

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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Base : All respondents	
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Base : All respondents	
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Base : All respondents	
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Base : All respondents	
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Base : All respondents	
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Base : All respondents	
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Base : Those responsible for sending or receiving any household mail	
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Base : Those did not go ahead and make a complaint about their mobile broadband internet service or supplier	
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Base : All respondents	
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Base : All respondents	

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QZ4 (C10). SHOWCARD Which of these best describes your sight? (SINGLE CODE)288
Base : Those with poor vision, partial sight or blindness

QZ5 (C11). SHOWCARD Which of these best describes your hearing? (SINGLE CODE)292
Base : Those with poor hearing, partial hearing or deafness

QZ8 (QZ9A). Could you please tell me if your total household income from all sources before tax and other deductions is above or below £11,500 per year?296
Base : All respondents

QZ9. SHOWCARD Group in which you would place your total household income from all sources, before tax and other deductions? (SINGLE CODE)298
Base : All respondents

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Table 1

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

NATION

Base : All respondents

	GENDER			AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
	Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
England	1969	945	1024	269	374	683	643	307	149	247	365	512	591	354	509	1969	-	-	-
	84%	84%	84%	85%	83%	84%	83%	79%	76%	82%	87%	87%	85%	82%	81%	100%	-%	-%	-%
											gh	n	n			pqr			
Scotland	205	98	107	24	40	70	72	43	26	24	32	43	57	41	63	-	205	-	-
	9%	9%	9%	8%	9%	9%	9%	11%	13%	8%	8%	7%	8%	10%	10%	-%	100%	-%	-%
									j								oqr		
Wales	116	55	62	13	25	41	38	27	12	15	14	24	30	21	40	-	-	116	-
	5%	5%	5%	4%	5%	5%	5%	7%	6%	5%	3%	4%	4%	5%	6%	-%	-%	100%	-%
								j										opr	
Northern Ireland	65	31	34	11	13	22	19	13	9	13	8	12	19	15	19	-	-	-	65
	3%	3%	3%	4%	3%	3%	2%	3%	5%	4%	2%	2%	3%	3%	3%	-%	-%	-%	100%
																		opq	

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

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Table 1

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NATION

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
England	1969	1733	236	1116	844	1283	685
	84%	85%	74%	85%	82%	89%	81%
		b				f	
Scotland	205	170	35	105	101	90	115
	9%	8%	11%	8%	10%	6%	14%
							e
Wales	116	93	23	63	52	75	41
	5%	5%	7%	5%	5%	5%	5%
			a				
Northern Ireland	65	41	24	33	32	-	-
	3%	2%	7%	2%	3%	-%	-%
			a				

Columns Tested: a,b - c,d - e,f

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Table 2

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

REGION

Base : All respondents

	GENDER			AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
	Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
North East	96 4%	43 4%	53 4%	15 5%	23 5%	26 3%	32 4%	12 3%	6 3%	4 1%	15 4%	26 4%	19 3%	18 4%	32 5% l	96 5% pqr	- -%	- -%	- -%
North West	264 11%	126 11%	139 11%	35 11%	39 9%	102 12% d	89 12%	57 15%	22 11%	36 12%	49 12%	59 10%	77 11%	52 12%	74 12%	264 13% pqr	- -%	- -%	- -%
Yorkshire	197 8%	96 8%	102 8%	31 10%	36 8%	66 8%	65 8%	35 9%	14 7%	23 8%	33 8%	44 7%	49 7%	35 8%	70 11% kl	197 10% pqr	- -%	- -%	- -%
East Midlands	172 7%	83 7%	89 7%	20 6%	29 6%	67 8%	55 7%	24 6%	14 7%	18 6%	47 11% gi	47 8%	49 7%	36 8%	40 6%	172 9% pqr	- -%	- -%	- -%
West Midlands	206 9%	105 9%	101 8%	23 7%	45 10%	73 9%	65 8%	34 9%	12 6%	29 10%	31 7%	51 9%	66 9%	37 9%	52 8%	206 10% pqr	- -%	- -%	- -%
East of England	216 9%	107 9%	109 9%	30 10%	38 8%	75 9%	72 9%	38 10%	19 10%	37 12%	49 12%	56 9%	59 9%	43 10%	58 9%	216 11% pqr	- -%	- -%	- -%
London	289 12%	145 13%	145 12%	45 14%	62 14%	100 12%	82 11%	39 10%	22 11% i	19 6%	46 11% i	77 13%	96 14% m	40 9%	75 12%	289 15% pqr	- -%	- -%	- -%
South East	324 14%	145 13%	180 15%	46 15%	60 13%	109 13%	108 14%	39 10%	16 8%	56 19% gh	61 15% gh	91 15% n	112 16% n	64 15% n	58 9%	324 16% pqr	- -%	- -%	- -%
South West	205 9%	98 9%	107 9%	23 7%	42 9%	64 8%	75 10%	28 7%	23 12%	25 8%	34 8%	60 10%	64 9%	31 7%	50 8%	205 10% pqr	- -%	- -%	- -%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 2

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REGION

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Wales	116	55	62	13	25	41	38	27	12	15	14	24	30	21	40	-	-	116	-
	5%	5%	5%	4%	5%	5%	5%	7%	6%	5%	3%	4%	4%	5%	6%	-%	-%	100%	-%
								j										opr	
Scotland	205	98	107	24	40	70	72	43	26	24	32	43	57	41	63	-	205	-	-
	9%	9%	9%	8%	9%	9%	9%	11%	13%	8%	8%	7%	8%	10%	10%	-%	100%	-%	-%
									j								oqr		
Northern Ireland	65	31	34	11	13	22	19	13	9	13	8	12	19	15	19	-	-	-	65
	3%	3%	3%	4%	3%	3%	2%	3%	5%	4%	2%	2%	3%	3%	3%	-%	-%	-%	100%
																		opq	

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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REGION

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
North East	96 4%	87 4%	9 3%	36 3%	59 6% c	63 4%	33 4%
North West	264 11%	246 12% b	18 6%	149 11%	116 11%	159 11%	105 12%
Yorkshire	197 8%	176 9%	22 7%	107 8%	90 9%	117 8%	80 10%
East Midlands	172 7%	143 7%	28 9%	111 8% d	61 6%	141 10% f	31 4%
West Midlands	206 9%	182 9%	24 7%	111 8%	94 9%	120 8%	86 10%
East of England	216 9%	174 9%	42 13% a	125 10%	87 8%	176 12% f	40 5%
London	289 12%	289 14% b	- -%	164 12%	126 12%	100 7%	189 22% e
South East	324 14%	280 14%	44 14%	192 15%	130 13%	240 17% f	84 10%
South West	205 9%	155 8%	50 16% a	120 9%	83 8%	167 12% f	38 4%
Wales	116 5%	93 5%	23 7% a	63 5%	52 5%	75 5%	41 5%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 2

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REGION

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN a	RURAL b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%							
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Scotland	205	170	35	105	101	90	115
	9%	8%	11%	8%	10%	6%	14% e
Northern Ireland	65	41	24	33	32	-	-
	3%	2%	7% a	2%	3%	-%	-%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 3

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

URBANITY

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Urban	2037	977	1060	283	398	706	650	342	166	266	358	496	608	369	560	1733	170	93	41
	86%	86%	86%	89% f	88%	87%	84%	88%	85%	89%	85%	84%	87%	86%	89% k	88% pqr	83% r	80% r	63%
Rural	318	152	166	34	53	109	122	48	30	33	62	95	89	62	71	236	35	23	24
	14%	14%	14%	11%	12%	13%	16% c	12%	15%	11%	15%	16% n	13%	14%	11%	12%	17% o	20% o	37% opq

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 3

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

URBANITY

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Urban	2037	2037	-	1128	900	1170	826
	86%	100%	-%	86%	87%	81%	98%
		b					e
Rural	318	-	318	188	129	279	16
	14%	-%	100%	14%	13%	19%	2%
			a			f	

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 4

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

CABLE AREA

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
TELEWEST	466	222	244	63	109	158	137	87	37	72	54	85	134	85	160	427	40	-	-
	20%	20%	20%	20%	24%	19%	18%	22%	19%	24%	13%	14%	19%	20%	25%	22%	19%	-%	-%
					f			j	j	j			k	k	klm	qr	qr		
NTL	688	333	355	102	121	232	233	110	55	71	134	170	215	122	182	638	21	13	16
	29%	29%	29%	32%	27%	29%	30%	28%	28%	24%	32%	29%	31%	28%	29%	32%	10%	11%	24%
											i					pqr			pq
NEITHER	1201	574	626	152	222	425	402	192	103	156	231	336	349	224	290	904	144	103	49
	51%	51%	51%	48%	49%	52%	52%	49%	53%	52%	55%	57%	50%	52%	46%	46%	70%	89%	76%
												ln		n			o	opr	o

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 4

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CABLE AREA

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
TELEWEST	466	466	-	246	220	156	311
	20%	23%	-%	19%	21%	11%	37%
		b				f	e
NTL	688	664	24	383	301	499	173
	29%	33%	7%	29%	29%	34%	21%
		b				f	
NEITHER	1201	906	295	688	508	794	357
	51%	44%	93%	52%	49%	55%	42%
			a			f	

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 5

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

DEPRIVATION LEVEL

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Low	1449	689	759	162	258	516	512	179	101	171	323	445	455	260	286	1283	90	75	-
	62%	61%	62%	51%	57%	63%	66%	46%	51%	57%	77%	75%	65%	60%	45%	65%	44%	65%	-%
						cd	cd			g	ghi	lmn	n	n		pr	r	pr	
Medium	770	377	392	128	166	255	221	169	79	108	87	128	208	148	283	623	106	41	-
	33%	33%	32%	40%	37%	31%	29%	43%	40%	36%	21%	22%	30%	34%	45%	32%	52%	35%	-%
				ef	f			ij	j	j			k	k	klm	r	oqr	r	
High	72	31	40	15	15	22	20	28	7	7	2	6	15	9	42	63	9	-	-
	3%	3%	3%	5%	3%	3%	3%	7%	4%	2%	-%	1%	2%	2%	7%	3%	4%	-%	-%
								ij	j	j					klm	qr	qr		
Undefined	65	31	34	11	13	22	19	13	9	13	8	12	19	15	19	-	-	-	65
	3%	3%	3%	4%	3%	3%	2%	3%	5%	4%	2%	2%	3%	3%	3%	-%	-%	-%	100%
																		opq	

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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DEPRIVATION LEVEL

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Low	1449	1170	279	879	564	1449	-
	62%	57%	88%	67%	55%	100%	-%
			a	d		f	
Medium	770	754	16	378	388	-	770
	33%	37%	5%	29%	38%	-%	91%
		b			c		e
High	72	72	-	27	45	-	72
	3%	4%	-%	2%	4%	-%	9%
		b			c		e
Undefined	65	41	24	33	32	-	-
	3%	2%	7%	2%	3%	-%	-%
			a				

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 6

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SE. GENDER

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Male	1129	1129	-	159	201	373	396	141	98	152	234	301	336	231	260	945	98	55	31
	48%	100%	-%	50%	44%	46%	51%	36%	50%	51%	56%	51%	48%	54%	41%	48%	48%	47%	48%
		b					de		g	g	g	n	n	n					
Female	1226	-	1226	157	251	442	376	248	98	147	185	290	362	200	371	1024	107	62	34
	52%	-%	100%	50%	56%	54%	49%	64%	50%	49%	44%	49%	52%	46%	59%	52%	52%	53%	52%
			a		f	f		hij							klm				

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 6

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SE. GENDER

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Male	1129	977	152	693	432	689	409
	48%	48%	48%	53%	42%	48%	49%
				d			
Female	1226	1060	166	623	597	759	433
	52%	52%	52%	47%	58%	52%	51%
				c			

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 7

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

SF. AGE OF RESPONDENT

Base : All respondents

	GENDER			AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
	Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
16 - 17	59 2%	35 3%	23 2%	59 19% def	- -%	- -%	- -%	2 1%	* *%	1 *%	5 1%	11 2%	18 3%	7 2%	23 4% km	52 3%	3 1%	2 1%	2 4%
18 - 24	258 11%	124 11%	134 11%	258 81% def	- -%	- -%	- -%	49 13% hij	12 6%	23 8%	29 7%	42 7%	97 14% k	49 11% k	70 11% k	217 11%	21 10%	11 9%	9 14%
25 - 34	451 19%	201 18%	251 20%	- -%	451 100% cef	- -%	- -%	68 18%	39 20%	78 26% g	95 23%	119 20%	124 18%	98 23% ln	110 17%	374 19%	40 19%	25 21%	13 20%
35 - 44	448 19%	195 17%	253 21% a	- -%	- -%	448 55% cdf	- -%	60 15%	32 16%	71 24% gh	116 28% gh	122 21% n	135 19%	87 20%	103 16%	377 19%	36 18%	20 17%	15 23%
45 - 54	367 16%	177 16%	189 15%	- -%	- -%	367 45% cdf	- -%	41 11%	31 16%	55 18% g	91 22% g	106 18%	110 16%	59 14%	92 15%	305 16%	34 16%	21 18% r	7 11%
55 - 64	364 15%	193 17% b	172 14%	- -%	- -%	- -%	364 47% cde	60 15%	28 14%	43 14%	66 16%	100 17%	109 16%	62 14%	92 15%	305 16%	29 14%	20 18%	9 14%
65 - 74	233 10%	124 11%	109 9%	- -%	- -%	- -%	233 30% cde	53 14% ij	34 18% ij	21 7% j	13 3%	55 9%	66 9%	42 10%	69 11%	192 10%	25 12%	11 10%	5 8%
75+	175 7%	79 7%	95 8%	- -%	- -%	- -%	175 23% cde	57 15% ij	19 10% ij	6 2%	5 1%	36 6%	37 5%	27 6%	72 11% klm	146 7%	18 9%	6 6%	5 7%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 7

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

SF. AGE OF RESPONDENT

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
16 - 17	59 2%	52 3%	7 2%	11 1%	47 5% c	32 2%	24 3%
18 - 24	258 11%	231 11%	26 8%	136 10%	120 12%	130 9%	119 14% e
25 - 34	451 19%	398 20%	53 17%	336 26% d	113 11%	258 18%	181 21% e
35 - 44	448 19%	397 19%	51 16%	329 25% d	119 12%	267 18%	166 20%
45 - 54	367 16%	309 15%	58 18%	280 21% d	86 8%	248 17% f	111 13%
55 - 64	364 15%	304 15%	61 19% a	185 14%	179 17% c	249 17% f	106 13%
65 - 74	233 10%	199 10%	34 11%	28 2%	203 20% c	154 11%	74 9%
75+	175 7%	148 7%	27 9%	10 1%	162 16% c	109 8%	61 7%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 8

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

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

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
A	45 2%	27 2%	18 1%	5 2%	8 2%	11 1%	20 3%	2 *%	2 1%	1 *%	14 3% gi	45 8% lmn	- -%	- -%	- -%	39 2%	2 1%	2 2%	1 1%
B	546 23%	275 24%	272 22%	48 15%	111 25% c	217 27% cf	171 22% c	14 4%	16 8% g	59 20% gh	185 44% ghi	546 92% lmn	- -%	- -%	- -%	473 24% r	41 20%	22 19%	11 17%
C1	697 30%	336 30%	362 29%	115 36% def	124 28%	245 30%	213 28%	68 17%	51 26% g	119 40% gh	137 33% g	- -%	697 100% kmn	- -%	- -%	591 30%	57 28%	30 26%	19 29%
C2	431 18%	231 20% b	200 16%	55 17%	98 22% f	146 18%	132 17%	48 12%	51 26% gj	70 24% gj	63 15%	- -%	- -%	431 100% kln	- -%	354 18%	41 20%	21 18%	15 23%
D	299 13%	142 13%	158 13%	53 17% f	56 12%	100 12%	90 12%	62 16% j	45 23% gij	40 13% j	14 3%	- -%	- -%	- -%	299 47% klm	247 13%	25 12%	19 16%	8 12%
E	332 14%	118 10%	213 17% a	41 13%	53 12%	95 12%	142 18% cde	195 50% hij	30 15% ij	9 3%	6 1%	- -%	- -%	- -%	332 53% klm	261 13%	38 18% o	21 18%	11 18%
Refused	5 *%	1 *%	3 *%	- -%	- -%	1 *%	4 1%	1 *%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	3 *%	* *%	1 1% o	- -%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 8

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

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

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
A	45 2%	37 2%	7 2%	30 2%	15 1%	35 2% f	8 1%
B	546 23%	458 22%	88 28% a	377 29% d	170 16%	410 28% f	126 15%
C1	697 30%	608 30%	89 28%	427 32% d	267 26%	455 31% f	223 26%
C2	431 18%	369 18%	62 20%	292 22% d	137 13%	260 18%	156 19%
D	299 13%	259 13%	40 13%	178 13%	120 12%	133 9%	158 19% e
E	332 14%	301 15% b	31 10%	13 1%	317 31% c	154 11%	167 20% e
Refused	5 *%	5 *%	- -%	1 *%	3 *%	2 *%	3 *%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 9

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

QZ6 (SG). WORKING STATUS

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Base for %	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Working full time (30hrs/wk+)	937	593	344	88	255	461	133	30	66	168	283	297	320	204	115	777	88	48	23
	40%	53%	28%	28%	56%	57%	17%	8%	34%	56%	67%	50%	46%	47%	18%	39%	43%	41%	36%
		b		f	cf	cf			g	gh	ghi	n	n	n					
Working part time (8-29 hrs/wk)	380	100	279	60	81	148	91	56	32	53	79	109	107	88	75	338	17	15	9
	16%	9%	23%	19%	18%	18%	12%	14%	16%	18%	19%	19%	15%	20%	12%	17%	8%	13%	15%
			a	f	f	f						n		ln		p			p
Not working (i.e. under 8hrs/wk) - retired	491	235	255	1	-	12	478	122	59	42	21	112	134	83	159	405	51	22	12
	21%	21%	21%	*%	-%	1%	62%	31%	30%	14%	5%	19%	19%	19%	25%	21%	25%	19%	19%
						d	cde	ij	ij	j					klm				
Not working (i.e. under 8hrs/wk) - unemployed (registered/ not registered but looking for work)	153	81	73	39	28	70	16	70	12	10	4	11	12	10	121	124	14	7	8
	6%	7%	6%	12%	6%	9%	2%	18%	6%	3%	1%	2%	2%	2%	19%	6%	7%	6%	13%
				df	f	f		hij	j	j					klm				opq
Not working (i.e. under 8hrs/wk) - student	138	71	67	114	18	6	*	24	3	6	7	18	87	13	21	118	11	3	6
	6%	6%	5%	36%	4%	1%	*%	6%	2%	2%	2%	3%	12%	3%	3%	6%	5%	3%	9%
				def	ef	f		hij					kmn						q
Not working (i.e. under 8hrs/wk) - housewife/ disabled/ other	247	45	202	13	67	116	50	85	23	17	25	45	35	31	136	197	25	20	5
	10%	4%	17%	4%	15%	14%	6%	22%	12%	6%	6%	8%	5%	7%	22%	10%	12%	17%	8%
			a		cf	cf		hij	ij						klm			or	

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 9

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

QZ6 (SG). WORKING STATUS

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Don't know	9	4	5	2	2	1	5	3	2	1	-	-	3	2	4	9	-	1	*
	%	%	%	%	%	%	1%	1%	1%	%	-%	-%	%	1%	1%	%	-%	1%	%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.
Table 9

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

QZ6 (SG). WORKING STATUS

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Base for %	2355	2037	318	1316	1029	1449	841
Working full time (30hrs/wk+)	937	811	126	937	-	615	298
	40%	40%	40%	71%	-%	42%	35%
				d		f	
Working part time (8-29 hrs/wk)	380	318	62	380	-	264	106
	16%	16%	19%	29%	-%	18%	13%
				d		f	
Not working (i.e. under 8hrs/wk) - retired	491	417	73	-	491	307	171
	21%	20%	23%	-%	48%	21%	20%
					c		
Not working (i.e. under 8hrs/wk) - unemployed (registered/ not registered but looking for work)	153	133	20	-	153	70	75
	6%	7%	6%	-%	15%	5%	9%
					c		e
Not working (i.e. under 8hrs/wk) - student	138	126	13	-	138	65	67
	6%	6%	4%	-%	13%	5%	8%
					c		e
Not working (i.e. under 8hrs/wk) - housewife/ disabled/ other	247	224	23	-	247	122	119
	10%	11%	7%	-%	24%	8%	14%
		b			c		e

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 9

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

QZ6 (SG). WORKING STATUS

Base : All respondents

	URBANITY		WORKING		DEPRIVATION LEVEL	
	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%	a	b	c	d	e	f
Unweighted total	2893	2426	467	1326	1555	1674
Effective Weighted Sample	2355	1990	374	1136	1290	1422
Total	2355	2037	318	1316	1029	1449
Don't know	9	9	1	-	-	6
	*%	*%	*%	-%	-%	*%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 10

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

QZ7 (SH). HOUSEHOLD STATUS

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Base for %	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Being bought on mortgage	785	362	423	100	171	408	106	31	36	109	255	287	264	147	86	651	80	35	19
	33%	32%	34%	31%	38%	50%	14%	8%	18%	37%	61%	49%	38%	34%	14%	33%	39%	30%	29%
				f	f	cd			g	gh	ghi	lmn	n	n			qr		
Owned outright by household	616	318	298	26	23	120	447	76	66	73	91	189	201	113	113	516	47	33	20
	26%	28%	24%	8%	5%	15%	58%	20%	34%	24%	22%	32%	29%	26%	18%	26%	23%	29%	30%
		b				cd	cde		gij			mn	n	n					
Rented from Local Authority/ Housing Association/ Trust	492	211	281	70	109	144	169	180	52	51	18	33	91	79	287	398	54	26	14
	21%	19%	23%	22%	24%	18%	22%	46%	27%	17%	4%	6%	13%	18%	46%	20%	26%	23%	21%
			a		e		e	hij	ij	j			k	kl	klm		o		
Rented from Private Landlord	395	206	189	93	135	129	38	93	36	62	51	68	122	78	125	341	23	19	12
	17%	18%	15%	29%	30%	16%	5%	24%	19%	21%	12%	11%	18%	18%	20%	17%	11%	16%	19%
				ef	ef	f		j	j	j			k	k	k	p			p
Other	29	16	12	7	8	5	9	6	-	4	1	5	9	7	7	27	-	2	*
	1%	1%	1%	2%	2%	1%	1%	2%	-%	1%	1%	1%	1%	2%	1%	1%	-%	2%	1%
				e															
Don't know	39	16	23	21	5	10	3	3	5	-	3	9	10	7	13	37	1	1	-
	2%	1%	2%	7%	1%	1%	1%	1%	3%	-%	1%	2%	1%	2%	2%	2%	1%	1%	-%
				def					gi							r			

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 10

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

QZ7 (SH). HOUSEHOLD STATUS

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Base for %	2355	2037	318	1316	1029	1449	841
Being bought on mortgage	785	676	109	618	166	574	191
	33%	33%	34%	47%	16%	40%	23%
				d		f	
Owned outright by household	616	507	109	239	376	443	153
	26%	25%	34%	18%	37%	31%	18%
			a		c	f	
Rented from Local Authority/ Housing Association/ Trust	492	441	51	178	311	172	306
	21%	22%	16%	13%	30%	12%	36%
		b		c			e
Rented from Private Landlord	395	356	38	247	147	211	172
	17%	17%	12%	19%	14%	15%	20%
		b		d			e
Other	29	24	5	18	11	19	9
	1%	1%	2%	1%	1%	1%	1%
Don't know	39	33	6	17	19	29	10
	2%	2%	2%	1%	2%	2%	1%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 11

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

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

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
1	415 18%	191 17%	224 18%	15 5%	34 7%	107 13%	260 34%	169 43%	38 19%	45 15%	33 8%	77 13%	109 16%	64 15%	164 26%	331 17%	48 23%	25 21%	12 18%
						cd	cde	hij	j	j					klm		o		
2	829 35%	427 38%	402 33%	75 24%	132 29%	211 26%	411 53%	119 31%	75 39%	110 37%	137 33%	212 36%	261 37%	144 33%	209 33%	690 35%	80 39%	41 35%	19 29%
		b					cde		g							r	r		
3	414 18%	187 17%	227 18%	82 26%	111 25%	163 20%	58 7%	54 14%	25 13%	59 20%	80 19%	115 19%	108 16%	91 21%	99 16%	343 17%	36 17%	21 18%	14 21%
				ef	f	f				gh	gh			ln					
4	462 20%	220 19%	242 20%	88 28%	120 27%	220 27%	33 4%	30 8%	33 17%	58 19%	117 28%	138 23%	152 22%	93 22%	78 12%	400 20%	28 14%	20 18%	13 20%
				f	f	f			g	g	ghi	n	n	n		p			
5+	235 10%	105 9%	130 11%	56 18%	54 12%	114 14%	11 1%	17 4%	25 13%	27 9%	52 12%	49 8%	67 10%	39 9%	80 13%	204 10%	14 7%	9 8%	8 12%
				df	f	f			g	g	g				km				p

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 11

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

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

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
1	415	356	60	138	276	245	158
	18%	17%	19%	10%	27% c	17%	19%
2	829	718	111	439	387	533	277
	35%	35%	35%	33%	38% c	37%	33%
3	414	354	60	284	129	255	146
	18%	17%	19%	22% d	12%	18%	17%
4	462	401	60	327	132	297	152
	20%	20%	19%	25% d	13%	20%	18%
5+	235	207	28	129	106	118	109
	10%	10%	9%	10%	10%	8%	13% e

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 12

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

SI (SK). Household size

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Small (1-2 people)	1244	617	627	90	166	317	670	288	113	155	170	289	370	208	373	1021	128	65	31
	53%	55%	51%	29%	37%	39%	87%	74%	58%	52%	41%	49%	53%	48%	59%	52%	62%	56%	47%
					c	c	cde	hij	j	j					klm		or	r	
Medium (3-4 people)	876	407	469	170	231	384	91	84	58	117	197	253	260	185	177	744	63	42	26
	37%	36%	38%	54%	51%	47%	12%	22%	29%	39%	47%	43%	37%	43%	28%	38%	31%	36%	41%
				ef	f	f			g	gh	ghi	n	n	n		p			p
Large (5+ people)	235	105	130	56	54	114	11	17	25	27	52	49	67	39	80	204	14	9	8
	10%	9%	11%	18%	12%	14%	1%	4%	13%	9%	12%	8%	10%	9%	13%	10%	7%	8%	12%
				df	f	f			g	g	g				km				p

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 12

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

SI (SK). Household size

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Small (1-2 people)	1244	1074	171	577	663	779	435
	53%	53%	54%	44%	64%	54%	52%
				c			
Medium (3-4 people)	876	756	120	611	261	552	298
	37%	37%	38%	46%	25%	38%	35%
				d			
Large (5+ people)	235	207	28	129	106	118	109
	10%	10%	9%	10%	10%	8%	13%
							e

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 13

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

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

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
None	1453	771	681	175	179	365	734	269	116	175	223	359	459	246	384	1200	144	71	38
	62%	68%	56%	55%	40%	45%	95%	69%	59%	58%	53%	61%	66%	57%	61%	61%	70%	61%	58%
		b		de			cde	hij					m				oqr		
1	371	148	223	83	115	149	25	64	23	51	77	95	94	82	100	308	29	24	10
	16%	13%	18%	26%	25%	18%	3%	16%	12%	17%	18%	16%	13%	19%	16%	16%	14%	21%	16%
			a	ef	ef	f					h			l					
2	382	155	227	41	115	214	12	36	38	53	86	111	111	80	80	331	23	17	11
	16%	14%	19%	13%	25%	26%	2%	9%	19%	18%	20%	19%	16%	18%	13%	17%	11%	15%	17%
			a	f	cf	cf			g	g	g	n		n		p			p
3	107	40	67	14	32	59	2	16	5	13	28	21	26	16	44	92	7	3	5
	5%	4%	5%	4%	7%	7%	*%	4%	3%	4%	7%	4%	4%	4%	7%	5%	3%	2%	8%
			a	f	f	f					h				klm				opq
4	30	11	19	3	8	19	-	5	10	6	3	4	5	4	17	26	2	1	1
	1%	1%	2%	1%	2%	2%	-%	1%	5%	2%	1%	1%	1%	1%	3%	1%	1%	1%	1%
				f	f	f			gij						klm				
5+	13	4	9	1	2	9	-	-	3	2	3	1	2	3	6	12	-	*	*
	1%	*%	1%	*%	1%	1%	-%	-%	1%	1%	1%	*%	*%	1%	1%	1%	-%	*%	*%
					f	f			g										
Mean number of children	.7	.6	.8	.7	1.1	1.1	.1	.5	.9	.8	.9	.7	.6	.8	.8	.7	.5	.6	.8
			a	f	cf	cf			g	g	g			l	l	p			p
Standard deviation	1.04	.97	1.09	.94	1.09	1.20	.33	.91	1.26	1.09	1.09	.96	.97	1.04	1.18	1.06	.89	.93	1.10
Standard error	.02	.03	.03	.05	.05	.04	.01	.04	.08	.06	.05	.04	.03	.04	.04	.02	.05	.06	.07
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 13

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

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
None	1453	1251	202	709	735	905	510
	62%	61%	63%	54%	71%	62%	61%
				c			
1	371	323	48	253	119	235	126
	16%	16%	15%	19%	12%	16%	15%
				d			
2	382	330	52	276	105	234	136
	16%	16%	16%	21%	10%	16%	16%
				d			
3	107	94	13	60	46	52	49
	5%	5%	4%	5%	5%	4%	6%
							e
4	30	28	2	15	15	18	11
	1%	1%	1%	1%	1%	1%	1%
5+	13	12	1	3	9	4	8
	1%	1%	*%	*%	1%	*%	1%
					c		e
Mean number of children	.7	.7	.6	.8	.6	.7	.8
				d			e
Standard deviation	1.04	1.05	.97	1.02	1.05	.99	1.12
Standard error	.02	.02	.04	.03	.03	.02	.04

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 14

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

SK (SL). And are you the parent or guardian of any of the children in the household? (SINGLE CODE)

Base : Those with children aged under 18 in the household

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	~f	g	~h	i	j	k	l	m	n	o	~p	~q	r
Unweighted total	1022	399	623	168	301	504	49	156	96	144	204	232	257	226	306	766	69	86	101
Effective Weighted Sample	860	332	528	140	250	430	40	128	79	119	175	200	216	190	259	688	67	81	99
Total	902	358	544	142	273	450	38	121	79	124	197	232	238	185	247	769	61	45	27
Yes	761	279	482	50	257	429	**	114	**	117	175	201	202	155	203	651	**	**	23
	84%	78%	89%	35%	94%	95%	**	94%	**	94%	89%	87%	85%	84%	82%	85%	**	**	84%
			a		c	c													
No	110	64	46	85	8	6	**	5	**	5	11	21	30	21	37	93	**	**	4
	12%	18%	8%	60%	3%	1%	**	4%	**	4%	5%	9%	12%	11%	15%	12%	**	**	16%
		b		de															
Refused	31	14	17	6	8	15	**	2	**	2	11	9	6	8	8	25	**	**	-
	3%	4%	3%	4%	3%	3%	**	2%	**	2%	5%	4%	3%	4%	3%	3%	**	**	-%

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

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Table 14

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SK (SL). And are you the parent or guardian of any of the children in the household? (SINGLE CODE)

Base : Those with children aged under 18 in the household

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	1022	868	154	621	399	567	354
Effective Weighted Sample	860	733	130	532	342	500	315
Total	902	786	116	607	294	544	331
Yes	761	661	101	539	221	462	277
	84%	84%	86%	89%	75%	85%	84%
				d			
No	110	96	14	48	62	59	47
	12%	12%	12%	8%	21%	11%	14%
				c			
Refused	31	29	2	21	11	24	7
	3%	4%	2%	3%	4%	4%	2%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 15

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

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

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Can use to make and receive calls	1959	929	1030	223	338	680	718	253	156	251	398	548	604	357	446	1650	165	93	51
	83%	82%	84%	71%	75%	83%	93%	65%	80%	84%	95%	93%	87%	83%	71%	84%	81%	80%	79%
						cd	cde		g	g	ghi	lmn	n	n		r			
Can receive but not make calls/ incoming only	24	9	15	4	6	5	8	4	4	3	1	2	7	7	8	23	-	1	-
	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	*%	*%	1%	2%	1%	1%	-%	1%	-%
									j										
Line not working properly/ needs to be repaired	6	3	3	1	1	3	1	1	2	-	-	2	1	2	2	5	-	1	-
	*%	*%	*%	*%	*%	*%	*%	*%	1%	-%	-%	*%	*%	*%	*%	*%	-%	1%	-%
No, do not have landline phone	363	186	177	88	104	127	44	131	34	43	21	38	85	66	174	288	40	22	14
	15%	16%	14%	28%	23%	16%	6%	34%	17%	15%	5%	7%	12%	15%	28%	15%	19%	19%	21%
				ef	ef	f		hij	j	j			k	k	klm		o		o
Don't know	2	2	*	-	2	-	*	*	-	2	-	-	-	*	2	2	-	-	-
	*%	*%	*%	-%	*%	-%	*%	*%	-%	1%	-%	-%	-%	*%	*%	*%	-%	-%	-%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 15

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

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

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Can use to make and receive calls	1959	1680	280	1114	836	1268	640
	83%	82%	88%	85%	81%	88%	76%
			a	d		f	
Can receive but not make calls/ incoming only	24	22	2	15	8	16	8
	1%	1%	1%	1%	1%	1%	1%
Line not working properly/ needs to be repaired	6	4	2	4	2	4	3
	*%	*%	1%	*%	*%	*%	*%
No, do not have landline phone	363	331	32	181	182	159	191
	15%	16%	10%	14%	18%	11%	23%
		b		c			e
Don't know	2	-	2	2	*	2	-
	*%	-%	1%	*%	*%	*%	-%
			a				

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 16

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

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

Base : Those with a landline phone at home

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2445	1136	1309	258	353	773	1061	381	224	298	411	608	718	490	623	1800	216	219	210
Effective Weighted Sample	1993	921	1074	213	298	663	845	308	177	242	354	509	584	397	512	1573	202	192	199
Total	1989	941	1048	229	345	688	728	258	162	254	399	553	612	365	455	1678	165	95	51
Yes to make calls	1879	881	998	200	312	655	712	242	159	245	376	519	571	347	437	1573	163	94	49
	94%	94%	95%	88%	90%	95%	98%	94%	98%	96%	94%	94%	93%	95%	96%	94%	99%	99%	96%
						cd	cde		gj								o	o	
Yes to receive calls	1825	856	969	187	313	641	684	230	153	235	374	514	555	334	417	1523	160	93	49
	92%	91%	92%	82%	91%	93%	94%	89%	94%	93%	94%	93%	91%	92%	92%	91%	97%	99%	96%
					c	c	cd				g						o	o	o
Yes for internet access	1036	515	520	139	210	402	285	94	67	139	259	345	323	176	188	884	56	58	37
	52%	55%	50%	61%	61%	58%	39%	36%	41%	55%	65%	63%	53%	48%	41%	53%	34%	62%	73%
		b		f	f	f				gh	ghi	lmn	n	n		p		op	opq
No do not use landline at home	35	19	16	15	6	9	5	2	1	1	3	6	19	5	5	34	1	-	*
	2%	2%	2%	6%	2%	1%	1%	1%	*%	*%	1%	1%	3%	1%	1%	2%	*%	-%	1%
				def									kn			q			
Don't know	3	3	-	1	-	1	1	1	-	-	1	1	-	1	1	3	-	-	-
	*%	*%	-%	*%	-%	*%	*%	*%	-%	-%	*%	*%	-%	*%	*%	*%	-%	-%	-%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 16

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

Base : Those with a landline phone at home

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2445	2033	412	1142	1291	1495	740
Effective Weighted Sample	1993	1669	333	982	1072	1270	635
Total	1989	1706	284	1133	846	1287	651
Yes to make calls	1879	1600	279	1060	810	1217	612
	94%	94%	98%	94%	96%	95%	94%
			a		c		
Yes to receive calls	1825	1556	269	1035	783	1179	597
	92%	91%	95%	91%	93%	92%	92%
			a				
Yes for internet access	1036	875	160	646	387	687	311
	52%	51%	57%	57%	46%	53%	48%
				d		f	
No do not use landline at home	35	34	1	20	15	23	11
	2%	2%	*%	2%	2%	2%	2%
		b					
Don't know	3	3	-	1	2	2	1
	*%	*%	-%	*%	*%	*%	*%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 17

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

QC3 (QC21B). SHOWCARD Which of these do you consider is your main supplier? (SINGLE CODE)

Base : Those with a landline phone at home

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2445	1136	1309	258	353	773	1061	381	224	298	411	608	718	490	623	1800	216	219	210
Effective Weighted Sample	1993	921	1074	213	298	663	845	308	177	242	354	509	584	397	512	1573	202	192	199
Total	1989	941	1048	229	345	688	728	258	162	254	399	553	612	365	455	1678	165	95	51
BT	932 47%	433 46%	499 48%	95 42%	143 41%	303 44%	390 54% cde	122 47%	71 44%	106 42%	195 49%	285 52% mn	289 47% m	148 41%	207 45%	781 47%	79 48%	42 44%	30 59% opq
Virgin Media (including NTL and Telewest)	394 20%	188 20%	205 20%	46 20%	65 19%	151 22%	132 18%	45 18%	26 16%	57 23%	80 20%	104 19%	113 18%	73 20%	104 23%	361 22% pqr	19 11%	10 11%	4 7%
Talk Talk/ Carphone Warehouse	271 14%	129 14%	141 13%	37 16%	44 13%	95 14%	94 13%	41 16%	28 17% j	40 16%	44 11%	70 13%	78 13%	56 15%	67 15%	222 13%	26 15%	15 16%	8 16%
SkyTalk	245 12%	113 12%	132 13%	32 14% f	68 20% ef	95 14% f	51 7%	25 10%	25 15%	34 14%	47 12%	56 10%	80 13%	58 16% kn	49 11%	189 11%	29 18% o	20 22% or	7 13%
Post Office	29 1%	15 2%	15 1%	3 1%	1 *% d	9 1%	17 2% d	6 2%	6 4% j	4 2%	5 1%	3 1%	14 2% k	6 2%	7 1%	25 1%	3 2%	1 1%	1 3%
Other	92 5%	52 6%	40 4%	4 2%	18 5%	30 4%	39 5% c	17 7%	6 4%	11 4%	25 6%	27 5%	28 5%	18 5%	19 4%	79 5% r	7 4%	6 6% r	1 1%
Don't know	26 1%	12 1%	15 1%	12 5% def	7 2% ef	3 *% c	4 1%	3 1%	- -%	* *%	3 1%	7 1%	11 2%	5 1%	3 1%	22 1%	4 2%	1 1%	1 1%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 17

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QC3 (QC21B). SHOWCARD Which of these do you consider is your main supplier? (SINGLE CODE)

Base : Those with a landline phone at home

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2445	2033	412	1142	1291	1495	740
Effective Weighted Sample	1993	1669	333	982	1072	1270	635
Total	1989	1706	284	1133	846	1287	651
BT	932	741	191	504	423	615	287
	47%	43%	67%	44%	50%	48%	44%
			a		c		
Virgin Media (including NTL and Telewest)	394	384	10	244	148	257	133
	20%	22%	4%	22%	17%	20%	20%
		b		d			
Talk Talk/ Carphone Warehouse	271	236	35	146	124	166	97
	14%	14%	12%	13%	15%	13%	15%
SkyTalk	245	225	20	159	85	145	94
	12%	13%	7%	14%	10%	11%	14%
		b		d			e
Post Office	29	22	8	16	14	21	8
	1%	1%	3%	1%	2%	2%	1%
Other	92	76	16	51	40	66	25
	5%	4%	6%	4%	5%	5%	4%
Don't know	26	22	5	14	13	19	7
	1%	1%	2%	1%	1%	1%	1%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 18

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QC4 (QC7A). SHOWCARD How likely is it that your household will get a landline phone at home in the next 12 months? (SINGLE CODE)

Base : Those without a landline phone at home

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	~f	g	~h	~i	~j	~k	~l	~m	n	o	~p	~q	~r
Unweighted total	446	228	218	102	119	152	73	181	44	48	22	41	99	81	225	298	49	44	55
Effective Weighted Sample	361	186	175	81	99	128	57	144	36	40	19	33	80	64	187	262	47	41	54
Total	363	186	177	88	104	127	44	131	34	43	21	38	85	66	174	288	40	22	14
Certain to	12	7	5	2	3	7	**	2	**	**	**	**	**	**	5	11	**	**	**
	3%	4%	3%	2%	3%	6%	**	2%	**	**	**	**	**	**	3%	4%	**	**	**
Very likely	7	3	4	-	1	4	**	3	**	**	**	**	**	**	2	6	**	**	**
	2%	2%	2%	-%	1%	3%	**	3%	**	**	**	**	**	**	1%	2%	**	**	**
Likely	30	11	20	9	9	7	**	9	**	**	**	**	**	**	14	26	**	**	**
	8%	6%	11%	10%	8%	5%	**	7%	**	**	**	**	**	**	8%	9%	**	**	**
Unlikely	54	21	33	19	19	13	**	17	**	**	**	**	**	**	21	44	**	**	**
	15%	11%	19%	22%	18%	10%	**	13%	**	**	**	**	**	**	12%	15%	**	**	**
				e															
Very unlikely	82	46	36	17	23	35	**	39	**	**	**	**	**	**	47	61	**	**	**
	22%	25%	20%	20%	22%	27%	**	30%	**	**	**	**	**	**	27%	21%	**	**	**
Certain not to	127	68	59	26	29	49	**	52	**	**	**	**	**	**	62	100	**	**	**
	35%	37%	33%	30%	28%	39%	**	40%	**	**	**	**	**	**	36%	35%	**	**	**
Don't know	51	30	21	14	20	13	**	9	**	**	**	**	**	**	24	39	**	**	**
	14%	16%	12%	16%	19%	11%	**	7%	**	**	**	**	**	**	14%	13%	**	**	**

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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QC4 (QC7A). SHOWCARD How likely is it that your household will get a landline phone at home in the next 12 months? (SINGLE CODE)

Base : Those without a landline phone at home

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	~b	c	d	e	f
Significance Level: 95%							
Unweighted total	446	393	53	183	263	177	214
Effective Weighted Sample	361	322	41	154	217	152	185
Total	363	331	32	181	182	159	191
Certain to	12	11	**	6	7	7	5
	3%	3%	**	3%	4%	4%	3%
Very likely	7	6	**	3	5	2	5
	2%	2%	**	1%	3%	1%	3%
Likely	30	28	**	17	13	13	17
	8%	9%	**	9%	7%	8%	9%
Unlikely	54	46	**	29	26	26	26
	15%	14%	**	16%	14%	16%	14%
Very unlikely	82	76	**	36	46	31	46
	22%	23%	**	20%	25%	20%	24%
Certain not to	127	120	**	64	63	55	66
	35%	36%	**	35%	35%	35%	34%
Don't know	51	44	**	28	23	24	25
	14%	13%	**	15%	13%	15%	13%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 19

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QC5 (QC7B). Why are you unlikely to get a landline phone at home in the next 12 months? (MULTI CODE) UNPROMPTED

Base : Those unlikely to get a landline phone in next 12 months

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	e	~f	g	~h	~i	~j	~k	~l	~m	n	o	~p	~q	~r
Unweighted total	336	172	164	77	85	117	57	149	28	36	14	29	75	59	173	216	33	39	48
Effective Weighted Sample	269	139	130	60	69	97	48	118	21	30	12	23	58	46	143	190	32	36	47
Total	263	135	128	63	72	96	32	108	20	32	13	25	64	45	129	206	26	19	12
Happy to use mobile phone instead	120	61	59	**	**	40	**	45	**	**	**	**	**	**	53	94	**	**	**
	46%	45%	46%	**	**	42%	**	42%	**	**	**	**	**	**	41%	46%	**	**	**
No need	110	58	52	**	**	45	**	43	**	**	**	**	**	**	50	84	**	**	**
	42%	43%	41%	**	**	46%	**	40%	**	**	**	**	**	**	39%	41%	**	**	**
Too expensive generally	38	19	20	**	**	15	**	25	**	**	**	**	**	**	28	24	**	**	**
	15%	14%	15%	**	**	16%	**	23%	**	**	**	**	**	**	22%	11%	**	**	**
Line rental is too expensive	37	15	22	**	**	15	**	20	**	**	**	**	**	**	20	26	**	**	**
	14%	11%	17%	**	**	15%	**	18%	**	**	**	**	**	**	16%	12%	**	**	**
Can't afford it	26	12	15	**	**	10	**	18	**	**	**	**	**	**	23	17	**	**	**
	10%	9%	11%	**	**	10%	**	17%	**	**	**	**	**	**	18%	8%	**	**	**
Call charges are too expensive	26	8	18	**	**	7	**	15	**	**	**	**	**	**	17	19	**	**	**
	10%	6%	14%	**	**	7%	**	14%	**	**	**	**	**	**	13%	9%	**	**	**
			a																
Have no need to make telephone calls	8	6	2	**	**	6	**	2	**	**	**	**	**	**	4	7	**	**	**
	3%	4%	2%	**	**	6%	**	2%	**	**	**	**	**	**	3%	3%	**	**	**
Connection charge is too expensive	7	2	5	**	**	-	**	4	**	**	**	**	**	**	5	4	**	**	**
	3%	1%	4%	**	**	-%	**	4%	**	**	**	**	**	**	4%	2%	**	**	**
Inconvenient/would never be at home to use it	5	3	3	**	**	-	**	3	**	**	**	**	**	**	-	4	**	**	**
	2%	2%	2%	**	**	-%	**	3%	**	**	**	**	**	**	-%	2%	**	**	**

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

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QC5 (QC7B). Why are you unlikely to get a landline phone at home in the next 12 months? (MULTI CODE) UNPROMPTED

Base : Those unlikely to get a landline phone in next 12 months

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K-£17.5K	£17.5K-£29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	e	~f	g	~h	~i	~j	~k	~l	~m	n	o	~p	~q	~r
Unweighted total	336	172	164	77	85	117	57	149	28	36	14	29	75	59	173	216	33	39	48
Effective Weighted Sample	269	139	130	60	69	97	48	118	21	30	12	23	58	46	143	190	32	36	47
Total	263	135	128	63	72	96	32	108	20	32	13	25	64	45	129	206	26	19	12
Outstanding debt to landline supplier/ won't reconnect	4 1%	4 3%	- -%	** **	** **	4 4%	** **	2 2%	** **	** **	** **	** **	** **	** **	4 3%	4 2%	** **	** **	** **
To avoid unsolicited calls	3 1%	3 2%	1 1%	** **	** **	1 1%	** **	- -%	** **	** **	** **	** **	** **	** **	3 3%	2 1%	** **	** **	** **
Do not want to be contactable	1 1%	1 1%	1 *%	** **	** **	1 1%	** **	1 1%	** **	** **	** **	** **	** **	** **	1 *%	- -%	** **	** **	** **
Other	19 7%	11 8%	8 6%	** **	** **	7 7%	** **	7 6%	** **	** **	** **	** **	** **	** **	7 5%	12 6%	** **	** **	** **
ANY INVOLUNTARY REASONS	87 33%	39 29%	49 38%	** **	** **	35 36%	** **	53 49%	** **	** **	** **	** **	** **	** **	62 48%	63 30%	** **	** **	** **
ANY VOLUNTARY REASONS	203 77%	106 78%	97 76%	** **	** **	76 79%	** **	75 69%	** **	** **	** **	** **	** **	** **	87 67%	161 78%	** **	** **	** **
ONLY VOLUNTARY REASONS	162 62%	87 65%	74 58%	** **	** **	55 57%	** **	50 46%	** **	** **	** **	** **	** **	** **	63 49%	133 64%	** **	** **	** **
Don't know	2 1%	1 1%	1 1%	** **	** **	1 1%	** **	1 1%	** **	** **	** **	** **	** **	** **	1 1%	2 1%	** **	** **	** **

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

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QC5 (QC7B). Why are you unlikely to get a landline phone at home in the next 12 months? (MULTI CODE) UNPROMPTED

Base : Those unlikely to get a landline phone in next 12 months

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	~b	c	d	e	f
Unweighted total	336	298	38	136	200	131	157
Effective Weighted Sample	269	242	29	111	166	113	134
Total	263	242	21	129	134	112	138
Happy to use mobile phone instead	120 46%	109 45%	** **	60 47%	60 45%	60 53% f	52 38%
No need	110 42%	103 43%	** **	59 46%	51 38%	43 38%	60 43%
Too expensive generally	38 15%	37 15%	** **	10 8%	28 21% c	12 11%	24 17%
Line rental is too expensive	37 14%	30 13%	** **	13 10%	24 18%	15 13%	20 15%
Can't afford it	26 10%	23 10%	** **	4 3%	22 17% c	9 8%	16 12%
Call charges are too expensive	26 10%	23 9%	** **	9 7%	17 13%	7 6%	18 13%
Have no need to make telephone calls	8 3%	8 3%	** **	6 5%	2 2%	3 3%	5 4%
Connection charge is too expensive	7 3%	5 2%	** **	2 2%	4 3%	3 2%	3 2%
Inconvenient/would never be at home to use it	5 2%	5 2%	** **	3 3%	2 1%	2 2%	3 2%

