OFCOM DIGITAL PARTICIPATION CONSORTIUM TECH TRACKER H1 2018 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 3rd January to 28th February 2018.

NATION 1
Base : All respondents

REGION 2
Base : All respondents

URBANITY 4
Base : All respondents

CABLE AREA 5
Base : All respondents

DEPRIVATION LEVEL 6
Base : All respondents

SE. GENDER 7
Base : All respondents

SF. AGE OF RESPONDENT 8
Base : All respondents

SG (QZ8). What is the occupation of the main wage earner in your household? CODE SOCIAL GRADE. (SINGLE CODE) 10
Base : All respondents

QZ8 (SG). WORKING STATUS 12
Base : All respondents

QZ12 (SH). HOUSEHOLD STATUS (SINGLE CODE) 14
Base : All respondents

SH (SI). Total number in household (including respondent and any children) 15
Base : All respondents

SI (SK). Household size 16
Base : All respondents

SJ. Total number of children in household (under 18), including respondent (if respondent is under 18) 17
Base : All respondents

SK (SM). Can you speak or write in Welsh at all? (SINGLE CODE) 18
Base : All respondents in Wales

SL (SN). What is your preferred language? (SINGLE CODE) 19
Base : All respondents in Wales

QB1. SHOWCARD Which of the following do you, or does anyone in your household, have in your home at the moment? (MULTI CODE) 20
Base : All respondents

QB2. SHOWCARD And do you personally use...? (MULTI CODE) 23
Base : All respondents

QB3 (QB5). SHOWCARD Which, if any, of these do you use your games console for? (MULTI CODE) 26
Base : Those who have access to a games console at home

QB4 (QB6). Does your household's e-reader (digital book reader) have built-in 3G or 4G access to a mobile network? This means that books can be purchased online and downloaded from anywhere with a signal, without the need for a Wi-Fi connection? 30
Base : Those who personally use an e-reader/ digital book reader

QC1. Is there a landline phone in your home that can be used to make and receive calls? (SINGLE CODE) PROMPTED 31
Base : All respondents

QC2 (QC2A). Do you ever use this landline phone at home yourself to make and/or receive calls, for internet access or both? (MULTI CODE) 33

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Base : Those with a landline phone at home

QC3 (QC31). Thinking of when you use your landline, which one of these uses is the most important to you? (SINGLE CODE) 34
Base : Those who use their landline for internet access and to make or receive calls

QC4 (QC30). SHOWCARD How do you pay the line rental for your landline phone service? Please answer about your line rental only and not charges for calls and other costs. (SINGLE CODE) 35
Base : Those with a landline phone at home that can used to make and receive calls

QC5 (QC28). SHOWCARD Which of these do you consider to be your MAIN method of making and receiving telephone calls? (SINGLE CODE) 36
Base : All respondents

QC6 (QC28A). SHOWCARD And thinking about when you are at home, which is your MAIN method of making and receiving telephone calls? (SINGLE CODE) 37
Base : All respondents

QC7 (QC21B). SHOWCARD Which of these do you consider is your main supplier for your landline? (SINGLE CODE) 38
Base : Those with a landline phone at home

QD1. How many mobile phones IN TOTAL do you AND members of your household use? (SINGLE CODE) 41
Base : All respondents

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) 42
Base : All respondents

QD3 (QD10). Which mobile network do you use most often? (SINGLE CODE) 44
Base : Those who personally use a mobile phone

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 Samsung Galaxy S6. 47
Base : Those who personally use a mobile phone

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 Samsung Galaxy S6. 48
Base : All respondents

QD5 (QD39). SHOWCARD Which brand or type of smartphone do you have? IF MORE THAN ONE - Which one do you use most often? (SINGLE CODE) 49
Base : Those with a smartphone

QD6 (QD41). Do you have a 4G service? This is a service that enables faster mobile internet access. 51
Base : Those with a smartphone

QD7 (QD27). SHOWCARD How likely is it that you will get a smartphone in the next 12 months? (SINGLE CODE) 52
Base : Those without a smartphone

QD8 (QD11). SHOWCARD Which of these best describes the mobile package you personally use most often? (SINGLE CODE) 54
Base : Those who personally use a mobile phone

QD9 (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) 55
Base : Those who use a postpay/ contract mobile phone

QD10 (QD45). SHOWCARD Do you ever buy add-on packs or bolt-ons from (MOBILE NETWORK PROVIDER) to get extra data, minutes or texts for your pay as you go phone? (MULTI CODE) 56
Base : Those who use a prepay/ pay as you go mobile phone

QD11A (QD4A). SHOWCARD How often, if at all, do you use your mobile phone to send or receive text messages? (SINGLE CODE) 58
Base : Those who personally use a mobile phone

QD11B (QD4B). SHOWCARD And how often, it at all, do you use your mobile phone to make calls? (SINGLE CODE) 60
Base : Those who personally use a mobile phone

QD11C (QD4C). SHOWCARD How often, it at all, do you use your mobile phone to access email or internet services? (SINGLE CODE) 62
Base : Those with a smartphone

QD12 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE) 64
Base : Those who personally use a mobile phone

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QD12 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE) 69
Base : All respondents

QD13 (QD28B). SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE) 74
Base : Those who personally use a mobile phone

QD13 (QD28B). SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE) 80
Base : All respondents

QD14 (QD28E) SHOWCARD Which of these ways do you use your mobile phone to access the internet? (MULTI CODE) 86
Base : Those who use their mobile phone to access the internet

QD15 (QD28C). SHOWCARD Which one of these best describes where you use your mobile phone to access the internet? (SINGLE CODE) 88
Base : Those who use their mobile phone to access the internet

QD16 (QD28F). SHOWCARD In which of these places do you use your mobile phone to access the internet outside of the home? (MULTI CODE) 90
Base : Those who use their mobile phone to access the internet outside the home

QD17 (QD28G). SHOWCARD Do you use any of the following types of apps or applications on your smartphone? (MULTI CODE) 92
Base : Those with a smartphone

QD18 (QD28H). SHOWCARD And which of these types of apps or applications have you PAID FOR to download on your smartphone? (MULTI CODE) 95
Base : Those with a smartphone

QE1. Does your household have a desktop PC, laptop, netbook or tablet computer? (MULTI CODE) 98
Base : All respondents

QE2. Do you or does anyone in your household have access to the internet/ worldwide web at HOME (via any device, e.g. PC, laptop, mobile phone etc)? (SINGLE CODE) 100
Base : All respondents

QE3 (IN6). SHOWCARD Do you ever go online anywhere other than in your home at all? IF YES: Where is that? (MULTI CODE) 101
Base : All respondents

QE4 (QE23). SHOWCARD And how often do you personally use the internet nowadays either at home or elsewhere? (SINGLE CODE) 103
Base : Those who use the internet at home or elsewhere

QE5 (QE35A). How many tablet computers do you have in your household? (SINGLE CODE) 105
Base : Those with any tablet computers in the household

QE6 (QE36). Do you personally use this/ any of these tablet computer/s? (SINGLE CODE) 106
Base : Those with any tablet computers in the household

QE7 (QE37). Is your tablet computer 3G or 4G enabled? This means that the tablet could be used - with a SIM card - to go online from anywhere with a signal, without the need for a Wi-Fi connection? (SINGLE CODE) 107
Base : Those who personally use a tablet computer

QE8 (QE38). And do you have a separate mobile subscription for your tablet, which allows you to go online from anywhere with a 3G or 4G signal, without the need for a Wi-Fi connection? (SINGLE CODE) 108
Base : Those who use a 3G or 4G enabled tablet computer

QE9 (QE44). SHOWCARD And how often do you personally use the mobile signal on your tablet computer to go online - rather than using a Wi-Fi connection? (SINGLE CODE) 109
Base : Those with a separate mobile subscription for their 3G or 4G enabled tablet computer

QE10 (QE1A). SHOWCARD How likely is it that your household will get a tablet computer - such as an iPad - in the next 12 months? (SINGLE CODE) 110
Base : Those without a tablet computer in the household

QE11 (QE40). SHOWCARD Which is the most important device you use to connect to the internet, at home or elsewhere? (SINGLE CODE) 112
Base : Those who use the internet at home or elsewhere

QE12 (QE9). SHOWCARD Which of these methods does your household use to connect to the internet at home? (MULTI CODE) 114
Base : Those with access to the internet at home

QE12 (QE9). SHOWCARD Which of these methods does your household use to connect to the internet at home? (MULTI CODE) 117
Base : All respondents

QE13 (QE52). SHOWCARD Does your household have access to the internet through a service known as 'Fixed Wireless Access'? (DESCRIPTION OF FIXED WIRELESS ACCESS PROVIDED) (SINGLE CODE) 120

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Base : Those with access to the internet at home

QE14 (QE53). Which provider does your household use for the Fixed Wireless Access service? (SINGLE CODE) 121
Base : Those using Fixed Wireless Access at home

QE15 (QE48). Does your household pay line rental in order to receive the fixed broadband service? 122
Base : Those with fixed broadband at home who do not have a landline

QE16 (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? 123
Base : Those in a household with mobile broadband

QE16 (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? 124
Base : All respondents

QE17 (QE39). What were the reasons you took up a mobile broadband service? (MULTI CODE) UNPROMPTED 125
Base : Those who use mobile broadband to access the internet

QE18 (QE22C). SHOWCARD Which one of these best describes where you use mobile broadband to access the internet? (SINGLE CODE) 127
Base : Those who use mobile broadband to access the internet

QE19 (QE32). SHOWCARD In which of these places do you use mobile broadband to access the internet outside of the home? (MULTI CODE) 129
Base : Those who use mobile broadband to access the internet outside the home

QE20 (QE3B). 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? 130
Base : Those with fixed broadband at home where there is more than one person in household

QE21 (QE3A). 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? 131
Base : Those with mobile broadband at home where there is more than one person in household

QE22 (QE7). SHOWCARD Which Internet Service Provider (ISP) does your household currently use as its MAIN supplier at home? (SINGLE CODE) 132
Base : Those with access to the internet at home

QE23 (QE49). SHOWCARD Which of these BT Sport channels does your household have, as far as you know? (SINGLE CODE) 135
Base : Those who use BT for their internet access at home

QE24 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE) 137
Base : Those who use the internet at home or elsewhere

QE24 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE) 145
Base : All respondents

QE25 (QE5B). SHOWCARD And, which, if any, of these activities have you used the internet for in the LAST WEEK? (MULTI CODE) 153
Base : Those who use the internet at home or elsewhere

QE25 (QE5B). SHOWCARD And, which, if any, of these activities have you used the internet for in the LAST WEEK? (MULTI CODE) 161
Base : All respondents

SUMMARY OF ONLINE ACTIVITIES EVER USE - MOBILE (QD28A) OR ONLINE (QE5A) 169
Base : All respondents

SUMMARY OF ONLINE ACTIVITIES USED IN LAST WEEK - MOBILE (QD28A) OR ONLINE (QE5A) 172
Base : All respondents

QE26 (QE51). SHOWCARD Which of these fixed broadband services does your household have? (SINGLE CODE) 175
Base : Those with fixed broadband at home

QE27 (QE11C). Do you know how to find out what speeds you are getting on your computer at home? (SINGLE CODE) 177
Base : Those who use broadband to connect to the internet at home

QE28 (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) 178
Base : Those with fixed broadband at home

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QE29 (QE35). READ OUT DESCRIPTION OF WIRELESS ROUTER. Do you or anyone in your household use a fixed wireless internet connection at home (Wi-Fi)? (SINGLE CODE) 180
Base : Those with fixed broadband at home

QE30 (QE11D). SHOWCARD How many of these devices use your household's Wi-Fi connection? (MULTI CODE) 181
Base : Those using a wireless internet connection at home

QE31 (QE24). SHOWCARD How likely are you to get internet access at home in the next 12 months? (SINGLE CODE) 184
Base : Those without internet access at home

QE32 (QE25A). Why are you unlikely to get internet access at home in the next 12 months? (MULTI CODE) UNPROMPTED 186
Base : Those unlikely to get internet access at home in the next 12 months

QE33 (QE25B). And, which one of these reasons is your MAIN reason for not getting internet access at home? (SINGLE CODE) 190
Base : Those unlikely to get internet access at home in the next 12 months

QE34 (QENI1). EXPLAIN SATELLITE BROADBAND Were you aware that satellite broadband is available? (SINGLE CODE) 194
Base : All respondents in Scotland and Wales

QE35 (QE29). EXPLAIN THAT PHONE CALLS CAN BE MADE USING THE INTERNET USING SERVICES SUCH AS SKYPE AND FACETIME. Before now, were you aware that you could make voice calls using the internet? (SINGLE CODE) 195
Base : All respondents

QE36 (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) 196
Base : All respondents

QE37 (QE31). SHOWCARD Which supplier or service does/ did your household use to make voice calls using the internet? (MULTI CODE) 197
Base : Those who have ever used a service to make voice or video calls using the internet at home

QE38 (QE50). SHOWCARD How often do you or does anyone in your household use these services? (SINGLE CODE) 199
Base : Those who have ever used a service to make voice or video calls using the internet at home

QE39 (QE33). SHOWCARD Which device or devices does your household use to make voice calls using the internet? (MULTI CODE) 200
Base : Those who have ever used a service to make voice or video calls using the internet at home

QE40 (QE34). Do you pay for any elements of your service to make calls using the internet? Perhaps calls made to landline or mobile phones, or any equipment or software you needed to purchase solely to be able to make calls using the internet. (SINGLE CODE) 202
Base : Those who have ever used a service to make voice or video calls using the internet at home

SUMMARY - ACCESS TO/ USE OF INTERNET ACROSS ANY CONNECTION/ ANY DEVICE/ ANY LOCATION 203
Base : All respondents

SUMMARY - ACCESS TO INTERNET 204
Base : All respondents

QP1 (QP2). Before today, had you heard of digital radio? READ OUT EXPLANATION IF NECESSARY (SINGLE CODE) 205
Base : All respondents

QP2 (QP4). SHOWCARD I'm now going to ask about any radios that you have at home (EXPLANATION PROVIDED, EXCLUDING CAR RADIOS, LISTENING THROUGH A COMPUTER, TV OR PHONE). In which of these rooms at home do you have any radios? (MULTI CODE) 206
Base : All respondents

QP3 (QP5). How many radios do you have in your home that you, or someone in your household, listen to in most weeks? (SINGLE CODE) 209
Base : All respondents

QP3 (QP5). How many radios do you have in your home that you, or someone in your household, listen to in most weeks? (SINGLE CODE) 210
Base : Those with any 'active' radio sets in the home

QP4 (QP7). You said that you have (NUMBER AT QP5) radios in your home that someone in the household listens to in most weeks. How many of these radios are digital radios? READ OUT EXPLANATION IF NECESSARY (SINGLE CODE) 211
Base : All respondents

QP4 (QP7). You said that you have (NUMBER AT QP5) radios in your home that someone in the household listens to in most weeks. How many of these radios are digital radios? READ OUT EXPLANATION IF NECESSARY (SINGLE CODE) 213
Base : Those who listen to radio

QP5 (QP21). SHOWCARD Thinking about using radios in a vehicle. Does the main vehicle you use have a radio? Is the radio in this vehicle a digital radio? (SINGLE CODE) 215
Base : All respondents

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SUMMARY OF DIGITAL RADIO OWNERSHIP IN HOME OR IN VEHICLE 216
Base : All respondents

SUMMARY OF DIGITAL RADIO OWNERSHIP IN HOME OR IN VEHICLE 218
Base : Those who listen to radio

QP6 (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) 220
Base : Those who listen to radio

QP7A (QP11A). SHOWCARD How often, if at all, do you listen to radio through a - Radio set to listen to an AM station - either at home or on portable radio. (SINGLE CODE) 222
Base : Those who listen to radio

QP7B (QP11B). SHOWCARD How often, if at all, do you listen to radio through a - Radio set to listen to an FM station - either at home or on portable radio. (SINGLE CODE) 224
Base : Those who listen to radio

QP7C (QP11C). SHOWCARD How often, if at all, do you listen to radio through a - Mobile phone. (SINGLE CODE) 225
Base : Those who listen to radio

QP7D (QP11D). SHOWCARD How often, if at all, do you listen to radio through - TV. (SINGLE CODE) 226
Base : Those who listen to radio

QP7E (QP11E). SHOWCARD How often, if at all, do you listen to radio through - The internet. (SINGLE CODE) 227
Base : Those who listen to radio

QP7F (QP11F). SHOWCARD How often, if at all, do you listen to radio through a - DAB radio set. (SINGLE CODE) 229
Base : Those who listen to radio

QP7G (QP11G) SHOWCARD How often, if at all, do you listen to radio through a - Car radio to listen to an FM station. (SINGLE CODE) 230
Base : Those who listen to radio

QP7H (QP11H) SHOWCARD How often, if at all, do you listen to radio through a - Car radio to listen to an AM station. (SINGLE CODE) 231
Base : Those who listen to radio

QP7I (QP11I) SHOWCARD How often, if at all, do you listen to radio through a - Car radio with DAB. (SINGLE CODE) 233
Base : Those who listen to radio

QP7J (QP11J) SHOWCARD How often, if at all, do you listen to radio through a - Smart speaker such as Amazon Echo, Google Home or Apple HomePod. (SINGLE CODE) 235
Base : Those who listen to radio

SUMMARY - EVER USE DIGITAL RADIO 236
Base : Those who listen to radio

SUMMARY - EVER USE DIGITAL RADIO 237
Base : All respondents

SUMMARY - EVER LISTEN TO RADIO 238
Base : All respondents

QP8 (QP16). SHOWCARD In which of these ways do you listen to radio on your mobile phone? (MULTI CODE) 239
Base : Those who listen to radio via a mobile phone

QP9 (QP14). SHOWCARD Which, if any, of these features did you associate with digital radio before today? (MULTI CODE) 240
Base : All aware of digital radio or with any type of digital radio

QP10 (QP15). 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? (MULTI CODE) 242
Base : All with any type of digital radio

QP11 (QP12). SHOWCARD How likely is it that your household will get a DAB radio in the next 12 months? (SINGLE CODE) 244
Base : Those with any 'active' radio sets in the home who listen to radio but do not have any DAB sets at home

QP12 (QP14A). Why are you unlikely to get digital radio in the next 12 months? (MULTI CODE) UNPROMPTED 246
Base : Those with any 'active' radio sets in the home who listen to radio who are unlikely to get DAB radio in the next 12 months

QH1A. SHOWCARD Which, if any, of these types of television does your household receive at the moment? Please think about all of the TV sets in your household. Please also think about any TV services which may be built-in to any televisions in

your household, as well as any you receive through a set-top box connected to the TV set. (MULTI CODE) 249
Base : All respondents

QH1B. SHOWCARD And which of these do you consider is your MAIN type of television? (SINGLE CODE) 251
Base : All respondents

TV MULTI-PLATFORM OWNERSHIP 253
Base : All respondents

HOUSEHOLD TV SERVICES - OPTION 1 - NOW TV INCLUDED IN PAY TV, NOT OTT 255
Base : All respondents

HOUSEHOLD TV SERVICES - OPTION 2 - NOW TV INCLUDED IN OTT, NOT PAY TV 258
Base : All respondents

HOUSEHOLD TV SERVICES - OPTION 3 - NOW TV IN OWN CATEGORY OF A 'VIRTUAL PAY TV OPERATOR', NOT INCLUDED IN OTT, NOT INCLUDED IN PAY TV 261
Base : All respondents

SUMMARY FOR PAY TV (NOW TV AND HYBRID IPTV INCLUDED IN PAY TV DEFINITION) 264
Base : All Pay TV users (including NOW TV and all Hybrid IPTV)

SUMMARY FOR OTT (NOW TV AND HYBRID IPTV INCLUDED IN PAY TV DEFINITION) 265
Base : All OTT users (excluding NOW TV)

SUMMARY FOR FREE TV (NOW TV AND HYBRID IPTV INCLUDED IN PAY TV DEFINITION) 266
Base : All Free TV users

QH2 (QH66). What are the reasons why you don't have a television set in your household? What other reasons? (MULTI CODE) UNPROMPTED 267
Base : Those without a TV in the household

QH3 (QH53). Is the MAIN TV in your household an HDTV set or HD ready? (SINGLE CODE) 269
Base : Those with a TV in the household

QH4 (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) 270
Base : Those whose main TV set is an HDTV or HD-ready

QH5 (QH70). You mentioned that you have an HD ready TV or HD TV service. Is the MAIN TV in your household an Ultra High Definition (known as UHD) TV set or UHD ready - also known as 4K? (SINGLE CODE) 271
Base : Those whose main TV set is an HDTV or HD-ready

QH6 (QH74). Although you have an Ultra HD (4K) ready TV set, to actually watch TV channels and programmes that are broadcast in ultra high definition, you need a TV service or an on-demand service that provides Ultra HD or 4K content. For the main TV set, does your household have an Ultra HD or 4K service? (SINGLE CODE) 272
Base : Those whose main TV set is a UHDTV set or UHD-ready

QH7 (QH3). SHOWCARD Which of the following best describes your satellite TV service/s? (MULTI CODE) 273
Base : Those with Satellite TV

QH8 (QH4). SHOWCARD Which, if any, of these channels do you pay to subscribe to through your Sky satellite service? (MULTI CODE) 274
Base : Those with paid for Sky Satellite TV

QH9 (QH5). SHOWCARD Which, if any, of these channels do you pay to subscribe to through your Cable TV service? (MULTI CODE) 276
Base : Those with Cable TV

QH10 (QH68). SHOWCARD Which of the following channels do you pay to subscribe to through your pay TV service? 277
Base : Those with any (non-Sky and non-Virgin Media) paid-for TV services (from BT TV, TalkTalk TV, EE TV, NOW TV or YouView)

QH11 (QH76). SHOWCARD You said your household pays for Sky Sports channels. Since July 2017 Sky Sports now have channels for certain sports, such as Premier League football, Golf, Cricket and Formula One. As far as you know, how many different Sky Sports channels does your household pay to receive? (SINGLE CODE) 278
Base : Those in households that pay to subscribe to Sky Sports channels

QH12A (QR1A). Does your household have Sky+? (SINGLE CODE) 279
Base : Those with Sky Satellite TV

QH12B (QR1H). Does your household have Sky Q? (SINGLE CODE) 280

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Base : Those with Sky Satellite TV

QH12A/QH12B (QR1A/QR1H). Does your household have Sky+/ Sky Q? (SINGLE CODE) 281
Base : Those with Sky Satellite TV

QH12C (QR1B). Does your household have Virgin TiVo or V+ or the Virgin V6 box? (SINGLE CODE) 282
Base : Those with Virgin Media (Cable TV)

QH12D (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) 283
Base : Those with Freesat

QH12E (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) 284
Base : Those with Freeview

QH12F (QR1E). Does your TV service allow you to record and store TV programmes, and also pause and rewind live TV programmes? (SINGLE CODE) 285
Base : Those with BT TV, TalkTalk TV, EE TV, NOW TV or YouView

DVR HOUSEHOLD OWNERSHIP 286
Base : All respondents

QH13 (QR5). SHOWCARD How often, if ever, do you use your DVR to watch recorded programmes? (SINGLE CODE) 287
Base : Those who own a DVR

QH14 (QH71). SHOWCARD Does your household subscribe to any of these paid-for online on-demand services to watch TV programmes or films? (MULTI CODE) 288
Base : All respondents

QH15 (QH77). SHOWCARD Do you use any of these services to view online TV programmes or films via any type of device (including a mobile phone, tablet, or TV set)? (MULTI CODE) 290
Base : All respondents

QH16 (QH78). SHOWCARD And which of these services, if any, have you used in the past week? (MULTI CODE) 294
Base : All respondents

QH17 (QH79). SHOWCARD Do you use any of these online TV services to watch channels or programmes live at the time they are broadcast? (MULTI CODE) 298
Base : All respondents

QH18 (QH75). SHOWCARD Which, if any, of these would encourage you to watch more online TV programmes or films than you currently do - using broadcaster services like BBC iPlayer or subscription services like Netflix or Amazon Prime Video, or pay per view services like iTunes or Google Play? (MULTI CODE) 300
Base : All respondents

QH19 (QH62). Are any of your TV sets "Smart TVs"? These are newer types of TV that are connected to the internet and can stream video directly onto your television screen, without the need for a computer, set-top box or games console. IF NECESSARY - It's a TV that allows you to surf the internet and stream movies, TV shows and videos using services such as BBC iPlayer, Netflix and YouTube. They are also sometimes referred to as a Connected TV or a Hybrid TV. 302
Base : Those with a TV in the household

QH20 (QH80). And are any of your Smart TV sets connected to your home broadband service? EXPLANATION PROVIDED IF NECESSARY (SINGLE CODE) 303
Base : Those with a 'Smart TV' in the household

QH21 (QH45). SHOWCARD Have you or has anyone in your household connected your TV to the internet to watch something on the TV screen - using any of these devices - in the last 12 months? Please note this does not include access to the internet via a 'Smart TV' set. (MULTI CODE) 304
Base : Those with a TV in the household

QH22A (QH65A). How frequently, if at all, do you watch each of these channels - RTE1? (SINGLE CODE) 306
Base : All respondents in Northern Ireland with a TV in the household

QH22B (QH65B). How frequently, if at all, do you watch each of these channels - RTE2? (SINGLE CODE) 307
Base : All respondents in Northern Ireland with a TV in the household

QH22C (QH65C). How frequently, if at all, do you watch each of these channels - TV3? (SINGLE CODE) 308
Base : All respondents in Northern Ireland with a TV in the household

QH22D (QH65D). How frequently, if at all, do you watch each of these channels - TG4? (SINGLE CODE) 309
Base : All respondents in Northern Ireland with a TV in the household

QCHECK. Can I just check that you have the following services? (MULTI CODE) 310
Base : All respondents

OFCOM DIGITAL PARTICIPATION CONSORTIUM TECH TRACKER H1 2018 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 3rd January to 28th February 2018.

QG1. Do you receive more than one of these services as part of an overall deal or package from the same supplier? (SINGLE CODE) 312
Base : All respondents

QG2 (QG3A). SHOWCARD Please could you tell me which services are part of this deal or package you have with the same supplier? (MULTI CODE) 313
Base : Those with a bundle of services, who receive any of these services as part of an overall deal or package

QG2 (QG3A). SHOWCARD Please could you tell me which services are part of this deal or package you have with the same supplier? (MULTI CODE) 314
Base : All respondents

QG3 (QG3D). Which supplier do you use for this package of services? (SINGLE CODE) 316
Base : Those with a bundle of services, who receive any of these services as part of an overall deal or package

BUNDLE OWNERSHIP - DEFINED BY SUPPLIER USED FOR EACH SERVICE 319
Base : All respondents

SUMMARY OF BUNDLE OWNERSHIP - DEFINED BY SAME SUPPLIER USED FOR A NUMBER OF SERVICES 321
Base : All respondents

BUNDLE OWNERSHIP - DEFINED BY SUPPLIER USED FOR EACH SERVICE 322
Base : Those using the same supplier for two or more services

SUMMARY OF BUNDLE OWNERSHIP - DEFINED BY SAME SUPPLIER USED FOR A NUMBER OF SERVICES 323
Base : Those using the same supplier for two or more services

FIXED BROADBAND STANDALONE - DEFINED BY SUPPLIER USED FOR FIXED BROADBAND AND OTHER SERVICES 324
Base : Those with fixed broadband at home

FIXED BROADBAND STANDALONE - DEFINED BY SUPPLIER USED FOR FIXED BROADBAND AND OTHER SERVICES 325
Base : All respondents

LANDLINE STANDALONE - DEFINED BY SUPPLIER USED FOR LANDLINE AND OTHER SERVICES (INCLUDING THOSE WHO PAY LINE RENTAL AT QE48) 326
Base : Those with a landline phone at home - including those who pay line rental for fixed broadband

LANDLINE STANDALONE - DEFINED BY SUPPLIER USED FOR LANDLINE AND OTHER SERVICES (INCLUDING THOSE WHO PAY LINE RENTAL AT QE48) 327
Base : All respondents

MOBILE (PERSONAL) STANDALONE - DEFINED BY SUPPLIER USED FOR MOBILE AND OTHER SERVICES 328
Base : Those who personally use a mobile phone

MOBILE (PERSONAL) STANDALONE - DEFINED BY SUPPLIER USED FOR MOBILE AND OTHER SERVICES 329
Base : All respondents

PAY TV STANDALONE - DEFINED BY SUPPLIER USED FOR PAY TV AND OTHER SERVICES 330
Base : Those with a Pay TV service

PAY TV STANDALONE - DEFINED BY SUPPLIER USED FOR PAY TV AND OTHER SERVICES 331
Base : All respondents

QZ1 (QZ10). SHOWCARD How would you describe your national identity? (SINGLE CODE) 332
Base : All respondents

QZ2. SHOWCARD Which of the groups on this card do you consider you belong to? (SINGLE CODE) 333
Base : All respondents

QZ3 (QZ5A). SHOWCARD Which of these, if any, limit your daily activities or the work you can do? (MULTI CODE) 338
Base : All respondents

QZ4 (QZ11). Do you need to wear glasses or contact lenses in order to watch TV, go online or use a phone? (SINGLE CODE) 341
Base : All respondents

QZ5 (QZ12). Do you need to use a hearing aid or other hearing assistance in order to watch TV, go online or use a phone? (SINGLE CODE) 342
Base : All respondents

QZ6. SHOWCARD Which of these best describes your sight? (SINGLE CODE) 343

OFCOM DIGITAL PARTICIPATION CONSORTIUM TECH TRACKER H1 2018 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 3rd January to 28th February 2018.

Base : Those with poor vision, partial sight or blindness

QZ7. SHOWCARD Which of these best describes your hearing? (SINGLE CODE) 345
Base : Those with poor hearing, partial hearing or deafness

QZ9 (SGA). Do you ever work from home? (SINGLE CODE) 347
Base : Those working full or part time

QZ10 (SGB). Would you say that you work from home most of the time or just occasionally? (SINGLE CODE) 348
Base : Those who ever work from home

QZ11 (QZ14). Are any other adults in the household working either full time or part time? 349
Base : Those who are not working who live in a household of two or more adults

QZ13. SHOWCARD Please could you say which letter from this card applies to your total household income from all sources, before tax and other deductions? (SINGLE CODE) 350
Base : All respondents

OFCOM DIGITAL PARTICIPATION CONSORTIUM TECH TRACKER H1 2018 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 3rd January to 28th February 2018.

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.

NATION

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
England	333	236	207	443	854	1993	239	362	**	**	150	1875	443	-	-	**	201	243	205	238
	83%	85%	83%	84%	83%	82%	98%	79%	**	**	82%	84%	100%	-%	-%	**	100%	100%	100%	100%
							f					h	no							
	15%	11%	9%	20%	38%	89%	11%	16%	**	**	7%	84%	20%	-%	-%	**	9%	11%	9%	11%
Scotland	40	19	20	40	89	229	4	57	**	**	15	174	-	40	-	**	-	-	-	-
	10%	7%	8%	8%	9%	9%	1%	13%	**	**	8%	8%	-%	100%	-%	**	-%	-%	-%	-%
						g		l						mo						
	17%	8%	9%	17%	38%	98%	2%	25%	**	**	7%	75%	-%	17%	-%	**	-%	-%	-%	-%
Wales	18	16	15	31	58	130	1	29	**	**	15	103	-	-	31	**	-	-	-	-
	4%	6%	6%	6%	6%	5%	1%	6%	**	**	8%	5%	-%	-%	100%	**	-%	-%	-%	-%
						g					l				mn					
	14%	12%	11%	23%	44%	98%	1%	22%	**	**	12%	78%	-%	-%	23%	**	-%	-%	-%	-%
Northern Ireland	10	7	6	13	29	73	1	7	**	**	3	67	-	-	-	**	-	-	-	-
	2%	2%	2%	2%	3%	3%	*%	2%	**	**	2%	3%	-%	-%	-%	**	-%	-%	-%	-%
						g														
	13%	9%	8%	18%	40%	99%	1%	10%	**	**	4%	90%	-%	-%	-%	**	-%	-%	-%	-%

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

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.

REGION

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
North East	21	8	10	18	47	111	2	26	**	**	11	89	18	-	-	**	7	10	10	8
	5%	3%	4%	3%	5%	5%	1%	6%	**	**	6%	4%	4%	-%	-%	**	4%	4%	5%	3%
						g							o							
	18%	7%	8%	16%	41%	97%	2%	23%	**	**	10%	78%	16%	-%	-%	**	6%	9%	9%	7%
North West	50	34	37	71	136	276	25	55	**	**	29	242	71	-	-	**	35	36	30	41
	12%	12%	15%	13%	13%	11%	10%	12%	**	**	16%	11%	16%	-%	-%	**	17%	15%	15%	17%
													no							
	17%	11%	12%	24%	46%	93%	8%	19%	**	**	10%	81%	24%	-%	-%	**	12%	12%	10%	14%
Yorkshire	26	23	16	38	102	212	16	50	**	**	20	174	38	-	-	**	18	20	17	21
	6%	8%	6%	7%	10%	9%	7%	11%	**	**	11%	8%	9%	-%	-%	**	9%	8%	8%	9%
								l					no							
	11%	10%	7%	17%	45%	93%	7%	22%	**	**	9%	76%	17%	-%	-%	**	8%	9%	8%	9%
East Midlands	23	21	19	40	89	181	10	24	**	**	9	167	40	-	-	**	20	20	18	22
	6%	8%	7%	8%	9%	7%	4%	5%	**	**	5%	8%	9%	-%	-%	**	10%	8%	9%	9%
													no							
	12%	11%	10%	21%	47%	95%	5%	13%	**	**	5%	87%	21%	-%	-%	**	10%	11%	9%	12%
West Midlands	34	28	25	53	94	205	28	41	**	**	14	195	53	-	-	**	23	30	19	34
	9%	10%	10%	10%	9%	8%	11%	9%	**	**	8%	9%	12%	-%	-%	**	12%	12%	9%	14%
													no							
	15%	12%	11%	23%	40%	87%	12%	17%	**	**	6%	83%	23%	-%	-%	**	10%	13%	8%	14%
East of England	35	33	26	59	92	228	14	38	**	**	18	208	59	-	-	**	22	36	20	39
	9%	12%	10%	11%	9%	9%	6%	8%	**	**	10%	9%	13%	-%	-%	**	11%	15%	10%	16%
													no							s
	14%	13%	10%	24%	38%	93%	6%	15%	**	**	7%	85%	24%	-%	-%	**	9%	15%	8%	16%
London	41	18	17	35	89	224	118	26	**	**	10	315	35	-	-	**	15	20	18	17
	10%	6%	7%	7%	9%	9%	48%	6%	**	**	6%	14%	8%	-%	-%	**	7%	8%	9%	7%
	d						f					hk	no							
	12%	5%	5%	10%	26%	66%	35%	8%	**	**	3%	93%	10%	-%	-%	**	4%	6%	5%	5%

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

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REGION

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
South East	71	40	35	76	120	336	23	59	**	**	17	306	76	-	-	**	33	43	46	29
	18%	14%	14%	14%	12%	14%	9%	13%	**	**	9%	14%	17%	-%	-%	**	16%	18%	23%	12%
	20%	11%	10%	21%	33%	93%	6%	16%	**	**	5%	85%	no 21%	-%	-%	**	9%	12%	t 13%	8%
South West	31	31	23	54	84	220	3	42	**	**	21	179	54	-	-	**	27	26	27	27
	8%	11%	9%	10%	8%	9%	1%	9%	**	**	12%	8%	12%	-%	-%	**	14%	11%	13%	11%
	14%	14%	10%	24%	37%	g 98%	1%	19%	**	**	9%	80%	no 24%	-%	-%	**	12%	12%	12%	12%
Wales	18	16	15	31	58	130	1	29	**	**	15	103	-	-	31	**	-	-	-	-
	4%	6%	6%	6%	6%	5%	1%	6%	**	**	8%	5%	-%	-%	100%	**	-%	-%	-%	-%
	14%	12%	11%	23%	44%	g 98%	1%	22%	**	**	l 12%	78%	-%	-%	mn 23%	**	-%	-%	-%	-%
Scotland	40	19	20	40	89	229	4	57	**	**	15	174	-	40	-	**	-	-	-	-
	10%	7%	8%	8%	9%	9%	1%	13%	**	**	8%	8%	-%	100%	-%	**	-%	-%	-%	-%
	17%	8%	9%	17%	38%	g 98%	2%	l 25%	**	**	7%	75%	-%	mo 17%	-%	**	-%	-%	-%	-%
Northern Ireland	10	7	6	13	29	73	1	7	**	**	3	67	-	-	-	**	-	-	-	-
	2%	2%	2%	2%	3%	3%	*%	2%	**	**	2%	3%	-%	-%	-%	**	-%	-%	-%	-%
	13%	9%	8%	18%	40%	g 99%	1%	10%	**	**	4%	90%	-%	-%	-%	**	-%	-%	-%	-%

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

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.

URBANITY

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Urban	338	226	218	444	904	2074	241	382	**	**	149	1936	382	31	23	**	169	213	169	213
	85%	81%	88%	84%	88%	86%	99%	84%	**	**	81%	87%	86%	78%	75%	**	84%	88%	82%	89%
			b				f					k	o							
	15%	10%	9%	19%	39%	89%	10%	16%	**	**	6%	83%	16%	1%	1%	**	7%	9%	7%	9%
Rural	62	52	30	83	125	350	3	74	**	**	34	283	62	9	8	**	32	30	36	26
	15%	19%	12%	16%	12%	14%	1%	16%	**	**	19%	13%	14%	22%	25%	**	16%	12%	18%	11%
		c				g					l				m					
	17%	15%	9%	23%	35%	98%	1%	21%	**	**	10%	80%	17%	2%	2%	**	9%	8%	10%	7%

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

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.

CABLE AREA

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
TELEWEST	99	73	73	147	318	670	86	112	**	**	45	653	133	5	5	**	58	76	65	69
	25%	26%	30%	28%	31%	28%	35%	24%	**	**	25%	29%	30%	12%	18%	**	29%	31%	32%	29%
							f					h	no							
	13%	10%	10%	19%	42%	88%	11%	15%	**	**	6%	85%	17%	1%	1%	**	8%	10%	8%	9%
NTL	77	44	47	92	196	476	102	86	**	**	29	487	82	10	-	**	36	45	35	46
	19%	16%	19%	17%	19%	20%	42%	19%	**	**	16%	22%	18%	25%	-%	**	18%	19%	17%	19%
							f					k	o	o						
	13%	8%	8%	16%	34%	83%	18%	15%	**	**	5%	85%	14%	2%	-%	**	6%	8%	6%	8%
NEITHER	223	160	128	288	515	1279	57	258	**	**	110	1079	228	25	25	**	107	122	105	123
	56%	58%	51%	55%	50%	53%	23%	57%	**	**	60%	49%	52%	63%	82%	**	53%	50%	51%	52%
						g		l			l				mn					
	17%	12%	10%	22%	39%	96%	4%	19%	**	**	8%	81%	17%	2%	2%	**	8%	9%	8%	9%

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

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.

DEPRIVATION LEVEL

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Low	229	172	148	320	459	1241	43	229	**	**	96	1073	277	21	15	**	137	139	152	124
	57%	62%	60%	61%	45%	51%	18%	50%	**	**	52%	48%	62%	52%	50%	**	68%	57%	74%	52%
						g							o				rt		rt	
	18%	13%	12%	25%	36%	96%	3%	18%	**	**	7%	83%	22%	2%	1%	**	11%	11%	12%	10%
Medium	148	94	93	187	483	1053	131	196	**	**	74	989	149	17	15	**	59	91	50	99
	37%	34%	38%	36%	47%	43%	53%	43%	**	**	40%	45%	34%	43%	48%	**	29%	37%	25%	41%
							f								m			s		qs
	12%	8%	8%	16%	40%	88%	11%	16%	**	**	6%	83%	12%	1%	1%	**	5%	8%	4%	8%
High	24	13	7	20	87	130	71	31	**	**	13	157	17	2	1	**	5	13	2	15
	6%	5%	3%	4%	8%	5%	29%	7%	**	**	7%	7%	4%	5%	2%	**	2%	5%	1%	6%
							f											s		qs
	12%	7%	4%	10%	45%	68%	37%	16%	**	**	7%	82%	9%	1%	*%	**	2%	7%	1%	8%

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

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.

SE. GENDER

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Male	204	133	100	233	443	1178	122	205	**	**	69	1073	201	14	13	**	201	-	102	99
	51%	48%	40%	44%	43%	49%	50%	45%	**	**	38%	48%	45%	35%	41%	**	100%	-%	50%	42%
	cd											k					rst		r	r
	16%	10%	8%	18%	34%	91%	9%	16%	**	**	5%	82%	15%	1%	1%	**	15%	-%	8%	8%
Female	196	145	149	294	586	1246	122	251	**	**	115	1146	243	26	18	**	-	243	104	139
	49%	52%	60%	56%	57%	51%	50%	55%	**	**	62%	52%	55%	65%	59%	**	-%	100%	50%	58%
			a	a							l							qst	q	q
	14%	11%	11%	21%	43%	91%	9%	18%	**	**	8%	83%	18%	2%	1%	**	-%	18%	8%	10%

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

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.

SF. AGE OF RESPONDENT

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
16 - 17	-	-	-	-	13	42	7	1	**	**	-	46	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	1%	2%	3%	*%	**	**	-%	2%	-%	-%	-%	**	-%	-%	-%	-%
												hk								
	-%	-%	-%	-%	27%	86%	15%	2%	**	**	-%	96%	-%	-%	-%	**	-%	-%	-%	-%
18 - 24	-	-	-	-	88	264	44	19	**	**	2	279	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	9%	11%	18%	4%	**	**	1%	13%	-%	-%	-%	**	-%	-%	-%	-%
							f	k				hk								
	-%	-%	-%	-%	28%	85%	14%	6%	**	**	1%	90%	-%	-%	-%	**	-%	-%	-%	-%
25 - 34	-	-	-	-	109	410	65	20	**	**	2	441	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	11%	17%	26%	4%	**	**	1%	20%	-%	-%	-%	**	-%	-%	-%	-%
							f	k				hk								
	-%	-%	-%	-%	23%	87%	14%	4%	**	**	*%	93%	-%	-%	-%	**	-%	-%	-%	-%
35 - 44	-	-	-	-	92	428	56	47	**	**	15	440	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	9%	18%	23%	10%	**	**	8%	20%	-%	-%	-%	**	-%	-%	-%	-%
												hk								
	-%	-%	-%	-%	19%	87%	11%	10%	**	**	3%	90%	-%	-%	-%	**	-%	-%	-%	-%
45 - 54	-	-	-	-	105	381	34	49	**	**	19	371	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	10%	16%	14%	11%	**	**	10%	17%	-%	-%	-%	**	-%	-%	-%	-%
												hk								
	-%	-%	-%	-%	25%	90%	8%	12%	**	**	4%	87%	-%	-%	-%	**	-%	-%	-%	-%
55 - 64	400	-	-	-	96	386	16	91	**	**	36	314	-	-	-	**	-	-	-	-
	100%	-%	-%	-%	9%	16%	7%	20%	**	**	20%	14%	-%	-%	-%	**	-%	-%	-%	-%
	bcd					g		l			l									
	100%	-%	-%	-%	24%	97%	4%	23%	**	**	9%	78%	-%	-%	-%	**	-%	-%	-%	-%
65 - 74	-	278	-	278	278	286	7	91	**	**	35	212	236	19	16	**	114	122	114	122
	-%	100%	-%	53%	27%	12%	3%	20%	**	**	19%	10%	53%	49%	52%	**	57%	50%	56%	51%
		acd		ac		g		l			l									
	-%	96%	-%	96%	96%	98%	2%	31%	**	**	12%	73%	81%	7%	5%	**	39%	42%	39%	42%

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

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.

SF. AGE OF RESPONDENT

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
75+	-	-	249	249	249	228	15	137	**	**	75	116	207	20	15	**	87	120	91	117
	-%	-%	100%	47%	24%	9%	6%	30%	**	**	41%	5%	47%	51%	48%	**	43%	50%	44%	49%
			abd	ab				l			hl									
	-%	-%	106%	106%	106%	97%	6%	58%	**	**	32%	49%	88%	9%	6%	**	37%	51%	38%	50%
AGE SUMMARY																				
16-24	-	-	-	-	101	305	52	21	**	**	2	325	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	10%	13%	21%	5%	**	**	1%	15%	-%	-%	-%	**	-%	-%	-%	-%
							f	k				hk								
	-%	-%	-%	-%	28%	85%	14%	6%	**	**	1%	91%	-%	-%	-%	**	-%	-%	-%	-%
25-34	-	-	-	-	109	410	65	20	**	**	2	441	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	11%	17%	26%	4%	**	**	1%	20%	-%	-%	-%	**	-%	-%	-%	-%
							f	k				hk								
	-%	-%	-%	-%	23%	87%	14%	4%	**	**	*%	93%	-%	-%	-%	**	-%	-%	-%	-%
35-54	-	-	-	-	197	809	90	96	**	**	34	811	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	19%	33%	37%	21%	**	**	18%	37%	-%	-%	-%	**	-%	-%	-%	-%
												hk								
	-%	-%	-%	-%	22%	88%	10%	11%	**	**	4%	89%	-%	-%	-%	**	-%	-%	-%	-%
55-64	400	-	-	-	96	386	16	91	**	**	36	314	-	-	-	**	-	-	-	-
	100%	-%	-%	-%	9%	16%	7%	20%	**	**	20%	14%	-%	-%	-%	**	-%	-%	-%	-%
	bcd					g		l			l									
	100%	-%	-%	-%	24%	97%	4%	23%	**	**	9%	78%	-%	-%	-%	**	-%	-%	-%	-%
65+	-	278	249	527	527	514	22	228	**	**	110	327	443	40	31	**	201	243	205	238
	-%	100%	100%	100%	51%	21%	9%	50%	**	**	60%	15%	100%	100%	100%	**	100%	100%	100%	100%
		a	a	a		g		l			hl									
	-%	53%	47%	100%	100%	98%	4%	43%	**	**	21%	62%	84%	8%	6%	**	38%	46%	39%	45%

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

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.

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					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
A	11	7	6	13	13	53	13	11	**	**	3	55	12	1	*	**	6	6	12	-
	3%	2%	2%	2%	1%	2%	5%	2%	**	**	2%	2%	3%	2%	1%	**	3%	2%	6%	-%
							f										t	t	t	
	17%	11%	9%	20%	20%	81%	19%	17%	**	**	5%	84%	18%	1%	1%	**	9%	9%	18%	-%
B	106	62	52	113	113	580	55	72	**	**	23	580	97	5	9	**	55	42	97	-
	27%	22%	21%	21%	11%	24%	22%	16%	**	**	12%	26%	22%	12%	29%	**	28%	17%	48%	-%
												hk			n		rt	t	qrt	
	16%	10%	8%	18%	18%	90%	8%	11%	**	**	4%	90%	15%	1%	1%	**	9%	7%	15%	-%
C1	107	64	54	119	119	650	73	103	**	**	36	637	96	14	7	**	40	56	96	-
	27%	23%	22%	23%	12%	27%	30%	23%	**	**	20%	29%	22%	34%	23%	**	20%	23%	47%	-%
												hk		m			t	t	qrt	
	15%	9%	8%	17%	17%	91%	10%	14%	**	**	5%	89%	13%	2%	1%	**	6%	8%	13%	-%
C2	77	65	51	116	116	545	30	92	**	**	35	475	100	8	5	**	54	46	-	100
	19%	23%	20%	22%	11%	22%	12%	20%	**	**	19%	21%	22%	20%	17%	**	27%	19%	-%	42%
						g											s	s		qrs
	13%	11%	9%	20%	20%	94%	5%	16%	**	**	6%	82%	17%	1%	1%	**	9%	8%	-%	17%
D	46	35	23	58	331	289	37	50	**	**	15	274	48	3	3	**	20	28	-	48
	12%	13%	9%	11%	32%	12%	15%	11%	**	**	8%	12%	11%	8%	9%	**	10%	11%	-%	20%
																	s	s		qrs
	14%	11%	7%	18%	101%	88%	11%	15%	**	**	5%	84%	15%	1%	1%	**	6%	8%	-%	15%
E	50	46	63	109	338	299	37	127	**	**	71	190	90	9	6	**	25	65	-	90
	12%	16%	25%	21%	33%	12%	15%	28%	**	**	39%	9%	20%	24%	21%	**	12%	27%	-%	38%
			ab	a				l			hl						s	qs		qrs
	15%	14%	19%	33%	101%	90%	11%	38%	**	**	21%	57%	27%	3%	2%	**	7%	20%	-%	27%
Refused	3	-	-	-	-	8	-	-	**	**	-	8	-	-	-	**	-	-	-	-
	1%	-%	-%	-%	-%	*%	-%	-%	**	**	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
	d																			
	40%	-%	-%	-%	-%	100%	-%	-%	**	**	-%	100%	-%	-%	-%	**	-%	-%	-%	-%

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

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.

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					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
SOCIAL GROUP																				
AB	117	69	57	126	126	633	68	84	**	**	26	635	109	5	10	**	61	48	109	-
	29%	25%	23%	24%	12%	26%	28%	18%	**	**	14%	29%	25%	14%	31%	**	30%	20%	53%	-%
												hk	n		n		rt	t	qrt	
	16%	10%	8%	18%	18%	89%	10%	12%	**	**	4%	89%	15%	1%	1%	**	9%	7%	15%	-%
C1C2	184	129	105	234	234	1195	103	195	**	**	71	1112	196	22	12	**	94	102	96	100
	46%	46%	42%	44%	23%	49%	42%	43%	**	**	39%	50%	44%	55%	39%	**	47%	42%	47%	42%
												hk								
	14%	10%	8%	18%	18%	92%	8%	15%	**	**	5%	86%	15%	2%	1%	**	7%	8%	7%	8%
DE	96	80	86	167	669	588	74	177	**	**	86	464	138	13	9	**	45	93	-	138
	24%	29%	35%	32%	65%	24%	30%	39%	**	**	47%	21%	31%	32%	30%	**	23%	38%	-%	58%
			a	a				l			l						s	qs		qrs
	15%	12%	13%	25%	101%	89%	11%	27%	**	**	13%	70%	21%	2%	1%	**	7%	14%	-%	21%

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

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.

QZ8 (SG). WORKING STATUS

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Working full time (30hrs/wk+)	145	14	-	14	138	979	109	65	**	**	8	1044	12	*	1	**	8	4	8	4
	36%	5%	-%	3%	13%	40%	45%	14%	**	**	4%	47%	3%	1%	3%	**	4%	2%	4%	1%
	bcd	c		c				k				hk								
	13%	1%	-%	1%	13%	89%	10%	6%	**	**	1%	95%	1%	*%	*%	**	1%	*%	1%	*%
Working part time (8-29 hrs/wk)	70	26	9	35	114	414	30	42	**	**	13	411	31	2	1	**	18	13	19	12
	17%	9%	3%	7%	11%	17%	12%	9%	**	**	7%	19%	7%	5%	3%	**	9%	5%	9%	5%
	bcd	c										hk								
	16%	6%	2%	8%	25%	93%	7%	9%	**	**	3%	92%	7%	*%	*%	**	4%	3%	4%	3%
Not working (i.e. under 8hrs/wk) - retired	123	220	226	446	471	565	20	231	**	**	116	369	372	37	27	**	172	201	175	197
	31%	79%	91%	85%	46%	23%	8%	51%	**	**	63%	17%	84%	93%	87%	**	86%	83%	86%	83%
		a	abd	ab		g		l			hl									
	21%	38%	39%	77%	81%	98%	4%	40%	**	**	20%	64%	64%	6%	5%	**	30%	35%	30%	34%
Not working (i.e. under 8hrs/wk) - unemployed (registered/not registered but looking for work)	17	1	*	1	118	130	19	25	**	**	7	115	1	-	*	**	-	1	-	1
	4%	*%	*%	*%	11%	5%	8%	5%	**	**	4%	5%	*%	-%	1%	**	-%	*%	-%	*%
	bcd																			
	11%	1%	*%	1%	79%	87%	13%	16%	**	**	5%	77%	1%	-%	*%	**	-%	1%	-%	1%
Not working (i.e. under 8hrs/wk) - student	1	-	-	-	25	96	31	6	**	**	1	117	-	-	-	**	-	-	-	-
	*%	-%	-%	-%	2%	4%	13%	1%	**	**	*%	5%	-%	-%	-%	**	-%	-%	-%	-%
							f					hk								
	1%	-%	-%	-%	20%	76%	24%	5%	**	**	*%	93%	-%	-%	-%	**	-%	-%	-%	-%

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

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.

QZ8 (SG). WORKING STATUS

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Not working (i.e. under 8hrs/wk) - housewife/ disabled/ other	43	17	14	31	162	237	34	88	**	**	39	157	28	*	2	**	3	24	2	25
	11%	6%	6%	6%	16%	10%	14%	19%	**	**	21%	7%	6%	1%	6%	**	2%	10%	1%	11%
	bcd							l			l							qs		qs
	16%	6%	5%	12%	62%	90%	13%	34%	**	**	15%	60%	11%	*%	1%	**	1%	9%	1%	10%
Don't know	1	-	-	-	*	4	1	*	**	**	-	6	-	-	-	**	-	-	-	-
	*%	-%	-%	-%	*%	*%	*%	*%	**	**	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
	15%	-%	-%	-%	7%	64%	15%	7%	**	**	-%	89%	-%	-%	-%	**	-%	-%	-%	-%
WORKING STATUS SUMMARY																				
WORKING	215	40	9	48	252	1393	139	107	**	**	21	1455	42	2	2	**	26	17	27	15
	54%	14%	3%	9%	25%	57%	57%	23%	**	**	11%	66%	10%	6%	6%	**	13%	7%	13%	6%
	bcd	cd		c				k				hk					rt		rt	
	14%	3%	1%	3%	16%	90%	9%	7%	**	**	1%	94%	3%	*%	*%	**	2%	1%	2%	1%
NOT WORKING	184	238	240	478	776	1027	105	349	**	**	163	759	401	37	29	**	175	226	178	223
	46%	86%	97%	91%	75%	42%	43%	77%	**	**	89%	34%	90%	94%	94%	**	87%	93%	87%	94%
		a	abd	ab				l			hl							qs		qs
	16%	21%	22%	43%	70%	92%	9%	31%	**	**	15%	68%	36%	3%	3%	**	16%	20%	16%	20%

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

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.

QZ12 (SH). HOUSEHOLD STATUS (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Being bought on mortgage	89	11	6	17	67	708	68	49	**	**	17	722	13	2	1	**	6	7	9	4
	22%	4%	2%	3%	6%	29%	28%	11%	**	**	9%	33%	3%	5%	3%	**	3%	3%	5%	2%
	bcd											hk								
	11%	1%	1%	2%	9%	92%	9%	6%	**	**	2%	94%	2%	*%	*%	**	1%	1%	1%	1%
Owned outright by household	194	189	166	355	407	663	37	172	**	**	81	541	301	25	22	**	148	153	169	132
	49%	68%	67%	67%	40%	27%	15%	38%	**	**	44%	24%	68%	62%	71%	**	74%	63%	83%	55%
		a	a	a		g		l			l						rt		qrt	
	28%	27%	24%	51%	59%	96%	5%	25%	**	**	12%	78%	43%	4%	3%	**	21%	22%	24%	19%
Rented from Local Authority/ Housing Association/ Trust	77	53	64	117	375	553	53	171	**	**	70	431	94	12	7	**	30	64	16	78
	19%	19%	26%	22%	36%	23%	22%	37%	**	**	38%	19%	21%	30%	23%	**	15%	27%	8%	33%
								l			l						s	qs		qs
	13%	9%	10%	19%	61%	90%	9%	28%	**	**	11%	70%	15%	2%	1%	**	5%	10%	3%	13%
Rented from private landlord	33	20	8	28	154	436	82	57	**	**	15	462	26	1	1	**	15	11	6	19
	8%	7%	3%	5%	15%	18%	33%	13%	**	**	8%	21%	6%	2%	3%	**	7%	4%	3%	8%
	c						f					hk					s			s
	6%	4%	2%	5%	29%	83%	16%	11%	**	**	3%	88%	5%	*%	*%	**	3%	2%	1%	4%
Other	2	2	3	5	13	19	*	4	**	**	1	16	5	*	-	**	1	4	1	4
	1%	1%	1%	1%	1%	1%	*%	1%	**	**	*%	1%	1%	1%	-%	**	*%	2%	1%	2%
	11%	11%	17%	28%	64%	95%	2%	22%	**	**	4%	82%	25%	2%	-%	**	3%	22%	6%	18%
Don't know	4	3	1	4	14	45	5	3	**	**	-	46	4	-	-	**	1	3	3	1
	1%	1%	*%	1%	1%	2%	2%	1%	**	**	-%	2%	1%	-%	-%	**	1%	1%	2%	*%
												hk								
	9%	6%	2%	9%	28%	89%	9%	6%	**	**	-%	90%	9%	-%	-%	**	2%	6%	6%	2%

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

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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
1	100	65	109	174	273	443	29	186	**	**	91	294	137	19	15	**	44	92	50	87
	25%	23%	44%	33%	27%	18%	12%	41%	**	**	50%	13%	31%	47%	47%	**	22%	38%	24%	37%
			abd	ab		g		l			hl			m	m			qs		qs
	21%	14%	23%	37%	58%	94%	6%	39%	**	**	19%	62%	29%	4%	3%	**	9%	20%	11%	18%
2	228	175	131	306	445	896	48	182	**	**	66	772	264	20	14	**	135	129	139	125
	57%	63%	53%	58%	43%	37%	19%	40%	**	**	36%	35%	60%	50%	46%	**	67%	53%	68%	52%
		c				g		l					o				rt		rt	
	24%	19%	14%	32%	47%	95%	5%	19%	**	**	7%	82%	28%	2%	1%	**	14%	14%	15%	13%
3	37	22	2	24	128	442	33	28	**	**	12	448	21	1	2	**	12	9	9	12
	9%	8%	1%	5%	12%	18%	14%	6%	**	**	6%	20%	5%	2%	6%	**	6%	4%	4%	5%
	cd	cd		c								hk								
	8%	5%	*%	5%	27%	92%	7%	6%	**	**	2%	93%	4%	*%	*%	**	3%	2%	2%	2%
4	27	12	7	18	104	432	77	34	**	**	9	468	18	-	*	**	8	10	5	13
	7%	4%	3%	3%	10%	18%	31%	8%	**	**	5%	21%	4%	-%	*%	**	4%	4%	3%	5%
	cd						f					hk								
	5%	2%	1%	4%	21%	85%	15%	7%	**	**	2%	92%	4%	-%	*%	**	2%	2%	1%	3%
5+	8	4	-	4	78	211	58	26	**	**	5	237	4	*	-	**	1	2	1	2
	2%	1%	-%	1%	8%	9%	24%	6%	**	**	3%	11%	1%	1%	-%	**	1%	1%	1%	1%
	c						f					hk								
	3%	2%	-%	2%	29%	79%	22%	10%	**	**	2%	89%	1%	*%	-%	**	1%	1%	1%	1%
Mean number of people	2.1	2.0	1.6	1.8	2.3	2.7	3.5	2.0	**	**	1.8	2.9	1.8	1.6	1.6	**	1.9	1.8	1.9	1.8
	cd	cd		c			f	k				hk	no				r			
Standard deviation	.95	.79	.64	.74	1.34	1.33	1.66	1.27	**	**	1.07	1.35	.76	.66	.63	**	.71	.79	.67	.82
Standard error	.04	.04	.03	.03	.03	.02	.11	.05	**	**	.06	.02	.03	.06	.05	**	.04	.05	.04	.05

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

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.

SI (SK). Household size

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Small (1-2 people)	327	240	240	480	718	1339	77	367	**	**	157	1066	401	38	29	**	180	221	189	212
	82%	86%	97%	91%	70%	55%	31%	81%	**	**	86%	48%	90%	97%	93%	**	89%	91%	92%	89%
			abd	ab		g		l			l									
	23%	17%	17%	34%	51%	94%	5%	26%	**	**	11%	75%	28%	3%	2%	**	13%	16%	13%	15%
Medium (3-4 people)	65	34	9	43	233	874	110	63	**	**	21	916	39	1	2	**	20	19	15	24
	16%	12%	3%	8%	23%	36%	45%	14%	**	**	11%	41%	9%	2%	7%	**	10%	8%	7%	10%
	cd	c		c			f					hk								
	7%	3%	1%	4%	23%	88%	11%	6%	**	**	2%	93%	4%	*%	*%	**	2%	2%	1%	2%
Large (5+ people)	8	4	-	4	78	211	58	26	**	**	5	237	4	*	-	**	1	2	1	2
	2%	1%	-%	1%	8%	9%	24%	6%	**	**	3%	11%	1%	1%	-%	**	1%	1%	1%	1%
	c						f					hk								
	3%	2%	-%	2%	29%	79%	22%	10%	**	**	2%	89%	1%	*%	-%	**	1%	1%	1%	1%

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

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.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
None	376	268	247	514	791	1594	127	391	**	**	167	1349	431	39	31	**	195	237	202	229
	94%	96%	99%	98%	77%	66%	52%	86%	**	**	91%	61%	97%	99%	99%	**	97%	98%	99%	96%
			ab	a		g		l			l									
	22%	15%	14%	30%	46%	92%	7%	23%	**	**	10%	78%	25%	2%	2%	**	11%	14%	12%	13%
1	17	7	-	7	104	361	36	20	**	**	5	379	6	*	*	**	5	2	1	5
	4%	3%	-%	1%	10%	15%	15%	4%	**	**	3%	17%	1%	1%	1%	**	2%	1%	1%	2%
	cd	c										hk								
	4%	2%	-%	2%	26%	90%	9%	5%	**	**	1%	95%	2%	*%	*%	**	1%	*%	*%	1%
2	6	1	2	3	69	335	51	26	**	**	7	352	3	-	-	**	-	3	-	3
	1%	*%	1%	1%	7%	14%	21%	6%	**	**	4%	16%	1%	-%	-%	**	-%	1%	-%	1%
							f					hk								
	1%	*%	1%	1%	18%	87%	13%	7%	**	**	2%	91%	1%	-%	-%	**	-%	1%	-%	1%
3	*	2	-	2	37	96	16	14	**	**	4	93	2	-	-	**	1	1	1	1
	*%	1%	-%	*%	4%	4%	7%	3%	**	**	2%	4%	1%	-%	-%	**	1%	*%	1%	*%
	*%	2%	-%	2%	34%	87%	15%	13%	**	**	3%	85%	2%	-%	-%	**	1%	1%	1%	1%
4	*	-	-	-	18	25	10	3	**	**	-	33	-	-	-	**	-	-	-	-
	*%	-%	-%	-%	2%	1%	4%	1%	**	**	-%	1%	-%	-%	-%	**	-%	-%	-%	-%
							f													
	1%	-%	-%	-%	50%	69%	27%	7%	**	**	-%	91%	-%	-%	-%	**	-%	-%	-%	-%
5+	1	-	-	-	9	14	5	3	**	**	1	13	-	-	-	**	-	-	-	-
	*%	-%	-%	-%	1%	1%	2%	1%	**	**	1%	1%	-%	-%	-%	**	-%	-%	-%	-%
							f													
	4%	-%	-%	-%	58%	83%	29%	16%	**	**	6%	80%	-%	-%	-%	**	-%	-%	-%	-%
Mean number of children	.1	.1	*	*	.5	.6	1.0	.3	**	**	.2	.7	*	*	*	**	*	*	*	.1
	cd	c					f					hk								
Standard deviation	.41	.34	.18	.28	1.01	1.00	1.31	.84	**	**	.69	1.04	.30	.11	.07	**	.29	.31	.26	.33
Standard error	.02	.02	.01	.01	.03	.02	.08	.03	**	**	.04	.02	.01	.01	.01	**	.02	.02	.02	.02

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

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? (SINGLE CODE)

Base : All respondents in Wales

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	WALES
Significance Level: 95%	~a	~b	~c	d	e	f	~g	h	~i	~j	~k	l	
Unweighted total	77	87	56	143	222	480	6	119	13	19	53	368	143
Effective Weighted Sample	56	56	37	91	147	333	5	80	9	13	39	258	91
Total	18	16	15	31	58	130	1	29	3	4	15	103	31
	**	**	**	23%	44%	98%	**	22%	**	**	**	78%	23%
Yes, and fluent	**	**	**	2	4	9	**	1	**	**	**	8	2
	**	**	**	6%	7%	7%	**	4%	**	**	**	8%	6%
	**	**	**	20%	45%	100%	**	14%	**	**	**	88%	20%
Yes, but not fluent	**	**	**	5	8	17	**	5	**	**	**	12	5
	**	**	**	15%	14%	13%	**	18%	**	**	**	11%	15%
	**	**	**	28%	46%	100%	**	30%	**	**	**	68%	28%
No	**	**	**	24	46	104	**	23	**	**	**	84	24
	**	**	**	79%	79%	80%	**	78%	**	**	**	81%	79%
	**	**	**	23%	43%	98%	**	22%	**	**	**	79%	23%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l

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.

SL (SN). What is your preferred language? (SINGLE CODE)

Base : All respondents in Wales

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	WALES
Significance Level: 95%	~a	~b	~c	d	e	f	~g	h	~i	~j	~k	l	
Unweighted total	77	87	56	143	222	480	6	119	13	19	53	368	143
Effective Weighted Sample	56	56	37	91	147	333	5	80	9	13	39	258	91
Total	18	16	15	31	58	130	1	29	3	4	15	103	31
	**	**	**	23%	44%	98%	**	22%	**	**	**	78%	23%
PREFERRED LANGUAGE FOR THOSE WHO CAN SPEAK OR WRITE IN WELSH													
English	**	**	**	6	11	24	**	6	**	**	**	18	6
	**	**	**	20%	20%	19%	**	21%	**	**	**	17%	20%
	**	**	**	25%	47%	100%	**	25%	**	**	**	74%	25%
Welsh	**	**	**	*	*	2	**	*	**	**	**	1	*
	**	**	**	1%	1%	1%	**	1%	**	**	**	1%	1%
	**	**	**	27%	27%	100%	**	16%	**	**	**	88%	27%
Don't know	**	**	**	-	-	*	**	-	**	**	**	*	-
	**	**	**	-%	-%	*%	**	-%	**	**	**	*%	-%
	**	**	**	-%	-%	100%	**	-%	**	**	**	100%	-%
CANNOT SPEAK OR WRITE IN WELSH	**	**	**	24	46	104	**	23	**	**	**	84	24
	**	**	**	79%	79%	80%	**	78%	**	**	**	81%	79%
	**	**	**	23%	43%	98%	**	22%	**	**	**	79%	23%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l

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? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
A standard DVD player	236	174	127	302	533	1296	93	237	**	**	89	1149	258	20	18	**	126	132	139	119
	59%	63%	51%	57%	52%	53%	38%	52%	**	**	48%	52%	58%	51%	60%	**	63%	54%	68%	50%
		c				g											t		rt	
	17%	13%	9%	22%	39%	94%	7%	17%	**	**	6%	83%	19%	1%	1%	**	9%	10%	10%	9%
Video games console connected to a TV (e.g. Sony PlayStation, Nintendo Wii or Microsoft Xbox)	94	37	9	46	281	1039	96	95	**	**	25	1023	44	1	2	**	26	18	21	23
	23%	13%	4%	9%	27%	43%	39%	21%	**	**	14%	46%	10%	1%	5%	**	13%	7%	10%	10%
	bcd	cd		c				k				hk	n							
	8%	3%	1%	4%	25%	91%	8%	8%	**	**	2%	90%	4%	*%	*%	**	2%	2%	2%	2%
An MP3 player/iPod	101	53	9	62	157	667	52	69	**	**	25	645	55	4	3	**	32	22	28	27
	25%	19%	4%	12%	15%	28%	21%	15%	**	**	14%	29%	12%	9%	10%	**	16%	9%	13%	11%
	bcd	cd		c								hk					r			
	14%	7%	1%	9%	22%	93%	7%	10%	**	**	3%	90%	8%	*%	*%	**	5%	3%	4%	4%
E-reader - digital book reader (e.g. Kindle, Sony Reader, Kobo eReader, Nook eReader)	141	72	29	101	179	664	41	87	**	**	26	615	89	4	7	**	48	41	60	29
	35%	26%	12%	19%	17%	27%	17%	19%	**	**	14%	28%	20%	10%	22%	**	24%	17%	29%	12%
	bcd	cd		c		g						hk	n		n		t		rt	
	20%	10%	4%	14%	25%	95%	6%	12%	**	**	4%	88%	13%	1%	1%	**	7%	6%	9%	4%
A Blu Ray DVD player	95	49	17	66	152	595	29	64	**	**	28	558	57	4	4	**	36	21	40	17
	24%	18%	7%	13%	15%	25%	12%	14%	**	**	15%	25%	13%	10%	14%	**	18%	9%	20%	7%
	bcd	cd		c		g						hk					rt		rt	
	15%	8%	3%	11%	24%	95%	5%	10%	**	**	4%	89%	9%	1%	1%	**	6%	3%	6%	3%

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

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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? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
A smart watch or wearable tech such as fitness trackers - a wearable computer that may be compatible with a smartphone. Brands include Apple Watch, Pebble, Fitbit and Garmin	80	23	2	26	88	506	37	43	**	**	14	495	24	1	1	**	15	8	15	9
	20%	8%	1%	5%	9%	21%	15%	9%	**	**	7%	22%	5%	3%	3%	**	8%	3%	7%	4%
	bcd	cd		c								hk								
	15%	4%	*%	5%	16%	93%	7%	8%	**	**	3%	91%	4%	*%	*%	**	3%	2%	3%	2%
Handheld/ portable games player (e.g. Nintendo 3DS, Sony PlayStation Vita)	42	12	2	14	107	427	33	52	**	**	15	400	13	1	-	**	8	6	6	8
	10%	4%	1%	3%	10%	18%	13%	11%	**	**	8%	18%	3%	1%	-%	**	4%	2%	3%	3%
	bcd	c										hk								
	9%	3%	*%	3%	23%	92%	7%	11%	**	**	3%	87%	3%	*%	-%	**	2%	1%	1%	2%
Smart speakers which can respond to voice commands (e.g. Amazon Echo, Google Home, Apple HomePod)	42	17	*	18	64	322	20	40	**	**	14	300	15	2	1	**	7	8	8	6
	11%	6%	*%	3%	6%	13%	8%	9%	**	**	7%	13%	3%	4%	4%	**	4%	3%	4%	3%
	bcd	cd		c								hk								
	12%	5%	*%	5%	19%	93%	6%	12%	**	**	4%	87%	4%	*%	*%	**	2%	2%	2%	2%

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

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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? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
VR or virtual reality headsets	9	7	2	9	40	137	10	18	**	**	6	129	8	-	1	**	4	4	5	4
(e.g. Oculus Rift, PS VR,	2%	2%	1%	2%	4%	6%	4%	4%	**	**	3%	6%	2%	-%	2%	**	2%	2%	2%	1%
Samsung gear VR)	6%	5%	1%	6%	27%	93%	6%	12%	**	**	4%	88%	6%	-%	*%	**	3%	3%	3%	2%
ANY DVD PLAYER	291	196	135	331	608	1601	106	269	**	**	106	1437	284	21	20	**	142	141	158	126
	73%	71%	54%	63%	59%	66%	43%	59%	**	**	58%	65%	64%	53%	66%	**	71%	58%	77%	53%
	cd	cd		c		g						h					rt		rt	
	17%	12%	8%	19%	36%	94%	6%	16%	**	**	6%	84%	17%	1%	1%	**	8%	8%	9%	7%
ANY GAMES CONSOLE	100	41	9	50	297	1076	101	103	**	**	29	1061	47	1	2	**	27	21	22	26
	25%	15%	4%	10%	29%	44%	41%	23%	**	**	16%	48%	11%	3%	5%	**	13%	8%	10%	11%
	bcd	cd		c								hk	n							
	8%	3%	1%	4%	25%	91%	9%	9%	**	**	2%	90%	4%	*%	*%	**	2%	2%	2%	2%
None of these	78	63	107	170	289	421	88	143	**	**	66	378	138	17	9	**	49	89	38	100
	20%	23%	43%	32%	28%	17%	36%	31%	**	**	36%	17%	31%	42%	29%	**	24%	37%	19%	42%
			abd	ab			f	l			l							qs		qs
	15%	12%	21%	33%	56%	82%	17%	28%	**	**	13%	73%	27%	3%	2%	**	9%	17%	7%	19%
Don't know	1	-	1	1	1	2	-	1	**	**	*	1	1	-	-	**	-	1	-	1
	*%	-%	1%	*%	*%	*%	-%	*%	**	**	*%	*%	*%	-%	-%	**	-%	1%	-%	1%
	46%	-%	72%	72%	72%	100%	-%	39%	**	**	6%	54%	72%	-%	-%	**	-%	72%	-%	72%

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

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QB2. SHOWCARD And do you personally use...? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
A standard DVD player	198	143	108	251	425	999	66	196	**	**	75	873	217	16	13	**	108	110	120	98
	49%	51%	43%	48%	41%	41%	27%	43%	**	**	41%	39%	49%	40%	43%	**	54%	45%	58%	41%
						g											t		rt	
	19%	13%	10%	24%	40%	94%	6%	18%	**	**	7%	82%	20%	1%	1%	**	10%	10%	11%	9%
Video games console connected to a TV (e.g. Sony PlayStation, Nintendo Wii or Microsoft Xbox)	38	10	4	14	135	528	53	45	**	**	9	522	14	*	*	**	12	1	6	8
	10%	4%	2%	3%	13%	22%	22%	10%	**	**	5%	24%	3%	1%	1%	**	6%	1%	3%	3%
	bcd							k				hk					r			
	7%	2%	1%	2%	23%	91%	9%	8%	**	**	1%	90%	2%	*%	*%	**	2%	*%	1%	1%
A Blu Ray DVD player	78	40	15	55	119	472	19	49	**	**	21	442	48	4	3	**	30	17	34	13
	20%	14%	6%	10%	12%	19%	8%	11%	**	**	11%	20%	11%	10%	10%	**	15%	7%	17%	6%
	cd	c		c		g						hk					rt		rt	
	16%	8%	3%	11%	24%	95%	4%	10%	**	**	4%	89%	10%	1%	1%	**	6%	3%	7%	3%
E-reader - digital book reader (e.g. Kindle, Sony Reader, Kobo eReader, Nook eReader)	106	58	26	84	129	445	21	67	**	**	21	404	74	3	5	**	35	39	53	21
	26%	21%	10%	16%	13%	18%	9%	15%	**	**	11%	18%	17%	9%	17%	**	18%	16%	26%	9%
	cd	c		c		g						k					t	t	qrt	
	23%	12%	6%	18%	28%	95%	4%	14%	**	**	4%	86%	16%	1%	1%	**	8%	8%	11%	4%
An MP3 player/iPod	70	30	6	36	89	425	37	43	**	**	14	417	31	2	2	**	17	14	16	15
	17%	11%	2%	7%	9%	18%	15%	9%	**	**	7%	19%	7%	6%	7%	**	9%	6%	8%	6%
	bcd	cd		c								hk								
	15%	7%	1%	8%	19%	92%	8%	9%	**	**	3%	90%	7%	*%	*%	**	4%	3%	4%	3%

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

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QB2. SHOWCARD And do you personally use...? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
A smart watch or wearable tech such as fitness trackers - a wearable computer that may be compatible with a smartphone. Brands include Apple Watch, Pebble, Fitbit and Garmin	57	10	2	12	45	339	28	23	**	**	6	343	11	*	*	**	6	5	8	3
	14%	4%	1%	2%	4%	14%	11%	5%	**	**	3%	15%	2%	1%	1%	**	3%	2%	4%	1%
	bcd	c										hk								
	15%	3%	1%	3%	12%	92%	8%	6%	**	**	2%	93%	3%	*%	*%	**	2%	1%	2%	1%
Handheld/ portable games player (e.g. Nintendo 3DS, Sony PlayStation Vita)	12	5	1	6	42	166	16	19	**	**	4	162	5	*	-	**	1	4	1	5
	3%	2%	*%	1%	4%	7%	7%	4%	**	**	2%	7%	1%	*%	-%	**	1%	2%	*%	2%
	cd											hk								
	7%	3%	*%	3%	22%	90%	9%	10%	**	**	2%	88%	3%	*%	-%	**	1%	2%	*%	3%
Smart speakers which can respond to voice commands (e.g. Amazon Echo, Google Home, Apple HomePod)	34	12	*	12	46	252	10	27	**	**	9	234	9	2	1	**	5	5	7	2
	9%	4%	*%	2%	4%	10%	4%	6%	**	**	5%	11%	2%	4%	4%	**	2%	2%	3%	1%
	bcd	c		c		g						hk								
	13%	4%	*%	4%	17%	95%	4%	10%	**	**	4%	88%	3%	1%	*%	**	2%	2%	3%	1%

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

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QB2. SHOWCARD And do you personally use...? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
VR or virtual reality headsets (e.g. Oculus Rift, PS VR, Samsung gear VR)	6	-	1	1	11	53	7	5	**	**	2	55	1	-	-	**	1	-	1	-
	1%	-%	*%	*%	1%	2%	3%	1%	**	**	1%	2%	*%	-%	-%	**	*%	-%	*%	-%
	bd																			
	10%	-%	1%	1%	19%	88%	12%	9%	**	**	3%	91%	1%	-%	-%	**	1%	-%	1%	-%
ANY DVD PLAYER	243	164	115	279	495	1288	73	224	**	**	89	1144	242	18	15	**	122	119	138	103
	61%	59%	46%	53%	48%	53%	30%	49%	**	**	48%	52%	55%	45%	50%	**	61%	49%	68%	43%
	cd	c				g											rt		rt	
	18%	12%	8%	20%	36%	95%	5%	16%	**	**	7%	84%	18%	1%	1%	**	9%	9%	10%	8%
ANY GAMES CONSOLE	40	15	4	19	150	552	56	50	**	**	10	546	18	*	*	**	13	5	7	12
	10%	5%	2%	4%	15%	23%	23%	11%	**	**	6%	25%	4%	1%	1%	**	6%	2%	3%	5%
	bcd	c						k				hk					r			
	7%	2%	1%	3%	24%	90%	9%	8%	**	**	2%	89%	3%	*%	*%	**	2%	1%	1%	2%
None of these	36	34	20	54	131	278	29	47	**	**	20	255	44	3	5	**	19	25	17	28
	9%	12%	8%	10%	13%	11%	12%	10%	**	**	11%	11%	10%	7%	16%	**	10%	10%	8%	12%
	12%	11%	7%	18%	43%	91%	9%	15%	**	**	7%	84%	15%	1%	2%	**	6%	8%	5%	9%
Don't know	-	-	-	-	-	1	-	-	**	**	-	1	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	-%	*%	-%	-%	**	**	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
	-%	-%	-%	-%	-%	100%	-%	-%	**	**	-%	100%	-%	-%	-%	**	-%	-%	-%	-%

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

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.

QB3 (QB5). SHOWCARD Which, if any, of these do you use your games console for? (MULTI CODE)

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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	~c	~d	e	f	g	h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	135	56	10	66	419	1477	102	162	18	16	39	1419	51	6	6	3	32	19	27	24
Effective Weighted Sample	105	38	10	48	297	1024	65	109	10	11	28	987	43	4	3	3	26	17	23	21
Total	100	41	9	50	297	1076	101	103	13	14	29	1061	47	1	2	1	27	21	22	26
	8%	**	**	**	25%	91%	9%	9%	**	**	**	90%	**	**	**	**	**	**	**	**
Gaming offline/ not on the internet	37	**	**	**	119	442	44	41	**	**	**	440	**	**	**	**	**	**	**	**
	37%	**	**	**	40%	41%	44%	40%	**	**	**	42%	**	**	**	**	**	**	**	**
	8%	**	**	**	24%	90%	9%	8%	**	**	**	90%	**	**	**	**	**	**	**	**
Online gaming	21	**	**	**	94	406	34	33	**	**	**	398	**	**	**	**	**	**	**	**
	21%	**	**	**	32%	38%	33%	32%	**	**	**	37%	**	**	**	**	**	**	**	**
	5%	**	**	**	21%	92%	8%	7%	**	**	**	90%	**	**	**	**	**	**	**	**
Watching DVDs/ Blu Ray DVDs	16	**	**	**	56	283	13	24	**	**	**	268	**	**	**	**	**	**	**	**
	16%	**	**	**	19%	26%	13%	23%	**	**	**	25%	**	**	**	**	**	**	**	**
	5%	**	**	**	19%	g 95%	4%	8%	**	**	**	90%	**	**	**	**	**	**	**	**
Browsing the web/ internet	16	**	**	**	59	217	30	24	**	**	**	222	**	**	**	**	**	**	**	**
	16%	**	**	**	20%	20%	30%	23%	**	**	**	21%	**	**	**	**	**	**	**	**
	6%	**	**	**	24%	87%	12%	10%	**	**	**	89%	**	**	**	**	**	**	**	**
Watching TV programmes/ films on broadcaster services (e.g. BBC iPlayer, ITV Hub, All4, My 5 or Sky Go	12	**	**	**	46	230	18	23	**	**	**	221	**	**	**	**	**	**	**	**
	12%	**	**	**	16%	21%	18%	22%	**	**	**	21%	**	**	**	**	**	**	**	**
	5%	**	**	**	19%	92%	7%	9%	**	**	**	89%	**	**	**	**	**	**	**	**

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

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.

QB3 (QB5). SHOWCARD Which, if any, of these do you use your games console for? (MULTI CODE)

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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	~c	~d	e	f	g	h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	135	56	10	66	419	1477	102	162	18	16	39	1419	51	6	6	3	32	19	27	24
Effective Weighted Sample	105	38	10	48	297	1024	65	109	10	11	28	987	43	4	3	3	26	17	23	21
Total	100	41	9	50	297	1076	101	103	13	14	29	1061	47	1	2	1	27	21	22	26
	8%	**	**	**	25%	91%	9%	9%	**	**	**	90%	**	**	**	**	**	**	**	**
Watching purchased TV programmes/ films online or downloads, either via pay per view services (e.g. iTunes, Google Play, Talk Talk TV Store) or via a 'standalone' subscription service (e.g. Netflix, Amazon Prime Video)	8	**	**	**	42	174	14	16	**	**	**	167	**	**	**	**	**	**	**	**
	8%	**	**	**	14%	16%	14%	15%	**	**	**	16%	**	**	**	**	**	**	**	**
	4%	**	**	**	22%	93%	8%	8%	**	**	**	89%	**	**	**	**	**	**	**	**
Watching short video clips online (e.g. YouTube or Dailymotion or Vimeo)	9	**	**	**	30	161	13	18	**	**	**	155	**	**	**	**	**	**	**	**
	9%	**	**	**	10%	15%	13%	17%	**	**	**	15%	**	**	**	**	**	**	**	**
	5%	**	**	**	17%	91%	8%	10%	**	**	**	88%	**	**	**	**	**	**	**	**

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

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.

QB3 (QB5). SHOWCARD Which, if any, of these do you use your games console for? (MULTI CODE)

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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	~c	~d	e	f	g	h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	135	56	10	66	419	1477	102	162	18	16	39	1419	51	6	6	3	32	19	27	24
Effective Weighted Sample	105	38	10	48	297	1024	65	109	10	11	28	987	43	4	3	3	26	17	23	21
Total	100	41	9	50	297	1076	101	103	13	14	29	1061	47	1	2	1	27	21	22	26
	8%	**	**	**	25%	91%	9%	9%	**	**	**	90%	**	**	**	**	**	**	**	**
Watching other free professional TV programmes/ films or video channels online (e.g. on Official YouTube channels such as Channel 4 or Jamie Oliver's Foodtube) or on other sites (e.g. South Park Studios)	4	**	**	**	26	108	11	12	**	**	**	107	**	**	**	**	**	**	**	**
	4%	**	**	**	9%	10%	10%	12%	**	**	**	10%	**	**	**	**	**	**	**	**
	3%	**	**	**	22%	89%	9%	10%	**	**	**	88%	**	**	**	**	**	**	**	**
Watching 'live' TV programmes/ content via your internet connection (e.g. via BBC iPlayer, Sky Go, Virgin TV Anywhere)	9	**	**	**	21	109	9	13	**	**	**	104	**	**	**	**	**	**	**	**
	9%	**	**	**	7%	10%	8%	12%	**	**	**	10%	**	**	**	**	**	**	**	**
	8%	**	**	**	18%	92%	7%	11%	**	**	**	88%	**	**	**	**	**	**	**	**
Other	3	**	**	**	4	10	-	1	**	**	**	8	**	**	**	**	**	**	**	**
	3%	**	**	**	1%	1%	-%	1%	**	**	**	1%	**	**	**	**	**	**	**	**
	30%	**	**	**	44%	100%	-%	15%	**	**	**	83%	**	**	**	**	**	**	**	**
None of these	30	**	**	**	92	283	26	34	**	**	**	272	**	**	**	**	**	**	**	**
	30%	**	**	**	31%	26%	25%	33%	**	**	**	26%	**	**	**	**	**	**	**	**
	10%	**	**	**	30%	92%	8%	11%	**	**	**	88%	**	**	**	**	**	**	**	**

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

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.

QB3 (QB5). SHOWCARD Which, if any, of these do you use your games console for? (MULTI CODE)

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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	~c	~d	e	f	g	h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	135	56	10	66	419	1477	102	162	18	16	39	1419	51	6	6	3	32	19	27	24
Effective Weighted Sample	105	38	10	48	297	1024	65	109	10	11	28	987	43	4	3	3	26	17	23	21
Total	100	41	9	50	297	1076	101	103	13	14	29	1061	47	1	2	1	27	21	22	26
	8%	**	**	**	25%	91%	9%	9%	**	**	**	90%	**	**	**	**	**	**	**	**
Don't know	1	**	**	**	5	17	2	2	**	**	**	17	**	**	**	**	**	**	**	**
	1%	**	**	**	2%	2%	2%	2%	**	**	**	2%	**	**	**	**	**	**	**	**
	6%	**	**	**	27%	86%	10%	9%	**	**	**	89%	**	**	**	**	**	**	**	**

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

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.

QB4 (QB6). Does your household's e-reader (digital book reader) have built-in 3G or 4G access to a mobile network? This means that books can be purchased online and downloaded from anywhere with a signal, without the need for a Wi-Fi connection?

Base : Those who personally use an e-reader/ digital book reader

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	~c	d	e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	141	95	31	126	194	615	21	83	12	12	26	553	80	14	25	7	43	37	60	20
Effective Weighted Sample	108	60	20	79	127	429	13	59	8	8	21	381	65	5	16	6	34	31	48	16
Total	106	58	26	84	129	445	21	67	11	8	21	404	74	3	5	1	35	39	53	21
	23%	**	**	18%	28%	95%	**	**	**	**	**	86%	**	**	**	**	**	**	**	**
Yes	52	**	**	31	54	197	**	**	**	**	**	173	**	**	**	**	**	**	**	**
	49%	**	**	37%	41%	44%	**	**	**	**	**	43%	**	**	**	**	**	**	**	**
	25%	**	**	15%	26%	97%	**	**	**	**	**	85%	**	**	**	**	**	**	**	**
No	46	**	**	42	63	216	**	**	**	**	**	200	**	**	**	**	**	**	**	**
	44%	**	**	50%	49%	49%	**	**	**	**	**	49%	**	**	**	**	**	**	**	**
	20%	**	**	18%	27%	94%	**	**	**	**	**	87%	**	**	**	**	**	**	**	**
Don't know	8	**	**	11	13	31	**	**	**	**	**	32	**	**	**	**	**	**	**	**
	7%	**	**	13%	10%	7%	**	**	**	**	**	8%	**	**	**	**	**	**	**	**
	23%	**	**	33%	37%	94%	**	**	**	**	**	95%	**	**	**	**	**	**	**	**

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

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.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Can use to make and receive calls	350	260	228	488	785	1882	154	372	**	**	159	1674	412	35	29	**	187	224	198	214
	88%	93%	92%	93%	76%	78%	63%	82%	**	**	87%	75%	93%	88%	94%	**	93%	93%	96%	90%
		a		a		g		l			l								t	
	17%	13%	11%	24%	39%	93%	8%	18%	**	**	8%	82%	20%	2%	1%	**	9%	11%	10%	11%
Can receive but not make calls/ incoming only	12	3	3	6	24	71	21	9	**	**	3	81	5	1	1	**	2	3	2	3
	3%	1%	1%	1%	2%	3%	9%	2%	**	**	1%	4%	1%	3%	2%	**	1%	1%	1%	1%
	d						f													
	13%	3%	4%	7%	26%	78%	23%	10%	**	**	3%	89%	5%	1%	1%	**	2%	3%	2%	3%
Line not working properly/ needs to be repaired	3	2	*	2	10	26	10	7	**	**	1	28	2	-	-	**	1	1	1	1
	1%	1%	*%	*%	1%	1%	4%	2%	**	**	1%	1%	*%	-%	-%	**	1%	*%	*%	1%
							f													
	10%	5%	1%	6%	29%	73%	28%	20%	**	**	3%	79%	6%	-%	-%	**	3%	3%	2%	4%
No, do not have landline phone	34	14	16	30	208	438	59	67	**	**	20	428	24	4	1	**	10	14	5	19
	8%	5%	6%	6%	20%	18%	24%	15%	**	**	11%	19%	5%	9%	4%	**	5%	6%	2%	8%
												hk								s
	7%	3%	3%	6%	41%	86%	12%	13%	**	**	4%	84%	5%	1%	*%	**	2%	3%	1%	4%
Don't know	1	-	1	1	2	9	1	1	**	**	1	9	1	-	-	**	1	-	-	1
	*%	-%	*%	*%	*%	*%	*%	*%	**	**	*%	*%	*%	-%	-%	**	*%	-%	-%	*%
	5%	-%	8%	8%	21%	88%	8%	12%	**	**	8%	86%	8%	-%	-%	**	8%	-%	-%	8%

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

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.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
HOUSEHOLD PHONE OWNERSHIP																				
FIXED ONLY	12	14	64	79	88	92	3	58	**	**	36	43	63	8	5	**	17	46	12	51
	3%	5%	26%	15%	9%	4%	1%	13%	**	**	20%	2%	14%	21%	15%	**	9%	19%	6%	21%
			abd	ab				l			hl							qs		qs
	13%	15%	67%	82%	91%	96%	3%	61%	**	**	37%	44%	65%	9%	5%	**	18%	47%	12%	53%
FIXED & MOBILE	353	250	168	418	731	1886	182	330	**	**	127	1740	356	28	25	**	173	183	189	167
	88%	90%	67%	79%	71%	78%	74%	72%	**	**	69%	78%	80%	70%	81%	**	86%	75%	92%	70%
	cd	cd		c								hk					rt		rt	
	17%	12%	8%	20%	35%	91%	9%	16%	**	**	6%	84%	17%	1%	1%	**	8%	9%	9%	8%
MOBILE ONLY	34	12	15	28	204	441	58	65	**	**	20	433	23	3	1	**	10	13	5	18
	9%	4%	6%	5%	20%	18%	24%	14%	**	**	11%	20%	5%	8%	3%	**	5%	5%	2%	8%
	bd											hk								s
	7%	2%	3%	5%	40%	86%	11%	13%	**	**	4%	85%	4%	1%	*%	**	2%	2%	1%	4%
ALL FIXED	365	265	232	496	819	1978	185	388	**	**	163	1783	419	36	30	**	190	228	200	218
	91%	95%	93%	94%	80%	82%	76%	85%	**	**	89%	80%	94%	91%	96%	**	95%	94%	98%	92%
								l			l								t	
	17%	12%	11%	23%	38%	92%	9%	18%	**	**	8%	83%	19%	2%	1%	**	9%	11%	9%	10%
ALL MOBILE	388	262	183	445	935	2326	241	395	**	**	147	2173	379	31	26	**	183	196	193	185
	97%	94%	74%	85%	91%	96%	98%	87%	**	**	80%	98%	85%	78%	84%	**	91%	81%	94%	78%
	cd	cd		c				k				hk					rt		rt	
	15%	10%	7%	17%	36%	90%	9%	15%	**	**	6%	84%	15%	1%	1%	**	7%	8%	8%	7%
NEITHER	*	1	1	3	6	6	1	3	**	**	1	3	2	1	*	**	*	1	-	2
	*%	1%	1%	1%	1%	*%	1%	1%	**	**	*%	*%	*%	1%	1%	**	*%	1%	-%	1%
	1%	20%	19%	39%	87%	88%	19%	41%	**	**	7%	46%	28%	7%	3%	**	7%	21%	-%	28%
ALL FIXED PLUS BB RENTAL	374	266	235	500	874	2140	203	400	**	**	165	1948	422	36	30	**	191	231	202	220
	93%	95%	94%	95%	85%	88%	83%	88%	**	**	90%	88%	95%	91%	96%	**	95%	95%	99%	92%
						g													t	
	16%	11%	10%	21%	37%	91%	9%	17%	**	**	7%	83%	18%	2%	1%	**	8%	10%	9%	9%

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

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.

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

Base : Those with a landline phone at home

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	552	472	322	794	1271	2857	170	574	69	87	241	2453	468	101	137	88	252	216	246	222
Effective Weighted Sample	399	295	207	496	830	1939	117	382	46	57	167	1673	379	59	86	72	209	181	194	187
Total	365	265	232	496	819	1978	185	388	47	62	163	1783	419	36	30	12	190	228	200	218
	17%	12%	11%	23%	38%	92%	9%	18%	**	**	8%	83%	19%	2%	1%	**	9%	11%	9%	10%
Yes to make calls	324	249	222	471	686	1550	125	335	**	**	147	1355	398	33	28	**	179	219	194	205
	89%	94%	96%	95%	84%	78%	67%	86%	**	**	90%	76%	95%	92%	94%	**	94%	96%	97%	94%
		a	a	a		g		l			l									
	19%	15%	13%	28%	41%	93%	7%	20%	**	**	9%	81%	24%	2%	2%	**	11%	13%	12%	12%
Yes to receive calls	330	250	214	463	694	1593	141	335	**	**	147	1410	393	32	28	**	179	214	192	201
	90%	94%	92%	93%	85%	81%	76%	86%	**	**	90%	79%	94%	88%	93%	**	94%	94%	96%	92%
		a						l			l									
	19%	14%	12%	27%	40%	92%	8%	19%	**	**	9%	82%	23%	2%	2%	**	10%	12%	11%	12%
Yes for internet access	268	181	77	259	489	1411	125	221	**	**	82	1317	219	18	16	**	115	104	130	90
	73%	69%	33%	52%	60%	71%	67%	57%	**	**	50%	74%	52%	49%	54%	**	61%	46%	65%	41%
	cd	cd		c								hk					rt		rt	
	17%	12%	5%	17%	32%	92%	8%	14%	**	**	5%	86%	14%	1%	1%	**	8%	7%	8%	6%
TOTAL PERSONALLY USE	358	259	228	487	792	1882	175	378	**	**	160	1686	410	35	29	**	186	224	199	211
	98%	98%	98%	98%	97%	95%	95%	97%	**	**	98%	95%	98%	98%	98%	**	98%	98%	99%	97%
								l			l									
	17%	13%	11%	24%	39%	92%	9%	18%	**	**	8%	82%	20%	2%	1%	**	9%	11%	10%	10%
No do not use landline at home	6	6	3	9	25	94	10	10	**	**	3	94	7	1	1	**	4	3	1	6
	2%	2%	1%	2%	3%	5%	5%	3%	**	**	2%	5%	2%	2%	2%	**	2%	1%	1%	3%
												hk								
	6%	5%	3%	8%	24%	88%	10%	10%	**	**	3%	89%	7%	1%	1%	**	4%	3%	1%	6%
Don't know	1	-	1	1	1	2	-	-	**	**	-	2	1	-	-	**	-	1	-	1
	*%	-%	*%	*%	*%	*%	-%	-%	**	**	-%	*%	*%	-%	-%	**	-%	*%	-%	*%
	63%	-%	50%	50%	50%	100%	-%	-%	**	**	-%	100%	50%	-%	-%	**	-%	50%	-%	50%

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

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 (QC31). Thinking of when you use your landline, which one of these uses is the most important to you? (SINGLE CODE)

Base : Those who use their landline for internet access and to make or receive calls

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	q	~r	s	~t
Unweighted total	357	296	110	406	638	1632	87	253	34	45	101	1466	243	47	73	43	144	99	159	84
Effective Weighted Sample	259	185	70	255	418	1088	59	173	22	31	72	981	199	25	47	35	117	85	128	73
Total	244	175	73	248	408	1156	97	185	23	35	72	1071	212	16	15	6	110	102	125	87
	19%	14%	6%	20%	33%	92%	**	15%	**	**	6%	86%	17%	**	**	**	9%	**	10%	**
Make/ receive calls	33	43	21	64	87	124	**	38	**	**	17	96	54	**	**	**	26	**	25	**
	13%	24%	29%	26%	21%	11%	**	21%	**	**	23%	9%	26%	**	**	**	24%	**	20%	**
		a	a	a				l			l									
	25%	32%	16%	48%	66%	94%	**	29%	**	**	13%	72%	41%	**	**	**	20%	**	19%	**
Internet access	94	47	11	58	129	536	**	61	**	**	29	503	49	**	**	**	26	**	29	**
	39%	27%	15%	23%	32%	46%	**	33%	**	**	40%	47%	23%	**	**	**	24%	**	24%	**
	bcd											h								
	17%	8%	2%	10%	23%	95%	**	11%	**	**	5%	89%	9%	**	**	**	5%	**	5%	**
Both are equally important	117	85	41	126	192	495	**	86	**	**	27	472	109	**	**	**	57	**	70	**
	48%	49%	56%	51%	47%	43%	**	46%	**	**	37%	44%	51%	**	**	**	52%	**	56%	**
	21%	15%	7%	23%	35%	90%	**	16%	**	**	5%	86%	20%	**	**	**	10%	**	13%	**

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

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.

QC4 (QC30). SHOWCARD How do you pay the line rental for your landline phone service? Please answer about your line rental only and not charges for calls and other costs. (SINGLE CODE)

Base : Those with a landline phone at home that can used to make and receive calls

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	525	464	316	780	1218	2716	143	549	65	84	234	2310	459	98	135	88	247	212	242	217
Effective Weighted Sample	381	289	203	486	791	1841	97	363	43	54	162	1576	372	56	84	72	205	177	191	182
Total	350	260	228	488	785	1882	154	372	45	59	159	1674	412	35	29	12	187	224	198	214
	17%	13%	11%	24%	39%	93%	8%	18%	**	**	8%	82%	20%	**	1%	**	9%	11%	10%	11%
On a monthly or quarterly basis, alongside call charges and other costs	330	246	217	463	731	1695	132	354	**	**	156	1488	390	**	28	**	173	217	185	204
	94%	95%	95%	95%	93%	90%	85%	95%	**	**	98%	89%	95%	**	95%	**	92%	97%	94%	96%
								l			l									
	18%	13%	12%	25%	40%	93%	7%	19%	**	**	9%	82%	21%	**	2%	**	9%	12%	10%	11%
12 months in advance (a lump sum of around £120-£160 for the year) and then pay monthly or quarterly for call charges and other costs	16	12	10	22	31	99	7	12	**	**	2	95	19	**	1	**	13	6	12	7
	5%	5%	4%	4%	4%	5%	4%	3%	**	**	1%	6%	5%	**	5%	**	7%	3%	6%	3%
												k								
	15%	12%	9%	20%	29%	92%	6%	11%	**	**	1%	89%	18%	**	1%	**	12%	6%	11%	7%
Don't know	5	2	2	3	23	87	16	6	**	**	1	91	3	**	-	**	2	1	1	2
	1%	1%	1%	1%	3%	5%	10%	2%	**	**	1%	5%	1%	**	-%	**	1%	*%	*%	1%
							f					hk								
	5%	2%	2%	3%	23%	87%	16%	6%	**	**	1%	91%	3%	**	-%	**	2%	1%	1%	2%

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

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.

