	11%	13%	14%
		24%	17%	26%	43%	80%	92%	**	32%	**	9%	68%	14%	29%	**	**	**	17%	13%	29%
Certain not to	240	45	55	104	159	208	224	**	96	**	47	140	61	98	**	**	**	76	52	107
	46%	51%	59%	73% ab	68% a	54%	47%	**	65% k	**	72% k	37%	69%	67%	**	**	**	70%	68%	67%
		19%	23%	43%	66%	87%	93%	**	40%	**	20%	58%	25%	41%	**	**	**	32%	22%	45%
Don't know	70	9	9	4	13	32	55	**	6	**	2	64	7	6	**	**	**	4	4	10
	13%	10% c	10% c	3%	6%	8%	12%	**	4%	**	3%	17% hj	8%	4%	**	**	**	4%	5%	6%
		12%	13%	6%	19%	45%	78%	**	9%	**	3%	91%	10%	9%	**	**	**	6%	5%	14%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 75
Page 96

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QE23A (QE25A). Why are you unlikely to get internet access at home in the next 12 months? (MULTICODE) UNPROMPTED

Base : Those unlikely to get internet access at home in the next 12 months

	Total	AGE				AGE/SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEARING	MOBILITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	~g	h	~i	j	k	l	m	~n	~o	~p	q	r	s
Unweighted total	687	133	163	241	404	577	657	29	258	63	113	429	185	219	44	85	83	192	129	275
Effective Weighted Sample	445	86	92	162	255	361	422	25	170	44	79	270	126	139	30	60	49	119	88	167
Total	375	73	76	133	210	307	347	23	131	33	59	239	78	132	27	41	41	101	67	142
	19%	20%	36%	56%		82%	93%	**	35%	**	16%	64%	21%	35%	**	**	**	27%	18%	38%
No need	197	38	42	74	117	157	185	**	65	**	31	129	43	74	**	**	**	52	37	80
	52%	52%	55%	56%	56%	51%	53%	**	50%	**	52%	54%	55%	56%	**	**	**	52%	54%	56%
	19%	22%	38%	59%	80%	94%	**	33%	**	16%	66%	22%	38%	**	**	**	27%	19%	41%	
Don't want a computer	126	30	33	48	81	109	116	**	50	**	24	74	28	53	**	**	**	45	22	59
	34%	41%	43%	36%	39%	35%	33%	**	38%	**	41%	31%	35%	41%	**	**	**	45%	32%	42%
	24%	26%	38%	64%	86%	92%	**	40%	**	19%	59%	22%	42%	**	**	**	36%	17%	47%	
Too old to use the internet	96	15	23	60	83	93	92	**	51	**	25	44	29	54	**	**	**	48	25	58
	26%	21%	30%	45%	40%	30%	26%	**	39%	**	42%	18%	37%	41%	**	**	**	48%	36%	41%
				ab	a				k		k									
	16%	24%	62%	86%	96%	95%	**	53%	**	26%	45%	30%	56%	**	**	**	50%	26%	61%	
Don't know how you use computers/ the internet	94	20	20	42	62	82	90	**	37	**	19	53	21	41	**	**	**	34	17	44
	25%	28%	26%	31%	29%	27%	26%	**	29%	**	33%	22%	26%	31%	**	**	**	34%	26%	31%
	22%	21%	44%	66%	87%	95%	**	40%	**	21%	57%	22%	44%	**	**	**	37%	19%	47%	
Too expensive to set up	60	14	4	6	10	47	55	**	17	**	4	42	5	5	**	**	**	7	1	9
	16%	20%	6%	4%	5%	15%	16%	**	13%	**	7%	18%	6%	4%	**	**	**	7%	1%	6%
		bcd										j								
	24%	7%	10%	17%	79%	91%	**	28%	**	7%	70%	8%	9%	**	**	**	12%	2%	15%	
Computer is too expensive to buy	41	14	4	6	10	34	37	**	10	**	4	31	4	6	**	**	**	7	*	10
	11%	19%	5%	5%	5%	11%	11%	**	7%	**	8%	13%	5%	5%	**	**	**	7%	*%	7%
		bcd											r					r		r
	33%	9%	15%	24%	84%	91%	**	24%	**	11%	75%	9%	15%	**	**	**	16%	*%	23%	
Charges are too expensive	26	4	1	4	5	24	24	**	6	**	2	21	2	3	**	**	**	3	*	5
	7%	6%	1%	3%	2%	8%	7%	**	4%	**	4%	9%	2%	2%	**	**	**	3%	*%	3%
	16%	3%	15%	18%	92%	92%	**	21%	**	9%	80%	6%	12%	**	**	**	12%	*%	17%	

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 75
Page 97

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QE23A (QE25A). Why are you unlikely to get internet access at home in the next 12 months? (MULTICODE) UNPROMPTED

Base : Those unlikely to get internet access at home in the next 12 months

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	~g	h	~i	j	k	l	m	~n	~o	~p	q	r	s
Unweighted total	687	133	163	241	404	577	657	29	258	63	113	429	185	219	44	85	83	192	129	275
Effective Weighted Sample	445	86	92	162	255	361	422	25	170	44	79	270	126	139	30	60	49	119	88	167
Total	375	73	76	133	210	307	347	23	131	33	59	239	78	132	27	41	41	101	67	142
		19%	20%	36%	56%	82%	93%	**	35%	**	16%	64%	21%	35%	**	**	**	27%	18%	38%
Friends/ family member checks things on the internet for me	26	4	7	9	16	22	26	**	11	**	4	16	6	11	**	**	**	6	8	9
	7%	6%	10%	7%	8%	7%	7%	**	8%	**	6%	7%	7%	8%	**	**	**	6%	11%	6%
		16%	28%	34%	62%	83%	97%	**	40%	**	14%	60%	21%	40%	**	**	**	24%	29%	32%
Worries/ concerns about privacy issues	24	12	3	6	8	17	17	**	8	**	4	16	2	7	**	**	**	3	4	5
	7%	16% bcd	4%	4%	4%	5%	5%	**	6%	**	7%	7%	2%	5%	**	**	**	3%	5%	3%
		49%	12%	23%	34%	68%	68%	**	34%	**	17%	64%	8%	27%	**	**	**	13%	15%	20%
Concerned about security/ fraud	20	11	3	4	7	14	13	**	7	**	4	13	2	4	**	**	**	3	2	5
	5%	15% bcd	4%	3%	3%	4%	4%	**	5%	**	7%	6%	3%	3%	**	**	**	3%	3%	3%
		54%	13%	19%	33%	67%	65%	**	34%	**	20%	66%	12%	21%	**	**	**	15%	9%	23%
Don't have a phone line	19	2	1	1	2	12	18	**	4	**	1	15	1	1	**	**	**	1	*	2
	5%	3%	2%	1%	1%	4%	5%	**	3%	**	2%	6%	1%	1%	**	**	**	1%	1%	1%
		12%	7%	5%	13%	64%	93%	**	21%	**	7%	77%	5%	8%	**	**	**	7%	2%	11%
Satisfied with using the internet elsewhere	12	2	*	1	1	5	9	**	2	**	-	10	1	*	**	**	**	-	1	-
	3%	3%	1%	1%	1%	2%	3%	**	2%	**	-%	4%	1%	*%	**	**	**	-%	2%	-%
		17%	4%	8%	12%	44%	74%	**	18%	**	-%	83%	8%	4%	**	**	**	-%	12%	-%
Satisfied with using the internet at work	3	-	1	*	1	1	2	**	*	**	-	3	1	-	**	**	**	*	1	*
	1%	-%	1%	*%	*%	*%	1%	**	*%	**	-%	1%	1%	-%	**	**	**	*%	1%	*%
		-%	19%	2%	21%	21%	62%	**	2%	**	-%	97%	21%	-%	**	**	**	2%	19%	2%
Other	47	11	7	13	21	33	41	**	15	**	6	32	8	12	**	**	**	9	9	12
	13%	15%	10%	10%	10%	11%	12%	**	12%	**	10%	13%	11%	9%	**	**	**	9%	13%	8%
		24%	16%	28%	44%	69%	87%	**	32%	**	12%	68%	17%	26%	**	**	**	19%	18%	25%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 75
Page 98

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE23A (QE25A). Why are you unlikely to get internet access at home in the next 12 months? (MULTICODE) UNPROMPTED

Base : Those unlikely to get internet access at home in the next 12 months

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	~g	h	~i	j	k	l	m	~n	~o	~p	q	r	s
Unweighted total	687	133	163	241	404	577	657	29	258	63	113	429	185	219	44	85	83	192	129	275
Effective Weighted Sample	445	86	92	162	255	361	422	25	170	44	79	270	126	139	30	60	49	119	88	167
Total	375	73	76	133	210	307	347	23	131	33	59	239	78	132	27	41	41	101	67	142
	19%	20%	36%	56%		82%	93%	**	35%	**	16%	64%	21%	35%	**	**	**	27%	18%	38%
Don't know	3	*	*	2	2	2	3	**	3	**	-	*	2	*	**	**	**	-	1	1
	1%	*%	*%	1%	1%	1%	1%	**	2% k	**	-%	*%	2%	*%	**	**	**	-%	1%	1%
		9%	5%	68%	73%	76%	100%	**	95%	**	-%	15%	70%	2%	**	**	**	-%	37%	36%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 76
Page 99

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QE23B (QE25B). And, which one of these reasons is your MAIN reason for not getting internet access at home? (SINGLE CODE)

Base : Those unlikely to get internet access at home in the next 12 months

	Total	AGE				AGE/SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEARING	MOBILITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	~g	h	~i	j	k	l	m	~n	~o	~p	q	r	s
Unweighted total	687	133	163	241	404	577	657	29	258	63	113	429	185	219	44	85	83	192	129	275
Effective Weighted Sample	445	86	92	162	255	361	422	25	170	44	79	270	126	139	30	60	49	119	88	167
Total	375	73	76	133	210	307	347	23	131	33	59	239	78	132	27	41	41	101	67	142
		19%	20%	36%	56%	82%	93%	**	35%	**	16%	64%	21%	35%	**	**	**	27%	18%	38%
No need	108	17	23	42	66	85	101	**	36	**	14	70	25	41	**	**	**	31	19	47
	29%	23%	31%	32%	31%	28%	29%	**	28%	**	24%	29%	32%	31%	**	**	**	31%	28%	33%
		16%	22%	39%	61%	79%	94%	**	34%	**	13%	65%	23%	38%	**	**	**	29%	17%	44%
Too old to use the internet	56	7	12	39	51	55	53	**	27	**	15	28	18	33	**	**	**	27	17	34
	15%	9%	15%	29%	24%	18%	15%	**	21%	**	26%	12%	23%	25%	**	**	**	27%	25%	24%
				ab	a				k		k									
		12%	21%	71%	92%	100%	95%	**	49%	**	28%	50%	33%	59%	**	**	**	48%	31%	61%
Don't want a computer	55	12	18	17	35	47	51	**	21	**	11	34	12	23	**	**	**	19	11	25
	15%	16%	24%	13%	17%	15%	15%	**	16%	**	18%	14%	16%	17%	**	**	**	19%	16%	17%
			c																	
		21%	33%	31%	64%	86%	92%	**	39%	**	20%	62%	22%	42%	**	**	**	35%	19%	45%
Don't know how you use computers/ the internet	51	13	12	19	31	45	49	**	18	**	11	30	9	22	**	**	**	15	9	22
	14%	18%	16%	14%	15%	15%	14%	**	14%	**	19%	13%	12%	16%	**	**	**	15%	13%	16%
		26%	23%	37%	60%	89%	95%	**	35%	**	22%	59%	18%	42%	**	**	**	29%	17%	43%
Too expensive to set up	24	7	1	-	1	18	23	**	4	**	2	20	1	-	**	**	**	*	*	1
	7%	9%	1%	-%	*%	6%	7%	**	3%	**	3%	8%	1%	-%	**	**	**	*%	*%	*%
		bcd										h								
		27%	3%	-%	3%	75%	95%	**	18%	**	7%	81%	3%	-%	**	**	**	*%	*%	3%
Friends/family member checks things on the internet for me	11	2	2	3	5	7	11	**	3	**	1	8	2	3	**	**	**	*	3	2
	3%	3%	3%	2%	2%	2%	3%	**	2%	**	2%	3%	3%	2%	**	**	**	*%	4%	1%
																			q	
		21%	22%	24%	46%	61%	100%	**	30%	**	10%	71%	22%	24%	**	**	**	3%	28%	18%
Computer is too expensive to buy	10	2	-	-	-	9	10	**	1	**	*	9	-	-	**	**	**	-	-	-
	3%	2%	-%	-%	-%	3%	3%	**	1%	**	1%	4%	-%	-%	**	**	**	-%	-%	-%
		d																		
		15%	-%	-%	-%	85%	100%	**	12%	**	5%	87%	-%	-%	**	**	**	-%	-%	-%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 76
Page 100

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QE23B (QE25B). And, which one of these reasons is your MAIN reason for not getting internet access at home? (SINGLE CODE)

Base : Those unlikely to get internet access at home in the next 12 months

	Total	AGE				AGE/SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEARING	MOBILITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	~g	h	~i	j	k	l	m	~n	~o	~p	q	r	s
Unweighted total	687	133	163	241	404	577	657	29	258	63	113	429	185	219	44	85	83	192	129	275
Effective Weighted Sample	445	86	92	162	255	361	422	25	170	44	79	270	126	139	30	60	49	119	88	167
Total	375	73	76	133	210	307	347	23	131	33	59	239	78	132	27	41	41	101	67	142
		19%	20%	36%	56%	82%	93%	**	35%	**	16%	64%	21%	35%	**	**	**	27%	18%	38%
Worries/ concerns about privacy issues	8	5	-	1	1	2	6	**	2	**	1	6	1	-	**	**	**	1	-	1
	2%	7%	-%	*%	*%	1%	2%	**	1%	**	1%	2%	1%	-%	**	**	**	1%	-%	*%
		bcd																		
		69%	-%	8%	8%	29%	78%	**	22%	**	8%	76%	8%	-%	**	**	**	8%	-%	8%
Charges are too expensive	7	*	*	*	*	7	7	**	2	**	*	5	*	*	**	**	**	*	*	*
	2%	1%	*%	*%	*%	2%	2%	**	2%	**	1%	2%	*%	*%	**	**	**	*%	*%	*%
		5%	5%	1%	6%	98%	92%	**	29%	**	6%	71%	3%	3%	**	**	**	3%	2%	4%
Satisfied with using the internet elsewhere	4	-	*	*	1	2	3	**	1	**	-	3	*	*	**	**	**	-	1	-
	1%	-%	1%	*%	*%	1%	1%	**	1%	**	-%	1%	*%	*%	**	**	**	-%	1%	-%
		-%	12%	2%	14%	56%	61%	**	18%	**	-%	81%	2%	12%	**	**	**	-%	14%	-%
Other	38	8	7	10	18	26	32	**	12	**	4	26	8	10	**	**	**	8	7	10
	10%	11%	10%	8%	8%	8%	9%	**	9%	**	6%	11%	10%	8%	**	**	**	8%	11%	7%
		22%	19%	27%	47%	68%	83%	**	32%	**	9%	68%	20%	26%	**	**	**	20%	20%	27%
Don't know	3	*	*	2	2	2	3	**	3	**	-	*	2	*	**	**	**	-	1	1
	1%	*%	*%	1%	1%	1%	1%	**	2%	**	-%	*%	2%	*%	**	**	**	-%	1%	1%
									k											
		9%	5%	68%	73%	76%	100%	**	95%	**	-%	15%	70%	2%	**	**	**	-%	37%	36%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 77
Page 101

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QE24 (QENI1). EXPLAIN SATELLITE BROADBAND Were you aware that satellite broadband is available? (SINGLE CODE)

Base : All respondents in Scotland and Wales

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	~q	r	s
Unweighted total	980	136	127	93	220	417	965	14	174	43	61	806	106	114	48	53	35	84	101	119
Effective Weighted Sample	612	79	77	54	129	263	602	10	105	28	39	512	67	67	30	29	22	50	59	71
Total	308	40	31	27	58	129	303	6	45	12	16	255	23	35	13	15	7	23	28	30
		13%	10%	**	19%	42%	98%	**	15%	**	**	83%	8%	11%	**	**	**	**	9%	10%
Yes	100	14	5	**	8	24	99	**	13	**	**	86	5	3	**	**	**	**	5	3
	32%	35% bd	16%	**	14%	18%	33%	**	28%	**	**	34%	21%	10%	**	**	**	**	18%	10%
		14%	5%	**	8%	24%	100%	**	13%	**	**	86%	5%	3%	**	**	**	**	5%	3%
No	191	23	23	**	44	95	186	**	29	**	**	156	16	28	**	**	**	**	20	24
	62%	57%	74% a	**	76% a	73%	61%	**	64%	**	**	61%	70%	80%	**	**	**	**	73%	79%
		12%	12%	**	23%	50%	98%	**	15%	**	**	82%	9%	15%	**	**	**	**	11%	12%
Don't know	18	3	3	**	6	11	18	**	4	**	**	13	2	4	**	**	**	**	2	3
	6%	8%	11%	**	10%	8%	6%	**	8%	**	**	5%	9%	10%	**	**	**	**	9%	11%
		18%	18%	**	33%	61%	100%	**	21%	**	**	75%	12%	20%	**	**	**	**	14%	19%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 78
Page 102

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QE25 (QE29). Before now, were you aware that you could make voice calls using the internet? (SINGLE CODE)

Base : All respondents

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
	15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%	
Yes	1653	228	112	56	168	467	1462	191	179	32	60	1477	98	70	47	53	32	35	101	67
	73%	68%	53%	29%	41%	53%	73%	79%	53%	47%	48%	77%	55%	31%	54%	52%	42%	26%	52%	31%
		bcd	cd		c							hij	mpqs		mqs	mqs	q		mqs	
	14%	7%	3%	10%	28%	88%	12%	11%	2%	4%	89%	6%	4%	3%	3%	2%	2%	6%	4%	
No	565	100	94	131	224	386	516	46	151	34	60	411	78	147	36	48	45	95	84	140
	25%	30%	44%	67%	55%	44%	26%	19%	45%	50%	48%	21%	43%	65%	41%	47%	58%	70%	44%	65%
			a	abd	ab		g		k	k	k			lnor			lnr	lnor		lnor
	18%	17%	23%	40%	68%	91%	8%	27%	6%	11%	73%	14%	26%	6%	9%	8%	17%	15%	25%	
Don't know	38	5	5	8	14	20	32	6	9	2	4	30	4	9	5	2	*	6	7	7
	2%	2%	3%	4%	3%	2%	2%	2%	3%	4%	3%	2%	2%	4%	6%	2%	*%	5%	4%	3%
															p					
		14%	14%	21%	35%	52%	83%	16%	22%	6%	11%	77%	11%	24%	13%	5%	1%	17%	18%	17%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 79
Page 103

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QE26 (QE29A). And do you or anyone in your household have access to internet voice services at home? (SINGLE CODE)

Base : All respondents

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
Yes	522	85	24	15	39	107	446	81	50	11	13	473	22	17	15	11	7	6	26	13
	23%	25%	11%	8%	10%	12%	22%	33%	15%	16%	10%	25%	12%	7%	17%	11%	9%	4%	14%	6%
		bcd						f				hj	qs		mqs	q			mqs	
	16%	5%	3%	7%	21%	85%	15%	10%	2%	2%	91%	4%	3%	3%	2%	1%	1%	5%	2%	
No	1665	242	177	174	351	737	1501	155	275	54	108	1389	152	199	67	90	67	127	157	194
	74%	73%	84%	89%	86%	84%	75%	64%	81%	80%	87%	72%	84%	88%	75%	87%	88%	93%	81%	91%
			a	a	a			g	k		k		n	nr		n	n	lnr		lnr
	15%	11%	10%	21%	44%	90%	9%	16%	3%	6%	83%	9%	12%	4%	5%	4%	8%	9%	12%	
Don't know	69	7	10	7	16	28	62	6	13	3	3	55	6	10	7	3	2	5	9	7
	3%	2%	5%	3%	4%	3%	3%	3%	4%	4%	3%	3%	3%	5%	7%	3%	3%	3%	5%	3%
		10%	14%	10%	24%	41%	91%	9%	19%	4%	5%	81%	9%	15%	10%	4%	3%	7%	14%	10%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 80
Page 104

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QE27 (QE30). Have you or anyone in your household ever used one of these services to make voice calls using the internet at home? (SINGLE CODE)

Base : Those with access to internet voice services at home

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	~b	~c	~d	e	f	~g	~h	~i	~j	k	~l	~m	~n	~o	~p	~q	~r	~s
Unweighted total	712	109	44	19	63	152	640	70	78	16	23	634	44	19	27	19	10	7	46	17
Effective Weighted Sample	470	80	31	13	43	101	413	56	54	13	14	418	31	15	21	13	8	4	33	11
Total	522	85	24	15	39	107	446	81	50	11	13	473	22	17	15	11	7	6	26	13
	16%		**	**	**	21%	85%	**	**	**	**	91%	**	**	**	**	**	**	**	**
Yes & currently using	409	60	**	**	**	79	340	**	**	**	**	375	**	**	**	**	**	**	**	**
	78%	71%	**	**	**	73%	76%	**	**	**	**	79%	**	**	**	**	**	**	**	**
		15%	**	**	**	19%	83%	**	**	**	**	92%	**	**	**	**	**	**	**	**
Yes but stopped using	55	14	**	**	**	13	50	**	**	**	**	48	**	**	**	**	**	**	**	**
	11%	17%	**	**	**	13%	11%	**	**	**	**	10%	**	**	**	**	**	**	**	**
		25%	**	**	**	24%	91%	**	**	**	**	87%	**	**	**	**	**	**	**	**
No never used	53	9	**	**	**	14	51	**	**	**	**	47	**	**	**	**	**	**	**	**
	10%	10%	**	**	**	13%	11%	**	**	**	**	10%	**	**	**	**	**	**	**	**
		16%	**	**	**	27%	97%	**	**	**	**	88%	**	**	**	**	**	**	**	**
Don't know	5	2	**	**	**	1	5	**	**	**	**	4	**	**	**	**	**	**	**	**
	1%	3%	**	**	**	1%	1%	**	**	**	**	1%	**	**	**	**	**	**	**	**
		46%	**	**	**	18%	100%	**	**	**	**	84%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 81

Page 105

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QE28 (QE31). Which supplier does/ did your household use to make voice calls using the internet? (SINGLE CODE)

Base : Those who have ever used internet voice services at home

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+								
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE		AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		~a	~b	~c	~d	e	f	~g	~h	~i	~j	k	~l	~m		~n	~o	~p	~q	~r	~s
Unweighted total	639	96	36	16	52	131	569	68	65	14	21	574	37	15		22	15	10	5	37	15
Effective Weighted Sample	420	72	27	11	37	87	365	55	45	12	12	375	26	12		18	10	8	2	28	9
Total	464	74	21	13	34	92	390	79	43	10	11	423	20	14		14	9	7	3	23	11
		**	**	**	**	20%	84%	**	**	**	**	91%	**	**		**	**	**	**	**	**
Skype	393	**	**	**	**	76	330	**	**	**	**	360	**	**		**	**	**	**	**	**
	85%	**	**	**	**	83%	85%	**	**	**	**	85%	**	**		**	**	**	**	**	**
		**	**	**	**	19%	84%	**	**	**	**	92%	**	**		**	**	**	**	**	**
MSN Messenger	33	**	**	**	**	8	28	**	**	**	**	30	**	**		**	**	**	**	**	**
	7%	**	**	**	**	8%	7%	**	**	**	**	7%	**	**		**	**	**	**	**	**
		**	**	**	**	24%	84%	**	**	**	**	93%	**	**		**	**	**	**	**	**
BT Broadband voice/Home Hub	16	**	**	**	**	5	15	**	**	**	**	15	**	**		**	**	**	**	**	**
	4%	**	**	**	**	5%	4%	**	**	**	**	3%	**	**		**	**	**	**	**	**
		**	**	**	**	30%	93%	**	**	**	**	90%	**	**		**	**	**	**	**	**
BT Communicator	13	**	**	**	**	-	8	**	**	**	**	12	**	**		**	**	**	**	**	**
	3%	**	**	**	**	-%	2%	**	**	**	**	3%	**	**		**	**	**	**	**	**
		**	**	**	**	-%	63%	**	**	**	**	92%	**	**		**	**	**	**	**	**
Orange broadband/ Wanadoo/ Livebox	7	**	**	**	**	1	7	**	**	**	**	7	**	**		**	**	**	**	**	**
	1%	**	**	**	**	1%	2%	**	**	**	**	2%	**	**		**	**	**	**	**	**
		**	**	**	**	8%	100%	**	**	**	**	100%	**	**		**	**	**	**	**	**
Vonage	3	**	**	**	**	1	2	**	**	**	**	3	**	**		**	**	**	**	**	**
	1%	**	**	**	**	1%	1%	**	**	**	**	1%	**	**		**	**	**	**	**	**
		**	**	**	**	32%	61%	**	**	**	**	100%	**	**		**	**	**	**	**	**
Other	20	**	**	**	**	2	19	**	**	**	**	17	**	**		**	**	**	**	**	**
	4%	**	**	**	**	2%	5%	**	**	**	**	4%	**	**		**	**	**	**	**	**
		**	**	**	**	10%	99%	**	**	**	**	87%	**	**		**	**	**	**	**	**
Don't know	12	**	**	**	**	5	11	**	**	**	**	9	**	**		**	**	**	**	**	**
	3%	**	**	**	**	6%	3%	**	**	**	**	2%	**	**		**	**	**	**	**	**
		**	**	**	**	44%	92%	**	**	**	**	78%	**	**		**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 82
Page 106

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QH1A. SHOWCARD Which, if any, of these types of television does your household receive at the moment? (MULTICODE)

Base : All respondents

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
	15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%	
Only terrestrial TV (Channels 1-4/1-5)	92	12	12	27	38	60	84	7	22	3	9	71	14	24	6	6	8	18	12	27
	4%	4%	6%	14%	9%	7%	4%	3%	6%	5%	7%	4%	8%	11%	7%	6%	11%	13%	6%	12%
				ab	a				k		k							or		or
		13%	13%	29%	42%	65%	92%	8%	23%	4%	9%	77%	16%	26%	6%	7%	9%	20%	13%	29%
Terrestrial TV	332	49	45	31	76	137	294	36	62	12	17	273	36	40	25	21	14	16	46	30
	15%	15%	21%	16%	19%	16%	15%	15%	18%	18%	13%	14%	20%	18%	28%	20%	18%	12%	24%	14%
			a						k				q		mqs	q			qs	
		15%	14%	9%	23%	41%	89%	11%	19%	4%	5%	82%	11%	12%	8%	6%	4%	5%	14%	9%
Cable TV (through Virgin Media - previously NTL and Telewest)	357	50	28	11	39	106	317	42	40	8	16	317	19	21	7	12	6	14	19	20
	16%	15%	13%	6%	10%	12%	16%	17%	12%	11%	13%	17%	10%	9%	8%	11%	8%	10%	10%	9%
		cd	c									h								
		14%	8%	3%	11%	30%	89%	12%	11%	2%	4%	89%	5%	6%	2%	3%	2%	4%	5%	6%
Satellite TV (Sky)	879	133	69	41	110	281	759	113	111	17	40	769	61	48	28	31	21	30	59	50
	39%	40%	33%	21%	27%	32%	38%	47%	33%	26%	32%	40%	34%	21%	31%	30%	27%	22%	31%	24%
		cd	c					f				hij	mqs		m				mq	
		15%	8%	5%	12%	32%	86%	13%	13%	2%	5%	87%	7%	5%	3%	4%	2%	3%	7%	6%
Satellite TV (Other)	48	12	5	3	8	19	42	6	8	1	2	40	6	1	3	2	1	1	5	2
	2%	4%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	3%	1%	4%	2%	1%	1%	3%	1%
													m		m					
		26%	10%	6%	16%	40%	88%	12%	16%	3%	4%	84%	13%	3%	7%	4%	2%	3%	11%	4%
Freeview (through a set-top box or digital television set) with ONLY free channels	1133	158	119	111	229	461	1038	95	190	45	64	943	92	137	50	60	43	77	109	120
	50%	47%	56%	57%	56%	53%	52%	39%	56%	67%	52%	49%	51%	61%	56%	58%	56%	56%	57%	56%
			a	a	a		g		k	jk				l						
		14%	10%	10%	20%	41%	92%	8%	17%	4%	6%	83%	8%	12%	4%	5%	4%	7%	10%	11%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 82
Page 107