Columns Tested: a,b - c,d - e,f

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QC5 (QC7B). Why are you unlikely to get a landline phone at home in the next 12 months? (MULTI CODE) UNPROMPTED

Base : Those unlikely to get a landline phone in next 12 months

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	~b	c	d	e	f
Unweighted total	336	298	38	136	200	131	157
Effective Weighted Sample	269	242	29	111	166	113	134
Total	263	242	21	129	134	112	138
Outstanding debt to landline supplier/ won't reconnect	4 1%	4 2%	** **	- -%	4 3%	2 2%	1 1%
To avoid unsolicited calls	3 1%	3 1%	** **	2 1%	1 1%	1 1%	3 2%
Do not want to be contactable	1 1%	1 *%	** **	1 *%	1 1%	- -%	1 1%
Other	19 7%	17 7%	** **	11 9%	8 6%	7 6%	11 8%
ANY INVOLUNTARY REASONS	87 33%	80 33%	** **	25 19%	63 47% c	35 31%	49 35%
ANY VOLUNTARY REASONS	203 77%	187 77%	** **	111 86% d	92 68%	92 82%	99 72%
ONLY VOLUNTARY REASONS	162 62%	149 61%	** **	95 74% d	67 50%	72 64%	81 58%
Don't know	2 1%	2 1%	** **	1 1%	1 1%	1 1%	1 1%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 20

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

QC6. SHOWCARD Thinking about landline phones, do you ever have/ think you might have difficulties with any of the following? (MULTI CODE)

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Hearing the phone ring, even with the volume turned up	47 2%	25 2%	23 2%	3 1%	2 1%	10 1%	32 4% cde	15 4% ij	6 3% ij	1 *% ij	3 1%	13 2%	11 2%	8 2%	15 2%	41 2%	4 2%	2 1%	1 1%
Hearing the person on the other end of the line in a conversation even with the volume turned up	31 1%	18 2%	13 1%	- -%	4 1%	6 1%	21 3% cde	11 3% ij	3 2%	2 1%	3 1%	10 2%	6 1%	7 2%	8 1%	26 1%	2 1%	1 1%	2 3%
Seeing a digital display	25 1%	16 1%	9 1%	- -%	2 *%	8 1%	15 2% cd	7 2%	3 2%	4 1%	2 *%	4 1%	5 1%	5 1%	11 2%	21 1%	1 *%	1 1%	1 2%
Picking up the handset when the phone rings	23 1%	10 1%	13 1%	4 1% d	- -%	8 1% d	11 1% d	9 2% j	3 2% j	3 1%	- -%	2 *%	8 1%	3 1%	10 2% k	21 1%	* *%	2 1%	* *%
Seeing the numbers used to dial with	19 1%	14 1% b	5 *%	2 1%	- -%	4 1%	13 2% de	5 1% j	4 2% j	4 1% j	- -%	3 1%	3 *%	4 1%	9 1% l	15 1%	1 1%	2 2%	* *%
Pressing the buttons on the phone	15 1%	5 *%	10 1%	- -%	- -%	4 1%	11 1% cd	6 2% ij	4 2% ij	- -%	- -%	2 *%	2 *%	3 1%	7 1%	13 1%	2 1%	- -%	* *%
Holding the handset to your ear	12 *%	7 1%	4 *%	1 *%	- -%	7 1%	4 1%	4 1%	1 *%	4 1%	1 *%	1 *%	4 1%	2 1%	5 1%	10 1%	* *%	1 1%	1 1%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 20

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QC6. SHOWCARD Thinking about landline phones, do you ever have/ think you might have difficulties with any of the following? (MULTI CODE)

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Any other difficulties	22 1%	10 1%	12 1%	3 1%	4 1%	6 1%	9 1%	3 1%	1 *%	3 1%	2 1%	11 2% l	3 *%	3 1%	5 1%	20 1%	- -%	1 1%	* 1%
No, none	2196 93%	1044 92%	1151 94%	300 95% f	434 96% f	768 94% f	695 90%	345 89%	180 92%	281 94% g	406 97% gh	552 93%	660 95%	396 92%	583 92%	1832 93%	195 95%	108 93%	60 93%
Don't know	19 1%	12 1%	7 1%	4 1%	7 2% f	4 1%	3 *%	2 1%	3 1%	* *%	4 1%	2 *%	5 1%	8 2% kn	4 1%	17 1%	1 *%	* *%	1 1%

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

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QC6. SHOWCARD Thinking about landline phones, do you ever have/ think you might have difficulties with any of the following? (MULTI CODE)

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Hearing the phone ring, even with the volume turned up	47 2%	39 2%	8 3%	14 1%	33 3% c	25 2%	22 3%
Hearing the person on the other end of the line in a conversation even with the volume turned up	31 1%	24 1%	7 2%	10 1%	21 2% c	19 1%	10 1%
Seeing a digital display	25 1%	22 1%	2 1%	6 *% c	19 2% c	12 1%	12 1%
Picking up the handset when the phone rings	23 1%	22 1%	1 *%	7 1%	16 2% c	10 1%	13 2%
Seeing the numbers used to dial with	19 1%	17 1%	2 1%	4 *% c	15 1% c	7 *%	12 1% e
Pressing the buttons on the phone	15 1%	14 1%	1 *%	6 *% c	9 1%	8 1%	7 1%
Holding the handset to your ear	12 *%	10 *%	2 *%	6 *% c	5 1%	5 *%	6 1%

Columns Tested: a,b - c,d - e,f

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QC6. SHOWCARD Thinking about landline phones, do you ever have/ think you might have difficulties with any of the following? (MULTI CODE)

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Any other difficulties	22	17	4	11	11	19	3
	1%	1%	1%	1%	1%	1%	*%
						f	
No, none	2196	1901	294	1255	931	1358	778
	93%	93%	93%	95%	90%	94%	92%
				d			
Don't know	19	17	2	9	10	11	8
	1%	1%	1%	1%	1%	1%	1%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 21

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

Base : All respondents

		GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION				
		Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total		2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample		2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total		2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
One	(1.0)	540	239	301	41	92	138	269	191	49	70	47	85	154	88	212	443	47	33	17
		23%	21%	25%	13%	20%	17%	35%	49%	25%	23%	11%	14%	22%	20%	34%	23%	23%	29%	26%
						c		cde	hij	j	j			k	k	klm			o	
Two	(2.0)	940	457	483	82	248	323	287	93	85	141	194	276	267	196	198	786	85	46	23
		40%	40%	39%	26%	55%	40%	37%	24%	44%	47%	46%	47%	38%	45%	31%	40%	41%	39%	36%
						cef		c		g	g	g	ln	n	ln					
Three	(3.0)	376	168	208	76	60	175	64	36	24	54	71	98	128	66	84	328	23	15	10
		16%	15%	17%	24%	13%	22%	8%	9%	12%	18%	17%	17%	18%	15%	13%	17%	11%	13%	16%
					df	f	df				g	g		n			p			
Four or more	(4.0)	362	203	159	116	45	165	36	18	16	31	103	114	123	58	66	314	22	14	12
		15%	18%	13%	37%	10%	20%	5%	5%	8%	10%	25%	19%	18%	13%	10%	16%	11%	12%	18%
			b		def	f	df				g	ghi	mn	n			p			pq
None	(0.0)	135	60	75	2	4	14	115	51	21	3	4	16	26	23	70	95	29	8	3
		6%	5%	6%	1%	1%	2%	15%	13%	11%	1%	1%	3%	4%	5%	11%	5%	14%	7%	4%
							cde		ij	ij					k	klm		oqr		
Don't know		2	2	-	-	1	-	1	-	-	-	-	2	-	-	*	2	-	-	*
		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Mean mobiles in household		2.1	2.2	2.1	2.8	2.1	2.4	1.5	1.4	1.8	2.1	2.5	2.4	2.2	2.1	1.8	2.2	1.8	1.9	2.2
			b		def	f	df			g	gh	ghi	mn	mn	n		pq			pq
Standard deviation		1.10	1.12	1.08	1.08	.88	1.04	1.00	.99	1.05	.92	1.01	1.03	1.10	1.05	1.14	1.09	1.14	1.08	1.14
Standard error		.02	.03	.03	.06	.04	.03	.03	.04	.06	.05	.05	.04	.04	.04	.04	.02	.07	.07	.07
Columns Tested:		a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																		

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

Base : All respondents

		URBANITY			WORKING		DEPRIVATION LEVEL	
		Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%			a	b	c	d	e	f
Unweighted total		2893	2426	467	1326	1555	1674	954
Effective Weighted Sample		2355	1990	374	1136	1290	1422	820
Total		2355	2037	318	1316	1029	1449	841
One	(1.0)	540	468	72	215	322	341	182
		23%	23%	23%	16%	31% c	24%	22%
Two	(2.0)	940	809	131	604	335	588	329
		40%	40%	41%	46% d	33%	41%	39%
Three	(3.0)	376	334	42	250	126	229	137
		16%	16%	13%	19% d	12%	16%	16%
Four or more	(4.0)	362	308	54	233	125	222	128
		15%	15%	17%	18% d	12%	15%	15%
None	(0.0)	135	116	20	13	120	67	66
		6%	6%	6%	1%	12% c	5%	8% e
Don't know		2	2	*	1	1	2	-
		*%	*%	*%	*%	*%	*%	-%
Mean mobiles in household		2.1	2.1	2.1	2.4 d	1.8	2.1	2.1
Standard deviation		1.10	1.10	1.13	.99	1.17	1.08	1.14
Standard error		.02	.02	.05	.03	.03	.03	.04
Columns Tested: a,b - c,d - e,f								

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 22

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

Base : All respondents

		GENDER			AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total		2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample		2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total		2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
No	(0.0)	58 2%	37 3% b	21 2%	3 1%	6 1%	12 1%	36 5% cde	8 2%	2 1%	8 3%	4 1%	13 2%	16 2%	9 2%	19 3%	53 3%	2 1%	1 1%	1 1%
1	(1.0)	1999 85%	931 82%	1068 87% a	289 91% f	407 90% f	718 88% f	585 76%	319 82%	161 82%	264 88% gh	369 88% g	506 86%	603 87% n	368 85%	518 82%	1670 85%	169 82%	102 88%	59 90% op
2	(2.0)	127 5%	78 7% b	49 4%	12 4%	28 6% f	58 7% f	28 4%	7 2%	9 4%	14 5% g	38 9% ghi	45 8% n	41 6% n	23 5% n	17 3%	117 6% pq	5 2%	3 3%	2 4%
3	(3.0)	21 1%	13 1%	8 1%	4 1%	4 1%	7 1%	6 1%	3 1%	3 1%	4 1%	5 1%	6 1%	8 1%	4 1%	3 *%	20 1%	1 *%	* *%	- -%
4 or more	(4.0)	13 1%	9 1%	4 *%	5 2% df	1 *%	6 1%	1 *%	2 *%	1 1%	7 2% gj	- -%	4 1%	3 *%	3 1%	4 1%	12 1%	- -%	1 1%	* *%
No mobiles in household	(0.0)	137 6%	62 5%	75 6%	2 1%	5 1%	14 2%	116 15% cde	51 13% ij	21 11% ij	3 1%	4 1%	18 3%	26 4%	23 5%	70 11% klm	97 5%	29 14% oqr	8 7%	3 4%
Mean mobiles used		1.0	1.0 b	1.0	1.1 f	1.1 f	1.1 f	.9	.9	1.0	1.1 gh	1.1 gh	1.1 n	1.0 n	1.0 n	.9	1.0 p	.9	1.0 p	1.0 p
Standard deviation		.47	.52	.42	.50	.38	.44	.50	.48	.51	.58	.38	.47	.44	.48	.48	.48	.42	.44	.36
Standard error		.01	.01	.01	.03	.02	.01	.01	.02	.03	.03	.02	.02	.02	.02	.02	.01	.03	.03	.02
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																				

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

Base : All respondents

		URBANITY			WORKING		DEPRIVATION LEVEL	
		Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%			a	b	c	d	e	f
Unweighted total		2893	2426	467	1326	1555	1674	954
Effective Weighted Sample		2355	1990	374	1136	1290	1422	820
Total		2355	2037	318	1316	1029	1449	841
No	(0.0)	58 2%	46 2%	12 4%	15 1%	41 4% c	43 3%	14 2%
1	(1.0)	1999 85%	1739 85%	261 82%	1158 88% d	835 81%	1227 85%	714 85%
2	(2.0)	127 5%	108 5%	19 6%	101 8% d	25 2%	86 6%	38 5%
3	(3.0)	21 1%	17 1%	5 1%	17 1% d	5 *%	14 1%	7 1%
4 or more	(4.0)	13 1%	10 1%	3 1%	11 1% d	2 *%	10 1%	2 *%
No mobiles in household	(0.0)	137 6%	118 6%	20 6%	14 1%	121 12% c	69 5%	66 8% e
Mean mobiles used		1.0	1.0	1.0	1.1 d	.9	1.0 f	1.0
Standard deviation		.47	.46	.54	.46	.45	.49	.45
Standard error		.01	.01	.02	.01	.01	.01	.01
Columns Tested: a,b - c,d - e,f								

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Table 23

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

Base : Those who personally use a mobile phone

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2582	1214	1368	354	461	892	875	457	235	333	425	607	755	512	703	1892	214	233	243
Effective Weighted Sample	2119	992	1127	289	386	762	701	369	187	271	365	510	615	418	582	1667	204	210	234
Total	2160	1031	1130	311	440	790	620	331	173	289	411	560	655	399	542	1818	174	107	61
O2 (formerly BTCellnet)	510 24%	235 23%	275 24%	71 23%	116 26%	204 26%	119 19%	91 28%	45 26%	75 26%	89 22%	126 22%	159 24%	88 22%	137 25%	388 21%	53 30%	24 22%	45 74%
					f	f											o		opq
Orange	492 23%	235 23%	258 23%	78 25%	106 24%	155 20%	153 25%	66 20%	38 22%	66 23%	100 24%	126 23%	155 24%	104 26%	106 20%	419 23%	30 17%	39 37%	5 8%
							e							n		r	r	opr	
Vodafone	407 19%	220 21%	187 17%	50 16%	73 17%	159 20%	125 20%	54 16%	31 18%	55 19%	96 23%	122 22%	125 19%	65 16%	94 17%	341 19%	40 23%	21 20%	5 9%
		b									g	m				r	r	r	
TMobile (formerly One2One)	296 14%	130 13%	165 15%	58 19%	66 15%	98 12%	74 12%	38 11%	22 13%	40 14%	50 12%	78 14%	85 13%	55 14%	76 14%	270 15%	18 10%	8 7%	1 1%
				ef												qr	r	r	
'3'	179 8%	91 9%	88 8%	29 9%	43 10%	76 10%	31 5%	33 10%	11 7%	14 5%	37 9%	41 7%	57 9%	30 8%	49 9%	163 9%	10 6%	4 3%	2 3%
				f	f	f		i								qr			
Virgin Media/ Any Virgin	120 6%	54 5%	66 6%	8 2%	15 3%	54 7%	43 7%	11 3%	14 8%	21 7%	25 6%	31 6%	42 6%	25 6%	22 4%	109 6%	8 5%	3 2%	* 1%
						cd	cd		g	g						qr	r		
Tesco	95 4%	37 4%	57 5%	13 4%	14 3%	27 3%	41 7%	27 8%	6 4%	7 3%	8 2%	19 3%	17 3%	22 6%	36 7%	75 4%	11 6%	8 7%	1 2%
							de	hij						l	kl		r	or	
Other	36 2%	18 2%	18 2%	5 2%	7 2%	15 2%	9 2%	7 2%	3 2%	7 3%	4 1%	8 1%	9 1%	8 2%	11 2%	32 2%	2 1%	* *%	1 2%
Don't know	25 1%	9 1%	16 1%	- -%	- -%	2 *%	23 4%	5 1%	1 1%	2 1%	2 *%	8 1%	5 1%	3 1%	9 2%	22 1%	3 2%	* *%	1 1%
							cde												

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 23

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

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

Base : Those who personally use a mobile phone

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2582	2172	410	1293	1282	1503	836
Effective Weighted Sample	2119	1796	331	1110	1069	1290	725
Total	2160	1873	287	1287	867	1337	762
O2 (formerly BTCellnet)	510	434	76	308	201	288	177
	24%	23%	27%	24%	23%	22%	23%
Orange	492	421	71	296	195	343	145
	23%	22%	25%	23%	22%	26%	19%
						f	
Vodafone	407	348	59	251	156	270	132
	19%	19%	21%	19%	18%	20%	17%
TMobile (formerly One2One)	296	263	33	179	115	165	130
	14%	14%	11%	14%	13%	12%	17%
							e
'3'	179	165	14	119	60	92	85
	8%	9%	5%	9%	7%	7%	11%
		b		d			e
Virgin Media/ Any Virgin	120	112	8	76	43	80	40
	6%	6%	3%	6%	5%	6%	5%
		b					
Tesco	95	77	17	34	61	69	25
	4%	4%	6%	3%	7%	5%	3%
					c	f	
Other	36	32	4	19	17	14	21
	2%	2%	1%	2%	2%	1%	3%
							e
Don't know	25	21	4	7	19	18	7
	1%	1%	1%	1%	2%	1%	1%
				c			

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 24

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

QD4 (QD11). SHOWCARD Which of these best describes the mobile package you personally use most often? (SINGLE CODE)

Base : Those who personally use a mobile phone

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2582	1214	1368	354	461	892	875	457	235	333	425	607	755	512	703	1892	214	233	243
Effective Weighted Sample	2119	992	1127	289	386	762	701	369	187	271	365	510	615	418	582	1667	204	210	234
Total	2160	1031	1130	311	440	790	620	331	173	289	411	560	655	399	542	1818	174	107	61
Prepay/ Pay as you go	920	418	502	112	131	271	406	215	86	114	93	172	235	182	329	741	86	56	37
	43%	41%	44%	36%	30%	34%	65%	65%	50%	39%	22%	31%	36%	45%	61%	41%	50%	52%	61%
							cde	hij	ij	j				kl	klm		o	o	op
Postpay/ monthly contract	1229	605	625	198	308	512	211	114	87	174	315	385	417	215	210	1069	86	51	23
	57%	59%	55%	64%	70%	65%	34%	35%	50%	60%	77%	69%	64%	54%	39%	59%	49%	48%	38%
				f	f	f			g	gh	ghi	mn	mn	n		pqr	r		
Other	6	5	1	1	-	5	-	1	-	1	4	3	1	2	1	6	-	-	*
	*%	1%	*%	*%	-%	1%	-%	*%	-%	*%	1%	*%	*%	*%	*%	*%	-%	-%	*%
		b				f													
Don't know	4	3	2	-	-	1	3	1	-	-	-	*	1	1	2	2	2	-	*
	*%	*%	*%	-%	-%	*%	*%	*%	-%	-%	-%	*%	*%	*%	*%	*%	1%	-%	1%
																o			

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 24

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

QD4 (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

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2582	2172	410	1293	1282	1503	836
Effective Weighted Sample	2119	1796	331	1110	1069	1290	725
Total	2160	1873	287	1287	867	1337	762
Prepay/ Pay as you go	920	778	142	388	530	544	339
	43%	42%	49%	30%	61%	41%	45%
			a		c		
Postpay/ monthly contract	1229	1086	143	893	333	786	420
	57%	58%	50%	69%	38%	59%	55%
		b		d			
Other	6	6	-	5	1	6	-
	*%	*%	-%	*%	*%	*%	-%
Don't know	4	2	2	1	3	2	2
	*%	*%	1%	*%	*%	*%	*%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 25

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

QD5 (QD11A). When you signed up for your current mobile contract did you get a handset with the contract or did you only get a SIM card? (SINGLE CODE)

Base : Those who use a postpay/ contract mobile phone

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	1313	629	684	209	303	551	250	135	105	186	309	379	436	257	239	1021	103	102	87
Effective Weighted Sample	1115	534	582	176	260	477	205	113	86	153	269	330	364	217	208	916	100	93	85
Total	1229	605	625	198	308	512	211	114	87	174	315	385	417	215	210	1069	86	51	23
Handset and contract	1108	542	567	183	291	455	180	97	74	159	289	345	381	201	179	968	75	48	**
	90%	90%	91%	92% f	95% ef	89%	85%	85%	85%	92%	92%	90%	91% n	93% n	85%	91%	87%	94%	**
SIM card only	106	58	48	15	14	49	28	16	13	11	23	38	30	10	28	90	10	2	**
	9%	10%	8%	7%	5%	10% d	13% d	14% ij	15% ij	6%	7%	10% m	7%	5%	13% lm	8%	11%	4%	**
Don't know	15	5	10	1	2	8	3	1	-	4	3	2	5	4	3	12	2	1	**
	1%	1%	2%	1%	1%	2%	2%	1%	-%	2%	1%	1%	1%	2%	1%	1%	2%	2%	**

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 25

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QD5 (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

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	1313	1127	186	866	444	802	424
Effective Weighted Sample	1115	965	154	751	384	706	372
Total	1229	1086	143	893	333	786	420
Handset and contract	1108	981	128	822	282	706	384
	90%	90%	89%	92% d	85%	90%	91%
SIM card only	106	93	14	60	46	71	30
	9%	9%	10%	7%	14% c	9%	7%
Don't know	15	13	2	10	5	9	6
	1%	1%	1%	1%	1%	1%	1%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 26

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

QD6 (QD24B). Do you personally use a smartphone? IF UNSURE - A smartphone is a phone on which you can easily access emails, download files and applications, as well as view websites and generally surf the internet. Popular brands of smartphone include BlackBerry, iPhone and Android phones such as the HTC Desire.

Base : Those who personally use a mobile phone

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2582	1214	1368	354	461	892	875	457	235	333	425	607	755	512	703	1892	214	233	243
Effective Weighted Sample	2119	992	1127	289	386	762	701	369	187	271	365	510	615	418	582	1667	204	210	234
Total	2160	1031	1130	311	440	790	620	331	173	289	411	560	655	399	542	1818	174	107	61
Yes	1056	532	525	222	298	413	123	106	63	149	280	332	346	176	201	899	79	54	24
	49%	52%	46%	71%	68%	52%	20%	32%	36%	51%	68%	59%	53%	44%	37%	49%	45%	51%	39%
		b		ef	ef	f				gh	ghi	lmn	mn	n		r		r	
No	1097	494	603	88	141	375	494	225	109	139	131	225	305	223	341	914	94	52	37
	51%	48%	53%	28%	32%	47%	80%	68%	63%	48%	32%	40%	47%	56%	63%	50%	54%	49%	60%
		a				cd	cde	ij	ij	j			k	kl	klm				oq
Don't know	7	5	2	2	1	1	3	*	1	1	-	3	3	1	-	6	1	-	*
	*%	1%	*%	*%	*%	*%	1%	*%	*%	*%	-%	1%	*%	*%	-%	*%	1%	-%	1%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 26

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QD6 (QD24B). Do you personally use a smartphone? IF UNSURE - A smartphone is a phone on which you can easily access emails, download files and applications, as well as view websites and generally surf the internet. Popular brands of smartphone include BlackBerry, iPhone and Android phones such as the HTC Desire.

Base : Those who personally use a mobile phone

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN a	RURAL b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%							
Unweighted total	2582	2172	410	1293	1282	1503	836
Effective Weighted Sample	2119	1796	331	1110	1069	1290	725
Total	2160	1873	287	1287	867	1337	762
Yes	1056 49%	931 50% b	125 44%	767 60% d	287 33%	656 49%	376 49%
No	1097 51%	937 50%	159 56%	515 40%	577 67% c	677 51%	383 50%
Don't know	7 *%	5 *%	2 1%	5 *%	2 *%	4 *%	3 *%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 27

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

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

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	1439	650	789	106	156	444	733	324	160	176	147	281	388	304	463	1037	121	129	152
Effective Weighted Sample	1167	522	645	86	129	375	590	264	129	140	122	228	313	243	383	907	114	115	145
Total	1097	494	603	88	141	375	494	225	109	139	131	225	305	223	341	914	94	52	37
Certain to	25 2%	14 3%	11 2%	3 3%	5 4% f	12 3% f	5 1%	1 1%	2 2%	3 2%	4 3% g	6 3% l	2 1%	12 6% ln	5 1%	23 2%	1 1%	1 2%	1 2%
Very likely	65 6%	29 6%	37 6%	14 16% ef	11 8% f	27 7% f	13 3%	8 4%	6 6%	14 10% g	12 9% g	14 6%	24 8% n	13 6%	15 4%	63 7% pr	- -%	2 3%	1 2%
Likely	100 9%	42 8%	58 10%	15 17% f	29 21% ef	40 11% f	15 3%	17 8%	4 4%	20 15% gh	10 8%	23 10%	31 10%	22 10%	24 7%	80 9%	9 10%	8 15% o	3 8%
Unlikely	157 14%	77 16%	80 13%	17 20%	25 18%	50 13%	65 13%	31 14%	15 14%	20 15%	23 17%	35 15%	41 13%	36 16%	45 13%	132 14%	13 14%	7 14%	5 14%
Very unlikely	253 23%	110 22%	144 24%	12 13%	24 17%	94 25% c	124 25% c	53 24%	36 33% gij	24 18%	22 17%	50 22%	72 23%	53 24%	78 23%	212 23%	20 21%	11 21%	10 28%
Certain not to	355 32%	148 30%	206 34%	6 7%	23 16% c	95 25% cd	230 47% cde	90 40% hij	30 28%	40 29%	31 24%	66 29%	99 32%	60 27%	127 37% km	295 32%	28 30%	18 34%	13 37%
Don't know	141 13%	74 15%	67 11%	21 23% f	23 16% f	57 15% f	41 8%	24 11%	14 13%	17 12%	28 22% gi	31 14%	37 12%	27 12%	46 14%	109 12%	22 23% oqr	6 12%	4 10%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 27

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

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

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	1439	1193	246	543	891	828	459
Effective Weighted Sample	1167	975	195	463	735	704	396
Total	1097	937	159	515	577	677	383
Certain to	25	20	5	17	8	16	9
	2%	2%	3%	3% d	1%	2%	2%
Very likely	65	59	6	43	22	41	24
	6%	6%	4%	8% d	4%	6%	6%
Likely	100	88	11	66	33	54	43
	9%	9%	7%	13% d	6%	8%	11%
Unlikely	157	128	30	85	72	95	58
	14%	14%	19%	17% d	12%	14%	15%
Very unlikely	253	214	39	106	148	158	85
	23%	23%	25%	21%	26% c	23%	22%
Certain not to	355	300	55	116	235	227	115
	32%	32%	34%	23%	41% c	33%	30%
Don't know	141	128	13	81	60	87	50
	13%	14% b	8%	16% d	10%	13%	13%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 28

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

QD8 (QD38). Why are you unlikely to get a smartphone at home in the next 12 months? (MULTI CODE) UNPROMPTED

Base : Those unlikely to get a smartphone in the next 12 months

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K-£17.5K	£17.5K-£29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	e	f	g	h	i	~j	k	l	m	n	o	~p	~q	r
Unweighted total	1063	474	589	43	85	300	635	258	125	118	91	201	285	221	353	764	82	94	123
Effective Weighted Sample	863	383	480	33	72	253	512	210	101	94	77	161	230	178	293	673	77	83	117
Total	765	335	430	35	72	239	419	174	82	85	76	151	212	149	251	639	61	36	29
No need	482	216	266	**	**	149	288	98	51	52	**	104	144	90	143	404	**	**	21
	63%	64%	62%	**	**	62%	69%	57%	62%	61%	**	69% n	68% n	60%	57%	63%	**	**	74% o
Satisfied with using home phones/ other mobile phones	117	47	70	**	**	37	68	30	18	14	**	26	32	16	43	87	**	**	5
	15%	14%	16%	**	**	16%	16%	17%	22%	16%	**	17%	15%	11%	17%	14%	**	**	18%
Can't afford it	117	53	63	**	**	37	43	42	13	6	**	8	20	24	64	96	**	**	5
	15%	16%	15%	**	**	15% f	10%	24% i	16% i	7%	**	6%	9%	16% kl	26% klm	15%	**	**	18%
Don't know how you use smartphones	109	40	69	**	**	28	78	28	11	5	**	22	22	24	40	88	**	**	3
	14%	12%	16%	**	**	12%	19% e	16% i	13%	6%	**	14%	10%	16%	16%	14%	**	**	10%
Too expensive to set up/ buy	55	22	33	**	**	25	20	17	6	6	**	6	19	8	22	48	**	**	1
	7%	6%	8%	**	**	10% f	5%	10%	8%	7%	**	4%	9%	5%	9%	7%	**	**	5%
Contracts are too expensive	35	16	19	**	**	13	13	12	3	5	**	2	9	8	15	31	**	**	*
	5%	5%	5%	**	**	6%	3%	7%	4%	6%	**	1%	4%	6% k	6% k	5%	**	**	1%
Calls are too expensive	15	8	7	**	**	9	2	9	1	1	**	1	2	3	9	15	**	**	*
	2%	2%	2%	**	**	4% f	1%	5%	1%	2%	**	1%	1%	2%	4%	2%	**	**	1%
Don't like being contactable/ lack of privacy	5	2	3	**	**	1	2	2	-	*	**	*	1	-	3	4	**	**	*
	1%	1%	1%	**	**	*%	1%	1%	-%	*%	**	*%	*%	-%	1%	1%	**	**	1%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 28

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QD8 (QD38). Why are you unlikely to get a smartphone at home in the next 12 months? (MULTI CODE) UNPROMPTED

Base : Those unlikely to get a smartphone in the next 12 months

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	e	f	g	h	i	~j	k	l	m	n	o	~p	~q	r
Unweighted total	1063	474	589	43	85	300	635	258	125	118	91	201	285	221	353	764	82	94	123
Effective Weighted Sample	863	383	480	33	72	253	512	210	101	94	77	161	230	178	293	673	77	83	117
Total	765	335	430	35	72	239	419	174	82	85	76	151	212	149	251	639	61	36	29
Other	47	23	24	**	**	22	20	11	6	10	**	13	10	10	12	39	**	**	1
	6%	7%	5%	**	**	9%	5%	6%	8%	12%	**	9%	5%	7%	5%	6%	**	**	3%
						f													
ANY INVOLUNTARY REASONS	279	114	165	**	**	85	135	89	29	21	**	38	56	61	122	228	**	**	9
	36%	34%	38%	**	**	36%	32%	51%	35%	24%	**	25%	26%	41%	49%	36%	**	**	33%
								hi						kl	kl				
ANY VOLUNTARY REASONS	552	243	308	**	**	167	329	114	62	61	**	121	165	98	167	457	**	**	24
	72%	72%	72%	**	**	70%	78%	66%	75%	72%	**	80%	78%	65%	67%	71%	**	**	82%
						e						mn	mn						o
ONLY VOLUNTARY REASONS	447	204	243	**	**	137	266	78	48	54	**	103	147	76	119	374	**	**	19
	58%	61%	57%	**	**	57%	64%	45%	58%	64%	**	68%	70%	51%	47%	59%	**	**	67%
									g	g		mn	mn						
Don't know	8	3	5	**	**	2	4	-	1	3	**	1	3	3	1	8	**	**	-
	1%	1%	1%	**	**	1%	1%	-%	1%	4%	**	1%	1%	2%	*%	1%	**	**	-%
										g									

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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QD8 (QD38). Why are you unlikely to get a smartphone at home in the next 12 months? (MULTI CODE) UNPROMPTED

Base : Those unlikely to get a smartphone in the next 12 months

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	1063	867	196	337	722	610	330
Effective Weighted Sample	863	708	157	287	597	521	287
Total	765	642	124	307	454	479	257
No need	482	392	89	205	275	319	142
	63%	61%	72%	67%	61%	67%	55%
			a			f	
Satisfied with using home phones/ other mobile phones	117	100	17	43	74	72	40
	15%	16%	14%	14%	16%	15%	15%
Can't afford it	117	108	9	30	86	52	60
	15%	17%	7%	10%	19%	11%	23%
		b		c			e
Don't know how you use smartphones	109	98	11	31	77	54	52
	14%	15%	9%	10%	17%	11%	20%
		b		c			e
Too expensive to set up/ buy	55	49	6	24	31	30	23
	7%	8%	5%	8%	7%	6%	9%
Contracts are too expensive	35	28	7	12	23	24	11
	5%	4%	6%	4%	5%	5%	4%
Calls are too expensive	15	12	3	6	9	7	8
	2%	2%	2%	2%	2%	1%	3%
Don't like being contactable/ lack of privacy	5	5	-	2	2	2	2
	1%	1%	-%	1%	1%	*%	1%
Other	47	42	4	23	24	30	16
	6%	7%	4%	7%	5%	6%	6%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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QD8 (QD38). Why are you unlikely to get a smartphone at home in the next 12 months? (MULTI CODE) UNPROMPTED

Base : Those unlikely to get a smartphone in the next 12 months

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	1063	867	196	337	722	610	330
Effective Weighted Sample	863	708	157	287	597	521	287
Total	765	642	124	307	454	479	257
ANY INVOLUNTARY REASONS	279	244	34	90	187	148	122
	36%	38%	28%	29%	41%	31%	47%
		b			c		e
ANY VOLUNTARY REASONS	552	451	100	229	321	361	167
	72%	70%	81%	74%	71%	75%	65%
			a			f	
ONLY VOLUNTARY REASONS	447	361	86	196	249	304	123
	58%	56%	70%	64%	55%	63%	48%
			a	d		f	
Don't know	8	8	-	4	4	7	1
	1%	1%	-%	1%	1%	1%	*%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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QD9 (QD6). SHOWCARD Thinking about mobile phones, do you ever have/ think you might have difficulties with any of the following? (MULTI CODE)

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Navigating the phone's menu system to use the different features on your phone	83 4%	37 3%	46 4%	2 1%	3 1%	20 2% cd	59 8% cde	22 6% ij	12 6% ij	7 2% j	2 1%	20 3%	18 3%	13 3%	32 5% l	59 3%	17 8% or	5 5%	2 2%
Writing text messages	76 3%	41 4%	36 3%	2 1%	2 *%	13 2%	59 8% cde	17 4% j	9 5% j	13 4% j	4 1%	23 4% l	14 2%	12 3%	27 4% l	59 3%	11 5%	5 4%	2 3%
Pressing the buttons on your mobile phone	46 2%	26 2%	21 2%	- -%	- -%	8 1% d	38 5% cde	14 4% ij	9 5% ij	2 1%	1 *%	13 2%	7 1%	8 2%	17 3% l	41 2%	3 2%	1 1%	1 1%
Seeing and being able to read the digital display	42 2%	23 2%	18 1%	2 1%	- -%	8 1% d	31 4% cde	9 2% j	6 3% j	5 2% j	1 *%	9 2%	7 1%	7 2%	18 3% l	34 2%	4 2%	2 2%	1 2%
Hearing the phone ring, even with the volume turned up	38 2%	20 2%	18 1%	- -%	6 1% c	7 1%	25 3% ce	9 2% j	2 1%	5 2%	2 *%	10 2%	5 1%	9 2%	14 2% l	34 2%	1 *%	2 1%	1 2%
Hearing the person on the other end of the line in a conversation, even with the volume turned up	37 2%	14 1%	22 2%	2 1%	3 1%	9 1%	22 3% cde	10 3% hj	1 *%	3 1% j	- -%	11 2%	8 1%	7 2%	10 2%	33 2%	1 1%	1 1%	1 2%
Seeing the numbers used to dial with	28 1%	15 1%	13 1%	- -%	- -%	2 *%	26 3% cde	8 2% j	4 2% ij	1 *%	- -%	9 1%	6 1%	2 *%	12 2% m	23 1%	4 2%	1 1%	* *%

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

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QD9 (QD6). SHOWCARD Thinking about mobile phones, do you ever have/ think you might have difficulties with any of the following? (MULTI CODE)

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Picking up the handset when your mobile rings	19 1%	9 1%	10 1%	2 1%	- -%	3 *% de	13 2% de	6 1% ij	* *% ij	- -% ij	* *% ij	4 1% n	4 1% n	3 1% n	8 1% n	15 1% n	2 1% n	2 2% n	- -% n
Holding the mobile phone to your ear	14 1%	7 1%	7 1%	- -%	- -%	1 *% cde	12 2% cde	4 1% cde	1 1% cde	- -% cde	* *% cde	3 1% n	2 *% n	1 *% n	7 1% n	12 1% n	1 1% n	* *% n	* 1% n
Any other difficulties	50 2%	25 2%	25 2%	5 1%	8 2%	19 2%	18 2%	9 2%	4 2%	6 2%	6 1%	21 4% n	15 2% n	7 2% n	8 1% n	41 2% n	4 2% n	5 4% r	* 1% r
No, none	2092 89%	1004 89%	1088 89%	302 95% f	431 96% ef	752 92% f	606 79%	313 80%	164 84%	274 91% gh	405 96% ghi	527 89%	635 91% n	385 89%	540 86%	1764 90% p	170 83%	99 85%	59 91% p
Don't know	42 2%	18 2%	23 2%	2 1%	1 *% cde	4 *% cde	35 5% cde	18 4% ij	7 4% ij	- -% ij	1 *% ij	4 1% n	9 1% n	6 1% n	22 3% klm	31 2% n	9 4% oqr	1 1% n	* 1% n

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

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QD9 (QD6). SHOWCARD Thinking about mobile phones, do you ever have/ think you might have difficulties with any of the following? (MULTI CODE)

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Navigating the phone's menu system to use the different features on your phone	83 4%	67 3%	16 5%	24 2%	59 6% c	46 3%	36 4%
Writing text messages	76 3%	70 3%	7 2%	22 2%	55 5% c	47 3%	27 3%
Pressing the buttons on your mobile phone	46 2%	42 2%	5 1%	14 1%	32 3% c	27 2%	19 2%
Seeing and being able to read the digital display	42 2%	36 2%	5 2%	9 1%	33 3% c	18 1%	23 3% e
Hearing the phone ring, even with the volume turned up	38 2%	35 2%	3 1%	12 1%	26 3% c	19 1%	17 2%
Hearing the person on the other end of the line in a conversation, even with the volume turned up	37 2%	31 2%	6 2%	8 1%	28 3% c	22 2%	13 2%

Columns Tested: a,b - c,d - e,f

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QD9 (QD6). SHOWCARD Thinking about mobile phones, do you ever have/ think you might have difficulties with any of the following? (MULTI CODE)

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Seeing the numbers used to dial with	28 1%	26 1%	2 1%	4 *%	25 2% c	16 1%	13 1%
Picking up the handset when your mobile rings	19 1%	18 1%	* *%	3 *%	16 2% c	12 1%	7 1%
Holding the mobile phone to your ear	14 1%	13 1%	* *%	* *%	13 1% c	12 1%	2 *%
Any other difficulties	50 2%	46 2%	4 1%	29 2%	20 2%	42 3% f	8 1%
No, none	2092 89%	1812 89%	280 88%	1234 94% d	850 83%	1284 89%	749 89%
Don't know	42 2%	33 2%	9 3%	2 *%	39 4% c	21 1%	20 2%

Columns Tested: a,b - c,d - e,f

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

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Yes - desktop PC	1090	555	535	153	198	432	308	104	74	153	258	347	353	187	201	935	86	47	22
	46%	49%	44%	48%	44%	53%	40%	27%	38%	51%	61%	59%	51%	43%	32%	47%	42%	41%	35%
		b		f		df			g	gh	ghi	lmn	mn	n		qr			
Yes - laptop	1461	717	744	244	314	589	314	153	101	188	345	454	472	254	279	1241	114	66	41
	62%	64%	61%	77%	70%	72%	41%	39%	52%	63%	82%	77%	68%	59%	44%	63%	55%	56%	63%
				df	f	f			g	gh	ghi	lmn	mn	n		pq			
Yes - netbook	182	96	86	29	41	77	34	11	10	15	58	78	52	31	21	159	11	8	4
	8%	9%	7%	9%	9%	9%	4%	3%	5%	5%	14%	13%	7%	7%	3%	8%	6%	7%	6%
				f	f	f					ghi	lmn	n	n					
Yes - tablet computer - e.g. iPad	281	148	133	42	76	115	48	15	18	26	81	126	72	45	37	234	28	13	7
	12%	13%	11%	13%	17%	14%	6%	4%	9%	9%	19%	21%	10%	10%	6%	12%	13%	11%	10%
				f	f	f			g	g	ghi	lmn	n	n					
No	425	187	238	36	39	72	277	169	51	23	8	26	82	80	236	334	49	27	14
	18%	17%	19%	11%	9%	9%	36%	43%	26%	8%	2%	4%	12%	19%	37%	17%	24%	23%	22%
							cde	hij	ij	j			k	kl	klm		o	o	o
Don't know	4	3	1	-	-	1	3	2	-	-	-	-	1	*	3	3	1	*	-
	*%	*%	*%	-%	-%	*%	*%	1%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	-%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Yes - desktop PC	1090 46%	952 47%	138 43%	690 52% d	397 39%	690 48%	377 45%
Yes - laptop	1461 62%	1254 62%	207 65%	984 75% d	474 46%	968 67% f	452 54%
Yes - netbook	182 8%	153 8%	29 9%	132 10% d	50 5%	127 9% f	52 6%
Yes - tablet computer - e.g. iPad	281 12%	247 12%	34 11%	209 16% d	72 7%	195 13% f	79 9%
No	425 18%	371 18%	54 17%	87 7%	335 33% c	213 15%	198 23% e
Don't know	4 *%	3 *%	1 *%	- -%	3 *%	3 *%	1 *%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 31

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

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

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Yes - have access and use at home	1848	904	944	278	405	719	445	209	140	265	403	542	598	337	367	1566	152	84	46
	78%	80%	77%	88%	90%	88%	58%	54%	71%	89%	96%	92%	86%	78%	58%	80%	74%	72%	70%
				f	f	f			g	gh	ghi	lmn	mn	n		qr			
Yes - have access but don't use at home	46	16	30	2	2	11	31	7	4	3	5	9	13	10	15	37	3	4	3
	2%	1%	2%	1%	1%	1%	4%	2%	2%	1%	1%	1%	2%	2%	2%	2%	2%	3%	4%
							cde												o
No do not have access at home	448	201	247	36	43	83	286	169	52	29	11	37	83	82	245	355	50	27	17
	19%	18%	20%	11%	9%	10%	37%	43%	27%	10%	3%	6%	12%	19%	39%	18%	24%	23%	25%
							cde	hij	ij	j			k	kl	klm		o	o	o
Don't know	12	8	5	-	1	2	10	4	-	2	1	3	3	2	4	11	-	2	*
	1%	1%	*%	-%	*%	*%	1%	1%	-%	1%	*%	1%	*%	*%	1%	1%	-%	1%	*%
							e												

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 31

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

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

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Yes - have access and use at home	1848	1595	253	1201	642	1180	623
	78%	78%	80%	91%	62%	81%	74%
				d		f	
Yes - have access but don't use at home	46	40	6	15	31	25	19
	2%	2%	2%	1%	3%	2%	2%
				c			
No do not have access at home	448	391	57	100	346	234	198
	19%	19%	18%	8%	34%	16%	24%
				c			e
Don't know	12	11	2	2	9	10	2
	1%	1%	1%	*%	1%	1%	*%
				c			

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 32

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

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

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Your workplace	626 27%	351 31% b	275 22%	73 23% f	160 35% cf	304 37% cf	89 12%	18 5%	35 18% g	87 29% gh	236 56% ghi	272 46% lmn	232 33% mn	90 21% n	32 5%	527 27% r	59 29% r	33 28% r	8 12%
Anywhere - using a 3G mobile phone/ smartphone	530 22%	284 25% b	246 20%	133 42% ef	166 37% ef	188 23% f	43 6%	53 14%	35 18%	70 23% g	133 32% ghi	173 29% mn	172 25% n	86 20%	99 16%	458 23% r	39 19%	25 21% r	8 13%
In someone else's home	209 9%	93 8%	115 9%	67 21% def	66 15% ef	49 6% f	27 4%	56 14% hj	17 9%	28 9%	31 7%	34 6%	68 10% k	40 9% k	67 11% k	176 9%	17 8%	11 9%	5 7%
Library	118 5%	55 5%	63 5%	30 10% ef	29 6% f	36 4%	22 3%	30 8% j	13 7%	17 6%	16 4%	29 5%	39 6%	18 4%	32 5%	102 5%	8 4%	4 3%	3 5%
School/ college	114 5%	60 5%	54 4%	79 25% def	11 2% f	19 2% f	4 1%	14 4% h	* *o%	4 1%	15 4% h	33 6% m	48 7% mn	11 3%	21 3%	100 5%	5 2%	3 3%	6 8% opq
Anywhere - using Wi-Fi/ wireless broadband and a laptop/ portable media player/ portable games console/ tablet computer	111 5%	60 5%	51 4%	23 7% f	32 7% f	38 5% f	18 2%	8 2%	7 4%	15 5% g	41 10% ghi	48 8% lmn	33 5% n	14 3%	16 3%	96 5%	9 4%	5 4%	2 3%
University	60 3%	26 2%	34 3%	44 14% def	11 2% ef	2 *% *	3 *% *	14 4%	2 1%	5 2%	8 2%	10 2% n	44 6% kmn	4 1%	2 *% *	48 2%	7 3%	3 3%	2 3%
Internet café	41 2%	24 2%	17 1%	11 4% ef	10 2%	10 1%	10 1%	5 1%	2 1%	7 2%	5 1%	14 2%	13 2%	8 2%	6 1%	33 2%	5 3%	1 1%	1 2%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 32

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

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Other	51	27	24	5	11	14	22	7	4	4	3	7	23	8	12	42	6	3	1
	2%	2%	2%	2%	2%	2%	3%	2%	2%	1%	1%	1%	3%	2%	2%	2%	3%	3%	1%
													k						
No, do not	1096	476	619	54	131	327	584	253	108	124	105	195	271	225	401	899	99	58	40
	47%	42%	51%	17%	29%	40%	76%	65%	55%	42%	25%	33%	39%	52%	64%	46%	48%	50%	61%
			a		c	cd	cde	hij	ij	j			k	kl	klm				opq
EVER USE INTERNET AT HOME OR ELSEWHERE	1966	961	1005	306	438	757	466	247	154	280	411	554	626	357	425	1663	163	91	49
	83%	85%	82%	97%	97%	93%	60%	63%	79%	94%	98%	94%	90%	83%	67%	84%	80%	78%	75%
		b		ef	ef	f			g	gh	ghi	lmn	mn	n		pqr			

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 32

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

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Your workplace	626 27%	535 26%	91 29%	605 46% d	21 2%	437 30% f	182 22%
Anywhere - using a 3G mobile phone/ smartphone	530 22%	478 23% b	51 16%	383 29% d	145 14%	296 20%	225 27% e
In someone else's home	209 9%	184 9%	25 8%	116 9%	93 9%	117 8%	87 10%
Library	118 5%	116 6% b	1 *%	53 4%	65 6% c	58 4%	57 7% e
School/ college	114 5%	101 5%	13 4%	35 3%	79 8% c	59 4%	49 6%
Anywhere - using Wi-Fi/ wireless broadband and a laptop/ portable media player/ portable games console/ tablet computer	111 5%	96 5%	15 5%	72 6% d	38 4%	72 5%	37 4%
University	60 3%	56 3%	4 1%	13 1%	47 5% c	30 2%	28 3%
Internet café	41 2%	39 2%	3 1%	30 2% d	12 1%	28 2%	12 1%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 32

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

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN a	RURAL b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%							
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Other	51 2%	48 2%	3 1%	25 2%	26 3%	17 1%	34 4% e
No, do not	1096 47%	933 46%	162 51%	398 30%	690 67% c	688 47%	368 44%
EVER USE INTERNET AT HOME OR ELSEWHERE	1966 83%	1704 84%	262 83%	1266 96% d	696 68%	1242 86% f	675 80%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 33

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

Base : Those who use the internet at home or elsewhere

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2237	1079	1158	344	456	842	595	316	197	313	424	585	692	433	523	1663	199	190	185
Effective Weighted Sample	1872	898	974	282	383	725	490	263	161	258	365	497	576	363	440	1483	191	173	181
Total	1966	961	1005	306	438	757	466	247	154	280	411	554	626	357	425	1663	163	91	49
Every day	1406	703	703	248	335	558	266	144	89	201	335	438	474	238	254	1199	104	67	35
	71%	73%	70%	81% ef	76% f	74% f	57%	58%	58%	72% gh	81% ghi	79% mn	76% mn	67% n	60%	72% p	64% p	74% p	72%
Several times a week	319	149	169	33	63	116	107	53	33	55	54	74	87	79	77	269	28	13	9
	16%	16%	17%	11%	14%	15%	23% cde	22% j	21% j	20% j	13%	13%	14%	22% kl	18%	16%	17%	14%	18%
At least once a week	125	66	59	15	22	45	43	23	20	14	15	25	34	24	43	95	22	5	3
	6%	7%	6%	5%	5%	6%	9% cde	9% ij	13% ij	5%	4%	4%	5%	7%	10% kl	6%	14% oqr	6%	6%
At least once a month	41	17	23	4	7	14	15	11	4	5	3	8	9	4	21	34	4	2	*
	2%	2%	2%	1%	2%	2%	3%	4% j	3% j	2%	1%	1%	1%	1%	5% klm	2%	2%	3%	*%
A few times a year	19	5	14	1	2	8	8	5	3	1	3	2	5	6	5	14	2	2	*
	1%	*%	1% a	*%	*%	1%	2%	2%	2%	*%	1%	*%	1%	2%	1%	1%	1%	2%	1%
Less than once a year	4	4	-	-	-	2	2	1	1	-	-	-	2	-	2	4	-	-	-
	*%	*% b	-%	-%	-%	*%	*%	*%	1%	-%	-%	-%	*%	-%	*%	*%	-%	-%	-%
Never	36	11	25	-	5	8	23	7	4	4	-	3	14	4	14	30	4	1	1
	2%	1%	2% a	-%	1%	1%	5% cde	3% j	3% j	1% j	-%	1%	2% k	1%	3% k	2%	2%	1%	3%
Don't know	18	6	12	5	3	6	4	3	-	*	1	4	2	3	9	18	-	-	*
	1%	1%	1%	2%	1%	1%	1%	1%	-%	*%	*%	1%	*%	1%	2% l	1%	-%	-%	1%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 33

