

	Page	Table	Title	Base Description	Base
● 1	1	1	Q.1 Which of these devices or services do you have? - [Prompted - Multi code]	Base: All Adults 16+ in the UK	2136
● 16	2	2	Q.2 Do you get any of your telephone, mobile, TV or internet service together from one supplier in a bundle? - [Unprompted - Single code]	Base: All with more than one device or service	1618
● 21	3	3	Q.3 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? - [Prompted - Single code]	Base: All Adults 16+ in the UK	2136
● 26	4	4	Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? - [Prompted - Single code]	Base: All with some responsibility for communications services	1719
● 31	5	5	Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? - [Prompted - Single code]	Base: All Adults 16+ in the UK	2136
● 36	6	6	Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]	Base: All with any difficulties paying for communication services in the last year	150
● 51	7	7	Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]	Base: All with some responsibility for communications services	1719
● 66	8	8	Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]	Base: All Adults 16+ in the UK	2136

	Page	Table	Title	Base Description	Base
●	81	9	Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]	Base: All with any difficulties paying for communication services in the last year	150
●	93	10	Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]	Base: All with some responsibility for communications services	1719
●	108	11	Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]	Base: All Adults 16+ in the UK	2136
	122	12	Q.8 Which of these applies to you? - [Prompted - Single code]	Base: All who have had communication debt in the last year	32
●	127	13	Q.8 Which of these applies to you? - [Prompted - Single code]	Base: All with any difficulties paying for communication services in the last year	150
●	132	14	Q.8 Which of these applies to you? - [Prompted - Single code]	Base: All with some responsibility for communications services	1719
●	137	15	Q.8 Which of these applies to you? - [Prompted - Single code]	Base: All Adults 16+ in the UK	2136
●	142	16	Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? - [Prompted - Multi code]	Base: All with any difficulties paying for communication services in the last year	150
●	153	17	Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]	Base: All with some responsibility for communications services	1719
●	163	18	Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]	Base: All Adults 16+ in the UK	2136
●	173	19	Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? - [Prompted - Multi code]	Base: All who don't have service\cancelled a service due to cost	179

	Page	Table	Title	Base Description	Base
●	184	20	Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? - [Prompted - Multi code]	Base: All with some responsibility for communications services	1719
●	199	21	Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? - [Prompted - Multi code]	Base: All Adults 16+ in the UK	2136
●	214	22	Q.12 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]	Base: All Adults 16+ in the UK	2136
●	219	23	Q.13 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]	Base: All Adults 16+ in the UK	2136
●	224	24	Q. Break by Break	Base: All Adults 16+ in the UK	2136
●	246	25	Q. Summary table	Base: All Adults 16+ in the UK	2136
●	251	26	Q. Summary table	Base: All with some responsibility for communications services	1719

Affordability of Communications Services Measures (QS9890 - 731243)

Q.1 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
Laptop/Desktop/Netbook computer	1525 71%	775 75% 51%b	750 68% 49%	248 83% 16% i	307 75% 20%hi	285 84% 19% i	285 78% 19% i	210 69% 14%hi	129 57% 8% i	61 32% 4%	555 78% 36% l	779 77% 51% l	190 46% 12%	885 83% 58% n	640 60% 42%	327 83% 21% q	870 78% 57% q	328 52% 22%
Tablet e.g. iPad, Samsung Galaxy	1079 50%	519 50% 48%	560 51% 52%	147 49% 14% hi	240 58% 22% i	215 64% 20% i	211 58% 20% i	147 48% 14% hi	85 38% 8% i	34 18% 3%	387 54% 36% l	573 57% 53% l	119 29% 11%	633 60% 59% n	445 41% 41%	257 65% 24% pq	604 54% 56% q	218 35% 20%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	1283 60%	644 62% 50%	639 58% 50%	245 81% 19% i	321 78% 25% i	258 76% 20% i	238 65% 19% i	157 51% 12% hi	51 23% 4% i	13 7% 1%	566 80% 44% kl	653 65% 51% l	64 15% 5%	763 72% 59% n	520 48% 41%	280 71% 22% q	741 67% 58% q	262 42% 20%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	255 12%	140 13% 55% b	115 10% 45%	47 16% 18% ghi	59 14% 23% ghi	53 16% 21% ghi	45 12% 18% i	27 9% 11% i	17 8% 7% i	6 3% 2%	106 15% 42% l	125 12% 49% l	24 6% 9%	113 11% 45%	141 13% 55%	42 11% 17%	121 11% 48%	91 14% 36% p
Standard mobile phone (that can't access the internet) - Contract/pay monthly	184 9%	92 9% 50%	92 8% 50%	8 3% 4%	14 3% 7%	15 5% 8%	42 12% 23% cde	41 13% 22% cde	40 18% 21% cde	24 13% 13% cde	22 3% 12%	99 10% 54% j	63 15% 34% jk	83 8% 45%	101 9% 55%	31 8% 17%	83 7% 45%	70 11% 38% p
Standard mobile phone (that can't access the internet) - Pay as you go	236 11%	114 11% 48%	122 11% 52%	8 3% 4%	18 4% 8%	14 4% 6%	30 8% 13% cde	49 16% 21% cde	60 27% 26% cde	56 30% 24% cde	26 4% 11%	93 9% 39% j	116 28% 49% jk	87 8% 37%	149 14% 63% m	30 7% 13%	111 10% 47%	95 15% 40% op
An e-reader e.g. Kindle/Kindle Fire or Kobo	383 18%	180 17% 47%	202 18% 53%	42 14% 11% i	68 17% 18% i	73 22% 19% chi	80 22% 21% chi	74 24% 19% cdhi	33 14% 8% i	13 7% 3%	110 15% 29% l	227 23% 59% jl	46 11% 12%	260 24% 68% n	123 11% 32% pq	123 31% 32% pq	201 18% 53% q	59 9% 15%
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi- Fi e.g. through your tablet computer)	1374 64%	680 66% 49%	694 63% 51%	206 69% 15% hi	277 67% 20% hi	235 69% 17% hi	271 74% 20% ghi	201 66% 15% hi	128 57% 9% i	56 30% 4%	483 68% 35% l	707 70% 51% l	184 44% 13%	770 73% 56% n	604 56% 44%	282 71% 21% q	778 70% 57% q	314 50% 23%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.1 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
Mobile broadband internet access - Through a dongle or USB stick, or, data-card through a mobile network on a tablet computer	217 10%	119 11% 55%	98 9% 45%	40 13% 18%hi	44 11% 20%ci	37 11% 17%ci	51 14% 24%ghi	26 9% 12%ci	17 8% 8%ci	2 1% 1%	83 12% 38%li	114 11% 53%li	19 5% 9%	130 12% 60%ni	87 8% 40%	59 15% 27%qi	121 11% 56%qi	38 6% 17%
Fixed landline telephone	1461 68%	704 68% 48%	757 69% 52%	137 46% 9%	234 57% 16%ci	242 71% 17%cd	285 78% 20%cd	229 75% 16%cd	180 80% 12%cd	154 81% 11%cd	371 52% 25%	756 75% 52%j	334 81% 23%jk	753 71% 52%ni	707 66% 48%	302 77% 21%pq	771 69% 53%q	388 62% 27%
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	906 42%	457 44% 50%	448 41% 50%	133 44% 15%hi	184 45% 20%hi	154 45% 17%hi	181 50% 20%hi	134 44% 15%ci	81 36% 9%ci	39 21% 4%	316 44% 35%li	469 46% 52%li	120 29% 13%	510 48% 56%ni	396 37% 44%	187 47% 21%qi	518 47% 57%qi	201 32% 22%
SUMMARY CODES																		
ANY MOBILE\SMARTPHONE	1797 84%	892 86% 50%b	905 82% 50%	288 96% 16%efghi	379 92% 21%fghi	308 91% 17%ghi	320 87% 18%hi	249 82% 14%hi	156 69% 9%ci	95 50% 5%	668 94% 37%kl	878 87% 49%li	251 61% 14%	954 90% 53%ni	842 78% 47%	344 87% 19%qi	972 87% 54%qi	480 76% 27%
ANY SMARTPHONE	1468 69%	738 71% 50%b	729 66% 50%	280 93% 19%defghi	362 88% 25%fghi	295 87% 20%fghi	272 74% 19%ghi	176 58% 12%hi	64 28% 4%li	18 10% 1%	642 90% 44%kl	743 74% 51%li	82 20% 6%	835 79% 57%ni	633 59% 43%	301 76% 20%qi	830 75% 57%qi	337 53% 23%
ANY STANDARD PHONE	410 19%	199 19% 49%	211 19% 51%	15 5% 4%	29 7% 7%	28 8% 7%	70 19% 17%cd	90 30% 22%cd	99 44% 24%cd	79 41% 19%cd	44 6% 11%	189 19% 46%j	177 43% 43%jk	167 16% 41%	244 23% 59%mi	59 15% 14%	189 17% 46%	162 26% 39%op
ANY MOBILE\SMARTPHONE ON CONTRACT	1412 66%	703 68% 50%	709 64% 50%	249 83% 18%fghi	329 80% 23%fghi	264 78% 19%ghi	265 72% 19%ghi	183 60% 13%hi	86 38% 6%li	36 19% 3%	578 81% 41%kl	712 70% 50%li	122 29% 9%	811 76% 57%ni	601 56% 43%	298 76% 21%qi	792 71% 56%qi	322 51% 23%
ANY MOBILE\SMARTPHONE ON PAY AS YOU GO	636 30%	323 31% 51%	314 29% 49%	60 20% 9%	80 20% 13%	75 22% 12%	107 29% 17%cd	115 38% 18%cd	114 51% 18%cd	85 45% 13%cd	140 20% 22%	297 29% 47%j	199 48% 31%jk	268 25% 42%	368 34% 58%mi	99 25% 16%	293 26% 46%	244 39% 38%op

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

Affordability of Communications Services Measures (QS9890 - 731243)**Q.1 Which of these devices or services do you have? - [Prompted - Multi code]****Base: All Adults 16+ in the UK**

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
None of these	45	21	24	1	7	-	5	7	11	14	8	12	25	4	41	2	10	33
	2%	2%	2%	*	2%	-	1%	2%	5%	7%	1%	1%	6%	*	4%	*	1%	5%
		46%	54%	3%	15% ^{ee}	-	10%	16% ^e	25% ^{cde}	32% ^{cde}	18%	26%	56% ^{jk}	8%	92% ^m	4%	23%	73% ^{op}
Don't know	18	8	10	1	-	1	2	7	3	5	1	9	8	3	15	1	6	11
	1%	1%	1%	*	-	*	1%	2%	2%	2%	*	1%	2%	*	1%	*	1%	2%
		42%	58%	3%	-	3%	11%	38% ^{cde}	19% ^{de}	26% ^{cdef}	3%	52% ^j	45% ^j	15%	85% ^m	4%	35%	61% ^{op}

Affordability of Communications Services Measures (QS9890 - 731243)

Q.1 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
Laptop/Desktop/Netbook computer	1525 71%	1288 72% 85%	126 69% 8%	72 68% 5%	38 77% 2%	49 64% 3%	181 73% 12%	121 65% 8%	99 66% 7%	123 66% 8%	156 75% 10% m	206 77% 14% egh im	245 80% 16% efgh imno	107 63% 7%	72 68% 5%	126 69% 8%	38 77% 2% m
Tablet e.g. iPad, Samsung Galaxy	1079 50%	916 51% 85%	89 49% 8%	51 48% 5%	22 44% 2%	43 57% 4%	132 53% 12%	83 45% 8%	68 45% 6%	88 47% 8%	133 64% 12% lgh iklmno p	138 52% 13%	157 51% 15%	75 45% 7%	51 48% 5%	89 49% 8%	22 44% 2%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	1283 60%	1109 62% 86% c	98 54% 8%	50 47% 4%	26 54% 2%	47 61% 4% m	157 63% 12% mn	98 53% 8%	93 62% 7% mn	106 57% 8%	141 67% 11% gim no	190 71% 15% gim nop	200 65% 16% gmno	78 46% 6%	50 47% 4%	98 54% 8%	26 54% 2%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	255 12%	212 12% 83%	21 12% 8%	14 13% 6%	7 15% 3%	4 5% 1%	28 11% 11%	34 19% 14% efghjm	15 10% 6%	26 14% 10% ej	16 8% 6%	33 12% 13%	40 13% 16%	16 9% 6%	14 13% 6%	21 12% 8%	7 15% 3% e
Standard mobile phone (that can't access the internet) - Contract/pay monthly	184 9%	149 8% 81%	20 11% 11% d	14 13% 8% d	1 2% *	4 6% 2%	24 10% 13% p	10 5% 5%	8 5% 4%	19 10% 10% p	12 6% 6%	17 6% 9%	30 10% 16% p	25 15% 13% ghjk p	14 13% 8% ghjkp	20 11% 11% p	1 2% *
Standard mobile phone (that can't access the internet) - Pay as you go	236 11%	185 10% 79%	22 12% 9%	19 18% 8% a	10 20% 4% a	12 16% 5% jk	32 13% 14% k	15 8% 6% k	11 7% 5% k	25 13% 10% k	15 7% 6% k	7 2% 3%	44 14% 19% hjk	24 15% 10% hjk	19 18% 8% ghjk	22 12% 9% k	10 20% 4% ghjk
An e-reader e.g. Kindle\Kindle Fire or Kobo	383 18%	328 18% 86% d	36 20% 9% d	14 14% 4%	4 8% 1%	17 22% 4% gp	55 22% 14% gkp	17 9% 4%	24 16% 6%	31 17% 8% g	35 17% 9% g	36 14% 9%	81 27% 21% ghij knp	32 19% 8% g	14 14% 4%	36 20% 9% gp	4 8% 1%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.1 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	1374	1164	105	67	37	41	179	91	93	127	140	164	242	87	67	105	37
	64%	65% 85%	58% 8%	63% 5%	76% 3%b	54% 3%	72% 13%eghkmo	49% 7%	61% 7%g	68% 9%egm	67% 10%gm	61% 12%g	79% 18%efgh ijkmo	52% 6%	63% 5%g	58% 8%	76% 3%eghkmo
Mobile broadband internet access - Through a dongle or USB stick, or, data-card though a mobile network on a tablet computer	217	177	21	18	1	6	38	32	12	17	20	17	28	8	18	21	1
	10%	10% 82%d	12% 10%d	17% 8%ad	2% *	8% 3%	15% 18%hklmp	17% 15%hijklm p	8% 5%	9% 8%	9% 9%p	6% 8%	9% 13%p	5% 4%	17% 8%hiklm p	12% 10%mp	2% *
Fixed landline telephone	1461	1222	120	81	38	42	189	109	106	125	155	148	236	112	81	120	38
	68%	68% 84%	66% 8%	76% 6%	78% 3%	55% 3%	76% 13%egkmo	59% 7%	70% 7%egk	67% 9%k	74% 11%egk	56% 10%	77% 16%egik mo	66% 8%k	76% 6%egk	66% 8%k	78% 3%egk
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	906	750	79	52	25	25	125	56	61	88	95	83	147	71	52	79	25
	42%	42% 83%	43% 9%	49% 6%	52% 3%	33% 3%	50% 14%egk	30% 6%	41% 7%	47% 10%egk	45% 10%gk	31% 9%	48% 16%egk	42% 8%gk	49% 6%egk	43% 9%gk	52% 3%egk
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	1797	1530	139	84	43	62	227	147	119	163	171	228	280	132	84	139	43
	84%	85% 85%b	77% 8%	79% 5%	89% 2%b	82% 3%	91% 13%ghjkmno	79% 8%	79% 7%	87% 9%mo	82% 10%	85% 13%o	92% 16%eghj kmno	78% 7%	79% 5%	77% 8%	89% 2%o
ANY SMARTPHONE	1468	1266	110	58	33	49	179	129	104	127	151	214	225	89	58	110	33
	69%	70% 86%bc	61% 8%	54% 4%	67% 2%	64% 3%	72% 12%mo	69% 9%mn	69% 7%mn	68% 9%mn	72% 10%mo	80% 15%efg himnop	73% 15%mo	53% 6%	54% 4%	61% 8%	67% 2%mo
ANY STANDARD PHONE	410	328	39	32	10	16	54	25	19	43	26	24	72	48	32	39	10
	19%	18% 80%	22% 10%	30% 8%a	21% 3%	21% 4%k	22% 13%ghjk	14% 6%	13% 5%	23% 11%ghjk	13% 6%	9% 6%	24% 18%ghj k	29% 12%ghjk	30% 8%ghjk	22% 10%hjk	21% 3%k

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.1 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
ANY MOBILE\SMARTPHONE ON CONTRACT	1412 66%	1215 68% 86% ^c	111 61% 8%	59 55% 4%	27 56% 2%	49 65% 3%	178 71% 13% ^{gmnop}	106 57% 7%	101 67% 7%	119 64% 8%	148 71% 11% ^{gmn} p	198 74% 14% ^{gim} nop	216 71% 15% ^{gmno} p	99 58% 7%	59 55% 4%	111 61% 8%	27 56% 2%
ANY MOBILE\SMARTPHONE ON PAY AS YOU GO	636 30%	517 29% 81%	55 30% 9%	46 44% 7% ^{ab}	18 36% 3%	20 26% 3%	78 31% 12% ^{ijk}	56 30% 9% ^{ijk}	33 22% 5%	65 35% 10% ^{hjk}	42 20% 7%	54 20% 8%	106 35% 17% ^{hjk}	63 37% 10% ^{hjk}	46 44% 7% ^{efghjk} o	55 30% 9% ^{ijk}	18 36% 3% ^{hjk}
None of these	45 2%	36 2% 80%	6 3% 14%	3 2% 6%	- - -	3 3% 6%	1 * 3%	7 4% 16% ^{fl}	2 1% 5%	3 1% 6%	9 4% 20% ^{fl}	5 2% 11%	2 1% 5%	4 2% 9%	3 2% 6%	6 3% 14% ^{fl}	- - -
Don't know	18 1%	14 1% 77%	1 1% 7%	3 3% 16% ^a	- - -	2 2% 9% ^{fl}	- - -	3 1% 14%	- - -	- - -	3 1% 14%	5 2% 29% ^{fl}	- 1% -	2 1% 11%	3 3% 16% ^{fil}	1 1% 7%	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.1 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
Laptop/Desktop/Netbook computer	1525	1327	184	210	1281	1086	189	129	123	1210	1381	1174	186	1224	1102	422	738	787
	71%	71%	76%	56%	75%	85%	74%	70%	52%	82%	77%	85%	86%	85%	75%	63%	81%	64%
		87%	12%	14%	84% ^c	71% ^{fgh}	12% ^h	8% ^h	8%	79% ^j	91%	77%	12%	80%	72% ^{no}	28%	48% ^q	52%
Tablet e.g. iPad, Samsung Galaxy	1079	947	128	137	919	812	138	94	67	894	990	841	147	876	825	254	583	496
	50%	50%	52%	37%	54%	63%	54%	51%	29%	61%	55%	61%	68%	61%	56%	38%	64%	40%
		88%	12%	13%	85% ^c	75% ^{fgh}	13% ^h	9% ^h	6%	83% ^j	92%	78%	14%	81%	76% ^{no}	24%	54% ^q	46%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	1283	1096	178	138	1119	1283	70	56	21	1283	1283	988	172	1031	892	391	664	619
	60%	58%	73%	37%	66%	100%	28%	30%	9%	87%	71%	72%	79%	72%	61%	58%	73%	50%
		85%	14% ^a	11%	87% ^c	100% ^{fgh}	5% ^h	4% ^h	2%	100% ^j	100%	77%	13% ^{km}	80%	70%	30%	52% ^q	48%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	255	217	33	42	206	70	255	18	17	255	255	175	42	185	178	76	102	152
	12%	12%	14%	11%	12%	5%	100%	10%	7%	17%	14%	13%	20%	13%	12%	11%	11%	12%
		85%	13%	16%	81%	28%	100% ^{egh}	7% ^e	7%	100% ^j	100%	69%	17% ^{km}	73%	70%	30%	40%	60%
Standard mobile phone (that can't access the internet) - Contract/pay monthly	184	172	12	48	129	56	18	184	10	57	184	123	21	129	156	28	81	103
	9%	9%	5%	13%	8%	4%	7%	100%	4%	4%	10%	9%	10%	9%	11%	4%	9%	8%
		93% ^b	7%	26% ^d	70%	30%	10%	100% ^{efh}	5%	31%	100% ⁱ	67%	11%	70%	85% ^{no}	15%	44%	56%
Standard mobile phone (that can't access the internet) - Pay as you go	236	224	11	75	155	21	17	10	236	31	236	134	11	136	185	50	83	153
	11%	12%	5%	20%	9%	2%	7%	5%	100%	2%	13%	10%	5%	9%	13%	7%	9%	12%
		95% ^b	5%	32% ^d	66%	9%	7% ^e	4% ^e	100% ^{efg}	13%	100% ⁱ	57% ^l	5%	58%	79% ^{no}	21%	35%	65% ^p
An e-reader e.g. Kindle/Kindle Fire or Kobo	383	358	25	64	307	295	53	45	35	317	360	335	60	345	305	78	229	154
	18%	19%	10%	17%	18%	23%	21%	25%	15%	22%	20%	24%	28%	24%	21%	12%	25%	13%
		94% ^b	6%	17%	80%	77% ^h	14%	12% ^h	9%	83%	94%	88%	16%	90%	80% ^{no}	20%	60% ^q	40%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.1 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	1374 64%	1213 65% 88%	151 62% 11%	204 54% 15%	1146 67% 83% ^c	988 77% 72% ^{fgh}	175 69% 13% ^h	123 67% 9% ^h	134 57% 10%	1108 75% 81% ^j	1288 72% 94%	1374 100% 100% ^{lm}	150 69% 11%	1374 95% 100% ^l	1136 78% 83% ^{oo}	238 35% 17%	780 86% 57% ^q	594 48% 43%
Mobile broadband internet access - Through a dongle or USB stick, or, data-card though a mobile network on a tablet computer	217 10%	194 10% 89%	23 9% 10%	32 8% 15%	181 11% 83%	172 13% 79% ^h	42 17% 20% ^h	21 11% 10% ^h	11 5% 5%	190 13% 87%	199 11% 92%	150 11% 69%	217 100% 100% ^{km}	217 15% 100% ^k	158 11% 73%	59 9% 27%	121 13% 56% ^q	96 8% 44%
Fixed landline telephone	1461 68%	1318 70% 90% ^b	134 55% 9%	277 74% 19% ^d	1150 68% 79%	892 70% 61%	178 70% 12%	156 85% 11% ^{ef}	185 79% 13% ^{ef}	1015 69% 69%	1279 71% 88%	1136 83% 78% ^l	158 73% 11%	1167 81% 80% ^l	1461 100% 100% ^{oo}	- - -	788 87% 54% ^q	673 55% 46%
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	906 42%	807 43% 89%	92 38% 10%	153 41% 17%	737 43% 81%	664 52% 73% ^{fh}	102 40% 11%	81 44% 9%	83 35% 9%	732 50% 81%	840 47% 93%	780 57% 86%	121 56% 13%	806 56% 89%	788 54% 87% ^{oo}	118 17% 13%	906 100% 100% ^q	- - -
SUMMARY CODES																		
ANY MOBILE\SMARTPHONE	1797 84%	1571 84% 87%	212 87% 12%	280 74% 16%	1480 87% 82% ^c	1283 100% 71%	255 100% 14%	184 100% 10%	236 100% 13%	1468 100% 82%	1797 100% 100%	1288 94% 72%	199 92% 11%	1342 93% 75%	1279 88% 71% ^{oo}	518 77% 29%	840 93% 47% ^q	956 78% 53%
ANY SMARTPHONE	1468 69%	1253 67% 85%	201 82% 14% ^a	172 46% 12%	1268 75% 86% ^c	1283 100% 87% ^{gh}	255 100% 17% ^{gh}	57 31% 4% ^h	31 13% 2%	1468 100% 100% ^j	1468 82% 100%	1108 81% 75%	190 87% 13% ^{km}	1159 80% 79%	1015 69% 69%	453 67% 31%	732 81% 50% ^q	735 60% 50%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.1 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
ANY STANDARD PHONE	410	386	24	120	279	71	28	184	236	81	410	249	27	256	334	76	159	251
	19%	21%	10%	32%	16%	6%	11%	100%	100%	6%	23%	18%	13%	18%	23%	11%	18%	20%
		94% ^b	6%	29% ^d	68%	17%	7% ^e	45% ^{ef}	57% ^{ef}	20%	100% ⁱ	61%	7%	62%	82% ^o	18%	39%	61%
ANY MOBILE/SMARTPHONE ON CONTRACT	1412	1220	183	179	1201	1283	72	184	25	1285	1412	1063	177	1109	998	413	709	703
	66%	65%	75%	48%	71%	100%	28%	100%	10%	88%	79%	77%	82%	77%	68%	61%	78%	57%
		86%	13% ^a	13%	85% ^c	91% ^{fh}	5% ^h	13% ^{fh}	2%	91% ^j	100%	75%	13%	79%	71% ^o	29%	50% ^q	50%
ANY MOBILE/SMARTPHONE ON PAY AS YOU GO	636	578	54	156	465	123	255	184	236	307	636	400	58	414	489	147	246	391
	30%	31%	22%	42%	27%	10%	100%	100%	100%	21%	35%	29%	27%	29%	33%	22%	27%	32%
		91% ^b	8%	25% ^d	73%	19%	40% ^e	29% ^e	37% ^e	48%	100% ⁱ	63%	9%	65%	77% ^o	23%	39%	61% ^p
None of these	45	45	-	15	26	-	-	-	-	-	-	-	-	-	-	45	-	45
	2%	2%	-	4%	2%	-	-	-	-	-	-	-	-	-	-	7%	-	4%
		100% ^b	-	35% ^d	58%	-	-	-	-	-	-	-	-	-	-	100% ⁿ	-	100% ^p
Don't know	18	14	4	4	10	-	-	-	-	-	-	-	-	-	-	18	-	18
	1%	1%	2%	1%	1%	-	-	-	-	-	-	-	-	-	-	3%	-	1%
		79%	21%	21%	57%	-	-	-	-	-	-	-	-	-	-	100% ⁿ	-	100% ^p

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.1 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
Laptop/Desktop/Netbook computer	1525 71%	772 83% 51%	112 74% 7%	1077 71% 71%	17 67% 1%	25 78% 2%	24 72% 2%
Tablet e.g. iPad, Samsung Galaxy	1079 50%	592 63% 55%	67 44% 6%	799 52% 74%	7 27% 1%	10 32% 1%	14 42% 1%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	1283 60%	663 71% 52%	86 57% 7%	907 60% 71%	7 28% 1%	23 72% 2%	21 61% 2%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	255 12%	108 12% 42%	25 16% 10%	166 11% 65%	5 19% 2%	5 15% 2%	5 15% 2%
Standard mobile phone (that can't access the internet) - Contract/pay monthly	184 9%	90 10% 49%	14 9% 8%	136 9% 74%	4 15% 2%	3 10% 2%	2 5% 1%
Standard mobile phone (that can't access the internet) - Pay as you go	236 11%	94 10% 40%	14 9% 6%	192 13% 81%	7 29% 3%	2 6% 1%	3 8% 1%
An e-reader e.g. Kindle/Kindle Fire or Kobo	383 18%	222 24% 58%	24 16% 6%	292 19% 76%	4 16% 1%	4 13% 1%	4 11% 1%
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi- Fi e.g. through your tablet computer)	1374 64%	822 88% 60%	100 66% 7%	988 65% 72%	11 45% 1%	22 70% 2%	24 70% 2%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.1 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
Mobile broadband	217	104	11	165	-	5	5
internet access -	10%	11%	7%	11%	-	15%	16%
Through a dongle or USB		48%	5%	76%	-	2%	3%
stick, or, data-card							
though a mobile network							
on a tablet computer							
Fixed landline telephone	1461	843	92	1077	12	15	25
	68%	90%	61%	71%	47%	46%	73%
		58%	6%	74% ^b	1%	1%	2% ^e
A TV service with	906	598	68	645	9	13	17
additional channels you	42%	64%	45%	42%	38%	40%	51%
pay to receive (e.g.		66%	7%	71%	1%	1%	2%
Sky, BT Vision or Virgin							
Media)							
SUMMARY CODES							
ANY MOBILE\SMARTPHONE	1797	876	133	1286	22	30	31
	84%	94%	88%	84%	86%	94%	90%
		49%	7%	72%	1%	2%	2%
ANY SMARTPHONE	1468	739	109	1023	12	27	26
	69%	79%	72%	67%	47%	84%	77%
		50%	7%	70%	1%	2%	2%
ANY STANDARD PHONE	410	180	27	321	11	4	5
	19%	19%	18%	21%	43%	13%	14%
		44%	7%	78%	3%	1%	1%
ANY MOBILE\SMARTPHONE	1412	722	100	1002	11	26	23
ON CONTRACT	66%	77%	66%	66%	43%	82%	67%
		51%	7%	71%	1%	2%	2%
ANY MOBILE\SMARTPHONE	636	275	50	469	15	8	10
ON PAY AS YOU GO	30%	29%	33%	31%	58%	25%	29%
		43%	8%	74%	2%	1%	2%
None of these	45	-	3	26	2	-	-
	2%	-	2%	2%	7%	-	-
		-	8%	59%	4%	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.1 Which of these devices or services do you have? - [Prompted - Multi code]****Base: All Adults 16+ in the UK**

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
Don't know	18	-	-	7	-	-	-
	1%	-	-	*	-	-	-
		-	-	38%	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.1 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
Laptop/Desktop/Netbook computer	1525 71%	18 70% 1%	14 50% 1%	23 52% 1%	20 53% 1%	23 78% 1%	26 68% 2%
Tablet e.g. iPad, Samsung Galaxy	1079 50%	10 39% 1%	11 39% 1%	15 36% 1%	11 28% 1%	10 36% 1%	21 57% 2% ^d
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract\pay monthly	1283 60%	- - -	17 60% 1%	17 39% 1%	9 23% 1%	13 44% 1%	25 66% 2% ^{cd}
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	255 12%	- - -	4 13% 1%	7 16% 3%	9 23% 3%	10 34% 4%	8 20% 3%
Standard mobile phone (that can't access the internet) - Contract\pay monthly	184 9%	4 16% 2%	- - -	2 5% 1%	7 19% 4%	3 11% 2%	2 6% 1%
Standard mobile phone (that can't access the internet) - Pay as you go	236 11%	7 29% 3%	- - -	8 17% 3%	4 12% 2%	6 20% 2%	4 11% 2%
An e-reader e.g. Kindle/Kindle Fire or Kobo	383 18%	1 6% *	3 11% 1%	2 6% 1%	3 8% 1%	7 23% 2%	5 14% 1%
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi- Fi e.g. through your tablet computer)	1374 64%	12 46% 1%	16 54% 1%	8 18% 1% ^d	- - -	17 58% 1%	24 63% 2% ^{cd}

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.1 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
Mobile broadband internet access - Through a dongle or USB stick, or, data-card though a mobile network on a tablet computer	217 10%	1 3% *	2 5% 1%	4 9% 2%	3 9% 2%	- - -	7 19% 3%
Fixed landline telephone	1461 68%	10 40% 1%	13 44% 1%	- - -	7 19% *c	15 51% 1%	22 58% 1%cd
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	906 42%	6 23% 1%	6 22% 1%	7 16% 1%	5 12% 1%	13 46% 1%	17 45% 2%cd
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	1797 84%	12 46% 1%	21 73% 1%	33 77% 2%	28 73% 2%	25 88% 1%	35 93% 2%d
ANY SMARTPHONE	1468 69%	- - -	21 73% 1%	24 55% 2%	17 46% 1%	19 66% 1%	30 79% 2%cd
ANY STANDARD PHONE	410 19%	12 46% 3%	- - -	10 22% 2%	12 30% 3%	9 30% 2%	6 17% 2%
ANY MOBILE/SMARTPHONE ON CONTRACT	1412 66%	4 16% *	17 60% 1%	19 43% 1%	15 38% 1%	16 54% 1%	27 72% 2%cd
ANY MOBILE/SMARTPHONE ON PAY AS YOU GO	636 30%	12 46% 2%	4 13% 1%	17 39% 3%	20 53% 3%	17 60% 3%	13 34% 2%
None of these	45 2%	1 4% 2%	4 15% 10%	6 15% 14% ^f	1 2% 2%	- - -	1 1% 1%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.1 Which of these devices or services do you have? - [Prompted - Multi code]****Base: All Adults 16+ in the UK**

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
Don't know	18	-	-	-	1	-	-
	1%	-	-	-	3%	-	-
		-	-	-	6%	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.2 Do you get any of your telephone, mobile, TV or internet service together from one supplier in a bundle? - [Unprompted - Single code]

Base: All with more than one device or service

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	1618	761	857	211	306	255	259	206	228	153	517	720	381	779	839	308	820	490
Weighted Base	1656	809	847	235	323	274	310	241	165	108	558	825	273	891	765	340	906	410
Yes	936	451	484	100	184	180	181	147	94	50	284	508	144	506	429	179	527	229
	56%	56%	57%	43%	57%	65%	58%	61%	57%	47%	51%	62%	53%	57%	56%	53%	58%	56%
		48%	52%	11%	20%ci	19%cdi	19%ci	16%ci	10%ci	5%	30%	54%ij	15%	54%	46%	19%	56%	24%
No	665	335	330	108	135	87	122	90	69	55	242	299	124	352	313	152	344	168
	40%	41%	39%	46%	42%	32%	39%	37%	42%	51%	43%	36%	45%	40%	41%	45%	38%	41%
		50%	50%	16%e	20%e	13%	18%	14%	10%e	8%efg	36%k	45%	19%k	53%	47%	23%	52%	25%
Don't know	56	23	33	27	5	8	7	4	3	3	32	19	5	33	23	9	34	13
	3%	3%	4%	12%	1%	3%	2%	2%	2%	2%	6%	2%	2%	4%	3%	3%	4%	3%
		42%	58%	48%defg	9%	14%	12%	8%	5%	5%	57%kl	34%	9%	59%	41%	16%	61%	23%hi

Affordability of Communications Services Measures (QS9890 - 731243)

Q.2 Do you get any of your telephone, mobile, TV or internet service together from one supplier in a bundle? - [Unprompted - Single code]

Base: All with more than one device or service

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1618	1351	123	82	62	48	205	127	108	146	151	185	263	118	82	123	62
Weighted Base	1656	1400	128	83*	45*	51*	209	138	111	151	164	192	271	114	83*	128	45*
Yes	936	796	65	46	29	23	117	87	67	81	84	101	167	67	46	65	29
	56%	57%	50%	55%	65%	46%	56%	63%	61%	53%	51%	53%	62%	59%	55%	50%	65%
		85%	7%	5%	3%	3%	13%	9%	7%	9%	9%	11%	18%jo	7%	5%	7%	3%
No	665	558	57	36	14	27	79	51	40	69	72	85	90	46	36	57	14
	40%	40%	44%	43%	31%	54%	38%	37%	36%	45%	44%	44%	33%	40%	43%	44%	31%
		84%	9%	5%	2%	4%hlp	12%	8%	6%	10%l	11%l	13%l	14%	7%	5%	9%	2%
Don't know	56	46	7	2	2	-	12	-	4	2	8	5	13	1	2	7	2
	3%	3%	5%	2%	4%	-	6%	-	4%	1%	5%	3%	5%	1%	2%	5%	4%
		82%	12%	3%	3%	-	21%qim	-	7%q	4%	15%q	9%	23%q	2%	3%	12%q	3%q

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.2 Do you get any of your telephone, mobile, TV or internet service together from one supplier in a bundle? - [Unprompted - Single code]

Base: All with more than one device or service

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	1618	1444	165	293	1301	1037	205	176	237	1180	1507	1309	187	1363	1357	261	856	762
Weighted Base	1656	1471	176	273	1356	1132	219	163	204	1280	1556	1366	211	1426	1373	284	899	757
Yes	936	844	85	168	748	663	108	90	94	739	876	822	104	852	843	93	598	337
	56%	57%	48%	62%	55%	59%	49%	55%	46%	58%	56%	60%	49%	60%	61%	33%	67%	45%
		90% ^b	9%	18% ^d	80%	71% ^{fh}	12%	10%	10%	79%	94%	88% ^l	11%	91% ^l	90% ^o	10%	64% ^q	36%
No	665	582	81	92	567	423	103	69	104	492	626	497	102	526	487	178	268	397
	40%	40%	46%	34%	42%	37%	47%	42%	51%	38%	40%	36%	48%	37%	35%	63%	30%	52%
		88%	12%	14%	85% ^c	64%	16% ^e	10%	16% ^e	74%	94%	75%	15% ^{km}	79%	73%	27% ^{en}	40%	60% ^p
Don't know	56	44	10	12	41	45	7	4	6	49	54	47	5	48	43	13	33	23
	3%	3%	6%	4%	3%	4%	3%	2%	3%	4%	3%	3%	2%	3%	3%	5%	4%	3%
		79%	18%	21%	73%	81%	13%	6%	10%	87%	97%	84%	8%	86%	77%	23%	59%	41%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)**Q.2 Do you get any of your telephone, mobile, TV or internet service together from one supplier in a bundle? - [Unprompted - Single code]****Base: All with more than one device or service**

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	1618	911	111	1182	15	25	26
Weighted Base	1656	936	116	1200	14**	25**	27**
Yes	936	936	83	687	9	18	21
	56%	100%	72%	57%	65%	70%	76%
		100%	9% ^c	73%	1%	2%	2%
No	665	-	31	503	5	7	7
	40%	-	27%	42%	35%	30%	24%
		-	5%	76% ^b	1%	1%	1%
Don't know	56	-	1	10	-	-	-
	3%	-	1%	1%	-	-	-
		-	3%	18%	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.2 Do you get any of your telephone, mobile, TV or internet service together from one supplier in a bundle? - [Unprompted - Single code]****Base: All with more than one device or service**

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	1618	13	19	11	11	17	25
Weighted Base	1656	12**	18**	11**	10**	18**	28**
Yes	936	8	11	3	4	9	16
	56%	66%	62%	23%	39%	50%	56%
		1%	1%	*	*	1%	2%
No	665	4	7	9	6	9	12
	40%	34%	38%	77%	61%	50%	44%
		1%	1%	1%	1%	1%	2%
Don't know	56	-	-	-	-	-	-
	3%	-	-	-	-	-	-
		-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.3 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
I am the primary decision-maker in my household	941 44%	441 43% 47%	500 45% 53%	60 20% 6%	155 38% 16% ^c	151 45% 16% ^c	172 47% 18% ^{cd}	155 51% 16% ^{cd}	125 56% 13% ^{cde}	124 65% 13% ^{cde}	215 30% 23%	477 47% 51% ^j	249 60% 26% ^{jk}	431 41% 46%	510 47% 54% ^m	169 43% 18%	443 40% 47%	329 52% 35% ^{op}
I share in the responsibility	765 36%	415 40% 54% ^b	350 32% 46%	86 29% 11%	170 41% 22% ^{cgh}	145 43% 19% ^{cgh}	142 39% 19% ^{ci}	101 33% 13% ⁱ	76 34% 10% ⁱ	45 24% 6%	256 36% 33% ^l	388 38% 51% ^l	121 29% 16%	436 41% 57% ⁿ	329 31% 43%	159 40% 21% ^q	452 41% 59% ^q	155 25% 20%
Others make the decisions	414 19%	171 17% 41%	242 22% 59% ^a	152 51% 37% ^{def}	85 21% 21% ^{efh}	42 12% 10%	50 14% 12%	45 15% 11%	22 10% 5%	18 10% 4%	237 33% 57% ^{kl}	137 14% 33% ^l	40 10% 10%	189 18% 46%	224 21% 54%	65 17% 16%	209 19% 51%	140 22% 34% ^{oo}
SUMMARY CODE																		
ANY RESPONSIBILITY	1706 80%	857 83% 50% ^b	850 77% 50%	146 49% 9%	325 79% 19% ^c	296 87% 17% ^{cd}	314 86% 18% ^{cd}	255 84% 15% ^c	201 89% 12% ^{cd}	169 89% 10% ^{cd}	471 66% 28%	865 86% 51% ^j	370 89% 22% ^j	867 82% 51%	839 78% 49%	328 83% 19% ^q	894 80% 52%	484 77% 28%
Don't know	16 1%	9 1% 54%	7 1% 46%	2 1% 13%	1 * 6%	1 * 6%	2 1% 12%	6 2% 35% ^d	2 1% 15%	2 1% 14%	3 * 19%	8 1% 53%	5 1% 29%	5 1% 34%	11 1% 66%	1 * 9%	8 1% 51%	6 1% 40%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.3 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
I am the primary decision-maker in my household	941 44%	788 44% 84%	86 47% 9%	50 47% 5%	17 34% 2%	37 49% 4%	108 43% 12%	94 51% 10%klp	74 49% 8%k	87 46% 9%k	87 42% 9%	97 36% 10%	121 40% 13%	83 49% 9%klp	50 47% 5%	86 47% 9%k	17 34% 2%
I share in the responsibility	765 36%	659 37% 86%b	44 24% 6%	36 33% 5%	27 54% 3%abc	19 25% 2%	98 39% 13%eo	60 33% 8%	52 34% 7%	70 37% 9%o	80 39% 11%eo	94 35% 12%o	123 40% 16%eo	62 37% 8%o	36 33% 5%	44 24% 6%	27 54% 3%efghijklmno
Others make the decisions	414 19%	342 19% 83%	48 26% 12%ad	19 18% 5%	5 11% 1%	20 26% 5%mp	44 18% 11%	29 16% 7%	25 17% 6%	31 16% 7%	38 18% 9%	73 27% 18%fgh ijlmp	61 20% 15%o	21 12% 5%	19 18% 5%	48 26% 12%fghimp	5 11% 1%
SUMMARY CODE																	
ANY RESPONSIBILITY	1706 80%	1447 80% 85%b	130 72% 8%	86 81% 5%	43 89% 3%b	56 74% 3%	206 82% 12%ko	154 83% 9%ko	125 83% 7%ko	157 84% 9%ko	168 80% 10%k	191 72% 11%	244 80% 14%k	146 86% 9%eko	86 81% 5%	130 72% 8%	43 89% 3%eko
Don't know	16 1%	11 1% 67%	3 2% 21%	2 2% 12%	- - -	- - -	- - -	2 1% 10%	- - -	- - -	3 2% 20%	3 1% 17%	1 * 6%	2 1% 14%	2 2% 12%l	3 2% 21%l	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.3 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
I am the primary decision-maker in my household	941 44%	852 45%	80 33%	217 58%	700 41%	497 39%	117 46%	76 41%	131 56%	588 40%	769 43%	549 40%	79 36%	574 40%	647 44%	294 44%	342 38%	599 49%
I share in the responsibility	765 36%	687 37%	76 31%	99 26%	651 38%	507 40%	77 30%	78 42%	76 32%	555 38%	665 37%	545 40%	99 46%	572 40%	534 37%	231 34%	374 41%	391 32%
Others make the decisions	414 19%	324 17%	85 35%	56 15%	346 20%	275 21%	61 24%	28 15%	27 11%	320 22%	355 20%	278 20%	39 18%	292 20%	275 19%	139 21%	188 21%	226 18%
		78%	20%a	14%	84%c	67%h	15%gh	7%	6%	77%	86%	67%	9%	71%	66%	34%	45%	55%
SUMMARY CODE																		
ANY RESPONSIBILITY	1706 80%	1539 82%	156 64%	316 84%	1350 79%	1004 78%	194 76%	154 84%	207 88%	1143 78%	1434 80%	1093 80%	178 82%	1146 80%	1181 81%	525 78%	716 79%	990 80%
		90%b	9%	19%d	79%	59%	11%	9%	12%ef	67%	84%	64%	10%	67%	69%	31%	42%	58%
Don't know	16 1%	13 1%	3 1%	3 1%	6 *	4 *	- -	2 1%	1 1%	4 *	7 *	2 *	- -	2 *	4 *	11 2%	1 *	14 1%
		82%	18%	22%	35%	26%	-	10%	9%	26%	46%	15%	-	15%	28%	72%an	9%	91%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)**Q.3 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? -****[Prompted - Single code]****Base: All Adults 16+ in the UK**

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
I am the primary decision-maker in my household	941	397	97	824	19	22	26
	44%	42%	64%	54%	74%	69%	77%
		42%	10% ^c	88%	2%	2%	3%
I share in the responsibility	765	376	54	699	7	10	8
	36%	40%	36%	46%	26%	31%	23%
		49%	7%	91% ^b	1%	1%	1%
Others make the decisions	414	163	-	-	-	-	-
	19%	17%	-	-	-	-	-
		39%	-	-	-	-	-
SUMMARY CODE							
ANY RESPONSIBILITY	1706	773	152	1522	25	32	34
	80%	83%	100%	100%	100%	100%	100%
		45%	9%	89%	1%	2%	2%
Don't know	16	-	-	-	-	-	-
	1%	-	-	-	-	-	-
		-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.3 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
I am the primary decision-maker in my household	941	18	22	32	35	19	20
	44%	72%	76%	75%	90%	67%	54%
		2%	2%	3%	4% ^f	2%	2%
I share in the responsibility	765	7	7	11	4	10	17
	36%	28%	24%	25%	10%	33%	46%
		1%	1%	1%	*	1%	2% ^d
Others make the decisions	414	-	-	-	-	-	-
	19%	-	-	-	-	-	-
		-	-	-	-	-	-
SUMMARY CODE							
ANY RESPONSIBILITY	1706	26	29	43	38	29	38
	80%	100%	100%	100%	100%	100%	100%
		1%	2%	3%	2%	2%	2%
Don't know	16	-	-	-	-	-	-
	1%	-	-	-	-	-	-
		-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All with some responsibility for communications services

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	1719	829	890	133	306	274	263	221	283	239	439	758	522	773	946	306	826	587
Weighted Base	1706	857	850	146	325	296	314	255	201	169	471	865	370	867	839	328	894	484
No difficulties being able to afford communications services in the last year	1522 89%	775 90% 51%	747 88% 49%	125 85% 8%	284 87% 19%	270 91% 18%	277 88% 18%	221 87% 15%	184 91% 12%	161 95% 11% ^{cdf} g	409 87% 27%	769 89% 50%	345 93% 23% ^{jk}	791 91% 52% ⁿ	731 87% 48%	310 94% 20% ^{pq}	808 90% 53% ^q	404 84% 27%
One or two difficulties being able to afford communications services in the last year	127 7%	59 7% 47%	67 8% 53%	18 12% 14% ^{hi}	31 10% 25% ^{hi}	20 7% 16% ⁱ	25 8% 20% ⁱ	18 7% 15% ⁱ	10 5% 8%	4 3% 4%	49 10% 39% ^l	63 7% 50% ^l	14 4% 11%	58 7% 46%	68 8% 54%	13 4% 10%	66 7% 52%	48 10% 38% ^o
More frequent difficulties being able to afford communications services in the last year	25 1%	11 1% 42%	15 2% 58%	2 1% 7%	3 1% 11%	4 1% 15%	8 3% 34%	6 2% 22%	2 1% 10%	1 * 2%	4 1% 17%	18 2% 71%	3 1% 12%	7 1% 28%	18 2% 72% ^m	2 1% 7%	7 1% 28%	17 3% 66% ^{op}
SUMMARY CODE																		
ANY DIFFICULTIES	152 9%	70 8% 46%	82 10% 54%	20 13% ^{hi}	34 10% 22% ⁱ	24 8% 16% ⁱ	33 11% 22% ⁱ	24 9% 16% ⁱ	12 6% 8%	5 3% 3%	53 11% 35% ^l	81 9% 53% ^l	17 5% 11%	65 8% 43%	86 10% 57%	15 4% 10%	73 8% 48% ^o	64 13% 42% ^{op}
Don't know	32 2%	12 1% 37%	20 2% 63%	2 1% 5%	7 2% 22%	2 1% 6%	3 1% 10%	10 4% 30% ^e	5 3% 16%	3 2% 11%	9 2% 27%	15 2% 46%	9 2% 27%	10 1% 32%	22 3% 68% ^m	3 1% 10%	13 2% 42%	15 3% 48% ^p

Affordability of Communications Services Measures (QS9890 - 731243)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1719	1440	133	85	61	58	215	152	127	156	160	183	239	150	85	133	61
Weighted Base	1706	1447	130	86*	43*	56*	206	154	125	157	168	191	244	146	86*	130	43*
No difficulties being able to afford communications services in the last year	1522 89%	1295 90% 85%	113 87% 7%	74 86% 5%	40 92% 3%	55 99% 4%gik lmno	196 95% 13%gikmno	127 83% 8%	118 94% 8%gkm	139 89% 9%	157 94% 10%gkm n	163 86% 11%	220 90% 14%gm	120 82% 8%	74 86% 5%	113 87% 7%	40 92% 3%
One or two difficulties being able to afford communications services in the last year	127 7%	104 7% 82%	11 8% 9%	8 10% 7%	4 8% 3%	- - -	9 5% 7%	17 11% 13%efj	8 6% 6%	12 8% 9%ej	4 2% 3%	18 9% 14%ej	22 9% 17%ej	14 10% 11%ej	8 10% 7%ej	11 8% 9%ej	4 8% 3%ej
More frequent difficulties being able to afford communications services in the last year	25 1%	19 1% 76%	4 3% 17%	2 2% 7%	- - -	- - -	1 * 4%	2 1% 8%	- - -	4 3% 17%	2 1% 9%	2 1% 9%	2 1% 8%	5 4% 21%fh	2 2% 7%	4 3% 17%h	- - -
SUMMARY CODE																	
ANY DIFFICULTIES	152 9%	123 8% 81%	15 12% 10%	10 12% 7%	4 8% 2%	- - -	10 5% 7%	19 12% 12%efj	8 6% 5%	16 10% 11%ej	6 4% 4%	20 11% 13%efj	24 10% 16%ej	20 14% 13%efj	10 12% 7%ej	15 12% 10%efj	4 8% 2%e
Don't know	32 2%	28 2% 88%	2 1% 6%	2 2% 6%	- - -	1 1% 2%	- - -	8 5% 26%fhil	- - -	1 1% 3%	4 2% 13%f	7 4% 23%fh	1 * 3%	6 4% 19%fh	2 2% 6%f	2 1% 6%	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All with some responsibility for communications services

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	1719	1561	147	361	1318	918	183	172	245	1053	1402	1050	157	1096	1204	515	688	1031
Weighted Base	1706	1539	156	316	1350	1004	194	154	207	1143	1434	1093	178	1146	1181	525	716	990
No difficulties being able to afford communications services in the last year	1522 89%	1380 90% 91%	136 87% 9%	268 85% 18%	1230 91% 81% ^c	907 90% 60%	166 86% 11%	136 88% 9%	192 92% 13% ^f	1023 89% 67%	1286 90% 84%	988 90% 65%	165 92% 11%	1039 91% 68%	1077 91% 71% ^o	445 85% 29%	645 90% 42%	878 89% 58%
One or two difficulties being able to afford communications services in the last year	127 7%	108 7% 86%	15 9% 12%	31 10% 24%	91 7% 72%	79 8% 63% ^h	20 10% 16% ^h	10 7% 8%	7 3% 5%	97 8% 77%	111 8% 88%	88 8% 70%	11 6% 9%	89 8% 71%	80 7% 63%	46 9% 37%	58 8% 46%	68 7% 54%
More frequent difficulties being able to afford communications services in the last year	25 1%	22 1% 87%	3 2% 13%	12 4% 46% ^d	11 1% 43%	7 1% 28%	5 3% 19% ^e	4 2% 15% ^{ee}	7 3% 29% ^e	12 1% 47%	22 2% 86%	11 1% 45%	- - -	11 1% 45%	12 1% 47%	13 3% 53% ⁿ	9 1% 38%	16 2% 62%
SUMMARY CODE																		
ANY DIFFICULTIES	152 9%	130 8% 86%	18 12% 12%	42 13% 28% ^d	102 8% 67%	86 9% 57%	25 13% 16% ^h	14 9% 9%	14 7% 9%	109 10% 72%	133 9% 88%	100 9% 66%	11 6% 7%	101 9% 66%	92 8% 61%	60 11% 39% ⁿ	68 9% 45%	84 8% 55%
Don't know	32 2%	28 2% 88%	3 2% 9%	6 2% 19%	18 1% 57%	10 1% 32%	3 2% 10%	4 3% 13%	2 1% 6%	12 1% 36%	15 1% 46%	6 1% 18%	2 1% 7%	6 1% 20%	12 1% 38%	20 4% 62% ⁿ	4 1% 12%	28 3% 88% ^p

Affordability of Communications Services Measures (QS9890 - 731243)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All with some responsibility for communications services

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	1719	755	150	1535	27	32	34
Weighted Base	1706	773	152	1522	25**	32*	34*
No difficulties being able to afford communications services in the last year	1522 89%	687 89% 45%	- - -	1522 100% 100%b	- - -	- - -	- - -
One or two difficulties being able to afford communications services in the last year	127 7%	74 10% 58%	127 83% 100%c	- - -	- - -	27 86% 22%	28 81% 22%
More frequent difficulties being able to afford communications services in the last year	25 1%	9 1% 36%	25 17% 100%c	- - -	25 100% 100%	5 14% 18%	7 19% 26%
SUMMARY CODE							
ANY DIFFICULTIES	152 9%	83 11% 55%	152 100% 100%c	- - -	25 100% 17%	32 100% 21%	34 100% 22%
Don't know	32 2%	3 * 9%	- - -	- - -	- - -	- - -	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All with some responsibility for communications services

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	1719	26	29	46	38	27	37
Weighted Base	1706	26**	29**	43*	38*	29**	38*
No difficulties being able to afford communications services in the last year	1522 89%	17 66% 1%	21 74% 1%	28 64% 2%	27 71% 2%	20 70% 1%	28 74% 2%
One or two difficulties being able to afford communications services in the last year	127 7%	6 23% 5%	6 19% 4%	9 21% 7%	7 19% 6%	4 13% 3%	5 13% 4%
More frequent difficulties being able to afford communications services in the last year	25 1%	3 11% 11%	1 3% 4%	6 13% 22%	3 9% 13%	4 13% 15%	3 9% 13%
SUMMARY CODE							
ANY DIFFICULTIES	152 9%	9 34% 6%	6 22% 4%	15 34% 10%	10 27% 7%	7 26% 5%	8 22% 5%
Don't know	32 2%	- - -	1 3% 3%	1 1% 2%	1 1% 2%	1 4% 3%	2 4% 5%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
No difficulties being able to afford communications services in the last year	1522 71%	775 75% 51% ^b	747 68% 49%	125 42% 8%	284 69% 19% ^c	270 80% 18% ^c _{cdg}	277 76% 18% ^c	221 73% 15% ^c	184 82% 12% ^c _{cdg}	161 85% 11% ^c _{df}	409 58% 27%	769 76% 50% ^j	345 83% 23% ^j _k	791 75% 52% ⁿ	731 68% 48%	310 79% 20% ^p _q	808 73% 53% ^q	404 64% 27%
One or two difficulties being able to afford communications services in the last year	127 6%	59 6% 47%	67 6% 53%	18 6% 14%	31 8% 25% ⁱ	20 6% 16% ⁱ	25 7% 20% ⁱ	18 6% 15% ⁱ	10 4% 8%	4 2% 4%	49 7% 39% ^l	63 6% 50% ^l	14 3% 11%	58 5% 46%	68 6% 54%	13 3% 10%	66 6% 52%	48 8% 38% ^o
More frequent difficulties being able to afford communications services in the last year	25 1%	11 1% 42%	15 1% 58%	2 1% 7%	3 1% 11%	4 1% 15%	8 2% 34%	6 2% 22%	2 1% 10%	1 * 2%	4 1% 17%	18 2% 71%	3 1% 12%	7 1% 28%	18 2% 72% ^m	2 * 7%	7 1% 28%	17 3% 66% ^{op}
SUMMARY CODE																		
ANY DIFFICULTIES	152 7%	70 7% 46%	82 7% 54%	20 7% 13%	34 8% 22% ⁱ	24 7% 16% ⁱ	33 9% 22% ⁱ	24 8% 16% ⁱ	12 5% 8%	5 3% 3%	53 8% 35% ^l	81 8% 53% ^l	17 4% 11%	65 6% 43%	86 8% 57%	15 4% 10%	73 7% 48%	64 10% 42% ^{op}
Don't know	32 2%	12 1% 37%	20 2% 63%	2 1% 5%	7 2% 22%	2 1% 6%	3 1% 10%	10 3% 30% ^{ce}	5 2% 16%	3 2% 11%	9 1% 27%	15 1% 46%	9 2% 27%	10 1% 32%	22 2% 68%	3 1% 10%	13 1% 42%	15 2% 48%
Not asked	430 20%	180 17% 42%	250 23% 58% ^a	154 51% 36% ^{def} ghi	86 21% 20% ^{efh} i	43 13% 10%	52 14% 12%	50 16% 12%	24 11% 6%	20 11% 5%	240 34% 56% ^{kl}	145 14% 34%	44 11% 10%	195 18% 45%	235 22% 55%	67 17% 15%	217 20% 51%	146 23% 34% ^o