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QH1A. SHOWCARD Which, if any, of these types of television does your household receive at the moment? (MULTICODE)

Base : All respondents

	Total	AGE 55-64 a	AGE 65-74 b	AGE 75+ c	AGE 65+ d	AGE/ SEG 65+ OR DE e	MEG NO f	MEG YES g	DISABILITY ANY h	DISABILITY HEARING i	DISABILITY MOBILITY j	DISABILITY NO k	AGED 65+ MALE l	AGED 65+ FEMALE m	AGED 65+ AB n	AGED 65+ C1 o	AGED 65+ C2 p	AGED 65+ DE q	AGED 65+ ABC1 r	AGED 65+ C2DE s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
Freeview (through a set-top box or digital television set) with free channels PLUS top-up channels such as ESPN, TV favourites, Picturebox films)	96	17	11	13	24	42	90	6	17	5	6	80	9	15	5	3	4	12	8	16
	4%	5%	5%	7%	6%	5%	4%	2%	5%	7%	5%	4%	5%	7%	6%	3%	5%	9% o	4%	7%
		17%	11%	14%	25%	44%	94%	6%	17%	5%	7%	83%	9%	16%	5%	3%	4%	12%	8%	16%
Digital TV via a broadband DSL line (e.g. BT Vision, Tiscali)	42	3	1	1	2	8	37	5	5	*	3	38	2	1	1	*	1	1	1	1
	2%	1%	*%	1%	1%	1%	2%	2%	1%	*%	3%	2%	1%	*%	1%	*%	1%	1%	1%	1%
		7%	2%	4%	6%	18%	88%	12%	11%	*%	8%	90%	4%	2%	1%	1%	2%	2%	2%	3%
No TV in household	47	7	1	2	3	7	40	7	5	2	1	43	2	1	*	2	*	1	2	1
	2%	2%	1%	1%	1%	1%	2%	3%	1%	2%	1%	2%	1%	*%	*%	2%	*%	1%	1%	1%
		14%	3%	4%	7%	16%	86%	14%	10%	3%	3%	91%	5%	2%	*%	4%	*%	3%	4%	3%
Don't know	2	-	-	2	2	2	2	-	1	-	-	1	-	2	1	1	-	1	1	1
	*%	-%	-%	1% a	1%	*%	*%	-%	*%	-%	-%	*%	-%	1%	1%	1%	-%	*%	1%	*%
		-%	-%	105%	105%	105%	100%	-%	32%	-%	-%	71%	-%	105%	33%	41%	-%	32%	73%	32%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 83
Page 108

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QH1B. SHOWCARD And which of these do you consider is your MAIN type of television? (SINGLE CODE)

Base : All respondents

	Total	AGE 55-64 (a)	AGE 65-74 (b)	AGE 75+ (c)	65+ (d)	AGE/SEG 65+ OR DE (e)	MEG NO (f)	MEG YES (g)	DISABILITY ANY (h)	DISABILITY HEARING (i)	DISABILITY MOBILITY (j)	DISABILITY NO (k)	AGED 65+ MALE (l)	AGED 65+ FEMALE (m)	AB (n)	C1 (o)	C2 (p)	DE (q)	ABC1 (r)	C2DE (s)
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
Only terrestrial TV (Channels 1-4/1-5)	56	7	6	21	26	39	52	3	12	1	5	44	8	18	4	5	5	12	9	17
	2%	2%	3%	11%	6%	5%	3%	1%	3%	2%	4%	2%	4%	8%	5%	5%	7%	9%	5%	8%
				ab	ab															
		13%	10%	37%	47%	70%	93%	6%	21%	3%	9%	79%	14%	33%	7%	9%	9%	21%	17%	30%
Terrestrial TV	61	11	11	13	24	37	56	6	20	6	7	43	12	12	9	3	6	7	12	13
	3%	3%	5%	7%	6%	4%	3%	3%	6%	9%	5%	2%	7%	5%	10%	3%	7%	5%	6%	6%
									k	k	k				o					
		18%	18%	21%	40%	60%	91%	10%	32%	10%	11%	70%	20%	20%	14%	5%	9%	11%	19%	21%
Cable TV (through Virgin Media - previously NTL and Telewest)	341	49	26	11	37	101	304	39	39	8	15	302	18	20	7	11	6	13	18	19
	15%	15%	12%	6%	9%	12%	15%	16%	11%	11%	12%	16%	10%	9%	8%	11%	8%	9%	9%	9%
		cd	c									h								
		14%	8%	3%	11%	30%	89%	11%	11%	2%	5%	89%	5%	6%	2%	3%	2%	4%	5%	6%
Satellite TV (Sky)	863	130	68	40	108	276	747	109	108	17	39	755	60	48	27	31	21	30	58	50
	38%	39%	32%	20%	27%	32%	37%	45%	32%	26%	31%	39%	33%	21%	30%	30%	27%	22%	30%	23%
		cd	c					f				hij	mqs							m
		15%	8%	5%	13%	32%	87%	13%	13%	2%	4%	88%	7%	6%	3%	4%	2%	3%	7%	6%
Satellite TV (Other)	39	10	4	2	6	17	34	6	5	*	2	34	5	1	3	2	1	1	5	2
	2%	3%	2%	1%	2%	2%	2%	2%	1%	*%	1%	2%	3%	*%	3%	2%	1%	1%	2%	1%
													m							
		26%	10%	6%	16%	44%	86%	15%	13%	1%	4%	87%	13%	3%	6%	5%	1%	3%	12%	4%
Freeview (through a set-top box or digital television set) with ONLY free channels	753	106	87	91	178	354	691	63	134	30	49	617	68	110	35	46	35	62	81	97
	33%	32%	41%	47%	44%	41%	34%	26%	40%	44%	40%	32%	38%	49%	40%	44%	46%	45%	42%	45%
			a	a	a			g	k	k				l						
		14%	12%	12%	24%	47%	92%	8%	18%	4%	7%	82%	9%	15%	5%	6%	5%	8%	11%	13%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 83
Page 109

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QH1B. SHOWCARD And which of these do you consider is your MAIN type of television? (SINGLE CODE)

Base : All respondents

	Total	AGE				AGE/SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEARING	MOBILITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
Freeview (through a set-top box or digital television set) with free channels PLUS top-up channels such as ESPN, TV favourites, Picturebox films)	60	11	7	12	19	34	54	5	13	4	4	47	6	13	3	2	3	10	6	13
	3%	3%	3%	6%	5%	4%	3%	2%	4%	5%	4%	2%	3%	6%	4%	2%	4%	8% lor	3%	6%
		19%	12%	20%	31%	56%	91%	8%	21%	6%	7%	79%	9%	22%	6%	4%	5%	17%	9%	22%
Digital TV via a broadband DSL line (e.g. BT Vision, Tiscali)	34	2	1	1	2	6	29	5	3	*	2	31	2	-	1	*	1	-	1	1
	2%	1%	*%	*%	*%	1%	1%	2%	1%	*%	2%	2%	1%	-%	1%	*%	1%	-%	1%	*%
		6%	3%	2%	5%	16%	85%	15%	10%	*%	6%	91%	5%	-%	2%	1%	2%	-%	3%	2%
No TV in household	47	7	1	2	3	7	40	7	5	2	1	43	2	1	*	2	*	1	2	1
	2%	2%	1%	1%	1%	1%	2%	3%	1%	2%	1%	2%	1%	*%	*%	2%	*%	1%	1%	1%
		14%	3%	4%	7%	16%	86%	14%	10%	3%	3%	91%	5%	2%	*%	4%	*%	3%	4%	3%
Don't know	2	-	-	2	2	2	2	-	1	-	-	1	-	2	1	1	-	1	1	1
	*%	-%	-%	1% a	1%	*%	*%	-%	*%	-%	-%	*%	-%	1%	1%	1%	-%	*%	1%	*%
		-%	-%	105%	105%	105%	100%	-%	32%	-%	-%	71%	-%	105%	33%	41%	-%	32%	73%	32%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 84
Page 110

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH2 (QH50). How many TV sets are there in ALL rooms of your house? (SINGLE CODE)

Base : Those with a TV in the household

			AGE			AGE/SEG	MEG		DISABILITY				AGED 65+							
						65+				HEAR	MOBIL			FEMALE						
	Total	55-64	65-74	75+	65+	OR DE	NO	YES	ANY	ING	ITY	NO	MALE		AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3412	529	404	321	725	1452	3174	233	594	115	230	2818	381	344	157	189	139	240	346	379
Effective Weighted Sample	2233	353	264	218	481	940	2042	189	386	76	152	1843	270	229	109	131	91	151	240	242
Total	2207	327	209	191	401	863	1967	236	333	66	123	1874	177	223	88	101	77	135	189	212
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	10%
One (1.0)	599	82	62	89	152	299	496	104	120	27	50	477	61	91	26	26	29	71	52	100
	27%	25%	30%	47%	38%	35%	25%	44%	36%	41%	40%	25%	34%	41%	30%	26%	38%	52%	28%	47%
				abd	ab			f	k	k	k			or			o	lmnopr	lmnopr	lnor
		14%	10%	15%	25%	50%	83%	17%	20%	5%	8%	80%	10%	15%	4%	4%	5%	12%	9%	17%
Two (2.0)	777	129	88	71	158	296	708	66	100	19	34	677	70	88	35	53	25	45	88	70
	35%	40%	42%	37%	40%	34%	36%	28%	30%	28%	28%	36%	39%	40%	40%	53%	33%	33%	47%	33%
							g					hj				lmnpqs			pqs	
		17%	11%	9%	20%	38%	91%	8%	13%	2%	4%	87%	9%	11%	4%	7%	3%	6%	11%	9%
Three (3.0)	463	70	36	23	58	160	419	44	69	15	24	394	28	30	15	16	16	12	31	27
	21%	21%	17%	12%	15%	19%	21%	19%	21%	22%	20%	21%	16%	13%	17%	16%	20%	9%	17%	13%
		cd											q		q		q		q	
		15%	8%	5%	13%	35%	91%	9%	15%	3%	5%	85%	6%	6%	3%	3%	3%	3%	7%	6%
Four (4.0)	242	28	14	7	22	71	228	13	26	3	8	217	10	11	7	4	4	7	11	10
	11%	9%	7%	4%	5%	8%	12%	5%	8%	5%	7%	12%	6%	5%	8%	4%	5%	5%	6%	5%
		c					g					h								
		12%	6%	3%	9%	29%	94%	5%	11%	1%	3%	90%	4%	5%	3%	2%	2%	3%	5%	4%
Five or more (5.0)	110	16	7	1	8	32	100	9	15	1	4	95	6	2	5	2	1	*	7	1
	5%	5%	3%	*%	2%	4%	5%	4%	5%	2%	3%	5%	3%	1%	6%	2%	1%	*%	4%	*%
		cd	c										qs		mqs				mqs	
		14%	6%	1%	7%	29%	91%	9%	14%	1%	4%	86%	5%	2%	5%	1%	1%	*%	6%	1%
Don't know	20	1	3	1	4	9	20	-	5	1	2	15	3	1	-	*	2	1	*	4
	1%	*%	1%	1%	1%	1%	1%	-%	1%	2%	2%	1%	2%	*%	-%	*%	3%	1%	*%	2%
																	r			
		6%	13%	7%	20%	46%	100%	-%	24%	7%	11%	77%	15%	5%	-%	2%	11%	7%	2%	18%
Mean number of TV sets	2.3	2.3	2.1	1.7	1.9	2.1	2.3	2.0	2.1	2.0	2.0	2.3	2.0	1.9	2.2	2.0	1.9	1.7	2.1	1.8
		bcd	cd		c		g					hij	mqs	q	mqs	qs	q		mqs	
Standard deviation	1.13	1.08	1.02	.84	.96	1.09	1.13	1.10	1.14	1.01	1.09	1.13	1.02	.90	1.13	.86	.94	.84	.99	.89
Standard error	.02	.05	.05	.05	.04	.03	.02	.07	.05	.09	.07	.02	.05	.05	.09	.06	.08	.05	.05	.05

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 85
Page 111

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH3 (QH51). SHOWCARD When did you last buy a TV set for the MAIN viewing room in your house? (SINGLE CODE)

Base : Those with a TV in the household

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3412	529	404	321	725	1452	3174	233	594	115	230	2818	381	344	157	189	139	240	346	379
Effective Weighted Sample	2233	353	264	218	481	940	2042	189	386	76	152	1843	270	229	109	131	91	151	240	242
Total	2207	327	209	191	401	863	1967	236	333	66	123	1874	177	223	88	101	77	135	189	212
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	10%
In the last 6 months	207	25	19	22	41	83	185	23	40	7	15	169	14	27	10	7	11	14	16	24
	9%	8%	9%	12%	10%	10%	9%	10%	12%	11%	12%	9%	8%	12%	11%	7%	14%	10%	9%	12%
		12%	9%	11%	20%	40%	89%	11%	19%	3%	7%	81%	7%	13%	5%	3%	5%	7%	8%	12%
6-12 months ago	334	41	23	23	46	120	307	24	42	9	13	293	24	22	9	17	9	12	26	20
	15%	13%	11%	12%	12%	14%	16%	10%	12%	13%	11%	16%	14%	10%	10%	17%	11%	9%	14%	10%
																qs				
		12%	7%	7%	14%	36%	92%	7%	12%	3%	4%	88%	7%	7%	3%	5%	3%	3%	8%	6%
More than a year ago, up to 2 years ago	512	77	46	26	72	163	448	66	66	13	25	446	33	39	25	19	8	21	43	29
	23%	23%	22%	14%	18%	19%	23%	28%	20%	20%	21%	24%	19%	17%	28%	19%	11%	15%	23%	14%
		c	c												mpqs					ps
		15%	9%	5%	14%	32%	87%	13%	13%	3%	5%	87%	7%	8%	5%	4%	2%	4%	8%	6%
More than 2 years ago, up to 3 years ago	360	62	29	29	58	132	314	46	47	10	16	313	28	30	9	15	15	19	25	34
	16%	19%	14%	15%	15%	15%	16%	19%	14%	15%	13%	17%	16%	14%	11%	15%	19%	14%	13%	16%
		17%	8%	8%	16%	37%	87%	13%	13%	3%	4%	87%	8%	8%	3%	4%	4%	5%	7%	9%
More than 3 years ago	726	118	90	87	177	334	651	71	130	26	52	594	75	102	34	41	33	69	75	102
	33%	36%	43%	45%	44%	39%	33%	30%	39%	39%	43%	32%	42%	45%	38%	41%	42%	51%	40%	48%
				a	a				k		k							nr		
		16%	12%	12%	24%	46%	90%	10%	18%	4%	7%	82%	10%	14%	5%	6%	4%	10%	10%	14%
Don't know	68	4	2	4	6	31	63	6	9	2	2	60	2	4	1	2	2	2	3	3
	3%	1%	1%	2%	2%	4%	3%	2%	3%	2%	2%	3%	1%	2%	1%	2%	2%	1%	2%	2%
		5%	3%	6%	9%	46%	92%	9%	13%	2%	3%	88%	3%	6%	2%	2%	2%	3%	4%	5%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 86
Page 112

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QH4 (QH52). SHOWCARD Which, if any, of these features do you have on the MAIN TV in your house? (MULTICODE)

Base : Those with a TV in the household

	Total	AGE				AGE/SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3412	529	404	321	725	1452	3174	233	594	115	230	2818	381	344	157	189	139	240	346	379
Effective Weighted Sample	2233	353	264	218	481	940	2042	189	386	76	152	1843	270	229	109	131	91	151	240	242
Total	2207	327	209	191	401	863	1967	236	333	66	123	1874	177	223	88	101	77	135	189	212
	15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	10%	
Access to digital TV channels (without the need for a separate set-top box, i.e. built-in Freeview or Freesat)	1244	191	110	86	196	431	1148	93	189	42	68	1056	95	102	54	53	41	49	107	90
	56%	58%	53%	45%	49%	50%	58%	39%	57%	64%	55%	56%	53%	46%	61%	52%	53%	36%	57%	42%
		cd					g						qs		mqs	q	q		mqs	
	15%	9%	7%	16%	35%	92%	7%	15%	3%	5%	85%	8%	8%	4%	4%	3%	4%	9%	7%	
Built-in DVD player (i.e. not a standalone DVD player that you need to connect to your TV)	151	25	15	14	29	52	131	19	15	4	5	136	16	13	8	6	5	10	14	15
	7%	8%	7%	7%	7%	6%	7%	8%	4%	7%	4%	7%	9%	6%	9%	6%	6%	8%	7%	7%
	17%	10%	9%	19%	35%	87%	13%	10%	3%	3%	90%	11%	8%	5%	4%	3%	7%	9%	10%	
Access to the internet (to access web pages or video streamed through the TV using any means, e.g. games console)	104	9	10	1	11	22	99	5	14	2	2	90	6	4	3	3	4	1	6	5
	5%	3%	5%	*%	3%	3%	5%	2%	4%	3%	2%	5%	4%	2%	3%	3%	5%	1%	3%	2%
		c	c		c												q			
	9%	9%	1%	10%	21%	95%	5%	14%	2%	2%	87%	6%	4%	2%	3%	4%	1%	6%	5%	
3D-capability (i.e. 3D ready - ability to watch programmes in 3D)	36	3	1	-	1	3	34	2	*	-	*	36	1	*	*	*	-	1	*	1
	2%	1%	*%	-%	*%	*%	2%	1%	*%	-%	*%	2%	*%	*%	*%	*%	-%	*%	*%	*%
												h								
	9%	3%	-%	3%	8%	95%	5%	*%	-%	*%	100%	2%	1%	*%	1%	-%	2%	1%	2%	
None of these	799	121	81	87	168	364	676	122	131	21	50	666	67	101	28	35	32	72	63	105
	36%	37%	39%	45%	42%	42%	34%	52%	39%	32%	41%	36%	38%	45%	32%	35%	42%	54%	33%	49%
				a				f						nr				lnor		lnor
	15%	10%	11%	21%	46%	85%	15%	16%	3%	6%	83%	8%	13%	3%	4%	4%	9%	8%	13%	

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 86
Page 113

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QH4 (QH52). SHOWCARD Which, if any, of these features do you have on the MAIN TV in your house? (MULTICODE)

Base : Those with a TV in the household

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3412	529	404	321	725	1452	3174	233	594	115	230	2818	381	344	157	189	139	240	346	379
Effective Weighted Sample	2233	353	264	218	481	940	2042	189	386	76	152	1843	270	229	109	131	91	151	240	242
Total	2207	327	209	191	401	863	1967	236	333	66	123	1874	177	223	88	101	77	135	189	212
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	10%
Don't know	66	7	7	10	17	36	60	6	7	1	2	59	4	13	1	9	*	7	10	7
	3%	2%	3%	5%	4%	4%	3%	2%	2%	1%	2%	3%	2%	6%	1%	8%	*%	5%	5%	3%
														lp		lnps		p	p	
		11%	11%	15%	26%	54%	91%	9%	11%	1%	3%	89%	6%	20%	2%	13%	*%	11%	15%	11%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 87
Page 114

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH5 (QH53). Is the MAIN TV in your household an HDTV set or HD ready? (SINGLE CODE)

Base : Those with a TV in the household

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3412	529	404	321	725	1452	3174	233	594	115	230	2818	381	344	157	189	139	240	346	379
Effective Weighted Sample	2233	353	264	218	481	940	2042	189	386	76	152	1843	270	229	109	131	91	151	240	242
Total	2207	327	209	191	401	863	1967	236	333	66	123	1874	177	223	88	101	77	135	189	212
	15%	9%	9%	18%	39%		89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	10%
Yes, the main TV in the household is an HDTV set or HD ready	1356	208	113	76	189	448	1224	130	175	33	59	1182	94	95	51	46	44	47	97	92
	61%	64%	54%	40%	47%	52%	62%	55%	53%	49%	48%	63%	53%	42%	58%	45%	58%	35%	52%	43%
		bcd	c				g					hij	mqs		moqs		mqs		mq	
	15%	8%	6%	14%	33%		90%	10%	13%	2%	4%	87%	7%	7%	4%	3%	3%	3%	7%	7%
No	707	95	81	81	162	333	617	88	126	24	45	580	71	92	29	44	26	63	73	89
	32%	29%	39%	42%	40%	39%	31%	37%	38%	36%	37%	31%	40%	41%	33%	43%	34%	46%	39%	42%
			a	a	a				k									n		
	13%	11%	11%	23%	47%		87%	12%	18%	3%	6%	82%	10%	13%	4%	6%	4%	9%	10%	13%
Don't know	144	24	15	34	50	81	125	18	31	10	19	111	13	37	7	11	6	25	18	31
	7%	7%	7%	18%	12%	9%	6%	8%	9%	15%	15%	6%	7%	17%	8%	11%	8%	19%	10%	15%
				ab	ab				k	k	k			lnpr				lnpr		l
	17%	11%	24%	34%	56%		87%	13%	22%	7%	13%	77%	9%	26%	5%	8%	4%	18%	13%	22%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 88
Page 115

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH6 (QH54) Although you have an HDTV ready set, to actually watch TV channels and programmes that are broadcast in high definition, you need an HD set top box or a TV with built-in HDTV receiver. For the main TV set, does your household have an HDTV service - from either Sky, Virgin Media, Freesat or Freeview? (SINGLE CODE)

Base : Those whose main TV set is an HDTV or HD-ready

		AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+								
						65+				HEAR	MOBIL			FEMALE							
	Total	55-64	65-74	75+	65+	OR DE	NO	YES	ANY	ING	ITY	NO	MALE		AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	~n	~o	~p	~q	r	s
Unweighted total	2035	315	217	117	334	726	1902	129	303	51	112	1732	197	137	97	95	72	70	192	142
Effective Weighted Sample	1351	219	145	81	225	477	1245	101	199	35	71	1151	145	92	67	66	51	46	133	96
Total	1356	208	113	76	189	448	1224	130	175	33	59	1182	94	95	51	46	44	47	97	92
	15%	15%	8%	6%	14%	33%	90%	10%	13%	**	4%	87%	7%	7%	**	**	**	**	7%	7%
Yes	726	121	52	29	81	193	657	64	89	**	31	638	42	39	**	**	**	**	42	39
	54%	58%	46%	38%	43%	43%	54%	49%	51%	**	53%	54%	45%	41%	**	**	**	**	43%	42%
		bcd																		
		17%	7%	4%	11%	27%	90%	9%	12%	**	4%	88%	6%	5%	**	**	**	**	6%	5%
No	590	82	56	43	99	238	532	61	80	**	26	510	47	52	**	**	**	**	51	47
	44%	40%	49%	57%	52%	53%	43%	47%	46%	**	44%	43%	49%	55%	**	**	**	**	53%	52%
				a	a															
		14%	9%	7%	17%	40%	90%	10%	14%	**	4%	86%	8%	9%	**	**	**	**	9%	8%
Don't know	40	5	5	4	9	18	36	5	6	**	1	34	6	4	**	**	**	**	4	5
	3%	2%	5%	5%	5%	4%	3%	4%	3%	**	2%	3%	6%	4%	**	**	**	**	4%	6%
		12%	13%	10%	23%	45%	90%	12%	14%	**	4%	86%	14%	9%	**	**	**	**	10%	13%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 89
Page 116

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QH7 (QH55). Which supplier provides your HD TV service, for your main TV set?

Base : Those with an HD TV service for their main TV set

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		a	b	~c	d	e	f	~g	h	~i	~j	k	~l	~m	~n	~o	~p	~q	~r	~s
Unweighted total	1094	170	109	43	152	324	1025	65	146	20	56	948	93	59	44	43	32	33	87	65
Effective Weighted Sample	699	117	71	28	97	201	644	52	96	14	34	602	66	37	32	27	20	20	59	40
Total	726	121	52	29	81	193	657	64	89	14	31	638	42	39	22	20	19	20	42	39
		17%	7%	**	11%	27%	90%	**	12%	**	**	88%	**	**	**	**	**	**	**	**
Sky (via satellite dish)	411	66	26	**	42	107	370	**	43	**	**	369	**	**	**	**	**	**	**	**
	57%	55%	50%	**	52%	56%	56%	**	48%	**	**	58%	**	**	**	**	**	**	**	**
		16%	6%	**	10%	26%	90%	**	10%	**	**	90%	**	**	**	**	**	**	**	**
Virgin Media (via cable)	157	21	8	**	8	28	144	**	20	**	**	138	**	**	**	**	**	**	**	**
	22%	17%	15%	**	10%	15%	22%	**	22%	**	**	22%	**	**	**	**	**	**	**	**
		13%	5%	**	5%	18%	92%	**	12%	**	**	88%	**	**	**	**	**	**	**	**
Freeviw (via TV aerial)	125	24	13	**	25	47	115	**	20	**	**	105	**	**	**	**	**	**	**	**
	17%	20%	26%	**	31%	24%	17%	**	23%	**	**	16%	**	**	**	**	**	**	**	**
		19%	11%	**	20%	38%	92%	**	16%	**	**	84%	**	**	**	**	**	**	**	**
Freesat (via satellite dish)	20	7	4	**	4	7	19	**	6	**	**	14	**	**	**	**	**	**	**	**
	3%	6%	8%	**	5%	3%	3%	**	7%	**	**	2%	**	**	**	**	**	**	**	**
									k											
		36%	21%	**	21%	33%	92%	**	31%	**	**	70%	**	**	**	**	**	**	**	**
Don't know	11	3	1	**	1	3	8	**	1	**	**	11	**	**	**	**	**	**	**	**
	2%	2%	1%	**	1%	2%	1%	**	1%	**	**	2%	**	**	**	**	**	**	**	**
		22%	6%	**	6%	27%	73%	**	5%	**	**	93%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

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QH8 (QH3). SHOWCARD Which of the following best describes your satellite TV service/s? (MULTICODE)

Base : Those with Satellite TV

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+								
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	~j	k	l	~m	~n	~o	~p	~q	r	s
Unweighted total	1525	238	157	79	236	531	1402	122	235	40	84	1290	149	87	64	68	47	57	132	104
Effective Weighted Sample	942	150	101	53	153	329	850	99	140	25	52	803	104	54	45	50	28	32	95	60
Total	924	144	73	43	117	300	798	119	118	19	42	807	67	50	31	33	22	31	64	52
		16%	8%	**	13%	32%	86%	13%	13%	**	**	87%	7%	**	**	**	**	**	7%	6%
Sky satellite dish to receive subscription channels - you pay a monthly subscription fee	805	121	56	**	94	253	701	98	102	**	**	704	56	**	**	**	**	**	53	42
	87%	84%	77%	**	81%	84%	88%	82%	86%	**	**	87%	84%	**	**	**	**	**	82%	80%
		15%	7%	**	12%	31%	87%	12%	13%	**	**	87%	7%	**	**	**	**	**	7%	5%
Sky satellite dish for free to air services only - you pay no monthly subscription fee	55	11	7	**	10	20	39	15	7	**	**	47	4	**	**	**	**	**	5	4
	6%	8%	10%	**	8%	7%	5%	13% f	6%	**	**	6%	6%	**	**	**	**	**	8%	8%
		20%	13%	**	18%	36%	72%	27%	13%	**	**	87%	8%	**	**	**	**	**	10%	8%
Freesat standard package with a dish and standard set top box - you do not pay a subscription fee	15	4	3	**	4	9	14	1	4	**	**	10	3	**	**	**	**	**	2	2
	2%	3%	5%	**	4%	3%	2%	1%	3%	**	**	1%	4%	**	**	**	**	**	3%	4%
		29%	23%	**	29%	60%	95%	4%	28%	**	**	71%	18%	**	**	**	**	**	15%	14%
Freesat HD package with a dish and high definition (HD) set top box - you do not pay a subscription fee	10	3	1	**	1	1	10	-	2	**	**	8	1	**	**	**	**	**	1	-
	1%	2%	2%	**	1%	*%	1%	-%	2%	**	**	1%	2%	**	**	**	**	**	2%	-%
		30%	13%	**	13%	14%	100%	-%	22%	**	**	80%	13%	**	**	**	**	**	13%	-%
Other satellite dish, showing mainly non-English programmes where you pay a monthly subscription fee	3	-	-	**	-	3	3	*	2	**	**	2	-	**	**	**	**	**	-	-
	*%	-%	-%	**	-%	1%	*%	*%	1%	**	**	*%	-%	**	**	**	**	**	-%	-%
		-%	-%	**	-%	86%	90%	11%	57% k	**	**	48%	-%	**	**	**	**	**	-%	-%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 90
Page 118