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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

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2237	1881	356	1256	975	1339	713
Effective Weighted Sample	1872	1585	294	1084	830	1166	625
Total	1966	1704	262	1266	696	1242	675
Every day	1406	1208	198	957	445	914	456
	71%	71%	75%	76%	64%	74%	68%
				d		f	
Several times a week	319	284	35	202	116	188	122
	16%	17%	13%	16%	17%	15%	18%
At least once a week	125	113	12	66	59	67	55
	6%	7%	5%	5%	9%	5%	8%
					c		e
At least once a month	41	35	6	14	26	22	19
	2%	2%	2%	1%	4%	2%	3%
					c		
A few times a year	19	15	4	7	11	14	5
	1%	1%	1%	1%	2%	1%	1%
					c		
Less than once a year	4	3	1	1	3	3	1
	*%	*%	*%	*%	*%	*%	*%
Never	36	30	6	9	27	23	11
	2%	2%	2%	1%	4%	2%	2%
					c		
Don't know	18	17	1	10	8	11	7
	1%	1%	*%	1%	1%	1%	1%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 34

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

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

Base : Those with access to the internet at home

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2166	1038	1128	316	421	810	619	281	183	304	419	583	678	425	476	1608	190	185	183
Effective Weighted Sample	1808	862	947	260	353	699	505	233	149	248	361	495	563	353	400	1433	182	167	178
Total	1894	920	974	280	408	730	476	216	144	268	408	551	611	347	382	1603	156	87	48
Ordinary phone line - dialup access	18 1%	7 1%	10 1%	2 1%	1 *%	8 1%	7 1%	1 1%	1 1%	3 1%	4 1%	8 1% m	7 1% m	- -%	3 1%	17 1%	1 1%	- -%	* 1%
Fixed Broadband ADSL through a phone line or cable service - perhaps using a Wi-Fi router,	1678 89%	829 90% b	849 87%	238 85%	336 82%	658 90% cd	446 94% cde	174 81%	118 82%	230 86%	381 93% ghi	512 93% mn	548 90% mn	293 85%	321 84%	1417 88%	138 89%	81 93% r	42 86%
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	285 15%	138 15%	147 15%	46 16% f	81 20% f	118 16% f	40 8%	32 15%	30 21%	44 16%	76 19%	91 17%	87 14%	55 16%	52 14%	241 15%	25 16%	13 15%	6 12%
Access to the internet using a mobile phone or smartphone - through a Wi-Fi network or your phone's mobile network	446 24%	237 26% b	209 21%	102 36% ef	130 32% ef	168 23% f	45 10%	50 23%	29 20%	55 20%	143 35% ghi	156 28% l	120 20%	78 23%	91 24%	383 24% r	37 24%	18 21%	8 16%
Accessing the internet on a device such as a laptop or tablet using your mobile phone's internet connection - known as tethering	40 2%	23 3%	17 2%	10 4% f	8 2%	17 2%	5 1%	5 2%	2 1%	6 2%	11 3%	18 3% m	11 2%	4 1%	7 2%	37 2%	1 *% r	2 2%	* 1%
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 34

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QE5 (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

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2166	1038	1128	316	421	810	619	281	183	304	419	583	678	425	476	1608	190	185	183
Effective Weighted Sample	1808	862	947	260	353	699	505	233	149	248	361	495	563	353	400	1433	182	167	178
Total	1894	920	974	280	408	730	476	216	144	268	408	551	611	347	382	1603	156	87	48
ISDN line - mid speed access, allows you to make voice calls at the same time as using the internet	2 *%	1 *%	1 *%	- -%	1 *%	1 *%	- -%	- -%	- -%	- -%	2 1%	2 *%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%
TOTAL NARROWBAND	20 1%	8 1%	12 1%	2 1%	2 *%	9 1%	7 1%	1 1%	1 1%	3 1%	7 2%	10 2% m	7 1% m	- -%	3 1%	19 1%	1 1%	- -%	* 1%
TOTAL BROADBAND (INC. USING MOBILE PHONE)	1858 98%	912 99% b	947 97%	275 98%	401 98%	720 99%	463 97%	212 98%	140 97%	263 98%	405 99%	545 99%	597 98%	340 98%	373 97%	1571 98%	153 98%	87 99%	48 99%
TOTAL BROADBAND (EXC. USING MOBILE PHONE)	1811 96%	883 96%	928 95%	260 93%	384 94%	709 97% cd	458 96% c	196 91%	134 94%	255 95%	399 98% gh	539 98% lmn	584 96%	329 95%	356 93%	1534 96%	147 95%	83 95%	47 97%
MOBILE BROADBAND ONLY	110 6%	46 5%	63 6%	14 5%	39 10% cef	44 6% f	12 3%	16 7% j	13 9% j	23 8% j	14 3%	22 4%	31 5%	32 9% kl	25 6%	96 6% q	7 5%	2 2%	5 10% q
Other	4 *%	1 *%	3 *%	- -%	1 *%	1 *%	2 *%	1 1%	- -%	1 *%	- -%	- -%	1 *%	2 *%	1 *%	4 *%	- -%	- -%	- -%
Don't know	20 1%	4 *%	15 2% a	4 2%	5 1%	3 *%	7 1%	3 1% j	3 2% j	2 1%	- -%	2 *%	6 1%	5 1%	6 2% k	17 1%	2 1%	1 1%	* 1%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 34

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

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

Base : Those with access to the internet at home

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2166	1816	350	1210	950	1302	681
Effective Weighted Sample	1808	1526	289	1043	808	1133	596
Total	1894	1635	259	1215	674	1205	641
Ordinary phone line - dialup access	18 1%	14 1%	4 2%	10 1%	7 1%	12 1%	5 1%
Fixed Broadband ADSL through a phone line or cable service - perhaps using a Wi-Fi router,	1678 89%	1437 88%	240 93% a	1077 89%	596 88%	1082 90% f	554 86%
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	285 15%	245 15%	41 16%	211 17% d	75 11%	181 15%	98 15%
Access to the internet using a mobile phone or smartphone - through a Wi-Fi network or your phone's mobile network	446 24%	390 24%	56 22%	328 27% d	118 18%	290 24%	148 23%
Accessing the internet on a device such as a laptop or tablet using your mobile phone's internet connection - known as tethering	40 2%	31 2%	9 3%	29 2%	11 2%	33 3% f	7 1%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.
Table 34

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

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

Base : Those with access to the internet at home

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2166	1816	350	1210	950	1302	681
Effective Weighted Sample	1808	1526	289	1043	808	1133	596
Total	1894	1635	259	1215	674	1205	641
ISDN line - mid speed access, allows you to make voice calls at the same time as using the internet	2 *%	2 *%	- -%	1 *%	1 *%	2 *%	- -%
TOTAL NARROWBAND	20 1%	16 1%	4 2%	11 1%	8 1%	14 1%	5 1%
TOTAL BROADBAND (INC. USING MOBILE PHONE)	1858 98%	1604 98%	255 98%	1202 99% d	652 97%	1184 98%	627 98%
TOTAL BROADBAND (EXC. USING MOBILE PHONE)	1811 96%	1559 95%	252 97%	1172 96% d	634 94%	1162 96% f	603 94%
MOBILE BROADBAND ONLY	110 6%	100 6%	10 4%	80 7% d	29 4%	68 6%	37 6%
Other	4 *%	4 *%	- -%	2 *%	1 *%	1 *%	3 *%
Don't know	20 1%	18 1%	2 1%	6 *%	14 2% c	12 1%	8 1%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 35

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

QE6 (QE22B). You mentioned that your household has a mobile broadband connection (connecting via a USB stick or dongle, or built-in 3G connectivity in a laptop or another device). Do you personally access the internet in this way, using mobile broadband?

Base : Those in a household with mobile broadband

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE a	FEMALE b	16-24 ~c	25-34 ~d	35-54 e	55+ ~f	UNDER £11.5K ~g	£11.5K- £17.5K ~h	£17.5K- £29.9K ~i	£30K+ ~j	AB ~k	C1 ~l	C2 ~m	DE ~n	ENG LAND o	SCOT LAND ~p	WALES ~q	NI ~r
Significance Level: 95%																			
Unweighted total	315	150	165	48	81	131	55	39	32	47	78	99	92	64	60	237	30	27	21
Effective Weighted Sample	264	126	139	40	68	114	45	30	27	38	68	85	75	53	52	210	29	25	21
Total	285	138	147	46	81	118	40	32	30	44	76	91	87	55	52	241	25	13	6
Yes	257	121	136	**	**	106	**	**	**	**	**	**	**	**	**	216	**	**	**
	90%	87%	93%	**	**	89%	**	**	**	**	**	**	**	**	**	90%	**	**	**
No	25	16	9	**	**	12	**	**	**	**	**	**	**	**	**	22	**	**	**
	9%	11%	6%	**	**	10%	**	**	**	**	**	**	**	**	**	9%	**	**	**
Don't know	3	2	2	**	**	1	**	**	**	**	**	**	**	**	**	3	**	**	**
	1%	1%	1%	**	**	1%	**	**	**	**	**	**	**	**	**	1%	**	**	**

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 35

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

QE6 (QE22B). You mentioned that your household has a mobile broadband connection (connecting via a USB stick or dongle, or built-in 3G connectivity in a laptop or another device). Do you personally access the internet in this way, using mobile broadband?

Base : Those in a household with mobile broadband

	Total	URBANITY		WORKING		DEPRIVATION LEVEL	
		URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	~b	c	d	e	f
Unweighted total	315	266	49	210	105	191	103
Effective Weighted Sample	264	223	42	181	90	169	86
Total	285	245	41	211	75	181	98
Yes	257	224	**	191	66	164	88
	90%	91%	**	91%	89%	90%	89%
No	25	17	**	17	8	16	9
	9%	7%	**	8%	11%	9%	9%
Don't know	3	3	**	3	1	2	2
	1%	1%	**	1%	1%	1%	2%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 36

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

QE7 (QE22C). Which one of these best describes where you use mobile broadband to access the internet? (SINGLE CODE)

Base : Those who use mobile broadband to access the internet

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	~q	~r
Unweighted total	282	133	149	45	76	117	44	35	29	45	70	87	83	56	56	211	28	23	20
Effective Weighted Sample	238	112	126	38	64	102	37	26	25	37	61	77	67	46	49	187	27	22	20
Total	257	121	136	42	76	106	33	29	27	42	69	80	79	49	49	216	24	12	6
I always use in the home	89	38	51	**	**	43	**	**	**	**	**	**	**	**	**	75	**	**	**
	35%	32%	37%	**	**	41%	**	**	**	**	**	**	**	**	**	35%	**	**	**
I mainly use in the home	40	20	19	**	**	16	**	**	**	**	**	**	**	**	**	33	**	**	**
	15%	17%	14%	**	**	16%	**	**	**	**	**	**	**	**	**	15%	**	**	**
I use equally in the home and outside the home	91	37	54	**	**	33	**	**	**	**	**	**	**	**	**	78	**	**	**
	35%	31%	39%	**	**	31%	**	**	**	**	**	**	**	**	**	36%	**	**	**
I mainly use outside the home	25	15	10	**	**	8	**	**	**	**	**	**	**	**	**	19	**	**	**
	10%	13%	7%	**	**	7%	**	**	**	**	**	**	**	**	**	9%	**	**	**
I always use outside the home	12	9	2	**	**	5	**	**	**	**	**	**	**	**	**	11	**	**	**
	5%	8%	2%	**	**	5%	**	**	**	**	**	**	**	**	**	5%	**	**	**
Don't know	1	*	1	**	**	-	**	**	**	**	**	**	**	**	**	1	**	**	**
	*%	*%	1%	**	**	-%	**	**	**	**	**	**	**	**	**	*%	**	**	**

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 36

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QE7 (QE22C). Which one of these best describes where you use mobile broadband to access the internet? (SINGLE CODE)

Base : Those who use mobile broadband to access the internet

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	~b	c	~d	e	~f
Unweighted total	282	244	38	192	90	169	93
Effective Weighted Sample	238	205	33	164	78	150	78
Total	257	224	33	191	66	164	88
I always use in the home	89	80	**	61	**	52	**
	35%	36%	**	32%	**	32%	**
I mainly use in the home	40	30	**	28	**	30	**
	15%	13%	**	15%	**	18%	**
I use equally in the home and outside the home	91	85	**	73	**	52	**
	35%	38%	**	38%	**	32%	**
I mainly use outside the home	25	18	**	18	**	18	**
	10%	8%	**	9%	**	11%	**
I always use outside the home	12	10	**	11	**	11	**
	5%	4%	**	6%	**	7%	**
Don't know	1	1	**	*	**	1	**
	*%	1%	**	*%	**	*%	**

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 37

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

QE8 (QE22D). SHOWCARD Which of these best describe what you use to connect to your mobile broadband service (connecting via a USB stick or dongle, or built in 3G connectivity in a laptop or another device)? (MULTI CODE)

Base : Those who use mobile broadband to access the internet

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	~q	~r
Unweighted total	282	133	149	45	76	117	44	35	29	45	70	87	83	56	56	211	28	23	20
Effective Weighted Sample	238	112	126	38	64	102	37	26	25	37	61	77	67	46	49	187	27	22	20
Total	257	121	136	42	76	106	33	29	27	42	69	80	79	49	49	216	24	12	6
We have a dongle or USB stick that plugs into a computer or tablet to connect to mobile broadband	134 52%	68 57%	66 48%	** **	** **	55 52%	** **	** **	** **	** **	** **	** **	** **	** **	** **	113 52%	** **	** **	** **
Our computer or tablet has a SIM card built in that connects to mobile broadband	61 24%	32 27%	28 21%	** **	** **	24 22%	** **	** **	** **	** **	** **	** **	** **	** **	** **	49 22%	** **	** **	** **
We have a standalone mobile broadband modem (MiFi)	50 19%	18 15%	32 24%	** **	** **	24 22%	** **	** **	** **	** **	** **	** **	** **	** **	** **	43 20%	** **	** **	** **
Don't know	24 9%	9 8%	15 11%	** **	** **	9 8%	** **	** **	** **	** **	** **	** **	** **	** **	** **	20 9%	** **	** **	** **

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 37

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QE8 (QE22D). SHOWCARD Which of these best describe what you use to connect to your mobile broadband service (connecting via a USB stick or dongle, or built in 3G connectivity in a laptop or another device)? (MULTI CODE)

Base : Those who use mobile broadband to access the internet

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	~b	c	~d	e	~f
Significance Level: 95%							
Unweighted total	282	244	38	192	90	169	93
Effective Weighted Sample	238	205	33	164	78	150	78
Total	257	224	33	191	66	164	88
We have a dongle or USB stick that plugs into a computer or tablet to connect to mobile broadband	134	115	**	97	**	81	**
	52%	52%	**	51%	**	49%	**
Our computer or tablet has a SIM card built in that connects to mobile broadband	61	53	**	49	**	42	**
	24%	24%	**	26%	**	26%	**
We have a standalone mobile broadband modem (MiFi)	50	46	**	42	**	33	**
	19%	21%	**	22%	**	20%	**
Don't know	24	22	**	14	**	14	**
	9%	10%	**	7%	**	9%	**

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 38

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

Base : Those with access to the internet at home

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2166	1038	1128	316	421	810	619	281	183	304	419	583	678	425	476	1608	190	185	183
Effective Weighted Sample	1808	862	947	260	353	699	505	233	149	248	361	495	563	353	400	1433	182	167	178
Total	1894	920	974	280	408	730	476	216	144	268	408	551	611	347	382	1603	156	87	48
Virgin Media (NTL/ Telewest/ Blueyonder)	421 22%	213 23%	208 21%	63 22%	85 21%	159 22%	114 24%	52 24%	26 18%	63 23%	85 21%	111 20%	137 22%	77 22%	96 25%	383 24% pqr	24 15%	10 11%	5 10%
BT Total Broadband/ BT Yahoo/ BT Openworld	346 18%	149 16%	198 20% a	50 18%	75 18%	135 19%	86 18%	27 12%	26 18%	43 16%	91 22% g	119 22% n	117 19% n	59 17%	51 13%	299 19%	22 14%	15 18%	10 21%
Sky	301 16%	150 16%	151 16%	38 13%	80 20% cf	126 17% f	56 12%	30 14%	24 17%	46 17%	61 15%	72 13%	102 17%	62 18%	64 17%	243 15%	30 19%	19 21% o	10 20%
Talk Talk (Carphone Warehouse)	258 14%	124 13%	134 14%	40 14%	48 12%	94 13%	75 16%	36 17%	24 17%	37 14%	48 12%	68 12%	75 12%	56 16%	58 15%	214 13%	22 14%	14 16%	7 16%
BT (other/ unspecified)	111 6%	60 7%	51 5%	12 4%	11 3%	48 7% d	40 8% cd	9 4%	7 5%	13 5%	31 8%	39 7%	40 6%	14 4%	20 5%	91 6% r	17 11% oqr	3 3%	1 2%
BT Infinity	72 4%	42 5%	30 3%	14 5%	12 3%	27 4%	19 4%	5 2%	2 1%	14 5%	26 6% gh	30 5% n	28 5% n	11 3% n	3 1%	57 4%	3 2%	4 5%	7 15% opq
Orange	60 3%	33 4%	27 3%	6 2%	20 5% f	28 4% f	6 1%	11 5%	6 4%	7 3%	14 4%	18 3%	17 3%	16 5% n	8 2%	50 3%	4 3%	5 6% r	* 1%
O2	58 3%	31 3%	27 3%	8 3%	28 7% cef	15 2%	6 1%	9 4% j	5 3%	11 4% j	6 1%	17 3%	17 3%	9 3%	15 4%	46 3%	5 4%	3 3%	3 6% o
AOL	51 3%	24 3%	28 3%	10 3% d	4 1%	19 3%	19 4% d	5 2%	* *%	7 2%	14 3% h	19 3%	16 3%	9 3%	8 2%	40 3%	7 4%	4 4%	1 1%
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

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

Base : Those with access to the internet at home

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2166	1038	1128	316	421	810	619	281	183	304	419	583	678	425	476	1608	190	185	183
Effective Weighted Sample	1808	862	947	260	353	699	505	233	149	248	361	495	563	353	400	1433	182	167	178
Total	1894	920	974	280	408	730	476	216	144	268	408	551	611	347	382	1603	156	87	48
'3'	33 2%	12 1%	22 2%	6 2%	7 2%	15 2%	5 1%	7 3%	9 6%	5 2%	4 1%	8 1%	8 1%	5 1%	13 3%	25 2%	4 3%	3 3%	2 3%
Plusnet	29 2%	11 1%	17 2%	2 1%	8 2%	9 1%	10 2%	5 2%	2 1%	1 1%	10 2%	10 2%	8 1%	4 1%	6 2%	24 2%	1 1%	3 3%	* 1%
T-Mobile	22 1%	13 1%	9 1%	6 2%	6 1%	8 1%	2 1%	4 2%	2 2%	5 2%	1 *%	4 1%	6 1%	4 1%	8 2%	18 1%	4 3%	- -%	- -%
Vodafone	14 1%	9 1%	5 *%	1 *%	5 1%	7 1%	1 *%	2 1%	1 1%	6 2%	1 *%	2 *%	5 1%	2 *%	5 1%	14 1%	- -%	- -%	- -%
Post Office	13 1%	6 1%	7 1%	3 1%	* *%	5 1%	5 1%	1 1%	2 2%	4 1%	4 1%	2 *%	8 1%	2 1%	* *%	12 1%	- -%	* *%	1 1%
Other	45 2%	24 3%	22 2%	3 1%	11 3%	19 3%	13 3%	5 2%	3 2%	5 2%	7 2%	15 3%	16 3%	8 2%	7 2%	39 2%	5 3%	1 1%	1 1%
Don't know	59 3%	22 2%	38 4%	18 6%	6 2%	16 2%	20 4%	9 4%	5 3%	2 1%	6 2%	17 3%	13 2%	9 3%	20 5%	47 3%	7 4%	4 5%	1 2%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 38

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

Base : Those with access to the internet at home

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2166	1816	350	1210	950	1302	681
Effective Weighted Sample	1808	1526	289	1043	808	1133	596
Total	1894	1635	259	1215	674	1205	641
Virgin Media (NTL/ Telewest/ Blueyonder)	421	410	11	273	147	267	149
	22%	25%	4%	22%	22%	22%	23%
		b					
BT Total Broadband/ BT Yahoo/ BT Openworld	346	264	83	222	122	228	109
	18%	16%	32%	18%	18%	19%	17%
		a					
Sky	301	276	25	207	93	177	114
	16%	17%	9%	17%	14%	15%	18%
		b					
Talk Talk (Carphone Warehouse)	258	227	31	148	109	158	92
	14%	14%	12%	12%	16%	13%	14%
					c		
BT (other/ unspecified)	111	75	37	71	41	87	24
	6%	5%	14%	6%	6%	7%	4%
			a			f	
BT Infinity	72	58	14	45	27	52	12
	4%	4%	5%	4%	4%	4%	2%
						f	
Orange	60	54	6	45	15	38	21
	3%	3%	2%	4%	2%	3%	3%
O2	58	49	9	44	14	25	30
	3%	3%	3%	4%	2%	2%	5%
							e
AOL	51	44	8	34	17	36	14
	3%	3%	3%	3%	3%	3%	2%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 38

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

Base : Those with access to the internet at home

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2166	1816	350	1210	950	1302	681
Effective Weighted Sample	1808	1526	289	1043	808	1133	596
Total	1894	1635	259	1215	674	1205	641
'3'	33	31	2	18	15	15	17
	2%	2%	1%	1%	2%	1%	3%
							e
Plusnet	29	19	9	18	10	21	7
	2%	1%	4%	1%	2%	2%	1%
			a				
T-Mobile	22	20	2	14	8	10	12
	1%	1%	1%	1%	1%	1%	2%
Vodafone	14	14	-	10	4	4	10
	1%	1%	-%	1%	1%	*%	2%
							e
Post Office	13	9	4	9	4	10	2
	1%	1%	2%	1%	1%	1%	*%
Other	45	36	10	29	17	38	7
	2%	2%	4%	2%	2%	3%	1%
						f	
Don't know	59	49	10	29	30	38	20
	3%	3%	4%	2%	5%	3%	3%
					c		

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 39

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QE10 (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

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	1727	834	893	255	328	677	467	163	132	234	365	485	536	346	356	1288	140	150	149
Effective Weighted Sample	1445	693	754	212	275	584	381	137	107	189	315	415	449	289	297	1152	135	136	145
Total	1516	746	770	229	315	610	362	122	102	202	355	464	494	270	285	1289	116	71	39
1	124 8%	42 6%	82 11% a	12 5%	40 13% ce	36 6%	35 10% e	36 30% hij	13 12% j	15 7% j	7 2%	18 4%	40 8% k	22 8% k	43 15% klm	106 8%	5 5%	7 10%	6 14% op
2	889 59%	435 58%	454 59%	63 27%	206 65% c	367 60% c	254 70% ce	55 45%	67 66% g	130 64% g	230 65% g	300 65% n	289 59% n	157 58% n	141 49%	749 58% r	81 70% oqr	42 58% r	18 46%
3	236 16%	128 17%	109 14%	61 27% def	32 10%	105 17% df	38 10%	15 12%	10 10%	30 15%	52 15%	69 15%	66 13%	50 19%	51 18%	204 16%	15 13%	8 11%	10 25% opq
4	179 12%	96 13%	83 11%	65 28% def	22 7%	69 11% df	23 6%	13 10%	8 8%	17 9%	44 12%	57 12%	65 13%	24 9%	32 11%	154 12%	14 12%	8 11%	4 9%
5 or more	75 5%	43 6%	32 4%	26 12% def	12 4%	26 4%	10 3%	2 1%	1 1%	9 5%	21 6% g	17 4%	28 6%	16 6%	13 5%	67 5% p	1 1%	5 6% p	2 6% p
Don't know	13 1%	2 *% a	10 1% a	2 1%	2 1%	6 1%	3 1%	3 2% j	2 2% j	2 1%	1 *%	2 *% a	4 1%	2 1%	5 2%	10 1%	- -%	2 3% opr	- -%
Mean number of people	2.7	3.0 b	2.4	3.4 def	2.6	2.6	2.5	2.1	2.3	3.1 g	2.8 gh	2.8	2.8	2.7	2.4	2.7	2.3	3.1	2.5
Standard deviation	3.48	4.07	2.76	2.93	3.87	2.87	4.23	2.65	2.87	5.47	2.44	4.05	3.61	3.28	2.20	3.52	.84	5.60	1.13
Standard error	.08	.14	.09	.18	.21	.11	.20	.21	.25	.36	.13	.18	.16	.18	.12	.10	.07	.46	.09
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 39

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QE10 (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

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	1727	1435	292	994	727	1046	532
Effective Weighted Sample	1445	1210	242	858	618	913	467
Total	1516	1302	214	995	516	975	502
1	124	107	17	61	63	78	40
	8%	8%	8%	6%	12%	8%	8%
				c			
2	889	765	125	615	273	593	278
	59%	59%	58%	62%	53%	61%	55%
				d			
3	236	210	26	148	85	138	89
	16%	16%	12%	15%	17%	14%	18%
4	179	149	30	123	55	115	60
	12%	11%	14%	12%	11%	12%	12%
5 or more	75	64	11	42	34	42	31
	5%	5%	5%	4%	7%	4%	6%
				c			
Don't know	13	7	5	7	6	9	4
	1%	1%	2%	1%	1%	1%	1%
			a				
Mean number of people	2.7	2.7	2.8	2.7	2.7	2.6	2.8
Standard deviation	3.48	3.15	5.03	3.16	4.03	3.38	3.77
Standard error	.08	.08	.29	.10	.15	.10	.16

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 40

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

QE11 (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

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	~q	~r
Unweighted total	277	130	147	45	72	116	44	27	27	36	73	89	78	57	53	208	27	26	16
Effective Weighted Sample	235	110	125	38	61	101	37	20	23	30	63	78	64	47	47	185	26	24	16
Total	248	117	131	42	72	103	31	22	25	33	71	81	73	46	47	208	23	13	4
1	46	14	31	**	**	19	**	**	**	**	**	**	**	**	**	40	**	**	**
	18%	12%	24%	**	**	18%	**	**	**	**	**	**	**	**	**	19%	**	**	**
			a																
2	121	64	58	**	**	46	**	**	**	**	**	**	**	**	**	98	**	**	**
	49%	54%	44%	**	**	45%	**	**	**	**	**	**	**	**	**	47%	**	**	**
3	31	11	20	**	**	17	**	**	**	**	**	**	**	**	**	27	**	**	**
	13%	10%	15%	**	**	16%	**	**	**	**	**	**	**	**	**	13%	**	**	**
4	25	15	10	**	**	9	**	**	**	**	**	**	**	**	**	22	**	**	**
	10%	13%	8%	**	**	9%	**	**	**	**	**	**	**	**	**	11%	**	**	**
5 or more	8	4	4	**	**	4	**	**	**	**	**	**	**	**	**	8	**	**	**
	3%	4%	3%	**	**	4%	**	**	**	**	**	**	**	**	**	4%	**	**	**
Don't know	16	9	8	**	**	8	**	**	**	**	**	**	**	**	**	14	**	**	**
	6%	7%	6%	**	**	8%	**	**	**	**	**	**	**	**	**	7%	**	**	**
Mean number of people	2.1	2.2	2.1	**	**	2.1	**	**	**	**	**	**	**	**	**	2.2	**	**	**
Standard deviation	1.16	1.18	1.15	**	**	1.23	**	**	**	**	**	**	**	**	**	1.20	**	**	**
Standard error	.07	.10	.09	**	**	.11	**	**	**	**	**	**	**	**	**	.08	**	**	**
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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QE11 (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

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	~b	c	~d	e	~f
Unweighted total	277	238	39	185	92	170	91
Effective Weighted Sample	235	201	34	160	79	151	77
Total	248	215	33	183	65	160	84
1	46	42	**	29	**	27	**
	18%	20%	**	16%	**	17%	**
2	121	103	**	95	**	80	**
	49%	48%	**	52%	**	50%	**
3	31	26	**	23	**	20	**
	13%	12%	**	13%	**	13%	**
4	25	22	**	17	**	20	**
	10%	10%	**	9%	**	12%	**
5 or more	8	8	**	7	**	3	**
	3%	4%	**	4%	**	2%	**
Don't know	16	13	**	13	**	9	**
	6%	6%	**	7%	**	6%	**
Mean number of people	2.1	2.1	**	2.1	**	2.2	**
Standard deviation	1.16	1.19	**	1.15	**	1.13	**
Standard error	.07	.08	**	.08	**	.09	**
Columns Tested: a,b - c,d - e,f							

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 41

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QE12 (QE24). SHOWCARD How likely are you to get internet access at home in the next 12 months? (SINGLE CODE)

Base : Those without internet access at home

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	e	f	g	~h	~i	~j	~k	l	m	n	o	~p	~q	~r
Unweighted total	708	315	393	44	51	113	500	275	85	41	12	61	134	143	368	478	75	74	81
Effective Weighted Sample	557	248	309	34	43	90	402	217	66	34	10	45	104	111	297	407	68	64	76
Total	448	201	247	36	43	83	286	169	52	29	11	37	83	82	245	355	50	27	17
Certain to	12	4	8	**	**	3	1	3	**	**	**	**	3	4	3	10	**	**	**
	3%	2%	3%	**	**	4%	1%	2%	**	**	**	**	3%	5%	1%	3%	**	**	**
						f								n					
Very likely	12	5	6	**	**	4	4	2	**	**	**	**	2	2	3	11	**	**	**
	3%	3%	3%	**	**	4%	1%	1%	**	**	**	**	2%	2%	1%	3%	**	**	**
Likely	41	16	25	**	**	11	8	12	**	**	**	**	9	8	20	37	**	**	**
	9%	8%	10%	**	**	13%	3%	7%	**	**	**	**	11%	9%	8%	10%	**	**	**
						f													
Unlikely	40	20	20	**	**	10	19	16	**	**	**	**	9	8	22	33	**	**	**
	9%	10%	8%	**	**	12%	7%	10%	**	**	**	**	11%	10%	9%	9%	**	**	**
Very unlikely	88	44	44	**	**	13	64	38	**	**	**	**	21	12	51	70	**	**	**
	20%	22%	18%	**	**	15%	22%	23%	**	**	**	**	25%	14%	21%	20%	**	**	**
Certain not to	203	87	115	**	**	31	164	81	**	**	**	**	28	40	115	157	**	**	**
	45%	43%	47%	**	**	37%	57%	48%	**	**	**	**	34%	48%	47%	44%	**	**	**
						e								l	l				
Don't know	52	24	28	**	**	12	26	16	**	**	**	**	11	9	29	38	**	**	**
	12%	12%	11%	**	**	15%	9%	10%	**	**	**	**	13%	11%	12%	11%	**	**	**

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 41

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QE12 (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

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	708	595	113	114	590	358	269
Effective Weighted Sample	557	473	88	92	476	294	229
Total	448	391	57	100	346	234	198
Certain to	12	11	1	7	5	7	5
	3%	3%	2%	7% d	1%	3%	2%
Very likely	12	10	2	6	6	7	5
	3%	3%	3%	6% d	2%	3%	2%
Likely	41	35	6	20	21	22	17
	9%	9%	10%	20% d	6%	10%	9%
Unlikely	40	37	4	14	26	20	19
	9%	9%	7%	15% d	8%	9%	10%
Very unlikely	88	80	8	13	75	35	50
	20%	20%	15%	13%	22%	15%	26% e
Certain not to	203	172	31	25	176	109	84
	45%	44%	54%	25%	51% c	47%	42%
Don't know	52	46	5	14	36	33	18
	12%	12%	10%	14%	11%	14%	9%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 42

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

QE13A (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

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	~e	f	g	~h	~i	~j	~k	l	m	n	o	~p	~q	~r
Unweighted total	551	249	302	21	18	75	437	231	63	25	3	42	101	112	294	366	59	58	68
Effective Weighted Sample	432	193	240	15	15	58	352	181	47	20	3	32	77	87	236	312	54	50	64
Total	331	152	180	15	16	54	247	136	37	16	3	23	58	60	189	259	38	21	14
No need	172	78	95	**	**	**	143	67	**	**	**	**	33	35	91	135	**	**	**
	52%	51%	53%	**	**	**	58%	50%	**	**	**	**	57%	58%	48%	52%	**	**	**
Don't want a computer	106	48	57	**	**	**	91	42	**	**	**	**	19	25	53	80	**	**	**
	32%	32%	32%	**	**	**	37%	31%	**	**	**	**	33%	41%	28%	31%	**	**	**
														n					
Don't know how you use computers	86	38	48	**	**	**	75	43	**	**	**	**	13	19	49	61	**	**	**
	26%	25%	27%	**	**	**	30%	32%	**	**	**	**	21%	31%	26%	23%	**	**	**
Too old to use the internet	84	34	50	**	**	**	83	29	**	**	**	**	17	17	42	70	**	**	**
	25%	22%	28%	**	**	**	33%	21%	**	**	**	**	28%	29%	22%	27%	**	**	**
Too expensive to set up	68	32	36	**	**	**	29	28	**	**	**	**	7	8	51	52	**	**	**
	21%	21%	20%	**	**	**	12%	20%	**	**	**	**	12%	14%	27%	20%	**	**	**
														lm					
Computer is too expensive to buy	47	22	25	**	**	**	28	16	**	**	**	**	10	6	29	34	**	**	**
	14%	15%	14%	**	**	**	11%	12%	**	**	**	**	17%	10%	15%	13%	**	**	**
Charges are too expensive	32	14	17	**	**	**	13	15	**	**	**	**	5	2	24	25	**	**	**
	10%	9%	10%	**	**	**	5%	11%	**	**	**	**	9%	3%	12%	9%	**	**	**
														m					
Friends/ family member checks things on the internet for me	28	9	19	**	**	**	23	10	**	**	**	**	7	3	16	21	**	**	**
	8%	6%	11%	**	**	**	9%	7%	**	**	**	**	13%	6%	9%	8%	**	**	**
Concerned about security/ fraud	19	11	8	**	**	**	17	1	**	**	**	**	5	2	12	18	**	**	**
	6%	7%	5%	**	**	**	7%	1%	**	**	**	**	8%	3%	6%	7%	**	**	**

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 42

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QE13A (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

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	~e	f	g	~h	~i	~j	~k	l	m	n	o	~p	~q	~r
Unweighted total	551	249	302	21	18	75	437	231	63	25	3	42	101	112	294	366	59	58	68
Effective Weighted Sample	432	193	240	15	15	58	352	181	47	20	3	32	77	87	236	312	54	50	64
Total	331	152	180	15	16	54	247	136	37	16	3	23	58	60	189	259	38	21	14
Worries/ concerns about privacy issues	18 5%	9 6%	9 5%	** **	** **	** **	17 7%	1 1%	** **	** **	** **	** **	5 8%	2 4%	9 5%	17 7%	** **	** **	** **
Don't have a phone line	16 5%	9 6%	8 4%	** **	** **	** **	6 3%	10 8%	** **	** **	** **	** **	- -%	2 3%	14 8% l	13 5%	** **	** **	** **
Satisfied with using the internet elsewhere	8 2%	6 4% b	1 1%	** **	** **	** **	1 *%	3 2%	** **	** **	** **	** **	1 3%	3 5%	3 2%	6 2%	** **	** **	** **
Satisfied with using the internet at work	7 2%	2 2%	4 2%	** **	** **	** **	1 1%	5 3%	** **	** **	** **	** **	* *%	1 1%	6 3%	6 2%	** **	** **	** **
Other	20 6%	11 7%	9 5%	** **	** **	** **	11 4%	11 8%	** **	** **	** **	** **	7 13% n	3 4%	8 4%	12 4%	** **	** **	** **
ANY INVOLUNTARY REASONS	222 67%	101 66%	122 68%	** **	** **	** **	161 65%	91 67%	** **	** **	** **	** **	32 54%	39 66%	136 72% l	172 66%	** **	** **	** **
ANY VOLUNTARY REASONS	242 73%	108 71%	134 75%	** **	** **	** **	195 79%	93 68%	** **	** **	** **	** **	45 77%	49 82% n	131 69%	189 73%	** **	** **	** **
ONLY VOLUNTARY REASONS	102 31%	46 30%	56 31%	** **	** **	** **	82 33%	40 30%	** **	** **	** **	** **	25 43% n	19 31%	50 26%	83 32%	** **	** **	** **
Don't know	2 1%	2 1%	* *%	** **	** **	** **	* *%	* *%	** **	** **	** **	** **	- -%	2 3% n	* *%	2 1%	** **	** **	** **

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

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QE13A (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

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	~b	~c	d	e	f
Unweighted total	551	462	89	65	484	268	215
Effective Weighted Sample	432	366	69	50	389	223	182
Total	331	288	43	52	277	164	153
No need	172	142	**	**	139	95	66
	52%	49%	**	**	50%	58%	43%
						f	
Don't want a computer	106	87	**	**	94	51	50
	32%	30%	**	**	34%	31%	33%
Don't know how you use computers	86	68	**	**	80	36	47
	26%	24%	**	**	29%	22%	31%
							e
Too old to use the internet	84	72	**	**	76	45	37
	25%	25%	**	**	27%	27%	24%
Too expensive to set up	68	61	**	**	53	34	33
	21%	21%	**	**	19%	21%	22%
Computer is too expensive to buy	47	43	**	**	37	17	29
	14%	15%	**	**	13%	10%	19%
							e
Charges are too expensive	32	29	**	**	24	15	15
	10%	10%	**	**	9%	9%	10%
Friends/ family member checks things on the internet for me	28	22	**	**	21	11	16
	8%	8%	**	**	8%	7%	10%
Concerned about security/ fraud	19	18	**	**	14	4	15
	6%	6%	**	**	5%	2%	10%
							e

Columns Tested: a,b - c,d - e,f

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QE13A (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

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	~b	~c	d	e	f
Unweighted total	551	462	89	65	484	268	215
Effective Weighted Sample	432	366	69	50	389	223	182
Total	331	288	43	52	277	164	153
Worries/ concerns about privacy issues	18	18	**	**	14	4	13
	5%	6%	**	**	5%	3%	9%
							e
Don't have a phone line	16	15	**	**	14	11	5
	5%	5%	**	**	5%	7%	3%
Satisfied with using the internet elsewhere	8	8	**	**	6	5	3
	2%	3%	**	**	2%	3%	2%
Satisfied with using the internet at work	7	7	**	**	3	1	6
	2%	2%	**	**	1%	*%	4%
							e
Other	20	16	**	**	14	13	5
	6%	6%	**	**	5%	8%	4%
ANY INVOLUNTARY REASONS	222	195	**	**	190	108	108
	67%	68%	**	**	69%	66%	70%
ANY VOLUNTARY REASONS	242	207	**	**	201	119	111
	73%	72%	**	**	73%	73%	72%
ONLY VOLUNTARY REASONS	102	86	**	**	82	53	42
	31%	30%	**	**	30%	32%	27%
Don't know	2	2	**	**	*	1	1
	1%	1%	**	**	*%	1%	*%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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QE13B (QE25B). And, which one of these reasons is your MAIN reason for not getting internet access at home? (SINGLE CODE) UNPROMPTED

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

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	~e	f	g	~h	~i	~j	~k	l	m	n	o	~p	~q	~r
Unweighted total	551	249	302	21	18	75	437	231	63	25	3	42	101	112	294	366	59	58	68
Effective Weighted Sample	432	193	240	15	15	58	352	181	47	20	3	32	77	87	236	312	54	50	64
Total	331	152	180	15	16	54	247	136	37	16	3	23	58	60	189	259	38	21	14
No need	101	45	55	**	**	**	88	34	**	**	**	**	19	22	52	81	**	**	**
	30%	30%	31%	**	**	**	36%	25%	**	**	**	**	33%	36%	27%	31%	**	**	**
Don't want a computer	54	29	25	**	**	**	44	27	**	**	**	**	13	10	25	44	**	**	**
	16%	19%	14%	**	**	**	18%	20%	**	**	**	**	22%	17%	13%	17%	**	**	**
Too old to use the internet	47	19	28	**	**	**	46	14	**	**	**	**	7	10	25	40	**	**	**
	14%	12%	16%	**	**	**	18%	11%	**	**	**	**	12%	16%	13%	15%	**	**	**
Don't know how you use computers	41	19	22	**	**	**	36	20	**	**	**	**	9	7	22	27	**	**	**
	12%	12%	12%	**	**	**	14%	15%	**	**	**	**	15%	12%	12%	10%	**	**	**
Too expensive to set up	26	14	11	**	**	**	7	12	**	**	**	**	2	1	22	19	**	**	**
	8%	9%	6%	**	**	**	3%	8%	**	**	**	**	4%	2%	12% lm	7%	**	**	**
Computer is too expensive to buy	15	4	11	**	**	**	6	8	**	**	**	**	2	1	12	11	**	**	**
	5%	3%	6%	**	**	**	3%	6%	**	**	**	**	3%	2%	7%	4%	**	**	**
Charges are too expensive	8	4	4	**	**	**	1	5	**	**	**	**	2	*	7	6	**	**	**
	3%	3%	2%	**	**	**	*%	3%	**	**	**	**	3%	*%	3%	2%	**	**	**
Satisfied with using the internet at work	7	2	4	**	**	**	1	5	**	**	**	**	*	1	6	6	**	**	**
	2%	2%	2%	**	**	**	1%	3%	**	**	**	**	*%	1%	3%	2%	**	**	**
Satisfied with using the internet elsewhere	6	5	1	**	**	**	1	2	**	**	**	**	1	3	2	4	**	**	**
	2%	3%	1%	**	**	**	*%	1%	**	**	**	**	3%	5% n	1%	2%	**	**	**

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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QE13B (QE25B). And, which one of these reasons is your MAIN reason for not getting internet access at home? (SINGLE CODE) UNPROMPTED

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

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	~e	f	g	~h	~i	~j	~k	l	m	n	o	~p	~q	~r
Unweighted total	551	249	302	21	18	75	437	231	63	25	3	42	101	112	294	366	59	58	68
Effective Weighted Sample	432	193	240	15	15	58	352	181	47	20	3	32	77	87	236	312	54	50	64
Total	331	152	180	15	16	54	247	136	37	16	3	23	58	60	189	259	38	21	14
Friends/family member checks things on the internet for me	6 2%	2 1%	4 2%	** **	** **	** **	5 2%	1 1%	** **	** **	** **	** **	* *%	1 3%	4 2%	6 2%	** **	** **	** **
Concerned about security/ fraud	4 1%	1 1%	3 2%	** **	** **	** **	4 2%	- -%	** **	** **	** **	** **	- -%	- -%	4 2%	4 2%	** **	** **	** **
Don't have a phone line	3 1%	* *%	3 2%	** **	** **	** **	* *%	2 1%	** **	** **	** **	** **	- -%	- -%	3 2%	3 1%	** **	** **	** **
Worries/ concerns about privacy issues	2 1%	- -%	2 1%	** **	** **	** **	2 1%	* *%	** **	** **	** **	** **	- -%	- -%	- -%	1 *%	** **	** **	** **
Other	10 3%	5 3%	5 3%	** **	** **	** **	6 3%	6 4%	** **	** **	** **	** **	3 5%	1 2%	5 2%	6 2%	** **	** **	** **
ANY INVOLUNTARY REASONS	146 44%	61 40%	85 47%	** **	** **	** **	101 41%	61 45%	** **	** **	** **	** **	22 37%	20 33%	95 50% lm	110 43%	** **	** **	** **
ANY VOLUNTARY REASONS	173 52%	84 55%	90 50%	** **	** **	** **	139 56%	69 51%	** **	** **	** **	** **	34 58%	37 62% n	89 47%	141 54%	** **	** **	** **
Don't know	2 1%	2 1%	* *%	** **	** **	** **	* *%	* *%	** **	** **	** **	** **	- -%	2 3% n	* *%	2 1%	** **	** **	** **

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

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QE13B (QE25B). And, which one of these reasons is your MAIN reason for not getting internet access at home? (SINGLE CODE) UNPROMPTED

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

	Total	URBANITY		WORKING		DEPRIVATION LEVEL	
		URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	~b	~c	d	e	f
Unweighted total	551	462	89	65	484	268	215
Effective Weighted Sample	432	366	69	50	389	223	182
Total	331	288	43	52	277	164	153
No need	101	82	**	**	82	54	41
	30%	29%	**	**	30%	33%	27%
Don't want a computer	54	46	**	**	47	30	22
	16%	16%	**	**	17%	18%	15%
Too old to use the internet	47	41	**	**	43	30	16
	14%	14%	**	**	16%	18%	10%
						f	
Don't know how you use computers	41	33	**	**	38	15	24
	12%	12%	**	**	14%	9%	16%
							e
Too expensive to set up	26	24	**	**	22	13	12
	8%	8%	**	**	8%	8%	8%
Computer is too expensive to buy	15	15	**	**	11	5	11
	5%	5%	**	**	4%	3%	7%
							e
Charges are too expensive	8	7	**	**	7	2	6
	3%	3%	**	**	3%	1%	4%
Satisfied with using the internet at work	7	7	**	**	3	1	6
	2%	2%	**	**	1%	*%	4%
							e
Satisfied with using the internet elsewhere	6	6	**	**	4	3	3
	2%	2%	**	**	1%	2%	2%

Columns Tested: a,b - c,d - e,f

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QE13B (QE25B). And, which one of these reasons is your MAIN reason for not getting internet access at home? (SINGLE CODE) UNPROMPTED

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

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	~b	~c	d	e	f
Significance Level: 95%							
Unweighted total	551	462	89	65	484	268	215
Effective Weighted Sample	432	366	69	50	389	223	182
Total	331	288	43	52	277	164	153
Friends/family member checks things on the internet for me	6 2%	6 2%	** **	** **	5 2%	- -%	6 4% e
Concerned about security/ fraud	4 1%	4 1%	** **	** **	4 1%	1 1%	3 2%
Don't have a phone line	3 1%	3 1%	** **	** **	2 1%	3 2%	- -%
Worries/ concerns about privacy issues	2 1%	2 1%	** **	** **	2 1%	1 1%	* *%
Other	10 3%	9 3%	** **	** **	7 3%	6 4%	3 2%
ANY INVOLUNTARY REASONS	146 44%	130 45%	** **	** **	129 46%	70 42%	72 47%
ANY VOLUNTARY REASONS	173 52%	147 51%	** **	** **	140 51%	88 53%	77 50%
Don't know	2 1%	2 1%	** **	** **	* *%	1 1%	1 *%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 44

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

QE14 (QE22). SHOWCARD Thinking about personal computers or PCs, do you ever have/ think you might have difficulties doing any of the following? (MULTICODE)

Base : All respondents

		GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Using the mouse	66 3%	27 2%	39 3%	1 *%	3 1%	13 2%	48 6% cde	23 6% ij	9 5% ij	4 1%	3 1%	12 2%	12 2%	9 2%	32 5% klm	54 3%	7 3%	3 2%	2 4%
Using the keyboard	61 3%	33 3%	29 2%	4 1%	3 1%	8 1%	46 6% cde	17 4% ij	9 5% ij	4 1%	4 1%	14 2%	10 1%	9 2%	27 4% lm	47 2%	9 4%	3 2%	3 4%
Seeing the monitor display	36 2%	17 2%	18 1%	1 *%	1 *%	6 1%	28 4% cde	10 3% ij	5 2%	1 *%	3 1%	7 1%	7 1%	4 1%	18 3% lm	26 1%	5 3%	2 2%	2 2%
Seeing the letters and symbols on the keyboard	34 1%	15 1%	19 2%	- -%	- -%	5 1%	30 4% cde	9 2% j	5 3% ij	1 *%	- -%	6 1%	7 1%	5 1%	16 2% l	28 1%	3 1%	2 2%	1 2%
Any other difficulties	42 2%	16 1%	26 2%	3 1%	6 1%	16 2%	17 2%	7 2% j	1 1%	7 2% j	1 *%	13 2%	11 2%	6 1%	11 2%	35 2% r	5 3% r	1 1%	- -%
No, none	2069 88%	1006 89%	1063 87%	307 97% ef	433 96% f	759 93% f	570 74% cde	303 78%	163 84%	278 93% gh	400 95% gh	543 92% n	636 91% n	382 89% n	505 80%	1746 89% pq	170 83%	97 84%	56 87%
Don't know	145 6%	64 6%	81 7%	2 *%	6 1%	19 2% c	119 15% cde	47 12% ij	19 10% ij	5 2%	11 3%	17 3%	31 4%	29 7% k	68 11% klm	110 6%	17 8%	13 11% o	5 8%
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 44