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
No difficulties being able to afford communications services in the last year	1522 71%	1295 72% 85%b	113 62% 7%	74 69% 5%	40 82% 3%b	55 73% 4%	196 78% 13%gko	127 69% 8%	118 78% 8%ko	139 74% 9%ko	157 75% 10%ko	163 61% 11%	220 72% 14%ko	120 71% 8%k	74 69% 5%	113 62% 7%	40 82% 3%ko
One or two difficulties being able to afford communications services in the last year	127 6%	104 6% 82%	11 6% 9%	8 8% 7%	4 7% 3%	- - -	9 4% 7%	17 9% 13%efj	8 5% 6%	12 6% 9%ej	4 2% 3%	18 7% 14%ej	22 7% 17%ej	14 9% 11%efj	8 8% 7%ej	11 6% 9%ej	4 7% 3%ej
More frequent difficulties being able to afford communications services in the last year	25 1%	19 1% 76%	4 2% 17%	2 2% 7%	- - -	- - -	1 * 4%	2 1% 8%	- - -	4 2% 17%	2 1% 9%	2 1% 9%	2 1% 8%	5 3% 21%thl	2 2% 7%	4 2% 17%	- - -
SUMMARY CODE																	
ANY DIFFICULTIES	152 7%	123 7% 81%	15 8% 10%	10 9% 7%	4 7% 2%	- - -	10 4% 7%	19 10% 12%efj	8 5% 5%	16 9% 11%ej	6 3% 4%	20 8% 13%ej	24 8% 16%ej	20 12% 13%efhj	10 9% 7%ej	15 8% 10%ej	4 7% 2%e
Don't know	32 2%	28 2% 88%	2 1% 6%	2 2% 6%	- - -	1 1% 2%	- - -	8 4% 26%thil	- - -	1 1% 3%	4 2% 13%f	7 3% 23%thl	1 * 3%	6 4% 19%thil	2 2% 6%f	2 1% 6%	- - -
Not asked	430 20%	352 20% 82%	51 28% 12%ad	21 19% 5%	5 11% 1%	20 26% 5%mp	44 18% 10%	31 17% 7%	25 17% 6%	31 16% 7%	41 20% 10%	76 28% 18%fgh ijlmp	62 20% 14%	23 14% 5%	21 19% 5%	51 28% 12%fghimp	5 11% 1%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

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[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
No difficulties being able to afford communications services in the last year	1522 71%	1380 74% 91% ^b	136 56% 9%	268 71% 18%	1230 72% 81%	907 71% 60%	166 65% 11%	136 74% 9%	192 81% 13% ^{ef}	1023 70% 67%	1286 72% 84%	988 72% 65%	165 76% 11%	1039 72% 68%	1077 74% 71% ^o	445 66% 29%	645 71% 42%	878 71% 58%
One or two difficulties being able to afford communications services in the last year	127 6%	108 6% 86%	15 6% 12%	31 8% 24% ^d	91 5% 72%	79 6% 63% ^h	20 8% 16% ^h	10 6% 8%	7 3% 5%	97 7% 77%	111 6% 88%	88 6% 70%	11 5% 9%	89 6% 71%	80 5% 63%	46 7% 37%	58 6% 46%	68 6% 54%
More frequent difficulties being able to afford communications services in the last year	25 1%	22 1% 87%	3 1% 13%	12 3% 46% ^d	11 1% 43%	7 1% 28%	5 2% 19% ^e	4 2% 15% ^{ee}	7 3% 29% ^e	12 1% 47%	22 1% 86%	11 1% 45%	- - -	11 1% 45%	12 1% 47%	13 2% 53% ⁿ	9 1% 38%	16 1% 62%
SUMMARY CODE																		
ANY DIFFICULTIES	152 7%	130 7% 86%	18 7% 12%	42 11% 28% ^d	102 6% 67%	86 7% 57%	25 10% 16%	14 8% 9%	14 6% 9%	109 7% 72%	133 7% 88%	100 7% 66%	11 5% 7%	101 7% 66%	92 6% 61%	60 9% 39% ⁿ	68 7% 45%	84 7% 55%
Don't know	32 2%	28 2% 88%	3 1% 9%	6 2% 19%	18 1% 57%	10 1% 32%	3 1% 10%	4 2% 13%	2 1% 6%	12 1% 36%	15 1% 46%	6 * 18%	2 1% 7%	6 * 20%	12 1% 38%	20 3% 62% ⁿ	4 * 12%	28 2% 88% ^p
Not asked	430 20%	337 18% 79%	88 36% 20% ^a	60 16% 14%	351 21% 82% ^c	279 22% 65% ^h	61 24% 14% ^h	30 16% 7%	28 12% 7%	324 22% 75%	363 20% 84%	281 20% 65%	39 18% 9%	295 20% 69%	280 19% 65%	150 22% 35%	190 21% 44%	240 20% 56%

Affordability of Communications Services Measures (QS9890 - 731243)

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[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
No difficulties being able to afford communications services in the last year	1522 71%	687 73% 45%	- - -	1522 100% 100%b	- - -	- - -	- - -
One or two difficulties being able to afford communications services in the last year	127 6%	74 8% 58%	127 83% 100% ^c	- - -	- - -	27 86% 22%	28 81% 22%
More frequent difficulties being able to afford communications services in the last year	25 1%	9 1% 36%	25 17% 100% ^c	- - -	25 100% 100%	5 14% 18%	7 19% 26%
SUMMARY CODE							
ANY DIFFICULTIES	152 7%	83 9% 55%	152 100% 100% ^c	- - -	25 100% 17%	32 100% 21%	34 100% 22%
Don't know	32 2%	3 * 9%	- - -	- - -	- - -	- - -	- - -
Not asked	430 20%	163 17% 38%	- - -	- - -	- - -	- - -	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
No difficulties being able to afford communications services in the last year	1522 71%	17 66% 1%	21 74% 1%	28 64% 2%	27 71% 2%	20 70% 1%	28 74% 2%
One or two difficulties being able to afford communications services in the last year	127 6%	6 23% 5%	6 19% 4%	9 21% 7%	7 19% 6%	4 13% 3%	5 13% 4%
More frequent difficulties being able to afford communications services in the last year	25 1%	3 11% 11%	1 3% 4%	6 13% 22%	3 9% 13%	4 13% 15%	3 9% 13%
SUMMARY CODE							
ANY DIFFICULTIES	152 7%	9 34% 6%	6 22% 4%	15 34% 10%	10 27% 7%	7 26% 5%	8 22% 5%
Don't know	32 2%	- - -	1 3% 3%	1 1% 2%	1 1% 2%	1 4% 3%	2 4% 5%
Not asked	430 20%	- - -	- - -	- - -	- - -	- - -	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	150	64	86	18	35	24	29	22	15	7	53	75	22	55	95	13	63	74
Weighted Base	152	70*	82*	20**	34*	24**	33**	24**	12**	5**	53*	81*	17**	65*	86*	15**	73*	64*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35	16	19	10	5	8	8	2	1	-	16	18	1	16	19	3	22	11
	23%	23%	23%	52%	16%	35%	23%	10%	9%	-	29%	23%	6%	24%	22%	18%	30%	17%
		46%	54%	29%	15%	24%	22%	7%	3%	-	45%	52%	3%	46%	54%	7%	62%	30%
Standard mobile phone (that can't access the internet)	9	2	7	-	1	-	4	3	1	-	1	7	1	4	5	-	4	5
	6%	3%	8%	-	2%	-	13%	13%	5%	-	1%	9%	4%	6%	6%	-	5%	8%
		24%	76%	-	6%	-	49%	37%	7%	-	6%	86%	7%	42%	58%	-	42%	58%
Fixed landline	23	13	10	2	1	3	9	4	3	1	3	16	4	10	13	3	9	11
	15%	18%	12%	8%	4%	14%	26%	17%	24%	21%	5%	20%	23%	16%	15%	20%	12%	17%
		56%	44%	7%	6%	15%	38%	18%	13%	5%	12%	70%	18%	45%	55%	13%	39%	48%
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	37	16	21	4	10	4	11	6	1	-	14	22	1	19	18	3	21	13
	24%	23%	26%	20%	30%	18%	34%	26%	8%	-	26%	27%	6%	29%	21%	19%	28%	21%
		43%	57%	10%	28%	12%	31%	17%	3%	-	38%	59%	3%	51%	49%	8%	56%	36%
Mobile broadband internet access - Through a dongle or USB stick	4	-	4	3	1	-	-	-	-	-	4	-	-	2	2	-	4	-
	3%	-	5%	15%	3%	-	-	-	-	-	8%	-	-	3%	2%	-	6%	-
		-	100%	73%	27%	-	-	-	-	-	100%	-	-	52%	48%	-	100%	-
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5	4	1	-	-	2	2	-	1	-	-	4	1	2	3	-	2	3
	3%	6%	1%	-	-	9%	7%	-	5%	-	-	6%	4%	3%	3%	-	3%	4%
		88%	12%	-	-	43%	45%	-	12%	-	-	88%	12%	45%	55%	-	45%	55%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37	18	19	1	10	5	9	8	3	1	11	22	5	16	21	5	15	16
	24%	25%	24%	5%	30%	20%	28%	31%	28%	24%	20%	27%	26%	24%	24%	36%	21%	25%
		48%	52%	2%	27%	13%	25%	20%	9%	3%	29%	58%	12%	43%	57%	14%	42%	44%
Calls using a public payphone	3	1	2	-	1	-	1	-	1	-	1	1	1	1	2	1	1	1
	2%	1%	3%	-	3%	-	4%	-	7%	-	2%	2%	5%	2%	2%	10%	1%	2%
		30%	70%	-	30%	-	43%	-	27%	-	30%	43%	27%	43%	57%	43%	27%	30%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	150	64	86	18	35	24	29	22	15	7	53	75	22	55	95	13	63	74
Weighted Base	152	70*	82*	20**	34*	24**	33**	24**	12**	5**	53*	81*	17**	65*	86*	15**	73*	64*
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	29	13	16	4	8	9	3	4	1	1	11	16	2	12	17	2	14	13
	19%	19%	19%	19%	22%	37%	9%	16%	8%	13%	21%	20%	9%	18%	20%	15%	19%	20%
		45%	55%	13%	26%	31%	11%	14%	3%	2%	39%	55%	6%	40%	60%	7%	48%	44%
Other	1	1	-	-	-	-	-	1	-	-	-	1	-	-	1	-	-	1
	1%	1%	-	-	-	-	-	4%	-	-	-	1%	-	-	1%	-	-	1%
		100%	-	-	-	-	-	100%	-	-	-	100%	-	-	100%	-	-	100%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	41	18	23	10	6	8	10	6	2	-	16	24	2	18	23	3	24	15
	27%	26%	29%	52%	17%	35%	29%	23%	14%	-	30%	29%	10%	28%	27%	18%	33%	23%
		44%	56%	25%	14%	20%	23%	14%	4%	-	39%	57%	4%	45%	55%	6%	59%	35%
ONLY 1 SERVICE	92	45	47	15	19	16	17	17	7	2	34	50	9	42	50	9	47	36
	61%	64%	58%	78%	55%	69%	50%	69%	58%	32%	63%	61%	50%	64%	58%	64%	64%	56%
		49%	51%	17%	20%	18%	18%	18%	8%	2%	37%	54%	9%	46%	54%	10%	51%	39%
2 SERVICES	25	10	15	2	7	6	6	2	3	1	8	13	3	12	13	4	15	6
	17%	14%	18%	8%	21%	24%	17%	8%	22%	13%	16%	16%	19%	18%	15%	27%	20%	10%
		40%	60%	6%	28%	23%	23%	7%	11%	3%	34%	53%	13%	48%	52%	16%	59%	25%
3 SERVICES	10	4	6	2	2	-	5	1	-	-	4	6	-	3	7	-	3	7
	7%	6%	7%	10%	6%	-	16%	4%	-	-	8%	8%	-	5%	9%	-	4%	12%
		43%	57%	20%	19%	-	52%	9%	-	-	39%	61%	-	29%	71%	-	29%	71%
4 SERVICES	3	2	1	-	-	1	1	1	-	-	-	3	-	2	1	-	2	1
	2%	3%	2%	-	-	4%	3%	5%	-	-	-	4%	-	4%	1%	-	3%	1%
		61%	39%	-	-	28%	34%	39%	-	-	-	100%	-	72%	28%	-	72%	28%
5 OR MORE SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY COMMUNICATIONS SERVICE	131	61	70	19	28	23	29	21	10	2	46	73	12	59	72	13	67	51
	86%	88%	85%	96%	82%	97%	87%	86%	80%	45%	87%	90%	70%	91%	83%	90%	92%	79%
		47%	53%	14%	21%	18%	22%	16%	7%	2%	35%	55%	9%	45%	55%	10%	51%	39%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	150	64	18	35	24	29	22	15	7	53	75	22	55	95	13	63	74
Weighted Base	152	70*	20**	34*	24**	33**	24**	12**	5**	53*	81*	17**	65*	86*	15**	73*	64*
Don't know	21	9	1	6	1	4	3	2	3	7	8	5	6	15	1	6	14
	14%	12%	4%	18%	3%	13%	14%	20%	55%	13%	10%	30%	9%	17%	10%	8%	21%
		42%	4%	30%	4%	21%	16%	12%	13%	34%	41%	25%	29%	71%	7%	27%	66%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	150	122	15	9	4	-	10	18	8	15	7	21	22	21	9	15	4
Weighted Base	152	123	15**	10**	4**	-**	10**	19**	8**	16**	6**	20**	24**	20**	10**	15**	4**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35	30	3	1	1	-	2	5	5	5	-	5	5	4	1	3	1
	23%	24%	19%	14%	19%	-	24%	26%	62%	28%	-	23%	22%	18%	14%	19%	19%
		86%	8%	4%	2%	-	7%	14%	14%	13%	-	13%	15%	10%	4%	8%	2%
Standard mobile phone (that can't access the internet)	9	7	2	-	-	-	1	1	-	-	1	3	1	-	-	2	-
	6%	5%	13%	-	-	-	9%	5%	-	-	15%	13%	5%	-	-	13%	-
		77%	23%	-	-	-	11%	11%	-	-	11%	30%	13%	-	-	23%	-
Fixed landline	23	19	4	-	-	-	2	3	1	-	1	4	3	4	-	4	-
	15%	15%	28%	-	-	-	20%	14%	17%	-	15%	20%	14%	23%	-	28%	-
		82%	18%	-	-	-	9%	11%	6%	-	4%	18%	14%	19%	-	18%	-
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	37	32	4	-	2	-	5	7	3	1	2	4	5	4	-	4	2
	24%	26%	23%	-	48%	-	44%	40%	40%	6%	37%	18%	22%	22%	-	23%	48%
		86%	10%	-	5%	-	12%	20%	8%	3%	6%	10%	14%	12%	-	10%	5%
Mobile broadband internet access - Through a dongle or USB stick	4	3	1	-	-	-	-	-	1	-	-	-	2	-	-	1	-
	3%	2%	7%	-	-	-	-	-	11%	-	-	-	9%	-	-	7%	-
		73%	27%	-	-	-	-	-	21%	-	-	-	52%	-	-	27%	-
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5	4	2	-	-	-	-	-	-	-	-	2	-	1	-	2	-
	3%	3%	10%	-	-	-	-	-	-	-	-	11%	-	6%	-	10%	-
		69%	31%	-	-	-	-	-	-	-	-	45%	-	25%	-	31%	-
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37	26	6	4	1	-	3	5	1	6	1	3	4	4	4	6	1
	24%	21%	41%	38%	19%	-	27%	26%	10%	36%	21%	14%	17%	21%	38%	41%	19%
		71%	17%	10%	2%	-	7%	13%	2%	16%	4%	8%	11%	11%	10%	17%	2%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	150	122	15	9	4	-	10	18	8	15	7	21	22	21	9	15	4
Weighted Base	152	123	15**	10**	4**	-**	10**	19**	8**	16**	6**	20**	24**	20**	10**	15**	4**
Calls using a public payphone	3 2%	2 2% 70%	- - -	1 10% 30%	- - -	- - -	- - -	- - -	1 18% 43%	- - -	- - -	- - -	- - -	1 5% 27%	1 10% 30%	- - -	- - -
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	29 19%	21 17% 72%	3 19% 10%	3 32% 11%	2 52% 6%	- - -	2 15% 5%	6 32% 21%	- - -	2 12% 7%	1 16% 3%	1 6% 4%	4 18% 15%	5 26% 18%	3 32% 11%	3 19% 10%	2 52% 6%
Other	1 1%	1 1% 100%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	1 4% 100%	- - -	- - -	- - -	- - -	- - -
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	41 27%	34 28% 83%	5 32% 12%	1 14% 3%	1 19% 2%	- - -	2 24% 6%	6 31% 14%	5 62% 12%	5 28% 11%	1 15% 2%	7 35% 17%	5 22% 12%	4 18% 9%	1 14% 3%	5 32% 12%	1 19% 2%
ONLY 1 SERVICE	92 61%	74 60% 80%	9 59% 10%	7 65% 7%	3 81% 3%	- - -	7 71% 8%	8 45% 9%	5 59% 5%	11 71% 12%	4 59% 4%	11 54% 12%	16 66% 17%	12 58% 12%	7 65% 7%	9 59% 10%	3 81% 3%
2 SERVICES	25 17%	21 17% 85%	2 15% 9%	1 14% 6%	- - -	- - -	2 20% 8%	3 19% 14%	2 24% 7%	- - -	- - -	4 20% 16%	4 16% 15%	6 31% 24%	1 14% 6%	2 15% 9%	- - -
3 SERVICES	10 7%	9 7% 85%	1 6% 9%	- - -	1 19% 6%	- - -	1 9% 9%	4 20% 36%	1 17% 13%	1 6% 9%	1 15% 9%	- - -	1 4% 8%	- - -	- - -	1 6% 9%	1 19% 6%
4 SERVICES	3 2%	1 1% 34%	2 15% 66%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	1 6% 34%	- - -	- - -	- - -	2 15% 66%	- - -
5 OR MORE SERVICES	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	150	122	15	9	4	-	10	18	8	15	7	21	22	21	9	15	4
Weighted Base	152	123	15**	10**	4**	-**	10**	19**	8**	16**	6**	20**	24**	20**	10**	15**	4**
ANY COMMUNICATIONS SERVICE	131	105	14	8	4	-	10	16	8	12	5	16	21	18	8	14	4
	86%	85%	95%	80%	100%	-	100%	84%	100%	77%	74%	80%	86%	89%	80%	95%	100%
		80%	11%	6%	3%	-	8%	12%	6%	9%	4%	12%	16%	13%	6%	11%	3%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	21	18	1	2	-	-	-	3	-	4	2	4	3	2	2	1	-
	14%	15%	5%	20%	-	-	-	16%	-	23%	26%	20%	14%	11%	20%	5%	-
		86%	4%	10%	-	-	-	14%	-	18%	8%	20%	16%	10%	10%	4%	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE ONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	150	129	18	44	99	79	24	15	16	101	128	95	10	96	91	59	64	86
Weighted Base	152	130	18**	42*	102*	86*	25**	14**	14**	109*	133	100*	11**	101*	92*	60*	68*	84*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35	29	6	6	28	25	8	-	1	31	32	21	5	22	19	16	13	22
	23%	22%	36%	14%	27%	28%	31%	-	4%	29%	24%	21%	47%	22%	21%	26%	19%	27%
		82%	18%	17%	80%	70%	22%	-	1%	89%	91%	60%	15%	63%	56%	44%	36%	64%
Standard mobile phone (that can't access the internet)	9	6	2	3	4	2	1	2	3	3	8	4	1	4	4	4	1	7
	6%	5%	13%	8%	4%	2%	5%	13%	20%	3%	6%	4%	9%	4%	5%	7%	2%	9%
		72%	28%	37%	49%	25%	13%	22%	33%	38%	93%	51%	11%	51%	51%	49%	13%	87%
Fixed landline	23	17	4	8	14	9	4	5	3	13	21	17	4	17	20	3	9	14
	15%	13%	22%	18%	14%	10%	17%	36%	21%	12%	16%	17%	32%	17%	21%	6%	13%	17%
		72%	17%	34%	62%	38%	18%	22%	13%	56%	90%	74%	15%	74%	86%	14%	37%	63%
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	37	32	2	8	28	22	9	4	4	31	36	28	4	29	27	10	16	21
	24%	25%	11%	18%	28%	25%	36%	29%	29%	28%	27%	28%	33%	29%	30%	16%	23%	25%
		88%	5%	21%	77%	58%	24%	11%	11%	83%	96%	76%	10%	79%	74%	26%	42%	58%
Mobile broadband internet access - Through a dongle or USB stick	4	3	1	-	3	3	1	-	-	4	4	4	-	4	-	4	1	3
	3%	2%	5%	-	3%	4%	4%	-	-	4%	3%	4%	-	4%	-	7%	1%	4%
		79%	21%	-	73%	79%	21%	-	-	100%	100%	100%	-	100%	-	100%	21%	79%
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5	5	-	1	3	4	-	-	-	4	4	4	1	4	4	1	2	3
	3%	4%	-	3%	3%	5%	-	-	-	4%	3%	4%	10%	4%	5%	1%	3%	4%
		100%	-	25%	57%	88%	-	-	-	88%	88%	88%	22%	88%	88%	12%	41%	59%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE ONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	150	129	18	44	99	79	24	15	16	101	128	95	10	96	91	59	64	86
Weighted Base	152	130	18**	42*	102*	86*	25**	14**	14**	109*	133	100*	11**	101*	92*	60*	68*	84*
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37	31	4	14	21	23	9	3	3	31	35	28	1	28	27	10	25	12
	24%	24%	20%	34%	20%	26%	35%	20%	23%	29%	27%	28%	10%	27%	29%	17%	36%	15%
		84%	10%	39%	56%	61%	24%	8%	8%	85%	96%	74%	3%	74%	73%	27%	67%q	33%
Calls using a public payphone	3	2	1	-	3	1	1	-	-	2	2	2	-	2	3	-	1	2
	2%	2%	5%	-	3%	1%	6%	-	-	2%	2%	2%	-	2%	4%	-	1%	3%
		73%	27%	-	100%	30%	43%	-	-	73%	73%	57%	-	57%	100%	-	27%	73%
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	29	29	-	8	20	17	5	5	3	21	26	22	3	23	17	12	18	11
	19%	22%	-	19%	19%	19%	21%	34%	24%	19%	20%	22%	23%	23%	19%	19%	27%	13%
		100%	-	28%	68%	58%	18%	17%	12%	72%	90%	77%	9%	81%	60%	40%	63%q	37%
Other	1	-	1	1	-	-	-	-	1	-	1	-	-	-	-	1	1	-
	1%	-	5%	2%	-	-	-	-	7%	-	1%	-	-	-	-	2%	1%	-
		-	100%	100%	-	-	-	-	100%	-	100%	-	-	-	-	100%	100%	-
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	41	33	9	9	30	26	8	2	3	32	37	23	5	24	22	20	13	29
	27%	25%	49%	22%	29%	30%	31%	13%	24%	30%	28%	23%	47%	24%	24%	33%	19%	34%
		79%	21%	22%	72%	62%	18%	4%	8%	78%	90%	56%	13%	59%	52%	48%	30%	70%p
ONLY 1 SERVICE	92	80	12	23	68	59	14	7	8	71	84	62	7	62	56	36	44	48
	61%	61%	68%	53%	66%	69%	55%	49%	57%	65%	63%	62%	66%	61%	61%	60%	65%	57%
		87%	13%	24%	73%	64%	15%	7%	8%	77%	91%	67%	8%	67%	61%	39%	48%	52%
2 SERVICES	25	22	4	4	18	14	5	2	2	18	22	18	-	18	16	9	9	16
	17%	17%	20%	11%	18%	16%	18%	13%	15%	17%	17%	18%	-	18%	18%	15%	14%	19%
		86%	14%	18%	73%	55%	18%	7%	8%	73%	89%	71%	-	71%	64%	36%	37%	63%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile on pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	150	129	18	44	99	79	24	15	16	101	128	95	10	96	91	59	64	86
Weighted Base	152	130	18**	42*	102*	86*	25**	14**	14**	109*	133	100*	11**	101*	92*	60*	68*	84*
3 SERVICES	10	7	1	4	6	4	6	1	2	10	10	8	2	9	8	3	5	6
	7%	5%	5%	10%	6%	4%	23%	7%	13%	9%	8%	8%	19%	9%	8%	5%	7%	7%
		67%	9%	40%	60%	37%	54%	9%	18%	91%	100%	74%	20%	85%	74%	26%	47%	53%
4 SERVICES	3	3	-	1	1	2	-	1	-	2	3	3	1	3	3	-	2	1
	2%	3%	-	3%	1%	2%	-	9%	-	2%	3%	3%	10%	3%	4%	-	3%	2%
		100%	-	39%	34%	61%	-	39%	-	61%	100%	100%	34%	100%	100%	-	61%	39%
5 OR MORE SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY COMMUNICATIONS SERVICE	131	112	17	33	93	79	24	11	12	101	120	91	11	92	84	48	60	71
	86%	86%	93%	77%	92%	92%	96%	78%	85%	93%	90%	91%	95%	91%	91%	79%	89%	84%
		85%	13%	25%	71% ^c	60%	18%	8%	9%	77%	91%	69%	8%	70%	64%	36%	46%	54%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	21	19	1	10	8	7	1	3	2	8	13	9	1	9	8	12	7	13
	14%	14%	7%	23%	8%	8%	4%	22%	15%	7%	10%	9%	5%	9%	9%	21%	11%	16%
		90%	6%	48% ^d	41%	35%	4%	15%	10%	39%	64%	43%	3%	43%	40%	60%	35%	65%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	150	80	150	-	27	32	34
Weighted Base	152	83*	152	-**	25**	32*	34*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 23%	20 24% 57%	35 23% 100%	- - -	5 21% 15%	16 49% 44%	9 27% 27%
Standard mobile phone (that can't access the internet)	9 6%	3 4% 40%	9 6% 100%	- - -	3 11% 33%	2 6% 22%	3 9% 38%
Fixed landline	23 15%	14 17% 60%	23 15% 100%	- - -	4 17% 18%	4 13% 18%	10 29% 43%
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	37 24%	24 29% 65%	37 24% 100%	- - -	5 21% 15%	8 26% 23%	11 33% 30%
Mobile broadband internet access - Through a dongle or USB stick	4 3%	2 2% 48%	4 3% 100%	- - -	- - -	2 6% 48%	1 3% 27%
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5 3%	4 5% 88%	5 3% 100%	- - -	- - -	1 4% 25%	3 10% 65%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37 24%	27 32% 73%	37 24% 100%	- - -	6 22% 15%	5 16% 14%	10 29% 27%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	150	80	150	-	27	32	34
Weighted Base	152	83*	152	-**	25**	32*	34*
Calls using a public payphone	3 2%	3 4% 100%	3 2% 100%	- - -	- - -	- - -	1 3% 30%
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	29 19%	18 22% 62%	29 19% 100%	- - -	3 13% 11%	10 32% 36%	6 17% 20%
Other	1 1%	- - -	1 1% 100%	- - -	1 4% 100%	- - -	1 3% 100%
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	41 27%	21 26% 51%	41 27% 100%	- - -	8 32% 20%	16 52% 40%	13 37% 30%
ONLY 1 SERVICE	92 61%	51 62% 56%	92 61% 100%	- - -	13 51% 14%	22 69% 24%	21 63% 23%
2 SERVICES	25 17%	15 18% 59%	25 17% 100%	- - -	3 14% 14%	3 9% 12%	4 12% 17%
3 SERVICES	10 7%	8 10% 76%	10 7% 100%	- - -	3 11% 27%	7 22% 66%	4 12% 40%
4 SERVICES	3 2%	3 4% 100%	3 2% 100%	- - -	- - -	- - -	3 10% 100%
5 OR MORE SERVICES	- -	- - -	- - -	- - -	- - -	- - -	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	150	80	150	-	27	32	34
Weighted Base	152	83*	152	-**	25**	32*	34*
ANY COMMUNICATIONS SERVICE	131	77	131	-	19	32	33
	86%	93%	86%	-	76%	100%	97%
		59%	100%	-	15%	24%	25%
None	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
Don't know	21	6	21	-	6	-	1
	14%	7%	14%	-	24%	-	3%
		27%	100%	-	29%	-	4%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	150	9	7	16	12	8	9
Weighted Base	152	9**	6**	15**	10**	7**	8**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 23%	2 19% 5%	2 38% 7%	4 30% 13%	2 18% 5%	1 9% 2%	3 32% 7%
Standard mobile phone (that can't access the internet)	9 6%	2 26% 26%	1 15% 11%	1 6% 11%	- - -	1 13% 11%	1 12% 11%
Fixed landline	23 15%	3 36% 14%	1 15% 4%	2 16% 10%	3 26% 12%	1 13% 4%	1 7% 2%
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	37 24%	4 43% 10%	1 12% 2%	3 20% 8%	4 41% 12%	- - -	1 7% 1%
Mobile broadband internet access - Through a dongle or USB stick	4 3%	- - -	1 14% 21%	- - -	- - -	- - -	- - -
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5 3%	- - -	- - -	- - -	- - -	- - -	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37 24%	2 28% 7%	2 35% 6%	4 26% 10%	7 62% 18%	3 45% 9%	2 23% 5%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	150	9	7	16	12	8	9
Weighted Base	152	9**	6**	15**	10**	7**	8**
Calls using a public payphone	3 2%	1 10% 27%	- - -	- - -	- - -	- - -	- - -
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	29 19%	- - -	1 15% 3%	4 26% 13%	2 18% 6%	4 51% 13%	1 15% 4%
Other	1 1%	1 10% 100%	- - -	1 6% 100%	1 9% 100%	1 12% 100%	1 11% 100%
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	41 27%	4 45% 9%	2 38% 6%	5 37% 13%	2 18% 4%	2 22% 4%	4 44% 9%
ONLY 1 SERVICE	92 61%	4 46% 4%	5 71% 5%	9 62% 10%	5 53% 6%	6 78% 6%	8 93% 8%
2 SERVICES	25 17%	1 17% 6%	1 14% 3%	1 10% 6%	2 21% 9%	- - -	1 7% 2%
3 SERVICES	10 7%	1 11% 9%	1 15% 9%	3 18% 26%	3 26% 26%	2 22% 15%	- - -
4 SERVICES	3 2%	1 15% 39%	- - -	- - -	- - -	- - -	- - -
5 OR MORE SERVICES	- -	- -	- -	- -	- -	- -	- -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	150	9	7	16	12	8	9
Weighted Base	152	9**	6**	15**	10**	7**	8**
ANY COMMUNICATIONS SERVICE	131	8	6	13	10	7	8
	86%	89%	100%	90%	100%	100%	100%
		6%	5%	10%	8%	6%	6%
None	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
Don't know	21	1	-	1	-	-	-
	14%	11%	-	10%	-	-	-
		5%	-	7%	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	1719	829	890	133	306	274	263	221	283	239	439	758	522	773	946	306	826	587
Weighted Base	1706	857	850	146	325	296	314	255	201	169	471	865	370	867	839	328	894	484
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 2%	16 2% 46%	19 2% 54%	10 7% 29% dfg hi	5 2% 15%	8 3% 24% i	8 2% 22% i	2 1% 7%	1 1% 3%	-	16 3% 45% l	18 2% 52% l	1 * 3%	16 2% 46%	19 2% 54%	3 1% 7%	22 2% 62%	11 2% 30%
Standard mobile phone (that can't access the internet)	9 1%	2 * 24%	7 1% 76%	- - -	1 * 6%	- - -	4 1% 49%	3 1% 37%	1 * 7%	-	1 * 6%	7 1% 86%	1 * 7%	4 * 42%	5 1% 58%	- - -	4 * 42%	5 1% 58%
Fixed landline	23 1%	13 2% 56%	10 1% 44%	2 1% 7%	1 * 6%	3 1% 15%	9 3% 38% d	4 2% 18%	3 1% 13%	1 1% 5%	3 1% 12%	16 2% 70%	4 1% 18%	10 1% 45%	13 1% 55%	3 1% 13%	9 1% 39%	11 2% 48%
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	37 2%	16 2% 43%	21 2% 57%	4 3% 10% i	10 3% 28% hi	4 1% 12%	11 4% 31% hi	6 2% 17% i	1 * 3%	-	14 3% 38% l	22 3% 59% l	1 * 3%	19 2% 51%	18 2% 49%	3 1% 8%	21 2% 56%	13 3% 36%
Mobile broadband internet access - Through a dongle or USB stick	4 *	- - -	4 * 100%	3 2% 73% efg h	1 * 27%	- - -	- - -	- - -	- - -	-	4 1% 100% k	- - -	- - -	2 * 52%	2 * 48%	- - -	4 * 100%	- - -
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5 *	4 1% 88%	1 * 12%	- - -	- - -	2 1% 43%	2 1% 45%	- - -	1 * 12%	-	- - -	4 1% 88%	1 * 12%	2 * 45%	3 * 55%	- - -	2 * 45%	3 1% 55%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37 2%	18 2% 48%	19 2% 52%	1 1% 2%	10 3% 27%	5 2% 13%	9 3% 25%	8 3% 20%	3 2% 9%	1 1% 3%	11 2% 29%	22 2% 58%	5 1% 12%	16 2% 43%	21 3% 57%	5 2% 14%	15 2% 42%	16 3% 44%
Calls using a public payphone	3 *	1 * 30%	2 * 70%	- - -	1 * 30%	- - -	1 * 43%	- - -	1 * 27%	-	1 * 30%	1 * 43%	1 * 27%	1 * 43%	2 * 57%	1 * 43%	1 * 27%	1 * 30%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	1719	829	890	133	306	274	263	221	283	239	439	758	522	773	946	306	826	587
Weighted Base	1706	857	850	146	325	296	314	255	201	169	471	865	370	867	839	328	894	484
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	29 2%	13 2% 45%	16 2% 55%	4 3% 13%	8 2% 26%	9 3% 31%hi	3 1% 11%	4 2% 14%	1 * 3%	1 * 2%	11 2% 39%l	16 2% 55%l	2 * 6%	12 1% 40%	17 2% 60%	2 1% 7%	14 2% 48%	13 3% 44%o
Other	1 *	1 * 100%	- - -	- - -	- - -	- - -	- - -	1 * 100%	- - -	- - -	- - -	1 * 100%	- - -	- - -	1 * 100%	- - -	- - -	1 * 100%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	41 2%	18 2% 44%	23 3% 56%	10 7% 25% i	6 2% 14%	8 3% 20% i	10 3% 23% i	6 2% 14% i	2 1% 4%	- - -	16 3% 39%l	24 3% 57%l	2 * 4%	18 2% 45%	23 3% 55%	3 1% 6%	24 3% 59%	15 3% 35%o
ONLY 1 SERVICE	92 5%	45 5% 49%	47 6% 51%	15 10% 17%hi	19 6% 20% i	16 6% 18% i	17 5% 18% i	17 7% 18% i	7 4% 8%	2 1% 2%	34 7% 37%l	50 6% 54%l	9 2% 9%	42 5% 46%	50 6% 54%	9 3% 10%	47 5% 51%	36 7% 39%o
2 SERVICES	25 1%	10 1% 40%	15 2% 60%	2 1% 6%	7 2% 28%	6 2% 23%	6 2% 23%	2 1% 7%	3 1% 11%	1 * 3%	8 2% 34%	13 2% 53%	3 1% 13%	12 1% 48%	13 2% 52%	4 1% 16%	15 2% 59%	6 1% 25%
3 SERVICES	10 1%	4 1% 43%	6 1% 57%	2 1% 20%	2 1% 19%	- - -	5 2% 52%e	1 * 9%	- - -	- - -	4 1% 39%	6 1% 61%	- - -	3 * 29%	7 1% 71%	- - -	3 * 29%	7 2% 71%op
4 SERVICES	3 *	2 * 61%	1 * 39%	- - -	- - -	1 * 28%	1 * 34%	1 1% 39%	- - -	- - -	- - -	3 * 100%	- - -	2 * 72%	1 * 28%	- - -	2 * 72%	1 * 28%
5 OR MORE SERVICES	- -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -
ANY COMMUNICATIONS SERVICE	131 8%	61 7% 47%	70 8% 53%	19 13% 14%hi	28 8% 21% i	23 8% 18% i	29 9% 22% i	21 8% 16% i	10 5% 7% i	2 1% 2%	46 10% 35%l	73 8% 55%l	12 3% 9%	59 7% 45%	72 9% 55%	13 4% 10%	67 7% 51%o	51 10% 39%o

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	1719	829	890	133	306	274	263	221	283	239	439	758	522	773	946	306	826	587
Weighted Base	1706	857	850	146	325	296	314	255	201	169	471	865	370	867	839	328	894	484
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	21	9	12	1	6	1	4	3	2	3	7	8	5	6	15	1	6	14
	1%	1%	1%	1%	2%	*	1%	1%	1%	2%	1%	1%	1%	1%	2%	*	1%	3%
		42%	58%	4%	30%	4%	21%	16%	12%	13%	34%	41%	25%	29%	71%	7%	27%	66%
Not asked	1555	787	768	127	291	272	281	231	189	164	418	784	353	802	753	313	822	420
	91%	92%	90%	87%	90%	92%	89%	91%	94%	97%	89%	91%	95%	92%	90%	96%	92%	87%
		51%	49%	8%	19%	17%	18%	15%	12% ^c	11% ^{cde} fg	27%	50%	23% ^{jk}	52%	48%	20% ^{pq}	53% ^q	27%

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1719	1440	133	85	61	58	215	152	127	156	160	183	239	150	85	133	61
Weighted Base	1706	1447	130	86*	43*	56*	206	154	125	157	168	191	244	146	86*	130	43*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 2%	30 2% 86%	3 2% 8%	1 2% 4%	1 2% 2%	- - -	2 1% 7%	5 3% 14% _j	5 4% 14% _j	5 3% 13% _j	- - -	5 2% 13%	5 2% 15%	4 2% 10%	1 2% 4%	3 2% 8%	1 2% 2%
Standard mobile phone (that can't access the internet)	9 1%	7 * 77%	2 1% 23%	- - -	- - -	- - -	1 * 11%	1 1% 11%	- - -	- - -	1 1% 11%	3 1% 30%	1 * 13%	- - -	- - -	2 1% 23%	- - -
Fixed landline	23 1%	19 1% 82%	4 3% 18%	- - -	- - -	- - -	2 1% 9%	3 2% 11%	1 1% 6%	- - -	1 1% 4%	4 2% 18%	3 1% 14%	4 3% 19% _i	- - -	4 3% 18% _i	- - -
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	37 2%	32 2% 86%	4 3% 10%	- - -	2 4% 5%	- - -	5 2% 12%	7 5% 20% _i	3 2% 8%	1 1% 3%	2 1% 6%	4 2% 10%	5 2% 14%	4 3% 12%	- - -	4 3% 10%	2 4% 5%
Mobile broadband internet access - Through a dongle or USB stick	4 *	3 * 73%	1 1% 27%	- - -	- - -	- - -	- - -	- - -	1 1% 21%	- - -	- - -	- - -	2 1% 52%	- - -	- - -	1 1% 27%	- - -
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5 *	4 * 69%	2 1% 31%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	2 1% 45%	- 1% 25%	1 - -	- - -	2 1% 31%	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37 2%	26 2% 71%	6 5% 17% _a	4 4% 10%	1 2% 2%	- - -	3 1% 7%	5 3% 13%	1 1% 2%	6 4% 16%	1 1% 4%	3 2% 8%	4 2% 11%	4 3% 11%	4 4% 10%	6 5% 17% _j	1 2% 2%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1719	1440	133	85	61	58	215	152	127	156	160	183	239	150	85	133	61
Weighted Base	1706	1447	130	86*	43*	56*	206	154	125	157	168	191	244	146	86*	130	43*
Calls using a public payphone	3 *	2 *	-	1 1%	-	-	-	-	1 1%	-	-	-	-	1 1%	1 1%	-	-
		70%	-	30%	-	-	-	-	43%	-	-	-	-	27%	30%	-	-
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	29 2%	21 1%	3 2%	3 4%	2 4%	-	2 1%	6 4%	-	2 1%	1 1%	1 1%	4 2%	5 3%	3 4%	3 2%	2 4%
		72%	10%	11%	6%	-	5%	21%hk	-	7%	3%	4%	15%	18%h	11%h	10%	6%fhjk
Other	1 *	1 *	-	-	-	-	-	-	-	-	-	1 *	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	41 2%	34 2%	5 4%	1 2%	1 2%	-	2 1%	6 4%	5 4%	5 3%	1 1%	7 4%	5 2%	4 2%	1 2%	5 4%	1 2%
		83%	12%	3%	2%	-	6%	14%	12%	11%	2%	17%	12%	9%	3%	12%	2%
ONLY 1 SERVICE	92 5%	74 5%	9 7%	7 8%	3 7%	-	7 4%	8 5%	5 4%	11 7%	4 2%	11 6%	16 6%	12 8%	7 8%	9 7%	3 7%
		80%	10%	7%	3%	-	8%	9%	5%	12%ej	4%	12%	17%	12%ej	7%e	10%	3%e
2 SERVICES	25 1%	21 1%	2 2%	1 2%	-	-	2 1%	3 2%	2 1%	-	-	4 2%	4 2%	6 4%	1 2%	2 2%	-
		85%	9%	6%	-	-	8%	14%	7%	-	-	16%	15%	24%ij	6%	9%	-
3 SERVICES	10 1%	9 1%	1 1%	-	1 2%	-	1 *	4 2%	1 1%	1 1%	1 1%	-	1 *	-	-	1 1%	1 2%
		85%	9%	-	6%	-	9%	36%k	13%	9%	9%	-	8%	-	-	9%	6%
4 SERVICES	3 *	1 *	2 2%	-	-	-	-	-	-	-	-	1 1%	-	-	-	2 2%	-
		34%	66%a	-	-	-	-	-	-	-	-	34%	-	-	-	66%	-
5 OR MORE SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1719	1440	133	85	61	58	215	152	127	156	160	183	239	150	85	133	61
Weighted Base	1706	1447	130	86*	43*	56*	206	154	125	157	168	191	244	146	86*	130	43*
ANY COMMUNICATIONS SERVICE	131 8%	105 7% 80%	14 11% 11%	8 9% 6%	4 8% 3%	- - -	10 5% 8%	16 10% 12%ej	8 6% 6%	12 8% 9%ej	5 3% 4%	16 8% 12%ej	21 8% 16%ej	18 12% 13%efj	8 9% 6%ej	14 11% 11%ej	4 8% 3%e
None	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	21 1%	18 1% 86%	1 1% 4%	2 2% 10%	- - -	- - -	- - -	3 2% 14%	- - -	4 2% 18%f	2 1% 8%	4 2% 20%f	3 1% 16%	2 1% 10%	2 2% 10%f	1 1% 4%	- - -
Not asked	1555 91%	1324 92% 85%	115 88% 7%	76 88% 5%	40 92% 3%	56 100% 4%gik lmnop	196 95% 13%gkmo	136 88% 9%	118 94% 8%	140 90% 9%	162 96% 10%gik lmno	171 89% 11%	220 90% 14%	126 86% 8%	76 88% 5%	115 88% 7%	40 92% 3%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	1719	1561	147	361	1318	918	183	172	245	1053	1402	1050	157	1096	1204	515	688	1031
Weighted Base	1706	1539	156	316	1350	1004	194	154	207	1143	1434	1093	178	1146	1181	525	716	990
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 2%	29 2% 82%	6 4% 18%	6 2% 17%	28 2% 80%	25 2% 70%h	8 4% 22%gh	- - -	1 * 1%	31 3% 89%	32 2% 91%	21 2% 60%	5 3% 15%	22 2% 63%	19 2% 56%	16 3% 44%	13 2% 36%	22 2% 64%
Standard mobile phone (that can't access the internet)	9 1%	6 * 72%	2 2% 28%	3 1% 37%	4 * 49%	2 * 25%	1 1% 13%	2 1% 22%	3 1% 33%e	3 * 38%	8 1% 93%	4 * 51%	1 1% 11%	4 * 51%	4 * 51%	4 1% 49%	1 * 13%	7 1% 87%
Fixed landline	23 1%	17 1% 72%	4 3% 17%	8 2% 34% d	14 1% 62%	9 1% 38%	4 2% 18%	5 3% 22% e	3 1% 13%	13 1% 56%	21 1% 90%	17 2% 74%	4 2% 15%	17 1% 74%	20 2% 86%	3 1% 14%	9 1% 37%	14 1% 63%
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	37 2%	32 2% 88%	2 1% 5%	8 2% 21%	28 2% 77%	22 2% 58%	9 5% 24%	4 3% 11%	4 2% 11%	31 3% 83%	36 2% 96%	28 3% 76%	4 2% 10%	29 3% 79%	27 2% 74%	10 2% 26%	16 2% 42%	21 2% 58%
Mobile broadband internet access - Through a dongle or USB stick	4 *	3 * 79%	1 1% 21%	- - -	3 * 73%	3 * 79%	1 * 21%	- - -	- - -	4 * 100%	4 * 100%	4 * 100%	- - -	4 * 100%	- - -	4 1% 100% n	1 * 21%	3 * 79%
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5 *	5 * 100%	- - -	1 * 25%	3 * 57%	4 * 88%	- - -	- - -	- - -	4 * 88%	4 * 88%	4 * 88%	1 1% 22%	4 * 88%	4 * 88%	1 * 12%	2 * 41%	3 * 59%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE ONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	1719	1561	147	361	1318	918	183	172	245	1053	1402	1050	157	1096	1204	515	688	1031
Weighted Base	1706	1539	156	316	1350	1004	194	154	207	1143	1434	1093	178	1146	1181	525	716	990
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37 2%	31 2% 84%	4 2% 10%	14 5% 39% ^d	21 2% 56%	23 2% 61%	9 5% 24%	3 2% 8%	3 2% 8%	31 3% 85%	35 2% 96%	28 3% 74%	1 1% 3%	28 2% 74%	27 2% 73%	10 2% 27%	25 3% 67% ^q	12 1% 33%
Calls using a public payphone	3 *	2 * 73%	1 1% 27%	- - -	3 * 100%	1 * 30%	1 1% 43%	- - -	- - -	2 * 73%	2 * 73%	2 * 57%	- - -	2 * 57%	3 * 100%	- - -	1 * 27%	2 * 73%
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	29 2%	29 2% 100%	- - -	8 3% 28%	20 1% 68%	17 2% 58%	5 3% 18%	5 3% 17%	3 2% 12%	21 2% 72%	26 2% 90%	22 2% 77%	3 1% 9%	23 2% 81%	17 1% 60%	12 2% 40%	18 3% 63% ^q	11 1% 37%
Other	1 *	- - -	1 1% 100% ^a	1 * 100% ^d	- - -	- - -	- - -	- - -	1 * 100% ^e	- - -	1 * 100%	- - -	- - -	- - -	- - -	1 * 100%	1 * 100%	- - -
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	41 2%	33 2% 79%	9 6% 21% ^a	9 3% 22%	30 2% 72%	26 3% 62%	8 4% 18%	2 1% 4%	3 2% 8%	32 3% 78%	37 3% 90%	23 2% 56%	5 3% 13%	24 2% 59%	22 2% 52%	20 4% 48% ⁿ	13 2% 30%	29 3% 70%
ONLY 1 SERVICE	92 5%	80 5% 87%	12 8% 13%	23 7% 24%	68 5% 73%	59 6% 64%	14 7% 15%	7 4% 7%	8 4% 8%	71 6% 77%	84 6% 91%	62 6% 67%	7 4% 8%	62 5% 67%	56 5% 61%	36 7% 39%	44 6% 48%	48 5% 52%
2 SERVICES	25 1%	22 1% 86%	4 2% 14%	4 1% 18%	18 1% 73%	14 1% 55%	5 2% 18%	2 1% 7%	2 1% 8%	18 2% 73%	22 2% 89%	18 2% 71%	- - -	18 2% 71%	16 1% 64%	9 2% 36%	9 1% 37%	16 2% 63%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	1719	1561	147	361	1318	918	183	172	245	1053	1402	1050	157	1096	1204	515	688	1031
Weighted Base	1706	1539	156	316	1350	1004	194	154	207	1143	1434	1093	178	1146	1181	525	716	990
3 SERVICES	10	7	1	4	6	4	6	1	2	10	10	8	2	9	8	3	5	6
	1%	*	1%	1%	*	*	3%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
		67%	9%	40%	60%	37%	54%e	9%	18%	91%	100%	74%	20%	85%	74%	26%	47%	53%
4 SERVICES	3	3	-	1	1	2	-	1	-	2	3	3	1	3	3	-	2	1
	*	*	-	*	*	*	-	1%	-	*	*	*	1%	*	*	-	*	*
		100%	-	39%	34%	61%	-	39%	-	61%	100%	100%	34%	100%	100%	-	61%	39%
5 OR MORE SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY COMMUNICATIONS SERVICE	131	112	17	33	93	79	24	11	12	101	120	91	11	92	84	48	60	71
	8%	7%	11%	10%	7%	8%	12%	7%	6%	9%	8%	8%	6%	8%	7%	9%	8%	7%
		85%	13%	25% ^d	71%	60%	18% ^h	8%	9%	77%	91%	69%	8%	70%	64%	36%	46%	54%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	21	19	1	10	8	7	1	3	2	8	13	9	1	9	8	12	7	13
	1%	1%	1%	3%	1%	1%	*	2%	1%	1%	1%	1%	*	1%	1%	2%	1%	1%
		90%	6%	48% ^d	41%	35%	4%	15%	10%	39%	64%	43%	3%	43%	40%	60% ⁿ	35%	65%
Not asked	1555	1409	138	274	1248	917	169	140	194	1034	1301	994	167	1045	1089	465	649	906
	91%	92%	88%	87%	92%	91%	87%	91%	93%	90%	91%	91%	94%	91%	92%	89%	91%	92%
		91%	9%	18%	80% ^c	59%	11%	9%	12% ^l	67%	84%	64%	11%	67%	70% ^o	30%	42%	58%