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QH8 (QH3). SHOWCARD Which of the following best describes your satellite TV service/s? (MULTICODE)

Base : Those with Satellite TV

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	~j	k	l	~m	~n	~o	~p	~q	r	s
Unweighted total	1525	238	157	79	236	531	1402	122	235	40	84	1290	149	87	64	68	47	57	132	104
Effective Weighted Sample	942	150	101	53	153	329	850	99	140	25	52	803	104	54	45	50	28	32	95	60
Total	924	144	73	43	117	300	798	119	118	19	42	807	67	50	31	33	22	31	64	52
		16%	8%	**	13%	32%	86%	13%	13%	**	**	87%	7%	**	**	**	**	**	7%	6%
Other satellite dish, showing mainly non-English programmes where you do not pay a monthly subscription fee	4	*	1	**	1	1	3	1	1	**	**	3	1	**	**	**	**	**	1	-
	*%	*%	1%	**	*%	*%	*%	1%	1%	**	**	*%	1%	**	**	**	**	**	1%	-%
		3%	12%	**	12%	12%	69%	32%	16%	**	**	85%	12%	**	**	**	**	**	12%	-%
Broadband satellite - satellite provided for the use of broadband internet access but used to access free to air satellite programmes	4	-	-	**	-	1	4	-	-	**	**	4	-	**	**	**	**	**	-	-
	*%	-%	-%	**	-%	*%	1%	-%	-%	**	**	*%	-%	**	**	**	**	**	-%	-%
		-%	-%	**	-%	20%	100%	-%	-%	**	**	100%	-%	**	**	**	**	**	-%	-%
Don't know	35	6	5	**	7	14	30	5	1	**	**	34	3	**	**	**	**	**	3	5
	4%	4%	7%	**	6%	5%	4%	5%	1%	**	**	4%	4%	**	**	**	**	**	4%	9%
		18%	14%	**	21%	40%	85%	15%	4%	**	**	96%	7%	**	**	**	**	**	8%	13%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 91
Page 119

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QH9A (QR1A). Does your household have Sky+? (SINGLE CODE)

Base : Those with Sky TV

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+								
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	~j	k	l	~m	~n	~o	~p	~q	r	s
Unweighted total	1460	223	148	75	223	502	1342	117	222	37	80	1238	138	85	57	65	45	56	122	101
Effective Weighted Sample	900	140	93	49	142	310	809	98	131	23	49	770	94	52	39	47	27	31	86	58
Total	879	133	69	41	110	281	759	113	111	17	40	769	61	48	28	31	21	30	59	50
		15%	8%	**	12%	32%	86%	13%	13%	**	**	87%	7%	**	**	**	**	**	7%	6%
Yes	649	104	41	**	61	187	584	61	77	**	**	573	36	**	**	**	**	**	37	24
	74%	78%	60%	**	56%	66%	77%	54%	70%	**	**	75%	59%	**	**	**	**	**	63%	47%
		bd					g													
		16%	6%	**	9%	29%	90%	9%	12%	**	**	88%	6%	**	**	**	**	**	6%	4%
No	215	26	23	**	43	88	165	49	30	**	**	185	23	**	**	**	**	**	21	22
	25%	19%	33%	**	39%	31%	22%	43%	27%	**	**	24%	37%	**	**	**	**	**	35%	44%
			a		a			f												
		12%	11%	**	20%	41%	76%	23%	14%	**	**	86%	11%	**	**	**	**	**	10%	10%
Don't know	14	3	5	**	6	7	10	3	3	**	**	11	2	**	**	**	**	**	1	5
	2%	2%	7%	**	5%	2%	1%	3%	3%	**	**	1%	4%	**	**	**	**	**	2%	9%
		22%	35%	**	43%	50%	72%	25%	23%	**	**	80%	17%	**	**	**	**	**	9%	34%

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QH9B (QR1B). Does your household have V+? (SINGLE CODE)

Base : Those with Cable TV

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/ SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEAR ING	DISABILITY MOBIL ITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		~a	~b	~c	~d	e	f	~g	~h	~i	~j	k	~l	~m	~n	~o	~p	~q	~r	~s
Unweighted total	434	66	43	19	62	150	393	40	57	9	26	377	31	31	13	19	10	20	32	30
Effective Weighted Sample	330	52	36	13	48	112	294	32	43	7	18	286	25	24	11	13	8	17	24	25
Total	357	50	28	11	39	106	317	42	40	8	16	317	19	21	7	12	6	14	19	20
		**	**	**	**	30%	89%	**	**	**	**	89%	**	**	**	**	**	**	**	**
Yes	172	**	**	**	**	30	154	**	**	**	**	156	**	**	**	**	**	**	**	**
	48%	**	**	**	**	29%	49%	**	**	**	**	49%	**	**	**	**	**	**	**	**
		**	**	**	**	18%	90%	**	**	**	**	91%	**	**	**	**	**	**	**	**
No	159	**	**	**	**	67	139	**	**	**	**	136	**	**	**	**	**	**	**	**
	45%	**	**	**	**	63%	44%	**	**	**	**	43%	**	**	**	**	**	**	**	**
		**	**	**	**	42%	87%	**	**	**	**	85%	**	**	**	**	**	**	**	**
Don't know	26	**	**	**	**	9	24	**	**	**	**	24	**	**	**	**	**	**	**	**
	7%	**	**	**	**	8%	8%	**	**	**	**	8%	**	**	**	**	**	**	**	**
		**	**	**	**	34%	94%	**	**	**	**	95%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 93
Page 121

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QH9C (QR1C). Does your Freesat set top box allow you to record and store TV programmes, and also pause and rewind live TV programmes? (SINGLE CODE)

Base : Those with Freesat

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s
Unweighted total	44	13	9	3	12	21	43	1	12	2	5	32	7	5	5	1	3	3	6	6
Effective Weighted Sample	31	9	7	2	9	15	30	1	7	2	3	23	6	2	5	1	2	2	6	3
Total	25	7	5	1	6	10	24	1	6	1	2	19	4	2	3	1	2	*	3	2
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Yes	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
No	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 94
Page 122

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QH9D (QR1D). Does your Freeview box or Freeview TV set allow to record and store TV programmes, and also pause and rewind live TV programmes (this includes Freeview Playback and Freeview Plus boxes)? (SINGLE CODE)

Base : Those with Freeview

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+					DE	ABC1	C2DE
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2			
Significance Level: 95%		a	b	c	d	e	f	~g	h	~i	j	k	l	m	~n	o	~p	q	r	s
Unweighted total	1972	306	247	198	445	861	1870	98	375	81	141	1597	224	221	93	117	82	153	210	235
Effective Weighted Sample	1252	198	154	132	285	539	1172	79	241	54	94	1008	156	145	63	81	51	92	144	143
Total	1219	175	127	123	250	498	1118	100	205	50	70	1014	100	150	55	62	47	86	117	133
		14%	10%	10%	21%	41%	92%	**	17%	**	6%	83%	8%	12%	**	5%	**	7%	10%	11%
Yes	213	35	28	26	54	87	202	**	39	**	9	175	25	29	**	13	**	13	27	27
	17%	20%	22%	21%	22%	17%	18%	**	19%	**	13%	17%	25%	19%	**	20%	**	15%	23%	20%
		16%	13%	12%	25%	41%	95%	**	18%	**	4%	82%	12%	13%	**	6%	**	6%	13%	13%
No	892	124	85	90	174	370	813	**	149	**	58	743	66	108	**	45	**	64	80	94
	73%	71%	67%	73%	70%	74%	73%	**	72%	**	83% hk	73%	66%	72%	**	72%	**	74%	69%	71%
		14%	9%	10%	20%	41%	91%	**	17%	**	7%	83%	7%	12%	**	5%	**	7%	9%	11%
Don't know	114	16	14	7	22	41	102	**	18	**	3	96	9	13	**	5	**	9	10	12
	9%	9%	11%	6%	9%	8%	9%	**	9%	**	4%	9%	9%	8%	**	8%	**	11%	8%	9%
		14%	12%	6%	19%	36%	90%	**	16%	**	3%	84%	8%	11%	**	4%	**	8%	9%	10%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 95
Page 123

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH9E (QR1E). Does your broadband TV service allow you to record and store TV programmes, and also pause and rewind live TV programmes? (SINGLE CODE)

Base : Those with Broadband TV

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+								
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE		AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m		~n	~o	~p	~q	~r	~s
Unweighted total	62	4	2	3	5	17	59	3	7	1	5	55	4	1		1	2	1	1	3	2
Effective Weighted Sample	37	3	2	2	4	11	35	3	4	1	3	32	3	1		1	1	1	1	2	2
Total	42	3	1	1	2	8	37	5	5	*	3	38	2	1		1	*	1	1	1	1
		**	**	**	**	**	**	**	**	**	**	**	**	**		**	**	**	**	**	**
Yes	**	**	**	**	**	**	**	**	**	**	**	**	**	**		**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**		**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**		**	**	**	**	**	**
No	**	**	**	**	**	**	**	**	**	**	**	**	**	**		**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**		**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**		**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**	**	**	**	**	**	**		**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**		**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**		**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 96
Page 124

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH10 (QR5). SHOWCARD How often, if ever, do you use your DVR to watch recorded programmes? (SINGLE CODE)

Base : Those who own a DVR

	Total	AGE				AGE/SEG	MEG		DISABILITY				AGED 65+								
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	~g	h	~i	~j	k	l	~m	~n	~o	~p	~q	r	~s
Unweighted total	1558	246	150	76	226	507	1469	87	216	35	82	1342	139	87	73	68	42	43	141	85
Effective Weighted Sample	1018	166	104	54	157	327	948	73	140	25	49	876	102	60	53	51	29	27	104	56
Total	1030	163	81	**	127	304	936	92	132	24	44	900	69	58	38	35	26	28	73	54
		16%	8%	**	12%	30%	91%	**	13%	**	**	87%	7%	**	**	**	**	**	7%	**
More than once a week	488	75	36	**	59	142	450	**	69	**	**	419	30	**	**	**	**	**	35	**
	47%	46%	44%	**	46%	47%	48%	**	52%	**	**	47%	44%	**	**	**	**	**	47%	**
		15%	7%	**	12%	29%	92%	**	14%	**	**	86%	6%	**	**	**	**	**	7%	**
Once a week	153	19	14	**	20	46	144	**	16	**	**	136	12	**	**	**	**	**	13	**
	15%	12%	17%	**	16%	15%	15%	**	12%	**	**	15%	17%	**	**	**	**	**	17%	**
		13%	9%	**	13%	30%	94%	**	11%	**	**	89%	8%	**	**	**	**	**	8%	**
Once every 2-3 weeks	63	9	4	**	5	18	54	**	6	**	**	58	4	**	**	**	**	**	2	**
	6%	5%	5%	**	4%	6%	6%	**	4%	**	**	6%	5%	**	**	**	**	**	3%	**
		14%	6%	**	8%	28%	86%	**	9%	**	**	92%	6%	**	**	**	**	**	4%	**
Once a month	32	9	*	**	*	10	28	**	5	**	**	28	*	**	**	**	**	**	*	**
	3%	6%	*%	**	*%	3%	3%	**	4%	**	**	3%	*%	**	**	**	**	**	*%	**
		bd																		
		29%	1%	**	1%	32%	87%	**	16%	**	**	85%	1%	**	**	**	**	**	1%	**
Once every 2-4 months	22	6	3	**	3	6	17	**	1	**	**	20	1	**	**	**	**	**	2	**
	2%	4%	3%	**	3%	2%	2%	**	1%	**	**	2%	2%	**	**	**	**	**	3%	**
		27%	12%	**	15%	26%	78%	**	7%	**	**	93%	6%	**	**	**	**	**	10%	**
Less often than every 4 months	51	9	4	**	5	11	42	**	5	**	**	47	2	**	**	**	**	**	3	**
	5%	5%	5%	**	4%	4%	4%	**	3%	**	**	5%	3%	**	**	**	**	**	4%	**
		18%	7%	**	10%	21%	82%	**	9%	**	**	92%	4%	**	**	**	**	**	5%	**
Never	116	23	10	**	14	34	101	**	17	**	**	99	9	**	**	**	**	**	9	**
	11%	14%	13%	**	11%	11%	11%	**	13%	**	**	11%	13%	**	**	**	**	**	13%	**
		20%	9%	**	12%	30%	87%	**	14%	**	**	86%	8%	**	**	**	**	**	8%	**
Don't know	106	14	10	**	21	37	101	**	14	**	**	93	11	**	**	**	**	**	9	**
	10%	8%	12%	**	16%	12%	11%	**	10%	**	**	10%	15%	**	**	**	**	**	13%	**
					a															
		13%	10%	**	19%	35%	95%	**	13%	**	**	88%	10%	**	**	**	**	**	9%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 97
Page 125

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH11 (QH42A). Do you ever watch TV programmes 'on demand' through your TV service? (READ EXPLANATION IF NECESSARY)

Base : Those with multichannel TV

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+								
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3243	506	380	271	651	1332	3014	224	548	108	211	2695	348	303	145	178	124	204	323	328
Effective Weighted Sample	2132	341	249	184	431	871	1949	182	359	72	140	1770	247	202	101	124	80	128	225	208
Total	2116	315	198	165	362	804	1883	228	311	63	114	1803	163	199	82	95	68	117	177	185
		15%	9%	8%	17%	38%	89%	11%	15%	3%	5%	85%	8%	9%	4%	4%	3%	6%	8%	9%
Yes	464	60	23	3	26	105	417	46	34	4	13	432	10	16	6	9	5	5	16	10
	22%	19%	12%	2%	7%	13%	22%	20%	11%	6%	11%	24%	6%	8%	8%	10%	7%	4%	9%	5%
		bcd	c		c							hij								
		13%	5%	1%	6%	23%	90%	10%	7%	1%	3%	93%	2%	3%	1%	2%	1%	1%	3%	2%
No	1563	236	166	153	319	663	1385	174	265	58	96	1295	144	175	70	82	60	107	152	167
	74%	75%	84%	93%	88%	83%	74%	76%	85%	92%	84%	72%	88%	88%	85%	87%	88%	92%	86%	90%
			a	ab	a				k	k	k									
		15%	11%	10%	20%	42%	89%	11%	17%	4%	6%	83%	9%	11%	4%	5%	4%	7%	10%	11%
Don't know	88	18	9	8	17	36	81	8	12	1	5	77	9	8	6	3	3	5	9	8
	4%	6%	5%	5%	5%	4%	4%	3%	4%	2%	5%	4%	5%	4%	7%	3%	5%	4%	5%	4%
		21%	10%	9%	20%	41%	91%	9%	13%	1%	6%	87%	10%	10%	7%	4%	4%	5%	10%	9%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 98
Page 126

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH12 (QH42B). How often, if ever, do you use your 'on demand' TV service to watch TV programmes after they've been shown?

Base : Those who ever watch TV programmes 'on demand' through their TV service

	Total	AGE				AGE/SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEARING	MOBILITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		~a	~b	~c	~d	e	f	~g	~h	~i	~j	k	~l	~m	~n	~o	~p	~q	~r	~s
Unweighted total	662	82	37	6	43	166	617	44	47	5	19	615	22	21	13	15	6	9	28	15
Effective Weighted Sample	439	58	28	4	32	107	403	36	31	3	11	406	16	17	9	12	5	7	21	11
Total	464	60	23	3	26	105	417	46	34	4	13	432	10	16	6	9	5	5	16	10
		**	**	**	**	23%	90%	**	**	**	**	93%	**	**	**	**	**	**	**	**
Every day	40	**	**	**	**	9	38	**	**	**	**	35	**	**	**	**	**	**	**	**
	9%	**	**	**	**	9%	9%	**	**	**	**	8%	**	**	**	**	**	**	**	**
		**	**	**	**	23%	94%	**	**	**	**	88%	**	**	**	**	**	**	**	**
A few times a week	137	**	**	**	**	25	122	**	**	**	**	131	**	**	**	**	**	**	**	**
	30%	**	**	**	**	24%	29%	**	**	**	**	30%	**	**	**	**	**	**	**	**
		**	**	**	**	18%	89%	**	**	**	**	95%	**	**	**	**	**	**	**	**
Once a week	88	**	**	**	**	23	80	**	**	**	**	82	**	**	**	**	**	**	**	**
	19%	**	**	**	**	22%	19%	**	**	**	**	19%	**	**	**	**	**	**	**	**
		**	**	**	**	26%	91%	**	**	**	**	93%	**	**	**	**	**	**	**	**
A few times a month	65	**	**	**	**	13	58	**	**	**	**	61	**	**	**	**	**	**	**	**
	14%	**	**	**	**	12%	14%	**	**	**	**	14%	**	**	**	**	**	**	**	**
		**	**	**	**	19%	88%	**	**	**	**	93%	**	**	**	**	**	**	**	**
Once a month	53	**	**	**	**	13	47	**	**	**	**	50	**	**	**	**	**	**	**	**
	11%	**	**	**	**	12%	11%	**	**	**	**	12%	**	**	**	**	**	**	**	**
		**	**	**	**	24%	88%	**	**	**	**	95%	**	**	**	**	**	**	**	**
Less often	76	**	**	**	**	22	68	**	**	**	**	68	**	**	**	**	**	**	**	**
	16%	**	**	**	**	21%	16%	**	**	**	**	16%	**	**	**	**	**	**	**	**
		**	**	**	**	29%	89%	**	**	**	**	89%	**	**	**	**	**	**	**	**
Don't know	5	**	**	**	**	*	5	**	**	**	**	5	**	**	**	**	**	**	**	**
	1%	**	**	**	**	*%	1%	**	**	**	**	1%	**	**	**	**	**	**	**	**
		**	**	**	**	4%	100%	**	**	**	**	100%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 99
Page 127

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QH13 (QH43A). Do you ever watch TV programmes online or download programmes from UK TV broadcasters' website (such as BBC iPlayer, ITV Player, Channel 4 On-Demand/ 4OD, Demand Five, or Sky Player) after they've been shown? I don't mean watching live programmes online.

Base : Those with access to the internet at home or elsewhere

	Total	AGE				AGE/SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEARING	MOBILITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	~q	r	~s
Unweighted total	2694	380	224	78	302	828	2487	204	323	55	110	2371	188	114	112	106	45	39	218	84
Effective Weighted Sample	1783	263	157	56	210	544	1615	166	214	37	68	1567	137	81	80	74	33	25	154	57
Total	1828	252	120	54	175	519	1616	213	201	37	60	1632	93	81	61	60	26	27	121	54
		14%	7%	**	10%	28%	88%	12%	11%	**	3%	89%	5%	4%	3%	3%	**	**	7%	**
Yes	625	66	27	**	32	107	557	69	57	**	13	570	23	9	14	12	**	**	26	**
	34%	26%	22%	**	19%	21%	34%	32%	28%	**	21%	35% j	25% m	12%	23%	20%	**	**	21%	**
		10%	4%	**	5%	17%	89%	11%	9%	**	2%	91%	4%	2%	2%	2%	**	**	4%	**
No	1085	177	88	**	132	369	956	130	138	**	46	950	66	66	44	44	**	**	88	**
	59%	70%	73%	**	75%	71%	59%	61%	69% k	**	76% k	58%	70%	81%	72%	73%	**	**	72%	**
		16%	8%	**	12%	34%	88%	12%	13%	**	4%	88%	6%	6%	4%	4%	**	**	8%	**
Don't know	119	9	5	**	11	42	104	14	6	**	1	112	5	6	3	4	**	**	8	**
	6%	4%	4%	**	6%	8%	6%	7%	3%	**	2%	7% h	5%	7%	6%	7%	**	**	6%	**
		8%	4%	**	9%	36%	88%	12%	5%	**	1%	95%	4%	5%	3%	4%	**	**	7%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 100
Page 128

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QH14 (QH43B). How often, if ever, do you watch TV programmes online or download from UK TV broadcasters' websites after they've been shown?

Base : Those who ever watch TV programmes online or download from UK TV broadcasters' websites

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		~a	~b	~c	~d	e	f	~g	~h	~i	~j	k	~l	~m	~n	~o	~p	~q	~r	~s
Unweighted total	866	95	48	9	57	163	804	62	80	14	22	786	45	12	28	18	8	3	46	11
Effective Weighted Sample	599	71	37	7	43	112	546	54	61	10	14	539	35	10	20	15	6	2	35	9
Total	625	66	27	6	32	107	557	69	57	9	13	570	23	9	14	12	5	2	26	7
		**	**	**	**	17%	89%	**	**	**	**	91%	**	**	**	**	**	**	**	**
Every day	21	**	**	**	**	4	19	**	**	**	**	18	**	**	**	**	**	**	**	**
	3%	**	**	**	**	3%	3%	**	**	**	**	3%	**	**	**	**	**	**	**	**
		**	**	**	**	17%	90%	**	**	**	**	82%	**	**	**	**	**	**	**	**
A few times a week	125	**	**	**	**	21	107	**	**	**	**	118	**	**	**	**	**	**	**	**
	20%	**	**	**	**	20%	19%	**	**	**	**	21%	**	**	**	**	**	**	**	**
		**	**	**	**	17%	86%	**	**	**	**	95%	**	**	**	**	**	**	**	**
Once a week	106	**	**	**	**	14	89	**	**	**	**	100	**	**	**	**	**	**	**	**
	17%	**	**	**	**	13%	16%	**	**	**	**	18%	**	**	**	**	**	**	**	**
		**	**	**	**	13%	84%	**	**	**	**	94%	**	**	**	**	**	**	**	**
A few times a month	111	**	**	**	**	16	103	**	**	**	**	99	**	**	**	**	**	**	**	**
	18%	**	**	**	**	15%	19%	**	**	**	**	17%	**	**	**	**	**	**	**	**
		**	**	**	**	15%	93%	**	**	**	**	90%	**	**	**	**	**	**	**	**
Once a month	87	**	**	**	**	19	75	**	**	**	**	74	**	**	**	**	**	**	**	**
	14%	**	**	**	**	18%	13%	**	**	**	**	13%	**	**	**	**	**	**	**	**
		**	**	**	**	22%	86%	**	**	**	**	86%	**	**	**	**	**	**	**	**
Less often	161	**	**	**	**	30	150	**	**	**	**	147	**	**	**	**	**	**	**	**
	26%	**	**	**	**	28%	27%	**	**	**	**	26%	**	**	**	**	**	**	**	**
		**	**	**	**	19%	93%	**	**	**	**	92%	**	**	**	**	**	**	**	**
Don't know	14	**	**	**	**	3	13	**	**	**	**	13	**	**	**	**	**	**	**	**
	2%	**	**	**	**	3%	2%	**	**	**	**	2%	**	**	**	**	**	**	**	**
		**	**	**	**	20%	93%	**	**	**	**	93%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 101
Page 129

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH15 (QH43C). Would you say that watching TV programmes in this way makes you watch MORE, LESS or ABOUT THE SAME amount of television than you used to?

Base : Those who ever watch TV programmes online or download from UK TV broadcasters' websites

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE		AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		~a	~b	~c	~d	e	f	~g	~h	~i	~j	k	~l	~m		~n	~o	~p	~q	~r	~s
Unweighted total	866	95	48	9	57	163	804	62	80	14	22	786	45	12		28	18	8	3	46	11
Effective Weighted Sample	599	71	37	7	43	112	546	54	61	10	14	539	35	10		20	15	6	2	35	9
Total	625	66	27	6	32	107	557	69	57	9	13	570	23	9		14	12	5	2	26	7
		**	**	**	**	17%	89%	**	**	**	**	91%	**	**		**	**	**	**	**	**
More	102	**	**	**	**	12	77	**	**	**	**	94	**	**		**	**	**	**	**	**
	16%	**	**	**	**	11%	14%	**	**	**	**	17%	**	**		**	**	**	**	**	**
		**	**	**	**	11%	75%	**	**	**	**	92%	**	**		**	**	**	**	**	**
Less	56	**	**	**	**	9	50	**	**	**	**	51	**	**		**	**	**	**	**	**
	9%	**	**	**	**	8%	9%	**	**	**	**	9%	**	**		**	**	**	**	**	**
		**	**	**	**	16%	90%	**	**	**	**	92%	**	**		**	**	**	**	**	**
About the same	447	**	**	**	**	82	410	**	**	**	**	407	**	**		**	**	**	**	**	**
	72%	**	**	**	**	77%	74%	**	**	**	**	71%	**	**		**	**	**	**	**	**
		**	**	**	**	18%	92%	**	**	**	**	91%	**	**		**	**	**	**	**	**
Don't know	19	**	**	**	**	5	19	**	**	**	**	17	**	**		**	**	**	**	**	**
	3%	**	**	**	**	4%	3%	**	**	**	**	3%	**	**		**	**	**	**	**	**
		**	**	**	**	25%	100%	**	**	**	**	89%	**	**		**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 102
Page 130

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH16 (QH43D). Would you say that watching TV programmes in this way makes you watch more of the SAME SORTS of programmes that you used to watch, or DIFFERENT programmes than those you used to watch, or no real change?