QC5 (QC28). SHOWCARD Which of these do you consider to be your MAIN method of making and receiving telephone calls? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Mobile phone	243	113	31	144	558	1783	214	213	**	**	72	1774	120	12	7	**	63	56	57	63
	61%	40%	13%	27%	54%	74%	88%	47%	**	**	39%	80%	27%	31%	21%	**	32%	23%	28%	27%
	bcd	cd		c			f					hk								
	12%	6%	2%	7%	28%	89%	11%	11%	**	**	4%	88%	6%	1%	*%	**	3%	3%	3%	3%
Landline phone at home	147	152	201	353	428	580	20	223	**	**	103	395	299	24	22	**	124	176	141	159
	37%	55%	81%	67%	42%	24%	8%	49%	**	**	56%	18%	68%	60%	72%	**	62%	72%	69%	67%
		a	abd	ab		g		l			l							q		
	25%	26%	34%	59%	72%	97%	3%	37%	**	**	17%	66%	50%	4%	4%	**	21%	29%	24%	27%
Landline phone at work	6	9	10	19	21	35	3	13	**	**	5	26	16	2	1	**	9	7	5	11
	1%	3%	4%	4%	2%	1%	1%	3%	**	**	2%	1%	4%	5%	3%	**	5%	3%	3%	4%
			a	a				l												
	16%	24%	26%	50%	56%	94%	8%	36%	**	**	12%	70%	42%	5%	2%	**	25%	17%	14%	28%
Internet voice service (VoIP)	1	-	-	-	2	6	2	-	**	**	-	9	-	-	-	**	-	-	-	-
	*%	-%	-%	-%	*%	*%	1%	-%	**	**	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
	12%	-%	-%	-%	21%	67%	17%	-%	**	**	-%	100%	-%	-%	-%	**	-%	-%	-%	-%
Public payphone	*	2	3	4	6	6	2	3	**	**	2	3	3	1	*	**	1	2	-	3
	*%	1%	1%	1%	1%	*%	1%	1%	**	**	1%	*%	1%	1%	1%	**	1%	1%	-%	1%
			a					l			l									
	1%	26%	45%	70%	88%	88%	29%	47%	**	**	34%	44%	54%	9%	7%	**	22%	33%	-%	54%
Other	-	1	2	3	7	6	3	2	**	**	1	5	2	1	-	**	1	1	2	-
	-%	*%	1%	*%	1%	*%	1%	1%	**	**	*%	*%	*%	1%	-%	**	*%	1%	1%	-%
	-%	7%	24%	31%	92%	79%	33%	30%	**	**	11%	63%	24%	6%	-%	**	7%	17%	24%	-%
Don't know	3	3	2	5	7	8	1	2	**	**	1	7	3	1	1	**	2	1	1	2
	1%	1%	1%	1%	1%	*%	*%	*%	**	**	1%	*%	1%	2%	2%	**	1%	*%	*%	1%
	33%	28%	26%	55%	79%	91%	13%	19%	**	**	11%	81%	35%	8%	9%	**	28%	7%	8%	27%

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

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QC6 (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					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Mobile phone	205	101	28	129	529	1665	199	196	**	**	65	1655	108	11	6	**	56	52	50	59
	51%	36%	11%	24%	51%	69%	81%	43%	**	**	35%	75%	24%	27%	18%	**	28%	21%	24%	25%
	bcd	cd		c			f					hk								
	11%	5%	1%	7%	28%	89%	11%	10%	**	**	3%	88%	6%	1%	*%	**	3%	3%	3%	3%
Landline phone at home	192	174	215	388	484	738	39	252	**	**	114	545	328	28	24	**	140	188	153	175
	48%	62%	86%	74%	47%	30%	16%	55%	**	**	62%	25%	74%	70%	78%	**	70%	77%	74%	73%
		a	abd	ab		g		l			l									
	25%	22%	28%	50%	63%	96%	5%	33%	**	**	15%	71%	42%	4%	3%	**	18%	24%	20%	23%
Internet voice service (VoIP)	2	-	-	-	2	8	2	1	**	**	-	10	-	-	-	**	-	-	-	-
	*%	-%	-%	-%	*%	*%	1%	*%	**	**	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
	15%	-%	-%	-%	17%	70%	17%	6%	**	**	-%	90%	-%	-%	-%	**	-%	-%	-%	-%
Public payphone	*	1	1	2	3	4	2	3	**	**	2	1	2	-	-	**	1	1	-	2
	*%	*%	1%	*%	*%	*%	1%	1%	**	**	1%	*%	1%	-%	-%	**	1%	*%	-%	1%
								l			l									
	6%	19%	30%	49%	74%	83%	40%	60%	**	**	44%	28%	49%	-%	-%	**	30%	19%	-%	49%
Other	-	1	3	3	6	6	1	2	**	**	1	4	2	1	1	**	1	1	2	-
	-%	*%	1%	1%	1%	*%	1%	1%	**	**	1%	*%	*%	1%	3%	**	*%	1%	1%	-%
			a												m					
	-%	7%	42%	49%	82%	87%	20%	36%	**	**	21%	61%	28%	7%	13%	**	8%	20%	28%	-%
Don't know	*	3	2	4	5	5	1	2	**	**	1	4	3	1	*	**	2	1	1	2
	*%	1%	1%	1%	1%	*%	1%	*%	**	**	*%	*%	1%	2%	*%	**	1%	*%	*%	1%
	6%	43%	28%	71%	89%	83%	24%	30%	**	**	9%	65%	53%	12%	2%	**	43%	10%	12%	41%

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

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QC7 (QC21B). SHOWCARD Which of these do you consider is your main supplier for your landline? (SINGLE CODE)

Base : Those with a landline phone at home

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	552	472	322	794	1271	2857	170	574	69	87	241	2453	468	101	137	88	252	216	246	222
Effective Weighted Sample	399	295	207	496	830	1939	117	382	46	57	167	1673	379	59	86	72	209	181	194	187
Total	365	265	232	496	819	1978	185	388	47	62	163	1783	419	36	30	12	190	228	200	218
	17%	12%	11%	23%	38%	92%	9%	18%	**	**	8%	83%	19%	2%	1%	**	9%	11%	9%	10%
BT	170	142	136	278	372	794	65	189	**	**	81	678	224	23	22	**	96	129	98	127
	46%	54%	59%	56%	45%	40%	35%	49%	**	**	50%	38%	54%	63%	74%	**	50%	56%	49%	58%
			a	a				l			l				m					
	20%	17%	16%	33%	44%	93%	8%	22%	**	**	9%	79%	26%	3%	3%	**	11%	15%	11%	15%
Sky	49	35	12	48	126	383	47	55	**	**	21	372	37	6	3	**	22	15	15	23
	13%	13%	5%	10%	15%	19%	25%	14%	**	**	13%	21%	9%	16%	9%	**	12%	7%	7%	10%
	c	c										hk								
	11%	8%	3%	11%	29%	89%	11%	13%	**	**	5%	87%	9%	1%	1%	**	5%	4%	3%	5%
Virgin Media	57	37	34	71	134	341	28	52	**	**	20	320	66	4	*	**	24	42	38	28
	16%	14%	15%	14%	16%	17%	15%	13%	**	**	12%	18%	16%	10%	1%	**	13%	18%	19%	13%
												h	o	o						
	15%	10%	9%	19%	36%	93%	8%	14%	**	**	5%	87%	18%	1%	*%	**	7%	11%	10%	8%
TalkTalk	37	17	22	39	74	148	26	29	**	**	11	145	35	1	2	**	19	16	22	14
	10%	6%	10%	8%	9%	7%	14%	7%	**	**	7%	8%	8%	4%	6%	**	10%	7%	11%	6%
							f													
	21%	10%	13%	23%	43%	86%	15%	17%	**	**	7%	84%	21%	1%	1%	**	11%	10%	13%	8%
EE/ Everything Everywhere	12	6	1	7	21	80	10	10	**	**	5	78	7	-	*	**	4	3	5	2
	3%	2%	*%	1%	3%	4%	5%	3%	**	**	3%	4%	2%	-%	*%	**	2%	1%	3%	1%
	c																			
	13%	7%	1%	8%	23%	88%	11%	11%	**	**	5%	86%	8%	-%	*%	**	5%	3%	6%	2%
Plusnet	11	7	1	8	20	52	5	7	**	**	3	48	7	*	*	**	4	3	7	1
	3%	3%	*%	2%	2%	3%	2%	2%	**	**	2%	3%	2%	1%	1%	**	2%	2%	3%	*%
	c	c																	t	
	19%	13%	1%	15%	36%	93%	8%	12%	**	**	5%	86%	13%	1%	*%	**	7%	6%	12%	2%
Post Office	7	4	7	12	17	31	*	13	**	**	5	18	9	2	1	**	5	4	4	5
	2%	2%	3%	2%	2%	2%	*%	3%	**	**	3%	1%	2%	4%	2%	**	3%	2%	2%	2%
								l			l									
	22%	14%	23%	37%	53%	97%	1%	42%	**	**	15%	58%	29%	5%	2%	**	17%	12%	13%	16%

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

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.

QC7 (QC21B). SHOWCARD Which of these do you consider is your main supplier for your landline? (SINGLE CODE)

Base : Those with a landline phone at home

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	552	472	322	794	1271	2857	170	574	69	87	241	2453	468	101	137	88	252	216	246	222
Effective Weighted Sample	399	295	207	496	830	1939	117	382	46	57	167	1673	379	59	86	72	209	181	194	187
Total	365	265	232	496	819	1978	185	388	47	62	163	1783	419	36	30	12	190	228	200	218
	17%	12%	11%	23%	38%	92%	9%	18%	**	**	8%	83%	19%	2%	1%	**	9%	11%	9%	10%
Vodafone	1	*	1	1	3	22	1	3	**	**	2	19	1	-	-	**	1	-	1	-
	*%	*%	*%	*%	*%	1%	*%	1%	**	**	1%	1%	*%	-%	-%	**	1%	-%	1%	-%
	7%	2%	3%	5%	14%	98%	4%	13%	**	**	10%	86%	5%	-%	-%	**	5%	-%	5%	-%
Utility Warehouse	5	3	1	4	5	20	-	6	**	**	4	14	4	-	1	**	3	1	1	2
	1%	1%	1%	1%	1%	1%	-%	2%	**	**	2%	1%	1%	-%	3%	**	1%	*%	1%	1%
	25%	15%	7%	22%	28%	100%	-%	30%	**	**	l 20%	70%	18%	-%	4%	**	14%	5%	7%	11%
KComm	2	2	2	5	9	18	1	4	**	**	2	14	5	-	-	**	3	2	2	3
	1%	1%	1%	1%	1%	1%	*%	1%	**	**	1%	1%	1%	-%	-%	**	2%	1%	1%	1%
	10%	13%	13%	26%	47%	97%	5%	23%	**	**	13%	79%	26%	-%	-%	**	17%	9%	10%	16%
SSE	1	2	1	3	4	8	-	1	**	**	1	7	3	*	*	**	2	1	-	3
	*%	1%	1%	1%	*%	*%	-%	*%	**	**	1%	*%	1%	*%	1%	**	1%	*%	-%	1%
	9%	26%	14%	40%	49%	100%	-%	13%	**	**	11%	85%	33%	1%	5%	**	21%	12%	-%	33%
NOW TV	-	1	-	1	3	3	-	1	**	**	-	2	1	-	-	**	-	1	-	1
	-%	*%	-%	*%	*%	*%	-%	*%	**	**	-%	*%	*%	-%	-%	**	-%	*%	-%	1%
	-%	38%	-%	38%	112%	100%	-%	31%	**	**	-%	74%	38%	-%	-%	**	-%	38%	-%	38%
Tesco Telecom	1	1	1	2	2	2	-	1	**	**	-	2	2	-	-	**	1	1	-	2
	*%	*%	1%	*%	*%	*%	-%	*%	**	**	-%	*%	*%	-%	-%	**	*%	1%	-%	1%
	36%	21%	48%	69%	69%	100%	-%	24%	**	**	-%	73%	69%	-%	-%	**	21%	48%	-%	69%
The Phone Co-op/ The Co-operative	-	-	-	-	-	1	-	-	**	**	-	1	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	-%	*%	-%	-%	**	**	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
	-%	-%	-%	-%	-%	100%	-%	-%	**	**	-%	100%	-%	-%	-%	**	-%	-%	-%	-%
Fuel Broadband	-	-	2	2	2	1	-	-	**	**	-	1	2	-	-	**	-	2	-	2
	-%	-%	1%	*%	*%	*%	-%	-%	**	**	-%	*%	*%	-%	-%	**	-%	1%	-%	1%
	-%	-%	158%	158%	158%	100%	-%	-%	**	**	-%	100%	158%	-%	-%	**	-%	158%	-%	158%

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

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.

QC7 (QC21B). SHOWCARD Which of these do you consider is your main supplier for your landline? (SINGLE CODE)

Base : Those with a landline phone at home

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	552	472	322	794	1271	2857	170	574	69	87	241	2453	468	101	137	88	252	216	246	222
Effective Weighted Sample	399	295	207	496	830	1939	117	382	46	57	167	1673	379	59	86	72	209	181	194	187
Total	365	265	232	496	819	1978	185	388	47	62	163	1783	419	36	30	12	190	228	200	218
	17%	12%	11%	23%	38%	92%	9%	18%	**	**	8%	83%	19%	2%	1%	**	9%	11%	9%	10%
Other	7	5	7	12	15	29	2	10	**	**	4	23	11	-	1	**	3	8	7	4
	2%	2%	3%	2%	2%	1%	1%	2%	**	**	3%	1%	3%	-%	3%	**	2%	4%	3%	2%
	23%	17%	23%	39%	48%	93%	5%	30%	**	**	14%	73%	36%	-%	3%	**	10%	26%	22%	14%
Don't know	7	1	3	4	13	45	1	8	**	**	3	39	3	*	-	**	3	*	*	3
	2%	*%	1%	1%	2%	2%	1%	2%	**	**	2%	2%	1%	1%	-%	**	2%	*%	*%	1%
	b																			
	14%	1%	7%	8%	26%	93%	3%	18%	**	**	6%	81%	7%	1%	-%	**	6%	1%	1%	6%

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

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

		AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total		612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample		443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total		400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
		15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
One	(1.0)	104	83	101	184	338	520	44	174	**	**	70	401	153	14	13	**	64	88	76	77
		26%	30%	41%	35%	33%	21%	18%	38%	**	**	38%	18%	34%	36%	43%	**	32%	36%	37%	32%
				ab	a				l			l									
		18%	15%	18%	32%	59%	92%	8%	31%	**	**	12%	71%	27%	3%	2%	**	11%	16%	13%	14%
Two	(2.0)	205	143	70	213	377	1002	66	148	**	**	53	923	182	14	11	**	99	83	97	85
		51%	51%	28%	40%	37%	41%	27%	32%	**	**	29%	42%	41%	36%	37%	**	49%	34%	47%	36%
		cd	cd		c		g						hk					rt		rt	
		19%	13%	7%	20%	35%	93%	6%	14%	**	**	5%	86%	17%	1%	1%	**	9%	8%	9%	8%
Three	(3.0)	45	24	9	33	119	438	53	34	**	**	14	453	30	2	1	**	13	17	13	18
		11%	9%	4%	6%	12%	18%	22%	8%	**	**	7%	20%	7%	5%	3%	**	7%	7%	6%	7%
		cd	c										hk								
		9%	5%	2%	7%	24%	89%	11%	7%	**	**	3%	93%	6%	*%	*%	**	3%	3%	3%	4%
Four or more	(4.0)	33	13	2	15	102	367	77	39	**	**	10	397	14	*	1	**	6	7	8	6
		8%	5%	1%	3%	10%	15%	32%	9%	**	**	6%	18%	3%	1%	2%	**	3%	3%	4%	2%
		cd	c					f					hk								
		7%	3%	*%	3%	23%	83%	18%	9%	**	**	2%	90%	3%	*%	*%	**	1%	2%	2%	1%
None	(0.0)	12	16	66	81	92	97	3	61	**	**	36	41	65	9	5	**	18	47	12	53
		3%	6%	26%	15%	9%	4%	1%	13%	**	**	20%	2%	15%	22%	16%	**	9%	19%	6%	22%
				abd	ab				l			hl							qs		qs
		13%	16%	67%	83%	94%	98%	3%	62%	**	**	37%	42%	66%	9%	5%	**	18%	48%	12%	54%
Don't know		-	-	-	-	2	2	2	-	**	**	-	5	-	-	-	**	-	-	-	-
		-%	-%	-%	-%	*%	*%	1%	-%	**	**	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
								f													
		-%	-%	-%	-%	35%	36%	34%	-%	**	**	-%	100%	-%	-%	-%	**	-%	-%	-%	-%
Mean mobiles in household		2.0	1.8	1.1	1.5	1.8	2.2	2.7	1.6	**	**	1.4	2.3	1.5	1.3	1.3	**	1.6	1.4	1.7	1.4
		bcd	cd		c			f	k				hk					rt		rt	
Standard deviation		.91	.86	.87	.93	1.08	1.06	1.14	1.08	**	**	1.06	1.03	.93	.91	.87	**	.86	.97	.84	.98
Standard error		.04	.04	.05	.03	.03	.02	.07	.04	**	**	.06	.02	.04	.09	.07	**	.05	.06	.05	.06

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

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.

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

		AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total		612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample		443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total		400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
		15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
No	(0.0)	4	9	20	28	40	40	3	16	**	**	5	30	26	*	2	**	13	13	12	14
		1%	3%	8%	5%	4%	2%	1%	3%	**	**	3%	1%	6%	1%	6%	**	6%	5%	6%	6%
			a	ab	a				l												
		10%	20%	45%	64%	92%	90%	8%	36%	**	**	11%	68%	58%	1%	4%	**	29%	29%	26%	32%
1	(1.0)	358	240	160	400	851	2114	218	352	**	**	135	1974	339	28	23	**	159	180	176	163
		90%	86%	64%	76%	83%	87%	89%	77%	**	**	74%	89%	77%	69%	76%	**	79%	74%	86%	69%
		cd	cd		c								hk					t		rt	
		15%	10%	7%	17%	37%	91%	9%	15%	**	**	6%	85%	15%	1%	1%	**	7%	8%	8%	7%
2	(2.0)	22	12	4	15	38	155	18	25	**	**	6	151	11	3	1	**	9	2	4	8
		6%	4%	2%	3%	4%	6%	7%	6%	**	**	3%	7%	3%	7%	2%	**	4%	1%	2%	3%
		cd													m			r			
		12%	6%	2%	9%	21%	87%	10%	14%	**	**	3%	85%	6%	2%	*%	**	5%	1%	2%	4%
3	(3.0)	1	*	-	*	2	11	*	*	**	**	*	12	-	*	-	**	-	-	-	-
		*%	*%	-%	*%	*%	*%	*%	*%	**	**	*%	1%	-%	*%	-%	**	-%	-%	-%	-%
		12%	1%	-%	1%	15%	92%	3%	3%	**	**	1%	97%	-%	1%	-%	**	-%	-%	-%	-%
4 or more	(4.0)	1	2	-	2	5	7	1	1	**	**	1	6	2	-	-	**	2	-	2	-
		*%	1%	-%	*%	*%	*%	*%	*%	**	**	*%	*%	*%	-%	-%	**	1%	-%	1%	-%
		15%	28%	-%	28%	62%	93%	12%	15%	**	**	10%	80%	28%	-%	-%	**	28%	-%	28%	-%
No mobiles in household	(0.0)	12	16	66	81	94	98	4	61	**	**	36	46	65	9	5	**	18	47	12	53
		3%	6%	26%	15%	9%	4%	2%	13%	**	**	20%	2%	15%	22%	16%	**	9%	19%	6%	22%
				abd	ab				l			hl							qs		qs
		12%	15%	64%	79%	91%	95%	4%	59%	**	**	35%	45%	63%	8%	5%	**	17%	46%	11%	51%
Mean mobiles used		1.0	1.0	.7	.8	.9	1.0	1.1	.9	**	**	.8	1.1	.8	.8	.8	**	.9	.8	.9	.8
		cd	cd		c								hk					rt		rt	
Standard deviation		.37	.45	.50	.50	.46	.41	.38	.49	**	**	.52	.38	.50	.55	.46	**	.54	.45	.47	.50
Standard error		.01	.02	.03	.02	.01	.01	.02	.02	**	**	.03	.01	.02	.05	.04	**	.03	.03	.03	.03

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

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.

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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
PERSONALLY USE MOBILE																				
Yes	383	254	163	417	895	2286	237	379	**	**	142	2143	353	31	24	**	170	183	182	171
	96%	91%	66%	79%	87%	94%	97%	83%	**	**	77%	97%	80%	77%	78%	**	85%	75%	89%	72%
	bcd	cd		c								hk					rt		rt	
	15%	10%	6%	17%	35%	90%	9%	15%	**	**	6%	85%	14%	1%	1%	**	7%	7%	7%	7%
No	17	24	85	110	134	138	8	77	**	**	41	76	90	9	7	**	31	60	23	67
	4%	9%	34%	21%	13%	6%	3%	17%	**	**	23%	3%	20%	23%	22%	**	15%	25%	11%	28%
		a	abd	ab				l			l							qs		qs
	11%	17%	58%	75%	91%	94%	5%	52%	**	**	28%	51%	61%	6%	5%	**	21%	41%	16%	46%

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

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.

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

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	581	450	231	681	1386	3266	233	582	71	69	216	2923	410	85	117	69	232	178	228	182
Effective Weighted Sample	424	283	152	432	933	2239	155	392	47	48	156	2017	332	49	76	56	192	149	182	151
Total	383	254	163	417	895	2286	237	379	47	52	142	2143	353	31	24	10	170	183	182	171
	15%	10%	6%	17%	35%	90%	9%	15%	**	**	6%	85%	14%	**	1%	**	7%	7%	7%	7%
EE	92	42	24	66	171	580	54	65	**	**	26	568	53	**	6	**	27	26	31	22
	24%	17%	15%	16%	19%	25%	23%	17%	**	**	18%	27%	15%	**	26%	**	16%	14%	17%	13%
	bcd											hk			m					
	14%	7%	4%	10%	27%	91%	9%	10%	**	**	4%	89%	8%	**	1%	**	4%	4%	5%	4%
O2	87	56	33	89	181	517	45	82	**	**	34	480	78	**	1	**	39	40	42	37
	23%	22%	20%	21%	20%	23%	19%	22%	**	**	24%	22%	22%	**	5%	**	23%	22%	23%	21%
													o							
	16%	10%	6%	16%	32%	92%	8%	15%	**	**	6%	85%	14%	**	*%	**	7%	7%	7%	7%
Vodafone	49	29	17	46	120	327	21	54	**	**	17	294	35	**	4	**	18	18	16	19
	13%	12%	10%	11%	13%	14%	9%	14%	**	**	12%	14%	10%	**	18%	**	10%	10%	9%	11%
	14%	8%	5%	13%	34%	93%	6%	15%	**	**	5%	84%	10%	**	1%	**	5%	5%	5%	5%
'3'	29	16	7	23	70	208	40	26	**	**	5	223	21	**	1	**	11	10	13	8
	7%	6%	4%	6%	8%	9%	17%	7%	**	**	3%	10%	6%	**	3%	**	6%	6%	7%	5%
							f					hk								
	11%	6%	3%	9%	28%	83%	16%	10%	**	**	2%	88%	8%	**	*%	**	4%	4%	5%	3%
Tesco	38	39	22	61	107	197	15	47	**	**	20	161	49	**	6	**	23	26	20	29
	10%	16%	13%	15%	12%	9%	6%	12%	**	**	14%	7%	14%	**	25%	**	13%	14%	11%	17%
		a		a				l			l				m					
	18%	19%	10%	29%	52%	95%	7%	23%	**	**	10%	78%	24%	**	3%	**	11%	13%	10%	14%
Virgin Media/ Any Virgin	26	19	23	42	70	127	12	24	**	**	8	117	40	**	*	**	17	23	22	18
	7%	8%	14%	10%	8%	6%	5%	6%	**	**	6%	5%	11%	**	2%	**	10%	12%	12%	11%
			ab										o							
	19%	14%	16%	30%	50%	90%	9%	17%	**	**	6%	84%	29%	**	*%	**	12%	16%	16%	13%
Giffgaff	8	5	2	7	40	83	13	16	**	**	3	80	4	**	1	**	2	2	3	*
	2%	2%	1%	2%	4%	4%	6%	4%	**	**	2%	4%	1%	**	2%	**	1%	1%	2%	*%
	8%	5%	3%	7%	42%	87%	14%	16%	**	**	3%	84%	4%	**	1%	**	2%	2%	3%	*%

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

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.

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

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	581	450	231	681	1386	3266	233	582	71	69	216	2923	410	85	117	69	232	178	228	182
Effective Weighted Sample	424	283	152	432	933	2239	155	392	47	48	156	2017	332	49	76	56	192	149	182	151
Total	383	254	163	417	895	2286	237	379	47	52	142	2143	353	31	24	10	170	183	182	171
	15%	10%	6%	17%	35%	90%	9%	15%	**	**	6%	85%	14%	**	1%	**	7%	7%	7%	7%
BT	14	12	3	15	24	50	2	12	**	**	5	43	11	**	2	**	7	5	8	4
	4%	5%	2%	4%	3%	2%	1%	3%	**	**	4%	2%	3%	**	7%	**	4%	2%	4%	2%
	26%	22%	6%	28%	43%	92%	4%	22%	**	**	10%	80%	21%	**	3%	**	12%	8%	14%	7%
TalkTalk	12	8	6	14	25	43	11	13	**	**	3	38	13	**	1	**	7	5	6	7
	3%	3%	4%	3%	3%	2%	5%	3%	**	**	2%	2%	4%	**	4%	**	4%	3%	3%	4%
							f	l												
	24%	16%	12%	28%	49%	86%	22%	26%	**	**	7%	75%	25%	**	2%	**	15%	11%	12%	14%
Orange	5	5	7	12	17	26	3	10	**	**	4	19	11	**	1	**	4	7	6	5
	1%	2%	4%	3%	2%	1%	1%	3%	**	**	3%	1%	3%	**	3%	**	2%	4%	3%	3%
			a					l			l									
	19%	18%	26%	44%	60%	93%	12%	35%	**	**	14%	69%	39%	**	3%	**	13%	27%	20%	19%
T-Mobile	5	2	3	5	7	19	1	2	**	**	*	18	4	**	1	**	1	3	2	2
	1%	1%	2%	1%	1%	1%	*%	1%	**	**	*%	1%	1%	**	2%	**	1%	1%	1%	1%
	22%	9%	14%	22%	35%	92%	5%	12%	**	**	2%	88%	18%	**	3%	**	6%	12%	9%	9%
Sky	2	3	-	3	7	17	-	3	**	**	2	14	3	**	*	**	2	1	-	3
	*%	1%	-%	1%	1%	1%	-%	1%	**	**	1%	1%	1%	**	1%	**	1%	1%	-%	2%
	11%	20%	-%	20%	39%	100%	-%	16%	**	**	10%	84%	16%	**	1%	**	10%	6%	-%	16%
Lycatel	*	1	2	2	8	7	5	1	**	**	1	13	2	**	-	**	2	-	2	1
	*%	*%	1%	1%	1%	*%	2%	*%	**	**	1%	1%	1%	**	-%	**	1%	-%	1%	*%
							f													
	1%	5%	11%	16%	58%	53%	38%	8%	**	**	8%	90%	16%	**	-%	**	16%	-%	11%	5%
iD Mobile (Carphone Warehouse)	2	3	-	3	9	12	2	3	**	**	3	11	2	**	-	**	1	2	2	1
	*%	1%	-%	1%	1%	1%	1%	1%	**	**	2%	1%	1%	**	-%	**	*%	1%	1%	*%
											l									
	14%	24%	-%	24%	65%	86%	17%	23%	**	**	19%	81%	18%	**	-%	**	4%	14%	14%	4%

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

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.

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

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	581	450	231	681	1386	3266	233	582	71	69	216	2923	410	85	117	69	232	178	228	182
Effective Weighted Sample	424	283	152	432	933	2239	155	392	47	48	156	2017	332	49	76	56	192	149	182	151
Total	383	254	163	417	895	2286	237	379	47	52	142	2143	353	31	24	10	170	183	182	171
	15%	10%	6%	17%	35%	90%	9%	15%	**	**	6%	85%	14%	**	1%	**	7%	7%	7%	7%
Talk Mobile	1	2	-	2	5	12	1	1	**	**	1	11	2	**	-	**	1	1	1	1
	*%	1%	-%	*%	1%	1%	*%	*%	**	**	1%	1%	1%	**	-%	**	1%	*%	1%	*%
	10%	15%	-%	15%	39%	91%	4%	11%	**	**	6%	84%	15%	**	-%	**	8%	7%	10%	5%
Plusnet	2	2	2	4	5	8	5	1	**	**	-	10	4	**	-	**	1	2	2	2
	*%	1%	1%	1%	1%	*%	2%	*%	**	**	-%	*%	1%	**	-%	**	1%	1%	1%	1%
							f													
	16%	19%	19%	37%	43%	77%	42%	5%	**	**	-%	94%	33%	**	-%	**	12%	21%	14%	19%
Asda	2	2	2	3	5	9	-	2	**	**	2	7	3	**	*	**	2	2	2	2
	1%	1%	1%	1%	1%	*%	-%	1%	**	**	1%	*%	1%	**	1%	**	1%	1%	1%	1%
											l									
	22%	19%	19%	37%	59%	100%	-%	23%	**	**	21%	76%	36%	**	1%	**	17%	19%	17%	19%
Lebara	-	1	-	1	3	6	1	1	**	**	-	8	1	**	-	**	-	1	-	1
	-%	*%	-%	*%	*%	*%	1%	*%	**	**	-%	*%	*%	**	-%	**	-%	*%	-%	*%
	-%	7%	-%	7%	38%	73%	15%	10%	**	**	-%	92%	7%	**	-%	**	-%	7%	-%	7%
Utility Warehouse	4	-	1	1	2	7	*	4	**	**	4	3	1	**	*	**	1	-	-	1
	1%	-%	1%	*%	*%	*%	*%	1%	**	**	3%	*%	*%	**	1%	**	1%	-%	-%	1%
								l			l									
	52%	-%	18%	18%	29%	90%	4%	57%	**	**	48%	44%	16%	**	3%	**	16%	-%	-%	16%
Other	-	1	-	1	1	5	2	2	**	**	1	6	1	**	-	**	-	1	-	1
	-%	*%	-%	*%	*%	*%	1%	*%	**	**	1%	*%	*%	**	-%	**	-%	*%	-%	*%
	-%	7%	-%	7%	10%	56%	27%	21%	**	**	10%	75%	7%	**	-%	**	-%	7%	-%	7%
Don't know	5	6	10	16	19	25	2	10	**	**	5	18	15	**	*	**	5	10	6	9
	1%	2%	6%	4%	2%	1%	1%	3%	**	**	3%	1%	4%	**	2%	**	3%	5%	3%	5%
			a	a				l			l									
	18%	22%	35%	57%	70%	90%	8%	37%	**	**	16%	65%	54%	**	2%	**	18%	35%	21%	33%

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

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.

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 Samsung Galaxy S6.

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	581	450	231	681	1386	3266	233	582	71	69	216	2923	410	85	117	69	232	178	228	182
Effective Weighted Sample	424	283	152	432	933	2239	155	392	47	48	156	2017	332	49	76	56	192	149	182	151
Total	383	254	163	417	895	2286	237	379	47	52	142	2143	353	31	24	10	170	183	182	171
	15%	10%	6%	17%	35%	90%	9%	15%	**	**	6%	85%	14%	**	1%	**	7%	7%	7%	7%
Yes	282	138	44	182	565	1875	208	221	**	**	77	1861	157	**	9	**	74	83	94	63
	74%	54%	27%	44%	63%	82%	88%	58%	**	**	54%	87%	45%	**	39%	**	44%	45%	52%	37%
	bcd	cd		c								hk							t	
	13%	7%	2%	9%	27%	89%	10%	11%	**	**	4%	89%	8%	**	*%	**	4%	4%	5%	3%
No	100	115	116	231	325	407	29	154	**	**	64	281	192	**	14	**	95	97	87	106
	26%	45%	71%	55%	36%	18%	12%	41%	**	**	45%	13%	55%	**	59%	**	56%	53%	48%	62%
		a	abd	ab				l			l									s
	23%	27%	27%	54%	76%	95%	7%	36%	**	**	15%	66%	45%	**	3%	**	22%	23%	20%	25%
Don't know	1	1	3	4	4	4	-	4	**	**	1	1	3	**	1	**	1	2	1	2
	*%	*%	2%	1%	*%	*%	-%	1%	**	**	1%	*%	1%	**	2%	**	*%	1%	*%	1%
			a					l			l									
	18%	21%	68%	89%	107%	100%	-%	86%	**	**	24%	28%	74%	**	12%	**	19%	55%	19%	55%

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

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.

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 Samsung Galaxy S6.

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Yes	282	138	44	182	565	1875	208	221	**	**	77	1861	157	11	9	**	74	83	94	63
	71%	50%	18%	35%	55%	77%	85%	49%	**	**	42%	84%	36%	29%	30%	**	37%	34%	46%	26%
	bcd	cd		c			f					hk					t		rt	
	13%	7%	2%	9%	27%	89%	10%	11%	**	**	4%	89%	8%	1%	*%	**	4%	4%	5%	3%
No	100	115	116	231	325	407	29	154	**	**	64	281	192	19	14	**	95	97	87	106
	25%	41%	47%	44%	32%	17%	12%	34%	**	**	35%	13%	43%	48%	46%	**	47%	40%	42%	44%
		a	a	a				l			l									
	23%	27%	27%	54%	76%	95%	7%	36%	**	**	15%	66%	45%	4%	3%	**	22%	23%	20%	25%
Don't know	1	1	3	4	4	4	-	4	**	**	1	1	3	-	1	**	1	2	1	2
	*%	*%	1%	1%	*%	*%	-%	1%	**	**	1%	*%	1%	-%	2%	**	*%	1%	*%	1%
								l			l									
	18%	21%	68%	89%	107%	100%	-%	86%	**	**	24%	28%	74%	-%	12%	**	19%	55%	19%	55%
DO NOT PERSONALLY USE A MOBILE PHONE	17	24	85	110	134	138	8	77	**	**	41	76	90	9	7	**	31	60	23	67
	4%	9%	34%	21%	13%	6%	3%	17%	**	**	23%	3%	20%	23%	22%	**	15%	25%	11%	28%
		a	abd	ab				l			l							qs		qs
	11%	17%	58%	75%	91%	94%	5%	52%	**	**	28%	51%	61%	6%	5%	**	21%	41%	16%	46%

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

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 (QD39). SHOWCARD Which brand or type of smartphone do you have? IF MORE THAN ONE - Which one do you use most often? (SINGLE CODE)

Base : Those with a smartphone

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	~r	s	~t
Unweighted total	415	238	65	303	860	2610	205	341	33	38	112	2480	186	35	50	32	103	83	123	63
Effective Weighted Sample	306	151	40	189	584	1789	137	226	20	26	79	1719	150	20	32	26	84	69	100	52
Total	282	138	44	182	565	1875	208	221	22	32	77	1861	157	11	9	4	74	83	94	63
	13%	7%	**	9%	27%	89%	10%	11%	**	**	4%	89%	8%	**	**	**	4%	**	5%	**
Apple iPhone	110	48	**	60	204	902	98	85	**	**	31	910	52	**	**	**	27	**	33	**
	39%	35%	**	33%	36%	48%	47%	39%	**	**	40%	49%	33%	**	**	**	36%	**	35%	**
												h								
	11%	5%	**	6%	20%	90%	10%	9%	**	**	3%	91%	5%	**	**	**	3%	**	3%	**
Samsung	107	52	**	70	221	649	77	78	**	**	27	645	62	**	**	**	29	**	36	**
	38%	38%	**	38%	39%	35%	37%	35%	**	**	35%	35%	40%	**	**	**	38%	**	38%	**
	15%	7%	**	10%	30%	89%	11%	11%	**	**	4%	89%	9%	**	**	**	4%	**	5%	**
Sony Xperia	17	5	**	8	37	79	7	15	**	**	4	75	8	**	**	**	4	**	3	**
	6%	4%	**	4%	6%	4%	3%	7%	**	**	5%	4%	5%	**	**	**	6%	**	4%	**
								l												
	19%	6%	**	9%	40%	87%	8%	17%	**	**	4%	83%	9%	**	**	**	5%	**	4%	**
HTC	3	*	**	2	15	38	7	5	**	**	*	38	2	**	**	**	2	**	1	**
	1%	*%	**	1%	3%	2%	3%	2%	**	**	*%	2%	1%	**	**	**	2%	**	1%	**
	7%	*%	**	4%	33%	84%	16%	11%	**	**	*%	85%	4%	**	**	**	4%	**	2%	**
Motorola	8	5	**	6	15	37	1	5	**	**	1	33	6	**	**	**	3	**	3	**
	3%	4%	**	3%	3%	2%	1%	2%	**	**	1%	2%	4%	**	**	**	5%	**	3%	**
	21%	13%	**	17%	40%	96%	3%	13%	**	**	3%	86%	15%	**	**	**	9%	**	7%	**
Nokia	7	7	**	8	19	32	3	7	**	**	4	28	7	**	**	**	1	**	4	**
	2%	5%	**	4%	3%	2%	1%	3%	**	**	6%	1%	5%	**	**	**	2%	**	4%	**
								l			l									
	20%	20%	**	24%	55%	92%	8%	22%	**	**	12%	80%	22%	**	**	**	4%	**	11%	**
LG	8	3	**	4	8	27	3	10	**	**	3	23	3	**	**	**	1	**	3	**
	3%	2%	**	2%	1%	1%	1%	4%	**	**	4%	1%	2%	**	**	**	2%	**	3%	**
								l			l									
	24%	10%	**	13%	26%	86%	8%	30%	**	**	10%	72%	9%	**	**	**	5%	**	9%	**

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

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 (QD39). SHOWCARD Which brand or type of smartphone do you have? IF MORE THAN ONE - Which one do you use most often? (SINGLE CODE)

Base : Those with a smartphone

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	~r	s	~t
Unweighted total	415	238	65	303	860	2610	205	341	33	38	112	2480	186	35	50	32	103	83	123	63
Effective Weighted Sample	306	151	40	189	584	1789	137	226	20	26	79	1719	150	20	32	26	84	69	100	52
Total	282	138	44	182	565	1875	208	221	22	32	77	1861	157	11	9	4	74	83	94	63
	13%	7%	**	9%	27%	89%	10%	11%	**	**	4%	89%	8%	**	**	**	4%	**	5%	**
Huawei	2	4	**	4	10	16	2	2	**	**	1	18	3	**	**	**	1	**	2	**
	1%	3%	**	2%	2%	1%	1%	1%	**	**	2%	1%	2%	**	**	**	2%	**	2%	**
		a																		
	9%	21%	**	21%	49%	79%	12%	10%	**	**	7%	90%	17%	**	**	**	6%	**	7%	**
Alcatel	2	4	**	4	6	12	2	2	**	**	2	11	2	**	**	**	-	**	1	**
	1%	3%	**	2%	1%	1%	1%	1%	**	**	2%	1%	2%	**	**	**	-%	**	1%	**
	17%	29%	**	29%	45%	91%	16%	18%	**	**	12%	82%	18%	**	**	**	-%	**	10%	**
Google	*	1	**	1	1	12	-	1	**	**	-	11	1	**	**	**	1	**	1	**
	*%	1%	**	*%	*%	1%	-%	*%	**	**	-%	1%	1%	**	**	**	1%	**	1%	**
	3%	7%	**	7%	7%	100%	-%	6%	**	**	-%	91%	7%	**	**	**	7%	**	7%	**
BlackBerry	*	-	**	-	2	5	2	*	**	**	-	8	-	**	**	**	-	**	-	**
	*%	-%	**	-%	*%	*%	1%	*%	**	**	-%	*%	-%	**	**	**	-%	**	-%	**
	3%	-%	**	-%	29%	65%	30%	3%	**	**	-%	93%	-%	**	**	**	-%	**	-%	**
Nexus	1	1	**	1	1	7	-	*	**	**	-	6	-	**	**	**	-	**	-	**
	*%	*%	**	*%	*%	*%	-%	*%	**	**	-%	*%	-%	**	**	**	-%	**	-%	**
	13%	9%	**	9%	9%	100%	-%	5%	**	**	-%	95%	-%	**	**	**	-%	**	-%	**
Microsoft	1	1	**	1	1	7	-	2	**	**	1	4	1	**	**	**	1	**	1	**
	*%	1%	**	*%	*%	*%	-%	1%	**	**	1%	*%	*%	**	**	**	1%	**	1%	**
	12%	11%	**	11%	11%	100%	-%	31%	**	**	11%	58%	11%	**	**	**	11%	**	11%	**
Other	8	5	**	6	13	33	2	5	**	**	3	31	5	**	**	**	4	**	5	**
	3%	3%	**	3%	2%	2%	1%	2%	**	**	3%	2%	3%	**	**	**	5%	**	5%	**
	21%	13%	**	17%	36%	92%	7%	13%	**	**	8%	87%	15%	**	**	**	10%	**	14%	**
Don't know	8	3	**	7	12	20	2	4	**	**	1	20	5	**	**	**	-	**	2	**
	3%	2%	**	4%	2%	1%	1%	2%	**	**	1%	1%	3%	**	**	**	-%	**	2%	**
	35%	12%	**	32%	54%	88%	10%	16%	**	**	3%	87%	22%	**	**	**	-%	**	7%	**

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

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.

QD6 (QD41). Do you have a 4G service? This is a service that enables faster mobile internet access.

Base : Those with a smartphone

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	~r	s	~t
Unweighted total	415	238	65	303	860	2610	205	341	33	38	112	2480	186	35	50	32	103	83	123	63
Effective Weighted Sample	306	151	40	189	584	1789	137	226	20	26	79	1719	150	20	32	26	84	69	100	52
Total	282	138	44	182	565	1875	208	221	22	32	77	1861	157	11	9	4	74	83	94	63
	13%	7%	**	9%	27%	89%	10%	11%	**	**	4%	89%	8%	**	**	**	4%	**	5%	**
Yes	216	84	**	108	427	1603	173	171	**	**	57	1605	94	**	**	**	51	**	58	**
	76%	61%	**	59%	76%	85%	83%	77%	**	**	74%	86%	60%	**	**	**	69%	**	62%	**
	bd											hk								
	12%	5%	**	6%	24%	89%	10%	10%	**	**	3%	90%	5%	**	**	**	3%	**	3%	**
No	41	29	**	39	82	177	22	29	**	**	14	172	32	**	**	**	15	**	23	**
	15%	21%	**	21%	15%	9%	11%	13%	**	**	18%	9%	21%	**	**	**	20%	**	24%	**
											l									
	20%	14%	**	19%	41%	88%	11%	14%	**	**	7%	86%	16%	**	**	**	7%	**	11%	**
Don't know	26	25	**	36	56	95	12	22	**	**	7	84	31	**	**	**	9	**	13	**
	9%	18%	**	19%	10%	5%	6%	10%	**	**	9%	5%	20%	**	**	**	12%	**	14%	**
		a		a				l												
	25%	24%	**	34%	54%	92%	12%	21%	**	**	7%	81%	30%	**	**	**	8%	**	13%	**

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

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.

QD7 (QD27). SHOWCARD How likely is it that you will get a smartphone in the next 12 months? (SINGLE CODE)

Base : Those without a smartphone

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	q	~r	s	t
Unweighted total	165	210	163	373	520	650	28	238	38	31	103	440	221	50	66	36	128	93	104	117
Effective Weighted Sample	118	131	110	239	345	454	18	163	26	22	78	302	179	30	44	29	107	78	82	98
Total	100	115	116	231	325	407	29	154	25	21	64	281	192	19	14	5	95	97	87	106
	23%	27%	27%	54%	76%	95%	**	36%	**	**	15%	66%	45%	**	**	**	22%	**	20%	25%
Certain to	-	-	-	-	2	4	**	1	**	**	-	3	-	**	**	**	-	**	-	-
	-%	-%	-%	-%	1%	1%	**	*%	**	**	-%	1%	-%	**	**	**	-%	**	-%	-%
	-%	-%	-%	-%	55%	88%	**	18%	**	**	-%	67%	-%	**	**	**	-%	**	-%	-%
Very likely	5	3	2	5	10	16	**	4	**	**	*	15	5	**	**	**	3	**	3	2
	5%	3%	1%	2%	3%	4%	**	3%	**	**	*%	5%	3%	**	**	**	4%	**	4%	2%
	27%	17%	8%	26%	50%	82%	**	21%	**	**	2%	79%	26%	**	**	**	18%	**	17%	9%
Likely	6	3	1	5	12	22	**	3	**	**	1	22	4	**	**	**	2	**	4	-
	6%	3%	1%	2%	4%	5%	**	2%	**	**	2%	8%	2%	**	**	**	3%	**	5%	-%
	d											h							t	
	24%	13%	6%	19%	48%	86%	**	11%	**	**	5%	85%	16%	**	**	**	10%	**	16%	-%
TOTAL LIKELY	11	7	3	10	24	41	**	8	**	**	2	40	9	**	**	**	6	**	7	2
	11%	6%	3%	4%	7%	10%	**	5%	**	**	3%	14%	5%	**	**	**	6%	**	8%	2%
	cd											hk							t	
	23%	14%	6%	20%	50%	85%	**	16%	**	**	4%	81%	18%	**	**	**	12%	**	15%	4%
Unlikely	15	21	17	38	54	63	**	28	**	**	7	41	34	**	**	**	18	**	17	17
	15%	18%	15%	17%	17%	15%	**	19%	**	**	12%	15%	18%	**	**	**	19%	**	19%	16%
	22%	32%	26%	57%	80%	94%	**	42%	**	**	11%	62%	50%	**	**	**	27%	**	25%	25%
Very unlikely	27	26	20	46	65	87	**	39	**	**	17	54	34	**	**	**	18	**	16	18
	27%	23%	17%	20%	20%	21%	**	25%	**	**	26%	19%	18%	**	**	**	19%	**	18%	17%
	30%	29%	22%	52%	73%	97%	**	43%	**	**	19%	60%	38%	**	**	**	20%	**	17%	20%
Certain not to	43	52	70	122	158	178	**	70	**	**	35	117	103	**	**	**	48	**	39	64
	43%	45%	60%	53%	48%	44%	**	46%	**	**	55%	42%	54%	**	**	**	51%	**	45%	60%
			ab								l									s
	23%	28%	38%	66%	85%	97%	**	38%	**	**	19%	64%	56%	**	**	**	26%	**	21%	35%
TOTAL UNLIKELY	84	99	107	206	276	328	**	137	**	**	59	212	171	**	**	**	84	**	72	99
	84%	86%	92%	89%	85%	81%	**	89%	**	**	93%	76%	89%	**	**	**	89%	**	83%	94%
								l			l									s
	25%	29%	31%	60%	81%	96%	**	40%	**	**	17%	62%	50%	**	**	**	25%	**	21%	29%

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

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.

QD7 (QD27). SHOWCARD How likely is it that you will get a smartphone in the next 12 months? (SINGLE CODE)

Base : Those without a smartphone

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	q	~r	s	t
Unweighted total	165	210	163	373	520	650	28	238	38	31	103	440	221	50	66	36	128	93	104	117
Effective Weighted Sample	118	131	110	239	345	454	18	163	26	22	78	302	179	30	44	29	107	78	82	98
Total	100	115	116	231	325	407	29	154	25	21	64	281	192	19	14	5	95	97	87	106
	23%	27%	27%	54%	76%	95%	**	36%	**	**	15%	66%	45%	**	**	**	22%	**	20%	25%
Don't know	5	9	6	15	25	38	**	9	**	**	3	29	13	**	**	**	5	**	8	5
	5%	8%	5%	7%	8%	9%	**	6%	**	**	4%	10%	7%	**	**	**	5%	**	9%	5%
	12%	25%	16%	40%	65%	99%	**	24%	**	**	7%	75%	33%	**	**	**	13%	**	20%	13%

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

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.

QD8 (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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	581	450	231	681	1386	3266	233	582	71	69	216	2923	410	85	117	69	232	178	228	182
Effective Weighted Sample	424	283	152	432	933	2239	155	392	47	48	156	2017	332	49	76	56	192	149	182	151
Total	383	254	163	417	895	2286	237	379	47	52	142	2143	353	31	24	10	170	183	182	171
	15%	10%	6%	17%	35%	90%	9%	15%	**	**	6%	85%	14%	**	1%	**	7%	7%	7%	7%
Prepay/ Pay as you go	95	115	107	221	393	546	56	157	**	**	58	451	186	**	12	**	92	94	85	100
	25%	45%	65%	53%	44%	24%	24%	41%	**	**	41%	21%	53%	**	52%	**	54%	51%	47%	59%
		a	abd	ab				l			l									s
	16%	19%	18%	37%	65%	90%	9%	26%	**	**	10%	75%	31%	**	2%	**	15%	16%	14%	17%
Postpay/ monthly contract	287	137	56	193	497	1732	176	219	**	**	83	1683	165	**	11	**	77	88	96	69
	75%	54%	34%	46%	56%	76%	74%	58%	**	**	58%	79%	47%	**	47%	**	45%	48%	53%	40%
	bcd	cd		c								hk							t	
	15%	7%	3%	10%	26%	91%	9%	11%	**	**	4%	88%	9%	**	1%	**	4%	5%	5%	4%
Other	1	1	*	1	2	7	1	2	**	**	1	7	1	**	*	**	1	-	1	-
	*%	1%	*%	*%	*%	*%	*%	*%	**	**	1%	*%	*%	**	1%	**	*%	-%	*%	-%
	6%	16%	1%	17%	22%	83%	14%	18%	**	**	9%	84%	9%	**	2%	**	9%	-%	9%	-%
Don't know	*	1	*	1	3	2	4	2	**	**	1	2	1	**	*	**	*	1	-	1
	*%	*%	*%	*%	*%	*%	2%	*%	**	**	1%	*%	*%	**	*%	**	*%	1%	-%	1%
							f													
	2%	24%	11%	35%	78%	38%	105%	43%	**	**	20%	47%	34%	**	2%	**	11%	22%	-%	34%
CONTRACT TYPE																				
Subsidised handset	188	83	32	115	330	1261	134	138	**	**	51	1243	100	**	5	**	42	58	57	43
	49%	33%	20%	28%	37%	55%	57%	36%	**	**	36%	58%	28%	**	23%	**	25%	32%	31%	25%
	bcd	c										hk								
	13%	6%	2%	8%	24%	91%	10%	10%	**	**	4%	89%	7%	**	*%	**	3%	4%	4%	3%
SIM only	92	53	23	75	159	450	39	73	**	**	27	422	64	**	5	**	35	29	38	26
	24%	21%	14%	18%	18%	20%	16%	19%	**	**	19%	20%	18%	**	19%	**	20%	16%	21%	15%
	cd																			
	19%	11%	5%	15%	32%	91%	8%	15%	**	**	5%	85%	13%	**	1%	**	7%	6%	8%	5%

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

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.

QD9 (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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	~r	s	~t
Unweighted total	414	237	79	316	743	2377	167	320	36	34	117	2228	190	34	60	32	100	90	121	69
Effective Weighted Sample	307	148	49	196	507	1650	112	219	25	23	85	1555	152	20	41	27	83	72	97	57
Total	287	137	56	193	497	1732	176	219	27	28	83	1683	165	12	11	4	77	88	96	69
	15%	7%	**	10%	26%	91%	9%	11%	**	**	4%	88%	9%	**	**	**	4%	**	5%	**
Handset and contract	188	83	**	115	330	1261	134	138	**	**	51	1243	100	**	**	**	42	**	57	**
	65%	61%	**	60%	66%	73%	77%	63%	**	**	62%	74%	61%	**	**	**	55%	**	60%	**
												hk								
	13%	6%	**	8%	24%	91%	10%	10%	**	**	4%	89%	7%	**	**	**	3%	**	4%	**
SIM card only	92	53	**	75	159	450	39	73	**	**	27	422	64	**	**	**	35	**	38	**
	32%	39%	**	39%	32%	26%	22%	34%	**	**	33%	25%	39%	**	**	**	45%	**	39%	**
								l												
	19%	11%	**	15%	32%	91%	8%	15%	**	**	5%	85%	13%	**	**	**	7%	**	8%	**
Don't know	8	1	**	3	8	20	2	7	**	**	4	17	1	**	**	**	-	**	1	**
	3%	1%	**	1%	2%	1%	1%	3%	**	**	5%	1%	1%	**	**	**	-%	**	1%	**
								l			l									
	31%	5%	**	12%	35%	84%	9%	29%	**	**	19%	73%	4%	**	**	**	-%	**	4%	**

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

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.

QD10 (QD45). SHOWCARD Do you ever buy add-on packs or bolt-ons from (MOBILE NETWORK PROVIDER) to get extra data, minutes or texts for your pay as you go phone? (MULTI CODE)

Base : Those who use a prepay/ pay as you go mobile phone

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	~k	l	m	~n	~o	~p	q	~r	s	t
Unweighted total	164	208	150	358	631	872	61	253	33	34	93	682	217	50	54	37	130	87	106	111
Effective Weighted Sample	117	131	102	232	419	587	40	168	20	24	70	457	177	28	35	30	108	75	84	93
Total	95	115	107	221	393	546	56	157	19	23	58	451	186	18	12	5	92	94	85	100
	16%	19%	18%	37%	65%	90%	**	26%	**	**	**	75%	31%	**	**	**	15%	**	14%	17%
Yes, to pay upfront for a set amount of data	5	9	7	17	50	86	**	15	**	**	**	101	14	**	**	**	4	**	4	9
	6%	8%	7%	7%	13%	16%	**	10%	**	**	**	22%	7%	**	**	**	5%	**	5%	9%
	5%	8%	6%	14%	43%	74%	**	13%	**	**	**	h 87%	12%	**	**	**	4%	**	4%	8%
Yes, to pay upfront for a set amount of minutes	7	9	11	20	45	76	**	15	**	**	**	85	14	**	**	**	7	**	5	9
	7%	7%	11%	9%	11%	14%	**	10%	**	**	**	19%	8%	**	**	**	7%	**	6%	9%
	6%	8%	11%	19%	44%	74%	**	15%	**	**	**	h 83%	14%	**	**	**	7%	**	5%	9%
Yes, to pay upfront for a set amount of texts	4	8	9	16	38	60	**	11	**	**	**	71	14	**	**	**	6	**	5	9
	4%	7%	8%	7%	10%	11%	**	7%	**	**	**	16%	7%	**	**	**	6%	**	6%	8%
	4%	9%	10%	19%	46%	72%	**	13%	**	**	**	h 85%	17%	**	**	**	7%	**	6%	10%
Yes, for anything else	3	2	3	5	12	16	**	4	**	**	**	16	5	**	**	**	-	**	-	5
	3%	2%	3%	2%	3%	3%	**	2%	**	**	**	4%	3%	**	**	**	-%	**	-%	5%
	13%	10%	16%	26%	60%	78%	**	19%	**	**	**	80%	25%	**	**	**	-%	**	-%	qs 25%
TOTAL 'YES'	10	17	15	32	85	133	**	27	**	**	**	135	25	**	**	**	8	**	9	16
	10%	15%	14%	15%	22%	24%	**	17%	**	**	**	30%	13%	**	**	**	8%	**	11%	16%
	6%	11%	9%	20%	52%	81%	**	16%	**	**	**	h 82%	15%	**	**	**	5%	**	6%	10%

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

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.

QD10 (QD45). SHOWCARD Do you ever buy add-on packs or bolt-ons from (MOBILE NETWORK PROVIDER) to get extra data, minutes or texts for your pay as you go phone? (MULTI CODE)

Base : Those who use a prepay/ pay as you go mobile phone

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	~k	l	m	~n	~o	~p	q	~r	s	t
Unweighted total	164	208	150	358	631	872	61	253	33	34	93	682	217	50	54	37	130	87	106	111
Effective Weighted Sample	117	131	102	232	419	587	40	168	20	24	70	457	177	28	35	30	108	75	84	93
Total	95	115	107	221	393	546	56	157	19	23	58	451	186	18	12	5	92	94	85	100
	16%	19%	18%	37%	65%	90%	**	26%	**	**	**	75%	31%	**	**	**	15%	**	14%	17%
No, do not buy add-on packs or bolt-ons	85	97	91	188	305	408	**	129	**	**	**	312	160	**	**	**	83	**	75	84
	89%	84%	86%	85%	78%	75%	**	82%	**	**	**	69%	86%	**	**	**	91%	**	88%	84%
	19%	22%	21%	43%	70%	94%	**	l 30%	**	**	**	72%	37%	**	**	**	19%	**	17%	19%
Don't know	1	1	1	2	3	5	**	2	**	**	**	4	1	**	**	**	1	**	1	1
	1%	1%	*%	1%	1%	1%	**	1%	**	**	**	1%	1%	**	**	**	1%	**	1%	1%
	15%	16%	8%	25%	49%	87%	**	27%	**	**	**	69%	17%	**	**	**	17%	**	9%	8%

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

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 (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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	581	450	231	681	1386	3266	233	582	71	69	216	2923	410	85	117	69	232	178	228	182
Effective Weighted Sample	424	283	152	432	933	2239	155	392	47	48	156	2017	332	49	76	56	192	149	182	151
Total	383	254	163	417	895	2286	237	379	47	52	142	2143	353	31	24	10	170	183	182	171
	15%	10%	6%	17%	35%	90%	9%	15%	**	**	6%	85%	14%	**	1%	**	7%	7%	7%	7%
Several times a day	163	68	26	94	361	1310	141	123	**	**	37	1317	83	**	4	**	34	50	45	38
	43%	27%	16%	23%	40%	57%	60%	32%	**	**	26%	61%	24%	**	18%	**	20%	27%	25%	22%
	bcd	c										hk								
	11%	5%	2%	7%	25%	90%	10%	8%	**	**	3%	91%	6%	**	*%	**	2%	3%	3%	3%
Every day	91	51	11	61	152	415	54	67	**	**	26	410	51	**	4	**	18	33	27	24
	24%	20%	6%	15%	17%	18%	23%	18%	**	**	18%	19%	14%	**	16%	**	10%	18%	15%	14%
	cd	c		c														q		
	19%	11%	2%	13%	32%	87%	11%	14%	**	**	5%	86%	11%	**	1%	**	4%	7%	6%	5%
Several times a week	58	48	26	74	137	248	9	72	**	**	21	188	64	**	3	**	38	26	36	28
	15%	19%	16%	18%	15%	11%	4%	19%	**	**	15%	9%	18%	**	13%	**	22%	14%	20%	16%
						g		l			l						r			
	22%	19%	10%	29%	53%	96%	3%	28%	**	**	8%	73%	25%	**	1%	**	15%	10%	14%	11%
At least once a week	33	26	22	48	77	112	19	38	**	**	18	91	37	**	3	**	21	16	17	20
	9%	10%	14%	12%	9%	5%	8%	10%	**	**	13%	4%	11%	**	12%	**	12%	9%	10%	12%
								l			l									
	26%	20%	17%	38%	60%	88%	15%	30%	**	**	14%	72%	29%	**	2%	**	17%	13%	14%	16%
At least once a month	12	11	15	26	35	47	4	11	**	**	6	39	23	**	1	**	14	9	12	12
	3%	4%	9%	6%	4%	2%	2%	3%	**	**	4%	2%	7%	**	4%	**	8%	5%	6%	7%
			ab	a																
	25%	22%	31%	53%	72%	96%	8%	22%	**	**	12%	80%	48%	**	2%	**	29%	19%	24%	24%
Less than once a month	11	18	22	41	49	55	4	27	**	**	11	33	37	**	3	**	17	20	18	19
	3%	7%	14%	10%	5%	2%	2%	7%	**	**	8%	2%	11%	**	12%	**	10%	11%	10%	11%
		a	ab	a				l			l									
	19%	31%	38%	70%	84%	94%	7%	47%	**	**	19%	56%	64%	**	5%	**	29%	35%	31%	32%

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

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 (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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	581	450	231	681	1386	3266	233	582	71	69	216	2923	410	85	117	69	232	178	228	182
Effective Weighted Sample	424	283	152	432	933	2239	155	392	47	48	156	2017	332	49	76	56	192	149	182	151
Total	383	254	163	417	895	2286	237	379	47	52	142	2143	353	31	24	10	170	183	182	171
	15%	10%	6%	17%	35%	90%	9%	15%	**	**	6%	85%	14%	**	1%	**	7%	7%	7%	7%
Never	14	32	40	71	83	97	6	40	**	**	24	63	56	**	6	**	29	28	26	30
	4%	12%	24%	17%	9%	4%	2%	11%	**	**	17%	3%	16%	**	25%	**	17%	15%	14%	18%
		a	ab	a				l			l									
	14%	31%	39%	71%	82%	96%	5%	40%	**	**	23%	62%	56%	**	6%	**	28%	27%	26%	30%
TOTAL AT LEAST ONCE A WEEK	345	193	85	278	726	2084	223	300	**	**	102	2006	236	**	14	**	110	125	126	110
	90%	76%	52%	67%	81%	91%	94%	79%	**	**	71%	94%	67%	**	58%	**	65%	69%	69%	64%
	bcd	cd		c								hk								
	15%	8%	4%	12%	31%	90%	10%	13%	**	**	4%	87%	10%	**	1%	**	5%	5%	5%	5%
TOTAL EVER	369	222	123	345	810	2187	232	338	**	**	119	2079	297	**	18	**	141	155	156	141
	96%	88%	75%	83%	91%	96%	98%	89%	**	**	83%	97%	84%	**	75%	**	83%	85%	86%	82%
	bcd	c		c								hk								
	15%	9%	5%	14%	33%	90%	10%	14%	**	**	5%	86%	12%	**	1%	**	6%	6%	6%	6%
Don't know	1	-	1	1	2	3	-	*	**	**	-	2	-	**	-	**	-	-	-	-
	*%	-%	1%	*%	*%	*%	-%	*%	**	**	-%	*%	-%	**	-%	**	-%	-%	-%	-%
	25%	-%	42%	42%	67%	100%	-%	18%	**	**	-%	75%	-%	**	-%	**	-%	-%	-%	-%

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

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.

QD11B (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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	581	450	231	681	1386	3266	233	582	71	69	216	2923	410	85	117	69	232	178	228	182
Effective Weighted Sample	424	283	152	432	933	2239	155	392	47	48	156	2017	332	49	76	56	192	149	182	151
Total	383	254	163	417	895	2286	237	379	47	52	142	2143	353	31	24	10	170	183	182	171
	15%	10%	6%	17%	35%	90%	9%	15%	**	**	6%	85%	14%	**	1%	**	7%	7%	7%	7%
Several times a day	130	50	14	64	282	1081	146	109	**	**	35	1106	55	**	4	**	26	29	28	27
	34%	20%	8%	15%	31%	47%	61%	29%	**	**	24%	52%	16%	**	18%	**	15%	16%	15%	16%
	bcd	c		c			f					hk								
	11%	4%	1%	5%	23%	88%	12%	9%	**	**	3%	90%	4%	**	*%	**	2%	2%	2%	2%
Every day	95	57	18	74	175	496	47	75	**	**	23	476	56	**	5	**	20	36	32	24
	25%	22%	11%	18%	20%	22%	20%	20%	**	**	17%	22%	16%	**	21%	**	12%	20%	18%	14%
	cd	c		c																
	17%	10%	3%	13%	32%	89%	9%	13%	**	**	4%	86%	10%	**	1%	**	4%	6%	6%	4%
Several times a week	85	61	31	92	191	367	29	86	**	**	32	306	75	**	5	**	44	32	34	42
	22%	24%	19%	22%	21%	16%	12%	23%	**	**	22%	14%	21%	**	19%	**	26%	17%	18%	25%
								l			l									
	21%	15%	8%	23%	49%	93%	7%	22%	**	**	8%	78%	19%	**	1%	**	11%	8%	9%	11%
At least once a week	45	42	24	66	101	169	8	47	**	**	19	132	56	**	4	**	27	29	32	24
	12%	16%	15%	16%	11%	7%	3%	12%	**	**	14%	6%	16%	**	16%	**	16%	16%	18%	14%
								l			l									
	26%	24%	14%	38%	57%	96%	5%	27%	**	**	11%	75%	32%	**	2%	**	15%	17%	18%	14%
At least once a month	17	18	31	49	60	82	2	31	**	**	14	55	43	**	3	**	22	21	19	24
	4%	7%	19%	12%	7%	4%	1%	8%	**	**	10%	3%	12%	**	10%	**	13%	11%	10%	14%
			abd	ab				l			l									
	20%	22%	37%	59%	72%	98%	2%	38%	**	**	16%	65%	52%	**	3%	**	27%	25%	23%	29%
Less than once a month	12	21	40	61	72	76	4	24	**	**	14	58	57	**	3	**	24	33	33	24
	3%	8%	25%	15%	8%	3%	2%	6%	**	**	10%	3%	16%	**	12%	**	14%	18%	18%	14%
		a	abd	ab				l			l									
	15%	26%	50%	77%	90%	95%	5%	30%	**	**	18%	73%	71%	**	4%	**	30%	42%	42%	30%

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

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.

QD11B (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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	581	450	231	681	1386	3266	233	582	71	69	216	2923	410	85	117	69	232	178	228	182
Effective Weighted Sample	424	283	152	432	933	2239	155	392	47	48	156	2017	332	49	76	56	192	149	182	151
Total	383	254	163	417	895	2286	237	379	47	52	142	2143	353	31	24	10	170	183	182	171
	15%	10%	6%	17%	35%	90%	9%	15%	**	**	6%	85%	14%	**	1%	**	7%	7%	7%	7%
Never	1	5	5	11	13	15	1	6	**	**	5	10	9	**	1	**	6	3	3	6
	*%	2%	3%	3%	1%	1%	*%	2%	**	**	4%	*%	3%	**	3%	**	3%	2%	2%	4%
		a	a	a				l			l									
	6%	34%	35%	68%	87%	97%	6%	39%	**	**	33%	63%	60%	**	5%	**	38%	22%	19%	41%
TOTAL AT LEAST ONCE A WEEK	354	208	87	296	749	2112	230	318	**	**	109	2020	243	**	18	**	117	125	126	117
	92%	82%	53%	71%	84%	92%	97%	84%	**	**	77%	94%	69%	**	74%	**	69%	69%	69%	68%
	bcd	cd		c			f					hk								
	15%	9%	4%	13%	32%	90%	10%	14%	**	**	5%	86%	10%	**	1%	**	5%	5%	5%	5%
TOTAL EVER	382	248	158	406	881	2270	236	373	**	**	137	2133	343	**	23	**	163	179	178	165
	100%	98%	97%	97%	98%	99%	100%	98%	**	**	96%	100%	97%	**	97%	**	96%	98%	98%	96%
	bcd											hk								
	15%	10%	6%	16%	35%	90%	9%	15%	**	**	5%	85%	14%	**	1%	**	7%	7%	7%	7%
Don't know	-	1	-	1	1	1	-	-	**	**	-	1	1	**	-	**	1	-	1	-
	-%	*%	-%	*%	*%	*%	-%	-%	**	**	-%	*%	*%	**	-%	**	*%	-%	*%	-%
	-%	83%	-%	83%	83%	100%	-%	-%	**	**	-%	100%	83%	**	-%	**	83%	-%	83%	-%

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

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.

QD11C (QD4C). SHOWCARD How often, it at all, do you use your mobile phone to access email or internet services? (SINGLE CODE)

Base : Those with a smartphone

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	~r	s	~t
Unweighted total	415	238	65	303	860	2610	205	341	33	38	112	2480	186	35	50	32	103	83	123	63
Effective Weighted Sample	306	151	40	189	584	1789	137	226	20	26	79	1719	150	20	32	26	84	69	100	52
Total	282	138	44	182	565	1875	208	221	22	32	77	1861	157	11	9	4	74	83	94	63
	13%	7%	**	9%	27%	89%	10%	11%	**	**	4%	89%	8%	**	**	**	4%	**	5%	**
Several times a day	113	29	**	37	225	1003	122	96	**	**	24	1025	34	**	**	**	16	**	23	**
	40%	21%	**	20%	40%	53%	58%	44%	**	**	30%	55%	22%	**	**	**	21%	**	24%	**
	bd							k				hk								
	10%	3%	**	3%	20%	89%	11%	9%	**	**	2%	91%	3%	**	**	**	1%	**	2%	**
Every day	66	30	**	36	132	467	62	46	**	**	17	489	31	**	**	**	14	**	24	**
	23%	22%	**	20%	23%	25%	30%	21%	**	**	22%	26%	20%	**	**	**	19%	**	26%	**
	12%	6%	**	7%	25%	87%	12%	9%	**	**	3%	91%	6%	**	**	**	3%	**	5%	**
Several times a week	37	20	**	24	63	157	14	21	**	**	7	150	19	**	**	**	9	**	11	**
	13%	15%	**	13%	11%	8%	7%	10%	**	**	10%	8%	12%	**	**	**	12%	**	12%	**
	22%	12%	**	14%	37%	93%	8%	12%	**	**	4%	88%	11%	**	**	**	5%	**	7%	**
At least once a week	19	14	**	19	35	69	2	14	**	**	9	58	16	**	**	**	12	**	9	**
	7%	10%	**	10%	6%	4%	1%	6%	**	**	12%	3%	10%	**	**	**	16%	**	9%	**
								l			l									
	27%	19%	**	26%	49%	96%	2%	19%	**	**	12%	80%	23%	**	**	**	16%	**	12%	**
At least once a month	4	8	**	13	18	26	1	10	**	**	5	19	12	**	**	**	7	**	8	**
	1%	6%	**	7%	3%	1%	*%	5%	**	**	6%	1%	7%	**	**	**	10%	**	8%	**
		a		a				l			l									
	14%	30%	**	48%	65%	95%	3%	38%	**	**	16%	67%	42%	**	**	**	26%	**	29%	**
Less than once a month	9	4	**	8	13	28	3	8	**	**	5	20	6	**	**	**	2	**	2	**
	3%	3%	**	4%	2%	1%	1%	4%	**	**	6%	1%	4%	**	**	**	2%	**	2%	**
								l			l									
	32%	15%	**	26%	44%	95%	9%	28%	**	**	17%	67%	20%	**	**	**	6%	**	7%	**
Never	34	32	**	45	79	122	6	25	**	**	11	101	39	**	**	**	15	**	17	**
	12%	23%	**	25%	14%	7%	3%	11%	**	**	14%	5%	25%	**	**	**	20%	**	18%	**
		a		a				l			l									
	27%	25%	**	35%	62%	95%	5%	20%	**	**	8%	79%	31%	**	**	**	12%	**	13%	**

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

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.

QD11C (QD4C). SHOWCARD How often, it at all, do you use your mobile phone to access email or internet services? (SINGLE CODE)

Base : Those with a smartphone

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	~r	s	~t
Unweighted total	415	238	65	303	860	2610	205	341	33	38	112	2480	186	35	50	32	103	83	123	63
Effective Weighted Sample	306	151	40	189	584	1789	137	226	20	26	79	1719	150	20	32	26	84	69	100	52
Total	282	138	44	182	565	1875	208	221	22	32	77	1861	157	11	9	4	74	83	94	63
	13%	7%	**	9%	27%	89%	10%	11%	**	**	4%	89%	8%	**	**	**	4%	**	5%	**
TOTAL AT LEAST ONCE A WEEK	235	93	**	116	455	1697	199	177	**	**	57	1721	100	**	**	**	50	**	67	**
	83%	67%	**	64%	80%	91%	95%	80%	**	**	74%	92%	64%	**	**	**	68%	**	71%	**
	bd											hk								
	12%	5%	**	6%	24%	89%	10%	9%	**	**	3%	90%	5%	**	**	**	3%	**	4%	**
TOTAL EVER	248	105	**	137	486	1751	202	196	**	**	67	1759	118	**	**	**	59	**	77	**
	88%	77%	**	75%	86%	93%	97%	88%	**	**	86%	95%	75%	**	**	**	80%	**	82%	**
	bd											hk								
	13%	5%	**	7%	25%	89%	10%	10%	**	**	3%	89%	6%	**	**	**	3%	**	4%	**
Don't know	-	1	**	1	1	2	-	1	**	**	-	1	-	**	**	**	-	**	-	**
	-%	*%	**	*%	*%	*%	-%	*%	**	**	-%	*%	-%	**	**	**	-%	**	-%	**
	-%	37%	**	37%	37%	100%	-%	43%	**	**	-%	65%	-%	**	**	**	-%	**	-%	**

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

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QD12 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	581	450	231	681	1386	3266	233	582	71	69	216	2923	410	85	117	69	232	178	228	182
Effective Weighted Sample	424	283	152	432	933	2239	155	392	47	48	156	2017	332	49	76	56	192	149	182	151
Total	383	254	163	417	895	2286	237	379	47	52	142	2143	353	31	24	10	170	183	182	171
	15%	10%	6%	17%	35%	90%	9%	15%	**	**	6%	85%	14%	**	1%	**	7%	7%	7%	7%
Send/ receive text messages	316	171	83	254	660	1934	191	273	**	**	100	1849	216	**	15	**	109	107	118	98
	82%	67%	51%	61%	74%	85%	81%	72%	**	**	71%	86%	61%	**	62%	**	64%	58%	65%	57%
	bcd	c		c								hk								
	15%	8%	4%	12%	31%	91%	9%	13%	**	**	5%	87%	10%	**	1%	**	5%	5%	6%	5%
Take photos	244	129	42	171	508	1677	182	183	**	**	69	1672	151	**	9	**	74	77	88	63
	64%	51%	26%	41%	57%	73%	77%	48%	**	**	48%	78%	43%	**	38%	**	44%	42%	49%	37%
	bcd	cd		c								hk							t	
	13%	7%	2%	9%	27%	90%	10%	10%	**	**	4%	90%	8%	**	*%	**	4%	4%	5%	3%
General browsing/ surfing the internet	192	83	16	100	405	1510	172	150	**	**	45	1527	88	**	5	**	42	47	54	34
	50%	33%	10%	24%	45%	66%	73%	39%	**	**	32%	71%	25%	**	20%	**	24%	25%	30%	20%
	bcd	cd		c								hk							t	
	11%	5%	1%	6%	24%	89%	10%	9%	**	**	3%	90%	5%	**	*%	**	2%	3%	3%	2%
Send/ receive emails	180	81	21	102	361	1415	165	146	**	**	48	1439	90	**	5	**	44	46	60	30
	47%	32%	13%	24%	40%	62%	70%	39%	**	**	33%	67%	26%	**	19%	**	26%	25%	33%	18%
	bcd	cd		c								hk							t	
	11%	5%	1%	6%	23%	89%	10%	9%	**	**	3%	90%	6%	**	*%	**	3%	3%	4%	2%
Use IM/ Instant Messaging (e.g. WhatsApp, Facebook Messenger, Snapchat, BBM, iMessage)	150	52	7	60	315	1218	153	116	**	**	39	1256	52	**	3	**	18	34	28	24
	39%	21%	4%	14%	35%	53%	64%	31%	**	**	27%	59%	15%	**	14%	**	10%	19%	15%	14%
	bcd	cd		c			f					hk						q		
	11%	4%	1%	4%	23%	88%	11%	8%	**	**	3%	91%	4%	**	*%	**	1%	2%	2%	2%

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QD12 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	581	450	231	681	1386	3266	233	582	71	69	216	2923	410	85	117	69	232	178	228	182
Effective Weighted Sample	424	283	152	432	933	2239	155	392	47	48	156	2017	332	49	76	56	192	149	182	151
Total	383	254	163	417	895	2286	237	379	47	52	142	2143	353	31	24	10	170	183	182	171
	15%	10%	6%	17%	35%	90%	9%	15%	**	**	6%	85%	14%	**	1%	**	7%	7%	7%	7%
Send/ receive messages with pictures/ images	156	69	10	78	288	1185	135	118	**	**	37	1199	70	**	4	**	31	39	42	28
	41%	27%	6%	19%	32%	52%	57%	31%	**	**	26%	56%	20%	**	16%	**	18%	21%	23%	16%
	bcd	cd		c								hk								
	12%	5%	1%	6%	22%	89%	10%	9%	**	**	3%	90%	5%	**	*%	**	2%	3%	3%	2%
Using social networking e.g. Facebook, Twitter, LinkedIn, Snapchat	118	42	9	52	293	1107	134	95	**	**	26	1140	45	**	3	**	16	29	26	20
	31%	17%	6%	12%	33%	48%	56%	25%	**	**	18%	53%	13%	**	13%	**	10%	16%	14%	12%
	bcd	c		c								hk								
	9%	3%	1%	4%	23%	89%	11%	8%	**	**	2%	91%	4%	**	*%	**	1%	2%	2%	2%
Record video clips	83	26	4	30	210	894	127	82	**	**	25	935	26	**	1	**	12	13	17	9
	22%	10%	3%	7%	24%	39%	54%	22%	**	**	18%	44%	7%	**	5%	**	7%	7%	9%	5%
	bcd	c		c			f					hk								
	8%	3%	*%	3%	20%	87%	12%	8%	**	**	2%	91%	3%	**	*%	**	1%	1%	2%	1%
Watching short video clips (e.g. on YouTube, Dailymotion, Vimeo or Facebook)	92	27	5	32	196	901	111	81	**	**	24	928	28	**	3	**	15	13	20	7
	24%	11%	3%	8%	22%	39%	47%	21%	**	**	17%	43%	8%	**	12%	**	9%	7%	11%	4%
	bcd	c		c								hk							t	
	9%	3%	*%	3%	19%	88%	11%	8%	**	**	2%	91%	3%	**	*%	**	1%	1%	2%	1%
Send/ receive video clips	78	32	4	36	193	823	125	71	**	**	22	872	33	**	2	**	12	20	17	15
	20%	13%	2%	9%	22%	36%	53%	19%	**	**	16%	41%	9%	**	7%	**	7%	11%	10%	9%
	bcd	c		c			f					hk								
	8%	3%	*%	4%	20%	86%	13%	7%	**	**	2%	91%	3%	**	*%	**	1%	2%	2%	2%

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QD12 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	581	450	231	681	1386	3266	233	582	71	69	216	2923	410	85	117	69	232	178	228	182
Effective Weighted Sample	424	283	152	432	933	2239	155	392	47	48	156	2017	332	49	76	56	192	149	182	151
Total	383	254	163	417	895	2286	237	379	47	52	142	2143	353	31	24	10	170	183	182	171
	15%	10%	6%	17%	35%	90%	9%	15%	**	**	6%	85%	14%	**	1%	**	7%	7%	7%	7%
Accessing/ receiving news	117	38	6	44	178	834	99	72	**	**	25	857	39	**	3	**	19	20	29	10
	30%	15%	3%	11%	20%	36%	42%	19%	**	**	18%	40%	11%	**	12%	**	11%	11%	16%	6%
	bcd	c		c								hk							t	
	12%	4%	1%	5%	19%	89%	11%	8%	**	**	3%	91%	4%	**	*%	**	2%	2%	3%	1%
Making video calls e.g. via Facetime, Skype or WhatsApp	76	25	3	28	162	725	124	58	**	**	16	787	24	**	1	**	8	16	16	8
	20%	10%	2%	7%	18%	32%	52%	15%	**	**	11%	37%	7%	**	6%	**	5%	9%	9%	5%
	bcd	c		c			f					hk								
	9%	3%	*%	3%	19%	85%	15%	7%	**	**	2%	92%	3%	**	*%	**	1%	2%	2%	1%
Play games	50	14	4	18	201	736	94	70	**	**	21	756	17	**	*	**	4	13	13	4
	13%	5%	2%	4%	22%	32%	40%	19%	**	**	15%	35%	5%	**	1%	**	2%	7%	7%	2%
	bcd											hk						qt	qt	
	6%	2%	*%	2%	24%	88%	11%	8%	**	**	3%	90%	2%	**	*%	**	*%	2%	2%	*%
Listen to music stored on phone	63	15	2	16	164	730	87	59	**	**	21	751	15	**	1	**	7	7	10	4
	16%	6%	1%	4%	18%	32%	37%	16%	**	**	15%	35%	4%	**	4%	**	4%	4%	6%	2%
	bcd	c										hk								
	8%	2%	*%	2%	20%	89%	11%	7%	**	**	3%	91%	2%	**	*%	**	1%	1%	1%	1%
Making voice calls using a VoIP service e.g. Viber, Skype or WhatsApp	74	19	2	21	127	610	121	53	**	**	17	687	17	**	2	**	6	11	10	7
	19%	8%	1%	5%	14%	27%	51%	14%	**	**	12%	32%	5%	**	8%	**	4%	6%	5%	4%
	bcd	c		c			f					hk								
	10%	3%	*%	3%	17%	82%	16%	7%	**	**	2%	92%	2%	**	*%	**	1%	1%	1%	1%

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Unweighted total	581	450	231	681	1386	3266	233	582	71	69	216	2923	410	85	117	69	232	178	228	182
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Total	383	254	163	417	895	2286	237	379	47	52	142	2143	353	31	24	10	170	183	182	171
	15%	10%	6%	17%	35%	90%	9%	15%	**	**	6%	85%	14%	**	1%	**	7%	7%	7%	7%
Use your phone for Sat Nav while you are driving	59	22	2	24	101	602	59	55	**	**	15	602	21	**	2	**	11	10	13	8
	15%	9%	1%	6%	11%	26%	25%	15%	**	**	10%	28%	6%	**	7%	**	6%	5%	7%	5%
	bcd	c		c								hk								
	9%	3%	*%	4%	15%	91%	9%	8%	**	**	2%	91%	3%	**	*%	**	2%	2%	2%	1%
Accessing/ receiving sports/ team news/ scores	70	20	2	22	93	487	67	31	**	**	13	530	18	**	2	**	12	7	14	5
	18%	8%	1%	5%	10%	21%	28%	8%	**	**	9%	25%	5%	**	7%	**	7%	4%	8%	3%
	bcd	c		c			f					hk							t	
	12%	4%	*%	4%	16%	86%	12%	6%	**	**	2%	94%	3%	**	*%	**	2%	1%	2%	1%
Watching TV programmes/ films content online	32	8	-	8	94	441	70	36	**	**	11	475	8	**	1	**	4	4	5	3
	8%	3%	-%	2%	10%	19%	29%	9%	**	**	7%	22%	2%	**	3%	**	2%	2%	3%	1%
	bcd	c					f					hk								
	6%	2%	-%	2%	18%	84%	13%	7%	**	**	2%	91%	1%	**	*%	**	1%	1%	1%	*%
Contactless mobile payment at point of sale/ checkouts	34	6	*	6	62	355	56	25	**	**	4	389	5	**	1	**	4	1	3	1
	9%	2%	*%	2%	7%	16%	24%	6%	**	**	3%	18%	1%	**	4%	**	2%	1%	2%	1%
	bcd						f					hk								
	8%	1%	*%	1%	15%	84%	13%	6%	**	**	1%	92%	1%	**	*%	**	1%	*%	1%	*%
Listen to radio	44	13	7	19	74	334	36	34	**	**	12	335	18	**	1	**	8	10	11	7
	12%	5%	4%	5%	8%	15%	15%	9%	**	**	8%	16%	5%	**	5%	**	5%	5%	6%	4%
	bcd											hk								
	12%	3%	2%	5%	20%	89%	10%	9%	**	**	3%	89%	5%	**	*%	**	2%	3%	3%	2%

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Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	581	450	231	681	1386	3266	233	582	71	69	216	2923	410	85	117	69	232	178	228	182
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Total	383	254	163	417	895	2286	237	379	47	52	142	2143	353	31	24	10	170	183	182	171
	15%	10%	6%	17%	35%	90%	9%	15%	**	**	6%	85%	14%	**	1%	**	7%	7%	7%	7%
Listen to podcasts	20	8	1	8	37	237	43	16	**	**	5	268	7	**	1	**	5	2	5	3
	5%	3%	*%	2%	4%	10%	18%	4%	**	**	3%	13%	2%	**	4%	**	3%	1%	3%	2%
	cd						f					hk								
	7%	3%	*%	3%	13%	82%	15%	6%	**	**	2%	93%	3%	**	*%	**	2%	1%	2%	1%
Other	7	3	3	5	8	27	-	1	**	**	1	26	5	**	*	**	3	1	3	1
	2%	1%	2%	1%	1%	1%	-%	*%	**	**	1%	1%	1%	**	*%	**	2%	1%	2%	1%
	28%	10%	10%	19%	31%	100%	-%	4%	**	**	3%	96%	18%	**	*%	**	12%	5%	13%	5%
WEB/ DATA ACCESS	232	107	27	134	485	1711	200	182	**	**	57	1726	118	**	6	**	58	60	73	45
	60%	42%	17%	32%	54%	75%	84%	48%	**	**	40%	81%	33%	**	26%	**	34%	33%	40%	26%
	bcd	cd		c			f					hk							t	
	12%	6%	1%	7%	25%	89%	10%	9%	**	**	3%	90%	6%	**	*%	**	3%	3%	4%	2%
WATCHING AV CONTENT	103	29	5	34	214	978	124	88	**	**	27	1013	29	**	3	**	15	15	20	9
	27%	11%	3%	8%	24%	43%	52%	23%	**	**	19%	47%	8%	**	12%	**	9%	8%	11%	5%
	bcd	c		c			f					hk								
	9%	3%	*%	3%	19%	88%	11%	8%	**	**	2%	91%	3%	**	*%	**	1%	1%	2%	1%
LISTEN TO AUDIO CONTENT	88	26	9	35	207	875	111	79	**	**	30	902	33	**	1	**	17	15	19	14
	23%	10%	5%	8%	23%	38%	47%	21%	**	**	21%	42%	9%	**	6%	**	10%	8%	11%	8%
	bcd						f					hk								
	9%	3%	1%	4%	21%	88%	11%	8%	**	**	3%	90%	3%	**	*%	**	2%	2%	2%	1%
VIDEO OR VOICE CALLS USING VOIP	102	33	4	37	198	862	144	76	**	**	23	932	32	**	3	**	13	19	21	11
	26%	13%	2%	9%	22%	38%	61%	20%	**	**	16%	43%	9%	**	11%	**	7%	10%	11%	6%
	bcd	c		c			f					hk								
	10%	3%	*%	4%	19%	85%	14%	7%	**	**	2%	92%	3%	**	*%	**	1%	2%	2%	1%
None of these	38	58	73	131	162	188	10	79	**	**	31	123	109	**	8	**	47	62	50	58
	10%	23%	44%	31%	18%	8%	4%	21%	**	**	22%	6%	31%	**	33%	**	28%	34%	28%	34%
		a	abd	ab				l			l									
	19%	30%	37%	67%	82%	96%	5%	40%	**	**	16%	63%	55%	**	4%	**	24%	31%	26%	30%

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

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.

QD12 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Send/ receive text messages	316	171	83	254	660	1934	191	273	**	**	100	1849	216	17	15	**	109	107	118	98
	79%	61%	33%	48%	64%	80%	78%	60%	**	**	55%	83%	49%	42%	48%	**	54%	44%	57%	41%
	bcd	cd		c								hk					rt		rt	
	15%	8%	4%	12%	31%	91%	9%	13%	**	**	5%	87%	10%	1%	1%	**	5%	5%	6%	5%
Take photos	244	129	42	171	508	1677	182	183	**	**	69	1672	151	9	9	**	74	77	88	63
	61%	46%	17%	32%	49%	69%	74%	40%	**	**	37%	75%	34%	22%	30%	**	37%	32%	43%	26%
	bcd	cd		c								hk					t		rt	
	13%	7%	2%	9%	27%	90%	10%	10%	**	**	4%	90%	8%	*%	*%	**	4%	4%	5%	3%
General browsing/ surfing the internet	192	83	16	100	405	1510	172	150	**	**	45	1527	88	4	5	**	42	47	54	34
	48%	30%	7%	19%	39%	62%	70%	33%	**	**	25%	69%	20%	10%	16%	**	21%	19%	27%	14%
	bcd	cd		c			f	k				hk							t	
	11%	5%	1%	6%	24%	89%	10%	9%	**	**	3%	90%	5%	*%	*%	**	2%	3%	3%	2%
Send/ receive emails	180	81	21	102	361	1415	165	146	**	**	48	1439	90	5	5	**	44	46	60	30
	45%	29%	8%	19%	35%	58%	67%	32%	**	**	26%	65%	20%	14%	15%	**	22%	19%	29%	13%
	bcd	cd		c			f					hk					t		rt	
	11%	5%	1%	6%	23%	89%	10%	9%	**	**	3%	90%	6%	*%	*%	**	3%	3%	4%	2%
Use IM/ Instant Messaging (e.g. WhatsApp, Facebook Messenger, Snapchat, BBM, iMessage)	150	52	7	60	315	1218	153	116	**	**	39	1256	52	3	3	**	18	34	28	24
	38%	19%	3%	11%	31%	50%	62%	25%	**	**	21%	57%	12%	9%	11%	**	9%	14%	13%	10%
	bcd	cd		c			f					hk								
	11%	4%	1%	4%	23%	88%	11%	8%	**	**	3%	91%	4%	*%	*%	**	1%	2%	2%	2%

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

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.

QD12 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Send/ receive messages with pictures/ images	156	69	10	78	288	1185	135	118	**	**	37	1199	70	3	4	**	31	39	42	28
	39%	25%	4%	15%	28%	49%	55%	26%	**	**	20%	54%	16%	7%	13%	**	16%	16%	21%	12%
	bcd	cd		c								hk							t	
	12%	5%	1%	6%	22%	89%	10%	9%	**	**	3%	90%	5%	*%	*%	**	2%	3%	3%	2%
Using social networking e.g. Facebook, Twitter, LinkedIn, Snapchat	118	42	9	52	293	1107	134	95	**	**	26	1140	45	2	3	**	16	29	26	20
	29%	15%	4%	10%	28%	46%	55%	21%	**	**	14%	51%	10%	6%	10%	**	8%	12%	13%	8%
	bcd	cd		c			f	k				hk								
	9%	3%	1%	4%	23%	89%	11%	8%	**	**	2%	91%	4%	*%	*%	**	1%	2%	2%	2%
Record video clips	83	26	4	30	210	894	127	82	**	**	25	935	26	3	1	**	12	13	17	9
	21%	9%	2%	6%	20%	37%	52%	18%	**	**	14%	42%	6%	7%	4%	**	6%	6%	8%	4%
	bcd	cd		c			f					hk							t	
	8%	3%	*%	3%	20%	87%	12%	8%	**	**	2%	91%	3%	*%	*%	**	1%	1%	2%	1%
Watching short video clips (e.g. on YouTube, Dailymotion, Vimeo or Facebook)	92	27	5	32	196	901	111	81	**	**	24	928	28	1	3	**	15	13	20	7
	23%	10%	2%	6%	19%	37%	46%	18%	**	**	13%	42%	6%	3%	9%	**	7%	5%	10%	3%
	bcd	cd		c			f					hk							t	
	9%	3%	*%	3%	19%	88%	11%	8%	**	**	2%	91%	3%	*%	*%	**	1%	1%	2%	1%
Send/ receive video clips	78	32	4	36	193	823	125	71	**	**	22	872	33	1	2	**	12	20	17	15
	20%	11%	2%	7%	19%	34%	51%	16%	**	**	12%	39%	7%	3%	6%	**	6%	8%	8%	6%
	bcd	cd		c			f					hk								
	8%	3%	*%	4%	20%	86%	13%	7%	**	**	2%	91%	3%	*%	*%	**	1%	2%	2%	2%

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

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.

QD12 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Accessing/ receiving news	117	38	6	44	178	834	99	72	**	**	25	857	39	1	3	**	19	20	29	10
	29%	14%	2%	8%	17%	34%	41%	16%	**	**	14%	39%	9%	3%	9%	**	9%	8%	14%	4%
	bcd	cd		c								hk					t		t	
	12%	4%	1%	5%	19%	89%	11%	8%	**	**	3%	91%	4%	*%	*%	**	2%	2%	3%	1%
Making video calls e.g. via Facetime, Skype or WhatsApp	76	25	3	28	162	725	124	58	**	**	16	787	24	2	1	**	8	16	16	8
	19%	9%	1%	5%	16%	30%	51%	13%	**	**	9%	35%	5%	4%	5%	**	4%	7%	8%	3%
	bcd	cd		c			f					hk							t	
	9%	3%	*%	3%	19%	85%	15%	7%	**	**	2%	92%	3%	*%	*%	**	1%	2%	2%	1%
Play games	50	14	4	18	201	736	94	70	**	**	21	756	17	*	*	**	4	13	13	4
	12%	5%	2%	3%	20%	30%	39%	15%	**	**	12%	34%	4%	*%	1%	**	2%	5%	6%	2%
	bcd	c					f					hk						t	qt	
	6%	2%	*%	2%	24%	88%	11%	8%	**	**	3%	90%	2%	*%	*%	**	*%	2%	2%	*%
Listen to music stored on phone	63	15	2	16	164	730	87	59	**	**	21	751	15	*	1	**	7	7	10	4
	16%	5%	1%	3%	16%	30%	36%	13%	**	**	12%	34%	3%	1%	3%	**	4%	3%	5%	2%
	bcd	c		c								hk								
	8%	2%	*%	2%	20%	89%	11%	7%	**	**	3%	91%	2%	*%	*%	**	1%	1%	1%	1%
Making voice calls using a VoIP service e.g. Viber, Skype or WhatsApp	74	19	2	21	127	610	121	53	**	**	17	687	17	1	2	**	6	11	10	7
	19%	7%	1%	4%	12%	25%	49%	12%	**	**	9%	31%	4%	3%	6%	**	3%	4%	5%	3%
	bcd	c		c			f					hk								
	10%	3%	*%	3%	17%	82%	16%	7%	**	**	2%	92%	2%	*%	*%	**	1%	1%	1%	1%

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

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.

QD12 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Use your phone for Sat Nav while you are driving	59	22	2	24	101	602	59	55	**	**	15	602	21	1	2	**	11	10	13	8
	15%	8%	1%	5%	10%	25%	24%	12%	**	**	8%	27%	5%	3%	5%	**	5%	4%	6%	3%
	bcd	cd		c								hk								
	9%	3%	*%	4%	15%	91%	9%	8%	**	**	2%	91%	3%	*%	*%	**	2%	2%	2%	1%
Accessing/ receiving sports/ team news/ scores	70	20	2	22	93	487	67	31	**	**	13	530	18	2	2	**	12	7	14	5
	17%	7%	1%	4%	9%	20%	27%	7%	**	**	7%	24%	4%	4%	5%	**	6%	3%	7%	2%
	bcd	c		c			f					hk					t		t	
	12%	4%	*%	4%	16%	86%	12%	6%	**	**	2%	94%	3%	*%	*%	**	2%	1%	2%	1%
Watching TV programmes/ films content online	32	8	-	8	94	441	70	36	**	**	11	475	8	-	1	**	4	4	5	3
	8%	3%	-%	2%	9%	18%	29%	8%	**	**	6%	21%	2%	-%	2%	**	2%	2%	2%	1%
	bcd	c					f					hk								
	6%	2%	-%	2%	18%	84%	13%	7%	**	**	2%	91%	1%	-%	*%	**	1%	1%	1%	*%
Contactless mobile payment at point of sale/ checkouts	34	6	*	6	62	355	56	25	**	**	4	389	5	1	1	**	4	1	3	1
	9%	2%	*%	1%	6%	15%	23%	5%	**	**	2%	18%	1%	1%	3%	**	2%	*%	2%	1%
	bcd	c					f					hk								
	8%	1%	*%	1%	15%	84%	13%	6%	**	**	1%	92%	1%	*%	*%	**	1%	*%	1%	*%
Listen to radio	44	13	7	19	74	334	36	34	**	**	12	335	18	*	1	**	8	10	11	7
	11%	5%	3%	4%	7%	14%	15%	7%	**	**	6%	15%	4%	*%	4%	**	4%	4%	6%	3%
	bcd											hk								
	12%	3%	2%	5%	20%	89%	10%	9%	**	**	3%	89%	5%	*%	*%	**	2%	3%	3%	2%

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

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.

QD12 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Listen to podcasts	20	8	1	8	37	237	43	16	**	**	5	268	7	-	1	**	5	2	5	3
	5%	3%	*%	2%	4%	10%	17%	4%	**	**	3%	12%	2%	-%	3%	**	3%	1%	2%	1%
	cd	c					f					hk								
	7%	3%	*%	3%	13%	82%	15%	6%	**	**	2%	93%	3%	-%	*%	**	2%	1%	2%	1%
Other	7	3	3	5	8	27	-	1	**	**	1	26	5	*	*	**	3	1	3	1
	2%	1%	1%	1%	1%	1%	-%	*%	**	**	*%	1%	1%	1%	*%	**	2%	1%	2%	1%
	28%	10%	10%	19%	31%	100%	-%	4%	**	**	3%	96%	18%	1%	*%	**	12%	5%	13%	5%
WEB/ DATA ACCESS	232	107	27	134	485	1711	200	182	**	**	57	1726	118	7	6	**	58	60	73	45
	58%	38%	11%	25%	47%	71%	82%	40%	**	**	31%	78%	27%	17%	20%	**	29%	25%	35%	19%
	bcd	cd		c			f	k				hk					t		rt	
	12%	6%	1%	7%	25%	89%	10%	9%	**	**	3%	90%	6%	*%	*%	**	3%	3%	4%	2%
WATCHING AV CONTENT	103	29	5	34	214	978	124	88	**	**	27	1013	29	1	3	**	15	15	20	9
	26%	10%	2%	6%	21%	40%	50%	19%	**	**	15%	46%	7%	3%	9%	**	7%	6%	10%	4%
	bcd	cd		c			f					hk							t	
	9%	3%	*%	3%	19%	88%	11%	8%	**	**	2%	91%	3%	*%	*%	**	1%	1%	2%	1%
LISTEN TO AUDIO CONTENT	88	26	9	35	207	875	111	79	**	**	30	902	33	1	1	**	17	15	19	14
	22%	9%	3%	7%	20%	36%	45%	17%	**	**	16%	41%	7%	1%	5%	**	9%	6%	9%	6%
	bcd	c					f					hk								
	9%	3%	1%	4%	21%	88%	11%	8%	**	**	3%	90%	3%	*%	*%	**	2%	2%	2%	1%
VIDEO OR VOICE CALLS USING VOIP	102	33	4	37	198	862	144	76	**	**	23	932	32	2	3	**	13	19	21	11
	25%	12%	1%	7%	19%	36%	59%	17%	**	**	12%	42%	7%	4%	8%	**	6%	8%	10%	5%
	bcd	cd		c			f					hk							t	
	10%	3%	*%	4%	19%	85%	14%	7%	**	**	2%	92%	3%	*%	*%	**	1%	2%	2%	1%
None of these	38	58	73	131	162	188	10	79	**	**	31	123	109	12	8	**	47	62	50	58
	9%	21%	29%	25%	16%	8%	4%	17%	**	**	17%	6%	24%	30%	26%	**	23%	25%	24%	25%
		a	ab	a				l			l									
	19%	30%	37%	67%	82%	96%	5%	40%	**	**	16%	63%	55%	6%	4%	**	24%	31%	26%	30%

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

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.

QD13 (QD28B). SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	581	450	231	681	1386	3266	233	582	71	69	216	2923	410	85	117	69	232	178	228	182
Effective Weighted Sample	424	283	152	432	933	2239	155	392	47	48	156	2017	332	49	76	56	192	149	182	151
Total	383	254	163	417	895	2286	237	379	47	52	142	2143	353	31	24	10	170	183	182	171
	15%	10%	6%	17%	35%	90%	9%	15%	**	**	6%	85%	14%	**	1%	**	7%	7%	7%	7%
Send/ receive text messages	287	151	65	216	584	1784	174	242	**	**	85	1717	184	**	11	**	92	92	99	85
	75%	60%	40%	52%	65%	78%	73%	64%	**	**	60%	80%	52%	**	44%	**	54%	50%	55%	50%
	bcd	cd		c								hk								
	15%	8%	3%	11%	30%	91%	9%	12%	**	**	4%	87%	9%	**	1%	**	5%	5%	5%	4%
General browsing/ surfing the internet	155	66	12	77	347	1335	154	126	**	**	37	1356	71	**	3	**	31	40	43	28
	41%	26%	7%	19%	39%	58%	65%	33%	**	**	26%	63%	20%	**	12%	**	18%	22%	24%	17%
	bcd	cd		c								hk								
	10%	4%	1%	5%	23%	89%	10%	8%	**	**	3%	91%	5%	**	*%	**	2%	3%	3%	2%
Send/ receive emails	158	64	15	78	286	1230	133	123	**	**	39	1243	70	**	4	**	32	38	47	23
	41%	25%	9%	19%	32%	54%	56%	33%	**	**	27%	58%	20%	**	16%	**	19%	21%	26%	13%
	bcd	cd		c								hk							t	
	11%	5%	1%	6%	21%	89%	10%	9%	**	**	3%	90%	5%	**	*%	**	2%	3%	3%	2%
Take photos	154	70	19	89	324	1200	135	130	**	**	48	1201	78	**	4	**	31	47	51	27
	40%	27%	12%	21%	36%	52%	57%	34%	**	**	34%	56%	22%	**	18%	**	18%	26%	28%	16%
	bcd	c		c								hk						t	qt	
	12%	5%	1%	7%	24%	89%	10%	10%	**	**	4%	90%	6%	**	*%	**	2%	4%	4%	2%
Use IM/ Instant Messaging (e.g. WhatsApp, Facebook Messenger, Snapchat, BBM, iMessage)	118	43	6	49	261	993	128	93	**	**	32	1023	43	**	3	**	12	30	24	19
	31%	17%	4%	12%	29%	43%	54%	25%	**	**	23%	48%	12%	**	12%	**	7%	17%	13%	11%
	bcd	c		c			f					hk						q		
	10%	4%	1%	4%	23%	88%	11%	8%	**	**	3%	91%	4%	**	*%	**	1%	3%	2%	2%

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

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.

