

4 Telecoms and networks

4.1	Recent developments in Scotland	53
4.2	Service take-up	55
4.3	Satisfaction with telecoms services	63
4.4	Consumer experience of mobile data services	66
4.5	Analysis of fixed line take-up in Glasgow	67



The Scottish Government's Digital Scotland Superfast Broadband programme aims to deliver fibre broadband access to around 95% of premises in Scotland by the end of March 2018.

4.1 Recent developments in Scotland

Digital Scotland Superfast Broadband programme

The programme is currently split into two: The Rest of Scotland project and the Highlands & Islands project. Latest figures from the Scottish Government suggest that the overall cost of the project is projected to be £410 million, with funding coming from the Scottish Government, UK Government (via BDUK), BT and local authorities across Scotland. In March 2017, the Scottish Government announced that it would be investing a further £15.6 million into the project as part of a process that sees funds returned from BT to the Scottish Government when take-up reaches certain levels. This additional funding will specifically help boost fibre broadband coverage and performance in

Aberdeenshire, Angus, Dumfries and Galloway, Perth and Kinross, the Scottish Borders and Stirling.

Around 5% of Scotland will not be part of the roll-out of fibre broadband under the programme due to budget constraints and technical challenges in rolling out infrastructure to remote areas of Scotland. However, the Scottish Government recently launched the 'Reaching 100% programme' which aims to make superfast broadband available to all premises in Scotland by 2021. The Scottish Government is now undertaking a review of all planned commercial broadband investment ahead of commencing the next phase of public investment.

Community Broadband Scotland

Community Broadband Scotland (CBS) is a Scottish Government programme led by Highlands and Islands Enterprises. It works with communities across Scotland who will not benefit from the contracts described above. It offers advice, guidance and financial support to

communities across Scotland as they pursue community-led broadband solutions. CBS can provide capital funding to enable communities to acquire the assets and digital infrastructure they need to benefit from better broadband provision.

The remote Inner Hebrides island of Tiree, which sits alongside nearby Coll, is one of the most recent sites to have been awarded funding (£80,000) from the scheme to help upgrade their local wireless broadband network so that it can offer speeds of at least 30Mbit/s.

Mobile Action Plan

In June 2016, the Scottish Government published a Mobile Action Plan with a view to improving the poor mobile coverage experienced in many areas of Scotland. The measures outlined include the introduction of non-domestic rates relief for new mobile masts in non-commercial areas,

further reforms to the planning process to facilitate commercial investment, the introduction of a data-sharing agreement with the mobile network operators and a summit with key stakeholders.

The Scottish Government consulted on proposed reforms to planning laws for digital

infrastructure in August 2016 as part of the Mobile Action Plan. A summary of responses was published in May 2017. A Mobile Summit will also take place on 29 June 2016, bringing together Scottish and UK Governments, the mobile network operators, consumer bodies and Ofcom.

Other initiatives

In October 2016, Virgin Media announced plans to connect an additional 360,000 homes and businesses in Scotland to its fibre-optic network by the end of 2019. The announcement related to Virgin Media's £3bn Project Lightning network expansion across the UK, and is in addition to the almost one million premises already covered by Virgin Media's network in Scotland. More than a third of premises are planned to be connected by the end of 2017, in both urban and rural areas of the country.

In May 2017, BT announced that it would trial long range VDSL in three sites in Scotland: Clahan, Eriskay and Whithouse in the Mull of Kintyre. Long reach VDSL is essentially a modified version of the same technology that already exists in the current 'up to' 80Mbit/s fibre-to-the-cabinet networks, but should deliver faster speeds over longer copper lines from local street cabinets. This is important because the distance between a premise and the exchange has an impact on the quality of service received, and in particular the speed of a consumer's connection.

In November 2016, consumers on the Isle of Arran became the first in the UK to get a faster broadband connection via 'white space' technology. This utilises the gaps in radio spectrum that exist between the digital terrestrial TV channels (470-790MHz). The first installation of the technology on the island began in June 2016 and more than 300 premises in Slidery, Kilmory, Shannochie and Kildona on the south side of the island are now able to achieve superfast broadband speeds of up to 40Mbit/s.

4.2 Service take-up

Take-up of some communications services is lower in Scotland than the UK average

Take-up levels in Scotland for landlines, tablet computers and mobile broadband were in line with the UK averages in 2017. However, take-up of some devices and services were below the UK averages.

Adults in Scotland were less likely than the UK average to own a mobile phone (90% vs. 94% UK), a smartphone (70% vs. 76% UK), or to use a mobile phone to access the internet (57% vs. 66% UK).

Households in Scotland were less likely than the UK average to own any type of computer (75% vs. 84% UK), to have any type of internet connection (77% vs. 88% UK), to have a broadband connection (73% vs. 83% UK), or to have a fixed broadband connection (72% vs. 82% UK). There were no significant differences in take-up by location in Scotland in 2017.

Figure 4.1: Take-up of communications services: 2017

		UK	Wales	England	Scotland	N Ireland	Scotland urban	Scotland rural
Voice telephony	Landline (H)	82%	80%	82%	81%	84%	78%	88%
	Mobile phone (P)	94%	94%	95%	90% ↓	94%	95%	90%
	Smartphone (P)	76%	74%	77%	70% ↓	76%	76%	69%
Internet	Computer (any type) (H)	84%	81%	85%	75% ↓	80%	82%	81%
	Tablet computer (H)	58%	61%	58%	56%	62%	62%	57%
	Total Internet (H)	88%	84%	89%	77% ↓	83%	85%	83%
	Total Broadband (H)	83%	79%	84%	73% ↓	79%	78%	81%
	Fixed Broadband (H)	82%	78%	83%	72% ↓	79%	77%	81%
	Mobile Broadband (H)	2%	1%	2%	2%	1%	1%	1%
	Use internet on mobile (P)	66%	58%	68%	57% ↓	68%	58%	57%

Source: Ofcom Technology Tracker, H1 2017

Notes: ¹ Households with an internet connection of any description; ² Households with a fixed broadband and/or dedicated mobile broadband (dongle/SIM) data connection (excludes households that solely use a mobile handset/s to access the internet); ³ Households that use a dedicated mobile broadband (dongle/SIM) data connection to access the internet (excludes households that solely use a mobile handset/s to access the internet); ⁴ Households that use a mobile handset/s to access the internet (may also have any other type of internet access).

Base: All adults aged 16+ (n = 3743 UK, 510 Scotland, 2245 England, 495 Wales, 493 Northern Ireland, 258 Scotland urban, 252 Scotland rural)

Significance testing: Arrows indicate any significant differences at the 95% confidence level between Scotland and UK in 2017 and between Scotland urban and rural in 2017.