Base : Those who ever watch TV programmes online or download from UK TV broadcasters' websites

	Total	55-64	65-74	75+	65+	AGE/ SEG 65+ OR DE	MEG NO	YES	DISABILITY ANY	HEAR ING	MOBIL ITY	NO	AGED 65+ MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		~a	~b	~c	~d	e	f	~g	~h	~i	~j	k	~l	~m	~n	~o	~p	~q	~r	~s
Unweighted total	866	95	48	9	57	163	804	62	80	14	22	786	45	12	28	18	8	3	46	11
Effective Weighted Sample	599	71	37	7	43	112	546	54	61	10	14	539	35	10	20	15	6	2	35	9
Total	625	66	27	6	32	107	557	69	57	9	13	570	23	9	14	12	5	2	26	7
		**	**	**	**	17%	89%	**	**	**	**	91%	**	**	**	**	**	**	**	**
Same sorts of programmes	155	**	**	**	**	23	138	**	**	**	**	143	**	**	**	**	**	**	**	**
	25%	**	**	**	**	22%	25%	**	**	**	**	25%	**	**	**	**	**	**	**	**
		**	**	**	**	15%	89%	**	**	**	**	92%	**	**	**	**	**	**	**	**
Different programmes	96	**	**	**	**	12	77	**	**	**	**	90	**	**	**	**	**	**	**	**
	15%	**	**	**	**	11%	14%	**	**	**	**	16%	**	**	**	**	**	**	**	**
		**	**	**	**	12%	80%	**	**	**	**	94%	**	**	**	**	**	**	**	**
No real change	344	**	**	**	**	67	314	**	**	**	**	310	**	**	**	**	**	**	**	**
	55%	**	**	**	**	62%	56%	**	**	**	**	54%	**	**	**	**	**	**	**	**
		**	**	**	**	19%	91%	**	**	**	**	90%	**	**	**	**	**	**	**	**
Don't know	30	**	**	**	**	6	28	**	**	**	**	27	**	**	**	**	**	**	**	**
	5%	**	**	**	**	5%	5%	**	**	**	**	5%	**	**	**	**	**	**	**	**
		**	**	**	**	19%	94%	**	**	**	**	89%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 103
Page 131

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QCHECK. Can I just check that you have the following services? (MULTICODE)

Base : All respondents

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
Landline phone	1908	312	199	184	383	702	1708	195	286	58	113	1622	173	210	87	101	73	122	188	195
	85%	93%	94%	94%	94%	80%	85%	80%	85%	86%	91%	85%	96%	93%	98%	97%	96%	89%	98%	91%
											k		qs		mqs	qs				mqs
		16%	10%	10%	20%	37%	90%	10%	15%	3%	6%	85%	9%	11%	5%	5%	4%	6%	10%	10%
Mobile phone	2054	305	162	99	262	700	1824	227	253	41	81	1803	121	141	64	76	51	71	140	122
	91%	91%	77%	51%	64%	80%	91%	94%	75%	61%	65%	94%	67%	62%	73%	73%	67%	51%	73%	57%
		bcd	cd		c				ij			hij	qs	q	qs	mqs	q		mqs	
		15%	8%	5%	13%	34%	89%	11%	12%	2%	4%	88%	6%	7%	3%	4%	2%	3%	7%	6%
Fixed Broadband internet access	1513	229	109	48	157	395	1349	165	164	30	55	1353	83	74	55	53	24	25	108	49
	67%	69%	52%	25%	39%	45%	67%	68%	49%	44%	44%	71%	46%	33%	62%	52%	31%	18%	56%	23%
		bcd	cd		c							hij	mpqs	qs	lmpqs	mpqs	q		lmpqs	
		15%	7%	3%	10%	26%	89%	11%	11%	2%	4%	89%	5%	5%	4%	4%	2%	2%	7%	3%
Mobile broadband internet access	380	29	8	1	10	101	341	39	34	6	9	347	8	2	5	2	2	1	7	2
	17%	9%	4%	1%	2%	12%	17%	16%	10%	9%	7%	18%	4%	1%	6%	2%	2%	*%	4%	1%
		bcd	c									hij	mqs		mqs				mq	
		8%	2%	*%	3%	26%	90%	10%	9%	2%	2%	91%	2%	*%	1%	1%	*%	*%	2%	1%
Narrowband internet access	14	5	4	*	4	6	14	-	*	*	*	14	2	2	3	*	1	1	3	1
	1%	1%	2%	*%	1%	1%	1%	-%	*%	*%	*%	1%	1%	1%	3%	*%	1%	*%	2%	1%
															os					
		36%	28%	3%	31%	40%	100%	-%	1%	1%	1%	100%	18%	14%	22%	1%	4%	5%	23%	8%
TV service with additional channels you pay to receive	1193	172	85	50	135	366	1048	140	145	24	57	1048	76	59	32	41	26	37	72	62
	53%	52%	40%	26%	33%	42%	52%	58%	43%	35%	46%	55%	42%	26%	36%	39%	34%	27%	38%	29%
		bcd	c		c							hij	mqs		mqs				mqs	
		14%	7%	4%	11%	31%	88%	12%	12%	2%	5%	88%	6%	5%	3%	3%	2%	3%	6%	5%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 103
Page 132

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QCHECK. Can I just check that you have the following services? (MULTICODE)

Base : All respondents

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
No, none of these	14	2	1	3	4	11	13	1	6	1	3	7	3	1	*	-	*	4	*	4
	1%	1%	*%	2%	1%	1%	1%	1%	2%	1%	2%	*%	2%	1%	1%	-%	*%	3%	*%	2%
									k		k							r		
		16%	7%	24%	31%	77%	91%	10%	41%	5%	22%	53%	21%	10%	3%	-%	1%	27%	3%	28%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 104
Page 133

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QDM. And which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use? (MULTICODE)

Base : All respondents

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
Landline phone	1638	285	179	167	346	623	1476	157	257	54	104	1381	163	184	80	88	67	111	168	178
	73%	85%	85%	86%	85%	71%	73%	65%	76%	80%	84%	72%	90%	81%	90%	85%	87%	81%	87%	83%
							g				k		mqs		m					
		17%	11%	10%	21%	38%	90%	10%	16%	3%	6%	84%	10%	11%	5%	5%	4%	7%	10%	11%
Mobile phone	1736	257	146	74	220	581	1555	179	218	35	66	1520	105	116	52	66	45	57	118	102
	77%	77%	69%	38%	54%	67%	77%	74%	64%	52%	53%	79%	58%	51%	58%	64%	59%	42%	61%	48%
		bcd	cd		c				ij			hij	qs		q	mqs	q		mqs	
		15%	8%	4%	13%	33%	90%	10%	13%	2%	4%	88%	6%	7%	3%	4%	3%	3%	7%	6%
Fixed Broadband internet access	1279	208	94	42	137	338	1145	133	150	30	51	1132	76	61	49	40	23	24	89	47
	57%	62%	45%	22%	34%	39%	57%	55%	44%	44%	41%	59%	42%	27%	56%	39%	30%	18%	47%	22%
		bcd	cd		c							hij	mpqs	q	lmopqs	mqs	q		mpqs	
		16%	7%	3%	11%	26%	89%	10%	12%	2%	4%	88%	6%	5%	4%	3%	2%	2%	7%	4%
Mobile broadband internet access	282	26	6	-	6	86	257	24	31	5	8	252	6	-	3	1	2	1	4	2
	12%	8%	3%	-%	2%	10%	13%	10%	9%	8%	7%	13%	4%	-%	4%	1%	2%	*%	2%	1%
		bcd	c									hj	mq		m		m		m	
		9%	2%	-%	2%	31%	91%	8%	11%	2%	3%	89%	2%	-%	1%	*%	1%	*%	1%	1%
Narrowband internet access	7	3	2	*	3	3	7	-	-	-	-	7	2	1	2	*	-	1	2	1
	*%	1%	1%	*%	1%	*%	*%	-%	-%	-%	-%	*%	1%	*%	2%	*%	-%	*%	1%	*%
		44%	33%	4%	37%	37%	100%	-%	-%	-%	-%	100%	25%	12%	28%	1%	-%	9%	29%	9%
TV service with additional channels you pay to receive	918	137	69	39	109	280	815	99	118	21	46	799	65	43	27	28	23	31	55	54
	41%	41%	33%	20%	27%	32%	41%	41%	35%	31%	37%	42%	36%	19%	31%	27%	30%	23%	29%	25%
		bcd	c									h	mqs		m		m			m
		15%	8%	4%	12%	31%	89%	11%	13%	2%	5%	87%	7%	5%	3%	3%	2%	3%	6%	6%
None of these	178	26	17	22	39	86	155	23	34	6	13	143	14	25	8	10	6	15	19	21
	8%	8%	8%	11%	10%	10%	8%	9%	10%	9%	11%	7%	8%	11%	9%	10%	8%	11%	10%	10%
		15%	10%	12%	22%	49%	87%	13%	19%	3%	8%	80%	8%	14%	5%	6%	4%	8%	10%	12%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 105
Page 134

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QG1. Do you receive any of these services as part of an overall deal or package from the same supplier? (SINGLE CODE)

Base : All respondents

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+	FEMALE							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEARING	MOBILITY	NO	MALE		AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
	15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%	
Yes	1202	179	88	45	133	346	1075	126	141	27	52	1062	75	58	43	38	26	26	81	51
	53%	54%	42%	23%	33%	40%	54%	52%	42%	41%	42%	55%	42%	25%	49%	37%	33%	19%	42%	24%
		bcd	cd		c							hij	mqs		mpqs	mqs	q		mqs	
	15%	15%	7%	4%	11%	29%	89%	10%	12%	2%	4%	88%	6%	5%	4%	3%	2%	2%	7%	4%
No	972	146	113	146	259	498	863	106	188	39	69	782	102	157	42	59	48	110	101	158
	43%	44%	54%	75%	64%	57%	43%	44%	56%	57%	55%	41%	57%	69%	47%	57%	63%	80%	52%	74%
			a	abd	ab				k	k	k			lnor			n	lmnopr		lnopr
	15%	15%	12%	15%	27%	51%	89%	11%	19%	4%	7%	80%	11%	16%	4%	6%	5%	11%	10%	16%
Don't know	82	8	10	5	14	28	71	11	9	2	4	74	2	12	4	6	3	1	10	4
	4%	3%	5%	2%	4%	3%	4%	4%	3%	2%	3%	4%	1%	5%	4%	6%	4%	1%	5%	2%
														lqs		l			lq	
	10%	10%	12%	6%	17%	34%	86%	13%	10%	2%	4%	90%	3%	15%	5%	7%	4%	2%	12%	5%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 106
Page 135

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QG2. Is this ONE deal or package, or more than one? (SINGLE CODE)

Base : Those with a bundle of services, who receive any of these services as part of an overall deal or package

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	~j	k	l	~m	~n	~o	~p	~q	r	~s
Unweighted total	1692	264	159	64	223	539	1567	122	219	40	83	1473	139	84	76	71	40	36	147	76
Effective Weighted Sample	1161	188	115	48	161	372	1061	99	150	27	55	1010	107	59	57	51	30	25	108	55
Total	1202	179	88	45	133	346	1075	126	141	27	52	1062	75	58	43	38	26	26	81	51
		15%	7%	**	11%	29%	89%	10%	12%	**	**	88%	6%	**	**	**	**	**	7%	**
One deal or package	1129	172	82	**	127	332	1007	122	135	**	**	996	70	**	**	**	**	**	77	**
	94%	96%	93%	**	95%	96%	94%	97%	95%	**	**	94%	93%	**	**	**	**	**	95%	**
		15%	7%	**	11%	29%	89%	11%	12%	**	**	88%	6%	**	**	**	**	**	7%	**
Two packages from one supplier	44	6	4	**	4	8	41	3	3	**	**	41	4	**	**	**	**	**	2	**
	4%	3%	4%	**	3%	2%	4%	2%	2%	**	**	4%	5%	**	**	**	**	**	2%	**
		14%	9%	**	9%	18%	94%	6%	6%	**	**	94%	8%	**	**	**	**	**	4%	**
Two packages from different suppliers	9	1	1	**	1	3	9	-	1	**	**	8	1	**	**	**	**	**	1	**
	1%	*%	1%	**	1%	1%	1%	-%	1%	**	**	1%	1%	**	**	**	**	**	1%	**
		7%	7%	**	7%	32%	100%	-%	13%	**	**	89%	6%	**	**	**	**	**	7%	**
Three or more packages	11	-	1	**	1	2	11	*	3	**	**	8	1	**	**	**	**	**	1	**
	1%	-%	1%	**	1%	1%	1%	*%	2%	**	**	1%	1%	**	**	**	**	**	1%	**
		-%	8%	**	8%	17%	99%	2%	27%	**	**	75%	8%	**	**	**	**	**	8%	**
Don't know	9	-	1	**	1	2	8	1	-	**	**	9	-	**	**	**	**	**	1	**
	1%	-%	1%	**	1%	1%	1%	1%	-%	**	**	1%	-%	**	**	**	**	**	1%	**
		-%	9%	**	9%	20%	88%	14%	-%	**	**	100%	-%	**	**	**	**	**	7%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

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QG3 (QG3A). SHOWCARD Thinking about the service package you consider to be the main one, or the one your household spends the most on... Please could you tell me which services are part of this deal or package you have with the same supplier? (MULTICODE)

Base : Those with at least one deal or package with the same supplier

	Total	AGE 55-64	65-74	75+	65+	AGE/SEG 65+ OR DE	MEG NO	YES	DISABILITY ANY	HEARING	MOBILITY	NO	AGED 65+ MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	~j	k	l	~m	~n	~o	~p	~q	r	~s
Unweighted total	1680	264	157	64	221	536	1556	121	219	40	83	1461	139	82	76	70	39	36	146	75
Effective Weighted Sample	1152	188	114	48	160	370	1053	98	150	27	55	1001	107	58	57	50	30	25	107	55
Total	1193	179	87	45	132	344	1068	125	141	27	52	1053	75	57	43	38	25	26	81	51
		15%	7%	**	11%	29%	90%	10%	12%	**	**	88%	6%	**	**	**	**	**	7%	**
Landline phone	1013	161	78	**	117	284	918	94	124	**	**	891	66	**	**	**	**	**	74	**
	85%	90%	89%	**	88%	82%	86% g	75%	88%	**	**	85%	88%	**	**	**	**	**	92%	**
		16%	8%	**	12%	28%	91%	9%	12%	**	**	88%	7%	**	**	**	**	**	7%	**
One mobile phone	99	8	5	**	7	29	92	9	12	**	**	87	5	**	**	**	**	**	2	**
	8%	4%	5%	**	6%	8%	9%	7%	8%	**	**	8%	6%	**	**	**	**	**	2%	**
		8%	5%	**	7%	29%	93%	9%	12%	**	**	89%	5%	**	**	**	**	**	2%	**
More than one mobile phone	26	6	2	**	3	9	21	4	2	**	**	23	1	**	**	**	**	**	1	**
	2%	3%	3%	**	2%	3%	2%	4%	2%	**	**	2%	1%	**	**	**	**	**	2%	**
		22%	9%	**	11%	35%	82%	17%	8%	**	**	91%	2%	**	**	**	**	**	5%	**
Internet - Fixed Broadband access	1012	148	70	**	102	268	905	107	114	**	**	900	58	**	**	**	**	**	69	**
	85%	83%	80%	**	77%	78%	85%	86%	81%	**	**	85%	77%	**	**	**	**	**	86%	**
		15%	7%	**	10%	26%	89%	11%	11%	**	**	89%	6%	**	**	**	**	**	7%	**
Internet - Mobile Broadband access	89	9	3	**	3	23	82	9	5	**	**	85	3	**	**	**	**	**	2	**
	7%	5%	3%	**	2%	7%	8%	7%	3%	**	**	8%	4%	**	**	**	**	**	2%	**
		10%	3%	**	3%	25%	92%	10%	5%	**	**	95% h	3%	**	**	**	**	**	2%	**
TV service	536	75	37	**	51	149	476	58	56	**	**	480	27	**	**	**	**	**	26	**
	45%	42%	43%	**	39%	43%	45%	47%	39%	**	**	46%	36%	**	**	**	**	**	32%	**
		14%	7%	**	10%	28%	89%	11%	10%	**	**	90%	5%	**	**	**	**	**	5%	**
Don't know	37	5	1	**	5	14	36	2	7	**	**	31	3	**	**	**	**	**	1	**
	3%	3%	1%	**	4%	4%	3%	1%	5%	**	**	3%	4%	**	**	**	**	**	2%	**
		14%	2%	**	13%	36%	96%	4%	18%	**	**	81%	7%	**	**	**	**	**	4%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 108
Page 137

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QG4 (QG3B). Do you receive a discount or special deal for subscribing to this package of services? (SINGLE CODE)

Base : Those with at least one deal or package with the same supplier

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	~j	k	l	~m	~n	~o	~p	~q	r	~s
Unweighted total	1680	264	157	64	221	536	1556	121	219	40	83	1461	139	82	76	70	39	36	146	75
Effective Weighted Sample	1152	188	114	48	160	370	1053	98	150	27	55	1001	107	58	57	50	30	25	107	55
Total	1193	179	87	45	132	344	1068	125	141	27	52	1053	75	57	43	38	25	26	81	51
		15%	7%	**	11%	29%	90%	10%	12%	**	**	88%	6%	**	**	**	**	**	7%	**
Yes	804	131	53	**	80	214	724	83	100	**	**	705	44	**	**	**	**	**	52	**
	67%	73% bd	60%	**	61%	62%	68%	66%	71%	**	**	67%	58%	**	**	**	**	**	65%	**
		16%	7%	**	10%	27%	90%	10%	12%	**	**	88%	5%	**	**	**	**	**	7%	**
No	215	29	22	**	30	70	187	25	26	**	**	189	20	**	**	**	**	**	16	**
	18%	16%	25%	**	23%	20%	18%	20%	18%	**	**	18%	26%	**	**	**	**	**	19%	**
		13%	10%	**	14%	33%	87%	12%	12%	**	**	88%	9%	**	**	**	**	**	7%	**
Don't know	174	19	13	**	22	60	157	17	15	**	**	159	12	**	**	**	**	**	13	**
	15%	10%	15%	**	17%	17%	15%	13%	11%	**	**	15%	16%	**	**	**	**	**	16%	**
		11%	7%	**	13%	34%	90%	10%	9%	**	**	91%	7%	**	**	**	**	**	7%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

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QG5 (QG3C). Do you receive one bill for this bundle of services, or more than one bill? (SINGLE CODE)

Base : Those with at least one deal or package with the same supplier

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	~j	k	l	~m	~n	~o	~p	~q	r	~s
Unweighted total	1680	264	157	64	221	536	1556	121	219	40	83	1461	139	82	76	70	39	36	146	75
Effective Weighted Sample	1152	188	114	48	160	370	1053	98	150	27	55	1001	107	58	57	50	30	25	107	55
Total	1193	179	87	45	132	344	1068	125	141	27	52	1053	75	57	43	38	25	26	81	51
		15%	7%	**	11%	29%	90%	10%	12%	**	**	88%	6%	**	**	**	**	**	7%	**
One bill	1123	166	86	**	129	334	1001	121	134	**	**	990	73	**	**	**	**	**	80	**
	94%	93%	98%	**	98% a	97%	94%	97%	95%	**	**	94%	97%	**	**	**	**	**	99%	**
		15%	8%	**	11%	30%	89%	11%	12%	**	**	88%	7%	**	**	**	**	**	7%	**
More than one bill	33	7	1	**	2	4	32	1	5	**	**	29	1	**	**	**	**	**	-	**
	3%	4%	1%	**	1%	1%	3%	1%	4%	**	**	3%	1%	**	**	**	**	**	-%	**
		21%	3%	**	5%	13%	96%	4%	15%	**	**	86%	2%	**	**	**	**	**	-%	**
Don't know	36	5	1	**	1	6	34	2	2	**	**	34	1	**	**	**	**	**	1	**
	3%	3%	1%	**	1%	2%	3%	2%	1%	**	**	3%	2%	**	**	**	**	**	1%	**
		15%	2%	**	4%	17%	95%	6%	5%	**	**	95%	4%	**	**	**	**	**	2%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 110
Page 139

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QG6 (QG3D). Which supplier do you use for this package of services? (SINGLE CODE)

Base : Those with at least one deal or package with the same supplier

	Total	AGE 55-64	65-74	75+	65+	AGE/SEG 65+ OR DE	MEG NO	YES	DISABILITY ANY	HEARING	MOBILITY	NO	AGED 65+ MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	~j	k	l	~m	~n	~o	~p	~q	r	~s
Unweighted total	1680	264	157	64	221	536	1556	121	219	40	83	1461	139	82	76	70	39	36	146	75
Effective Weighted Sample	1152	188	114	48	160	370	1053	98	150	27	55	1001	107	58	57	50	30	25	107	55
Total	1193	179	87	45	132	344	1068	125	141	27	52	1053	75	57	43	38	25	26	81	51
		15%	7%	**	11%	29%	90%	10%	12%	**	**	88%	6%	**	**	**	**	**	7%	**
Virgin Media (previously NTL/ Telewest)	353	51	26	**	34	102	316	37	45	**	**	309	19	**	**	**	**	**	18	**
	30%	29%	30%	**	26%	30%	30%	30%	32%	**	**	29%	26%	**	**	**	**	**	22%	**
		14%	7%	**	10%	29%	89%	11%	13%	**	**	87%	5%	**	**	**	**	**	5%	**
BT	303	45	25	**	39	76	273	29	35	**	**	269	24	**	**	**	**	**	28	**
	25%	25%	28%	**	29%	22%	26%	24%	25%	**	**	26%	32%	**	**	**	**	**	35%	**
		15%	8%	**	13%	25%	90%	10%	12%	**	**	89%	8%	**	**	**	**	**	9%	**
Sky	275	36	16	**	27	78	244	29	29	**	**	247	14	**	**	**	**	**	13	**
	23%	20%	19%	**	20%	23%	23%	23%	20%	**	**	23%	18%	**	**	**	**	**	16%	**
		13%	6%	**	10%	28%	89%	11%	10%	**	**	90%	5%	**	**	**	**	**	5%	**
Talk Talk/ Carphone Warehouse	149	32	14	**	19	51	131	20	16	**	**	133	14	**	**	**	**	**	15	**
	13%	18%	16%	**	15%	15%	12%	16%	11%	**	**	13%	19%	**	**	**	**	**	18%	**
		21%	10%	**	13%	34%	87%	13%	11%	**	**	89%	9%	**	**	**	**	**	10%	**
Orange	25	1	1	**	1	5	24	1	4	**	**	22	-	**	**	**	**	**	*	**
	2%	*%	1%	**	1%	1%	2%	1%	3%	**	**	2%	-%	**	**	**	**	**	*%	**
		3%	3%	**	5%	20%	97%	4%	14%	**	**	87%	-%	**	**	**	**	**	1%	**
O2	18	2	1	**	2	5	15	2	1	**	**	16	1	**	**	**	**	**	*	**
	1%	1%	1%	**	1%	1%	1%	2%	1%	**	**	2%	1%	**	**	**	**	**	1%	**
		9%	6%	**	10%	28%	85%	13%	7%	**	**	93%	3%	**	**	**	**	**	3%	**
Vodafone	9	-	-	**	-	3	8	2	1	**	**	9	-	**	**	**	**	**	-	**
	1%	-%	-%	**	-%	1%	1%	2%	1%	**	**	1%	-%	**	**	**	**	**	-%	**
		-%	-%	**	-%	30%	83%	25%	8%	**	**	91%	-%	**	**	**	**	**	-%	**
T-Mobile	7	1	-	**	-	2	4	3	1	**	**	6	-	**	**	**	**	**	-	**
	1%	*%	-%	**	-%	1%	*%	2% f	1%	**	**	1%	-%	**	**	**	**	**	-%	**
		11%	-%	**	-%	34%	62%	40%	14%	**	**	90%	-%	**	**	**	**	**	-%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 110
Page 140

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QG6 (QG3D). Which supplier do you use for this package of services? (SINGLE CODE)

Base : Those with at least one deal or package with the same supplier

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	~j	k	l	~m	~n	~o	~p	~q	r	~s
Unweighted total	1680	264	157	64	221	536	1556	121	219	40	83	1461	139	82	76	70	39	36	146	75
Effective Weighted Sample	1152	188	114	48	160	370	1053	98	150	27	55	1001	107	58	57	50	30	25	107	55
Total	1193	179	87	45	132	344	1068	125	141	27	52	1053	75	57	43	38	25	26	81	51
		15%	7%	**	11%	29%	90%	10%	12%	**	**	88%	6%	**	**	**	**	**	7%	**
AOL	6	*	1	**	1	1	6	-	-	**	**	6	1	**	**	**	**	**	1	**
	1%	*%	1%	**	1%	*%	1%	-%	-%	**	**	1%	1%	**	**	**	**	**	1%	**
		1%	12%	**	13%	15%	100%	-%	-%	**	**	100%	12%	**	**	**	**	**	13%	**
Other	41	10	3	**	9	20	40	1	9	**	**	32	3	**	**	**	**	**	6	**
	3%	6%	4%	**	7%	6%	4%	*%	7% k	**	**	3%	4%	**	**	**	**	**	7%	**
		25%	8%	**	23%	48%	98%	1%	23%	**	**	77%	7%	**	**	**	**	**	14%	**
Don't know	7	2	-	**	-	2	7	-	1	**	**	6	-	**	**	**	**	**	-	**
	1%	1%	-%	**	-%	1%	1%	-%	1%	**	**	1%	-%	**	**	**	**	**	-%	**
		27%	-%	**	-%	29%	100%	-%	13%	**	**	86%	-%	**	**	**	**	**	-%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 111
Page 141

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QP1. SHOWCARD During an average week, on how many days do you listen to the radio (including listening at home, in the car, at work, via mobile phone, personal stereo)? (SINGLE CODE)

Base : All respondents

			AGE			AGE/ SEG	MEG		DISABILITY				AGED 65+							
		Total	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total		3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample		2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total		2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
			15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
7 days a week	(7.0)	1033	173	104	95	200	366	948	82	162	35	58	873	98	102	44	59	37	59	103	96
		46%	52%	49%	49%	49%	42%	47%	34%	48%	52%	47%	46%	54%	45%	50%	57%	49%	43%	54%	45%
								g						mqs			mqs			q	
		17%	10%	9%	19%	35%	92%	8%	16%	3%	6%	85%	9%	10%	4%	6%	4%	6%	10%	9%	
6 days a week	(6.0)	75	14	9	7	16	26	62	15	9	1	4	66	3	12	2	4	3	7	6	9
		3%	4%	4%	3%	4%	3%	3%	6%	3%	2%	3%	3%	2%	5%	2%	4%	3%	5%	3%	4%
									f						l						
		19%	12%	9%	21%	35%	82%	20%	11%	2%	6%	89%	5%	16%	2%	6%	3%	9%	8%	12%	
5 days a week	(5.0)	173	14	7	7	15	45	155	17	11	2	2	162	5	10	5	5	1	5	10	5
		8%	4%	4%	4%	4%	5%	8%	7%	3%	3%	1%	8%	3%	4%	5%	5%	1%	3%	5%	2%
													hj								
		8%	4%	4%	9%	26%	89%	10%	6%	1%	1%	94%	3%	6%	3%	3%	*%	3%	6%	3%	
3 or 4 days a week	(3.5)	187	19	19	16	35	83	168	19	24	1	12	164	19	16	8	8	10	9	16	19
		8%	6%	9%	8%	9%	10%	8%	8%	7%	1%	9%	9%	10%	7%	9%	8%	13%	6%	8%	9%
										i		i	i								
		10%	10%	8%	19%	45%	90%	10%	13%	*%	6%	87%	10%	9%	5%	4%	5%	5%	9%	10%	
1 or 2 days a week	(1.5)	223	31	21	20	41	91	198	26	37	4	12	185	16	25	11	5	6	19	16	25
		10%	9%	10%	10%	10%	10%	10%	11%	11%	6%	10%	10%	9%	11%	12%	5%	8%	14%	8%	12%
																	o		o		o
		14%	9%	9%	18%	41%	89%	12%	17%	2%	6%	83%	7%	11%	5%	2%	3%	8%	7%	11%	
Less often	(0.5)	134	26	15	17	32	57	119	14	24	4	11	109	14	18	6	8	6	12	14	18
		6%	8%	7%	9%	8%	7%	6%	6%	7%	6%	9%	6%	8%	8%	7%	8%	8%	8%	7%	8%
		19%	11%	13%	24%	42%	89%	11%	18%	3%	8%	82%	11%	13%	4%	6%	5%	9%	10%	13%	
Never/ do not listen to the radio	(0.0)	423	52	33	32	66	202	354	70	69	20	25	353	25	41	13	14	12	27	27	39
		19%	16%	16%	17%	16%	23%	18%	29%	20%	30%	20%	18%	14%	18%	14%	14%	15%	20%	14%	18%
									f		k										
		12%	8%	8%	16%	48%	84%	16%	16%	5%	6%	83%	6%	10%	3%	3%	3%	6%	6%	9%	

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 111
Page 142

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP1. SHOWCARD During an average week, on how many days do you listen to the radio (including listening at home, in the car, at work, via mobile phone, personal stereo)? (SINGLE CODE)

Base : All respondents

	Total	AGE				AGE/SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEARING	MOBILITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
Don't know	7	3	2	1	2	2	6	-	2	-	*	5	-	2	-	-	2	1	-	2
	*%	1%	1%	*%	1%	*%	*%	-%	1%	-%	*%	*%	-%	1%	-%	-%	2%	*%	-%	1%
																	lr			
		44%	25%	8%	33%	33%	85%	-%	30%	-%	6%	71%	-%	33%	-%	-%	25%	8%	-%	33%
Mean number of days during an average week	4.3	4.5	4.4	4.3	4.4	3.9	4.4	3.5	4.2	4.1	4.1	4.3	4.6	4.2	4.4	4.9	4.4	4.0	4.7	4.1
							g						q			mqs			qs	
Standard deviation	2.94	2.96	2.94	2.99	2.96	3.02	2.92	3.03	3.06	3.30	3.07	2.92	2.90	3.00	2.91	2.85	2.95	3.05	2.88	3.01
Standard error	.05	.13	.15	.17	.11	.08	.05	.20	.13	.30	.20	.05	.15	.16	.23	.21	.25	.20	.15	.15

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 112
Page 143

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP2A (QP11A). SHOWCARD How often, if at all, do you access the radio via - Traditional set with AM Stereo - either at home, in the car or on portable radio. (SINGLE CODE)