QD13 (QD28B). SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	581	450	231	681	1386	3266	233	582	71	69	216	2923	410	85	117	69	232	178	228	182
Effective Weighted Sample	424	283	152	432	933	2239	155	392	47	48	156	2017	332	49	76	56	192	149	182	151
Total	383	254	163	417	895	2286	237	379	47	52	142	2143	353	31	24	10	170	183	182	171
	15%	10%	6%	17%	35%	90%	9%	15%	**	**	6%	85%	14%	**	1%	**	7%	7%	7%	7%
Using social networking e.g. Facebook, Twitter, LinkedIn, Snapchat	96	34	8	42	247	947	115	85	**	**	22	970	37	**	2	**	14	23	23	14
	25%	13%	5%	10%	28%	41%	48%	22%	**	**	15%	45%	11%	**	9%	**	8%	13%	12%	8%
	bcd	c										hk								
	9%	3%	1%	4%	23%	89%	11%	8%	**	**	2%	91%	3%	**	*%	**	1%	2%	2%	1%
Send/ receive messages with pictures/ images	99	47	6	53	205	841	102	89	**	**	25	853	47	**	3	**	19	27	30	17
	26%	19%	4%	13%	23%	37%	43%	23%	**	**	18%	40%	13%	**	12%	**	11%	15%	16%	10%
	bcd	cd		c								hk								
	10%	5%	1%	6%	22%	89%	11%	9%	**	**	3%	90%	5%	**	*%	**	2%	3%	3%	2%
Watching short video clips (e.g. on YouTube, Dailymotion, Vimeo or Facebook)	60	17	4	21	139	654	96	61	**	**	18	688	19	**	2	**	9	11	17	3
	16%	7%	3%	5%	16%	29%	41%	16%	**	**	12%	32%	5%	**	6%	**	5%	6%	9%	2%
	bcd						f					hk						t	t	
	8%	2%	1%	3%	18%	86%	13%	8%	**	**	2%	91%	3%	**	*%	**	1%	1%	2%	*%
Accessing/ receiving news	101	27	2	29	132	637	77	57	**	**	22	653	25	**	3	**	12	13	17	8
	26%	11%	1%	7%	15%	28%	33%	15%	**	**	15%	30%	7%	**	11%	**	7%	7%	9%	5%
	bcd	c		c								hk								
	14%	4%	*%	4%	18%	89%	11%	8%	**	**	3%	91%	3%	**	*%	**	2%	2%	2%	1%
Record video clips	42	9	1	9	130	561	89	60	**	**	20	587	9	**	*	**	3	5	7	2
	11%	3%	*%	2%	15%	25%	38%	16%	**	**	14%	27%	2%	**	1%	**	2%	3%	4%	1%
	bcd	c					f					hk								
	6%	1%	*%	1%	20%	85%	14%	9%	**	**	3%	89%	1%	**	*%	**	*%	1%	1%	*%

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

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.

QD13 (QD28B). SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	581	450	231	681	1386	3266	233	582	71	69	216	2923	410	85	117	69	232	178	228	182
Effective Weighted Sample	424	283	152	432	933	2239	155	392	47	48	156	2017	332	49	76	56	192	149	182	151
Total	383	254	163	417	895	2286	237	379	47	52	142	2143	353	31	24	10	170	183	182	171
	15%	10%	6%	17%	35%	90%	9%	15%	**	**	6%	85%	14%	**	1%	**	7%	7%	7%	7%
Listen to music stored on phone	42	7	*	7	121	571	66	44	**	**	17	581	6	**	1	**	4	3	5	1
	11%	3%	*%	2%	14%	25%	28%	12%	**	**	12%	27%	2%	**	3%	**	2%	1%	3%	1%
	bcd	c										hk								
	7%	1%	*%	1%	19%	89%	10%	7%	**	**	3%	91%	1%	**	*%	**	1%	*%	1%	*%
Play games	35	11	2	13	164	563	64	61	**	**	17	562	12	**	*	**	3	9	9	3
	9%	4%	1%	3%	18%	25%	27%	16%	**	**	12%	26%	4%	**	1%	**	2%	5%	5%	2%
	bcd											hk								
	5%	2%	*%	2%	26%	89%	10%	10%	**	**	3%	88%	2%	**	*%	**	1%	1%	1%	*%
Send/ receive video clips	42	19	2	21	128	514	101	49	**	**	17	561	20	**	*	**	5	15	12	8
	11%	8%	1%	5%	14%	22%	42%	13%	**	**	12%	26%	6%	**	1%	**	3%	8%	6%	5%
	cd	c		c			f					hk						q		
	7%	3%	*%	3%	21%	83%	16%	8%	**	**	3%	91%	3%	**	*%	**	1%	2%	2%	1%
Making video calls e.g. via Facetime, Skype or WhatsApp	52	18	1	19	114	499	92	39	**	**	14	550	18	**	1	**	4	13	15	3
	13%	7%	1%	5%	13%	22%	39%	10%	**	**	10%	26%	5%	**	3%	**	3%	7%	8%	2%
	bcd	c		c			f					hk						qt	qt	
	9%	3%	*%	3%	19%	84%	15%	7%	**	**	2%	92%	3%	**	*%	**	1%	2%	2%	1%
Making voice calls using a VoIP service e.g. Viber, Skype or WhatsApp	48	12	1	13	89	428	92	37	**	**	12	490	12	**	1	**	4	8	7	4
	13%	5%	1%	3%	10%	19%	39%	10%	**	**	8%	23%	3%	**	4%	**	2%	4%	4%	2%
	bcd	c					f					hk								
	9%	2%	*%	3%	17%	81%	17%	7%	**	**	2%	93%	2%	**	*%	**	1%	1%	1%	1%

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

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.

QD13 (QD28B). SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	581	450	231	681	1386	3266	233	582	71	69	216	2923	410	85	117	69	232	178	228	182
Effective Weighted Sample	424	283	152	432	933	2239	155	392	47	48	156	2017	332	49	76	56	192	149	182	151
Total	383	254	163	417	895	2286	237	379	47	52	142	2143	353	31	24	10	170	183	182	171
	15%	10%	6%	17%	35%	90%	9%	15%	**	**	6%	85%	14%	**	1%	**	7%	7%	7%	7%
Accessing/ receiving sports/ team news/ scores	61	13	1	14	70	378	51	28	**	**	13	408	12	**	1	**	7	5	11	1
	16%	5%	1%	3%	8%	17%	22%	7%	**	**	9%	19%	3%	**	6%	**	4%	3%	6%	1%
	bcd	c										hk					t		t	
	14%	3%	*%	3%	16%	86%	12%	6%	**	**	3%	93%	3%	**	*%	**	2%	1%	2%	*%
Use your phone for Sat Nav while you are driving	31	10	1	11	58	359	35	31	**	**	8	358	9	**	1	**	3	6	8	1
	8%	4%	1%	3%	6%	16%	15%	8%	**	**	6%	17%	3%	**	3%	**	2%	3%	4%	1%
	bcd	c										hk							t	
	8%	3%	*%	3%	15%	91%	9%	8%	**	**	2%	91%	2%	**	*%	**	1%	2%	2%	*%
Watching TV programmes/ films content online	17	5	-	5	64	302	51	25	**	**	6	323	5	**	1	**	2	2	5	-
	4%	2%	-%	1%	7%	13%	21%	7%	**	**	4%	15%	1%	**	3%	**	1%	1%	2%	-%
	cd						f					hk								
	5%	2%	-%	2%	18%	85%	14%	7%	**	**	2%	91%	1%	**	*%	**	1%	1%	1%	-%
Contactless mobile payment at point of sale/ checkouts	26	3	-	3	35	229	29	14	**	**	4	248	2	**	*	**	2	-	2	-
	7%	1%	-%	1%	4%	10%	12%	4%	**	**	2%	12%	1%	**	1%	**	1%	-%	1%	-%
	bcd											hk								
	10%	1%	-%	1%	13%	86%	11%	5%	**	**	1%	94%	1%	**	*%	**	1%	-%	1%	-%
Listen to radio	27	9	3	12	50	220	23	25	**	**	9	216	11	**	1	**	4	7	8	3
	7%	4%	2%	3%	6%	10%	10%	7%	**	**	6%	10%	3%	**	4%	**	2%	4%	4%	2%
	bcd											h								
	11%	4%	1%	5%	20%	90%	9%	10%	**	**	4%	88%	5%	**	*%	**	2%	3%	3%	1%

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

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.

QD13 (QD28B). SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	581	450	231	681	1386	3266	233	582	71	69	216	2923	410	85	117	69	232	178	228	182
Effective Weighted Sample	424	283	152	432	933	2239	155	392	47	48	156	2017	332	49	76	56	192	149	182	151
Total	383	254	163	417	895	2286	237	379	47	52	142	2143	353	31	24	10	170	183	182	171
	15%	10%	6%	17%	35%	90%	9%	15%	**	**	6%	85%	14%	**	1%	**	7%	7%	7%	7%
Listen to podcasts	15	6	-	6	22	144	21	12	**	**	4	154	5	**	1	**	3	2	2	2
	4%	2%	-%	1%	2%	6%	9%	3%	**	**	3%	7%	1%	**	3%	**	2%	1%	1%	1%
	cd											hk								
	9%	3%	-%	3%	13%	85%	13%	7%	**	**	2%	91%	3%	**	*%	**	2%	1%	1%	1%
Other	7	2	2	5	8	26	-	1	**	**	1	25	5	**	*	**	3	1	3	1
	2%	1%	1%	1%	1%	1%	-%	*%	**	**	1%	1%	1%	**	*%	**	2%	1%	2%	1%
	27%	9%	9%	18%	30%	100%	-%	3%	**	**	3%	97%	18%	**	*%	**	13%	5%	13%	5%
WEB/ DATA ACCESS	211	90	21	110	439	1617	187	161	**	**	48	1641	99	**	5	**	47	51	62	37
	55%	35%	13%	26%	49%	71%	79%	43%	**	**	34%	77%	28%	**	20%	**	28%	28%	34%	22%
	bcd	cd		c			f					hk							t	
	12%	5%	1%	6%	24%	89%	10%	9%	**	**	3%	90%	5%	**	*%	**	3%	3%	3%	2%
WATCHING AV CONTENT	66	18	4	23	158	726	106	66	**	**	18	765	20	**	2	**	9	12	18	3
	17%	7%	3%	5%	18%	32%	45%	17%	**	**	13%	36%	6%	**	7%	**	5%	6%	10%	2%
	bcd						f					hk						t	t	
	8%	2%	1%	3%	19%	86%	13%	8%	**	**	2%	91%	2%	**	*%	**	1%	1%	2%	*%
LISTEN TO AUDIO CONTENT	61	15	3	19	157	686	79	64	**	**	24	692	17	**	1	**	9	8	10	7
	16%	6%	2%	4%	17%	30%	33%	17%	**	**	17%	32%	5%	**	4%	**	5%	4%	6%	4%
	bcd											hk								
	8%	2%	*%	2%	20%	89%	10%	8%	**	**	3%	90%	2%	**	*%	**	1%	1%	1%	1%
VIDEO OR VOICE CALLS USING VOIP	65	24	2	26	145	622	110	50	**	**	17	688	24	**	2	**	8	16	18	6
	17%	9%	1%	6%	16%	27%	47%	13%	**	**	12%	32%	7%	**	6%	**	4%	9%	10%	3%
	bcd	c		c			f					hk						t	qt	
	9%	3%	*%	4%	20%	84%	15%	7%	**	**	2%	93%	3%	**	*%	**	1%	2%	2%	1%
None of these	25	24	21	45	63	80	7	30	**	**	16	55	38	**	5	**	17	20	18	20
	7%	9%	13%	11%	7%	3%	3%	8%	**	**	12%	3%	11%	**	21%	**	10%	11%	10%	12%
			a	a				l			l				m					
	30%	29%	25%	54%	75%	95%	8%	36%	**	**	20%	66%	45%	**	6%	**	21%	24%	21%	24%

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

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.

QD13 (QD28B). SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	581	450	231	681	1386	3266	233	582	71	69	216	2923	410	85	117	69	232	178	228	182
Effective Weighted Sample	424	283	152	432	933	2239	155	392	47	48	156	2017	332	49	76	56	192	149	182	151
Total	383	254	163	417	895	2286	237	379	47	52	142	2143	353	31	24	10	170	183	182	171
	15%	10%	6%	17%	35%	90%	9%	15%	**	**	6%	85%	14%	**	1%	**	7%	7%	7%	7%
Don't know	-	-	-	-	*	-	*	-	**	**	-	*	-	**	-	**	-	-	-	-
	-%	-%	-%	-%	*%	-%	*%	-%	**	**	-%	*%	-%	**	-%	**	-%	-%	-%	-%
	-%	-%	-%	-%	100%	-%	44%	-%	**	**	-%	100%	-%	**	-%	**	-%	-%	-%	-%

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

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.

QD13 (QD28B). SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Send/ receive text messages	287	151	65	216	584	1784	174	242	**	**	85	1717	184	15	11	**	92	92	99	85
	72%	54%	26%	41%	57%	74%	71%	53%	**	**	46%	77%	42%	38%	34%	**	46%	38%	48%	36%
	bcd	cd		c								hk					t		rt	
	15%	8%	3%	11%	30%	91%	9%	12%	**	**	4%	87%	9%	1%	1%	**	5%	5%	5%	4%
General browsing/ surfing the internet	155	66	12	77	347	1335	154	126	**	**	37	1356	71	2	3	**	31	40	43	28
	39%	24%	5%	15%	34%	55%	63%	28%	**	**	20%	61%	16%	4%	9%	**	16%	16%	21%	12%
	bcd	cd		c			f					hk	n						t	
	10%	4%	1%	5%	23%	89%	10%	8%	**	**	3%	91%	5%	*%	*%	**	2%	3%	3%	2%
Send/ receive emails	158	64	15	78	286	1230	133	123	**	**	39	1243	70	3	4	**	32	38	47	23
	39%	23%	6%	15%	28%	51%	55%	27%	**	**	21%	56%	16%	8%	12%	**	16%	16%	23%	10%
	bcd	cd		c								hk							t	
	11%	5%	1%	6%	21%	89%	10%	9%	**	**	3%	90%	5%	*%	*%	**	2%	3%	3%	2%
Take photos	154	70	19	89	324	1200	135	130	**	**	48	1201	78	5	4	**	31	47	51	27
	39%	25%	8%	17%	31%	49%	55%	29%	**	**	26%	54%	18%	12%	14%	**	15%	20%	25%	11%
	bcd	cd		c								hk						t	qt	
	12%	5%	1%	7%	24%	89%	10%	10%	**	**	4%	90%	6%	*%	*%	**	2%	4%	4%	2%
Use IM/ Instant Messaging (e.g. WhatsApp, Facebook Messenger, Snapchat, BBM, iMessage)	118	43	6	49	261	993	128	93	**	**	32	1023	43	2	3	**	12	30	24	19
	29%	15%	2%	9%	25%	41%	52%	20%	**	**	17%	46%	10%	6%	9%	**	6%	13%	12%	8%
	bcd	cd		c			f					hk						q	q	
	10%	4%	1%	4%	23%	88%	11%	8%	**	**	3%	91%	4%	*%	*%	**	1%	3%	2%	2%

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

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.

QD13 (QD28B). SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Using social networking e.g. Facebook, Twitter, LinkedIn, Snapchat	96	34	8	42	247	947	115	85	**	**	22	970	37	2	2	**	14	23	23	14
	24%	12%	3%	8%	24%	39%	47%	19%	**	**	12%	44%	8%	5%	7%	**	7%	10%	11%	6%
	bcd	cd		c			f	k				hk								
	9%	3%	1%	4%	23%	89%	11%	8%	**	**	2%	91%	3%	*%	*%	**	1%	2%	2%	1%
Send/ receive messages with pictures/ images	99	47	6	53	205	841	102	89	**	**	25	853	47	3	3	**	19	27	30	17
	25%	17%	2%	10%	20%	35%	42%	19%	**	**	14%	38%	11%	7%	10%	**	10%	11%	14%	7%
	bcd	cd		c								hk							t	
	10%	5%	1%	6%	22%	89%	11%	9%	**	**	3%	90%	5%	*%	*%	**	2%	3%	3%	2%
Watching short video clips (e.g. on YouTube, Dailymotion, Vimeo or Facebook)	60	17	4	21	139	654	96	61	**	**	18	688	19	*	2	**	9	11	17	3
	15%	6%	2%	4%	14%	27%	39%	13%	**	**	10%	31%	4%	1%	5%	**	4%	4%	8%	1%
	bcd	c					f					hk						t	t	
	8%	2%	1%	3%	18%	86%	13%	8%	**	**	2%	91%	3%	*%	*%	**	1%	1%	2%	*%
Accessing/ receiving news	101	27	2	29	132	637	77	57	**	**	22	653	25	1	3	**	12	13	17	8
	25%	10%	1%	5%	13%	26%	32%	13%	**	**	12%	29%	6%	3%	8%	**	6%	5%	8%	3%
	bcd	cd		c								hk							t	
	14%	4%	*%	4%	18%	89%	11%	8%	**	**	3%	91%	3%	*%	*%	**	2%	2%	2%	1%
Record video clips	42	9	1	9	130	561	89	60	**	**	20	587	9	*	*	**	3	5	7	2
	10%	3%	*%	2%	13%	23%	36%	13%	**	**	11%	26%	2%	1%	1%	**	2%	2%	3%	1%
	bcd	c					f					hk								
	6%	1%	*%	1%	20%	85%	14%	9%	**	**	3%	89%	1%	*%	*%	**	*%	1%	1%	*%

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

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.

QD13 (QD28B). SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Listen to music stored on phone	42	7	*	7	121	571	66	44	**	**	17	581	6	*	1	**	4	3	5	1
	10%	3%	*%	1%	12%	24%	27%	10%	**	**	9%	26%	1%	1%	2%	**	2%	1%	2%	1%
	bcd	c										hk								
	7%	1%	*%	1%	19%	89%	10%	7%	**	**	3%	91%	1%	*%	*%	**	1%	*%	1%	*%
Play games	35	11	2	13	164	563	64	61	**	**	17	562	12	-	*	**	3	9	9	3
	9%	4%	1%	2%	16%	23%	26%	13%	**	**	10%	25%	3%	-%	1%	**	2%	4%	5%	1%
	bcd	c										hk								
	5%	2%	*%	2%	26%	89%	10%	10%	**	**	3%	88%	2%	-%	*%	**	1%	1%	1%	*%
Send/ receive video clips	42	19	2	21	128	514	101	49	**	**	17	561	20	*	*	**	5	15	12	8
	11%	7%	1%	4%	12%	21%	41%	11%	**	**	10%	25%	4%	1%	1%	**	2%	6%	6%	3%
	cd	c		c			f					hk						q		
	7%	3%	*%	3%	21%	83%	16%	8%	**	**	3%	91%	3%	*%	*%	**	1%	2%	2%	1%
Making video calls e.g. via Facetime, Skype or WhatsApp	52	18	1	19	114	499	92	39	**	**	14	550	18	*	1	**	4	13	15	3
	13%	6%	1%	4%	11%	21%	37%	9%	**	**	8%	25%	4%	1%	3%	**	2%	6%	7%	1%
	bcd	c		c			f					hk						t	qt	
	9%	3%	*%	3%	19%	84%	15%	7%	**	**	2%	92%	3%	*%	*%	**	1%	2%	2%	1%
Making voice calls using a VoIP service e.g. Viber, Skype or WhatsApp	48	12	1	13	89	428	92	37	**	**	12	490	12	*	1	**	4	8	7	4
	12%	4%	1%	3%	9%	18%	38%	8%	**	**	7%	22%	3%	1%	3%	**	2%	3%	4%	2%
	bcd	c					f					hk								
	9%	2%	*%	3%	17%	81%	17%	7%	**	**	2%	93%	2%	*%	*%	**	1%	1%	1%	1%

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

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.

QD13 (QD28B). SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Accessing/ receiving sports/ team news/ scores	61	13	1	14	70	378	51	28	**	**	13	408	12	1	1	**	7	5	11	1
	15%	5%	*%	3%	7%	16%	21%	6%	**	**	7%	18%	3%	2%	5%	**	3%	2%	5%	*%
	bcd	c		c								hk					t		t	
	14%	3%	*%	3%	16%	86%	12%	6%	**	**	3%	93%	3%	*%	*%	**	2%	1%	2%	*%
Use your phone for Sat Nav while you are driving	31	10	1	11	58	359	35	31	**	**	8	358	9	1	1	**	3	6	8	1
	8%	4%	*%	2%	6%	15%	14%	7%	**	**	4%	16%	2%	3%	3%	**	1%	3%	4%	1%
	bcd	c										hk							t	
	8%	3%	*%	3%	15%	91%	9%	8%	**	**	2%	91%	2%	*%	*%	**	1%	2%	2%	*%
Watching TV programmes/ films content online	17	5	-	5	64	302	51	25	**	**	6	323	5	-	1	**	2	2	5	-
	4%	2%	-%	1%	6%	12%	21%	5%	**	**	3%	15%	1%	-%	2%	**	1%	1%	2%	-%
	cd	c					f					hk							t	
	5%	2%	-%	2%	18%	85%	14%	7%	**	**	2%	91%	1%	-%	*%	**	1%	1%	1%	-%
Contactless mobile payment at point of sale/ checkouts	26	3	-	3	35	229	29	14	**	**	4	248	2	*	*	**	2	-	2	-
	7%	1%	-%	*%	3%	9%	12%	3%	**	**	2%	11%	*%	*%	1%	**	1%	-%	1%	-%
	bcd											hk								
	10%	1%	-%	1%	13%	86%	11%	5%	**	**	1%	94%	1%	*%	*%	**	1%	-%	1%	-%
Listen to radio	27	9	3	12	50	220	23	25	**	**	9	216	11	*	1	**	4	7	8	3
	7%	3%	1%	2%	5%	9%	9%	6%	**	**	5%	10%	3%	*%	3%	**	2%	3%	4%	1%
	bcd											hk								
	11%	4%	1%	5%	20%	90%	9%	10%	**	**	4%	88%	5%	*%	*%	**	2%	3%	3%	1%

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

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.

QD13 (QD28B). SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Listen to podcasts	15	6	-	6	22	144	21	12	**	**	4	154	5	-	1	**	3	2	2	2
	4%	2%	-%	1%	2%	6%	9%	3%	**	**	2%	7%	1%	-%	3%	**	2%	1%	1%	1%
	cd	c										hk								
	9%	3%	-%	3%	13%	85%	13%	7%	**	**	2%	91%	3%	-%	*%	**	2%	1%	1%	1%
Other	7	2	2	5	8	26	-	1	**	**	1	25	5	-	*	**	3	1	3	1
	2%	1%	1%	1%	1%	1%	-%	*%	**	**	*%	1%	1%	-%	*%	**	2%	1%	2%	1%
	27%	9%	9%	18%	30%	100%	-%	3%	**	**	3%	97%	18%	-%	*%	**	13%	5%	13%	5%
WEB/ DATA ACCESS	211	90	21	110	439	1617	187	161	**	**	48	1641	99	4	5	**	47	51	62	37
	53%	32%	8%	21%	43%	67%	76%	35%	**	**	26%	74%	22%	11%	16%	**	24%	21%	30%	16%
	bcd	cd		c			f	k				hk	n				t		rt	
	12%	5%	1%	6%	24%	89%	10%	9%	**	**	3%	90%	5%	*%	*%	**	3%	3%	3%	2%
WATCHING AV CONTENT	66	18	4	23	158	726	106	66	**	**	18	765	20	*	2	**	9	12	18	3
	16%	7%	2%	4%	15%	30%	43%	14%	**	**	10%	34%	5%	1%	5%	**	4%	5%	9%	1%
	bcd	c					f					hk						t	t	
	8%	2%	1%	3%	19%	86%	13%	8%	**	**	2%	91%	2%	*%	*%	**	1%	1%	2%	*%
LISTEN TO AUDIO CONTENT	61	15	3	19	157	686	79	64	**	**	24	692	17	1	1	**	9	8	10	7
	15%	6%	1%	4%	15%	28%	32%	14%	**	**	13%	31%	4%	1%	3%	**	4%	3%	5%	3%
	bcd	c										hk								
	8%	2%	*%	2%	20%	89%	10%	8%	**	**	3%	90%	2%	*%	*%	**	1%	1%	1%	1%
VIDEO OR VOICE CALLS USING VOIP	65	24	2	26	145	622	110	50	**	**	17	688	24	*	2	**	8	16	18	6
	16%	9%	1%	5%	14%	26%	45%	11%	**	**	9%	31%	5%	1%	5%	**	4%	7%	9%	2%
	bcd	cd		c			f					hk						t	qt	
	9%	3%	*%	4%	20%	84%	15%	7%	**	**	2%	93%	3%	*%	*%	**	1%	2%	2%	1%
None of these	25	24	21	45	63	80	7	30	**	**	16	55	38	2	5	**	17	20	18	20
	6%	9%	9%	9%	6%	3%	3%	7%	**	**	9%	2%	9%	6%	16%	**	9%	8%	9%	8%
								l			l				m					
	30%	29%	25%	54%	75%	95%	8%	36%	**	**	20%	66%	45%	3%	6%	**	21%	24%	21%	24%

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

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.

QD13 (QD28B). SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Don't know	-	-	-	-	*	-	*	-	**	**	-	*	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	*%	-%	*%	-%	**	**	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
	-%	-%	-%	-%	100%	-%	44%	-%	**	**	-%	100%	-%	-%	-%	**	-%	-%	-%	-%

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

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.

QD14 (QD28E) SHOWCARD Which of these ways do you use your mobile phone to access the internet? (MULTI CODE)

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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	342	182	45	227	730	2372	193	281	30	32	84	2290	140	26	36	25	80	60	96	44
Effective Weighted Sample	250	115	27	141	494	1615	130	185	19	23	59	1579	114	17	22	21	66	50	79	37
Total	232	107	27	134	485	1711	200	182	21	25	57	1726	118	7	6	3	58	60	73	45
	12%	6%	**	7%	25%	89%	10%	9%	**	**	**	90%	6%	**	**	**	**	**	**	**
Wi-Fi/ wireless broadband network at home	203	91	**	112	373	1432	165	151	**	**	**	1443	99	**	**	**	**	**	**	**
	88%	85%	**	84%	77%	84%	83%	83%	**	**	**	84%	84%	**	**	**	**	**	**	**
	13%	6%	**	7%	23%	89%	10%	9%	**	**	**	90%	6%	**	**	**	**	**	**	**
Via mobile network (2G, 3G or 4G)	180	68	**	85	347	1351	145	129	**	**	**	1372	75	**	**	**	**	**	**	**
	78%	64%	**	64%	71%	79%	73%	71%	**	**	**	79%	64%	**	**	**	**	**	**	**
	bd											h								
	12%	4%	**	6%	23%	89%	10%	9%	**	**	**	91%	5%	**	**	**	**	**	**	**
Wi-Fi/ wireless broadband elsewhere (i.e. 'hotspots')	101	38	**	44	162	700	44	61	**	**	**	683	38	**	**	**	**	**	**	**
	43%	36%	**	33%	33%	41%	22%	34%	**	**	**	40%	32%	**	**	**	**	**	**	**
	d					g														
	13%	5%	**	6%	22%	93%	6%	8%	**	**	**	91%	5%	**	**	**	**	**	**	**
MOBILE NETWORK AND NOT WI-FI	24	9	**	15	80	212	28	21	**	**	**	220	14	**	**	**	**	**	**	**
	10%	9%	**	11%	17%	12%	14%	12%	**	**	**	13%	12%	**	**	**	**	**	**	**
	10%	4%	**	6%	33%	86%	11%	9%	**	**	**	89%	6%	**	**	**	**	**	**	**
WI-FI AND NOT MOBILE NETWORK	48	37	**	47	133	349	52	50	**	**	**	345	41	**	**	**	**	**	**	**
	21%	35%	**	35%	27%	20%	26%	27%	**	**	**	20%	35%	**	**	**	**	**	**	**
		a		a				l												
	12%	9%	**	12%	33%	87%	13%	12%	**	**	**	86%	10%	**	**	**	**	**	**	**
ANY WI-FI USE	205	95	**	117	400	1488	169	158	**	**	**	1497	103	**	**	**	**	**	**	**
	89%	89%	**	87%	82%	87%	85%	87%	**	**	**	87%	87%	**	**	**	**	**	**	**
	12%	6%	**	7%	24%	89%	10%	9%	**	**	**	90%	6%	**	**	**	**	**	**	**

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

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.

QD14 (QD28E) SHOWCARD Which of these ways do you use your mobile phone to access the internet? (MULTI CODE)

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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	342	182	45	227	730	2372	193	281	30	32	84	2290	140	26	36	25	80	60	96	44
Effective Weighted Sample	250	115	27	141	494	1615	130	185	19	23	59	1579	114	17	22	21	66	50	79	37
Total	232	107	27	134	485	1711	200	182	21	25	57	1726	118	7	6	3	58	60	73	45
	12%	6%	**	7%	25%	89%	10%	9%	**	**	**	90%	6%	**	**	**	**	**	**	**
Don't know	3	2	**	2	6	11	2	3	**	**	**	9	1	**	**	**	**	**	**	**
	1%	2%	**	1%	1%	1%	1%	2%	**	**	**	1%	1%	**	**	**	**	**	**	**
	23%	16%	**	16%	47%	91%	20%	27%	**	**	**	75%	10%	**	**	**	**	**	**	**

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

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.

QD15 (QD28C). SHOWCARD 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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	342	182	45	227	730	2372	193	281	30	32	84	2290	140	26	36	25	80	60	96	44
Effective Weighted Sample	250	115	27	141	494	1615	130	185	19	23	59	1579	114	17	22	21	66	50	79	37
Total	232	107	27	134	485	1711	200	182	21	25	57	1726	118	7	6	3	58	60	73	45
	12%	6%	**	7%	25%	89%	10%	9%	**	**	**	90%	6%	**	**	**	**	**	**	**
I always use in the home	30	9	**	15	46	107	21	17	**	**	**	109	12	**	**	**	**	**	**	**
	13%	8%	**	11%	9%	6%	11%	9%	**	**	**	6%	10%	**	**	**	**	**	**	**
	23%	7%	**	11%	36%	83%	16%	13%	**	**	**	85%	10%	**	**	**	**	**	**	**
I mainly use in the home	57	37	**	47	140	372	40	55	**	**	**	353	45	**	**	**	**	**	**	**
	24%	35%	**	35%	29%	22%	20%	30%	**	**	**	20%	38%	**	**	**	**	**	**	**
		a		a				l												
	14%	9%	**	11%	34%	91%	10%	13%	**	**	**	86%	11%	**	**	**	**	**	**	**
I use equally in the home and outside the home	108	41	**	48	255	1076	135	95	**	**	**	1118	39	**	**	**	**	**	**	**
	47%	38%	**	36%	52%	63%	68%	52%	**	**	**	65%	33%	**	**	**	**	**	**	**
	d											h								
	9%	3%	**	4%	21%	88%	11%	8%	**	**	**	91%	3%	**	**	**	**	**	**	**
I mainly use outside the home	35	17	**	20	40	142	3	13	**	**	**	133	18	**	**	**	**	**	**	**
	15%	16%	**	15%	8%	8%	1%	7%	**	**	**	8%	16%	**	**	**	**	**	**	**
						g														
	24%	12%	**	14%	28%	98%	2%	9%	**	**	**	91%	13%	**	**	**	**	**	**	**
I always use outside the home	1	2	**	3	3	11	-	2	**	**	**	10	3	**	**	**	**	**	**	**
	*%	2%	**	2%	1%	1%	-%	1%	**	**	**	1%	2%	**	**	**	**	**	**	**
	7%	18%	**	27%	28%	100%	-%	15%	**	**	**	87%	25%	**	**	**	**	**	**	**
ALWAYS/ MAINLY USE IN THE HOME	86	46	**	62	185	479	61	72	**	**	**	462	57	**	**	**	**	**	**	**
	37%	43%	**	46%	38%	28%	31%	39%	**	**	**	27%	48%	**	**	**	**	**	**	**
								l												
	16%	9%	**	11%	34%	89%	11%	13%	**	**	**	86%	11%	**	**	**	**	**	**	**

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

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.

QD15 (QD28C). SHOWCARD 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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	342	182	45	227	730	2372	193	281	30	32	84	2290	140	26	36	25	80	60	96	44
Effective Weighted Sample	250	115	27	141	494	1615	130	185	19	23	59	1579	114	17	22	21	66	50	79	37
Total	232	107	27	134	485	1711	200	182	21	25	57	1726	118	7	6	3	58	60	73	45
	12%	6%	**	7%	25%	89%	10%	9%	**	**	**	90%	6%	**	**	**	**	**	**	**
ALWAYS/ MAINLY USE OUTSIDE THE HOME	36	19	**	23	43	153	3	15	**	**	**	143	21	**	**	**	**	**	**	**
	16%	18%	**	17%	9%	9%	1%	8%	**	**	**	8%	18%	**	**	**	**	**	**	**
	23%	12%	**	15%	28%	g 98%	2%	10%	**	**	**	91%	13%	**	**	**	**	**	**	**
EVER USE OUTSIDE THE HOME	201	97	**	118	438	1601	179	165	**	**	**	1614	105	**	**	**	**	**	**	**
	87%	91%	**	88%	90%	94%	89%	91%	**	**	**	94%	89%	**	**	**	**	**	**	**
	11%	5%	**	7%	24%	89%	10%	9%	**	**	**	90%	6%	**	**	**	**	**	**	**
Don't know	1	1	**	1	2	3	-	-	**	**	**	3	*	**	**	**	**	**	**	**
	*%	1%	**	1%	*%	*%	-%	-%	**	**	**	*%	*%	**	**	**	**	**	**	**
	31%	23%	**	27%	59%	100%	-%	-%	**	**	**	100%	8%	**	**	**	**	**	**	**

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

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.

QD16 (QD28F). SHOWCARD In which of these places do you use your mobile phone to access the internet outside of the home? (MULTI CODE)

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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	299	163	34	197	652	2215	174	248	25	28	71	2147	123	21	31	22	71	52	85	38
Effective Weighted Sample	216	103	20	123	441	1505	115	165	17	20	50	1474	100	14	19	18	58	44	70	32
Total	201	97	21	118	438	1601	179	165	20	22	50	1614	105	5	6	3	51	54	66	40
	11%	5%	**	7%	24%	89%	10%	9%	**	**	**	90%	6%	**	**	**	**	**	**	**
When travelling (e.g. on a train or in a car)	142	53	**	63	297	1191	147	114	**	**	**	1228	54	**	**	**	**	**	**	**
	71%	54%	**	54%	68%	74%	83%	69%	**	**	**	76%	51%	**	**	**	**	**	**	**
	bd																			
	11%	4%	**	5%	22%	88%	11%	8%	**	**	**	91%	4%	**	**	**	**	**	**	**
Indoor public spaces (e.g. pub/ restaurant/ theatre/ shopping centre)	132	53	**	58	268	1101	125	102	**	**	**	1128	51	**	**	**	**	**	**	**
	65%	54%	**	49%	61%	69%	70%	62%	**	**	**	70%	48%	**	**	**	**	**	**	**
	d											h								
	11%	4%	**	5%	22%	89%	10%	8%	**	**	**	91%	4%	**	**	**	**	**	**	**
Outdoors	132	56	**	66	272	1091	110	102	**	**	**	1103	58	**	**	**	**	**	**	**
	66%	58%	**	56%	62%	68%	61%	62%	**	**	**	68%	55%	**	**	**	**	**	**	**
	11%	5%	**	5%	22%	90%	9%	8%	**	**	**	91%	5%	**	**	**	**	**	**	**
In other people's homes (e.g. friends/ family)	107	50	**	58	292	1061	125	103	**	**	**	1075	49	**	**	**	**	**	**	**
	53%	52%	**	49%	67%	66%	70%	62%	**	**	**	67%	47%	**	**	**	**	**	**	**
	9%	4%	**	5%	24%	89%	10%	9%	**	**	**	90%	4%	**	**	**	**	**	**	**
At your workplace	99	19	**	22	137	908	104	55	**	**	**	967	17	**	**	**	**	**	**	**
	49%	20%	**	18%	31%	57%	58%	34%	**	**	**	60%	17%	**	**	**	**	**	**	**
	bd											h								
	10%	2%	**	2%	13%	89%	10%	5%	**	**	**	94%	2%	**	**	**	**	**	**	**
Other	2	1	**	1	6	19	2	6	**	**	**	13	1	**	**	**	**	**	**	**
	1%	1%	**	1%	1%	1%	1%	4%	**	**	**	1%	1%	**	**	**	**	**	**	**
								l												
	9%	6%	**	6%	29%	95%	8%	32%	**	**	**	64%	6%	**	**	**	**	**	**	**

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

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.

QD16 (QD28F). SHOWCARD In which of these places do you use your mobile phone to access the internet outside of the home? (MULTI CODE)

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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	299	163	34	197	652	2215	174	248	25	28	71	2147	123	21	31	22	71	52	85	38
Effective Weighted Sample	216	103	20	123	441	1505	115	165	17	20	50	1474	100	14	19	18	58	44	70	32
Total	201	97	21	118	438	1601	179	165	20	22	50	1614	105	5	6	3	51	54	66	40
	11%	5%	**	7%	24%	89%	10%	9%	**	**	**	90%	6%	**	**	**	**	**	**	**
Don't know	*	3	**	5	6	11	-	1	**	**	**	10	4	**	**	**	**	**	**	**
	*%	3%	**	4%	1%	1%	-%	1%	**	**	**	1%	4%	**	**	**	**	**	**	**
	1%	a 27%	**	a 40%	49%	100%	-%	7%	**	**	**	91%	39%	**	**	**	**	**	**	**

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

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.

QD17 (QD28G). SHOWCARD Do you use any of the following types of apps or applications on your smartphone? (MULTI CODE)

Base : Those with a smartphone

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	~r	s	~t
Unweighted total	415	238	65	303	860	2610	205	341	33	38	112	2480	186	35	50	32	103	83	123	63
Effective Weighted Sample	306	151	40	189	584	1789	137	226	20	26	79	1719	150	20	32	26	84	69	100	52
Total	282	138	44	182	565	1875	208	221	22	32	77	1861	157	11	9	4	74	83	94	63
	13%	7%	**	9%	27%	89%	10%	11%	**	**	4%	89%	8%	**	**	**	4%	**	5%	**
Social networking (e.g. Facebook, Twitter, LinkedIn)	136	51	**	58	315	1227	132	110	**	**	34	1248	52	**	**	**	25	**	30	**
	48%	37%	**	32%	56%	65%	63%	50%	**	**	44%	67%	33%	**	**	**	34%	**	32%	**
	bd											hk								
	10%	4%	**	4%	23%	89%	10%	8%	**	**	2%	91%	4%	**	**	**	2%	**	2%	**
Weather	160	78	**	95	290	1156	120	126	**	**	39	1153	82	**	**	**	46	**	51	**
	57%	56%	**	52%	51%	62%	58%	57%	**	**	50%	62%	52%	**	**	**	62%	**	54%	**
												k								
	12%	6%	**	7%	22%	90%	9%	10%	**	**	3%	89%	6%	**	**	**	4%	**	4%	**
Maps/ navigation	139	60	**	73	253	1098	118	114	**	**	30	1104	65	**	**	**	39	**	44	**
	49%	43%	**	40%	45%	59%	57%	52%	**	**	39%	59%	41%	**	**	**	52%	**	47%	**
	d											hk								
	11%	5%	**	6%	21%	89%	10%	9%	**	**	2%	90%	5%	**	**	**	3%	**	4%	**
Banking	98	34	**	42	220	980	110	95	**	**	25	995	37	**	**	**	23	**	28	**
	35%	25%	**	23%	39%	52%	53%	43%	**	**	33%	53%	24%	**	**	**	31%	**	29%	**
	bd											hk								
	9%	3%	**	4%	20%	89%	10%	9%	**	**	2%	91%	3%	**	**	**	2%	**	3%	**
News	134	59	**	75	229	934	110	95	**	**	27	956	66	**	**	**	37	**	44	**
	47%	43%	**	41%	41%	50%	53%	43%	**	**	35%	51%	42%	**	**	**	50%	**	47%	**
												hk								
	13%	6%	**	7%	22%	88%	10%	9%	**	**	3%	90%	6%	**	**	**	4%	**	4%	**
Music	81	28	**	31	200	845	101	65	**	**	20	877	28	**	**	**	17	**	15	**
	29%	20%	**	17%	35%	45%	48%	30%	**	**	26%	47%	18%	**	**	**	23%	**	16%	**
	d											hk								
	8%	3%	**	3%	21%	88%	11%	7%	**	**	2%	91%	3%	**	**	**	2%	**	2%	**

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

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.

QD17 (QD28G). SHOWCARD Do you use any of the following types of apps or applications on your smartphone? (MULTI CODE)

Base : Those with a smartphone

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	~r	s	~t
Unweighted total	415	238	65	303	860	2610	205	341	33	38	112	2480	186	35	50	32	103	83	123	63
Effective Weighted Sample	306	151	40	189	584	1789	137	226	20	26	79	1719	150	20	32	26	84	69	100	52
Total	282	138	44	182	565	1875	208	221	22	32	77	1861	157	11	9	4	74	83	94	63
	13%	7%	**	9%	27%	89%	10%	11%	**	**	4%	89%	8%	**	**	**	4%	**	5%	**
Games	65	21	**	25	223	755	83	80	**	**	24	744	24	**	**	**	8	**	15	**
	23%	15%	**	14%	39%	40%	40%	36%	**	**	31%	40%	15%	**	**	**	11%	**	16%	**
	d																			
	8%	2%	**	3%	27%	90%	10%	9%	**	**	3%	89%	3%	**	**	**	1%	**	2%	**
Shopping (e.g. Tesco, Ocado, eBay)	76	30	**	34	168	748	70	66	**	**	22	752	30	**	**	**	15	**	21	**
	27%	22%	**	19%	30%	40%	34%	30%	**	**	28%	40%	19%	**	**	**	20%	**	22%	**
	d											hk								
	9%	4%	**	4%	20%	91%	8%	8%	**	**	3%	91%	4%	**	**	**	2%	**	3%	**
Travel/ journey planning	94	37	**	42	148	684	75	63	**	**	23	705	39	**	**	**	20	**	25	**
	33%	27%	**	23%	26%	36%	36%	28%	**	**	30%	38%	25%	**	**	**	27%	**	26%	**
	d											h								
	12%	5%	**	5%	19%	89%	10%	8%	**	**	3%	91%	5%	**	**	**	3%	**	3%	**
Sports/ sports news	92	23	**	27	124	570	74	40	**	**	13	609	25	**	**	**	20	**	16	**
	32%	17%	**	15%	22%	30%	36%	18%	**	**	17%	33%	16%	**	**	**	27%	**	17%	**
	bd											hk								
	14%	3%	**	4%	19%	87%	11%	6%	**	**	2%	93%	4%	**	**	**	3%	**	2%	**
Books	35	14	**	18	71	295	52	30	**	**	11	313	16	**	**	**	11	**	8	**
	12%	10%	**	10%	13%	16%	25%	13%	**	**	15%	17%	10%	**	**	**	15%	**	9%	**
							f													
	10%	4%	**	5%	20%	85%	15%	8%	**	**	3%	90%	5%	**	**	**	3%	**	2%	**
Finance/ business	35	10	**	10	35	240	25	18	**	**	6	249	9	**	**	**	9	**	5	**
	12%	7%	**	6%	6%	13%	12%	8%	**	**	8%	13%	6%	**	**	**	12%	**	5%	**
	d											h								
	13%	4%	**	4%	13%	89%	9%	7%	**	**	2%	93%	3%	**	**	**	3%	**	2%	**

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

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.

QD17 (QD28G). SHOWCARD Do you use any of the following types of apps or applications on your smartphone? (MULTI CODE)

Base : Those with a smartphone

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	~r	s	~t
Unweighted total	415	238	65	303	860	2610	205	341	33	38	112	2480	186	35	50	32	103	83	123	63
Effective Weighted Sample	306	151	40	189	584	1789	137	226	20	26	79	1719	150	20	32	26	84	69	100	52
Total	282	138	44	182	565	1875	208	221	22	32	77	1861	157	11	9	4	74	83	94	63
	13%	7%	**	9%	27%	89%	10%	11%	**	**	4%	89%	8%	**	**	**	4%	**	5%	**
Vouchers	19	6	**	6	33	197	10	17	**	**	8	191	5	**	**	**	3	**	2	**
	7%	4%	**	3%	6%	11%	5%	8%	**	**	10%	10%	3%	**	**	**	4%	**	2%	**
						g														
	9%	3%	**	3%	16%	94%	5%	8%	**	**	4%	91%	2%	**	**	**	1%	**	1%	**
NONE OF THESE	47	37	**	50	87	148	18	34	**	**	16	130	42	**	**	**	13	**	20	**
	17%	27%	**	28%	15%	8%	9%	15%	**	**	21%	7%	27%	**	**	**	18%	**	21%	**
		a		a				l			l									
	29%	23%	**	31%	53%	91%	11%	21%	**	**	10%	79%	26%	**	**	**	8%	**	12%	**
Don't know	2	*	**	*	1	5	-	*	**	**	-	4	*	**	**	**	-	**	*	**
	1%	*%	**	*%	*%	*%	-%	*%	**	**	-%	*%	*%	**	**	**	-%	**	*%	**
	48%	9%	**	9%	19%	100%	-%	8%	**	**	-%	91%	7%	**	**	**	-%	**	7%	**

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

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.

QD18 (QD28H). SHOWCARD And which of these types of apps or applications have you PAID FOR to download on your smartphone? (MULTI CODE)

Base : Those with a smartphone

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	~r	s	~t
Unweighted total	415	238	65	303	860	2610	205	341	33	38	112	2480	186	35	50	32	103	83	123	63
Effective Weighted Sample	306	151	40	189	584	1789	137	226	20	26	79	1719	150	20	32	26	84	69	100	52
Total	282	138	44	182	565	1875	208	221	22	32	77	1861	157	11	9	4	74	83	94	63
	13%	7%	**	9%	27%	89%	10%	11%	**	**	4%	89%	8%	**	**	**	4%	**	5%	**
Music	10	2	**	2	31	178	19	12	**	**	2	184	2	**	**	**	1	**	1	**
	4%	1%	**	1%	5%	9%	9%	5%	**	**	2%	10%	1%	**	**	**	2%	**	1%	**
												hk								
	5%	1%	**	1%	15%	88%	9%	6%	**	**	1%	92%	1%	**	**	**	1%	**	1%	**
Games	7	-	**	-	28	134	17	12	**	**	1	129	-	**	**	**	-	**	-	**
	3%	-%	**	-%	5%	7%	8%	6%	**	**	1%	7%	-%	**	**	**	-%	**	-%	**
	bd											k								
	5%	-%	**	-%	19%	90%	11%	8%	**	**	1%	87%	-%	**	**	**	-%	**	-%	**
Social networking (e.g. Facebook, Twitter, LinkedIn)	12	3	**	4	27	96	11	8	**	**	2	99	2	**	**	**	1	**	2	**
	4%	2%	**	2%	5%	5%	5%	3%	**	**	2%	5%	2%	**	**	**	1%	**	3%	**
	11%	3%	**	3%	25%	89%	10%	7%	**	**	2%	92%	2%	**	**	**	1%	**	2%	**
Weather	9	2	**	4	18	91	8	9	**	**	3	88	2	**	**	**	2	**	1	**
	3%	2%	**	2%	3%	5%	4%	4%	**	**	3%	5%	1%	**	**	**	3%	**	1%	**
	9%	2%	**	4%	18%	93%	8%	9%	**	**	3%	89%	2%	**	**	**	2%	**	1%	**
News	11	2	**	5	17	78	9	5	**	**	2	79	4	**	**	**	2	**	3	**
	4%	2%	**	2%	3%	4%	4%	2%	**	**	2%	4%	2%	**	**	**	3%	**	3%	**
	12%	3%	**	5%	20%	91%	10%	6%	**	**	2%	92%	4%	**	**	**	2%	**	4%	**
Maps/ navigation	14	4	**	5	17	73	6	4	**	**	1	75	5	**	**	**	3	**	4	**
	5%	3%	**	3%	3%	4%	3%	2%	**	**	1%	4%	3%	**	**	**	4%	**	4%	**
	17%	5%	**	6%	21%	91%	7%	5%	**	**	1%	93%	6%	**	**	**	4%	**	5%	**
Banking	6	4	**	4	14	63	5	3	**	**	-	63	3	**	**	**	2	**	3	**
	2%	3%	**	2%	2%	3%	2%	1%	**	**	-%	3%	2%	**	**	**	2%	**	3%	**
	9%	5%	**	5%	21%	94%	8%	5%	**	**	-%	95%	5%	**	**	**	3%	**	5%	**

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

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.

QD18 (QD28H). SHOWCARD And which of these types of apps or applications have you PAID FOR to download on your smartphone? (MULTI CODE)

Base : Those with a smartphone

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	~r	s	~t
Unweighted total	415	238	65	303	860	2610	205	341	33	38	112	2480	186	35	50	32	103	83	123	63
Effective Weighted Sample	306	151	40	189	584	1789	137	226	20	26	79	1719	150	20	32	26	84	69	100	52
Total	282	138	44	182	565	1875	208	221	22	32	77	1861	157	11	9	4	74	83	94	63
	13%	7%	**	9%	27%	89%	10%	11%	**	**	4%	89%	8%	**	**	**	4%	**	5%	**
Shopping (e.g. Tesco, Ocado, eBay)	1	2	**	2	13	53	4	4	**	**	1	53	2	**	**	**	1	**	2	**
	*%	2%	**	1%	2%	3%	2%	2%	**	**	1%	3%	1%	**	**	**	1%	**	2%	**
	1%	4%	**	4%	22%	92%	7%	6%	**	**	1%	92%	4%	**	**	**	1%	**	4%	**
Travel/ journey planning	8	2	**	2	8	53	6	6	**	**	2	50	2	**	**	**	2	**	2	**
	3%	1%	**	1%	1%	3%	3%	3%	**	**	2%	3%	1%	**	**	**	2%	**	2%	**
	15%	3%	**	3%	14%	93%	10%	10%	**	**	3%	88%	3%	**	**	**	3%	**	3%	**
Sports/ sports news	7	4	**	4	10	48	9	1	**	**	*	53	4	**	**	**	3	**	3	**
	2%	3%	**	2%	2%	3%	4%	*%	**	**	*%	3%	3%	**	**	**	4%	**	4%	**
	13%	7%	**	8%	18%	88%	17%	1%	**	**	*%	h 99%	7%	**	**	**	5%	**	6%	**
Books	2	1	**	1	5	38	5	6	**	**	2	35	1	**	**	**	-	**	-	**
	1%	1%	**	1%	1%	2%	3%	3%	**	**	2%	2%	1%	**	**	**	-%	**	-%	**
	6%	3%	**	3%	11%	91%	13%	14%	**	**	4%	84%	2%	**	**	**	-%	**	-%	**
Finance/ business	2	1	**	1	5	25	2	2	**	**	-	24	1	**	**	**	1	**	1	**
	1%	1%	**	*%	1%	1%	1%	1%	**	**	-%	1%	1%	**	**	**	1%	**	1%	**
	6%	3%	**	3%	17%	92%	8%	6%	**	**	-%	90%	3%	**	**	**	3%	**	3%	**
Vouchers	-	-	**	-	1	6	-	-	**	**	-	6	-	**	**	**	-	**	-	**
	-%	-%	**	-%	*%	*%	-%	-%	**	**	-%	*%	-%	**	**	**	-%	**	-%	**
	-%	-%	**	-%	15%	100%	-%	-%	**	**	-%	100%	-%	**	**	**	-%	**	-%	**
NONE OF THESE	243	124	**	164	474	1481	165	185	**	**	69	1467	142	**	**	**	65	**	82	**
	86%	90%	**	90%	84%	79%	79%	84%	**	**	90%	79%	90%	**	**	**	88%	**	87%	**
	15%	8%	**	10%	29%	89%	10%	11%	**	**	l 4%	89%	9%	**	**	**	4%	**	5%	**

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

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.

QD18 (QD28H). SHOWCARD And which of these types of apps or applications have you PAID FOR to download on your smartphone? (MULTI CODE)

Base : Those with a smartphone

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	~r	s	~t
Unweighted total	415	238	65	303	860	2610	205	341	33	38	112	2480	186	35	50	32	103	83	123	63
Effective Weighted Sample	306	151	40	189	584	1789	137	226	20	26	79	1719	150	20	32	26	84	69	100	52
Total	282	138	44	182	565	1875	208	221	22	32	77	1861	157	11	9	4	74	83	94	63
	13%	7%	**	9%	27%	89%	10%	11%	**	**	4%	89%	8%	**	**	**	4%	**	5%	**
Don't know	4	3	**	3	5	15	-	3	**	**	-	11	3	**	**	**	1	**	3	**
	1%	2%	**	2%	1%	1%	-%	2%	**	**	-%	1%	2%	**	**	**	2%	**	3%	**
	25%	22%	**	22%	33%	100%	-%	23%	**	**	-%	76%	21%	**	**	**	9%	**	17%	**

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

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.

QE1. Does your household have a desktop PC, laptop, netbook or tablet computer? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Yes - PC (including iMacs)	141	92	55	147	233	686	57	104	**	**	42	637	127	10	9	**	73	54	79	48
	35%	33%	22%	28%	23%	28%	23%	23%	**	**	23%	29%	29%	25%	28%	**	36%	22%	39%	20%
	cd	c										h					rt		rt	
	19%	13%	7%	20%	32%	93%	8%	14%	**	**	6%	87%	17%	1%	1%	**	10%	7%	11%	6%
Yes - laptop (including MacBooks)	256	159	71	230	466	1504	181	198	**	**	71	1489	204	12	11	**	106	98	123	81
	64%	57%	29%	44%	45%	62%	74%	43%	**	**	39%	67%	46%	30%	35%	**	53%	41%	60%	34%
	cd	cd		c			f					hk	n				rt		rt	
	15%	9%	4%	14%	28%	89%	11%	12%	**	**	4%	88%	12%	1%	1%	**	6%	6%	7%	5%
Yes - netbook	38	15	3	18	38	182	16	18	**	**	2	178	16	1	1	**	11	5	8	8
	9%	5%	1%	3%	4%	8%	6%	4%	**	**	1%	8%	4%	2%	2%	**	6%	2%	4%	3%
	bcd	c										hk								
	19%	8%	1%	9%	19%	92%	8%	9%	**	**	1%	90%	8%	*%	*%	**	6%	3%	4%	4%
Yes - tablet computer - e.g. iPad	233	139	69	207	427	1416	122	182	**	**	67	1360	178	16	11	**	95	83	109	69
	58%	50%	28%	39%	41%	58%	50%	40%	**	**	36%	61%	40%	41%	35%	**	47%	34%	53%	29%
	bcd	cd		c		g						hk					rt		rt	
	15%	9%	4%	13%	28%	92%	8%	12%	**	**	4%	88%	12%	1%	1%	**	6%	5%	7%	4%
TOTAL YES	344	220	123	344	693	2009	202	289	**	**	107	1932	298	22	17	**	154	144	174	124
	86%	79%	50%	65%	67%	83%	83%	63%	**	**	58%	87%	67%	56%	57%	**	77%	59%	85%	52%
	bcd	cd		c								hk					rt		qrt	
	16%	10%	6%	15%	31%	91%	9%	13%	**	**	5%	87%	13%	1%	1%	**	7%	6%	8%	6%
PC ONLY	20	13	15	28	44	93	6	24	**	**	9	75	24	2	2	**	13	10	13	10
	5%	5%	6%	5%	4%	4%	3%	5%	**	**	5%	3%	5%	5%	6%	**	7%	4%	6%	4%
								l												
	20%	13%	16%	29%	46%	95%	6%	25%	**	**	9%	77%	24%	2%	2%	**	14%	10%	13%	11%

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

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.

QE1. Does your household have a desktop PC, laptop, netbook or tablet computer? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
LAPTOP ONLY	75	51	28	79	175	404	59	68	**	**	25	399	70	3	4	**	30	40	39	32
	19%	18%	11%	15%	17%	17%	24%	15%	**	**	14%	18%	16%	8%	12%	**	15%	17%	19%	13%
	c	c					f													
	16%	11%	6%	17%	37%	86%	13%	15%	**	**	5%	85%	15%	1%	1%	**	6%	9%	8%	7%
TABLET ONLY	42	26	20	46	125	280	12	45	**	**	18	251	37	5	2	**	17	20	14	23
	10%	9%	8%	9%	12%	12%	5%	10%	**	**	10%	11%	8%	14%	7%	**	8%	8%	7%	10%
						g														
	14%	9%	7%	16%	42%	94%	4%	15%	**	**	6%	85%	13%	2%	1%	**	6%	7%	5%	8%
No	55	57	124	181	334	414	41	163	**	**	74	287	143	17	13	**	46	97	29	114
	14%	20%	50%	34%	32%	17%	17%	36%	**	**	40%	13%	32%	43%	43%	**	23%	40%	14%	48%
		a	abd	ab				l			l				m		s	qs		qs
	12%	13%	27%	40%	74%	91%	9%	36%	**	**	16%	63%	32%	4%	3%	**	10%	21%	6%	25%
Don't know	*	1	1	2	2	2	1	4	**	**	2	*	2	*	-	**	1	1	2	-
	*%	*%	1%	*%	*%	*%	*%	1%	**	**	1%	*%	*%	1%	-%	**	*%	1%	1%	-%
								l			l									
	3%	36%	48%	84%	84%	55%	33%	140%	**	**	75%	7%	76%	7%	-%	**	29%	48%	76%	-%

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

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.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Yes - have access and use at home	349	213	117	330	727	2072	212	293	**	**	106	1993	285	22	17	**	148	137	172	113
	87%	77%	47%	63%	71%	85%	87%	64%	**	**	58%	90%	64%	55%	56%	**	74%	57%	84%	47%
	bcd	cd		c								hk					rt		qrt	
	15%	9%	5%	14%	32%	91%	9%	13%	**	**	5%	87%	12%	1%	1%	**	6%	6%	8%	5%
Yes - have access but don't use at home	8	9	11	20	30	43	4	20	**	**	9	30	18	2	1	**	5	12	4	14
	2%	3%	4%	4%	3%	2%	2%	4%	**	**	5%	1%	4%	4%	2%	**	3%	5%	2%	6%
								l			l									s
	16%	19%	21%	40%	61%	86%	8%	41%	**	**	18%	61%	35%	3%	1%	**	11%	25%	8%	28%
No do not have access at home	43	53	120	173	266	304	27	140	**	**	68	190	138	16	12	**	46	92	27	112
	11%	19%	48%	33%	26%	13%	11%	31%	**	**	37%	9%	31%	41%	39%	**	23%	38%	13%	47%
		a	abd	ab				l			l						s	qs		qs
	13%	16%	37%	53%	81%	93%	8%	43%	**	**	21%	58%	42%	5%	4%	**	14%	28%	8%	34%
Don't know	*	3	1	3	5	5	2	3	**	**	1	6	2	-	1	**	1	1	2	-
	*%	1%	*%	1%	*%	*%	1%	1%	**	**	*%	*%	1%	-%	2%	**	1%	*%	1%	-%
	1%	34%	7%	41%	64%	62%	25%	40%	**	**	11%	70%	31%	-%	9%	**	17%	14%	31%	-%
INTERNET ACCESS AT HOME																				
YES	357	222	128	350	758	2116	216	313	**	**	115	2024	303	23	18	**	153	149	176	127
	89%	80%	52%	67%	74%	87%	88%	69%	**	**	63%	91%	68%	59%	58%	**	76%	62%	86%	53%
	bcd	cd		c								hk					rt		qrt	
	15%	9%	5%	15%	32%	90%	9%	13%	**	**	5%	87%	13%	1%	1%	**	7%	6%	8%	5%
NO	43	53	120	173	266	304	27	140	**	**	68	190	138	16	12	**	46	92	27	112
	11%	19%	48%	33%	26%	13%	11%	31%	**	**	37%	9%	31%	41%	39%	**	23%	38%	13%	47%
		a	abd	ab				l			l						s	qs		qs
	13%	16%	37%	53%	81%	93%	8%	43%	**	**	21%	58%	42%	5%	4%	**	14%	28%	8%	34%

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

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.

QE3 (IN6). SHOWCARD Do you ever go online anywhere other than in your home at all? IF YES: Where is that? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
In someone else's home	110	57	23	80	298	1021	110	103	**	**	39	1027	67	7	5	**	36	31	46	21
	28%	20%	9%	15%	29%	42%	45%	23%	**	**	21%	46%	15%	17%	16%	**	18%	13%	23%	9%
	bcd	c		c								hk					t		rt	
	10%	5%	2%	7%	26%	90%	10%	9%	**	**	3%	90%	6%	1%	*%	**	3%	3%	4%	2%
While travelling	132	61	22	83	260	1001	129	97	**	**	34	1036	73	6	4	**	38	35	52	21
	33%	22%	9%	16%	25%	41%	53%	21%	**	**	19%	47%	16%	14%	12%	**	19%	14%	26%	9%
	bcd	cd		c			f					hk					t		rt	
	12%	5%	2%	7%	23%	88%	11%	9%	**	**	3%	91%	6%	*%	*%	**	3%	3%	5%	2%
Your workplace	118	16	2	18	108	915	104	56	**	**	12	979	15	1	1	**	8	7	13	2
	30%	6%	1%	3%	10%	38%	43%	12%	**	**	6%	44%	3%	3%	4%	**	4%	3%	6%	1%
	bcd	c		c				k				hk					t		t	
	11%	2%	*%	2%	10%	89%	10%	5%	**	**	1%	95%	1%	*%	*%	**	1%	1%	1%	*%
Internet cafe	24	9	2	11	60	242	49	18	**	**	7	278	8	2	*	**	5	3	7	2
	6%	3%	1%	2%	6%	10%	20%	4%	**	**	4%	13%	2%	6%	1%	**	2%	1%	3%	1%
	cd						f					hk		mo						
	8%	3%	1%	4%	20%	82%	16%	6%	**	**	2%	94%	3%	1%	*%	**	2%	1%	2%	1%
Library	13	2	3	6	46	150	30	20	**	**	6	159	4	*	1	**	3	1	4	*
	3%	1%	1%	1%	5%	6%	12%	4%	**	**	3%	7%	1%	*%	2%	**	2%	1%	2%	*%
	bd						f					hk								
	7%	1%	2%	3%	25%	82%	16%	11%	**	**	3%	87%	2%	*%	*%	**	2%	1%	2%	*%
School/ college	3	1	-	1	29	119	23	10	**	**	4	129	1	*	-	**	-	1	-	1
	1%	*%	-%	*%	3%	5%	9%	2%	**	**	2%	6%	*%	1%	-%	**	-%	*%	-%	*%
							f					hk								
	2%	1%	-%	1%	21%	85%	16%	7%	**	**	3%	92%	*%	*%	-%	**	-%	*%	-%	*%
University	3	1	-	1	9	86	12	4	**	**	*	97	1	*	-	**	1	-	1	-
	1%	*%	-%	*%	1%	4%	5%	1%	**	**	*%	4%	*%	*%	-%	**	*%	-%	*%	-%
												hk								
	3%	1%	-%	1%	8%	83%	12%	4%	**	**	*%	95%	1%	*%	-%	**	1%	-%	1%	-%

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

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.

QE3 (IN6). SHOWCARD Do you ever go online anywhere other than in your home at all? IF YES: Where is that? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
UK culture centre/ Learn Direct/ other online learning centres	*	2	-	2	15	40	13	2	**	**	*	53	1	-	1	**	-	1	1	-
	*%	1%	-%	*%	1%	2%	6%	*%	**	**	*%	2%	*%	-%	3%	**	-%	1%	1%	-%
							f					hk			m					
	*%	4%	-%	4%	27%	71%	24%	4%	**	**	*%	94%	2%	-%	1%	**	-%	2%	2%	-%
Other	11	3	-	3	16	38	1	6	**	**	3	32	2	*	*	**	2	-	1	1
	3%	1%	-%	1%	2%	2%	*%	1%	**	**	1%	1%	*%	1%	1%	**	1%	-%	1%	*%
	cd																			
	30%	7%	-%	7%	41%	98%	3%	17%	**	**	7%	84%	6%	1%	1%	**	6%	-%	3%	2%
No, do not	165	184	211	395	571	778	63	287	**	**	131	556	331	30	24	**	135	196	128	204
	41%	66%	85%	75%	55%	32%	26%	63%	**	**	72%	25%	75%	74%	78%	**	67%	81%	62%	85%
		a	abd	ab				l			hl							qs		qs
	20%	22%	25%	48%	69%	94%	8%	35%	**	**	16%	67%	40%	4%	3%	**	16%	24%	15%	24%
EVER USE INTERNET AT HOME OR ELSEWHERE	361	215	123	337	783	2166	228	311	**	**	110	2085	291	22	18	**	153	138	176	115
	90%	77%	49%	64%	76%	89%	93%	68%	**	**	60%	94%	66%	56%	58%	**	76%	57%	86%	48%
	bcd	cd		c				k				hk					rt		qrt	
	15%	9%	5%	14%	33%	90%	9%	13%	**	**	5%	87%	12%	1%	1%	**	6%	6%	7%	5%

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

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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	543	368	165	533	1182	3049	226	462	52	55	161	2818	333	65	85	50	201	132	214	119
Effective Weighted Sample	395	235	111	343	803	2090	151	307	33	38	116	1945	272	35	54	41	167	111	171	101
Total	361	215	123	337	783	2166	228	311	35	44	110	2085	291	22	18	7	153	138	176	115
	15%	9%	5%	14%	33%	90%	9%	13%	**	**	5%	87%	12%	**	**	**	6%	6%	7%	5%
Every day	280	140	66	206	539	1762	174	220	**	**	76	1720	178	**	**	**	95	83	114	64
	78%	65%	54%	61%	69%	81%	76%	71%	**	**	69%	82%	61%	**	**	**	62%	61%	65%	55%
	bcd											hk								
	14%	7%	3%	11%	28%	91%	9%	11%	**	**	4%	88%	9%	**	**	**	5%	4%	6%	3%
Several times a week	44	37	23	60	125	234	34	40	**	**	9	230	49	**	**	**	24	25	31	18
	12%	17%	19%	18%	16%	11%	15%	13%	**	**	8%	11%	17%	**	**	**	16%	18%	18%	16%
				a																
	16%	14%	8%	22%	46%	86%	13%	15%	**	**	3%	85%	18%	**	**	**	9%	9%	11%	7%
At least once a week	13	17	9	26	48	76	6	17	**	**	6	64	23	**	**	**	16	7	9	14
	4%	8%	8%	8%	6%	3%	3%	6%	**	**	5%	3%	8%	**	**	**	10%	5%	5%	12%
		a		a				l												s
	16%	20%	11%	31%	58%	92%	7%	21%	**	**	7%	78%	28%	**	**	**	19%	9%	11%	17%
At least once a month	9	8	7	15	23	37	5	12	**	**	7	28	14	**	**	**	5	9	6	8
	2%	4%	6%	4%	3%	2%	2%	4%	**	**	6%	1%	5%	**	**	**	3%	7%	4%	7%
								l			l									
	22%	19%	18%	38%	59%	93%	12%	31%	**	**	17%	70%	35%	**	**	**	12%	23%	16%	19%
A few times a year	5	2	4	6	12	15	2	4	**	**	2	12	6	**	**	**	6	*	4	2
	2%	1%	3%	2%	2%	1%	1%	1%	**	**	2%	1%	2%	**	**	**	4%	*%	2%	2%
											l									
	34%	15%	24%	39%	74%	93%	13%	27%	**	**	15%	74%	38%	**	**	**	35%	3%	24%	15%
Less than once a year	*	*	2	2	3	4	3	2	**	**	1	3	2	**	**	**	2	-	1	1
	*%	*%	2%	1%	*%	*%	1%	1%	**	**	1%	*%	1%	**	**	**	1%	-%	*%	1%
			a				f	l			l									
	3%	9%	38%	47%	68%	75%	60%	50%	**	**	25%	53%	38%	**	**	**	38%	-%	15%	23%

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

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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	543	368	165	533	1182	3049	226	462	52	55	161	2818	333	65	85	50	201	132	214	119
Effective Weighted Sample	395	235	111	343	803	2090	151	307	33	38	116	1945	272	35	54	41	167	111	171	101
Total	361	215	123	337	783	2166	228	311	35	44	110	2085	291	22	18	7	153	138	176	115
	15%	9%	5%	14%	33%	90%	9%	13%	**	**	5%	87%	12%	**	**	**	6%	6%	7%	5%
Never	7	11	11	22	31	34	4	13	**	**	9	25	19	**	**	**	6	12	11	8
	2%	5%	9%	6%	4%	2%	2%	4%	**	**	8%	1%	6%	**	**	**	4%	9%	6%	7%
		a	a	a				l			l									
	19%	28%	29%	57%	82%	89%	11%	35%	**	**	23%	65%	49%	**	**	**	16%	33%	29%	21%
Don't know	3	-	-	-	1	4	-	1	**	**	-	3	-	**	**	**	-	-	-	-
	1%	-%	-%	-%	*%	*%	-%	*%	**	**	-%	*%	-%	**	**	**	-%	-%	-%	-%
	71%	-%	-%	-%	24%	100%	-%	25%	**	**	-%	83%	-%	**	**	**	-%	-%	-%	-%
TOTAL AT LEAST ONCE A WEEK	337	194	99	292	712	2072	214	278	**	**	91	2015	250	**	**	**	135	116	154	96
	93%	90%	80%	87%	91%	96%	94%	89%	**	**	82%	97%	86%	**	**	**	88%	84%	88%	84%
	cd	c										hk								
	15%	8%	4%	13%	31%	90%	9%	12%	**	**	4%	88%	11%	**	**	**	6%	5%	7%	4%
TOTAL EVER	351	204	112	316	751	2128	224	297	**	**	101	2057	272	**	**	**	147	125	165	107
	97%	95%	91%	94%	96%	98%	98%	95%	**	**	92%	99%	94%	**	**	**	96%	91%	94%	93%
	cd											hk								
	15%	9%	5%	13%	32%	90%	9%	13%	**	**	4%	87%	12%	**	**	**	6%	5%	7%	5%

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

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 (QE35A). How many tablet computers do you have in your household? (SINGLE CODE)

Base : Those with any tablet computers in the household

		AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%		a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	q	~r	s	~t
Unweighted total		341	230	91	321	652	2005	116	260	37	40	95	1863	201	44	54	22	120	81	133	68
Effective Weighted Sample		249	149	63	210	438	1364	78	179	23	28	68	1273	166	24	34	18	100	68	108	59
Total		233	139	69	207	427	1416	122	182	26	33	67	1360	178	16	11	3	95	83	109	69
		15%	9%	**	13%	28%	92%	8%	12%	**	**	**	88%	12%	**	**	**	6%	**	7%	**
One	(1.0)	132	93	**	141	265	686	64	107	**	**	**	651	120	**	**	**	59	**	70	**
		56%	67%	**	68%	62%	48%	53%	59%	**	**	**	48%	68%	**	**	**	62%	**	64%	**
			a		a				l												
		17%	12%	**	19%	35%	91%	9%	14%	**	**	**	86%	16%	**	**	**	8%	**	9%	**
Two	(2.0)	74	36	**	51	99	457	38	48	**	**	**	446	44	**	**	**	27	**	29	**
		32%	26%	**	25%	23%	32%	31%	26%	**	**	**	33%	25%	**	**	**	28%	**	27%	**
		15%	7%	**	10%	20%	92%	8%	10%	**	**	**	90%	9%	**	**	**	5%	**	6%	**
Three	(3.0)	14	5	**	10	34	163	15	15	**	**	**	161	9	**	**	**	4	**	7	**
		6%	4%	**	5%	8%	12%	12%	8%	**	**	**	12%	5%	**	**	**	5%	**	6%	**
		8%	3%	**	6%	19%	92%	8%	9%	**	**	**	91%	5%	**	**	**	3%	**	4%	**
Four	(4.0)	5	3	**	3	18	64	4	6	**	**	**	59	3	**	**	**	3	**	2	**
		2%	2%	**	2%	4%	5%	3%	4%	**	**	**	4%	2%	**	**	**	3%	**	1%	**
		7%	4%	**	5%	27%	95%	5%	9%	**	**	**	88%	5%	**	**	**	5%	**	2%	**
Five or more	(5.0)	5	2	**	2	9	40	-	5	**	**	**	34	2	**	**	**	1	**	2	**
		2%	1%	**	1%	2%	3%	-%	3%	**	**	**	3%	1%	**	**	**	1%	**	2%	**
		13%	5%	**	5%	23%	100%	-%	13%	**	**	**	86%	5%	**	**	**	3%	**	5%	**
Don't know		3	-	**	-	2	6	1	-	**	**	**	9	-	**	**	**	-	**	-	**
		1%	-%	**	-%	*%	*%	1%	-%	**	**	**	1%	-%	**	**	**	-%	**	-%	**
		35%	-%	**	-%	19%	75%	16%	-%	**	**	**	100%	-%	**	**	**	-%	**	-%	**
Mean number		1.6	1.4	**	1.4	1.6	1.8	1.7	1.7	**	**	**	1.8	1.4	**	**	**	1.5	**	1.5	**
		d																			
Standard deviation		.88	.77	**	.74	.96	1.00	.81	.98	**	**	**	.98	.76	**	**	**	.83	**	.81	**
Standard error		.05	.05	**	.04	.04	.02	.08	.06	**	**	**	.02	.05	**	**	**	.08	**	.07	**

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

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 (QE36). Do you personally use this/ any of these tablet computer/s? (SINGLE CODE)

Base : Those with any tablet computers in the household

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	q	~r	s	~t
Unweighted total	341	230	91	321	652	2005	116	260	37	40	95	1863	201	44	54	22	120	81	133	68
Effective Weighted Sample	249	149	63	210	438	1364	78	179	23	28	68	1273	166	24	34	18	100	68	108	59
Total	233	139	69	207	427	1416	122	182	26	33	67	1360	178	16	11	3	95	83	109	69
	15%	9%	**	13%	28%	92%	8%	12%	**	**	**	88%	12%	**	**	**	6%	**	7%	**
Yes	200	107	**	161	326	1172	104	151	**	**	**	1130	134	**	**	**	69	**	87	**
	86%	77%	**	78%	76%	83%	85%	83%	**	**	**	83%	76%	**	**	**	73%	**	80%	**
	bd																			
	16%	8%	**	13%	26%	92%	8%	12%	**	**	**	88%	11%	**	**	**	5%	**	7%	**
No	33	31	**	46	101	244	18	31	**	**	**	230	43	**	**	**	25	**	22	**
	14%	23%	**	22%	24%	17%	15%	17%	**	**	**	17%	24%	**	**	**	27%	**	20%	**
		a		a																
	13%	12%	**	18%	38%	93%	7%	12%	**	**	**	87%	16%	**	**	**	10%	**	8%	**
Don't know	-	-	**	*	*	*	-	-	**	**	**	*	-	**	**	**	-	**	-	**
	-%	-%	**	*%	*%	*%	-%	-%	**	**	**	*%	-%	**	**	**	-%	**	-%	**
	-%	-%	**	40%	40%	100%	-%	-%	**	**	**	100%	-%	**	**	**	-%	**	-%	**

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

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.

QE7 (QE37). Is your tablet computer 3G or 4G enabled? This means that the tablet could be used - with a SIM card - to go online from anywhere with a signal, without the need for a Wi-Fi connection? (SINGLE CODE)

Base : Those who personally use a tablet computer

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	~g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	s	~t
Unweighted total	292	189	73	262	514	1663	96	212	29	37	82	1549	156	37	49	20	92	64	109	47
Effective Weighted Sample	213	118	51	168	338	1120	64	146	19	26	60	1047	128	20	31	16	75	54	90	39
Total	200	107	54	161	326	1172	104	151	19	31	59	1130	134	14	10	3	69	65	87	47
	16%	8%	**	13%	26%	92%	**	12%	**	**	**	88%	11%	**	**	**	**	**	7%	**
Yes	83	41	**	54	130	476	**	66	**	**	**	460	46	**	**	**	**	**	29	**
	42%	38%	**	33%	40%	41%	**	44%	**	**	**	41%	35%	**	**	**	**	**	34%	**
	16%	8%	**	10%	25%	91%	**	13%	**	**	**	88%	9%	**	**	**	**	**	6%	**
No	100	55	**	80	159	629	**	74	**	**	**	607	65	**	**	**	**	**	43	**
	50%	51%	**	50%	49%	54%	**	49%	**	**	**	54%	49%	**	**	**	**	**	50%	**
	15%	8%	**	12%	23%	92%	**	11%	**	**	**	89%	10%	**	**	**	**	**	6%	**
Don't know	17	12	**	27	37	67	**	10	**	**	**	63	23	**	**	**	**	**	14	**
	8%	11%	**	17%	11%	6%	**	7%	**	**	**	6%	17%	**	**	**	**	**	16%	**
				a																
	23%	17%	**	38%	52%	93%	**	14%	**	**	**	88%	31%	**	**	**	**	**	20%	**

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

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 (QE38). And do you have a separate mobile subscription for your tablet, which allows you to go online from anywhere with a 3G or 4G signal, without the need for a Wi-Fi connection? (SINGLE CODE)

Base : Those who use a 3G or 4G enabled tablet computer

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	118	63	17	80	190	632	41	90	13	16	34	585	50	9	16	5	29	21	35	15
Effective Weighted Sample	88	38	12	50	127	431	26	59	8	11	23	401	41	4	10	5	23	18	30	12
Total	83	41	13	54	130	476	42	66	9	14	22	460	46	3	3	1	24	22	29	17
	16%	**	**	**	25%	91%	**	**	**	**	**	88%	**	**	**	**	**	**	**	**
Yes	22	**	**	**	30	138	**	**	**	**	**	151	**	**	**	**	**	**	**	**
	26%	**	**	**	23%	29%	**	**	**	**	**	33%	**	**	**	**	**	**	**	**
	13%	**	**	**	18%	84%	**	**	**	**	**	92%	**	**	**	**	**	**	**	**
No	59	**	**	**	97	327	**	**	**	**	**	300	**	**	**	**	**	**	**	**
	70%	**	**	**	74%	69%	**	**	**	**	**	65%	**	**	**	**	**	**	**	**
	17%	**	**	**	28%	94%	**	**	**	**	**	86%	**	**	**	**	**	**	**	**
Don't know	3	**	**	**	3	11	**	**	**	**	**	9	**	**	**	**	**	**	**	**
	4%	**	**	**	2%	2%	**	**	**	**	**	2%	**	**	**	**	**	**	**	**
	28%	**	**	**	28%	100%	**	**	**	**	**	81%	**	**	**	**	**	**	**	**

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

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.

QE9 (QE44). SHOWCARD And how often do you personally use the mobile signal on your tablet computer to go online - rather than using a Wi-Fi connection? (SINGLE CODE)

Base : Those with a separate mobile subscription for their 3G or 4G enabled tablet computer

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP			65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	WALES	N IRELAND	MALE	FEMALE	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	32	7	3	10	46	183	20	18	4	3	7	185	5	3	2	4	1	4	1
Effective Weighted Sample	23	4	2	6	30	122	14	11	3	2	4	125	4	2	2	4	1	4	1
Total	22	3	2	5	30	138	23	13	2	3	4	151	4	*	*	3	1	4	*
	**	**	**	**	**	84%	**	**	**	**	**	92%	**	**	**	**	**	**	**
Every day	**	**	**	**	**	65	**	**	**	**	**	81	**	**	**	**	**	**	**
	**	**	**	**	**	47%	**	**	**	**	**	54%	**	**	**	**	**	**	**
	**	**	**	**	**	75%	**	**	**	**	**	94%	**	**	**	**	**	**	**
Several times a week	**	**	**	**	**	25	**	**	**	**	**	23	**	**	**	**	**	**	**
	**	**	**	**	**	18%	**	**	**	**	**	15%	**	**	**	**	**	**	**
	**	**	**	**	**	100%	**	**	**	**	**	94%	**	**	**	**	**	**	**
At least once a week	**	**	**	**	**	13	**	**	**	**	**	15	**	**	**	**	**	**	**
	**	**	**	**	**	9%	**	**	**	**	**	10%	**	**	**	**	**	**	**
	**	**	**	**	**	72%	**	**	**	**	**	87%	**	**	**	**	**	**	**
At least once a month	**	**	**	**	**	17	**	**	**	**	**	13	**	**	**	**	**	**	**
	**	**	**	**	**	12%	**	**	**	**	**	9%	**	**	**	**	**	**	**
	**	**	**	**	**	100%	**	**	**	**	**	80%	**	**	**	**	**	**	**
A few times a year	**	**	**	**	**	8	**	**	**	**	**	8	**	**	**	**	**	**	**
	**	**	**	**	**	6%	**	**	**	**	**	5%	**	**	**	**	**	**	**
	**	**	**	**	**	100%	**	**	**	**	**	100%	**	**	**	**	**	**	**
Less than once a year	**	**	**	**	**	3	**	**	**	**	**	3	**	**	**	**	**	**	**
	**	**	**	**	**	2%	**	**	**	**	**	2%	**	**	**	**	**	**	**
	**	**	**	**	**	100%	**	**	**	**	**	83%	**	**	**	**	**	**	**
Never	**	**	**	**	**	7	**	**	**	**	**	6	**	**	**	**	**	**	**
	**	**	**	**	**	5%	**	**	**	**	**	4%	**	**	**	**	**	**	**
	**	**	**	**	**	100%	**	**	**	**	**	87%	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	1	**	**	**	**	**	1	**	**	**	**	**	**	**
	**	**	**	**	**	1%	**	**	**	**	**	1%	**	**	**	**	**	**	**
	**	**	**	**	**	100%	**	**	**	**	**	100%	**	**	**	**	**	**	**

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

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.

QE10 (QE1A). SHOWCARD How likely is it that your household will get a tablet computer - such as an iPad - in the next 12 months? (SINGLE CODE)

Base : Those without a tablet computer in the household

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	271	265	259	524	931	1478	125	442	44	57	181	1165	299	65	89	71	152	147	120	179
Effective Weighted Sample	195	162	162	319	614	1020	85	290	33	36	126	815	237	41	58	59	124	123	92	146
Total	167	139	180	319	602	1009	123	274	29	34	117	859	266	24	20	10	106	160	97	169
	15%	12%	16%	28%	53%	89%	11%	24%	**	**	10%	76%	23%	**	**	**	9%	14%	9%	15%
Certain to	2	2	3	5	13	21	3	6	**	**	2	21	4	**	**	**	1	3	3	1
	1%	2%	1%	2%	2%	2%	3%	2%	**	**	2%	2%	2%	**	**	**	1%	2%	3%	1%
	6%	9%	10%	19%	50%	81%	12%	25%	**	**	9%	79%	17%	**	**	**	5%	12%	12%	5%
Very likely	4	2	*	2	20	54	11	7	**	**	*	59	2	**	**	**	1	1	1	1
	3%	1%	*%	1%	3%	5%	9%	3%	**	**	*%	7%	1%	**	**	**	1%	1%	1%	1%
	c											hk								
	7%	3%	*%	3%	31%	80%	17%	10%	**	**	1%	87%	3%	**	**	**	1%	1%	1%	2%
Likely	19	9	4	14	59	112	19	18	**	**	7	111	11	**	**	**	3	8	7	5
	11%	7%	2%	4%	10%	11%	16%	6%	**	**	6%	13%	4%	**	**	**	3%	5%	7%	3%
	cd											hk								
	15%	7%	3%	10%	45%	85%	15%	13%	**	**	5%	84%	9%	**	**	**	2%	6%	5%	4%
TOTAL LIKELY	25	14	7	21	92	187	33	31	**	**	10	190	18	**	**	**	5	12	10	7
	15%	10%	4%	6%	15%	19%	27%	11%	**	**	8%	22%	7%	**	**	**	5%	8%	11%	4%
	cd	c										hk								
	11%	6%	3%	9%	41%	83%	15%	14%	**	**	4%	85%	8%	**	**	**	2%	6%	5%	3%
Unlikely	23	19	8	28	61	146	11	31	**	**	8	122	24	**	**	**	15	10	10	14
	14%	14%	5%	9%	10%	14%	9%	11%	**	**	7%	14%	9%	**	**	**	14%	6%	11%	8%
	c	c										k					r			
	15%	12%	5%	18%	39%	94%	7%	20%	**	**	5%	79%	16%	**	**	**	10%	6%	7%	9%
Very unlikely	26	25	35	60	108	178	17	43	**	**	18	155	49	**	**	**	19	30	22	26
	16%	18%	19%	19%	18%	18%	14%	16%	**	**	15%	18%	18%	**	**	**	18%	19%	23%	15%
	13%	13%	18%	31%	55%	91%	9%	22%	**	**	9%	79%	25%	**	**	**	10%	15%	11%	13%
Certain not to	65	67	120	187	274	363	39	146	**	**	74	261	155	**	**	**	60	95	44	112
	39%	48%	66%	58%	45%	36%	32%	53%	**	**	63%	30%	58%	**	**	**	56%	60%	45%	66%
			ab	ab				l			l							s		s
	16%	17%	30%	47%	68%	90%	10%	36%	**	**	18%	65%	39%	**	**	**	15%	24%	11%	28%

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

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.

QE10 (QE1A). SHOWCARD How likely is it that your household will get a tablet computer - such as an iPad - in the next 12 months? (SINGLE CODE)

Base : Those without a tablet computer in the household

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	271	265	259	524	931	1478	125	442	44	57	181	1165	299	65	89	71	152	147	120	179
Effective Weighted Sample	195	162	162	319	614	1020	85	290	33	36	126	815	237	41	58	59	124	123	92	146
Total	167	139	180	319	602	1009	123	274	29	34	117	859	266	24	20	10	106	160	97	169
	15%	12%	16%	28%	53%	89%	11%	24%	**	**	10%	76%	23%	**	**	**	9%	14%	9%	15%
TOTAL UNLIKELY	114	112	163	275	442	687	68	219	**	**	100	537	228	**	**	**	94	135	77	152
	68%	80%	91%	86%	73%	68%	55%	80%	**	**	86%	63%	86%	**	**	**	88%	84%	79%	90%
		a	ab	a		g		l			l									s
	15%	15%	22%	37%	59%	91%	9%	29%	**	**	13%	72%	30%	**	**	**	12%	18%	10%	20%
Don't know	28	14	10	24	67	135	22	24	**	**	7	132	20	**	**	**	7	12	10	10
	17%	10%	5%	8%	11%	13%	18%	9%	**	**	6%	15%	8%	**	**	**	7%	8%	10%	6%
	cd											hk								
	18%	9%	6%	15%	43%	86%	14%	15%	**	**	4%	84%	13%	**	**	**	5%	8%	6%	7%

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

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.

QE11 (QE40). SHOWCARD Which is the most important device you use to connect to the internet, at home or elsewhere? (SINGLE CODE)

Base : Those who use the internet at home or elsewhere

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	543	368	165	533	1182	3049	226	462	52	55	161	2818	333	65	85	50	201	132	214	119
Effective Weighted Sample	395	235	111	343	803	2090	151	307	33	38	116	1945	272	35	54	41	167	111	171	101
Total	361	215	123	337	783	2166	228	311	35	44	110	2085	291	22	18	7	153	138	176	115
	15%	9%	5%	14%	33%	90%	9%	13%	**	**	5%	87%	12%	**	**	**	6%	6%	7%	5%
Smartphone	88	28	6	34	298	1006	139	97	**	**	26	1039	31	**	**	**	15	15	12	18
	24%	13%	5%	10%	38%	46%	61%	31%	**	**	23%	50%	11%	**	**	**	10%	11%	7%	16%
	bcd	c					f					hk								s
	8%	2%	1%	3%	26%	87%	12%	8%	**	**	2%	90%	3%	**	**	**	1%	1%	1%	2%
Laptop	104	74	40	114	196	510	63	90	**	**	30	488	100	**	**	**	55	45	66	33
	29%	34%	33%	34%	25%	24%	28%	29%	**	**	27%	23%	34%	**	**	**	36%	33%	38%	29%
								l												
	18%	13%	7%	20%	34%	89%	11%	16%	**	**	5%	85%	17%	**	**	**	10%	8%	12%	6%
Tablet computer (e.g. iPad)	88	63	26	88	128	341	12	59	**	**	27	299	71	**	**	**	31	40	39	32
	24%	29%	21%	26%	16%	16%	5%	19%	**	**	24%	14%	24%	**	**	**	20%	29%	22%	28%
						g		l			l									
	25%	18%	7%	25%	36%	96%	3%	17%	**	**	7%	84%	20%	**	**	**	9%	11%	11%	9%
Desktop PC	58	41	36	76	105	212	7	41	**	**	17	179	68	**	**	**	40	28	45	23
	16%	19%	29%	23%	13%	10%	3%	13%	**	**	15%	9%	23%	**	**	**	26%	21%	25%	20%
			ab	a		g		l			l									
	26%	19%	16%	35%	48%	97%	3%	19%	**	**	8%	82%	31%	**	**	**	18%	13%	20%	11%
TV set	6	1	-	1	6	12	*	2	**	**	2	10	1	**	**	**	1	-	-	1
	2%	*%	-%	*%	1%	1%	*%	1%	**	**	2%	*%	*%	**	**	**	*%	-%	-%	1%
	45%	6%	-%	6%	48%	95%	4%	18%	**	**	17%	85%	5%	**	**	**	5%	-%	-%	5%
Games console	-	-	-	-	5	9	*	2	**	**	1	8	-	**	**	**	-	-	-	-
	-%	-%	-%	-%	1%	*%	*%	1%	**	**	*%	*%	-%	**	**	**	-%	-%	-%	-%
	-%	-%	-%	-%	45%	92%	3%	18%	**	**	5%	78%	-%	**	**	**	-%	-%	-%	-%
E-reader (e.g. Kindle)	4	1	2	3	4	9	-	1	**	**	-	8	2	**	**	**	-	2	2	-
	1%	*%	2%	1%	1%	*%	-%	*%	**	**	-%	*%	1%	**	**	**	-%	1%	1%	-%
	51%	7%	22%	29%	48%	100%	-%	9%	**	**	-%	92%	21%	**	**	**	-%	21%	21%	-%

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

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.

QE11 (QE40). SHOWCARD Which is the most important device you use to connect to the internet, at home or elsewhere? (SINGLE CODE)

Base : Those who use the internet at home or elsewhere

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	543	368	165	533	1182	3049	226	462	52	55	161	2818	333	65	85	50	201	132	214	119
Effective Weighted Sample	395	235	111	343	803	2090	151	307	33	38	116	1945	272	35	54	41	167	111	171	101
Total	361	215	123	337	783	2166	228	311	35	44	110	2085	291	22	18	7	153	138	176	115
	15%	9%	5%	14%	33%	90%	9%	13%	**	**	5%	87%	12%	**	**	**	6%	6%	7%	5%
Netbook	5	1	-	1	3	7	*	2	**	**	2	6	1	**	**	**	1	1	1	-
	1%	1%	-%	*%	*%	*%	*%	1%	**	**	2%	*%	*%	**	**	**	*%	*%	1%	-%
	63%	16%	-%	16%	44%	91%	6%	23%	**	**	l 23%	80%	14%	**	**	**	7%	7%	14%	-%
Smart watch (e.g. Apple Watch, Pebble, Samsung, Sony)	-	-	-	-	*	5	-	-	**	**	-	5	-	**	**	**	-	-	-	-
	-%	-%	-%	-%	*%	*%	-%	-%	**	**	-%	*%	-%	**	**	**	-%	-%	-%	-%
	-%	-%	-%	-%	3%	100%	-%	-%	**	**	-%	100%	-%	**	**	**	-%	-%	-%	-%
Other portable/ handheld device (e.g. portable games console/ iPod Touch)	-	-	-	-	-	2	-	-	**	**	-	2	-	**	**	**	-	-	-	-
	-%	-%	-%	-%	-%	*%	-%	-%	**	**	-%	*%	-%	**	**	**	-%	-%	-%	-%
	-%	-%	-%	-%	-%	100%	-%	-%	**	**	-%	100%	-%	**	**	**	-%	-%	-%	-%
Other device	1	-	-	-	4	7	-	-	**	**	-	7	-	**	**	**	-	-	-	-
	*%	-%	-%	-%	1%	*%	-%	-%	**	**	-%	*%	-%	**	**	**	-%	-%	-%	-%
	13%	-%	-%	-%	54%	100%	-%	-%	**	**	-%	100%	-%	**	**	**	-%	-%	-%	-%
None	8	7	10	18	30	38	4	12	**	**	6	29	15	**	**	**	10	5	9	6
	2%	3%	8%	5%	4%	2%	2%	4%	**	**	5%	1%	5%	**	**	**	6%	4%	5%	5%
	18%	18%	a 24%	a 42%	71%	91%	11%	l 28%	**	**	l 14%	71%	36%	**	**	**	23%	12%	21%	14%
Don't know	*	-	3	3	5	9	1	5	**	**	1	4	3	**	**	**	2	2	2	2
	*%	-%	3%	1%	1%	*%	*%	2%	**	**	1%	*%	1%	**	**	**	1%	1%	1%	1%
	3%	-%	ab 34%	34%	49%	95%	9%	l 52%	**	**	l 14%	46%	34%	**	**	**	18%	17%	18%	17%

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

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.

QE12 (QE9). SHOWCARD Which of these methods does your household use to connect to the internet at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	535	380	170	550	1148	2980	213	456	55	55	166	2742	346	67	87	50	203	143	216	130
Effective Weighted Sample	392	243	116	356	780	2047	142	309	36	37	120	1893	284	37	56	40	169	121	172	112
Total	357	222	128	350	758	2116	216	313	37	44	115	2024	303	23	18	6	153	149	176	127
	15%	9%	5%	15%	32%	90%	9%	13%	**	**	5%	87%	13%	**	**	**	7%	6%	8%	5%
Ordinary phone line - dialup access	2	2	2	5	7	17	2	3	**	**	1	16	4	**	**	**	-	4	-	4
	1%	1%	2%	1%	1%	1%	1%	1%	**	**	1%	1%	1%	**	**	**	-%	3%	-%	3%
																		qs		qs
	10%	13%	12%	25%	35%	94%	10%	14%	**	**	5%	85%	22%	**	**	**	-%	22%	-%	22%
Fixed Broadband ADSL through a phone line or cable service - perhaps using a Wi-Fi router. This would include using a Wi-Fi signal to go online using a smartphone, tablet or laptop and would include superfast broadband services.	336	213	120	333	688	1953	188	283	**	**	107	1858	288	**	**	**	149	138	170	118
	94%	96%	93%	95%	91%	92%	87%	90%	**	**	93%	92%	95%	**	**	**	97%	93%	97%	93%
						g														
	16%	10%	6%	16%	32%	91%	9%	13%	**	**	5%	87%	13%	**	**	**	7%	6%	8%	5%
Mobile Broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop or netbook or tablet computer with a SIM card	10	4	-	4	11	56	7	12	**	**	6	54	4	**	**	**	1	3	4	-
	3%	2%	-%	1%	1%	3%	3%	4%	**	**	5%	3%	1%	**	**	**	1%	2%	3%	-%
	16%	7%	-%	7%	17%	86%	10%	19%	**	**	10%	83%	7%	**	**	**	2%	5%	7%	-%

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

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.

QE12 (QE9). SHOWCARD Which of these methods does your household use to connect to the internet at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	535	380	170	550	1148	2980	213	456	55	55	166	2742	346	67	87	50	203	143	216	130
Effective Weighted Sample	392	243	116	356	780	2047	142	309	36	37	120	1893	284	37	56	40	169	121	172	112
Total	357	222	128	350	758	2116	216	313	37	44	115	2024	303	23	18	6	153	149	176	127
	15%	9%	5%	15%	32%	90%	9%	13%	**	**	5%	87%	13%	**	**	**	7%	6%	8%	5%
Access to the internet using a mobile phone or smartphone - using your phone's 3G or 4G mobile network	98	43	20	63	217	796	92	76	**	**	28	815	57	**	**	**	29	28	30	27
	27%	19%	16%	18%	29%	38%	43%	24%	**	**	25%	40%	19%	**	**	**	19%	19%	17%	22%
	bcd											hk								
	11%	5%	2%	7%	24%	89%	10%	8%	**	**	3%	91%	6%	**	**	**	3%	3%	3%	3%
Accessing the internet on a device such as a laptop or tablet using your mobile phone's internet connection - known as tethering	6	2	2	4	15	56	11	3	**	**	*	66	3	**	**	**	2	1	-	3
	2%	1%	1%	1%	2%	3%	5%	1%	**	**	*%	3%	1%	**	**	**	1%	1%	-%	3%
												h								s
	9%	3%	2%	6%	22%	82%	16%	4%	**	**	1%	95%	5%	**	**	**	3%	1%	-%	5%
TOTAL BROADBAND (INC. USING MOBILE PHONE)	349	217	123	340	738	2081	205	297	**	**	112	1997	294	**	**	**	151	144	175	120
	98%	98%	96%	97%	97%	98%	95%	95%	**	**	97%	99%	97%	**	**	**	98%	96%	99%	94%
						g						h							t	
	15%	9%	5%	15%	32%	91%	9%	13%	**	**	5%	87%	13%	**	**	**	7%	6%	8%	5%
TOTAL BROADBAND (EXC. USING MOBILE PHONE)	342	216	120	335	696	1978	192	288	**	**	109	1886	290	**	**	**	149	141	173	118
	96%	97%	93%	96%	92%	94%	89%	92%	**	**	95%	93%	96%	**	**	**	97%	94%	98%	93%
						g													t	
	16%	10%	6%	15%	32%	91%	9%	13%	**	**	5%	87%	13%	**	**	**	7%	6%	8%	5%

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

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.

QE12 (QE9). SHOWCARD Which of these methods does your household use to connect to the internet at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	535	380	170	550	1148	2980	213	456	55	55	166	2742	346	67	87	50	203	143	216	130
Effective Weighted Sample	392	243	116	356	780	2047	142	309	36	37	120	1893	284	37	56	40	169	121	172	112
Total	357	222	128	350	758	2116	216	313	37	44	115	2024	303	23	18	6	153	149	176	127
	15%	9%	5%	15%	32%	90%	9%	13%	**	**	5%	87%	13%	**	**	**	7%	6%	8%	5%
MOBILE BROADBAND ONLY, NOT FIXED OR NARROWBAND	6	3	-	3	7	25	4	5	**	**	2	28	3	**	**	**	-	3	3	-
	2%	1%	-%	1%	1%	1%	2%	1%	**	**	2%	1%	1%	**	**	**	-%	2%	2%	-%
	17%	8%	-%	8%	23%	78%	14%	14%	**	**	6%	87%	8%	**	**	**	-%	8%	8%	-%
SMARTPHONE ACCESS ONLY, NOT FIXED OR NARROWBAND OR MOBILE BROADBAND	7	2	3	5	41	96	12	10	**	**	3	102	4	**	**	**	1	3	2	2
	2%	1%	2%	1%	5%	5%	5%	3%	**	**	3%	5%	1%	**	**	**	1%	2%	1%	2%
	6%	1%	3%	4%	36%	84%	10%	8%	**	**	3%	89%	3%	**	**	**	1%	2%	2%	2%
ONLY MOBILE ACCESS, NOT FIXED OR NARROWBAND	13	4	3	7	49	126	17	14	**	**	5	137	7	**	**	**	1	5	5	2
	4%	2%	2%	2%	7%	6%	8%	5%	**	**	4%	7%	2%	**	**	**	1%	4%	3%	2%
	9%	3%	2%	5%	32%	82%	11%	9%	**	**	3%	89%	4%	**	**	**	1%	4%	3%	1%
Other	*	-	-	-	1	2	-	1	**	**	1	1	-	**	**	**	-	-	-	-
	*%	-%	-%	-%	*%	*%	-%	*%	**	**	1%	*%	-%	**	**	**	-%	-%	-%	-%
	25%	-%	-%	-%	80%	100%	-%	43%	**	**	l 43%	65%	-%	**	**	**	-%	-%	-%	-%
Don't know	5	4	4	9	15	26	9	13	**	**	2	20	7	**	**	**	3	4	2	6
	1%	2%	3%	2%	2%	1%	4%	4%	**	**	1%	1%	2%	**	**	**	2%	3%	1%	5%
							f	l												s
	16%	13%	13%	26%	46%	78%	26%	38%	**	**	5%	61%	22%	**	**	**	9%	13%	5%	17%

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

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.

QE12 (QE9). SHOWCARD Which of these methods does your household use to connect to the internet at home? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Ordinary phone line - dialup access	2	2	2	5	7	17	2	3	**	**	1	16	4	*	*	**	-	4	-	4
	*%	1%	1%	1%	1%	1%	1%	1%	**	**	*%	1%	1%	1%	1%	**	-%	2%	-%	2%
	10%	13%	12%	25%	35%	94%	10%	14%	**	**	5%	85%	22%	2%	1%	**	-%	22%	-%	q 22%
Fixed Broadband ADSL through a phone line or cable service - perhaps using a Wi-Fi router. This would include using a Wi-Fi signal to go online using a smartphone, tablet or laptop and would include superfast broadband services.	336	213	120	333	688	1953	188	283	**	**	107	1858	288	22	17	**	149	138	170	118
	84%	77%	48%	63%	67%	81%	77%	62%	**	**	58%	84%	65%	55%	56%	**	74%	57%	83%	49%
	bcd	cd		c								hk					rt		qrt	
	16%	10%	6%	16%	32%	91%	9%	13%	**	**	5%	87%	13%	1%	1%	**	7%	6%	8%	5%
Mobile Broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop or netbook or tablet computer with a SIM card	10	4	-	4	11	56	7	12	**	**	6	54	4	-	-	**	1	3	4	-
	3%	2%	-%	1%	1%	2%	3%	3%	**	**	3%	2%	1%	-%	-%	**	1%	1%	2%	-%
	cd																		t	
	16%	7%	-%	7%	17%	86%	10%	19%	**	**	10%	83%	7%	-%	-%	**	2%	5%	7%	-%

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

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.