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	1719	755	150	1535	27	32	34
Weighted Base	1706	773	152	1522	25**	32*	34*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 2%	20 3% 57%	35 23% 100% ^c	- - -	5 21% 15%	16 49% 44%	9 27% 27%
Standard mobile phone (that can't access the internet)	9 1%	3 * 40%	9 6% 100% ^c	- - -	3 11% 33%	2 6% 22%	3 9% 38%
Fixed landline	23 1%	14 2% 60%	23 15% 100% ^c	- - -	4 17% 18%	4 13% 18%	10 29% 43%
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	37 2%	24 3% 65%	37 24% 100% ^c	- - -	5 21% 15%	8 26% 23%	11 33% 30%
Mobile broadband internet access - Through a dongle or USB stick	4 *	2 * 48%	4 3% 100% ^c	- - -	- - -	2 6% 48%	1 3% 27%
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5 *	4 1% 88%	5 3% 100% ^c	- - -	- - -	1 4% 25%	3 10% 65%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37 2%	27 3% 73%	37 24% 100% ^c	- - -	6 22% 15%	5 16% 14%	10 29% 27%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	1719	755	150	1535	27	32	34
Weighted Base	1706	773	152	1522	25**	32*	34*
Calls using a public payphone	3 *	3 *	3 2%	-	-	-	1 3%
		100%	100% ^c	-	-	-	30%
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	29 2%	18 2%	29 19%	-	3 13%	10 32%	6 17%
		62%	100% ^c	-	11%	36%	20%
Other	1 *	-	1 1%	-	1 4%	-	1 3%
		-	100% ^c	-	100%	-	100%
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	41 2%	21 3%	41 27%	-	8 32%	16 52%	13 37%
		51%	100% ^c	-	20%	40%	30%
ONLY 1 SERVICE	92 5%	51 7%	92 61%	-	13 51%	22 69%	21 63%
		56%	100% ^c	-	14%	24%	23%
2 SERVICES	25 1%	15 2%	25 17%	-	3 14%	3 9%	4 12%
		59%	100% ^c	-	14%	12%	17%
3 SERVICES	10 1%	8 1%	10 7%	-	3 11%	7 22%	4 12%
		76%	100% ^c	-	27%	66%	40%
4 SERVICES	3 *	3 *	3 2%	-	-	-	3 10%
		100%	100% ^c	-	-	-	100%
5 OR MORE SERVICES	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
	-	-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	1719	755	150	1535	27	32	34
Weighted Base	1706	773	152	1522	25**	32*	34*
ANY COMMUNICATIONS SERVICE	131	77	131	-	19	32	33
	8%	10%	86%	-	76%	100%	97%
		59%	100% ^c	-	15%	24%	25%
None	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
Don't know	21	6	21	-	6	-	1
	1%	1%	14%	-	24%	-	3%
		27%	100% ^c	-	29%	-	4%
Not asked	1555	690	-	1522	-	-	-
	91%	89%	-	100%	-	-	-
		44%	-	98% ^b	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	1719	26	29	46	38	27	37
Weighted Base	1706	26**	29**	43*	38*	29**	38*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35	2	2	4	2	1	3
	2%	6%	8%	10%	5%	2%	7%
		5%	7%	13%	5%	2%	7%
Standard mobile phone (that can't access the internet)	9	2	1	1	-	1	1
	1%	9%	3%	2%	-	3%	3%
		26%	11%	11%	-	11%	11%
Fixed landline	23	3	1	2	3	1	1
	1%	12%	3%	5%	7%	3%	1%
		14%	4%	10%	12%	4%	2%
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	37	4	1	3	4	-	1
	2%	14%	3%	7%	11%	-	1%
		10%	2%	8%	12%	-	1%
Mobile broadband internet access - Through a dongle or USB stick	4	-	1	-	-	-	-
	*	-	3%	-	-	-	-
		-	21%	-	-	-	-
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5	-	-	-	-	-	-
	*	-	-	-	-	-	-
		-	-	-	-	-	-
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37	2	2	4	7	3	2
	2%	9%	8%	9%	17%	12%	5%
		7%	6%	10%	18%	9%	5%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	1719	26	29	46	38	27	37
Weighted Base	1706	26**	29**	43*	38*	29**	38*
Calls using a public payphone	3*	1	-	-	-	-	-
		3%	-	-	-	-	-
		27%	-	-	-	-	-
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	29	-	1	4	2	4	1
	2%	-	3%	9%	5%	13%	3%
		-	3%	13%	6%	13%	4%
Other	1*	1	-	1	1	1	1
		4%	-	2%	2%	3%	2%
		100%	-	100%	100%	100%	100%
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	41	4	2	5	2	2	4
	2%	15%	8%	12%	5%	6%	10%
		9%	6%	13%	4%	4%	9%
ONLY 1 SERVICE	92	4	5	9	5	6	8
	5%	16%	16%	21%	14%	20%	20%
		4%	5%	10%	6%	6%	8%
2 SERVICES	25	1	1	1	2	-	1
	1%	6%	3%	3%	6%	-	1%
		6%	3%	6%	9%	-	2%
3 SERVICES	10	1	1	3	3	2	-
	1%	4%	3%	6%	7%	6%	-
		9%	9%	26%	26%	15%	-
4 SERVICES	3	1	-	-	-	-	-
	*	5%	-	-	-	-	-
		39%	-	-	-	-	-
5 OR MORE SERVICES	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
	-	-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	1719	26	29	46	38	27	37
Weighted Base	1706	26**	29**	43*	38*	29**	38*
ANY COMMUNICATIONS SERVICE	131	8	6	13	10	7	8
	8%	30%	22%	31%	27%	26%	22%
		6%	5%	10%	8%	6%	6%
None	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
Don't know	21	1	-	1	-	-	-
	1%	4%	-	3%	-	-	-
		5%	-	7%	-	-	-
Not asked	1555	17	22	28	28	21	29
	91%	66%	78%	66%	73%	74%	78%
		1%	1%	2%	2%	1%	2%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 2%	16 2% 46%	19 2% 54%	10 3% 29%ghi	5 1% 15%	8 2% 24%i	8 2% 22%i	2 1% 7%	1 * 3%	-	16 2% 45%l	18 2% 52%l	1 * 3%	16 2% 46%	19 2% 54%	3 1% 7%	22 2% 62%	11 2% 30%
Standard mobile phone (that can't access the internet)	9 *	2 * 24%	7 1% 76%	- - -	1 * 6%	- - -	4 1% 49%	3 1% 37%	1 * 7%	-	1 * 6%	7 1% 86%	1 * 7%	4 * 42%	5 * 58%	- - -	4 * 42%	5 1% 58%
Fixed landline	23 1%	13 1% 56%	10 1% 44%	2 1% 7%	1 * 6%	3 1% 15%	9 2% 38%cd	4 1% 18%	3 1% 13%	1 1% 5%	3 * 12%	16 2% 70%j	4 1% 18%	10 1% 45%	13 1% 55%	3 1% 13%	9 1% 39%	11 2% 48%
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	37 2%	16 2% 43%	21 2% 57%	4 1% 10%	10 2% 28%ghi	4 1% 12%	11 3% 31%hi	6 2% 17%i	1 * 3%	-	14 2% 38%l	22 2% 59%l	1 * 3%	19 2% 51%	18 2% 49%	3 1% 8%	21 2% 56%	13 2% 36%
Mobile broadband internet access - Through a dongle or USB stick	4 *	- - -	4 * 100%	3 1% 73%	1 * 27%	- - -	- - -	- - -	- - -	-	4 1% 100%k	- - -	- - -	2 * 52%	2 * 48%	- - -	4 * 100%	- - -
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5 *	4 * 88%	1 * 12%	- - -	- - -	2 1% 43%	2 1% 45%	- - -	1 * 12%	-	- - -	4 * 88%	1 * 12%	2 * 45%	3 * 55%	- - -	2 * 45%	3 * 55%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37 2%	18 2% 48%	19 2% 52%	1 * 2%	10 2% 27%cd	5 1% 13%	9 3% 25%cd	8 2% 20%cd	3 1% 9%	1 1% 3%	11 2% 29%	22 2% 58%	5 1% 12%	16 1% 43%	21 2% 57%	5 1% 14%	15 1% 42%	16 3% 44%
Calls using a public payphone	3 *	1 * 30%	2 * 70%	- - -	1 * 30%	- - -	1 * 43%	- - -	1 * 27%	-	1 * 30%	1 * 43%	1 * 27%	1 * 43%	2 * 57%	1 * 43%	1 * 27%	1 * 30%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	29 1%	13 1% 45%	16 1% 55%	4 1% 13%	8 2% 26%	9 3% 31%hi	3 1% 11%	4 1% 14%	1 * 3%	1 * 2%	11 2% 39%	16 2% 55%l	2 * 6%	12 1% 40%	17 2% 60%	2 1% 7%	14 1% 48%	13 2% 44%
Other	1 *	1 * 100%	- - -	- - -	- - -	- - -	- - -	1 * 100%	- - -	- - -	- - -	1 * 100%	- - -	- - 100%	1 * -	- - -	- - -	1 * 100%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	41 2%	18 2% 44%	23 2% 56%	10 3% 25%hi	6 1% 14%	8 2% 20%i	10 3% 23%i	6 2% 14%	2 1% 4%	- - -	16 2% 39%l	24 2% 57%l	2 * 4%	18 2% 45%	23 2% 55%	3 1% 6%	24 2% 59%	15 2% 35%
ONLY 1 SERVICE	92 4%	45 4% 49%	47 4% 51%	15 5% 17%i	19 5% 20%i	16 5% 18%i	17 5% 18%i	17 5% 18%i	7 3% 8%	2 1% 2%	34 5% 37%l	50 5% 54%l	9 2% 9%	42 4% 46%	50 5% 54%	9 2% 10%	47 4% 51%	36 6% 39%lo
2 SERVICES	25 1%	10 1% 40%	15 1% 60%	2 1% 6%	7 2% 28%	6 2% 23%	6 2% 23%	2 1% 7%	3 1% 11%	1 * 3%	8 1% 34%	13 1% 53%	3 1% 13%	12 1% 48%	13 1% 52%	4 1% 16%	15 1% 59%	6 1% 25%
3 SERVICES	10 *	4 * 43%	6 1% 57%	2 1% 20%	2 * 19%	- - -	5 1% 52%e	1 * 9%	- - -	- - -	4 1% 39%	6 1% 61%	- - -	3 * 29%	7 1% 71%	- - -	3 * 29%	7 1% 71%op
4 SERVICES	3 *	2 * 61%	1 * 39%	- - -	- - -	1 * 28%	1 * 34%	1 * 39%	- - -	- - -	- - -	3 * 100%	- - -	2 * 72%	1 * 28%	- - -	2 * 72%	1 * 28%
5 OR MORE SERVICES	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
ANY COMMUNICATIONS SERVICE	131 6%	61 6% 47%	70 6% 53%	19 6% 14%i	28 7% 21%i	23 7% 18%i	29 8% 22%i	21 7% 16%i	10 4% 7%i	2 1% 2%	46 7% 35%l	73 7% 55%l	12 3% 9%	59 6% 45%	72 7% 55%	13 3% 10%	67 6% 51%	51 8% 39%lo
None	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
Don't know	21	9	12	1	6	1	4	3	2	3	7	8	5	6	15	1	6	14
	1%	1%	1%	*	2%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	2%
		42%	58%	4%	30%	4%	21%	16%	12%	13%	34%	41%	25%	29%	71%	7%	27%	66%
Not asked	1984	966	1018	281	377	314	333	281	213	185	658	929	398	996	988	380	1039	566
	93%	93%	93%	93%	92%	93%	91%	92%	95%	97%	92%	92%	96%	94%	92%	96%	93%	90%
		49%	51%	14%	19%	16%	17%	14%	11%	9%defg	33%	47%	20%jk	50%	50%	19%q	52%q	29%

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 2%	30 2% 86%	3 2% 8%	1 1% 4%	1 1% 2%	- - -	2 1% 7%	5 3% 14% _j	5 3% 14% _j	5 2% 13% _j	- - -	5 2% 13%	5 2% 15%	4 2% 10% _j	1 1% 4%	3 2% 8%	1 1% 2%
Standard mobile phone (that can't access the internet)	9 *	7 * 77%	2 1% 23%	- - -	- - -	- - -	1 * 11%	1 1% 11%	- - -	- - -	1 * 11%	3 1% 30%	1 * 13%	- - -	- - -	2 1% 23%	- - -
Fixed landline	23 1%	19 1% 82%	4 2% 18%	- - -	- - -	- - -	2 1% 9%	3 1% 11%	1 1% 6%	- - -	1 * 4%	4 2% 18%	3 1% 14%	4 3% 19% _i	- - -	4 2% 18% _i	- - -
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	37 2%	32 2% 86%	4 2% 10%	- - -	2 3% 5% _c	- - -	5 2% 12%	7 4% 20% _{in}	3 2% 8%	1 * 3%	2 1% 6%	4 1% 10%	5 2% 14%	4 3% 12%	- - -	4 2% 10%	2 3% 5% _n
Mobile broadband internet access - Through a dongle or USB stick	4 *	3 * 73%	1 1% 27%	- - -	- - -	- - -	- - -	- - -	1 1% 21%	- - -	- - -	- - -	2 1% 52%	- - -	- - -	1 1% 27%	- - -
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5 *	4 * 69%	2 1% 31%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	2 1% 45%	- 1% -	1 1% 25%	- - -	2 1% 31%	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37 2%	26 1% 71%	6 3% 17%	4 4% 10%	1 1% 2%	- - -	3 1% 7%	5 3% 13%	1 * 2%	6 3% 16%	1 1% 4%	3 1% 8%	4 1% 11%	4 2% 11%	4 4% 10%	6 3% 17%	1 1% 2%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
Calls using a public payphone	3 *	2 *	-	1 1%	-	-	-	-	1 1%	-	-	-	-	1 1%	1 1%	-	-
		70%	-	30%	-	-	-	-	43%	-	-	-	-	27%	30%	-	-
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	29 1%	21 1%	3 2%	3 3%	2 4%	-	2 1%	6 3%	-	2 1%	1 *	1 *	4 1%	5 3%	3 3%	3 2%	2 4%
		72%	10%	11%	6%	-	5%	21%hk	-	7%	3%	4%	15%	18%hk	11%hk	10%	6%fhjk
Other	1 *	1 *	-	-	-	-	-	-	-	-	-	1 *	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	41 2%	34 2%	5 3%	1 1%	1 1%	-	2 1%	6 3%	5 3%	5 2%	1 *	7 3%	5 2%	4 2%	1 1%	5 3%	1 1%
		83%	12%	3%	2%	-	6%	14%	12%	11%	2%	17%	12%	9%	3%	12%	2%
ONLY 1 SERVICE	92 4%	74 4%	9 5%	7 6%	3 6%	-	7 3%	8 5%	5 3%	11 6%	4 2%	11 4%	16 5%	12 7%	7 6%	9 5%	3 6%
		80%	10%	7%	3%	-	8%	9%	5%	12%ej	4%	12%	17%	12%ej	7%ej	10%	3%e
2 SERVICES	25 1%	21 1%	2 1%	1 1%	-	-	2 1%	3 2%	2 1%	-	-	4 2%	4 1%	6 4%	1 1%	2 1%	-
		85%	9%	6%	-	-	8%	14%	7%	-	-	16%	15%	24%ij	6%	9%	-
3 SERVICES	10 *	9 *	1 1%	-	1 1%	-	1 *	4 2%	1 1%	1 *	1 *	-	1 *	-	-	1 1%	1 1%
		85%	9%	-	6%	-	9%	36%k	13%	9%	9%	-	8%	-	-	9%	6%k
4 SERVICES	3 *	1 *	2 1%	-	-	-	-	-	-	-	-	1 *	-	-	-	2 1%	-
		34%	66%a	-	-	-	-	-	-	-	-	34%	-	-	-	66%	-
5 OR MORE SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
ANY COMMUNICATIONS SERVICE	131 6%	105 6% 80%	14 8% 11%	8 8% 6%	4 7% 3%	- - -	10 4% 8%	16 8% 12%ej	8 5% 6%	12 7% 9%ej	5 2% 4%	16 6% 12%e	21 7% 16%ej	18 10% 13%efj	8 8% 6%ej	14 8% 11%ej	4 7% 3%ej
None	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	21 1%	18 1% 86%	1 * 4%	2 2% 10%	- - -	- - -	- - -	3 2% 14%	- 2% -	4 2% 18%f	2 1% 8%	4 2% 20%	3 1% 16%	2 1% 10%	2 2% 10%f	1 * 4%	- - -
Not asked	1984 93%	1676 93% 84%	166 92% 8%	97 91% 5%	45 93% 2%	76 100% 4%gik lmnop	239 96% 12%gm	167 90% 8%	143 95% 7% _m	171 91% 9%	203 97% 10%gik lmno	247 92% 12%	282 92% 14%	149 88% 8%	97 91% 5%	166 92% 8%	45 93% 2%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 2%	29 2%	6 3%	6 2%	28 2%	25 2%	8 3%	- -	1 *	31 2%	32 2%	21 2%	5 2%	22 2%	19 1%	16 2%	13 1%	22 2%
		82%	18%	17%	80%	70%	22%gh	-	1%	89%	91%	60%	15%	63%	56%	44%	36%	64%
Standard mobile phone (that can't access the internet)	9 *	6 *	2 1%	3 1%	4 *	2 *	1 *	2 1%	3 1%	3 *	8 *	4 *	1 *	4 *	4 *	4 1%	1 *	7 1%
		72%	28%	37%	49%	25%	13%	22%ee	33%ee	38%	93%	51%	11%	51%	51%	49%	13%	87%
Fixed landline	23 1%	17 1%	4 2%	8 2%	14 1%	9 1%	4 2%	5 3%	3 1%	13 1%	21 1%	17 1%	4 2%	17 1%	20 1%	3 *	9 1%	14 1%
		72%	17%	34%cd	62%	38%	18%	22%ee	13%	56%	90%	74%	15%	74%	86%	14%	37%	63%
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	37 2%	32 2%	2 1%	8 2%	28 2%	22 2%	9 4%	4 2%	4 2%	31 2%	36 2%	28 2%	4 2%	29 2%	27 2%	10 1%	16 2%	21 2%
		88%	5%	21%	77%	58%	24%	11%	11%	83%	96%	76%	10%	79%	74%	26%	42%	58%
Mobile broadband internet access - Through a dongle or USB stick	4 *	3 *	1 *	- -	3 *	3 *	1 *	- -	- -	4 *	4 *	4 *	- -	4 *	- -	4 1%	1 *	3 *
		79%	21%	-	73%	79%	21%	-	-	100%	100%	100%	-	100%	-	100%en	21%	79%
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5 *	5 *	- -	1 *	3 *	4 *	- -	- -	- -	4 *	4 *	4 *	1 1%	4 *	4 *	1 *	2 *	3 *
		100%	-	25%	57%	88%	-	-	-	88%	88%	88%	22%	88%	88%	12%	41%	59%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE ONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37 2%	31 2% 84%	4 1% 10%	14 4% 39% ^d	21 1% 56%	23 2% 61%	9 3% 24%	3 2% 8%	3 1% 8%	31 2% 85%	35 2% 96%	28 2% 74%	1 1% 3%	28 2% 74%	27 2% 73%	10 1% 27%	25 3% 67% ^q	12 1% 33%
Calls using a public payphone	3 *	2 * 73%	1 * 27%	- * -	3 * 100%	1 * 30%	1 1% 43%	- - -	- - -	2 * 73%	2 * 73%	2 * 57%	- - -	2 * 57%	3 * 100%	- - -	1 * 27%	2 * 73%
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	29 1%	29 2% 100%	- - -	8 2% 28%	20 1% 68%	17 1% 58%	5 2% 18%	5 3% 17%	3 1% 12%	21 1% 72%	26 1% 90%	22 2% 77%	3 1% 9%	23 2% 81%	17 1% 60%	12 2% 40%	18 2% 63% ^q	11 1% 37%
Other	1 *	- - -	1 * 100% ^a	1 * 100% ^d	- - -	- - -	- - -	- - -	1 * 100% ^e	- - -	1 * 100%	- - -	- - -	- - -	- - -	1 * 100%	1 * 100%	- - -
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	41 2%	33 2% 79%	9 4% 21%	9 2% 22%	30 2% 72%	26 2% 62%	8 3% 18%	2 1% 4%	3 1% 8%	32 2% 78%	37 2% 90%	23 2% 56%	5 2% 13%	24 2% 59%	22 1% 52%	20 3% 48% ⁿ	13 1% 30%	29 2% 70%
ONLY 1 SERVICE	92 4%	80 4% 87%	12 5% 13%	23 6% 24%	68 4% 73%	59 5% 64%	14 5% 15%	7 4% 7%	8 3% 8%	71 5% 77%	84 5% 91%	62 4% 67%	7 3% 8%	62 4% 67%	56 4% 61%	36 5% 39%	44 5% 48%	48 4% 52%
2 SERVICES	25 1%	22 1% 86%	4 1% 14%	4 1% 18%	18 1% 73%	14 1% 55%	5 2% 18%	2 1% 7%	2 1% 8%	18 1% 73%	22 1% 89%	18 1% 71%	- - -	18 1% 71%	16 1% 64%	9 1% 36%	9 1% 37%	16 1% 63%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
3 SERVICES	10	7	1	4	6	4	6	1	2	10	10	8	2	9	8	3	5	6
	*	*	*	1%	*	*	2%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	*
		67%	9%	40%	60%	37%	54% ^e	9%	18%	91%	100%	74%	20%	85%	74%	26%	47%	53%
4 SERVICES	3	3	-	1	1	2	-	1	-	2	3	3	1	3	3	-	2	1
	*	*	-	*	*	*	-	1%	-	*	*	*	1%	*	*	-	*	*
		100%	-	39%	34%	61%	-	39%	-	61%	100%	100%	34%	100%	100%	-	61%	39%
5 OR MORE SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY COMMUNICATIONS SERVICE	131	112	17	33	93	79	24	11	12	101	120	91	11	92	84	48	60	71
	6%	6%	7%	9%	5%	6%	9%	6%	5%	7%	7%	7%	5%	6%	6%	7%	7%	6%
		85%	13%	25% ^d	71%	60%	18%	8%	9%	77%	91%	69%	8%	70%	64%	36%	46%	54%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	21	19	1	10	8	7	1	3	2	8	13	9	1	9	8	12	7	13
	1%	1%	1%	3%	*	1%	*	2%	1%	1%	1%	1%	*	1%	1%	2%	1%	1%
		90%	6%	48% ^d	41%	35%	4%	15%	10%	39%	64%	43%	3%	43%	40%	60% ⁿ	35%	65%
Not asked	1984	1746	226	333	1600	1197	230	170	222	1359	1664	1274	206	1340	1369	615	838	1146
	93%	93%	93%	89%	94%	93%	90%	92%	94%	93%	93%	93%	95%	93%	94%	91%	93%	93%
		88%	11%	17%	81% ^c	60%	12%	9%	11%	68%	84%	64%	10%	68%	69% ^o	31%	42%	58%

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 2%	20 2% 57%	35 23% 100% ^c	- - -	5 21% 15%	16 49% 44%	9 27% 27%
Standard mobile phone (that can't access the internet)	9 *	3 * 40%	9 6% 100% ^c	- - -	3 11% 33%	2 6% 22%	3 9% 38%
Fixed landline	23 1%	14 1% 60%	23 15% 100% ^c	- - -	4 17% 18%	4 13% 18%	10 29% 43%
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	37 2%	24 3% 65%	37 24% 100% ^c	- - -	5 21% 15%	8 26% 23%	11 33% 30%
Mobile broadband internet access - Through a dongle or USB stick	4 *	2 * 48%	4 3% 100% ^c	- - -	- - -	2 6% 48%	1 3% 27%
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5 *	4 * 88%	5 3% 100% ^c	- - -	- - -	1 4% 25%	3 10% 65%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37 2%	27 3% 73%	37 24% 100% ^c	- - -	6 22% 15%	5 16% 14%	10 29% 27%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
Calls using a public payphone	3 *	3 *	3 2%	-	-	-	1 3%
		100%	100% ^c	-	-	-	30%
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	29 1%	18 2%	29 19%	-	3 13%	10 32%	6 17%
		62%	100% ^c	-	11%	36%	20%
Other	1 *	-	1 1%	-	1 4%	-	1 3%
		-	100% ^c	-	100%	-	100%
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	41 2%	21 2%	41 27%	-	8 32%	16 52%	13 37%
		51%	100% ^c	-	20%	40%	30%
ONLY 1 SERVICE	92 4%	51 5%	92 61%	-	13 51%	22 69%	21 63%
		56%	100% ^c	-	14%	24%	23%
2 SERVICES	25 1%	15 2%	25 17%	-	3 14%	3 9%	4 12%
		59%	100% ^c	-	14%	12%	17%
3 SERVICES	10 *	8 1%	10 7%	-	3 11%	7 22%	4 12%
		76%	100% ^c	-	27%	66%	40%
4 SERVICES	3 *	3 *	3 2%	-	-	-	3 10%
		100%	100% ^c	-	-	-	100%
5 OR MORE SERVICES	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
	-	-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

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Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
ANY COMMUNICATIONS SERVICE	131 6%	77 8% 59%	131 86% 100% ^c	- - -	19 76% 15%	32 100% 24%	33 97% 25%
None	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
Don't know	21 1%	6 1% 27%	21 14% 100% ^c	- - -	6 24% 29%	- - -	1 3% 4%
Not asked	1984 93%	853 91% 43%	- - -	1522 100% 77% ^b	- - -	- - -	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

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Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35	2	2	4	2	1	3
	2%	6%	8%	10%	5%	2%	7%
		5%	7%	13%	5%	2%	7%
Standard mobile phone (that can't access the internet)	9	2	1	1	-	1	1
	*	9%	3%	2%	-	3%	3%
		26%	11%	11%	-	11%	11%
Fixed landline	23	3	1	2	3	1	1
	1%	12%	3%	5%	7%	3%	1%
		14%	4%	10%	12%	4%	2%
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	37	4	1	3	4	-	1
	2%	14%	3%	7%	11%	-	1%
		10%	2%	8%	12%	-	1%
Mobile broadband internet access - Through a dongle or USB stick	4	-	1	-	-	-	-
	*	-	3%	-	-	-	-
		-	21%	-	-	-	-
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5	-	-	-	-	-	-
	*	-	-	-	-	-	-
		-	-	-	-	-	-
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37	2	2	4	7	3	2
	2%	9%	8%	9%	17%	12%	5%
		7%	6%	10%	18%	9%	5%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
Calls using a public payphone	3	1	-	-	-	-	-
	*	3%	-	-	-	-	-
		27%	-	-	-	-	-
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	29	-	1	4	2	4	1
	1%	-	3%	9%	5%	13%	3%
		-	3%	13%	6%	13%	4%
Other	1	1	-	1	1	1	1
	*	4%	-	2%	2%	3%	2%
		100%	-	100%	100%	100%	100%
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	41	4	2	5	2	2	4
	2%	15%	8%	12%	5%	6%	10%
		9%	6%	13%	4%	4%	9%
ONLY 1 SERVICE	92	4	5	9	5	6	8
	4%	16%	16%	21%	14%	20%	20%
		4%	5%	10%	6%	6%	8%
2 SERVICES	25	1	1	1	2	-	1
	1%	6%	3%	3%	6%	-	1%
		6%	3%	6%	9%	-	2%
3 SERVICES	10	1	1	3	3	2	-
	*	4%	3%	6%	7%	6%	-
		9%	9%	26%	26%	15%	-
4 SERVICES	3	1	-	-	-	-	-
	*	5%	-	-	-	-	-
		39%	-	-	-	-	-
5 OR MORE SERVICES	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
	-	-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
ANY COMMUNICATIONS SERVICE	131 6%	8 30% 6%	6 22% 5%	13 31% 10%	10 27% 8%	7 26% 6%	8 22% 6%
None	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
Don't know	21 1%	1 4% 5%	- - -	1 3% 7%	- - -	- - -	- - -
Not asked	1984 93%	17 66% 1%	22 78% 1%	28 66% 1%	28 73% 1%	21 74% 1%	29 78% 1%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	150	64	86	18	35	24	29	22	15	7	53	75	22	55	95	13	63	74
Weighted Base	152	70*	82*	20**	34*	24**	33**	24**	12**	5**	53*	81*	17**	65*	86*	15**	73*	64*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 13%	9 13% 46%	11 13% 54%	8 39% 38%	5 15% 26%	5 20% 24%	- - -	2 10% 12%	- - -	- - -	13 24% 65%k	7 9% 35%	- - -	8 13% 42%	12 13% 58%	- - -	12 17% 62%	8 12% 38%
Standard mobile phone (that can't access the internet)	1 1%	1 1% 100%	- - -	- - -	- - -	- - -	- - -	1 4% 100%	- - -	- - -	- - -	1 1% 100%	- - -	- 1% 100%	1 - -	- - -	- - 100%	1 1% -
Fixed landline phone at home	5 3%	1 1% 19%	4 5% 81%	1 6% 23%	- 4% -	1 4% 20%	2 6% 38%	1 4% 19%	- - -	- - -	1 2% 23%	4 5% 77%	- - -	- 6% 100%	5 - -	- 1% -	1 6% 20%	4 6% 80%
Fixed broadband	8 6%	4 5% 44%	5 6% 56%	4 19% 45%	1 2% 6%	1 5% 15%	2 6% 23%	1 4% 11%	- - -	- - -	4 8% 51%	4 5% 49%	- - -	3 4% 31%	6 7% 69%	- - -	3 4% 31%	6 9% 69%
Mobile broadband	5 3%	4 5% 82%	1 1% 18%	2 8% 33%	1 2% 18%	2 9% 48%	- - -	- - -	- - -	- - -	2 4% 52%	2 3% 48%	- - -	2 2% 33%	3 4% 67%	- - -	2 2% 33%	3 5% 67%
Tablet with internet access	3 2%	1 2% 47%	1 2% 53%	- - -	1 4% 53%	1 5% 47%	- - -	- - -	- - -	- - -	1 3% 53%	1 2% 47%	- - -	- 3% 100%	3 - -	- - -	- - 100%	3 4% 100%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	6 4%	3 5% 51%	3 4% 49%	1 4% 14%	2 6% 31%	1 6% 24%	1 3% 15%	1 4% 15%	- - -	- - -	3 5% 45%	3 4% 55%	- - -	- 7% 100%m	6 - -	- - -	1 1% 14%	5 8% 86%
Gas	13 9%	9 13% 68%	4 5% 32%	- - -	1 2% 4%	5 20% 37%	2 6% 14%	6 25% 45%	- - -	- - -	1 1% 4%	13 16% 96%j	- - -	6 9% 42%	8 9% 58%	1 10% 11%	6 8% 45%	6 9% 44%
Electricity	18 12%	11 16% 61%	7 9% 39%	- - -	5 14% 26%	7 30% 39%	1 3% 5%	6 23% 30%	- - -	- - -	5 9% 26%	14 17% 74%	- - -	5 8% 30%	13 15% 70%	1 10% 8%	9 12% 46%	8 13% 46%
Water	25 16%	16 23% 65%	9 10% 35%	- - -	5 13% 19%	10 42% 41%	2 6% 9%	7 28% 27%	1 9% 5%	- - -	5 9% 19%	19 23% 77%l	1 6% 5%	6 10% 26%	18 21% 74%	1 10% 6%	9 13% 38%	14 21% 56%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	150	64	86	18	35	24	29	22	15	7	53	75	22	55	95	13	63	74
Weighted Base	152	70*	82*	20**	34*	24**	33**	24**	12**	5**	53*	81*	17**	65*	86*	15**	73*	64*
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	21	10	11	8	5	5	-	3	-	-	13	8	-	8	12	-	12	8
	14%	14%	13%	39%	15%	20%	-	14%	-	-	24%	10%	-	13%	14%	-	17%	13%
		48%	52%	37%	25%	23%	-	16%	-	-	62%k	38%	-	40%	60%	-	59%	41%
ONLY 1 COMMUNICATIONS SERVICE	22	8	15	7	8	3	2	2	-	-	15	7	-	8	14	-	12	10
	15%	11%	18%	36%	24%	13%	6%	10%	-	-	28%	9%	-	12%	16%	-	16%	16%
		34%	66%	31%	36%	14%	9%	10%	-	-	67%k	33%	-	36%	64%	-	53%	47%
2 COMMS SERVICES	4	3	1	-	-	4	-	-	-	-	-	4	-	-	4	-	1	3
	3%	5%	1%	-	-	19%	-	-	-	-	-	5%	-	-	5%	-	1%	5%
		78%	22%	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	22%	78%
3 COMMS SERVICES	4	2	3	3	1	-	1	-	-	-	3	1	-	2	3	-	2	3
	3%	2%	3%	14%	2%	-	3%	-	-	-	6%	1%	-	2%	3%	-	2%	4%
		36%	64%	63%	16%	-	22%	-	-	-	78%	22%	-	36%	64%	-	36%	64%
4 COMMS SERVICES	1	1	-	-	-	-	-	1	-	-	-	1	-	-	1	-	-	1
	1%	1%	-	-	-	-	-	4%	-	-	-	1%	-	-	1%	-	-	1%
		100%	-	-	-	-	-	100%	-	-	-	100%	-	-	100%	-	-	100%
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	34	20	14	-	8	12	3	10	1	-	8	25	1	9	25	1	14	19
	22%	29%	17%	-	24%	50%	9%	41%	9%	-	15%	30%	6%	14%	29%	10%	19%	29%
		59%	41%	-	24%	35%	9%	29%	3%	-	24%	73%	3%	26%	74% ^m	4%	41%	55%
ANY COMMUNICATIONS SERVICE	32	14	18	10	9	7	3	3	-	-	18	14	-	10	22	-	14	18
	21%	19%	22%	49%	26%	31%	9%	14%	-	-	34%	17%	-	15%	26%	-	20%	27%
		42%	58%	30%	27%	23%	9%	10%	-	-	57% ^k	43%	-	30%	70%	-	45%	55%
None of these	91	41	50	10	19	9	26	12	10	4	29	47	14	50	41	13	49	28
	60%	59%	61%	51%	57%	36%	79%	52%	86%	79%	55%	58%	84%	76%	48%	90%	68%	44%
		45%	55%	11%	21%	9%	29%	14%	12%	4%	32%	52%	16%	55% ⁿ	45%	15%	54% ^q	31%
Don't know	6	2	4	-	2	1	1	1	1	1	2	3	2	-	6	-	-	6
	4%	3%	5%	-	6%	3%	3%	4%	5%	21%	4%	3%	10%	-	7%	-	-	10%
		34%	66%	-	33%	12%	15%	14%	10%	17%	33%	41%	26%	-	100% ^m	-	-	100% ^p

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	150	122	15	9	4	-	10	18	8	15	7	21	22	21	9	15	4
Weighted Base	152	123	15**	10**	4**	-**	10**	19**	8**	16**	6**	20**	24**	20**	10**	15**	4**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 13%	14 11% 70%	3 21% 16%	- - -	3 79% 14%	- - -	1 9% 5%	2 12% 12%	3 41% 16%	2 15% 12%	- - -	1 3% 3%	3 14% 17%	1 6% 6%	- - -	3 21% 16%	3 79% 14%
Standard mobile phone (that can't access the internet)	1 1%	1 1% 100%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	1 4% 100%	- - -	- - -	- - -	- - -	- - -
Fixed landline phone at home	5 3%	4 3% 81%	1 6% 19%	- - -	- - -	- - -	1 9% 20%	1 6% 23%	1 13% 20%	1 6% 18%	- - -	- - -	- - -	- - -	- - -	1 6% 19%	- - -
Fixed broadband	8 6%	7 5% 77%	1 6% 11%	1 10% 12%	- - -	- - -	- - -	2 12% 27%	- - -	1 6% 11%	- - -	1 3% 6%	2 6% 18%	1 6% 15%	1 10% 12%	1 6% 11%	- - -
Mobile broadband	5 3%	5 4% 100%	- - -	- - -	- - -	- - -	- - -	2 10% 39%	- - -	- - -	- - -	- - -	2 6% 33%	1 6% 27%	- - -	- - -	- - -
Tablet with internet access	3 2%	2 2% 75%	- - -	- - -	1 19% 25%	- - -	- - -	- - -	1 10% 28%	- - -	- - -	- - -	- - -	1 6% 47%	- - -	- - -	1 19% 25%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	6 4%	5 4% 74%	1 6% 15%	- - -	1 19% 11%	- - -	- - -	1 5% 16%	1 11% 14%	1 6% 15%	- - -	2 9% 29%	- - -	- - -	- - -	1 6% 15%	1 19% 11%
Gas	13 9%	10 8% 76%	3 21% 24%	- - -	- - -	- - -	- - -	2 10% 14%	1 13% 7%	1 9% 11%	2 37% 18%	1 3% 4%	1 6% 11%	1 7% 11%	- - -	3 21% 24%	- - -
Electricity	18 12%	12 10% 64%	5 34% 28%	1 14% 8%	- - -	- - -	- - -	2 10% 10%	2 30% 13%	- - -	1 23% 8%	3 16% 18%	1 6% 8%	1 7% 8%	1 14% 8%	5 34% 28%	- - -
Water	25 16%	21 17% 86%	1 6% 4%	2 24% 10%	- - -	- - -	3 27% 11%	3 16% 12%	2 22% 7%	3 21% 14%	1 23% 6%	3 15% 13%	3 11% 10%	3 17% 14%	2 24% 10%	1 6% 4%	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	150	122	15	9	4	-	10	18	8	15	7	21	22	21	9	15	4
Weighted Base	152	123	15**	10**	4**	-**	10**	19**	8**	16**	6**	20**	24**	20**	10**	15**	4**
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	21	15	3	-	3	-	1	2	3	2	-	1	3	1	-	3	3
	14%	12%	21%	-	79%	-	9%	12%	41%	15%	-	7%	14%	6%	-	21%	79%
		72%	15%	-	13%	-	5%	11%	15%	11%	-	7%	16%	6%	-	15%	13%
ONLY 1 COMMUNICATIONS SERVICE	22	17	2	1	2	-	2	3	4	2	-	4	2	-	1	2	2
	15%	14%	14%	10%	60%	-	19%	17%	50%	15%	-	19%	8%	-	10%	14%	60%
		76%	10%	4%	10%	-	9%	14%	17%	11%	-	17%	8%	-	4%	10%	10%
2 COMMS SERVICES	4	4	-	-	-	-	-	1	1	-	-	-	-	3	-	-	-
	3%	4%	-	-	-	-	-	5%	13%	-	-	-	-	13%	-	-	-
		100%	-	-	-	-	-	21%	22%	-	-	-	-	56%	-	-	-
3 COMMS SERVICES	4	4	-	-	1	-	-	1	-	1	-	-	2	-	-	-	1
	3%	3%	-	-	19%	-	-	6%	-	6%	-	-	6%	-	-	-	19%
		84%	-	-	16%	-	-	27%	-	22%	-	-	36%	-	-	-	16%
4 COMMS SERVICES	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
	1%	-	6%	-	-	-	-	-	-	-	-	-	-	-	-	6%	-
		-	100%	-	-	-	-	-	-	-	-	-	-	-	-	100%	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	34	27	5	2	-	-	3	3	3	3	2	5	3	4	2	5	-
	22%	22%	34%	24%	-	-	27%	16%	40%	21%	37%	26%	11%	22%	24%	34%	-
		78%	15%	7%	-	-	8%	8%	9%	10%	7%	15%	7%	13%	7%	15%	-
ANY COMMUNICATIONS SERVICE	32	25	3	1	3	-	2	5	5	3	-	4	3	3	1	3	3
	21%	20%	21%	10%	79%	-	19%	28%	62%	20%	-	19%	14%	13%	10%	21%	79%
		78%	10%	3%	9%	-	6%	16%	15%	10%	-	12%	11%	8%	3%	10%	9%
None of these	91	76	8	6	1	-	7	11	3	11	3	11	18	13	6	8	1
	60%	62%	55%	56%	21%	-	64%	57%	38%	67%	51%	54%	75%	67%	56%	55%	21%
		84%	9%	6%	1%	-	7%	12%	3%	12%	3%	12%	20%	14%	6%	9%	1%
Don't know	6	5	1	1	-	-	-	1	-	-	1	2	-	1	1	1	-
	4%	4%	4%	10%	-	-	-	5%	-	-	12%	11%	-	5%	10%	4%	-
		75%	10%	15%	-	-	-	13%	-	-	12%	34%	-	17%	15%	10%	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	150	129	18	44	99	79	24	15	16	101	128	95	10	96	91	59	64	86
Weighted Base	152	130	18**	42*	102*	86*	25**	14**	14**	109*	133	100*	11**	101*	92*	60*	68*	84*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 13%	16 12% 81%	3 16% 15%	3 7% 14%	16 16% 80%	16 18% 78%	3 13% 16%	1 9% 6%	- - -	18 16% 88%	19 14% 95%	11 11% 56%	4 33% 18%	12 12% 62%	6 7% 30%	14 23% 70% ⁿ	7 10% 35%	13 15% 65%
Standard mobile phone (that can't access the internet)	1 1%	- - -	1 5% 100%	1 2% 100%	- - -	- - -	- - -	- 7% 100%	1 - -	- - -	1 1% 100%	- - -	- - -	- - -	- 1 100%	1 2% -	- - -	1 1% 100%
Fixed landline phone at home	5 3%	5 4% 100%	- - -	2 4% 37%	3 3% 63%	2 2% 39%	3 12% 61%	1 7% 18%	1 7% 18%	5 5% 100%	5 4% 100%	4 4% 77%	2 19% 43%	5 5% 100%	4 4% 77%	1 2% 23%	2 3% 37%	3 4% 63%
Fixed broadband	8 6%	6 5% 76%	2 12% 24%	4 10% 49%	4 4% 51%	3 4% 38%	3 12% 36%	3 22% 38%	1 7% 11%	6 6% 73%	8 6% 100%	6 6% 71%	3 24% 32%	7 7% 85%	3 4% 40%	5 8% 60%	5 7% 53%	4 5% 47%
Mobile broadband	5 3%	3 2% 67%	2 8% 33%	2 5% 46%	2 2% 54%	5 5% 100%	- - -	- - -	- - -	5 4% 100%	5 3% 100%	5 5% 100%	2 14% 33%	5 5% 100%	3 3% 67%	2 3% 33%	- - -	5 5% 100%
Tablet with internet access	3 2%	3 2% 100%	- - -	2 5% 72%	1 1% 28%	2 2% 72%	- - -	- - -	- - -	2 2% 72%	2 1% 72%	2 2% 75%	- - -	2 2% 75%	2 2% 75%	1 1% 25%	- - -	3 3% 100%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	6 4%	4 3% 65%	2 12% 35%	3 6% 41%	4 4% 59%	3 4% 55%	3 11% 45%	1 7% 15%	1 7% 15%	6 6% 100%	6 5% 100%	5 6% 89%	- - -	5 5% 89%	4 4% 66%	2 3% 34%	4 6% 65%	2 3% 35%
Gas	13 9%	11 8% 82%	2 13% 18%	3 7% 21%	10 9% 72%	9 10% 65%	2 10% 18%	1 9% 10%	1 7% 7%	11 10% 83%	13 10% 100%	12 12% 89%	3 25% 21%	12 12% 89%	13 14% 96% ^o	1 1% 4%	7 11% 54%	6 7% 46%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	150	129	18	44	99	79	24	15	16	101	128	95	10	96	91	59	64	86
Weighted Base	152	130	18**	42*	102*	86*	25**	14**	14**	109*	133	100*	11**	101*	92*	60*	68*	84*
Electricity	18	16	3	4	13	13	2	1	1	16	18	15	4	15	15	3	12	7
	12%	12%	15%	9%	12%	15%	10%	9%	7%	14%	13%	16%	38%	15%	17%	5%	17%	8%
		85%	15%	20%	69%	72%	13%	7%	5%	85%	97%	84%	23%	84%	83%	17%	63%	37%
Water	25	22	3	7	18	14	5	1	1	20	21	16	5	16	17	7	12	13
	16%	17%	16%	16%	18%	17%	21%	4%	7%	18%	16%	16%	48%	16%	19%	12%	18%	15%
		88%	12%	27%	73%	59%	21%	2%	4%	80%	87%	66%	22%	66%	71%	29%	49%	51%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	21	16	4	4	16	16	3	1	1	18	20	11	4	12	6	15	7	14
	14%	12%	21%	9%	16%	18%	13%	9%	7%	16%	15%	11%	33%	12%	7%	25%	10%	16%
		77%	18%	18%	77%	74%	15%	6%	4%	85%	95%	54%	18%	60%	29%	71%	34%	66%
ONLY 1 COMMUNICATIONS SERVICE	22	16	5	3	18	18	2	1	1	19	20	16	2	16	10	13	11	11
	15%	13%	28%	6%	18%	20%	8%	7%	7%	17%	15%	16%	17%	16%	10%	21%	16%	14%
		74%	22%	12%	83%	79%	8%	4%	4%	83%	92%	71%	9%	71%	43%	57%	49%	51%
2 COMMS SERVICES	4	4	-	3	2	3	-	1	-	3	4	3	-	3	3	1	-	4
	3%	3%	-	6%	2%	4%	-	9%	-	3%	3%	3%	-	3%	3%	2%	-	5%
		100%	-	56%	44%	72%	-	28%	-	72%	100%	72%	-	72%	72%	28%	-	100%
3 COMMS SERVICES	4	3	2	2	3	2	2	1	1	4	4	2	3	4	1	3	1	3
	3%	2%	8%	4%	3%	3%	8%	7%	7%	4%	3%	2%	24%	4%	1%	6%	1%	4%
		64%	36%	37%	63%	51%	49%	22%	22%	100%	100%	57%	63%	84%	22%	78%	22%	78%
4 COMMS SERVICES	1	1	-	1	-	-	1	-	-	1	1	1	-	1	1	-	1	-
	1%	1%	-	2%	-	-	4%	-	-	1%	1%	1%	-	1%	1%	-	1%	-
		100%	-	100%	-	-	100%	-	-	100%	100%	100%	-	100%	100%	-	100%	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	34	28	6	9	23	21	5	2	3	26	31	24	5	24	25	9	17	17
	22%	22%	33%	21%	23%	24%	21%	13%	20%	24%	23%	24%	48%	24%	27%	15%	25%	20%
		82%	18%	26%	68%	61%	15%	5%	8%	77%	90%	70%	16%	70%	73%	27%	51%	49%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]****Base: All with any difficulties paying for communication services in the last year**

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	150	129	18	44	99	79	24	15	16	101	128	95	10	96	91	59	64	86
Weighted Base	152	130	18**	42*	102*	86*	25**	14**	14**	109*	133	100*	11**	101*	92*	60*	68*	84*
ANY COMMUNICATIONS SERVICE	32	25	7	8	23	23	5	3	2	27	30	22	5	23	15	17	13	19
	21%	19%	36%	18%	23%	27%	20%	22%	13%	25%	23%	22%	41%	23%	16%	29%	19%	23%
		77%	20%	24%	72%	72%	15%	10%	6%	84%	94%	70%	15%	74%	46%	54%	40%	60%
None of these	91	82	7	26	60	50	15	7	9	64	78	62	1	62	59	32	42	49
	60%	63%	38%	61%	59%	58%	59%	50%	66%	58%	59%	62%	10%	62%	64%	53%	62%	58%
		91%	8%	29%	66%	55%	16%	8%	10%	70%	86%	68%	1%	68%	65%	35%	46%	54%
Don't know	6	4	1	2	4	2	1	2	-	3	5	1	-	1	3	4	1	5
	4%	3%	7%	5%	3%	2%	4%	15%	-	3%	4%	1%	-	1%	3%	6%	2%	6%
		66%	19%	32%	55%	31%	14%	32%	-	45%	77%	17%	-	17%	41%	59%	17%	83%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	150	80	150	-	27	32	34
Weighted Base	152	83*	152	-**	25**	32*	34*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 13%	8 10% 40%	20 13% 100%	- - -	3 12% 16%	20 63% 100% ^f	7 21% 36%
Standard mobile phone (that can't access the internet)	1 1%	- - -	1 1% 100%	- - -	1 4% 100%	1 3% 100%	- - -
Fixed landline phone at home	5 3%	5 6% 100%	5 3% 100%	- - -	1 4% 19%	5 16% 100%	2 6% 39%
Fixed broadband	8 6%	6 7% 67%	8 6% 100%	- - -	3 11% 32%	8 26% 100% ^f	1 3% 11%
Mobile broadband	5 3%	2 3% 48%	5 3% 100%	- - -	- - -	5 14% 100%	2 6% 48%
Tablet with internet access	3 2%	2 2% 75%	3 2% 100%	- - -	- - -	3 8% 100%	2 6% 75%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	6 4%	5 6% 80%	6 4% 100%	- - -	1 4% 15%	6 19% 100%	3 9% 51%
Gas	13 9%	10 12% 75%	13 9% 100%	- - -	3 11% 21%	5 15% 36%	13 39% 100% ^e
Electricity	18 12%	15 18% 79%	18 12% 100%	- - -	3 11% 15%	7 22% 39%	18 54% 100% ^e

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]****Base: All with any difficulties paying for communication services in the last year**

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	150	80	150	-	27	32	34
Weighted Base	152	83*	152	-**	25**	32*	34*
Water	25	14	25	-	5	8	25
	16%	17%	16%	-	19%	24%	72%
		57%	100%	-	19%	32%	100%e
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	21	8	21	-	4	21	7
	14%	10%	14%	-	16%	66%	21%
		38%	100%	-	19%	100%f	35%
ONLY 1 COMMUNICATIONS SERVICE	22	11	22	-	2	22	7
	15%	14%	15%	-	9%	70%	22%
		51%	100%	-	11%	100%f	33%
2 COMMS SERVICES	4	3	4	-	1	4	3
	3%	4%	3%	-	5%	14%	9%
		72%	100%	-	28%	100%	72%
3 COMMS SERVICES	4	2	4	-	-	4	-
	3%	3%	3%	-	-	13%	-
		49%	100%	-	-	100%f	-
4 COMMS SERVICES	1	1	1	-	1	1	1
	1%	1%	1%	-	4%	3%	3%
		100%	100%	-	100%	100%	100%
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
		-	-	-	-	-	-
GAS, ELEC OR WATER	34	21	34	-	7	12	34
	22%	25%	22%	-	26%	36%	100%
		61%	100%	-	19%	34%	100%e
ANY COMMUNICATIONS SERVICE	32	18	32	-	5	32	12
	21%	21%	21%	-	18%	100%	34%
		55%	100%	-	14%	100%f	36%
None of these	91	53	91	-	15	-	-
	60%	63%	60%	-	59%	-	-
		58%	100%	-	17%	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]****Base: All with any difficulties paying for communication services in the last year**

	Q.2 BUNDLERS		Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
	Total	Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	150	80	150	-	27	32	34
Weighted Base	152	83*	152	-.**	25**	32*	34*
Don't know	6	1	6	-	1	-	-
	4%	1%	4%	-	4%	-	-
		17%	100%	-	15%	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	150	9	7	16	12	8	9
Weighted Base	152	9**	6**	15**	10**	7**	8**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 13%	1 12% 5%	- - -	6 41% 30%	3 26% 14%	2 22% 8%	2 25% 10%
Standard mobile phone (that can't access the internet)	1 1%	- - -	- - -	1 6% 100%	- - -	- - -	- - -
Fixed landline phone at home	5 3%	- - -	1 15% 20%	1 8% 23%	1 11% 23%	1 13% 19%	- - -
Fixed broadband	8 6%	- - -	- - -	1 8% 14%	1 11% 14%	1 13% 11%	2 25% 24%
Mobile broadband	5 3%	- - -	- - -	- - -	- - -	1 13% 21%	2 19% 33%
Tablet with internet access	3 2%	- - -	1 12% 28%	1 5% 25%	1 6% 25%	1 9% 25%	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	6 4%	- - -	1 14% 14%	1 5% 11%	1 6% 11%	3 34% 42%	- - -
Gas	13 9%	2 26% 17%	- - -	- - -	- - -	2 25% 14%	1 7% 4%
Electricity	18 12%	3 32% 15%	- - -	1 6% 5%	1 9% 5%	3 38% 15%	1 18% 8%
Water	25 16%	2 19% 7%	2 26% 7%	3 18% 11%	2 17% 7%	5 62% 19%	3 42% 14%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]****Base: All with any difficulties paying for communication services in the last year**

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	150	9	7	16	12	8	9
Weighted Base	152	9**	6**	15**	10**	7**	8**
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	21	1	-	7	3	2	2
	14%	12%	-	47%	26%	22%	25%
		5%	-	33%	13%	8%	10%
ONLY 1 COMMUNICATIONS SERVICE	22	1	3	5	1	-	1
	15%	12%	40%	35%	8%	-	13%
		5%	12%	23%	4%	-	5%
2 COMMS SERVICES	4	-	-	-	-	1	-
	3%	-	-	-	-	13%	-
		-	-	-	-	21%	-
3 COMMS SERVICES	4	-	-	2	2	1	2
	3%	-	-	12%	18%	9%	19%
		-	-	43%	43%	16%	36%
4 COMMS SERVICES	1	-	-	-	-	1	-
	1%	-	-	-	-	13%	-
		-	-	-	-	100%	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
		-	-	-	-	-	-
GAS, ELEC OR WATER	34	5	2	4	3	6	4
	22%	55%	26%	25%	26%	74%	53%
		14%	5%	11%	8%	16%	13%
ANY COMMUNICATIONS SERVICE	32	1	3	7	3	3	3
	21%	12%	40%	47%	26%	34%	32%
		3%	8%	22%	8%	8%	8%
None of these	91	3	3	5	5	1	2
	60%	32%	45%	35%	48%	17%	22%
		3%	3%	6%	6%	1%	2%
Don't know	6	-	-	-	-	-	-
	4%	-	-	-	-	-	-
		-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	1719	829	890	133	306	274	263	221	283	239	439	758	522	773	946	306	826	587
Weighted Base	1706	857	850	146	325	296	314	255	201	169	471	865	370	867	839	328	894	484
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 1%	9 1% 46%	11 1% 54%	8 5% 38%def ghi	5 2% 26%f	5 2% 24%f	- - -	2 1% 12%	- - -	- - -	13 3% 65%kl	7 1% 35%	- - -	8 1% 42%	12 1% 58%	- - -	12 1% 62%o	8 2% 38%o
Standard mobile phone (that can't access the internet)	1 *	1 * 100%	- - -	- - -	- - -	- - -	- - -	1 * 100%	- - -	- - -	- - -	1 * 100%	- - -	- - -	1 * 100%	- - -	- - -	1 * 100%
Fixed landline phone at home	5 *	1 * 19%	4 * 81%	1 1% 23%	- * -	1 * 20%	2 1% 38%	1 * 19%	- - -	- - -	1 * 23%	4 * 77%	- - -	- - -	5 1% 100% m	- - -	1 * 20%	4 1% 80% p
Fixed broadband	8 *	4 * 44%	5 1% 56%	4 3% 45% dhi	1 * 6% -	1 * 15% -	2 1% 23%	1 * 11%	- - -	- - -	4 1% 51%	4 * 49%	- - -	3 * 31%	6 1% 69%	- - -	3 * 31%	6 1% 69% p
Mobile broadband	5 *	4 * 82%	1 * 18%	2 1% 33%	1 * 18%	2 1% 48%	- - -	- - -	- - -	- - -	2 1% 52%	2 * 48%	- - -	2 * 33%	3 * 67%	- - -	2 * 33%	3 1% 67%
Tablet with internet access	3 *	1 * 47%	1 * 53%	- - -	1 * 53%	1 * 47%	- - -	- - -	- - -	- - -	1 * 53%	1 * 47%	- - -	- - -	3 * 100%	- - -	- - -	3 1% 100% p
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	6 *	3 * 51%	3 * 49%	1 1% 14%	2 1% 31%	1 1% 24%	1 * 15%	1 * 15%	- - -	- - -	3 1% 45%	3 * 55%	- - -	- - -	6 1% 100% m	- - -	1 * 14%	5 1% 86% p
Gas	13 1%	9 1% 68%	4 1% 32%	- - -	1 * 4%	5 2% 37%	2 1% 14%	6 2% 45% dhi	- - -	- - -	1 * 4%	13 1% 96% jl	- - -	6 1% 42%	8 1% 58%	1 * 11%	6 1% 45%	6 1% 44%
Electricity	18 1%	11 1% 61%	7 1% 39%	- - -	5 1% 26%	7 2% 39% fhi	1 * 5%	6 2% 30% hi	- - -	- - -	5 1% 26% l	14 2% 74% l	- - -	5 1% 30%	13 2% 70%	1 * 8%	9 1% 46%	8 2% 46%
Water	25 1%	16 2% 65%	9 1% 35%	- - -	5 1% 19%	10 3% 41% cthi	2 1% 9%	7 3% 27% i	1 1% 5%	- - -	5 1% 19%	19 2% 77% l	1 * 5%	6 1% 26%	18 2% 74% m	1 * 6%	9 1% 38%	14 3% 56% op

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	1719	829	890	133	306	274	263	221	283	239	439	758	522	773	946	306	826	587
Weighted Base	1706	857	850	146	325	296	314	255	201	169	471	865	370	867	839	328	894	484
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	21	10	11	8	5	5	-	3	-	-	13	8	-	8	12	-	12	8
	1%	1%	1%	5%	2%	2%	-	1%	-	-	3%	1%	-	1%	1%	-	1%	2%
		48%	52%	37%def	25%f	23%f	-	16%	-	-	62%kl	38%l	-	40%	60%	-	59%o	41%o
				ghi														
ONLY 1 COMMUNICATIONS SERVICE	22	8	15	7	8	3	2	2	-	-	15	7	-	8	14	-	12	10
	1%	1%	2%	5%	2%	1%	1%	1%	-	-	3%	1%	-	1%	2%	-	1%	2%
		34%	66%	31%efg	36%hi	14%	9%	10%	-	-	67%kl	33%	-	36%	64%	-	53%	47%o
				hi														
2 COMMS SERVICES	4	3	1	-	-	4	-	-	-	-	-	4	-	-	4	-	1	3
	*	*	*	-	-	2%	-	-	-	-	-	1%	-	-	1%	-	*	1%
		78%	22%	-	-	100%df	-	-	-	-	-	100%	-	-	100%m	-	22%	78%
3 COMMS SERVICES	4	2	3	3	1	-	1	-	-	-	3	1	-	2	3	-	2	3
	*	*	*	2%	*	-	*	-	-	-	1%	*	-	*	*	-	*	1%
		36%	64%	63%eg	16%	-	22%	-	-	-	78%	22%	-	36%	64%	-	36%	64%
4 COMMS SERVICES	1	1	-	-	-	-	-	1	-	-	-	1	-	-	1	-	-	1
	*	*	-	-	-	-	-	*	-	-	-	*	-	-	*	-	-	*
		100%	-	-	-	-	-	100%	-	-	-	100%	-	-	100%	-	-	100%
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	34	20	14	-	8	12	3	10	1	-	8	25	1	9	25	1	14	19
	2%	2%	2%	-	3%	4%	1%	4%	1%	-	2%	3%	*	1%	3%	*	2%	4%
		59%	41%	-	24%i	35%cfhi	9%	29%cfhi	3%	-	24%l	73%l	3%	26%	74%m	4%	41%	55%op
ANY COMMUNICATIONS SERVICE	32	14	18	10	9	7	3	3	-	-	18	14	-	10	22	-	14	18
	2%	2%	2%	7%	3%	3%	1%	1%	-	-	4%	2%	-	1%	3%	-	2%	4%
		42%	58%	30%fgh	27%hi	23%hi	9%	10%	-	-	57%kl	43%l	-	30%	70%m	-	45%o	55%op
				i														
None of these	91	41	50	10	19	9	26	12	10	4	29	47	14	50	41	13	49	28
	5%	5%	6%	7%	6%	3%	8%	5%	5%	2%	6%	5%	4%	6%	5%	4%	5%	6%
		45%	55%	11%	21%	9%	29%ei	14%	12%	4%	32%	52%	16%	55%	45%	15%	54%	31%
Don't know	6	2	4	-	2	1	1	1	1	1	2	3	2	-	6	-	-	6
	*	*	1%	-	1%	*	*	*	*	1%	*	*	*	-	1%	-	-	1%
		34%	66%	-	33%	12%	15%	14%	10%	17%	33%	41%	26%	-	100%m	-	-	100%op

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

Affordability of Communications Services Measures (QS9890 - 731243)**Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]****Base: All with some responsibility for communications services**

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	1719	829	890	133	306	274	263	221	283	239	439	758	522	773	946	306	826	587
Weighted Base	1706	857	850	146	325	296	314	255	201	169	471	865	370	867	839	328	894	484
Not asked	1555	787	768	127	291	272	281	231	189	164	418	784	353	802	753	313	822	420
	91%	92%	90%	87%	90%	92%	89%	91%	94%	97%	89%	91%	95%	92%	90%	96%	92%	87%
		51%	49%	8%	19%	17%	18%	15%	12% ^c	11% ^{cde} fg	27%	50%	23% ^{jk}	52%	48%	20% ^{pq}	53% ^q	27%