QC1: Is there a landline phone in your home that can be used to make and receive calls?/ QD2: Do you personally use a mobile phone?/ QD4: Do you personally use a smartphone?/ QE1: Does your household have a PC or laptop computer?/ QE2: Do you or does anyone in your household have access to the internet/ world wide web at home?/ QE9: Which of these methods does your household use to connect to the internet at home?/ QD28A: Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for?

(P) Means personal use, (H) relates to household take-up

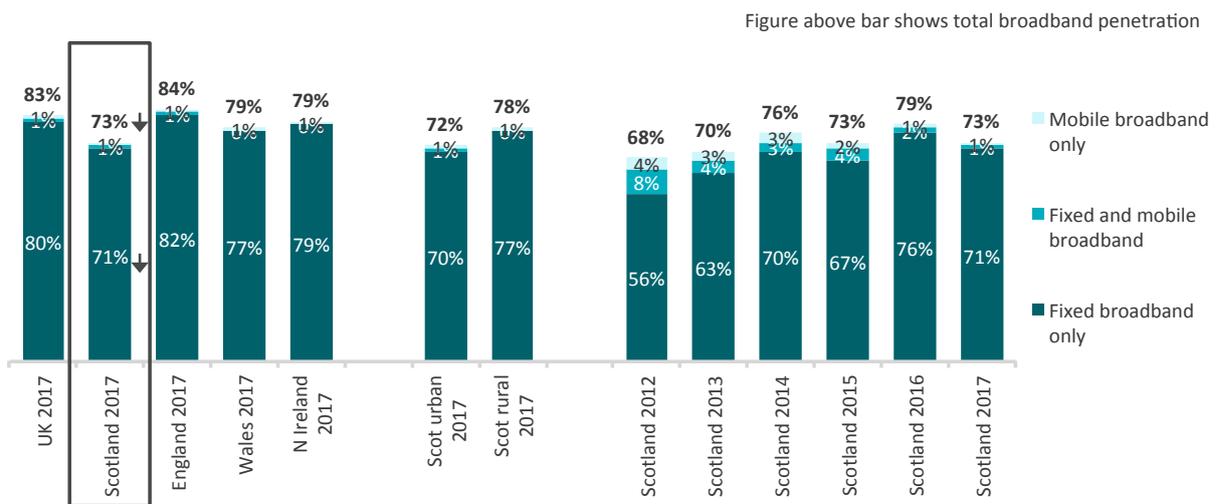
Total broadband take-up in Scotland is below the UK average

Mobile broadband
 Various types of wireless high-speed internet access through a portable modem, telephone or other device.

Total broadband take-up for households in Scotland was below that for the UK overall in 2017 (73% vs. 83% UK), due to fixed broadband take-up being lower than the UK average (71% vs. 80% UK).

Take-up of broadband has not changed to any significant extent among households in Scotland since 2016. There was also no significant difference between urban and rural areas in the take-up of broadband by connection type.

Figure 4.2: Overall household broadband take-up, by connection type



Source: Ofcom Technology Tracker, Half 1 2017

Base: All adults aged 16+ (n = 3743 UK, 510 Scotland, 2245 England, 495 Wales, 493 Northern Ireland, 258 Scotland urban, 252 Scotland rural, 500 Scotland 2012, 501 Scotland 2013, 501 Scotland 2014, 492 Scotland 2015, 502 Scotland 2016, 510 Scotland 2017)

Significance testing: Arrows indicate any significant differences at the 95% confidence level between Scotland and UK in 2017, between Scotland urban and rural in 2017 and at the 99% confidence level between Scotland 2016 and 2017.

QE9: Which of these methods does your household use to connect to the internet at home?

Broadband take-up in Scotland is below the UK average for certain demographic groups

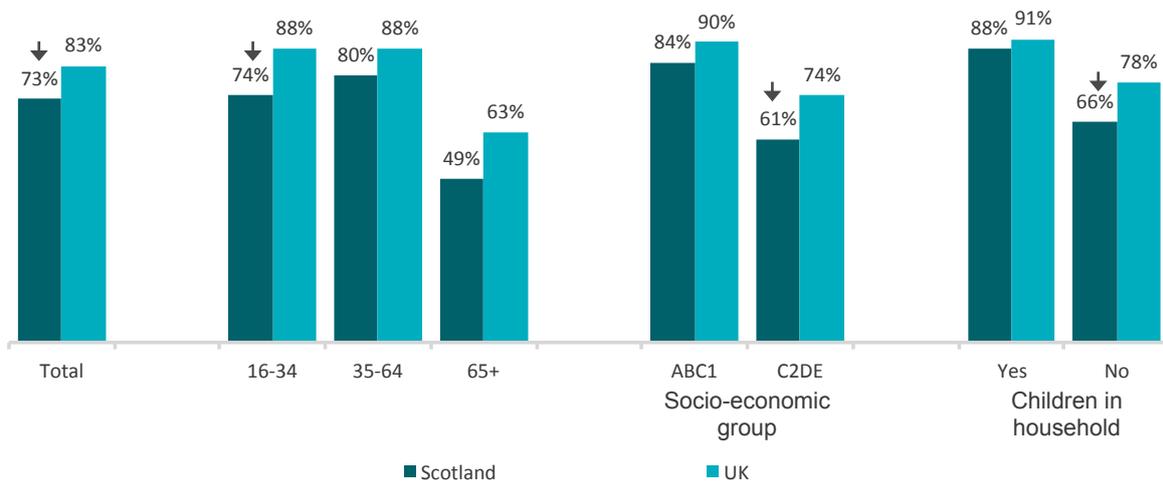
As outlined above, household broadband take-up¹ in Scotland (73%) was below the UK average (83%) in 2017. This overall difference between Scotland and the UK is evident in several demographic groups. Younger adults in Scotland, aged 16-34, were less likely than all in this age group to have broadband in the household (74% vs. 88% UK), as were those in C2DE socio-economic groups (61%

vs. 74% UK), and those with no children in the household (66% vs. 78% UK). Other demographic groups had levels of take-up of broadband that were comparable to the UK.

As was the case across the UK, there were differences in 2017 in broadband take-up in Scotland by age, socio-economic group and the presence of children in the household. Adults aged 65 and

over, in both Scotland and the UK overall, were less likely than younger adults to have broadband. Broadband take-up in Scotland was 23 percentage points higher among adults in the ABC1 socio-economic groups than among those in the C2DE groups (at 84% and 61% respectively). Households with children were also more likely than those without children to have broadband (88% vs. 66%).

Figure 4.3: Overall household broadband take-up in Scotland, by demographic



Source: Ofcom Technology Tracker, Half 1 2017

Base: All adults aged 16+ (n =510 Scotland, 154 16-34s, 251 35-64s, 105 65+, 235 ABC1, 275 C2DE, 158 children in home, 352 no children in home)

Significance testing: Arrows indicate any significant differences at the 95% confidence level between Scotland and UK in 2017 for each measure.