QE12 (QE9). SHOWCARD Which of these methods does your household use to connect to the internet at home? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Access to the internet using a mobile phone or smartphone - using your phone's 3G or 4G mobile network	98	43	20	63	217	796	92	76	**	**	28	815	57	2	3	**	29	28	30	27
	25%	15%	8%	12%	21%	33%	37%	17%	**	**	16%	37%	13%	5%	10%	**	14%	12%	14%	11%
	bcd	c										hk								
	11%	5%	2%	7%	24%	89%	10%	8%	**	**	3%	91%	6%	*%	*%	**	3%	3%	3%	3%
Accessing the internet on a device such as a laptop or tablet using your mobile phone's internet connection - known as tethering	6	2	2	4	15	56	11	3	**	**	*	66	3	*	1	**	2	1	-	3
	2%	1%	1%	1%	2%	2%	4%	1%	**	**	*%	3%	1%	*%	2%	**	1%	*%	-%	1%
												hk								
	9%	3%	2%	6%	22%	82%	16%	4%	**	**	1%	95%	5%	*%	1%	**	3%	1%	-%	5%
TOTAL BROADBAND (INC. USING MOBILE PHONE)	349	217	123	340	738	2081	205	297	**	**	112	1997	294	22	18	**	151	144	175	120
	87%	78%	49%	65%	72%	86%	84%	65%	**	**	61%	90%	66%	55%	58%	**	75%	59%	85%	50%
	bcd	cd		c								hk					rt		qrt	
	15%	9%	5%	15%	32%	91%	9%	13%	**	**	5%	87%	13%	1%	1%	**	7%	6%	8%	5%
TOTAL BROADBAND (EXC. USING MOBILE PHONE)	342	216	120	335	696	1978	192	288	**	**	109	1886	290	22	17	**	149	141	173	118
	85%	78%	48%	64%	68%	82%	79%	63%	**	**	59%	85%	65%	55%	56%	**	74%	58%	84%	49%
	bcd	cd		c								hk					rt		qrt	
	16%	10%	6%	15%	32%	91%	9%	13%	**	**	5%	87%	13%	1%	1%	**	7%	6%	8%	5%

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

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.

QE12 (QE9). SHOWCARD Which of these methods does your household use to connect to the internet at home? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
MOBILE BROADBAND ONLY, NOT FIXED OR NARROWBAND	6	3	-	3	7	25	4	5	**	**	2	28	3	-	-	**	-	3	3	-
	1%	1%	-%	1%	1%	1%	2%	1%	**	**	1%	1%	1%	-%	-%	**	-%	1%	1%	-%
	17%	8%	-%	8%	23%	78%	14%	14%	**	**	6%	87%	8%	-%	-%	**	-%	8%	8%	-%
SMARTPHONE ACCESS ONLY, NOT FIXED OR NARROWBAND OR MOBILE BROADBAND	7	2	3	5	41	96	12	10	**	**	3	102	4	-	*	**	1	3	2	2
	2%	1%	1%	1%	4%	4%	5%	2%	**	**	2%	5%	1%	-%	1%	**	1%	1%	1%	1%
												hk								
	6%	1%	3%	4%	36%	84%	10%	8%	**	**	3%	89%	3%	-%	*%	**	1%	2%	2%	2%
ONLY MOBILE ACCESS, NOT FIXED OR NARROWBAND	13	4	3	7	49	126	17	14	**	**	5	137	7	-	*	**	1	5	5	2
	3%	2%	1%	1%	5%	5%	7%	3%	**	**	3%	6%	2%	-%	1%	**	1%	2%	2%	1%
	d											hk								
	9%	3%	2%	5%	32%	82%	11%	9%	**	**	3%	89%	4%	-%	*%	**	1%	4%	3%	1%
Other	*	-	-	-	1	2	-	1	**	**	1	1	-	-	-	**	-	-	-	-
	*%	-%	-%	-%	*%	*%	-%	*%	**	**	*%	*%	-%	-%	-%	**	-%	-%	-%	-%
	25%	-%	-%	-%	80%	100%	-%	43%	**	**	43%	65%	-%	-%	-%	**	-%	-%	-%	-%
Don't know	5	4	4	9	15	26	9	13	**	**	2	20	7	1	*	**	3	4	2	6
	1%	2%	2%	2%	1%	1%	4%	3%	**	**	1%	1%	2%	3%	1%	**	1%	2%	1%	2%
							f	l												
	16%	13%	13%	26%	46%	78%	26%	38%	**	**	5%	61%	22%	3%	1%	**	9%	13%	5%	17%
No internet access at home	43	53	120	173	266	304	27	140	**	**	68	190	138	16	12	**	46	92	27	112
	11%	19%	48%	33%	26%	13%	11%	31%	**	**	37%	9%	31%	41%	39%	**	23%	38%	13%	47%
		a	abd	ab				l			l						s	qs		qs
	13%	16%	37%	53%	81%	93%	8%	43%	**	**	21%	58%	42%	5%	4%	**	14%	28%	8%	34%

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

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.

QE13 (QE52). SHOWCARD Does your household have access to the internet through a service known as 'Fixed Wireless Access'? (DESCRIPTION OF FIXED WIRELESS ACCESS PROVIDED) (SINGLE CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	535	380	170	550	1148	2980	213	456	55	55	166	2742	346	67	87	50	203	143	216	130
Effective Weighted Sample	392	243	116	356	780	2047	142	309	36	37	120	1893	284	37	56	40	169	121	172	112
Total	357	222	128	350	758	2116	216	313	37	44	115	2024	303	23	18	6	153	149	176	127
	15%	9%	5%	15%	32%	90%	9%	13%	**	**	5%	87%	13%	**	**	**	7%	6%	8%	5%
Yes	21	14	7	21	64	153	13	19	**	**	8	148	18	**	**	**	10	8	8	10
	6%	6%	6%	6%	8%	7%	6%	6%	**	**	7%	7%	6%	**	**	**	6%	5%	4%	8%
	13%	8%	4%	13%	38%	92%	8%	11%	**	**	5%	88%	11%	**	**	**	6%	5%	5%	6%
No	304	193	112	306	630	1787	188	258	**	**	98	1719	264	**	**	**	140	124	158	105
	85%	87%	87%	87%	83%	84%	87%	82%	**	**	85%	85%	87%	**	**	**	91%	83%	90%	83%
																	rt			
	15%	10%	6%	15%	32%	90%	9%	13%	**	**	5%	87%	13%	**	**	**	7%	6%	8%	5%
Don't know	31	15	9	24	64	176	15	36	**	**	9	157	21	**	**	**	3	18	10	11
	9%	7%	7%	7%	8%	8%	7%	12%	**	**	8%	8%	7%	**	**	**	2%	12%	6%	9%
								l										q		q
	16%	8%	5%	12%	33%	92%	8%	19%	**	**	5%	82%	11%	**	**	**	2%	9%	5%	6%

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

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 (QE53). Which provider does your household use for the Fixed Wireless Access service? (SINGLE CODE)

Base : Those using Fixed Wireless Access at home

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	~e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	33	21	8	29	83	208	16	27	8	4	8	197	19	5	4	1	12	7	11	8
Effective Weighted Sample	26	13	8	20	63	157	11	20	7	4	6	147	16	3	3	1	10	6	10	7
Total	21	14	7	21	64	153	13	19	6	4	8	148	18	2	1	*	10	8	8	10
	**	**	**	**	**	92%	**	**	**	**	**	88%	**	**	**	**	**	**	**	**
Boundless Networks	**	**	**	**	**	17	**	**	**	**	**	15	**	**	**	**	**	**	**	**
	**	**	**	**	**	11%	**	**	**	**	**	10%	**	**	**	**	**	**	**	**
	**	**	**	**	**	95%	**	**	**	**	**	86%	**	**	**	**	**	**	**	**
Other	**	**	**	**	**	7	**	**	**	**	**	6	**	**	**	**	**	**	**	**
	**	**	**	**	**	5%	**	**	**	**	**	4%	**	**	**	**	**	**	**	**
	**	**	**	**	**	100%	**	**	**	**	**	87%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	129	**	**	**	**	**	126	**	**	**	**	**	**	**	**
	**	**	**	**	**	84%	**	**	**	**	**	85%	**	**	**	**	**	**	**	**
	**	**	**	**	**	91%	**	**	**	**	**	89%	**	**	**	**	**	**	**	**

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

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.

QE15 (QE48). Does your household pay line rental in order to receive the fixed broadband service?

Base : Those with fixed broadband at home who do not have a landline

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP	65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q
Unweighted total	14	3	3	6	104	282	29	28	3	1	7	286	6	4	2	4	2
Effective Weighted Sample	11	3	3	5	77	199	18	21	2	1	6	206	5	4	2	3	2
Total	9	3	3	5	78	212	24	16	2	1	4	220	5	3	2	3	2
	**	**	**	**	33%	88%	**	**	**	**	**	91%	**	**	**	**	**
Yes	**	**	**	**	55	162	**	**	**	**	**	165	**	**	**	**	**
	**	**	**	**	71%	76%	**	**	**	**	**	75%	**	**	**	**	**
	**	**	**	**	31%	89%	**	**	**	**	**	91%	**	**	**	**	**
No	**	**	**	**	15	33	**	**	**	**	**	36	**	**	**	**	**
	**	**	**	**	20%	16%	**	**	**	**	**	16%	**	**	**	**	**
	**	**	**	**	40%	87%	**	**	**	**	**	94%	**	**	**	**	**
Don't know	**	**	**	**	8	17	**	**	**	**	**	20	**	**	**	**	**
	**	**	**	**	10%	8%	**	**	**	**	**	9%	**	**	**	**	**
	**	**	**	**	35%	79%	**	**	**	**	**	91%	**	**	**	**	**

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

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 (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

	AGE			AGE/SEG	MEG		DISABILITY					65+ AGE GROUP	65+ AGE GROUP ENGLAND		
	55-64	65-74	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	MALE	FEMALE	ABC1
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o
Unweighted total	12	4	4	15	68	9	11	3	2	6	66	4	1	3	4
Effective Weighted Sample	10	4	4	11	51	7	9	3	2	5	48	4	1	3	4
Total	10	4	4	11	56	7	12	3	3	6	54	4	1	3	4
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Yes	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
No	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c - e,f - g,h,i,j,k - m,n,o

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 (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 : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Yes	9	4	-	4	10	39	5	7	**	**	3	40	4	-	-	**	1	3	4	-
	2%	1%	-%	1%	1%	2%	2%	2%	**	**	2%	2%	1%	-%	-%	**	1%	1%	2%	-%
	cd																			
	20%	8%	-%	8%	22%	83%	10%	15%	**	**	7%	86%	8%	-%	-%	**	2%	6%	8%	-%
No	1	-	-	-	*	16	2	3	**	**	3	14	-	-	-	**	-	-	-	-
	*%	-%	-%	-%	*%	1%	1%	1%	**	**	2%	1%	-%	-%	-%	**	-%	-%	-%	-%
	4%	-%	-%	-%	2%	93%	11%	20%	**	**	17%	81%	-%	-%	-%	**	-%	-%	-%	-%
Don't know	-	1	-	1	1	1	-	2	**	**	-	*	1	-	-	**	-	1	1	-
	-%	*%	-%	*%	*%	*%	-%	*%	**	**	-%	*%	*%	-%	-%	**	-%	*%	*%	-%
								l												
	-%	58%	-%	58%	58%	100%	-%	122%	**	**	-%	24%	58%	-%	-%	**	-%	58%	58%	-%
DO NOT HAVE MOBILE BROADBAND CONNECTION IN HOUSEHOLD	390	274	249	522	1018	2368	238	444	**	**	177	2165	439	40	31	**	200	239	201	238
	97%	98%	100%	99%	99%	98%	97%	97%	**	**	97%	98%	99%	100%	100%	**	99%	99%	98%	100%
			a	a																s
	15%	10%	10%	20%	39%	91%	9%	17%	**	**	7%	83%	17%	2%	1%	**	8%	9%	8%	9%

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

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 (QE39). What were the reasons you took up a mobile broadband service? (MULTI CODE) UNPROMPTED

Base : Those who use mobile broadband to access the internet

	AGE			AGE/SEG	MEG		DISABILITY					65+ AGE GROUP	65+ AGE GROUP ENGLAND		
	55-64	65-74	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	MALE	FEMALE	ABC1
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o
Unweighted total	11	3	3	12	41	8	7	2	2	4	42	3	1	2	3
Effective Weighted Sample	9	3	3	10	33	7	5	2	2	3	34	3	1	2	3
Total	9	4	4	10	39	5	7	2	3	3	40	4	1	3	4
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
To have access to broadband on the move	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Because it was cheaper than a fixed broadband contract	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Because I don't want to pay for a landline	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Because it is less of a commitment than a fixed broadband contract	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
As a back-up in case I have problems with my fixed broadband line	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c - e,f - g,h,i,j,k - m,n,o

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 (QE39). What were the reasons you took up a mobile broadband service? (MULTI CODE) UNPROMPTED

Base : Those who use mobile broadband to access the internet

	AGE			AGE/SEG	MEG		DISABILITY					65+ AGE GROUP	65+ AGE GROUP ENGLAND		
	55-64	65-74	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	MALE	FEMALE	ABC1
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o
Unweighted total	11	3	3	12	41	8	7	2	2	4	42	3	1	2	3
Effective Weighted Sample	9	3	3	10	33	7	5	2	2	3	34	3	1	2	3
Total	9	4	4	10	39	5	7	2	3	3	40	4	1	3	4
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
For work/ my employer purchased it	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c - e,f - g,h,i,j,k - m,n,o

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.

QE18 (QE22C). SHOWCARD 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

	AGE			AGE/SEG	MEG		DISABILITY					65+ AGE GROUP	65+ AGE GROUP ENGLAND		
	55-64	65-74	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	MALE	FEMALE	ABC1
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o
Unweighted total	11	3	3	12	41	8	7	2	2	4	42	3	1	2	3
Effective Weighted Sample	9	3	3	10	33	7	5	2	2	3	34	3	1	2	3
Total	9	4	4	10	39	5	7	2	3	3	40	4	1	3	4
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
I always use in the home	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
I mainly use in the home	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
I use equally in the home and outside the home	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
I mainly use outside the home	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
I always use outside the home	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
ALWAYS/ MAINLY USE IN THE HOME	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c - e,f - g,h,i,j,k - m,n,o

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.

QE18 (QE22C). SHOWCARD 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

	AGE			AGE/SEG	MEG		DISABILITY					65+ AGE GROUP	65+ AGE GROUP ENGLAND		
	55-64	65-74	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	MALE	FEMALE	ABC1
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o
Unweighted total	11	3	3	12	41	8	7	2	2	4	42	3	1	2	3
Effective Weighted Sample	9	3	3	10	33	7	5	2	2	3	34	3	1	2	3
Total	9	4	4	10	39	5	7	2	3	3	40	4	1	3	4
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
ALWAYS/ MAINLY USE OUTSIDE THE HOME	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
EVER USE OUTSIDE THE HOME	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c - e,f - g,h,i,j,k - m,n,o

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 (QE32). SHOWCARD In which of these places do you use mobile broadband to access the internet outside of the home? (MULTI CODE)

Base : Those who use mobile broadband to access the internet outside the home

	AGE			AGE/SEG	MEG		DISABILITY					65+ AGE GROUP	65+ AGE GROUP ENGLAND		
	55-64	65-74	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	MALE	FEMALE	ABC1
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o
Unweighted total	8	2	2	10	34	6	5	1	1	3	35	2	1	1	2
Effective Weighted Sample	6	2	2	9	27	5	3	1	1	3	28	2	1	1	2
Total	6	2	2	7	31	4	5	1	2	2	33	2	1	1	2
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
When travelling (e.g. on a train or in a car)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At your work place	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Indoor public spaces (e.g. pub/restaurant/ theatre/ shopping centre)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Outdoors	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
In other people's home (e.g. friends/ family)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c - e,f - g,h,i,j,k - m,n,o

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.

QE20 (QE3B). 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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	q	~r	s	~t
Unweighted total	394	268	103	371	820	2364	159	286	36	37	96	2240	235	45	59	32	150	85	152	83
Effective Weighted Sample	286	177	73	248	563	1624	106	192	23	26	69	1551	200	26	38	26	129	76	125	75
Total	266	175	85	260	573	1717	170	199	26	32	69	1680	227	16	13	4	126	101	135	92
	14%	9%	5%	14%	30%	91%	9%	11%	**	**	**	89%	12%	**	**	**	7%	**	7%	**
1	7	15	16	31	77	120	7	15	**	**	**	111	28	**	**	**	12	**	8	**
	3%	9%	19%	12%	13%	7%	4%	8%	**	**	**	7%	12%	**	**	**	9%	**	6%	**
		a	ab	a																
	6%	12%	13%	24%	60%	94%	6%	12%	**	**	**	87%	22%	**	**	**	9%	**	7%	**
2	196	131	64	196	335	1062	72	130	**	**	**	1007	170	**	**	**	100	**	113	**
	74%	75%	75%	75%	58%	62%	42%	66%	**	**	**	60%	75%	**	**	**	79%	**	84%	**
						g														
	17%	12%	6%	17%	29%	93%	6%	11%	**	**	**	89%	15%	**	**	**	9%	**	10%	**
3	34	19	1	20	89	302	25	30	**	**	**	294	17	**	**	**	9	**	8	**
	13%	11%	1%	8%	16%	18%	15%	15%	**	**	**	18%	8%	**	**	**	7%	**	6%	**
	c	c		c																
	10%	6%	*%	6%	27%	92%	8%	9%	**	**	**	90%	5%	**	**	**	3%	**	2%	**
4	22	8	3	11	49	158	42	15	**	**	**	184	11	**	**	**	4	**	5	**
	8%	5%	4%	4%	9%	9%	25%	7%	**	**	**	11%	5%	**	**	**	3%	**	3%	**
							f													
	11%	4%	2%	6%	24%	80%	21%	7%	**	**	**	92%	5%	**	**	**	2%	**	2%	**
5 or more	3	-	-	-	16	54	18	6	**	**	**	61	-	**	**	**	-	**	-	**
	1%	-%	-%	-%	3%	3%	11%	3%	**	**	**	4%	-%	**	**	**	-%	**	-%	**
							f													
	4%	-%	-%	-%	23%	78%	26%	8%	**	**	**	89%	-%	**	**	**	-%	**	-%	**
Don't know	4	1	1	2	7	22	5	3	**	**	**	23	1	**	**	**	1	**	1	**
	1%	1%	1%	1%	1%	1%	3%	2%	**	**	**	1%	1%	**	**	**	1%	**	1%	**
	14%	5%	3%	8%	28%	84%	19%	13%	**	**	**	88%	5%	**	**	**	5%	**	5%	**
Mean number of people	2.3	2.1	1.9	2.0	2.2	2.4	2.9	2.2	**	**	**	2.4	2.0	**	**	**	2.0	**	2.0	**
	bcd	c		c			f					h								
Standard deviation	.78	.63	.62	.63	.99	.98	1.36	.95	**	**	**	1.03	.64	**	**	**	.57	**	.54	**
Standard error	.04	.04	.06	.03	.03	.02	.11	.06	**	**	**	.02	.04	**	**	**	.05	**	.04	**

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

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.

QE21 (QE3A). 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

	AGE			AGE/SEG	MEG		DISABILITY					65+ AGE GROUP	65+ AGE GROUP ENGLAND		
	55-64	65-74	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	MALE	FEMALE	ABC1
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o
Unweighted total	6	3	3	11	54	8	8	2	1	5	54	3	1	2	3
Effective Weighted Sample	4	3	3	8	40	6	6	2	1	4	40	3	1	2	3
Total	5	4	4	8	45	6	8	2	2	5	45	4	1	3	4
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5 or more	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean number of people	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard deviation	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard error	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c - e,f - g,h,i,j,k - m,n,o

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.

QE22 (QE7). SHOWCARD 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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	535	380	170	550	1148	2980	213	456	55	55	166	2742	346	67	87	50	203	143	216	130
Effective Weighted Sample	392	243	116	356	780	2047	142	309	36	37	120	1893	284	37	56	40	169	121	172	112
Total	357	222	128	350	758	2116	216	313	37	44	115	2024	303	23	18	6	153	149	176	127
	15%	9%	5%	15%	32%	90%	9%	13%	**	**	5%	87%	13%	**	**	**	7%	6%	8%	5%
BT	123	92	44	136	202	595	49	86	**	**	35	562	113	**	**	**	58	55	64	49
	34%	41%	34%	39%	27%	28%	23%	28%	**	**	30%	28%	37%	**	**	**	38%	37%	36%	39%
	19%	14%	7%	21%	31%	92%	8%	13%	**	**	5%	87%	18%	**	**	**	9%	9%	10%	8%
Sky	57	39	14	52	148	468	55	64	**	**	24	455	43	**	**	**	27	16	17	26
	16%	17%	11%	15%	20%	22%	26%	20%	**	**	21%	22%	14%	**	**	**	17%	11%	10%	21%
																	s			rs
	11%	7%	3%	10%	28%	90%	11%	12%	**	**	5%	87%	8%	**	**	**	5%	3%	3%	5%
Virgin Media	61	37	29	66	159	430	41	59	**	**	22	415	61	**	**	**	26	35	40	20
	17%	17%	23%	19%	21%	20%	19%	19%	**	**	19%	21%	20%	**	**	**	17%	23%	23%	16%
	13%	8%	6%	14%	33%	91%	9%	12%	**	**	5%	88%	13%	**	**	**	5%	7%	9%	4%
TalkTalk	35	17	23	40	92	181	23	33	**	**	9	170	34	**	**	**	18	16	19	15
	10%	8%	18%	11%	12%	9%	11%	11%	**	**	8%	8%	11%	**	**	**	12%	11%	11%	12%
			ab																	
	18%	8%	12%	20%	46%	90%	12%	16%	**	**	5%	85%	17%	**	**	**	9%	8%	10%	7%
EE/ Everything Everywhere	18	6	-	6	31	111	13	13	**	**	4	111	6	**	**	**	4	2	6	-
	5%	3%	-%	2%	4%	5%	6%	4%	**	**	3%	5%	2%	**	**	**	2%	1%	3%	-%
	cd																			
	14%	5%	-%	5%	24%	89%	10%	10%	**	**	3%	89%	5%	**	**	**	3%	2%	5%	-%
Plusnet	13	10	2	11	27	64	5	7	**	**	3	58	10	**	**	**	7	3	7	3
	4%	4%	1%	3%	4%	3%	2%	2%	**	**	3%	3%	3%	**	**	**	4%	2%	4%	2%
	20%	14%	2%	17%	41%	96%	7%	11%	**	**	4%	87%	14%	**	**	**	10%	4%	10%	4%
Vodafone	5	*	1	1	8	40	4	7	**	**	2	36	1	**	**	**	1	-	1	-
	1%	*%	1%	*%	1%	2%	2%	2%	**	**	2%	2%	*%	**	**	**	1%	-%	1%	-%
	11%	1%	2%	3%	18%	92%	8%	16%	**	**	5%	82%	3%	**	**	**	3%	-%	3%	-%

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

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.

QE22 (QE7). SHOWCARD 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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	535	380	170	550	1148	2980	213	456	55	55	166	2742	346	67	87	50	203	143	216	130
Effective Weighted Sample	392	243	116	356	780	2047	142	309	36	37	120	1893	284	37	56	40	169	121	172	112
Total	357	222	128	350	758	2116	216	313	37	44	115	2024	303	23	18	6	153	149	176	127
	15%	9%	5%	15%	32%	90%	9%	13%	**	**	5%	87%	13%	**	**	**	7%	6%	8%	5%
Post Office	6	5	2	7	13	25	*	10	**	**	4	15	6	**	**	**	4	3	4	2
	2%	2%	1%	2%	2%	1%	*%	3%	**	**	3%	1%	2%	**	**	**	2%	2%	2%	2%
								l			l									
	24%	19%	7%	26%	48%	97%	2%	39%	**	**	14%	58%	25%	**	**	**	14%	11%	17%	8%
O2	2	1	*	1	9	23	2	2	**	**	-	23	1	**	**	**	1	-	1	-
	1%	*%	*%	*%	1%	1%	1%	1%	**	**	-%	1%	*%	**	**	**	*%	-%	*%	-%
	9%	2%	1%	3%	36%	89%	8%	8%	**	**	-%	88%	2%	**	**	**	2%	-%	2%	-%
'3'	5	2	2	3	15	20	2	4	**	**	3	19	3	**	**	**	1	3	2	1
	1%	1%	1%	1%	2%	1%	1%	1%	**	**	2%	1%	1%	**	**	**	*%	2%	1%	1%
	21%	8%	7%	14%	63%	85%	7%	19%	**	**	12%	82%	14%	**	**	**	3%	12%	10%	4%
AOL	5	3	1	3	3	16	3	-	**	**	-	21	3	**	**	**	1	2	2	1
	2%	1%	*%	1%	*%	1%	2%	-%	**	**	-%	1%	1%	**	**	**	1%	1%	1%	1%
	26%	14%	3%	16%	16%	74%	16%	-%	**	**	-%	100%	13%	**	**	**	6%	7%	7%	6%
Utility Warehouse	5	2	1	4	5	19	*	6	**	**	4	14	3	**	**	**	2	1	1	2
	1%	1%	1%	1%	1%	1%	*%	2%	**	**	3%	1%	1%	**	**	**	1%	1%	1%	2%
											l									
	24%	13%	6%	19%	27%	96%	2%	28%	**	**	20%	71%	16%	**	**	**	11%	4%	4%	11%
KCom	*	1	1	1	4	10	1	1	**	**	-	10	1	**	**	**	1	-	-	1
	*%	*%	*%	*%	1%	*%	*%	*%	**	**	-%	*%	*%	**	**	**	1%	-%	-%	1%
	4%	6%	5%	11%	39%	94%	8%	7%	**	**	-%	92%	11%	**	**	**	11%	-%	-%	11%
Tesco.net	2	1	*	1	4	8	*	1	**	**	-	7	1	**	**	**	*	1	1	-
	1%	*%	*%	*%	1%	*%	*%	*%	**	**	-%	*%	*%	**	**	**	*%	*%	1%	-%
	21%	10%	4%	14%	44%	90%	5%	11%	**	**	-%	79%	11%	**	**	**	4%	8%	11%	-%
NOW TV	-	1	-	1	5	6	-	1	**	**	-	6	1	**	**	**	-	1	-	1
	-%	1%	-%	*%	1%	*%	-%	*%	**	**	-%	*%	*%	**	**	**	-%	1%	-%	1%
	-%	18%	-%	18%	72%	100%	-%	14%	**	**	-%	88%	18%	**	**	**	-%	18%	-%	18%

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

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.

QE22 (QE7). SHOWCARD 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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	535	380	170	550	1148	2980	213	456	55	55	166	2742	346	67	87	50	203	143	216	130
Effective Weighted Sample	392	243	116	356	780	2047	142	309	36	37	120	1893	284	37	56	40	169	121	172	112
Total	357	222	128	350	758	2116	216	313	37	44	115	2024	303	23	18	6	153	149	176	127
	15%	9%	5%	15%	32%	90%	9%	13%	**	**	5%	87%	13%	**	**	**	7%	6%	8%	5%
Orange	1	-	-	-	1	2	2	-	**	**	-	5	-	**	**	**	-	-	-	-
	*%	-%	-%	-%	*%	*%	1%	-%	**	**	-%	*%	-%	**	**	**	-%	-%	-%	-%
							f													
	20%	-%	-%	-%	22%	43%	44%	-%	**	**	-%	100%	-%	**	**	**	-%	-%	-%	-%
Giffgaff	*	-	-	-	2	4	-	*	**	**	-	4	-	**	**	**	-	-	-	-
	*%	-%	-%	-%	*%	*%	-%	*%	**	**	-%	*%	-%	**	**	**	-%	-%	-%	-%
	4%	-%	-%	-%	54%	100%	-%	6%	**	**	-%	87%	-%	**	**	**	-%	-%	-%	-%
T-Mobile	-	-	-	-	-	2	3	-	**	**	-	3	-	**	**	**	-	-	-	-
	-%	-%	-%	-%	-%	*%	1%	-%	**	**	-%	*%	-%	**	**	**	-%	-%	-%	-%
							f													
	-%	-%	-%	-%	-%	56%	82%	-%	**	**	-%	100%	-%	**	**	**	-%	-%	-%	-%
First Utility	-	1	-	1	2	2	-	1	**	**	-	1	1	**	**	**	1	-	1	-
	-%	*%	-%	*%	*%	*%	-%	*%	**	**	-%	*%	*%	**	**	**	*%	-%	*%	-%
	-%	25%	-%	25%	74%	100%	-%	30%	**	**	-%	51%	25%	**	**	**	25%	-%	25%	-%
Other	11	5	7	12	17	50	2	9	**	**	4	45	11	**	**	**	3	8	10	2
	3%	2%	5%	3%	2%	2%	1%	3%	**	**	4%	2%	4%	**	**	**	2%	6%	5%	1%
	20%	9%	13%	22%	33%	94%	4%	17%	**	**	8%	84%	21%	**	**	**	5%	16%	18%	3%
Don't know	7	2	3	4	12	37	10	8	**	**	1	44	4	**	**	**	-	4	1	3
	2%	1%	2%	1%	2%	2%	5%	3%	**	**	1%	2%	1%	**	**	**	-%	3%	*%	3%
							f											q		q
	13%	3%	5%	9%	22%	71%	19%	16%	**	**	3%	83%	8%	**	**	**	-%	8%	2%	6%

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

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.

QE23 (QE49). SHOWCARD Which of these BT Sport channels does your household have, as far as you know? (SINGLE CODE)

Base : Those who use BT for their internet access at home

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	~g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	203	167	68	235	361	941	43	133	17	16	56	852	127	34	52	22	75	52	79	48
Effective Weighted Sample	131	98	45	143	218	577	28	83	10	9	37	525	107	17	32	19	62	46	68	41
Total	123	92	44	136	202	595	49	86	10	10	35	562	113	10	10	3	58	55	64	49
	19%	14%	**	21%	31%	92%	**	13%	**	**	**	87%	18%	**	**	**	**	**	**	**
BT Sport Pack - featuring all four BT Sport channels including coverage of the English Premier League and the Scottish Football League plus the UEFA Champions League and the Europa League	37	17	**	24	38	145	**	11	**	**	**	137	21	**	**	**	**	**	**	**
	30%	18%	**	18%	19%	24%	**	13%	**	**	**	24%	19%	**	**	**	**	**	**	**
	bd 25%	11%	**	16%	25%	97%	**	7%	**	**	**	h 92%	14%	**	**	**	**	**	**	**
BT Sport Lite - an online only service featuring the BT Sport 1 channel covering the English Premier League and the Scottish Football League, but not European football	4	*	**	1	1	17	**	3	**	**	**	16	-	**	**	**	**	**	**	**
	4%	*%	**	1%	1%	3%	**	4%	**	**	**	3%	-%	**	**	**	**	**	**	**
	23%	2%	**	5%	7%	90%	**	16%	**	**	**	81%	-%	**	**	**	**	**	**	**
Neither of these	76	74	**	110	157	412	**	66	**	**	**	392	91	**	**	**	**	**	**	**
	62%	80%	**	81%	78%	69%	**	76%	**	**	**	70%	81%	**	**	**	**	**	**	**
	17%	a 16%	**	a 24%	35%	91%	**	15%	**	**	**	86%	20%	**	**	**	**	**	**	**

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

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.

QE23 (QE49). SHOWCARD Which of these BT Sport channels does your household have, as far as you know? (SINGLE CODE)

Base : Those who use BT for their internet access at home

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	~g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	203	167	68	235	361	941	43	133	17	16	56	852	127	34	52	22	75	52	79	48
Effective Weighted Sample	131	98	45	143	218	577	28	83	10	9	37	525	107	17	32	19	62	46	68	41
Total	123	92	44	136	202	595	49	86	10	10	35	562	113	10	10	3	58	55	64	49
	19%	14%	**	21%	31%	92%	**	13%	**	**	**	87%	18%	**	**	**	**	**	**	**
Don't know	5	1	**	1	5	22	**	6	**	**	**	17	1	**	**	**	**	**	**	**
	4%	1%	**	1%	3%	4%	**	7%	**	**	**	3%	1%	**	**	**	**	**	**	**
	23%	6%	**	7%	23%	96%	**	l 28%	**	**	**	74%	3%	**	**	**	**	**	**	**

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

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.

QE24 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)

Base : Those who use the internet at home or elsewhere

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	543	368	165	533	1182	3049	226	462	52	55	161	2818	333	65	85	50	201	132	214	119
Effective Weighted Sample	395	235	111	343	803	2090	151	307	33	38	116	1945	272	35	54	41	167	111	171	101
Total	361	215	123	337	783	2166	228	311	35	44	110	2085	291	22	18	7	153	138	176	115
	15%	9%	5%	14%	33%	90%	9%	13%	**	**	5%	87%	12%	**	**	**	6%	6%	7%	5%
General surfing/ browsing the internet	311	177	88	265	640	1887	182	252	**	**	90	1825	225	**	**	**	121	104	135	91
	86%	82%	72%	79%	82%	87%	80%	81%	**	**	82%	88%	77%	**	**	**	79%	76%	77%	79%
	cd	c				g						h								
	15%	9%	4%	13%	31%	91%	9%	12%	**	**	4%	88%	11%	**	**	**	6%	5%	6%	4%
Send/ receive e-mails	293	164	88	252	585	1844	179	244	**	**	80	1795	217	**	**	**	114	103	149	69
	81%	76%	72%	75%	75%	85%	79%	78%	**	**	73%	86%	75%	**	**	**	75%	75%	85%	60%
	cd					g						hk					t	t	qrt	
	14%	8%	4%	12%	29%	90%	9%	12%	**	**	4%	88%	11%	**	**	**	6%	5%	7%	3%
Online shopping (purchasing goods/ services/ tickets etc.)	251	130	63	193	458	1581	148	197	**	**	65	1540	168	**	**	**	85	83	118	49
	70%	61%	52%	57%	59%	73%	65%	63%	**	**	59%	74%	58%	**	**	**	55%	60%	67%	43%
	bcd					g						hk					t	t	qt	
	14%	7%	4%	11%	26%	91%	8%	11%	**	**	4%	89%	10%	**	**	**	5%	5%	7%	3%
Banking	219	106	46	152	385	1456	151	162	**	**	50	1451	132	**	**	**	76	56	96	36
	61%	49%	37%	45%	49%	67%	66%	52%	**	**	46%	70%	46%	**	**	**	50%	41%	55%	32%
	bcd	c										hk					t		rt	
	14%	7%	3%	9%	24%	90%	9%	10%	**	**	3%	90%	8%	**	**	**	5%	3%	6%	2%
Communicating via instant messaging e.g. Facebook Chat, Skype Chat, Snapchat	160	66	18	84	341	1248	157	142	**	**	45	1262	72	**	**	**	30	41	45	26
	44%	31%	15%	25%	44%	58%	69%	46%	**	**	41%	61%	25%	**	**	**	20%	30%	26%	23%
	bcd	c		c			f					hk						q		
	11%	5%	1%	6%	24%	88%	11%	10%	**	**	3%	89%	5%	**	**	**	2%	3%	3%	2%

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

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.

QE24 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)

Base : Those who use the internet at home or elsewhere

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	543	368	165	533	1182	3049	226	462	52	55	161	2818	333	65	85	50	201	132	214	119
Effective Weighted Sample	395	235	111	343	803	2090	151	307	33	38	116	1945	272	35	54	41	167	111	171	101
Total	361	215	123	337	783	2166	228	311	35	44	110	2085	291	22	18	7	153	138	176	115
	15%	9%	5%	14%	33%	90%	9%	13%	**	**	5%	87%	12%	**	**	**	6%	6%	7%	5%
Using social networking (such as Facebook, LinkedIn, Bebo or Snapchat)	159	73	21	93	363	1250	132	138	**	**	46	1251	78	**	**	**	35	44	44	35
	44%	34%	17%	28%	46%	58%	58%	44%	**	**	42%	60%	27%	**	**	**	23%	32%	25%	30%
	bcd	c		c								hk								
	11%	5%	1%	7%	26%	89%	9%	10%	**	**	3%	89%	6%	**	**	**	2%	3%	3%	2%
Accessing news	201	98	40	138	313	1180	126	142	**	**	47	1166	116	**	**	**	62	54	80	36
	56%	46%	33%	41%	40%	54%	55%	46%	**	**	42%	56%	40%	**	**	**	40%	39%	45%	31%
	bcd	c										hk							t	
	15%	7%	3%	11%	24%	90%	10%	11%	**	**	4%	89%	9%	**	**	**	5%	4%	6%	3%
Finding/ downloading information for work/ business/ school/ college/ university/ homework	167	63	22	86	257	1134	141	111	**	**	30	1171	77	**	**	**	45	32	57	20
	46%	30%	18%	25%	33%	52%	62%	36%	**	**	27%	56%	26%	**	**	**	29%	23%	33%	17%
	bcd	c					f					hk					t		t	
	13%	5%	2%	7%	20%	88%	11%	9%	**	**	2%	91%	6%	**	**	**	3%	2%	4%	2%
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	178	88	30	118	281	1005	112	129	**	**	49	998	104	**	**	**	57	47	77	27
	49%	41%	24%	35%	36%	46%	49%	42%	**	**	45%	48%	36%	**	**	**	37%	34%	44%	24%
	bcd	c		c								h					t		t	
	16%	8%	3%	10%	25%	89%	10%	11%	**	**	4%	89%	9%	**	**	**	5%	4%	7%	2%

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

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.

QE24 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)

Base : Those who use the internet at home or elsewhere

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	543	368	165	533	1182	3049	226	462	52	55	161	2818	333	65	85	50	201	132	214	119
Effective Weighted Sample	395	235	111	343	803	2090	151	307	33	38	116	1945	272	35	54	41	167	111	171	101
Total	361	215	123	337	783	2166	228	311	35	44	110	2085	291	22	18	7	153	138	176	115
	15%	9%	5%	14%	33%	90%	9%	13%	**	**	5%	87%	12%	**	**	**	6%	6%	7%	5%
To find information on health related issues	164	83	33	116	273	977	106	140	**	**	53	959	100	**	**	**	48	52	67	33
	46%	39%	27%	34%	35%	45%	46%	45%	**	**	48%	46%	34%	**	**	**	31%	38%	38%	29%
	cd	c																		
	15%	8%	3%	11%	25%	89%	10%	13%	**	**	5%	87%	9%	**	**	**	4%	5%	6%	3%
Watching short video clips (e.g. on YouTube, Dailymotion, Vimeo or Facebook)	134	56	16	72	233	934	98	106	**	**	38	932	65	**	**	**	38	26	46	19
	37%	26%	13%	21%	30%	43%	43%	34%	**	**	34%	45%	22%	**	**	**	25%	19%	26%	17%
	bcd	c										hk								
	13%	5%	2%	7%	22%	89%	9%	10%	**	**	4%	89%	6%	**	**	**	4%	3%	4%	2%
Making video calls e.g. via FaceTime, Skype	101	49	13	62	227	883	127	88	**	**	28	940	53	**	**	**	29	24	38	15
	28%	23%	10%	18%	29%	41%	56%	28%	**	**	25%	45%	18%	**	**	**	19%	18%	22%	13%
	cd	c		c			f					hk								
	10%	5%	1%	6%	22%	86%	12%	9%	**	**	3%	91%	5%	**	**	**	3%	2%	4%	1%
Trading/ auctions e.g. eBay	131	50	13	62	214	881	88	97	**	**	35	877	55	**	**	**	35	20	42	12
	36%	23%	10%	18%	27%	41%	39%	31%	**	**	32%	42%	19%	**	**	**	23%	15%	24%	11%
	bcd	c		c								hk					t		t	
	13%	5%	1%	6%	22%	90%	9%	10%	**	**	4%	90%	6%	**	**	**	4%	2%	4%	1%
Watching TV programmes/ films content online	96	37	19	56	196	804	102	81	**	**	27	830	49	**	**	**	32	17	40	10
	27%	17%	15%	17%	25%	37%	45%	26%	**	**	24%	40%	17%	**	**	**	21%	12%	23%	8%
	bcd											hk					t		rt	
	10%	4%	2%	6%	21%	88%	11%	9%	**	**	3%	90%	5%	**	**	**	4%	2%	4%	1%

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

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.

QE24 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)

Base : Those who use the internet at home or elsewhere

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	543	368	165	533	1182	3049	226	462	52	55	161	2818	333	65	85	50	201	132	214	119
Effective Weighted Sample	395	235	111	343	803	2090	151	307	33	38	116	1945	272	35	54	41	167	111	171	101
Total	361	215	123	337	783	2166	228	311	35	44	110	2085	291	22	18	7	153	138	176	115
	15%	9%	5%	14%	33%	90%	9%	13%	**	**	5%	87%	12%	**	**	**	6%	6%	7%	5%
Making voice calls using a VoIP service e.g. Skype	75	33	9	42	149	605	113	60	**	**	21	676	33	**	**	**	14	19	27	6
	21%	15%	7%	12%	19%	28%	49%	19%	**	**	19%	32%	11%	**	**	**	9%	14%	15%	5%
	cd	c					f					hk						t	t	
	10%	4%	1%	6%	20%	82%	15%	8%	**	**	3%	92%	4%	**	**	**	2%	3%	4%	1%
Uploading/ adding content to the internet e.g. photos, videos, blog posts	74	29	7	36	152	617	69	60	**	**	23	632	30	**	**	**	15	15	16	15
	20%	13%	6%	11%	19%	28%	30%	19%	**	**	21%	30%	10%	**	**	**	10%	11%	9%	13%
	bcd	c										hk								
	11%	4%	1%	5%	22%	88%	10%	9%	**	**	3%	91%	4%	**	**	**	2%	2%	2%	2%
Playing games online/ interactively	51	26	11	36	156	587	66	65	**	**	22	581	34	**	**	**	13	21	20	14
	14%	12%	9%	11%	20%	27%	29%	21%	**	**	20%	28%	12%	**	**	**	8%	15%	11%	12%
												h								
	8%	4%	2%	6%	24%	90%	10%	10%	**	**	3%	89%	5%	**	**	**	2%	3%	3%	2%
Accessing files through a cloud service such as Dropbox, Google Drive, Microsoft OneDrive or Apple iCloud	80	33	9	42	113	577	55	57	**	**	15	579	39	**	**	**	21	18	30	9
	22%	15%	7%	12%	14%	27%	24%	18%	**	**	13%	28%	13%	**	**	**	13%	13%	17%	8%
	bcd	c										hk							t	
	13%	5%	1%	7%	18%	90%	9%	9%	**	**	2%	91%	6%	**	**	**	3%	3%	5%	1%

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

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QE24 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)

Base : Those who use the internet at home or elsewhere

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	543	368	165	533	1182	3049	226	462	52	55	161	2818	333	65	85	50	201	132	214	119
Effective Weighted Sample	395	235	111	343	803	2090	151	307	33	38	116	1945	272	35	54	41	167	111	171	101
Total	361	215	123	337	783	2166	228	311	35	44	110	2085	291	22	18	7	153	138	176	115
	15%	9%	5%	14%	33%	90%	9%	13%	**	**	5%	87%	12%	**	**	**	6%	6%	7%	5%
Listening to radio	70	37	12	50	128	520	66	51	**	**	16	540	46	**	**	**	30	16	32	13
	19%	17%	10%	15%	16%	24%	29%	16%	**	**	14%	26%	16%	**	**	**	20%	11%	18%	12%
	c											hk								
	12%	6%	2%	8%	21%	87%	11%	9%	**	**	3%	91%	8%	**	**	**	5%	3%	5%	2%
Streamed audio services (free) e.g. Spotify (free) or Deezer (free)	47	14	1	14	101	470	79	29	**	**	9	527	14	**	**	**	9	5	9	5
	13%	6%	1%	4%	13%	22%	34%	9%	**	**	8%	25%	5%	**	**	**	6%	4%	5%	4%
	bcd	c					f					hk								
	8%	2%	*%	3%	18%	84%	14%	5%	**	**	2%	94%	2%	**	**	**	2%	1%	2%	1%
Using Twitter (browsing/ reading/ posting on site)	48	14	*	14	94	472	64	40	**	**	8	502	12	**	**	**	6	7	10	2
	13%	6%	*%	4%	12%	22%	28%	13%	**	**	7%	24%	4%	**	**	**	4%	5%	6%	2%
	bcd	c		c								hk								
	9%	3%	*%	3%	17%	86%	12%	7%	**	**	1%	91%	2%	**	**	**	1%	1%	2%	*%
Streamed audio services (subscription) e.g. Spotify Premium, Apple Music or Deezer Premium	37	13	1	14	71	389	55	21	**	**	5	438	14	**	**	**	6	8	11	3
	10%	6%	1%	4%	9%	18%	24%	7%	**	**	4%	21%	5%	**	**	**	4%	6%	6%	3%
	cd	c										hk								
	8%	3%	*%	3%	15%	84%	12%	5%	**	**	1%	95%	3%	**	**	**	1%	2%	2%	1%

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

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QE24 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)

Base : Those who use the internet at home or elsewhere

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
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Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	543	368	165	533	1182	3049	226	462	52	55	161	2818	333	65	85	50	201	132	214	119
Effective Weighted Sample	395	235	111	343	803	2090	151	307	33	38	116	1945	272	35	54	41	167	111	171	101
Total	361	215	123	337	783	2166	228	311	35	44	110	2085	291	22	18	7	153	138	176	115
	15%	9%	5%	14%	33%	90%	9%	13%	**	**	5%	87%	12%	**	**	**	6%	6%	7%	5%
Remotely control TV services at home such as Sky+, Sky Q or Tivo using an online device	40	13	5	18	57	296	34	32	**	**	6	302	15	**	**	**	10	5	13	3
	11%	6%	4%	5%	7%	14%	15%	10%	**	**	6%	14%	5%	**	**	**	7%	4%	7%	2%
	bcd											hk								
	12%	4%	1%	5%	17%	88%	10%	9%	**	**	2%	90%	5%	**	**	**	3%	1%	4%	1%
Remotely control or monitor household appliances e.g. fridge, cooker, washing machine, tumble dryer and/ or home heating, lighting or security system or home energy contion	23	4	-	4	21	111	17	7	**	**	2	124	4	**	**	**	3	1	3	1
	6%	2%	-%	1%	3%	5%	7%	2%	**	**	1%	6%	1%	**	**	**	2%	1%	2%	1%
	bcd											hk								
	17%	3%	-%	3%	16%	85%	13%	5%	**	**	1%	95%	3%	**	**	**	2%	1%	2%	1%
Other	3	2	1	4	8	19	-	2	**	**	1	17	3	**	**	**	2	1	*	2
	1%	1%	1%	1%	1%	1%	-%	1%	**	**	1%	1%	1%	**	**	**	1%	1%	*%	2%
	17%	13%	6%	19%	43%	100%	-%	12%	**	**	5%	89%	14%	**	**	**	8%	6%	2%	12%
USE SOCIAL NETWORKING SITES	171	80	24	104	379	1334	143	145	**	**	49	1337	87	**	**	**	41	46	49	39
	48%	37%	20%	31%	48%	62%	63%	47%	**	**	44%	64%	30%	**	**	**	27%	33%	28%	34%
	bcd	c		c								hk								
	11%	5%	2%	7%	25%	89%	10%	10%	**	**	3%	90%	6%	**	**	**	3%	3%	3%	3%

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QE24 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)

Base : Those who use the internet at home or elsewhere

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	543	368	165	533	1182	3049	226	462	52	55	161	2818	333	65	85	50	201	132	214	119
Effective Weighted Sample	395	235	111	343	803	2090	151	307	33	38	116	1945	272	35	54	41	167	111	171	101
Total	361	215	123	337	783	2166	228	311	35	44	110	2085	291	22	18	7	153	138	176	115
	15%	9%	5%	14%	33%	90%	9%	13%	**	**	5%	87%	12%	**	**	**	6%	6%	7%	5%
TV/ VIDEO VIEWING	161	70	30	100	309	1168	134	137	**	**	48	1173	90	**	**	**	54	36	66	24
	45%	33%	24%	30%	39%	54%	59%	44%	**	**	44%	56%	31%	**	**	**	35%	26%	38%	20%
	bcd											hk					t		rt	
	12%	5%	2%	8%	23%	89%	10%	10%	**	**	4%	89%	7%	**	**	**	4%	3%	5%	2%
VOICE OR VIDEO CALLS USING A VOIP SERVICE E.G. SKYPE	116	60	16	76	255	985	143	99	**	**	31	1046	65	**	**	**	34	30	49	16
	32%	28%	13%	23%	33%	45%	63%	32%	**	**	28%	50%	22%	**	**	**	22%	22%	28%	14%
	cd	c		c			f					hk							t	
	10%	5%	1%	7%	22%	86%	12%	9%	**	**	3%	91%	6%	**	**	**	3%	3%	4%	1%
STREAMED AUDIO SERVICES	61	20	2	21	123	601	83	38	**	**	13	656	20	**	**	**	10	10	15	6
	17%	9%	1%	6%	16%	28%	36%	12%	**	**	12%	31%	7%	**	**	**	7%	7%	8%	5%
	bcd	c		c			f					hk								
	9%	3%	*%	3%	18%	86%	12%	5%	**	**	2%	94%	3%	**	**	**	1%	1%	2%	1%
None of these	10	13	11	24	33	41	1	14	**	**	9	27	21	**	**	**	8	13	11	10
	3%	6%	9%	7%	4%	2%	*%	4%	**	**	8%	1%	7%	**	**	**	5%	9%	6%	8%
			a	a				l			l									
	25%	32%	25%	57%	81%	99%	2%	33%	**	**	22%	66%	50%	**	**	**	19%	31%	27%	23%
Don't know	1	-	-	-	*	1	*	1	**	**	-	*	-	**	**	**	-	-	-	-
	*%	-%	-%	-%	*%	*%	*%	*%	**	**	-%	*%	-%	**	**	**	-%	-%	-%	-%
								l												
	79%	-%	-%	-%	21%	79%	17%	114%	**	**	-%	21%	-%	**	**	**	-%	-%	-%	-%
INFORMATION	330	190	97	287	688	2010	209	272	**	**	93	1952	247	**	**	**	132	115	150	96
	91%	89%	79%	85%	88%	93%	92%	87%	**	**	84%	94%	85%	**	**	**	86%	84%	86%	84%
	cd	c										hk								
	15%	9%	4%	13%	31%	90%	9%	12%	**	**	4%	88%	11%	**	**	**	6%	5%	7%	4%

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QE24 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)

Base : Those who use the internet at home or elsewhere

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	543	368	165	533	1182	3049	226	462	52	55	161	2818	333	65	85	50	201	132	214	119
Effective Weighted Sample	395	235	111	343	803	2090	151	307	33	38	116	1945	272	35	54	41	167	111	171	101
Total	361	215	123	337	783	2166	228	311	35	44	110	2085	291	22	18	7	153	138	176	115
	15%	9%	5%	14%	33%	90%	9%	13%	**	**	5%	87%	12%	**	**	**	6%	6%	7%	5%
COMMUNICATION	310	174	91	265	636	1951	206	258	**	**	86	1910	228	**	**	**	120	108	152	76
	86%	81%	74%	79%	81%	90%	90%	83%	**	**	78%	92%	78%	**	**	**	78%	78%	87%	66%
	cd											hk					t	t	qt	
	14%	8%	4%	12%	29%	90%	9%	12%	**	**	4%	88%	10%	**	**	**	6%	5%	7%	3%
PURCHASING/ FINANCES	277	153	73	226	545	1800	177	224	**	**	70	1759	194	**	**	**	102	92	132	63
	77%	71%	59%	67%	70%	83%	78%	72%	**	**	64%	84%	67%	**	**	**	67%	67%	75%	54%
	cd	c										hk					t		t	
	14%	8%	4%	11%	27%	91%	9%	11%	**	**	4%	89%	10%	**	**	**	5%	5%	7%	3%
ENTERTAINMENT	182	88	42	130	380	1343	143	162	**	**	59	1331	116	**	**	**	62	54	81	34
	50%	41%	34%	39%	49%	62%	63%	52%	**	**	53%	64%	40%	**	**	**	40%	39%	46%	30%
	bcd											hk							t	
	12%	6%	3%	9%	25%	89%	10%	11%	**	**	4%	89%	8%	**	**	**	4%	4%	5%	2%
SOCIAL	171	80	24	104	379	1334	143	145	**	**	49	1337	87	**	**	**	41	46	49	39
	48%	37%	20%	31%	48%	62%	63%	47%	**	**	44%	64%	30%	**	**	**	27%	33%	28%	34%
	bcd	c		c								hk								
	11%	5%	2%	7%	25%	89%	10%	10%	**	**	3%	90%	6%	**	**	**	3%	3%	3%	3%
REMOTE ACCESS	97	39	13	52	141	679	68	71	**	**	21	681	47	**	**	**	27	20	35	12
	27%	18%	10%	15%	18%	31%	30%	23%	**	**	19%	33%	16%	**	**	**	18%	14%	20%	10%
	bcd											hk							t	
	13%	5%	2%	7%	19%	90%	9%	9%	**	**	3%	90%	6%	**	**	**	4%	3%	5%	2%

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QE24 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
General surfing/ browsing the internet	311	177	88	265	640	1887	182	252	**	**	90	1825	225	19	15	**	121	104	135	91
	78%	64%	36%	50%	62%	78%	74%	55%	**	**	49%	82%	51%	49%	50%	**	60%	43%	66%	38%
	bcd	cd		c								hk					rt		rt	
	15%	9%	4%	13%	31%	91%	9%	12%	**	**	4%	88%	11%	1%	1%	**	6%	5%	6%	4%
Send/ receive e-mails	293	164	88	252	585	1844	179	244	**	**	80	1795	217	17	15	**	114	103	149	69
	73%	59%	35%	48%	57%	76%	73%	53%	**	**	44%	81%	49%	43%	49%	**	57%	42%	73%	29%
	bcd	cd		c				k				hk					rt	t	qrt	
	14%	8%	4%	12%	29%	90%	9%	12%	**	**	4%	88%	11%	1%	1%	**	6%	5%	7%	3%
Online shopping (purchasing goods/ services/ tickets etc.)	251	130	63	193	458	1581	148	197	**	**	65	1540	168	10	12	**	85	83	118	49
	63%	47%	25%	37%	45%	65%	60%	43%	**	**	35%	69%	38%	26%	39%	**	42%	34%	58%	21%
	bcd	cd		c								hk					t	t	qrt	
	14%	7%	4%	11%	26%	91%	8%	11%	**	**	4%	89%	10%	1%	1%	**	5%	5%	7%	3%
Banking	219	106	46	152	385	1456	151	162	**	**	50	1451	132	8	9	**	76	56	96	36
	55%	38%	18%	29%	37%	60%	62%	36%	**	**	27%	65%	30%	19%	30%	**	38%	23%	47%	15%
	bcd	cd		c				k				hk					rt	t	rt	
	14%	7%	3%	9%	24%	90%	9%	10%	**	**	3%	90%	8%	*%	1%	**	5%	3%	6%	2%
Communicating via instant messaging e.g. Facebook Chat, Skype Chat, Snapchat	160	66	18	84	341	1248	157	142	**	**	45	1262	72	6	5	**	30	41	45	26
	40%	24%	7%	16%	33%	51%	64%	31%	**	**	24%	57%	16%	15%	17%	**	15%	17%	22%	11%
	bcd	cd		c			f					hk							t	
	11%	5%	1%	6%	24%	88%	11%	10%	**	**	3%	89%	5%	*%	*%	**	2%	3%	3%	2%

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QE24 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)

Base : All respondents

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Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Using social networking (such as Facebook, LinkedIn, Bebo or Snapchat)	159	73	21	93	363	1250	132	138	**	**	46	1251	78	8	6	**	35	44	44	35
	40%	26%	8%	18%	35%	52%	54%	30%	**	**	25%	56%	18%	20%	20%	**	17%	18%	21%	15%
	bcd	cd		c								hk								
	11%	5%	1%	7%	26%	89%	9%	10%	**	**	3%	89%	6%	1%	*%	**	2%	3%	3%	2%
Accessing news	201	98	40	138	313	1180	126	142	**	**	47	1166	116	10	10	**	62	54	80	36
	50%	35%	16%	26%	30%	49%	51%	31%	**	**	25%	53%	26%	25%	34%	**	31%	22%	39%	15%
	bcd	cd		c								hk					rt		rt	
	15%	7%	3%	11%	24%	90%	10%	11%	**	**	4%	89%	9%	1%	1%	**	5%	4%	6%	3%
Finding/ downloading information for work/ business/ school/ college/ university/ homework	167	63	22	86	257	1134	141	111	**	**	30	1171	77	3	6	**	45	32	57	20
	42%	23%	9%	16%	25%	47%	57%	24%	**	**	16%	53%	17%	6%	18%	**	22%	13%	28%	8%
	bcd	cd		c			f	k				hk	n		n		rt		rt	
	13%	5%	2%	7%	20%	88%	11%	9%	**	**	2%	91%	6%	*%	*%	**	3%	2%	4%	2%
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	178	88	30	118	281	1005	112	129	**	**	49	998	104	5	8	**	57	47	77	27
	45%	32%	12%	22%	27%	41%	46%	28%	**	**	27%	45%	23%	13%	26%	**	28%	20%	37%	11%
	bcd	cd		c								hk	n		n		rt	t	qrt	
	16%	8%	3%	10%	25%	89%	10%	11%	**	**	4%	89%	9%	*%	1%	**	5%	4%	7%	2%

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QE24 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
To find information on health related issues	164	83	33	116	273	977	106	140	**	**	53	959	100	5	9	**	48	52	67	33
	41%	30%	13%	22%	27%	40%	43%	31%	**	**	29%	43%	23%	13%	30%	**	24%	21%	33%	14%
	bcd	cd		c								hk			n		t	t	qrt	
	15%	8%	3%	11%	25%	89%	10%	13%	**	**	5%	87%	9%	*%	1%	**	4%	5%	6%	3%
Watching short video clips (e.g. on YouTube, Dailymotion, Vimeo or Facebook)	134	56	16	72	233	934	98	106	**	**	38	932	65	1	4	**	38	26	46	19
	34%	20%	6%	14%	23%	39%	40%	23%	**	**	21%	42%	15%	4%	14%	**	19%	11%	22%	8%
	bcd	cd		c								hk	n		n		rt		rt	
	13%	5%	2%	7%	22%	89%	9%	10%	**	**	4%	89%	6%	*%	*%	**	4%	3%	4%	2%
Making video calls e.g. via FaceTime, Skype	101	49	13	62	227	883	127	88	**	**	28	940	53	5	4	**	29	24	38	15
	25%	18%	5%	12%	22%	36%	52%	19%	**	**	15%	42%	12%	12%	12%	**	15%	10%	19%	6%
	bcd	cd		c			f					hk					t		rt	
	10%	5%	1%	6%	22%	86%	12%	9%	**	**	3%	91%	5%	*%	*%	**	3%	2%	4%	1%
Trading/ auctions e.g. eBay	131	50	13	62	214	881	88	97	**	**	35	877	55	2	4	**	35	20	42	12
	33%	18%	5%	12%	21%	36%	36%	21%	**	**	19%	40%	12%	6%	14%	**	17%	8%	21%	5%
	bcd	cd		c								hk					rt		rt	
	13%	5%	1%	6%	22%	90%	9%	10%	**	**	4%	90%	6%	*%	*%	**	4%	2%	4%	1%
Watching TV programmes/ films content online	96	37	19	56	196	804	102	81	**	**	27	830	49	3	3	**	32	17	40	10
	24%	13%	7%	11%	19%	33%	42%	18%	**	**	15%	37%	11%	8%	11%	**	16%	7%	19%	4%
	bcd	c					f					hk					rt		rt	
	10%	4%	2%	6%	21%	88%	11%	9%	**	**	3%	90%	5%	*%	*%	**	4%	2%	4%	1%

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QE24 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
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Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
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Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Making voice calls using a VoIP service e.g. Skype	75	33	9	42	149	605	113	60	**	**	21	676	33	4	5	**	14	19	27	6
	19%	12%	4%	8%	15%	25%	46%	13%	**	**	12%	30%	7%	9%	15%	**	7%	8%	13%	2%
	bcd	c		c			f					hk			m		t	t	qt	
	10%	4%	1%	6%	20%	82%	15%	8%	**	**	3%	92%	4%	1%	1%	**	2%	3%	4%	1%
Uploading/ adding content to the internet e.g. photos, videos, blog posts	74	29	7	36	152	617	69	60	**	**	23	632	30	*	5	**	15	15	16	15
	18%	10%	3%	7%	15%	25%	28%	13%	**	**	13%	28%	7%	1%	15%	**	8%	6%	8%	6%
	bcd	c		c								hk			mn					
	11%	4%	1%	5%	22%	88%	10%	9%	**	**	3%	91%	4%	*%	1%	**	2%	2%	2%	2%
Playing games online/ interactively	51	26	11	36	156	587	66	65	**	**	22	581	34	1	2	**	13	21	20	14
	13%	9%	4%	7%	15%	24%	27%	14%	**	**	12%	26%	8%	1%	6%	**	6%	9%	10%	6%
	cd	c										hk								
	8%	4%	2%	6%	24%	90%	10%	10%	**	**	3%	89%	5%	*%	*%	**	2%	3%	3%	2%
Accessing files through a cloud service such as Dropbox, Google Drive, Microsoft OneDrive or Apple iCloud	80	33	9	42	113	577	55	57	**	**	15	579	39	1	2	**	21	18	30	9
	20%	12%	4%	8%	11%	24%	23%	13%	**	**	8%	26%	9%	2%	7%	**	10%	8%	15%	4%
	bcd	c		c								hk	n				t		rt	
	13%	5%	1%	7%	18%	90%	9%	9%	**	**	2%	91%	6%	*%	*%	**	3%	3%	5%	1%

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QE24 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)

Base : All respondents

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Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
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Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Listening to radio	70	37	12	50	128	520	66	51	**	**	16	540	46	1	3	**	30	16	32	13
	17%	13%	5%	9%	12%	21%	27%	11%	**	**	8%	24%	10%	3%	9%	**	15%	6%	16%	6%
	cd	c		c								hk					rt		rt	
	12%	6%	2%	8%	21%	87%	11%	9%	**	**	3%	91%	8%	*%	*%	**	5%	3%	5%	2%
Streamed audio services (free) e.g. Spotify (free) or Deezer (free)	47	14	1	14	101	470	79	29	**	**	9	527	14	-	1	**	9	5	9	5
	12%	5%	*%	3%	10%	19%	32%	6%	**	**	5%	24%	3%	-%	3%	**	4%	2%	4%	2%
	bcd	c		c			f					hk								
	8%	2%	*%	3%	18%	84%	14%	5%	**	**	2%	94%	2%	-%	*%	**	2%	1%	2%	1%
Using Twitter (browsing/ reading/ posting on site)	48	14	*	14	94	472	64	40	**	**	8	502	12	1	1	**	6	7	10	2
	12%	5%	*%	3%	9%	19%	26%	9%	**	**	4%	23%	3%	1%	4%	**	3%	3%	5%	1%
	bcd	c		c			f	k				hk							t	
	9%	3%	*%	3%	17%	86%	12%	7%	**	**	1%	91%	2%	*%	*%	**	1%	1%	2%	*%
Streamed audio services (subscription) e.g. Spotify Premium, Apple Music or Deezer Premium	37	13	1	14	71	389	55	21	**	**	5	438	14	-	*	**	6	8	11	3
	9%	5%	*%	3%	7%	16%	23%	5%	**	**	3%	20%	3%	-%	1%	**	3%	3%	5%	1%
	bcd	c		c			f					hk							t	
	8%	3%	*%	3%	15%	84%	12%	5%	**	**	1%	95%	3%	-%	*%	**	1%	2%	2%	1%

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QE24 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)

Base : All respondents

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Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
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	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Remotely control TV services at home such as Sky+, Sky Q or Tivo using an online device	40	13	5	18	57	296	34	32	**	**	6	302	15	1	*	**	10	5	13	3
	10%	5%	2%	3%	5%	12%	14%	7%	**	**	3%	14%	3%	3%	1%	**	5%	2%	6%	1%
	bcd											hk					t		rt	
	12%	4%	1%	5%	17%	88%	10%	9%	**	**	2%	90%	5%	*%	*%	**	3%	1%	4%	1%
Remotely control or monitor household appliances e.g. fridge, cooker, washing machine, tumble dryer and/ or home heating, lighting or security system or home energy contion	23	4	-	4	21	111	17	7	**	**	2	124	4	-	*	**	3	1	3	1
	6%	2%	-%	1%	2%	5%	7%	2%	**	**	1%	6%	1%	-%	1%	**	1%	1%	1%	*%
	bcd											hk								
	17%	3%	-%	3%	16%	85%	13%	5%	**	**	1%	95%	3%	-%	*%	**	2%	1%	2%	1%
Other	3	2	1	4	8	19	-	2	**	**	1	17	3	*	1	**	2	1	*	2
	1%	1%	*%	1%	1%	1%	-%	*%	**	**	1%	1%	1%	*%	3%	**	1%	*%	*%	1%
															m					
	17%	13%	6%	19%	43%	100%	-%	12%	**	**	5%	89%	14%	*%	5%	**	8%	6%	2%	12%
USE SOCIAL NETWORKING SITES	171	80	24	104	379	1334	143	145	**	**	49	1337	87	8	7	**	41	46	49	39
	43%	29%	10%	20%	37%	55%	58%	32%	**	**	27%	60%	20%	20%	24%	**	21%	19%	24%	16%
	bcd	cd		c								hk								
	11%	5%	2%	7%	25%	89%	10%	10%	**	**	3%	90%	6%	1%	*%	**	3%	3%	3%	3%

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Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
TV/ VIDEO VIEWING	161	70	30	100	309	1168	134	137	**	**	48	1173	90	3	5	**	54	36	66	24
	40%	25%	12%	19%	30%	48%	55%	30%	**	**	26%	53%	20%	9%	17%	**	27%	15%	32%	10%
	bcd	cd		c								hk	n				rt		rt	
	12%	5%	2%	8%	23%	89%	10%	10%	**	**	4%	89%	7%	*%	*%	**	4%	3%	5%	2%
VOICE OR VIDEO CALLS USING A VOIP SERVICE E.G. SKYPE	116	60	16	76	255	985	143	99	**	**	31	1046	65	5	6	**	34	30	49	16
	29%	22%	6%	14%	25%	41%	58%	22%	**	**	17%	47%	15%	13%	20%	**	17%	13%	24%	7%
	bcd	cd		c			f					hk					t	t	rt	
	10%	5%	1%	7%	22%	86%	12%	9%	**	**	3%	91%	6%	*%	1%	**	3%	3%	4%	1%
STREAMED AUDIO SERVICES	61	20	2	21	123	601	83	38	**	**	13	656	20	-	1	**	10	10	15	6
	15%	7%	1%	4%	12%	25%	34%	8%	**	**	7%	30%	5%	-%	3%	**	5%	4%	7%	2%
	bcd	c		c			f					hk							t	
	9%	3%	*%	3%	18%	86%	12%	5%	**	**	2%	94%	3%	-%	*%	**	1%	1%	2%	1%
None of these	10	13	11	24	33	41	1	14	**	**	9	27	21	1	1	**	8	13	11	10
	3%	5%	4%	4%	3%	2%	*%	3%	**	**	5%	1%	5%	3%	2%	**	4%	5%	5%	4%
								l			l									
	25%	32%	25%	57%	81%	99%	2%	33%	**	**	22%	66%	50%	3%	2%	**	19%	31%	27%	23%
Don't know	1	-	-	-	*	1	*	1	**	**	-	*	-	-	-	**	-	-	-	-
	*%	-%	-%	-%	*%	*%	*%	*%	**	**	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
	79%	-%	-%	-%	21%	79%	17%	114%	**	**	-%	21%	-%	-%	-%	**	-%	-%	-%	-%
INFORMATION	330	190	97	287	688	2010	209	272	**	**	93	1952	247	19	16	**	132	115	150	96
	82%	68%	39%	55%	67%	83%	85%	60%	**	**	51%	88%	56%	49%	51%	**	66%	47%	73%	40%
	bcd	cd		c				k				hk					rt		rt	
	15%	9%	4%	13%	31%	90%	9%	12%	**	**	4%	88%	11%	1%	1%	**	6%	5%	7%	4%

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

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QE24 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)

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Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
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Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
COMMUNICATION	310	174	91	265	636	1951	206	258	**	**	86	1910	228	18	16	**	120	108	152	76
	77%	63%	37%	50%	62%	80%	84%	57%	**	**	47%	86%	51%	47%	52%	**	60%	45%	74%	32%
	bcd	cd		c				k				hk					rt	t	qrt	
	14%	8%	4%	12%	29%	90%	9%	12%	**	**	4%	88%	10%	1%	1%	**	6%	5%	7%	3%
PURCHASING/ FINANCES	277	153	73	226	545	1800	177	224	**	**	70	1759	194	15	13	**	102	92	132	63
	69%	55%	29%	43%	53%	74%	72%	49%	**	**	38%	79%	44%	37%	43%	**	51%	38%	64%	26%
	bcd	cd		c				k				hk					rt	t	qrt	
	14%	8%	4%	11%	27%	91%	9%	11%	**	**	4%	89%	10%	1%	1%	**	5%	5%	7%	3%
ENTERTAINMENT	182	88	42	130	380	1343	143	162	**	**	59	1331	116	4	9	**	62	54	81	34
	46%	32%	17%	25%	37%	55%	58%	36%	**	**	32%	60%	26%	10%	28%	**	31%	22%	40%	14%
	bcd	cd		c								hk	n		n		t	t	rt	
	12%	6%	3%	9%	25%	89%	10%	11%	**	**	4%	89%	8%	*%	1%	**	4%	4%	5%	2%
SOCIAL	171	80	24	104	379	1334	143	145	**	**	49	1337	87	8	7	**	41	46	49	39
	43%	29%	10%	20%	37%	55%	58%	32%	**	**	27%	60%	20%	20%	24%	**	21%	19%	24%	16%
	bcd	cd		c								hk								
	11%	5%	2%	7%	25%	89%	10%	10%	**	**	3%	90%	6%	1%	*%	**	3%	3%	3%	3%
REMOTE ACCESS	97	39	13	52	141	679	68	71	**	**	21	681	47	2	3	**	27	20	35	12
	24%	14%	5%	10%	14%	28%	28%	16%	**	**	12%	31%	11%	5%	8%	**	13%	8%	17%	5%
	bcd	c		c								hk					t		rt	
	13%	5%	2%	7%	19%	90%	9%	9%	**	**	3%	90%	6%	*%	*%	**	4%	3%	5%	2%

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QE25 (QE5B). SHOWCARD And, which, if any, of these activities have you used the internet for in the LAST WEEK? (MULTI CODE)

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Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	543	368	165	533	1182	3049	226	462	52	55	161	2818	333	65	85	50	201	132	214	119
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Total	361	215	123	337	783	2166	228	311	35	44	110	2085	291	22	18	7	153	138	176	115
	15%	9%	5%	14%	33%	90%	9%	13%	**	**	5%	87%	12%	**	**	**	6%	6%	7%	5%
General surfing/ browsing the internet	282	148	68	217	554	1688	153	219	**	**	78	1628	184	**	**	**	99	85	118	66
	78%	69%	56%	64%	71%	78%	67%	71%	**	**	71%	78%	63%	**	**	**	65%	62%	67%	57%
	bcd	c				g						h								
	15%	8%	4%	12%	30%	91%	8%	12%	**	**	4%	88%	10%	**	**	**	5%	5%	6%	4%
Send/ receive e-mails	251	136	74	210	475	1605	155	205	**	**	69	1568	182	**	**	**	95	86	130	52
	70%	63%	60%	62%	61%	74%	68%	66%	**	**	63%	75%	62%	**	**	**	62%	63%	74%	45%
	d											hk					t	t	qrt	
	14%	8%	4%	12%	27%	91%	9%	12%	**	**	4%	89%	10%	**	**	**	5%	5%	7%	3%
Banking	185	93	41	134	327	1249	128	144	**	**	44	1233	117	**	**	**	64	53	87	30
	51%	43%	34%	40%	42%	58%	56%	46%	**	**	40%	59%	40%	**	**	**	42%	38%	49%	26%
	cd											hk					t		t	
	13%	7%	3%	10%	24%	91%	9%	10%	**	**	3%	90%	8%	**	**	**	5%	4%	6%	2%
Online shopping (purchasing goods/ services/ tickets etc.)	172	78	41	119	293	1085	100	143	**	**	47	1044	104	**	**	**	50	54	79	25
	48%	36%	34%	35%	37%	50%	44%	46%	**	**	43%	50%	36%	**	**	**	32%	39%	45%	22%
	bcd																	t	qt	
	14%	7%	3%	10%	25%	91%	8%	12%	**	**	4%	88%	9%	**	**	**	4%	5%	7%	2%
Using social networking (such as Facebook, LinkedIn, Bebo or Snapchat)	120	59	17	76	298	1023	108	110	**	**	39	1024	65	**	**	**	27	38	38	27
	33%	28%	14%	22%	38%	47%	47%	36%	**	**	35%	49%	22%	**	**	**	18%	27%	22%	23%
	cd	c		c								hk								
	10%	5%	1%	7%	26%	90%	9%	10%	**	**	3%	90%	6%	**	**	**	2%	3%	3%	2%

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Unweighted total	543	368	165	533	1182	3049	226	462	52	55	161	2818	333	65	85	50	201	132	214	119
Effective Weighted Sample	395	235	111	343	803	2090	151	307	33	38	116	1945	272	35	54	41	167	111	171	101
Total	361	215	123	337	783	2166	228	311	35	44	110	2085	291	22	18	7	153	138	176	115
	15%	9%	5%	14%	33%	90%	9%	13%	**	**	5%	87%	12%	**	**	**	6%	6%	7%	5%
Communicating via instant messaging e.g. Facebook Chat, Skype Chat, Snapchat	112	48	10	58	264	964	124	108	**	**	30	972	52	**	**	**	20	32	33	20
	31%	22%	8%	17%	34%	45%	54%	35%	**	**	27%	47%	18%	**	**	**	13%	23%	19%	17%
	bcd	c		c			f					hk						q		
	10%	4%	1%	5%	24%	88%	11%	10%	**	**	3%	89%	5%	**	**	**	2%	3%	3%	2%
Accessing news	158	70	30	100	229	869	104	109	**	**	39	862	84	**	**	**	42	42	61	23
	44%	33%	24%	30%	29%	40%	46%	35%	**	**	36%	41%	29%	**	**	**	28%	30%	35%	20%
	bcd											h							t	
	16%	7%	3%	10%	24%	89%	11%	11%	**	**	4%	89%	9%	**	**	**	4%	4%	6%	2%
Finding/ downloading information for work/ business/ school/ college/ university/ homework	113	41	11	53	179	780	108	78	**	**	23	813	46	**	**	**	24	22	36	10
	31%	19%	9%	16%	23%	36%	47%	25%	**	**	21%	39%	16%	**	**	**	16%	16%	20%	9%
	bcd	c					f					hk							t	
	13%	5%	1%	6%	20%	87%	12%	9%	**	**	3%	91%	5%	**	**	**	3%	2%	4%	1%
Watching short video clips (e.g. on YouTube, Dailymotion, Vimeo or Facebook)	90	30	10	41	160	661	74	76	**	**	25	657	37	**	**	**	21	16	29	9
	25%	14%	8%	12%	20%	31%	32%	24%	**	**	23%	32%	13%	**	**	**	14%	12%	16%	7%
	bcd											h							t	
	12%	4%	1%	5%	22%	89%	10%	10%	**	**	3%	89%	5%	**	**	**	3%	2%	4%	1%

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Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	543	368	165	533	1182	3049	226	462	52	55	161	2818	333	65	85	50	201	132	214	119
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Total	361	215	123	337	783	2166	228	311	35	44	110	2085	291	22	18	7	153	138	176	115
	15%	9%	5%	14%	33%	90%	9%	13%	**	**	5%	87%	12%	**	**	**	6%	6%	7%	5%
Making video calls e.g. via FaceTime, Skype	56	26	6	32	147	551	92	57	**	**	17	594	26	**	**	**	12	14	18	8
	15%	12%	5%	9%	19%	25%	40%	18%	**	**	15%	28%	9%	**	**	**	8%	10%	10%	7%
	cd	c					f					hk								
	9%	4%	1%	5%	23%	84%	14%	9%	**	**	3%	91%	4%	**	**	**	2%	2%	3%	1%
Watching TV programmes/ films content online	61	25	16	40	142	546	67	60	**	**	22	551	36	**	**	**	20	16	29	6
	17%	11%	13%	12%	18%	25%	30%	19%	**	**	20%	26%	12%	**	**	**	13%	12%	17%	5%
												h					t		t	
	10%	4%	3%	7%	23%	88%	11%	10%	**	**	4%	89%	6%	**	**	**	3%	3%	5%	1%
To find information on health related issues	92	38	16	54	149	534	69	91	**	**	35	518	48	**	**	**	26	22	35	13
	26%	18%	13%	16%	19%	25%	30%	29%	**	**	32%	25%	16%	**	**	**	17%	16%	20%	11%
	bcd																			
	15%	6%	3%	9%	25%	88%	11%	15%	**	**	6%	85%	8%	**	**	**	4%	4%	6%	2%
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	104	35	12	47	149	538	70	72	**	**	29	535	42	**	**	**	26	16	32	10
	29%	16%	10%	14%	19%	25%	31%	23%	**	**	26%	26%	14%	**	**	**	17%	11%	18%	8%
	bcd																t		t	
	17%	6%	2%	8%	24%	88%	12%	12%	**	**	5%	88%	7%	**	**	**	4%	3%	5%	2%

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Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	543	368	165	533	1182	3049	226	462	52	55	161	2818	333	65	85	50	201	132	214	119
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Total	361	215	123	337	783	2166	228	311	35	44	110	2085	291	22	18	7	153	138	176	115
	15%	9%	5%	14%	33%	90%	9%	13%	**	**	5%	87%	12%	**	**	**	6%	6%	7%	5%
Trading/ auctions e.g. eBay	78	30	8	39	125	522	52	68	**	**	21	503	36	**	**	**	22	13	26	9
	22%	14%	7%	11%	16%	24%	23%	22%	**	**	19%	24%	12%	**	**	**	14%	10%	15%	8%
	bcd	c																		
	14%	5%	1%	7%	22%	91%	9%	12%	**	**	4%	88%	6%	**	**	**	4%	2%	5%	2%
Playing games online/ interactively	40	14	8	22	120	422	49	52	**	**	16	415	19	**	**	**	7	12	11	9
	11%	7%	6%	6%	15%	19%	21%	17%	**	**	14%	20%	7%	**	**	**	5%	9%	6%	7%
	d																			
	8%	3%	2%	5%	25%	89%	10%	11%	**	**	3%	88%	4%	**	**	**	2%	3%	2%	2%
Making voice calls using a VoIP service e.g. Skype	46	17	4	21	88	366	71	41	**	**	13	407	16	**	**	**	4	12	12	3
	13%	8%	3%	6%	11%	17%	31%	13%	**	**	12%	20%	5%	**	**	**	3%	9%	7%	3%
	cd						f					hk						q		
	10%	4%	1%	5%	20%	82%	16%	9%	**	**	3%	91%	3%	**	**	**	1%	3%	3%	1%
Uploading/ adding content to the internet e.g. photos, videos, blog posts	44	10	3	13	90	358	33	39	**	**	15	350	10	**	**	**	4	7	8	2
	12%	5%	3%	4%	12%	17%	14%	13%	**	**	13%	17%	4%	**	**	**	2%	5%	5%	2%
	bcd																			
	11%	3%	1%	3%	23%	91%	8%	10%	**	**	4%	89%	3%	**	**	**	1%	2%	2%	1%
Listening to radio	55	22	11	33	90	343	46	35	**	**	12	352	31	**	**	**	17	14	22	9
	15%	10%	9%	10%	11%	16%	20%	11%	**	**	11%	17%	11%	**	**	**	11%	10%	13%	7%
	d											h								
	14%	6%	3%	8%	23%	88%	12%	9%	**	**	3%	90%	8%	**	**	**	4%	3%	6%	2%

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	15%	9%	5%	14%	33%	90%	9%	13%	**	**	5%	87%	12%	**	**	**	6%	6%	7%	5%
Streamed audio services (free) e.g. Spotify (free) or Deezer (free)	32	7	-	7	66	320	58	17	**	**	5	363	6	**	**	**	3	3	4	2
	9%	3%	-%	2%	8%	15%	25%	5%	**	**	4%	17%	2%	**	**	**	2%	2%	2%	2%
	bcd						f					hk								
	8%	2%	-%	2%	17%	83%	15%	4%	**	**	1%	95%	2%	**	**	**	1%	1%	1%	1%
Using Twitter (browsing/ reading/ posting on site)	34	8	*	8	62	322	43	30	**	**	6	331	7	**	**	**	3	4	7	-
	9%	4%	*%	2%	8%	15%	19%	10%	**	**	6%	16%	2%	**	**	**	2%	3%	4%	-%
	bcd											hk							t	
	9%	2%	*%	2%	17%	88%	12%	8%	**	**	2%	90%	2%	**	**	**	1%	1%	2%	-%
Accessing files through a cloud service such as Dropbox, Google Drive, Microsoft OneDrive or Apple iCloud	44	14	3	17	63	319	38	35	**	**	7	319	15	**	**	**	8	8	12	4
	12%	7%	2%	5%	8%	15%	17%	11%	**	**	6%	15%	5%	**	**	**	5%	6%	7%	3%
	bcd											k								
	13%	4%	1%	5%	18%	90%	11%	10%	**	**	2%	90%	4%	**	**	**	2%	2%	3%	1%
Streamed audio services (subscription) e.g. Spotify Premium, Apple Music or Deezer Premium	22	8	1	9	48	269	44	13	**	**	3	308	8	**	**	**	3	5	7	1
	6%	4%	1%	3%	6%	12%	19%	4%	**	**	3%	15%	3%	**	**	**	2%	4%	4%	1%
	cd						f					hk								
	7%	2%	*%	3%	15%	83%	14%	4%	**	**	1%	95%	3%	**	**	**	1%	2%	2%	*%

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	15%	9%	5%	14%	33%	90%	9%	13%	**	**	5%	87%	12%	**	**	**	6%	6%	7%	5%
Remotely control TV services at home such as Sky+, Sky Q or Tivo using an online device	25	6	5	11	31	191	15	22	**	**	5	181	9	**	**	**	7	2	8	1
	7%	3%	4%	3%	4%	9%	7%	7%	**	**	5%	9%	3%	**	**	**	5%	1%	5%	1%
	bd																			
	12%	3%	2%	5%	15%	93%	7%	11%	**	**	2%	89%	4%	**	**	**	3%	1%	4%	*%
Remotely control or monitor household appliances e.g. fridge, cooker, washing machine, tumble dryer and/ or home heating, lighting or security system or home energy consumption	16	3	-	3	12	73	10	6	**	**	2	76	3	**	**	**	2	1	2	1
	4%	1%	-%	1%	2%	3%	4%	2%	**	**	1%	4%	1%	**	**	**	1%	1%	1%	1%
	bcd																			
	20%	4%	-%	4%	15%	89%	12%	8%	**	**	2%	93%	3%	**	**	**	2%	1%	2%	1%
Other	1	2	1	4	8	15	-	1	**	**	*	14	3	**	**	**	2	1	*	2
	*%	1%	1%	1%	1%	1%	-%	*%	**	**	*%	1%	1%	**	**	**	1%	1%	*%	2%
	9%	16%	8%	24%	50%	100%	-%	9%	**	**	1%	92%	17%	**	**	**	10%	7%	2%	15%
USE SOCIAL NETWORKING SITES	130	64	19	83	318	1084	120	116	**	**	40	1092	71	**	**	**	30	41	43	28
	36%	30%	15%	25%	41%	50%	53%	37%	**	**	37%	52%	24%	**	**	**	20%	30%	25%	24%
	cd	c		c								hk								
	11%	5%	2%	7%	26%	89%	10%	10%	**	**	3%	90%	6%	**	**	**	2%	3%	4%	2%

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QE25 (QE5B). SHOWCARD And, which, if any, of these activities have you used the internet for in the LAST WEEK? (MULTI CODE)

Base : Those who use the internet at home or elsewhere

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	543	368	165	533	1182	3049	226	462	52	55	161	2818	333	65	85	50	201	132	214	119
Effective Weighted Sample	395	235	111	343	803	2090	151	307	33	38	116	1945	272	35	54	41	167	111	171	101
Total	361	215	123	337	783	2166	228	311	35	44	110	2085	291	22	18	7	153	138	176	115
	15%	9%	5%	14%	33%	90%	9%	13%	**	**	5%	87%	12%	**	**	**	6%	6%	7%	5%
TV/ VIDEO VIEWING	111	44	22	66	224	858	97	101	**	**	33	856	59	**	**	**	32	27	45	14
	31%	20%	18%	19%	29%	40%	43%	32%	**	**	30%	41%	20%	**	**	**	21%	20%	26%	12%
	bcd											hk							t	
	12%	5%	2%	7%	23%	89%	10%	10%	**	**	3%	89%	6%	**	**	**	3%	3%	5%	1%
VOICE OR VIDEO CALLS USING A VOIP SERVICE E.G. SKYPE	71	33	7	40	168	634	108	69	**	**	19	681	33	**	**	**	14	19	25	8
	20%	15%	5%	12%	21%	29%	47%	22%	**	**	17%	33%	11%	**	**	**	9%	14%	14%	7%
	cd	c					f					hk								
	9%	4%	1%	5%	22%	84%	14%	9%	**	**	2%	90%	4%	**	**	**	2%	3%	3%	1%
STREAMED AUDIO SERVICES	39	11	1	12	84	430	68	25	**	**	8	479	12	**	**	**	4	7	9	2
	11%	5%	1%	4%	11%	20%	30%	8%	**	**	7%	23%	4%	**	**	**	3%	5%	5%	2%
	bcd	c					f					hk								
	8%	2%	*%	2%	16%	85%	13%	5%	**	**	1%	94%	2%	**	**	**	1%	1%	2%	*%
None of these	17	12	11	24	44	54	10	18	**	**	9	43	22	**	**	**	14	7	9	13
	5%	6%	9%	7%	6%	3%	5%	6%	**	**	8%	2%	7%	**	**	**	9%	5%	5%	11%
								l			l									
	28%	20%	18%	39%	72%	89%	17%	30%	**	**	15%	71%	35%	**	**	**	23%	12%	14%	21%
INFORMATION	305	164	76	240	604	1845	183	235	**	**	82	1796	207	**	**	**	113	94	135	72
	84%	77%	62%	71%	77%	85%	80%	75%	**	**	74%	86%	71%	**	**	**	73%	69%	77%	63%
	bcd	c										hk							t	
	15%	8%	4%	12%	30%	91%	9%	12%	**	**	4%	88%	10%	**	**	**	6%	5%	7%	4%
COMMUNICATION	270	152	78	230	549	1765	194	223	**	**	73	1747	199	**	**	**	100	98	138	61
	75%	71%	63%	68%	70%	82%	85%	72%	**	**	67%	84%	68%	**	**	**	66%	72%	79%	53%
	cd											hk					t	t	qt	
	14%	8%	4%	12%	28%	90%	10%	11%	**	**	4%	89%	10%	**	**	**	5%	5%	7%	3%

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Total	361	215	123	337	783	2166	228	311	35	44	110	2085	291	22	18	7	153	138	176	115
	15%	9%	5%	14%	33%	90%	9%	13%	**	**	5%	87%	12%	**	**	**	6%	6%	7%	5%
PURCHASING/ FINANCES	229	119	56	174	437	1537	159	188	**	**	59	1511	150	**	**	**	77	73	108	42
	64%	55%	46%	52%	56%	71%	70%	60%	**	**	53%	72%	52%	**	**	**	50%	53%	61%	37%
	bcd											hk					t	t	qt	
	13%	7%	3%	10%	26%	90%	9%	11%	**	**	3%	89%	9%	**	**	**	5%	4%	6%	2%
SOCIAL	130	64	19	83	318	1084	120	116	**	**	40	1092	71	**	**	**	30	41	43	28
	36%	30%	15%	25%	41%	50%	53%	37%	**	**	37%	52%	24%	**	**	**	20%	30%	25%	24%
	cd	c		c								hk								
	11%	5%	2%	7%	26%	89%	10%	10%	**	**	3%	90%	6%	**	**	**	2%	3%	4%	2%
ENTERTAINMENT	142	60	34	93	296	1074	117	126	**	**	40	1068	83	**	**	**	42	41	59	24
	39%	28%	27%	28%	38%	50%	51%	40%	**	**	37%	51%	28%	**	**	**	27%	30%	33%	21%
	bcd											hk							t	
	12%	5%	3%	8%	25%	89%	10%	10%	**	**	3%	89%	7%	**	**	**	3%	3%	5%	2%
REMOTE ACCESS	57	18	7	25	82	410	46	44	**	**	13	408	21	**	**	**	12	9	17	4
	16%	9%	5%	7%	10%	19%	20%	14%	**	**	11%	20%	7%	**	**	**	8%	6%	10%	4%
	bcd											hk								
	13%	4%	1%	5%	18%	90%	10%	10%	**	**	3%	90%	5%	**	**	**	3%	2%	4%	1%

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Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
General surfing/ browsing the internet	282	148	68	217	554	1688	153	219	**	**	78	1628	184	15	14	**	99	85	118	66
	71%	53%	28%	41%	54%	70%	63%	48%	**	**	42%	73%	42%	37%	46%	**	50%	35%	58%	28%
	bcd	cd		c								hk					rt		rt	
	15%	8%	4%	12%	30%	91%	8%	12%	**	**	4%	88%	10%	1%	1%	**	5%	5%	6%	4%
Send/ receive e-mails	251	136	74	210	475	1605	155	205	**	**	69	1568	182	14	12	**	95	86	130	52
	63%	49%	30%	40%	46%	66%	63%	45%	**	**	38%	71%	41%	34%	40%	**	48%	36%	63%	22%
	bcd	cd		c								hk					rt	t	qrt	
	14%	8%	4%	12%	27%	91%	9%	12%	**	**	4%	89%	10%	1%	1%	**	5%	5%	7%	3%
Banking	185	93	41	134	327	1249	128	144	**	**	44	1233	117	7	8	**	64	53	87	30
	46%	33%	17%	25%	32%	52%	52%	32%	**	**	24%	56%	26%	19%	26%	**	32%	22%	42%	13%
	bcd	cd		c								hk					rt	t	qrt	
	13%	7%	3%	10%	24%	91%	9%	10%	**	**	3%	90%	8%	1%	1%	**	5%	4%	6%	2%
Online shopping (purchasing goods/ services/ tickets etc.)	172	78	41	119	293	1085	100	143	**	**	47	1044	104	7	7	**	50	54	79	25
	43%	28%	17%	23%	28%	45%	41%	31%	**	**	26%	47%	23%	17%	22%	**	25%	22%	38%	10%
	bcd	c										hk					t	t	qrt	
	14%	7%	3%	10%	25%	91%	8%	12%	**	**	4%	88%	9%	1%	1%	**	4%	5%	7%	2%
Using social networking (such as Facebook, LinkedIn, Bebo or Snapchat)	120	59	17	76	298	1023	108	110	**	**	39	1024	65	6	5	**	27	38	38	27
	30%	21%	7%	14%	29%	42%	44%	24%	**	**	21%	46%	15%	14%	15%	**	14%	16%	18%	11%
	bcd	cd		c								hk							t	
	10%	5%	1%	7%	26%	90%	9%	10%	**	**	3%	90%	6%	*%	*%	**	2%	3%	3%	2%

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Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Communicating via instant messaging e.g. Facebook Chat, Skype Chat, Snapchat	112	48	10	58	264	964	124	108	**	**	30	972	52	3	3	**	20	32	33	20
	28%	17%	4%	11%	26%	40%	50%	24%	**	**	16%	44%	12%	7%	9%	**	10%	13%	16%	8%
	bcd	cd		c			f	k				hk							t	
	10%	4%	1%	5%	24%	88%	11%	10%	**	**	3%	89%	5%	*%	*%	**	2%	3%	3%	2%
Accessing news	158	70	30	100	229	869	104	109	**	**	39	862	84	6	9	**	42	42	61	23
	40%	25%	12%	19%	22%	36%	43%	24%	**	**	21%	39%	19%	15%	28%	**	21%	17%	30%	10%
	bcd	cd		c								hk					t	t	qrt	
	16%	7%	3%	10%	24%	89%	11%	11%	**	**	4%	89%	9%	1%	1%	**	4%	4%	6%	2%
Finding/ downloading information for work/ business/ school/ college/ university/ homework	113	41	11	53	179	780	108	78	**	**	23	813	46	2	4	**	24	22	36	10
	28%	15%	5%	10%	17%	32%	44%	17%	**	**	12%	37%	10%	5%	13%	**	12%	9%	17%	4%
	bcd	cd		c			f					hk					t		rt	
	13%	5%	1%	6%	20%	87%	12%	9%	**	**	3%	91%	5%	*%	*%	**	3%	2%	4%	1%
Watching short video clips (e.g. on YouTube, Dailymotion, Vimeo or Facebook)	90	30	10	41	160	661	74	76	**	**	25	657	37	1	2	**	21	16	29	9
	23%	11%	4%	8%	16%	27%	30%	17%	**	**	14%	30%	8%	2%	6%	**	10%	7%	14%	4%
	bcd	c										hk					t		rt	
	12%	4%	1%	5%	22%	89%	10%	10%	**	**	3%	89%	5%	*%	*%	**	3%	2%	4%	1%

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	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Making video calls e.g. via FaceTime, Skype	56	26	6	32	147	551	92	57	**	**	17	594	26	4	2	**	12	14	18	8
	14%	9%	2%	6%	14%	23%	38%	12%	**	**	9%	27%	6%	10%	5%	**	6%	6%	9%	3%
	cd	c		c			f					hk							t	
	9%	4%	1%	5%	23%	84%	14%	9%	**	**	3%	91%	4%	1%	*%	**	2%	2%	3%	1%
Watching TV programmes/ films content online	61	25	16	40	142	546	67	60	**	**	22	551	36	3	2	**	20	16	29	6
	15%	9%	6%	8%	14%	23%	28%	13%	**	**	12%	25%	8%	7%	6%	**	10%	7%	14%	3%
	bcd											hk					t		rt	
	10%	4%	3%	7%	23%	88%	11%	10%	**	**	4%	89%	6%	*%	*%	**	3%	3%	5%	1%
To find information on health related issues	92	38	16	54	149	534	69	91	**	**	35	518	48	2	3	**	26	22	35	13
	23%	14%	6%	10%	15%	22%	28%	20%	**	**	19%	23%	11%	5%	9%	**	13%	9%	17%	5%
	bcd	c															t		rt	
	15%	6%	3%	9%	25%	88%	11%	15%	**	**	6%	85%	8%	*%	*%	**	4%	4%	6%	2%
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	104	35	12	47	149	538	70	72	**	**	29	535	42	2	3	**	26	16	32	10
	26%	13%	5%	9%	14%	22%	29%	16%	**	**	16%	24%	9%	5%	10%	**	13%	7%	16%	4%
	bcd	c										hk					rt		rt	
	17%	6%	2%	8%	24%	88%	12%	12%	**	**	5%	88%	7%	*%	1%	**	4%	3%	5%	2%

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	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Trading/ auctions e.g. eBay	78	30	8	39	125	522	52	68	**	**	21	503	36	1	1	**	22	13	26	9
	19%	11%	3%	7%	12%	22%	21%	15%	**	**	11%	23%	8%	3%	4%	**	11%	6%	13%	4%
	bcd	c		c								hk					rt		rt	
	14%	5%	1%	7%	22%	91%	9%	12%	**	**	4%	88%	6%	*%	*%	**	4%	2%	5%	2%
Playing games online/ interactively	40	14	8	22	120	422	49	52	**	**	16	415	19	1	2	**	7	12	11	9
	10%	5%	3%	4%	12%	17%	20%	11%	**	**	9%	19%	4%	1%	5%	**	4%	5%	5%	4%
	bcd											hk								
	8%	3%	2%	5%	25%	89%	10%	11%	**	**	3%	88%	4%	*%	*%	**	2%	3%	2%	2%
Making voice calls using a VoIP service e.g. Skype	46	17	4	21	88	366	71	41	**	**	13	407	16	3	2	**	4	12	12	3
	11%	6%	1%	4%	9%	15%	29%	9%	**	**	7%	18%	4%	8%	5%	**	2%	5%	6%	1%
	bcd	c					f					hk						t	qt	
	10%	4%	1%	5%	20%	82%	16%	9%	**	**	3%	91%	3%	1%	*%	**	1%	3%	3%	1%
Uploading/ adding content to the internet e.g. photos, videos, blog posts	44	10	3	13	90	358	33	39	**	**	15	350	10	*	2	**	4	7	8	2
	11%	4%	1%	2%	9%	15%	13%	9%	**	**	8%	16%	2%	*%	6%	**	2%	3%	4%	1%
	bcd											hk								
	11%	3%	1%	3%	23%	91%	8%	10%	**	**	4%	89%	3%	*%	*%	**	1%	2%	2%	1%
Listening to radio	55	22	11	33	90	343	46	35	**	**	12	352	31	*	1	**	17	14	22	9
	14%	8%	5%	6%	9%	14%	19%	8%	**	**	7%	16%	7%	1%	5%	**	9%	6%	11%	4%
	bcd											hk					t		t	
	14%	6%	3%	8%	23%	88%	12%	9%	**	**	3%	90%	8%	*%	*%	**	4%	3%	6%	2%

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

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.