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1719	1440	133	85	61	58	215	152	127	156	160	183	239	150	85	133	61
Weighted Base	1706	1447	130	86*	43*	56*	206	154	125	157	168	191	244	146	86*	130	43*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 1%	14 1% 70%	3 2% 16%	- - -	3 6% 14% ^{ac}	- - -	1 * 5%	2 2% 12%	3 3% 16% ^j	2 2% 12%	- - -	1 * 3%	3 1% 17%	1 1% 6%	- - -	3 2% 16%	3 6% 14% ^{efjklmn}
Standard mobile phone (that can't access the internet)	1 *	1 * 100%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	1 * 100%	- - -	- - -	- - -	- - -	- - -
Fixed landline phone at home	5 *	4 * 81%	1 1% 19%	- - -	- - -	- - -	1 * 20%	1 1% 23%	1 1% 20%	1 1% 18%	- - -	- - -	- - -	- - -	- - -	1 1% 19%	- - -
Fixed broadband	8 *	7 * 77%	1 1% 11%	1 1% 12%	- - -	- - -	- - -	2 1% 27%	- - -	1 1% 11%	- - -	1 * 6%	2 1% 18%	1 1% 15%	1 1% 12%	1 1% 11%	- - -
Mobile broadband	5 *	5 * 100%	- - -	- - -	- - -	- - -	- - -	2 1% 39%	- - -	- - -	- - -	- - -	2 1% 33%	1 1% 27%	- - -	- - -	- - -
Tablet with internet access	3 *	2 * 75%	- - -	- - -	1 2% 25% ^a	- - -	- - -	- - -	1 1% 28%	- - -	- - -	- - -	- - -	1 1% 47%	- - -	- - -	1 2% 25% ^l
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	6 *	5 * 74%	1 1% 15%	- - -	1 2% 11%	- - -	- - -	1 1% 16%	1 1% 14%	1 1% 15%	- - -	2 1% 29%	- - -	- - -	- - -	1 1% 15%	1 2% 11% ^l
Gas	13 1%	10 1% 76%	3 2% 24% ^a	- - -	- - -	- - -	- - -	2 1% 14%	1 1% 7%	1 1% 11%	2 1% 18%	1 * 4%	1 1% 11%	1 1% 11%	- - -	3 2% 24% ^l	- - -
Electricity	18 1%	12 1% 64%	5 4% 28% ^a	1 2% 8%	- - -	- - -	- - -	2 1% 10%	2 2% 13%	- - -	1 1% 8%	3 2% 18%	1 1% 8%	1 1% 8%	1 2% 8%	5 4% 28% ^{fil}	- - -
Water	25 1%	21 1% 86%	1 1% 4%	2 3% 10%	- - -	- - -	3 1% 11%	3 2% 12%	2 1% 7%	3 2% 14%	1 1% 6%	3 2% 13%	3 1% 10%	3 2% 14%	2 3% 10%	1 1% 4%	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1719	1440	133	85	61	58	215	152	127	156	160	183	239	150	85	133	61
Weighted Base	1706	1447	130	86*	43*	56*	206	154	125	157	168	191	244	146	86*	130	43*
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	21	15	3	-	3	-	1	2	3	2	-	1	3	1	-	3	3
	1%	1%	2%	-	6%	-	*	2%	3%	2%	-	1%	1%	1%	-	2%	6%
		72%	15%	-	13%ac	-	5%	11%	15%j	11%	-	7%	16%	6%	-	15%	13%efjklmn
ONLY 1 COMMUNICATIONS SERVICE	22	17	2	1	2	-	2	3	4	2	-	4	2	-	1	2	2
	1%	1%	2%	1%	5%	-	1%	2%	3%	2%	-	2%	1%	-	1%	2%	5%
		76%	10%	4%	10%a	-	9%	14%	17%jm	11%	-	17%	8%	-	4%	10%	10%fjlm
2 COMMS SERVICES	4	4	-	-	-	-	-	1	1	-	-	-	-	3	-	-	-
	*	*	-	-	-	-	-	1%	1%	-	-	-	-	2%	-	-	-
		100%	-	-	-	-	-	21%	22%	-	-	-	-	56%l	-	-	-
3 COMMS SERVICES	4	4	-	-	1	-	-	1	-	1	-	-	2	-	-	-	1
	*	*	-	-	2%	-	-	1%	-	1%	-	-	1%	-	-	-	2%
		84%	-	-	16%	-	-	27%	-	22%	-	-	36%	-	-	-	16%
4 COMMS SERVICES	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
	*	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	1%	-
		-	100%a	-	-	-	-	-	-	-	-	-	-	-	-	100%	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	34	27	5	2	-	-	3	3	3	3	2	5	3	4	2	5	-
	2%	2%	4%	3%	-	-	1%	2%	2%	2%	1%	3%	1%	3%	3%	4%	-
		78%	15%	7%	-	-	8%	8%	9%	10%	7%	15%	7%	13%	7%	15%	-
ANY COMMUNICATIONS SERVICE	32	25	3	1	3	-	2	5	5	3	-	4	3	3	1	3	3
	2%	2%	2%	1%	6%	-	1%	3%	4%	2%	-	2%	1%	2%	1%	2%	6%
		78%	10%	3%	9%a	-	6%	16%j	15%j	10%	-	12%	11%	8%	3%	10%	9%efjl
None of these	91	76	8	6	1	-	7	11	3	11	3	11	18	13	6	8	1
	5%	5%	6%	7%	2%	-	3%	7%	2%	7%	2%	6%	7%	9%	7%	6%	2%
		84%	9%	6%	1%	-	7%	12%j	3%	12%j	3%	12%	20%ej	14%efhj	6%	9%	1%
Don't know	6	5	1	1	-	-	-	1	-	-	1	2	-	1	1	1	-
	*	*	*	1%	-	-	-	1%	-	-	*	1%	-	1%	1%	*	-
		75%	10%	15%	-	-	-	13%	-	-	12%	34%	-	17%	15%	10%	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)**Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]****Base: All with some responsibility for communications services**

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1719	1440	133	85	61	58	215	152	127	156	160	183	239	150	85	133	61
Weighted Base	1706	1447	130	86*	43*	56*	206	154	125	157	168	191	244	146	86*	130	43*
Not asked	1555	1324	115	76	40	56	196	136	118	140	162	171	220	126	76	115	40
	91%	92%	88%	88%	92%	100%	95%	88%	94%	90%	96%	89%	90%	86%	88%	88%	92%
		85%	7%	5%	3%	4%gik lmnop	13%gkmo	9%	8%	9%	10%gik lmno	11%	14%	8%	5%	7%	3%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	1719	1561	147	361	1318	918	183	172	245	1053	1402	1050	157	1096	1204	515	688	1031
Weighted Base	1706	1539	156	316	1350	1004	194	154	207	1143	1434	1093	178	1146	1181	525	716	990
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 1%	16 1% 81%	3 2% 15%	3 1% 14%	16 1% 80%	16 2% 78%	3 2% 16%	1 1% 6%	- - -	18 2% 88%	19 1% 95%	11 1% 56%	4 2% 18%	12 1% 62%	6 1% 30%	14 3% 70%	7 1% 35%	13 1% 65%
Standard mobile phone (that can't access the internet)	1 *	- - -	1 1% 100%a	1 * 100%b	- - -	- - -	- - -	- - -	1 * 100%e	- - -	1 * 100%	- - -	- - -	- - -	- - 100%	1 * -	- - -	1 * 100%
Fixed landline phone at home	5 *	5 * 100%	- - -	2 1% 37%	3 * 63%	2 * 39%	3 2% 61%e	1 1% 18%	1 * 18%	5 * 100%	5 * 100%	4 * 77%	2 1% 43%	5 * 100%	4 * 77%	1 * 23%	2 * 37%	3 * 63%
Fixed broadband	8 *	6 * 76%	2 1% 24%	4 1% 49%b	4 * 51%	3 * 38%	3 2% 36%e	3 2% 38%e	1 * 11%	6 1% 73%	8 * 100%	6 1% 71%	3 2% 32%	7 1% 85%	3 * 40%	5 1% 60%	5 1% 53%	4 * 47%
Mobile broadband	5 *	3 * 67%	2 1% 33%	2 1% 46%	2 * 54%	5 * 100%	- - -	- - -	- - -	5 * 100%	5 * 100%	5 * 100%	2 1% 33%	5 * 100%	3 * 67%	2 * 33%	- - -	5 * 100%
Tablet with internet access	3 *	3 * 100%	- - -	2 1% 72%b	1 * 28%	2 * 72%	- - -	- - -	- - -	2 * 72%	2 * 72%	2 * 75%	- - -	2 * 75%	2 * 75%	1 * 25%	- - -	3 * 100%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	6 *	4 * 65%	2 1% 35%a	3 1% 41%	4 * 59%	3 * 55%	3 1% 45%	1 1% 15%	1 * 15%	6 1% 100%	6 * 100%	5 1% 89%	- - -	5 * 89%	4 * 66%	2 * 34%	4 1% 65%	2 * 35%
Gas	13 1%	11 1% 82%	2 1% 18%	3 1% 21%	10 1% 72%	9 1% 65%	2 1% 18%	1 1% 10%	1 * 7%	11 1% 83%	13 1% 100%	12 1% 89%	3 2% 21%	12 1% 89%	13 1% 96%o	1 * 4%	7 1% 54%	6 1% 46%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	1719	1561	147	361	1318	918	183	172	245	1053	1402	1050	157	1096	1204	515	688	1031
Weighted Base	1706	1539	156	316	1350	1004	194	154	207	1143	1434	1093	178	1146	1181	525	716	990
Electricity	18	16	3	4	13	13	2	1	1	16	18	15	4	15	15	3	12	7
	1%	1%	2%	1%	1%	1%	1%	1%	*	1%	1%	1%	2%	1%	1%	1%	2%	1%
		85%	15%	20%	69%	72%	13%	7%	5%	85%	97%	84%	23%	84%	83%	17%	63%	37%
Water	25	22	3	7	18	14	5	1	1	20	21	16	5	16	17	7	12	13
	1%	1%	2%	2%	1%	1%	3%	*	*	2%	1%	1%	3%	1%	1%	1%	2%	1%
		88%	12%	27%	73%	59%	21%	2%	4%	80%	87%	66%	22%	66%	71%	29%	49%	51%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	21	16	4	4	16	16	3	1	1	18	20	11	4	12	6	15	7	14
	1%	1%	2%	1%	1%	2%	2%	1%	*	2%	1%	1%	2%	1%	1%	3%	1%	1%
		77%	18%	18%	77%	74%	15%	6%	4%	85%	95%	54%	18%	60%	29%	71%	34%	66%
ONLY 1 COMMUNICATIONS SERVICE	22	16	5	3	18	18	2	1	1	19	20	16	2	16	10	13	11	11
	1%	1%	3%	1%	1%	2%	1%	1%	*	2%	1%	1%	1%	1%	1%	2%	2%	1%
		74%	22%a	12%	83%	79%	8%	4%	4%	83%	92%	71%	9%	71%	43%	57%	49%	51%
2 COMMS SERVICES	4	4	-	3	2	3	-	1	-	3	4	3	-	3	3	1	-	4
	*	*	-	1%	*	*	-	1%	-	*	*	*	-	*	*	*	-	*
		100%	-	56% ^d	44%	72%	-	28%	-	72%	100%	72%	-	72%	72%	28%	-	100%
3 COMMS SERVICES	4	3	2	2	3	2	2	1	1	4	4	2	3	4	1	3	1	3
	*	*	1%	1%	*	*	1%	1%	*	*	*	*	2%	*	*	1%	*	*
		64%	36%	37%	63%	51%	49%	22%	22%	100%	100%	57%	63% ^k	84%	22%	78% ⁿ	22%	78%
4 COMMS SERVICES	1	1	-	1	-	-	1	-	-	1	1	1	-	1	1	-	1	-
	*	*	-	*	-	-	*	-	-	*	*	*	-	*	*	-	*	-
		100%	-	100% ^d	-	-	100% ^e	-	-	100%	100%	100%	-	100%	100%	-	100%	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	34	28	6	9	23	21	5	2	3	26	31	24	5	24	25	9	17	17
	2%	2%	4%	3%	2%	2%	3%	1%	1%	2%	2%	2%	3%	2%	2%	2%	2%	2%
		82%	18%	26%	68%	61%	15%	5%	8%	77%	90%	70%	16%	70%	73%	27%	51%	49%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	1719	1561	147	361	1318	918	183	172	245	1053	1402	1050	157	1096	1204	515	688	1031
Weighted Base	1706	1539	156	316	1350	1004	194	154	207	1143	1434	1093	178	1146	1181	525	716	990
ANY COMMUNICATIONS SERVICE	32	25	7	8	23	23	5	3	2	27	30	22	5	23	15	17	13	19
	2%	2%	4%	2%	2%	2%	3%	2%	1%	2%	2%	2%	3%	2%	1%	2%	2%	2%
		77%	20%a	24%	72%	72%	15%	10%	6%	84%	94%	70%	15%	74%	46%	54%b	40%	60%
None of these	91	82	7	26	60	50	15	7	9	64	78	62	1	62	59	32	42	49
	5%	5%	4%	8%	4%	5%	8%	5%	4%	6%	5%	6%	1%	5%	5%	6%	6%	5%
		91%	8%	29%cd	66%	55%	16%	8%	10%	70%	86%	68%e	1%	68%e	65%	35%	46%	54%
Don't know	6	4	1	2	4	2	1	2	-	3	5	1	-	1	3	4	1	5
	*	*	1%	1%	*	*	*	1%	-	*	*	*	-	*	*	1%	*	1%
		66%	19%	32%	55%	31%	14%	32%ef	-	45%	77%	17%	-	17%	41%	59%	17%	83%
Not asked	1555	1409	138	274	1248	917	169	140	194	1034	1301	994	167	1045	1089	465	649	906
	91%	92%	88%	87%	92%	91%	87%	91%	93%	90%	91%	91%	94%	91%	92%	89%	91%	92%
		91%	9%	18%	80%g	59%	11%	9%	12%h	67%	84%	64%	11%	67%	70%i	30%	42%	58%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)**Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]****Base: All with some responsibility for communications services**

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	1719	755	150	1535	27	32	34
Weighted Base	1706	773	152	1522	25**	32*	34*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 1%	8 1% 40%	20 13% 100% ^c	- - -	3 12% 16%	20 63% 100% ^f	7 21% 36%
Standard mobile phone (that can't access the internet)	1 *	- - -	1 1% 100% ^c	- - -	1 4% 100%	1 3% 100%	- - -
Fixed landline phone at home	5 *	5 1% 100%	5 3% 100% ^c	- - -	1 4% 19%	5 16% 100%	2 6% 39%
Fixed broadband	8 *	6 1% 67%	8 6% 100% ^c	- - -	3 11% 32%	8 26% 100% ^f	1 3% 11%
Mobile broadband	5 *	2 * 48%	5 3% 100% ^c	- - -	- - -	5 14% 100%	2 6% 48%
Tablet with internet access	3 *	2 * 75%	3 2% 100% ^c	- - -	- - -	3 8% 100%	2 6% 75%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	6 *	5 1% 80%	6 4% 100% ^c	- - -	1 4% 15%	6 19% 100%	3 9% 51%
Gas	13 1%	10 1% 75%	13 9% 100% ^c	- - -	3 11% 21%	5 15% 36%	13 39% 100% ^e
Electricity	18 1%	15 2% 79%	18 12% 100% ^c	- - -	3 11% 15%	7 22% 39%	18 54% 100% ^e

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]****Base: All with some responsibility for communications services**

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	1719	755	150	1535	27	32	34
Weighted Base	1706	773	152	1522	25**	32*	34*
Water	25	14	25	-	5	8	25
	1%	2%	16%	-	19%	24%	72%
		57%	100% ^c	-	19%	32%	100% ^e
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	21	8	21	-	4	21	7
	1%	1%	14%	-	16%	66%	21%
		38%	100% ^c	-	19%	100% ^f	35%
ONLY 1 COMMUNICATIONS SERVICE	22	11	22	-	2	22	7
	1%	1%	15%	-	9%	70%	22%
		51%	100% ^c	-	11%	100% ^f	33%
2 COMMS SERVICES	4	3	4	-	1	4	3
	*	*	3%	-	5%	14%	9%
		72%	100% ^c	-	28%	100%	72%
3 COMMS SERVICES	4	2	4	-	-	4	-
	*	*	3%	-	-	13%	-
		49%	100% ^c	-	-	100% ^f	-
4 COMMS SERVICES	1	1	1	-	1	1	1
	*	*	1%	-	4%	3%	3%
		100%	100% ^c	-	100%	100%	100%
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
		-	-	-	-	-	-
GAS, ELEC OR WATER	34	21	34	-	7	12	34
	2%	3%	22%	-	26%	36%	100%
		61%	100% ^c	-	19%	34%	100% ^e
ANY COMMUNICATIONS SERVICE	32	18	32	-	5	32	12
	2%	2%	21%	-	18%	100%	34%
		55%	100% ^c	-	14%	100% ^f	36%
None of these	91	53	91	-	15	-	-
	5%	7%	60%	-	59%	-	-
		58%	100% ^c	-	17%	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]****Base: All with some responsibility for communications services**

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	1719	755	150	1535	27	32	34
Weighted Base	1706	773	152	1522	25**	32*	34*
Don't know	6	1	6	-	1	-	-
	*	*	4%	-	4%	-	-
		17%	100% ^c	-	15%	-	-
Not asked	1555	690	-	1522	-	-	-
	91%	89%	-	100%	-	-	-
		44%	-	98% ^b	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	1719	26	29	46	38	27	37
Weighted Base	1706	26**	29**	43*	38*	29**	38*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 1%	1 4% 5%	- - -	6 14% 30%	3 7% 14%	2 6% 8%	2 6% 10%
Standard mobile phone (that can't access the internet)	1 *	- - -	- - -	1 2% 100%	- - -	- - -	- - -
Fixed landline phone at home	5 *	- - -	1 3% 20%	1 3% 23%	1 3% 23%	1 3% 19%	- - -
Fixed broadband	8 *	- - -	- - -	1 3% 14%	1 3% 14%	1 3% 11%	2 6% 24%
Mobile broadband	5 *	- - -	- - -	- - -	- - -	1 3% 21%	2 4% 33%
Tablet with internet access	3 *	- - -	1 3% 28%	1 2% 25%	1 2% 25%	1 2% 25%	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	6 *	- - -	1 3% 14%	1 2% 11%	1 2% 11%	3 9% 42%	- - -
Gas	13 1%	2 9% 17%	- - -	- - -	- - -	2 7% 14%	1 1% 4%
Electricity	18 1%	3 11% 15%	- - -	1 2% 5%	1 2% 5%	3 10% 15%	1 4% 8%
Water	25 1%	2 6% 7%	2 6% 7%	3 6% 11%	2 5% 7%	5 16% 19%	3 9% 14%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	1719	26	29	46	38	27	37
Weighted Base	1706	26**	29**	43*	38*	29**	38*
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	21	1	-	7	3	2	2
	1%	4%	-	16%	7%	6%	6%
		5%	-	33%	13%	8%	10%
ONLY 1 COMMUNICATIONS SERVICE	22	1	3	5	1	-	1
	1%	4%	9%	12%	2%	-	3%
		5%	12%	23%	4%	-	5%
2 COMMS SERVICES	4	-	-	-	-	1	-
	*	-	-	-	-	3%	-
		-	-	-	-	21%	-
3 COMMS SERVICES	4	-	-	2	2	1	2
	*	-	-	4%	5%	2%	4%
		-	-	43%	43%	16%	36%
4 COMMS SERVICES	1	-	-	-	-	1	-
	*	-	-	-	-	3%	-
		-	-	-	-	100%	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
		-	-	-	-	-	-
GAS, ELEC OR WATER	34	5	2	4	3	6	4
	2%	19%	6%	8%	7%	19%	11%
		14%	5%	11%	8%	16%	13%
ANY COMMUNICATIONS SERVICE	32	1	3	7	3	3	3
	2%	4%	9%	16%	7%	9%	7%
		3%	8%	22%	8%	8%	8%
None of these	91	3	3	5	5	1	2
	5%	11%	10%	12%	13%	4%	5%
		3%	3%	6%	6%	1%	2%
Don't know	6	-	-	-	-	-	-
	*	-	-	-	-	-	-
		-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]****Base: All with some responsibility for communications services**

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	1719	26	29	46	38	27	37
Weighted Base	1706	26**	29**	43*	38*	29**	38*
Not asked	1555	17	22	28	28	21	29
	91%	66%	78%	66%	73%	74%	78%
		1%	1%	2%	2%	1%	2%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 1%	9 1% 46%	11 1% 54%	8 3% 38% fhi	5 1% 26% f	5 1% 24% f	- - -	2 1% 12%	- - -	- - -	13 2% 65% l	7 1% 35%	- - -	8 1% 42%	12 1% 58%	- - -	12 1% 62%	8 1% 38% o
Standard mobile phone (that can't access the internet)	1 *	1 * 100%	- - -	- - -	- - -	- - -	- - -	1 * 100%	- - -	- - -	- - -	1 * 100%	- - -	- - -	1 * 100%	- - -	- - -	1 * 100%
Fixed landline phone at home	5 *	1 * 19%	4 * 81%	1 * 23%	- - -	1 * 20%	2 1% 38%	1 * 19%	- - -	- - -	1 * 23%	4 * 77%	- - -	- - -	5 * 100% m	- - -	1 * 20%	4 1% 80% p
Fixed broadband	8 *	4 * 44%	5 * 56%	4 1% 45%	1 * 6%	1 * 15%	2 1% 23%	1 * 11%	- - -	- - -	4 1% 51%	4 * 49%	- - -	3 * 31%	6 1% 69%	- - -	3 * 31%	6 1% 69% p
Mobile broadband	5 *	4 * 82%	1 * 18%	2 1% 33%	1 * 18%	2 1% 48%	- - -	- - -	- - -	- - -	2 * 52%	2 * 48%	- - -	2 * 33%	3 * 67%	- - -	2 * 33%	3 * 67%
Tablet with internet access	3 *	1 * 47%	1 * 53%	- - -	1 * 53%	1 * 47%	- - -	- - -	- - -	- - -	1 * 53%	1 * 47%	- - -	- - -	3 * 100%	- - -	- - -	3 * 100% p
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	6 *	3 * 51%	3 * 49%	1 * 14%	2 * 31%	1 * 24%	1 * 15%	1 * 15%	- - -	- - -	3 * 45%	3 * 55%	- - -	- - -	6 1% 100% m	- - -	1 * 14%	5 1% 86% p
Gas	13 1%	9 1% 68%	4 * 32%	- - -	1 * 4%	5 1% 37% d	2 1% 14%	6 2% 45% cdhi	- - -	- - -	1 * 4%	13 1% 96% jl	- - -	6 1% 42%	8 1% 58%	1 * 11%	6 1% 45%	6 1% 44%
Electricity	18 1%	11 1% 61%	7 1% 39%	- - -	5 1% 26%	7 2% 39% cfhi	1 * 5%	6 2% 30% ch	- - -	- - -	5 1% 26%	14 1% 74% l	- - -	5 1% 30%	13 1% 70%	1 * 8%	9 1% 46%	8 1% 46%
Water	25 1%	16 2% 65%	9 1% 35%	- - -	5 1% 19%	10 3% 41% cfhi	2 1% 9%	7 2% 27% ci	1 * 5%	- - -	5 1% 19%	19 2% 77% jl	1 * 5%	6 1% 26%	18 2% 74% m	1 * 6%	9 1% 38%	14 2% 56% op

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	21	10	11	8	5	5	-	3	-	-	13	8	-	8	12	-	12	8
	1%	1%	1%	3%	1%	1%	-	1%	-	-	2%	1%	-	1%	1%	-	1%	1%
		48%	52%	37% ^{fhi}	25% ^f	23% ^f	-	16%	-	-	62% ^l	38%	-	40%	60%	-	59%	41% ^o
ONLY 1 COMMUNICATIONS SERVICE	22	8	15	7	8	3	2	2	-	-	15	7	-	8	14	-	12	10
	1%	1%	1%	2%	2%	1%	1%	1%	-	-	2%	1%	-	1%	1%	-	1%	2%
		34%	66%	31% ^{hi}	36% ^{hi}	14%	9%	10%	-	-	67% ^{kl}	33%	-	36%	64%	-	53%	47% ^o
2 COMMS SERVICES	4	3	1	-	-	4	-	-	-	-	-	4	-	-	4	-	1	3
	*	*	*	-	-	1%	-	-	-	-	*	*	-	-	*	-	*	1%
		78%	22%	-	-	100% ^{df}	-	-	-	-	-	100%	-	-	100% ^m	-	22%	78%
3 COMMS SERVICES	4	2	3	3	1	-	1	-	-	-	3	1	-	2	3	-	2	3
	*	*	*	1%	*	-	*	-	-	-	*	*	-	*	*	-	*	*
		36%	64%	63%	16%	-	22%	-	-	-	78%	22%	-	36%	64%	-	36%	64%
4 COMMS SERVICES	1	1	-	-	-	-	-	1	-	-	-	1	-	-	1	-	-	1
	*	*	-	-	-	-	-	*	-	-	-	*	-	-	*	-	-	*
		100%	-	-	-	-	-	100%	-	-	-	100%	-	-	100%	-	-	100%
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	34	20	14	-	8	12	3	10	1	-	8	25	1	9	25	1	14	19
	2%	2%	1%	-	2%	4%	1%	3%	*	-	1%	2%	*	1%	2%	*	1%	3%
		59%	41%	-	24% ^{ci}	35% ^{cfhi}	9%	29% ^{cfhi}	3%	-	24%	73% ^l	3%	26%	74% ^m	4%	41%	55% ^{op}
ANY COMMUNICATIONS SERVICE	32	14	18	10	9	7	3	3	-	-	18	14	-	10	22	-	14	18
	1%	1%	2%	3%	2%	2%	1%	1%	-	-	3%	1%	-	1%	2%	-	1%	3%
		42%	58%	30% ^{fhi}	27% ^{hi}	23% ^{hi}	9%	10%	-	-	57% ^l	43% ^l	-	30%	70% ^m	-	45% ^o	55% ^{op}
None of these	91	41	50	10	19	9	26	12	10	4	29	47	14	50	41	13	49	28
	4%	4%	5%	3%	5%	3%	7%	4%	5%	2%	4%	5%	3%	5%	4%	3%	4%	5%
		45%	55%	11%	21%	9%	29% ^{cei}	14%	12%	4%	32%	52%	16%	55%	45%	15%	54%	31%
Don't know	6	2	4	-	2	1	1	1	1	1	2	3	2	-	6	-	-	6
	*	*	*	-	1%	*	*	*	*	1%	*	*	*	-	1%	-	-	1%
		34%	66%	-	33%	12%	15%	14%	10%	17%	33%	41%	26%	-	100% ^m	-	-	100% ^p
Not asked	1984	966	1018	281	377	314	333	281	213	185	658	929	398	996	988	380	1039	566
	93%	93%	93%	93%	92%	93%	91%	92%	95%	97%	92%	92%	96%	94%	92%	96%	93%	90%
		49%	51%	14%	19%	16%	17%	14%	11%	9% ^{defg}	33%	47%	20% ^{jk}	50%	50%	19% ^q	52% ^q	29%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20	14	3	-	3	-	1	2	3	2	-	1	3	1	-	3	3
	1%	1%	2%	-	6%	-	*	1%	2%	1%	-	*	1%	1%	-	2%	6%
		70%	16%	-	14%ac	-	5%	12%	16%aj	12%	-	3%	17%	6%	-	16%	14%efgijklmn
Standard mobile phone (that can't access the internet)	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
Fixed landline phone at home	5	4	1	-	-	-	1	1	1	1	-	-	-	-	-	1	-
	*	*	1%	-	-	-	*	1%	1%	*	-	-	-	-	-	1%	-
		81%	19%	-	-	-	20%	23%	20%	18%	-	-	-	-	-	19%	-
Fixed broadband	8	7	1	1	-	-	-	2	-	1	-	1	2	1	1	1	-
	*	*	1%	1%	-	-	-	1%	-	*	-	*	*	1%	1%	1%	-
		77%	11%	12%	-	-	-	27%	-	11%	-	6%	18%	15%	12%	11%	-
Mobile broadband	5	5	-	-	-	-	-	2	-	-	-	-	2	1	-	-	-
	*	*	-	-	-	-	-	1%	-	-	-	-	*	1%	-	-	-
		100%	-	-	-	-	-	39%	-	-	-	-	33%	27%	-	-	-
Tablet with internet access	3	2	-	-	1	-	-	-	1	-	-	-	-	1	-	-	1
	*	*	-	-	1%	-	-	-	*	-	-	-	-	1%	-	-	1%
		75%	-	-	25%a	-	-	-	-	28%	-	-	-	47%	-	-	25%fkl
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	6	5	1	-	1	-	-	1	1	1	-	2	-	-	-	1	1
	*	*	1%	-	1%	-	-	1%	1%	*	-	1%	-	-	-	1%	1%
		74%	15%	-	11%	-	-	16%	14%	15%	-	29%	-	-	-	15%	11%fl
Gas	13	10	3	-	-	-	-	2	1	1	2	1	1	1	-	3	-
	1%	1%	2%	-	-	-	-	1%	1%	1%	1%	*	*	1%	-	2%	-
		76%	24%	-	-	-	-	14%	7%	11%	18%	4%	11%	11%	-	24%fd	-
Electricity	18	12	5	1	-	-	-	2	2	-	1	3	1	1	1	5	-
	1%	1%	3%	1%	-	-	-	1%	2%	-	1%	1%	*	1%	1%	3%	-
		64%	28%a	8%	-	-	-	10%	13%	-	8%	18%	8%	8%	8%	28%fil	-
Water	25	21	1	2	-	-	3	3	2	3	1	3	3	3	2	1	-
	1%	1%	1%	2%	-	-	1%	2%	1%	2%	1%	1%	1%	2%	2%	1%	-
		86%	4%	10%	-	-	11%	12%	7%	14%	6%	13%	10%	14%	10%	4%	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	21	15	3	-	3	-	1	2	3	2	-	1	3	1	-	3	3
	1%	1%	2%	-	6%	-	*	1%	2%	1%	-	1%	1%	1%	-	2%	6%
		72%	15%	-	13%ac	-	5%	11%	15%j	11%	-	7%	16%	6%	-	15%	13%efgijklmn
ONLY 1 COMMUNICATIONS SERVICE	22	17	2	1	2	-	2	3	4	2	-	4	2	-	1	2	2
	1%	1%	1%	1%	4%	-	1%	2%	3%	1%	-	1%	1%	-	1%	1%	4%
		76%	10%	4%	10%a	-	9%	14%	17%jm	11%	-	17%	8%	-	4%	10%	10%fjlm
2 COMMS SERVICES	4	4	-	-	-	-	-	1	1	-	-	-	-	3	-	-	-
	*	*	-	-	-	-	-	1%	1%	-	-	-	-	1%	-	-	-
		100%	-	-	-	-	-	21%	22%	-	-	-	-	56%l	-	-	-
3 COMMS SERVICES	4	4	-	-	1	-	-	1	-	1	-	-	2	-	-	-	1
	*	*	-	-	1%	-	-	1%	-	*	-	-	*	-	-	-	1%
		84%	-	-	16%	-	-	27%	-	22%	-	-	36%	-	-	-	16%fk
4 COMMS SERVICES	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
	*	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	1%	-
		-	100%a	-	-	-	-	-	-	-	-	-	-	-	-	100%	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	34	27	5	2	-	-	3	3	3	3	2	5	3	4	2	5	-
	2%	1%	3%	2%	-	-	1%	2%	2%	2%	1%	2%	1%	3%	2%	3%	-
		78%	15%	7%	-	-	8%	8%	9%	10%	7%	15%	7%	13%	7%	15%	-
ANY COMMUNICATIONS SERVICE	32	25	3	1	3	-	2	5	5	3	-	4	3	3	1	3	3
	1%	1%	2%	1%	6%	-	1%	3%	3%	2%	-	1%	1%	1%	1%	2%	6%
		78%	10%	3%	9%a	-	6%	16%j	15%j	10%	-	12%	11%	8%	3%	10%	9%efjkl
None of these	91	76	8	6	1	-	7	11	3	11	3	11	18	13	6	8	1
	4%	4%	5%	5%	2%	-	3%	6%	2%	6%	2%	4%	6%	8%	5%	5%	2%
		84%	9%	6%	1%	-	7%	12%ej	3%	12%ej	3%	12%	20%ej	14%ethj	6%	9%	1%
Don't know	6	5	1	1	-	-	-	1	-	-	1	2	-	1	1	1	-
	*	*	*	1%	-	-	-	*	-	-	*	1%	-	1%	1%	*	-
		75%	10%	15%	-	-	-	13%	-	-	12%	34%	-	17%	15%	10%	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)**Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]****Base: All Adults 16+ in the UK**

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
Not asked	1984	1676	166	97	45	76	239	167	143	171	203	247	282	149	97	166	45
	93%	93%	92%	91%	93%	100%	96%	90%	95%	91%	97%	92%	92%	88%	91%	92%	93%
		84%	8%	5%	2%	4%gik lmnop	12%gm	8%	7%gm	9%	10%gik lmno	12%	14%	8%	5%	8%	2%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 1%	16 1% 81%	3 1% 15%	3 1% 14%	16 1% 80%	16 1% 78%	3 1% 16%	1 1% 6%	- - -	18 1% 88%	19 1% 95%	11 1% 56%	4 2% 18%	12 1% 62%	6 * 30%	14 2% 70%	7 1% 35%	13 1% 65%
Standard mobile phone (that can't access the internet)	1 *	- - -	1 * 100%a	1 * 100%b	- - -	- - -	- - -	- - -	1 * 100%e	- - -	1 * 100%	- - -	- - -	- - -	- - 100%	1 * -	- - -	1 * 100%
Fixed landline phone at home	5 *	5 * 100%	- - -	2 * 37%	3 * 63%	2 * 39%	3 1% 61%e	1 1% 18%	1 * 18%	5 * 100%	5 * 100%	4 * 77%	2 1% 43%	5 * 100%	4 * 77%	1 * 23%	2 * 37%	3 * 63%
Fixed broadband	8 *	6 * 76%	2 1% 24%	4 1% 49%b	4 * 51%	3 * 38%	3 1% 36%e	3 2% 38%e	1 * 11%	6 * 73%	8 * 100%	6 * 71%	3 1% 32%	7 * 85%	3 * 40%	5 1% 60%	5 * 53%	4 * 47%
Mobile broadband	5 *	3 * 67%	2 1% 33%	2 1% 46%	2 * 54%	5 * 100%	- - -	- - -	- - -	5 * 100%	5 * 100%	5 * 100%	2 1% 33%	5 * 100%	3 * 67%	2 * 33%	- - -	5 * 100%
Tablet with internet access	3 *	3 * 100%	- - -	2 1% 72%b	1 * 28%	2 * 72%	- - -	- - -	- - -	2 * 72%	2 * 72%	2 * 75%	- - -	2 * 75%	2 * 75%	1 * 25%	- - -	3 * 100%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	6 *	4 * 65%	2 1% 35%	3 1% 41%	4 * 59%	3 * 55%	3 1% 45%	1 1% 15%	1 * 15%	6 * 100%	6 * 100%	5 * 89%	- - -	5 * 89%	4 * 66%	2 * 34%	4 * 65%	2 * 35%
Gas	13 1%	11 1% 82%	2 1% 18%	3 1% 21%	10 1% 72%	9 1% 65%	2 1% 18%	1 1% 10%	1 * 7%	11 1% 83%	13 1% 100%	12 1% 89%	3 1% 21%	12 1% 89%	13 1% 96%o	1 * 4%	7 1% 54%	6 * 46%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
Electricity	18	16	3	4	13	13	2	1	1	16	18	15	4	15	15	3	12	7
	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	2%	1%	1%	*	1%	1%
		85%	15%	20%	69%	72%	13%	7%	5%	85%	97%	84%	23%	84%	83%	17%	63%	37%
Water	25	22	3	7	18	14	5	1	1	20	21	16	5	16	17	7	12	13
	1%	1%	1%	2%	1%	1%	2%	*	*	1%	1%	1%	3%	1%	1%	1%	1%	1%
		88%	12%	27%	73%	59%	21%	2%	4%	80%	87%	66%	22%	66%	71%	29%	49%	51%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	21	16	4	4	16	16	3	1	1	18	20	11	4	12	6	15	7	14
	1%	1%	2%	1%	1%	1%	1%	1%	*	1%	1%	1%	2%	1%	*	2%	1%	1%
		77%	18%	18%	77%	74%	15%	6%	4%	85%	95%	54%	18%	60%	29%	71%	34%	66%
ONLY 1 COMMUNICATIONS SERVICE	22	16	5	3	18	18	2	1	1	19	20	16	2	16	10	13	11	11
	1%	1%	2%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	2%	1%	1%
		74%	22%	12%	83%	79%	8%	4%	4%	83%	92%	71%	9%	71%	43%	57%	49%	51%
2 COMMS SERVICES	4	4	-	3	2	3	-	1	-	3	4	3	-	3	3	1	-	4
	*	*	-	1%	*	*	-	1%	-	*	*	*	-	*	*	*	-	*
		100%	-	56%	44%	72%	-	28%	-	72%	100%	72%	-	72%	72%	28%	-	100%
3 COMMS SERVICES	4	3	2	2	3	2	2	1	1	4	4	2	3	4	1	3	1	3
	*	*	1%	*	*	*	1%	1%	*	*	*	*	1%	*	*	*	*	*
		64%	36%	37%	63%	51%	49%	22%	22%	100%	100%	57%	63%	84%	22%	78%	22%	78%
4 COMMS SERVICES	1	1	-	1	-	-	1	-	-	1	1	1	-	1	1	-	1	-
	*	*	-	*	-	-	*	-	-	*	*	*	-	*	*	-	*	-
		100%	-	100%	-	-	100%	-	-	100%	100%	100%	-	100%	100%	-	100%	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	34	28	6	9	23	21	5	2	3	26	31	24	5	24	25	9	17	17
	2%	1%	2%	2%	1%	2%	2%	1%	1%	2%	2%	2%	3%	2%	2%	1%	2%	1%
		82%	18%	26%	68%	61%	15%	5%	8%	77%	90%	70%	16%	70%	73%	27%	51%	49%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
ANY COMMUNICATIONS SERVICE	32	25	7	8	23	23	5	3	2	27	30	22	5	23	15	17	13	19
	1%	1%	3%	2%	1%	2%	2%	2%	1%	2%	2%	2%	2%	2%	1%	2%	1%	2%
		77%	20%	24%	72%	72%	15%	10%	6%	84%	94%	70%	15%	74%	46%	54%	40%	60%
None of these	91	82	7	26	60	50	15	7	9	64	78	62	1	62	59	32	42	49
	4%	4%	3%	7%	4%	4%	6%	4%	4%	4%	4%	5%	1%	4%	4%	5%	5%	4%
		91%	8%	29%	66%	55%	16%	8%	10%	70%	86%	68%	1%	68%	65%	35%	46%	54%
Don't know	6	4	1	2	4	2	1	2	-	3	5	1	-	1	3	4	1	5
	*	*	1%	1%	*	*	*	1%	-	*	*	*	-	*	*	1%	*	*
		66%	19%	32%	55%	31%	14%	32%	-	45%	77%	17%	-	17%	41%	59%	17%	83%
Not asked	1984	1746	226	333	1600	1197	230	170	222	1359	1664	1274	206	1340	1369	615	838	1146
	93%	93%	93%	89%	94%	93%	90%	92%	94%	93%	93%	93%	95%	93%	94%	91%	93%	93%
		88%	11%	17%	81%	60%	12%	9%	11%	68%	84%	64%	10%	68%	69%	31%	42%	58%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)**Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]****Base: All Adults 16+ in the UK**

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 1%	8 1% 40%	20 13% 100% ^c	- - -	3 12% 16%	20 63% 100% ^f	7 21% 36%
Standard mobile phone (that can't access the internet)	1 *	- - -	1 1% 100% ^c	- - -	1 4% 100%	1 3% 100%	- - -
Fixed landline phone at home	5 *	5 1% 100%	5 3% 100% ^c	- - -	1 4% 19%	5 16% 100%	2 6% 39%
Fixed broadband	8 *	6 1% 67%	8 6% 100% ^c	- - -	3 11% 32%	8 26% 100% ^f	1 3% 11%
Mobile broadband	5 *	2 * 48%	5 3% 100% ^c	- - -	- - -	5 14% 100%	2 6% 48%
Tablet with internet access	3 *	2 * 75%	3 2% 100% ^c	- - -	- - -	3 8% 100%	2 6% 75%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	6 *	5 1% 80%	6 4% 100% ^c	- - -	1 4% 15%	6 19% 100%	3 9% 51%
Gas	13 1%	10 1% 75%	13 9% 100% ^c	- - -	3 11% 21%	5 15% 36%	13 39% 100% ^e
Electricity	18 1%	15 2% 79%	18 12% 100% ^c	- - -	3 11% 15%	7 22% 39%	18 54% 100% ^e

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]****Base: All Adults 16+ in the UK**

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
Water	25	14	25	-	5	8	25
	1%	1%	16%	-	19%	24%	72%
		57%	100% ^c	-	19%	32%	100% ^e
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	21	8	21	-	4	21	7
	1%	1%	14%	-	16%	66%	21%
		38%	100% ^c	-	19%	100% ^f	35%
ONLY 1 COMMUNICATIONS SERVICE	22	11	22	-	2	22	7
	1%	1%	15%	-	9%	70%	22%
		51%	100% ^c	-	11%	100% ^f	33%
2 COMMS SERVICES	4	3	4	-	1	4	3
	*	*	3%	-	5%	14%	9%
		72%	100% ^c	-	28%	100%	72%
3 COMMS SERVICES	4	2	4	-	-	4	-
	*	*	3%	-	-	13%	-
		49%	100% ^c	-	-	100% ^f	-
4 COMMS SERVICES	1	1	1	-	1	1	1
	*	*	1%	-	4%	3%	3%
		100%	100% ^c	-	100%	100%	100%
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
		-	-	-	-	-	-
GAS, ELEC OR WATER	34	21	34	-	7	12	34
	2%	2%	22%	-	26%	36%	100%
		61%	100% ^c	-	19%	34%	100% ^e
ANY COMMUNICATIONS SERVICE	32	18	32	-	5	32	12
	1%	2%	21%	-	18%	100%	34%
		55%	100% ^c	-	14%	100% ^f	36%
None of these	91	53	91	-	15	-	-
	4%	6%	60%	-	59%	-	-
		58%	100% ^c	-	17%	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]****Base: All Adults 16+ in the UK**

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
Don't know	6	1	6	-	1	-	-
	*	*	4%	-	4%	-	-
		17%	100% ^c	-	15%	-	-
Not asked	1984	853	-	1522	-	-	-
	93%	91%	-	100%	-	-	-
		43%	-	77% ^b	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 1%	1 4% 5%	- - -	6 14% 30%	3 7% 14%	2 6% 8%	2 6% 10%
Standard mobile phone (that can't access the internet)	1 *	- - -	- - -	1 2% 100%	- - -	- - -	- - -
Fixed landline phone at home	5 *	- - -	1 3% 20%	1 3% 23%	1 3% 23%	1 3% 19%	- - -
Fixed broadband	8 *	- - -	- - -	1 3% 14%	1 3% 14%	1 3% 11%	2 6% 24%
Mobile broadband	5 *	- - -	- - -	- - -	- - -	1 3% 21%	2 4% 33%
Tablet with internet access	3 *	- - -	1 3% 28%	1 2% 25%	1 2% 25%	1 2% 25%	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	6 *	- - -	1 3% 14%	1 2% 11%	1 2% 11%	3 9% 42%	- - -
Gas	13 1%	2 9% 17%	- - -	- - -	- - -	2 7% 14%	1 1% 4%
Electricity	18 1%	3 11% 15%	- - -	1 2% 5%	1 2% 5%	3 10% 15%	1 4% 8%
Water	25 1%	2 6% 7%	2 6% 7%	3 6% 11%	2 5% 7%	5 16% 19%	3 9% 14%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]****Base: All Adults 16+ in the UK**

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	21	1	-	7	3	2	2
	1%	4%	-	16%	7%	6%	6%
		5%	-	33%	13%	8%	10%
ONLY 1 COMMUNICATIONS SERVICE	22	1	3	5	1	-	1
	1%	4%	9%	12%	2%	-	3%
		5%	12%	23%	4%	-	5%
2 COMMS SERVICES	4	-	-	-	-	1	-
	*	-	-	-	-	3%	-
		-	-	-	-	21%	-
3 COMMS SERVICES	4	-	-	2	2	1	2
	*	-	-	4%	5%	2%	4%
		-	-	43%	43%	16%	36%
4 COMMS SERVICES	1	-	-	-	-	1	-
	*	-	-	-	-	3%	-
		-	-	-	-	100%	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
		-	-	-	-	-	-
GAS, ELEC OR WATER	34	5	2	4	3	6	4
	2%	19%	6%	8%	7%	19%	11%
		14%	5%	11%	8%	16%	13%
ANY COMMUNICATIONS SERVICE	32	1	3	7	3	3	3
	1%	4%	9%	16%	7%	9%	7%
		3%	8%	22%	8%	8%	8%
None of these	91	3	3	5	5	1	2
	4%	11%	10%	12%	13%	4%	5%
		3%	3%	6%	6%	1%	2%
Don't know	6	-	-	-	-	-	-
	*	-	-	-	-	-	-
		-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]****Base: All Adults 16+ in the UK**

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
Not asked	1984	17	22	28	28	21	29
	93%	66%	78%	66%	73%	74%	78%
		1%	1%	1%	1%	1%	1%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All who have had communication debt in the last year

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	32	12	20	9	9	8	3	3	-	-	18	14	-	8	24	-	13	19
Weighted Base	32*	14**	18**	10**	9**	7**	3**	3**	-**	-**	18**	14**	-**	10**	22**	-**	14**	18**
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22 68%	9 70% 44%	12 67% 56%	7 76% 34%	6 74% 29%	4 50% 17%	3 100% 13%	1 43% 6%	- - -	- - -	14 75% 63%	8 59% 37%	- - -	10 100% 44%	12 55% 56%	- - -	13 93% 62%	8 48% 38%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9 29%	4 30% 44%	5 28% 56%	2 24% 25%	2 26% 25%	3 37% 30%	- - -	2 57% 20%	- - -	- - -	5 25% 50%	5 34% 50%	- - -	- - -	9 41% 100%	- - -	- - -	9 52% 100%
Don't know	1 3%	- - -	1 5% 100%	- - -	- - -	1 13% 100%	- - -	- - -	- - -	- - -	- - -	1 7% 100%	- - -	- - -	1 4% 100%	- - -	1 7% 100%	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All who have had communication debt in the last year

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	32	25	3	1	3	-	2	5	5	3	-	5	3	2	1	3	3
Weighted Base	32*	25**	3**	1**	3**	..	2**	5**	5**	3**	..	4**	3**	3**	1**	3**	3**
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22	16	2	1	2	-	2	1	3	3	-	2	3	1	1	2	2
	68%	66%	70%	100%	76%	-	100%	21%	64%	100%	-	62%	100%	50%	100%	70%	76%
		76%	10%	5%	10%	-	9%	5%	14%	15%	-	11%	16%	6%	5%	10%	10%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9	8	1	-	1	-	-	4	1	-	-	1	-	1	-	1	1
	29%	30%	30%	-	24%	-	-	79%	16%	-	-	38%	-	50%	-	30%	24%
		82%	10%	-	7%	-	-	45%	8%	-	-	16%	-	14%	-	10%	7%
Don't know	1	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	3%	4%	-	-	-	-	-	-	21%	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	100%	-	-	-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All who have had communication debt in the last year

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	32	25	6	8	23	23	5	3	2	27	30	22	4	23	15	17	13	19
Weighted Base	32*	25**	7**	8**	23**	23**	5**	3**	2**	27**	30**	22**	5**	23**	15**	17**	13**	19**
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22 68%	15 62% 70%	6 86% 26%	3 41% 15%	17 76% 80%	17 72% 76%	3 57% 13%	3 100% 15%	1 51% 4%	18 68% 85%	21 69% 95%	17 74% 76%	3 75% 16%	17 71% 76%	8 57% 38%	13 78% 62%	11 88% 52%	11 55% 48%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9 29%	8 34% 90%	1 14% 10%	5 59% 50%	5 20% 50%	5 24% 59%	2 43% 23%	- - -	1 49% 10%	8 28% 82%	8 28% 92%	5 21% 52%	1 25% 13%	6 25% 64%	5 36% 58%	4 22% 42%	1 12% 16%	8 40% 84%
Don't know	1 3%	1 4% 100%	- - -	- - -	1 4% 100%	1 4% 100%	- - -	- - -	- - -	1 4% 100%	1 3% 100%	1 4% 100%	- - -	1 4% 100%	1 7% 100%	- - -	- - -	1 5% 100%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.8 Which of these applies to you? - [Prompted - Single code]****Base: All who have had communication debt in the last year**

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	32	18	32	-	5	32	11
Weighted Base	32*	18**	32*	-.**	5**	32*	12**
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22 68%	11 62% 51%	22 68% 100%	- - -	3 60% 13%	22 68% 100%	6 53% 28%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9 29%	6 32% 61%	9 29% 100%	- - -	2 40% 20%	9 29% 100%	4 39% 48%
Don't know	1 3%	1 6% 100%	1 3% 100%	- - -	- - -	1 3% 100%	1 9% 100%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.8 Which of these applies to you? - [Prompted - Single code]****Base: All who have had communication debt in the last year**

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	32	1	3	7	3	3	3
Weighted Base	32*	1**	3**	7**	3**	3**	3**
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22 68%	1 100% 5%	2 71% 9%	3 44% 14%	1 33% 4%	- - -	2 79% 10%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9 29%	- - -	1 29% 8%	4 56% 42%	2 67% 20%	3 100% 28%	1 21% 6%
Don't know	1 3%	- - -	- - -	- - -	- - -	- - -	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All with any difficulties paying for communication services in the last year

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	150	64	86	18	35	24	29	22	15	7	53	75	22	55	95	13	63	74
Weighted Base	152	70*	82*	20**	34*	24**	33**	24**	12**	5**	53*	81*	17**	65*	86*	15**	73*	64*
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22	9	12	7	6	4	3	1	-	-	14	8	-	10	12	-	13	8
	14%	14%	15%	37%	19%	16%	9%	6%	-	-	26%	10%	-	15%	14%	-	18%	13%
		44%	56%	34%	29%	17%	13%	6%	-	-	63%k	37%	-	44%	56%	-	62%	38%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9	4	5	2	2	3	-	2	-	-	5	5	-	-	9	-	-	9
	6%	6%	6%	12%	7%	12%	-	8%	-	-	9%	6%	-	-	11%	-	-	14%
		44%	56%	25%	25%	30%	-	20%	-	-	50%	50%	-	-	100% ^m	-	-	100% ^p
Don't know	1	-	1	-	-	1	-	-	-	-	-	1	-	-	1	-	1	-
	1%	-	1%	-	-	4%	-	-	-	-	-	1%	-	-	1%	-	1%	-
		-	100%	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	100%	-
Not asked	120	57	63	10	25	16	30	21	12	5	35	68	17	56	64	15	58	47
	79%	81%	78%	51%	74%	69%	91%	86%	100%	100%	66%	83%	100%	85%	74%	100%	80%	73%
		47%	53%	8%	21%	14%	25%	17%	10%	4%	29%	56%	14%	47%	53%	12%	49%	39%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All with any difficulties paying for communication services in the last year

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	150	122	15	9	4	-	10	18	8	15	7	21	22	21	9	15	4
Weighted Base	152	123	15**	10**	4**	-**	10**	19**	8**	16**	6**	20**	24**	20**	10**	15**	4**
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22 14%	16 13% 76%	2 14% 10%	1 10% 5%	2 60% 10%	- - -	2 19% 9%	1 6% 5%	3 40% 14%	3 20% 15%	- - -	2 11% 11%	3 14% 16%	1 6% 6%	1 10% 5%	2 14% 10%	2 60% 10%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9 6%	8 6% 82%	1 6% 10%	- - -	1 19% 7%	- - -	- - -	4 22% 45%	1 10% 8%	- - -	- - -	1 7% 16%	- - -	1 6% 14%	- - -	1 6% 10%	1 19% 7%
Don't know	1 1%	1 1% 100%	- - -	- - -	- - -	- - -	- - -	- - -	1 13% 100%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -
Not asked	120 79%	98 80% 82%	12 79% 10%	9 90% 8%	1 21% 1%	- - -	8 81% 7%	13 72% 11%	3 38% 2%	13 80% 11%	6 100% 5%	17 81% 14%	20 86% 17%	17 87% 14%	9 90% 8%	12 79% 10%	1 21% 1%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All with any difficulties paying for communication services in the last year

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	150	129	18	44	99	79	24	15	16	101	128	95	10	96	91	59	64	86
Weighted Base	152	130	18**	42*	102*	86*	25**	14**	14**	109*	133	100*	11**	101*	92*	60*	68*	84*
I am/have been behind with payment for this/these services but can manage and cope with the payment	22	15	6	3	17	17	3	3	1	18	21	17	3	17	8	13	11	11
	14%	12%	31%	7%	17%	19%	11%	22%	7%	17%	16%	17%	31%	16%	9%	22%	17%	12%
		70%	26%	15%	80%	76%	13%	15%	4%	85%	95%	76%	16%	76%	38%	62%	52%	48%
I am/have been behind with payment for this/these services and feel unable to manage or cope with the payment	9	8	1	5	5	5	2	-	1	8	8	5	1	6	5	4	1	8
	6%	6%	5%	11%	4%	6%	8%	-	7%	7%	6%	5%	10%	6%	6%	7%	2%	9%
		90%	10%	50%	50%	59%	23%	-	10%	82%	92%	52%	13%	64%	58%	42%	16%	84%
Don't know	1	1	-	-	1	1	-	-	-	1	1	1	-	1	1	-	-	1
	1%	1%	-	-	1%	1%	-	-	-	1%	1%	1%	-	1%	1%	-	-	1%
		100%	-	-	100%	100%	-	-	-	100%	100%	100%	-	100%	100%	-	-	100%
Not asked	120	106	11	35	79	63	20	11	12	82	103	77	7	77	77	43	55	65
	79%	81%	64%	82%	77%	73%	80%	78%	87%	75%	77%	78%	59%	77%	84%	71%	81%	77%
		88%	10%	29%	66%	53%	17%	9%	10%	68%	86%	64%	5%	64%	65%	35%	46%	54%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.8 Which of these applies to you? - [Prompted - Single code]****Base: All with any difficulties paying for communication services in the last year**

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	150	80	150	-	27	32	34
Weighted Base	152	83*	152	-.**	25**	32*	34*
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22 14%	11 13% 51%	22 14% 100%	- - -	3 11% 13%	22 68% 100% ^f	6 18% 28%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9 6%	6 7% 61%	9 6% 100%	- - -	2 7% 20%	9 29% 100%	4 13% 48%
Don't know	1 1%	1 1% 100%	1 1% 100%	- - -	- - -	1 3% 100%	1 3% 100%
Not asked	120 79%	65 79% 54%	120 79% 100%	- - -	21 82% 17%	- - -	23 66% 19% ^e

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.8 Which of these applies to you? - [Prompted - Single code]****Base: All with any difficulties paying for communication services in the last year**

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	150	9	7	16	12	8	9
Weighted Base	152	9**	6**	15**	10**	7**	8**
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22 14%	1 12% 5%	2 29% 9%	3 21% 14%	1 8% 4%	- - -	2 25% 10%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9 6%	- - -	1 12% 8%	4 26% 42%	2 18% 20%	3 34% 28%	1 7% 6%
Don't know	1 1%	- - -	- - -	- - -	- - -	- - -	- - -
Not asked	120 79%	8 88% 6%	4 60% 3%	8 53% 7%	8 74% 6%	5 66% 4%	6 68% 5%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All with some responsibility for communications services

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	1719	829	890	133	306	274	263	221	283	239	439	758	522	773	946	306	826	587
Weighted Base	1706	857	850	146	325	296	314	255	201	169	471	865	370	867	839	328	894	484
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22	9	12	7	6	4	3	1	-	-	14	8	-	10	12	-	13	8
	1%	1%	1%	5%	2%	1%	1%	1%	-	-	3%	1%	-	1%	1%	-	2%	2%
		44%	56%	34%efg hi	29%h	17%	13%	6%	-	-	63%kl	37%l	-	44%	56%	-	62%o	38%o
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9	4	5	2	2	3	-	2	-	-	5	5	-	-	9	-	-	9
	1%	*	1%	2%	1%	1%	-	1%	-	-	1%	1%	-	-	1%	-	-	2%
		44%	56%	25%l	25%	30%	-	20%	-	-	50%l	50%	-	-	100%lm	-	-	100%op
Don't know	1	-	1	-	-	1	-	-	-	-	-	1	-	-	1	-	1	-
	*	-	*	-	-	*	-	-	-	-	-	*	-	-	*	-	*	-
		-	100%	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	100%	-
Not asked	1674	843	831	137	316	288	311	252	201	169	453	851	370	857	817	328	880	467
	98%	98%	98%	93%	97%	97%	99%	99%	100%	100%	96%	98%	100%	99%	97%	100%	98%	96%
		50%	50%	8%	19%	17%	19%cd	15%cd	12%cd	10%cd	27%	51%	22%kl	51%n	49%	20%pq	53%q	28%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1719	1440	133	85	61	58	215	152	127	156	160	183	239	150	85	133	61
Weighted Base	1706	1447	130	86*	43*	56*	206	154	125	157	168	191	244	146	86*	130	43*
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22 1%	16 1% 76%	2 2% 10%	1 1% 5%	2 5% 10%a	- - -	2 1% 9%	1 1% 5%	3 2% 14%	3 2% 15%	- - -	2 1% 11%	3 1% 16%	1 1% 6%	1 1% 5%	2 2% 10%	2 5% 10%fgj
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9 1%	8 1% 82%	1 1% 10%	- - -	1 2% 7%	- - -	- - -	4 3% 45%fjl	1 1% 8%	- - -	- - -	1 1% 16%	- - -	1 1% 14%	- - -	1 1% 10%	1 2% 7%l
Don't know	1 *	1 * 100%	- - -	- - -	- - -	- - -	- - -	- - -	1 1% 100%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -
Not asked	1674 98%	1422 98% 85% ^d	127 98% 8%	85 99% 5%	40 94% 2%	56 100% 3% ^p	204 99% 12% ^p	149 97% 9%	121 96% 7%	153 98% 9%	168 100% 10% ^{ghp}	187 98% 11%	241 99% 14% ^p	143 98% 9%	85 99% 5%	127 98% 8%	40 94% 2%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All with some responsibility for communications services