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

QE14 (QE22). SHOWCARD Thinking about personal computers or PCs, do you ever have/ think you might have difficulties doing any of the following? (MULTICODE)

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Using the mouse	66 3%	57 3%	9 3%	14 1%	51 5% c	31 2%	33 4% e
Using the keyboard	61 3%	52 3%	9 3%	16 1%	45 4% c	33 2%	25 3%
Seeing the monitor display	36 2%	31 2%	5 2%	5 *%	30 3% c	20 1%	14 2%
Seeing the letters and symbols on the keyboard	34 1%	29 1%	5 2%	5 *%	29 3% c	18 1%	14 2%
Any other difficulties	42 2%	35 2%	7 2%	24 2%	18 2%	33 2%	9 1%
No, none	2069 88%	1794 88%	276 87%	1239 94% d	825 80%	1282 88%	731 87%
Don't know	145 6%	121 6%	25 8%	28 2%	115 11% c	84 6%	56 7%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 45

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

QE15 (QE29). Before now, were you aware that you could make voice calls using the internet? (SINGLE CODE)

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Yes	1846	914	932	283	397	688	477	234	136	254	391	530	585	327	400	1565	145	90	46
	78%	81%	76%	89%	88%	84%	62%	60%	69%	85%	93%	90%	84%	76%	63%	79%	71%	78%	70%
		b		ef	f	f			g	gh	ghi	lmn	mn	n		pr			
No	477	200	276	30	49	120	278	145	59	44	23	58	105	98	215	378	56	25	18
	20%	18%	23%	10%	11%	15%	36%	37%	30%	15%	6%	10%	15%	23%	34%	19%	28%	21%	27%
			a			c	cde	ij	ij	j			k	kl	klm		o		o
Don't know	32	15	18	3	5	7	17	11	1	1	5	3	7	6	16	26	3	1	2
	1%	1%	1%	1%	1%	1%	2%	3%	1%	1%	1%	1%	1%	1%	3%	1%	2%	1%	3%
							e	i		*		*			kl				

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 45

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QE15 (QE29). Before now, were you aware that you could make voice calls using the internet? (SINGLE CODE)

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Yes	1846	1596	250	1157	685	1177	624
	78%	78%	79%	88%	67%	81%	74%
				d		f	
No	477	412	65	149	323	255	204
	20%	20%	20%	11%	31%	18%	24%
				c			e
Don't know	32	29	3	10	21	17	14
	1%	1%	1%	1%	2%	1%	2%
				c			

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 46

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QE16 (QE30). EXPLAIN THAT PHONE CALLS CAN BE MADE USING THE INTERNET USING SERVICES SUCH AS SKYPE. 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

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Yes & currently using	684	347	337	130	175	258	121	57	46	85	164	252	224	100	106	611	32	29	12
	29%	31%	27%	41%	39%	32%	16%	15%	23%	28%	39%	43%	32%	23%	17%	31%	15%	25%	18%
				ef	ef	f			g	g	ghi	lmn	mn	n		pr		p	
Yes but stopped using	129	65	65	19	33	46	31	22	10	17	32	48	34	27	20	112	12	4	1
	5%	6%	5%	6%	7%	6%	4%	6%	5%	6%	8%	8%	5%	6%	3%	6%	6%	3%	2%
					f							ln		n		r	r		
No never used	1502	695	807	164	236	506	596	297	139	192	220	285	429	296	488	1210	160	82	50
	64%	62%	66%	52%	52%	62%	77%	76%	71%	64%	52%	48%	62%	69%	77%	61%	78%	70%	77%
			a			cd	cde	ij	j	j			k	kl	klm		oq	o	o
Don't know	40	22	18	3	7	6	24	13	1	5	4	5	10	8	17	36	1	1	2
	2%	2%	1%	1%	2%	1%	3%	3%	1%	2%	1%	1%	1%	2%	3%	2%	1%	1%	3%
							e	hj							k				p

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 46

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QE16 (QE30). EXPLAIN THAT PHONE CALLS CAN BE MADE USING THE INTERNET USING SERVICES SUCH AS SKYPE. 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

	Total	URBANITY		WORKING		DEPRIVATION LEVEL	
		URBAN a	RURAL b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%							
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Yes & currently using	684 29%	591 29%	92 29%	470 36% d	212 21%	430 30%	242 29%
Yes but stopped using	129 5%	110 5%	20 6%	84 6% d	46 4%	97 7% f	31 4%
No never used	1502 64%	1302 64%	200 63%	749 57%	746 73% c	901 62%	551 65%
Don't know	40 2%	34 2%	6 2%	14 1%	25 2% c	21 1%	17 2%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 47

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QE17 (QE31). SHOWCARD Which supplier does/ did your household use to make voice calls using the internet? (MULTI CODE)

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

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	~g	~h	i	j	k	l	m	n	o	~p	~q	~r
Unweighted total	863	420	443	154	200	318	191	98	66	108	192	294	274	149	144	696	51	67	49
Effective Weighted Sample	737	360	378	130	173	279	158	81	55	92	166	258	233	126	120	625	49	61	48
Total	813	412	401	149	208	304	152	79	56	102	196	301	258	127	125	723	44	33	13
Skype	726 89%	359 87%	367 91%	139 94% d	180 86%	268 88%	138 91%	** **	** **	86 85%	170 87%	267 89%	235 91%	110 87%	113 90%	643 89%	** **	** **	** **
MSN Messenger	43 5%	26 6%	17 4%	15 10% ef	12 6% f	13 4%	2 1%	** **	** **	7 7%	9 5%	15 5%	16 6%	6 5%	5 4%	41 6%	** **	** **	** **
BT Broadband voice/Home Hub	20 2%	16 4% b	3 1%	- -%	11 5% ce	5 2%	3 2%	** **	** **	3 3%	10 5%	10 3%	5 2%	4 3%	2 1%	19 3%	** **	** **	** **
BT Communicator	9 1%	6 1%	4 1%	- -%	2 1%	5 2%	2 1%	** **	** **	- -%	7 4%	7 2%	1 1%	- -%	1 1%	9 1%	** **	** **	** **
Voipfone	9 1%	9 2% b	- -%	- -%	4 2%	6 2%	- -%	** **	** **	5 5%	3 2%	6 2%	2 1%	- -%	2 1%	8 1%	** **	** **	** **
Vonage	7 1%	1 *%	6 2%	- -%	2 1%	4 1%	1 1%	** **	** **	1 1%	1 1%	3 1%	2 1%	1 1%	1 1%	6 1%	** **	** **	** **
Other	43 5%	27 7%	15 4%	9 6%	8 4%	20 7%	5 4%	** **	** **	2 2%	16 8% i	15 5%	12 5%	9 7%	5 4%	34 5%	** **	** **	** **
Don't know	8 1%	4 1%	4 1%	1 *%	2 1%	2 1%	3 2%	** **	** **	1 1%	- -%	2 1%	4 1%	2 2%	1 1%	8 1%	** **	** **	** **

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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QE17 (QE31). SHOWCARD Which supplier does/ did your household use to make voice calls using the internet? (MULTI CODE)

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

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	863	724	139	522	338	544	270
Effective Weighted Sample	737	620	120	461	288	481	236
Total	813	701	112	553	258	527	273
Skype	726 89%	623 89%	102 91%	490 89%	235 91%	472 90%	242 88%
MSN Messenger	43 5%	39 6%	4 4%	32 6%	11 4%	24 5%	17 6%
BT Broadband voice/Home Hub	20 2%	14 2%	6 5%	14 3%	6 2%	13 2%	7 2%
BT Communicator	9 1%	7 1%	2 2%	8 2%	1 *	7 1%	2 1%
Voipfone	9 1%	5 1%	4 4% a	9 2% d	- -%	6 1%	3 1%
Vonage	7 1%	7 1%	- -%	4 1%	4 1%	4 1%	3 1%
Other	43 5%	38 5%	5 4%	32 6%	10 4%	29 6%	12 5%
Don't know	8 1%	8 1%	- -%	3 1%	5 2%	6 1%	3 1%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 48

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QE18 (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 internet voice services at home

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	~g	~h	i	j	k	l	m	n	o	~p	~q	~r
Unweighted total	863	420	443	154	200	318	191	98	66	108	192	294	274	149	144	696	51	67	49
Effective Weighted Sample	737	360	378	130	173	279	158	81	55	92	166	258	233	126	120	625	49	61	48
Total	813	412	401	149	208	304	152	79	56	102	196	301	258	127	125	723	44	33	13
Laptop	521 64%	261 63%	259 65%	108 72% df	125 60%	198 65%	90 59%	** **	** **	58 57%	132 67%	201 67%	172 67%	72 57%	75 60%	465 64%	** **	** **	** **
Desktop PC	290 36%	159 39%	131 33%	41 27%	70 34%	109 36%	70 46% cde	** **	** **	40 39%	68 35%	104 35%	96 37%	43 34%	47 38%	257 36%	** **	** **	** **
Smartphone	80 10%	43 10%	37 9%	22 15% f	25 12% f	30 10% f	2 1%	** **	** **	14 14%	23 12%	25 8%	31 12%	11 9%	12 9%	72 10%	** **	** **	** **
Tablet computer (e.g. iPad)	48 6%	25 6%	23 6%	8 5%	13 6%	19 6%	8 5%	** **	** **	6 6%	14 7%	18 6%	14 6%	9 7%	6 5%	41 6%	** **	** **	** **
Netbook	17 2%	5 1%	12 3%	1 1%	12 6% ce	- -%	4 3% e	** **	** **	2 2%	5 3%	8 3%	2 1%	7 6% ln	- -%	17 2%	** **	** **	** **
Standard landline phone	6 1%	5 1%	1 *%	- -%	2 1%	3 1%	1 *%	** **	** **	- -%	2 1%	4 1%	1 *%	- -%	1 1%	4 1%	** **	** **	** **
Dedicated handset	4 1%	3 1%	2 *%	- -%	- -%	3 1%	1 1%	** **	** **	1 *%	- -%	2 1%	- -%	1 *%	1 1%	3 *%	** **	** **	** **
Other	11 1%	8 2%	4 1%	5 4% ef	6 3% e	- -%	* *%	** **	** **	- -%	1 1%	3 1%	1 *%	2 1%	5 4% kl	11 2%	** **	** **	** **
Don't know	16 2%	7 2%	10 2%	- -%	8 4% c	5 2%	4 2%	** **	** **	4 4% j	1 1%	4 1%	6 2%	3 3%	3 2%	14 2%	** **	** **	** **

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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QE18 (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 internet voice services at home

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	863	724	139	522	338	544	270
Effective Weighted Sample	737	620	120	461	288	481	236
Total	813	701	112	553	258	527	273
Laptop	521 64%	445 63%	76 68%	356 64%	165 64%	345 65%	165 61%
Desktop PC	290 36%	253 36%	37 33%	195 35%	95 37%	175 33%	112 41% e
Smartphone	80 10%	67 10%	13 11%	62 11% d	17 7%	50 9%	28 10%
Tablet computer (e.g. iPad)	48 6%	40 6%	8 7%	36 6%	12 5%	35 7%	12 4%
Netbook	17 2%	14 2%	3 3%	13 2%	4 2%	14 3%	3 1%
Standard landline phone	6 1%	3 *%	3 2% a	6 1%	- -%	6 1%	- -%
Dedicated handset	4 1%	3 *%	1 1%	3 1%	1 *%	3 1%	1 *%
Other	11 1%	10 1%	1 1%	6 1%	5 2%	6 1%	6 2%
Don't know	16 2%	15 2%	1 1%	9 2%	6 2%	9 2%	7 3%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 49

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QE19 (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 internet voice services at home

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-54 e	55+ f	UNDER £11.5K ~g	£11.5K- £17.5K ~h	£17.5K- £29.9K i	£30K+ j	AB k	C1 l	C2 m	DE n	ENG LAND o	SCOT LAND ~p	WALES ~q	NI ~r
Significance Level: 95%																			
Unweighted total	863	420	443	154	200	318	191	98	66	108	192	294	274	149	144	696	51	67	49
Effective Weighted Sample	737	360	378	130	173	279	158	81	55	92	166	258	233	126	120	625	49	61	48
Total	813	412	401	149	208	304	152	79	56	102	196	301	258	127	125	723	44	33	13
Yes, pay for any elements	52	28	24	9	18	14	10	**	**	4	13	21	18	9	4	45	**	**	**
	6%	7%	6%	6%	9%	5%	7%	**	**	4%	7%	7%	7%	7%	3%	6%	**	**	**
No, do not pay for any elements	708	360	347	121	175	280	132	**	**	91	178	266	221	105	114	632	**	**	**
	87%	87%	87%	81%	84%	92% cd	87%	**	**	90%	91%	88%	85%	83%	91%	87%	**	**	**
Don't know	54	24	30	19	15	10	10	**	**	6	5	14	20	13	7	45	**	**	**
	7%	6%	7%	13% e	7%	3%	7%	**	**	6%	3%	5%	8%	10%	6%	6%	**	**	**

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 49

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QE19 (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 internet voice services at home

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	863	724	139	522	338	544	270
Effective Weighted Sample	737	620	120	461	288	481	236
Total	813	701	112	553	258	527	273
Yes, pay for any elements	52	44	7	34	18	35	16
	6%	6%	6%	6%	7%	7%	6%
No, do not pay for any elements	708	614	94	490	217	461	235
	87%	88%	84%	89%	84%	87%	86%
Don't know	54	43	11	29	22	31	22
	7%	6%	10%	5%	9%	6%	8%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 50

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

QB1. SHOWCARD Do you or does anyone in your household have an e-reader, or digital book reader in your home at the moment? (SINGLE CODE)

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Yes	405	209	196	43	88	157	118	33	18	57	119	179	120	61	44	344	30	24	8
	17%	18%	16%	14%	19%	19%	15%	8%	9%	19%	28%	30%	17%	14%	7%	17%	15%	20%	12%
					c	cf				gh	ghi	lmn	n	n		r		r	
No	1941	916	1025	271	363	655	652	357	177	242	301	410	574	367	587	1616	175	93	57
	82%	81%	84%	86%	81%	80%	84%	92%	91%	81%	72%	69%	82%	85%	93%	82%	85%	80%	88%
				e			e	ij	ij	j			k	k	klm				oq
Don't know	9	5	4	2	-	3	3	*	-	-	-	2	3	3	*	9	-	-	-
	*%	*%	*%	1%	-%	*%	*%	*%	-%	-%	-%	*%	*%	1%	*%	*%	-%	-%	-%
														n					

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 50

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QB1. SHOWCARD Do you or does anyone in your household have an e-reader, or digital book reader in your home at the moment? (SINGLE CODE)

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Yes	405	351	54	272	131	297	100
	17%	17%	17%	21%	13%	20%	12%
				d		f	
No	1941	1679	262	1039	894	1146	739
	82%	82%	83%	79%	87%	79%	88%
				c			e
Don't know	9	7	2	5	4	6	2
	*%	*%	1%	*%	*%	*%	*%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 51

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

QB2. SHOWCARD And do you personally use this e-reader, or digital book reader? (SINGLE CODE)

Base : Those who have access to an e-reader/ digital book reader at home

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	e	f	~g	~h	~i	j	k	l	~m	~n	o	~p	~q	~r
Unweighted total	452	225	227	44	89	175	144	44	25	59	124	189	129	73	59	339	37	47	29
Effective Weighted Sample	382	188	195	36	76	151	121	34	20	49	107	166	106	62	50	304	35	44	28
Total	405	209	196	43	88	157	118	33	18	57	119	179	120	61	44	344	30	24	8
Yes	282	133	150	**	**	113	79	**	**	**	77	132	74	**	**	242	**	**	**
	70%	64%	76%	**	**	72%	67%	**	**	**	65%	73%	62%	**	**	70%	**	**	**
			a									l							
No	123	76	47	**	**	43	39	**	**	**	42	48	46	**	**	102	**	**	**
	30%	36%	24%	**	**	28%	33%	**	**	**	35%	27%	38%	**	**	30%	**	**	**
		b										k							

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 51

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QB2. SHOWCARD And do you personally use this e-reader, or digital book reader? (SINGLE CODE)

Base : Those who have access to an e-reader/ digital book reader at home

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	~b	c	d	e	f
Significance Level: 95%							
Unweighted total	452	379	73	276	174	318	105
Effective Weighted Sample	382	324	60	239	147	279	91
Total	405	351	54	272	131	297	100
Yes	282	246	**	192	89	210	68
	70%	70%	**	71%	68%	71%	67%
No	123	105	**	80	42	87	33
	30%	30%	**	29%	32%	29%	33%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 52

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

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

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Only terrestrial TV (Channels 1-4/1-5)	64 3%	29 3%	35 3%	4 1%	9 2%	13 2%	38 5% cde	21 5% hij	3 2%	6 2% j	1 *%	11 2%	9 1%	9 2%	35 6% klm	54 3% q	5 3% q	- -%	5 7% opq
Terrestrial TV	136 6%	75 7%	62 5%	16 5%	40 9% ef	43 5%	37 5%	24 6%	12 6%	39 13% ghj	34 8%	29 5%	46 7%	30 7%	32 5%	124 6% pq	- -%	* *%	12 19% opq
Cable TV (through Virgin Media - previously NTL and Telewest)	409 17%	203 18%	206 17%	51 16%	81 18%	150 18%	127 16%	46 12%	26 13%	77 26% gh	84 20% gh	98 17%	128 18%	82 19%	101 16%	376 19% pqr	18 9%	9 8%	5 8%
Satellite TV (Sky)	896 38%	414 37%	482 39%	123 39% f	178 39% f	362 44% f	233 30%	105 27%	69 35% g	106 36% g	191 45% ghi	252 43% n	264 38% n	171 40% n	206 33%	718 36%	88 43%	57 49% o	33 51% o
Satellite (Freesat)	52 2%	32 3%	21 2%	2 1%	8 2%	17 2%	25 3% c	6 2%	6 3%	8 3%	8 2%	16 3%	14 2%	10 2%	12 2%	45 2%	4 2%	2 2%	1 1%
Satellite TV (Other)	5 *%	1 *%	4 *%	1 *% f	- -%	4 *% f	- -%	1 *%	- -%	- -%	2 *%	2 *%	2 *%	1 *%	1 *%	5 *%	- -%	- -%	- -%
Freeview (through a set-top box or digital television set) with ONLY free channels	1120 48%	545 48%	575 47%	151 48%	199 44%	358 44%	411 53% de	206 53%	107 55%	140 47%	215 51%	284 48%	331 47%	199 46%	304 48%	894 45%	112 54% o	65 56% o	49 75% opq

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 52

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

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Freeview (through a set-top box or digital television set) with free channels PLUS top-up channels such as ESPN, TV favourites, Picturebox films)	56 2%	26 2%	30 2%	5 1%	7 2%	19 2%	25 3%	11 3%	6 3%	11 4%	9 2%	17 3%	15 2%	7 2%	17 3%	46 2%	2 1%	4 4% p	4 6% op
Digital TV via a broadband DSL line (e.g. BT Vision, Tiscali)	53 2%	26 2%	27 2%	9 3%	11 2%	23 3% f	10 1%	5 1%	2 1%	6 2%	17 4% gh	19 3% mn	21 3% mn	5 1%	8 1%	46 2%	3 2%	3 3%	1 2%
No TV in household	49 2%	32 3% b	17 1%	15 5% ef	14 3% f	13 2%	7 1%	19 5% hij	2 1%	5 2%	4 1%	5 1%	24 3% k	7 2%	13 2%	40 2%	5 2%	4 3%	1 1%
Don't know	3 *% *%	* *%	2 *%	- -%	1 *%	- -%	1 *%	- -%	1 1%	- -%	- -%	- -%	* *%	* *%	2 *%	2 *%	* *%	- -%	- -%
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Only terrestrial TV (Channels 1-4/1-5)	64 3%	55 3%	9 3%	21 2%	43 4% c	33 2%	26 3%
Terrestrial TV	136 6%	116 6%	21 6%	87 7% d	48 5%	70 5%	55 6%
Cable TV (through Virgin Media - previously NTL and Telewest)	409 17%	401 20% b	7 2%	265 20% d	141 14%	266 18%	138 16%
Satellite TV (Sky)	896 38%	768 38%	128 40%	551 42% d	342 33%	550 38%	313 37%
Satellite (Freesat)	52 2%	39 2%	13 4% a	26 2%	26 3%	42 3% f	10 1%
Satellite TV (Other)	5 *%	5 *%	- -%	4 *%	1 *%	5 *%	- -%
Freeview (through a set-top box or digital television set) with ONLY free channels	1120 48%	922 45%	197 62% a	586 44%	531 52% c	681 47%	390 46%

Columns Tested: a,b - c,d - e,f

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

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Freeview (through a set-top box or digital television set) with free channels PLUS top-up channels such as ESPN, TV favourites, Picturebox films)	56 2%	46 2%	10 3%	26 2%	29 3%	36 2%	16 2%
Digital TV via a broadband DSL line (e.g. BT Vision, Tiscali)	53 2%	39 2%	15 5% a	35 3%	19 2%	39 3%	13 2%
No TV in household	49 2%	45 2%	4 1%	22 2%	27 3%	22 2%	26 3% e
Don't know	3 *%	3 *%	- -%	- -%	3 *%	* *%	2 *%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 53

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

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Only terrestrial TV (Channels 1-4/1-5)	64 3%	29 3%	35 3%	4 1%	9 2%	13 2%	38 5% cde	21 5% hij	3 2%	6 2% j	1 *% k	11 2%	9 1%	9 2%	35 6% klm	54 3% q	5 3% q	- -%	5 7% opq
Terrestrial TV	21 1%	13 1%	8 1%	2 1%	5 1%	4 1%	10 1%	4 1%	2 1%	9 3% gj	2 *% k	5 1%	5 1%	5 1%	6 1%	20 1%	- -%	- -%	1 1%
Cable TV (through Virgin Media - previously NTL and Telewest)	390 17%	194 17%	196 16%	49 15%	77 17%	141 17%	123 16%	46 12%	26 13%	67 23% gh	80 19% g	94 16%	121 17%	77 18%	98 16%	358 18% pqr	18 9%	9 8%	5 8%
Satellite TV (Sky)	879 37%	400 35%	479 39%	122 38% f	177 39% f	359 44% f	222 29%	105 27%	68 35% g	104 35% g	186 44% ghi	243 41% n	259 37%	169 39% n	206 33%	705 36%	86 42%	56 48% o	32 49% o
Satellite (Freesat)	45 2%	28 2%	17 1%	2 1%	8 2%	14 2%	21 3% c	6 2%	6 3%	6 2%	5 1%	15 2%	11 2%	9 2%	10 2%	38 2%	4 2%	2 1%	1 1%
Satellite TV (Other)	1 *%	1 *%	- -%	1 *% f	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	1 *%	1 *%	1 *%	- -%	- -%	- -%
Freeview (through a set-top box or digital television set) with ONLY free channels	817 35%	388 34%	429 35%	110 35%	143 32%	237 29%	326 42% cde	176 45% ij	82 42% ij	91 30%	120 29%	187 32%	240 34%	146 34%	241 38% k	676 34% r	81 40% r	42 36% r	17 27%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Freeview (through a set-top box or digital television set) with free channels PLUS top-up channels such as ESPN, TV favourites, Picturebox films)	36 2%	19 2%	17 1%	3 1%	6 1%	13 2%	14 2%	9 2%	4 2%	4 1%	5 1%	11 2%	9 1%	3 1%	13 2%	30 2%	2 1%	1 1%	3 4% opq
Digital TV via a broadband DSL line (e.g. BT Vision, Tiscali)	51 2%	25 2%	26 2%	9 3%	10 2%	22 3% f	10 1%	4 1%	2 1%	6 2%	17 4% gh	19 3% mn	19 3% mn	4 1%	7 1%	44 2%	3 2%	3 2%	1 1%
No TV in household	49 2%	32 3% b	17 1%	15 5% ef	14 3% f	13 2%	7 1%	19 5% hij	2 1%	5 2%	4 1%	5 1%	24 3% k	7 2%	13 2%	40 2%	5 2%	4 3%	1 1%
Don't know	3 *% *%	* *%	2 *%	- -%	1 *%	- -%	1 *%	- -%	1 1%	- -%	- -%	- -%	* *%	* *%	2 *%	2 *%	* *%	- -%	- -%
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Only terrestrial TV (Channels 1-4/1-5)	64 3%	55 3%	9 3%	21 2%	43 4% c	33 2%	26 3%
Terrestrial TV	21 1%	20 1%	1 *%	11 1%	10 1%	6 *%	14 2% e
Cable TV (through Virgin Media - previously NTL and Telewest)	390 17%	384 19% b	6 2%	249 19% d	138 13%	259 18%	126 15%
Satellite TV (Sky)	879 37%	756 37%	123 39%	542 41% d	334 32%	535 37%	312 37%
Satellite (Freesat)	45 2%	33 2%	12 4% a	23 2%	22 2%	35 2% f	9 1%
Satellite TV (Other)	1 *%	1 *%	- -%	1 *%	1 *%	1 *%	- -%
Freeview (through a set-top box or digital television set) with ONLY free channels	817 35%	673 33%	144 45% a	398 30%	416 40% c	499 34%	301 36%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 53

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

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

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Freeview (through a set-top box or digital television set) with free channels PLUS top-up channels such as ESPN, TV favourites, Picturebox films)	36 2%	30 1%	6 2%	17 1%	18 2%	20 1%	13 2%
Digital TV via a broadband DSL line (e.g. BT Vision, Tiscali)	51 2%	37 2%	14 4% a	33 3%	17 2%	38 3%	12 1%
No TV in household	49 2%	45 2%	4 1%	22 2%	27 3%	22 2%	26 3% e
Don't know	3 *%	3 *%	- -%	- -%	3 *%	* *%	2 *%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 54

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

QH2 (QH3). SHOWCARD Which of the following best describes your satellite TV service/s? (MULTI CODE)

Base : Those with Satellite TV

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	1179	556	623	150	212	443	374	160	107	143	217	297	336	245	299	800	117	132	130
Effective Weighted Sample	955	443	512	119	176	373	293	129	83	113	186	248	268	198	245	706	111	117	126
Total	948	446	502	126	186	379	257	112	75	114	198	268	278	183	219	764	92	59	33
Sky satellite dish to receive subscription channels - you pay a monthly subscription fee	826 87%	386 87%	439 87%	112 89% f	170 91% f	334 88% f	209 81%	98 87%	61 81%	104 91%	180 91% h	240 90% n	243 88%	160 88%	180 83%	659 86%	83 90%	54 91%	31 92%
Sky satellite dish for free to air services only - you pay no monthly subscription fee	52 5%	27 6%	25 5%	6 5%	7 3%	22 6%	17 7%	7 6%	6 8% i	2 2%	10 5%	11 4%	14 5%	6 3%	20 9% km	43 6%	4 5%	3 5%	2 7%
Freesat standard package with a dish and standard set top box - you do not pay a subscription fee	35 4%	20 4%	16 3%	2 2%	3 2%	12 3%	18 7% cde	4 4%	5 7%	3 3%	6 3%	8 3%	11 4%	8 4%	8 4%	31 4% r	4 4% r	1 1%	- -%
Freesat HD package with a dish and high definition (HD) set top box - you do not pay a subscription fee	13 1%	10 2% b	3 1%	* *%	4 2%	3 1%	6 2%	1 1%	1 1%	3 3%	1 1%	8 3% n	3 1%	1 1%	1 *%	10 1%	1 1%	1 2%	1 2%
Other satellite dish, showing mainly non-English programmes where you pay a monthly subscription fee	3 *%	1 *%	2 *%	1 1%	- -%	2 *%	- -%	1 1%	- -%	- -%	- -%	2 1%	- -%	1 *%	1 *%	3 *%	- -%	- -%	- -%
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 54

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

QH2 (QH3). SHOWCARD Which of the following best describes your satellite TV service/s? (MULTI CODE)

Base : Those with Satellite TV

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	1179	556	623	150	212	443	374	160	107	143	217	297	336	245	299	800	117	132	130
Effective Weighted Sample	955	443	512	119	176	373	293	129	83	113	186	248	268	198	245	706	111	117	126
Total	948	446	502	126	186	379	257	112	75	114	198	268	278	183	219	764	92	59	33
Broadband satellite - satellite provided for the use of broadband internet access but used to access free to air satellite programmes	6 1%	- -%	6 1% a	- -%	- -%	3 1%	3 1%	1 1%	- -%	1 1%	1 *%	1 *%	3 1%	1 1%	1 *%	6 1%	- -%	- -%	- -%
Don't know	19 2%	3 1%	15 3% a	4 3%	2 1%	7 2%	5 2%	1 1%	2 3%	1 1%	1 1%	2 1%	4 1%	6 3%	7 3% k	17 2%	1 1%	* 1%	- -%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 54

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

QH2 (QH3). SHOWCARD Which of the following best describes your satellite TV service/s? (MULTI CODE)

Base : Those with Satellite TV

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	1179	969	210	609	566	683	366
Effective Weighted Sample	955	793	167	515	467	581	316
Total	948	809	139	578	367	592	323
Sky satellite dish to receive subscription channels - you pay a monthly subscription fee	826 87%	708 88%	117 84%	519 90% d	303 83%	506 86%	288 89%
Sky satellite dish for free to air services only - you pay no monthly subscription fee	52 5%	42 5%	10 7%	25 4%	27 7% c	31 5%	19 6%
Freesat standard package with a dish and standard set top box - you do not pay a subscription fee	35 4%	27 3%	8 6%	18 3%	17 5%	30 5% f	5 2%
Freesat HD package with a dish and high definition (HD) set top box - you do not pay a subscription fee	13 1%	8 1%	5 4% a	6 1%	7 2%	11 2%	1 *%
Other satellite dish, showing mainly non-English programmes where you pay a monthly subscription fee	3 *%	3 *%	- -%	3 *%	1 *%	3 1%	- -%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 54

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

QH2 (QH3). SHOWCARD Which of the following best describes your satellite TV service/s? (MULTI CODE)

Base : Those with Satellite TV

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	1179	969	210	609	566	683	366
Effective Weighted Sample	955	793	167	515	467	581	316
Total	948	809	139	578	367	592	323
Broadband satellite - satellite provided for the use of broadband internet access but used to access free to air satellite programmes	6 1%	6 1%	- -%	3 *%	3 1%	4 1%	2 1%
Don't know	19 2%	18 2%	* *%	7 1%	11 3%	12 2%	7 2%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 55

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

QH3 (QH4). SHOWCARD Which, if any, of these channels do you subscribe to through your Sky satellite service? (MULTI CODE)

Base : Those with paid for Sky Satellite TV

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	~h	i	j	k	l	m	n	o	p	q	r
Unweighted total	1023	478	545	130	195	390	308	137	86	131	198	265	292	215	249	681	104	119	119
Effective Weighted Sample	826	382	444	103	161	329	238	109	66	102	169	221	232	173	203	602	99	106	115
Total	826	386	439	112	170	334	209	98	61	104	180	240	243	160	180	659	83	54	31
Sky Sports 1 only	21	10	11	3	5	8	4	1	**	1	4	5	6	7	3	17	2	-	1
	2%	3%	2%	3%	3%	2%	2%	1%	**	1%	2%	2%	2%	5%	2%	3%	2%	-%	4%
																			q
Sky Sports 2 only	6	5	1	2	-	4	*	*	**	2	2	1	3	2	*	6	-	-	-
	1%	1%	*%	1%	-%	1%	*%	*%	**	2%	1%	*%	1%	1%	*%	1%	-%	-%	-%
Sky Sports Pack (Sky Sports 1, 2, 3 and 4)	257	133	125	38	54	91	74	22	**	33	63	84	72	44	56	198	33	16	10
	31%	34%	28%	34%	32%	27%	36%	23%	**	32%	35%	35%	30%	28%	31%	30%	40%	31%	32%
							e				g								
Sky Movies 1 only (Comedy, Family, Classics, Modern Greats, Drama & Romance)	51	21	31	7	15	25	5	8	**	3	12	13	15	9	14	45	2	4	1
	6%	5%	7%	6%	9%	7%	2%	8%	**	3%	6%	5%	6%	6%	8%	7%	2%	7%	4%
					f	f													
Sky Movies 2 only (Comedy, Indie, Sci-Fi & Horror, Crime & Thriller, Action & Adventure)	8	3	5	-	3	4	1	-	**	-	3	4	1	2	1	7	1	-	-
	1%	1%	1%	-%	2%	1%	1%	-%	**	-%	1%	2%	*%	1%	1%	1%	1%	-%	-%
Sky Movies Pack (All Sky Movies channels in Sky Movies 1 and 2, plus Premiere and Disney Cinemagic)	224	108	116	39	46	93	47	11	**	37	63	73	63	42	47	181	23	11	9
	27%	28%	26%	34%	27%	28%	22%	12%	**	36%	35%	31%	26%	26%	26%	27%	28%	21%	30%
				f						g	g								
Sky+ HD (High Definition channels through Sky+ HD box)	291	141	150	42	72	122	55	21	**	36	73	98	83	48	61	216	48	23	4
	35%	36%	34%	37%	43%	37%	26%	21%	**	35%	40%	41%	34%	30%	34%	33%	57%	43%	14%
				f	f	f				g	g	m				r	oqr	or	

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 55

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

QH3 (QH4). SHOWCARD Which, if any, of these channels do you subscribe to through your Sky satellite service? (MULTI CODE)

Base : Those with paid for Sky Satellite TV

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	~h	i	j	k	l	m	n	o	p	q	r
Unweighted total	1023	478	545	130	195	390	308	137	86	131	198	265	292	215	249	681	104	119	119
Effective Weighted Sample	826	382	444	103	161	329	238	109	66	102	169	221	232	173	203	602	99	106	115
Total	826	386	439	112	170	334	209	98	61	104	180	240	243	160	180	659	83	54	31
Basic package only	264	123	141	35	47	107	75	52	**	32	52	73	80	47	64	220	16	15	13
	32%	32%	32%	31%	28%	32%	36%	53%	**	31%	29%	30%	33%	29%	36%	33%	20%	28%	44%
								ij								p			opq
None of these	13	4	8	2	1	2	7	-	**	3	1	3	6	1	2	12	-	*	*
	2%	1%	2%	2%	1%	1%	4%	-%	**	3%	1%	1%	2%	1%	1%	2%	-%	1%	1%
							e												
Don't know	22	4	17	5	3	8	6	5	**	1	1	3	9	7	3	17	1	3	*
	3%	1%	4%	4%	2%	2%	3%	5%	**	1%	1%	1%	4%	5%	2%	3%	1%	6%	1%
			a					j						k					

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 55

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

QH3 (QH4). SHOWCARD Which, if any, of these channels do you subscribe to through your Sky satellite service? (MULTI CODE)

Base : Those with paid for Sky Satellite TV

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	1023	845	178	549	470	582	322
Effective Weighted Sample	826	690	140	462	385	495	278
Total	826	708	117	519	303	506	288
Sky Sports 1 only	21	18	3	12	8	13	7
	2%	3%	2%	2%	3%	3%	2%
Sky Sports 2 only	6	6	-	4	1	4	3
	1%	1%	-%	1%	*%	1%	1%
Sky Sports Pack (Sky Sports 1, 2, 3 and 4)	257	222	35	163	93	173	75
	31%	31%	30%	31%	31%	34% f	26%
Sky Movies 1 only (Comedy, Family, Classics, Modern Greats, Drama & Romance)	51	46	6	35	16	31	19
	6%	6%	5%	7%	5%	6%	7%
Sky Movies 2 only (Comedy, Indie, Sci-Fi & Horror, Crime & Thriller, Action & Adventure)	8	6	1	6	2	5	2
	1%	1%	1%	1%	1%	1%	1%
Sky Movies Pack (All Sky Movies channels in Sky Movies 1 and 2, plus Premiere and Disney Cinemagic)	224	193	31	154	70	142	73
	27%	27%	26%	30% d	23%	28%	25%
Sky+ HD (High Definition channels through Sky+ HD box)	291	256	35	198	93	167	120
	35%	36%	30%	38% d	31%	33%	42% e

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 55

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

QH3 (QH4). SHOWCARD Which, if any, of these channels do you subscribe to through your Sky satellite service? (MULTI CODE)

Base : Those with paid for Sky Satellite TV

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	1023	845	178	549	470	582	322
Effective Weighted Sample	826	690	140	462	385	495	278
Total	826	708	117	519	303	506	288
Basic package only	264	218	46	151	112	165	86
	32%	31%	39%	29%	37%	33%	30%
				c			
None of these	13	11	2	10	3	9	3
	2%	2%	1%	2%	1%	2%	1%
Don't know	22	17	4	16	6	15	7
	3%	2%	4%	3%	2%	3%	2%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 56

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

QH4 (QH5). SHOWCARD Which, if any, of these channels do you subscribe to through your Cable TV service? (MULTI CODE)

Base : Those with Cable TV

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	e	f	~g	~h	~i	~j	~k	l	~m	n	o	~p	~q	~r
Unweighted total	432	212	220	51	73	149	159	63	36	71	79	98	126	91	117	366	23	17	26
Effective Weighted Sample	362	178	184	43	64	130	128	50	31	62	70	85	106	77	95	322	21	15	25
Total	409	203	206	51	81	150	127	46	26	77	84	98	128	82	101	376	18	9	5
Sky Sports channels	85	50	35	**	**	40	17	**	**	**	**	**	24	**	18	76	**	**	**
	21%	25%	17%	**	**	27%	13%	**	**	**	**	**	19%	**	18%	20%	**	**	**
						f													
Sky Movies channels	87	43	44	**	**	35	16	**	**	**	**	**	29	**	19	78	**	**	**
	21%	21%	22%	**	**	24%	13%	**	**	**	**	**	22%	**	19%	21%	**	**	**
						f													
High Definition channel through V+ HD box	102	54	48	**	**	43	26	**	**	**	**	**	24	**	31	95	**	**	**
	25%	27%	23%	**	**	29%	21%	**	**	**	**	**	18%	**	31%	25%	**	**	**
															l				
Basic package only	188	89	99	**	**	60	72	**	**	**	**	**	64	**	48	173	**	**	**
	46%	44%	48%	**	**	40%	56%	**	**	**	**	**	50%	**	47%	46%	**	**	**
						e													
None of these	17	10	8	**	**	3	6	**	**	**	**	**	3	**	3	17	**	**	**
	4%	5%	4%	**	**	2%	5%	**	**	**	**	**	3%	**	3%	5%	**	**	**
Don't know	11	7	4	**	**	5	3	**	**	**	**	**	2	**	3	8	**	**	**
	3%	4%	2%	**	**	3%	3%	**	**	**	**	**	1%	**	3%	2%	**	**	**

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 56

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

QH4 (QH5). SHOWCARD Which, if any, of these channels do you subscribe to through your Cable TV service? (MULTI CODE)

Base : Those with Cable TV

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	~b	c	d	e	f
Unweighted total	432	425	7	238	191	267	139
Effective Weighted Sample	362	355	7	209	161	232	121
Total	409	401	7	265	141	266	138
Sky Sports channels	85	84	**	62	23	56	28
	21%	21%	**	23%	16%	21%	20%
Sky Movies channels	87	87	**	66	21	53	34
	21%	22%	**	25%	15%	20%	25%
				d			
High Definition channel through V+ HD box	102	102	**	73	30	68	34
	25%	26%	**	28%	21%	26%	25%
Basic package only	188	184	**	111	77	120	64
	46%	46%	**	42%	55%	45%	46%
				c			
None of these	17	16	**	7	9	9	8
	4%	4%	**	3%	7%	3%	6%
Don't know	11	10	**	8	2	9	2
	3%	2%	**	3%	2%	3%	2%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 57

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QH5 (QH23). SHOWCARD Thinking about televisions, do you have any difficulties / think you might have difficulties doing any of the following? (MULTI CODE)

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Difficulty hearing quiet parts of programmes	44 2%	22 2%	22 2%	3 1%	2 *%	7 1%	33 4% cde	12 3% j	5 3%	5 2%	3 1%	7 1%	17 2%	6 2%	13 2%	38 2%	2 1%	2 2%	2 4% p
Seeing the buttons on the remote control	38 2%	19 2%	19 2%	2 1%	4 1%	12 2%	20 3% cd	12 3%	3 2%	3 1%	5 1%	9 2%	4 1%	6 1%	18 3% l	27 1%	9 4% or	2 2%	1 1%
Hearing quiet voices	38 2%	21 2%	17 1%	1 *%	2 *%	7 1%	28 4% cde	14 4% ij	6 3% ij	2 1%	1 *%	8 1%	9 1%	6 1%	15 2%	31 2%	3 1%	2 2%	2 3%
Hearing the television at a volume other people find acceptable	30 1%	18 2%	13 1%	2 *%	3 1%	6 1%	19 3% cde	10 3% j	2 1%	4 1%	2 1%	6 1%	9 1%	5 1%	10 2%	27 1%	1 *%	1 *%	2 3% p
Picking up the remote control	25 1%	13 1%	12 1%	1 *%	3 1%	8 1%	13 2%	6 2% j	3 2% j	2 1%	- -%	6 1%	8 1%	4 1%	9 1%	20 1%	3 1%	2 1%	1 2%
Seeing small details on screen	24 1%	13 1%	11 1%	1 *%	- -%	4 *%	18 2% cde	7 2% j	5 2% ij	1 *%	- -%	4 1%	5 1%	4 1%	9 1%	17 1%	4 2%	2 1%	* 1%
Using the interactive services on your television	23 1%	14 1%	9 1%	4 1% d	* *% d	6 1%	12 2% d	6 2% ij	4 2% ij	- -%	- -%	7 1%	6 1%	3 1%	7 1%	20 1%	2 1%	1 1%	1 1%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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QH5 (QH23). SHOWCARD Thinking about televisions, do you have any difficulties / think you might have difficulties doing any of the following? (MULTI CODE)

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Holding the remote control	22 1%	11 1%	11 1%	1 *%	4 1%	7 1%	10 1%	5 1%	1 1%	2 1%	2 1%	6 1%	3 *%	5 1%	8 1%	15 1%	5 3% o	* *%	1 1%
Pressing the buttons on the remote control	20 1%	9 1%	11 1%	1 *%	1 *%	7 1%	12 2% d	7 2% j	6 3% ij	1 *%	- -%	2 *%	4 1%	5 1%	9 1% k	17 1%	3 1%	1 *%	* *%
Using the on-screen Electronic Programme Guide (EPG)	16 1%	8 1%	8 1%	- -%	2 *%	3 *%	11 1% ce	5 1%	3 1%	1 *%	1 *%	5 1%	4 1%	2 *%	5 1%	13 1%	3 1%	* *%	* *%
Seeing the picture on the TV screen	15 1%	5 *%	10 1%	1 *%	2 *%	3 *%	9 1%	4 1%	* *%	2 1%	1 *%	2 *%	2 *%	5 1%	6 1%	12 1%	2 1%	1 1%	1 1%
Any other difficulties	18 1%	6 1%	12 1%	- -%	5 1%	8 1%	5 1%	1 *%	1 *%	2 1%	2 *%	8 1%	3 *%	3 1%	4 1%	14 1%	1 *%	3 2% o	* *%
No, none	2146 91%	1027 91%	1120 91%	298 94% f	429 95% f	755 93% f	664 86%	341 87%	174 89%	279 93% g	398 95% gh	544 92%	643 92% n	396 92%	560 89%	1802 92% r	184 90%	103 89%	57 88%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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QH5 (QH23). SHOWCARD Thinking about televisions, do you have any difficulties / think you might have difficulties doing any of the following? (MULTI CODE)

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Difficulty hearing quiet parts of programmes	44 2%	39 2%	5 2%	14 1%	30 3% c	23 2%	19 2%
Seeing the buttons on the remote control	38 2%	34 2%	4 1%	14 1%	24 2% c	20 1%	17 2%
Hearing quiet voices	38 2%	32 2%	6 2%	10 1%	28 3% c	21 1%	16 2%
Hearing the television at a volume other people find acceptable	30 1%	27 1%	4 1%	12 1%	19 2%	15 1%	13 2%
Picking up the remote control	25 1%	22 1%	3 1%	11 1%	14 1%	14 1%	10 1%
Seeing small details on screen	24 1%	21 1%	2 1%	7 1%	16 2% c	9 1%	14 2% e
Using the interactive services on your television	23 1%	20 1%	3 1%	9 1%	14 1%	13 1%	9 1%
Holding the remote control	22 1%	20 1%	2 1%	8 1%	13 1%	11 1%	10 1%

Columns Tested: a,b - c,d - e,f

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QH5 (QH23). SHOWCARD Thinking about televisions, do you have any difficulties / think you might have difficulties doing any of the following? (MULTI CODE)

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Pressing the buttons on the remote control	20	18	2	7	13	9	11
	1%	1%	1%	1%	1%	1%	1%
				c			
Using the on-screen Electronic Programme Guide (EPG)	16	13	3	8	8	6	9
	1%	1%	1%	1%	1%	*%	1%
Seeing the picture on the TV screen	15	14	1	5	11	11	4
	1%	1%	*%	*%	1%	1%	1%
				c			
Any other difficulties	18	17	1	12	6	14	4
	1%	1%	*%	1%	1%	1%	*%
No, none	2146	1855	291	1223	914	1332	758
	91%	91%	92%	93%	89%	92%	90%
				d			

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 58

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

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Landline phone	1989	941	1048	229	345	688	728	258	162	254	399	553	612	365	455	1678	165	95	51
	84%	83%	86%	72%	76%	84%	94%	66%	83%	85%	95%	93%	88%	85%	72%	85%	81%	81%	79%
						cd	cde		g	g	ghi	lmn	n	n		r			
Mobile phone	2160	1031	1130	311	440	790	620	331	173	289	411	560	655	399	542	1818	174	107	61
	92%	91%	92%	98%	97%	97%	80%	85%	88%	97%	98%	95%	94%	93%	86%	92%	85%	92%	94%
				f	f	f				gh	gh	n	n	n		p		p	p
Fixed Broadband internet access	1678	829	849	238	336	658	446	174	118	230	381	512	548	293	321	1417	138	81	42
	71%	73%	69%	75%	74%	81%	58%	45%	60%	77%	91%	87%	79%	68%	51%	72%	67%	70%	64%
		b		f	f	cdf			g	gh	ghi	lmn	mn	n		r			
Mobile broadband internet access	285	138	147	46	81	118	40	32	30	44	76	91	87	55	52	241	25	13	6
	12%	12%	12%	14%	18%	15%	5%	8%	16%	15%	18%	15%	13%	13%	8%	12%	12%	11%	9%
				f	f	f			g	g	g	n	n	n					
Narrowband internet access	20	8	12	2	2	9	7	1	1	3	7	10	7	-	3	19	1	-	*
	1%	1%	1%	1%	*%	1%	1%	*%	1%	1%	2%	2%	1%	-%	*%	1%	*%	-%	*%
												mn	m						
TV service with additional channels you pay to receive	1323	637	686	177	267	513	365	158	94	192	283	370	398	250	304	1109	106	68	40
	56%	56%	56%	56%	59%	63%	47%	41%	48%	64%	67%	63%	57%	58%	48%	56%	51%	59%	62%
				f	f	cf				gh	gh	n	n	n					p
No, none of these	17	11	6	2	3	5	6	12	1	1	1	-	1	3	13	8	9	*	*
	1%	1%	*%	1%	1%	1%	1%	3%	1%	*%	*%	-%	*%	1%	2%	*%	4%	*%	*%
								hij							kl		oqr		

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Landline phone	1989	1706	284	1133	846	1287	651
	84%	84%	89%	86%	82%	89%	77%
			a	d		f	
Mobile phone	2160	1873	287	1287	867	1337	762
	92%	92%	90%	98%	84%	92%	91%
				d			
Fixed Broadband internet access	1678	1437	240	1077	596	1082	554
	71%	71%	75%	82%	58%	75%	66%
				d		f	
Mobile broadband internet access	285	245	41	211	75	181	98
	12%	12%	13%	16%	7%	13%	12%
				d			
Narrowband internet access	20	16	4	11	8	14	5
	1%	1%	1%	1%	1%	1%	1%
TV service with additional channels you pay to receive	1323	1178	145	831	485	831	452
	56%	58%	46%	63%	47%	57%	54%
		b		d			
No, none of these	17	16	1	2	15	6	11
	1%	1%	*%	*%	1%	*%	1%
				c			e

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 59

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

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Landline phone	1716	797	918	68	310	641	697	246	153	239	349	476	522	319	395	1441	150	84	41
	73%	71%	75%	22%	69%	79%	90%	63%	78%	80%	83%	81%	75%	74%	63%	73%	73%	72%	63%
			a		c	cd	cde		g	g	g	lmn	n	n		r	r	r	
Mobile phone	1873	892	980	229	392	698	553	300	160	244	364	494	566	342	466	1571	160	90	52
	80%	79%	80%	72%	87%	86%	72%	77%	82%	82%	87%	84%	81%	79%	74%	80%	78%	77%	80%
					cf	cf					g	n	n	n					
Fixed Broadband internet access	1388	693	694	89	294	596	409	154	108	209	328	422	448	249	265	1169	119	67	31
	59%	61%	57%	28%	65%	73%	53%	40%	55%	70%	78%	71%	64%	58%	42%	59%	58%	58%	48%
		b			cf	cdf	c		g	gh	ghi	lmn	mn	n		r	r	r	
Mobile broadband internet access	198	92	106	21	59	85	33	26	27	32	56	69	62	33	34	163	22	8	4
	8%	8%	9%	7%	13%	10%	4%	7%	14%	11%	13%	12%	9%	8%	5%	8%	11%	7%	7%
					cf	f			g		g	mn	n						
Narrowband internet access	12	5	6	-	2	3	7	1	1	1	5	7	3	-	2	12	-	-	-
	*%	*%	1%	-%	*%	*%	1%	*%	*%	*%	1%	1%	*%	-%	*%	1%	-%	-%	-%
												m							
TV service with additional channels you pay to receive	1012	505	507	62	216	428	306	136	83	163	215	272	304	199	235	830	94	59	29
	43%	45%	41%	20%	48%	53%	40%	35%	42%	55%	51%	46%	44%	46%	37%	42%	46%	51%	45%
					cf	cf	c			gh	gh	n	n	n				o	
None of these	156	80	77	67	22	36	31	23	4	11	20	36	41	22	57	127	15	8	6
	7%	7%	6%	21%	5%	4%	4%	6%	2%	4%	5%	6%	6%	5%	9%	6%	7%	6%	10%
				def				h							lm				o