QE9: Which of these methods does your household use to connect to the internet at home?

¹ This figure includes fixed and dedicated mobile broadband (via dongle/SIM) access, but excludes access on mobile handsets

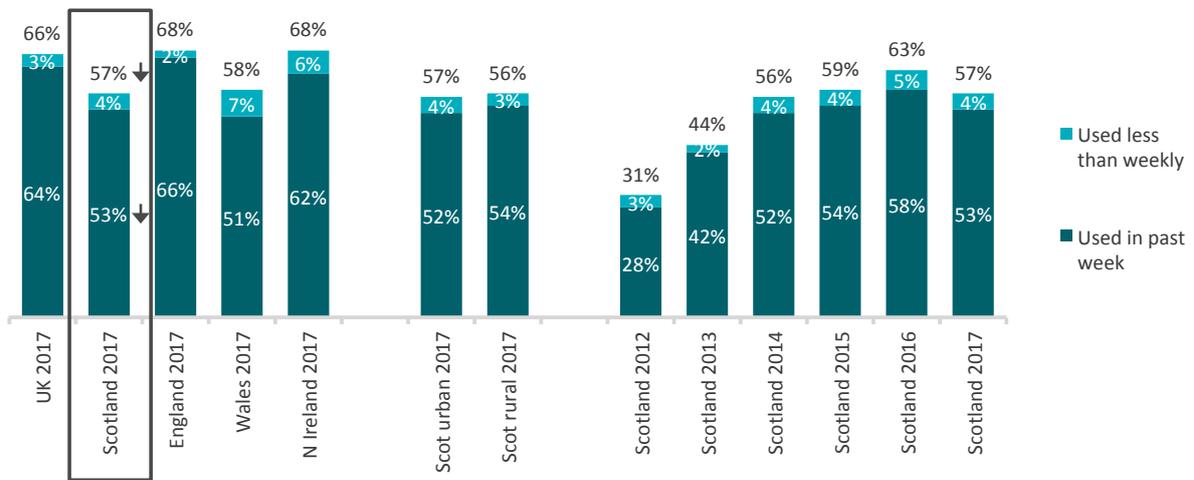
Half of all adults in Scotland had been online using their mobile phone in the previous week

Close to six in ten (57%) adults in Scotland said they had used their mobile phone to access the internet in 2017, with almost all these respondents saying they had done so in the previous week (53% of all adults).

While the figures for Scotland have not significantly changed since 2016, they were lower than those for the UK as a whole (66%).

In 2017, adults in urban Scotland were as likely as those in rural areas to say they had used their mobile phone to go online.

Figure 4.4: Proportion of adults who use a mobile phone to access the internet



Source: Ofcom Technology Tracker, Half 1 2017

Base: All adults aged 16+ (n = 3743 UK, 510 Scotland, 2245 England, 495 Wales, 493 Northern Ireland, 258 Scotland urban, 252 Scotland rural, 500 Scotland 2012, 501 Scotland 2013, 501 Scotland 2014, 492 Scotland 2015, 502 Scotland 2016, 510 Scotland 2017)

Significance testing: Arrows indicate any significant differences at the 95% confidence level between Scotland and UK in 2017, between Scotland urban and rural in 2017 and at the 99% confidence level between Scotland 2016 and 2017.

QD28A: Which, if any, of the following activities, other than making and receiving calls, do you use your mobile for?/ **QD28B:** And, which of these activities have you used your mobile for in the last week?

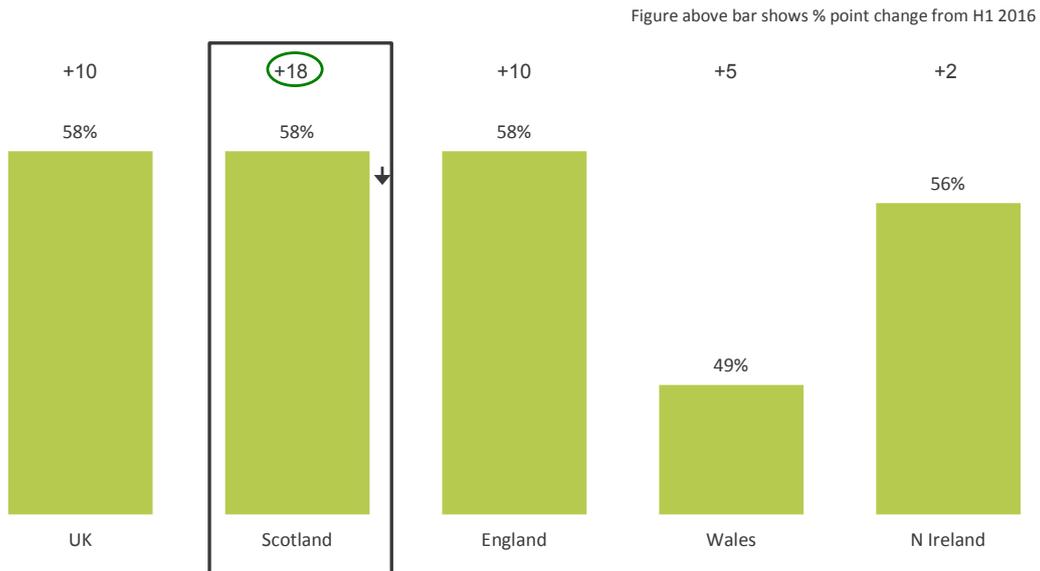
Take-up of 4G services in Scotland is now in line with the UK average

Six in ten (58%) adults in Scotland reported that they had a 4G mobile service in 2017, in line with the UK average (also 58%). The

proportion of 4G users in Scotland has increased significantly since 2016 (by 18 percentage points) and to a greater degree than

the average increase across the UK (up 10 percentage points), bringing the measure for Scotland into line with the UK average.

Figure 4.5: 4G take-up, by nation



Source: Ofcom Technology Tracker, Half 1 2017

Base: All adults aged 16+ (n = 3743 UK, 510 Scotland, 2245 England, 495 Wales, 493 Northern Ireland)

Significance testing: Arrows indicate any significant differences at the 95% confidence level between Scotland and UK in 2017. A circle around the +/- figure above the chart indicates any significant difference at the 99% confidence level between 2016 and 2017 for Scotland.