QE25 (QE5B). SHOWCARD And, which, if any, of these activities have you used the internet for in the LAST WEEK? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Streamed audio services (free) e.g. Spotify (free) or Deezer (free)	32	7	-	7	66	320	58	17	**	**	5	363	6	-	*	**	3	3	4	2
	8%	2%	-%	1%	6%	13%	24%	4%	**	**	3%	16%	1%	-%	1%	**	2%	1%	2%	1%
	bcd	c					f					hk								
	8%	2%	-%	2%	17%	83%	15%	4%	**	**	1%	95%	2%	-%	*%	**	1%	1%	1%	1%
Using Twitter (browsing/ reading/ posting on site)	34	8	*	8	62	322	43	30	**	**	6	331	7	*	1	**	3	4	7	-
	8%	3%	*%	2%	6%	13%	18%	7%	**	**	3%	15%	2%	*%	3%	**	2%	2%	3%	-%
	bcd	c										hk							t	
	9%	2%	*%	2%	17%	88%	12%	8%	**	**	2%	90%	2%	*%	*%	**	1%	1%	2%	-%
Accessing files through a cloud service such as Dropbox, Google Drive, Microsoft OneDrive or Apple iCloud	44	14	3	17	63	319	38	35	**	**	7	319	15	*	1	**	8	8	12	4
	11%	5%	1%	3%	6%	13%	16%	8%	**	**	4%	14%	3%	1%	4%	**	4%	3%	6%	1%
	bcd	c										hk							t	
	13%	4%	1%	5%	18%	90%	11%	10%	**	**	2%	90%	4%	*%	*%	**	2%	2%	3%	1%
Streamed audio services (subscription) e.g. Spotify Premium, Apple Music or Deezer Premium	22	8	1	9	48	269	44	13	**	**	3	308	8	-	*	**	3	5	7	1
	6%	3%	*%	2%	5%	11%	18%	3%	**	**	2%	14%	2%	-%	1%	**	2%	2%	3%	*%
	cd	c					f					hk							t	
	7%	2%	*%	3%	15%	83%	14%	4%	**	**	1%	95%	3%	-%	*%	**	1%	2%	2%	*%

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

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QE25 (QE5B). SHOWCARD And, which, if any, of these activities have you used the internet for in the LAST WEEK? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Remotely control TV services at home such as Sky+, Sky Q or Tivo using an online device	25	6	5	11	31	191	15	22	**	**	5	181	9	1	*	**	7	2	8	1
	6%	2%	2%	2%	3%	8%	6%	5%	**	**	3%	8%	2%	3%	1%	**	3%	1%	4%	*%
	bcd											hk					t		rt	
	12%	3%	2%	5%	15%	93%	7%	11%	**	**	2%	89%	4%	1%	*%	**	3%	1%	4%	*%
Remotely control or monitor household appliances e.g. fridge, cooker, washing machine, tumble dryer and/ or home heating, lighting or security system or home energy consumption	16	3	-	3	12	73	10	6	**	**	2	76	3	-	*	**	2	1	2	1
	4%	1%	-%	1%	1%	3%	4%	1%	**	**	1%	3%	1%	-%	1%	**	1%	*%	1%	*%
	bcd											h								
	20%	4%	-%	4%	15%	89%	12%	8%	**	**	2%	93%	3%	-%	*%	**	2%	1%	2%	1%
Other	1	2	1	4	8	15	-	1	**	**	*	14	3	*	1	**	2	1	*	2
	*%	1%	*%	1%	1%	1%	-%	*%	**	**	*%	1%	1%	*%	3%	**	1%	*%	*%	1%
															m					
	9%	16%	8%	24%	50%	100%	-%	9%	**	**	1%	92%	17%	1%	6%	**	10%	7%	2%	15%
USE SOCIAL NETWORKING SITES	130	64	19	83	318	1084	120	116	**	**	40	1092	71	6	5	**	30	41	43	28
	32%	23%	8%	16%	31%	45%	49%	25%	**	**	22%	49%	16%	14%	16%	**	15%	17%	21%	12%
	bcd	cd		c								hk							t	
	11%	5%	2%	7%	26%	89%	10%	10%	**	**	3%	90%	6%	*%	*%	**	2%	3%	4%	2%

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

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QE25 (QE5B). SHOWCARD And, which, if any, of these activities have you used the internet for in the LAST WEEK? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
TV/ VIDEO VIEWING	111	44	22	66	224	858	97	101	**	**	33	856	59	3	3	**	32	27	45	14
	28%	16%	9%	12%	22%	35%	40%	22%	**	**	18%	39%	13%	7%	10%	**	16%	11%	22%	6%
	bcd	c										hk					t		rt	
	12%	5%	2%	7%	23%	89%	10%	10%	**	**	3%	89%	6%	*%	*%	**	3%	3%	5%	1%
VOICE OR VIDEO CALLS USING A VOIP SERVICE E.G. SKYPE	71	33	7	40	168	634	108	69	**	**	19	681	33	4	2	**	14	19	25	8
	18%	12%	3%	8%	16%	26%	44%	15%	**	**	10%	31%	7%	11%	7%	**	7%	8%	12%	3%
	bcd	cd		c			f					hk							t	
	9%	4%	1%	5%	22%	84%	14%	9%	**	**	2%	90%	4%	1%	*%	**	2%	3%	3%	1%
STREAMED AUDIO SERVICES	39	11	1	12	84	430	68	25	**	**	8	479	12	-	*	**	4	7	9	2
	10%	4%	*%	2%	8%	18%	28%	6%	**	**	4%	22%	3%	-%	1%	**	2%	3%	5%	1%
	bcd	c					f					hk							t	
	8%	2%	*%	2%	16%	85%	13%	5%	**	**	1%	94%	2%	-%	*%	**	1%	1%	2%	*%
None of these	17	12	11	24	44	54	10	18	**	**	9	43	22	-	1	**	14	7	9	13
	4%	4%	5%	5%	4%	2%	4%	4%	**	**	5%	2%	5%	-%	4%	**	7%	3%	4%	5%
								l			l									
	28%	20%	18%	39%	72%	89%	17%	30%	**	**	15%	71%	35%	-%	2%	**	23%	12%	14%	21%
INFORMATION	305	164	76	240	604	1845	183	235	**	**	82	1796	207	15	14	**	113	94	135	72
	76%	59%	30%	46%	59%	76%	75%	51%	**	**	45%	81%	47%	37%	46%	**	56%	39%	66%	30%
	bcd	cd		c								hk					rt		qrt	
	15%	8%	4%	12%	30%	91%	9%	12%	**	**	4%	88%	10%	1%	1%	**	6%	5%	7%	4%
COMMUNICATION	270	152	78	230	549	1765	194	223	**	**	73	1747	199	16	13	**	100	98	138	61
	68%	55%	31%	44%	53%	73%	79%	49%	**	**	40%	79%	45%	41%	41%	**	50%	41%	67%	26%
	bcd	cd		c				k				hk					t	t	qrt	
	14%	8%	4%	12%	28%	90%	10%	11%	**	**	4%	89%	10%	1%	1%	**	5%	5%	7%	3%

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

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QE25 (QE5B). SHOWCARD And, which, if any, of these activities have you used the internet for in the LAST WEEK? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
PURCHASING/ FINANCES	229	119	56	174	437	1537	159	188	**	**	59	1511	150	11	11	**	77	73	108	42
	57%	43%	22%	33%	42%	63%	65%	41%	**	**	32%	68%	34%	29%	34%	**	38%	30%	53%	18%
	bcd	cd		c				k				hk					t	t	qrt	
	13%	7%	3%	10%	26%	90%	9%	11%	**	**	3%	89%	9%	1%	1%	**	5%	4%	6%	2%
SOCIAL	130	64	19	83	318	1084	120	116	**	**	40	1092	71	6	5	**	30	41	43	28
	32%	23%	8%	16%	31%	45%	49%	25%	**	**	22%	49%	16%	14%	16%	**	15%	17%	21%	12%
	bcd	cd		c								hk							t	
	11%	5%	2%	7%	26%	89%	10%	10%	**	**	3%	90%	6%	*%	*%	**	2%	3%	4%	2%
ENTERTAINMENT	142	60	34	93	296	1074	117	126	**	**	40	1068	83	3	6	**	42	41	59	24
	36%	21%	13%	18%	29%	44%	48%	28%	**	**	22%	48%	19%	9%	20%	**	21%	17%	29%	10%
	bcd	c										hk	n		n		t	t	rt	
	12%	5%	3%	8%	25%	89%	10%	10%	**	**	3%	89%	7%	*%	1%	**	3%	3%	5%	2%
REMOTE ACCESS	57	18	7	25	82	410	46	44	**	**	13	408	21	2	2	**	12	9	17	4
	14%	7%	3%	5%	8%	17%	19%	10%	**	**	7%	18%	5%	4%	6%	**	6%	4%	8%	2%
	bcd	c										hk					t		t	
	13%	4%	1%	5%	18%	90%	10%	10%	**	**	3%	90%	5%	*%	*%	**	3%	2%	4%	1%

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

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SUMMARY OF ONLINE ACTIVITIES EVER USE - MOBILE (QD28A) OR ONLINE (QE5A)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
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Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
GENERAL SURFING/ BROWSING THE INTERNET	325	187	90	276	686	2021	204	269	**	**	95	1962	235	20	16	**	123	112	139	96
	81%	67%	36%	52%	67%	83%	83%	59%	**	**	52%	88%	53%	50%	51%	**	61%	46%	68%	40%
	bcd	cd		c								hk					rt		rt	
	15%	8%	4%	12%	31%	90%	9%	12%	**	**	4%	88%	11%	1%	1%	**	6%	5%	6%	4%
SEND/ RECEIVE EMAILS	304	170	89	259	620	1932	193	253	**	**	83	1890	223	18	15	**	117	106	151	72
	76%	61%	36%	49%	60%	80%	79%	56%	**	**	45%	85%	50%	45%	49%	**	58%	44%	73%	30%
	bcd	cd		c				k				hk					rt	t	qrt	
	14%	8%	4%	12%	29%	90%	9%	12%	**	**	4%	88%	10%	1%	1%	**	5%	5%	7%	3%
INSTANT MESSAGING (E.G. WHATSAPP, FACEBOOK MESSENGER, SNAPCHAT)	203	84	22	106	428	1496	189	170	**	**	56	1513	92	7	6	**	38	54	53	39
	51%	30%	9%	20%	42%	62%	77%	37%	**	**	30%	68%	21%	18%	19%	**	19%	22%	26%	16%
	bcd	cd		c			f					hk							t	
	12%	5%	1%	6%	25%	88%	11%	10%	**	**	3%	89%	5%	*%	*%	**	2%	3%	3%	2%
USING SOCIAL NETWORKING (E.G. FACEBOOK, TWITTER, LINKEDIN, SNAPCHAT)	187	82	27	109	420	1455	164	157	**	**	51	1465	91	9	7	**	44	48	52	40
	47%	30%	11%	21%	41%	60%	67%	34%	**	**	28%	66%	21%	23%	24%	**	22%	20%	25%	17%
	bcd	cd		c								hk							t	
	11%	5%	2%	7%	26%	89%	10%	10%	**	**	3%	90%	6%	1%	*%	**	3%	3%	3%	2%
ACCESSING NEWS	218	106	40	147	355	1333	144	154	**	**	51	1327	123	11	11	**	65	58	85	38
	54%	38%	16%	28%	35%	55%	59%	34%	**	**	28%	60%	28%	27%	34%	**	33%	24%	41%	16%
	bcd	cd		c								hk					rt		rt	
	15%	7%	3%	10%	24%	90%	10%	10%	**	**	3%	89%	8%	1%	1%	**	4%	4%	6%	3%

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

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SUMMARY OF ONLINE ACTIVITIES EVER USE - MOBILE (QD28A) OR ONLINE (QE5A)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
WATCHING SHORT VIDEO CLIPS (E.G. ON YOUTUBE, DAILYMOTION, VIMEO OR FACEBOOK)	158	68	20	88	304	1204	133	134	**	**	44	1205	79	2	5	**	45	34	57	22
	40%	24%	8%	17%	30%	50%	54%	29%	**	**	24%	54%	18%	4%	16%	**	23%	14%	28%	9%
	bcd	cd		c								hk	n		n		rt		rt	
	12%	5%	1%	6%	23%	89%	10%	10%	**	**	3%	89%	6%	*%	*%	**	3%	3%	4%	2%
MAKING VIDEO CALLS (E.G. FACETIME, SKYPE)	120	58	14	72	271	1026	158	101	**	**	30	1089	62	5	4	**	32	30	44	18
	30%	21%	6%	14%	26%	42%	65%	22%	**	**	16%	49%	14%	13%	13%	**	16%	12%	21%	8%
	bcd	cd		c			f					hk					t		rt	
	10%	5%	1%	6%	23%	86%	13%	8%	**	**	2%	91%	5%	*%	*%	**	3%	2%	4%	2%
AUDIO STREAMING (E.G. RADIO, PODCASTS, SPOTIFY, DEEZER)	115	52	17	69	222	929	107	88	**	**	33	956	64	1	4	**	39	25	41	22
	29%	19%	7%	13%	22%	38%	44%	19%	**	**	18%	43%	14%	3%	14%	**	19%	10%	20%	9%
	bcd	cd		c								hk	n		n		rt		rt	
	11%	5%	2%	7%	21%	88%	10%	8%	**	**	3%	91%	6%	*%	*%	**	4%	2%	4%	2%
WATCHING TV PROGRAMMES/ FILM CONTENT ONLINE	101	40	19	59	217	879	117	90	**	**	30	911	52	3	3	**	33	19	40	12
	25%	14%	7%	11%	21%	36%	48%	20%	**	**	16%	41%	12%	8%	11%	**	16%	8%	19%	5%
	bcd	c					f					hk					rt		rt	
	10%	4%	2%	6%	21%	87%	12%	9%	**	**	3%	90%	5%	*%	*%	**	3%	2%	4%	1%

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

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.

SUMMARY OF ONLINE ACTIVITIES EVER USE - MOBILE (QD28A) OR ONLINE (QE5A)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
MAKING VOICE CALLS USING A VOIP SERVICE (E.G. SKYPE)	103	40	11	50	196	820	151	79	**	**	25	906	40	4	5	**	16	24	31	10
	26%	14%	4%	10%	19%	34%	62%	17%	**	**	13%	41%	9%	11%	17%	**	8%	10%	15%	4%
	bcd	cd		c			f					hk			m			t	qt	
	10%	4%	1%	5%	20%	83%	15%	8%	**	**	2%	92%	4%	*%	1%	**	2%	2%	3%	1%
TOTAL ONLINE TV/ VIDEO VIEWING	182	81	32	113	362	1360	150	156	**	**	55	1357	102	3	6	**	59	42	74	28
	46%	29%	13%	21%	35%	56%	61%	34%	**	**	30%	61%	23%	9%	20%	**	30%	17%	36%	12%
	bcd	cd		c								hk	n				rt		rt	
	12%	5%	2%	7%	24%	89%	10%	10%	**	**	4%	89%	7%	*%	*%	**	4%	3%	5%	2%

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

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.

SUMMARY OF ONLINE ACTIVITIES USED IN LAST WEEK - MOBILE (QD28A) OR ONLINE (QE5A)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
GENERAL SURFING/ BROWSING THE INTERNET	303	163	69	232	608	1869	178	236	**	**	81	1813	199	15	14	**	102	97	125	75
	76%	59%	28%	44%	59%	77%	73%	52%	**	**	44%	82%	45%	37%	46%	**	51%	40%	61%	31%
	bcd	cd		c								hk					rt		qrt	
	15%	8%	3%	11%	30%	91%	9%	11%	**	**	4%	88%	10%	1%	1%	**	5%	5%	6%	4%
SEND/ RECEIVE EMAILS	264	146	75	221	516	1737	175	219	**	**	72	1705	193	14	12	**	100	93	133	59
	66%	52%	30%	42%	50%	72%	72%	48%	**	**	39%	77%	43%	35%	40%	**	50%	38%	65%	25%
	bcd	cd		c				k				hk					rt	t	qrt	
	14%	8%	4%	11%	27%	90%	9%	11%	**	**	4%	89%	10%	1%	1%	**	5%	5%	7%	3%
USING SOCIAL NETWORKING (E.G. FACEBOOK, TWITTER, LINKEDIN, SNAPCHAT)	151	66	21	87	364	1267	144	131	**	**	43	1280	74	7	5	**	32	42	45	29
	38%	24%	8%	17%	35%	52%	59%	29%	**	**	24%	58%	17%	17%	17%	**	16%	17%	22%	12%
	bcd	cd		c								hk							t	
	11%	5%	1%	6%	26%	89%	10%	9%	**	**	3%	90%	5%	*%	*%	**	2%	3%	3%	2%
INSTANT MESSAGING (E.G. WHATSAPP, FACEBOOK MESSENGER, SNAPCHAT)	163	67	15	81	355	1252	163	136	**	**	45	1273	72	4	4	**	25	47	42	30
	41%	24%	6%	15%	34%	52%	67%	30%	**	**	25%	57%	16%	10%	12%	**	13%	19%	21%	13%
	bcd	cd		c			f					hk							qt	
	11%	5%	1%	6%	25%	88%	11%	10%	**	**	3%	90%	5%	*%	*%	**	2%	3%	3%	2%
ACCESSING NEWS	179	77	30	107	273	1025	121	117	**	**	43	1027	91	6	9	**	46	45	65	26
	45%	28%	12%	20%	27%	42%	49%	26%	**	**	23%	46%	20%	16%	29%	**	23%	19%	32%	11%
	bcd	cd		c								hk					t	t	qrt	
	16%	7%	3%	9%	24%	89%	11%	10%	**	**	4%	89%	8%	1%	1%	**	4%	4%	6%	2%

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

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.

SUMMARY OF ONLINE ACTIVITIES USED IN LAST WEEK - MOBILE (QD28A) OR ONLINE (QE5A)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
WATCHING SHORT VIDEO CLIPS (E.G. ON YOUTUBE, DAILYMOTION, VIMEO OR FACEBOOK)	113	39	14	52	221	902	113	101	**	**	30	916	48	1	2	**	25	23	39	9
	28%	14%	6%	10%	21%	37%	46%	22%	**	**	16%	41%	11%	2%	8%	**	12%	10%	19%	4%
	bcd	c		c			f					hk	n				t	t	rt	
	11%	4%	1%	5%	22%	88%	11%	10%	**	**	3%	89%	5%	*%	*%	**	2%	2%	4%	1%
MAKING VIDEO CALLS (E.G. FACETIME, SKYPE)	74	30	6	37	183	704	126	68	**	**	20	764	30	4	2	**	14	17	23	8
	18%	11%	3%	7%	18%	29%	51%	15%	**	**	11%	34%	7%	10%	6%	**	7%	7%	11%	3%
	bcd	cd		c			f					hk							t	
	9%	4%	1%	4%	22%	84%	15%	8%	**	**	2%	91%	4%	*%	*%	**	2%	2%	3%	1%
AUDIO STREAMING (E.G. RADIO, PODCASTS, SPOTIFY, DEEZER)	87	33	12	45	160	692	89	66	**	**	25	715	42	1	2	**	22	19	29	13
	22%	12%	5%	9%	16%	29%	36%	14%	**	**	13%	32%	9%	1%	8%	**	11%	8%	14%	5%
	bcd	c					f					hk	n				t		t	
	11%	4%	2%	6%	20%	87%	11%	8%	**	**	3%	90%	5%	*%	*%	**	3%	2%	4%	2%
WATCHING TV PROGRAMMES/ FILM CONTENT ONLINE	63	25	16	41	156	622	90	66	**	**	23	643	36	3	2	**	20	16	29	6
	16%	9%	6%	8%	15%	26%	37%	14%	**	**	12%	29%	8%	7%	6%	**	10%	7%	14%	3%
	bcd						f					hk					t		rt	
	9%	3%	2%	6%	22%	87%	12%	9%	**	**	3%	90%	5%	*%	*%	**	3%	2%	4%	1%

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

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.

SUMMARY OF ONLINE ACTIVITIES USED IN LAST WEEK - MOBILE (QD28A) OR ONLINE (QE5A)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
MAKING VOICE CALLS USING A VOIP SERVICE (E.G. SKYPE)	66	23	5	28	129	558	115	56	**	**	18	628	22	3	2	**	7	15	16	6
	17%	8%	2%	5%	13%	23%	47%	12%	**	**	10%	28%	5%	8%	7%	**	3%	6%	8%	2%
	bcd	c		c			f					hk							qt	
	10%	3%	1%	4%	19%	81%	17%	8%	**	**	3%	92%	3%	*%	*%	**	1%	2%	2%	1%
TOTAL ONLINE TV/ VIDEO VIEWING	132	50	24	74	273	1047	131	119	**	**	37	1060	67	3	4	**	36	31	52	15
	33%	18%	10%	14%	27%	43%	54%	26%	**	**	20%	48%	15%	7%	12%	**	18%	13%	25%	6%
	bcd	c					f					hk					t	t	rt	
	11%	4%	2%	6%	23%	88%	11%	10%	**	**	3%	89%	6%	*%	*%	**	3%	3%	4%	1%

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

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.

QE26 (QE51). SHOWCARD Which of these fixed broadband services does your household have? (SINGLE CODE)

Base : Those with fixed broadband at home

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	504	363	160	523	1042	2744	178	408	50	50	153	2517	329	63	83	48	197	132	208	121
Effective Weighted Sample	368	233	108	339	704	1879	120	275	33	35	111	1734	269	35	53	38	164	112	166	104
Total	336	213	120	333	688	1953	188	283	35	41	107	1858	288	22	17	6	149	138	170	118
	16%	10%	6%	16%	32%	91%	9%	13%	**	**	5%	87%	13%	**	**	**	7%	6%	8%	5%
Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB/second	160	119	66	184	376	934	113	146	**	**	52	904	156	**	**	**	86	70	89	67
	48%	56%	55%	55%	55%	48%	60%	52%	**	**	49%	49%	54%	**	**	**	57%	51%	53%	57%
				a			f													
	15%	11%	6%	18%	36%	89%	11%	14%	**	**	5%	86%	15%	**	**	**	8%	7%	9%	6%
Superfast broadband - A premium service that delivers higher speeds through either fibre optic or cable service - so the download speed is 30MB/ second or higher	134	62	35	97	204	747	49	100	**	**	37	693	87	**	**	**	51	36	58	29
	40%	29%	29%	29%	30%	38%	26%	35%	**	**	34%	37%	30%	**	**	**	34%	26%	34%	25%
	bcd					g														
	17%	8%	4%	12%	26%	94%	6%	13%	**	**	5%	87%	11%	**	**	**	6%	4%	7%	4%
Ultrafast broadband - the download speed is 100MB/ second or higher	16	2	4	7	24	91	9	8	**	**	5	93	5	**	**	**	3	2	5	1
	5%	1%	3%	2%	3%	5%	5%	3%	**	**	5%	5%	2%	**	**	**	2%	2%	3%	1%
	bd																			
	15%	2%	4%	6%	23%	90%	9%	8%	**	**	5%	92%	5%	**	**	**	3%	2%	5%	1%

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

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.

QE26 (QE51). SHOWCARD Which of these fixed broadband services does your household have? (SINGLE CODE)

Base : Those with fixed broadband at home

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	504	363	160	523	1042	2744	178	408	50	50	153	2517	329	63	83	48	197	132	208	121
Effective Weighted Sample	368	233	108	339	704	1879	120	275	33	35	111	1734	269	35	53	38	164	112	166	104
Total	336	213	120	333	688	1953	188	283	35	41	107	1858	288	22	17	6	149	138	170	118
	16%	10%	6%	16%	32%	91%	9%	13%	**	**	5%	87%	13%	**	**	**	7%	6%	8%	5%
Don't know	27	30	15	45	85	181	17	28	**	**	13	168	39	**	**	**	9	30	18	21
	8%	14%	13%	14%	12%	9%	9%	10%	**	**	12%	9%	14%	**	**	**	6%	22%	11%	18%
		a		a														qs		q
	14%	15%	8%	23%	43%	92%	9%	14%	**	**	7%	86%	20%	**	**	**	5%	15%	9%	11%

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

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.

QE27 (QE11C). Do you know how to find out what speeds you are getting on your computer at home? (SINGLE CODE)

Base : Those who use broadband to connect to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	512	365	160	525	1052	2777	185	412	51	51	155	2553	331	63	83	48	197	134	210	121
Effective Weighted Sample	374	235	108	340	711	1904	125	278	34	36	113	1761	271	35	53	38	164	113	168	104
Total	342	216	120	335	696	1978	192	288	36	42	109	1886	290	22	17	6	149	141	173	118
	16%	10%	6%	15%	32%	91%	9%	13%	**	**	5%	87%	13%	**	**	**	7%	6%	8%	5%
Yes	148	78	30	108	233	892	71	107	**	**	39	853	95	**	**	**	64	31	68	27
	43%	36%	25%	32%	34%	45%	37%	37%	**	**	36%	45%	33%	**	**	**	43%	22%	40%	23%
	cd	c										hk					rt		rt	
	15%	8%	3%	11%	24%	92%	7%	11%	**	**	4%	88%	10%	**	**	**	7%	3%	7%	3%
No	180	127	85	212	417	1009	106	172	**	**	67	952	181	**	**	**	80	101	97	84
	53%	59%	71%	63%	60%	51%	55%	60%	**	**	61%	50%	62%	**	**	**	54%	71%	56%	71%
			ab	a				l			l							qs		qs
	16%	11%	8%	19%	37%	90%	9%	15%	**	**	6%	85%	16%	**	**	**	7%	9%	9%	8%
Don't know	13	11	5	16	45	77	16	9	**	**	3	81	14	**	**	**	5	9	7	7
	4%	5%	4%	5%	6%	4%	8%	3%	**	**	3%	4%	5%	**	**	**	3%	7%	4%	6%
							f													
	14%	12%	6%	17%	50%	85%	17%	10%	**	**	4%	89%	16%	**	**	**	5%	10%	8%	8%

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

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.

QE28 (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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	504	363	160	523	1042	2744	178	408	50	50	153	2517	329	63	83	48	197	132	208	121
Effective Weighted Sample	368	233	108	339	704	1879	120	275	33	35	111	1734	269	35	53	38	164	112	166	104
Total	336	213	120	333	688	1953	188	283	35	41	107	1858	288	22	17	6	149	138	170	118
	16%	10%	6%	16%	32%	91%	9%	13%	**	**	5%	87%	13%	**	**	**	7%	6%	8%	5%
A lot faster	14	11	6	16	36	93	5	10	**	**	5	88	13	**	**	**	7	6	7	6
	4%	5%	5%	5%	5%	5%	3%	4%	**	**	5%	5%	5%	**	**	**	5%	5%	4%	5%
	14%	11%	6%	16%	37%	94%	5%	10%	**	**	5%	89%	14%	**	**	**	7%	6%	7%	6%
A little faster	36	15	14	29	71	208	32	31	**	**	11	206	26	**	**	**	14	11	17	8
	11%	7%	12%	9%	10%	11%	17% f	11%	**	**	10%	11%	9%	**	**	**	10%	8%	10%	7%
	15%	6%	6%	12%	30%	87%	13%	13%	**	**	5%	87%	11%	**	**	**	6%	5%	7%	4%
TOTAL FASTER	51	26	20	46	107	301	37	41	**	**	16	295	39	**	**	**	21	18	25	14
	15%	12%	17%	14%	16%	15%	20%	14%	**	**	15%	16%	14%	**	**	**	14%	13%	15%	12%
	15%	8%	6%	14%	32%	89%	11%	12%	**	**	5%	87%	12%	**	**	**	6%	5%	7%	4%
About the same	176	101	52	153	346	1013	87	125	**	**	44	983	131	**	**	**	66	65	75	57
	52%	47%	44%	46%	50%	52%	46%	44%	**	**	41%	53% hk	46%	**	**	**	44%	47%	44%	48%
	16%	9%	5%	14%	31%	91%	8%	11%	**	**	4%	89%	12%	**	**	**	6%	6%	7%	5%
A little slower	54	27	19	45	90	320	31	49	**	**	18	297	39	**	**	**	23	16	30	8
	16%	13%	15%	14%	13%	16%	17%	17%	**	**	17%	16%	13%	**	**	**	15%	12%	18% t	7%
	16%	8%	5%	13%	26%	93%	9%	14%	**	**	5%	86%	11%	**	**	**	7%	5%	9%	2%
A lot slower	24	21	4	26	45	141	10	34	**	**	13	117	22	**	**	**	16	6	12	10
	7%	10% c	4%	8%	7%	7%	6%	12% l	**	**	12% l	6%	8%	**	**	**	11%	5%	7%	9%
	16%	14%	3%	17%	30%	93%	7%	23%	**	**	8%	77%	15%	**	**	**	11%	4%	8%	7%
TOTAL SLOWER	78	48	23	71	135	461	42	83	**	**	31	413	61	**	**	**	39	22	42	19
	23%	22%	19%	21%	20%	24%	22%	29% l	**	**	29%	22%	21%	**	**	**	26%	16%	25%	16%
	16%	10%	5%	14%	27%	93%	8%	17%	**	**	6%	83%	12%	**	**	**	8%	5%	9%	4%

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

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.

QE28 (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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	504	363	160	523	1042	2744	178	408	50	50	153	2517	329	63	83	48	197	132	208	121
Effective Weighted Sample	368	233	108	339	704	1879	120	275	33	35	111	1734	269	35	53	38	164	112	166	104
Total	336	213	120	333	688	1953	188	283	35	41	107	1858	288	22	17	6	149	138	170	118
	16%	10%	6%	16%	32%	91%	9%	13%	**	**	5%	87%	13%	**	**	**	7%	6%	8%	5%
Don't know	32	39	25	63	100	179	22	34	**	**	17	167	56	**	**	**	23	33	29	28
	10%	18%	20%	19%	15%	9%	12%	12%	**	**	16%	9%	20%	**	**	**	15%	24%	17%	24%
		a	a	a							l									
	16%	19%	12%	32%	50%	90%	11%	17%	**	**	9%	84%	28%	**	**	**	12%	17%	14%	14%

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

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.

QE29 (QE35). READ OUT DESCRIPTION OF WIRELESS ROUTER. Do you or anyone in your household use a fixed wireless internet connection at home (Wi-Fi)? (SINGLE CODE)

Base : Those with fixed broadband at home

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	504	363	160	523	1042	2744	178	408	50	50	153	2517	329	63	83	48	197	132	208	121
Effective Weighted Sample	368	233	108	339	704	1879	120	275	33	35	111	1734	269	35	53	38	164	112	166	104
Total	336	213	120	333	688	1953	188	283	35	41	107	1858	288	22	17	6	149	138	170	118
	16%	10%	6%	16%	32%	91%	9%	13%	**	**	5%	87%	13%	**	**	**	7%	6%	8%	5%
Yes	299	185	96	281	594	1746	171	251	**	**	95	1663	242	**	**	**	128	115	149	93
	89%	87%	80%	85%	86%	89%	91%	89%	**	**	89%	90%	84%	**	**	**	85%	83%	88%	79%
	c																			
	16%	10%	5%	15%	31%	91%	9%	13%	**	**	5%	87%	13%	**	**	**	7%	6%	8%	5%
No	28	18	16	34	58	157	11	22	**	**	8	149	28	**	**	**	19	8	13	14
	8%	8%	13%	10%	8%	8%	6%	8%	**	**	7%	8%	10%	**	**	**	13%	6%	8%	12%
	16%	11%	9%	20%	34%	92%	6%	13%	**	**	4%	88%	16%	**	**	**	11%	5%	8%	8%
Don't know	9	10	8	18	36	50	6	10	**	**	4	45	17	**	**	**	2	15	7	10
	3%	4%	7%	5%	5%	3%	3%	4%	**	**	4%	2%	6%	**	**	**	2%	11%	4%	8%
			a															qs		q
	17%	17%	15%	32%	66%	91%	10%	19%	**	**	8%	82%	31%	**	**	**	4%	27%	14%	18%

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

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.

QE30 (QE11D). SHOWCARD How many of these devices use your household's Wi-Fi connection? (MULTI CODE)

Base : Those using a wireless internet connection at home

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	~t
Unweighted total	447	312	128	440	891	2432	158	356	42	46	135	2237	277	50	69	44	167	110	182	95
Effective Weighted Sample	326	201	87	287	608	1671	106	241	28	34	98	1545	228	28	44	35	140	94	147	82
Total	299	185	96	281	594	1746	171	251	30	40	95	1663	242	19	14	6	128	115	149	93
	16%	10%	5%	15%	31%	91%	9%	13%	**	**	5%	87%	13%	**	**	**	7%	6%	8%	**
Smartphone	221	98	24	122	378	1395	153	154	**	**	57	1390	108	**	**	**	56	52	66	**
	74%	53%	25%	44%	64%	80%	90%	61%	**	**	60%	84%	45%	**	**	**	44%	45%	45%	**
	bcd	cd		c			f					hk								
	14%	6%	2%	8%	24%	90%	10%	10%	**	**	4%	90%	7%	**	**	**	4%	3%	4%	**
Laptop	219	119	58	177	373	1254	143	161	**	**	57	1233	156	**	**	**	86	70	104	**
	73%	64%	60%	63%	63%	72%	84%	64%	**	**	60%	74%	64%	**	**	**	67%	61%	70%	**
	bcd						f					hk								
	16%	9%	4%	13%	27%	90%	10%	12%	**	**	4%	88%	11%	**	**	**	6%	5%	7%	**
Tablet computer (e.g. iPad)	202	123	51	174	354	1187	104	154	**	**	58	1137	148	**	**	**	77	70	93	**
	67%	66%	53%	62%	60%	68%	61%	62%	**	**	61%	68%	61%	**	**	**	61%	61%	62%	**
	c	c										h								
	16%	10%	4%	13%	27%	92%	8%	12%	**	**	4%	88%	11%	**	**	**	6%	5%	7%	**
TV set	90	44	13	57	130	527	38	74	**	**	29	498	50	**	**	**	29	22	35	**
	30%	24%	14%	20%	22%	30%	22%	29%	**	**	31%	30%	21%	**	**	**	23%	19%	23%	**
	cd																			
	16%	8%	2%	10%	23%	92%	7%	13%	**	**	5%	87%	9%	**	**	**	5%	4%	6%	**
Desktop PC	100	70	42	112	173	501	47	88	**	**	36	455	99	**	**	**	52	47	67	**
	33%	38%	43%	40%	29%	29%	28%	35%	**	**	38%	27%	41%	**	**	**	41%	41%	45%	**
								l			l									
	19%	13%	8%	21%	32%	93%	9%	16%	**	**	7%	85%	18%	**	**	**	10%	9%	13%	**
Games console	27	12	4	16	103	454	33	47	**	**	14	432	15	**	**	**	11	5	7	**
	9%	7%	4%	6%	17%	26%	19%	19%	**	**	14%	26%	6%	**	**	**	8%	4%	5%	**
												hk								
	6%	2%	1%	3%	21%	93%	7%	10%	**	**	3%	89%	3%	**	**	**	2%	1%	1%	**

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

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.

QE30 (QE11D). SHOWCARD How many of these devices use your household's Wi-Fi connection? (MULTI CODE)

Base : Those using a wireless internet connection at home

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	~t
Unweighted total	447	312	128	440	891	2432	158	356	42	46	135	2237	277	50	69	44	167	110	182	95
Effective Weighted Sample	326	201	87	287	608	1671	106	241	28	34	98	1545	228	28	44	35	140	94	147	82
Total	299	185	96	281	594	1746	171	251	30	40	95	1663	242	19	14	6	128	115	149	93
	16%	10%	5%	15%	31%	91%	9%	13%	**	**	5%	87%	13%	**	**	**	7%	6%	8%	**
E-reader (e.g. Kindle)	61	35	16	51	84	297	22	43	**	**	12	272	48	**	**	**	20	28	32	**
	20%	19%	17%	18%	14%	17%	13%	17%	**	**	13%	16%	20%	**	**	**	16%	24%	22%	**
	19%	11%	5%	16%	27%	94%	7%	14%	**	**	4%	86%	15%	**	**	**	6%	9%	10%	**
Smart watch (e.g. Apple Watch, Pebble, Samsung, Sony)	13	5	2	7	27	154	15	15	**	**	5	153	6	**	**	**	5	1	4	**
	4%	3%	2%	2%	5%	9%	9%	6%	**	**	5%	9%	2%	**	**	**	4%	1%	3%	**
	8%	3%	1%	4%	16%	91%	9%	9%	**	**	3%	90%	3%	**	**	**	3%	1%	3%	**
Netbook	26	10	1	11	27	138	15	21	**	**	7	131	10	**	**	**	7	3	5	**
	9%	5%	1%	4%	4%	8%	9%	8%	**	**	7%	8%	4%	**	**	**	5%	2%	4%	**
	cd																			
	17%	6%	1%	7%	17%	91%	10%	14%	**	**	4%	86%	6%	**	**	**	4%	2%	4%	**
Other portable/ handheld device (e.g. portable games console/ iPod Touch)	11	3	-	3	18	103	5	15	**	**	3	92	3	**	**	**	3	-	3	**
	4%	2%	-%	1%	3%	6%	3%	6%	**	**	3%	6%	1%	**	**	**	2%	-%	2%	**
	d																			
	10%	3%	-%	3%	16%	94%	5%	14%	**	**	3%	84%	2%	**	**	**	2%	-%	2%	**
None of these	2	1	*	1	1	5	-	1	**	**	1	3	1	**	**	**	1	-	-	**
	1%	*%	*%	*%	*%	*%	-%	1%	**	**	1%	*%	*%	**	**	**	1%	-%	-%	**
	39%	15%	3%	17%	17%	100%	-%	32%	**	**	19%	56%	15%	**	**	**	15%	-%	-%	**
Don't know	1	*	-	*	*	1	-	-	**	**	-	1	-	**	**	**	-	-	-	**
	*%	*%	-%	*%	*%	*%	-%	-%	**	**	-%	*%	-%	**	**	**	-%	-%	-%	**
	73%	27%	-%	27%	27%	100%	-%	-%	**	**	-%	100%	-%	**	**	**	-%	-%	-%	**
Mean number of types of devices	3.2	2.8	2.2	2.6	2.8	3.4	3.4	3.1	**	**	2.9	3.5	2.6	**	**	**	2.7	2.6	2.8	**
	bcd	c		c								hk								

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

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QE30 (QE11D). SHOWCARD How many of these devices use your household's Wi-Fi connection? (MULTI CODE)

Base : Those using a wireless internet connection at home

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	~t
Standard deviation	1.77	1.55	1.41	1.53	1.63	1.82	1.76	1.93	**	**	1.87	1.78	1.54	**	**	**	1.68	1.38	1.55	**
Standard error	.08	.09	.12	.07	.05	.04	.14	.10	**	**	.16	.04	.09	**	**	**	.13	.13	.11	**

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

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.

QE31 (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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	~q	~r	~s	t
Unweighted total	76	109	179	288	426	492	26	240	25	40	107	279	150	42	54	42	67	83	33	117
Effective Weighted Sample	51	63	108	169	266	334	18	159	19	26	72	191	117	29	35	35	53	69	24	93
Total	43	53	120	173	266	304	27	140	17	23	68	190	138	16	12	7	46	92	27	112
	**	16%	37%	53%	81%	93%	**	43%	**	**	21%	58%	42%	**	**	**	**	**	**	34%
Certain to	**	-	*	*	4	12	**	3	**	**	1	10	*	**	**	**	**	**	**	*
	**	-%	*%	*%	2%	4%	**	2%	**	**	2%	5%	*%	**	**	**	**	**	**	*%
	**	-%	3%	3%	36%	93%	**	21%	**	**	9%	77%	3%	**	**	**	**	**	**	3%
Very likely	**	*	-	*	9	13	**	5	**	**	1	9	-	**	**	**	**	**	**	-
	**	*%	-%	*%	3%	4%	**	4%	**	**	2%	5%	-%	**	**	**	**	**	**	-%
	**	*%	-%	*%	58%	84%	**	33%	**	**	7%	62%	-%	**	**	**	**	**	**	-%
Likely	**	-	3	3	11	11	**	4	**	**	3	14	3	**	**	**	**	**	**	3
	**	-%	2%	2%	4%	4%	**	3%	**	**	5%	8%	2%	**	**	**	**	**	**	2%
												h								
	**	-%	16%	16%	62%	59%	**	20%	**	**	18%	79%	14%	**	**	**	**	**	**	14%
Unlikely	**	4	8	12	18	24	**	7	**	**	2	18	11	**	**	**	**	**	**	6
	**	7%	6%	7%	7%	8%	**	5%	**	**	3%	10%	8%	**	**	**	**	**	**	6%
	**	15%	29%	45%	69%	93%	**	29%	**	**	9%	71%	41%	**	**	**	**	**	**	25%
Very unlikely	**	8	20	28	49	53	**	22	**	**	11	33	20	**	**	**	**	**	**	10
	**	15%	16%	16%	18%	17%	**	16%	**	**	17%	17%	14%	**	**	**	**	**	**	9%
	**	15%	36%	51%	89%	96%	**	40%	**	**	20%	60%	36%	**	**	**	**	**	**	19%
Certain not to	**	37	87	124	150	164	**	91	**	**	46	83	99	**	**	**	**	**	**	87
	**	70%	72%	72%	56%	54%	**	65%	**	**	69%	44%	72%	**	**	**	**	**	**	78%
								l			l									
	**	22%	51%	73%	89%	97%	**	54%	**	**	27%	49%	59%	**	**	**	**	**	**	51%
TOTAL LIKELY	**	*	3	3	24	35	**	11	**	**	5	33	3	**	**	**	**	**	**	3
	**	*%	3%	2%	9%	12%	**	8%	**	**	8%	17%	2%	**	**	**	**	**	**	3%
												h								
	**	*%	7%	7%	53%	77%	**	24%	**	**	12%	73%	6%	**	**	**	**	**	**	6%
TOTAL UNLIKELY	**	50	114	163	216	240	**	121	**	**	60	134	129	**	**	**	**	**	**	104
	**	93%	95%	94%	81%	79%	**	86%	**	**	89%	70%	94%	**	**	**	**	**	**	93%
								l			l									
	**	20%	46%	66%	87%	96%	**	48%	**	**	24%	54%	52%	**	**	**	**	**	**	42%

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

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.

QE31 (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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	~q	~r	~s	t
Unweighted total	76	109	179	288	426	492	26	240	25	40	107	279	150	42	54	42	67	83	33	117
Effective Weighted Sample	51	63	108	169	266	334	18	159	19	26	72	191	117	29	35	35	53	69	24	93
Total	43	53	120	173	266	304	27	140	17	23	68	190	138	16	12	7	46	92	27	112
	**	16%	37%	53%	81%	93%	**	43%	**	**	21%	58%	42%	**	**	**	**	**	**	34%
Don't know	**	4	3	6	25	29	**	8	**	**	2	23	6	**	**	**	**	**	**	5
	**	7%	2%	4%	9%	10%	**	6%	**	**	3%	12%	4%	**	**	**	**	**	**	5%
	**	11%	9%	20%	78%	89%	**	24%	**	**	7%	hk 70%	18%	**	**	**	**	**	**	15%

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

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.

QE32 (QE25A). Why are you unlikely to get internet access at home in the next 12 months? (MULTI CODE) UNPROMPTED

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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	b	c	d	e	f	~g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	t
Unweighted total	62	101	173	274	361	406	10	210	21	40	95	206	141	41	50	42	63	78	31	110
Effective Weighted Sample	40	59	104	160	217	270	8	137	16	26	64	136	110	28	32	35	49	65	23	87
Total	35	50	114	163	216	240	15	121	15	23	60	134	129	16	11	7	44	86	26	104
	**	20%	46%	66%	87%	96%	**	48%	**	**	**	54%	52%	**	**	**	**	**	**	42%
No need	**	30	75	105	129	145	**	71	**	**	**	82	86	**	**	**	**	**	**	66
	**	60%	66%	64%	60%	60%	**	59%	**	**	**	61%	66%	**	**	**	**	**	**	64%
	**	20%	50%	70%	87%	98%	**	48%	**	**	**	55%	58%	**	**	**	**	**	**	45%
Don't want a computer	**	11	34	45	52	57	**	36	**	**	**	22	38	**	**	**	**	**	**	31
	**	22%	30%	28%	24%	24%	**	30%	**	**	**	16%	29%	**	**	**	**	**	**	30%
								l												
	**	19%	59%	78%	91%	99%	**	63%	**	**	**	38%	66%	**	**	**	**	**	**	55%
Don't know how you use computers	**	13	23	36	46	49	**	36	**	**	**	13	23	**	**	**	**	**	**	22
	**	25%	20%	22%	21%	20%	**	30%	**	**	**	10%	18%	**	**	**	**	**	**	21%
								l												
	**	26%	46%	72%	93%	99%	**	73%	**	**	**	27%	47%	**	**	**	**	**	**	44%
Too old to use the internet	**	7	34	41	46	45	**	28	**	**	**	19	35	**	**	**	**	**	**	29
	**	14%	30%	25%	21%	19%	**	24%	**	**	**	14%	27%	**	**	**	**	**	**	28%
			b																	
	**	15%	73%	88%	98%	97%	**	61%	**	**	**	41%	74%	**	**	**	**	**	**	63%
Too expensive to set up	**	10	6	16	41	40	**	19	**	**	**	25	13	**	**	**	**	**	**	12
	**	20%	6%	10%	19%	17%	**	16%	**	**	**	19%	10%	**	**	**	**	**	**	12%
		c																		
	**	22%	14%	36%	91%	89%	**	42%	**	**	**	57%	30%	**	**	**	**	**	**	27%
Charges are too expensive	**	3	6	9	21	18	**	9	**	**	**	14	6	**	**	**	**	**	**	5
	**	6%	6%	6%	10%	8%	**	8%	**	**	**	10%	5%	**	**	**	**	**	**	5%
	**	12%	28%	40%	91%	81%	**	40%	**	**	**	62%	28%	**	**	**	**	**	**	24%

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

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.

QE32 (QE25A). Why are you unlikely to get internet access at home in the next 12 months? (MULTI CODE) UNPROMPTED

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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	b	c	d	e	f	~g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	t
Unweighted total	62	101	173	274	361	406	10	210	21	40	95	206	141	41	50	42	63	78	31	110
Effective Weighted Sample	40	59	104	160	217	270	8	137	16	26	64	136	110	28	32	35	49	65	23	87
Total	35	50	114	163	216	240	15	121	15	23	60	134	129	16	11	7	44	86	26	104
	**	20%	46%	66%	87%	96%	**	48%	**	**	**	54%	52%	**	**	**	**	**	**	42%
Computer is too expensive to buy	**	2	5	7	17	16	**	7	**	**	**	10	6	**	**	**	**	**	**	6
	**	4%	4%	4%	8%	7%	**	6%	**	**	**	8%	5%	**	**	**	**	**	**	6%
	**	12%	28%	40%	95%	90%	**	41%	**	**	**	56%	35%	**	**	**	**	**	**	33%
Don't have a phone line	**	1	1	2	7	11	**	2	**	**	**	10	2	**	**	**	**	**	**	2
	**	2%	1%	1%	3%	5%	**	2%	**	**	**	8%	2%	**	**	**	**	**	**	2%
												h								
	**	7%	10%	17%	57%	86%	**	19%	**	**	**	78%	15%	**	**	**	**	**	**	15%
Satisfied with using the internet elsewhere	**	-	2	2	5	9	**	2	**	**	**	9	2	**	**	**	**	**	**	*
	**	-%	2%	1%	2%	4%	**	2%	**	**	**	7%	1%	**	**	**	**	**	**	*%
												h								
	**	-%	15%	15%	44%	76%	**	18%	**	**	**	79%	15%	**	**	**	**	**	**	2%
Friends/ family member checks things on the internet for me	**	4	7	11	11	12	**	10	**	**	**	3	8	**	**	**	**	**	**	7
	**	8%	6%	7%	5%	5%	**	8%	**	**	**	2%	6%	**	**	**	**	**	**	7%
								l												
	**	35%	58%	93%	99%	100%	**	84%	**	**	**	26%	69%	**	**	**	**	**	**	60%
Concerned about security/ fraud	**	2	5	8	8	8	**	7	**	**	**	*	6	**	**	**	**	**	**	6
	**	5%	5%	5%	4%	3%	**	6%	**	**	**	*%	5%	**	**	**	**	**	**	6%
								l												
	**	29%	68%	97%	104%	100%	**	93%	**	**	**	5%	80%	**	**	**	**	**	**	80%

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

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.

QE32 (QE25A). Why are you unlikely to get internet access at home in the next 12 months? (MULTI CODE) UNPROMPTED

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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	b	c	d	e	f	~g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	t
Unweighted total	62	101	173	274	361	406	10	210	21	40	95	206	141	41	50	42	63	78	31	110
Effective Weighted Sample	40	59	104	160	217	270	8	137	16	26	64	136	110	28	32	35	49	65	23	87
Total	35	50	114	163	216	240	15	121	15	23	60	134	129	16	11	7	44	86	26	104
	**	20%	46%	66%	87%	96%	**	48%	**	**	**	54%	52%	**	**	**	**	**	**	42%
Worries/ concerns about privacy issues	**	-	5	5	6	6	**	4	**	**	**	3	5	**	**	**	**	**	**	5
	**	-%	5%	3%	3%	2%	**	3%	**	**	**	2%	4%	**	**	**	**	**	**	5%
	**	-%	79%	79%	87%	85%	**	56%	**	**	**	46%	79%	**	**	**	**	**	**	79%
Have trouble reading/ writing/ dyslexic	**	-	-	-	1	2	**	2	**	**	**	-	-	**	**	**	**	**	**	-
	**	-%	-%	-%	*%	1%	**	2%	**	**	**	-%	-%	**	**	**	**	**	**	-%
	**	-%	-%	-%	46%	100%	**	97%	**	**	**	-%	-%	**	**	**	**	**	**	-%
Reception not good enough/ in area	**	1	-	1	2	2	**	1	**	**	**	1	1	**	**	**	**	**	**	1
	**	2%	-%	1%	1%	1%	**	1%	**	**	**	1%	1%	**	**	**	**	**	**	1%
	**	45%	-%	45%	101%	100%	**	41%	**	**	**	56%	45%	**	**	**	**	**	**	45%
Health reasons - bad eyesight	**	-	2	2	2	2	**	2	**	**	**	-	2	**	**	**	**	**	**	2
	**	-%	2%	1%	1%	1%	**	2%	**	**	**	-%	1%	**	**	**	**	**	**	2%
	**	-%	133%	133%	133%	100%	**	129%	**	**	**	-%	98%	**	**	**	**	**	**	98%
Satisfied with using the internet at work	**	-	-	-	-	1	**	-	**	**	**	1	-	**	**	**	**	**	**	-
	**	-%	-%	-%	-%	1%	**	-%	**	**	**	1%	-%	**	**	**	**	**	**	-%
	**	-%	-%	-%	-%	100%	**	-%	**	**	**	100%	-%	**	**	**	**	**	**	-%
My computer is out of date	**	-	1	1	1	1	**	-	**	**	**	1	1	**	**	**	**	**	**	-
	**	-%	1%	1%	1%	1%	**	-%	**	**	**	1%	1%	**	**	**	**	**	**	-%
	**	-%	109%	109%	109%	100%	**	-%	**	**	**	100%	109%	**	**	**	**	**	**	-%
No time/ too busy	**	-	1	1	1	1	**	-	**	**	**	1	1	**	**	**	**	**	**	-
	**	-%	1%	*%	*%	*%	**	-%	**	**	**	1%	1%	**	**	**	**	**	**	-%
	**	-%	94%	94%	94%	100%	**	-%	**	**	**	100%	94%	**	**	**	**	**	**	-%

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

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.

QE32 (QE25A). Why are you unlikely to get internet access at home in the next 12 months? (MULTI CODE) UNPROMPTED

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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	b	c	d	e	f	~g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	t
Unweighted total	62	101	173	274	361	406	10	210	21	40	95	206	141	41	50	42	63	78	31	110
Effective Weighted Sample	40	59	104	160	217	270	8	137	16	26	64	136	110	28	32	35	49	65	23	87
Total	35	50	114	163	216	240	15	121	15	23	60	134	129	16	11	7	44	86	26	104
	**	20%	46%	66%	87%	96%	**	48%	**	**	**	54%	52%	**	**	**	**	**	**	42%
ANY INVOLUNTARY REASONS	**	25	55	80	118	126	**	71	**	**	**	62	59	**	**	**	**	**	**	51
	**	49%	49%	49%	55%	53%	**	59%	**	**	**	46%	46%	**	**	**	**	**	**	49%
	**	18%	42%	60%	89%	95%	**	l 53%	**	**	**	46%	45%	**	**	**	**	**	**	38%
ANY VOLUNTARY REASONS	**	38	93	130	161	180	**	92	**	**	**	101	106	**	**	**	**	**	**	84
	**	76%	81%	80%	75%	75%	**	76%	**	**	**	75%	82%	**	**	**	**	**	**	81%
	**	20%	49%	70%	86%	96%	**	49%	**	**	**	54%	57%	**	**	**	**	**	**	45%
ONLY VOLUNTARY REASONS	**	24	57	81	95	111	**	50	**	**	**	69	67	**	**	**	**	**	**	51
	**	47%	50%	49%	44%	46%	**	41%	**	**	**	52%	52%	**	**	**	**	**	**	49%
	**	21%	50%	71%	84%	98%	**	44%	**	**	**	61%	59%	**	**	**	**	**	**	45%
Don't know	**	2	1	3	3	3	**	-	**	**	**	3	3	**	**	**	**	**	**	2
	**	3%	1%	2%	1%	1%	**	-%	**	**	**	2%	2%	**	**	**	**	**	**	2%
	**	55%	46%	102%	108%	100%	**	-%	**	**	**	100%	102%	**	**	**	**	**	**	80%

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

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.

QE33 (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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	b	c	d	e	f	~g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	t
Unweighted total	62	101	173	274	361	406	10	210	21	40	95	206	141	41	50	42	63	78	31	110
Effective Weighted Sample	40	59	104	160	217	270	8	137	16	26	64	136	110	28	32	35	49	65	23	87
Total	35	50	114	163	216	240	15	121	15	23	60	134	129	16	11	7	44	86	26	104
	**	20%	46%	66%	87%	96%	**	48%	**	**	**	54%	52%	**	**	**	**	**	**	42%
No need	**	19	58	77	93	107	**	48	**	**	**	66	62	**	**	**	**	**	**	45
	**	38%	51%	47%	43%	45%	**	40%	**	**	**	49%	48%	**	**	**	**	**	**	44%
	**	17%	52%	70%	85%	97%	**	44%	**	**	**	60%	56%	**	**	**	**	**	**	41%
Don't want a computer	**	8	16	24	27	29	**	17	**	**	**	13	21	**	**	**	**	**	**	19
	**	17%	14%	15%	12%	12%	**	14%	**	**	**	10%	16%	**	**	**	**	**	**	18%
	**	29%	56%	84%	93%	100%	**	57%	**	**	**	46%	72%	**	**	**	**	**	**	64%
Don't know how you use computers	**	8	10	18	24	26	**	17	**	**	**	8	9	**	**	**	**	**	**	9
	**	16%	9%	11%	11%	11%	**	14%	**	**	**	6%	7%	**	**	**	**	**	**	9%
	**	30%	38%	68%	93%	100%	**	l 67%	**	**	**	32%	36%	**	**	**	**	**	**	36%
Too expensive to set up	**	6	2	7	21	22	**	9	**	**	**	15	6	**	**	**	**	**	**	5
	**	11%	2%	5%	10%	9%	**	8%	**	**	**	11%	5%	**	**	**	**	**	**	5%
	**	c 22%	8%	30%	87%	89%	**	38%	**	**	**	60%	24%	**	**	**	**	**	**	20%
Too old to use the internet	**	2	17	20	23	23	**	14	**	**	**	10	16	**	**	**	**	**	**	12
	**	5%	15%	12%	10%	10%	**	12%	**	**	**	8%	13%	**	**	**	**	**	**	12%
	**	10%	72%	82%	94%	97%	**	58%	**	**	**	43%	67%	**	**	**	**	**	**	51%
Friends/family member checks things on the internet for me	**	3	3	6	7	6	**	5	**	**	**	2	4	**	**	**	**	**	**	4
	**	5%	3%	4%	3%	3%	**	4%	**	**	**	1%	3%	**	**	**	**	**	**	4%
	**	42%	52%	94%	106%	100%	**	87%	**	**	**	25%	70%	**	**	**	**	**	**	70%

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

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.

QE33 (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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	b	c	d	e	f	~g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	t
Unweighted total	62	101	173	274	361	406	10	210	21	40	95	206	141	41	50	42	63	78	31	110
Effective Weighted Sample	40	59	104	160	217	270	8	137	16	26	64	136	110	28	32	35	49	65	23	87
Total	35	50	114	163	216	240	15	121	15	23	60	134	129	16	11	7	44	86	26	104
	**	20%	46%	66%	87%	96%	**	48%	**	**	**	54%	52%	**	**	**	**	**	**	42%
Satisfied with using the internet elsewhere	**	-	*	*	3	5	**	1	**	**	**	5	*	**	**	**	**	**	**	-
	**	-%	*%	*%	1%	2%	**	1%	**	**	**	3%	*%	**	**	**	**	**	**	-%
	**	-%	8%	8%	44%	82%	**	21%	**	**	**	79%	8%	**	**	**	**	**	**	-%
Don't have a phone line	**	-	*	*	2	2	**	*	**	**	**	4	*	**	**	**	**	**	**	*
	**	-%	*%	*%	1%	1%	**	*%	**	**	**	3%	*%	**	**	**	**	**	**	*%
	**	-%	7%	7%	50%	55%	**	10%	**	**	**	89%	7%	**	**	**	**	**	**	7%
Charges are too expensive	**	*	*	1	3	4	**	1	**	**	**	3	-	**	**	**	**	**	**	-
	**	1%	*%	*%	1%	2%	**	1%	**	**	**	2%	-%	**	**	**	**	**	**	-%
	**	11%	7%	18%	87%	100%	**	23%	**	**	**	79%	-%	**	**	**	**	**	**	-%
Concerned about security/ fraud	**	1	1	3	3	3	**	3	**	**	**	*	2	**	**	**	**	**	**	2
	**	3%	1%	2%	2%	1%	**	2%	**	**	**	*%	2%	**	**	**	**	**	**	2%
	**	41%	47%	88%	105%	100%	**	83%	**	**	**	12%	72%	**	**	**	**	**	**	72%
Worries/ concerns about privacy issues	**	-	1	1	1	2	**	-	**	**	**	2	1	**	**	**	**	**	**	1
	**	-%	1%	1%	1%	1%	**	-%	**	**	**	2%	1%	**	**	**	**	**	**	1%
	**	-%	59%	59%	59%	100%	**	-%	**	**	**	100%	59%	**	**	**	**	**	**	59%
Have trouble reading/ writing/ dyslexic	**	-	-	-	1	2	**	2	**	**	**	-	-	**	**	**	**	**	**	-
	**	-%	-%	-%	*%	1%	**	2%	**	**	**	-%	-%	**	**	**	**	**	**	-%
	**	-%	-%	-%	46%	100%	**	97%	**	**	**	-%	-%	**	**	**	**	**	**	-%

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

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.

QE33 (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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	b	c	d	e	f	~g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	t
Unweighted total	62	101	173	274	361	406	10	210	21	40	95	206	141	41	50	42	63	78	31	110
Effective Weighted Sample	40	59	104	160	217	270	8	137	16	26	64	136	110	28	32	35	49	65	23	87
Total	35	50	114	163	216	240	15	121	15	23	60	134	129	16	11	7	44	86	26	104
	**	20%	46%	66%	87%	96%	**	48%	**	**	**	54%	52%	**	**	**	**	**	**	42%
Reception not good enough/ in area	**	1	-	1	2	2	**	1	**	**	**	1	1	**	**	**	**	**	**	1
	**	2%	-%	1%	1%	1%	**	1%	**	**	**	1%	1%	**	**	**	**	**	**	1%
	**	45%	-%	45%	101%	100%	**	41%	**	**	**	56%	45%	**	**	**	**	**	**	45%
Satisfied with using the internet at work	**	-	-	-	-	1	**	-	**	**	**	1	-	**	**	**	**	**	**	-
	**	-%	-%	-%	-%	1%	**	-%	**	**	**	1%	-%	**	**	**	**	**	**	-%
	**	-%	-%	-%	-%	100%	**	-%	**	**	**	100%	-%	**	**	**	**	**	**	-%
Health reasons - bad eyesight	**	-	2	2	2	1	**	1	**	**	**	-	2	**	**	**	**	**	**	2
	**	-%	2%	1%	1%	*%	**	1%	**	**	**	-%	1%	**	**	**	**	**	**	2%
	**	-%	154%	154%	154%	100%	**	109%	**	**	**	-%	154%	**	**	**	**	**	**	154%
No time/ too busy	**	-	1	1	1	1	**	-	**	**	**	1	1	**	**	**	**	**	**	-
	**	-%	1%	*%	*%	*%	**	-%	**	**	**	1%	1%	**	**	**	**	**	**	-%
	**	-%	94%	94%	94%	100%	**	-%	**	**	**	100%	94%	**	**	**	**	**	**	-%
Computer is too expensive to buy	**	-	*	*	1	1	**	1	**	**	**	-	-	**	**	**	**	**	**	-
	**	-%	*%	*%	*%	*%	**	*%	**	**	**	-%	-%	**	**	**	**	**	**	-%
	**	-%	17%	17%	104%	100%	**	71%	**	**	**	-%	-%	**	**	**	**	**	**	-%
ANY INVOLUNTARY REASONS	**	18	34	53	83	88	**	49	**	**	**	44	38	**	**	**	**	**	**	33
	**	37%	30%	32%	39%	37%	**	41%	**	**	**	33%	29%	**	**	**	**	**	**	32%
	**	20%	37%	56%	89%	94%	**	52%	**	**	**	47%	40%	**	**	**	**	**	**	35%
ANY VOLUNTARY REASONS	**	30	78	108	130	149	**	72	**	**	**	87	89	**	**	**	**	**	**	68
	**	60%	69%	66%	60%	62%	**	59%	**	**	**	65%	69%	**	**	**	**	**	**	66%
	**	19%	51%	71%	85%	97%	**	47%	**	**	**	57%	58%	**	**	**	**	**	**	45%

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

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.

QE33 (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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	b	c	d	e	f	~g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	t
Unweighted total	62	101	173	274	361	406	10	210	21	40	95	206	141	41	50	42	63	78	31	110
Effective Weighted Sample	40	59	104	160	217	270	8	137	16	26	64	136	110	28	32	35	49	65	23	87
Total	35	50	114	163	216	240	15	121	15	23	60	134	129	16	11	7	44	86	26	104
	**	20%	46%	66%	87%	96%	**	48%	**	**	**	54%	52%	**	**	**	**	**	**	42%
Don't know	**	2	1	3	3	3	**	-	**	**	**	3	3	**	**	**	**	**	**	2
	**	3%	1%	2%	1%	1%	**	-%	**	**	**	2%	2%	**	**	**	**	**	**	2%
	**	55%	46%	102%	108%	100%	**	-%	**	**	**	100%	102%	**	**	**	**	**	**	80%

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

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.

QE34 (QENI1). EXPLAIN SATELLITE BROADBAND Were you aware that satellite broadband is available? (SINGLE CODE)

Base : All respondents in Scotland and Wales

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP	
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	SCOT-LAND	WALES
Significance Level: 95%	a	b	~c	d	e	f	~g	h	~i	~j	~k	l	m	n
Unweighted total	159	153	99	252	429	968	11	237	29	44	87	743	109	143
Effective Weighted Sample	100	86	61	144	265	618	7	146	18	26	59	475	65	91
Total	58	35	35	70	146	359	5	87	11	18	31	277	40	31
	16%	10%	**	19%	40%	98%	**	24%	**	**	**	76%	11%	8%
Yes	22	10	**	16	37	125	**	24	**	**	**	100	10	6
	39%	27%	**	23%	25%	35%	**	27%	**	**	**	36%	24%	20%
	d											h		
	18%	8%	**	13%	29%	99%	**	19%	**	**	**	80%	8%	5%
No	33	24	**	50	103	218	**	58	**	**	**	165	27	22
	57%	67%	**	71%	70%	61%	**	67%	**	**	**	60%	69%	73%
				a										
	15%	11%	**	22%	46%	97%	**	26%	**	**	**	74%	12%	10%
Don't know	2	2	**	5	6	17	**	5	**	**	**	12	3	2
	4%	6%	**	7%	4%	5%	**	6%	**	**	**	4%	6%	7%
	14%	12%	**	29%	38%	100%	**	30%	**	**	**	71%	15%	13%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n

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.

QE35 (QE29). EXPLAIN THAT PHONE CALLS CAN BE MADE USING THE INTERNET USING SERVICES SUCH AS SKYPE AND FACETIME. Before now, were you aware that you could make voice calls using the internet? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Yes	323	185	119	305	697	2002	218	315	**	**	116	1916	262	20	19	**	132	130	147	115
	81%	67%	48%	58%	68%	83%	89%	69%	**	**	63%	86%	59%	51%	61%	**	66%	54%	72%	48%
	bcd	cd		c			f					hk					rt		rt	
	14%	8%	5%	14%	31%	90%	10%	14%	**	**	5%	86%	12%	1%	1%	**	6%	6%	7%	5%
No	71	89	123	212	313	400	27	134	**	**	65	287	174	19	11	**	67	106	57	117
	18%	32%	49%	40%	30%	17%	11%	29%	**	**	35%	13%	39%	48%	35%	**	34%	44%	28%	49%
		a	abd	ab				l			l							qs		qs
	17%	21%	29%	50%	75%	95%	6%	32%	**	**	15%	68%	41%	5%	3%	**	16%	25%	14%	28%
Don't know	6	4	6	10	19	22	1	7	**	**	2	16	8	*	1	**	2	6	1	7
	2%	2%	3%	2%	2%	1%	*%	2%	**	**	1%	1%	2%	1%	4%	**	1%	3%	1%	3%
	26%	18%	27%	46%	82%	97%	2%	32%	**	**	11%	70%	35%	2%	5%	**	8%	27%	6%	29%

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

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.

QE36 (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 : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Yes	213	106	43	149	433	1494	184	181	**	**	56	1506	128	10	8	**	72	57	94	34
	53%	38%	17%	28%	42%	62%	75%	40%	**	**	30%	68%	29%	26%	27%	**	36%	23%	46%	14%
	bcd	cd		c			f	k				hk					rt	t	qrt	
	13%	6%	3%	9%	26%	88%	11%	11%	**	**	3%	89%	8%	1%	*%	**	4%	3%	6%	2%
No never used	182	168	204	373	586	907	55	269	**	**	126	693	310	29	22	**	126	185	111	200
	45%	61%	82%	71%	57%	37%	23%	59%	**	**	69%	31%	70%	73%	73%	**	63%	76%	54%	84%
		a	abd	ab		g		l			hl							qs		qs
	19%	18%	21%	39%	62%	95%	6%	28%	**	**	13%	73%	33%	3%	2%	**	13%	19%	12%	21%
Don't know	5	4	1	5	10	23	5	6	**	**	2	21	5	*	-	**	3	1	*	4
	1%	2%	*%	1%	1%	1%	2%	1%	**	**	1%	1%	1%	1%	-%	**	2%	1%	*%	2%
	20%	15%	4%	20%	35%	85%	18%	21%	**	**	7%	75%	16%	1%	-%	**	12%	5%	2%	15%

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

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.

QE37 (QE31). SHOWCARD Which supplier or service does/ did your household use to make voice calls using the internet? (MULTI CODE)

Base : Those who have ever used a service to make voice or video calls using the internet at home

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	s	~t
Unweighted total	308	173	60	233	642	2031	189	262	30	36	76	1963	149	31	42	11	94	55	114	35
Effective Weighted Sample	225	115	39	153	439	1389	126	174	19	23	54	1358	122	17	27	8	77	47	93	29
Total	213	106	43	149	433	1494	184	181	22	29	56	1506	128	10	8	2	72	57	94	34
	13%	6%	**	9%	26%	88%	11%	11%	**	**	**	89%	8%	**	**	**	**	**	6%	**
WhatsApp	79	22	**	25	159	686	133	60	**	**	**	764	22	**	**	**	**	**	14	**
	37%	21%	**	17%	37%	46%	72%	33%	**	**	**	51%	17%	**	**	**	**	**	14%	**
	bd						f					h								
	10%	3%	**	3%	19%	83%	16%	7%	**	**	**	92%	3%	**	**	**	**	**	2%	**
Skype	106	63	**	92	199	658	90	89	**	**	**	665	78	**	**	**	**	**	65	**
	50%	60%	**	62%	46%	44%	49%	49%	**	**	**	44%	61%	**	**	**	**	**	69%	**
				a																
	14%	8%	**	12%	27%	88%	12%	12%	**	**	**	89%	10%	**	**	**	**	**	9%	**
FaceTime	61	29	**	37	148	619	55	66	**	**	**	611	33	**	**	**	**	**	20	**
	28%	28%	**	25%	34%	41%	30%	37%	**	**	**	41%	26%	**	**	**	**	**	21%	**
						g														
	9%	4%	**	5%	22%	90%	8%	10%	**	**	**	89%	5%	**	**	**	**	**	3%	**
Facebook	37	10	**	12	103	397	65	40	**	**	**	431	11	**	**	**	**	**	7	**
	17%	10%	**	8%	24%	27%	35%	22%	**	**	**	29%	9%	**	**	**	**	**	8%	**
	d						f													
	8%	2%	**	3%	22%	84%	14%	8%	**	**	**	91%	2%	**	**	**	**	**	2%	**
BT	10	7	**	8	12	43	*	4	**	**	**	39	8	**	**	**	**	**	4	**
	5%	7%	**	6%	3%	3%	*%	2%	**	**	**	3%	6%	**	**	**	**	**	4%	**
	22%	16%	**	19%	28%	99%	1%	9%	**	**	**	90%	17%	**	**	**	**	**	8%	**
Plusnet	4	1	**	1	1	12	1	*	**	**	**	13	1	**	**	**	**	**	1	**
	2%	1%	**	1%	*%	1%	*%	*%	**	**	**	1%	1%	**	**	**	**	**	1%	**
	28%	8%	**	8%	8%	89%	6%	2%	**	**	**	98%	8%	**	**	**	**	**	8%	**
Vonage	1	-	**	1	1	11	3	1	**	**	**	13	1	**	**	**	**	**	1	**
	1%	-%	**	*%	*%	1%	1%	1%	**	**	**	1%	*%	**	**	**	**	**	1%	**
	9%	-%	**	4%	4%	85%	20%	7%	**	**	**	95%	4%	**	**	**	**	**	4%	**

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

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.

QE37 (QE31). SHOWCARD Which supplier or service does/ did your household use to make voice calls using the internet? (MULTI CODE)

Base : Those who have ever used a service to make voice or video calls using the internet at home

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	s	~t
Unweighted total	308	173	60	233	642	2031	189	262	30	36	76	1963	149	31	42	11	94	55	114	35
Effective Weighted Sample	225	115	39	153	439	1389	126	174	19	23	54	1358	122	17	27	8	77	47	93	29
Total	213	106	43	149	433	1494	184	181	22	29	56	1506	128	10	8	2	72	57	94	34
	13%	6%	**	9%	26%	88%	11%	11%	**	**	**	89%	8%	**	**	**	**	**	6%	**
Voipfone	2	-	**	-	1	5	1	-	**	**	**	5	-	**	**	**	**	**	-	**
	1%	-%	**	-%	*%	*%	*%	-%	**	**	**	*%	-%	**	**	**	**	**	-%	**
	30%	-%	**	-%	22%	89%	16%	-%	**	**	**	100%	-%	**	**	**	**	**	-%	**
Other	13	4	**	7	19	49	6	8	**	**	**	50	7	**	**	**	**	**	6	**
	6%	4%	**	5%	4%	3%	3%	4%	**	**	**	3%	5%	**	**	**	**	**	6%	**
	22%	7%	**	12%	32%	84%	10%	14%	**	**	**	86%	11%	**	**	**	**	**	10%	**
Don't know	6	1	**	3	8	27	4	2	**	**	**	29	2	**	**	**	**	**	1	**
	3%	1%	**	2%	2%	2%	2%	1%	**	**	**	2%	2%	**	**	**	**	**	1%	**
	19%	4%	**	10%	26%	83%	13%	8%	**	**	**	92%	8%	**	**	**	**	**	4%	**

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

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.

QE38 (QE50). SHOWCARD How often do you or does anyone in your household use these services? (SINGLE CODE)

Base : Those who have ever used a service to make voice or video calls using the internet at home

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	s	~t
Unweighted total	308	173	60	233	642	2031	189	262	30	36	76	1963	149	31	42	11	94	55	114	35
Effective Weighted Sample	225	115	39	153	439	1389	126	174	19	23	54	1358	122	17	27	8	77	47	93	29
Total	213	106	43	149	433	1494	184	181	22	29	56	1506	128	10	8	2	72	57	94	34
	13%	6%	**	9%	26%	88%	11%	11%	**	**	**	89%	8%	**	**	**	**	**	6%	**
Every day	34	11	**	13	99	294	67	33	**	**	**	337	11	**	**	**	**	**	7	**
	16%	10%	**	9%	23%	20%	36%	18%	**	**	**	22%	9%	**	**	**	**	**	7%	**
	d						f													
	9%	3%	**	4%	27%	79%	18%	9%	**	**	**	90%	3%	**	**	**	**	**	2%	**
At least once a week	68	34	**	43	138	560	87	57	**	**	**	590	36	**	**	**	**	**	24	**
	32%	32%	**	29%	32%	37%	47%	31%	**	**	**	39%	28%	**	**	**	**	**	26%	**
							f					h								
	10%	5%	**	7%	21%	86%	13%	9%	**	**	**	90%	6%	**	**	**	**	**	4%	**
At least once a month	44	23	**	30	88	300	22	36	**	**	**	283	25	**	**	**	**	**	18	**
	21%	22%	**	20%	20%	20%	12%	20%	**	**	**	19%	20%	**	**	**	**	**	19%	**
						g														
	14%	7%	**	9%	28%	93%	7%	11%	**	**	**	88%	8%	**	**	**	**	**	6%	**
A few times a year	44	21	**	34	62	216	6	32	**	**	**	191	30	**	**	**	**	**	22	**
	21%	20%	**	23%	14%	14%	3%	17%	**	**	**	13%	23%	**	**	**	**	**	23%	**
						g														
	20%	9%	**	15%	28%	97%	3%	14%	**	**	**	86%	14%	**	**	**	**	**	10%	**
Less than once a year	18	17	**	28	44	103	2	22	**	**	**	83	25	**	**	**	**	**	23	**
	8%	16%	**	19%	10%	7%	1%	12%	**	**	**	6%	20%	**	**	**	**	**	24%	**
		a		a		g		l												
	17%	16%	**	27%	42%	98%	2%	22%	**	**	**	80%	24%	**	**	**	**	**	22%	**
Don't know	5	*	**	*	2	22	1	2	**	**	**	21	*	**	**	**	**	**	*	**
	2%	*%	**	*%	*%	1%	*%	1%	**	**	**	1%	*%	**	**	**	**	**	*%	**
	21%	1%	**	1%	9%	94%	3%	7%	**	**	**	92%	1%	**	**	**	**	**	1%	**

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

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.

QE39 (QE33). SHOWCARD Which device or devices does your household use to make voice calls using the internet? (MULTI CODE)

Base : Those who have ever used a service to make voice or video calls using the internet at home

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	s	~t
Unweighted total	308	173	60	233	642	2031	189	262	30	36	76	1963	149	31	42	11	94	55	114	35
Effective Weighted Sample	225	115	39	153	439	1389	126	174	19	23	54	1358	122	17	27	8	77	47	93	29
Total	213	106	43	149	433	1494	184	181	22	29	56	1506	128	10	8	2	72	57	94	34
	13%	6%	**	9%	26%	88%	11%	11%	**	**	**	89%	8%	**	**	**	**	**	6%	**
Smartphone	112	35	**	39	251	1044	162	92	**	**	**	1114	34	**	**	**	**	**	23	**
	53%	33%	**	26%	58%	70%	88%	51%	**	**	**	74%	27%	**	**	**	**	**	24%	**
	bd						f					h								
	9%	3%	**	3%	21%	86%	13%	8%	**	**	**	91%	3%	**	**	**	**	**	2%	**
Laptop	60	31	**	45	110	378	63	42	**	**	**	403	38	**	**	**	**	**	32	**
	28%	30%	**	30%	25%	25%	34%	23%	**	**	**	27%	30%	**	**	**	**	**	34%	**
							f													
	13%	7%	**	10%	25%	85%	14%	9%	**	**	**	90%	9%	**	**	**	**	**	7%	**
Tablet computer (e.g. iPad)	68	40	**	57	106	407	31	55	**	**	**	387	48	**	**	**	**	**	33	**
	32%	38%	**	38%	25%	27%	17%	30%	**	**	**	26%	37%	**	**	**	**	**	35%	**
						g														
	15%	9%	**	13%	24%	92%	7%	12%	**	**	**	87%	11%	**	**	**	**	**	7%	**
Desktop PC	19	13	**	25	35	110	3	20	**	**	**	95	22	**	**	**	**	**	19	**
	9%	12%	**	17%	8%	7%	2%	11%	**	**	**	6%	17%	**	**	**	**	**	21%	**
				a		g		l												
	17%	12%	**	22%	31%	96%	2%	17%	**	**	**	84%	19%	**	**	**	**	**	17%	**
Standard landline phone	3	4	**	4	8	21	1	2	**	**	**	21	4	**	**	**	**	**	2	**
	1%	4%	**	3%	2%	1%	1%	1%	**	**	**	1%	3%	**	**	**	**	**	3%	**
	12%	17%	**	18%	35%	93%	6%	8%	**	**	**	93%	17%	**	**	**	**	**	11%	**
Netbook	3	-	**	-	2	13	6	3	**	**	**	17	-	**	**	**	**	**	-	**
	1%	-%	**	-%	*%	1%	3%	2%	**	**	**	1%	-%	**	**	**	**	**	-%	**
							f													
	13%	-%	**	-%	10%	66%	31%	16%	**	**	**	85%	-%	**	**	**	**	**	-%	**
TV set	1	1	**	1	3	7	2	2	**	**	**	6	1	**	**	**	**	**	1	**
	*%	1%	**	1%	1%	*%	1%	1%	**	**	**	*%	1%	**	**	**	**	**	1%	**
	8%	13%	**	13%	42%	84%	28%	29%	**	**	**	80%	13%	**	**	**	**	**	13%	**

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

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.

QE39 (QE33). SHOWCARD Which device or devices does your household use to make voice calls using the internet? (MULTI CODE)

Base : Those who have ever used a service to make voice or video calls using the internet at home

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	s	~t
Unweighted total	308	173	60	233	642	2031	189	262	30	36	76	1963	149	31	42	11	94	55	114	35
Effective Weighted Sample	225	115	39	153	439	1389	126	174	19	23	54	1358	122	17	27	8	77	47	93	29
Total	213	106	43	149	433	1494	184	181	22	29	56	1506	128	10	8	2	72	57	94	34
	13%	6%	**	9%	26%	88%	11%	11%	**	**	**	89%	8%	**	**	**	**	**	6%	**
Smart watch (e.g. Apple Watch, Pebble, Samsung, Sony)	-	-	**	-	*	5	*	-	**	**	**	5	-	**	**	**	**	**	-	**
	-%	-%	**	-%	*%	*%	*%	-%	**	**	**	*%	-%	**	**	**	**	**	-%	**
	-%	-%	**	-%	2%	98%	2%	-%	**	**	**	100%	-%	**	**	**	**	**	-%	**
Dedicated handset	1	-	**	-	-	3	-	-	**	**	**	3	-	**	**	**	**	**	-	**
	*%	-%	**	-%	-%	*%	-%	-%	**	**	**	*%	-%	**	**	**	**	**	-%	**
	31%	-%	**	-%	-%	100%	-%	-%	**	**	**	100%	-%	**	**	**	**	**	-%	**
Other	2	1	**	2	5	7	-	3	**	**	**	4	1	**	**	**	**	**	1	**
	1%	1%	**	1%	1%	*%	-%	2%	**	**	**	*%	1%	**	**	**	**	**	1%	**
	33%	14%	**	24%	65%	100%	-%	l 45%	**	**	**	53%	17%	**	**	**	**	**	10%	**
Don't know	6	1	**	2	8	22	2	1	**	**	**	25	2	**	**	**	**	**	2	**
	3%	1%	**	1%	2%	2%	1%	*%	**	**	**	2%	2%	**	**	**	**	**	2%	**
	22%	5%	**	8%	31%	86%	8%	3%	**	**	**	95%	8%	**	**	**	**	**	8%	**

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

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.

QE40 (QE34). Do you pay for any elements of your service to make calls using the internet? Perhaps calls made to landline or mobile phones, or any equipment or software you needed to purchase solely to be able to make calls using the internet. (SINGLE CODE)

Base : Those who have ever used a service to make voice or video calls using the internet at home

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	s	~t
Unweighted total	308	173	60	233	642	2031	189	262	30	36	76	1963	149	31	42	11	94	55	114	35
Effective Weighted Sample	225	115	39	153	439	1389	126	174	19	23	54	1358	122	17	27	8	77	47	93	29
Total	213	106	43	149	433	1494	184	181	22	29	56	1506	128	10	8	2	72	57	94	34
	13%	6%	**	9%	26%	88%	11%	11%	**	**	**	89%	8%	**	**	**	**	**	6%	**
Yes, pay for any elements	10	3	**	5	15	55	3	6	**	**	**	53	5	**	**	**	**	**	3	**
	5%	3%	**	4%	3%	4%	2%	3%	**	**	**	4%	4%	**	**	**	**	**	3%	**
	18%	6%	**	9%	25%	92%	5%	10%	**	**	**	89%	9%	**	**	**	**	**	5%	**
No, do not pay for any elements	193	97	**	136	394	1359	161	166	**	**	**	1362	116	**	**	**	**	**	87	**
	91%	91%	**	92%	91%	91%	87%	91%	**	**	**	90%	90%	**	**	**	**	**	92%	**
	13%	6%	**	9%	26%	89%	11%	11%	**	**	**	89%	8%	**	**	**	**	**	6%	**
Don't know	9	6	**	7	25	81	20	10	**	**	**	91	7	**	**	**	**	**	4	**
	4%	5%	**	5%	6%	5%	11%	5%	**	**	**	6%	6%	**	**	**	**	**	5%	**
							f													
	9%	6%	**	7%	25%	80%	20%	10%	**	**	**	91%	7%	**	**	**	**	**	4%	**

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

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.

SUMMARY - ACCESS TO/ USE OF INTERNET ACROSS ANY CONNECTION/ ANY DEVICE/ ANY LOCATION

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
ACCESS TO INTERNET - ANY CONNECTION/ ANY DEVICE/ ANY LOCATION	368	225	134	359	821	2214	232	331	**	**	120	2117	309	24	19	**	158	151	180	129
	92%	81%	54%	68%	80%	91%	95%	73%	**	**	65%	95%	70%	61%	60%	**	79%	62%	88%	54%
	bcd	cd		c								hk					rt		qrt	
	15%	9%	5%	15%	33%	90%	9%	13%	**	**	5%	86%	13%	1%	1%	**	6%	6%	7%	5%
USE INTERNET - ANY CONNECTION/ ANY DEVICE/ ANY LOCATION	362	218	123	341	798	2191	230	317	**	**	113	2106	294	23	18	**	153	140	176	117
	91%	78%	49%	65%	78%	90%	94%	70%	**	**	62%	95%	66%	57%	58%	**	76%	58%	86%	49%
	bcd	cd		c				k				hk					rt		qrt	
	15%	9%	5%	14%	33%	90%	9%	13%	**	**	5%	87%	12%	1%	1%	**	6%	6%	7%	5%

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

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.

SUMMARY - ACCESS TO INTERNET

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
ACCESS TO INTERNET AT HOME	357	222	128	350	758	2116	216	313	**	**	115	2024	303	23	18	**	153	149	176	127
	89%	80%	52%	67%	74%	87%	88%	69%	**	**	63%	91%	68%	59%	58%	**	76%	62%	86%	53%
	bcd	cd		c								hk					rt		qrt	
	15%	9%	5%	15%	32%	90%	9%	13%	**	**	5%	87%	13%	1%	1%	**	7%	6%	8%	5%
ACCESS TO INTERNET AT HOME OR USES A MOBILE PHONE/ DEVICE TO CONNECT TO INTERNET	358	225	129	353	791	2178	228	323	**	**	117	2087	305	24	18	**	153	151	177	128
	90%	81%	52%	67%	77%	90%	93%	71%	**	**	64%	94%	69%	60%	59%	**	76%	62%	86%	54%
	bcd	cd		c								hk					rt		qrt	
	15%	9%	5%	15%	33%	90%	9%	13%	**	**	5%	86%	13%	1%	1%	**	6%	6%	7%	5%
MOBILE INTERNET (MOBILE BROADBAND OR VIA MOBILE PHONE)	246	118	39	157	524	1768	207	201	**	**	64	1773	140	7	7	**	65	75	83	57
	61%	43%	16%	30%	51%	73%	85%	44%	**	**	35%	80%	32%	17%	23%	**	32%	31%	41%	24%
	bcd	cd		c			f	k				hk	n				t		rt	
	12%	6%	2%	8%	26%	89%	10%	10%	**	**	3%	89%	7%	*%	*%	**	3%	4%	4%	3%
MOBILE PHONE ACCESS ONLY	9	6	3	9	76	164	27	24	**	**	5	170	7	*	1	**	1	6	3	4
	2%	2%	1%	2%	7%	7%	11%	5%	**	**	3%	8%	2%	1%	2%	**	1%	2%	1%	2%
							f					k								
	5%	3%	2%	4%	38%	82%	14%	12%	**	**	3%	85%	4%	*%	*%	**	1%	3%	2%	2%

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

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 (QP2). Before today, had you heard of digital radio? READ OUT EXPLANATION IF NECESSARY (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Yes	368	240	164	404	794	2103	153	364	**	**	139	1890	342	28	25	**	166	176	180	163
	92%	86%	66%	77%	77%	87%	63%	80%	**	**	76%	85%	77%	71%	81%	**	83%	73%	88%	68%
	bcd	cd		c		g						hk					rt		rt	
	16%	11%	7%	18%	35%	93%	7%	16%	**	**	6%	84%	15%	1%	1%	**	7%	8%	8%	7%
No	27	36	73	109	203	282	84	83	**	**	40	291	90	9	5	**	32	58	25	66
	7%	13%	29%	21%	20%	12%	34%	18%	**	**	22%	13%	20%	24%	16%	**	16%	24%	12%	28%
		a	abd	ab			f	l			l							qs		qs
	7%	10%	20%	29%	55%	76%	23%	22%	**	**	11%	78%	24%	3%	1%	**	9%	16%	7%	18%
Unsure	5	2	12	14	32	39	7	10	**	**	4	37	11	2	1	**	3	8	1	10
	1%	1%	5%	3%	3%	2%	3%	2%	**	**	2%	2%	2%	5%	2%	**	1%	3%	*%	4%
			ab															s		s
	12%	5%	26%	31%	68%	85%	16%	21%	**	**	9%	81%	23%	4%	1%	**	6%	17%	1%	22%

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

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.

QP2 (QP4). SHOWCARD I'm now going to ask about any radios that you have at home (EXPLANATION PROVIDED, EXCLUDING CAR RADIOS, LISTENING THROUGH A COMPUTER, TV OR PHONE). In which of these rooms at home do you have any radios? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Kitchen/ kitchen diner	169	120	111	232	353	826	40	173	**	**	72	698	197	13	14	**	76	122	93	104
	42%	43%	45%	44%	34%	34%	16%	38%	**	**	39%	31%	44%	33%	45%	**	38%	50%	45%	44%
						g		l			l							q		
	19%	14%	13%	27%	41%	95%	5%	20%	**	**	8%	81%	23%	2%	2%	**	9%	14%	11%	12%
Living room/ lounge	114	107	112	219	298	561	31	154	**	**	80	449	181	22	14	**	91	90	93	88
	28%	39%	45%	42%	29%	23%	13%	34%	**	**	43%	20%	41%	55%	44%	**	45%	37%	45%	37%
		a	a	a		g		l			hl			m						
	19%	18%	19%	37%	50%	94%	5%	26%	**	**	13%	76%	30%	4%	2%	**	15%	15%	16%	15%
Adult's bedroom	134	88	76	164	223	533	26	126	**	**	57	437	140	9	12	**	61	80	83	57
	33%	32%	31%	31%	22%	22%	11%	28%	**	**	31%	20%	32%	23%	38%	**	30%	33%	41%	24%
						g		l			l				n				qt	
	24%	16%	14%	30%	40%	96%	5%	23%	**	**	10%	79%	25%	2%	2%	**	11%	14%	15%	10%
Dining room	26	18	19	37	53	112	9	26	**	**	12	98	33	2	2	**	15	17	21	12
	7%	7%	7%	7%	5%	5%	4%	6%	**	**	6%	4%	7%	5%	5%	**	8%	7%	10%	5%
																			t	
	22%	15%	15%	30%	44%	93%	7%	22%	**	**	10%	81%	27%	2%	1%	**	13%	14%	17%	10%
Garage	16	9	6	15	24	66	5	16	**	**	9	55	15	*	1	**	9	6	7	8
	4%	3%	3%	3%	2%	3%	2%	3%	**	**	5%	2%	3%	*%	2%	**	4%	2%	3%	3%
	23%	13%	9%	22%	35%	96%	7%	23%	**	**	13%	79%	21%	*%	1%	**	13%	8%	10%	11%
Bathroom/ shower room/ WC	23	9	5	14	19	62	4	8	**	**	1	60	12	*	*	**	5	7	11	2
	6%	3%	2%	3%	2%	3%	2%	2%	**	**	1%	3%	3%	1%	1%	**	3%	3%	5%	1%
	cd																		t	
	34%	13%	8%	21%	29%	94%	7%	12%	**	**	2%	91%	19%	*%	*%	**	8%	11%	16%	3%

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

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.

QP2 (QP4). SHOWCARD I'm now going to ask about any radios that you have at home (EXPLANATION PROVIDED, EXCLUDING CAR RADIOS, LISTENING THROUGH A COMPUTER, TV OR PHONE). In which of these rooms at home do you have any radios? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Study/ home office	21	10	9	19	22	59	2	11	**	**	1	52	17	1	1	**	11	6	14	3
	5%	4%	4%	4%	2%	2%	1%	2%	**	**	*%	2%	4%	2%	5%	**	5%	3%	7%	1%
																	t		t	
	33%	16%	15%	31%	35%	94%	4%	18%	**	**	1%	83%	27%	1%	2%	**	17%	10%	22%	5%
Conservatory	17	11	12	23	31	54	4	11	**	**	2	46	20	*	2	**	10	10	14	7
	4%	4%	5%	4%	3%	2%	2%	2%	**	**	1%	2%	5%	*%	7%	**	5%	4%	7%	3%
															n					
	30%	20%	21%	41%	55%	96%	7%	20%	**	**	4%	82%	36%	*%	4%	**	18%	18%	24%	12%
Spare bedroom	11	10	15	25	28	49	*	13	**	**	2	38	22	1	2	**	7	15	17	5
	3%	4%	6%	5%	3%	2%	*%	3%	**	**	1%	2%	5%	2%	7%	**	4%	6%	8%	2%
																		t	qt	
	23%	21%	30%	51%	56%	99%	*%	27%	**	**	5%	77%	45%	2%	4%	**	15%	30%	35%	10%
Child's bedroom	1	1	-	1	10	43	1	4	**	**	-	41	1	-	-	**	*	1	1	-
	*%	*%	-%	*%	1%	2%	*%	1%	**	**	-%	2%	*%	-%	-%	**	*%	*%	1%	-%
	3%	3%	-%	3%	23%	97%	1%	10%	**	**	-%	91%	3%	-%	-%	**	1%	2%	3%	-%
Hallway/ Landing	5	2	2	4	7	17	2	3	**	**	2	17	3	*	*	**	*	3	*	3
	1%	1%	1%	1%	1%	1%	1%	1%	**	**	1%	1%	1%	*%	1%	**	*%	1%	*%	1%
	26%	11%	8%	20%	35%	87%	11%	16%	**	**	10%	85%	17%	1%	1%	**	2%	15%	2%	15%
Move around as needed/ portable	24	17	5	22	30	80	3	14	**	**	2	70	18	3	1	**	7	11	9	9
	6%	6%	2%	4%	3%	3%	1%	3%	**	**	1%	3%	4%	7%	4%	**	4%	4%	4%	4%
	c	c																		
	29%	21%	6%	27%	36%	97%	4%	17%	**	**	2%	85%	22%	3%	1%	**	9%	13%	11%	11%
Other	11	6	1	7	8	26	-	9	**	**	6	19	7	-	*	**	3	4	3	3
	3%	2%	1%	1%	1%	1%	-%	2%	**	**	3%	1%	2%	-%	1%	**	1%	2%	2%	1%
								l			l									
	43%	23%	6%	28%	32%	100%	-%	35%	**	**	24%	73%	27%	-%	2%	**	10%	16%	13%	14%

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

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QP2 (QP4). SHOWCARD I'm now going to ask about any radios that you have at home (EXPLANATION PROVIDED, EXCLUDING CAR RADIOS, LISTENING THROUGH A COMPUTER, TV OR PHONE). In which of these rooms at home do you have any radios? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
None - do not have any radios at home	103	53	37	90	359	921	165	131	**	**	41	951	78	6	3	**	44	35	31	47
	26%	19%	15%	17%	35%	38%	68%	29%	**	**	22%	43%	18%	15%	9%	**	22%	14%	15%	20%
	bcd						f					hk	o				r			
	9%	5%	3%	8%	33%	84%	15%	12%	**	**	4%	87%	7%	1%	*%	**	4%	3%	3%	4%

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

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 (QP5). How many radios do you have in your home that you, or someone in your household, listen to in most weeks? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
None	120	57	44	102	390	990	166	143	**	**	47	1012	87	7	4	**	48	40	37	51
	30%	21%	18%	19%	38%	41%	68%	31%	**	**	26%	46%	20%	19%	12%	**	24%	16%	18%	21%
	bcd						f					hk								
	10%	5%	4%	9%	33%	85%	14%	12%	**	**	4%	87%	7%	1%	*%	**	4%	3%	3%	4%
1	138	111	112	223	376	858	49	179	**	**	75	726	182	21	14	**	75	107	66	116
	34%	40%	45%	42%	37%	35%	20%	39%	**	**	41%	33%	41%	53%	47%	**	37%	44%	32%	48%
			a	a		g		l			l							s		qs
	15%	12%	12%	25%	42%	95%	5%	20%	**	**	8%	80%	20%	2%	2%	**	8%	12%	7%	13%
2-3	104	92	80	173	230	484	27	110	**	**	54	407	149	10	10	**	67	82	81	67
	26%	33%	32%	33%	22%	20%	11%	24%	**	**	29%	18%	34%	25%	33%	**	33%	34%	40%	28%
		a		a		g		l			l								t	
	21%	18%	16%	34%	45%	95%	5%	22%	**	**	11%	80%	29%	2%	2%	**	13%	16%	16%	13%
4-5	30	15	9	24	27	76	2	19	**	**	5	62	20	1	2	**	10	10	16	4
	8%	5%	4%	5%	3%	3%	1%	4%	**	**	3%	3%	5%	3%	7%	**	5%	4%	8%	2%
	cd																t		t	
	39%	19%	12%	30%	35%	97%	2%	24%	**	**	7%	79%	26%	2%	3%	**	13%	13%	21%	5%
26-10	7	3	3	5	6	16	-	4	**	**	2	13	5	*	-	**	2	4	4	1
	2%	1%	1%	1%	1%	1%	-%	1%	**	**	1%	1%	1%	1%	-%	**	1%	1%	2%	*%
	44%	17%	16%	33%	39%	100%	-%	27%	**	**	13%	79%	32%	2%	-%	**	10%	22%	26%	6%
ANY 'ACTIVE' RADIO SETS IN THE HOME	280	221	204	425	639	1434	78	313	**	**	136	1207	356	32	27	**	153	203	169	188
	70%	79%	82%	81%	62%	59%	32%	69%	**	**	74%	54%	80%	81%	88%	**	76%	84%	82%	79%
		a	a	a		g		l			l									
	19%	15%	14%	28%	42%	95%	5%	21%	**	**	9%	80%	24%	2%	2%	**	10%	13%	11%	12%
Mean number of 'active' radio sets	1.4	1.5	1.4	1.4	1.0	1.0	.5	1.2	**	**	1.3	.9	1.5	1.3	1.5	**	1.4	1.5	1.7	1.2
						g		l			l							t	qt	
Standard deviation	1.46	1.27	1.13	1.21	1.14	1.16	.86	1.20	**	**	1.15	1.14	1.23	1.05	1.15	**	1.26	1.21	1.41	1.00
Standard error	.06	.06	.06	.04	.03	.02	.06	.05	**	**	.07	.02	.06	.10	.10	**	.08	.08	.09	.06

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

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 (QP5). How many radios do you have in your home that you, or someone in your household, listen to in most weeks? (SINGLE CODE)

Base : Those with any 'active' radio sets in the home

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	422	387	287	674	986	2027	70	464	58	71	202	1634	398	90	119	67	209	189	204	194
Effective Weighted Sample	305	244	186	426	645	1400	51	310	38	45	142	1131	322	54	77	55	172	160	162	161
Total	280	221	204	425	639	1434	78	313	39	48	136	1207	356	32	27	10	153	203	169	188
	19%	15%	14%	28%	42%	95%	**	21%	**	**	9%	80%	24%	**	2%	**	10%	13%	11%	12%
1	138	111	112	223	376	858	**	179	**	**	75	726	182	**	14	**	75	107	66	116
	49%	50%	55%	53%	59%	60%	**	57%	**	**	55%	60%	51%	**	54%	**	49%	53%	39%	62%
																		s		qs
	15%	12%	12%	25%	42%	95%	**	20%	**	**	8%	80%	20%	**	2%	**	8%	12%	7%	13%
2-3	104	92	80	173	230	484	**	110	**	**	54	407	149	**	10	**	67	82	81	67
	37%	42%	39%	41%	36%	34%	**	35%	**	**	40%	34%	42%	**	38%	**	44%	40%	48%	36%
																			t	
	21%	18%	16%	34%	45%	95%	**	22%	**	**	11%	80%	29%	**	2%	**	13%	16%	16%	13%
4-5	30	15	9	24	27	76	**	19	**	**	5	62	20	**	2	**	10	10	16	4
	11%	7%	5%	6%	4%	5%	**	6%	**	**	4%	5%	6%	**	8%	**	7%	5%	10%	2%
	cd																t		t	
	39%	19%	12%	30%	35%	97%	**	24%	**	**	7%	79%	26%	**	3%	**	13%	13%	21%	5%
26-10	7	3	3	5	6	16	**	4	**	**	2	13	5	**	-	**	2	4	4	1
	3%	1%	1%	1%	1%	1%	**	1%	**	**	2%	1%	1%	**	-%	**	1%	2%	2%	*%
	44%	17%	16%	33%	39%	100%	**	27%	**	**	13%	79%	32%	**	-%	**	10%	22%	26%	6%
ANY 'ACTIVE' RADIO SETS IN THE HOME	280	221	204	425	639	1434	**	313	**	**	136	1207	356	**	27	**	153	203	169	188
	100%	100%	100%	100%	100%	100%	**	100%	**	**	100%	100%	100%	**	100%	**	100%	100%	100%	100%
	19%	15%	14%	28%	42%	95%	**	21%	**	**	9%	80%	24%	**	2%	**	10%	13%	11%	12%
Mean number of 'active' radio sets	2.0	1.9	1.7	1.8	1.7	1.7	**	1.7	**	**	1.7	1.7	1.8	**	1.8	**	1.9	1.8	2.1	1.6
	cd																t	t	qrt	
Standard deviation	1.36	1.15	1.02	1.09	1.02	1.07	**	1.08	**	**	1.01	1.06	1.11	**	1.05	**	1.12	1.10	1.27	.86
Standard error	.07	.06	.06	.04	.03	.02	**	.05	**	**	.07	.03	.06	**	.10	**	.08	.08	.09	.06

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

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QP4 (QP7). You said that you have (NUMBER AT QP5) radios in your home that someone in the household listens to in most weeks. How many of these radios are digital radios? READ OUT EXPLANATION IF NECESSARY (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
None	190	142	163	305	686	1443	191	284	**	**	121	1349	253	25	18	**	118	135	100	153
	47%	51%	66%	58%	67%	60%	78%	62%	**	**	66%	61%	57%	63%	57%	**	59%	56%	49%	64%
			abd	a			f										s			s
	12%	9%	10%	19%	42%	88%	12%	17%	**	**	7%	82%	15%	2%	1%	**	7%	8%	6%	9%
1	134	95	57	152	245	710	40	121	**	**	40	632	131	10	8	**	53	78	68	64
	33%	34%	23%	29%	24%	29%	16%	26%	**	**	22%	28%	30%	26%	24%	**	26%	32%	33%	27%
	c	c				g						k								
	18%	13%	8%	20%	33%	95%	5%	16%	**	**	5%	84%	17%	1%	1%	**	7%	10%	9%	8%
2	55	28	22	50	72	198	9	42	**	**	21	169	43	2	4	**	19	24	25	18
	14%	10%	9%	9%	7%	8%	4%	9%	**	**	11%	8%	10%	6%	11%	**	10%	10%	12%	8%
	d					g														
	27%	14%	10%	24%	35%	96%	5%	20%	**	**	10%	82%	21%	1%	2%	**	9%	12%	12%	9%
3	13	10	5	15	20	45	4	4	**	**	1	46	12	1	2	**	6	6	9	3
	3%	4%	2%	3%	2%	2%	2%	1%	**	**	*%	2%	3%	2%	7%	**	3%	2%	4%	1%
	25%	20%	10%	30%	41%	91%	9%	9%	**	**	2%	92%	24%	2%	4%	**	13%	11%	17%	7%
4-5	5	3	2	5	5	23	-	5	**	**	1	18	4	1	-	**	4	-	4	-
	1%	1%	1%	1%	*%	1%	-%	1%	**	**	*%	1%	1%	2%	-%	**	2%	-%	2%	-%
																	t		t	
	21%	14%	8%	21%	21%	100%	-%	20%	**	**	3%	80%	17%	4%	-%	**	17%	-%	17%	-%
6-10	3	*	-	*	1	6	-	*	**	**	-	5	-	*	-	**	-	-	-	-
	1%	*%	-%	*%	*%	*%	-%	*%	**	**	-%	*%	-%	*%	-%	**	-%	-%	-%	-%
	d																			
	62%	3%	-%	3%	18%	100%	-%	3%	**	**	-%	98%	-%	3%	-%	**	-%	-%	-%	-%
ANY 'ACTIVE' DIGITAL RADIOS IN THE HOME	210	136	85	222	343	981	53	172	**	**	63	870	190	15	13	**	82	108	105	85
	53%	49%	34%	42%	33%	40%	22%	38%	**	**	34%	39%	43%	37%	43%	**	41%	44%	51%	36%
	cd	c		c		g													qt	
	20%	13%	8%	21%	33%	95%	5%	17%	**	**	6%	84%	18%	1%	1%	**	8%	10%	10%	8%

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

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.

QP4 (QP7). You said that you have (NUMBER AT QP5) radios in your home that someone in the household listens to in most weeks. How many of these radios are digital radios? READ OUT EXPLANATION IF NECESSARY (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Mean score	.8	.7	.5	.6	.5	.6	.3	.5	**	**	.5	.6	.6	.6	.7	**	.6	.6	.8	.5
	bcd	cd		c		g											t		rt	
Standard deviation	1.10	.88	.80	.85	.78	.87	.62	.80	**	**	.75	.86	.84	.94	.94	**	.93	.76	.95	.70
Standard error	.04	.04	.04	.03	.02	.01	.04	.03	**	**	.05	.02	.04	.09	.08	**	.06	.05	.06	.04

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

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.