Base : Those who listen to radio

	Total	AGE				AGE/SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEARING	MOBILITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	p	q	r	s
Unweighted total	2811	447	333	267	600	1128	2641	166	460	82	176	2351	329	271	137	162	114	187	299	301
Effective Weighted Sample	1853	300	218	188	405	743	1712	141	303	55	117	1547	235	186	94	115	78	121	208	198
Total	1825	278	175	162	338	668	1649	173	267	48	98	1560	155	182	76	89	63	110	165	173
	15%	15%	10%	9%	19%	37%	90%	9%	15%	**	5%	85%	9%	10%	4%	5%	3%	6%	9%	9%
Every day	264	50	33	40	72	115	246	16	47	**	16	219	29	44	15	20	11	27	35	37
	14%	18%	19%	24%	21%	17%	15%	9%	17%	**	17%	14%	18%	24%	20%	23%	17%	24%	21%	22%
		19%	12%	15%	27%	44%	93%	6%	18%	**	6%	83%	11%	17%	6%	8%	4%	10%	13%	14%
At least weekly	147	28	17	19	36	64	126	19	27	**	9	119	16	20	5	10	7	13	16	20
	8%	10%	10%	12%	11%	10%	8%	11%	10%	**	9%	8%	10%	11%	7%	11%	10%	12%	9%	12%
		19%	12%	13%	24%	44%	86%	13%	18%	**	6%	81%	11%	13%	4%	7%	4%	9%	11%	14%
At least monthly	67	13	7	7	14	30	61	6	6	**	3	60	9	5	1	3	2	7	5	9
	4%	5%	4%	5%	4%	5%	4%	3%	2%	**	3%	4%	6%	3%	1%	4%	4%	6%	3%	5%
		19%	10%	11%	21%	45%	91%	9%	10%	**	5%	89%	13%	8%	2%	5%	3%	11%	7%	14%
Have tried it once	61	12	5	5	10	21	58	4	11	**	3	50	6	4	2	3	3	2	5	5
	3%	4%	3%	3%	3%	3%	3%	2%	4%	**	3%	3%	4%	2%	3%	3%	5%	2%	3%	3%
		19%	8%	9%	17%	34%	94%	7%	17%	**	4%	82%	10%	7%	4%	5%	5%	4%	8%	9%
Never	823	117	76	55	131	285	758	63	109	**	43	715	63	68	36	33	25	37	69	62
	45%	42%	43%	34%	39%	43%	46%	37%	41%	**	43%	46%	41%	37%	47%	37%	40%	34%	42%	36%
							g								q					
		14%	9%	7%	16%	35%	92%	8%	13%	**	5%	87%	8%	8%	4%	4%	3%	4%	8%	8%
Do not have access to device	463	59	38	36	74	153	401	63	68	**	25	397	32	42	17	19	15	23	36	38
	25%	21%	22%	22%	22%	23%	24%	37%	25%	**	25%	25%	21%	23%	22%	22%	24%	21%	22%	22%
								f												
		13%	8%	8%	16%	33%	87%	14%	15%	**	5%	86%	7%	9%	4%	4%	3%	5%	8%	8%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 113
Page 144

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP2B (QP11B). SHOWCARD How often, if at all, do you access the radio via - Traditional set with FM stereo - either at home, in the car or on portable radio. (SINGLE CODE)

Base : Those who listen to radio

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEARING	MOBILITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	p	q	r	s
Unweighted total	2811	447	333	267	600	1128	2641	166	460	82	176	2351	329	271	137	162	114	187	299	301
Effective Weighted Sample	1853	300	218	188	405	743	1712	141	303	55	117	1547	235	186	94	115	78	121	208	198
Total	1825	278	175	162	338	668	1649	173	267	48	98	1560	155	182	76	89	63	110	165	173
		15%	10%	9%	19%	37%	90%	9%	15%	**	5%	85%	9%	10%	4%	5%	3%	6%	9%	9%
Every day	566	100	67	76	143	233	530	32	106	**	41	462	68	75	36	39	26	43	74	68
	31%	36%	38%	47%	42%	35%	32%	19%	40%	**	42%	30%	44%	41%	47%	43%	41%	39%	45%	40%
				a			g		k		k									
		18%	12%	13%	25%	41%	94%	6%	19%	**	7%	82%	12%	13%	6%	7%	5%	8%	13%	12%
At least weekly	334	48	34	32	66	143	297	37	51	**	19	282	25	41	15	16	11	23	32	34
	18%	17%	19%	20%	19%	21%	18%	22%	19%	**	19%	18%	16%	22%	20%	18%	17%	21%	19%	20%
		14%	10%	10%	20%	43%	89%	11%	15%	**	6%	84%	7%	12%	5%	5%	3%	7%	9%	10%
At least monthly	104	13	15	9	24	49	93	12	14	**	6	90	12	12	4	7	5	8	11	13
	6%	5%	9%	5%	7%	7%	6%	7%	5%	**	6%	6%	8%	7%	5%	8%	8%	7%	7%	8%
		12%	14%	9%	23%	47%	89%	11%	14%	**	6%	86%	11%	12%	4%	7%	5%	8%	10%	13%
Have tried it once	58	8	3	7	11	24	53	5	7	**	2	51	5	5	5	1	3	1	6	4
	3%	3%	2%	4%	3%	4%	3%	3%	3%	**	2%	3%	3%	3%	7%	1%	4%	1%	4%	2%
															q					
		14%	6%	12%	18%	42%	91%	9%	13%	**	3%	88%	9%	9%	9%	2%	5%	3%	11%	7%
Never	463	74	35	20	55	128	422	41	54	**	20	409	30	25	10	14	12	19	24	31
	25%	27%	20%	12%	16%	19%	26%	24%	20%	**	21%	26%	19%	14%	13%	16%	20%	17%	14%	18%
		cd	c									h								
		16%	8%	4%	12%	28%	91%	9%	12%	**	4%	88%	6%	5%	2%	3%	3%	4%	5%	7%
Do not have access to device	300	35	21	19	40	91	255	45	34	**	10	267	16	25	6	12	7	15	18	22
	16%	13%	12%	12%	12%	14%	15%	26%	13%	**	10%	17%	10%	13%	8%	13%	10%	14%	11%	13%
								f												
		12%	7%	6%	13%	30%	85%	15%	11%	**	3%	89%	5%	8%	2%	4%	2%	5%	6%	7%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 114
Page 145

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QP2C (QP11C). SHOWCARD How often, if at all, do you access the radio via - Mobile phone. (SINGLE CODE)

Base : Those who listen to radio

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	p	q	r	s
Unweighted total	2811	447	333	267	600	1128	2641	166	460	82	176	2351	329	271	137	162	114	187	299	301
Effective Weighted Sample	1853	300	218	188	405	743	1712	141	303	55	117	1547	235	186	94	115	78	121	208	198
Total	1825	278	175	162	338	668	1649	173	267	48	98	1560	155	182	76	89	63	110	165	173
		15%	10%	9%	19%	37%	90%	9%	15%	**	5%	85%	9%	10%	4%	5%	3%	6%	9%	9%
Every day	33	2	1	*	1	16	30	4	6	**	3	28	-	1	1	-	-	*	1	*
	2%	1%	1%	*%	*%	2%	2%	2%	2%	**	3%	2%	-%	1%	1%	-%	-%	*%	1%	*%
		6%	3%	*%	3%	48%	89%	13%	17%	**	8%	83%	-%	3%	3%	-%	-%	1%	3%	1%
At least weekly	62	4	*	1	1	16	54	8	8	**	2	54	1	-	-	*	-	1	*	1
	3%	1%	*%	*%	*%	2%	3%	5%	3%	**	2%	3%	1%	-%	-%	*%	-%	1%	*%	*%
		6%	1%	1%	2%	25%	87%	14%	14%	**	3%	88%	2%	-%	-%	1%	-%	1%	1%	1%
At least monthly	56	8	2	-	2	13	48	7	5	**	1	51	1	1	2	-	-	-	2	-
	3%	3%	1%	-%	1%	2%	3%	4%	2%	**	1%	3%	1%	*%	2%	-%	-%	-%	1%	-%
		cd													s					
		14%	3%	-%	3%	24%	86%	13%	9%	**	2%	92%	2%	1%	3%	-%	-%	-%	3%	-%
Have tried it once	78	7	2	1	3	16	64	14	4	**	1	75	2	1	-	2	1	-	2	1
	4%	3%	1%	*%	1%	2%	4%	8%	1%	**	1%	5%	1%	1%	-%	3%	1%	-%	1%	*%
								f				hj								
		9%	3%	1%	4%	20%	81%	18%	4%	**	1%	96%	2%	1%	-%	3%	1%	-%	3%	1%
Never	1208	183	110	90	200	419	1098	107	163	**	55	1046	97	103	44	52	42	62	96	104
	66%	66%	63%	55%	59%	63%	67%	62%	61%	**	56%	67%	62%	56%	57%	58%	66%	57%	58%	60%
		c										hj								
		15%	9%	7%	17%	35%	91%	9%	13%	**	5%	87%	8%	9%	4%	4%	3%	5%	8%	9%
Do not have access to device	388	74	60	71	131	189	356	32	81	**	37	306	55	77	30	34	21	46	64	67
	21%	27%	34%	44%	39%	28%	22%	18%	30%	**	38%	20%	35%	42%	39%	39%	33%	42%	39%	39%
				a	a				k		k									
		19%	16%	18%	34%	49%	92%	8%	21%	**	10%	79%	14%	20%	8%	9%	5%	12%	17%	17%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 115
Page 146

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QP2D (QP11D). SHOWCARD How often, if at all, do you access the radio via - Digital radio through TV. (SINGLE CODE)

Base : Those who listen to radio

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	p	q	r	s
Unweighted total	2811	447	333	267	600	1128	2641	166	460	82	176	2351	329	271	137	162	114	187	299	301
Effective Weighted Sample	1853	300	218	188	405	743	1712	141	303	55	117	1547	235	186	94	115	78	121	208	198
Total	1825	278	175	162	338	668	1649	173	267	48	98	1560	155	182	76	89	63	110	165	173
		15%	10%	9%	19%	37%	90%	9%	15%	**	5%	85%	9%	10%	4%	5%	3%	6%	9%	9%
Every day	111	15	10	3	13	41	103	8	20	**	7	92	9	3	4	5	2	2	8	4
	6%	5%	6%	2%	4%	6%	6%	5%	8%	**	7%	6%	6%	2%	5%	5%	3%	2%	5%	2%
		c	c										m							
		13%	9%	2%	11%	37%	92%	7%	18%	**	6%	83%	8%	3%	3%	4%	2%	2%	7%	4%
At least weekly	194	32	8	7	15	64	177	18	24	**	9	171	8	7	5	4	3	3	9	6
	11%	11%	4%	4%	4%	10%	11%	10%	9%	**	9%	11%	5%	4%	7%	4%	5%	3%	5%	3%
		bcd																		
		16%	4%	4%	8%	33%	91%	9%	12%	**	4%	88%	4%	4%	3%	2%	2%	1%	5%	3%
At least monthly	154	25	11	3	14	29	142	12	19	**	6	134	8	6	4	5	4	1	9	5
	8%	9%	6%	2%	4%	4%	9%	7%	7%	**	6%	9%	5%	4%	5%	6%	6%	1%	5%	3%
		cd	c																	
		16%	7%	2%	9%	19%	92%	8%	12%	**	4%	87%	5%	4%	2%	3%	3%	1%	6%	4%
Have tried it once	156	19	10	9	19	43	128	23	20	**	5	137	8	11	9	4	4	3	12	7
	9%	7%	6%	6%	6%	6%	8%	14%	7%	**	5%	9%	5%	6%	12%	4%	6%	2%	8%	4%
								f							loqs					
		12%	6%	6%	12%	27%	82%	15%	13%	**	3%	88%	5%	7%	6%	2%	3%	2%	8%	4%
Never	997	158	111	98	208	398	899	97	148	**	58	849	100	108	44	54	41	69	99	110
	55%	57%	63%	60%	62%	60%	55%	56%	56%	**	59%	54%	64%	59%	58%	61%	65%	63%	60%	64%
		16%	11%	10%	21%	40%	90%	10%	15%	**	6%	85%	10%	11%	4%	5%	4%	7%	10%	11%
Do not have access to device	213	29	26	43	69	94	201	14	36	**	14	178	23	46	10	18	9	32	28	41
	12%	11%	15%	27%	20%	14%	12%	8%	13%	**	14%	11%	15%	25%	14%	20%	14%	29%	17%	24%
				ab	a									lnpr				lnpr		ln
		14%	12%	20%	32%	44%	94%	7%	17%	**	7%	83%	11%	22%	5%	8%	4%	15%	13%	19%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP2E (QP11E). SHOWCARD How often, if at all, do you access the radio via - Digital radio through the internet. (SINGLE CODE)

Base : Those who listen to radio

	Total	AGE				AGE/SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEARING	MOBILITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	p	q	r	s
Unweighted total	2811	447	333	267	600	1128	2641	166	460	82	176	2351	329	271	137	162	114	187	299	301
Effective Weighted Sample	1853	300	218	188	405	743	1712	141	303	55	117	1547	235	186	94	115	78	121	208	198
Total	1825	278	175	162	338	668	1649	173	267	48	98	1560	155	182	76	89	63	110	165	173
		15%	10%	9%	19%	37%	90%	9%	15%	**	5%	85%	9%	10%	4%	5%	3%	6%	9%	9%
Every day	52	9	2	1	3	10	45	8	5	**	3	47	2	1	-	1	2	*	1	2
	3%	3%	1%	*%	1%	2%	3%	5%	2%	**	3%	3%	1%	1%	-%	1%	2%	*%	1%	1%
		cd																		
		18%	4%	1%	5%	20%	87%	15%	10%	**	6%	90%	3%	2%	-%	2%	3%	*%	2%	3%
At least weekly	91	9	3	1	4	16	78	13	8	**	2	84	3	1	1	2	1	-	3	1
	5%	3%	2%	*%	1%	2%	5%	8%	3%	**	2%	5%	2%	*%	1%	2%	2%	-%	2%	1%
		cd																		
		10%	3%	1%	4%	17%	86%	15%	9%	**	2%	92%	3%	1%	1%	2%	1%	-%	3%	1%
At least monthly	87	12	6	1	6	21	85	3	11	**	3	76	5	2	4	2	-	1	5	1
	5%	4%	3%	*%	2%	3%	5%	2%	4%	**	3%	5%	3%	1%	5%	2%	-%	1%	3%	1%
		c	c												ms					
		13%	6%	1%	7%	24%	97%	3%	13%	**	4%	87%	5%	2%	4%	2%	-%	1%	6%	1%
Have tried it once	84	13	3	1	4	12	75	8	5	**	-	80	3	1	1	2	1	-	4	1
	5%	5%	2%	1%	1%	2%	5%	5%	2%	**	-%	5%	2%	1%	2%	3%	1%	-%	2%	*%
		cd										hj								
		16%	4%	2%	5%	14%	89%	10%	6%	**	-%	95%	4%	1%	1%	3%	1%	-%	4%	1%
Never	1107	171	98	70	168	371	994	110	143	**	50	965	87	81	49	44	34	40	93	74
	61%	61%	56%	43%	50%	55%	60%	63%	54%	**	51%	62%	56%	44%	65%	50%	54%	37%	57%	43%
		cd	c									hj	mqs		moqs			q		mqs
		15%	9%	6%	15%	34%	90%	10%	13%	**	4%	87%	8%	7%	4%	4%	3%	4%	8%	7%
Do not have access to device	404	64	64	89	153	238	373	31	94	**	40	308	56	97	22	38	25	68	60	93
	22%	23%	37%	55%	45%	36%	23%	18%	35%	**	41%	20%	36%	53%	28%	43%	40%	62%	36%	54%
			a	abd	ab				k	**	k			lnr		n		lnopr		lnpr
		16%	16%	22%	38%	59%	92%	8%	23%	**	10%	76%	14%	24%	5%	9%	6%	17%	15%	23%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 117
Page 148

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP2F (QP11F). SHOWCARD How often, if at all, do you access the radio via - DAB radio set. (SINGLE CODE)

Base : Those who listen to radio

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	p	q	r	s
Unweighted total	2811	447	333	267	600	1128	2641	166	460	82	176	2351	329	271	137	162	114	187	299	301
Effective Weighted Sample	1853	300	218	188	405	743	1712	141	303	55	117	1547	235	186	94	115	78	121	208	198
Total	1825	278	175	162	338	668	1649	173	267	48	98	1560	155	182	76	89	63	110	165	173
		15%	10%	9%	19%	37%	90%	9%	15%	**	5%	85%	9%	10%	4%	5%	3%	6%	9%	9%
Every day	324	55	39	22	61	97	294	31	47	**	16	279	28	33	17	18	11	14	36	25
	18%	20%	22%	13%	18%	15%	18%	18%	18%	**	17%	18%	18%	18%	23%	21%	17%	13%	22%	15%
			c																	
		17%	12%	7%	19%	30%	91%	10%	15%	**	5%	86%	9%	10%	5%	6%	3%	4%	11%	8%
At least weekly	134	24	10	6	16	30	117	19	13	**	5	121	9	7	4	9	*	3	13	4
	7%	9%	6%	4%	5%	4%	7%	11%	5%	**	5%	8%	6%	4%	5%	10%	1%	3%	8%	2%
		cd														mpqs			ps	
		18%	8%	4%	12%	22%	87%	14%	10%	**	4%	90%	7%	5%	3%	7%	*%	3%	9%	3%
At least monthly	40	7	5	1	6	9	34	7	2	**	-	38	4	1	1	2	*	2	4	2
	2%	2%	3%	*%	2%	1%	2%	4%	1%	**	-%	2%	3%	1%	2%	3%	*%	1%	2%	1%
		16%	12%	2%	14%	23%	86%	17%	6%	**	-%	95%	10%	4%	3%	6%	1%	4%	9%	5%
Have tried it once	22	3	*	-	*	2	21	-	2	**	1	19	*	-	*	-	-	*	*	*
	1%	1%	*%	-%	*%	*%	1%	-%	1%	**	1%	1%	*%	-%	1%	-%	-%	*%	*%	*%
		13%	2%	-%	2%	10%	94%	-%	11%	**	3%	89%	2%	-%	2%	-%	-%	*%	2%	*%
Never	429	72	36	37	73	157	403	26	55	**	18	375	39	34	19	16	17	22	35	38
	23%	26%	20%	23%	22%	23%	24%	15%	20%	**	18%	24%	25%	19%	25%	18%	27%	20%	21%	22%
							g													
		17%	8%	9%	17%	37%	94%	6%	13%	**	4%	87%	9%	8%	4%	4%	4%	5%	8%	9%
Do not have access to device	877	118	85	97	182	373	781	91	147	**	59	728	75	107	35	44	35	69	78	103
	48%	42%	48%	59%	54%	56%	47%	52%	55%	**	60%	47%	48%	58%	46%	49%	55%	63%	47%	60%
				ab	a				k		k			lnr				lnor		lnr
		13%	10%	11%	21%	43%	89%	10%	17%	**	7%	83%	9%	12%	4%	5%	4%	8%	9%	12%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 118
Page 149

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP2G (QP11G) SHOWCARD How often, if at all, do you access the radio via - Car radio (FM). (SINGLE CODE)

Base : Those who listen to radio

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	p	q	r	s
Unweighted total	2811	447	333	267	600	1128	2641	166	460	82	176	2351	329	271	137	162	114	187	299	301
Effective Weighted Sample	1853	300	218	188	405	743	1712	141	303	55	117	1547	235	186	94	115	78	121	208	198
Total	1825	278	175	162	338	668	1649	173	267	48	98	1560	155	182	76	89	63	110	165	173
		15%	10%	9%	19%	37%	90%	9%	15%	**	5%	85%	9%	10%	4%	5%	3%	6%	9%	9%
Every day	683	105	47	21	68	159	635	46	74	**	25	612	46	21	21	21	13	12	42	25
	37%	38%	27%	13%	20%	24%	38%	27%	28%	**	25%	39%	30%	12%	28%	24%	21%	11%	26%	15%
		bcd	c		c		g					hj	mqs		mqs	mqs	mq		mqs	
	15%	15%	7%	3%	10%	23%	93%	7%	11%	**	4%	90%	7%	3%	3%	3%	2%	2%	6%	4%
At least weekly	491	78	55	28	83	158	444	48	67	**	23	425	48	35	24	27	14	18	51	32
	27%	28%	31%	17%	25%	24%	27%	28%	25%	**	23%	27%	31%	19%	31%	31%	21%	17%	31%	18%
		c	c		c								mqs		mqs	mqs			mqs	
		16%	11%	6%	17%	32%	90%	10%	14%	**	5%	87%	10%	7%	5%	6%	3%	4%	10%	6%
At least monthly	79	11	16	8	24	34	63	17	12	**	5	67	9	15	1	6	7	11	6	18
	4%	4%	9%	5%	7%	5%	4%	10%	4%	**	5%	4%	6%	8%	1%	6%	11%	10%	4%	10%
			a					f					n	n		n	nr	nr		nr
		14%	20%	10%	30%	43%	79%	21%	15%	**	7%	85%	11%	19%	1%	7%	8%	14%	8%	22%
Have tried it once	23	4	4	5	9	13	20	3	6	**	3	17	4	5	5	1	1	2	6	3
	1%	2%	2%	3%	3%	2%	1%	2%	2%	**	3%	1%	3%	3%	6%	1%	2%	2%	3%	2%
															o					
		19%	16%	24%	40%	56%	86%	12%	27%	**	12%	72%	17%	23%	21%	4%	6%	10%	25%	15%
Never	240	39	20	41	61	120	219	21	42	**	14	197	24	37	11	18	13	19	29	32
	13%	14%	12%	25%	18%	18%	13%	12%	16%	**	14%	13%	16%	20%	14%	20%	21%	18%	17%	19%
				abd	b															
		16%	8%	17%	25%	50%	91%	9%	18%	**	6%	82%	10%	15%	4%	8%	5%	8%	12%	14%
Do not have access to device	309	40	33	60	93	184	270	38	65	**	29	241	23	70	15	16	15	47	31	62
	17%	15%	19%	37%	28%	28%	16%	22%	25%	**	30%	15%	15%	38%	19%	18%	24%	43%	19%	36%
				abd	ab				k		k			lnopr				lnopr		lnor
		13%	11%	19%	30%	59%	87%	12%	21%	**	9%	78%	8%	23%	5%	5%	5%	15%	10%	20%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 119
Page 150

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP2H (QP11H) SHOWCARD How often, if at all, do you access the radio via - Car radio (AM). (SINGLE CODE)

Base : Those who listen to radio

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	p	q	r	s
Unweighted total	2811	447	333	267	600	1128	2641	166	460	82	176	2351	329	271	137	162	114	187	299	301
Effective Weighted Sample	1853	300	218	188	405	743	1712	141	303	55	117	1547	235	186	94	115	78	121	208	198
Total	1825	278	175	162	338	668	1649	173	267	48	98	1560	155	182	76	89	63	110	165	173
		15%	10%	9%	19%	37%	90%	9%	15%	**	5%	85%	9%	10%	4%	5%	3%	6%	9%	9%
Every day	186	31	12	8	20	41	168	17	18	**	4	169	14	5	6	7	3	4	13	7
	10%	11%	7%	5%	6%	6%	10%	10%	7%	**	4%	11%	9%	3%	8%	7%	5%	3%	8%	4%
		cd										hj	mqs						m	
		16%	6%	4%	11%	22%	90%	9%	10%	**	2%	91%	8%	3%	3%	4%	2%	2%	7%	4%
At least weekly	153	24	16	6	22	43	131	23	14	**	3	139	14	8	3	7	7	5	11	12
	8%	9%	9%	4%	7%	6%	8%	13%	5%	**	3%	9%	9%	4%	4%	8%	11%	4%	6%	7%
		c	c					f				hj	m				m			
		16%	10%	4%	14%	28%	85%	15%	9%	**	2%	91%	9%	5%	2%	5%	5%	3%	7%	8%
At least monthly	35	5	6	5	11	16	29	5	5	**	2	30	7	4	3	3	1	3	6	4
	2%	2%	3%	3%	3%	2%	2%	3%	2%	**	2%	2%	4%	2%	4%	3%	2%	3%	4%	3%
		15%	17%	13%	30%	45%	83%	13%	13%	**	7%	86%	19%	11%	9%	9%	4%	8%	18%	12%
Have tried it once	41	9	3	3	5	13	40	1	7	**	3	34	4	2	2	1	2	1	3	3
	2%	3%	2%	2%	2%	2%	2%	*%	3%	**	3%	2%	2%	1%	2%	1%	3%	1%	2%	1%
		22%	6%	7%	13%	31%	98%	2%	17%	**	7%	84%	9%	4%	4%	3%	4%	2%	7%	6%
Never	826	133	82	63	145	286	770	53	122	**	46	707	73	72	36	41	27	40	77	68
	45%	48%	47%	39%	43%	43%	47%	30%	46%	**	47%	45%	47%	40%	48%	46%	43%	37%	47%	39%
							g													
		16%	10%	8%	18%	35%	93%	6%	15%	**	6%	86%	9%	9%	4%	5%	3%	5%	9%	8%
Do not have access to device	585	75	57	78	135	270	511	75	101	**	40	481	43	91	25	30	23	57	55	80
	32%	27%	33%	48%	40%	40%	31%	44%	38%	**	40%	31%	28%	50%	33%	33%	36%	52%	33%	46%
				ab	a			f	k		k			lnopr				lnopr		lnor
		13%	10%	13%	23%	46%	87%	13%	17%	**	7%	82%	7%	16%	4%	5%	4%	10%	9%	14%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 120
Page 151

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP2I (QP11I) SHOWCARD How often, if at all, do you access the radio via - Car radio (DAB). (SINGLE CODE)

Base : Those who listen to radio

	Total	AGE 55-64 a	AGE 65-74 b	AGE 75+ c	AGE 65+ d	AGE/SEG 65+ OR DE e	MEG NO f	MEG YES g	DISABILITY ANY h	DISABILITY HEARING ~i	DISABILITY MOBILITY j	DISABILITY NO k	AGED 65+ MALE l	AGED 65+ FEMALE m	AGED 65+ AB n	AGED 65+ C1 o	AGED 65+ C2 p	AGED 65+ DE q	AGED 65+ ABC1 r	AGED 65+ C2DE s
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	p	q	r	s
Unweighted total	2811	447	333	267	600	1128	2641	166	460	82	176	2351	329	271	137	162	114	187	299	301
Effective Weighted Sample	1853	300	218	188	405	743	1712	141	303	55	117	1547	235	186	94	115	78	121	208	198
Total	1825	278	175	162	338	668	1649	173	267	48	98	1560	155	182	76	89	63	110	165	173
		15%	10%	9%	19%	37%	90%	9%	15%	**	5%	85%	9%	10%	4%	5%	3%	6%	9%	9%
Every day	63	7	6	1	7	9	51	11	5	**	*	58	5	2	1	2	3	1	4	4
	3%	3%	4%	1%	2%	1%	3%	7%	2%	**	*%	4%	4%	1%	2%	2%	4%	1%	2%	2%
			c					f												
		12%	10%	2%	12%	15%	82%	18%	8%	**	1%	93%	9%	3%	2%	4%	4%	2%	6%	6%
At least weekly	32	3	3	2	5	6	28	5	2	**	1	30	2	2	1	4	-	-	5	-
	2%	1%	2%	1%	1%	1%	2%	3%	1%	**	1%	2%	1%	1%	1%	4%	-%	-%	3%	-%
																qs			s	
		10%	9%	5%	14%	18%	88%	14%	7%	**	3%	93%	7%	7%	3%	11%	-%	-%	14%	-%
At least monthly	9	2	1	-	1	1	7	2	2	**	2	7	-	1	-	1	-	-	1	-
	1%	1%	*%	-%	*%	*%	*%	1%	1%	**	2%	*%	-%	*%	-%	1%	-%	-%	*%	-%
											k									
		24%	8%	-%	8%	8%	73%	26%	23%	**	23%	75%	-%	8%	-%	8%	-%	-%	8%	-%
Have tried it once	15	2	1	4	4	8	15	-	1	**	1	15	2	2	3	1	-	1	4	1
	1%	1%	*%	2%	1%	1%	1%	-%	*%	**	1%	1%	1%	1%	4%	1%	-%	1%	2%	*%
															s					
		13%	6%	23%	29%	50%	100%	-%	4%	**	4%	96%	14%	15%	20%	5%	-%	4%	25%	4%
Never	544	97	50	47	97	194	516	27	72	**	22	475	46	51	23	22	22	30	46	52
	30%	35%	28%	29%	29%	29%	31%	16%	27%	**	22%	30%	30%	28%	31%	25%	35%	27%	28%	30%
								g												
		18%	9%	9%	18%	36%	95%	5%	13%	**	4%	87%	8%	9%	4%	4%	4%	5%	8%	9%
Do not have access to device	1161	166	115	109	224	451	1031	128	185	**	72	975	99	124	47	60	38	78	107	117
	64%	60%	66%	67%	66%	67%	63%	74%	69%	**	74%	62%	64%	68%	62%	67%	61%	71%	65%	68%
								f	k		k									
		14%	10%	9%	19%	39%	89%	11%	16%	**	6%	84%	9%	11%	4%	5%	3%	7%	9%	10%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 121
Page 152