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

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

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Landline phone	1716	1465	250	997	710	1118	556
	73%	72%	79%	76%	69%	77%	66%
			a	d		f	
Mobile phone	1873	1622	251	1130	741	1164	657
	80%	80%	79%	86%	72%	80%	78%
				d			
Fixed Broadband internet access	1388	1187	201	926	458	898	458
	59%	58%	63%	70%	45%	62%	54%
				d		f	
Mobile broadband internet access	198	172	26	146	53	126	68
	8%	8%	8%	11%	5%	9%	8%
				d			
Narrowband internet access	12	10	2	5	7	10	2
	*%	*%	1%	*%	1%	1%	*%
TV service with additional channels you pay to receive	1012	904	108	657	348	622	361
	43%	44%	34%	50%	34%	43%	43%
		b		d			
None of these	156	135	22	61	94	91	59
	7%	7%	7%	5%	9%	6%	7%
				c			

Columns Tested: a,b - c,d - e,f

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Table 60

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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

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Yes	1402	679	724	144	291	557	410	148	114	214	300	397	458	278	266	1188	115	66	34
	60%	60%	59%	45%	64%	68%	53%	38%	58%	71%	71%	67%	66%	64%	42%	60%	56%	57%	52%
					cf	cf	c		g	gh	gh	n	n	n		r			
No	874	410	464	132	146	247	349	238	78	82	114	174	213	139	347	711	85	50	28
	37%	36%	38%	42%	32%	30%	45%	61%	40%	28%	27%	29%	31%	32%	55%	36%	41%	43%	43%
				de			de	hij	ij						klm			o	o
Don't know	79	40	38	40	15	11	12	3	4	3	6	20	26	15	18	70	5	*	3
	3%	4%	3%	13%	3%	1%	2%	1%	2%	1%	1%	3%	4%	3%	3%	4%	3%	5%	5%
				def	e											q		%	q

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 60

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

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

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Yes	1402	1230	172	907	491	907	462
	60%	60%	54%	69%	48%	63%	55%
		b		d		f	
No	874	737	137	380	489	491	355
	37%	36%	43%	29%	48%	34%	42%
			a		c		e
Don't know	79	69	9	30	49	51	25
	3%	3%	3%	2%	5%	4%	3%
					c		

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 61

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

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

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

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	1603	757	846	164	294	609	536	198	148	241	304	420	501	344	334	1189	142	141	131
Effective Weighted Sample	1337	629	709	136	248	526	434	166	120	196	264	357	418	285	279	1061	136	126	127
Total	1402	679	724	144	291	557	410	148	114	214	300	397	458	278	266	1188	115	66	34
One deal or package	1271	619	652	127	268	513	364	129	108	202	281	366	409	251	241	1064	112	61	33
	91%	91%	90%	88%	92%	92%	89%	87%	94%	95%	94%	92%	89%	90%	91%	90%	98%	93%	99%
									g	g	g						o		oq
Two packages from one supplier	75	37	39	7	12	26	30	15	1	9	8	17	29	15	14	71	1	3	*
	5%	5%	5%	5%	4%	5%	7%	10%	1%	4%	3%	4%	6%	5%	5%	6%	1%	4%	1%
								hij								pr			
Two packages from different suppliers	13	6	8	2	2	8	1	1	2	1	6	5	5	2	2	13	-	-	-
	1%	1%	1%	1%	1%	2%	*%	1%	2%	*%	2%	1%	1%	1%	1%	1%	-%	-%	-%
Three or more packages	30	15	16	5	7	8	11	2	4	2	3	7	11	6	6	29	-	1	-
	2%	2%	2%	3%	2%	1%	3%	2%	3%	1%	1%	2%	2%	2%	2%	2%	-%	2%	-%
Don't know	12	3	10	3	3	1	5	1	-	-	2	2	4	3	3	10	2	1	-
	1%	*%	1%	2%	1%	*%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	1%	1%	-%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 61

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

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

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

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	1603	1369	234	898	699	980	492
Effective Weighted Sample	1337	1148	195	776	592	851	430
Total	1402	1230	172	907	491	907	462
One deal or package	1271	1113	158	819	447	822	416
	91%	90%	92%	90%	91%	91%	90%
Two packages from one supplier	75	69	6	51	25	45	30
	5%	6%	4%	6%	5%	5%	6%
Two packages from different suppliers	13	12	2	8	5	6	8
	1%	1%	1%	1%	1%	1%	2%
Three or more packages	30	27	3	23	8	25	5
	2%	2%	2%	2%	2%	3%	1%
Don't know	12	9	3	6	6	9	3
	1%	1%	2%	1%	1%	1%	1%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 62

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

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

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

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-54 e	55+ f	UNDER £11.5K g	£11.5K- £17.5K h	£17.5K- £29.9K i	£30K+ j	AB k	C1 l	C2 m	DE n	ENG LAND o	SCOT LAND p	WALES q	NI r
Significance Level: 95%																			
Unweighted total	1603	757	846	164	294	609	536	198	148	241	304	420	501	344	334	1189	142	141	131
Effective Weighted Sample	1337	629	709	136	248	526	434	166	120	196	264	357	418	285	279	1061	136	126	127
Total	1402	679	724	144	291	557	410	148	114	214	300	397	458	278	266	1188	115	66	34
Landline phone	1255 89%	601 89%	654 90%	123 85%	248 85%	501 90%	383 93% cd	131 88%	105 92%	185 87%	276 92%	362 91%	409 89%	247 89%	235 88%	1063 89%	103 89%	58 88%	31 93%
One mobile phone	119 8%	57 8%	61 8%	12 8%	35 12% ef	42 8%	30 7%	9 6%	10 8%	28 13% gj	20 7%	29 7%	43 9%	26 9%	21 8%	107 9% pr	4 4%	6 9%	1 4%
More than one mobile phone	31 2%	15 2%	17 2%	4 3%	8 3%	11 2%	8 2%	3 2%	2 2%	4 2%	8 3%	14 3%	10 2%	3 1%	4 1%	28 2%	1 1%	1 2%	1 2%
Internet - Fixed Broadband access	1213 87%	594 87%	619 86%	122 84%	240 83%	506 91% cdf	345 84%	126 85%	91 79%	176 83%	272 91% hi	352 89% m	404 88% m	229 83%	225 85%	1022 86%	102 89%	58 88%	31 92%
Internet - Mobile Broadband access	46 3%	23 3%	23 3%	6 4%	16 5% f	18 3%	7 2%	1 1%	8 7% gi	4 2%	14 5% g	14 3%	15 3%	14 5% n	3 1%	40 3%	1 1%	4 5% p	1 4%
Internet - not broadband access	4 *%	2 *%	2 *%	- -%	1 *%	1 *%	2 *%	- -%	- -%	1 1%	1 *%	2 *%	2 *%	- -%	- -%	4 *%	- -%	- -%	- -%
TV service	632 45%	318 47%	314 43%	63 44%	141 49%	253 45%	175 43%	67 46%	50 44%	112 52%	132 44%	156 39%	189 41%	145 52% kl	141 53% kl	536 45% r	54 47%	30 46%	12 36%
Don't know	27 2%	10 1%	17 2%	5 3%	7 2%	10 2%	5 1%	3 2%	3 3%	2 1%	3 1%	6 2%	7 2%	9 3%	5 2%	23 2%	3 2%	1 2%	- -%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 62

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

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

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	1603	1369	234	898	699	980	492
Effective Weighted Sample	1337	1148	195	776	592	851	430
Total	1402	1230	172	907	491	907	462
Landline phone	1255	1094	161	798	453	825	399
	89%	89%	94%	88%	92%	91%	86%
					c	f	
One mobile phone	119	106	13	89	30	67	50
	8%	9%	7%	10%	6%	7%	11%
				d			e
More than one mobile phone	31	23	8	23	8	26	5
	2%	2%	5%	3%	2%	3%	1%
			a			f	
Internet - Fixed Broadband access	1213	1057	156	796	415	786	396
	87%	86%	90%	88%	85%	87%	86%
Internet - Mobile Broadband access	46	44	2	35	12	31	14
	3%	4%	1%	4%	2%	3%	3%
Internet - not broadband access	4	4	-	1	3	3	1
	*%	*%	-%	*%	1%	*%	*%
TV service	632	596	36	428	201	399	222
	45%	48%	21%	47%	41%	44%	48%
		b		d			
Don't know	27	25	2	17	10	17	10
	2%	2%	1%	2%	2%	2%	2%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 63

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

QG4 (QG3B). Do you receive a discount or special deal for subscribing to 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

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	1603	757	846	164	294	609	536	198	148	241	304	420	501	344	334	1189	142	141	131
Effective Weighted Sample	1337	629	709	136	248	526	434	166	120	196	264	357	418	285	279	1061	136	126	127
Total	1402	679	724	144	291	557	410	148	114	214	300	397	458	278	266	1188	115	66	34
Yes	903	457	445	81	202	352	267	86	81	155	205	254	301	185	161	752	84	44	21
	64%	67%	62%	57%	70%	63%	65%	58%	71%	72%	68%	64%	66%	67%	61%	63%	74%	67%	64%
		b			c				g	g	g						o		
No	291	129	162	22	49	124	96	41	24	38	58	78	88	59	64	262	8	13	8
	21%	19%	22%	15%	17%	22%	23%	27%	21%	18%	19%	20%	19%	21%	24%	22%	7%	20%	25%
							cd	i								p		p	p
Don't know	209	92	116	41	39	81	48	22	10	21	37	65	68	33	40	174	23	9	4
	15%	14%	16%	28%	14%	14%	12%	15%	8%	10%	12%	16%	15%	12%	15%	15%	20%	13%	11%
				def															

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 63

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

QG4 (QG3B). Do you receive a discount or special deal for subscribing to 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

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	1603	1369	234	898	699	980	492
Effective Weighted Sample	1337	1148	195	776	592	851	430
Total	1402	1230	172	907	491	907	462
Yes	903	802	100	609	290	599	282
	64%	65%	58%	67%	59%	66%	61%
				d			
No	291	250	41	178	112	177	105
	21%	20%	24%	20%	23%	20%	23%
Don't know	209	178	31	120	89	131	74
	15%	14%	18%	13%	18%	14%	16%
				c			

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 64

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

QG5 (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

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	1603	757	846	164	294	609	536	198	148	241	304	420	501	344	334	1189	142	141	131
Effective Weighted Sample	1337	629	709	136	248	526	434	166	120	196	264	357	418	285	279	1061	136	126	127
Total	1402	679	724	144	291	557	410	148	114	214	300	397	458	278	266	1188	115	66	34
Virgin Media (previously NTL/ Telewest)	375 27%	185 27%	190 26%	39 27%	65 22%	147 26%	124 30% d	45 30%	24 21%	58 27%	74 25%	95 24%	109 24%	75 27%	96 36% klm	343 29% pqr	19 16%	9 14%	4 13%
BT	372 27%	175 26%	197 27%	35 24%	59 20%	160 29% d	118 29% d	30 20%	28 24%	50 24%	105 35% ghi	140 35% lmn	127 28% n	60 22%	43 16%	312 26%	31 27%	16 24%	13 40% opq
Sky	326 23%	162 24%	164 23%	35 24%	86 30% f	130 23% f	74 18%	33 22%	33 29%	49 23%	65 22%	78 20%	109 24%	68 25%	68 26%	255 22%	38 33% o	23 35% o	9 27%
Talk Talk/ Carphone Warehouse	199 14%	98 14%	101 14%	27 19%	38 13%	70 13%	64 16%	29 20% j	19 17%	33 15%	31 10%	51 13%	62 14%	44 16%	41 16%	163 14%	19 16%	11 16%	6 18%
Orange	32 2%	16 2%	16 2%	- -%	12 4% cf	15 3%	5 1%	4 3%	5 4%	5 2%	8 3%	9 2%	8 2%	9 3%	5 2%	27 2%	1 1%	3 5% pr	* 1%
O2	17 1%	9 1%	8 1%	1 1%	10 3% ef	3 1%	3 1%	- -%	1 1%	1 1%	4 1%	5 1%	9 2%	2 1%	1 1%	15 1%	1 1%	1 1%	- -%
Post Office	11 1%	4 1%	6 1%	2 1%	- -%	4 1%	4 1%	1 *%	2 2%	4 2%	3 1%	1 *%	7 2%	2 1%	* *%	10 1%	- -%	* *%	* 1%
Plusnet	11 1%	2 *%	9 1%	- -%	5 2%	3 1%	3 1%	3 2%	- -%	1 *%	2 1%	4 1%	4 1%	1 *%	2 1%	10 1%	- -%	* 1%	* 1%
T-Mobile	9 1%	5 1%	4 *%	3 2% f	3 1%	3 *%	1 *%	1 1%	- -%	2 1%	- -%	1 *%	3 1%	1 *%	4 1%	9 1%	- -%	- -%	- -%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 64

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QG5 (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

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	1603	757	846	164	294	609	536	198	148	241	304	420	501	344	334	1189	142	141	131
Effective Weighted Sample	1337	629	709	136	248	526	434	166	120	196	264	357	418	285	279	1061	136	126	127
Total	1402	679	724	144	291	557	410	148	114	214	300	397	458	278	266	1188	115	66	34
AOL	8	5	4	-	1	2	5	*	*	2	2	1	5	2	*	6	2	*	-
	1%	1%	1%	-%	*%	*%	1%	*%	*%	1%	1%	*%	1%	1%	*%	*%	2%	*%	-%
																	o		
Other	33	15	18	2	10	13	9	1	2	8	5	9	12	10	1	27	3	2	*
	2%	2%	2%	1%	3%	2%	2%	1%	1%	4%	2%	2%	3%	4%	*%	2%	3%	3%	1%
												n	n	n					
Don't know	12	3	9	-	3	7	2	1	-	1	1	2	4	3	2	10	1	1	-
	1%	*%	1%	-%	1%	1%	*%	1%	-%	*%	*%	1%	1%	1%	1%	1%	1%	1%	-%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.
Table 64

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

QG5 (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

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	1603	1369	234	898	699	980	492
Effective Weighted Sample	1337	1148	195	776	592	851	430
Total	1402	1230	172	907	491	907	462
Virgin Media (previously NTL/ Telewest)	375	367	8	238	136	240	131
	27%	30%	5%	26%	28%	26%	28%
		b					
BT	372	282	90	237	132	253	105
	27%	23%	52%	26%	27%	28%	23%
		a					
Sky	326	297	28	223	101	190	127
	23%	24%	16%	25%	21%	21%	28%
		b					e
Talk Talk/ Carphone Warehouse	199	176	23	113	86	126	67
	14%	14%	13%	12%	18%	14%	15%
					c		
Orange	32	27	5	23	9	22	9
	2%	2%	3%	2%	2%	2%	2%
O2	17	14	3	13	4	9	8
	1%	1%	2%	1%	1%	1%	2%
Post Office	11	7	4	8	3	9	2
	1%	1%	2%	1%	1%	1%	*%
			a				
Plusnet	11	7	3	7	4	9	1
	1%	1%	2%	1%	1%	1%	*%
T-Mobile	9	8	1	7	2	6	3
	1%	1%	1%	1%	*%	1%	1%
AOL	8	6	2	5	4	8	1
	1%	1%	1%	1%	1%	1%	*%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 64

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

QG5 (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

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	1603	1369	234	898	699	980	492
Effective Weighted Sample	1337	1148	195	776	592	851	430
Total	1402	1230	172	907	491	907	462
Other	33	28	4	25	7	27	6
	2%	2%	2%	3%	2%	3%	1%
Don't know	12	11	1	8	3	9	2
	1%	1%	1%	1%	1%	1%	1%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 65

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

QG6 (QG5). Over the last 12 months, have you used a price comparison website (such as U Switch or Bill Monitor) to compare the cost of providers of any of the following communication services?

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Broadband	132	77	55	17	32	56	27	8	10	18	41	58	37	22	16	108	15	8	2
	6%	7%	5%	5%	7%	7%	4%	2%	5%	6%	10%	10%	5%	5%	3%	5%	7%	7%	2%
		b			f	f			g	g	gh	lmn	n	n		r	r	r	
Landline phone	122	67	56	14	26	52	30	10	9	20	36	43	35	25	19	98	13	9	2
	5%	6%	5%	4%	6%	6%	4%	3%	4%	7%	9%	7%	5%	6%	3%	5%	7%	8%	3%
					f	f				g	g	n		n			r		
Mobile phone	116	67	49	20	21	54	21	9	5	20	30	41	30	18	27	99	7	8	2
	5%	6%	4%	6%	5%	7%	3%	2%	3%	7%	7%	7%	4%	4%	4%	5%	4%	7%	3%
		b		f		f				gh	gh	ln						r	
TV service with additional channels you pay to receive	61	32	29	3	11	33	13	4	2	12	22	24	22	9	6	46	10	4	1
	3%	3%	2%	1%	3%	4%	2%	1%	1%	4%	5%	4%	3%	2%	1%	2%	5%	3%	1%
						cf				gh	gh	n	n				or		
Any combination of these services in a package or bundle	101	54	47	10	25	36	30	5	5	20	31	35	30	22	13	89	6	5	1
	4%	5%	4%	3%	5%	4%	4%	1%	3%	7%	7%	6%	4%	5%	2%	5%	3%	4%	2%
										gh	gh	n	n	n		r			
No, none of these	1980	935	1046	252	374	668	686	354	172	247	324	478	584	354	560	1646	179	96	60
	84%	83%	85%	80%	83%	82%	89%	91%	88%	83%	77%	81%	84%	82%	89%	84%	87%	82%	92%
						cde		ij	j						klm				oq
Don't know	55	19	36	20	9	17	10	7	2	5	8	15	17	10	12	49	2	3	2
	2%	2%	3%	6%	2%	2%	1%	2%	1%	2%	2%	3%	2%	2%	2%	2%	1%	2%	3%
			a	def															

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 65

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

QG6 (QG5). Over the last 12 months, have you used a price comparison website (such as U Switch or Bill Monitor) to compare the cost of providers of any of the following communication services?

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Broadband	132	100	32	92	39	103	28
	6%	5%	10%	7%	4%	7%	3%
			a	d		f	
Landline phone	122	99	23	87	34	91	30
	5%	5%	7%	7%	3%	6%	4%
			a	d		f	
Mobile phone	116	97	19	77	39	85	29
	5%	5%	6%	6%	4%	6%	3%
				d		f	
TV service with additional channels you pay to receive	61	50	11	47	14	41	19
	3%	2%	3%	4%	1%	3%	2%
				d			
Any combination of these services in a package or bundle	101	89	12	76	25	69	31
	4%	4%	4%	6%	2%	5%	4%
				d			
No, none of these	1980	1721	259	1068	905	1187	734
	84%	84%	82%	81%	88%	82%	87%
				c			e
Don't know	55	44	11	30	25	42	12
	2%	2%	3%	2%	2%	3%	1%
						f	

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 66

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

Base : All respondents

		GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION				
		Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	
Unweighted total		2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample		2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total		2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
7 days a week	(7.0)	1153	583	570	118	192	432	411	158	87	167	244	335	355	197	265	971	96	51	35
		49%	52% b	46%	37%	42%	53% cd	53% cd	41%	45%	56% gh	58% gh	57% lmn	51% n	46%	42%	49%	47%	44%	54% q
6 days a week	(6.0)	64	29	35	13	17	24	11	7	3	12	9	21	20	8	14	59	2	3	1
		3%	3%	3%	4% f	4% f	3% f	1%	2%	2%	4%	2%	4%	3%	2%	2%	3%	1%	2%	1%
5 days a week	(5.0)	190	99	92	19	50	68	54	20	21	32	38	48	53	52	37	157	18	12	3
		8%	9%	7%	6%	11% cf	8%	7%	5%	11% g	11% g	9% g	8%	8%	12% kln	6%	8%	9%	10% r	5%
3 or 4 days a week	(3.5)	169	79	91	29	24	57	59	23	14	17	34	54	49	28	37	135	20	9	5
		7%	7%	7%	9% d	5%	7%	8%	6%	7%	6%	8%	9% n	7%	6%	6%	7%	10%	8%	7%
1 or 2 days a week	(1.5)	192	84	108	39	38	50	65	37	25	11	30	35	60	46	50	164	15	8	4
		8%	7%	9%	12% ef	8%	6%	8%	9% i	13% ij	4%	7%	6%	9%	11% k	8%	8%	7%	7%	7%
Less often	(0.5)	108	44	63	14	18	39	37	27	8	13	16	23	30	18	37	92	5	7	4
		5%	4%	5%	4%	4%	5%	5%	7% j	4%	4%	4%	4%	4%	4%	6%	5%	2%	6% p	6% p
Never/ do not listen to the radio	(0.0)	475	210	264	83	113	144	135	116	37	46	48	74	127	83	190	387	50	25	13
		20%	19%	22%	26% ef	25% ef	18%	18%	30% hij	19% j	16%	11%	13%	18% k	19% k	30% klm	20%	24%	22%	19%
Don't know		5	2	3	2	-	2	1	1	-	-	-	1	3	1	1	5	-	-	-
		*%	*%	*%	1%	-%	*%	*%	*%	-%	-%	-%	*%	*%	*%	*%	*%	-%	-%	-%
Mean number of days during an average week		4.4	4.6 b	4.2	3.7	4.1	4.7 cd	4.6 cd	3.6	4.2 g	5.0 gh	5.1 gh	5.0 lmn	4.5 n	4.3 n	3.7	4.4	4.2	4.2	4.5
Standard deviation		2.96	2.91	3.00	3.02	3.02	2.89	2.92	3.15	2.92	2.77	2.65	2.68	2.92	2.91	3.15	2.95	3.00	2.98	3.03
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																				

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 66

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

Base : All respondents

	GENDER			AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
	Total	MALE a	FEMALE b	16-24 c	25-34 d	35-54 e	55+ f	UNDER £11.5K g	£11.5K- £17.5K h	£17.5K- £29.9K i	£30K+ j	AB k	C1 l	C2 m	DE n	ENG LAND o	SCOT LAND p	WALES q	NI r
Significance Level: 95%																			
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Standard error	.06	.08	.08	.16	.14	.10	.09	.13	.18	.15	.13	.11	.10	.12	.11	.06	.18	.18	.19

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 66

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

Base : All respondents

		URBANITY			WORKING		DEPRIVATION LEVEL	
		Total	URBAN a	RURAL b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%								
Unweighted total		2893	2426	467	1326	1555	1674	954
Effective Weighted Sample		2355	1990	374	1136	1290	1422	820
Total		2355	2037	318	1316	1029	1449	841
7 days a week	(7.0)	1153	985	167	691	454	768	350
		49%	48%	53%	52% d	44%	53% f	42%
6 days a week	(6.0)	64	51	13	40	25	37	26
		3%	3%	4%	3%	2%	3%	3%
5 days a week	(5.0)	190	166	24	129	61	126	61
		8%	8%	8%	10% d	6%	9%	7%
3 or 4 days a week	(3.5)	169	146	23	84	85	103	61
		7%	7%	7%	6%	8%	7%	7%
1 or 2 days a week	(1.5)	192	162	30	103	89	110	78
		8%	8%	9%	8%	9%	8%	9%
Less often	(0.5)	108	94	14	47	60	60	43
		5%	5%	4%	4%	6% c	4%	5%
Never/ do not listen to the radio	(0.0)	475	428	47	220	254	241	221
		20%	21% b	15%	17%	25% c	17%	26% e
Don't know		5	5	-	3	1	3	1
		*%	*%	-%	*%	*%	*%	*%
Mean number of days during an average week		4.4	4.3	4.7 a	4.7 d	4.0	4.7 f	3.9
Standard deviation		2.96	2.98	2.82	2.84	3.06	2.86	3.06
Standard error		.06	.06	.13	.08	.08	.07	.10
Columns Tested: a.b - c.d - e.f								

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 67

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

Base : Those who listen to radio

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2284	1106	1178	259	347	759	919	394	217	294	386	563	663	463	590	1673	196	204	211
Effective Weighted Sample	1859	897	962	212	293	648	726	314	174	237	332	472	535	373	486	1460	185	180	201
Total	1876	917	958	232	338	669	636	272	159	253	372	516	568	348	440	1577	155	91	52
Every day	241 13%	122 13%	120 12%	19 8%	35 10%	79 12%	109 17% cde	38 14%	21 13%	37 15%	50 13%	64 12%	73 13%	47 13%	58 13%	204 13%	14 9%	10 11%	14 27% opq
At least weekly	132 7%	64 7%	68 7%	17 7%	20 6%	47 7%	48 8%	15 6%	22 14% gij	17 7%	21 6%	18 4%	39 7% k	34 10% k	40 9% k	116 7% p	5 3%	6 7%	6 11% p
At least monthly	50 3%	24 3%	26 3%	10 4%	8 2%	13 2%	19 3%	5 2%	5 3%	6 3%	7 2%	13 3%	18 3%	7 2%	12 3%	47 3% p	- -%	3 3% p	1 1%
Have tried it once	73 4%	37 4%	36 4%	9 4%	9 3%	24 4%	31 5%	13 5%	3 2%	4 2%	20 5% i	27 5% l	14 2%	15 4%	16 4%	62 4% p	1 1%	8 8% opr	1 3%
Never	864 46%	419 46%	445 46%	106 46%	153 45%	325 49%	280 44%	131 48%	66 41%	134 53% h	185 50%	237 46%	281 50% m	149 43%	195 44%	720 46%	60 38%	56 62% op	29 55% op
Do not have access to device	515 27%	252 27%	264 28%	71 31% f	114 34% ef	181 27%	149 23%	71 26%	42 26%	54 21%	89 24%	156 30%	142 25%	97 28%	119 27%	429 27% qr	75 49% oqr	9 10% r	2 4%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 67

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

Base : Those who listen to radio

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2284	1891	393	1103	1171	1375	698
Effective Weighted Sample	1859	1551	316	943	971	1173	596
Total	1876	1605	271	1093	774	1205	619
Every day	241 13%	217 13% b	25 9%	131 12%	108 14%	162 13%	65 11%
At least weekly	132 7%	124 8% b	8 3%	68 6%	62 8%	71 6%	55 9% e
At least monthly	50 3%	48 3% b	2 1%	25 2%	25 3%	22 2%	27 4% e
Have tried it once	73 4%	62 4%	10 4%	42 4%	31 4%	62 5% f	10 2%
Never	864 46%	721 45%	143 53% a	517 47%	343 44%	597 50% f	238 38%
Do not have access to device	515 27%	434 27%	82 30%	310 28%	205 27%	290 24%	223 36% e

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 68

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

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

Base : Those who listen to radio

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2284	1106	1178	259	347	759	919	394	217	294	386	563	663	463	590	1673	196	204	211
Effective Weighted Sample	1859	897	962	212	293	648	726	314	174	237	332	472	535	373	486	1460	185	180	201
Total	1876	917	958	232	338	669	636	272	159	253	372	516	568	348	440	1577	155	91	52
Every day	562	267	295	51	67	196	249	102	55	77	108	151	164	97	149	473	42	30	17
	30%	29%	31%	22%	20%	29%	39%	37%	35%	31%	29%	29%	29%	28%	34%	30%	27%	33%	32%
						cd	cde	j											
At least weekly	333	165	168	47	53	111	122	45	37	43	61	77	102	71	81	283	27	16	7
	18%	18%	18%	20%	16%	17%	19%	17%	23%	17%	16%	15%	18%	20%	19%	18%	18%	17%	13%
														k					
At least monthly	86	40	45	12	20	23	31	19	3	7	16	25	31	10	19	73	5	6	2
	5%	4%	5%	5%	6%	3%	5%	7%	2%	3%	4%	5%	6%	3%	4%	5%	3%	7%	3%
								hi											
Have tried it once	40	20	20	5	5	15	16	6	5	5	13	13	7	13	8	30	2	7	1
	2%	2%	2%	2%	1%	2%	2%	2%	3%	2%	4%	2%	1%	4%	2%	2%	2%	8%	2%
														l				opr	
Never	515	263	252	64	112	203	136	57	38	87	126	147	156	100	111	421	43	26	24
	27%	29%	26%	28%	33%	30%	21%	21%	24%	35%	34%	29%	27%	29%	25%	27%	28%	29%	46%
					f	f				gh	gh							opq	
Do not have access to device	340	163	178	54	82	122	83	43	21	32	48	102	108	57	72	296	36	6	2
	18%	18%	19%	23%	24%	18%	13%	16%	13%	13%	13%	20%	19%	16%	16%	19%	23%	7%	4%
				f	ef	f										qr	qr		

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 68

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

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

Base : Those who listen to radio

	Total	URBANITY		WORKING		DEPRIVATION LEVEL	
		URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2284	1891	393	1103	1171	1375	698
Effective Weighted Sample	1859	1551	316	943	971	1173	596
Total	1876	1605	271	1093	774	1205	619
Every day	562	483	79	296	262	375	170
	30%	30%	29%	27%	34%	31%	27%
				c			
At least weekly	333	283	49	184	148	208	118
	18%	18%	18%	17%	19%	17%	19%
At least monthly	86	74	11	46	40	54	30
	5%	5%	4%	4%	5%	4%	5%
Have tried it once	40	33	7	26	13	30	9
	2%	2%	3%	2%	2%	2%	2%
Never	515	437	78	338	174	349	141
	27%	27%	29%	31%	22%	29%	23%
				d		f	
Do not have access to device	340	294	47	204	137	188	151
	18%	18%	17%	19%	18%	16%	24%
							e

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 69

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

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

Base : Those who listen to radio

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2284	1106	1178	259	347	759	919	394	217	294	386	563	663	463	590	1673	196	204	211
Effective Weighted Sample	1859	897	962	212	293	648	726	314	174	237	332	472	535	373	486	1460	185	180	201
Total	1876	917	958	232	338	669	636	272	159	253	372	516	568	348	440	1577	155	91	52
Every day	51 3%	27 3%	24 3%	20 9% def	9 3% f	15 2%	6 1%	6 2%	3 2%	8 3%	9 2%	12 2%	26 5% mn	5 1%	8 2%	41 3%	4 3%	4 4%	1 3%
At least weekly	54 3%	26 3%	28 3%	20 9% def	6 2%	24 4% f	4 1%	11 4%	3 2%	6 2%	12 3%	14 3%	18 3%	6 2%	15 4%	47 3%	4 3%	3 3%	1 1%
At least monthly	63 3%	31 3%	32 3%	19 8% ef	19 6% f	20 3% f	5 1%	8 3%	5 3%	14 6% j	7 2%	15 3%	20 4%	8 2%	19 4%	56 4%	4 3%	2 2%	1 1%
Have tried it once	84 4%	35 4%	49 5%	17 7% f	27 8% ef	32 5% f	8 1%	11 4%	5 3%	6 2%	24 6% i	18 3%	33 6%	18 5%	16 4%	74 5% r	6 4%	4 4%	1 1%
Never	1300 69%	636 69%	664 69%	127 55%	242 72% c	489 73% c	442 69% c	170 62%	106 67%	187 74% g	285 77% gh	380 74% ln	385 68%	242 70%	291 66%	1095 69% p	86 56%	73 80% op	45 87% op
Do not have access to device	324 17%	163 18%	161 17%	28 12%	35 10%	89 13%	172 27% cde	67 25% ij	36 23% ij	31 12%	36 10%	77 15%	86 15%	69 20%	91 21% kl	264 17% qr	51 33% oqr	6 7%	4 7%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 69

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

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

Base : Those who listen to radio

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2284	1891	393	1103	1171	1375	698
Effective Weighted Sample	1859	1551	316	943	971	1173	596
Total	1876	1605	271	1093	774	1205	619
Every day	51	46	5	35	15	26	23
	3%	3%	2%	3%	2%	2%	4%
At least weekly	54	48	6	28	26	28	26
	3%	3%	2%	3%	3%	2%	4%
							e
At least monthly	63	57	5	39	24	34	28
	3%	4%	2%	4%	3%	3%	4%
Have tried it once	84	74	10	60	24	53	31
	4%	5%	4%	5%	3%	4%	5%
				d			
Never	1300	1116	184	795	498	862	393
	69%	70%	68%	73%	64%	72%	64%
				d		f	
Do not have access to device	324	264	60	138	186	202	119
	17%	16%	22%	13%	24%	17%	19%
			a		c		

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 70

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

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

Base : Those who listen to radio

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2284	1106	1178	259	347	759	919	394	217	294	386	563	663	463	590	1673	196	204	211
Effective Weighted Sample	1859	897	962	212	293	648	726	314	174	237	332	472	535	373	486	1460	185	180	201
Total	1876	917	958	232	338	669	636	272	159	253	372	516	568	348	440	1577	155	91	52
Every day	132 7%	54 6%	78 8%	17 7%	28 8%	52 8%	35 5%	26 9%	9 6%	19 7%	23 6%	30 6%	40 7%	17 5%	45 10% km	105 7%	14 9%	10 11% o	3 6%
At least weekly	185 10%	82 9%	103 11%	34 15% df	26 8%	71 11%	54 8%	29 11%	20 12%	23 9%	43 12%	50 10%	56 10%	34 10%	44 10%	154 10%	17 11%	9 10%	4 8%
At least monthly	163 9%	89 10%	74 8%	26 11% f	36 11% f	61 9% f	40 6%	21 8%	13 8%	26 10%	37 10%	51 10% n	54 10% n	33 9% n	25 6%	138 9%	11 7%	10 11%	4 7%
Have tried it once	163 9%	83 9%	80 8%	22 10%	43 13% ef	55 8%	43 7%	19 7%	13 8%	19 8%	33 9%	41 8%	63 11% n	26 7%	33 8%	147 9% q	9 6%	4 4%	3 6%
Never	1019 54%	501 55%	517 54%	103 44%	176 52%	361 54% c	377 59% cde	132 49%	85 54%	144 57%	214 58% g	298 58%	294 52%	196 56%	228 52%	865 55% p	65 42%	53 58% p	36 68% opq
Do not have access to device	214 11%	108 12%	106 11%	30 13%	29 9%	68 10%	88 14% de	45 16% ij	18 11% j	23 9%	22 6%	46 9%	59 10%	43 12%	66 15% kl	168 11% qr	39 25% oqr	5 5%	2 4%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 70

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

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

Base : Those who listen to radio

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2284	1891	393	1103	1171	1375	698
Effective Weighted Sample	1859	1551	316	943	971	1173	596
Total	1876	1605	271	1093	774	1205	619
Every day	132	110	22	66	64	80	48
	7%	7%	8%	6%	8%	7%	8%
At least weekly	185	160	25	99	85	113	68
	10%	10%	9%	9%	11%	9%	11%
At least monthly	163	138	25	112	50	101	58
	9%	9%	9%	10%	6%	8%	9%
				d			
Have tried it once	163	147	15	98	64	85	74
	9%	9%	6%	9%	8%	7%	12%
		b					e
Never	1019	871	148	603	412	695	288
	54%	54%	54%	55%	53%	58%	47%
						f	
Do not have access to device	214	178	37	114	99	131	82
	11%	11%	14%	10%	13%	11%	13%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 71

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

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

Base : Those who listen to radio

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2284	1106	1178	259	347	759	919	394	217	294	386	563	663	463	590	1673	196	204	211
Effective Weighted Sample	1859	897	962	212	293	648	726	314	174	237	332	472	535	373	486	1460	185	180	201
Total	1876	917	958	232	338	669	636	272	159	253	372	516	568	348	440	1577	155	91	52
Every day	60 3%	35 4%	25 3%	14 6% f	12 4%	21 3%	13 2%	4 1%	4 3%	9 3%	14 4%	18 4%	29 5% mn	6 2%	7 2%	53 3%	4 3%	2 2%	1 2%
At least weekly	99 5%	65 7% b	34 3%	30 13% def	20 6% f	30 5%	19 3%	13 5%	7 4%	5 2%	27 7% i	41 8% mn	32 6% n	14 4%	12 3%	90 6%	5 3%	3 3%	2 3%
At least monthly	88 5%	58 6% b	30 3%	21 9% ef	17 5%	32 5%	19 3%	8 3%	6 4%	13 5%	20 5%	22 4%	32 6%	10 3%	24 5%	77 5%	3 2%	6 7% p	2 4%
Have tried it once	109 6%	57 6%	52 5%	19 8% f	33 10% ef	36 5%	21 3%	9 3%	6 4%	11 4%	27 7% g	41 8% n	35 6% n	22 6% n	11 3%	94 6% r	13 8% qr	3 3% r	- -%
Never	1134 60%	522 57%	612 64% a	110 48%	212 63% c	445 67% cf	367 58% c	143 53%	89 56%	181 72% gh	256 69% gh	335 65% n	346 61% n	217 62% n	233 53%	956 61% p	67 43%	68 75% op	43 82% op
Do not have access to device	385 21%	179 20%	206 22%	37 16%	45 13%	106 16%	197 31% cde	95 35% ij	47 29% ij	35 14% j	28 8%	59 11%	94 16% k	78 23% kl	153 35% klm	307 19% qr	64 41% oqr	10 11%	5 9%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 71

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

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

Base : Those who listen to radio

	Total	URBANITY		WORKING		DEPRIVATION LEVEL	
		URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2284	1891	393	1103	1171	1375	698
Effective Weighted Sample	1859	1551	316	943	971	1173	596
Total	1876	1605	271	1093	774	1205	619
Every day	60	52	8	43	17	44	15
	3%	3%	3%	4% d	2%	4%	2%
At least weekly	99	84	15	63	36	66	32
	5%	5%	6%	6%	5%	5%	5%
At least monthly	88	74	14	59	29	50	36
	5%	5%	5%	5%	4%	4%	6%
Have tried it once	109	98	11	78	31	67	43
	6%	6%	4%	7% d	4%	6%	7%
Never	1134	974	161	695	433	761	331
	60%	61%	59%	64% d	56%	63% f	53%
Do not have access to device	385	323	63	154	229	218	163
	21%	20%	23%	14% c	30%	18%	26% e

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 72

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

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

Base : Those who listen to radio

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2284	1106	1178	259	347	759	919	394	217	294	386	563	663	463	590	1673	196	204	211
Effective Weighted Sample	1859	897	962	212	293	648	726	314	174	237	332	472	535	373	486	1460	185	180	201
Total	1876	917	958	232	338	669	636	272	159	253	372	516	568	348	440	1577	155	91	52
Every day	380	199	181	28	63	142	147	36	23	55	101	148	115	52	65	326	32	18	4
	20%	22%	19%	12%	19%	21%	23%	13%	14%	22%	27%	29%	20%	15%	15%	21%	20%	20%	8%
					c	c	c			g	gh	lmn	mn			r	r	r	
At least weekly	177	105	73	34	30	61	53	14	12	31	49	57	67	29	23	158	11	7	2
	9%	11%	8%	15%	9%	9%	8%	5%	8%	12%	13%	11%	12%	8%	5%	10%	7%	8%	3%
		b		def						g	g	n	n			r		r	
At least monthly	34	15	19	6	4	10	14	4	5	7	11	9	11	5	8	30	3	1	1
	2%	2%	2%	2%	1%	2%	2%	2%	3%	3%	3%	2%	2%	2%	2%	2%	2%	1%	1%
Have tried it once	20	12	8	5	-	5	10	3	2	3	7	8	5	6	2	19	-	1	*
	1%	1%	1%	2%	-%	1%	2%	1%	1%	1%	2%	1%	1%	2%	1%	1%	-%	1%	1%
				d			d												
Never	479	222	257	57	81	200	141	64	40	67	93	137	142	98	100	391	20	40	28
	26%	24%	27%	25%	24%	30%	22%	24%	25%	26%	25%	27%	25%	28%	23%	25%	13%	44%	54%
						f										p		op	op
Do not have access to device	785	364	421	102	161	252	271	150	76	90	110	156	227	158	242	654	90	24	17
	42%	40%	44%	44%	47%	38%	43%	55%	48%	36%	30%	30%	40%	45%	55%	41%	58%	26%	33%
					e			ij	ij				k	k	klm	qr	oqr		

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 72

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

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

Base : Those who listen to radio

	Total	URBANITY		WORKING		DEPRIVATION LEVEL	
		URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2284	1891	393	1103	1171	1375	698
Effective Weighted Sample	1859	1551	316	943	971	1173	596
Total	1876	1605	271	1093	774	1205	619
Every day	380	329	50	243	136	255	120
	20%	21%	19%	22% d	18%	21%	19%
At least weekly	177	152	26	102	76	130	46
	9%	9%	9%	9%	10%	11% f	7%
At least monthly	34	26	8	19	15	24	9
	2%	2%	3%	2%	2%	2%	2%
Have tried it once	20	19	1	13	6	12	8
	1%	1%	*%	1%	1%	1%	1%
Never	479	401	78	309	166	320	131
	26%	25%	29%	28% d	21%	27% f	21%
Do not have access to device	785	676	109	407	376	463	305
	42%	42%	40%	37%	49% c	38%	49% e

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 73

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

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

Base : Those who listen to radio

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2284	1106	1178	259	347	759	919	394	217	294	386	563	663	463	590	1673	196	204	211
Effective Weighted Sample	1859	897	962	212	293	648	726	314	174	237	332	472	535	373	486	1460	185	180	201
Total	1876	917	958	232	338	669	636	272	159	253	372	516	568	348	440	1577	155	91	52
Every day	740	383	357	69	144	332	195	58	45	130	187	231	243	153	111	613	73	28	25
	39%	42%	37%	30%	43%	50%	31%	21%	28%	52%	50%	45%	43%	44%	25%	39%	47%	30%	49%
		b			cf	cdf				gh	gh	n	n	n		q	oq		oq
At least weekly	476	239	237	74	89	145	168	51	47	66	105	153	138	93	91	405	31	30	10
	25%	26%	25%	32%	26%	22%	26%	19%	30%	26%	28%	30%	24%	27%	21%	26%	20%	33%	19%
				e			e		g	g	g	n		n		r		opr	
At least monthly	67	36	30	13	5	15	33	12	2	8	18	19	22	11	15	58	5	3	2
	4%	4%	3%	6%	2%	2%	5%	4%	1%	3%	5%	4%	4%	3%	3%	4%	3%	3%	4%
				de			de				h								
Have tried it once	19	8	11	1	5	6	7	2	1	4	5	6	4	4	5	18	-	2	-
	1%	1%	1%	1%	1%	1%	1%	1%	*%	2%	1%	1%	1%	1%	1%	1%	-%	2%	-%
Never	254	124	130	26	33	92	103	49	26	21	36	69	73	41	70	215	8	19	12
	14%	14%	14%	11%	10%	14%	16%	18%	16%	8%	10%	13%	13%	12%	16%	14%	5%	21%	24%
							d	ij	ij							p		op	op
Do not have access to device	320	128	193	48	62	80	130	100	38	23	22	38	88	46	149	269	38	10	3
	17%	14%	20%	21%	18%	12%	20%	37%	24%	9%	6%	7%	15%	13%	34%	17%	25%	11%	5%
			a	e	e		e	hij	ij				k	k	klm	qr	oqr	r	

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 73

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

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

Base : Those who listen to radio

	Total	URBANITY		WORKING		DEPRIVATION LEVEL	
		URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2284	1891	393	1103	1171	1375	698
Effective Weighted Sample	1859	1551	316	943	971	1173	596
Total	1876	1605	271	1093	774	1205	619
Every day	740	613	127	558	181	528	187
	39%	38%	47%	51%	23%	44%	30%
			a	d		f	
At least weekly	476	412	64	270	205	313	153
	25%	26%	23%	25%	26%	26%	25%
At least monthly	67	56	11	28	39	42	22
	4%	4%	4%	3%	5%	4%	4%
				c			
Have tried it once	19	19	1	7	12	17	2
	1%	1%	*%	1%	2%	1%	*%
						f	
Never	254	212	42	123	126	170	72
	14%	13%	16%	11%	16%	14%	12%
					c		
Do not have access to device	320	293	27	108	211	135	182
	17%	18%	10%	10%	27%	11%	29%
		b			c		e

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 74

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

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

Base : Those who listen to radio

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2284	1106	1178	259	347	759	919	394	217	294	386	563	663	463	590	1673	196	204	211
Effective Weighted Sample	1859	897	962	212	293	648	726	314	174	237	332	472	535	373	486	1460	185	180	201
Total	1876	917	958	232	338	669	636	272	159	253	372	516	568	348	440	1577	155	91	52
Every day	201	112	89	21	40	82	58	12	16	31	55	58	73	45	24	154	29	5	12
	11%	12%	9%	9%	12%	12%	9%	5%	10%	12%	15%	11%	13%	13%	5%	10%	19%	6%	23%
		b							g	g	g	n	n	n			oq		oq
At least weekly	145	80	65	25	25	47	47	13	15	18	29	46	37	34	27	125	8	6	5
	8%	9%	7%	11%	8%	7%	7%	5%	9%	7%	8%	9%	7%	10%	6%	8%	5%	7%	10%
									g					n					
At least monthly	65	37	28	5	12	20	28	8	1	8	17	25	19	9	11	58	4	3	1
	3%	4%	3%	2%	4%	3%	4%	3%	1%	3%	5%	5%	3%	3%	3%	4%	2%	3%	2%
											h								
Have tried it once	62	26	36	3	8	25	26	7	1	6	18	27	16	9	9	54	1	7	-
	3%	3%	4%	1%	2%	4%	4%	3%	1%	3%	5%	5%	3%	2%	2%	3%	*%	7%	-%
							c				h	lmn				pr		opr	
Never	823	407	416	89	146	321	268	99	64	137	175	236	274	150	162	697	37	59	31
	44%	44%	43%	38%	43%	48%	42%	36%	40%	54%	47%	46%	48%	43%	37%	44%	24%	65%	59%
						cf				gh	g	n	n			p		op	op
Do not have access to device	580	256	324	90	106	175	209	133	62	52	77	123	148	101	207	488	77	12	3
	31%	28%	34%	39%	31%	26%	33%	49%	39%	21%	21%	24%	26%	29%	47%	31%	50%	13%	6%
			a	e			e	hij	ij						klm	qr	oqr	r	

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 74

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

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

Base : Those who listen to radio

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2284	1891	393	1103	1171	1375	698
Effective Weighted Sample	1859	1551	316	943	971	1173	596
Total	1876	1605	271	1093	774	1205	619
Every day	201	188	13	148	52	135	54
	11%	12%	5%	14%	7%	11%	9%
		b		d			
At least weekly	145	135	10	80	65	84	55
	8%	8%	4%	7%	8%	7%	9%
		b					
At least monthly	65	61	4	33	32	38	27
	3%	4%	1%	3%	4%	3%	4%
		b					
Have tried it once	62	51	11	39	23	56	6
	3%	3%	4%	4%	3%	5%	1%
						f	
Never	823	666	158	517	298	574	219
	44%	41%	58%	47%	39%	48%	35%
			a	d		f	
Do not have access to device	580	504	76	276	303	318	259
	31%	31%	28%	25%	39%	26%	42%
				c			e

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 75

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

QP21 (QP11I) SHOWCARD How often, if at all, do you access the radio via - A car radio (DAB). (SINGLE CODE)

Base : Those who listen to radio

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2284	1106	1178	259	347	759	919	394	217	294	386	563	663	463	590	1673	196	204	211
Effective Weighted Sample	1859	897	962	212	293	648	726	314	174	237	332	472	535	373	486	1460	185	180	201
Total	1876	917	958	232	338	669	636	272	159	253	372	516	568	348	440	1577	155	91	52
Every day	99	64	35	7	17	44	31	9	3	14	32	35	32	19	12	80	7	10	3
	5%	7%	4%	3%	5%	7%	5%	3%	2%	5%	9%	7%	6%	6%	3%	5%	4%	11%	5%
		b				c					gh	n	n	n				opr	
At least weekly	49	29	19	7	10	15	18	3	3	4	16	19	15	7	8	42	2	4	*
	3%	3%	2%	3%	3%	2%	3%	1%	2%	2%	4%	4%	3%	2%	2%	3%	2%	5%	1%
											g							r	
At least monthly	7	2	5	-	-	1	5	3	-	-	-	2	1	-	4	6	-	1	-
	*%	*%	1%	-%	-%	*%	1%	1%	-%	-%	-%	*%	*%	-%	1%	*%	-%	1%	-%
Have tried it once	11	5	6	1	2	4	4	-	2	2	3	2	5	3	1	11	-	-	-
	1%	*%	1%	1%	1%	1%	1%	-%	1%	1%	1%	*%	1%	1%	*%	1%	-%	-%	-%
Never	587	275	311	60	105	234	187	69	42	100	129	171	194	107	115	490	18	52	26
	31%	30%	32%	26%	31%	35%	29%	26%	26%	40%	35%	33%	34%	31%	26%	31%	12%	57%	50%
						cf				gh	g	n	n			p		op	op
Do not have access to device	1124	542	582	157	204	371	392	188	109	133	192	286	321	212	301	949	128	24	23
	60%	59%	61%	68%	60%	55%	62%	69%	69%	53%	52%	56%	57%	61%	68%	60%	82%	26%	44%
				e		e	e	ij	ij						klm	qr	oqr		q