QP4 (QP7). You said that you have (NUMBER AT QP5) radios in your home that someone in the household listens to in most weeks. How many of these radios are digital radios? READ OUT EXPLANATION IF NECESSARY (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	540	437	287	724	1235	2910	136	561	66	81	225	2488	422	94	122	86	238	184	222	200
Effective Weighted Sample	384	271	182	448	802	1965	92	371	44	51	157	1688	340	55	78	71	195	155	176	166
Total	352	244	200	444	787	2012	141	374	45	56	149	1789	373	33	25	12	176	197	179	195
	16%	11%	9%	21%	37%	93%	7%	17%	**	**	7%	83%	17%	**	1%	**	8%	9%	8%	9%
None	147	111	119	229	457	1058	88	206	**	**	87	942	189	**	13	**	97	92	78	111
	42%	45%	59%	52%	58%	53%	62%	55%	**	**	58%	53%	51%	**	51%	**	55%	47%	44%	57%
			ab	a													s			s
	13%	10%	10%	20%	40%	92%	8%	18%	**	**	8%	82%	16%	**	1%	**	8%	8%	7%	10%
1	130	92	53	145	232	685	40	118	**	**	40	610	126	**	7	**	50	76	63	62
	37%	38%	26%	33%	30%	34%	28%	32%	**	**	27%	34%	34%	**	27%	**	28%	39%	36%	32%
	c	c																q		
	18%	13%	7%	20%	32%	94%	5%	16%	**	**	5%	84%	17%	**	1%	**	7%	10%	9%	9%
2	55	28	22	50	72	196	9	42	**	**	21	168	43	**	3	**	19	24	25	18
	16%	11%	11%	11%	9%	10%	7%	11%	**	**	14%	9%	12%	**	14%	**	11%	12%	14%	9%
	27%	14%	11%	24%	35%	96%	5%	20%	**	**	10%	82%	21%	**	2%	**	9%	12%	12%	9%
3	12	10	5	15	20	45	4	4	**	**	1	46	12	**	2	**	6	6	9	3
	3%	4%	3%	3%	2%	2%	3%	1%	**	**	1%	3%	3%	**	8%	**	4%	3%	5%	2%
															m					
	24%	20%	11%	31%	40%	91%	9%	8%	**	**	2%	93%	24%	**	4%	**	13%	11%	18%	7%
4-5	5	3	2	5	5	23	-	5	**	**	1	18	4	**	-	**	4	-	4	-
	1%	1%	1%	1%	1%	1%	-%	1%	**	**	1%	1%	1%	**	-%	**	2%	-%	2%	-%
	21%	14%	8%	21%	21%	100%	-%	20%	**	**	3%	80%	17%	**	-%	**	17%	-%	17%	-%
6-10	3	*	-	*	1	6	-	*	**	**	-	5	-	**	-	**	-	-	-	-
	1%	*%	-%	*%	*%	*%	-%	*%	**	**	-%	*%	-%	**	-%	**	-%	-%	-%	-%
	d																			
	62%	3%	-%	3%	18%	100%	-%	3%	**	**	-%	98%	-%	**	-%	**	-%	-%	-%	-%
ANY 'ACTIVE' DIGITAL RADIOS IN THE HOME	205	134	81	215	330	954	53	168	**	**	62	847	185	**	12	**	79	105	101	84
	58%	55%	41%	48%	42%	47%	38%	45%	**	**	42%	47%	49%	**	49%	**	45%	53%	56%	43%
	cd	c																	qt	
	20%	13%	8%	21%	33%	95%	5%	17%	**	**	6%	84%	18%	**	1%	**	8%	10%	10%	8%

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

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.

QP4 (QP7). You said that you have (NUMBER AT QP5) radios in your home that someone in the household listens to in most weeks. How many of these radios are digital radios? READ OUT EXPLANATION IF NECESSARY (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Mean score	.9	.8	.6	.7	.6	.7	.5	.6	**	**	.6	.7	.7	**	.8	**	.7	.7	.9	.6
	bcd	c				g													t	
Standard deviation	1.13	.90	.85	.88	.84	.91	.75	.84	**	**	.79	.91	.87	**	.99	**	.96	.79	.98	.74
Standard error	.05	.04	.05	.03	.02	.02	.06	.04	**	**	.05	.02	.04	**	.09	**	.06	.06	.07	.05

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

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.

QP5 (QP21). SHOWCARD Thinking about using radios in a vehicle. Does the main vehicle you use have a radio? Is the radio in this vehicle a digital radio? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Yes, a digital radio	167	89	46	135	259	853	70	125	**	**	47	800	114	9	9	**	63	51	68	47
	42%	32%	19%	26%	25%	35%	29%	28%	**	**	25%	36%	26%	24%	31%	**	31%	21%	33%	20%
	bcd	c		c								hk					rt		rt	
	18%	10%	5%	15%	28%	92%	8%	14%	**	**	5%	86%	12%	1%	1%	**	7%	6%	7%	5%
No, not a digital radio	136	111	69	179	290	791	52	113	**	**	40	732	160	7	7	**	80	80	81	80
	34%	40%	28%	34%	28%	33%	21%	25%	**	**	22%	33%	36%	18%	23%	**	40%	33%	39%	33%
		c				g						hk	no							
	16%	13%	8%	21%	35%	94%	6%	13%	**	**	5%	87%	19%	1%	1%	**	10%	10%	10%	9%
Don't know if it's a digital radio	29	27	25	52	85	185	17	36	**	**	13	168	43	6	2	**	17	27	29	14
	7%	10%	10%	10%	8%	8%	7%	8%	**	**	7%	8%	10%	14%	6%	**	8%	11%	14%	6%
																			t	
	15%	13%	13%	26%	43%	93%	8%	18%	**	**	7%	84%	22%	3%	1%	**	8%	13%	15%	7%
No radio in the vehicle	7	3	2	5	14	34	7	1	**	**	-	40	5	*	*	**	-	5	1	4
	2%	1%	1%	1%	1%	1%	3%	*%	**	**	-%	2%	1%	*%	*%	**	-%	2%	*%	2%
												h						q		
	16%	7%	5%	12%	35%	82%	18%	3%	**	**	-%	96%	12%	*%	*%	**	-%	12%	2%	9%
No main vehicle	60	45	101	146	363	535	90	174	**	**	78	451	112	17	11	**	39	74	23	89
	15%	16%	40%	28%	35%	22%	37%	38%	**	**	43%	20%	25%	44%	36%	**	19%	30%	11%	37%
			abd	ab			f	l			l			m	m		s	qs		qs
	10%	7%	16%	23%	57%	84%	14%	27%	**	**	12%	71%	18%	3%	2%	**	6%	12%	4%	14%
Don't know if there is a radio	1	4	6	9	17	26	8	6	**	**	5	29	8	-	1	**	2	6	3	5
	*%	1%	2%	2%	2%	1%	3%	1%	**	**	3%	1%	2%	-%	4%	**	1%	2%	2%	2%
			a	a			f													
	3%	11%	17%	27%	50%	75%	24%	19%	**	**	15%	83%	23%	-%	3%	**	7%	16%	9%	14%

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

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SUMMARY OF DIGITAL RADIO OWNERSHIP IN HOME OR IN VEHICLE

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
None	190	142	163	305	686	1443	191	284	**	**	121	1349	253	25	18	**	118	135	100	153
	47%	51%	66%	58%	67%	60%	78%	62%	**	**	66%	61%	57%	63%	57%	**	59%	56%	49%	64%
			abd	a			f										s			s
	12%	9%	10%	19%	42%	88%	12%	17%	**	**	7%	82%	15%	2%	1%	**	7%	8%	6%	9%
1	134	95	57	152	245	710	40	121	**	**	40	632	131	10	8	**	53	78	68	64
	33%	34%	23%	29%	24%	29%	16%	26%	**	**	22%	28%	30%	26%	24%	**	26%	32%	33%	27%
	c	c				g						k								
	18%	13%	8%	20%	33%	95%	5%	16%	**	**	5%	84%	17%	1%	1%	**	7%	10%	9%	8%
2	55	28	22	50	72	198	9	42	**	**	21	169	43	2	4	**	19	24	25	18
	14%	10%	9%	9%	7%	8%	4%	9%	**	**	11%	8%	10%	6%	11%	**	10%	10%	12%	8%
	d					g														
	27%	14%	10%	24%	35%	96%	5%	20%	**	**	10%	82%	21%	1%	2%	**	9%	12%	12%	9%
3	13	10	5	15	20	45	4	4	**	**	1	46	12	1	2	**	6	6	9	3
	3%	4%	2%	3%	2%	2%	2%	1%	**	**	*%	2%	3%	2%	7%	**	3%	2%	4%	1%
	25%	20%	10%	30%	41%	91%	9%	9%	**	**	2%	92%	24%	2%	4%	**	13%	11%	17%	7%
4 or more	8	3	2	5	6	28	-	5	**	**	1	24	4	1	-	**	4	-	4	-
	2%	1%	1%	1%	1%	1%	-%	1%	**	**	*%	1%	1%	3%	-%	**	2%	-%	2%	-%
																	t		t	
	29%	12%	6%	18%	21%	100%	-%	17%	**	**	3%	84%	14%	4%	-%	**	14%	-%	14%	-%
ANY 'ACTIVE' DIGITAL RADIOS IN THE HOME	210	136	85	222	343	981	53	172	**	**	63	870	190	15	13	**	82	108	105	85
	53%	49%	34%	42%	33%	40%	22%	38%	**	**	34%	39%	43%	37%	43%	**	41%	44%	51%	36%
	cd	c		c		g													qt	
	20%	13%	8%	21%	33%	95%	5%	17%	**	**	6%	84%	18%	1%	1%	**	8%	10%	10%	8%
ANY DIGITAL RADIO IN VEHICLES	167	89	46	135	259	853	70	125	**	**	47	800	114	9	9	**	63	51	68	47
	42%	32%	19%	26%	25%	35%	29%	28%	**	**	25%	36%	26%	24%	31%	**	31%	21%	33%	20%
	bcd	c		c								hk					rt		rt	
	18%	10%	5%	15%	28%	92%	8%	14%	**	**	5%	86%	12%	1%	1%	**	7%	6%	7%	5%

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

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.

SUMMARY OF DIGITAL RADIO OWNERSHIP IN HOME OR IN VEHICLE

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
ANY DIGITAL RADIOS	267	162	99	260	450	1338	88	221	**	**	84	1209	223	17	16	**	104	119	121	102
	67%	58%	40%	49%	44%	55%	36%	48%	**	**	46%	55%	50%	42%	52%	**	52%	49%	59%	43%
	bcd	cd		c		g						hk							t	
	19%	11%	7%	18%	32%	94%	6%	15%	**	**	6%	85%	16%	1%	1%	**	7%	8%	8%	7%

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

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.

SUMMARY OF DIGITAL RADIO OWNERSHIP IN HOME OR IN VEHICLE

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	540	437	287	724	1235	2910	136	561	66	81	225	2488	422	94	122	86	238	184	222	200
Effective Weighted Sample	384	271	182	448	802	1965	92	371	44	51	157	1688	340	55	78	71	195	155	176	166
Total	352	244	200	444	787	2012	141	374	45	56	149	1789	373	33	25	12	176	197	179	195
	16%	11%	9%	21%	37%	93%	7%	17%	**	**	7%	83%	17%	**	1%	**	8%	9%	8%	9%
None	147	111	119	229	457	1058	88	206	**	**	87	942	189	**	13	**	97	92	78	111
	42%	45%	59%	52%	58%	53%	62%	55%	**	**	58%	53%	51%	**	51%	**	55%	47%	44%	57%
			ab	a													s			s
	13%	10%	10%	20%	40%	92%	8%	18%	**	**	8%	82%	16%	**	1%	**	8%	8%	7%	10%
1	130	92	53	145	232	685	40	118	**	**	40	610	126	**	7	**	50	76	63	62
	37%	38%	26%	33%	30%	34%	28%	32%	**	**	27%	34%	34%	**	27%	**	28%	39%	36%	32%
	c	c																q		
	18%	13%	7%	20%	32%	94%	5%	16%	**	**	5%	84%	17%	**	1%	**	7%	10%	9%	9%
2	55	28	22	50	72	196	9	42	**	**	21	168	43	**	3	**	19	24	25	18
	16%	11%	11%	11%	9%	10%	7%	11%	**	**	14%	9%	12%	**	14%	**	11%	12%	14%	9%
	27%	14%	11%	24%	35%	96%	5%	20%	**	**	10%	82%	21%	**	2%	**	9%	12%	12%	9%
3	12	10	5	15	20	45	4	4	**	**	1	46	12	**	2	**	6	6	9	3
	3%	4%	3%	3%	2%	2%	3%	1%	**	**	1%	3%	3%	**	8%	**	4%	3%	5%	2%
															m					
	24%	20%	11%	31%	40%	91%	9%	8%	**	**	2%	93%	24%	**	4%	**	13%	11%	18%	7%
4 or more	8	3	2	5	6	28	-	5	**	**	1	24	4	**	-	**	4	-	4	-
	2%	1%	1%	1%	1%	1%	-%	1%	**	**	1%	1%	1%	**	-%	**	2%	-%	2%	-%
	29%	12%	6%	18%	21%	100%	-%	17%	**	**	3%	84%	14%	**	-%	**	14%	-%	14%	-%
ANY 'ACTIVE' DIGITAL RADIOS IN THE HOME	205	134	81	215	330	954	53	168	**	**	62	847	185	**	12	**	79	105	101	84
	58%	55%	41%	48%	42%	47%	38%	45%	**	**	42%	47%	49%	**	49%	**	45%	53%	56%	43%
	cd	c																	qt	
	20%	13%	8%	21%	33%	95%	5%	17%	**	**	6%	84%	18%	**	1%	**	8%	10%	10%	8%
ANY DIGITAL RADIO IN VEHICLES	165	83	44	127	247	825	65	121	**	**	46	774	108	**	8	**	60	47	63	45
	47%	34%	22%	29%	31%	41%	46%	32%	**	**	31%	43%	29%	**	31%	**	34%	24%	35%	23%
	bcd	c										hk					rt		rt	
	18%	9%	5%	14%	28%	92%	7%	14%	**	**	5%	87%	12%	**	1%	**	7%	5%	7%	5%

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

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.

SUMMARY OF DIGITAL RADIO OWNERSHIP IN HOME OR IN VEHICLE

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	540	437	287	724	1235	2910	136	561	66	81	225	2488	422	94	122	86	238	184	222	200
Effective Weighted Sample	384	271	182	448	802	1965	92	371	44	51	157	1688	340	55	78	71	195	155	176	166
Total	352	244	200	444	787	2012	141	374	45	56	149	1789	373	33	25	12	176	197	179	195
	16%	11%	9%	21%	37%	93%	7%	17%	**	**	7%	83%	17%	**	1%	**	8%	9%	8%	9%
ANY DIGITAL RADIOS	262	155	94	249	429	1291	83	214	**	**	83	1167	214	**	14	**	100	114	114	99
	75%	64%	47%	56%	55%	64%	59%	57%	**	**	56%	65%	57%	**	57%	**	57%	58%	64%	51%
	bcd	cd		c								hk							t	
	19%	11%	7%	18%	31%	94%	6%	16%	**	**	6%	85%	16%	**	1%	**	7%	8%	8%	7%

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

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 (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 : Those who listen to radio

		AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total		540	437	287	724	1235	2910	136	561	66	81	225	2488	422	94	122	86	238	184	222	200
Effective Weighted Sample		384	271	182	448	802	1965	92	371	44	51	157	1688	340	55	78	71	195	155	176	166
Total		352	244	200	444	787	2012	141	374	45	56	149	1789	373	33	25	12	176	197	179	195
		16%	11%	9%	21%	37%	93%	7%	17%	**	**	7%	83%	17%	**	1%	**	8%	9%	8%	9%
7 days a week	(7.0)	225	150	132	281	432	1048	35	225	**	**	91	870	236	**	16	**	103	133	112	124
		64%	61%	66%	63%	55%	52%	25%	60%	**	**	61%	49%	63%	**	65%	**	58%	68%	63%	64%
							g		l			l									
		21%	14%	12%	26%	40%	97%	3%	21%	**	**	8%	80%	22%	**	2%	**	9%	12%	10%	11%
6 days a week	(6.0)	21	12	6	18	43	132	7	14	**	**	8	124	16	**	1	**	8	8	9	7
		6%	5%	3%	4%	6%	7%	5%	4%	**	**	5%	7%	4%	**	3%	**	4%	4%	5%	4%
													h								
		15%	8%	5%	13%	31%	95%	5%	10%	**	**	6%	90%	12%	**	1%	**	6%	6%	7%	5%
5 days a week	(5.0)	39	16	11	27	74	259	14	29	**	**	8	245	20	**	3	**	15	5	11	9
		11%	7%	5%	6%	9%	13%	10%	8%	**	**	6%	14%	5%	**	11%	**	9%	3%	6%	5%
		bcd											hk					r			
		14%	6%	4%	10%	27%	94%	5%	11%	**	**	3%	89%	7%	**	1%	**	5%	2%	4%	3%
3 or 4 days a week	(3.5)	30	27	15	42	96	246	22	33	**	**	10	230	35	**	3	**	23	12	23	12
		9%	11%	8%	10%	12%	12%	16%	9%	**	**	7%	13%	9%	**	10%	**	13%	6%	13%	6%
													hk					rt		rt	
		11%	10%	6%	16%	36%	93%	8%	12%	**	**	4%	87%	13%	**	1%	**	9%	5%	9%	5%
1 or 2 days a week	(1.5)	24	21	22	43	78	184	24	45	**	**	19	164	37	**	2	**	19	19	17	20
		7%	9%	11%	10%	10%	9%	17%	12%	**	**	13%	9%	10%	**	7%	**	11%	9%	10%	10%
								f													
		12%	10%	10%	20%	37%	88%	11%	22%	**	**	9%	79%	18%	**	1%	**	9%	9%	8%	10%
Less often	(0.5)	12	19	14	33	63	144	40	28	**	**	12	155	29	**	1	**	9	19	7	22
		4%	8%	7%	7%	8%	7%	28%	7%	**	**	8%	9%	8%	**	5%	**	5%	10%	4%	11%
			a		a			f											s		qs
		7%	10%	8%	18%	35%	78%	22%	15%	**	**	7%	84%	16%	**	1%	**	5%	11%	4%	12%
Mean number of days		5.8	5.5	5.5	5.5	5.3	5.3	3.5	5.3	**	**	5.4	5.1	5.5	**	5.7	**	5.4	5.5	5.6	5.3
		bd					g														

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

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 (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 : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	540	437	287	724	1235	2910	136	561	66	81	225	2488	422	94	122	86	238	184	222	200
Effective Weighted Sample	384	271	182	448	802	1965	92	371	44	51	157	1688	340	55	78	71	195	155	176	166
Total	352	244	200	444	787	2012	141	374	45	56	149	1789	373	33	25	12	176	197	179	195
	16%	11%	9%	21%	37%	93%	7%	17%	**	**	7%	83%	17%	**	1%	**	8%	9%	8%	9%
Standard deviation	1.93	2.27	2.32	2.29	2.30	2.22	2.61	2.35	**	**	2.41	2.27	2.31	**	2.06	**	2.21	2.40	2.10	2.49
Standard error	.08	.11	.14	.08	.07	.04	.22	.10	**	**	.16	.05	.11	**	.19	**	.14	.18	.14	.18

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

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.

QP7A (QP11A). SHOWCARD How often, if at all, do you listen to radio through a - Radio set to listen to an AM station - either at home or on portable radio. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	540	437	287	724	1235	2910	136	561	66	81	225	2488	422	94	122	86	238	184	222	200
Effective Weighted Sample	384	271	182	448	802	1965	92	371	44	51	157	1688	340	55	78	71	195	155	176	166
Total	352	244	200	444	787	2012	141	374	45	56	149	1789	373	33	25	12	176	197	179	195
	16%	11%	9%	21%	37%	93%	7%	17%	**	**	7%	83%	17%	**	1%	**	8%	9%	8%	9%
Every day	45	33	25	57	85	165	11	44	**	**	15	133	47	**	2	**	23	24	22	25
	13%	13%	12%	13%	11%	8%	8%	12%	**	**	10%	7%	13%	**	8%	**	13%	12%	13%	13%
								l												
	26%	19%	14%	33%	48%	94%	6%	25%	**	**	9%	75%	27%	**	1%	**	13%	13%	13%	14%
At least weekly	31	21	20	41	70	188	20	33	**	**	15	172	34	**	*	**	18	17	18	16
	9%	8%	10%	9%	9%	9%	14%	9%	**	**	10%	10%	9%	**	1%	**	10%	8%	10%	8%
													o							
	15%	10%	10%	20%	34%	91%	10%	16%	**	**	7%	84%	17%	**	*%	**	9%	8%	9%	8%
At least monthly	7	10	5	15	24	61	11	7	**	**	3	62	14	**	-	**	10	4	4	9
	2%	4%	3%	3%	3%	3%	8%	2%	**	**	2%	3%	4%	**	-%	**	6%	2%	2%	5%
							f													
	10%	14%	7%	21%	35%	86%	16%	11%	**	**	5%	88%	19%	**	-%	**	14%	5%	6%	13%
Less than once a month	22	20	13	34	51	136	17	23	**	**	6	133	29	**	2	**	12	17	10	18
	6%	8%	7%	8%	6%	7%	12%	6%	**	**	4%	7%	8%	**	8%	**	7%	9%	6%	9%
							f													
	14%	13%	8%	22%	33%	87%	11%	15%	**	**	4%	85%	18%	**	1%	**	7%	11%	7%	12%
EVER	105	84	63	147	230	550	60	108	**	**	40	501	123	**	4	**	62	61	55	69
	30%	34%	32%	33%	29%	27%	42%	29%	**	**	27%	28%	33%	**	17%	**	35%	31%	31%	35%
							f						o							
	17%	14%	10%	24%	38%	90%	10%	18%	**	**	6%	82%	20%	**	1%	**	10%	10%	9%	11%
Never	222	149	130	279	491	1279	60	245	**	**	101	1108	237	**	20	**	108	129	122	115
	63%	61%	65%	63%	62%	64%	43%	65%	**	**	68%	62%	63%	**	78%	**	61%	65%	68%	59%
						g									m					
	16%	11%	10%	21%	37%	95%	4%	18%	**	**	8%	82%	18%	**	1%	**	8%	10%	9%	9%

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

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.

QP7A (QP11A). SHOWCARD How often, if at all, do you listen to radio through a - Radio set to listen to an AM station - either at home or on portable radio. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	540	437	287	724	1235	2910	136	561	66	81	225	2488	422	94	122	86	238	184	222	200
Effective Weighted Sample	384	271	182	448	802	1965	92	371	44	51	157	1688	340	55	78	71	195	155	176	166
Total	352	244	200	444	787	2012	141	374	45	56	149	1789	373	33	25	12	176	197	179	195
	16%	11%	9%	21%	37%	93%	7%	17%	**	**	7%	83%	17%	**	1%	**	8%	9%	8%	9%
Do not have access to device	25	12	7	19	66	183	21	21	**	**	8	180	13	**	1	**	6	7	2	11
	7%	5%	4%	4%	8%	9%	15%	6%	**	**	5%	10%	4%	**	5%	**	4%	4%	1%	6%
												h								s
	12%	6%	4%	9%	32%	90%	10%	10%	**	**	4%	88%	7%	**	1%	**	3%	3%	1%	6%

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

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.

QP7B (QP11B). SHOWCARD How often, if at all, do you listen to radio through a - Radio set to listen to an FM station - either at home or on portable radio. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	540	437	287	724	1235	2910	136	561	66	81	225	2488	422	94	122	86	238	184	222	200
Effective Weighted Sample	384	271	182	448	802	1965	92	371	44	51	157	1688	340	55	78	71	195	155	176	166
Total	352	244	200	444	787	2012	141	374	45	56	149	1789	373	33	25	12	176	197	179	195
	16%	11%	9%	21%	37%	93%	7%	17%	**	**	7%	83%	17%	**	1%	**	8%	9%	8%	9%
Every day	161	105	99	204	303	671	28	171	**	**	64	538	173	**	11	**	71	101	91	82
	46%	43%	50%	46%	38%	33%	20%	46%	**	**	43%	30%	46%	**	44%	**	40%	51%	51%	42%
						g		l			l							q	q	
	23%	15%	14%	29%	43%	96%	4%	25%	**	**	9%	77%	25%	**	2%	**	10%	15%	13%	12%
At least weekly	70	52	42	94	170	448	36	83	**	**	36	394	75	**	7	**	41	34	34	41
	20%	21%	21%	21%	22%	22%	25%	22%	**	**	24%	22%	20%	**	29%	**	23%	17%	19%	21%
	15%	11%	9%	19%	35%	93%	7%	17%	**	**	7%	82%	16%	**	2%	**	8%	7%	7%	9%
At least monthly	7	11	8	20	27	83	7	12	**	**	7	78	18	**	1	**	14	5	7	11
	2%	5%	4%	4%	3%	4%	5%	3%	**	**	5%	4%	5%	**	3%	**	8%	2%	4%	6%
		a		a													r			
	8%	13%	9%	22%	30%	91%	8%	13%	**	**	8%	86%	20%	**	1%	**	15%	5%	8%	12%
Less than once a month	13	15	17	32	58	138	17	20	**	**	7	134	30	**	*	**	11	19	10	20
	4%	6%	8%	7%	7%	7%	12%	5%	**	**	5%	7%	8%	**	1%	**	6%	10%	6%	10%
			a	a			f						o							
	8%	10%	11%	21%	38%	90%	11%	13%	**	**	4%	87%	20%	**	*%	**	7%	12%	6%	13%
EVER	251	183	167	350	558	1341	88	286	**	**	113	1144	296	**	19	**	137	159	142	154
	71%	75%	83%	79%	71%	67%	63%	76%	**	**	76%	64%	79%	**	77%	**	78%	81%	79%	79%
			ab	a				l			l									
	18%	13%	12%	25%	39%	94%	6%	20%	**	**	8%	80%	21%	**	1%	**	10%	11%	10%	11%
Never	77	52	27	79	167	494	36	67	**	**	27	476	67	**	5	**	34	33	35	32
	22%	21%	13%	18%	21%	25%	25%	18%	**	**	18%	27%	18%	**	22%	**	19%	17%	20%	16%
	c	c										hk								
	14%	10%	5%	15%	31%	92%	7%	13%	**	**	5%	88%	12%	**	1%	**	6%	6%	7%	6%
Do not have access to device	24	9	7	15	63	177	17	21	**	**	9	169	11	**	*	**	5	5	2	9
	7%	4%	3%	3%	8%	9%	12%	6%	**	**	6%	9%	3%	**	2%	**	3%	3%	1%	5%
	d											h								s
	12%	5%	3%	8%	32%	92%	9%	11%	**	**	5%	88%	5%	**	*%	**	3%	3%	1%	5%

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

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.

QP7C (QP11C). SHOWCARD How often, if at all, do you listen to radio through a - Mobile phone. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	540	437	287	724	1235	2910	136	561	66	81	225	2488	422	94	122	86	238	184	222	200
Effective Weighted Sample	384	271	182	448	802	1965	92	371	44	51	157	1688	340	55	78	71	195	155	176	166
Total	352	244	200	444	787	2012	141	374	45	56	149	1789	373	33	25	12	176	197	179	195
	16%	11%	9%	21%	37%	93%	7%	17%	**	**	7%	83%	17%	**	1%	**	8%	9%	8%	9%
Every day	3	4	1	5	18	65	3	6	**	**	3	63	5	**	*	**	1	4	4	1
	1%	2%	*%	1%	2%	3%	2%	2%	**	**	2%	4%	1%	**	1%	**	1%	2%	2%	1%
												h								
	5%	6%	1%	8%	26%	93%	4%	8%	**	**	4%	90%	7%	**	*%	**	1%	6%	6%	2%
At least weekly	25	4	*	4	45	195	18	16	**	**	1	193	3	**	*	**	1	2	3	1
	7%	1%	*%	1%	6%	10%	13%	4%	**	**	1%	11%	1%	**	1%	**	1%	1%	1%	*%
	bcd							k				hk								
	12%	2%	*%	2%	21%	91%	8%	8%	**	**	1%	90%	2%	**	*%	**	1%	1%	1%	*%
At least monthly	13	4	2	5	21	101	5	7	**	**	1	100	5	**	-	**	4	*	3	2
	4%	1%	1%	1%	3%	5%	4%	2%	**	**	1%	6%	1%	**	-%	**	2%	*%	2%	1%
	d											hk								
	12%	3%	2%	5%	20%	94%	5%	7%	**	**	1%	93%	4%	**	-%	**	4%	*%	3%	1%
Less than once a month	16	12	1	13	35	163	25	18	**	**	9	170	11	**	-	**	9	2	9	3
	5%	5%	*%	3%	4%	8%	17%	5%	**	**	6%	10%	3%	**	-%	**	5%	1%	5%	1%
	c	c		c			f					h					rt		r	
	9%	7%	*%	7%	18%	87%	13%	10%	**	**	5%	91%	6%	**	-%	**	5%	1%	5%	1%
EVER	57	24	4	28	119	524	50	47	**	**	15	527	25	**	*	**	16	9	18	7
	16%	10%	2%	6%	15%	26%	36%	13%	**	**	10%	29%	7%	**	2%	**	9%	4%	10%	3%
	bcd	c		c			f					hk					t		t	
	10%	4%	1%	5%	21%	90%	9%	8%	**	**	3%	91%	4%	**	*%	**	3%	1%	3%	1%
Never	278	197	158	355	591	1394	85	270	**	**	105	1217	294	**	21	**	137	156	142	151
	79%	81%	79%	80%	75%	69%	60%	72%	**	**	70%	68%	79%	**	83%	**	78%	79%	80%	78%
	19%	13%	11%	24%	40%	94%	6%	18%	**	**	7%	82%	20%	**	1%	**	9%	11%	10%	10%
Do not have access to device	17	23	38	62	76	95	6	56	**	**	29	45	55	**	4	**	23	32	18	37
	5%	10%	19%	14%	10%	5%	4%	15%	**	**	20%	3%	15%	**	15%	**	13%	16%	10%	19%
		a	ab	a				l			l									s
	17%	24%	39%	62%	77%	96%	6%	57%	**	**	30%	46%	56%	**	4%	**	23%	32%	18%	37%

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

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.

QP7D (QP11D). SHOWCARD How often, if at all, do you listen to radio through - TV. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	540	437	287	724	1235	2910	136	561	66	81	225	2488	422	94	122	86	238	184	222	200
Effective Weighted Sample	384	271	182	448	802	1965	92	371	44	51	157	1688	340	55	78	71	195	155	176	166
Total	352	244	200	444	787	2012	141	374	45	56	149	1789	373	33	25	12	176	197	179	195
	16%	11%	9%	21%	37%	93%	7%	17%	**	**	7%	83%	17%	**	1%	**	8%	9%	8%	9%
Every day	18	15	4	19	34	75	3	12	**	**	7	64	18	**	1	**	7	11	9	9
	5%	6%	2%	4%	4%	4%	2%	3%	**	**	5%	4%	5%	**	2%	**	4%	6%	5%	4%
		c																		
	23%	20%	5%	24%	45%	97%	4%	16%	**	**	9%	83%	23%	**	1%	**	9%	15%	12%	11%
At least weekly	47	26	15	40	73	220	8	48	**	**	15	183	34	**	2	**	19	16	15	20
	13%	11%	7%	9%	9%	11%	6%	13%	**	**	10%	10%	9%	**	9%	**	11%	8%	8%	10%
	cd																			
	21%	11%	6%	18%	32%	97%	4%	21%	**	**	7%	81%	15%	**	1%	**	8%	7%	6%	9%
At least monthly	20	13	5	17	40	133	6	14	**	**	5	126	15	**	*	**	9	6	11	4
	6%	5%	2%	4%	5%	7%	5%	4%	**	**	3%	7%	4%	**	2%	**	5%	3%	6%	2%
												h							t	
	14%	9%	3%	12%	29%	95%	5%	10%	**	**	3%	90%	11%	**	*%	**	7%	4%	8%	3%
Less than once a month	41	16	15	31	56	199	12	30	**	**	10	185	25	**	3	**	12	13	16	10
	12%	6%	8%	7%	7%	10%	8%	8%	**	**	7%	10%	7%	**	11%	**	7%	7%	9%	5%
	bd																			
	19%	7%	7%	15%	26%	93%	5%	14%	**	**	5%	87%	12%	**	1%	**	6%	6%	7%	5%
EVER	126	69	38	107	203	628	30	104	**	**	37	558	93	**	6	**	47	46	51	42
	36%	28%	19%	24%	26%	31%	21%	28%	**	**	25%	31%	25%	**	24%	**	26%	23%	29%	21%
	bcd	c				g														
	19%	11%	6%	16%	31%	95%	4%	16%	**	**	6%	85%	14%	**	1%	**	7%	7%	8%	6%
Never	222	166	141	307	548	1338	107	244	**	**	99	1205	252	**	18	**	122	130	118	134
	63%	68%	71%	69%	70%	67%	76%	65%	**	**	66%	67%	67%	**	73%	**	69%	66%	66%	69%
	15%	11%	10%	21%	38%	92%	7%	17%	**	**	7%	83%	17%	**	1%	**	8%	9%	8%	9%
Do not have access to device	4	9	21	30	36	46	5	26	**	**	13	25	29	**	1	**	8	21	10	19
	1%	4%	10%	7%	5%	2%	4%	7%	**	**	9%	1%	8%	**	3%	**	4%	11%	6%	10%
		a	ab	a				l			l							q		q
	7%	19%	41%	60%	73%	93%	10%	53%	**	**	27%	51%	58%	**	2%	**	16%	42%	20%	38%

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

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.

QP7E (QP11E). SHOWCARD How often, if at all, do you listen to radio through - The internet. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	540	437	287	724	1235	2910	136	561	66	81	225	2488	422	94	122	86	238	184	222	200
Effective Weighted Sample	384	271	182	448	802	1965	92	371	44	51	157	1688	340	55	78	71	195	155	176	166
Total	352	244	200	444	787	2012	141	374	45	56	149	1789	373	33	25	12	176	197	179	195
	16%	11%	9%	21%	37%	93%	7%	17%	**	**	7%	83%	17%	**	1%	**	8%	9%	8%	9%
Every day	14	4	*	4	17	79	4	8	**	**	2	74	3	**	1	**	2	1	3	-
	4%	2%	*%	1%	2%	4%	2%	2%	**	**	1%	4%	1%	**	4%	**	1%	1%	2%	-%
	cd																			
	16%	5%	*%	5%	21%	95%	4%	9%	**	**	2%	90%	4%	**	1%	**	2%	2%	4%	-%
At least weekly	35	12	6	17	45	199	12	20	**	**	6	190	17	**	1	**	12	4	12	4
	10%	5%	3%	4%	6%	10%	8%	5%	**	**	4%	11%	4%	**	2%	**	7%	2%	7%	2%
	bcd											hk					rt		rt	
	16%	6%	3%	8%	21%	94%	6%	9%	**	**	3%	90%	8%	**	*%	**	6%	2%	6%	2%
At least monthly	31	20	7	27	64	244	32	32	**	**	11	244	25	**	1	**	14	11	16	9
	9%	8%	4%	6%	8%	12%	22%	9%	**	**	8%	14%	7%	**	4%	**	8%	6%	9%	5%
	c						f					hk								
	11%	7%	3%	10%	23%	88%	11%	12%	**	**	4%	88%	9%	**	*%	**	5%	4%	6%	3%
Less than once a month	30	17	4	21	42	171	17	19	**	**	8	167	18	**	2	**	12	5	10	8
	8%	7%	2%	5%	5%	8%	12%	5%	**	**	5%	9%	5%	**	6%	**	7%	3%	5%	4%
	cd	c										h								
	16%	9%	2%	12%	23%	92%	9%	10%	**	**	4%	90%	10%	**	1%	**	7%	3%	5%	4%
EVER	109	53	17	70	168	693	64	80	**	**	26	675	62	**	4	**	40	22	41	22
	31%	22%	9%	16%	21%	34%	45%	21%	**	**	17%	38%	17%	**	17%	**	23%	11%	23%	11%
	bcd	cd		c			f					hk					rt		rt	
	14%	7%	2%	9%	22%	91%	8%	10%	**	**	3%	89%	8%	**	1%	**	5%	3%	5%	3%
Never	232	175	141	316	552	1247	71	254	**	**	96	1077	260	**	18	**	125	135	124	136
	66%	72%	71%	71%	70%	62%	50%	68%	**	**	64%	60%	70%	**	71%	**	71%	69%	70%	70%
						g		l												
	18%	13%	11%	24%	42%	94%	5%	19%	**	**	7%	81%	20%	**	1%	**	9%	10%	9%	10%

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

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.

QP7E (QP11E). SHOWCARD How often, if at all, do you listen to radio through - The internet. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	540	437	287	724	1235	2910	136	561	66	81	225	2488	422	94	122	86	238	184	222	200
Effective Weighted Sample	384	271	182	448	802	1965	92	371	44	51	157	1688	340	55	78	71	195	155	176	166
Total	352	244	200	444	787	2012	141	374	45	56	149	1789	373	33	25	12	176	197	179	195
	16%	11%	9%	21%	37%	93%	7%	17%	**	**	7%	83%	17%	**	1%	**	8%	9%	8%	9%
Do not have access to device	11	16	42	58	67	71	6	40	**	**	27	37	51	**	3	**	11	40	14	37
	3%	7%	21%	13%	8%	4%	4%	11%	**	**	18%	2%	14%	**	12%	**	6%	20%	8%	19%
		a	abd	ab				l			hl							qs		qs
	14%	21%	55%	77%	89%	95%	8%	54%	**	**	36%	49%	68%	**	4%	**	14%	53%	18%	50%

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

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.

QP7F (QP11F). SHOWCARD How often, if at all, do you listen to radio through a - DAB radio set. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	540	437	287	724	1235	2910	136	561	66	81	225	2488	422	94	122	86	238	184	222	200
Effective Weighted Sample	384	271	182	448	802	1965	92	371	44	51	157	1688	340	55	78	71	195	155	176	166
Total	352	244	200	444	787	2012	141	374	45	56	149	1789	373	33	25	12	176	197	179	195
	16%	11%	9%	21%	37%	93%	7%	17%	**	**	7%	83%	17%	**	1%	**	8%	9%	8%	9%
Every day	135	75	51	126	185	519	13	98	**	**	32	443	107	**	8	**	47	60	64	44
	38%	31%	25%	28%	23%	26%	10%	26%	**	**	22%	25%	29%	**	30%	**	27%	31%	36%	23%
	bcd					g													t	
	25%	14%	10%	24%	35%	97%	3%	18%	**	**	6%	83%	20%	**	1%	**	9%	11%	12%	8%
At least weekly	54	37	16	53	101	314	26	40	**	**	14	302	46	**	3	**	21	25	28	17
	15%	15%	8%	12%	13%	16%	18%	11%	**	**	10%	17%	12%	**	10%	**	12%	13%	16%	9%
	c	c										hk								
	16%	11%	5%	15%	30%	92%	7%	12%	**	**	4%	88%	13%	**	1%	**	6%	7%	8%	5%
At least monthly	5	6	-	6	10	42	3	6	**	**	3	39	5	**	*	**	2	3	1	4
	1%	3%	-%	1%	1%	2%	2%	2%	**	**	2%	2%	1%	**	*%	**	1%	1%	1%	2%
		c																		
	12%	14%	-%	14%	22%	95%	8%	13%	**	**	7%	88%	11%	**	*%	**	5%	6%	3%	8%
Less than once a month	8	6	1	7	14	58	5	7	**	**	3	55	7	**	-	**	4	2	1	5
	2%	2%	1%	2%	2%	3%	3%	2%	**	**	2%	3%	2%	**	-%	**	2%	1%	1%	3%
	12%	10%	2%	11%	22%	92%	7%	12%	**	**	5%	87%	11%	**	-%	**	7%	4%	2%	9%
EVER	202	124	68	192	310	932	47	151	**	**	53	838	165	**	10	**	74	90	94	71
	57%	51%	34%	43%	39%	46%	33%	40%	**	**	35%	47%	44%	**	40%	**	42%	46%	53%	36%
	cd	cd		c		g						hk							qt	
	21%	13%	7%	20%	32%	95%	5%	15%	**	**	5%	85%	17%	**	1%	**	8%	9%	10%	7%
Never	90	69	66	135	259	616	59	118	**	**	47	559	107	**	9	**	55	52	48	59
	26%	28%	33%	30%	33%	31%	42%	32%	**	**	32%	31%	29%	**	37%	**	31%	26%	27%	30%
							f													
	13%	10%	10%	20%	38%	91%	9%	17%	**	**	7%	83%	16%	**	1%	**	8%	8%	7%	9%
Do not have access to device	60	51	66	117	219	464	35	105	**	**	49	391	102	**	6	**	47	55	36	65
	17%	21%	33%	26%	28%	23%	25%	28%	**	**	33%	22%	27%	**	23%	**	27%	28%	20%	34%
			ab	a				l			l									s
	12%	10%	13%	23%	44%	93%	7%	21%	**	**	10%	79%	20%	**	1%	**	9%	11%	7%	13%

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

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.

QP7G (QP11G) SHOWCARD How often, if at all, do you listen to radio through a - Car radio to listen to an FM station. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	540	437	287	724	1235	2910	136	561	66	81	225	2488	422	94	122	86	238	184	222	200
Effective Weighted Sample	384	271	182	448	802	1965	92	371	44	51	157	1688	340	55	78	71	195	155	176	166
Total	352	244	200	444	787	2012	141	374	45	56	149	1789	373	33	25	12	176	197	179	195
	16%	11%	9%	21%	37%	93%	7%	17%	**	**	7%	83%	17%	**	1%	**	8%	9%	8%	9%
Every day	118	56	26	82	162	587	15	75	**	**	17	533	69	**	4	**	39	31	43	26
	33%	23%	13%	18%	21%	29%	11%	20%	**	**	11%	30%	19%	**	14%	**	22%	16%	24%	14%
	bcd	c				g		k				hk					t		t	
	19%	9%	4%	13%	27%	97%	3%	12%	**	**	3%	88%	11%	**	1%	**	6%	5%	7%	4%
At least weekly	106	92	61	153	248	646	56	111	**	**	48	596	130	**	10	**	69	61	74	56
	30%	38%	30%	34%	32%	32%	39%	30%	**	**	32%	33%	35%	**	40%	**	39%	31%	42%	29%
		a															t		rt	
	15%	13%	9%	22%	35%	92%	8%	16%	**	**	7%	85%	19%	**	1%	**	10%	9%	11%	8%
At least monthly	9	10	9	18	34	89	8	11	**	**	5	82	17	**	1	**	5	12	5	11
	2%	4%	4%	4%	4%	4%	6%	3%	**	**	3%	5%	5%	**	3%	**	3%	6%	3%	6%
	9%	10%	9%	19%	35%	93%	9%	12%	**	**	5%	86%	18%	**	1%	**	5%	12%	6%	12%
Less than once a month	19	11	12	22	45	101	18	23	**	**	10	93	19	**	*	**	9	10	6	12
	6%	4%	6%	5%	6%	5%	13%	6%	**	**	6%	5%	5%	**	2%	**	5%	5%	3%	6%
							f													
	17%	9%	10%	19%	39%	88%	16%	20%	**	**	8%	80%	16%	**	*%	**	8%	8%	5%	11%
EVER	252	168	107	276	488	1424	97	221	**	**	79	1304	235	**	15	**	121	113	129	106
	72%	69%	54%	62%	62%	71%	69%	59%	**	**	53%	73%	63%	**	59%	**	69%	58%	72%	54%
	cd	c		c								hk					rt		rt	
	17%	11%	7%	18%	32%	94%	6%	15%	**	**	5%	86%	15%	**	1%	**	8%	7%	8%	7%
Never	75	56	45	101	175	402	25	85	**	**	30	350	81	**	6	**	36	45	36	45
	21%	23%	22%	23%	22%	20%	18%	23%	**	**	20%	20%	22%	**	22%	**	21%	23%	20%	23%
	17%	13%	10%	23%	40%	93%	6%	20%	**	**	7%	81%	19%	**	1%	**	8%	10%	8%	10%
Do not have access to device	24	20	48	68	123	186	19	68	**	**	40	135	58	**	5	**	19	39	14	44
	7%	8%	24%	15%	16%	9%	13%	18%	**	**	27%	8%	15%	**	18%	**	11%	20%	8%	23%
			abd	ab				l			hl							qs		qs
	12%	10%	24%	33%	60%	91%	9%	33%	**	**	19%	66%	28%	**	2%	**	9%	19%	7%	22%

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

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.

QP7H (QP11H) SHOWCARD How often, if at all, do you listen to radio through a - Car radio to listen to an AM station. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	540	437	287	724	1235	2910	136	561	66	81	225	2488	422	94	122	86	238	184	222	200
Effective Weighted Sample	384	271	182	448	802	1965	92	371	44	51	157	1688	340	55	78	71	195	155	176	166
Total	352	244	200	444	787	2012	141	374	45	56	149	1789	373	33	25	12	176	197	179	195
	16%	11%	9%	21%	37%	93%	7%	17%	**	**	7%	83%	17%	**	1%	**	8%	9%	8%	9%
Every day	25	11	6	17	31	119	6	16	**	**	3	112	14	**	-	**	7	7	7	7
	7%	5%	3%	4%	4%	6%	4%	4%	**	**	2%	6%	4%	**	-%	**	4%	3%	4%	4%
	cd											k								
	19%	9%	4%	13%	24%	93%	5%	12%	**	**	3%	88%	11%	**	-%	**	6%	5%	5%	6%
At least weekly	42	31	19	49	79	215	39	36	**	**	11	214	43	**	1	**	24	18	25	17
	12%	13%	9%	11%	10%	11%	28%	10%	**	**	7%	12%	11%	**	3%	**	14%	9%	14%	9%
							f						o							
	17%	12%	7%	20%	32%	86%	16%	14%	**	**	4%	86%	17%	**	*%	**	10%	7%	10%	7%
At least monthly	13	8	1	9	16	73	5	3	**	**	1	74	7	**	*	**	5	2	2	5
	4%	3%	*%	2%	2%	4%	4%	1%	**	**	1%	4%	2%	**	1%	**	3%	1%	1%	3%
	c	c										hk								
	17%	10%	1%	11%	21%	94%	6%	4%	**	**	1%	95%	9%	**	*%	**	7%	2%	2%	7%
Less than once a month	20	11	7	18	38	113	20	12	**	**	3	118	11	**	1	**	4	8	3	8
	6%	5%	3%	4%	5%	6%	14%	3%	**	**	2%	7%	3%	**	6%	**	2%	4%	2%	4%
							f					hk								
	16%	9%	5%	14%	29%	87%	16%	10%	**	**	2%	91%	9%	**	1%	**	3%	6%	2%	6%
EVER	100	61	31	92	164	519	70	67	**	**	19	518	75	**	2	**	40	34	37	38
	28%	25%	16%	21%	21%	26%	50%	18%	**	**	13%	29%	20%	**	10%	**	23%	17%	21%	19%
	cd	c					f					hk	o							
	17%	10%	5%	16%	28%	89%	12%	11%	**	**	3%	89%	13%	**	*%	**	7%	6%	6%	6%
Never	221	159	120	279	489	1291	51	234	**	**	89	1126	237	**	18	**	116	121	127	110
	63%	65%	60%	63%	62%	64%	36%	62%	**	**	60%	63%	64%	**	70%	**	66%	61%	71%	57%
						g													t	
	16%	12%	9%	21%	36%	96%	4%	17%	**	**	7%	83%	18%	**	1%	**	9%	9%	9%	8%

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

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.

QP7H (QP11H) SHOWCARD How often, if at all, do you listen to radio through a - Car radio to listen to an AM station. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	540	437	287	724	1235	2910	136	561	66	81	225	2488	422	94	122	86	238	184	222	200
Effective Weighted Sample	384	271	182	448	802	1965	92	371	44	51	157	1688	340	55	78	71	195	155	176	166
Total	352	244	200	444	787	2012	141	374	45	56	149	1789	373	33	25	12	176	197	179	195
	16%	11%	9%	21%	37%	93%	7%	17%	**	**	7%	83%	17%	**	1%	**	8%	9%	8%	9%
Do not have access to device	30	24	49	73	134	202	20	74	**	**	41	145	61	**	5	**	20	42	14	47
	9%	10%	24%	16%	17%	10%	14%	20%	**	**	28%	8%	16%	**	20%	**	11%	21%	8%	24%
			abd	ab				l			hl							qs		qs
	14%	11%	22%	33%	61%	92%	9%	34%	**	**	19%	66%	28%	**	2%	**	9%	19%	7%	21%

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

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.

QP7I (QP11I) SHOWCARD How often, if at all, do you listen to radio through a - Car radio with DAB. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	540	437	287	724	1235	2910	136	561	66	81	225	2488	422	94	122	86	238	184	222	200
Effective Weighted Sample	384	271	182	448	802	1965	92	371	44	51	157	1688	340	55	78	71	195	155	176	166
Total	352	244	200	444	787	2012	141	374	45	56	149	1789	373	33	25	12	176	197	179	195
	16%	11%	9%	21%	37%	93%	7%	17%	**	**	7%	83%	17%	**	1%	**	8%	9%	8%	9%
Every day	91	34	11	45	91	405	11	43	**	**	14	381	33	**	5	**	19	14	19	14
	26%	14%	5%	10%	12%	20%	8%	11%	**	**	9%	21%	9%	**	19%	**	11%	7%	11%	7%
	bcd	c				g						hk			m					
	22%	8%	3%	11%	21%	96%	3%	10%	**	**	3%	90%	8%	**	1%	**	5%	3%	5%	3%
At least weekly	57	35	15	51	93	298	27	45	**	**	18	281	45	**	3	**	29	17	33	12
	16%	14%	8%	11%	12%	15%	19%	12%	**	**	12%	16%	12%	**	11%	**	16%	9%	19%	6%
	cd	c															rt		rt	
	18%	11%	5%	15%	28%	91%	8%	14%	**	**	6%	86%	14%	**	1%	**	9%	5%	10%	4%
At least monthly	29	17	18	36	65	155	21	40	**	**	15	134	33	**	1	**	12	21	13	20
	8%	7%	9%	8%	8%	8%	15%	11%	**	**	10%	7%	9%	**	3%	**	7%	11%	7%	10%
							f	l												
	17%	10%	11%	21%	37%	89%	12%	23%	**	**	9%	77%	19%	**	*%	**	7%	12%	7%	12%
Less than once a month	1	2	4	6	19	51	8	5	**	**	2	51	4	**	*	**	3	1	1	3
	*%	1%	2%	1%	2%	3%	6%	1%	**	**	1%	3%	1%	**	1%	**	2%	*%	1%	1%
			a				f													
	1%	4%	7%	11%	33%	90%	15%	8%	**	**	4%	91%	6%	**	*%	**	5%	2%	2%	5%
EVER	178	89	49	138	267	909	68	133	**	**	50	848	115	**	8	**	63	52	66	49
	51%	36%	24%	31%	34%	45%	48%	36%	**	**	33%	47%	31%	**	33%	**	36%	27%	37%	25%
	bcd	c										hk					t		rt	
	18%	9%	5%	14%	27%	93%	7%	14%	**	**	5%	86%	12%	**	1%	**	6%	5%	7%	5%
Never	76	75	57	133	234	492	40	90	**	**	34	443	103	**	9	**	44	60	49	55
	22%	31%	29%	30%	30%	24%	29%	24%	**	**	23%	25%	28%	**	36%	**	25%	30%	27%	28%
		a		a																
	14%	14%	11%	25%	44%	93%	8%	17%	**	**	6%	83%	19%	**	2%	**	8%	11%	9%	10%

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

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.

QP7I (QP11I) SHOWCARD How often, if at all, do you listen to radio through a - Car radio with DAB. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	540	437	287	724	1235	2910	136	561	66	81	225	2488	422	94	122	86	238	184	222	200
Effective Weighted Sample	384	271	182	448	802	1965	92	371	44	51	157	1688	340	55	78	71	195	155	176	166
Total	352	244	200	444	787	2012	141	374	45	56	149	1789	373	33	25	12	176	197	179	195
	16%	11%	9%	21%	37%	93%	7%	17%	**	**	7%	83%	17%	**	1%	**	8%	9%	8%	9%
Do not have access to device	97	80	94	174	285	612	32	151	**	**	65	498	155	**	8	**	70	85	64	91
	28%	33%	47%	39%	36%	30%	23%	40%	**	**	44%	28%	41%	**	31%	**	40%	43%	36%	47%
			ab	a				l			l									s
	15%	12%	15%	27%	44%	95%	5%	23%	**	**	10%	77%	24%	**	1%	**	11%	13%	10%	14%

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

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.

QP7J (QP11J) SHOWCARD How often, if at all, do you listen to radio through a - Smart speaker such as Amazon Echo, Google Home or Apple HomePod. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	540	437	287	724	1235	2910	136	561	66	81	225	2488	422	94	122	86	238	184	222	200
Effective Weighted Sample	384	271	182	448	802	1965	92	371	44	51	157	1688	340	55	78	71	195	155	176	166
Total	352	244	200	444	787	2012	141	374	45	56	149	1789	373	33	25	12	176	197	179	195
	16%	11%	9%	21%	37%	93%	7%	17%	**	**	7%	83%	17%	**	1%	**	8%	9%	8%	9%
Every day	9	4	*	4	9	59	1	7	**	**	4	53	4	**	1	**	1	3	1	3
	2%	2%	*%	1%	1%	3%	*%	2%	**	**	2%	3%	1%	**	3%	**	*%	2%	*%	2%
	c																			
	14%	7%	*%	7%	15%	98%	1%	12%	**	**	6%	88%	6%	**	1%	**	1%	5%	1%	5%
At least weekly	11	7	-	7	19	91	5	6	**	**	1	88	6	**	*	**	3	3	4	3
	3%	3%	-%	2%	2%	5%	4%	2%	**	**	1%	5%	2%	**	1%	**	2%	2%	2%	1%
	c	c										hk								
	12%	8%	-%	8%	20%	96%	5%	6%	**	**	1%	93%	7%	**	*%	**	3%	4%	4%	3%
At least monthly	4	1	-	1	3	23	1	3	**	**	-	21	1	**	-	**	1	-	1	-
	1%	1%	-%	*%	*%	1%	1%	1%	**	**	-%	1%	*%	**	-%	**	1%	-%	1%	-%
	17%	5%	-%	5%	13%	93%	5%	11%	**	**	-%	84%	5%	**	-%	**	5%	-%	5%	-%
Less than once a month	5	3	-	3	9	38	2	5	**	**	2	36	2	**	-	**	2	-	1	2
	1%	1%	-%	1%	1%	2%	1%	1%	**	**	1%	2%	1%	**	-%	**	1%	-%	*%	1%
	13%	8%	-%	8%	23%	94%	4%	13%	**	**	4%	87%	6%	**	-%	**	6%	-%	1%	5%
EVER	29	16	*	16	41	212	8	21	**	**	6	197	14	**	1	**	7	6	6	8
	8%	7%	*%	4%	5%	11%	6%	6%	**	**	4%	11%	4%	**	3%	**	4%	3%	3%	4%
	cd	c		c								hk								
	13%	7%	*%	7%	19%	96%	4%	10%	**	**	3%	89%	6%	**	*%	**	3%	3%	3%	3%
Never	194	132	99	230	429	1103	88	181	**	**	66	1010	185	**	13	**	89	95	91	93
	55%	54%	49%	52%	54%	55%	63%	48%	**	**	44%	56%	49%	**	53%	**	51%	48%	51%	48%
												hk								
	16%	11%	8%	19%	36%	93%	7%	15%	**	**	6%	85%	16%	**	1%	**	8%	8%	8%	8%
Do not have access to device	128	97	101	198	317	698	44	172	**	**	77	581	175	**	11	**	80	95	81	94
	36%	40%	51%	45%	40%	35%	31%	46%	**	**	52%	32%	47%	**	44%	**	45%	48%	45%	48%
			ab	a				l			l									
	17%	13%	14%	27%	43%	94%	6%	23%	**	**	10%	78%	24%	**	1%	**	11%	13%	11%	13%

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

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.

SUMMARY - EVER USE DIGITAL RADIO

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	540	437	287	724	1235	2910	136	561	66	81	225	2488	422	94	122	86	238	184	222	200
Effective Weighted Sample	384	271	182	448	802	1965	92	371	44	51	157	1688	340	55	78	71	195	155	176	166
Total	352	244	200	444	787	2012	141	374	45	56	149	1789	373	33	25	12	176	197	179	195
	16%	11%	9%	21%	37%	93%	7%	17%	**	**	7%	83%	17%	**	1%	**	8%	9%	8%	9%
YES, EVER USED	291	181	106	287	519	1545	102	260	**	**	93	1400	245	**	16	**	122	123	133	112
	83%	74%	53%	65%	66%	77%	73%	70%	**	**	63%	78%	66%	**	62%	**	69%	63%	75%	57%
	bcd	cd		c								hk					t		rt	
	18%	11%	6%	17%	31%	93%	6%	16%	**	**	6%	85%	15%	**	1%	**	7%	7%	8%	7%
YES, USE AT LEAST MONTHLY	280	173	97	269	480	1450	90	244	**	**	88	1311	230	**	15	**	113	117	128	102
	80%	71%	48%	61%	61%	72%	64%	65%	**	**	59%	73%	62%	**	60%	**	64%	59%	72%	52%
	bcd	cd		c								hk					t		rt	
	18%	11%	6%	17%	31%	94%	6%	16%	**	**	6%	85%	15%	**	1%	**	7%	8%	8%	7%
YES, USE AT LEAST WEEKLY	263	148	89	237	418	1282	65	214	**	**	77	1147	200	**	15	**	98	102	113	87
	75%	61%	44%	53%	53%	64%	46%	57%	**	**	51%	64%	54%	**	59%	**	56%	52%	63%	45%
	bcd	c		c		g						hk					t		rt	
	19%	11%	7%	17%	31%	95%	5%	16%	**	**	6%	85%	15%	**	1%	**	7%	8%	8%	6%

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

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.

SUMMARY - EVER USE DIGITAL RADIO

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
YES, EVER USED	291	181	106	287	519	1545	102	260	**	**	93	1400	245	21	16	**	122	123	133	112
	73%	65%	43%	54%	50%	64%	42%	57%	**	**	51%	63%	55%	54%	51%	**	61%	51%	65%	47%
	bcd	cd		c		g						hk					rt		rt	
	18%	11%	6%	17%	31%	93%	6%	16%	**	**	6%	85%	15%	1%	1%	**	7%	7%	8%	7%
YES, USE AT LEAST MONTHLY	280	173	97	269	480	1450	90	244	**	**	88	1311	230	20	15	**	113	117	128	102
	70%	62%	39%	51%	47%	60%	37%	53%	**	**	48%	59%	52%	50%	49%	**	56%	48%	62%	43%
	bcd	cd		c		g						hk					t		rt	
	18%	11%	6%	17%	31%	94%	6%	16%	**	**	6%	85%	15%	1%	1%	**	7%	8%	8%	7%
YES, USE AT LEAST WEEKLY	263	148	89	237	418	1282	65	214	**	**	77	1147	200	17	15	**	98	102	113	87
	66%	53%	36%	45%	41%	53%	26%	47%	**	**	42%	52%	45%	43%	49%	**	49%	42%	55%	37%
	bcd	cd		c		g						k					t		rt	
	19%	11%	7%	17%	31%	95%	5%	16%	**	**	6%	85%	15%	1%	1%	**	7%	8%	8%	6%

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

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.

SUMMARY - EVER LISTEN TO RADIO

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
YES, EVER USED	351	244	199	443	780	2002	138	374	**	**	149	1776	372	33	25	**	176	196	179	194
	88%	88%	80%	84%	76%	83%	57%	82%	**	**	81%	80%	84%	84%	82%	**	88%	81%	87%	81%
	c	c				g											r			
	16%	11%	9%	21%	36%	93%	6%	17%	**	**	7%	83%	17%	2%	1%	**	8%	9%	8%	9%
YES, USE AT LEAST MONTHLY	341	239	191	431	754	1941	123	361	**	**	144	1712	362	32	25	**	175	187	177	185
	85%	86%	77%	82%	73%	80%	50%	79%	**	**	78%	77%	82%	80%	82%	**	87%	77%	86%	78%
	c	c				g											rt		rt	
	17%	12%	9%	21%	37%	94%	6%	17%	**	**	7%	83%	18%	2%	1%	**	8%	9%	9%	9%
YES, USE AT LEAST WEEKLY	337	232	185	417	723	1877	107	351	**	**	139	1644	350	31	25	**	168	182	171	178
	84%	83%	75%	79%	70%	77%	44%	77%	**	**	76%	74%	79%	79%	80%	**	84%	75%	84%	75%
	cd	c				g											rt		rt	
	17%	12%	9%	21%	36%	94%	5%	18%	**	**	7%	83%	18%	2%	1%	**	8%	9%	9%	9%

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

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.

QP8 (QP16). SHOWCARD In which of these ways do you listen to radio on your mobile phone? (MULTI CODE)

Base : Those who listen to radio via a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	77	34	10	44	148	638	47	69	9	6	18	617	29	4	3	8	21	8	23	6
Effective Weighted Sample	59	24	5	28	109	454	31	50	6	5	14	441	24	3	2	7	17	7	19	5
Total	57	24	4	28	119	524	50	47	5	5	15	527	25	2	*	1	16	9	18	7
	**	**	**	**	21%	90%	**	**	**	**	**	91%	**	**	**	**	**	**	**	**
Via a downloaded app such as RadioPlayer, BBC Radio iPlayer or Tunein	**	**	**	**	38	209	**	**	**	**	**	208	**	**	**	**	**	**	**	**
	**	**	**	**	32%	40%	**	**	**	**	**	40%	**	**	**	**	**	**	**	**
	**	**	**	**	17%	93%	**	**	**	**	**	92%	**	**	**	**	**	**	**	**
Live via a station website	**	**	**	**	39	190	**	**	**	**	**	196	**	**	**	**	**	**	**	**
	**	**	**	**	33%	36%	**	**	**	**	**	37%	**	**	**	**	**	**	**	**
	**	**	**	**	19%	90%	**	**	**	**	**	93%	**	**	**	**	**	**	**	**
Live via a built in FM radio	**	**	**	**	45	179	**	**	**	**	**	186	**	**	**	**	**	**	**	**
	**	**	**	**	38%	34%	**	**	**	**	**	35%	**	**	**	**	**	**	**	**
	**	**	**	**	22%	88%	**	**	**	**	**	91%	**	**	**	**	**	**	**	**
Via radio podcasts	**	**	**	**	15	73	**	**	**	**	**	73	**	**	**	**	**	**	**	**
	**	**	**	**	12%	14%	**	**	**	**	**	14%	**	**	**	**	**	**	**	**
	**	**	**	**	18%	90%	**	**	**	**	**	90%	**	**	**	**	**	**	**	**
Other ways	**	**	**	**	3	10	**	**	**	**	**	8	**	**	**	**	**	**	**	**
	**	**	**	**	3%	2%	**	**	**	**	**	1%	**	**	**	**	**	**	**	**
	**	**	**	**	34%	100%	**	**	**	**	**	80%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	5	19	**	**	**	**	**	21	**	**	**	**	**	**	**	**
	**	**	**	**	4%	4%	**	**	**	**	**	4%	**	**	**	**	**	**	**	**
	**	**	**	**	23%	84%	**	**	**	**	**	90%	**	**	**	**	**	**	**	**

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

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.

QP9 (QP14). SHOWCARD Which, if any, of these features did you associate with digital radio before today? (MULTI CODE)

Base : All aware of digital radio or with any type of digital radio

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	563	434	247	681	1268	3070	160	568	65	74	217	2666	410	87	119	65	230	180	228	182
Effective Weighted Sample	410	274	160	432	854	2117	106	380	43	48	150	1847	334	50	76	52	190	152	182	154
Total	373	250	171	421	826	2150	166	375	45	54	143	1939	358	29	25	9	170	187	182	175
	16%	11%	7%	18%	36%	93%	7%	16%	**	**	6%	84%	15%	**	1%	**	7%	8%	8%	8%
Clear and high quality sound/ interference free	227	140	75	215	430	1262	86	201	**	**	69	1153	187	**	14	**	96	92	115	73
	61%	56%	44%	51%	52%	59%	52%	54%	**	**	48%	59%	52%	**	57%	**	56%	49%	63%	41%
	cd	c										hk					t		rt	
	17%	10%	6%	16%	32%	93%	6%	15%	**	**	5%	85%	14%	**	1%	**	7%	7%	8%	5%
A wider choice of radio stations/ digital-only radio stations	186	109	61	170	363	1163	69	170	**	**	51	1062	147	**	11	**	74	73	89	58
	50%	44%	36%	40%	44%	54%	42%	45%	**	**	36%	55%	41%	**	45%	**	43%	39%	49%	33%
	cd					g						hk							t	
	15%	9%	5%	14%	29%	94%	6%	14%	**	**	4%	86%	12%	**	1%	**	6%	6%	7%	5%
Ease of use (e.g. find your station by name, not frequency)	98	65	37	103	189	591	33	94	**	**	37	539	94	**	4	**	45	49	53	41
	26%	26%	22%	24%	23%	27%	20%	25%	**	**	26%	28%	26%	**	16%	**	26%	26%	29%	24%
	16%	10%	6%	16%	30%	94%	5%	15%	**	**	6%	85%	15%	**	1%	**	7%	8%	8%	7%
Scrolling text information about the programme (e.g. track and artist name, phone numbers, topics, guests)	80	46	29	75	142	512	34	61	**	**	22	490	68	**	3	**	36	32	43	24
	21%	18%	17%	18%	17%	24%	20%	16%	**	**	15%	25%	19%	**	11%	**	21%	17%	24%	14%
												hk							t	
	14%	8%	5%	14%	26%	93%	6%	11%	**	**	4%	89%	12%	**	*%	**	6%	6%	8%	4%

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

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.

QP9 (QP14). SHOWCARD Which, if any, of these features did you associate with digital radio before today? (MULTI CODE)

Base : All aware of digital radio or with any type of digital radio

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	563	434	247	681	1268	3070	160	568	65	74	217	2666	410	87	119	65	230	180	228	182
Effective Weighted Sample	410	274	160	432	854	2117	106	380	43	48	150	1847	334	50	76	52	190	152	182	154
Total	373	250	171	421	826	2150	166	375	45	54	143	1939	358	29	25	9	170	187	182	175
	16%	11%	7%	18%	36%	93%	7%	16%	**	**	6%	84%	15%	**	1%	**	7%	8%	8%	8%
Extra features (including ability to pause and rewind live radio, programme guides)	63	43	25	68	123	437	43	51	**	**	17	430	60	**	4	**	28	32	34	26
	17%	17%	15%	16%	15%	20%	26%	14%	**	**	12%	22%	17%	**	14%	**	17%	17%	19%	15%
												hk								
	13%	9%	5%	14%	25%	90%	9%	10%	**	**	4%	89%	12%	**	1%	**	6%	7%	7%	5%
Future-proof/ ready for switchover	42	29	13	42	77	273	13	27	**	**	7	260	35	**	3	**	13	22	14	20
	11%	12%	7%	10%	9%	13%	8%	7%	**	**	5%	13%	10%	**	14%	**	8%	12%	8%	12%
												hk								
	15%	10%	4%	14%	27%	94%	5%	9%	**	**	3%	90%	12%	**	1%	**	5%	8%	5%	7%
ANY FEATURES ASSOCIATED WITH DIGITAL RADIO	292	183	97	281	573	1677	112	264	**	**	89	1527	240	**	19	**	120	120	138	103
	78%	73%	57%	67%	69%	78%	67%	70%	**	**	62%	79%	67%	**	75%	**	70%	64%	76%	58%
	cd	c		c		g						hk					t		rt	
	16%	10%	5%	16%	32%	93%	6%	15%	**	**	5%	85%	13%	**	1%	**	7%	7%	8%	6%
None of these	80	67	74	141	253	473	54	111	**	**	54	412	117	**	6	**	50	67	45	73
	22%	27%	43%	33%	31%	22%	33%	30%	**	**	38%	21%	33%	**	25%	**	30%	36%	24%	42%
			abd	a			f	l			l							s		qs
	15%	13%	14%	27%	49%	91%	10%	21%	**	**	10%	79%	23%	**	1%	**	10%	13%	9%	14%

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

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.

QP10 (QP15). 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? (MULTI CODE)

Base : All with any type of digital radio

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	389	282	140	422	690	1872	78	318	35	55	121	1634	257	55	74	36	141	116	150	107
Effective Weighted Sample	285	180	91	268	459	1282	55	218	23	38	87	1119	209	34	46	29	117	97	120	89
Total	267	162	99	260	450	1338	88	221	21	43	84	1209	223	17	16	5	104	119	121	102
	19%	11%	7%	18%	32%	94%	**	15%	**	**	6%	85%	16%	**	**	**	7%	8%	8%	7%
Clear and high quality sound/ interference free	163	91	52	143	258	811	**	130	**	**	51	745	122	**	**	**	60	62	71	52
	61%	56%	53%	55%	57%	61%	**	59%	**	**	61%	62%	55%	**	**	**	58%	52%	59%	50%
	19%	10%	6%	16%	30%	93%	**	15%	**	**	6%	85%	14%	**	**	**	7%	7%	8%	6%
A wider choice of radio stations/ digital-only radio stations	152	75	44	118	222	737	**	110	**	**	37	670	102	**	**	**	46	57	60	42
	57%	46%	44%	45%	49%	55%	**	50%	**	**	45%	55%	46%	**	**	**	44%	48%	50%	41%
	bcd																			
	19%	10%	6%	15%	28%	95%	**	14%	**	**	5%	86%	13%	**	**	**	6%	7%	8%	5%
Ease of use (e.g. find your station by name, not frequency)	73	44	34	78	128	409	**	63	**	**	32	372	69	**	**	**	32	38	39	30
	27%	27%	35%	30%	28%	31%	**	29%	**	**	38%	31%	31%	**	**	**	30%	32%	33%	30%
	17%	10%	8%	18%	29%	94%	**	14%	**	**	7%	86%	16%	**	**	**	7%	9%	9%	7%
Scrolling text information about the programme (e.g. track and artist name, phone numbers, topics, guests)	66	38	26	65	103	381	**	52	**	**	21	353	57	**	**	**	30	27	38	20
	25%	24%	27%	25%	23%	28%	**	23%	**	**	26%	29%	26%	**	**	**	29%	23%	31%	19%
	16%	9%	7%	16%	26%	95%	**	13%	**	**	5%	88%	14%	**	**	**	7%	7%	9%	5%

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

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.

QP10 (QP15). 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? (MULTI CODE)

Base : All with any type of digital radio

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	389	282	140	422	690	1872	78	318	35	55	121	1634	257	55	74	36	141	116	150	107
Effective Weighted Sample	285	180	91	268	459	1282	55	218	23	38	87	1119	209	34	46	29	117	97	120	89
Total	267	162	99	260	450	1338	88	221	21	43	84	1209	223	17	16	5	104	119	121	102
	19%	11%	7%	18%	32%	94%	**	15%	**	**	6%	85%	16%	**	**	**	7%	8%	8%	7%
Extra features (including ability to pause and rewind live radio, programme guides)	39	26	16	42	75	269	**	34	**	**	13	255	37	**	**	**	18	18	21	16
	15%	16%	16%	16%	17%	20%	**	16%	**	**	16%	21%	16%	**	**	**	18%	15%	17%	16%
	14%	9%	6%	15%	26%	93%	**	12%	**	**	5%	88%	13%	**	**	**	6%	6%	7%	6%
EXPERIENCED ANY FEATURES WHEN LISTENING	220	120	73	192	344	1100	**	173	**	**	65	999	163	**	**	**	76	87	95	68
	82%	74%	74%	74%	76%	82%	**	78%	**	**	78%	83%	73%	**	**	**	73%	73%	79%	67%
	bd																			
	19%	10%	6%	16%	29%	94%	**	15%	**	**	6%	85%	14%	**	**	**	7%	7%	8%	6%
None of these	47	42	26	68	106	239	**	48	**	**	18	211	60	**	**	**	28	32	26	34
	18%	26%	26%	26%	24%	18%	**	22%	**	**	22%	17%	27%	**	**	**	27%	27%	21%	33%
		a		a																
	18%	16%	10%	26%	41%	93%	**	19%	**	**	7%	82%	23%	**	**	**	11%	12%	10%	13%

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

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.

QP11 (QP12). SHOWCARD How likely is it that your household will get a DAB radio in the next 12 months? (SINGLE CODE)

Base : Those with any 'active' radio sets in the home who listen to radio but do not have any DAB sets at home

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	120	145	148	293	425	658	17	206	30	25	103	469	163	41	49	40	90	73	70	93
Effective Weighted Sample	77	87	94	179	270	437	13	132	20	14	69	312	131	24	34	34	74	62	55	77
Total	65	79	105	184	266	415	18	131	22	14	68	304	151	15	11	6	69	82	59	92
	15%	18%	24%	43%	62%	97%	**	31%	**	**	16%	71%	35%	**	**	**	**	**	**	**
Certain to	*	-	-	-	1	5	**	-	**	**	-	5	-	**	**	**	**	**	**	**
	*%	-%	-%	-%	*%	1%	**	-%	**	**	-%	2%	-%	**	**	**	**	**	**	**
	4%	-%	-%	-%	25%	100%	**	-%	**	**	-%	100%	-%	**	**	**	**	**	**	**
Very likely	4	2	-	2	7	13	**	2	**	**	-	11	2	**	**	**	**	**	**	**
	6%	3%	-%	1%	2%	3%	**	2%	**	**	-%	4%	2%	**	**	**	**	**	**	**
	cd																			
	28%	17%	-%	17%	48%	92%	**	17%	**	**	-%	83%	17%	**	**	**	**	**	**	**
Likely	7	5	4	9	15	40	**	4	**	**	1	35	9	**	**	**	**	**	**	**
	11%	6%	4%	5%	5%	10%	**	3%	**	**	2%	12%	6%	**	**	**	**	**	**	**
												hk								
	18%	13%	10%	23%	37%	100%	**	9%	**	**	4%	89%	22%	**	**	**	**	**	**	**
TOTAL LIKELY	11	7	4	11	22	57	**	6	**	**	1	51	11	**	**	**	**	**	**	**
	17%	9%	4%	6%	8%	14%	**	4%	**	**	2%	17%	7%	**	**	**	**	**	**	**
	cd											hk								
	19%	13%	7%	20%	38%	98%	**	10%	**	**	3%	88%	19%	**	**	**	**	**	**	**
Unlikely	13	16	10	27	44	85	**	21	**	**	6	65	23	**	**	**	**	**	**	**
	20%	21%	10%	14%	16%	20%	**	16%	**	**	10%	21%	15%	**	**	**	**	**	**	**
		c										k								
	15%	19%	12%	31%	51%	98%	**	25%	**	**	7%	75%	27%	**	**	**	**	**	**	**
Very unlikely	12	16	25	40	51	76	**	34	**	**	15	51	32	**	**	**	**	**	**	**
	19%	20%	24%	22%	19%	18%	**	26%	**	**	22%	17%	21%	**	**	**	**	**	**	**
								l												
	15%	19%	31%	50%	63%	95%	**	42%	**	**	19%	63%	39%	**	**	**	**	**	**	**
Certain not to	12	24	49	73	97	120	**	47	**	**	34	79	62	**	**	**	**	**	**	**
	19%	31%	46%	40%	37%	29%	**	36%	**	**	50%	26%	41%	**	**	**	**	**	**	**
			ab	a				l			l									
	10%	20%	40%	59%	79%	97%	**	38%	**	**	27%	64%	50%	**	**	**	**	**	**	**

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

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.

QP11 (QP12). SHOWCARD How likely is it that your household will get a DAB radio in the next 12 months? (SINGLE CODE)

Base : Those with any 'active' radio sets in the home who listen to radio but do not have any DAB sets at home

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	120	145	148	293	425	658	17	206	30	25	103	469	163	41	49	40	90	73	70	93
Effective Weighted Sample	77	87	94	179	270	437	13	132	20	14	69	312	131	24	34	34	74	62	55	77
Total	65	79	105	184	266	415	18	131	22	14	68	304	151	15	11	6	69	82	59	92
	15%	18%	24%	43%	62%	97%	**	31%	**	**	16%	71%	35%	**	**	**	**	**	**	**
TOTAL UNLIKELY	38	56	84	140	191	281	**	102	**	**	55	195	117	**	**	**	**	**	**	**
	58%	71%	80%	76%	72%	68%	**	78%	**	**	82%	64%	77%	**	**	**	**	**	**	**
			a	a				l			l									
	13%	19%	29%	48%	66%	97%	**	35%	**	**	19%	67%	40%	**	**	**	**	**	**	**
Don't know	16	15	17	32	52	77	**	23	**	**	11	58	23	**	**	**	**	**	**	**
	25%	19%	16%	18%	20%	19%	**	18%	**	**	16%	19%	15%	**	**	**	**	**	**	**
	20%	18%	21%	39%	64%	95%	**	28%	**	**	13%	71%	28%	**	**	**	**	**	**	**

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

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.

QP12 (QP14A). Why are you unlikely to get digital radio in the next 12 months? (MULTI CODE) UNPROMPTED

Base : Those with any 'active' radio sets in the home who listen to radio who are unlikely to get DAB radio in the next 12 months

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	b	c	d	e	f	~g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	70	108	117	225	307	440	12	156	22	21	82	296	125	31	42	27	70	55	54	71
Effective Weighted Sample	44	65	72	134	190	290	9	98	14	10	54	197	100	17	30	23	58	46	41	59
Total	38	56	84	140	191	281	11	102	15	10	55	195	117	10	10	4	53	64	46	71
	**	19%	29%	48%	66%	97%	**	35%	**	**	**	67%	40%	**	**	**	**	**	**	**
No need	**	35	45	79	113	152	**	51	**	**	**	111	66	**	**	**	**	**	**	**
	**	62%	53%	57%	59%	54%	**	50%	**	**	**	57%	57%	**	**	**	**	**	**	**
	**	22%	28%	50%	71%	96%	**	32%	**	**	**	70%	42%	**	**	**	**	**	**	**
Happy to use existing service	**	23	48	71	94	136	**	54	**	**	**	91	57	**	**	**	**	**	**	**
	**	41%	57%	51%	49%	49%	**	53%	**	**	**	47%	49%	**	**	**	**	**	**	**
	**	16%	34%	51%	67%	97%	**	38%	**	**	**	65%	40%	**	**	**	**	**	**	**
Happy to use analogue radio service	**	5	11	16	26	39	**	16	**	**	**	25	12	**	**	**	**	**	**	**
	**	10%	13%	12%	14%	14%	**	16%	**	**	**	13%	10%	**	**	**	**	**	**	**
	**	14%	27%	41%	66%	98%	**	40%	**	**	**	61%	30%	**	**	**	**	**	**	**
Too expensive generally	**	3	6	9	12	16	**	5	**	**	**	11	7	**	**	**	**	**	**	**
	**	6%	7%	6%	6%	6%	**	5%	**	**	**	6%	6%	**	**	**	**	**	**	**
	**	21%	35%	56%	72%	100%	**	34%	**	**	**	68%	47%	**	**	**	**	**	**	**
Can't afford it	**	4	2	5	12	15	**	4	**	**	**	11	5	**	**	**	**	**	**	**
	**	6%	2%	4%	6%	5%	**	4%	**	**	**	6%	4%	**	**	**	**	**	**	**
	**	23%	10%	33%	73%	95%	**	24%	**	**	**	72%	30%	**	**	**	**	**	**	**
Don't know why I should	**	2	1	3	9	14	**	4	**	**	**	10	2	**	**	**	**	**	**	**
	**	4%	1%	2%	5%	5%	**	4%	**	**	**	5%	1%	**	**	**	**	**	**	**
	**	15%	6%	21%	63%	100%	**	31%	**	**	**	69%	12%	**	**	**	**	**	**	**
Would never listen	**	1	5	5	7	8	**	4	**	**	**	3	5	**	**	**	**	**	**	**
	**	2%	5%	4%	4%	3%	**	4%	**	**	**	2%	5%	**	**	**	**	**	**	**
	**	11%	59%	70%	88%	100%	**	57%	**	**	**	42%	70%	**	**	**	**	**	**	**

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

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.

QP12 (QP14A). Why are you unlikely to get digital radio in the next 12 months? (MULTI CODE) UNPROMPTED

Base : Those with any 'active' radio sets in the home who listen to radio who are unlikely to get DAB radio in the next 12 months

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	b	c	d	e	f	~g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	70	108	117	225	307	440	12	156	22	21	82	296	125	31	42	27	70	55	54	71
Effective Weighted Sample	44	65	72	134	190	290	9	98	14	10	54	197	100	17	30	23	58	46	41	59
Total	38	56	84	140	191	281	11	102	15	10	55	195	117	10	10	4	53	64	46	71
	**	19%	29%	48%	66%	97%	**	35%	**	**	**	67%	40%	**	**	**	**	**	**	**
Can receive through digital TV service	**	*	2	3	5	8	**	2	**	**	**	6	2	**	**	**	**	**	**	**
	**	1%	3%	2%	2%	3%	**	2%	**	**	**	3%	2%	**	**	**	**	**	**	**
	**	6%	32%	38%	59%	100%	**	21%	**	**	**	76%	26%	**	**	**	**	**	**	**
Poor reception in our area	**	1	1	2	2	7	**	3	**	**	**	5	1	**	**	**	**	**	**	**
	**	1%	1%	1%	1%	3%	**	3%	**	**	**	3%	1%	**	**	**	**	**	**	**
	**	9%	12%	21%	23%	100%	**	36%	**	**	**	70%	12%	**	**	**	**	**	**	**
Will get it when I have to/ when switchover	**	1	2	3	7	7	**	1	**	**	**	6	3	**	**	**	**	**	**	**
	**	2%	2%	2%	4%	2%	**	1%	**	**	**	3%	2%	**	**	**	**	**	**	**
	**	13%	30%	43%	106%	100%	**	16%	**	**	**	85%	40%	**	**	**	**	**	**	**
Listen in the car/ on phone/ online/elsewhere	**	*	-	*	*	1	**	-	**	**	**	1	*	**	**	**	**	**	**	**
	**	1%	-%	*%	*%	*%	**	-%	**	**	**	1%	*%	**	**	**	**	**	**	**
	**	32%	-%	32%	32%	100%	**	-%	**	**	**	100%	32%	**	**	**	**	**	**	**
Haven't heard of it/ don't understand it	**	-	1	1	1	1	**	1	**	**	**	-	1	**	**	**	**	**	**	**
	**	-%	1%	1%	*%	*%	**	1%	**	**	**	-%	1%	**	**	**	**	**	**	**
	**	-%	90%	90%	90%	100%	**	88%	**	**	**	-%	90%	**	**	**	**	**	**	**
Poor experience/ perceived experience	**	-	-	-	-	1	**	-	**	**	**	1	-	**	**	**	**	**	**	**
	**	-%	-%	-%	-%	*%	**	-%	**	**	**	*%	-%	**	**	**	**	**	**	**
	**	-%	-%	-%	-%	100%	**	-%	**	**	**	100%	-%	**	**	**	**	**	**	**

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

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.

QP12 (QP14A). Why are you unlikely to get digital radio in the next 12 months? (MULTI CODE) UNPROMPTED

Base : Those with any 'active' radio sets in the home who listen to radio who are unlikely to get DAB radio in the next 12 months

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	b	c	d	e	f	~g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	70	108	117	225	307	440	12	156	22	21	82	296	125	31	42	27	70	55	54	71
Effective Weighted Sample	44	65	72	134	190	290	9	98	14	10	54	197	100	17	30	23	58	46	41	59
Total	38	56	84	140	191	281	11	102	15	10	55	195	117	10	10	4	53	64	46	71
	**	19%	29%	48%	66%	97%	**	35%	**	**	**	67%	40%	**	**	**	**	**	**	**
Not available in our area	**	-	-	-	-	*	**	-	**	**	**	*	-	**	**	**	**	**	**	**
	**	-%	-%	-%	-%	*%	**	-%	**	**	**	*%	-%	**	**	**	**	**	**	**
	**	-%	-%	-%	-%	100%	**	-%	**	**	**	100%	-%	**	**	**	**	**	**	**
ANY INVOLUNTARY REASONS	**	5	8	13	19	33	**	11	**	**	**	22	10	**	**	**	**	**	**	**
	**	9%	9%	9%	10%	12%	**	11%	**	**	**	12%	9%	**	**	**	**	**	**	**
	**	15%	22%	37%	56%	98%	**	34%	**	**	**	66%	30%	**	**	**	**	**	**	**
ANY VOLUNTARY REASONS	**	53	79	132	182	261	**	95	**	**	**	182	110	**	**	**	**	**	**	**
	**	94%	95%	94%	95%	93%	**	93%	**	**	**	94%	94%	**	**	**	**	**	**	**
	**	20%	29%	49%	67%	97%	**	35%	**	**	**	68%	41%	**	**	**	**	**	**	**
ONLY VOLUNTARY REASONS	**	51	76	127	172	245	**	91	**	**	**	171	106	**	**	**	**	**	**	**
	**	91%	91%	91%	90%	87%	**	89%	**	**	**	88%	91%	**	**	**	**	**	**	**
	**	20%	30%	50%	68%	97%	**	36%	**	**	**	67%	42%	**	**	**	**	**	**	**
Don't know	**	*	-	*	*	2	**	-	**	**	**	2	-	**	**	**	**	**	**	**
	**	*%	-%	*%	*%	1%	**	-%	**	**	**	1%	-%	**	**	**	**	**	**	**
	**	15%	-%	15%	15%	100%	**	-%	**	**	**	100%	-%	**	**	**	**	**	**	**

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

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.

QH1A. SHOWCARD Which, if any, of these types of television does your household receive at the moment? Please think about all of the TV sets in your household. Please also think about any TV services which may be built-in to any televisions in your household, as well as any you receive through a set-top box connected to the TV set. (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Virgin Media (cable TV)	54	39	39	78	151	377	40	54	**	**	17	364	73	3	1	**	27	46	44	29
	13%	14%	16%	15%	15%	16%	16%	12%	**	**	10%	16%	17%	9%	2%	**	14%	19%	21%	12%
												hk	o						qt	
	13%	9%	9%	19%	36%	91%	10%	13%	**	**	4%	88%	18%	1%	*%	**	7%	11%	11%	7%
Sky satellite TV	130	76	41	117	248	800	79	115	**	**	47	759	96	9	8	**	52	44	42	54
	32%	27%	17%	22%	24%	33%	32%	25%	**	**	26%	34%	22%	23%	27%	**	26%	18%	20%	23%
	cd	c										hk								
	15%	9%	5%	13%	28%	92%	9%	13%	**	**	5%	87%	11%	1%	1%	**	6%	5%	5%	6%
Freesat satellite TV	24	12	15	27	41	104	6	18	**	**	8	96	22	3	2	**	13	9	17	6
	6%	4%	6%	5%	4%	4%	2%	4%	**	**	4%	4%	5%	7%	7%	**	7%	4%	8%	2%
																	t		t	
	22%	11%	13%	24%	36%	92%	5%	16%	**	**	7%	85%	20%	2%	2%	**	12%	8%	15%	5%
Other satellite TV	3	3	1	4	6	22	3	1	**	**	-	26	4	-	-	**	2	1	1	3
	1%	1%	*%	1%	1%	1%	1%	*%	**	**	-%	1%	1%	-%	-%	**	1%	1%	*%	1%
	10%	10%	4%	14%	21%	82%	11%	4%	**	**	-%	97%	14%	-%	-%	**	9%	5%	4%	10%
Freeview (through a set-top box or television set)	169	136	139	274	512	957	70	240	**	**	107	783	228	21	17	**	105	122	88	139
	42%	49%	56%	52%	50%	39%	29%	53%	**	**	58%	35%	51%	53%	56%	**	52%	50%	43%	58%
			a	a		g		l			l									s
	16%	13%	13%	27%	50%	93%	7%	23%	**	**	10%	76%	22%	2%	2%	**	10%	12%	9%	14%
BT TV (formerly BT Vision)	34	26	8	34	53	162	10	28	**	**	6	145	27	3	3	**	15	12	16	11
	8%	9%	3%	6%	5%	7%	4%	6%	**	**	3%	7%	6%	8%	8%	**	7%	5%	8%	5%
	c	c																		
	19%	15%	4%	20%	30%	93%	6%	16%	**	**	3%	84%	16%	2%	1%	**	8%	7%	9%	6%

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

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.

QH1A. SHOWCARD Which, if any, of these types of television does your household receive at the moment? Please think about all of the TV sets in your household. Please also think about any TV services which may be built-in to any televisions in your household, as well as any you receive through a set-top box connected to the TV set. (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
TalkTalk TV	17	10	10	20	34	70	6	15	**	**	5	63	18	1	1	**	7	11	13	5
	4%	4%	4%	4%	3%	3%	2%	3%	**	**	3%	3%	4%	3%	2%	**	3%	5%	6%	2%
	22%	13%	14%	27%	45%	93%	8%	20%	**	**	7%	83%	24%	2%	1%	**	9%	15%	t 17%	7%
EE TV	3	1	-	1	3	22	1	2	**	**	2	21	1	-	-	**	1	-	1	-
	1%	*%	-%	*%	*%	1%	*%	*%	**	**	1%	1%	*%	-%	-%	**	*%	-%	*%	-%
	13%	4%	-%	4%	11%	95%	2%	9%	**	**	9%	90%	4%	-%	-%	**	4%	-%	4%	-%
NOW TV	7	2	-	2	14	57	4	6	**	**	2	54	2	-	*	**	1	1	1	1
	2%	1%	-%	*%	1%	2%	2%	1%	**	**	1%	2%	*%	-%	*%	**	*%	*%	*%	*%
	cd 11%	3%	-%	3%	24%	94%	7%	10%	**	**	4%	90%	3%	-%	*%	**	1%	2%	1%	2%
YouView	5	1	1	1	4	15	-	5	**	**	4	10	1	-	-	**	1	*	1	-
	1%	*%	*%	*%	*%	1%	-%	1%	**	**	2%	*%	*%	-%	-%	**	*%	*%	1%	-%
	32%	4%	6%	10%	28%	100%	-%	34%	**	**	l 24%	63%	9%	-%	-%	**	6%	3%	9%	-%
No TV in household	7	2	4	6	29	75	24	11	**	**	3	94	5	-	1	**	3	2	2	3
	2%	1%	2%	1%	3%	3%	10%	2%	**	**	2%	4%	1%	-%	3%	**	2%	1%	1%	1%
	7%	2%	4%	6%	28%	71%	f 23%	10%	**	**	3%	89%	5%	-%	1%	**	3%	2%	2%	3%
Don't know	3	2	5	6	15	25	6	9	**	**	3	23	6	*	*	**	2	4	2	4
	1%	1%	2%	1%	1%	1%	2%	2%	**	**	2%	1%	1%	*%	1%	**	1%	2%	1%	2%
	8%	6%	15%	21%	47%	81%	18%	29%	**	**	10%	73%	19%	1%	1%	**	5%	14%	6%	12%

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

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.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Virgin Media (cable TV)	53	39	39	78	151	374	40	54	**	**	17	361	73	3	1	**	27	46	44	29
	13%	14%	16%	15%	15%	15%	16%	12%	**	**	10%	16%	17%	9%	2%	**	14%	19%	21%	12%
												hk	o						qt	
	13%	9%	9%	19%	37%	91%	10%	13%	**	**	4%	88%	18%	1%	*%	**	7%	11%	11%	7%
Sky satellite TV	128	75	40	115	246	792	79	113	**	**	47	753	94	9	8	**	50	43	40	54
	32%	27%	16%	22%	24%	33%	32%	25%	**	**	26%	34%	21%	23%	27%	**	25%	18%	19%	23%
	cd	c										hk								
	15%	9%	5%	13%	28%	92%	9%	13%	**	**	5%	87%	11%	1%	1%	**	6%	5%	5%	6%
Freesat satellite TV	19	9	13	22	36	85	5	14	**	**	6	79	18	3	2	**	9	9	12	6
	5%	3%	5%	4%	3%	4%	2%	3%	**	**	3%	4%	4%	7%	6%	**	4%	4%	6%	2%
	21%	10%	14%	24%	39%	92%	5%	15%	**	**	7%	86%	19%	3%	2%	**	10%	10%	13%	6%
Other satellite TV	2	1	1	2	4	20	2	-	**	**	-	24	2	-	-	**	1	1	1	1
	*%	*%	*%	*%	*%	1%	1%	-%	**	**	-%	1%	1%	-%	-%	**	*%	1%	*%	1%
												h								
	8%	6%	4%	10%	18%	84%	10%	-%	**	**	-%	100%	10%	-%	-%	**	4%	6%	4%	6%
Freeview (through a set-top box or television set)	139	115	131	246	458	799	68	212	**	**	94	650	203	20	16	**	91	112	78	125
	35%	41%	53%	47%	45%	33%	28%	47%	**	**	51%	29%	46%	50%	51%	**	46%	46%	38%	53%
			ab	a				l			l									s
	16%	13%	15%	28%	53%	92%	8%	24%	**	**	11%	75%	23%	2%	2%	**	11%	13%	9%	14%
BT TV (formerly BT Vision)	28	24	7	30	45	135	10	22	**	**	4	125	24	3	2	**	12	12	14	10
	7%	8%	3%	6%	4%	6%	4%	5%	**	**	2%	6%	5%	8%	8%	**	6%	5%	7%	4%
	c	c																		
	19%	16%	5%	21%	30%	92%	7%	15%	**	**	3%	85%	16%	2%	2%	**	8%	8%	9%	7%

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

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.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
TalkTalk TV	15	9	9	17	31	62	6	14	**	**	5	56	16	1	1	**	4	11	12	4
	4%	3%	4%	3%	3%	3%	2%	3%	**	**	3%	3%	4%	3%	2%	**	2%	5%	6%	2%
																			t	
	22%	13%	13%	26%	47%	92%	9%	21%	**	**	8%	82%	23%	2%	1%	**	6%	17%	17%	6%
EE TV	1	1	-	1	2	17	1	2	**	**	2	16	1	-	-	**	1	-	1	-
	*%	*%	-%	*%	*%	1%	*%	*%	**	**	1%	1%	*%	-%	-%	**	*%	-%	*%	-%
	8%	5%	-%	5%	10%	93%	3%	12%	**	**	12%	87%	5%	-%	-%	**	5%	-%	5%	-%
NOW TV	2	1	-	1	9	28	4	3	**	**	-	28	1	-	-	**	-	1	-	1
	1%	*%	-%	*%	1%	1%	2%	1%	**	**	-%	1%	*%	-%	-%	**	-%	*%	-%	*%
	7%	4%	-%	4%	30%	91%	12%	9%	**	**	-%	91%	4%	-%	-%	**	-%	4%	-%	4%
YouView	3	1	-	1	3	12	-	2	**	**	2	9	*	-	-	**	-	*	*	-
	1%	*%	-%	*%	*%	*%	-%	1%	**	**	1%	*%	*%	-%	-%	**	-%	*%	*%	-%
	24%	5%	-%	5%	22%	100%	-%	19%	**	**	14%	77%	4%	-%	-%	**	-%	4%	4%	-%
No TV in household	7	2	4	6	29	75	24	11	**	**	3	94	5	-	1	**	3	2	2	3
	2%	1%	2%	1%	3%	3%	10%	2%	**	**	2%	4%	1%	-%	3%	**	2%	1%	1%	1%
							f													
	7%	2%	4%	6%	28%	71%	23%	10%	**	**	3%	89%	5%	-%	1%	**	3%	2%	2%	3%
Don't know	3	2	5	6	15	25	6	9	**	**	3	23	6	*	*	**	2	4	2	4
	1%	1%	2%	1%	1%	1%	2%	2%	**	**	2%	1%	1%	*%	1%	**	1%	2%	1%	2%
	8%	6%	15%	21%	47%	81%	18%	29%	**	**	10%	73%	19%	1%	1%	**	5%	14%	6%	12%

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

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.

TV MULTI-PLATFORM OWNERSHIP

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
CABLE ONLY	46	35	37	72	136	339	39	50	**	**	15	329	69	2	*	**	27	42	40	29
	12%	12%	15%	14%	13%	14%	16%	11%	**	**	8%	15%	16%	6%	1%	**	13%	17%	20%	12%
												hk	no	o					t	
	12%	9%	10%	19%	36%	90%	10%	13%	**	**	4%	87%	18%	1%	*%	**	7%	11%	11%	8%
CABLE AND FREEVIEW	6	4	2	6	14	32	*	4	**	**	3	29	4	1	1	**	1	4	4	1
	2%	2%	1%	1%	1%	1%	*%	1%	**	**	2%	1%	1%	3%	2%	**	*%	1%	2%	*%
	20%	14%	5%	19%	44%	98%	1%	12%	**	**	9%	91%	13%	3%	2%	**	2%	11%	11%	2%
FREEVIEW ONLY	131	109	129	238	444	763	68	204	**	**	90	621	196	19	16	**	84	112	74	122
	33%	39%	52%	45%	43%	31%	28%	45%	**	**	49%	28%	44%	49%	51%	**	42%	46%	36%	51%
			ab	a				l			l							s		s
	16%	13%	16%	29%	53%	92%	8%	25%	**	**	11%	75%	24%	2%	2%	**	10%	13%	9%	15%
SATELLITE AND FREEVIEW	20	15	5	20	32	109	3	19	**	**	9	92	18	*	1	**	13	4	7	11
	5%	5%	2%	4%	3%	4%	1%	4%	**	**	5%	4%	4%	1%	3%	**	7%	2%	3%	5%
						g											r			
	18%	13%	5%	18%	29%	98%	2%	17%	**	**	8%	83%	16%	*%	1%	**	12%	4%	6%	10%
SATELLITE ONLY	126	74	48	122	256	784	84	108	**	**	45	760	99	12	9	**	49	50	47	51
	32%	27%	19%	23%	25%	32%	34%	24%	**	**	24%	34%	22%	29%	30%	**	25%	20%	23%	22%
	cd	c										hk								
	15%	9%	6%	14%	30%	91%	10%	13%	**	**	5%	88%	11%	1%	1%	**	6%	6%	5%	6%
HYBRID IPTV	80	40	18	58	119	389	23	63	**	**	19	351	49	5	3	**	23	25	30	19
	20%	14%	7%	11%	12%	16%	10%	14%	**	**	11%	16%	11%	12%	11%	**	12%	10%	14%	8%
	bcd	c				g													t	
	19%	10%	4%	14%	29%	94%	6%	15%	**	**	5%	85%	12%	1%	1%	**	6%	6%	7%	5%
NO TV	10	4	9	13	44	100	30	20	**	**	6	117	11	*	1	**	5	6	4	7
	2%	1%	4%	2%	4%	4%	12%	4%	**	**	3%	5%	2%	*%	4%	**	2%	3%	2%	3%
							f													
	7%	3%	7%	9%	32%	73%	22%	14%	**	**	5%	86%	8%	*%	1%	**	3%	5%	3%	5%

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

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.

TV MULTI-PLATFORM OWNERSHIP

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
OTHER	1	-	-	-	-	4	-	-	**	**	-	4	-	-	-	**	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	**	**	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
	32%	-%	-%	-%	-%	100%	-%	-%	**	**	-%	100%	-%	-%	-%	**	-%	-%	-%	-%
Mean TV platforms	1.1	1.1	1.0	1.1	1.0	1.1	.9	1.1	**	**	1.1	1.0	1.1	1.0	1.0	**	1.1	1.0	1.1	1.0
	cd	c				g											rt		r	
Standard deviation	.43	.35	.32	.34	.36	.42	.36	.41	**	**	.41	.42	.35	.22	.34	**	.41	.28	.38	.32
Standard error	.02	.02	.02	.01	.01	.01	.02	.02	**	**	.02	.01	.02	.02	.03	**	.02	.02	.02	.02

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

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.