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP3 (QB1). Do you, or does anyone in your household, have digital radio channels in your home at the moment - whether through a specialist DAB radio receiver, through a digital television or over the internet? (SINGLE CODE)

Base : All respondents

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE		AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
Yes	1339	198	118	75	193	436	1184	153	195	36	72	1147	94	100	52	55	34	52	107	86
	59%	59%	56%	38%	48%	50%	59%	63%	58%	52%	58%	60%	52%	44%	59%	53%	45%	38%	56%	40%
		cd	cd		c								qs		mpqs	qs			mqs	
	15%	9%	6%	14%	33%	88%	11%	15%	3%	5%	86%	7%	7%	4%	4%	3%	4%	8%	6%	
No	862	134	88	113	201	411	775	85	135	29	47	724	83	119	35	46	38	82	81	120
	38%	40%	42%	58%	50%	47%	39%	35%	40%	42%	38%	38%	46%	53%	40%	45%	50%	60%	42%	56%
				abd	ab									nr				lnor		lnor
	16%	10%	13%	23%	48%	90%	10%	16%	3%	5%	84%	10%	14%	4%	5%	4%	10%	9%	14%	
Don't know	55	2	4	8	11	25	50	4	8	4	5	47	4	8	1	2	4	4	4	8
	2%	1%	2%	4%	3%	3%	2%	2%	2%	5%	4%	2%	2%	3%	2%	2%	5%	3%	2%	4%
				a	a															
	3%	7%	14%	21%	46%	91%	7%	14%	6%	9%	85%	6%	14%	2%	4%	7%	7%	7%	14%	

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

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QP4 (Q1). SHOWCARD Please think about any radio sets that you may have at home that someone listens to in most weeks. In which of these rooms at home do you have one of these radios that someone listens to in most weeks? (MULTICODE)

Base : All respondents

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
Kitchen/ Kitchen diner	833	146	84	78	162	294	777	59	118	21	41	717	77	86	44	55	23	40	99	64
	37%	44%	40%	40%	40%	34%	39%	24%	35%	32%	33%	37%	43%	38%	49%	53%	30%	29%	51%	30%
							g						pqs		mpqs	lmpqs			lmpqs	
		18%	10%	9%	20%	35%	93%	7%	14%	3%	5%	86%	9%	10%	5%	7%	3%	5%	12%	8%
Living room/ Lounge	760	133	90	89	179	331	697	60	142	30	58	617	82	97	42	39	36	63	80	99
	34%	40%	43%	46%	44%	38%	35%	25%	42%	44%	47%	32%	46%	43%	47%	37%	47%	46%	42%	46%
							g		k	k	k									
		18%	12%	12%	24%	43%	92%	8%	19%	4%	8%	81%	11%	13%	5%	5%	5%	8%	11%	13%
Adult's bedroom	521	97	59	46	105	171	475	47	87	21	25	436	48	58	32	28	16	29	61	44
	23%	29%	28%	24%	26%	20%	24%	19%	26%	32%	20%	23%	26%	25%	36%	28%	21%	21%	32%	21%
										j					mpqs				pqs	
		19%	11%	9%	20%	33%	91%	9%	17%	4%	5%	84%	9%	11%	6%	5%	3%	5%	12%	9%
Dining room	101	18	18	9	27	39	92	8	18	1	6	83	13	14	6	10	3	8	16	11
	4%	5%	8%	5%	7%	4%	5%	3%	5%	2%	5%	4%	7%	6%	7%	10%	4%	6%	8%	5%
		18%	18%	9%	27%	39%	91%	8%	18%	1%	6%	82%	13%	14%	6%	10%	3%	8%	16%	11%
Child's bedroom	93	5	3	-	3	19	83	12	13	1	3	81	3	-	1	2	-	-	3	-
	4%	1%	1%	-%	1%	2%	4%	5%	4%	2%	3%	4%	2%	-%	2%	2%	-%	-%	2%	-%
													ms		s	s			s	
		5%	3%	-%	3%	20%	89%	12%	14%	1%	3%	87%	3%	-%	1%	2%	-%	-%	3%	-%
Bathroom/ Shower room/ WC	59	10	9	3	12	15	57	2	7	3	1	53	4	8	7	3	1	1	10	2
	3%	3%	4%	1%	3%	2%	3%	1%	2%	5%	1%	3%	2%	4%	8%	3%	1%	1%	5%	1%
			c							j					lpqs				qs	
		17%	16%	5%	21%	26%	97%	4%	11%	6%	2%	90%	7%	14%	11%	6%	2%	2%	17%	4%
Study/ Home office	53	10	10	3	13	16	52	1	9	1	1	45	9	4	4	4	2	3	8	5
	2%	3%	5%	2%	3%	2%	3%	*%	3%	2%	1%	2%	5%	2%	4%	4%	2%	2%	4%	2%
							g						m							
		18%	19%	6%	25%	31%	98%	1%	17%	3%	2%	84%	17%	8%	7%	8%	3%	6%	16%	9%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 122
Page 154

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QP4 (Q1). SHOWCARD Please think about any radio sets that you may have at home that someone listens to in most weeks. In which of these rooms at home do you have one of these radios that someone listens to in most weeks? (MULTICODE)

Base : All respondents

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
Garage	26	6	6	1	7	7	26	-	2	1	*	24	5	1	2	1	2	1	4	3
	1%	2%	3%	1%	2%	1%	1%	-%	1%	1%	*%	1%	3%	1%	3%	1%	3%	1%	2%	1%
		23%	22%	4%	26%	27%	100%	-%	7%	4%	1%	93%	21%	6%	10%	4%	9%	3%	14%	12%
Spare bedroom	21	4	3	3	6	8	21	-	5	1	-	17	4	2	1	3	1	1	5	2
	1%	1%	1%	2%	2%	1%	1%	-%	1%	2%	-%	1%	2%	1%	1%	3%	1%	1%	2%	1%
		19%	14%	15%	29%	37%	100%	-%	23%	5%	-%	81%	21%	9%	5%	16%	3%	5%	22%	7%
Conservatory	21	5	5	2	7	7	21	-	6	3	2	15	4	3	3	1	2	1	4	3
	1%	1%	2%	1%	2%	1%	1%	-%	2%	5%	1%	1%	2%	1%	3%	1%	3%	1%	2%	1%
										k										
		22%	22%	9%	32%	35%	100%	-%	27%	16%	8%	72%	17%	14%	13%	6%	10%	3%	18%	13%
Hallway/ Landing	17	4	2	2	3	6	13	4	2	-	-	15	*	3	1	-	-	3	1	3
	1%	1%	1%	1%	1%	1%	1%	2%	1%	-%	-%	1%	*%	1%	1%	-%	-%	2%	*%	1%
		23%	10%	9%	19%	33%	78%	23%	12%	-%	-%	88%	3%	17%	3%	-%	-%	16%	3%	16%
Move around as needed/ portable	76	17	7	2	9	24	73	-	6	2	3	69	6	3	-	5	3	1	5	4
	3%	5%	4%	1%	2%	3%	4%	-%	2%	2%	2%	4%	3%	1%	-%	5%	4%	1%	3%	2%
		cd					g									n	n			
		22%	10%	2%	12%	32%	97%	-%	9%	2%	4%	91%	8%	4%	-%	6%	4%	2%	6%	6%
Other	24	5	3	2	5	6	23	1	4	*	*	20	3	2	2	1	1	1	4	2
	1%	1%	2%	1%	1%	1%	1%	*%	1%	1%	*%	1%	2%	1%	2%	1%	1%	1%	2%	1%
		19%	14%	8%	22%	24%	94%	4%	15%	2%	2%	85%	13%	9%	9%	6%	2%	5%	15%	7%
None - do not have any radio sets at home that someone listens to in most weeks	640	68	48	36	84	266	530	108	87	19	30	553	34	50	15	19	16	34	34	50
	28%	20%	23%	18%	21%	30%	26%	44%	26%	27%	24%	29%	19%	22%	17%	18%	21%	25%	17%	23%
								f												
		11%	7%	6%	13%	42%	83%	17%	14%	3%	5%	86%	5%	8%	2%	3%	3%	5%	5%	8%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

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QP5 (Q2). In total, how many radio sets do you have in your home that you, or someone in your household, listen to in most weeks? (SINGLE CODE)

Base : All respondents

	Total	AGE				AGE/SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEARING	MOBILITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
None	673	74	46	40	86	279	566	105	95	22	32	579	39	47	18	19	16	32	37	49
	30%	22%	22%	20%	21%	32%	28%	43%	28%	32%	26%	30%	21%	21%	21%	18%	21%	24%	19%	23%
								f												
		11%	7%	6%	13%	41%	84%	16%	14%	3%	5%	86%	6%	7%	3%	3%	2%	5%	6%	7%
1	844	118	75	92	166	336	758	84	121	22	50	720	62	104	27	37	35	67	64	102
	37%	35%	35%	47%	41%	39%	38%	35%	36%	33%	40%	38%	34%	46%	30%	36%	46%	49%	33%	48%
				ab										lnr			nr	lnor		lnor
		14%	9%	11%	20%	40%	90%	10%	14%	3%	6%	85%	7%	12%	3%	4%	4%	8%	8%	12%
2-3	595	108	67	55	122	215	551	46	94	14	35	502	62	60	32	39	22	29	71	51
	26%	32%	32%	28%	30%	25%	27%	19%	28%	20%	28%	26%	34%	27%	36%	38%	28%	21%	37%	24%
							g						qs		qs		mqs			mqs
		18%	11%	9%	21%	36%	93%	8%	16%	2%	6%	84%	10%	10%	5%	7%	4%	5%	12%	9%
4-5	105	28	20	6	26	34	97	6	23	9	6	82	14	12	9	7	2	7	16	9
	5%	8%	9%	3%	6%	4%	5%	3%	7%	13%	5%	4%	8%	5%	11%	7%	3%	5%	8%	4%
		c	c						k	jk					ps					
		27%	19%	6%	24%	33%	93%	6%	22%	8%	6%	79%	13%	11%	9%	7%	2%	7%	16%	9%
6-10	20	4	3	1	4	4	20	-	3	1	1	17	3	1	2	1	1	-	3	1
	1%	1%	1%	*%	1%	*%	1%	-%	1%	2%	1%	1%	2%	*%	2%	1%	1%	-%	1%	*%
		22%	14%	4%	18%	18%	100%	-%	17%	6%	5%	84%	14%	4%	10%	4%	4%	-%	14%	4%
Don't know	19	2	*	2	2	4	18	1	2	*	-	18	1	2	1	*	*	1	1	2
	1%	1%	*%	1%	1%	1%	1%	*%	*%	*%	-%	1%	*%	1%	1%	*%	*%	1%	*%	1%
		11%	2%	11%	13%	23%	93%	6%	8%	*%	-%	92%	4%	9%	3%	2%	2%	6%	5%	8%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 124
Page 156

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP6 (Q3). Before today, had you heard of digital radios, sometimes called D-A-B radios? READ OUT EXPLANATION IF NECESSARY (SINGLE CODE)

Base : All respondents

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
Yes	1862	280	162	101	263	624	1664	195	241	42	80	1623	131	132	70	77	47	68	147	116
	83%	84%	77%	52%	65%	71%	83%	80%	71%	62%	64%	85%	73%	58%	79%	75%	62%	50%	77%	54%
		bcd	cd		c							hij	mpqs		mpqs	mpqs			mpqs	
		15%	9%	5%	14%	34%	89%	10%	13%	2%	4%	87%	7%	7%	4%	4%	3%	4%	8%	6%
No	318	46	40	76	116	201	282	36	77	22	36	239	37	79	15	20	24	57	35	81
	14%	14%	19%	39%	29%	23%	14%	15%	23%	32%	29%	12%	21%	35%	17%	19%	31%	42%	18%	38%
				abd	ab				k	k	k			lnor			lnor	lnor		lnor
		15%	13%	24%	36%	63%	89%	11%	24%	7%	11%	75%	12%	25%	5%	6%	8%	18%	11%	25%
Unsure	76	8	9	18	27	48	63	11	21	4	9	56	11	16	4	6	5	12	10	17
	3%	2%	4%	9%	7%	6%	3%	5%	6%	6%	7%	3%	6%	7%	4%	6%	7%	9%	5%	8%
				ab	a				k		k									
		10%	12%	24%	36%	64%	83%	15%	27%	5%	12%	73%	15%	21%	5%	8%	7%	15%	13%	23%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 125
Page 157

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP7 (Q4). You said earlier that you have (NUMBER AT QP5) radio sets in your home that someone in the household listens to in most weeks. How many of these radio sets are digital radios? READ OUT EXPLANATION IF NECESSARY (SINGLE CODE)

Base : All respondents

	Total	AGE				AGE/SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEARING	MOBILITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
None	1520	202	143	148	291	668	1343	172	240	48	93	1279	121	170	61	64	58	109	124	167
	67%	60%	68%	76%	72%	77%	67%	71%	71%	71%	75%	67%	68%	75%	68%	62%	75%	80%	65%	78%
				ab	a						k			or			o	lnor		lnor
		13%	9%	10%	19%	44%	88%	11%	16%	3%	6%	84%	8%	11%	4%	4%	4%	7%	8%	11%
1	549	99	51	40	91	158	499	51	72	14	24	477	43	48	19	33	14	25	52	39
	24%	30%	24%	21%	22%	18%	25%	21%	21%	21%	19%	25%	24%	21%	21%	32%	18%	18%	27%	18%
		cd														mpqs			qs	
		18%	9%	7%	17%	29%	91%	9%	13%	3%	4%	87%	8%	9%	3%	6%	3%	4%	10%	7%
2	122	17	7	5	12	26	106	16	19	3	5	103	8	3	5	3	3	1	7	4
	5%	5%	3%	2%	3%	3%	5%	7%	6%	4%	4%	5%	5%	1%	5%	3%	4%	1%	4%	2%
													mq		mq		q			
		14%	6%	4%	10%	22%	87%	13%	16%	2%	4%	84%	7%	3%	4%	2%	3%	1%	6%	4%
3	37	11	7	1	8	11	37	1	4	1	*	34	5	3	4	3	-	1	7	1
	2%	3%	3%	1%	2%	1%	2%	*%	1%	2%	*%	2%	3%	1%	4%	3%	-%	1%	4%	1%
		c	c										s		pqs	s				s
		30%	18%	4%	22%	28%	98%	2%	10%	3%	*%	90%	14%	8%	11%	9%	-%	3%	19%	3%
4-5	5	3	1	-	1	3	5	-	2	1	1	3	1	-	1	-	-	-	1	-
	*%	1%	*%	-%	*%	*%	*%	-%	*%	2%	1%	*%	*%	-%	1%	-%	-%	-%	*%	-%
										k										
		64%	11%	-%	11%	54%	100%	-%	32%	22%	22%	61%	11%	-%	11%	-%	-%	-%	11%	-%
6-10	2	-	1	-	1	1	2	-	1	1	-	1	-	1	-	-	1	-	-	1
	*%	-%	*%	-%	*%	*%	*%	-%	*%	1%	-%	*%	-%	*%	-%	-%	1%	-%	-%	*%
										k										
		-%	44%	-%	44%	44%	100%	-%	31%	31%	-%	72%	-%	44%	-%	-%	44%	-%	-%	44%
Don't know	22	1	2	*	2	6	18	2	1	-	1	20	1	1	*	*	1	1	1	2
	1%	*%	1%	*%	1%	1%	1%	1%	*%	-%	1%	1%	1%	1%	*%	*%	1%	1%	*%	1%
		5%	9%	2%	11%	27%	82%	12%	4%	-%	3%	95%	4%	7%	1%	2%	3%	6%	3%	9%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 126
Page 158

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QP8 (Q5). In most weeks, how many motor vehicles do you personally use - as a driver or a passenger? (SINGLE CODE)

Base : All respondents

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
None	524	62	44	89	133	328	448	75	107	27	46	411	38	95	14	24	24	72	38	95
	23%	18%	21%	46%	33%	38%	22%	31%	32%	39%	37%	21%	21%	42%	16%	23%	31%	52%	20%	45%
				abd	ab			f	k	k	k			lnor			nr	lnopr		lnopr
	12%	12%	8%	17%	25%	63%	85%	14%	21%	5%	9%	79%	7%	18%	3%	4%	5%	14%	7%	18%
1	1239	189	140	91	231	467	1100	136	177	36	62	1064	120	111	55	70	46	59	126	105
	55%	57%	67%	46%	57%	54%	55%	56%	52%	53%	50%	56%	67%	49%	62%	68%	61%	43%	65%	49%
		c	acd		c								mqs		mqs	mqs	q		mqs	
	15%	15%	11%	7%	19%	38%	89%	11%	14%	3%	5%	86%	10%	9%	4%	6%	4%	5%	10%	9%
2	438	75	21	12	33	63	412	26	49	5	14	391	20	13	18	7	5	3	24	9
	19%	23%	10%	6%	8%	7%	20%	11%	14%	8%	12%	20%	11%	6%	20%	6%	7%	3%	13%	4%
		bcd					g					hij	mqs		lmopqs				mqs	
	17%	17%	5%	3%	8%	15%	94%	6%	11%	1%	3%	89%	5%	3%	4%	1%	1%	1%	6%	2%
3	35	5	1	2	3	8	32	2	2	*	1	33	1	2	*	2	1	*	2	1
	2%	2%	1%	1%	1%	1%	2%	1%	1%	*%	1%	2%	1%	1%	*%	2%	2%	*%	1%	1%
	15%	15%	4%	5%	9%	22%	92%	7%	6%	*%	2%	94%	3%	6%	*%	5%	4%	*%	5%	4%
4 or more	11	2	3	-	3	3	11	-	1	-	1	11	*	2	*	-	-	2	*	2
	1%	1%	1%	-%	1%	*%	1%	-%	*%	-%	*%	1%	*%	1%	*%	-%	-%	2%	*%	1%
	22%	22%	24%	-%	24%	25%	100%	-%	4%	-%	4%	96%	4%	20%	4%	-%	-%	20%	4%	20%
Don't know	9	*	1	2	3	4	6	2	2	-	1	7	*	3	1	1	-	1	2	1
	*%	*%	1%	1%	1%	*%	*%	1%	1%	-%	*%	*%	*%	1%	1%	1%	-%	1%	1%	*%
		2%	13%	21%	34%	46%	72%	26%	23%	-%	7%	76%	1%	33%	13%	14%	-%	8%	26%	8%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 127
Page 159

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QP9 (Q6). How many of these motor vehicles have a radio? (SINGLE CODE)

Base : Those who use at least one motor vehicle in most weeks

	Total	AGE 55-64	AGE 65-74	AGE 75+	65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	p	q	r	s
Unweighted total	2674	438	325	174	499	936	2510	159	399	74	148	2275	301	198	132	153	103	111	285	214
Effective Weighted Sample	1724	292	220	120	339	596	1595	129	255	47	94	1467	216	135	91	111	69	71	201	139
Total	1723	272	166	104	270	541	1555	165	229	41	77	1500	142	128	73	79	53	65	152	118
		16%	10%	6%	16%	31%	90%	10%	13%	**	4%	87%	8%	7%	4%	5%	3%	4%	9%	7%
None	41	4	3	3	6	14	26	14	8	**	1	33	2	4	1	3	2	1	4	3
	2%	2%	2%	3%	2%	3%	2%	9% f	4%	**	2%	2%	2%	3%	1%	4%	4%	1%	2%	2%
		11%	8%	7%	15%	35%	64%	35%	20%	**	3%	82%	5%	10%	1%	8%	5%	2%	9%	6%
1	1208	185	138	88	226	454	1083	123	168	**	62	1042	116	110	54	67	45	60	121	104
	70%	68%	83% a	84% a	84% a	84%	70%	75%	73%	**	80% k	70%	82%	86% n	73%	86% n	85%	92% lnr	80%	89% nr
		15%	11%	7%	19%	38%	90%	10%	14%	**	5%	86%	10%	9%	4%	6%	4%	5%	10%	9%
2	424	72	21	11	32	62	399	25	49	**	13	377	22	10	18	7	5	2	25	7
	25%	27% bcd	12%	11%	12%	12%	26% g	15%	22%	**	17%	25%	16% mqs	8%	25% mopqs	8%	9%	3%	16% moqs	6%
		17%	5%	3%	8%	15%	94%	6%	12%	**	3%	89%	5%	2%	4%	2%	1%	1%	6%	2%
3	35	6	1	2	3	7	32	2	2	**	1	33	1	2	*	2	1	-	2	1
	2%	2%	1%	2%	1%	1%	2%	1%	1%	**	1%	2%	1%	2%	*%	2%	2%	-%	1%	1%
		18%	4%	5%	9%	20%	92%	7%	6%	**	2%	94%	3%	6%	*%	5%	4%	-%	5%	4%
4 or more	11	2	3	-	3	3	11	-	1	**	1	11	*	2	*	-	-	2	*	2
	1%	1%	2%	-%	1%	1%	1%	-%	*%	**	1%	1%	*%	2%	1%	-%	-%	4% lr	*%	2%
		21%	24%	-%	24%	25%	100%	-%	4%	**	4%	96%	4%	20%	4%	-%	-%	20%	4%	20%
Don't know	4	2	-	-	-	1	4	-	1	**	-	3	-	-	-	-	-	-	-	-
	*%	1%	-%	-%	-%	*%	*%	-%	*%	**	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
		54%	-%	-%	-%	16%	100%	-%	19%	**	-%	77%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 128
Page 160

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QP10/11 (Q7A/B). Is the radio in this vehicle a digital radio?/ How many of the radios in those vehicles are digital radios? READ OUT EXPLANATION IF NECESSARY (SINGLE CODE)

Base : Those who use at least one motor vehicle with a radio in most weeks

	Total	AGE				AGE/SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEARING	MOBILITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s
Unweighted total	2624	431	319	169	488	917	2471	148	388	71	146	2236	296	192	131	148	99	110	279	209
Effective Weighted Sample	1685	286	216	116	331	582	1565	119	246	44	92	1437	212	130	90	107	67	70	196	136
Total	1678	265	162	101	264	526	1525	151	220	39	76	1463	140	124	73	75	51	64	148	115
	16%	16%	10%	6%	16%	31%	91%	9%	13%	**	5%	87%	8%	7%	4%	4%	**	4%	9%	7%
None	1534	242	154	96	251	502	1391	139	205	**	71	1333	133	118	69	72	**	61	141	110
	91%	91%	95%	95%	95%	95%	91%	92%	93%	**	93%	91%	95%	95%	95%	95%	**	95%	95%	95%
	16%	16%	10%	6%	16%	33%	91%	9%	13%	**	5%	87%	9%	8%	4%	5%	**	4%	9%	7%
1	38	4	2	2	4	6	38	*	7	**	*	32	1	2	*	1	**	-	2	2
	2%	2%	1%	2%	1%	1%	3%	*%	3%	**	*%	2%	1%	2%	*%	2%	**	-%	1%	2%
	11%	11%	5%	4%	9%	15%	100%	*%	19%	**	*%	83%	4%	6%	*%	3%	**	-%	4%	5%
2	54	12	2	-	2	5	51	3	1	**	1	52	2	-	1	-	**	1	1	1
	3%	4% cd	2%	-%	1%	1%	3%	2%	1%	**	1%	4%	2%	-%	2%	-%	**	2%	1%	1%
		22%	5%	-%	5%	10%	95%	6%	3%	**	1%	97% h	5%	-%	3%	-%	**	2%	3%	2%
3	1	-	-	-	-	-	1	-	-	**	-	1	-	-	-	-	**	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	**	-%	*%	-%	-%	-%	-%	**	-%	-%	-%
		-%	-%	-%	-%	-%	100%	-%	-%	**	-%	100%	-%	-%	-%	-%	**	-%	-%	-%
4 or more	1	-	*	-	*	*	1	-	1	**	1	*	*	-	*	-	**	-	*	-
	*%	-%	*%	-%	*%	*%	*%	-%	*%	**	1% k	*%	*%	-%	1%	-%	**	-%	*%	-%
		-%	57%	-%	57%	57%	100%	-%	72%	**	72%	34%	57%	-%	57%	-%	**	-%	57%	-%
Don't know	50	8	3	3	6	13	42	8	5	**	4	45	3	4	2	2	**	2	4	2
	3%	3%	2%	3%	2%	2%	3%	5%	2%	**	5%	3%	2%	3%	3%	3%	**	4%	3%	2%
	15%	15%	6%	7%	13%	26%	83%	16%	11%	**	8%	89%	6%	7%	4%	4%	**	5%	8%	5%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 129
Page 161

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QP12 (Q9) SHOWCARD Here is a list of some other ways of listening to radio programmes as they are broadcast. In most weeks, do you or someone else in your household listen at home to radio programmes as they are broadcast in any of these ways? (MULTICODE)

Base : All respondents

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
	15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%	
Using a digital TV service - such as Freeview, Sky, Virgin, BT Vision	477	74	31	15	46	147	438	37	68	9	20	410	25	21	13	15	9	10	28	19
	21%	22%	15%	8%	11%	17%	22%	15%	20%	13%	16%	21%	14%	9%	14%	14%	12%	7%	14%	9%
		bcd	c				g						q		q	q				qs
	16%	6%	3%	10%	31%	92%	8%	14%	2%	4%	86%	5%	4%	3%	3%	2%	2%	6%	4%	
Using a computer connected to the internet	250	29	10	4	14	48	228	24	24	2	9	227	7	8	5	5	2	2	10	4
	11%	9%	5%	2%	3%	6%	11%	10%	7%	3%	7%	12%	4%	3%	6%	5%	2%	1%	5%	2%
		cd										hi			qs					qs
	12%	4%	2%	6%	19%	91%	10%	10%	1%	4%	91%	3%	3%	2%	2%	1%	1%	4%	2%	
Using a Smartphone - such as an iPhone or BlackBerry	114	13	2	1	4	26	101	15	9	1	3	106	1	2	1	*	-	2	1	2
	5%	4%	1%	1%	1%	3%	5%	6%	3%	2%	2%	6%	1%	1%	1%	*%	-%	2%	1%	1%
		bcd										h								
	11%	2%	1%	3%	23%	88%	13%	8%	1%	3%	92%	1%	2%	1%	*%	-%	2%	1%	2%	
Using an MP3 player - such as an iPod	102	7	3	-	3	18	93	8	13	2	3	90	1	1	1	1	1	*	1	1
	5%	2%	1%	-%	1%	2%	5%	3%	4%	2%	2%	5%	1%	1%	1%	1%	1%	*%	1%	1%
		c																		
	7%	2%	-%	2%	17%	91%	8%	13%	2%	3%	88%	1%	1%	*%	1%	1%	*%	1%	1%	
Using a games console - such as a PlayStation or Wii	28	4	*	*	*	7	28	-	4	-	3	25	*	*	-	*	*	-	*	*
	1%	1%	*%	*%	*%	1%	1%	-%	1%	-%	2%	1%	*%	*%	-%	*%	*%	-%	*%	*%
		d																		
	15%	*%	1%	2%	24%	100%	-%	14%	-%	10%	86%	1%	*%	-%	1%	*%	-%	1%	*%	
No, none of these	1589	238	176	176	351	688	1401	184	251	56	97	1336	152	199	74	86	66	125	160	191
	70%	71%	83%	90%	87%	79%	70%	76%	74%	83%	79%	70%	85%	88%	83%	83%	86%	91%	83%	89%
			a	ab	a					k	k							lnor		r
	15%	11%	11%	22%	43%	88%	12%	16%	4%	6%	84%	10%	13%	5%	5%	4%	8%	10%	12%	

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 130
Page 162

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QP13 (Q10) SHOWCARD And before today, were you aware that you can listen to radio programmes as they are broadcast in these ways? (MULTICODE)