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

Mobile users in Scotland are more likely than the UK average to have a pre-pay mobile phone service

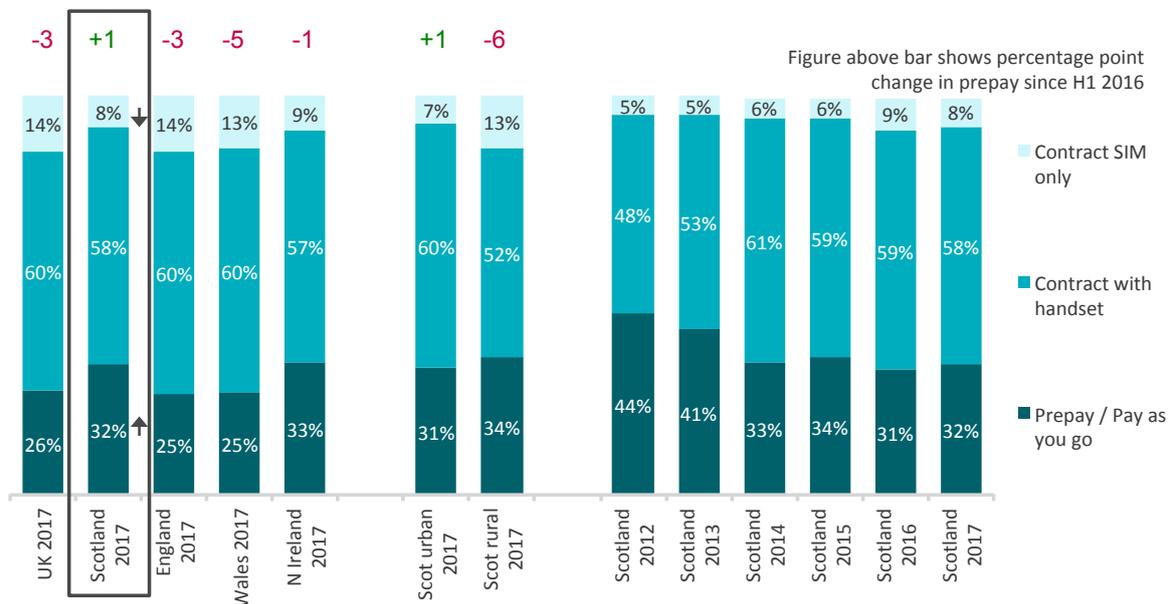
In 2017, six in ten (58%) mobile users in Scotland said they ‘most often’ used a pay-monthly contract package (with handset), while a third (32%) used a pre-pay phone and around one in ten (8%) had a SIM-only pay-monthly contract, each

very similar to the previous year’s figures but with some differences compared to the UK average.

Mobile users in Scotland were more likely than the UK average to use a pre-pay mobile phone (32%

vs. 26% UK) and less likely to have a SIM-only pay-monthly package (8% vs. 14% UK). There were no differences between the types of mobile subscription used in urban and rural areas of Scotland in 2017.

Figure 4.6: Type of mobile subscription



Source: Ofcom Technology Tracker, Half 1 2017

Base: Adults aged 16+ who personally use a mobile phone (n = 3471 UK, 464 Scotland, 2099 England, 451 Wales, 457 Northern Ireland, 231 Scotland urban, 233 Scotland rural, 1237 Scotland 2010, 425 Scotland 2011, 430 Scotland 2012, 464 Scotland 2013, 447 Scotland 2014, 450 Scotland 2015, 451 Scotland 2016, 464 Scotland 2017)

Significance testing: Arrows indicate any significant differences at the 95% confidence level between Scotland and UK in 2017, between Scotland urban and rural in 2017 and at the 99% confidence level between Scotland 2016 and 2017. Circles around the +/- figures above the chart indicate any significant difference at the 99% confidence level between 2016 and 2017 for Scotland, urban and rural.

QD11: Which of these best describes the mobile package you personally use most often?

Respondents in Scotland say that O2 is the mobile network provider they use 'most often'

A quarter (25%) of mobile users in Scotland said O2 was the network they used most often. This was followed by Vodafone (22%) and EE (20%).

While mobile users in Scotland were as likely as mobile users across the UK to use O2, they were less likely to use EE (20% vs. 28% UK) and more likely to use Vodafone (22% vs.

16% UK). There were no significant differences between rural and urban areas in Scotland in 2017.

Figure 4.7: Mobile network provider used 'most often'

Proportion of mobile users (%)



Source: Ofcom Technology Tracker, Half 1 2017

Base: Adults aged 16+ who personally use a mobile phone (n = 3471 UK, 464 Scotland, 2099 England, 451 Wales, 457 Northern Ireland, 231 Scotland urban, 233 Scotland rural)

Significance testing: Arrows indicate any significant differences at the 95% confidence level between Scotland and UK in 2017 and between Scotland urban and rural in 2017.

QD10: Which mobile network do you use most often?

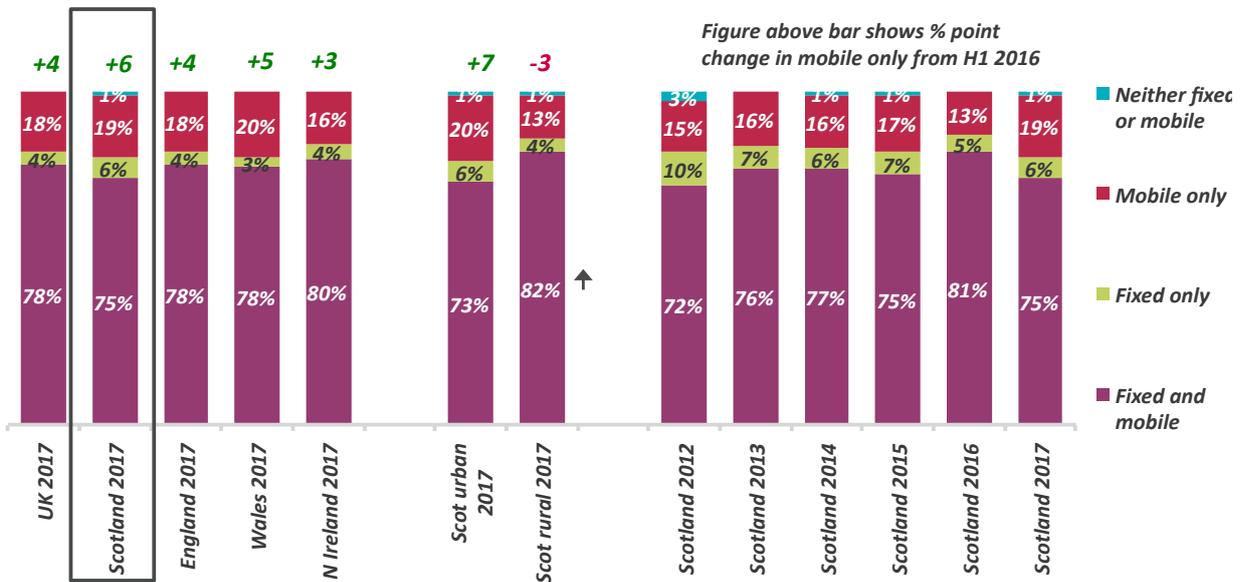
The proportion of mobile-only households in Scotland was unchanged in 2017, and in line with the UK average

Three in four households in Scotland (75%) had both fixed and mobile telephone services in 2017. Six per cent of households had access to a fixed line only, and 19% had access

to a mobile phone only. There were no significant changes in any of these figures since 2016 and take-up in Scotland was comparable to that of the UK overall.