HOUSEHOLD TV SERVICES - OPTION 1 - NOW TV INCLUDED IN PAY TV, NOT OTT

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
NO TV																				
	10	4	9	13	44	100	30	20	**	**	6	117	11	*	1	**	5	6	4	7
	2%	1%	4%	2%	4%	4%	12%	4%	**	**	3%	5%	2%	*%	4%	**	2%	3%	2%	3%
							f													
	7%	3%	7%	9%	32%	73%	22%	14%	**	**	5%	86%	8%	*%	1%	**	3%	5%	3%	5%
ANY PAY TV																				
	190	115	78	193	403	1221	121	174	**	**	65	1161	170	11	8	**	80	89	86	84
	48%	41%	31%	37%	39%	50%	49%	38%	**	**	35%	52%	38%	28%	26%	**	40%	37%	42%	35%
	cd	c										hk	o							
	14%	9%	6%	14%	30%	92%	9%	13%	**	**	5%	87%	13%	1%	1%	**	6%	7%	6%	6%
SKY	120	72	39	111	228	755	72	109	**	**	45	714	94	8	7	**	51	42	40	53
	30%	26%	16%	21%	22%	31%	30%	24%	**	**	24%	32%	21%	19%	23%	**	26%	17%	20%	22%
	cd	c										hk					r			
	15%	9%	5%	14%	28%	92%	9%	13%	**	**	5%	87%	11%	1%	1%	**	6%	5%	5%	6%
VIRGIN MEDIA	54	39	39	78	151	377	40	54	**	**	17	364	73	3	1	**	27	46	44	29
	13%	14%	16%	15%	15%	16%	16%	12%	**	**	10%	16%	17%	9%	2%	**	14%	19%	21%	12%
												hk	o						qt	
	13%	9%	9%	19%	36%	91%	10%	13%	**	**	4%	88%	18%	1%	*%	**	7%	11%	11%	7%
NOW TV	28	4	*	4	33	154	10	18	**	**	5	142	4	-	*	**	2	2	2	2
	7%	2%	*%	1%	3%	6%	4%	4%	**	**	3%	6%	1%	-%	1%	**	1%	1%	1%	1%
	bcd											hk								
	17%	3%	*%	3%	20%	94%	6%	11%	**	**	3%	87%	2%	-%	*%	**	1%	1%	1%	1%
ANY HYBRID IPTV																				
	57	37	18	55	91	264	17	49	**	**	16	235	46	5	3	**	22	24	30	17
	14%	13%	7%	10%	9%	11%	7%	11%	**	**	9%	11%	10%	12%	10%	**	11%	10%	14%	7%
	c	c																	t	
	20%	13%	6%	20%	32%	93%	6%	17%	**	**	6%	83%	16%	2%	1%	**	8%	8%	11%	6%

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

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HOUSEHOLD TV SERVICES - OPTION 1 - NOW TV INCLUDED IN PAY TV, NOT OTT

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
BT TV	34	26	8	34	53	162	10	28	**	**	6	145	27	3	3	**	15	12	16	11
	8%	9%	3%	6%	5%	7%	4%	6%	**	**	3%	7%	6%	8%	8%	**	7%	5%	8%	5%
	c	c																		
	19%	15%	4%	20%	30%	93%	6%	16%	**	**	3%	84%	16%	2%	1%	**	8%	7%	9%	6%
TALKTALK TV	17	10	10	20	34	70	6	15	**	**	5	63	18	1	1	**	7	11	13	5
	4%	4%	4%	4%	3%	3%	2%	3%	**	**	3%	3%	4%	3%	2%	**	3%	5%	6%	2%
																			t	
	22%	13%	14%	27%	45%	93%	8%	20%	**	**	7%	83%	24%	2%	1%	**	9%	15%	17%	7%
EE TV	3	1	-	1	3	22	1	2	**	**	2	21	1	-	-	**	1	-	1	-
	1%	*%	-%	*%	*%	1%	*%	*%	**	**	1%	1%	*%	-%	-%	**	*%	-%	*%	-%
	13%	4%	-%	4%	11%	95%	2%	9%	**	**	9%	90%	4%	-%	-%	**	4%	-%	4%	-%
YOUVIEW	5	1	1	1	4	15	-	5	**	**	4	10	1	-	-	**	1	*	1	-
	1%	*%	*%	*%	*%	1%	-%	1%	**	**	2%	*%	*%	-%	-%	**	*%	*%	1%	-%
											l									
	32%	4%	6%	10%	28%	100%	-%	34%	**	**	24%	63%	9%	-%	-%	**	6%	3%	9%	-%
ANY OTT																				
	123	46	8	54	201	920	63	91	**	**	26	878	48	2	4	**	30	18	30	18
	31%	17%	3%	10%	20%	38%	26%	20%	**	**	14%	40%	11%	4%	13%	**	15%	7%	15%	8%
	bcd	cd		c		g						hk					rt		rt	
	13%	5%	1%	6%	21%	94%	6%	9%	**	**	3%	90%	5%	*%	*%	**	3%	2%	3%	2%
NETFLIX	89	41	5	46	180	809	52	83	**	**	23	767	42	2	3	**	24	17	26	16
	22%	15%	2%	9%	18%	33%	21%	18%	**	**	13%	35%	9%	4%	8%	**	12%	7%	13%	7%
	bcd	cd		c		g						hk							t	
	10%	5%	1%	5%	21%	94%	6%	10%	**	**	3%	89%	5%	*%	*%	**	3%	2%	3%	2%
AMAZON PRIME VIDEO	53	15	4	20	60	354	25	29	**	**	9	343	16	*	3	**	14	3	12	5
	13%	6%	2%	4%	6%	15%	10%	6%	**	**	5%	15%	4%	1%	9%	**	7%	1%	6%	2%
	bcd	c										hk			mn		rt		rt	
	14%	4%	1%	5%	16%	94%	7%	8%	**	**	2%	91%	4%	*%	1%	**	4%	1%	3%	1%

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Base : All respondents

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Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
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Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
DISNEY LIFE	5	*	1	1	10	29	2	3	**	**	1	28	1	-	-	**	1	-	*	1
	1%	*%	*%	*%	1%	1%	1%	1%	**	**	*%	1%	*%	-%	-%	**	1%	-%	*%	*%
	15%	1%	2%	4%	33%	93%	5%	9%	**	**	3%	89%	4%	-%	-%	**	4%	-%	1%	2%
HAYU	1	-	-	-	1	9	1	-	**	**	-	10	-	-	-	**	-	-	-	-
	*%	-%	-%	-%	*%	*%	*%	-%	**	**	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
	6%	-%	-%	-%	12%	90%	7%	-%	**	**	-%	100%	-%	-%	-%	**	-%	-%	-%	-%
ANY OTHER OTT	2	*	*	*	4	11	1	1	**	**	-	11	-	-	*	**	-	-	-	-
	1%	*%	*%	*%	*%	*%	*%	*%	**	**	-%	*%	-%	-%	*%	**	-%	-%	-%	-%
	21%	1%	1%	1%	31%	97%	6%	6%	**	**	-%	95%	-%	-%	1%	**	-%	-%	-%	-%
ANY FREE TV																				
	195	150	154	305	570	1097	84	259	**	**	116	921	249	25	20	**	115	135	102	147
	49%	54%	62%	58%	55%	45%	34%	57%	**	**	63%	42%	56%	64%	65%	**	57%	56%	50%	62%
			a	a		g		l			l									s
	16%	13%	13%	26%	48%	93%	7%	22%	**	**	10%	78%	21%	2%	2%	**	10%	11%	9%	12%
FREEVIEW	169	136	139	274	512	957	70	240	**	**	107	783	228	21	17	**	105	122	88	139
	42%	49%	56%	52%	50%	39%	29%	53%	**	**	58%	35%	51%	53%	56%	**	52%	50%	43%	58%
			a	a		g		l			l									s
	16%	13%	13%	27%	50%	93%	7%	23%	**	**	10%	76%	22%	2%	2%	**	10%	12%	9%	14%
FREE SATELLITE	33	19	15	34	64	162	15	22	**	**	9	160	26	4	3	**	13	13	16	9
	8%	7%	6%	7%	6%	7%	6%	5%	**	**	5%	7%	6%	11%	10%	**	7%	5%	8%	4%
	19%	11%	9%	19%	35%	90%	8%	12%	**	**	5%	89%	14%	2%	2%	**	7%	7%	9%	5%

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	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
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Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
NO TV																				
	10	4	9	13	44	100	30	20	**	**	6	117	11	*	1	**	5	6	4	7
	2%	1%	4%	2%	4%	4%	12%	4%	**	**	3%	5%	2%	*%	4%	**	2%	3%	2%	3%
							f													
	7%	3%	7%	9%	32%	73%	22%	14%	**	**	5%	86%	8%	*%	1%	**	3%	5%	3%	5%
ANY PAY TV																				
	174	111	78	189	380	1131	112	162	**	**	62	1078	167	11	8	**	79	88	84	83
	44%	40%	31%	36%	37%	47%	46%	36%	**	**	34%	49%	38%	28%	25%	**	39%	36%	41%	35%
	cd	c										hk	o							
	14%	9%	6%	15%	31%	91%	9%	13%	**	**	5%	87%	13%	1%	1%	**	6%	7%	7%	7%
SKY	120	72	39	111	228	755	72	109	**	**	45	714	94	8	7	**	51	42	40	53
	30%	26%	16%	21%	22%	31%	30%	24%	**	**	24%	32%	21%	19%	23%	**	26%	17%	20%	22%
	cd	c										hk					r			
	15%	9%	5%	14%	28%	92%	9%	13%	**	**	5%	87%	11%	1%	1%	**	6%	5%	5%	6%
VIRGIN MEDIA	54	39	39	78	151	377	40	54	**	**	17	364	73	3	1	**	27	46	44	29
	13%	14%	16%	15%	15%	16%	16%	12%	**	**	10%	16%	17%	9%	2%	**	14%	19%	21%	12%
												hk	o						qt	
	13%	9%	9%	19%	36%	91%	10%	13%	**	**	4%	88%	18%	1%	*%	**	7%	11%	11%	7%
ANY HYBRID IPTV																				
	57	37	18	55	91	264	17	49	**	**	16	235	46	5	3	**	22	24	30	17
	14%	13%	7%	10%	9%	11%	7%	11%	**	**	9%	11%	10%	12%	10%	**	11%	10%	14%	7%
	c	c																	t	
	20%	13%	6%	20%	32%	93%	6%	17%	**	**	6%	83%	16%	2%	1%	**	8%	8%	11%	6%
BT TV	34	26	8	34	53	162	10	28	**	**	6	145	27	3	3	**	15	12	16	11
	8%	9%	3%	6%	5%	7%	4%	6%	**	**	3%	7%	6%	8%	8%	**	7%	5%	8%	5%
	c	c																		
	19%	15%	4%	20%	30%	93%	6%	16%	**	**	3%	84%	16%	2%	1%	**	8%	7%	9%	6%

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Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
TALKTALK TV	17	10	10	20	34	70	6	15	**	**	5	63	18	1	1	**	7	11	13	5
	4%	4%	4%	4%	3%	3%	2%	3%	**	**	3%	3%	4%	3%	2%	**	3%	5%	6%	2%
																			t	
	22%	13%	14%	27%	45%	93%	8%	20%	**	**	7%	83%	24%	2%	1%	**	9%	15%	17%	7%
EE TV	3	1	-	1	3	22	1	2	**	**	2	21	1	-	-	**	1	-	1	-
	1%	*%	-%	*%	*%	1%	*%	*%	**	**	1%	1%	*%	-%	-%	**	*%	-%	*%	-%
	13%	4%	-%	4%	11%	95%	2%	9%	**	**	9%	90%	4%	-%	-%	**	4%	-%	4%	-%
YOUVIEW	5	1	1	1	4	15	-	5	**	**	4	10	1	-	-	**	1	*	1	-
	1%	*%	*%	*%	*%	1%	-%	1%	**	**	2%	*%	*%	-%	-%	**	*%	*%	1%	-%
											l									
	32%	4%	6%	10%	28%	100%	-%	34%	**	**	24%	63%	9%	-%	-%	**	6%	3%	9%	-%
ANY OTT																				
	134	48	8	56	212	959	68	94	**	**	27	918	50	2	4	**	31	19	31	19
	33%	17%	3%	11%	21%	40%	28%	21%	**	**	15%	41%	11%	4%	13%	**	16%	8%	15%	8%
	bcd	cd		c		g						hk					rt		rt	
	13%	5%	1%	6%	21%	94%	7%	9%	**	**	3%	90%	5%	*%	*%	**	3%	2%	3%	2%
NETFLIX	89	41	5	46	180	809	52	83	**	**	23	767	42	2	3	**	24	17	26	16
	22%	15%	2%	9%	18%	33%	21%	18%	**	**	13%	35%	9%	4%	8%	**	12%	7%	13%	7%
	bcd	cd		c		g						hk							t	
	10%	5%	1%	5%	21%	94%	6%	10%	**	**	3%	89%	5%	*%	*%	**	3%	2%	3%	2%
AMAZON PRIME VIDEO	53	15	4	20	60	354	25	29	**	**	9	343	16	*	3	**	14	3	12	5
	13%	6%	2%	4%	6%	15%	10%	6%	**	**	5%	15%	4%	1%	9%	**	7%	1%	6%	2%
	bcd	c										hk			mn		rt		rt	
	14%	4%	1%	5%	16%	94%	7%	8%	**	**	2%	91%	4%	*%	1%	**	4%	1%	3%	1%
NOW TV	26	3	*	3	27	138	9	15	**	**	4	126	3	-	*	**	2	1	2	1
	7%	1%	*%	1%	3%	6%	4%	3%	**	**	2%	6%	1%	-%	1%	**	1%	*%	1%	1%
	bcd											hk								
	18%	2%	*%	2%	19%	95%	6%	10%	**	**	3%	87%	2%	-%	*%	**	2%	*%	1%	1%

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	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
DISNEY LIFE	5	*	1	1	10	29	2	3	**	**	1	28	1	-	-	**	1	-	*	1
	1%	*%	*%	*%	1%	1%	1%	1%	**	**	*%	1%	*%	-%	-%	**	1%	-%	*%	*%
	15%	1%	2%	4%	33%	93%	5%	9%	**	**	3%	89%	4%	-%	-%	**	4%	-%	1%	2%
HAYU	1	-	-	-	1	9	1	-	**	**	-	10	-	-	-	**	-	-	-	-
	*%	-%	-%	-%	*%	*%	*%	-%	**	**	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
	6%	-%	-%	-%	12%	90%	7%	-%	**	**	-%	100%	-%	-%	-%	**	-%	-%	-%	-%
ANY OTHER OTT	2	*	*	*	4	11	1	1	**	**	-	11	-	-	*	**	-	-	-	-
	1%	*%	*%	*%	*%	*%	*%	*%	**	**	-%	*%	-%	-%	*%	**	-%	-%	-%	-%
	21%	1%	1%	1%	31%	97%	6%	6%	**	**	-%	95%	-%	-%	1%	**	-%	-%	-%	-%
ANY FREE TV																				
	195	150	154	305	570	1097	84	259	**	**	116	921	249	25	20	**	115	135	102	147
	49%	54%	62%	58%	55%	45%	34%	57%	**	**	63%	42%	56%	64%	65%	**	57%	56%	50%	62%
			a	a		g		l			l									s
	16%	13%	13%	26%	48%	93%	7%	22%	**	**	10%	78%	21%	2%	2%	**	10%	11%	9%	12%
FREEVIEW	169	136	139	274	512	957	70	240	**	**	107	783	228	21	17	**	105	122	88	139
	42%	49%	56%	52%	50%	39%	29%	53%	**	**	58%	35%	51%	53%	56%	**	52%	50%	43%	58%
			a	a		g		l			l									s
	16%	13%	13%	27%	50%	93%	7%	23%	**	**	10%	76%	22%	2%	2%	**	10%	12%	9%	14%
FREE SATELLITE	33	19	15	34	64	162	15	22	**	**	9	160	26	4	3	**	13	13	16	9
	8%	7%	6%	7%	6%	7%	6%	5%	**	**	5%	7%	6%	11%	10%	**	7%	5%	8%	4%
	19%	11%	9%	19%	35%	90%	8%	12%	**	**	5%	89%	14%	2%	2%	**	7%	7%	9%	5%

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

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.

HOUSEHOLD TV SERVICES - OPTION 3 - NOW TV IN OWN CATEGORY OF A 'VIRTUAL PAY TV OPERATOR', NOT INCLUDED IN OTT, NOT INCLUDED IN PAY TV

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
NO TV																				
	10	4	9	13	44	100	30	20	**	**	6	117	11	*	1	**	5	6	4	7
	2%	1%	4%	2%	4%	4%	12%	4%	**	**	3%	5%	2%	*%	4%	**	2%	3%	2%	3%
							f													
	7%	3%	7%	9%	32%	73%	22%	14%	**	**	5%	86%	8%	*%	1%	**	3%	5%	3%	5%
ANY PAY TV																				
	174	111	78	189	380	1131	112	162	**	**	62	1078	167	11	8	**	79	88	84	83
	44%	40%	31%	36%	37%	47%	46%	36%	**	**	34%	49%	38%	28%	25%	**	39%	36%	41%	35%
	cd	c										hk	o							
	14%	9%	6%	15%	31%	91%	9%	13%	**	**	5%	87%	13%	1%	1%	**	6%	7%	7%	7%
SKY	120	72	39	111	228	755	72	109	**	**	45	714	94	8	7	**	51	42	40	53
	30%	26%	16%	21%	22%	31%	30%	24%	**	**	24%	32%	21%	19%	23%	**	26%	17%	20%	22%
	cd	c										hk					r			
	15%	9%	5%	14%	28%	92%	9%	13%	**	**	5%	87%	11%	1%	1%	**	6%	5%	5%	6%
VIRGIN MEDIA	54	39	39	78	151	377	40	54	**	**	17	364	73	3	1	**	27	46	44	29
	13%	14%	16%	15%	15%	16%	16%	12%	**	**	10%	16%	17%	9%	2%	**	14%	19%	21%	12%
												hk	o						qt	
	13%	9%	9%	19%	36%	91%	10%	13%	**	**	4%	88%	18%	1%	*%	**	7%	11%	11%	7%
ANY HYBRID IPTV																				
	57	37	18	55	91	264	17	49	**	**	16	235	46	5	3	**	22	24	30	17
	14%	13%	7%	10%	9%	11%	7%	11%	**	**	9%	11%	10%	12%	10%	**	11%	10%	14%	7%
	c	c																	t	
	20%	13%	6%	20%	32%	93%	6%	17%	**	**	6%	83%	16%	2%	1%	**	8%	8%	11%	6%
BT TV	34	26	8	34	53	162	10	28	**	**	6	145	27	3	3	**	15	12	16	11
	8%	9%	3%	6%	5%	7%	4%	6%	**	**	3%	7%	6%	8%	8%	**	7%	5%	8%	5%
	c	c																		
	19%	15%	4%	20%	30%	93%	6%	16%	**	**	3%	84%	16%	2%	1%	**	8%	7%	9%	6%

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

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.

HOUSEHOLD TV SERVICES - OPTION 3 - NOW TV IN OWN CATEGORY OF A 'VIRTUAL PAY TV OPERATOR', NOT INCLUDED IN OTT, NOT INCLUDED IN PAY TV

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
TALKTALK TV	17	10	10	20	34	70	6	15	**	**	5	63	18	1	1	**	7	11	13	5
	4%	4%	4%	4%	3%	3%	2%	3%	**	**	3%	3%	4%	3%	2%	**	3%	5%	6%	2%
																			t	
	22%	13%	14%	27%	45%	93%	8%	20%	**	**	7%	83%	24%	2%	1%	**	9%	15%	17%	7%
EE TV	3	1	-	1	3	22	1	2	**	**	2	21	1	-	-	**	1	-	1	-
	1%	*%	-%	*%	*%	1%	*%	*%	**	**	1%	1%	*%	-%	-%	**	*%	-%	*%	-%
	13%	4%	-%	4%	11%	95%	2%	9%	**	**	9%	90%	4%	-%	-%	**	4%	-%	4%	-%
YOUVIEW	5	1	1	1	4	15	-	5	**	**	4	10	1	-	-	**	1	*	1	-
	1%	*%	*%	*%	*%	1%	-%	1%	**	**	2%	*%	*%	-%	-%	**	*%	*%	1%	-%
											l									
	32%	4%	6%	10%	28%	100%	-%	34%	**	**	24%	63%	9%	-%	-%	**	6%	3%	9%	-%
ANY OTT																				
	123	46	8	54	201	920	63	91	**	**	26	878	48	2	4	**	30	18	30	18
	31%	17%	3%	10%	20%	38%	26%	20%	**	**	14%	40%	11%	4%	13%	**	15%	7%	15%	8%
	bcd	cd		c		g						hk					rt		rt	
	13%	5%	1%	6%	21%	94%	6%	9%	**	**	3%	90%	5%	*%	*%	**	3%	2%	3%	2%
NETFLIX	89	41	5	46	180	809	52	83	**	**	23	767	42	2	3	**	24	17	26	16
	22%	15%	2%	9%	18%	33%	21%	18%	**	**	13%	35%	9%	4%	8%	**	12%	7%	13%	7%
	bcd	cd		c		g						hk							t	
	10%	5%	1%	5%	21%	94%	6%	10%	**	**	3%	89%	5%	*%	*%	**	3%	2%	3%	2%
AMAZON PRIME VIDEO	53	15	4	20	60	354	25	29	**	**	9	343	16	*	3	**	14	3	12	5
	13%	6%	2%	4%	6%	15%	10%	6%	**	**	5%	15%	4%	1%	9%	**	7%	1%	6%	2%
	bcd	c										hk			mn		rt		rt	
	14%	4%	1%	5%	16%	94%	7%	8%	**	**	2%	91%	4%	*%	1%	**	4%	1%	3%	1%
DISNEY LIFE	5	*	1	1	10	29	2	3	**	**	1	28	1	-	-	**	1	-	*	1
	1%	*%	*%	*%	1%	1%	1%	1%	**	**	*%	1%	*%	-%	-%	**	1%	-%	*%	*%
	15%	1%	2%	4%	33%	93%	5%	9%	**	**	3%	89%	4%	-%	-%	**	4%	-%	1%	2%

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

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.

HOUSEHOLD TV SERVICES - OPTION 3 - NOW TV IN OWN CATEGORY OF A 'VIRTUAL PAY TV OPERATOR', NOT INCLUDED IN OTT, NOT INCLUDED IN PAY TV

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
HAYU	1	-	-	-	1	9	1	-	**	**	-	10	-	-	-	**	-	-	-	-
	*%	-%	-%	-%	*%	*%	*%	-%	**	**	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
	6%	-%	-%	-%	12%	90%	7%	-%	**	**	-%	100%	-%	-%	-%	**	-%	-%	-%	-%
ANY OTHER OTT	2	*	*	*	4	11	1	1	**	**	-	11	-	-	*	**	-	-	-	-
	1%	*%	*%	*%	*%	*%	*%	*%	**	**	-%	*%	-%	-%	*%	**	-%	-%	-%	-%
	21%	1%	1%	1%	31%	97%	6%	6%	**	**	-%	95%	-%	-%	1%	**	-%	-%	-%	-%
VIRTUAL PAY TV OPERATOR																				
NOW TV	28	4	*	4	33	154	10	18	**	**	5	142	4	-	*	**	2	2	2	2
	7%	2%	*%	1%	3%	6%	4%	4%	**	**	3%	6%	1%	-%	1%	**	1%	1%	1%	1%
	bcd											hk								
	17%	3%	*%	3%	20%	94%	6%	11%	**	**	3%	87%	2%	-%	*%	**	1%	1%	1%	1%
ANY FREE TV																				
	195	150	154	305	570	1097	84	259	**	**	116	921	249	25	20	**	115	135	102	147
	49%	54%	62%	58%	55%	45%	34%	57%	**	**	63%	42%	56%	64%	65%	**	57%	56%	50%	62%
			a	a		g		l			l									s
	16%	13%	13%	26%	48%	93%	7%	22%	**	**	10%	78%	21%	2%	2%	**	10%	11%	9%	12%
FREEVIEW	169	136	139	274	512	957	70	240	**	**	107	783	228	21	17	**	105	122	88	139
	42%	49%	56%	52%	50%	39%	29%	53%	**	**	58%	35%	51%	53%	56%	**	52%	50%	43%	58%
			a	a		g		l			l									s
	16%	13%	13%	27%	50%	93%	7%	23%	**	**	10%	76%	22%	2%	2%	**	10%	12%	9%	14%
FREE SATELLITE	33	19	15	34	64	162	15	22	**	**	9	160	26	4	3	**	13	13	16	9
	8%	7%	6%	7%	6%	7%	6%	5%	**	**	5%	7%	6%	11%	10%	**	7%	5%	8%	4%
	19%	11%	9%	19%	35%	90%	8%	12%	**	**	5%	89%	14%	2%	2%	**	7%	7%	9%	5%

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

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.

SUMMARY FOR PAY TV (NOW TV AND HYBRID IPTV INCLUDED IN PAY TV DEFINITION)

Base : All Pay TV users (including NOW TV and all Hybrid IPTV)

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	344	252	121	373	737	2022	122	299	37	43	113	1847	236	44	55	38	130	106	136	100
Effective Weighted Sample	259	159	81	236	490	1392	81	199	24	29	78	1275	189	25	33	31	106	88	106	84
Total	237	148	95	243	485	1440	134	216	25	36	79	1356	211	16	11	5	99	113	111	100
	15%	9%	6%	15%	31%	92%	9%	14%	**	**	5%	86%	13%	**	**	**	6%	7%	7%	6%
PAY TV ONLY	120	98	79	177	308	663	85	129	**	**	49	627	153	**	**	**	63	90	79	74
	51%	67%	83%	73%	64%	46%	64%	60%	**	**	62%	46%	72%	**	**	**	63%	80%	72%	73%
		a	ab	a			f	l			l							q		
	16%	13%	11%	24%	41%	89%	11%	17%	**	**	7%	84%	21%	**	**	**	8%	12%	11%	10%
PAY TV AND OTT ONLY	76	26	7	32	107	567	45	49	**	**	13	555	30	**	**	**	19	11	20	10
	32%	17%	7%	13%	22%	39%	33%	23%	**	**	16%	41%	14%	**	**	**	19%	10%	18%	10%
	bcd	c										hk								
	12%	4%	1%	5%	18%	93%	7%	8%	**	**	2%	91%	5%	**	**	**	3%	2%	3%	2%
PAY TV AND FREE TV ONLY	24	16	10	26	39	90	3	20	**	**	13	72	21	**	**	**	12	9	10	11
	10%	11%	10%	11%	8%	6%	2%	9%	**	**	16%	5%	10%	**	**	**	12%	8%	9%	11%
								l			l									
	26%	18%	10%	28%	42%	97%	3%	22%	**	**	14%	78%	23%	**	**	**	13%	9%	11%	12%
PAY TV AND OTT AND FREE TV	18	8	-	8	31	121	1	18	**	**	5	102	7	**	**	**	5	2	2	5
	7%	5%	-%	3%	6%	8%	1%	8%	**	**	6%	8%	4%	**	**	**	5%	2%	2%	5%
	cd	c				g														
	14%	6%	-%	6%	26%	99%	1%	15%	**	**	4%	84%	6%	**	**	**	4%	2%	2%	4%

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

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.

SUMMARY FOR OTT (NOW TV AND HYBRID IPTV INCLUDED IN PAY TV DEFINITION)

Base : All OTT users (excluding NOW TV)

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	~c	~d	e	f	~g	h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	163	74	11	85	307	1278	63	133	17	13	35	1209	58	6	18	3	39	19	39	19
Effective Weighted Sample	125	51	7	58	210	868	38	88	11	10	25	826	48	3	11	3	32	16	33	16
Total	123	46	8	54	201	920	63	91	14	11	26	878	48	2	4	*	30	18	30	18
	13%	**	**	**	21%	94%	**	9%	**	**	**	90%	**	**	**	**	**	**	**	**
OTT ONLY	1	**	**	**	6	34	**	3	**	**	**	34	**	**	**	**	**	**	**	**
	1%	**	**	**	3%	4%	**	4%	**	**	**	4%	**	**	**	**	**	**	**	**
	2%	**	**	**	16%	90%	**	9%	**	**	**	90%	**	**	**	**	**	**	**	**
OTT AND PAY TV ONLY	76	**	**	**	107	567	**	49	**	**	**	555	**	**	**	**	**	**	**	**
	61%	**	**	**	53%	62%	**	54%	**	**	**	63%	**	**	**	**	**	**	**	**
	12%	**	**	**	18%	93%	**	8%	**	**	**	91%	**	**	**	**	**	**	**	**
OTT AND FREE TV ONLY	29	**	**	**	57	198	**	21	**	**	**	187	**	**	**	**	**	**	**	**
	24%	**	**	**	28%	22%	**	23%	**	**	**	21%	**	**	**	**	**	**	**	**
	14%	**	**	**	27%	94%	**	10%	**	**	**	88%	**	**	**	**	**	**	**	**
OTT AND PAY TV AND FREE TV	18	**	**	**	31	121	**	18	**	**	**	102	**	**	**	**	**	**	**	**
	14%	**	**	**	16%	13%	**	20%	**	**	**	12%	**	**	**	**	**	**	**	**
								l												
	14%	**	**	**	26%	99%	**	15%	**	**	**	84%	**	**	**	**	**	**	**	**

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

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.

SUMMARY FOR FREE TV (NOW TV AND HYBRID IPTV INCLUDED IN PAY TV DEFINITION)

Base : All Free TV users

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	313	278	234	512	893	1633	87	414	43	57	174	1309	284	72	88	68	155	129	127	157
Effective Weighted Sample	217	171	149	318	592	1096	62	285	30	39	126	879	232	43	58	55	128	109	101	131
Total	195	150	154	305	570	1097	84	259	31	38	116	921	249	25	20	10	115	135	102	147
	16%	13%	13%	26%	48%	93%	**	22%	**	**	10%	78%	21%	**	**	**	10%	11%	9%	12%
FREE TV ONLY	124	114	143	257	443	689	**	200	**	**	90	560	210	**	**	**	91	119	82	128
	64%	76%	93%	84%	78%	63%	**	77%	**	**	78%	61%	84%	**	**	**	79%	88%	80%	87%
		a	abd	ab				l			l									
	16%	15%	19%	34%	58%	91%	**	26%	**	**	12%	74%	28%	**	**	**	12%	16%	11%	17%
FREE TV AND PAY TV ONLY	24	16	10	26	39	90	**	20	**	**	13	72	21	**	**	**	12	9	10	11
	12%	11%	6%	8%	7%	8%	**	8%	**	**	11%	8%	8%	**	**	**	11%	6%	10%	8%
	26%	18%	10%	28%	42%	97%	**	22%	**	**	14%	78%	23%	**	**	**	13%	9%	11%	12%
FREE TV AND OTT ONLY	29	13	1	14	57	198	**	21	**	**	8	187	11	**	**	**	6	5	8	3
	15%	9%	1%	5%	10%	18%	**	8%	**	**	7%	20%	4%	**	**	**	5%	4%	8%	2%
	cd	c		c								hk							t	
	14%	6%	1%	7%	27%	94%	**	10%	**	**	4%	88%	5%	**	**	**	3%	2%	4%	1%
FREE TV AND PAY TV AND OTT	18	8	-	8	31	121	**	18	**	**	5	102	7	**	**	**	5	2	2	5
	9%	5%	-%	3%	6%	11%	**	7%	**	**	4%	11%	3%	**	**	**	4%	2%	2%	4%
	cd	c										hk								
	14%	6%	-%	6%	26%	99%	**	15%	**	**	4%	84%	6%	**	**	**	4%	2%	2%	4%

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

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 (QH66). What are the reasons why you don't have a television set in your household? What other reasons? (MULTI CODE) UNPROMPTED

Base : Those without a TV in the household

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP		65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	WALES	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	~e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r
Unweighted total	11	4	8	12	43	109	29	25	3	4	4	114	7	5	6	1	4	3
Effective Weighted Sample	9	4	3	6	28	72	19	16	2	3	3	82	5	3	6	1	4	2
Total	7	2	4	6	29	75	24	11	1	2	3	94	5	1	3	2	2	3
	**	**	**	**	**	71%	**	**	**	**	**	89%	**	**	**	**	**	**
Not interested in watching TV	**	**	**	**	**	43	**	**	**	**	**	57	**	**	**	**	**	**
	**	**	**	**	**	58%	**	**	**	**	**	61%	**	**	**	**	**	**
	**	**	**	**	**	66%	**	**	**	**	**	87%	**	**	**	**	**	**
Busy with other interests	**	**	**	**	**	17	**	**	**	**	**	19	**	**	**	**	**	**
	**	**	**	**	**	23%	**	**	**	**	**	20%	**	**	**	**	**	**
	**	**	**	**	**	81%	**	**	**	**	**	88%	**	**	**	**	**	**
Watch online instead	**	**	**	**	**	17	**	**	**	**	**	19	**	**	**	**	**	**
	**	**	**	**	**	23%	**	**	**	**	**	20%	**	**	**	**	**	**
	**	**	**	**	**	85%	**	**	**	**	**	97%	**	**	**	**	**	**
Can't afford to pay the TV LIcence	**	**	**	**	**	9	**	**	**	**	**	9	**	**	**	**	**	**
	**	**	**	**	**	13%	**	**	**	**	**	9%	**	**	**	**	**	**
	**	**	**	**	**	78%	**	**	**	**	**	70%	**	**	**	**	**	**
Don't want to pay the TV Licence	**	**	**	**	**	9	**	**	**	**	**	8	**	**	**	**	**	**
	**	**	**	**	**	12%	**	**	**	**	**	8%	**	**	**	**	**	**
	**	**	**	**	**	74%	**	**	**	**	**	66%	**	**	**	**	**	**
Recently moved home	**	**	**	**	**	6	**	**	**	**	**	10	**	**	**	**	**	**
	**	**	**	**	**	8%	**	**	**	**	**	11%	**	**	**	**	**	**
	**	**	**	**	**	57%	**	**	**	**	**	97%	**	**	**	**	**	**
Too expensive to buy and install	**	**	**	**	**	7	**	**	**	**	**	8	**	**	**	**	**	**
	**	**	**	**	**	9%	**	**	**	**	**	9%	**	**	**	**	**	**
	**	**	**	**	**	79%	**	**	**	**	**	93%	**	**	**	**	**	**

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

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 (QH66). What are the reasons why you don't have a television set in your household? What other reasons? (MULTI CODE) UNPROMPTED

Base : Those without a TV in the household

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP		65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	WALES	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	~e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r
Unweighted total	11	4	8	12	43	109	29	25	3	4	4	114	7	5	6	1	4	3
Effective Weighted Sample	9	4	3	6	28	72	19	16	2	3	3	82	5	3	6	1	4	2
Total	7	2	4	6	29	75	24	11	1	2	3	94	5	1	3	2	2	3
	**	**	**	**	**	71%	**	**	**	**	**	89%	**	**	**	**	**	**
Can't afford to replace broken TV set	**	**	**	**	**	5	**	**	**	**	**	3	**	**	**	**	**	**
	**	**	**	**	**	7%	**	**	**	**	**	3%	**	**	**	**	**	**
	**	**	**	**	**	90%	**	**	**	**	**	54%	**	**	**	**	**	**

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

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

Base : Those with a TV in the household

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	596	485	335	820	1516	3334	205	664	76	91	267	2880	485	108	135	92	263	222	245	240
Effective Weighted Sample	430	304	218	516	1009	2285	139	446	51	60	188	1984	393	65	86	75	217	187	194	200
Total	390	274	240	514	985	2324	215	436	52	64	177	2102	432	39	29	13	196	236	201	231
	15%	11%	9%	20%	39%	92%	8%	17%	**	**	7%	83%	17%	2%	1%	**	8%	9%	8%	9%
Yes, the main TV in the household is an HDTV set or HD ready	294	183	118	301	602	1725	116	273	**	**	100	1565	252	24	18	**	135	117	131	121
	75%	67%	49%	58%	61%	74%	54%	62%	**	**	56%	74%	58%	61%	62%	**	69%	49%	65%	52%
	bcd	cd		c		g						hk					rt		rt	
	16%	10%	6%	16%	33%	94%	6%	15%	**	**	5%	85%	14%	1%	1%	**	7%	6%	7%	7%
No	77	73	90	163	288	457	76	119	**	**	53	417	147	9	6	**	51	96	60	87
	20%	27%	38%	32%	29%	20%	35%	27%	**	**	30%	20%	34%	22%	20%	**	26%	41%	30%	37%
		a	ab	a			f	l			l		o					qs		q
	14%	14%	17%	31%	54%	86%	14%	22%	**	**	10%	78%	27%	2%	1%	**	10%	18%	11%	16%
Don't know	19	18	32	50	96	142	23	45	**	**	24	120	34	7	5	**	10	24	10	24
	5%	7%	13%	10%	10%	6%	11%	10%	**	**	14%	6%	8%	17%	18%	**	5%	10%	5%	10%
			ab	a			f	l			l			m	m			s		qs
	12%	11%	19%	31%	58%	87%	14%	28%	**	**	15%	73%	21%	4%	3%	**	6%	15%	6%	15%

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

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.

QH4 (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					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	446	332	172	504	955	2487	110	416	53	58	158	2183	295	70	87	52	180	115	170	125
Effective Weighted Sample	323	208	110	316	631	1684	74	277	34	38	110	1481	240	39	56	41	148	96	137	105
Total	294	183	118	301	602	1725	116	273	35	45	100	1565	252	24	18	7	135	117	131	121
	16%	10%	6%	16%	33%	94%	6%	15%	**	**	5%	85%	14%	**	**	**	7%	6%	7%	7%
Yes	249	150	95	244	472	1431	103	216	**	**	77	1319	205	**	**	**	118	87	116	90
	85%	82%	80%	81%	78%	83%	89%	79%	**	**	77%	84%	82%	**	**	**	87%	75%	88%	74%
												hk					rt		rt	
	16%	10%	6%	16%	31%	93%	7%	14%	**	**	5%	86%	13%	**	**	**	8%	6%	8%	6%
No	37	25	16	42	95	230	11	45	**	**	17	193	35	**	**	**	13	22	13	22
	12%	14%	14%	14%	16%	13%	9%	16%	**	**	17%	12%	14%	**	**	**	10%	19%	10%	18%
																		q		
	15%	11%	7%	18%	40%	97%	4%	19%	**	**	7%	81%	15%	**	**	**	6%	9%	6%	9%
Don't know	9	8	7	14	35	64	2	12	**	**	6	54	12	**	**	**	4	8	2	9
	3%	4%	6%	5%	6%	4%	2%	4%	**	**	6%	3%	5%	**	**	**	3%	7%	2%	8%
																				s
	13%	12%	10%	22%	53%	96%	3%	18%	**	**	9%	80%	17%	**	**	**	6%	11%	3%	14%

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

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 (QH70). You mentioned that you have an HD ready TV or HD TV service. Is the MAIN TV in your household an Ultra High Definition (known as UHD) TV set or UHD ready - also known as 4K? (SINGLE CODE)

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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	446	332	172	504	955	2487	110	416	53	58	158	2183	295	70	87	52	180	115	170	125
Effective Weighted Sample	323	208	110	316	631	1684	74	277	34	38	110	1481	240	39	56	41	148	96	137	105
Total	294	183	118	301	602	1725	116	273	35	45	100	1565	252	24	18	7	135	117	131	121
	16%	10%	6%	16%	33%	94%	6%	15%	**	**	5%	85%	14%	**	**	**	7%	6%	7%	7%
Yes, the main TV in the household is an UHDTV set or UHD ready	86	54	25	79	160	540	53	82	**	**	31	507	65	**	**	**	41	24	30	35
	29%	29%	21%	26%	27%	31%	46% f	30%	**	**	31%	32%	26%	**	**	**	30%	21%	23%	29%
	15%	9%	4%	13%	27%	92%	9%	14%	**	**	5%	86%	11%	**	**	**	7%	4%	5%	6%
No	170	108	76	183	368	1000	48	156	**	**	57	894	153	**	**	**	83	71	84	69
	58%	59%	64%	61%	61%	58% g	42%	57%	**	**	57%	57%	61%	**	**	**	61%	60%	64%	57%
	16%	10%	7%	17%	35%	95%	5%	15%	**	**	5%	85%	15%	**	**	**	8%	7%	8%	7%
Don't know	39	22	17	39	74	185	15	34	**	**	12	165	33	**	**	**	11	22	17	16
	13%	12%	15%	13%	12%	11%	13%	13%	**	**	12%	11%	13%	**	**	**	8%	19% q	13%	13%
	19%	11%	9%	19%	37%	93%	7%	17%	**	**	6%	82%	17%	**	**	**	6%	11%	9%	8%

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

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 (QH74). Although you have an Ultra HD (4K) ready TV set, to actually watch TV channels and programmes that are broadcast in ultra high definition, you need a TV service or an on-demand service that provides Ultra HD or 4K content. For the main TV set, does your household have an Ultra HD or 4K service? (SINGLE CODE)

Base : Those whose main TV set is a UHDTV set or UHD-ready

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	~c	d	e	f	~g	h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	129	99	39	138	260	796	44	126	18	20	45	715	82	24	23	9	57	25	43	39
Effective Weighted Sample	92	62	29	91	173	529	30	83	11	13	31	478	69	15	12	7	48	22	38	32
Total	86	54	25	79	160	540	53	82	12	15	31	507	65	8	4	1	41	24	30	35
	15%	**	**	13%	27%	92%	**	14%	**	**	**	86%	**	**	**	**	**	**	**	**
Yes	49	**	**	44	99	348	**	50	**	**	**	333	**	**	**	**	**	**	**	**
	57%	**	**	56%	62%	64%	**	61%	**	**	**	66%	**	**	**	**	**	**	**	**
	13%	**	**	11%	26%	91%	**	13%	**	**	**	87%	**	**	**	**	**	**	**	**
No	27	**	**	25	45	144	**	21	**	**	**	131	**	**	**	**	**	**	**	**
	32%	**	**	32%	28%	27%	**	26%	**	**	**	26%	**	**	**	**	**	**	**	**
	18%	**	**	16%	29%	94%	**	14%	**	**	**	86%	**	**	**	**	**	**	**	**
Don't know	9	**	**	10	16	48	**	10	**	**	**	43	**	**	**	**	**	**	**	**
	11%	**	**	13%	10%	9%	**	13%	**	**	**	8%	**	**	**	**	**	**	**	**
	18%	**	**	19%	31%	93%	**	20%	**	**	**	83%	**	**	**	**	**	**	**	**

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

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.

QH7 (QH3). SHOWCARD Which of the following best describes your satellite TV service/s? (MULTI CODE)

Base : Those with Satellite TV

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	~g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	237	180	84	264	499	1363	79	207	24	35	89	1235	144	41	50	29	85	59	77	67
Effective Weighted Sample	165	107	57	163	316	888	55	133	15	22	60	812	119	23	29	24	70	50	63	57
Total	154	91	54	145	292	917	87	130	16	26	54	874	119	12	10	4	65	55	57	62
	15%	9%	**	15%	29%	92%	**	13%	**	**	**	87%	12%	**	**	**	**	**	**	**
Sky satellite dish to receive subscription channels - you pay a monthly subscription fee	120	72	**	111	228	755	**	109	**	**	**	714	94	**	**	**	**	**	**	**
	78%	79%	**	76%	78%	82%	**	83%	**	**	**	82%	78%	**	**	**	**	**	**	**
	15%	9%	**	14%	28%	92%	**	13%	**	**	**	87%	11%	**	**	**	**	**	**	**
Sky satellite dish for free to air services only - you pay no monthly subscription fee	9	3	**	4	9	31	**	5	**	**	**	29	1	**	**	**	**	**	**	**
	6%	3%	**	3%	3%	3%	**	4%	**	**	**	3%	1%	**	**	**	**	**	**	**
	26%	9%	**	11%	26%	91%	**	14%	**	**	**	86%	4%	**	**	**	**	**	**	**
Freesat dish and set top box - you do not pay a subscription fee	21	11	**	22	35	94	**	12	**	**	**	93	18	**	**	**	**	**	**	**
	14%	12%	**	15%	12%	10%	**	9%	**	**	**	11%	15%	**	**	**	**	**	**	**
	20%	11%	**	21%	34%	91%	**	11%	**	**	**	90%	17%	**	**	**	**	**	**	**
Other satellite dish	3	2	**	2	4	16	**	1	**	**	**	18	2	**	**	**	**	**	**	**
	2%	2%	**	1%	1%	2%	**	1%	**	**	**	2%	1%	**	**	**	**	**	**	**
	15%	9%	**	9%	21%	82%	**	6%	**	**	**	95%	9%	**	**	**	**	**	**	**
Don't know	1	3	**	7	16	21	**	4	**	**	**	19	5	**	**	**	**	**	**	**
	*%	4%	**	5%	5%	2%	**	3%	**	**	**	2%	4%	**	**	**	**	**	**	**
		a		a																
	3%	14%	**	29%	67%	91%	**	16%	**	**	**	82%	20%	**	**	**	**	**	**	**

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

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.

QH8 (QH4). SHOWCARD Which, if any, of these channels do you pay to subscribe to through your Sky satellite service? (MULTI CODE)

Base : Those with paid for Sky Satellite TV

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	~g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	188	140	56	196	385	1127	62	164	17	27	69	1025	112	27	35	22	68	44	56	56
Effective Weighted Sample	132	85	39	123	245	738	43	107	11	18	48	674	93	16	21	18	56	38	46	48
Total	120	72	39	111	228	755	72	109	13	22	45	714	94	8	7	3	51	42	40	53
	15%	9%	**	14%	28%	92%	**	13%	**	**	**	87%	11%	**	**	**	**	**	**	**
Sky Sports channels	58	23	**	34	65	294	**	38	**	**	**	270	29	**	**	**	**	**	**	**
	48%	32%	**	31%	29%	39%	**	35%	**	**	**	38%	31%	**	**	**	**	**	**	**
	bd																			
	19%	7%	**	11%	21%	96%	**	12%	**	**	**	88%	9%	**	**	**	**	**	**	**
BT Sport channels	24	6	**	9	19	102	**	11	**	**	**	93	8	**	**	**	**	**	**	**
	20%	8%	**	8%	8%	14%	**	10%	**	**	**	13%	9%	**	**	**	**	**	**	**
	bd																			
	23%	6%	**	9%	18%	99%	**	11%	**	**	**	90%	8%	**	**	**	**	**	**	**
Sky Cinema channels	34	13	**	16	43	190	**	19	**	**	**	179	14	**	**	**	**	**	**	**
	28%	19%	**	14%	19%	25%	**	18%	**	**	**	25%	15%	**	**	**	**	**	**	**
	d																			
	17%	7%	**	8%	22%	96%	**	10%	**	**	**	90%	7%	**	**	**	**	**	**	**
Sky Atlantic	44	18	**	23	42	206	**	28	**	**	**	184	19	**	**	**	**	**	**	**
	37%	25%	**	21%	18%	27%	**	26%	**	**	**	26%	20%	**	**	**	**	**	**	**
	d																			
	21%	8%	**	11%	20%	98%	**	13%	**	**	**	87%	9%	**	**	**	**	**	**	**
Sky+ HD (High Definition channels through Sky+ HD box)	54	19	**	30	64	297	**	41	**	**	**	268	24	**	**	**	**	**	**	**
	45%	27%	**	27%	28%	39%	**	37%	**	**	**	37%	26%	**	**	**	**	**	**	**
	bd																			
	18%	6%	**	10%	21%	97%	**	13%	**	**	**	87%	8%	**	**	**	**	**	**	**
Basic package only	29	27	**	43	98	235	**	37	**	**	**	231	38	**	**	**	**	**	**	**
	24%	38%	**	39%	43%	31%	**	34%	**	**	**	32%	40%	**	**	**	**	**	**	**
		a		a																
	11%	10%	**	16%	36%	87%	**	14%	**	**	**	86%	14%	**	**	**	**	**	**	**

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

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.

QH8 (QH4). SHOWCARD Which, if any, of these channels do you pay to subscribe to through your Sky satellite service? (MULTI CODE)

Base : Those with paid for Sky Satellite TV

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	~g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	188	140	56	196	385	1127	62	164	17	27	69	1025	112	27	35	22	68	44	56	56
Effective Weighted Sample	132	85	39	123	245	738	43	107	11	18	48	674	93	16	21	18	56	38	46	48
Total	120	72	39	111	228	755	72	109	13	22	45	714	94	8	7	3	51	42	40	53
	15%	9%	**	14%	28%	92%	**	13%	**	**	**	87%	11%	**	**	**	**	**	**	**
None of these	4	6	**	7	14	34	**	2	**	**	**	37	6	**	**	**	**	**	**	**
	3%	8%	**	6%	6%	5%	**	2%	**	**	**	5%	6%	**	**	**	**	**	**	**
	11%	15%	**	18%	36%	86%	**	6%	**	**	**	93%	14%	**	**	**	**	**	**	**
Don't know	2	-	**	*	3	10	**	1	**	**	**	11	-	**	**	**	**	**	**	**
	2%	-%	**	*%	1%	1%	**	1%	**	**	**	2%	-%	**	**	**	**	**	**	**
	15%	-%	**	3%	24%	79%	**	10%	**	**	**	89%	-%	**	**	**	**	**	**	**

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

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.

QH9 (QH5). SHOWCARD Which, if any, of these channels do you pay to subscribe to through your Cable TV service? (MULTI CODE)

Base : Those with Cable TV

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	75	50	38	88	182	457	42	66	10	7	23	434	74	6	3	5	36	38	46	28
Effective Weighted Sample	63	38	29	66	139	359	26	46	8	6	17	340	59	6	2	4	30	32	36	23
Total	54	39	39	78	151	377	40	54	6	8	17	364	73	3	1	1	27	46	44	29
	**	**	**	**	36%	91%	**	**	**	**	**	88%	**	**	**	**	**	**	**	**
Sky Sports channels	**	**	**	**	24	64	**	**	**	**	**	66	**	**	**	**	**	**	**	**
	**	**	**	**	16%	17%	**	**	**	**	**	18%	**	**	**	**	**	**	**	**
	**	**	**	**	34%	91%	**	**	**	**	**	94%	**	**	**	**	**	**	**	**
BT Sport channels	**	**	**	**	24	67	**	**	**	**	**	66	**	**	**	**	**	**	**	**
	**	**	**	**	16%	18%	**	**	**	**	**	18%	**	**	**	**	**	**	**	**
	**	**	**	**	34%	94%	**	**	**	**	**	92%	**	**	**	**	**	**	**	**
Sky Cinema channels	**	**	**	**	14	33	**	**	**	**	**	34	**	**	**	**	**	**	**	**
	**	**	**	**	9%	9%	**	**	**	**	**	9%	**	**	**	**	**	**	**	**
	**	**	**	**	37%	91%	**	**	**	**	**	93%	**	**	**	**	**	**	**	**
Sky Atlantic	**	**	**	**	7	27	**	**	**	**	**	27	**	**	**	**	**	**	**	**
	**	**	**	**	5%	7%	**	**	**	**	**	7%	**	**	**	**	**	**	**	**
	**	**	**	**	28%	100%	**	**	**	**	**	100%	**	**	**	**	**	**	**	**
High Definition channel through V+ HD box	**	**	**	**	26	98	**	**	**	**	**	90	**	**	**	**	**	**	**	**
	**	**	**	**	17%	26%	**	**	**	**	**	25%	**	**	**	**	**	**	**	**
	**	**	**	**	25%	94%	**	**	**	**	**	87%	**	**	**	**	**	**	**	**
Basic package only	**	**	**	**	58	144	**	**	**	**	**	142	**	**	**	**	**	**	**	**
	**	**	**	**	38%	38%	**	**	**	**	**	39%	**	**	**	**	**	**	**	**
	**	**	**	**	36%	90%	**	**	**	**	**	88%	**	**	**	**	**	**	**	**
None of these	**	**	**	**	30	53	**	**	**	**	**	53	**	**	**	**	**	**	**	**
	**	**	**	**	20%	14%	**	**	**	**	**	15%	**	**	**	**	**	**	**	**
	**	**	**	**	50%	87%	**	**	**	**	**	87%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	9	13	**	**	**	**	**	11	**	**	**	**	**	**	**	**
	**	**	**	**	6%	3%	**	**	**	**	**	3%	**	**	**	**	**	**	**	**
	**	**	**	**	61%	89%	**	**	**	**	**	76%	**	**	**	**	**	**	**	**

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

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 (QH68). SHOWCARD Which of the following channels do you pay to subscribe to through your pay TV service?

Base : Those with any (non-Sky and non-Virgin Media) paid-for TV services (from BT TV, TalkTalk TV, EE TV, NOW TV or YouView)

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	81	64	27	91	169	439	17	66	9	9	21	391	54	11	16	10	30	24	38	16
Effective Weighted Sample	65	39	15	54	107	295	12	46	5	5	14	263	42	5	10	8	24	19	30	13
Total	62	38	18	56	105	307	21	53	6	6	17	277	47	5	3	1	22	25	30	18
	**	**	**	**	32%	93%	**	**	**	**	**	84%	**	**	**	**	**	**	**	**
Sky Sports channels	**	**	**	**	8	27	**	**	**	**	**	24	**	**	**	**	**	**	**	**
	**	**	**	**	7%	9%	**	**	**	**	**	9%	**	**	**	**	**	**	**	**
	**	**	**	**	28%	100%	**	**	**	**	**	89%	**	**	**	**	**	**	**	**
Sky Cinema channels	**	**	**	**	3	16	**	**	**	**	**	14	**	**	**	**	**	**	**	**
	**	**	**	**	3%	5%	**	**	**	**	**	5%	**	**	**	**	**	**	**	**
	**	**	**	**	21%	100%	**	**	**	**	**	89%	**	**	**	**	**	**	**	**
Sky Atlantic	**	**	**	**	2	14	**	**	**	**	**	11	**	**	**	**	**	**	**	**
	**	**	**	**	2%	5%	**	**	**	**	**	4%	**	**	**	**	**	**	**	**
	**	**	**	**	17%	100%	**	**	**	**	**	79%	**	**	**	**	**	**	**	**
BT Sport channels	**	**	**	**	21	75	**	**	**	**	**	73	**	**	**	**	**	**	**	**
	**	**	**	**	20%	25%	**	**	**	**	**	26%	**	**	**	**	**	**	**	**
	**	**	**	**	26%	96%	**	**	**	**	**	94%	**	**	**	**	**	**	**	**
High Definition channel through HD receiver/ box	**	**	**	**	7	27	**	**	**	**	**	27	**	**	**	**	**	**	**	**
	**	**	**	**	6%	9%	**	**	**	**	**	10%	**	**	**	**	**	**	**	**
	**	**	**	**	23%	96%	**	**	**	**	**	95%	**	**	**	**	**	**	**	**
Basic package only	**	**	**	**	37	96	**	**	**	**	**	88	**	**	**	**	**	**	**	**
	**	**	**	**	36%	31%	**	**	**	**	**	32%	**	**	**	**	**	**	**	**
	**	**	**	**	34%	88%	**	**	**	**	**	81%	**	**	**	**	**	**	**	**
None of these	**	**	**	**	38	96	**	**	**	**	**	81	**	**	**	**	**	**	**	**
	**	**	**	**	36%	31%	**	**	**	**	**	29%	**	**	**	**	**	**	**	**
	**	**	**	**	37%	94%	**	**	**	**	**	80%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	-	2	**	**	**	**	**	3	**	**	**	**	**	**	**	**
	**	**	**	**	-%	1%	**	**	**	**	**	1%	**	**	**	**	**	**	**	**
	**	**	**	**	-%	68%	**	**	**	**	**	79%	**	**	**	**	**	**	**	**

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

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 (QH76). SHOWCARD You said your household pays for Sky Sports channels. Since July 2017 Sky Sports now have channels for certain sports, such as Premier League football, Golf, Cricket and Formula One. As far as you know, how many different Sky Sports channels does your household pay to receive? (SINGLE CODE)

Base : Those in households that pay to subscribe to Sky Sports channels

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	92	63	32	95	152	518	20	59	8	11	20	479	57	14	13	11	46	11	37	20
Effective Weighted Sample	71	41	22	63	105	358	12	40	6	7	14	331	49	7	6	9	40	10	32	18
Total	70	35	19	54	94	375	21	43	7	10	14	353	46	4	3	2	34	12	26	20
	**	**	**	**	24%	95%	**	**	**	**	**	90%	**	**	**	**	**	**	**	**
Between one and three of the Sky Sports channels	**	**	**	**	13	70	**	**	**	**	**	63	**	**	**	**	**	**	**	**
	**	**	**	**	14%	19%	**	**	**	**	**	18%	**	**	**	**	**	**	**	**
	**	**	**	**	18%	97%	**	**	**	**	**	87%	**	**	**	**	**	**	**	**
More than three, but not all of the Sky Sports channels	**	**	**	**	11	52	**	**	**	**	**	51	**	**	**	**	**	**	**	**
	**	**	**	**	12%	14%	**	**	**	**	**	14%	**	**	**	**	**	**	**	**
	**	**	**	**	20%	96%	**	**	**	**	**	93%	**	**	**	**	**	**	**	**
All of the Sky Sports channels	**	**	**	**	61	204	**	**	**	**	**	194	**	**	**	**	**	**	**	**
	**	**	**	**	65%	54%	**	**	**	**	**	55%	**	**	**	**	**	**	**	**
	**	**	**	**	28%	94%	**	**	**	**	**	90%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	8	48	**	**	**	**	**	45	**	**	**	**	**	**	**	**
	**	**	**	**	9%	13%	**	**	**	**	**	13%	**	**	**	**	**	**	**	**
	**	**	**	**	17%	95%	**	**	**	**	**	89%	**	**	**	**	**	**	**	**

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

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.

QH12A (QR1A). Does your household have Sky+? (SINGLE CODE)

Base : Those with Sky Satellite TV

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	~g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	202	150	66	216	427	1205	68	183	19	31	77	1090	116	32	40	28	69	47	58	58
Effective Weighted Sample	141	90	43	132	269	783	47	116	11	19	52	714	97	18	23	23	56	41	48	49
Total	130	76	41	117	248	800	79	115	13	23	47	759	96	9	8	4	52	44	42	54
	15%	9%	**	13%	28%	92%	**	13%	**	**	**	87%	11%	**	**	**	**	**	**	**
Yes	97	53	**	79	166	610	**	75	**	**	**	582	65	**	**	**	**	**	**	**
	74%	70%	**	67%	67%	76%	**	65%	**	**	**	77%	68%	**	**	**	**	**	**	**
	15%	8%	**	12%	25%	93%	**	11%	**	**	**	h 89%	10%	**	**	**	**	**	**	**
No	31	15	**	28	65	167	**	35	**	**	**	157	23	**	**	**	**	**	**	**
	24%	20%	**	24%	26%	21%	**	31%	**	**	**	21%	24%	**	**	**	**	**	**	**
	16%	8%	**	15%	34%	87%	**	l 19%	**	**	**	82%	12%	**	**	**	**	**	**	**
Don't know	3	8	**	11	17	23	**	5	**	**	**	20	8	**	**	**	**	**	**	**
	2%	10%	**	9%	7%	3%	**	4%	**	**	**	3%	8%	**	**	**	**	**	**	**
	10%	a 30%	**	a 44%	69%	93%	**	18%	**	**	**	79%	32%	**	**	**	**	**	**	**

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

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.

QH12B (QR1H). Does your household have Sky Q? (SINGLE CODE)

Base : Those with Sky Satellite TV

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	~g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	202	150	66	216	427	1205	68	183	19	31	77	1090	116	32	40	28	69	47	58	58
Effective Weighted Sample	141	90	43	132	269	783	47	116	11	19	52	714	97	18	23	23	56	41	48	49
Total	130	76	41	117	248	800	79	115	13	23	47	759	96	9	8	4	52	44	42	54
	15%	9%	**	13%	28%	92%	**	13%	**	**	**	87%	11%	**	**	**	**	**	**	**
Yes	27	11	**	15	41	166	**	24	**	**	**	161	13	**	**	**	**	**	**	**
	21%	15%	**	12%	16%	21%	**	20%	**	**	**	21%	13%	**	**	**	**	**	**	**
	15%	6%	**	8%	22%	90%	**	13%	**	**	**	87%	7%	**	**	**	**	**	**	**
No	98	57	**	93	185	592	**	88	**	**	**	556	76	**	**	**	**	**	**	**
	76%	75%	**	80%	74%	74%	**	77%	**	**	**	73%	79%	**	**	**	**	**	**	**
	15%	9%	**	15%	29%	92%	**	14%	**	**	**	87%	12%	**	**	**	**	**	**	**
Don't know	4	8	**	9	23	43	**	3	**	**	**	42	7	**	**	**	**	**	**	**
	3%	10%	**	8%	9%	5%	**	3%	**	**	**	6%	7%	**	**	**	**	**	**	**
		a																		
	9%	17%	**	20%	50%	93%	**	7%	**	**	**	92%	15%	**	**	**	**	**	**	**

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

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.

QH12A/QH12B (QR1A/QR1H). Does your household have Sky+/ Sky Q? (SINGLE CODE)

Base : Those with Sky Satellite TV

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	~g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	202	150	66	216	427	1205	68	183	19	31	77	1090	116	32	40	28	69	47	58	58
Effective Weighted Sample	141	90	43	132	269	783	47	116	11	19	52	714	97	18	23	23	56	41	48	49
Total	130	76	41	117	248	800	79	115	13	23	47	759	96	9	8	4	52	44	42	54
	15%	9%	**	13%	28%	92%	**	13%	**	**	**	87%	11%	**	**	**	**	**	**	**
Yes - Sky+	97	53	**	79	166	610	**	75	**	**	**	582	65	**	**	**	**	**	**	**
	74%	70%	**	67%	67%	76%	**	65%	**	**	**	77%	68%	**	**	**	**	**	**	**
	15%	8%	**	12%	25%	93%	**	11%	**	**	**	h 89%	10%	**	**	**	**	**	**	**
Yes - Sky Q	27	11	**	15	41	166	**	24	**	**	**	161	13	**	**	**	**	**	**	**
	21%	15%	**	12%	16%	21%	**	20%	**	**	**	21%	13%	**	**	**	**	**	**	**
	15%	6%	**	8%	22%	90%	**	13%	**	**	**	87%	7%	**	**	**	**	**	**	**
HAVE EITHER	101	56	**	83	177	649	**	78	**	**	**	622	69	**	**	**	**	**	**	**
	78%	74%	**	70%	71%	81%	**	68%	**	**	**	82%	71%	**	**	**	**	**	**	**
	14%	8%	**	12%	25%	93%	**	11%	**	**	**	h 89%	10%	**	**	**	**	**	**	**
Neither	27	15	**	28	60	138	**	34	**	**	**	125	23	**	**	**	**	**	**	**
	21%	20%	**	24%	24%	17%	**	30%	**	**	**	16%	24%	**	**	**	**	**	**	**
	17%	9%	**	18%	38%	88%	**	l 22%	**	**	**	79%	15%	**	**	**	**	**	**	**
Don't know	2	5	**	6	11	14	**	3	**	**	**	12	5	**	**	**	**	**	**	**
	2%	6%	**	5%	5%	2%	**	3%	**	**	**	2%	5%	**	**	**	**	**	**	**
	16%	31%	**	39%	72%	89%	**	19%	**	**	**	78%	29%	**	**	**	**	**	**	**

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

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.

QH12C (QR1B). Does your household have Virgin TiVo or V+ or the Virgin V6 box? (SINGLE CODE)

Base : Those with Virgin Media (Cable TV)

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	75	50	38	88	182	457	42	66	10	7	23	434	74	6	3	5	36	38	46	28
Effective Weighted Sample	63	38	29	66	139	359	26	46	8	6	17	340	59	6	2	4	30	32	36	23
Total	54	39	39	78	151	377	40	54	6	8	17	364	73	3	1	1	27	46	44	29
	**	**	**	**	36%	91%	**	**	**	**	**	88%	**	**	**	**	**	**	**	**
Yes	**	**	**	**	98	279	**	**	**	**	**	262	**	**	**	**	**	**	**	**
	**	**	**	**	65%	74%	**	**	**	**	**	72%	**	**	**	**	**	**	**	**
	**	**	**	**	33%	93%	**	**	**	**	**	87%	**	**	**	**	**	**	**	**
No	**	**	**	**	39	83	**	**	**	**	**	88	**	**	**	**	**	**	**	**
	**	**	**	**	26%	22%	**	**	**	**	**	24%	**	**	**	**	**	**	**	**
	**	**	**	**	40%	85%	**	**	**	**	**	90%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	13	15	**	**	**	**	**	15	**	**	**	**	**	**	**	**
	**	**	**	**	9%	4%	**	**	**	**	**	4%	**	**	**	**	**	**	**	**
	**	**	**	**	77%	87%	**	**	**	**	**	85%	**	**	**	**	**	**	**	**

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

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.

QH12D (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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	~e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	36	29	19	48	70	150	8	27	6	5	13	131	27	9	11	1	16	11	20	7
Effective Weighted Sample	26	16	14	29	44	101	7	20	4	4	9	87	21	6	6	1	13	9	15	6
Total	24	12	15	27	41	104	6	18	4	4	8	96	22	3	2	*	13	9	17	6
	**	**	**	**	**	92%	**	**	**	**	**	85%	**	**	**	**	**	**	**	**
Yes	**	**	**	**	**	43	**	**	**	**	**	39	**	**	**	**	**	**	**	**
	**	**	**	**	**	41%	**	**	**	**	**	41%	**	**	**	**	**	**	**	**
	**	**	**	**	**	95%	**	**	**	**	**	87%	**	**	**	**	**	**	**	**
No	**	**	**	**	**	54	**	**	**	**	**	51	**	**	**	**	**	**	**	**
	**	**	**	**	**	52%	**	**	**	**	**	53%	**	**	**	**	**	**	**	**
	**	**	**	**	**	89%	**	**	**	**	**	85%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	7	**	**	**	**	**	5	**	**	**	**	**	**	**	**
	**	**	**	**	**	7%	**	**	**	**	**	5%	**	**	**	**	**	**	**	**
	**	**	**	**	**	100%	**	**	**	**	**	71%	**	**	**	**	**	**	**	**

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

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.

QH12E (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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	275	246	206	452	791	1425	72	374	36	50	155	1126	257	59	75	61	142	115	110	147
Effective Weighted Sample	192	153	132	283	528	967	50	260	26	35	115	761	210	36	51	49	118	98	88	123
Total	169	136	139	274	512	957	70	240	27	35	107	783	228	21	17	9	105	122	88	139
	16%	13%	13%	27%	50%	93%	**	23%	**	**	10%	76%	22%	**	**	**	10%	12%	9%	14%
Yes	63	46	29	75	132	283	**	63	**	**	30	230	65	**	**	**	35	31	28	38
	37%	34%	21%	27%	26%	30%	**	26%	**	**	28%	29%	29%	**	**	**	33%	25%	31%	27%
	cd	c																		
	22%	15%	10%	25%	45%	96%	**	22%	**	**	10%	78%	22%	**	**	**	12%	10%	9%	13%
No	98	79	99	178	347	630	**	155	**	**	73	525	144	**	**	**	63	81	55	88
	58%	58%	71%	65%	68%	66%	**	65%	**	**	68%	67%	63%	**	**	**	60%	66%	63%	64%
			ab																	
	14%	12%	14%	26%	51%	92%	**	23%	**	**	11%	77%	21%	**	**	**	9%	12%	8%	13%
Don't know	8	11	10	21	33	43	**	21	**	**	5	28	18	**	**	**	8	10	5	13
	5%	8%	8%	8%	6%	4%	**	9%	**	**	5%	4%	8%	**	**	**	8%	9%	6%	9%
								l												
	17%	23%	22%	44%	69%	89%	**	43%	**	**	11%	59%	38%	**	**	**	16%	22%	11%	27%

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

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.

QH12F (QR1E). Does your TV service allow you to record and store TV programmes, and also pause and rewind live TV programmes? (SINGLE CODE)

Base : Those with BT TV, TalkTalk TV, EE TV, NOW TV or YouView

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	81	64	27	91	169	439	17	66	9	9	21	391	54	11	16	10	30	24	38	16
Effective Weighted Sample	65	39	15	54	107	295	12	46	5	5	14	263	42	5	10	8	24	19	30	13
Total	62	38	18	56	105	307	21	53	6	6	17	277	47	5	3	1	22	25	30	18
	**	**	**	**	32%	93%	**	**	**	**	**	84%	**	**	**	**	**	**	**	**
Yes	**	**	**	**	74	229	**	**	**	**	**	201	**	**	**	**	**	**	**	**
	**	**	**	**	71%	75%	**	**	**	**	**	73%	**	**	**	**	**	**	**	**
	**	**	**	**	30%	94%	**	**	**	**	**	82%	**	**	**	**	**	**	**	**
No	**	**	**	**	27	73	**	**	**	**	**	71	**	**	**	**	**	**	**	**
	**	**	**	**	26%	24%	**	**	**	**	**	26%	**	**	**	**	**	**	**	**
	**	**	**	**	34%	93%	**	**	**	**	**	90%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	4	5	**	**	**	**	**	5	**	**	**	**	**	**	**	**
	**	**	**	**	4%	2%	**	**	**	**	**	2%	**	**	**	**	**	**	**	**
	**	**	**	**	59%	77%	**	**	**	**	**	82%	**	**	**	**	**	**	**	**

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

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.

DVR HOUSEHOLD OWNERSHIP

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
DVR IN HOUSEHOLD	243	151	96	248	473	1390	99	218	**	**	83	1275	212	17	14	**	105	107	115	97
	61%	54%	39%	47%	46%	57%	40%	48%	**	**	45%	57%	48%	43%	45%	**	52%	44%	56%	41%
	cd	cd		c		g						hk					t		rt	
	16%	10%	6%	17%	32%	93%	7%	15%	**	**	6%	86%	14%	1%	1%	**	7%	7%	8%	7%
NO DVR IN HOUSEHOLD	146	110	134	244	499	967	131	211	**	**	92	893	202	20	15	**	87	116	79	123
	37%	40%	54%	46%	48%	40%	54%	46%	**	**	50%	40%	46%	50%	48%	**	43%	48%	39%	52%
			ab	a			f	l			l									s
	13%	10%	12%	22%	45%	87%	12%	19%	**	**	8%	81%	18%	2%	1%	**	8%	10%	7%	11%
UNSURE	11	17	18	35	58	67	15	27	**	**	9	51	29	3	2	**	9	20	11	18
	3%	6%	7%	7%	6%	3%	6%	6%	**	**	5%	2%	7%	8%	7%	**	5%	8%	5%	8%
		a	a	a			f	l			l									
	14%	22%	23%	45%	74%	86%	19%	34%	**	**	11%	65%	37%	4%	3%	**	12%	25%	14%	23%

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

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.

QH13 (QR5). SHOWCARD How often, if ever, do you use your DVR to watch recorded programmes? (SINGLE CODE)

Base : Those who own a DVR

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	~t
Unweighted total	354	259	128	387	731	1984	91	309	32	38	115	1768	241	46	65	35	139	102	145	96
Effective Weighted Sample	262	164	86	247	482	1357	60	203	21	25	80	1214	194	26	40	28	114	85	116	80
Total	243	151	96	248	473	1390	99	218	23	32	83	1275	212	17	14	5	105	107	115	97
	16%	10%	6%	17%	32%	93%	**	15%	**	**	6%	86%	14%	**	**	**	7%	7%	8%	**
Every day	64	40	25	65	129	376	**	65	**	**	22	327	60	**	**	**	29	31	38	**
	27%	27%	25%	26%	27%	27%	**	30%	**	**	27%	26%	28%	**	**	**	27%	29%	33%	**
	17%	10%	6%	17%	33%	97%	**	17%	**	**	6%	84%	15%	**	**	**	7%	8%	10%	**
A few times a week	84	57	25	81	136	416	**	64	**	**	27	372	70	**	**	**	37	33	36	**
	35%	37%	26%	33%	29%	30%	**	30%	**	**	33%	29%	33%	**	**	**	35%	31%	31%	**
	19%	13%	6%	19%	31%	96%	**	15%	**	**	6%	85%	16%	**	**	**	8%	8%	8%	**
Once a week	27	15	14	29	49	159	**	19	**	**	8	147	27	**	**	**	14	13	14	**
	11%	10%	14%	12%	10%	11%	**	9%	**	**	9%	12%	13%	**	**	**	13%	12%	12%	**
	16%	9%	8%	17%	29%	95%	**	12%	**	**	5%	88%	16%	**	**	**	8%	8%	8%	**
A few times a month	17	5	4	10	33	106	**	13	**	**	4	104	6	**	**	**	4	3	2	**
	7%	4%	5%	4%	7%	8%	**	6%	**	**	5%	8%	3%	**	**	**	3%	2%	1%	**
	15%	5%	4%	8%	28%	90%	**	11%	**	**	3%	88%	5%	**	**	**	3%	2%	1%	**
Once a month	3	2	2	4	7	31	**	4	**	**	1	28	3	**	**	**	3	-	2	**
	1%	1%	2%	2%	1%	2%	**	2%	**	**	2%	2%	1%	**	**	**	3%	-%	2%	**
	8%	6%	7%	12%	21%	95%	**	12%	**	**	4%	86%	8%	**	**	**	8%	-%	7%	**
Less often	17	13	5	19	35	107	**	9	**	**	2	114	17	**	**	**	8	9	6	**
	7%	9%	5%	8%	7%	8%	**	4%	**	**	2%	9%	8%	**	**	**	7%	9%	5%	**
												hk								
	14%	11%	4%	15%	28%	87%	**	7%	**	**	1%	93%	14%	**	**	**	6%	7%	5%	**
Never	28	18	22	40	83	181	**	43	**	**	19	166	30	**	**	**	12	18	17	**
	12%	12%	23%	16%	18%	13%	**	20%	**	**	23%	13%	14%	**	**	**	11%	17%	15%	**
			ab					l			l									
	14%	9%	10%	19%	40%	87%	**	20%	**	**	9%	80%	14%	**	**	**	6%	9%	8%	**
Don't know	2	*	-	*	1	14	**	*	**	**	-	18	-	**	**	**	-	-	-	**
	1%	*%	-%	*%	*%	1%	**	*%	**	**	-%	1%	-%	**	**	**	-%	-%	-%	**
	10%	1%	-%	1%	6%	80%	**	2%	**	**	-%	98%	-%	**	**	**	-%	-%	-%	**

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

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.

QH14 (QH71). SHOWCARD Does your household subscribe to any of these paid-for online on-demand services to watch TV programmes or films? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Netflix	89	41	5	46	180	809	52	83	**	**	23	767	42	2	3	**	24	17	26	16
	22%	15%	2%	9%	18%	33%	21%	18%	**	**	13%	35%	9%	4%	8%	**	12%	7%	13%	7%
	bcd	cd		c		g						hk							t	
	10%	5%	1%	5%	21%	94%	6%	10%	**	**	3%	89%	5%	*%	*%	**	3%	2%	3%	2%
Amazon Prime Video	53	15	4	20	60	354	25	29	**	**	9	343	16	*	3	**	14	3	12	5
	13%	6%	2%	4%	6%	15%	10%	6%	**	**	5%	15%	4%	1%	9%	**	7%	1%	6%	2%
	bcd	c										hk			mn		rt		rt	
	14%	4%	1%	5%	16%	94%	7%	8%	**	**	2%	91%	4%	*%	1%	**	4%	1%	3%	1%
Now TV	26	3	*	3	27	138	9	15	**	**	4	126	3	-	*	**	2	1	2	1
	7%	1%	*%	1%	3%	6%	4%	3%	**	**	2%	6%	1%	-%	1%	**	1%	*%	1%	1%
	bcd											hk								
	18%	2%	*%	2%	19%	95%	6%	10%	**	**	3%	87%	2%	-%	*%	**	2%	*%	1%	1%
Disney Life	5	*	1	1	10	29	2	3	**	**	1	28	1	-	-	**	1	-	*	1
	1%	*%	*%	*%	1%	1%	1%	1%	**	**	*%	1%	*%	-%	-%	**	1%	-%	*%	*%
	15%	1%	2%	4%	33%	93%	5%	9%	**	**	3%	89%	4%	-%	-%	**	4%	-%	1%	2%
Hayu	1	-	-	-	1	9	1	-	**	**	-	10	-	-	-	**	-	-	-	-
	*%	-%	-%	-%	*%	*%	*%	-%	**	**	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
	6%	-%	-%	-%	12%	90%	7%	-%	**	**	-%	100%	-%	-%	-%	**	-%	-%	-%	-%
Any other paid-for on-demand television services	2	*	*	*	4	11	1	1	**	**	-	11	-	-	*	**	-	-	-	-
	1%	*%	*%	*%	*%	*%	*%	*%	**	**	-%	*%	-%	-%	*%	**	-%	-%	-%	-%
	21%	1%	1%	1%	31%	97%	6%	6%	**	**	-%	95%	-%	-%	1%	**	-%	-%	-%	-%
No, none	264	228	239	466	804	1443	174	355	**	**	152	1281	389	38	27	**	166	223	172	217
	66%	82%	96%	88%	78%	60%	71%	78%	**	**	83%	58%	88%	96%	87%	**	83%	92%	84%	91%
		a	abd	ab			f	l			l							qs		qs
	16%	14%	15%	29%	49%	89%	11%	22%	**	**	9%	79%	24%	2%	2%	**	10%	14%	11%	13%

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

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.

QH14 (QH71). SHOWCARD Does your household subscribe to any of these paid-for online on-demand services to watch TV programmes or films? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Don't know	2	2	2	4	12	23	4	7	**	**	4	19	4	-	-	**	3	1	2	2
	1%	1%	1%	1%	1%	1%	1%	2%	**	**	2%	1%	1%	-%	-%	**	2%	*%	1%	1%
	9%	9%	7%	16%	47%	87%	14%	27%	**	**	15%	74%	16%	-%	-%	**	13%	4%	9%	8%

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

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 (QH77). SHOWCARD Do you use any of these services to view online TV programmes or films via any type of device (including a mobile phone, tablet, or TV set)? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
BBC iPlayer	166	77	30	108	212	848	41	111	**	**	41	779	98	5	5	**	54	44	66	32
	41%	28%	12%	20%	21%	35%	17%	24%	**	**	22%	35%	22%	12%	15%	**	27%	18%	32%	14%
	bcd	cd		c		g						hk					rt		rt	
	19%	9%	3%	12%	24%	95%	5%	12%	**	**	5%	88%	11%	1%	1%	**	6%	5%	7%	4%
Netflix	73	30	5	35	152	698	45	66	**	**	20	667	32	1	2	**	16	16	18	14
	18%	11%	2%	7%	15%	29%	18%	15%	**	**	11%	30%	7%	2%	6%	**	8%	7%	9%	6%
	bcd	cd		c		g						hk								
	10%	4%	1%	5%	20%	94%	6%	9%	**	**	3%	90%	4%	*%	*%	**	2%	2%	2%	2%
YouTube	48	15	7	22	89	400	40	54	**	**	15	383	18	2	1	**	12	6	10	8
	12%	5%	3%	4%	9%	17%	16%	12%	**	**	8%	17%	4%	5%	3%	**	6%	2%	5%	3%
	bcd											hk								
	11%	3%	2%	5%	20%	90%	9%	12%	**	**	3%	86%	4%	*%	*%	**	3%	1%	2%	2%
ITV Hub or STV Player	77	33	11	44	96	413	14	51	**	**	22	380	39	1	3	**	21	18	31	7
	19%	12%	4%	8%	9%	17%	6%	11%	**	**	12%	17%	9%	3%	11%	**	11%	7%	15%	3%
	bcd	c				g						h			n		t		rt	
	18%	8%	3%	10%	22%	96%	3%	12%	**	**	5%	88%	9%	*%	1%	**	5%	4%	7%	2%
Amazon Prime Video	40	12	4	16	51	304	18	23	**	**	7	292	14	*	2	**	11	3	11	3
	10%	4%	2%	3%	5%	13%	7%	5%	**	**	4%	13%	3%	1%	6%	**	5%	1%	5%	1%
	bcd											hk					rt		rt	
	12%	4%	1%	5%	16%	95%	6%	7%	**	**	2%	91%	4%	*%	1%	**	3%	1%	3%	1%
All 4	26	17	4	20	47	237	5	34	**	**	9	208	19	-	1	**	10	9	13	6
	6%	6%	1%	4%	5%	10%	2%	7%	**	**	5%	9%	4%	-%	4%	**	5%	4%	6%	3%
	c	c				g						k								
	11%	7%	2%	8%	19%	97%	2%	14%	**	**	4%	85%	8%	-%	*%	**	4%	4%	5%	2%

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

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 (QH77). SHOWCARD Do you use any of these services to view online TV programmes or films via any type of device (including a mobile phone, tablet, or TV set)? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
My 5	27	14	4	18	37	160	3	26	**	**	10	138	16	*	1	**	9	6	9	6
	7%	5%	1%	3%	4%	7%	1%	6%	**	**	6%	6%	4%	1%	5%	**	5%	3%	5%	3%
	cd	c				g														
	16%	9%	2%	11%	23%	98%	2%	16%	**	**	6%	84%	10%	*%	1%	**	6%	4%	6%	4%
Facebook	11	3	3	6	42	154	5	20	**	**	9	138	6	*	*	**	3	3	3	3
	3%	1%	1%	1%	4%	6%	2%	4%	**	**	5%	6%	1%	1%	*%	**	1%	1%	1%	1%
						g														
	7%	2%	2%	4%	26%	96%	3%	12%	**	**	5%	85%	3%	*%	*%	**	2%	2%	2%	2%
NOW TV	24	5	1	6	30	143	9	17	**	**	4	131	5	*	1	**	1	4	3	2
	6%	2%	1%	1%	3%	6%	4%	4%	**	**	2%	6%	1%	*%	2%	**	1%	2%	2%	1%
	bcd											k								
	16%	3%	1%	4%	20%	95%	6%	11%	**	**	3%	87%	4%	*%	*%	**	1%	3%	2%	1%
Sky Go	19	5	1	5	21	124	9	15	**	**	3	116	5	-	*	**	3	2	4	1
	5%	2%	*%	1%	2%	5%	4%	3%	**	**	2%	5%	1%	-%	1%	**	2%	1%	2%	*%
	bcd											k								
	14%	3%	1%	4%	16%	94%	7%	12%	**	**	2%	88%	4%	-%	*%	**	3%	1%	3%	1%
BT TV (including BT Sport)	20	20	4	24	33	117	2	11	**	**	3	109	22	2	*	**	15	7	11	11
	5%	7%	2%	5%	3%	5%	1%	2%	**	**	1%	5%	5%	5%	1%	**	7%	3%	5%	5%
	c	c		c		g						hk					r			
	17%	17%	3%	20%	28%	98%	2%	9%	**	**	2%	91%	18%	2%	*%	**	12%	6%	9%	9%
Snapchat	2	-	-	-	16	63	12	7	**	**	2	63	-	-	-	**	-	-	-	-
	1%	-%	-%	-%	2%	3%	5%	2%	**	**	1%	3%	-%	-%	-%	**	-%	-%	-%	-%
	3%	-%	-%	-%	21%	86%	16%	10%	**	**	3%	87%	-%	-%	-%	**	-%	-%	-%	-%
Apple Music	8	2	-	2	8	60	4	5	**	**	1	57	2	-	*	**	1	1	2	-
	2%	1%	-%	*%	1%	2%	2%	1%	**	**	*%	3%	*%	-%	1%	**	*%	*%	1%	-%
	cd																			
	13%	3%	-%	3%	12%	94%	7%	8%	**	**	1%	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,t

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 (QH77). SHOWCARD Do you use any of these services to view online TV programmes or films via any type of device (including a mobile phone, tablet, or TV set)? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Twitter	4	2	-	2	7	43	1	9	**	**	2	36	2	-	*	**	-	2	*	2
	1%	1%	-%	*%	1%	2%	*%	2%	**	**	1%	2%	*%	-%	*%	**	-%	1%	*%	1%
	9%	5%	-%	5%	16%	96%	3%	20%	**	**	4%	78%	5%	-%	*%	**	-%	5%	1%	3%
Virgin TV Anywhere	2	2	1	2	5	27	-	3	**	**	2	25	2	-	*	**	1	2	-	2
	*%	1%	*%	*%	*%	1%	-%	1%	**	**	1%	1%	1%	-%	*%	**	*%	1%	-%	1%
	6%	6%	3%	9%	17%	100%	-%	10%	**	**	7%	92%	9%	-%	*%	**	3%	6%	-%	9%
S4C (online or via an app)	1	*	-	*	2	13	1	-	**	**	-	14	-	-	*	**	-	-	-	-
	*%	*%	-%	*%	*%	1%	*%	-%	**	**	-%	1%	-%	-%	*%	**	-%	-%	-%	-%
	6%	*%	-%	*%	15%	91%	4%	-%	**	**	-%	100%	-%	-%	*%	**	-%	-%	-%	-%
TalkTalk TV Store	5	2	*	2	5	12	-	*	**	**	*	11	2	-	-	**	1	1	1	1
	1%	1%	*%	*%	*%	*%	-%	*%	**	**	*%	1%	*%	-%	-%	**	*%	*%	*%	*%
	42%	19%	1%	19%	44%	100%	-%	2%	**	**	1%	97%	19%	-%	-%	**	9%	10%	9%	10%
Any other services	1	1	1	1	3	6	-	*	**	**	-	6	1	-	1	**	1	-	1	-
	*%	*%	*%	*%	*%	*%	-%	*%	**	**	-%	*%	*%	-%	2%	**	*%	-%	*%	-%
															m					
	16%	10%	11%	20%	46%	100%	-%	2%	**	**	-%	98%	10%	-%	11%	**	10%	-%	10%	-%
ANY ON-DEMAND VIEWING	210	107	36	143	368	1319	101	157	**	**	55	1257	128	6	7	**	70	58	81	48
	53%	38%	15%	27%	36%	54%	41%	34%	**	**	30%	57%	29%	16%	22%	**	35%	24%	39%	20%
	bcd	cd		c		g						hk	n				rt		rt	
	15%	8%	3%	10%	26%	93%	7%	11%	**	**	4%	88%	9%	*%	*%	**	5%	4%	6%	3%
ANY PSB BROADCASTER SERVICE	170	79	30	110	222	896	44	115	**	**	43	825	100	5	5	**	56	44	67	33
	43%	29%	12%	21%	22%	37%	18%	25%	**	**	23%	37%	23%	12%	15%	**	28%	18%	33%	14%
	bcd	cd		c		g						hk	n				rt		rt	
	18%	8%	3%	12%	24%	95%	5%	12%	**	**	5%	88%	11%	*%	*%	**	6%	5%	7%	3%

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

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 (QH77). SHOWCARD Do you use any of these services to view online TV programmes or films via any type of device (including a mobile phone, tablet, or TV set)? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
ANY SUBSCRIPTION ON-DEMAND/ STREAMING SERVICE	115	36	9	45	186	843	58	80	**	**	25	811	40	1	4	**	21	19	26	14
	29%	13%	4%	9%	18%	35%	24%	18%	**	**	13%	37%	9%	3%	11%	**	11%	8%	13%	6%
	bcd	cd		c		g						hk			n				t	
	13%	4%	1%	5%	21%	94%	6%	9%	**	**	3%	90%	4%	*%	*%	**	2%	2%	3%	2%
ANY PAY TV/ HYBRID DTV/ IPTV PROVIDER SERVICE	40	26	4	30	59	250	10	26	**	**	8	234	28	2	1	**	17	11	14	14
	10%	9%	2%	6%	6%	10%	4%	6%	**	**	4%	11%	6%	5%	2%	**	9%	4%	7%	6%
	cd	cd		c		g						hk								
	15%	10%	2%	12%	23%	96%	4%	10%	**	**	3%	90%	11%	1%	*%	**	7%	4%	5%	5%
ANY SOCIAL MEDIA SERVICE	54	16	9	26	112	467	47	63	**	**	19	445	22	2	1	**	14	8	12	10
	13%	6%	4%	5%	11%	19%	19%	14%	**	**	10%	20%	5%	5%	3%	**	7%	3%	6%	4%
	bcd											hk								
	10%	3%	2%	5%	22%	90%	9%	12%	**	**	4%	86%	4%	*%	*%	**	3%	2%	2%	2%
None of these	185	168	209	377	649	1083	135	286	**	**	125	941	310	32	23	**	127	183	121	189
	46%	60%	84%	72%	63%	45%	55%	63%	**	**	68%	42%	70%	81%	76%	**	63%	75%	59%	79%
		a	abd	ab			f	l			l							qs		qs
	15%	14%	17%	31%	53%	89%	11%	23%	**	**	10%	77%	25%	3%	2%	**	10%	15%	10%	15%
Don't know	5	4	3	7	11	23	9	13	**	**	3	21	5	1	1	**	3	1	3	2
	1%	1%	1%	1%	1%	1%	4%	3%	**	**	2%	1%	1%	3%	2%	**	2%	1%	1%	1%
							f	l												
	15%	11%	10%	21%	35%	70%	27%	40%	**	**	10%	66%	15%	3%	2%	**	11%	4%	9%	6%

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

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QH16 (QH78). SHOWCARD And which of these services, if any, have you used in the past week? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Netflix	54	24	4	27	121	550	36	53	**	**	14	521	25	1	2	**	12	13	15	10
	13%	9%	1%	5%	12%	23%	15%	12%	**	**	8%	23%	6%	2%	5%	**	6%	5%	7%	4%
	bcd	c		c		g						hk								
	9%	4%	1%	5%	21%	94%	6%	9%	**	**	2%	89%	4%	*%	*%	**	2%	2%	2%	2%
BBC iPlayer	108	48	22	70	131	546	28	66	**	**	21	509	65	3	3	**	37	28	45	20
	27%	17%	9%	13%	13%	23%	11%	14%	**	**	11%	23%	15%	6%	8%	**	18%	12%	22%	8%
	bcd	c				g						hk					t		rt	
	19%	8%	4%	12%	23%	95%	5%	11%	**	**	4%	89%	11%	*%	*%	**	6%	5%	8%	3%
YouTube	25	4	4	8	55	250	29	34	**	**	7	238	7	*	*	**	5	2	4	3
	6%	1%	2%	2%	5%	10%	12%	7%	**	**	4%	11%	2%	1%	1%	**	3%	1%	2%	1%
	bcd											hk								
	9%	1%	2%	3%	20%	89%	10%	12%	**	**	3%	85%	2%	*%	*%	**	2%	1%	1%	1%
Amazon Prime Video	27	7	2	9	35	203	13	15	**	**	4	196	8	*	2	**	6	2	5	3
	7%	3%	1%	2%	3%	8%	5%	3%	**	**	2%	9%	2%	*%	5%	**	3%	1%	2%	1%
	bcd											hk								
	12%	3%	1%	4%	17%	95%	6%	7%	**	**	2%	92%	4%	*%	1%	**	3%	1%	2%	1%
ITV Hub or STV Player	28	14	7	21	48	178	7	25	**	**	8	159	17	1	2	**	10	7	13	4
	7%	5%	3%	4%	5%	7%	3%	5%	**	**	4%	7%	4%	2%	6%	**	5%	3%	6%	2%
	cd					g													t	
	15%	7%	4%	11%	26%	96%	4%	13%	**	**	4%	86%	9%	*%	1%	**	5%	4%	7%	2%
All 4	10	7	3	10	21	114	2	16	**	**	6	97	9	-	1	**	3	6	6	3
	2%	3%	1%	2%	2%	5%	1%	4%	**	**	3%	4%	2%	-%	3%	**	2%	2%	3%	1%
						g														
	9%	6%	3%	9%	18%	98%	2%	14%	**	**	5%	84%	8%	-%	1%	**	3%	5%	5%	3%
Facebook	7	3	3	5	33	109	3	12	**	**	5	100	5	*	*	**	3	2	3	2
	2%	1%	1%	1%	3%	4%	1%	3%	**	**	3%	5%	1%	1%	*%	**	1%	1%	1%	1%
	6%	2%	2%	5%	28%	95%	3%	11%	**	**	4%	87%	4%	*%	*%	**	2%	2%	3%	2%

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QH16 (QH78). SHOWCARD And which of these services, if any, have you used in the past week? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
NOW TV	14	*	1	2	19	92	9	10	**	**	2	88	1	-	*	**	-	1	1	-
	4%	*%	1%	*%	2%	4%	4%	2%	**	**	1%	4%	*%	-%	2%	**	-%	1%	1%	-%
	bcd											k								
	14%	*%	1%	2%	19%	93%	9%	10%	**	**	2%	88%	1%	-%	*%	**	-%	1%	1%	-%
BT TV (including BT Sport)	14	16	3	19	25	75	*	7	**	**	2	69	17	2	*	**	11	6	7	10
	4%	6%	1%	4%	2%	3%	*%	2%	**	**	1%	3%	4%	4%	1%	**	6%	2%	3%	4%
		c				g														
	19%	21%	4%	25%	32%	98%	*%	10%	**	**	3%	90%	22%	2%	*%	**	15%	7%	9%	13%
My 5	10	6	2	8	17	69	2	14	**	**	4	58	6	*	1	**	4	2	3	3
	3%	2%	1%	1%	2%	3%	1%	3%	**	**	2%	3%	1%	1%	2%	**	2%	1%	2%	1%
	14%	9%	2%	11%	24%	96%	3%	19%	**	**	6%	82%	9%	*%	1%	**	6%	3%	5%	5%
Sky Go	8	2	1	3	15	66	3	8	**	**	2	62	3	-	*	**	2	1	2	1
	2%	1%	*%	1%	1%	3%	1%	2%	**	**	1%	3%	1%	-%	*%	**	1%	*%	1%	*%
	d																			
	11%	3%	1%	4%	22%	94%	4%	11%	**	**	2%	88%	4%	-%	*%	**	3%	1%	3%	1%
Snapchat	-	-	-	-	11	41	6	4	**	**	2	42	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	1%	2%	3%	1%	**	**	1%	2%	-%	-%	-%	**	-%	-%	-%	-%
	-%	-%	-%	-%	22%	87%	13%	8%	**	**	4%	90%	-%	-%	-%	**	-%	-%	-%	-%
Twitter	4	*	-	*	4	30	1	6	**	**	-	26	*	-	-	**	-	*	*	-
	1%	*%	-%	*%	*%	1%	*%	1%	**	**	-%	1%	*%	-%	-%	**	-%	*%	*%	-%
	d																			
	12%	2%	-%	2%	13%	94%	4%	17%	**	**	-%	82%	2%	-%	-%	**	-%	2%	2%	-%
Apple Music	3	2	-	2	5	30	1	2	**	**	1	29	2	-	*	**	1	1	2	-
	1%	1%	-%	*%	1%	1%	*%	*%	**	**	*%	1%	*%	-%	1%	**	*%	*%	1%	-%
	9%	6%	-%	6%	17%	97%	2%	6%	**	**	3%	92%	5%	-%	1%	**	2%	3%	5%	-%

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QH16 (QH78). SHOWCARD And which of these services, if any, have you used in the past week? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Virgin TV Anywhere	1	-	1	1	1	10	-	*	**	**	-	10	1	-	-	**	1	-	-	1
	*%	-%	*%	*%	*%	*%	-%	*%	**	**	-%	*%	*%	-%	-%	**	*%	-%	-%	*%
	8%	-%	7%	7%	13%	100%	-%	1%	**	**	-%	99%	7%	-%	-%	**	7%	-%	-%	7%
TalkTalk TV Store	3	1	*	1	4	6	-	-	**	**	-	6	1	-	-	**	-	1	-	1
	1%	*%	*%	*%	*%	*%	-%	-%	**	**	-%	*%	*%	-%	-%	**	-%	*%	-%	*%
	45%	20%	1%	21%	64%	100%	-%	-%	**	**	-%	100%	20%	-%	-%	**	-%	20%	-%	20%
S4C (online or via an app)	-	*	-	*	1	2	1	-	**	**	-	3	-	-	*	**	-	-	-	-
	-%	*%	-%	*%	*%	*%	*%	-%	**	**	-%	*%	-%	-%	*%	**	-%	-%	-%	-%
	-%	2%	-%	2%	37%	65%	16%	-%	**	**	-%	100%	-%	-%	2%	**	-%	-%	-%	-%
Any other services	1	1	1	1	3	5	-	*	**	**	-	5	1	-	1	**	1	-	1	-
	*%	*%	*%	*%	*%	*%	-%	*%	**	**	-%	*%	*%	-%	2%	**	*%	-%	*%	-%
															m					
	20%	12%	13%	25%	57%	100%	-%	2%	**	**	-%	98%	12%	-%	13%	**	12%	-%	12%	-%
ANY ON-DEMAND VIEWING	164	82	26	107	289	1089	78	127	**	**	39	1025	97	3	5	**	54	43	58	39
	41%	29%	10%	20%	28%	45%	32%	28%	**	**	21%	46%	22%	9%	18%	**	27%	18%	28%	16%
	bcd	cd		c		g						hk	n				rt		rt	
	14%	7%	2%	9%	25%	93%	7%	11%	**	**	3%	88%	8%	*%	*%	**	5%	4%	5%	3%
ANY PSB BROADCASTER SERVICE	114	53	23	75	146	606	30	73	**	**	23	560	69	3	3	**	39	30	48	21
	28%	19%	9%	14%	14%	25%	12%	16%	**	**	12%	25%	16%	6%	8%	**	20%	12%	23%	9%
	bcd	c				g						hk	n				t		rt	
	18%	8%	4%	12%	23%	95%	5%	12%	**	**	4%	88%	11%	*%	*%	**	6%	5%	8%	3%

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QH16 (QH78). SHOWCARD And which of these services, if any, have you used in the past week? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
ANY SUBSCRIPTION ON-DEMAND/ STREAMING SERVICE	82	28	6	34	150	666	47	65	**	**	16	633	29	1	3	**	14	15	19	10
	21%	10%	2%	6%	15%	27%	19%	14%	**	**	9%	29%	7%	2%	11%	**	7%	6%	9%	4%
	bcd	c		c		g						hk			n				t	
	12%	4%	1%	5%	21%	94%	7%	9%	**	**	2%	89%	4%	*%	*%	**	2%	2%	3%	1%
ANY PAY TV/ HYBRID DTV/ IPTV PROVIDER SERVICE	24	18	3	21	41	144	3	14	**	**	4	135	19	2	*	**	11	8	8	11
	6%	7%	1%	4%	4%	6%	1%	3%	**	**	2%	6%	4%	4%	1%	**	6%	3%	4%	5%
	c	c		c		g						hk								
	16%	12%	2%	14%	28%	96%	2%	9%	**	**	2%	90%	13%	1%	*%	**	8%	5%	5%	7%
ANY SOCIAL MEDIA SERVICE	30	6	7	12	76	312	33	41	**	**	11	295	11	1	*	**	7	4	7	4
	8%	2%	3%	2%	7%	13%	13%	9%	**	**	6%	13%	2%	1%	1%	**	4%	2%	3%	2%
	bcd											hk								
	9%	2%	2%	4%	22%	90%	9%	12%	**	**	3%	85%	3%	*%	*%	**	2%	1%	2%	1%
None of these	231	193	219	412	727	1309	156	316	**	**	141	1168	341	35	25	**	143	197	143	198
	58%	69%	88%	78%	71%	54%	64%	69%	**	**	77%	53%	77%	89%	80%	**	71%	81%	70%	83%
		a	abd	ab			f	l			l			m				qs		qs
	16%	13%	15%	28%	49%	89%	11%	21%	**	**	10%	79%	23%	2%	2%	**	10%	13%	10%	13%
Don't know	5	4	4	8	13	26	11	13	**	**	3	26	6	1	1	**	3	3	4	2
	1%	1%	2%	2%	1%	1%	5%	3%	**	**	2%	1%	1%	3%	2%	**	2%	1%	2%	1%
							f	l												
	13%	10%	12%	21%	34%	71%	30%	36%	**	**	9%	70%	16%	3%	2%	**	9%	7%	11%	5%

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QH17 (QH79). SHOWCARD Do you use any of these online TV services to watch channels or programmes live at the time they are broadcast? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
BBC iPlayer	33	12	2	13	40	195	10	19	**	**	4	180	12	*	2	**	4	7	8	4
	8%	4%	1%	3%	4%	8%	4%	4%	**	**	2%	8%	3%	1%	5%	**	2%	3%	4%	2%
	bcd	c										hk								
	16%	6%	1%	7%	20%	96%	5%	10%	**	**	2%	89%	6%	*%	1%	**	2%	4%	4%	2%
YouTube	5	2	1	2	14	55	7	6	**	**	-	55	2	*	*	**	1	1	*	1
	1%	1%	*%	*%	1%	2%	3%	1%	**	**	-%	2%	*%	1%	*%	**	*%	*%	*%	1%
												k								
	8%	2%	1%	4%	23%	87%	11%	10%	**	**	-%	87%	3%	1%	*%	**	1%	2%	1%	2%
ITV Hub or STV Player	9	3	1	4	15	53	2	9	**	**	1	44	2	*	1	**	2	-	2	-
	2%	1%	*%	1%	1%	2%	1%	2%	**	**	*%	2%	1%	1%	4%	**	1%	-%	1%	-%
	d														m					
	17%	5%	2%	7%	27%	96%	5%	16%	**	**	1%	81%	4%	1%	2%	**	4%	-%	4%	-%
Amazon Prime Video	11	2	1	3	12	48	4	2	**	**	1	48	2	-	1	**	2	-	*	1
	3%	1%	1%	1%	1%	2%	1%	*%	**	**	1%	2%	*%	-%	4%	**	1%	-%	*%	1%
	bd											h			m					
	22%	3%	3%	6%	24%	95%	7%	3%	**	**	2%	95%	3%	-%	2%	**	3%	-%	1%	2%
BT TV (including BT Sport)	13	12	1	13	17	49	2	5	**	**	2	46	12	2	*	**	6	5	7	5
	3%	4%	*%	3%	2%	2%	1%	1%	**	**	1%	2%	3%	4%	*%	**	3%	2%	3%	2%
	c	c																		
	26%	24%	2%	27%	33%	97%	4%	10%	**	**	4%	91%	23%	3%	*%	**	12%	11%	14%	9%
Sky Go	4	2	-	2	10	45	1	7	**	**	-	41	2	-	*	**	1	1	2	-
	1%	1%	-%	*%	1%	2%	1%	1%	**	**	-%	2%	*%	-%	*%	**	1%	*%	1%	-%
	9%	5%	-%	5%	21%	94%	3%	14%	**	**	-%	85%	4%	-%	*%	**	3%	2%	4%	-%
NOW TV	9	1	*	1	9	42	7	5	**	**	2	41	1	-	*	**	-	1	-	1
	2%	*%	*%	*%	1%	2%	3%	1%	**	**	1%	2%	*%	-%	1%	**	-%	*%	-%	*%
	bcd																			
	18%	2%	*%	2%	19%	90%	15%	12%	**	**	4%	87%	1%	-%	*%	**	-%	1%	-%	1%

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Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
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Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Facebook	1	*	1	1	9	22	1	3	**	**	-	22	1	*	-	**	1	-	-	1
	*%	*%	*%	*%	1%	1%	*%	1%	**	**	-%	1%	*%	1%	-%	**	*%	-%	-%	*%
	5%	1%	3%	4%	37%	91%	4%	11%	**	**	-%	90%	3%	1%	-%	**	3%	-%	-%	3%
All 4	1	1	1	2	3	21	1	3	**	**	-	19	1	-	1	**	-	1	1	-
	*%	*%	*%	*%	*%	1%	1%	1%	**	**	-%	1%	*%	-%	2%	**	-%	*%	*%	-%
															m					
	5%	4%	2%	7%	14%	93%	5%	14%	**	**	-%	85%	4%	-%	3%	**	-%	4%	4%	-%
Snapchat	-	-	-	-	2	4	1	-	**	**	-	6	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	*%	*%	*%	-%	**	**	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
	-%	-%	-%	-%	37%	64%	21%	-%	**	**	-%	100%	-%	-%	-%	**	-%	-%	-%	-%
Twitter	-	-	-	-	-	2	-	-	**	**	-	2	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	-%	*%	-%	-%	**	**	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
	-%	-%	-%	-%	-%	100%	-%	-%	**	**	-%	100%	-%	-%	-%	**	-%	-%	-%	-%
None of these	338	249	245	494	926	2015	213	413	**	**	174	1829	416	38	28	**	189	227	188	228
	85%	90%	99%	94%	90%	83%	87%	91%	**	**	95%	82%	94%	95%	90%	**	94%	93%	92%	96%
		a	abd	ab				l			l									
	15%	11%	11%	22%	41%	90%	10%	18%	**	**	8%	82%	19%	2%	1%	**	8%	10%	8%	10%
Don't know	4	1	*	1	3	18	1	2	**	**	1	17	1	-	*	**	1	-	-	1
	1%	*%	*%	*%	*%	1%	*%	*%	**	**	1%	1%	*%	-%	*%	**	*%	-%	-%	*%
	19%	5%	*%	5%	17%	96%	3%	10%	**	**	7%	89%	4%	-%	*%	**	4%	-%	-%	4%
ANY LIVE BROADCAST SERVICES	58	28	4	32	100	392	31	41	**	**	8	374	27	2	3	**	11	16	17	10
	15%	10%	1%	6%	10%	16%	13%	9%	**	**	5%	17%	6%	5%	10%	**	5%	7%	8%	4%
	cd	cd		c								hk								
	14%	7%	1%	8%	24%	93%	7%	10%	**	**	2%	89%	6%	*%	1%	**	3%	4%	4%	2%

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

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.