Base : All respondents

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
Using a digital TV service - such as Freeview, Sky, Virgin, BT Vision	1609	216	125	75	200	506	1433	176	225	40	66	1388	106	94	48	59	37	56	107	93
	71%	65%	59%	39%	49%	58%	71%	73%	66%	59%	53%	72%	59%	42%	54%	57%	48%	41%	56%	43%
		cd	cd		c				j			hij	mqs		mq	mqs				mqs
		13%	8%	5%	12%	31%	89%	11%	14%	2%	4%	86%	7%	6%	3%	4%	2%	4%	7%	6%
Using a computer connected to the internet	1548	216	98	53	151	440	1379	170	191	32	57	1362	86	66	49	48	27	27	97	54
	69%	65%	47%	27%	37%	50%	69%	70%	56%	47%	46%	71%	48%	29%	56%	46%	35%	20%	51%	25%
		bcd	cd		c				j			hij	mpqs	q	mpqs	mqs	q		mpqs	
		14%	6%	3%	10%	28%	89%	11%	12%	2%	4%	88%	6%	4%	3%	3%	2%	2%	6%	3%
Using a Smartphone - such as an iPhone or BlackBerry	1295	162	71	35	106	344	1136	161	157	24	44	1142	55	51	33	32	20	21	65	41
	57%	48%	34%	18%	26%	39%	57%	66%	46%	35%	35%	60%	31%	22%	37%	31%	26%	16%	34%	19%
		bcd	cd		c			f	j			hij	mqs		mqs	qs	q		mqs	
		12%	5%	3%	8%	27%	88%	12%	12%	2%	3%	88%	4%	4%	3%	2%	2%	2%	5%	3%
Using an MP3 player - such as an iPod	1220	153	64	33	97	331	1082	139	138	19	41	1085	50	47	31	31	19	16	62	35
	54%	46%	30%	17%	24%	38%	54%	57%	41%	29%	33%	57%	28%	21%	35%	30%	25%	12%	32%	17%
		bcd	c		c				i			hij	qs	q	mqs	qs	q		mqs	
		13%	5%	3%	8%	27%	89%	11%	11%	2%	3%	89%	4%	4%	3%	3%	2%	1%	5%	3%
Using a games console - such as a PlayStation or Wii	915	112	44	17	61	238	817	95	101	10	32	816	29	33	20	18	12	11	38	23
	41%	34%	21%	9%	15%	27%	41%	39%	30%	15%	26%	43%	16%	14%	22%	18%	16%	8%	20%	11%
		bcd	cd		c				i			hij	q		qs	q				qs
		12%	5%	2%	7%	26%	89%	10%	11%	1%	4%	89%	3%	4%	2%	2%	1%	1%	4%	3%
No, none of these	394	74	69	103	172	271	353	38	91	24	46	301	59	112	28	34	32	77	63	109
	17%	22%	33%	53%	42%	31%	18%	16%	27%	35%	37%	16%	33%	50%	32%	33%	42%	56%	33%	51%
			a	abd	ab				k	k	hk			lnor				lnopr		lnor
		19%	17%	26%	43%	69%	90%	10%	23%	6%	12%	76%	15%	28%	7%	9%	8%	19%	16%	28%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 131
Page 163

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP14 (Q12) SHOWCARD Which, if any, of these features did you associate with digital radio before today? (MULTICODE)

Base : All aware of digital radio, with experience of listening to digital radio or aware of ways of listening to digital radio

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3096	472	331	205	536	1169	2880	211	477	83	169	2619	309	227	141	157	101	137	298	238
Effective Weighted Sample	2060	326	222	142	362	768	1884	173	319	56	113	1737	224	156	98	110	69	87	209	155
Total	2062	308	178	131	309	721	1840	220	284	50	95	1781	149	161	78	87	59	85	165	144
		15%	9%	6%	15%	35%	89%	11%	14%	**	5%	86%	7%	8%	4%	4%	3%	4%	8%	7%
Clear and high quality sound/ interference free	1207	170	95	54	149	383	1077	131	158	**	51	1051	74	75	43	45	30	32	88	61
	59%	55%	54%	41%	48%	53%	59%	60%	56%	**	54%	59%	50%	47%	55%	51%	50%	37%	53%	43%
		c	c										q		q	q			qs	
		14%	8%	4%	12%	32%	89%	11%	13%	**	4%	87%	6%	6%	4%	4%	2%	3%	7%	5%
A wider choice of radio stations/ radio stations	1129	153	77	46	122	332	1001	126	139	**	47	992	61	62	36	33	23	30	69	53
	55%	50%	43%	35%	39%	46%	54%	57%	49%	**	49%	56%	41%	38%	46%	38%	39%	35%	42%	37%
		cd										h								
		14%	7%	4%	11%	29%	89%	11%	12%	**	4%	88%	5%	5%	3%	3%	2%	3%	6%	5%
Ease of use (e.g. find your station by name, not frequency)	627	76	48	23	71	168	548	77	76	**	25	552	43	27	22	26	13	10	48	23
	30%	25%	27%	18%	23%	23%	30%	35%	27%	**	26%	31%	29%	17%	28%	30%	22%	11%	29%	16%
			c										mqs		mqs	mqs			mqs	
		12%	8%	4%	11%	27%	87%	12%	12%	**	4%	88%	7%	4%	3%	4%	2%	2%	8%	4%
Scrolling text information about the programme (e.g. track and artist name, phone numbers, topics, guests)	394	49	24	10	33	85	342	51	49	**	18	347	25	9	12	10	8	4	22	12
	19%	16%	13%	7%	11%	12%	19%	23%	17%	**	19%	19%	17%	5%	15%	11%	13%	5%	13%	8%
		cd											mqs		mq		m		mq	
		13%	6%	2%	8%	22%	87%	13%	12%	**	5%	88%	6%	2%	3%	2%	2%	1%	5%	3%
Extra features (including ability to pause and rewind live radio, programme guides)	393	42	24	12	35	99	344	50	40	**	13	354	21	14	10	11	9	6	21	14
	19%	13%	13%	9%	11%	14%	19%	23%	14%	**	14%	20%	14%	9%	13%	13%	15%	7%	13%	10%
												h								
		11%	6%	3%	9%	25%	88%	13%	10%	**	3%	90%	5%	4%	3%	3%	2%	1%	5%	4%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 131
Page 164

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP14 (Q12) SHOWCARD Which, if any, of these features did you associate with digital radio before today? (MULTICODE)

Base : All aware of digital radio, with experience of listening to digital radio or aware of ways of listening to digital radio

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
---	---	---	---	---	---	---	---	---	---	---	---	---	---	FEMALE						
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE		AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3096	472	331	205	536	1169	2880	211	477	83	169	2619	309	227	141	157	101	137	298	238
Effective Weighted Sample	2060	326	222	142	362	768	1884	173	319	56	113	1737	224	156	98	110	69	87	209	155
Total	2062	308	178	131	309	721	1840	220	284	50	95	1781	149	161	78	87	59	85	165	144
		15%	9%	6%	15%	35%	89%	11%	14%	**	5%	86%	7%	8%	4%	4%	3%	4%	8%	7%
Future-proof/ ready for switchover	362	51	24	14	38	95	314	47	49	**	13	313	23	15	15	11	5	6	26	11
	18%	17%	13%	11%	12%	13%	17%	22%	17%	**	13%	18%	15%	9%	20%	12%	9%	7%	16%	8%
													s		mqs				qs	
		14%	7%	4%	10%	26%	87%	13%	14%	**	3%	87%	6%	4%	4%	3%	1%	2%	7%	3%
None of these	438	74	49	55	105	208	385	53	76	**	29	361	44	61	21	28	18	37	49	56
	21%	24%	28%	42%	34%	29%	21%	24%	27%	**	31%	20%	30%	38%	26%	33%	31%	44%	30%	39%
				ab	a				k		k							lnr		n
		17%	11%	13%	24%	47%	88%	12%	17%	**	7%	82%	10%	14%	5%	6%	4%	9%	11%	13%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 132
Page 165

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QP15 (Q13) SHOWCARD As a digital radio listener, which, if any, of these features of digital radio have you had experience of when listening to digital radio? (MULTICODE)

Base : All with any type of digital radio

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	~q	r	~s
Unweighted total	1534	254	158	90	248	492	1444	89	225	39	77	1309	145	103	71	79	47	51	150	98
Effective Weighted Sample	1045	182	108	65	172	331	971	76	158	26	54	885	107	71	47	63	31	35	110	65
Total	1065	178	82	57	139	304	967	99	146	25	49	920	70	69	34	46	25	35	79	60
		17%	8%	**	13%	29%	91%	**	14%	**	**	86%	7%	7%	**	**	**	**	7%	**
A wider choice of radio stations/ digital-only radio stations	555	84	35	**	62	128	489	**	59	**	**	498	33	29	**	**	**	**	34	**
	52%	47%	42%	**	44%	42%	51%	**	40%	**	**	54% h	47%	42%	**	**	**	**	43%	**
		15%	6%	**	11%	23%	88%	**	11%	**	**	90%	6%	5%	**	**	**	**	6%	**
Clear and high quality sound/ interference free	548	90	44	**	71	147	487	**	71	**	**	479	39	31	**	**	**	**	42	**
	51%	50%	53%	**	51%	48%	50%	**	48%	**	**	52%	57%	45%	**	**	**	**	52%	**
		16%	8%	**	13%	27%	89%	**	13%	**	**	87%	7%	6%	**	**	**	**	8%	**
Ease of use (e.g. find your station by name, not frequency)	346	51	25	**	42	77	304	**	39	**	**	307	27	15	**	**	**	**	27	**
	32%	28%	30%	**	30%	25%	31%	**	27%	**	**	33%	38% m	22%	**	**	**	**	34%	**
		15%	7%	**	12%	22%	88%	**	11%	**	**	89%	8%	4%	**	**	**	**	8%	**
None of these	284	56	21	**	38	100	267	**	54	**	**	229	16	23	**	**	**	**	20	**
	27%	32%	25%	**	28%	33%	28%	**	37% k	**	**	25%	22%	33%	**	**	**	**	25%	**
		20%	7%	**	14%	35%	94%	**	19%	**	**	81%	5%	8%	**	**	**	**	7%	**
Scrolling text information about the programme (e.g. track and artist name, phone numbers, topics, guests)	209	26	15	**	23	37	178	**	22	**	**	188	16	6	**	**	**	**	16	**
	20%	14%	19%	**	16%	12%	18%	**	15%	**	**	20%	24% m	9%	**	**	**	**	20% m	**
		12%	7%	**	11%	18%	85%	**	11%	**	**	90%	8%	3%	**	**	**	**	8%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 132
Page 166

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QP15 (Q13) SHOWCARD As a digital radio listener, which, if any, of these features of digital radio have you had experience of when listening to digital radio? (MULTICODE)

Base : All with any type of digital radio

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		a	b	~c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	~q	r	~s
Unweighted total	1534	254	158	90	248	492	1444	89	225	39	77	1309	145	103	71	79	47	51	150	98
Effective Weighted Sample	1045	182	108	65	172	331	971	76	158	26	54	885	107	71	47	63	31	35	110	65
Total	1065	178	82	57	139	304	967	99	146	25	49	920	70	69	34	46	25	35	79	60
		17%	8%	**	13%	29%	91%	**	14%	**	**	86%	7%	7%	**	**	**	**	7%	**
Extra features (including ability to pause and rewind live radio, programme guides)	178	22	10	**	18	32	148	**	17	**	**	161	9	9	**	**	**	**	12	**
	17%	12%	12%	**	13%	11%	15%	**	12%	**	**	18%	13%	13%	**	**	**	**	15%	**
		12%	6%	**	10%	18%	83%	**	10%	**	**	91%	5%	5%	**	**	**	**	7%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 133
Page 167

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QP16 (QP12). SHOWCARD How likely is it that your household will get a DAB radio in the next 12 months? (SINGLE CODE)

Base : Those who listen to radio and have any active radio sets but no DAB sets at home

	Total	AGE				AGE/SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	~g	h	~i	j	k	l	m	~n	~o	~p	q	r	s
Unweighted total	1304	212	168	174	342	623	1236	66	253	45	102	1051	169	173	63	76	67	136	139	203
Effective Weighted Sample	829	133	105	124	229	402	769	59	160	30	67	668	117	119	47	49	48	86	95	134
Total	784	119	88	103	192	360	717	62	133	24	57	650	79	113	37	42	39	73	79	113
		15%	11%	13%	24%	46%	91%	**	17%	**	7%	83%	10%	14%	**	**	**	9%	10%	14%
Certain to	30	5	4	1	5	13	29	**	2	**	1	27	1	3	**	**	**	-	3	1
	4%	4%	5%	1%	2%	4%	4%	**	2%	**	2%	4%	2%	3%	**	**	**	-%	4%	1%
																			q	
		16%	14%	2%	16%	44%	97%	**	8%	**	4%	92%	4%	11%	**	**	**	-%	12%	4%
Very likely	45	5	1	5	6	15	43	**	6	**	2	40	2	5	**	**	**	*	5	1
	6%	4%	1%	5%	3%	4%	6%	**	4%	**	4%	6%	2%	4%	**	**	**	*%	6%	1%
																			qs	
		12%	3%	11%	14%	33%	94%	**	12%	**	5%	88%	4%	10%	**	**	**	*%	11%	3%
Likely	86	9	8	9	16	34	76	**	10	**	4	78	8	8	**	**	**	3	8	9
	11%	8%	9%	8%	8%	10%	11%	**	7%	**	6%	12%	10%	7%	**	**	**	4%	10%	8%
		11%	9%	10%	19%	40%	88%	**	11%	**	4%	90%	9%	10%	**	**	**	4%	9%	10%
Unlikely	138	22	17	14	31	64	128	**	23	**	6	115	18	13	**	**	**	9	15	15
	18%	19%	19%	13%	16%	18%	18%	**	18%	**	11%	18%	22%	12%	**	**	**	12%	20%	13%
													m							
		16%	12%	10%	22%	47%	93%	**	17%	**	5%	83%	13%	9%	**	**	**	7%	11%	11%
Very unlikely	114	25	18	14	32	56	109	**	23	**	10	90	13	19	**	**	**	11	16	16
	15%	21%	21%	13%	17%	15%	15%	**	18%	**	17%	14%	17%	17%	**	**	**	15%	20%	15%
		22%	16%	12%	28%	49%	95%	**	20%	**	9%	79%	12%	17%	**	**	**	10%	14%	14%
Certain not to	148	27	17	35	51	83	138	**	31	**	15	115	16	35	**	**	**	30	14	37
	19%	23%	19%	34%	27%	23%	19%	**	24%	**	26%	18%	21%	31%	**	**	**	41%	18%	33%
				b										r				lr		lr
		18%	11%	23%	35%	56%	93%	**	21%	**	10%	77%	11%	24%	**	**	**	20%	9%	25%
Don't know	223	25	23	27	50	95	195	**	37	**	19	187	21	30	**	**	**	20	18	32
	28%	21%	26%	26%	26%	26%	27%	**	28%	**	34%	29%	26%	26%	**	**	**	27%	22%	29%
		11%	10%	12%	23%	43%	88%	**	17%	**	9%	84%	9%	13%	**	**	**	9%	8%	15%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 134
Page 168

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP17 (QJ14B). Why are you unlikely to get digital radio in the next 12 months? (MULTICODE) UNPROMPTED

Base : Those unlikely to get DAB radio in the next 12 months

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	~q	~r	s
Unweighted total	705	133	104	115	219	373	680	23	164	33	63	541	104	115	32	48	40	99	80	139
Effective Weighted Sample	437	86	65	81	146	232	415	21	103	24	40	335	72	77	26	31	29	61	57	89
Total	400	74	52	62	114	202	374	22	78	19	31	319	47	67	20	25	19	50	45	69
		19%	13%	16%	29%	51%	94%	**	19%	**	**	80%	12%	17%	**	**	**	**	**	17%
No need	204	36	26	33	59	100	189	**	40	**	**	163	24	35	**	**	**	**	**	36
	51%	48%	50%	53%	52%	49%	51%	**	52%	**	**	51%	51%	52%	**	**	**	**	**	52%
		17%	13%	16%	29%	49%	93%	**	20%	**	**	80%	12%	17%	**	**	**	**	**	18%
Happy to use existing service	174	32	27	35	63	101	165	**	36	**	**	137	24	38	**	**	**	**	**	36
	43%	43%	53%	57%	55%	50%	44%	**	46%	**	**	43%	52%	57%	**	**	**	**	**	53%
		19%	16%	20%	36%	58%	95%	**	21%	**	**	79%	14%	22%	**	**	**	**	**	21%
Can receive through digital TV service	32	9	2	1	2	8	23	**	6	**	**	25	2	1	**	**	**	**	**	1
	8%	12%	3%	1%	2%	4%	6%	**	8%	**	**	8%	3%	1%	**	**	**	**	**	2%
		bcd																		
		28%	5%	3%	8%	25%	73%	**	20%	**	**	78%	5%	3%	**	**	**	**	**	4%
Happy to use analogue radio service	21	5	3	4	7	10	20	**	5	**	**	16	3	4	**	**	**	**	**	4
	5%	6%	5%	7%	6%	5%	5%	**	6%	**	**	5%	6%	6%	**	**	**	**	**	6%
		22%	12%	20%	33%	50%	96%	**	24%	**	**	77%	14%	18%	**	**	**	**	**	19%
Poor reception in our area	14	6	2	-	2	3	14	**	1	**	**	14	1	1	**	**	**	**	**	-
	4%	8%	3%	-%	1%	1%	4%	**	1%	**	**	4%	2%	1%	**	**	**	**	**	-%
		cd																		
		43%	12%	-%	12%	20%	100%	**	4%	**	**	97%	7%	5%	**	**	**	**	**	-%
Too expensive generally	14	4	*	1	1	6	12	**	3	**	**	11	1	-	**	**	**	**	**	1
	4%	5%	1%	1%	1%	3%	3%	**	4%	**	**	3%	3%	-%	**	**	**	**	**	2%
		27%	3%	6%	10%	40%	89%	**	22%	**	**	80%	10%	-%	**	**	**	**	**	10%
Would never listen	14	2	1	1	2	5	12	**	2	**	**	11	2	-	**	**	**	**	**	1
	3%	3%	2%	1%	1%	3%	3%	**	3%	**	**	4%	3%	-%	**	**	**	**	**	2%
		17%	7%	4%	11%	37%	86%	**	17%	**	**	81%	11%	-%	**	**	**	**	**	8%
Can't afford it	14	1	1	*	1	7	14	**	3	**	**	10	1	1	**	**	**	**	**	1
	3%	2%	2%	1%	1%	3%	4%	**	4%	**	**	3%	1%	1%	**	**	**	**	**	2%
		10%	7%	3%	11%	51%	100%	**	25%	**	**	71%	5%	6%	**	**	**	**	**	9%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 134
Page 169

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QP17 (QJ14B). Why are you unlikely to get digital radio in the next 12 months? (MULTICODE) UNPROMPTED

Base : Those unlikely to get DAB radio in the next 12 months

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	~q	~r	s
Unweighted total	705	133	104	115	219	373	680	23	164	33	63	541	104	115	32	48	40	99	80	139
Effective Weighted Sample	437	86	65	81	146	232	415	21	103	24	40	335	72	77	26	31	29	61	57	89
Total	400	74	52	62	114	202	374	22	78	19	31	319	47	67	20	25	19	50	45	69
		19%	13%	16%	29%	51%	94%	**	19%	**	**	80%	12%	17%	**	**	**	**	**	17%
Don't know why I should	13	2	2	3	5	8	10	**	1	**	**	11	*	4	**	**	**	**	**	4
	3%	3%	4%	4%	4%	4%	3%	**	2%	**	**	3%	1%	6%	**	**	**	**	**	6%
		18%	16%	21%	37%	63%	82%	**	12%	**	**	88%	4%	33%	**	**	**	**	**	30%
Will get it when I have to/ when switchover	7	3	*	*	*	2	7	**	1	**	**	6	*	*	**	**	**	**	**	*
	2%	4%	1%	*%	*%	1%	2%	**	2%	**	**	2%	1%	*%	**	**	**	**	**	1%
		d																		
		42%	4%	3%	7%	26%	100%	**	19%	**	**	81%	5%	2%	**	**	**	**	**	7%
Not available in our area	2	2	-	-	-	*	2	**	-	**	**	2	-	-	**	**	**	**	**	-
	1%	3%	-%	-%	-%	*%	1%	**	-%	**	**	1%	-%	-%	**	**	**	**	**	-%
		85%	-%	-%	-%	6%	100%	**	-%	**	**	100%	-%	-%	**	**	**	**	**	-%
Other	21	5	3	1	4	7	18	**	3	**	**	19	1	2	**	**	**	**	**	1
	5%	7%	5%	2%	3%	4%	5%	**	3%	**	**	6%	3%	4%	**	**	**	**	**	2%
		24%	12%	5%	18%	35%	84%	**	12%	**	**	87%	6%	11%	**	**	**	**	**	5%
Don't know	9	1	2	1	3	5	9	**	2	**	**	7	*	2	**	**	**	**	**	3
	2%	1%	3%	1%	2%	2%	2%	**	2%	**	**	2%	1%	3%	**	**	**	**	**	4%
		7%	21%	9%	29%	52%	100%	**	21%	**	**	79%	6%	24%	**	**	**	**	**	29%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 135
Page 170

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QZ1. SHOWCARD Could you please take a look at the options shown on this card and let me know which applies to you? (SINGLE CODE)

Base : All respondents

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
Married/ living as married	1392	247	139	84	223	447	1244	140	164	28	53	1230	126	97	60	55	49	59	115	108
	62%	74%	66%	43%	55%	51%	62%	58%	49%	42%	43%	64%	70%	43%	67%	53%	64%	43%	60%	51%
		bcd	cd		c							hij	moqrs		moqs		mqs		mqs	
		18%	10%	6%	16%	32%	89%	10%	12%	2%	4%	88%	9%	7%	4%	4%	4%	4%	8%	8%
Single	515	27	11	11	22	186	436	82	56	9	12	462	9	13	7	6	3	6	13	9
	23%	8%	5%	6%	5%	21%	22%	34%	16%	13%	9%	24%	5%	6%	8%	6%	4%	4%	7%	4%
								f	j			hij								
		5%	2%	2%	4%	36%	85%	16%	11%	2%	2%	90%	2%	2%	1%	1%	1%	1%	2%	2%
Widowed, divorced or separated	344	59	61	99	160	236	324	20	117	31	59	222	44	116	22	43	24	72	65	96
	15%	18%	29%	51%	39%	27%	16%	8%	35%	45%	48%	12%	24%	51%	25%	41%	31%	52%	34%	45%
			a	abd	ab		g		k	k	hk			lnpr		ln		lnpr	l	lnpr
		17%	18%	29%	47%	69%	94%	6%	34%	9%	17%	65%	13%	34%	6%	12%	7%	21%	19%	28%
Refused	5	1	*	1	1	4	4	1	1	-	1	4	*	1	-	-	1	*	-	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	-%	1%	*%	-%	*%
		19%	8%	11%	20%	72%	86%	13%	28%	-%	10%	69%	8%	11%	-%	-%	11%	8%	-%	20%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 136
Page 171

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QZ2. SHOWCARD Which of the groups on this card do you consider you belong to? (SINGLE CODE)

Base : All respondents

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
WHITE																				
British	1388	209	136	129	265	534	1388	-	221	40	89	1170	109	156	57	62	51	95	119	146
	62%	63%	64%	66%	65%	61%	69%	-%	65%	60%	72%	61%	61%	69%	64%	60%	67%	69%	62%	68%
							g				k									
		15%	10%	9%	19%	38%	100%	-%	16%	3%	6%	84%	8%	11%	4%	4%	4%	7%	9%	11%
English	277	56	35	35	71	119	277	-	49	14	13	229	39	32	18	26	11	16	44	26
	12%	17%	17%	18%	17%	14%	14%	-%	15%	21%	10%	12%	21%	14%	20%	25%	14%	11%	23%	12%
							g			jk			mqs		q	mpqs			mqs	
		20%	13%	13%	26%	43%	100%	-%	18%	5%	5%	83%	14%	12%	6%	9%	4%	6%	16%	10%
Scottish	175	22	16	15	31	70	175	-	31	8	12	139	12	19	6	6	4	15	12	19
	8%	7%	8%	7%	8%	8%	9%	-%	9%	12%	10%	7%	7%	8%	7%	6%	5%	11%	6%	9%
							g													
		13%	9%	8%	18%	40%	100%	-%	18%	5%	7%	79%	7%	11%	3%	3%	2%	9%	7%	11%
Welsh	67	11	8	7	15	32	67	-	11	4	3	56	7	8	5	4	3	3	9	7
	3%	3%	4%	4%	4%	4%	3%	-%	3%	5%	2%	3%	4%	3%	5%	4%	4%	2%	4%	3%
							g													
		17%	12%	11%	22%	48%	100%	-%	16%	5%	5%	84%	11%	12%	7%	6%	5%	5%	13%	10%
Irish	35	10	2	1	3	15	35	-	3	*	2	32	2	1	*	*	1	1	*	2
	2%	3%	1%	*%	1%	2%	2%	-%	1%	*%	2%	2%	1%	*%	*%	*%	2%	1%	*%	1%
		cd																		
		29%	6%	2%	8%	43%	100%	-%	10%	1%	7%	90%	5%	2%	*%	1%	4%	2%	1%	6%
Any other white background	68	4	3	-	3	16	68	-	2	-	-	65	3	*	1	-	-	2	1	2
	3%	1%	1%	-%	1%	2%	3%	-%	1%	-%	-%	3%	1%	*%	1%	-%	-%	1%	1%	1%
							g					hj								
		6%	4%	-%	4%	24%	100%	-%	3%	-%	-%	97%	4%	1%	1%	-%	-%	3%	1%	3%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 136
Page 172

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QZ2. SHOWCARD Which of the groups on this card do you consider you belong to? (SINGLE CODE)

Base : All respondents

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
MIXED																				
White and Black Caribbean	9	-	-	2	2	5	-	14	4	-	-	6	-	2	-	-	2	-	-	2
	*%	-%	-%	1%	*%	1%	-%	6%	1%	-%	-%	*%	-%	1%	-%	-%	2%	-%	-%	1%
								f	k								lr			
		-%	-%	16%	16%	51%	-%	148%	41%	-%	-%	67%	-%	16%	-%	-%	16%	-%	-%	16%
White and Black African	4	1	1	-	1	1	-	5	-	-	-	4	-	1	-	1	-	-	1	-
	*%	*%	1%	-%	*%	*%	-%	2%	-%	-%	-%	*%	-%	1%	-%	1%	-%	-%	1%	-%
								f												
		20%	30%	-%	30%	30%	-%	138%	-%	-%	-%	100%	-%	30%	-%	30%	-%	-%	30%	-%
White and Asian	3	-	-	-	-	-	-	4	-	-	-	3	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
								f												
		-%	-%	-%	-%	-%	-%	135%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%
Any other mixed background	1	-	-	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
								f												
		-%	-%	-%	-%	-%	-%	154%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%
ASIAN AND BRITISH ASIAN																				
Indian	70	7	3	2	5	20	-	64	6	-	2	64	4	1	2	1	1	1	3	2
	3%	2%	1%	1%	1%	2%	-%	26%	2%	-%	2%	3%	2%	*%	2%	1%	2%	*%	1%	1%
								f												
		10%	4%	3%	7%	29%	-%	91%	9%	-%	3%	92%	5%	2%	2%	2%	2%	1%	4%	3%
Pakistani	32	4	-	-	-	14	-	28	3	-	1	28	-	-	-	-	-	-	-	-
	1%	1%	-%	-%	-%	2%	-%	12%	1%	-%	*%	1%	-%	-%	-%	-%	-%	-%	-%	-%
		d						f												
		14%	-%	-%	-%	44%	-%	89%	11%	-%	2%	89%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 136
Page 173

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QZ2. SHOWCARD Which of the groups on this card do you consider you belong to? (SINGLE CODE)