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	1719	1561	147	361	1318	918	183	172	245	1053	1402	1050	157	1096	1204	515	688	1031
Weighted Base	1706	1539	156	316	1350	1004	194	154	207	1143	1434	1093	178	1146	1181	525	716	990
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22 1%	15 1% 70%	6 4% 26% ^a	3 1% 15%	17 1% 80%	17 2% 76%	3 1% 13%	3 2% 15%	1 * 4%	18 2% 85%	21 1% 95%	17 2% 76%	3 2% 16%	17 1% 76%	8 1% 38%	13 3% 62% ⁿ	11 2% 52%	11 1% 48%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9 1%	8 1% 90%	1 1% 10%	5 1% 50% ^d	5 * 50%	5 1% 59%	2 1% 23%	- - -	1 * 10%	8 1% 82%	8 1% 92%	5 * 52%	1 1% 13%	6 1% 64%	5 * 58%	4 1% 42%	1 * 16%	8 1% 84%
Don't know	1 *	1 * 100%	- - -	- - -	1 * 100%	1 * 100%	- - -	- - -	- - -	1 * 100%	1 * 100%	1 * 100%	- - -	1 * 100%	1 * 100%	- - -	- - -	1 * 100%
Not asked	1674 98%	1515 98% 90% ^b	150 96% 9%	308 98% 18%	1327 98% 79%	981 98% 59%	189 97% 11%	151 98% 9%	206 99% 12%	1116 98% 67%	1404 98% 84%	1071 98% 64%	174 97% 10%	1122 98% 67%	1167 99% 70% ^o	508 97% 30%	704 98% 42%	971 98% 58%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)**Q.8 Which of these applies to you? - [Prompted - Single code]****Base: All with some responsibility for communications services**

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	1719	755	150	1535	27	32	34
Weighted Base	1706	773	152	1522	25**	32*	34*
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22 1%	11 1% 51%	22 14% 100% ^c	- - -	3 11% 13%	22 68% 100% ^f	6 18% 28%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9 1%	6 1% 61%	9 6% 100% ^c	- - -	2 7% 20%	9 29% 100%	4 13% 48%
Don't know	1 *	1 * 100%	1 1% 100% ^c	- - -	- - -	1 3% 100%	1 3% 100%
Not asked	1674 98%	755 98% 45%	120 79% 7%	1522 100% 91% ^b	21 82% 1%	- - -	23 66% 1% ^e

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.8 Which of these applies to you? - [Prompted - Single code]****Base: All with some responsibility for communications services**

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	1719	26	29	46	38	27	37
Weighted Base	1706	26**	29**	43*	38*	29**	38*
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22	1	2	3	1	-	2
	1%	4%	6%	7%	2%	-	6%
		5%	9%	14%	4%	-	10%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9	-	1	4	2	3	1
	1%	-	3%	9%	5%	9%	1%
		-	8%	42%	20%	28%	6%
Don't know	1	-	-	-	-	-	-
	*	-	-	-	-	-	-
		-	-	-	-	-	-
Not asked	1674	24	26	36	36	26	35
	98%	96%	91%	84%	93%	91%	93%
		1%	2%	2%	2%	2%	2%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22	9	12	7	6	4	3	1	-	-	14	8	-	10	12	-	13	8
	1%	1%	1%	2%	2%	1%	1%	*	-	-	2%	1%	-	1%	1%	-	1%	1%
		44%	56%	34%hi	29%h	17%	13%	6%	-	-	63%l	37%	-	44%	56%	-	62%o	38%o
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9	4	5	2	2	3	-	2	-	-	5	5	-	-	9	-	-	9
	*	*	*	1%	1%	1%	-	1%	-	-	1%	*	-	-	1%	-	-	1%
		44%	56%	25%	25%	30%	-	20%	-	-	50%	50%	-	-	100% ^m	-	-	100% ^{op}
Don't know	1	-	1	-	-	1	-	-	-	-	-	1	-	-	1	-	1	-
	*	-	*	-	-	*	-	-	-	-	-	*	-	-	*	-	*	-
		-	100%	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	100%	-
Not asked	2104	1023	1081	291	402	331	363	302	225	190	693	996	415	1052	1052	394	1097	613
	99%	99%	98%	97%	98%	98%	99%	99%	100%	100%	97%	99%	100%	99%	98%	100%	99%	97%
		49%	51%	14%	19%	16%	17% ^c	14%	11% ^{cde}	9% ^{cde}	33%	47%	20% ^k	50% ⁿ	50%	19% ^{pq}	52% ^q	29%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22 1%	16 1% 76%	2 1% 10%	1 1% 5%	2 4% 10%a	- - -	2 1% 9%	1 1% 5%	3 2% 14%j	3 2% 15%	- - -	2 1% 11%	3 1% 16%	1 1% 6%	1 1% 5%	2 1% 10%	2 4% 10%fgijk
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9 *	8 * 82%	1 1% 10%	- - -	1 1% 7%	- - -	- - -	4 2% 45%fjl	1 * 8%	- - -	- - -	1 1% 16%	- - -	1 1% 14%	- - -	1 1% 10%	1 1% 7%fl
Don't know	1 *	1 * 100%	- - -	- - -	- - -	- - -	- - -	- - -	1 1% 100%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -
Not asked	2104 99%	1774 99% 84% ^d	178 98% 8%	106 99% 5%	46 94% 2%	76 100% 4%p	248 99% 12%p	180 97% 9%	146 97% 7%	184 98% 9%	209 100% 10%ghp	263 99% 13%p	302 99% 14%p	166 99% 8%	106 99% 5%	178 98% 8%	46 94% 2%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22 1%	15 1% 70%	6 2% 26%a	3 1% 15%	17 1% 80%	17 1% 76%	3 1% 13%	3 2% 15%	1 * 4%	18 1% 85%	21 1% 95%	17 1% 76%	3 2% 16%	17 1% 76%	8 1% 38%	13 2% 62%b	11 1% 52%	11 1% 48%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9 *	8 * 90%	1 * 10%	5 1% 50%b	5 * 50%	5 * 59%	2 1% 23%	- - -	1 * 10%	8 1% 82%	8 * 92%	5 * 52%	1 1% 13%	6 * 64%	5 * 58%	4 1% 42%	1 * 16%	8 1% 84%
Don't know	1 *	1 * 100%	- - -	- - -	1 * 100%	1 * 100%	- - -	- - -	- - -	1 * 100%	1 * 100%	1 * 100%	- - -	1 * 100%	1 * 100%	- - -	- - -	1 * 100%
Not asked	2104 99%	1852 99% 88%	237 97% 11%	368 98% 17%	1678 99% 80%	1260 98% 60%	250 98% 12%	181 98% 9%	234 99% 11%	1441 98% 68%	1767 98% 84%	1352 98% 64%	212 98% 10%	1417 98% 67%	1446 99% 69%o	658 97% 31%	893 99% 42%	1211 98% 58%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)**Q.8 Which of these applies to you? - [Prompted - Single code]****Base: All Adults 16+ in the UK**

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22 1%	11 1% 51%	22 14% 100% ^c	- - -	3 11% 13%	22 68% 100% ^f	6 18% 28%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9 *	6 1% 61%	9 6% 100% ^c	- - -	2 7% 20%	9 29% 100%	4 13% 48%
Don't know	1 *	1 * 100%	1 1% 100% ^c	- - -	- - -	1 3% 100%	1 3% 100%
Not asked	2104 99%	918 98% 44%	120 79% 6%	1522 100% 72% ^b	21 82% 1%	- - -	23 66% 1% ^e

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.8 Which of these applies to you? - [Prompted - Single code]****Base: All Adults 16+ in the UK**

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22 1%	1 4% 5%	2 6% 9%	3 7% 14%	1 2% 4%	- - -	2 6% 10%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9 *	- - -	1 3% 8%	4 9% 42%	2 5% 20%	3 9% 28%	1 1% 6%
Don't know	1 *	- - -	- - -	- - -	- - -	- - -	- - -
Not asked	2104 99%	24 96% 1%	26 91% 1%	36 84% 2%	36 93% 2%	26 91% 1%	35 93% 2%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	150	64	86	18	35	24	29	22	15	7	53	75	22	55	95	13	63	74
Weighted Base	152	70*	82*	20**	34*	24**	33**	24**	12**	5**	53*	81*	17**	65*	86*	15**	73*	64*
I have decided to cancel one of my other communications services	16 10%	8 11% 48%	8 10% 52%	2 10% 13%	6 16% 35%	2 10% 15%	2 7% 14%	3 13% 19%	- - -	1 13% 4%	8 14% 48%	8 9% 48%	1 4% 4%	8 12% 48%	8 10% 52%	- - -	8 10% 48%	8 13% 52%
I use my communications service less, e.g. make less calls, top up PAYG less, reduce my TV package	17 11%	9 13% 54%	8 10% 46%	- - -	3 7% 15%	4 17% 23%	4 11% 21%	4 17% 25%	2 17% 12%	1 13% 4%	3 5% 15%	12 14% 69%	3 16% 16%	7 11% 44%	9 11% 56%	2 16% 14%	6 9% 38%	8 12% 48%
I am careful about what I buy/spend	52 34%	23 32% 44%	29 35% 56%	9 46% 17%	12 34% 23%	8 35% 16%	7 20% 13%	12 49% 23%	3 25% 6%	1 24% 2%	21 39% 40%	27 33% 52%	4 24% 8%	30 46% 58% _n	22 25% 42%	7 47% 14%	32 44% 63% _q	12 19% 24%
I go without certain larger goods/services - e.g. holidays, building an extension, etc.	21 14%	12 17% 57%	9 11% 43%	- - -	3 10% 16%	4 17% 20%	5 15% 24%	8 32% 37%	- - -	1 13% 3%	3 6% 16%	17 21% 81% _j	1 4% 3%	14 21% 65% _n	7 8% 35%	3 18% 12%	11 15% 53%	7 11% 35%
I go without certain smaller goods/services - e.g. making clothes last longer	26 17%	16 23% 62%	10 12% 38%	- - -	4 13% 17%	7 27% 25%	3 9% 12%	10 42% 39%	1 9% 4%	1 13% 2%	4 8% 17%	20 24% 76% _j	2 10% 7%	11 17% 42%	15 17% 58%	3 20% 11%	11 15% 42%	12 19% 46%
I cut back on luxuries e.g. going out less	44 29%	21 30% 47%	23 28% 53%	4 22% 10%	11 33% 26%	8 35% 19%	9 27% 20%	9 39% 21%	- - -	2 34% 4%	16 29% 36%	27 33% 61%	2 10% 4%	20 31% 46%	24 28% 54%	4 25% 9%	18 25% 41%	22 34% 50%
I buy cheaper goods/services e.g. branded to value range of foods	28 19%	15 21% 53%	13 16% 47%	1 6% 4%	9 28% 33%	3 14% 12%	5 16% 19%	8 35% 30%	- - -	1 13% 2%	10 19% 37%	17 21% 61%	1 4% 2%	17 26% 60%	11 13% 40%	5 35% 18%	16 22% 56%	7 11% 26%
I borrowed from family/friends	14 9%	4 6% 30%	10 12% 70%	3 16% 23%	5 15% 36%	3 11% 19%	2 6% 15%	1 4% 7%	- - -	- - -	8 15% 58%	6 7% 42%	- - -	4 6% 26%	10 12% 74%	- - -	5 7% 34%	9 14% 66%
I have asked family/friends to pay the bill/accepted gifts from family and friends	12 8%	7 11% 61%	5 6% 39%	2 11% 17%	3 8% 21%	3 12% 23%	4 11% 31%	1 4% 8%	- - -	- - -	5 9% 38%	8 9% 62%	- - -	2 3% 17%	10 12% 83%	- - -	5 7% 41%	7 11% 59%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	150	64	86	18	35	24	29	22	15	7	53	75	22	55	95	13	63	74
Weighted Base	152	70*	82*	20**	34*	24**	33**	24**	12**	5**	53*	81*	17**	65*	86*	15**	73*	64*
I have taken out a loan from a bank or another company (e.g. payday loan company)	8 5%	2 3% 27%	6 7% 73%	- - -	3 9% 39%	3 12% 33%	2 7% 28%	- - -	- - -	-	3 6% 39%	5 6% 61%	-	5 7% 58%	3 4% 42%	-	5 7% 58%	3 5% 42%
I have sold items (e.g. through a pawn shop, eBay, etc.)	17 11%	6 9% 38%	11 13% 62%	2 9% 10%	5 14% 27%	4 17% 24%	3 10% 19%	3 13% 19%	- - -	-	6 12% 38%	11 13% 62%	-	8 13% 50%	8 10% 50%	1 10% 9%	10 14% 59%	5 9% 32%
I can manage to pay my communications services without making changes to the way I spend my money	20 13%	9 13% 45%	11 13% 55%	2 11% 11%	3 9% 15%	3 14% 16%	6 18% 31%	3 12% 15%	2 19% 12%	-	5 10% 26%	12 15% 62%	2 14% 12%	14 21% 68% ⁿ	6 7% 32%	1 7% 5%	16 23% 83% ^q	2 4% 12%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES																		
USED COMMS LESS OR CANCELLED SERVICE	26 17%	14 20% 55%	12 14% 45%	2 10% 8%	6 16% 21%	5 21% 19%	5 14% 18%	6 24% 23%	2 17% 8%	1 13% 2%	8 14% 29%	16 19% 60%	3 16% 10%	10 15% 39%	16 18% 61%	2 16% 9%	9 12% 35%	14 22% 56%
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	82 54%	39 56% 48%	43 52% 52%	10 52% 12%	21 62% 25%	14 58% 17%	14 43% 17%	17 69% 20%	4 34% 5%	2 45% 3%	31 58% 38%	45 55% 55%	6 37% 8%	38 59% 47%	44 51% 53%	11 74% 13%	39 53% 47%	32 50% 39%
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	37 25%	17 24% 45%	20 25% 55%	6 31% 17%	8 25% 23%	8 35% 22%	9 28% 25%	5 21% 14%	- - -	-	15 27% 39%	23 28% 61%	-	13 20% 34%	25 28% 66%	1 10% 4%	17 24% 46%	19 29% 50%
None of these	23 15%	12 17% 52%	11 14% 48%	3 16% 14%	4 11% 17%	2 6% 7%	6 17% 24%	3 12% 12%	5 39% 20%	2 34% 7%	7 13% 30%	10 12% 42%	6 37% 28%	7 11% 30%	16 19% 70%	2 13% 8%	8 11% 34%	14 21% 59%
Don't know	7 4%	1 1% 14%	6 7% 86%	1 6% 16%	1 2% 13%	3 11% 40%	1 3% 15%	- - -	- - -	1 21% 16%	2 4% 29%	4 5% 55%	1 6% 16%	1 2% 16%	6 6% 84%	-	2 3% 31%	5 7% 69%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	150	122	15	9	4	-	10	18	8	15	7	21	22	21	9	15	4
Weighted Base	152	123	15**	10**	4**	-**	10**	19**	8**	16**	6**	20**	24**	20**	10**	15**	4**
I have decided to cancel one of my other communications services	16 10%	13 11% 83%	1 9% 8%	- - -	1 40% 9%	- - -	1 8% 5%	5 29% 34%	1 17% 8%	- - -	- - -	3 17% 21%	1 4% 6%	1 6% 8%	- - -	1 9% 8%	1 40% 9%
I use my communications service less, e.g. make less calls, top up PAYG less, reduce my TV package	17 11%	13 11% 78%	2 15% 13%	1 14% 9%	- - -	- - -	- - -	4 20% 22%	3 36% 16%	- - -	- - -	2 10% 12%	3 14% 20%	1 6% 7%	1 14% 9%	2 15% 13%	- - -
I am careful about what I buy/spend	52 34%	41 33% 79%	5 35% 10%	3 33% 6%	2 60% 4%	- - -	1 11% 2%	5 27% 10%	3 41% 6%	6 38% 12%	1 9% 1%	6 30% 12%	9 40% 18%	9 47% 18%	3 33% 6%	5 35% 10%	2 60% 4%
I go without certain larger goods/services - e.g. holidays, building an extension, etc.	21 14%	18 15% 89%	2 15% 11%	- - -	- - -	- - -	- - -	6 34% 31%	1 17% 6%	1 9% 7%	- - -	4 18% 18%	3 13% 15%	2 12% 12%	- - -	2 15% 11%	- - -
I go without certain smaller goods/services - e.g. making clothes last longer	26 17%	22 18% 84%	4 27% 16%	- - -	- - -	- - -	- - -	4 20% 14%	1 17% 5%	2 14% 9%	- - -	6 29% 23%	5 22% 20%	3 17% 13%	- - -	4 27% 16%	- - -
I cut back on luxuries e.g. going out less	44 29%	38 31% 86%	4 27% 9%	1 8% 2%	1 34% 3%	- - -	2 19% 4%	9 47% 20%	4 46% 8%	4 27% 10%	1 15% 2%	6 28% 13%	8 32% 17%	5 26% 12%	1 8% 2%	4 27% 9%	1 34% 3%
I buy cheaper goods/services e.g. branded to value range of foods	28 19%	23 19% 82%	4 27% 15%	1 10% 4%	- - -	- - -	- - -	6 35% 23%	1 17% 5%	6 37% 21%	- - -	3 13% 9%	3 15% 12%	3 17% 12%	1 10% 4%	4 27% 15%	- - -
I borrowed from family/friends	14 9%	12 10% 85%	2 13% 15%	- - -	- - -	- - -	1 9% 7%	5 29% 38%	1 17% 10%	- - -	- - -	2 8% 12%	1 4% 6%	2 9% 13%	- - -	2 13% 15%	- - -
I have asked family/friends to pay the bill/accepted gifts from family and friends	12 8%	12 10% 100%	- - -	- - -	- - -	- - -	3 28% 23%	2 10% 15%	- - -	3 19% 24%	- - -	2 11% 19%	- 11% 18%	2 11% -	- - -	- - -	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	150	122	15	9	4	-	10	18	8	15	7	21	22	21	9	15	4
Weighted Base	152	123	15**	10**	4**	-**	10**	19**	8**	16**	6**	20**	24**	20**	10**	15**	4**
I have taken out a loan from a bank or another company (e.g. payday loan company)	8 5%	8 6% 92%	- - -	- - -	1 19% 8%	- - -	- - -	2 11% 26%	1 17% 16%	- - -	- - -	1 3% 7%	2 10% 28%	1 6% 15%	- - -	- - -	1 19% 8%
I have sold items (e.g. through a pawn shop, eBay, etc.)	17 11%	14 11% 80%	3 22% 20%	- - -	- - -	- - -	- - -	2 11% 13%	2 29% 13%	1 6% 6%	- - -	2 10% 12%	4 17% 24%	2 11% 13%	- - -	3 22% 20%	- - -
I can manage to pay my communications services without making changes to the way I spend my money	20 13%	13 10% 65%	4 26% 20%	3 30% 15%	- - -	- - -	2 15% 8%	- - -	- - -	2 15% 12%	1 23% 7%	3 13% 13%	3 14% 17%	2 8% 8%	3 30% 15%	4 26% 20%	- - -
Other	- -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -
SUMMARY CODES																	
USED COMMS LESS OR CANCELLED SERVICE	26 17%	21 17% 80%	2 15% 9%	1 14% 6%	1 40% 6%	- - -	1 8% 3%	7 40% 29%	3 36% 11%	- - -	- - -	4 21% 17%	4 18% 16%	1 6% 5%	1 14% 6%	2 15% 9%	1 40% 6%
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	82 54%	70 57% 85%	5 35% 6%	5 51% 6%	2 60% 3%	- - -	3 30% 4%	11 61% 14%	7 87% 8%	11 70% 14%	1 24% 2%	9 47% 12%	14 59% 17%	12 62% 15%	5 51% 6%	5 35% 6%	2 60% 3%
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	37 25%	32 26% 87%	4 28% 12%	- - -	1 19% 2%	- - -	3 28% 8%	8 44% 22%	2 29% 6%	4 25% 11%	- - -	5 24% 13%	5 22% 14%	5 25% 13%	- - -	4 28% 12%	1 19% 2%
None of these	23 15%	20 16% 83%	3 19% 12%	1 10% 4%	- - -	- - -	2 20% 9%	3 19% 15%	1 13% 4%	1 3% 2%	2 26% 7%	5 24% 20%	2 9% 9%	4 20% 16%	1 10% 4%	3 19% 12%	- - -
Don't know	7 4%	5 4% 69%	1 7% 16%	1 10% 15%	- - -	- - -	1 9% 14%	1 5% 13%	- - -	- - -	2 28% 26%	- - -	- - -	1 5% 16%	1 10% 15%	1 7% 16%	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	150	129	18	44	99	79	24	15	16	101	128	95	10	96	91	59	64	86
Weighted Base	152	130	18**	42*	102*	86*	25**	14**	14**	109*	133	100*	11**	101*	92*	60*	68*	84*
I have decided to cancel one of my other communications services	16 10%	15 11%	- -	5 11%	10 10%	11 13%	3 12%	1 9%	1 5%	14 13%	16 12%	11 11%	2 21%	12 12%	8 9%	8 13%	4 5%	12 15%
I use my communications service less, e.g. make less calls, top up PAYG less, reduce my TV package	17 11%	16 12%	1 5%	7 16%	10 10%	8 9%	5 18%	1 9%	3 18%	11 10%	15 11%	15 15%	3 23%	15 14%	15 16%	2 3%	10 14%	7 8%
I am careful about what I buy/spend	52 34%	46 35%	6 32%	14 32%	38 37%	32 37%	6 24%	6 41%	6 45%	38 35%	49 37%	39 39%	5 41%	39 39%	34 36%	18 30%	28 41%	24 28%
I go without certain larger goods/services - e.g. holidays, building an extension, etc.	21 14%	18 14%	1 5%	10 24%	10 9%	11 13%	5 18%	3 18%	3 18%	16 14%	21 16%	16 16%	3 23%	16 16%	16 17%	5 8%	12 18%	8 10%
I go without certain smaller goods/services - e.g. making clothes last longer	26 17%	23 18%	3 15%	10 24%	16 15%	14 17%	4 16%	2 16%	4 31%	18 17%	25 19%	19 19%	3 23%	19 19%	19 20%	7 12%	12 18%	14 16%
I cut back on luxuries e.g. going out less	44 29%	39 30%	3 18%	18 42%	25 25%	28 33%	8 34%	3 18%	4 31%	35 32%	41 31%	33 33%	3 29%	34 34%	28 30%	16 27%	22 32%	22 26%
I buy cheaper goods/services e.g. branded to value range of foods	28 19%	26 20%	2 13%	9 22%	18 17%	19 22%	3 12%	4 25%	3 25%	22 20%	28 21%	20 20%	3 23%	20 20%	18 20%	10 16%	18 26%	11 13%
I borrowed from family/friends	14 9%	13 10%	- -	4 9%	7 7%	10 12%	2 7%	1 9%	1 7%	12 11%	14 11%	8 8%	2 19%	9 9%	6 6%	8 14%	3 5%	11 13%
		94%	-	26%	52%	72%	12%	9%	7%	84%	100%	56%	15%	65%	40%	60%	24%	76%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	150	129	18	44	99	79	24	15	16	101	128	95	10	96	91	59	64	86
Weighted Base	152	130	18**	42*	102*	86*	25**	14**	14**	109*	133	100*	11**	101*	92*	60*	68*	84*
I have asked family/friends to pay the bill/accepted gifts from family and friends	12 8%	10 8%	2 10%	4 9%	8 8%	10 11%	2 8%	1 7%	1 7%	12 11%	12 9%	7 7%	2 17%	7 7%	7 7%	6 9%	3 4%	10 11%
		85%	15%	32%	68%	80%	15%	8%	8%	96%	96%	59%	16%	59%	55%	45%	22%	78%
I have taken out a loan from a bank or another company (e.g. payday loan company)	8 5%	8 6%	-	3 7%	5 5%	6 7%	2 9%	-	1 8%	8 8%	8 6%	7 7%	-	7 7%	6 7%	2 3%	4 6%	4 5%
		100%	-	37%	63%	72%	28%	-	14%	100%	100%	85%	-	85%	78%	22%	51%	49%
I have sold items (e.g. through a pawn shop, eBay, etc.)	17 11%	16 12%	-	5 11%	11 11%	12 13%	3 12%	2 16%	1 8%	15 13%	17 13%	15 15%	-	15 14%	13 14%	4 7%	7 10%	10 12%
		95%	-	28%	66%	69%	18%	13%	7%	87%	100%	86%	-	86%	76%	24%	41%	59%
I can manage to pay my communications services without making changes to the way I spend my money	20 13%	17 13%	3 15%	4 9%	14 13%	15 18%	3 12%	-	1 4%	17 16%	18 13%	15 16%	3 26%	15 15%	16 18%	3 6%	13 19%	7 9%
		87%	13%	19%	69%	76%	16%	-	3%	87%	90%	78%	15%	78%	83%	17%	63%	37%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES																		
USED COMMS LESS OR CANCELLED SERVICE	26 17%	24 18%	1 5%	9 20%	16 16%	14 16%	8 30%	1 9%	3 18%	20 18%	24 18%	18 18%	4 33%	19 19%	17 19%	9 15%	10 15%	16 19%
		93%	4%	33%	62%	53%	29%	5%	10%	77%	92%	71%	14%	75%	66%	34%	40%	60%
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	82 54%	71 54%	10 55%	27 64%	54 53%	47 54%	15 59%	8 57%	9 65%	60 55%	76 57%	61 61%	7 60%	62 61%	53 58%	29 48%	43 63%	40 47%
		86%	12%	33%	66%	57%	18%	10%	11%	73%	93%	74%	8%	75%	65%	35%	52%	48%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	150	129	18	44	99	79	24	15	16	101	128	95	10	96	91	59	64	86
Weighted Base	152	130	18**	42*	102*	86*	25**	14**	14**	109*	133	100*	11**	101*	92*	60*	68*	84*
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	37	35	2	11	23	25	8	4	3	32	37	25	3	26	22	16	12	26
	25%	27%	10%	26%	23%	28%	31%	31%	22%	30%	28%	25%	28%	26%	24%	26%	17%	30%
		93%	5%	29%	62%	66%	21%	12%	8%	87%	99%	67%	8%	70%	58%	42%	32%	68%
None of these	23	19	4	5	18	9	3	2	2	13	17	11	1	11	11	13	5	18
	15%	15%	20%	12%	18%	11%	13%	16%	16%	12%	13%	11%	5%	11%	12%	21%	8%	22%
		81%	15%	22%	78%	40%	13%	9%	10%	54%	73%	46%	2%	46%	45%	55%	22%	78%p
Don't know	7	7	-	2	4	2	-	2	-	2	4	1	-	1	3	4	1	6
	4%	5%	-	5%	4%	2%	-	15%	-	2%	3%	1%	-	1%	3%	7%	2%	7%
		100%	-	31%	57%	26%	-	31%	-	26%	56%	16%	-	16%	40%	60%	16%	84%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -****[Prompted - Multi code]****Base: All with any difficulties paying for communication services in the last year**

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	150	80	150	-	27	32	34
Weighted Base	152	83*	152	-**	25**	32*	34*
I have decided to cancel one of my other communications services	16 10%	12 14% 74%	16 10% 100%	- - -	- - -	6 20% 40%	6 19% 41%
I use my communications service less, e.g. make less calls, top up PAYG less, reduce my TV package	17 11%	14 17% 86%	17 11% 100%	- - -	3 11% 17%	4 11% 21%	10 31% 62%
I am careful about what I buy/spend	52 34%	31 37% 60%	52 34% 100%	- - -	7 27% 13%	10 30% 19%	14 40% 27%
I go without certain larger goods/services - e.g. holidays, building an extension, etc.	21 14%	18 21% 85%	21 14% 100%	- - -	6 24% 29%	4 13% 20%	9 25% 41%
I go without certain smaller goods/services - e.g. making clothes last longer	26 17%	17 21% 66%	26 17% 100%	- - -	6 22% 21%	5 16% 19%	13 39% 52%e
I cut back on luxuries e.g. going out less	44 29%	30 36% 67%	44 29% 100%	- - -	8 34% 19%	10 31% 23%	13 37% 28%
I buy cheaper goods/services e.g. branded to value range of foods	28 19%	21 25% 75%	28 19% 100%	- - -	6 25% 22%	5 16% 18%	10 28% 34%
I borrowed from family/friends	14 9%	9 11% 62%	14 9% 100%	- - -	1 5% 9%	9 29% 66%	4 13% 32%
I have asked family/friends to pay the bill/accepted gifts from family and friends	12 8%	6 7% 48%	12 8% 100%	- - -	- - -	7 21% 55%	5 13% 37%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -****[Prompted - Multi code]****Base: All with any difficulties paying for communication services in the last year**

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	150	80	150	-	27	32	34
Weighted Base	152	83*	152	-**	25**	32*	34*
I have taken out a loan from a bank or another company (e.g. payday loan company)	8 5%	8 9% 92%	8 5% 100%	- - -	1 5% 14%	5 15% 58%	4 12% 50%
I have sold items (e.g. through a pawn shop, eBay, etc.)	17 11%	15 18% 89%	17 11% 100%	- - -	6 23% 35%	7 22% 41%	7 22% 44%
I can manage to pay my communications services without making changes to the way I spend my money	20 13%	13 16% 67%	20 13% 100%	- - -	3 11% 14%	3 8% 13%	2 7% 11%
Other	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
SUMMARY CODES							
USED COMMS LESS OR CANCELLED SERVICE	26 17%	19 23% 75%	26 17% 100%	- - -	3 11% 11%	7 23% 28%	12 35% 46%
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	82 54%	52 63% 63%	82 54% 100%	- - -	14 55% 17%	17 53% 21%	22 64% 26%
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	37 25%	25 30% 67%	37 25% 100%	- - -	7 28% 19%	17 54% 46%	13 37% 34%
None of these	23 15%	7 9% 32%	23 15% 100%	- - -	4 18% 19%	1 3% 4%	4 10% 15%
Don't know	7 4%	1 1% 16%	7 4% 100%	- - -	2 8% 29%	2 6% 30%	1 3% 14%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	150	9	7	16	12	8	9
Weighted Base	152	9**	6**	15**	10**	7**	8**
I have decided to cancel one of my other communications services	16 10%	1 15% 8%	1 15% 6%	4 24% 22%	4 34% 22%	2 20% 10%	1 7% 3%
I use my communications service less, e.g. make less calls, top up PAYG less, reduce my TV package	17 11%	4 50% 26%	- - -	1 6% 5%	1 9% 5%	3 42% 18%	2 26% 13%
I am careful about what I buy/spend	52 34%	3 37% 6%	1 23% 3%	4 24% 7%	2 23% 5%	2 25% 4%	2 24% 4%
I go without certain larger goods/services - e.g. holidays, building an extension, etc.	21 14%	3 37% 15%	1 15% 5%	2 16% 11%	1 9% 4%	2 25% 9%	1 18% 7%
I go without certain smaller goods/services - e.g. making clothes last longer	26 17%	4 50% 17%	1 14% 4%	5 32% 18%	2 23% 9%	3 37% 11%	2 29% 9%
I cut back on luxuries e.g. going out less	44 29%	4 48% 9%	4 56% 8%	6 43% 15%	3 29% 7%	4 54% 9%	5 63% 12%
I buy cheaper goods/services e.g. branded to value range of foods	28 19%	3 37% 11%	1 21% 5%	2 16% 8%	1 9% 3%	2 25% 7%	1 18% 5%
I borrowed from family/friends	14 9%	1 11% 7%	1 15% 7%	3 22% 23%	2 20% 15%	- - -	1 7% 4%
I have asked family/friends to pay the bill/accepted gifts from family and friends	12 8%	1 6% 4%	2 30% 16%	- - -	- - -	- - -	1 7% 4%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	150	9	7	16	12	8	9
Weighted Base	152	9**	6**	15**	10**	7**	8**
I have taken out a loan from a bank or another company (e.g. payday loan company)	8 5%	- - -	- - -	1 5% 8%	1 6% 8%	2 22% 20%	1 7% 7%
I have sold items (e.g. through a pawn shop, eBay, etc.)	17 11%	2 26% 13%	- - -	2 12% 11%	2 17% 11%	1 13% 6%	1 7% 3%
I can manage to pay my communications services without making changes to the way I spend my money	20 13%	- - -	- - -	- - -	- - -	- - -	2 19% 8%
Other	- -	- - -	- - -	- - -	- - -	- - -	- - -
SUMMARY CODES							
USED COMMS LESS OR CANCELLED SERVICE	26 17%	4 50% 17%	1 15% 4%	4 30% 17%	4 43% 17%	5 62% 18%	3 33% 10%
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	82 54%	5 60% 6%	6 100% 8%	8 53% 10%	5 48% 6%	4 54% 5%	5 63% 6%
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	37 25%	4 43% 10%	2 30% 5%	5 32% 13%	4 35% 10%	3 34% 7%	1 7% 1%
None of these	23 15%	1 10% 4%	- - -	2 10% 6%	2 20% 9%	1 13% 4%	2 19% 6%
Don't know	7 4%	1 12% 16%	- - -	1 6% 14%	- - -	- - -	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	1719	829	890	133	306	274	263	221	283	239	439	758	522	773	946	306	826	587
Weighted Base	1706	857	850	146	325	296	314	255	201	169	471	865	370	867	839	328	894	484
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	26 1%	12 1% 48%	13 2% 52%	5 3% 18%ei	3 1% 12%	1 * 5%	5 2% 20%	6 2% 24%	5 2% 19%e	1 * 2%	8 2% 30%	12 1% 49%	5 1% 21%	8 1% 30%	18 2% 70% m	1 * 2%	14 2% 56%	11 2% 41% o
Mobile phone (that can't access the internet)	29 2%	12 1% 43%	16 2% 57%	4 3% 15%	7 2% 26%	5 2% 16%	5 1% 16%	4 2% 13%	2 1% 8%	2 1% 6%	12 3% 41%	13 2% 45%	4 1% 14%	12 1% 42%	17 2% 58%	6 2% 20%	13 1% 45%	10 2% 35%
Fixed Landline	43 3%	21 2% 49%	22 3% 51%	9 6% 22% dfi	8 2% 18%	7 2% 16%	6 2% 14%	6 2% 14%	5 2% 11%	2 1% 5%	17 4% 40%	19 2% 44%	7 2% 16%	13 2% 31%	30 4% 69% m	1 * 3%	18 2% 41%	24 5% 56% op
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	38 2%	18 2% 48%	20 2% 52%	4 3% 10%	4 1% 12%	6 2% 16%	10 3% 26%	10 4% 26% i	3 2% 8%	1 1% 3%	8 2% 22%	26 3% 67% l	4 1% 11%	16 2% 42%	22 3% 58%	8 3% 21%	14 2% 36%	16 3% 43% p
Mobile broadband - Through a dongle or USB stick	29 2%	19 2% 65%	10 1% 35%	2 1% 5%	6 2% 19%	7 2% 24% i	5 2% 19%	8 3% 29% hi	1 1% 4%	- - -	7 2% 25%	21 2% 71% l	1 * 4%	9 1% 31%	20 2% 69% m	3 1% 9%	13 1% 45%	13 3% 46%
Calls using a public payphone	38 2%	23 3% 61%	15 2% 39%	3 2% 9% i	15 5% 40% fi	7 2% 18% i	2 1% 5%	6 3% 17% i	4 2% 11% i	- - -	18 4% 49% kl	15 2% 40%	4 1% 11%	16 2% 44%	21 3% 56%	3 1% 8%	18 2% 48%	16 3% 44% o
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	54 3%	25 3% 45%	30 4% 55%	9 6% 17% ei	11 3% 19%	6 2% 11%	10 3% 18%	10 4% 18%	7 4% 13%	2 1% 4%	20 4% 36%	25 3% 47%	9 3% 17%	20 2% 36%	35 4% 64% m	6 2% 12%	27 3% 50%	21 4% 38%
ONLY 1 SERVICE	150 9%	79 9% 53%	71 8% 47%	20 14% 14% i	35 11% 24% i	25 8% 17% i	26 8% 17% i	25 10% 17% i	15 8% 10% i	3 2% 2%	56 12% 37% l	76 9% 50% l	19 5% 12%	67 8% 45%	83 10% 55%	19 6% 13%	80 9% 53%	51 11% 34% o
2 SERVICES	15 1%	8 1% 55%	7 1% 45%	2 1% 13%	2 1% 11%	4 1% 25%	2 1% 15%	2 1% 13%	2 1% 16%	1 1% 7%	4 1% 25%	8 1% 52%	4 1% 23%	4 * 24%	12 1% 76% m	1 * 8%	4 * 24%	10 2% 68% op

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	1719	829	890	133	306	274	263	221	283	239	439	758	522	773	946	306	826	587
Weighted Base	1706	857	850	146	325	296	314	255	201	169	471	865	370	867	839	328	894	484
3 OR MORE SERVICES	6	3	3	1	2	-	1	3	-	-	2	4	-	-	6	-	1	5
	*	*	*	1%	*	-	*	1%	-	-	1%	*	-	-	1%	-	*	1%
		45%	55%	15%	25%	-	15%	45%	-	-	40%	60%	-	-	100% ^m	-	15%	85% ^p
ANY COMMUNICATIONS SERVICE	171	90	81	23	39	29	29	29	18	4	62	87	22	71	100	20	84	66
	10%	11%	10%	16%	12%	10%	9%	12%	9%	3%	13%	10%	6%	8%	12%	6%	9%	14%
		53%	47%	14% ^{hi}	23% ⁱ	17% ⁱ	17% ⁱ	17% ⁱ	10% ⁱ	3%	36% ^l	51% ^l	13%	42%	58% ^m	12%	49%	39% ^{op}
None of these	1497	749	748	121	279	263	282	219	178	155	400	764	333	784	713	303	795	399
	88%	87%	88%	83%	86%	89%	90%	86%	88%	92%	85%	88%	90%	90%	85%	92%	89%	82%
		50%	50%	8%	19%	18%	19%	15%	12%	10% ^{cd}	27%	51%	22% ^j	52% ⁿ	48%	20% ^q	53% ^q	27%
Don't know	38	18	20	2	7	4	3	7	5	10	9	14	15	11	27	4	15	18
	2%	2%	2%	1%	2%	1%	1%	3%	3%	6%	2%	2%	4%	1%	3%	1%	2%	4%
		47%	53%	5%	19%	10%	9%	18%	14%	26% ^{cde}	24%	36%	40% ^k	30%	70% ^m	11%	40%	48% ^{op}

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1719	1440	133	85	61	58	215	152	127	156	160	183	239	150	85	133	61
Weighted Base	1706	1447	130	86*	43*	56*	206	154	125	157	168	191	244	146	86*	130	43*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	26 1%	19 1% 72%	4 3% 16%	3 3% 12%	- - -	- - -	2 1% 7%	3 2% 11%	2 2% 9%	1 1% 4%	1 1% 4%	2 1% 9%	4 2% 15%	3 2% 14%	3 3% 12%	4 3% 16%	- - -
Mobile phone (that can't access the internet)	29 2%	24 2% 85%	3 3% 12%	1 1% 4%	- - -	1 2% 3%	3 1% 9%	7 4% 24% ^g	3 3% 12% ^h	4 2% 13%	- - -	4 2% 14%	2 1% 6%	1 1% 4%	1 1% 4%	3 3% 12% ^o	- - -
Fixed Landline	43 3%	33 2% 76%	6 4% 13%	2 2% 4%	3 6% 7% ^a	- - -	6 3% 14%	5 3% 12%	2 2% 4%	4 2% 9%	3 2% 7%	7 4% 16%	2 1% 5%	4 3% 10%	2 2% 4%	6 4% 13% ^l	3 6% 7% ^{el}
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	38 2%	25 2% 65%	11 8% 28% ^a	2 2% 5%	1 2% 2%	1 2% 3%	2 1% 5%	4 2% 10%	2 2% 6%	3 2% 9%	2 1% 6%	2 1% 5%	4 2% 11%	4 3% 10%	2 2% 5%	11 8% 28% ^{fghijk} lm	1 2% 2%
Mobile broadband - Through a dongle or USB stick	29 2%	21 1% 72%	5 3% 16%	3 3% 10%	1 2% 2%	- - -	2 1% 8%	2 1% 7%	2 2% 8%	3 2% 12%	- - -	2 1% 6%	5 2% 17%	4 3% 14% ^j	3 3% 10% ^j	5 3% 16% ^j	1 2% 2%
Calls using a public payphone	38 2%	28 2% 76%	7 5% 18% ^a	2 3% 7%	- - -	- - -	5 2% 13%	7 5% 19% ^{ijlm}	6 5% 15% ^{ijlm}	2 1% 6%	1 1% 2%	4 2% 12%	3 1% 7%	1 1% 2%	2 3% 7%	7 5% 18% ^{ijlm}	- - -
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	54 3%	43 3% 79%	7 6% 14%	4 5% 7%	- - -	1 2% 2%	4 2% 8%	10 6% 18% ^j	6 5% 10% ^j	5 3% 9%	1 1% 2%	6 3% 12%	6 2% 10%	5 3% 8%	4 5% 7% ^j	7 6% 14% ^j	- - -
ONLY 1 SERVICE	150 9%	106 7% 71%	31 24% 21% ^{acd}	11 12% 7%	2 5% 1%	2 4% 1%	13 7% 9%	23 15% 15% ^{efijk} lm	17 13% 11% ^j	10 6% 7%	5 3% 3%	14 8% 10%	13 5% 9%	9 6% 6%	11 12% 7% ^j	31 24% 21% ^{efhijk} lmnp	2 5% 1%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1719	1440	133	85	61	58	215	152	127	156	160	183	239	150	85	133	61
Weighted Base	1706	1447	130	86*	43*	56*	206	154	125	157	168	191	244	146	86*	130	43*
2 SERVICES	15	13	2	-	-	-	2	2	1	1	1	1	2	3	-	2	-
	1%	1%	2%	-	-	-	1%	1%	1%	1%	1%	1%	1%	2%	-	2%	-
		86%	14%	-	-	-	11%	14%	5%	9%	7%	7%	14%	18%	-	14%	-
3 OR MORE SERVICES	6	4	-	1	1	-	1	-	-	1	-	1	1	1	1	-	1
	*	*	-	1%	2%	-	*	-	-	1%	-	*	*	1%	1%	-	2%
		74%	-	15%	11%	-	14%	-	-	15%	-	15%	15%	15%	15%	-	11%
ANY COMMUNICATIONS SERVICE	171	124	33	11	3	2	16	25	17	12	6	16	16	13	11	33	3
	10%	9%	25%	13%	6%	4%	8%	16%	14%	8%	4%	9%	7%	9%	13%	25%	6%
		72%	19%acd	7%	2%	1%	9%	15%efijk l	10%ejl	7%	4%	10%	9%	7%	7%j	19%efhijk lmnp	2%
None of these	1497	1288	95	74	40	53	188	124	107	143	155	165	226	126	74	95	40
	88%	89%	73%	85%	94%	95%	91%	80%	86%	91%	92%	87%	93%	86%	85%	73%	94%
		86%b	6%	5%b	3%b	4%go	13%go	8%	7%o	10%go	10%go	11%o	15%gho	8%o	5%o	6%	3%go
Don't know	38	35	2	1	-	1	2	5	1	1	7	9	2	7	1	2	-
	2%	2%	2%	1%	-	1%	1%	3%	1%	1%	4%	5%	1%	5%	1%	2%	-
		92%	5%	3%	-	2%	5%	13%	2%	4%	18%l	24%fhil	6%	19%thil	3%	5%	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	1719	1561	147	361	1318	918	183	172	245	1053	1402	1050	157	1096	1204	515	688	1031
Weighted Base	1706	1539	156	316	1350	1004	194	154	207	1143	1434	1093	178	1146	1181	525	716	990
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	26 1%	21 1% 80%	5 3% 20%	10 3% 39% ^d	14 1% 56%	- - -	- - -	4 3% 16% ^{ef}	7 4% 29% ^{ef}	- - -	12 1% 46% ⁱ	12 1% 46%	1 * 3%	13 1% 50%	10 1% 40%	15 3% 60% ⁿ	6 1% 23%	20 2% 77%
Mobile phone (that can't access the internet)	29 2%	22 1% 75%	6 4% 22% ^a	3 1% 10%	26 2% 90%	17 2% 60%	4 2% 13%	- - -	- - -	21 2% 73%	21 1% 73%	16 1% 54%	2 1% 5%	16 1% 54%	13 1% 44%	16 3% 56% ⁿ	6 1% 22%	22 2% 78% ^p
Fixed Landline	43 3%	37 2% 85%	5 3% 13%	14 4% 32% ^d	29 2% 68%	17 2% 39%	7 4% 16%	2 1% 5%	8 4% 17%	24 2% 55%	33 2% 77%	8 1% 18%	4 2% 9%	9 1% 20%	- - -	43 8% 100% ⁿ	7 1% 16%	36 4% 84% ^p
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	38 2%	35 2% 92%	2 1% 6%	10 3% 26%	27 2% 70%	9 1% 23%	9 4% 23% ^e	7 5% 19% ^{ee}	4 2% 12%	17 2% 46%	28 2% 73%	- - -	3 2% 9% ^{km}	3 * 9%	7 1% 19%	31 6% 81% ⁿ	5 1% 12%	34 3% 88% ^p
Mobile broadband - Through a dongle or USB stick	29 2%	28 2% 97%	1 1% 3%	6 2% 19%	22 2% 77%	13 1% 44%	10 5% 34% ^e	3 2% 11%	6 3% 20%	19 2% 66%	25 2% 88%	17 2% 58%	- - -	17 1% 58%	15 1% 51%	14 3% 49% ⁿ	13 2% 46%	16 2% 54%
Calls using a public payphone	38 2%	30 2% 80%	7 5% 20% ^a	10 3% 26%	27 2% 72%	25 2% 66%	8 4% 20%	2 2% 6%	4 2% 11%	30 3% 79%	35 2% 93%	24 2% 63%	7 4% 19%	25 2% 67%	22 2% 58%	16 3% 42%	17 2% 45%	21 2% 55%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	54 3%	42 3% 78%	11 7% 21% ^a	13 4% 23%	40 3% 74%	17 2% 32%	4 2% 7%	4 3% 8%	7 4% 14%	21 2% 38%	33 2% 60%	27 3% 51%	2 1% 4%	28 2% 52%	23 2% 42%	32 6% 58% ⁿ	12 2% 22%	42 4% 78% ^p

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	1719	1561	147	361	1318	918	183	172	245	1053	1402	1050	157	1096	1204	515	688	1031
Weighted Base	1706	1539	156	316	1350	1004	194	154	207	1143	1434	1093	178	1146	1181	525	716	990
ONLY 1 SERVICE	150	126	23	28	117	69	24	12	16	89	112	69	12	74	60	90	42	108
	9%	8%	15%	9%	9%	7%	12%	8%	8%	8%	8%	6%	7%	6%	5%	17%	6%	11%
		84%	15% ^a	19%	78%	46%	16% ^e	8%	11%	59%	75%	46%	8%	49%	40%	60% ⁿ	28%	72% ^p
2 SERVICES	15	14	-	5	10	5	3	2	3	6	11	3	3	5	3	12	4	11
	1%	1%	-	2%	1%	*	2%	1%	1%	1%	1%	*	1%	*	*	2%	1%	1%
		94%	-	32%	68%	31%	19%	13%	20%	42%	75%	22%	17%	30%	21%	79% ⁿ	26%	74%
3 OR MORE SERVICES	6	5	1	3	3	1	2	1	2	2	5	-	-	-	-	6	1	5
	*	*	1%	1%	*	*	1%	1%	1%	*	*	-	-	-	-	1%	*	1%
		85%	15%	56% ^d	44%	11%	29% ^e	15%	30% ^e	40%	85%	-	-	-	-	100% ⁿ	15%	85%
ANY COMMUNICATIONS SERVICE	171	146	24	36	130	74	29	15	21	98	129	72	14	78	63	108	46	125
	10%	9%	15%	12%	10%	7%	15%	10%	10%	9%	9%	7%	8%	7%	5%	21%	6%	13%
		85%	14% ^a	21%	76%	43%	17% ^e	9%	12%	57%	75%	42%	8%	46%	37%	63% ⁿ	27%	73% ^p
None of these	1497	1359	129	273	1195	919	160	135	186	1031	1287	1014	160	1060	1102	395	664	833
	88%	88%	83%	86%	89%	92%	83%	88%	89%	90%	90%	93%	90%	92%	93%	75%	93%	84%
		91%	9%	18%	80%	61% ^f	11%	9%	12%	69%	86%	68%	11%	71%	74% ^o	26%	44% ^q	56%
Don't know	38	34	3	7	26	10	5	4	1	14	18	7	4	8	15	23	6	32
	2%	2%	2%	2%	2%	1%	3%	3%	1%	1%	1%	1%	2%	1%	1%	4%	1%	3%
		89%	8%	18%	67%	27%	14%	11%	3%	37%	47%	19%	11%	21%	41%	59% ⁿ	16%	84% ^p

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)**Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]****Base: All with some responsibility for communications services**

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	1719	755	150	1535	27	32	34
Weighted Base	1706	773	152	1522	25**	32*	34*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	26 1%	8 1% 31%	9 6% 34% ^c	17 1% 66%	3 11% 11%	1 3% 4%	5 14% 19%
Mobile phone (that can't access the internet)	29 2%	11 1% 39%	6 4% 22% ^c	21 1% 74%	1 4% 3%	3 8% 9%	2 5% 6%
Fixed Landline	43 3%	3 * 6%	15 10% 34% ^c	28 2% 64%	6 22% 13%	7 22% 16%	4 11% 8%
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	38 2%	4 1% 10%	10 7% 27% ^c	27 2% 71%	3 13% 9%	3 8% 7%	3 8% 7%
Mobile broadband - Through a dongle or USB stick	29 2%	9 1% 32%	7 5% 26% ^c	20 1% 70%	4 15% 13%	3 8% 9%	6 16% 19%
Calls using a public payphone	38 2%	16 2% 41%	8 5% 22% ^c	28 2% 74%	3 13% 9%	3 8% 7%	4 13% 11%
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	54 3%	19 2% 35%	15 10% 28% ^c	38 3% 70%	4 14% 7%	4 12% 7%	6 19% 12%
ONLY 1 SERVICE	150 9%	44 6% 29%	29 19% 19% ^c	116 8% 78%	6 23% 4%	12 39% 8%	9 26% 6%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]****Base: All with some responsibility for communications services**

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	1719	755	150	1535	27	32	34
Weighted Base	1706	773	152	1522	25**	32*	34*
2 SERVICES	15	3	5	10	1	2	1
	1%	*	4%	1%	4%	6%	3%
		21%	35% ^c	65%	6%	13%	6%
3 OR MORE SERVICES	6	-	4	2	3	1	3
	*	-	3%	*	11%	2%	8%
		-	70% ^c	30%	45%	11%	44%
ANY COMMUNICATIONS SERVICE	171	47	38	128	9	15	13
	10%	6%	25%	8%	38%	47%	37%
		28%	22% ^c	75%	6%	9%	7%
None of these	1497	720	109	1378	15	17	20
	88%	93%	72%	91%	59%	53%	57%
		48%	7%	92% ^b	1%	1%	1%
Don't know	38	6	5	16	1	-	2
	2%	1%	3%	1%	4%	-	6%
		15%	12%	43%	3%	-	5%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	1719	26	29	46	38	27	37
Weighted Base	1706	26**	29**	43*	38*	29**	38*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	26 1%	26 100% 100%	- - -	5 11% 19%	4 10% 14%	1 3% 4%	2 5% 7%
Mobile phone (that can't access the internet)	29 2%	- - -	29 100% 100%	3 7% 11%	2 5% 7%	1 3% 3%	1 2% 3%
Fixed Landline	43 3%	5 19% 11%	3 11% 7%	43 100% 100%df	10 25% 23%	4 16% 10%	5 12% 11%
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	38 2%	4 14% 10%	2 7% 5%	10 23% 25%f	38 100% 100%cf	3 12% 9%	2 5% 5%
Mobile broadband - Through a dongle or USB stick	29 2%	1 4% 3%	1 3% 3%	4 10% 16%	3 9% 12%	29 100% 100%	4 11% 14%
Calls using a public payphone	38 2%	2 7% 5%	1 3% 2%	5 11% 12%	2 5% 5%	4 14% 11%	38 100% 100%cd
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	54 3%	26 100% 47%	29 100% 53%	8 18% 15%	6 15% 11%	2 6% 3%	3 7% 5%
ONLY 1 SERVICE	150 9%	20 78% 13%	25 85% 16%	26 60% 17%	27 72% 18%	22 77% 15%	30 79% 20%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]****Base: All with some responsibility for communications services**