Adults in rural areas of Scotland were more likely than those in urban areas to have access to both fixed and mobile telephone services (82% vs. 73%).

Figure 4.8: Cross-ownership of household telephony services



Source: Ofcom Technology Tracker, Half 1 2017

Base: All adults aged 16+ (n = 3743 UK, 510 Scotland, 2245 England, 495 Wales, 493 Northern Ireland, 258 Scotland urban, 252 Scotland rural, 500 Scotland 2012, 501 Scotland 2013, 501 Scotland 2014, 492 Scotland 2015, 502 Scotland 2016, 510 Scotland 2017)

Significance testing: Arrows indicate any significant differences at the 95% confidence level between Scotland and UK in 2017, between Scotland urban and rural in 2017 and at the 99% confidence level between Scotland 2016 and 2017. Circles around the +/- figures above the chart indicate any significant difference at the 99% confidence level between 2016 and 2017 for Scotland, urban and rural.

QC1: Is there a landline phone in your home that can be used to make and receive calls?/ QD1: How many mobile phones in total do you and members of your household use?

4.3 Satisfaction with telecoms services

Rural internet users in Scotland are less likely than those in urban areas to be satisfied with fixed broadband speeds and with their service overall

Eight in ten broadband users in Scotland (82%) were either 'very' or 'fairly' satisfied with their overall broadband service in 2017.

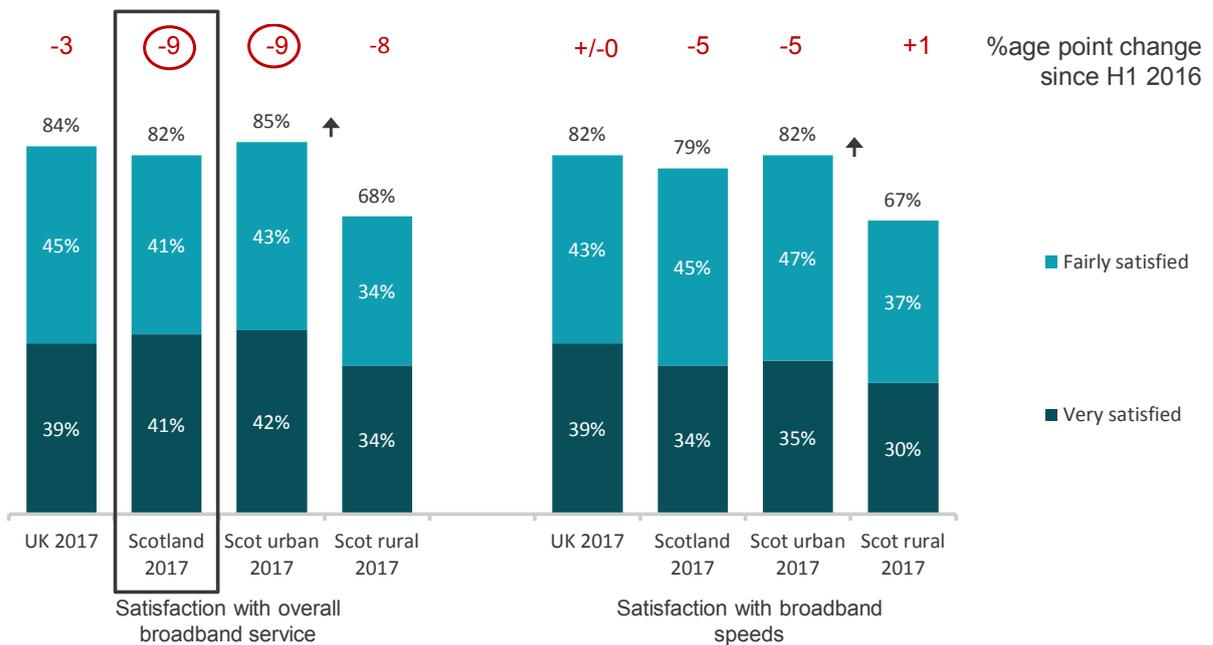
This figure was comparable to the UK overall (84%).

Satisfaction with fixed broadband speeds in Scotland (79%) was also comparable to the UK as a whole (82%), with no significant change in this measure in Scotland, or in the UK overall, between 2016 and 2017.

Fixed broadband users in urban Scotland were more likely than

rural users to say they were 'very' or 'fairly' satisfied with their overall service (85% vs. 68%) and with the speed of their connection (82% vs. 67%). Users in rural areas were more likely than those in urban areas to be 'very' or 'fairly' dissatisfied with their overall broadband service (16% vs. 5%) and broadband speeds (24% vs. 6%).

Figure 4.9: Satisfaction with overall service and speed of fixed broadband connection



Source: Ofcom Technology Tracker, Half 1 2017

Base: Adults aged 16+ with a fixed broadband connection at home (n = 2928 UK, 357 Scotland, 173 Scotland urban, 184 Scotland rural)
 QE8A/B: Thinking about your fixed broadband internet service, how satisfied are you with (main supplier) for the overall service/ for the speed of your service while online (not just the connection)?

Significance testing: Arrows indicate any significant differences at the 95% confidence level between Scotland and UK in 2017 and between Scotland urban and rural in 2017