QH18 (QH75). SHOWCARD Which, if any, of these would encourage you to watch more online TV programmes or films than you currently do - using broadcaster services like BBC iPlayer or subscription services like Netflix or Amazon Prime Video, or pay per view services like iTunes or Google Play? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Cheaper subscriptions/ cost of pay per view	100	43	19	62	180	579	46	92	**	**	29	538	53	4	4	**	29	24	23	30
	25%	16%	8%	12%	17%	24%	19%	20%	**	**	16%	24%	12%	10%	12%	**	14%	10%	11%	13%
	bcd	c										k								
	16%	7%	3%	10%	28%	91%	7%	15%	**	**	5%	85%	8%	1%	1%	**	5%	4%	4%	5%
More back catalogues of TV series	37	11	3	14	54	254	25	29	**	**	11	244	13	-	1	**	9	4	10	4
	9%	4%	1%	3%	5%	10%	10%	6%	**	**	6%	11%	3%	-%	2%	**	5%	2%	5%	2%
	bcd	c										hk								
	13%	4%	1%	5%	19%	91%	9%	11%	**	**	4%	88%	5%	-%	*%	**	3%	1%	4%	1%
More exclusive content	39	16	5	21	61	256	21	33	**	**	12	239	18	1	2	**	10	9	11	7
	10%	6%	2%	4%	6%	11%	9%	7%	**	**	7%	11%	4%	1%	5%	**	5%	4%	5%	3%
	bcd	c										h								
	14%	6%	2%	8%	22%	92%	8%	12%	**	**	4%	86%	7%	*%	1%	**	3%	3%	4%	3%
Faster broadband	31	19	6	25	62	243	34	42	**	**	10	234	22	1	1	**	11	11	15	7
	8%	7%	2%	5%	6%	10%	14%	9%	**	**	5%	11%	5%	4%	4%	**	6%	4%	7%	3%
	c	c										k								
	11%	7%	2%	9%	22%	88%	12%	15%	**	**	4%	85%	8%	1%	*%	**	4%	4%	5%	3%
Higher mobile allowance	11	1	*	2	24	93	17	13	**	**	5	99	1	-	*	**	-	1	1	-
	3%	1%	*%	*%	2%	4%	7%	3%	**	**	3%	4%	*%	-%	1%	**	-%	*%	*%	-%
	bcd						f													
	10%	1%	*%	2%	21%	82%	15%	12%	**	**	4%	87%	1%	-%	*%	**	-%	1%	1%	-%
None of these	221	189	205	394	672	1294	129	287	**	**	129	1147	328	30	26	**	139	189	150	178
	55%	68%	82%	75%	65%	53%	53%	63%	**	**	70%	52%	74%	77%	85%	**	69%	78%	73%	75%
		a	abd	ab				l			l				m					
	16%	13%	14%	28%	47%	91%	9%	20%	**	**	9%	81%	23%	2%	2%	**	10%	13%	11%	13%

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

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.

QH18 (QH75). SHOWCARD Which, if any, of these would encourage you to watch more online TV programmes or films than you currently do - using broadcaster services like BBC iPlayer or subscription services like Netflix or Amazon Prime Video, or pay per view services like iTunes or Google Play? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Don't know	27	19	14	33	74	181	27	31	**	**	12	174	26	4	*	**	13	14	9	17
	7%	7%	5%	6%	7%	7%	11%	7%	**	**	6%	8%	6%	9%	1%	**	6%	6%	5%	7%
	13%	9%	7%	16%	36%	87%	13%	15%	**	**	6%	84%	o 13%	o 2%	*%	**	6%	7%	5%	8%

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

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.

QH19 (QH62). Are any of your TV sets "Smart TVs"? These are newer types of TV that are connected to the internet and can stream video directly onto your television screen, without the need for a computer, set-top box or games console. IF NECESSARY - It's a TV that allows you to surf the internet and stream movies, TV shows and videos using services such as BBC iPlayer, Netflix and YouTube. They are also sometimes referred to as a Connected TV or a Hybrid TV.

Base : Those with a TV in the household

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	596	485	335	820	1516	3334	205	664	76	91	267	2880	485	108	135	92	263	222	245	240
Effective Weighted Sample	430	304	218	516	1009	2285	139	446	51	60	188	1984	393	65	86	75	217	187	194	200
Total	390	274	240	514	985	2324	215	436	52	64	177	2102	432	39	29	13	196	236	201	231
	15%	11%	9%	20%	39%	92%	8%	17%	**	**	7%	83%	17%	2%	1%	**	8%	9%	8%	9%
Yes	163	99	29	128	288	1013	93	129	**	**	45	973	112	7	8	**	79	33	65	47
	42%	36%	12%	25%	29%	44%	43%	30%	**	**	26%	46%	26%	17%	27%	**	40%	14%	32%	20%
	cd	cd		c								hk					rt		rt	
	15%	9%	3%	12%	26%	92%	8%	12%	**	**	4%	88%	10%	1%	1%	**	7%	3%	6%	4%
No	215	163	198	360	657	1242	112	289	**	**	120	1069	299	29	21	**	111	188	128	171
	55%	59%	83%	70%	67%	53%	52%	66%	**	**	68%	51%	69%	75%	72%	**	56%	80%	64%	74%
			abd	ab				l			l							qs		qs
	16%	12%	15%	27%	49%	92%	8%	21%	**	**	9%	79%	22%	2%	2%	**	8%	14%	9%	13%
Don't know	13	13	13	25	40	70	10	19	**	**	12	60	21	3	*	**	6	15	8	13
	3%	5%	5%	5%	4%	3%	4%	4%	**	**	6%	3%	5%	9%	2%	**	3%	6%	4%	6%
											l			o						
	16%	16%	17%	33%	51%	90%	12%	24%	**	**	15%	77%	27%	4%	1%	**	8%	20%	10%	17%

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

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.

QH20 (QH80). And are any of your Smart TV sets connected to your home broadband service? EXPLANATION PROVIDED IF NECESSARY (SINGLE CODE)

Base : Those with a 'Smart TV' in the household

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	~g	h	~i	~j	~k	l	m	~n	~o	~p	q	~r	~s	~t
Unweighted total	233	165	50	215	456	1424	82	190	28	25	65	1319	142	25	36	12	108	34	91	51
Effective Weighted Sample	174	111	35	146	306	980	54	128	20	15	45	912	117	17	23	9	89	30	78	42
Total	163	99	29	128	288	1013	93	129	18	17	45	973	112	7	8	2	79	33	65	47
	15%	9%	**	12%	26%	92%	**	12%	**	**	**	88%	10%	**	**	**	7%	**	**	**
Yes, connected	135	72	**	93	213	847	**	106	**	**	**	808	82	**	**	**	60	**	**	**
	83%	72%	**	72%	74%	84%	**	82%	**	**	**	83%	73%	**	**	**	75%	**	**	**
	bd																			
	15%	8%	**	10%	23%	92%	**	12%	**	**	**	88%	9%	**	**	**	7%	**	**	**
No, not connected	26	23	**	30	64	134	**	18	**	**	**	137	24	**	**	**	17	**	**	**
	16%	23%	**	23%	22%	13%	**	14%	**	**	**	14%	22%	**	**	**	21%	**	**	**
	16%	15%	**	19%	41%	86%	**	12%	**	**	**	88%	16%	**	**	**	11%	**	**	**
Don't know	2	4	**	6	11	32	**	5	**	**	**	29	6	**	**	**	3	**	**	**
	1%	4%	**	5%	4%	3%	**	4%	**	**	**	3%	5%	**	**	**	4%	**	**	**
	6%	13%	**	18%	32%	92%	**	14%	**	**	**	85%	17%	**	**	**	8%	**	**	**

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

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.

QH21 (QH45). SHOWCARD Have you or has anyone in your household connected your TV to the internet to watch something on the TV screen - using any of these devices - in the last 12 months? Please note this does not include access to the internet via a 'Smart TV' set. (MULTI CODE)

Base : Those with a TV in the household

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	596	485	335	820	1516	3334	205	664	76	91	267	2880	485	108	135	92	263	222	245	240
Effective Weighted Sample	430	304	218	516	1009	2285	139	446	51	60	188	1984	393	65	86	75	217	187	194	200
Total	390	274	240	514	985	2324	215	436	52	64	177	2102	432	39	29	13	196	236	201	231
	15%	11%	9%	20%	39%	92%	8%	17%	**	**	7%	83%	17%	2%	1%	**	8%	9%	8%	9%
Games console	33	14	2	15	110	471	37	46	**	**	9	454	15	*	1	**	7	8	5	10
	8%	5%	1%	3%	11%	20%	17%	10%	**	**	5%	22%	3%	1%	2%	**	4%	3%	2%	4%
	cd	c						k				hk								
	6%	3%	*%	3%	22%	93%	7%	9%	**	**	2%	89%	3%	*%	*%	**	1%	2%	1%	2%
Set top box with access to digital or cable TV broadcasts (such as Sky+, Virgin TiVo, YouView)	55	25	10	35	73	350	8	46	**	**	11	314	28	6	*	**	16	12	17	11
	14%	9%	4%	7%	7%	15%	4%	10%	**	**	6%	15%	7%	16%	1%	**	8%	5%	8%	5%
	bcd	c				g						hk	o	mo						
	15%	7%	3%	10%	20%	98%	2%	13%	**	**	3%	88%	8%	2%	*%	**	5%	3%	5%	3%
Laptop/ desktop PC	44	18	7	25	64	316	46	33	**	**	9	322	23	*	2	**	16	7	12	11
	11%	7%	3%	5%	7%	14%	21%	7%	**	**	5%	15%	5%	1%	6%	**	8%	3%	6%	5%
	bcd						f					hk					r			
	12%	5%	2%	7%	18%	89%	13%	9%	**	**	2%	90%	6%	*%	1%	**	4%	2%	3%	3%
Internet-connected dongle or set-top box (such as NOW TV set-top box, Roku, Google Chrome, Amazon Fire TV Stick, Amazon Fire TV, Apple TV)	44	13	3	16	48	271	11	22	**	**	11	255	13	1	2	**	7	6	7	6
	11%	5%	1%	3%	5%	12%	5%	5%	**	**	6%	12%	3%	2%	7%	**	4%	2%	3%	3%
	bcd	c				g						hk								
	16%	5%	1%	6%	17%	96%	4%	8%	**	**	4%	91%	5%	*%	1%	**	3%	2%	2%	2%

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

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.

QH21 (QH45). SHOWCARD Have you or has anyone in your household connected your TV to the internet to watch something on the TV screen - using any of these devices - in the last 12 months? Please note this does not include access to the internet via a 'Smart TV' set. (MULTI CODE)

Base : Those with a TV in the household

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	596	485	335	820	1516	3334	205	664	76	91	267	2880	485	108	135	92	263	222	245	240
Effective Weighted Sample	430	304	218	516	1009	2285	139	446	51	60	188	1984	393	65	86	75	217	187	194	200
Total	390	274	240	514	985	2324	215	436	52	64	177	2102	432	39	29	13	196	236	201	231
	15%	11%	9%	20%	39%	92%	8%	17%	**	**	7%	83%	17%	2%	1%	**	8%	9%	8%	9%
None of these	256	210	221	431	753	1362	142	320	**	**	145	1193	361	31	26	**	157	204	159	202
	66%	77%	92%	84%	76%	59%	66%	73%	**	**	82%	57%	84%	79%	87%	**	80%	87%	79%	87%
		a	abd	ab				l			hl									qs
	17%	14%	15%	29%	50%	90%	9%	21%	**	**	10%	79%	24%	2%	2%	**	10%	14%	11%	13%
Don't know	8	8	2	10	19	50	6	13	**	**	3	42	9	1	*	**	3	6	6	3
	2%	3%	1%	2%	2%	2%	3%	3%	**	**	2%	2%	2%	3%	*%	**	1%	3%	3%	1%
	15%	14%	4%	19%	35%	90%	11%	24%	**	**	6%	76%	16%	2%	*%	**	5%	11%	11%	5%
ANY DEVICES CONNECTING TV TO THE INTERNET INCLUDING SMART TV AT QH80	190	96	30	126	321	1235	90	148	**	**	49	1167	108	9	8	**	68	40	64	44
	49%	35%	13%	25%	33%	53%	42%	34%	**	**	28%	56%	25%	23%	27%	**	35%	17%	32%	19%
	bcd	cd		c		g						hk					rt		rt	
	14%	7%	2%	10%	24%	93%	7%	11%	**	**	4%	88%	8%	1%	1%	**	5%	3%	5%	3%

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

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QH22A (QH65A). How frequently, if at all, do you watch each of these channels - RTE1? (SINGLE CODE)

Base : All respondents in Northern Ireland with a TV in the household

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	N IRELAND
Significance Level: 95%	~a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l	
Unweighted total	71	51	41	92	203	478	6	51	3	4	20	433	92
Effective Weighted Sample	64	42	34	75	177	424	4	44	3	4	18	384	75
Total	9	7	6	13	29	71	1	7	*	*	3	65	13
	**	**	**	**	40%	99%	**	**	**	**	**	90%	**
Every day	**	**	**	**	4	7	**	**	**	**	**	5	**
	**	**	**	**	13%	10%	**	**	**	**	**	7%	**
	**	**	**	**	53%	100%	**	**	**	**	**	69%	**
At least weekly	**	**	**	**	4	12	**	**	**	**	**	11	**
	**	**	**	**	13%	17%	**	**	**	**	**	17%	**
	**	**	**	**	31%	100%	**	**	**	**	**	90%	**
At least monthly	**	**	**	**	2	5	**	**	**	**	**	4	**
	**	**	**	**	8%	7%	**	**	**	**	**	7%	**
	**	**	**	**	43%	96%	**	**	**	**	**	88%	**
Less often than monthly	**	**	**	**	3	9	**	**	**	**	**	9	**
	**	**	**	**	11%	13%	**	**	**	**	**	14%	**
	**	**	**	**	35%	100%	**	**	**	**	**	96%	**
Never	**	**	**	**	16	38	**	**	**	**	**	36	**
	**	**	**	**	55%	53%	**	**	**	**	**	55%	**
	**	**	**	**	41%	98%	**	**	**	**	**	93%	**
AT LEAST MONTHLY	**	**	**	**	10	24	**	**	**	**	**	20	**
	**	**	**	**	33%	33%	**	**	**	**	**	31%	**
	**	**	**	**	40%	99%	**	**	**	**	**	84%	**
EVER WATCH	**	**	**	**	13	33	**	**	**	**	**	29	**
	**	**	**	**	45%	47%	**	**	**	**	**	44%	**
	**	**	**	**	39%	99%	**	**	**	**	**	87%	**
Don't know	**	**	**	**	-	*	**	**	**	**	**	*	**
	**	**	**	**	-%	1%	**	**	**	**	**	1%	**
	**	**	**	**	-%	100%	**	**	**	**	**	100%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l

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.

QH22B (QH65B). How frequently, if at all, do you watch each of these channels - RTE2? (SINGLE CODE)

Base : All respondents in Northern Ireland with a TV in the household

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	N IRELAND
Significance Level: 95%	~a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l	
Unweighted total	71	51	41	92	203	478	6	51	3	4	20	433	92
Effective Weighted Sample	64	42	34	75	177	424	4	44	3	4	18	384	75
Total	9	7	6	13	29	71	1	7	*	*	3	65	13
	**	**	**	**	40%	99%	**	**	**	**	**	90%	**
Every day	**	**	**	**	3	5	**	**	**	**	**	3	**
	**	**	**	**	11%	7%	**	**	**	**	**	5%	**
	**	**	**	**	60%	100%	**	**	**	**	**	67%	**
At least weekly	**	**	**	**	4	9	**	**	**	**	**	8	**
	**	**	**	**	13%	13%	**	**	**	**	**	13%	**
	**	**	**	**	39%	100%	**	**	**	**	**	90%	**
At least monthly	**	**	**	**	2	6	**	**	**	**	**	5	**
	**	**	**	**	7%	8%	**	**	**	**	**	8%	**
	**	**	**	**	36%	100%	**	**	**	**	**	86%	**
Less often than monthly	**	**	**	**	3	10	**	**	**	**	**	9	**
	**	**	**	**	11%	13%	**	**	**	**	**	14%	**
	**	**	**	**	31%	98%	**	**	**	**	**	96%	**
Never	**	**	**	**	17	41	**	**	**	**	**	38	**
	**	**	**	**	59%	57%	**	**	**	**	**	59%	**
	**	**	**	**	40%	98%	**	**	**	**	**	92%	**
AT LEAST MONTHLY	**	**	**	**	9	20	**	**	**	**	**	17	**
	**	**	**	**	31%	29%	**	**	**	**	**	26%	**
	**	**	**	**	44%	100%	**	**	**	**	**	83%	**
EVER WATCH	**	**	**	**	12	30	**	**	**	**	**	26	**
	**	**	**	**	41%	42%	**	**	**	**	**	40%	**
	**	**	**	**	40%	99%	**	**	**	**	**	87%	**
Don't know	**	**	**	**	-	1	**	**	**	**	**	1	**
	**	**	**	**	-%	1%	**	**	**	**	**	1%	**
	**	**	**	**	-%	100%	**	**	**	**	**	100%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l

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.

QH22C (QH65C). How frequently, if at all, do you watch each of these channels - TV3? (SINGLE CODE)

Base : All respondents in Northern Ireland with a TV in the household

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	N IRELAND
Significance Level: 95%	~a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l	
Unweighted total	71	51	41	92	203	478	6	51	3	4	20	433	92
Effective Weighted Sample	64	42	34	75	177	424	4	44	3	4	18	384	75
Total	9	7	6	13	29	71	1	7	*	*	3	65	13
	**	**	**	**	40%	99%	**	**	**	**	**	90%	**
Every day	**	**	**	**	2	3	**	**	**	**	**	2	**
	**	**	**	**	8%	4%	**	**	**	**	**	2%	**
	**	**	**	**	78%	100%	**	**	**	**	**	52%	**
At least weekly	**	**	**	**	4	10	**	**	**	**	**	9	**
	**	**	**	**	15%	14%	**	**	**	**	**	14%	**
	**	**	**	**	42%	100%	**	**	**	**	**	88%	**
At least monthly	**	**	**	**	2	5	**	**	**	**	**	4	**
	**	**	**	**	5%	7%	**	**	**	**	**	6%	**
	**	**	**	**	30%	96%	**	**	**	**	**	78%	**
Less often than monthly	**	**	**	**	4	9	**	**	**	**	**	9	**
	**	**	**	**	13%	13%	**	**	**	**	**	14%	**
	**	**	**	**	39%	100%	**	**	**	**	**	97%	**
Never	**	**	**	**	17	43	**	**	**	**	**	41	**
	**	**	**	**	59%	61%	**	**	**	**	**	63%	**
	**	**	**	**	38%	98%	**	**	**	**	**	93%	**
AT LEAST MONTHLY	**	**	**	**	8	18	**	**	**	**	**	14	**
	**	**	**	**	29%	25%	**	**	**	**	**	22%	**
	**	**	**	**	45%	99%	**	**	**	**	**	79%	**
EVER WATCH	**	**	**	**	12	27	**	**	**	**	**	23	**
	**	**	**	**	41%	38%	**	**	**	**	**	36%	**
	**	**	**	**	43%	99%	**	**	**	**	**	85%	**
Don't know	**	**	**	**	*	*	**	**	**	**	**	*	**
	**	**	**	**	*%	1%	**	**	**	**	**	1%	**
	**	**	**	**	25%	100%	**	**	**	**	**	100%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l

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.

QH22D (QH65D). How frequently, if at all, do you watch each of these channels - TG4? (SINGLE CODE)

Base : All respondents in Northern Ireland with a TV in the household

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	N IRELAND
Significance Level: 95%	~a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l	
Unweighted total	71	51	41	92	203	478	6	51	3	4	20	433	92
Effective Weighted Sample	64	42	34	75	177	424	4	44	3	4	18	384	75
Total	9	7	6	13	29	71	1	7	*	*	3	65	13
	**	**	**	**	40%	99%	**	**	**	**	**	90%	**
Every day	**	**	**	**	1	2	**	**	**	**	**	2	**
	**	**	**	**	3%	3%	**	**	**	**	**	3%	**
	**	**	**	**	48%	100%	**	**	**	**	**	83%	**
At least weekly	**	**	**	**	5	10	**	**	**	**	**	7	**
	**	**	**	**	18%	13%	**	**	**	**	**	11%	**
	**	**	**	**	55%	100%	**	**	**	**	**	76%	**
At least monthly	**	**	**	**	1	4	**	**	**	**	**	3	**
	**	**	**	**	5%	5%	**	**	**	**	**	4%	**
	**	**	**	**	38%	100%	**	**	**	**	**	82%	**
Less often than monthly	**	**	**	**	4	10	**	**	**	**	**	11	**
	**	**	**	**	14%	15%	**	**	**	**	**	16%	**
	**	**	**	**	38%	96%	**	**	**	**	**	97%	**
Never	**	**	**	**	17	45	**	**	**	**	**	42	**
	**	**	**	**	60%	64%	**	**	**	**	**	65%	**
	**	**	**	**	37%	99%	**	**	**	**	**	93%	**
AT LEAST MONTHLY	**	**	**	**	7	15	**	**	**	**	**	12	**
	**	**	**	**	26%	21%	**	**	**	**	**	18%	**
	**	**	**	**	50%	100%	**	**	**	**	**	78%	**
EVER WATCH	**	**	**	**	12	25	**	**	**	**	**	22	**
	**	**	**	**	40%	36%	**	**	**	**	**	34%	**
	**	**	**	**	45%	98%	**	**	**	**	**	86%	**
Don't know	**	**	**	**	-	*	**	**	**	**	**	*	**
	**	**	**	**	-%	1%	**	**	**	**	**	1%	**
	**	**	**	**	-%	100%	**	**	**	**	**	100%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l

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? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Landline phone	365	265	232	496	819	1978	185	388	**	**	163	1783	419	36	30	**	190	228	200	218
	91%	95%	93%	94%	80%	82%	76%	85%	**	**	89%	80%	94%	91%	96%	**	95%	94%	98%	92%
								l			l								t	
	17%	12%	11%	23%	38%	92%	9%	18%	**	**	8%	83%	19%	2%	1%	**	9%	11%	9%	10%
Mobile phone	383	254	163	417	895	2286	237	379	**	**	142	2143	353	31	24	**	170	183	182	171
	96%	91%	66%	79%	87%	94%	97%	83%	**	**	77%	97%	80%	77%	78%	**	85%	75%	89%	72%
	bcd	cd		c								hk					rt		rt	
	15%	10%	6%	17%	35%	90%	9%	15%	**	**	6%	85%	14%	1%	1%	**	7%	7%	7%	7%
Fixed broadband internet access	336	213	120	333	688	1953	188	283	**	**	107	1858	288	22	17	**	149	138	170	118
	84%	77%	48%	63%	67%	81%	77%	62%	**	**	58%	84%	65%	55%	56%	**	74%	57%	83%	49%
	bcd	cd		c								hk					rt		qrt	
	16%	10%	6%	16%	32%	91%	9%	13%	**	**	5%	87%	13%	1%	1%	**	7%	6%	8%	5%
Mobile broadband internet access	10	4	-	4	11	56	7	12	**	**	6	54	4	-	-	**	1	3	4	-
	3%	2%	-%	1%	1%	2%	3%	3%	**	**	3%	2%	1%	-%	-%	**	1%	1%	2%	-%
	cd																		t	
	16%	7%	-%	7%	17%	86%	10%	19%	**	**	10%	83%	7%	-%	-%	**	2%	5%	7%	-%
Narrowband internet access	2	2	2	5	7	17	2	3	**	**	1	16	4	*	*	**	-	4	-	4
	*%	1%	1%	1%	1%	1%	1%	1%	**	**	*%	1%	1%	1%	1%	**	-%	2%	-%	2%
																				q
	10%	13%	12%	25%	35%	94%	10%	14%	**	**	5%	85%	22%	2%	1%	**	-%	22%	-%	22%
TV service with additional channels you pay to receive	228	147	95	242	478	1406	133	211	**	**	78	1327	211	16	11	**	99	112	111	100
	57%	53%	38%	46%	46%	58%	54%	46%	**	**	43%	60%	48%	39%	36%	**	49%	46%	54%	42%
	cd	c		c								hk	o						t	
	15%	10%	6%	16%	31%	92%	9%	14%	**	**	5%	87%	14%	1%	1%	**	6%	7%	7%	7%

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

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? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
No, none of these	*	1	1	3	10	10	1	3	**	**	1	7	2	1	*	**	*	1	-	2
	*%	1%	1%	1%	1%	*%	1%	1%	**	**	*%	*%	*%	1%	1%	**	*%	1%	-%	1%
	1%	13%	12%	25%	92%	92%	12%	26%	**	**	5%	65%	18%	5%	2%	**	5%	14%	-%	18%

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

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.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Yes	289	185	119	304	570	1539	131	250	**	**	102	1422	262	20	17	**	131	131	153	109
	72%	67%	48%	58%	55%	63%	53%	55%	**	**	56%	64%	59%	50%	56%	**	65%	54%	75%	46%
	cd	cd		c		g						hk					rt		qrt	
	17%	11%	7%	18%	34%	92%	8%	15%	**	**	6%	85%	16%	1%	1%	**	8%	8%	9%	7%
No	104	85	127	212	434	812	106	196	**	**	80	725	172	19	13	**	69	103	48	124
	26%	30%	51%	40%	42%	33%	43%	43%	**	**	44%	33%	39%	47%	42%	**	34%	43%	24%	52%
			abd	ab			f	l			l						s	s		qs
	11%	9%	14%	23%	47%	88%	11%	21%	**	**	9%	78%	19%	2%	1%	**	7%	11%	5%	13%
Don't know	7	8	3	11	25	73	9	10	**	**	1	72	9	1	1	**	1	8	3	5
	2%	3%	1%	2%	2%	3%	4%	2%	**	**	1%	3%	2%	3%	2%	**	*%	3%	2%	2%
												k						q		
	9%	10%	3%	13%	30%	88%	10%	12%	**	**	1%	86%	10%	1%	1%	**	1%	9%	4%	6%

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

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.

QG2 (QG3A). SHOWCARD Please could you tell me which services are part of this deal or package you have with the same supplier? (MULTI CODE)

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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	435	325	155	480	859	2167	121	344	42	46	138	1946	300	56	85	39	175	125	186	114
Effective Weighted Sample	323	209	103	306	583	1502	82	234	28	31	102	1351	243	32	54	32	147	103	147	96
Total	289	185	119	304	570	1539	131	250	30	38	102	1422	262	20	17	5	131	131	153	109
	17%	11%	7%	18%	34%	92%	8%	15%	**	**	6%	85%	16%	**	**	**	8%	8%	9%	7%
Landline phone	262	178	116	294	518	1385	121	235	**	**	99	1273	255	**	**	**	123	131	148	106
	91%	96%	98%	97%	91%	90%	93%	94%	**	**	96%	89%	97%	**	**	**	94%	100%	97%	98%
		a	a	a				l			l							q		
	17%	12%	8%	20%	35%	92%	8%	16%	**	**	7%	85%	17%	**	**	**	8%	9%	10%	7%
One mobile phone	28	18	15	33	54	117	12	30	**	**	10	101	30	**	**	**	14	16	18	12
	10%	10%	13%	11%	9%	8%	9%	12%	**	**	10%	7%	11%	**	**	**	11%	12%	12%	11%
								l												
	22%	14%	12%	26%	42%	90%	9%	23%	**	**	8%	78%	23%	**	**	**	11%	12%	14%	9%
More than one mobile phone	15	5	2	7	20	66	3	8	**	**	4	60	6	**	**	**	5	1	4	2
	5%	3%	2%	2%	3%	4%	2%	3%	**	**	4%	4%	2%	**	**	**	4%	1%	3%	2%
	22%	8%	3%	10%	29%	98%	4%	12%	**	**	5%	88%	9%	**	**	**	7%	1%	6%	2%
Internet - Fixed Broadband access	270	175	99	273	524	1446	120	226	**	**	94	1340	236	**	**	**	123	112	144	92
	93%	94%	83%	90%	92%	94%	92%	91%	**	**	92%	94%	90%	**	**	**	94%	86%	94%	84%
	c	c										h					rt		rt	
	17%	11%	6%	18%	34%	93%	8%	14%	**	**	6%	86%	15%	**	**	**	8%	7%	9%	6%
Internet - Mobile Broadband access	3	-	-	-	3	8	-	1	**	**	*	6	-	**	**	**	-	-	-	-
	1%	-%	-%	-%	*%	1%	-%	1%	**	**	*%	*%	-%	**	**	**	-%	-%	-%	-%
	40%	-%	-%	-%	36%	100%	-%	18%	**	**	6%	80%	-%	**	**	**	-%	-%	-%	-%
TV service	136	94	62	156	309	850	63	130	**	**	48	783	135	**	**	**	63	73	78	58
	47%	50%	52%	51%	54%	55%	48%	52%	**	**	47%	55%	52%	**	**	**	48%	55%	51%	53%
	15%	10%	7%	17%	34%	93%	7%	14%	**	**	5%	86%	15%	**	**	**	7%	8%	9%	6%
Don't know	2	1	-	1	4	7	2	2	**	**	-	7	1	**	**	**	1	-	1	-
	1%	1%	-%	*%	1%	*%	2%	1%	**	**	-%	*%	*%	**	**	**	1%	-%	1%	-%
	24%	14%	-%	14%	39%	76%	27%	24%	**	**	-%	75%	12%	**	**	**	12%	-%	12%	-%

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

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.

QG2 (QG3A). SHOWCARD Please could you tell me which services are part of this deal or package you have with the same supplier? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Landline phone	262	178	116	294	518	1385	121	235	**	**	99	1273	255	18	16	**	123	131	148	106
	65%	64%	47%	56%	50%	57%	49%	52%	**	**	54%	57%	57%	46%	53%	**	61%	54%	72%	45%
	cd	cd		c								h					t		qrt	
	17%	12%	8%	20%	35%	92%	8%	16%	**	**	7%	85%	17%	1%	1%	**	8%	9%	10%	7%
One mobile phone	28	18	15	33	54	117	12	30	**	**	10	101	30	1	2	**	14	16	18	12
	7%	6%	6%	6%	5%	5%	5%	7%	**	**	5%	5%	7%	4%	6%	**	7%	6%	9%	5%
	22%	14%	12%	26%	42%	90%	9%	23%	**	**	8%	78%	23%	1%	1%	**	11%	12%	14%	9%
More than one mobile phone	15	5	2	7	20	66	3	8	**	**	4	60	6	1	1	**	5	1	4	2
	4%	2%	1%	1%	2%	3%	1%	2%	**	**	2%	3%	1%	2%	2%	**	2%	*%	2%	1%
	cd																			
	22%	8%	3%	10%	29%	98%	4%	12%	**	**	5%	88%	9%	1%	1%	**	7%	1%	6%	2%
Internet - Fixed Broadband access	270	175	99	273	524	1446	120	226	**	**	94	1340	236	17	16	**	123	112	144	92
	67%	63%	40%	52%	51%	60%	49%	50%	**	**	51%	60%	53%	44%	52%	**	61%	46%	70%	38%
	cd	cd		c		g						hk					rt		rt	
	17%	11%	6%	18%	34%	93%	8%	14%	**	**	6%	86%	15%	1%	1%	**	8%	7%	9%	6%
Internet - Mobile Broadband access	3	-	-	-	3	8	-	1	**	**	*	6	-	-	-	**	-	-	-	-
	1%	-%	-%	-%	*%	*%	-%	*%	**	**	*%	*%	-%	-%	-%	**	-%	-%	-%	-%
	d																			
	40%	-%	-%	-%	36%	100%	-%	18%	**	**	6%	80%	-%	-%	-%	**	-%	-%	-%	-%
TV service	136	94	62	156	309	850	63	130	**	**	48	783	135	12	5	**	63	73	78	58
	34%	34%	25%	30%	30%	35%	26%	29%	**	**	26%	35%	31%	30%	18%	**	31%	30%	38%	24%
	c	c				g						hk	o						t	
	15%	10%	7%	17%	34%	93%	7%	14%	**	**	5%	86%	15%	1%	1%	**	7%	8%	9%	6%

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

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QG2 (QG3A). SHOWCARD Please could you tell me which services are part of this deal or package you have with the same supplier? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Don't know	2	1	-	1	4	7	2	2	**	**	-	7	1	*	-	**	1	-	1	-
	1%	*%	-%	*%	*%	*%	1%	*%	**	**	-%	*%	*%	*%	-%	**	1%	-%	1%	-%
	24%	14%	-%	14%	39%	76%	27%	24%	**	**	-%	75%	12%	2%	-%	**	12%	-%	12%	-%
DO NOT HAVE A PACKAGE/ BUNDLE OF SERVICES	111	93	130	223	460	885	114	206	**	**	81	797	181	20	14	**	70	111	52	129
	28%	33%	52%	42%	45%	37%	47%	45%	**	**	44%	36%	41%	50%	44%	**	35%	46%	25%	54%
			abd	ab			f	l			l						s	qs		qs
	11%	9%	13%	22%	46%	88%	11%	20%	**	**	8%	79%	18%	2%	1%	**	7%	11%	5%	13%

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

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.

QG3 (QG3D). Which supplier do you use for this package of services? (SINGLE CODE)

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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	435	325	155	480	859	2167	121	344	42	46	138	1946	300	56	85	39	175	125	186	114
Effective Weighted Sample	323	209	103	306	583	1502	82	234	28	31	102	1351	243	32	54	32	147	103	147	96
Total	289	185	119	304	570	1539	131	250	30	38	102	1422	262	20	17	5	131	131	153	109
	17%	11%	7%	18%	34%	92%	8%	15%	**	**	6%	85%	16%	**	**	**	8%	8%	9%	7%
BT	96	81	38	118	168	452	33	72	**	**	30	417	97	**	**	**	51	46	56	41
	33%	43%	32%	39%	29%	29%	26%	29%	**	**	30%	29%	37%	**	**	**	39%	35%	37%	37%
		a																		
	20%	17%	8%	25%	35%	94%	7%	15%	**	**	6%	86%	20%	**	**	**	11%	10%	12%	8%
Sky	53	36	15	51	132	415	39	61	**	**	25	392	43	**	**	**	26	16	19	24
	19%	19%	13%	17%	23%	27%	30%	25%	**	**	24%	28%	16%	**	**	**	20%	13%	12%	22%
																				s
	12%	8%	3%	11%	29%	91%	9%	14%	**	**	5%	86%	9%	**	**	**	6%	4%	4%	5%
Virgin Media	57	36	37	73	143	348	28	53	**	**	19	325	68	**	**	**	27	41	40	28
	20%	19%	32%	24%	25%	23%	21%	21%	**	**	19%	23%	26%	**	**	**	21%	31%	26%	25%
			ab																	
	15%	9%	10%	19%	38%	93%	7%	14%	**	**	5%	87%	18%	**	**	**	7%	11%	11%	7%
Talk Talk/ Carphone Warehouse	35	15	18	34	62	132	15	27	**	**	12	120	30	**	**	**	15	15	19	10
	12%	8%	15%	11%	11%	9%	12%	11%	**	**	11%	8%	11%	**	**	**	11%	12%	13%	10%
	25%	11%	13%	23%	43%	92%	11%	18%	**	**	8%	83%	21%	**	**	**	10%	11%	13%	7%
EE	15	4	1	5	16	60	6	8	**	**	4	58	5	**	**	**	3	2	5	-
	5%	2%	1%	2%	3%	4%	4%	3%	**	**	3%	4%	2%	**	**	**	2%	2%	3%	-%
	cd																			
	22%	6%	1%	7%	25%	91%	9%	12%	**	**	5%	86%	7%	**	**	**	4%	3%	7%	-%
Plusnet	8	4	*	5	12	41	3	5	**	**	2	37	3	**	**	**	2	1	3	1
	3%	2%	*%	2%	2%	3%	2%	2%	**	**	2%	3%	1%	**	**	**	2%	1%	2%	1%
	19%	10%	1%	11%	28%	96%	7%	12%	**	**	5%	85%	8%	**	**	**	5%	3%	6%	2%
Utility Warehouse	5	2	1	3	3	18	-	5	**	**	4	13	3	**	**	**	2	1	1	1
	2%	1%	1%	1%	1%	1%	-%	2%	**	**	4%	1%	1%	**	**	**	1%	1%	1%	1%
											l									
	26%	11%	8%	19%	19%	100%	-%	28%	**	**	22%	73%	14%	**	**	**	9%	5%	8%	6%

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

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QG3 (QG3D). Which supplier do you use for this package of services? (SINGLE CODE)

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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	435	325	155	480	859	2167	121	344	42	46	138	1946	300	56	85	39	175	125	186	114
Effective Weighted Sample	323	209	103	306	583	1502	82	234	28	31	102	1351	243	32	54	32	147	103	147	96
Total	289	185	119	304	570	1539	131	250	30	38	102	1422	262	20	17	5	131	131	153	109
	17%	11%	7%	18%	34%	92%	8%	15%	**	**	6%	85%	16%	**	**	**	8%	8%	9%	7%
Post Office	5	3	2	5	9	17	*	7	**	**	1	12	5	**	**	**	3	2	3	1
	2%	2%	2%	2%	1%	1%	*%	3%	**	**	1%	1%	2%	**	**	**	2%	1%	2%	1%
	28%	17%	10%	27%	47%	95%	3%	l 36%	**	**	7%	65%	26%	**	**	**	16%	9%	18%	7%
Vodafone	3	*	-	*	2	11	1	1	**	**	1	11	*	**	**	**	*	-	*	-
	1%	*%	-%	*%	*%	1%	1%	1%	**	**	1%	1%	*%	**	**	**	*%	-%	*%	-%
	20%	3%	-%	3%	15%	88%	10%	11%	**	**	8%	87%	3%	**	**	**	3%	-%	3%	-%
KComm	*	1	1	1	4	6	1	1	**	**	-	6	1	**	**	**	1	-	-	1
	*%	*%	*%	*%	1%	*%	1%	*%	**	**	-%	*%	*%	**	**	**	1%	-%	-%	1%
	6%	9%	7%	16%	58%	91%	12%	11%	**	**	-%	88%	16%	**	**	**	16%	-%	-%	16%
NOW TV	*	-	-	-	4	6	-	-	**	**	-	6	-	**	**	**	-	-	-	-
	*%	-%	-%	-%	1%	*%	-%	-%	**	**	-%	*%	-%	**	**	**	-%	-%	-%	-%
	1%	-%	-%	-%	64%	100%	-%	-%	**	**	-%	100%	-%	**	**	**	-%	-%	-%	-%
AOL	-	-	-	-	-	1	1	-	**	**	-	3	-	**	**	**	-	-	-	-
	-%	-%	-%	-%	-%	*%	1%	-%	**	**	-%	*%	-%	**	**	**	-%	-%	-%	-%
	-%	-%	-%	-%	-%	44%	27%	-%	**	**	-%	100%	-%	**	**	**	-%	-%	-%	-%
'3'	2	-	-	-	1	2	-	1	**	**	1	2	-	**	**	**	-	-	-	-
	1%	-%	-%	-%	*%	*%	-%	1%	**	**	1%	*%	-%	**	**	**	-%	-%	-%	-%
	96%	-%	-%	-%	22%	100%	-%	53%	**	**	l 53%	63%	-%	**	**	**	-%	-%	-%	-%
First Utility	-	-	-	-	1	1	-	1	**	**	-	-	-	**	**	**	-	-	-	-
	-%	-%	-%	-%	*%	*%	-%	*%	**	**	-%	-%	-%	**	**	**	-%	-%	-%	-%
	-%	-%	-%	-%	100%	100%	-%	63%	**	**	-%	-%	-%	**	**	**	-%	-%	-%	-%
Tesco	1	-	-	-	-	1	-	-	**	**	-	1	-	**	**	**	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	**	**	-%	*%	-%	**	**	**	-%	-%	-%	-%
	100%	-%	-%	-%	-%	100%	-%	-%	**	**	-%	100%	-%	**	**	**	-%	-%	-%	-%

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

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QG3 (QG3D). Which supplier do you use for this package of services? (SINGLE CODE)

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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	435	325	155	480	859	2167	121	344	42	46	138	1946	300	56	85	39	175	125	186	114
Effective Weighted Sample	323	209	103	306	583	1502	82	234	28	31	102	1351	243	32	54	32	147	103	147	96
Total	289	185	119	304	570	1539	131	250	30	38	102	1422	262	20	17	5	131	131	153	109
	17%	11%	7%	18%	34%	92%	8%	15%	**	**	6%	85%	16%	**	**	**	8%	8%	9%	7%
T-Mobile	-	-	-	-	-	-	*	-	**	**	-	*	-	**	**	**	-	-	-	-
	-%	-%	-%	-%	-%	-%	*%	-%	**	**	-%	*%	-%	**	**	**	-%	-%	-%	-%
	-%	-%	-%	-%	-%	-%	56%	-%	**	**	-%	100%	-%	**	**	**	-%	-%	-%	-%
Other	8	4	5	9	13	23	2	7	**	**	3	19	8	**	**	**	1	7	7	2
	3%	2%	4%	3%	2%	2%	1%	3%	**	**	3%	1%	3%	**	**	**	1%	5%	4%	2%
																		q		
	33%	14%	19%	34%	50%	91%	6%	28%	**	**	12%	72%	32%	**	**	**	5%	27%	26%	6%
Don't know	*	-	-	-	1	3	-	1	**	**	-	2	-	**	**	**	-	-	-	-
	*%	-%	-%	-%	*%	*%	-%	*%	**	**	-%	*%	-%	**	**	**	-%	-%	-%	-%
	8%	-%	-%	-%	33%	100%	-%	27%	**	**	-%	67%	-%	**	**	**	-%	-%	-%	-%

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

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.

BUNDLE OWNERSHIP - DEFINED BY SUPPLIER USED FOR EACH SERVICE

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Base for %	387	272	237	509	997	2353	240	437	51	60	176	2160	427	39	30	13	193	234	201	226
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	16%	2%	1%	**	7%	9%	8%	9%
LANDLINE AND BROADBAND	139	84	57	141	279	734	84	100	**	**	41	712	120	9	9	**	61	59	72	48
	36%	31%	24%	28%	28%	31%	35%	23%	**	**	23%	33%	28%	22%	30%	**	31%	25%	36%	21%
	cd											hk					t		rt	
	17%	10%	7%	17%	34%	90%	10%	12%	**	**	5%	88%	15%	1%	1%	**	7%	7%	9%	6%
LANDLINE, BROADBAND AND PAY TV	107	76	31	107	241	738	64	107	**	**	35	692	92	9	4	**	43	49	53	39
	28%	28%	13%	21%	24%	31%	27%	25%	**	**	20%	32%	22%	22%	13%	**	22%	21%	26%	17%
	cd	cd		c								hk							t	
	13%	10%	4%	13%	30%	93%	8%	13%	**	**	4%	87%	12%	1%	1%	**	5%	6%	7%	5%
LANDLINE AND PAY TV	3	3	15	18	23	30	1	7	**	**	6	26	16	*	1	**	3	13	6	11
	1%	1%	6%	4%	2%	1%	1%	2%	**	**	3%	1%	4%	*%	3%	**	2%	5%	3%	5%
			ab	ab							l							q		
	8%	10%	47%	57%	71%	93%	5%	21%	**	**	17%	81%	51%	*%	3%	**	10%	40%	17%	33%
LANDLINE, BROADBAND, MOBILE AND PAY TV	24	20	15	35	52	129	10	23	**	**	9	116	32	2	*	**	17	16	19	13
	6%	7%	6%	7%	5%	5%	4%	5%	**	**	5%	5%	8%	6%	1%	**	9%	7%	10%	6%
													o							
	18%	15%	11%	25%	38%	94%	7%	17%	**	**	7%	85%	23%	2%	*%	**	12%	11%	14%	9%
MOBILE AND BROADBAND	6	3	3	6	14	31	4	4	**	**	*	31	5	1	-	**	2	4	3	3
	1%	1%	1%	1%	1%	1%	2%	1%	**	**	*%	1%	1%	1%	-%	**	1%	2%	1%	1%
	16%	9%	8%	17%	40%	88%	13%	12%	**	**	1%	89%	15%	1%	-%	**	5%	10%	8%	8%
OTHER BUNDLE	44	21	11	32	79	217	24	40	**	**	16	203	28	1	3	**	18	9	17	11
	11%	8%	5%	6%	8%	9%	10%	9%	**	**	9%	9%	6%	2%	9%	**	9%	4%	9%	5%
	cd																r			
	18%	9%	4%	13%	32%	88%	10%	16%	**	**	7%	82%	11%	*%	1%	**	7%	4%	7%	4%

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

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.

BUNDLE OWNERSHIP - DEFINED BY SUPPLIER USED FOR EACH SERVICE

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
NO BUNDLE	66	64	106	171	310	475	52	157	**	**	69	381	134	18	13	**	49	85	32	102
	17%	24%	45%	34%	31%	20%	22%	36%	**	**	39%	18%	31%	46%	43%	**	25%	36%	16%	45%
		a	abd	ab				l			l			m	m		s	qs		qs
	12%	12%	20%	32%	58%	88%	10%	29%	**	**	13%	71%	25%	3%	2%	**	9%	16%	6%	19%
DON'T KNOW FOR ANY PROVIDER	13	6	12	18	32	71	5	19	**	**	7	59	17	1	*	**	8	9	4	12

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

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.

SUMMARY OF BUNDLE OWNERSHIP - DEFINED BY SAME SUPPLIER USED FOR A NUMBER OF SERVICES

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Base for %	387	272	237	509	997	2353	240	437	51	60	176	2160	427	39	30	13	193	234	201	226
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	16%	2%	1%	**	7%	9%	8%	9%
DOUBLE PLAY	191	111	85	196	395	1011	114	151	**	**	63	972	169	10	13	**	84	85	97	72
	49%	41%	36%	39%	40%	43%	47%	34%	**	**	36%	45%	40%	26%	42%	**	44%	36%	48%	32%
	bcd											hk	n		n		t		rt	
	17%	10%	8%	17%	35%	90%	10%	13%	**	**	6%	86%	15%	1%	1%	**	7%	8%	9%	6%
TRIPLE PLAY	107	76	31	107	241	738	64	107	**	**	35	692	92	9	4	**	43	49	53	39
	28%	28%	13%	21%	24%	31%	27%	25%	**	**	20%	32%	22%	22%	13%	**	22%	21%	26%	17%
	cd	cd		c								hk							t	
	13%	10%	4%	13%	30%	93%	8%	13%	**	**	4%	87%	12%	1%	1%	**	5%	6%	7%	5%
QUAD PLAY	24	20	15	35	52	129	10	23	**	**	9	116	32	2	*	**	17	16	19	13
	6%	7%	6%	7%	5%	5%	4%	5%	**	**	5%	5%	8%	6%	1%	**	9%	7%	10%	6%
													o							
	18%	15%	11%	25%	38%	94%	7%	17%	**	**	7%	85%	23%	2%	*%	**	12%	11%	14%	9%
NO BUNDLE	66	64	106	171	310	475	52	157	**	**	69	381	134	18	13	**	49	85	32	102
	17%	24%	45%	34%	31%	20%	22%	36%	**	**	39%	18%	31%	46%	43%	**	25%	36%	16%	45%
		a	abd	ab				l			l			m	m		s	qs		qs
	12%	12%	20%	32%	58%	88%	10%	29%	**	**	13%	71%	25%	3%	2%	**	9%	16%	6%	19%
DON'T KNOW FOR ANY PROVIDER	13	6	12	18	32	71	5	19	**	**	7	59	17	1	*	**	8	9	4	12

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

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.

BUNDLE OWNERSHIP - DEFINED BY SUPPLIER USED FOR EACH SERVICE

Base : Those using the same supplier for two or more services

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	482	364	170	534	1033	2646	173	404	49	50	155	2417	333	62	86	53	193	140	205	128
Effective Weighted Sample	353	231	112	338	692	1810	117	269	31	33	109	1667	269	34	54	43	161	117	161	109
Total	321	207	131	338	688	1878	188	281	34	39	108	1780	293	21	17	7	144	149	169	124
	16%	10%	6%	16%	33%	91%	9%	14%	**	**	5%	86%	14%	**	**	**	7%	7%	8%	6%
Base for %	321	207	131	338	688	1878	188	281	34	39	108	1780	293	21	17	7	144	149	169	124
	16%	10%	6%	16%	33%	91%	9%	14%	**	**	5%	86%	14%	**	**	**	7%	7%	8%	6%
LANDLINE AND BROADBAND	139	84	57	141	279	734	84	100	**	**	41	712	120	**	**	**	61	59	72	48
	43%	41%	43%	42%	41%	39%	45%	36%	**	**	38%	40%	41%	**	**	**	42%	40%	42%	39%
	17%	10%	7%	17%	34%	90%	10%	12%	**	**	5%	88%	15%	**	**	**	7%	7%	9%	6%
LANDLINE, BROADBAND AND PAY TV	107	76	31	107	241	738	64	107	**	**	35	692	92	**	**	**	43	49	53	39
	33%	37%	24%	32%	35%	39%	34%	38%	**	**	33%	39%	31%	**	**	**	30%	33%	31%	31%
		c																		
	13%	10%	4%	13%	30%	93%	8%	13%	**	**	4%	87%	12%	**	**	**	5%	6%	7%	5%
LANDLINE AND PAY TV	3	3	15	18	23	30	1	7	**	**	6	26	16	**	**	**	3	13	6	11
	1%	2%	11%	5%	3%	2%	1%	2%	**	**	5%	1%	6%	**	**	**	2%	9%	3%	9%
			abd	ab							l							q		q
	8%	10%	47%	57%	71%	93%	5%	21%	**	**	17%	81%	51%	**	**	**	10%	40%	17%	33%
LANDLINE, BROADBAND, MOBILE AND PAY TV	24	20	15	35	52	129	10	23	**	**	9	116	32	**	**	**	17	16	19	13
	8%	10%	11%	10%	8%	7%	5%	8%	**	**	8%	7%	11%	**	**	**	12%	10%	11%	10%
	18%	15%	11%	25%	38%	94%	7%	17%	**	**	7%	85%	23%	**	**	**	12%	11%	14%	9%
MOBILE AND BROADBAND	6	3	3	6	14	31	4	4	**	**	*	31	5	**	**	**	2	4	3	3
	2%	2%	2%	2%	2%	2%	2%	1%	**	**	*%	2%	2%	**	**	**	1%	2%	2%	2%
	16%	9%	8%	17%	40%	88%	13%	12%	**	**	1%	89%	15%	**	**	**	5%	10%	8%	8%
OTHER BUNDLE	44	21	11	32	79	217	24	40	**	**	16	203	28	**	**	**	18	9	17	11
	14%	10%	8%	9%	11%	12%	13%	14%	**	**	15%	11%	9%	**	**	**	13%	6%	10%	9%
	18%	9%	4%	13%	32%	88%	10%	16%	**	**	7%	82%	11%	**	**	**	7%	4%	7%	4%

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

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.

SUMMARY OF BUNDLE OWNERSHIP - DEFINED BY SAME SUPPLIER USED FOR A NUMBER OF SERVICES

Base : Those using the same supplier for two or more services

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	482	364	170	534	1033	2646	173	404	49	50	155	2417	333	62	86	53	193	140	205	128
Effective Weighted Sample	353	231	112	338	692	1810	117	269	31	33	109	1667	269	34	54	43	161	117	161	109
Total	321	207	131	338	688	1878	188	281	34	39	108	1780	293	21	17	7	144	149	169	124
	16%	10%	6%	16%	33%	91%	9%	14%	**	**	5%	86%	14%	**	**	**	7%	7%	8%	6%
Base for %	321	207	131	338	688	1878	188	281	34	39	108	1780	293	21	17	7	144	149	169	124
	16%	10%	6%	16%	33%	91%	9%	14%	**	**	5%	86%	14%	**	**	**	7%	7%	8%	6%
DOUBLE PLAY	191	111	85	196	395	1011	114	151	**	**	63	972	169	**	**	**	84	85	97	72
	59%	54%	65%	58%	57%	54%	61%	54%	**	**	59%	55%	58%	**	**	**	58%	57%	57%	58%
			b																	
	17%	10%	8%	17%	35%	90%	10%	13%	**	**	6%	86%	15%	**	**	**	7%	8%	9%	6%
TRIPLE PLAY	107	76	31	107	241	738	64	107	**	**	35	692	92	**	**	**	43	49	53	39
	33%	37%	24%	32%	35%	39%	34%	38%	**	**	33%	39%	31%	**	**	**	30%	33%	31%	31%
		c																		
	13%	10%	4%	13%	30%	93%	8%	13%	**	**	4%	87%	12%	**	**	**	5%	6%	7%	5%
QUAD PLAY	24	20	15	35	52	129	10	23	**	**	9	116	32	**	**	**	17	16	19	13
	8%	10%	11%	10%	8%	7%	5%	8%	**	**	8%	7%	11%	**	**	**	12%	10%	11%	10%
	18%	15%	11%	25%	38%	94%	7%	17%	**	**	7%	85%	23%	**	**	**	12%	11%	14%	9%

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

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.

FIXED BROADBAND STANDALONE - DEFINED BY SUPPLIER USED FOR FIXED BROADBAND AND OTHER SERVICES

Base : Those with fixed broadband at home

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	504	363	160	523	1042	2744	178	408	50	50	153	2517	329	63	83	48	197	132	208	121
Effective Weighted Sample	368	233	108	339	704	1879	120	275	33	35	111	1734	269	35	53	38	164	112	166	104
Total	336	213	120	333	688	1953	188	283	35	41	107	1858	288	22	17	6	149	138	170	118
	16%	10%	6%	16%	32%	91%	9%	13%	**	**	5%	87%	13%	**	**	**	7%	6%	8%	5%
Base for %	327	211	114	324	669	1894	184	273	33	40	106	1804	280	21	17	6	148	132	167	112
	16%	10%	5%	16%	32%	91%	9%	13%	**	**	5%	87%	13%	**	**	**	7%	6%	8%	5%
FIXED BROADBAND STANDALONE - DON'T USE	20	13	7	20	40	130	14	22	**	**	8	125	16	**	**	**	10	6	9	7
	6%	6%	6%	6%	6%	7%	7%	8%	**	**	7%	7%	6%	**	**	**	7%	4%	6%	6%
FIXED BROADBAND SUPPLIER FOR ANY OTHER SERVICE	14%	9%	5%	14%	28%	89%	9%	15%	**	**	5%	86%	11%	**	**	**	7%	4%	6%	5%
SAME PROVIDER FOR ANY OTHER SERVICE	307	198	107	305	628	1765	171	251	**	**	98	1679	264	**	**	**	138	126	158	105
	94%	94%	94%	94%	94%	93%	93%	92%	**	**	93%	93%	94%	**	**	**	93%	96%	94%	94%
	16%	10%	6%	16%	33%	91%	9%	13%	**	**	5%	87%	14%	**	**	**	7%	7%	8%	5%
DON'T KNOW AT ANY SERVICE	9	2	6	8	20	59	4	10	**	**	2	54	8	**	**	**	1	7	2	5

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

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.

FIXED BROADBAND STANDALONE - DEFINED BY SUPPLIER USED FOR FIXED BROADBAND AND OTHER SERVICES

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Base for %	391	276	243	519	1009	2366	241	446	53	66	182	2165	435	39	31	13	199	236	203	233
	15%	11%	9%	20%	39%	91%	9%	17%	**	**	7%	83%	17%	2%	1%	**	8%	9%	8%	9%
FIXED BROADBAND STANDALONE - DON'T USE	20	13	7	20	40	130	14	22	**	**	8	125	16	2	2	**	10	6	9	7
	5%	5%	3%	4%	4%	5%	6%	5%	**	**	4%	6%	4%	5%	5%	**	5%	2%	5%	3%
FIXED BROADBAND SUPPLIER FOR ANY OTHER SERVICE	14%	9%	5%	14%	28%	89%	9%	15%	**	**	5%	86%	11%	1%	1%	**	7%	4%	6%	5%
SAME PROVIDER FOR ANY OTHER SERVICE	307	198	107	305	628	1765	171	251	**	**	98	1679	264	19	16	**	138	126	158	105
	79%	72%	44%	59%	62%	75%	71%	56%	**	**	54%	78%	61%	49%	51%	**	69%	53%	78%	45%
	bcd	cd		c								hk					rt		qrt	
	16%	10%	6%	16%	33%	91%	9%	13%	**	**	5%	87%	14%	1%	1%	**	7%	7%	8%	5%
DON'T KNOW AT ANY SERVICE	9	2	6	8	20	59	4	10	**	**	2	54	8	*	*	**	1	7	2	5

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

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.

LANDLINE STANDALONE - DEFINED BY SUPPLIER USED FOR LANDLINE AND OTHER SERVICES (INCLUDING THOSE WHO PAY LINE RENTAL AT QE48)

Base : Those with a landline phone at home - including those who pay line rental for fixed broadband

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	564	473	325	798	1341	3064	189	594	71	87	246	2660	472	101	137	88	254	218	248	224
Effective Weighted Sample	409	296	210	500	881	2086	129	397	47	57	171	1822	383	59	86	72	210	183	196	189
Total	374	266	235	500	874	2140	203	400	48	62	165	1948	422	36	30	12	191	231	202	220
	16%	11%	10%	21%	37%	91%	9%	17%	**	**	7%	83%	18%	2%	1%	**	8%	10%	9%	9%
Base for %	361	259	221	480	842	2067	201	382	45	57	159	1888	403	36	29	12	184	219	197	206
	16%	11%	10%	21%	37%	91%	9%	17%	**	**	7%	84%	18%	**	1%	**	8%	10%	9%	9%
FIXED LINE STANDALONE - DON'T USE LANDLINE SUPPLIER FOR ANY OTHER SERVICE	57	61	101	162	207	313	27	117	**	**	54	234	130	**	12	**	50	80	38	92
	16%	24%	46%	34%	25%	15%	14%	31%	**	**	34%	12%	32%	**	41%	**	27%	37%	19%	44%
		a	abd	ab				l			l							qs		qs
	17%	18%	29%	47%	60%	91%	8%	34%	**	**	16%	68%	38%	**	3%	**	14%	23%	11%	27%
SAME PROVIDER FOR ANY OTHER SERVICE	304	197	120	318	635	1754	173	266	**	**	105	1654	273	**	17	**	135	139	159	115
	84%	76%	54%	66%	75%	85%	86%	69%	**	**	66%	88%	68%	**	59%	**	73%	63%	81%	56%
	bcd	cd		c								hk					rt		rt	
	16%	10%	6%	17%	33%	91%	9%	14%	**	**	5%	86%	14%	**	1%	**	7%	7%	8%	6%
DON'T KNOW AT ANY SERVICE	12	7	14	21	32	73	3	18	**	**	6	59	19	**	*	**	7	12	5	14

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

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.

LANDLINE STANDALONE - DEFINED BY SUPPLIER USED FOR LANDLINE AND OTHER SERVICES (INCLUDING THOSE WHO PAY LINE RENTAL AT QE48)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Base for %	388	271	235	506	997	2352	242	438	51	62	178	2160	424	39	30	13	193	231	200	224
	15%	10%	9%	19%	38%	91%	9%	17%	**	**	7%	83%	16%	2%	1%	**	7%	9%	8%	9%
FIXED LINE STANDALONE - DON'T USE LANDLINE SUPPLIER FOR ANY OTHER SERVICE	57	61	101	162	207	313	27	117	**	**	54	234	130	15	12	**	50	80	38	92
	15%	23%	43%	32%	21%	13%	11%	27%	**	**	31%	11%	31%	38%	39%	**	26%	35%	19%	41%
		a	abd	ab				l			l							qs		qs
	17%	18%	29%	47%	60%	91%	8%	34%	**	**	16%	68%	38%	4%	3%	**	14%	23%	11%	27%
SAME PROVIDER FOR ANY OTHER SERVICE	304	197	120	318	635	1754	173	266	**	**	105	1654	273	21	17	**	135	139	159	115
	79%	73%	51%	63%	64%	75%	72%	61%	**	**	59%	77%	64%	53%	57%	**	70%	60%	79%	51%
	cd	cd		c								hk					rt		qrt	
	16%	10%	6%	17%	33%	91%	9%	14%	**	**	5%	86%	14%	1%	1%	**	7%	7%	8%	6%
DON'T KNOW AT ANY SERVICE	12	7	14	21	32	73	3	18	**	**	6	59	19	1	*	**	7	12	5	14

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

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.

MOBILE (PERSONAL) STANDALONE - DEFINED BY SUPPLIER USED FOR MOBILE AND OTHER SERVICES

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	581	450	231	681	1386	3266	233	582	71	69	216	2923	410	85	117	69	232	178	228	182
Effective Weighted Sample	424	283	152	432	933	2239	155	392	47	48	156	2017	332	49	76	56	192	149	182	151
Total	383	254	163	417	895	2286	237	379	47	52	142	2143	353	31	24	10	170	183	182	171
	15%	10%	6%	17%	35%	90%	9%	15%	**	**	6%	85%	14%	**	1%	**	7%	7%	7%	7%
Base for %	369	246	152	398	861	2204	227	359	42	48	137	2066	335	30	24	9	164	172	175	160
	15%	10%	6%	16%	35%	91%	9%	15%	**	**	6%	85%	14%	**	1%	**	7%	7%	7%	7%
MOBILE (PERSONAL) STANDALONE - DON'T USE MOBILE NETWORK FOR ANY OTHER SERVICE	297	207	123	331	714	1843	190	293	**	**	111	1730	275	**	20	**	133	142	141	135
	80%	84%	81%	83%	83%	84%	84%	82%	**	**	81%	84%	82%	**	86%	**	81%	83%	80%	84%
	15%	10%	6%	16%	35%	91%	9%	14%	**	**	5%	85%	14%	**	1%	**	7%	7%	7%	7%
SAME PROVIDER FOR ANY OTHER SERVICE	73	39	29	68	147	361	37	65	**	**	26	336	60	**	3	**	31	29	35	25
	20%	16%	19%	17%	17%	16%	16%	18%	**	**	19%	16%	18%	**	14%	**	19%	17%	20%	16%
	18%	10%	7%	17%	36%	90%	9%	16%	**	**	6%	83%	15%	**	1%	**	8%	7%	9%	6%
DON'T KNOW AT ANY SERVICE	14	8	11	19	34	82	11	20	**	**	6	77	17	**	*	**	7	11	6	11

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

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.

MOBILE (PERSONAL) STANDALONE - DEFINED BY SUPPLIER USED FOR MOBILE AND OTHER SERVICES

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Base for %	386	271	238	508	995	2343	234	436	49	63	178	2142	426	39	30	13	194	232	199	227
	15%	11%	9%	20%	39%	91%	9%	17%	**	**	7%	83%	17%	2%	1%	**	8%	9%	8%	9%
MOBILE (PERSONAL) STANDALONE - DON'T USE MOBILE NETWORK FOR ANY OTHER SERVICE	297	207	123	331	714	1843	190	293	**	**	111	1730	275	26	20	**	133	142	141	135
	77%	77%	52%	65%	72%	79%	81%	67%	**	**	62%	81%	65%	67%	67%	**	68%	61%	71%	59%
	cd	cd		c								hk							t	
	15%	10%	6%	16%	35%	91%	9%	14%	**	**	5%	85%	14%	1%	1%	**	7%	7%	7%	7%
SAME PROVIDER FOR ANY OTHER SERVICE	73	39	29	68	147	361	37	65	**	**	26	336	60	4	3	**	31	29	35	25
	19%	14%	12%	13%	15%	15%	16%	15%	**	**	15%	16%	14%	10%	11%	**	16%	13%	18%	11%
	cd																			
	18%	10%	7%	17%	36%	90%	9%	16%	**	**	6%	83%	15%	1%	1%	**	8%	7%	9%	6%
DON'T KNOW AT ANY SERVICE	14	8	11	19	34	82	11	20	**	**	6	77	17	*	*	**	7	11	6	11

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

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.

PAY TV STANDALONE - DEFINED BY SUPPLIER USED FOR PAY TV AND OTHER SERVICES

Base : Those with a Pay TV service

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	~t
Unweighted total	332	250	120	370	724	1974	120	290	36	42	111	1806	235	44	54	37	130	105	136	99
Effective Weighted Sample	251	158	80	235	481	1360	79	193	24	28	77	1248	188	25	32	30	106	87	106	83
Total	228	147	95	242	478	1406	133	211	24	35	78	1327	211	16	11	5	99	112	111	100
	15%	10%	6%	16%	31%	92%	9%	14%	**	**	5%	87%	14%	**	**	**	6%	7%	7%	**
Base for %	225	144	89	233	466	1387	133	207	23	35	77	1311	202	15	11	5	96	106	109	93
	15%	10%	6%	15%	31%	92%	9%	14%	**	**	5%	87%	13%	**	**	**	6%	7%	7%	**
PAY TV STANDALONE - DON'T USE PAY TV SUPPLIER FOR ANY OTHER SERVICE	76	36	20	56	108	377	44	56	**	**	22	364	47	**	**	**	23	24	21	**
	34%	25%	22%	24%	23%	27%	33%	27%	**	**	28%	28%	23%	**	**	**	24%	23%	19%	**
	cd																			
	18%	9%	5%	13%	26%	90%	10%	13%	**	**	5%	87%	11%	**	**	**	5%	6%	5%	**
SAME PROVIDER FOR ANY OTHER SERVICE	149	108	68	176	357	1008	89	148	**	**	53	947	154	**	**	**	72	82	88	**
	66%	75%	76%	75%	77%	73%	67%	72%	**	**	69%	72%	76%	**	**	**	75%	77%	81%	**
				a																
	14%	10%	6%	16%	33%	92%	8%	14%	**	**	5%	87%	14%	**	**	**	7%	8%	8%	**
DON'T KNOW AT ANY SERVICE	3	3	6	9	12	20	-	4	**	**	1	16	9	**	**	**	3	6	1	**

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

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.

PAY TV STANDALONE - DEFINED BY SUPPLIER USED FOR PAY TV AND OTHER SERVICES

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Base for %	397	275	243	518	1017	2405	245	452	54	67	183	2203	435	39	31	13	198	237	204	231
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	16%	1%	1%	**	7%	9%	8%	9%
PAY TV STANDALONE - DON'T USE PAY TV SUPPLIER FOR ANY OTHER SERVICE	76	36	20	56	108	377	44	56	**	**	22	364	47	3	5	**	23	24	21	26
	19%	13%	8%	11%	11%	16%	18%	12%	**	**	12%	17%	11%	8%	16%	**	12%	10%	10%	11%
	bcd											h								
	18%	9%	5%	13%	26%	90%	10%	13%	**	**	5%	87%	11%	1%	1%	**	5%	6%	5%	6%
SAME PROVIDER FOR ANY OTHER SERVICE	149	108	68	176	357	1008	89	148	**	**	53	947	154	12	6	**	72	82	88	66
	37%	39%	28%	34%	35%	42%	36%	33%	**	**	29%	43%	35%	31%	20%	**	36%	35%	43%	28%
	c	c										hk	o						t	
	14%	10%	6%	16%	33%	92%	8%	14%	**	**	5%	87%	14%	1%	1%	**	7%	8%	8%	6%
DON'T KNOW AT ANY SERVICE	3	3	6	9	12	20	-	4	**	**	1	16	9	*	-	**	3	6	1	7

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

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.

QZ1 (QZ10). SHOWCARD How would you describe your national identity? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
English	252	186	172	357	641	1523	16	280	**	**	124	1264	351	1	5	**	156	195	161	190
	63%	67%	69%	68%	62%	63%	6%	61%	**	**	67%	57%	79%	2%	17%	**	78%	80%	78%	80%
						g					l		no		n					
	16%	12%	11%	23%	41%	99%	1%	18%	**	**	8%	82%	23%	*%	*%	**	10%	13%	10%	12%
Scottish	36	21	18	39	82	209	1	53	**	**	13	154	6	33	*	**	6	-	2	3
	9%	7%	7%	7%	8%	9%	*%	12%	**	**	7%	7%	1%	82%	1%	**	3%	-%	1%	1%
						g		l						mo			r			
	17%	10%	9%	18%	39%	100%	*%	25%	**	**	6%	74%	3%	16%	*%	**	3%	-%	1%	2%
Welsh	12	12	10	22	38	82	-	16	**	**	9	66	4	-	18	**	1	3	3	1
	3%	4%	4%	4%	4%	3%	-%	4%	**	**	5%	3%	1%	-%	57%	**	1%	1%	2%	*%
						g									mn					
	14%	14%	12%	27%	47%	100%	-%	20%	**	**	11%	80%	5%	-%	21%	**	2%	3%	4%	1%
Northern Irish	5	2	2	4	10	29	*	3	**	**	1	26	1	-	-	**	1	-	1	-
	1%	1%	1%	1%	1%	1%	*%	1%	**	**	1%	1%	*%	-%	-%	**	*%	-%	*%	-%
	18%	7%	6%	13%	33%	99%	*%	10%	**	**	4%	91%	2%	-%	-%	**	2%	-%	2%	-%
British	81	51	36	88	176	442	135	81	**	**	32	498	69	5	8	**	30	39	33	35
	20%	18%	15%	17%	17%	18%	55%	18%	**	**	17%	22%	15%	12%	25%	**	15%	16%	16%	15%
							f					h			mn					
	14%	9%	6%	15%	31%	77%	23%	14%	**	**	6%	87%	12%	1%	1%	**	5%	7%	6%	6%
Irish	8	4	4	9	13	32	-	7	**	**	1	25	5	1	-	**	2	3	1	3
	2%	2%	2%	2%	1%	1%	-%	1%	**	**	1%	1%	1%	3%	-%	**	1%	1%	1%	1%
	24%	13%	14%	27%	41%	100%	-%	21%	**	**	4%	78%	15%	4%	-%	**	5%	9%	4%	11%
Other	6	3	6	9	69	109	93	17	**	**	3	186	9	*	-	**	6	3	4	5
	2%	1%	3%	2%	7%	4%	38%	4%	**	**	2%	8%	2%	*%	-%	**	3%	1%	2%	2%
							f					hk								
	3%	1%	3%	5%	34%	53%	46%	8%	**	**	2%	91%	4%	*%	-%	**	3%	2%	2%	3%

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

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.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
WHITE																				
British	226	152	131	283	518	1355	-	249	**	**	99	1108	253	10	12	**	104	148	110	143
	57%	55%	53%	54%	50%	56%	-%	55%	**	**	54%	50%	57%	25%	37%	**	52%	61%	54%	60%
						g							no							
	17%	11%	10%	21%	38%	100%	-%	18%	**	**	7%	82%	19%	1%	1%	**	8%	11%	8%	11%
English	104	90	75	165	279	645	-	112	**	**	55	535	161	1	4	**	83	78	86	75
	26%	33%	30%	31%	27%	27%	-%	25%	**	**	30%	24%	36%	1%	13%	**	41%	32%	42%	32%
						g							no		n		rt		rt	
	16%	14%	12%	26%	43%	100%	-%	17%	**	**	9%	83%	25%	*%	1%	**	13%	12%	13%	12%
Scottish	34	15	17	32	74	195	-	50	**	**	14	143	3	28	*	**	3	-	2	1
	8%	5%	7%	6%	7%	8%	-%	11%	**	**	7%	6%	1%	71%	1%	**	2%	-%	1%	1%
						g		l						mo						
	17%	8%	9%	16%	38%	100%	-%	25%	**	**	7%	73%	2%	14%	*%	**	2%	-%	1%	1%
Welsh	11	9	9	18	32	70	-	15	**	**	8	55	3	-	15	**	1	2	2	1
	3%	3%	4%	3%	3%	3%	-%	3%	**	**	4%	2%	1%	-%	48%	**	*%	1%	1%	*%
						g									mn					
	16%	13%	13%	25%	47%	100%	-%	21%	**	**	12%	78%	4%	-%	21%	**	1%	3%	3%	1%
Irish	10	4	5	10	17	42	-	8	**	**	1	34	5	1	-	**	2	3	1	3
	3%	2%	2%	2%	2%	2%	-%	2%	**	**	1%	2%	1%	3%	-%	**	1%	1%	1%	1%
	25%	11%	12%	23%	40%	100%	-%	18%	**	**	3%	80%	11%	3%	-%	**	4%	7%	3%	8%
Any other white background	1	3	3	6	31	118	-	4	**	**	1	114	6	-	-	**	2	4	3	3
	*%	1%	1%	1%	3%	5%	-%	1%	**	**	1%	5%	1%	-%	-%	**	1%	2%	1%	1%
						g						hk								
	1%	2%	3%	5%	26%	100%	-%	3%	**	**	1%	97%	5%	-%	-%	**	1%	3%	2%	3%

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

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.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
MIXED																				
White and Black Caribbean	-	-	1	1	3	-	6	-	**	**	-	11	1	-	-	**	-	1	-	1
	-%	-%	*%	*%	*%	-%	3%	-%	**	**	-%	*%	*%	-%	-%	**	-%	*%	-%	*%
							f													
	-%	-%	10%	10%	25%	-%	56%	-%	**	**	-%	100%	10%	-%	-%	**	-%	10%	-%	10%
White and Black African	-	-	-	-	4	-	9	1	**	**	-	16	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	*%	-%	4%	*%	**	**	-%	1%	-%	-%	-%	**	-%	-%	-%	-%
							f													
	-%	-%	-%	-%	22%	-%	57%	5%	**	**	-%	94%	-%	-%	-%	**	-%	-%	-%	-%
White and Asian	-	1	-	1	5	-	9	3	**	**	-	14	1	-	-	**	1	-	1	-
	-%	*%	-%	*%	1%	-%	4%	1%	**	**	-%	1%	*%	-%	-%	**	*%	-%	*%	-%
							f													
	-%	5%	-%	5%	31%	-%	56%	16%	**	**	-%	86%	5%	-%	-%	**	5%	-%	5%	-%
Any other mixed/ multiple ethnic background	1	-	-	-	2	-	4	1	**	**	1	6	-	-	-	**	-	-	-	-
	*%	-%	-%	-%	*%	-%	2%	*%	**	**	*%	*%	-%	-%	-%	**	-%	-%	-%	-%
							f													
	10%	-%	-%	-%	21%	-%	60%	8%	**	**	8%	90%	-%	-%	-%	**	-%	-%	-%	-%
ASIAN AND BRITISH ASIAN																				
Indian	1	-	2	2	6	-	47	1	**	**	1	26	2	-	-	**	2	-	-	2
	*%	-%	1%	*%	1%	-%	19%	*%	**	**	*%	1%	*%	-%	-%	**	1%	-%	-%	1%
							f					h								
	3%	-%	6%	6%	22%	-%	175%	3%	**	**	3%	97%	6%	-%	-%	**	6%	-%	-%	6%

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

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.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Pakistani	2	-	1	1	14	-	53	4	**	**	-	27	1	-	-	**	1	-	1	1
	1%	-%	*%	*%	1%	-%	22%	1%	**	**	-%	1%	*%	-%	-%	**	1%	-%	*%	*%
							f													
	7%	-%	3%	3%	44%	-%	169%	12%	**	**	-%	85%	3%	-%	-%	**	3%	-%	2%	2%
Bangladeshi	1	-	2	2	7	-	25	-	**	**	-	14	2	-	-	**	-	2	-	2
	*%	-%	1%	*%	1%	-%	10%	-%	**	**	-%	1%	*%	-%	-%	**	-%	1%	-%	1%
							f													
	10%	-%	14%	14%	50%	-%	176%	-%	**	**	-%	100%	14%	-%	-%	**	-%	14%	-%	14%
Any other Asian background	-	-	-	-	2	-	11	-	**	**	-	7	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	*%	-%	5%	-%	**	**	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
							f													
	-%	-%	-%	-%	27%	-%	152%	-%	**	**	-%	100%	-%	-%	-%	**	-%	-%	-%	-%
BLACK AND BLACK BRITISH																				
Caribbean	2	4	2	6	8	-	23	2	**	**	1	23	6	-	-	**	3	3	*	5
	1%	1%	1%	1%	1%	-%	9%	*%	**	**	1%	1%	1%	-%	-%	**	1%	1%	*%	2%
							f													
	10%	15%	8%	23%	35%	-%	96%	7%	**	**	4%	93%	23%	-%	-%	**	10%	13%	2%	21%
African	2	-	-	-	13	-	32	3	**	**	2	40	-	-	-	**	-	-	-	-
	*%	-%	-%	-%	1%	-%	13%	1%	**	**	1%	2%	-%	-%	-%	**	-%	-%	-%	-%
							f													
	5%	-%	-%	-%	30%	-%	73%	7%	**	**	4%	93%	-%	-%	-%	**	-%	-%	-%	-%
Any other black background	-	-	-	-	-	-	4	-	**	**	-	4	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	-%	-%	2%	-%	**	**	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
							f													
	-%	-%	-%	-%	-%	-%	89%	-%	**	**	-%	100%	-%	-%	-%	**	-%	-%	-%	-%

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

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
CHINESE OR OTHER ETHNIC GROUP																				
Chinese	*	-	-	-	2	-	4	-	**	**	-	9	-	-	-	**	-	-	-	-
	*%	-%	-%	-%	*%	-%	2%	-%	**	**	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
							f													
	2%	-%	-%	-%	18%	-%	50%	-%	**	**	-%	100%	-%	-%	-%	**	-%	-%	-%	-%
Any other background	2	-	1	1	8	-	12	4	**	**	-	22	1	-	-	**	-	1	-	1
	1%	-%	*%	*%	1%	-%	5%	1%	**	**	-%	1%	*%	-%	-%	**	-%	1%	-%	1%
							f													
	8%	-%	5%	5%	31%	-%	46%	17%	**	**	-%	84%	5%	-%	-%	**	-%	5%	-%	5%
Refused	2	-	-	-	-	-	3	-	**	**	-	6	-	-	-	**	-	-	-	-
	*%	-%	-%	-%	-%	-%	1%	-%	**	**	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
							f													
	28%	-%	-%	-%	-%	-%	51%	-%	**	**	-%	100%	-%	-%	-%	**	-%	-%	-%	-%
TOTAL WHITE	386	274	240	513	951	2425	-	437	**	**	178	1989	430	40	31	**	195	235	203	226
	97%	98%	96%	97%	92%	100%	-%	96%	**	**	97%	90%	97%	100%	100%	**	97%	97%	99%	95%
						g		l			l								t	
	16%	11%	10%	21%	39%	100%	-%	18%	**	**	7%	82%	18%	2%	1%	**	8%	10%	8%	9%
TOTAL MIXED/ MULTIPLE	1	1	1	2	13	-	29	4	**	**	1	48	2	-	-	**	1	1	1	1
	*%	*%	*%	*%	1%	-%	12%	1%	**	**	*%	2%	*%	-%	-%	**	*%	*%	*%	*%
							f													
	1%	2%	2%	4%	26%	-%	57%	8%	**	**	1%	92%	4%	-%	-%	**	2%	2%	2%	2%
TOTAL ASIAN/ BRITISH ASIAN	5	-	5	5	29	-	137	4	**	**	1	75	5	-	-	**	3	2	1	4
	1%	-%	2%	1%	3%	-%	56%	1%	**	**	*%	3%	1%	-%	-%	**	1%	1%	*%	2%
			b				f					hk								
	6%	-%	6%	6%	36%	-%	171%	5%	**	**	1%	93%	6%	-%	-%	**	3%	3%	1%	5%

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

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
TOTAL BLACK/ BLACK BRITISH	4	4	2	6	21	-	59	5	**	**	3	67	6	-	-	**	3	3	*	5
	1%	1%	1%	1%	2%	-%	24%	1%	**	**	2%	3%	1%	-%	-%	**	1%	1%	*%	2%
							f					h								
	6%	5%	3%	8%	30%	-%	82%	7%	**	**	4%	93%	8%	-%	-%	**	4%	4%	1%	7%
MIDDLE EAST AND ARABIC ORIGIN																				
Middle Eastern, including Arabic origin	-	-	-	-	4	-	-	1	**	**	1	4	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	*%	-%	-%	*%	**	**	1%	*%	-%	-%	-%	**	-%	-%	-%	-%
	-%	-%	-%	-%	71%	-%	-%	19%	**	**	19%	75%	-%	-%	-%	**	-%	-%	-%	-%
TOTAL MIDDLE EAST AND ARABIC ORIGIN	-	-	-	-	4	-	-	1	**	**	1	4	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	*%	-%	-%	*%	**	**	1%	*%	-%	-%	-%	**	-%	-%	-%	-%
	-%	-%	-%	-%	71%	-%	-%	19%	**	**	19%	75%	-%	-%	-%	**	-%	-%	-%	-%
TOTAL CHINESE OR OTHER ETHNIC GROUP	2	-	1	1	10	-	17	4	**	**	-	31	1	-	-	**	-	1	-	1
	1%	-%	*%	*%	1%	-%	7%	1%	**	**	-%	1%	*%	-%	-%	**	-%	1%	-%	1%
							f													
	7%	-%	3%	3%	28%	-%	47%	13%	**	**	-%	88%	3%	-%	-%	**	-%	3%	-%	3%

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

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.

QZ3 (QZ5A). SHOWCARD Which of these, if any, limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Cannot walk far or manage stairs or can only do so with difficulty	30	27	54	82	115	141	4	149	**	**	149	-	65	7	9	**	23	42	16	49
	7%	10%	22%	15%	11%	6%	1%	33%	**	**	81%	-%	15%	17%	28%	**	11%	17%	8%	21%
			abd	ab		g		l			hl				m			s		qs
	21%	19%	38%	56%	80%	97%	3%	103%	**	**	103%	-%	45%	5%	6%	**	16%	29%	11%	34%
Breathlessness or chest pains	24	27	28	55	80	104	2	110	**	**	38	-	47	4	3	**	16	31	16	32
	6%	10%	11%	11%	8%	4%	1%	24%	**	**	21%	-%	11%	11%	9%	**	8%	13%	8%	13%
			a	a		g		l			l									
	23%	26%	26%	52%	74%	97%	2%	102%	**	**	35%	-%	44%	4%	3%	**	15%	29%	15%	29%
Mental health problems or difficulties	18	4	4	8	51	79	3	71	**	**	19	-	7	*	1	**	4	4	4	3
	4%	2%	2%	2%	5%	3%	1%	16%	**	**	11%	-%	2%	*%	2%	**	2%	1%	2%	1%
	bcd							l			l									
	22%	5%	5%	10%	63%	96%	3%	87%	**	**	24%	-%	9%	*%	1%	**	5%	4%	5%	4%
Poor hearing, partial hearing or deafness	13	10	26	36	48	59	1	67	**	**	16	-	26	7	3	**	13	12	11	14
	3%	3%	11%	7%	5%	2%	*%	15%	**	**	9%	-%	6%	17%	10%	**	7%	5%	6%	6%
			ab	ab				kl			l			m						
	22%	16%	43%	59%	80%	97%	2%	110%	**	**	26%	-%	42%	11%	5%	**	22%	20%	19%	23%
Poor vision, partial sight or blindness	12	5	17	22	38	54	-	55	**	**	18	-	17	2	2	**	7	10	6	11
	3%	2%	7%	4%	4%	2%	-%	12%	**	**	10%	-%	4%	6%	7%	**	3%	4%	3%	5%
			ab					l			l									
	22%	9%	32%	41%	70%	100%	-%	101%	**	**	33%	-%	32%	4%	4%	**	13%	19%	11%	21%

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

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.

QZ3 (QZ5A). SHOWCARD Which of these, if any, limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Limited ability to reach	10	5	19	24	39	44	-	44	**	**	44	-	19	2	2	**	6	13	7	12
	2%	2%	8%	5%	4%	2%	-%	10%	**	**	24%	-%	4%	6%	6%	**	3%	5%	3%	5%
			ab	b				l			hl									
	22%	11%	42%	54%	87%	100%	-%	99%	**	**	99%	-%	42%	6%	4%	**	13%	29%	15%	27%
Dyslexia	2	1	3	4	10	29	-	25	**	**	6	-	4	-	-	**	2	2	3	1
	*%	*%	1%	1%	1%	1%	-%	5%	**	**	3%	-%	1%	-%	-%	**	1%	1%	1%	1%
								l			l									
	6%	5%	10%	14%	37%	100%	-%	87%	**	**	19%	-%	14%	-%	-%	**	7%	7%	10%	4%
Cannot walk at all / use a wheelchair	4	2	8	11	19	24	2	25	**	**	25	-	9	-	1	**	7	2	3	6
	1%	1%	3%	2%	2%	1%	1%	5%	**	**	14%	-%	2%	-%	4%	**	4%	1%	2%	3%
			ab					l			hl						r			
	14%	10%	31%	41%	73%	91%	7%	97%	**	**	97%	-%	35%	-%	5%	**	29%	7%	12%	23%
Difficulty in speaking or in communicating	3	2	4	6	11	15	*	15	**	**	8	-	6	-	*	**	5	1	3	2
	1%	1%	1%	1%	1%	1%	*%	3%	**	**	4%	-%	1%	-%	*%	**	3%	*%	2%	1%
								l			l						r			
	19%	15%	24%	39%	68%	97%	2%	98%	**	**	49%	-%	38%	-%	1%	**	35%	3%	22%	16%
Other illnesses or health problems which limit your daily activities or the work that you can do	22	19	28	47	85	114	9	113	**	**	31	-	34	8	5	**	15	18	9	25
	5%	7%	11%	9%	8%	5%	4%	25%	**	**	17%	-%	8%	20%	18%	**	8%	8%	4%	10%
			a	a				kl			l			m	m					s
	18%	16%	24%	40%	71%	95%	8%	95%	**	**	26%	-%	28%	7%	5%	**	13%	15%	7%	21%

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

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.

QZ3 (QZ5A). SHOWCARD Which of these, if any, limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
None	314	204	123	327	712	1989	225	-	**	**	-	2219	283	19	15	**	134	149	150	133
	78%	73%	49%	62%	69%	82%	92%	-%	**	**	-%	100%	64%	49%	49%	**	67%	61%	73%	56%
	cd	cd		c			f					hk	no				t		rt	
	14%	9%	6%	15%	32%	90%	10%	-%	**	**	-%	100%	13%	1%	1%	**	6%	7%	7%	6%

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

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.

QZ4 (QZ11). Do you need to wear glasses or contact lenses in order to watch TV, go online or use a phone? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Yes	284	217	198	415	628	1196	62	340	**	**	147	927	349	32	24	**	156	193	162	187
	71%	78%	80%	79%	61%	49%	25%	74%	**	**	80%	42%	79%	80%	77%	**	78%	80%	79%	79%
		a	a	a		g		l			l									
	23%	17%	16%	33%	50%	95%	5%	27%	**	**	12%	74%	28%	3%	2%	**	12%	15%	13%	15%
No	116	61	51	112	401	1229	183	116	**	**	36	1292	94	8	7	**	45	49	43	51
	29%	22%	20%	21%	39%	51%	75%	26%	**	**	20%	58%	21%	20%	23%	**	22%	20%	21%	21%
	bcd						f					hk								
	8%	4%	4%	8%	28%	87%	13%	8%	**	**	3%	91%	7%	1%	1%	**	3%	3%	3%	4%

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

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 (QZ12). Do you need to use a hearing aid or other hearing assistance in order to watch TV, go online or use a phone? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Yes	20	31	60	91	107	127	3	91	**	**	27	50	72	12	5	**	31	41	34	39
	5%	11%	24%	17%	10%	5%	1%	20%	**	**	15%	2%	16%	31%	15%	**	16%	17%	16%	16%
		a	abd	ab		g		l			l			mo						
	16%	24%	46%	70%	82%	98%	2%	70%	**	**	21%	38%	55%	10%	4%	**	24%	31%	26%	30%
No	380	247	189	436	922	2297	242	365	**	**	156	2169	371	27	26	**	169	202	171	200
	95%	89%	76%	83%	90%	95%	99%	80%	**	**	85%	98%	84%	69%	85%	**	84%	83%	84%	84%
	bcd	cd		c			f					hk	n		n					
	15%	10%	7%	17%	36%	90%	10%	14%	**	**	6%	85%	15%	1%	1%	**	7%	8%	7%	8%

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

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.

QZ6. SHOWCARD Which of these best describes your sight? (SINGLE CODE)

Base : Those with poor vision, partial sight or blindness

	AGE				AGE/SEG	MEG	DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	ANY	VISION	HEAR-ING	MOBI-LITY	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Unweighted total	19	15	24	39	60	81	81	81	16	33	21	6	10	2	13	8	6	15
Effective Weighted Sample	15	11	15	23	39	58	55	55	10	23	15	5	8	2	12	7	4	12
Total	12	5	17	22	38	54	55	55	8	18	17	2	2	*	7	10	6	11
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Cannot see the shapes of furniture in the room	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Cannot see well enough to recognise a friend if close to his or her face	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Cannot see well enough to read a newspaper headline	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Cannot see well enough to read a large print book	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Cannot see well enough to recognise a friend across a room	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

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.

QZ6. SHOWCARD Which of these best describes your sight? (SINGLE CODE)

Base : Those with poor vision, partial sight or blindness

	AGE				AGE/SEG	MEG	DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	ANY	VISION	HEAR-ING	MOBI-LITY	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Unweighted total	19	15	24	39	60	81	81	81	16	33	21	6	10	2	13	8	6	15
Effective Weighted Sample	15	11	15	23	39	58	55	55	10	23	15	5	8	2	12	7	4	12
Total	12	5	17	22	38	54	55	55	8	18	17	2	2	*	7	10	6	11
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Cannot see well enough to recognise a friend across a road	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Have no problems as long as I am wearing glasses/ contact lenses	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

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.

QZ7. SHOWCARD Which of these best describes your hearing? (SINGLE CODE)

Base : Those with poor hearing, partial hearing or deafness

	AGE				AGE/SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	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	17	21	43	64	80	95	2	97	16	97	27	29	17	14	4	18	11	12	17
Effective Weighted Sample	14	12	26	38	50	65	2	64	10	64	17	23	11	8	4	14	9	9	14
Total	13	10	26	36	48	59	1	67	8	67	16	26	7	3	1	13	12	11	14
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Cannot hear sounds at all	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Cannot follow a TV programme with the volume turned up	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Have difficulty hearing someone talking in a loud voice in a quiet room	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Cannot hear a doorbell, alarm clock or telephone bell	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Cannot follow a TV programme at a volume others find acceptable	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

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.

QZ7. SHOWCARD Which of these best describes your hearing? (SINGLE CODE)

Base : Those with poor hearing, partial hearing or deafness

	AGE				AGE/SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	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	17	21	43	64	80	95	2	97	16	97	27	29	17	14	4	18	11	12	17
Effective Weighted Sample	14	12	26	38	50	65	2	64	10	64	17	23	11	8	4	14	9	9	14
Total	13	10	26	36	48	59	1	67	8	67	16	26	7	3	1	13	12	11	14
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Difficulty hearing someone talking in a normal voice in a quiet room	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Difficulty following a conversation against background noise	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

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.

QZ9 (SGA). Do you ever work from home? (SINGLE CODE)

Base : Those working full or part time

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	~c	~d	e	f	g	h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	320	70	8	78	345	1838	139	122	13	16	19	1857	48	11	9	10	32	16	33	15
Effective Weighted Sample	229	46	7	51	243	1261	97	86	10	13	16	1288	41	7	6	9	28	14	27	14
Total	215	40	9	48	252	1393	139	107	15	17	21	1455	42	2	2	2	26	17	27	15
	14%	**	**	**	16%	90%	9%	7%	**	**	**	94%	**	**	**	**	**	**	**	**
Yes	69	**	**	**	37	366	31	42	**	**	**	361	**	**	**	**	**	**	**	**
	32%	**	**	**	15%	26%	22%	39%	**	**	**	25%	**	**	**	**	**	**	**	**
	17%	**	**	**	9%	92%	8%	l 10%	**	**	**	91%	**	**	**	**	**	**	**	**
No	147	**	**	**	215	1027	108	65	**	**	**	1094	**	**	**	**	**	**	**	**
	68%	**	**	**	85%	74%	78%	61%	**	**	**	75%	**	**	**	**	**	**	**	**
	13%	**	**	**	19%	89%	9%	6%	**	**	**	h 95%	**	**	**	**	**	**	**	**

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

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 (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

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	~e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	92	27	4	31	54	468	27	39	7	7	8	456	19	5	4	3	11	8	17	2
Effective Weighted Sample	67	17	3	20	37	325	19	30	5	6	8	318	16	4	3	3	10	7	15	2
Total	69	15	4	19	37	366	31	42	8	8	10	361	17	1	1	*	8	9	15	2
	**	**	**	**	**	92%	**	**	**	**	**	91%	**	**	**	**	**	**	**	**
Most of the time	**	**	**	**	**	133	**	**	**	**	**	124	**	**	**	**	**	**	**	**
	**	**	**	**	**	36%	**	**	**	**	**	34%	**	**	**	**	**	**	**	**
	**	**	**	**	**	92%	**	**	**	**	**	85%	**	**	**	**	**	**	**	**
Just occasionally	**	**	**	**	**	233	**	**	**	**	**	237	**	**	**	**	**	**	**	**
	**	**	**	**	**	64%	**	**	**	**	**	66%	**	**	**	**	**	**	**	**
	**	**	**	**	**	92%	**	**	**	**	**	94%	**	**	**	**	**	**	**	**

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

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.

QZ11 (QZ14). Are any other adults in the household working either full time or part time?

Base : Those who are not working who live in a household of two or more adults

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	205	276	158	434	792	1159	86	308	35	39	118	941	266	50	67	51	155	111	147	119
Effective Weighted Sample	148	179	104	279	527	804	53	212	22	27	79	653	222	29	40	42	132	96	117	106
Total	129	178	131	309	538	744	89	192	20	28	78	620	268	19	14	7	132	135	131	136
	16%	22%	16%	37%	65%	90%	**	23%	**	**	9%	75%	33%	**	**	**	16%	16%	16%	17%
Yes, somebody in the household is working	57	40	10	50	119	307	**	63	**	**	27	282	44	**	**	**	20	24	23	21
	44%	22%	8%	16%	22%	41%	**	33%	**	**	35%	45%	16%	**	**	**	15%	17%	17%	16%
	bcd	c		c								h								
	16%	11%	3%	14%	34%	87%	**	18%	**	**	8%	80%	13%	**	**	**	6%	7%	6%	6%
No member of the household is working	72	138	120	258	411	429	**	128	**	**	50	328	222	**	**	**	111	112	107	115
	56%	78%	91%	83%	76%	58%	**	67%	**	**	64%	53%	83%	**	**	**	84%	83%	82%	84%
		a	abd	a				l												
	16%	30%	26%	56%	90%	94%	**	28%	**	**	11%	71%	49%	**	**	**	24%	24%	23%	25%
Don't know/ refused to say	-	-	1	1	7	9	**	1	**	**	1	10	1	**	**	**	1	-	1	-
	-%	-%	1%	*%	1%	1%	**	1%	**	**	1%	2%	*%	**	**	**	1%	-%	1%	-%
	-%	-%	10%	10%	62%	72%	**	8%	**	**	5%	87%	9%	**	**	**	9%	-%	9%	-%

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

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.

QZ13. SHOWCARD Please could you say which letter from this card applies to your total household income from all sources, before tax and other deductions? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
Up to £199 per week/ £10,399 per year	25	25	41	67	165	179	13	73	**	**	39	114	55	4	5	**	19	36	6	49
	6%	9%	17%	13%	16%	7%	5%	16%	**	**	21%	5%	12%	10%	16%	**	10%	15%	3%	21%
			ab	a				l			l						s	s		qs
	13%	13%	21%	35%	86%	93%	7%	38%	**	**	20%	60%	29%	2%	3%	**	10%	19%	3%	26%
From £200 to £299 per week/ £10,400 to £15,599 per year	33	32	33	65	134	178	16	62	**	**	24	134	57	5	2	**	21	36	17	40
	8%	12%	13%	12%	13%	7%	6%	14%	**	**	13%	6%	13%	13%	5%	**	10%	15%	8%	17%
			a	a				l			l		o					s		s
	16%	16%	16%	33%	68%	90%	8%	32%	**	**	12%	68%	29%	3%	1%	**	10%	18%	9%	20%
From £300 to £499 per week/ £15,600 to £25,599 per year	39	35	31	66	112	231	13	57	**	**	14	193	56	6	3	**	25	31	36	20
	10%	13%	12%	12%	11%	10%	5%	13%	**	**	8%	9%	13%	14%	10%	**	13%	13%	18%	8%
								l											t	
	16%	14%	12%	27%	45%	94%	5%	23%	**	**	6%	78%	23%	2%	1%	**	10%	12%	15%	8%
From £500 to £699 per week/ £26,000 to £36,399 per year	42	19	14	33	70	264	27	29	**	**	11	264	30	1	2	**	16	14	22	8
	10%	7%	6%	6%	7%	11%	11%	6%	**	**	6%	12%	7%	3%	7%	**	8%	6%	11%	3%
	cd											hk					t		t	
	14%	6%	5%	11%	24%	90%	9%	10%	**	**	4%	90%	10%	*%	1%	**	6%	5%	8%	3%
From £700 to £999 per week/ £36,400 to £51,999 per year	24	8	1	9	20	228	23	14	**	**	4	233	8	1	-	**	3	5	7	1
	6%	3%	*%	2%	2%	9%	9%	3%	**	**	2%	11%	2%	2%	-%	**	2%	2%	4%	*%
	bcd	c										hk							t	
	10%	3%	*%	4%	8%	92%	9%	6%	**	**	2%	94%	3%	*%	-%	**	1%	2%	3%	*%

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

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QZ13. SHOWCARD Please could you say which letter from this card applies to your total household income from all sources, before tax and other deductions? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	612	495	350	845	1583	3483	241	702	81	97	276	3028	500	109	143	93	272	228	253	247
Effective Weighted Sample	443	310	225	529	1052	2383	162	468	55	64	194	2088	403	65	91	76	224	191	199	205
Total	400	278	249	527	1029	2425	245	456	55	67	184	2219	443	40	31	13	201	243	205	238
	15%	10%	9%	20%	38%	91%	9%	17%	**	**	7%	83%	17%	1%	1%	**	8%	9%	8%	9%
£1,000 per week and above/ £52,000 and above per year	29	6	5	11	13	186	21	15	**	**	4	190	11	*	-	**	10	1	8	3
	7%	2%	2%	2%	1%	8%	9%	3%	**	**	2%	9%	2%	*%	-%	**	5%	1%	4%	1%
	bcd											hk					rt		r	
	14%	3%	2%	5%	6%	91%	10%	7%	**	**	2%	93%	5%	*%	-%	**	5%	1%	4%	1%
Don't know/ Refused	209	153	124	277	516	1160	132	205	**	**	88	1090	226	23	19	**	107	120	108	118
	52%	55%	50%	53%	50%	48%	54%	45%	**	**	48%	49%	51%	57%	63%	**	53%	49%	53%	49%
															m					
	16%	12%	10%	21%	40%	90%	10%	16%	**	**	7%	84%	17%	2%	1%	**	8%	9%	8%	9%

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