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	1719	26	29	46	38	27	37
Weighted Base	1706	26**	29**	43*	38*	29**	38*
2 SERVICES	15	2	3	11	5	3	6
	1%	8%	12%	25%	13%	12%	16%
		13%	22%	72%	32%	22%	39%
3 OR MORE SERVICES	6	4	1	6	6	3	2
	*	14%	3%	14%	16%	12%	5%
		60%	15%	100%	100%	55%	30%
ANY COMMUNICATIONS SERVICE	171	26	29	43	38	29	38
	10%	100%	100%	100%	100%	100%	100%
		15%	17%	25%	22%	17%	22%
None of these	1497	-	-	-	-	-	-
	88%	-	-	-	-	-	-
		-	-	-	-	-	-
Don't know	38	-	-	-	-	-	-
	2%	-	-	-	-	-	-
		-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	26 1%	12 1% 48%	13 1% 52%	5 2% 18%	3 1% 12%	1 * 5%	5 1% 20%	6 2% 24%	5 2% 19%	1 * 2%	8 1% 30%	12 1% 49%	5 1% 21%	8 1% 30%	18 2% 70%	1 * 2%	14 1% 56%	11 2% 41%
Mobile phone (that can't access the internet)	29 1%	12 1% 43%	16 1% 57%	4 1% 15%	7 2% 26%	5 1% 16%	5 1% 16%	4 1% 13%	2 1% 8%	2 1% 6%	12 2% 41%	13 1% 45%	4 1% 14%	12 1% 42%	17 2% 58%	6 1% 20%	13 1% 45%	10 2% 35%
Fixed Landline	43 2%	21 2% 49%	22 2% 51%	9 3% 22%	8 2% 18%	7 2% 16%	6 2% 14%	6 2% 14%	5 2% 11%	2 1% 5%	17 2% 40%	19 2% 44%	7 2% 16%	13 1% 31%	30 3% 69%	1 * 3%	18 2% 41%	24 4% 56%
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	38 2%	18 2% 48%	20 2% 52%	4 1% 10%	4 1% 12%	6 2% 16%	10 3% 26%	10 3% 26%	3 1% 8%	1 1% 3%	8 1% 22%	26 3% 67%	4 1% 11%	16 2% 42%	22 2% 58%	8 2% 21%	14 1% 36%	16 3% 43%
Mobile broadband - Through a dongle or USB stick	29 1%	19 2% 65%	10 1% 35%	2 1% 5%	6 1% 19%	7 2% 24%	5 1% 19%	8 3% 29%	1 * 4%	- - -	7 1% 25%	21 2% 71%	1 * 4%	9 1% 31%	20 2% 69%	3 1% 9%	13 1% 45%	13 2% 46%
Calls using a public payphone	38 2%	23 2% 61%	15 1% 39%	3 1% 9%	15 4% 40%	7 2% 18%	2 1% 5%	6 2% 17%	4 2% 11%	- - -	18 3% 49%	15 1% 40%	4 1% 11%	16 2% 44%	21 2% 56%	3 1% 8%	18 2% 48%	16 3% 44%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	54 3%	25 2% 45%	30 3% 55%	9 3% 17%	11 3% 19%	6 2% 11%	10 3% 18%	10 3% 18%	7 3% 13%	2 1% 4%	20 3% 36%	25 3% 47%	9 2% 17%	20 2% 36%	35 3% 64%	6 2% 12%	27 2% 50%	21 3% 38%
ONLY 1 SERVICE	150 7%	79 8% 53%	71 6% 47%	20 7% 14%	35 9% 24%	25 7% 17%	26 7% 17%	25 8% 17%	15 7% 10%	3 2% 2%	56 8% 37%	76 7% 50%	19 4% 12%	67 6% 45%	83 8% 55%	19 5% 13%	80 7% 53%	51 8% 34%
2 SERVICES	15 1%	8 1% 55%	7 1% 45%	2 1% 13%	2 * 11%	4 1% 25%	2 1% 15%	2 1% 13%	2 1% 16%	1 1% 7%	4 1% 25%	8 1% 52%	4 1% 23%	4 * 24%	12 1% 76%	1 * 8%	4 * 24%	10 2% 68%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
3 OR MORE SERVICES	6	3	3	1	2	-	1	3	-	-	2	4	-	-	6	-	1	5
	*	*	*	*	*	-	*	1%	-	-	*	*	-	-	1%	-	*	1%
		45%	55%	15%	25%	-	15%	45%	-	-	40%	60%	-	-	100% ^m	-	15%	85% ^p
ANY COMMUNICATIONS SERVICE	171	90	81	23	39	29	29	29	18	4	62	87	22	71	100	20	84	66
	8%	9%	7%	8%	9%	8%	8%	10%	8%	2%	9%	9%	5%	7%	9%	5%	8%	11%
		53%	47%	14% ⁱ	23% ⁱ	17% ⁱ	17% ⁱ	17% ⁱ	10% ⁱ	3%	36% ^l	51% ^l	13%	42%	58% ^m	12%	49%	39% ^{op}
None of these	1497	749	748	121	279	263	282	219	178	155	400	764	333	784	713	303	795	399
	70%	72%	68%	40%	68%	78%	77%	72%	79%	82%	56%	76%	80%	74%	66%	77%	71%	63%
		50% ^b	50%	8%	19% ^c	18% ^{cd}	19% ^{cd}	15% ^c	12% ^{cdg}	10% ^{cdg}	27%	51% ^j	22% ^{jk}	52% ⁿ	48%	20% ^q	53% ^q	27%
Don't know	38	18	20	2	7	4	3	7	5	10	9	14	15	11	27	4	15	18
	2%	2%	2%	1%	2%	1%	1%	2%	2%	5%	1%	1%	4%	1%	2%	1%	1%	3%
		47%	53%	5%	19%	10%	9%	18%	14%	26% ^{cde}	24%	36%	40% ^{jk}	30%	70% ^m	11%	40%	48% ^p
Not asked	430	180	250	154	86	43	52	50	24	20	240	145	44	195	235	67	217	146
	20%	17%	23%	51%	21%	13%	14%	16%	11%	11%	34%	14%	11%	18%	22%	17%	20%	23%
		42%	58% ^a	36% ^{def}	20% ^{efh}	10%	12%	12%	6%	5%	56% ^{kl}	34%	10%	45%	55%	15%	51%	34% ^o

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	26 1%	19 1% 72%	4 2% 16%	3 3% 12%	- - -	- - -	2 1% 7%	3 2% 11%	2 1% 9%	1 1% 4%	1 * 4%	2 1% 9%	4 1% 15%	3 2% 14%	3 3% 12%	4 2% 16%	- - -
Mobile phone (that can't access the internet)	29 1%	24 1% 85%	3 2% 12%	1 1% 4%	- - -	1 1% 3%	3 1% 9%	7 4% 24% ^g _l	3 2% 12% ^g	4 2% 13%	- - -	4 1% 14%	2 1% 6%	1 1% 4%	1 1% 4%	3 2% 12%	- - -
Fixed Landline	43 2%	33 2% 76%	6 3% 13%	2 2% 4%	3 6% 7% ^a	- - -	6 2% 14%	5 3% 12%	2 1% 4%	4 2% 9%	3 1% 7%	7 3% 16%	2 1% 5%	4 2% 10%	2 2% 4%	6 3% 13%	3 6% 7% ^{el}
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	38 2%	25 1% 65%	11 6% 28% ^a	2 2% 5%	1 1% 2%	1 1% 3%	2 1% 5%	4 2% 10%	2 2% 6%	3 2% 9%	2 1% 6%	2 1% 5%	4 1% 11%	4 2% 10%	2 2% 5%	11 6% 28% ^{fijkl}	1 1% 2%
Mobile broadband - Through a dongle or USB stick	29 1%	21 1% 72%	5 3% 16%	3 3% 10%	1 1% 2%	- - -	2 1% 8%	2 1% 7%	2 2% 8%	3 2% 12%	- - -	2 1% 6%	5 2% 17%	4 2% 14% ^j	3 3% 10% ^j	5 3% 16% ^j	1 1% 2%
Calls using a public payphone	38 2%	28 2% 76%	7 4% 18%	2 2% 7%	- - -	- - -	5 2% 13%	7 4% 19% ^{ijlm}	6 4% 15% ^{ijlm}	2 1% 6%	1 * 2%	4 2% 12%	3 1% 7%	1 * 2%	2 2% 7%	7 4% 18% ^{ijlm}	- - -
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	54 3%	43 2% 79%	7 4% 14%	4 4% 7%	- - -	1 1% 2%	4 2% 8%	10 5% 18% ^{ajl}	6 4% 10% ^j	5 3% 9%	1 * 2%	6 2% 12%	6 2% 10%	5 3% 8%	4 4% 7% ^j	7 4% 14% ^j	- - -
ONLY 1 SERVICE	150 7%	106 6% 71%	31 17% 21% ^{ad}	11 10% 7%	2 4% 1%	2 3% 1%	13 5% 9%	23 12% 15% ^{efijk} _{lm}	17 11% 11% ^{efijkl}	10 5% 7%	5 2% 3%	14 5% 10%	13 4% 9%	9 5% 6%	11 10% 7% ^j	31 17% 21% ^{efijkl} _{mp}	2 4% 1%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
2 SERVICES	15	13	2	-	-	-	2	2	1	1	1	1	2	3	-	2	-
	1%	1%	1%	-	-	-	1%	1%	1%	1%	1%	*	1%	2%	-	1%	-
		86%	14%	-	-	-	11%	14%	5%	9%	7%	7%	14%	18%	-	14%	-
3 OR MORE SERVICES	6	4	-	1	1	-	1	-	-	1	-	1	1	1	1	-	1
	*	*	-	1%	1%	-	*	-	-	*	-	*	*	1%	1%	-	1%
		74%	-	15%	11%	-	14%	-	-	15%	-	15%	15%	15%	-	-	11%
ANY COMMUNICATIONS SERVICE	171	124	33	11	3	2	16	25	17	12	6	16	16	13	11	33	3
	8%	7%	18%	11%	6%	3%	6%	14%	11%	7%	3%	6%	5%	8%	11%	18%	6%
		72%	19% ^{ad}	7%	2%	1%	9%	15% ^{efijk}	10% ^{ejl}	7%	4%	10%	9%	7%	7% ^{ej}	19% ^{efijkl}	2%
None of these	1497	1288	95	74	40	53	188	124	107	143	155	165	226	126	74	95	40
	70%	72%	52%	69%	83%	70%	75%	67%	71%	76%	74%	62%	74%	74%	69%	52%	83%
		86% ^b	6%	5% ^b	3% ^{ab}	4% ^o	13% ^{ko}	8% ^o	7% ^o	10% ^{ko}	10% ^{ko}	11%	15% ^{ko}	8% ^{ko}	5% ^o	6%	3% ^{gko}
Don't know	38	35	2	1	-	1	2	5	1	1	7	9	2	7	1	2	-
	2%	2%	1%	1%	-	1%	1%	3%	1%	1%	3%	3%	1%	4%	1%	1%	-
		92%	5%	3%	-	2%	5%	13%	2%	4%	18% ^l	24% ^{fl}	6%	19% ^{fhil}	3%	5%	-
Not asked	430	352	51	21	5	20	44	31	25	31	41	76	62	23	21	51	5
	20%	20%	28%	19%	11%	26%	18%	17%	17%	16%	20%	28%	20%	14%	19%	28%	11%
		82%	12% ^{ad}	5%	1%	5% ^{mp}	10%	7%	6%	7%	10%	18% ^{fghijlmp}	14%	5%	5%	12% ^{fghimp}	1%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	26 1%	21 1% 80%	5 2% 20%	10 3% 39% ^d	14 1% 56%	- - -	- - -	4 2% 16% ^{ef}	7 3% 29% ^{ef}	- - -	12 1% 46% ^{ai}	12 1% 46%	1 * 3%	13 1% 50%	10 1% 40%	15 2% 60% ⁿ	6 1% 23%	20 2% 77%
Mobile phone (that can't access the internet)	29 1%	22 1% 75%	6 3% 22%	3 1% 10%	26 2% 90%	17 1% 60%	4 1% 13%	- - -	- - -	21 1% 73%	21 1% 73%	16 1% 54%	2 1% 5%	16 1% 54%	13 1% 44%	16 2% 56% ⁿ	6 1% 22%	22 2% 78% ^p
Fixed Landline	43 2%	37 2% 85%	5 2% 13%	14 4% 32% ^d	29 2% 68%	17 1% 39%	7 3% 16%	2 1% 5%	8 3% 17% ^e	24 2% 55%	33 2% 77%	8 1% 18%	4 2% 9%	9 1% 20%	- - -	43 6% 100% ⁿ	7 1% 16%	36 3% 84% ^p
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	38 2%	35 2% 92%	2 1% 6%	10 3% 26%	27 2% 70%	9 1% 23%	9 3% 23% ^e	7 4% 19% ^{ee}	4 2% 12%	17 1% 46%	28 2% 73%	- - -	3 2% 9% ^{km}	3 * 9%	7 * 19%	31 5% 81% ⁿ	5 1% 12%	34 3% 88% ^p
Mobile broadband - Through a dongle or USB stick	29 1%	28 1% 97%	1 * 3%	6 1% 19%	22 1% 77%	13 1% 44%	10 4% 34% ^e	3 2% 11%	6 2% 20%	19 1% 66%	25 1% 88%	17 1% 58%	- - -	17 1% 58%	15 1% 51%	14 2% 49%	13 1% 46%	16 1% 54%
Calls using a public payphone	38 2%	30 2% 80%	7 3% 20%	10 3% 26%	27 2% 72%	25 2% 66%	8 3% 20%	2 1% 6%	4 2% 11%	30 2% 79%	35 2% 93%	24 2% 63%	7 3% 19%	25 2% 67%	22 1% 58%	16 2% 42%	17 2% 45%	21 2% 55%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	54 3%	42 2% 78%	11 5% 21% ^a	13 3% 23%	40 2% 74%	17 1% 32%	4 1% 7%	4 2% 8%	7 3% 14% ^e	21 1% 38%	33 2% 60%	27 2% 51%	2 1% 4%	28 2% 52%	23 2% 42%	32 5% 58% ⁿ	12 1% 22%	42 3% 78% ^p

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
ONLY 1 SERVICE	150	126	23	28	117	69	24	12	16	89	112	69	12	74	60	90	42	108
	7%	7%	9%	7%	7%	5%	9%	7%	7%	6%	6%	5%	5%	5%	4%	13%	5%	9%
		84%	15%	19%	78%	46%	16%e	8%	11%	59%	75%	46%	8%	49%	40%	60% ⁿ	28%	72% ^p
2 SERVICES	15	14	-	5	10	5	3	2	3	6	11	3	3	5	3	12	4	11
	1%	1%	-	1%	1%	*	1%	1%	1%	*	1%	*	1%	*	*	2%	*	1%
		94%	-	32%	68%	31%	19%	13%	20%	42%	75%	22%	17%	30%	21%	79% ⁿ	26%	74%
3 OR MORE SERVICES	6	5	1	3	3	1	2	1	2	2	5	-	-	-	-	6	1	5
	*	*	*	1%	*	*	1%	1%	1%	*	*	-	-	-	-	1%	*	*
		85%	15%	56% ^d	44%	11%	29% ^e	15%	30% ^e	40%	85%	-	-	-	-	100% ⁿ	15%	85%
ANY COMMUNICATIONS SERVICE	171	146	24	36	130	74	29	15	21	98	129	72	14	78	63	108	46	125
	8%	8%	10%	10%	8%	6%	11%	8%	9%	7%	7%	5%	7%	5%	4%	16%	5%	10%
		85%	14%	21%	76%	43%	17% ^e	9%	12%	57%	75%	42%	8%	46%	37%	63% ⁿ	27%	73% ^p
None of these	1497	1359	129	273	1195	919	160	135	186	1031	1287	1014	160	1060	1102	395	664	833
	70%	72%	53%	73%	70%	72%	63%	73%	79%	70%	72%	74%	74%	74%	75%	58%	73%	68%
		91% ^b	9%	18%	80%	61% ^f	11%	9% ^f	12% ^{ef}	69%	86%	68%	11%	71%	74% ^o	26%	44% ^q	56%
Don't know	38	34	3	7	26	10	5	4	1	14	18	7	4	8	15	23	6	32
	2%	2%	1%	2%	2%	1%	2%	2%	1%	1%	1%	1%	2%	1%	1%	3%	1%	3%
		89%	8%	18%	67%	27%	14%	11%	3%	37%	47%	19%	11% ^k	21%	41%	59% ⁿ	16%	84% ^p
Not asked	430	337	88	60	351	279	61	30	28	324	363	281	39	295	280	150	190	240
	20%	18%	36%	16%	21%	22%	24%	16%	12%	22%	20%	20%	18%	20%	19%	22%	21%	20%
		79%	20% ^a	14%	82% ^c	65% ^h	14% ^h	7%	7%	75%	84%	65%	9%	69%	65%	35%	44%	56%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)**Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]****Base: All Adults 16+ in the UK**

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	26 1%	8 1% 31%	9 6% 34% ^c	17 1% 66%	3 11% 11%	1 3% 4%	5 14% 19%
Mobile phone (that can't access the internet)	29 1%	11 1% 39%	6 4% 22% ^c	21 1% 74%	1 4% 3%	3 8% 9%	2 5% 6%
Fixed Landline	43 2%	3 * 6%	15 10% 34% ^c	28 2% 64%	6 22% 13%	7 22% 16%	4 11% 8%
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	38 2%	4 * 10%	10 7% 27% ^c	27 2% 71%	3 13% 9%	3 8% 7%	3 8% 7%
Mobile broadband - Through a dongle or USB stick	29 1%	9 1% 32%	7 5% 26% ^c	20 1% 70%	4 15% 13%	3 8% 9%	6 16% 19%
Calls using a public payphone	38 2%	16 2% 41%	8 5% 22% ^c	28 2% 74%	3 13% 9%	3 8% 7%	4 13% 11%
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	54 3%	19 2% 35%	15 10% 28% ^c	38 3% 70%	4 14% 7%	4 12% 7%	6 19% 12%
ONLY 1 SERVICE	150 7%	44 5% 29%	29 19% 19% ^c	116 8% 78%	6 23% 4%	12 39% 8%	9 26% 6%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]****Base: All Adults 16+ in the UK**

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
2 SERVICES	15	3	5	10	1	2	1
	1%	*	4%	1%	4%	6%	3%
		21%	35% ^c	65%	6%	13%	6%
3 OR MORE SERVICES	6	-	4	2	3	1	3
	*	-	3%	*	11%	2%	8%
		-	70% ^c	30%	45%	11%	44%
ANY COMMUNICATIONS SERVICE	171	47	38	128	9	15	13
	8%	5%	25%	8%	38%	47%	37%
		28%	22% ^c	75%	6%	9%	7%
None of these	1497	720	109	1378	15	17	20
	70%	77%	72%	91%	59%	53%	57%
		48%	7%	92% ^b	1%	1%	1%
Don't know	38	6	5	16	1	-	2
	2%	1%	3%	1%	4%	-	6%
		15%	12%	43%	3%	-	5%
Not asked	430	163	-	-	-	-	-
	20%	17%	-	-	-	-	-
		38%	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	26 1%	26 100% 100%	- - -	5 11% 19%	4 10% 14%	1 3% 4%	2 5% 7%
Mobile phone (that can't access the internet)	29 1%	- - -	29 100% 100%	3 7% 11%	2 5% 7%	1 3% 3%	1 2% 3%
Fixed Landline	43 2%	5 19% 11%	3 11% 7%	43 100% 100%df	10 25% 23%	4 16% 10%	5 12% 11%
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	38 2%	4 14% 10%	2 7% 5%	10 23% 25%ef	38 100% 100%cf	3 12% 9%	2 5% 5%
Mobile broadband - Through a dongle or USB stick	29 1%	1 4% 3%	1 3% 3%	4 10% 16%	3 9% 12%	29 100% 100%	4 11% 14%
Calls using a public payphone	38 2%	2 7% 5%	1 3% 2%	5 11% 12%	2 5% 5%	4 14% 11%	38 100% 100%cd
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	54 3%	26 100% 47%	29 100% 53%	8 18% 15%	6 15% 11%	2 6% 3%	3 7% 5%
ONLY 1 SERVICE	150 7%	20 78% 13%	25 85% 16%	26 60% 17%	27 72% 18%	22 77% 15%	30 79% 20%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]****Base: All Adults 16+ in the UK**

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
2 SERVICES	15	2	3	11	5	3	6
	1%	8%	12%	25%	13%	12%	16%
		13%	22%	72%	32%	22%	39%
3 OR MORE SERVICES	6	4	1	6	6	3	2
	*	14%	3%	14%	16%	12%	5%
		60%	15%	100%	100%	55%	30%
ANY COMMUNICATIONS SERVICE	171	26	29	43	38	29	38
	8%	100%	100%	100%	100%	100%	100%
		15%	17%	25%	22%	17%	22%
None of these	1497	-	-	-	-	-	-
	70%	-	-	-	-	-	-
		-	-	-	-	-	-
Don't know	38	-	-	-	-	-	-
	2%	-	-	-	-	-	-
		-	-	-	-	-	-
Not asked	430	-	-	-	-	-	-
	20%	-	-	-	-	-	-
		-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	179	90	89	21	40	31	27	28	24	8	61	86	32	64	115	19	80	80
Weighted Base	181	96*	85*	23**	43*	31**	31**	30**	18**	5**	66*	92*	23**	77*	103	20**	91*	70*
No negative effect at all	91	47	44	12	27	15	17	12	7	2	39	43	9	48	43	10	57	24
	50%	49%	52%	50%	63%	48%	53%	39%	39%	42%	58%	47%	39%	62%	41%	47%	63%	35%
		51%	49%	13%	30%	16%	18%	13%	8%	2%	43%	48%	10%	53% ⁿ	47%	11%	63% ^q	27%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15	10	5	2	6	2	3	1	2	-	7	6	2	8	7	-	13	2
	8%	11%	6%	7%	13%	6%	10%	4%	10%	-	11%	7%	8%	11%	7%	-	14%	3%
		68%	32%	11%	37%	13%	20%	8%	12%	-	48%	40%	12%	54%	46%	-	84% ^q	16%
Prevents access to emergency services and information that keeps people safer	4	2	2	2	1	-	-	1	1	1	2	1	1	2	3	-	2	3
	2%	2%	3%	7%	2%	-	-	3%	4%	13%	3%	1%	6%	2%	3%	-	2%	4%
		48%	52%	34%	17%	-	-	21%	14%	14%	51%	21%	28%	34%	66%	-	34%	66%
Prevents access to information, e.g. news, health information, educational content etc	12	6	6	4	1	-	1	5	2	-	4	6	2	6	6	3	4	5
	7%	7%	7%	15%	2%	-	4%	15%	12%	-	7%	6%	9%	8%	6%	16%	4%	7%
		52%	48%	30%	6%	-	10%	38%	17%	-	36%	47%	17%	51%	49%	27%	32%	42%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9	6	3	3	1	-	-	3	1	-	4	3	1	6	3	2	6	1
	5%	6%	4%	12%	3%	-	-	11%	8%	-	6%	4%	7%	8%	3%	10%	6%	1%
		65%	35%	31%	13%	-	-	39%	17%	-	44%	39%	17%	70%	30%	24%	66%	10%
Prevents access to other key services (e.g. bank, utilities, doctors\health services)	12	6	6	3	-	1	2	3	2	1	3	7	2	6	6	3	3	6
	7%	6%	7%	15%	-	3%	8%	11%	9%	13%	5%	7%	10%	8%	6%	17%	3%	9%
		50%	50%	28%	-	8%	20%	27%	13%	5%	28%	54%	18%	51%	49%	28%	24%	49%
Miss out on contact with family/friends	19	9	10	3	2	3	2	4	3	1	5	10	4	3	16	-	7	12
	10%	9%	12%	13%	4%	11%	6%	15%	17%	23%	7%	10%	18%	4%	15%	-	8%	17%
		47%	53%	16%	10%	18%	10%	24%	16%	6%	26%	52%	22%	16%	84% ^m	-	38%	62%
Less able to look for work	13	7	7	4	4	3	2	1	-	-	8	5	-	2	11	1	4	9
	7%	7%	8%	15%	10%	9%	6%	3%	-	-	12%	6%	-	3%	11%	4%	4%	13%
		49%	51%	27%	32%	20%	14%	7%	-	-	59%	41%	-	17%	83%	7%	27%	66% ^{sp}

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	179	90	89	21	40	31	27	28	24	8	61	86	32	64	115	19	80	80
Weighted Base	181	96*	85*	23**	43*	31**	31**	30**	18**	5**	66*	92*	23**	77*	103	20**	91*	70*
Less able to carry out work from home	5 3%	1 1%	3 4%	1 4%	- -	- -	2 8%	1 5%	- -	- -	1 1%	4 4%	- -	4 5%	1 1%	2 12%	2 3%	- -
		29%	71%	20%	-	-	51%	29%	-	-	20%	80%	-	80%	20%	51%	49%	-
Makes it more difficult to find the cheapest goods/services	12 6%	6 6%	6 7%	1 5%	1 1%	3 11%	2 7%	3 11%	1 5%	- -	2 3%	9 10%	1 4%	4 5%	8 8%	2 10%	1 2%	8 12%
		50%	50%	10%	5%	30%	18%	30%	8%	-	15%	77%	8%	30%	70%	18%	12%	70%p
Difficult to stay organised e.g. online shopping, etc	11 6%	4 4%	7 8%	3 11%	2 4%	1 4%	- -	6 19%	- -	- -	4 7%	7 7%	- -	5 7%	6 6%	- -	5 6%	6 8%
		37%	63%	24%	15%	11%	-	50%	-	-	39%	61%	-	48%	52%	-	48%	52%
Less entertainment	23 13%	10 11%	13 16%	5 20%	4 9%	4 14%	6 20%	3 11%	1 3%	1 11%	9 13%	14 15%	1 5%	9 12%	14 14%	3 15%	8 9%	12 17%
		43%	57%	20%	17%	18%	27%	14%	2%	2%	37%	59%	5%	39%	61%	13%	36%	51%
Lack of support for special needs	4 2%	2 2%	2 2%	- -	- -	1 4%	- -	3 9%	- -	- -	- -	4 4%	- -	- -	4 4%	- -	- -	4 6%
		54%	46%	-	-	31%	-	69%	-	-	-	100%	-	-	100%	-	-	100%p
Other	2 1%	1 1%	1 1%	- -	- -	1 2%	- -	- -	1 6%	- -	- -	1 1%	1 5%	- -	2 2%	- -	- -	2 2%
		67%	33%	-	-	33%	-	-	67%	-	-	33%	67%	-	100%	-	-	100%
SUMMARY CODES																		
NO NEGATIVE EFFECT AT ALL	106 59%	57 59%	49 58%	13 58%	32 76%	17 55%	20 63%	13 43%	9 49%	2 42%	46 69%	49 54%	11 47%	56 73%	49 48%	10 47%	70 77%	27 38%
		54%	46%	13%	31%	16%	19%	12%	8%	2%	43%	47%	10%	53% n	47%	9%	66% q	25%
PREVENTS ACCESS TO INFO/ SERVICES	22 12%	11 12%	11 13%	6 24%	3 6%	1 3%	2 8%	6 21%	3 18%	1 13%	8 12%	10 11%	4 17%	9 11%	13 13%	5 23%	7 7%	11 15%
		51%	49%	25%	12%	4%	11%	29%	15%	3%	37%	45%	18%	40%	60%	21%	30%	49%
Don't know	18 10%	12 12%	6 7%	- -	1 2%	3 10%	3 11%	6 19%	4 23%	1 24%	1 1%	12 13%	5 23%	5 6%	13 13%	5 23%	5 5%	9 13%
		66%	34%	-	5%	17%	18%	31%	23%	6%	5%	66% j	29%	26%	74%	26%	25%	49%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	179	134	30	11	4	2	17	28	18	11	7	20	16	15	11	30	4
Weighted Base	181	133	33**	11**	4**	2**	16**	29**	19**	12**	6**	19**	16**	14**	11**	33**	4**
No negative effect at all	91 50%	62 46% 68%	23 71% 26%	5 44% 6%	1 21% 1%	2 100% 2%	12 78% 14%	6 23% 7%	9 50% 10%	6 48% 7%	1 22% 1%	11 58% 12%	7 47% 8%	6 40% 6%	5 44% 6%	23 71% 26%	1 21% 1%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15 8%	12 9% 79%	1 3% 7%	- - -	2 60% 14%	- - -	- - -	1 4% 8%	1 7% 9%	1 11% 9%	1 14% 6%	2 9% 11%	2 13% 14%	3 23% 22%	- - -	1 3% 7%	2 60% 14%
Prevents access to emergency services and information that keeps people safer	4 2%	4 3% 100%	- - -	- - -	- - -	- - -	- - -	1 2% 14%	1 4% 17%	1 7% 21%	1 10% 14%	- - -	2 10% 34%	- - -	- - -	- - -	- - -
Prevents access to information, e.g. news, health information, educational content etc	12 7%	12 9% 100%	- - -	- - -	- - -	- - -	- - -	1 4% 10%	3 16% 25%	2 16% 17%	- - -	- - -	5 31% 41%	1 7% 8%	- - -	- - -	- - -
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 5%	9 7% 100%	- - -	- - -	- - -	- - -	- - -	2 6% 19%	3 14% 29%	1 7% 10%	- - -	- - -	3 17% 30%	1 7% 11%	- - -	- - -	- - -
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 7%	11 8% 84%	1 3% 8%	1 9% 8%	- - -	- - -	- - -	4 14% 32%	1 8% 11%	- - -	1 10% 5%	1 5% 7%	3 17% 21%	1 7% 8%	1 9% 8%	1 3% 8%	- - -
Miss out on contact with family/friends	19 10%	17 13% 90%	1 3% 5%	1 8% 5%	- - -	- - -	3 17% 14%	5 19% 29%	2 12% 12%	3 27% 18%	1 10% 3%	1 3% 3%	1 3% 7%	1 9% 5%	1 8% 5%	1 3% 5%	- - -
Less able to look for work	13 7%	9 7% 71%	- - -	3 28% 24%	1 19% 5%	- - -	1 6% 7%	4 14% 30%	1 7% 10%	1 11% 10%	- - -	2 9% 13%	- - -	- - -	3 28% 24%	- - -	1 19% 5%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	179	134	30	11	4	2	17	28	18	11	7	20	16	15	11	30	4
Weighted Base	181	133	33**	11**	4**	2**	16**	29**	19**	12**	6**	19**	16**	14**	11**	33**	4**
Less able to carry out work from home	5 3%	4 3% 80%	- - -	1 8% 20%	- - -	- - -	- - -	1 5% 28%	1 8% 29%	- - -	- - -	- - -	1 7% 24%	- - -	1 8% 20%	- - -	- - -
Makes it more difficult to find the cheapest goods/services	12 6%	11 8% 92%	1 3% 8%	- - -	- - -	- - -	1 6% 8%	1 4% 10%	2 12% 18%	1 7% 8%	1 18% 9%	1 6% 9%	1 7% 10%	2 16% 19%	- - -	1 3% 8%	- - -
Difficult to stay organised e.g. online shopping, etc	11 6%	9 7% 80%	1 4% 12%	1 9% 9%	- - -	- - -	- - -	3 12% 29%	1 8% 12%	1 7% 8%	- - -	- - -	2 10% 14%	2 13% 16%	1 9% 9%	1 4% 12%	- - -
Less entertainment	23 13%	17 13% 73%	4 13% 18%	2 18% 9%	- - -	- - -	1 9% 6%	4 13% 16%	- - -	3 27% 14%	3 42% 11%	1 3% 2%	4 22% 15%	2 15% 9%	2 18% 9%	4 13% 18%	- - -
Lack of support for special needs	4 2%	3 2% 77%	1 3% 23%	- - -	- - -	- - -	- - -	1 3% 24%	- - -	1 7% 23%	- - -	- - -	- - -	1 9% 31%	- - -	1 3% 23%	- - -
Other	2 1%	2 1% 100%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	1 7% 67%	1 4% 33%	- - -	- - -	- - -
SUMMARY CODES																	
NO NEGATIVE EFFECT AT ALL	106 59%	73 55% 69%	24 74% 23%	5 44% 5%	3 81% 3%	2 100% 2%	12 78% 12%	8 27% 7%	11 57% 10%	7 60% 7%	2 36% 2%	13 67% 12%	10 60% 9%	9 64% 8%	5 44% 5%	24 74% 23%	3 81% 3%
PREVENTS ACCESS TO INFO/ SERVICES	22 12%	20 15% 91%	1 3% 4%	1 9% 5%	- - -	- - -	- - -	6 20% 26%	5 27% 23%	2 16% 9%	1 10% 3%	1 5% 4%	5 31% 22%	1 7% 4%	1 9% 5%	1 3% 4%	- - -
Don't know	18 10%	14 10% 75%	3 10% 19%	1 10% 6%	- - -	- - -	- - -	8 29% 46%	1 5% 5%	1 4% 3%	1 12% 4%	2 11% 11%	- - -	1 6% 5%	1 10% 6%	3 10% 19%	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	179	154	23	43	129	77	27	16	23	100	135	77	13	82	70	109	47	132
Weighted Base	181	155	24**	38*	136	83*	29**	15**	21**	107*	138	81*	15**	86*	68*	112*	50*	131
No negative effect at all	91 50%	79 51% 87%	12 49% 13%	19 50% 21%	70 51% 77%	52 62% 57%	14 48% 15%	5 37% 6%	7 33% 8%	62 58% 68%	72 52% 79%	37 46% 41%	6 38% 7%	40 47% 45%	29 43% 32%	61 55% 68%	28 57% 31%	63 48% 69%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15 8%	14 9% 94%	1 4% 6%	- 10% -	14 10% 92% ^c	8 10% 55%	2 6% 11%	- 5% -	1 5% 8%	10 9% 66%	10 7% 66%	12 14% 77%	2 13% 13%	12 13% 77%	6 9% 41%	9 8% 59%	4 9% 29%	11 8% 71%
Prevents access to emergency services and information that keeps people safer	4 2%	2 1% 52%	2 9% 48%	2 6% 49%	2 2% 51%	2 2% 34%	1 3% 21%	- - -	1 6% 28%	2 2% 55%	4 3% 83%	3 4% 65%	2 10% 34%	3 3% 65%	1 2% 31%	3 3% 69%	1 1% 14%	4 3% 86%
Prevents access to information, e.g. news, health information, educational content etc	12 7%	8 5% 68%	4 16% 32%	3 8% 25%	9 7% 75%	3 4% 28%	4 14% 34%	2 16% 20%	- - -	8 7% 62%	10 7% 82%	7 8% 54%	3 17% 22%	8 9% 64%	4 6% 36%	8 7% 64%	4 9% 35%	8 6% 65%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 5%	6 4% 67%	3 12% 33%	3 8% 34%	6 4% 66%	4 5% 50%	2 7% 23%	2 16% 27%	- 6% -	6 6% 73%	9 6% 100%	4 5% 49%	2 10% 17%	4 5% 49%	3 4% 30%	6 6% 70%	2 5% 26%	7 5% 74%
Prevents access to other key services (e.g. bank, utilities, doctors\health services)	12 7%	8 5% 64%	4 19% 36%	3 8% 25%	9 6% 68%	4 4% 29%	3 12% 28%	3 21% 25%	2 10% 17%	7 7% 57%	12 9% 100%	5 6% 42%	4 23% 29%	6 7% 51%	5 7% 38%	8 7% 62%	4 7% 30%	9 7% 70%
Miss out on contact with family/friends	19 10%	14 9% 73%	5 21% 27%	6 16% 33%	12 9% 67%	6 7% 32%	3 10% 16%	1 9% 8%	5 24% 28%	9 8% 47%	15 11% 83%	9 11% 47%	2 14% 11%	10 11% 53%	8 11% 42%	11 10% 58%	5 11% 29%	13 10% 71%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	179	154	23	43	129	77	27	16	23	100	135	77	13	82	70	109	47	132
Weighted Base	181	155	24**	38*	136	83*	29**	15**	21**	107*	138	81*	15**	86*	68*	112*	50*	131
Less able to look for work	13 7%	12 8%	1 4%	2 4%	11 8%	6 7%	4 14%	1 6%	2 11%	9 8%	12 9%	6 7%	2 14%	7 8%	6 9%	7 6%	3 5%	11 8%
		93%	7%	12%	81%	42%	29%	7%	17%	65%	89%	42%	16%	50%	48%	52%	20%	80%
Less able to carry out work from home	5 3%	3 2%	1 6%	- 4%	5 4%	1 1%	1 5%	1 9%	1 4%	2 2%	5 3%	1 1%	- 1%	1 1%	1 2%	4 3%	1 2%	4 3%
		71%	29%	-	100%	24%	28%	29%	20%	51%	100%	24%	-	24%	24%	76%	24%	76%
Makes it more difficult to find the cheapest goods/services	12 6%	9 6%	2 10%	6 16%	6 4%	3 3%	4 15%	3 21%	1 5%	7 7%	11 8%	5 6%	3 20%	6 7%	6 9%	6 5%	3 5%	9 7%
		79%	21%	52%	48%	24%	36%	27%	9%	59%	95%	42%	26%	51%	50%	50%	22%	78%
Difficult to stay organised e.g. online shopping, etc	11 6%	8 5%	3 12%	5 13%	6 5%	5 6%	2 7%	3 18%	2 7%	7 7%	11 8%	6 8%	3 17%	7 9%	4 5%	8 7%	1 2%	10 8%
		74%	26%	44%	56%	44%	18%	24%	13%	62%	100%	56%	24%	66%	32%	68%	9%	91%
Less entertainment	23 13%	20 13%	3 13%	5 13%	17 13%	9 10%	5 18%	3 19%	6 26%	14 13%	21 15%	12 15%	4 23%	13 15%	10 15%	13 12%	6 12%	17 13%
		83%	13%	22%	74%	37%	22%	12%	24%	59%	90%	52%	15%	57%	43%	57%	26%	74%
Lack of support for special needs	4 2%	4 3%	- -	4 11%	- -	1 2%	2 7%	- -	1 5%	3 3%	4 3%	3 4%	- -	3 4%	3 5%	1 1%	1 2%	3 2%
		100%	-	100%	-	31%	46%	-	24%	76%	100%	77%	-	77%	77%	23%	23%	77%
Other	2 1%	2 1%	- -	1 1%	1 1%	- -	1 2%	- -	- -	1 1%	1 *	1 1%	- -	1 1%	1 2%	1 *	1 2%	1 *
		100%	-	33%	67%	-	33%	-	-	33%	33%	67%	-	67%	67%	33%	67%	33%
SUMMARY CODES																		
NO NEGATIVE EFFECT AT ALL	106 59%	93 60%	13 53%	19 50%	84 62%	60 72%	15 54%	5 37%	8 39%	71 67%	81 59%	49 60%	8 51%	52 60%	36 52%	70 63%	32 65%	73 56%
		88%	12%	18%	79%	57%	15%	5%	8%	67%	77%	46%	7%	49%	34%	66%	31%	69%
PREVENTS ACCESS TO INFO/SERVICES	22 12%	17 11%	5 22%	5 14%	16 12%	7 9%	6 22%	3 21%	2 10%	14 13%	19 14%	12 14%	4 23%	13 15%	8 12%	14 12%	8 16%	14 11%
		76%	24%	24%	73%	33%	29%	14%	10%	62%	87%	53%	17%	58%	37%	63%	37%	63%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

Unweighted Base
Weighted Base

Don't know

Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile on pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
179	154	23	43	129	77	27	16	23	100	135	77	13	82	70	109	47	132
181	155	24**	38*	136	83*	29**	15**	21**	107*	138	81*	15**	86*	68*	112*	50*	131
18	16	1	2	15	3	2	2	1	5	8	5	3	6	8	11	1	17
10%	11%	4%	5%	11%	4%	6%	13%	6%	5%	6%	6%	19%	7%	11%	9%	3%	13%
	90%	5%	11%	84%	17%	9%	10%	7%	27%	44%	26%	16%	33%	42%	58%	7%	93%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	179	55	50	124	11	19	17
Weighted Base	181	55*	48*	128	9**	18**	16**
No negative effect at all	91	27	14	75	2	4	5
	50%	50%	30%	59%	20%	20%	27%
		30%	16%	83% ^b	2%	4%	5%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15	4	4	11	-	2	-
	8%	6%	9%	8%	-	10%	-
		24%	29%	71%	-	12%	-
Prevents access to emergency services and information that keeps people safer	4	1	4	1	1	2	2
	2%	3%	8%	*	10%	12%	10%
		31%	86% ^c	14%	21%	51%	37%
Prevents access to information, e.g. news, health information, educational content etc	12	6	7	6	1	4	2
	7%	12%	14%	4%	10%	20%	12%
		53%	54% ^c	46%	8%	30%	17%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9	4	5	4	1	2	1
	5%	7%	10%	3%	10%	8%	6%
		43%	52%	48%	10%	17%	10%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12	6	7	6	1	4	-
	7%	11%	14%	5%	10%	20%	-
		47%	52% ^c	48%	7%	29%	-
Miss out on contact with family/friends	19	7	9	10	3	5	3
	10%	13%	18%	8%	36%	26%	19%
		38%	48% ^c	52%	18%	26%	17%
Less able to look for work	13	5	6	7	-	5	2
	7%	10%	13%	6%	-	28%	14%
		40%	45%	55%	-	38%	17%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	179	55	50	124	11	19	17
Weighted Base	181	55*	48*	128	9**	18**	16**
Less able to carry out work from home	5 3%	1 2% 24%	1 3% 28%	3 3% 72%	- - -	- - -	- - -
Makes it more difficult to find the cheapest goods/services	12 6%	6 12% 55%	6 12% 50%	6 5% 50%	1 10% 8%	3 19% 29%	3 17% 23%
Difficult to stay organised e.g. online shopping, etc	11 6%	6 11% 52%	8 17% 74% ^c	3 2% 26%	2 20% 17%	4 22% 35%	4 27% 40%
Less entertainment	23 13%	10 17% 41%	14 29% 59% ^c	10 7% 41%	4 41% 17%	5 29% 23%	5 32% 22%
Lack of support for special needs	4 2%	3 6% 77%	4 9% 100% ^c	- - -	2 20% 46%	2 12% 54%	3 19% 76%
Other	2 1%	1 2% 67%	1 2% 67%	- - -	- - -	- - -	1 7% 67%
SUMMARY CODES							
NO NEGATIVE EFFECT AT ALL	106 59%	31 56% 29%	19 39% 18%	86 67% 81% ^b	2 20% 2%	5 30% 5%	5 27% 4%
PREVENTS ACCESS TO INFO/ SERVICES	22 12%	11 21% 52%	11 24% 52% ^c	11 8% 48%	2 19% 8%	5 29% 24%	3 17% 13%
Don't know	18 10%	1 3% 8%	2 3% 9%	13 10% 73%	1 10% 5%	- - -	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	179	26	29	46	38	27	37
Weighted Base	181	26**	29**	43*	38*	29**	38*
No negative effect at all	91 50%	12 45% 13%	14 47% 15%	20 46% 22%	19 49% 21%	15 50% 16%	21 57% 23%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15 8%	2 8% 14%	2 6% 11%	4 9% 27%	- - -	2 8% 15%	5 13% 32% ^d
Prevents access to emergency services and information that keeps people safer	4 2%	- - -	2 6% 37%	2 4% 35%	1 2% 21%	1 3% 21%	2 7% 55%
Prevents access to information, e.g. news, health information, educational content etc	12 7%	1 4% 9%	3 10% 24%	3 7% 23%	6 14% 46%	2 7% 17%	2 7% 20%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 5%	- - -	1 5% 16%	2 5% 24%	3 9% 37%	2 7% 23%	2 7% 28%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 7%	- - -	1 4% 9%	3 6% 22%	5 13% 39%	- - -	4 11% 34%
Miss out on contact with family/friends	19 10%	1 4% 5%	5 19% 29%	6 15% 35%	6 14% 30%	4 13% 20%	3 8% 16%
Less able to look for work	13 7%	2 9% 18%	2 7% 15%	5 11% 34%	4 10% 28%	4 13% 28%	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	179	26	29	46	38	27	37
Weighted Base	181	26**	29**	43*	38*	29**	38*
Less able to carry out work from home	5 3%	1 4% 20%	1 4% 24%	1 2% 20%	4 10% 76%	- - -	- - -
Makes it more difficult to find the cheapest goods/services	12 6%	1 2% 5%	2 8% 21%	3 7% 27%	6 14% 47%	2 7% 18%	3 7% 22%
Difficult to stay organised e.g. online shopping, etc	11 6%	2 7% 16%	1 3% 8%	2 5% 18%	3 9% 31%	2 7% 17%	4 12% 39%
Less entertainment	23 13%	3 13% 14%	2 7% 9%	6 15% 27%	8 20% 33%	5 18% 22%	5 15% 23%
Lack of support for special needs	4 2%	1 4% 24%	1 3% 23%	1 2% 23%	1 2% 23%	2 6% 46%	1 2% 23%
Other	2 1%	1 4% 67%	- - -	- - -	1 1% 33%	- - -	- - -
SUMMARY CODES							
NO NEGATIVE EFFECT AT ALL	106 59%	14 53% 13%	15 53% 14%	24 55% 22%	19 49% 18%	17 58% 16%	26 69% 25%
PREVENTS ACCESS TO INFO/ SERVICES	22 12%	1 4% 5%	4 15% 19%	6 13% 25%	7 18% 31%	2 7% 9%	5 14% 24%
Don't know	18 10%	3 12% 16%	5 16% 26%	5 11% 27%	5 14% 29%	1 3% 5%	3 9% 19%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.10 AND WHICH, IF ANY, OF THE FOLLOWING DO YOU NOT HAVE BECAUSE OF COST? - (PROMPTED - MULTI CODE)									
		Smartphone (i.e. a phone with internet access, access to emails, apps etc)	Mobile phone (that can't access the internet)	Fixed Landline	Fixed broadband	Mobile broadband - Through a dongle or USB stick	Calls using a public payphone	None of these	Don't know	MENTION ANY SERVICE	MENTION ANY SERVICE, EXCLUDING PAYPHONE
Unweighted Base	1719	26	29	46	38	27	37	1507	42	170	133
Weighted Base	1706	26	29	43	38	29	38	1497	38	171	134
No negative effect at all	91 5%	12 45% 13%	14 47% 15%	20 46% 22%	19 49% 21%	15 50% 16%	21 57% 23%	3 * 4%	- - -	87 51% 96%	66 49% 73%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15 1%	2 8% 14%	2 6% 11%	4 9% 27%	- - -	2 8% 15%	5 13% 32%	2 * 11%	- - -	13 8% 89%	9 6% 57%
Prevents access to emergency services and information that keeps people safer	4 *	- - -	2 6% 37%	2 4% 35%	1 2% 21%	1 3% 21%	2 7% 55%	1 * 14%	- - -	4 2% 86%	1 1% 31%
Prevents access to information, e.g. news, health information, educational content etc	12 1%	1 4% 9%	3 10% 24%	3 7% 23%	6 14% 46%	2 7% 17%	2 7% 20%	- - -	- - -	12 7% 100%	10 7% 80%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 1%	- - -	1 5% 16%	2 5% 24%	3 9% 37%	2 7% 23%	2 7% 28%	1 * 13%	- - -	8 4% 87%	5 4% 59%
Prevents access to other key services (e.g. bank, utilities, doctors\health services)	12 1%	- - -	1 4% 9%	3 6% 22%	5 13% 39%	- - -	4 11% 34%	1 * 5%	- - -	12 7% 95%	8 6% 61%
Miss out on contact with family/friends	19 1%	1 4% 5%	5 19% 29%	6 15% 35%	6 14% 30%	4 13% 20%	3 8% 16%	2 * 10%	- - -	17 10% 90%	14 10% 74%
Less able to look for work	13 1%	2 9% 18%	2 7% 15%	5 11% 34%	4 10% 28%	4 13% 28%	- - -	1 * 10%	- - -	12 7% 90%	12 9% 90%

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.10 AND WHICH, IF ANY, OF THE FOLLOWING DO YOU NOT HAVE BECAUSE OF COST? - [PROMPTED - MULTI CODE]									
		Smartphone (i.e. a phone with internet access, access to emails, apps etc)	Mobile phone (that can't access the internet)	Fixed Landline	Fixed broadband	Mobile broadband - Through a dongle or USB stick	Calls using a public payphone	None of these	Don't know	MENTION ANY SERVICE	MENTION ANY SERVICE, EXCLUDING PAYPHONE
Unweighted Base	1719	26	29	46	38	27	37	1507	42	170	133
Weighted Base	1706	26	29	43	38	29	38	1497	38	171	134
Less able to carry out work from home	5 *	1 4%	1 4%	1 2%	4 10%	- -	- -	- -	- -	5 3%	5 4%
		20%	24%	20%	76%	-	-	-	-	100%	100%
Makes it more difficult to find the cheapest goods/services	12 1%	1 2%	2 8%	3 7%	6 14%	2 7%	3 7%	1 *	-	10 6%	8 6%
		5%	21%	27%	47%	18%	22%	11%	-	89%	67%
Difficult to stay organised e.g. online shopping, etc	11 1%	2 7%	1 3%	2 5%	3 9%	2 7%	4 12%	2 *	-	9 5%	4 3%
		16%	8%	18%	31%	17%	39%	21%	-	79%	39%
Less entertainment	23 1%	3 13%	2 7%	6 15%	8 20%	5 18%	5 15%	2 *	-	21 12%	16 12%
		14%	9%	27%	33%	22%	23%	10%	-	90%	66%
Lack of support for special needs	4 *	1 4%	1 3%	1 2%	1 2%	2 6%	1 2%	1 *	-	3 2%	2 1%
		24%	23%	23%	23%	46%	23%	31%	-	69%	47%
Other	2 *	1 4%	-	-	1 1%	-	-	-	-	2 1%	2 1%
		67%	-	-	33%	-	-	-	-	100%	100%
SUMMARY CODES											
NO NEGATIVE EFFECT	106 6%	14 53%	15 53%	24 55%	19 49%	17 58%	26 69%	5 *	-	101 59%	75 56%
		13%	14%	22%	18%	16%	25%	5%	-	95%	71%
ANY NEGATIVE IMPACT	56 3%	9 35%	9 30%	15 34%	14 36%	11 39%	8 21%	4 *	-	52 30%	44 33%
		16%	16%	26%	24%	20%	14%	8%	-	92%	78%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	33 2%	6 22%	7 23%	8 19%	6 16%	6 21%	3 7%	2 *	-	31 18%	28 21%
		17%	20%	25%	18%	18%	8%	6%	-	94%	86%
Don't know	18 1%	3 12%	5 16%	5 11%	5 14%	1 3%	3 9%	-	-	18 11%	15 11%
		16%	26%	27%	29%	5%	19%	-	-	100%	81%

Affordability of Communications Services Measures (QS9890 - 731243)**Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -****[Prompted - Multi code]****Base: All with some responsibility for communications services**

	Total	Q.10 AND WHICH, IF ANY, OF THE FOLLOWING DO YOU NOT HAVE BECAUSE OF COST? - [PROMPTED - MULTI CODE]									
		Smartphone (i.e. a phone with internet access, access to emails, apps etc)	Mobile phone (that can't access the internet)	Fixed Landline	Fixed broadband	Mobile broadband - Through a dongle or USB stick	Calls using a public payphone	None of these	Don't know	MENTION ANY SERVICE	MENTION ANY SERVICE, EXCLUDING PAYPHONE
Unweighted Base	1719	26	29	46	38	27	37	1507	42	170	133
Weighted Base	1706	26	29	43	38	29	38	1497	38	171	134
Not asked	1526	-	-	-	-	-	-	1488	38	-	-
	89%	-	-	-	-	-	-	99%	100%	-	-
		-	-	-	-	-	-	98%	2%	-	-

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1719	1440	133	85	61	58	215	152	127	156	160	183	239	150	85	133	61
Weighted Base	1706	1447	130	86*	43*	56*	206	154	125	157	168	191	244	146	86*	130	43*
No negative effect at all	91 5%	62 4% 68%	23 18% 26%acd	5 6% 6%	1 2% 1%	2 4% 2%	12 6% 14%j	6 4% 7%	9 7% 10%j	6 4% 7%	1 1% 1%	11 6% 12%j	7 3% 8%	6 4% 6%	5 6% 6%j	23 18% 26%efghij klmnp	1 2% 1%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15 1%	12 1% 79%	1 1% 7%	- - -	2 5% 14%ac	- - -	- - -	1 1% 8%	1 1% 9%	1 1% 9%	1 1% 6%	2 1% 11%	2 1% 14%	3 2% 22%f	- - -	1 1% 7%	2 5% 14%fgjkl
Prevents access to emergency services and information that keeps people safer	4 *	4 * 100%	- - -	- - -	- - -	- - -	- - -	1 * 14%	1 1% 17%	1 1% 21%	1 * 14%	- - -	2 1% 34%	- - -	- - -	- - -	- - -
Prevents access to information, e.g. news, health information, educational content etc	12 1%	12 1% 100%	- - -	- - -	- - -	- - -	- - -	1 1% 10%	3 2% 25%lk	2 1% 17%	- - -	- - -	5 2% 41%	1 1% 8%	- - -	- - -	- - -
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 1%	9 1% 100%	- - -	- - -	- - -	- - -	- - -	2 1% 19%	3 2% 29%f	1 1% 10%	- - -	- - -	3 1% 30%	1 1% 11%	- - -	- - -	- - -
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 1%	11 1% 84%	1 1% 8%	1 1% 8%	- - -	- - -	- - -	4 3% 32%f	1 1% 11%	- - -	1 * 5%	1 * 7%	3 1% 21%	1 1% 8%	1 1% 8%	1 1% 8%	- - -
Miss out on contact with family/friends	19 1%	17 1% 90%	1 1% 5%	1 1% 5%	- - -	- - -	3 1% 14%	5 4% 29%kl	2 2% 12%	3 2% 18%	1 * 3%	1 * 3%	1 * 3%	1 1% 7%	1 1% 5%	1 1% 5%	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1719	1440	133	85	61	58	215	152	127	156	160	183	239	150	85	133	61
Weighted Base	1706	1447	130	86*	43*	56*	206	154	125	157	168	191	244	146	86*	130	43*
Less able to look for work	13 1%	9 1% 71%	- - -	3 4% 24%ab	1 2% 5%	- - -	1 * 7%	4 3% 30%jl	1 1% 10%	1 1% 10%	- - -	2 1% 13%	- - -	- - -	3 4% 24%ijlmo	- - -	1 2% 5%l
Less able to carry out work from home	5 *	4 * 80%	- - -	1 1% 20%	- - -	- - -	- - -	1 1% 28%	1 1% 29%	- - -	- - -	- - -	1 * 24%	- - -	1 1% 20%	- - -	- - -
Makes it more difficult to find the cheapest goods/services	12 1%	11 1% 92%	1 1% 8%	- - -	- - -	- - -	1 * 8%	1 1% 10%	2 2% 18%	1 1% 8%	1 1% 9%	1 1% 9%	1 * 10%	2 2% 19%	- - -	1 1% 8%	- - -
Difficult to stay organised e.g. online shopping, etc	11 1%	9 1% 80%	1 1% 12%	1 1% 9%	- - -	- - -	- - -	3 2% 29%f	1 1% 12%	1 1% 8%	- - -	- - -	2 1% 14%	2 1% 16%	1 1% 9%	1 1% 12%	- - -
Less entertainment	23 1%	17 1% 73%	4 3% 18%	2 2% 9%	- - -	- - -	1 1% 6%	4 2% 16%	- 2% -	3 2% 14%	3 2% 11%	1 * 2%	4 1% 15%	2 1% 9%	2 2% 9%	4 3% 18%k	- - -
Lack of support for special needs	4 *	3 * 77%	1 1% 23%	- - -	- - -	- - -	- - -	1 1% 24%	- - -	1 1% 23%	- - -	- - -	- - -	1 1% 31%	- - -	1 1% 23%	- - -
Other	2 *	2 * 100%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	1 * 67%	1 * 33%	- - -	- - -	- - -
SUMMARY CODES																	
NO NEGATIVE EFFECT	106 6%	73 5% 69%	24 19% 23%acd	5 6% 5%	3 7% 3%	2 4% 2%	12 6% 12%j	8 5% 7%	11 8% 10%j	7 5% 7%	2 1% 2%	13 7% 12%j	10 4% 9%	9 6% 8%j	5 6% 5%	24 19% 23%efghij klmnp	3 7% 3%j
ANY NEGATIVE IMPACT	56 3%	45 3% 80%	5 4% 9%	5 6% 9%	1 2% 1%	- - -	4 2% 6%	13 8% 22%efijkl m	7 6% 13%	4 3% 8%	3 2% 6%	4 2% 8%	6 3% 11%	4 3% 6%	5 6% 9%	5 4% 9%	1 2% 1%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1719	1440	133	85	61	58	215	152	127	156	160	183	239	150	85	133	61
Weighted Base	1706	1447	130	86*	43*	56*	206	154	125	157	168	191	244	146	86*	130	43*
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	33	28	1	3	1	-	2	9	7	1	1	4	3	2	3	1	1
	2%	2%	1%	4%	2%	-	1%	6%	6%	1%	*	2%	1%	1%	4%	1%	2%
		85%	3%	10%	2%	-	7%	27% ^{fijlm o}	22% ^{fijlmo}	3%	2%	12%	9%	5%	10%	3%	2%
Don't know	18	14	3	1	-	-	-	8	1	1	1	2	-	1	1	3	-
	1%	1%	3%	1%	-	-	-	5%	1%	*	*	1%	-	1%	1%	3%	-
		75%	19%	6%	-	-	-	46% ^{fhiijkl m}	5%	3%	4%	11%	-	5%	6%	19% ^{ll}	-
Not asked	1526	1314	97	75	40	54	190	126	107	144	162	172	228	132	75	97	40
	89%	91%	75%	87%	92%	96%	92%	81%	85%	92%	96%	90%	93%	90%	87%	75%	92%
		86% ^b	6%	5% ^b	3% ^b	4% ^{gho}	12% ^{gho}	8%	7% ^o	9% ^{go}	11% ^{ghk mno}	11% ^{go}	15% ^{gho}	9% ^{go}	5% ^o	6%	3% ^o