Base : All respondents

	Total	AGE 55-64 a	AGE 65-74 b	AGE 75+ c	AGE 65+ d	AGE/SEG 65+ OR DE e	MEG NO f	MEG YES g	DISABILITY ANY h	DISABILITY HEARING i	DISABILITY MOBILITY j	DISABILITY NO k	AGED 65+ MALE l	AGED 65+ FEMALE m	AGED 65+ AB n	AGED 65+ C1 o	AGED 65+ C2 p	AGED 65+ DE q	AGED 65+ ABC1 r	AGED 65+ C2DE s
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
	15%	15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
Bangladeshi	29	-	1	-	1	15	-	26	1	-	-	28	1	-	-	-	1	-	-	1
	1%	-%	*%	-%	*%	2%	-%	11% f	*%	-%	-%	1%	*%	-%	-%	-%	1%	-%	-%	*%
		-%	3%	-%	3%	51%	-%	90%	3%	-%	-%	97%	3%	-%	-%	-%	3%	-%	-%	3%
Any other Asian background	10	-	-	-	-	-	-	9	-	-	-	10	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	4% f	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	-%	-%	93%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%
BLACK AND BLACK BRITISH																				
Caribbean	26	5	1	5	6	13	-	23	3	1	2	23	3	3	1	1	1	4	1	4
	1%	1%	1%	2%	1%	1%	-%	9% f	1%	1%	1%	1%	2%	1%	1%	1%	1%	3%	1%	2%
		19%	5%	17%	22%	49%	-%	87%	11%	3%	6%	87%	11%	11%	3%	2%	2%	14%	6%	16%
African	37	2	1	-	1	8	-	35	*	-	-	37	-	1	-	-	-	1	-	1
	2%	1%	1%	-%	*%	1%	-%	14% f	*%	-%	-%	2% h	-%	1%	-%	-%	-%	1%	-%	1%
		6%	3%	-%	3%	22%	-%	94%	1%	-%	-%	98%	-%	3%	-%	-%	-%	3%	-%	3%
Any other black background	5	-	-	-	-	3	-	4	1	-	-	3	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	2% f	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	56%	-%	93%	23%	-%	-%	75%	-%	-%	-%	-%	-%	-%	-%	-%
MIDDLE EAST AND ARABIC ORIGIN																				
Middle Eastern, including Arabic origin	4	-	-	-	-	1	-	8	-	-	-	4	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	3% f	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	20%	-%	173%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 136
Page 174

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QZ2. SHOWCARD Which of the groups on this card do you consider you belong to? (SINGLE CODE)

Base : All respondents

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
Iranian	3	-	1	-	1	1	-	5	-	-	-	3	-	1	-	1	-	-	1	-
	*%	-%	*%	-%	*%	*%	-%	2%	-%	-%	-%	*%	-%	*%	-%	1%	-%	-%	1%	-%
								f												
		-%	36%	-%	36%	36%	-%	167%	-%	-%	-%	100%	-%	36%	-%	36%	-%	-%	36%	-%
CHINESE OR OTHER ETHNIC GROUP																				
Chinese	2	-	-	-	-	-	-	4	-	-	-	2	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
								f												
		-%	-%	-%	-%	-%	-%	195%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%
Any other background	7	1	-	-	-	4	-	12	1	-	1	7	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	*%	-%	5%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%
								f												
		14%	-%	-%	-%	48%	-%	165%	8%	-%	8%	91%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	5	-	3	-	3	3	-	-	1	-	-	3	1	2	-	1	2	-	1	2
	*%	-%	1%	-%	1%	*%	-%	-%	*%	-%	-%	*%	*%	1%	-%	1%	2%	-%	*%	1%
			a																	
		-%	56%	-%	56%	56%	-%	-%	27%	-%	-%	75%	18%	39%	-%	18%	39%	-%	18%	39%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 137
Page 175

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QZ3 (C9). SHOWCARD Which of these, if any, limit your daily activities or the work you can do? (MULTICODE)

Base : All respondents

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
	15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%	
Cannot walk far or manage stairs or can only do so with difficulty	120	33	18	44	62	93	115	5	114	15	114	-	22	40	10	10	14	27	21	41
	5%	10%	9%	22%	15%	11%	6%	2%	34%	22%	92%	-%	12%	18%	12%	10%	18%	20%	11%	19%
				abd	ab		g		ik	k	hik			r				lor		lor
		28%	15%	37%	52%	78%	96%	4%	96%	12%	96%	-%	18%	33%	9%	9%	12%	23%	17%	34%
Breathlessness or chest pains	87	28	15	23	38	57	81	6	86	9	28	-	17	21	5	6	8	19	11	27
	4%	9%	7%	12%	9%	7%	4%	2%	25%	13%	22%	-%	10%	9%	6%	6%	11%	14%	6%	13%
									ik	k	k							nor		or
		32%	17%	27%	44%	65%	92%	7%	99%	10%	32%	-%	20%	24%	6%	7%	9%	22%	13%	31%
Poor hearing, partial hearing or deafness	67	12	12	35	47	58	66	1	68	68	17	-	19	28	12	11	8	16	23	23
	3%	4%	6%	18%	11%	7%	3%	*%	20%	100%	14%	-%	10%	12%	14%	11%	10%	12%	12%	11%
				abd	ab		g		k	hjk	k									
		17%	17%	52%	69%	85%	99%	1%	100%	100%	25%	-%	28%	42%	18%	16%	11%	24%	34%	35%
Poor vision, partial sight or blindness	53	15	8	21	29	43	47	4	53	16	13	-	9	20	6	6	9	9	12	17
	2%	4%	4%	11%	7%	5%	2%	2%	16%	24%	11%	-%	5%	9%	6%	6%	11%	6%	6%	8%
				ab					k	jk	k						l			
		27%	16%	39%	55%	81%	88%	8%	100%	31%	25%	-%	17%	38%	10%	12%	16%	16%	22%	33%
Mental health problems or difficulties	27	4	2	1	4	20	25	2	26	2	5	-	2	1	-	1	1	2	1	3
	1%	1%	1%	1%	1%	2%	1%	1%	8%	2%	4%	-%	1%	1%	-%	1%	2%	1%	*%	1%
									k	k	k									
		17%	9%	5%	14%	75%	93%	8%	98%	6%	19%	-%	8%	5%	-%	3%	4%	7%	3%	11%
Limited ability to reach	26	11	*	10	10	20	25	1	24	5	24	-	4	6	2	3	1	4	5	5
	1%	3%	*%	5%	2%	2%	1%	*%	7%	7%	20%	-%	2%	3%	3%	3%	2%	3%	3%	2%
		b		b	b				k	k	hik									
		43%	2%	38%	39%	77%	96%	3%	95%	19%	95%	-%	15%	24%	9%	11%	6%	14%	20%	20%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 137
Page 176

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QZ3 (C9). SHOWCARD Which of these, if any, limit your daily activities or the work you can do? (MULTICODE)

Base : All respondents

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
	15%	15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
Other illnesses or health problems which limit your daily activities or the work that you can do	104	24	16	18	34	69	101	4	105	13	19	-	21	13	10	8	6	9	18	16
	5%	7%	7%	9%	8%	8%	5%	2%	31%	19%	16%	-%	12%	6%	11%	8%	8%	7%	9%	7%
								g	ijk	k	k		m							
		23%	15%	18%	33%	66%	97%	4%	100%	12%	19%	-%	20%	13%	10%	8%	6%	9%	17%	15%
None	1918	252	159	101	260	642	1691	223	-	-	-	1918	116	144	58	77	46	79	135	125
	85%	76%	75%	52%	64%	74%	84%	92%	-%	-%	-%	100%	64%	64%	66%	75%	60%	57%	71%	58%
		cd	cd		c			f				hij				lmpqs			qs	
	13%	13%	8%	5%	14%	33%	88%	12%	-%	-%	-%	100%	6%	8%	3%	4%	2%	4%	7%	6%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 138

Page 177

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QZ4 (C10). SHOWCARD Which of these best describes your sight? (SINGLE CODE)

Base : Those with poor vision, partial sight or blindness

		AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+								
	Total	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE		AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m		~n	~o	~p	~q	~r	~s
Unweighted total	90	22	12	38	50	74	85	4	90	25	27	-	18	32		10	9	12	19	19	31
Effective Weighted Sample	59	14	7	24	30	45	55	4	56	17	17	-	12	19		7	6	8	10	13	17
Total	53	15	8	21	29	43	47	4	53	16	13	-	9	20		6	6	9	9	12	17
	**	**	**	**	**	**	**	**	**	**	**	-%	**	**		**	**	**	**	**	**
Have difficulty seeing ordinary newspaper print	**	**	**	**	**	**	**	**	**	**	**	-	**	**		**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	-%	**	**		**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	-%	**	**		**	**	**	**	**	**
Cannot see well enough to read a newspaper headline	**	**	**	**	**	**	**	**	**	**	**	-	**	**		**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	-%	**	**		**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	-%	**	**		**	**	**	**	**	**
Cannot see well enough to recognise a friend across a road	**	**	**	**	**	**	**	**	**	**	**	-	**	**		**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	-%	**	**		**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	-%	**	**		**	**	**	**	**	**
Cannot see well enough to recognise a friend if close to his or her face	**	**	**	**	**	**	**	**	**	**	**	-	**	**		**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	-%	**	**		**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	-%	**	**		**	**	**	**	**	**
Cannot see well enough to recognise a friend if he or she is at arm's length	**	**	**	**	**	**	**	**	**	**	**	-	**	**		**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	-%	**	**		**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	-%	**	**		**	**	**	**	**	**
Cannot see well enough to recognise a friend across a room	**	**	**	**	**	**	**	**	**	**	**	-	**	**		**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	-%	**	**		**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	-%	**	**		**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 138
Page 178

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QZ4 (C10). SHOWCARD Which of these best describes your sight? (SINGLE CODE)

Base : Those with poor vision, partial sight or blindness

	Total	AGE 55-64 ~a	AGE 65-74 ~b	AGE 75+ ~c	AGE 65+ ~d	AGE/SEG 65+ OR DE ~e	MEG NO ~f	MEG YES ~g	DISABILITY ANY ~h	DISABILITY HEARING ~i	DISABILITY MOBILITY ~j	DISABILITY NO ~k	AGED 65+ MALE ~l	AGED 65+ FEMALE ~m	AGED 65+ AB ~n	AGED 65+ C1 ~o	AGED 65+ C2 ~p	AGED 65+ DE ~q	AGED 65+ ABC1 ~r	AGED 65+ C2DE ~s
Significance Level: 95%																				
Unweighted total	90	22	12	38	50	74	85	4	90	25	27	-	18	32	10	9	12	19	19	31
Effective Weighted Sample	59	14	7	24	30	45	55	4	56	17	17	-	12	19	7	6	8	10	13	17
Total	53	15	8	21	29	43	47	4	53	16	13	-	9	20	6	6	9	9	12	17
	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	**
Cannot see well enough to read a large print book	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	**
Cannot tell by the light where the windows are	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	**
Cannot see the shapes of furniture in the room	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 139
Page 179

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ5 (C11). SHOWCARD Which of these best describes your hearing? (SINGLE CODE)

Base : Those with poor hearing, partial hearing or deafness

	Total	AGE 55-64	65-74	75+	65+	AGE/ SEG 65+ OR DE	MEG NO	YES	DISABILITY ANY	HEAR ING	MOBIL ITY	NO	AGED 65+ MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		~a	~b	~c	~d	~e	f	~g	h	i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s
Unweighted total	118	21	26	57	83	98	117	1	118	118	33	-	45	38	20	18	18	27	38	45
Effective Weighted Sample	81	13	18	36	52	64	80	1	79	79	23	-	28	27	14	13	12	15	27	25
Total	67	12	12	35	47	58	66	1	68	68	17	-	19	28	12	11	8	16	23	23
		**	**	**	**	**	99%	**	100%	100%	**	-%	**	**	**	**	**	**	**	**
Cannot hear sounds at all	1	**	**	**	**	**	1	**	1	1	**	-	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	2%	**	2%	2%	**	-%	**	**	**	**	**	**	**	**
		**	**	**	**	**	100%	**	112%	112%	**	-%	**	**	**	**	**	**	**	**
Cannot follow a TV programme with the volume turned up	4	**	**	**	**	**	4	**	4	4	**	-	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	7%	**	6%	6%	**	-%	**	**	**	**	**	**	**	**
		**	**	**	**	**	100%	**	101%	101%	**	-%	**	**	**	**	**	**	**	**
Have difficulty hearing someone talking in a loud voice in a quiet room	5	**	**	**	**	**	5	**	5	5	**	-	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	8%	**	8%	8%	**	-%	**	**	**	**	**	**	**	**
		**	**	**	**	**	100%	**	97%	97%	**	-%	**	**	**	**	**	**	**	**
Cannot hear a doorbell, alarm clock or telephone bell	3	**	**	**	**	**	3	**	3	3	**	-	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	5%	**	5%	5%	**	-%	**	**	**	**	**	**	**	**
		**	**	**	**	**	100%	**	93%	93%	**	-%	**	**	**	**	**	**	**	**
Cannot follow a TV programme at a volume others find acceptable	11	**	**	**	**	**	11	**	11	11	**	-	**	**	**	**	**	**	**	**
	17%	**	**	**	**	**	17%	**	16%	16%	**	-%	**	**	**	**	**	**	**	**
		**	**	**	**	**	100%	**	96%	96%	**	-%	**	**	**	**	**	**	**	**
Difficulty hearing someone talking in a normal voice in a quiet room	5	**	**	**	**	**	5	**	5	5	**	-	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	8%	**	7%	7%	**	-%	**	**	**	**	**	**	**	**
		**	**	**	**	**	100%	**	95%	95%	**	-%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 139
Page 180

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QZ5 (C11). SHOWCARD Which of these best describes your hearing? (SINGLE CODE)

Base : Those with poor hearing, partial hearing or deafness

	Total	AGE 55-64	65-74	75+	65+	AGE/SEG 65+ OR DE	MEG NO	YES	DISABILITY ANY	HEARING	MOBILITY	NO	AGED 65+ MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		~a	~b	~c	~d	~e	f	~g	h	i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s
Unweighted total	118	21	26	57	83	98	117	1	118	118	33	-	45	38	20	18	18	27	38	45
Effective Weighted Sample	81	13	18	36	52	64	80	1	79	79	23	-	28	27	14	13	12	15	27	25
Total	67	12	12	35	47	58	66	1	68	68	17	-	19	28	12	11	8	16	23	23
		**	**	**	**	**	99%	**	100%	100%	**	-%	**	**	**	**	**	**	**	**
Difficulty following a conversation against background noise	18	**	**	**	**	**	17	**	18	18	**	-	**	**	**	**	**	**	**	**
	26%	**	**	**	**	**	25%	**	26%	26%	**	-%	**	**	**	**	**	**	**	**
		**	**	**	**	**	95%	**	99%	99%	**	-%	**	**	**	**	**	**	**	**
Don't know	10	**	**	**	**	**	10	**	11	11	**	-	**	**	**	**	**	**	**	**
	15%	**	**	**	**	**	15%	**	16%	16%	**	-%	**	**	**	**	**	**	**	**
		**	**	**	**	**	100%	**	109%	109%	**	-%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 140
Page 181

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QZ7 (SGA). Do you ever work from home? (SINGLE CODE)

Base : Those working full or part time

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+								
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE		AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		a	~b	~c	~d	e	f	g	~h	~i	~j	k	~l	~m		~n	~o	~p	~q	~r	~s
Unweighted total	1659	176	34	11	45	293	1533	124	92	17	16	1567	27	18		9	18	11	7	27	18
Effective Weighted Sample	1094	122	23	9	32	192	991	104	66	12	10	1031	20	13		5	14	9	6	19	15
Total	1260	143	21	8	28	222	1112	149	76	14	14	1191	14	14		3	10	9	7	13	15
		11%	**	**	**	18%	88%	12%	**	**	**	95%	**	**		**	**	**	**	**	**
Yes	354	53	**	**	**	28	320	34	**	**	**	336	**	**		**	**	**	**	**	**
	28%	37%	**	**	**	13%	29%	23%	**	**	**	28%	**	**		**	**	**	**	**	**
		15%	**	**	**	8%	90%	10%	**	**	**	95%	**	**		**	**	**	**	**	**
No	906	90	**	**	**	194	792	115	**	**	**	855	**	**		**	**	**	**	**	**
	72%	63%	**	**	**	87%	71%	77%	**	**	**	72%	**	**		**	**	**	**	**	**
		10%	**	**	**	21%	87%	13%	**	**	**	94%	**	**		**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 141
Page 182

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QZ8 (SGB). Would you say that you work from home most of the time or just occasionally? (SINGLE CODE)

Base : Those who ever work from home

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+								
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE		AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		~a	~b	~c	~d	~e	f	~g	~h	~i	~j	k	~l	~m		~n	~o	~p	~q	~r	~s
Unweighted total	462	65	15	6	21	50	433	29	30	5	7	432	17	4		7	8	6	-	15	6
Effective Weighted Sample	306	46	11	4	15	30	281	24	19	3	4	289	12	3		3	6	5	-	10	5
Total	354	53	7	3	11	28	320	34	19	2	4	336	9	2		2	4	4	-	6	4
		**	**	**	**	**	90%	**	**	**	**	95%	**	**		**	**	**	-%	**	**
Most of the time	136	**	**	**	**	**	124	**	**	**	**	121	**	**		**	**	**	-	**	**
	38%	**	**	**	**	**	39%	**	**	**	**	36%	**	**		**	**	**	-%	**	**
		**	**	**	**	**	91%	**	**	**	**	89%	**	**		**	**	**	-%	**	**
Just occasionally	215	**	**	**	**	**	193	**	**	**	**	214	**	**		**	**	**	-	**	**
	61%	**	**	**	**	**	60%	**	**	**	**	63%	**	**		**	**	**	-%	**	**
		**	**	**	**	**	90%	**	**	**	**	99%	**	**		**	**	**	-%	**	**
Don't know	2	**	**	**	**	**	2	**	**	**	**	1	**	**		**	**	**	-	**	**
	1%	**	**	**	**	**	1%	**	**	**	**	*%	**	**		**	**	**	-%	**	**
		**	**	**	**	**	100%	**	**	**	**	62%	**	**		**	**	**	-%	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 142
Page 183

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ10 (QZ9A). Could you please tell me if your total household income from all sources before tax and other deductions is above or below £11,500 per year?

Base : All respondents

	Total	AGE 55-64	AGE 65-74	AGE 75+	AGE 65+	AGE/SEG 65+ OR DE	MEG NO	MEG YES	DISABILITY ANY	DISABILITY HEARING	DISABILITY MOBILITY	DISABILITY NO	AGED 65+ MALE	AGED 65+ FEMALE	AGED 65+ AB	AGED 65+ C1	AGED 65+ C2	AGED 65+ DE	AGED 65+ ABC1	AGED 65+ C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
	15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%	
Under £11,500	367	57	43	66	109	271	334	34	100	23	36	265	32	78	8	14	17	70	23	87
	16%	17%	20%	34%	27%	31%	17%	14%	30%	34%	29%	14%	18%	34%	9%	14%	22%	51%	12%	40%
				ab	ab				k	k	k		n	lnopr			nr	lmnoprs		lnopr
	16%	12%	18%	30%	74%	91%	9%	27%	6%	10%	72%	9%	21%	2%	4%	5%	19%	6%	24%	
Above £11,500	1282	191	97	65	162	349	1134	146	148	27	47	1136	91	72	56	48	31	27	104	58
	57%	57%	46%	34%	40%	40%	56%	60%	44%	40%	38%	59%	50%	32%	63%	46%	40%	20%	54%	27%
		bcd	c									hij	mqs	q	lmopqs	mqs	qs		mpqs	
	15%	8%	5%	13%	27%	88%	11%	12%	2%	4%	89%	7%	6%	4%	4%	2%	2%	8%	5%	
Don't know	203	14	17	10	27	76	175	28	22	2	10	182	6	22	4	9	5	9	13	14
	9%	4%	8%	5%	7%	9%	9%	12%	6%	3%	8%	9%	3%	10%	5%	8%	7%	7%	7%	7%
			a									i		l		l				
	7%	8%	5%	13%	37%	86%	14%	11%	1%	5%	90%	3%	11%	2%	4%	2%	5%	6%	7%	
Refused	404	72	54	54	108	177	366	34	68	16	32	335	52	56	20	32	24	31	52	55
	18%	22%	26%	27%	27%	20%	18%	14%	20%	24%	26%	17%	29%	25%	23%	31%	32%	23%	27%	26%
											k									
	18%	13%	13%	27%	44%	91%	9%	17%	4%	8%	83%	13%	14%	5%	8%	6%	8%	13%	14%	

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

Table 143
Page 184

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

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QZ11 (QZ9). SHOWCARD Group in which you would place your total household income from all sources, before tax and other deductions? (SINGLE CODE)

Base : All respondents

	Total	AGE 55-64 a	AGE 65-74 b	AGE 75+ c	AGE 65+ d	AGE/SEG 65+ OR DE e	MEG NO f	MEG YES g	DISABILITY ANY h	DISABILITY HEARING i	DISABILITY MOBILITY j	DISABILITY NO k	AGED 65+ MALE l	AGED 65+ FEMALE m	AGED 65+ AB n	AGED 65+ C1 o	AGED 65+ C2 p	AGED 65+ DE q	AGED 65+ ABC1 r	AGED 65+ C2DE s
Significance Level: 95%																				
Unweighted total	3474	535	407	328	735	1466	3228	241	602	118	232	2872	387	348	159	192	140	244	351	384
Effective Weighted Sample	2281	358	266	223	488	949	2084	196	393	79	153	1885	274	233	111	134	91	154	245	245
Total	2256	334	211	195	406	873	2009	242	338	68	124	1918	180	226	89	103	77	137	192	214
		15%	9%	9%	18%	39%	89%	11%	15%	3%	6%	85%	8%	10%	4%	5%	3%	6%	9%	9%
Up to £221/ Under £11,500	378	60	45	68	113	278	345	34	103	23	39	272	33	80	8	15	17	73	23	90
	17%	18%	21%	35%	28%	32%	17%	14%	30%	34%	31%	14%	18%	35%	9%	14%	22%	53%	12%	42%
				ab	ab				k	k	k		nr	lnopr				nr	lmnoprs	lnopr
		16%	12%	18%	30%	74%	91%	9%	27%	6%	10%	72%	9%	21%	2%	4%	4%	19%	6%	24%
£222 - £336/ £11,500 - £17,499	217	28	35	29	64	131	193	22	47	7	18	169	31	33	13	14	20	18	27	37
	10%	8%	16%	15%	16%	15%	10%	9%	14%	10%	15%	9%	17%	15%	15%	13%	26%	13%	14%	17%
			a	a	a				k		k						moqr			
		13%	16%	14%	30%	61%	89%	10%	22%	3%	8%	78%	14%	15%	6%	6%	9%	8%	12%	17%
£337 - £576/ £17,500 - £29,999	280	37	20	20	40	99	246	33	34	10	8	247	25	15	16	12	5	7	28	12
	12%	11%	9%	10%	10%	11%	12%	14%	10%	14%	6%	13%	14%	7%	18%	12%	6%	5%	15%	5%
												j	mpqs		mpqs	qs			mpqs	
		13%	7%	7%	14%	36%	88%	12%	12%	3%	3%	88%	9%	5%	6%	4%	2%	3%	10%	4%
£578 - £961/ £30,000 - £49,999	316	38	7	5	11	25	269	47	25	5	7	293	8	4	5	6	1	-	11	1
	14%	12%	3%	2%	3%	3%	13%	20%	7%	7%	6%	15%	4%	2%	5%	6%	1%	-%	6%	*%
		bcd						f				hij	qs		qs	mpqs			mpqs	
		12%	2%	1%	4%	8%	85%	15%	8%	2%	2%	93%	2%	1%	1%	2%	*%	-%	3%	*%
£962 or over/ £50,000+	156	26	3	1	4	4	136	21	9	-	2	147	3	1	2	1	-	-	4	-
	7%	8%	1%	*%	1%	*%	7%	9%	3%	-%	1%	8%	2%	*%	3%	1%	-%	-%	2%	-%
		bcd										hij	s		qs				s	
		17%	2%	1%	2%	2%	87%	13%	6%	-%	1%	94%	2%	1%	2%	1%	-%	-%	2%	-%
DK/ Refused	909	145	102	73	174	335	820	85	120	24	50	789	80	94	45	55	35	40	99	75
	40%	43%	48%	37%	43%	38%	41%	35%	36%	35%	40%	41%	45%	41%	50%	53%	46%	29%	52%	35%
			c									h	qs	q	qs	mqs	q		mqs	
		16%	11%	8%	19%	37%	90%	9%	13%	3%	5%	87%	9%	10%	5%	6%	4%	4%	11%	8%

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s

OFCOM TECHNOLOGY TRACKER Q1 2011 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 28th February 2011.

Table 144
Page 185

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QZ12 (QZNI1). Do you regard yourself as belonging to any particular religion? IF YES: Which religion, religious denomination or body do you belong?

Base : All respondents in Northern Ireland

	Total	AGE				AGE/ SEG	MEG		DISABILITY				AGED 65+							
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	HEAR ING	MOBIL ITY	NO	MALE	FEMALE	AB	C1	C2	DE	ABC1	C2DE
Significance Level: 95%		~a	~b	~c	~d	e	f	~g	~h	~i	~j	k	~l	~m	~n	~o	~p	~q	~r	~s
Unweighted total	511	76	49	36	85	230	503	8	91	10	38	420	45	40	15	18	20	32	33	52
Effective Weighted Sample	470	69	44	30	73	208	462	8	77	9	34	389	42	36	13	15	18	28	28	46
Total	62	8	5	4	9	24	61	1	10	1	4	52	4	5	2	2	2	4	3	6
		**	**	**	**	39%	98%	**	**	**	**	84%	**	**	**	**	**	**	**	**
Roman Catholic	27	**	**	**	**	12	26	**	**	**	**	22	**	**	**	**	**	**	**	**
	43%	**	**	**	**	49%	42%	**	**	**	**	42%	**	**	**	**	**	**	**	**
		**	**	**	**	45%	97%	**	**	**	**	82%	**	**	**	**	**	**	**	**
Presbyterian Church of Ireland	13	**	**	**	**	5	13	**	**	**	**	12	**	**	**	**	**	**	**	**
	21%	**	**	**	**	22%	22%	**	**	**	**	23%	**	**	**	**	**	**	**	**
		**	**	**	**	40%	100%	**	**	**	**	91%	**	**	**	**	**	**	**	**
Church of Ireland	9	**	**	**	**	4	9	**	**	**	**	7	**	**	**	**	**	**	**	**
	14%	**	**	**	**	16%	14%	**	**	**	**	13%	**	**	**	**	**	**	**	**
		**	**	**	**	44%	100%	**	**	**	**	75%	**	**	**	**	**	**	**	**
Methodist Church of Ireland	2	**	**	**	**	1	2	**	**	**	**	2	**	**	**	**	**	**	**	**
	3%	**	**	**	**	2%	3%	**	**	**	**	3%	**	**	**	**	**	**	**	**
		**	**	**	**	31%	100%	**	**	**	**	78%	**	**	**	**	**	**	**	**
Other Christian (including Christian related)	2	**	**	**	**	*	2	**	**	**	**	2	**	**	**	**	**	**	**	**
	4%	**	**	**	**	2%	4%	**	**	**	**	3%	**	**	**	**	**	**	**	**
		**	**	**	**	22%	100%	**	**	**	**	78%	**	**	**	**	**	**	**	**
Other religions/ philosophies	2	**	**	**	**	1	2	**	**	**	**	2	**	**	**	**	**	**	**	**
	4%	**	**	**	**	3%	3%	**	**	**	**	4%	**	**	**	**	**	**	**	**
		**	**	**	**	29%	89%	**	**	**	**	91%	**	**	**	**	**	**	**	**
No religion	5	**	**	**	**	1	5	**	**	**	**	5	**	**	**	**	**	**	**	**
	8%	**	**	**	**	3%	8%	**	**	**	**	9%	**	**	**	**	**	**	**	**
		**	**	**	**	15%	100%	**	**	**	**	93%	**	**	**	**	**	**	**	**
Refused	2	**	**	**	**	1	2	**	**	**	**	1	**	**	**	**	**	**	**	**
	3%	**	**	**	**	4%	3%	**	**	**	**	2%	**	**	**	**	**	**	**	**
		**	**	**	**	54%	100%	**	**	**	**	74%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k - l,m,n,o,p,q,r,s