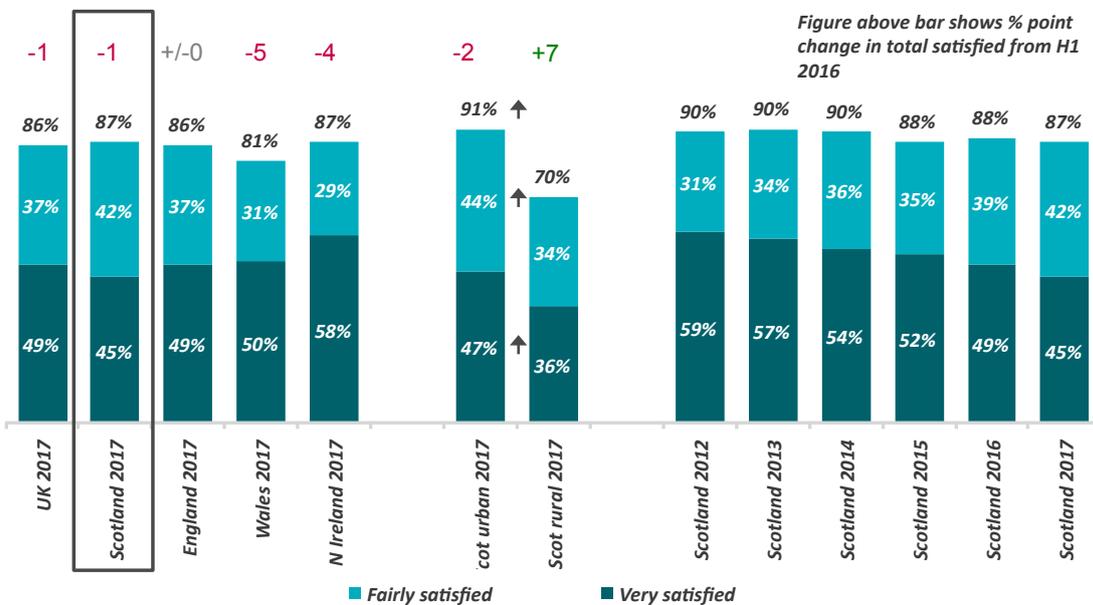
Mobile phone users in rural Scotland are less satisfied with their mobile phone reception

About nine in ten (87%) mobile phone users in Scotland were ‘very’ or ‘fairly’ satisfied with their mobile reception in 2017, in line with the UK average (86%) and unchanged since 2016.

Mobile phone users in urban areas of Scotland were more likely than those in rural areas to say they were ‘very’ or ‘fairly’ satisfied with their mobile reception (91% vs. 70%), while users in rural

areas of Scotland were more likely to say they were ‘very’ or ‘fairly’ dissatisfied (17% vs. 4%).

Figure 4.10: Satisfaction with reception of mobile service



Source: Ofcom Technology Tracker, Half 1 2017

Base: Adults aged 16+ who personally use a mobile phone (n = 3471 UK, 464 Scotland, 231 Scotland urban, 233 Scotland rural)

Significance testing: Arrows indicate any significant differences at the 95% confidence level between Scotland and UK in 2017 and between Scotland urban and rural in 2017.

QD21J: Thinking about your mobile phone service only, how satisfied are you with (main supplier) for reception/ accessing network?

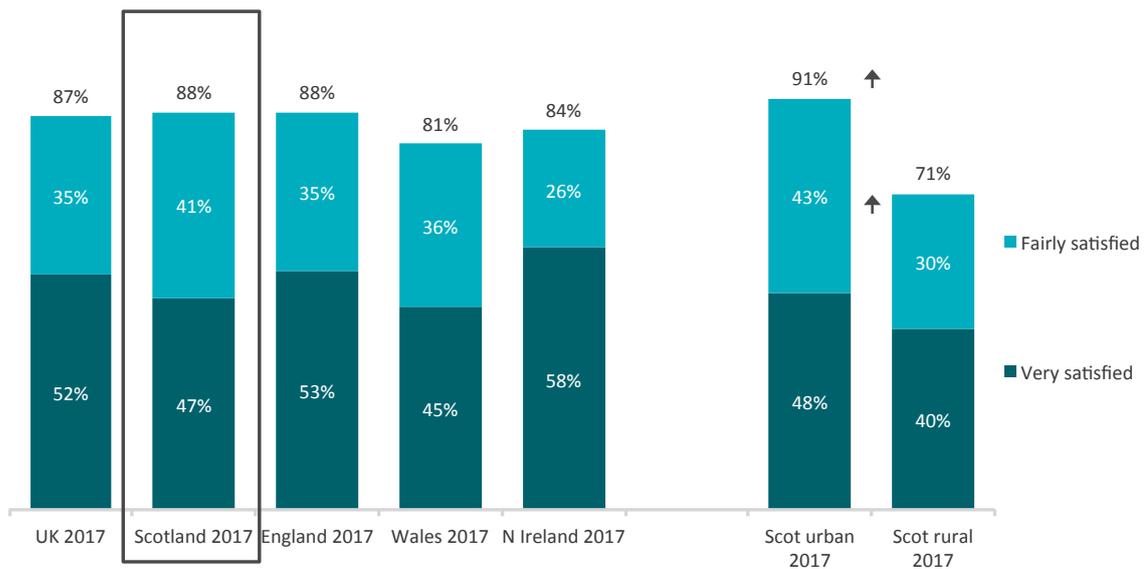
Nine in ten smartphone users in Scotland are satisfied with their ability to connect to the internet via 3G or 4G

In 2017, 88% of smartphone users in Scotland were ‘very’ or ‘fairly’ satisfied with their ability to connect to the internet using

their mobile network (via 3G or 4G). This was in line with the UK overall (87%). Satisfaction with the ability to connect to the internet

via 3G or 4G was 20 percentage points higher among smartphone users in urban than in rural areas of Scotland (91% vs. 71%).

Figure 4.11: Satisfaction with ability to connect to the internet via 3G or 4G



Source: Ofcom Technology Tracker, Half 1 2017

Base: Adults aged 16+ who personally use a smartphone (n = 2697 UK, 346 Scotland, 1657 England, 341 Wales, 353 Northern Ireland, 176 Scotland urban, 170 Scotland rural)

Significance testing: Arrows indicate any significant differences at the 95% confidence level between Scotland and UK in 2017 and between Scotland urban and rural in 2017.

QD21K: Thinking about your mobile phone service only, how satisfied are you with (main supplier) for ability to connect to the internet using the mobile network (3G or 4G)?

Note: Figures above chart columns indicate the proportion of people who were ‘very’ or ‘fairly’ satisfied with the ability to connect to the internet using the mobile network

4.4 Consumer experience of mobile data services

New research methodology captures consumers' experience of mobile services

In 2016 Ofcom piloted a new methodology to measure the consumer experience of using mobile services across the UK. This approach involved establishing a panel of UK consumers who installed an Ofcom-branded research app on their Android smartphone.

The app, provided by our technical partner P3, passively measures consumer experience of using mobile services as panellists use their phones, thereby minimising data use and battery drain.

Additional satisfaction measurements are captured via pop-up surveys, which allow us to correlate actual performance delivered and the consumer's perception.