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	1719	1561	147	361	1318	918	183	172	245	1053	1402	1050	157	1096	1204	515	688	1031
Weighted Base	1706	1539	156	316	1350	1004	194	154	207	1143	1434	1093	178	1146	1181	525	716	990
No negative effect at all	91 5%	79 5%	12 7%	19 6%	70 5%	52 5%	14 7%	5 4%	7 3%	62 5%	72 5%	37 3%	6 3%	40 4%	29 2%	61 12%	28 4%	63 6%
		87%	13%	21%	77%	57%	15%	6%	8%	68%	79%	41%	7%	45%	32%	68% ⁿ	31%	69% ^p
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15 1%	14 1%	1 1%	- -	14 1%	8 1%	2 1%	- -	1 1%	10 1%	10 1%	12 1%	2 1%	12 1%	6 1%	9 2%	4 1%	11 1%
		94%	6%	-	92%	55%	11%	-	8%	66%	66%	77%	13%	77%	41%	59% ⁿ	29%	71%
Prevents access to emergency services and information that keeps people safer	4 *	2 *	2 1%	2 1%	2 *	2 *	1 *	- -	1 1%	2 *	4 *	3 *	2 1%	3 *	1 *	3 1%	1 *	4 *
		52%	48% ^a	49%	51%	34%	21%	-	28%	55%	83%	65%	34%	65%	31%	69%	14%	86%
Prevents access to information, e.g. news, health information, educational content etc	12 1%	8 1%	4 2%	3 1%	9 1%	3 *	4 2%	2 2%	- -	8 1%	10 1%	7 1%	3 2%	8 1%	4 *	8 1%	4 1%	8 1%
		68%	32% ^a	25%	75%	28%	34% ^{eh}	20%	-	62%	82%	54%	22%	64%	36%	64% ⁿ	35%	65%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 1%	6 *	3 2%	3 1%	6 *	4 *	2 1%	2 2%	- -	6 1%	9 1%	4 *	2 1%	4 *	3 *	6 1%	2 *	7 1%
		67%	33% ^a	34%	66%	50%	23%	27%	-	73%	100%	49%	17%	49%	30%	70% ⁿ	26%	74%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 1%	8 1%	4 3%	3 1%	9 1%	4 *	3 2%	3 2%	2 1%	7 1%	12 1%	5 *	4 2%	6 1%	5 *	8 1%	4 1%	9 1%
		64%	36% ^a	25%	68%	29%	28% ^e	25% ^{ee}	17%	57%	100%	42%	29% ^k	51%	38%	62% ⁿ	30%	70%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	1719	1561	147	361	1318	918	183	172	245	1053	1402	1050	157	1096	1204	515	688	1031
Weighted Base	1706	1539	156	316	1350	1004	194	154	207	1143	1434	1093	178	1146	1181	525	716	990
Miss out on contact with family/friends	19 1%	14 1%	5 3%	6 2%	12 1%	6 1%	3 2%	1 1%	5 2%	9 1%	15 1%	9 1%	2 1%	10 1%	8 1%	11 2%	5 1%	13 1%
		73%	27% ^a	33%	67%	32%	16%	8%	28% ^e	47%	83%	47%	11%	53%	42%	58% ⁿ	29%	71%
Less able to look for work	13 1%	12 1%	1 1%	2 1%	11 1%	6 1%	4 2%	1 1%	2 1%	9 1%	12 1%	6 1%	2 1%	7 1%	6 1%	7 1%	3 *	11 1%
		93%	7%	12%	81%	42%	29%	7%	17%	65%	89%	42%	16%	50%	48%	52%	20%	80%
Less able to carry out work from home	5 *	3 *	1 1%	- *	5 *	1 *	1 1%	1 1%	1 *	2 *	5 *	1 *	- *	1 *	1 *	4 1%	1 *	4 *
		71%	29%	-	100%	24%	28%	29%	20%	51%	100%	24%	-	24%	24%	76% ⁿ	24%	76%
Makes it more difficult to find the cheapest goods/services	12 1%	9 1%	2 2%	6 2%	6 *	3 *	4 2%	3 2%	1 1%	7 1%	11 1%	5 *	3 2%	6 1%	6 *	6 1%	3 *	9 1%
		79%	21%	52% ^d	48%	24%	36% ^e	27% ^{ee}	9%	59%	95%	42%	26%	51%	50%	50%	22%	78%
Difficult to stay organised e.g. online shopping, etc	11 1%	8 1%	3 2%	5 2%	6 *	5 *	2 1%	3 2%	2 1%	7 1%	11 1%	6 1%	3 2%	7 1%	4 *	8 1%	1 *	10 1%
		74%	26%	44% ^d	56%	44%	18%	24%	13%	62%	100%	56%	24%	66%	32%	68% ⁿ	9%	91% ^p
Less entertainment	23 1%	20 1%	3 2%	5 2%	17 1%	9 1%	5 3%	3 2%	6 3%	14 1%	21 1%	12 1%	4 2%	13 1%	10 1%	13 3%	6 1%	17 2%
		83%	13%	22%	74%	37%	22% ^e	12%	24% ^{ee}	59%	90%	52%	15%	57%	43%	57% ⁿ	26%	74%
Lack of support for special needs	4 *	4 *	- *	4 1%	- *	1 *	2 1%	- *	1 *	3 *	4 *	3 *	- *	3 *	3 *	1 *	1 *	3 *
		100%	-	100% ^d	-	31%	46%	-	24%	76%	100%	77%	-	77%	77%	23%	23%	77%
Other	2 *	2 *	- *	1 *	1 *	- *	1 *	- *	- *	1 *	1 *	1 *	- *	1 *	1 *	1 *	1 *	1 *
		100%	-	33%	67%	-	33%	-	-	33%	33%	67%	-	67%	67%	33%	67%	33%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minori ty Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadb and (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	1719	1561	147	361	1318	918	183	172	245	1053	1402	1050	157	1096	1204	515	688	1031
Weighted Base	1706	1539	156	316	1350	1004	194	154	207	1143	1434	1093	178	1146	1181	525	716	990
SUMMARY CODES																		
NO NEGATIVE EFFECT	106	93	13	19	84	60	15	5	8	71	81	49	8	52	36	70	32	73
	6%	6%	8%	6%	6%	6%	8%	4%	4%	6%	6%	4%	4%	5%	3%	13%	5%	7%
		88%	12%	18%	79%	57%	15%	5%	8%	67%	77%	46%	7%	49%	34%	66%	31%	69%
ANY NEGATIVE IMPACT	56	45	10	16	37	20	11	8	12	30	48	27	5	28	25	31	16	40
	3%	3%	7%	5%	3%	2%	6%	5%	6%	3%	3%	2%	3%	2%	2%	6%	2%	4%
		80%	18%	29%	66%	35%	19%	14%	21%	53%	86%	49%	8%	51%	45%	55%	28%	72%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	33	25	7	11	20	11	6	5	6	16	27	15	1	15	15	18	10	23
	2%	2%	5%	4%	1%	1%	3%	3%	3%	1%	2%	1%	1%	1%	1%	3%	1%	2%
		78%	22%	35%	60%	34%	17%	15%	19%	49%	83%	46%	3%	46%	46%	54%	30%	70%
Don't know	18	16	1	2	15	3	2	2	1	5	8	5	3	6	8	11	1	17
	1%	1%	1%	1%	1%	*	1%	1%	1%	*	1%	*	2%	1%	1%	2%	*	2%
		90%	5%	11%	84%	17%	9%	10%	7%	27%	44%	26%	16%	33%	42%	58%	7%	93%
Not asked	1526	1384	133	278	1214	921	165	139	186	1037	1296	1013	163	1059	1113	413	667	859
	89%	90%	85%	88%	90%	92%	85%	90%	90%	91%	90%	93%	91%	92%	94%	79%	93%	87%
		91%	9%	18%	80%	60%	11%	9%	12%	68%	85%	66%	11%	69%	73%	27%	44%	56%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	1719	755	150	1535	27	32	34
Weighted Base	1706	773	152	1522	25**	32*	34*
No negative effect at all	91 5%	27 4% 30%	14 9% 16% ^c	75 5% 83%	2 7% 2%	4 12% 4%	5 13% 5%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15 1%	4 * 24%	4 3% 29% ^c	11 1% 71%	- - -	2 5% 12%	- - -
Prevents access to emergency services and information that keeps people safer	4 *	1 * 31%	4 3% 86% ^c	1 * 14%	1 4% 21%	2 7% 51%	2 5% 37%
Prevents access to information, e.g. news, health information, educational content etc	12 1%	6 1% 53%	7 4% 54% ^c	6 * 46%	1 4% 8%	4 11% 30%	2 6% 17%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 1%	4 * 43%	5 3% 52% ^c	4 * 48%	1 4% 10%	2 5% 17%	1 3% 10%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 1%	6 1% 47%	7 4% 52% ^c	6 * 48%	1 4% 7%	4 11% 29%	- - -
Miss out on contact with family/friends	19 1%	7 1% 38%	9 6% 48% ^c	10 1% 52%	3 13% 18%	5 15% 26%	3 9% 17%
Less able to look for work	13 1%	5 1% 40%	6 4% 45% ^c	7 * 55%	- - -	5 16% 38%	2 7% 17%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	1719	755	150	1535	27	32	34
Weighted Base	1706	773	152	1522	25**	32*	34*
Less able to carry out work from home	5 *	1 * 24%	1 1% 28%	3 * 72%	- - -	- - -	- - -
Makes it more difficult to find the cheapest goods/services	12 1%	6 1% 55%	6 4% 50% ^c	6 * 50%	1 4% 8%	3 11% 29%	3 8% 23%
Difficult to stay organised e.g. online shopping, etc	11 1%	6 1% 52%	8 5% 74% ^c	3 * 26%	2 8% 17%	4 12% 35%	4 13% 40%
Less entertainment	23 1%	10 1% 41%	14 9% 59% ^c	10 1% 41%	4 15% 17%	5 17% 23%	5 15% 22%
Lack of support for special needs	4 *	3 * 77%	4 3% 100% ^c	- - -	2 7% 46%	2 7% 54%	3 9% 76%
Other	2 *	1 * 67%	1 1% 67% ^c	- - -	- - -	- - -	1 3% 67%
SUMMARY CODES							
NO NEGATIVE EFFECT	106 6%	31 4% 29%	19 12% 18% ^c	86 6% 81%	2 7% 2%	5 17% 5%	5 13% 4%
ANY NEGATIVE IMPACT	56 3%	23 3% 41%	28 18% 49% ^c	29 2% 51%	7 27% 12%	13 40% 23%	12 35% 21%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	33 2%	13 2% 40%	14 9% 41% ^c	19 1% 59%	3 11% 9%	7 23% 23%	7 19% 20%
Don't know	18 1%	1 * 8%	2 1% 9%	13 1% 73%	1 4% 5%	- - -	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	1719	755	150	1535	27	32	34
Weighted Base	1706	773	152	1522	25**	32*	34*
Not asked	1526	718	104	1394	16	14	18
	89%	93%	68%	92%	62%	43%	52%
		47%	7%	91%b	1%	1%	1%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	1719	26	29	46	38	27	37
Weighted Base	1706	26**	29**	43*	38*	29**	38*
No negative effect at all	91 5%	12 45% 13%	14 47% 15%	20 46% 22%	19 49% 21%	15 50% 16%	21 57% 23%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15 1%	2 8% 14%	2 6% 11%	4 9% 27%	- - -	2 8% 15%	5 13% 32% ^d
Prevents access to emergency services and information that keeps people safer	4 *	- - -	2 6% 37%	2 4% 35%	1 2% 21%	1 3% 21%	2 7% 55%
Prevents access to information, e.g. news, health information, educational content etc	12 1%	1 4% 9%	3 10% 24%	3 7% 23%	6 14% 46%	2 7% 17%	2 7% 20%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 1%	- - -	1 5% 16%	2 5% 24%	3 9% 37%	2 7% 23%	2 7% 28%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 1%	- - -	1 4% 9%	3 6% 22%	5 13% 39%	- - -	4 11% 34%
Miss out on contact with family/friends	19 1%	1 4% 5%	5 19% 29%	6 15% 35%	6 14% 30%	4 13% 20%	3 8% 16%
Less able to look for work	13 1%	2 9% 18%	2 7% 15%	5 11% 34%	4 10% 28%	4 13% 28%	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	1719	26	29	46	38	27	37
Weighted Base	1706	26**	29**	43*	38*	29**	38*
Less able to carry out work from home	5*	1	1	1	4	-	-
		4%	4%	2%	10%	-	-
		20%	24%	20%	76%	-	-
Makes it more difficult to find the cheapest goods/services	12	1	2	3	6	2	3
	1%	2%	8%	7%	14%	7%	7%
		5%	21%	27%	47%	18%	22%
Difficult to stay organised e.g. online shopping, etc	11	2	1	2	3	2	4
	1%	7%	3%	5%	9%	7%	12%
		16%	8%	18%	31%	17%	39%
Less entertainment	23	3	2	6	8	5	5
	1%	13%	7%	15%	20%	18%	15%
		14%	9%	27%	33%	22%	23%
Lack of support for special needs	4*	1	1	1	1	2	1
		4%	3%	2%	2%	6%	2%
		24%	23%	23%	23%	46%	23%
Other	2*	1	-	-	1	-	-
		4%	-	-	1%	-	-
		67%	-	-	33%	-	-
SUMMARY CODES							
NO NEGATIVE EFFECT	106	14	15	24	19	17	26
	6%	53%	53%	55%	49%	58%	69%
		13%	14%	22%	18%	16%	25%
ANY NEGATIVE IMPACT	56	9	9	15	14	11	8
	3%	35%	30%	34%	36%	39%	21%
		16%	16%	26%	24%	20%	14%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	33	6	7	8	6	6	3
	2%	22%	23%	19%	16%	21%	7%
		17%	20%	25%	18%	18%	8%
Don't know	18	3	5	5	5	1	3
	1%	12%	16%	11%	14%	3%	9%
		16%	26%	27%	29%	5%	19%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	1719	26	29	46	38	27	37
Weighted Base	1706	26**	29**	43*	38*	29**	38*
Not asked	1526	-	-	-	-	-	-
	89%	-	-	-	-	-	-
		-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.10 AND WHICH, IF ANY, OF THE FOLLOWING DO YOU NOT HAVE BECAUSE OF COST? - [PROMPTED - MULTI CODE]									
		Smartphone (i.e. a phone with internet access, access to emails, apps etc)	Mobile phone (that can't access the internet)	Fixed Landline	Fixed broadband	Mobile broadband - Through a dongle or USB stick	Calls using a public payphone	None of these	Don't know	MENTION ANY SERVICE	MENTION ANY SERVICE, EXCLUDING PAYPHONE
Unweighted Base	2136	26	29	46	38	27	37	1507	42	170	133
Weighted Base	2136	26	29	43	38	29	38	1497	38	171	134
No negative effect at all	91 4%	12 45%	14 47%	20 46%	19 49%	15 50%	21 57%	3 *	-	87 51%	66 49%
		13%	15%	22%	21%	16%	23%	4%	-	96%	73%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15 1%	2 8%	2 6%	4 9%	-	2 8%	5 13%	2 *	-	13 8%	9 6%
		14%	11%	27%	-	15%	32%	11%	-	89%	57%
Prevents access to emergency services and information that keeps people safer	4 *	-	2 6%	2 4%	1 2%	1 3%	2 7%	1 *	-	4 2%	1 1%
		-	37%	35%	21%	21%	55%	14%	-	86%	31%
Prevents access to information, e.g. news, health information, educational content etc	12 1%	1 4%	3 10%	3 7%	6 14%	2 7%	2 7%	-	-	12 7%	10 7%
		9%	24%	23%	46%	17%	20%	-	-	100%	80%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 *	-	1 5%	2 5%	3 9%	2 7%	2 7%	1 *	-	8 4%	5 4%
		-	16%	24%	37%	23%	28%	13%	-	87%	59%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 1%	-	1 4%	3 6%	5 13%	-	4 11%	1 *	-	12 7%	8 6%
		-	9%	22%	39%	-	34%	5%	-	95%	61%
Miss out on contact with family/friends	19 1%	1 4%	5 19%	6 15%	6 14%	4 13%	3 8%	2 *	-	17 10%	14 10%
		5%	29%	35%	30%	20%	16%	10%	-	90%	74%
Less able to look for work	13 1%	2 9%	2 7%	5 11%	4 10%	4 13%	-	1 *	-	12 7%	12 9%
		18%	15%	34%	28%	28%	-	10%	-	90%	90%

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.10 AND WHICH, IF ANY, OF THE FOLLOWING DO YOU NOT HAVE BECAUSE OF COST? - [PROMPTED - MULTI CODE]									
		Smartphone (i.e. a phone with internet access, access to emails, apps etc)	Mobile phone (that can't access the internet)	Fixed Landline	Fixed broadband	Mobile broadband - Through a dongle or USB stick	Calls using a public payphone	None of these	Don't know	MENTION ANY SERVICE	MENTION ANY SERVICE, EXCLUDING PAYPHONE
Unweighted Base	2136	26	29	46	38	27	37	1507	42	170	133
Weighted Base	2136	26	29	43	38	29	38	1497	38	171	134
Less able to carry out work from home	5 *	1 4%	1 4%	1 2%	4 10%	- -	- -	- -	- -	5 3%	5 4%
		20%	24%	20%	76%	-	-	-	-	100%	100%
Makes it more difficult to find the cheapest goods/services	12 1%	1 2%	2 8%	3 7%	6 14%	2 7%	3 7%	1 *	-	10 6%	8 6%
		5%	21%	27%	47%	18%	22%	11%	-	89%	67%
Difficult to stay organised e.g. online shopping, etc	11 1%	2 7%	1 3%	2 5%	3 9%	2 7%	4 12%	2 *	-	9 5%	4 3%
		16%	8%	18%	31%	17%	39%	21%	-	79%	39%
Less entertainment	23 1%	3 13%	2 7%	6 15%	8 20%	5 18%	5 15%	2 *	-	21 12%	16 12%
		14%	9%	27%	33%	22%	23%	10%	-	90%	66%
Lack of support for special needs	4 *	1 4%	1 3%	1 2%	1 2%	2 6%	1 2%	1 *	-	3 2%	2 1%
		24%	23%	23%	23%	46%	23%	31%	-	69%	47%
Other	2 *	1 4%	-	-	1 1%	-	-	-	-	2 1%	2 1%
		67%	-	-	33%	-	-	-	-	100%	100%
SUMMARY CODES											
NO NEGATIVE EFFECT	106 5%	14 53%	15 53%	24 55%	19 49%	17 58%	26 69%	5 *	-	101 59%	75 56%
		13%	14%	22%	18%	16%	25%	5%	-	95%	71%
ANY NEGATIVE IMPACT	56 3%	9 35%	9 30%	15 34%	14 36%	11 39%	8 21%	4 *	-	52 30%	44 33%
		16%	16%	26%	24%	20%	14%	8%	-	92%	78%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	33 2%	6 22%	7 23%	8 19%	6 16%	6 21%	3 7%	2 *	-	31 18%	28 21%
		17%	20%	25%	18%	18%	8%	6%	-	94%	86%
Don't know	18 1%	3 12%	5 16%	5 11%	5 14%	1 3%	3 9%	-	-	18 11%	15 11%
		16%	26%	27%	29%	5%	19%	-	-	100%	81%

Affordability of Communications Services Measures (QS9890 - 731243)**Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -****[Prompted - Multi code]****Base: All Adults 16+ in the UK**

	Total	Q.10 AND WHICH, IF ANY, OF THE FOLLOWING DO YOU NOT HAVE BECAUSE OF COST? - [PROMPTED - MULTI CODE]									
		Smartphone (i.e. a phone with internet access, access to emails, apps etc)	Mobile phone (that can't access the internet)	Fixed Landline	Fixed broadband	Mobile broadband - Through a dongle or USB stick	Calls using a public payphone	None of these	Don't know	MENTION ANY SERVICE	MENTION ANY SERVICE, EXCLUDING PAYPHONE
Unweighted Base	2136	26	29	46	38	27	37	1507	42	170	133
Weighted Base	2136	26	29	43	38	29	38	1497	38	171	134
Not asked	1955	-	-	-	-	-	-	1488	38	-	-
	92%	-	-	-	-	-	-	99%	100%	-	-
		-	-	-	-	-	-	76%	2%	-	-

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
No negative effect at all	91 4%	62 3% 68%	23 13% 26%acd	5 5% 6%	1 2% 1%	2 3% 2%	12 5% 14%j	6 3% 7%	9 6% 10%j	6 3% 7%	1 1% 1%	11 4% 12%j	7 2% 8%	6 3% 6%	5 5% 6%j	23 13% 26%efgijk lmnp	1 2% 1%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15 1%	12 1% 79%	1 1% 7%	- - -	2 4% 14%abc	- - -	- - -	1 1% 8%	1 1% 9%	1 1% 9%	1 * 6%	2 1% 11%	2 1% 14%	3 2% 22%f	- - -	1 1% 7%	2 4% 14%fgijkno
Prevents access to emergency services and information that keeps people safer	4 *	4 * 100%	- - -	- - -	- - -	- - -	- - -	1 * 14%	1 * 17%	1 * 21%	1 * 14%	- - -	2 * 34%	- - -	- - -	- - -	- - -
Prevents access to information, e.g. news, health information, educational content etc	12 1%	12 1% 100%	- - -	- - -	- - -	- - -	- - -	1 1% 10%	3 2% 25%lk	2 1% 17%	- - -	- - -	5 2% 41%k	1 1% 8%	- - -	- - -	- - -
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 *	9 * 100%	- - -	- - -	- - -	- - -	- - -	2 1% 19%	3 2% 29%lk	1 * 10%	- - -	- - -	3 1% 30%	1 1% 11%	- - -	- - -	- - -
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 1%	11 1% 84%	1 1% 8%	1 1% 8%	- - -	- - -	- - -	4 2% 32%f	1 1% 11%	- - -	1 * 5%	1 * 7%	3 1% 21%	1 1% 8%	1 1% 8%	1 1% 8%	- - -
Miss out on contact with family/friends	19 1%	17 1% 90%	1 1% 5%	1 1% 5%	- - -	- - -	3 1% 14%	5 3% 29%gkl	2 2% 12%	3 2% 18%	1 * 3%	1 * 3%	1 * 3%	1 1% 7%	1 1% 5%	1 1% 5%	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
Less able to look for work	13 1%	9 1% 71%	- - -	3 3% 24%ab	1 1% 5%	- - -	1 * 7%	4 2% 30%jl	1 1% 10%	1 1% 10%	- - -	2 1% 13%	- - -	- - -	3 3% 24%ijlmo	- - -	1 1% 5%l
Less able to carry out work from home	5 *	4 * 80%	- - -	1 1% 20%	- - -	- - -	- - -	1 1% 28%	1 1% 29%	- - -	- - -	1 * -	1 - 24%	- - -	1 1% 20%	- - -	- - -
Makes it more difficult to find the cheapest goods/services	12 1%	11 1% 92%	1 1% 8%	- - -	- - -	- - -	1 * 8%	1 1% 10%	2 1% 18%	1 * 8%	1 1% 9%	1 * 9%	1 * 10%	2 1% 19%	- - -	1 1% 8%	- - -
Difficult to stay organised e.g. online shopping, etc	11 1%	9 * 80%	1 1% 12%	1 1% 9%	- - -	- - -	- - -	3 2% 29%fk	1 1% 12%	1 * 8%	- - -	- - -	2 2% 14%	2 1% 16%	1 1% 9%	1 1% 12%	- - -
Less entertainment	23 1%	17 1% 73%	4 2% 18%	2 2% 9%	- - -	- - -	1 1% 6%	4 2% 16%	- - -	3 2% 14%	3 1% 11%	1 * 2%	4 1% 15%	2 1% 9%	2 2% 9%	4 2% 18%k	- - -
Lack of support for special needs	4 *	3 * 77%	1 1% 23%	- - -	- - -	- - -	- - -	1 1% 24%	- - -	1 * 23%	- - -	- - -	- - -	1 1% 31%	- - -	1 1% 23%	- - -
Other	2 *	2 * 100%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	1 * 67%	1 * 33%	- - -	- - -	- - -
SUMMARY CODES																	
NO NEGATIVE EFFECT	106 5%	73 4% 69%	24 13% 23%ac	5 5% 5%	3 6% 3%	2 3% 2%	12 5% 12%j	8 4% 7%	11 7% 10%j	7 4% 7%	2 1% 2%	13 5% 12%j	10 3% 9%	9 5% 8%j	5 5% 5%	24 13% 23%efgijk lmn	3 6% 3%j
ANY NEGATIVE IMPACT	56 3%	45 3% 80%	5 3% 9%	5 5% 9%	1 1% 1%	- - -	4 1% 6%	13 7% 22%efijkl m	7 5% 13%	4 2% 8%	3 2% 6%	4 2% 8%	6 2% 11%	4 2% 6%	5 5% 9%	5 3% 9%	1 1% 1%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)**Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -****[Prompted - Multi code]****Base: All Adults 16+ in the UK**

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	33 2%	28 2% 85%	1 1% 3%	3 3% 10%	1 1% 2%	- - -	2 1% 7%	9 5% 27% ^{fijkl} mo	7 5% 22% ^{fijlmo}	1 1% 3%	1 * 2%	4 1% 12%	3 1% 9%	2 1% 5%	3 3% 10%	1 1% 3%	1 1% 2%
Don't know	18 1%	14 1% 75%	3 2% 19%	1 1% 6%	- - -	- - -	- - -	8 5% 46% ^{fhiijkl} m	1 1% 5%	1 * 3%	1 * 4%	2 1% 11%	- - -	1 1% 5%	1 1% 6%	3 2% 19% ^{ll}	- - -
Not asked	1955 92%	1666 93% 85% ^b	149 82% 8%	95 89% 5%	45 93% 2% ^b	74 97% 4% ^{ghn} o	234 94% 12% ^{gho}	157 85% 8%	132 88% 7%	175 93% 9% ^{go}	203 97% 10% ^{ghm} no	248 93% 13% ^{go}	290 95% 15% ^{gho}	155 92% 8% ^{go}	95 89% 5%	149 82% 8%	45 93% 2% ^o

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
No negative effect at all	91 4%	79 4%	12 5%	19 5%	70 4%	52 4%	14 5%	5 3%	7 3%	62 4%	72 4%	37 3%	6 3%	40 3%	29 2%	61 9%	28 3%	63 5%
		87%	13%	21%	77%	57%	15%	6%	8%	68%	79%	41%	7%	45%	32%	68% ⁿ	31%	69% ^p
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15 1%	14 1%	1 *	- -	14 1%	8 1%	2 1%	- -	1 *	10 1%	10 1%	12 1%	2 1%	12 1%	6 *	9 1%	4 *	11 1%
		94%	6%	-	92%	55%	11%	-	8%	66%	66%	77%	13%	77%	41%	59% ⁿ	29%	71%
Prevents access to emergency services and information that keeps people safer	4 *	2 *	2 1%	2 1%	2 *	2 *	1 *	- -	1 1%	2 *	4 *	3 *	2 1%	3 *	1 *	3 *	1 *	4 *
		52%	48% ^a	49%	51%	34%	21%	-	28%	55%	83%	65%	34%	65%	31%	69%	14%	86%
Prevents access to information, e.g. news, health information, educational content etc	12 1%	8 *	4 2%	3 1%	9 1%	3 *	4 2%	2 1%	- -	8 1%	10 1%	7 *	3 1%	8 1%	4 *	8 1%	4 *	8 1%
		68%	32% ^a	25%	75%	28%	34% ^e	20% ^e	-	62%	82%	54%	22%	64%	36%	64% ⁿ	35%	65%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 *	6 *	3 1%	3 1%	6 *	4 *	2 1%	2 1%	- -	6 *	9 *	4 *	2 1%	4 *	3 *	6 1%	2 *	7 1%
		67%	33%	34%	66%	50%	23%	27%	-	73%	100%	49%	17%	49%	30%	70% ⁿ	26%	74%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 1%	8 *	4 2%	3 1%	9 1%	4 *	3 1%	3 2%	2 1%	7 *	12 1%	5 *	4 2%	6 *	5 *	8 1%	4 *	9 1%
		64%	36% ^a	25%	68%	29%	28% ^e	25% ^e	17%	57%	100%	42%	29% ^{km}	51%	38%	62% ⁿ	30%	70%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
Miss out on contact with family/friends	19 1%	14 1%	5 2%	6 2%	12 1%	6 *	3 1%	1 1%	5 2%	9 1%	15 1%	9 1%	2 1%	10 1%	8 1%	11 2%	5 1%	13 1%
		73%	27%	33%	67%	32%	16%	8%	28%	47%	83%	47%	11%	53%	42%	58%	29%	71%
Less able to look for work	13 1%	12 1%	1 *	2 *	11 1%	6 *	4 2%	1 *	2 1%	9 1%	12 1%	6 *	2 1%	7 *	6 *	7 1%	3 *	11 1%
		93%	7%	12%	81%	42%	29%	7%	17%	65%	89%	42%	16%	50%	48%	52%	20%	80%
Less able to carry out work from home	5 *	3 *	1 1%	- *	5 *	1 *	1 1%	1 1%	1 *	2 *	5 *	1 *	- *	1 *	1 *	4 1%	1 *	4 *
		71%	29%	-	100%	24%	28%	29%	20%	51%	100%	24%	-	24%	24%	76%	24%	76%
Makes it more difficult to find the cheapest goods/services	12 1%	9 *	2 1%	6 2%	6 *	3 *	4 2%	3 2%	1 *	7 *	11 1%	5 *	3 1%	6 *	6 *	6 1%	3 *	9 1%
		79%	21%	52%	48%	24%	36%	27%	9%	59%	95%	42%	26%	51%	50%	50%	22%	78%
Difficult to stay organised e.g. online shopping, etc	11 1%	8 *	3 1%	5 1%	6 *	5 *	2 1%	3 1%	2 1%	7 *	11 1%	6 *	3 1%	7 1%	4 *	8 1%	1 *	10 1%
		74%	26%	44%	56%	44%	18%	24%	13%	62%	100%	56%	24%	66%	32%	68%	9%	91%
Less entertainment	23 1%	20 1%	3 1%	5 1%	17 1%	9 1%	5 2%	3 2%	6 2%	14 1%	21 1%	12 1%	4 2%	13 1%	10 1%	13 2%	6 1%	17 1%
		83%	13%	22%	74%	37%	22%	12%	24%	59%	90%	52%	15%	57%	43%	57%	26%	74%
Lack of support for special needs	4 *	4 *	- *	4 1%	- *	1 *	2 1%	- *	1 *	3 *	4 *	3 *	- *	3 *	3 *	1 *	1 *	3 *
		100%	-	100%	-	31%	46%	-	24%	76%	100%	77%	-	77%	77%	23%	23%	77%
Other	2 *	2 *	- *	1 *	1 *	- *	1 *	- *	- *	1 *	1 *	1 *	- *	1 *	1 *	1 *	1 *	1 *
		100%	-	33%	67%	-	33%	-	-	33%	33%	67%	-	67%	67%	33%	67%	33%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile on pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
SUMMARY CODES																		
NO NEGATIVE EFFECT	106	93	13	19	84	60	15	5	8	71	81	49	8	52	36	70	32	73
	5%	5%	5%	5%	5%	5%	6%	3%	4%	5%	5%	4%	4%	4%	2%	10%	4%	6%
		88%	12%	18%	79%	57%	15%	5%	8%	67%	77%	46%	7%	49%	34%	66%	31%	69%
ANY NEGATIVE IMPACT	56	45	10	16	37	20	11	8	12	30	48	27	5	28	25	31	16	40
	3%	2%	4%	4%	2%	2%	4%	4%	5%	2%	3%	2%	2%	2%	2%	5%	2%	3%
		80%	18%	29%	66%	35%	19%	14%	21%	53%	86%	49%	8%	51%	45%	55%	28%	72%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	33	25	7	11	20	11	6	5	6	16	27	15	1	15	15	18	10	23
	2%	1%	3%	3%	1%	1%	2%	3%	3%	1%	2%	1%	*	1%	1%	3%	1%	2%
		78%	22%	35%	60%	34%	17%	15%	19%	49%	83%	46%	3%	46%	46%	54%	30%	70%
Don't know	18	16	1	2	15	3	2	2	1	5	8	5	3	6	8	11	1	17
	1%	1%	*	1%	1%	*	1%	1%	1%	*	*	*	1%	*	1%	2%	*	1%
		90%	5%	11%	84%	17%	9%	10%	7%	27%	44%	26%	16%	33%	42%	58%	7%	93%
Not asked	1955	1721	220	337	1565	1200	226	169	214	1361	1658	1293	202	1354	1392	563	856	1099
	92%	92%	90%	90%	92%	94%	89%	92%	91%	93%	92%	94%	93%	94%	95%	83%	95%	89%
		88%	11%	17%	80%	61%	12%	9%	11%	70%	85%	66%	10%	69%	71%	29%	44%	56%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
No negative effect at all	91 4%	27 3% 30%	14 9% 16% ^c	75 5% 83%	2 7% 2%	4 12% 4%	5 13% 5%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15 1%	4 * 24%	4 3% 29% ^c	11 1% 71%	- - -	2 5% 12%	- - -
Prevents access to emergency services and information that keeps people safer	4 *	1 * 31%	4 3% 86% ^c	1 * 14%	1 4% 21%	2 7% 51%	2 5% 37%
Prevents access to information, e.g. news, health information, educational content etc	12 1%	6 1% 53%	7 4% 54% ^c	6 * 46%	1 4% 8%	4 11% 30%	2 6% 17%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 *	4 * 43%	5 3% 52% ^c	4 * 48%	1 4% 10%	2 5% 17%	1 3% 10%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 1%	6 1% 47%	7 4% 52% ^c	6 * 48%	1 4% 7%	4 11% 29%	- - -
Miss out on contact with family/friends	19 1%	7 1% 38%	9 6% 48% ^c	10 1% 52%	3 13% 18%	5 15% 26%	3 9% 17%
Less able to look for work	13 1%	5 1% 40%	6 4% 45% ^c	7 * 55%	- - -	5 16% 38%	2 7% 17%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -****[Prompted - Multi code]****Base: All Adults 16+ in the UK**

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
Less able to carry out work from home	5	1	1	3	-	-	-
	*	*	1%	*	-	-	-
		24%	28%	72%	-	-	-
Makes it more difficult to find the cheapest goods/services	12	6	6	6	1	3	3
	1%	1%	4%	*	4%	11%	8%
		55%	50%c	50%	8%	29%	23%
Difficult to stay organised e.g. online shopping, etc	11	6	8	3	2	4	4
	1%	1%	5%	*	8%	12%	13%
		52%	74%c	26%	17%	35%	40%
Less entertainment	23	10	14	10	4	5	5
	1%	1%	9%	1%	15%	17%	15%
		41%	59%c	41%	17%	23%	22%
Lack of support for special needs	4	3	4	-	2	2	3
	*	*	3%	-	7%	7%	9%
		77%	100%c	-	46%	54%	76%
Other	2	1	1	-	-	-	1
	*	*	1%	-	-	-	3%
		67%	67%c	-	-	-	67%
SUMMARY CODES							
NO NEGATIVE EFFECT	106	31	19	86	2	5	5
	5%	3%	12%	6%	7%	17%	13%
		29%	18%c	81%	2%	5%	4%
ANY NEGATIVE IMPACT	56	23	28	29	7	13	12
	3%	2%	18%	2%	27%	40%	35%
		41%	49%c	51%	12%	23%	21%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	33	13	14	19	3	7	7
	2%	1%	9%	1%	11%	23%	19%
		40%	41%c	59%	9%	23%	20%
Don't know	18	1	2	13	1	-	-
	1%	*	1%	1%	4%	-	-
		8%	9%	73%	5%	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
Not asked	1955	880	104	1394	16	14	18
	92%	94%	68%	92%	62%	43%	52%
		45%	5%	71%b	1%	1%	1%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
No negative effect at all	91 4%	12 45% 13%	14 47% 15%	20 46% 22%	19 49% 21%	15 50% 16%	21 57% 23%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15 1%	2 8% 14%	2 6% 11%	4 9% 27%	- - -	2 8% 15%	5 13% 32% ^d
Prevents access to emergency services and information that keeps people safer	4 *	- - -	2 6% 37%	2 4% 35%	1 2% 21%	1 3% 21%	2 7% 55%
Prevents access to information, e.g. news, health information, educational content etc	12 1%	1 4% 9%	3 10% 24%	3 7% 23%	6 14% 46%	2 7% 17%	2 7% 20%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 *	- - -	1 5% 16%	2 5% 24%	3 9% 37%	2 7% 23%	2 7% 28%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 1%	- - -	1 4% 9%	3 6% 22%	5 13% 39%	- - -	4 11% 34%
Miss out on contact with family/friends	19 1%	1 4% 5%	5 19% 29%	6 15% 35%	6 14% 30%	4 13% 20%	3 8% 16%
Less able to look for work	13 1%	2 9% 18%	2 7% 15%	5 11% 34%	4 10% 28%	4 13% 28%	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -****[Prompted - Multi code]****Base: All Adults 16+ in the UK**

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
Less able to carry out work from home	5*	1 4% 20%	1 4% 24%	1 2% 20%	4 10% 76%	- - -	- - -
Makes it more difficult to find the cheapest goods/services	12 1%	1 2% 5%	2 8% 21%	3 7% 27%	6 14% 47%	2 7% 18%	3 7% 22%
Difficult to stay organised e.g. online shopping, etc	11 1%	2 7% 16%	1 3% 8%	2 5% 18%	3 9% 31%	2 7% 17%	4 12% 39%
Less entertainment	23 1%	3 13% 14%	2 7% 9%	6 15% 27%	8 20% 33%	5 18% 22%	5 15% 23%
Lack of support for special needs	4*	1 4% 24%	1 3% 23%	1 2% 23%	1 2% 23%	2 6% 46%	1 2% 23%
Other	2*	1 4% 67%	- - -	- - -	1 1% 33%	- - -	- - -
SUMMARY CODES							
NO NEGATIVE EFFECT	106 5%	14 53% 13%	15 53% 14%	24 55% 22%	19 49% 18%	17 58% 16%	26 69% 25%
ANY NEGATIVE IMPACT	56 3%	9 35% 16%	9 30% 16%	15 34% 26%	14 36% 24%	11 39% 20%	8 21% 14%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	33 2%	6 22% 17%	7 23% 20%	8 19% 25%	6 16% 18%	6 21% 18%	3 7% 8%
Don't know	18 1%	3 12% 16%	5 16% 26%	5 11% 27%	5 14% 29%	1 3% 5%	3 9% 19%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -****[Prompted - Multi code]****Base: All Adults 16+ in the UK**

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
Not asked	1955	-	-	-	-	-	-
	92%	-	-	-	-	-	-
		-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.12 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
Payphone	61 3%	36 3% 59%	25 2% 41%	12 4% 20%	8 2% 13%	10 3% 16%	10 3% 17%	10 3% 16%	6 3% 9%	4 2% 7%	20 3% 34%	30 3% 49%	10 2% 17%	23 2% 38%	38 4% 62%	9 2% 15%	25 2% 41%	27 4% 45% ^p
Directory enquiries via BT phonebook	72 3%	40 4% 55%	33 3% 45%	4 1% 5%	4 1% 5%	10 3% 14%	15 4% 21% ^{cd}	10 3% 15% ^d	18 8% 24% ^{cde}	11 6% 16% ^{cd}	7 1% 10%	36 4% 50% ^j	29 7% 40% ^{jk}	37 4% 52%	35 3% 48%	19 5% 26%	31 3% 43%	22 3% 30%
Directory enquiries via phone	123 6%	63 6% 51%	60 5% 49%	10 3% 8%	15 4% 13%	18 5% 14%	29 8% 24% ^{cd}	22 7% 18% ^c	17 7% 14% ^{cd}	13 7% 10%	25 4% 20%	69 7% 56% ^j	29 7% 24% ^j	69 7% 56%	54 5% 44%	23 6% 19%	75 7% 61% ^q	25 4% 20%
Directory enquiries via internet	222 10%	103 10% 47%	118 11% 53%	28 9% 13% ⁱ	50 12% 23% ⁱ	53 16% 24% ^{cfh}	33 9% 15% ⁱ	32 10% 14% ⁱ	20 9% 9% ⁱ	6 3% 3%	78 11% 35% ^l	118 12% 53% ^l	25 6% 11%	153 14% 69% ⁿ	69 6% 31%	66 17% 30% ^{pq}	124 11% 56% ^q	32 5% 15%
Itemised billing - that you pay extra for	129 6%	62 6% 48%	67 6% 52%	7 2% 5%	22 5% 17%	20 6% 15% ^c	35 10% 27% ^{cdi}	24 8% 18% ^c	15 7% 11% ^c	7 4% 5%	28 4% 22%	79 8% 61% ^j	22 5% 17%	79 7% 61% ⁿ	50 5% 39%	35 9% 27% ^q	72 6% 56% ^q	22 3% 17%
SUMMARY CODE																		
ANY DIRECTORY ENQUIRIES	345 16%	168 16% 49%	178 16% 51%	32 11% 9%	61 15% 18%	63 19% 18% ^c	65 18% 19% ^c	54 18% 16% ^c	45 20% 13% ^c	26 14% 8%	93 13% 27%	182 18% 53% ^j	71 17% 20%	216 20% 63% ⁿ	129 12% 37%	89 23% 26% ^{pq}	190 17% 55% ^q	66 10% 19%
None of these	1633 76%	790 76% 48%	843 77% 52%	250 83% 15% ^{efgh}	322 78% 20%	248 73% 15%	266 73% 16%	229 75% 14%	166 74% 10%	151 80% 9%	573 80% 35% ^k	743 74% 46%	317 76% 19%	775 73% 47%	858 80% 53% ^m	268 68% 16%	853 77% 52% ^o	512 81% 31% ^{op}
Don't know	37 2%	19 2% 50%	19 2% 50%	4 1% 10%	8 2% 21%	7 2% 19%	7 2% 18%	3 1% 7%	4 2% 11%	5 3% 14%	12 2% 31%	16 2% 44%	9 2% 25%	13 1% 36%	24 2% 64%	10 2% 25% ^p	10 1% 28%	17 3% 47% ^p

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.12 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
Payphone	61 3%	50 3% 82%	2 1% 3%	5 5% 8%	4 8% 6%ab	1 1% 1%	4 2% 7%	7 4% 11%	7 5% 12%	6 3% 10%	9 4% 14%	4 2% 7%	7 2% 12%	5 3% 8%	5 5% 8%	2 1% 3%	4 8% 6%efklo
Directory enquiries via BT phonebook	72 3%	47 3% 64%	8 4% 11%	11 10% 15%a	7 14% 10%ab	- - -	5 2% 7%	7 4% 10%	3 2% 4%	2 1% 2%	11 5% 15%ik	3 1% 4%	7 2% 10%	9 5% 13%eik	11 10% 15%efhik	8 4% 11%ik	7 14% 10%efghijklmo
Directory enquiries via phone	123 6%	96 5% 78%	12 7% 10%	9 8% 7%	6 13% 5%a	4 6% 4%	17 7% 14%	6 3% 5%	9 6% 8%	13 7% 11%	9 4% 8%	11 4% 9%	13 4% 11%	12 7% 9%	9 8% 7%	12 7% 10%	6 13% 5%gkl
Directory enquiries via internet	222 10%	173 10% 78%	24 13% 11%	16 15% 7%	8 17% 4%a	6 9% 3%	34 13% 15%gk	10 5% 4%	16 10% 7%	14 7% 6%	27 13% 12%gk	15 6% 7%	29 10% 13%	23 14% 10%gk	16 15% 7%gk	24 13% 11%gk	8 17% 4%gik
Itemised billing - that you pay extra for	129 6%	90 5% 70%	22 12% 17%a	14 13% 11%a	3 6% 2%	2 3% 2%	14 6% 11%	10 5% 8%	9 6% 7%	9 5% 7%	12 6% 9%	10 4% 7%	18 6% 14%	6 3% 4%	14 13% 11%efgij klm	22 12% 17%efgijk lm	3 6% 2%
SUMMARY CODE																	
ANY DIRECTORY ENQUIRIES	345 16%	268 15% 77%	37 20% 11%	24 23% 7%a	17 35% 5%ab	8 11% 2%	49 20% 14%gkl	20 11% 6%	22 15% 6%	26 14% 8%	37 18% 11%k	25 9% 7%	40 13% 11%	40 24% 12%eghi kl	24 23% 7%gkl	37 20% 11%gkl	17 35% 5%efghijkl
None of these	1633 76%	1409 78% 86%bcd	123 68% 8%	69 64% 4%	31 6% 2%	65 86% 4%mnop p	194 78% 12%nop	147 79% 9%mnop	116 77% 7%n	145 80% 9%nop	157 75% 10%	224 84% 14%jmn op	245 85% 15%mnop	116 69% 7%	69 65% 4%	123 68% 8%	31 64% 2%
Don't know	37 2%	26 1% 69%	10 6% 27%a	1 1% 2%	1 2% 2%	- - -	1 * 3%	7 4% 17%fhl	- - -	1 1% 4%	3 1% 8%	5 2% 13%	2 1% 6%	7 4% 18%fhl	1 1% 2%	10 6% 27%fhijkl	1 2% 2%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.12 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
Payphone	61	55	6	12	48	33	12	8	9	40	55	41	11	42	40	20	23	38
	3%	3%	2%	3%	3%	3%	5%	4%	4%	3%	3%	3%	5%	3%	3%	3%	3%	3%
		90%	10%	20%	79%	55%	19%	13%	14%	67%	90%	68%	18%	70%	66%	34%	37%	63%
Directory enquiries via BT phonebook	72	68	4	19	50	30	9	8	15	36	58	50	8	50	61	11	35	37
	3%	4%	2%	5%	3%	2%	4%	4%	6%	2%	3%	4%	4%	3%	4%	2%	4%	3%
		94%	6%	26%	69%	41%	13%	11%	21%	50%	81%	69%	12%	69%	84%	16%	49%	51%
Directory enquiries via phone	123	113	9	23	99	75	20	16	16	85	106	90	23	91	97	26	64	59
	6%	6%	4%	6%	6%	6%	8%	9%	7%	6%	6%	7%	11%	6%	7%	4%	7%	5%
		91%	8%	19%	80%	61%	16%	13%	13%	69%	86%	73%	19%	74%	79%	21%	52%	48%
Directory enquiries via internet	222	203	19	27	190	169	26	16	20	185	210	178	33	184	166	55	114	107
	10%	11%	8%	7%	11%	13%	10%	9%	8%	13%	12%	13%	15%	13%	11%	8%	13%	9%
		92%	8%	12%	86%	76%	12%	7%	9%	84%	95%	80%	15%	83%	75%	25%	52%	48%
Itemised billing - that you pay extra for	129	117	10	23	101	87	17	15	21	93	117	104	27	106	101	27	70	59
	6%	6%	4%	6%	6%	7%	7%	8%	9%	6%	6%	8%	13%	7%	7%	4%	8%	5%
		91%	7%	18%	78%	68%	13%	12%	16%	73%	91%	81%	21%	83%	79%	21%	54%	46%
SUMMARY CODE																		
ANY DIRECTORY ENQUIRIES	345	321	24	62	274	218	43	35	43	248	306	259	45	267	266	79	178	168
	16%	17%	10%	17%	16%	17%	17%	19%	18%	17%	17%	19%	21%	19%	18%	12%	20%	14%
		93%	7%	18%	79%	63%	13%	10%	12%	72%	89%	75%	13%	77%	77%	23%	51%	49%
None of these	1633	1416	204	286	1312	978	185	124	169	1120	1359	1015	148	1071	1095	538	675	958
	76%	75%	83%	76%	77%	76%	73%	68%	72%	76%	76%	74%	68%	74%	75%	80%	74%	78%
		87%	12%	18%	80%	60%	11%	8%	10%	69%	83%	62%	9%	66%	67%	33%	41%	59%
Don't know	37	33	4	5	20	14	9	9	4	18	24	15	5	15	20	17	7	30
	2%	2%	2%	1%	1%	1%	4%	5%	2%	1%	1%	1%	2%	1%	1%	3%	1%	2%
		89%	11%	13%	53%	38%	25%	24%	11%	49%	63%	39%	13%	39%	54%	46%	19%	81%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)**Q.12 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]****Base: All Adults 16+ in the UK**

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
Payphone	61	26	11	42	2	5	4
	3%	3%	7%	3%	10%	15%	12%
		43%	19% ^c	69%	4%	8%	7%
Directory enquiries via BT phonebook	72	37	8	52	-	2	2
	3%	4%	6%	3%	-	7%	7%
		51%	12%	71%	-	3%	3%
Directory enquiries via phone	123	51	15	97	-	4	4
	6%	5%	10%	6%	-	13%	12%
		41%	12%	79%	-	3%	3%
Directory enquiries via internet	222	124	24	158	1	8	7
	10%	13%	16%	10%	5%	26%	19%
		56%	11% ^c	71%	1%	4%	3%
Itemised billing - that you pay extra for	129	69	11	101	2	3	3
	6%	7%	7%	7%	8%	10%	10%
		53%	9%	78%	2%	2%	3%
SUMMARY CODE							
ANY DIRECTORY ENQUIRIES	345	178	35	256	1	10	10
	16%	19%	23%	17%	5%	30%	31%
		52%	10%	74%	*	3%	3%
None of these	1633	693	103	1160	19	19	21
	76%	74%	68%	76%	76%	58%	61%
		42%	6%	71% ^b	1%	1%	1%
Don't know	37	6	2	10	1	-	-
	2%	1%	1%	1%	5%	-	-
		17%	5%	27%	3%	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.12 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
Payphone	61	1	2	3	3	1	1
	3%	4%	8%	7%	9%	3%	1%
		1%	4%	5%	6%	2%	1%
Directory enquiries via BT phonebook	72	-	2	-	2	1	1
	3%	-	5%	-	4%	4%	2%
		-	2%	-	2%	2%	1%
Directory enquiries via phone	123	6	3	2	2	2	3
	6%	25%	10%	6%	4%	8%	7%
		5%	2%	2%	1%	2%	2%
Directory enquiries via internet	222	3	4	3	6	7	5
	10%	12%	12%	7%	16%	23%	12%
		1%	2%	1%	3%	3%	2%
Itemised billing - that you pay extra for	129	2	6	1	4	1	3
	6%	9%	19%	1%	12%	3%	8%
		2%	4%	*	3%	1%	2%
SUMMARY CODE							
ANY DIRECTORY ENQUIRIES	345	8	5	5	8	9	7
	16%	33%	16%	11%	20%	31%	17%
		2%	1%	1%	2%	3%	2%
None of these	1633	15	16	35	24	18	29
	76%	58%	57%	81%	63%	63%	78%
		1%	1%	2%	1%	1%	2%
Don't know	37	-	2	-	-	-	-
	2%	-	6%	-	-	-	-
		-	5%	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.13 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
Yes	376	172	204	12	32	31	74	82	66	79	44	187	145	125	251	48	144	184
	18%	17%	19%	4%	8%	9%	20%	27%	29%	42%	6%	18%	35%	12%	23%	12%	13%	29%
		46%	54%	3%	9%	8% ^c	20% ^{cde}	22% ^{cde}	18% ^{cde}	21% ^{cde}	12%	50% ^j	39% ^{jk}	33%	67% ^m	13%	38%	49% ^{op}
									^f	^{fgh}								
No	1701	837	865	283	372	296	284	213	150	102	656	793	253	911	791	338	939	425
	80%	81%	79%	94%	91%	88%	78%	70%	67%	54%	92%	79%	61%	86%	74%	86%	84%	67%
		49%	51%	17% ^{efg}	22% ^{fgh}	17% ^{fgh}	17% ^{ghi}	13% ⁱ	9% ⁱ	6%	39% ^{kl}	47% ^l	15%	54% ⁿ	46%	20% ^q	55% ^q	25%
				^{hi}	ⁱ	ⁱ												
Prefer not to say	47	21	26	3	7	10	7	9	5	6	10	26	11	20	26	5	25	18
	2%	2%	2%	1%	2%	3%	2%	3%	2%	3%	1%	3%	3%	2%	2%	1%	2%	3%
		44%	56%	6%	15%	21%	16%	19%	12%	13%	21%	55%	24%	43%	57%	10%	53%	37%
Don't know	12	7	5	2	-	1	1	2	3	2	2	4	5	5	7	4	5	4
	1%	1%	*	1%	-	*	*	1%	1%	1%	*	*	1%	1%	1%	1%	*	1%
		61%	39%	20%	-	12%	9%	13%	27% ^d	18% ^d	20%	35%	45% ^{jk}	45%	55%	32%	38%	31%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.13 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
Yes	376 18%	310 17% 83%	36 20% 10%	23 22% 6%	6 13% 2%	17 23% 5%jk	51 20% 14%jk	41 22% 11%jk	32 21% 8%jk	33 18% 9%k	25 12% 7%	24 9% 6%	53 17% 14%k	34 20% 9%jk	23 22% 6%jk	36 20% 10%jk	6 13% 2%
No	1701 80%	1447 80% 85%b	132 72% 8%	80 75% 5%	43 87% 2%b	58 76% 3%	193 77% 11%	138 74% 8%	118 78% 7%	151 81% 9%	180 86% 11%fgm no	235 88% 14%efg hilmno	248 81% 15%o	127 75% 7%	80 75% 5%	132 72% 8%	43 87% 2%gmo
Prefer not to say	47 2%	37 2% 78%	7 4% 14%	3 3% 7%	- - -	1 1% 2%	6 2% 12%	6 3% 13%	2 1% 4%	2 1% 5%	4 2% 8%	7 3% 16%	5 2% 11%	4 2% 8%	3 3% 7%	7 4% 14%	- - -
Don't know	12 1%	5 * 45%	7 4% 55%a	- - -	- - -	- - -	- - -	1 * 4%	- - -	- - -	1 * 5%	- - -	- - -	4 3% 36%fikl	- - -	7 4% 55%fghijk	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.13 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile on pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
Yes	376	356	15	376	-	138	42	48	75	172	280	204	32	213	277	98	153	222
	18%	19%	6%	100%	-	11%	16%	26%	32%	12%	16%	15%	15%	15%	19%	15%	17%	18%
		95%b	4%	100% ^d	-	37%	11% ^e	13% ^{ef}	20% ^{ef}	46%	74% ⁱ	54%	8%	57%	74% ^o	26%	41%	59%
No	1701	1466	225	-	1701	1119	206	129	155	1268	1480	1146	181	1202	1150	551	737	965
	80%	78%	92%	-	100%	87%	81%	70%	66%	86%	82%	83%	83%	83%	79%	82%	81%	78%
		86%	13% ^a	-	100% ^c	66% ^{fgh}	12% ^{gh}	8%	9%	75% ^j	87%	67%	11%	71%	68%	32%	43%	57%
Prefer not to say	47	43	4	-	-	20	4	4	4	23	30	20	1	20	24	23	12	35
	2%	2%	2%	-	-	2%	2%	2%	2%	2%	2%	1%	*	1%	2%	3%	1%	3%
		92%	8%	-	-	44%	10%	9%	9%	49%	64%	42%	2%	44%	51%	49% ⁿ	26%	74% ^p
Don't know	12	12	-	-	-	5	2	3	2	5	7	4	4	4	9	3	4	9
	1%	1%	-	-	-	*	1%	2%	1%	*	*	*	2%	*	1%	*	*	1%
		100%	-	-	-	42%	20%	26% ^g	13%	42%	55%	37%	32% ^{km}	37%	77%	23%	29%	71%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.13 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]

Base: All Adults 16+ in the UK

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
Yes	376	168	42	268	12	8	9
	18%	18%	28%	18%	46%	24%	26%
		45%	11% ^c	71%	3%	2%	2%
No	1701	748	102	1230	11	23	23
	80%	80%	67%	81%	43%	72%	68%
		44%	6%	72% ^b	1%	1%	1%
Prefer not to say	47	16	6	23	1	1	2
	2%	2%	4%	2%	6%	3%	6%
		34%	14% ^c	49%	3%	2%	4%
Don't know	12	3	1	2	1	-	-
	1%	*	1%	*	5%	-	-
		26%	9%	17%	9%	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.13 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]