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 75

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

QP21 (QP11I) SHOWCARD How often, if at all, do you access the radio via - A car radio (DAB). (SINGLE CODE)

Base : Those who listen to radio

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2284	1891	393	1103	1171	1375	698
Effective Weighted Sample	1859	1551	316	943	971	1173	596
Total	1876	1605	271	1093	774	1205	619
Every day	99	88	11	71	28	65	31
	5%	5%	4%	6% d	4%	5%	5%
At least weekly	49	44	5	23	26	33	15
	3%	3%	2%	2%	3%	3%	2%
At least monthly	7	6	*	2	5	4	3
	*%	*%	*%	*%	1%	*%	*%
Have tried it once	11	9	2	8	3	8	3
	1%	1%	1%	1%	*%	1%	1%
Never	587	488	99	366	215	400	161
	31%	30%	37% a	33% d	28%	33% f	26%
Do not have access to device	1124	970	154	624	498	695	406
	60%	60%	57%	57%	64% c	58%	66% e

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 76

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

QP3 (QP2). Before today, had you heard of digital radios, sometimes called D-A-B radios? READ OUT EXPLANATION IF NECESSARY (SINGLE CODE)

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Yes	1914	969	945	261	375	690	587	254	153	256	387	522	602	354	431	1603	169	93	48
	81%	86%	77%	83%	83%	85%	76%	65%	78%	85%	92%	88%	86%	82%	68%	81%	83%	80%	74%
		b		f	f	f			g	gh	ghi	mn	mn	n		r	r		
No	397	138	259	51	71	110	165	124	36	39	32	60	86	68	182	331	31	21	15
	17%	12%	21%	16%	16%	14%	21%	32%	18%	13%	8%	10%	12%	16%	29%	17%	15%	18%	22%
			a				de	hij	j	j				k	klm				op
Unsure	44	22	22	4	5	15	21	12	7	5	1	8	9	10	17	35	5	2	2
	2%	2%	2%	1%	1%	2%	3%	3%	4%	2%	1%	1%	1%	2%	3%	2%	2%	2%	3%
								j	j	j									

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 76

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

QP3 (QP2). Before today, had you heard of digital radios, sometimes called D-A-B radios? READ OUT EXPLANATION IF NECESSARY (SINGLE CODE)

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Yes	1914	1645	268	1151	757	1225	641
	81%	81%	84%	87%	74%	85%	76%
				d		f	
No	397	354	43	147	246	206	176
	17%	17%	14%	11%	24%	14%	21%
				c			e
Unsure	44	37	7	18	25	18	24
	2%	2%	2%	1%	2%	1%	3%
							e

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 77

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

QP4 (QB1). Do you, or does anyone in your household, have digital radio channels in your home at the moment - whether through a specialist DAB radio receiver, through a digital television or over the internet? (SINGLE CODE)

Base : All respondents

	GENDER			AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
	Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Yes	1531	751	781	218	291	555	467	206	117	209	311	432	476	264	356	1293	122	69	47
	65%	66%	64%	69%	64%	68%	60%	53%	60%	70%	74%	73%	68%	61%	56%	66%	60%	59%	73%
				f		f				gh	gh	mn	mn			q			opq
No	1126	525	601	134	231	390	371	230	110	133	152	227	319	238	340	929	111	65	22
	48%	46%	49%	42%	51%	48%	48%	59%	56%	45%	36%	38%	46%	55%	54%	47%	54%	56%	33%
					c			ij	ij	j			k	kl	kl	r	or	or	
Don't know	84	26	58	17	17	20	30	22	5	8	6	16	17	15	36	67	10	4	3
	4%	2%	5%	5%	4%	3%	4%	6%	3%	3%	1%	3%	2%	4%	6%	3%	5%	4%	4%
			a	e				ij							kl				

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 77

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

QP4 (QB1). Do you, or does anyone in your household, have digital radio channels in your home at the moment - whether through a specialist DAB radio receiver, through a digital television or over the internet? (SINGLE CODE)

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Yes	1531	1313	219	906	620	972	512
	65%	64%	69%	69%	60%	67%	61%
				d		f	
No	1126	968	158	607	513	685	419
	48%	48%	50%	46%	50%	47%	50%
Don't know	84	74	11	38	46	46	36
	4%	4%	3%	3%	5%	3%	4%
				c			

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 78

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

QP5 (QP4). SHOWCARD Please think about any radio sets that you may have at home that someone listens to in most weeks. In which of these rooms at home do you have one of these radios that someone listens to in most weeks? (MULTI CODE)

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-54 e	55+ f	UNDER £11.5K g	£11.5K- £17.5K h	£17.5K- £29.9K i	£30K+ j	AB k	C1 l	C2 m	DE n	ENG LAND o	SCOT LAND p	WALES q	NI r
Significance Level: 95%																			
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Kitchen/ Kitchen diner	776 33%	346 31%	430 35% a	83 26%	110 24%	292 36% cd	290 38% cd	102 26%	65 33%	103 34% g	167 40% g	246 42% lmn	220 32% n	143 33% n	165 26%	651 33%	66 32%	34 29%	25 38% q
Living room/ Lounge	774 33%	405 36% b	369 30%	99 31%	119 26%	260 32%	296 38% cde	138 35%	64 33%	105 35%	132 31%	213 36% l	203 29%	137 32%	219 35% l	641 33%	66 32%	47 40% o	21 32%
Adult's bedroom	508 22%	256 23%	252 21%	73 23% d	58 13%	178 22% d	199 26% d	73 19%	44 23%	69 23%	116 28% g	160 27% mn	163 23% mn	75 18%	109 17%	433 22% p	31 15%	29 25% p	15 23% p
Dining room	112 5%	53 5%	60 5%	6 2%	18 4%	40 5% c	48 6% c	9 2%	7 3%	29 10% gh	25 6% g	30 5% n	50 7% mn	18 4% n	13 2%	105 5% pr	3 2%	3 3%	1 1%
Child's bedroom	89 4%	43 4%	45 4%	19 6% df	12 3% f	52 6% df	6 1%	9 2%	8 4%	17 6% g	22 5% g	27 4% n	29 4% n	18 4%	15 2%	80 4% p	2 1%	3 3%	3 5% p
Bathroom/ Shower room/ WC	58 2%	38 3% b	21 2%	8 3%	7 1%	19 2%	24 3%	5 1%	3 2%	3 1%	18 4% gi	24 4% mn	19 3% n	8 2%	7 1%	49 2%	6 3%	2 1%	1 2%
Conservatory	56 2%	29 3%	26 2%	3 1%	3 1%	20 2% d	30 4% cd	3 1%	6 3% g	14 5% g	11 3% g	20 3% n	26 4% mn	6 1%	3 1%	53 3% qr	2 1%	* *% r	* *% r
Study/ Home office	54 2%	31 3%	24 2%	6 2%	3 1%	22 3% d	23 3% d	4 1%	2 1%	6 2%	15 4% g	38 6% lmn	6 1%	6 2%	4 1%	51 3% p	1 *% r	3 2%	* 1%
Garage	43 2%	32 3% b	12 1%	9 3% d	2 1%	13 2%	18 2% d	4 1%	5 2%	4 1%	8 2%	12 2% n	18 3% n	9 2% n	4 1%	36 2%	2 1%	4 3%	1 1%
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 78

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QP5 (QP4). SHOWCARD Please think about any radio sets that you may have at home that someone listens to in most weeks. In which of these rooms at home do you have one of these radios that someone listens to in most weeks? (MULTI CODE)

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-54 e	55+ f	UNDER £11.5K g	£11.5K- £17.5K h	£17.5K- £29.9K i	£30K+ j	AB k	C1 l	C2 m	DE n	ENG LAND o	SCOT LAND p	WALES q	NI r
Significance Level: 95%																			
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Spare bedroom	29 1%	15 1%	14 1%	3 1%	5 1%	6 1%	16 2% e	1 *%	3 2%	4 1%	4 1%	12 2%	7 1%	5 1%	5 1%	26 1%	1 *%	2 2%	* *%
Hallway/ Landing	16 1%	10 1%	6 *%	- -%	5 1%	7 1%	5 1%	1 *%	* *%	6 2% g	5 1%	7 1% n	4 1%	4 1%	1 *%	13 1%	2 1%	- -%	* *%
Move around as needed/ portable	73 3%	36 3%	37 3%	7 2%	15 3%	28 3%	23 3%	15 4%	4 2%	5 2%	13 3%	15 3%	19 3%	16 4%	21 3%	62 3%	5 2%	5 4%	2 3%
Other	48 2%	25 2%	23 2%	5 2%	6 1%	18 2%	18 2%	7 2%	4 2%	5 2%	10 2%	9 2%	21 3% n	11 2%	7 1%	45 2%	1 1%	2 2%	1 1%
None - do not have any radio sets at home that someone listens to in most weeks	708 30%	318 28%	390 32%	111 35% ef	191 42% ef	224 28%	180 23%	133 34% ij	61 31% j	81 27% j	85 20%	136 23%	219 31% k	128 30% k	224 35% km	574 29%	80 39% oqr	34 29%	20 30%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 78

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QP5 (QP4). SHOWCARD Please think about any radio sets that you may have at home that someone listens to in most weeks. In which of these rooms at home do you have one of these radios that someone listens to in most weeks? (MULTI CODE)

Base : All respondents

	Total	URBANITY		WORKING		DEPRIVATION LEVEL	
		URBAN a	RURAL b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%							
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Kitchen/ Kitchen diner	776 33%	643 32%	133 42% a	449 34%	324 31%	542 37% f	209 25%
Living room/ Lounge	774 33%	667 33%	107 34%	399 30%	371 36% c	495 34%	258 31%
Adult's bedroom	508 22%	427 21%	80 25%	294 22%	213 21%	342 24% f	151 18%
Dining room	112 5%	99 5%	14 4%	70 5%	42 4%	86 6% f	26 3%
Child's bedroom	89 4%	79 4%	9 3%	68 5% d	21 2%	62 4%	23 3%
Bathroom/ Shower room/ WC	58 2%	49 2%	9 3%	36 3%	22 2%	41 3%	16 2%
Conservatory	56 2%	45 2%	11 3%	28 2%	27 3%	44 3% f	12 1%
Study/ Home office	54 2%	46 2%	8 3%	35 3%	19 2%	49 3% f	5 1%
Garage	43 2%	33 2%	10 3% a	21 2%	22 2%	34 2% f	8 1%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 78

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QP5 (QP4). SHOWCARD Please think about any radio sets that you may have at home that someone listens to in most weeks. In which of these rooms at home do you have one of these radios that someone listens to in most weeks? (MULTI CODE)

Base : All respondents

	Total	URBANITY		WORKING		DEPRIVATION LEVEL	
		URBAN a	RURAL b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%							
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Spare bedroom	29	23	6	18	11	20	9
	1%	1%	2%	1%	1%	1%	1%
Hallway/ Landing	16	14	2	12	4	10	5
	1%	1%	1%	1%	*%	1%	1%
Move around as needed/ portable	73	65	8	44	29	39	32
	3%	3%	3%	3%	3%	3%	4%
Other	48	39	9	29	19	32	16
	2%	2%	3%	2%	2%	2%	2%
None - do not have any radio sets at home that someone listens to in most weeks	708	634	74	382	323	359	329
	30%	31%	23%	29%	31%	25%	39%
		b				e	

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 79

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QP6 (QP5). In total, how many radio sets do you have in your home that you, or someone in your household, listen to in most weeks? (SINGLE CODE)

Base : All respondents

	GENDER			AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
	Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
None	724 31%	325 29%	399 33%	112 35%	196 43%	234 29%	183 24%	145 37%	58 30%	88 29%	89 21%	144 24%	219 31%	134 31%	225 36%	590 30%	83 40%	33 28%	19 29%
			a	ef	cef	f		ij	j	j			k	k	k		oqr		
1	809 34%	398 35%	411 34%	106 34%	153 34%	281 34%	269 35%	151 39%	68 35%	87 29%	140 33%	168 28%	224 32%	163 38%	252 40%	662 34%	83 40%	39 33%	25 39%
								i						k	kl		o		
2-3	657 28%	316 28%	341 28%	77 24%	82 18%	244 30%	254 33%	82 21%	59 30%	100 33%	153 37%	216 36%	203 29%	105 24%	131 21%	568 29%	32 16%	38 33%	18 28%
						d	cd		g	g	g	lmn	n			p		p	p
4-5	127 5%	65 6%	63 5%	17 5%	19 4%	46 6%	45 6%	9 2%	8 4%	21 7%	28 7%	47 8%	39 6%	24 6%	17 3%	118 6%	3 2%	5 4%	2 2%
										g	g	n	n	n		pr			
6-10	34 1%	23 2%	11 1%	4 1%	1 *%	8 1%	21 3%	1 *%	3 2%	4 1%	9 2%	15 3%	11 2%	3 1%	6 1%	29 1%	3 1%	1 1%	1 1%
		b					de				g	mn							
11 or more	1 *%	1 *%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	1 1%	- -%	- -%
																	o		
Don't know	3 *%	2 *%	1 *%	- -%	1 *%	2 *%	* *%	- -%	- -%	* *%	- -%	1 *%	1 *%	1 *%	- -%	2 *%	- -%	1 *%	* *%
Mean number of 'active' radio sets	1.3	1.4	1.3	1.2	1.0	1.4	1.5	1.0	1.3	1.5	1.6	1.7	1.3	1.3	1.0	1.4	1.0	1.3	1.2
		b		d		d	cde		g	g	gh	lmn	n	n		p		p	p
Standard deviation	1.36	1.43	1.29	1.41	1.16	1.31	1.45	1.08	1.34	1.39	1.42	1.54	1.35	1.32	1.13	1.37	1.36	1.25	1.15
Standard error	.03	.04	.03	.07	.05	.04	.04	.05	.08	.07	.07	.06	.05	.06	.04	.03	.08	.08	.07
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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QP6 (QP5). In total, how many radio sets do you have in your home that you, or someone in your household, listen to in most weeks? (SINGLE CODE)

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
None	724 31%	639 31%	85 27%	398 30%	324 31%	382 26%	323 38% e
1	809 34%	693 34%	115 36%	427 32%	378 37% c	497 34%	287 34%
2-3	657 28%	569 28%	88 28%	392 30% d	262 25%	441 30% f	198 24%
4-5	127 5%	105 5%	22 7%	82 6% d	45 4%	100 7% f	25 3%
6-10	34 1%	27 1%	7 2%	15 1%	19 2%	29 2% f	5 1%
11 or more	1 *%	1 *%	- -%	1 *%	- -%	- -%	1 *%
Don't know	3 *%	3 *%	* *%	1 *%	2 *%	- -%	3 *% e
Mean number of 'active' radio sets	1.3	1.3	1.5 a	1.4	1.3	1.5 f	1.1
Standard deviation	1.36	1.34	1.49	1.37	1.36	1.43	1.20
Standard error	.03	.03	.07	.04	.03	.03	.04
Columns Tested: a,b - c,d - e,f							

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 80

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QP7. You said earlier that you have (NUMBER AT QP6) radio sets in your home that someone in the household listens to in most weeks. How many of these radio sets are digital radios? READ OUT EXPLANATION IF NECESSARY (SINGLE CODE)

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
None	1542	699	843	200	320	521	501	306	139	178	216	318	430	308	483	1264	142	85	51
	65%	62%	69%	63%	71%	64%	65%	79%	71%	60%	52%	54%	62%	71%	76%	64%	69%	73%	79%
		a	a	c	cef			hij	ij	j			k	kl	kl		o	op	
1	611	315	296	86	108	213	203	69	43	96	139	195	203	99	112	526	53	20	12
	26%	28%	24%	27%	24%	26%	26%	18%	22%	32%	33%	33%	29%	23%	18%	27%	26%	17%	18%
		b								gh	gh	mn	mn	n		qr	qr		
2	137	82	55	16	16	61	44	12	12	17	43	51	41	18	27	122	5	8	1
	6%	7%	4%	5%	4%	7%	6%	3%	6%	6%	10%	9%	6%	4%	4%	6%	3%	7%	1%
		b				d					gi	mn				pr		pr	
3	42	22	20	9	2	14	16	1	1	3	15	21	14	4	3	35	4	3	1
	2%	2%	2%	3%	1%	2%	2%	*%	1%	1%	3%	4%	2%	1%	1%	2%	2%	2%	1%
				d		d					gh	mn	n						
4-5	10	7	3	3	1	2	4	1	-	1	5	5	4	-	1	10	-	-	-
	*%	1%	*%	1%	*%	*%	*%	*%	-%	*%	1%	1%	1%	-%	*%	1%	-%	-%	-%
6-10	2	1	1	-	-	1	2	-	-	2	1	-	2	-	1	2	-	-	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	1%	*%	-%	*%	-%	*%	*%	-%	-%	-%
11 or more	1	1	-	1	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-
	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	1%	-%	-%
																o			
Don't know	10	2	8	2	3	3	2	1	-	2	-	1	3	1	5	9	-	1	1
	*%	*%	1%	1%	1%	*%	*%	*%	-%	1%	-%	*%	*%	*%	1%	*%	-%	1%	1%
Mean number of 'active' digital radio sets	.5	.5	.4	.5	.3	.5	.5	.3	.4	.5	.7	.6	.5	.4	.3	.5	.4	.4	.2
		b		d		d	d		g	gh	ghi	lmn	mn	n		r	r	r	
Standard deviation	.79	.87	.71	1.01	.60	.77	.81	.55	.63	.85	.94	.86	.84	.80	.62	.78	.99	.73	.51
Standard error	.01	.02	.02	.05	.03	.03	.02	.02	.04	.05	.04	.03	.03	.03	.02	.02	.06	.05	.03
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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QP7. You said earlier that you have (NUMBER AT QP6) radio sets in your home that someone in the household listens to in most weeks. How many of these radio sets are digital radios? READ OUT EXPLANATION IF NECESSARY (SINGLE CODE)

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
None	1542	1331	211	805	731	889	601
	65%	65%	66%	61%	71%	61%	71%
				c			e
1	611	527	84	392	215	424	175
	26%	26%	26%	30%	21%	29%	21%
				d		f	
2	137	125	11	83	54	87	49
	6%	6%	4%	6%	5%	6%	6%
		b					
3	42	34	8	24	18	31	10
	2%	2%	3%	2%	2%	2%	1%
4-5	10	6	3	8	2	9	1
	*%	*%	1%	1%	*%	1%	*%
			a				
6-10	2	2	-	-	2	2	-
	*%	*%	-%	-%	*%	*%	-%
11 or more	1	1	-	1	-	-	1
	*%	*%	-%	*%	-%	-%	*%
Don't know	10	10	-	3	7	6	4
	*%	1%	-%	*%	1%	*%	*%
Mean number of 'active' digital radio sets	.5	.5	.5	.5	.4	.5	.4
				d		f	
Standard deviation	.79	.79	.80	.81	.76	.81	.77
Standard error	.01	.02	.04	.02	.02	.02	.02

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 81

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

QP7. You said earlier that you have (NUMBER AT QP6) radio sets in your home that someone in the household listens to in most weeks. How many of these radio sets are digital radios? READ OUT EXPLANATION IF NECESSARY (SINGLE CODE)

Base : Those who listen to radio

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2284	1106	1178	259	347	759	919	394	217	294	386	563	663	463	590	1673	196	204	211
Effective Weighted Sample	1859	897	962	212	293	648	726	314	174	237	332	472	535	373	486	1460	185	180	201
Total	1876	917	958	232	338	669	636	272	159	253	372	516	568	348	440	1577	155	91	52
None	1091	500	591	123	212	385	371	193	104	136	174	250	309	228	301	893	97	61	40
	58%	54%	62%	53%	63%	57%	58%	71%	66%	54%	47%	48%	54%	66%	68%	57%	62%	67%	76%
			a		c			ij	ij					kl	kl		o	opq	
1	586	304	282	79	103	206	198	65	41	92	135	188	195	98	104	507	49	19	10
	31%	33%	29%	34%	31%	31%	31%	24%	26%	36%	36%	36%	34%	28%	24%	32%	32%	21%	20%
										gh	gh	mn	mn			qr	qr		
2	134	80	54	15	16	60	44	11	12	17	43	51	40	17	27	121	4	8	1
	7%	9%	6%	6%	5%	9%	7%	4%	7%	7%	11%	10%	7%	5%	6%	8%	3%	9%	2%
		b				d					g	mn				pr		pr	
3	41	22	19	9	2	14	16	1	1	3	15	21	14	4	2	34	4	3	1
	2%	2%	2%	4%	1%	2%	3%	1%	1%	1%	4%	4%	2%	1%	1%	2%	2%	3%	1%
				d							gh	mn	n						
4-5	10	7	3	3	1	2	4	1	-	1	5	5	4	-	1	10	-	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	0%	1%	1%	0%	0%	0%
6-10	2	1	1	-	-	1	2	-	-	2	1	-	2	-	1	2	-	-	-
	1%	1%	1%	0%	0%	1%	1%	0%	0%	1%	1%	0%	1%	0%	1%	1%	0%	0%	0%
11 or more	1	1	-	1	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-
	1%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%
																	o		
Don't know	10	2	8	2	3	3	2	1	-	2	-	1	3	1	5	9	-	*	1
	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	0%	1%	1%	1%	1%	1%	0%	1%	1%
Mean number of 'active' digital radio sets	.6	.6	.5	.7	.4	.6	.6	.3	.4	.6	.8	.7	.6	.4	.4	.6	.5	.5	.3
		b		d		d	d			gh	ghi	lmn	mn			r	r	r	
Standard deviation	.85	.92	.76	1.13	.65	.81	.86	.62	.67	.89	.96	.88	.89	.87	.69	.83	1.10	.79	.55
Standard error	.02	.03	.02	.07	.04	.03	.03	.03	.05	.05	.05	.04	.03	.04	.03	.02	.08	.06	.04
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 81

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QP7. You said earlier that you have (NUMBER AT QP6) radio sets in your home that someone in the household listens to in most weeks. How many of these radio sets are digital radios? READ OUT EXPLANATION IF NECESSARY (SINGLE CODE)

Base : Those who listen to radio

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2284	1891	393	1103	1171	1375	698
Effective Weighted Sample	1859	1551	316	943	971	1173	596
Total	1876	1605	271	1093	774	1205	619
None	1091	924	167	596	490	667	384
	58%	58%	61%	55%	63%	55%	62%
					c		e
1	586	504	82	379	204	406	170
	31%	31%	30%	35%	26%	34%	27%
				d		f	
2	134	123	11	82	53	85	49
	7%	8%	4%	7%	7%	7%	8%
		b					
3	41	34	7	24	17	30	10
	2%	2%	3%	2%	2%	3%	2%
4-5	10	6	3	8	2	9	1
	1%	*%	1%	1%	*%	1%	*%
6-10	2	2	-	-	2	2	-
	*%	*%	-%	-%	*%	*%	-%
11 or more	1	1	-	1	-	-	1
	*%	*%	-%	*%	-%	-%	*%
Don't know	10	10	-	3	7	6	3
	1%	1%	-%	*%	1%	1%	1%
Mean number of 'active' digital radio sets	.6	.6	.5	.6	.5	.6	.5
				d		f	
Standard deviation	.85	.85	.84	.86	.84	.85	.85
Standard error	.02	.02	.04	.03	.02	.02	.03

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 82

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

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
None	538 23%	220 20%	317 26%	92 29%	111 25%	138 17%	197 26%	177 45%	58 30%	39 13%	16 4%	58 10%	123 18%	67 16%	290 46%	435 22%	60 29%	30 25%	13 20%
			a	e	e		e	hij	ij	j			k	k	klm		or		
1	1313 56%	631 56%	682 56%	158 50%	245 54%	456 56%	454 59%	185 48%	115 59%	192 64%	237 56%	334 56%	427 61%	261 60%	288 46%	1100 56%	115 56%	60 51%	38 59%
							c		g	gj	g	n	n	n					
2	435 18%	243 22%	192 16%	48 15%	84 19%	194 24%	109 14%	21 5%	20 10%	61 20%	148 35%	178 30%	124 18%	89 21%	43 7%	375 19%	27 13%	22 19%	10 16%
			b		f	cdf			g	gh	ghi	lmn	n	n		p			
3	45 2%	23 2%	22 2%	11 3%	7 1%	17 2%	11 1%	3 1%	1 1%	5 2%	11 3%	15 3%	16 2%	8 2%	6 1%	39 2%	1 *%	4 3%	2 4%
				f							g	n					*%	p	p
4 or more	22 1%	11 1%	11 1%	8 3%	3 1%	9 1%	2 *%	4 1%	* *%	2 1%	8 2%	6 1%	7 1%	6 1%	3 *%	18 1%	2 1%	1 1%	1 1%
				df		f													
Don't know	2 *%	1 *%	1 *%	- -%	1 *%	1 *%	- -%	* *%	- -%	1 *%	- -%	- -%	- -%	1 *%	1 *%	2 *%	- -%	- -%	* *%
Mean number of motor vehicles	1.0	1.1	1.0	1.1	1.0	1.1	.9	.6	.8	1.1	1.5	1.3	1.1	1.1	.7	1.0	.9	1.0	1.2
		b		f	f	df			g	gh	ghi	lmn	n	n		p		p	op
Standard deviation	.88	.98	.77	1.41	.85	.76	.69	.72	.65	.68	.85	.73	.86	.79	.97	.81	.72	.96	2.20
Standard error	.02	.03	.02	.07	.04	.03	.02	.03	.04	.04	.04	.03	.03	.03	.03	.02	.04	.06	.14
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 82

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

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
None	538 23%	497 24%	41 13%	175 13%	360 35%	211 15%	313 37%
		b			c		e
1	1313 56%	1139 56%	174 55%	765 58%	545 53%	844 58%	431 51%
				d		f	
2	435 18%	347 17%	88 28%	332 25%	102 10%	341 24%	83 10%
			a	d		f	
3	45 2%	38 2%	7 2%	28 2%	16 2%	36 3%	7 1%
						f	
4 or more	22 1%	14 1%	8 3%	15 1%	5 1%	15 1%	7 1%
			a				
Don't know	2 *%	2 *%	- -%	1 *%	1 *%	2 *%	- -%
Mean number of motor vehicles	1.0	1.0	1.3 a	1.2 d	.8	1.2 f	.8
Standard deviation	.88	.88	.84	.86	.85	.79	.79
Standard error	.02	.02	.04	.02	.02	.02	.03
Columns Tested: a,b - c,d - e,f							

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 83

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

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

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2168	1073	1095	252	355	760	801	292	186	305	418	585	656	473	449	1600	175	190	203
Effective Weighted Sample	1783	879	904	208	297	653	640	237	150	247	359	491	535	385	379	1411	167	169	195
Total	1815	908	908	225	339	677	575	213	137	259	404	533	574	363	341	1532	145	87	51
None	59 3%	30 3%	29 3%	3 1%	15 4%	27 4%	15 3%	16 7%	6 4%	13 5%	5 1%	6 1%	24 4%	14 4%	15 4%	52 3%	4 3%	2 2%	1 1%
1	1274 70%	612 67%	662 73%	156 69%	234 69%	436 64%	447 78%	172 81%	110 80%	184 71%	235 58%	330 62%	413 72%	251 69%	276 81%	1067 70%	111 77%	57 66%	38 73%
2	421 23%	236 26%	186 20%	48 21%	82 24%	190 28%	102 18%	19 9%	19 14%	58 22%	144 36%	177 33%	115 20%	87 24%	42 12%	362 24%	26 18%	23 26%	10 19%
3	44 2%	23 2%	22 2%	11 5%	6 2%	18 3%	9 2%	3 1%	1 1%	5 2%	12 3%	14 3%	15 3%	7 2%	7 2%	37 2%	1 1%	4 4%	2 4%
4 or more	16 1%	7 1%	9 1%	8 4%	2 1%	6 1%	1 *%	3 1%	* *%	- -%	7 2%	5 1%	6 1%	4 1%	1 *%	13 1%	2 1%	* *%	1 1%
Don't know	1 *%	- -%	1 *%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%
Mean number of motor vehicles	1.3	1.3 b	1.3	1.5 def	1.3 f	1.3 f	1.2	1.1	1.1	1.2 g	1.5 ghi	1.4 lmn	1.3 n	1.3 n	1.2	1.3	1.2	1.4 p	1.5 o
Standard deviation	.78	.91	.61	1.45	.76	.63	.51	.61	.49	.55	.82	.64	.78	.67	1.02	.68	.56	.80	2.38
Standard error	.02	.03	.02	.09	.04	.02	.02	.04	.04	.03	.04	.03	.03	.03	.05	.02	.04	.06	.17
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 83

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

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

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2168	1781	387	1155	1005	1385	580
Effective Weighted Sample	1783	1474	315	993	840	1192	504
Total	1815	1538	278	1140	669	1236	528
None	59 3%	55 4%	4 2%	38 3%	21 3%	27 2%	31 6% e
1	1274 70%	1100 72% b	173 62%	743 65%	528 79% c	830 67%	406 77% e
2	421 23%	336 22%	86 31% a	320 28% d	100 15%	333 27% f	79 15%
3	44 2%	38 2%	7 2%	27 2%	15 2%	34 3%	8 1%
4 or more	16 1%	9 1%	7 2% a	12 1%	5 1%	11 1%	4 1%
Don't know	1 *%	- -%	1 *%	1 *%	- -%	1 *%	- -%
Mean number of motor vehicles	1.3	1.3	1.4 a	1.3 d	1.2	1.3 f	1.2
Standard deviation	.78	.79	.69	.78	.76	.67	.68
Standard error	.02	.02	.04	.02	.02	.02	.03
Columns Tested: a,b - c,d - e,f							

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 84

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

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

	GENDER			AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
	Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2101	1039	1062	249	339	733	780	271	179	293	414	577	630	459	430	1547	169	185	200
Effective Weighted Sample	1725	850	875	206	282	628	623	219	143	236	356	485	513	372	361	1363	161	165	192
Total	1756	878	878	222	324	650	560	197	131	246	399	526	550	350	326	1480	141	84	51
None	1618	796	822	204	303	581	531	193	125	230	349	466	510	326	312	1366	129	76	48
	92%	91%	94%	92%	93%	89%	95%	98%	95%	93%	88%	89%	93%	93%	96%	92%	92%	90%	95%
		a	a			e	e	ij	j	j			k	k	k				
1	64	39	24	3	12	33	16	1	3	9	28	28	19	10	6	56	4	4	*
	4%	4%	3%	1%	4%	5%	3%	1%	2%	4%	7%	5%	4%	3%	2%	4%	3%	5%	1%
						cf				g	gh	n				r		r	
2	50	29	21	9	6	26	10	2	2	6	17	24	16	5	5	38	7	4	1
	3%	3%	2%	4%	2%	4%	2%	1%	2%	3%	4%	5%	3%	1%	2%	3%	5%	5%	2%
						f					g	mn					o		
3	11	6	5	4	-	5	2	-	1	1	3	4	4	2	1	10	1	-	*
	1%	1%	1%	2%	-%	1%	*%	-%	1%	*%	1%	1%	1%	*%	*%	1%	1%	-%	1%
				df															
Don't know	12	7	5	3	4	4	1	-	-	1	2	3	1	7	2	12	-	-	1
	1%	1%	1%	1%	1%	1%	*%	-%	-%	*%	*%	1%	*%	2%	1%	1%	-%	-%	1%
														l					
Mean number of 'ACTIVE' digital radios in vehicles	.1	.1	.1	.1	.1	.2	.1	*	.1	.1	.2	.2	.1	.1	.1	.1	.2	.1	.1
		b		f		df				g	ghi	mn	n						
Standard deviation	.44	.48	.41	.55	.32	.51	.36	.22	.40	.39	.53	.53	.45	.36	.33	.43	.53	.47	.39
Standard error	.01	.01	.01	.04	.02	.02	.01	.01	.03	.02	.03	.02	.02	.02	.02	.01	.04	.03	.03
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 84

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

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

	Total	URBANITY		WORKING		DEPRIVATION LEVEL	
		URBAN a	RURAL b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%							
Unweighted total	2101	1721	380	1118	975	1353	548
Effective Weighted Sample	1725	1422	309	960	812	1165	474
Total	1756	1483	273	1102	647	1208	497
None	1618 92%	1368 92%	250 92%	1000 91%	614 95% c	1105 91%	466 94%
1	64 4%	55 4%	9 3%	54 5% d	10 2%	54 4% f	10 2%
2	50 3%	41 3%	9 3%	35 3%	14 2%	34 3%	15 3%
3	11 1%	9 1%	2 1%	5 *%	5 1%	6 *%	5 1%
Don't know	12 1%	10 1%	3 1%	7 1%	5 1%	10 1%	1 *%
Mean number of 'ACTIVE' digital radios in vehicles	.1	.1	.1	.1 d	.1	.1	.1
Standard deviation	.44	.44	.47	.45	.41	.44	.47
Standard error	.01	.01	.02	.01	.01	.01	.02
Columns Tested: a,b - c,d - e,f							

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 85

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

QP12 (QP13). SHOWCARD Before today, were you aware that you can listen to radio programmes as they are broadcast in these ways? (MULTI CODE)

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Using a digital TV service - such as Freeview, Sky, Virgin, BT Vision	1667	836	830	250	349	610	459	257	128	233	329	437	510	307	409	1426	137	71	34
	71%	74% b	68%	79% f	77% f	75% f	59%	66%	65%	78% gh	78% gh	74% n	73% n	71% n	65%	72% qr	67% r	61% r	52%
Using a computer connected to the internet	1543	788	755	241	333	579	389	206	109	213	330	436	494	281	328	1326	125	61	31
	66%	70% b	62%	76% f	74% f	71% f	50%	53%	56%	71% gh	79% ghi	74% mn	71% mn	65% n	52%	67% pqr	61% r	53%	47%
Using a smartphone - such as an iPhone or BlackBerry	1301	672	629	238	310	482	271	175	97	187	284	363	423	229	285	1121	101	56	24
	55%	60% b	51%	75% ef	69% ef	59% f	35%	45%	50%	62% gh	68% gh	61% mn	61% mn	53% n	45%	57% pqr	49% r	48% r	36%
Using an MP3 player - such as an iPod	1081	545	537	206	261	380	235	147	71	156	234	298	348	198	235	930	80	49	23
	46%	48% b	44%	65% def	58% ef	47% f	30%	38%	36%	52% gh	56% gh	50% n	50% n	46% n	37%	47% pr	39%	42%	35%
Using a games console - such as a PlayStation or Wii	732	416	316	160	189	268	115	100	45	103	159	209	231	136	155	611	67	36	18
	31%	37% b	26%	51% def	42% ef	33% f	15%	26%	23%	34% gh	38% gh	35% n	33% n	32% n	25%	31%	33%	31%	28%
No, none of these	489	209	280	35	57	136	262	108	50	38	53	98	119	94	178	377	58	30	24
	21%	19%	23% a	11%	13%	17% c	34% cde	28% ij	26% ij	13%	13%	17%	17%	22% kl	28% klm	19%	28% o	26% o	37% opq

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 85

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

QP12 (QP13). SHOWCARD Before today, were you aware that you can listen to radio programmes as they are broadcast in these ways? (MULTI CODE)

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Using a digital TV service - such as Freeview, Sky, Virgin, BT Vision	1667 71%	1431 70%	236 74%	989 75% d	674 66%	1013 70%	620 74%
Using a computer connected to the internet	1543 66%	1317 65%	225 71% a	961 73% d	579 56%	960 66%	552 66%
Using a smartphone - such as an iPhone or BlackBerry	1301 55%	1127 55%	175 55%	842 64% d	459 45%	803 55%	474 56%
Using an MP3 player - such as an iPod	1081 46%	923 45%	159 50%	686 52% d	394 38%	654 45%	405 48%
Using a games console - such as a PlayStation or Wii	732 31%	632 31%	100 31%	478 36% d	254 25%	434 30%	280 33%
No, none of these	489 21%	428 21%	61 19%	193 15%	291 28% c	300 21%	165 20%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 86

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

QP13 (QP14). SHOWCARD Which, if any, of these features did you associate with digital radio before today? (MULTI CODE)

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

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2573	1241	1332	342	454	872	905	449	235	328	427	609	759	510	690	1889	234	235	215
Effective Weighted Sample	2122	1017	1106	279	380	749	732	369	188	270	368	513	621	418	577	1664	223	210	208
Total	2166	1056	1110	302	434	778	652	327	176	289	415	566	662	399	535	1818	187	107	55
Clear and high quality sound/ interference free	1289 60%	680 64% b	609 55%	170 56%	264 61% f	502 64% cf	354 54%	159 49%	90 51%	179 62% gh	294 71% ghi	386 68% lmn	404 61% n	229 58% n	267 50%	1074 59% r	121 65% r	67 63% r	28 50%
A wider choice of radio stations/ digital-only radio stations	1182 55%	638 60% b	544 49%	192 64% ef	259 60% f	425 55% f	306 47%	144 44%	97 55% g	163 56% g	251 60% g	338 60% mn	376 57% mn	198 50%	268 50%	975 54%	122 65% oqr	56 53%	29 53%
Ease of use (e.g. find your station by name, not frequency)	595 27%	329 31% b	266 24%	110 36% ef	135 31% ef	189 24%	161 25%	70 22%	42 24%	95 33% gh	139 33% gh	169 30% n	208 31% n	111 28% n	105 20%	495 27% qr	69 37% oqr	21 20%	10 18%
Extra features (including ability to pause and rewind live radio, programme guides)	474 22%	281 27% b	193 17%	90 30% ef	120 28% ef	167 21% f	98 15%	46 14%	32 18%	81 28% gh	124 30% gh	141 25% n	163 25% n	99 25% n	71 13%	388 21% qr	68 36% oqr	11 11%	7 12%
Scrolling text information about the programme (e.g. track and artist name, phone numbers, topics, guests)	444 21%	264 25% b	181 16%	76 25% ef	122 28% ef	151 19% f	95 15%	41 13%	24 13%	94 32% gh	112 27% gh	138 24% n	146 22% n	86 22% n	73 14%	366 20% qr	59 32% oqr	13 12%	7 12%
Future-proof/ ready for switchover	327 15%	187 18% b	140 13%	58 19% ef	75 17%	104 13%	90 14%	41 13%	23 13%	53 18% g	81 20% g	113 20% lmn	101 15% n	57 14% n	55 10%	256 14% r	56 30% oqr	11 10%	4 8%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 86

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QP13 (QP14). SHOWCARD Which, if any, of these features did you associate with digital radio before today? (MULTI CODE)

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

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2573	1241	1332	342	454	872	905	449	235	328	427	609	759	510	690	1889	234	235	215
Effective Weighted Sample	2122	1017	1106	279	380	749	732	369	188	270	368	513	621	418	577	1664	223	210	208
Total	2166	1056	1110	302	434	778	652	327	176	289	415	566	662	399	535	1818	187	107	55
None of these	437	175	262	56	78	126	177	102	44	40	53	79	123	84	149	365	35	25	13
	20%	17%	24%	19%	18%	16%	27%	31%	25%	14%	13%	14%	19%	21%	28%	20%	19%	23%	23%
			a				cde	ij	ij				k	k	klm				

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 86

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QP13 (QP14). SHOWCARD Which, if any, of these features did you associate with digital radio before today? (MULTI CODE)

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

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2573	2155	418	1271	1294	1511	847
Effective Weighted Sample	2122	1788	343	1090	1088	1296	733
Total	2166	1868	298	1266	893	1345	767
Clear and high quality sound/ interference free	1289 60%	1114 60%	175 59%	794 63% d	493 55%	820 61%	442 58%
A wider choice of radio stations/ digital-only radio stations	1182 55%	1026 55%	156 52%	732 58% d	448 50%	729 54%	424 55%
Ease of use (e.g. find your station by name, not frequency)	595 27%	525 28%	70 23%	372 29% d	223 25%	349 26%	236 31% e
Extra features (including ability to pause and rewind live radio, programme guides)	474 22%	423 23% b	51 17%	318 25% d	156 17%	281 21%	187 24%
Scrolling text information about the programme (e.g. track and artist name, phone numbers, topics, guests)	444 21%	392 21%	52 17%	300 24% d	143 16%	260 19%	178 23% e
Future-proof/ ready for switchover	327 15%	287 15%	40 13%	202 16%	125 14%	193 14%	129 17%
Columns Tested: a,b - c,d - e,f							

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 86

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QP13 (QP14). SHOWCARD Which, if any, of these features did you associate with digital radio before today? (MULTI CODE)

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

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN a	RURAL b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%							
Unweighted total	2573	2155	418	1271	1294	1511	847
Effective Weighted Sample	2122	1788	343	1090	1088	1296	733
Total	2166	1868	298	1266	893	1345	767
None of these	437	372	65	207	226	252	172
	20%	20%	22%	16%	25%	19%	22%
				c			

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 87

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

QP14 (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

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	~h	i	j	k	l	m	n	o	~p	~q	~r
Unweighted total	946	509	437	125	127	330	364	110	73	134	221	302	302	160	180	732	81	76	57
Effective Weighted Sample	792	425	367	103	111	288	299	92	61	111	190	254	249	136	155	645	78	68	55
Total	843	452	391	119	138	311	275	85	57	125	218	287	276	130	149	727	67	34	15
Clear and high quality sound/ interference free	517 61%	286 63%	231 59%	67 56%	94 68%	190 61%	167 61%	46 55%	** **	81 65%	142 65%	180 63%	180 65%	73 56%	84 56%	437 60%	** **	** **	** **
A wider choice of radio stations/ digital-only radio stations	510 60%	299 66% b	211 54%	78 65%	82 59%	190 61%	160 58%	49 58%	** **	74 59%	135 62%	180 63%	172 62%	73 56%	85 57%	425 58%	** **	** **	** **
Ease of use (e.g. find your station by name, not frequency)	296 35%	172 38%	124 32%	45 38%	50 36%	103 33%	98 36%	28 33%	** **	48 38%	80 37%	102 36%	107 39% n	45 34%	42 28%	249 34%	** **	** **	** **
Scrolling text information about the programme (e.g. track and artist name, phone numbers, topics, guests)	219 26%	131 29% b	88 22%	28 24%	50 36% cef	80 26%	61 22%	16 19%	** **	45 36% g	70 32% g	79 28% n	83 30% n	34 26% n	23 15%	186 26%	** **	** **	** **
Extra features (including ability to pause and rewind live radio, programme guides)	210 25%	133 29% b	78 20%	34 28%	47 34% ef	74 24%	55 20%	19 22%	** **	41 32%	62 29%	65 23%	82 30% n	40 30% n	23 16%	179 25%	** **	** **	** **
None of these	134 16%	59 13%	76 19% a	25 21% d	14 10%	46 15%	49 18%	19 22% j	** **	15 12%	27 12%	44 15%	40 14%	21 16%	29 19%	118 16%	** **	** **	** **

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 87

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QP14 (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

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	946	794	152	518	424	635	254
Effective Weighted Sample	792	668	128	451	360	550	218
Total	843	729	114	537	302	582	246
Clear and high quality sound/ interference free	517	450	68	331	187	346	160
	61%	62%	60%	62%	62%	59%	65%
A wider choice of radio stations/ digital-only radio stations	510	446	64	331	178	341	158
	60%	61%	56%	62%	59%	59%	64%
Ease of use (e.g. find your station by name, not frequency)	296	260	36	184	112	184	108
	35%	36%	32%	34%	37%	32%	44% e
Scrolling text information about the programme (e.g. track and artist name, phone numbers, topics, guests)	219	196	23	152	67	143	73
	26%	27%	20%	28%	22%	25%	30%
Extra features (including ability to pause and rewind live radio, programme guides)	210	193	18	146	63	130	77
	25%	26% b	16%	27% d	21%	22%	31% e
None of these	134	115	19	85	47	93	39
	16%	16%	17%	16%	16%	16%	16%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 88

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

QP15 (QP12). SHOWCARD How likely is it that your household will get a DAB radio in the next 12 months? (SINGLE CODE)

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

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	d	e	f	g	h	i	j	k	l	m	n	o	~p	q	r
Unweighted total	1005	459	546	96	127	312	470	232	110	103	127	197	253	227	326	705	74	104	122
Effective Weighted Sample	795	358	437	75	104	263	362	178	87	81	108	162	196	178	260	607	67	91	115
Total	744	340	404	76	115	255	299	151	76	84	116	165	196	159	223	614	56	45	29
Certain to	23	8	15	**	6	8	8	4	1	*	3	8	5	6	4	19	**	3	1
	3%	2%	4%	**	5%	3%	3%	3%	2%	1%	3%	5%	3%	4%	2%	3%	**	6%	3%
Very likely	41	17	24	**	10	16	14	7	5	10	5	8	9	15	9	34	**	4	3
	6%	5%	6%	**	8%	6%	5%	4%	7%	12%	4%	5%	4%	10%	4%	5%	**	9%	9%
										gj				ln					
Likely	77	39	37	**	14	35	23	13	7	9	16	19	24	18	16	63	**	6	3
	10%	12%	9%	**	12%	14%	8%	8%	9%	11%	13%	11%	12%	11%	7%	10%	**	13%	10%
						f													
Unlikely	92	44	47	**	19	36	28	19	11	14	18	21	28	20	24	75	**	3	3
	12%	13%	12%	**	17%	14%	9%	13%	15%	16%	16%	12%	14%	12%	11%	12%	**	6%	11%
					f														
Very unlikely	145	62	83	**	11	44	75	37	15	18	13	26	29	30	60	118	**	11	4
	19%	18%	21%	**	10%	17%	25%	24%	19%	22%	12%	16%	15%	19%	27%	19%	**	25%	15%
						de		j							klm				
Certain not to	126	62	65	**	16	36	66	38	13	10	13	24	31	25	46	98	**	11	7
	17%	18%	16%	**	14%	14%	22%	25%	17%	12%	12%	14%	16%	16%	21%	16%	**	25%	26%
						e		ij										o	o
Don't know	227	102	125	**	38	73	81	30	22	21	44	58	65	43	60	196	**	7	8
	30%	30%	31%	**	33%	29%	27%	20%	29%	26%	38%	35%	33%	27%	27%	32%	**	16%	27%
											g					q			

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 88

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QP15 (QP12). SHOWCARD How likely is it that your household will get a DAB radio in the next 12 months? (SINGLE CODE)

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

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	1005	815	190	406	594	578	305
Effective Weighted Sample	795	652	145	337	486	485	257
Total	744	625	120	377	363	467	248
Certain to	23	18	5	12	11	16	7
	3%	3%	4%	3%	3%	3%	3%
Very likely	41	35	5	24	17	24	14
	6%	6%	5%	6%	5%	5%	6%
Likely	77	52	24	49	27	51	23
	10%	8%	20%	13%	8%	11%	9%
			a	d			
Unlikely	92	72	19	51	41	57	31
	12%	12%	16%	13%	11%	12%	13%
Very unlikely	145	125	20	54	90	88	52
	19%	20%	17%	14%	25%	19%	21%
				c			
Certain not to	126	107	19	51	72	77	42
	17%	17%	16%	14%	20%	16%	17%
				c			
Don't know	227	202	25	129	98	148	71
	30%	32%	21%	34%	27%	32%	29%
		b		d			

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 89

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QP16 (QJ14). Why are you unlikely to get digital radio in the next 12 months? (MULTI CODE) UNPROMPTED

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

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	e	f	g	~h	~i	~j	~k	l	m	n	o	~p	~q	~r
Unweighted total	528	244	284	41	55	145	287	153	56	55	49	92	125	113	197	359	43	60	66
Effective Weighted Sample	418	192	226	31	45	123	226	122	44	43	41	73	97	91	158	310	38	53	62
Total	363	167	195	31	46	116	169	94	39	42	45	70	88	74	130	290	32	25	15
No need	175	77	98	**	**	54	88	43	**	**	**	**	43	36	64	139	**	**	**
	48%	46%	50%	**	**	46%	52%	46%	**	**	**	**	49%	49%	50%	48%	**	**	**
Happy to use existing service	132	56	76	**	**	32	66	40	**	**	**	**	27	30	57	99	**	**	**
	36%	34%	39%	**	**	27%	39%	43%	**	**	**	**	30%	41%	44%	34%	**	**	**
							e								l				
Can't afford it	18	9	9	**	**	8	5	9	**	**	**	**	4	1	13	15	**	**	**
	5%	5%	5%	**	**	7%	3%	9%	**	**	**	**	5%	1%	10%	5%	**	**	**
															m				
Can receive through digital TV service	17	8	8	**	**	10	3	3	**	**	**	**	3	5	5	11	**	**	**
	5%	5%	4%	**	**	9%	2%	3%	**	**	**	**	3%	7%	4%	4%	**	**	**
						f													
Too expensive generally	17	8	9	**	**	8	7	7	**	**	**	**	3	2	9	12	**	**	**
	5%	5%	4%	**	**	6%	4%	8%	**	**	**	**	3%	2%	7%	4%	**	**	**
Happy to use analogue radio service	14	9	5	**	**	2	10	2	**	**	**	**	2	1	6	13	**	**	**
	4%	5%	3%	**	**	1%	6%	2%	**	**	**	**	3%	2%	4%	4%	**	**	**
Don't know why I should	13	7	6	**	**	2	9	3	**	**	**	**	4	3	4	12	**	**	**
	4%	4%	3%	**	**	2%	5%	3%	**	**	**	**	5%	4%	3%	4%	**	**	**
Poor reception in our area	12	6	6	**	**	8	4	1	**	**	**	**	4	3	1	6	**	**	**
	3%	3%	3%	**	**	7%	2%	1%	**	**	**	**	5%	5%	1%	2%	**	**	**
						f													
Would never listen	11	6	5	**	**	5	6	3	**	**	**	**	3	4	3	8	**	**	**
	3%	3%	3%	**	**	4%	4%	3%	**	**	**	**	3%	5%	2%	3%	**	**	**
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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QP16 (QJ14). Why are you unlikely to get digital radio in the next 12 months? (MULTI CODE) UNPROMPTED

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

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	e	f	g	~h	~i	~j	~k	l	m	n	o	~p	~q	~r
Unweighted total	528	244	284	41	55	145	287	153	56	55	49	92	125	113	197	359	43	60	66
Effective Weighted Sample	418	192	226	31	45	123	226	122	44	43	41	73	97	91	158	310	38	53	62
Total	363	167	195	31	46	116	169	94	39	42	45	70	88	74	130	290	32	25	15
Will get it when I have to/ when switchover	7 2%	3 2%	3 2%	** **	** **	3 3%	3 2%	1 1%	** **	** **	** **	** **	3 4%	- -%	1 1%	4 2%	** **	** **	** **
Not available in our area	3 1%	3 2%	* *%	** **	** **	2 2%	1 *%	- -%	** **	** **	** **	** **	* *%	2 3% n	- -%	1 *%	** **	** **	** **
Other	29 8%	14 8%	16 8%	** **	** **	13 11%	9 5%	7 8%	** **	** **	** **	** **	10 11% m	3 3%	9 7%	25 9%	** **	** **	** **
ANY INVOLUNTARY REASONS	48 13%	24 14%	24 12%	** **	** **	25 21% f	16 9%	17 18%	** **	** **	** **	** **	11 13%	7 9%	22 17%	34 12%	** **	** **	** **
ANY VOLUNTARY REASONS	309 85%	141 84%	168 86%	** **	** **	89 77% e	154 91%	78 83%	** **	** **	** **	** **	71 81%	68 92% l	113 87%	244 84%	** **	** **	** **
ONLY VOLUNTARY REASONS	288 80%	129 77%	159 81%	** **	** **	80 69%	147 87% e	72 77%	** **	** **	** **	** **	67 76%	64 87%	102 78%	232 80%	** **	** **	** **
Don't know	7 2%	4 2%	3 2%	** **	** **	4 3%	1 1%	2 2%	** **	** **	** **	** **	3 3%	1 1%	1 *%	7 2%	** **	** **	** **

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

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QP16 (QJ14). Why are you unlikely to get digital radio in the next 12 months? (MULTI CODE) UNPROMPTED

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

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	~b	c	d	e	f
Unweighted total	528	433	95	177	346	290	172
Effective Weighted Sample	418	344	75	147	283	241	148
Total	363	305	58	156	203	222	126
No need	175	142	**	70	103	112	53
	48%	47%	**	45%	51%	51%	42%
Happy to use existing service	132	112	**	49	82	73	54
	36%	37%	**	32%	40%	33%	43% e
Can't afford it	18	17	**	5	14	10	7
	5%	5%	**	3%	7%	4%	6%
Can receive through digital TV service	17	14	**	11	6	11	5
	5%	5%	**	7%	3%	5%	4%
Too expensive generally	17	14	**	6	10	8	7
	5%	5%	**	4%	5%	4%	6%
Happy to use analogue radio service	14	13	**	5	9	9	4
	4%	4%	**	3%	5%	4%	3%
Don't know why I should	13	12	**	5	9	6	6
	4%	4%	**	3%	4%	3%	5%
Poor reception in our area	12	5	**	7	4	8	4
	3%	2%	**	4%	2%	3%	3%
Would never listen	11	9	**	4	7	5	5
	3%	3%	**	3%	3%	2%	4%
Will get it when I have to/ when switchover	7	5	**	5	1	6	*
	2%	2%	**	3% d	1%	3%	*%

Columns Tested: a,b - c,d - e,f

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QP16 (QJ14). Why are you unlikely to get digital radio in the next 12 months? (MULTI CODE) UNPROMPTED

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

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	~b	c	d	e	f
Unweighted total	528	433	95	177	346	290	172
Effective Weighted Sample	418	344	75	147	283	241	148
Total	363	305	58	156	203	222	126
Not available in our area	3	1	**	3	*	3	-
	1%	*%	**	2%	*%	1%	-%
Other	29	22	**	20	9	20	9
	8%	7%	**	13%	4%	9%	7%
				d			
ANY INVOLUNTARY REASONS	48	36	**	19	28	27	18
	13%	12%	**	12%	14%	12%	15%
ANY VOLUNTARY REASONS	309	261	**	125	181	187	109
	85%	86%	**	80%	89%	84%	87%
				c			
ONLY VOLUNTARY REASONS	288	245	**	119	167	177	100
	80%	80%	**	76%	82%	80%	79%
Don't know	7	7	**	5	2	7	-
	2%	2%	**	3%	1%	3%	-%
						f	

Columns Tested: a,b - c,d - e,f

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QM1. Which of the following statements best describes your role when opening and sending mail in your household? (SINGLE CODE)

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
I am responsible for opening and sending all mail in my household	937 40%	363 32%	574 47% a	52 17%	193 43% c	331 41% c	361 47% ce	282 72% hij	99 51% ij	120 40% j	118 28%	179 30%	254 36% k	167 39% k	334 53% klm	772 39%	89 43%	51 44%	24 38%
I am responsible for opening and sending some mail in my household	1260 54%	658 58% b	602 49%	194 61% df	235 52%	452 55% f	379 49%	99 25%	89 46% g	167 56% gh	289 69% ghi	389 66% lmn	396 57% n	228 53% n	245 39%	1067 54% q	101 49%	55 47%	38 58% pq
I am not responsible for opening or sending any mail in my household	154 7%	106 9% b	48 4%	69 22% def	22 5%	32 4%	32 4%	8 2%	7 4%	12 4%	13 3%	22 4%	47 7% k	34 8% k	51 8% k	127 6%	15 7%	9 8%	2 4%
Don't know	4 *% f	3 *%	1 *%	2 1% f	1 *%	1 *%	* *%	1 *%	- -%	- -%	* *%	* *%	1 *%	2 *%	1 *%	2 *%	- -%	1 1% o	* 1%

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

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QM1. Which of the following statements best describes your role when opening and sending mail in your household? (SINGLE CODE)

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
I am responsible for opening and sending all mail in my household	937 40%	813 40%	124 39%	469 36%	463 45% c	549 38%	363 43% e
I am responsible for opening and sending some mail in my household	1260 54%	1083 53%	178 56%	775 59% d	482 47%	810 56% f	413 49%
I am not responsible for opening or sending any mail in my household	154 7%	139 7%	15 5%	70 5%	84 8% c	87 6%	64 8%
Don't know	4 *%	2 *%	2 1%	2 *%	1 *%	2 *%	1 *%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 91

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QM2. SHOWCARD Approximately how many letters and cards do you personally send with a standard first or second class stamp in an average month? (Exclude any items sent in connection with running a business from home, Christmas month, include other companies as well as Royal Mail) (SINGLE CODE)

Base : Those responsible for sending or receiving any household mail

		GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION				
		Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	
Significance Level: 95%																				
Unweighted total		2709	1236	1473	286	448	885	1090	551	258	332	417	623	766	524	790	1967	247	241	254
Effective Weighted Sample		2202	1000	1203	230	376	757	866	445	204	270	359	518	618	423	654	1718	232	213	242
Total		2198	1021	1177	246	428	783	740	381	189	287	406	568	650	395	579	1839	190	106	62
I don't always send letters or cards each month	(0.5)	583	312	271	95	122	184	182	120	56	75	81	106	166	119	192	461	75	25	21
		27%	31% b	23% a	38% def	28% d	23% e	25% f	32% j	29% h	26% i	20% j	19% k	26% l	30% k	33% kl	25% o	40% pq	24% q	34% oq
1 or 2 items per month	(1.5)	671	279	392	72	130	263	206	117	51	80	117	193	203	108	166	573	47	34	17
		31%	27% a	33% a	29% c	30% d	34% f	28% e	31% g	27% h	28% i	29% j	34% m	31% l	27% m	29% n	31% p	25% q	32% r	27% s
3 or 4 items per month	(3.5)	347	133	214	26	64	129	129	52	32	55	70	98	104	68	76	285	32	21	9
		16%	13% a	18% a	10% c	15% d	16% c	17% c	14% d	17% e	19% f	17% g	17% n	16% l	17% m	13% n	16% o	17% p	20% q	14% r
5 to 10 items per month	(7.5)	280	123	156	11	47	103	118	35	26	43	78	94	82	41	61	247	17	12	3
		13%	12% a	13% b	5% c	11% d	13% c	16% cd	9% d	14% e	15% g	19% g	17% mn	13% l	10% m	10% n	13% r	9% q	11% r	6% s
11 to 20 items per month	(15.0)	98	54	44	4	15	36	43	13	8	17	25	31	36	17	14	90	5	1	1
		4%	5% a	4% b	2% c	4% d	5% c	6% c	3% d	4% e	6% f	6% g	5% n	5% n	4% m	2% o	5% q	3% r	1% s	2% t
More than 20 items per month	(30.0)	27	13	13	2	7	6	12	4	2	4	7	10	10	3	4	23	2	2	*
		1%	1% a	1% b	1% c	2% d	1% e	2% f	1% g	1% h	1% i	2% j	2% k	2% l	1% m	1% n	1% o	1% p	1% q	1% r
None/ don't send any letters or cards	(0.0)	174	99	75	32	41	55	46	36	14	14	25	34	44	35	61	145	10	9	9
		8%	10% b	6% a	13% ef	10% f	7% g	6% h	9% i	7% j	5% k	6% l	6% m	7% n	9% o	11% kl	8% p	5% q	9% r	15% s

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

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QM2. SHOWCARD Approximately how many letters and cards do you personally send with a standard first or second class stamp in an average month? (Exclude any items sent in connection with running a business from home, Christmas month, include other companies as well as Royal Mail) (SINGLE CODE)

Base : Those responsible for sending or receiving any household mail

	GENDER			AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
	Total	MALE a	FEMALE b	16-24 c	25-34 d	35-54 e	55+ f	UNDER £11.5K g	£11.5K- £17.5K h	£17.5K- £29.9K i	£30K+ j	AB k	C1 l	C2 m	DE n	ENG LAND o	SCOT LAND p	WALES q	NI r
Significance Level: 95%																			
Unweighted total	2709	1236	1473	286	448	885	1090	551	258	332	417	623	766	524	790	1967	247	241	254
Effective Weighted Sample	2202	1000	1203	230	376	757	866	445	204	270	359	518	618	423	654	1718	232	213	242
Total	2198	1021	1177	246	428	783	740	381	189	287	406	568	650	395	579	1839	190	106	62
Don't know	17	8	9	4	1	8	4	3	*	-	4	3	4	4	6	13	1	2	1
	1%	1%	1%	2%	*%	1%	1%	1%	*%	-%	1%	1%	1%	1%	1%	1%	1%	2%	1%
Refused	1	-	1	-	-	-	1	1	-	-	-	-	1	-	-	-	1	-	-
	*%	-%	*%	-%	-%	-%	*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%
																	o		
Mean number of letters & cards sent per month	3.2	3.1	3.2	1.8	3.0 c	3.1 c	3.7 cde	2.7	3.1	3.6 g	4.0 gh	3.8 mn	3.4 mn	2.8	2.4	3.3 pr	2.5	2.8	2.1
Standard deviation	4.59	4.80	4.41	3.43	4.82	4.21	5.06	4.29	4.22	4.88	5.19	5.08	4.98	4.13	3.76	4.69	3.96	4.23	3.62
Standard error	.09	.14	.12	.20	.23	.14	.15	.18	.26	.27	.26	.20	.18	.18	.13	.11	.25	.27	.23
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

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Base : Those responsible for sending or receiving any household mail

		URBANITY			WORKING		DEPRIVATION LEVEL	
		Total	URBAN a	RURAL b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%								
Unweighted total		2709	2265	444	1250	1447	1577	878
Effective Weighted Sample		2202	1856	355	1073	1200	1337	758
Total		2198	1896	302	1244	944	1359	776
I don't always send letters or cards each month	(0.5)	583 27%	528 28% b	55 18%	303 24%	278 29% c	314 23%	247 32% e
1 or 2 items per month	(1.5)	671 31%	570 30%	102 34%	392 32%	278 29%	426 31%	228 29%
3 or 4 items per month	(3.5)	347 16%	283 15%	63 21% a	204 16%	141 15%	236 17% f	102 13%
5 to 10 items per month	(7.5)	280 13%	245 13%	35 12%	156 13%	122 13%	197 14% f	79 10%
11 to 20 items per month	(15.0)	98 4%	83 4%	15 5%	66 5% d	31 3%	62 5%	35 4%
More than 20 items per month	(30.0)	27 1%	21 1%	6 2%	18 1%	9 1%	14 1%	12 2%
None/ don't send any letters or cards	(0.0)	174 8%	151 8%	23 7%	93 8%	81 9%	98 7%	67 9%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 91

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

QM2. SHOWCARD Approximately how many letters and cards do you personally send with a standard first or second class stamp in an average month? (Exclude any items sent in connection with running a business from home, Christmas month, include other companies as well as Royal Mail) (SINGLE CODE)

Base : Those responsible for sending or receiving any household mail

	Total	URBANITY		WORKING		DEPRIVATION LEVEL	
		URBAN a	RURAL b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%							
Unweighted total	2709	2265	444	1250	1447	1577	878
Effective Weighted Sample	2202	1856	355	1073	1200	1337	758
Total	2198	1896	302	1244	944	1359	776
Don't know	17 1%	14 1%	3 1%	12 1%	5 1%	11 1%	6 1%
Refused	1 *% a	- -%	1 *% a	- -%	1 *%	1 *%	- -%
Mean number of letters & cards sent per month	3.2	3.1	3.6	3.4 d	2.9	3.3	3.0
Standard deviation	4.59	4.49	5.16	4.86	4.19	4.46	4.87
Standard error	.09	.09	.25	.14	.11	.11	.16
Columns Tested: a,b - c,d - e,f							

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 92

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

QM3. SHOWCARD Which of these types of mail would you say you send at least once a month by post? Please don't think about parcels or packets when you are answering. (MULTI CODE)

Base : Those responsible for sending or receiving any household mail

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2709	1236	1473	286	448	885	1090	551	258	332	417	623	766	524	790	1967	247	241	254
Effective Weighted Sample	2202	1000	1203	230	376	757	866	445	204	270	359	518	618	423	654	1718	232	213	242
Total	2198	1021	1177	246	428	783	740	381	189	287	406	568	650	395	579	1839	190	106	62
Invitations/ greeting or birthday cards/ postcards	899 41%	331 32%	568 48% a	59 24%	159 37% c	314 40% c	368 50% cde	150 39%	75 40%	110 38%	178 44%	268 47% mn	290 45% mn	134 34%	204 35%	746 41% r	81 43% r	53 51% or	18 29%
Social/ personal letters to friends	612 28%	261 26%	351 30% a	51 21%	104 24%	205 26%	252 34% cde	97 25%	53 28%	98 34% g	153 38% gh	187 33% mn	182 28%	102 26%	137 24%	536 29% pr	37 19%	30 28% pr	10 16%
Payment of bills including utilities, credit cards, council tax, etc.	569 26%	274 27%	295 25%	37 15%	125 29% c	204 26% c	204 28% c	88 23%	57 30% g	83 29%	125 31% g	148 26%	169 26%	111 28%	139 24%	485 26%	41 22%	28 27%	15 25%
Official mail including legal, medical, insurance, etc.	381 17%	205 20% b	176 15%	41 16%	74 17%	157 20% f	110 15%	50 13%	38 20% g	54 19% g	97 24% g	126 22% lmn	103 16%	65 17%	86 15%	317 17% r	41 22% r	16 15%	7 12%
Other types of mail	51 2%	25 2%	26 2%	5 2%	5 1%	19 2%	22 3%	7 2%	7 4%	5 2%	11 3%	16 3%	17 3%	9 2%	9 2%	45 2%	1 1%	4 3% p	2 3%
None - don't send any types of mail at least once a month	664 30%	348 34% b	316 27%	113 46% def	142 33% f	220 28%	187 25%	138 36% ij	58 31% j	77 27% j	79 19%	129 23%	184 28% k	127 32% k	223 38% klm	537 29% q	77 41% oq	24 23%	26 42% oq
Don't know	16 1%	9 1%	7 1%	2 1%	3 1%	7 1%	5 1%	3 1%	2 1%	4 1%	3 1%	4 1%	3 *%	4 1%	5 1%	12 1%	2 1%	2 1%	1 1%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 92

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

QM3. SHOWCARD Which of these types of mail would you say you send at least once a month by post? Please don't think about parcels or packets when you are answering. (MULTI CODE)

Base : Those responsible for sending or receiving any household mail

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2709	2265	444	1250	1447	1577	878
Effective Weighted Sample	2202	1856	355	1073	1200	1337	758
Total	2198	1896	302	1244	944	1359	776
Invitations/ greeting or birthday cards/ postcards	899 41%	762 40%	137 45%	495 40%	399 42%	624 46% f	257 33%
Social/ personal letters to friends	612 28%	521 27%	91 30%	335 27%	274 29%	410 30% f	192 25%
Payment of bills including utilities, credit cards, council tax, etc.	569 26%	491 26%	78 26%	364 29% d	203 21%	371 27%	183 24%
Official mail including legal, medical, insurance, etc.	381 17%	310 16%	71 24% a	247 20% d	134 14%	247 18%	127 16%
Other types of mail	51 2%	40 2%	11 4%	31 3%	19 2%	36 3%	14 2%
None - don't send any types of mail at least once a month	664 30%	604 32% b	60 20%	345 28%	316 33% c	324 24%	314 40% e
Don't know	16 1%	15 1%	2 1%	11 1%	6 1%	9 1%	6 1%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 93

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

QM4. SHOWCARD Which, if any, of the following Royal Mail services have you used to send something in the post in the last 12 months? (MULTI CODE)

Base : Those responsible for sending or receiving any household mail

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2709	1236	1473	286	448	885	1090	551	258	332	417	623	766	524	790	1967	247	241	254
Effective Weighted Sample	2202	1000	1203	230	376	757	866	445	204	270	359	518	618	423	654	1718	232	213	242
Total	2198	1021	1177	246	428	783	740	381	189	287	406	568	650	395	579	1839	190	106	62
Recorded letter - provides proof that the letter has been sent and received	743 34%	352 34%	391 33%	67 27%	140 33%	300 38% cf	236 32%	86 23%	59 31% g	103 36% g	189 46% ghi	270 48% lmn	221 34% n	126 32% n	124 21%	651 35% pr	45 24%	31 30%	16 25%
Recorded parcel - provides proof that the parcel has been sent and received	450 20%	199 19%	251 21%	36 15%	100 23% cf	178 23% cf	136 18%	57 15%	38 20%	81 28% gh	107 26% g	139 25% n	145 22% n	92 23% n	73 13%	389 21% q	33 18%	16 15%	11 18%
Special Delivery letter - guaranteed next day delivery and you receive a refund of the postage if the item does not arrive on time	410 19%	201 20%	209 18%	28 11%	81 19% c	178 23% cf	123 17%	38 10%	32 17% g	76 26% gh	111 27% gh	134 24% n	132 20% n	76 19% n	66 11%	365 20% pr	23 12%	16 15%	6 9%
Special Delivery parcel - guaranteed next day delivery and you receive a refund of the postage if the item does not arrive on time	250 11%	118 12%	133 11%	20 8%	64 15% cf	96 12%	70 9%	29 8%	16 9%	32 11%	80 20% ghi	80 14% n	78 12% n	52 13% n	39 7%	217 12%	15 8%	12 11%	6 10%
One or more of these services, but not sure which	76 3%	35 3%	41 3%	9 4%	23 5% ef	22 3%	21 3%	13 3% ij	9 5% ij	3 1%	3 1%	18 3%	27 4%	12 3%	18 3%	72 4% pq	2 1%	* **%	2 2%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 93

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

QM4. SHOWCARD Which, if any, of the following Royal Mail services have you used to send something in the post in the last 12 months? (MULTI CODE)

Base : Those responsible for sending or receiving any household mail

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2709	1236	1473	286	448	885	1090	551	258	332	417	623	766	524	790	1967	247	241	254
Effective Weighted Sample	2202	1000	1203	230	376	757	866	445	204	270	359	518	618	423	654	1718	232	213	242
Total	2198	1021	1177	246	428	783	740	381	189	287	406	568	650	395	579	1839	190	106	62
None of these	1071	504	567	145	184	347	396	241	92	120	149	204	304	187	374	854	119	63	36
	49%	49%	48%	59%	43%	44%	53%	63%	49%	42%	37%	36%	47%	47%	65%	46%	63%	59%	57%
			de	de			de	hij	j				k	k	klm		o	o	o
Don't know	31	11	21	3	7	14	8	4	2	5	3	6	12	4	10	28	2	1	1
	1%	1%	2%	1%	2%	2%	1%	1%	1%	2%	1%	1%	2%	1%	2%	2%	1%	1%	2%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 93

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

QM4. SHOWCARD Which, if any, of the following Royal Mail services have you used to send something in the post in the last 12 months? (MULTI CODE)

Base : Those responsible for sending or receiving any household mail

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2709	2265	444	1250	1447	1577	878
Effective Weighted Sample	2202	1856	355	1073	1200	1337	758
Total	2198	1896	302	1244	944	1359	776
Recorded letter - provides proof that the letter has been sent and received	743 34%	633 33%	110 36%	506 41% d	234 25%	506 37% f	221 28%
Recorded parcel - provides proof that the parcel has been sent and received	450 20%	378 20%	72 24%	306 25% d	143 15%	302 22% f	136 18%
Special Delivery letter - guaranteed next day delivery and you receive a refund of the postage if the item does not arrive on time	410 19%	352 19%	58 19%	290 23% d	119 13%	276 20% f	128 16%
Special Delivery parcel - guaranteed next day delivery and you receive a refund of the postage if the item does not arrive on time	250 11%	212 11%	38 13%	178 14% d	72 8%	174 13% f	70 9%
One or more of these services, but not sure which	76 3%	71 4% b	4 1%	45 4%	31 3%	27 2%	47 6% e

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 93

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

QM4. SHOWCARD Which, if any, of the following Royal Mail services have you used to send something in the post in the last 12 months? (MULTI CODE)

Base : Those responsible for sending or receiving any household mail

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2709	2265	444	1250	1447	1577	878
Effective Weighted Sample	2202	1856	355	1073	1200	1337	758
Total	2198	1896	302	1244	944	1359	776
None of these	1071	927	144	503	562	631	405
	49%	49%	48%	40%	60%	46%	52%
					c		e
Don't know	31	27	4	16	15	23	7
	1%	1%	1%	1%	2%	2%	1%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 94

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

QM5. SHOWCARD Approximately how many letters and cards do you personally receive in an average week? (Exclude parcels, any items received in connection with running a business from home, any unaddressed mail, Christmas month, include other companies as well as Royal Mail) (SINGLE CODE)

Base : Those responsible for sending or receiving any household mail

		GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION				
		Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	
Unweighted total		2709	1236	1473	286	448	885	1090	551	258	332	417	623	766	524	790	1967	247	241	254
Effective Weighted Sample		2202	1000	1203	230	376	757	866	445	204	270	359	518	618	423	654	1718	232	213	242
Total		2198	1021	1177	246	428	783	740	381	189	287	406	568	650	395	579	1839	190	106	62
I don't always receive letters/ cards each week	(0.5)	381	186	195	84	81	102	114	97	32	46	48	74	106	72	129	288	54	22	17
		17%	18%	17%	34% def	19% e	13%	15%	26% hij	17%	16%	12%	13%	16%	18% k	22% kl	16%	28% o	21%	27% o
1 or 2 items per week	(1.5)	456	202	253	74	85	136	160	86	39	63	51	107	142	75	131	379	40	21	16
		21%	20%	22%	30% def	20% e	17%	22% e	22% j	21% j	22% j	13%	19%	22%	19%	23%	21%	21%	20%	26%
3 or 4 items per week	(3.5)	404	188	216	42	70	155	137	70	42	61	62	100	107	78	119	341	31	21	12
		18%	18%	18%	17%	16%	20%	19%	18%	22% j	21%	15%	18%	16%	20%	21%	19%	16%	20%	19%
5 to 10 items per week	(7.5)	545	252	292	27	120	222	175	76	53	76	139	157	170	104	111	471	42	24	9
		25%	25%	25%	11%	28% c	28% cf	24% c	20%	28% g	26%	34% gi	28% n	26% n	26% n	19%	26% r	22% r	22% r	14%
11 to 20 items per week	(15.0)	262	114	148	6	47	110	100	31	15	34	77	88	78	44	50	229	17	11	4
		12%	11%	13%	2%	11% c	14% c	13% c	8%	8%	12%	19% ghi	16% n	12%	11%	9%	12% r	9%	10%	7%
21 to 30 items per week	(25.0)	59	31	28	1	5	27	25	3	6	4	11	21	21	6	11	53	2	3	1
		3%	3%	2%	1%	1%	3% cd	3% cd	1%	3% g	1%	3% g	4% m	3%	2%	2%	3%	1%	3%	1%
31 to 50 items per week	(40.0)	14	10	5	1	4	5	5	1	*	2	9	5	7	1	1	13	-	1	*
		1%	1%	*%	*%	1%	1%	1%	*%	*%	1%	2% g	1%	1% n	*%	*%	1%	-%	1%	*%
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																				

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 94

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QM5. SHOWCARD Approximately how many letters and cards do you personally receive in an average week? (Exclude parcels, any items received in connection with running a business from home, any unaddressed mail, Christmas month, include other companies as well as Royal Mail) (SINGLE CODE)

Base : Those responsible for sending or receiving any household mail

		GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION				
		Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	
Significance Level: 95%																				
Unweighted total		2709	1236	1473	286	448	885	1090	551	258	332	417	623	766	524	790	1967	247	241	254
Effective Weighted Sample		2202	1000	1203	230	376	757	866	445	204	270	359	518	618	423	654	1718	232	213	242
Total		2198	1021	1177	246	428	783	740	381	189	287	406	568	650	395	579	1839	190	106	62
More than 50 items per week	(60.0)	8	4	4	*	1	3	3	1	-	-	2	3	1	2	2	8	-	*	-
		%	%	%	%	%	%	%	%	%	-%	-%	1%	1%	%	%	%	%	-%	%
None/ don't receive any letters or cards	(0.0)	41	23	18	7	10	13	12	10	2	2	6	8	11	8	13	37	1	1	2
		2%	2%	2%	3%	2%	2%	2%	3%	1%	1%	1%	1%	2%	2%	2%	2%	2%	1%	1%
Don't know		25	10	15	3	4	10	8	5	-	1	1	5	5	4	11	19	3	3	1
		1%	1%	1%	1%	1%	1%	1%	1%	-%	%	%	1%	1%	1%	2%	1%	1%	2%	2%
Refused		2	1	1	1	-	1	1	1	-	-	-	-	1	1	1	2	-	-	-
		%	%	%	%	-%	%	%	%	%	-%	-%	-%	-%	%	%	%	%	-%	-%
Mean number of letters & cards received per week		5.9	6.0	5.8	2.8	5.6	6.7	6.3	4.3	5.3	5.5	8.1	7.0	6.2	5.6	4.8	6.2	4.4	5.5	3.8
						c	cd	c		g	g	ghi	mn	n	n		pr		r	
Standard deviation		7.07	7.44	6.73	4.48	6.70	7.23	7.51	5.40	5.54	5.87	8.40	7.77	7.28	6.53	6.25	7.28	4.98	6.96	5.14
Standard error		.14	.21	.18	.27	.32	.25	.23	.23	.34	.32	.41	.31	.26	.29	.22	.17	.32	.45	.33
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																				

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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QM5. SHOWCARD Approximately how many letters and cards do you personally receive in an average week? (Exclude parcels, any items received in connection with running a business from home, any unaddressed mail, Christmas month, include other companies as well as Royal Mail) (SINGLE CODE)

Base : Those responsible for sending or receiving any household mail

		URBANITY			WORKING		DEPRIVATION LEVEL	
		Total	URBAN a	RURAL b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%								
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Effective Weighted Sample		2202	1856	355	1073	1200	1337	758
Total		2198	1896	302	1244	944	1359	776
I don't always receive letters/ cards each week	(0.5)	381 17%	338 18%	43 14%	189 15%	190 20% c	214 16%	150 19% e
1 or 2 items per week	(1.5)	456 21%	397 21%	59 20%	228 18%	226 24% c	257 19%	183 24% e
3 or 4 items per week	(3.5)	404 18%	359 19%	45 15%	230 18%	173 18%	240 18%	152 20%
5 to 10 items per week	(7.5)	545 25%	462 24%	82 27%	348 28% d	194 21%	372 27% f	164 21%
11 to 20 items per week	(15.0)	262 12%	215 11%	46 15% a	168 14% d	92 10%	185 14% f	72 9%
21 to 30 items per week	(25.0)	59 3%	43 2%	16 5% a	37 3%	23 2%	44 3%	15 2%
31 to 50 items per week	(40.0)	14 1%	13 1%	2 1%	10 1%	5 *%	10 1%	4 1%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 94

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

QM5. SHOWCARD Approximately how many letters and cards do you personally receive in an average week? (Exclude parcels, any items received in connection with running a business from home, any unaddressed mail, Christmas month, include other companies as well as Royal Mail) (SINGLE CODE)

Base : Those responsible for sending or receiving any household mail

		URBANITY			WORKING		DEPRIVATION LEVEL	
		Total	URBAN a	RURAL b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%								
Unweighted total		2709	2265	444	1250	1447	1577	878
Effective Weighted Sample		2202	1856	355	1073	1200	1337	758
Total		2198	1896	302	1244	944	1359	776
More than 50 items per week	(60.0)	8 *%	6 *%	2 1%	4 *%	3 *%	7 *%	1 *%
None/ don't receive any letters or cards	(0.0)	41 2%	39 2%	3 1%	19 1%	22 2%	18 1%	21 3% e
Don't know		25 1%	23 1%	3 1%	10 1%	15 2%	11 1%	13 2%
Refused		2 *%	1 *%	1 *% a	1 *%	1 *%	2 *%	- -%
Mean number of letters & cards received per week		5.9	5.7	7.3 a	6.4 d	5.2	6.5 f	5.0
Standard deviation		7.07	6.85	8.21	7.22	6.82	7.54	6.15
Standard error		.14	.14	.39	.21	.18	.19	.21
Columns Tested: a,b - c,d - e,f								

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 95

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

QM6. SHOWCARD Approximately how many parcels do you personally receive in an average month? (Exclude any items received in connection with running a business from home, Christmas month, include other companies as well as Royal Mail) (SINGLE CODE)

Base : Those responsible for sending or receiving any household mail

		GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION				
		Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
			a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Significance Level: 95%																				
Unweighted total		2709	1236	1473	286	448	885	1090	551	258	332	417	623	766	524	790	1967	247	241	254
Effective Weighted Sample		2202	1000	1203	230	376	757	866	445	204	270	359	518	618	423	654	1718	232	213	242
Total		2198	1021	1177	246	428	783	740	381	189	287	406	568	650	395	579	1839	190	106	62
1 or 2 items per month	(1.5)	804	373	431	84	167	308	245	94	62	120	181	248	261	140	153	672	71	41	20
		37%	37%	37%	34%	39% f	39% f	33%	25%	33% g	42% gh	44% gh	44% mn	40% n	35% n	26%	37%	37%	39%	31%
3 or 4 items per month	(3.5)	206	101	105	23	49	83	51	18	19	39	58	71	63	45	26	183	9	10	4
		9%	10%	9%	9%	11% f	11% f	7%	5%	10% g	14% g	14% g	13% n	10% n	11% n	5%	10% p	5%	9%	7%
5 to 10 items per month	(7.5)	147	53	94	8	41	70	28	11	12	27	45	44	53	27	22	130	6	8	2
		7%	5%	8% a	3%	10% cf	9% cf	4%	3%	6% g	9% g	11% g	8% n	8% n	7% n	4%	7% pr	3%	8% pr	3%
11 to 20 items per month	(15.0)	23	12	11	1	6	9	8	2	1	3	11	9	4	6	4	21	2	-	1
		1%	1%	1%	*%	1%	1%	1%	1%	*%	1%	3% gh	2%	1%	2%	1%	1%	1%	-%	1%
More than 20 items per month	(35.0)	7	3	3	1	2	3	1	1	-	2	1	1	4	-	2	7	-	-	-
		*%	*%	*%	*%	*%	*%	*%	*%	-%	1%	*%	*%	1%	-%	*%	*%	-%	-%	-%
None/ don't receive any parcels	(0.0)	940	447	494	118	151	287	385	246	93	89	102	173	247	165	353	777	93	39	31
		43%	44%	42%	48% de	35%	37%	52% de	65% hij	49% ij	31%	25%	31%	38% k	42% k	61% klm	42%	49% q	37%	50% oq
Don't know		67	30	37	11	13	20	22	8	2	6	8	21	17	11	18	46	9	7	5
		3%	3%	3%	5%	3%	3%	3%	2%	1%	2%	2%	4%	3%	3%	3%	2%	5% o	7% o	7% o
Refused		4	2	1	1	-	3	*	1	*	1	1	1	1	1	1	4	-	-	*
		*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 95

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

QM6. SHOWCARD Approximately how many parcels do you personally receive in an average month? (Exclude any items received in connection with running a business from home, Christmas month, include other companies as well as Royal Mail) (SINGLE CODE)

Base : Those responsible for sending or receiving any household mail

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-54 e	55+ f	UNDER £11.5K g	£11.5K- £17.5K h	£17.5K- £29.9K i	£30K+ j	AB k	C1 l	C2 m	DE n	ENG LAND o	SCOT LAND p	WALES q	NI r
Significance Level: 95%																			
Unweighted total	2709	1236	1473	286	448	885	1090	551	258	332	417	623	766	524	790	1967	247	241	254
Effective Weighted Sample	2202	1000	1203	230	376	757	866	445	204	270	359	518	618	423	654	1718	232	213	242
Total	2198	1021	1177	246	428	783	740	381	189	287	406	568	650	395	579	1839	190	106	62
Mean number of parcels received per month	1.7	1.6	1.8	1.3	2.1 cf	2.0 cf	1.3	1.0	1.4 g	2.3 gh	2.5 gh	2.0 n	1.9 n	1.7 n	1.1	1.8 pr	1.2	1.6 pr	1.2
Standard deviation	3.06	3.02	3.08	2.66	3.48	3.23	2.63	2.56	2.12	3.77	3.40	2.88	3.41	2.65	2.99	3.20	2.02	2.08	2.17
Standard error	.06	.09	.08	.16	.17	.11	.08	.11	.13	.21	.17	.12	.13	.12	.11	.07	.13	.14	.14
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 95

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QM6. SHOWCARD Approximately how many parcels do you personally receive in an average month? (Exclude any items received in connection with running a business from home, Christmas month, include other companies as well as Royal Mail) (SINGLE CODE)

Base : Those responsible for sending or receiving any household mail

		URBANITY			WORKING		DEPRIVATION LEVEL	
		Total	URBAN a	RURAL b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%								
Unweighted total		2709	2265	444	1250	1447	1577	878
Effective Weighted Sample		2202	1856	355	1073	1200	1337	758
Total		2198	1896	302	1244	944	1359	776
1 or 2 items per month	(1.5)	804	693	111	519	283	544	241
		37%	37%	37%	42% d	30%	40% f	31%
3 or 4 items per month	(3.5)	206	174	32	147	57	141	61
		9%	9%	11%	12% d	6%	10%	8%
5 to 10 items per month	(7.5)	147	129	17	113	32	111	34
		7%	7%	6%	9% d	3%	8% f	4%
11 to 20 items per month	(15.0)	23	21	2	16	7	18	5
		1%	1%	1%	1%	1%	1%	1%
More than 20 items per month	(35.0)	7	5	2	4	3	5	2
		*%	*%	1%	*%	*%	*%	*%
None/ don't receive any parcels	(0.0)	940	812	128	405	531	494	416
		43%	43%	42%	33%	56% c	36%	54% e
Don't know		67	60	7	37	30	44	18
		3%	3%	2%	3%	3%	3%	2%
Refused		4	2	2	2	2	4	-
		*%	*%	1% a	*%	*%	*%	-%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 95

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QM6. SHOWCARD Approximately how many parcels do you personally receive in an average month? (Exclude any items received in connection with running a business from home, Christmas month, include other companies as well as Royal Mail) (SINGLE CODE)

Base : Those responsible for sending or receiving any household mail

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN a	RURAL b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%							
Unweighted total	2709	2265	444	1250	1447	1577	878
Effective Weighted Sample	2202	1856	355	1073	1200	1337	758
Total	2198	1896	302	1244	944	1359	776
Mean number of parcels received per month	1.7	1.7	1.8	2.1 d	1.2	2.0 f	1.3
Standard deviation	3.06	2.96	3.59	3.21	2.76	3.30	2.58
Standard error	.06	.06	.17	.09	.07	.08	.09
Columns Tested: a,b - c,d - e,f							

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 96

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QM7. Over the next year, do you think you will use post more, less or about the same as you do currently? (SINGLE CODE)

Base : Those responsible for sending or receiving any household mail

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2709	1236	1473	286	448	885	1090	551	258	332	417	623	766	524	790	1967	247	241	254
Effective Weighted Sample	2202	1000	1203	230	376	757	866	445	204	270	359	518	618	423	654	1718	232	213	242
Total	2198	1021	1177	246	428	783	740	381	189	287	406	568	650	395	579	1839	190	106	62
Will use post more	65 3%	34 3%	32 3%	15 6% ef	21 5% ef	16 2%	14 2%	8 2%	6 3%	10 4%	11 3%	20 4%	17 3%	16 4% n	11 2%	56 3%	4 2%	3 3%	2 4%
Will use post less	255 12%	116 11%	139 12%	31 12%	37 9%	77 10%	110 15% de	27 7%	21 11%	33 12% g	66 16% g	90 16% mn	77 12%	38 10%	50 9%	228 12% pr	10 5%	14 13% pr	3 5%
Will use post about the same as currently	1796 82%	831 81%	965 82%	193 78%	348 81%	668 85% cf	588 79%	328 86% j	156 83%	238 83%	323 80%	442 78%	536 83% k	327 83%	486 84% k	1491 81%	167 88% oq	83 78%	55 89% oq
Don't know	81 4%	40 4%	41 3%	8 3%	22 5% e	22 3%	29 4%	17 5% j	6 3%	6 2%	6 2%	16 3%	19 3%	15 4%	32 6% kl	64 4%	9 5%	7 6%	2 3%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 96

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QM7. Over the next year, do you think you will use post more, less or about the same as you do currently? (SINGLE CODE)

Base : Those responsible for sending or receiving any household mail

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2709	2265	444	1250	1447	1577	878
Effective Weighted Sample	2202	1856	355	1073	1200	1337	758
Total	2198	1896	302	1244	944	1359	776
Will use post more	65	59	6	43	21	41	22
	3%	3%	2%	3%	2%	3%	3%
Will use post less	255	213	42	153	102	167	84
	12%	11%	14%	12%	11%	12%	11%
Will use post about the same as currently	1796	1549	247	1010	779	1104	637
	82%	82%	82%	81%	82%	81%	82%
Don't know	81	75	7	38	43	47	33
	4%	4%	2%	3%	5%	3%	4%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 97

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

QM8. SHOWCARD Which, if any, of these statements apply to you? (MULTI CODE)

Base : Those responsible for sending or receiving any household mail

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2709	1236	1473	286	448	885	1090	551	258	332	417	623	766	524	790	1967	247	241	254
Effective Weighted Sample	2202	1000	1203	230	376	757	866	445	204	270	359	518	618	423	654	1718	232	213	242
Total	2198	1021	1177	246	428	783	740	381	189	287	406	568	650	395	579	1839	190	106	62
Nowadays the only things I post to friends and relatives are birthday or greeting cards rather than letters	807 37%	337 33%	470 40%	73 30%	150 35%	295 38%	290 39%	134 35%	68 36%	106 37%	188 46%	221 39%	254 39%	151 38%	180 31%	690 37%	63 33%	36 34%	19 30%
		a				c	c				ghi	n	n	n		r			
I prefer to send e-mails rather than letters whenever possible	764 35%	419 41%	346 29%	128 52%	180 42%	293 37%	163 22%	81 21%	57 30%	101 35%	196 48%	241 42%	264 41%	127 32%	131 23%	660 36%	52 27%	32 31%	20 32%
		b		def	f	f			g	g	ghi	mn	mn	n		p			
It is worth sending a letter for important communications	613 28%	261 26%	353 30%	39 16%	117 27%	219 28%	238 32%	103 27%	76 41%	90 31%	111 27%	189 33%	173 27%	104 26%	144 25%	541 29%	37 20%	29 27%	7 11%
			a		c	c	c		gij			lmn				pr	r	r	
I love to send and receive letters and cards	601 27%	184 18%	417 35%	35 14%	96 23%	191 24%	278 38%	107 28%	55 29%	95 33%	93 23%	161 28%	177 27%	104 26%	154 27%	519 28%	37 19%	33 32%	12 19%
			a		c	c	cde			j						pr		pr	
I only use post when there is no alternative	516 23%	266 26%	250 21%	67 27%	112 26%	191 24%	146 20%	96 25%	39 21%	67 23%	112 28%	146 26%	147 23%	96 24%	127 22%	433 24%	49 26%	22 21%	12 19%
		b		f	f	f													
I prefer to send letters or e-mails to companies rather than make a telephone call, so that I have a written record	413 19%	218 21%	195 17%	41 17%	90 21%	158 20%	124 17%	46 12%	35 18%	61 21%	105 26%	138 24%	136 21%	75 19%	64 11%	346 19%	38 20%	22 20%	7 11%
		b							g	g	gh	mn	n	n		r	r	r	

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 97

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QM8. SHOWCARD Which, if any, of these statements apply to you? (MULTI CODE)

Base : Those responsible for sending or receiving any household mail

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2709	1236	1473	286	448	885	1090	551	258	332	417	623	766	524	790	1967	247	241	254
Effective Weighted Sample	2202	1000	1203	230	376	757	866	445	204	270	359	518	618	423	654	1718	232	213	242
Total	2198	1021	1177	246	428	783	740	381	189	287	406	568	650	395	579	1839	190	106	62
I would feel cut off from society if I can't send or don't receive post	319 15%	135 13%	185 16%	13 5%	43 10% c	105 13% c	158 21% cde	66 17%	35 18%	36 12%	56 14%	96 17% m	101 16%	46 12%	76 13%	261 14% r	32 17% r	22 21% or	4 6%
I frequently use post even when I can use other methods	172 8%	81 8%	91 8%	9 4%	23 5%	69 9% cd	72 10% cd	35 9%	22 11%	23 8%	31 8%	47 8%	49 8%	28 7%	47 8%	149 8%	15 8%	5 5%	3 5%
None of these	157 7%	82 8%	75 6%	24 10%	25 6%	51 7%	56 8%	52 14% hij	12 7%	10 3%	12 3%	20 4%	46 7% k	25 6%	66 11% klm	121 7%	19 10%	9 9%	8 13% o
Don't know	33 2%	14 1%	19 2%	4 2%	8 2%	13 2%	8 1%	4 1%	3 1%	3 1%	4 1%	9 2%	8 1%	7 2%	9 2%	31 2% p	- -%	2 2%	1 1%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 97

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

QM8. SHOWCARD Which, if any, of these statements apply to you? (MULTI CODE)

Base : Those responsible for sending or receiving any household mail

	Total	URBANITY		WORKING		DEPRIVATION LEVEL	
		URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2709	2265	444	1250	1447	1577	878
Effective Weighted Sample	2202	1856	355	1073	1200	1337	758
Total	2198	1896	302	1244	944	1359	776
Nowadays the only things I post to friends and relatives are birthday or greeting cards rather than letters	807 37%	697 37%	111 37%	472 38%	332 35%	552 41% f	236 30%
I prefer to send e-mails rather than letters whenever possible	764 35%	658 35%	106 35%	519 42% d	245 26%	477 35%	267 34%
It is worth sending a letter for important communications	613 28%	518 27%	95 32%	339 27%	270 29%	399 29%	207 27%
I love to send and receive letters and cards	601 27%	508 27%	92 31%	299 24%	297 31% c	406 30% f	183 24%
I only use post when there is no alternative	516 23%	435 23%	81 27%	306 25%	209 22%	351 26% f	154 20%
I prefer to send letters or e-mails to companies rather than make a telephone call, so that I have a written record	413 19%	344 18%	68 23% a	267 21% d	146 15%	280 21% f	127 16%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 97

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QM8. SHOWCARD Which, if any, of these statements apply to you? (MULTI CODE)

Base : Those responsible for sending or receiving any household mail

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2709	2265	444	1250	1447	1577	878
Effective Weighted Sample	2202	1856	355	1073	1200	1337	758
Total	2198	1896	302	1244	944	1359	776
I would feel cut off from society if I can't send or don't receive post	319 15%	270 14%	49 16%	149 12%	170 18% c	226 17% f	90 12%
I frequently use post even when I can use other methods	172 8%	145 8%	27 9%	93 7%	79 8%	121 9% f	47 6%
None of these	157 7%	137 7%	20 7%	73 6%	82 9% c	70 5%	79 10% e
Don't know	33 2%	27 1%	6 2%	17 1%	16 2%	22 2%	11 1%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 98

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Q11 (Q12). Have you personally had a reason to make a complaint about your landline, mobile, or internet service or supplier in the last 12 months? (MULTI CODE)

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Yes landline	151 6%	72 6%	79 6%	11 3%	31 7%	57 7%	51 7%	23 6%	16 8%	17 6%	41 10%	54 9%	39 6%	26 6%	31 5%	122 6%	14 7%	11 9%	3 5%
Yes mobile	107 5%	52 5%	56 5%	23 7%	30 7%	37 5%	19 2%	11 3%	10 5%	22 7%	21 5%	24 4%	35 5%	18 4%	30 5%	94 5%	7 3%	3 3%	3 5%
Yes internet - fixed broadband/ narrowband	226 10%	122 11%	104 8%	26 8%	44 10%	98 12%	58 7%	25 6%	17 9%	24 8%	64 15%	81 14%	67 10%	42 10%	36 6%	196 10%	15 7%	10 9%	4 7%
Yes internet - mobile broadband	6 *%	4 *%	2 *%	- -%	2 *%	5 1%	- -%	1 *%	- -%	1 *%	1 *%	1 *%	1 *%	2 *%	3 *%	5 *%	- -%	1 *%	* *%
ANY INTERNET	232 10%	126 11%	106 9%	26 8%	46 10%	102 13%	58 7%	26 7%	17 9%	25 8%	65 15%	83 14%	68 10%	43 10%	38 6%	201 10%	15 7%	11 10%	5 7%
No none of these	1963 83%	931 82%	1031 84%	265 84%	361 80%	669 82%	668 86%	340 87%	163 83%	248 83%	332 79%	466 79%	581 83%	362 84%	549 87%	1633 83%	177 86%	97 84%	56 86%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 98

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Q11 (Q12). Have you personally had a reason to make a complaint about your landline, mobile, or internet service or supplier in the last 12 months? (MULTI CODE)

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Yes landline	151 6%	119 6%	31 10% a	95 7%	55 5%	98 7%	50 6%
Yes mobile	107 5%	92 5%	15 5%	68 5%	39 4%	60 4%	44 5%
Yes internet - fixed broadband/ narrowband	226 10%	186 9%	39 12%	158 12% d	67 7%	151 10%	70 8%
Yes internet - mobile broadband	6 *%	6 *%	- -%	3 *%	3 *%	4 *%	2 *%
ANY INTERNET	232 10%	193 9%	39 12%	162 12% d	70 7%	155 11%	72 9%
No none of these	1963 83%	1711 84% b	252 79%	1060 80%	895 87% c	1197 83%	709 84%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 99

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Q12 (Q13). What was the issue you had a reason to complain about (in connection with your landline)? (MULTI CODE)

Base : Those with a reason to complain about their landline service or supplier in the last 12 months

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	~q	~r
Unweighted total	176	83	93	14	35	63	64	28	19	17	42	60	44	32	40	123	16	24	13
Effective Weighted Sample	148	67	81	12	30	54	51	25	15	15	37	50	37	27	35	112	15	21	13
Total	151	72	79	11	31	57	51	23	16	17	41	54	39	26	31	122	14	11	3
Disruption of service	63	**	**	**	**	**	**	**	**	**	**	**	**	**	**	53	**	**	**
	42%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	43%	**	**	**
Poor quality of service	39	**	**	**	**	**	**	**	**	**	**	**	**	**	**	31	**	**	**
	26%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	26%	**	**	**
Overcharged	20	**	**	**	**	**	**	**	**	**	**	**	**	**	**	17	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	14%	**	**	**
Service not as promised/ advertised	17	**	**	**	**	**	**	**	**	**	**	**	**	**	**	12	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	10%	**	**	**
Bill incorrect	8	**	**	**	**	**	**	**	**	**	**	**	**	**	**	8	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	6%	**	**	**
Terms of contract were unfair	6	**	**	**	**	**	**	**	**	**	**	**	**	**	**	4	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	4%	**	**	**
Staff attitude/ problems with staff	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	3	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	3%	**	**	**
Charges not made clear/ unexpected charges	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	3	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	3%	**	**	**
Advertised tariffs not available to me	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	2%	**	**	**
Other	42	**	**	**	**	**	**	**	**	**	**	**	**	**	**	30	**	**	**
	28%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	24%	**	**	**

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.
Table 99

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Q12 (Q13). What was the issue you had a reason to complain about (in connection with your landline)? (MULTI CODE)

Base : Those with a reason to complain about their landline service or supplier in the last 12 months

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	~b	~c	~d	e	~f
Unweighted total	176	134	42	94	80	109	54
Effective Weighted Sample	148	114	35	84	67	94	48
Total	151	119	31	95	55	98	50
Disruption of service	63	56	**	**	**	40	**
	42%	47%	**	**	**	41%	**
Poor quality of service	39	28	**	**	**	25	**
	26%	24%	**	**	**	25%	**
Overcharged	20	12	**	**	**	13	**
	13%	10%	**	**	**	13%	**
Service not as promised/ advertised	17	15	**	**	**	9	**
	11%	12%	**	**	**	9%	**
Bill incorrect	8	5	**	**	**	3	**
	5%	5%	**	**	**	3%	**
Terms of contract were unfair	6	6	**	**	**	3	**
	4%	5%	**	**	**	3%	**
Staff attitude/ problems with staff	4	4	**	**	**	2	**
	3%	3%	**	**	**	2%	**
Charges not made clear/ unexpected charges	4	4	**	**	**	2	**
	2%	3%	**	**	**	2%	**
Advertised tariffs not available to me	2	2	**	**	**	1	**
	1%	2%	**	**	**	1%	**
Other	42	33	**	**	**	30	**
	28%	28%	**	**	**	31%	**

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 100

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Q13 (Q14). And did you go ahead and make a complaint about your landline service or supplier? (SINGLE CODE)

Base : Those with a reason to complain about their landline service or supplier in the last 12 months

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	~q	~r
Unweighted total	176	83	93	14	35	63	64	28	19	17	42	60	44	32	40	123	16	24	13
Effective Weighted Sample	148	67	81	12	30	54	51	25	15	15	37	50	37	27	35	112	15	21	13
Total	151	72	79	11	31	57	51	23	16	17	41	54	39	26	31	122	14	11	3
Yes	113	**	**	**	**	**	**	**	**	**	**	**	**	**	**	89	**	**	**
	75%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	73%	**	**	**
No	37	**	**	**	**	**	**	**	**	**	**	**	**	**	**	33	**	**	**
	25%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	27%	**	**	**

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

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Q13 (Q14). And did you go ahead and make a complaint about your landline service or supplier? (SINGLE CODE)

Base : Those with a reason to complain about their landline service or supplier in the last 12 months

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	~b	~c	~d	e	~f
Unweighted total	176	134	42	94	80	109	54
Effective Weighted Sample	148	114	35	84	67	94	48
Total	151	119	31	95	55	98	50
Yes	113	89	**	**	**	69	**
	75%	74%	**	**	**	71%	**
No	37	30	**	**	**	29	**
	25%	26%	**	**	**	29%	**

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 101

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Q14 (Q15). Why did you not make a complaint about your landline service or supplier? (MULTI CODE)

Base : Those did not go ahead and make a complaint about their landline service or supplier

	GENDER			AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
	Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Unweighted total	43	18	25	1	12	18	12	5	4	6	15	15	8	10	10	33	1	4	5
Effective Weighted Sample	36	15	21	1	10	16	9	4	3	6	13	14	7	8	8	30	1	4	5
Total	37	15	23	*	10	16	10	4	2	7	13	13	9	8	7	33	1	1	1
The problem was sorted out	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
They wouldn't do anything anyway	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Not worth the hassle	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Didn't have time	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Did not know where to go	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

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Q14 (Q15). Why did you not make a complaint about your landline service or supplier? (MULTI CODE)

Base : Those did not go ahead and make a complaint about their landline service or supplier

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN ~a	RURAL ~b	YES ~c	NO ~d	LOW ~e	MEDIUM/ HIGH ~f
Significance Level: 95%							
Unweighted total	43	33	10	26	16	30	8
Effective Weighted Sample	36	28	8	23	13	27	7
Total	37	30	7	26	10	29	7
The problem was sorted out	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
They wouldn't do anything anyway	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Not worth the hassle	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Didn't have time	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Did not know where to go	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Other	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**
	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 102

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Q15 (Q16). What was the issue you had a reason to complain about, regarding your mobile phone service? (MULTI CODE)

Base : Those with a reason to complain about their mobile service or supplier in the last 12 months

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Unweighted total	118	55	63	25	29	42	22	14	11	20	24	27	37	20	34	89	9	8	12
Effective Weighted Sample	100	47	53	20	25	36	19	12	9	17	21	23	31	17	28	82	9	7	12
Total	107	52	56	23	30	37	19	11	10	22	21	24	35	18	30	94	7	3	3
Poor quality of service	27	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	25%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Poor coverage	27	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	25%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Disruption of service	25	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	24%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Overcharged	12	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Bill incorrect	12	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Charges not made clear/ unexpected charges	11	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Service not as promised/ advertised	10	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Staff attitude/ problems with staff	6	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Speed of internet connection	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Terms of contract were unfair	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 102

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Q15 (Q16). What was the issue you had a reason to complain about, regarding your mobile phone service? (MULTI CODE)

Base : Those with a reason to complain about their mobile service or supplier in the last 12 months

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Unweighted total	118	55	63	25	29	42	22	14	11	20	24	27	37	20	34	89	9	8	12
Effective Weighted Sample	100	47	53	20	25	36	19	12	9	17	21	23	31	17	28	82	9	7	12
Total	107	52	56	23	30	37	19	11	10	22	21	24	35	18	30	94	7	3	3
Advertised tariffs not available to me	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
2%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other	22	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
21%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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Q15 (Q16). What was the issue you had a reason to complain about, regarding your mobile phone service? (MULTI CODE)

Base : Those with a reason to complain about their mobile service or supplier in the last 12 months

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		~a	~b	~c	~d	~e	~f
Unweighted total	118	99	19	65	53	64	42
Effective Weighted Sample	100	85	15	58	44	58	38
Total	107	92	15	68	39	60	44
Poor quality of service	27	**	**	**	**	**	**
	25%	**	**	**	**	**	**
Poor coverage	27	**	**	**	**	**	**
	25%	**	**	**	**	**	**
Disruption of service	25	**	**	**	**	**	**
	24%	**	**	**	**	**	**
Overcharged	12	**	**	**	**	**	**
	12%	**	**	**	**	**	**
Bill incorrect	12	**	**	**	**	**	**
	12%	**	**	**	**	**	**
Charges not made clear/ unexpected charges	11	**	**	**	**	**	**
	10%	**	**	**	**	**	**
Service not as promised/ advertised	10	**	**	**	**	**	**
	10%	**	**	**	**	**	**
Staff attitude/ problems with staff	6	**	**	**	**	**	**
	6%	**	**	**	**	**	**
Speed of internet connection	4	**	**	**	**	**	**
	4%	**	**	**	**	**	**
Terms of contract were unfair	3	**	**	**	**	**	**
	3%	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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Q15 (Q16). What was the issue you had a reason to complain about, regarding your mobile phone service? (MULTI CODE)

Base : Those with a reason to complain about their mobile service or supplier in the last 12 months

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		~a	~b	~c	~d	~e	~f
Unweighted total	118	99	19	65	53	64	42
Effective Weighted Sample	100	85	15	58	44	58	38
Total	107	92	15	68	39	60	44
Advertised tariffs not available to me	3	**	**	**	**	**	**
	2%	**	**	**	**	**	**
Other	22	**	**	**	**	**	**
	21%	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 103

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Q16 (Q17). And did you go ahead and make a complaint about your mobile service or supplier? (SINGLE CODE)

Base : Those with a reason to complain about their mobile service or supplier in the last 12 months

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Unweighted total	118	55	63	25	29	42	22	14	11	20	24	27	37	20	34	89	9	8	12
Effective Weighted Sample	100	47	53	20	25	36	19	12	9	17	21	23	31	17	28	82	9	7	12
Total	107	52	56	23	30	37	19	11	10	22	21	24	35	18	30	94	7	3	3
Yes	88	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	82%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
No	19	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	18%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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Q16 (Q17). And did you go ahead and make a complaint about your mobile service or supplier? (SINGLE CODE)

Base : Those with a reason to complain about their mobile service or supplier in the last 12 months

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		~a	~b	~c	~d	~e	~f
Unweighted total	118	99	19	65	53	64	42
Effective Weighted Sample	100	85	15	58	44	58	38
Total	107	92	15	68	39	60	44
Yes	88	**	**	**	**	**	**
	82%	**	**	**	**	**	**
No	19	**	**	**	**	**	**
	18%	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 104

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

Q17 (Q18). Why did you not make a complaint about your mobile service or supplier? (MULTI CODE)

Base : Those did not go ahead and make a complaint about their mobile service or supplier

	GENDER			AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
	Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Unweighted total	23	12	11	3	6	9	5	3	4	4	2	9	5	4	5	18	-	3	2
Effective Weighted Sample	19	10	10	3	5	8	4	3	3	3	2	7	4	4	5	16	-	3	2
Total	19	11	8	2	5	9	4	2	4	4	1	9	4	4	3	17	-	1	1
The problem was sorted out	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-%	**	**
Not worth the hassle	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-%	**	**
Didn't have time	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-%	**	**
They wouldn't do anything anyway	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-%	**	**
Other	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-%	**	**

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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Q17 (Q18). Why did you not make a complaint about your mobile service or supplier? (MULTI CODE)

Base : Those did not go ahead and make a complaint about their mobile service or supplier

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		~a	~b	~c	~d	~e	~f
Significance Level: 95%							
Unweighted total	23	19	4	10	13	17	4
Effective Weighted Sample	19	16	3	9	11	15	3
Total	19	16	3	11	8	14	5
The problem was sorted out	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Not worth the hassle	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Didn't have time	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
They wouldn't do anything anyway	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Other	**	**	**	**	**	**	**
	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 105

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Q18 (Q19). What was the issue you had a reason to complain about, regarding your internet service? (MULTI CODE)

Base : Those with a reason to complain about their fixed broadband/ narrowband internet service or supplier in the last 12 months

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	~q	~r
Unweighted total	246	130	116	29	48	106	63	32	21	29	65	75	77	50	44	191	17	21	17
Effective Weighted Sample	212	110	102	25	41	92	54	29	17	26	60	68	65	45	37	175	16	19	17
Total	226	122	104	26	44	98	58	25	17	24	64	81	67	42	36	196	15	10	4
Disruption of service	113	61	52	**	**	53	**	**	**	**	**	**	**	**	**	98	**	**	**
	50%	50%	50%	**	**	54%	**	**	**	**	**	**	**	**	**	50%	**	**	**
Poor quality of service	63	34	29	**	**	27	**	**	**	**	**	**	**	**	**	54	**	**	**
	28%	28%	28%	**	**	27%	**	**	**	**	**	**	**	**	**	27%	**	**	**
Speed of internet connection	41	25	16	**	**	18	**	**	**	**	**	**	**	**	**	37	**	**	**
	18%	21%	15%	**	**	19%	**	**	**	**	**	**	**	**	**	19%	**	**	**
Poor coverage	23	11	12	**	**	8	**	**	**	**	**	**	**	**	**	21	**	**	**
	10%	9%	11%	**	**	8%	**	**	**	**	**	**	**	**	**	11%	**	**	**
Service not as promised/ advertised	21	10	11	**	**	8	**	**	**	**	**	**	**	**	**	18	**	**	**
	9%	8%	11%	**	**	9%	**	**	**	**	**	**	**	**	**	9%	**	**	**
Overcharged	17	8	9	**	**	7	**	**	**	**	**	**	**	**	**	15	**	**	**
	8%	7%	9%	**	**	7%	**	**	**	**	**	**	**	**	**	8%	**	**	**
Bill incorrect	10	7	3	**	**	4	**	**	**	**	**	**	**	**	**	9	**	**	**
	5%	6%	3%	**	**	4%	**	**	**	**	**	**	**	**	**	5%	**	**	**
Staff attitude/ problems with staff	9	5	4	**	**	3	**	**	**	**	**	**	**	**	**	6	**	**	**
	4%	4%	4%	**	**	3%	**	**	**	**	**	**	**	**	**	3%	**	**	**
Charges not made clear/ unexpected charges	8	5	2	**	**	4	**	**	**	**	**	**	**	**	**	7	**	**	**
	3%	4%	2%	**	**	4%	**	**	**	**	**	**	**	**	**	4%	**	**	**
Advertised tariffs not available to me	5	4	1	**	**	3	**	**	**	**	**	**	**	**	**	4	**	**	**
	2%	3%	1%	**	**	3%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Bill not received	3	3	-	**	**	1	**	**	**	**	**	**	**	**	**	3	**	**	**
	2%	3%	-%	**	**	1%	**	**	**	**	**	**	**	**	**	2%	**	**	**

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 105

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Q18 (Q19). What was the issue you had a reason to complain about, regarding your internet service? (MULTI CODE)

Base : Those with a reason to complain about their fixed broadband/ narrowband internet service or supplier in the last 12 months

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	~q	~r
Unweighted total	246	130	116	29	48	106	63	32	21	29	65	75	77	50	44	191	17	21	17
Effective Weighted Sample	212	110	102	25	41	92	54	29	17	26	60	68	65	45	37	175	16	19	17
Total	226	122	104	26	44	98	58	25	17	24	64	81	67	42	36	196	15	10	4
Terms of contract were unfair	3	2	1	**	**	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	2%	1%	**	**	2%	**	**	**	**	**	**	**	**	**	1%	**	**	**
Other	26	10	16	**	**	9	**	**	**	**	**	**	**	**	**	18	**	**	**
	12%	8%	15%	**	**	10%	**	**	**	**	**	**	**	**	**	9%	**	**	**

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Q18 (Q19). What was the issue you had a reason to complain about, regarding your internet service? (MULTI CODE)

Base : Those with a reason to complain about their fixed broadband/ narrowband internet service or supplier in the last 12 months

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	~b	c	~d	e	~f
Significance Level: 95%							
Unweighted total	246	200	46	157	88	154	75
Effective Weighted Sample	212	172	41	138	76	137	68
Total	226	186	39	158	67	151	70
Disruption of service	113	101	**	81	**	76	**
	50%	54%	**	51%	**	50%	**
Poor quality of service	63	51	**	41	**	33	**
	28%	28%	**	26%	**	22%	**
Speed of internet connection	41	33	**	30	**	25	**
	18%	18%	**	19%	**	17%	**
Poor coverage	23	19	**	14	**	12	**
	10%	10%	**	9%	**	8%	**
Service not as promised/ advertised	21	17	**	12	**	11	**
	9%	9%	**	7%	**	7%	**
Overcharged	17	10	**	12	**	15	**
	8%	6%	**	7%	**	10%	**
Bill incorrect	10	8	**	7	**	5	**
	5%	4%	**	4%	**	3%	**
Staff attitude/ problems with staff	9	8	**	7	**	5	**
	4%	4%	**	4%	**	3%	**
Charges not made clear/ unexpected charges	8	6	**	5	**	6	**
	3%	3%	**	3%	**	4%	**
Advertised tariffs not available to me	5	3	**	4	**	4	**
	2%	1%	**	3%	**	3%	**

Columns Tested: a,b - c,d - e,f

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Q18 (Q19). What was the issue you had a reason to complain about, regarding your internet service? (MULTI CODE)

Base : Those with a reason to complain about their fixed broadband/ narrowband internet service or supplier in the last 12 months

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	~b	c	~d	e	~f
Significance Level: 95%							
Unweighted total	246	200	46	157	88	154	75
Effective Weighted Sample	212	172	41	138	76	137	68
Total	226	186	39	158	67	151	70
Bill not received	3	3	**	3	**	2	**
	2%	2%	**	2%	**	1%	**
Terms of contract were unfair	3	3	**	3	**	2	**
	1%	2%	**	2%	**	1%	**
Other	26	22	**	21	**	16	**
	12%	12%	**	14%	**	10%	**

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 106

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

Q19 (Q110). And did you go ahead and make a complaint about your internet service or supplier? (SINGLE CODE)

Base : Those with a reason to complain about their fixed broadband/ narrowband internet service or supplier in the last 12 months

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	~q	~r
Unweighted total	246	130	116	29	48	106	63	32	21	29	65	75	77	50	44	191	17	21	17
Effective Weighted Sample	212	110	102	25	41	92	54	29	17	26	60	68	65	45	37	175	16	19	17
Total	226	122	104	26	44	98	58	25	17	24	64	81	67	42	36	196	15	10	4
Yes	186	106	80	**	**	84	**	**	**	**	**	**	**	**	**	159	**	**	**
	82%	87%	77%	**	**	86%	**	**	**	**	**	**	**	**	**	81%	**	**	**
		b																	
No	40	15	24	**	**	14	**	**	**	**	**	**	**	**	**	37	**	**	**
	18%	13%	23%	**	**	14%	**	**	**	**	**	**	**	**	**	19%	**	**	**
			a																

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 106

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

Q19 (Q110). And did you go ahead and make a complaint about your internet service or supplier? (SINGLE CODE)

Base : Those with a reason to complain about their fixed broadband/ narrowband internet service or supplier in the last 12 months

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	~b	c	~d	e	~f
Unweighted total	246	200	46	157	88	154	75
Effective Weighted Sample	212	172	41	138	76	137	68
Total	226	186	39	158	67	151	70
Yes	186	154	**	134	**	121	**
	82%	83%	**	85%	**	80%	**
No	40	33	**	24	**	30	**
	18%	17%	**	15%	**	20%	**

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 107

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

Q110 (Q11). Why did you not make a complaint about your internet service or supplier? (MULTI CODE)

Base : Those did not go ahead and make a complaint about their fixed broadband/ narrowband internet service or supplier

	GENDER			AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
	Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Unweighted total	42	16	26	5	8	16	13	6	4	5	10	17	11	3	11	36	1	1	4
Effective Weighted Sample	36	13	23	4	7	14	12	6	4	5	9	15	10	3	8	33	1	1	4
Total	40	15	24	5	7	14	13	5	3	5	9	18	11	3	8	37	1	*	1
The problem was sorted out	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Not worth the hassle	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Didn't have time	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
They wouldn't do anything anyway	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Did not know where to go	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 107

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Q110 (Q11). Why did you not make a complaint about your internet service or supplier? (MULTI CODE)

Base : Those did not go ahead and make a complaint about their fixed broadband/ narrowband internet service or supplier

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		~a	~b	~c	~d	~e	~f
Unweighted total	42	34	8	22	20	29	9
Effective Weighted Sample	36	29	7	20	17	26	9
Total	40	33	7	24	15	30	8
The problem was sorted out	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Not worth the hassle	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Didn't have time	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
They wouldn't do anything anyway	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Did not know where to go	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Other	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**
	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 108

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Q11 (Q12). What was the issue you had a reason to complain about, regarding your mobile broadband service? (MULTI CODE)

Base : Those with a reason to complain about their mobile broadband internet service or supplier in the last 12 months

	GENDER			AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
	Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Unweighted total	8	5	3	-	2	6	-	1	-	1	1	2	1	2	3	6	-	1	1
Effective Weighted Sample	7	4	3	-	2	5	-	1	-	1	1	2	1	2	3	6	-	1	1
Total	6	4	2	-	2	5	-	1	-	1	1	1	1	2	3	5	-	1	*
Disruption of service	**	**	**	-	**	**	-	**	-	**	**	**	**	**	**	**	-	**	**
	**	**	**	-%	**	**	-%	**	-%	**	**	**	**	**	**	**	-%	**	**
Poor coverage	**	**	**	-	**	**	-	**	-	**	**	**	**	**	**	**	-	**	**
	**	**	**	-%	**	**	-%	**	-%	**	**	**	**	**	**	**	-%	**	**
Poor quality of service	**	**	**	-	**	**	-	**	-	**	**	**	**	**	**	**	-	**	**
	**	**	**	-%	**	**	-%	**	-%	**	**	**	**	**	**	**	-%	**	**
Service not as promised/ advertised	**	**	**	-	**	**	-	**	-	**	**	**	**	**	**	**	-	**	**
	**	**	**	-%	**	**	-%	**	-%	**	**	**	**	**	**	**	-%	**	**

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 108

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Q11 (Q12). What was the issue you had a reason to complain about, regarding your mobile broadband service? (MULTI CODE)

Base : Those with a reason to complain about their mobile broadband internet service or supplier in the last 12 months

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		~a	~b	~c	~d	~e	~f
Unweighted total	8	8	-	4	4	4	3
Effective Weighted Sample	7	7	-	4	3	4	3
Total	6	6	-	3	3	4	2
Disruption of service	**	**	-	**	**	**	**
	**	**	-%	**	**	**	**
Poor coverage	**	**	-	**	**	**	**
	**	**	-%	**	**	**	**
Poor quality of service	**	**	-	**	**	**	**
	**	**	-%	**	**	**	**
Service not as promised/ advertised	**	**	-	**	**	**	**
	**	**	-%	**	**	**	**

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 109

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Q12 (Q13). And did you go ahead and make a complaint about your mobile broadband service or supplier? (SINGLE CODE)

Base : Those with a reason to complain about their mobile broadband internet service or supplier in the last 12 months

	GENDER			AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
	Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Unweighted total	8	5	3	-	2	6	-	1	-	1	1	2	1	2	3	6	-	1	1
Effective Weighted Sample	7	4	3	-	2	5	-	1	-	1	1	2	1	2	3	6	-	1	1
Total	6	4	2	-	2	5	-	1	-	1	1	1	1	2	3	5	-	1	*
Yes	**	**	**	-	**	**	-	**	-	**	**	**	**	**	**	**	-	**	**
	**	**	**	-%	**	**	-%	**	-%	**	**	**	**	**	**	**	-%	**	**
No	**	**	**	-	**	**	-	**	-	**	**	**	**	**	**	**	-	**	**
	**	**	**	-%	**	**	-%	**	-%	**	**	**	**	**	**	**	-%	**	**

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 109

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

Q12 (Q13). And did you go ahead and make a complaint about your mobile broadband service or supplier? (SINGLE CODE)

Base : Those with a reason to complain about their mobile broadband internet service or supplier in the last 12 months

	URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN ~a	RURAL ~b	YES ~c	NO ~d	LOW ~e MEDIUM/ HIGH ~f
Significance Level: 95%						
Unweighted total	8	8	-	4	4	4
Effective Weighted Sample	7	7	-	4	3	4
Total	6	6	-	3	3	4
Yes	**	**	-	**	**	**
	**	**	-%	**	**	**
No	**	**	-	**	**	**
	**	**	-%	**	**	**

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 110

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Q13 (Q14). Why did you not make a complaint about your internet service or supplier? (MULTI CODE)

Base : Those did not go ahead and make a complaint about their mobile broadband internet service or supplier

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Unweighted total	3	2	1	-	1	2	-	-	-	-	1	1	1	1	-	3	-	-	-
Effective Weighted Sample	3	2	1	-	1	2	-	-	-	-	1	1	1	1	-	3	-	-	-
Total	3	2	1	-	1	2	-	-	-	-	1	1	1	1	-	3	-	-	-
The problem was sorted out	**	**	**	-	**	**	-	-	-	-	**	**	**	**	-	**	-	-	-
	**	**	**	-%	**	**	-%	-%	-%	-%	**	**	**	**	-%	**	-%	-%	-%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 110

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

Q13 (Q14). Why did you not make a complaint about your internet service or supplier? (MULTI CODE)

Base : Those did not go ahead and make a complaint about their mobile broadband internet service or supplier

	URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN ~a	RURAL ~b	YES ~c	NO ~d	LOW ~e MEDIUM/ HIGH ~f
Significance Level: 95%						
Unweighted total	3	3	-	3	-	3
Effective Weighted Sample	3	3	-	3	-	3
Total	3	3	-	3	-	3
The problem was sorted out	**	**	-	**	-	**
	**	**	-%	**	-%	**

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 111

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

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

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Married/ civil partnership	1181	602	578	30	205	497	449	81	103	172	290	362	362	237	217	998	102	53	27
	50%	53%	47%	9%	45%	61%	58%	21%	53%	58%	69%	61%	52%	55%	34%	51%	50%	46%	42%
		b			c	cd	cd		g	g	ghi	lmn	n	n		r			
Co-habiting	189	99	90	23	87	63	16	22	20	28	47	52	40	48	50	152	21	12	4
	8%	9%	7%	7%	19%	8%	2%	6%	10%	9%	11%	9%	6%	11%	8%	8%	10%	10%	6%
				f	cef	f			g		g	l		l					
Single	589	292	298	258	143	145	43	154	36	59	54	108	186	87	209	496	46	26	22
	25%	26%	24%	82%	32%	18%	6%	40%	18%	20%	13%	18%	27%	20%	33%	25%	22%	22%	34%
				def	ef	f		hij		j			km		klm				opq
Widowed, divorced or separated	378	129	249	-	12	106	260	129	36	38	27	67	106	55	148	308	36	23	12
	16%	11%	20%	-%	3%	13%	34%	33%	19%	13%	6%	11%	15%	13%	23%	16%	18%	20%	18%
			a		c	cd	cde	hij	j	j					klm				
Refused	18	7	11	6	3	4	5	4	-	3	2	2	4	4	8	15	-	3	-
	1%	1%	1%	2%	1%	1%	1%	1%	-%	1%	*%	*%	1%	1%	1%	1%	-%	2%	-%
				ef														opr	

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Married/ civil partnership	1181	1000	181	738	437	796	357
	50%	49%	57%	56%	42%	55%	42%
			a	d		f	
Co-habiting	189	169	19	149	40	104	81
	8%	8%	6%	11%	4%	7%	10%
				d			e
Single	589	527	62	286	302	299	269
	25%	26%	20%	22%	29%	21%	32%
		b			c		e
Widowed, divorced or separated	378	323	56	134	242	237	129
	16%	16%	17%	10%	24%	16%	15%
					c		
Refused	18	18	-	10	8	12	6
	1%	1%	-%	1%	1%	1%	1%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 112

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

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

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
WHITE																			
British	1588 67%	740 66%	849 69%	213 67%	278 62%	554 68% d	542 70% d	253 65%	126 64%	200 67%	299 71%	409 69% n	485 70% n	299 69% n	394 63%	1467 75% pqr	38 19%	43 37% p	40 62% pq
English	206 9%	118 10% b	88 7%	20 6%	21 5%	66 8% d	98 13% cde	32 8%	15 8%	33 11%	47 11%	53 9%	62 9%	36 8%	54 9%	196 10% pqr	4 2%	6 5% r	* 1%
Scottish	159 7%	77 7%	82 7%	18 6%	27 6%	59 7%	54 7%	31 8%	17 9%	20 7%	28 7%	31 5%	43 6%	27 6%	57 9% k	9 *% oqr	150 73%	- -%	- -%
Welsh	71 3%	30 3%	41 3%	8 2%	17 4%	21 3%	25 3%	21 5% j	6 3%	8 3%	7 2%	14 2%	13 2%	16 4%	27 4% l	10 1%	1 *% opr	60 52%	- -%
Irish	33 1%	18 2%	15 1%	5 2%	6 1%	11 1%	11 1%	9 2%	3 2%	7 2%	3 1%	5 1%	10 1%	8 2%	10 2%	8 *% o	3 2%	1 1%	21 33% opq
Any other white background	77 3%	37 3%	40 3%	8 2%	31 7% cef	28 3% f	9 1%	10 2%	12 6% gj	8 3%	7 2%	19 3%	16 2%	19 4%	23 4%	72 4% pq	2 1%	1 1%	2 3% q
MIXED																			
White and Black Caribbean	9 *% ef	7 1%	3 *%	1 *%	6 1% ef	2 *%	1 *%	2 *%	1 1%	- -%	1 *%	3 1%	2 *%	1 *%	2 *%	9 *%	- -%	- -%	- -%
White and Black African	4 *%	3 *%	2 *%	1 *%	1 *%	3 *%	- -%	1 *%	- -%	1 *%	1 *%	1 *%	3 *%	- -%	1 *%	4 *%	- -%	- -%	- -%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 112

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Q22. SHOWCARD Which of the groups on this card do you consider you belong to? (SINGLE CODE)

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
White and Asian	5	2	2	1	3	-	-	-	-	1	1	2	1	-	1	5	-	-	-
	*%	*%	*%	*%	1%	-%	-%	-%	-%	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%
				f	ef														
Any other mixed background	11	7	4	2	5	4	-	2	-	-	-	3	5	-	3	11	-	-	-
	*%	1%	*%	1%	1%	*%	-%	1%	-%	-%	-%	*%	1%	-%	*%	1%	-%	-%	-%
				f	f	f													
ASIAN AND BRITISH ASIAN																			
Indian	40	16	24	9	11	11	8	5	4	4	6	9	9	5	17	38	1	1	-
	2%	1%	2%	3%	3%	1%	1%	1%	2%	1%	1%	1%	1%	1%	3%	2%	1%	1%	-%
				f	f											r			
Pakistani	40	20	20	10	18	7	5	9	2	6	5	8	12	6	13	35	5	-	*
	2%	2%	2%	3%	4%	1%	1%	2%	1%	2%	1%	1%	2%	1%	2%	2%	2%	-%	*%
				ef	ef											q	q		
Bangladeshi	6	5	1	2	2	1	1	1	1	1	1	1	2	2	1	4	1	1	-
	*%	*%	*%	1%	1%	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%	*%	*%	1%	-%
																		o	
Any other Asian background	13	6	6	-	4	6	2	1	-	2	3	6	4	1	2	13	-	-	-
	1%	1%	*%	-%	1%	1%	*%	*%	-%	1%	1%	1%	1%	*%	*%	1%	-%	-%	-%
BLACK AND BLACK BRITISH																			
Caribbean	25	13	12	4	7	9	5	3	4	4	-	7	8	5	6	25	-	-	-
	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	-%	1%	1%	1%	1%	1%	-%	-%	-%
									j	j									
African	37	20	18	7	5	22	4	6	2	2	7	11	14	1	11	37	-	-	*
	2%	2%	1%	2%	1%	3%	1%	2%	1%	1%	2%	2%	2%	*%	2%	2%	-%	-%	*%
				f		f						m	m		m	pq			

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 112

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

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Any other black background	2 *%	1 *%	1 *%	- -%	- -%	2 *%	- -%	- -%	1 *%	- -%	1 *%	1 *%	- -%	1 *%	1 *%	2 *%	- -%	- -%	- -%
MIDDLE EAST AND ARABIC ORIGIN																			
Iranian	1 *%	- -%	1 *%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%
CHINESE OR OTHER ETHNIC GROUP																			
Chinese	8 *%	4 *%	4 *%	3 1% f	2 *%	3 *%	* *%	1 *%	- -%	2 1%	3 1%	5 1%	2 *%	1 *%	1 *%	7 *%	- -%	1 *%	* *%
Any other background	5 *%	1 *%	4 *%	- -%	3 1% e	* *%	2 *%	- -%	- -%	- -%	- -%	- -%	4 1%	- -%	1 *%	4 *%	- -%	1 *%	* *%
Refused	15 1%	6 1%	8 1%	4 1%	2 *%	5 1%	4 *%	4 1%	- -%	1 *%	2 *%	2 *%	3 *%	4 1%	5 1%	12 1%	- -%	3 2% opr	- -%
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
WHITE							
British	1588	1359	229	896	685	1076	472
	67%	67%	72% a	68%	67%	74% f	56%
English	206	180	26	110	94	139	67
	9%	9%	8%	8%	9%	10%	8%
Scottish	159	139	20	82	77	61	98
	7%	7%	6%	6%	8%	4%	12% e
Welsh	71	57	14	37	33	49	22
	3%	3%	4%	3%	3%	3%	3%
Irish	33	21	12	14	18	7	5
	1%	1%	4% a	1%	2%	*%	1%
Any other white background	77	66	11	53	24	36	39
	3%	3%	4%	4% d	2%	2%	5% e
MIXED							
White and Black Caribbean	9	8	2	6	3	5	4
	*%	*%	*%	*%	*%	*%	1%
White and Black African	4	4	-	3	2	-	4
	*%	*%	-%	*%	*%	-%	*% e
White and Asian	5	5	-	2	2	2	2
	*%	*%	-%	*%	*%	*%	*%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.
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QZ2. SHOWCARD Which of the groups on this card do you consider you belong to? (SINGLE CODE)

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Any other mixed background	11	11	-	8	3	3	8
	*%	1%	-%	1%	*%	*%	1% e
ASIAN AND BRITISH ASIAN							
Indian	40	39	1	22	18	10	30
	2%	2%	*%	2%	2%	1%	4% e
Pakistani	40	39	1	17	23	8	31
	2%	2%	*%	1%	2%	1%	4% e
Bangladeshi	6	6	-	4	3	3	3
	*%	*%	-%	*%	*%	*%	*%
Any other Asian background	13	11	2	7	6	8	5
	1%	1%	1%	1%	1%	1%	1%
BLACK AND BLACK BRITISH							
Caribbean	25	25	-	17	8	8	17
	1%	1%	-%	1%	1%	1%	2% e
African	37	37	-	24	13	15	22
	2%	2%	-%	2%	1%	1%	3% e
Any other black background	2	2	-	1	1	1	2
	*%	*%	-%	*%	*%	*%	*%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 112

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

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN a	RURAL b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%							
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
MIDDLE EAST AND ARABIC ORIGIN							
Iranian	1 *%	1 *%	- -%	- -%	1 *%	1 *%	- -%
CHINESE OR OTHER ETHNIC GROUP							
Chinese	8 *%	8 *%	* *%	5 *%	3 *%	4 *%	4 *%
Any other background	5 *%	5 *%	- -%	2 *%	3 *%	2 *%	3 *%
Refused	15 1%	15 1%	- -%	6 *%	8 1%	12 1%	3 *%

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 113

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

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Cannot walk far or manage stairs or can only do so with difficulty	119 5%	55 5%	64 5%	- -%	3 1%	28 3%	88 11%	39 10%	10 5%	10 3%	3 1%	15 3%	26 4%	22 5%	54 9%	92 5%	14 7%	9 7%	4 6%
						cd	cde	hij	j	j				k	klm				
Poor hearing, partial hearing or deafness	86 4%	51 4%	35 3%	- -%	3 1%	15 2%	68 9%	21 5%	10 5%	4 1%	4 1%	14 2%	18 3%	21 5%	33 5%	72 4%	5 2%	6 5%	3 4%
		b				c	cde	ij	ij					kl	kl				
Breathlessness or chest pains	85 4%	33 3%	52 4%	3 1%	8 2%	17 2%	57 7%	29 7%	9 5%	4 1%	6 1%	7 1%	20 3%	10 2%	49 8%	66 3%	11 5%	6 5%	3 4%
							cde	ij	ij						klm				
Poor vision, partial sight or blindness	56 2%	25 2%	31 3%	1 *%	- -%	12 1%	43 6%	18 5%	5 3%	4 1%	4 1%	8 1%	8 1%	16 4%	25 4%	45 2%	5 2%	4 3%	2 4%
						d	cde	ij						kl	kl				
Mental health problems or difficulties	34 1%	17 1%	17 1%	2 1%	4 1%	19 2%	9 1%	18 5%	3 2%	1 *%	- -%	2 *%	8 1%	5 1%	18 3%	27 1%	3 1%	2 2%	2 3%
								ij	j						kl				
Limited ability to reach	26 1%	12 1%	14 1%	- -%	1 *%	3 *%	22 3%	3 1%	6 3%	2 1%	1 *%	5 1%	4 1%	3 1%	13 2%	22 1%	2 1%	* *%	1 1%
							cde		gj						l				
Dyslexia	16 1%	10 1%	6 1%	6 2%	3 1%	6 1%	- -%	4 1%	1 *%	3 1%	2 *%	3 *%	5 1%	2 1%	6 1%	14 1%	1 *%	* *%	* 1%
				f	f	f													

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

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Table 113

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

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Other illnesses or health problems which limit your daily activities or the work that you can do	102 4%	45 4%	58 5%	4 1%	11 3%	29 4% c	59 8% cde	36 9% hij	9 4%	6 2%	9 2%	13 2%	26 4%	12 3%	50 8% klm	82 4%	10 5%	6 5%	4 6%
None	1993 85%	956 85%	1037 85%	302 95% ef	422 93% ef	722 89% f	548 71%	278 71%	159 81% g	273 91% gh	394 94% gh	542 92% lmn	612 88% n	370 86% n	466 74%	1678 85% q	169 82%	93 80%	53 82%

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

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

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Cannot walk far or manage stairs or can only do so with difficulty	119 5%	102 5%	16 5%	13 1%	105 10% c	62 4%	53 6% e
Poor hearing, partial hearing or deafness	86 4%	70 3%	16 5%	23 2%	63 6% c	50 3%	33 4%
Breathlessness or chest pains	85 4%	76 4%	10 3%	23 2%	62 6% c	39 3%	43 5% e
Poor vision, partial sight or blindness	56 2%	47 2%	9 3%	10 1%	46 5% c	29 2%	25 3%
Mental health problems or difficulties	34 1%	30 1%	4 1%	4 *%	30 3% c	18 1%	14 2%
Limited ability to reach	26 1%	21 1%	5 1%	1 *%	25 2% c	13 1%	12 1%
Dyslexia	16 1%	14 1%	2 1%	8 1%	7 1%	11 1%	5 1%

Columns Tested: a,b - c,d - e,f

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Table 113

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

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Other illnesses or health problems which limit your daily activities or the work that you can do	102	84	18	21	82	56	42
	4%	4%	6%	2%	8%	4%	5%
				c			
None	1993	1729	264	1231	753	1248	691
	85%	85%	83%	94%	73%	86%	82%
				d		f	

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 114

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

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

Base : Those with poor vision, partial sight or blindness

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Unweighted total	95	41	54	2	-	19	74	32	8	7	5	13	14	28	40	64	8	11	12
Effective Weighted Sample	77	36	42	2	-	17	59	25	7	6	5	11	13	23	31	57	7	9	12
Total	56	25	31	1	-	12	43	18	5	4	4	8	8	16	25	45	5	4	2
Have difficulty seeing ordinary newspaper print	**	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
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 road	**	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Cannot see well enough to recognise a friend across a room	**	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Cannot tell by the light where the windows are	**	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Cannot see well enough to recognise a friend if he or she is at arm's length	**	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 114

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

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

Base : Those with poor vision, partial sight or blindness

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Unweighted total	95	41	54	2	-	19	74	32	8	7	5	13	14	28	40	64	8	11	12
Effective Weighted Sample	77	36	42	2	-	17	59	25	7	6	5	11	13	23	31	57	7	9	12
Total	56	25	31	1	-	12	43	18	5	4	4	8	8	16	25	45	5	4	2
Cannot see the shapes of furniture in the room	**	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other	**	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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

Base : Those with poor vision, partial sight or blindness

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		~a	~b	~c	~d	~e	~f
Unweighted total	95	76	19	14	81	45	38
Effective Weighted Sample	77	62	16	13	64	39	33
Total	56	47	9	10	46	29	25
Have difficulty seeing ordinary newspaper print	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
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 road	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Cannot see well enough to recognise a friend across a room	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Cannot tell by the light where the windows are	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Cannot see well enough to recognise a friend if he or she is at arm's length	**	**	**	**	**	**	**
	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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

Base : Those with poor vision, partial sight or blindness

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		~a	~b	~c	~d	~e	~f
Unweighted total	95	76	19	14	81	45	38
Effective Weighted Sample	77	62	16	13	64	39	33
Total	56	47	9	10	46	29	25
Cannot see the shapes of furniture in the room	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Other	**	**	**	**	**	**	**
	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 115

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

Base : Those with poor hearing, partial hearing or deafness

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		~a	~b	~c	~d	~e	f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Unweighted total	141	80	61	-	3	19	119	40	15	7	4	20	28	36	56	98	10	20	13
Effective Weighted Sample	108	61	48	-	2	16	92	30	10	6	4	15	22	25	48	83	10	17	12
Total	86	51	35	-	3	15	68	21	10	4	4	14	18	21	33	72	5	6	3
Cannot hear sounds at all	2	**	**	-	**	**	1	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	-%	**	**	2%	**	**	**	**	**	**	**	**	**	**	**	**
Cannot follow a TV programme with the volume turned up	7	**	**	-	**	**	7	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	-%	**	**	10%	**	**	**	**	**	**	**	**	**	**	**	**
Have difficulty hearing someone talking in a loud voice in a quiet room	15	**	**	-	**	**	12	**	**	**	**	**	**	**	**	**	**	**	**
	17%	**	**	-%	**	**	18%	**	**	**	**	**	**	**	**	**	**	**	**
Cannot hear a doorbell, alarm clock or telephone bell	5	**	**	-	**	**	4	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	-%	**	**	5%	**	**	**	**	**	**	**	**	**	**	**	**
Cannot follow a TV programme at a volume others find acceptable	20	**	**	-	**	**	16	**	**	**	**	**	**	**	**	**	**	**	**
	23%	**	**	-%	**	**	23%	**	**	**	**	**	**	**	**	**	**	**	**
Difficulty hearing someone talking in a normal voice in a quiet room	7	**	**	-	**	**	6	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	-%	**	**	9%	**	**	**	**	**	**	**	**	**	**	**	**
Difficulty following a conversation against background noise	16	**	**	-	**	**	13	**	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	-%	**	**	20%	**	**	**	**	**	**	**	**	**	**	**	**
Other	9	**	**	-	**	**	5	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	-%	**	**	7%	**	**	**	**	**	**	**	**	**	**	**	**

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 115

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

Base : Those with poor hearing, partial hearing or deafness

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		~a	~b	~c	~d	~e	f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Unweighted total	141	80	61	-	3	19	119	40	15	7	4	20	28	36	56	98	10	20	13
Effective Weighted Sample	108	61	48	-	2	16	92	30	10	6	4	15	22	25	48	83	10	17	12
Total	86	51	35	-	3	15	68	21	10	4	4	14	18	21	33	72	5	6	3
Don't know	5	**	**	-	**	**	4	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	-%	**	**	6%	**	**	**	**	**	**	**	**	**	**	**	**

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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

Base : Those with poor hearing, partial hearing or deafness

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	~b	~c	d	~e	~f
Unweighted total	141	109	32	27	114	80	48
Effective Weighted Sample	108	83	27	20	93	65	38
Total	86	70	16	23	63	50	33
Cannot hear sounds at all	2	2	**	**	2	**	**
	3%	3%	**	**	3%	**	**
Cannot follow a TV programme with the volume turned up	7	5	**	**	7	**	**
	9%	7%	**	**	12%	**	**
Have difficulty hearing someone talking in a loud voice in a quiet room	15	13	**	**	10	**	**
	17%	18%	**	**	15%	**	**
Cannot hear a doorbell, alarm clock or telephone bell	5	4	**	**	4	**	**
	6%	6%	**	**	6%	**	**
Cannot follow a TV programme at a volume others find acceptable	20	17	**	**	15	**	**
	23%	24%	**	**	24%	**	**
Difficulty hearing someone talking in a normal voice in a quiet room	7	6	**	**	6	**	**
	8%	8%	**	**	9%	**	**
Difficulty following a conversation against background noise	16	11	**	**	9	**	**
	19%	16%	**	**	14%	**	**
Other	9	7	**	**	8	**	**
	11%	11%	**	**	12%	**	**

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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

Base : Those with poor hearing, partial hearing or deafness

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	~b	~c	d	~e	~f
Unweighted total	141	109	32	27	114	80	48
Effective Weighted Sample	108	83	27	20	93	65	38
Total	86	70	16	23	63	50	33
Don't know	5	5	**	**	2	**	**
	6%	7%	**	**	4%	**	**

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 116

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

QZ8 (QZ9A). Could you please tell me if your total household income from all sources before tax and other deductions is above or below £11,500 per year?

Base : All respondents

		GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Under £11,500	390	141	248	51	68	101	169	390	-	-	-	16	68	48	257	307	43	27	13
	17%	13%	20%	16%	15%	12%	22%	100%	-%	-%	-%	3%	10%	11%	41%	16%	21%	23%	21%
Above £11,500	1279		a				cde	hij					k	k	klm		o	o	o
		54%	58%	50%	40%	63%	65%	44%	-%	95%	98%	95%	71%	61%	57%	30%	54%	53%	56%
		b			cf	cf			g	gj	g	lmn	n	n					
Don't know	226	109	117	103	31	38	53	-	3	3	6	37	67	41	80	195	13	8	9
	10%	10%	10%	33%	7%	5%	7%	-%	1%	1%	1%	6%	10%	9%	13%	10%	7%	7%	14%
Refused	461			def				g	g	g		k		k					pq
		20%	19%	20%	11%	15%	18%	27%	-%	6	2	16	120	139	97	103	396	39	17
							c	cde		gi		gi	20%	20%	22%	16%	20%	19%	14%
													n		qr				13%

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

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

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QZ8 (QZ9A). Could you please tell me if your total household income from all sources before tax and other deductions is above or below £11,500 per year?

Base : All respondents

	Total	URBANITY		WORKING		DEPRIVATION LEVEL	
		URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Under £11,500	390	342	48	86	300	179	197
	17%	17%	15%	7%	29%	12%	23%
				c			e
Above £11,500	1279	1110	169	913	362	822	423
	54%	54%	53%	69%	35%	57%	50%
				d		f	
Don't know	226	201	25	74	151	132	85
	10%	10%	8%	6%	15%	9%	10%
				c			
Refused	461	385	76	243	216	316	136
	20%	19%	24%	18%	21%	22%	16%
			a			f	

Columns Tested: a,b - c,d - e,f

OFCOM TECHNOLOGY TRACKER WAVE 2 2012 - MAIN SET. 14th May to 28th July 2012.

Table 117

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

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2893	1365	1528	360	473	925	1135	563	268	347	433	649	817	572	849	2100	265	263	265
Effective Weighted Sample	2355	1107	1249	294	396	790	903	452	213	282	373	542	663	461	698	1835	249	233	253
Total	2355	1129	1226	316	451	815	772	390	196	299	419	591	697	431	631	1969	205	116	65
Up to £221/ Under £11,500	390	141	248	51	68	101	169	390	-	-	-	16	68	48	257	307	43	27	13
	17%	13%	20%	16%	15%	12%	22%	100%	-%	-%	-%	3%	10%	11%	41%	16%	21%	23%	21%
			a				cde	hij					k	k	klm		o	o	o
£222 - £336/ £11,500 - £17,499	196	98	98	13	39	63	81	-	196	-	-	18	51	51	75	149	26	12	9
	8%	9%	8%	4%	9%	8%	11%	-%	100%	-%	-%	3%	7%	12%	12%	8%	13%	10%	14%
					c	c	ce		gij				k	kl	kl		o		o
£337 - £576/ £17,500 - £29,999	299	152	147	24	78	126	70	-	-	299	-	61	119	70	49	247	24	15	13
	13%	13%	12%	8%	17%	15%	9%	-%	-%	100%	-%	10%	17%	16%	8%	13%	12%	13%	20%
					cf	cf				ghj			kn	kn					opq
£578 - £961/ £30,000 - £49,999	277	157	120	20	68	136	54	-	-	-	277	105	99	57	15	242	16	12	7
	12%	14%	10%	6%	15%	17%	7%	-%	-%	-%	66%	18%	14%	13%	2%	12%	8%	10%	11%
		b			cf	cf					ghi	mn	n	n		p			
£962 or over/ £50,000+	143	78	65	15	27	72	30	-	-	-	143	94	38	6	5	123	16	2	1
	6%	7%	5%	5%	6%	9%	4%	-%	-%	-%	34%	16%	5%	1%	1%	6%	8%	2%	1%
						cf					ghi	lmn	mn			qr	qr		
DK/ Refused	1051	503	548	194	171	318	368	-	-	-	-	298	321	199	229	901	80	48	22
	45%	45%	45%	61%	38%	39%	48%	-%	-%	-%	-%	50%	46%	46%	36%	46%	39%	42%	34%
				def			de					n	n	n		pr			

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

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Table 117

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

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

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2893	2426	467	1326	1555	1674	954
Effective Weighted Sample	2355	1990	374	1136	1290	1422	820
Total	2355	2037	318	1316	1029	1449	841
Up to £221/ Under £11,500	390 17%	342 17%	48 15%	86 7%	300 29% c	179 12%	197 23% e
£222 - £336/ £11,500 - £17,499	196 8%	166 8%	30 9%	98 7%	96 9%	101 7%	86 10% e
£337 - £576/ £17,500 - £29,999	299 13%	266 13%	33 10%	222 17% d	76 7%	171 12%	115 14%
£578 - £961/ £30,000 - £49,999	277 12%	243 12%	34 11%	235 18% d	42 4%	208 14% f	62 7%
£962 or over/ £50,000+	143 6%	115 6%	28 9% a	127 10% d	16 2%	115 8% f	27 3%
DK/ Refused	1051 45%	906 44%	145 46%	549 42%	498 48% c	676 47% f	353 42%

Columns Tested: a,b - c,d - e,f