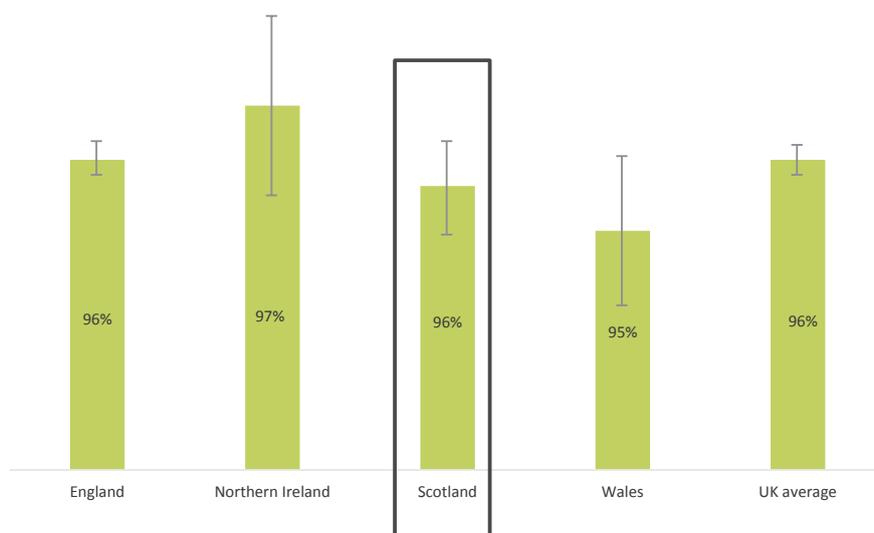
Data service availability for 4G Android users in Scotland is comparable to the UK average

The app records whether people can use their data service when they want to. This is measured by running an automated test, which attempts to download a small file and logs whether this can be done successfully, every 15 minutes. This metric defines the percentage of cases when the user is able to both connect to the network and download data.

Figure 4.12 shows data service availability for 4G users (4G users are those who have a 4G tariff and a 4G-enabled mobile phone). Overall, on around 96% of occasions, users were able to access a mobile network (either 2G, 3G or 4G technology) and successfully download data.

The confidence intervals (showing the range of values in which the true average will sit to a 95% level of confidence) for each nation overlap, and this therefore shows no difference between Scotland (96%) and the overall UK average.

Figure 4.12: Data service availability for 4G users



Source: Ofcom mobile research app data 2016

Base sizes: England (1,915) Northern Ireland (110) Scotland (290) Wales (242)

Please note: The line within each bar shows the 95% confidence interval around the average

4.5 Analysis of fixed broadband take-up in Glasgow

4.5.1 Introduction

In previous *Communications Market Reports*, we have highlighted that broadband take-up was particularly low in the Glasgow area, and have undertaken analysis of British Population Survey (BPS) data to explore broadband take-up in the City of Glasgow².

In 2011 and 2013 fixed broadband (excluding mobile access) take-up was 50%, this increased to 63% in 2014 and 68% in 2015.

This analysis was repeated for the current report and found that broadband take up in Glasgow has increased significantly from 2015.

The 2016³ data shows that 81% of individuals sampled have home internet access and 88% have access at home or via a mobile device.

Glasgow's take-up of fixed broadband services is now consistent with that of the UK as a whole

For this report, the BPS provided data for respondents within Glasgow only, and therefore it is not possible to compare with the UK overall, or to other cities. However, Ofcom's Technology Tracker shows that the percentage of the UK population with broadband (excluding mobile devices) is 82%, or 88% if mobile devices are included.

This has remained stable since 2016, when broadband access was 81% (86% if mobile devices are included).

In comparison, the percentage of Glaswegians living in households with broadband (excluding mobile devices) is 81%, or 88% if mobile devices are included.

This compares to 69% and 88% respectively for the same Glasgow-specific analysis for the previous year. This shows that access to fixed broadband has increased significantly, but overall access (via fixed or mobile broadband) has remained the same.

² The City of Glasgow is defined as the area under the control of Glasgow City Council.

³ The survey period ran between April 2016 and March 2017. It comprised of around 2,000 face-to-face, in-home interviews with adults (aged 15+) every week.

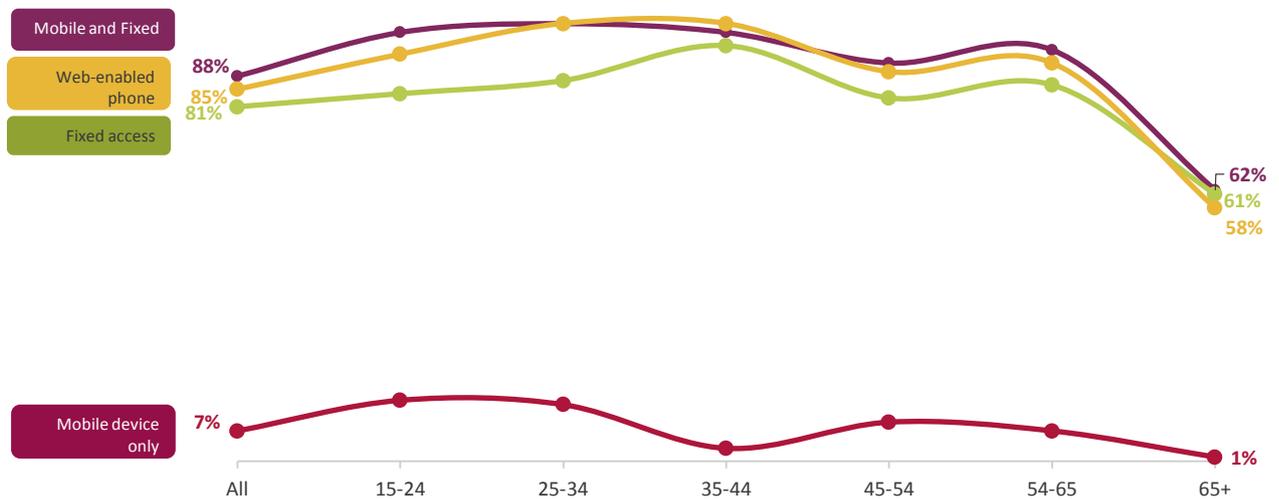
4.5.2 Take-up of internet services has increased significantly

Almost nine in ten people (88%) in the Glasgow sample had either access to the internet at home (fixed broadband) or via a web-enabled mobile device. Access to the internet has increased by 22 percentage points (pp) for people

aged 54-65 since the 2016 report, but fallen by 15pp for over-65s. The 54-65 age group's fixed broadband access has increased by 36pp, and ownership of a web-enabled phone has risen by 24pp. Among the over-65s, access to fixed broadband has

remained constant at 61%, while access to a web-enabled device has fallen by 15pp. The percentage relying on mobile access alone has fallen from 16% in 2016 to 7%.

Figure 4.13: Comparison of fixed broadband and mobile take-up in Glasgow: 2017



Source: Source: British Population Survey. The percentage in brackets gives the percentage of all Glasgow respondents in that category.
Base: All adults 15+ (Glasgow 2016/7 – 430)
Q: How do you access the internet – personal computer at home, through a mobile terminal, via a TV set, through a games console?
Q: Do you have a web-enabled phone?
Q: Do you have a tablet?

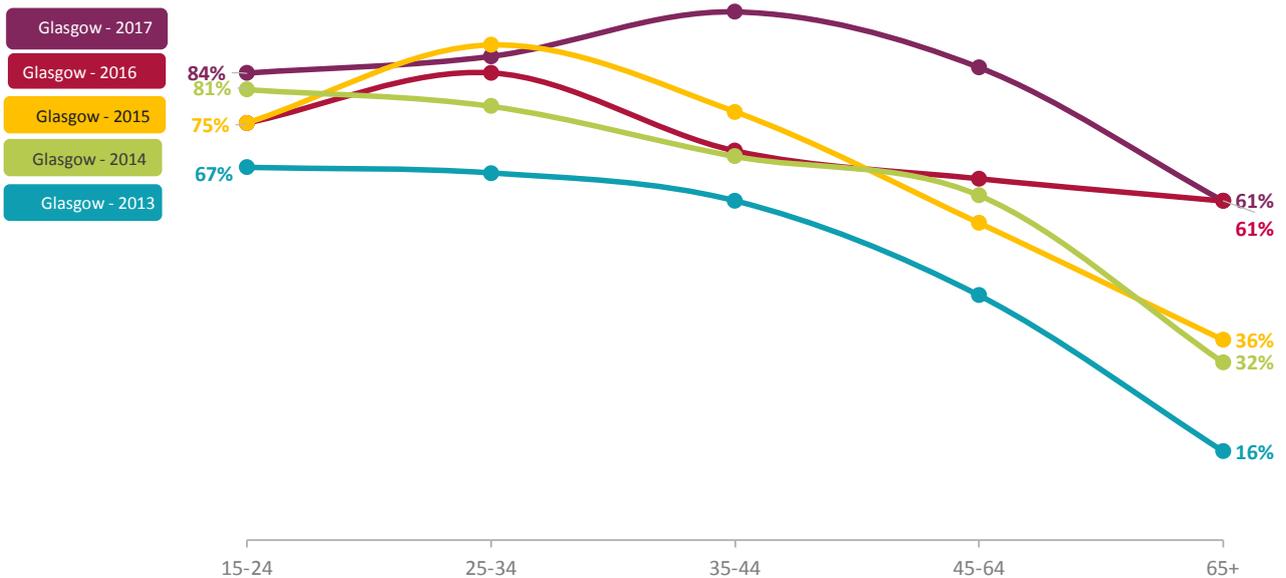
Overall, fixed home internet take-up has increased, especially among those aged 35-65. Access to fixed internet among those aged 15-24 has also increased by 10pp

As shown in Figure 4.14, between 2016 and 2017 there has been a significant increase in the number

of people aged 35-44 (by 25pp) and those aged 45-54 (by 20pp) who have fixed home internet.

Access to fixed internet among those aged 15-24 has increased by 9 percentage points.

Figure 4.14: Changes in fixed home internet, by age group: 2013-2017



Source: British Population Survey

Base: All adults 15+ (Glasgow 2017 – 430, Glasgow 2016 – 250; Glasgow 2015 – 543, Glasgow 2014- 1405, Glasgow- 2013 1398)

Q: Is your access to the internet at home cable broadband, ADSL broadband, broadband but you don't know type or non-broadband?

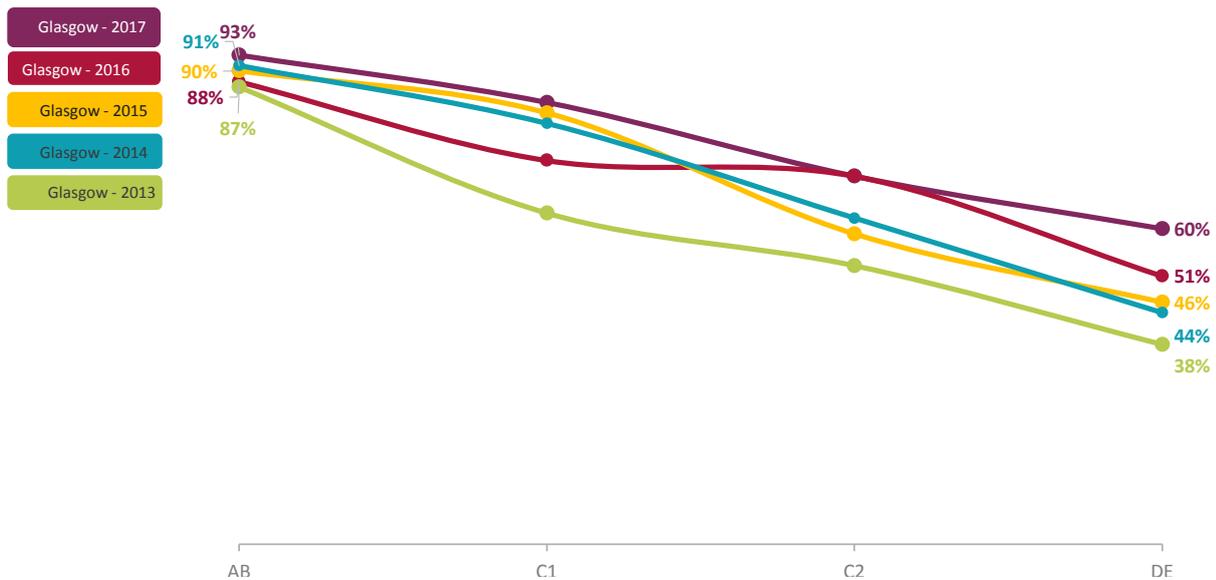
*** Q:** How do you access the internet – personal computer at home, via a TV set, through a games console? (change in question – 2016)

Fixed internet take-up has increased for those in socio-economic group C1 by 11pp and for DEs by 9pp

As shown in Figure 4.15, although take-up has increased by 9pp in socio-economic group DE from the

previous year, this group continues to have the lowest take-up.

Figure 4.15: Changes in take-up, by socio-economic group: 2013-2017



Source: British Population Survey

Base: All adults 15+ (Glasgow 2017 – 430; Glasgow 2016 – 250; Glasgow 2015 – 543, Glasgow 2014 – 1,405, Glasgow- 2013 1,398)

Q: Is your access to the internet at home cable broadband, ADSL broadband, broadband but you don't know type or non-broadband?

* **Q:** How do you access the internet – personal computer at home, through a mobile terminal, via a TV set, through a games console? (change in question – 2016)

More people who use superfast fixed broadband services know their fixed broadband speed compared to those who use standard broadband services

A subset of 214 were asked whether they used standard or superfast broadband services. Thirty-six per cent knew they

had broadband, but were unsure of the speed. Of the remaining 64%, 42% were using superfast services (defined as 30Mbit/s

or over) and the rest were using standard ADSL copper broadband.