Base: All Adults 16+ in the UK

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
Yes	376	10	3	14	10	6	10
	18%	39%	10%	32%	26%	19%	26%
		3%	1%	4%	3%	1%	3%
No	1701	14	26	29	27	22	27
	80%	56%	90%	68%	70%	77%	72%
		1%	2%	2%	2%	1%	2%
Prefer not to say	47	1	-	-	2	1	1
	2%	6%	-	-	5%	4%	2%
		3%	-	-	4%	2%	2%
Don't know	12	-	-	-	-	-	-
	1%	-	-	-	-	-	-
		-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
GENDER																		
Male	1037	1037	-	152	201	170	173	157	105	78	353	501	183	517	520	200	555	282
	49%	100%	-	51%	49%	50%	47%	52%	47%	41%	50%	50%	44%	49%	48%	51%	50%	45%
		100% ^b	-	15% ⁱ	19%	16% ⁱ	17%	15% ⁱ	10%	8%	34%	48% ^l	18%	50%	50%	19%	54% ^q	27%
Female	1099	-	1099	148	210	168	193	148	120	112	358	509	232	545	555	194	557	349
	51%	-	100%	49%	51%	50%	53%	48%	53%	59%	50%	50%	56%	51%	52%	49%	50%	55%
		-	100% ^a	13%	19%	15%	18%	13%	11%	10% ^{ce}	33%	46%	21% ^k	50%	50%	18%	51%	32% ^p
AGE																		
16-24	300	152	148	300	-	-	-	-	-	-	300	-	-	150	151	31	183	87
	14%	15%	13%	100%	-	-	-	-	-	-	42%	-	-	14%	14%	8%	16%	14%
		51%	49%	100% ^{defg}	-	-	-	-	-	-	100% ^{kl}	-	-	50%	50%	10%	61% ^o	29% ^o
				hi														
25-34	411	201	210	-	411	-	-	-	-	-	411	-	-	214	197	76	220	115
	19%	19%	19%	-	100%	-	-	-	-	-	58%	-	-	20%	18%	19%	20%	18%
		49%	51%	-	100% ^{cefg}	-	-	-	-	-	100% ^{kl}	-	-	52%	48%	19%	54%	28%
				hi														
35-44	338	170	168	-	-	338	-	-	-	-	-	338	-	190	148	77	190	71
	16%	16%	15%	-	-	100%	-	-	-	-	-	34%	-	18%	14%	20%	17%	11%
		50%	50%	-	-	100% ^{cd}	-	-	-	-	-	100% ^{jl}	-	56% ⁿ	44%	23% ^q	56% ^q	21%
				hi														
45-54	366	173	193	-	-	-	366	-	-	-	-	366	-	194	172	74	207	85
	17%	17%	18%	-	-	-	100%	-	-	-	-	36%	-	18%	16%	19%	19%	13%
		47%	53%	-	-	-	100% ^{cdeg}	-	-	-	-	100% ^{jl}	-	53%	47%	20% ^q	57% ^q	23%
				hi														
55-64	305	157	148	-	-	-	-	305	-	-	-	305	-	149	156	53	159	93
	14%	15%	13%	-	-	-	-	100%	-	-	-	30%	-	14%	15%	13%	14%	15%
		52%	48%	-	-	-	-	100% ^{cdef}	-	-	-	100% ^{jl}	-	49%	51%	17%	52%	31%
				hi														
65-74	225	105	120	-	-	-	-	-	225	-	-	-	225	93	132	47	86	92
	11%	10%	11%	-	-	-	-	-	100%	-	-	-	54%	9%	12%	12%	8%	15%
		47%	53%	-	-	-	-	-	100% ^{cdef}	-	-	-	100% ^{jk}	41%	59% ^m	21% ^p	38%	41% ^p
				gi														
75+	190	78	112	-	-	-	-	-	-	190	-	-	190	72	118	37	66	87
	9%	8%	10%	-	-	-	-	-	-	100%	-	-	46%	7%	11%	9%	6%	14%
		41%	59% ^a	-	-	-	-	-	-	100% ^{cdef}	-	-	100% ^{jk}	38%	62% ^m	19% ^p	35%	46% ^{op}
				gh														

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
AGE																		
16-34	711	353	358	300	411	-	-	-	-	-	711	-	-	364	347	107	403	202
	33%	34%	33%	100%	100%	-	-	-	-	-	100%	-	-	34%	32%	27%	36%	32%
		50%	50%	42%efg hi	58%efgh i	-	-	-	-	-	100%kl	-	-	51%	49%	15%	57%o	28%
35-64	1010	501	509	-	-	338	366	305	-	-	-	1010	-	533	477	204	557	249
	47%	48%	46%	-	-	100%	100%	100%	-	-	-	100%	-	50%	44%	52%	50%	40%
		50%	50%	-	-	34%cdh i	36%cdh i	30%cdhi	-	-	-	100%j	-	53%n	47%	20%q	55%q	25%
65+	415	183	232	-	-	-	-	-	225	190	-	-	415	165	250	83	152	179
	19%	18%	21%	-	-	-	-	-	100%	100%	-	-	100%	16%	23%	21%	14%	28%
		44%	56%	-	-	-	-	-	54%cde fg	46%cdef g	-	-	100%jk	40%	60%m	20%p	37%	43%op
SOCIAL GRADE																		
ABC1	1062	517	545	150	214	190	194	149	93	72	364	533	165	1062	-	394	667	-
	50%	50%	50%	50%	52%	56%	53%	49%	41%	38%	51%	53%	40%	100%	-	100%	60%	-
		49%	51%	14%hi	20%hi	18%hi	18%hi	14%i	9%	7%	34%l	50%l	16%	100%n	-	37%pq	63%q	-
C2DE	1074	520	555	151	197	148	172	156	132	118	347	477	250	-	1074	-	444	630
	50%	50%	50%	50%	48%	44%	47%	51%	59%	62%	49%	47%	60%	-	100%	-	40%	100%
		48%	52%	14%	18%	14%	16%	15%	12%cde f	11%cde fg	32%	44%	23%jk	-	100%m	-	41%o	59%op
SOCIAL GRADE																		
AB	394	200	194	31	76	77	74	53	47	37	107	204	83	394	-	394	-	-
	18%	19%	18%	10%	19%	23%	20%	17%	21%	19%	15%	20%	20%	37%	-	100%	-	-
		51%	49%	8%	19% c	20% c	19% c	13% c	12% c	9% c	27%	52% j	21% j	100% n	-	100% pq	-	-
C1C2	1112	555	557	183	220	190	207	159	86	66	403	557	152	667	444	-	1112	-
	52%	54%	51%	61%	54%	56%	57%	52%	38%	35%	57%	55%	37%	63%	41%	-	100%	-
		50%	50%	16%hi	20%hi	17%hi	19%hi	14%hi	8%	6%	36%l	50%l	14%	60%n	40%	-	100% oq	-
DE	630	282	349	87	115	71	85	93	92	87	202	249	179	-	630	-	-	630
	30%	27%	32%	29%	28%	21%	23%	31%	41%	46%	28%	25%	43%	-	59%	-	-	100%
		45%	55% a	14% e	18% e	11%	13%	15% e	15% cde fg	14% cde fg	32%	40%	28% jk	-	100% m	-	-	100% op
COUNTRY																		
England	1799	872	927	253	353	299	308	248	178	160	606	855	338	917	882	346	930	523
	84%	84%	84%	84%	86%	88%	84%	81%	79%	84%	85%	85%	81%	86%	82%	88%	84%	83%
		48%	52%	14%	20% h	17% gh	17%	14%	10%	9%	34%	48%	19%	51% n	49%	19% q	52%	29%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

Table 24

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
Scotland	182	92	90	27	30	18	30	41	20	15	57	89	35	93	89	35	103	43
	9%	9%	8%	9%	7%	5%	8%	13%	9%	8%	8%	9%	8%	9%	8%	9%	9%	7%
		51%	49%	15%	17%	10%	17%	23%dei	11%	8%	32%	49%	19%	51%	49%	19%	57%	24%
Wales	107	49	57	12	16	13	22	11	22	11	28	45	33	40	66	13	60	34
	5%	5%	5%	4%	4%	4%	6%	3%	10%	6%	4%	4%	8%	4%	6%	3%	5%	5%
		46%	54%	11%	15%	12%	21%	10%	20%cd	10%	27%	43%	31%jk	38%	62%lm	12%	56%	32%
Northern Ireland	49	23	25	9	11	9	5	6	5	4	20	20	9	12	37	-	18	31
	2%	2%	2%	3%	3%	3%	1%	2%	2%	2%	3%	2%	2%	1%	3%	-	2%	5%
		48%	52%	17%	23%	18%	11%	12%	11%	9%	41%	40%	19%	24%	76%lm	-	37%o	63%op
GOVERNMENT REGIONS																		
North East	76	34	42	9	6	16	9	18	8	10	15	42	18	27	49	19	28	29
	4%	3%	4%	3%	2%	5%	2%	6%	4%	5%	2%	4%	4%	3%	5%	5%	3%	5%
		44%	56%	12%	8%	21%cd	12%	23%df	11%	13%cd	20%	56%j	24%j	36%	64%lm	25%p	37%	38%op
North West	250	122	128	40	38	44	40	32	24	33	77	116	57	123	127	50	124	75
	12%	12%	12%	13%	9%	13%	11%	11%	11%	17%	11%	11%	14%	12%	12%	13%	11%	12%
		49%	51%	16%	15%	18%	16%	13%	10%	13%dfg	31%	46%	23%	49%	51%	20%	50%	30%
Yorkshire and The Humber	185	86	99	26	49	28	35	22	16	9	75	85	25	75	110	35	78	72
	9%	8%	9%	9%	12%	8%	10%	7%	7%	5%	11%	8%	6%	7%	10%	9%	7%	11%
		47%	53%	14%	27%ghi	15%	19%i	12%	9%	5%	40%l	46%	13%	41%	59%lm	19%	42%	39%op
East Midlands	151	69	82	26	34	19	19	24	16	13	60	62	28	57	94	17	67	67
	7%	7%	7%	9%	8%	6%	5%	8%	7%	7%	8%	6%	7%	5%	9%	4%	6%	11%
		45%	55%	17%	23%	13%	13%	16%	10%	8%	40%	41%	19%	38%	62%lm	11%	45%	44%op
West Midlands	187	93	94	29	39	21	38	27	19	14	68	85	33	88	99	31	97	60
	9%	9%	9%	10%	9%	6%	10%	9%	8%	8%	10%	8%	8%	8%	9%	8%	9%	9%
		50%	50%	16%	21%	11%	20%	14%	10%	8%	36%	46%	18%	47%	53%	17%	52%	32%
East of England	209	107	102	22	40	38	45	25	24	15	62	108	39	126	83	56	117	36
	10%	10%	9%	7%	10%	11%	12%	8%	11%	8%	9%	11%	9%	12%	8%	14%	11%	6%
		51%	49%	10%	19%	18%	21%	12%	11%	7%	30%	52%	19%	60%ln	40%	27%q	56%q	17%
London	267	132	135	57	63	49	43	26	15	12	121	119	27	155	112	55	148	64
	12%	13%	12%	19%	15%	15%	12%	9%	7%	6%	17%	12%	7%	15%	10%	14%	13%	10%
		49%	51%	22%lgh	24%ghi	18%ghi	16%hi	10%	6%	4%	45%kl	45%l	10%	58%n	42%	21%	55%	24%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

Table 24

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
South East	306	143	163	33	55	56	58	47	31	26	88	161	57	175	131	50	184	73
	14%	14%	15%	11%	13%	16%	16%	16%	14%	14%	12%	16%	14%	16%	12%	13%	17%	12%
		47%	53%	11%	18%	18%	19%	15%	10%	8%	29%	53%	19%	57% ⁿ	43%	16%	60% ^q	24%
South West	169	87	82	10	29	28	21	26	25	28	40	76	54	90	79	34	87	47
	8%	8%	7%	3%	7%	8%	6%	9%	11%	15%	6%	7%	13%	8%	7%	9%	8%	8%
		52%	48%	6%	17%	16% ^c	13%	16% ^c	15% ^{cf}	17% ^{cde}	23%	45%	32% ^{jk}	53%	47%	20%	52%	28%
Wales	107	49	57	12	16	13	22	11	22	11	28	45	33	40	66	13	60	34
	5%	5%	5%	4%	4%	4%	6%	3%	10%	6%	4%	4%	8%	4%	6%	3%	5%	5%
		46%	54%	11%	15%	12%	21%	10%	20% ^{cde}	10%	27%	43%	31% ^{jk}	38%	62% ^m	12%	56%	32%
Scotland	182	92	90	27	30	18	30	41	20	15	57	89	35	93	89	35	103	43
	9%	9%	8%	9%	7%	5%	8%	13%	9%	8%	8%	9%	8%	9%	8%	9%	9%	7%
		51%	49%	15%	17%	10%	17%	23% ^{dei}	11%	8%	32%	49%	19%	51%	49%	19%	57%	24%
Northern Ireland	49	23	25	9	11	9	5	6	5	4	20	20	9	12	37	-	18	31
	2%	2%	2%	3%	3%	3%	1%	2%	2%	2%	3%	2%	2%	1%	3%	-	2%	5%
		48%	52%	17%	23%	18%	11%	12%	11%	9%	41%	40%	19%	24%	76% ^m	-	37% ^o	63% ^{op}
ETHNIC ORIGIN																		
White	1877	906	971	226	343	287	333	284	216	188	569	904	404	915	961	341	973	562
	88%	87%	88%	75%	83%	85%	91%	93%	96%	99%	80%	90%	97%	86%	89%	87%	88%	89%
		48%	52%	12%	18% ^c	15% ^c	18% ^{cde}	15% ^{cde}	12% ^{cde}	10% ^{cde}	30%	48% ^j	22% ^{jk}	49%	51% ^m	18%	52%	30%
Minority Ethnic	244	120	124	71	65	50	29	19	8	2	136	98	10	138	106	51	131	62
	11%	12%	11%	24%	16%	15%	8%	6%	4%	1%	19%	10%	2%	13%	10%	13%	12%	10%
		49%	51%	29% ^{def}	27% ^{efgh}	21% ^{fgh}	12% ^{hi}	8% ⁱ	3% ⁱ	1%	56% ^{kl}	40% ^l	4%	56% ⁿ	44%	21%	54%	25%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS												
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)	
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68	
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*	
GENDER																		
Male	1037	872	92	49	23	34	122	86	69	93	107	132	143	87	49	92	23	
	49%	48%	51%	46%	48%	44%	49%	47%	45%	50%	51%	49%	47%	52%	46%	51%	48%	
		84%	9%	5%	2%	3%	12%	8%	7%	9%	10%	13%	14%	8%	5%	9%	2%	
Female	1099	927	90	57	25	42	128	99	82	94	102	135	163	82	57	90	25	
	51%	52%	49%	54%	52%	56%	51%	53%	55%	50%	49%	51%	53%	48%	54%	49%	52%	
		84%	8%	5%	2%	4%	12%	9%	7%	9%	9%	12%	15%	7%	5%	8%	2%	
AGE																		
16-24	300	253	27	12	9	9	40	26	26	29	22	57	33	10	12	27	9	
	14%	14%	15%	11%	17%	12%	16%	14%	17%	16%	10%	22%	11%	6%	11%	15%	17%	
		84%	9%	4%	3%	3%	13% _m	9% _m	9% _m	10% _m	7%	19% _{jlm}	11%	3%	4%	9% _m	3% _m	
25-34	411	353	30	16	11	6	38	49	34	39	40	63	55	29	16	30	11	
	19%	20%	17%	15%	23%	8%	15%	27%	23%	21%	19%	24%	18%	17%	15%	17%	23%	
		86%	7%	4%	3%	2%	9%	12% _{eflmno}	8% _e	9% _e	10% _e	15% _{ef}	13%	7%	4%	7%	3% _e	
35-44	338	299	18	13	9	16	44	28	19	21	38	49	56	28	13	18	9	
	16%	17%	10%	12%	18%	21%	18%	15%	13%	11%	18%	18%	18%	16%	12%	10%	18%	
		88% _b	5%	4%	3%	5% _{io}	13% _o	8%	6%	6%	11% _o	15% _{io}	16% _{io}	8%	4%	5%	3%	
45-54	366	308	30	22	5	9	40	35	19	38	45	43	58	21	22	30	5	
	17%	17%	17%	21%	11%	12%	16%	19%	13%	20%	21%	16%	19%	13%	21%	17%	11%	
		84%	8%	6%	1%	2%	11%	10%	5%	10%	12% _{hmn}	12%	16%	6%	6%	8%	1%	
55-64	305	248	41	11	6	18	32	22	24	27	25	26	47	26	11	41	6	
	14%	14%	23%	10%	12%	23%	13%	12%	16%	14%	12%	10%	15%	16%	10%	23%	12%	
		81%	13% _{ac}	3%	2%	6% _{fgjkn}	11%	7%	8%	9%	8%	9%	16%	9%	3%	13% _{fgjkn}	2%	
65-74	225	178	20	22	5	8	24	16	16	19	24	15	31	25	22	20	5	
	11%	10%	11%	20%	11%	11%	10%	9%	10%	10%	11%	6%	10%	15%	20%	11%	11%	
		79%	9%	10% _{ab}	2%	4%	11%	7%	7%	8%	11% _k	7%	14%	11% _k	10% _{fghijkl}	9%	2%	
75+	190	160	15	11	4	10	33	9	13	14	15	12	26	28	11	15	4	
	9%	9%	8%	10%	9%	13%	13%	5%	8%	8%	7%	4%	8%	17%	10%	8%	9%	
		84%	8%	6%	2%	5% _{gk}	17% _{gk}	5%	7%	8%	8%	6%	14%	15% _{ghijkl}	6% _k	8%	2%	

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
AGE																	
16-34	711	606	57	28	20	15	77	75	60	68	62	121	88	40	28	57	20
	33%	34% 85%	32% 8%	27% 4%	41% 3%	20% 2%	31% 11%	40% 11%eijlmn	40% 8%elmn	36% 10%em	30% 9%	45% 17%efj lmno	29% 12%	23% 6%	27% 4%	32% 8%	41% 3%em
35-64	1010	855	89	45	20	42	116	85	62	85	108	119	161	76	45	89	20
	47%	48% 85%	49% 9%	43% 4%	40% 2%	56% 4%h	46% 11%	46% 8%	41% 6%	46% 8%	52% 11%	45% 12%	53% 16%h	45% 7%	43% 4%	49% 9%	40% 2%
65+	415	338	35	33	9	18	57	25	28	33	39	27	57	54	33	35	9
	19%	19% 81%	19% 8%	31% 8%ab	19% 2%	24% 4%k	23% 14%gk	13% 6%	19% 7%k	18% 8%k	19% 9%k	10% 7%	19% 14%k	32% 13%fghi jklo	31% 8%ghijkl o	19% 8%k	19% 2%k
SOCIAL GRADE																	
ABC1	1062	917	93	40	12	27	123	75	57	88	126	155	175	90	40	93	12
	50%	51% 86%cd	51% 9%cd	38% 4%	24% 1%	36% 3%	49% 12%hnp	41% 7%p	38% 5%	47% 8%p	60% 12%efg hinp	58% 15%egh inp	57% 16%eghi np	53% 8%eghn p	38% 4%	51% 9%ehnp	24% 1%
C2DE	1074	882	89	66	37	49	127	110	94	99	83	112	131	79	66	89	37
	50%	49% 82%	49% 8%	62% 6%ab	76% 3%ab	64% 5%jkl mo	51% 12%j	59% 10%jklm	62% 9%fjklmo	53% 9%jkl	40% 8%	42% 10%	43% 12%	47% 7%	62% 6%jklmo	49% 8%	76% 3%fgijklmo
SOCIAL GRADE																	
AB	394	346	35	13	-	19	50	35	17	31	56	55	50	34	13	35	-
	18%	19% 88%d	19% 9%d	12% 3%d	-	25% 5%hnp	20% 13%hp	19% 9%p	11% 4%p	17% 8%p	27% 14%hil np	21% 14%hp	16% 13%p	20% 9%hp	12% 3%p	19% 9%hp	-
C1C2	1112	930	103	60	18	28	124	78	67	97	117	148	184	87	60	103	18
	52%	52% 84%d	57% 9%d	56% 5%d	37% 2%	37% 3%	50% 11%	42% 7%	45% 6%	52% 9%ep	56% 11%egh p	55% 13%egh p	60% 17%efgh p	52% 8%ep	56% 5%egp	57% 9%eghp	37% 2%
DE	630	523	43	34	31	29	75	72	67	60	36	64	73	47	34	43	31
	30%	29% 83%	24% 7%	32% 5%	63% 5%abc	38% 5%jkl o	30% 12%j	39% 11%jklmo	44% 11%fijklm no	32% 9%j	17% 6%	24% 10%	24% 12%	28% 8%j	32% 5%j	24% 7%	63% 5%efghijklmno

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Table 24

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
COUNTRY																	
England	1799	1799	-	-	-	76	250	185	151	187	209	267	306	169	-	-	-
	84%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-
		100%bcd	-	-	-	4%nop	14%nop	10%nop	8%nop	10%nop	12%nop	15%nop	17%nop	9%nop	-	-	-
Scotland	182	-	182	-	-	-	-	-	-	-	-	-	-	-	-	182	-
	9%	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	100%	-
		-	100%acd	-	-	-	-	-	-	-	-	-	-	-	-	100%efghij klmnp	-
Wales	107	-	-	107	-	-	-	-	-	-	-	-	-	-	107	-	-
	5%	-	-	100%	-	-	-	-	-	-	-	-	-	-	100%	-	-
		-	-	100%abd	-	-	-	-	-	-	-	-	-	-	100%efghij klmnp	-	-
Northern Ireland	49	-	-	-	49	-	-	-	-	-	-	-	-	-	-	-	49
	2%	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	100%
		-	-	-	100%abc	-	-	-	-	-	-	-	-	-	-	-	100%efghijklmno
GOVERNMENT REGIONS																	
North East	76	76	-	-	-	76	-	-	-	-	-	-	-	-	-	-	-
	4%	100%	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-
		100%bc	-	-	-	100%fghi jklmnop	-	-	-	-	-	-	-	-	-	-	-
North West	250	250	-	-	-	-	250	-	-	-	-	-	-	-	-	-	-
	12%	14%	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	-
		100%bcd	-	-	-	-	100%eghijkl mnop	-	-	-	-	-	-	-	-	-	-
Yorkshire and The Humber	185	185	-	-	-	-	-	185	-	-	-	-	-	-	-	-	-
	9%	10%	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	-
		100%bcd	-	-	-	-	-	100%efhijk lmnop	-	-	-	-	-	-	-	-	-
East Midlands	151	151	-	-	-	-	-	-	151	-	-	-	-	-	-	-	-
	7%	8%	-	-	-	-	-	-	100%	-	-	-	-	-	-	-	-
		100%bcd	-	-	-	-	-	-	100%efgijk lmnop	-	-	-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
West Midlands	187	187	-	-	-	-	-	-	-	187	-	-	-	-	-	-	-
	9%	10%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-
		100%bcd	-	-	-	-	-	-	-	100%efghj klmnop	-	-	-	-	-	-	-
East of England	209	209	-	-	-	-	-	-	-	-	209	-	-	-	-	-	-
	10%	12%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-
		100%bcd	-	-	-	-	-	-	-	-	100%efgh iklmnop	-	-	-	-	-	-
London	267	267	-	-	-	-	-	-	-	-	-	267	-	-	-	-	-
	12%	15%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
		100%bcd	-	-	-	-	-	-	-	-	-	100%efgh ijklmnop	-	-	-	-	-
South East	306	306	-	-	-	-	-	-	-	-	-	-	306	-	-	-	-
	14%	17%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
		100%bcd	-	-	-	-	-	-	-	-	-	-	100%efgh ijklmnop	-	-	-	-
South West	169	169	-	-	-	-	-	-	-	-	-	-	-	169	-	-	-
	8%	9%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-
		100%bcd	-	-	-	-	-	-	-	-	-	-	-	100%efgh ijklmnop	-	-	-
Wales	107	-	-	107	-	-	-	-	-	-	-	-	-	-	107	-	-
	5%	-	-	100%	-	-	-	-	-	-	-	-	-	-	100%	-	-
		-	-	100%abd	-	-	-	-	-	-	-	-	-	-	100%efghij klmnop	-	-
Scotland	182	-	182	-	-	-	-	-	-	-	-	-	-	-	-	182	-
	9%	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	100%	-
		-	100%acd	-	-	-	-	-	-	-	-	-	-	-	-	100%efghij klmnop	-
Northern Ireland	49	-	-	-	49	-	-	-	-	-	-	-	-	-	-	-	49
	2%	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	100%
		-	-	-	100%abc	-	-	-	-	-	-	-	-	-	-	-	100%efghijklmnop

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
ETHNIC ORIGIN																	
White	1877	1548	177	104	48	71	227	178	132	167	194	143	271	166	104	177	48
	88%	86%	97%	97%	99%	93%	91%	96%	87%	89%	93%	53%	89%	98%	97%	97%	99%
		82%	9%a	6%a	3%a	4%k	12%k	10%fhikl	7%k	9%k	10%k	8%	14%k	9%thij kl	6%fhikl	9%fhikl	3%fhikl
Minority Ethnic	244	235	5	3	1	5	20	4	19	20	14	116	33	3	3	5	1
	11%	13%	3%	3%	1%	7%	8%	2%	13%	11%	7%	44%	11%	2%	3%	3%	1%
		97%bcd	2%	1%	*	2%	8%gmo	2%	8%gmnop	8%gmnop	6% m	48%efg hijklmn op	13%gmno p	1%	1%	2%	*

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
GENDER																		
Male	1037	906	120	172	837	644	140	92	114	738	892	680	119	710	704	333	457	579
	49%	48%	49%	46%	49%	50%	55%	50%	48%	50%	50%	49%	55%	49%	48%	49%	50%	47%
		87%	12%	17%	81%	62%	13%	9%	11%	71%	86%	66%	11%	68%	68%	32%	44%	56%
Female	1099	971	124	204	865	639	115	92	122	729	905	694	98	731	757	342	448	651
	51%	52%	51%	54%	51%	50%	45%	50%	52%	50%	50%	51%	45%	51%	52%	51%	50%	53%
		88%	11%	19%	79%	58%	10%	8%	11%	66%	82%	63%	9%	66%	69%	31%	41%	59%
AGE																		
16-24	300	226	71	12	283	245	47	8	8	280	288	206	40	221	137	163	133	168
	14%	12%	29%	3%	17%	19%	18%	4%	4%	19%	16%	15%	18%	15%	9%	24%	15%	14%
		75%	24%a	4%	94%c	81%gh	16%gh	3%	3%	93%j	96%	69%	13%	73%	46%	54%en	44%	56%
25-34	411	343	65	32	372	321	59	14	18	362	379	277	44	294	234	177	184	227
	19%	18%	27%	9%	22%	25%	23%	7%	8%	25%	21%	20%	20%	20%	16%	26%	20%	18%
		83%	16%a	8%	91%c	78%gh	14%gh	3%	4%	88%j	92%	67%	11%	72%	57%	43%en	45%	55%
35-44	338	287	50	31	296	258	53	15	14	295	308	235	37	248	242	97	154	185
	16%	15%	21%	8%	17%	20%	21%	8%	6%	20%	17%	17%	17%	17%	17%	14%	17%	15%
		85%	15%a	9%	88%c	76%gh	16%gh	5%	4%	87%j	91%	69%	11%	73%	71%	29%	45%	55%
45-54	366	333	29	74	284	238	45	42	30	272	320	271	51	280	285	81	181	185
	17%	18%	12%	20%	17%	19%	18%	23%	13%	19%	18%	20%	24%	19%	20%	12%	20%	15%
		91%b	8%	20%	78%	65%h	12%	12%h	8%	74%	87%	74%	14%	77%	78%o	22%	50%q	50%
55-64	305	284	19	82	213	157	27	41	49	176	249	201	26	209	229	76	134	171
	14%	15%	8%	22%	13%	12%	11%	22%	21%	12%	14%	15%	12%	15%	16%	11%	15%	14%
		93%b	6%	27%d	70%	51%	9%	13%ef	16%ef	58%	82%	66%	9%	69%	75%o	25%	44%	56%
65-74	225	216	8	66	150	51	17	40	60	64	156	128	17	132	180	45	81	145
	11%	12%	3%	18%	9%	4%	7%	21%	26%	4%	9%	9%	8%	9%	12%	7%	9%	12%
		96%b	4%	29%d	67%	23%	8%	18%ef	27%ef	28%	69%l	57%	8%	59%	80%o	20%	36%	64%p

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
75+	190	188	2	79	102	13	6	24	56	18	95	56	2	57	154	36	39	150
	9%	10%	1%	21%	6%	1%	2%	13%	24%	1%	5%	4%	1%	4%	11%	5%	4%	12%
		99%b	1%	42%d	54%	7%	3%	13%ef	30%efg	10%	50%i	30%l	1%	30%	81%o	19%	21%	79%p
AGE																		
16-34	711	569	136	44	656	566	106	22	26	642	668	483	83	515	371	341	316	395
	33%	30%	56%	12%	39%	44%	42%	12%	11%	44%	37%	35%	38%	36%	25%	50%	35%	32%
		80%	19%a	6%	92%c	80%gh	15%gh	3%	4%	90%j	94%	68%	12%	72%	52%	48%n	44%	56%
35-64	1010	904	98	187	793	653	125	99	93	743	878	707	114	737	756	254	469	540
	47%	48%	40%	50%	47%	51%	49%	54%	39%	51%	49%	51%	53%	51%	52%	38%	52%	44%
		90%b	10%	18%	79%	65%h	12%h	10%h	9%	74%	87%	70%	11%	73%	75%o	25%	46%q	54%
65+	415	404	10	145	253	64	24	63	116	82	251	184	19	188	334	81	120	295
	19%	22%	4%	39%	15%	5%	9%	34%	49%	6%	14%	13%	9%	13%	23%	12%	13%	24%
		97%b	2%	35%d	61%	15%	6%e	15%ef	28%efg	20%	61%i	44%	5%	45%	81%o	19%	29%	71%p
SOCIAL GRADE																		
ABC1	1062	915	138	125	911	763	113	83	87	835	954	770	130	807	753	308	510	552
	50%	49%	56%	33%	54%	59%	45%	45%	37%	57%	53%	56%	60%	56%	52%	46%	56%	45%
		86%	13%a	12%	86%c	72%fgh	11%	8%	8%	79%j	90%	73%	12%	76%	71%o	29%	48%q	52%
C2DE	1074	961	106	251	791	520	141	101	149	633	842	604	87	634	707	367	396	678
	50%	51%	44%	67%	46%	41%	55%	55%	63%	43%	47%	44%	40%	44%	48%	54%	44%	55%
		89%b	10%	23%d	74%	48%	13%e	9%e	14%e	59%	78%i	56%	8%	59%	66%	34%n	37%	63%p
SOCIAL GRADE																		
AB	394	341	51	48	338	280	42	31	30	301	344	282	59	301	302	92	187	208
	18%	18%	21%	13%	20%	22%	17%	17%	13%	20%	19%	21%	27%	21%	21%	14%	21%	17%
		87%	13%	12%	86%c	71%h	11%	8%	7%	76%	87%	71%	15%k	76%	77%o	23%	47%q	53%
C1C2	1112	973	131	144	939	741	121	83	111	830	972	778	121	811	771	341	518	594
	52%	52%	54%	38%	55%	58%	48%	45%	47%	57%	54%	57%	56%	56%	53%	50%	57%	48%
		88%	12%	13%	84%c	67%fgh	11%	7%	10%	75%	87%	70%	11%	73%	69%	31%	47%q	53%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
DE	630	562	62	184	425	262	91	70	95	337	480	314	38	328	388	243	201	429
	30%	30%	25%	49%	25%	20%	36%	38%	40%	23%	27%	23%	17%	23%	27%	36%	22%	35%
		89%	10%	29% ^d	67%	42%	14% ^e	11% ^e	15% ^e	53%	76% ⁱ	50%	6%	52%	62%	38% ⁿ	32%	68% ^p
COUNTRY																		
England	1799	1548	235	310	1447	1109	212	149	185	1266	1530	1164	177	1223	1222	577	750	1050
	84%	82%	97%	83%	85%	86%	83%	81%	79%	86%	85%	85%	82%	85%	84%	85%	83%	85%
		86%	13% ^a	17%	80%	62% ^h	12%	8%	10%	70%	85%	65%	10%	68%	68%	32%	42%	58%
Scotland	182	177	5	36	132	98	21	20	22	110	139	105	21	109	120	62	79	103
	9%	9%	2%	10%	8%	8%	8%	11%	9%	8%	8%	8%	10%	8%	8%	9%	9%	8%
		97% ^b	3%	20%	72%	54%	12%	11%	12%	61%	77%	58%	12%	60%	66%	34%	43%	57%
Wales	107	104	3	23	80	50	14	14	19	58	84	67	18	71	81	25	52	54
	5%	6%	1%	6%	5%	4%	6%	8%	8%	4%	5%	5%	8%	5%	6%	4%	6%	4%
		97% ^b	3%	22%	75%	47%	13%	13% ^{ee}	18% ^e	54%	79%	63%	17%	66%	76%	24%	49%	51%
Northern Ireland	49	48	1	6	43	26	7	1	10	33	43	37	1	38	38	11	25	23
	2%	3%	*	2%	2%	2%	3%	*	4%	2%	2%	3%	*	3%	3%	2%	3%	2%
		99% ^b	1%	13%	87%	54%	15%	2%	20% ^g	67%	89%	76%	2%	78%	78%	22%	52%	48%
GOVERNMENT REGIONS																		
North East	76	71	5	17	58	47	4	4	12	49	62	41	6	43	42	34	25	51
	4%	4%	2%	5%	3%	4%	1%	2%	5%	3%	3%	3%	3%	3%	3%	5%	3%	4%
		93%	7%	23%	76%	61%	5%	6%	16% ^f	64%	82%	54%	8%	57%	55%	45% ⁿ	33%	67%
North West	250	227	20	51	193	157	28	24	32	179	227	179	38	182	189	61	125	125
	12%	12%	8%	14%	11%	12%	11%	13%	14%	12%	13%	13%	18%	13%	13%	9%	14%	10%
		91%	8%	20%	77%	63%	11%	10%	13%	72%	91%	72%	15%	73%	76% ^o	24%	50% ^q	50%
Yorkshire and The Humber	185	178	4	41	138	98	34	10	15	129	147	91	32	114	109	76	56	130
	9%	10%	2%	11%	8%	8%	14%	5%	6%	9%	8%	7%	15%	8%	7%	11%	6%	11%
		96% ^b	2%	22%	74%	53%	19% ^{egh}	5%	8%	69%	79%	49%	17% ^{km}	62%	59%	41% ⁿ	30%	70% ^p
East Midlands	151	132	19	32	118	93	15	8	11	104	119	93	12	96	106	45	61	89
	7%	7%	8%	8%	7%	7%	6%	4%	5%	7%	7%	7%	5%	7%	7%	7%	7%	7%
		87%	13%	21%	78%	62%	10%	5%	7%	69%	79%	61%	8%	64%	70%	30%	41%	59%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
West Midlands	187	167	20	33	151	106	26	19	25	127	163	127	17	130	125	62	88	99
	9%	9%	8%	9%	9%	8%	10%	10%	10%	9%	9%	9%	8%	9%	9%	9%	10%	8%
		89%	11%	18%	81%	57%	14%	10%	13%	68%	87%	68%	9%	70%	67%	33%	47%	53%
East of England	209	194	14	25	180	141	16	12	15	151	171	140	20	148	155	54	95	114
	10%	10%	6%	7%	11%	11%	6%	6%	6%	10%	10%	10%	9%	10%	11%	8%	10%	9%
		93% ^b	7%	12%	86% ^c	67% ^{fh}	8%	6%	7%	72%	82%	67%	9%	71%	74%	26%	45%	55%
London	267	143	116	24	235	190	33	17	7	214	228	164	17	170	148	119	83	184
	12%	8%	48%	6%	14%	15%	13%	9%	3%	15%	13%	12%	8%	12%	10%	18%	9%	15%
		53%	44% ^a	9%	88% ^c	71% ^{gh}	12% ^h	6% ^h	2%	80%	85%	61%	6%	64%	56%	44% ^{en}	31%	69% ^p
South East	306	271	33	53	248	200	40	30	44	225	280	242	28	248	236	70	147	159
	14%	14%	13%	14%	15%	16%	16%	16%	19%	15%	16%	18%	13%	17%	16%	10%	16%	13%
		89%	11%	17%	81%	65%	13%	10%	14%	73%	92%	79%	9%	81%	77% ^o	23%	48% ^q	52%
South West	169	166	3	34	127	78	16	25	24	89	132	87	8	91	112	57	71	98
	8%	9%	1%	9%	7%	6%	6%	13%	10%	6%	7%	6%	4%	6%	8%	8%	8%	8%
		98% ^b	2%	20%	75%	46%	9%	15% ^{ef}	15% ^e	53%	78%	52%	5%	54%	66%	34%	42%	58%
Wales	107	104	3	23	80	50	14	14	19	58	84	67	18	71	81	25	52	54
	5%	6%	1%	6%	5%	4%	6%	8%	8%	4%	5%	5%	8%	5%	6%	4%	6%	4%
		97% ^b	3%	22%	75%	47%	13%	13% ^e	18% ^e	54%	79%	63%	17%	66%	76%	24%	49%	51%
Scotland	182	177	5	36	132	98	21	20	22	110	139	105	21	109	120	62	79	103
	9%	9%	2%	10%	8%	8%	8%	11%	9%	8%	8%	8%	10%	8%	8%	9%	9%	8%
		97% ^b	3%	20%	72%	54%	12%	11%	12%	61%	77%	58%	12%	60%	66%	34%	43%	57%
Northern Ireland	49	48	1	6	43	26	7	1	10	33	43	37	1	38	38	11	25	23
	2%	3%	*	2%	2%	2%	3%	*	4%	2%	2%	3%	*	3%	3%	2%	3%	2%
		99% ^b	1%	13%	87%	54%	15%	2%	20% ^g	67%	89%	76%	2%	78%	78%	22%	52%	48%
ETHNIC ORIGIN																		
White	1877	1877	-	356	1466	1096	217	172	224	1253	1571	1213	194	1270	1318	558	807	1069
	88%	100%	-	95%	86%	85%	85%	93%	95%	85%	87%	88%	89%	88%	90%	83%	89%	87%
		100% ^b	-	19% ^d	78%	58%	12%	9% ^{ef}	12% ^{ef}	67%	84%	65%	10%	68%	70% ^o	30%	43%	57%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)**Q. Break by Break****Base: All Adults 16+ in the UK**

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
Minority Ethnic	244	-	244	15	225	178	33	12	11	201	212	151	23	160	134	110	92	152
	11%	-	100%	4%	13%	14%	13%	7%	5%	14%	12%	11%	10%	11%	9%	16%	10%	12%
	-	100%a	6%	92%b	73%gh	14%gh	5%	5%	82%	87%	62%	9%	66%	55%	45%h	38%	62%	

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)**Q. Break by Break****Base: All Adults 16+ in the UK**

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
GENDER							
Male	1037	451	70	775	11	14	20
	49%	48%	46%	51%	42%	42%	59%
		44%	7%	75%	1%	1%	2%
Female	1099	484	82	747	15	18	14
	51%	52%	54%	49%	58%	58%	41%
		44%	7%	68%	1%	2%	1%
AGE							
16-24	300	100	20	125	2	10	-
	14%	11%	13%	8%	7%	30%	-
		33%	7%	42%	1%	3% ^f	-
25-34	411	184	34	284	3	9	8
	19%	20%	22%	19%	11%	27%	24%
		45%	8%	69%	1%	2%	2%
35-44	338	180	24	270	4	7	12
	16%	19%	16%	18%	15%	23%	35%
		53%	7%	80%	1%	2%	4%
45-54	366	181	33	277	8	3	3
	17%	19%	22%	18%	34%	9%	9%
		49%	9%	76%	2%	1%	1%
55-64	305	147	24	221	6	3	10
	14%	16%	16%	15%	22%	10%	29%
		48%	8%	73%	2%	1%	3%
65-74	225	94	12	184	2	-	1
	11%	10%	8%	12%	10%	-	3%
		42%	5%	82%	1%	-	*
75+	190	50	5	161	1	-	-
	9%	5%	3%	11%	2%	-	-
		26%	3%	85% ^b	*	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
AGE							
16-34	711	284	53	409	4	18	8
	33%	30%	35%	27%	17%	57%	24%
		40%	8% ^c	58%	1%	3% ^f	1%
35-64	1010	508	81	769	18	14	25
	47%	54%	53%	50%	71%	43%	73%
		50%	8%	76%	2%	1%	2% ^e
65+	415	144	17	345	3	-	1
	19%	15%	11%	23%	12%	-	3%
		35%	4%	83% ^b	1%	-	*
SOCIAL GRADE							
ABC1	1062	506	65	791	7	10	9
	50%	54%	43%	52%	28%	30%	26%
		48%	6%	75% ^b	1%	1%	1%
C2DE	1074	429	86	731	18	22	25
	50%	46%	57%	48%	72%	70%	74%
		40%	8% ^c	68%	2%	2%	2%
SOCIAL GRADE							
AB	394	179	15	310	2	-	1
	18%	19%	10%	20%	7%	-	4%
		45%	4%	79% ^b	*	-	*
C1C2	1112	527	73	808	7	14	14
	52%	56%	48%	53%	28%	45%	41%
		47%	7%	73%	1%	1%	1%
DE	630	229	64	404	17	18	19
	30%	24%	42%	27%	66%	55%	55%
		36%	10% ^c	64%	3%	3%	3%
COUNTRY							
England	1799	796	123	1295	19	25	27
	84%	85%	81%	85%	76%	78%	78%
		44%	7%	72%	1%	1%	1%
Scotland	182	65	15	113	4	3	5
	9%	7%	10%	7%	17%	10%	15%
		36%	8%	62%	2%	2%	3%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q. Break by Break****Base: All Adults 16+ in the UK**

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
Wales	107	46	10	74	2	1	2
	5%	5%	7%	5%	7%	3%	7%
		43%	9%	69%	2%	1%	2%
Northern Ireland	49	29	4	40	-	3	-
	2%	3%	2%	3%	-	9%	-
		60%	7%	82%	-	6%	-
GOVERNMENT REGIONS							
North East	76	23	-	55	-	-	-
	4%	3%	-	4%	-	-	-
		31%	-	73%b	-	-	-
North West	250	117	10	196	1	2	3
	12%	13%	7%	13%	4%	6%	8%
		47%	4%	78%b	*	1%	1%
Yorkshire and The Humber	185	87	19	127	2	5	3
	9%	9%	12%	8%	8%	16%	8%
		47%	10%	69%	1%	3%	2%
East Midlands	151	67	8	118	-	5	3
	7%	7%	5%	8%	-	15%	9%
		45%	5%	78%	-	3%	2%
West Midlands	187	81	16	139	4	3	3
	9%	9%	11%	9%	17%	10%	10%
		43%	9%	74%	2%	2%	2%
East of England	209	84	6	157	2	-	2
	10%	9%	4%	10%	9%	-	7%
		40%	3%	75%b	1%	-	1%
London	267	101	20	163	2	4	5
	12%	11%	13%	11%	9%	12%	15%
		38%	8%	61%	1%	1%	2%
South East	306	167	24	220	2	3	3
	14%	18%	16%	14%	8%	11%	7%
		55%	8%	72%	1%	1%	1%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q. Break by Break****Base: All Adults 16+ in the UK**

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
South West	169	67	20	120	5	3	4
	8%	7%	13%	8%	21%	8%	13%
		40%	12% ^c	71%	3%	1%	3%
Wales	107	46	10	74	2	1	2
	5%	5%	7%	5%	7%	3%	7%
		43%	9%	69%	2%	1%	2%
Scotland	182	65	15	113	4	3	5
	9%	7%	10%	7%	17%	10%	15%
		36%	8%	62%	2%	2%	3%
Northern Ireland	49	29	4	40	-	3	-
	2%	3%	2%	3%	-	9%	-
		60%	7%	82%	-	6%	-
ETHNIC ORIGIN							
White	1877	844	130	1380	22	25	28
	88%	90%	86%	91%	87%	77%	82%
		45%	7%	74%	1%	1%	1%
Minority Ethnic	244	85	18	136	3	7	6
	11%	9%	12%	9%	13%	20%	18%
		35%	7%	56%	1%	3%	2%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
GENDER							
Male	1037	12	12	21	18	19	23
	49%	48%	43%	49%	48%	65%	61%
		1%	1%	2%	2%	2%	2%
Female	1099	13	16	22	20	10	15
	51%	52%	57%	51%	52%	35%	39%
		1%	1%	2%	2%	1%	1%
AGE							
16-24	300	5	4	9	4	2	3
	14%	18%	15%	22%	10%	5%	9%
		2%	1%	3%	1%	1%	1%
25-34	411	3	7	8	4	6	15
	19%	12%	26%	18%	12%	19%	40%
		1%	2%	2%	1%	1%	4%cd
35-44	338	1	5	7	6	7	7
	16%	5%	16%	16%	16%	24%	18%
		*	1%	2%	2%	2%	2%
45-54	366	5	5	6	10	5	2
	17%	20%	16%	14%	26%	19%	5%
		1%	1%	2%	3% ^f	1%	1%
55-64	305	6	4	6	10	8	6
	14%	24%	13%	14%	26%	29%	17%
		2%	1%	2%	3%	3%	2%
65-74	225	5	2	5	3	1	4
	11%	19%	8%	11%	8%	4%	11%
		2%	1%	2%	1%	*	2%
75+	190	1	2	2	1	-	-
	9%	2%	6%	5%	3%	-	-
		*	1%	1%	1%	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
AGE							
16-34	711	8	12	17	8	7	18
	33%	30%	41%	40%	22%	25%	49%
		1%	2%	2%	1%	1%	3% ^d
35-64	1010	12	13	19	26	21	15
	47%	49%	45%	44%	67%	71%	40%
		1%	1%	2%	3% ^{cf}	2%	1%
65+	415	5	4	7	4	1	4
	19%	21%	14%	16%	11%	4%	11%
		1%	1%	2%	1%	*	1%
SOCIAL GRADE							
ABC1	1062	8	12	13	16	9	16
	50%	30%	42%	31%	42%	31%	44%
		1%	1%	1%	2%	1%	2%
C2DE	1074	18	17	30	22	20	21
	50%	70%	58%	69%	58%	69%	56%
		2%	2%	3%	2%	2%	2%
SOCIAL GRADE							
AB	394	1	6	1	8	3	3
	18%	2%	20%	3%	21%	9%	8%
		*	1%	*	2% ^c	1%	1%
C1C2	1112	14	13	18	14	13	18
	52%	56%	45%	41%	36%	45%	48%
		1%	1%	2%	1%	1%	2%
DE	630	11	10	24	16	13	16
	30%	41%	35%	56%	43%	46%	44%
		2%	2%	4%	3%	2%	3%
COUNTRY							
England	1799	19	24	33	25	21	28
	84%	72%	85%	76%	65%	72%	76%
		1%	1%	2%	1%	1%	2%
Scotland	182	4	3	6	11	5	7
	9%	16%	12%	13%	28%	16%	18%
		2%	2%	3%	6%	3%	4%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
Wales	107	3	1	2	2	3	2
	5%	12%	4%	4%	5%	10%	7%
		3%	1%	2%	2%	3%	2%
Northern Ireland	49	-	-	3	1	1	-
	2%	-	-	7%	2%	2%	-
		-	-	6%	1%	1%	-
GOVERNMENT REGIONS							
North East	76	-	1	-	1	-	-
	4%	-	3%	-	3%	-	-
		-	1%	-	1%	-	-
North West	250	2	3	6	2	2	5
	12%	7%	9%	14%	5%	8%	13%
		1%	1%	2%	1%	1%	2%
Yorkshire and The Humber	185	3	7	5	4	2	7
	9%	11%	24%	12%	10%	7%	19%
		2%	4%	3%	2%	1%	4%
East Midlands	151	2	3	2	2	2	6
	7%	9%	12%	4%	6%	8%	15%
		1%	2%	1%	2%	2%	4%
West Midlands	187	1	4	4	3	3	2
	9%	4%	13%	9%	9%	12%	6%
		1%	2%	2%	2%	2%	1%
East of England	209	1	-	3	2	-	1
	10%	4%	-	7%	6%	-	2%
		*	-	1%	1%	-	*
London	267	2	4	7	2	2	4
	12%	9%	14%	16%	5%	6%	12%
		1%	1%	3%	1%	1%	2%
South East	306	4	2	2	4	5	3
	14%	15%	6%	5%	11%	17%	7%
		1%	1%	1%	1%	2%	1%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q. Break by Break****Base: All Adults 16+ in the UK**

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
South West	169	3	1	4	4	4	1
	8%	14%	4%	10%	10%	14%	2%
		2%	1%	2%	2%	2%	*
Wales	107	3	1	2	2	3	2
	5%	12%	4%	4%	5%	10%	7%
		3%	1%	2%	2%	3%	2%
Scotland	182	4	3	6	11	5	7
	9%	16%	12%	13%	28%	16%	18%
		2%	2%	3%	6%	3%	4%
Northern Ireland	49	-	-	3	1	1	-
	2%	-	-	7%	2%	2%	-
		-	-	6%	1%	1%	-
ETHNIC ORIGIN							
White	1877	21	22	37	35	28	30
	88%	80%	75%	85%	92%	97%	80%
		1%	1%	2%	2%	1%	2%
Minority Ethnic	244	5	6	5	2	1	7
	11%	20%	22%	13%	6%	3%	20%
		2%	3%	2%	1%	*	3%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q. Summary table****Base: All Adults 16+ in the UK**

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	43 2%	17 2% 39%	26 2% 61%	10 3% 22%hi	11 3% 25%hi	10 3% 23%hi	7 2% 17%hi	5 2% 13%h	- - -	- - -	20 3% 47%l	23 2% 53%l	- - -	18 2% 41%	25 2% 59%	1 * 3%	22 2% 52%o	19 3% 45%o
All with any 'serious affordability issue' (INCLUDING gas/water/ elece)	63 3%	29 3% 46%	34 3% 54%	10 3% 15%hi	15 4% 23%hi	17 5% 27%hi	9 3% 15%i	12 4% 18%hi	1 * 2%	- - -	24 3% 38%l	38 4% 60%l	1 * 2%	23 2% 36%	41 4% 64% m	3 1% 5%	30 3% 47%o	30 5% 48%op

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Summary table

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	43 2%	35 2% 81%	4 2% 10%	1 1% 2%	3 6% 6%a	- - -	2 1% 4%	7 4% 17% ^{fj}	5 3% 11% ^j	4 2% 10% ^j	- - -	5 2% 12%	8 3% 18% ^j	3 2% 8% ^j	1 1% 2%	4 2% 10% ^j	3 6% 6% ^{efj}
All with any 'serious affordability issue' (INCLUDING gas/water/ elece)	63 3%	51 3% 80%	6 3% 10%	3 3% 5%	3 6% 4%	- - -	4 1% 6%	8 4% 13%	5 3% 8%	6 3% 10%	2 1% 4%	9 3% 14%	10 3% 16%	6 4% 10%	3 3% 5%	6 3% 10%	3 6% 4% ^{efj}

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)**Q. Summary table****Base: All Adults 16+ in the UK**

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
All with any 'serious affordability issue' (EXCLUDING gas/water/elec)	43 2%	36 2%	7 3%	10 3%	32 2%	29 2%	8 3%	5 3%	3 1%	36 2%	41 2%	33 2%	5 2%	34 2%	24 2%	19 3%	17 2%	26 2%
		83%	15%	24%	74%	67%	19%	13%	7%	83%	96%	76%	11%	78%	55%	45%	40%	60%
All with any 'serious affordability issue' (INCLUDING gas/water/elect)	63 3%	53 3%	10 4%	16 4%	46 3%	40 3%	12 5%	6 3%	6 2%	50 3%	59 3%	44 3%	10 5%	45 3%	37 3%	27 4%	29 3%	34 3%
		83%	16%	25%	72%	63%	18%	9%	9%	79%	93%	70%	16%	72%	58%	42%	46%	54%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)**Q. Summary table****Base: All Adults 16+ in the UK**

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	43 2%	28 3% 65%	43 28% 100% ^c	- - -	9 38% 22%	32 100% 74% ^f	14 40% 32%
All with any 'serious affordability issue' (INCLUDING gas/water/ elece)	63 3%	37 4% 59%	63 42% 100% ^c	- - -	13 52% 21%	32 100% 50%	34 100% 54%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q. Summary table****Base: All Adults 16+ in the UK**

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
All with any 'serious affordability issue' (EXCLUDING gas/water/elec)	43 2%	3 13% 8%	3 9% 6%	8 18% 18%	4 9% 8%	3 9% 6%	3 7% 6%
All with any 'serious affordability issue' (INCLUDING gas/water/elec)	63 3%	7 27% 11%	4 12% 6%	11 24% 17%	6 16% 10%	6 21% 10%	6 17% 10%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Summary table

Base: All with some responsibility for communications services

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	1719	829	890	133	306	274	263	221	283	239	439	758	522	773	946	306	826	587
Weighted Base	1706	857	850	146	325	296	314	255	201	169	471	865	370	867	839	328	894	484
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	43 3%	17 2% 39%	26 3% 61%	10 7% 22% i	11 3% 25% hi	10 3% 23% hi	7 2% 17% hi	5 2% 13% hi	- - -	- -	20 4% 47% l	23 3% 53% l	- - -	18 2% 41%	25 3% 59%	1 * 3%	22 2% 52% o	19 4% 45% o
All with any 'serious affordability issue' (INCLUDING gas/water/ elece)	63 4%	29 3% 46%	34 4% 54%	10 7% 15% hi	15 4% 23% hi	17 6% 27% hi	9 3% 15% i	12 5% 18% hi	1 1% 2%	- -	24 5% 38% l	38 4% 60% l	1 * 2%	23 3% 36%	41 5% 64% m	3 1% 5%	30 3% 47% o	30 6% 48% op

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Summary table

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1719	1440	133	85	61	58	215	152	127	156	160	183	239	150	85	133	61
Weighted Base	1706	1447	130	86*	43*	56*	206	154	125	157	168	191	244	146	86*	130	43*
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	43 3%	35 2% 81%	4 3% 10%	1 1% 2%	3 6% 6%	- - -	2 1% 4%	7 5% 17% ^{fj}	5 4% 11% ^{ej}	4 3% 10% ^j	- - -	5 3% 12% ^j	8 3% 18% ^j	3 2% 8%	1 1% 2%	4 3% 10% ^j	3 6% 6% ^{efj}
All with any 'serious affordability issue' (INCLUDING gas/water/ elece)	63 4%	51 4% 80%	6 5% 10%	3 4% 5%	3 6% 4%	- - -	4 2% 6%	8 5% 13%	5 4% 8%	6 4% 10%	2 1% 4%	9 5% 14%	10 4% 16%	6 4% 10%	3 4% 5%	6 5% 10%	3 6% 4% ^{ej}

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)**Q. Summary table****Base: All with some responsibility for communications services**

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	1719	1561	147	361	1318	918	183	172	245	1053	1402	1050	157	1096	1204	515	688	1031
Weighted Base	1706	1539	156	316	1350	1004	194	154	207	1143	1434	1093	178	1146	1181	525	716	990
All with any 'serious affordability issue' (EXCLUDING gas/water/elec)	43 3%	36 2% 83%	7 4% 15%	10 3% 24%	32 2% 74%	29 3% 67%	8 4% 19%	5 3% 13%	3 1% 7%	36 3% 83%	41 3% 96%	33 3% 76%	5 3% 11%	34 3% 78%	24 2% 55%	19 4% 45%	17 2% 40%	26 3% 60%
All with any 'serious affordability issue' (INCLUDING gas/water/elece)	63 4%	53 3% 83%	10 6% 16%	16 5% 25%	46 3% 72%	40 4% 63%	12 6% 18%	6 4% 9%	6 3% 9%	50 4% 79%	59 4% 93%	44 4% 70%	10 6% 16%	45 4% 72%	37 3% 58%	27 5% 42%	29 4% 46%	34 3% 54%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)**Q. Summary table****Base: All with some responsibility for communications services**

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	1719	755	150	1535	27	32	34
Weighted Base	1706	773	152	1522	25**	32*	34*
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	43 3%	28 4% 65%	43 28% 100% ^c	- - -	9 38% 22%	32 100% 74% ^f	14 40% 32%
All with any 'serious affordability issue' (INCLUDING gas/water/ elece)	63 4%	37 5% 59%	63 42% 100% ^c	- - -	13 52% 21%	32 100% 50%	34 100% 54%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q. Summary table****Base: All with some responsibility for communications services**

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	1719	26	29	46	38	27	37
Weighted Base	1706	26**	29**	43*	38*	29**	38*
All with any 'serious affordability issue' (EXCLUDING gas/water/elec)	43 3%	3 13% 8%	3 9% 6%	8 18% 18%	4 9% 8%	3 9% 6%	3 7% 6%
All with any 'serious affordability issue' (INCLUDING gas/water/elece)	63 4%	7 27% 11%	4 12% 6%	11 24% 17%	6 16% 10%	6 21% 10%	6 17% 10%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing